



LEMUR-H

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FCC NOTICE

NOTE: The equipment has been tested and found to comply with the limits for a class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at the user's expense.

Operation is subject to the following two conditions:

- 1. This device may not cause harmful interference, and
- 2. This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This unit was tested with shielded cables on the peripheral devices. Shielded cables must be used with the unit to ensure compliance.

WARRANTY INFORMATION

BOCA warrants the equipment manufactured and sold by it to be free from defects in material and workmanship under normal use and service for a specified period of time. Parts damaged by negligence or misuse (bad ticket stock, improper operating conditions, etc.) are excluded from this warranty. Warranties for printers are 1 year from date of shipment. (NOTE: The print head is a consumable part and is warranted for 90 days.) Spare parts carry a 90-day warranty. Tickets are warranted, under proper storage conditions, for a period of 3 years. All warranty work is to be performed either by BOCA or by an <u>authorized BOCA service center</u>. Shipping charges to the repair center are the customer's responsibility. BOCA will pay for the equipment's return via ground service.

Please go to the link below if you have any reported issues with your new BOCA printer. www.bocasystems.com/onlinesupportform.html

Equipment damaged in shipping should be reported immediately both to BOCA and to the shipper.

EXTENDED WARRANTY PLAN - BOCA offers <u>extended warranty plans</u> for all printer models. These plans cover all parts and labor. All labor is to be performed at the BOCA facility. Equipment damaged by misuse or negligence, including damage to print heads caused by defective ticket stock, is excluded from this extended warranty. The customer, at its option, may request BOCA to ship individual parts to expedite simple repair procedures. In certain cases where the customer is unable to wait for the normal repair cycle, BOCA will ship an exchange printer within one business day after notification by the customer. All freight charges are the responsibility of the customer.

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1.0 Important Safety Information



WARNING: The appearance of this symbol indicates the proximity of an exposed high voltage area. Please follow all directions carefully for your personal safety. You must read the following safety information carefully before working on the printer.

As a safety precaution, all service to the printer should be done by **qualified persons** with power off and the AC cord unplugged from the printer. Following any procedure requiring the removal of covers and/or doors, please verify that they have been properly attached and fastened prior to operating the printer.

WARNING: "Provide an earthing connection before the mains plug is connected to the mains. And, when disconnecting the earthing connection, be sure to disconnect after pulling out the mains plug from the mains."

WARNING: Power Cord Set: This must be approved for the country where it is used:

U.S.A. and Canada

- The cord set must be UL-approved and CSA certified.
- The minimum specification for the flexible cord is:
- No. 18 AWG
- Type SV or SJ
- 3-conductor
- The cord set must have a rated current capacity of at least 10A.
- The attachment plug must be an earth-grounding type with a NEMA 5-15P (15A, 125V) or NEMA 6-15P (15A, 250V) configuration.

United Kingdom only

- The supply plug must comply with BS1363 (3-pin 13 amp) and be fitted with a 5A fuse which complies with BS1362.
- The mains cord must be <HAR> or <BASEC> marked and be of type H03VVF3GO.75 (minimum).

Europe only:

- The supply plug must comply with CEE 7/7 ("SCHUKO").
- The mains cord must be <HAR> or <BASEC> marked and be of type H03VVF3GO.75 (minimum).

Denmark: The supply plug must comply with section 107-2-D1, standard DK2-1a or DK2-5a.

Switzerland: The supply plug must comply with SEV/ASE 1011.

China: The product label is located in the bottom of the equipment. It is also located near where the AC cord plugs into the printer.

产品的标识在设备的底部

WARNING: The appliance coupler (the connector to the unit and not the wall plug) must have a configuration for mating with an EN60320/IEC320 appliance inlet.

WARNING: The socket outlet must be near to the unit and easily accessible.

WARNING: France and Peru only:

This unit cannot be powered from IT⁺ supplies. If your supplies are of IT type, this unit must be powered by 230V (2P+T) via an isolation transformer ratio 1:1, with the secondary connection point labelled Neutral, connected directly to earth (ground).

WARNING: RJ-45 Ports. These are shielded RJ-45 data sockets. They cannot be used as standard traditional telephone sockets, or to connect the unit to a traditional PBX or public telephone network. Only connect RJ-45 data connectors. Either shielded or unshielded data cables with shielded or unshielded jacks can be connected to these data sockets.

2.0 Unpacking the Printer

The printer is shipped in a ruggedized container. **Please save packing material for future use.** Remove the printer and accessories from the box and inspect for obvious damage. If damage is noticed, please report it immediately to BOCA.

Email: cathy@bocasystems.com

Tel: (561) 998-9600 Fax: (561) 998-9609

The following items should be in the box:

- A. Ticket Printer
- B. Media hopper (may look different than photo)
- C. AC power cord
- D. Feeder weight

(prior to use this must be installed in input feeder)

Optional interface cable if ordered with printer



The shipping box and packaging material are specifically designed for your printer.

It is recommended you save the original box and packing material (including plastic bag if printer came with one) for future use, if needed.

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3.0 Introduction

The Lemur-H printer is direct thermal ticket printers designed print to on various thickness thermal media. It may be order in 3.25" or 2.12" width version. This manual will provide the user with general information regarding printer set-up, configuration and troubleshooting. Please read the important safety information section before installation is conducted.



The printer is designed be run with the cover on. The cover may be removed to perform routine maintenance on the printer.

COVER REMOVAL: The cover may be removed in the following manner:

- 1. Remove the thumbscrew from both sides of the cover.
- 2. Lift straight up on the cover to remove.

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4.0 Feeder Weight Installation

The feeder weight must be installed in the input feeder prior to operation.

1. Lift the input feeder door open.



2. The metal tabs (see red arrows) on the feeder weight need to be inserted into the slots (see red circles) on the left side of the input feeder.



3. Finish by inserting the tabs into the slots on the right side of the input feeder. The side wall may be gently flexed outward a little to get tabs into slots.



4. Once the feeder weight is installed, confirm it moves up and down when the door is open and closed.



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5.0 Printer Installation

The Lemur-H is designed to be mounted either on a desktop or shelf.

Prior to site preparation and installation, the printer should be powered up and run in the self-test mode.

- 1. Lay the printer flat on a counter top.
- 2. Make sure feeder weight is install in the input feed if being used for the first time. See section <u>4.0 Feeder Weight Installation</u>.
- 3. Attach the AC cord and interface cable into the proper connectors. The printer is designed to be connected to only one interface port at a given time. The printer should not be operated with two interface ports being used at the same time.
- 4. Install media hopper onto the front lip of the cabinet.



- 5. Load media into the input feeder. See section <u>6.0 Media Load Procedure</u>.
- 6. Power on the printer.



7. The LCD will display PAPER OUT and the red CHECK PAPER led will be illuminated. You will hear the cutter motor cycle if the printer contains a cutter.



8. After about 3 seconds the printer will feed the media under the print head. The green READY LED will be illuminated.



9. Press the center TEST button and the printer will print a self-test. The printout will look similar to the below depending if you have a 3.25" or 2.12" print width printer.





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6.0 Media Load Procedure

A printer may be ordered in either 3.25" width for use with 3.25" x 5.5" media or 1.12" width for use with 2.125" x 3.375 (credit card) media. You are not able to use both size medias with one printer.

1. With the power off and open input feeder door.



2. Load the media into the input feeder so it is all the way forward making contact with the font wall and thermal side facing up towards the ceiling.



3.25" wide

3. The input feeder is able to accept 3" (76.2mm) height of media. If the media has lanyard punchout, this side of the media needs to be towards the font wall. The back of the media should be even.





- 4. Close the input feeder door.
- 5. The printer is now ready for operation.

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7.0 Media Thickness Adjustment

The printer leaves the factory configure for the thickness media is will be used with and normally does not require adjusting. The printer is able to accept media thickness between 10 to 50mil.

The below reviews how to adjust the printer's media thickness setting, if needed.

1. With the power off and open input feeder door.



- 2. Remove any media, if necessary.
- 3. Adjust the selector for the thickness of the media being used. In the below example printer is set of 30 mill thick media.



If the media is intermittently having an issue with not feeding out of the input feeder reliably. Increase the mil value setting a little.

If two badges or cards are intermittently coming out of the input feeder. Decrease the mil value setting a little.

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8.0 Standard Interface Pinouts

RJ12 Serial Connection



TYPICAL DB9 to RJ12 PIN CONNECTIONS

9 pin host	BOCA RJ12	
2	2	Transmit
3	3	Receive
5	4	GND
6	1	RDY
8	6	CTS

USB USB 2.0 compliant devices.

ETHERNET (Optional) is a standard RJ45 Ethernet cable connection.

WI-FI (Optional) Support 802.11b/g/n Wi-Fi router. On dual-band router our printer needs be configured for the 2.4GHz band.

BLUETOOTH (Optional) Allows connection via Bluetooth interface.



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9.0 Maintenance

Your printer is solidly constructed and has been designed for high volume use. It requires minimal care to provide maximum service.



WARNING: The appearance of this symbol indicates the proximity of an exposed high voltage area. Please follow all directions carefully for your personal safety. You must read the following safety information carefully before working on the printer.

This section provides an overview of printer maintenance, including part alignments, adjustment and replacement.

For discussion purposes, the printer consists of three major modules or assemblies:

- Input feeder module
- Print module
- Logic board assembly

As a safety precaution, all service to the printer should be done by **qualified persons** with power off and the AC cord unplugged from the printer. Following any procedure requiring the removal of covers and/or doors, please verify that they have been properly attached and fastened prior to operating the printer.

Routine Maintenance – Routine maintenance should normally be done a minimum once a year. Printer may require increased maintenance due to usage and environmental conditions. See following link: <u>https://www.bocasystems.com/documents/Lemur_HMaintenance.pdf</u>

9.1 Printer Assembly

The printer is made up of following basic modules. 1- Input feeder module, 2- Print module All replacements and adjustments of the components on these modules may be done without removing the modules. **The cover will need to be removed to get access to the printer's internal parts.**

- 1. Remove the thumbscrew from both sides of the cover.
- 2. Lift straight up on the cover to remove.



9.1.1 Thermal Print Head

The print head should be cleaned periodically to prevent debris from building up on the print element. The required cleaning interval varies greatly depending on the quality of the ticket stock and the amount of dust entering the print area. Excessive dirt buildup on the print head will result in reduced quality. Continuing to run the print head in a dirty condition will reduce its life expectancy, as it is unable to diffuse its heat properly.

The follow needs to be done with the printer powered off and unplugged from the AC source.

The thermal print head can be removed for cleaning or replacement, as follows:

1. Make sure power is off and the AC cord is disconnected from the printer.

2. DO NOT UNPLUG CABLE FROM PRINT HEAD.

3. Push down on the Head Spring Assembly tab to disengage it from the cam shaft.



4. Once the assembly is below the shaft move it backwards and remove from print module.



5. Lift the print head mounting plate out from the print module.



Above shows a 3.25" print head mounting plate



Above shows a 2.12" print head mounting plate

6. Clean the thermal print head surface (the side that makes contact with the paper) with isopropyl alcohol & paper towel. See yellow highlighted area with red border.



Above is a print head from a 2.12" version

7. Install the print head mounting plate back into the print module by reversing the above procedures. Make sure the print head mounting plate tabs are in the correct print cage slots.



8. Install the print head mounting plate back into the print module in a downward angle. Ensuring tabs are in their correct corresponding slots.



Above shows a 2.12" print head mounting plate

- 9. Install the Head Spring Assembly back in place.
 - a. Position the top recessed radius part of the assembly so it makes contact against the cam shaft. Red highlighted area in the below image.



10. Rotate the lower part of the assembly forward so the tabs on the lower part of the assembly engage the slots in the print head mounting plate.



11. The below image shows the Head Spring Assembly tabs locked in place. See red arrows below.



12. The printer in now ready for operation. If the print quality is still poor then the thermal head needs to be replaced. See section 9.1.2 THERMAL PRINT HEAD REPLACEMENT

9.1.2 Thermal Print Head Replacement

Below reviews how to replace the thermal print head in your printer. Different type of print head is used depending on the width printer you have.

The follow needs to be done with the printer powered off and unplugged from the AC source.

- 1. Remove the print head mounting plate from the printer as shown in previous section (9.1.1 Thermal Print Head).
- 2. Once the head plate has been removed; loosen the two Philip head screws until the thermal print head disengages from the head plate (see red circles below). Take care not to lose the screw.



3.25" print head mounting plate



2.12" print head mounting plate

3. Gently unplug the cable(s) from the old print head. May need to wiggle the connector a little.



3.25" print head, unplug both cables

2.12" print head

4. Plug cable(s) into the new print head. If your print head has two cables then this should be done one cable at a time so not to mix them up. The cables are keyed (see examples below). The keyed position must be lined up while plugging the cable into the print head. You should not have to use excessive force to do this.



3.25" print head cable



2,12" print head cable

- 5. Install the print head back onto the print head mounting plate and secure in plate with two Philip head screws.
- 6. Install the print head mounting plate back into the print module and lock the Head Spring Assembly back in place.

9.1.3 Load Opto Sensor

The load opto sensor is responsible for letting the printer know when it has media loaded into it in the printer. The sensors are located in the input feeder and print modules

Once a year the opto eye should be blown off with air. This interval will vary depending upon the environment and the quality of the ticket stock.

PRINT MODULE



Above shown with print head mounting plate removed (See section 9.1.1 Thermal Print Head).

INPUT FEEDER MODULE



Above shown with input feeder door open.

9.1.4 Platen and Drive Roller

The Platen (print module) and Driver Roller (input feeder module) should be cleaned once a year to prevent paper dust from building up on the roller. (NOTE: The platen & drive roller may require more frequent cleaning in dusty environments or when using inferior ticket stock.)

The follow needs to be done with the printer powered off and unplugged from the AC source.

PLATEN

- 1. Make sure power is off and the AC cord is disconnected from the printer
- 2. Unlock the Head Spring Assembly and remove Head Mounting Plate. (Refer to section 9.1.1 Thermal Print Head).
- 3. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the rubber roller.
- 4. Rotate the rubber roller clockwise a little by pulling down on the driver belt and repeat step 4; continue in the same manner for one full revolution of the rubber roller.
- 5. Install the cam lock assembly and remove head mounting plate back in place.



Platen size and color may vary from what is shown in the photo

DRIVE ROLLER

- 1. Make sure power is off and the AC cord is disconnected from the printer
- 2. Open the Input Feeder door and remove media, if present.
- 3. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the drive roller.
- 4. Rotate the rubber roller clockwise a little by pulling down on the driver belt and repeat step 4; continue in the same manner for one full revolution of the rubber roller.
- 5. Allow the roller to dry and load the media back in.



10.0 Troubleshooting Guide

This is a simplified troubleshooting guide listing some of the typical problems. It is not intended to provide technical details or repair methods, but can serve as a guide to fault isolation in the field. As a safety precaution, all service to the printer should be done by qualified persons with power off and the AC cord unplugged from the printer. Following any procedure requiring the removal of covers and/or doors, please verify that they have been properly attached and fastened prior to operating the printer. If you need additional help, please visit the link below

www.bocasystems.com/onlinesupportform.html

1. NO OPERATION, LED'S DON'T LIGHT UP UPON POWER UP

- a. Power the printer off and wait 30 seconds then power it back on.
- b. Check the power cord for proper installation at both ends.
- c. Check that there is power at the AC outlet.
- d. Contact your system provider or <u>BOCA</u> for further assistance.

2. POWER IS ON BUT NO OPERATION

- a. Make sure the stock is being loaded properly into the printer. Consult section 6.0 Media Load Procedure.
- b. Check for defective media. Try a differ stack of media.
- c. Perform routine maintenance (https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf).
- d. Contact your system provider or **BOCA** for further assistance.

3. POWER IS ON BUT TICKET WILL NOT LOAD

- a. See # 2
- b. Make sure the Head Spring Assembly is fully locked in the closed position. Consult <u>9.1.1 Thermal Print Head</u> section.
- c. Check that the media is being loaded correctly. Consult <u>6.0 Media Load Procedure</u> section.
- d. Perform routine maintenance (https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf).
- e. Contact your system provider or **BOCA** for further assistance.

4. MEIDA WILL NOT FEED OUT OF THE INPUT FEEDER

- a. Check for defective media. Try a differ stack of media.
- b. Clean the driver roller. See routine maintenance (<u>https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf</u>).
- c. Adjust the media thickness selector to a higher mil thickness. Consult section <u>7.0 Media Thickness Adjustment</u>.
- d. Contact your system provider or <u>BOCA</u> for further assistance.

5. MORE THAN ONE PIECE OF MEDIA IS FEEDING OUT THE INPUT FEEDER

- a. Check for defective media. Try a differ stack of media.
 b. Clean the driver roller. See routine maintenance (https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf).
- c. Adjust the media thickness selector to a lower mil thickness. Consult section <u>7.0 Media Thickness Adjustment</u>.
- d. Contact your system provider or <u>BOCA</u> for further assistance.

6. ERRACTIC PRINT POSITION

- a. Perform routine maintenance (https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf).
- b. Check for defective media. Try a differ stack of media.
- c. Default printer settings. With printer powered off hold down the TEST button and then power up the printer. Keep the test button held down for 10 seconds and release (the printer will reset).
- d. Contact your system provider or BOCA for further assistance.

5. <u>POOR PRINT OUT (light print out)</u>

- a. Check for defective media. Try a differ stack of media.
- b. Make sure the Head Spring Assembly is fully locked in the closed position. Consult <u>9.1.1 Thermal Print Head</u> section.
- c. Clean print head. Consult <u>9.1.1 Thermal Print Head</u> section.
- d. Replace thermal head (9.1.2 Print Head Replacement).
- f. Contact your system provider or <u>BOCA</u> for further assistance.

- 8. <u>POOR PRINT OUT (white voids in length of print out)</u>
 - a. Clean print head. Consult <u>9.1.1 Thermal Print Head</u> section.
 - b. Replace thermal head (9.1.2 Print Head Replacement).
 - c. Contact your system provider or <u>BOCA</u> for further assistance.

9. <u>NO PRINT OUT</u>

- a. Check for defective media. Try a differ stack of tickets.
- b. Check head cable for electrical connection to print head
- c. Perform routine maintenance (<u>https://www.bocasystems.com/documents/Lemur-HMaintenance.pdf</u>).
- e. Replace thermal head (9.1.2 Print Head Replacement).
- f. Contact your system provider or <u>BOCA</u> for further assistance.

10. ETHERNET WILL NOT CONNECT

a. When the Ethernet cable in connected to the printer. The Ethernet connector: Green LED should be illuminated and the yellow LED flashing. If it does not:

- Check to make sure the Ethernet setting is not set to NO. The self-test ticket printout shows the status. - Check to make sure the Ethernet connect on the cable is good.
- b. Your Network IP server may not to support the use of a DHCP protocol and require the Ethernet to be set to a static IP address. Ethernet Interface Addendum of the <u>FGL programing guide</u> reviews how to do this.
- c. Default printer settings. With the printer powered off hold down the TEST button and then power up the printer. Keep the TEST button held down for ten seconds and release (the printer will reset).

13. WI-FI WILL NOT CONNECT OR INTERMITTENT CONNECTION

- a. Make sure you are connecting to Wi-Fi router that supports 802.11b/g/n devices.
- b. If using a 802.11 N device, make sure 2.4GHz channel is being use.
- c. On initial setup, have the printer as close as possible to the Wi-Fi router.
- d. Check to make sure you have the correct SSID and security values for the Wi-Fi router you are trying to connect to. Please note these values are case sensitive.
- e. If you have multiple routers change the channel setting to 1, 6 or 11. Multiple routers using the same channel will cause connection and drop single issues.

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APPENDIX A - CONTROL PANEL

The printer allows the user to adjust various printer options through the optional control panel. To access the control panel menu, press both **MENU** and **TEST** switches simultaneously for about 3 seconds. The LCD will display the "**OPERATOR MENU!**" message to indicate that it has entered the control panel menu mode. Once in this mode, please use the following steps in the manner indicated to choose the proper menu topic and to select the proper setting. **NOTE:** Your LCD screen firmware and font ID may look different than below.



The printer has four led lights on the control panel. All led will illuminate briefly after power up.

- DATA This led will only illuminate green when the printer is receiving data
 - **READY** This led will illuminate green when the printer is ready. This led will be off if the printer is not ready.
 - CHECK PAPER This led will only illuminate red when the printer is out of paper.
 - **PAPER JAM** This led will only illuminate red when there is a paper jam.

To access and use the OPERATOR MENU, follow these steps:

- 1. Ticket stock should be loaded into the printer. The LCD window displays **FGL46R# SB#** (# number value depends on revision level; G represents the software series level; B# is the font)
- 2. Press both **MENU** and **TEST** switches simultaneously for about 3 seconds. The LCD window displays **OPERATOR MENU**.
- 3. To scroll through the menu topic, use **MENU** stopping on the topic you wish to change.
- 4. Press **CHOICES** to scroll through choices in the selected topic. **NOTE:** The printer displays a blinking cursor for the values presently stored in the printer.
- 5. Once you have found the new value you want, press **TEST**. The LCD window displays **EXIT AND SAVE?** If you wish to save the new value then press **TEST** again.
- 6. If you do not wish to save the new value then press **MENU**. The LCD window displays **JUST EXIT?** Press **TEST** to exit the **OPERATOR MENU** without saving new values or press **MENU** to enter back into the **OPERATOR MENU**.

The chart below lists the present menu topics. These topics are subject to change.

OPERATOR MENU		ETHERNET?
BAUD RATE?		IP ADDRESS?
MINI/MICRO?		SUBNET MASK?
PRINT SPEED?		DEFAULT GATEWAY?
DIAGNOSTIC MODE?		DNS SERVER?
TICKET TYPE?		SPEED/DUPLEX?
STATUS ENABLED?		DEFAULT WEBPAGE?
TRANSPARENT MODE		REFRESH RATE?
		TICKET REMAIN 1
		TICKETS LOW1?
		TICKET REMAIN 2
		TICKETS LOW2?
		BLUETOOTH?
DEC CUTI COUNT?		BT DISCOVER MODE
INC CUT2 COUNT?		BT RECONNECT?
DEC CUT1 COUNT?		BT OPER MODE?
PRINT MODE?		WIRELESS?
PRINT INTENSITY?		EXIT AND SAVE?
TEST TICKET?		JUST EXIT

The following is a brief overview of some representative Menu options:

BAUD RATE? Controls the serial interface baud rate, parity bit, data bits and stop bits. Here are the following choices: (115200,N,8,1 is default)

1200,N,8,1	4800,N,8,1	19200,N,8,1	38400,E,7,1
1200,E,7,1	4800,E,7,1	19200,E,7,1	57600,N,8,1
1200,O,7,1	4800,O,7,1	19200,0,7,1	57600,E,7,1
2400,N,8,1	9600,N,8,1	28800,N,8,1	115200,N,8,1
2400,E,7,1	9600,E,7,1	28800,E,7,1	115200,E,7,1
2400,O,7,1	9600,0,7,1	38400,N,8,1	

MINI/MICRO? Factory setting. Do not modify.

PRINT SPEED? Controls the speed the ticket travels at. Also effects the print quality. Printer should not be run at a print speed slower than 5 as it may cause ticket jams. The numbers range from **0 - FASTEST** to **7 - SLOWEST. 5 is factory default.**

DIAGNOSTIC MODE? Your choices are YES or NO. NO is factory default. (Please consult your Programming Guide)

TICKET TYPE? Factory setting. Do not modify.

STATUS ENABLED? Factory setting. Do not modify.

TRANSPARENT MODE? YES (Enabled) or NO (Disabled). (Please consult your Programming Guide)

PAPER MODE? Factory setting. Do not modify.

SPECIAL HEAD? Factory setting. Do not modify.

CLEAR DOWNLOAD? Clears those items downloaded by the operator to Flash memory. Your choices are **YES** or **NO**.

INC CUT1/2 COUNT? Factory setting. Do not modify.

DEC CUT1/2 COUNT? Factory setting. Do not modify.

PRINT MODE? Factory setting. Do not modify.

PRINT INTENSITY? Controls the darkness of ticket printout. Here are the following choices:

LIGHT
MED LIGHT
NORMAL default
MED DARK
SHORT HEAD LIFE

TEST TICKET? Defines they type of self-test ticket printed.

STANDARD	Normal self-test ticket pattern (factory default)
CONFIGURATION 1	To print configuration settings if printing on a 1" wide ticket
CONFIGURATION 2	To print configuration settings if printing on a 2" wide ticket
CONFIGURATION 3	To print configuration settings if printing on a 3" wide ticket
CONFIGURATION 4	To print configuration settings if printing on a 4" wide ticket

ETHERNET? Only used for printer with Ethernet interface connector.

NO	Ethernet not enabled.	
YES	Uses the IP address that has been set in the printer by the customer.	
Diagonstics	This feature should not be used.	
Valid Packets	This feature should not be used.	
DHCP Enabled	Automatically attempts to get an IP address from Local Server	
DHCP/SUB/GATE	Automatically attempts to get an IP address/Subnet Mask/Gateway from Local Server	
DHCP/NR	Automatically attempts to get an IP address from Local Server and then register the name with	
	the local NetBIOS name server – usually the WINS Server	
DHCP/SUB/GATE/NR	Automatically attempts to get an IP address/Subnet Mask/Gateway from Local Server and then	
	register the name with the local NetBIOS name server – usually the WINS Server	

IP ADDRESS? Enables the operator to change the printer's Ethernet IP Address. (See Appendix E)

SUBNET MASK? Enables the operator to change the printer's Ethernet Subnet Mask value. (See Appendix E)

DEFAULT GATEWAY? Enables the operator to change the printer's Ethernet default Gateway value. (See <u>Appendix E</u>) Programming Guide.

DNS SERVER? Enables the operator to change the printer's Ethernet default DNS server value. (See <u>Appendix E</u>) Programming Guide.

SPEED/DUPLEX? Enables the operator to change the printer's Ethernet speed and duplex setting. Please consult "Ethernet Interface Addendum" of the <u>FGL Programming Guide</u>. Your choices are **AUTO-NEGOTIATE**, **100Mbps/FULL**, **100Mbps/HALF**, **10Mbps/FULL** and **10Mbps/HALF**.

DEFAULT WEBPAGE?, REFRESH RATE?, TICKETS REMAIN 1, TICKETS LOW1?, TICKETS REMAIN 2, TICKETS LOW2? : Please consult "REMOTE MANAGEMENT ADDENDUM" of the <u>FGL Programming Guide</u>.

BLUETOOTH? Your choices are **ENABLE or DISABLE.** Recommend that BLUETOOTH be disabled is printer if so equipped and you are using a different interface other than Bluetooth.

BT DICOVERY MODE? Enables the operator to change the discovery mode setting to a different Bluetooth host may be paired with the printer.

NO	Printer is pair with the Bluetooth host it was originally configured to.
YES	Printer will try to discover a new Bluetooth host to pair with.

BT RECONNECT? Enables the operator to change the reconnect mode setting. For iPad connection only.

DISABLE	Printer will NOT automatically attempt to restore a connection if it is dropped. default
ENABLE	Printer will automatically attempt to restore a connection if it is dropped.

BT OPER MODE? Enables the operator to change the connection mode setting.

CLASSIC	Classic mode. default
BLE	Bluetooth Low Energy Mode

WIRELESS? Enables the operator to change the connection mode setting. Recommend that Wi-Fi be disabled is printer if so equipped and you are using a different interface other than Wi-Fi.

DISABLE	Disable Wi-Fi connection.
STATIC IP	Printer will try to connect to the Static IP address the Wi-Fi was originally configured for
DHCP	Printer will try to connect to the DHCP IP address the Wi-Fi was originally configured for

EXIT AND SAVE! Will save any changes made to the above menu options. If you wish to save the new value then press **TEST**, if not press **MENU**.

JUST EXIT? Will exit the menu options without saving any changes. If you want to exit without saving the new value then press **TEST**, if not press **MENU**.

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APPENDIX B – ETHERNET PARAMETERS

General

Each Boca Ethernet Printer is assigned a unique MAC address based in part on the printer's serial number. All Boca printers are factory configured in DHCP enabled mode. (Exceptions may be made by special request.) If the printer is unable to get a dynamic IP address from the customer's network in the allotted time period (about four minutes), it will default to the 169.xxx.xxx.address. You can select a different fixed IP address either via a Web Browser (see below).

ETHERNET – Quick Installation Guide

- 1. Connect the printer to your network (the IP address will be automatically assigned by your DHCP server).
- 2. Load media into the printer.
- 3. If you look the Ethernet connector you should see the below:



- 4. Wait four minutes to allow assignment of IP address.
- Print a self-test by pressing the printer's center TEST button, IP address is shown on this printout. If after four minutes, if the printer does not receive an IP address from you network IP server, then the printer will default to using IP address 169.xxx.xxx.xxx.
- 6. Open your web browser and type the printer's IP address. For example, if the IP address was 010.000.000.192 they you would type //10.0.0.192.
- 7. The below login menu will pop up depending on what firmware you printer has:
 - a. If printer has "R" version firmware you will see the below. Username = boca & Password = printer. Your IP address will be different than what is shown below.

Username L		
Password		

The menu will come up, click on Submit button to go to the configuration page if you do no was to pass work protect.

	Login
T	is webpage is password protected.
If you	wish to change your password please
(P	assword can be up to ten printable
	characters)
	Otherwise, just press Submit.
	Current Password:
	Now Paceword:
	incur russionu.
Cont	firm New Password:
	Submit

Boca Systems' Printer Configuration Page										
			Firmware :	HP46N166 / COM46N166 / SH00						
			Serial number	r: 488827						
			On Time :		000:00:03:27 d/l	h/m/s				
			MAC ID :		00.0D.71.07.75.7B					
FACTORY MENU : it	tems with an * should <u>r</u>	<u>10t</u> be ch	nanged or selec	ted without first	t consulting Boca Sy	stems.				
BAUD RATE=	9600,N,8,1 V	MIN	I/MICRO=	MINI		PRINT SPEED=	3	~	DIAGNOSTIC MODE=	NO V
TICKET TYPE=	SPECIAL TICKET V	STATU	S ENABLED=	USB/SER 🗸		TRANSPARENT MODE=	N0 ~		PAPER MODE=	NO V
*HEAD DPI=	300 🗸	SPEC	IAL HEAD=	NO	~	PATH TYPE=	PATH1	~	BUFFER MODE=	MULTIPLE MODE -
CLEAR DOWNLOAD=	NO V	DI SE	EFAULT TTINGS=	YES 🗸		CUT1 COUNT=	16	(1-200)	CUT2 COUNT=	16 (1-200)
*2-SIDED PRINTER=	NO V	PAR	K TICKET=	NO V		TICKET MODE=	MULTIPI	EV	PRINT MODE:	THERMAL
PRINT INTENSITY=	NORMAL V	SK	I MODE=	NO V		FLASH ACK MODE=	NO V		SOFTWARE BUSY=	NO V
BI-DIRECTIONAL=	NO V		USB=	YES 🗸		ACKNOWLEDGE=	NORMA	L •	ORIENTATION=	NORMAL V
FGL COMMANDS=	YES •	*HI /	GH SPEED MODE=	NO V		*SHUFFLE MODE=	NO V		*CUTTER TYPE=	BOCA V
*CUTTER SPEED=	NORMAL ~		RFID=	NO	~					
ETHERNET=	DHCP/SUB/GATE V	IP A	DDRESS=	010.000.002.031 digits)	Enter 12	SUBNET MASK=	255.255	0.0 🗸	DEFAULT GATEWAY=	010.000.002.002 (Enter 12 digits)
SPEED/DUPLEX=	AUTO-NEGOTIATE -	USB D	EVICE TYPE=			BLUETOOTH=	NO	~	AUTO CASH DRAWER=	NO V
MAGNETICS=	NO V									
Configure SNMP	Configure SNMP (Press Save button to store)									

- If you are going to set a static IP address then you will need to change the ETHERNET setting to YES. Set IP
 address, Subnet Mask and Default Gateway to the values you want.
- If you experience any problems, please refer to the Ethernet section of our FGL Programming Guide.

The below reviews how to set the printer for a static IP address if your system requires it.

Changing Ethernet settings if your printer has an LCD display

Please follow the below steps to create a static IP address on your Ethernet printer.

Change Ethernet setting

- 1. Depress both the **MENU** and **CHOICES** buttons while turning on the printer. Keep both buttons depressed unit **FACTORY MENU** appears in the LCD window or the display starts scrolling through different topics.
- 2. Using the **MENU** button scroll down to the **ETHERNET?**
- 3. Using the CHOICES button select YES and press the TEST button.
- 4. The display will show **EXIT AND SAVE**, press the **TEST** button again (the printer will reset at this time).

Changing IP Address

- 1. Depress both the **MENU** and **CHOICES** buttons while turning on the printer. Keep both buttons depressed unit **FACTORY MENU** appears in the LCD window or the display starts scrolling through different topics.
- 2. Using the MENU button scroll down to the IP ADDRESS? and press the CHOICE button.
- 3. The blinking cursor indicates the current IP numeric value selected. Every time you press the **CHOICE** button the numeric value will change.
- 4. Using the **TEST** button will move you over to the next numeric value.

- 5. Continue steps 3 & 4 to program the desired IP address value.
- 6. At the end the display will show **EXIT AND SAVE**. Press the **MENU** button.
- 7. The display will show **JUST EXIT**. Press the **MENU** button. **SUBNET MASK**? will be shown on the display.

Changing Subnet Mask address

1. Each time you press the CHOICE button a different address will be displayed (see list below).

0.0.0.0 (reserve	ed)	255.255.128.0	(class C)
128.0.0.0 (class	Á)	255.255.192.0	"
192.0.0.0 "		255.255.224.0	"
224.0.0.0 "		255.255.240.0	"
240.0.0.0 "		255.255.248.0	"
248.0.0.0 "		255.255.252.0	"
252.0.0.0 "		255.255.254.0	"
254.0.0.0 "		255.255.255.0	"
255.0.0.0 "		255.255.255.12	28
255.128.0.0 (clas	s B)	255.255.255.19)2
255.192.0.0 "	,	255.255.255.22	24
255.224.0.0 "		255.255.255.24	0
255.240.0.0 "		255.255.255.24	8
255.248.0.0 "		255.255.255.25	52
255.252.0.0 "		255.255.255.25	54 (unusable)
255.254.0.0 "		255.255.255.25	5 (host-single address)
255.255.0.0 "			· · · · · · · · · · · · · · · · · · ·

- 2. Once you have the address you want, press the **TEST** button. The display will show **EXIT AND SAVE**. Press the **MENU** button.
- 3. The display will show JUST EXIT. Press the MENU button. DEFAULT GATEWAY? will be shown on the display.

Changing Default Gateway address

- 1. The blinking cursor indicates the current Default Gateway numeric value. Every time you press the **CHOICE** button the numeric value will change.
- 2. Using the TEST button will move you over to the next numeric value.
- 3. Continue steps 1 & 2 to program the desired Default Gateway address value.
- 4. At the end the display will show EXIT AND SAVE. Press the TEST button.
- 5. The printer will reset and the static IP address settings will be saved.

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APPENDIX C – TESTING A LEMUR

Boca Systems, Inc. has developed various program that allows customers to communicate from a host computer or mobile device to the printer. Below are the various configure and test programs we offer:

WINDOWS: (Allow connection via Ethernet/ Wi-Fi, Parallel, Serial, USB-HID interfaces and print driver connection) <u>https://www.bocasystems.com/documents/Testing%20a%20BOCA.pdf</u>

MAC: (Allows Ethernet/Wi-Fi, USB-HID interfaces or print driver connection) <u>https://www.bocasystems.com/documents/Testing%20a%20BOCAmac.pdf</u>

iPad: (Allows Bluetooth and Ethernet/Wi-Fi interfaces connection) <u>https://apps.apple.com/us/app/bocaprinter/id951179236</u>

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APPENDIX D – BLUETOOTH CONNECTION

If your printer is equipped with an optional Bluetooth interface port then you will see the following in the Interface 2 or Interface 3 field of the serial number tag.

- BT+ Printer is configured for Bluetooth Classic Mode.
- **BLE+** Printer is configured for Low Energy Mode.

BLUETOOTH CLASSIC

If the printer has optional Bluetooth interface and it is enabled then you should see BLUETOOTH = ENABLED on the self-test printout that is issued when the printer's center TEST button is pressed.

MAX.	FREE	FLASH= 0	
BLUE	TOOTH=	ENABLE	

Android Connection

The below provides an overview of an Android connecting to a BOCA printer with optional Bluetooth interface.

1. Swipe down from the top of the screen.



2. Press and hold the Bluetooth icon to access the Bluetooth screen.



3. If Bluetooth is OFF then turn ON.



4. Once turned ON, a list of Bluetooth devices will be shown. Under AVAILABLE DEVICES you should see the serial number of the printer you are trying to pair to (Boca######) For example if your printer was serial number 523706 then you would see Boca523706.

Tap on the BOCA printer you want to pair.

	* 19.95% 🗎 8.5	55 AM
Bluetooth	STOP	1
ON		S
Your tablet (Galaxy Tab A) is devices.	currently visible to nearby	r.
AVAILABLE DEVICES		Tap on printer you want to pair.
Boca523706		1000

5. You will see the below during the pairing process.



 If the printer has an optional LCD display, you will see the following: The BT DISCONNECTED means the device has disconnected the interface channel but it is still paired with the printer.



7. You will see the below once the printer has been paired to the device.



iPad Connection

The below provides an overview of an iPad connecting to a BOCA printer with optional Bluetooth interface.



- 2. When setting menu comes up click on Bluetooth.
- 3. Turn Bluetooth ON if it was OFF.

1. Touch the setting icon.

	5		1 33	
Ð	Airplane Mode	0	Bluetooth	Tap on toggle
?	Wi-Fi	tablet2cases	Location accuracy and nearby services are improved when Bluetooth is furned on.	button
*	Bluetooth	on	Tap on Bluetooth	

4. Under DEVICES you should see the serial number of the printer you are trying to pair to (Boca######) For example if your printer was serial number 000000 then you would see Boca000000



- 5. Touch on this serial number to enable the iPad to pair to it.
- 6. If the printer has an optional LCD display, you will see the following:



- 7. The iPad should show that it is connected when successfully paired.
- 8. Anytime a Bluetooth device disconnects from the printer the display will show BT DISCONNECTED. It will disappear when the printer prints a ticket. You will need to manually reconnect to the printer.



- 9. When the printer is powered off the iPad will disconnect from the printer. When the printer is powered on you will need to manually reconnect to the printer.
- If you want the printer to try to reconnect to the iPad the printer was originally paired with, then the reconnect menu feature may be enabled (BT RECONNECT). See <u>APPENDIX A CONTROL PANEL</u>.
 - If the printer is able to connect to the printer the Bluetooth host it was paired with then below will be seen on the LCD display (if so equipped).



 If the printer is NOT able to connect to the printer the Bluetooth host it was paired with then below will be seen on the LCD display (if so equipped).



You may use our iPad test program that is on the Apple store to test the printer. The search will need to be done via the iPad and search name would be *BocaPrinter* (<u>https://itunes.apple.com/us/developer/boca-systems/id951179235</u>).

Windows 11 Connection

The below provides an overview of a Windows 11 connecting to a BOCA printer with optional Bluetooth interface.

1. In your Windows Bluetooth device settings, set Bluetooth devices discovery setting from Default to Advanced. The below link reviews how to set Bluetooth to advanced setting.

https://help.cricut.com/hc/en-us/articles/16511514972183-Windows-11-Bluetooth-Devices-Discovery-
ssues#:~:text=Open%20open%20Bluetooth%20settings%20and,setting%20from%20Default%20to%20Advance

Device settings		
Show notifications to connect using Swift Pair Connect to supported Bluetooth devices quickly when they're close by and in pairing mode	0	r 💿
Download over metered connections Device software (drivers, info, and apps) for new devices will download when you're on metered internet connections—data or may apply	harges Of	r 💽
Bluetooth devices discovery When adding a Bluetooth device, Default lets you connect common accessories—choose Advanced to see all types of devices	Advanced	i ~

2. When you do your search, you should now see Boca######. In the below example my test printer is serial number123456, you should see Boca522557. Click on it to pair your PC to the printer and follow the instructions provided.

Add :	a device	
Ac	dd a device	
Mak conr	e sure your device is turned on and dis nect.	
õ	ronnie 2014	
Ð	Unknown device	
ß	charlie's iMac (2)	
6D	Unknown device	Click on printer you
6D	Boca123456	want to pair.

3. Once connected go to Device Manager settings, the blow link shows various ways to open Device Manager.

https://help.cricut.com/hc/en-us/articles/16511514972183-Windows-11-Bluetooth-Devices-Discovery-Issues#:~:text=Open%20open%20Bluetooth%20settings%20and,setting%20from%20Default%20to%20Advance d

4. Once open, look under Ports (COM & LPT) and you should see Standard Serial over Bluetooth link (COM#). In the below example W11 provided two COM ports, which the lowest number COM port should be used. This this case I would use COM5. Your COM port values may be different.



• Your software application would then use this COM port connection to communicate to the printer through.

The Bluetooth will need to be disabled if you choose to communicate to the printer via the ETHERNET or USB port.

This may be done as follows:

- 1. Depress both the **MENU** and **TEST** buttons while turning on the printer. Keep both buttons depressed unit **OPERATOR MENU** appears in the LCD window or the display starts scrolling through different topics.
- 2. Using the MENU button scroll down to the BLUETOOTH?
- 3. Using the **CHOICE** button select **DISABLED**. Once you have done this press the **TEST** button. The display will show **EXIT AND SAVE**, press the **TEST** button a second time. The printer will reset and will be disabled.

DISABLED	Bluetooth function is disabled.
ENABLED	Bluetooth function is enabled.

4. To activate the Bluetooth, repeat the above steps but as step #3 select **ENABLED**.

If the printer doesn't have an LCD display, then the below command may be sent to the printer instead. This command only needs to be sent to the printer once to take permanent effect and the printer will reset upon receipt of said command. The <u>DOWNOADING SOFTWARE COMMANDS</u> section provides download procedures.

<bld>< DISABLE

<ble>< ENABLED

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APPENDIX E – CONFIGURE WI-FI CONNECTION

To use the wireless capabilities of a printer equipped with the optional wireless interface (Wi-Fi), it will first be necessary to setup the printer with information and security settings that match the settings of the compatible wireless server/router you are connecting to. Printer purchased after April-2014 is able to support IEEE 802.11g compatible wireless server/router. Printers purchased after July 2020 can support 802.11 b/g/n wireless networks. *The RJ12 serial port will not work with a printer that has optional Wi-Fi interface.*

Our Wi-Fi printer is designed to work with a wireless router.



We recommend that the Wi-Fi be configured by either your system administrator or IT support staff who is knowledgeable about your network and Wi-Fi configurations.

You need to confirm / know the following:

- Wi-Fi router is a b/g/n wireless device that supports 2.4 GHz speed (we do not support 5 GHz speed)?
- If the printer needs to be configured for DHCP or Static IP address?
- SSID name of the router you are connecting to?
- What security mode is required (Disabled, WAP, WAP2 or WEP)?
- If security mode is required then need to know said Pass Phrase/Shared Key (WAP or WAP2) or WEP Encryption/ Key value?

You must use our Configure and Test program for Windows or Customer program for MAC (see <u>Appendix F</u>) and be connected to the printer via a wired connection.

- If connection via Ethernet, use the IP address that is on the self-test ticket.
- If connecting via USB then the appropriate print driver needs to be used:
 - MAC <u>https://bocasystems.com/documents/MAC_Driver_Install_Guide_2021.pdf</u>
 - WINDOWS http://www.bocasystems.com/documents/WindowsDriverInstallGuide.pdf

The following will guide you with configuring your printer if is has optional Wi-Fi interface port.

- 1. For initial install the printer must be as close as possible to the Wi-Fi router itself. This will ensure maximum single strength. Once you have confirmed the Wi-Fi is operational, the printer may be moved to its desired location.
- 2. You need to confirm you are able to print a ticket using our Configure and Test program for Windows or Customer program for MAC (see <u>Appendix F</u>). The printing of a ticket via this program will confirm it is communicating with the printer. Leave the program open and move onto the next step.
- 3. In the Configure and Test program for Windows click on the "Setup Wi-Fi button. In the Customer program for MAC select "Setup Wi-Fi" under the "Select Printer Operation".
- 4. When the Configure Printer Wi-Fi and Security menu comes up you have a few choices.
 - a. Wireless Mode Infrastructure (this is default setting). DO NOT SELECT Ad Hoc (peer to peer)
 - b. Disable Wireless You would choose this if you wanted to disable the Wi-Fi
 Enable with Static IP This would be for networks that require a static IP address. You will need to know IP Address, Subnet & Gateway information.
 Enable with DHCP IP Automatically attempts to get an IP address from Local Server (this is the most common one).

Configure Printer WiFi and Se	ecurity		Leave s	et for Infrastruct	ure
Wireless Mode Default to Infrastructure	Select Enable or Disable	-		Select if DHCP or Static IP	

- 5. If you selected **Enable with Static IP** then go to the next step. If you selected **Enable with DHCP IP** then go to step #
- Enter in the needed network connection information. 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. You will need to enter the **SSID value**. The Service Set Identifier is a 1-to-32-byte string. This normally would be the name of the Wi-Fi router you are connection to. **Please note the ID is case sensitive**.

3310.

Security Mode: you will need to choose the security mode that is appropriate for your WiFi router.
 Disable – Allows the user to communicate through the wireless network without any security encryption involved.

WPA – Go to <u>Step 9</u>	
WPA2 – Go to Step 9	
WEP – Go to Step 10	

Security Mode	-
Disabled	
WPA	
WPA2	
WEP	

9. WPA and WPA2 Personal Security Mode – Allows the user to communicate through the network using WPA or WPA2 Personal wireless encryption. When this security encryption mode is chosen it will be required to enter the "WPA Shared Key" for the local wireless network. Some networks also enforce the use of an optional key value. The optional prompt field is provided for those networks. Please note the key is case sensitive. Finally click on OK to have these values transmitted to the printer (through the cable). The printer will reset and upon re-initialization it will establish wireless communication with the local network. The handshaking involved in establishing wireless communication can take up to 30 seconds. Go to step #11.



Your setting will differ than what is shown above

10. WEP Security Mode – Allows the user to communicate through the network using WEP wireless encryption. With WEP one can select 64 bits or 128 bits encryption. When the security encryption mode is chosen it will be required to enter the "Key" for the local wireless network. Please note the key is case sensitive. Some networks also enforce the use of a default transmit key. If needed select one, else leave it set to "1". Next the four security key values will have to be entered to match those of the local network. Finally click on OK to have these values transmitted to the printer (through the cable). The printer will reset and upon re-initialization it will establish wireless communication with the local network. The handshaking involved in establishing wireless communication can take up to 30 seconds. Go to step #11.



Your setting will differ than what is shown above

11. The printer will reset. Depending on your operating system, this rest may happen less than 60 seconds or as long as 5 minutes. Upon re-initialization it will establish wireless communication with the local network. If printer has optional LCD display. Messages will be displayed on the LCD display when the printer is connecting. When it is connected the display will show pound signs (#####) representing signal strength (see image below). At this point the printer is connected to your Wi-Fi router.



If it fails or displays IDLE then there is a problem. See item #13 on the Troubleshooting Guide.

- 12. Press the TEST button to print out a self-test ticket. This ticket will show the IP address that was acquired by the printer. You may use the configuration and test program to test this interface connection. You must run the program like you are connecting to an Ethernet printer and enter in the IP address that is shown on the self-test ticket.
 - a. For printers with firmware level N171 or R16 and higher you will see EHTERNET=WIFI



b. For printers with firmware level lower than N171 or R16 you will see ETHERNET=NO



Please go to the link below if you need assistance in configuring your Wi-Fi connection. <u>www.bocasystems.com/onlinesupportform.html</u>

If your printer has an options Ethernet port then this port will be disable while the printer is in Wi-Fi mode. The printer is not able to run both Ethernet and Wi-Fi at the same time. If you need to go back to using the Ethernet port then the Wi-Fi needs to be disable. This may be done by repeating the above procedure but at step # 4 choosing **Disable Wireless**.

The Wi-Fi will need to be disabled if you choose to communicate to the printer via the USB port.

This may be done as follows:

Depress both the **MENU** and **CHOICES** buttons while turning on the printer. Keep both buttons depressed unit **FACTORY MENU** appears in the LCD window or the display starts scrolling through different topics.

- 5. Using the MENU button scroll down to the WIRELESS?
- 6. Using the **CHOICE** button scroll through the different choices.
- 7. At choices STATIC IP and DHCP you want to denote if there is a cursor blinking next to said choice? If so, then that is the current setting the printer is set for. This is the setting you need to select when you go to activate Wi-Fi again. For example, if the printer was set for DHCP Wi-Fi connection you would see the below.



 Continue pressing the CHOICE button until you get to DISABLED. Once you have done this press the TEST button. The display will show EXIT AND SAVE, press the TEST button a second time. The printer will reset and Wi-Fi should be disabled.

DISABLED	Will turn off the Wi-Fi
STATIC IP	Enable you to create a static IP address for the Wi-Fi
DHCP	Automatically attempts to get an IP address from Local Server

APPENDIX F – WINDOWS DRIVER INSTALLATION GUIDE

Do not connect the printer to your computer's USB port until instructed.

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.

These print drivers are intended to be installed on Windows PC platforms X86, AMD64 or IA64. This includes Windows 7, 8.1, 10 and Server 2012 R2.

Below is a link that provides details on how to installed the print driver:

www.bocasystems.com/documents/WindowsDriverInstallGuide.pdf

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 <u>www.bocasystems.com/onlinesupportform.html</u>

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APPENDIX G – MAC DRIVER INSTALLATION GUIDE

Do not connect the printer to your computer's USB port until instructed.

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.

Below is a link that provides details on how to installed the print driver:

www.bocasystems.com/documents/MAC_Driver_Install_Guide_2019.pdf

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 <u>www.bocasystems.com/onlinesupportform.html</u>

APPENDIX H – SERVICE PLANS

For enhanced <u>warranty</u> coverage or out of warranty printer, we offer two types of service plans.

GOLD SERVICE

- Printer repair at BOCA facility (3 business day turnaround)
- Replace defective parts (ship within one business day) customer must return defective parts
- Free printer and parts return via UPS ground service (other delivery options to be billed to the customer)

PLATINUM SERVICE

- Printer repair at BOCA facility (3-day business day turnaround)
- Replace defective parts (ship within one business day) customer must return defective parts
- Free printer and parts return via UPS ground service (other delivery options to be billed to the customer)
- Replacement printer provided within one business day, if requested. (This service will become available one week after the platinum plan begins.)

The following items are not covered by the service plans:

- Preventative Maintenance the customer is responsible to provide a reasonable level of preventative maintenance as described in below link. https://www.bocasystems.com/documents/LemurMaintenance.pdf
- **Negligence** parts damaged by misuse or negligence, including damage due to defective ticket stock, is not covered
- **Pre-existing conditions** all printers must be in good working order prior to entering the plan. The customer will be invoiced for any parts and repair work needed on printers which were defective prior to the start of the maintenance plan. BOCA reserves the right to make this determination unilaterally.
- Incoming Shipments the customer is responsible for shipping charges to BOCA.

Please visit the link below for the latest pricing on our service plans. <u>www.bocasystems.com/serviceplans.html</u>

APPENDIX I – TECHNICAL SUPPORT

Please go to the link below if you require technical support with your BOCA printer. There is no fee for initial email support.

www.bocasystems.com/onlinesupportform.html

PHONE / EMAIL SUPPORT - BOCA provides free technical support via email for all printers under warranty or service contracts. (Phone support may be provided for covered printers at BOCA's sole discretion as needed.) Email support for non-warranty/non-contract printers is billable at \$100.00 per incident. However, BOCA may (at its sole discretion) choose to waive this fee for customers in good standing. Phone support for non-warranty/non-contract printers in good standing. Phone support for non-warranty/non-contract printers in good standing. Phone support for non-warranty/non-contract printers will be billed at a rate of \$100.00/hour for Level 1 support and \$200.00/hour for Level 2 support. Billing time will be rounded up to the nearest hour. A valid credit card number is required for phone support payments.