



Choosing a receipt printer

Simple instructions for checkout staff

You do not need any computer knowledge. Simply follow the steps in this guide.

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1. What is “Choose receipt printer”?

A small utility runs in the background on the checkout. It ensures that receipts from Countr are sent to the correct receipt printer.

Use the “Choose receipt printer” screen to select the printer you want to use. As soon as you tap a printer, the checkout remembers your choice.

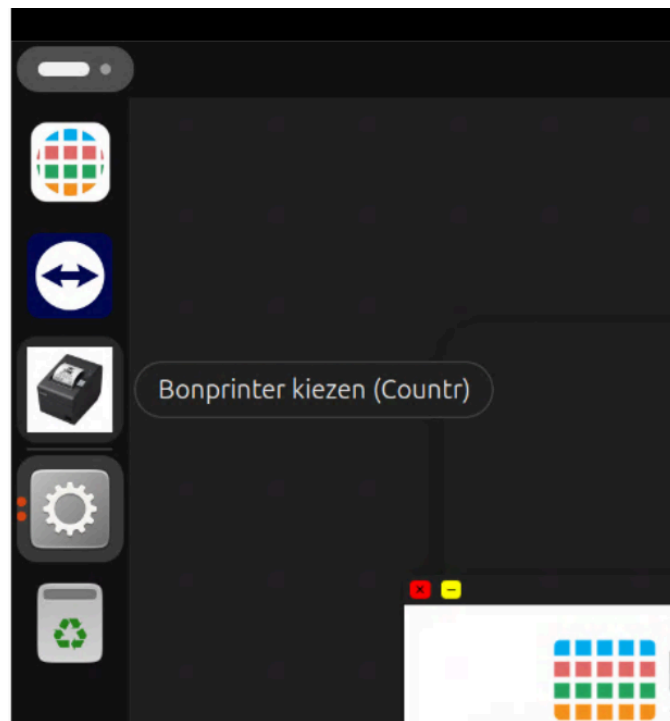
Good to know

You do not need to save anything. Your choice is saved immediately.

2. Opening the screen

Everything is done using the touchscreen. The icon is already there for you.

1. Tap **Activities** in the top-left corner.
2. In the Dash, tap **Choose receipt printer (Countr)**.
3. The selection screen opens. You can now choose a printer.

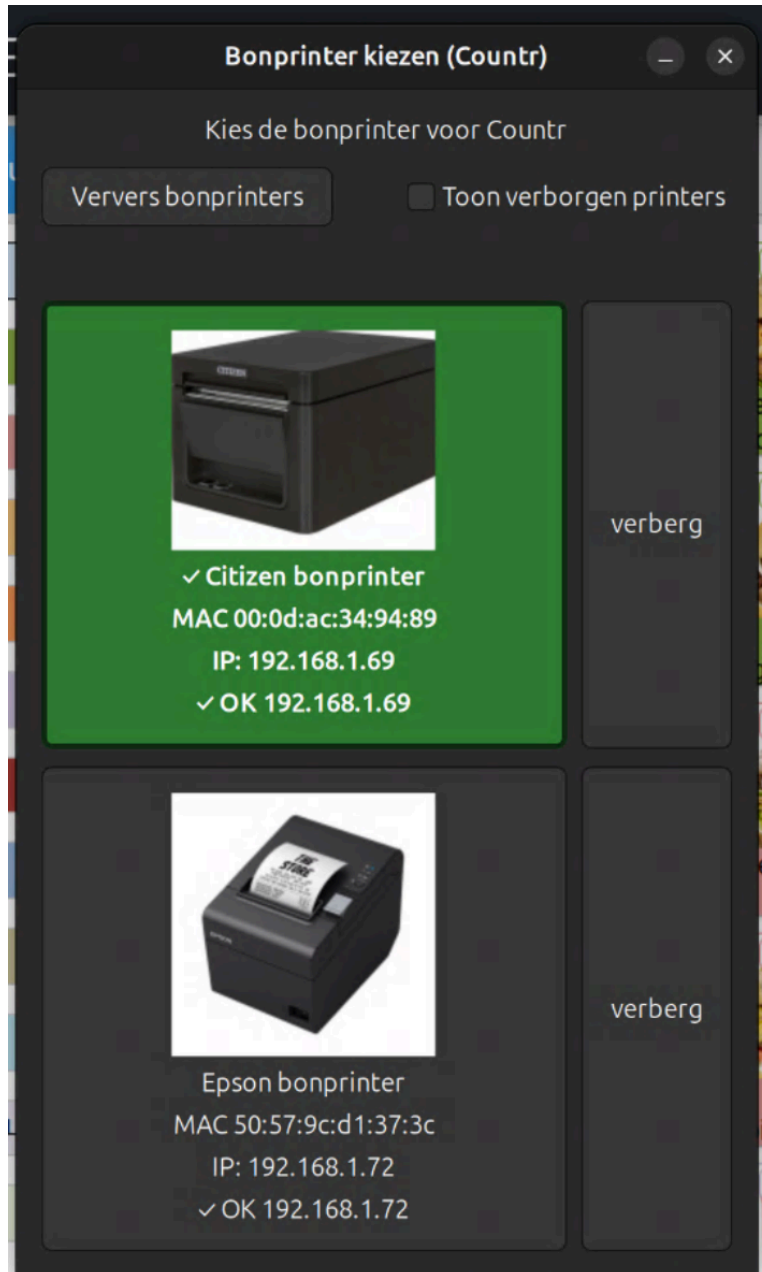


The “Choose receipt printer (Countr)” icon in the Ubuntu Dash.

3. What do you see on the screen?

You will see a list of available receipt printers. Each printer shows:

- a photo of the printer;
- the printer name;
- the MAC address — the same address is printed on a sticker on the printer;
- the IP address;
- the status: OK or a warning.



For each printer, the selection screen shows its photo, name, addresses and status.

4. How to identify the printer models

One of these printers may appear on the screen. Look mainly at its shape and brand name. The MAC address is always the best way to verify it.



Citizen receipt printer



Epson TM-m30II



Epson TM-T20III

5. What do the colours mean?

A printer's background colour immediately shows you its status.

Colour	Meaning	What should you do?
Green	Selected printer	Nothing. Countr prints to this printer.
White	Printer found	Tap it if you want to use this printer.
Grey	Printer not found	Check that the printer is switched on and connected.
Yellow	Held or warning	Wait a moment, release the printer and refresh the list.

6. Choosing a printer

1. Tap the printer you want to use.
2. The printer turns **green** and a check mark appears next to its name.
3. Done. From now on, Countr will print to this printer.

No “Save” button needed

As soon as you tap the printer, the computer remembers your choice.

7. Important: the setting in Countr

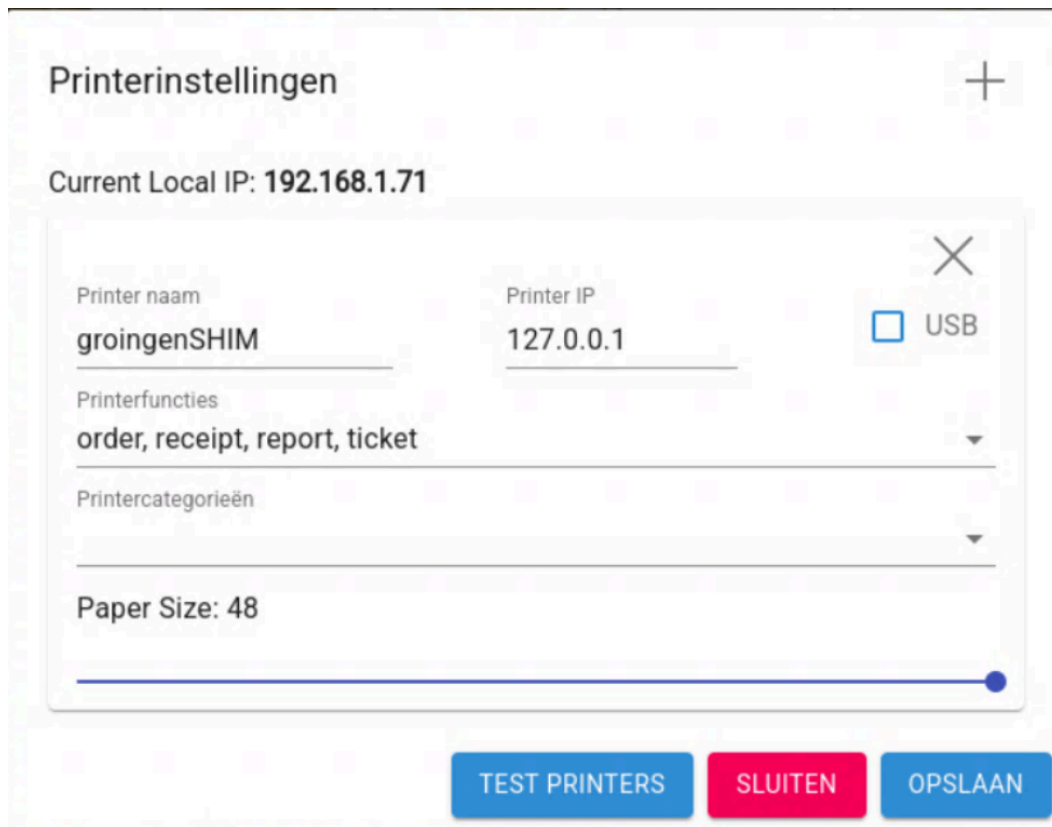
Countr specifies the address to which the receipt is sent. This address must always remain set to:

127.0.0.1

Do not change

Never enter the printer's IP address here. Leave it set to 127.0.0.1.

Why? Countr sends the receipt to 127.0.0.1. The SHIM intercepts the receipt and forwards it to the printer you selected. If you enter the printer address directly in Countr, the SHIM is bypassed and printer selection will no longer work.



Printerinstellingen

Current Local IP: 192.168.1.71

Printer naam: groingenSHIM

Printer IP: 127.0.0.1

Printerfuncties: order, receipt, report, ticket

Printercategorieën

Paper Size: 48

TEST PRINTERS SLUITEN OPSLAAN

In Countr, "Printer IP" must remain set to 127.0.0.1.

8. The buttons

Refresh receipt printers — searches for printers again. Use this if a printer is missing or has just been connected. A spinner briefly appears while searching.

hide — removes a printer from the visible list. Useful for printers you do not use.

Show hidden printers — displays hidden printers again.

9. Useful tips

- Printer grey? Check that the printer is switched on and that an indicator light is illuminated.
- Printer yellow? Wait a moment, then tap “Refresh receipt printers”.
- Not sure which printer you need? Compare the MAC address on the screen with the sticker on the printer.

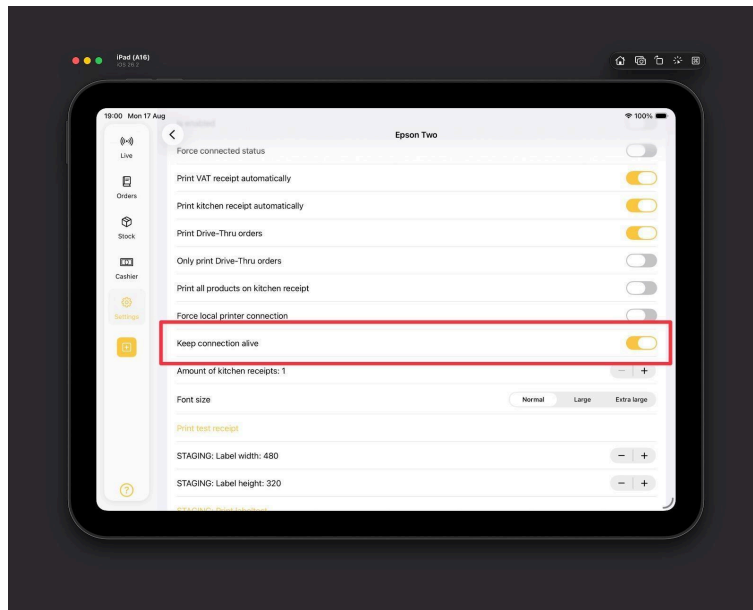
10. Yellow warning: printer is being held

What does yellow mean?

The printer has been found, but printing to it is not currently possible. The printer is being "held".



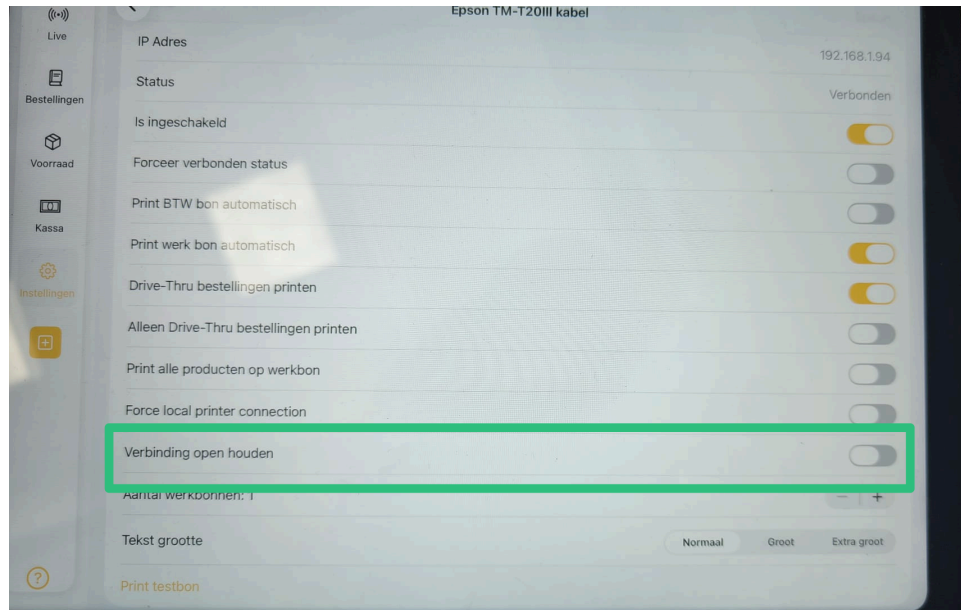
This can happen when the OneSix kiosk app on the iPad keeps the printer occupied. The “Keep Connection Alive” setting is then switched on.



This is what the iPad setting looks like when the printer is being held (exclusive access enabled). Switch it off.

How to release the printer

1. On the OneSix iPad, open the **Keep Connection Alive** setting and switch it **OFF**.



Correct setting: all printers are allowed to print.

2. Switch the printer **OFF**.
3. Wait 10 seconds.
4. Switch the printer back **ON**.
5. Tap **Refresh receipt printers** and select the printer again.

Still no receipt?

Ask for help if the printer still does not work after these steps.

11. In brief

1. Open **Choose receipt printer (Countr)**.
2. Tap the printer you want to use.
3. The printer turns green. Done.