

## Order Printing (Online & Offline) Guide

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## FAQs

### Offline Ordering

- + Works if the customer loses internet access
- + Can assign order types (Kitchen, Bar, Order A etc) to multiple printers
- + Orders print immediately
- + Easy to setup
- + Can adjust font size per printer
- + Can adjust copies printed per printer
- iOS & Android currently unable to print Chinese Characters
- Unable to use USB printers as an order printer for non-Windows based machines on the same network (iOS, Android, OSX). Windows devices should be able to share a USB printer using an LPR Port.

### Online Ordering

- + iOS & Android can print Chinese Characters as the printing is managed by a Windows based machine
- + A USB printer connected to a terminal running the Online Order Utility can be used as an order printer for any other device, essentially allowing a USB device to be used with iOS/Android or any other terminal.
- Does NOT work if the customer loses internet access
- Can only assign ONE order type (Kitchen, Bar, Order A etc) to ONE printer
- Unable to adjust font size on orders
- Order utility must be setup on a Windows device
- Prints can take UP TO 15 seconds to print from when ordered
- Harder to setup than Offline order printing

## Online & Offline Differences/Uses

Our system has 2 different methods for sending orders through to an order printer.

**Offline Ordering** - Preferred method, works even if the customer loses their internet connection, however the internal network must still function.

**Online Ordering** - Needs to be online, order requests are sent to our server. Then an 'Online Order Utility' on a Windows device will ask the server if there's any orders to print, it does this approximately every 10 seconds. The main reason for using this would be so that mobile devices are able to print orders to USB printers connected to a Windows PC.

## Offline Order Printer Setup

1. The customer's printers must all be correctly setup and working before going to the next step, if you need help setting up the customer's printers, use the relevant guide
2. Use the relevant section(s) below to setup the printer(s) for offline order printing on each device that requires it
3. Once setup, test and if you have any issues click here for help with troubleshooting

**[Windows - Athena](#)**

**[Android - Athena - Receipt Printer](#)**

**[Android - Athena - Order Printer](#)**

**[iOS - Athena](#)**

## Windows - Athena

1. Login to the till front with a user who has Admin privileges
2. Click on the **hamburger menu icon** in the upper left corner, then click on **Settings** and then **App settings**
3. Select **OFFLINE ORDER PRINTING** from the menu on the left side
4. Use the toggle at the top of the panel labelled **ENABLE OFFLINE ORDER PRINTING** to enable or disable offline order printing
5. Click on the Order Type that you would like to assign a printer to
6. Click **Add A Printer**
7. Using the drop down box, select the printer installed on the terminal/PC that you intend to use for the order type
8. If needed, adjust the number of copies printed
9. If needed, adjust the font size used for that particular printer
10. If needed, click on **Add An Additional Printer**, select the printer and adjust the font size and copies if needed
11. Click on **Save** and then the white arrow in the top left to return to the till front

*To remove a printer, click on the order type so the panel displays the printer, then click on **Delete This Printer***

## Android - Athena

1. Login to the till front with a user who has Admin privileges
2. Click on the **hamburger menu icon** in the upper left corner, then click on **Settings** and then **App settings**
3. Click on **Offline Order Printer Settings**
4. Use the On/Off toggle in the upper right corner to enable or disable offline order printing
5. Click the **+** icon in the top right corner to add a printer
  - a. Under Printer Name choose the order type (Kitchen, Bar etc)
  - b. Select the relevant manufacturer for the printer (If setting up a Bixolon 275 select Epos Now)
  - c. Enter the IP Address for the printer (If setting up a Star TSP100 select from the list and click ok)
  - d. Leave **Port** with the default value of 9100
  - e. Change the amount of copies if needed
  - f. Enable or disable beep before printing if applicable
  - g. Click **Add Printer** at the bottom
6. Click on the printer you've just added, then click on **Test** to check that the printer works correctly
7. *If needed-* Click the **+** icon in the top right corner to add an additional printer(s)

**Bixolon 275 Impact Printer ONLY - This step is needed so that the text 'wraps' correctly onto the next line**

- a. Select the printer again and click on **Advanced Settings**
- b. Select the **Print Font Size** and choose either Small, Medium or Large
- c. Select **Font Width** and change to the following depending on the font size used
  - i. Small - **48**
  - ii. Medium - **16**
  - iii. Large - **16**

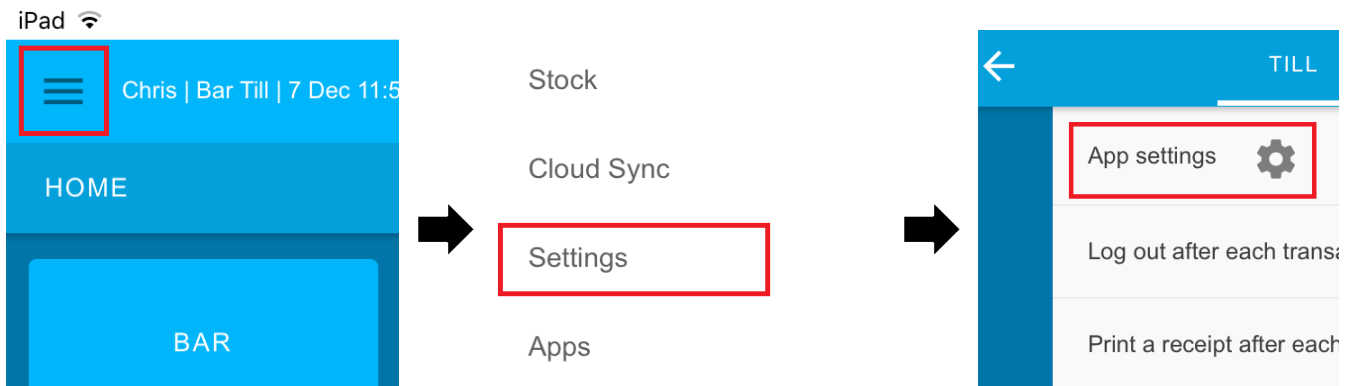
**Important :** If the **Print Font Size** is changed it will reset the font width setting, each time the size is changed the font width must also be re-done

8. If needed, change the size of the font used
  - a. Click on **Advanced Settings**, then select **Print Font Size** to adjust the size used
9. Press back within Android multiple times if needed until you return to the till front settings page
10. Click the white arrow in the top left to return to the till front
11. Test using a transaction/order to make sure it's working as intended

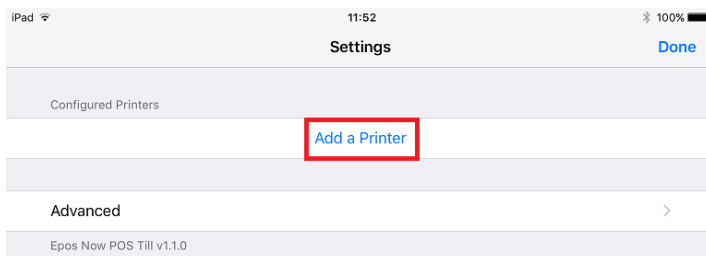
*To test, edit or remove an existing printer simply click on the printer in the list and choose the relevant option*

## iOS - Athena

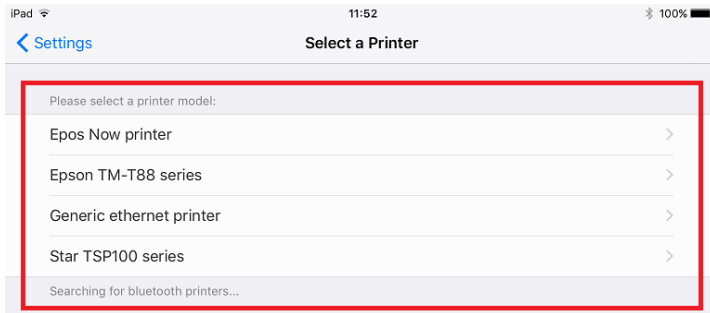
1. Login to the till front with a user who has Admin privileges
2. Click on the hamburger menu and go to **Settings** and then **App settings** (cog icon)



3. Click **Add a Printer**

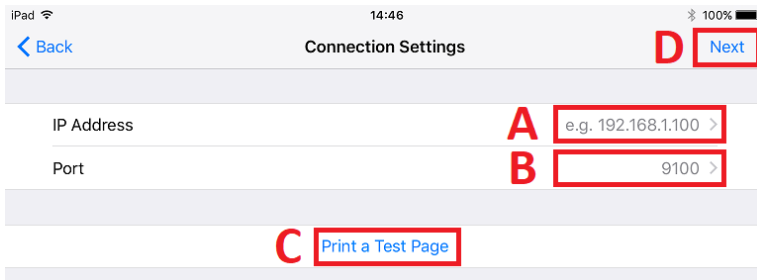


4. Select the relevant printer model (If setting up a Bixolon 275 select Generic ethernet printer)

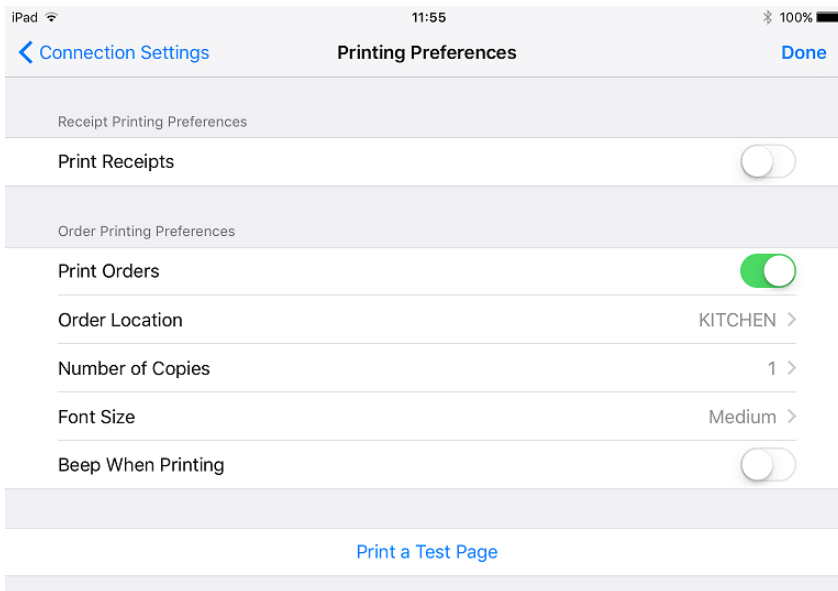


Continue on the following page

5. Once the printer has been selected do the following on the next page
  - a. Enter the IP Address for the printer and click **Done**
  - b. Leave **Port** with the default value of 9100
  - c. Click on **Print a Test Page** to check that the printer works correctly
  - d. Click on **Next** in the upper right corner



6. Using the **Print Receipts** and **Print Orders** toggles, enable what this printer is to be used for
  - a. If the Print Orders is enabled then that will open a further menu where the customer can choose from the following options
    - i. Order Location (Bar, Kitchen etc)
    - ii. Number of Copies
    - iii. Font Size
    - iv. Beep When Printing



*Example screenshot - Settings may vary*

7. Click **Done/Save** in the upper right corner to save the printer settings

**Continue on the following page**

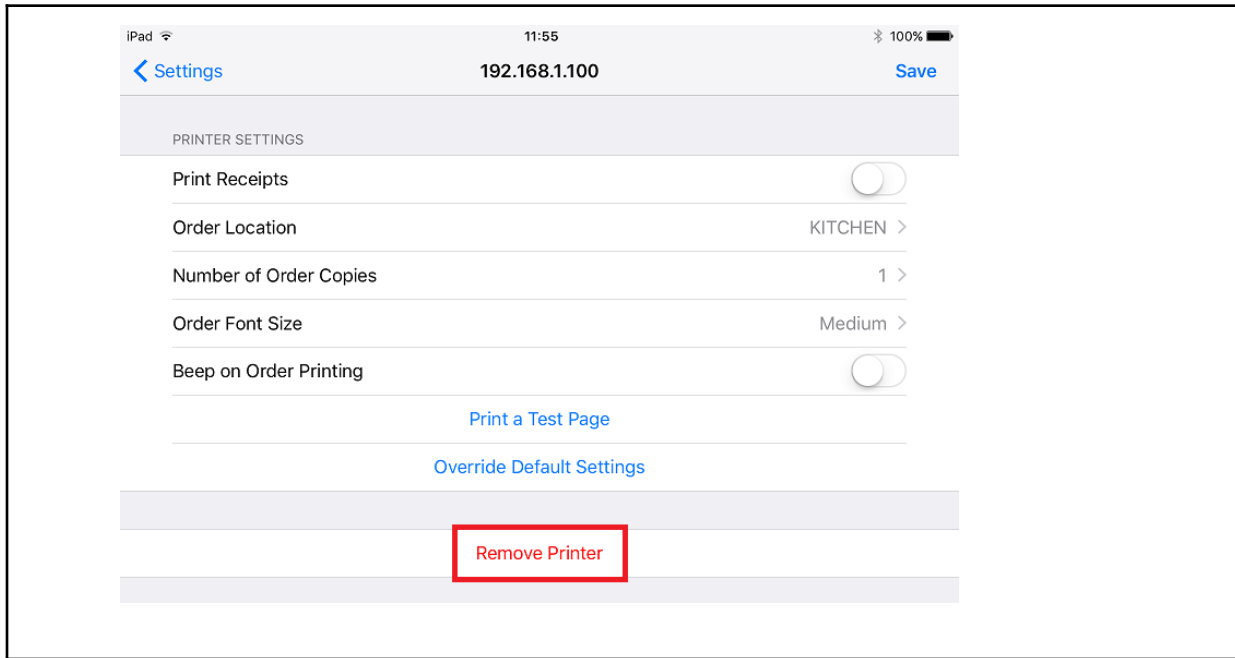
**Bixolon 275 Impact Printer ONLY**

- a. Click on the printer you've just added and then click on **Override Default Settings**
- b. Change the **Large Font Width** to **16**
- c. Change the **Small Font Width** to **48**
- d. Click **Done/Save** in the upper right corner to save the printer settings

8. Click **Done** in the upper right corner to save the printer settings
9. Click **Done** on the following page to return to the EposNow settings page

**How to remove a printer**

*To remove a printer, click on the printer within the list and then click on **Remove Printer***



## Online Order Printer Setup - Windows Only

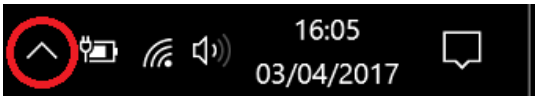
### Important Notes & Restrictions

- The Online Order Utility can only be configured for **ONE order type (Kitchen, Bar, Order A etc)** so if the customer is using more than one of these, the OrderPrinter **Folder** must be duplicated and a separate instance needs to be configured
- The Online Order Utility can only print to **ONE** printer per order type (Kitchen, Bar etc), so you can't have the same order print out of another printer
- The Online Order Utility should run from one terminal/PC to avoid confusion, make sure you're connected to the correct device

### Start here - Finding out if it's already running

This guide assumes that the customer already has all of their printers working and setup prior to this point.

1. Make sure that **OFFLINE** order printing within our app is turned **OFF**, if this is left on it will prevent the online ordering utility from receiving any orders
2. Make sure that the terminal/PC is **NOT** in tablet mode whilst going through the setup process
3. Click on the small arrow in the notification area to check if the OrderPrinter program is running



4. The icon for the OrderPrinter program is a small circle, the colour of the circle lets you know if it's running, stopped or logged out



= Logged out



= Stopped



= Running

**Please note:** There might be multiple icons as a separate instance of the program is required for each order type

[Continue on the following page](#)

5. Select from the following

### **Order Printer Icon showing**

OrderPrinter program is open but has not been setup and is not running **BLUE ICON**

OrderPrinter is already running and active **GREEN ICON**

OrderPrinter program is open and has been setup but is not running (currently stopped) **ORANGE ICON**

### **Icon not showing**

No icon is showing in the notification area, program is not open

OrderPrinter utility does not stay open / icon in the notification area disappears when clicked on

### **Setting up multiple OrderPrinters**

How to setup multiple instances of the OrderPrinter program

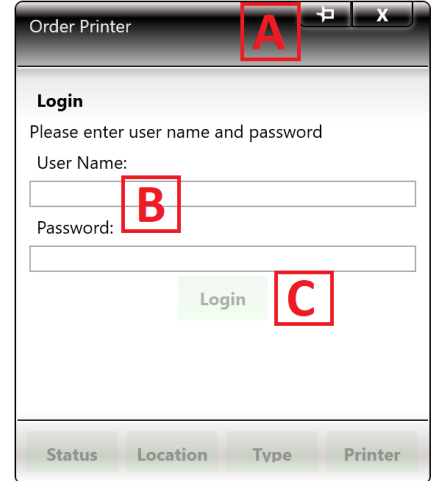
### **Adding to the startup folder so it runs when Windows starts**

How to add the OrderPrinter utility to the startup folder

### **Troubleshooting**

Troubleshooting what's running / what's going on

1. If the OrderPrinter icon is blue, it means that although the utility is set to start with the PC, it hasn't been setup and is not running
2. Click on the blue OrderPrinter icon
  - a. Click the **Pin** at the top next to the cross so that the screen doesn't disappear
  - b. Enter the customer's username & password
  - c. Login
3. Once logged in, a list of locations for the customer will be displayed, select the desired location
4. Select which order type (Kitchen, Bar, Order A etc) **this particular order utility** is to control
5. Select which printer you would like to use for the order type
6. Adjust the copies printed if needed
7. Click on **Apply** and then **Print**
8. Click on **Status** and then click **Run**  
**Please note: If there are orders queued to print, these might print automatically at this point**  
 If you do not want any queued orders to print click on **Status** and then **Clear All**
9. Do a test print on the till/from a device on the network for the order type that you've just set up to make sure it's working correctly
10. Click here if you need to setup more than one OrderPrinter utility



#### Important things to remember

- Each order type (Kitchen, Bar etc) requires their own order utility
- Each order type (Kitchen, Bar etc) can only print to one printer
- Other order utilities might be setup on other Terminals/PCs
- If Offline ordering is enabled on any device then it will override online ordering

## OrderPrinter - Running

1. If the order printer icon is green then it means that the OrderPrinter utility has been setup and is running/active
2. If you're troubleshooting online order printing there are a number of things that you need to check/remember
  - Each order type (Kitchen, Bar etc) requires their own order utility
  - Each order type (Kitchen, Bar etc) can only print to one printer
  - Other order utilities might be setup on other Terminals/PCs
  - If Offline ordering is enabled on any device then it will override online ordering

## OrderPrinter - Stopped

1. If the order printer icon is orange then it means that the OrderPrinter utility has been setup, it's just not running so it's currently not being used
2. *Optional* - If needed, open the OrderPrinter and allow it to run

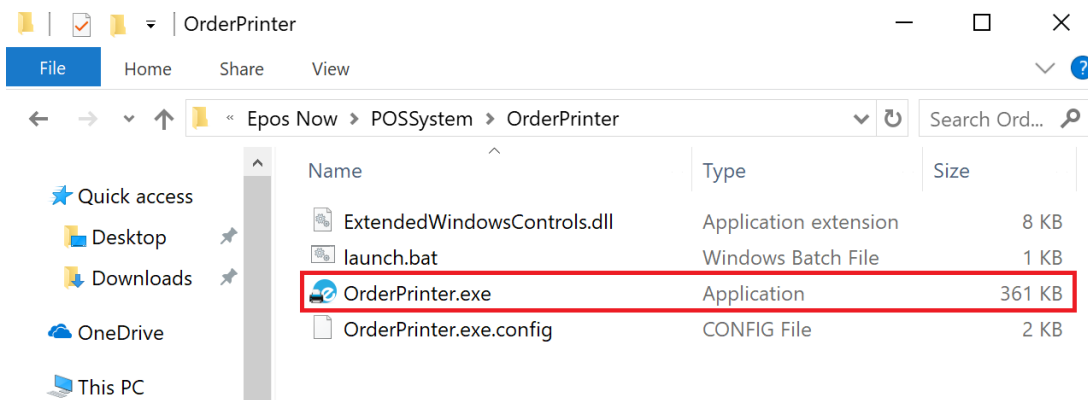
## OrderPrinter - No order utility showing in the notification

If no icon is showing in the notification area then the program is not running.

- Using File Explorer, navigate to the following location:

<b>Old Till - Windows 7 &amp; 10</b>	C:\POSSystem\OrderPrinter
<b>Athena - Windows 10</b>	C:\Program Files (x86)\Epos Now\POSSystem\OrderPrinter
<b>Athena - Windows 7</b>	C:\Program Files\Epos Now\POSSystem\OrderPrinter

- Double click on **OrderPrinter.exe** to start the program



- The icon for the order utility should now appear within the notification area, the colour of the icon will indicate whether this has previously been setup and it's current status. Select from the following
  - OrderPrinter running - Green**
  - OrderPrinter stopped - Orange**
  - OrderPrinter logged out - Blue**
  - OrderPrinter Utility appears momentarily, then disappears if you try to click on it / program will not run**
- Check that the OrderPrinter utility is set to start with Windows, if it's not then create a shortcut within the startup folder
  - If you're unsure how to create a startup shortcut, click here**

## OrderPrinter utility will not run/disappears when clicking the icon in the notification area

Some earlier versions of POSClient/POSInstall (Athena), have an issue where the program would start, and then immediately close meaning that you're unable to setup Online order printing without first making a few changes.

Unfortunately updating these versions does not resolve the issue as the updates do not replace the existing OrderPrinter utility. However, there are 2 methods that you can use to resolve this problem.

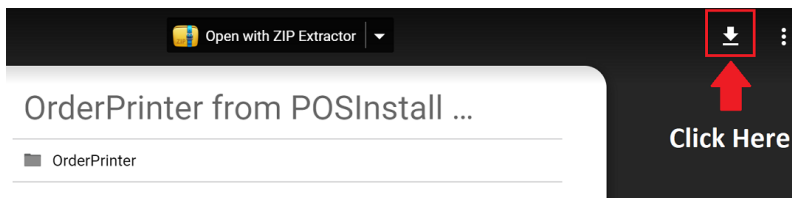
### Method 1

Completely uninstall POSClient, deleting the \Program Files\Epos Now folder, then re-install using the latest version of POSClient. If you're unsure how to do this [follow the guide here](#) then install the latest version of POSClient

### Method 2

Copy over a working version of OrderPrinter from POSClient 334 and manually replace the files, follow the guide below if needed.

1. [Download a working version of the OrderPrinter utility from this link](#), click on the icon indicated below to download



2. Once downloaded, extract the contents of the zip to
 

Windows 10	-	C:\Program Files (x86)\Epos Now\POSSystem\OrderPrinter
Windows 7	-	C:\Program Files\Epos Now\POSSystem\OrderPrinter

If you're on Windows 10 - Click on **Extract All**, then on the following page click on **Browse**. Click on the **C: drive** (under *This PC* on the left hand side), then double click on **Program Files (x86)**, then double click on **Epos Now** and finally double click on **POSSystem**. Then click on **Select Folder** and then **Extract**.

*A message should appear asking if you would like to replace the files, click **Replace the files in the destination**, if any further prompts appear click **Continue***

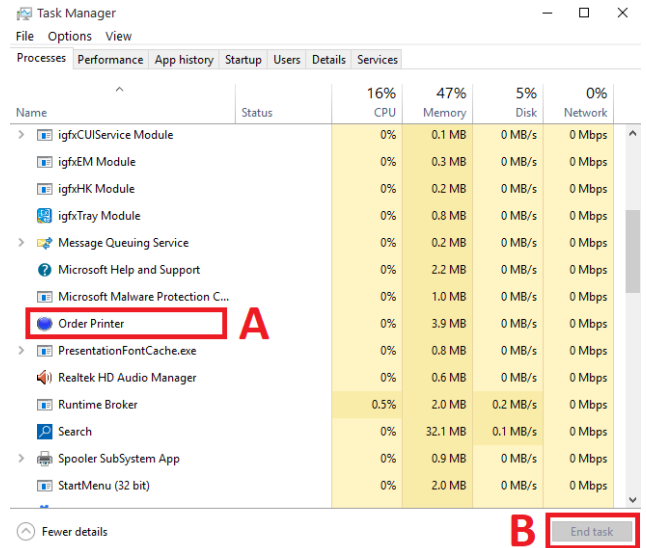
If you're on Windows 7 - Click on **Extract all files**, then on the following page click on **Browse**. Click on **Computer** and then on the **C: drive**, then double click on **Program Files**, then double click on **Epos Now** and finally double click on **POSSystem**. Then click on **Select Folder** and then **Extract**.

*A message should appear asking if you would like to replace the files, click **Replace the files in the destination**, if any further prompts appear click **Continue***

## How to setup multiple instances of the OrderPrinter program

The OrderPrinter utility can only be used once per order type (Kitchen, Bar etc). Therefore, if the customer is using more than one of these order types then you will need to create a copy of the program for each additional order type.

1. Before continuing, it's important to end any instances of the OrderPrinter utility that might be running, this is to prevent confusion when configuring more than one OrderUtility
2. Right click on the taskbar and then select **Task Manager**
  - a. Scroll through the processes and select **Order Printer**
  - b. Once selected, click on **End Task**
3. If there are multiple entries, make sure to end all of them
4. Open the notification area to double check that no OrderPrinter utilities are still running. If any are, hover the mouse over the icons to see if they disappear - if they still don't disappear check task manager again



5. Navigate to the **OrderPrinter** folder
6. Right click on the folder and select **Copy**
7. In an empty space in the window, right click and select **Paste**, if asked for permission select Continue/Yes/Allow
8. This should create a copy of the folder, usually named **OrderPrinter - Copy**
9. Right click on the new folder and select **Rename**, then change the name to reflect the intended use and to make it easier to setup or diagnose in the future

*Example:*

*OrderPrinter - Kitchen*

*OrderPrinter - Bar*

*OrderPrinter - Front*

10. Open **ONE** of the folders and start the **OrderPrinter** utility

**Continue on the following page**

11. Check the notification area, you should now see the OrderPrinter utility running

If the icon is **GREEN** then it's already setup and set to run, however if you're unsure if it's setup correctly just run through the setup again

If the icon is **BLUE** then it needs setting up

If the icon is **ORANGE** then the utility has been setup, it's just not running

12. If you need to setup the OrderPrinter utility, follow these steps

13. Click on the OrderPrinter icon

- a. Click the **Pin** at the top next to the cross so that the screen doesn't disappear
- b. Enter the customer's username & password
- c. Login

14. Once logged in, a list of locations for the customer will be displayed, select the desired location

15. Select which order type (Kitchen, Bar, Order A etc) **this particular order utility** is to control

16. Select which printer you would like to use for the order type

17. Adjust the copies printed if needed

18. Click on **Apply** and then **Print**

19. Click on **Status** and then click **Run**

**Please note: If there are orders queued to print, these might print automatically at this point**

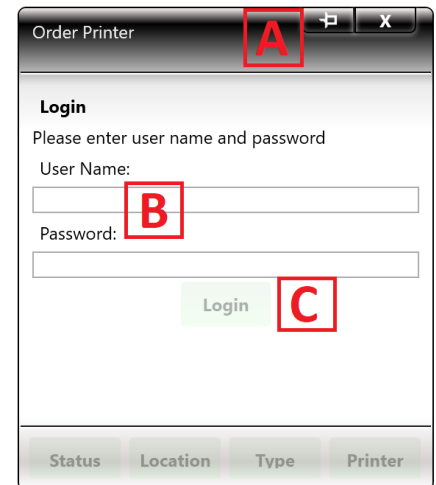
If you do not want any queued orders to print click on **Status** and then **Clear All**

20. Do a test print on the till/from a device on the network for the order type that you've just set up to make sure it's working correctly

21. Once verified that everything is working as it should, use **Task Manager** to end any instances of the OrderPrinter utility

22. Copy the shortcut for the OrderPrinter utility into the startup folder, make sure the name of the shortcut reflects the order type. **If you're unsure how to do this click here**

23. That particular order type should now be setup correctly and start when Windows boots up, if you need to create additional folders/order types return to step 1 and repeat the process

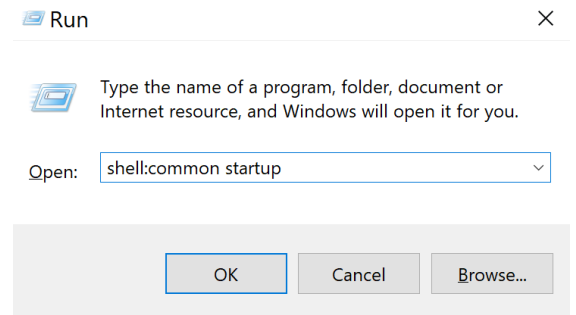
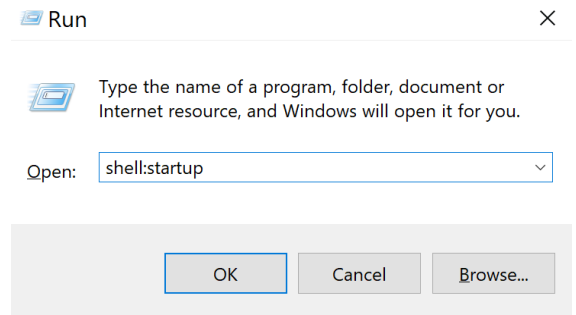


## How to add the OrderPrinter utility to the startup folder

- Using File Explorer navigate to the order printer utility, if you have made copies of the folder to allow for multiple order types you will have to do this for each instance of the program

Old Till - <b>Windows 7 &amp; Windows 10</b>	<b>C:\POSSystem\OrderPrinter</b>
Athena - <b>Windows 7</b>	<b>C:\Program Files\Epos Now\POSSystem\OrderPrinter</b>
Athena - <b>Windows 10</b>	<b>C:\Program Files (x86)\Epos Now\POSSystem\OrderPrinter</b>

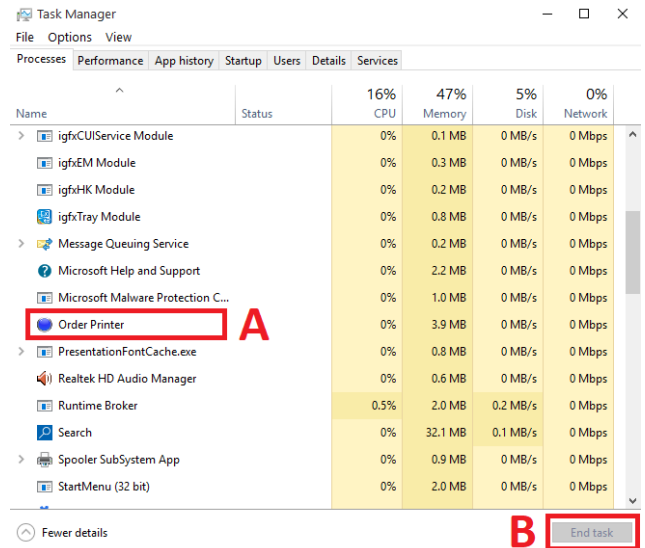
- Right click on OrderPrinter.exe and left click on **Copy**
- Press the **Windows Key + R** on your keyboard to open the Run box
- In the Run box type in **shell:startup** and press Enter or click on **OK**
- This will open the startup folder within File Explorer
- Right click in the open window and then left click on **Paste shortcut**
- Press **Windows Key + R** to open the run dialogue once more
- Type the command **shell:common startup** and press enter
- Make sure that there are no OrderPrinter entries in this folder, they should be in the **shell:startup** folder instead



## Troubleshooting what's running / what's going on

As multiple OrderPrinter utilities can be used it can often be a confusing process finding out what order utility does what, what the setup should be and if it's working as intended. This guide is to help these situations.

1. Before continuing, it's important to end any instances of the OrderPrinter utility that might be running, this is to prevent confusion when configuring more than one OrderUtility
  - a. Scroll through the processes and select **Order Printer**
  - b. Once selected, click on **End Task**



3. If there are multiple entries, make sure to end all of them
4. Open the notification area to double check that no OrderPrinter utilities are still running. If any are, hover the mouse over the icons to see if they disappear - if they still don't disappear check task manager again
5. Navigate to the **OrderPrinter** folder
6. If there are multiple folders for the orderprinter, make sure they are named correctly, if needed right click on an order printer folder and select **Rename**, then change the name to reflect the intended use and to make it easier to setup or diagnose in the future

Example:

OrderPrinter - Kitchen

OrderPrinter - Bar

OrderPrinter - Front

7. Open **ONE** of the folders and start the **OrderPrinter** utility
8. Check the notification area, you should now see the OrderPrinter utility running

If the icon is **GREEN** then it's already setup and set to run, however if you're unsure if it's setup correctly just run through the setup again

If the icon is **BLUE** then it needs setting up

If the icon is **ORANGE** then the utility has been setup, it's just not running

Continue on the following page

9. If you need to setup the OrderPrinter utility, follow these steps

10. Click on the OrderPrinter icon

- a. Click the **Pin** at the top next to the cross so that the screen doesn't disappear
- b. Enter the customer's username & password
- c. Login

11. Once logged in, a list of locations for the customer will be displayed, select the desired location

12. Select which order type (Kitchen, Bar, Order A etc) **this particular order utility** is to control

13. Select which printer you would like to use for the order type

14. Adjust the copies printed if needed

15. Click on **Apply** and then **Print**

16. Click on **Status** and then click **Run**

**Please note: If there are orders queued to print, these might print automatically at this point**

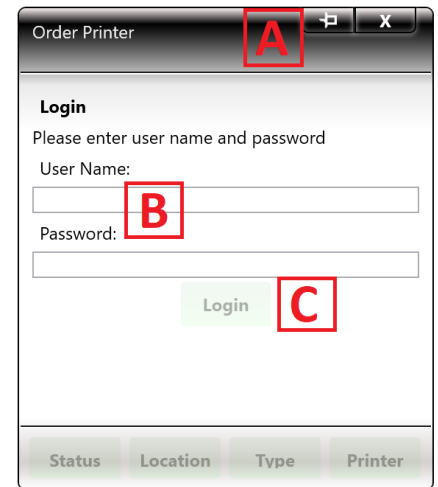
If you do not want any queued orders to print click on **Status** and then **Clear All**

17. Do a test print on the till/from a device on the network for the order type that you've just set up to make sure it's working correctly

18. Once verified that everything is working as it should, use **Task Manager** to end any instances of the OrderPrinter utility

19. Copy the shortcut for the OrderPrinter utility into the startup folder, make sure the name of the shortcut reflects the order type. **If you're unsure how to do this click here**

20. That particular order type should now be setup correctly and start when Windows boots up, if you need to create additional folders/order types return to step 1 and repeat the process



- d. Ask the customer to look at the test page, it will have many lines with both Small and Large Font Width
  - i. Find the longest line which includes the full word 'END' on **ONE** line and make a note of the number
  - ii. Do this for both **Small** and **Large** Font Width
  - iii. Note: If the none of the Small Font lines fit on **ONE** line then use the same number used for the Large Font instead