

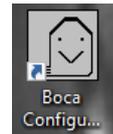
Windows Configure and Test Program installation and test guide

Boca Systems has developed a Windows based program that allows customers to communicate from a host computer to the printer over any interface (parallel, serial, USB, Ethernet) and print drivers too. The program is found on our website under the “Downloads” section.

<https://tls-bocasystems.com/zip/tls-boca-systems-customer-program-windows.zip>

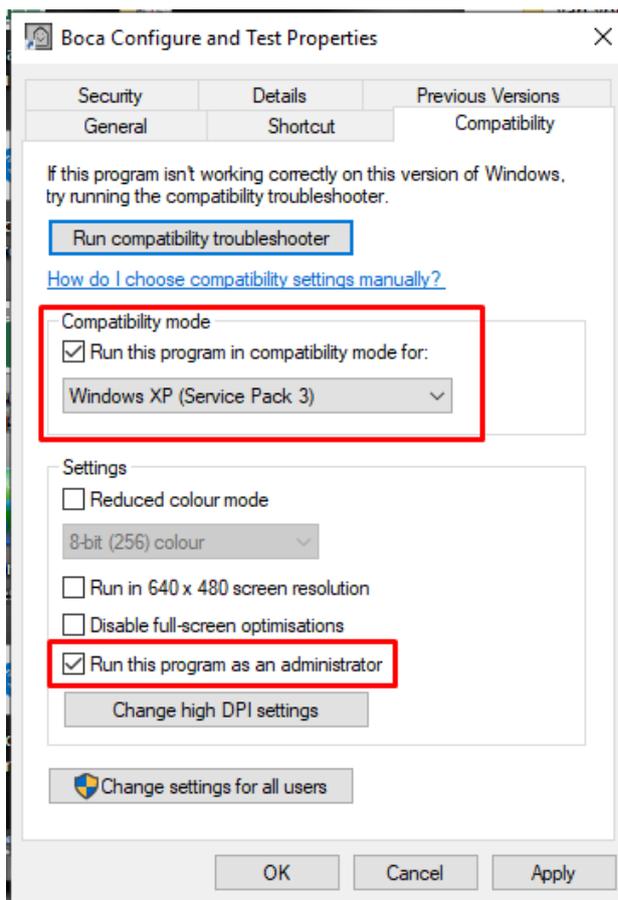
Installing the program

1. Download and unpack the zip file on your local hard drive.
2. Start the install program using “Run as Administrator”.
3. Once the program has installed it will place a shortcut icon on your desktop.



FOR WINDOWS 7, 8 AND WINDOWS 10 SYSTEM THE FOLLOWING WILL NEED TO BE DONE.

4. Right click on the Boca Configure icon on your desktop.
5. Then click on Properties.
6. Click on the Compatibility tab. Click on the “Run this program in compatibility mode for” box so it is checked off. Set the compatibility for “Windows XP (Service Pack 3)” and check off “Run the program as an administrator” box. Click on the OK button.



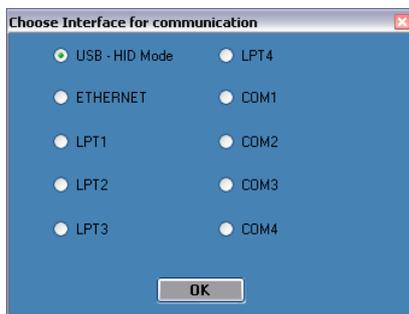
7. Run the program and let it install the latest version.

Using the Program

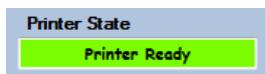
The following steps will guide you through using this program once it has been installed on your host computer.

1. Hook the BOCA printer to the host computer that you have the Configure program loaded onto. Make sure that the printer has stock loaded and is ready to go. A printer is ready to print when it is able to print out a self test ticket by depressing the TEST button. If you are not able to get a self test ticket, refer to the users manual to make sure you have the printer properly setup.
2. On your desktop click on the Boca Configure icon. When the program opens for the first time it will ask you to update the program. Proceed with updating the program.
3. Once the program is running, click on the "Select A Printer" drop-down arrow and you have two choices. **Printer Interface** - if you are connecting through a Parallel, Serial, Ethernet or USB-HID mode (go to [step# 4](#)) **Print Driver** - if you' re connecting via a print driver (go to [step # 6](#)).
4. **PRINTER INTERFACE:** You will need to choose the interface connection that you have the BOCA printer hooked up to then click the OK button.
Please note that USB-HID mode is only for a printer that is configured for USB HID mode.

If you are connecting via the Ethernet port or Wi-Fi then in the IP Address box type in the printer's current IP address. The printer's current IP address is printed on the self-test ticket (when the test button is pressed). When typing in the address don't include the leading zeros (If IP=189.010.000.002 then type in 189.10.0.2). Click on the Connect button



5. Once connected the Printer State will show Printer Ready. Go to step #9.

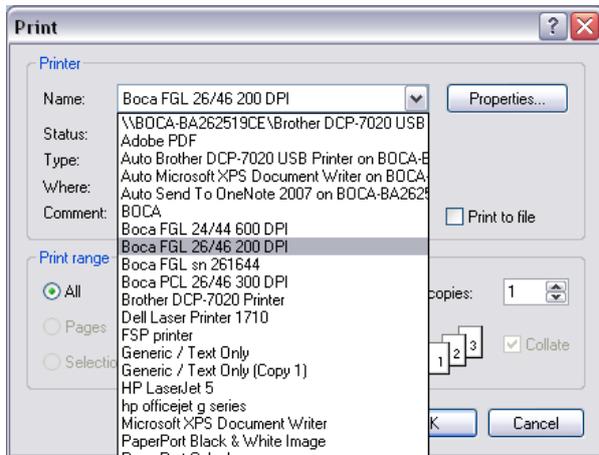


6. **PRINT DRIVER:** Our FGL drivers support three modes. These modes can be changed as shown above through the operating system or they can be changed by selecting one of the three "FGL Driver Modes" displayed in the image below. **If the driver is set up correctly, do not select any of the three choices.** If however the mode needs to be changed click on one of the three radio button in the FGL Driver Modes frame. If you are not sure then leave in the default mode.
If your ticketing application is not designed for this configuration then please go to [PAGE 6](#) to see more detailed information on driver settings modes and/or contact your ticketing software supplier. You may use this program to change the driver mode setting. The drivers will permanently stay in the selected mode.



Note: In the current driver Spool-BiDi (mode 3) is default, our legacy driver runs as Spool-Uni (Mode1).

- Choose the driver you are using for the BOCA printer. Once the driver is chosen click the OK button.

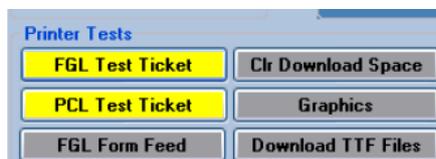


Note: Your selection of drivers will vary from what is shown in above image

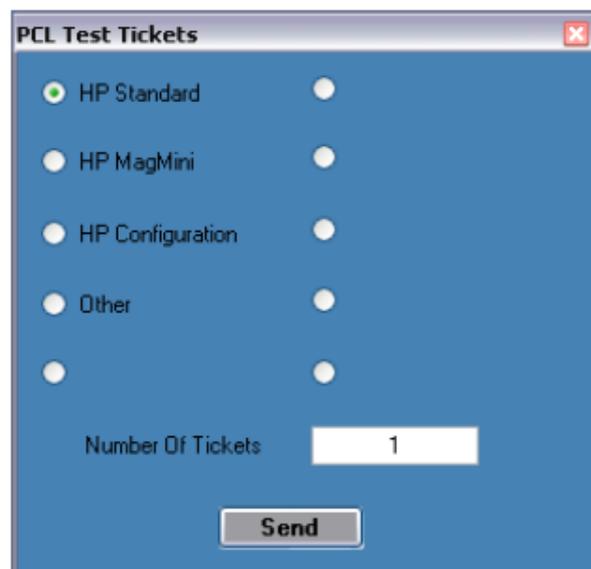
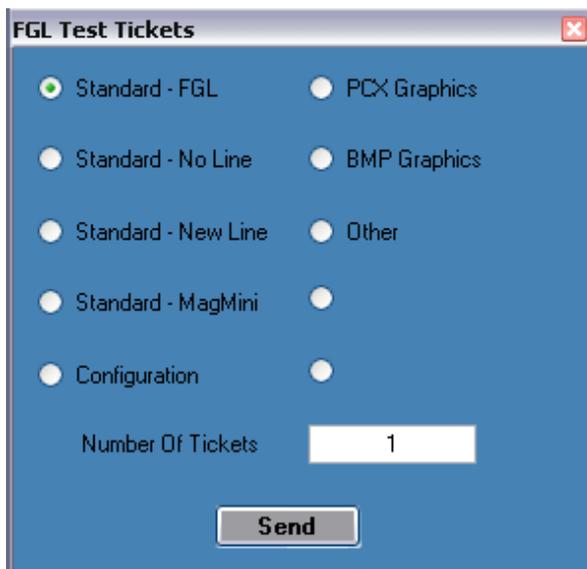
- Once connected the Printer State will show Printer Ready



- If your printer has FGL protocol (self-test will show FGL...) then click on the yellow "FGL Test Ticket" button or if your printer has PCL protocol (self-test will show HP...) then click on the yellow "PCL Test Ticket" button.



- Once the Test Ticket selection box comes up, click on the Send button to print out a ticket.



- You may also print more than one ticket by changing the number of tickets you want to printer.

Sample print outs

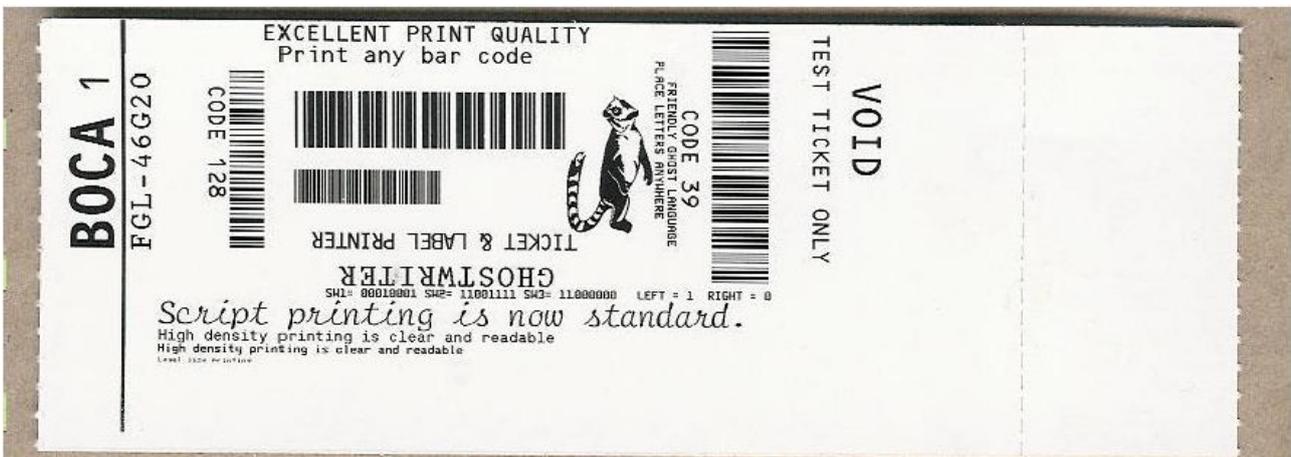
Below are sample printouts. Your sample printout may vary due to ticket width and length.



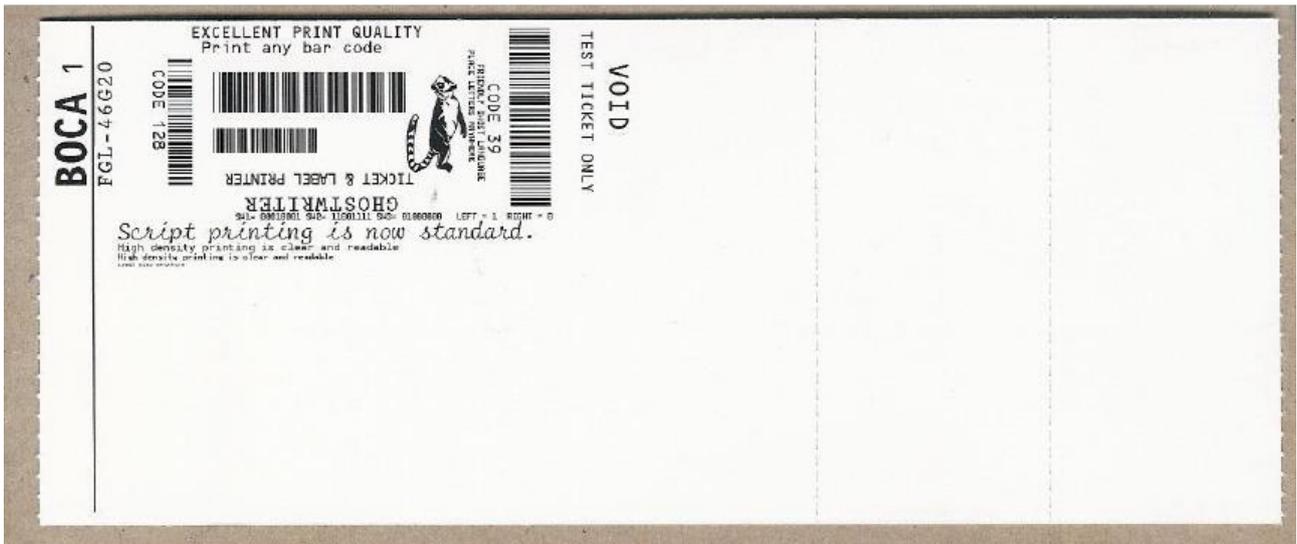
Above sample FGL ticket was printed on a 2" x 5.5" (concert) ticket using a RADJW-2 200dpi printer



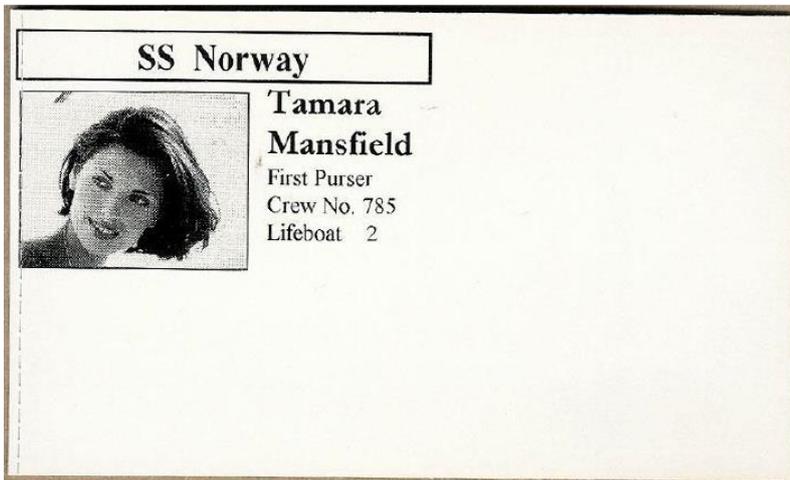
Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 200dpi FGL printer



Above sample FGL ticket was printed on a 2" x 5.5" (concert) ticket using a RADJW-2 300dpi FGL printer



Above sample FGL ticket was printed on a 3.25" x 8" (receipt) ticket using a RADJW-3.25 300dpi FGL printer



Above sample PCL ticket was printed on a 3.25" x 5" ticket using a RADJW-3.25 300dpi PCL printer

Boca Systems FGL Printer Driver Modes

There are adjustments that can be made to driver options available to accommodate the various ticketing systems. As described below, there are three modes in which the Boca Systems FGL printer drivers will operate.

1. **Spool-Uni** - Unidirectional mode: BIDI support is OFF and Spooler is ON. The printer monitor is turned off so no status is returned from the printer to the application. In this mode the current bidirectional drivers (version 3.0.6.0) will operate just as the version 2.0.2.0 standard drivers released in 2010. In this mode a printer can be set up as a shared network and be reached from web applications.
2. **Direct-BiDi** - Bidirectional Direct mode: BIDI support is ON and Spooler is OFF. This mode is used by ticketing systems that want to read all status generated by the FGL printer. With constant monitoring of the status, a ticketing system can always know the state of the printer before sending the next ticket. In this mode a printer can be used local to the PC only.
3. **Spool-BiDi** - Bidirectional Spool mode: BIDI support is ON and Spooler is ON. This is the default mode for the newest Boca Systems drivers come up in if no changes are made. In this mode the spooler is used to write to the printer. This mode is required for applications that use a print monitor. A printer/port monitor is used to read status back from the printer and maintain some of the operating systems variables contained within the PRINTER_INFO_2 & PRINTER_INFO_6 structures. Ticketing systems can now read these variables to see when the printer is Ready, Jammed, Out of stock or Offline. In this mode a printer can be set up as a shared network printer and reached from web applications.

Note: our legacy printer driver used to run in Mode 1 (Spool-Uni)