

SiamEPOS — Multi-Station Printer Guide (Owner's Manual)

For SiamEPOS desktop v1.8.5 or newer · works the same on Mac and Windows tills

This guide lets you set up and change **all** printer routing yourself — no engineer needed.

The 3 layers of printing (read this first)

Every ticket finds its printer through three layers. **A lower layer always beats the one above it.**

Layer	What it does	Where to set it
1 · Roles	Every printer can print Bills , Kitchen tickets and/or Bar (drinks) tickets. One printer per role does the work — marked with the  star .	Admin →  Printers
2 · Category → station	Send a whole menu category (e.g. <i>Sushi</i>) to its own printer. Overrides the Kitchen role for those dishes.	Admin →  Printers → "Sends" dropdown on the printer row
3 · Dish → station	Send ONE dish somewhere different from the rest of its category (e.g. <i>Seaweed Salad</i> → <i>sushi bar</i> while other Starters go to the hot kitchen). Overrides layers 1 & 2.	Admin → Menu → dish → Edit →  Prints at"

Rule of thumb: roles for the basics, category chips for stations, per-dish only for the exceptions.

The star — the one thing that catches people out

When **two printers have the same role ticked**, the **star** decides which one is used.

When you move a role to a different printer, do **BOTH** steps:

1. Tick the role (e.g. **Bar**) on the new printer row → **Save**
2. **Tap the  next to that role** on the same row, so the star moves too

(Since v1.8.5+ a leftover star on a printer that no longer has the role is ignored — your ticks win. But moving the star keeps the screen honest.)

Adding a new printer (station) — 5 steps

1. **Give the printer its own unique IP address** on the same network as the till (e.g. 192.168.1.104). Every printer must have a **different** number — two printers on one IP will fight and both go flaky. (*The printer prints its own IP if you hold its **FEED** button while switching it on.*)
2. Admin → 🖨️ Printers → **Scan for printers** — it should appear. Add the row (name it after its station, e.g. "Sushi bar").
3. Tick what it prints (usually just **Kitchen** for a food station — or nothing at all if it will only receive category/dish routing).
4. **Save** → **Test**. A test slip must come out. If Test spins a long time and fails, the IP is wrong or the printer is on a different network — fix that first, don't leave dead rows (a dead printer row slows every other ticket).
5. Route work to it: pick categories in its "**Sends**" dropdown, and/or set individual dishes via **Edit item** → 🖨️ **Prints at**.

The per-till "Print Routing" card (top of the Printers page)

Each till chooses where it sends each ticket type:

- **Network** — to the LAN printers above ✅ (*the right choice when your printers are network boxes*)
- **Built-in** — to a printer physically attached to this device (Sunmi tills, or USB)
- **Off** — this till doesn't print that ticket type

The "**Printer (this device)**" card further down is only for USB/attached printers — on a network-printer setup keep all three of its dropdowns on the "—" (none) option.

If a ticket comes out on the WRONG printer — checklist

1. **Which dish was it?** Check the dish (Edit item → Prints at) — a per-dish override beats everything.
2. **Check the category chip** — the "Sends" chips on each printer row.
3. **Check the role + 🌟** — is the role ticked on the printer you expect, with the star there?
4. **Just updated the app?** Restart it **twice** — quit, reopen, quit, wait 10 seconds, reopen. (A restart seconds after an update downloads can run the old version once.)
5. Still wrong → note which dish, which printer it came from, and which you expected — that's everything support needs.

If a printer stops printing

- Its dishes **won't be lost** — they print on the main Kitchen printer instead (automatic fail-safe).
- Check the printer: power, paper, green light on the network switch port.
- **Test** on its row: instant fail = wrong IP / unplugged; a receipt = it's back.

- Prints gibberish in neat two-character pairs (1B 40 54 41...)? It's in **hex (diagnostic) mode** — power it off 5 seconds and back on.

Example — a 4-station restaurant (the demo rig)

Printer	Set up as
...100	Bills ★ + Bar ★ (drinks)
...101	Kitchen ★ (all food that isn't routed elsewhere)
...102	Station — Sends: <i>Sushi</i>
...103	Station — Sends: <i>Hot Dishes</i>
Per-dish	e.g. <i>Seaweed Salad</i> → ...102 via Edit item → Prints at

One order fans out automatically: sushi to the sushi bar, hot food to the wok, drinks to the bar, bill at the till — and any station that dies falls back to the main kitchen.