![Boca Systems logo]

Boca Systems   **1065 South Rogers Circle • Boca Raton, FL 33487 • Phone (561) 998-9600 • Fax (561) 998-9609**

February 22,2024

Testing a BOCA using the Customer MAC Test Tool

Boca Systems, Inc. has developed two programs that allow customer to the printer. One operates over USB/HID & Ethernet interfaces and the other if a print driver is used. You may download load the program that fits your needs. To use these programs, you will need to download the zip file to your Apple/Mac based host computer.

For Mac use without printer driver (www.bocasystems.com/documents/boca_customer_mac.zip) customer program is used with **USB/HID & Ethernet interfaces**.

For Mac use with printer drivers (www.bocasystems.com/documents/boca_customer_driver_mac.zip) customer program is used with **print drivers or USB connection**. This program is intended to be used with the BOCA MAC print driver (https://www.bocasystems.com/documents/MAC_Driver_Install_Guide_2021.pdf). **The BOCA print driver needs to be set as the default printer driver.** Page # 6 reviews how to do this.

The following steps will guide you through opening the program once it has been downloaded.

1. The zip file you selected will be downloaded to the blue download folder on your taskbar. That is near the trashcan. Click on the blue folder to show the items that were downloaded.
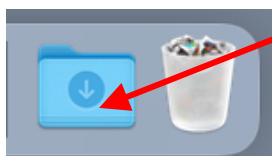

Click on blue folder

2. Double click on the program files you just downloaded. For Mac use with print drivers, this will be **boca_customer_driver_mac**. For Mac use without print driver, this will be **boca_customer_mac**.
   Your download folder may look different than what is shown below.
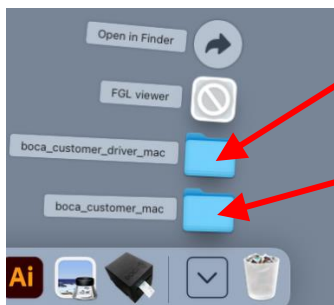
**For Mac use with print driver,** you will see this folder

For Mac use without print driver, you will see this folder

3. Finder will open up the download folder, right click on the file and then click on the Open button.
   For Mac use with print drivers, this will be **cust_driver_mac**. For Mac use without print driver, this will be **boca_customer_mac**.
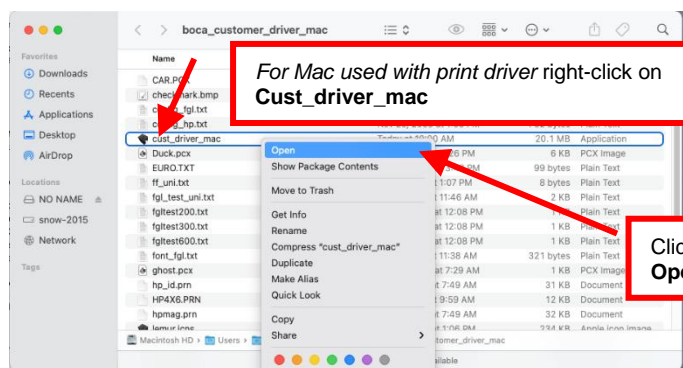
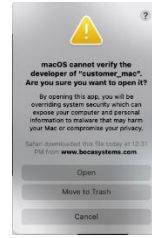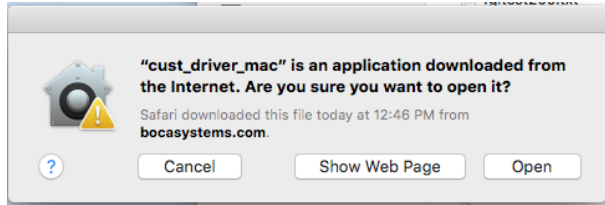*For Mac used with print driver* right-click on **Cust_driver_mac**
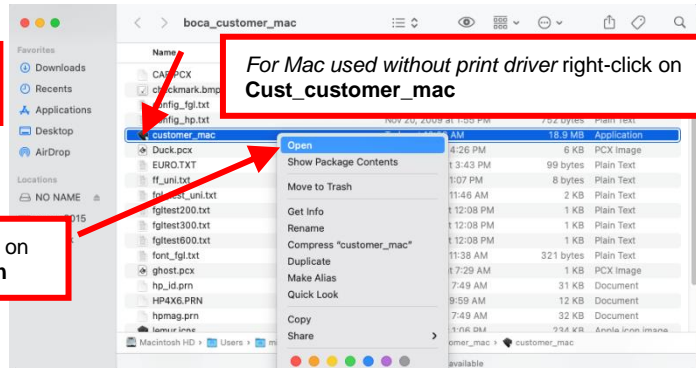
For Mac used without print driver right-click on **Cust_customer_mac**
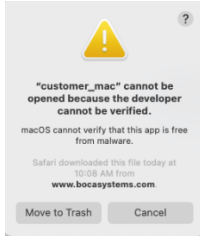
Click on **Open**

Above shows boca_customer_driver_mac folder   Above shows boca_customer_mac folder

1

4. When the popup box shows up, click on Open. The program should upon up at this time.

5. If for some reason you are not able to open the program and see the below message, then you may be dealing with Accessibility Privacy restrictions (see page 7).

## The following steps will guide you through using the program once it has been open.

1. Hook the BOCA printer to the host computer that you have the Customer program loaded onto. Make sure that the printer has stock loaded and it ready to go. A printer is ready to print when it is able to print out a self test ticket by depressing the TEST button. If you are not able to get a self test ticket, refer to the user's manual to make sure you have the printer properly setup.

2. If you are using **cust_driver_mac** for use with print driver, then go onto the next step

   If you are using **customer_mac** for use with Ethernet or USB-HID then go to step # 5.

3. Once the Customer Drivers program is running, click on the "Pick A Printer" button. Then click on the Print button. *Your driver version may be different that what is shown below.*
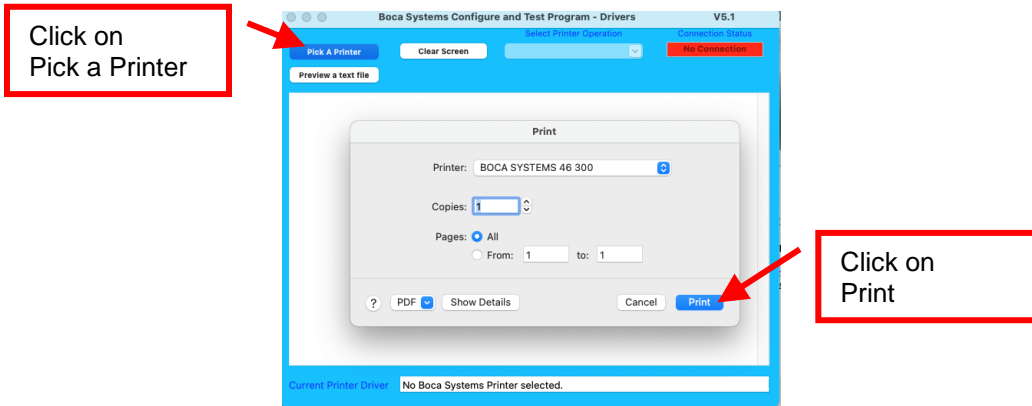

4. The program will show the printer as connected. In some cases, a blank ticket may be printed. Go to step # 8.
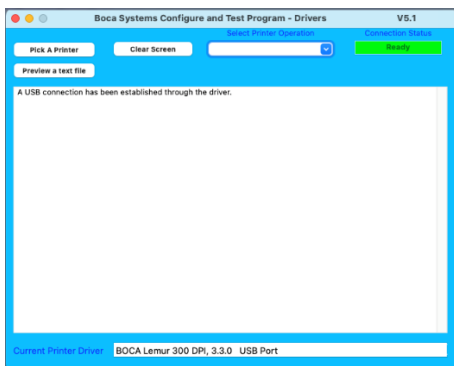
5. Once the Customer MAC Test Tool is running, click on the "Select Printer Interface" drop-down arrow. Select the interface option you want.
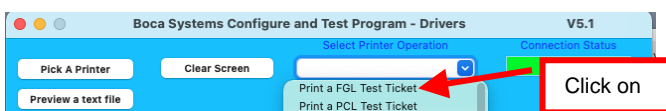

Click on drop down arrow
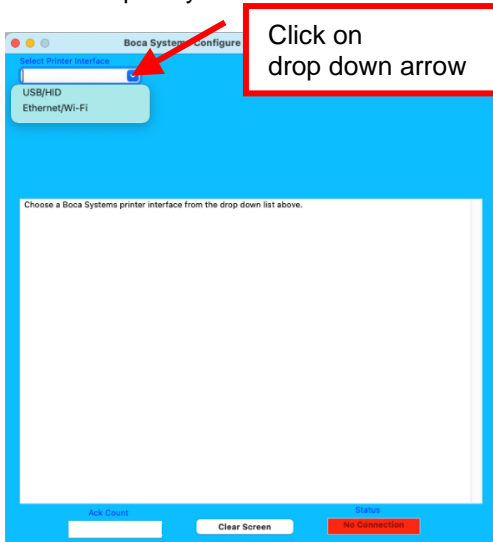
6. If you selected Ethernet/WiFi, then you will see the below. The printer's current IP address is printed on the self-test ticket that is printed when the printer's center TEST button is pressed. When tying in the address don't include the leading zeros (for example if IP=010.000.006.006 then type in 10.0.2.6). Click on the Connect button.
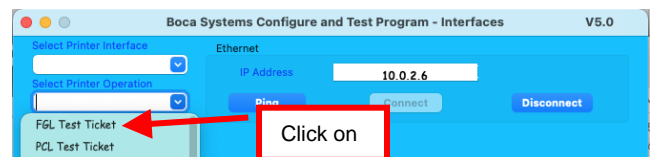

IP address as shown on self-test ticket without leading zeros
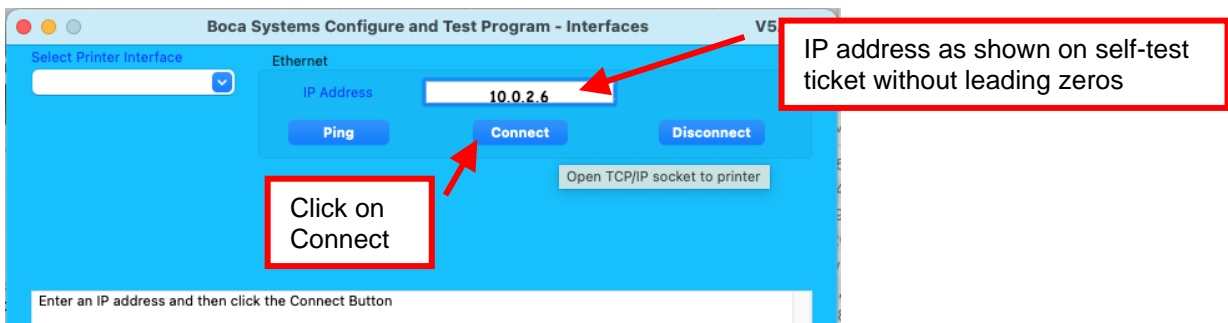
Click on Connect

7. The Message section will indicate that connection has been made. Go to next step.
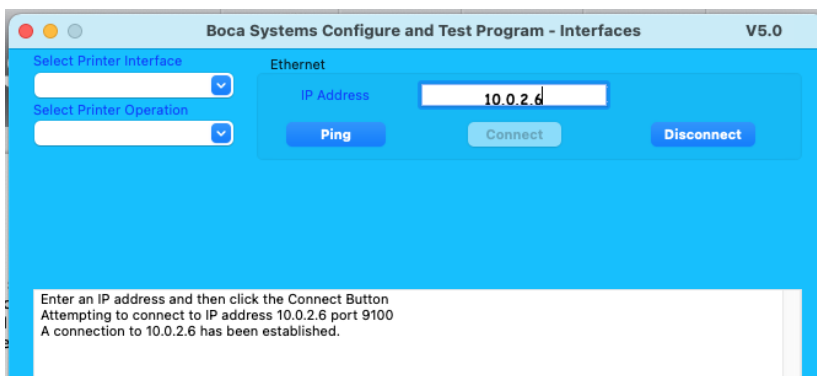
8. Now click on the "Select Printer Operation" drop-down arrow and choose Printer a FGL Test Ticket or FGL Test Ticket. **Do not click** on PCL Test Ticket
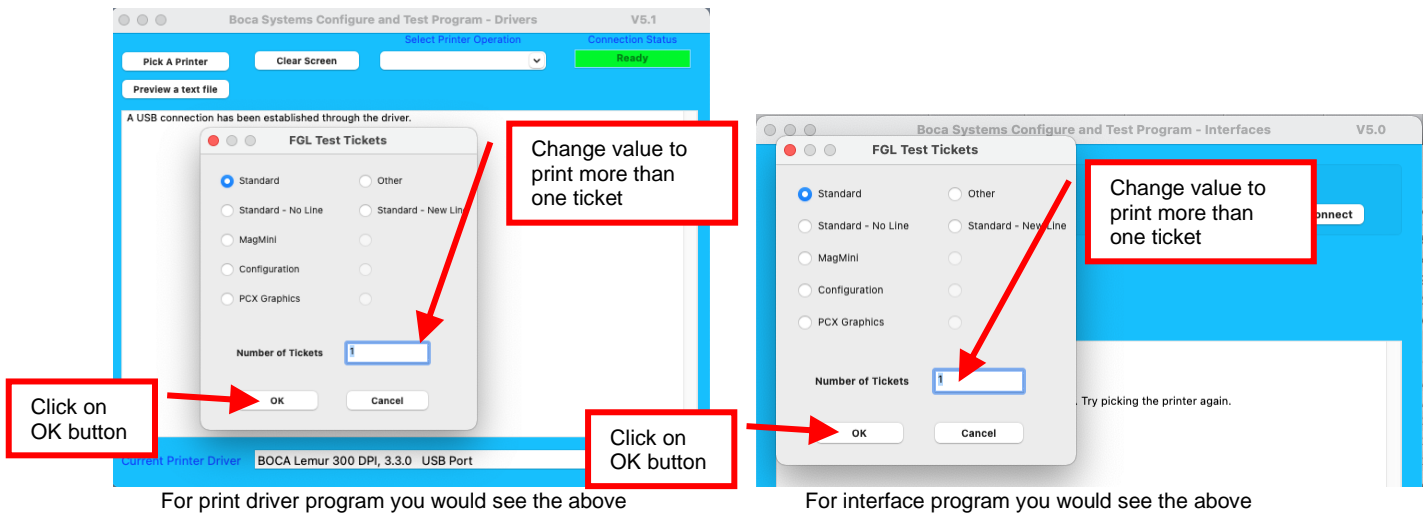

Click on

For print driver program you would see the above

Click on

For interface program you would see the above

9. To print a FGL ticket click on the OK button. You may print more than one ticket by changing the number of tickets you want to print.

For print driver program you would see the above

For interface program you would see the above

Below are sample printouts. Your sample printout may vary due to ticket width and length.
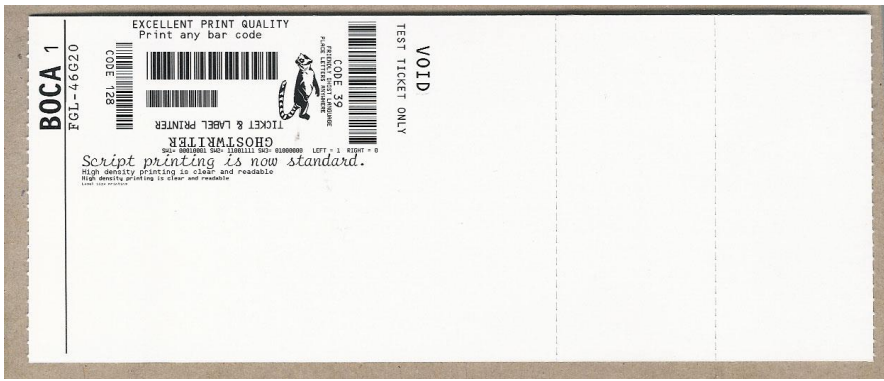

Above sample FGL ticket was printed on a 2" x 5.5" (concert) ticket using a RADJW-2 200dpi FGL printer

Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 200dpi FGL printer

Above sample FGL ticket was printed on a 2" x 5.5" (concert) ticket using a RADJW-2 300dpi FGL printer

Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 300dpi FGL printer

Click on the HELP button at any time to open up the help window.

Setting BOCA driver as the default print driver

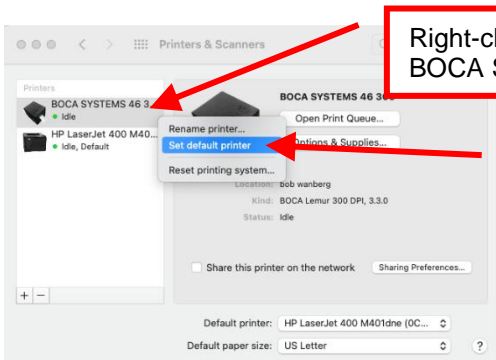1. Click on the **System Preferences** icon that is located on your taskbar.

2. When System Preferences menu comes up click on Printer & Scan icon.
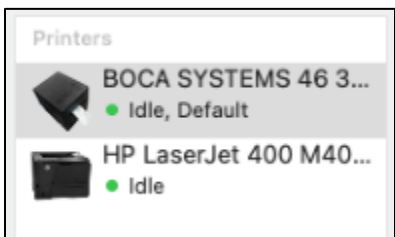

Click on
Print & Scan

3. When the Printers & Scanner menu comes up right-click on the BOCA driver icon and then click on Set deault printer. *Your selection of drivers will vary from what is shown below*
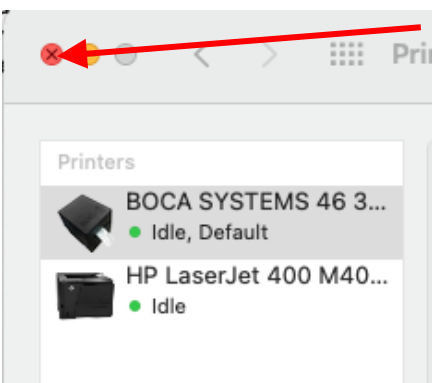

Right-click on
BOCA SYSTEMS driver

Click on
Set default printer

4. You will notice the BOCA SYSTEMS driver will now be shown as Default. *Your selection of drivers will vary from what is shown below*

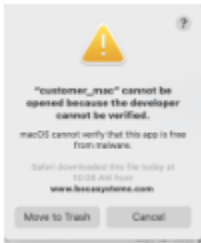5. Click on the upper left-hand corner of Printers & Scanner menu to close it.

Click on
Red Dot with X

There is a possibility that you MAC may not run the program due to Privacy Accessibility restrictions.

The below reviews how to change these settings.

1. Leave the below error message still on the screen.

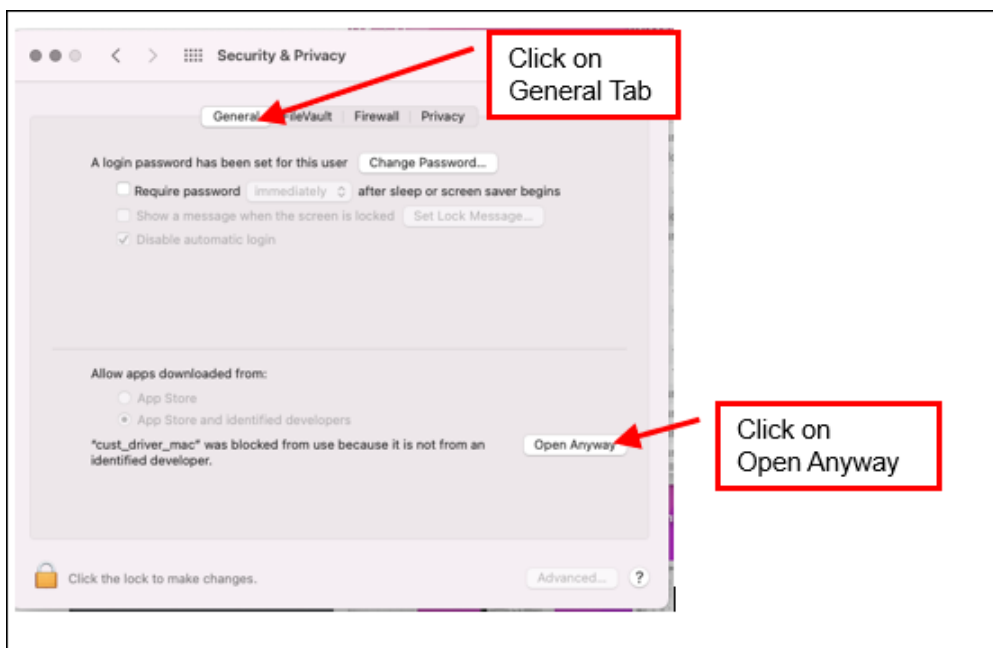2. Click on the **System Preferences** icon that is located on your taskbar.

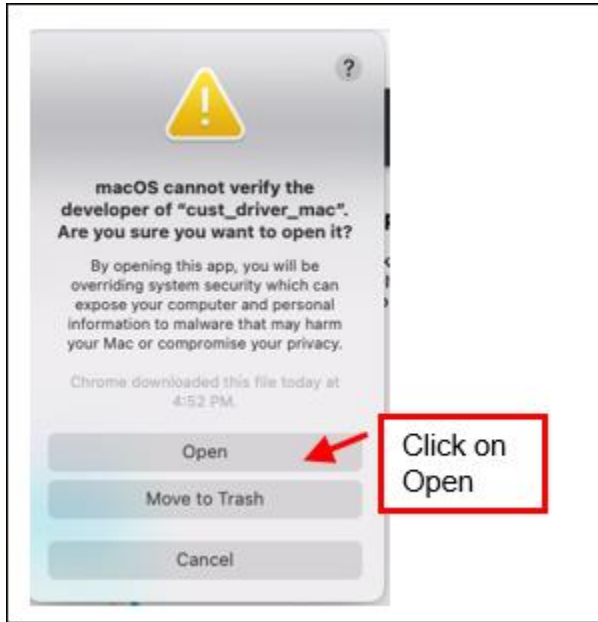3. When the System Preferences menu comes up, click on **Security & Privacy** icon.

4. When the below popup came up selected General Tab and clicked on Open Anyway button.

5. When the below popup came up clicked on Open and the program should run.

If you were not able to run the test app using the above steps outlined in this document then please fill out the online support form for further assistance.   http://www.bocasystems.com/onlinesupportform.php