
How To Install Epson Thermal Printers (TM-T88IV USB)

INTRODUCTION

This booklet was created to assist CU*Answers clients with the installation of Epson TM-T88IV thermal printers.

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For an updated copy of this booklet, check out the Reference Materials page of our website:
http://www.cuanswers.com/client_reference.php
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WHAT EPSON PRINTER DO I HAVE?

WHAT TYPES OF PRINTERS ARE THERE?

There are two types of Epson thermal receipt printers that are supported by CU*BASE. The installation of an Epson TM-T88IV USB receipt printer and a Carswell receipt printer vary greatly. Carswell printers are either Epson TM-T88III or TM-T88IV thermal printers with a serial (DB-9) connection. Additional versions of the TM-T88IV series are available without the Carswell module and they utilize a USB connection.

SO WHICH PRINTER DO I HAVE?

Here are the best ways to tell which printer you have:

What's the model number?

Look on the bottom of the printer to find the model number. If it's a TM-T88III, it is a Carswell printer. If it's a TM-T88IV, it will depend upon the connection it uses (see "What connection does the printer have?").

Do you use ProDoc?

Epson TM-T88IV USB thermal printers only work with ProDoc. If you don't use ProDoc, you definitely have a Carswell printer. Please refer to the "How To Install Epson Thermal Printers (Carswell)" document.

What connection does the printer have?

If the printer is USB and is a TM-T88IV, then you have the correct printer. If the printer is connected to the workstation with a serial cable, then it is a Carswell printer.

Still unsure, or don't have an Epson?

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

If you have a Carswell printer, please refer to the "How To Install Epson Thermal Printers (Carswell)" 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. **Important:** Ensure that the printer is not connected to the workstation at this time.

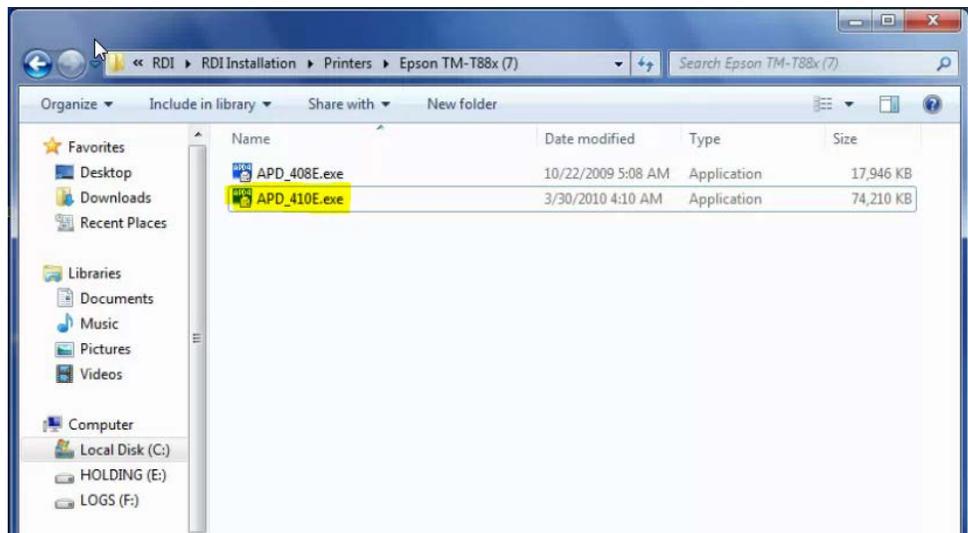
If you are installing a shared printer, make sure that the workstation that printer is connected to is powered on, and that the printer is shared correctly. Make sure that there is paper in the printer, and finally, make sure the printer is powered on.

INSTALLING A LOCAL PRINTER

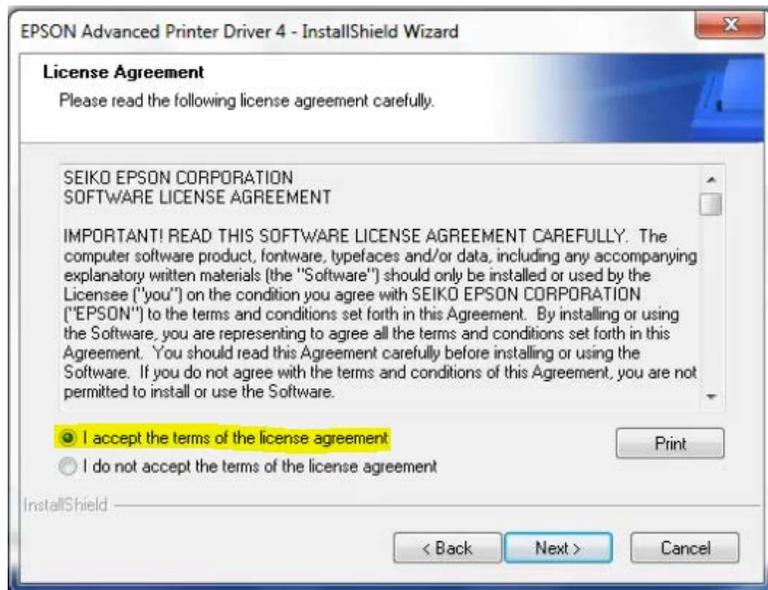
To browse to your iSweep, click on “Start” then “Run.” At the prompt, type “\\” followed by the IP address of your iSweep. For instance, if the IP address of the iSweep is 10.150.0.69, you would type “\\10.150.0.69” (without quotes). Click “OK.”

*If you do not know the IP address or hostname of your iSweep appliance, please contact a member of CU*Answers Network Services to obtain this information.*

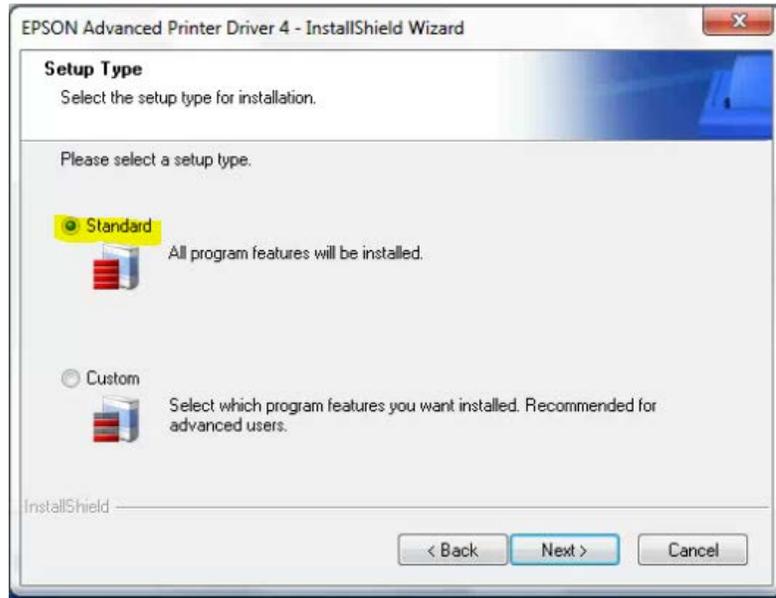
Drill down through the iSweep directories as follows: rdi \RDI Installation\Printers\Epson TM-T88x (7) and Run the APD_410E.exe



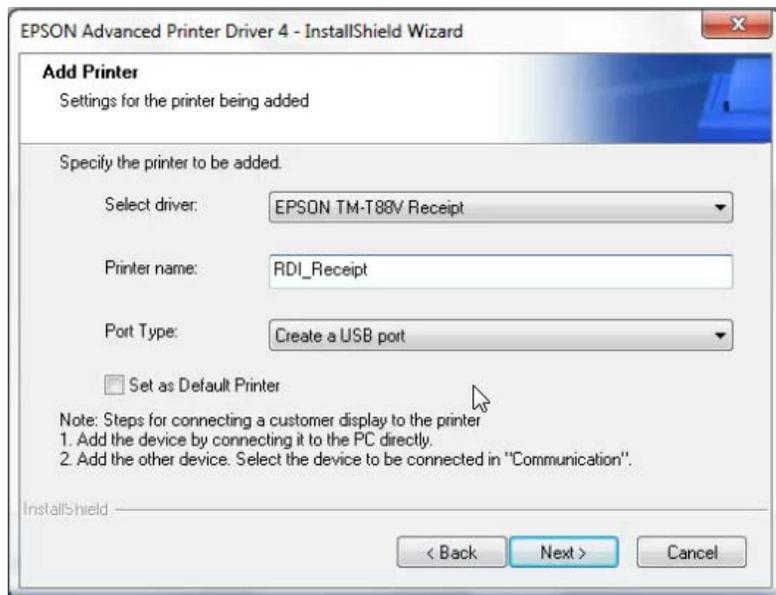
Click "I Accept the terms of the license agreement" then next.



Keep the standard setup selected then click next.



Click "Add", select the correct printer model, rename it "RDI_Receipt", Select USB for the port, then keep clicking next until it installs.



WHAT NEXT?

Congratulations! You have successfully installed the Epson TM-T88IV USB receipt printer!

If you have any issues after completing this document, please immediately contact a member of CU*Answers Network services for support. You can reach Network services at 800-327-3478, option 3, or by email at helpdesk@cuanswers.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 Network services Team for assistance.*