

Connecting printers

Printers in PowerEPOS

ESTIMATED TIME 20 minutes

Adding a printer, sending items to the right one and swapping out a faulty unit are all done from the System module in PowerEPOS, so most of it you can do yourself.

Connecting printers

https://www.youtube.com/watch?v=cr3p2C9_Pxk

Before you start

- Access to the PowerEPOS Management Console.
- The printer's make and model.
- Its IP address and port, or the printer administrator password if the printer did not come from Triniteq.

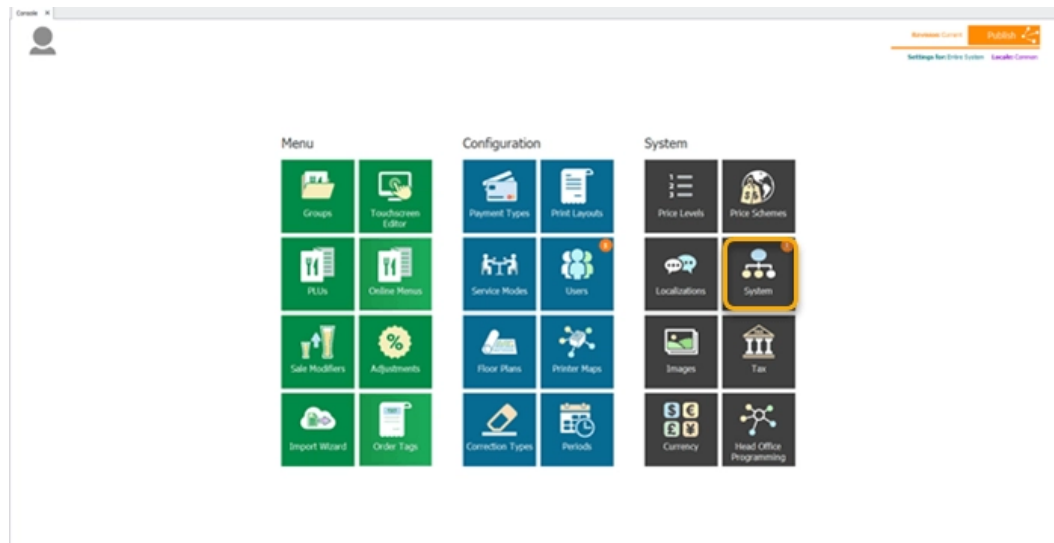
Adding a printer

1

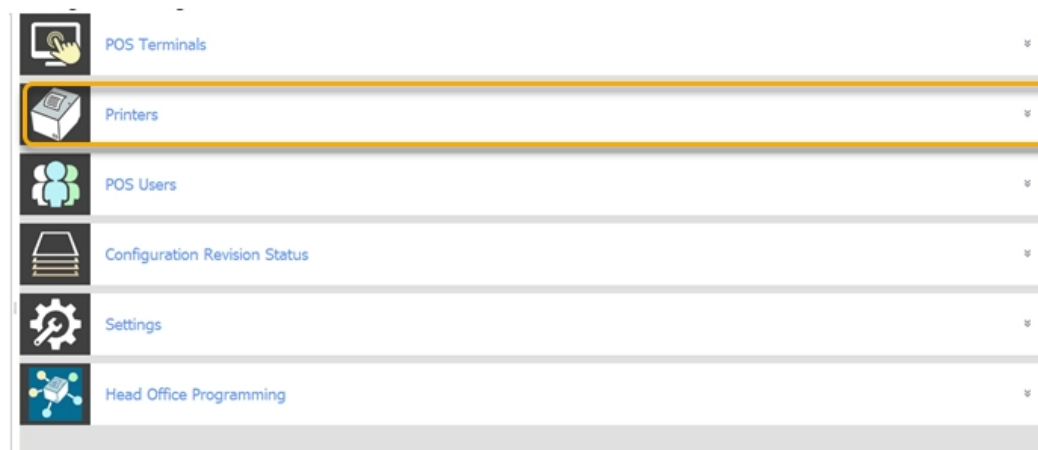
Open the outlet's printers

From the Management Console, select the **System** tile. The System module holds the global configuration for your system, with the outlets down the left-hand side marked by a shop icon.

Select your outlet — Leederville here — to open its POS terminal settings, then **Printers** on the right. The Printer Configuration window lists the printers already set up for that outlet.

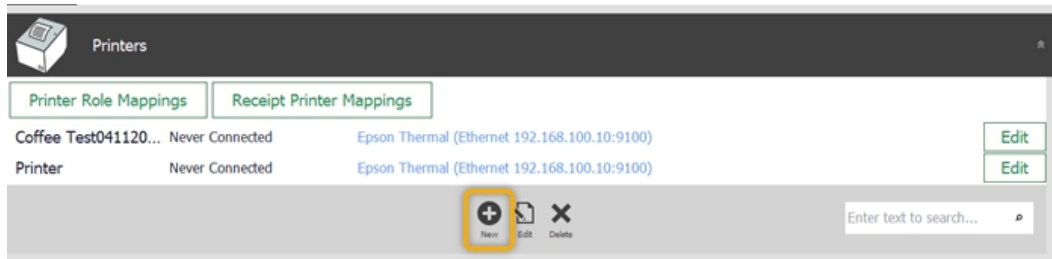


System



2 Start a new printer and name it

Select **New** in the control panel. Name the printer after the production area it serves — coffee or kitchen, say — and check the outlet is right, changing it with the drop-down if it is not.



Coffee

Locale: Common

General

Flags

Name: Coffee

Outlet: Leederville

Backup to: [None]

Class: Epson Thermal

Interface Type: Ethernet

IP Address: Port: 9100

Receipt Layout: [Default]

KP Layout: [Default]

Language: English

Extra Feed Lines: 0

Save Cancel

Coffee

Locale: Common

General

Flags

Name: Coffee

Outlet: Leederville

Backup to: Leederville

Class: Epson Thermal

Interface Type: Ethernet

IP Address: Port: 9100

Receipt Layout: [Default]

KP Layout: [Default]

Language: English

Extra Feed Lines: 0

Save Cancel

3

Choose a backup printer and the printer class

The backup printer is where orders go if this one fails. Pick the printer nearest to the one you are installing, so diverted orders come out somewhere staff can reach quickly.

Then set the **Class** — the model of printer. In this example it is an Epson thermal printer.

Coffee Locale: Common

General
Flags

Name: Coffee

Outlet: Leederville

Backup to: [None] Q

Class: [None]
Coffee Test04112020
Printer

Interface Type: Ethernet

IP Address: Port: 9100

Receipt Layout: [Default] Q

KP Layout: [Default] Q

Language: English

Extra Feed Lines: 0

Save Cancel

Configuring the printer

4

Set the interface

The interface is how the printer reaches the POS, and there are two choices.

Ethernet puts the printer on the local network, so it belongs to no single device and any tablet or terminal can print to it.

Local/Shared connects it to one device. Other devices can still use it, but when the tablet or terminal it is plugged into is switched off, the printer stops working.

Coffee Local: Common

General
Flags

Name: Coffee

Outlet: Leederville

Backup to: Printer

Class: Epson Thermal

Interface Type: Ethernet
Ethernet
Local / Shared

IP Address:

Receipt Layout: [Default]

KP Layout: [Default]

Language: English

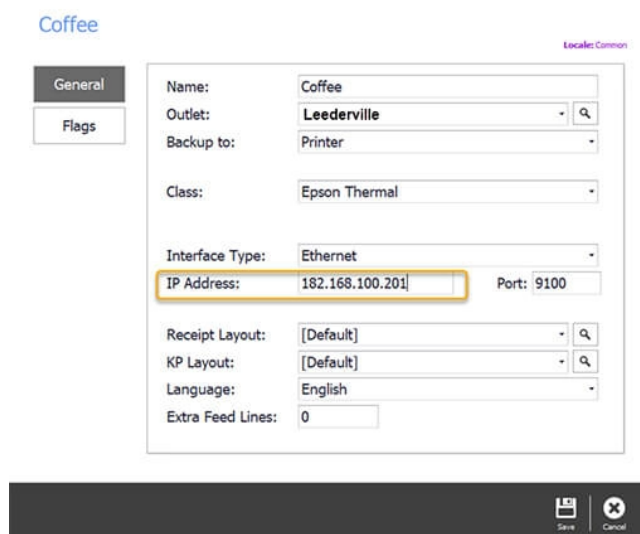
Extra Feed Lines: 0

Save Cancel

5 Set the IP address

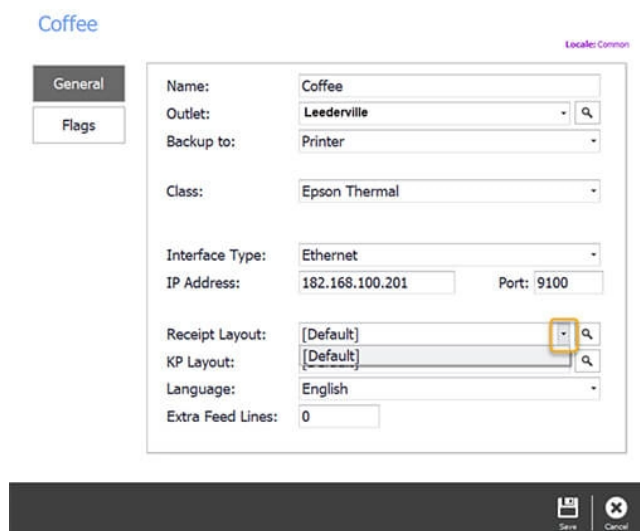
If you bought the printer from Triniteq we can configure its IP address and port for you, and the fields fill themselves in when you pick the printer from **Class**.

If you already had the printer, you will need its administrator password to configure it. Either way, raise a ticket with us if the configuration gives you trouble.



6 Choose the receipt and kitchen layouts

Layouts keep what is printed consistent. For a standard setup, take the default **Receipt** layout and the default **Kitchen Printer (KP)** layout.



Coffee

Locale: Common

General

Flags

Name: Coffee

Outlet: Leederville

Backup to: Printer

Class: Epson Thermal

Interface Type: Ethernet

IP Address: 182.168.100.201 Port: 9100

Receipt Layout: [Default]

KP Layout: [Default]

Language: [Default]

Extra Feed Lines: 0

Save Cancel

7 Set the language and feed lines

Set the language, and put **0** in **Extra Feed Lines** unless you want blank space at the end of the receipt — if you do, enter the number of lines you need.

Coffee

Locale: Common

General

Flags

Name: Coffee

Outlet: Leederville

Backup to: Printer

Class: Epson Thermal

Interface Type: Ethernet

IP Address: 182.168.100.201 Port: 9100

Receipt Layout: [Default]

KP Layout: [Default]

Language: English

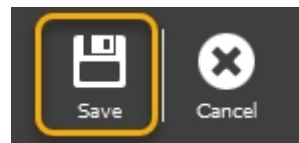
Extra Feed Lines: 0

Save Cancel

8

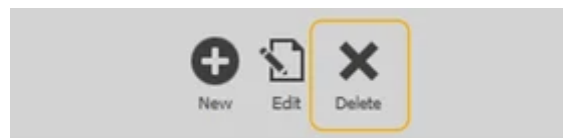
Save and check

Select **Save**. You are taken back to the Printers window, where the new printer should be listed. **Edit** takes you back into its setup.



Removing a printer

Select the printer in the Printers window and choose **Delete** in the control panel.



Publishing to the POS

9

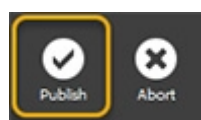
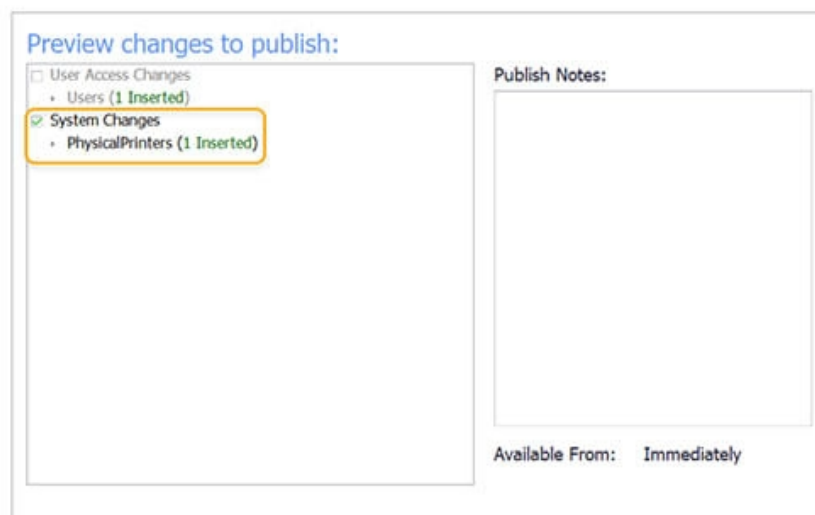
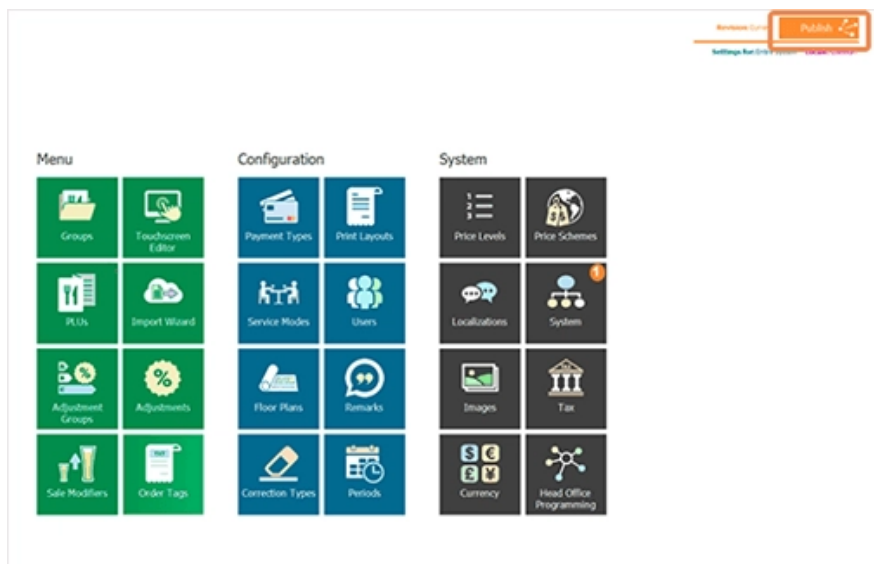
Save and close

Select **Save** in the control panel, then close the window to return to the Management Console.

10

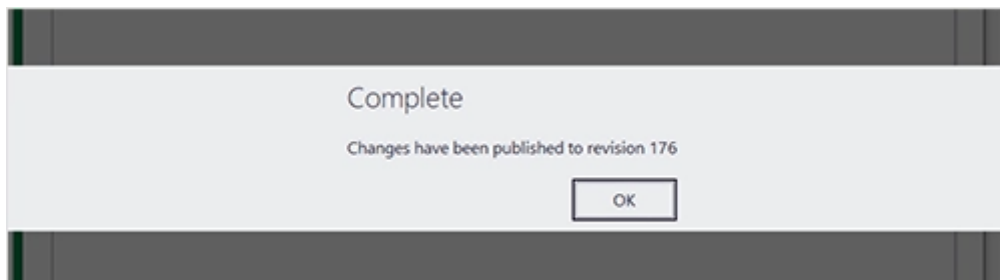
Publish

The orange marker on the **System** tile shows there are settings waiting. Select **Publish** at the top right, check the changes and the outlets, clear anything you are not ready to send, and publish.



11 Keep the revision number

The **Complete** message carries a revision number. The Revision Management Tool, which takes the Publish button's place at the top right, works from that number.



12 Need a hand? Contact Triniteq Support

NEED A HAND? CONTACT TRINITEQ SUPPORT

Phone **1300 784 276**

Email **support@triniteq.com**

Our support team is here to help.