



## A795 Two-Color Thermal Receipt Printer



# User Guide



Contains TPG, Inc. LogoEZ® colorization utility information.

Made under one or more of the following U.S. patents: 4886381, 5579043, 5613787, 5651624, 5713678, 5752779, 5789916, 5800080, 5879090, 5887999, 5975776, 6027266, 6085973, 6089450, 6129465, 6155483, 6404452, 6486902, 6504331, 5749277, 6722754, 6739773, 6784909.



## Federal Communications Commission (FCC) Radio Frequency Interference Statement Warning

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### Information to the User

This equipment must be installed and used in strict accordance with the manufacturer's instructions. However, there is no guarantee that interference to radio communications will not occur in a particular commercial installation. If this equipment does cause interference, which can be determined by turning the equipment off and on, the user is encouraged to contact TPG, Inc. immediately.

TPG, Inc. is not responsible for any radio or television interference caused by unauthorized modification of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by TPG, Inc. The correction of interferences caused by such unauthorized modification, substitution or attachment will be the responsibility of the user.

In order to ensure compliance with the Product Safety, FCC and CE marking requirements, you must use the power supply, power cord, and interface cable which are sold for use with this product or which meet the following parameters:

### Power Supply

UL Listed (QJGQ), Class 2 power supply with SELV (Secondary Extra Low Voltage), non-energy hazard output, limited energy source, input rated 100-240 Vac, 1.5/0.8 A, 50/60 Hz, output rated 24 Vdc, 2.3 A for 55 watt unit; 100-240 Vac, 2.0A, 50/60 Hz, output rate 24 Vdc, 3.125 A for 75 watt unit.

Use of this product with a power supply other than the TPG, Inc. power supply will require you to test the power supply and TPG, Inc. printer for FCC and CE mark certification.

### Communication Interface Cable

A shielded (360 degree) interface cable must be used with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at EACH end of the cable.

Use of a cable other than described here will require that you test the cable with the TPG, Inc. printer and your system for FCC and CE mark certification.

### Power Cord

A UL listed, detachable power cord must be used. For applications where the power supply module may be mounted on the floor, a power cord with Type SJT marking must be used. For applications outside the US, power cords which meet the particular country's certification and application requirements should be used.

Use of a power cord other than described here may result in a violation of safety certifications which are in force in the country of use.

### Industry Canada (IC) Radio Frequency Interference Statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

### Voluntary Control Council for Interference (VCCI) Radio Frequency Interference Statement

This is a Class A product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may arise. When such trouble occurs, the user may be required to take corrective actions.

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### Patents

Made under one or more of the following U.S. patents: 4886381, 5579043, 5613787, 5651624, 5713678, 5752779, 5789916, 5800080, 5879090, 5887999, 5975776, 6027266, 6085973, 6089450, 6129465, 6155483, 6404452, 6486902, 6504331, 5749277, 6722754, 6739773, 6784909.

### Web Site

<http://www.TPGprinters.com>

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# Chapter 1: About this Guide

## How to use this guide

The guide is designed to help you find the information you need quickly and easily, whether you are installing, servicing, or making adjustments to an TPG, Inc. printer. The chapter headings are self-explanatory, and the index at the back can also point you in the right direction.

For basic printer setup, refer to *Chapter 3: Setting up the Printer*. This section has been written under the assumption that the printer will arrive pre-configured. For instructions on checking the configuration or reconfiguring the printer, look in *Chapter 4: Using the Printer*.

Having problems? Check the troubleshooting section in the back of *Chapter 4*.

Need paper specs? Look in *Chapter 5: Paper and Supplies*.

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## Where to find advanced technical information

Since TPG, Inc. printers are shipped pre-configured and have been designed to operate with no maintenance, this guide provides only essential technical and configuration information. TPG, Inc.

also has a programming supplement for this printer with more detailed discussion of programming capabilities. The **A795 Programming Supplement** has been developed as a companion to the **User Guide** and includes additional programming information. The **A795 Service Guide** is available to qualified service technicians who have been certified by TPG, Inc. to perform advanced procedures.

Because of the printer's wide array of printing capabilities, you may prefer to contact TPG, Inc. support for more assistance.

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### Download manuals

The **A795 Setup Guide**, **A795 User Guide**, and **A795 Programming Supplement** can be downloaded from the TPG, Inc. Web site in .pdf format: <http://www.TPGprinters.com>, in the "Service and Support" window.

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### Support

For more advanced procedures and troubleshooting, you may need to refer to the printer's programming or service guides or speak to TPG, Inc. technical support. Your TPG, Inc. representative is also able to provide you with necessary information.

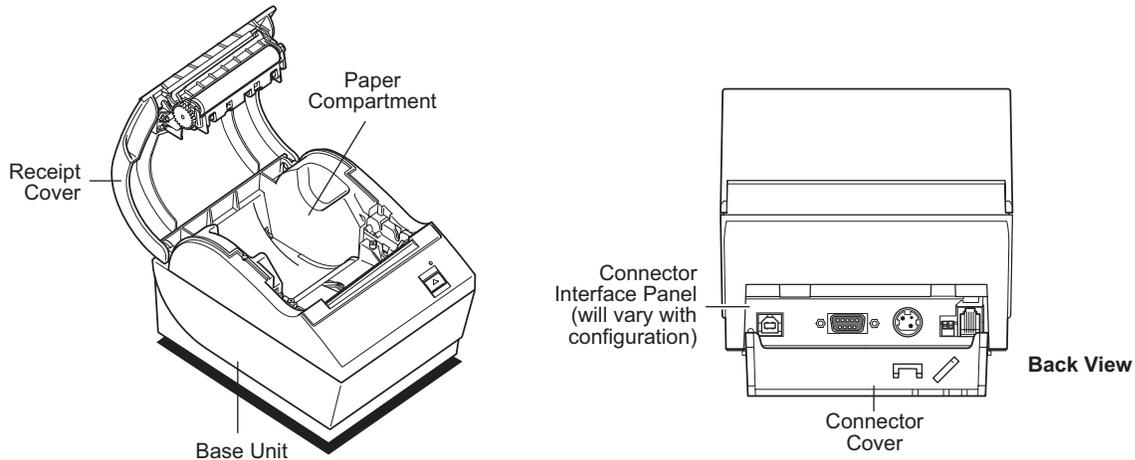
Additional information about TPG, Inc.'s products and services is posted on the TPG, Inc. Web site, at <http://www.TPGprinters.com>. The Web site can also direct you to service and support within your area, or e-mail: [support@TPGprinters.com](mailto:support@TPGprinters.com).

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## Chapter 2: About the Printer

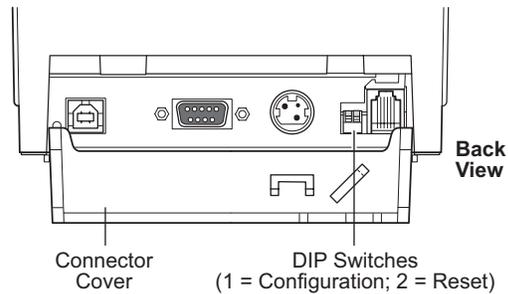
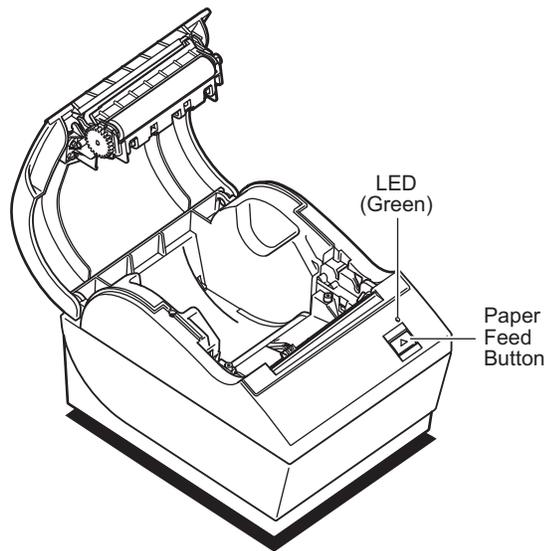
### Description of printer

The A795 ColorPOS® two-color thermal receipt printer is easy to install, use, and maintain. Utilizing TPG, Inc.'s Clamshell™ design, simply snap open the receipt cover and drop the paper roll in place. You never need to change a printer ribbon because it uses thermal printer technology.



This printer is compatible with TPG, Inc.'s LogoEZ® logo and colorization utility. See *Programming Supplement* for more information on obtaining this utility and using the LogoEZ® commands.

## Printer controls



### Reset switch (DIP switch 2)

Cycling switch 2 down (reset ON position) then up (normal OFF position) resets the printer and causes the printer to perform the same startup routine as it does when first powered up. It can be easily accessed with a pen or pencil.

### Configuration switch (DIP switch 1)

The configuration switch allows you to change the configuration settings of the printer.

### Paper feed button

During normal use, the paper feed button advances the paper. It is also used to access the configuration menu.

### LED

The green LED indicates basic information about the printer status. A steady green light means the printer is on and operating normally. A flashing LED means the printer needs operator assistance. Refer to the troubleshooting section on page 30 for more information.

### Beep

A single beep means the printer has successfully completed its startup routine. It should beep after being powered up or reset.

If the printer beeps twice, it may be experiencing a problem. Refer to the troubleshooting guide on page 30 for more information.

### Connector Cover

The connector cover provides protection and strain relief for the printer connectors and cables. This cover should remain on the printer and utilized as described in *Chapter 3, "Cable routing"*.

## Available printer configurations

There are several configurations of the printer, depending on the combination of desired options.

### Printer configuration identification

See the sample below to determine the printer configuration. The printer configuration identification (Model ID) is located on the model label attached to the back of the printer. This information is also shown on the installation quality report card. The Model ID description is shown below.

### Communication interfaces

- RS-232C serial interface (9-pin)
- RS-232C serial interface (25-pin)
- Universal Serial Bus (USB)

1 = light gray case  
2 = dark gray case

2 = 80.0 mm  
3 = 82.5 mm

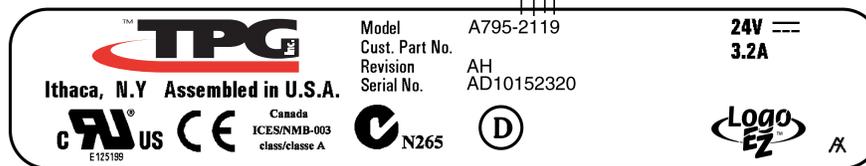
1 = 9-pin RS-232C/USB (see note)

3 = 25-pin RS-232C

4 = 9-pin RS232C/USB (see note)

0 = no logo

9 = with logo



**Important:** When the number 1 is shown in the third position of the Model number, the printer is compatible with the Native USB drivers (TPG, Inc. vendor class and Printer class); see page 40 in this manual. When a number 4 is shown, the printer is compatible with the RS-232C USB emulation drivers; see page 42 of this manual.

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## Standard Features

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**Interfaces** Interfaces vary according to specific configuration: RS-232C (9-pin)/USB (same board, dual-interface), RS-232C (25-pin).

**Memory/Firmware** 1 MB flash memory, History EEROM, 4K buffer  
(see factory-installed options below for additional memory)

**Resident character sets** PC code pages 437 (US), 850 (Multilingual), 737 (Greek), 852 (Slavic), 858 (with Eurosymbol), 860 (Portuguese), 862 (Hebrew), 863 (French Canadian), 865 (Nordic) 866 (Cyrillic), and 1252 (Windows Latin 1)

**Integrated bar codes** Code 39, Code 93, Code 128, UPC-A, UPC-E, JAN8 (EAN), JAN13 (EAN), Interleaved 2 of 5, Codabar, PDF-417 (two-dimensional)

**Print** Monochrome or two-color print in either 44 (standard) or 56 (compressed) columns on 80 mm wide thermal paper  
  
Monochrome or two-color print in either 49 (standard) or 62 (compressed) columns on 82.5 mm wide thermal paper

**Paper path** 80.0 mm paper path width model or 82.5 mm paper path width model

**Print resolution** 8-dots/mm

**Speed** Up to 180 mm/second throughput (monochrome); up to 100 mm/second throughput (two-color).

**Human interface** Audible tone from speaker (software-driven). Simple commands in configuration menu issued through paper feed button. Green LED status light, located next to the paper feed button. Manual DIP switch reset, located on the rear of the printer.

**Cash drawer driver** Connector for one or two cash drawers (obtain a “Y” cord for two drawers)

**Knife** Paper cutter standard on all units.

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## Factory-installed options

- 2 MB memory
- Cabinet color with or without TPG, Inc. logos
- Paper low sensor (for horizontal mounting only)

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## Add-on options

For part numbers and additional ordering information, refer to *Chapter 5: Paper and Supplies*.

- Wall mount kit for printer
- Wall mount kit for power supply
- Enhanced spill resistant attachments: spill shield and base extension
- Power supply: 55-watt or 75-watt
- Power cords: US, SEV, UK AC, and Australia AC cords
- Communication cables: RS-232C (9-pin or 25-pin)
- LogoEZ<sup>®</sup>, downloadable colorization utility

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## Printing features

The A795 printer is versatile, with diverse printing options available. Text, graphics, and bar codes can be presented in many different forms and sizes. For more information on available options, LogoEZ<sup>®</sup> colorization utility and programming the printer to change text, graphics, or other characteristics, refer to the **A795 Programming Supplement**.

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### LogoEZ<sup>®</sup> colorization utility

Logo and colorization utility is available from your TPG, Inc. customer service representative or downloadable from [www.TPGprinters.com](http://www.TPGprinters.com) Web site.

The utility provides a simple setup of basic two-color and logo features to get you started.

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## Chapter 3: Setting up the Printer

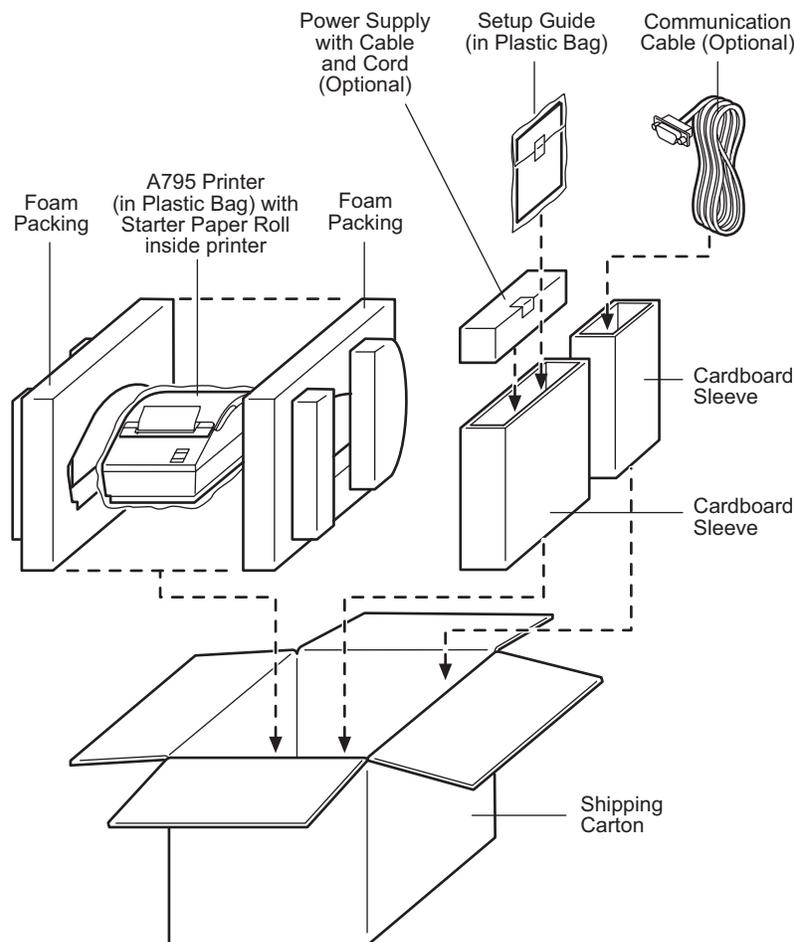
### Unpack the printer

#### Check the packing list

Save the packing materials in case you need to repack the printer for shipping or storage. Before installation, check that all the items on this list have been shipped (printers shipped in bulk may not include all these items):

- Printer (enclosed in a plastic bag with foam pack)
  - Starter roll of receipt paper (in paper compartment), with paper roll supports
  - Test printout (in paper compartment)
  - Installation quality report card: complete and return to TPG, Inc.
- **A795 ColorPOS® (Two-Color) Thermal Receipt Printer: Setup Guide**
  - Power supply with cable and cord (if ordered)
  - Printer-host communication cable (if ordered)

To report any missing items or shipping-related problems, contact your representative or call TPG, Inc. customer service at (877) 209-0156

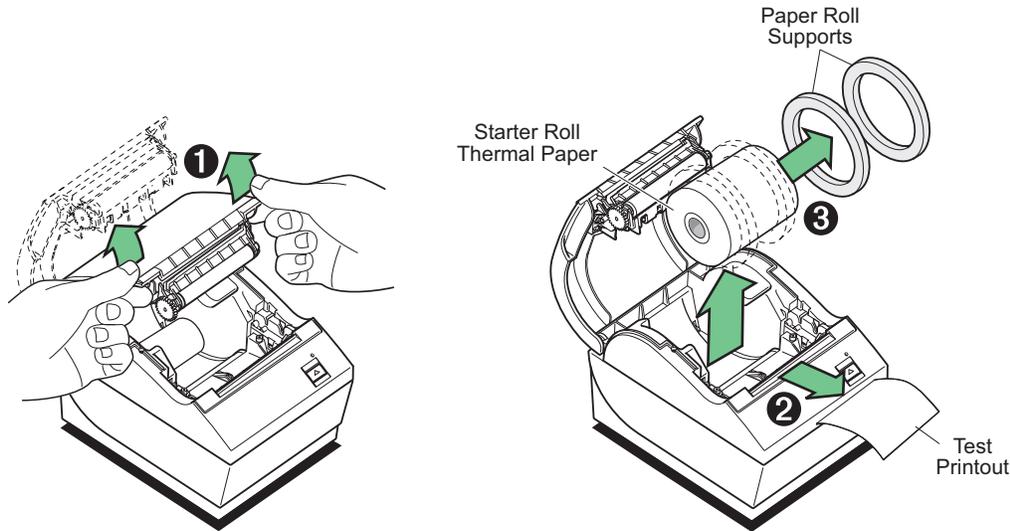


## Load or change the receipt paper

You will later use the same procedure to change the receipt paper as you will to load it during installation. The minor difference is noted in the directions below.

If you are installing the printer using the wall mount kit, you may find it easier to load the paper roll after installation.

*Note: The printer must be set to the paper type being used for proper operation. This can be done by sending the command 1D 81 m n or by a selection in the configuration menu. To change the paper type in the configuration menu select "Set Paper Type" and make selections. (See page 26 for how to enter the configuration menu.)*

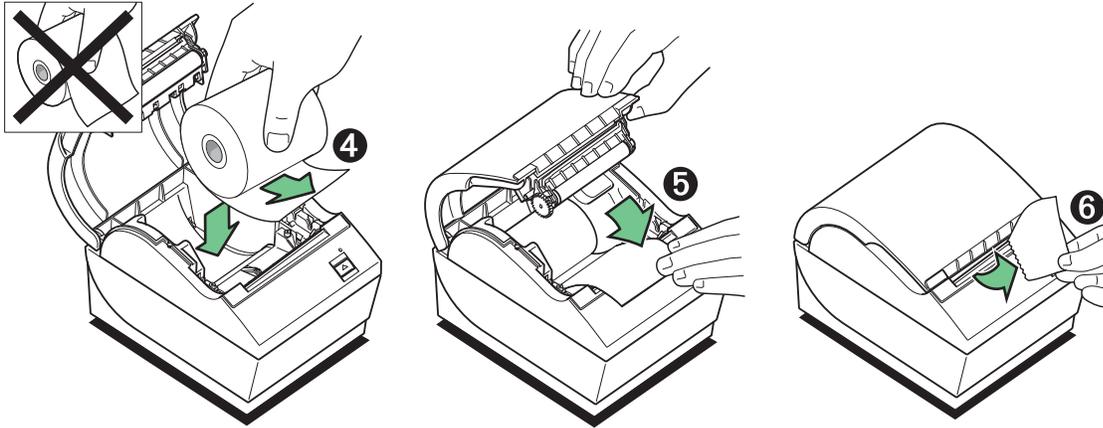


**1** Open the receipt cover by pushing up evenly on each side of the cover until it unsnaps (1).

**2 Loading:** Remove the test printout (2) and starter roll. Slide the supports off the roll (3).

**Changing:** Remove the used paper roll.

continued next page...



- 3 Tear a clean edge on the new receipt paper roll, making sure the tape has been completely removed.
- 4 Place the receipt paper into the paper compartment so it **unrolls from the bottom** (4). Leave a few inches of paper sticking out of the printer.

- 5 While holding the paper in place, close the receipt cover (5). To test that the paper is loaded correctly, advance the paper with the paper feed button.

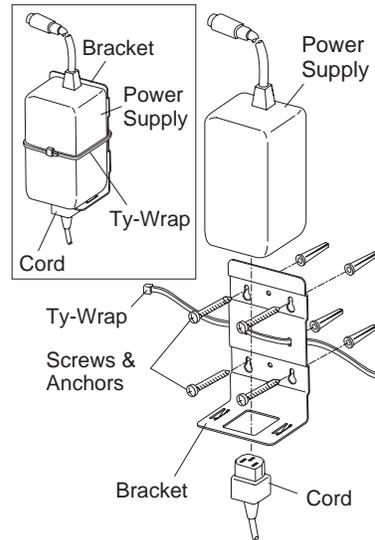
*Note: If the paper jams, make sure the roll is inserted correctly. Check the illustration above for proper orientation.*

- 6 Tear the excess paper off against the blade in the cover (6).

## Mounting the 55-watt power supply on a vertical surface (using optional kit A795-K309)

- 1 Select a location that allows adequate support for the power supply and reaches an electrical outlet and the printer. Mount the bracket using the instructions provided with the A795 power supply wall-mount kit.
- 2 Set the power supply (K301, available separately) onto the bracket and secure with the provided tie wrap.

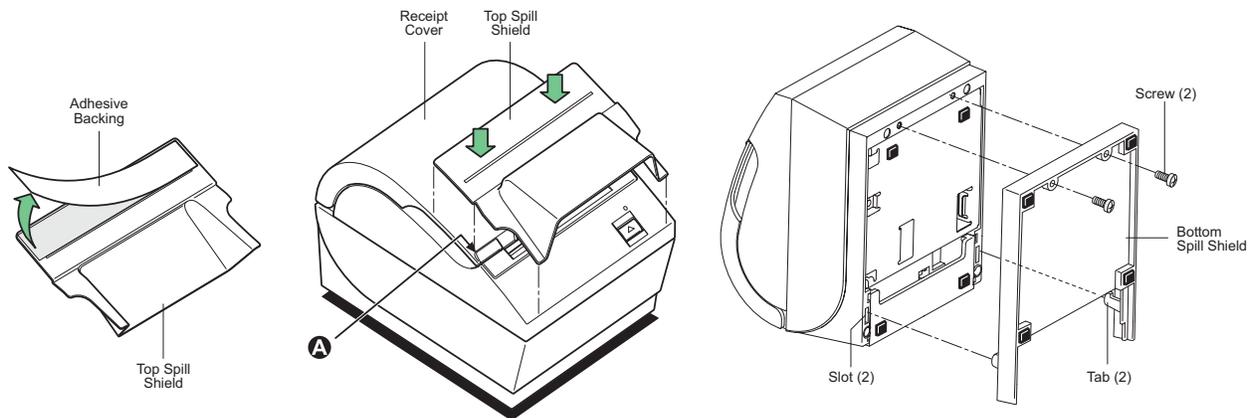
**Caution:** Do not plug in the power supply until all the cables are connected, as this may damage the printer. (See next section page 19.)



## Spill shield option installation

Top and bottom spill shields provide added protection for your printer from moisture or spills. The following instructions describe how to install both of these shields. Shields may be installed individually or as a set.

**Tools:** Phillips head screwdriver



### To install the top spill shield:

- 1 Ensure no receipt paper extends from the receipt cover.
- 2 Clean the printer receipt cover in the area where the adhesive is to be applied.
- 3 Remove adhesive backing to expose the adhesive on the back of top spill shield.
- 4 Position the bend in spill shield to the printer, making sure the bend is aligned tightly against the raised area of the printer as shown in "A" above. Apply pressure for approximately 30 seconds to ensure adhesion.

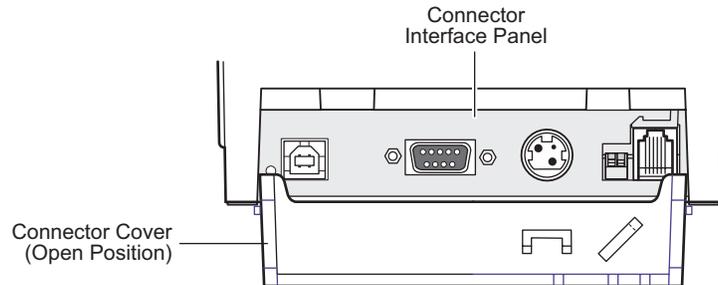
### To install the bottom spill shield:

**Note:** You may wish to remove the power cables and paper roll before installation.

- 1 With the printer bottom facing you, position the bottom spill shield as shown below with the tabs and slots aligned.
- 2 Tipping the shield slightly, insert the tabs into the slots in printer base.
- 3 Install the two screws into the base and tighten.

## Connect the cables

Cable connections are made at the back of the printer.



**Caution:** Connect the cables to the printer before applying power. The host computer should always be turned off before connecting communication cables.

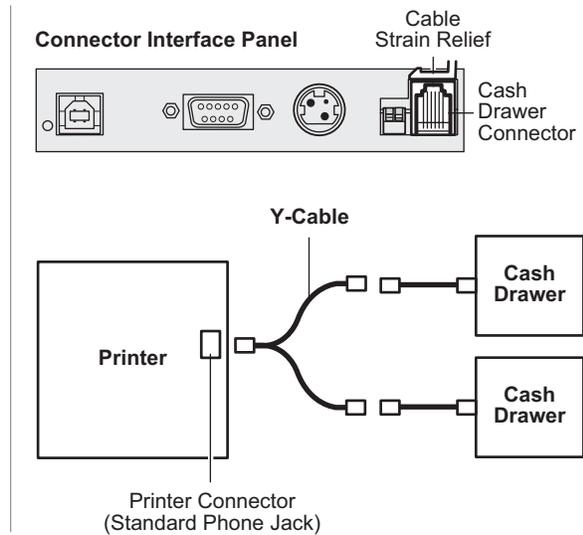
## Cash drawer cables

The cash drawer cable connects the printer to one or two cash drawers. (For pin-out, see *Service Guide*.)

### To install the cash drawer cable:

- 1 Open the connector cover.
- 2 Plug the cable into the cash drawer connector located at the right side of the illustration.
- 3 Route the cable up and through the strain relief clip above the connector and through the opening in the connector cover when shut.

**Note:** If installing two cash drawers, you will need to obtain a Y-cable as shown in the illustration at right.



## Communication cables

According to your printer configuration, the printer has three different communication connection options. Select and attach either 9-pin RS-232C, 25-pin RS-232C, or USB communication cable to the printer and host computer.

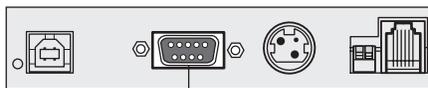
Your printer may have both 9-pin RS-232C and USB connectors. Only a single communication connection is to be used during operations.

### RS-232C cable (9-pin and 25-pin)

The communication cable connects the printer to the host computer using either the 9-pin or 25-pin RS-232C interface. Installation is identical for both connectors.

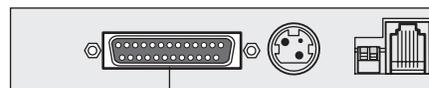
#### To install the communication cable:

Connector Interface Panel



9-Pin RS-232C  
Communication  
Connector

Connector Interface Panel



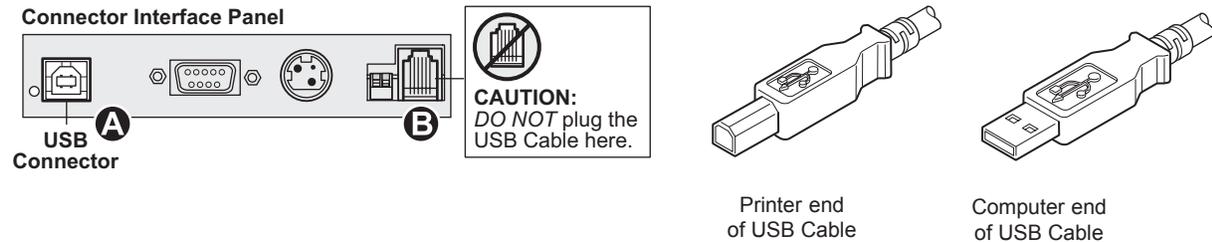
25-Pin RS-232C  
Communication  
Connector

- 1 Make sure the host computer is off.
- 2 Open the connector cover at the rear of the printer.
- 3 Attach the communication cable to the communication connector, shown in the center in the illustration. Tighten the screws to secure the cable and ensure a stable connection.
- 4 Connect the cable to the host computer.

## USB cable

Unlike the other connections, the USB cable may be attached and detached while the system is operating.

Using the USB connector with the printer requires that you install the TPG, Inc. USB driver appropriate for your system. If you are replacing a USB-equipped TPG, Inc. printer, you may not need to reinstall the driver.



### To install the USB cable:

- 1 Open the connector cover at the rear of the printer.
- 2 Attach the USB cable to the USB connector, shown at the left above (A). **Don't plug the USB cable into the cash drawer connector (B) by mistake!** Doing so may damage the printer. The USB symbol should face up when inserted into the port. Make sure the connection is snug.
- 3 Route the cable through the strain relief on the connector cover (see the "Cable routing" section which follows on page 22).

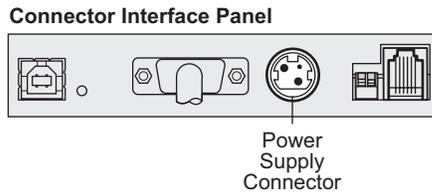
- 4 Connect the cable to the USB port in the host computer. Again, make sure the USB symbol on the connector is face up when you plug it into the port.

After you have completed setting up the printer, you can install the USB driver on the host computer.

Download the USB driver to the host computer from the TPG, Inc. corporate Web site at <http://www.TPGprinters.com>. Downloads can be found in the *Service & Support* section of the site. For full instructions on downloading and installing the drivers, see *Appendix A: USB Driver Installation* page 39.

## Power supply cable

To avoid damaging the printer, connect the power supply last.



- 1 Plug the power cable into the power connector located in the center of the illustration.
- 2 Close the connector cover until it snaps, making sure that all the cables are aligned with the slots in the connector cover. Double-check that the strain relief on the connector cover is aligned with the power supply cable (see “Cable routing” section which follows).
- 3 Plug the power cord into the power supply.
- 4 Plug the power supply into a grounded outlet. When it is properly powered, the green LED on the top of the printer will light up.

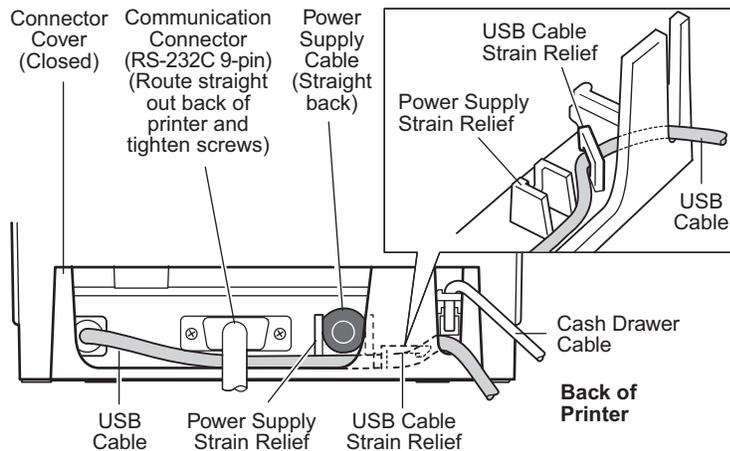
 LED lights up



**WARNING!** Using this device without a grounded outlet is a safety hazard and voids the printer Warranty, Safety, FCC and CE Mark designation.

## Cable routing

To prevent the printer from becoming unplugged accidentally, make sure the cables are routed as shown in the illustration below.



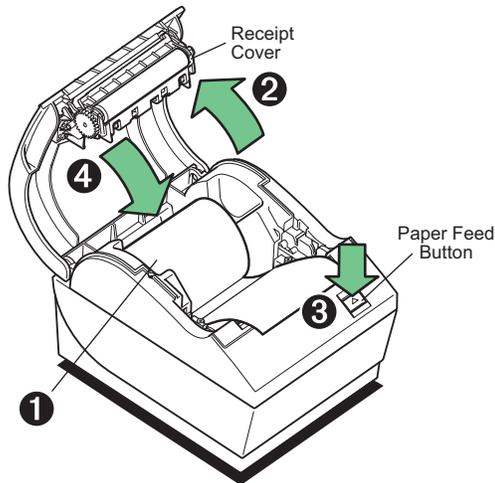
### USB printers only

Guide the USB cable through the strain relief and out the slot in the connector cover, as shown in the illustration. The USB cable fits underneath the power supply and cash drawer cables. The RS-232C cable routes straight out the back when attached.

## Test the printer

If the printer is functioning normally, it will beep once. If it responds differently, look in *Chapter 4: Using the Printer*, “Troubleshooting the printer” (page 31) or contact TPG, Inc. for technical support.

The printer will arrive for installation pre-configured. The printer’s current configuration appears on the test (diagnostics) printout. However, if you would like to run a new print test or check the configurations, you can run a diagnostics printout detailing the current configuration.



### To run a diagnostic test:

- 1 Make sure paper is in the printer (1).
- 2 Open the receipt cover (2).
- 3 Press and hold the paper feed button (3).
- 4 Close the receipt cover, continually holding the paper feed button until the configuration printout begins (4).

For further instructions, see *Chapter 4: Using the printer*, “Configuring the printer” (page 26).

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## Chapter 4: Using the Printer

### Configuring the printer

The configuration menu allows the user to set general printer parameters. The test prints the diagnostics form, which details settings for all functions. The printer will partially cut the paper between each variation.

The printouts may vary for each model. The test ends with a partial cut of the paper. A complete test printout may require the use of several feet of paper.

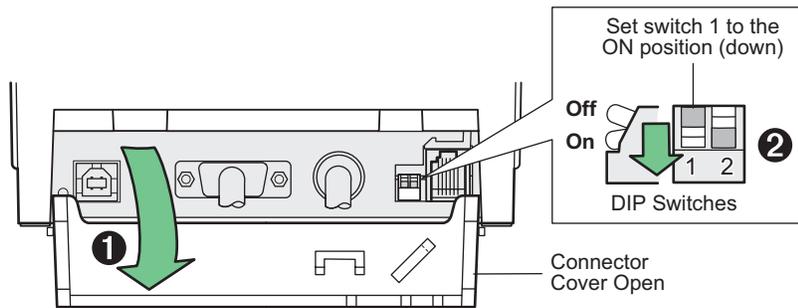
Since the printer is usually shipped pre-configured, most users do not need to change the configuration of the printer. If you make adjustments to the configuration, be careful not to inadvertently change settings that may affect the printer's performance. TPG, Inc. does not recommend that users change the printer configuration.

Additional information on configuring the printer is found in the **A795 ColorPOS® User Guide Programming Supplement**.

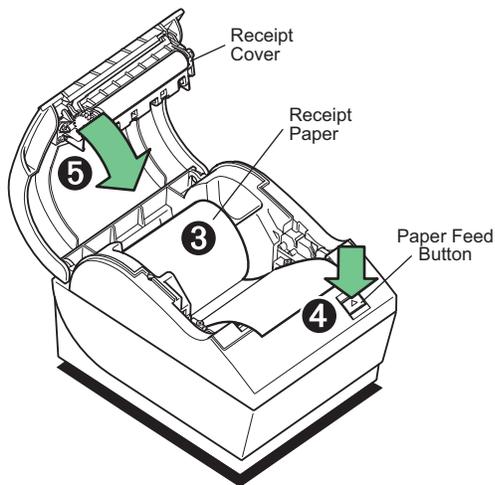
***Hint:** The printer is shipped with a test printout that includes the preset configuration. If you run into problems after changing the printer configuration, use these settings as a default. For guidance or assistance, you may contact an TPG, Inc. representative.*

*If it becomes necessary to clear the lasting printer tallies, contact an TPG, Inc. representative for instructions.*

***Note:** The printer paper type setting must be the same as the paper used. When changing paper type in the printer, you can send the command "Set paper type" (1D 81 m n), or make the selection through the configuration menu.*

**To enter the configuration mode:**

- 1 Open connector cover (1).
- 2 Set DIP switch 1 to the ON position (down) (2). DIP switch 2 should be in the OFF position (up).



- 3 Make sure receipt paper (3) is loaded in the printer before proceeding. (See page 14.)
- 4 Cycle DIP switch 2 down (reset ON position), then up (normal OFF position).

- or -

Press and hold the paper feed button (4), close the receipt cover (5), continually holding the paper feed button until the configuration printout begins.

- The printer beeps, then prints the diagnostics form and the configuration main menu.
- The printer pauses and waits for a main menu selection to be made (see sample printout on the next page; short clicks are used, except when answering “yes” or validating selection).

- 5 To communicate with the printer, you will press the paper feed button using either short or long clicks. Use a long click for “yes” (more than one second) and a short click for “no.” Follow the printed instructions to make selections.
- 6 Continue through your menu selections until you are asked, “Save New Parameters?” Select “Yes” or “No.”
  - a If you wish to save, select “Yes,” then return DIP Switch 1 to the OFF position (up).
  - b Open the receipt cover.
    - Press and hold the paper feed button while closing the receipt cover.
    - The diagnostic printout verifies your new settings.
- 7 If you would like to continue configuring the printer, select “No.” The printer then returns to the configuration menu, where you can set parameters again.

```

*** A795 – Diagnostics Form ***

Model number       : A795-2119
Serial number      : A012251287

Boot Firmware
Revision           : V1.02
CRC                : 76EB
P/N                : 189-1076076A

Flash Firmware
Revision           : V1.13
CRC                : AB62
P/N                : 189-7950290A

H/W parameters
Flash Memory Size  : 2 Mbytes
Flash Logos/Fonts  : 1024 kbytes
Flash User Storage : 0 kbytes
SRAM Size          : 256 kbytes
Head setting       : D
Paper Type setting : Type 5, Version 0
Color Density Adj  : 100%
Print Density (Mono) : 100%
Max Speed          : 100 mm/sec
Paper Width        : 80 mm
Max Power          : 55 W
Knife              : Enabled
Partial Cut        : 135 steps
Paper Low Sensor   : Disabled

Comm. Interface
RX Buffer Size     : 4096
Interface type    : RS232/USB
Parameters
Baud Rate         : 115200
Data Bits         : 8
Stop Bit          : 1
Parity            : NONE
Flow Control      : DTR/DSR
Reception Errors  : Ignore
Alternate-DTR/DSR : Disabled
USB Driver Type   : RS232 Emulation

Resident Code Pages : 437, 850, 852, 858
                   : 860, 863, 865, 866
                   : 1252, 862, 737
Available Paper Types : 00.00 01.00 05.00
                   : 01.90 01.92 01.93

Logo(s) defined    : Yes
User Char(s) defined : NO

```

To enter Printer Config Menu :

- 1) Flip DIP switch #1 down
- 2) Reset the printer, while holding the Paper Feed button down

```

***** MAIN MENU *****
*****

Select a sub-menu :
- EXIT                -> 1 click
- Print Current Configuration -> 2 clicks
- Set Communication Interface -> 3 clicks
- Set Diagnostics Modes -> 4 clicks
- Set Emulation/Software Options-> 5 clicks
- Set Hardware Options -> 6 clicks
- Set Paper Type      -> 7 clicks

Enter code, then hold Button DOWN
at least 1 second to validate

```

When the printer is configured for USB and the native USB solution driver is used, this location will show either: "USB Driver Type: TPG, Inc." or "USB Driver Type: Printer Class".

If the RS-232C, USB emulation solution driver is used, nothing is printed here. See User Guide, Appendix A.

Print test and Configuration menu samples. Samples will vary depending on the printer model. (Shown approximately 60% of size)

Short clicks are used in the main menu selections.

## Monochrome paper print density

This function makes it possible to adjust the energy level of the printhead to darken the printout or adjust for paper variations. An adjustment should only be made when necessary. The factory setting is 100%.

**Warning:** Choose an energy level no higher than necessary to achieve a dark printout. Failure to observe this rule may result in a printer service call or voiding of the printer warranty. Running at a higher energy level will reduce the printhead life. Consult your TPG, Inc. representative or TPG, Inc. technical support if you have any questions.

When the printer prints high-density print lines (text or graphics), it automatically slows down.

### To change the print density:

- 1 Enter the configuration menu (follow directions on page 26).
- 2 Select “Set Hardware Options” from the main menu. Printer responds, “Hardware Options Menu,” and when scrolled prompts, “Set Print Density?”
- 3 Select “Yes”.

A warning is printed, followed by the density adjustment selections.

Enter clicks for selection, then hold button down at least 1 second to validate.

## Color density

This function makes it possible to adjust the energy level of the printhead to darken the color printing or adjust for paper variations. An adjustment should only be made when necessary. The factory setting is 100%.

**Warning:** Choose an energy level no higher than necessary to achieve a dark printout. Failure to observe this rule may result in a printer service call or voiding of the printer warranty. Running at a higher energy level will reduce the printhead life. Consult your TPG, Inc. representative or TPG, Inc. technical support if you have any questions.

When the printer prints high-density color print lines (text or graphics), it automatically slows down.

### To change the color density:

- 1 Enter the configuration menu (follow directions on page 26).
- 2 Select “Set Hardware Options” from the main menu. Printer responds, “Hardware Options Menu,” and when scrolled prompts, “Set Color Density Adjustment?”.
- 3 Select “Yes”.

A warning is printed, followed by the density adjustment selections.

Enter clicks for selection, then hold button down at least 1 second to validate.

## When to change the receipt paper

Change the paper when it is near the end of the roll or out. When the paper is low, you will want to monitor usage to avoid running out part way through a transaction. When the paper is out, you must load a new roll immediately or data may be lost!

### When paper is low:

- Colored stripe appears on the receipt paper, (if paper is purchased with stripe) and indicates enough paper remains for a small transaction.
- If paper low option is installed on the printer, the green LED flashes slowly indicating that approximately 40 feet of paper remains.

### When paper is out:

- Green LED flashes quickly indicating the paper must be installed.

**Warning:** Do not try to operate the printer or host computer if the printer runs out of paper. The printer may continue to accept data from the host computer even though it is unable to print. Data may be lost as a result!

For instructions on how to change the receipt paper, look in *Chapter 3: Setting up the Printer*, “Load or change the receipt paper” (see page 14).

**Note:** When changing the type of paper being used, you must set the printer to the new paper type. This is done through the command `1D 81 m n` or through the configuration menu. (See *A795 Programming Supplement for command usage or page 26 to enter configuration menu.*)

### Paper type grades

- Type 0: Monochrome  
Kanzaki P-310
- Type 1: Two-color  
Kanzaki P-310RB (Red/Black)
- Type 4: Two-color  
Kanzaki P-320BB (Blue/Black)
- Type 5: Two-color  
Kanzaki P-320RB (Red/Black)

## Printhead Setting

The printhead energy rating and printer setting must match. The setting will be preconfigured from the factory but may require changing should service to the thermal mechanism be required. The “Head Setting” on the diagnostic printout must match the letter marked on the front right of

the thermal mechanism. Whenever the thermal mechanism is replaced, if the letter on the the mechanism is different from the head setting, you must enter the configuration menu and set the printhead to match. (See *A795 Service Guide* for replacing the thermal mechanism.)

## Preventing overheating of the printhead

There are restrictions on the duty cycle because of the heat generated by the thermal printhead when printing solid blocks (regardless of the length of the block in relation to the print line). The restrictions are ambient temperature, the percentage of time (measured against one minute) of continuous solid printing, and the amount of coverage.

Keep in mind that the ambient temperature may be affected by factors such as direct exposure to sun or close proximity to heating elements.

**Caution:** *When the duty cycle exceeds the limits shown in the table, the receipt printhead will heat up and shut down. This may damage the printhead.*

To avoid this problem, do one or a combination of the following:

- 1 Reduce the amount of coverage.
- 2 Reduce the time of continuous solid printing.
- 3 Reduce the ambient temperature.

### Allowable duty cycle (measured over one minute of continuous printing)

| Amount of solid coverage | Ambient temperature |       |       |
|--------------------------|---------------------|-------|-------|
|                          | 25°C                | 35° C | 50° C |
| 20%                      | 100%                | 50%   | 20%   |
| 40%                      | 50%                 | 25%   | 10%   |
| 100%                     | 20%                 | 10%   | 4%    |

#### Duty cycle

Percentage of time that the specified "Amount of solid coverage" can be printed during a one minute period of time.

Example: at 20% solid coverage, 35° C temperature, a 50% duty cycle is to be used, resulting in 30 seconds of printing and 30 seconds without printing.

#### For reference:

- A typical receipt with text (contains some blank spaces) is approximately 12% dot coverage.
- A full line of text characters (every cell on the line has a character in it) is approximately 25% dot coverage.
- Graphics are approximately 40% dot coverage.
- Barcodes are approximately 50% dot coverage.
- A solid black line is 100% dot coverage.

## Troubleshooting the printer

The printer is simple and generally trouble-free, however unexpected conditions may arise. Use the charts below to diagnose and solve these printer conditions. To resolve complex issues, you may need to contact a service representative.

If unexpected conditions arise while installing the USB driver, take a look in *Appendix A: USB Driver Installation*, “Installation troubleshooting” on page 46. USB troubleshooting issues that may occur after driver installation are listed in this section.

### Printer tone and green LED

| Condition   | Possible causes                                    | What to do             | Where to go for more information   |
|---|--|------------------------|--|
| Green LED, quick steady flashing                            | Paper out  | Load a new paper roll  | <i>Chapter 3: Setting up the Printer</i> , “Load or change the receipt paper” (See page 14.) |
|   | Receipt cover open                                 | Close the cover        |  |
|   | Knife unable to home                               | Stop using the printer | Contact your authorized service representative.  |
| Green LED, slow steady flashing                             | Paper is low (if paper low sensor is installed)    | Load a new paper roll  | <i>Chapter 3: Setting up the Printer</i> , “Load or change the receipt paper” (See page 14.) |
|   | Other problems may be indicated                    | Stop using the printer | Contact your authorized service representative   |
| Printer beeps (two-tone—low frequency, high frequency)      | Printer has been turned on and is ready to operate | No action is required  |  |
| Printer beeps and flashes green LED in various combinations | These all indicate serious conditions              | Stop using the printer | Contact your authorized service representative   |

## Printing issues

| Condition   | Possible Causes   | What to Do   | Where to Go  |
|---|---|--|--|
| Colored stripe on the receipt   | Paper is low  | Change the paper   | <i>Chapter 3: Setting up the printer, "Load or change the receipt paper"</i> (See page 14.)  |
| Receipt does not come out all the way                                 | Paper is jammed   | Open the receipt cover, inspect the knife, and clear any jammed paper  |  |
| Printer starts to print, but stops while the receipt is being printed | Paper is jammed   | Open the receipt cover, inspect the knife, and clear any jammed paper  |  |
| Receipt is not cut  | Paper is jammed   | Open the receipt cover, inspect the knife, and clear any jammed paper  |  |
| Print is light or spotty  | Paper roll loaded incorrectly                                   | Check that the paper is loaded properly  | <i>Chapter 3: Setting up the printer, "Load or change the receipt paper"</i> (See page 14.)  |
|   | Thermal printhead is dirty                                      | Use recommended thermal receipt paper <b>(See note below.)</b>   | <i>Chapter 5: Paper and Supplies, "Ordering thermal paper"</i> (See page 35.)  |
|   | Variations in paper   | Increase print density in "Set Hardware Options" of printer Configuration Menu to 110% or 120% as needed (monochrome printer only) | Contact your authorized service representative or refer to <i>Chapter 4: Using the Printer, "Configuring the printer"</i> <b>USE CAUTION when changing settings</b> (See page 26.) |
| Color print is light.   | Variations in paper.  | Increase energy level of printhead in "Color Density Adj" of the printer configuration menu  | <i>Chapter 4: Using the Printer, "Configuring the printer"</i> page 29 and the <b>Programming Supplement</b>   |
| Inconsistent printing, no two-color print.                            | Paper type used and paper type do not match                     | Print diagnostic form and verify setting paper type setting to type 0, 1, 4, or 5  | <i>Chapter 4: Using the Printer, "Configuring the printer"</i> page 29 and the <b>Programming Supplement</b>   |
| Vertical column of print is missing                                   | This indicates a serious condition with the printer electronics | Stop using the printer   | Contact your authorized service representative   |
| One side of receipt is missing  | This indicates a serious condition with the printer electronics | Stop using the printer   | Contact your authorized service representative   |

**Note:** If paper has been used which is not on the TPG, Inc. recommend paper list, resulting in a dirty printhead, the printhead may require cleaning prior to switching back to TPG, Inc. recommended paper. If non-recommended paper is used over an extended period, attempting to clean the printhead will have little effect on print quality.

Do not try to clean within the printer except as noted in the **A795 Service Guide, Chapter 4, "Cleaning and Maintenance."**

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**Printer does not function**


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| Condition   | Possible Causes                               | What to Do   | Where to Go  |
|---|---|--|--|
| Printer does not function when turned on                      | Printer not plugged in                        | Check that printer cables are properly connected on both ends  | <i>Chapter 3: Setting up the printer, "Connect the cables"</i> (See page 19.)                  |
|   |   | Check that the host or power supply is getting power   | <i>Chapter 3: Setting up the printer, "Connect the cables"</i> (See page 19.)                  |
|   | Receipt cover not fully closed                | Close and latch the receipt cover  |  |
|   | DIP switch 2 has been left in the ON position | Return DIP switch 2 to the OFF position (up)   | <i>Chapter 2: About the printer, "Reset switch (DIP switch 2)"</i> , (See page 8.)             |
| Printer stops functioning                                     | Printhead has overheated                      | Allow the printhead to cool down   | <i>Chapter 4: Using the Printer, "Preventing overheating of the printhead"</i> (See page 30.)  |
|   | Interrupted data signal over USB connection   | Ensure the standard USB cable is no more than 5 meters long, with no extensions; eliminate hubs  |  |
|   | Faulty USB port                               | Plug cable into another USB port on host computer  |  |
| Interruption of data  | RS-232C mode not working                      | Printer had previously been connected to USB host  | Reset printer and check normal RS-232C faults. (See <i>Programming Supplement</i> page 15–17.) |
| Printer goes off-line (red LED on USB connector is on or off) | USB cable is not connected properly           | If printer doesn't auto-recover after 5–20 seconds, reconnect the USB cable, reset the printer, and reboot the host computer; check that USB cable are properly connected on both ends | <i>Chapter 3: Setting up the Printer, "Connect the cables"</i> (See page 19.)                  |

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## Chapter 5: Paper and Supplies

### Ordering from TPG, Inc.

Printer parts, accessories, and small quantities of paper can be ordered directly from TPG, Inc.. While the TPG, Inc. part numbers are listed here for your convenience, keep in mind that these numbers may change before this guide is outdated. To place an order or get more non-technical information, call your TPG, Inc. representative or the sales line at (800) 732-8950.

TPG, Inc. is able to provide paper in small lots to facilitate product evaluation and testing. Contact your TPG, Inc. representative for more information on ordering.

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### Ordering thermal paper

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#### Thermal paper specifications

The printer requires qualified thermal paper with the following dimensions:

| Width                        | Diameter           | Length       |
|------------------------------|--------------------|--------------|
| 80 ± 0.2 mm (3.15 ± 0.02")   | 90 mm max. (3.54") | 322' nominal |
| 82.5 ± 0.2 mm (3.25 ± 0.02") | 90 mm max. (3.54") | 322' nominal |

The paper must not be attached at the core. Use paper with a colored stripe at the end to indicate that the paper is running low, required when the printer is positioned vertically.

The above figures are based on a core diameter of 22 ± 0.5 mm (0.87") outside, 11.5 ± 0.5 mm (0.45") inside.

## Manufacturers

Contact the converter of your choice to order paper. TPG, Inc. recommends the following paper grades produced by their respective manufacturers. There are a number of paper converters qualified to provide this paper, provided the POS rolls are from these recommended grades.

**Note:** When changing paper type, you will need to set the printer to that paper type by sending the “Set paper type” command (ID 81 m n) or by changing the paper type setting in the configuration menu. (See Programming Supplement for command usage or page 26 to enter the configuration menu.)

### Monochrome (black ink) paper:

| Qualified manufacturers   | Phone  | Paper grade (density)  |
|---|--|--|
| <b>Appleton Papers, Inc. (USA)</b><br>825 E. Wisconsin Ave.<br>Appleton, WI 54912       | Voice: (800)922-1729<br>Fax: (800)922-1712       | Optima T1030 (Light)<br>Optima T1012A (Standard)<br>Optima POS-Plus (Light)<br>Optima T2162(Light)<br>Optima Superior (Standard)         |
| <b>Kanzaki Specialty Papers (USA)</b><br>20 Cummings St.<br>Ware, MA 01082-2002         | Voice: (888)526-9254<br>Fax: (413)731-8864       | P-300 (Light)<br>P-310 (Standard)<br>P-350 (Standard)<br>P-354 (Standard)<br>P-390 (Standard)<br>TO-260 (Standard)<br>TO-381L (Standard) |
| <b>Jujo Thermal LTD.</b><br>P.O. Box 92 FIN-27501<br>Kauttua, Finland                   | Voice: (358)2-8393-2900<br>Fax: (358)2-3893-2419 | AF50KS-E3 (Standard)<br>AP62KS-E3 (Standard)   |
| <b>Mitsubishi Int’l Corp (USA)</b><br>520 Madison Ave.<br>New York, New York 10022-4223 | Voice: (212)605-2000<br>Fax: (212)605-2597       | P-5035 (Light)<br>T-8051 (Standard)<br>TP-8065 (Standard)  |
| <b>OJI Paper Company Ltd.</b><br>5-12-8 Ginza Chuo-ku<br>Tokyo 104, Japan               | Voice: (81)3-5550-3076<br>Fax: (81)3-5550-2950   | KF-60 (Standard)<br>PD-170R (Light)<br>PD-160R (Standard)  |

### Two-color paper:

| Qualified manufacturers   | Phone  | Paper grade (density)   |
|---|--|---|
| <b>Kanzaki Specialty Papers (USA)</b><br>20 Cummings St.<br>Ware, MA 01082-2002 | Voice: (888)526-9254<br>Voice: (413)736-3216<br>Fax: (413)731-8864 | P-310 RB (Red and Black)<br>P-320 RB (Red and Black)<br>P-320 BB (Blue and Black) |

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## Ordering miscellaneous supplies

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### Cash drawers

Order cash drawers from the following suppliers:

| Cash Drawers          | Number                             |
|-----------------------|------------------------------------|
| NCR                   | 7052-K657™                         |
| M-S Cash Drawer Corp. | EP-125 K series™, EP-127™, EP-102™ |
| APG Cash Drawer       | Model 322™                         |
| Indiana Cash Drawer   | Model SLD™                         |

---

### Power supply and power cords

Other suppliers may use different part numbers.

| Item   | Type                      | Number    |
|--|---------------------------|-----------|
| 55-Watt power supply with attached cable to printer and U.S. power supply cord     |                           | A795-K330 |
| 75-Watt power supply with attached cable to the printer and U.S. power supply cord |                           | A795-K331 |
| 55-Watt power supply, attached cable   |                           | A795-K301 |
| 75-Watt power supply, attached cable   |                           | A795 K302 |
| Power supply cord (to outlet)  | United States             | A795-K320 |
|  | International (no plug)   | A795-K321 |
|  | United Kingdom            | A795-K322 |
|  | S.E.V.                    | A795-K323 |
|  | Australia                 | A795-K324 |
|  | International (with plug) | A795-K326 |

(See “Wall-mount kits” for power supply wall mount, page 38.)

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## Communication cables

Other suppliers may use different part numbers.

| Communication Cables   | Length              | Order Number   |
|--|---------------------|----------------|
| RS-232C 25-pin male (printer)<br>to 9 pin female (host)          | (2 meters—6.6 ft.)  | A141-0005      |
| RS-232C 25-pin male (printer)<br>to 9 pin female (host)          | (6 meters—19.7 ft.) | A141-0006      |
| RS-232C 25-pin female (host)<br>to 9-pin female (printer)        | (3 meters—9.8 ft.)  | A141-0008      |
| RS-232C 9-pin female (ferrite-host)<br>to 9-pin female (printer) | (3 meters—9.8 ft.)  | A141-0007      |
| USB  |                     | Not available* |

\* Obtain a standard USB cable 3 meters (9.8 ft.) in length from any supplier.

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## Wall-mount kits

Power supply wall-mount kit: A795-K309

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## Documentation and utilities

Contact a sales representative to order the following:

|  |              |
|--|--------------|
| A795 ColorPOS® User Guide*   | A795-D100    |
| A795 ColorPOS® User Guide Programming Supplement*                              | A795-D100 PS |
| A795 ColorPOS® Service Guide<br>(TPG, Inc. certified service technicians only) | A795-D200    |
| A795 ColorPOS® Setup Guide*  | A795-D110    |

TPG, Inc. LogoEZ® colorization utility\*

\* Downloadable from TPG, Inc. web site <http://www.TPGprinters.com> (documentation provided in .pdf format)

## Appendix A: USB Driver Installation



### USB and the host system

TPG, Inc. provides two USB solutions. If your application is designed to talk to the printer as an RS-232C device, we offer an **RS-232C Emulation USB Driver**. If your application is capable of talking to a USB device, we offer two **Native USB Drivers; an TPG, Inc. vendor class and a Printer class**. The RS-232C Emulation USB driver is compatible with PCs that run Windows 95 (OSR 2.1 and up), 98, Me, NT (SP 3 and higher), 2000, or XP operating systems. The Native USB drivers are compatible with PCs that run Windows 98, Me, 2000, or XP operating systems.

To install the USB drivers, the host computer must be equipped with a USB port. If it is not, you will need to install a USB interface card. Windows 95 (OSR 2.1 and up), 98, Me, 2000, and XP operating systems provide native support for USB, while Windows NT does not, so there will be extra steps to install the RS-232C Emulation USB driver on this operating system. Follow the instructions that come with the driver.

---

### Checking for USB support on the host computer

Make sure that the host computer is equipped with a USB port by checking the back of the computer. If the computer does not have USB hardware, install a third-party USB card.

#### Windows 95/98/Me/2000/XP

- 1 If you have Windows 95, the operating system version should read 4.00.950.B. (Right click on the “My Computer” icon on the desktop, and choose *Properties* from the pop-up menu. The version will be listed on the *General* tabbed page of the *System Properties* dialog.) If your operating system is not current, you will need to upgrade to Windows 95 (OSR 2.1 and up), 98, or Me, before proceeding.
- 2 Open the *Control Panel*.

- 3 Double click on *System*.
- 4 Click the *Device Manager* tab.
- 5 In the *Device Manager* window, scroll down the list of installed hardware devices until you find an entry that reads *Universal serial bus controller*.

If this entry exists, the host computer is set up for USB operation. If this entry does not appear, consult your computer documentation to see if USB must be enabled in the BIOS setup.

#### Windows NT

The Windows NT operating system does not provide native support for USB devices. You must install the TPG, Inc. RS-232C Emulation USB driver to support USB hardware on your PC.

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## The native USB solutions

The TPG, Inc. native USB solutions provide USB connectivity for applications that can talk directly to a USB port. This solution is comprised of two distinct versions: an TPG, Inc. vendor class and a USB printer class.

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### TPG, Inc. vendor class USB version

The TPG, Inc. USB solution provides a vendor-specific class USB interface. This solution works on the Windows 98, Me, 2000, and XP operating systems and requires an TPG, Inc. printer capable of being configured as an TPG, Inc. USB device.

This solution is best for use with applications that can communicate with a device through a vendor-specific USB interface.

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### USB printer class version

The USB printer class solution provides a standard USB interface that is supported by many operating systems. Drivers to support this USB interface are available for download and installation using the following instructions, but may not be required.

This solution works on the Windows 98, Me, 2000, and XP operating systems, and requires an TPG, Inc. printer capable of being configured as a USB printer class device. This solution is best for customers who want to use Windows printer drivers.

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## Installing native drivers

If you have any difficulties installing the driver or operating the printer after installation, look in *Appendix A: USB Driver Installation*, “USB driver installation troubleshooting” page 46.

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### Download the TPG, Inc. vendor class native driver

Printer drivers are available for download from TPG, Inc.’s corporate Web site. The host computer must have Internet access in order to download the drivers. Keep in mind that, as TPG, Inc. continues to improve its customer relations, the architecture of the Web site may change.

- 1 Using your preferred Web browser, go to <http://www.TPGprinters.com>.
- 2 Go to the *Service & Support* section off the main page.
- 3 Go to the *Downloads* section.
- 4 In the pull-down menu, select “A795,” then click *continue*.
- 5 Scroll down for “A795 Native USB Drivers”, (not operating system dependent) and click *View Detail*. Then click *To Continue* to download the driver.
- 6 Run the \*.EXE that you have downloaded and expand the files to a directory.

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## Installing a native driver continued...

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### Download the Printer Class native driver

Printer drivers are available for download from TPG, Inc.'s corporate Web site. The host computer must have Internet access in order to download the drivers. Keep in mind that, as TPG, Inc. continues to improve its customer relations, the architecture of the Web site may change.

- 1 Using your preferred Web browser, go to <http://www.TPGprinters.com>.
- 2 Go to the *Service & Support* section off the main page.
- 3 Go to the *Downloads* section.
- 4 In the pull-down menu, select "A795," then click *continue*.
- 5 Scroll down for "USB Printer Class Driver", (not operating system dependent) and click *View Detail*. Then click *To Continue* to download the driver.
- 6 Run the \*.EXE that you have downloaded and expand the files to a directory.

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### Install the native driver

- 1 Turn on the host computer.
- 2 Turn on the printer.

#### Windows 98/Me/2000/XP

- 1 When the printer is connected and turned on, the operating system will detect the new hardware and prompt for the location of the driver that you downloaded.
- 2 The computer will prompt that a new device has been detected. When you are given a chance to select the driver, point the installation wizard to the files you expanded from the downloaded file.
- 3 The printer beeps when the USB device has been recognized.

**Note:** *When a native USB solution is used, the diagnostic printout will show either: "USB Driver Type: TPG, Inc." or "USB Driver Type: Printer Class". When the RS-232C USB Emulation is used, no driver type will be shown.*

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### Use the native driver

For instructions on using the native driver, please see the documentation bundled with the \*.EXE, that you have downloaded and expanded.

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## The RS-232C Emulation USB solution

The TPG, Inc. RS-232C Emulation USB solution eliminates any cost associated with porting applications to USB by implementing a USB solution that emulates standard RS-232C serial communication. Application developers only have to direct their software to the virtual RS-232C serial port created by the TPG, Inc. RS-232C Emulation USB driver to use the printer. The RS-232C emulation is accomplished by the use of *Edgeport* drivers, provided under license to TPG, Inc. from Inside Out Networks. You need the correct model of TPG, Inc. printer to work with this driver solution.

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### Installing the RS-232C driver

If you have any difficulties installing the driver or operating the printer after installation, look in *Appendix A: USB Driver Installation*, “USB driver installation troubleshooting” page 46.

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### Download the RS-232C driver

Printer drivers are available for download from TPG, Inc.’s corporate Web site. The host computer must have Internet access in order to install the drivers. Keep in mind that, as TPG, Inc. continues to improve its customer relations, the architecture of the Web site may change.

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|---|---|
| <ol style="list-style-type: none"> <li>1 Using your preferred Web browser, go to <a href="http://www.TPGprinters.com">http://www.TPGprinters.com</a>.</li> <li>2 Go to the <i>Service &amp; Support</i> section off the main page.</li> <li>3 Go to the <i>Downloads</i> section.</li> <li>4 In the pull-down menu, select “A795,” then click <i>continue</i>.</li> </ol> | <ol style="list-style-type: none"> <li>5 Scroll down for “A795 Win [xx] RS232 Emulation USB Drivers”, where [xx] = {“95”, “98 &amp; Me”, “NT”, “2000 &amp; XP”} and click <i>View Detail</i>. Then click <i>To Continue</i> to download the driver.</li> <li>6 Run the *.EXE that you have downloaded and expand the files to a directory.</li> </ol> |
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### Install the RS-232C driver

- 1 Turn on the host computer.
- 2 Turn on the printer.

#### Windows 95/98/Me/XP/NT/2000

- 1 Go to the location where you downloaded the driver. Double-click on the downloaded driver file.
- 2 The computer will prompt that a new device has been detected. When you are given a chance to select the driver, point the installation wizard to the files you expanded from the downloaded file.
- 3 The printer beeps when the USB device has been recognized.

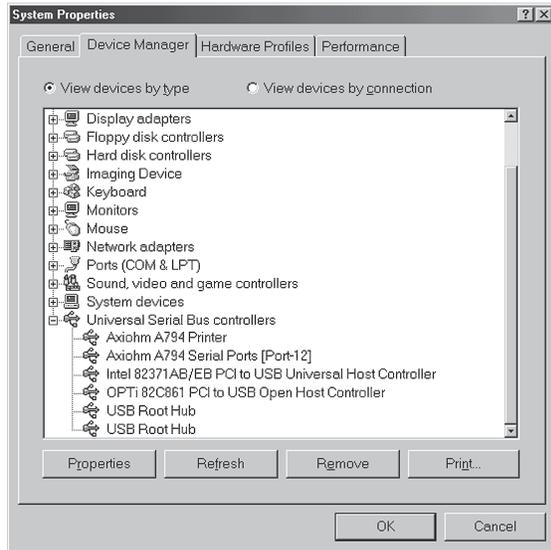
**Note:** *When a native USB solution is used, the diagnostic printout will show either: “USB Driver Type: TPG, Inc.” or “USB Driver Type: Printer Class”. When the RS-232C USB Emulation is used, no driver type is shown.*

## Check the RS-232C installation

After you are finished installing the RS-232C drivers, you should check to make sure they were installed correctly.

### Windows 95/98/Me/XP/2000

- 1 Open the *Device Manager* window, as you did when initially checking for USB support.



- 2 Scroll down to *Universal Serial Bus controllers*.

The following devices should be displayed:

- TPG, Inc. A794 Printer
- TPG, Inc. A794 Serial Ports [Port-#] (# is a number indicating the location of the port)

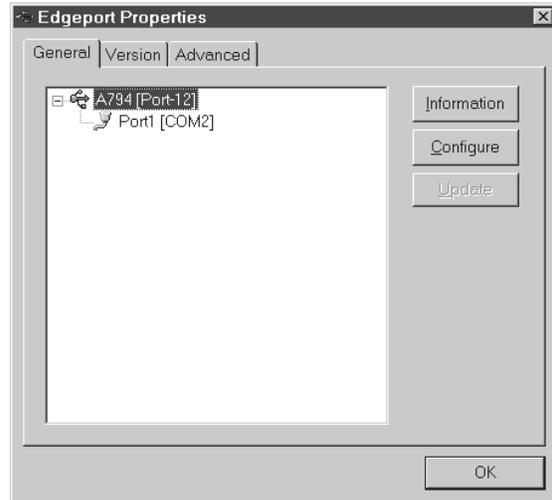
**Note:** The TPG, Inc. A794 is a monochrome-only thermal receipt printer. The TPG, Inc. A794 and A795 both use the same USB controller.

- 3 Scroll up to Ports.
- 4 You should see a COM number and port description for the TPG, Inc. printer.

If the drivers are missing or are incorrectly listed, the installation was not successful. Install the drivers again.

### Windows NT

- 1 Go to the Windows *Start* button and select Programs>InsideOut Networks Utilities>Edgeport Configuration Utility.



- 2 A window opens up that should contain the name of the printer and the port assignment.

If this information is not listed, the installation was not successful. Install the drivers again.

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## Configuring serial port number assignments

There are three ways that the *Edgeport* utility assigns serial port numbers to the printer. The serial port assignments are controlled and stored in the host computer, not the printer. You can change the way assignments are made in the *Edgeport* utility.

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### Serial port configuration methods

#### Automatic (default)

When the printer is plugged into the USB port of the host and the drivers are loaded, the printer will default to the *next available* serial port number. In many cases, this is exactly what is desired.

#### Assigning a serial port to the printer

If the default assignment does not meet the requirement of the installation, you can assign a different serial port to the printer.

#### Assigning a specific serial port to a specific USB port

This option is only available in Windows 98, NT, XP, and 2000. In certain installations, it is desirable to associate a serial port number with a specific USB port, e.g., multiple identical printers installed on one host.

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### Using the *Edgeport* utility

The *Edgeport* utility functions the same in all systems. However, accessing it varies according to system, so follow the access instructions that apply to the host computer.

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#### Starting the *Edgeport* utility

##### Windows 95/98/Me/XP/2000

- 1 Open the *Device Manager* and make sure “View devices by type” is selected.
- 2 Scroll down to *Universal Serial Bus controller* and expand the list by pressing the “+” button. You will see two entries for the A794.
- 3 Select the printer and click *Properties*.
- 4 Select the *Details* tab, then press the *Details* button to start the *Edgeport* utility.

##### Window NT 4.0

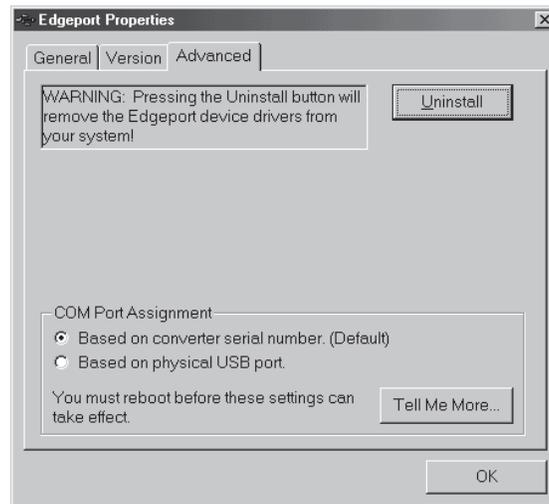
- 1 Go to the Windows *Start* button and select Programs>InsideOut Networks Utilities>Edgeport Configuration Utility.

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#### Serial port assignment in the *Edgeport* utility

- To determine the printer’s serial port assignment, go to the *General* window and click on the A794 printer entry.
- To assign a specific serial port to the printer, go to the *General* window.
- To assign a specific serial port to a specific USB port, go to the *Advanced* window.

## Uninstalling the drivers



- 1 Start the *Edgeport* utility.
- 2 Click the *Advanced* tab.
- 3 Click the *Uninstall* button and follow the on-screen instructions.

## USB driver installation troubleshooting

This section lists some conditions you may run into during and immediately after driver installation. If you think the condition may not be related to USB, look in *Chapter 4: Using the Printer*, “Troubleshooting the printer.” That section describes other USB conditions which may arise or may not be apparent until after installation.

Additional information on most of the conditions below can be found within this appendix.

| Conditions  | Characteristics                  | Solution  |
|---|----------------------------------|---|
| USB printer not recognized by host computer   | Red LED on USB jack is off       | <p>Check that host has functional USB hardware</p> <p>Check the host for USB hub conflicts</p> <p>Check for USB driver in <i>Device Manager</i>; make sure system requirements for driver are met and the correct driver was installed</p> <p>Make sure the printer model you have supports the USB driver you have downloaded. Some printer models support the Native USB solutions and some support the RS-232C Emulation USB solution.</p>   |
| USB driver is installed on host computer, but printer is not recognized             | LED blinks, then goes out        | <p><b>RS-232C Emulation solution only:</b><br/>Check that the <i>Edgeport</i> driver installation is complete; uninstall, then reinstall driver</p> <p>Check that the printer firmware is Boot V3.05, Flash V3.02 or higher</p> <p>Check that the printer communication mode is serial and flow control is the same as the host application</p> <p><b>Native and RS-232C Emulation solutions:</b></p> <p>Check for USB hub faults by plugging printer directly into host</p> <p>Make sure the printer model you are connecting to the computer supports the USB driver you have downloaded and installed.</p> |
| USB driver is installed on host computer, printer is recognized, but does not print | Printer beeps but does not print | <p><b>RS-232C Emulation solution only:</b><br/>Check communication port assignment of application</p> <p>Determine serial port assignment of USB printer; set application to the same port</p> <p>In <i>Edgeport</i>, set automatic assignment of port numbers</p>  |

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