



AS80 QUICK GUIDE (V1.1)

The quickest way to get your printer up and running on Windows device, please follow the following instructions:

For Serial interface printing: Please follow instructions on section 1 and section 2.2 to setup the printer.

For USB interface printing: Please follow instructions on section 1 and section 2.1 to setup the printer.

For Ethernet/LAN interface printing (AS80USE model only): Please follow instructions on section 1, 2.1, 2.3.2 and 2.3.3 to setup the printer.

For WIFI interface printing (AS80USW model only): Please follow instructions on section 1, 2.1, 2.3.1 and 2.3.3 to setup the printer.

For Android App and iOS App downloaded from App stores, please confirm with your App provider if the downloaded App supports this printer or not before working on the configuration; for App developer, please follow instructions on section 2.3.1 & 2.3.2, and the SDK folder in this CD.

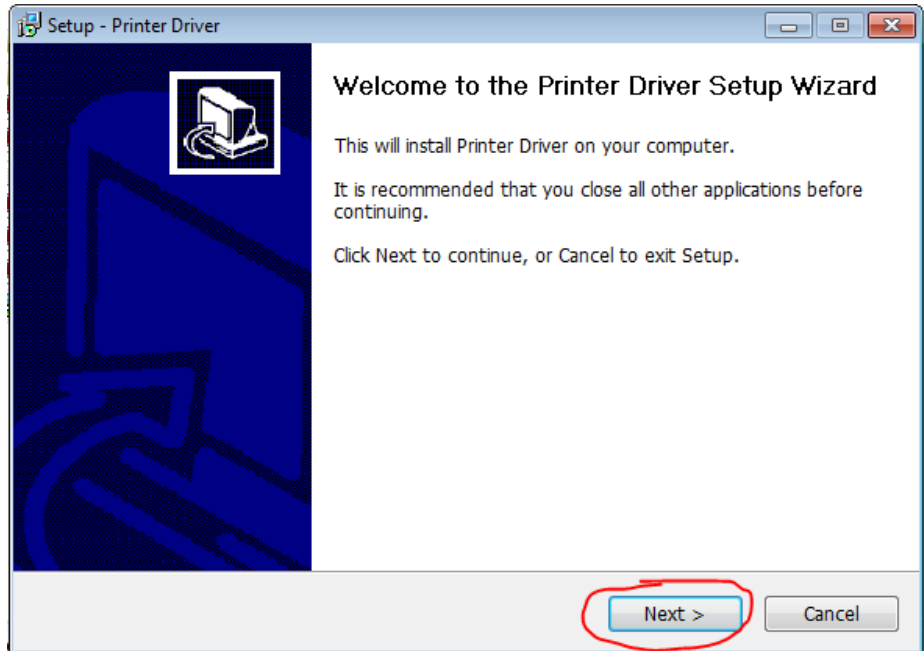
Please contact us for any question, concern or technical help by visiting our website at www.arkscan.com, or email us at support@arkscan.com

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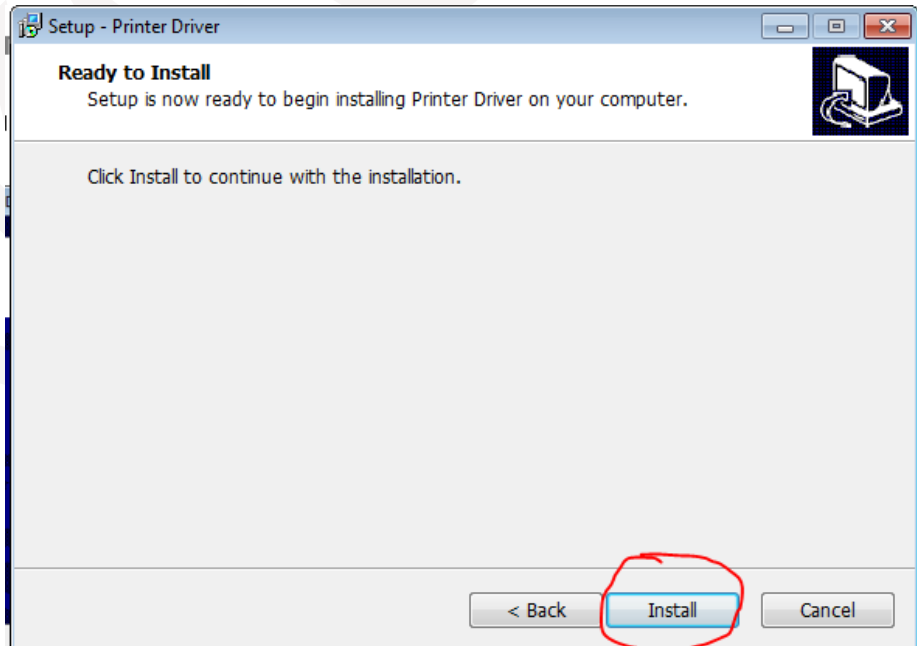
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1. Install Windows Driver

To print to AS80 printer from Windows, you must install the printer driver. To install the driver, run the Windows_Driver.exe, and select 'Next' when it prompts.



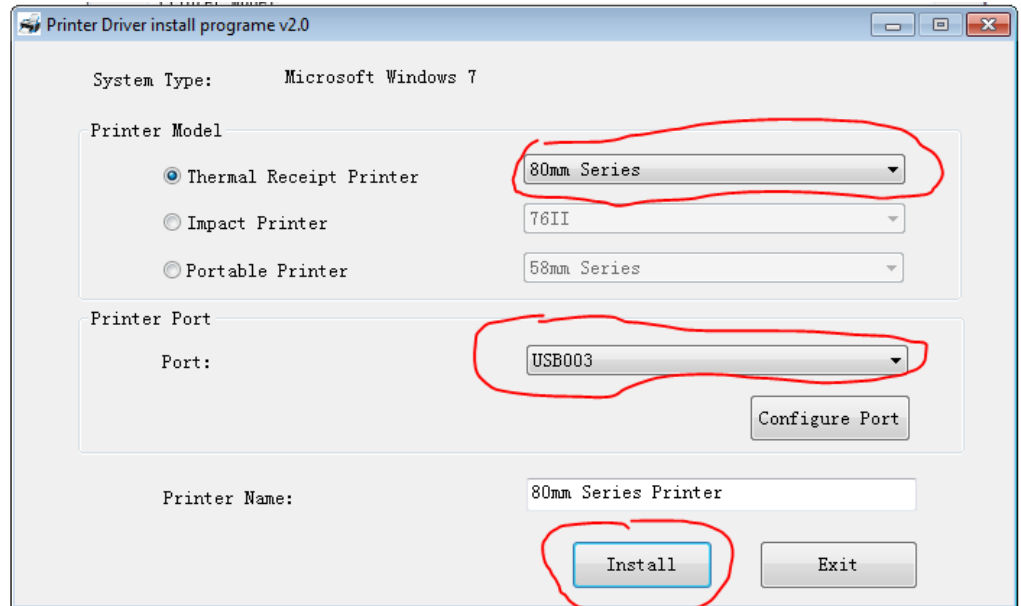
Then select 'Install'



Now it's time to decide which interface port you are going to connect your printer with, if you have serial port and USB available on your computer, it's suggested to use USB port.

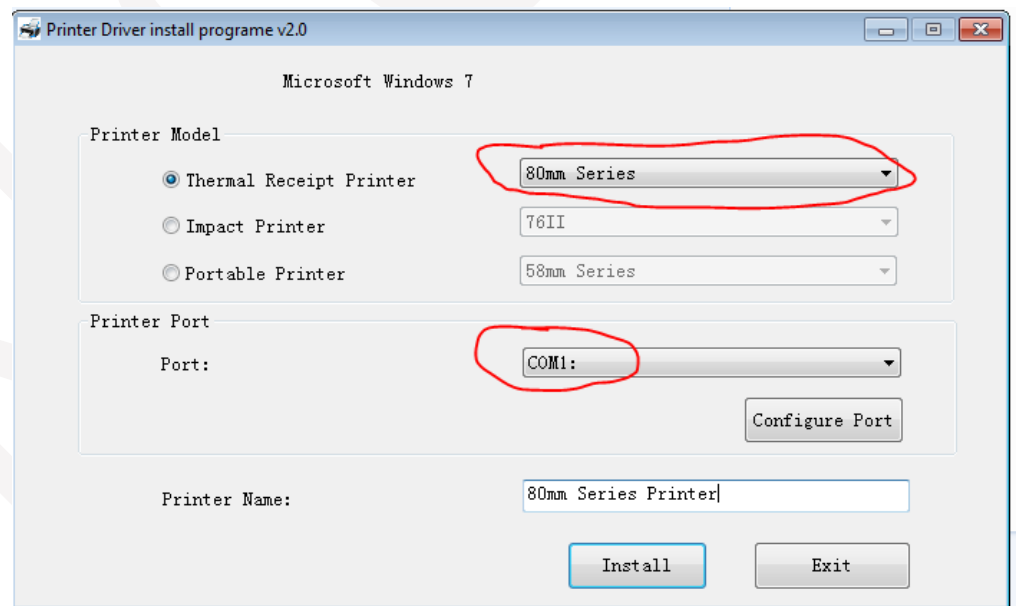
a. If you plan to print via USB, Ethernet or WIFI:

Then select the '80mm Series', and select any available USB port, such as USB001, USB002, USB003 and so on.



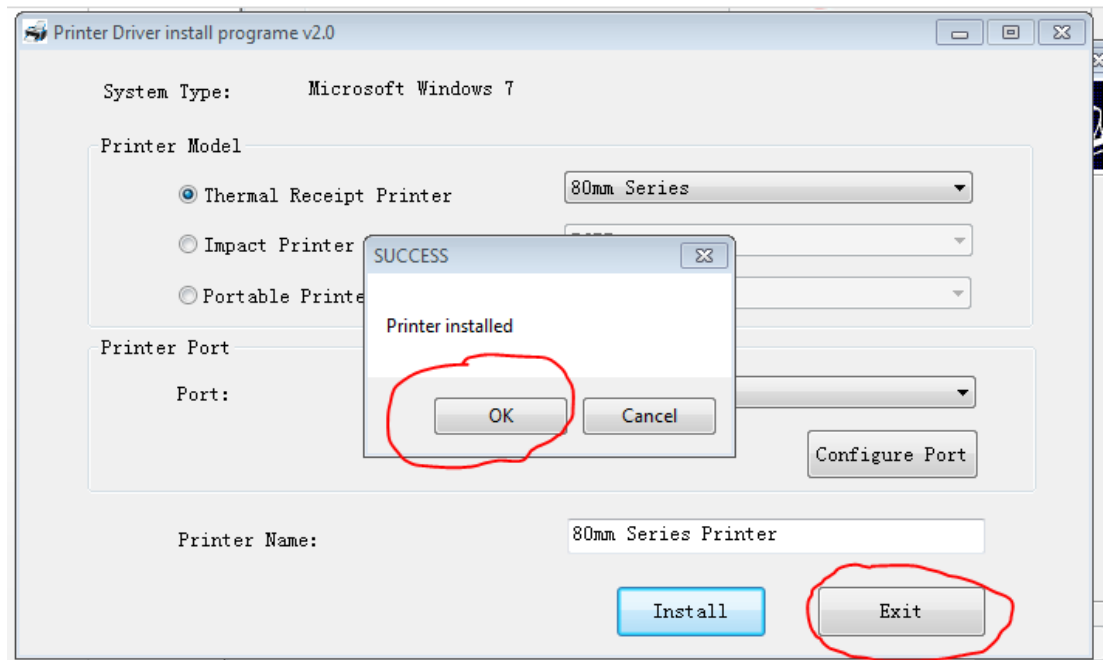
b. If you plan to print via Serial Port:

Then select the '80mm Series', and select any available serial port, such as COM 1, COM2 and so on.

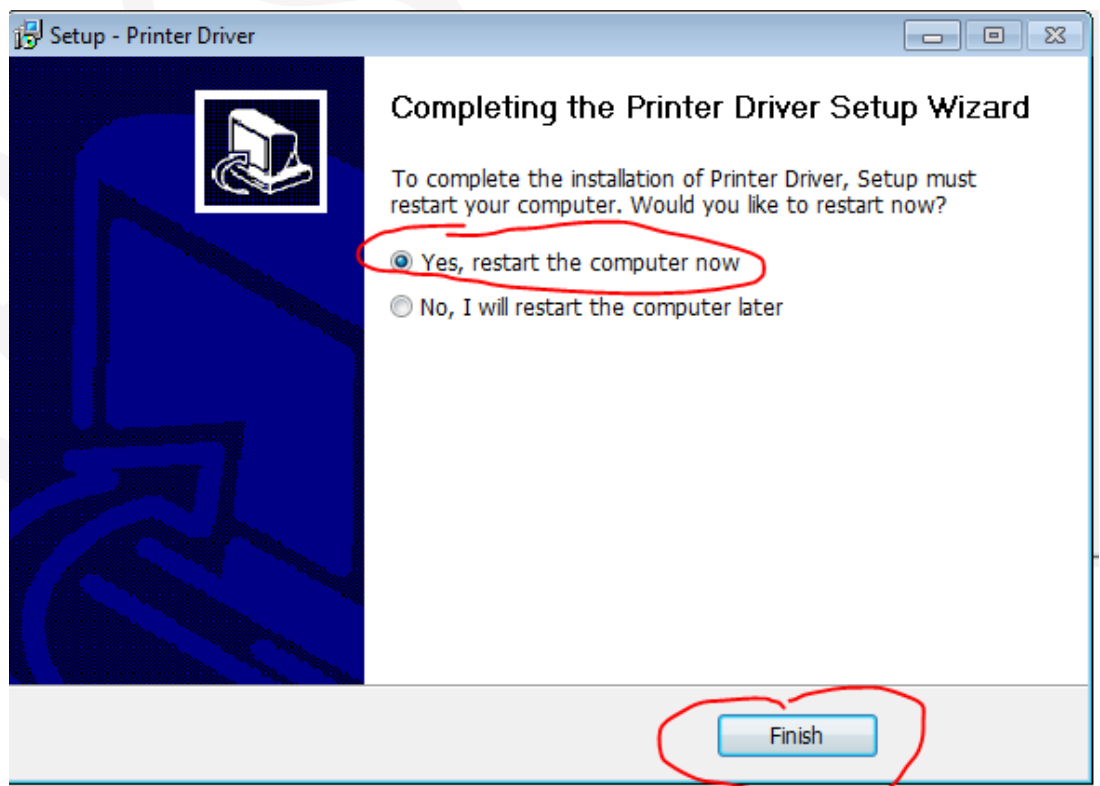


And you may rename the Printer Name as well if you prefer, it's suggested to use the default name for the first time to install the driver to get familiar with it, then click 'Install' to continue.

It will take sometimes to install the driver, then it will pop up the SUCCESS dialog. Then click 'OK' to confirm and continue, then click 'Exit' to close the driver installation tool, and the tool would recommend you to restart your computer.



It's always better to restart your computer and continue with the other printer configuration steps.



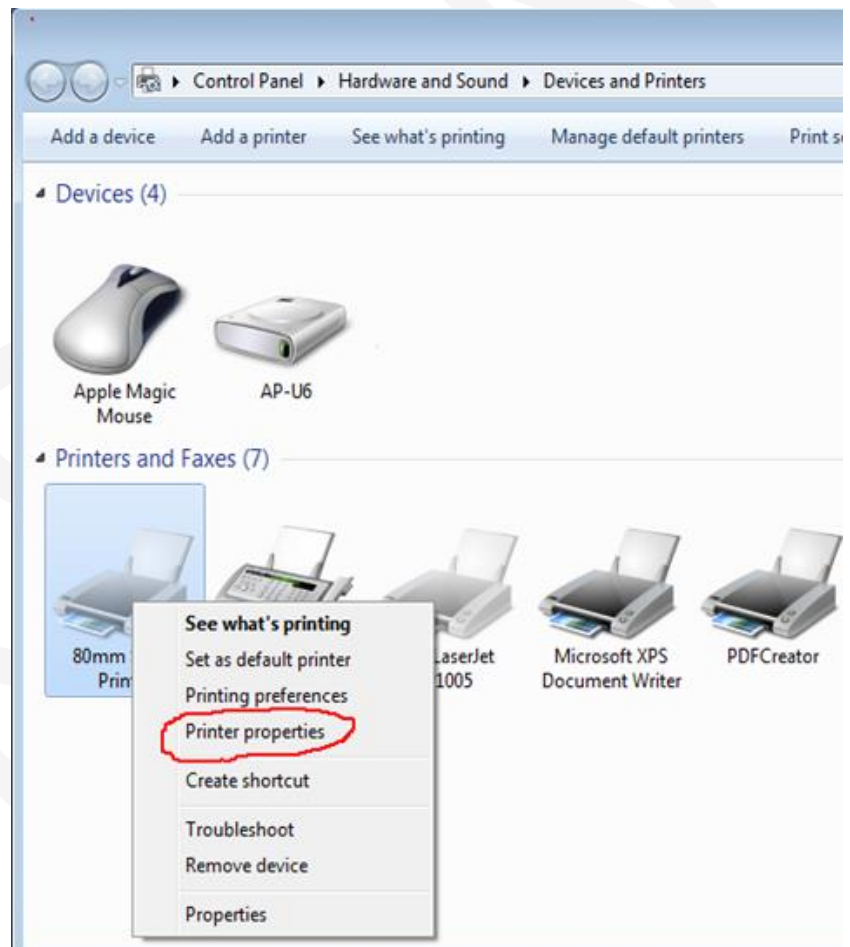
2. Printer configuration

Depends on how you would like to use the printer, you can print to the printer from your computer device via Serial, USB, Ethernet (model AS80USE) or WIFI (model AS80USW). The following instruction will demonstrate how to setup the printer for each of the port interface.

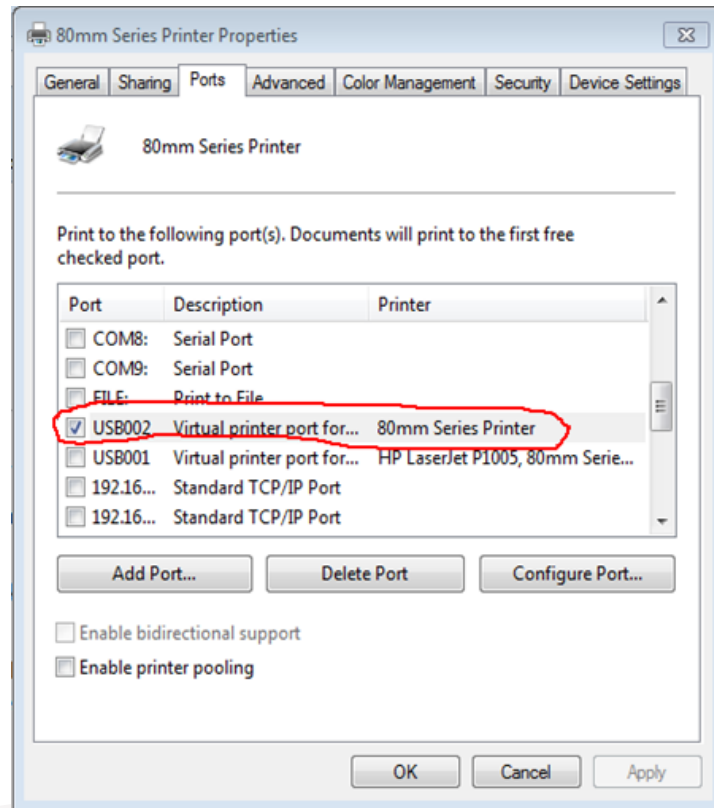
2.1 USB Port Connection

Go to 'Control Panel' -> 'Hardware and Sound' -> 'Devices and Printers', the '80mm series Printer' should be shown as the following (bottom left most icon), if you don't see it, you need to install the driver again.

Right mouse-click the '80mm series Printer' icon, then select the 'Printer properties'.

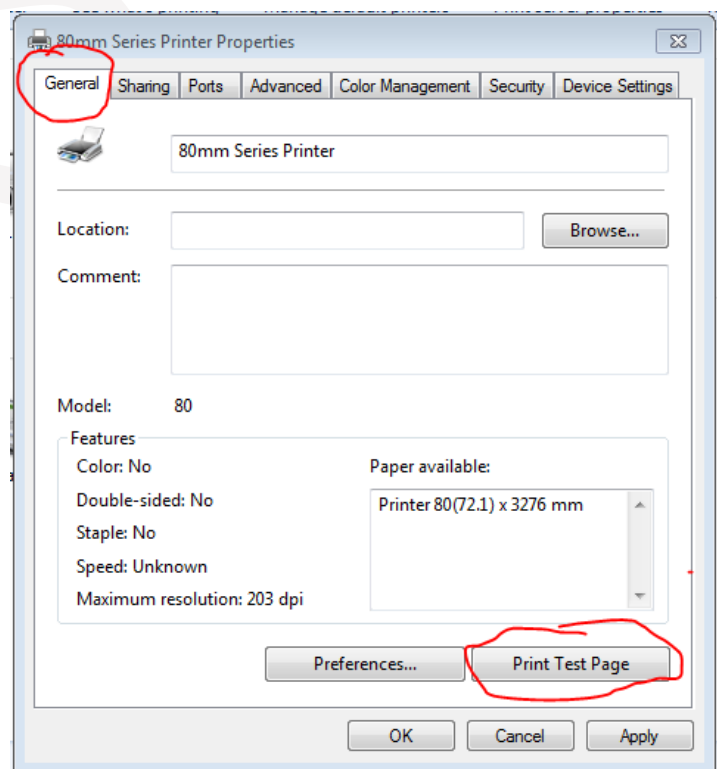
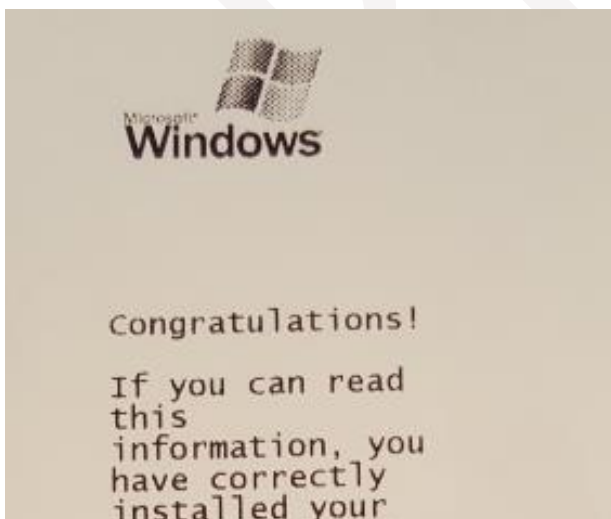


Go to the 'Ports' tab, and make sure the '80mm Series Printer' is assigned with one of the USB ports that you select during the driver installation. If it's not assigned with an USB, then check one of the available port's checkbox, then click 'Apply'.



Go to the 'General', and click 'Printer Test Page'. You would expect to print something like this.

*Before you send a test print to the printer, make sure the USB cable is connected between your computer and your printer, and the printer's power is on.



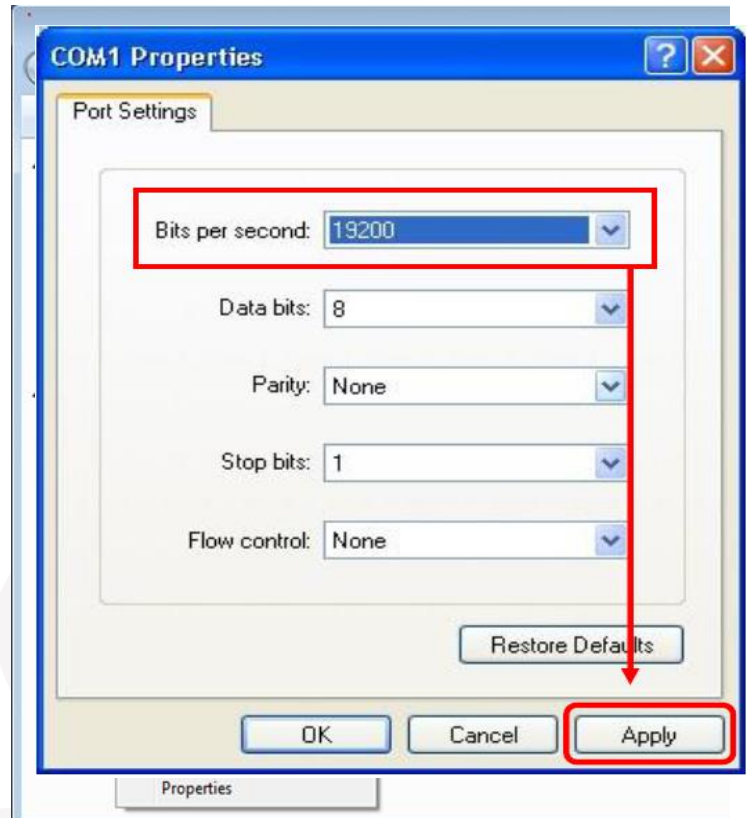
If you can successfully print the test page, then the printer configuration is ready for your application. The detail how to print from your application is specific to each individual application, your application should be able see the thermal printer as one of the available printers to choose to print to. If you are not able to figure out how to print from your application at this point, or having issue with the format of the printing content, you should contact your application provider for any further instruction how to print from the application.

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2.2 Serial Port Connection

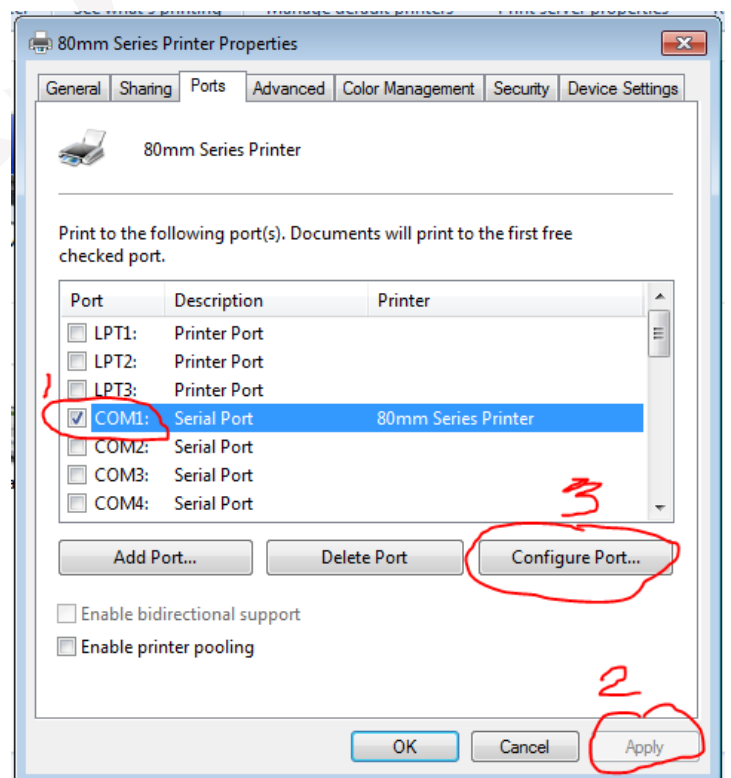
Connect your computer's serial port to the printer's serial port by using the provided cable. On your Windows' computer, to 'Control Panel' -> 'Hardware and Sound' -> 'Devices and Printers', the '80mm series Printer' should be shown there, if you don't see it, you need to install the driver again.

Right click the '80mm series Printer' icon, then select the 'Printer properties'.



Go to the 'Ports' tab, and make sure the '80mm Series Printer' is assigned with one of the COM ports. If it's not assigned with a COM port that you choose during the driver installation, then you need to check one of the available COM port's checkbox, then click 'Apply'.

Click on 'Configure Port' to add the port setting.



It's suggested to set the following properties.

Bits per send: 19200

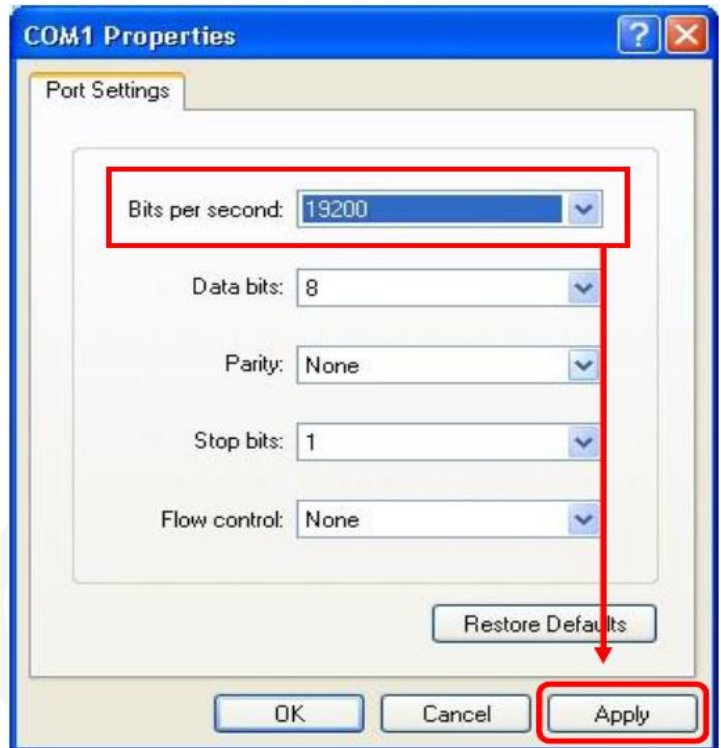
Data bits: 8

Parity bits: 8

Stop bits: 1

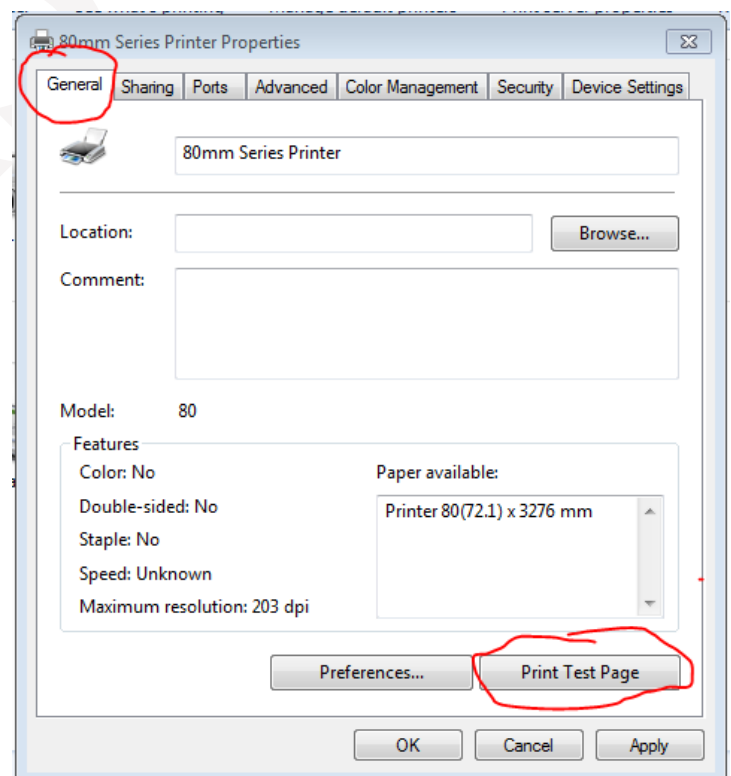
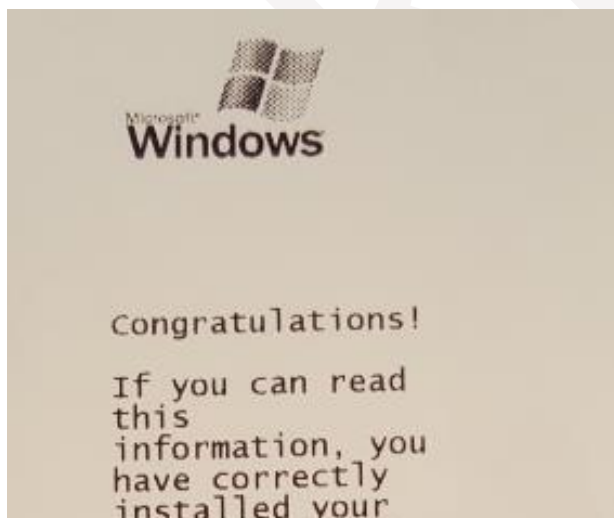
Flow control: None

Then click 'Apply' button.



Go to the 'General', and click 'Printer Test Page'. You would expect to print something like below.

*Before you send a test print to the printer, make sure the USB cable is connected between your computer and your printer, and make sure the printer's power is on.



If you can successfully print the test page, then the printer configuration is ready for your application. The detail how to print from your application is specific to each individual application, your application should be able to see the thermal printer as one of the available printers to choose to print to. If you are not able to figure out how to print from your application at this point, or any other format of the printing content issue, you should contact your application provider for any further instruction how to print from the application.

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2.3 Ethernet Wired Connection & WIFI Connection

If you want to print to a network printer from Windows' application, you should already installed the driver and tested successfully from the section 2.2, which it's described above, if not, you should follow the instruction to finish the necessary steps then come back to this section. If you print from Android from iOS, you don't need to install the driver. You can continue with the instruction in this section.

Arkscan provides two Ethernet/LAN interfaces for the 80mm printers, the wired cable interface (model AS80USE), and WIFI interface (model AS80USW)

2.3.1 Wireless / WIFI connection for AS80USW model

Before you start the WIFI configuration, you need to make sure the following:

a. Your computer is connected your printer via USB cable

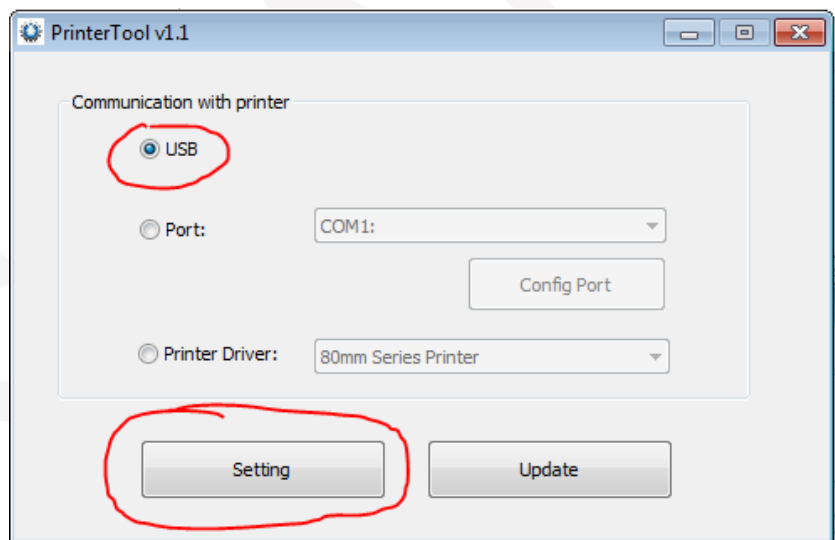
b. Your printer is turned on, and the power light on the printer should be green, with the paper loaded as well.

c. Your WIFI router is turned on.

d. Have your WIFI printer join your wireless network, here is step.

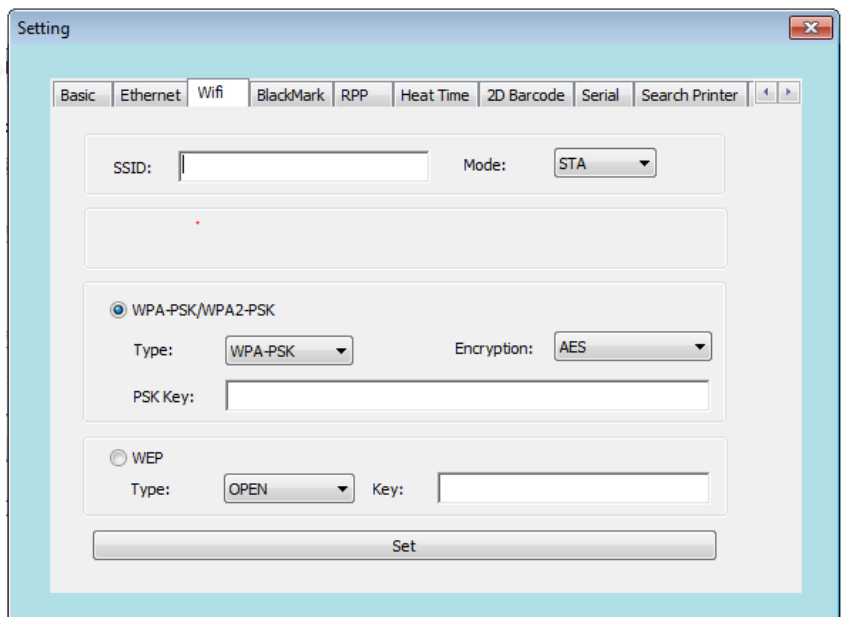
Now run the printer setting tool from
\\80MM\\PrinterTool\\PrinterTool.exe

Select the USB then click 'Setting' to continue.



Then provide the WIFI information, and click 'Set' under the 'Wifi' tab, you would expect to hear a beep from the printer to confirm the printer received the setting command. If you don't know what needs to provide here, please contact your system administrator for help.

The WIFI connection configuration is NOT done yet, please continue with the section "2.3.3 Assign IP address to a printer" for instruction on how to assign an IP address to your WIFI printer.



2.3.2 Wire network cable connection for AS80USE model

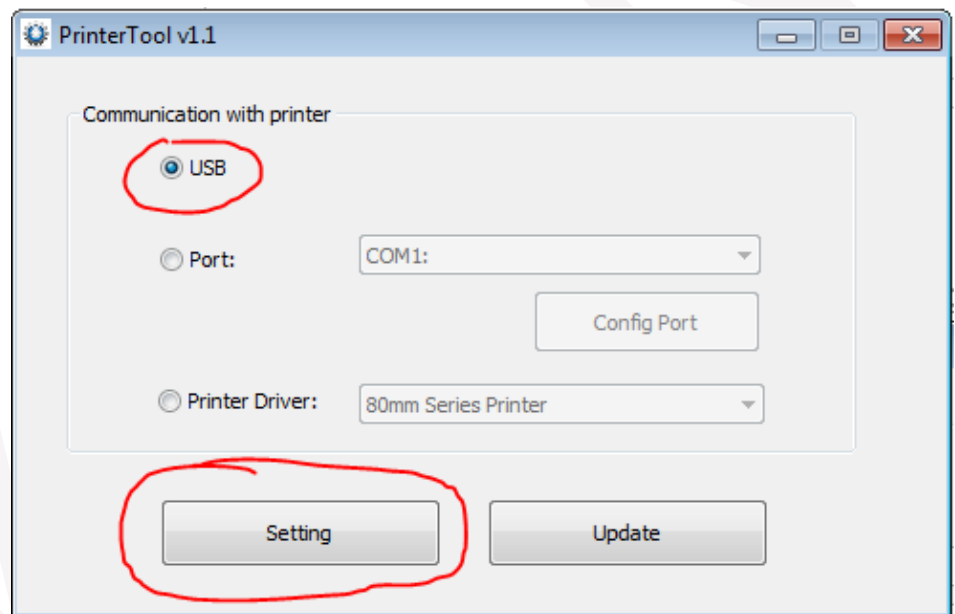
Before you start the Ethernet/LAN configuration, you need to make sure the following:

- Your computer is connected your printer via USB cable*
- Your printer is connected to your router or network hub via a network cable, your printer needs to be in the SAME network as your computer where you print to the printer.*
- Your printer is turned on, and the power light on the printer should be green, with the paper loaded as well.*
- Your router or hub is turned on.*

Now run the printer setting tool from \80MM\PrinterTool\PrinterTool.exe

Select the USB then click 'Setting' and continue on section "2.3.3 Assign IP address to a printer".

*If USB is disabled, possibly the USB cable is not connected to the printer yet, or the printer is NOT turned on yet; you may select 'Printer Driver' and choose printer name "80mm Series Printer" as an alternative way if USB selection doesn't work for you. The printer won't be shown under "Printer Driver" unless you already installed the driver before.

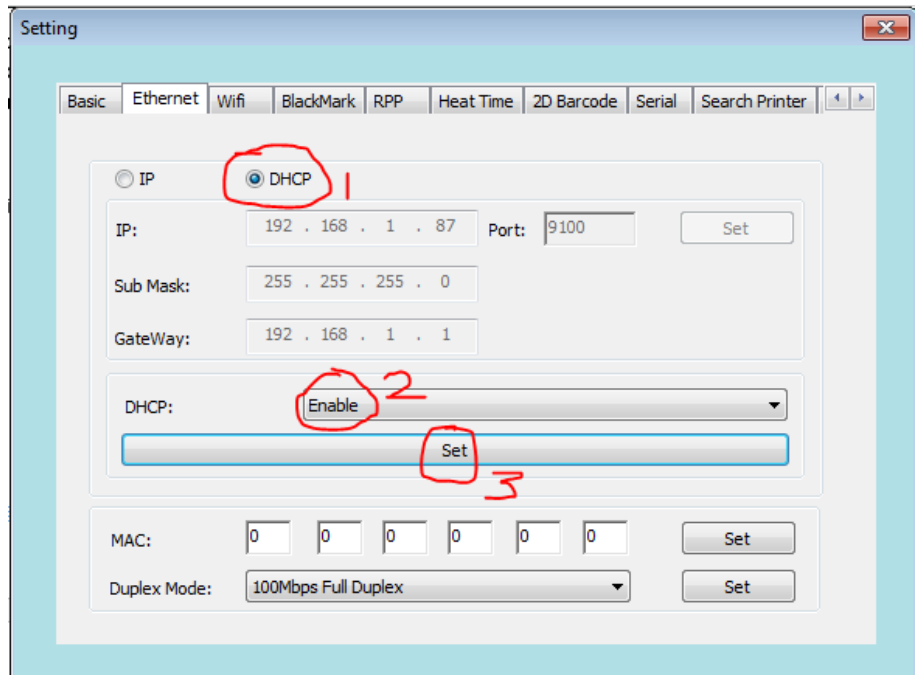


2.3.3 Assign IP address to a printer

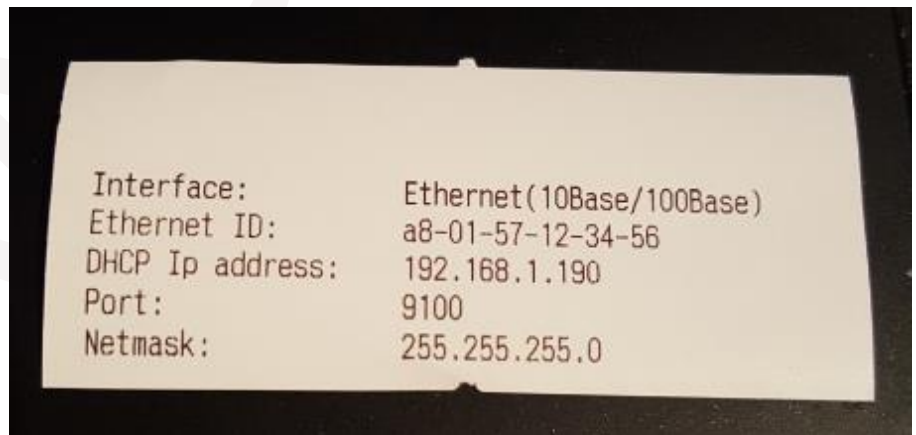
There are two ways to assign your printer an IP address. The AS80USW WIFI printer is not offered the DHCP feature when this document is written, the feature is probably available by now, please contact us by visiting our website www.arkscan.com for an updated version of the firmware, that supports the DHCP for AS80USW WIFI printer. The AS80USE supports DHCP.

Method #1: automatically assigned by your router by enabling the DHCP.

Go to the 'Ethernet' tab, then choose 'DHCP', and choose 'Enable' for DHCP, then click 'Set', you should hear a beep to confirm the printer is received the setting command.

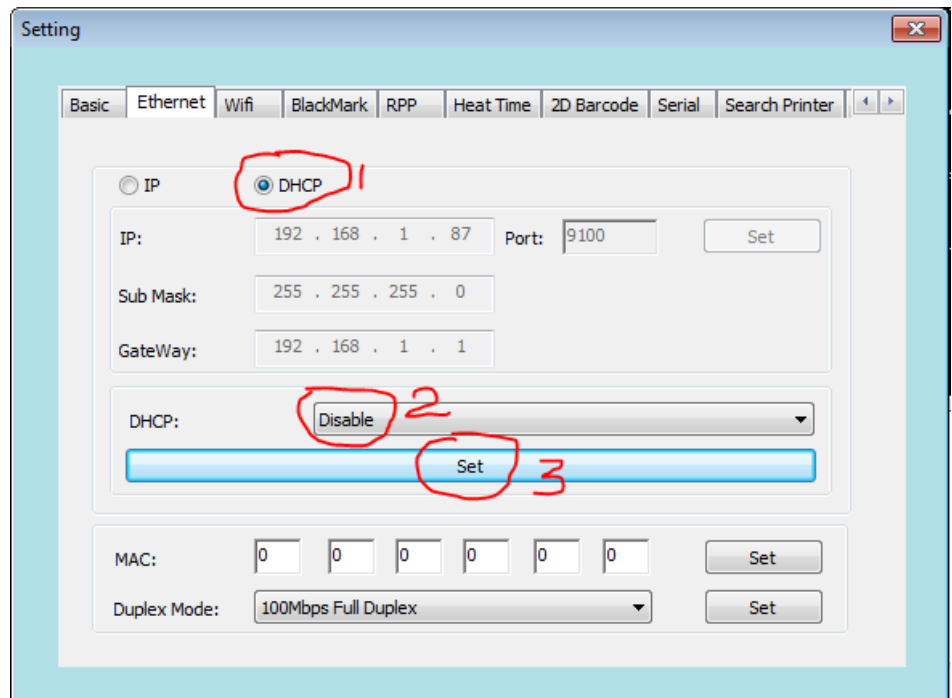


Now, turn off the printer, and perform a self-test by pressing and hold the 'FEED' button on the printer, and turn ON the printer while you still hold the 'FEED' button; release the 'FEED' button when the receipt printing is done. A self-test receipt will be printed, and IP address is shown on the second portion of the receipt. Such as shown on right. This is the way to figure out the DHCP IP address of a printer.



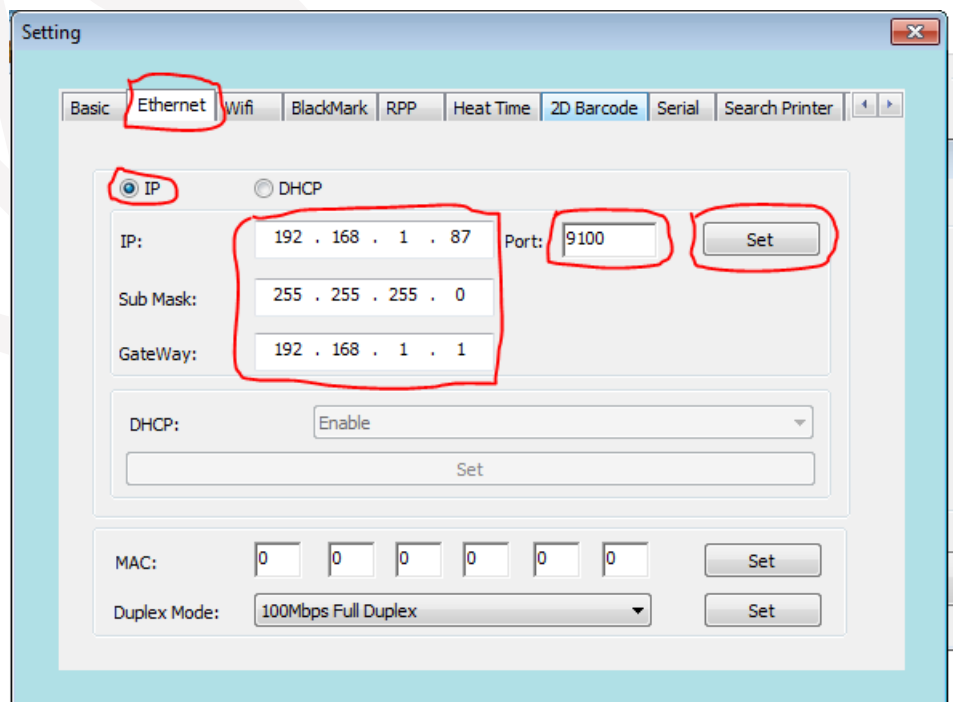
Method #2: Manually assign an IP address for your printer.

You **must** disable the DHCP feature of the printer in order to assign a specific IP address. Go to the 'Ethernet' tab, choose 'DHCP', and 'Disable' for DHCP, then click 'Set', you should hear a beep to confirm the setting command is received.



Now under the 'Ethernet' tab, choose the 'IP', and assign an IP address to your printer, the values of the IP, Sub Mask and Gateway are based your network configuration, the IP address of your printer should not be an existing IP address of any device in your network (if you are not sure what the IP setting should be, please look at section 2.3.3 Additional info for IP configuration for detail.

After you have the proper value, then click 'Set', and you would expect the printer print the IP address on the receipt paper.



After the IP address is set properly, you can test if the printer is in your network by running the 'ping' command from the DOS command line, if the printer is setup properly, you should see the response time, and the percentage of the losing pack, 0% of loss is a good connection indication.

```
C:\>ping 192.168.1.87

Pinging 192.168.1.87 with 32 bytes of data:
Reply from 192.168.1.87: bytes=32 time=5ms TTL=128
Reply from 192.168.1.87: bytes=32 time=3ms TTL=128
Reply from 192.168.1.87: bytes=32 time=2ms TTL=128
Reply from 192.168.1.87: bytes=32 time=3ms TTL=128

Ping statistics for 192.168.1.87:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 2ms, Maximum = 5ms, Average = 3ms

C:\>
```

If it's not setup properly, you would see a message like the following when you ping the printer.

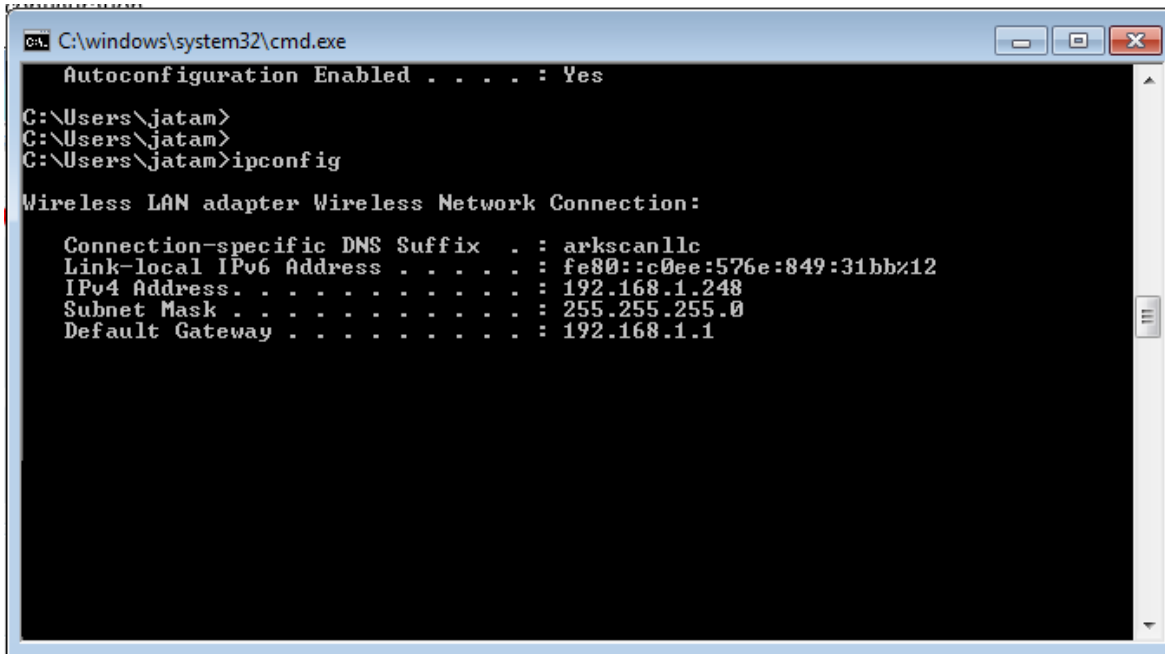
Destination host unreachable

Request timed out

Up to this point if you can ping the printer's IP address, you are ready to setup the Ethernet port on section 2.4.

2.3.3 Additional info for IP configuration.

If you don't know how to figure out the IP setting, your network's configuration can be seen by running the 'ipconfig' command from the DOS prompt:



```
C:\windows\system32\cmd.exe
Autoconfiguration Enabled . . . . : Yes
C:\Users\jatom>
C:\Users\jatom>
C:\Users\jatom>ipconfig

Wireless LAN adapter Wireless Network Connection:

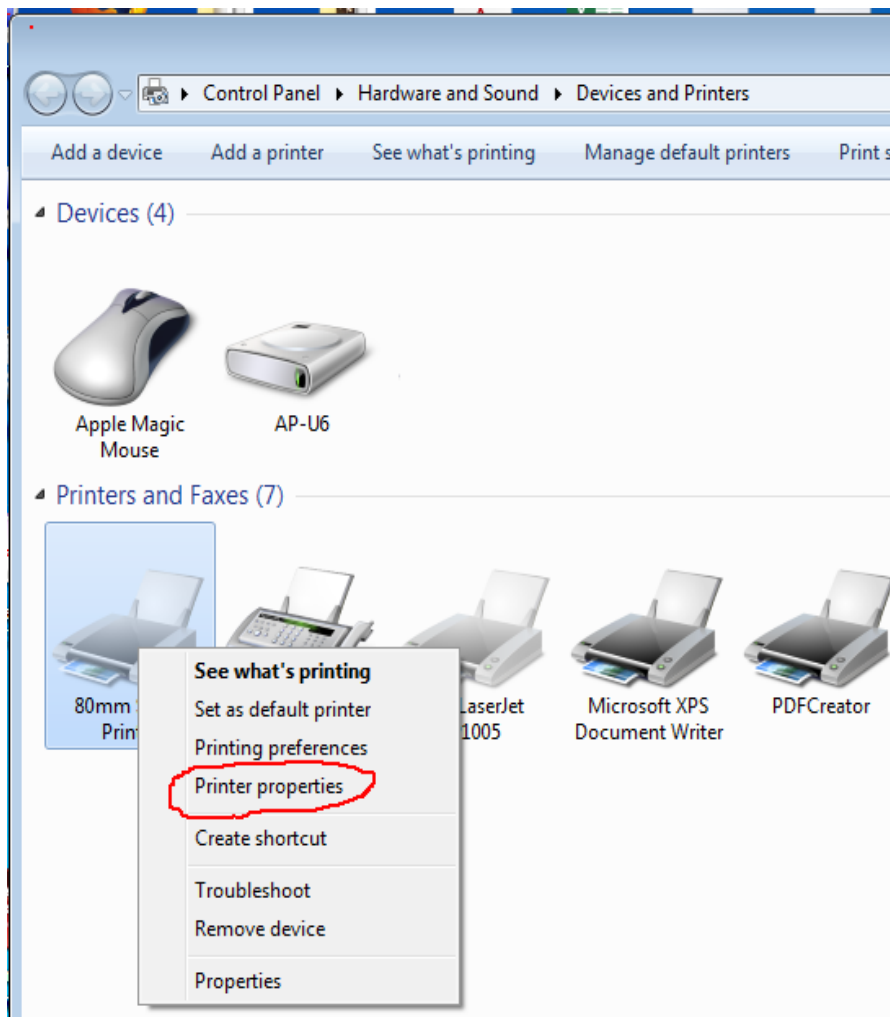
    Connection-specific DNS Suffix  . : arkscanllc
    Link-local IPv6 Address . . . . . : fe80::c0ee:576e:849:31bb%12
    IPv4 Address. . . . . : 192.168.1.248
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

Your printer's Ethernet setting should be same as ipconfig's for Subnet Mask, Default Gateway, and the first three group of the IP address, such as printer's IP is 192.168.1.87, and your computer's IP is 192.168.1.248. Port should be 9100, as this is the standard port.

2.4 Setup Ethernet/LAN printer port

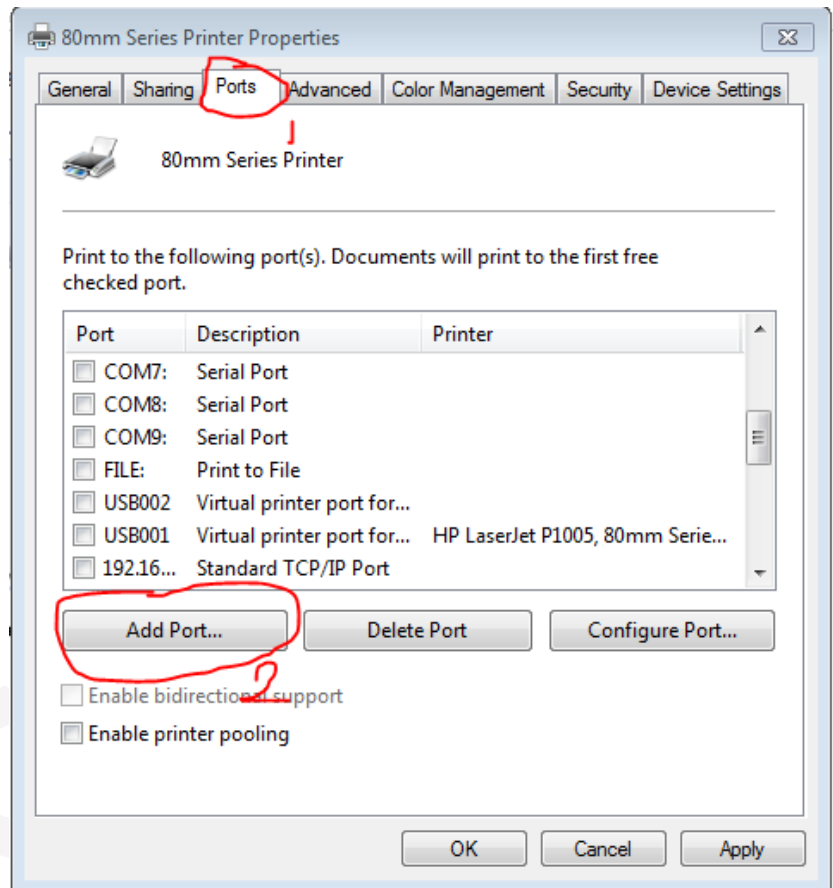
Here are the steps to add the network printer to your computer, you need to repeat these steps for other computers that want to share this printer.

Go to 'Control Panel' -> 'Hardware and Sound' -> 'Devices and Printers', the '80mm series Printer' should be shown as the following (bottom left most icon), if you don't see it, you need to install the driver again.

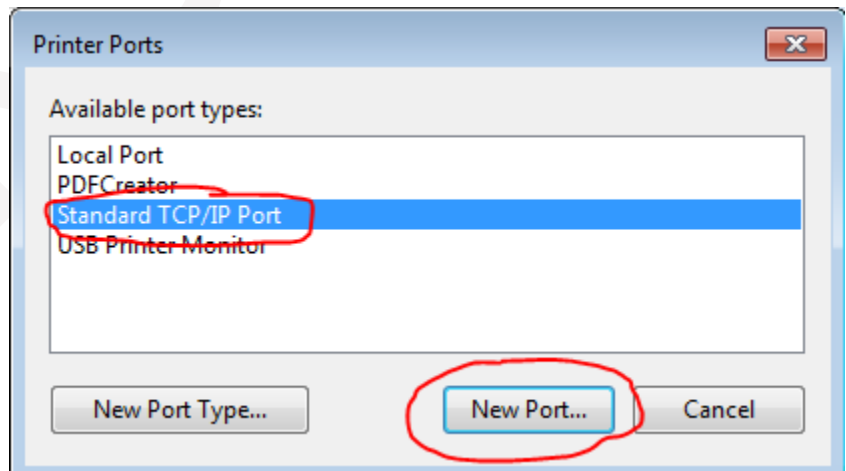


Right click the '80mm series Printer' icon, then select the 'Printer properties'.

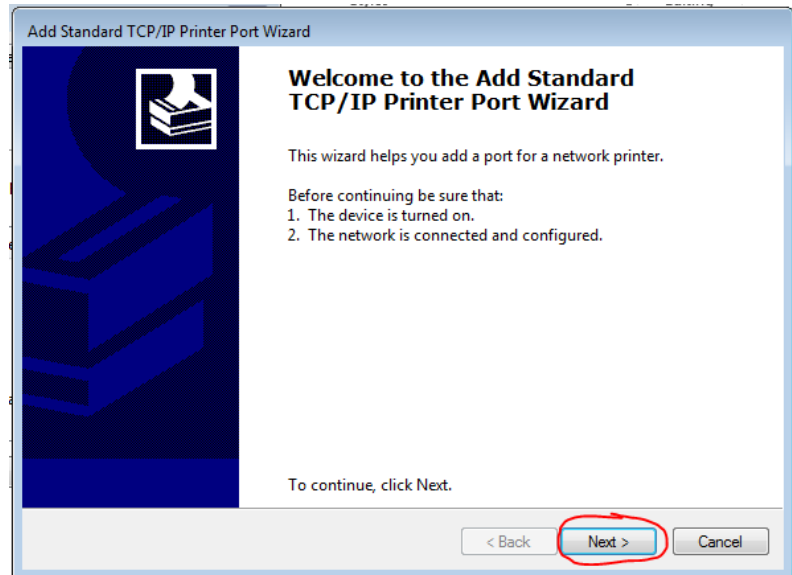
Under the 'Ports', then click 'Add Port'.



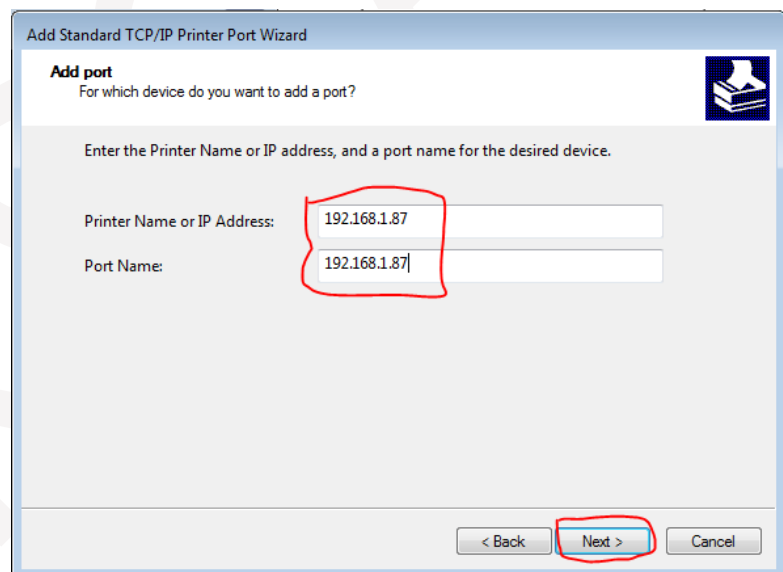
Choose 'Standard TCP/IP Port', then 'New Port'



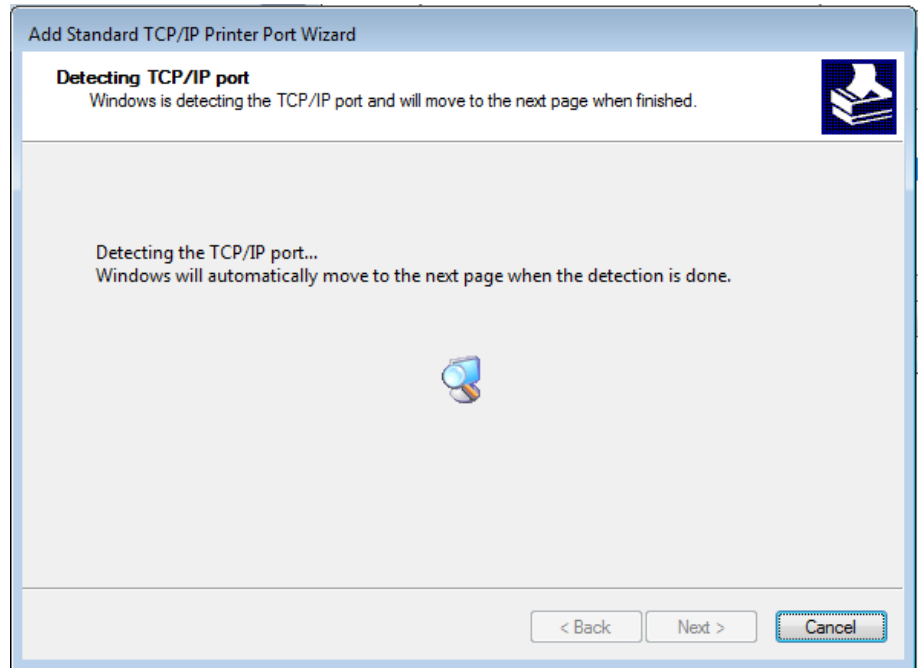
And then 'Next'.



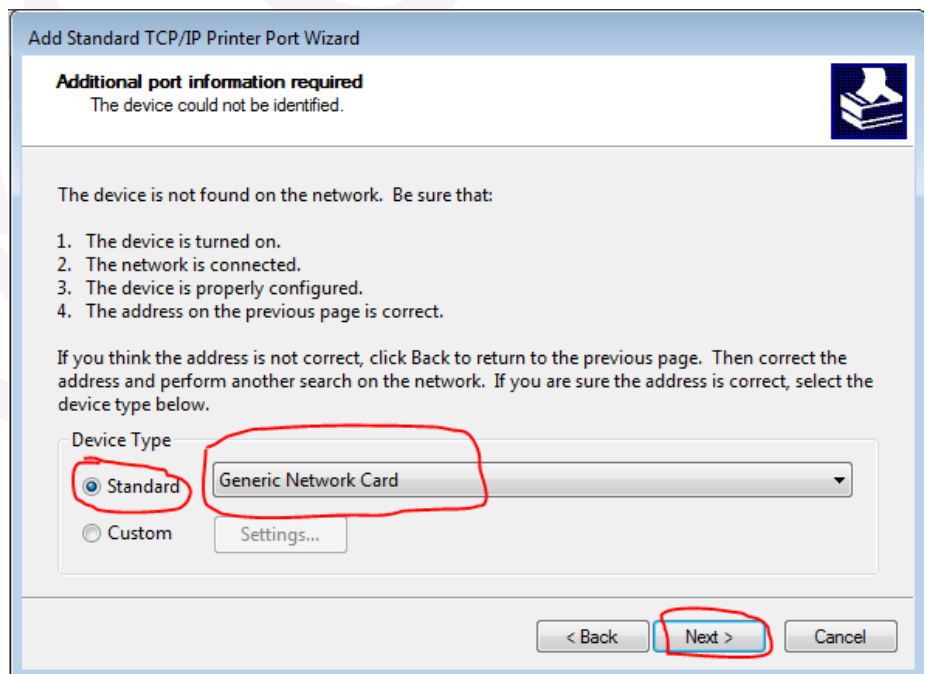
then type in the IP address of the printer, then next.



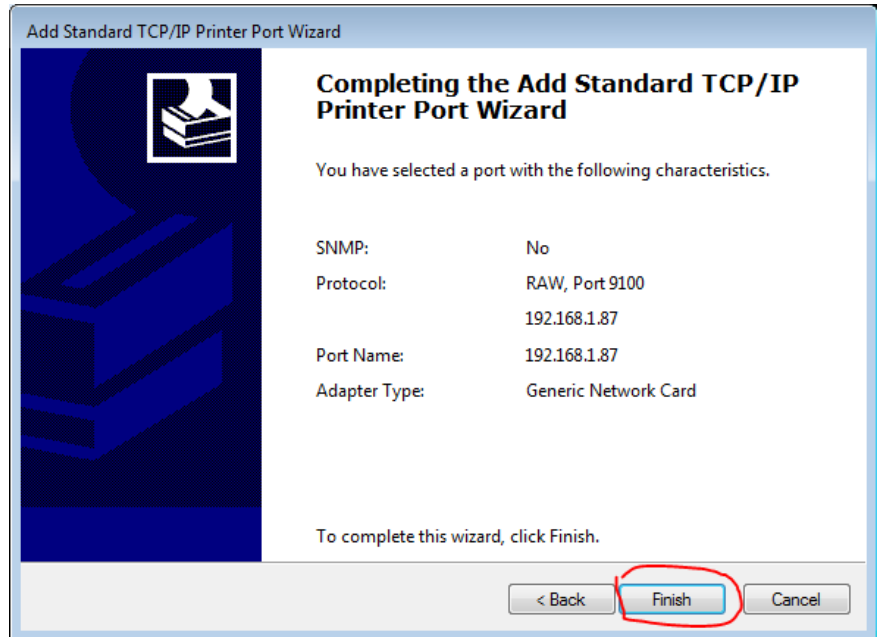
A searching screen will take sometimes to automatically move to the next page.



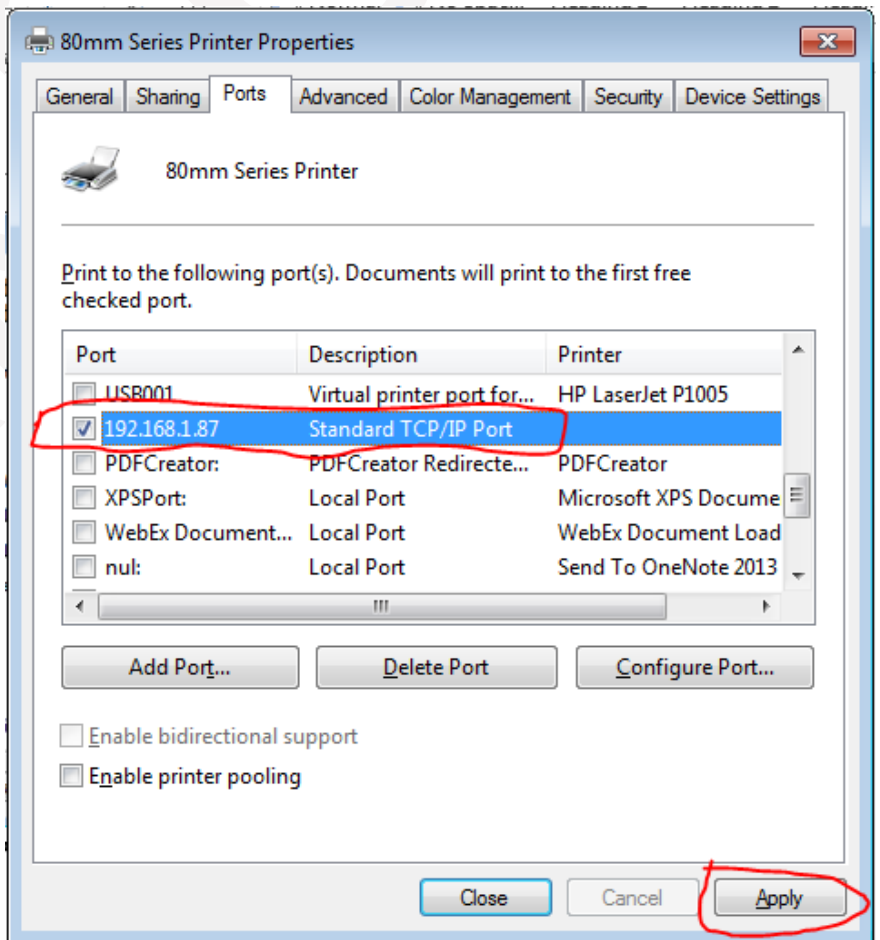
Then choose the 'Standard', and 'Generic Network Card', then 'Next'.



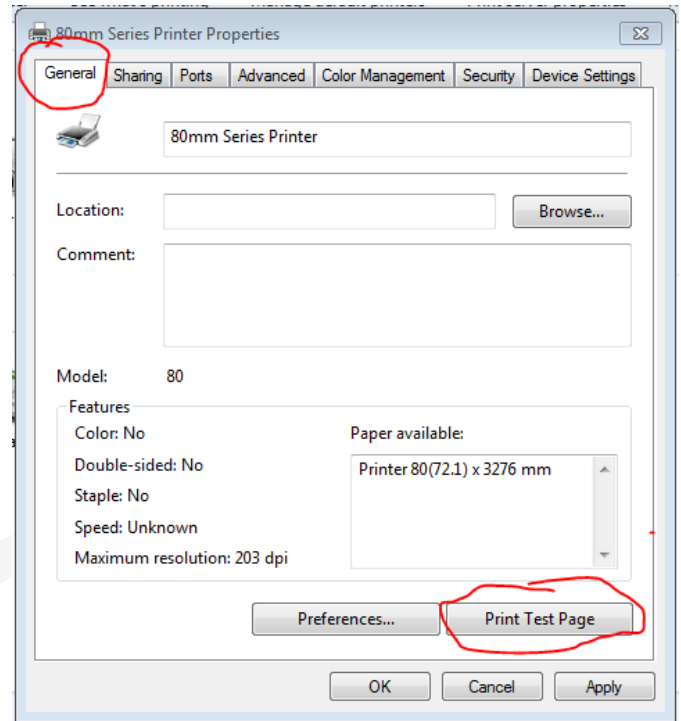
Then click 'Finish', then close previous opened dialog, and back to the 'Port' tab.



Then check the port '192.168.1.87', and click 'Apply'.

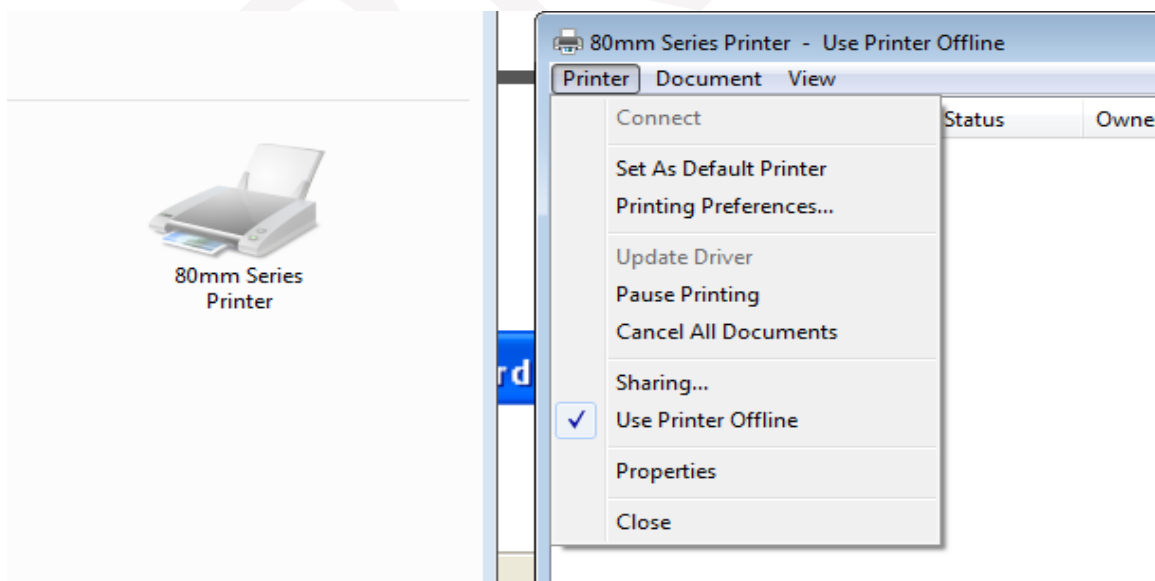


then go to the 'General' tab, and click to 'Print Test Page' to confirm it's setup properly.



Troubleshooting:

If you can not successfully make the 'Print Test Page', then you need to check the hardware connection, also check if the printer is allowed to ping from your computer, and there is one thing happened very often, the printer is offline by default after it's just setup, please make sure the printer is not offline. If the printer is offline, you can see that from the grey out printer icon on the 'Device and Printer', like below, and you can double click printer icon to open the printer queue, and check the status of the printer. You need to uncheck the 'Use Printer Offline' in order to make the 'Print Test Page'; this is also applied when you do the regular printing, you need to ensure the printer is online before you can print.



2.5 Print from Android Device or iOS Device

In order to print to AS80 printers, your App may or may not be able to support the printer, it depends how the printing protocol was used in the App, please contact your App provider to confirm if it's supported or not. We have the Java SDK can be integrated with your App, please see the CD content for detail, it's under the SDK folder. With the proper integration and development of the printer, your App will print to the printer via IP address directly, it doesn't need a driver to support that.

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Printer Driver install programe v2.0

System Type: Microsoft Windows 7

☒ Thermal Receipt Printer
☐ Impact Printer
☐ Portable Printer

58mm Series
76II
58mm Series

Printer Port

Port: USB001

Configure Port

Printer Name: 58mm Series Printer

Install Exit