PowaPOS T-Series Windows Printer Guide

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Document Control

Version and Date	Revisions	Document Owner
Version 1.0 Aug. 2015	First release.	Ben Scott Miguel Silva
Version 1.1 Aug. 2015	Update Installing USB Device Driver. Update Device Settings section to correct pixel width. Update Troubleshooting.	Chris Lafferty
Version 2.1 Sept. 2015	Update to reflect v1.1.0 of the Printer Driver and v1.10.000 of the Windows Service. Additional information is provided in the accompanying Release Notes.	Ben Scott
Version 3.2 Dec. 2015	Update to reflect v1.2.0 of the Printer Driver and v1.20.00 of the Windows Service. Additional information is provided in the accompanying Release Notes.	Ben Scott
Version 3.21 Dec. 2015	Update with feedback prior to release.	Ben Scott
Version 3.22 Dec. 2015	Updated with final changes.	Ben Scott

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1 Introduction

The PowaPOS T-Series Printer Driver enables a Windows based PC, laptop or tablet to print to the T-Series via an application's native Print command/Menu option. Additional, the PowaPOS S10 Scanner can be connected and scanned data received by the active Windows Application. These features negate the need for a developer to integrate with the PowaPOS SDK and write custom code before printing to the PowaPOS T-Series.

1.1 Support Resources

Further Technical Support for PowaPOS T-Series can be found online at the PowaPOS Partner Portal

1.2 Hardware and Software Requirements

Any PC, Laptop or Tablet running Windows 8.1 or 10 with the .NET Framework 4.5.1 (or above) installed.

The T-Series Windows Device Driver must be installed to enable communication between the Windows device and the T-Series.

Optional. For use with the PowaPOS S10 Scanner it is necessary to first pair the device with your Windows device. Details are provided in section 2.4 of this document.

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2 Getting Started

2.1 Installing the USB Device Driver

The T-Series Windows Device Driver must be installed to enable communication between the Windows device and the T-Series via USB.

To install the PowaPOS device driver do the following:

1) Locate the "PowaPoS_T25.inf" and "PowaPOS_T25.cat" files in a directory on your machine. Right click on the "PowaPOS_T25.inf" file and select "Install"
2) If you receive a Security Warning, click "Open" and "Allow the programme to make changes to this computer"
3) When prompted select "Install" to complete the installation of the device driver supplied by "Smart Business Technology, Inc"
4) You should receive a final pop up stating that "The operation completed successfully". Click "OK"
5) Plug your PowaPOS T-Series device into any USB port on your Windows device and power on the T-Series
6) Run the "Device Manager" Windows utility and confirm that under "Universal Serial Bus Devices" you can see an entry for PowaPOS T25

2.2 Install the Printer Driver

Ensure any other versions of the Printer Driver are first removed via "Control Panel", "Programs and Features"

Select either the 32 bit or 64 bit version of the printer driver based on the characteristic of your Windows device.

For 32 bit machines you must use the "PowaPOS T-Series Printer Driver 32bit.msi" installer
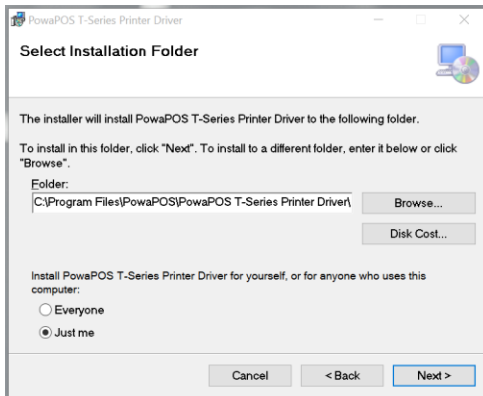
For 64 bit machines you must use the "PowaPOS T-Series Printer Driver 64bit.msi" installer

To install the PowaPOS printer driver do the following:

1) Locate the "PowaPOS T-Series Printer Driver 32bit.msi" or "PowaPOS T-Series Printer Driver 64bit.msi" and double click on the file
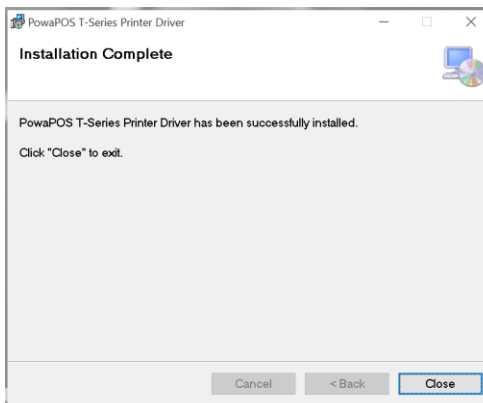2) Select "Next"
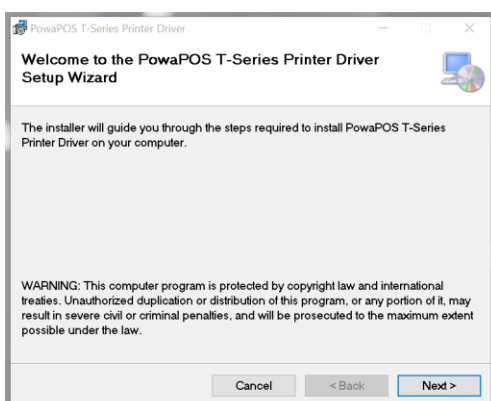
3) Confirm the folder that the driver will be installed to and whether it should be installed for all users "Everyone" or only the current user "Just me". Select "Next"

4) Confirm the installation by selecting "Next"
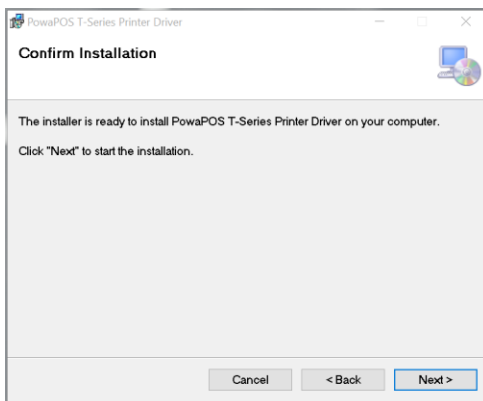
5) After a few seconds the installation will be confirmed as complete. Click "Close" exit the installation

6) Run the "Control Panel" Windows utility and confirm that under "Devices and Printers" you can see the "PowaPOS T-Series" printer

2.3 Install the Windows Service

The PowaPOS T-Series Printer Driver communicates with the PowaPOS T-Series via a Windows Service which should be installed.

Ensure all other versions of the Windows Service are first removed via "Control Panel", "Programs and Features"

To install the PowaPOS Windows service do the following:

1) Ensure you are logged in with an account which has Administrator privileges for the Windows Device
2) Locate the "PowaPOS_SDK_Service_Setup.exe" and double click on the file
3) Select "Next"
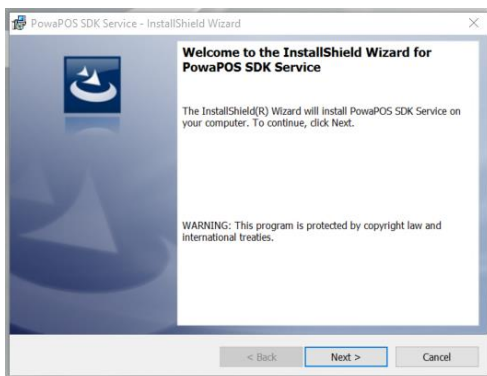
4) After a few seconds the installation will be confirmed as complete. Click "Finish" exit the installation
5) Run the "Services" Windows utility and confirm that the "PowaPOS SDK Service" has a "Status" of "Running"

2.4 Connecting the PowaPOS S10 Scanner (Optional)

From version 1.2, the PowaPOS Windows SDK Service has been extended to support a connection to the PowaPOS S10 Scanner (via Bluetooth). All scanned data is received by the active Windows Application (i.e. the application with the focus at the time of the scan – in most instances this will be a POS application).

Before using the PowaPOS S10 Scanner it must first be paired with the Windows Device.

On Windows 8.1 do the following:

1) Ensure the PowaPOS S10 Scanner has been charged and is switched on
2) From "PC settings" select "Bluetooth"
3) The PowaPOS S10 Scanner will appear as a device with status "Ready to pair". An individual scanner can be identified by the last 7 digits of its serial number, e.g. 32c2g0017005 will be listed as "PowaPOS 0017005"
4) Right click on the device and press the "Pair" button
5) Follow the on screen prompts to complete the pairing and establish a connection with the PowaPOS S10 Scanner

On Windows 10 do the following:

1) Ensure the PowaPOS S10 Scanner has been charged and is switched on
2) From "Settings" select "Devices" and "Bluetooth"
3) The PowaPOS S10 Scanner will appear as a device with status "Ready to pair". An individual scanner can be identified by the last 7 digits of its serial number, e.g. 32c2g0017005 will be listed as "PowaPOS 0017005"
4) Right click on the device and press the "Pair" button
5) Follow the on screen prompts to complete the pairing and establish a connection with the PowaPOS S10 Scanner

3 Customising the Printer Driver

It is possible to update the printer's settings via the Printer Preferences option (right click on the "PowaPOS T-Series" printer icon in "Devices and Settings").

Important: the default settings can be recovered by selecting the "Restore defaults" option on either the "Device Settings" or "File Formats" dialogs in the event that changes result in performance degradation

3.1 Device Settings

The "Paper Size" can be modified by editing or adding a "Paper type". It is recommended that the "Paper width" parameter remains at 576 pixels for optimal printing on the PowaPOS T-Series.

The resolution settings "Force FAX resolution" and "Graphic Resolutions" may be customised to enhance the quality of the printed output. It is recommended that the "Graphics Resolution" be set to 96 x 96 DPI.
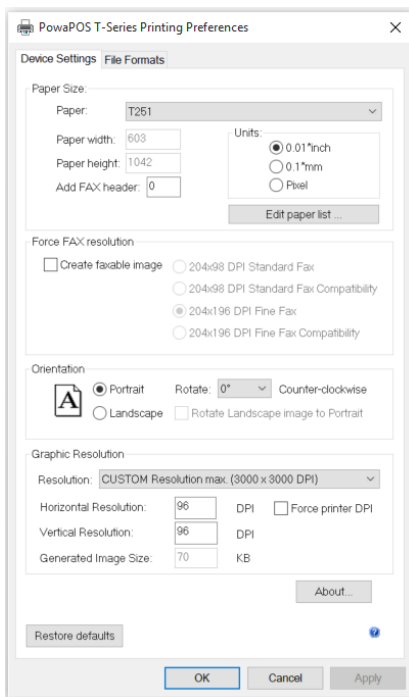
3.2 File Formats

Important: the "File format" and "Printing options" settings should not be changed. Modifications to these options are likely to result in print failures

The "Photo Quality" settings may be customised to enhance the quality of the printed output.
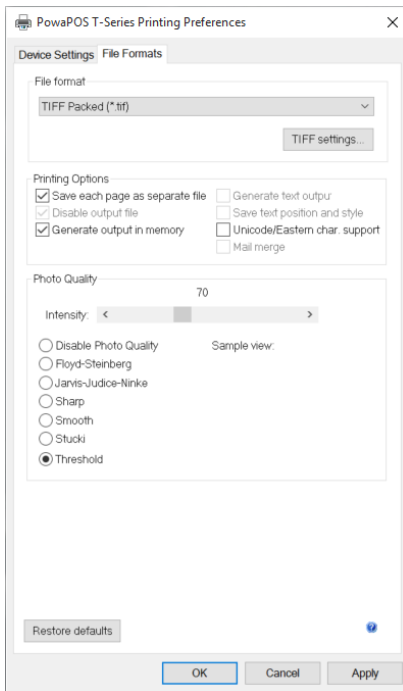
3.3 Controlling Whitespace at the end of a Receipt

From v1.2 the Windows Service has been changed so that any excess whitespace at the end of a print job is automatically removed.

However, a specific amount of whitespace can be left and this is controlled by adding the following string "ReceiptBaseMargin=NN" (where NN is the height of the whitespace required in millimeteres) to the file: <Default Program Files>\PowaPOS\PowaPOS SDK Service\Resources\SampleSettings.ini

3.4 Cash Drawer

From v1.1 the Windows Service has been changed so that any Cash Drawer attached to the T-Series will <u>not</u> be opened automatically at the end of each print job. If you wish to maintain this capability, you should add the following string "EnableCashDrawerKick=true" to the file: <Default Program Files>\PowaPOS\PowaPOS SDK Service\Resources\SampleSettings.ini

To explicitly open the Cash Drawer it is necessary to print a specific string i.e. "<ESC>A" which the Printer Driver processes and kicks the Cash Drawer, rather than printing the text.

Either one of two strings can used to open the Cash Drawer which are specified in the file: <Default Program Files>\PowaPOS\PowaPOS SDK Service\Resources\SampleSettings.ini by the parameters: CashDrawerKick= and CashDrawerKick1=

Example:

CashDrawerKick=<ESC>A

or,

CashDrawerKick1=\open

4 Troubleshooting

PowaPOS T-Series via a Windows Service fails to install	Check that you are installing as administrator
	Check that you have .NET Framework 4.5.1 (or above) installed
	Once running it should not be necessary to "Stop" or "Restart" the Service. The Service is able to manage the connection and disconnection of a T-Series without being restated
T-Series does not print	Check the USB Device Driver is installed and running correctly (section 2.1)
	Check the Windows Service is installed and running (section 2.3) and "Restart" the service
Print quality is low	Customise the Printer Driver DPI and rendering settings (section 3.1 and 3.2)
T-Series stops printing (after previously working)	Check the T-Series is correctly loaded with paper and the printer cover is fully closed
	Check that the printer name has not been changed from "PowaPOS T-Series"
	Restore the default Printer Drivers default configuration settings (section 3.0)
Additional help	Contact your PowaPOS Technical Account Manager or log an issue at the PowaPOS Partner Portal