

---

# How To Install Epson Thermal Printers (TM- T88IV USB)

## INTRODUCTION

This booklet was created to assist CU\*Answers clients with the installation of Epson TM-T88IV thermal printers.

## CONTENTS

<u>WHAT EPSON PRINTER DO I HAVE?</u>	<u>2</u>
WHAT TYPES OF PRINTERS ARE THERE?	2
SO WHICH PRINTER DO I HAVE?	2
<u>GETTING READY</u>	<u>3</u>
LOCAL OR SHARED PRINTER?	3
WORKSTATION/PRINTER REQUIREMENTS	3
<u>INSTALLING A LOCAL PRINTER</u>	<u>4</u>
<u>INSTALLING A SHARED PRINTER</u>	<u>9</u>
<u>WHAT NEXT?</u>	<u>15</u>

Revision date: August 10, 2009

For an updated copy of this booklet, check out the Reference Materials page of our website:  
[http://www.cuanswers.com/client\\_reference.php](http://www.cuanswers.com/client_reference.php)  
CU\*BASE® is a registered trademark of CU\*Answers, Inc.

---

# WHAT EPSON PRINTER DO I HAVE?

## WHAT TYPES OF PRINTERS ARE THERE?

There are two types of Epson thermal receipt printers that are supported by CU\*BASE. The installation of an Epson TM-T88IV USB receipt printer and a Carswell receipt printer vary greatly. Carswell printers are either Epson TM-T88III or TM-T88IV thermal printers with a serial (DB-9) connection. Additional versions of the TM-T88IV series are available without the Carswell module and they utilize a USB connection.

## SO WHICH PRINTER DO I HAVE?

Here are the best ways to tell which printer you have:

### What's the model number?

Look on the bottom of the printer to find the model number. If it's a TM-T88III, it is a Carswell printer. If it's a TM-T88IV, it will depend upon the connection it uses (see "What connection does the printer have?").

### Do you use ProDoc?

Epson TM-T88IV USB thermal printers only work with ProDoc. If you don't use ProDoc, you definitely have a Carswell printer. Please refer to the "How To Install Epson Thermal Printers (Carswell)" document.

### What connection does the printer have?

If the printer is USB and is a TM-T88IV, then you have the correct printer. If the printer is connected to the workstation with a serial cable, then it is a Carswell printer.

### Still unsure, or don't have an Epson?

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

If you have a Carswell printer, please refer to the "How To Install Epson Thermal Printers (Carswell)" documentation.

---

# GETTING READY

## LOCAL OR SHARED PRINTER?

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. **Important:** Ensure that the printer is not connected to the workstation at this time.

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.

---

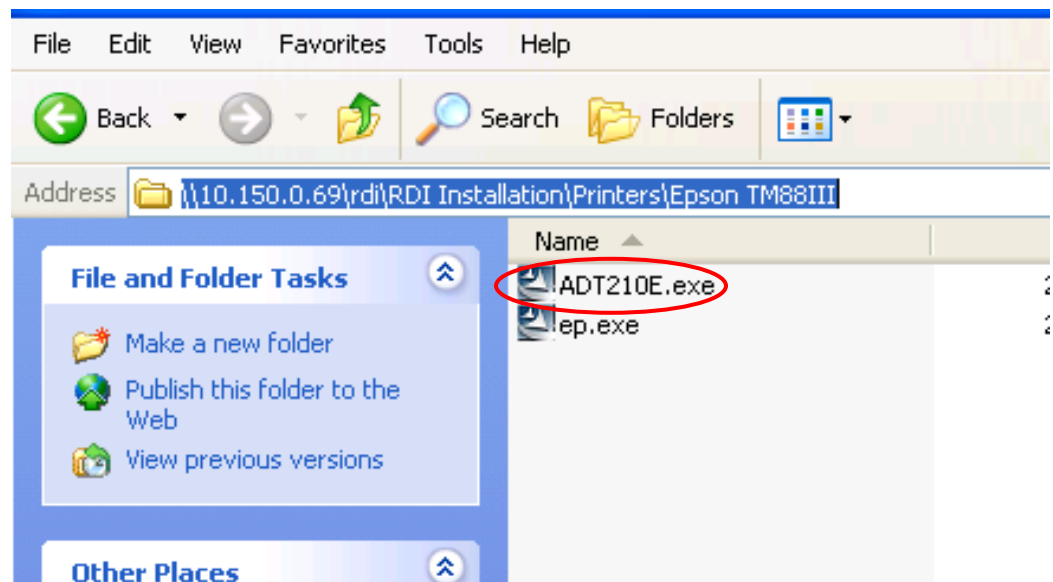
## INSTALLING A LOCAL PRINTER

You will need to use the Epson Advanced Printer driver, version 2.10. No other version of the driver is supported at this time. The driver is located on your iSweep appliance.

*If you do not know the IP address or hostname of your iSweep appliance, please contact a member of the WESCO Net Team to obtain this information.*

To browse to your iSweep, click on “Start” then “Run.” At the prompt, type “\\” followed by the IP address of your iSweep. For instance, if the IP address of the iSweep is 10.150.0.69, you would type “\\10.150.0.69” (without quotes). Click “OK.”

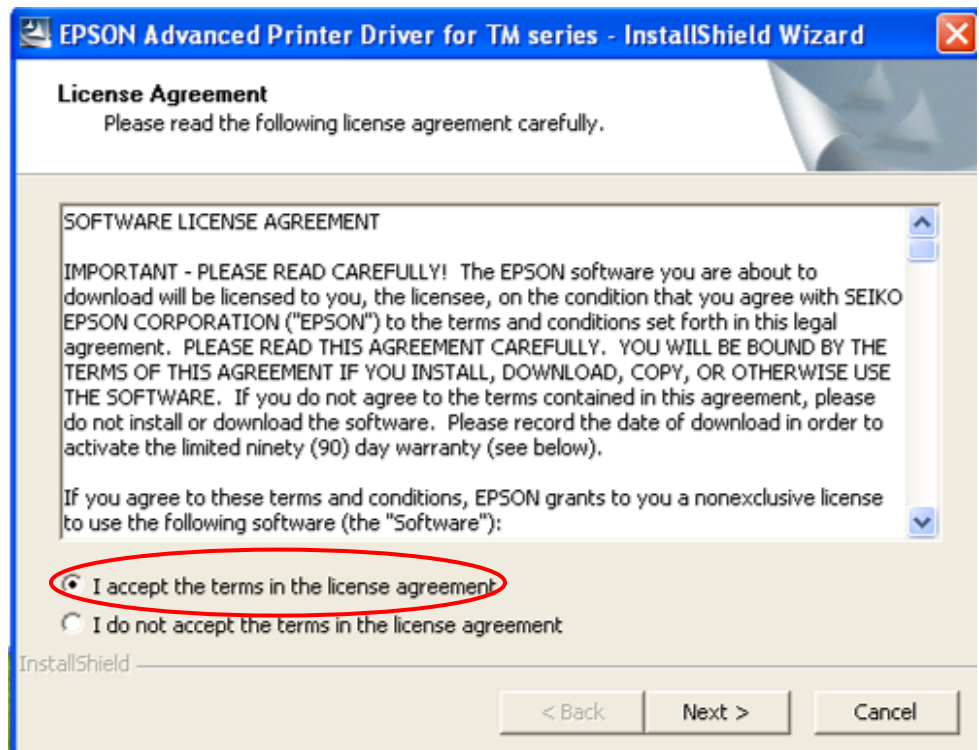
Drill down through the iSweep directories as follows: rdi\RDI Installation\Printers\Epson TM88III.



*The name “Epson TM88III” is correct, even though the printer itself is a TM-T88IV model. This is due to the way that the Epson driver works. To properly install the TM-T88IV USB printer, you need to install the software for the TM-T88III model.*

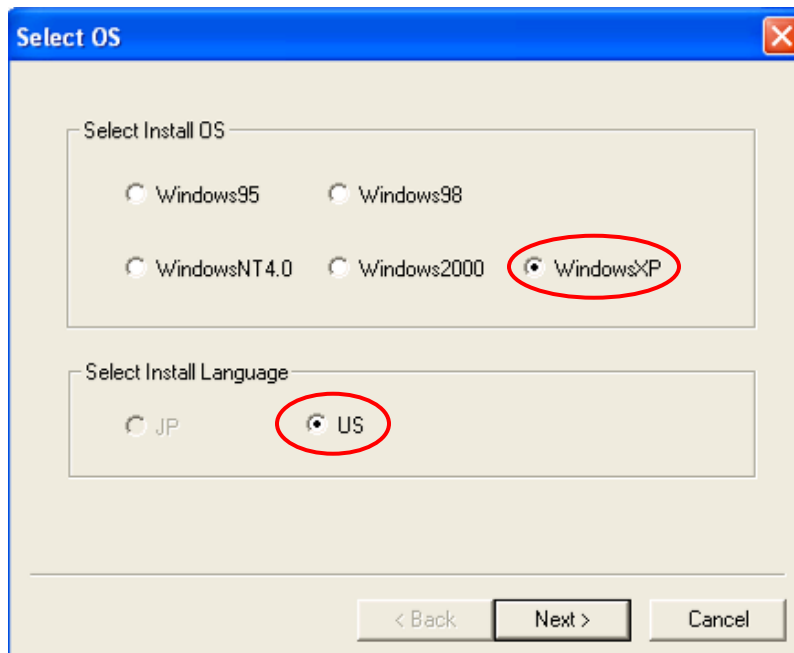
Double click on the “ADT210E.exe” setup program. When prompted click “Run” or “Open.” Depending on your PC’s security configuration, you may be prompted twice.

Accept the license agreement and click “Next.”

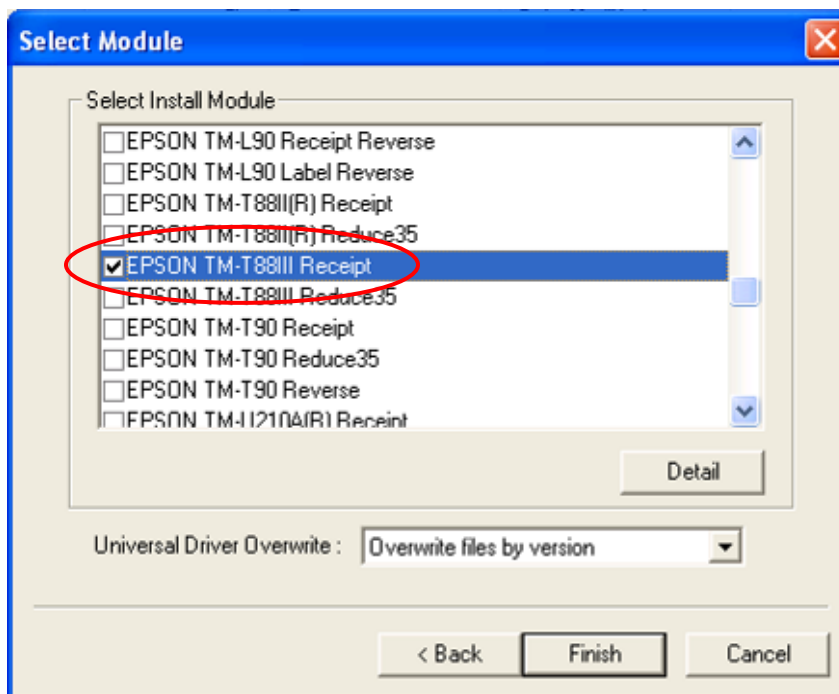
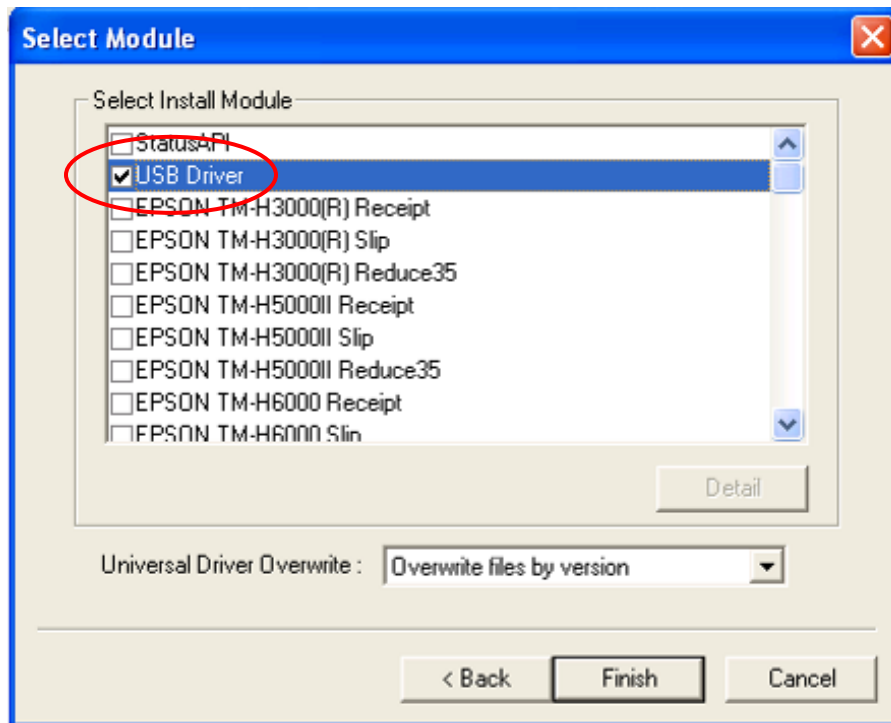


Click “Next” a few more times to extract the installation program. It should start automatically. If you are prompted to overwrite files, click “Yes To All.”

When the installation program starts, ensure that the correct operating system is selected (Windows 2000 or Windows XP), and that the language is set to “US.” Click “Next.”



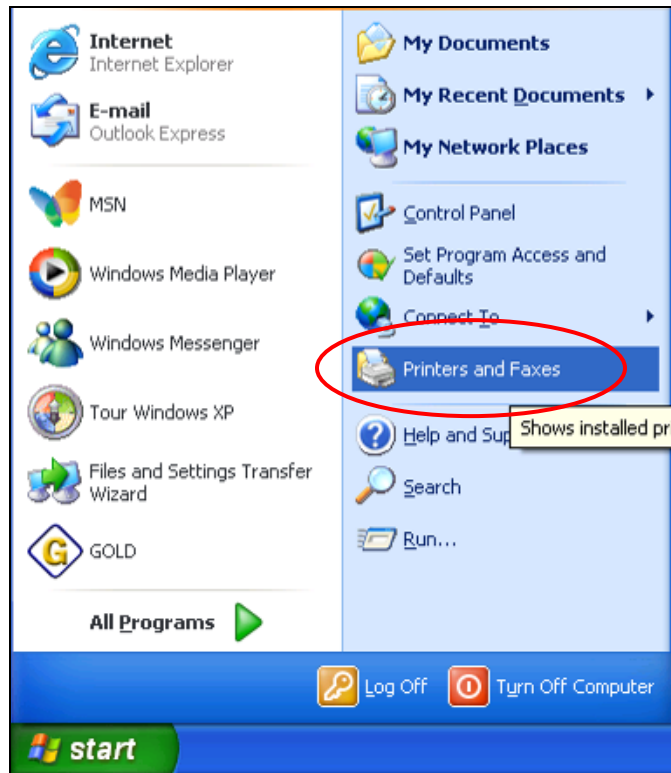
On the “Select Module” screen, select both “USB Driver” and “Epson TM-T88III Receipt.” Click “Finish” to install the software.



When prompted, reboot the workstation.

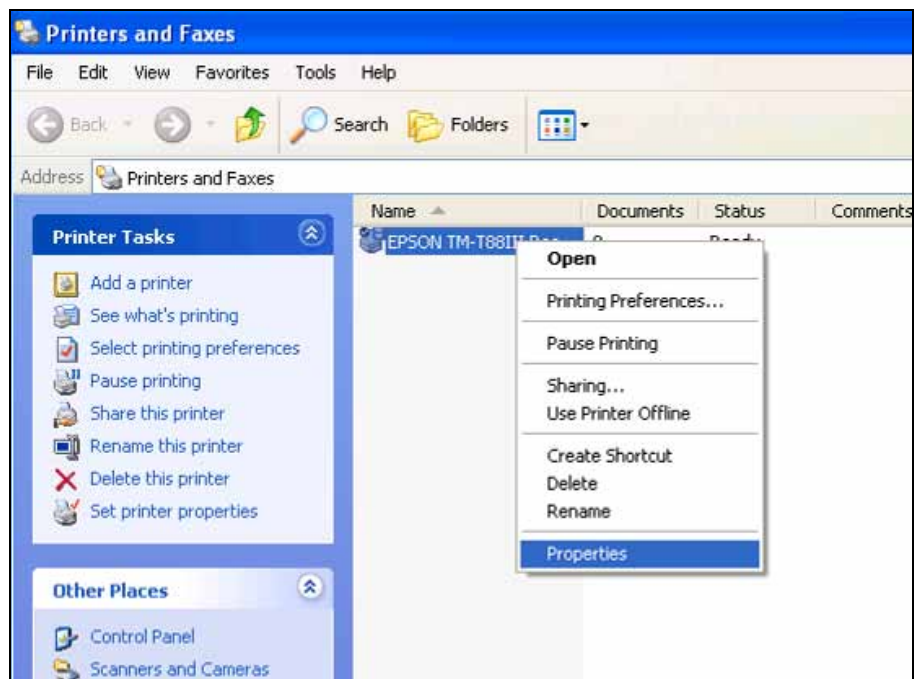
At this time, plug the USB cable into the workstation and ensure that the printer is powered on and has paper in it.

Make sure that you log into the workstation with local administrative privileges again. 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.”

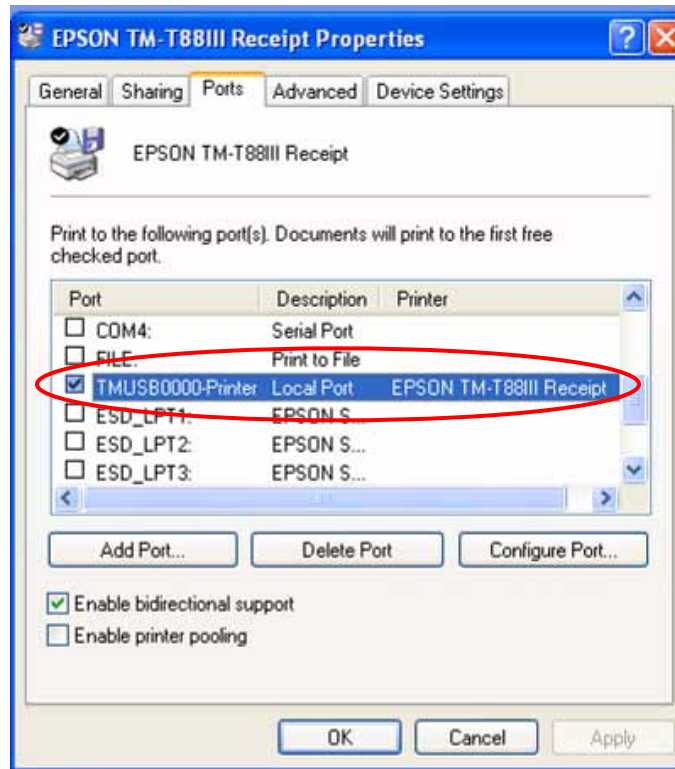


You should have a printer named “EPSON TM-T88III Receipt.” This is the new printer. Right click the printer and go to “Rename.” Name the printer “RDI\_Receipt.” Right click the printer again and go to “Properties.”

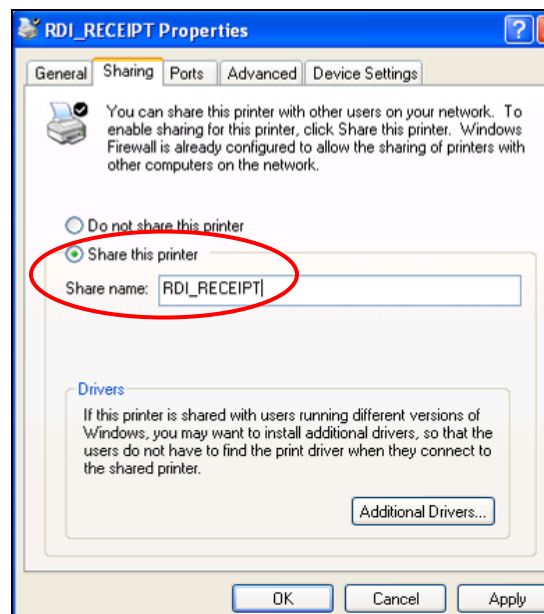
*If you do not name the printer RDI\_Receipt, it may cause issues with the ProDoc software. This name is required.*



Click on the “Ports” tab. Change the port to “TMUSB000-Printer.” If you do not see this port listed, ensure that the USB cable is connected and that the printer is powered on.



Click on the “Sharing” tab. Click on “Share this printer” and name the printer “RDI\_Receipt” (case does not matter). Click on “Apply” and then “OK.”



You have successfully installed the Epson TM-T88IV USB printer!

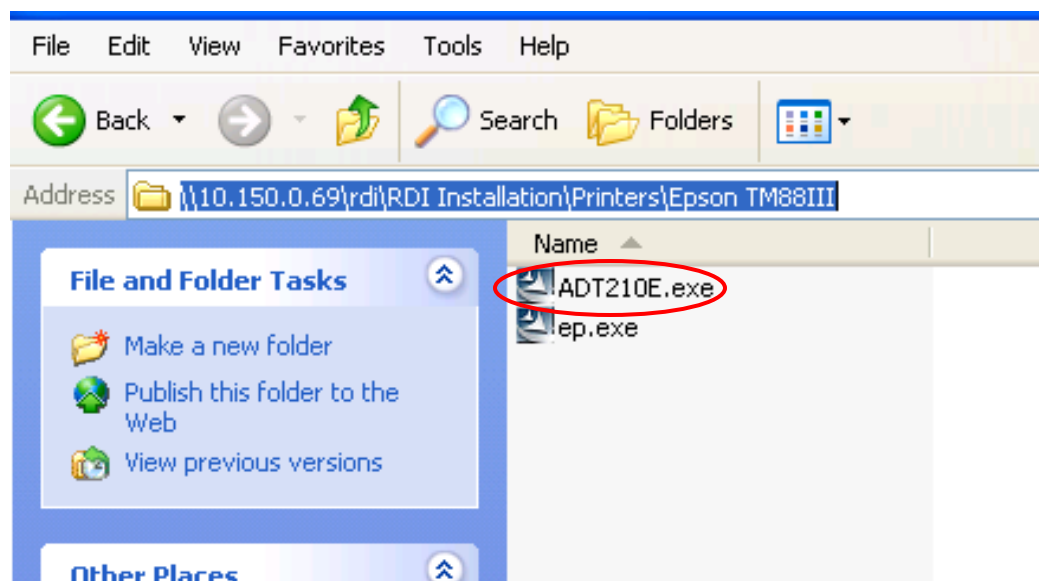
# INSTALLING A SHARED PRINTER

You will need to use the Epson Advanced Printer driver, version 2.10. No other version of the driver is supported at this time. The driver is located on your iSweep appliance.

*If you do not know the IP address or hostname of your iSweep appliance, please contact a member of the WESCO Net Team to obtain this information.*

To browse to your iSweep, click on “Start” then “Run.” At the prompt, type “\\” followed by the IP address of your iSweep. For instance, if the IP address of the iSweep is 10.150.0.69, you would type “\\10.150.0.69” (without quotes). Click “OK.”

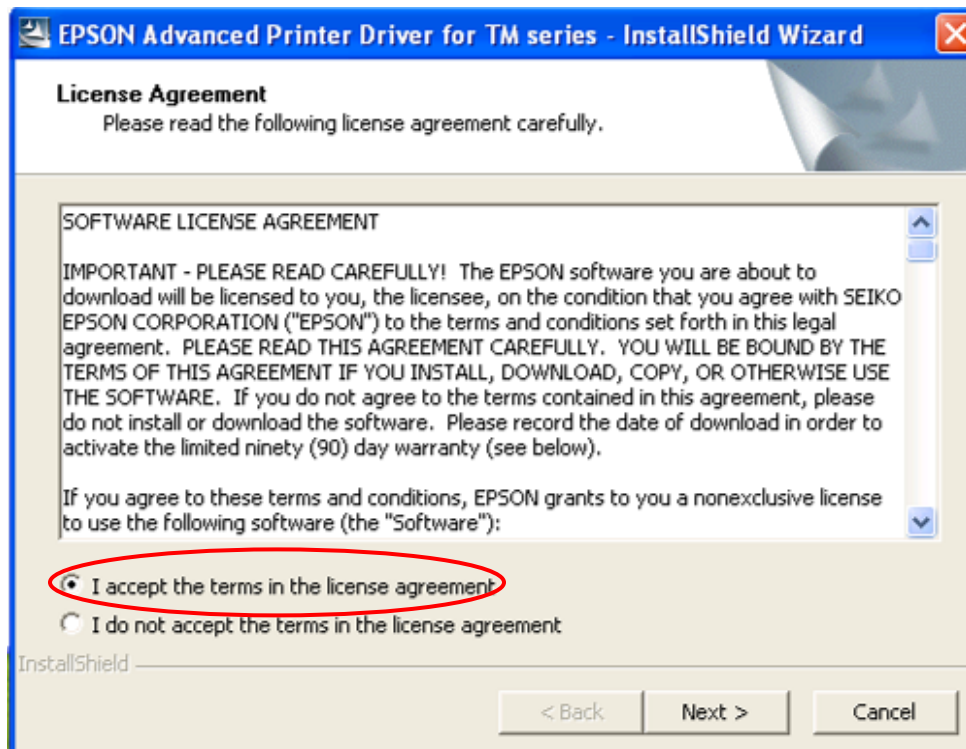
Drill down through the iSweep directories as follows: rdi\RDI Installation\Printers\Epson TM88III.



*The name “Epson TM88III” is correct, even though the printer itself is a TM-T88IV model. This is due to the way that the Epson driver works. To properly install the TM-T88IV USB printer, you need to install the software for the TM-T88III model.*

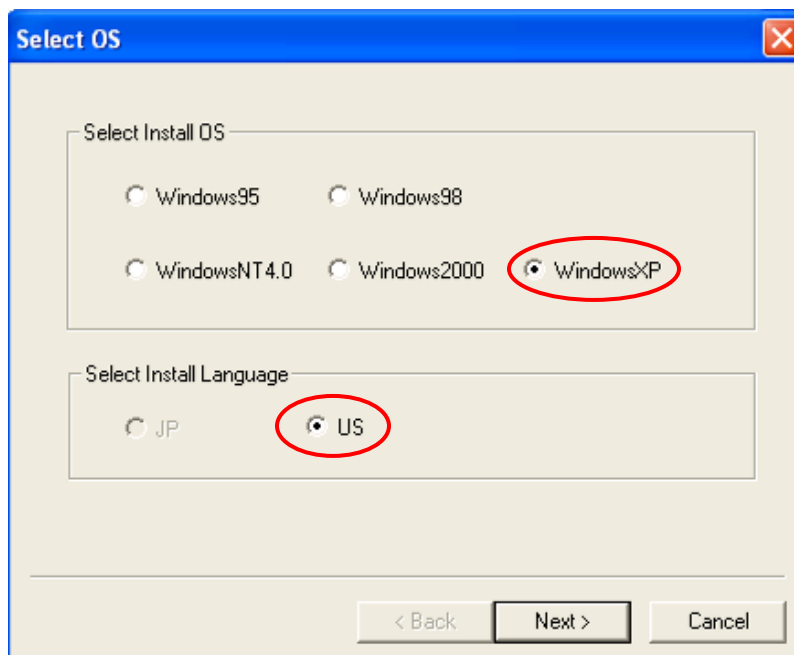
Double click on the “ADT210E.exe” setup program. When prompted click “Run” or “Open.” Depending on your PC’s security configuration, you may be prompted twice.

Accept the license agreement and click “Next.”

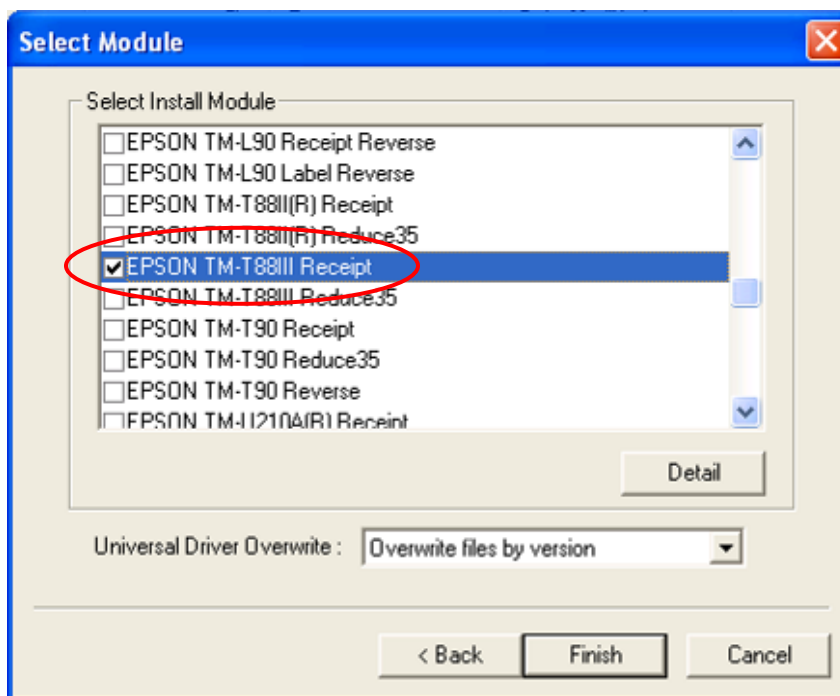
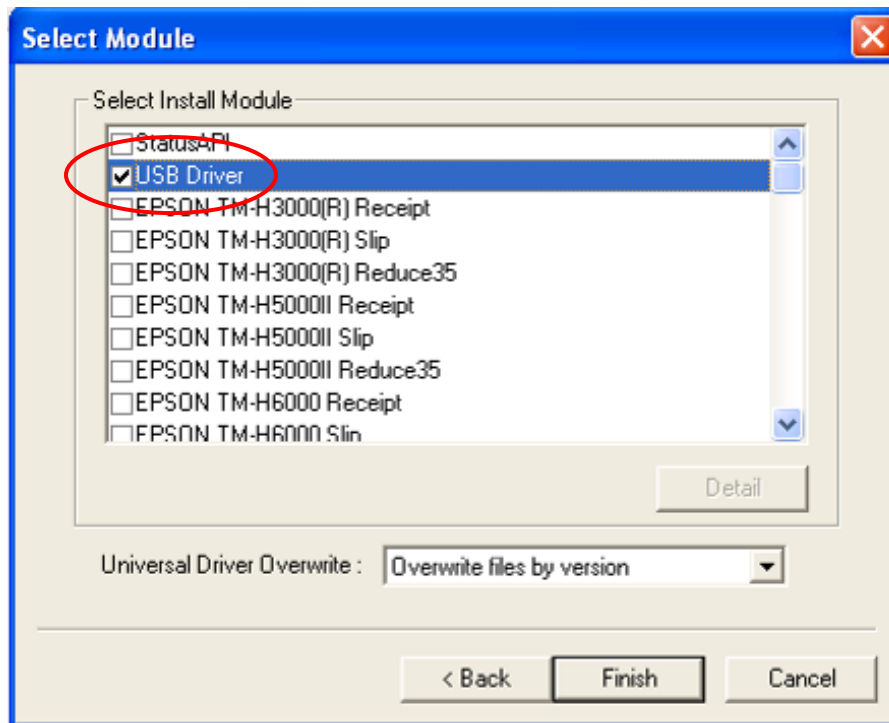


Click “Next” a few more times to extract the installation program. It should start automatically. If you are prompted to overwrite files, click “Yes To All.”

When the installation program starts, ensure that the correct operating system is selected (Windows 2000 or Windows XP), and that the language is set to “US.” Click “Next.”



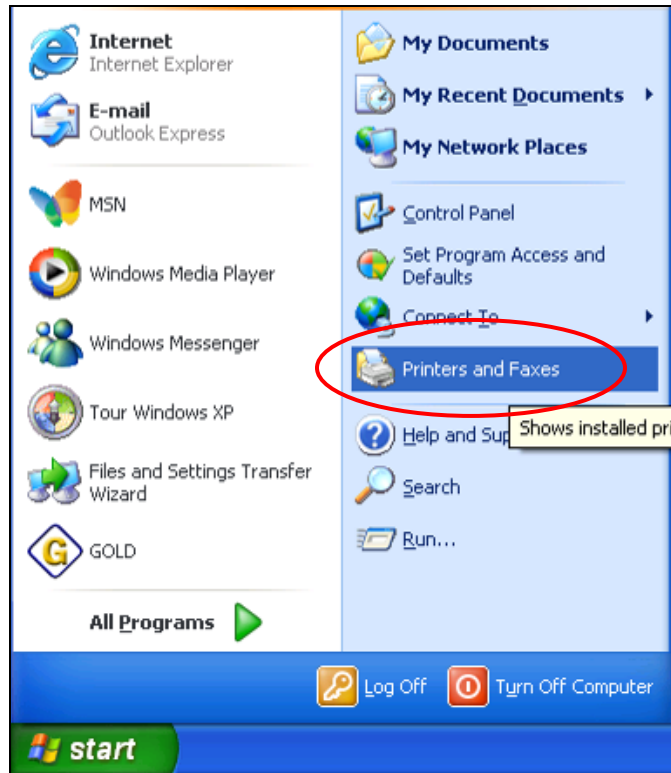
On the “Select Module” screen, select both “USB Driver” and “Epson TM-T88III Receipt.” Click “Finish” to install the software.



When prompted, reboot the workstation.

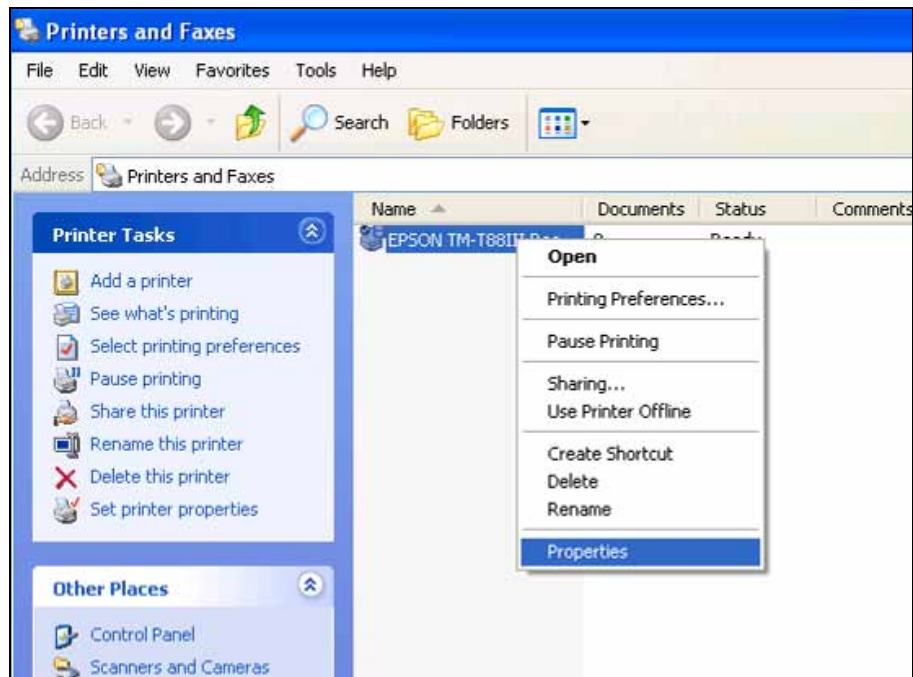
At this time, plug the USB cable into the workstation and ensure that the printer is powered on and has paper in it.

Make sure that you log into the workstation with local administrative privileges again. 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.”

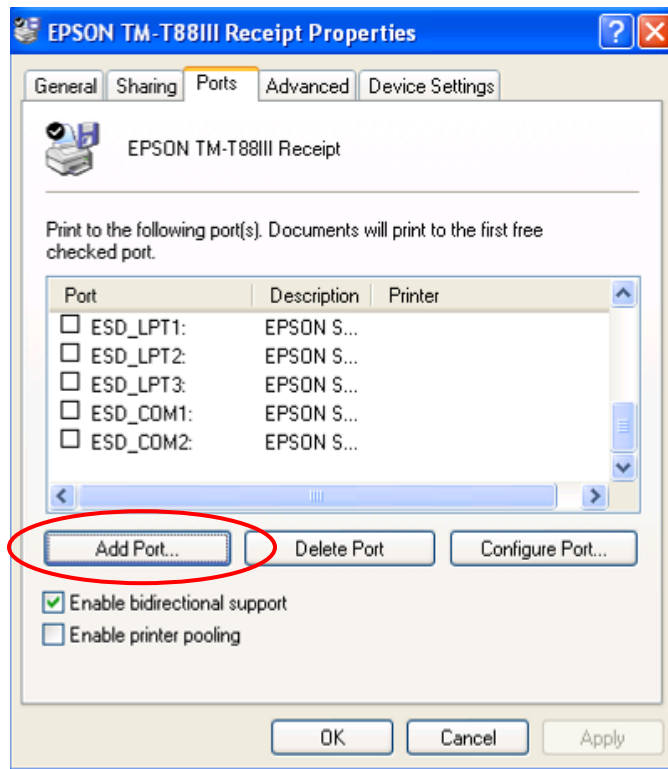


You should have a printer named “EPSON TM-T88III Receipt.” This is the new printer. Right click the printer and go to “Rename.” Name the printer “RDI\_Receipt.” Right click the printer again and go to “Properties.”

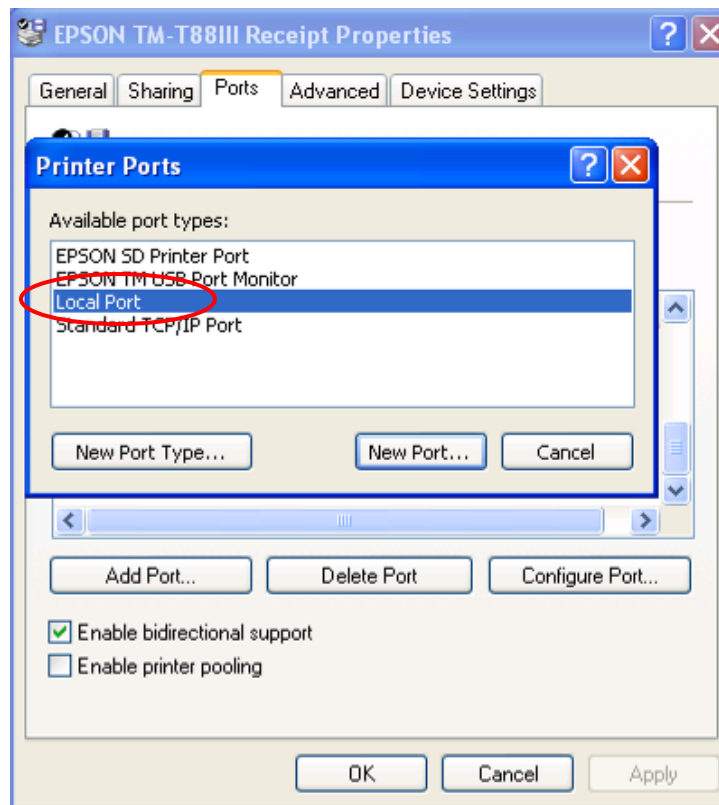
*If you do not name the printer RDI\_Receipt, it may cause issues with the ProDoc software. This name is required.*



Click on the “Ports” tab. Click on “Add Port.”



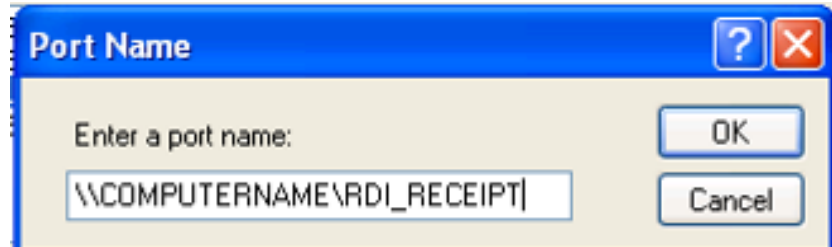
Select "Local Port" and click "New Port."



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.

Click “Apply” and then “OK.”

You have successfully installed the Epson TM-T88IV USB printer!

---

## WHAT NEXT?

Congratulations! You have successfully installed the Epson TM-T88IV USB 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](mailto: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](http://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.*