



Installing Sales Station Hardware at Your Location

User Guide

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About This Document

Who Should Use This Document

This document is written for IT and other technical staff who are able to allocate IP addresses and perform network and hardware administration.

If no such person is available at your location, contact the Doubleknot Support team at (408) 971-9120 x2 or Support@doubleknot.com to discuss other options.

Overview

This document contains instructions for installing and configuring APG cash drawers and Star Micronics receipt printers for stationary Sales Station POS systems.

This document does not contain instructions for configuring the Sales Station environment to use the installed peripheral devices or instructions for configuring EMV-compliant credit card readers.

When you've installed the cash drawer(s) and receipt printer(s) and verified that they're working correctly, contact Doubleknot Support (call 408-971-9120 x2 or email Support@doubleknot.com). Your support lead will complete the Sales Station configuration for your location.

The Doubleknot Sales Station Environment

Hardware Overview

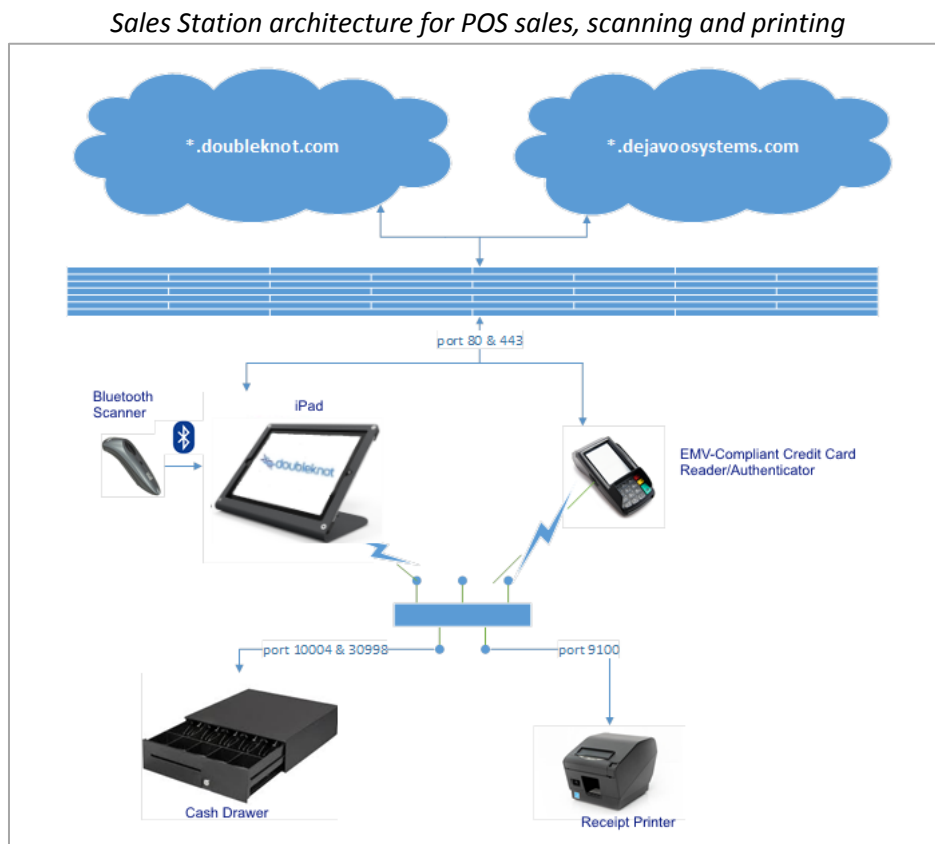
At this time, there are five components in the Doubleknot Sales Station environment:

- iOS device(s)
- Scanner(s)
- Card reader(s)
- Cash drawer(s)
- Receipt printer(s)

An iOS device is the only requirement for operating Sales Station. All other hardware is optional.

Sales Station POS Architecture

The following illustration is a top-level overview of the architecture for a Sales Station POS cash register environment.



Configuration Overview

There are three general steps in configuring the Sales Station POS environment. The following table describes each step and the associated responsible party.

Step	Performed By
Add peripheral devices to your network	IT/technical staff at your location(s) if no Doubleknot site visit
Add devices to Sales Station environment	Doubleknot Support
Assign devices to Sales Station types	Doubleknot Support.

This document contains instructions for installing hardware and testing communications between Sales Station and your organization’s cash drawer(s) and receipt printer(s). After installation and testing are complete, your Doubleknot Support team will configure your Sales Station environment to use those devices.

Cash Drawer Configuration

About Sales Station Cash Drawers

The cash drawer can be used to store cash, checks and credit card receipts. It is connected to the organization's local area network (LAN). When a cashier opens the cash drawer via the Sales Station app, a message will be sent to the cash drawer to open.

Supported Devices

The following devices are supported:

- APG T470-BL1616

Requirements

The following items are required:

- A static IP address assigned to each cash drawer
- The **APGCdRelUtil.exe** application. A ZIP file containing the installer for this application is located at <https://www.doubleknot.com/document/cash-drawer-install/186849>
- A Windows computer on the LAN

Installation and Configuration

To install and configure a cash drawer, follow these steps:

1. On a Windows computer, launch **APGCdRelUtil.exe**. The APG RELEASE UTILITY will launch.
2. On the left of the screen, click **Scan**. All available cash drawer(s) will be displayed in the list.

APG RELEASE UTILITY after completing a scan and locating one cash drawer.

*Red arrows point at the **Scan** button and the **Details** button.*



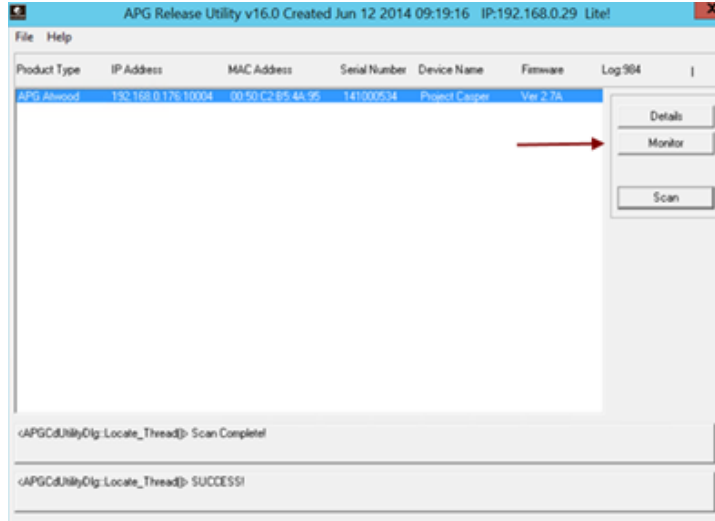
3. Select the cash drawer you want to work, and click **Details**. The NETWORK Details window will be displayed.
4. At the lower left of the window, click **Configuration**. The NETWORK CONFIGURATION window will be displayed.

Network Configuration window after entering information in step 5



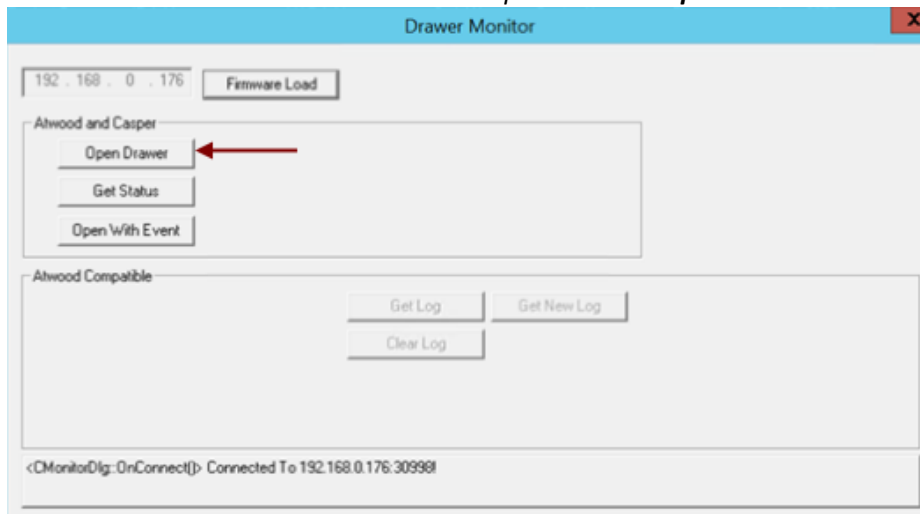
5. Enter information in the following fields:
 - NEW IP ADDRESS (enter the static IP address for the cash drawer)
 - NEW SUBNET MASK (enter the information for your organization)
 - NEW DEFAULT GATEWAY (enter the information for your organization)
6. Click **OK**. The main page of the utility will be displayed and the cash drawer's assigned IP address will be visible in the list.

The cash drawer you configured is displayed in the list. The red arrow points at the **Monitor** button.



7. Select the cash drawer and click **Monitor**. The DRAWER MONITOR window is displayed.
8. Click **Open Drawer**. If the cash drawer is configured correctly, the cash drawer will open.

Drawer Monitor window. The red arrow points at the **Open Drawer** button.



Receipt Printer Installation and Configuration

About Sales Station Receipt Printers

The receipt printer is used to print sales receipts and cash drawer reports. It is connected to your organization's LAN. When a Sales Station user chooses to print a receipt or a cash drawer report, the item will be printed on the receipt printer assigned to that device.

Supported Devices

The following devices are supported:

- Star Micronics TSP700II thermal printer

Requirements

The following items are required:

- A static IP address assigned to each receipt printer
- A Windows computer on the LAN

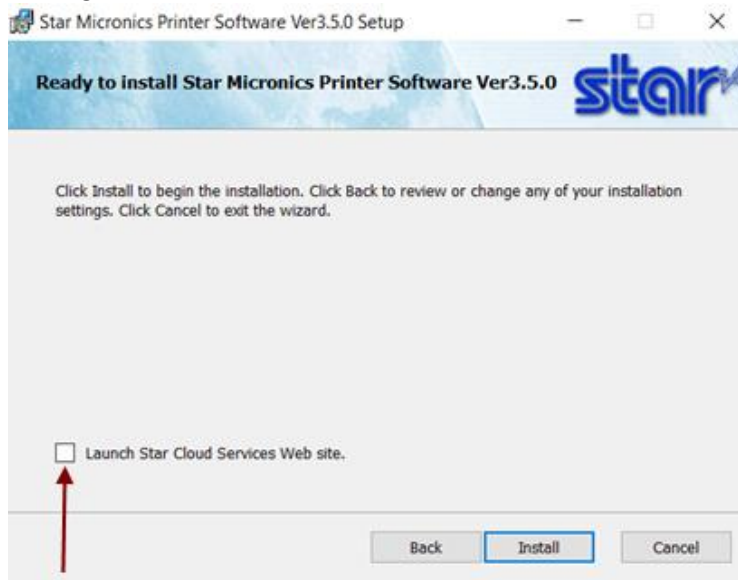
Installation

NOTE: At the time this document was written, v350 is the most recent version of the Star drivers. If this link doesn't work, go to the Star Micronics web site and locate the most recent version. If you use a later version, the steps may be somewhat different but the overall procedure and required information will be the same.

To retrieve and install the Star Micronics installer, follow these steps:

1. Download the installer from https://www.starmicronics.com/Support/download.aspx?type=1&tabText=StarPRNT%20V3.5%20FULL%2032/64-bit&path=DriverFolder\drvr\starprnt_v350.zip
2. On a Windows computer, extract the contents of **starprnt_v350.zip**.
3. In the /Windows folder on the computer, locate and open the SETUP folder.
4. Launch **Setup.exe**. The STAR MICRONICS PRINTER SETUP WIZARD will be displayed.
5. Click **Next**. The END-USER LICENSE AGREEMENT will be displayed.
6. Check **I accept the terms in the License Agreement**.
7. Click **Next**. The CHOOSE SETUP TYPE window is displayed.
8. Click **Typical**. The READY TO INSTALL STAR MICRONICS PRINTER SOFTWARE window is displayed.
9. Uncheck (deselect) **Launch Cloud Services Web Site**.

*Before clicking **Install**, deselect the **Launch Star Cloud Services Web site** item.*



10. Click **Install**. The software will be installed and the final page of the installer will be displayed.
11. Click **Finish**. The software is fully installed

Configuration

There are two general activities for configuring a receipt printer:

- Using the Star Micronics Printer Utility for initial configuration of the printer
- Completing configuration using the Windows Add Printer utility

Configure the Printer with Star Micronics Printer Utility

To assign

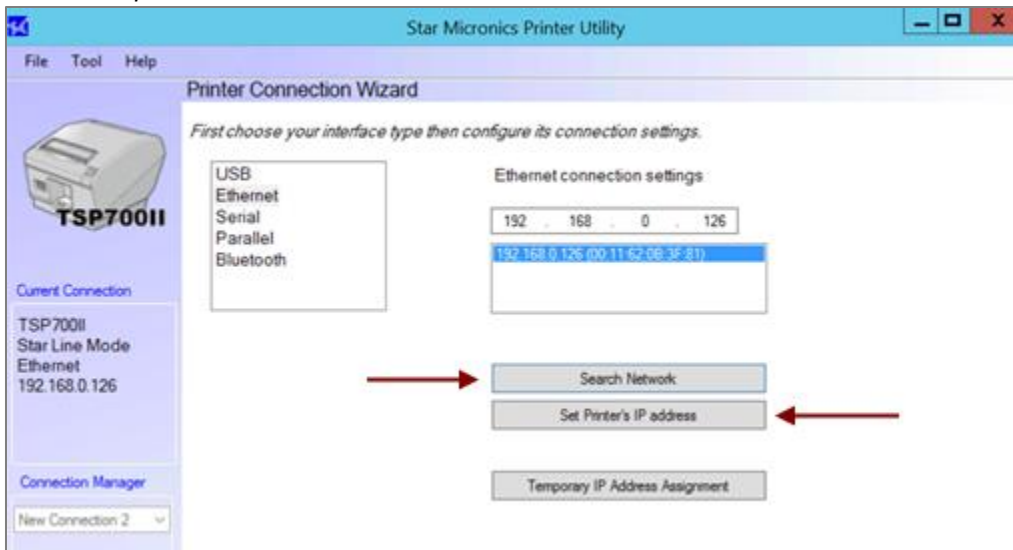
1. Launch the Printer Utility **Star PRNT**. The STAR MICRONICS PRINTER UTILITY main window is displayed.

*Partial picture of STAR MICRONICS PRINTER UTILITY main window. The red arrow points at the **Create New** option.*



2. In the column on the left, click **Create New**. The PRINTER CONNECTION WIZARD is displayed.
3. In the list of printers, select **TSP70011**.
4. Click **Next**. A page to select your interface type is displayed.
5. At the left, click **Ethernet**.
6. Click **Search Network**. The printer's current IP address will be displayed in the window.

*After you click **Search Network**, the printer's IP address is displayed at the top right. Red arrows point at the **Search Network** button and the **Set Printer's IP Address** button.*



- Click **Set Printer's IP** address. Your default browser will launch and the IP PARAMETERS page will be displayed.

IP PARAMETERS page

Star IFBD-HE07/08
Network Utility

Contents System Access Network Configuration Display Status Contact us

Network Configuration
IP Parameters
System Configuration
Change Password
Save
Set Default

Display Status
Network Card Info.
Network Status
Device Info.
Device Status

System Access
Logout

Contact us
Star Web Site
E-Mail

Device Model: TSP743II (STR_T-001)
MAC Address: 00:11:62:0B:3F:81

IP Parameters

Static // following addresses are used.

IP Address 0.0.0.0

Subnet Mask 0.0.0.0

Default Gateway 0.0.0.0

Dynamic // Addresses are obtained from network.

DHCP/BOOTP ENABLE

RARP ENABLE

Submit Cancel

- Enter the correct information in the following fields:
 - IP ADDRESS
 - SUBNET MASK
 - DEFAULT GATEWAY
- Click **Submit**.
- Close the browser.

Completing Configuration in Windows

To complete configuration of the receipt printer using Windows Add Printer, follow these steps:

- In Windows Control Panel, select **Devices and Printers**.
- Click **Add Printer**. The printer selection window is displayed.
- At the bottom of the window, click **The printer I want isn't listed**. The FIND A PRINTER BY OTHER OPTIONS window is displayed.
- Select **Add a printer using a TCP/IP address or hostname** and click **Next**. The window to enter the IP address will be displayed.
- In the HOSTNAME OR IP ADDRESS FIELD, enter the printer's IP address and click Next. The ADDITIONAL PORT INFORMATION REQUIRED PAGE IS DISPLAYED.
- In the DEVICE TYPE panel, click **Standard** and click Next. The INSTALL THE PRINTER DRIVER WINDOW is displayed.
- In the MANUFACTURER panel on the left, click **Star**. The PRINTERS panel will display a list of Star Micronics printers.
- In the PRINTERS panel on the right, select **Star TSP700II (TSP743II)** and click **Next**. The window to enter a printer name will be displayed.
- Enter a name for the printer and click Next. THE PRINTER SHARING window will be displayed.
- Select **Do not share this printer** and click **Next**. A window that indicates that the printer was added successfully is displayed.
- Click **Print a test page**. If the printer is configured correctly, a test page will be printed.
- Click **Finish**.