MAC Driver Installation Guide

Do not connect the printer to your computer's USB port until step #13

Please contact your software provider to confirm if the use of our driver is required for their ticketing software. We recommend that the print driver is installed by either your system administrator or IT support staff. If you previously connected the printer or tried to install the print driver, take a screenshot of the "printers and drivers" dialog and attach it to the support form located at http://www.bocasystems.com/onlinesupportform.php .

NOTE: You must have full Administrative Privileges in order to download and install drivers.

1. The BOCA MAC print drivers are designed only for FGL protocol printers only. They will not work with PCL protocol printers. The self-test ticket that is printed when the TEST button is pressed will indicate the printer's protocol. **FGL** = FGL protocol and **HP** = PCL protocol

2. Click on the driver link that matches your system.

Boca driver (Cataline and older systems) version 3.10
Boca drive (Big Sur and higher systems) version 3.3.0

3. When you click on appropriate link for the driver you need, said driver will be downloaded to the blue download folder on the taskbar. Depending on your system, a package icon may be shown in front of the folder (as shown in the below image to the right).

4. Click on the blue folder or icon package and then double click on package icon .
    boca_bidi_drivers_signed_3_1.pkg (if Cataline and older system link was chosen) or **boca_drivers_big_sur.pkg** (if Big Sur and higher link was chosen).

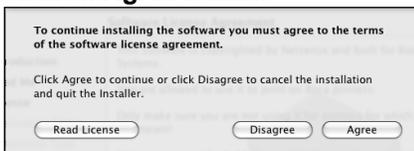5. Click on the **Continue** button.

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6. Click on the **Continue** button.

7. Click on **Continue** button.
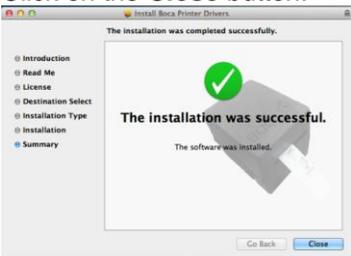
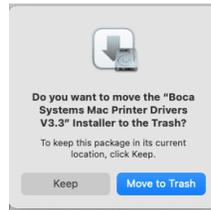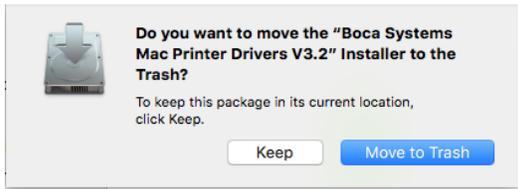8. Click on **Agree** button.

9. Click on **Install** button.

10. If your system is administrator password protected then the below dialog box will appear. Enter in the appropriate Name and Password, click on **OK** button.

11. Click on the **Close** button.

12. When the below popup comes up, click on keep.

13. Click on the **System Preferences** icon that is located on your taskbar.

14. Click on **Print & Scan** icon .

+ Button

*Your Print & Scan may vary from what is shown in above image*

15. Connect the USB cable to the host computer; power on the printer; and go to step 22. If you are not connecting to the printer via a USB cable but via an IP address (Ethernet or Wi-Fi), go to the next step.

16. The IP address of the printer is found on the self-test ticket that is printed when the TEST button is pressed.

17. Click on the **+** button in the Printer & Scan menu that was shown in step #11 to manually add a printer.

18. When the add printer menu comes up, do the following.
    A. Click on the **IP** icon.
    B. **Address:** type in the IP address that is shown on the self-test ticket.
    C. **Protocol:** choose **HP Jetdirect-Socket**
    D. **Name:** you may keep the default name or change it.
    E. **Use:** choose **Select Software….**
    F. In the Printer Software menu type **boca** in the search area.
    G. Choose the driver that matches your printer. The serial number tag will indicate Firmware (42, 44 or 46) and DPI (200, 300 or 600). See table to right.
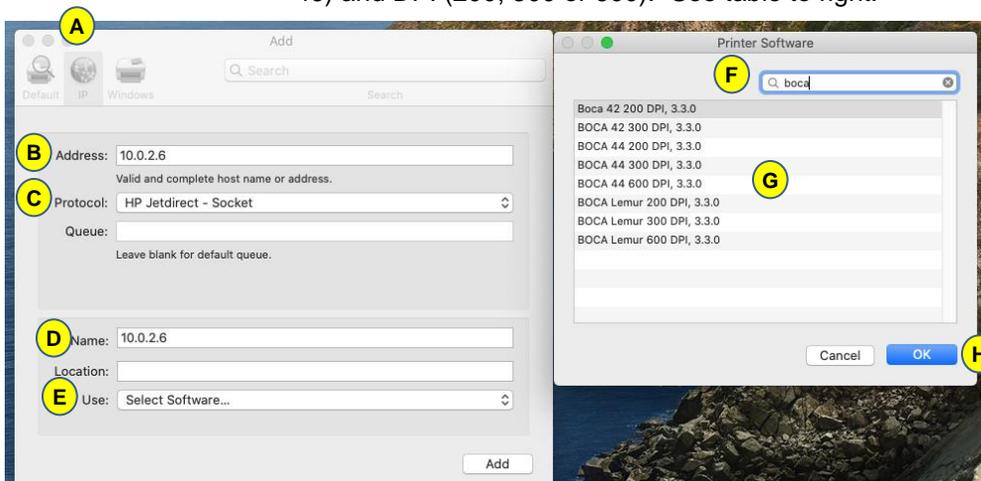

Driver	DPI	Firmware
Boca 42 200 DPI, 3.3.0	200	22 or 42
Boca 44 200 DPI 3.3.0	200	24 or 44
Boca Lemur 200 DPI, 3.3.0	200, 2L, 2C	26 or 46
Boca 42 300 DPI, 3.3.0	300	22 or 42
Boca 44 300 DPI 3.3.0	300	24 or 44
Boca Lemur 300 DPI, 3.3.0	300/ 3L	26 or 46
Boca 44 600 DPI 3.3.0	600	24 or 44
Boca Lemur 600 DPI, 3.3.0	600	26 or 46

3.3.0 will be shown if Big Sur or higher driver package was installed.

3.10 will be shown if Catalina or older driver package was installed.

Your IP address and software version may be different than what is show in the above image.

H. Click on the **OK** button.

19. Click on **Add** icon.

20. The below box will show up while the driver is being installed, no action is needed.
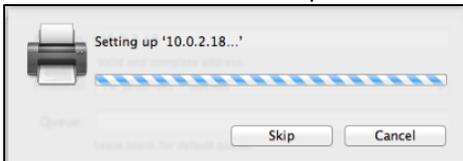
*Your IP address will be different than what is show in the above image.*

21. Under **Output Quality:** choose **Supercell**. Click on the **OK** button.
The driver will finish installing, Go to .

Your IP address will be different than what is show in the above image.

22. The correct print driver should have automatically installed if connected via a USB cable. If manually installed, the name entered in step 16 will show up. The image below is of a 200dpi driver.
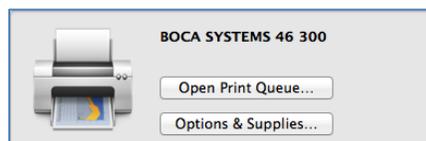*The driver name will vary due to the printer's DPI and software level.*

Boca drive icon
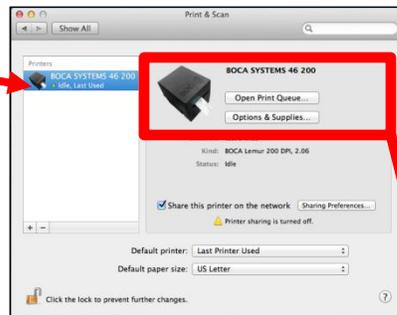
You should see an image of a small BOCA printer when the driver is properly installed. *Note: your driver name may vary from what is shown in the below image.* If you see a different image then this means the driver did not properly install. If this is the case the go to .
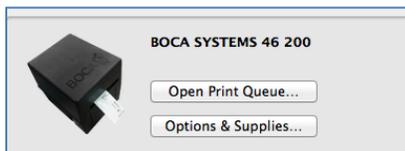

Above is the correct printer image.   Above is incorrect printer image, go to

The following will guide you through doing a test page to confirm the driver is communicating with the printer. You will want to make sure the printer has stock loaded and is able to print a self-test ticket when the TEST button is pressed. The printing of this ticket confirms that the printer is working properly mechanically. If the printer is not able to print a self-test ticket, then consult the "4.0 Installation section of the user manual (www.bocasystems.com/documents/lemur_manual.pdf).

23. Double Click on the BOCA print driver icon to open up the print queue. On the very top of the desktop screen clink on the **Printer** and then click on **Print Test Page**. Once the driver's properties menu comes up click on the **Print Test Page** button.


Print Queue
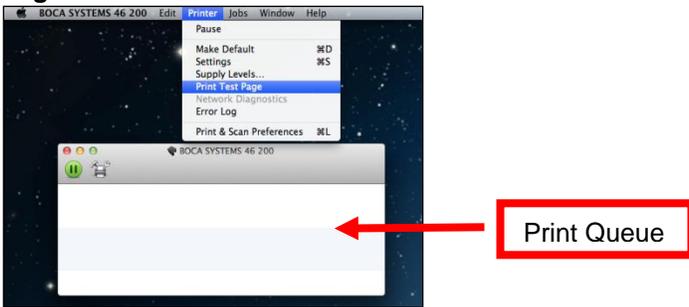
Your driver type may vary from what is shown in above image

24. The below box may show up on your screen prior to the printing of the Test page. The printing of this ticket confirms the print driver is communicating with the printer.
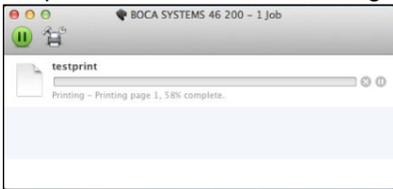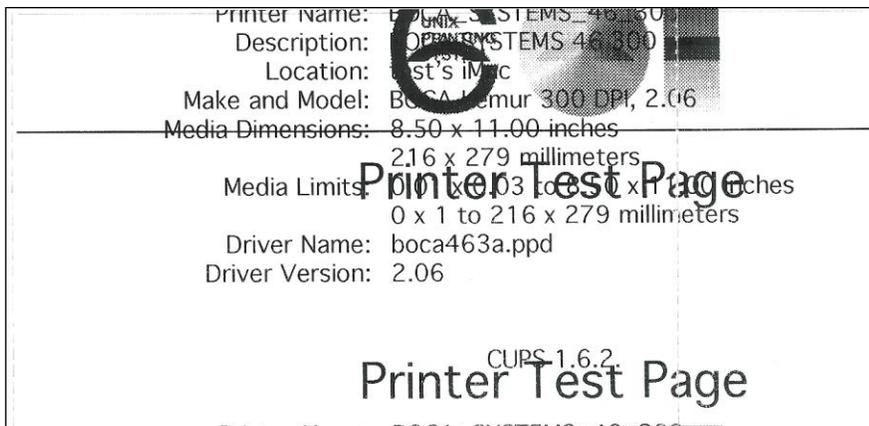

Your driver type may vary from what is shown in above image

Below are some samples printouts for reference only and your test page may look different.
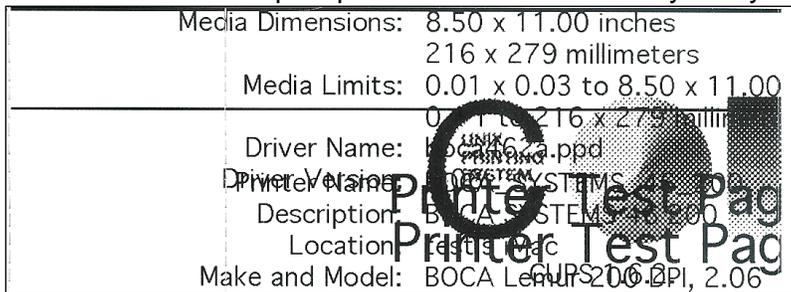
Above is from a 200DPI FGL printer with 2" x 5.5" stock

Above is from a 300DPI FGL printer with 3.25" x 6.5" stock

If you were not able to install the BOCA print driver using the above steps, please take a screenshot of the "printers and drivers" dialog and attach it to the support form located at http://www.bocasystems.com/onlinesupportform.php

<u>Download/ Install issue</u>

If you are seeing a printer image instead of a printer image for your BOCA print driver then that indicates the driver was not properly installed.

This issue is due to not having Administrative Privileges or Rights to download/ install drivers. We recommend that your IT support staff or network administrator confirm you have the correct privileges. You may also contact Apple support for assistance concerning Administrative Privileges for your version of OS X system.

We are aware of a customer who had several damaged permissions and had to "Repair Disk Permissions". You may contact Apple support for assistance in how to run this utility.

OPTIONS

1. Cut options are Normal (Cut each ticket), Disable (No cut) and Cut last ticket of job only.

2. Graphic output quality include 8x8 dither, 6x6 dither, Super Cell dither, No dither and Line Art.

3. The ability to turn On/Off the printer monitor for status returned. For return status upon program Read (as shown in example Xcode project), turn On. For faster printing with no return status, turn Off.

4. Select Printer Path 1 or 2, for dual path Lemur-2, Lemur-2K or Lemur-2P printers.

5. To rotate ticket in any of four positions, select No , Clockwise, Counter Clockwise and Upside Down rotation