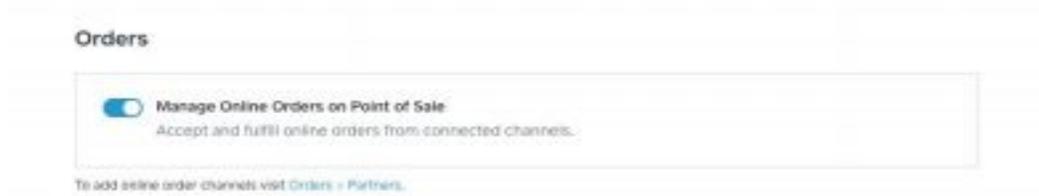


PRINTING ONLINE ORDERS WITH SQUARE FOR RESTAURANTS

Creating a Device Code

On your Square Dashboard navigate to Points of Sale > Devices

1. Click **Add Device**
2. Select the service style of your restaurant
3. Nickname the device, we recommend coordinating the name of your device on your Square account with the name of the device in your iPad or Register Settings
 - a. You're able to rename your iPad by going to Settings > General > About
4. Select the Location
5. Make sure the device type is **Restaurant**
6. To enable online order management, toggle on **Manage Online Orders on Point of Sale**



Note: You'll want to designate **only one** POS device per location for online order management to avoid any syncing issues across devices. If you're using Shared Settings to configure your devices, you'll want to configure the device for managing online orders separately.

Creating a Printer Station

For iPad:

1. Go to **Account > Setup Hardware.**
2. Click **Create Printer Station**
3. Name the printer (e.g., Bar, Cold Kitchen, Hot Kitchen, Expo)
4. Click **Printer > No Printer Selected** and you will see a list of printers that are connected to the Square app
5. Under "Print From This Device" choose **Order Tickets**
6. Scroll down and enable categories you'd like to send to this printer station
7. On an iPad with **Order Tickets** toggled on, you'll have the option to toggle on **Automatically Print New Orders** (you will also see **Automatically Print In-Progress** which should usually be toggled off)
8. Tap **Create Printer Station**

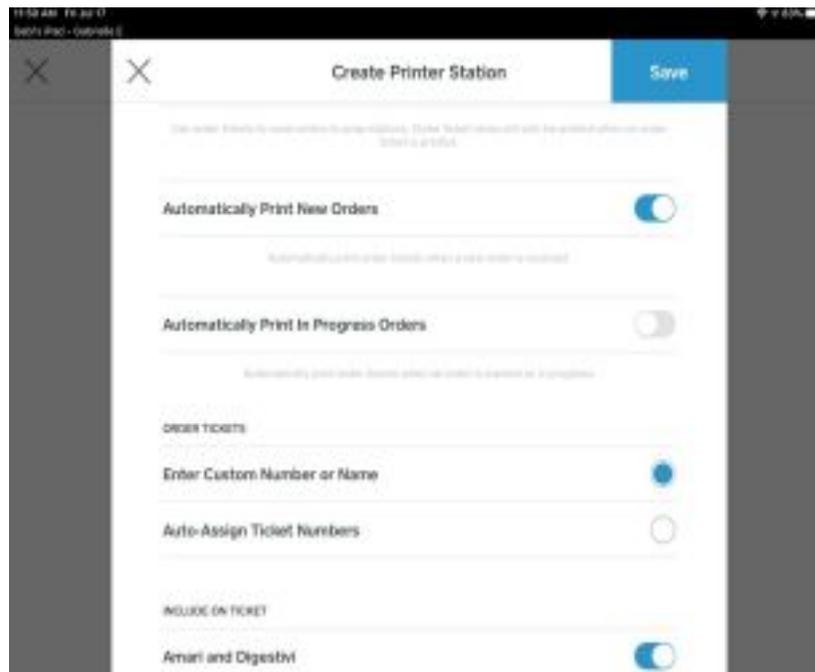
For Square Register:

1. Go to **Utilities > Settings > Printers**
2. Click **Create Printer Station**
3. Name the printer (e.g., Bar, Cold Kitchen, Hot Kitchen, Expo)

4. Click **Printer > No Printer Selected** and you will see a list of printers that are connected to the Square app
5. Under “Print From This Device” choose **Order Tickets**
6. Scroll down and enable categories you’d like to send to this printer station
7. Tap **Create Printer Station**
8. With **Order Tickets** toggled on, go to **Utilities > Settings > Print Orders** > turn on **Automatically Print New Orders**

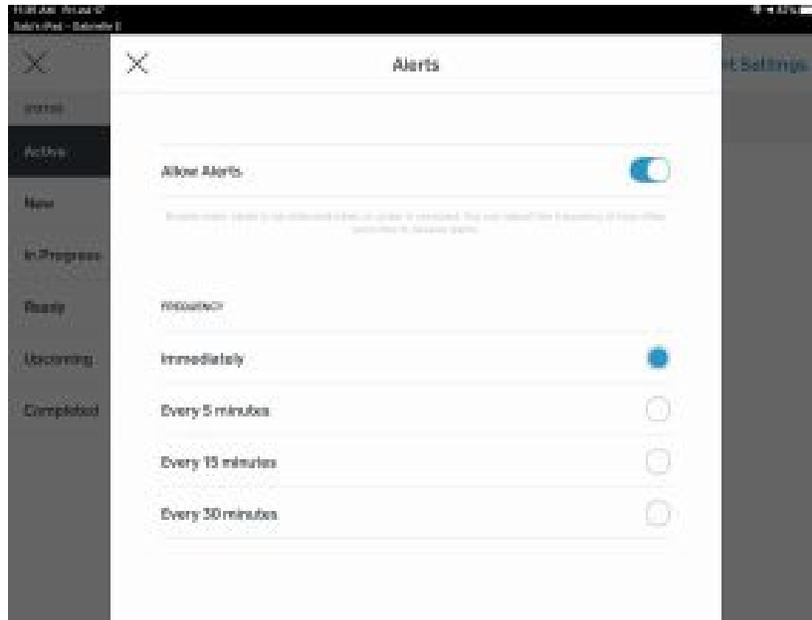
Note: We recommend you run a print test for any ethernet printers that are connected. What appears as WiFi Printer 1 on one station, may not be WiFi Printer 1 on another. To run a print test, select the printer, click “Print Test.”

Additionally, if you need two tickets to print from a single printer (and are not using two ply paper), you are able to create *multiple printer stations* attributed to the printer.



Enabling Order Notifications from the POS

1. To set alerts from your iPad, navigate to the main screen, click **Orders**, in the upper right hand corner, click **Alert Settings** > toggle on **Allow Alerts**
2. To set alerts from the Square Register, Click **Utilities** > **Settings** > and tap **Alerts** under “Orders”



PRINTER TROUBLESHOOTING

Troubleshooting a USB Receipt Printer

1. Make sure the printer is plugged in to power
2. Make sure the printer is turned on (check the switch on the left hand side of the printer)
3. Make sure the printer has paper and that the hood is closed all the way
4. Check the USB connection, try switching the USB ports on the USB hub
5. If none of these work, turn the printer off, unplug the cables, plug them back in and turn the printer on again.
6. Still experiencing issues? Call Customer Success for additional help.

Troubleshooting an Ethernet Receipt Printer

1. Make sure the printer is plugged in to power
2. Make sure the printer is plugged in to an ethernet port
3. Make sure the printer is turned on (check the switch on the left hand side of the printer)
4. Make sure the printer has paper
5. Make sure the device is corrected to the correct wifi network (under Settings > WiFi)



Running an IP Test

If you are struggling to connect your printer to Square, you can run an IP test to diagnose if the IP is the problem.

1. Turn off printer
2. Hold down on the “Feed Button”
3. Turn printer back on
4. Wait for two quick blinks of the light or two beeps
5. Release
6. The very last slip of paper will give you the IP address
 - a. If this is all 0.0.0.0 the Printer is not obtaining an IP address, you will need to reach out to a tech person who is able to help you reprogram this
 - b. If you there is an IP address, ensure it matches the IP of the device’s wifi and that they are on the same network

[More Printer Troubleshooting](#)

