

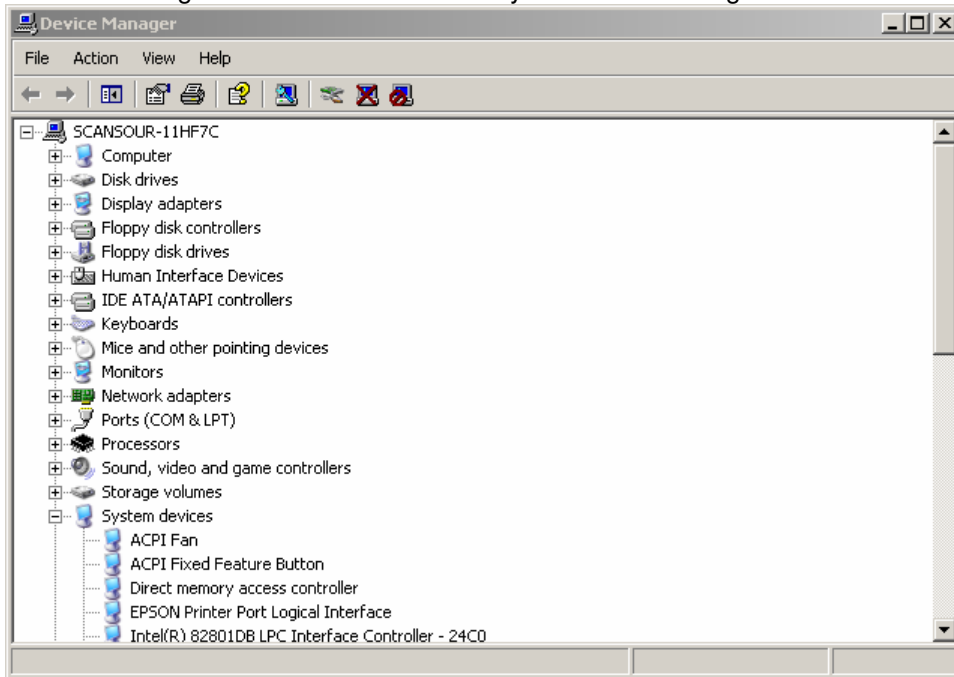
Epson Parallel TM-T88IV – resolving found new hardware wizard problem

This document covers the resolution for Parallel T88IV's that have attached cash drawers that will not open using OPOS.

When you first plug the T88IV into your system you will see a new plug and play device called TM-P2.01. If you allow the found new hardware wizard to install the plug and play Epson Printer Port Logical Interface and subsequently set the printer and cash drawer up in OPOS you will find that the printer will function as normal but the cash drawer will not open when you send it the drawer kick-out command. You will find that the cash drawer will not pass check health in Epson's OPOS as well.

Listed below are screen shots and instructions for what to do when installing this printer and using OPOS to setup the printer and cash drawer.

If you have installed the printer using the plug and play add new hardware wizard, you will have to uninstall the logical printer port from your system's device manager before you proceed. Unplug your printer then open the device manager. You will see the EPSON Printer Port Logical Interface listed under system devices. Right click this item and click Uninstall.



Before you plug the printer in, install the most current version of Epson's OPOS as well as the latest service pack for that version. At the time of this document the most current version of Epson's OPOS is version 2.50 and service pack 10.

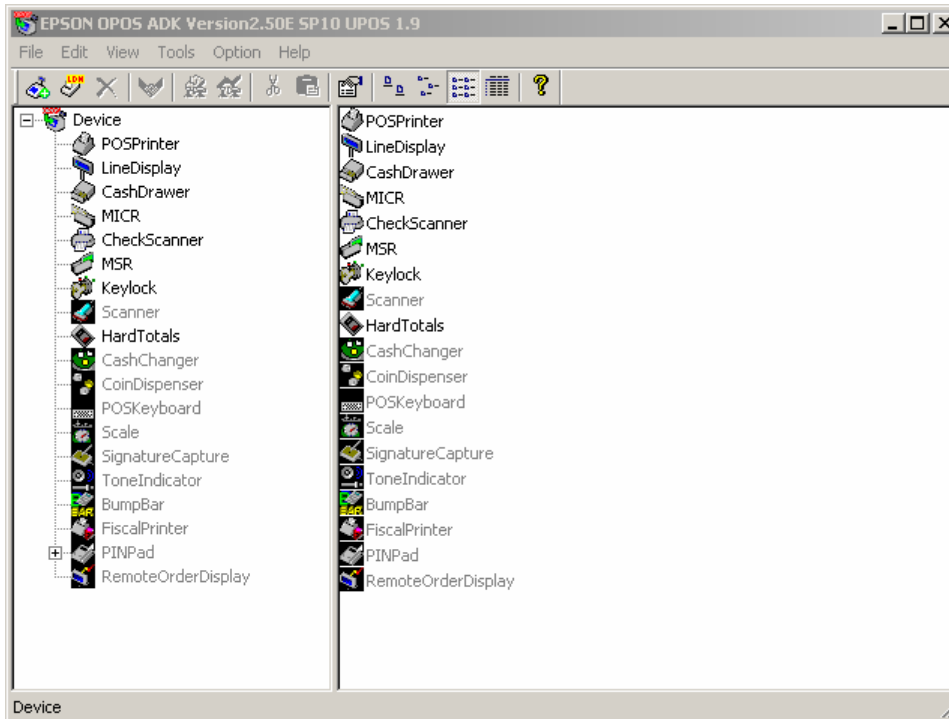
If you are unsure of what version of OPOS you have you can check by looking at the program's title bar. As you can see we are using Version 2.50 with SP 10. This version is using UPOS controls version 1.9.



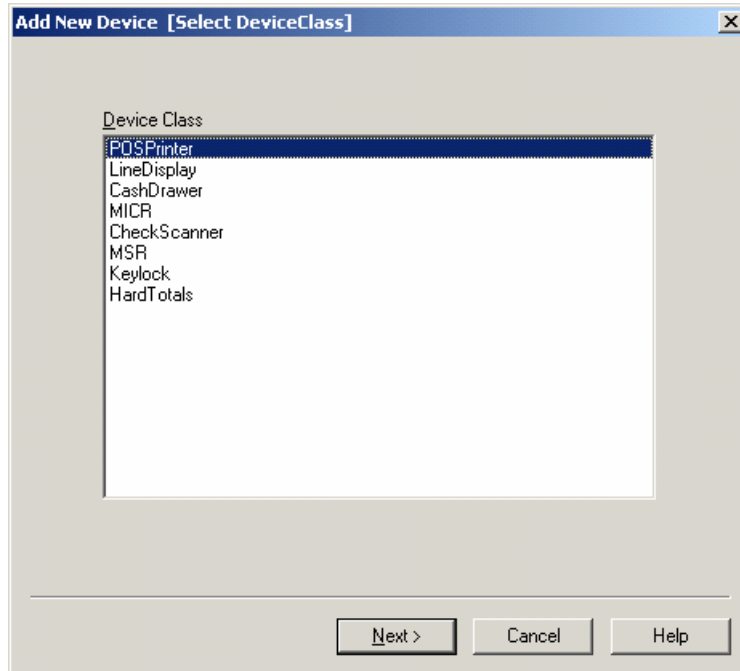
Boot your PC into windows then attach and power up the printer. You will see a message in the lower right hand corner of the screen. You will most likely see that your system has found **TM-P2.01**.The found new hardware wizard opens – click **CANCEL** to the wizard as you do not want to install the printer in this way.



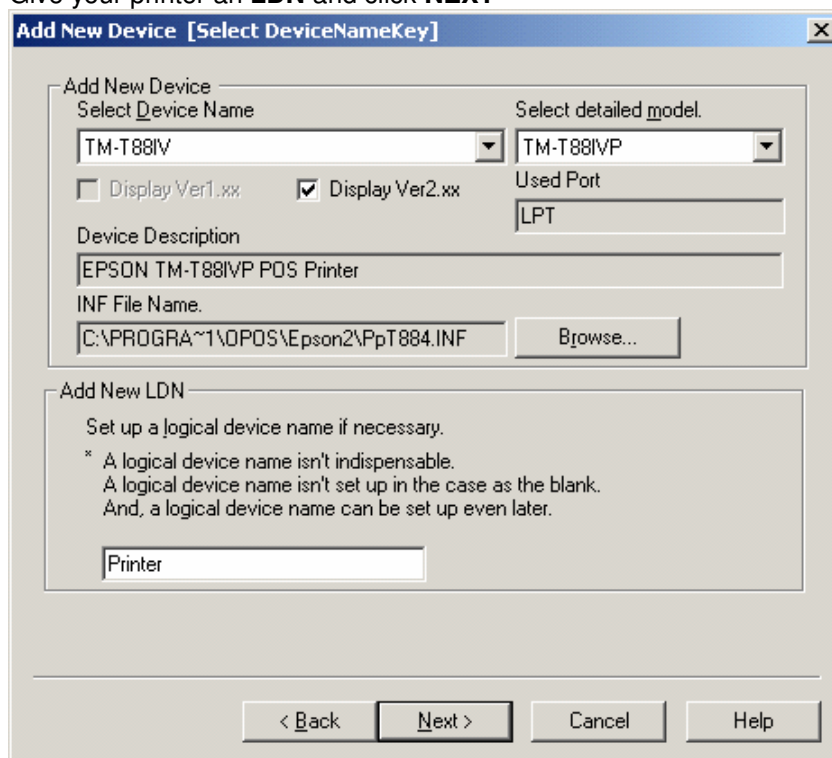
Open Epson's OPOS – you will notice that there are no devices currently set up for printer or cash drawer. If you had devices setup there would be a **+ sign** next to **POSPrinter** and **CashDrawer**.



Click **Edit** → **Add New Device**. Select **POSPRINTER** and click **Next**



Select **TM-T88IV** for the device name and **TM-T88IVP** for the detailed model. Give your printer an **LDN** and click **NEXT**



Select the **LPT port** the printer is attached to.
Click **CheckHealth Interactive**.

Add New Device [Communication Settings]

LPT Port Settings

LPT1 Port is being used by (None)

Setup of details of the port.

BaudRate InputBuf

BitLength OutputBuf 1024

Parity Output Interval Time 2500 msec

StopBit Input SleepTime msec

Handshake

CheckHealth Interactive Device Specific Settings

< Back Finish Cancel Help

Click **START** to run the check health test.
The test result will be shown. **OPOS_SUCCESS** indicates a passing

POS Printer Check Health Interactive

Push the [Start] button to start the CheckHealth method.

Station

Receipt

Journal

Slip

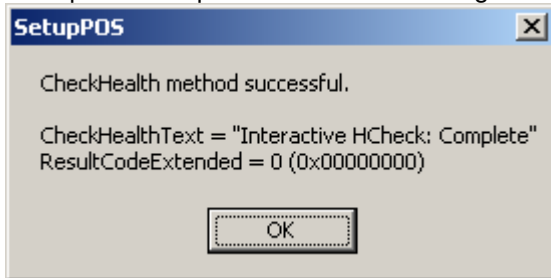
Start

Close

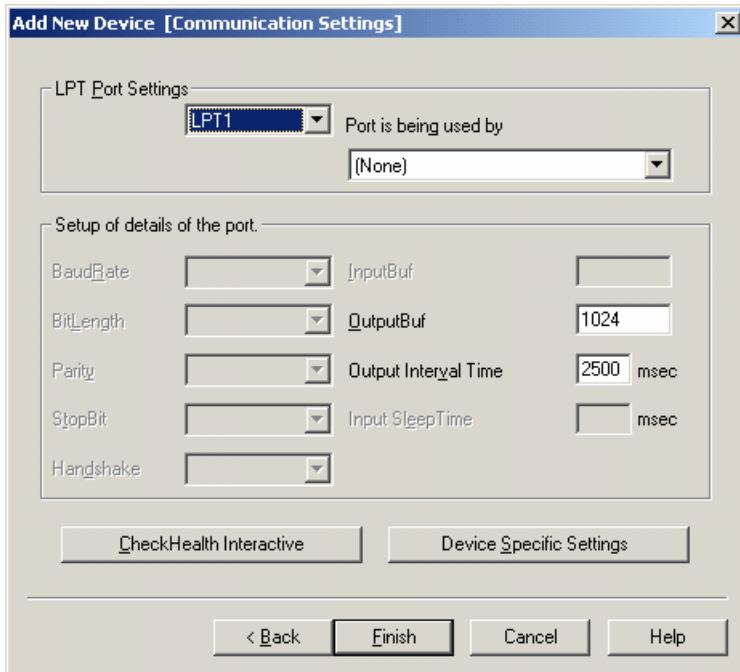
Result

OPOS_SUCCESS

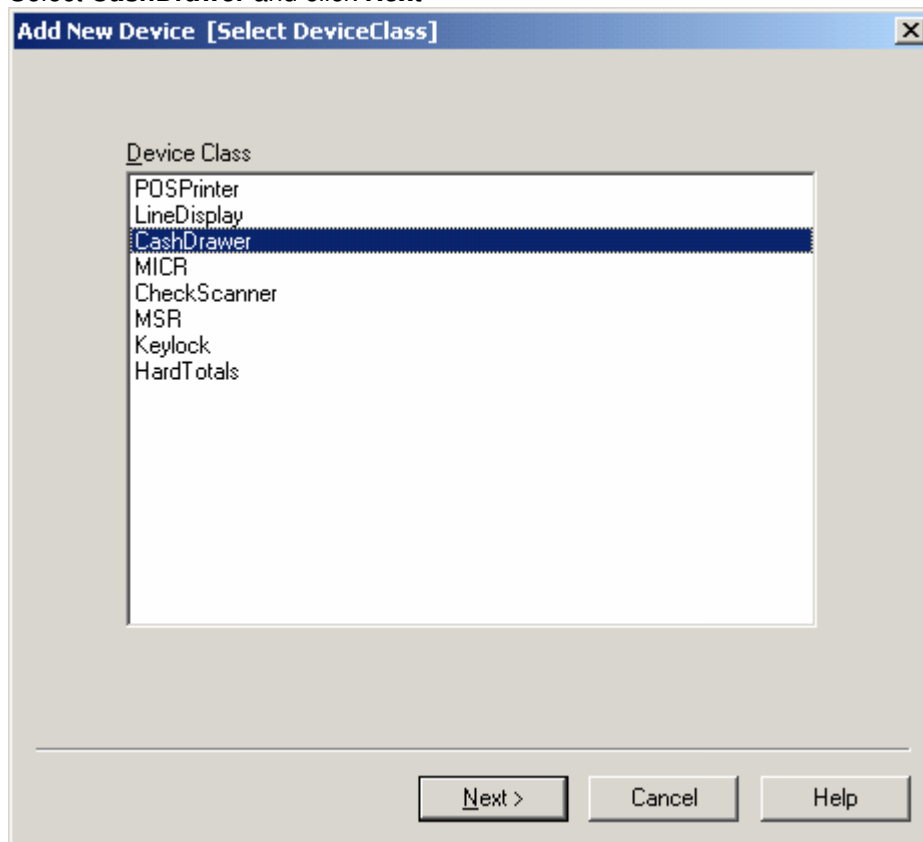
Your printer will print a short test message and the following message will be displayed.



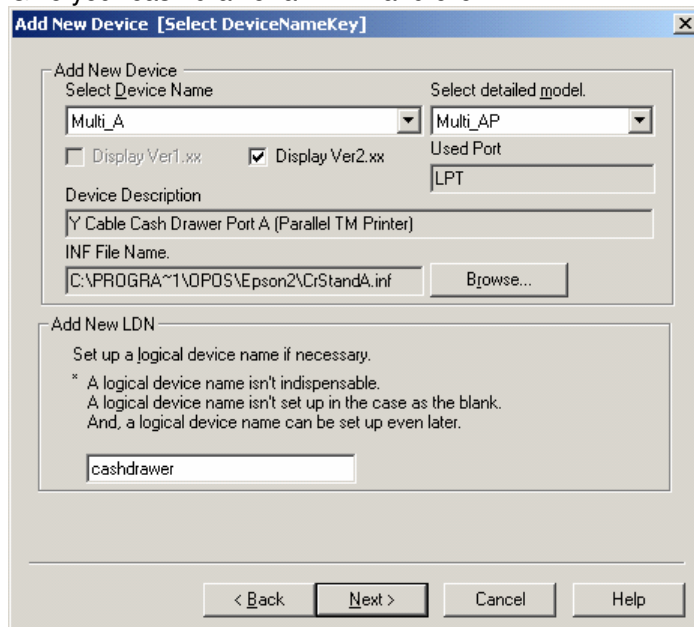
Click **FINISH**



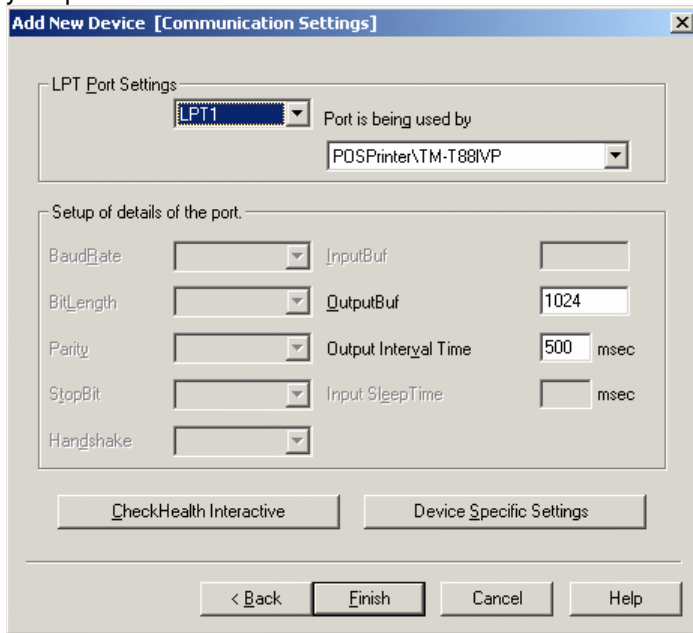
Click **Edit → Add New Device**.
Select **CashDrawer** and click **Next**



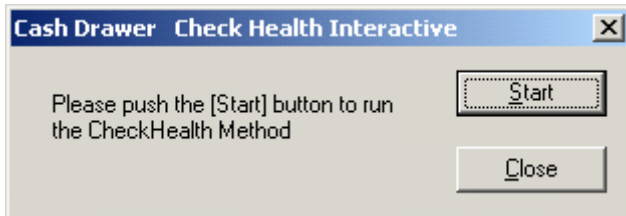
Select **Multi_A** for the device name and **Multi_AP** for the detailed model.
Give your cash drawer an **LDN** and click **NEXT**



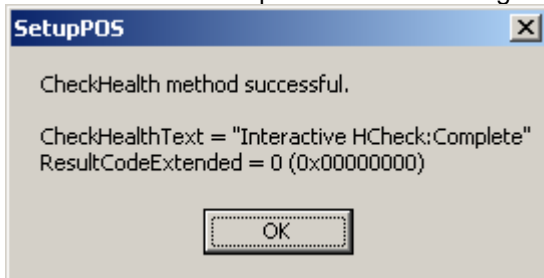
Select the LPT port your printer is using and verify that OPOS states that port is being used by your printer. Click CheckHealth Interactive.



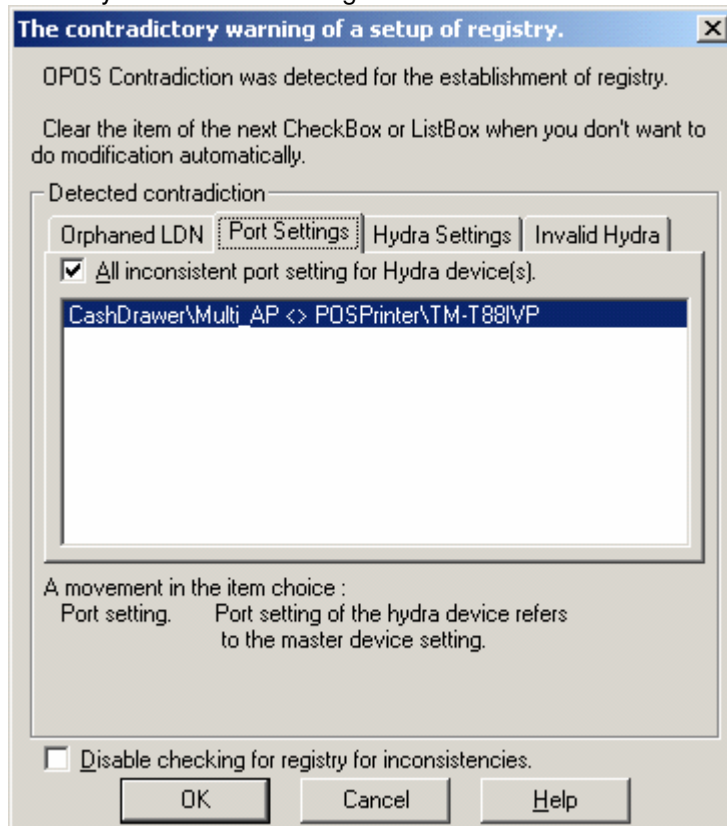
Click START



Your drawer should open and the following message will be displayed. Click OK



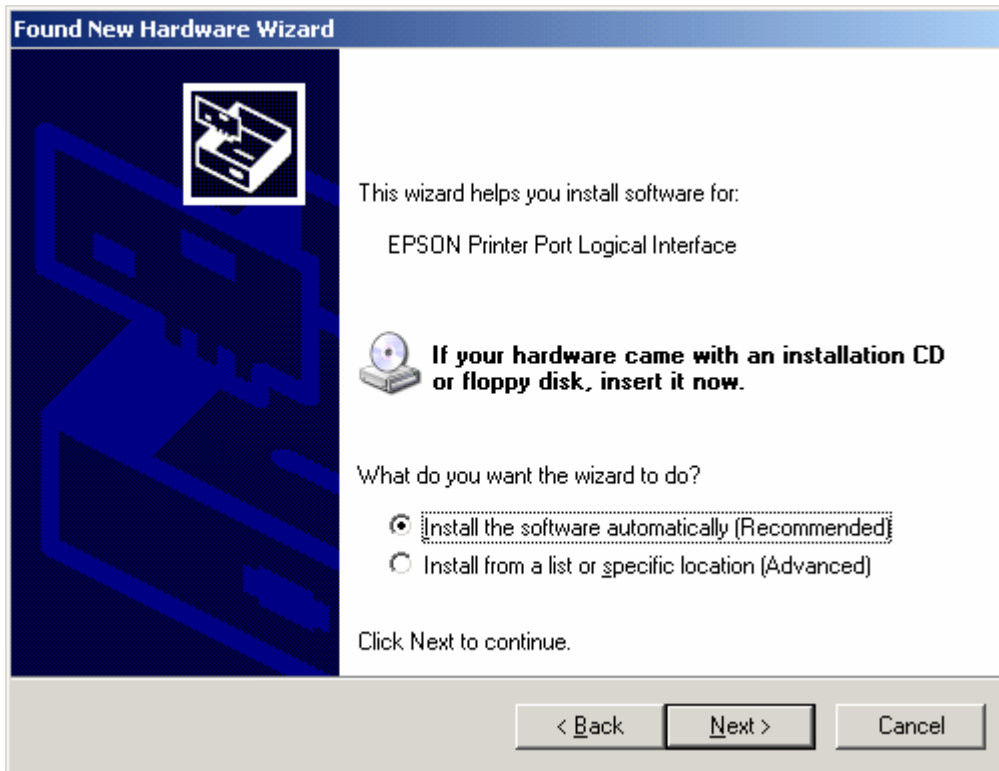
You may receive this message click **OK** and exit OPOS.



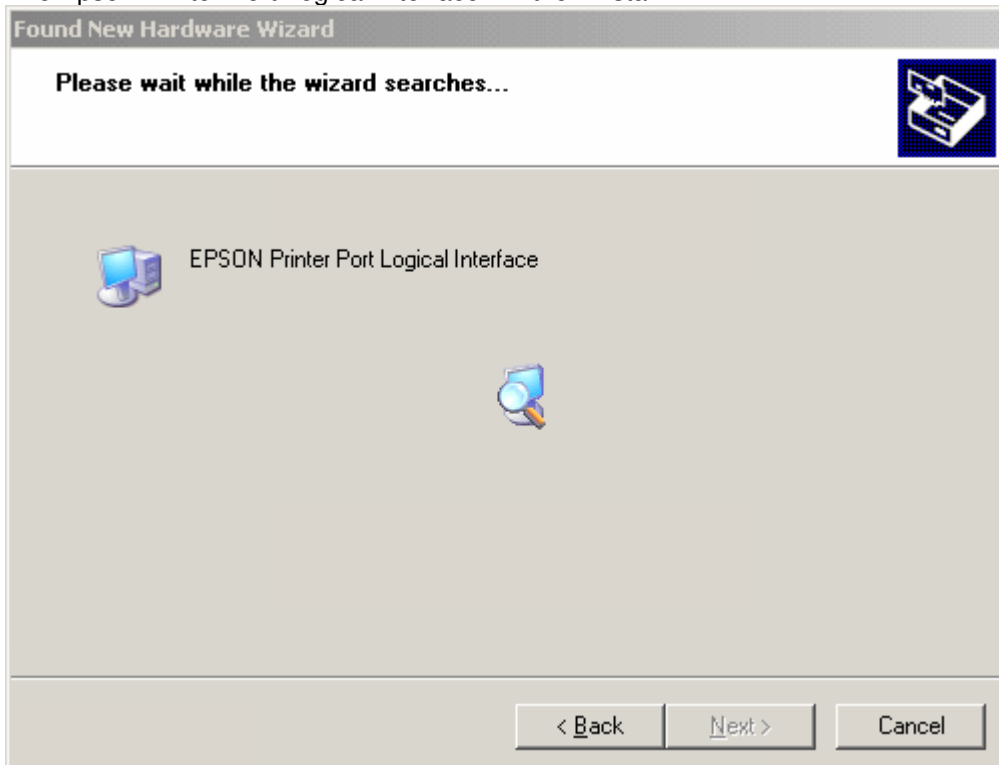
Reboot your PC and this time we will use the found new hardware wizard. Click **NO, NOT THIS TIME** and click **NEXT**



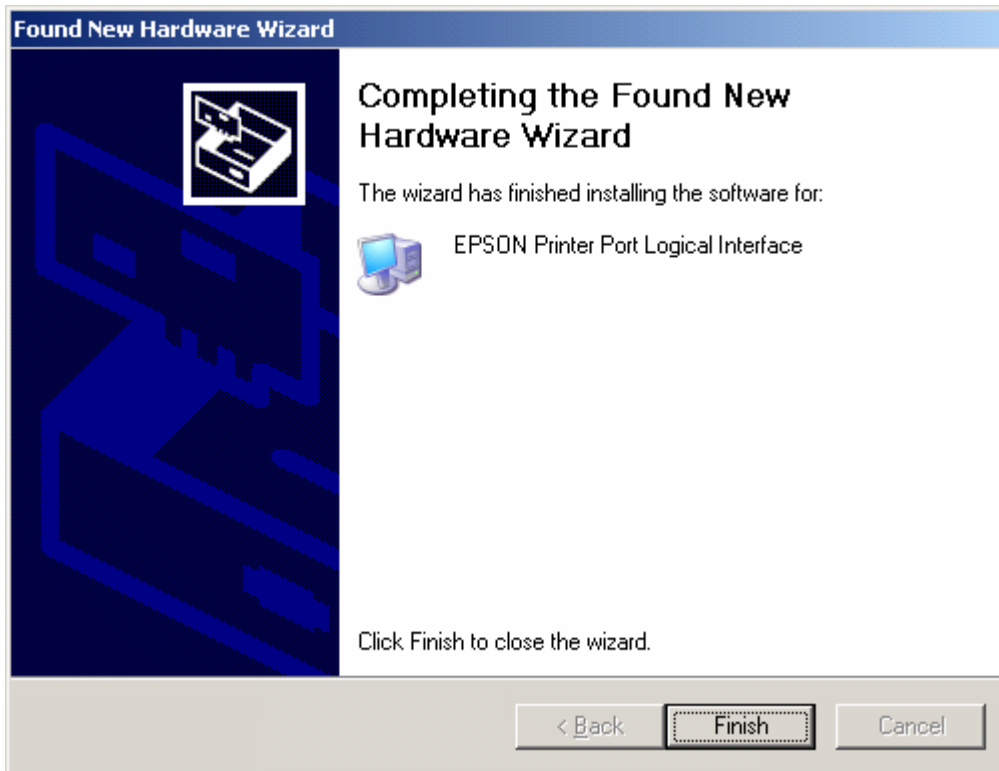
Click **NEXT**



The Epson Printer Port Logical Interface will then install.



Click **FINISH**



Proceed to your POS application and setup your printer as needed.
You should no longer see the Found New Hardware Wizard when your system reboots.