



January 4, 2022

Testing a Printer Using the Configure Program

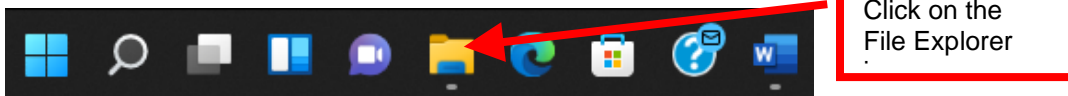
Boca Systems, Inc. has developed a Windows based program that allows customers to communicate from a host computer to the printer over any interface (parallel, serial, USB, Ethernet) and print drivers too. The below program link is found on our [website](#) under the “[SUPPORT](#)” section.

The following will guide you through downloading the BOCA configure and test program to the host computer.

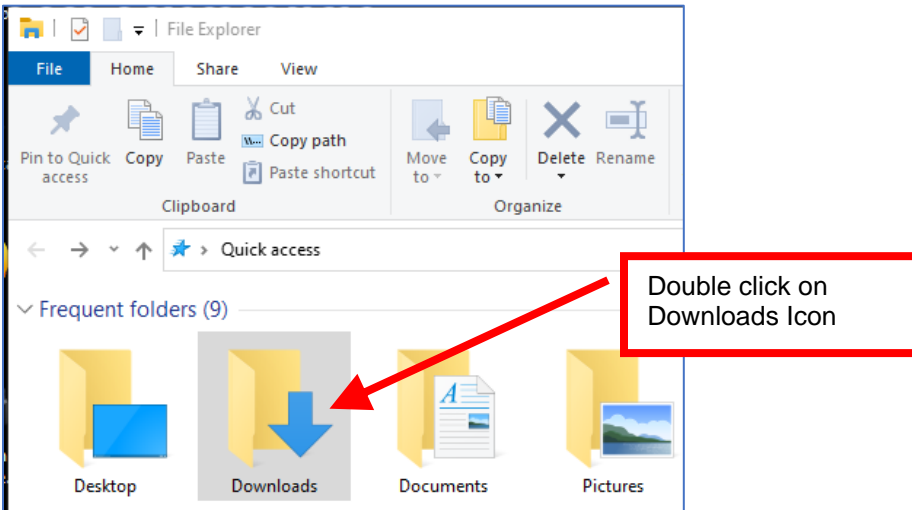
1. Click on the below link to download the below file to your computer Download folder.

www.bocasystems.com/documents/configure_boca.exe

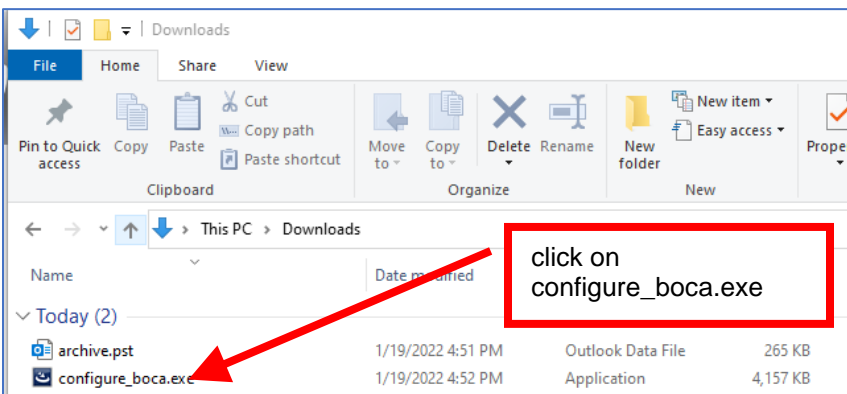
2. Click on the File Explorer icon on your taskbar.



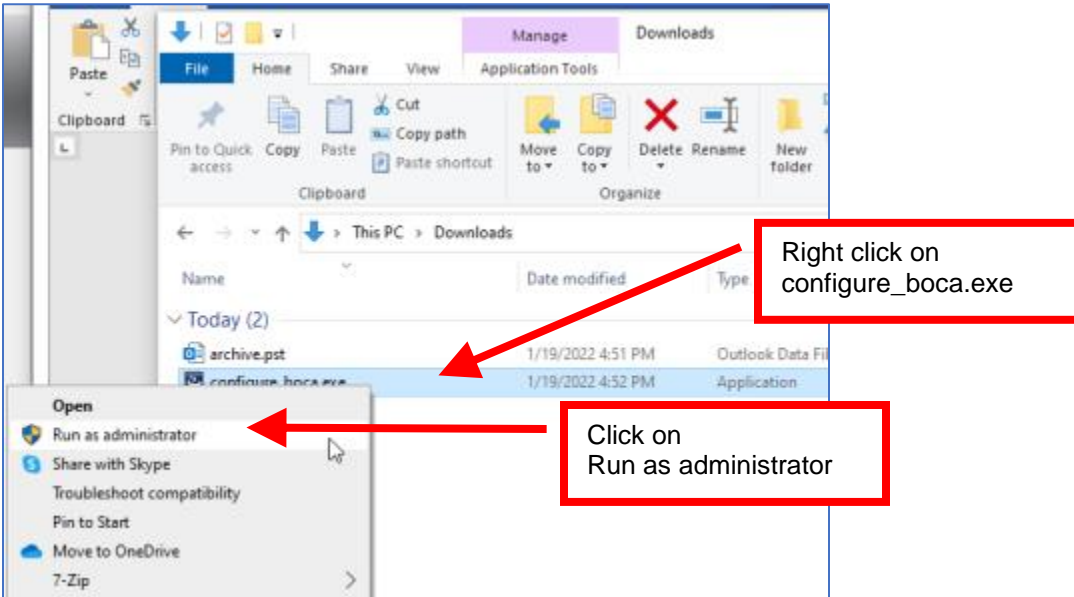
3. You will want to go to the Downloads folder. There are many ways to get to said folder, the following is one example. Double click on the Downloads folder under Frequent folder, your quick access may look different.



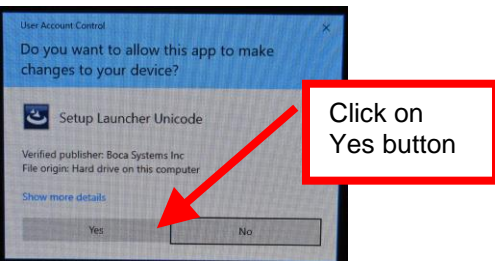
4. When the Downloads pop up box comes up, click on `configure_boca.exe` to highlight it.



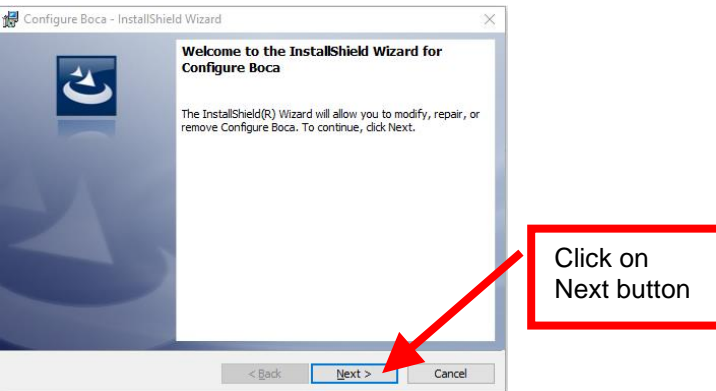
5. Once the file is highlighted right click on it and then click on Run as administrator.



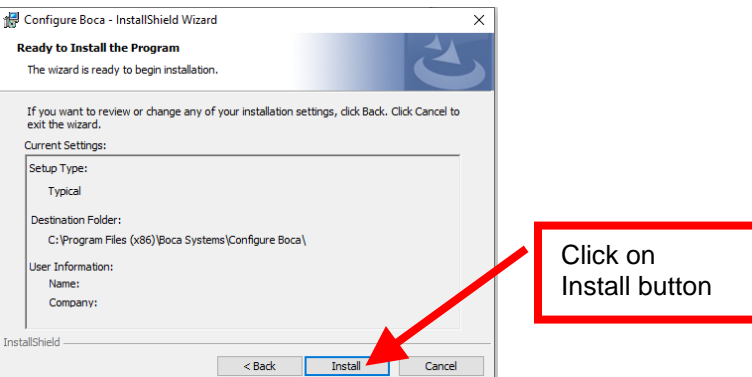
6. When the user account control popup comes up, click on the Yes button.



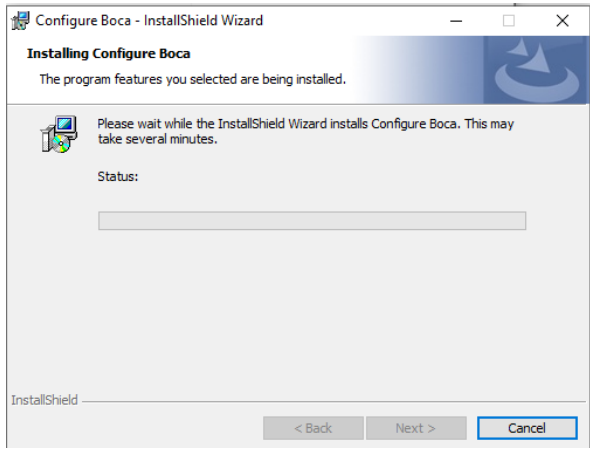
7. When the below Configure Boca – InstallShield Wizard popup comes up click on the Next button.



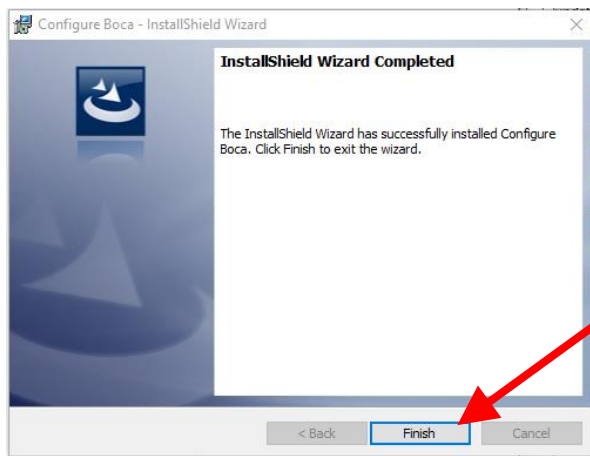
8. On the next popup click on the Install button.



9. While the programming is installing the below popup will be shown. No action is needed.

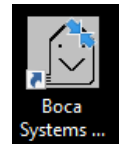


10. When the below pop up is shown click on the Finish button. The test program has now been installed on your computer.

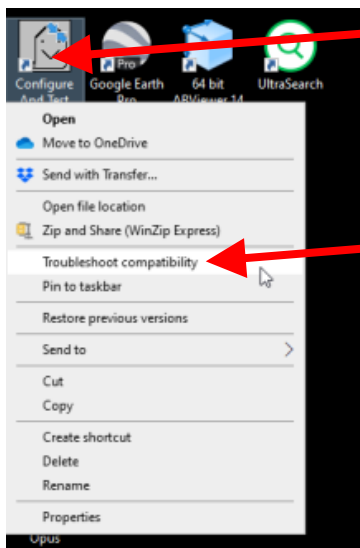


Click on Finish button

Once the program has installed it will place a shortcut icon on your desktop.



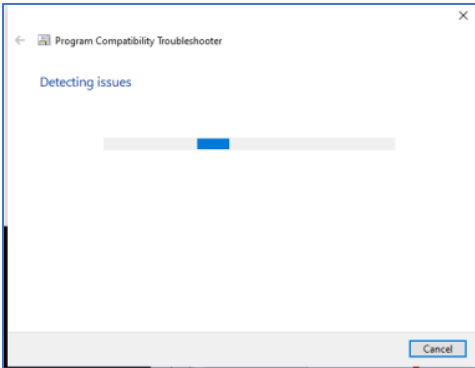
- Right click on the Boca Configure icon on your desk top. Then click on "Troubleshoot compatibility" button.



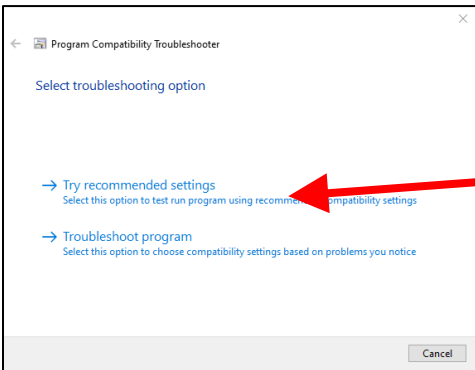
Right click on Icon

Click on Troubleshoot combability

- Windows will try to automatically detect the issue. No action needed.

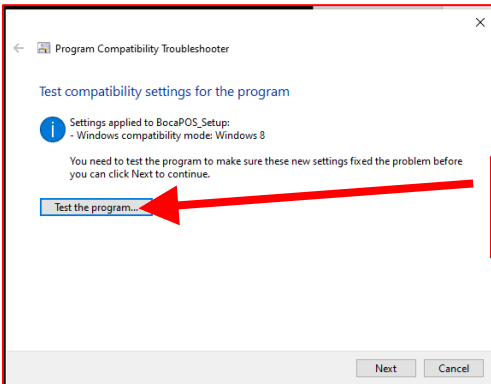


- Click on "Try recommended settings".



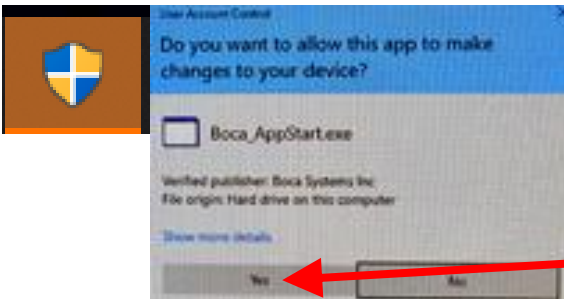
Click on
Try recommended settings

- Click on the "Test the program button".



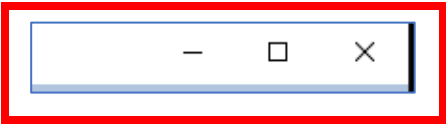
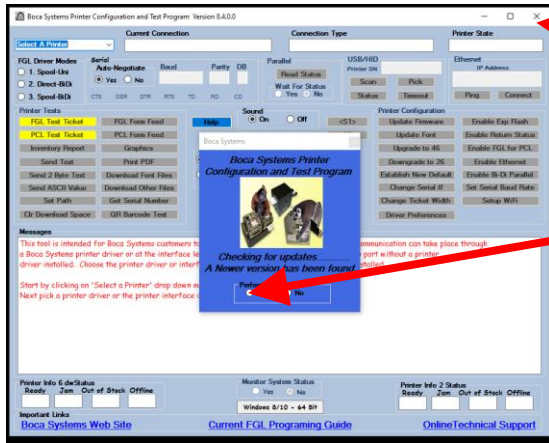
Click on
Test the program button

- The below icon may show up on your task bar. Click on it. When the User Account Control Menu comes up, click on "Yes" button.



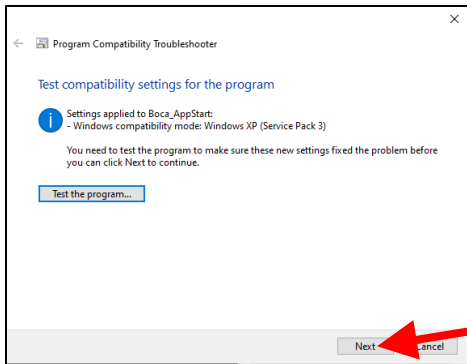
Click on
Yes button

- When the Boca configuration program will open up it will ask you to perform an update. Click on the Yes radio button.



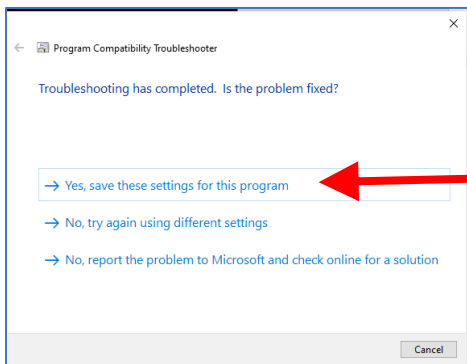
Click on Yes button

- The program will move forward with updating itself and the reset. It will now show Version 8.9.1.2 when it opens back up. Click on the X box in the upper left corner of the program to close it.
- The program will be set for compatibility for "Windows XP (Service Pack 3)". Click on the Next button.



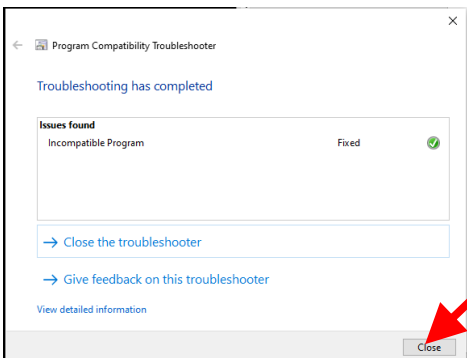
Click on Next button

- Click on "Yes, save these settings for this program."



Click on Yes, save these setting for this program

- Click on the "Close" button



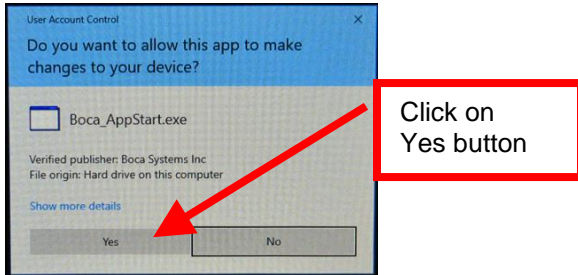
Click on Close button

The following steps will guide you through using this program once it has been installed on your host computer.

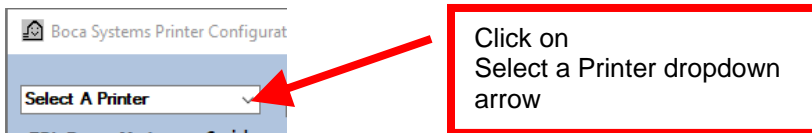
1. Hook the BOCA printer to the host computer that you have the Configure program installed on. Make sure that the printer has stock loaded and is ready to go. A printer is ready to print when it is able to print out a self-test ticket by depressing the TEST button. If you are not able to get a self-test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



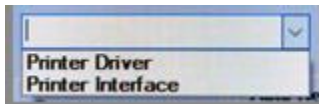
2. On your Window's desktop double click on the Boca Configure icon.
3. When the below User Account Control popup comes up, click on the Yes button.



4. Once the program is open, click on the "Select A Printer" drop-down arrow.



5. You will have two choices.

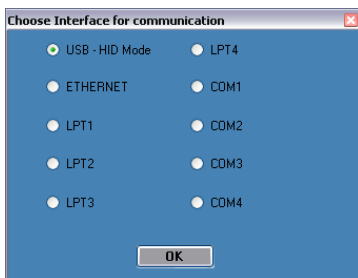


Print Driver - if you're connecting via a print driver (go to [step # 8](#)).

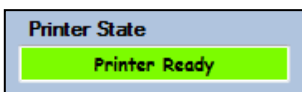
Printer Interface - Parallel, Serial, Ethernet or USB-HID mode (go to next step)

6. **PRINTER INTERFACE:** You will need to choose the interface connection that you have the BOCA printer hooked up to then click the OK button. Please note that USB-HID mode is only for a printer that is configured for USB HID mode.

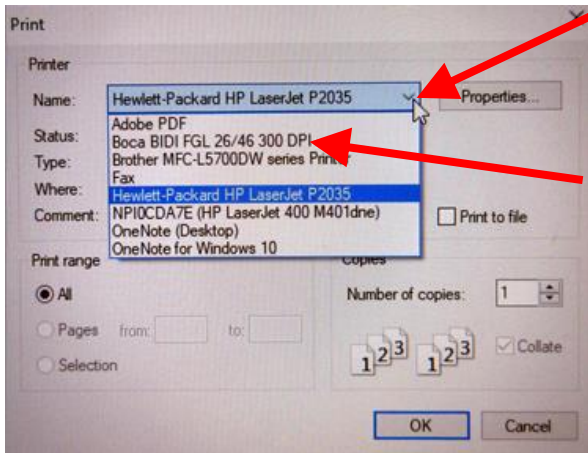
If you are connecting via the Ethernet port or Wi-Fi then in the IP Address box type in the printer's current IP address. The printer's current IP address is printed on the self-test ticket (when the test button is pressed). When typing in the address don't include the leading zeros (If IP=189.010.000.002 then type in 189.10.0.2). Click on the Connect button



7. Once connected the Printer State will show Printer Ready. Go to [step #11](#).



8. When the Printer driver selection popup comes up click on drop down arrow and then select the print driver that is associated to the printer you are using. Caution: Your computer's default printer will be highlighted in the list and may not necessarily be the driver for the BOCA printer. Normally the driver associated with the printer would start with the word Boca.

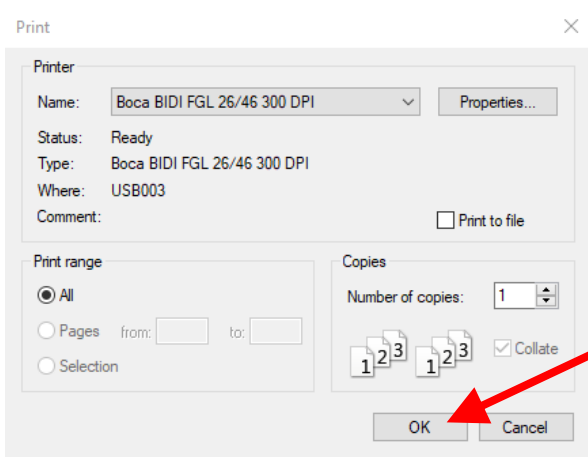


Click on Dropdown arrow

Click on The driver associated with the printer, for this example you would click on Boca BIDI.....

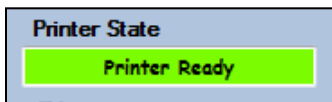
Your selection of drivers will vary from what is shown in above image

9. Once the Driver has been selected click on the OK button.

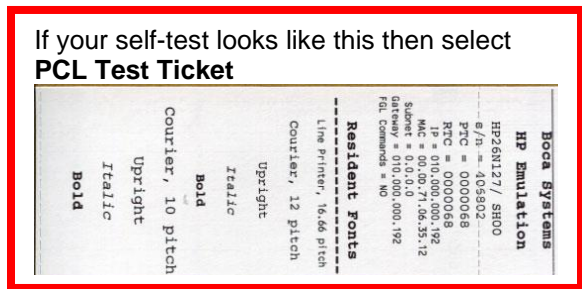
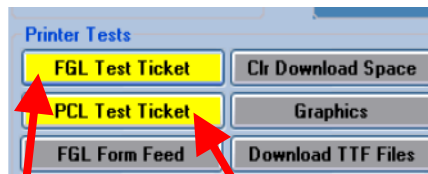


Click on OK button

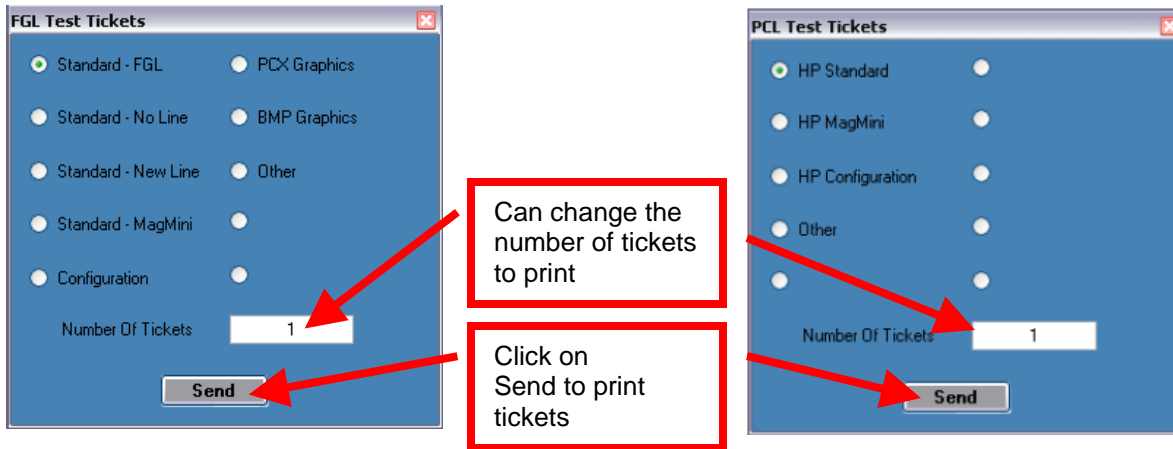
10. Once connected the Printer State will show Printer Ready



11. Select the test that matches the protocol of your printer. If your printer has FGL protocol (self-test will show FGL...) then click on the yellow "FGL Test Ticket" button or if your printer has PCL protocol (self-test will show HP...) then click on the yellow "PCL Test Ticket" button.



12. Once the Test Ticket selection box comes up, click on the Send button to print out a ticket. You will see one of the two below depending which test you selected in step 11.



13. You may also print more than one ticket by changing the number of tickets you want to print.

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



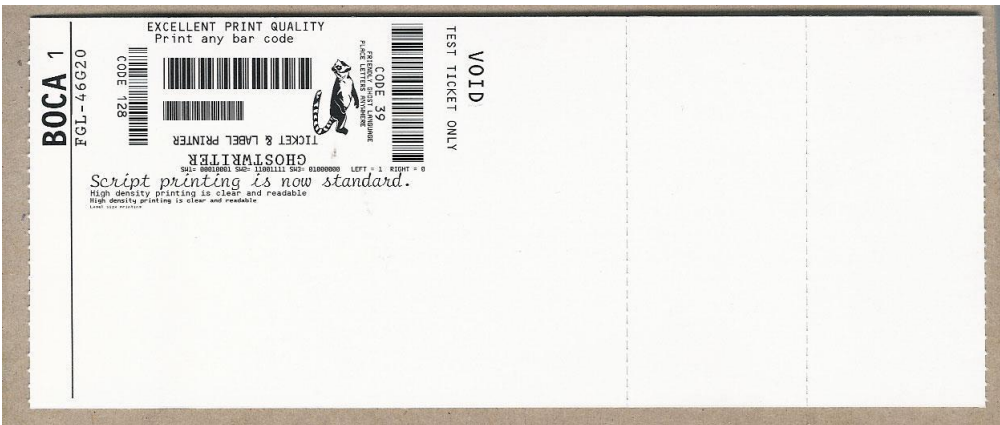
Above sample FGL ticket was printed on a 2" x 5.5" (concert) ticket using a RADJW-2 200dpi printer



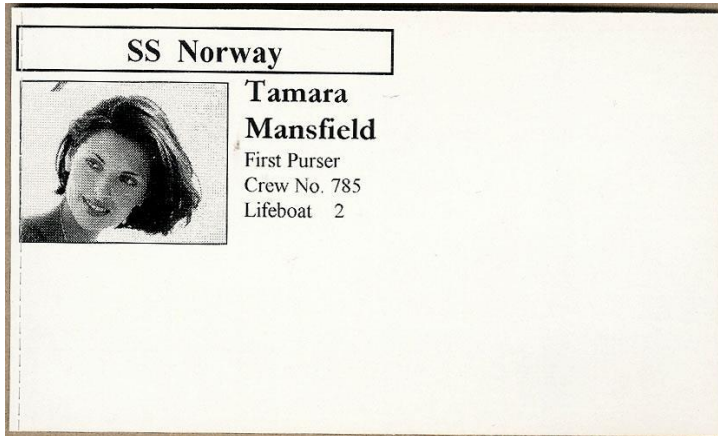
Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 200dpi FGL printer



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



Above sample PCL ticket was printed on a 3.25" x 5" ticket using a RADJW-3.25 300dpi PCL printer

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

Boca Systems FGL Printer Driver Modes

There are adjustments that can be made to driver options available to accommodate the various ticketing systems. As described below, there are three modes in which the Boca Systems FGL printer drivers will operate. If none are select then Direct-BiDi will be the default one used.



1. **Spool-Uni – Unidirectional mode:** BIDI support is OFF and Spooler is ON. The printer monitor is turned off so no status is returned from the printer to the application. In this mode the current bidirectional drivers (version 3.0.6.0) will operate just as the version 2.0.2.0 standard drivers released in 2010. In this mode a printer can be set up as a shared network and be reached from web applications. This is the default mode the configure and test program will come up in.
2. **Direct-BiDi (program default)– Bidirectional Direct mode:** BIDI support is ON and Spooler is OFF. This mode is used by ticketing systems that want to read all status generated by the FGL printer. With constant monitoring of the status, a ticketing system can always know the state of the printer before sending the next ticket. In this mode a printer can be used local to the PC only.
3. **Spool-BiDi – Bidirectional Spool mode:** BIDI support is ON and Spooler is ON. This is the default mode for the newest Boca Systems drivers come up in if no changes are made. In this mode the spooler is used to write to the printer. This mode is required for applications that use a print monitor. A printer/port monitor is used to read status back from the printer and maintain some of the operating systems variables contained within the PRINTER_INFO_2 & PRINTER_INFO_6 structures. Ticketing systems can now read these variables to see when the printer is Ready, Jammed, Out of stock or Offline. In this mode a printer can be set up as a shared network printer and reached from web applications.