



March 25, 2021

## Testing a BOCA using the Customer MAC Test Tool

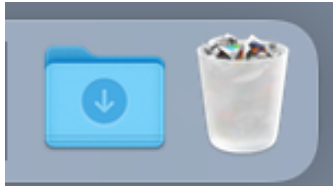
Boca Systems, Inc. has developed two programs that allow customer to the printer. One operates over USB/HID & Ethernet interfaces and the other if a print driver is used.

[For Mac use without printer driver](http://www.bocasystems.com/documents/boca_customer_mac.zip) (www.bocasystems.com/documents/boca\_customer\_mac.zip) customer program is used with **USB/HID & Ethernet interfaces**.

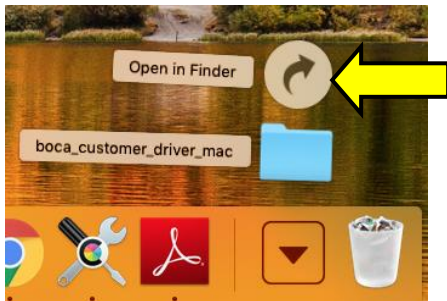
[For Mac use with printer drivers](http://www.bocasystems.com/documents/boca_customer_driver_mac.zip) (www.bocasystems.com/documents/boca\_customer\_driver\_mac.zip) customer program is used with **print drivers or USB connection**.



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

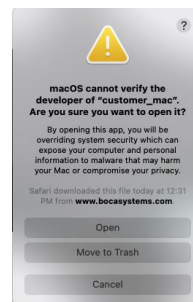
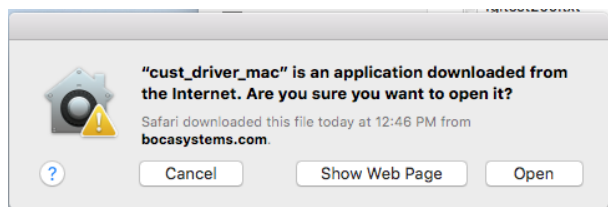
- The zip file you selected will be downloaded to the blue download folder on your taskbar. That is near the trashcan.



- Click on the blue folder and then click on Open in Finder icon.

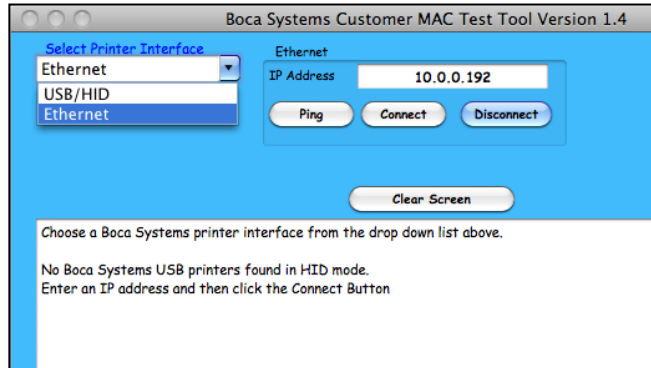


- Finder will open up the download folder, double click on the zip file to open it. For Mac use without print driver, this will be **boca\_customer\_mac**. For Mac use with print drivers, this will be **boca\_customer\_driver\_mac**.
- Control - click on the app icon, this will either be  **cust\_driver\_mac** or  **customer\_mac** . Then choose Open from the shortcut menu.
- When the popup box shows up, click on Open. The program should upon up at this time.

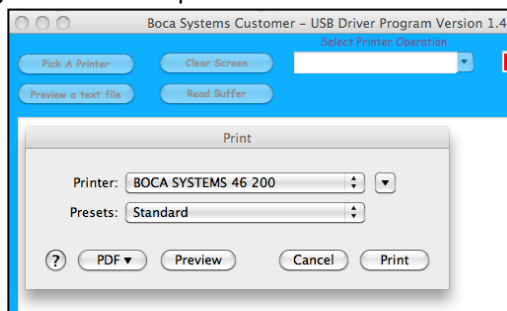


The following steps will guide you through using the program once it has been open.

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 **customer\_mac** for the USB/HID & Ethernet based program then go onto the next step. If you are using **cust\_driver\_mac** for the print driver based the proceed to [step #4](#)
3. Once the Customer MAC Test Tool is running, click on the "Select Printer Interface" drop-down arrow. You will want to choose the interface connection that you have the BOCA printer hooked up to then go to [step #5](#). If you are connecting via the Ethernet port 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. The Message section will indicate that connection has been made. Go to [step #5](#)

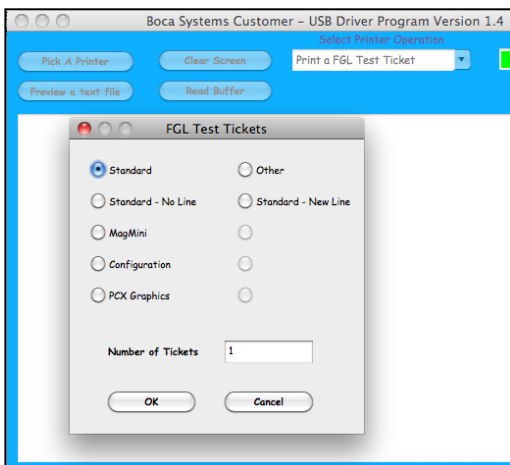


4. Once the Customer Drivers program is running, click on the "Pick A Printer" button. You will want to choose the driver you're using for the BOCA printer.

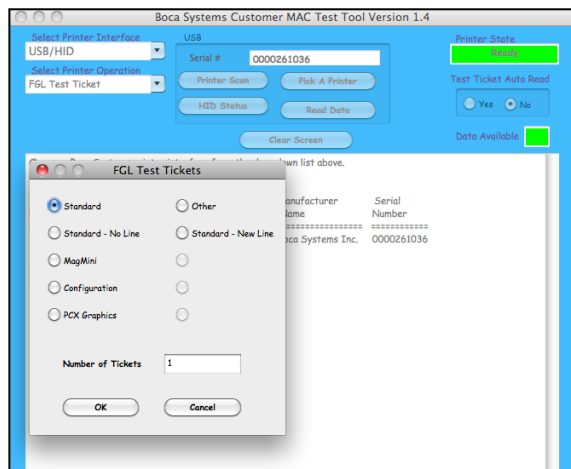


*Your selection of drivers will vary from what is shown in above image*

5. Now click on the "Select Printer Operation" drop-down arrow and chose "Print a FGL Test Ticket".



Driver Program



Without Driver Program

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

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.