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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.

Selected the below program download link based upon how your printer is connected to your computer:

- **Printer Driver** - **For Mac use with printer drivers**
  (www.bocasystems.com/documents/boca_customer_driver_mac.zip)
  This program is intended to be used with the BOCA MAC print driver
  (https://www.bocasystems.com/documents/MAC_Driver_Install_Guide_2021.pdf).

- **USB/HID or Ethernet (network)** - **For Mac use without printer driver**
  (www.bocasystems.com/documents/boca_customer_mac.zip)

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.

    o **For Mac use with print drivers -** *boca_customer_driver_mac*. Goto PAGE 2.

    o **For Mac use without print driver** - *boca_customer_mac*. Goto PAGE 5
        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

FOR MAC USE WITH PRINT DRIVERS PROGRAM

1. Finder will open up the download folder, *right click* on **Cust_driver_mac** and then click on the Open button.
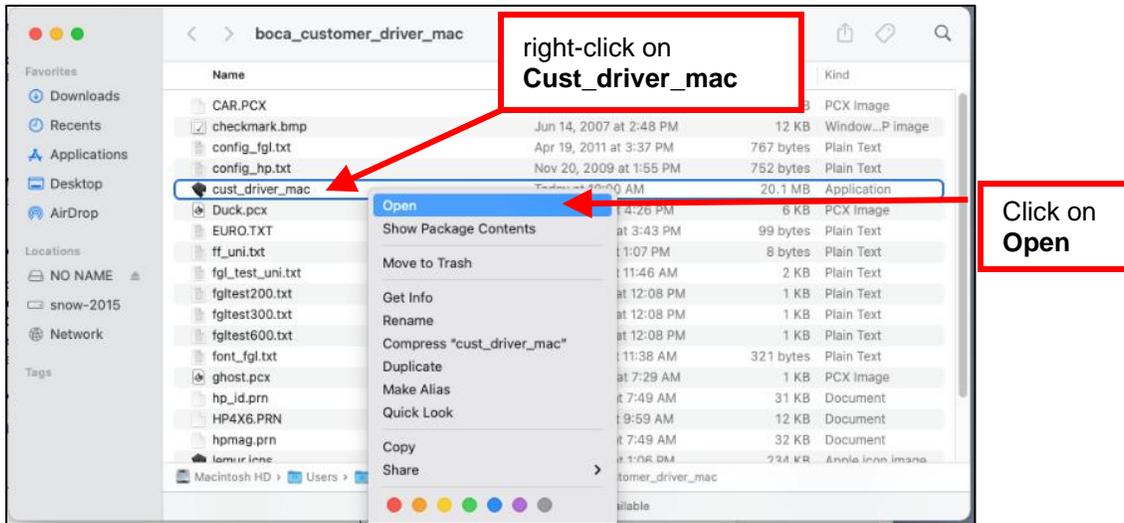
2. When the popup box shows up, click on Open. The program should open up at this time.
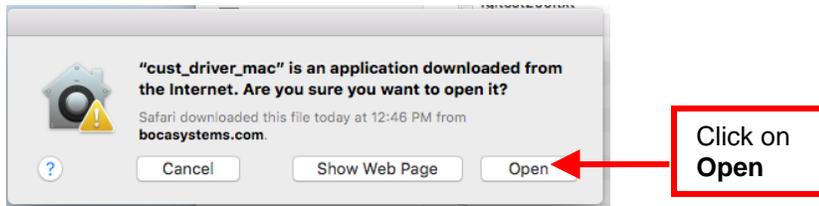
3. If for some reason you are not able to open the program and see the below message, then you may be dealing with Accessibility Privacy restrictions (see PAGE 9).
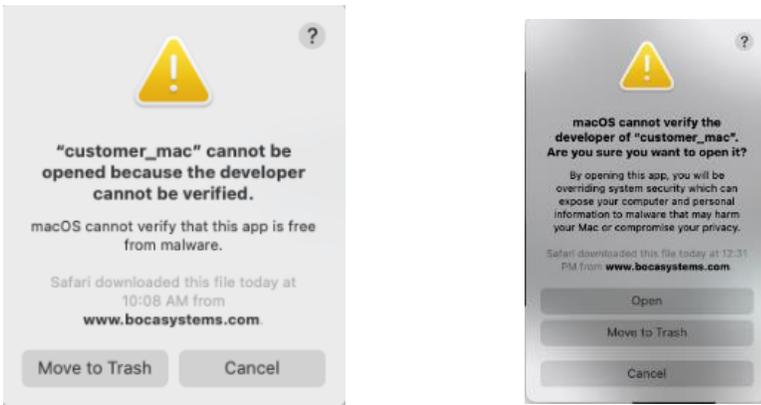
The following steps will guide you through using the program once it has been open.

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. Once the Customer Drivers program is running:

    a. Click on the "Pick A Printer" button.
    b. When the printer driver selection menu comes up, select the print driver you are using and then click on "Print" button. *Your driver version may be different than what is shown below.*

Click on
Pick a Printer

Select the print driver you are using.
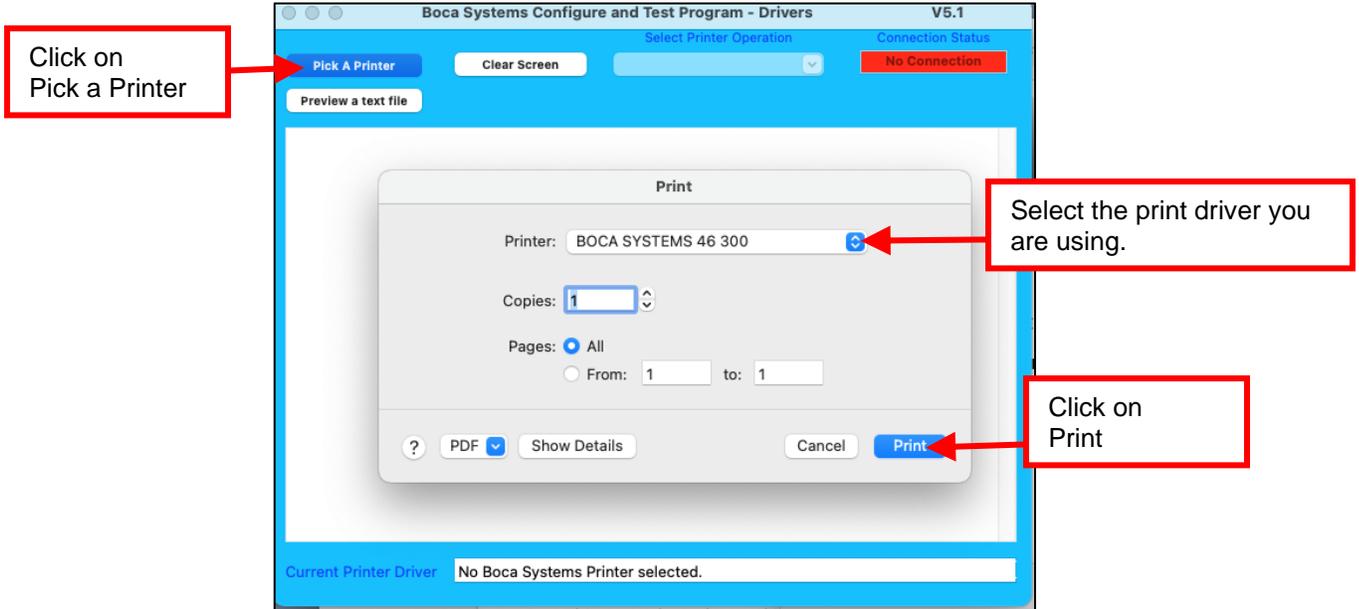
Click on
Print

3. The program will show the printer as connected. In some cases, a blank ticket may be printed.
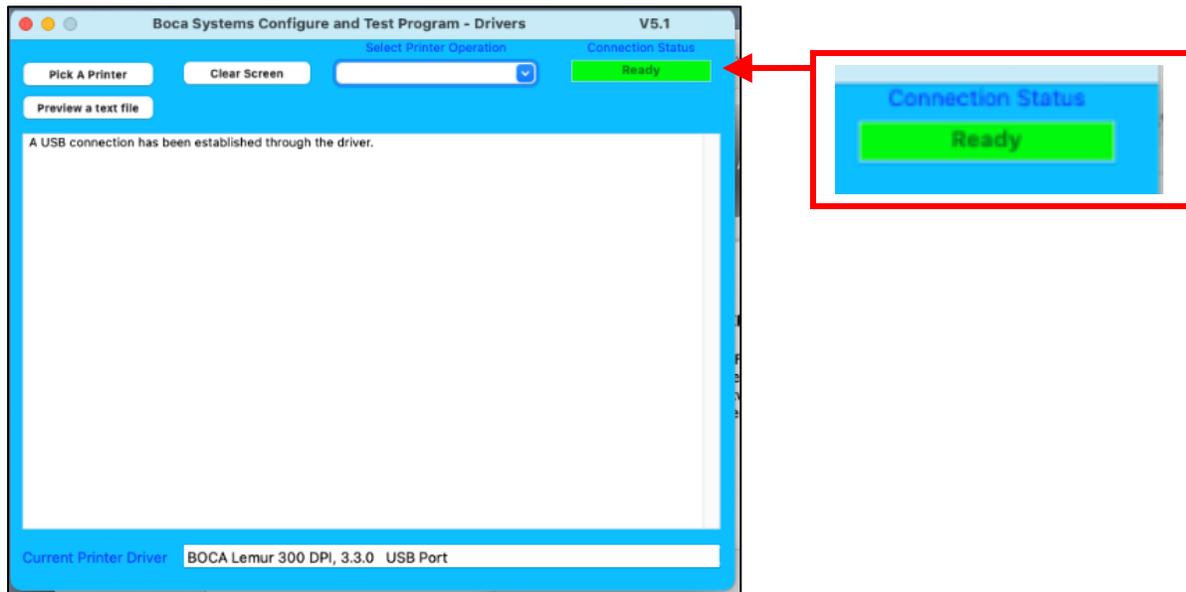
4. Now click on the "Select Printer Operation" drop-down arrow and choose Printer a FGL Test Ticket.
   Do not click on PCL Test Ticket

Click on
Print a FGL Test Ticket
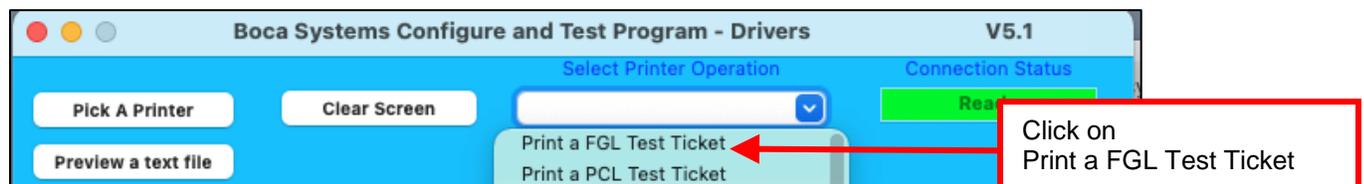
5. To print a FGL ticket click on the "OK button". You may print more than one ticket by changing the number of tickets you want to print.
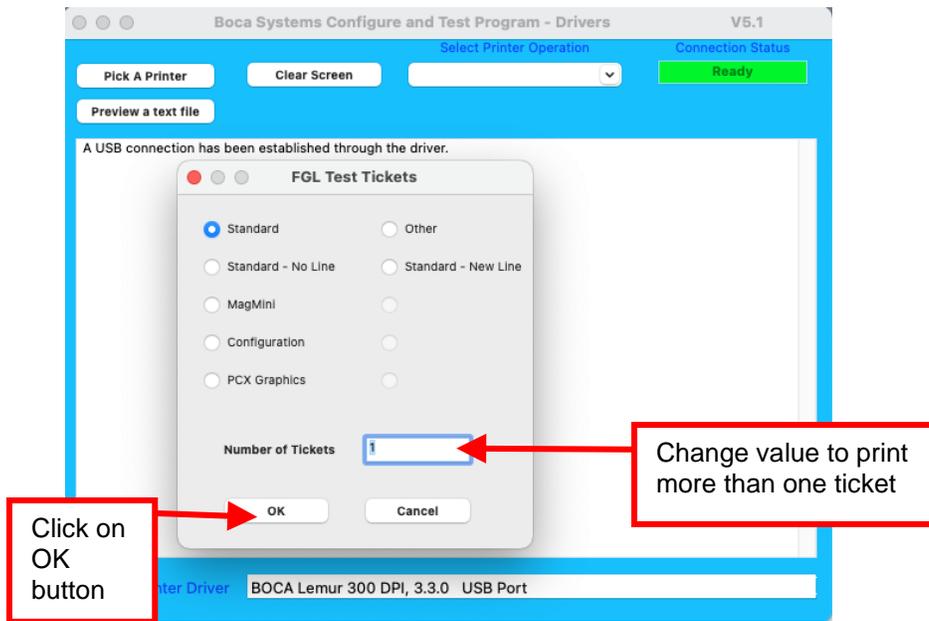
6. The printer should print out a FGL test ticket. Go to PAGE 7 to see sample printouts for comparison.

FOR MAC USE WITHOUT PRINT DRIVERS PROGRAM

1. Finder will open up the download folder, *right click* on **customer_mac** and then click on the Open button.
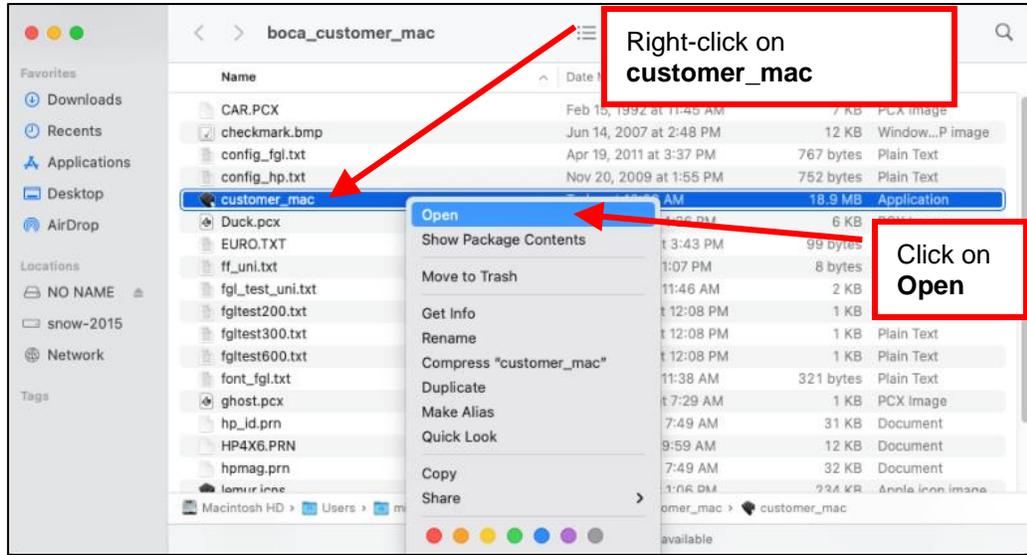
2. When the popup box shows up, click on Open. The program should open up at this time.
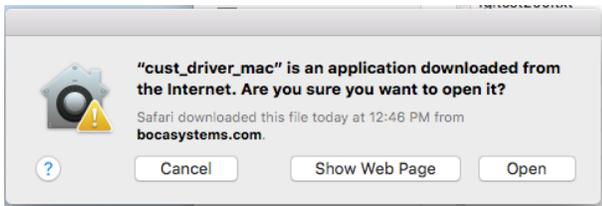
3. If for some reason you are not able to open the program and see the below message, then you may be dealing with Accessibility Privacy restrictions (see PAGE 9).
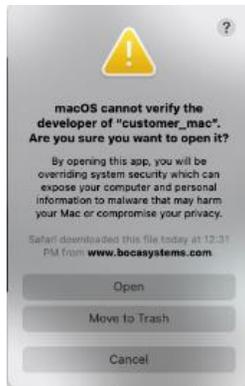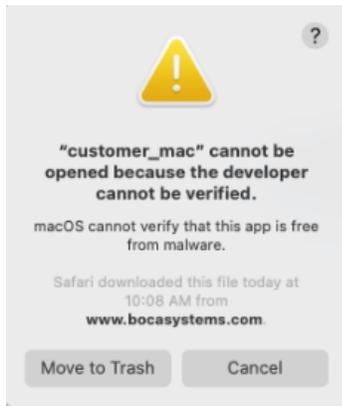
The following steps will guide you through using the program once it has been open.

1. Once the Customer MAC Test Tool is running:

    a. Click on "Select Printer Interface" drop-down arrow.
    b. Click on the interface connection your printer is using.

        i. **USB/HID** go to next step
        ii. **Ethernet/Wi-Fi** go to step # 3
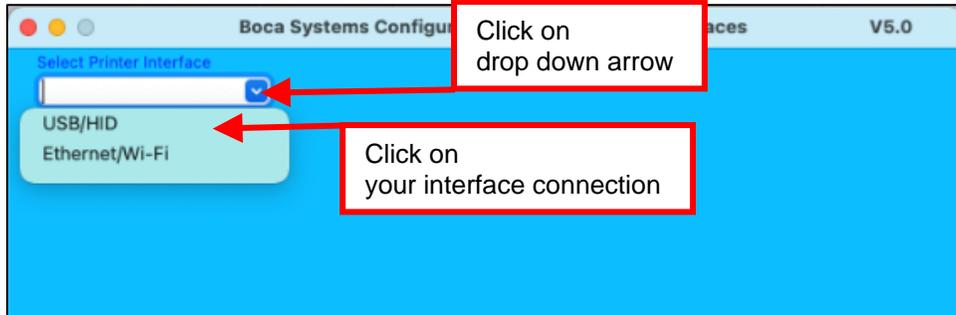
2. The Message section will indicate that connection has been made. Go to step # 5.
   Your serial number will be different than what is shown below
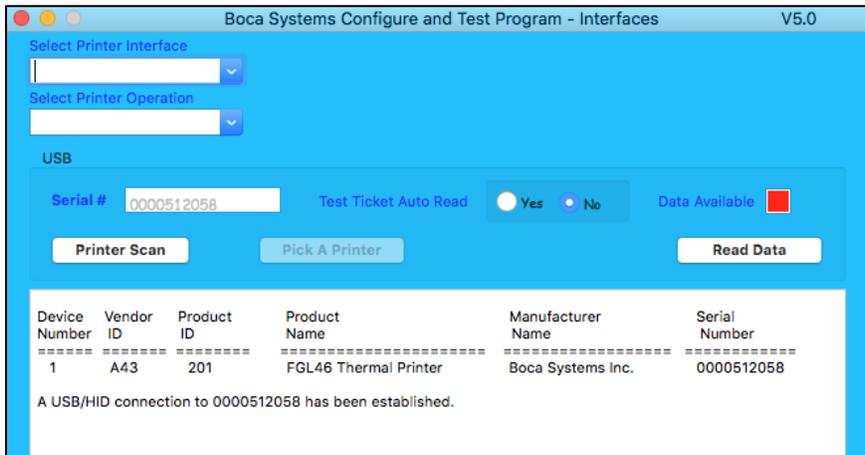
3. If you selected Ethernet/WiFi, then you will see the below. The printer's current IP address is printed on the self-test ticket that is printed when the printer's center TEST button is pressed. When tying in the address don't include the leading zeros (for example if IP=010.000.006.006 then type in 10.0.2.6). Click on the Connect button.
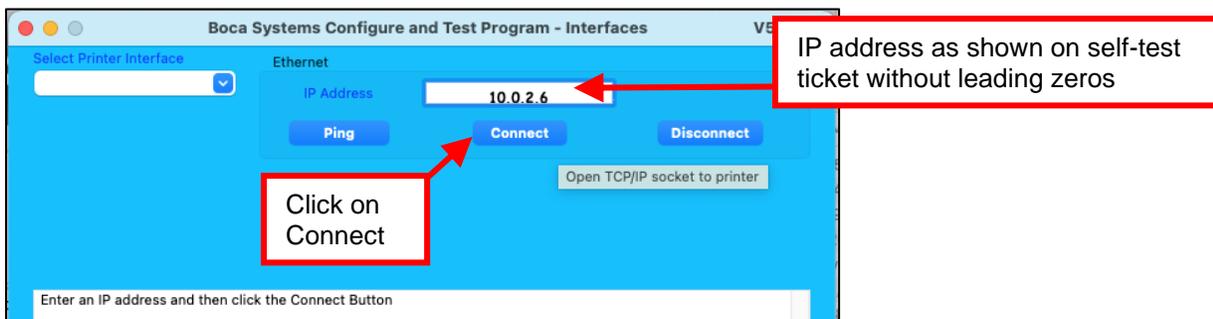
4. The Message section will indicate that connection has been made. Go to next step.
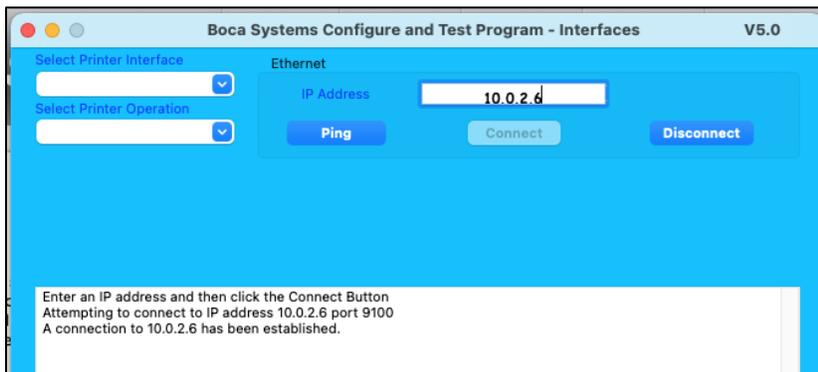
5. Now click on the "Select Printer Operation" drop-down arrow and choose Printer a FGL Test Ticket.
Do not click on PCL Test Ticket
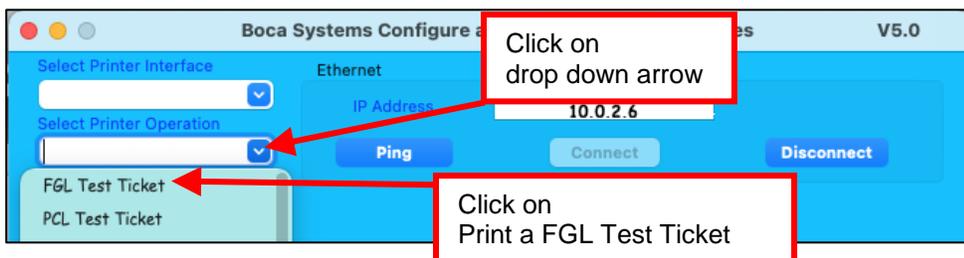
6. To print a FGL ticket click on the "OK button". You may print more than one ticket by changing the number of tickets you want to print.
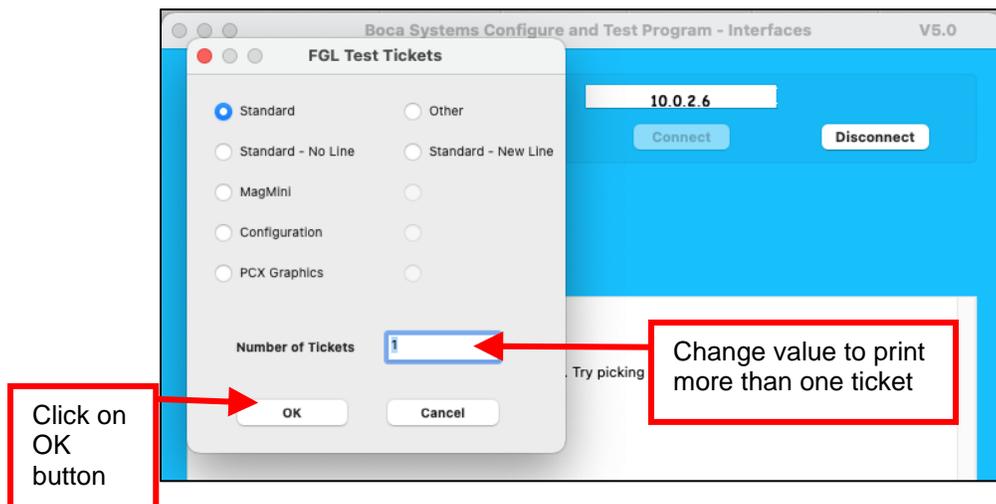
7. The printer should print out a FGL test ticket.

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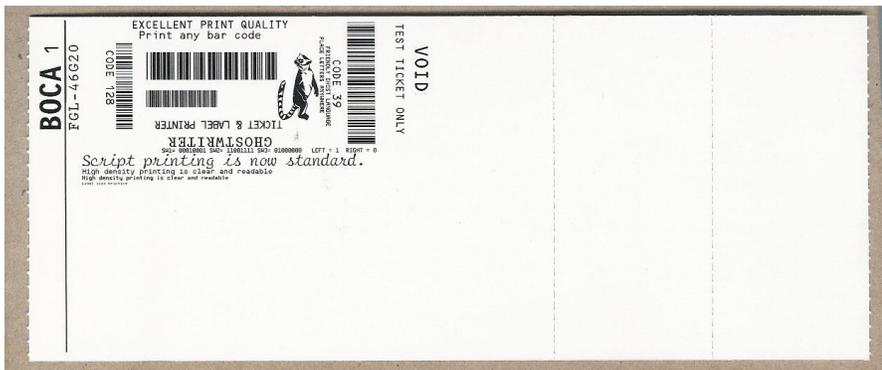
Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 300dpi FGL printer

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

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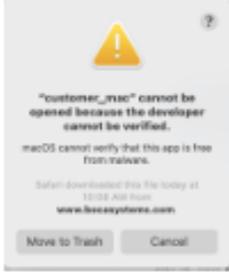
2. Click on the **System Preferences** icon that is located on your taskbar.

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

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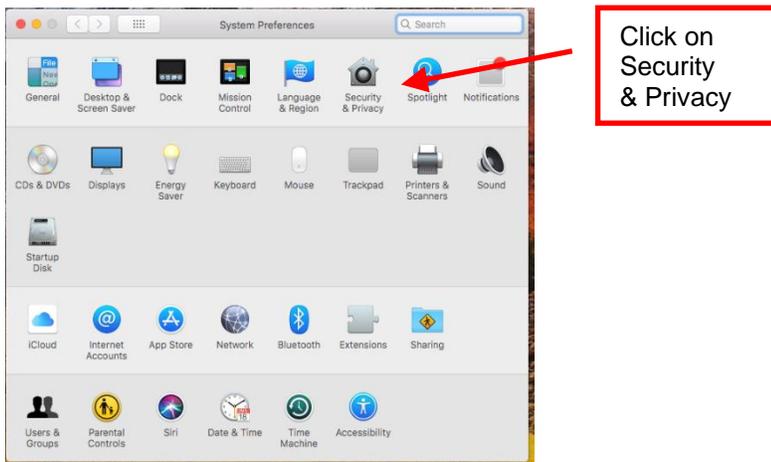
4. When the below popup came up selected General Tab and clicked on Open Anyway button.

Click on General Tab

Click on Open Anyway
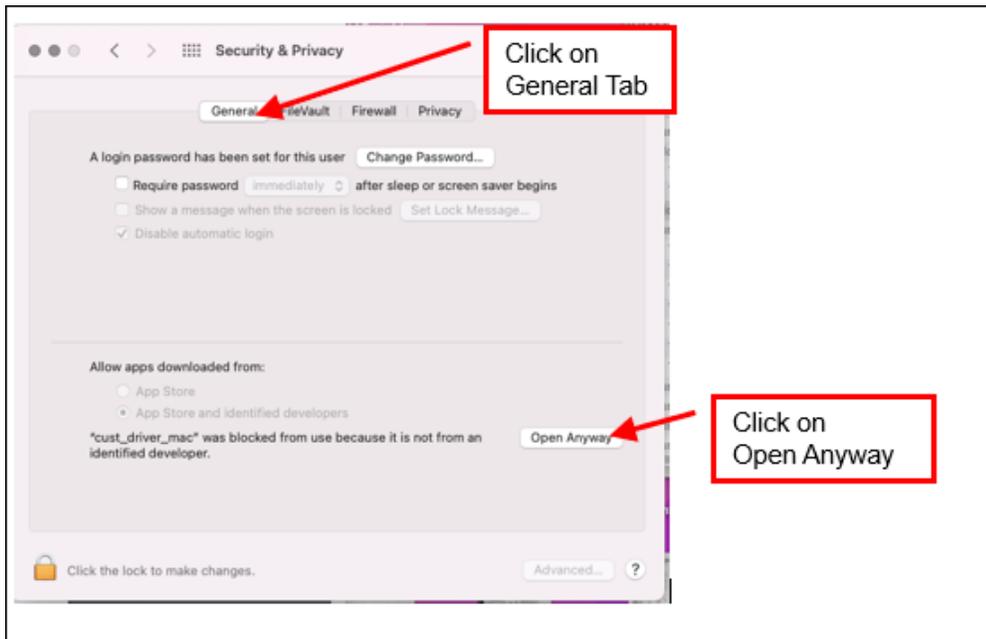
5. When the below popup came up clicked on Open and the program should run.
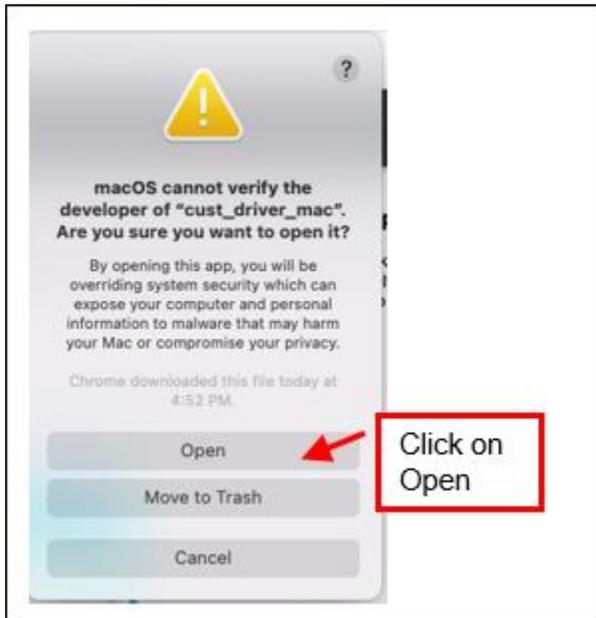
If you were not able to run the test app using the above steps outlined in this document then please fill out the online support form for further assistance.   http://www.bocasystems.com/onlinesupportform.php