Printer Management

Quick Start Guide

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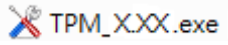
1. Getting started with Printer Management

Printer Management is a plus version for integrated tool incorporating features that enable you to explore more than one printer's settings/status; change printers' settings; download graphics, fonts and firmware; create a printer bitmap font; and send additional commands to printers at the same time.

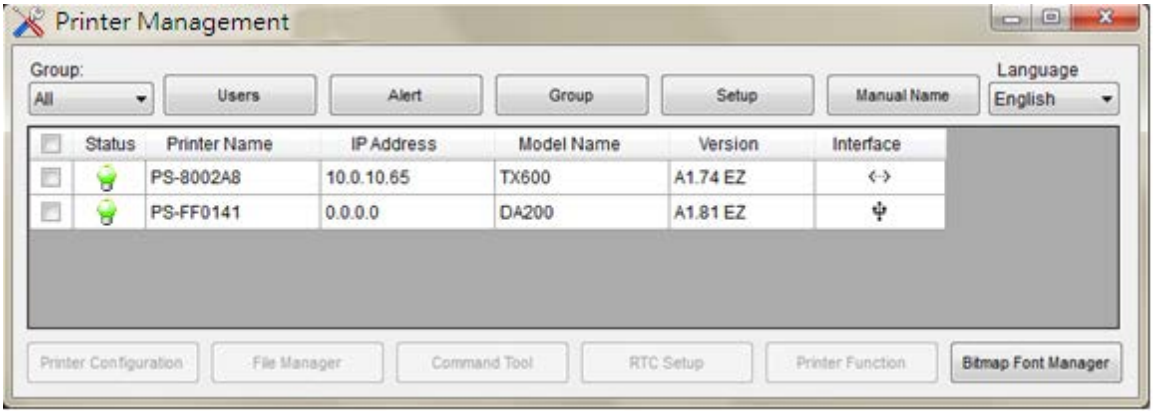
New features:

1. Manage multiple devices
2. Printer groups
3. Alarm function
4. User management
5. Printer manual name
6. Export / Import profiles

- **Start the Printer Management**

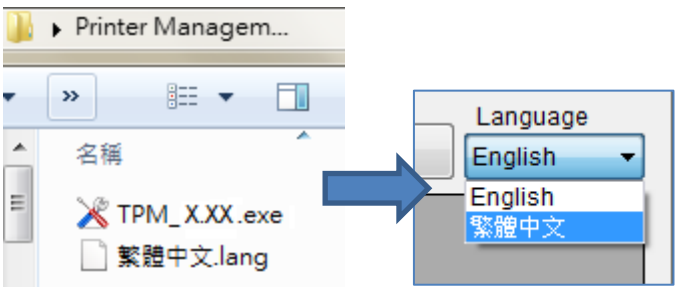
1. Double click on the printer management icon 

to start the tool.
2. The main interface will list all of the printer, including all printer that through USB interface connected to the computer, and all the printer that exist the same subnet with computer.



Note:

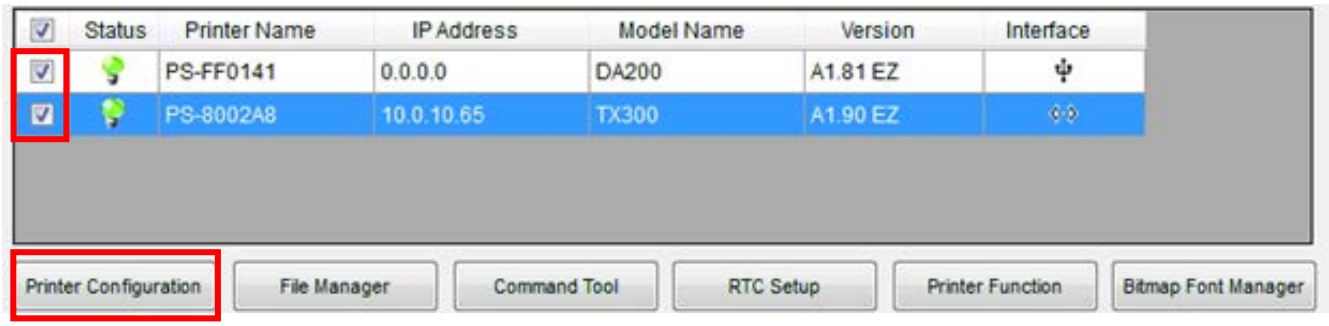
The default language for printer management is English. If you need other languages, you need to put the .lang (language pack) format file and printer management.exe in the same file folder for using.



2. Printer Configuration

There are 9 taps (Basic, Advanced, ZPL settings, DPL settings, RS-232 and Wi-Fi, Ethernet, Bluetooth and Information) included in the printer configuration feature to setting/explore/configure the printer settings. The common setting includes the settings that commonly used for TSPL/EPL2/ZPL/DPL printer languages.

1. Select the printer in the list then click the “Printer Configuration” button to enter the setting page.



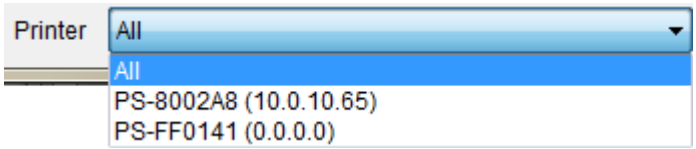
2. Select the tab for setting.
3. The settings can be changed by enter new value in the editor or select different value from the options then click “Set” button to take effect the settings to all printers.

Note:

1. **Before setting, the entered field will be shown in yellow for reminding.**
2. **If you select more than one printer, then only the same settings will be shown. For example, if we chose more than one printer, each printer speed are not the same, the speed field will be shown *. If all printer density value is 8, the density field will be shown 8.**

4. After setup, click “Get” button to get the printer settings. Close the window after setting.

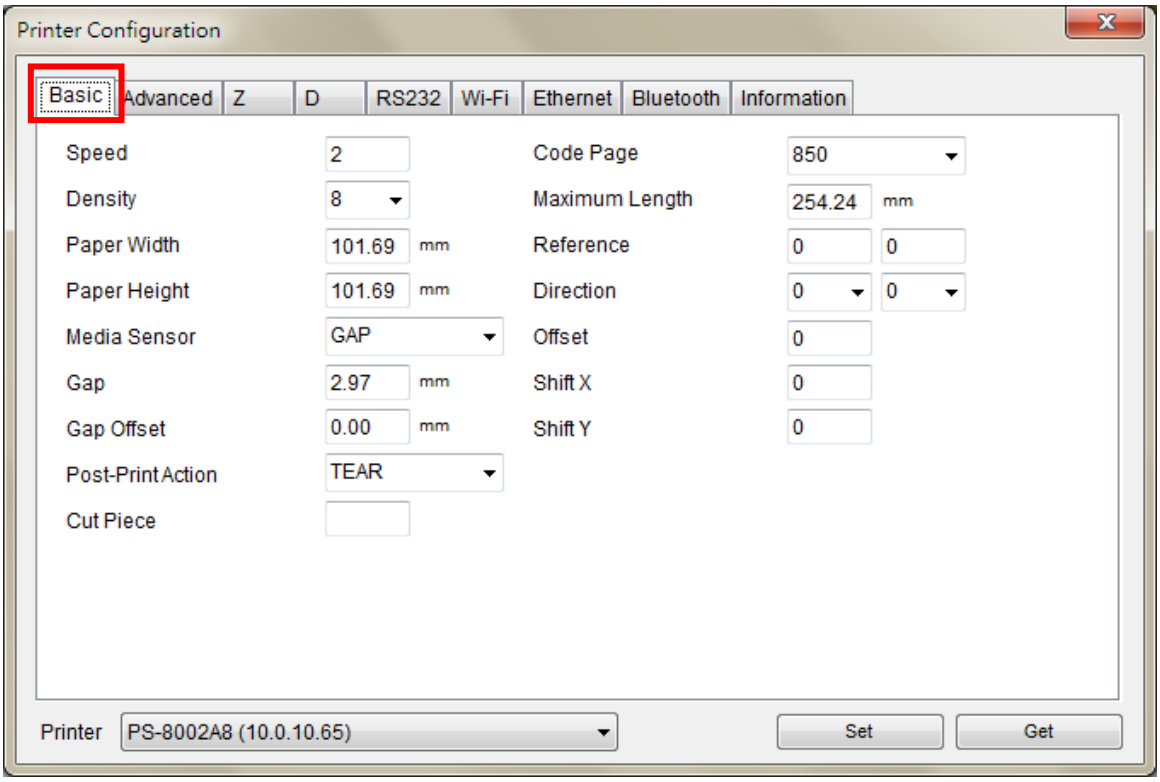
Note:

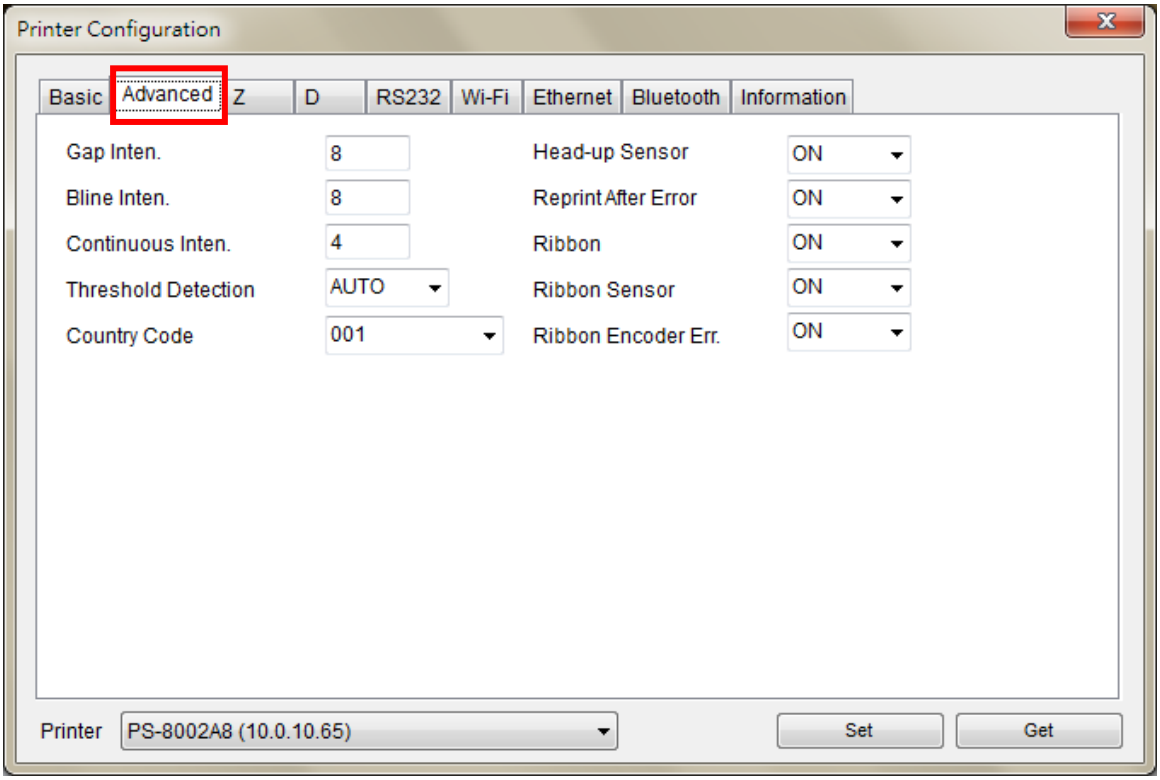


Here you can specify that you want to set the printer. If you select “All”, you can see all printers setting and set to all printers. Alternatively, you may choose a single printer, only see one printer’s setting, and set to one printer.

- **Basic & Advanced**

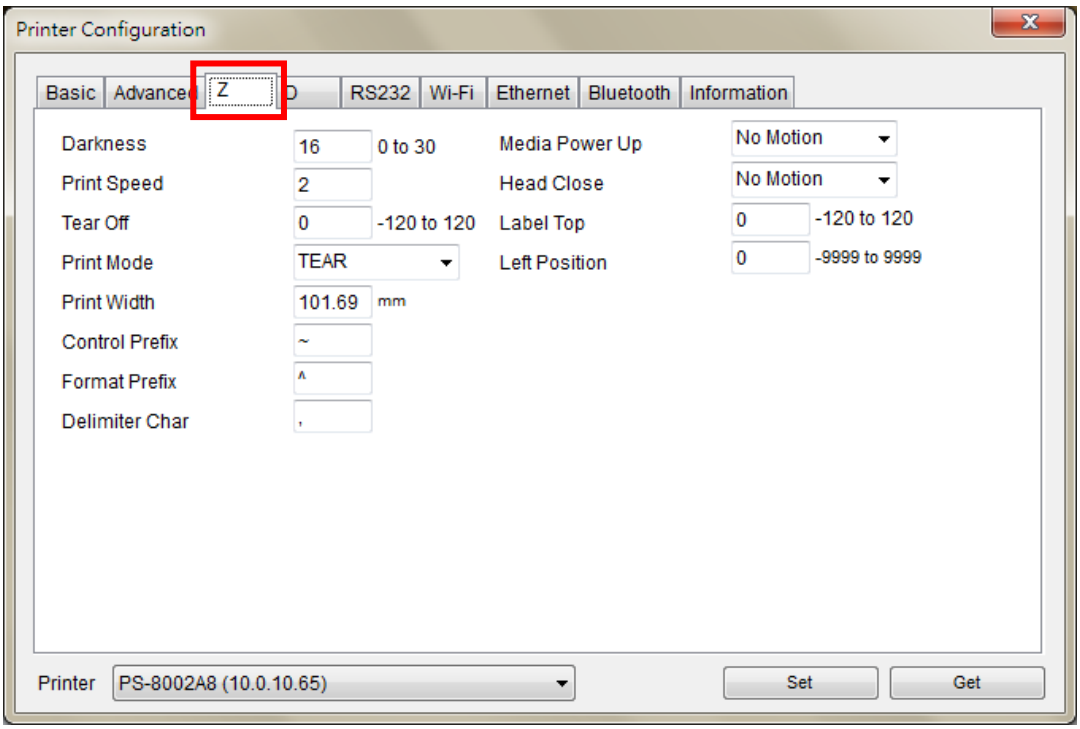
  TSPL2 printer language





- **Z**

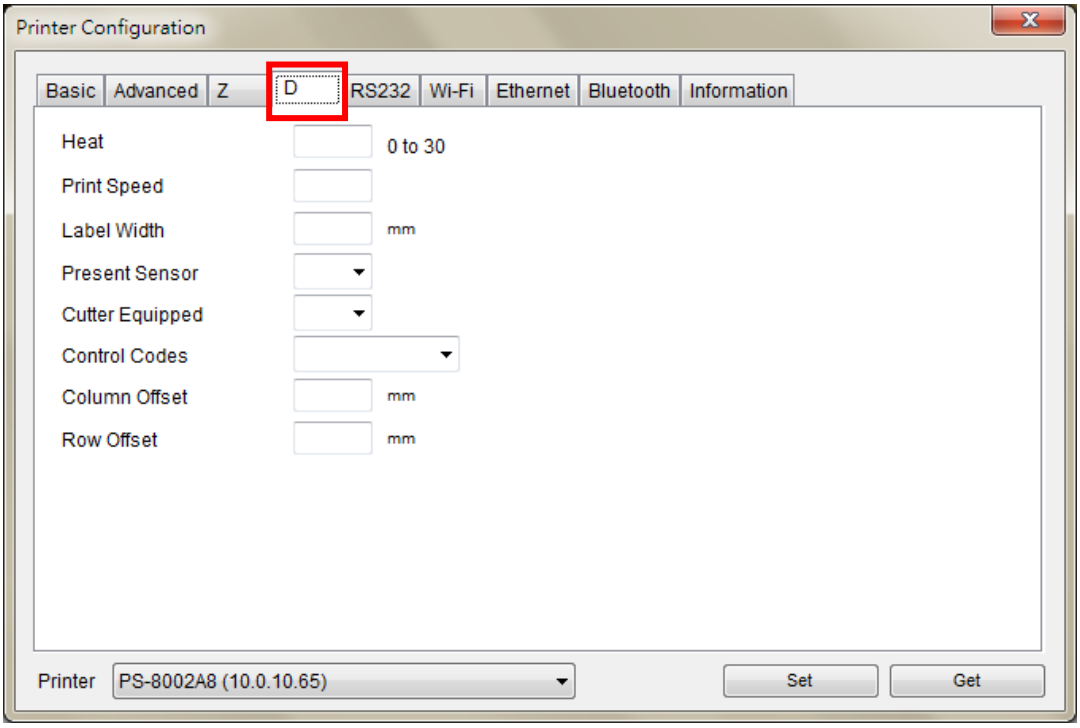
  ZPL® printer language settings



Note: The items in the Z tap works with ZPL printer language only.

- **D**

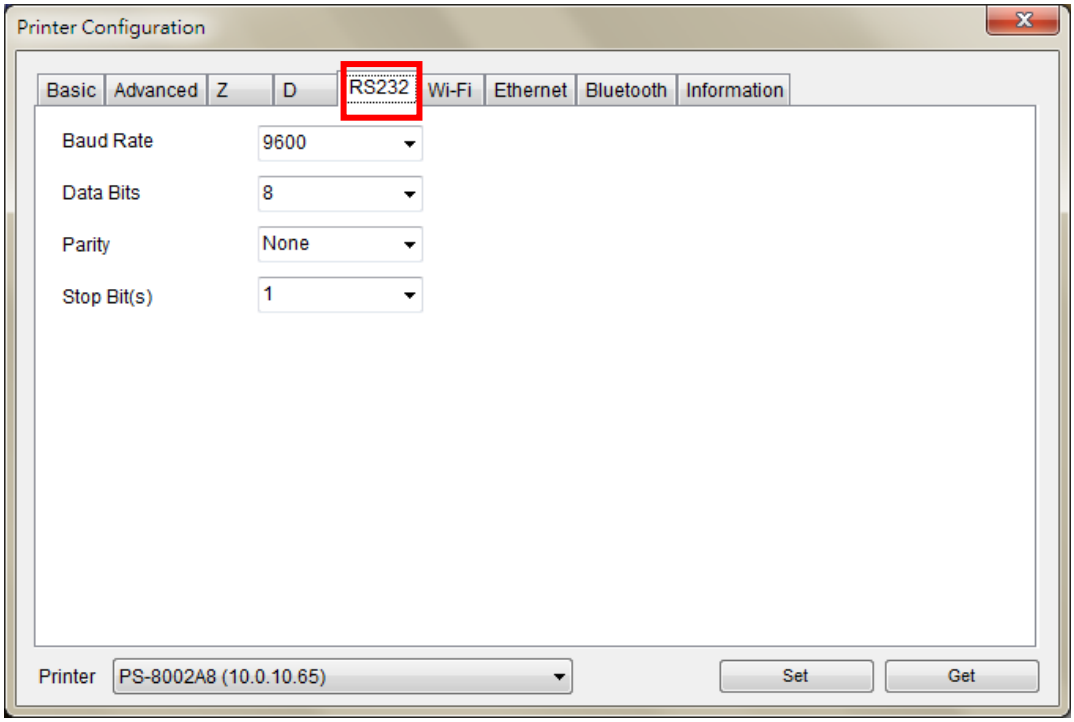
  DPL ® printer language settings



Note: The items included in the D tap works with DPL printer language only.

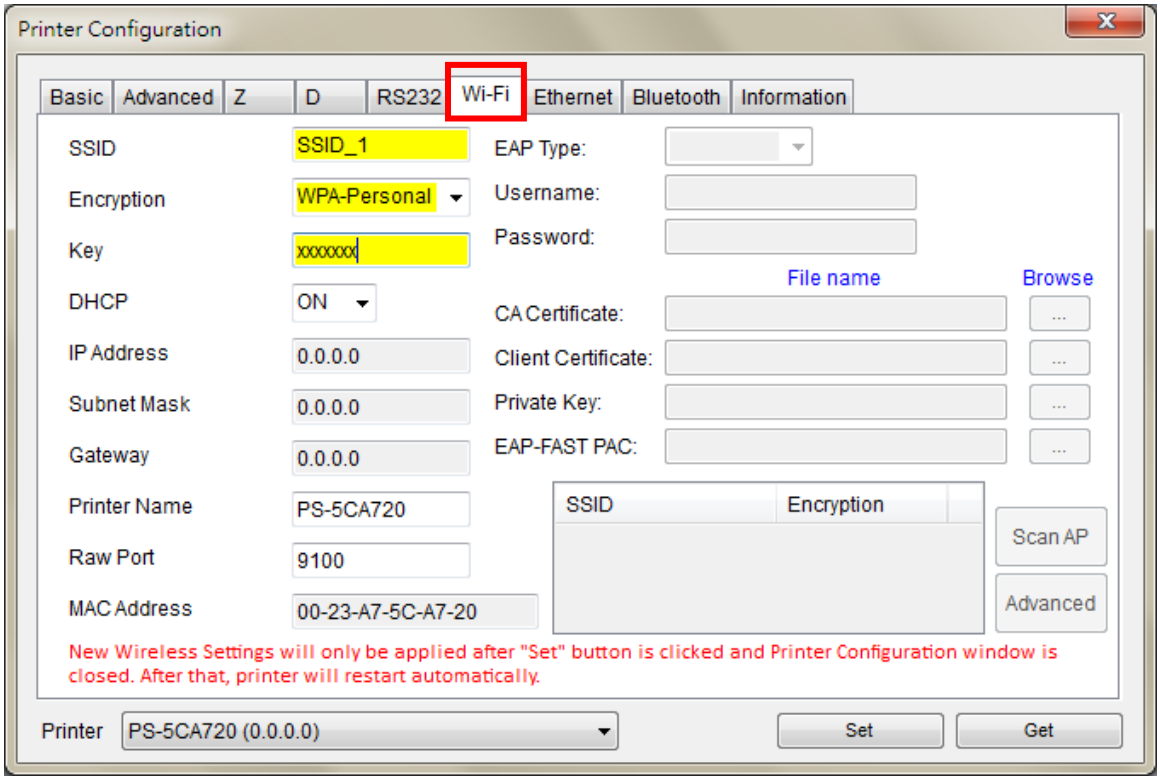
- **RS232**

  Printer RS-232 interface settings



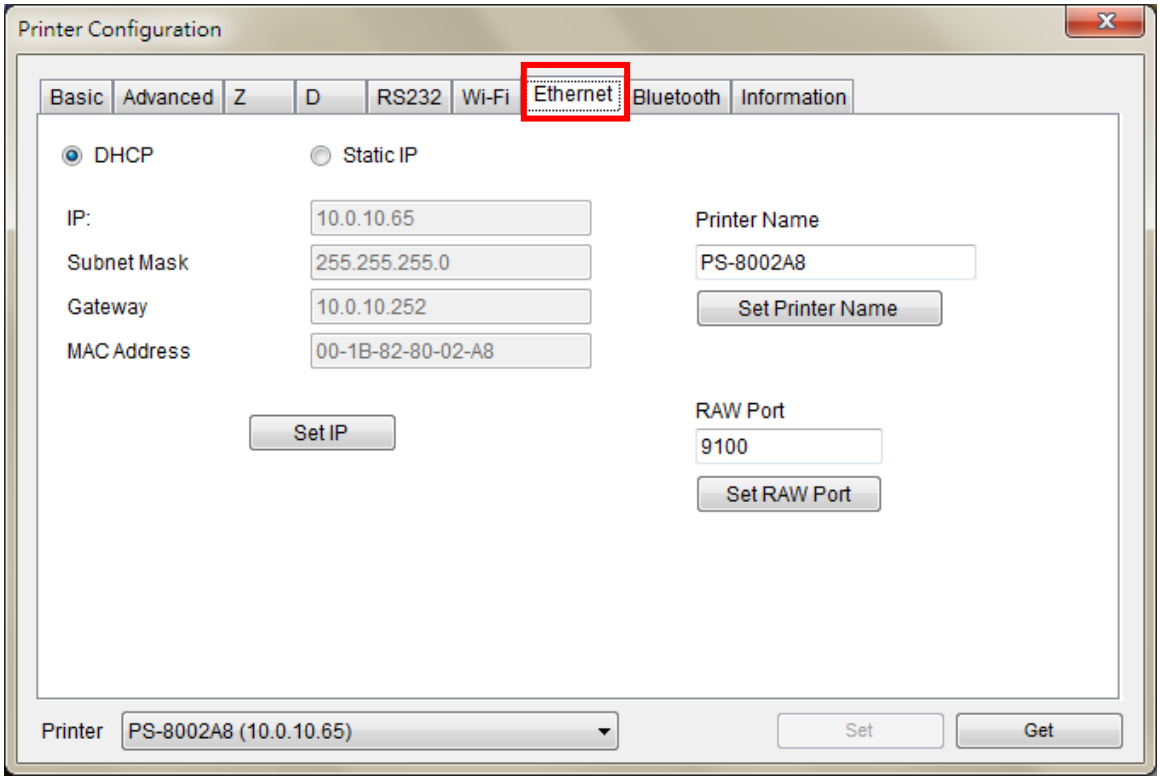
- **Wi-Fi**

  Wireless print server settings



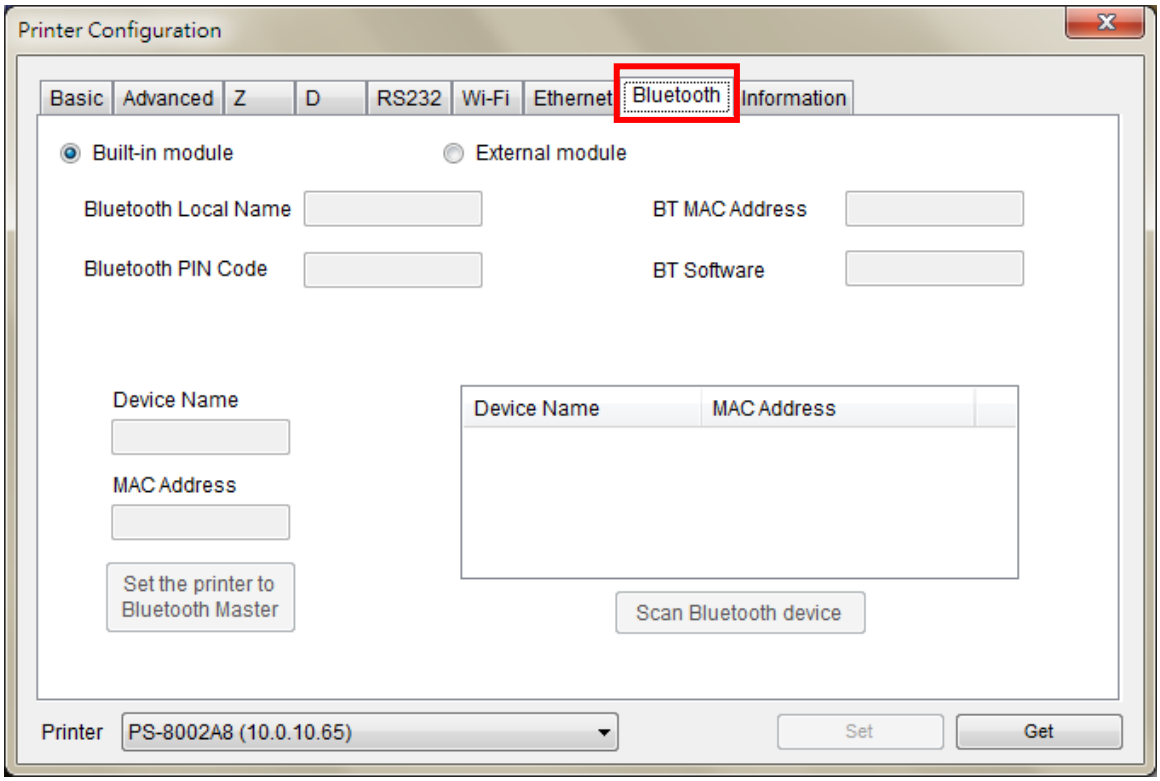
- **Ethernet**

  Ethernet print server settings



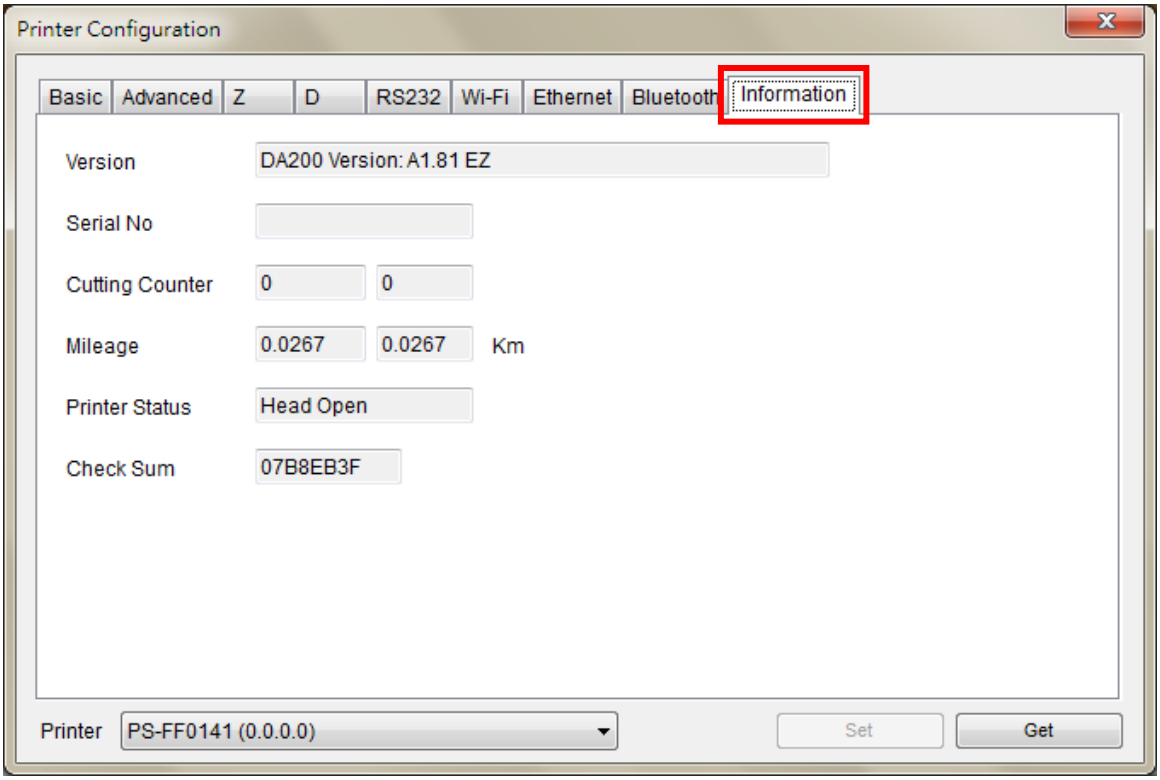
- **Bluetooth**

  Bluetooth settings



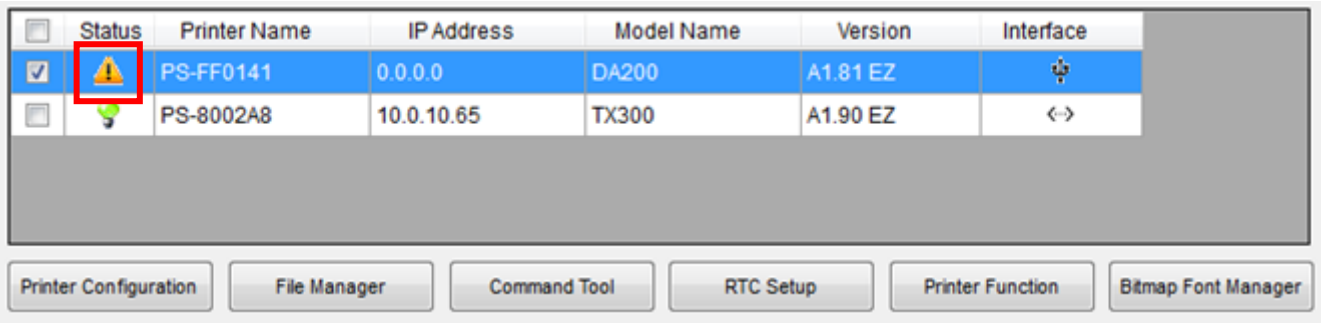
- **Pinter information**

  To read the printer information



Note:

1. **There are two different mileage counters for cutting counter and printing mileage. One is non-resettable setting, another is resettable setting. The resettable counter setting value can return to zero when replacing new cutter or new print head.**
2. **Whenever printer is blinking with red or status is shown "!", you can go to this "printer information" tab to check "Printer status".**



The following status list will appear:

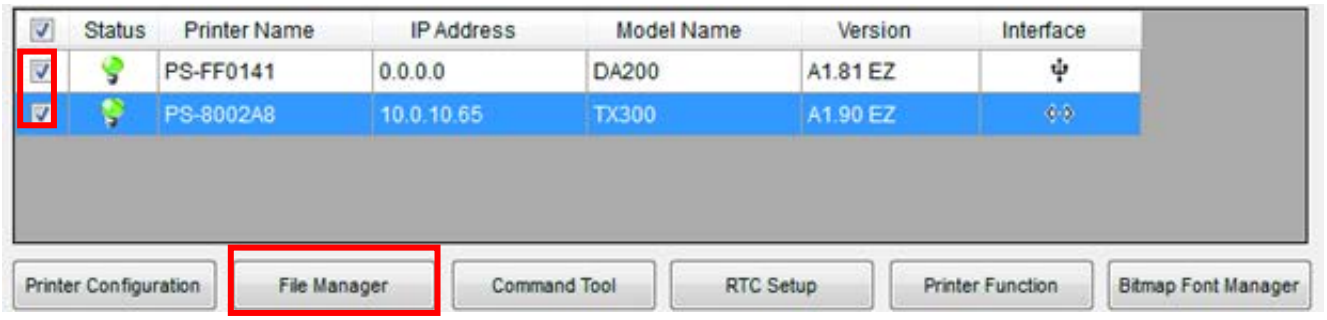
Error message	Solutions
Head Open	1. Close the print head. 2. Check if the right/left side of print mechanism are latched securely.
Paper Jam	1. Check if any label is stuck in the print mechanism. 2. Check the settings of label size and gap/black mark size are identical

	with printing media. 3. Check the sensor type. 4. Do sensor calibration again.
Out of Paper	1. Check the gap/black mark sensor position is located on the gap/black mark sensing path. 2. Check if the label is empty. 3. Do sensor calibration again.
Ribbon End Error	1. Check if printer is run out of ribbon. 2. Check if the ribbon is broken between ribbon supply/take up spindle. 3. Check if the paper core is installed on the ribbon take up spindle (for the models that need paper core for ribbon take up spindle) 4. Check if ribbon spindle is installed at the wrong direction in the printer.
Ribbon Encoder Error	1. Close the print head. Check right/left sides of print mechanism are latched securely. 2. Check if the ribbon is empty. 3. Check if the ribbon is broken between ribbon supply/take up spindle. 4. Check if the paper core is installed on the ribbon take up spindle (for the models that need paper core for ribbon take up spindle.
Pause	1. Press the FEED button again to resume printer for printing (for printer models with only one button) 2. Press the PAUSE button to resume printer for printing (for printer models with more than one button)
Printing	N/A
Other Error	1. Motor overheat: For TTP-245C series only. Printer status indicator becomes solid red and printer stops printing. Once motor cools down, printer will resume the printing job. 2. Print head overheat: Error indicator becomes solid red and printer stops printing. Once print head cools down, printer will resume the printing job. 3. Cutter jam: (1) Remove the jammed media in the cutter. (2) The media thickness or paper weight is over spec.

3. File Manager

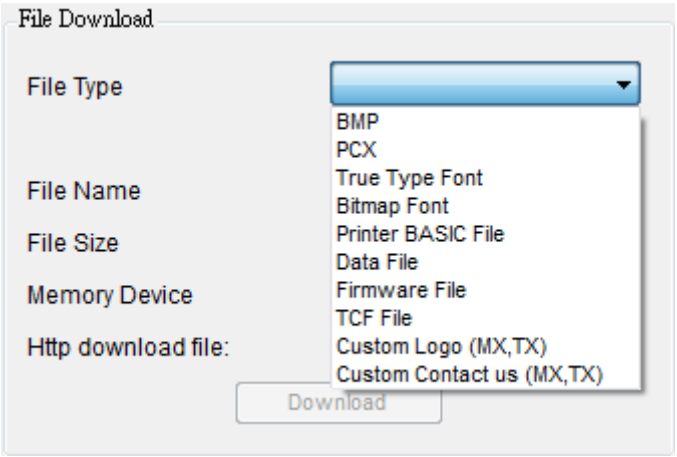
File manager feature is to help users to generate the file header, download the file into printer, explore what files are downloaded in printer memory and delete all files in the memory.

Select the printer(s) in the list then click the “File Manager” button to enter the setting page.

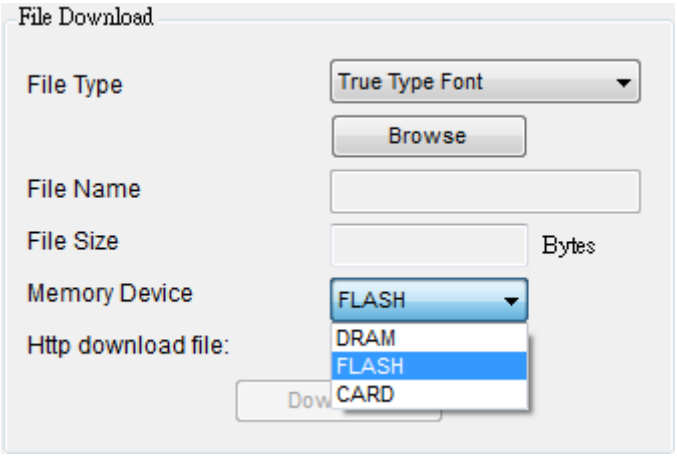


- **File download group**

This feature is to list what files are downloaded in the specified memory device.



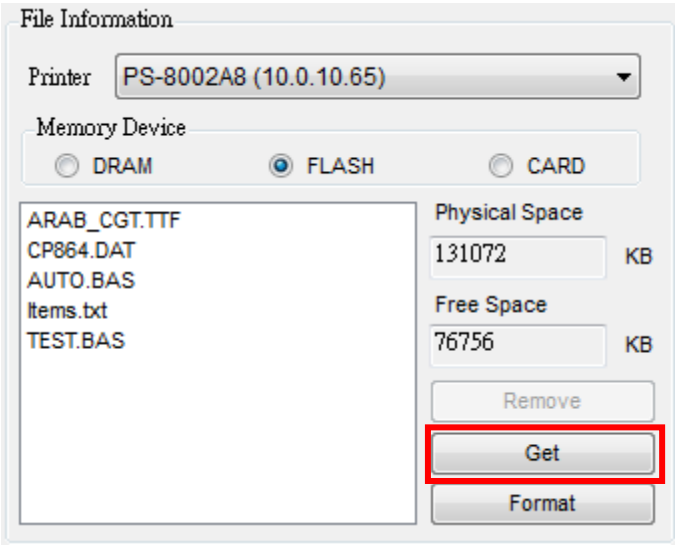
1. Select the file type then click “Browse” button to select the file for download.



2. Specify the memory device to download the file.
3. Click “Download” button to start to download the file to all printers.

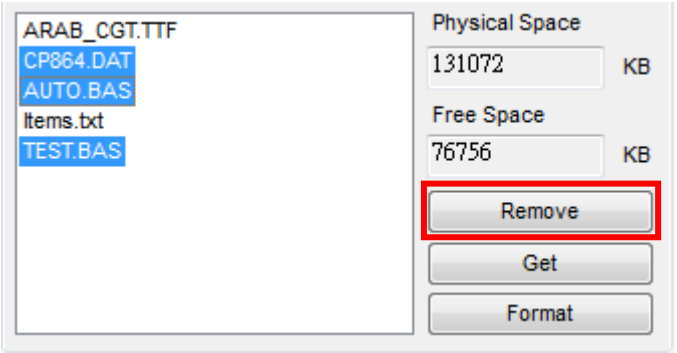
- **File information group**

This feature is to list what files are downloaded in the specified memory device.



1. Select the printer.
2. Select the “Memory Device” then click “Get” button to list the files saved in the specified memory.

This feature is used to remove the selected file for the specified memory device.



1. Select the file(s).
2. Click “Remove” button to delete selected file(s) in the specified memory.

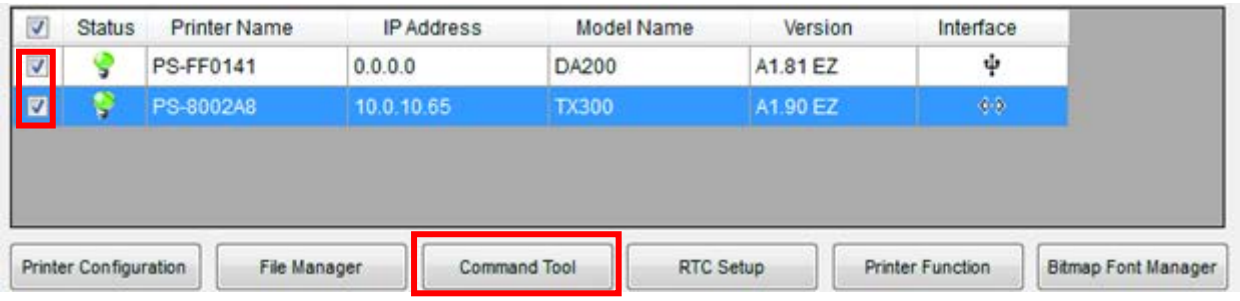
This feature is used to delete all the files for the specified memory device.

1. Select the memory device then click “Format” button to delete all the files in the specified memory.

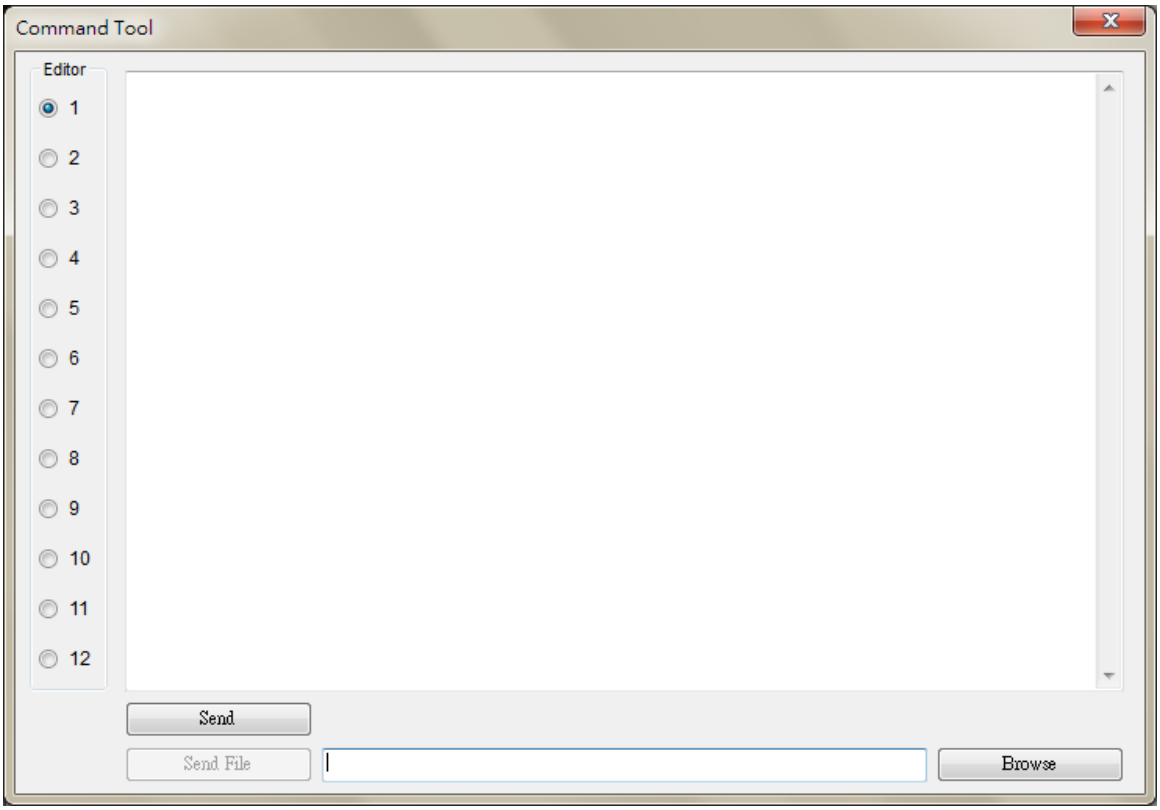
4. Command Tool

The additional features that are not yet supported in the printer management can be achieved by sending out printer commands to printer from the Command Tool.

Select the printer(s) in the list then click the “Command Tool” button to enter the setting page.



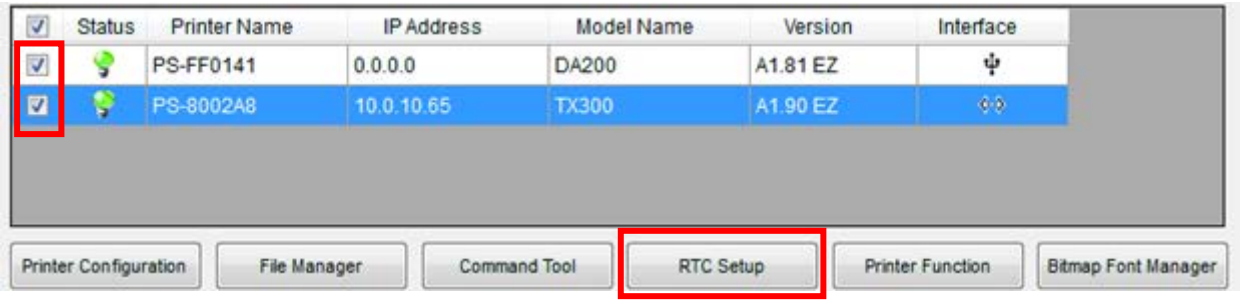
Specify the editor and enter the commands in the editor. Please be reminded to hit the PC keyboard Enter key at the end of each command line. Click the “Send” button to send out the commands in the specified editor to more than one printer(s) at the same time. You can also send a command file by clicking “Send File” button to all printers.



5. RTC Setup

This feature is to synchronize printer Real Time Clock with PC.

1. Select the printer(s) in the list then click the “RTC Setting” button to enter the setting page.

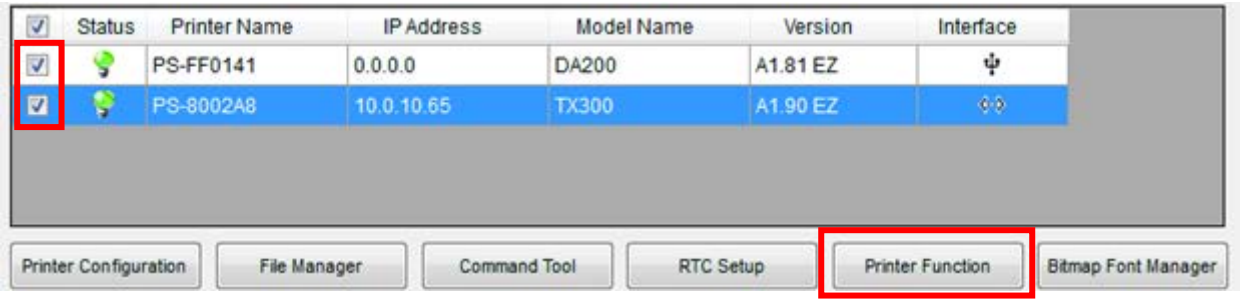


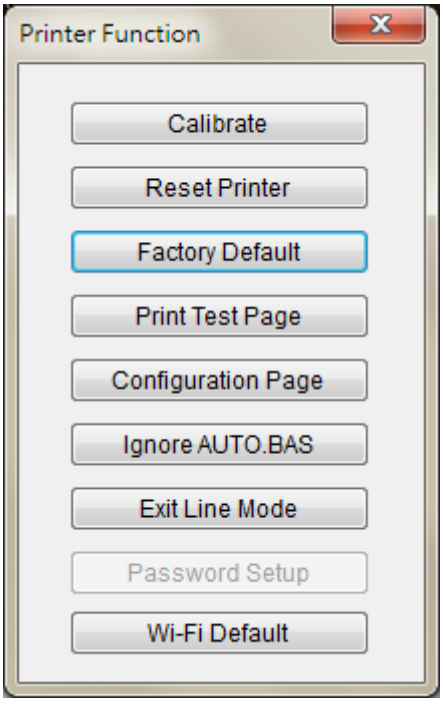
2. Click “Set to System Time” button to synchronize printer Real Time Clock with PC.

6. Printer Function

In the past, the printer self-test, sensor calibration, initialization, ignore AUTO.BAS … etc. must be operated by printer power-on utilities. Now these functions are available in the printer management without press any printer button. The detail functions in the Printer Function Group are listed as below.

1. Select the printer(s) in the list then click the “Printer Function” button to enter the setting page.



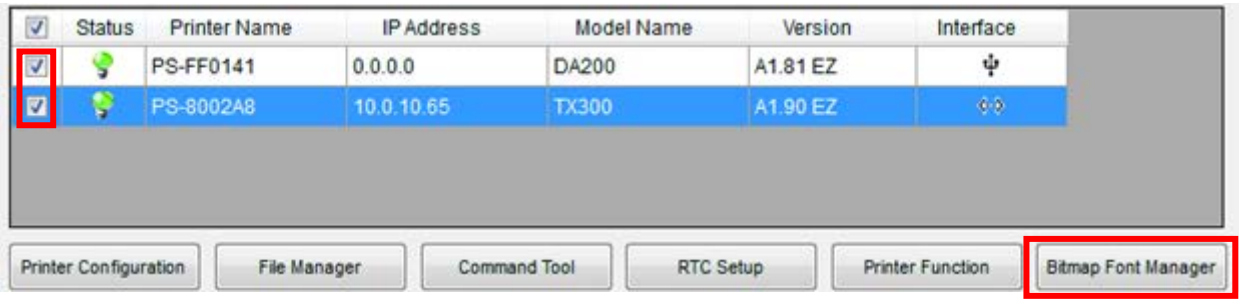


Functions	Description
Calibrate	Calibrate the sensor specified in the Printer Setup group media sensor field
Reset Printer	Reboot printer
Factory Default	Initialize the printer and restore the settings to factory default.
Print Test Page	Print a test page
Configuration Page	Print printer configuration
Ignore AUTO.BAS	Ignore the downloaded AUTO.BAS program
Exit Line Mode	Exit the line mode to page mode
Password Setup	Set the password to protect the settings **Note: Only set one printer at once time**
Wi-Fi Default	Initialize the printer Wi-Fi module settings to factory default

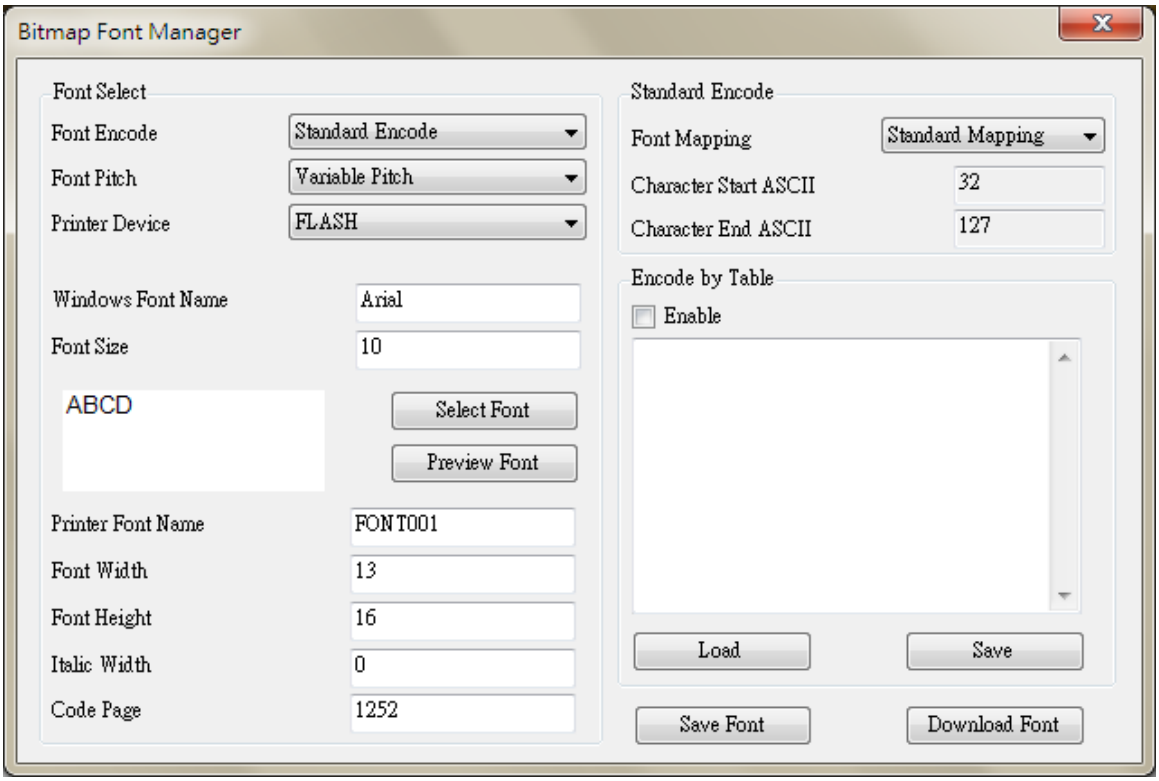
7. Bitmap Font Manager

Bitmap font manager is used to convert the selected TTF font into printer format bitmap font. Both fixed pitch and variable pitch bitmap font are supported.

1. Select the printer(s) in the list then click the “Bitmap Font Manager” button to enter the setting page.



2. Select “Standard Encode”, “Variable pitch” font. Specify the destination memory to save the bitmap font, font name and specify the font height then click “Download Font” button to download the converted bitmap font into printer memory. The converted bitmap font can also save to a file by clicking “Save Font” button.



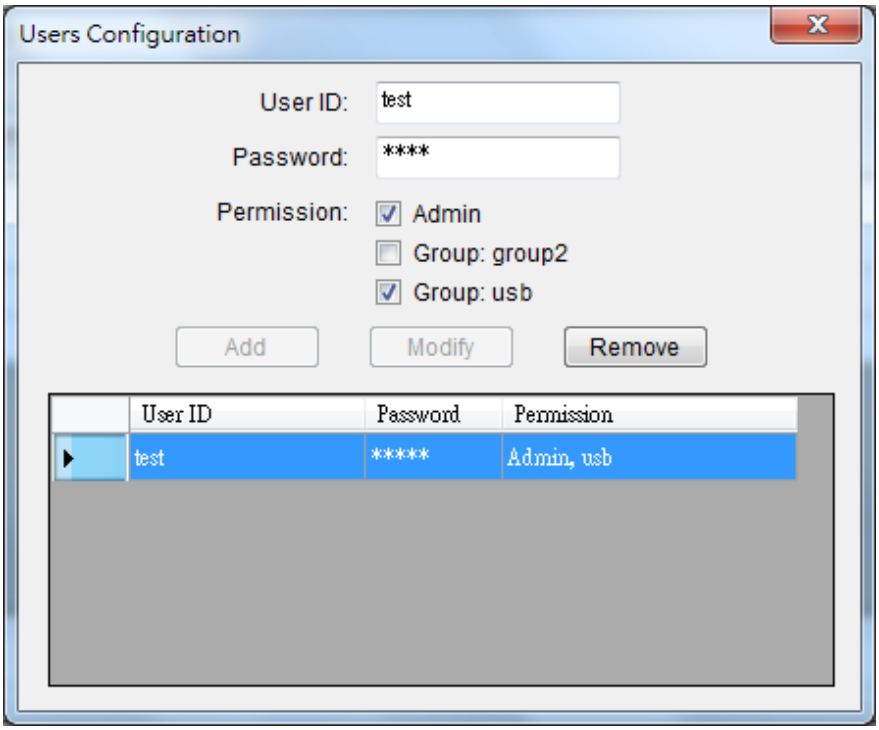
8. Users Configuration

“Users” button is used to add user ID & password for this tool to protect the settings, as well as giving permission for this user.

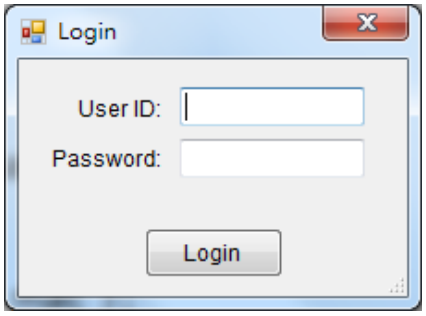
For example:

Add a user named “test”, enter the password, give permissions “Admin” and “Group: usb”

(See also “Group Configuration” section)



Because the program has a user exist, so when the program is executed, the login window will pop up.

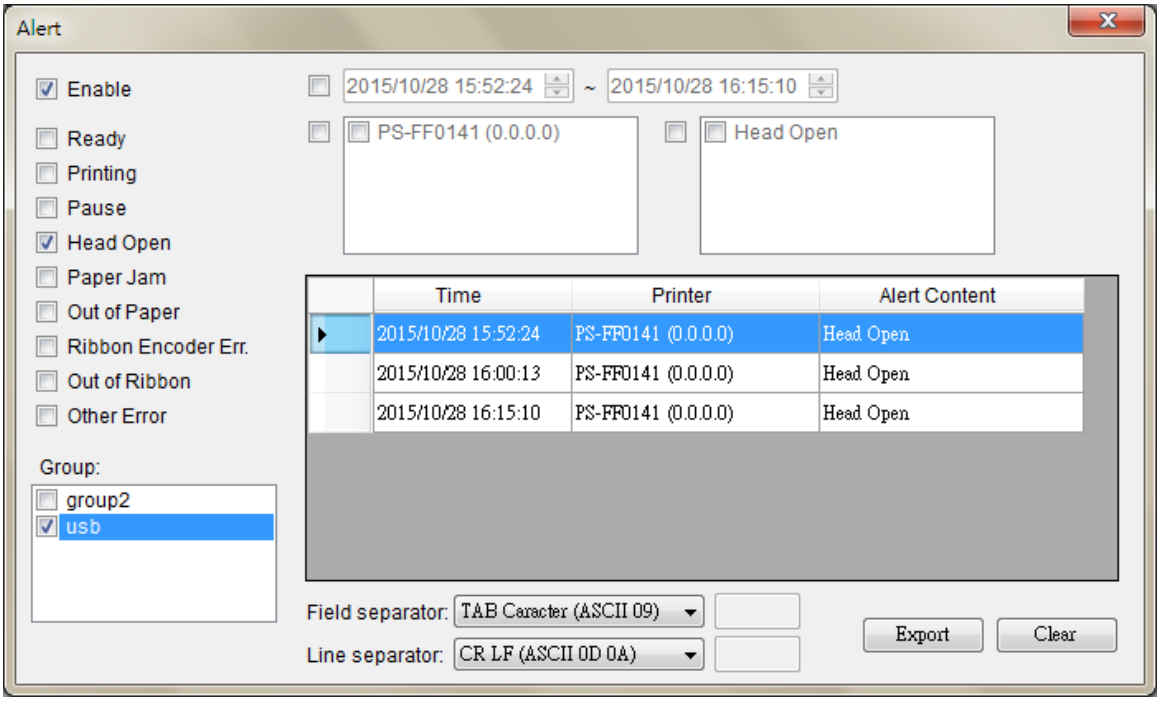


9. Alert Configuration

“Alert” button is used to monitor specific groups, specific printer status, and record them.

1. Enable this function.
2. Select the items that need to be alerted. Select Group printer.
3. Close the Alert setting window.

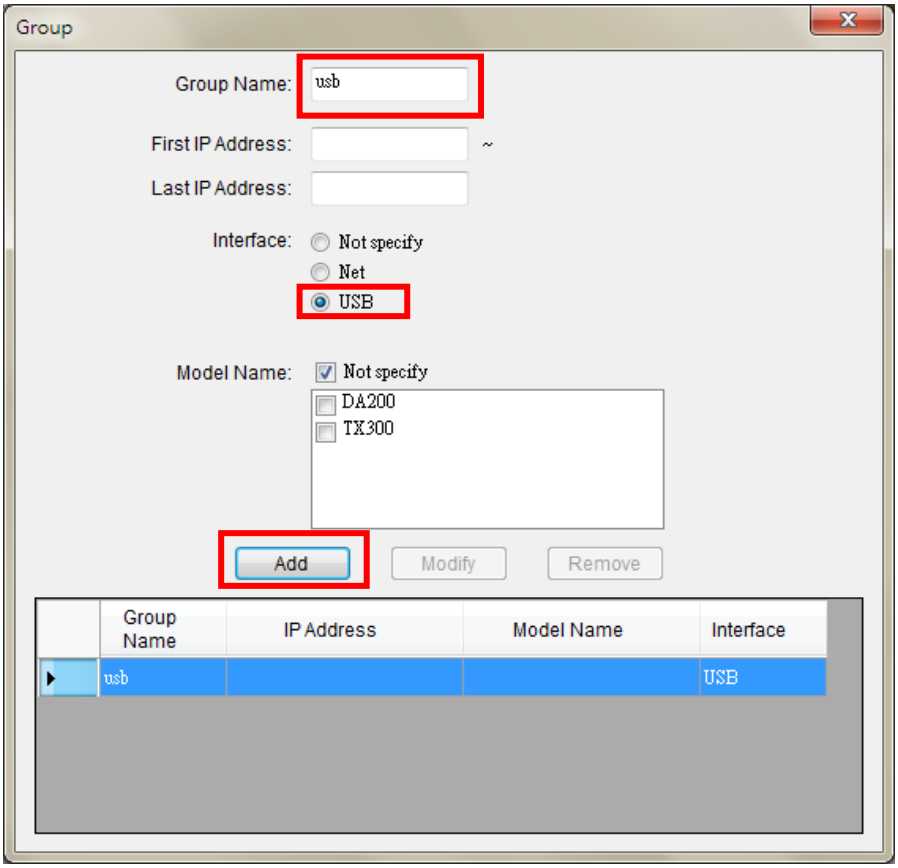
For example:
For “usb” group that just created **(See also “Group Configuration” section)**, check Enable, Head Open. And later, as long as there are any printer within the group “usb” occurs head open state, it will be recorded. You can also save these records into a file.



10. Group Configuration

“Group” button is used to create printer group, it can be set by 3 conditions (IP, interface and model name).

For examples:
Add a group called “usb”. IP address fields keep blank, Interface select “USB”, Model Name select “Not specify”. That means this group will filter out all the printers that interfaces is usb.

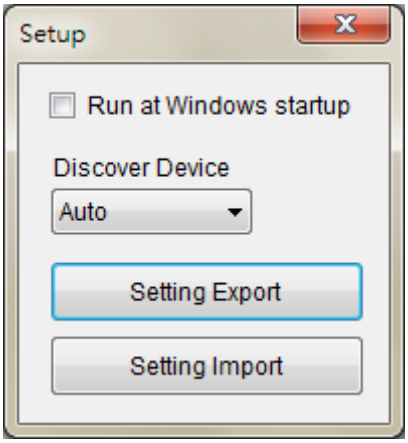


After you add a group named “usb”, you will see a new “usb” group in the Combobox. If you select this, it will filter out all the printer that interface is USB.

11. Setup Configuration

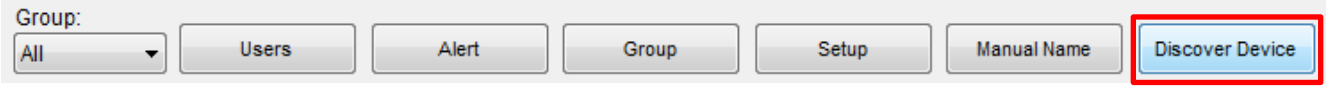
There are 3 functions for “Setup” button.

1. Select if run at Windows startup
2. Change the discover device in manual (Ethernet)
3. Export / import all the settings to another computer

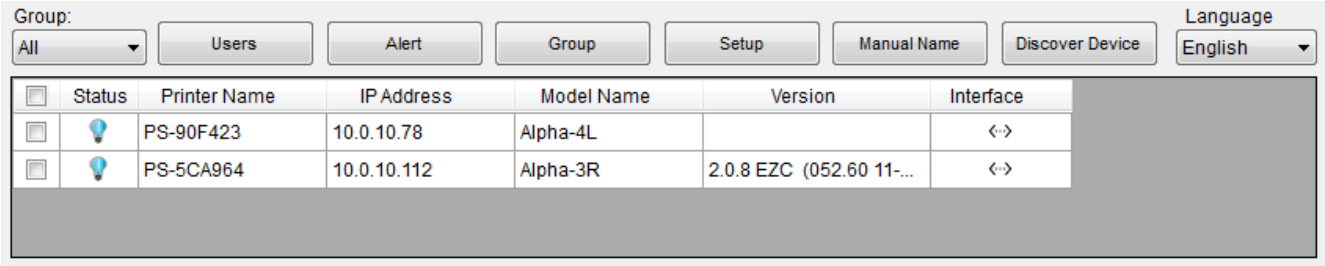


Note:

If you change the discover device in manual, then press “Discover Device” button to discover printer.



The discovered printer status icon will be shown as blue color in manual mode. (Ethernet)

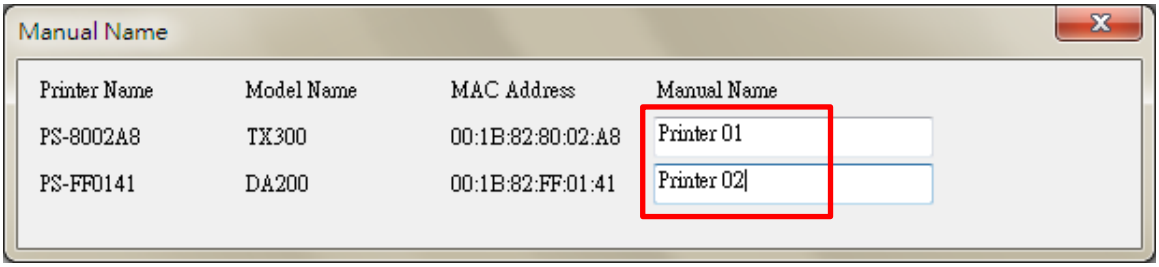


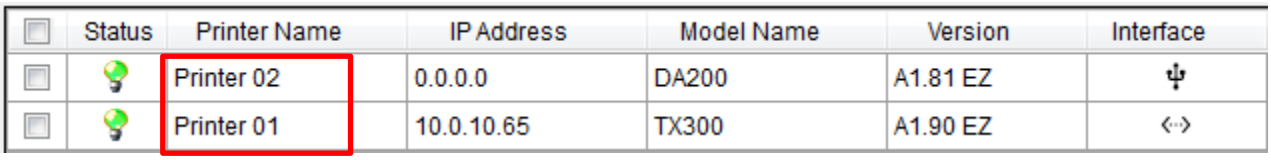
12. Manual Name Configuration

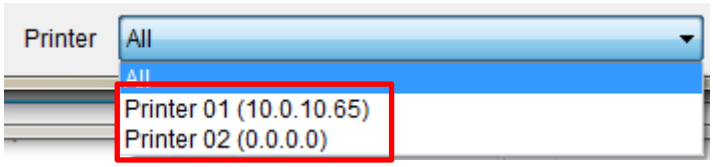
“Manual Name” feature is used to give printers an alias then you can easy to identify a lot of printers.

These aliases will appear anywhere in the program, replacing the original name abruptly, allowing you to easily identify.

For example,







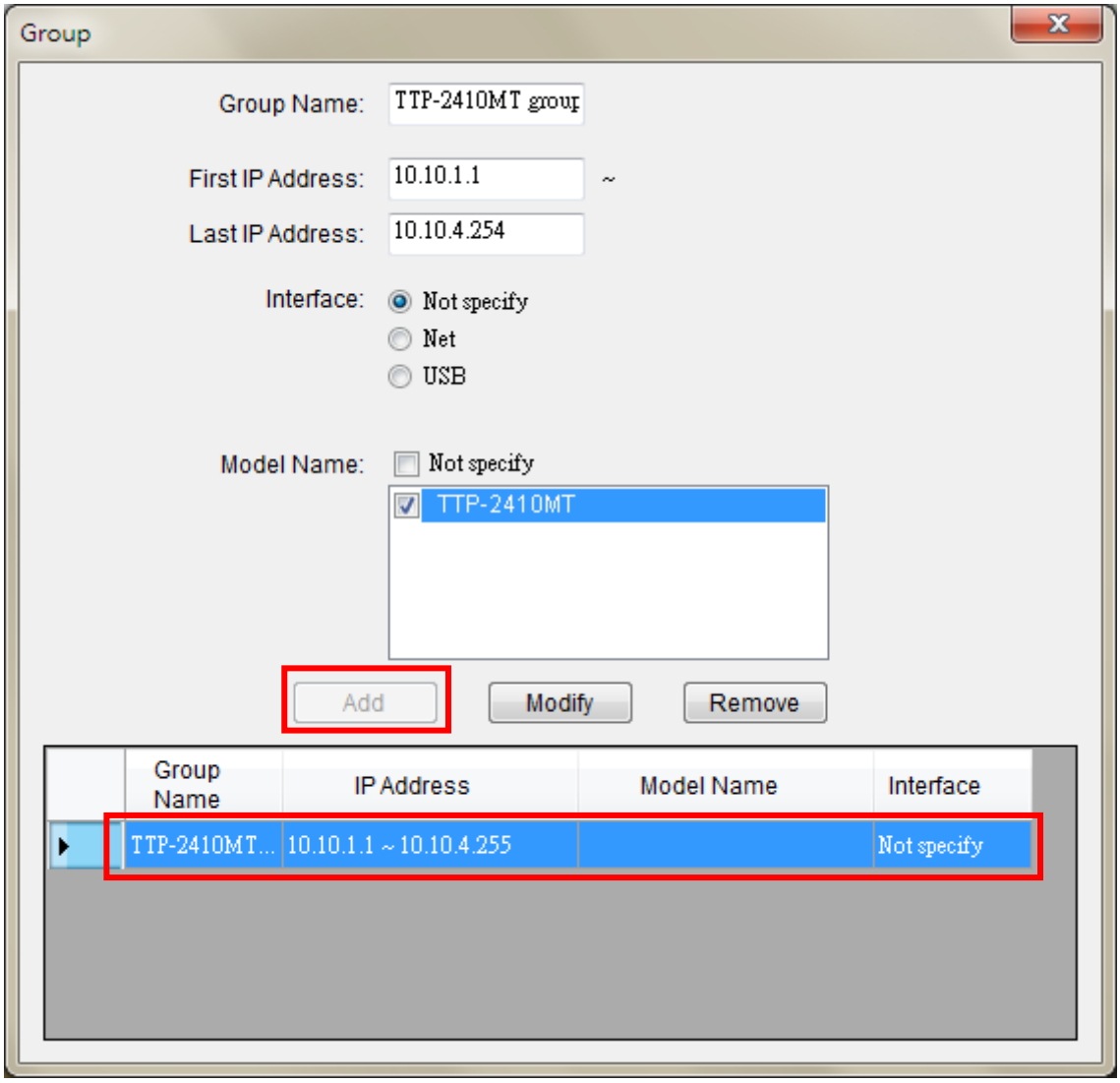
13. FAQ

Q1: How to update firmware (or TCF) to all TTP-2410MT printers on subnet 10.10.1.x, 10.10.2.x, 10.10.3.x, 10.10.4.x?

Please follow the steps below, make sure those TTP-2410MT printers are connected in the same subnet before setting. Printers should be shown on printer management main page list. If not, please check your router's settings.

1. Press "Group" button to create printer group.

2. Add a group named "TTP-2410MT group". Set the IP address condition from 10.10.1.1 to 10.10.4.254. Select "Not specify" for Interface. Select the "TTP-2410MT" for Model Name. Press "Add" button to create then the new group will be listed on the box.

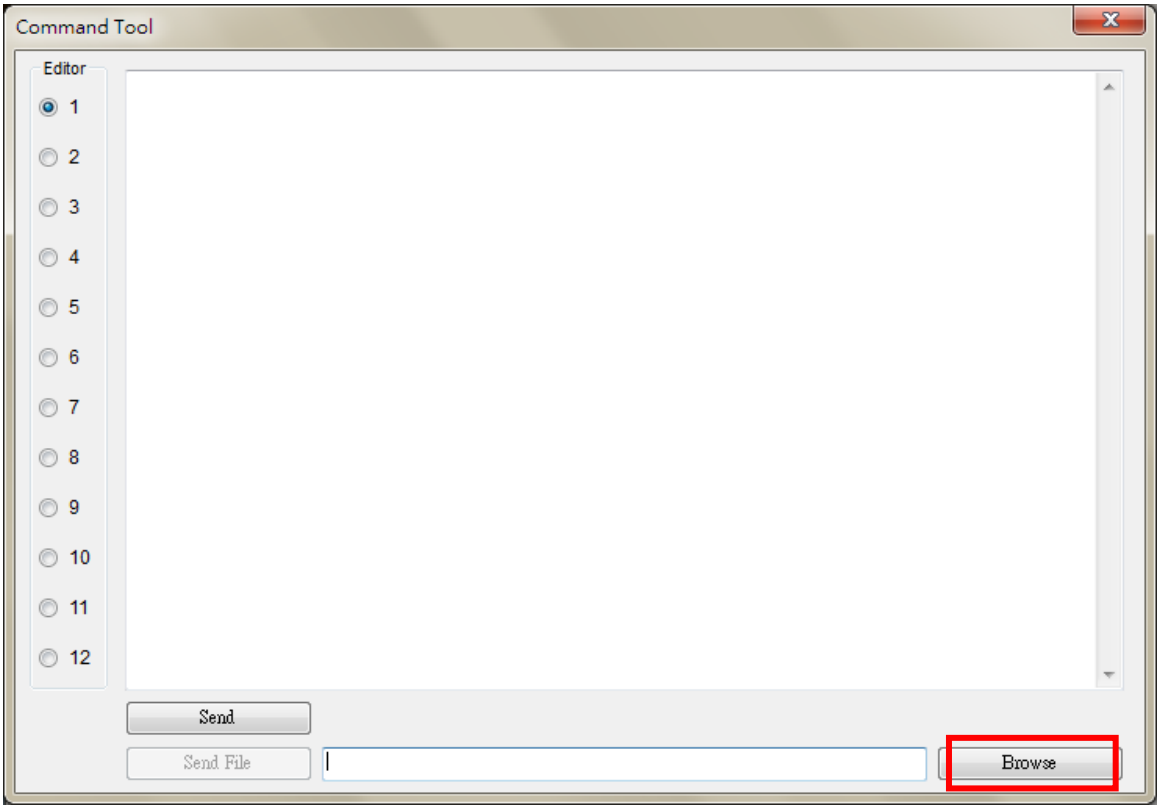


3. Close this “Group” page.
4. Select the “TTP-2410MT group” on main page. The group printers will be listed. Select 4 printers that need to update firmware.

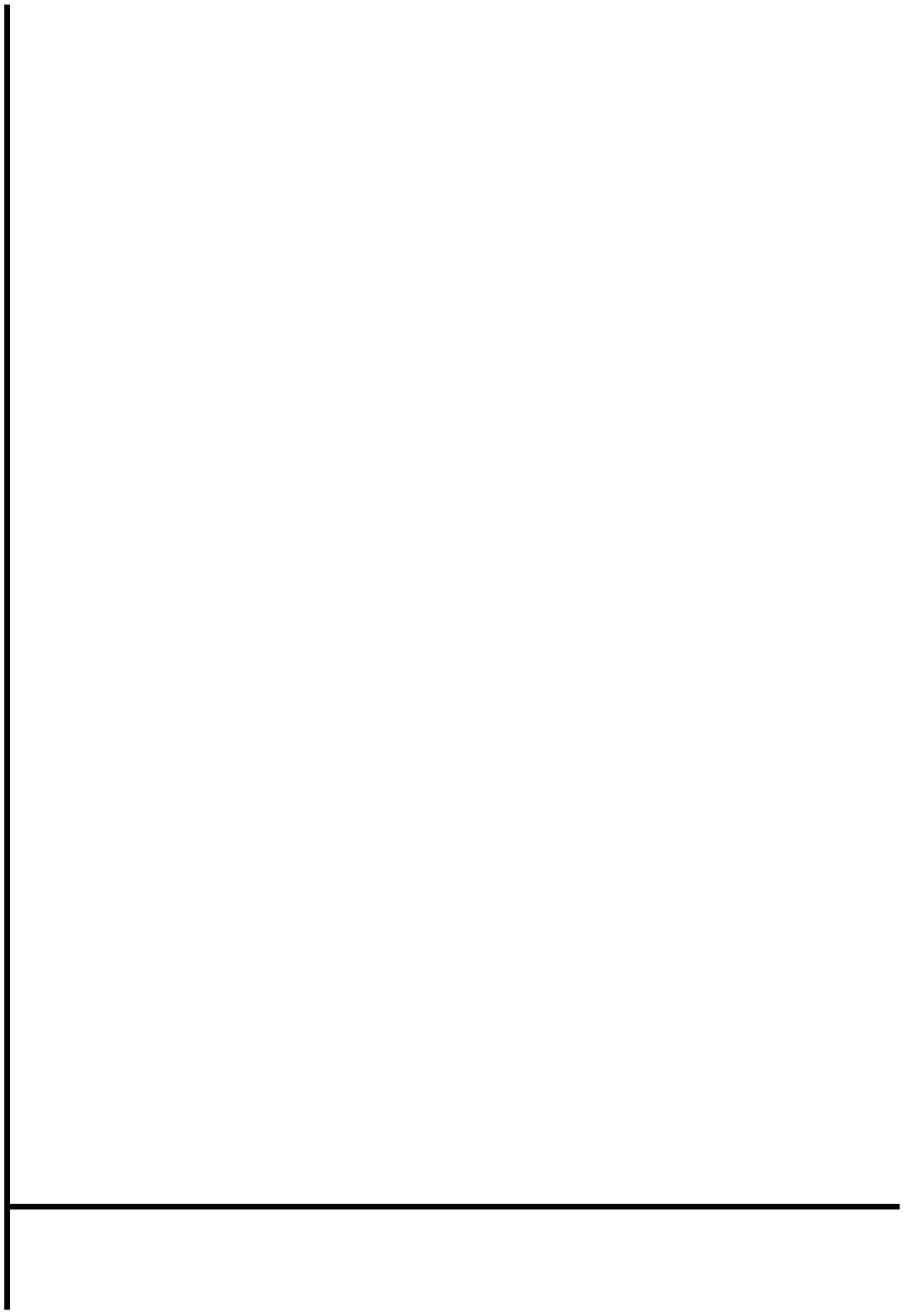
	Status	Printer Name	IP Address	Model Name	Version	Interface
☑		PS-8002A8	10.10.1.83	TTP-2410MT	A1.77 EZ	
☑		PS-800C52	10.10.2.86	TTP-2410MT	A1.77 EZ	
☑		PS-800DBA	10.10.3.67	TTP-2410MT	A1.77 EZ	
☑		PS-FFD844	10.10.4.82	TTP-2410MT	A1.77 EZ	

5. Click the “Command Tool” button to enter the setting page.

6. Click the “Browse” button to select the firmware file (*.NEW) or TCP file (*.TCF) then click “Open” button.



7. Click “Sand File” button to start firmware updating (or send the TCF file) to TTP-2410MT group printers.

8. Please check the “Version” items to make sure the printers F/W are updated. The updated F/W version will be shown as below.

	Status	Printer Name	IP Address	Model Name	Version	Interface
☑		PS-8002A8	10.10.1.83	TTP-2410MT	A1.77 EZ / A1.90 EZ	
☑		PS-800C52	10.10.2.86	TTP-2410MT	A1.77 EZ / A1.90 EZ	
☑		PS-800DBA	10.10.3.67	TTP-2410MT	A1.77 EZ / A1.90 EZ	
☑		PS-FFD844	10.10.4.82	TTP-2410MT	A1.77 EZ / A1.90 EZ