

Online Order Printer Setup - Windows Only

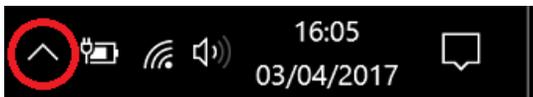
Important Notes & Restrictions

- 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

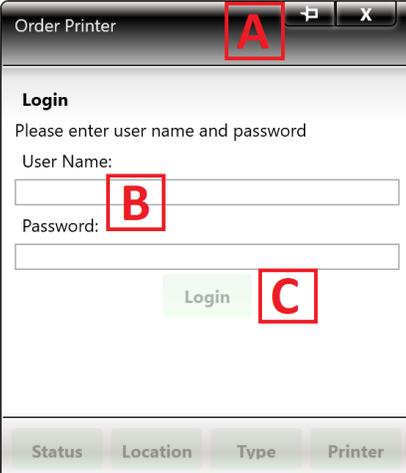
Adding to the startup folder so it runs when Windows starts

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

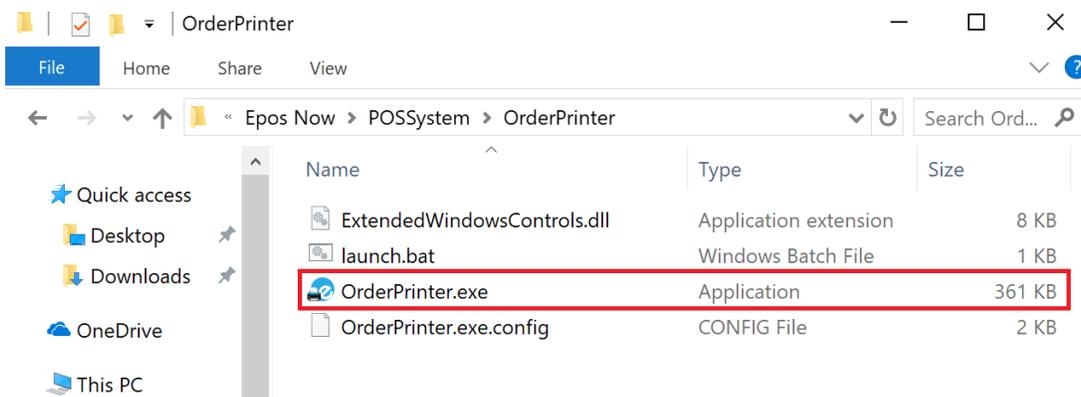
OrderPrinter - No order utility showing in the notification

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

1. Using File Explorer, navigate to the following location:

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

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



3. 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
 - a. **OrderPrinter running - Green**
 - b. **OrderPrinter stopped - Orange**
 - c. **OrderPrinter logged out - Blue**
 - d. **OrderPrinter Utility appears momentarily, then disappears if you try to click on it / program will not run**
4. Check that the OrderPrinter utility is set to start with Windows, if it's not then create a shortcut within the startup folder
 - a. **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.

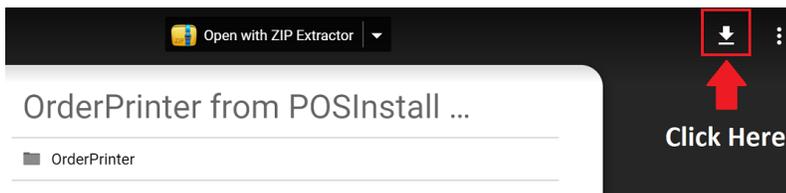
Method 1

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***

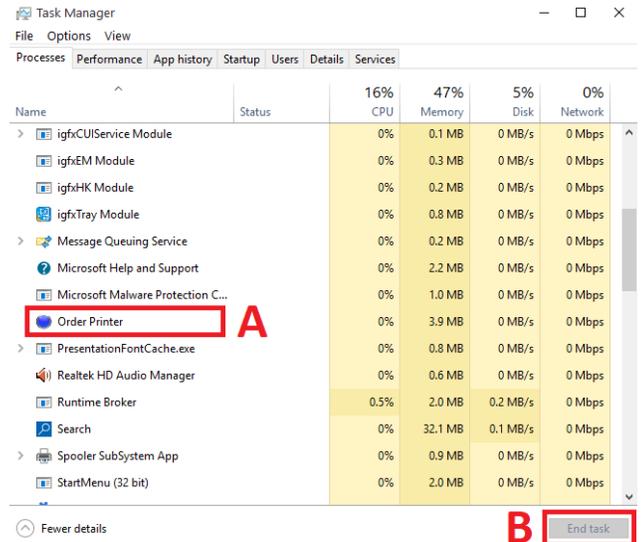
If you're on Windows 7 - Click on **Extract all files**, then on the following page click on **Browse**. Click on **Computer** and then on the **C: drive**, then double click on **Program Files**, then double click on **Epos Now** and finally double click on **POSSystem**. Then click on **Select Folder**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

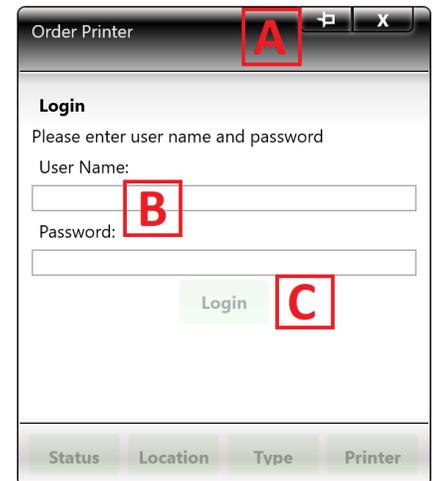
If you do not want any queued orders to print click on **Status** and then **Clear All**

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

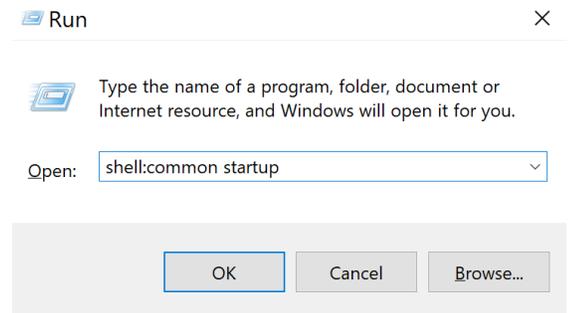
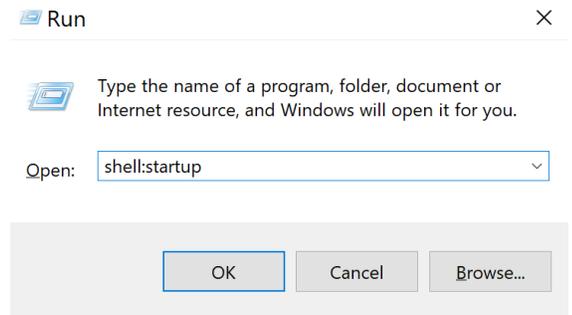


How to add the OrderPrinter utility to the startup folder

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

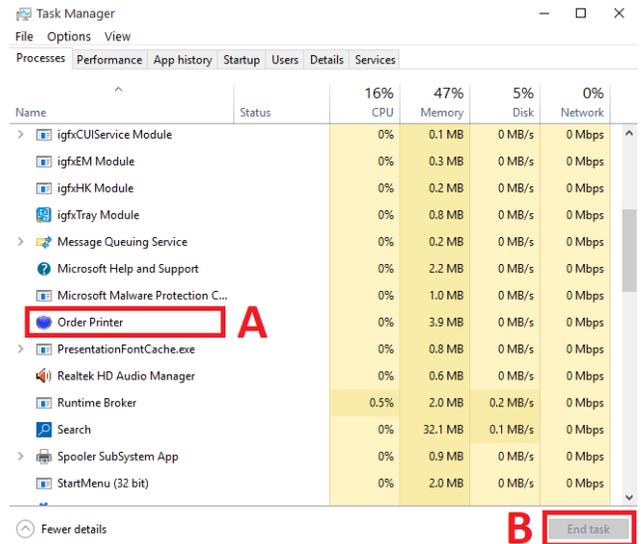
2. Right click on OrderPrinter.exe and left click on **Copy**
3. Press the **Windows Key + R** on your keyboard to open the Run box
4. In the Run box type in **shell:startup** and press Enter or click on **OK**
5. This will open the startup folder within File Explorer
6. Right click in the open window and then left click on **Paste shortcut**
7. Press **Windows Key + R** to open the run dialogue once more
8. Type the command **shell:common startup** and press enter
9. 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
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. 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

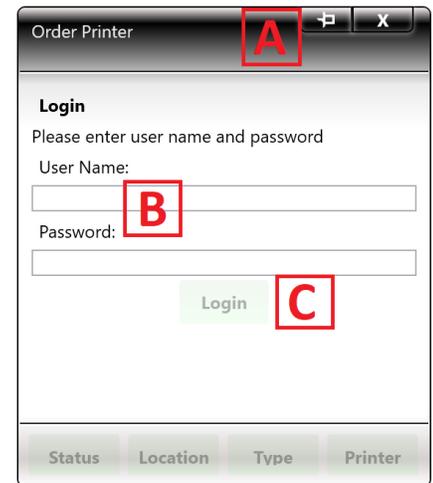
If the icon is **BLUE** then it needs setting up

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



- a. 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