How to add and configure fiscal and document printers?

This article provides instructions on adding and configuring fiscal and document printers using the cairo.DESK application and the cairo.ERP system. You will also find solutions to common problems that may occur during printer setup and use.

Adding a fiscal or document printer

To add a printer, you need to configure it in both the cairo.DESK application and the cairo.ERP system.

cairo.DESK Configuration (latest version)

1. Download cairo.DESK from our website: **https://www.cairo.pl/en/instructions/**
2. Open **cairo.DESK**.
3. Go to **Ustawienia** > **Desk Webservice**.
4. Enter the data:
   - **Host**: Received from our service.
   - **Kod autentyfikacji**: Available in ERP (**ERP > ADMINISTRATION > PARAMETERS > POSITION> GENERAL PARAMETERS**). If not visible, contact our service.

Fiscal Printer Configuration

Configuration in ERP

1. Go to **ERP > ADMINISTRATION > PARAMETERS > POSITION> FISCAL PRINTER**.
2. Fill in the fields:
   - **WORKSTATION**: Identifier of the workstation being configured.
   - **STATUS**: Enable fiscal printer support on the workstation.
   - **PRINTER ID**: Unique identifier for the fiscal printer.
   - **PRINTER MODEL**: Select **cairo.DESK**.
   - **FISCAL PRINTER IP NUMBER**: Not required when **cairo.DESK** is selected.

- **NIP PRINT SUPPORT**: Specify whether to set the NIP flag on the receipt (only for printers supporting NIP printing).
- **WAREHOUSE LIST**: Select the warehouses where the printer should be available.
- **MAXIMUM ITEM NAME LENGTH**: For **cairo.DESK**, enter **39 characters**.

Configuration in cairo.DESK

1. Open **cairo.DESK**.
2. Go to **Ustawienia** > **Drukarka fiskalna**.
3. Check the **Status Aktywny** option.
4. Supported fiscal printer models are:
   - NOVITUS
   - POSNET (POSNET Thermal is not supported)
   - ELZAB
   - EMAR
5. Go to **Ustawienia** and configure **Typ połączenia**:
   - **COM (cable connection)**: Select the **COM Port** to which the printer is connected.
   - **LAN (network connection)**: Enter the printer's **IP** and **Port** (e.g., 6666).
6. Select **Zapisz**, then **OK** for the application to restart. If the connection is successful, a "ready" status will be checked.
7. Go to **Stanowiska** > **Dodaj**.
8. Enter **Id stanowiska** (e.g., fslinux001). Leave the **Drukarka** field blank.

Document Printer Configuration

Remember that the physical printer where the printout is to go must already be configured in Windows, and printouts from Windows should work correctly.

Configuration in ERP

1. Go to **ERP > ADMINISTRATION > PARAMETERS > SYSTEM > SYSTEM PRINTER LIST > [End]**.
2. Enter printer data:
   - **PRINTER NAME**: Custom printer name.
   - **PRINTER TYPE**: Select **cairo.DESK**.
   - **NETWORK ALIAS**: Printer network name (alias).
   - **DRIVER**: Not used with **cairo.DESK**.
   - **LINES PER PAGE**: Number of lines per page.
   - **LASER PRINTER**: Check if it's a laser printer.
   - **DUPLEX**: Check if the printer supports double-sided printing.
3. Add the printer to the workstation: Go to **ERP > ADMINISTRATION > PARAMETERS > WORKSTATION > WORKSTATION PRINTER LIST > [End]**.
4. Point to the newly added printer and select **LATIN-2**.

Configuration in cairo.DESK

1. Open **cairo.DESK**.
2. Go to **Stanowisko** > **Dodaj**.
3. Enter **Id stanowiska** (printer alias from ERP).
4. Select the **Drukarka** from the Windows system.

Ended support for older programs

Support for the following programs has ended. If you encounter problems, contact service or switch to cairo.DESK:

- **Fiscal printer**: flmenu, flfisk, fljfisk, serproxy (ELZAB FP-600, POSNET DF-300, EMAR EMAR-DUO)
- **Document printer**: D2W Print

Troubleshooting common errors

Document printers

Fiscal printers

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