

GoTab & SmartBar Integration Guide

Technical Overview & Troubleshooting

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Integration Overview

The GoTab and SmartBar integration enables automated order communication from GoTab's Kitchen Display System (KDS) to SmartBar's fulfillment screen. This guide explains how the integration works, outlines best practices, and provides troubleshooting steps.

How the Integration Works

System Architecture

The SmartBar system receives orders through a one-way communication channel:

1. Staff member selects *"Print on Dispatch"* in GoTab's KDS. The order is sent to the Epson printer assigned for SmartBar.
2. SmartBar's firmware reads the printed ticket and translates it into SmartBar's fulfillment system.

Key Technical Points

- **One-way communication only** — SmartBar does not send data back to GoTab's POS.
- **Text-based matching** — SmartBar matches printed item names directly to recipe names in its system.
- **Printer as bridge** — The Epson printer with SmartBar firmware is the critical link between systems.
- **No GoTab POS integration** — SmartBar only reads what prints from the KDS, not from GoTab's backend.

Best Practices for Operators

Menu & Recipe Alignment

- **Exact spelling match** — Item names in GoTab must match the printed SmartBar recipe names exactly (including capitalization). Example: *"Margarita"* in GoTab must match *"Margarita"* in SmartBar, not *"Margartita"*.
- Ensure that the printed item does not exceed more than one line of text on the ticket.
- The printed item must not contain any special characters. Example: & or \$
- Test after menu changes — Whenever you update product names, modifiers, or options in GoTab, verify that print output matches SmartBar recipes.
- Document recipe names — Keep a reference of exact product names as they appear in SmartBar for easy comparison.

- Plan for GoTab updates — Before system migrations or updates to printing logic, coordinate with SmartBar to ensure product names won't be affected

Printer Configuration

- **Never update printer firmware** — SmartBar printers have specific firmware required for ticket processing. Standard firmware updates will break the integration
- Verify printer assignment — Ensure the correct SmartBar printer is assigned as the fulfillment printer in GoTab's KDS settings
- Physical connection — Verify the printer is connected to power and network, and that the serial cable is securely connected to the SmartBar unit. The printer must be turned on and properly loaded with paper.
- Regular check-ins — Test the integration immediately after any revisions to the recipes/items are completed to ensure proper processing. (No need for monthly check-ins)

Troubleshooting Guide

Use this guide when orders are not reaching SmartBar or appear incomplete. The solutions follow a logical order of likelihood.

Issue #1: All Orders Missing from SmartBar

Likely Cause 1: Printer is Offline

- **Check:** Is the printer powered on? Are all cables connected (power, network, serial)? Is the paper loaded correctly?
- **Solution:** Power cycle the printer. Unplug for 30 seconds, reconnect, and test with a new order. Re-seat the paper roll and feed paper through the printer.

Likely Cause 2: Printer Not Assigned in KDS

- **Check:** In GoTab's KDS settings, verify the SmartBar printer is assigned as the "*Fulfillment Printer*"
- **Solution:** Reassign the correct SmartBar printer in the KDS. Verify the printer name includes "*(Smart Bar)*" or similar identifier.

Likely Cause 3: Print on Dispatch Not Enabled

- **Check:** In GoTab's KDS, confirm that "*Print on Dispatch*" is enabled
- **Solution:** Enable "*Print on Dispatch*" in the KDS settings and test with a new order.

Likely Cause 4: System Offline

- **Check:** Are GoTab and SmartBar systems powered on and functioning normally?
- **Solution:** Restart both systems. If the issue persists, contact technical support.

Issue #2: Single Items Missing from Tickets

Likely Cause: Item Name Mismatch

- **What's happening:** SmartBar only recognizes items that match its recipe names exactly. If a product name in GoTab doesn't match SmartBar's recipe, that item won't appear on the SmartBar screen.
- **Example:** GoTab prints "*Vodka Soda*" but SmartBar's recipe is named "*Vodka Soda (well)*" — the item won't match and won't appear.

- **Solution:** Check GoTab's printed output against SmartBar's recipe list. Update the GoTab item name to match SmartBar exactly, then test with a new order.
- **Prevention:** Whenever updating menu items, verify the exact spelling and capitalization against SmartBar's system.

Issue #3: Physical Connection Problems

Likely Cause: Serial Cable Not Connected

- **Check:** Is there a serial cable directly connecting the Epson printer to the SmartBar unit?
- **Solution:** Connect the serial cable. This is a physical requirement for the systems to communicate.

Quick Reference Checklist

Issue	Check First
No orders in SmartBar	Printer power, KDS settings, Print on Dispatch enabled
Single items missing	Item name spelling in GoTab vs SmartBar
After menu updates	Item names match SmartBar recipes

Support Contacts

For GoTab Support:

- Email: support@gotab.com
- Phone: Contact your GoTab Customer Success Manager

For SmartBar Support:

- Website: smartbarusa.com
- Email: service@smartbarusa.com
- Phone: 1-866-399-7160

This guide is internal documentation for GoTab support and customer success teams. For the most current information, consult the SmartBar technical documentation or contact your assigned support representative.