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Installing the Star SP500 Kitchen Printer Using Parallel Connection



Before you begin, make sure your **Star SP500** printer is plugged in and properly connected to your PC and that the paper roll is properly seated.



You can connect your SP500 printer to your PC using either one of these following ways. The choice depends on how far the printer will be located from the PC and which type of printer you have purchased:

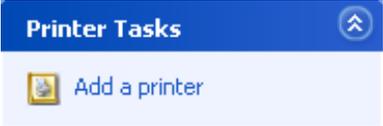
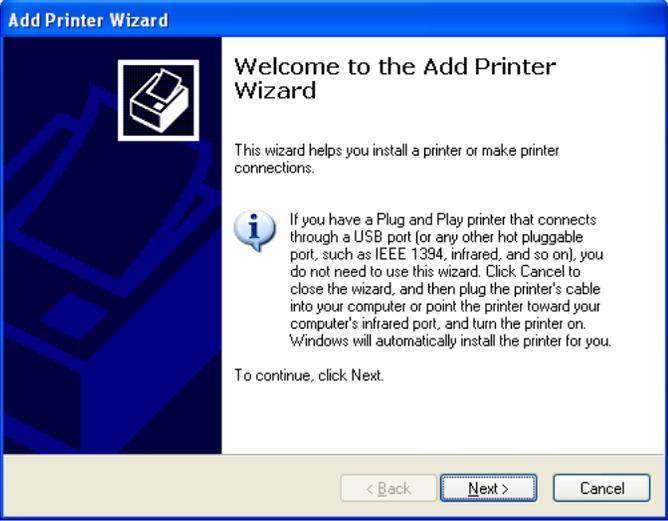
- **Directly**, using a standard parallel printer cable between the printer and your PC.
- **With line or data extender modules** similar to what you see pictured on the left. The data extender modules will be clearly marked to indicate which connects to the printer and which to the PC's LPT (parallel) port. Use the 4-wire cable included in your extender package to connect the two modules.



Printer Installation

The Printer Install files can be downloaded at:

- http://download2.pcamerica.com/drivers/STAR_SP500.zip

	<ol style="list-style-type: none">1. Extract the installation files.
	<ol style="list-style-type: none">2. Select Start.
	<ol style="list-style-type: none">3. Select Printers and Faxes. <p>Note: You may have to select Control Panel and finally Printers and Faxes.</p>
	<ol style="list-style-type: none">4. Select Add a printer.
	<ol style="list-style-type: none">5. Select Next to begin the Wizard.

Add Printer Wizard

Local or Network Printer

The wizard needs to know which type of printer to set up.



Select the option that describes the printer you want to use:

- Local printer attached to this computer
- Automatically detect and install my Plug and Play printer
- A network printer, or a printer attached to another computer



To set up a network printer that is not attached to a print server, use the "Local printer" option.

< Back

Next >

Cancel

6. Select **Local printer attached to this computer**.

Note: Be sure to uncheck **Automatically detect and install my Plug and Play printer**.

Add Printer Wizard

Select a Printer Port

Computers communicate with printers through ports.



Select the port you want your printer to use. If the port is not listed, you can create a new port.

- Use the following port: LPT1: (Recommended Printer Port)

Note: Most computers use the LPT1: port to communicate with a local printer. The connector for this port should look something like this:



- Create a new port:

Type of port:

Adobe PDF Port

< Back

Next >

Cancel

7. Select **Use the following port:** then select the appropriate port that the printer is connected to (e.g. LPT1).

Add Printer Wizard

Install Printer Software

The manufacturer and model determine which printer software to use.



Select the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for compatible printer software.

Manufacturer	Printers
Shinko	Star LaserPrinter 4
Star	Star LaserPrinter 4 III
Tally	Star LaserPrinter 4 StarScript
Tandy	Star LaserPrinter 5
Tegra	



This driver is not digitally signed!

[Tell me why driver signing is important](#)

Windows Update

Have Disk...

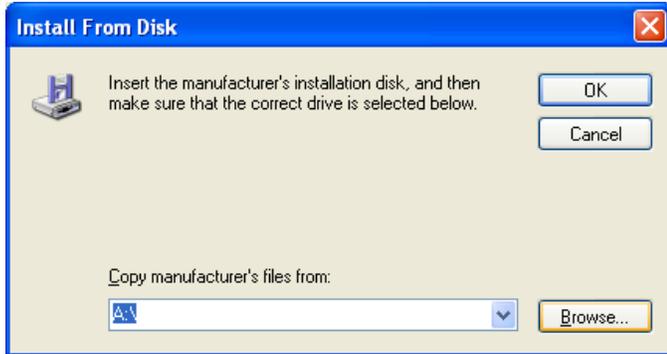
< Back

Next >

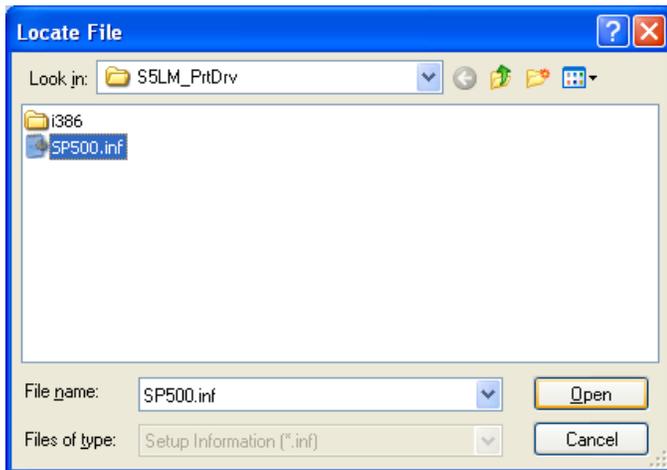
Cancel

8. Under **Manufacturer** select **Star**.

9. Select **Have Disk**.

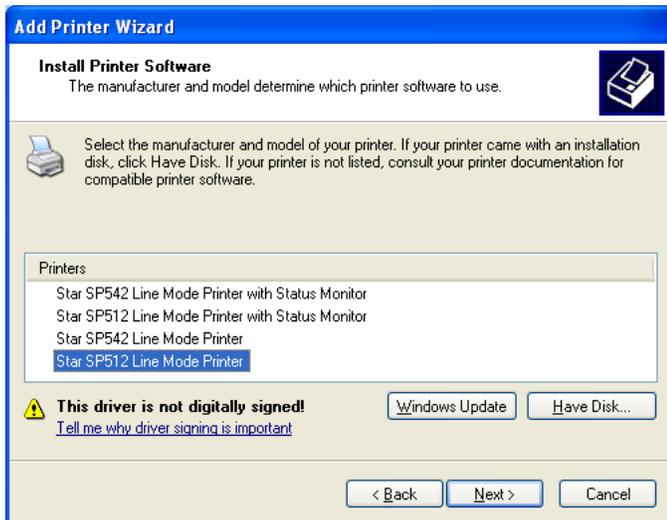


10. Select **Browse**.



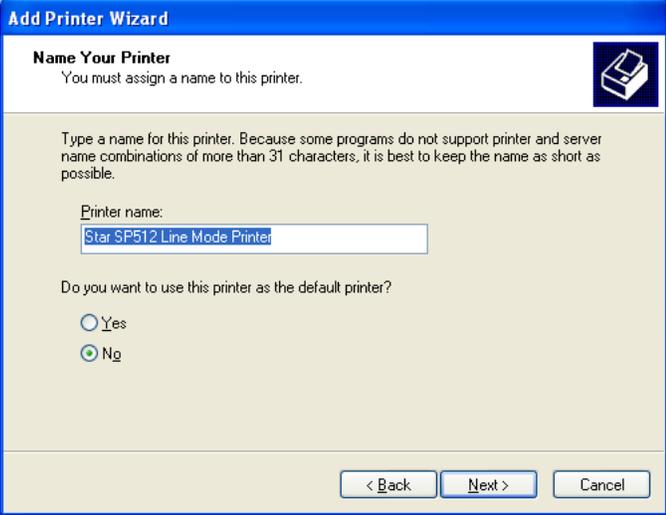
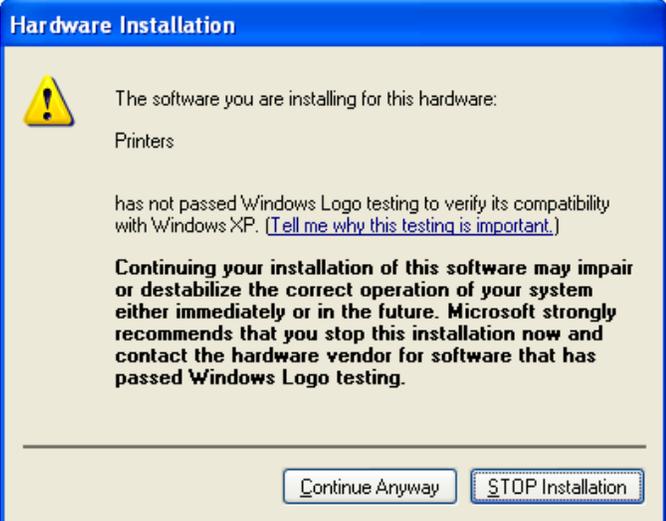
11. Locate the files you extracted earlier.

12. Select **Open**.

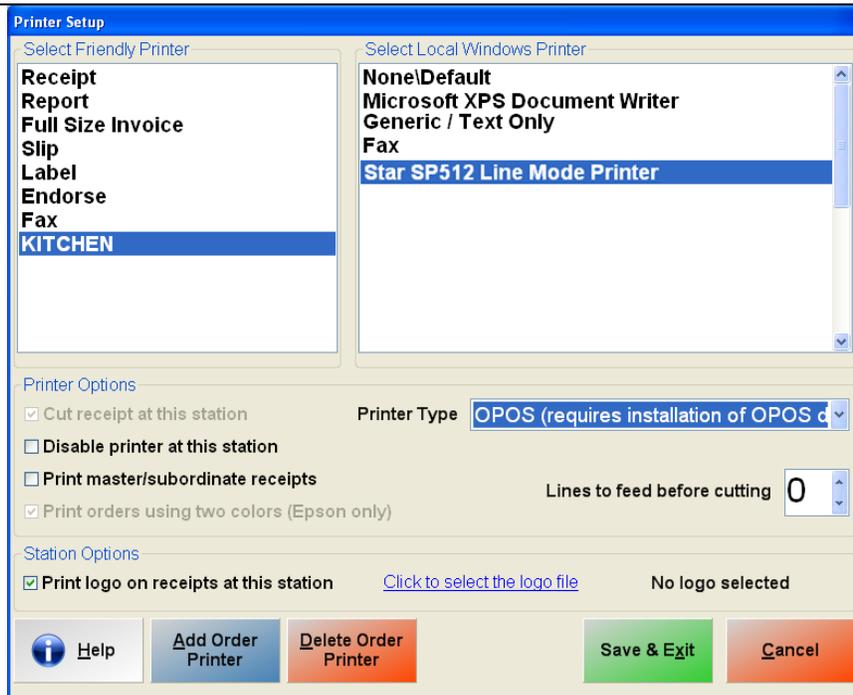


13. Select **Star SP512 Line Mode Printer**.

14. Select **Next**.

	<p>15. Enter a Printer name.</p> <p>16. Select whether the printer will be used as the default.</p> <p>17. Select Next.</p>
	<p>18. Select if you would like to print a test page.</p> <p>19. Select Next.</p>
	<p>20. Select Finish.</p> <p>21. If the message (pictured left) is displayed select Continue Anyway.</p>

RPE Configuration



Now you're ready to set up your printer in RPE/CRE.

1. Start the RPE/CRE program.
2. Select the **Options/Manager** and enter your password (where applicable).
3. Select **[4] Setup | [L] Friendly Printer Setup** and re-enter your password if necessary.
4. Select the **Add Printer** button.
5. Enter **Kitchen** for your new printer name and Select **Enter**.
6. Select **Kitchen** in the **Select Friendly Printer** list on the left.
7. Select **Star SP512 Line Mode Printer** in the **Select local Windows printer** list on the right.
8. Select **Other Receipt Printer** as the Printer Type.
9. Optionally select **Disable Printer at this Station** (if applicable).
10. Optionally select **Print Master/Subordinate Receipts** (See: **Printing Master/Subordinate Receipts**).
11. Select **Save & Exit**.

Sending Items to the Kitchen Printer

You'll use the **Printers** setting for your **Inventory Items** to indicate which should be sent directly from your CRE/RPE application to the Kitchen Printer.

The screenshot shows the 'Inventory Maintenance' window for item 'SUPER BREAKFAST'. The 'Printers' tab is selected, displaying a list of printer options: 'BumpBar Backcolor' and 'BumpBar Forecolor'. The 'Add Printer' button is highlighted with a red box. The interface includes various fields for item details, navigation buttons, and a search bar.

The dialog box titled 'Select the Friendly Printer to Add' shows a list of printer options. The 'Kitchen' printer is highlighted with a red box. At the bottom, there are 'Cancel' and 'Select' buttons.

1. Start the RPE/CRE program.
2. Select the **Options/Manager** and enter your password (where applicable).
3. Select **[5] Administrative** then **[A] Inventory Maintenance**.
4. Locate an Item you want sent to the Kitchen Printer and select the **Printers** tab.
5. Select **Add Printer** and select the **Kitchen** button to select the kitchen printer that we just added.
6. Select **Save Changes**.

Repeat steps 4-6 above for each **Inventory Item** you want sent to the Kitchen Printer when ordered.

Examples of items you would probably *not* want sent to the Kitchen Printer include beverages and desserts, but items prepared in the kitchen should be individually directed to the Kitchen Printer.

Sending Orders to the Kitchen Receipt Printer

After configuring your inventory to go to the kitchen printer we can test that everything was configured correctly by doing the following:

<p>The screenshot shows the Burger Express POS interface. At the top, there are menu categories: SANDWICH & COMBO, BURGER, CHEESE BURGER, DOUBLE CHEESE BURGER, TRIPLE CHEESE BURGER, DOLLAR MENU, SIDES - SALADS - DRINKS, BREAKFAST, and COMBO 1-5. Below the menu is a grid of options like 'EXTRA KETCHUP', 'ADD ONION', 'ADD TOMATO', 'ADD CHEESE', 'NO KETCHUP', 'PLAIN', 'NO PICKLES', and 'NO CHEESE'. On the right, there is a 'Description', 'Qty', and 'Price' table with the following items:</p> <table border="1"> <thead> <tr> <th>Description</th> <th>Qty</th> <th>Price</th> </tr> </thead> <tbody> <tr> <td>DOUBLE CHEESE I</td> <td>1</td> <td>\$2.99</td> </tr> <tr> <td>TRIPLE CHEESE B</td> <td>3</td> <td>\$8.97</td> </tr> <tr> <td>BACON CHEESE B</td> <td>1</td> <td>\$3.25</td> </tr> </tbody> </table> <p>The Grand Total is \$15.21. At the bottom, there are buttons for 'CHECK', 'SEND', and 'PAY'.</p>	Description	Qty	Price	DOUBLE CHEESE I	1	\$2.99	TRIPLE CHEESE B	3	\$8.97	BACON CHEESE B	1	\$3.25	<ol style="list-style-type: none"> 1. Start the RPE/CRE program. 2. Login to start taking transactions. 3. After adding items to the invoice with a kitchen printer associated, select SEND.
Description	Qty	Price											
DOUBLE CHEESE I	1	\$2.99											
TRIPLE CHEESE B	3	\$8.97											
BACON CHEESE B	1	\$3.25											
<p>The screenshot shows the 'Enter On-hold ID' dialog box. The input field contains the text 'Green Hat'. Below the input field is a virtual keyboard with buttons for numbers 1-0, letters Q-P, A-S, Z-X, and function keys like Shift, SPACE, and ENTER. There are also 'Cancel' and 'Backspace' buttons.</p>	<ol style="list-style-type: none"> 4. If prompted, enter an On-hold ID. 5. Select Enter. 												

If all settings were configured correctly the kitchen printer will print the order information for the kitchen staff to prepare.

Printing Master/Subordinate Receipts

If the Option Print **Master/Subordinate Receipts** was checked in Friendly Printer Setup, the kitchen printer will print a "Master Ticket" and also print "Subordinate Tickets" for each item that needs to be prepared. All of these tickets will print after selecting SEND on the invoice screen of RPE:

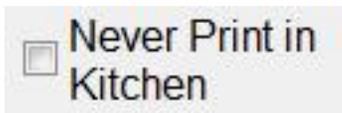
<p>MASTER TICKET NAME: GreenHat 100101 Date: 7/7/2011 Time: 4:07:50 PM</p> <hr/> <p>1-DOUBLE CHEESE BURGER 3-TRIPLE CHEESE BURGER 1-BACON CHEESE BURGER</p> <hr/>	<ul style="list-style-type: none"> • An example Master Ticket. <p>The Subordinate Receipts are referencing from this example.</p>
<p>SUBORDINATE TO NAME: GreenHat 100101 Date: 7/7/2011 Time: 4:07:53 PM</p> <hr/> <p>1-DOUBLE CHEESE BURGER</p> <hr/>	<ul style="list-style-type: none"> • A Subordinate Ticket for the first item.
<p>SUBORDINATE TO NAME: GreenHat 100101 Date: 7/7/2011 Time: 4:07:54 PM</p> <hr/> <p>1-TRIPLE CHEESE BURGER</p> <hr/>	<ul style="list-style-type: none"> • A Subordinate Ticket for the second item. <p>Note: Three copies of this ticket will print as the master ticket for this order shows that there were three orders of this item.</p>
<p>SUBORDINATE TO NAME: GreenHat 100101 Date: 7/7/2011 Time: 4:07:58 PM</p> <hr/> <p>1-BACON CHEESE BURGER</p> <hr/>	<ul style="list-style-type: none"> • A Subordinate Ticket for the third item.

Preventing Items from Being Sent to the Kitchen

1. Start the RPE/CRE program.
2. Select the **Options/Manager** and enter your password (where applicable).
3. Select **Administrator** then **Inventory Maintenance**.

The screenshot shows the 'Inventory Maintenance' window for an item named 'Vintage Style San Diego'. The 'Options' tab is selected, and the 'Additional Info' sub-tab is active. The 'Never Print in Kitchen' checkbox is visible and unchecked. Other options include 'Prompt Completion Date', 'Exclude From Loyalty Plan', 'Print Ticket', 'Scale Item Type', 'Discount Type (Retail Only)', 'General Ledger Number', 'Prompt Invoice Notes', 'Scale Single Deduct', 'Weighed on Scale', 'Weighed with Tare', 'Barcoded', 'Prompt Description', 'Allow Returns', 'Require Customer', 'Liability Item', 'Allow on Deposit Invoices', 'Never Print in Kitchen', 'Allow on Fleet Card', 'Days Valid', and 'Display Tax in Price'. The 'Cost' is \$0.75000, 'Price You Charge' is \$1.50, and 'Price with tax' is \$1.62. The '# In Stock' is 349. The 'Profit%' is 100.0%, 'Retail Discount' is 0%, and 'Gross Margin' is 50.0%. Navigation buttons include 'Previous', 'Look up', 'Next', 'Add Item', 'Save', 'Transfer', 'Instant PO', 'Help', 'Duplicate', 'Delete', and 'Exit'.

4. Select the Optional Info tab.
5. Select the Additional Info tab.



6. The option **Never Print in Kitchen** can be checked for any item to prevent it from being printed on the kitchen printout. (This is typically used for Combo Meals)

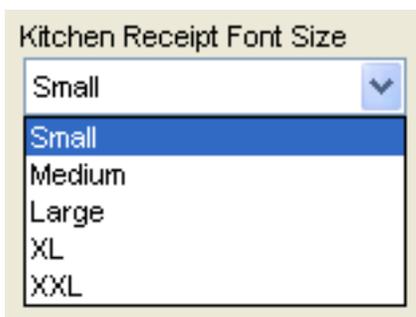
For more information on Combo Meals please see the following link:

- http://faq.pcamerica.com/file-lockers/pdf-locker/Combo_Meals.pdf

7. Select **Save** then select **Exit**.

Additional Options

1. Start the RPE/CRE program.
2. Select the **Options/Manager** and enter your password (where applicable).
3. Select **Setup** then **Setup Screen**.
4. Under the Receipt tab the following options are available:

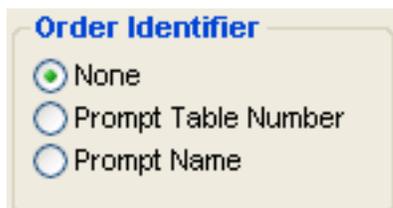


Under Kitchen Receipt Font Size Select the font size to print on all kitchen printers. (Station Specific)

Print Paid Status in Kitchen Receipt.

This option will print whether or not the invoice has been paid for on the kitchen receipt. (System-Wide)

Under the **Restaurant Features: Functionality** tab the following options are available:



ORDER IDENTIFIER (Station Specific)

- **None** — Disabled.
- **Prompt Table Number** – Prompts for a numeric table number with a touch-screen numeric keypad (such as for a tabletop number given to a customer to put on their table for order delivery).
- **Customer Name** – Prompts for the customer’s name with a touch-screen keyboard

IDENTIFIER IS PRINTED ON KITCHEN RECEIPT or, DISPLAYED ON KITCHEN VIDEO SYSTEM.

<input type="checkbox"/> Substitute second description to kitchen printer	If checked, the second description line in Inventory Maintenance will be sent to kitchen printers. (System-Wide)
<input type="checkbox"/> Kitchen Require Name	If checked, the server will be prompted for the name of the customer. This name will be displayed on the kitchen printout. (Station Specific)
Under the Restaurant Features: Delivery tab the following options are available:	
<input type="checkbox"/> Print Customer Info on Kitchen Printer	If checked, the customer info that is checked (under: Print Customer Info) on Page 2 of the Receipt tab of the Setup Screen will be included on kitchen printouts.