Postmates order printing FAQ

How do I set up my printer?

Please follow the steps below to set up your printer.

1. **Install and connect your printer:** If your printer uses a LAN or WiFi connection, check that it is connected to the same network as your tablet. If your printer connects via bluetooth, pair it to your tablet in Settings → Bluetooth.
2. **Connect the ethernet cable** to the connector on the rear panel of the printer
3. **Configure your printer with the Order App:** In the Order app, tap **Printer Settings** in the main menu and follow the on-screen instructions to connect your printer. A test print will occur upon successful connection.
4. **Receive Order Printouts:** Once you configure your printer, any Postmates orders you accept via tablet will be automatically printed. To turn off printing, disconnect your printer in **Printer Settings**.

What if I don't see Printer Settings in the app?

Your Postmates Order app may not have updated. Please check that you're connected to the internet and open **AirWatch Agent** on the home screen → Managed Apps, and verify that the Postmates Order app is at version 1.4 or higher. If you're running an older version, you can tap the **Sync** button at the top of the screen to update.

What printers are supported?

- Please read through our list of supported printers
- For instructions on setting up a thermal printer, click here.
- For instructions on setting up an office printer, click here.

What paper sizes are supported?

We recommend using 80mm (3 ⅛") paper for best results. However, 58mm (2 ¼") width paper is also supported. You can switch between the two paper sizes by going to **Printer Settings** in the Order App.

When using a regular office printer, you can use whatever 8.5 x 11 paper you use normally.

What if I have problems installing my printer?

If you're having hardware or networking issues, please consult with a technician or refer to your printer's manual on the Star Micronics support site.

For instructions on setup for Epson Receipt Printers, click here.

If you're having issues configuring your printer with the Order app or printing orders, please send us feedback and we'll work with you to troubleshoot the problem.

Barcodes

Phone: 800.351.9962
Email: learnmore@barcodesinc.com
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Printing setup for thermal Printers

1. To set up your printer, go to the **Order and Printer Settings** menu item in the navigation then tap **Add a Printer**.
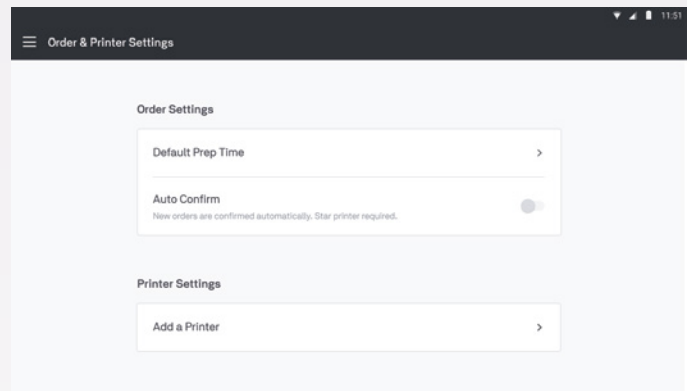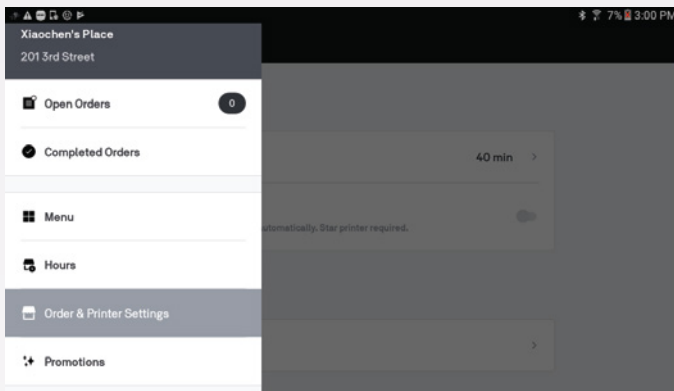
2. You will be prompted to select either a Star Micronics or Epson receipt printer or an office printer. At this point, tap the manufacturer of your receipt printer. Please ensure that your printer is from our list of supported printers.

3. After selecting your printer-type, the Merchant app will search for available receipt printers. You can connect to your printer at this point.

4. After connecting to your printer, you will be prompted to select your default printer paper size.

5. You will then return to printer settings, where you can edit the default number of copies or toggle on receipt prices.
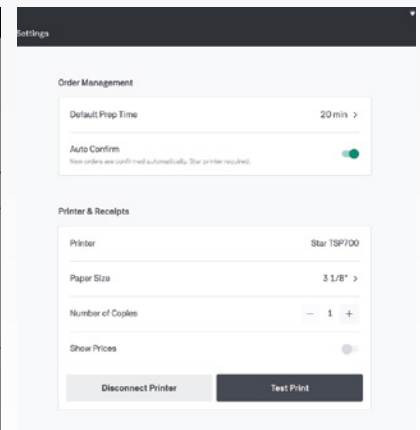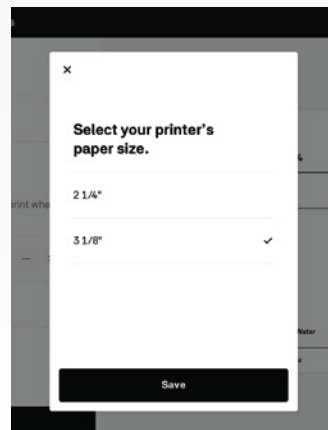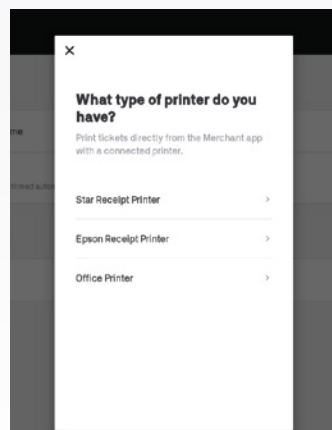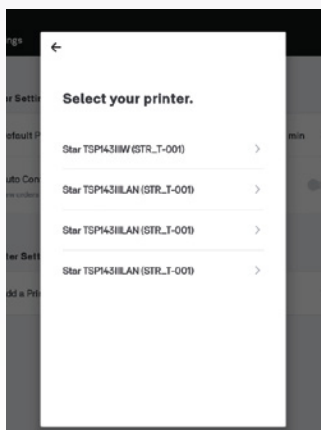

Printing Receipts

When receiving orders, receipts will print automatically after tapping **Confirm Order**. To edit the number of copies printed per order, go back to **Order and Printer Settings** in the navigation.

Barcodes

Phone: 800.351.9962
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www.BarcodesInc.com

Printing configuration

Please ensure that you have a supported printer and have connected it to your network/router. Then follow the steps below to connect your printer to the Order App.

1. Tap the Menu icon in the top-left of the Order App, and navigate to **Printer Settings**

2. Tap **Connect a Star Printer**, this will tell the Order App to begin its discovery process.
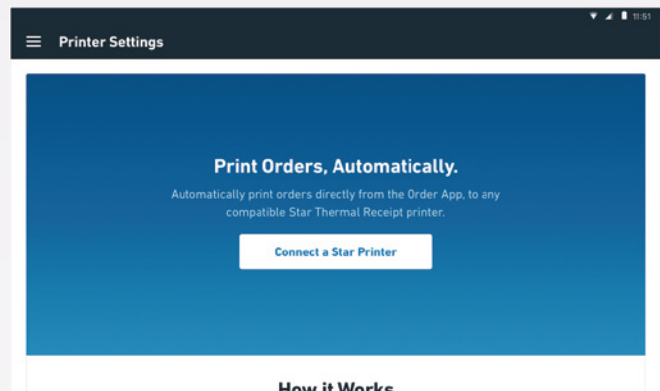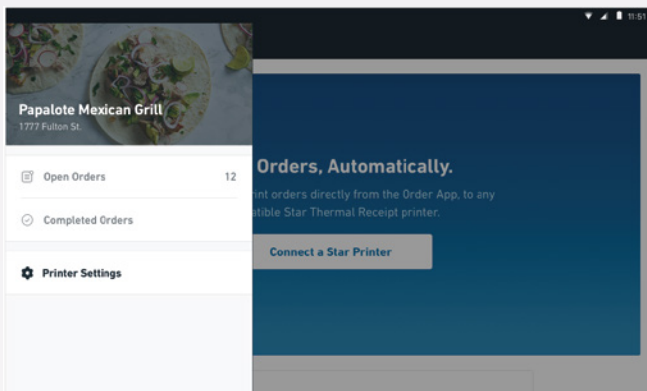
3. The Order App will start discovering printers on your network. When your desired printer appears, tap it to begin the pairing process. If your printer is not discovered make sure it's connected to power and switched on. If this doesn't fix the problem, try switching your printer off for at least 10 seconds, then retrying. See more troubleshooting options here.

4. When the Order App successfully connects to the printer, look for a sample printout that says "Successful Connection" - this indicates that you're ready to print orders, and you will be taken to the **Printer Settings** view. You are able to select the paper size that matches your receipt paper; we start at 2 1/4 " by default. If you're unsure how an order will look, **Test Print** will create a sample.
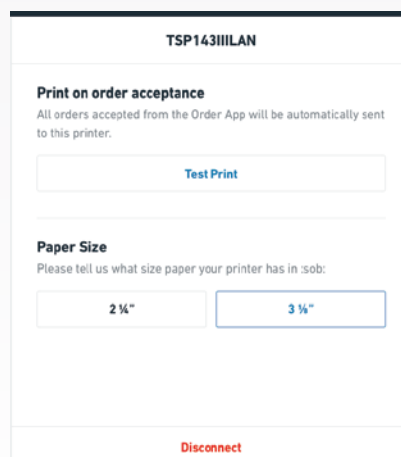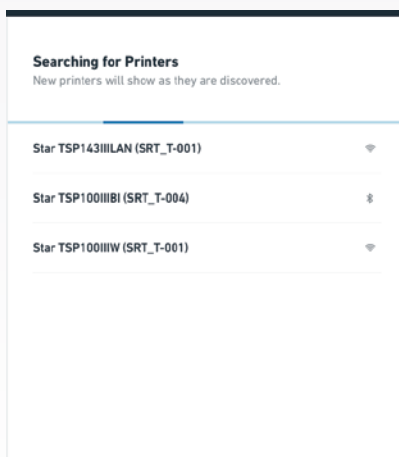
Troubleshooting printer installation

Star TSP143   Star TSP654ii   Epson TM-T20II   Epson TM-T88VI

If you're using the recommended Star TSP100IIILAN printer:

Star Micronics Frequently Asked Questions are a great place to start troubleshooting hardware and network issues. If you can't find a resolution there, we suggest referring to Star's Online Manual. If you are still experiencing issues installing your printer, we advise consulting with a professional technician.

If you're using another Star Micronics printer:

We do not provide support for other Star printers. If you are having issues installing or connecting a different Star printer, we suggest that you first check its compatibility with the Order App, then refer to Star's support site for access to the user manual and troubleshooting guide for your specific printer model. We recommend having a professional technician install your printer.

If you're using a non-Star printer:

The Order App exclusively supports Star Thermal Printers, this is to ensure the highest quality and reliability for your business. Read more about the supported printers here.