

Receipt Printer Setup



TechNote #126. Rev. 01.20.14

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 rece printer from the drop down list.	the	Assigned printer Receipt Printer Test			Test	For PostalMate s	hipments:		_		
		Signature line Include for: Credit card charges Account charges PostalMate shipments When signature line is included:			Ship To / Contents Weight Declared value Tracking number Fracking number Frac						
		Print 2 c	opies of receipt					и Ск	ancel Pep		Choose Test 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	Trop-Off Settings		
DHL Setup	Carrier-specific settings	Add-Ons and Insurance	
DHL Global Mail Setup FedEx Express Setup	Service: None	Description Enabled Retail	
FedEx Ground Setup	Compensation: 0.00 (carrier pays store)	I Email notification Image: state stat	
USPS Setup	Retail charge: 0.00	Insurance: None 👻	Select your receip
Set Shipping Rates			
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 copies you
Pro Pack Settings			
Sales Tax Settings			wish to print.
Departments & Products			
Customer Settings		Printer:	
Scale Settings		Receipt Printer	
Label Settings			
Station Settings			
Additional Settings		Save 🔀 Cancel	