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INSTRUCTION FOR SETTING UP THERMAL TICKET PRINTERS TO USE WITH TICKETOR

COMPATIBLE DEVICES & PAPERS:

SUPPORTED PRINTERS:

You can use wide range of thermal printers and papers with Ticketor.

We natively support Boca printers (or other printers compatible with FGL) and printers supporting ZPL language, including Citizen, Zebra, and many other brands.

Other thermal printers are supported through the printer driver.

For recommended printers that are tested with Ticketor and are fully natively supported checkout [Ticketor's store](#).

Purchase a compatible thermal printer from [Ticketor's store](#) or other vendors. We recommend purchasing from Ticketor store as we configure the printer for you before shipping to minimize the configuration hassle on your side.

SUPPORTED PAPERS:

You can print on any type of thermal ticket, receipt or label paper.

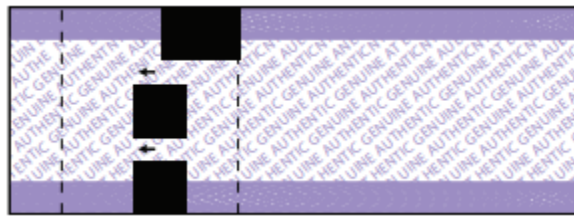
For ticket papers we support the standard 5.5" * 2" thermal tickets with 1.5" stub to the left or right.

You can purchase this type of stock tickets from [Ticketor's store](#). Our paper stocks come in packs of 1000 tickets and are available in 6 stylish colors.

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Back of the ticket with UV (black-light) security:



A black-light flashlight can be used to validate the genuine tickets.

You can also use any type of continuous, thermal receipt or label roles with the width of 2" and above:

Sample of tickets printed on 3" and 2" thermal receipt papers:



USING A THERMAL PRINTER THROUGH PRINTER DRIVER

If you have a printer that is natively supported (Boca or ZPL) skip this section. In general, printing natively on the printer results in faster print and better print quality.

However, if your printer is not supported natively or your printer / network configuration is not proper for native printing, you can simply print through the printer driver.

To do so, install the printer driver on your device, select the printer as the “Default” printer, set the paper size to “Continuous”. If you have to choose a length, try 4.0”.

Graphic Dithering: Thermal printers are black and white. Printer driver may want to use mechanisms like Halftone, Ordered, to print grayscale graphic which may result in poor print quality or unreadable barcodes / QR codes. If that is the case, in the printer preferences, set the “graphic dithering” to “None”

In your browser, print any test page and make sure it is working.

Set The Printer in Ticketor: In your Ticketor site, log in as an admin or sales agent, then go to “Control Panel > Box-Office > Box-Office Settings” and in the “Thermal Printer Type” select " Print to a ticket or receipt printer through the **printer driver**".

Set the print resolution to 120. However, you may increase the print resolution if the printed tickets are too small or lower it if the printed tickets are too big.

Also set the paper size and other preference.

Go to an invoice or confirmation page, in a different browser tab and click on the “Print Thermal Tickets” button. The browser’s print preview window will open and show how the tickets will get printed.

Adjust the print resolution or paper size if necessary, refresh the invoice page and hit the “Print Thermal Tickets” again.

Disable Print Preview Window: Your browser may show a print preview window before each print which may slow you down. Browsers have an option to disable the print preview window. Search Google on how to disable the print preview for your browser.

USING SUPPORTED THERMAL PRINTERS NATIVELY:

SETTING THE PAPER SIZE AND TYPE:

Thermal printers are usually compatible with variety of papers including labels and tickets.

To use the printer with Ticketor, you need to set them up with the proper paper size / type:

BOCA PRINTERS:

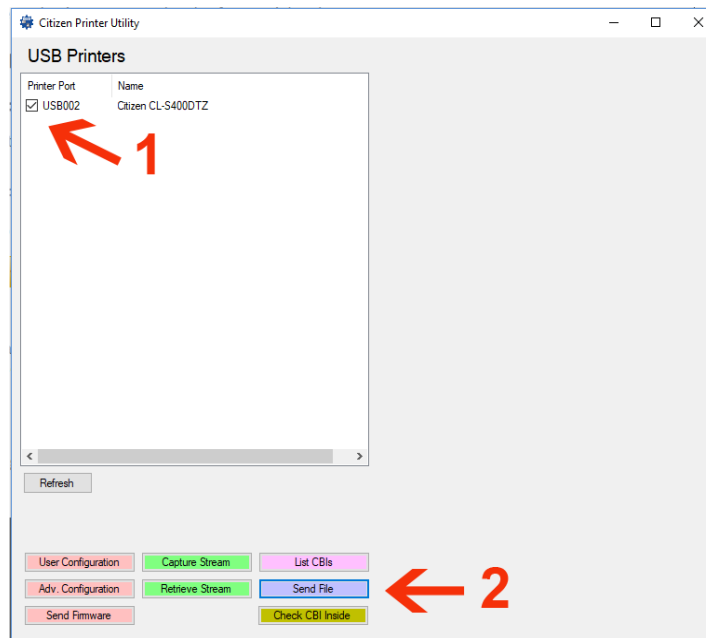
Boca printers are configured by the manufacture for the paper size. If you buy the printer from a 3rd party, make sure it is configured for the above paper size or contact the manufacture for further assistance.

CITIZEN PRINTERS:

If you purchase the printer from us, it will come configured for the ticket size. Otherwise follow the below instruction below to set the paper size.

- 1-On a Windows-based computer, [Download](#) and install the printer driver.
- 2-Download the [BarcodePrinterUtility.exe](#) .
- 3-Also, download and save the printer configuration file, [Ticketor config.txt](#)
- 4-Connect the printer to your computer using the USB cable and turn the printer on
- 5-Run the BarcodePrinterUtility, tick the box next to the printer name, then click on the 'Send File' button, choose the downloaded 'Ticketor_config.txt' and the configuration will be sent to the printer.
- 6-Printer will restart and your paper settings are complete.

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INSERTING THE PAPER:

BOCA PRINTERS:

Connect the printer to the power, turn on the printer and insert the paper in the direction of the arrow on the back of the paper as shown in the picture below. The printer will pull in the paper and align it.

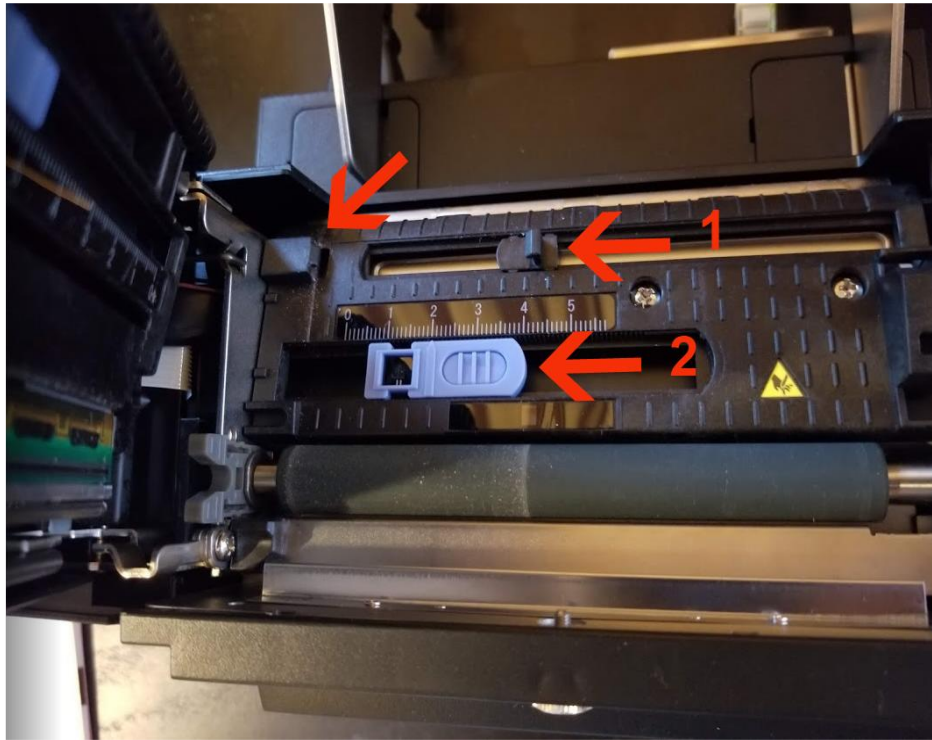


CITIZEN PRINTERS:

1-Open the printer head by pressing the button shown in picture below. If the head does not open, make sure to find and remove any tapes.



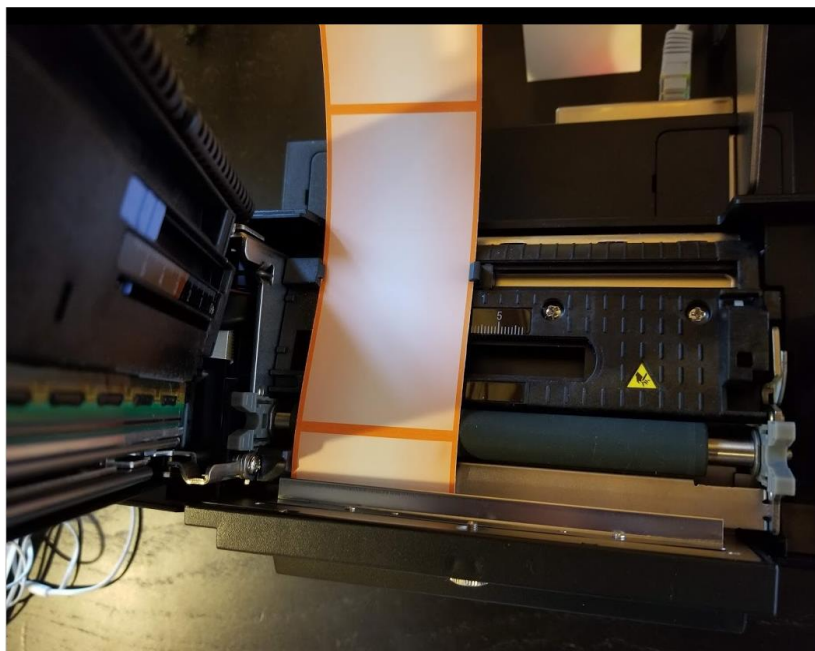
2-Move the adjustable black paper holder to fit your paper width.
3-Move the blue lens to a place it between the 2 paper holders so the paper will pass over it. AT the back of your stock papers, there is a black bar. On some stock papers the black bar goes all the way but on some others the bar may be broken or only exist on the side. The black bar must pass over the lens. So, if the black bar does not go all the way, make sure to move the lens to the right or left so that the black bar passes over it.



- 4- Insert the paper in the printer in the direction of the arrow behind the ticket. Pass it through the paper holders, over the blue lens and through the metal blade. Then close the printer head.



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SETTING UP PRINTERS WITH ETHERNET/WI-FI CONNECTION (PREFERRED METHOD):

(ALL OPERATING SYSTEMS / SHARABLE BETWEEN COMPUTERS)

If you have a printer with Ethernet (recommended) or Wi-Fi connectivity, you can simply connect the printer to your network (router), or directly to the computer and use it with any computer or device connected to that network.

As a result, the printer can be shared between several devices with different operating systems.

1- CONNECTING THE PRINTER TO THE NETWORK

All you have to do is to follow the instruction from the manufacture to connect the printer to your network. Make sure it is connected to the same network as your computer/device.

The printer will be assigned an IP address. The IP address is what you are going to use in your Ticketor site to connect the site to the printer.

If DHCP is “on”, in your printer, an IP address will dynamically get assigned to the printer any time it turns on or gets connected to the network. As a result the printer IP address may change every now and then and you will need to use the new IP address.

It is recommended to turn off DHCP and assign the printer a static (fixed) IP address that does not change.

BOCA PRINTERS:

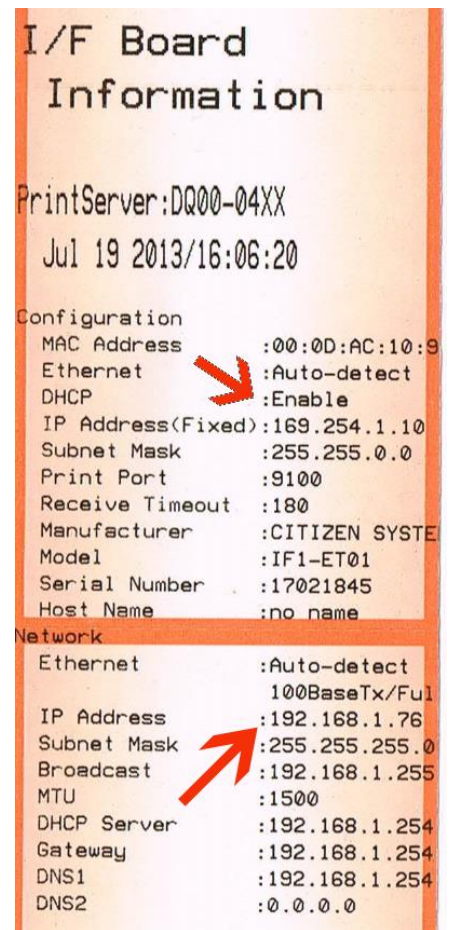
Instruction for Boca printer can be found [here](#)

Connect the printer to the network and get the IP address.

CITIZEN PRINTERS:

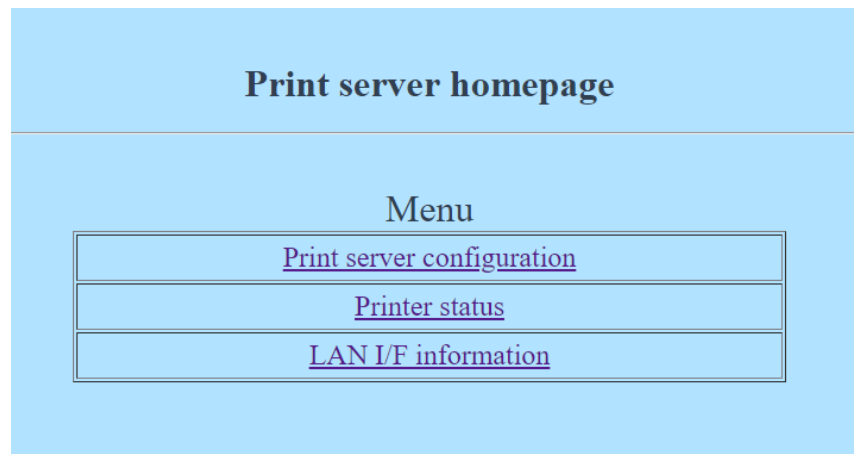
Manual for the citizen printer Ethernet card can be found [here](#)

- 1- Connect the printer to the Ethernet cable and turn on the printer.
- 2- Wait for a minute till the printer receives the IP address from the network and the network connectivity led turns on.
- 3- Press the tiny white button next to where you connected the Ethernet cable. It will print the printer network information including the 'IP Address' (not the 'IP Address(Fixed)') bellow the 'Network section'



As shown on the printed ticket, the IP address for the printer is 192.168.1.76 and DHCP is enabled.

In a browser, go to the IP address (in this case http:// 192.168.1.76) and you should see the printer settings homepage:

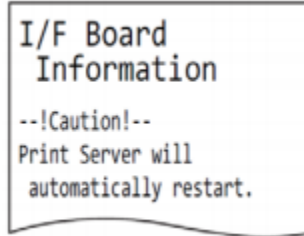


If the printer is supposed to be on this network permanently, go to “Print server configuration” > “Edit”, set the IP address to the printer’s current IP address and set “IP address from DHCP” to “Disabled” and hit the “Register” button.

If you lost connection to the printer and needed to turn the DHCP back on, follow the instruction below to factory-reset the Ethernet card:

FACTORY RESET THE ETHERNET CARD:

- 1- Press and hold the tiny panel button to switch to setting mode.
- 2- After the IF1-ET01 has switched to setting mode, press and hold the panel button again within 3 seconds.
- 3- The following message is printed, and the IF1-ET01 returns to factory default settings.



2- CONFIGURING TICKETOR TO USE THE NETWORK PRINTER

- 1- Now that you have the printer's IP address, login to your Ticketor account as a sales agent or admin and from the "Box-Office" panel, select "Thermal Printer"
- 2- Enter the printer IP address and select the proper radio button.

Thermal Printer Settings

☒ Use Thermal Printer by Default

Printer IP Address: 192.168.1.76

☐ Stub is on the left

☒ Print through Ticket Printer application

☒ Print directly to an Ethernet or Wi-Fi Boca printer

☒ Print directly to an Ethernet or Wi-Fi Citizen / ZPL printer

Ok Cancel

- 3- You are now ready to print on your thermal printer from the checkout page, invoices or any page that allows printing tickets.

SETTING UP PRINTERS WITH USB PORT (WITHOUT ETHERNET/WI-FI CONNECTION):

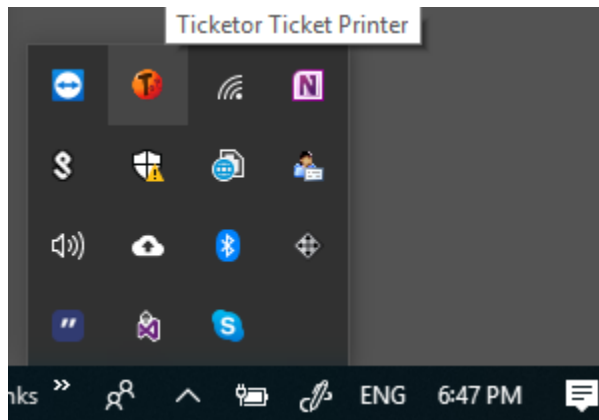
If your printer does not have a Wi-Fi or Ethernet connection and it is connected to your computer through USB, Parallel or Serial port:

The printer should be connected to a Windows computer to print. We will call this computer the "**Print Server**" or the "**Server**". Optionally, more computers (Windows/non-Windows) or tablets can connect to the print server through network to share the same printer. We call these computers, the "**Client Computers**".

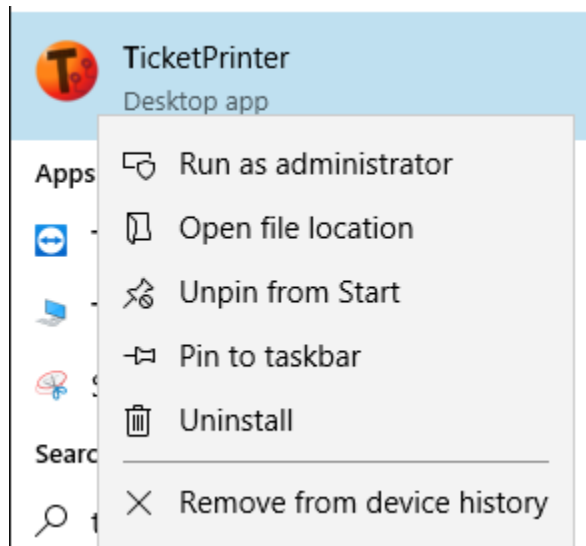
The server computer will act as a webserver. Browsers on the same server computer or the client computers send the ticket information to the server computer, the TicketPrinter application that is running on the server computer receives the information and prints on the printer through the USB, parallel or serial port.

SETTING UP THE SERVER COMPUTER (WINDOWS -BASE):

- 1- For Boca printers, [Download](#) and install the printer driver following [this instruction](#).
For Citizen printers, [Download](#) and install the printer driver.
- 2- [Download](#) and install Ticketor ticket printer. Make sure to save the exe file and run it as administrator.
 - The TicketPrinter must run on the computer at all times to enable printing
 - TicketPrinter minimizes itself in the clock area of the taskbar:



- Ticket printer **must run as an Administrator**. So always right-click on the icon and run it as administrator:

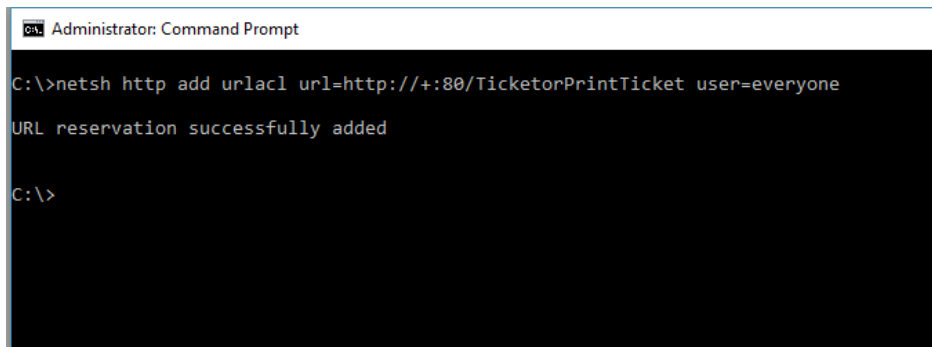


If you get a warning that another instance of the TicketPrinter is running, close the application then close the other instance from the clock area of the taskbar and then re-run it as administrator.

- 3- From the start menu, find the "Command" application, right-click and "Run as administrator". Then run the following command in the command prompt:

```
netsh http add urlacl url=http://+:80/TicketorPrintTicket user=everyone
```

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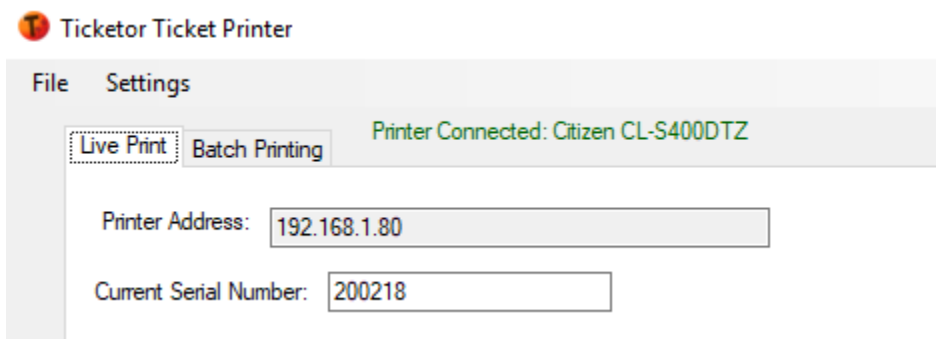


```
Administrator: Command Prompt

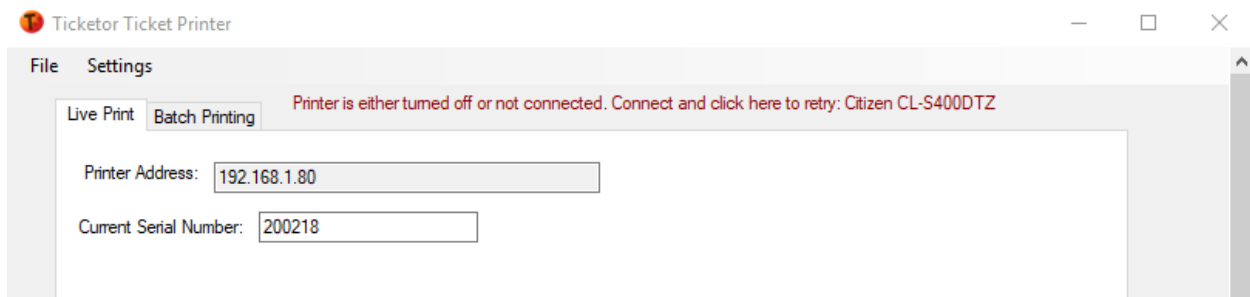
C:\>netsh http add urlacl url=http://+:80/TicketorPrintTicket user=everyone
URL reservation successfully added

C:\>
```

- 4- Make sure the printer is on and connected to the computer. In the Ticket Printer, go to the Settings > Printer menu and select your Boca or Citizen Printer from the list of installed printers. You should see a green message indicating the printer is connected.



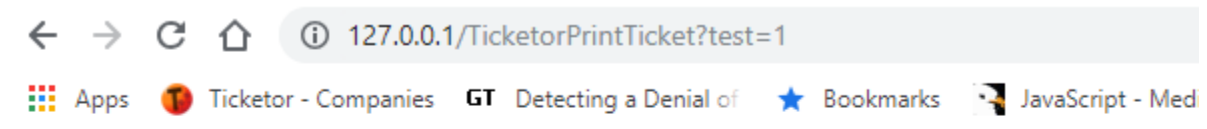
If the printer is off or not connected to the computer, a red message will show instead:



After connecting the printer, click on the red message to reconnect and the message should turn to the green "Printer connected" message.

- 5- Edit your firewall settings and open the "Incoming TCP/IP port 80"
- 6- In a browser, go to <http://127.0.0.1/TicketorPrintTicket?test=1> you should get a success message.

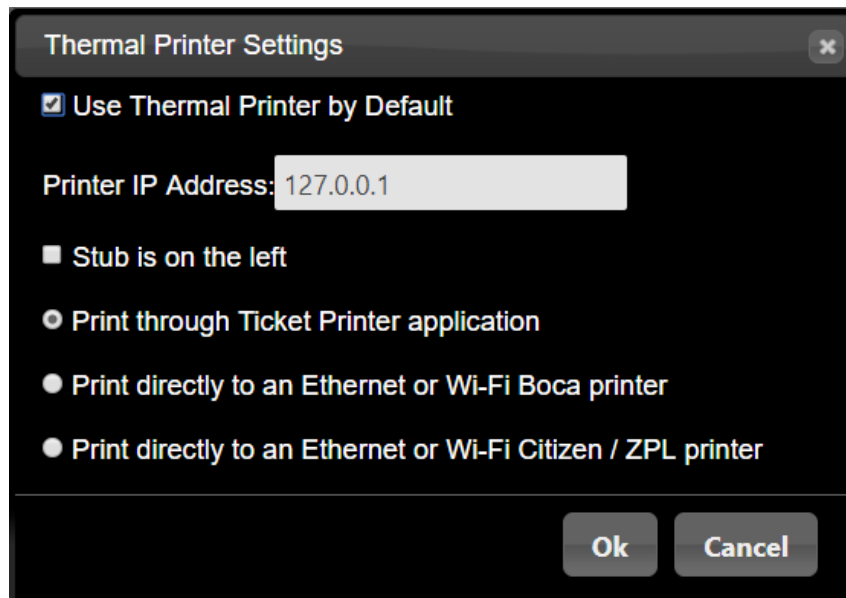
This test indicates



The test request successfully received!

This test indicates that browser can communicate with the TicketPrinter and so is able to send ticket information for print.

- 7- Your server computer is now ready.
- 8- Go to your Ticketor website and login as an administrator or sales agent and from the "Box-office > Thermal Printer" menu set the thermal printer to "ON" and the server IP address to 127.0.0.1 (local computer) and select the option: "Print through Ticket Printer application"



- 9- Test the settings by printing an invoice from the confirmation page or an invoice.

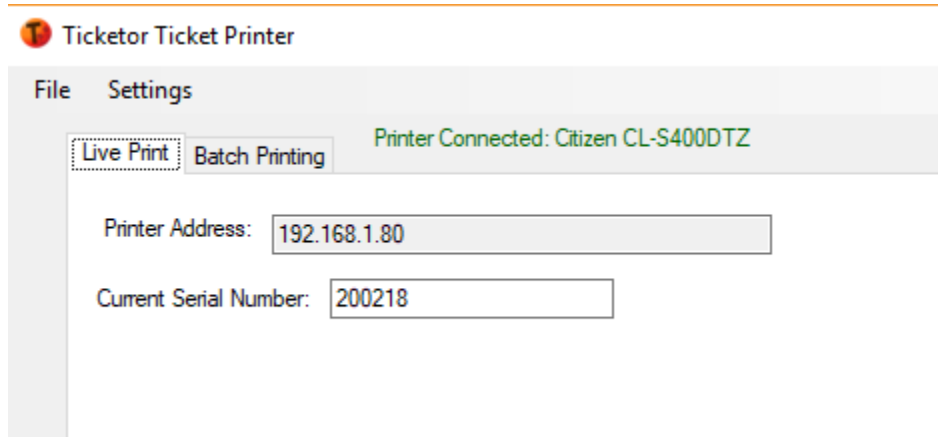
Note that **the TicketPrinter application, must always be running "As Administrator"** for the printer to work. To achieve that, a shortcut to the application is added to your system Startup folder. If you are using Windows Vista or newer, you need to get properties on that shortcut and make it "Run as Admin". Other option would be to schedule a task that runs on login and executes the application as admin.

SETTING UP THE CLIENT COMPUTER (IF ANY)

If you have more than one computer that share the printer (client computers):

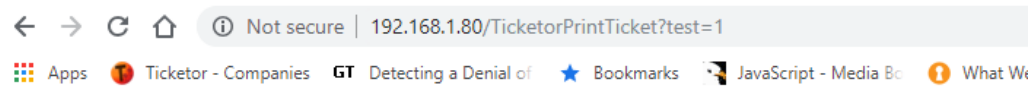
- 1- Make sure the client computer is connected to the server computer through network

- 2- From the Ticket Printer application on the server, get the "IP" address of the server.



In this picture the IP address is 192.168.1.80

- 3- Test your connection to the server by opening a browser and browsing to [http://\[the server IP address\]/TicketorPrintTicket?test=1](http://[the server IP address]/TicketorPrintTicket?test=1) . For example if the server IP address is 192.168.1.80 you should go to <http://192.168.1.80/TicketorPrintTicket?test=1> and you should get a success message.



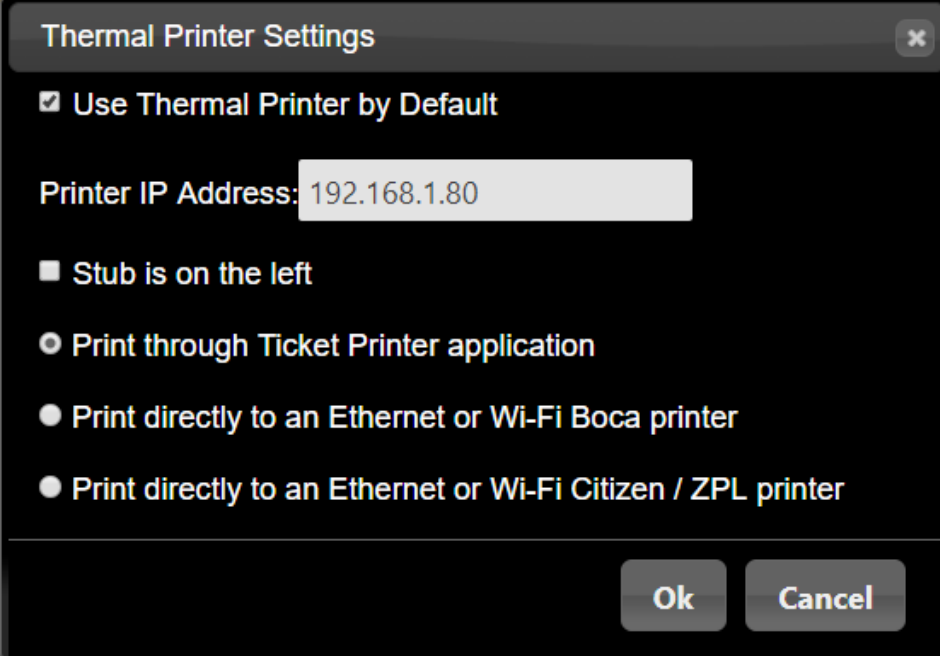
The test request successfully received!

If you don't get a success message, it means the browser cannot communicate with the TicketPrinter application on the server.

In that case make sure:

- The TicketPrinter is running on the server and is running as administrator
- The server and client computers are on the same network and can see each other
- Port 80 for the incoming requests is open on the server computer

- 4- Go to your Ticketor website and login as an administrator or sales agent and from the "Box-office > Thermal Printer" menu set the thermal printer to "ON" and the server IP address to the IP address you got from the server and select the option: "Print through Ticket Printer application"



The screenshot shows a dialog box titled "Thermal Printer Settings" with a close button (X) in the top right corner. The dialog contains the following elements:

- A checked checkbox labeled "Use Thermal Printer by Default".
- A text field labeled "Printer IP Address:" containing the value "192.168.1.80".
- A checkbox labeled "Stub is on the left".
- Three radio button options:
 - "Print through Ticket Printer application" (selected)
 - "Print directly to an Ethernet or Wi-Fi Boca printer"
 - "Print directly to an Ethernet or Wi-Fi Citizen / ZPL printer"
- At the bottom right, there are two buttons: "Ok" and "Cancel".

- 5- Test the settings by printing an invoice.

KNOWN ISSUES:

CITIZEN PRINTERS

Citizen printers do not maintain the position of the paper after they rest (turn off and on or when the head gets opened). As a result the first ticket printed is going to be misaligned with the paper.

The printer aligns the paper position for the following tickets.