

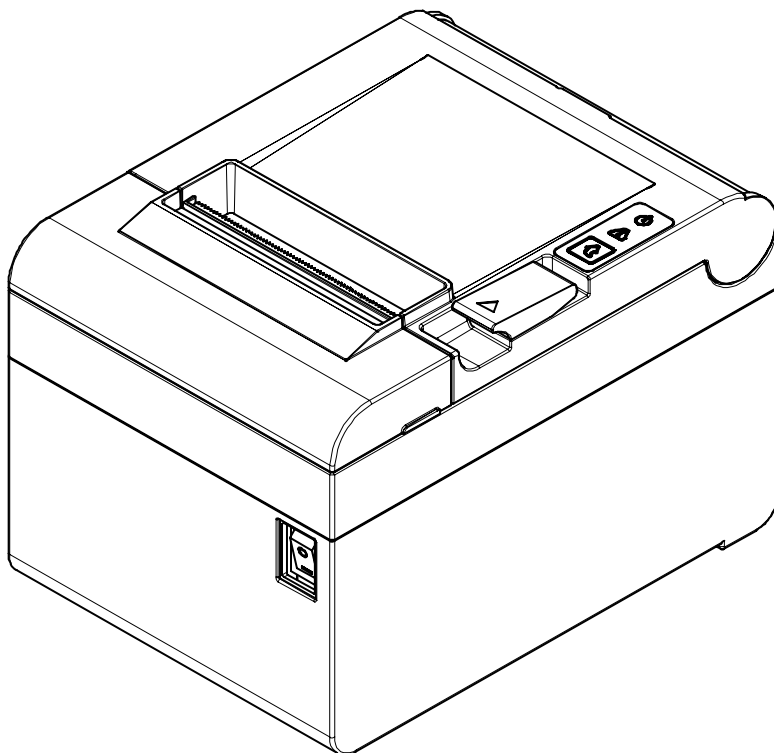
BIXOLON®

Network Connection Manual

SRP-E300/302

THERMAL RECEIPT PRINTER

Ver. 1.01



<http://www.bixolon.com>

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1. Manual Information

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

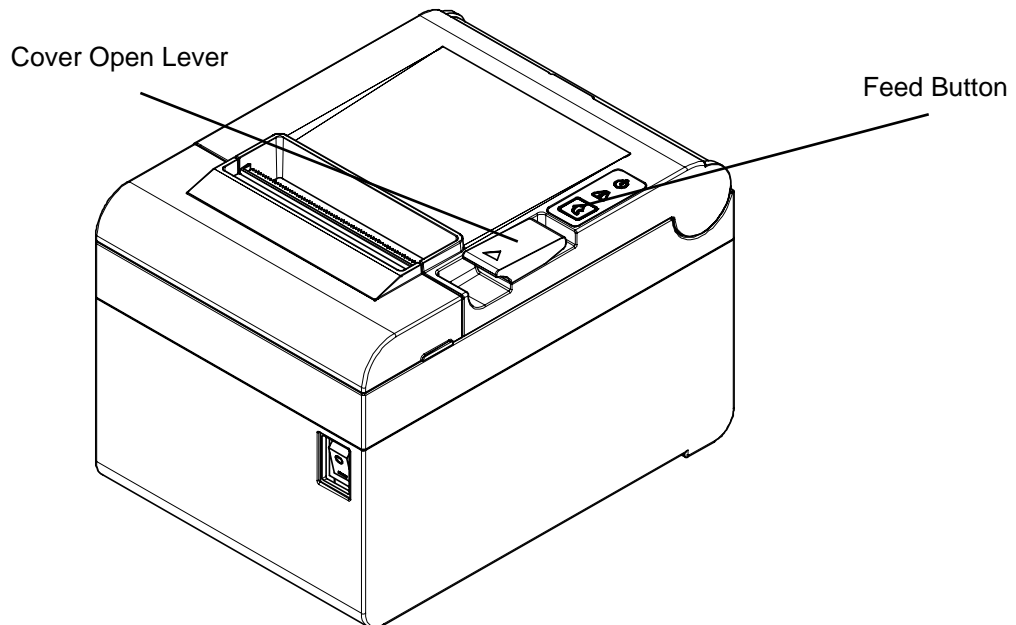
We at BIXOLON maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. In following, product specifications and/or user manual content may be changed without prior notice.

2. Specifications

CATEGORIES	FEATURE	IMPLEMENTATION
LAN Specification	Interface	10/100 Base-T All in one(Auto detection)
	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.

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 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
Network	Inactivity Time	TCP connection hold time	0~3600 integer
	IP Assignment Method	IP Assignment Method	DHCP/Manual
	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

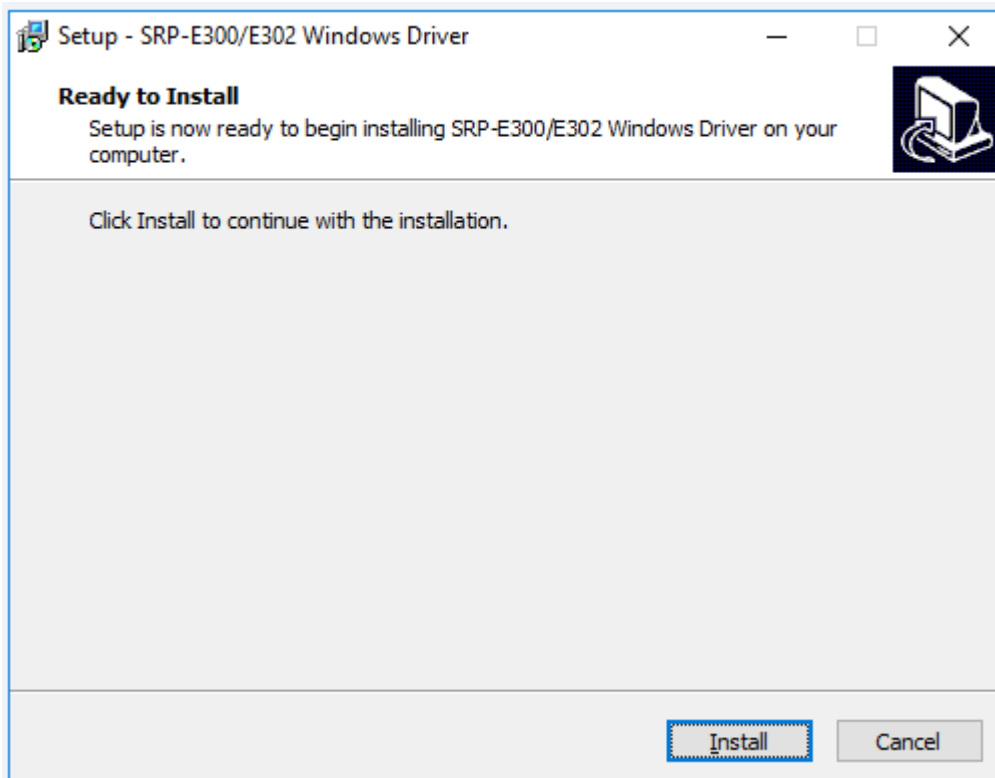
You can use the Windows printer driver as shown below when there is no test program. Operating systems that allow you to use the Windows printer driver are Windows, XP, Server 2003, VISTA, 2008 Server, 7, 8, 10.

[Note]

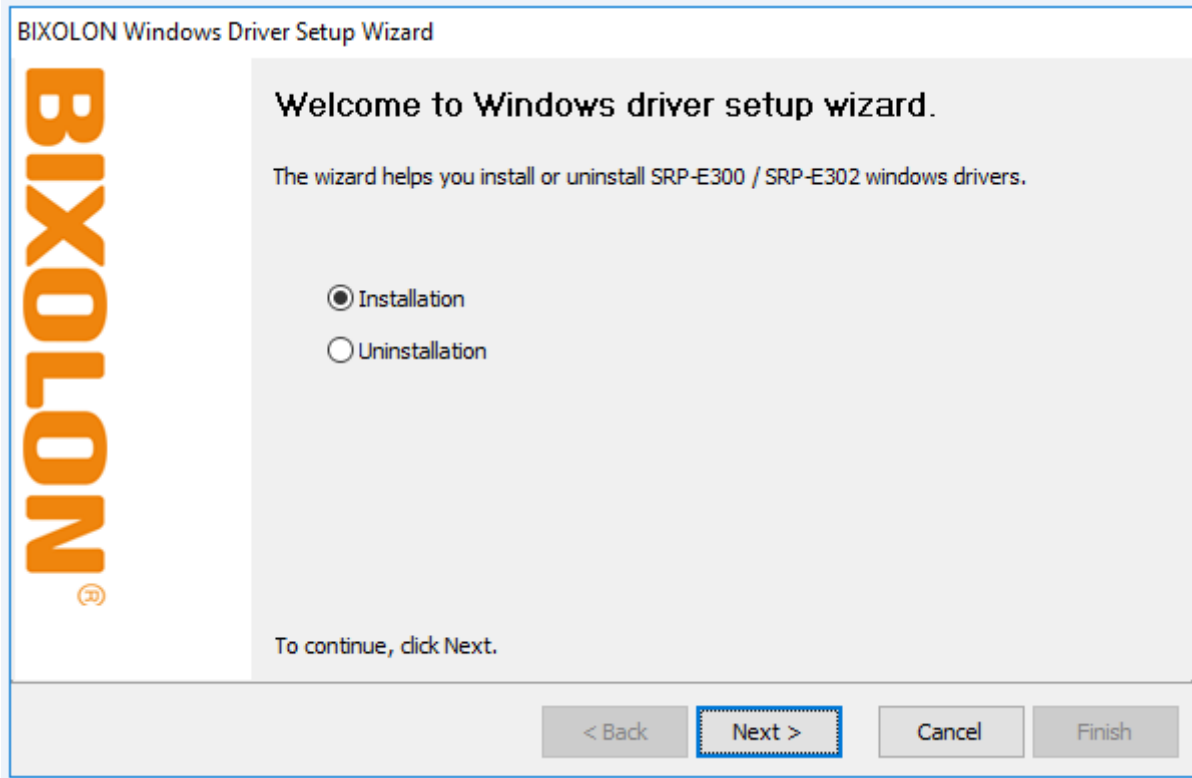
-
- You can download the latest version of Windows driver from our home page.
www.bixelon.com

1) Double-click the Windows Driver installation file.

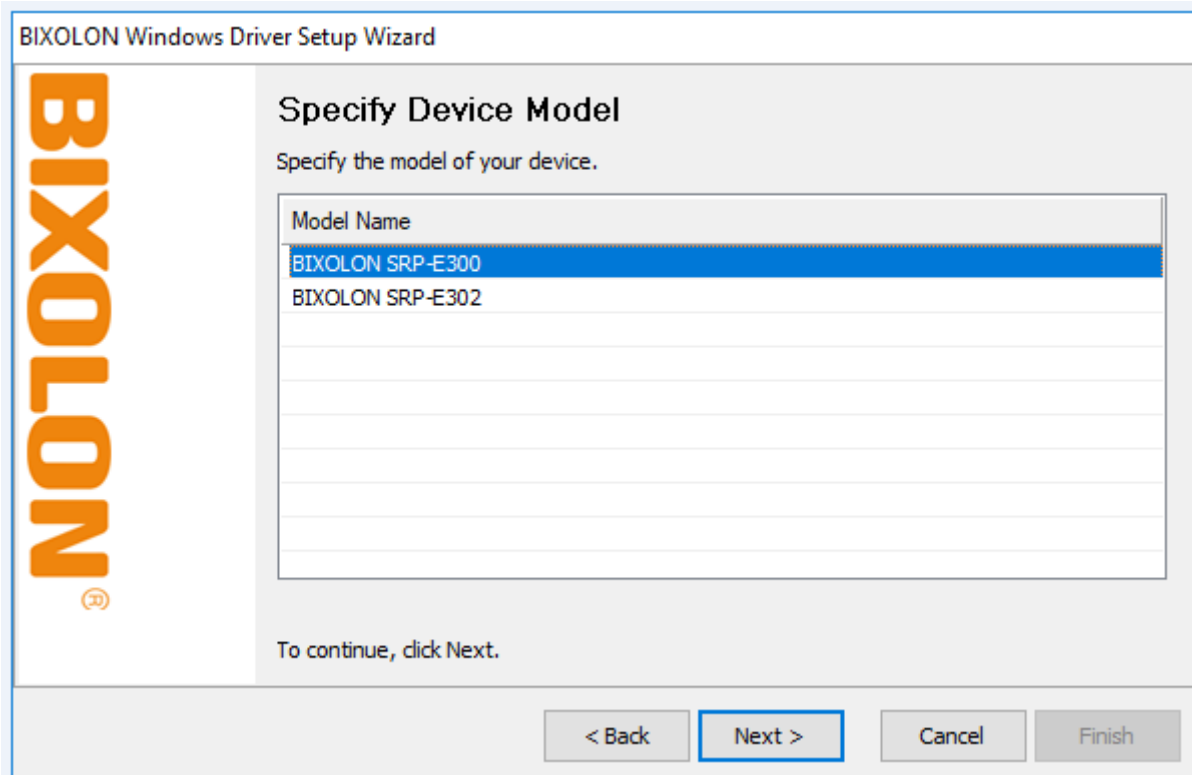
2) Click **Install**



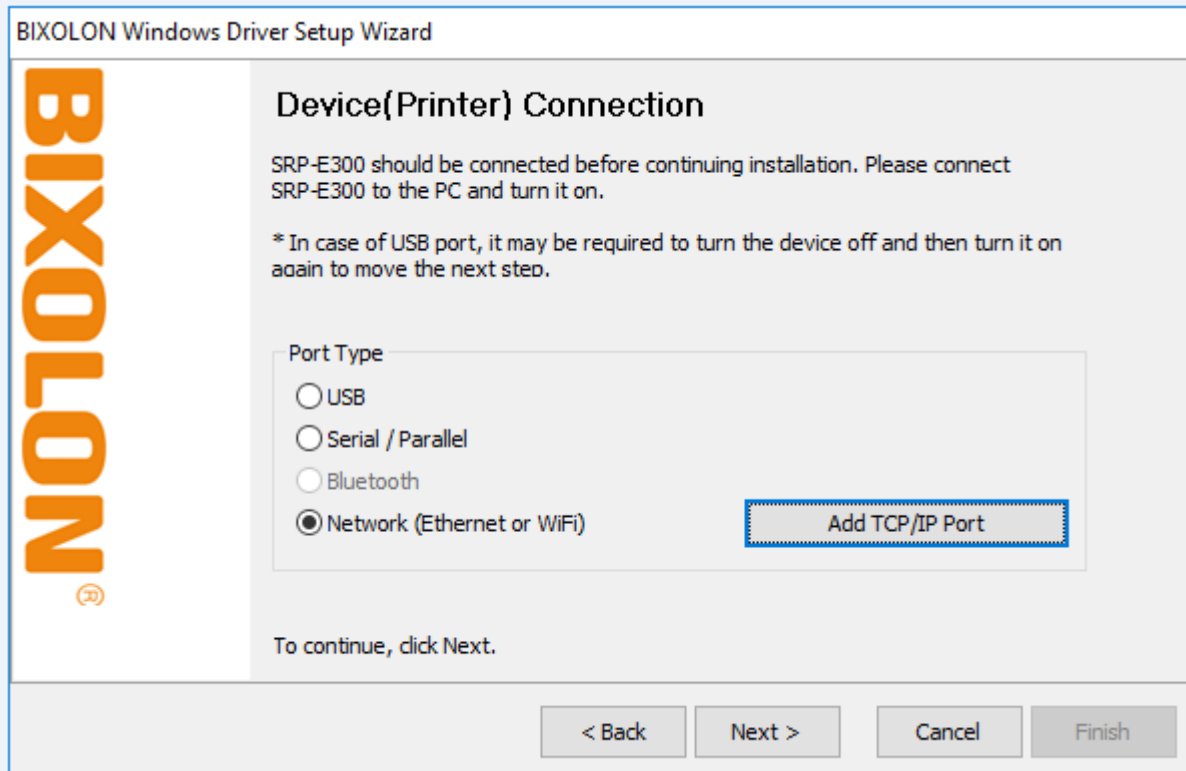
3) Select **Installation** and click **Next**.



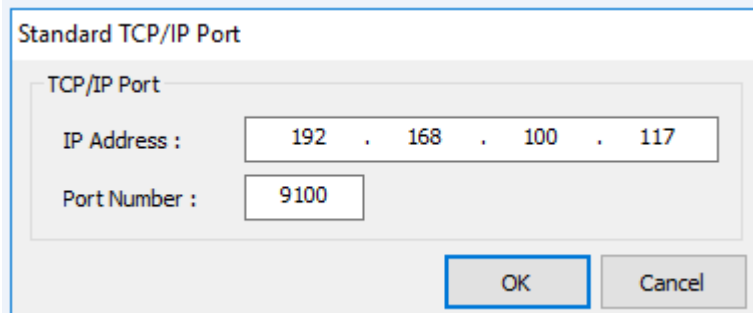
4) Select **Model Name** and click **Next**



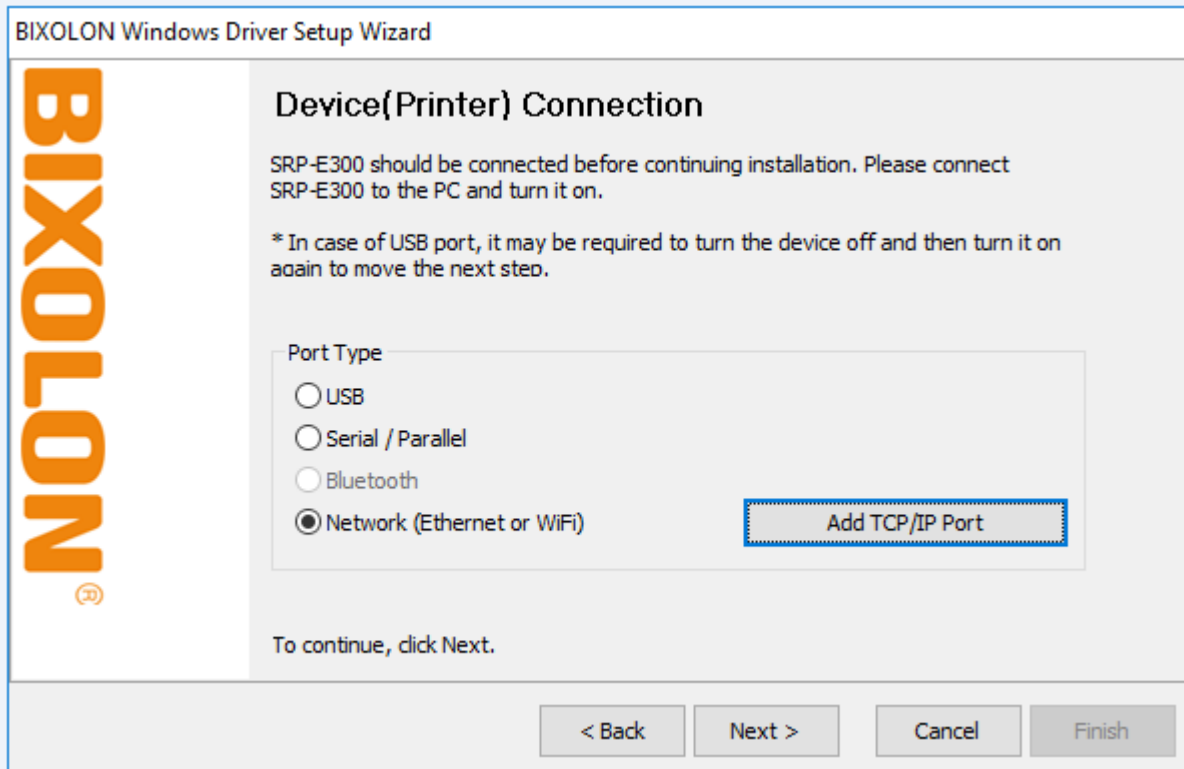
5) Select **Ethernet** and click **Add TCP/IP Port**



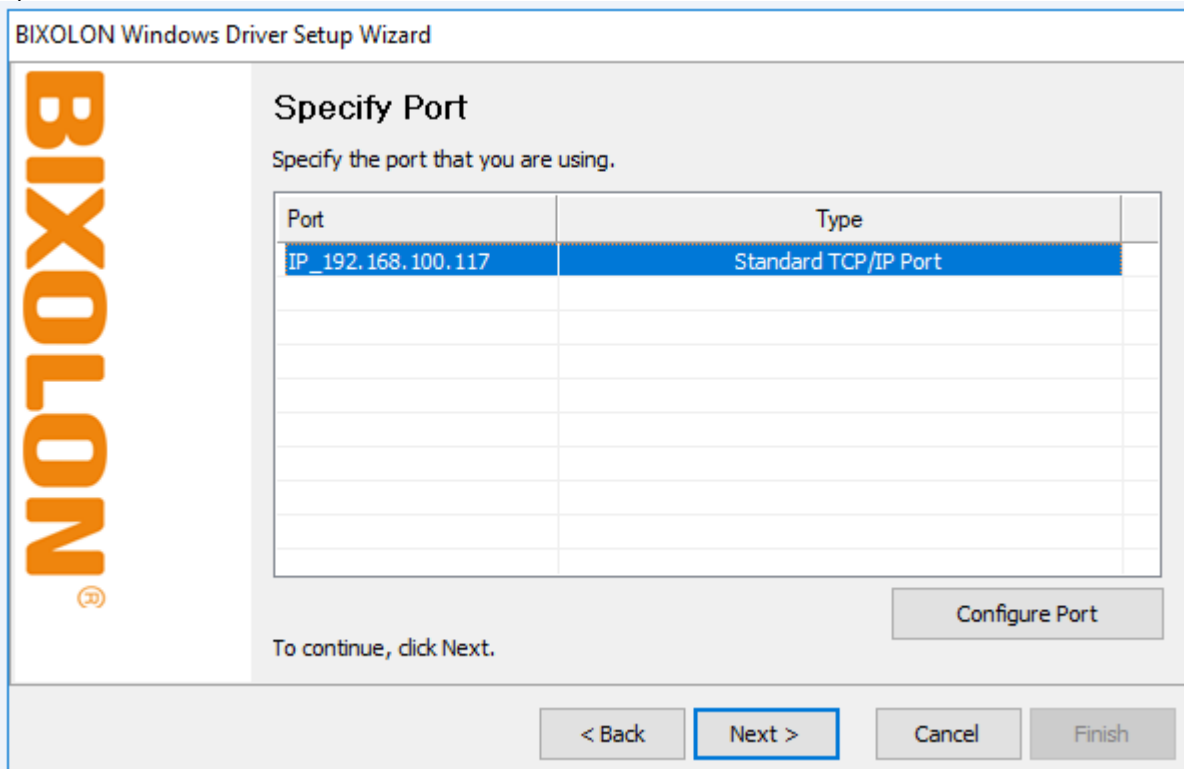
6) Enter the IP address and port number, and then click **Next**.



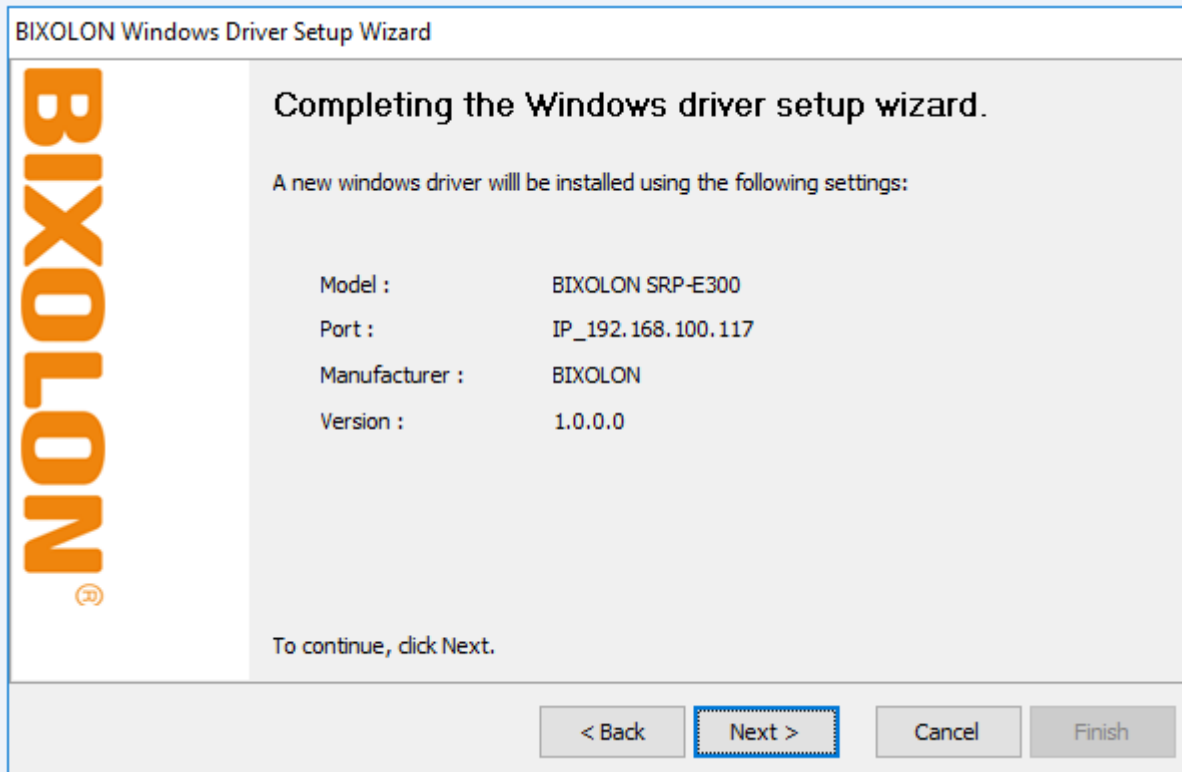
7) Click **Next**



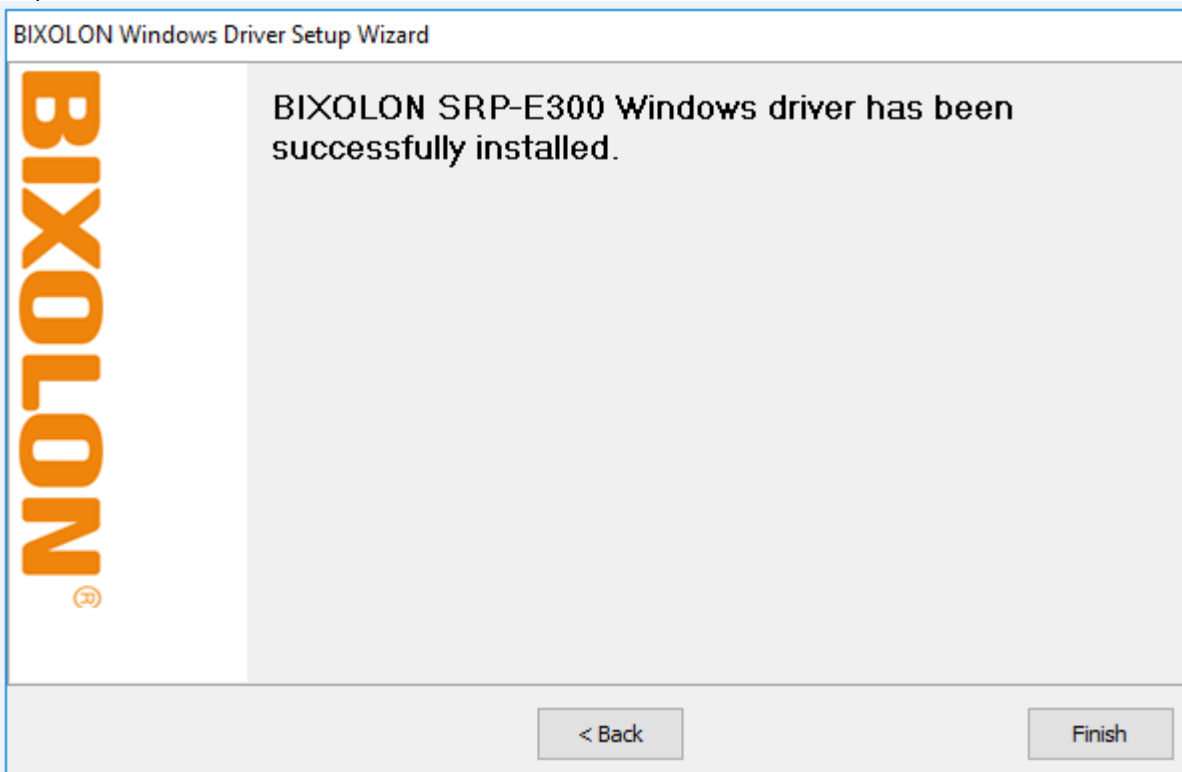
8) Click **Next**



9) Click **Next**



10) Click **Finish**



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 Monitor

Port Settings

Port Name: IP_192.168.100.117

Printer Name or IP Address: 192.168.100.117

Protocol

Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name:

LPR Byte Counting Enabled

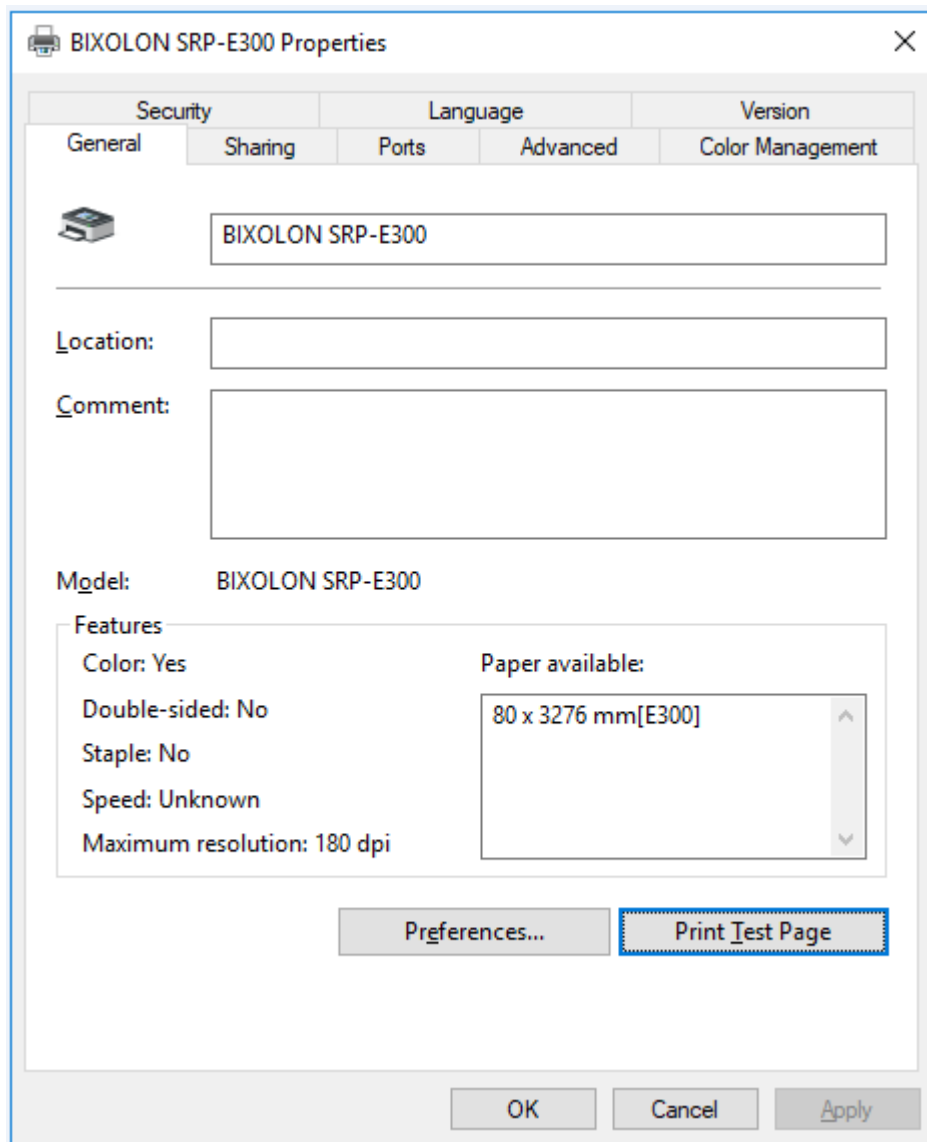
SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

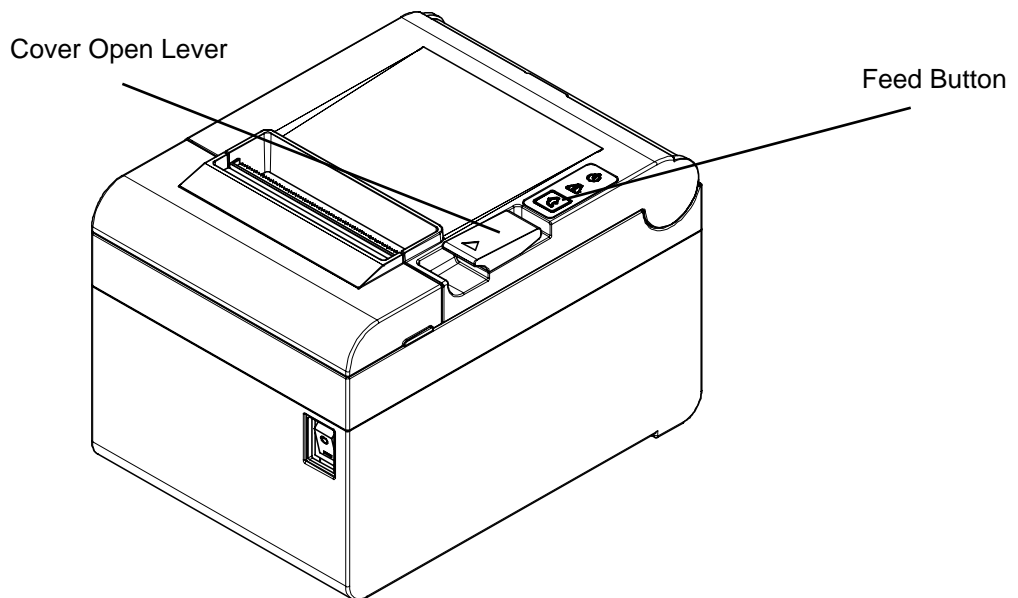
14) Click **Print Test Page** and check printing status. Proper installation of the driver is indicated if the test page is printed normally.



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

LAN	Network	Inactivity time	0
		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
C:\Documents and Settings>ping 192.168.1.111
Pinging 192.168.1.111 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 = 0ms, Maximum = 0ms, Average = 0ms
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