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ticketSource Thermal Ticket Print Server User Manual

USER MANUAL

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ticketSource Thermal Ticket Print Server

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Introduction

The TicketSource thermal ticket print server is a companion product to the TicketSource service.
The easy-to-use software provides functionality for printing thermal tickets booked using the TicketSource website directly to a thermal ticket printer connected to your computer.
The TicketSource thermal ticket print server is designed to operate on systems running Microsoft Windows 7 or later and requires an available Internet connection when in use.

Before you start

Before installing the TicketSource thermal ticket print server, you will need to install and configure your thermal ticket printer and its printer driver to be used with the print server, as per the manufacturer's instructions.
Please note that due to the nature and wide of variety of thermal ticket printers available, we are unable to provide technical support on individual thermal printer installations. You can test your thermal ticket printer's successful installation by using the "Print Test Page" option in the Printer dialog of the Windows Control Panel.

Dymo LabelWriter series printer set up

The DYMO LabelWriter series set up instructions cover the LabelWriter 300 and 400 series label printers.

Inserting the thermal card roll

1. With the printer plugged in, press the form-feed button to eject the labels that protected the printer during shipment.
2. Open the top cover and remove any packing material inside the label compartment.
3. Remove the spool from inside the cover and separate the spool guide from the spindle.
4. Hold the spool spindle in your left hand and place the card roll on the spindle so that the cards feed from underneath and the left edge of the card roll is firmly against the side of the spool.
5. Slide the spool guide onto the right side of the spool and press the guide tightly against the side of the card roll,

leaving no gap between the roll and the spool. Note To ensure proper feeding of cards during printing, the card roll must fit snugly against both sides of the card spool, with no gaps.

6. Insert the card spool into the slot in the printer cover with the cards extending from underneath the roll.

7. Align the left edge of the card with the left edge of the card feed slot and insert the card into the slot. The printer automatically feeds the cards, stopping at the beginning of the first card. If the printer does not feed the cards, make sure the first card is fully inserted and then press the form-feed button.

8. Slide the card guide to the left until the card guide aligns with the right edge of the card.

9. Carefully lower the top cover.

Configuring the printer
Please ensure you have installed the DYMO LabelWriter printer driver from the CD supplied with the printer and then connected the printer to your computer before following the configuration steps below…

- Open Devices and Printers from the Start Menu,
- Right click the DYMO LabelWriter printer icon,
- On the pop-up menu, click Printing Preferences
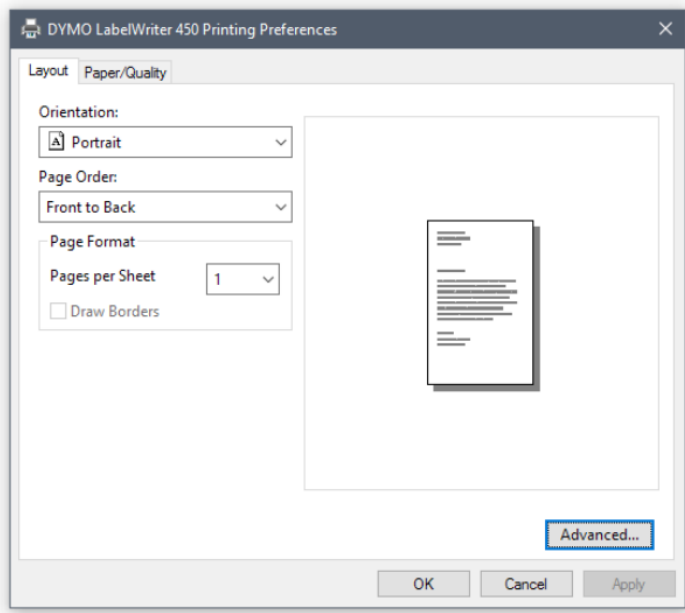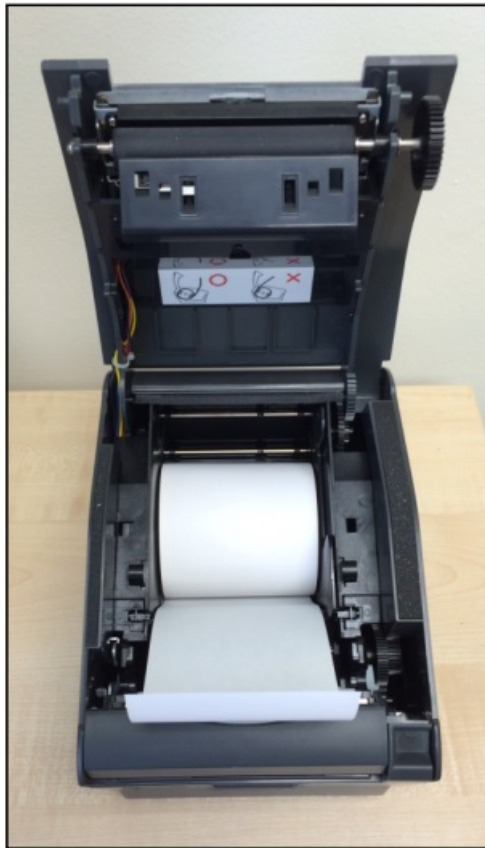
Step 1 – click the "Advanced…" button	Step 2 – set the paper size option to "Contin

Star TSP series printer set up

The Star TSP series set up instructions cover the TSP-700 receipt printer.
Place the receipt roll inside your Star TSP-700 receipt printer and feed a small section of the receiptroll out of the printer. Close the printer lid.

Configuring the printer

Please ensure you have installed the Star TSP printer driver before following the configuration steps below…
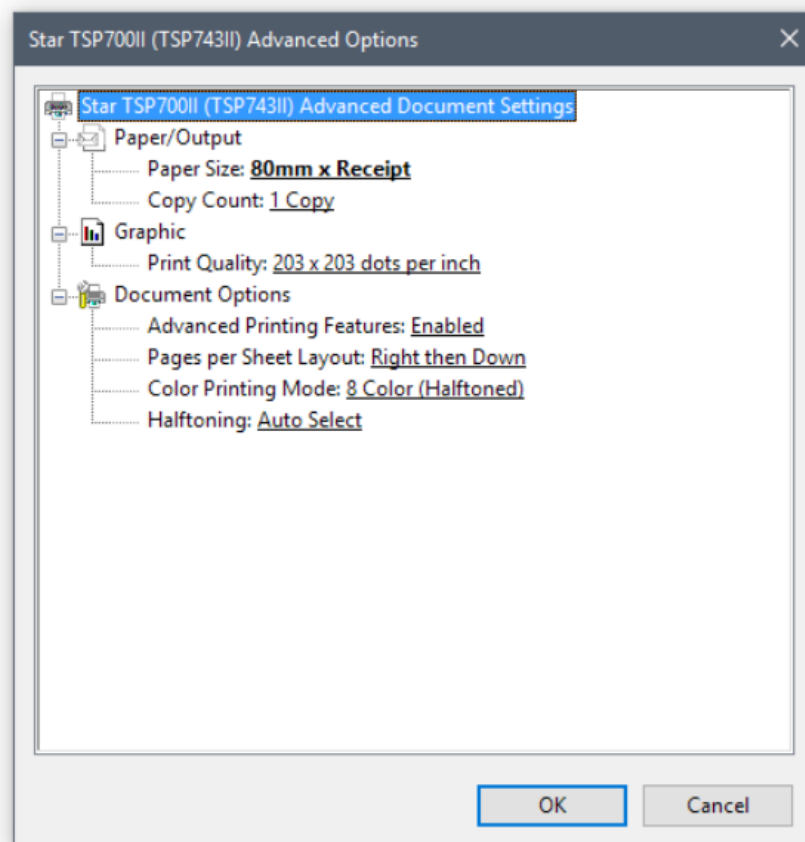
- From the Windows Start menu, open Settings, choose 'Devices' and select the 'Printers scanners' option from the sidebar,
- Select your Star TSP printer and click 'Manage',
- Select the 'Printer preferences' option

Step 1 – click the "Advanced…" button
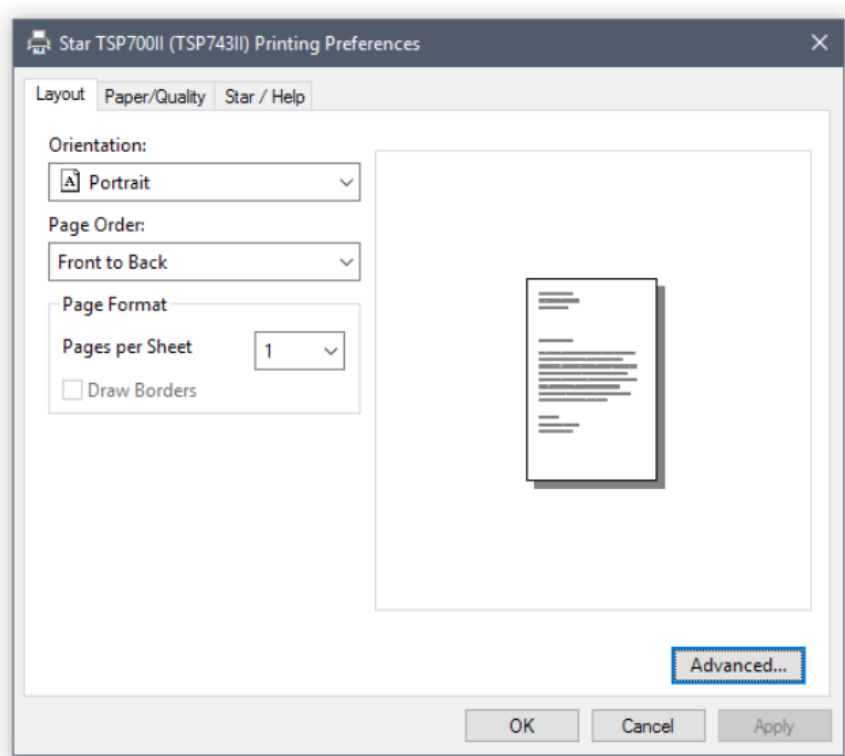
Step 2

- Set Paper Size to "80mm x Receipt",
- Set Print quality to "203 x 406 dots per inch",
- Click "OK".

Step 3

- Open Devices and Printers from the Start Menu,
- Right click the Star TSP printer icon,
- On the pop-up menu, click Printer Properties,
- Click the "Device Settings" tab,
- Set Friction to "80mm x Receipt",
- Set Paper Cut > Page Bottom to "Partial Cut",
- Set Paper Cut > Document Bottom to "Full Cut",
- Set Print Speed to "Middle" for best quality results,
- Set Print Density to "Standard",
- Click "OK".
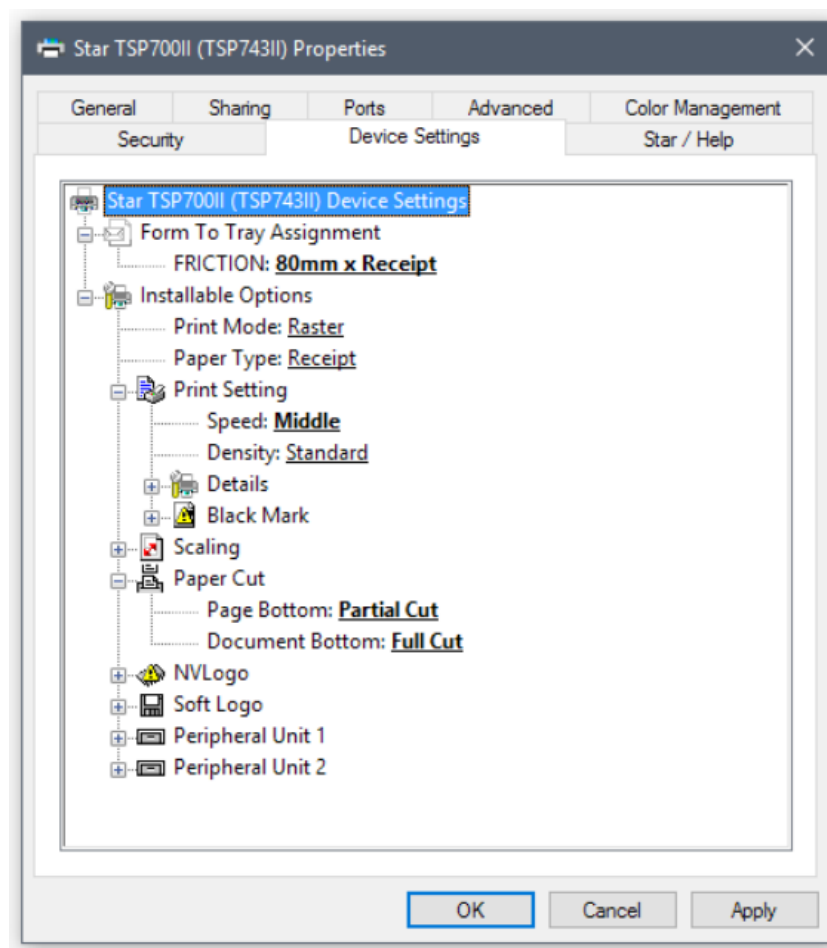
Citizen CL series printer set up

The Citizen CL series set up instructions cover the CL-P521, CL-S521 and CL-S531 thermal ticket printers.
If you're having difficulties installing the Windows printer driver for the Citizen CL series printer then the latest driver can be downloaded and installed from: **https://www.seagullscientific.com/support/downloads/drivers/citizen/download/**
The Citizen CL series thermal ticket printers are usually shipped with the feed sensor set to 'transparent' mode. Tickets with a black index mark on the reverse (i.e. most fan-fold tickets) require the feed sensor to operate in 'reflective' mode. The feed sensor can be changed from 'transparent' to 'reflective' mode by using a combination of the buttons on the front of the printer.

Setting the feed sensor to 'reflective' mode

- Enter the feed sensor adjustment mode by turning the power on while holding down the PAUSE, FEED and STOP buttons.
  Release the buttons when the CONDITION LED lights up.
- To toggle the feed sensor between 'transparent' and 'reflective' mode, hold down the MODE/REPEAT button and press the STOP button:
- reflective' mode: the buzzer will sound twice and the PRINT LED will flash slowly
- transparent' mode: the buzzer will sound once and the PRINT LED will light up constantly,
- With the feed sensor set to 'reflective' mode, release the MODE/REPEAT button and press the STOP button to exit the sensor adjustment mode.

Adjusting the feed sensor
Adjust the position of the feed sensor so that the 'eye' of the sensor is about half way across the black mark on the back of the ticket.

feed sensor   ticket guide
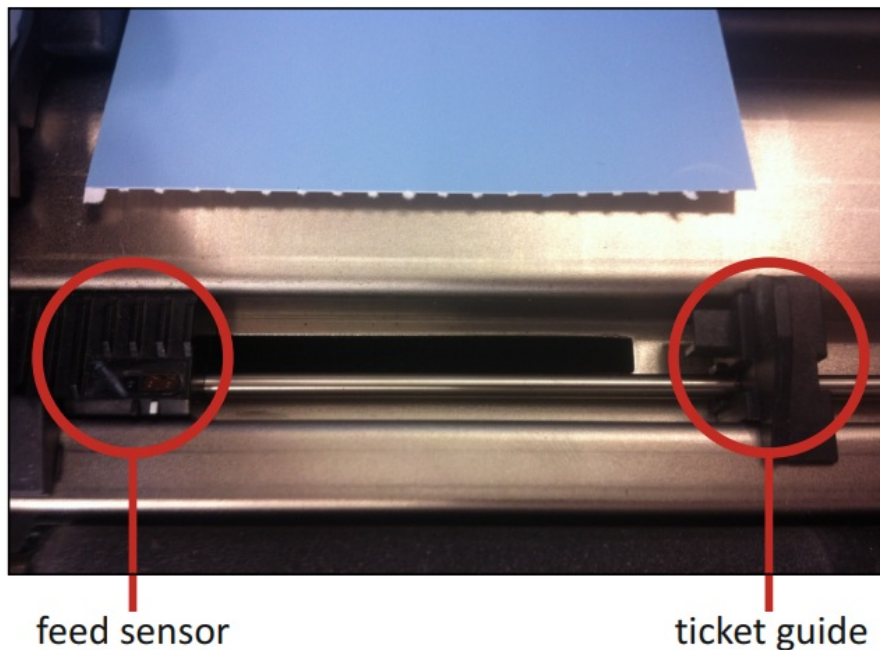
Inserting the fan-fold tickets

Feed the fan-fold tickets through the back of the printer – front side upwards, black index mark on reverse pointing forwards – and position to the left. Move the ticket guide to meet the tickets. Close the printassembly.

Set both adjustment wheels to '6'.

Switch on and press the feed button. The printer should feed just one ticket. If the printer feeds several tickets, either the feed sensor is not positioned correctly (missing the black index mark on the back of the ticket) or the feed sensor is not set to 'reflective' mode.

roll-ticket guide

ticket guide
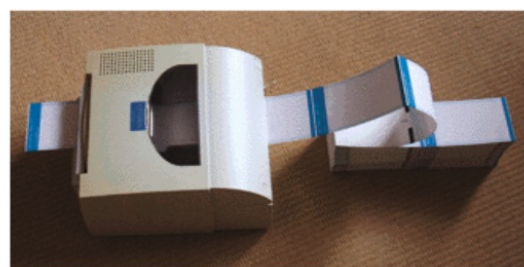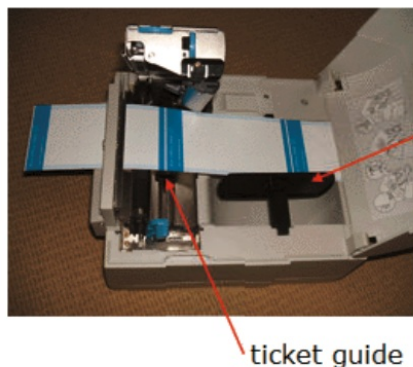
Install the Citizen CLP-521, CLS-521 and CLS-531 Windows printer driver before following the configuration steps below…

(Please note: the stock dimensions detailed below relate to unbranded thermal ticket stock supplied by TicketSource. If you are using your own thermal ticket stock, you will need to measure and provide its dimensions accordingly)

- From the Windows Start menu, open Settings, choose 'Devices' and select the 'Printers & scanners' option from the sidebar,
- Select your Citizen printer and click 'Manage',
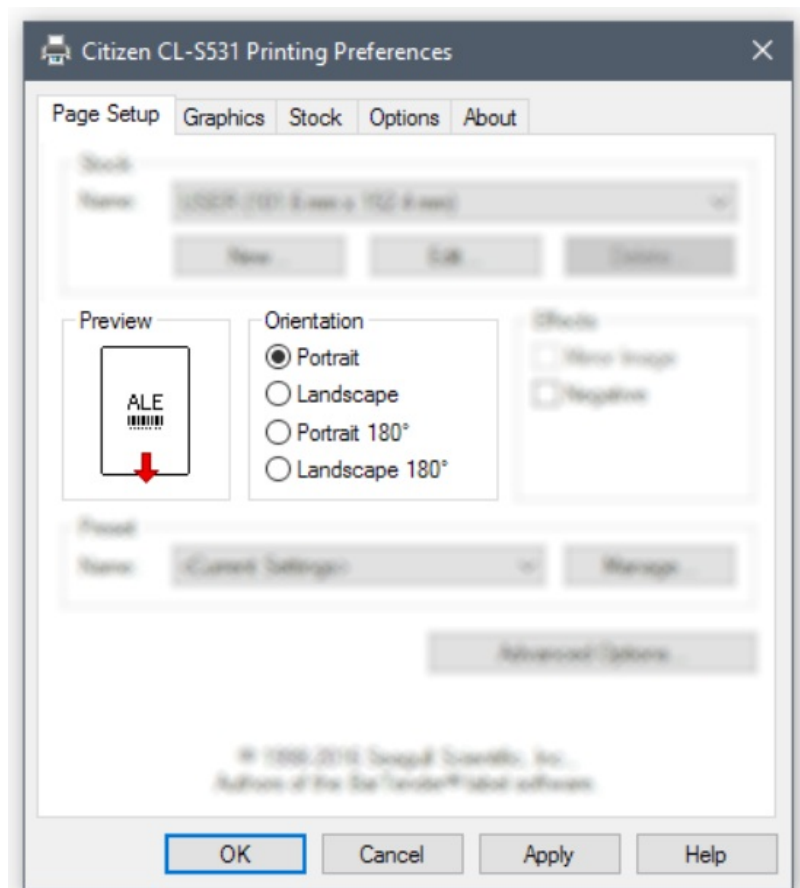- Select the 'Printer preferences' option
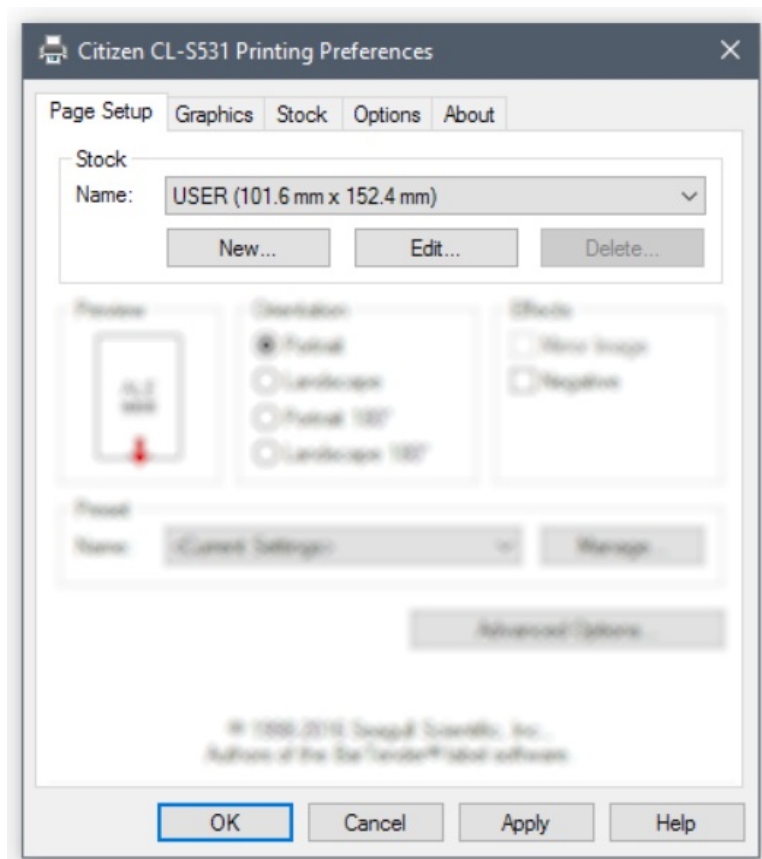
Step 1: Create a new stock size for the printer by clicking the 'New…' button in the Stock section
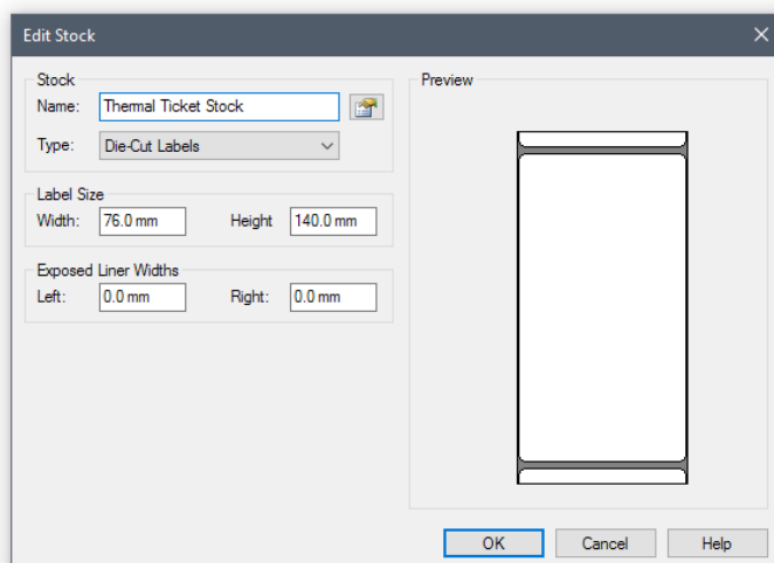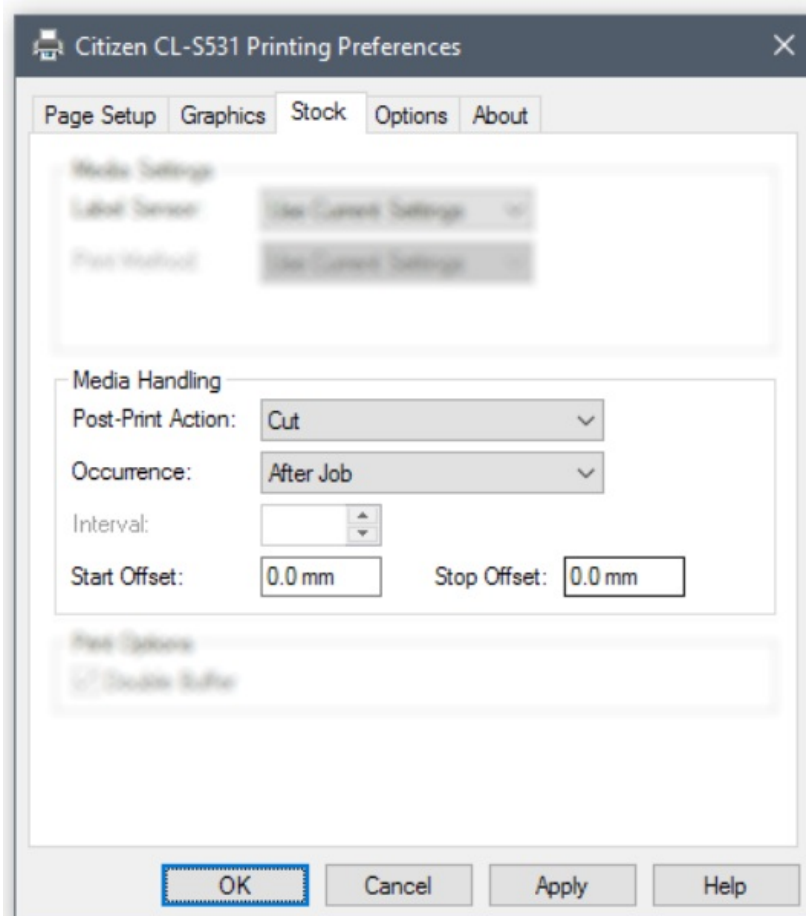

Step 2 – setting the stock dimensions: Provide a descriptive name for the stock, enter the stock dimensions 76.00mm width x 140.00mm height, exposed liner width left 0.0mm and right 0.0mm, click 'OK' and click 'Apply'
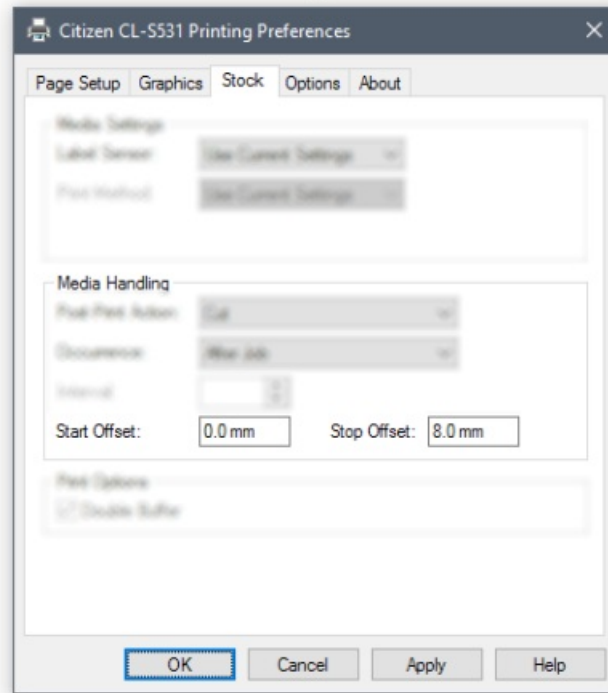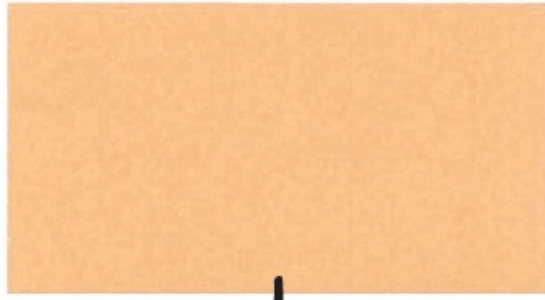
Step 3 – setting the stock orientation: Ensure the Orientation is set to "Portrait" and click "Apply" (if applicable)


Step 4 – setting the ticket cutter: Click the "Stock" tab and set the Post-Print Action to "Cut" and the Occurrence option to "After Job"

Citizen CL-S531 Printing Preferences ✕

Page Setup | Graphics | Stock | Options | About

Media Settings

Label Sensor: [Use Current Settings ▾]

Print Method: [Use Current Settings ▾]

Media Handling

Post-Print Action: [Cut ▾]

Occurrence: [After Job ▾]

Interval: [▾]

Start Offset: [0.0 mm]   Stop Offset: [8.0 mm]

Print Options

☐ Double Buffer

[OK] [Cancel] [Apply] [Help]

Step 5 for Unbranded thermal ticket stock – setting the ticket cutter: Set the Start Offset to "0.0mm" and the Stop Offset "8.0mm". Click "Apply".
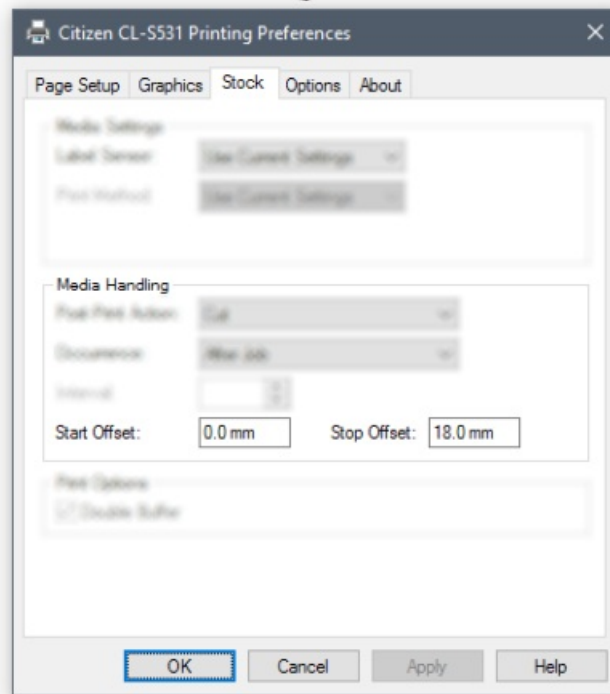
Step 5 for TicketSource-branded thermal ticket stock – setting the ticket cutter: Set the Start Offset to "0.0mm" and the Stop Offset "18.0mm". Click "Apply".
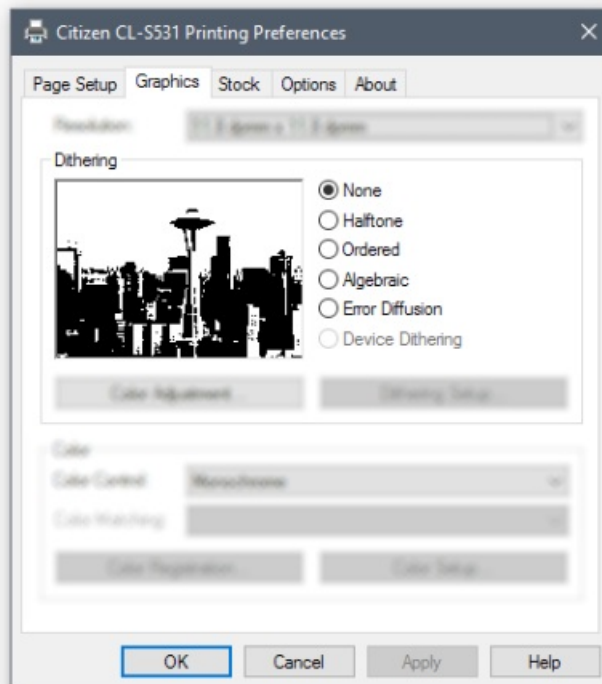
Step 6 – Click the "Graphics" tab and set the Dithering option to "None". (Please note: choosing an alternative Dithering option could render barcodes unreadable to a barcode scanner) Click "Apply" and click "OK" to finish.

Step 7 – A reboot of your computer will be required for some of the Citizen printer settings to take effect .

Vretti series printer set up

The following instructions are intended for the Vretti series printer, purchased from and pre-configured for use by TicketSource.

Vretti printer driver set up

- Connect the printer to an available USB port on your computer and switch on the printer (with no ticket stock inserted)
- Download and run the wizard for the printer driver installation, from **https://cdn.ticketsource.co.uk/printServer/download/4BARCODE_2022.2.exe**
- During the wizard installation, choose the printer connected to the USB port and set the Printer Name to Vretti

Configuring the printer

- From the Windows Start menu, open Settings, choose 'Devices' and select the 'Printers & scanners' option from the sidebar,
- Select the Vretti printer and click 'Manage',
- Select the 'Printer preferences' option,
- On the Page Setup tab, in the Stock section click 'New…'
- Set the New Stock Name to "TicketSource Stock", Stock Type to 'Continuous (Fixed Length)', Label Size Width to '76mm' and Height to '140mm', Exposed Liner Widths Left to '0mm' and Right to '0mm', and click 'OK'
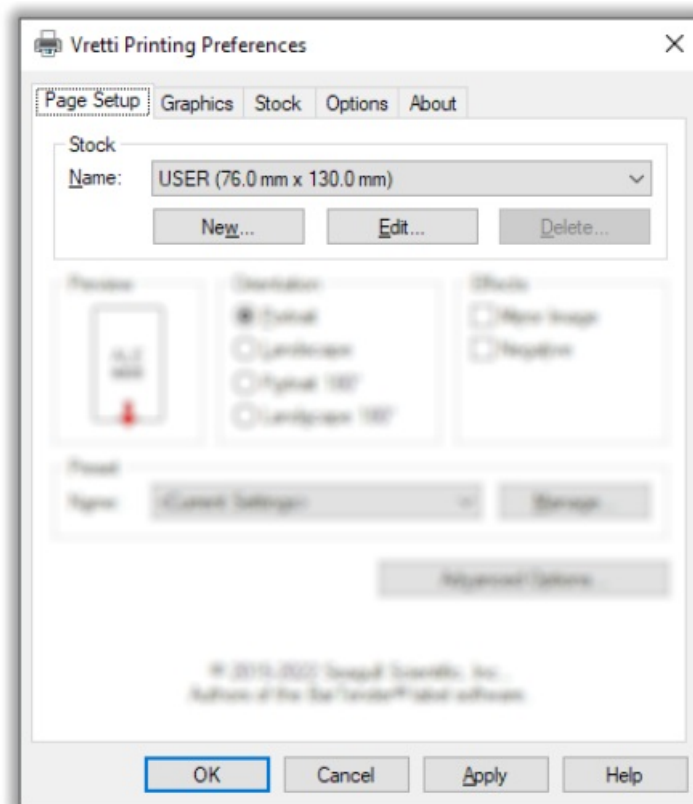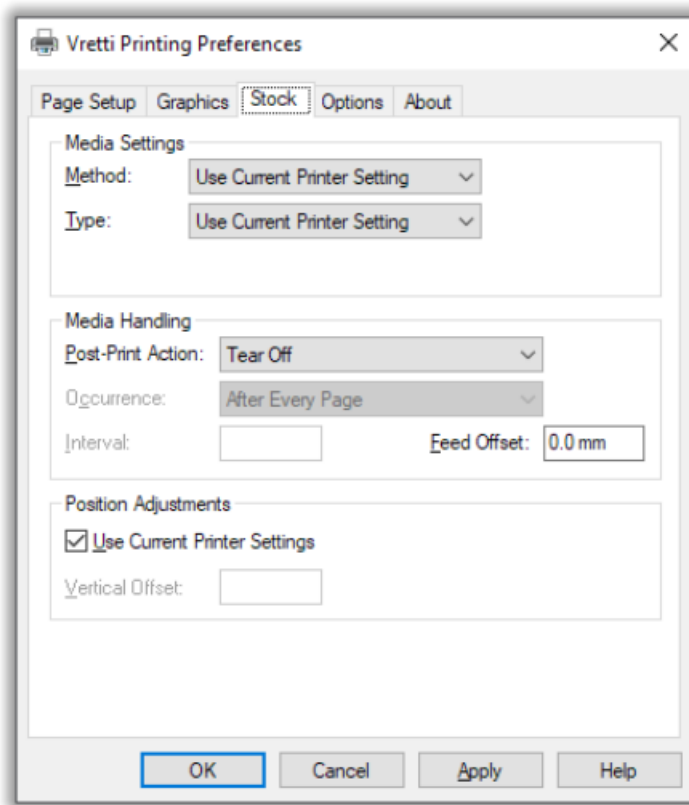

- On the Graphics tab, set the Dithering option to 'Halftone'
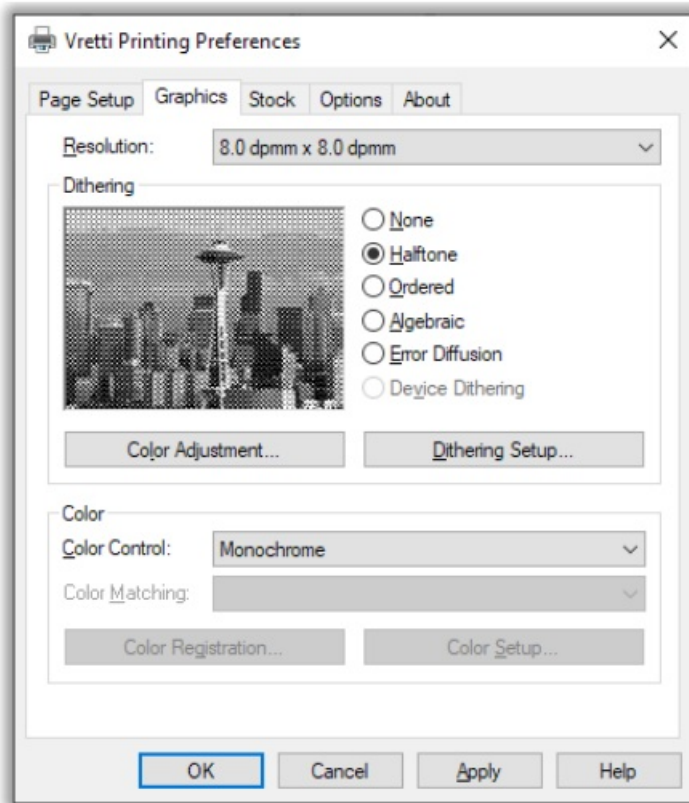
- Click 'Apply' and click 'OK'
- Reboot your computer for the changes to take effect
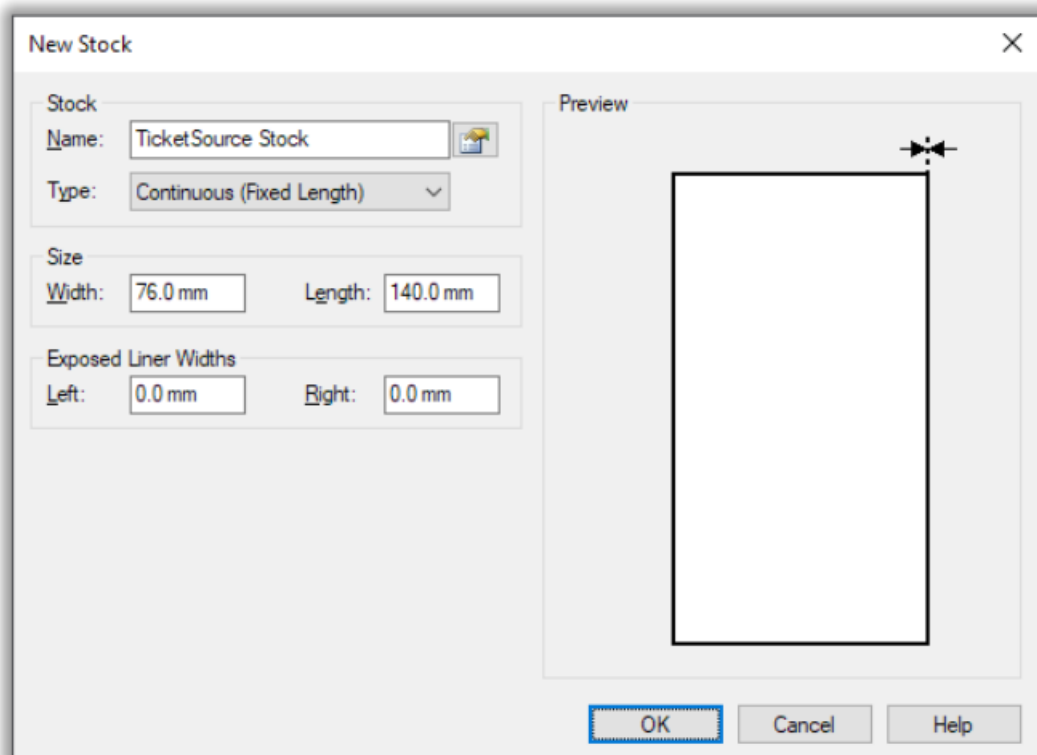
- On the Stock tab, set the Method to 'Use Current Printer Setting' and the Type to 'Use Current Printer Setting'

Vretti Printing Preferences

Page Setup | Graphics | Stock | Options | About

Media Settings

Method: Use Current Printer Setting

Type: Use Current Printer Setting

Media Handling

Post-Print Action: Tear Off

Occurrence: After Every Page

Interval: ____   Feed Offset: 0.0 mm

Position Adjustments

☑ Use Current Printer Settings

Vertical Offset: ____

OK | Cancel | Apply | Help

Inserting the fan-fold tickets

- Ensure the printer is switched on,
- Open the printer cover by sliding one of the green switches on the side of the printer,
- Feed the fan-fold tickets through the back of the printer – front side upwards, ticket first followed by the stub (i.e. black index mark on the reverse towards the back of the ticket), moving the green guides inside the printer to meet the tickets,
- Close the printer cover
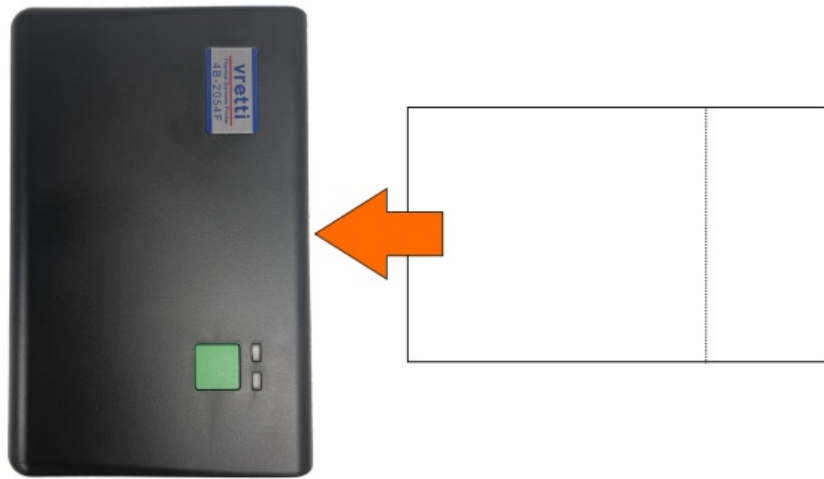
Please note: after inserting ticket stock, the first set of tickets may print slightly out of alignment but this should correct itself for subsequent sets of tickets

Please be aware that ticket stock for the Citizen CL series printer is not compatible with the Vretti series printer.

Getting Started

- log in to your TicketSource dashboard on the TicketSource website,
- select the "Settings" menu and click the "Tickets" menu option (figure 1).
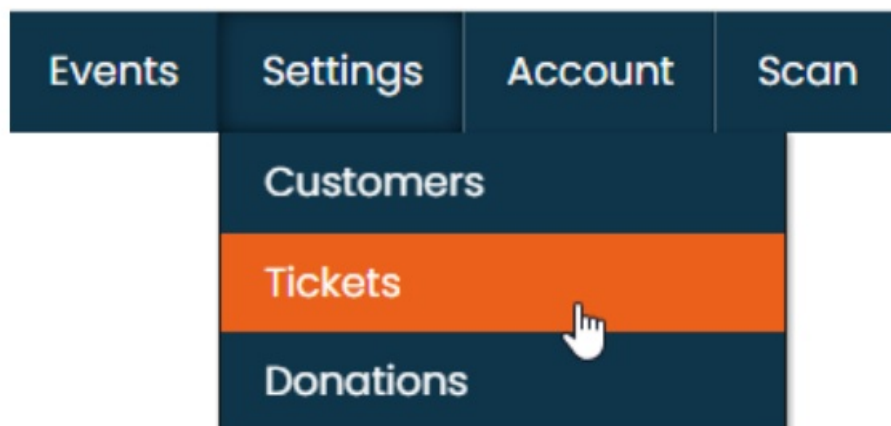
Figure 1: Ticket settings

- click the "Thermal Ticket Settings" section (figure 2).
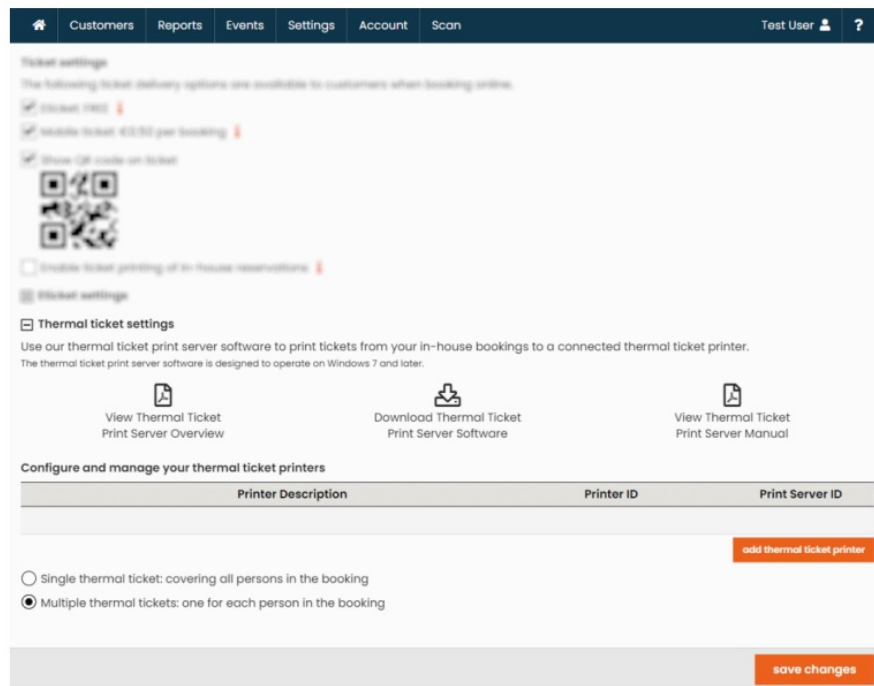
Figure 2: Thermal Ticket Settings

- click the "add thermal ticket printer" button,
- provide a description for your printer e.g. TicketSource box office (figure 3),

Figure 3: Add a New Printer

- make a note of the Printer ID that is generated for the printer (figure 4).

Figure 4: the Printer ID

- click "save changes"

Configuring the print server software

Installing the TicketSource Thermal Ticket Print Server

- download the TicketSource thermal ticket print server installer by clicking the link "Download Thermal Ticket Print Server Software" (figure 5),
- after downloading the TicketSource thermal ticket print server installer (setup_printServer.exe), locate the file on your computer and double-click it to start the installation (figure 6),
- follow the on-screen prompts to install the TicketSource thermal ticket print server on your computer,
- following installation, you will be prompted to restart your computer
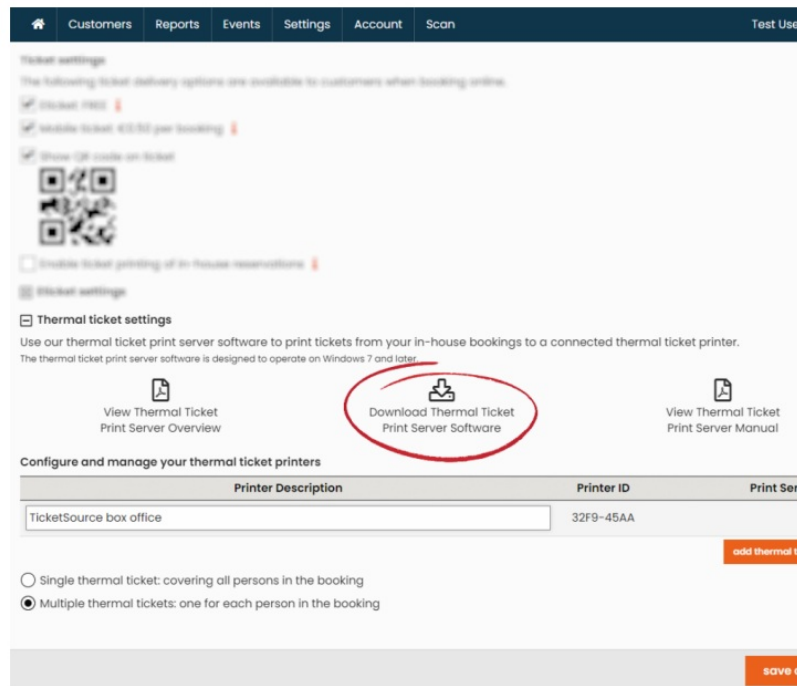
Figure 5: Download Thermal Ticket Print Server Software
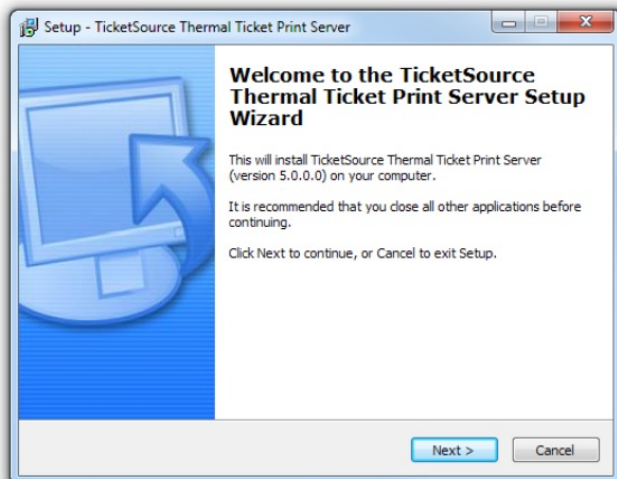
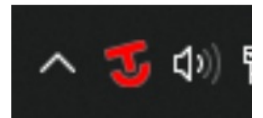Figure 6: TicketSource Thermal Ticket Print Server installer

Figure 7: TicketSource Therr

Configuring the TicketSource Thermal Ticket Print Server

The TicketSource thermal ticket print server automatically runs in the background on your computer, displayed as a clickable TicketSource icon in your system tray (figure 7).

Before you can start printing tickets you will need to link the TicketSource thermal ticket print server to your TicketSource account. You'll also need to choose your ticket printer and ticket template from the available options.

To configure TicketSource thermal ticket print server double-click the TicketSource icon in the system tray (figure 7). The configuration window will appear on screen (figure 8).
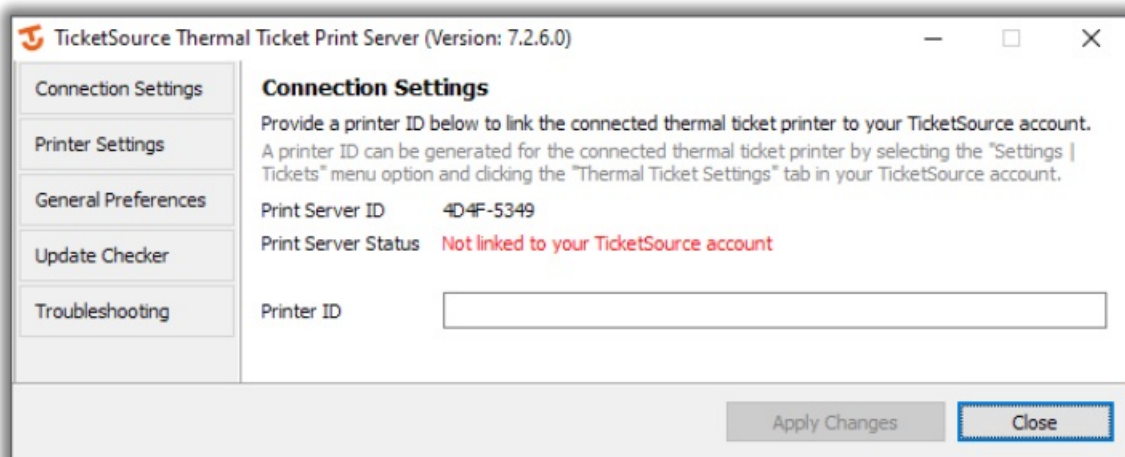
Figure 8: Connection Settings

- enter the Printer ID that you noted down earlier,
- click "Apply Changes",
- the TicketSource thermal ticket printer server will establish a link to your TicketSource account (figures 9 and 10).
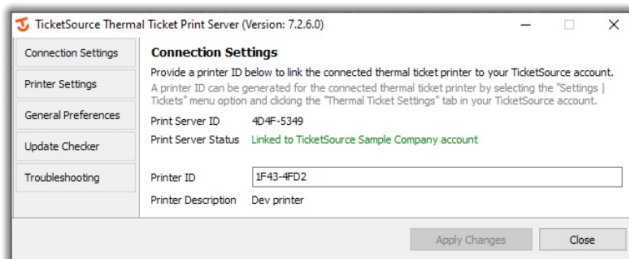
Figure 9: Connection Settings - link established

Figure 10: System tray

- click the "Printer Settings" option to specify your printing preferences (figure 11),
- choose your thermal ticket printer from the list of printers installed on your computer,
- select the ticket template that matches your thermal ticket stock from the list of available templates,
- click "Apply Changes".
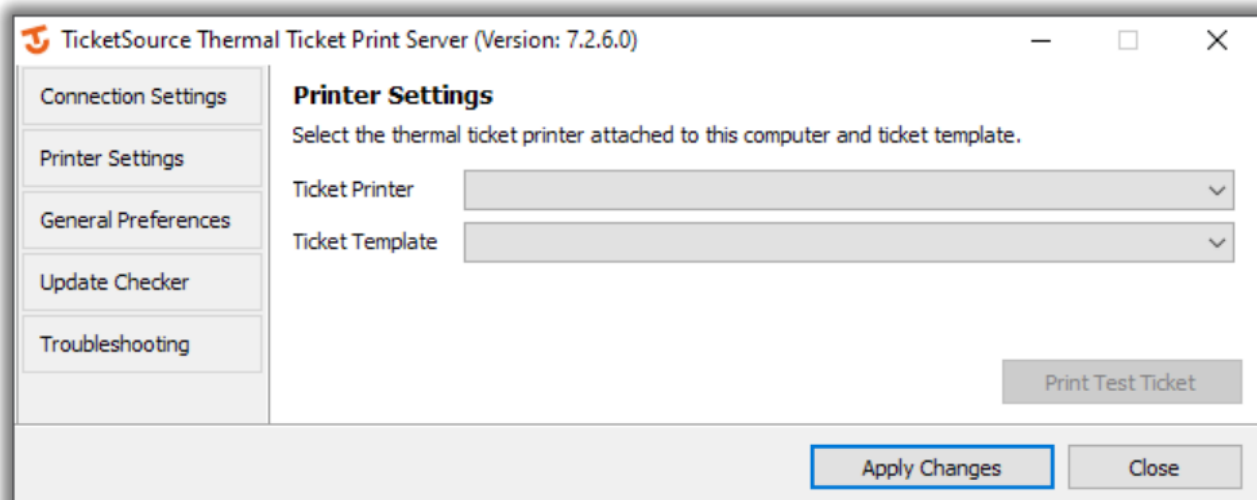
Figure 11: Printer Settings

- you should now be able to click "Print Test Ticket" to print a test ticket to your connected printer (figure 12).
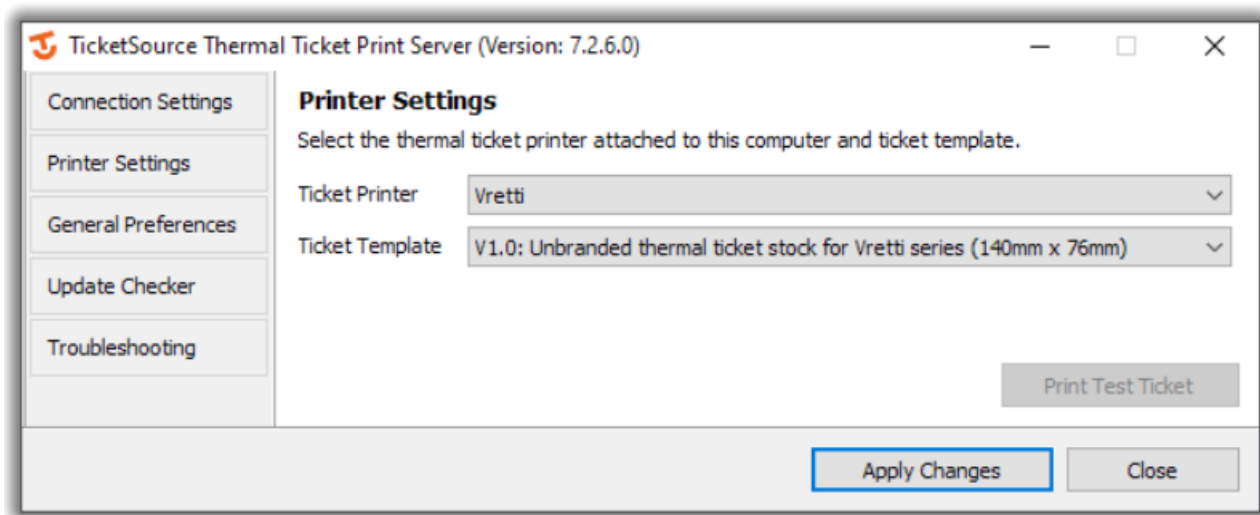
Figure 12: Printer Settings - configured

Further configuration settings are available under the "General Preferences" and "Update Checker" options. Click "Close" to close the configuration window. The TicketSource thermal ticket print server will continue to run in the background on your computer with the icon displayed in your system tray.

Printing Thermal Tickets

You are now ready to start printing tickets from the TicketSource web site. The "print thermal tickets" option is available on the booking confirmation page following each completed booking made by you in your TicketSource account (figure 13), or by retrieving a customer's record and viewing an existing booking.
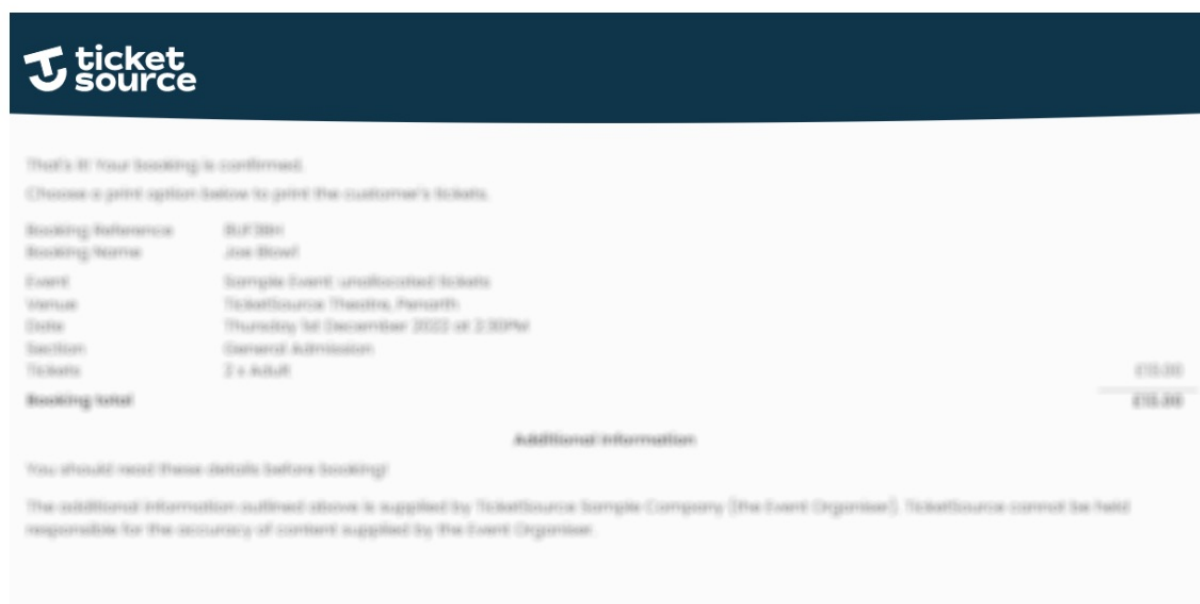
Advanced Configuration: Multiple TicketSource accounts

If you have multiple TicketSource accounts, having set up the TicketSource thermal ticket print server on one account, you can easily configure each subsequent account to use your thermal ticket printer.

- log in to your TicketSource dashboard on the TicketSource website,
- select the "Settings" menu and click the "Tickets" menu option,
- click the "Thermal Ticket Settings" section,
- click the link "Add existing thermal ticket printer from another account" (figure 14).

Figure 14: Add existing Printer

- choose an existing printer from one of your other TicketSource accounts (figure 15),
- click "save changes".

Figure 15: Add existing Printer

Frequently asked questions

Q. Do I need an internet connection when using the TicketSource thermal ticket print server to print thermal tickets?

A. Yes. The TicketSource thermal ticket print server communicates directly with the TicketSource website to retrieve ticket details.

Q. Do I need to install the TicketSource thermal ticket print server on each TicketSource user's computers?
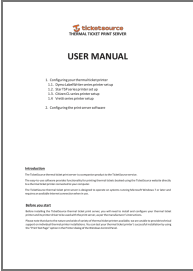
A. No. The TicketSource thermal ticket print server software only needs to be installed on the computer to which the thermal ticket printer is connected.

Q. Is the TicketSource thermal ticket print server available for other platforms, including Apple Macs?

A. No, not at present.

Documents / Resources

ticketsource **THERMAL TICKET PRINT SERVER** **USER MANUAL** 1. Configuring your thermal ticket printer 1.1. Dymo LabelWriter printer setup 1.2. Star TSP printer setup 1.3. Citizen CL-printer setup 1.9. Verification printer setup 2. Configuring the print server software	**ticketSource Thermal Ticket Print Server** [pdf] User Manual Thermal Ticket Print Server, Ticket Print Server, Print Server, Server

References

- 🌐 **cdn.ticketsource.co.uk/printServer/download/4BARCODE_2022.2.exe**
- **Citizen Driver Download | BarTender by Seagull Scientific**