
How To Install Epson Thermal Printers (Carswell)

INTRODUCTION

This booklet was created to assist CU*Answers clients with the installation of Epson thermal receipt printers with the Carswell Data Products module.

CONTENTS

WHAT IS A CARSWELL PRINTER?	2
WHAT IS THE CARSWELL MODULE?	2
DO I HAVE A CARSWELL PRINTER?	2
GETTING READY	3
WORKSTATION/PRINTER REQUIREMENTS	3
INSTALLING THE PRINTER	4
WHAT NEXT?	7

August 9, 2016

For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
CU*BASE® is a registered trademark of CU*Answers, Inc.

WHAT IS A CARSWELL PRINTER?

WHAT IS THE CARSWELL MODULE?

So you have an Epson thermal printer to install. How do you know whether it has the Carswell module in it or not? And what is the Carswell module?

The Carswell module is a serial module that is installed in the back of the receipt printer. This module contains a custom ROM flash that handles most of the printing related tasks for receipts.

The custom programming on the Carswell printer handles everything from the logo and signature line to the masking of the account numbers to the number of copies that are printed.

Making changes to this programming is possible. It requires a new ROM to be programmed and then flashed to each printer. If you are interested in making changes to your receipts, please contact a member of CU*Answers Network Services for more information.

DO I HAVE A CARSWELL PRINTER?

The installation of a Carswell receipt printer and a non-Carswell receipt printer vary greatly. It is important to note that all Carswell receipt printers are either Epson TM-T88III or TM-T88IV printers. If your printer model is not either of those, you do not have a Carswell printer.

Here are the two best ways to tell if which you have:

Do you use ProDoc?

If you don't use ProDoc, you definitely have a Carswell printer. Non-Carswell printers only work with ProDoc.

What connection does the printer have?

If the printer is connected to the workstation with a serial cable, then it is a Carswell printer. If the printer is USB or Ethernet, it is not a Carswell printer.

Still unsure, or don't have a Carswell?

If you are still unsure of what model printer you have, please contact a member of the Network Services for assistance.

If you don't have a Carswell printer but need to get it installed, please refer to the "How To Install Epson Thermal Printers (TM-T88IV)" documentation.

GETTING READY

WORKSTATION/PRINTER REQUIREMENTS

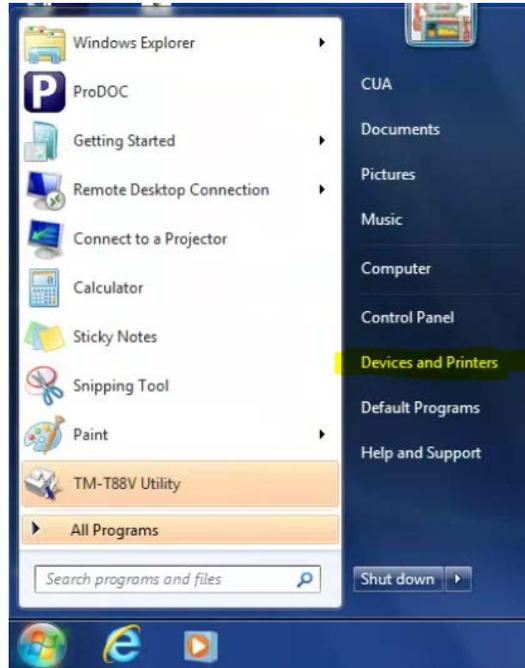
Please ensure that prior to the installation that you are logged into the workstation as a user with local administrator privileges. Without local administrator privileges you will not be able to install or configure your receipt printer. To obtain administrator privileges, please contact your IT support provider.

*What does “local administrator privileges” mean?
Permissions are typically granted per user on workstations.
The user must have the ability to install programs and
modify files on the workstation to install CU*BASE GOLD.
The user does not need authority over the network (domain)
to install the software.*

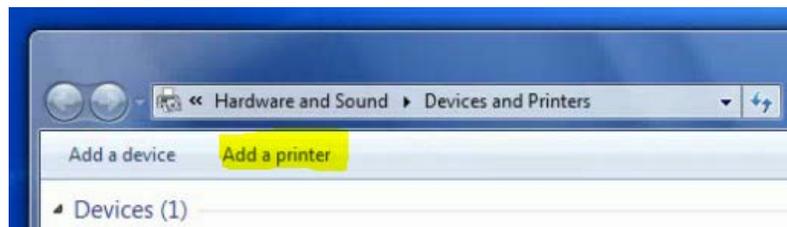
If the receipt printer is connected locally, make sure that the workstation has an available USB port, and that the receipt printer is connected to this port. If you are installing a shared printer, make sure that the workstation that printer is connected to is powered on, and that the printer is shared correctly. Make sure that there is paper in the printer, and finally, make sure the printer is powered on.

INSTALLING A LOCAL PRINTER

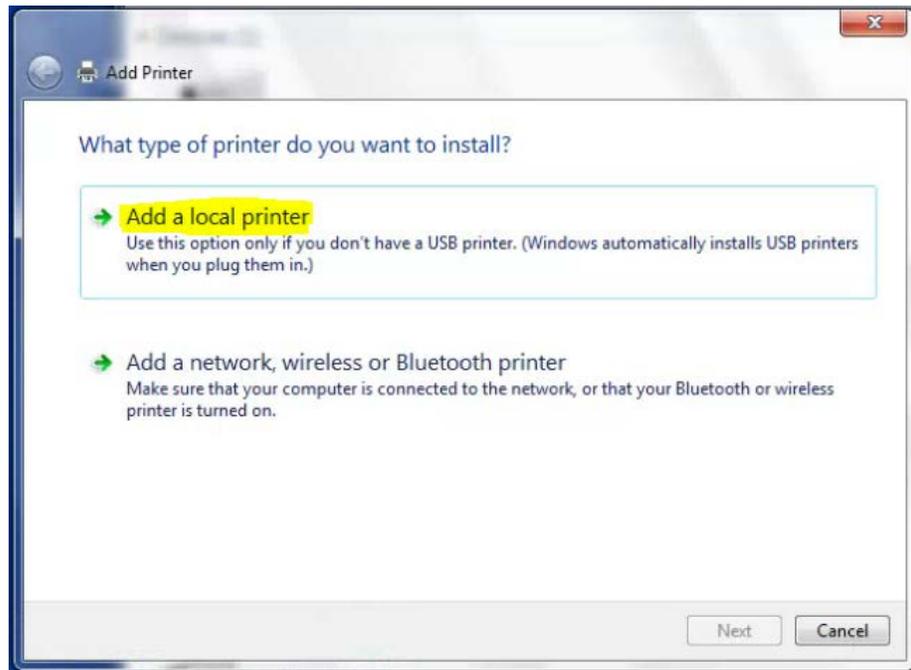
Once the printer is connected to the workstation and you are logged in with administrative privileges, click on “Start” and go to “Devices and Printers.”



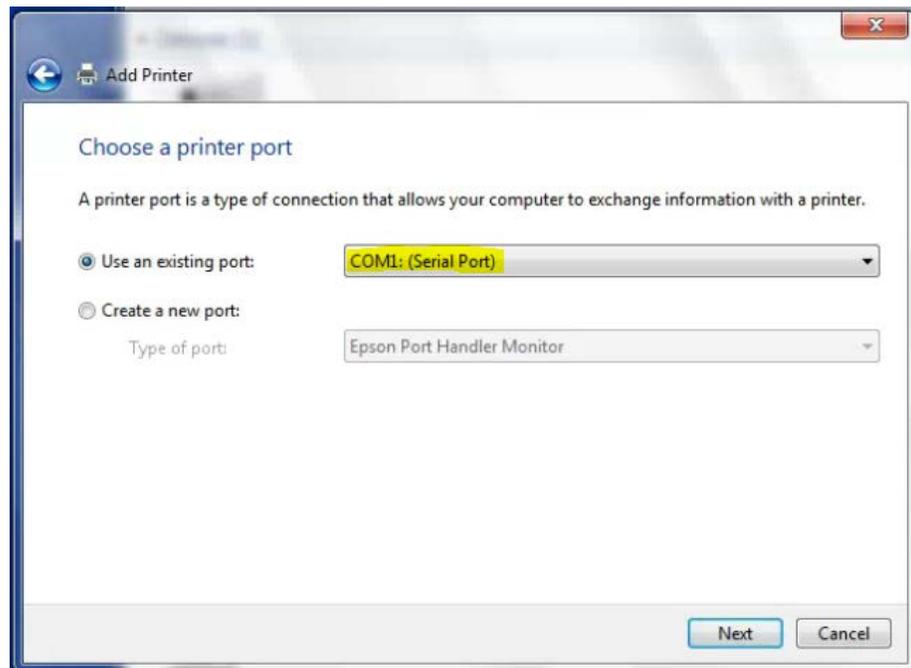
Click on “Add a Printer.”



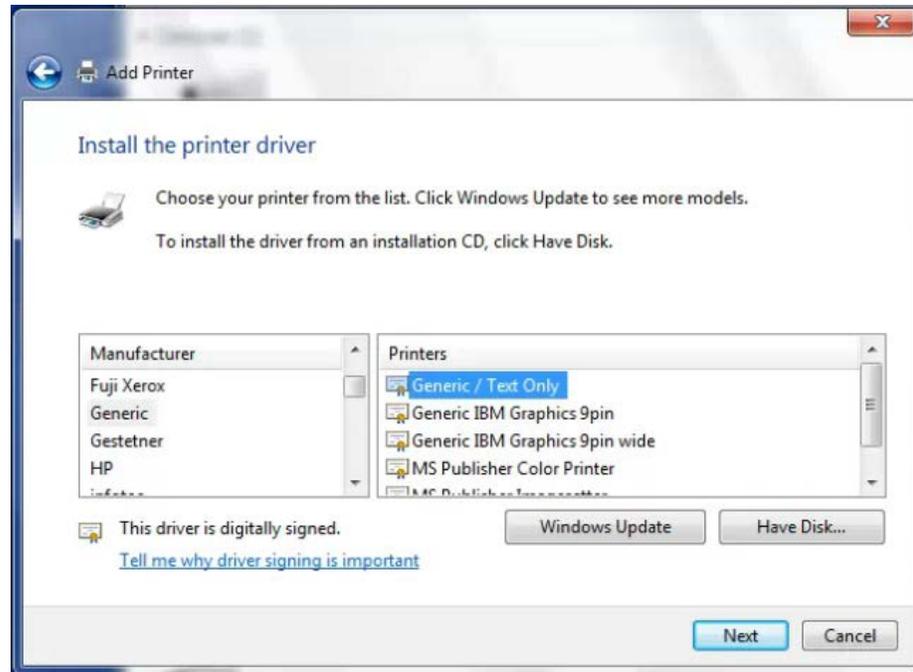
The “Add Printer Wizard” will start. Click "Add a local printer."



From the “Use the existing port” drop-down menu, select the COM port that the printer is attached to. In most cases, this will be “COM1.” Click “Next.”



Select “Generic” for the manufacturer and “Generic/Text Only” as the printer model. Click “Next.”



The printer name will vary depending on your environment.

If you are using ProDoc: The printer name must be “RDI_Receipt” (case does not matter). If the printer is not named this, ProDoc will not function properly.

If you are not using ProDoc: The printer name should be the GOLD ID of that printer (for instance, “AZ01R01”).

Click “Next.”

WHAT NEXT?

Congratulations! You have successfully installed the Carswell receipt printer!

If you have any issues after completing this document, please immediately contact a member of the WESCO Net Team for support. You can reach WESCO Net at 800-327-3478, option 3, or by email at cusupport_team@wesconet.com.

This document does not cover the setup of print sessions or the configuration of ProDoc. Please refer to the “Docs And Information” pages at cuanswers.com for up-to-date documentation on these items.

*Can't find the document you need? Contact the CU*Answers Client Services department or the WESCO Net Team for assistance.*