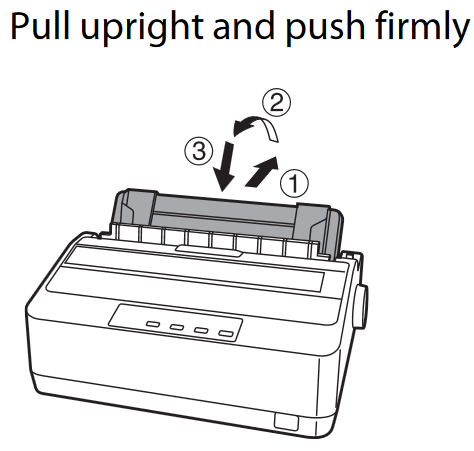
## STEP 1: PREPARING THE PRINTER DON’T CONNECT THE PRINTER TO THE PC UNTIL INSTRUCTED TO DO SO

Diagram, engineering drawing

Description automatically generated

## A picture containing text, linedrawing Description automatically generated

## 

## Diagram Description automatically generated

## 

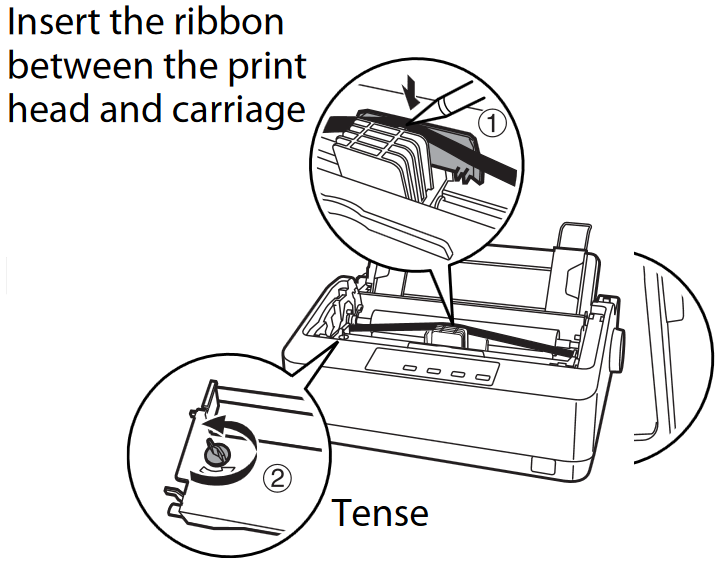
## Diagram Description automatically generated

Diagram, engineering drawing

Description automatically generated

Diagram, engineering drawing

Description automatically generated



Diagram, engineering drawing

Description automatically generated

Diagram, engineering drawing

Description automatically generated

Diagram

Description automatically generated

## Diagram Description automatically generated

## Diagram Description automatically generated

Diagram

Description automatically generated with medium confidence

A picture containing text, linedrawing

Description automatically generated

Diagram, engineering drawing

Description automatically generated

## STEP 2: CHANGING THE PRINTER SETTINGS

|  |  |
| --- | --- |
| **Button** | **Basic function** |
| Menu (LF/FF and Load/Eject) buttons | Enters or exits the default setting mode. |
| Item button | Selects the next menu parameter. |
| Item button | Selects the previous menu parameter. |
| Set button | Changes the value in the selected menu. |

|  |  |
| --- | --- |
|  |  |

1. Press the Menu (LF/FF and Load/Eject) buttons until the printer beeps once.
2. The printer will enter the default-setting mode and print a message prompting you to select the language for the default-setting menu. The language which is underlined indicates the current setting.
3. If ‘English’ not selected, press the Item ↓ (Tear Off) button until the printout indicates the language you want.
4. Press the ‘Set’ (Load/Eject) button to select the desired language.
5. The printer will print a message asking if you wish to print all the current settings.
6. press the Item ↓ button.
7. The printer prints the first menu and the current value of the menu.
8. Press the Item ↓ button or the Item ↑ button to select the menu parameters you wish to change. Press the ‘Set’ button to scroll through the values within the selected parameter until you find the desired setting. After setting the selected parameter to the desired setting, you may either continue to make changes to other parameters by pressing the Item ↓ button or the Item ↑ button or exit the default-setting mode by pressing the Menu (LF/FF and Load/Eject) buttons.
9. There are only two settings that need to be changed from the default values for this printer to work with Touchstore Rx
   1. Software (Item ↓ 20 times) = IBM PPDS
   2. Auto tear off (Item ↓ 23 times) = ON
   3. Page length for tractor (Item ↓ 25 times) = 8.0 inch

This is the full list of settings and what they should be set to for Touchstore Rx. If this printer has not been used previously, then all the settings except ‘Software’ and ‘Page Length’ should already be correct.

|  |  |
| --- | --- |
| **Item** | **Setting / value \*1** |
| Page length for tractor | 3inch, 3.5inch, 4inch, 5.5inch, 6inch, 7inch, **8inch**, 8.5inch, 11inch, 70/6inch, 12inch, 14inch, 17inch |
| Skip over perforation | **Off**, On |
| Auto tear off | Off, **On** |
| Auto line feed | **Off**, On |
| Print direction | **Bi-D**, Uni-D |
| Software | ESC/P, **IBM** **PPDS** |
| 0 slash | **0** |
| I/F mode | **Auto**, Parallel, Serial, USB |
| Auto I/F wait time | **10 seconds**, 30 seconds |
| Baud rate | **19200**, 9600, 4800, 2400, 1200, 600, 300 BPS |
| Parity | **None**, Odd, Even, Ignore |
| Data length | **8 bit**, 7 bit |
| Parallel I/F bidirectional mode | Off, **On** |
| Packet mode | **Auto,** Off |
| Character table \*2 | Standard model: Italic, **PC 437**, PC 850, PC 860, PC 865, PC 861, PC 863, BRASCII, Abicomp, Roman 8, ISO Latin 1, PC 858, ISO 8859-15 |
| International character set for Italic table | **Italic U.S.A.**, Italic France, Italic Germany, Italic U.K., Italic Denmark1, Italic Sweden, Italic Italy, Italic Spain1 |
| Pitch | **10CPI**, 12CPI, 15CPI, 17CPI, 20CPI, Proportional |
| Auto CR (IBM PPDS) \*3 | **Off**, On |
| Manual feed wait time | 0.5 second, 1 second, **1.5 seconds**, 2 seconds |
| Buzzer | Off, **On** |
| Low-noise mode | **Off**, On |
| IBM character table (IBM PPDS) \*3 | **Table2**, Table1 |
| Power off timer | **Off**, 1 hours, 2 hours, 4 hours, 8 hours, 12 hours |

## STEP 3: INSTALLING THE PRINTER SOFTWARE

1. Download the following [zip-file](https://touchstoreie-my.sharepoint.com/:u:/g/personal/edmond_touchstore_ie/EVNFJ7xB5AZEoRogEpYhYDEBIAW_4oW6LKOyzNnBaominw?e=frKV8z), which contains the necessary printer software.
2. Extract ‘EpsonLQ350’ to a folder on the Desktop.
3. Navigate to ‘EpsonLQ350\Printer\WINX64\SETUP’ and double-click ‘SETUP64.exe’.
4. Click the ‘OK’ button on the initial screen.
5. Click the ‘Accept’ button when the software license agreement comes up.
   1. Installation of the software will commence.
6. Plug in the printer USB cable when prompted:
   1. If you take too long, you may be asked to click ‘Retry’.
7. The software installation will proceed once the printer is detected.
8. Click the ‘OK’ button to close the message which acknowledges a successful installation.

Graphical user interface, application

Description automatically generated

*STEP 4*

Graphical user interface, text, application

Description automatically generated

*STEP 5*

Graphical user interface, text, application, chat or text message

Description automatically generated

STEP 6

## Graphical user interface, application Description automatically generated

## STEP 4: Configuring the ‘Receipt’ Form

1. Check that the ‘Receipt’ form exists in Settings -> Bluetooth & Devices -> Printers & scanners -> Printer Server Properties -> Forms. It should match what is shown in the screenshot below.
   1. To adjust the values of the ‘Receipt’ form, select it, click ‘Change Form Settings’, and make the necessary changes. Click ‘Apply’ when you are finished.
   2. If the ‘Receipt’ form does not exist, tick the option ‘Create a new form’ and enter the values shown in the screenshot below. Give the new form the name ‘Receipt’ and click the ‘Save Form’ button.

Graphical user interface, application

Description automatically generated

STEP 1

1. Navigate to Settings -> Bluetooth & Devices -> Printers & scanners -> Epson ESC/P V4 Class Driver.
2. Open the ‘Printing Preferences’ page.
3. Click the ‘Advanced’ button.
4. Change the ‘Paper Size’ to ‘Receipt’ using the drop-down.
5. Click ‘OK’ to save the change.
6. Click ‘OK’ again to close the Printing Preferences dialog.
7. Open the ‘Printer properties’ page.
8. Click the ‘Advanced’ **tab**.
9. Click the ‘Printing Defaults’ button.
10. Click the ‘Advanced’ **button**.
11. Change the ‘Paper Size’ setting to ‘Receipt’ using the drop-down.
12. Click the ‘OK’ button to close the ‘Advanced Options’ dialog.
13. Click the ‘OK’ button to return to the main ‘Properties’ dialog.
14. Click the ‘Device Settings’ tab.
15. Change the ‘Manual Paper Feed’ setting to ‘Receipt’ using the drop-down.
16. Click the ‘OK’ button to close the ‘Properties’ dialog.

Graphical user interface, text, application

Description automatically generated

*STEP 1*

STEP 3

Graphical user interface, text, application

Description automatically generatedGraphical user interface, application, Word

Description automatically generated

*STEP 4*

*STEP 5*

Graphical user interface, text, application

Description automatically generated

*STEP 8*

Graphical user interface, application

Description automatically generated *STEP 9*

Graphical user interface, text, application, email

Description automatically generated

*STEP 10*

Graphical user interface, application, Word

Description automatically generated

*STEP 11*

Graphical user interface, text, application

Description automatically generated

*STEP 12*

Graphical user interface, text, application

Description automatically generated

STEP 12

STEP 15

## STEP 5: Configuring Touchstore Rx

Version 2023.1.5.4 of Touchstore Rx is required!

1. Open the Configuration module in Touchstore Rx.
2. Navigate to the ‘Label Printing’ page.
3. In the ‘Receipt Printing’ section select ‘Epson ESC/P V4 Class Driver’ from the printer drop-down menu.
4. Enable the ‘IBM Emulation’ option.
5. Enable the ‘Form Feed’ option.
6. Enable the ‘Print Receipts’ option.
7. Set ‘Vertical Offset (mm)’ to 15mm.
8. Click ‘Test Print’.
9. If the receipt text prints too low, then try decrementing the ‘Vertical Offset (mm)’ value and reprint the test receipt to see how it looks. You may need to repeat this a few times. The ‘Vertical Offset (mm)’ used in testing ranged between 14mm and 18mm. If the final value you select is much lower/higher than this range then some steps must not have been carried out correctly.

Graphical user interface, application

Description automatically generated

### TROUBLESHOOTING

1. If the Form Number is still not printing, then make sure that the option to print the Form Number is enabled in the scheme settings. You will need to restart the app after changing this setting.
2. If the text is printed too far to one side, you will need to lift the levers on the PIN tractors and slide them ever so slightly in the opposite direction.