

Feature Focus Guide: Label Printing

Core Product: Aloha Takeout
Last Updated: June 5, 2024

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Revision Record

Date	Version #	Description
Prior to 12/15/2022	v1.2+	Implemented support for Bixolon printer.
	v15.2+	Added support for the Epson TM L90 printer.
06/09/2021		Converted the document to use new templates.
01/05/2023		Updated front cover and back page to reflect new NCR branding.
06/05/2024		Updated document to reflect NCR Voyix branding.

About Label Printing

Label Printing at a Glance	
Core Product	Aloha® Takeout
Complementary Products	Aloha Quick Service, Aloha Table Service
Separate License Required?	No
Other References	Aloha Takeout Reference Guide, Aloha Takeout Implementation Guide

Aloha® Takeout has the ability to print item labels to attach to takeout packaging. Aloha Takeout labels include customer, item, order, total, and payment information. Labels make it easy to identify the packaging contents without opening the box and letting heat in or out. Labels also help drivers pull the correct items from a delivery bag to give a customer their entire order. You can define labels to print by category and by order mode.

Aloha Takeout supports the following label printers:

- Bixolon SLPD420
- Datamax E4203
- Epson TM-L90
- Zebra LP2844



Figure 1 Aloha Takeout Labels Examples: Bixolon (Left) and Zebra (Right)

Labels print based on the following:

- You enable label printing in Aloha Takeout.
- You select an order mode defined in Aloha Takeout to print labels.
- The check contains items belonging to a category associated with a label printer.
- The label printer is powered on and connected to the system with the correct drivers installed.

Configuring Label Printing

This section details the configuration requirements within Aloha Manager and Aloha Configuration Center (CFC) for label printing. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Access Maintenance > Menu > Categories to create a category of items for which you want to print labels. See page 5 .
2.	Access Maintenance > Hardware > Printers . Click the New drop-down arrow, select Aloha Takeout as the printer type. See page 8 .
3.	Access Maintenance > Takeout Configuration > Takeout Settings . Click the Printing tab and select Enable Item label printing under the 'Label Printing' group bar to access the Order Modes tab and select the order modes for which you want to print labels. See page 11 .
4.	Access Utilities > Refresh POS & All Products to refresh the data, and then restart the Radiant Takeout and Delivery service . See page 13 .

Configuring label printing in Aloha POS

This section guides you through the configuration in the Point-of-Sale (POS) to support label printing functionality.

Creating a label printing category

You typically do not print a label for every item. For example, beverage cans and sauce cups usually do not require a printed label; however, entrées and other kitchen produced items require a label. Create a non-sales category that consists of items that require a printed label, using the following guidelines:

- If all items requiring a printed label print to a single label printer, you only need one category.
- Similar to kitchen printing, sites using multiple label printers should create a category for each location in which a label printer resides and items are produced.

If you use multiple label printers, type a logical name for each category you create for label printing, such as "Grill Label," "Pizza Label," or "Salad Label," to help with configuration. See [Creating a label printer in Aloha POS](#) to define label printing categories in Hardware > Printer configuration.

Note

Do not select 'Aloha Takeout Grocery Category' for label printing categories. Aloha Takeout uses this option for the grocery category feature.

To create a label printing category:

1. Select **Maintenance > Menu > Categories**.
2. Click the **New** drop-down arrow, select **General** as the category type, and click **OK**.

Categories	
Category: 13 General	
Category Items	
Settings	
Number	13
Name	
Description	Label Printing
Type	General
<input checked="" type="checkbox"/> Suggestive	<input type="checkbox"/>
PMS sales category	0
Accounts receivable sales category	None (0)
Maximum per check	999
Aloha Takeout	
Aloha Takeout Grocery Category	<input type="checkbox"/>

Figure 2 Categories

3. Type a **name** and **description** that easily identifies this category for label printing.
4. Clear **Aloha Takeout Grocery Category**.
5. Select the **Items** tab.
6. Select the **items** for which you want to print labels in the 'Available' list and click the **right arrow** to move the **items** to the 'Included' list.
7. Repeat **this procedure** for each label printing category you need to create.
8. When finished, click **Save** and exit the **Categories** function.

Obtaining Epson L90 settings prior to configuring

If you are using the Epson L90 printer, you can connect through the network. It is helpful to obtain the necessary information for the printer prior to making your configuration in your configuration management tool. If you are connecting through the network, you must obtain the IP address of the printer with the EpsonNetConfig utility.

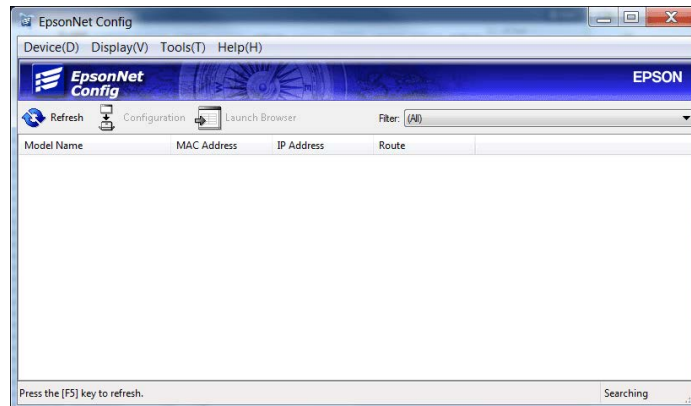


Figure 3 EpsonNetConfig Utility

To obtain the IP address for the Epson L90 printer:

1. Navigate to http://download.epson-biz.com/modules/pos/index.php?page=single_soft&cid=5302&pcat=4&pid=27.
2. Follow the **instructions** provided by Epson.

If you are connecting through a serial port, you must obtain the baud rate, parity, data bits, and stop bits using the Memory Switch Setting utility. Typically, the requirements are the following:

Baud rate = 115200

Parity = None

Data bits = 8

Stop bits = 1
Handshake = XON/XOFF

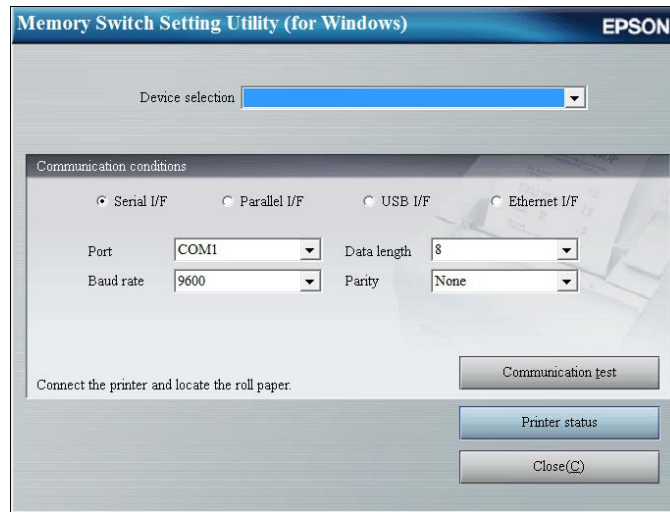


Figure 4 Memory Switch Setting Utility

To obtain the serial port information for the Epson L90 printer:

1. Navigate to https://download.epson-biz.com/modules/pos/index.php?page=single_soft&cid=4451&pcat=4&pid=27.
2. Follow the **instructions** provided by Epson.

Creating a label printer in Aloha POS

You can define more than one label printer to print labels at designated stations. You must also select which categories of items print at each label printer.



Figure 5 Printers - Bixolon

To create a label printer:

1. Select **Maintenance > Hardware > Printers**.
2. Click the **New** drop-down arrow, select **Aloha Takeout** as the printer type, and click **OK**.
3. If using CFC, select the **store** in which to add the printer.
4. Type a **name** that easily identifies the label printer, based on the location or function of the printer, such as Expo, Salad, or Pizza.
5. Select the **model** of the label printer from the 'Model' drop-down list.
 - The Bixolon SLPD420 is an Ethernet label printer connected to a port on the Aloha switch. (Radiant part number — PR10296)
 - The Zebra LP2844 is a serial label printer connected to a COM port on an Aloha Takeout terminal. This printer must be sourced outside of NCR Voyix.
 - The Datamax E4203 is supported for legacy installs only. This printer is no longer sold with Aloha Takeout through NCR Voyix.
 - The Epson TM-L90 is a network label printer.
6. Select **Use native network interface**, if using the Bixolon SLPD420 Ethernet printer.
 - a. Type the **IP address** set on the Bixolon printer in 'Network Address.' [See "Configuring Bixolon label printers" on page 14.](#)
 - b. Accept the **default port number** of 9100, unless your network administrator requires another port number.
 - OR —

Clear **Use native network interface** to configure the serial Zebra LP2844 and Epson TM-L90.

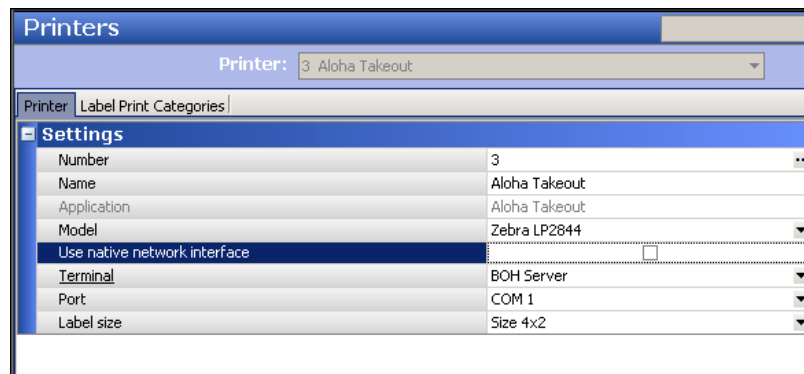


Figure 6 Printers - Zebra

- Select the **terminal** to which the Zebra LP2844 or Epson TM L90 is connected from the 'Terminal' drop-down list.
- Select the **COM port** to which the label printer is connected from the 'Port' drop-down list.

7. Select the size and orientation of the label to match the label roll stock that you load in the printer.
 - o Select **Size 4x2** from the drop-down list, to print labels in landscape orientation.
Recommended for pizza operations.
 - o Select **Size 2x4** from the drop-down list, to print labels in portrait orientation. Supported on the Datamax and Zebra only. **Recommended for sandwich operations.**
8. Select the **Label Print Categories** tab.

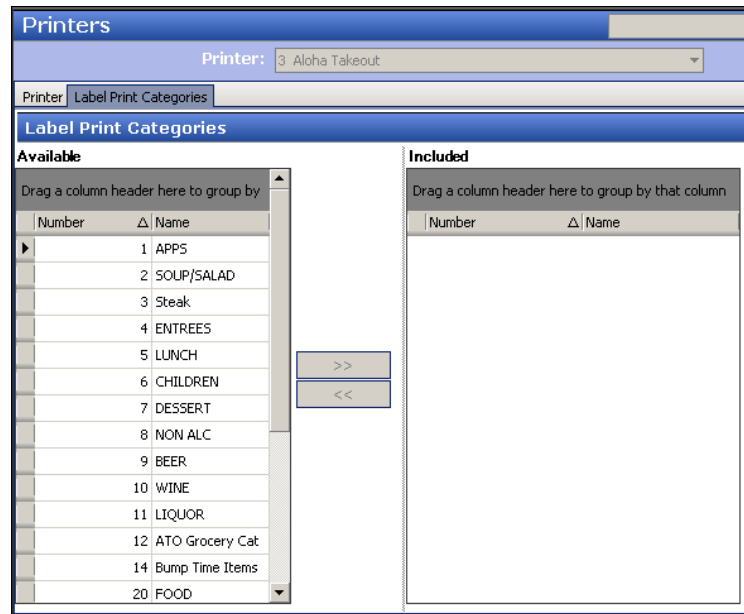


Figure 7 Printers - Label Print Categories Tab

9. Select a **category** and click the **right arrow** to move the selected category from the 'Available' list to the 'Included' list.
10. Repeat **step 8** to include any other category for the label printer.
11. Click **Save**.
12. Repeat **this procedure** for each label printer.
13. Click **Save** and exit the **Printers** function.

Configuring label printing in Aloha Takeout

This section guides you through the configuration required in Aloha Takeout to support label printing functionality.

Enabling label printing in Aloha Takeout

The label printing options in Takeout Settings allow you to enable and define the label printing behavior.

Label Printing	
Enable item label printing	<input checked="" type="checkbox"/>
Restrict automatic label printing by item count	<input checked="" type="checkbox"/>
Auto print label max item count	5
Extra labels items behavior	Print on all labels
Label auto printing	No Auto Printing

Figure 8 Printing, Label Printing

To enable label printing in Aloha Takeout:

1. Select **Maintenance > Takeout Configuration > Takeout Settings > Printing** tab.
2. Under the 'Label Printing' group bar, select **Enable item label printing** to activate the label printing feature. Selecting this option activates the following label printing options that define the contents of the labels and when they print.
3. Select **Restrict automatic label printing by item count** to disable label printing when an order contains a large number of items from the label printing category. This option reduces wasting labels on orders with a large number of the same item, such as 50 cheese pizzas. If necessary, touch 'Reprint Label' to print labels for the entire order. The system does not provide a means for reprinting individual item labels.
4. Type the **maximum number of items** on a check for which you want to print labels in 'Auto print label max item count.' When the number of items that would normally print labels exceeds this threshold, the system does not print labels. **Recommended: 20.**
5. Define **how Aloha Takeout prints items** that do not belong to a category associated with a label printer, such as the 20oz Coke, Ice Tea, and Onion Soup in [Figure 1](#), using the 'Extra label items behavior' drop-down list. This feature helps you organize all items for a takeout or delivery order. These items print on labels based on the following options:
 - o Select **Do not print** to prevent non-label category items from printing on any label.
 - o Select **Print on first label** to print non-label category items only on the first label.
 - o Select **Print on all labels** to print non-label category items on all labels.
 - o Select **Print on separate label** to print a separate label containing all the non-label category items. If there are a lot of non-label category items, the label printer spans the non-label items on multiple labels.
6. Define **when the labels print** using the 'Label auto printing' drop-down list:

- Select **No Auto Printing** to require employees to touch 'Reprint Label' to print labels manually.
- Select **Auto Print On Order Items** to print items when an order is sent to the kitchen for preparation. **Recommended Configuration.**
- Select **Auto Print On Order Bump Prints** to automatically print labels for the entire order, when you bump the last item on an order from Aloha Kitchen or Aloha KPS.
- Select **Auto Print On Order Entry Complete** to print labels automatically when you touch a button that includes the ORDER_ENTRY_COMPLETE Custom Activity action.



Note

'AutoPrintOnOrderBump' is supported only in Quick Service, and only in versions 6.4.13 and later.



Note

Label Auto Printing options enable ATO to print labels the first time the order is sent, bumped, or complete. If you add items to an order, touch 'Reprint Labels' to print labels for all items within a label category on the check

7. Click **Save** and continue to the next **procedure**.

Defining label printing order modes in Aloha Takeout

Aloha Takeout allows you to select the order modes for which you want to print labels. For example, you may want to print labels for takeout and delivery orders, but not for catering.

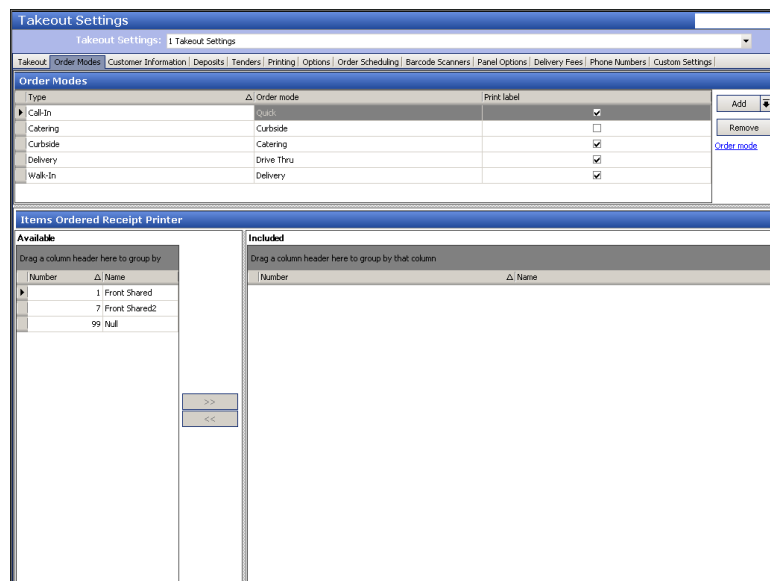


Figure 9 Takeout Settings > Order Modes Tab

To select order modes for label printing:

1. Select the **Order Modes** tab.
2. In the 'Print label' column, select each **order mode** for which you want to print labels.
3. Click **Save** and exit the **Takeout Settings** function.

Refreshing data and restarting the service

After all settings are in place in Aloha Manager, you must select Utilities > POS > Refresh POS & All Installed Products to transfer the new information to the Front-of-House (FOH) terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue. After the data refresh is complete, all new settings become operational across the Aloha network.



Caution

Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.

After the refresh is complete, you must select Services and restart the Radiant Takeout and Delivery service. This allows the system to read the label printing configuration and begin sending label print jobs to the configured printers.

Configuring label printer hardware for Aloha Takeout

After configuring the Aloha POS system and Aloha Takeout for label printing, you must configure each type of printer properly, to print labels correctly without risking wasted labels because of misprints. This configuration involves using the buttons on the printers to advance to, change, and save configuration settings. Current and updated configuration options typically print to a label for validation.

Configuring Bixolon label printers

Aloha Takeout v12.1, and later, supports the Bixolon SLP-D420 label printer. This printer is sold by NCR Voyix. The Bixolon SLP-D420 is an Ethernet printer driven by the Takeout service and will work as long as at least one ATO terminal is communicating on the network. This eliminates the reliance on a specific terminal to drive a label printer.

Bixolon SLP-420 Radiant Part Number: **PR10296:**



Figure 10 Bixolon SLP-D420



Caution

A serial version of the Bixolon SLP-D420 is available. The serial version is not supported through Aloha Takeout. You must purchase and install the Ethernet version of this printer for use with Aloha Takeout.

NCR Voyix installs the latest firmware and fonts on the printer, provided the correct solution set (RSS#500531) is specified on the order; however, there are site and label stock site specific settings you need to apply at the store. The Bixolon “Ethernet Configure Setup V5.00” and “Unified Label Utility (V1.4.2).exe” utilities are available on Aloha Update (www.RadiantUpdate.com) for download in the **Download Installation CD > Aloha Takeout > Utilities** area. NCR Voyix posts updated versions as they become available.

To auto-calibrate a Bixolon label printer:

You must run the auto-calibrate routine on a new printer and whenever you change the label size. If gap size changes between different label manufacturers, you may need to run the auto-calibrate again.

1. Load a **label roll** in the printer and turn off the **printer**.
2. With lid open, hold down **Feed/Cancel** and turn on the **printer**. Green LEDs on the lid will alternate.
3. Close the printer **lid**. The printer will print a message.
4. Press **Feed/Cancel** three times. The printer will spool off several labels continuously to auto-calibrate.
5. Press **Feed/Cancel** to test. The label roll should advance exactly one label and cut off at the gap. Without an auto-cutter, the label gap/perforation should align with the printer teeth. If the printer teeth or cutter do not align properly, see “To manually adjust the gap alignment” procedure below.

To set the IP address on a Bixolon label printer:

1. Disconnect the **USB cable**, if attached.
2. Connect the **Ethernet cable** from the POS router to the printer, and then turn on the **printer**.
3. Insert the Bixolon **Installation CD-ROM** and run **Ethernet Configure Setup V5.00**.
4. Once installed, select **Start > Program Files > BIXOLON > Configure.exe**.
5. Click **Search** to locate the printer. When found, the printer MAC address appears in the “Board list” on the left side.
6. Select the **MAC address** of the printer and change the **IP address**, **subnet mask**, and **network port** to match your Aloha network.
7. Press **Setting** to apply the new settings to your printer. A “Complete setting the board” message appears, if successful.

To manually adjust the gap alignment on a Bixolon printer:

1. Connect the **printer** to the Aloha Back-of-House (BOH) file server via a USB cable and turn on the **printer**.
2. Run **Unified Label Utility (V1.4.2).exe**.

3. Select **USB** from 'Interface Type,' then press **Connect**. A "Success Open Port" message appears, if successful.
4. Click **User Setting Manager**.
5. Select the **Print&Page** tab.
6. Click **Get**.
7. Type the **dpi value** in 'dots per inch (dpi) (203 dpi = 1 inch).' (A typical range is +20 to -20).
8. Click **Set** to apply the settings to the printer.
9. Press **Feed** on the printer and confirm the teeth/cutter **alignment**.
10. If necessary, repeat the **steps above** until the alignment is satisfactory.
11. Close the **User Setting Manager** function and exit the **utility** when done.
12. Disconnect the **USB cable** and reconnect the **Ethernet cable** for normal operation.

Configuring Datamax label printers

You must set the Datamax E4203 printer to "page mode" for it to work with Aloha Takeout. Before using the Datamax label printer, print the printer settings to determine its current state.



Figure 11 Datamax E4203

Configuring Epson TM-L90 label printers

You must set the Epson TM-L90 printer to “page mode” for it to work with Aloha Takeout. Before using the Epson TM-L90 label printer, print the printer settings to determine its current state.



Figure 12 Epson TM-L90

Configuring Zebra label printers

You must set the Zebra printer to “page mode” for it to work with Aloha Takeout. Before using the Zebra label printer, print the printer settings to determine its current state. If the Zebra printer is not in page mode, use the following procedure to change it.



Figure 13 Zebra LP2844

To check the mode on a Zebra label printer:

1. Turn the **printer** off.
2. Press and hold down the **green button** located on top of the printer.
3. Turn on the **printer**.
4. Immediately release the **green button**. The mode prints on the first label.
5. Press the **green button** to exit.

To change the Zebra printer to page mode:

1. Turn off the **printer**.
2. Press and hold the **green button** located on top of the printer.
3. Turn on the **printer**.
4. Hold down the **green button** until the button border blinks **red**.
5. Release the **green button**.
6. Wait for the button border to blink **green**.
7. Press and hold the **green button** until the button border turns **amber**.
8. Release the **green button**.

Label Printing, Feature Focus Guide

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