



INDITION COMMERCE

Receipt Printer Setup

Choosing, connecting and setting up a receipt printer for the Indition register, on
Windows and Mac

Receipt Printing · Setup Guide · September 2026



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This guide sets up the receipt printer at a register, on a Windows PC or a Mac. The cash drawer has its own guide, the *Cash Drawer Setup Guide*, and fixes for common problems are in *Receipt Printing Troubleshooting*. Both are in this pack.

Choosing a printer

We tested two 80mm thermal receipt printers on Mac and Windows in September 2026. Both work with the Indition register. Our recommendation comes down to print quality.

Printer	Connects by	Paper	Our verdict
Star Micronics TSP143IIILAN	Network: an Ethernet cable to your router or network switch	80mm roll, 72mm printed, 203dpi, built-in cutter	Recommended. Excellent print quality. It is our reference printer: the one we use to check how receipts print.
Epson TM-T20III	USB cable to the register computer	80mm roll, 72mm printed, 203dpi, built-in cutter	Works, with the caveats below.

Epson TM-T20III caveats

1. On the unit we tested, print quality was poor on both Mac and Windows: rough and dotty, like an old dot-matrix printer. A fresh roll of paper made no difference, so the cause was that printer, not the paper.
2. On a Mac, it needs the standard (203dpi) driver, and its Paper Cut setting changed from the default. See Mac: Epson TM-T20III.
3. The Mac driver has no darkness setting. Print density is set on the printer itself; see Print density and quality.

For a new setup, choose the Star.

What else you need

Rolls of 80mm thermal paper. Buy good-quality paper: old or cheap paper prints faint. Both printers have a drawer port for a cash drawer; see the *Cash Drawer Setup Guide*.

Paper widths

A thermal printer's print head is narrower than its paper, so a strip along each edge never gets printed. Indition lays every receipt out at the printed width, so nothing is lost off the right edge. In the Receipt Designer's preview you see the whole paper, with the strips the head can't reach shaded.

Paper (as the Stations screen lists it)	Printed width	Used by
58mm roll (2 1/4")	48mm	Small thermal printers and most mobile printers
76mm roll (3")	64mm	Impact (ink ribbon) printers and kitchen printers
80mm roll (3 1/8")	72mm	The standard thermal receipt printer, including both printers above
112mm roll (4 3/8")	104mm	Wide thermal printers
Letter (8 1/2" x 11")	Full page	An ordinary office printer

Set the paper for each register

Each register prints on its own paper. An administrator sets it:

- 1 Go to **Point of Sale → Stations**.
- 2 In the station's row, click its entry in the **Receipt Printing** column (for example "80mm roll · Default layout").
- 3 In **Paper this register prints on**, choose the roll that is in that register's printer. The same window also sets the **Sale receipt layout** and **Refund receipt layout**.
- 4 Click **Save**.

The small dash at the end is on purpose. Every roll receipt ends with a tiny 1mm mark 12mm below the last line. Printer drivers trim the blank paper off the end of a receipt, and the mark makes the printer feed the receipt past its cutter, so the cut never goes through the bar code.

Mac: Star TSP143IIILAN

The Star connects to your network, not to the Mac. Installing the driver asks for the Mac's administrator password.

- 1 Connect the printer to your network with an Ethernet cable, load the paper and switch it on. It gets an address from your router automatically (DHCP).
- 2 Print a self-test to find that address: switch the printer off, then hold the **FEED** button while you switch it on. The printout shows the printer's IP address.
- 3 Check the address is on the same network as the Mac (the Mac's own address is in **System Settings → Network**). Usually the first three numbers match. If they don't, for example the printer shows 192.168.9.x and the Mac is on 192.168.102.x, the printer probably still has a fixed address from an earlier setup: see Network printers.

- 4 Download Star's **CUPS Driver for macOS** from Star's support site. Open the download and run the .pkg installer in its **Driver** folder. On a Mac with Apple silicon, it may ask to install Rosetta 2: allow it.
- 5 Turn off any VPN on the Mac for now. A VPN hides the printers on your local network.
- 6 Open **System Settings → Printers & Scanners**, click **Add Printer, Scanner or Fax...**, then click the **IP** tab.
- 7 Fill in the IP tab as shown here, then click **Add**.

Field	Enter
Address	The printer's IP address from the self-test
Protocol	Line Printer Daemon - LPD
Queue	Any name, for example <code>star</code> . It can't be left blank.
Name	A clear name, for example Star TSP143IIILAN
Use	Select Software... , then Star TSP100 Cutter

The TSP143 is the TSP100 with a cutter, which is why its driver is called Star TSP100 Cutter (the driver file is tsp143).

- 8 Turn the VPN back on, if you use one.
- 9 Set the driver options below.

Driver options

Option	Set to	Why
Paper size	72mm * 2000mm	Long receipts stay on one page.
Print Speed	Low	Star's best print quality.
Page Type	Variable (the default)	The receipt ends at its last line.
Document Cut Type	Partial Cut (the default)	Cuts the paper after each receipt.
Print Density	Leave it, unless print is too light (-3 to +3)	See Print density and quality.
Cash Drawer	Leave it, unless the drawer opens from the driver	See the <i>Cash Drawer Setup Guide</i> .

These options are in the Mac print dialog, among the printer's own options (Printer Features). From Chrome, open that dialog with **Print using system dialog...** at the bottom of Chrome's print window. Chrome's own print window doesn't show these options and prints with the printer's defaults, so make the options you need the printer's defaults. The Terminal command below does that for Paper size and Print Speed in one step.

Terminal alternative (optional)

Instead of steps 6 to 9, one Terminal command adds the Star with **72mm * 2000mm** paper and **Low** print speed already set as its defaults. Install the driver first (step 4). Open **Terminal** (Applications → Utilities), paste the line below with your printer's address in place of `<IP>` , and press Return.

```
lpadmin -p Star_TSP143IIILAN -D "Star TSP143IIILAN" -E -v lpd://<IP>/star -m Library/Printers/PPDs/Contents/Resources/tsp143.ppd.gz -o PageSize=X72MMY2000MM -o PrintSpeed=2Low
```

Page Type and Document Cut Type already default to Variable and Partial Cut.

Mac: Epson TM-T20III

- 1 Connect the printer to the Mac with its USB cable, load the paper and switch it on.
- 2 Download Epson's TM-T20III driver for Mac from Epson's support site and install it.
- 3 Open **System Settings** → **Printers & Scanners**, click **Add Printer, Scanner or Fax...** and choose the TM-T20III in the list.
- 4 In **Use**, choose the TM-T20III driver. If two are offered, choose the standard (203dpi) one. The 180dpi one prints receipts with giant margins.
- 5 Click **Add**, then set the driver options below.

Driver options

Option	Set to	Why
Paper Size	Roll paper 80 x 2000 mm	Long receipts stay on one page.
Paper Cut	Cut per job	The default, No cut, leaves the end of the receipt under the print head.
Paper Reduction	Bottom	Trims the blank paper at the end of each receipt.
Buzzer/Cash Drawer	Not used , unless the drawer opens from the driver	See the <i>Cash Drawer Setup Guide</i> .

These options are in the Mac print dialog, under **Printer Features**. From Chrome, open that dialog with **Print using system dialog...** at the bottom of Chrome's print window. Chrome's own print window prints with the printer's defaults, so make these the printer's defaults. The Terminal command below does that for Paper Cut and Paper Size.

Terminal alternative (optional)

Open **Terminal** (Applications → Utilities), paste this line and press Return. It makes **Cut per job** and **Roll paper 80 x 2000 mm** the printer's defaults.

```
lpadmin -p EPSON_TM_T20III -o TmxPaperCut-default=CutPerJob -o PageSize-default=RP80x2000
```

`EPSON_TM_T20III` is the name the Mac gave the printer in our setup. If yours is different, `lpstat -p` lists your printers' names. To check the other defaults, `lpoptions -p EPSON_TM_T20III -l` lists every option, with the current default marked by an asterisk (*).

Darkness: the Mac driver has no darkness setting. See Print density and quality.

If the printer is switched off during a print, the Mac shows “Unable to send data to printer” and pauses the printer’s queue. That’s normal Mac behavior, not a fault. Switch the printer on, then go to **System Settings → Printers & Scanners**, select the printer, click **Printer Queue...** and click **Resume**.

Windows: Epson TM-T20III

- 1 Download the **Epson Advanced Printer Driver (APD) 6**, version 6.07R1 or later, from Epson’s TM-T20III support page.
- 2 Connect the printer to the computer with its USB cable, load the paper and switch it on.
- 3 Run the installer. When it asks for the port type, choose **USB**.
- 4 Open the printer’s Printing Preferences: **Settings → Bluetooth & devices → Printers & scanners**, click the Epson, then **Printing preferences**.
- 5 Set the options below and click **OK**.
- 6 Make it the default printer (see Make it the default printer).

Option	Set to	Why
Feed and Cut	Document[Feed, Cut]	Feeds the receipt to the cutter and cuts at the end of each job.
Paper	The 80mm roll, with the longest length offered	Long receipts stay on one page.
Reducing blank space at the bottom	On, if your driver offers it	Trims the blank paper at the end.

Windows: Star TSP143IIILAN

These steps follow Star’s own setup; we haven’t run them live on Windows. If Star’s software shows you something different, follow Star’s steps.

- 1 Connect the printer to your network with an Ethernet cable, load the paper and switch it on. Print a self-test (hold **FEED** while you switch it on) and note the IP address.
- 2 Download Star’s **TSP100 futurePRNT** software for Windows from Star’s support site and run it.
- 3 Follow its steps to find and add the printer on your network. Turn off any VPN while you do this.
- 4 In the printer’s printing preferences, choose **72mm** receipt paper, a **partial cut** at the end of the document, and **Low** print speed for the best quality.
- 5 Make it the default printer (see Make it the default printer).

Make it the default printer

Make the receipt printer the register computer's default printer. Chrome's print window offers the default printer until you pick another one, and on Windows the Indition drawer helper always opens the drawer through the default printer.

Windows

- 1 Open **Settings → Bluetooth & devices → Printers & scanners** (on Windows 10, **Settings → Devices → Printers & scanners**).
- 2 Turn off **Let Windows manage my default printer**. Otherwise Windows keeps moving the default to whichever printer was used last.
- 3 Click the receipt printer, then **Set as default**.

Using the drawer helper? The helper picks up the default printer when it starts. If you change the default printer after installing it, sign out of Windows and back in, or restart the computer.

Mac

- 1 Open **System Settings → Printers & Scanners**.
- 2 In **Default printer**, choose the receipt printer instead of Last Printer Used.

Chrome print settings

The register prints through Chrome. When a receipt prints, Chrome's print window opens and the cashier clicks **Print**. Check these settings once on each register computer; Chrome normally remembers them for next time.

Setting	Choose
Destination	The receipt printer
Paper size (under More settings)	The printer's roll: Roll paper 80 x 2000 mm for the Epson on a Mac, 72mm * 2000mm for the Star on a Mac, or the 80mm roll with the longest length on Windows
Margins	Default
Scale	Default
Headers and footers (under Options)	Off (unchecked)

Don't change Scale or Margins to make a receipt fit. The receipt already sizes itself to the register's paper. A wrong paper size or scale is exactly what cuts off the right side, or shrinks the receipt with giant margins.

Print density and quality

Star TSP143IIILAN

Set **Print Speed** to **Low**: it gives Star’s best quality. If print is still too light on a Mac, the driver’s **Print Density** goes from -3 to +3; raise it one step at a time. On Windows, choose Low print speed in Star’s printing preferences.

Epson TM-T20III

The Mac driver has no darkness setting. Print density is stored in the printer itself, so it applies whichever computer the printer is plugged into.

- 1 Switch the printer off.
- 2 Hold **FEED** and switch it on. It prints a self-test.
- 3 The end of the self-test page explains how to enter the printer’s settings mode with the FEED button. Follow it and raise **Print density**: +2 or +3 is common.

Darker printing is slower and wears the print head faster, so go no higher than you need.

If print stays faint or speckled whatever you set, find out whether it’s the printer or the paper: see the first section of *Receipt Printing Troubleshooting*.

Network printers

This section is for a network printer such as the Star TSP143IIILAN. A USB printer, such as the Epson TM-T20III, doesn’t need any of it.

How the printer gets its address

Out of the box, a network printer asks your router for an address. This is called DHCP. The self-test printout (hold **FEED** while you switch the printer on) shows the address it got.

Turn off VPN during setup

A VPN on the computer hides the printers on your local network, so the computer can’t find the printer. Turn it off while you add the printer, then turn it back on.

A printer on a different network

If the printer’s address doesn’t match your network, for example the printer shows 192.168.9.x and your computers are on 192.168.102.x, it probably has a fixed address from a previous setup. Reset its network settings (Star’s manual describes the reset button), or ask whoever manages your network to put it on the same network as your registers.

DHCP or a fixed address

Choice	How it works	Watch out for
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DHCP (the default)	The router hands the printer its address. Nothing to set in the printer.	The router can give the printer a different address later, for example after a power cut, and then the registers can't find it. Ask whoever manages your network to reserve the printer's address in the router (a DHCP reservation).
Fixed (static) address	The address is set in the printer and never changes.	It must be on the same network as your registers, and the router must not hand the same address to another device. If the printer moves to another network, it keeps the old address until you reset it.

For most stores, the simplest reliable choice is DHCP with a reservation in the router.

If the printer's address does change, add the printer again on each computer with the new address. On a Mac, running the Terminal command again with the new address also works.

Final test

1. Test print from the Receipt Designer

- 1 On the register computer, sign in to the back office in Chrome and open **Point of Sale → Receipt Designer**.
- 2 Open the sale receipt layout the register uses: the default is **Indition basic receipt**. Click **View** on a built-in layout, or **Edit** on your own.
- 3 Set **Paper (Designed for on your own layouts)** to the roll in the printer, for example 80mm roll (3 1/8"). A Test print uses this paper, not the station's.
- 4 Click **Test print**. A new tab opens with Chrome's print window: choose the receipt printer and print. Test print prints what the preview shows, and saves nothing.

To test with a real sale, type its number in **Or a real sale number** before you click Test print.

2. A real sale

- 1 At the register, ring up a real sale of a low-priced item and take cash.
 - 2 On the **Sale Complete** screen, click **Print**, then **Print** in Chrome's window.
 - 3 Check the receipt against the list below.
 - 4 If it was only a test, refund it the usual way.
- [] The right edge is complete; nothing is cut off.
 - [] No giant margins: the receipt fills the width of the paper.
 - [] The print is dark and even, and the logo is clean.
 - [] The cut is below the last line (with the small end mark), and nothing is left under the print head.
 - [] The cash drawer opened, if you have set one up.

Something not right? See *Receipt Printing Troubleshooting*.

Need help? Email support@indition.com with your store name, the printer model, whether the register is a Windows PC or a Mac, and a photo of the receipt.