# Epson Printer Setup Guide

*Epson printers which are purchased new, or have been factory reset, require configuration for your network. We recommend the following guide is given to a **network professional.** Using this guide requires knowledge of your network and computer operating system.*


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**The most up to date copy of this document can always be found here.**

## What do I need?

For the setup you will require:

- A router and wireless network
- The Epson TM-T82II or TM-U220B printer connected to a power source
- An ethernet cable (RJ45) - May not be included with printer
- A Mac or Windows computer with an ethernet/network port (or USB/Thunderbolt to Ethernet adapter)

## Step 1 - Download and install the Epson config utility

Download and install the **EpsonNet Config utility** on the computer by doing the following (see screenshot below):

**Click this Link:** Epson Site

**NOTE:** You are **not** looking for a **driver** here. You need to download the **EpsonNet Config** file.

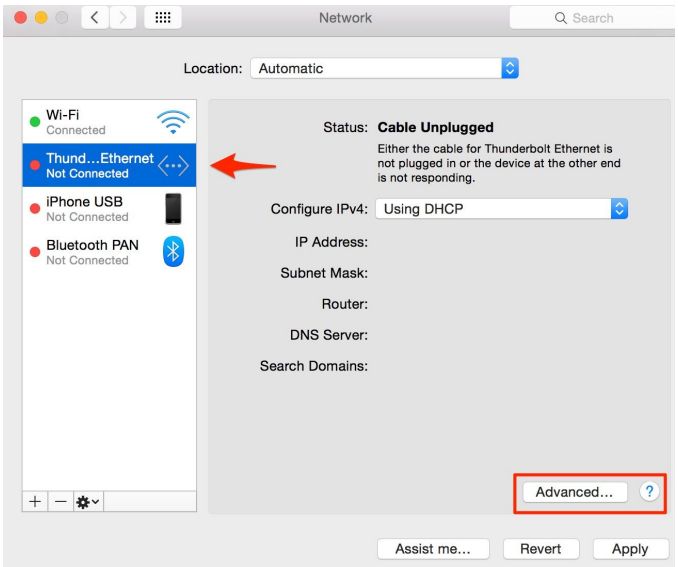
Scroll down the blue links until you see the **Setting Utility for Interface** section. Drop down the arrow to open it up. (See Image Below)

1. Click the Download page button for the computer you are using to configure the printer (Mac OS or Windows OS), read and accept terms and download the **EpsonNet Config** application.
2. After download, Install and run the utility on your computer.
3. Should you get an error that the file is damaged (Mac), see the Troubleshooting section of this document.

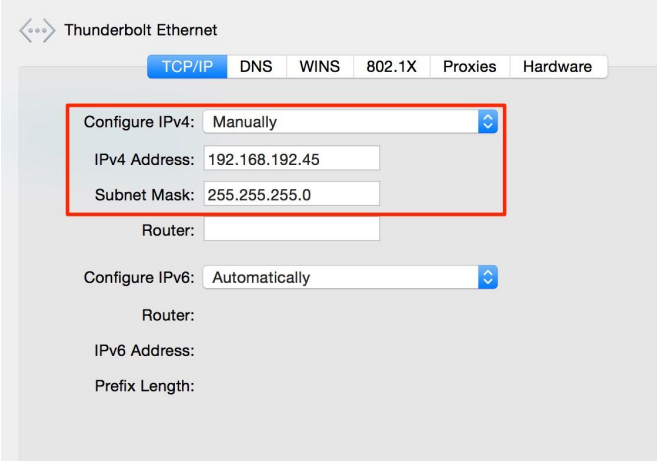
## Step 2 - Setup Printer to obtain IP automatically

# For Mac computers:

1. Connect the printer to the configuring computer using an ethernet (RJ45) cable. The printer needs to be **switched off**. This will create a new network connection.
2. Within your computer's network settings/preferences, locate the network connection you have just made with the printer. ( menu then **System Preferences > Network)**. you'll be looking for an active Ethernet connection that's not your usual wifi (it will be a new Network, Thunderbolt or USB connection. If you can't find it, try turning the printer on. The colour of the network should change. Turn off the printer when you've found the right one). Click **Advanced**



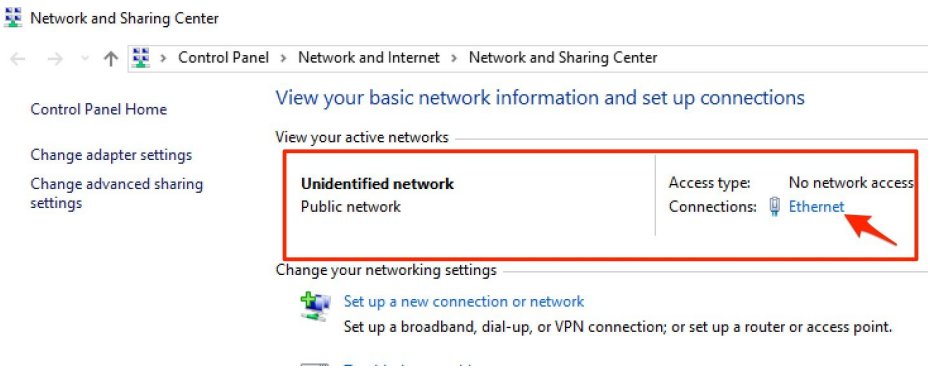
3. Manually configure the computer's network IP on this connection to be 192.168.192.xxx where 'xxx' is anything EXCEPT 168. Also set a subnet mask of 255.255.255.0



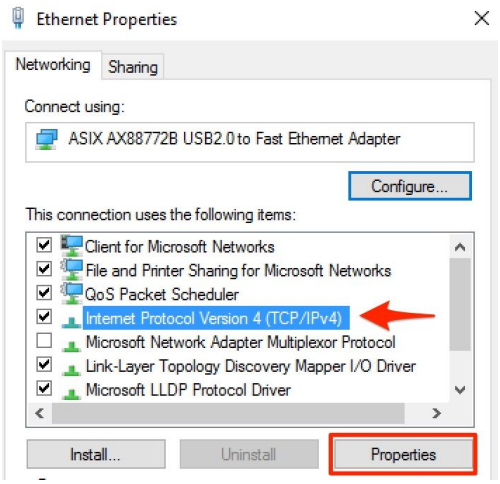

4. Press **Apply** to any changes
5. Turn on the printer. A green light on the top panel of the printer will appear.
6. Go to [Step 3 - Configure Printer]

# For Windows computers:

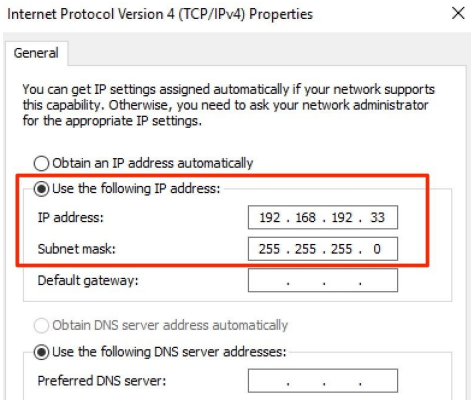
1. Connect the printer to the configuring computer using an ethernet (RJ45) cable. The printer then needs to be **switched on** to create a new network connection.
2. Within your computer's network settings/preferences, locate the network connection you have just made with the printer. Network settings are found in different areas depending on what operating system you use. You're looking for something like **Control Panel > Network and Sharing Options > Connections**. Try an internet search if you get stuck.
3. Once you've found it, click **Ethernet** (NB: It may be called something else depending on your windows version)




4. In the Network Status window that opens, press **Properties**.




5. Select **Internet Protocol Version 4** and press **Properties**.
6. Manually configure the computer's network IP on this connection to be 192.168.192.xxx where 'xxx' is anything EXCEPT 168. (Stuck: try using the manual option rather than DHCP) and set a subnet mask of 255.255.255.0




7. Save your changes and close out of the Network Centre.

## Step 3 - Configure Printer to your network

1. Launch the EpsonNet Config software and search for the printer. Click the refresh button if it doesn't appear. (It may take a minute or two)
2. Select the printer and press **Configuration**.
3. Set **TCP/IP > Basic > Method for Specifying IP Address** to "Automatic" and tick the box underneath (APIPA) if it is off. It should appear the same as below...

Follow these steps:

- Save the settings by pressing the **Transmit** button. It will pop a window advising it's complete. Click OK but, importantly...
- **WAIT THREE MINUTES** (Epson technical support recommendation)
- Connect the printer to the router using the network cable.
- Turn the printer off and turn it back on.
- Ensure the configuring computer is back on the network router's Wifi
- Open the  EpsonNet Config utility and click refresh. This should confirm that the printer has been assigned a unique IP address. (Sometimes the IP can take a while to appear. If the printer appears after a refresh but the IP hasn't appeared, move on to step 4 below for setup and testing)

## Step 4 - Configure the Posboss app to connect to the Printer

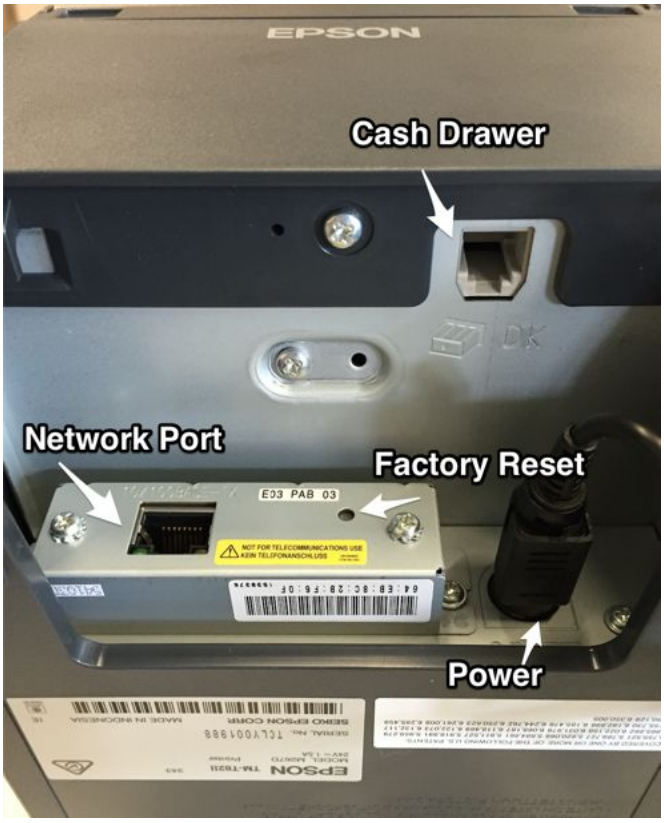
- Ensure the iPad and the Epson printer are on the same network provided by the router.
- In the Posboss iPad til app, navigate to **Settings > Printer Settings**
- Add a printer and select **Printer Brand >  Epson**
- Tap the **Search for Printers** link and if your configuration has been successful, your printer will appear.

- Try a test print and test the cash drawer if one is connected.
- If all is working, you're good to go! If not, there has been an issue with the configuration. You will need to perform a factory reset (below) and configure the printer again.

# Additional Information

## Ports and Buttons

The diagram below displays the different ports and buttons on the back of the Epson printer.




## To perform a factory reset

- Turn off the printer
- At the back of the printer, press and hold the small button (shown as factory reset above) by using a pen or a pin
- While continuing to hold in the button, turn on the printer and wait for up to 10 seconds until the printer first starts to print diagnostic information.
- Stop pressing the button. The printer will now be reset to factory settings and no longer configured to the network.

## To print the IP address of the printer

If the printer's IP address is required for any reason, you can print it out when the printer is turned **ON**.

- At the back of the printer where the small factory reset button is, press and hold the button by using a pen or a pin for 3 seconds and it should print a report including the printer's IP address
- Let go of the button as soon as it prints.

**To print the printer settings and perform self test**

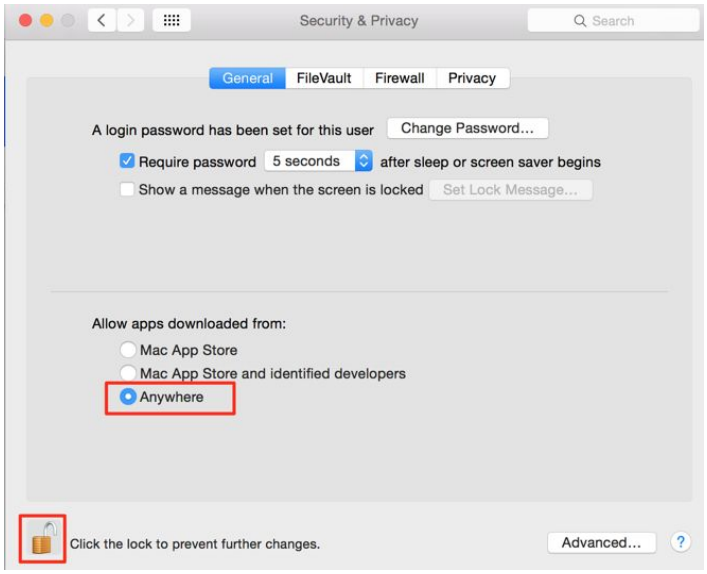
- Start with printer **OFF**
- While holding down the **FEED** button, turn on the printer using the switch on the front of the printer
- The self test prints the printer settings and then prints the following, cuts the paper, and pauses.
- The **PAPER** light will be blinking
- Press the FEED button to continue printing. The printer will then print a pattern using the built-in character set.
- Please note: This test will likely not display the printer's IP address

# Troubleshooting

## Error - File is damaged (Mac)

Should you get this error, the following process should fix you up.

1. Click the Apple icon at the top left of your screen and select **System Preferences…**
2. Select **Security and Privacy**
3. If you can't make changes in this section, click the lock at the bottom left and enter your Mac password.
4. Select **Anywhere** in the section "Allow apps downloaded from". See pic below
5. Try installing and running the app again. Once installed, you can go back into **Security and Privacy** and select your original settings.


Security & Privacy
Search
General
FileVault
Firewall
Privacy
A login password has been set for this user
Change Password…
Require password
5 seconds
after sleep or screen saver begins
Show a message when the screen is locked
Set Lock Message…
Allow apps downloaded from:
Mac App Store
Mac App Store and identified developers
Anywhere
Click the lock to prevent further changes.
Advanced…
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