

Ticket→it

Delivered by **CourierPost** 

***PRINTER
INSTALLATION
GUIDE***



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Version 1.2

Updated 29 April 2011

Overview of Steps Required

Printer preferences and new page setup instructions are shown for each of the printer types later in this document.

1. Install printer and printer drivers (new printers only) to local PC or to Network address.
2. Open Printer preferences and create new page setup (all printers).
3. Modify other options as detailed.
4. In Ticket-it, click on Administration and install ActiveX (optional for IE browsers only but is highly recommended).
5. In Ticket-it User Preferences set default printer and page setup (ActiveX install only).

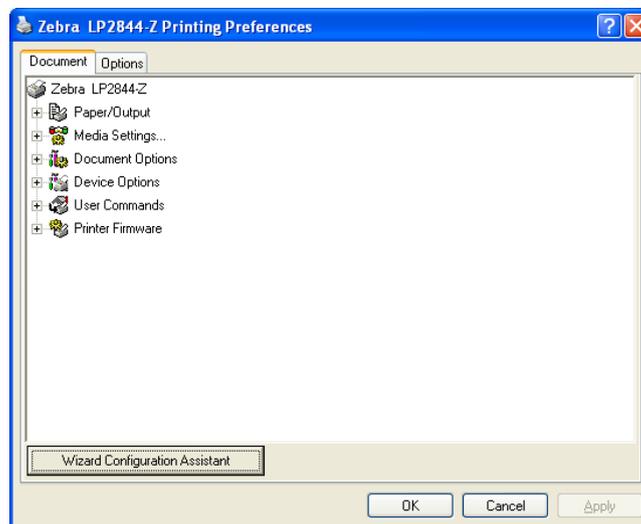
You will only be able to install drivers and set printer preferences etc if your network login has the necessary permissions. The System Administrator will need to set up printers and printer access for users with lower level permissions.

Zebra LP2844-Z

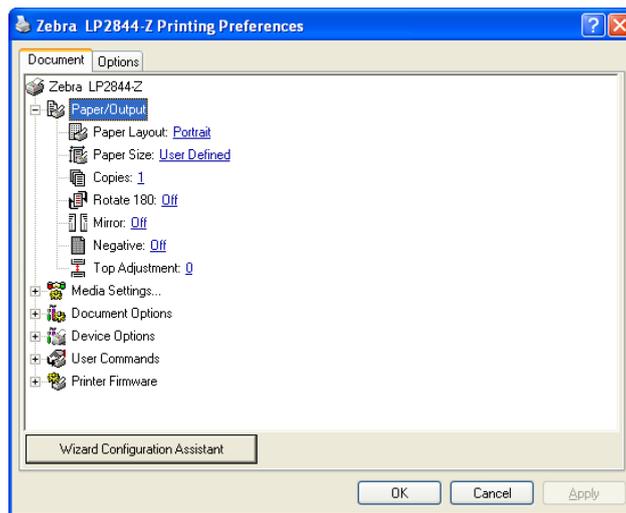
The following setup is recommended for printers using the zebra universal drivers supplied with the printer.

1. In Windows XP click the START menu and select the Printers and Faxes folder.
2. Locate the Zebra LP2844-Z icon and click to select it.
3. Right click on the printer icon and select Printing Preferences.

Printing Preferences



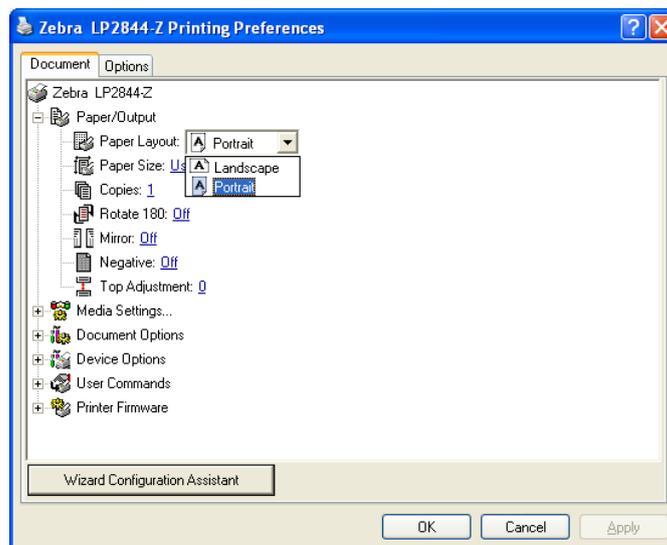
1. Click on a + sign to extend the menu options and allow additional settings to be viewed and configured.
2. Click on a BLUE highlighted title to view further options if available.



Note: Correct paper orientation depends on some combinations on your PC: The driver version, your Browser setup, etc. We recommend you run a test print using the default page layout of Portrait. If the label orientation is incorrect, try changing to Landscape. If the barcode prints on the wrong side of the label turn the Rotate 180 on.

Paper/Output

1. To change paper layout click on the Portrait link – a drop down arrow will be enabled.



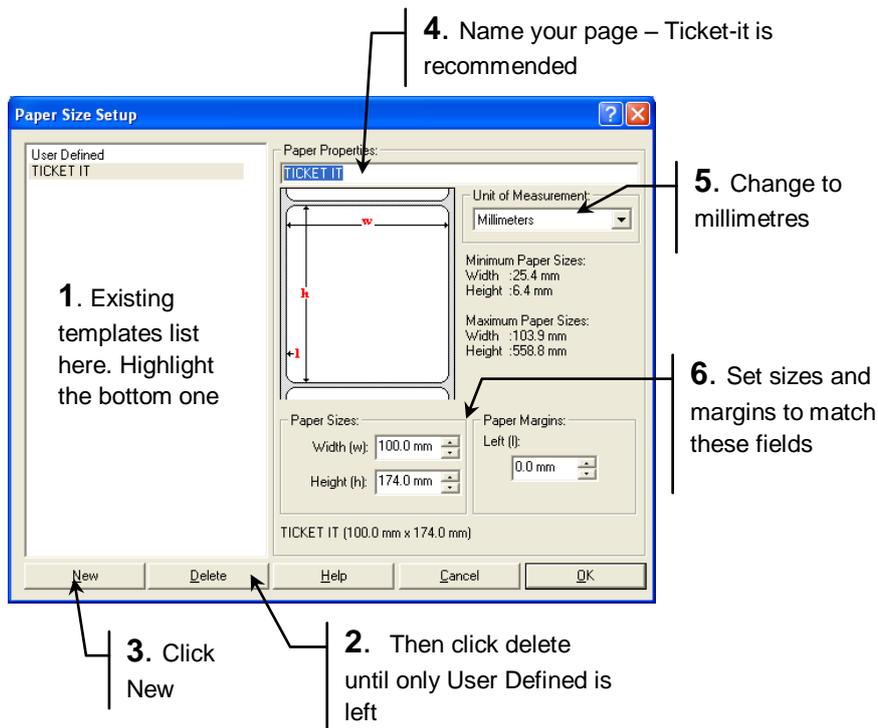
Paper Size

1. Click on the Paper Size to get a drop down menu from which to select an existing matching label size.

You need to create a NEW template.

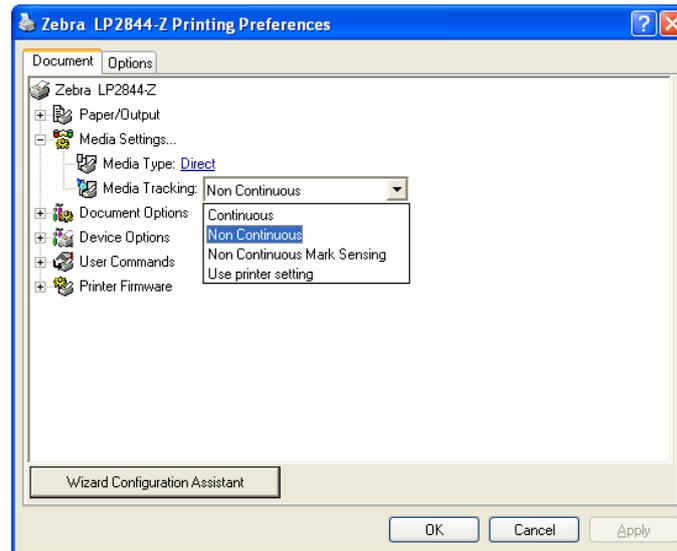
2. Click on the title Customise to the right hand side of the drop down menu to open the paper Size Setup.

Customise paper size



1. To reduce the chance of accidentally selecting an incorrect page size, remove all the existing page templates. Click onto the bottom page template so it is highlighted.
2. Click Delete until you are left with only User Defined.
3. Highlight the User Defined template name and click the NEW button.
4. User Defined (1) now appears in the title window under the heading Paper Properties located at the centre top of the Paper Size Setup window. Highlight and overwrite it with a name that will make it easier for you to locate at a later stage (we recommend Ticket-it).
5. Change unit of measurement to millimetres.
6. Change the Page settings to: Width 100mm x Height 174mm and left margin 0.0mm.
7. Click OK to exit this window and then click on Apply to save any changes that you have made to the windows driver so far.

Media Settings



1. Click on the + sign next to the Media Settings title and check that:-

Media type is Direct or Direct Thermal and,

Media Tracking is Non Continuous (as shown).

(Note the other options cause the labels to not track to the correct stop/start position and is usually when a label prints over more than one label.)

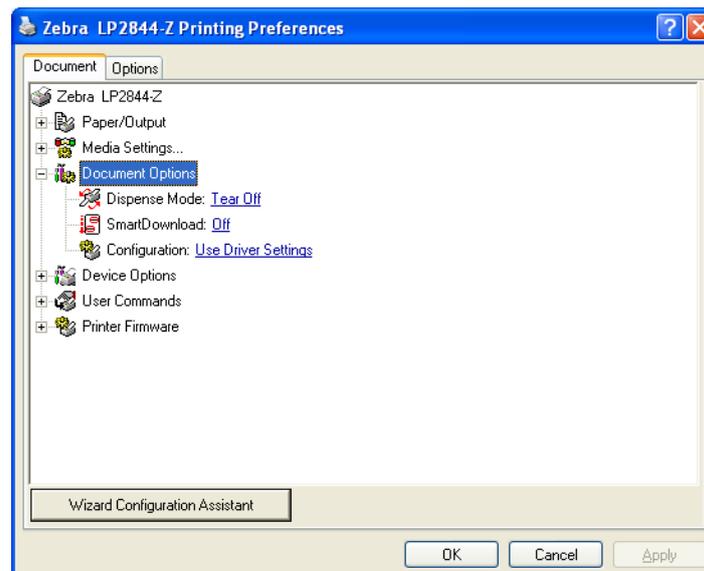
Document Options

1. Click + next to Document Options and check that the default settings are as shown:-

Dispense mode is Tear off.

Smart Download is Off.

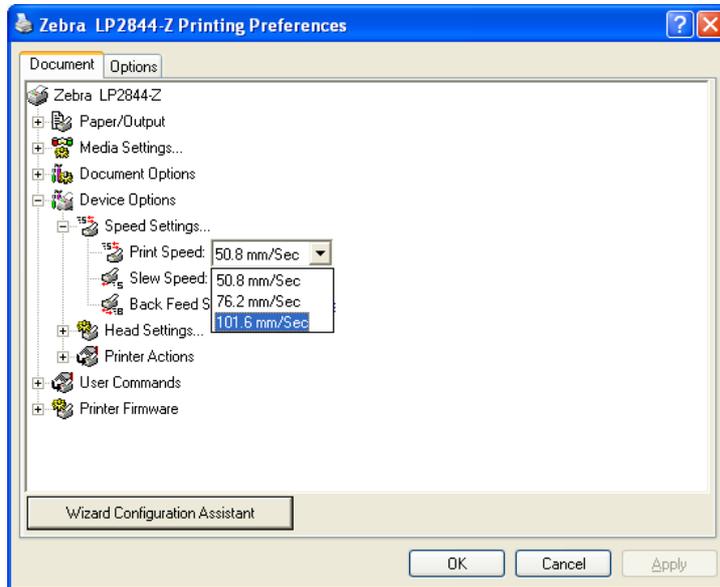
Configuration is Use driver settings.



Device Options

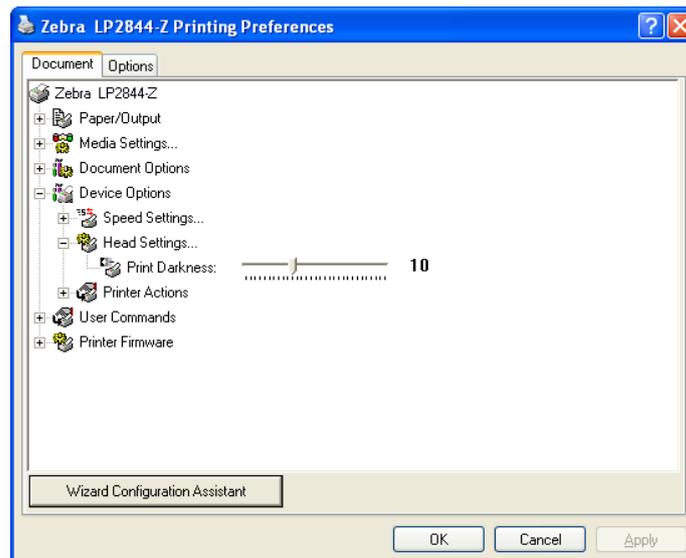
1. Click on the + sign next to the Device Options.

2. Click on Speed settings.
3. Click on Print speed. Choose the highest number (whether in inches, centimetres or millimetres) to achieve best performance from this printer model.
4. Once more click Apply then OK.



Head Settings

1. Click on Head Settings - this gives you control over the print quality or print darkness.
2. The default setting of 10 is correct in almost all cases. (Exceptions may be when the printer is not clean, or when the printer is in a very cold environment.)
3. To adjust the print darkness control, simply click the mouse onto the slider tab and drag left or right. The higher the number the better quality, however for these type of labels you would not normally need to adjust higher than 15.

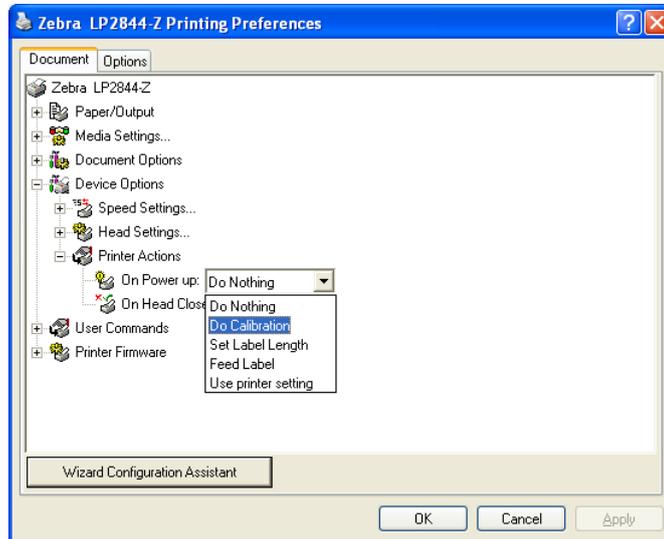


4. Once more click the apply button.

Printer Actions

This is the most critical of all the settings for this printer to operate correctly.

1. Change the settings as follows:-
On Power up = Do Calibration.
On Head close = Set Label Length.

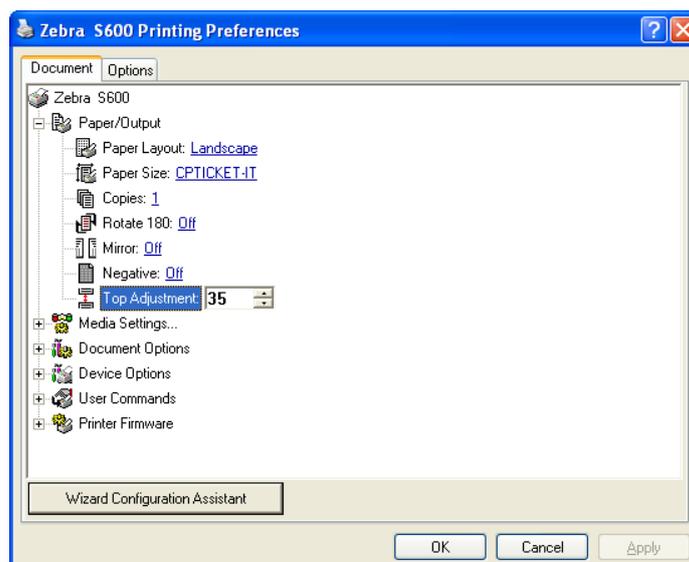


There are no other settings to be done to match this printer to the Ticket-it online web application, except to ensure that the data is printing to the correct Com, USB or Parallel LPT ports or Network IP address.

Zebra S600

The setup definitions for the Zebra S600 reflect those of the [Zebra LP2844-Z](#) above, with the following differences:

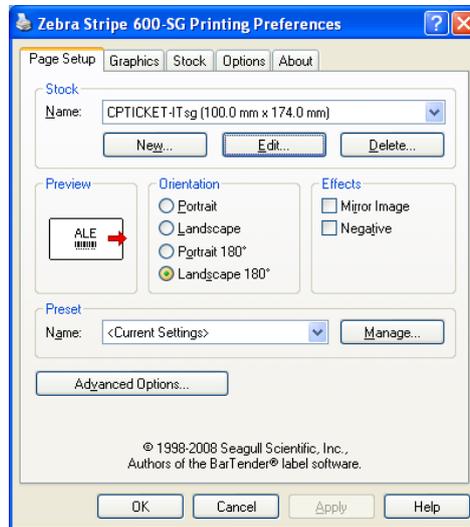
1. Set the top adjustment to 35.



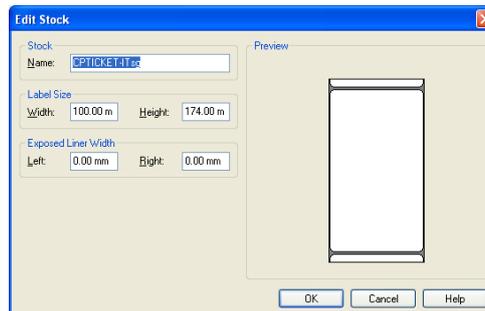
Zebra S600 – Seagull Scientific Driver

If you are using the Seagull Scientific Driver with this printer model you will need to set the preferences as follows:

Page Setup

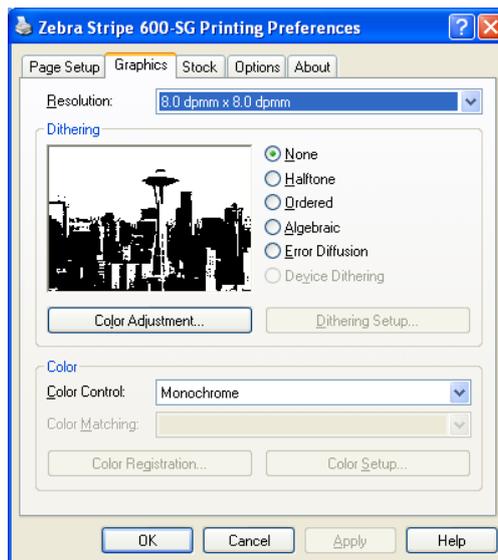


1. Click the landscape 180 radio button for orientation.
2. Click New under the Stock section and setup the default paper size (as per [Zebra LP2844-Z](#)).



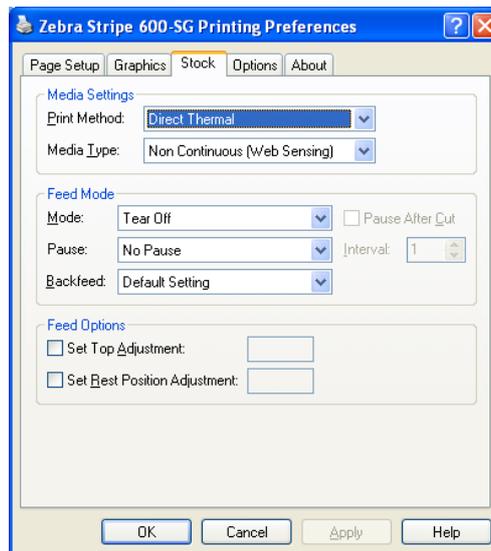
Graphics

1. For best printing results set dithering to None.



Stock Tab

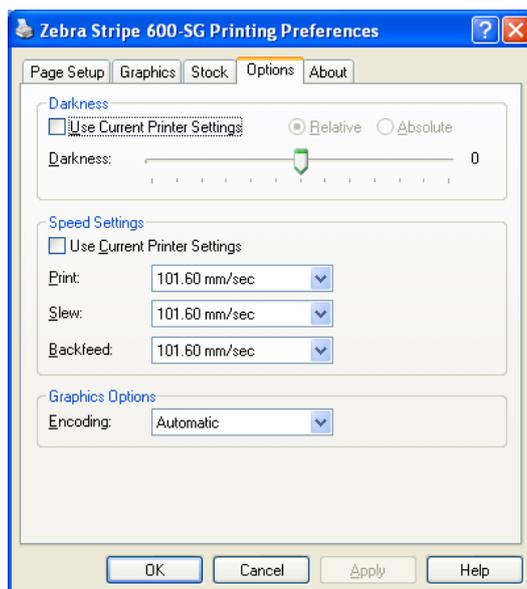
1. Click the Stock Tab and change the settings as follows.



2. Set Print Method to Direct Thermal.
3. Media Type to Non Continuous (Web Sensing).
4. Mode to Tear Off.
5. All other settings as per default.

Options Tab

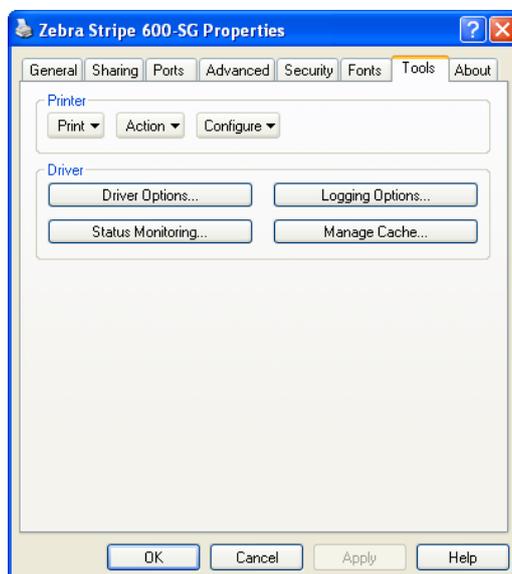
1. Click the Option Tab and change the settings



2. Darkness – uncheck the box Use Current Printer Settings to be able to adjust print darkness (quality) slider.
3. Click on slider and drag until 0 appears
4. Speed Settings -uncheck box at Use Current Printer Settings and select Print: 101.60mm/sec or 4” per/sec settings.
5. Other settings should copy this by default.
6. Click Apply, then OK to exit.

Printer Properties

1. Right click on the windows print driver icon and click on Properties to make final changes.



2. Under the Tools Tab, click on Configure, then Configure Printer.

Configure Printer

1. Set Power Up to Calibrate Sensors.
2. Set Head Close to Set Label Length.



3. Click OK to save the changes and exit.

ActiveX

After you have defined your printer preferences, and if your site uses IE (Internet Explorer) browser V6 or higher, then the first time you go to print a label or click on Administration in the Ticket-it application, you will be prompted to install ActiveX. **We recommend that you click on Administration the first time you log in to Ticket-it and do the install.**

Installing ActiveX allows you to set the default label printer and default page size in the User preferences, thus eliminating the printer dialogue every time you print.

1. Click Administration
2. Follow the prompts to install ActiveX
3. Choose the printer name and page setup name from the User Preference fields
4. Click save

User Preferences

Login Preferences

Username/Email: sheri.fox@nzpost.co.nz

Current Password *

New Password *

Confirm New Password *

User Defaults

Default Label Printer: Zebra LP2844-Z

Default Printer Page Size: USER

Default Page: Quick Labelling

Default Site Code: 189824

Default Sender Address:

| Site Code | Default Sender Address |
|-----------|--------------------------|
| 189824 | CP IT ONLINE SMARTXPRESS |

Your Details

First Name: Sheri

Last Name: Fox

Company Name *: CPost

Address 1 *: 151 Victoria Street West

Address 2:

Address 3:

Town/City *: Auckland

Suburb *: CBD AKL

Country: New Zealand

Postcode: [Postcode Finder](#)

Phone:

Mobile:

Choose your label printer

Choose the page setup name

Save the preference changes

Install not required

If you DO NOT want to install ActiveX (and to stop the prompt reoccurring):

1. Click on the More Options link on the prompt window.
2. Click the Never Install option.

The default fields shown in User preferences above will not be available to you.

Alternative Browsers

If you are using a browser other than IE you will **not** be prompted to install ActiveX. Each time you send labels to print you will be prompted with the Print dialogue window.

Ensure you have the Browser page setup defined as follows:

1. **Paper Size***: Ticket-it
2. Orientation: Portrait
3. Margins: 0
4. Headers & footers: Blank

*Click the link to go to the section on defining the correct paper size.

Printer Driver Troubleshooting

If you've already set up a Ticket-It Printer but it's not functioning properly:

1. Our preferred driver is a third-party driver made by a company called Seagull. First, quickly determine that you're not already using this driver:
2. Open Control Panel -> Printers and Faxes
3. Right-click on your ticket-it printer's icon and choose Properties.
4. If you're already using the Seagull Printer drivers, you'll see "Drivers by Seagull" on the "About" tab of the printer's properties window.
5. If you're not using the Seagull drivers, we recommend deleting the printer by selecting its icon and pressing the Delete key. Reinstalling the printer with the Seagull drivers will fix various alignment and configuration issues.

To download the Seagull Drivers:

1. Visit the following link: http://www.seagullscientific.com/aspx/thermal_95.aspx and scroll down the page. Near the bottom is a selection of drivers for various label printer models.
2. If you're using one of our yellow CourierPost printers, click the link that says "SATO" near the bottom of the page. If you're using a different printer (such as a Zebra), click the appropriate link.

To install the driver:

1. Run the 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
3. Right click on your current Ticket-It printer icon and select Delete.
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. 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.
7. Browse down the list of printer models now available. If you have one of our yellow Courierpost printers, select "Sato D512". For other printers, read the model number on the top of the printer and select it from the list. The model number should exactly match the one on your printer (some of the Zebra models have alternate versions with a "-S" on the end of the model number).
8. Click next to continue.
9. When asked to name the printer, call it "Ticket-It",
10. Untick "Set as default printer".
11. If your printer is plugged into the computer and is online, print a test page when prompted.
12. Click finish.

To configure the paper size:

1. In Control Panel -> Printers and Faxes, right-click your ticket-it printer and select "Printing Preferences".
2. Click the "Page Setup" tab.
3. Click the "New" button under Stock to add a new label size.
4. Enter Ticket-It as the name.
5. Enter 100mm as the width.
6. Enter 174mm as the height.
7. Set both Exposed Liner Width values to 0.
8. Click Ok.
9. Underneath "Orientation" on the "Page Setup" tab, change the label Orientation to Portrait 180.

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

1. Login to Ticket-It and click Administration.
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.