Printer Models Supported by DoorDash Order Manager App

Star Micronics TSP 143 (bluetooth) can be used with a DoorDash tablet and the Order Manager App. Your orders will not print if you are using an unsupported printer model.

Star TSP143

Troubleshooting Star Printer

Please follow the relevant instructions from top-to-bottom when troubleshooting.

Printer is not working/pairing properly?

Turn the tablet's bluetooth off and back on
- Swipe down from the top of the screen. You will see a mini dashboard.
- Tap the Bluetooth icon to turn the Bluetooth off. The icon will be gray when Bluetooth is off.
- Tap the Bluetooth icon again to turn it back on. Icon will be blue.

Printer is showing as paired in the Order Manager but prints are failing.

Unpair the tablet from the printer
- Swipe down from the top of the screen. You will see a mini dashboard.
- Press and hold the Bluetooth icon
- Under Paired Devices:
  - Tap the gear symbol next to the device name
  - Tap unpair
- Follow pairing instructions below to pair the printer again

Pairing the printer
1. Make sure that Bluetooth is turned on (see above)
2. Open the Order Manager App on your tablet and click on the Menu icon (box with 3 stacked bars to the top left of the app) to open up the sidebar
3. Tap Settings
4. Tap Set up a printer
5. Select "Star printer (Bluetooth)" from the drop down
6. The tablet should automatically navigate you to the Bluetooth settings screen where you can select a Bluetooth device to pair
7. Turn on Printer Pairing
   - Press and hold the Pair button on the back of the printer for 5 seconds (The green light should begin blinking)
8. Select the Star Micronics option under the list of available devices
9. Click okay when prompted for pairing request
10. The tablet will now automatically navigate you back to the Order manager settings screen where you can see the connected device

Still Need Help? Contact Us!
https://help.doordash.com/merchants/s/merchant-support?language=en_US

Barcodes

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