THERMAL PRINTERS

TROUBLESHOOTING INSTALLED PRINTERS

Before running any additional steps, first try unplugging the USB cable that connects the printer from the Terminal (not the printer), cycling the Power on the printer, and plugging the USB cable back into the terminal.

1. TP4000

The TP4000 is the Touch Dynamic Branded Thermal Printer

1. Unplug the printer from the Terminal and power down the printer
2. Reinstall the driver/software (https://www.touchdynamic.com/Drivers/167/pr-tb4/id:vWhp5bZeDbAAAAAAAAADAg/TB4-ALLOS-WHQL). In some cases, you may have to manually install the CAB file, but that should still not take but another minute to do
3. Plug the TP4000 back in and test print.

4. Now open the Station settings and assign the correct printer

5. Assign the **Touch Dynamic (ESC Mode) 650** profile and test

2. TM-20

1. Open Device Manager and uninstall the Printer in question.

2. Unplug the USB connection from the terminal.

3. Plug the USB cable into the printer and terminal.

4. Reinstall the TM-20 drivers (https://www.touchdynamic.com/Drivers/144/tm-t20-thermal-printer/id:vWhp5bZeDbAAAAAAAAACtA/Windows_Driver_APD_507_T20_EWM)

If the printer is still not working, run the "Scan for Hardware Changes" in the Device Manager and see if the printer is still showing errors and pass to level 2 if needed.

3. Epson TM-m30

1. Open Device Manager and uninstall the Printer in question.
2. Unplug the USB connection from the terminal.
3. Plug the USB cable into the printer and terminal.
4. Reinstall the driver/software (https://ftp.epson.com/drivers/pos/apd_505_m30_ewm.zip). In some cases, you may have to manually install the CAB file, but that should still not take but another minute to do
5. Now open the Station settings and assign the correct printer
6. Assign the **T88iii/TM-U200D** profile and test

4. AZT 805W Printer

Windows Installation & Configuration Steps

Accessing the DIP Switches (For Serial Connections)

To access the DIP switch, perform the following:

1. Ensure that the printer is powered off.
2. Turn the printer upside-down to reveal the bottom panel of the printer.
3. Press up on the plastic clasp on the cover to remove the DIP switch cover.
4. Slide the DIP switches to your desired settings.

Use the DIP switch to adjust the printer settings. The DIP switch controls can adjust settings that include COM port baud rate, Print mode, Beeper, Print density, and Print speed.

Baud Rate	DIP1	DIP2	Default
9600 bps	OFF	OFF	
19200 bps	OFF	ON	
38400 bps	ON	OFF	
115200 bps	ON	ON	▲

Print Mode	DIP3	DIP4	Default	
42 characters	OFF	OFF	▲	(AZT-806BT)
48 characters	OFF	ON	▲	(AZT-804R, AZT-805W)
53 characters	ON	OFF		
Reserved	ON	ON		

Beeper	DIP5	Default
Enable	OFF	▲
Disable	ON	

Print Density	DIP6	Default
Light	OFF	▲
Dark	ON	

Print Speed	DIP7	Default
Fast	OFF	▲
Slow	ON	

Self-Test Printing Print

Perform a self-test sheet to ensure that the printer head and cutter are operating properly. To run a self-test:

1. Turn off the printer.
2. Hold the FEED button, and then turn on the printer. After 3 seconds, release the FEED button, the printer will print a self-test sheet.

Set an Ethernet IP Via DHCP (Auto)

1. Plug in power and Ethernet into the back of the printer and the other end of the ethernet cable is plugged into your router or switch.
2. Press and hold the feed button on the front of the printer.
3. Turn on the printer while still holding the "Feed" button
4. The printer will start beeping as it looks for an IP address, at this time you can release the "Feed" button.
5. The printout will have the printer's current IP address listed at the top

Set an Ethernet IP Address (Manual)

1. Download the Driver Installation Tool from http://www.aztpos.com/downloads/
2. Click the IP configuration (ZQIPSetting).
3. Change the port setting to USB. This may be selected by default.
4. In the New IP box, type in an IP address that is compatible with your network. This IP should match your router settings.
5. Press the Set IP button. The printer should beep in confirmation.
6. Turn the printer power off, and then back on.
7. To confirm the setting, print out a self-test page.

	Current	Updated
Ssid	AZTPOS	AZTPOS
NetWork Mode	Infra(STA)	Infra(STA)
Encryption	WPA_AUTO	WPA1PSK/WPA2PSK(AUTO)
Key Index	N/A	1
Encryption Key	POS1	POS1
Channel	Auto	Auto
Wireless Mode	b/g	b/g
Rate	1M	1M
AP BSSID Filter	00-00-00-00-00-00	000000000000 (0 indicate Auto)
Wireless Roam	Disable	Disable

Submit

Connecting to WiFi Network (May disrupt remote connections)

You will need a device with WiFi capability and an available IP address. Have your network's WiFi SSID, network password, and network encryption type available.

1. Plug in and turn on the printer.
2. Open the Network Settings on your device.
3. Connect to Simple WiFi.
    > **Note:** There is no password to access the Simple WiFi network. You can add a password after connecting for added security.
4. Open a web browser, and in the URL, type 192.168.2.1.
    a. A Security dialog box will display requesting a user name and password.
    b. In the User name field, enter admin.
    c. In the Password field, enter 1234567.
    d. Click OK.
5. The Simple WiFi Module page will display.
6. Click Wireless Settings in the left-hand column of the screen.
7. Type the WiFi SSID into the SSID Updated Field.

Note: Your WiFi SSID may be named after the brand of router. The SSID is case sensitive.

8. From the NetWork Mode drop-down box, select INFRA (STA).
9. From the Encryption drop-down box, select WPA1PSK/ WPA2PSK (AUTO).

Address Type:	Static IP			
Static IP Address:	192	168	1	89
Subnet Mask:	255	255	255	0
Default Gateway:	192	168	1	1
DNS Server:	192	168	1	1

10. In the Encryption Key dialog box, enter your WiFi network password.
11. Press SUBMIT to save your changes.

Changing the printer's IP address to match your network's current IP address set

1. From the Simple WiFi Module page, click Advanced Settings from the left-hand column.
2. Enter an unused IP address into the Static IP Address field (ex. 192.168.1.89, 192.168.1.112, 192.168.1.201).
3. Enter the subnet mask of your network into the Subnet Mask field.
    Note: For a 192.168.1.xxx type of network, the Subnet Mask will be 255.255.255.0.
4. In the Default Gateway field, enter your router's IP.
5. Enter the DNS server number into the DNS Server field.
6. Click Update Settings.
    Note: A message such as, "Making this configuration page inaccessible…" or a similar message may pop up. Move on to the next step.
7. Once connected to the IP address, turn off the printer.
8. Wait 5 seconds, and then turn on the printer.
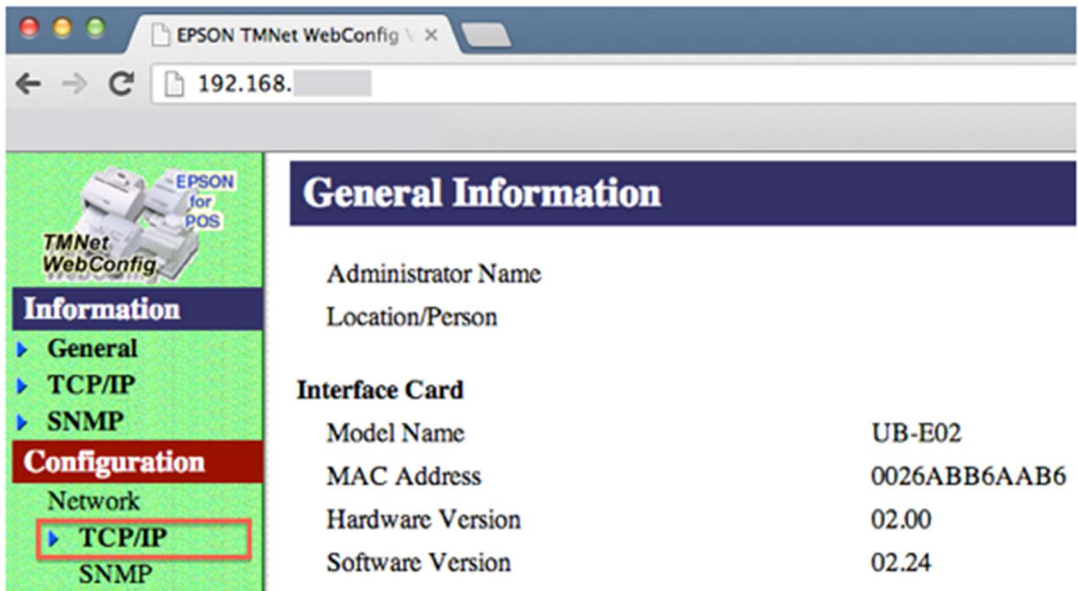
Resetting the WiFi to Factory Defaults

1. Ensure the printer is powered on.
2. Turn printer over so that the bottom is facing you.
3. Remove the bottom cover.
4. Hold the small white button down for 10 seconds.
5. Replace the cover, and turn the printer upright.
6. Turn the power on the printer off and back on to complete the reset.
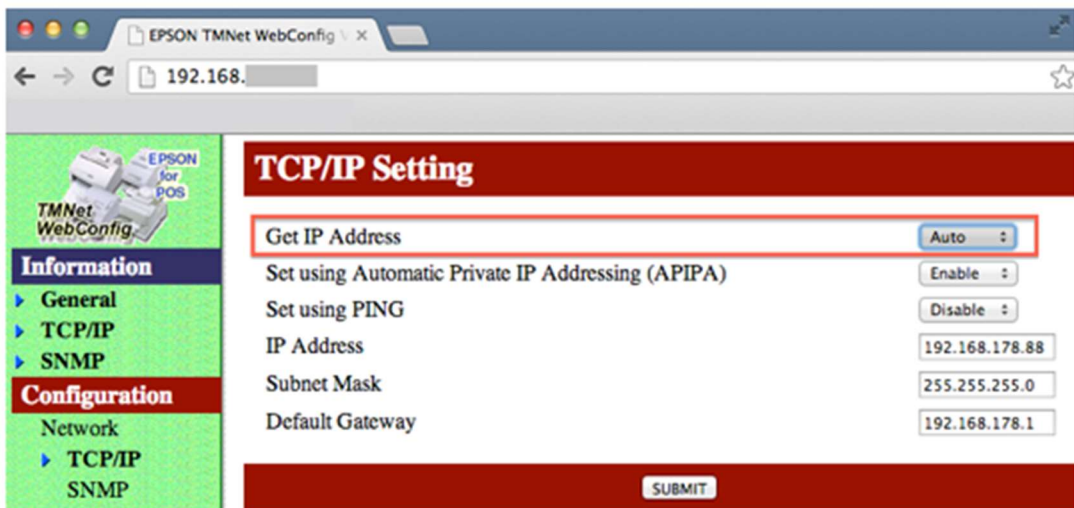
5. TM-T20II

1. Press the reset button on the back of the printer with a pen or something similar.
2. Turn the printer off, hold the feed button while turning the printer back on and then release after a few seconds. This will print out the IP address, which should now be the default: 192.168.192.168
3. Connect the printer to the PC via Ethernet cable.

4. Go into network settings on the PC and set a static IP of 192.168.192.x, subnet 255.255.255.0, gateway 192.168.192.168. Once you apply this change you will lose connection to the PC and the customer will have to do the remainder of this work with you walking them through it.
5. Have the customer open an Internet Browser and navigate to 192.168.192.168.
6. Under the configuration menu, select TCP/IP

7. Change the 'Get IP Address' setting to 'Auto', and click 'Submit'. You will see a message on your screen confirming your changes, and the printer will reboot.
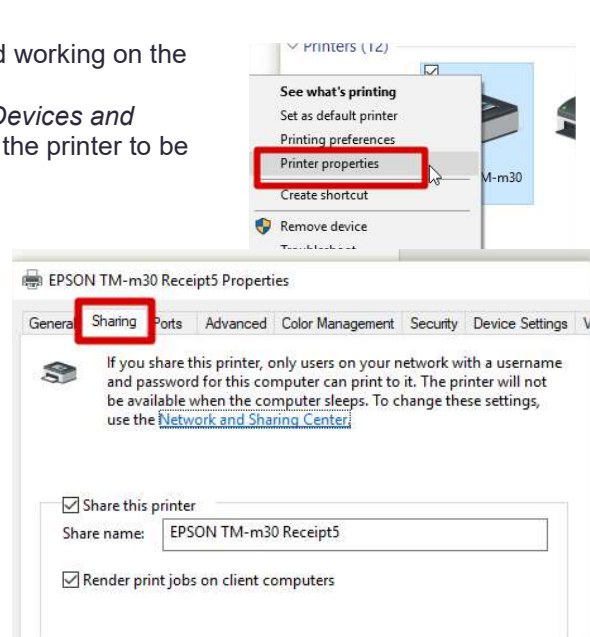

8. Reset your computer's IP address back to its original settings. To do this, follow step 2 again, but use the original settings you noted down. This will enable your computer to connect to the your network again.
9. Plug your printer back into the modem/router instead of into your computer.

6. Star Micronics SP700

SETTING UP NETWORK PRINTERS

Please make sure the customer knows that using a networked printer with a cash drawer attached will allow for each terminal connected (and using the printer in question) will have the ability to pop the cash drawer.

1. First make sure the printer to be used is installed and working on the Primary device.
2. Now, open the *Control Panel\Hardware and Sound\Devices and Printers* screen on the Primary device and right click the printer to be shared.
3. Click on the Printer Properties
4. Once the Printer Properties screen opens navigate to the Sharing Tab
5. Check the "Share this printer" and the "Render print jobs on client computers" checkboxes
6. Apply your changes and close the properties window.
7. From another device on the network, open the *Control Panel\Hardware and Sound\Devices and Printers* window
8. Click the Add Printer button
9. Select the printer shared in step 5 (you may be required to search the network for the device or install the drivers manually)

10. Now, start PointOS on the terminal used for Step 7
11. Open the *Manager's Tools* and open the Station Settings
12. Set the shared printer and profile used on the master terminal
13. Select the Test Printer option to test printing to the shared device and the No Sale functions if applicable

If you are unable to see the printer recently shared, verify the firewall and sharing settings.