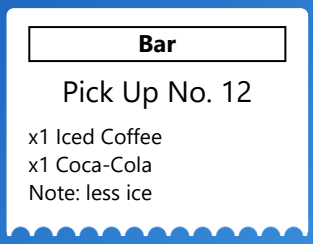
SETUP GUIDE · WINDOWS 10 / 11

Kitchen Printer Setup

Send each dish to the right kitchen. Kitchen screens show orders; network printers print every new order by themselves, sorted by product or category.



Before you start

- ✓ A network (LAN / Wi-Fi) thermal receipt printer for each printer station, e.g. RP80. **USB-only printers can't be printer stations.**
- ✓ One always-on **Windows PC** with Chrome on the same network as the printers: the **print host**
- ✓ Your products in the Catalog with categories (e.g. Food, Drinks, Dessert)
- ✓ An account that can open POS → Setting, or Administration → Settings

Overview · about 15 minutes

1. Connect the printer and find its IP address
2. Install **Print Bridge** on the print host PC
3. Set up the stations (which dishes go where)
4. Open the kitchen screens and turn on **Print host**
5. Place a test order

How it works

An order comes in
POS (with "Send sales to kitchen" on), Order kiosk or online catalog

→

Each dish finds its station
by product, else by category, else the default station

→

Screen stations
show it on the Kitchen page.
Printer stations
print a ticket through the print host PC.

Settings at a glance

Where stations are set up	**POS → More (⋯) → Setting → Kitchen stations & printers or Administration → Settings → Kitchen Stations**
Station types	**Screen · Printer only (auto print) · Screen + printer**
Printer connection	**IP address · port 9100 · 80 mm or 58 mm paper**
Print host PC needs	**PrintBridge.exe installed + Kitchen page open with Printing → Print host on**
Each kitchen screen	**Kitchen page → station picker in the header (e.g. Grill)**

1 Connect the printer and find its IP address

1. Connect the printer to the shop's router with a network cable (or join it to the Wi-Fi), load the paper and switch it on.
2. Print the **self-test page**: switch the printer off, hold the **FEED** button, switch it on, release after 2 seconds. The page shows the printer's **IP address**, for example `192.168.1.50`.
3. The first three numbers must match the print host PC's network (e.g. `192.168.1.x`). If they don't, the printer is on a different network.

> **Keep the IP from changing:** ask whoever manages the router to give the printer a fixed address (a "DHCP reservation"). If the IP changes later, tickets stop printing until you update it in the station.

2 Install Print Bridge on the print host PC

A web page can't send data straight to a network printer, so a small program on the print host PC does it. It installs in one double-click and starts by itself with Windows.

1. On the print host PC, download **PrintBridge.exe** from **Help & Downloads**, or from the Kitchen page → **Printing** → **download PrintBridge.exe**.
2. Double-click it. If Windows shows **"Windows protected your PC"**, click **More info** → **Run anyway**.
3. The window confirms it is running. Press **Enter** to close it; Print Bridge keeps running in the background.

```
Print Bridge 1.0.0 — kitchen & receipt printing for VI Commerce
----------------------------------------------------------------
Installing for this Windows user…

Done. Print Bridge is running in the background and starts
automatically with Windows. You can close this window.
```

Double-click PrintBridge.exe again any time: it shows **[R] Restart** and **[U] Uninstall**. It only talks to printers on your own network, and nothing needs to be installed besides this file.

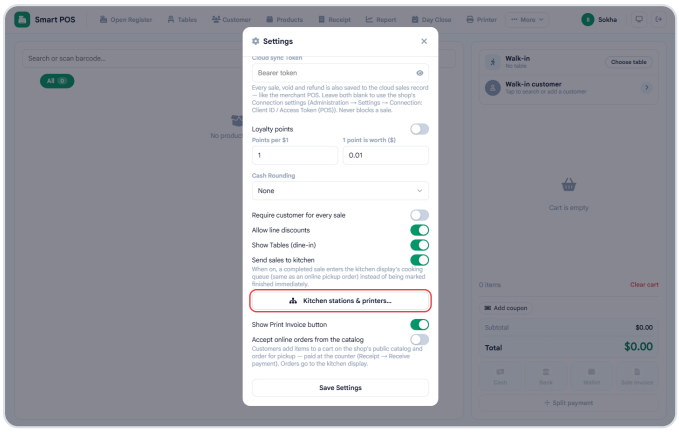
> **Install it on the print host PC itself.** Chrome only lets the platform reach Print Bridge on the same PC, so a tablet can't print through another PC's bridge. Tablets can still be kitchen screens.

3 Set up the stations

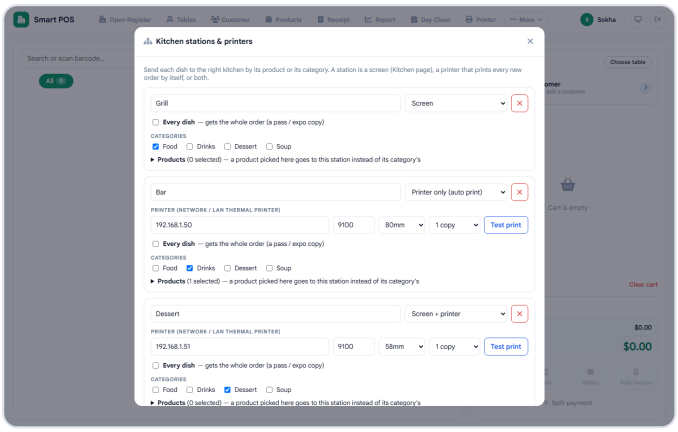
A **station** is one kitchen area: Grill, Bar, Dessert… Open the station settings in either place:

✓ **POS** → More (⋯) → Setting → **Kitchen stations & printers…**

✓ **Administration** → Settings → **Kitchen Stations** card (pick the shop in the navbar first)



POS → Setting · the **Kitchen stations & printers** button under "Send sales to kitchen"



Kitchen stations & printers · one card per station

For each station

1. Click + **Add station** and type its name, e.g. **Bar**.
2. Choose its **type**:

Type	What happens
Screen	Dishes show on a Kitchen page screen set to this station. No ticket is printed for it.
Printer only (auto print)	No screen. Every new order prints this station's dishes on its printer, by itself.
Screen + printer	Both: the dishes show on its screen **and** a ticket prints.

3. For a printer type, enter the printer's **IP address** (from step 1), port **9100**, the paper width and copies.
4. Tick the **categories** this station makes, e.g. Bar → Drinks.

3 Set up the stations (continued)

Send single products somewhere else

Open **Products** on a station and tick a product. It then goes to this station **instead of** its category's station. Example: Iced Coffee is in Dessert, but the Bar makes it, so tick it under Bar.

A full-order copy (pass / expo)

Tick **Every dish** on a station and it receives the **whole order**, e.g. a printer at the counter where orders are packed.

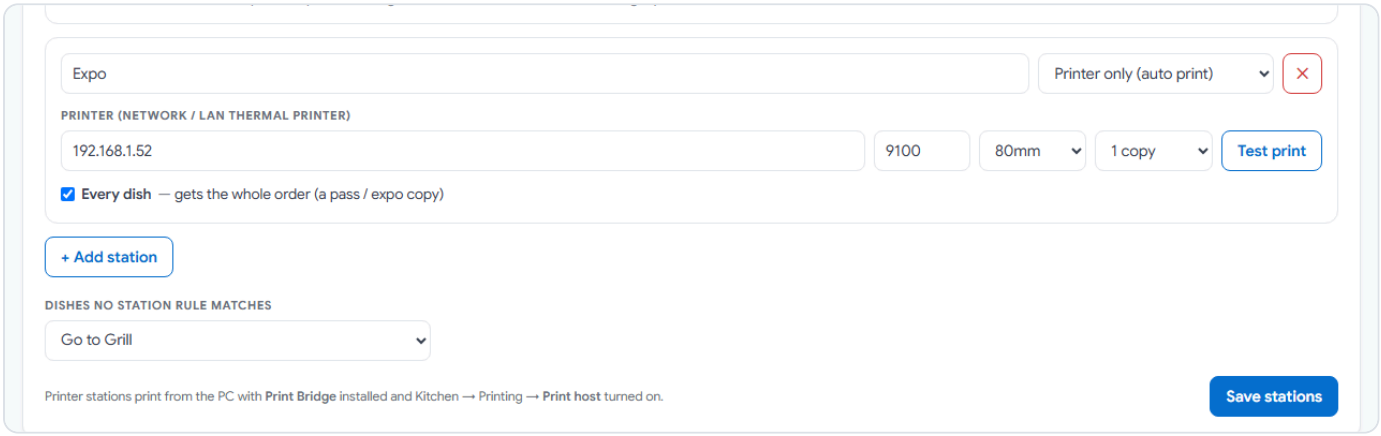
Dishes that match no station

At the bottom, choose where dishes go when no rule matches them. Pick a station (e.g. **Go to Grill**) so nothing gets missed.

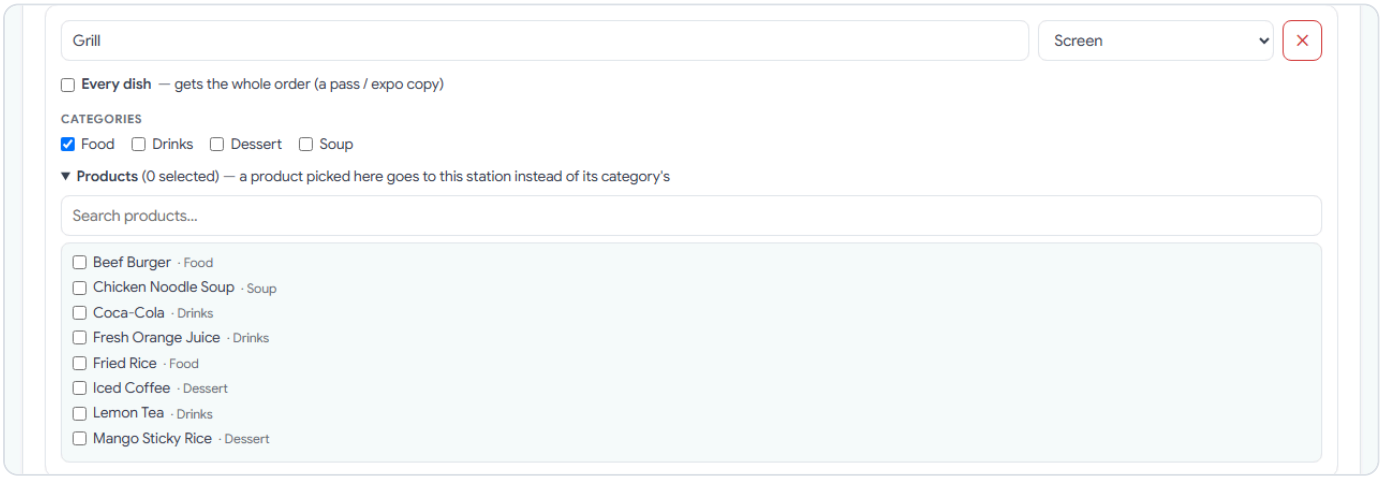
Test and save

Press **Test print** on a printer station to print a sample ticket (from the print host PC), then **Save stations**. Kitchen screens that are open update by themselves.

> **How a dish is routed:** 1. ticked as a **product** on a station → there. 2. else its **category**'s station. 3. else the **default** station. Plus every **Every dish** station. A dish ticked on two stations goes to both.



Administration → Settings → Kitchen Stations · Expo gets every dish; unmatched dishes go to Grill



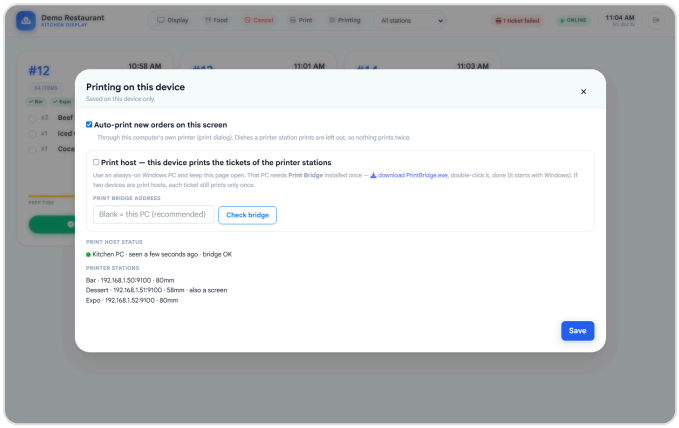
Products · search and tick products that should go to this station instead of their category's

> **Changes apply to new orders.** Orders already sent keep the stations they were sold with.

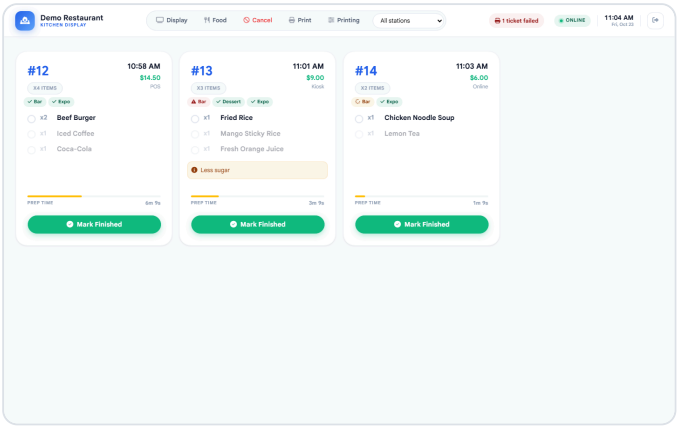
4 Open the kitchen screens and turn on Print host

On the print host PC (the one with Print Bridge)

1. Open the **Kitchen** page (sidebar → Point of Sale → Kitchen) and sign in.
2. Click **Printing** in the header. Tick **Print host**, click **Check bridge**: it should say **Bridge is running**. Click **Save**.
3. If Chrome asks to let the site access **devices on your local network**, click **Allow**.
4. Leave this page open. It can stay in a background tab; closing it stops the printer stations.



Printing · tick **Print host** on one always-on PC



Station picker · each kitchen screen picks its own station (here Grill)

On each kitchen screen (tablet or PC)

Open the Kitchen page and choose the station in the picker next to **Printing**. The screen remembers it. Printer-only stations aren't listed because they have no screen.

> **On a tablet** the header shows icons only. Printing is the **sliders** icon just right of the printer icon, and the station picker is the drop-down next to it.

Auto-print on this screen (also under Printing) prints new orders with the screen's own printer and print dialog. Dishes a printer station already prints are left out, so nothing prints twice. Untick it on screens that don't need paper.

5 Place a test order

1. Order one dish from each category, from the **Order kiosk** or from the **POS** (POS → Setting → **Send sales to kitchen** must be on).
2. Each printer station prints a ticket with its **station name on top** and only its own dishes.
3. On the Kitchen page, each order card shows a chip per printer station:

✓ Bar	Printed
○ Bar	Printing or queued
⚠ Bar	Failed: tap it to see why and reprint. It also retries by itself every 30 seconds, up to 5 times.
⧗ Bar	Waiting: no print host is running. Tap it to print now.

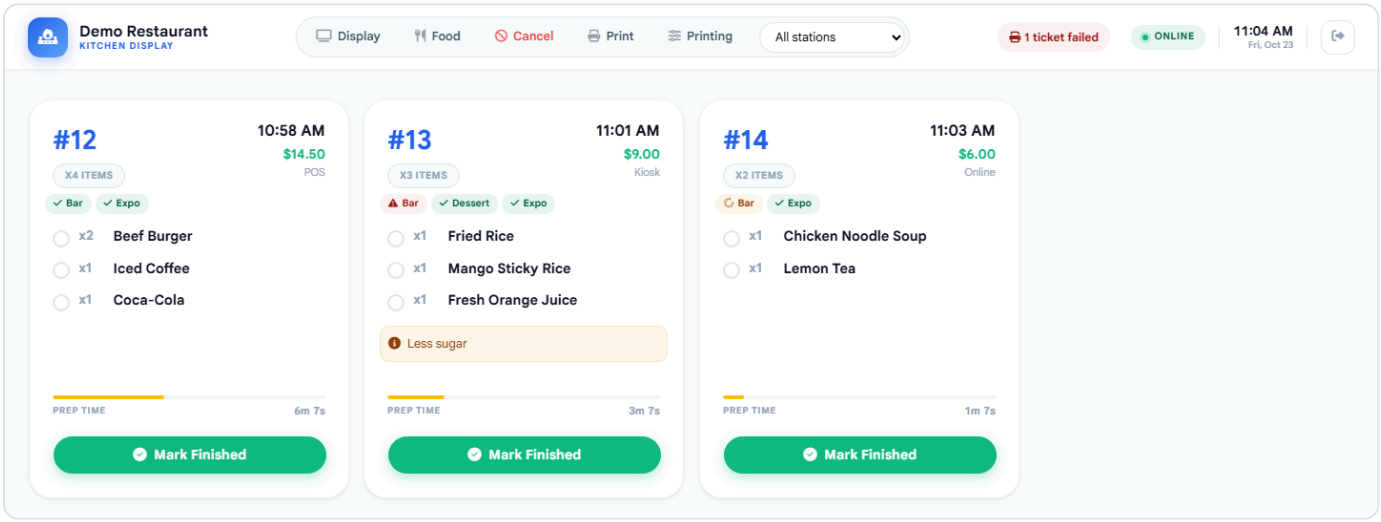
Tap any chip to **reprint** that ticket (it prints with "REPRINT").

The header shows the overall state: Printers OK · No print host · Print bridge down · 1 ticket failed

> **Done!** From now on every new order is sorted to its stations automatically. Each ticket prints once, even if two PCs are print hosts.



A Bar ticket · station name, pick-up number, the Bar's dishes and the note



Kitchen page · chips on each card: #12 printed at Bar and Expo, #13's Bar ticket failed, #14's Bar ticket is printing

? Troubleshooting

Problem	Likely cause	Fix
Header says **No print host**	No PC has Print host on, or its Kitchen page is closed	On the print host PC open the Kitchen page → Printing → tick Print host (step 4).
Header says **Print bridge down**	Print Bridge isn't running on the print host PC	Double-click PrintBridge.exe → **R** (Restart). If it isn't installed, do step 2.
Test print: "Timed out" / "Could not reach"	Wrong IP, printer off, or on another network	Print the self-test page again (step 1), check the IP and that the PC and printer share the same network.
Test print: "Can't reach Print Bridge"	Pressed on a PC without Print Bridge	Test from the print host PC, or install Print Bridge on this PC.
Dish printed at the wrong station	Its product or category is ticked on another station	Check the station's Products list first (product beats category), then Categories.
A dish shows on no screen	Its category isn't on any station and there's no default	Tick the category on a station, or set "Dishes no station rule matches".
Two paper tickets for the same dishes	A screen's own Auto-print plus a printer station	On that screen: Printing → untick Auto-print on this screen.
Nothing prints after a restart	The Kitchen page wasn't reopened	Open the Kitchen page on the print host PC again; orders from the last 30 minutes are caught up.
POS sales don't reach the kitchen	"Send sales to kitchen" is off	POS → Setting → tick Send sales to kitchen → Save Settings.
I can't see Kitchen stations	No Setting permission, or wrong place	Stations are in POS → Setting and Administration → Settings (not on the Kitchen page). Ask an admin for the POS Settings permission.