

**Receipt Printer Setup** 



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See our <u>Hardware Requirements</u> for a list of supported receipt printers.

To use a receipt printer in the Point-of-Sale, install the appropriate driver for your printer. Optionally, you may install a Generic/Text only driver named **Receipt Printer**.

## **Install Windows Driver**

Use the CD that came with your printer or go to <u>http://www.citizen-systems.com/Pages/UisSupport/</u> <u>support-Driver-download.aspx</u> to download.

- 1. Use the link above to download the appropriate driver for your specified receipt printer. When prompted, save the file to your Windows desktop.
- 2. From the desktop, double-click the downloaded Citizen file. Follow the on-screen instructions to complete the driver install.
- 3. Check that your printer is turned on and has paper loaded.
- 4. Plug the printer's USB cable into an available port on your computer. Windows will install the printer.
- 5. When you see the message "Your device is ready to use," the Windows installation is complete.

## **Assigning Your Receipt Printer in the POS**

If the POS was open while adding the printer driver, make sure to close and re-open the POS for the program to recognize the new printer.

- 1. Choose **Tools > Options > Register Settings.**
- 2. Select the Receipt Settings tab.
- 3. Under Assigned Printer, use the drop down arrow to select the Receipt Printer. Use the Test button as needed to test your receipt.
- 4. Click **OK** to save.

If your receipt printer supports printing logos and you would like to add a logo to your receipt, please see TechNote titled <u>Receipt Logo Setup</u> for more information.



Assigning Your Receipt Printer in the POS Continued...

	Register Settings								×		
	Register Buttons	Receipt Settings	Receipt Layout	Credit Card	Pole Display	Tendering Other				_	
	Receipt Se	ttings									
Select your rec printer from th drop down list	receipt the ist.	Assigned printer           Receipt Printer <ul> <li>Test</li> </ul>			For PostalMate s	ude hipments:		_			
		Signature line Include for: Credit card charges Account charges PostalMate shipments When signature line is included:		d:		Ship To / Contents Weight Package TD Declared value Tracking number Tracking number Wexpected arrival When payment is "on account": Customer account balance					
		Print 2 c	opies of receipt					и Ск	ancel Pep		Choose <b>Test</b> to test your printer assignment.

## **Drop-Off Receipts in PostalMate**

To print drop-off receipts in PostalMate, you can set up your receipt printer by going to **Tools > PostalMate Settings > Drop-Off Settings**.

Introduction Store Information Store Group	Drop-Off Settings		
DHL Setup	Carrier-specific settings	Add-Ons and Insurance	
DHL Global Mail Setup FedEx Express Setup	Service: None 🗸	Description Enabled Retail I Email notification  \$1.00	
FedEx Ground Setup UPS Setup	Compensation: 0.00 (carrier pays store)	Taping and sealing \$1.00 -	
USPS Setup	Retail charge: 0.00	Insurance: None	Select your receip
Set Shipping Rates	Department:	Description	printer from the
Add-On Rates	Department	Receipt	printer from the
Surcharge Rates		Store disclaimer:	drop-down list
Insurance Settings		Store drop-off disclaimer	and indicate how
Drop-Off Settings			many conies you
Pro Pack Settings			wich to print
Sales Tax Settings			wish to print.
Departments & Products			
Customer Settings		Printer: Copies	
Scale Settings		Receipt Printer	
Label Settings			
Station Settings			
Additional Settings		Save Cancel	