

Printer & Makeline

How to Set up Receipt & Kitchen Printers and the Makeline.

- [What to do if the printer isn't printing.](#)
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What to do if the printer isn't printing.

First go to "Management".

[image-1613651051209.jpg](#)

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Tap "Purge Printer" it doesn't seem to do anything but it clears the Windows print queue. Now try printing again.

[Purge 1.jpg](#)

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If you keep your finger on the button it will turn red and say "No Printout" and definitely won't print. To change this press and hold the button again and it should change back to "Purge Printer" and be green again.

[Purge 2.jpg](#)

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Setting Up Makelines

To set up a makeline first go into Management.



Then Occasional Menu.

18/02/21 12:17

Today's Takings

Today's Orders

Expenses

Purge Printer

Message

Support

Review Internet Orders

Occasional Menu

Main Menu

Integer
167 Heywood Road
Prestwich
Manchester
M25 1LB

{integer}

Then Options.



Then click on Kitchen Printer and More at the bottom right.

Receipt Printer	Kitchen Printer	Charges	Reports	Restaurant	Order Screen	Security	Set-Up
------------------------	------------------------	---------	---------	------------	--------------	----------	--------

Printer Type: No Printer

Top Gap: 99 Bottom: 2 Cutter: Partial

Receipt Text

Delivery	Delivery	<input type="checkbox"/> Red
TakeAway	Takeaway	<input type="checkbox"/> Red
Collection	Collection	<input type="checkbox"/> Red
Reprinted Order	Reprinted Order	<input checked="" type="checkbox"/> Red
Amended Order	Amended Order	<input checked="" type="checkbox"/> Red
Optional T/Away		
Delivery Charge	Delivery Charge	

Double Height

☐ Shop Name & Address

None

Wide Printing

Items: None

Totals: -

☐ Name & Address

☐ Date & Order No

☐ No of Items

☐ Notes

Omit from Receipt

☐ Quantity if 1

☐ Qty of Qualifiers

☐ PostCode

☐ No Cost Choices

☐ Time

☐ Qty of Choices

☐ Delivery Notes on Collection

Cooking Instructions: -

Group Course: 0

☐ Address on Collection

☐ Can't Amend No. of Copies

Extra Receipt Number

☐ Print

Red Printing

☒ Cooking Instructions

☐ Pizzas

☐ All Toppings

☒ Held Toppings

☐ Shop Name & Address

☐ Credit Card Payment

☐ Date & Time

☐ Notes

☐ Choices (if 1 in Item)

☐ Delivery Time

Total: No

VAT

Print: None

Wording:

Print Receipt

☐ Capitals

☐ Order Time

☐ Credit Card Details

☐ Assistant Name

☐ Number of Items

☐ Inv No. on Top

☐ Inv No. ddmmyy

☐ x Between Qty & Desc

☐ Cancelled Orders

☐ "New Customer"

☐ Gap For Notes

☐ Separates M/Deals

☐ "Paid" If Finalised

☐ "To Pay" by C/C

☐ "Requested Time" for OFL

☐ Address on Bottom

Copies: 1

Topping Wordings: + & -

Delivery Time: If More than Default Time

Copy to Collection Printer: No

Receipt Printer 2: No Printer

Gap: None

Abort

Save & Exit

More

You should then have the 2nd page of the kitchen printer options that have the Makeline options.

Receipt Printer	Kitchen Printer	Charges	Reports	Restaurant	Order Screen	Security	Set-Up
<div> <div> <h3>Make Line</h3> <div> <div>Type</div> <div>By Item</div> </div> <div> <div>Orders for Later</div> <div>Display Normally</div> </div> <div> <div>Unfinalised Orders</div> <div>Can Edit & Accept</div> </div> <div> <div>Makeline on Main Screen</div> <div>Make Line 1</div> <div><input type="checkbox"/> Warns</div> </div> <div> <div>Printer Only</div> <div>None</div> </div> <div> <div>Display</div> <div>Minutes to Delivery</div> </div> <div> <div>Print Box Edge Label</div> <div>When First item Made</div> </div> <div> <div>Choices</div> <div>Display</div> </div> <div> <div>Finalises Order</div> <div>Take Away</div> </div> <div> <div><input type="checkbox"/> Displays Assign to Kitchen + Default T/A Time</div> <div><input type="checkbox"/> Prints Receipt when Order Completed</div> <div><input checked="" type="checkbox"/> Puts Toppings on As few lines As possible</div> <div><input type="checkbox"/> No. of Completed Orders on Assign Button</div> <div><input type="checkbox"/> Displays Non-Stock Qualifiers with Main Item</div> <div><input type="checkbox"/> ML2 Doesn't Display if Items on ML1</div> <div><input type="checkbox"/> Prints Receipt to Kitchen when bumped off M/L</div> <div><input type="checkbox"/> Order-Item Selectable Groups + Items Together</div> <div><input type="checkbox"/> ML2 only Displays Restaurant Orders</div> <div><input type="checkbox"/> Doesn't Display Quantity Column</div> <div><input type="checkbox"/> Displays Page at a Time</div> <div><input type="checkbox"/> Only Allow 1 Screen at a Time</div> <div><input checked="" type="checkbox"/> Beeps When New Items Occur</div> <div><input type="checkbox"/> Reloads Every 15 Seconds</div> <div><input type="checkbox"/> Smaller Buttons</div> <div><input type="checkbox"/> Show Delivery Address</div> <div><input type="checkbox"/> Assign Doesn't Assume Made</div> </div> <div> <div>Doesn't Display</div> <div>-</div> <div>Split ML1</div> <div>0</div> </div> </div> </div> <div> <h3>Box Edge Label Printer</h3> <div> <div>Type</div> <div>Bixolon SLP-DX420</div> </div> <div> <div>Summary Label</div> <div>None</div> </div> <div> <div>Each Label Prints</div> <div>Order Number</div> </div> <div> <div>Action on Take Away</div> <div>Print</div> </div> <div> <div>Action on Amended Order</div> <div>Ask to Reprint Order</div> </div> <div> <div>Multiple</div> <div>-</div> </div> <div> <div><input type="checkbox"/> Doesn't Print Label For Pizzas</div> <div><input type="checkbox"/> Doesn't Print Name or Phone Number</div> <div><input type="checkbox"/> Always Asks to Print</div> <div><input checked="" type="checkbox"/> Stock & Quals on Same Label</div> <div><input type="checkbox"/> Puts Paid or To Pay On Summary</div> </div> </div> <div> <h3>Alternate Printer</h3> <div> <div>Type</div> <div>None</div> </div> <div> <div><input type="checkbox"/> Prints Delivery Method</div> <div><input type="checkbox"/> Prints Values</div> <div><input type="checkbox"/> Prints Address & Telephone No. (for Deliveries)</div> <div><input type="checkbox"/> No Line Gap</div> </div> </div>							

Abort

Save & Exit

More

The Type Option is a drop down that lets you choose By item, By Order, By Order - Item Selectable, View Only, View only 2, By item - same colour & View Only & Finalise.

- By item has each order has a bar the full width of the screen.
- By Order has the screen split in two with the order details on the right and the items on the left.
- By Order - Item Selectable looks the same as the option above but you can select the individual items to finalise rather than finalising the whole order.
- View Only just shows the orders on the screen, each item on its own line.
- View only 2 is like the above but laid out in a different way. It shows each order in a box with all the items included.
- By item - same colour is like the first choice but whereas in the first choice the lines are alternate colours with this option items for the same order are all the same colour.
- View Only & Finalise looks Similar to View only 2 but if you click on the text it will finalise the order.

Setting up the Alternate printer

First go into Management,



Then Occasional Menu.

27/05/21 10:39

Today's Takings

Today's Orders

Expenses

Purge Printer

Message

Support

Occasional Menu

Main Menu

Then Options.

General			
Menus		Selling Prompts	
Stock Control	Stock Make-up		Amend Prices
Reports			
Customer Mailing		Analysis	
Order Review	Customer Review		Texting
Admin			
Edit Database		Passwords	
Options		Internet Options	
Utilities			
Name & Address	On Screen Keyboard	Fix Database	
Restore Backup	Reset Orders	Restore Previous Version	
Support			
Upload Data	Update Program	Online Support	

Then the kitchen printer tab and more at the bottom right.

Receipt Printer	Kitchen Printer	Charges	Reports	Restaurant	Order Screen	Security	Set-Up
------------------------	------------------------	---------	---------	------------	--------------	----------	--------

Printer Type: No Printer

Top Gap: 99 Bottom: 2 Cutter: Partial

Receipt Text

Delivery	Delivery	<input type="checkbox"/> Red
TakeAway	Takeaway	<input type="checkbox"/> Red
Collection	Collection	<input type="checkbox"/> Red
Reprinted Order	Reprinted Order	<input checked="" type="checkbox"/> Red
Amended Order	Amended Order	<input checked="" type="checkbox"/> Red
Optional T/Away		
Delivery Charge	Delivery Charge	

Double Height

☐ Shop Name & Address

None

Wide Printing

Items: None

Totals: -

☐ Name & Address

☐ Date & Order No

☐ No of Items

☐ Notes

Omit from Receipt

☐ Quantity if 1

☐ Qty of Qualifiers

☐ PostCode

☐ No Cost Choices

☐ Time

☐ Qty of Choices

☐ Delivery Notes on Collection

Cooking Instructions: -

Group Course: 0

☐ Address on Collection

☐ Can't Amend No. of Copies

Extra Receipt Number

☐ Print

Red Printing

☒ Cooking Instructions

☐ Pizzas

☐ All Toppings

☒ Held Toppings

☐ Shop Name & Address

☐ Credit Card Payment

☐ Date & Time

☐ Notes

☐ Choices (if 1 in Item)

☐ Delivery Time

Total: No

VAT

Print: None

Wording:

Print Receipt

☐ Capitals

☐ Order Time

☐ Credit Card Details

☐ Assistant Name

☐ Number of Items

☐ Inv No. on Top

☐ Inv No. ddmmyy

☐ x Between Qty & Desc

☐ Cancelled Orders

☐ "New Customer"

☐ Gap For Notes

☐ Separates M/Deals

☐ "Paid" If Finalised

☐ "To Pay" by C/C

☐ "Requested Time" for OFL

☐ Address on Bottom

Copies: 1

Topping Wordings: + & -

Delivery Time: If More than Default Time

Copy to Collection Printer: No

Receipt Printer 2: No Printer

Gap: None

Abort

Save & Exit

More

On the second options page are the Alternate Printer options.

Receipt Printer	Kitchen Printer	Charges	Reports	Restaurant	Order Screen	Security	Set-Up
<div> <div> Make Line Type By Item Orders for Later Display Normally Unfinalised Orders Can Edit & Accept Makeline on Main Screen Make Line 1 <input type="checkbox"/> Warns Printer Only None Display Minutes to Delivery Print Box Edge Label When First item Made Choices Display Finalises Order Take Away <input type="checkbox"/> Displays Assign to Kitchen + Default T/A Time <input type="checkbox"/> Prints Receipt when Order Completed <input checked="" type="checkbox"/> Puts Toppings on As few lines As possible <input type="checkbox"/> No. of Completed Orders on Assign Button <input type="checkbox"/> Displays Non-Stock Qualifiers with Main Item <input type="checkbox"/> ML2 Doesn't Display if Items on ML1 <input type="checkbox"/> Prints Receipt to Kitchen when bumped off M/L <input type="checkbox"/> Order-Item Selectable Groups + Items Together <input type="checkbox"/> ML2 only Displays Restaurant Orders <input type="checkbox"/> Doesn't Display Quantity Column <input type="checkbox"/> Displays Page at a Time <input type="checkbox"/> Only Allow 1 Screen at a Time <input checked="" type="checkbox"/> Beeps When New Items Occur <input type="checkbox"/> Reloads Every 15 Seconds <input type="checkbox"/> Smaller Buttons <input type="checkbox"/> Show Delivery Address <input type="checkbox"/> Assign Doesn't Assume Made Doesn't Display - Split ML1 0 </div> <div> Box Edge Label Printer Type Bixolon SLP-DX420 Summary Label None Each Label Prints Order Number Action on Take Away Print Action on Amended Order Ask to Reprint Order Multiple - <input type="checkbox"/> Doesn't Print Label For Pizzas <input type="checkbox"/> Doesn't Print Name or Phone Number <input type="checkbox"/> Always Asks to Print <input checked="" type="checkbox"/> Stock & Quals on Same Label <input type="checkbox"/> Puts Paid or To Pay On Summary </div> <div> Alternate Printer Type None <input type="checkbox"/> Prints Delivery Method <input type="checkbox"/> Prints Values <input type="checkbox"/> Prints Address & Telephone No. (for Deliveries) <input type="checkbox"/> No Line Gap </div> </div>							
<div>Abort</div>		<div>Save & Exit</div>		<div>More</div>			

The first Alternate Printer option is a drop down that has different Choices

- None means the program doesn't have an alternate printer
- All means the alternate printer prints every item with both the normal text and the alternate text. Those without an entry in the alternate printer section will just print the normal text of an item
- Selected means the alternate printer will only print for items that have Chinese printer chosen in the kitchen printer option in the details tab of an item
- Only One means it prints out just the alternate if there is any.

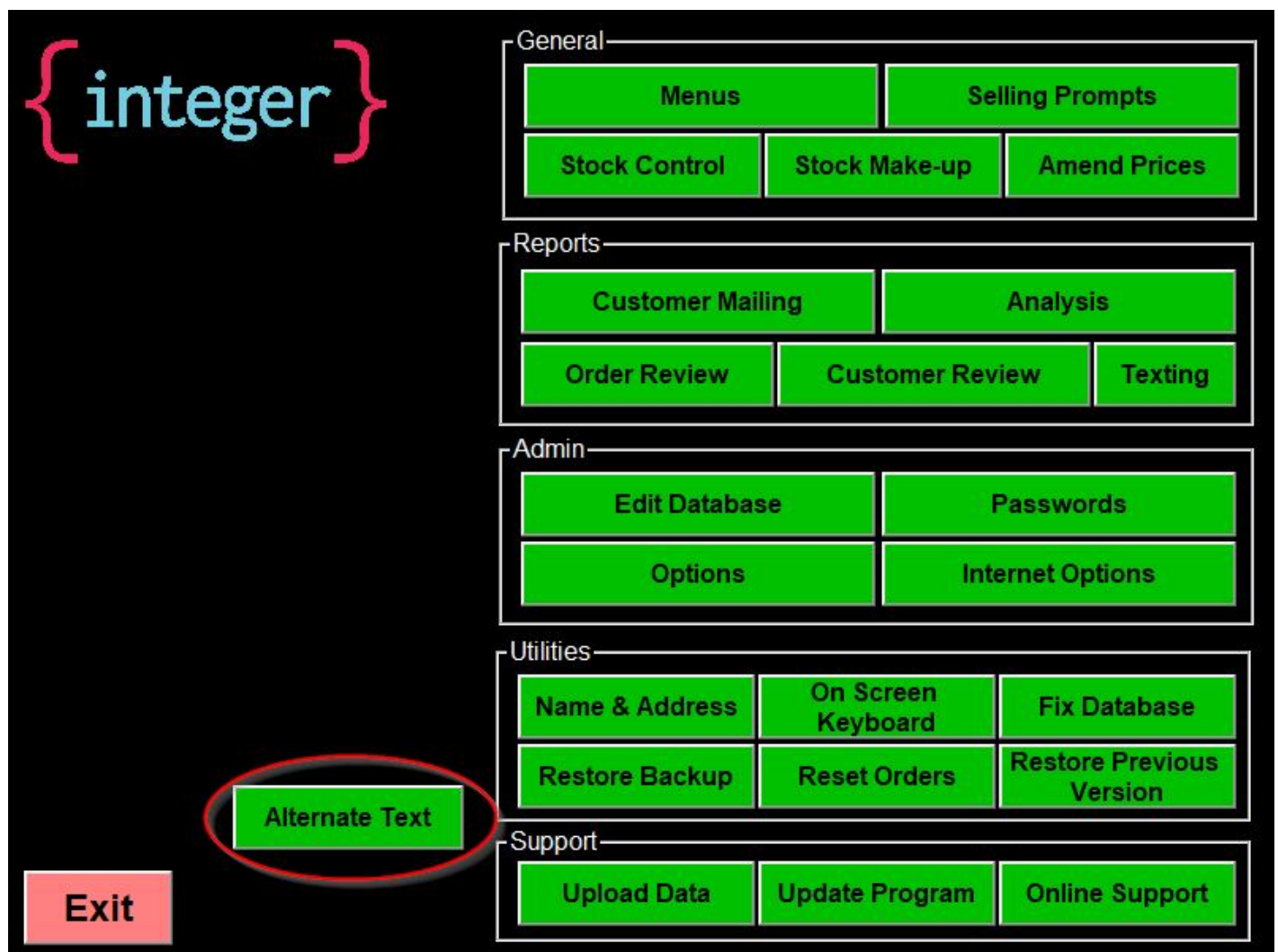
The Prints Deliver Method tick box adds the delivery method to the label.

The Prints Values tick box adds the value to the labels.

The Prints Address and Telephone No. (for Deliveries) adds the address and phone number for deliveries to the labels.

The No Line Gap tick box puts no line gap on the labels. There is usually a line gap between each item but this option leaves it out.

Once the Alternate printer Type is set to something other than "None" another button will appear on the occasional menu,



If you click this you will be given a list of all the food items and a space next to them to type in what you want to print on the Alternate Printer,

Stock Items	
Margarita	
- 12" Thin Margarita	
- 10" Thin Margarita	
- 10" Margarita	
- 12" Margarita	
- 14" Thin Margarita	
- 14" Margarita	
Hot & Spicy	
- 10" Thin Hot & Spicy	
- 12" Thin Hot & Spicy	
- 10" Hot & Spicy	
- 12" Hot & Spicy	

Finish

▼

▲

Print

On the alternate printer it will print whatever is in the box against an item unless it is blank, in which case it will just print the normal text for the item,

The alternate printer needs to be call Chinese and as it is printing graphics even a network printer needs the driver rather than Generic Text Only.

Below is an example of what this produces next to a normal receipt.

Integer
167 Heywood Road
Prestwich
Manchester
M25 1LB
0161 798 7307

Order No: 65

shop

1 Aromatic crispy duck	9.00
1 Prawn crackers	2.00
1 Mini vegetable rolls	4.00

Paid £15.00

Assistant Jagi

1:10 08/03/22

Order No: 65

Ordered at 1:02

1:10 - 65

1 香酥鸭
Aromatic crispy duck

1 虾片
Prawn crackers

1 斋卷
Mini vegetable rolls

Assistant Jagi

Setting up the Boxedge label printer

If you go into Management.

[image-1613651051209.jpg](#)

Image not found or type unknown

Then Occasional Menu.

[audit 2.jpg](#)

Image not found or type unknown

Then Options.

[audit 3.jpg](#)

Image not found or type unknown

Then click the 2nd tab called Kitchen Printer.

[kitchen options 1.jpg](#)

Image not found or type unknown

Then click on More at the bottom right it will take you to the 2nd page of kitchen printer options and you will see the Box Edge Label printer options.

Receipt Printer	Kitchen Printer	Charges	Reports	Restaurant	Order Screen	Security	Set-Up
-----------------	------------------------	---------	---------	------------	--------------	----------	--------

Make Line

Type	By Order	
Orders for Later	Display Normally	
Unfinalised Orders	No Edit or Accept	
Makeline on Main Screen	All	<input type="checkbox"/> Warns
Printer Only	None	
Display	Time	
Print Box Edge Label	When Ordered	
Choices	Display	
Finalises Order	-	

- ☐ Displays Assion to Kitchen + Default T/A Time
- ☐ Prints Receipt when Order Completed
- ☐ Puts Toppings on As few lines As possible
- ☐ No. of Completed Orders on Assign Button
- ☐ Displays Non-Stock Qualifiers with Main Item
- ☐ ML2 Doesn't Display if Items on ML1
- ☐ Prints Receipt to Kitchen when bumped off M/L
- ☐ Order-Item Selectable Groups + Items Together
- ☐ ML2 only Displays Restaurant Orders
- ☐ Doesn't Display Quantity Column
- ☐ Displays Page at a Time
- ☐ Only Allow 1 Screen at a Time
- ☐ Beeps When New Items Occur
- ☐ Reloads Every 15 Seconds
- ☐ Smaller Buttons
- ☐ Show Delivery Address
- ☐ Assign Doesn't Assume Made

Doesn't Display - Split ML1 0

Box Edge Label Printer

Type	Bixolon SLP-DX420
Summary Label	None
Each Label Prints	Order Number
Action on Take Away	Print
Action on Amended Order	No Action
Multiple	-

- ☐ Doesn't Print Label For Pizzas
- ☐ Doesn't Print Name or Phone Number
- ☐ Always Asks to Print
- ☐ Stock & Quals on Same Label
- ☐ Puts Paid or To Pay On Summary

Alternate Printer

Type	None
------	------

- ☐ Prints Delivery Method
- ☐ Prints Values
- ☐ Prints Address & Telephone No. (for Deliveries)
- ☐ No Line Gap

Abort

Save & Exit

More

The Type option is to set the type of printer you have.

The Summary Label option whether or not to have a summary label.

The Each label prints option allows you to choose either the order number printing, No order number or the address for the order.

The Action on Takeaway option allows you to choose whether a label prints or doesn't print for takeaway orders or if you are asked at the end of the order.