

Freedom To Fly
The Way You Want

Time	To	Flight	Gate	Remarks
2310	Frankfurt	LH 524	C24	Boarding
2320	London-Heath	BA 16	C16	Boarding
2325	Tokyo-Narita	NH 902	D35	Boarding
2325	London-Heath	QF 9	C13	Boarding
2340	Paris-CDG	DL 8377	C22	On Time
2345	Tokyo-Narita	AA 5832	D44	Boarding
0025	Osaka-Kansai	JL 722	D40	On Time
0055	London-Heath	QF 31	C26	On Time
0130	Beijing	CA 970	D30	On Time
0145	Moscow-Domode	UA 516	C23	On Time



Training Guide

Printer Functions

SabreSonic CSS Interact

Sabre.

Software Version 7.3

Document Edition 1.4 (09 2016)

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Document Revisions

Date	Section	Description
25 March 2013	Throughout	Document brought to recent template.
22 July 2014	Throughout	Document brought to recent template.
23 September 2014	Added new section, removed ACSI section, updated screenshots for Interact 5.7	You can assign a different function to a printer for all work stations. You can select this option in the Printer Functions window. Refer to the Undesignate Different Printer Type section for more information. Removed ACSI Users in SITA Environment section from lesson.
14 September 2016	New section: Ticket with ETKT Printer	Assign ETKT printer to issue tickets without printing any tickets or receipts

Objectives

Item	Objective	
Objectives	<p>By the end of the module, participants will be able to:</p> <ul style="list-style-type: none"> • Demonstrate designating a hardcopy, ticket, boarding pass, or bag tag printer • Demonstrate undesignating a hardcopy, ticket, boarding pass, or bag tag printer • Describe how to place a printer on hold • Describe how to release the printer • Explain why you would review the printer status • Demonstrate displaying the assigned printers • Explain how to clear and restore printers • Send test messages • Change the printer's function 	
EPR	Duty Code:	<p>For airport or city ticket office ticketing, the duty code 4 or 5 is required.</p> <p>For Reservations Ticketing (formerly named Tickets by Mail), the duty code 7 is required.</p>
	Keyword:	No specific keyword required
UAT	Keyword:	<p>Depending on your carrier's settings, Holding, Releasing and Clearing messages from queue may require either the EPR keyword PTRAGT, or the EPR keyword HDQAGT along with being signed in with a ‡ (Cross of Lorraine) duty code. Check internally with your carrier as to which requirements apply for your airline partition.</p> <p>For carriers using the Agent Sales Report (ASR) option, the EPR keyword DIENBR is required in order to assign Ticket printers.</p>
Preparation	<p>To prepare for teaching this module:</p> <ul style="list-style-type: none"> • Verify the printer is in working order • Ensure paper is available and correctly aligned • Determine LNIATA address(es) for: <ul style="list-style-type: none"> ◦ Hardcopy Printer ◦ Ticket Printer ◦ Boarding Pass Printer ◦ Bag Tag Printer • Identify Ticket Print Routine for the host carrier 	
Reference	<p>For more information, refer to the Focus reference system.</p> <p>For advanced printer troubleshooting, refer to the <i>Printer Troubleshooting</i> module for Native Sabre.</p>	



Printer Functions

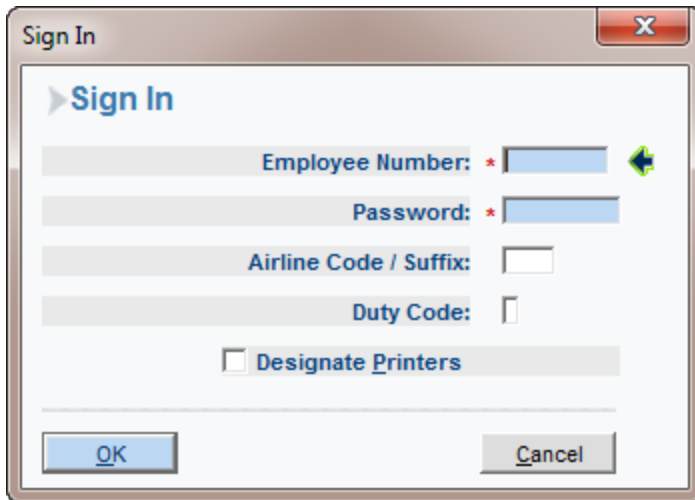
There are different methods for accessing the printer functions:

- Initial Sign-in
- Printer function <CTRL + P> (hotkey)

1.1 Initial Sign-in

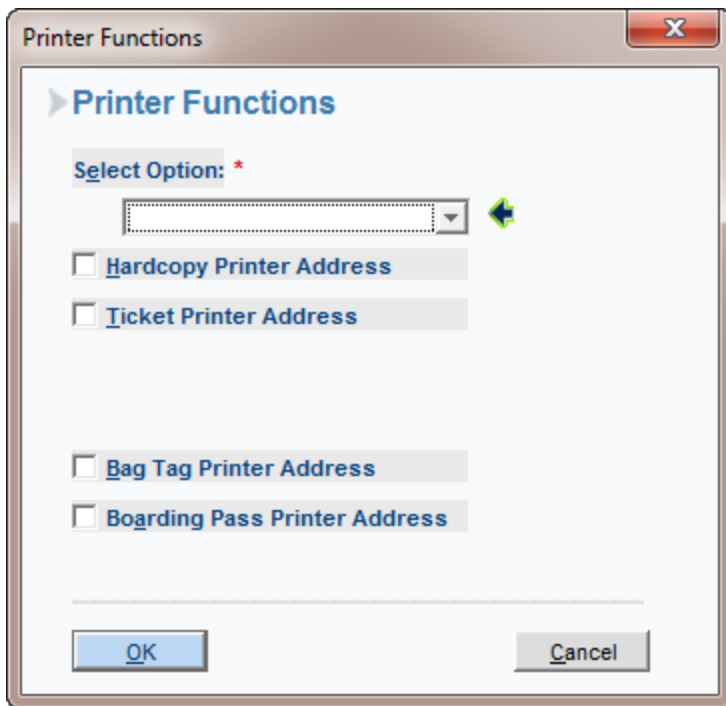
To access printers from the initial sign-in

1. Select Sign In from the Sign In menu item.



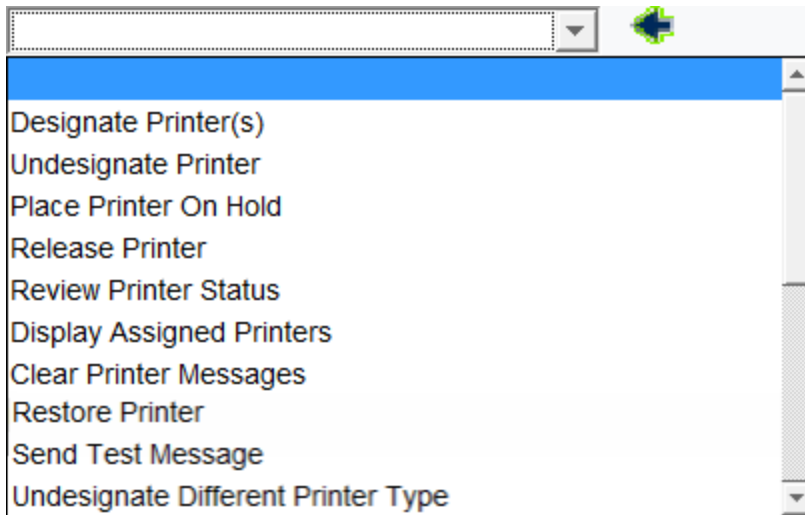
2. Enter your Employee Number.
3. Enter your Password.
4. Enter a 2-letter Airline Code/Suffix (optional, will default to your carrier).
5. Enter a Duty Code (optional, will default to your highest duty code).
Note Reservations and Airport ticketing requires a 4 or 5 duty code.
6. Select the Designate Printer check box.
7. Select **OK**.

The Printer Functions window displays:



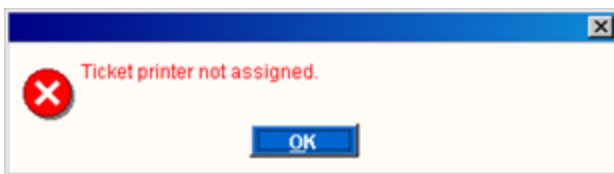
The Printer Function window will pop up from your initial sign in. If you have bypassed signing into the printer, you can use the shortcut CTRL +P to access the Printer Function window again.

8. Select an option from the drop-down box. (Each option will be discussed in detail within this module).



9. Select the printer type check box(es).

As each printer type is selected, new fields will appear, each is discussed in detail in this module. If you attempt to issue a ticket and the printer is not designated, a warning window displays.



1.2 Designate Printer

This functionality allows you to designate an individual type of printer or multiple printer types (hardcopy printer, ticket printer, bag tag printer, boarding pass printer) in a single entry.

1.2.1 Hardcopy Printer

To designate a hardcopy printer

1. Select the Hardcopy Printer Address check box.

An additional field immediately displays:



A screenshot of a software interface showing a checked checkbox labeled 'Hardcopy Printer Address' next to a text input field with a blue arrow pointing left.

2. Enter the printer LNIATA address.

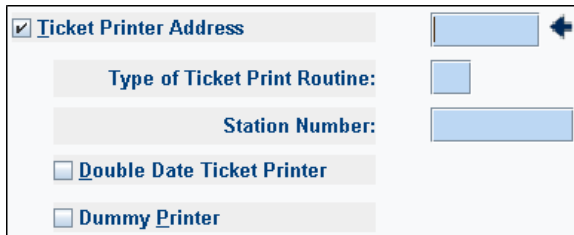
1.2.2 Ticket Printer

For carriers using the Agent Sales Report (ASR) option, the EPR keyword DIENBR is required in order to assign Ticket printers.

To designate a Ticket Printer Address

1. Select Ticket Printer Address check box.

Additional fields immediately display:



A screenshot of a software interface showing a checked checkbox labeled 'Ticket Printer Address' next to a text input field with a blue arrow pointing left. Below this are three more input fields: 'Type of Ticket Print Routine:' with a small blue box, 'Station Number:' with a larger blue box, and two unchecked checkboxes labeled 'Double Date Ticket Printer' and 'Dummy Printer'.

2. Enter the printer LNIATA address; this will be the 6 digit alpha / numeric location for the ATB stock printer.
3. Enter type of Ticket Print Routine; input your 2 digit print route. For ATB ticket stock, you would enter either 2A or 2D. Check internally for the stock routine for your airline.
4. Enter a Station Number.

Check internally with your carrier to identify the Ticket Print Routine, but following are some examples:

Item	Description
2A	Airport Ticketing on ATB ticket stock
2T	Generated tickets without automatic issuance of boarding pass, using form number 24
2M	Automated Ticket and Boarding Pass Reservation Ticket stock, using form number 21
TB	Preprinted ticket numbers with two tax boxes, using form number 44. An invoice/mailer is attached to the ticket and the boarding pass must be issued separately

1.2.3 Double Date Ticket Printer

Those users who are working double-dated shifts must select this ticket printer option to allow for the creation of a single Agent Sales Report (ASR) or Automated Ticket Agent Checkout (ATAC) detail record. By doing this, you can still access the same ASR/ATAC detail record opened prior to the date change, once the date change has occurred.



1.2.4 Bag Tag Printer

A Bag Tag Printer generates your automated bag tags. Add the LNIATA address of the bag tag printer as shown below.

To designate a Bag Tag Printer Address

1. Select the Bag Tag Printer Address check box. Additional fields immediately display.



2. Enter the printer LNIATA address.

1.2.5 Boarding Pass Printer

You can assign a boarding pass printer.

To designate a Boarding Pass Printer Address

1. Select the Boarding Pass Printer Address check box. Additional fields immediately display.



2. Enter the boarding pass printer LNIATA address.
3. Select **OK**.

Note The Boarding Pass printer is the same as the ticket printer only if you use Automated Ticket and boarding pass stock (ATB).

The Printer OK Response window displays:



1.2.6 Ticket with ETKT Printer

You may issue tickets without printing any tickets or receipts by designating an ETKT printer. Keep in mind this option is not suited for airport agents who would likely need to print these items.

Notes

- Ensure you are using the appropriate station number when designating the ETKT printer.
- The Interact Interface requires you to specify the station number when designating an ETKT printer, even if it's the default station listed in your OAC settings.

To designate an ETKT printer

1. Select the Ticket Printer Address check box.

Additional fields immediately display.

2. Enter the printer LNIATA address as *ETKT*.
3. Enter your 2 digit print route. For ATB ticket stock, you would enter either 2A or 2D. Check internally for the stock routine for your airline.
4. Enter a Station Number.

Printer Functions

Printer Functions

Select Option: *

Designate Printer(s)

Hardcopy Printer Address

Ticket Printer Address

Type of Ticket Print Routine: 2A

Station Number: 77777711

Bag Tag Printer Address

Save values as defaults

OK Cancel

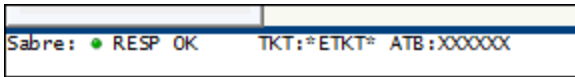
5. Select **OK**.

The Printer OK Response window appears.



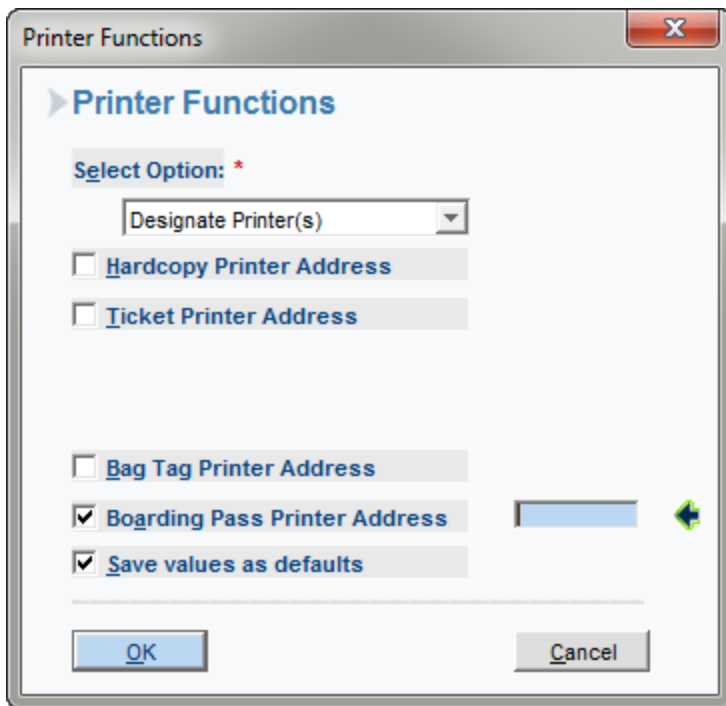
6. Select **OK**.

You have now designated the ETKT printer.



1.2.7 Save Values as Defaults

If instructed by your carrier, you can select to save the values you have input as your defaults. Your Interact Interface may already be set up to retain your values, check with your carrier to learn if you are to select this option or not. This option requires the Auto Designate Printers enhancement.



To save a printer address as your default printer

1. After all your selections are made, select **OK**.
The response will be the Printer OK Response window for each printer assigned.
2. Select **OK** to continue.

1.3 Undesignate Printer

This functionality allows you to undesignate a printer or printers at the same time for all areas signed into Interact.

To undesignate a printer or printers from the Printer Functions window

1. Select Undesignate Printer from the drop-down box.
2. Select the printer type check box(es).
As each printer type is selected, new fields will appear.
3. Enter additional information as required.
4. Select **OK**.

The response displays in the work area similar to the following example:



Any data entered into the LNIATA fields are disregarded when undesignating a printer.

1.4 Place Printer on Hold

You may need to place the printer on hold to stop a print job for diagnostic purposes, or after a paper jam had been cleared, or if the printer had been offline and the hardcopy message did not print.

Note Depending on your carrier's settings, placing a printer on Hold may require either the EPR keyword PTRAGT, or the EPR keyword HDQAGT along with being signed in with a ‡ (Cross of Lorraine) duty code. Check internally with your carrier as to which requirements apply for your airline partition.

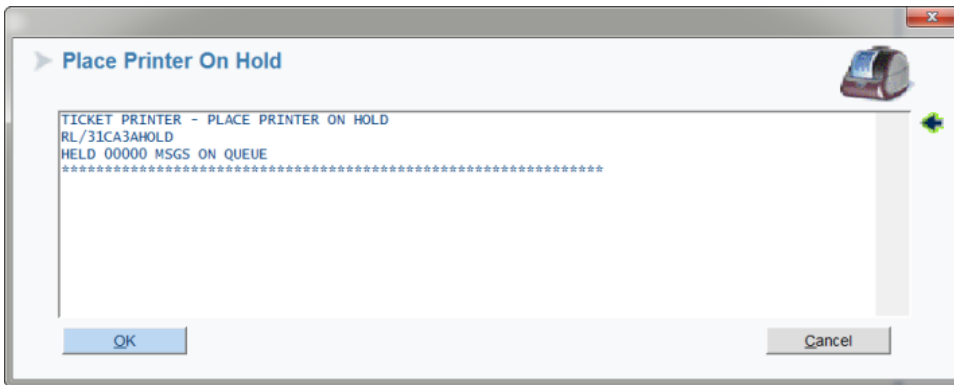
To place a printer or printers on hold from the Printer Functions window

1. Select the Place Printer On Hold from the drop-down box.
2. Select the printer type check box(es).
As each printer type is selected, new fields will appear.
3. Enter additional information as required.
4. Select **OK**.

The response displays in the work area similar to the following example:



The following is another response if there are no messages on queue:



Note After you have placed a printer on hold, be sure to release it to resume printing.

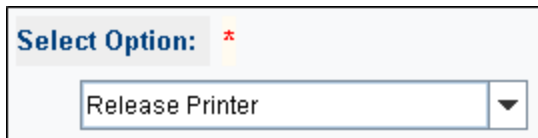
1.5 Release Printer

When the printer stops printing, place the printer on hold and then release it to resume printing.

Note Depending on your carrier's settings, Releasing a printer may require either the EPR keyword PTRAGT, or the EPR keyword HDQAGT along with being signed in with a † (Cross of Lorraine) duty code. Check internally with your carrier as to which requirements apply for your airline partition.

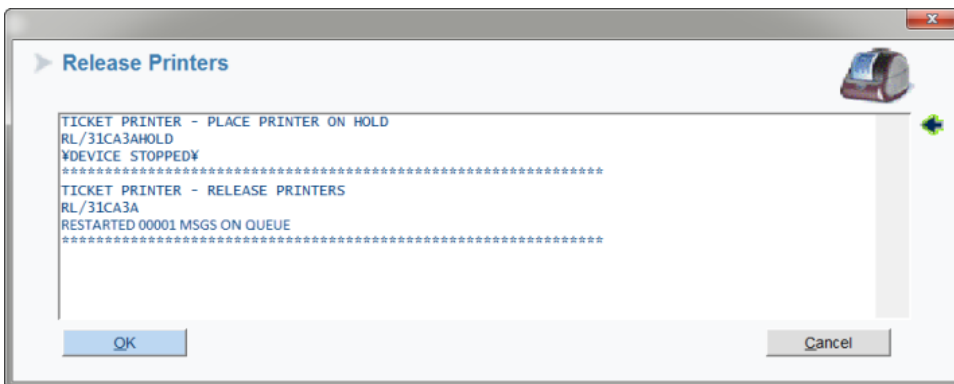
To release a printer or printers from the Printer Functions window

1. Select **Release Printer** from the drop-down box.



2. Select the printer type check box(es).
As each printer type is selected, new fields will appear.
3. Enter additional information as required.
4. Select **OK**.

The response displays in the work area similar to the following example:

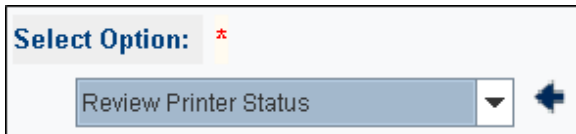


1.6 Review Printer Status

This functionality allows you to check the printer status of a specific printer. Messages are sent to the printers in buffers and a buffer is a group of up to 96 characters. The system counts buffers, not total messages and this total is reflected in the DEVICE STATUS HISTORY when a printer status is requested. All of the numbers can increase to 999, at which time they recycle back to 001.

To review the status of a printer from the Printer Functions window

1. Select the Review Printer Status from the drop-down box.



2. Select the printer type check box(es).
As each printer type is selected, new fields will appear.
3. Enter additional information as required.

The response displays in the work area similar to the following example:



1.6.1 Definition of Terms in a Device Status History

Item	Description
PSS	Sabre System
PRODEV	Protected Device. When a printer is released, the first message is protected and not lost.
NO LMT MSGS	No long message transmission
DATA ACK	This column indicates the number of buffers received since the AAA was last cleared.
CONTL ACK	The Control ACKs build when messages are sent to a printer or when the release entries have been done on the printer.
CODE	This reflects an internal status code for the device status history. For example, 0 indicates a normal status and no problems exist.

Item	Description
DEVICE ERROR	If this message displays, the printer is probably off-line.
TSN ERROR	If this message displays, there has been a transmission sequence number error. The data received with a TSN did not match the expected number. Messages come across to the printer in a sequence and in numerical order.

1.6.2 Status Codes

Item	Description
00	Normal status. No problems exists
1	Last data has been received with a transmission sequence number that did not match the expected one
2	Transmission errors between transmitter and receiver link or in other words from Host to User
3	Transmitter unable to communicate with a device
4	Device is in a state that prohibits the acceptance of data, originating at the device. Communication is broken off between transmitter and device
5	Temporary physical or logical condition that prevents data acceptance at this time – should clear at any moment. The hold function will cause this condition
6	Indicates that it was necessary to resend data two or more times before a successful transfer to device occurred
7	The processor was reset or IPLs at the time the device received a protected message. The controlling CRT could have been turned off or the printer could have received a keyboard IPL
8	A protected message was received for which a TA/device code does not exist

1.6.3 Empty - No Messages

The following is an example response if the print queue is empty with no messages on queue waiting to print:



1.6.4 On Hold - No Messages

If the printer is on hold with no messages on queue:



1.6.5 On Hold or Stopped - With Messages

The following is an example if the printer is on hold or stopped and has messages on queue:



Response Explanation

Item	Description
PSS	Sabre system
PRODEV	Protected Device. When a printer is released, the first message is protected and not lost.
STOPPED	The device has been stopped
00010 LMT MSGS ON QUEUE	There is at least one message still on queue to print
POSITION FORM	<p>You need to make sure the paper is lined up correctly and is feeding into the device properly. Another responses could be:</p> <p>DEVICE ERROR – could indicate any of the following:</p> <ul style="list-style-type: none"> • A hold entry was made • Printer is off Line or has been turned off • Paper is jammed • Printer cover is open, causing the printer to be off line • Printer is unplugged • The master (controlling) workstation is down

1.7 Display Assigned Printers

This allows you to display and verify the assigned printers and work areas. Only one hardcopy printer at a time may be designated in each area.

To display assigned printers from the Printer Functions window

1. Select Display Assigned Printers from the drop-down box.



2. Select **OK**.

The response displays in the work area similar to the following example:



Response Definition

Item	Description
JFK.HDQ4	AAA City, Home City, Duty Code of Agent
UMM...A	Agent Sine (UMM) and Current Working Area (A)
ACTIVE AGENT- M SS TRNG SMITH 123456U0	Identifies user's name, Initials, and employee number by reading the EPR signed into the workstation
2A T-31CA3A B-31CA3A	Ticket Print Routine (2A), Single Space (1) and the printer's line address

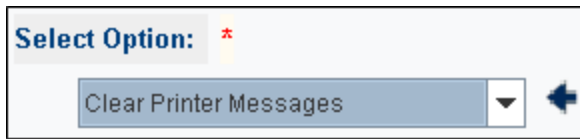
1.8 Clear Printer Messages

This functionality allows you to clear all messages on queue.

Note Depending on your carrier's settings, Releasing a printer may require either the EPR keyword PTRAGT, or the EPR keyword HDQAGT along with being signed in with a † (Cross of Lorraine) duty code. Check internally with your carrier as to which requirements apply for your airline partition.

To clear printer messages from the Pinter Functions window

1. Select Clear printer Messages from the drop-down box.



2. Select the printer type check box(es).
As each printer type is selected, new fields will appear.
3. Select **OK**.

The response displays in the work area similar to the following example:



1.9 Restore Printer

In Interact, ticket, boarding pass, and bag tag printers use configuration commands, called PECTABs which enable the printer to process the data to be printed. PECTABs are automatically downloaded from the system. It is possible that the PECTABs become lost or incorrectly replaced during the check-in process or during printer assignment. When this occurs, PECTAB ERROR will display on the printer's status screen. Restoring the PECTABs to a printer is a multi-step process.

Note Restoring the PECTABs can be accomplished without losing the data that may be in queue for printing.

Note PECTAB restore is valid for ticket, boarding pass, and bag tag printers, but is not valid for hardcopy printers.

To restore the PECTABs to a printer from the Printer Functions window

1. Place the printer on hold (as previously discussed).
2. Return to the Printer Functions window.
3. Select **Restore Printer** from the drop-down box.

4. Enter the printer address.
5. Select **OK**.

The entry to restore displays on screen; the entry varies depending on the printer function and the SabreSonic Check-in platform (SSCI).

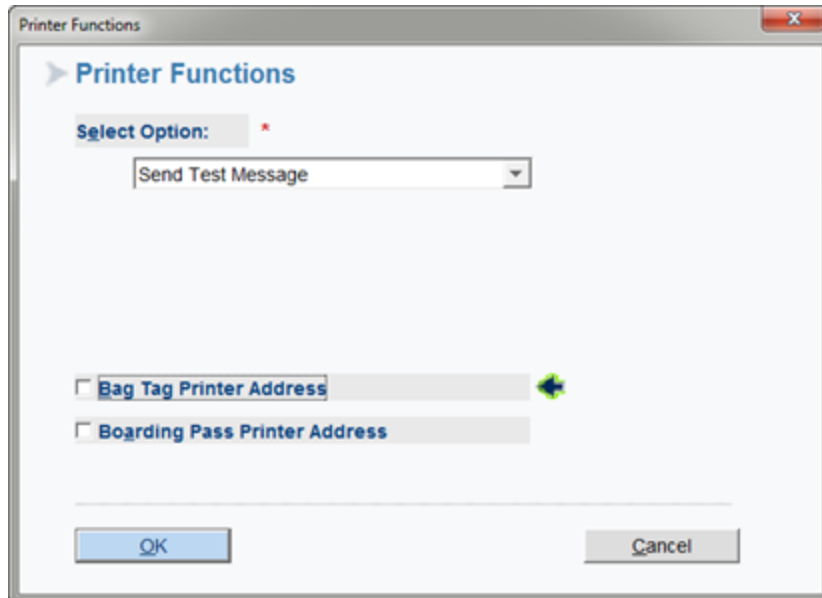
1. Return to the Printer Functions window.
2. Release the printer (as previously discussed).

1.10 Send Test Message

This functionality allows you to send a test print to test bag tag and boarding pass printers. A test message includes a one-line printout of all the characters that can be in a message.

To send a test print from the Printer Functions window

1. Select the printer type check box(es).
The display will change to only allow you to choose Bag Tag Printer Address or Boarding Pass Printer Address.



2. Select the printer(s) that apply.
As you select a printer, a field for the printer address will appear.
3. Enter the printer address(es).
4. Select **OK**.

A test print is sent to the requested printer(s). The response below is a T1 message. If the T1 message prints, the printer has no hardware problems.

```
PSS-PROT TEST MSG
#*,./0123456789@ABCDEFGHIJKLMN0PQRSTUVWXYZ-#*,./01234 56789@AB
END
```

1.11 Undesignate Different Printer Type

Select this option to assign a different function to a printer for all work stations. For example, printer number 7d4124 is designated as a ticket printer, but you need to run boarding passes off that same printer. You could then designate the printer to issue boarding passes instead. The printer remains a boarding pass printer until you change it back to a ticketing printer, or until you sign out of the *Sabre* system.

Caution Remember, in this scenario, this would suspend ticket printing capabilities for everyone else. Advise other agents that you are changing the printer function before doing so, and switch back to the previous printer type once you finish.

To change a printer's function

1. Select <Ctrl+P> to display the Printer Functions window.
2. Select the **Undesignate Different Printer Type** from the drop-down menu.
3. Select the printer type you want to print from.
4. Input the printer address. This is the printer whose function will change.
5. Select **OK**.

The Printer OK Response window displays.



6. Select **OK**.