

# DTCM Printing Guide

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## BACKGROUND

This document provides a quick guide for the printing process of the Walk-in ticking system.

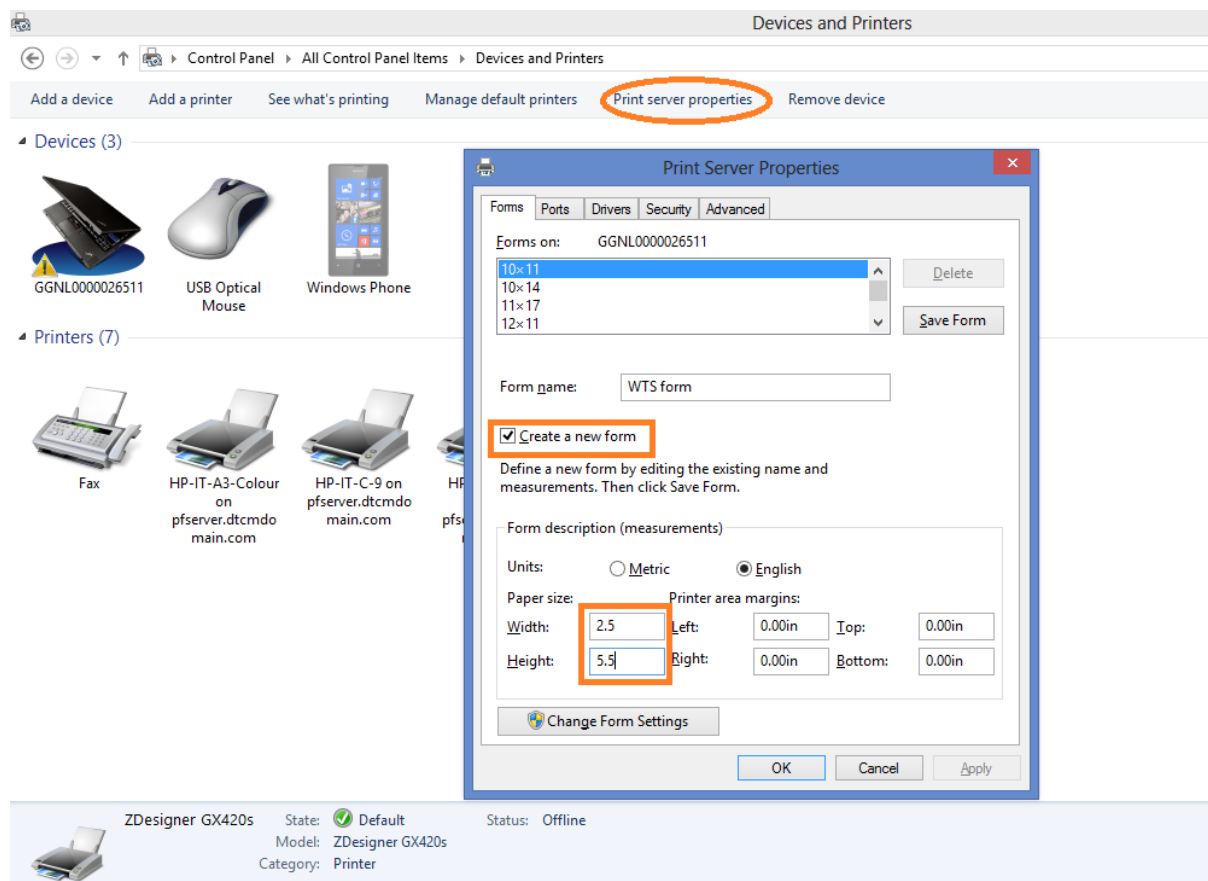
It has the tips of preparing the printer to get the optimal ticket output.

## Browsers

- We highly recommend using Internet explorer v10 or more.
  - Google chrome is not recommended.

## Ticket size

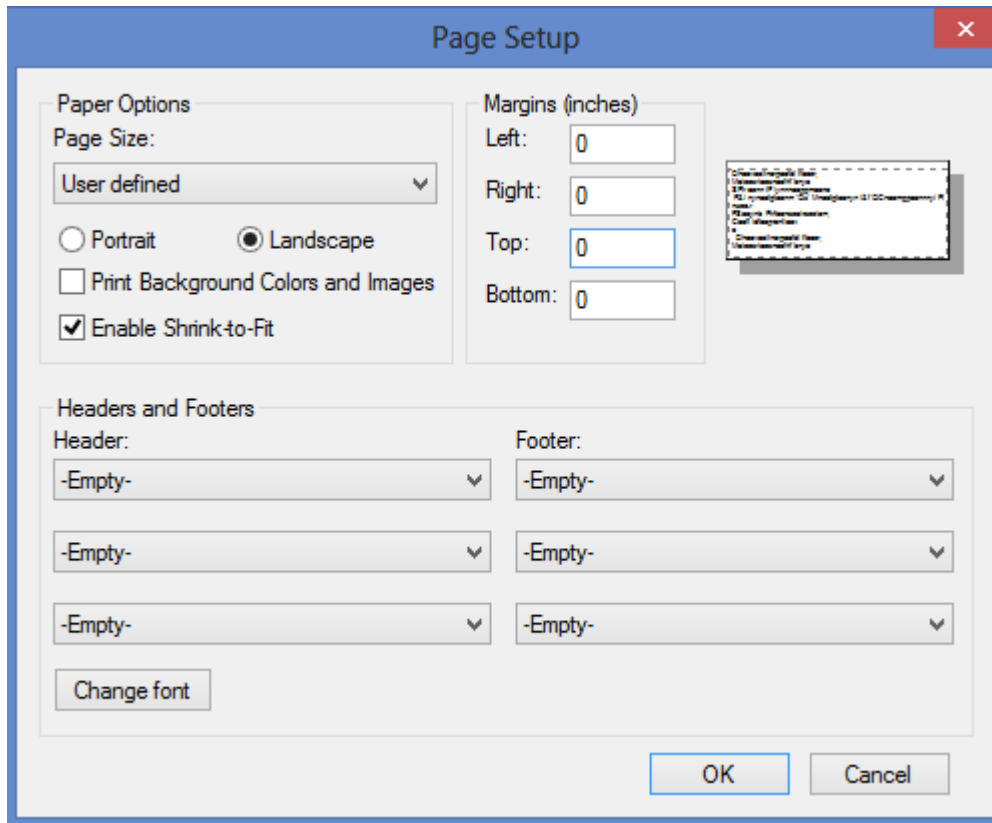
Set your ticket size by creating a new form by following the below screen,



The screenshot shows the Windows 'Devices and Printers' control panel window. The 'Print server properties' link is circled in orange. A dialog box titled 'Print Server Properties' is open, showing the 'Forms' tab. The 'Forms on:' list contains '10x11', '10x14', '11x17', and '12x11'. The 'Form name:' field is 'WTS form'. The 'Create a new form' checkbox is checked and highlighted with an orange box. Below it, the 'Form description (measurements)' section shows 'Units' set to 'English', 'Paper size' with 'Width' set to '2.5' and 'Height' set to '5.5' (both highlighted with orange boxes), and 'Printer area margins' with 'Left', 'Right', 'Top', and 'Bottom' all set to '0.00in'. At the bottom of the dialog, there are 'OK', 'Cancel', and 'Apply' buttons. The background shows a list of printers, including a ZDesigner GX420s printer.

### Internet explorer settings

- Page setup
  - The setup of the ticket page should be like the below.



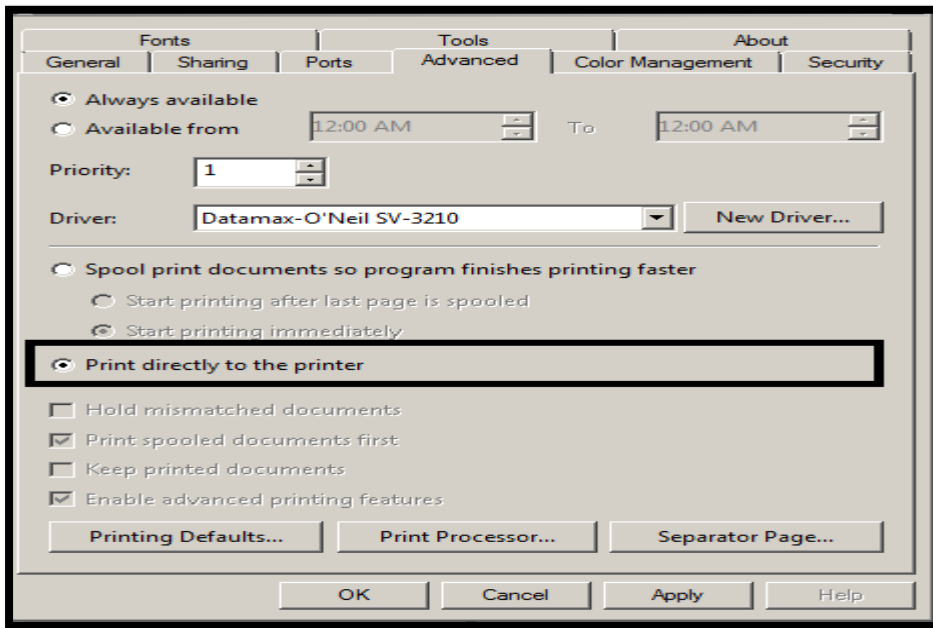
### Printer settings

- Adjust the cut or tear optical sensor to be the last job of the printing patch.
- Adjust the print head
  - Print head should be cleaned periodically to ensure the printing quality.
- Adjust the ticket width.
- Ensure printer calibration.

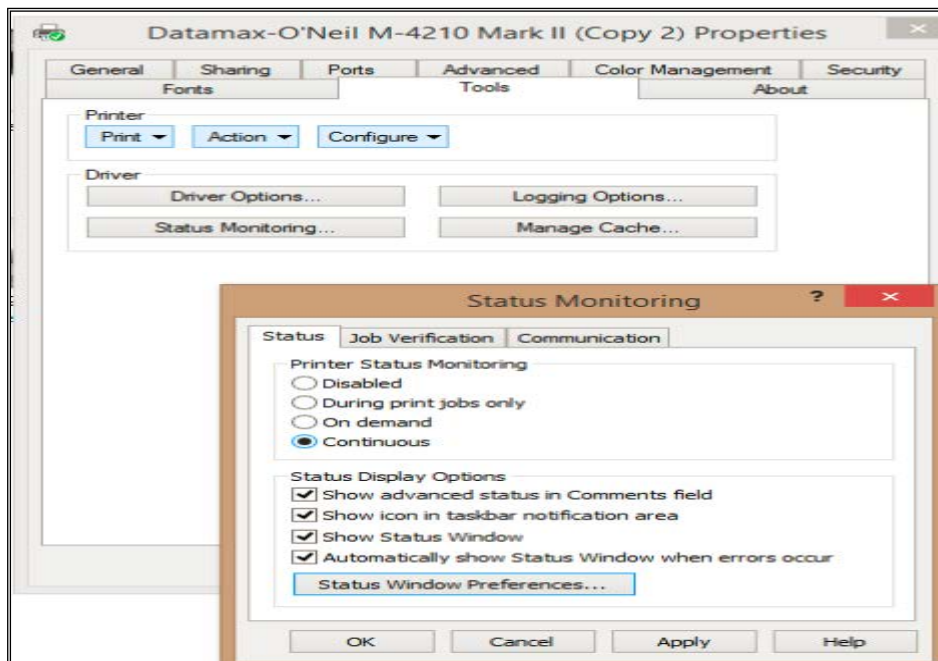
## Steps to enable printer status:

### Step 1:

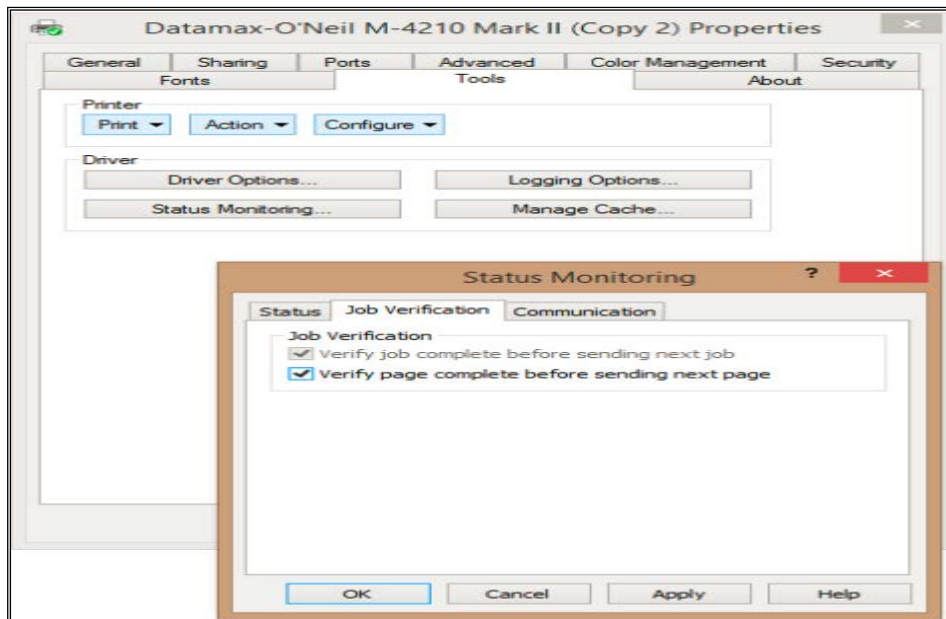
“Print directly to the printer” should be enabled.



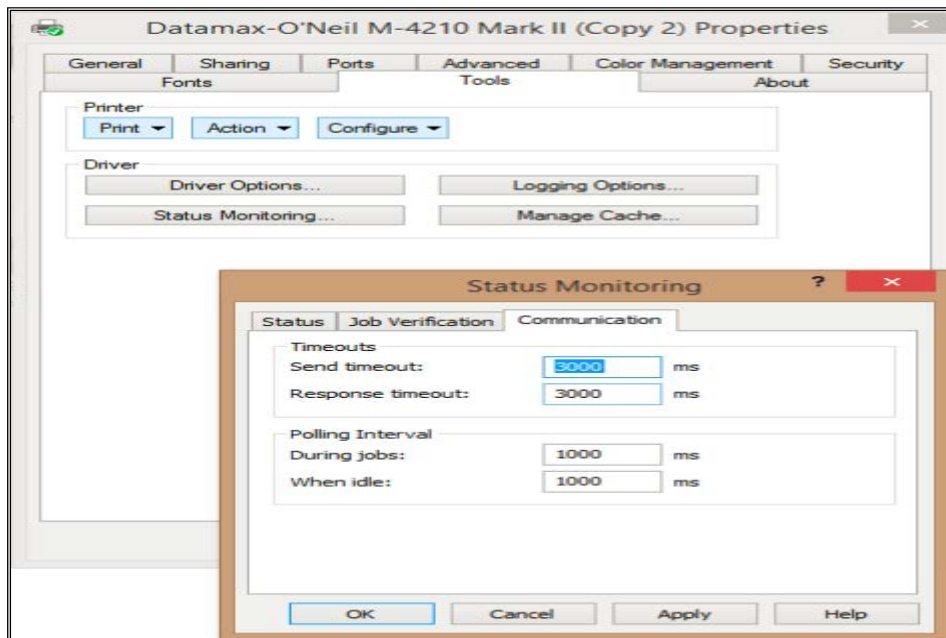
### Step 2:



**Step 3:**



**Step 4:**



**Step 5:**

**always be sure you have like this window**

Printer:	Datamax-O'Neil M-4210 Mark
Port:	USB006
Status:	Ready

**it means we able to detect failure**

**Walk-in ticketing system preparation**

- 1- Login the system using this url
- 2- use these credentials
- 3- click on issue ticket tile
- 4- Select صاله الصقر venue as per the below screen.
- 5- Click on الذهبيه category
- 6- Select wristband or flat and try printing.

