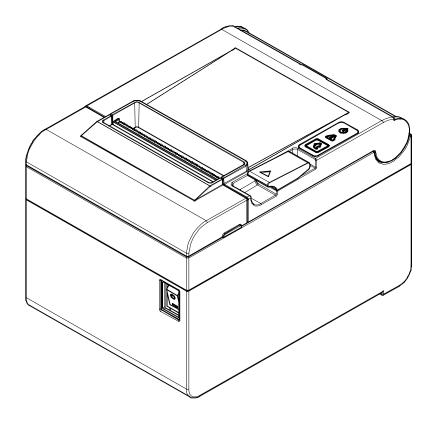


Network Connection Manual SRP-E300/302

THERMAL RECEIPT PRINTER

Ver. 1.01



http://www.bixolon.com

■ Table of Contents

| 1. Manual Information | 3 |
|---|----|
| 2. Specifications | 3 |
| 3. How to Connect | 4 |
| 4. Ethernet Test by using Windows Test Page | 6 |
| 5. Factory Reset | 13 |
| 6. Troubleshooting | 15 |

1. Manual Information

This Network manual provides information on the connection of network with the printer.

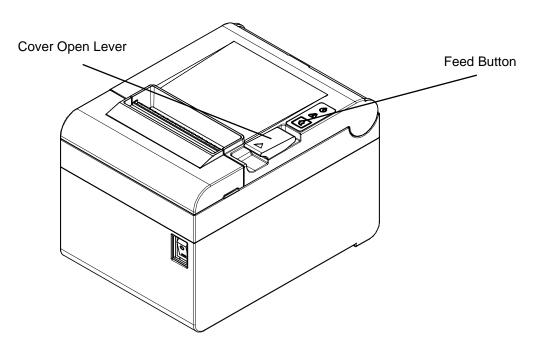
We at BIXOLON maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. In following, product specifications and/or user manual content may be changed without prior notice.

2. Specifications

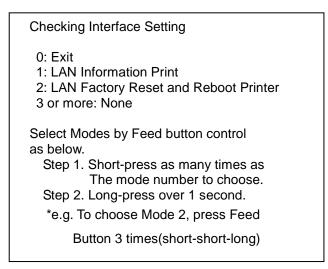
| CATEGORIES | FEATURE | IMPLEMENTATION |
|---------------|-----------|--|
| LAN | Interface | 10/100 Base-T All in one(Auto detection) |
| Specification | Protocol | DHCP Client, HTTP, ARP, ICMP, IPv4 ,TCP, UDP |

3. How to Connect

1) Checking Network Setting



After the printer has finished booting, open the printer cover and press and hold the FEED button for 5 seconds. This will cause the interface setting confirmation mode. Then add the paper, close the cover, and check that the following message is printed.



If the above message is printed, select Mode 1, and you will see the following LAN data. (To select Mode 1, press the Feed button once quickly/ once long.)

2) LAN Setting Values

| Classification | Item Remarks | | Input Range |
|----------------|-------------------------|--------------------------|----------------|
| | Inactivity Time | TCP connection hold time | 0~3600 integer |
| Notwork | IP Assignment Method | IP Assignment Method | DHCP/Manual |
| Network | IP Address | Printer IP | IP Address |
| | Subnet Mask | Subnet mask | IP Address |
| | Gateway | Default Gateway | IP Address |

For changing network setting values using Net configuration tool, Refer to 'Net configuration tool manual'.

4. Ethernet Test by using Windows Test Page

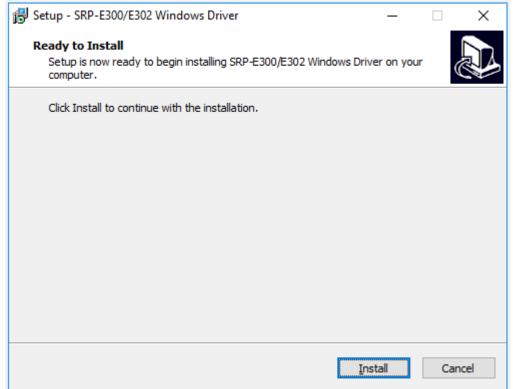
You can use the Windows printer driver as shown below when there is no test program. Operating systems that allow you to use the Windows printer driver are Windows, XP, Server 2003, VISTA, 2008 Server, 7, 8, 10.

[Note]

- You can download the latest version of Windows driver from our home page. (www.bixolon.com)

1) Double-click the Windows Driver installation file.

2) Click Install



3) Select Installation and click Next.

| BIXOLON Windows Driver Setup Wizard | | | | | |
|-------------------------------------|--|--|--|--|--|
| \Box | Welcome to Windows driver setup wizard. | | | | |
| | The wizard helps you install or uninstall SRP-E300 / SRP-E302 windows drivers. | | | | |
| | Installation Uninstallation | | | | |
| a | To continue, click Next. | | | | |
| | < Back Next > Cancel Finish | | | | |

4) Select Model Name and click Next

| BIXOLON Windows Dr | BIXOLON Windows Driver Setup Wizard | | | | | |
|--------------------|---|--|--|--|--|--|
| | Specify Device Model Specify the model of your device. | | | | | |
| | Model Name | | | | | |
| | BIXOLON SRP-E300 BIXOLON SRP-E302 | | | | | |
| | DIAULUN SKP 1202 | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| 2 | | | | | | |
| 3 | | | | | | |
| | To continue, click Next. | | | | | |
| | < Back Next > Cancel Finish | | | | | |

5) Select Ethernet and click Add TCP/IP Port

| BIXOLON Windows Driver Setup Wizard | | | | | |
|-------------------------------------|---|--|--|--|--|
| BIXO | SRP-E300 should be connected before continuing installation. Please connect | | | | |
| | Port Type USB Serial / Parallel Bluetooth Network (Ethernet or WiFi) Add TCP/IP Port | | | | |
| (0) | To continue, click Next. | | | | |
| | < Back Next > Cancel Finish | | | | |

6) Enter the IP address and port number, and then click Next.

| Standard TCP/IP Port | | | | | | | |
|----------------------|------|---|-----|---|-----|--------|--|
| TCP/IP Port | | | | | | | |
| IP Address : | 192 | • | 168 | • | 100 | 117 | |
| Port Number : | 9100 | | | | | | |
| | | | | (| ОК | Cancel | |

7) Click Next

| BIXOLON Windows Driver Setup Wizard | | | | | |
|-------------------------------------|--|--|--|--|--|
| | Device(Printer) Connection SRP-E300 should be connected before continuing installation. Please connect | | | | |
| X | SRP-E300 to the PC and turn it on. * In case of USB port, it may be required to turn the device off and then turn it on again to move the next step. | | | | |
| | Port Type O USB O Serial / Parallel Bluetooth Network (Ethernet or WiFi) Add TCP/IP Port | | | | |
| | To continue, click Next. | | | | |
| | < Back Next > Cancel Finish | | | | |

8) Click Next

| BIXOLON Windows | Driver Setup Wizard | | | | |
|-----------------|--|-----------------------------|--|--|--|
| | Specify Port Specify the port that you are using. | | | | |
| | Port | Туре | | | |
| | IP_192.168.100.117 | Standard TCP/IP Port | | | |
| 2 | | | | | |
| (D) | To continue, click Next. | Configure Port | | | |
| | [| < Back Next > Cancel Finish | | | |

9) Click Next

| BIXOLON Windows Driver Setup Wizard | | | | | |
|-------------------------------------|--|-----------------------------|--|--|--|
| | Completing the Windows driver setup wizard. | | | | |
| X | A new windows driver will be installed using the following settings: | | | | |
| | Model : | BIXOLON SRP-E300 | | | |
| | Port : | IP_192.168.100.117 | | | |
| | Manufacturer : | BIXOLON | | | |
| | Version : | 1.0.0.0 | | | |
| | To continue, click Next. | | | | |
| | | < Back Next > Cancel Finish | | | |

10) Click Finish

| BIXOLON Windows D | river Setup Wizard | |
|-------------------|--|------|
| | BIXOLON SRP-E300 Windows driver has been successfully installed. | |
| | < Back Fi | nish |

- 11) Open the printer properties window in the Windows OS.
- (1) Installing on Windows XP / Server 2003
 ※ Control Panel Printers and Faxes.
- (2) Installing on Windows VISTA / Server 2008 / 7 / 8 / Server 2012 / 10
 ※ Control Panel Hardware and Sound Device and Printers.
- 12) In the **Ports** tab, click **Configure Port**.
- 13) Match the communication settings to those of the printer.

| Configure Standard TCP/IP Port | Configure Standard TCP/IP Port Monitor | | | | |
|-------------------------------------|--|--------------------|---|--|--|
| Port Settings | | | | | |
| <u>P</u> ort Name: | | IP_192.168.100.117 |] | | |
| Printer Name or IP <u>A</u> ddress: | | 192.168.100.117 | | | |
| Protocol | | <u>○</u> LPR | | | |
| Raw Settings | | | | | |
| Port <u>N</u> umber: | 9100 | | | | |
| LPR Settings | | | | | |
| <u>Q</u> ueue Name: | | | | | |
| LPR <u>Byte</u> Counting Enab | led | | | | |
| SNMP Status Enabled | | | | | |
| <u>C</u> ommunity Name: | public | | | | |
| SNMP <u>D</u> evice Index: | 1 | | | | |
| | | | | | |
| | | OK Cancel | | | |

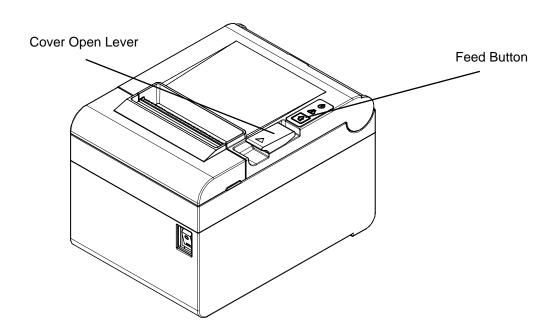
14) Click **Print Test Page** and check printing status. Proper installation of the driver is indicated if the test page is printed normally.

| BIXOLON SRP-E300 Properties | | | | | |
|-----------------------------|---------------|------------------|--------------------|-------------------------|---|
| Security | | Language | | Version | |
| General | Sharing | Ports | Advanced | Color Management | |
| | | | | | |
| 3 | BIXOLON | SRP-E300 | | |] |
| Location: | | | | |] |
| <u>C</u> omment: | | | | | |
| | | | | | |
| M <u>o</u> del: | BIXOLON S | RP-E300 | | | |
| Features | | | | | |
| Color: Yes | | | Paper available | 2: | |
| Double-sided: No | | | 80 x 3276 mm[E300] | | |
| Staple: No | | | | | |
| Speed: Unkr | nown | | | | |
| Maximum r | esolution: 18 | 30 dpi | | ~ | |
| | | Pr <u>e</u> fere | nces | Print <u>T</u> est Page | |
| | | | | | |
| | | | ОК | Cancel <u>Apply</u> | |

5. Factory Reset

This function changes the LAN settings of the printer to the initial factory settings.

1) Procedure



After the printer has finished booting, open the printer cover and press and hold the FEED button for 5 seconds. This will cause the interface setting confirmation mode. Then add the paper, close the cover, and check that the following message is printed.

| Checking Interface Setting |
|---|
| 0: Exit 1: LAN Information Print 2: LAN Factory Reset and Reboot Printer 3 or more: None |
| Select Modes by Feed button control as below. Step 1. Short-press as many times as The mode number to choose. Step 2. Long-press over 1 second. *e.g. To choose Mode 2, press Feed |
| Button 3 times(short-short-long) |

If the above message is printed, select Mode 2, and you will see the following LAN information. (To select Mode 2, press the Feed button twice quickly / once long.)

LAN Factory Reset OK! Reboot Printer.

After the above message is printed, the printer will automatically reboot.

3) Factory Reset Values

| | | Inactivity time | 0 |
|-------------|--|-----------------------------|-----------------|
| LAN Network | | IP Assignment Method | Automatic(DHCP) |
| | | Local Port | 9100 |

6. Troubleshooting

When printing doesn't work

Check network setting

(Refer to Configuration for checking/changing the printer settings)

- IP Address
 Check the band of the IP Address.
 Check whether the bands of the printer and the AP(or wireless terminals) are the same.
 The first three digits of the four digit value of the IP address must be the same.
- Subnet Mask

Check whether the subnet mask of the printer matches the one in AP (or wireless terminal).

- Port

Check whether the port configured in the printer and the host (PC, PDA) are the same.

PING Check

Checking IP collision

- When entering IP address manually without using DHCP, you must check whether the corresponding IP address is used by other equipment. The printer may not work normally when there is a collision in the IP address.
- When the printer is turned off, carry out the Ping Test to the printer IP.

Ping TEST

- Turn off the printer.
- Select "Run" from the Windows Start menu, and then enter "cmd".
- Enter "ARP –d" and delete ARP table.
- Enter "ping {printer IP}".
- ARP –d, ping {IP address}

| ∞ C:₩WINDOWS₩system32₩cmd.exe | - 🗆 🗙 |
|--|----------|
| C:₩Documents and Settings>arp -d | _ |
| C:\Documents and Settings>ping 192.168.1.111 | |
| Pinging 192.168.1.111 with 32 bytes of data: | |
| Request timed out. Request timed out. Request timed out. Request timed out. | |
| Ping statistics for 192.168.1.111: Packets: Sent = 4, Received = 0, Lost = 4 (100% loss), | |
| C:#Documents and Settings> | - |

When you see "Request timed out." as shown below, it means that there is no collision. The corresponding IP can be used.

On the other hand, if there is a reply as shown below, then the corresponding IP is used by another network terminal and it cannot be used for the printer IP.

| ∞ C:₩WINDOWS₩system32₩cmd.exe | - 🗆 X |
|--|----------|
| C:₩Documents and Settings>ping 192.168.1.111 | _ |
| Pinging 192.168.1.1 with 32 bytes of data: | |
| Reply from 192.168.1.111: bytes=32 time<1ms TTL=64 | |
| Reply from 192.168.1.111: bytes=32 time<1ms TTL=64 | |
| Reply from 192.168.1.111: bytes=32 time<1ms TTL=64 | |
| Reply from 192.168.1.111: bytes=32 time<1ms TTL=64 | |
| Ping statistics for 192.168.1.111: | |
| Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), | |
| Approximate round trip times in milli-seconds: | |
| Minimum = Oms, Maximum = Oms, Average = Oms | |
| C:#Documents and Settings>_ | |
| | • |

Inactivity Time

- If multiple host devices are used with one printer, "Inactivity Time" is Recommended.(Other host devices are restricted to use a printer if one host device keep connecting to a printer.) ex) 5sec