

How to Install the Kitchen Printer – for IT Professionals

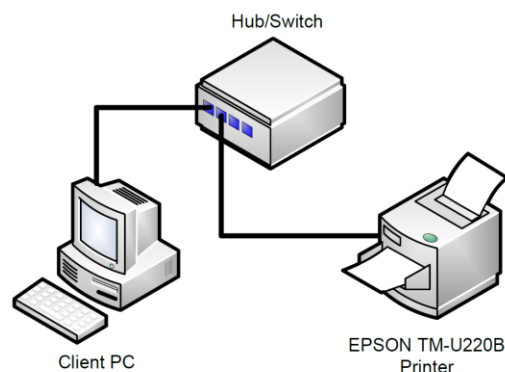
IMPORTANT NOTICE TO CATERTRAX ADMINISTRATORS

The installation and setup of the EPSON printer may require advanced technical knowledge and it is recommended that these steps be performed by your IT professional who has software driver, hardware, and networking experience.

Best Practices for Printer Setup and Operation

- Internet Explorer 8.0 is required.
- The computer displaying the printer queue should be easily viewable by the food service personnel so that if the web browser, computer, or queue announces an issue it can be addressed immediately
- The computer displaying the printer queue must not go into hibernation mode; otherwise it will stop sending jobs to the printer.
- The connection between the computer and the printer must be hard wired; it cannot be wireless.
- The computer connected to the receipt printer must be turned on to print orders.
- The printer (and runner, if applicable) queue window should be closed daily and launched the next day.

Printer Connection Setup



Install the Printer Driver

1. Go to <http://pos.epson.com/developers/techresdetails.htm?ProductPK=545> and download the most up-to-date version of Advanced Printer Driver, located under the Drivers section.
2. Double click on the executable that was downloaded. **Note:** you may need to extract the files first.
3. When the Install ShieldWizard screen appears click **Next**.
4. Read and accept the terms and conditions, then click **Next**.
5. Select the radio button for the Minimum (Recommended) setup and click **Next**, then click **Add**.
6. Use the **Select driver** dropdown to select **Epson TM-U220 Receipt**.
7. Use the **Port Type** dropdown to select **Create an Ethernet port**, then click **Next**.
8. Enter the IP Address for your printer, and then click **Next**.
9. Make sure the printer configuration you just created is selected, and then click **Next**.
10. Verify the settings displayed in the window, and then click **Next**.
11. When the **InstallShield Wizard Complete** screen appears, click **Finish**.
12. Go to the computer's Control Panel and ensure that the printer that you just created appears in **Devices and Printers > Printers and Faxes**.

Best Practice: The printer name as it appears on your network must match the printer name configured in the CaterTrax software. If the name of this printer on your network is something other than "Epson TM-U220" (recommended), please submit a Support Request and provide the name(s) reflected on your network for the Epson printer(s).

13. Do a test print (from **Devices and Printers**).

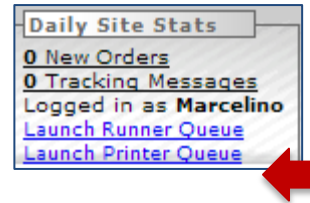
Adjust Internet Browser Settings

1. Open Internet Explorer 8 on the computer connected to the Kitchen Printer.
2. Go to **Tools > Internet Options** and click the **Security** tab.
3. Click **Trusted sites**, and then click the **Sites** button.
4. If ***.catertrax.com** does not appear in the list of websites, enter it in the field labeled **Add this website to the zone**. Ensure that the checkbox for **Require server verification (https:) for all sites in this zone** is not selected, and then click **Add**, and then click **Close**.
5. Click the **Custom level** button.

6. Scroll down to the **ActiveX controls and plug-ins** and make sure that **Initialize and script ActiveX controls not marked as safe for scripting** is set to **Enable**, then click **OK**, and then click **OK** again.
7. Close and reopen Internet Explorer.
8. Verify that these settings persist for every user who will be launching the runner and/or printer queues.

Install CTX Browser Add-on

1. From the CaterTrax administrative site, go to **Daily Site Stats**.
2. *If your site is configured with a runner queue*, click the **Launch Runner Queue** link. The queue opens in a new window that should be left open. *Otherwise*, skip to **Step 3**.
3. Click the **Launch Printer Queue** link. The queue opens in a new window that should be left open.
4. You will be prompted to install the CTX Printer Driver add-on. Follow the prompts, leaving default information and selections.
5. Restart your browser and navigate back to the Printer Queue.



*The Printer Status should now display as **READY**.*



Reminder: The browser window must remain open during the entire duration of time that orders are being printed and the computer should not go into hibernation mode.

Create and Print a Test Order

The default receipt paper size is approximately 13 inches long. If your receipts require longer paper, refer to the "Enable Long Receipt Printing" section.

1. From the CaterTrax administrative site, create a test Take-out order to be picked up in the next 30 minutes. As soon as the printer queue window refreshes, your order should display. Depending upon your site configuration, the order may print automatically. If it does not, proceed to **Step 2**.
2. In the printer queue select the checkbox **Print Customer Rec** to print customer receipts and/or **Print Kitchen Rec** to print kitchen receipts, and then click **Start Printing**.

Enable Long Receipt Printing (*Optional*)

Steps may differ, depending upon your Operating System.

1. On the computer that is connected to your Kitchen Printer, go to the list of printers. **Start > Control Panel > Hardware and Sound > Devices and Printers**
2. Right-click on the **Epson TM-U220** and select **Printing Preferences**.
3. Select the **Layout** tab.
4. In the **Paper Size** drop-down list select **User Defined Paper Size**.
5. Enter a new name in the **Paper Size Name** field.
6. In the **Paper Length** field, enter the length, in millimeters, or use the arrows to increase or decrease the paper length.
7. Click **Save Paper Size**, then click **OK**, and then click **OK** again.

Troubleshooting

Q: *I seem to have an issue with the printer hardware or printer driver.*

A: Please refer to Epson's support page for the TM-U220 printer at <https://pos.epson.com/developers/techresdetails.htm?ProductPK=545>

Q: *Our site's Daily Site Stats window does not show any of the links mentioned above.*

A: The links should be displayed when the configuration is fully completed by CaterTrax. Please submit a **Support Request** via your CaterTrax administrative site.

Q: *The browser keeps trying to install the CTX Print Driver every time the printer queue is opened.*

A: Confirm that ActiveX is enabled on the browser.
Ensure that there are no Pending Windows updates on this computer.
Make sure all steps in Sections 2 through 6 were performed on this computer.
Log out and log in again.

Q: *The printer status does not show as READY.*

A: Confirm that installation steps were each completed without errors.
Submit a **Support Request** (see **Support** section below). Be sure to provide the printer name, exactly as installed on your network, and the version of Internet Explorer which is installed on the computer connected to the printer.

Related Documentation

- **How to Use the Kitchen Printer** – This document guides your kitchen staff in the use of the kitchen printer.

Support

- Place a **Support Request** from your CaterTrax administrative site.
- Call 1(585) 935-7105
- Email support@catertrax.com

