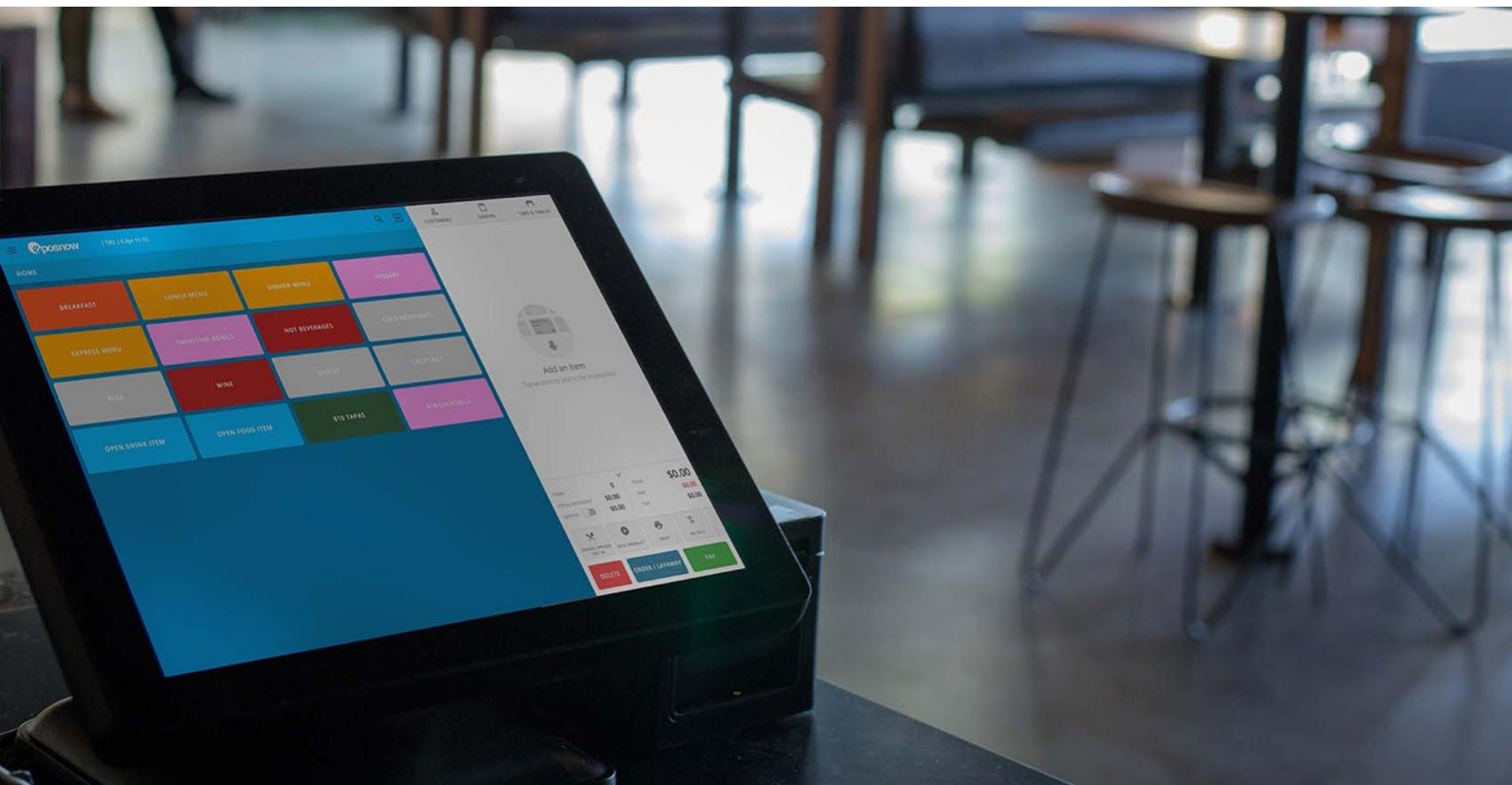




# Remote Setup Guide

## TP-100 Receipt Printer



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## Printer Information:

The Printer you have purchased is a brand new Senor TP-100 Printer. You can find the Printer specifications below:

Print	Printing Method	Thermal Line Transfer
	Printing Speed	250mm/s
	Print Font	ANK:12x24,9x17
	Characters per line	Font A: 48 Font B: 64
Paper Specs	Paper Width	Thermal Paper Width 79.5mm ± 0.5mm
	Paper Thickness	0.06 to 0.07mm
Reliability	MCBF	60 million lines
	Auto Cutter	1,000,000 cuts
	TPH	100km

Paper Supply Method	Drop-in Paper Load
Interface	1 x USB, 1 x Ethernet, 1 x Drawer Port
Power Supply	AC100 ~ 240V (± 10%) DC 24V, 2A
Printer Dimensions	145mm x 195mm x 148mm (W x L x H)

## Included in your Box:

In your printer box you will find the below items:

- 1 x TP-100 Printer
- 1 x Power Supply Unit
- 1 x Kettle Cable
- 1 x USB Connection Cable
- 1 x Cable Cover

## Printer Ports:

What are They:

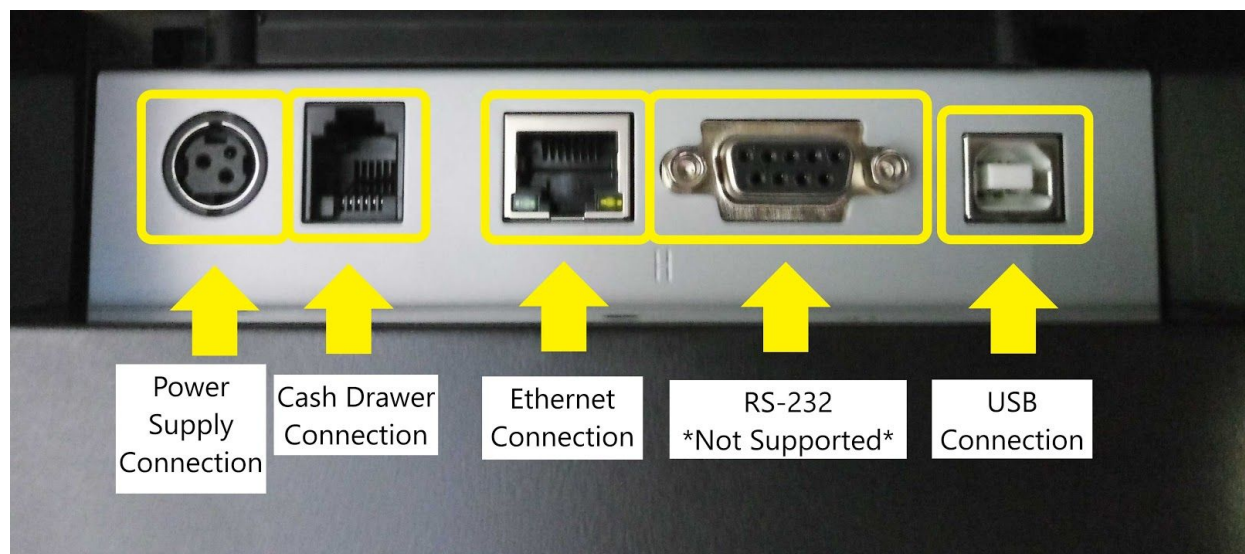
Your Printer has a number of ports in the back of the machine, these are:

- 1 x Power Port
- 1 x Ethernet Port
- 1 x USB B Interface
- 1 x Cash Drawer Port
- 1 x RS-232 Interface

**\*Please Note we do not support or work with the RS-232 Interface as this is an older style of connection\***

Which ones are which:

Below is a photo with each port labeled for your reference



## Getting the IP Address of your printer:

Because your Printer was preset before being shipped to you the IP address is already setup for you in a range on your network, you can find the IP address by following the two below methods:

### Location of IP Label:

On the bottom of your printer you will find a small label with the IP address of the printer as well as it's name for easy reference. This label is located in either one of two places as per below



(Label on bottom of Printer)



(Label on communications panel of Printer)

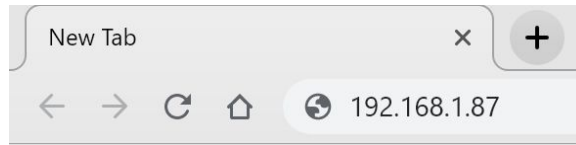
### Soft Reset:

If your IP Label has worn off or you cannot read it you can print out a test page of the printer with the IP Settings detailed. This is done via a soft reset on the printer following the below steps

1. Turn Off the printer
2. Hold down the feed button
3. Keep holding the feed button down and switch the printer back on
4. Keep the feed button held down until the printer prints out a config page or makes the appropriate beeping noises

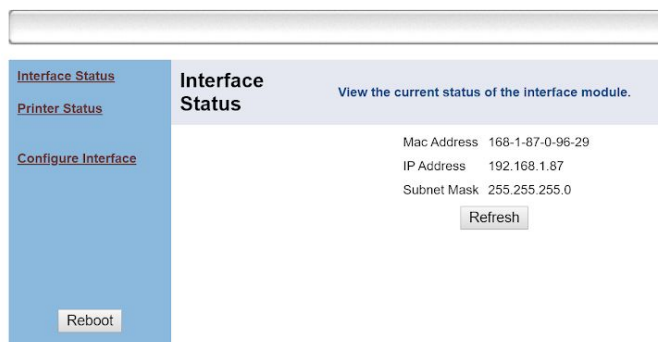
## Logging Into your Printer:

Your Printer has a web interface that allows you to view the status of the printer and also change the ip address if required. The First step is to put the ip address of your printer into a web browser on a device that is on the same network



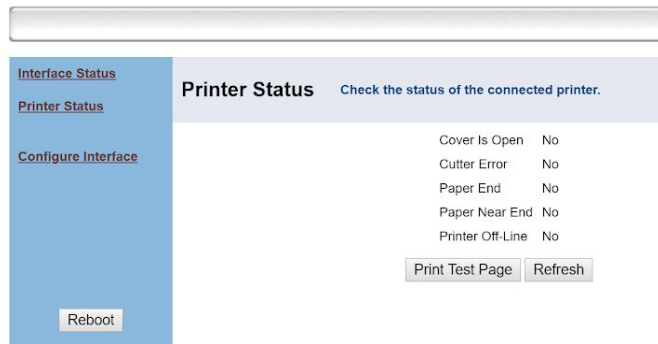
This will take you through to the Web Interface, the first page as per below shows the Networking Interface information

### Ethernet WebConfig Version 1.00



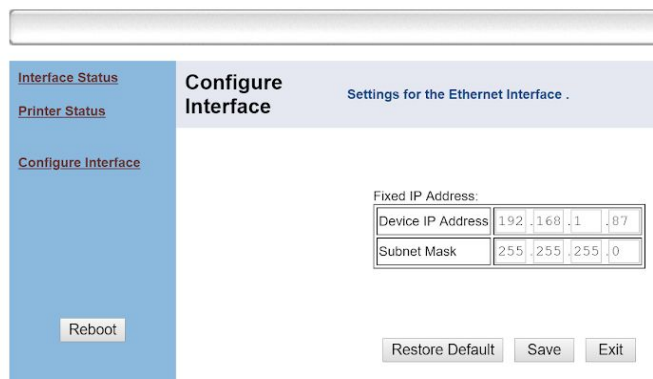
The Printer Status Page will give you information regarding information of the physical aspects of the printer

### Ethernet WebConfig Version 1.00



The Configure Interface page will let you configure/change the ip address of the printer

### Ethernet WebConfig Version 1.00



## Basic Receipt Printer Troubleshooting:

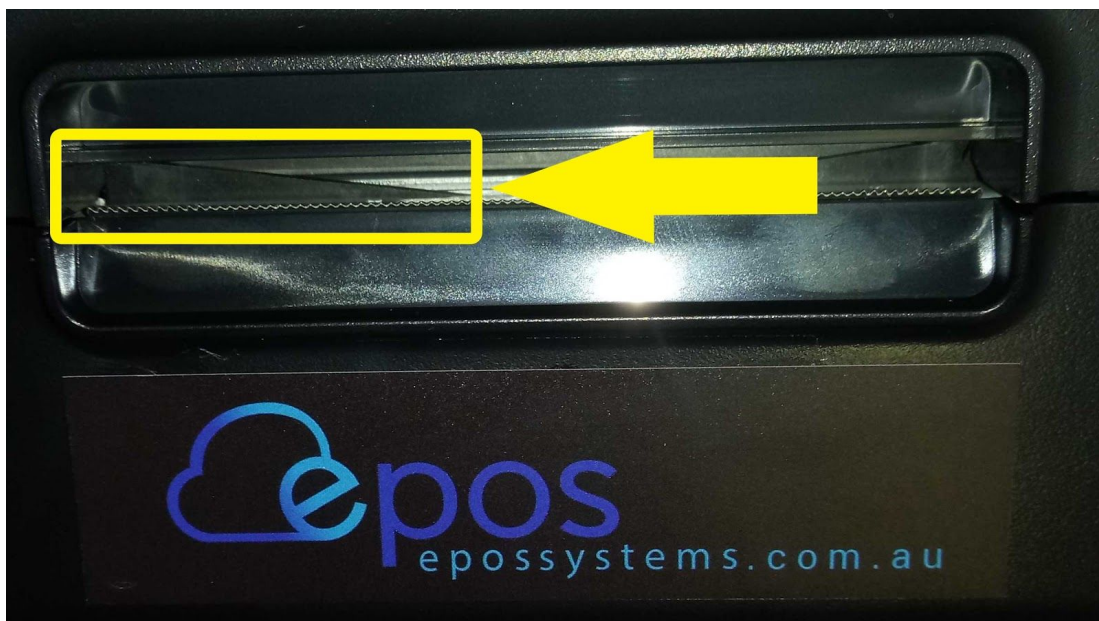
### Soft Reset:

A soft reset as per below steps will do a full reset and test on all the internal components of the printer, this can often fix issues such as stuck cutter or a paper jam and will also print out a configuration page that shows information such as IP Address, Baud Rate and Dip Switch settings

1. Turn Off the printer
2. Hold down the feed button
3. Keep holding the feed button down and switch the printer back on
4. Keep the feed button held down until the printer prints out a config page or makes the appropriate beeping noises

### Cutter Reset:

If a Tp100 or similar printer has a cutter jam you will not be able to open/close the lid of the printer as the cutter overhangs on a clip which prevents the lid being opened while the cutter is exposed as per below image



The first step you should try is the above method to do a soft reset on the printer, however in rare cases when that may not work you can manually adjust the cutter however before you do this contact our support team on 07 3106 3447 and they will assist with assessing the printer and talk you through manually adjusting the cutter if needed