

Global Payments Point-of-Sale

Printer setup guide

This document applies to both Global Payments Terminal Plus and Global Payments Register. Please follow the instructions to set up and maintain your printers.

Understanding printer types

Before setting up a printer in the Global Payments Point of Sale Back Office, you will need to assign your printer to one of these station types that best suit your business's needs:

- **Expediter:** Under the expediter setting, your printer will print every item on an order. A server might refer to the expediter printer receipt to ensure that the customer received everything they ordered.
- **Kitchen:** Under the kitchen setting, your printer will only print items assigned to it. For example, you might set up a bar printer, a grill printer, and a salad printer as kitchen printers, so when a server submits a drinks order, it only prints on the bar printer, enabling the bartender to prepare the drinks.

Back Office printer setup

You can add, edit, and delete printers in the Global Payments Point of Sale Back Office. Once you have added a printer, you need to set up the printer hardware and configure it in the point of sale application.

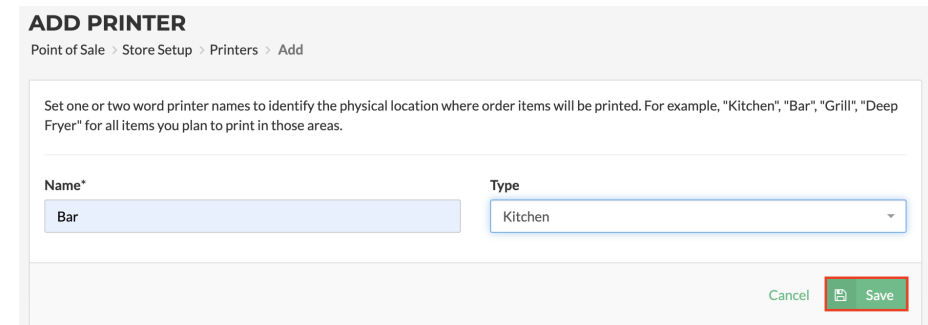
Locate the Global Payments Back Office at:
posportal.globalpaymentsinc.com

Adding a printer

1. Navigate to **Store Setup > printers > Add printer.**



The **Add Printer** page opens.



2. In the **Name** field, enter a descriptive name that will help identify the printer.


- From the **Type** drop-down list, select the printer type, and select **Save**:
 - Expediter**: If you select this type and then select **Save**, all items in your inventory are automatically assigned to the printer.
 - Kitchen**: If you select this type and then select **Save**, the page refreshes to include an **ITEMS** panel. To assign items to the station, follow the steps below:
 - In the **ITEMS** panel, select **Add**. The page refreshes to list the categories and any associated subcategories or groups of items in your inventory.
 - Select a category and any associated subcategory or group to list its items, and select the check box for each item you want to assign to the printer.
 - Select **Save**.
- Set up the printer hardware and configure it in the point of sale application (see "Printer Hardware Setup and Configuration" on page 4).

Edit a printer

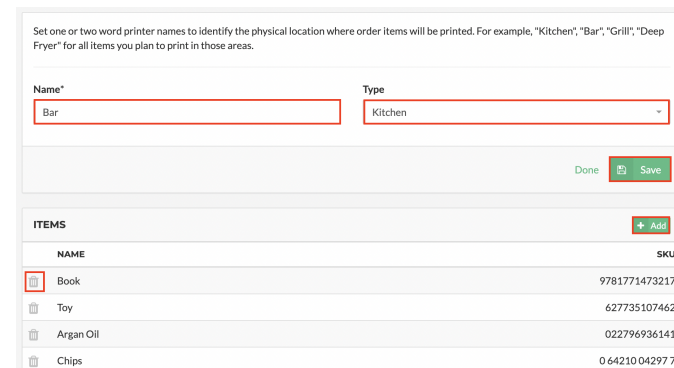
- Navigate to **Store Setup > Printers**. The **Printers** page opens.




Tip: Select a heading to sort the list of printers by **NAME** or **TYPE**.

- From the printers listed, locate and select the edit icon  for the one you want to edit.

The **Edit Printer** page opens.



- Edit the following printer details as required, and then select **Save**:
 - Name**: The descriptive name that will you help identify the specific printer.
 - Type**: The printer type:

- **Expediter:** If you select this type and then select **Save**, all items in your inventory are automatically assigned to the station.
- **Kitchen:** With this printer type, the page includes an **Items** panel:
 - To assign an item to the printer, select **Add**, and then refer to **Add a Printer** (on page 1) for instructions on assigning items to a station.
 - To remove an item assigned to the printer, select the delete icon  for the item you want to remove.


4. Select **Save**.

Delete a printer

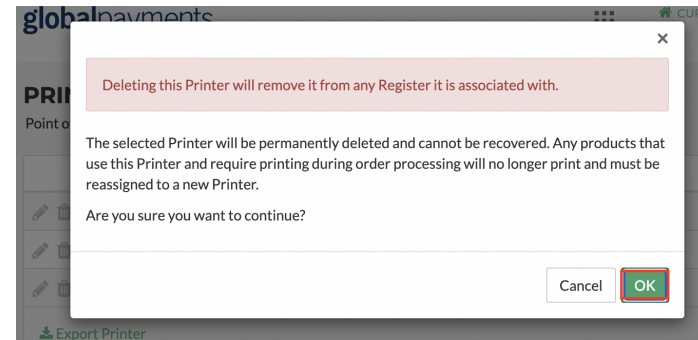
1. Navigate to **Store Setup > Printers** to open the page.



TIP: Select a heading to sort the list of printers by **Name** or **Type**.

2. From the printers listed, select the delete icon  for the one you want to delete.

A prompt opens warning you that proceeding with the deletion will permanently remove the station and any printing assignments to configured items.



3. If you are sure you want to delete the printer, select **OK**.

Export the printer list

You can export a comma-separated values (CSV) format list of the stations set up in the Global Payments Back Office.

1. Navigate to **Store Setup > Printers**. The **Printers** page opens.



2. Select **Export Printers**, and then save the CSV format list to the required location and name.

Printer hardware setup and configuration

Once you have added a printer in the Global Payments Point of Sale Back Office, follow the steps below to set up the printer hardware and configure it in the point-of-sale application:

1. Before connecting the printer to the power supply or the network, ensure its paper roll is loaded correctly, with the leading paper drawn from the underside of the roll, as indicated in the picture below:



2. At the back of the printer, plug in the power cord that is connected to an electrical outlet and, if connecting via TCP/IP, the Ethernet cable that is connected to your network.



3. Turn on the printer and hold down its **power** button and **feed** button simultaneously for 10 seconds. The two buttons are indicated below:



The printer will then produce a print-out that includes the printer's Bluetooth or IP address. See receipt sample below:

```

Firmware Version 5.02 ESC/PCS

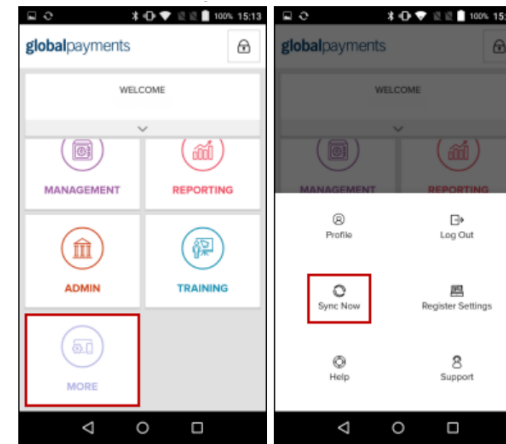
Bluetooth Interface
  BD_ACCR   :e4:7f:b2:6a:e3:de

Device Name : TM-T2011-n_XXXX
Soft Ver   : 1.0x
Module Ver  : 2.0x
Module Info : MBH7BT250
MODE       : Auto re-connect
1AP2       : Enable
Security    : Low

Buffer Capacity
  4K bytes
    
```

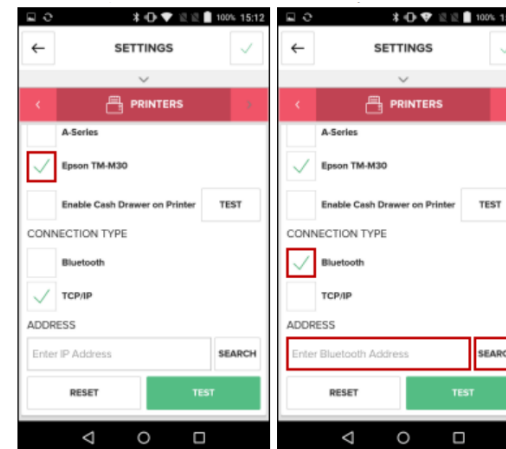
The printer light will then start blinking, prompting you to perform a test print.

4. Press the paper feed button to perform the test print.
5. If you intend to configure the station printer to connect via Bluetooth:
 - From the point of sale device home screen, select **Settings > Connections > Bluetooth**.
 - From the **Available Devices** list, select the printer's Bluetooth address that was identified in the print-out.
6. From the point of sale device home screen, launch the Global Payments Point of Sale application.
7. Select **More**, and then **Sync Now**.



This ensures that all the printers created in the Global Payments Back Office appear on the point-of-sale terminal.

8. From the POS home screen, navigate to **More > Register Settings > Printers**. The printers created in the Global Payments Back Office will be listed.



9. Scroll through to locate the printer you want to configure and scroll through and configure its options:

- **Device:** Select the printer model: **Epson TM-M30**.
- **Connection Type:** Select the connection type. Your selection might depend on the number of point-of-sale devices in use at the location:
 - **Bluetooth:** A device can connect to multiple printers, but a printer can only connect to one (1) device.
 - **TCP/IP:** A device can connect to multiple printers, and a printer can connect to multiple devices.
 - **Address:** Select **Search** to display an address list of available printers, and locate and select the address that was identified in the print-out:

```

Firmware Version 5.02 ESC/PCS

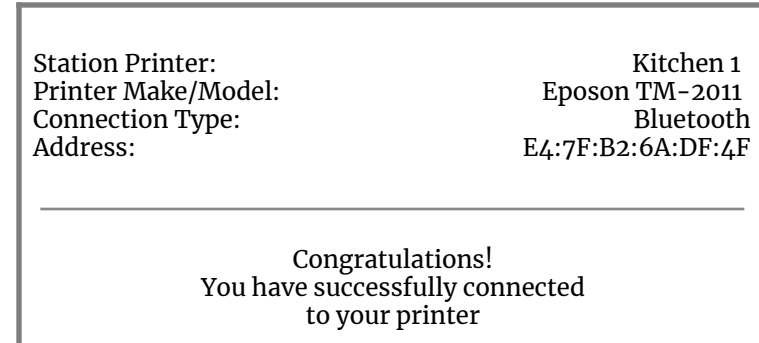
Bluetooth Interface
  BD_ACCR   :e4:7f:b2:6a:e3:de

  Device Name : TM-T2011-n_XXXX
  Soft Ver   : 1.0x
  Module Ver  : 2.0x
  Module Info : MBH7BT250
  MODE       : Auto re-connect
  1AP2       : Enable
  Security    : Low

Buffer Capacity
  4K bytes
    
```

10. Select **Test**.

If the printer hardware is configured correctly, it will print a test receipt confirming a successful connection. See the sample test receipt below:



11. Select the **Save** icon ✓ to complete your setup.

