
How To Install Epson Thermal Printers (Carswell)

INTRODUCTION

This booklet was created to assist CU*Answers clients with the installation of Epson thermal receipt printers with the Carswell Data Products module.

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For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
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WHAT IS A CARSWELL PRINTER?

WHAT IS THE CARSWELL MODULE?

So you have an Epson thermal printer to install. How do you know whether it has the Carswell module in it or not? And what is the Carswell module?

The Carswell module is a serial module that is installed in the back of the receipt printer. This module contains a custom ROM flash that handles most of the printing related tasks for receipts.

The custom programming on the Carswell printer handles everything from the logo and signature line to the masking of the account numbers to the number of copies that are printed.

Making changes to this programming is possible. It requires a new ROM to be programmed and then flashed to each printer. If you are interested in making changes to your receipts, please contact a member of the WESCO Net Team for more information.

DO I HAVE A CARSWELL PRINTER?

The installation of a Carswell receipt printer and a non-Carswell receipt printer vary greatly. It is important to note that all Carswell receipt printers are either Epson TM-T88III or TM-T88IV printers. If your printer model is not either of those, you do not have a Carswell printer.

Here are the two best ways to tell if which you have:

Do you use ProDoc?

If you don't use ProDoc, you definitely have a Carswell printer. Non-Carswell printers only work with ProDoc.

What connection does the printer have?

If the printer is connected to the workstation with a serial cable, then it is a Carswell printer. If the printer is USB or Ethernet, it is not a Carswell printer.

Still unsure, or don't have a Carswell?

If you are still unsure of what model printer you have, please contact a member of the WESCO Net Team for assistance.

If you don't have a Carswell printer but need to get it installed, please refer to the "How To Install Epson Thermal Printers (TM-T88IV)" documentation.

GETTING READY

LOCAL OR SHARED PRINTER?

Note: This only applies to ProDoc environments. If you are not using ProDoc, you will be installing this printer locally.

How the printer is installed depends on how it is connected to your workstation. If the printer is physically plugged into your workstation, you will be installing this printer locally. If the printer is physically plugged into another workstation, and you need to be able to print to it from ProDoc, you will be installing a shared printer.

WORKSTATION/PRINTER REQUIREMENTS

Please ensure that prior to the installation that you are logged into the workstation as a user with local administrator privileges. Without local administrator privileges you will not be able to install or configure your receipt printer. To obtain administrator privileges, please contact your IT support provider.

*What does “local administrator privileges” mean?
Permissions are typically granted per user on workstations.
The user must have the ability to install programs and
modify files on the workstation to install CU*BASE GOLD.
The user does not need authority over the network (domain)
to install the software.*

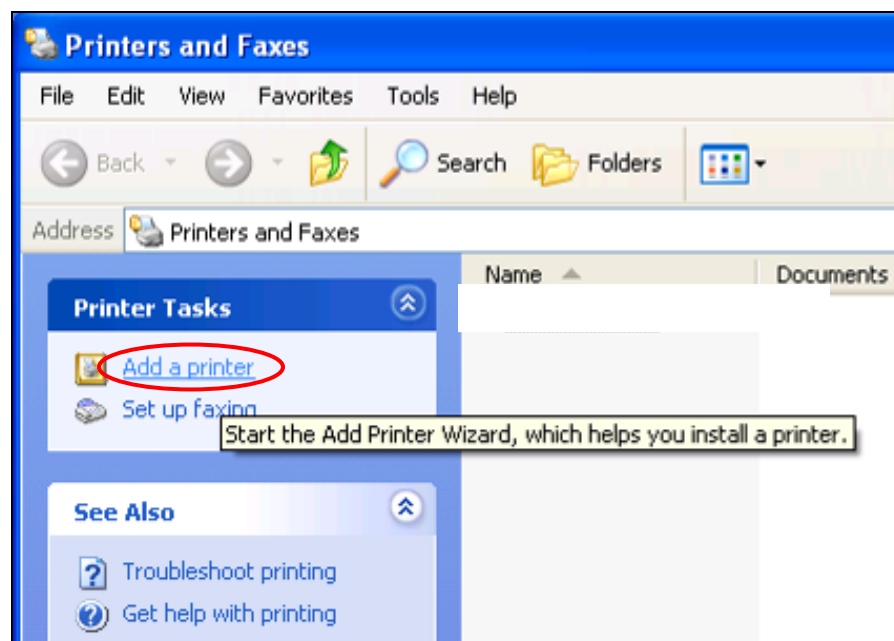
If the receipt printer is connected locally, make sure that the workstation has an available USB port, and that the receipt printer is connected to this port. If you are installing a shared printer, make sure that the workstation that printer is connected to is powered on, and that the printer is shared correctly. Make sure that there is paper in the printer, and finally, make sure the printer is powered on.

INSTALLING A LOCAL PRINTER

Once the printer is connected to the workstation and you are logged in with administrative privileges, click on “Start” and go to “Printers And Faxes.” If you do not see “Printers And Faxes” on the menu, it may be located under “Settings” or “Control Panel.”

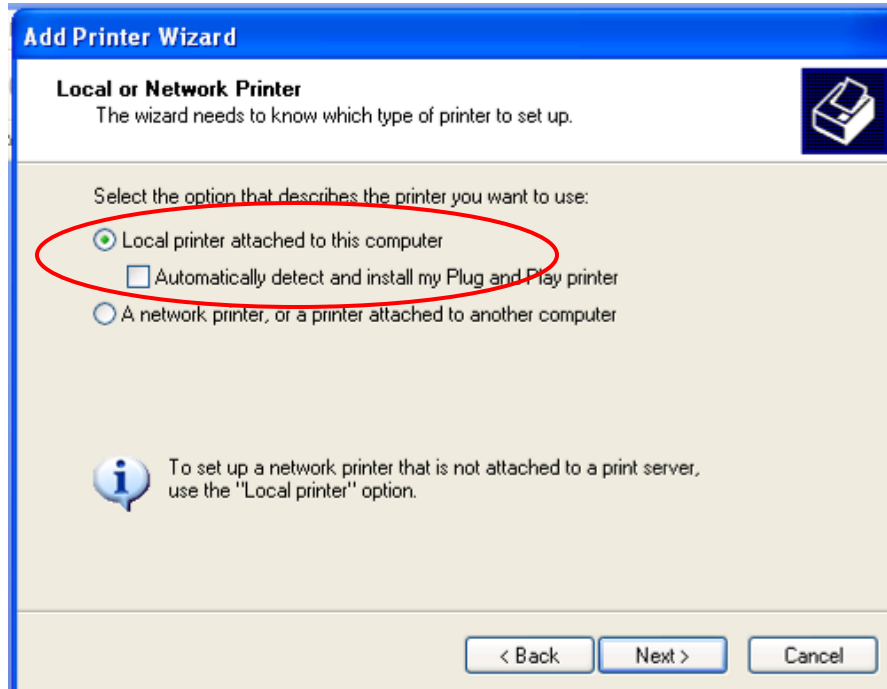


Click on “Add a Printer.”

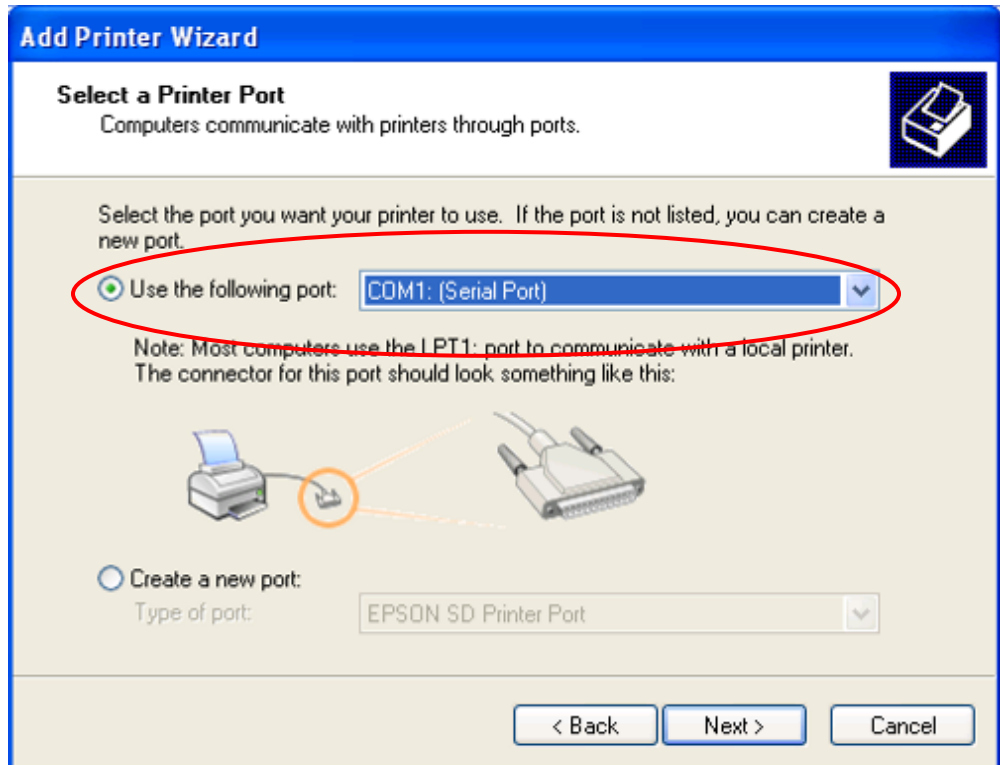


The “Add Printer Wizard” will start. Click on “Next” to begin the installation.

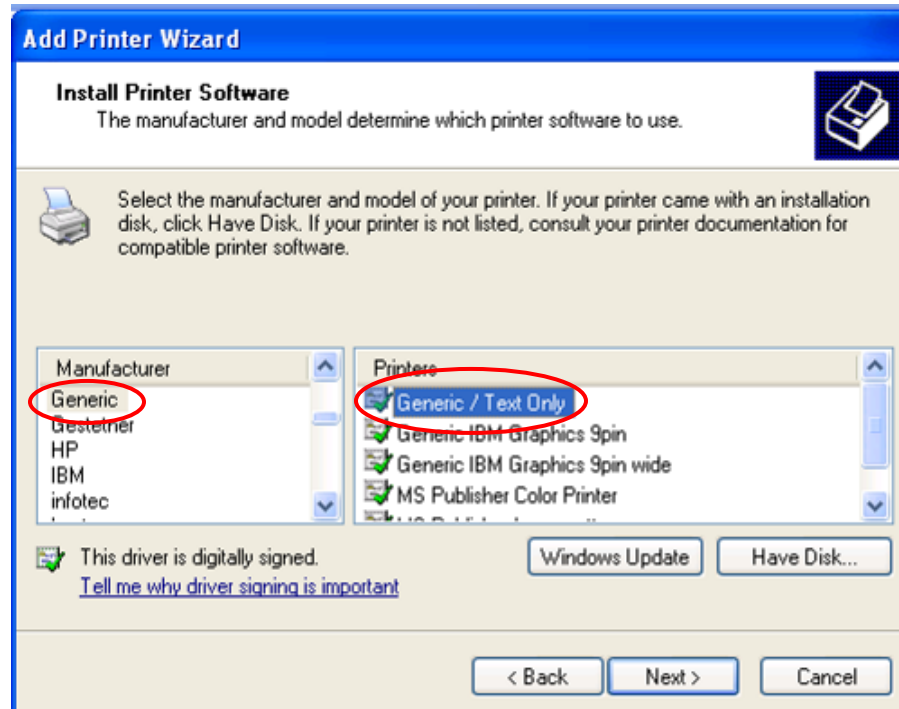
Select “Local printer attached to this computer” and make sure that “Automatically detected” is unchecked. Click “Next.”



From the “Use the following port” drop-down menu, select the COM port that the printer is attached to. In most cases, this will be “COM1.” Click “Next.”



Select “Generic” for the manufacturer and “Generic/Text Only” as the printer model. Click “Next.”



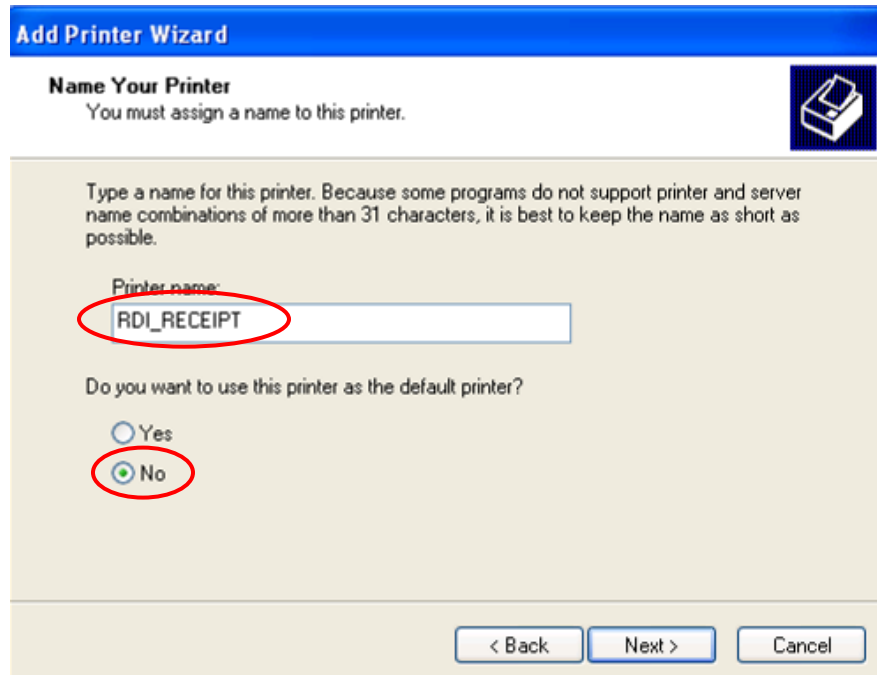
The printer name will vary depending on your environment.

If you are using ProDoc: The printer name must be “RDI_Receipt” (case does not matter). If the printer is not named this, ProDoc will not function properly.

If you are not using ProDoc: The printer name should be the GOLD ID of that printer (for instance, “RA860”).

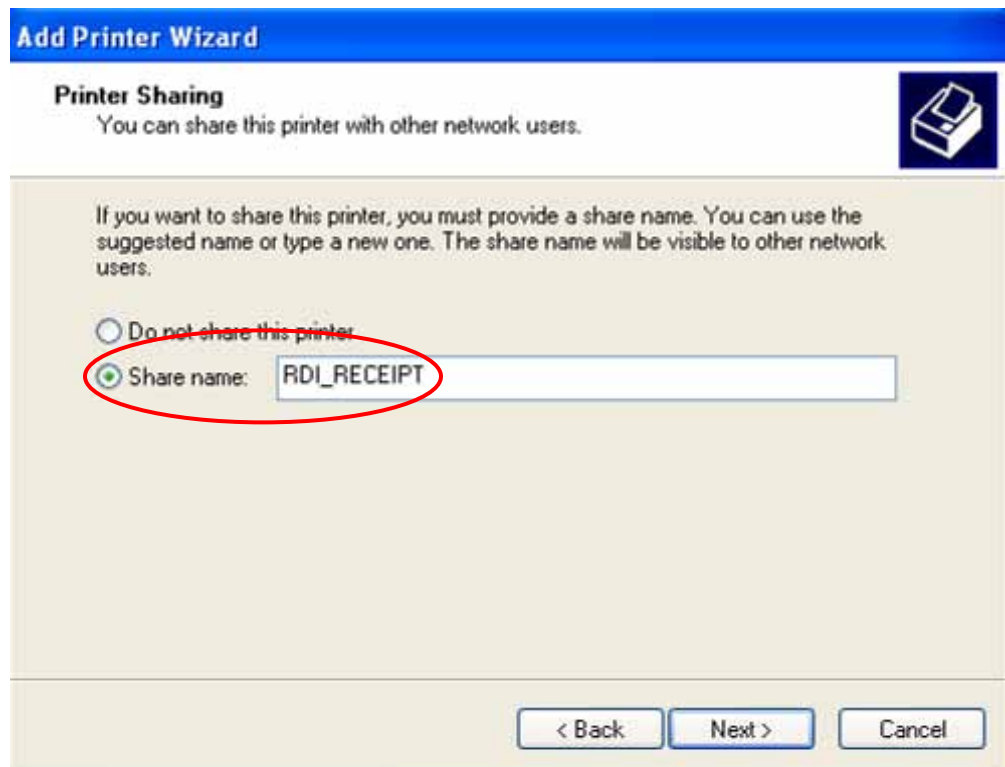
Make sure that the printer is not set as the default printer. Setting a receipt printer as the default Windows printer could potentially damage the printer.

Click “Next.”



If you are using ProDoc: Click “Share name” and enter “RDI_Receipt” as the name (case does not matter). Click “Next.”

If you are not using ProDoc: Click “Do not share this printer” and click “Next.”



Click “Next” on the confirmation screen. Select “No” to printing a test page and then complete the installation. You should now have a new printer in “Printers and Faxes.”

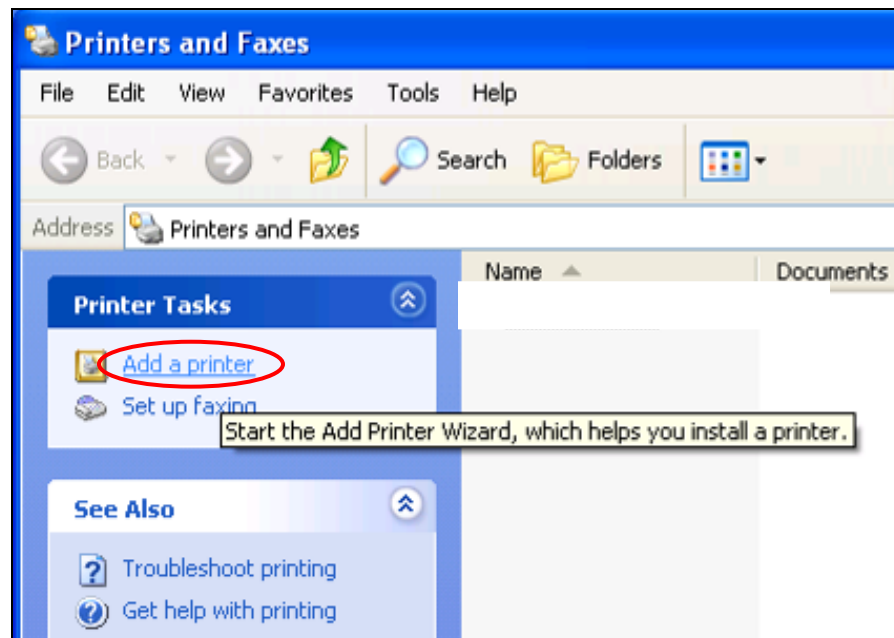
INSTALLING A SHARED PRINTER

Note: Shared printers are only used in a ProDoc environment. If you are not in a ProDoc environment, you do not need to install a shared printer.

Once you are logged in with administrative privileges, click on “Start” and go to “Printers And Faxes.” If you do not see “Printers And Faxes” on the menu, it may be located under “Settings” or “Control Panel.”

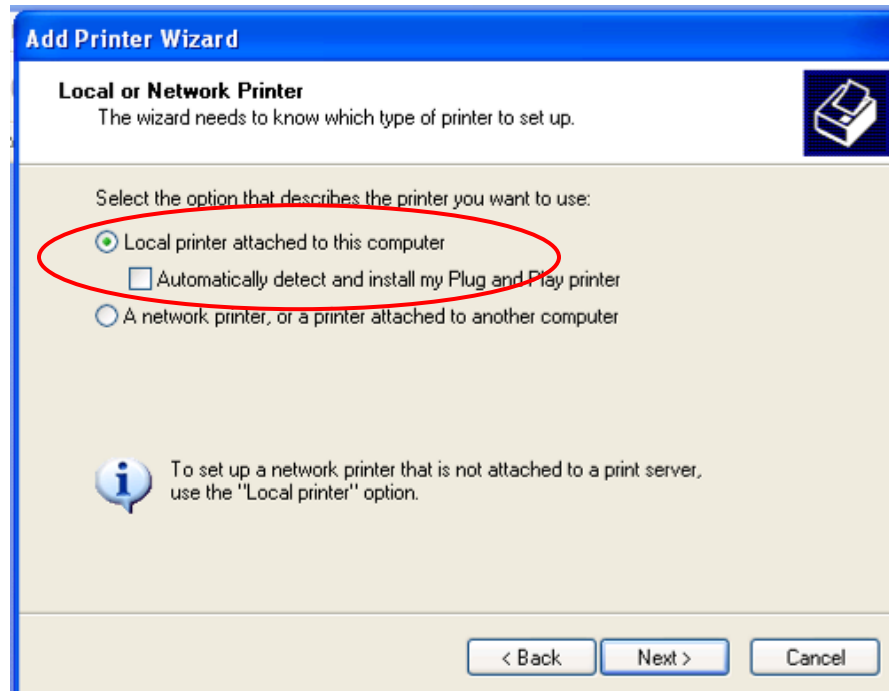


Click on “Add a Printer.”

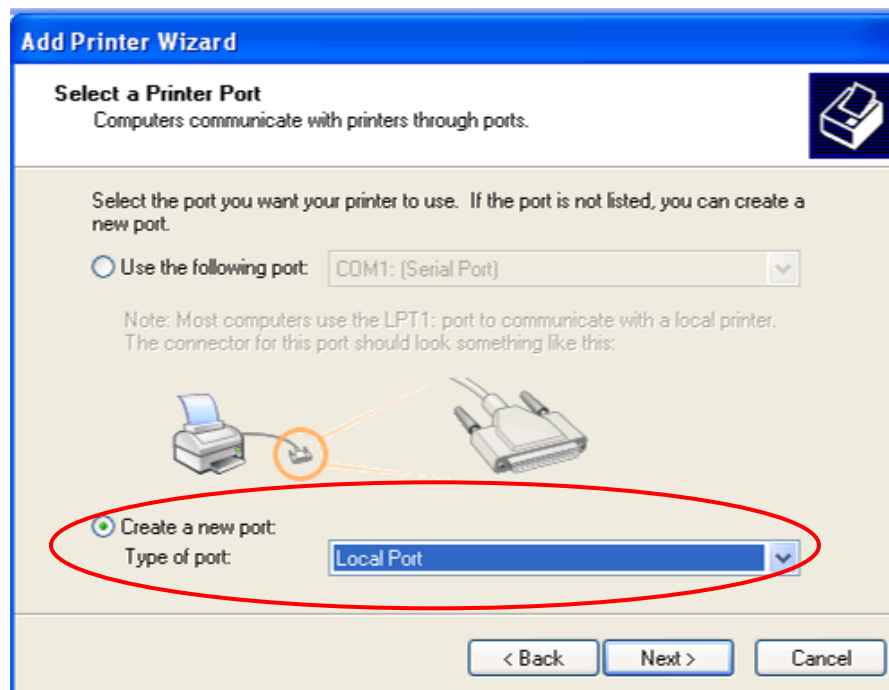


The “Add Printer Wizard” will start. Click on “Next” to begin the installation.

Select “Local printer attached to this computer” and make sure that “Automatically detected” is unchecked. Click “Next.”



Click on “Create a new port” and select “Local Port” as the type. Click “Next” and a new window will open up.



The name of the port is going to the UNC path to the shared printer. You will need the computer name of the workstation that the printer is shared from.

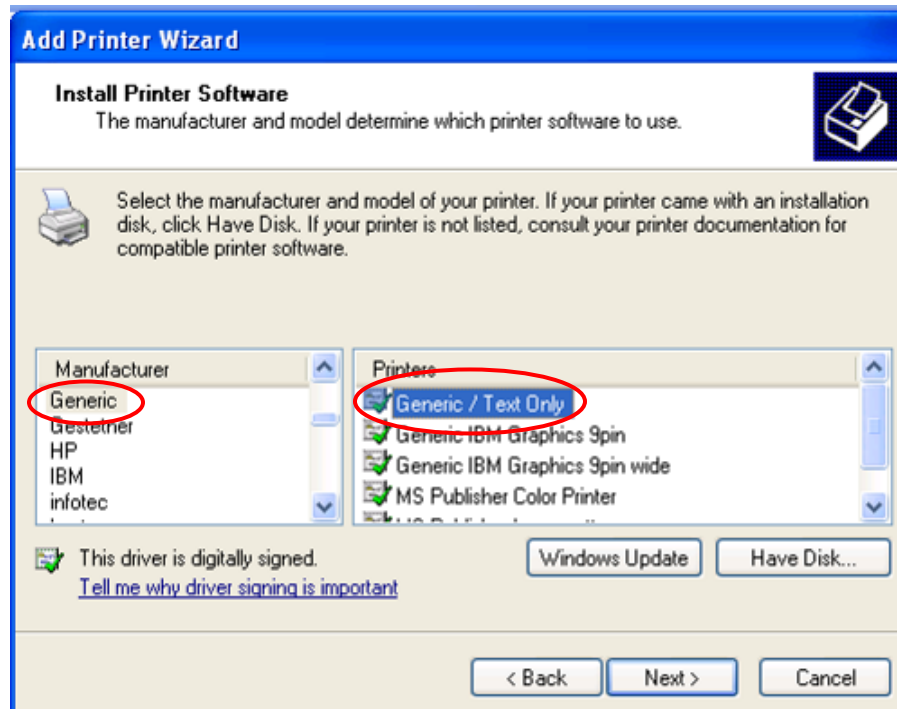
To get the computer name, open “Control Panel” on the workstation with the printer. Go into “System” and then the “Computer Name” tab. You will need the “Full Computer Name” up to the first period. You do not need the period or anything after.

Enter the UNC path as shown below. Replace “COMPUTERNAME” with the actual computer name of the workstation. For instance, if the computer name is “Left-Teller” you would enter “\\Left-Teller\RDI_RECEIPT.”



Click “OK.” It may take a minute before the screen changes while the system creates the new port. If you receive an error, verify the computer name and that the printer is properly shared out.

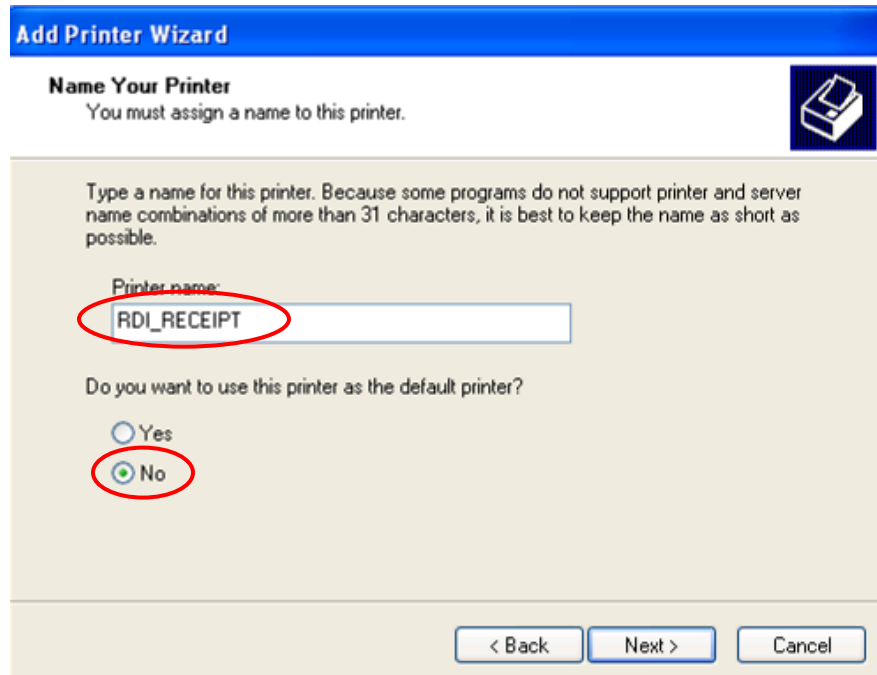
Select “Generic” for the manufacturer and “Generic/Text Only” as the printer model. Click “Next.”



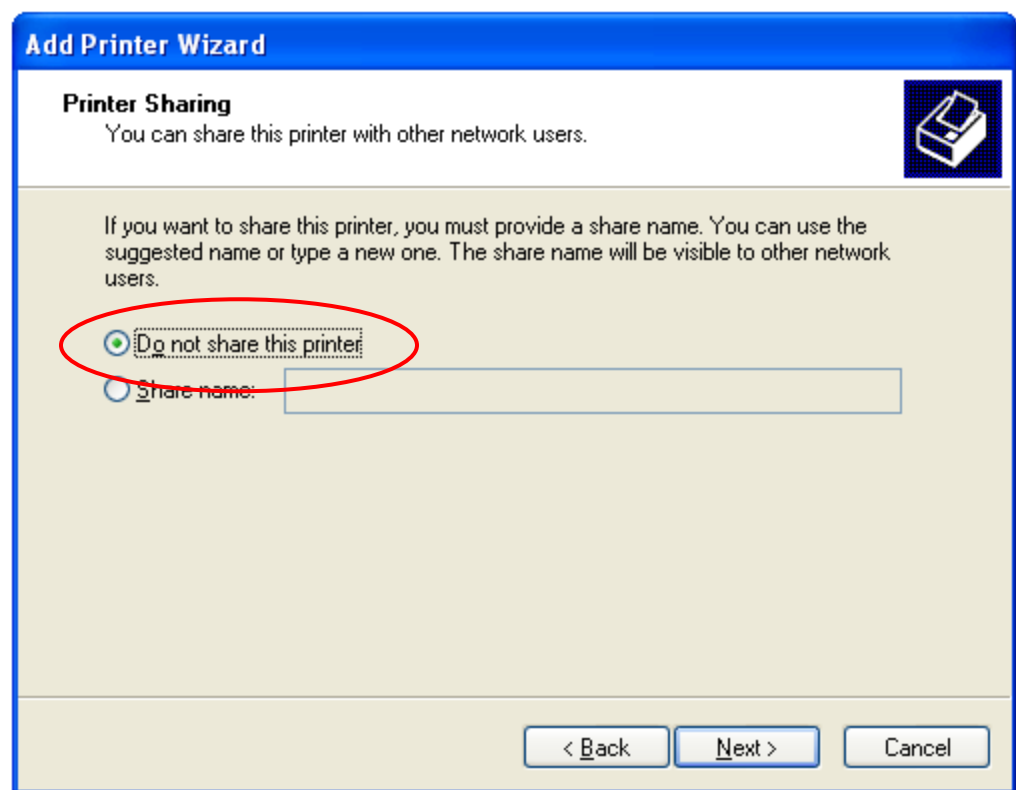
The printer name must be “RDI_Receipt” (case does not matter). If the printer is not named this, ProDoc will not function properly.

Make sure that the printer is not set as the default printer. Setting a receipt printer as the default Windows printer could potentially damage the printer.

Click “Next.”



Click "Do not share this printer" and click "Next."



Click "Next" on the confirmation screen. Select "No" to printing a test page and then complete the installation. You should now have a new printer in "Printers and Faxes."

WHAT NEXT?

Congratulations! You have successfully installed the Carswell receipt printer!

If you have any issues after completing this document, please immediately contact a member of the WESCO Net Team for support. You can reach WESCO Net at 800-327-3478, option 3, or by email at cusupport_team@wesconet.com.

This document does not cover the setup of print sessions or the configuration of ProDoc. Please refer to the “Docs And Information” pages at cuanswers.com for up-to-date documentation on these items.

*Can't find the document you need? Contact the CU*Answers Client Services department or the WESCO Net Team for assistance.*