



Label Printer installation guide (for use with Ticket-it)

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Before you start

SATO are Courierpost's preferred printer supplier. If this guide does not work for you, please call them on 0800 522 357 for further assistance.

Download the Seagull Drivers:

1. Visit the following link:
http://www.seagullscientific.com/asp/thermal_95.aspx and scroll down the page. Near the bottom is a selection of drivers for various label printer models.
2. Click the link that matches the manufacturer of your printer model. Common manufacturers are SATO, Zebra, Datamax, and Intermec.
3. Click the **Download** button to download the Seagull Driver Installer.

The screenshot shows the Seagull Scientific website page for 'SATO Windows Printer Drivers by Seagull'. The page has a dark blue header with the Seagull Scientific logo and navigation links: Products, Software Downloads, Resources, Support, and About Us. Below the header is a red banner with the text 'SATO Windows Printer Drivers by Seagull™'. The main content area is white and contains an 'About SATO' section with text describing SATO's services and a 'Download' button. A 'Quick Links' sidebar is visible on the right side of the page.



Local Printer Install (USB)

To install the driver:

1. Plug in the printer via USB to the PC and turn it on. If prompted to install drivers, cancel.
2. Run the downloaded Seagull Driver installer, which will extract the drivers to a folder called **Seagull** on your **C:/** drive. You may choose a different folder if required. The installer will ask you if you want to run a driver wizard and/or view a readme. Just untick those boxes and click finish.
3. Open Control Panel -> Printers and Faxes
4. Click "Add new printer" in the left sidebar, OR right click an empty space inside the Printers and Faxes window and select "Add Printer".
5. Click Next, and at the next screen select "Local Printer attached to this computer", but untick "Automatically install my plug and play printer". Click Next.
6. Make sure "Use Existing Port" is selected, then, in the list box, select a **USB Port**. Typical names for the USB ports are "**USB001 – Virtual printer port for usb**", "**USB003 – Virtual printer port for USB**". If this printer has not been used with this PC before, it will be the highest numbered USB port. Click Next.
7. When asked to select and install drivers, click "have disk". Click Browse and browse to where you extracted the drivers earlier (default is C:/seagull/). Select the driver file (it'll be the only visible file in the folder). Click okay to confirm the selection.
8. Browse down the list of printer models now available. Read the model number on the top of the printer and select it from the list. The model number should match the one on your printer.
9. Click next to continue.
10. When asked to name the printer, call it "Ticket-It".
11. Untick "Set as default printer".
12. If your printer is plugged into the computer and is online, print a test page when prompted.
13. Click finish.
14. See [Completing the setup](#).



Network Printer Install (Ethernet)

Before you start:

1. Determine which approach you will be using. If you have a server or an always-on PC that will not be using Ticket-it, run the below setup on that computer and then *share* the printer to the client PCs. If you do not have a server, you will need to repeat the setup on each PC on the network.
2. The printer will need to have an IP address assigned to it. The method to do this varies from printer to printer. If you are unsure of how to do this, consult the printer manufacturer.

For SATO printers, use the [All-In-One Tool](#).

For Zebra printers, use the [Printer Setup Utility](#).

To install the driver:

1. Run the downloaded Seagull Driver installer, which will extract the drivers to a folder called Seagull on your C:/ drive. The installer will ask you if you want to run a driver wizard and/or view a readme. Just untick those boxes and click finish.
2. Open Control Panel -> Printers and Faxes/ Devices and Printers.
3. Click "Add new printer" in the left sidebar, OR right click an empty space inside the Printers and Faxes window and select "Add Printer".
4. Click Next, and at the next screen select "Local Printer attached to this computer", but untick "Automatically install my plug and play printer". Click Next.
5. Make sure "Create New Port" is selected, then, in the listbox, select **TCP/IP Port** and click Next.
6. A window will pop up asking you to specify details for the new port. Simply enter the IP address that has been assigned to your printer in the first box. The second box will fill automatically. Press Next and Okay until you get to the driver install window.
7. When asked to select and install drivers, click "have disk". Click **Browse** and browse to where you extracted the drivers earlier (default is C:/seagull/). Select the driver file (it'll be the only visible file in the folder). Click okay to confirm the selection.
8. Browse down the list of printer models now available. Read the model number on the top of the printer and select it from the list. The model number should match the one on your printer.
9. Click next to continue.
10. When asked to name the printer, call it "Ticket-It",
11. Untick "Set as default printer".
12. Click finish.
13. See [Completing the setup](#).



Completing the setup

To configure the paper size:

1. In **Control Panel** -> **Devices and Printers**, right-click the printer you have just installed and select **Printing Preferences**.
2. Click the **Page Setup** tab.
2. Click the **New** button under **Stock** to add a new label size.
3. Input **Ticket-It** as the name of the stock.
4. Input **100mm** as the **width**. If your system uses Inches as the measurement system, input **3.93in**.
5. Enter **174mm** as the **height**. If your system uses Inches as the measurement system, input **6.85in**.

Note: If the labels print out slightly offset, adjust this value in increments of 2mm, apply, and perform test prints until the ticket is lined up correctly. **SATO Printers** typically require a height of **176mm** or **6.92in**.

6. Set both **Exposed Liner Width - Left** and **Right** values to **0**.
7. Click **OK**.
8. Click **Advanced Options**, and then change **Default Orientation** to **180°**.

To assign the printer as the default in Ticket-It:

1. Login to Ticket-It and click Administration.

Note: if this is the first time you've used Ticket-It on this particular computer, you will need to go to install the **Meadco's Script** when prompted via a yellow bar at the top of the screen. The item is installed correctly when the **Default Label Printer** and **Default Printer Page Size** boxes are not greyed out. You **MUST** be using **Internet Explorer** for this to work.

2. Scroll down to **User Defaults**.
3. Set the **Default Label Printer** drop-down box to "Ticket-It" – or the name you selected for your Ticket-It printer.
4. Set **Default Printer Page Size** to **Ticket-It** – or the name you selected for the Ticket-It label stock size.
5. Click the green **Save** button beneath this section.

Notes:

- Make sure the printer name assigned to the printer is always the same on every PC. If there is no printer available on the computer with the same name as the Default Label Printer saved in Ticket-It, Ticket-It will print to the printer set as Default under Windows' Devices and Printers settings.