100 - Before GS Onsite Install

Written By: Eric Sutter

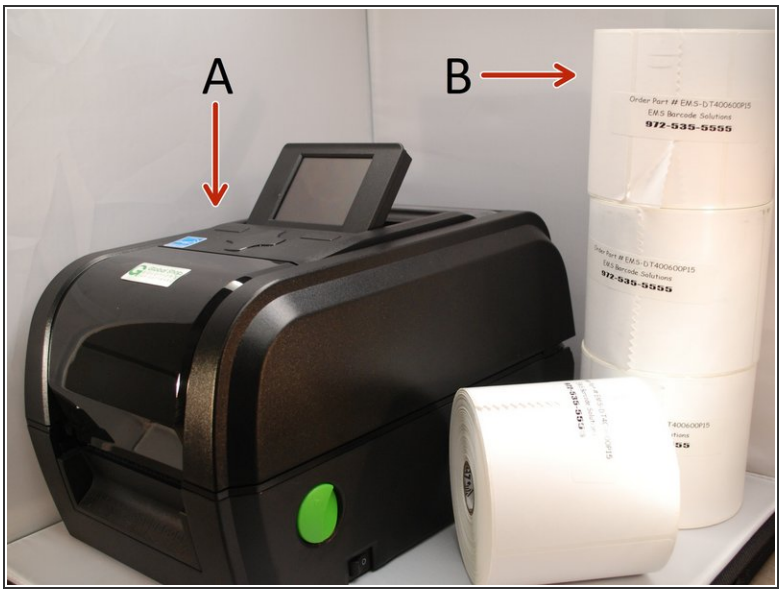
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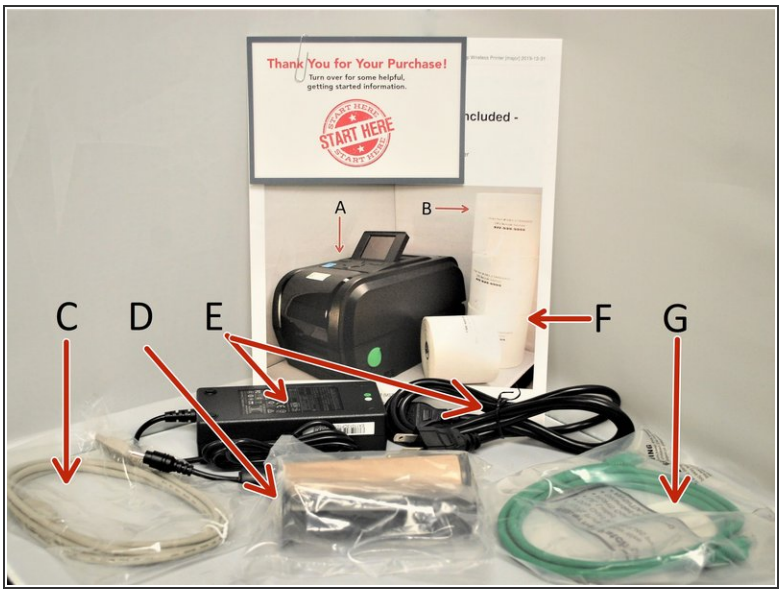
Step 1 — Getting Additional Support



- Thank you for purchasing the GSS-LABEL-PTR-D-Wireless!
- If any time during this guide you get lost or confused, please feel free to reach out to us at EMS for Support.
- You can book an appointment under '000 - Support,' or click HERE.
- Service is Standard!

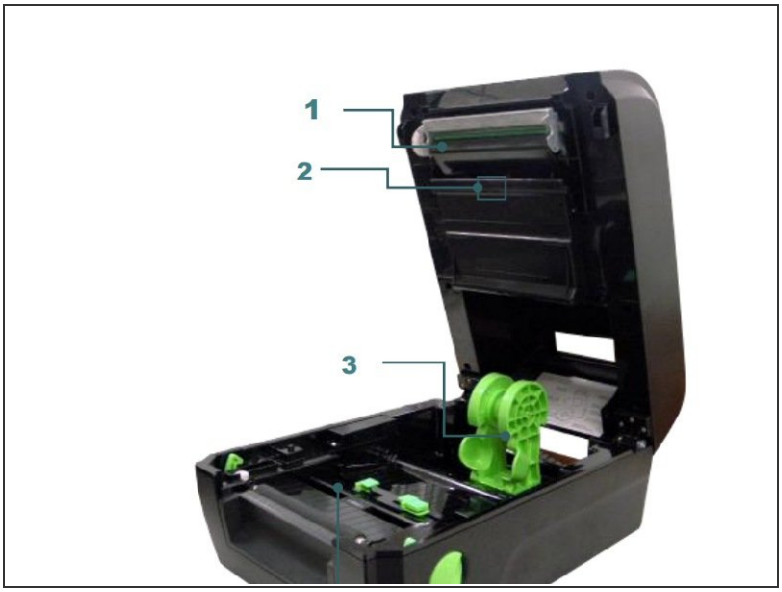
Step 2 — Verifying All Parts are in Your Order





- A. One Printer Unit
- B. Four Rolls of Labels (Two 4x6 & Two 4x2 Direct Thermal Rolls)
- C. One USB Cable
- D. Two Ribbon Spindles
- E. One Power Cable with AC Adaptor
- F. One Quick Start Guide with Cleaning Pen
- G. One Ethernet Cable
- H. Three year warranty (not pictured)

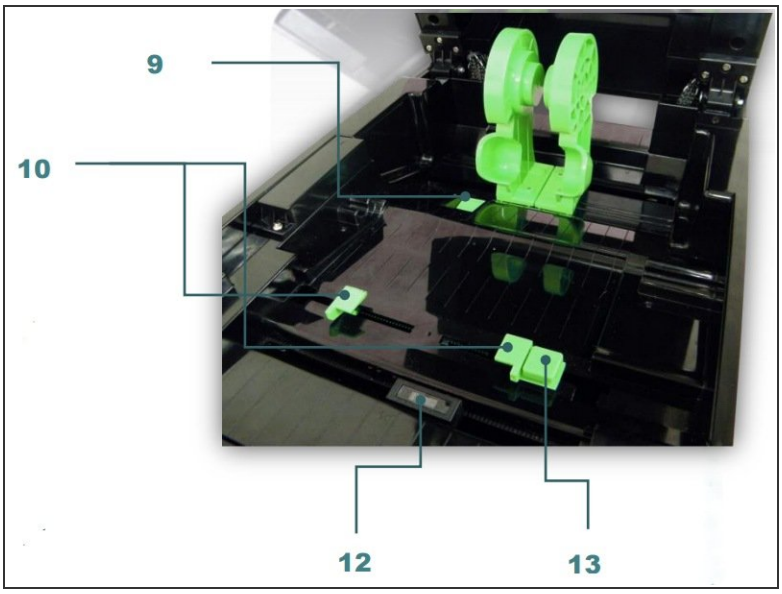
Step 3 — Identifying Internal Printer Parts





- 1. Ribbon rewind gear
- 2. Gap sensor (transmitter)
- 3. Media holder
- 4. Ribbon access cover
- 5. Ribbon rewind hub
- 6. Print head
- 7. Ribbon supply hub
- 8. Media cover

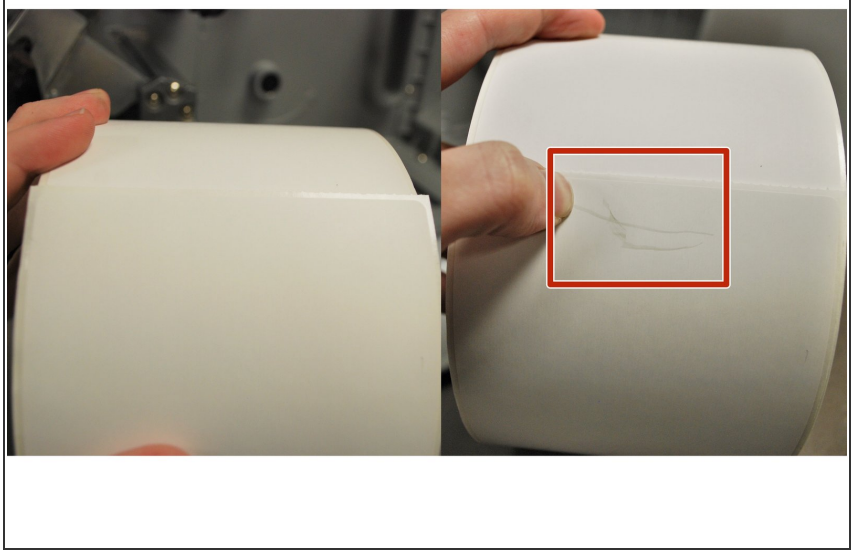
Step 4 — Identifying Internal Printer Parts





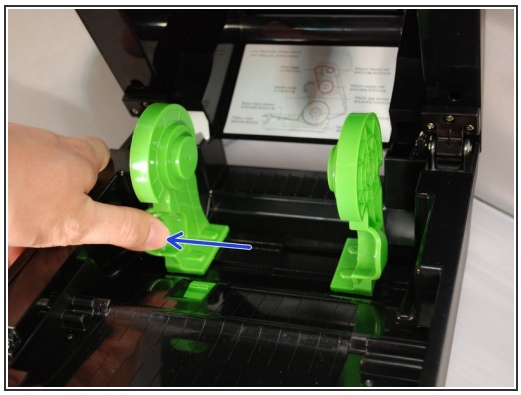
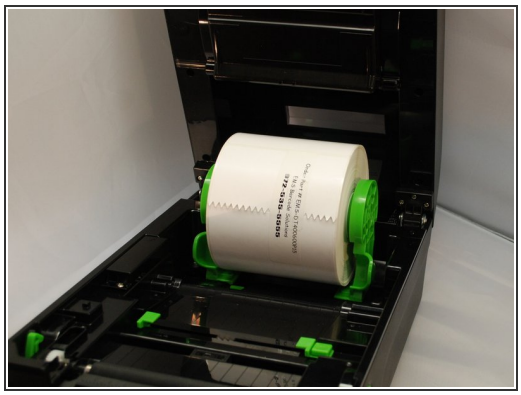
- 9. Media holder locking switch
- 10. Media guides
- 11. Platen roller
- 12. Black mark sensor/ Gap sensor (receiver)
- 13. Media guide adjustment button

Step 5 — Identifying your Labels



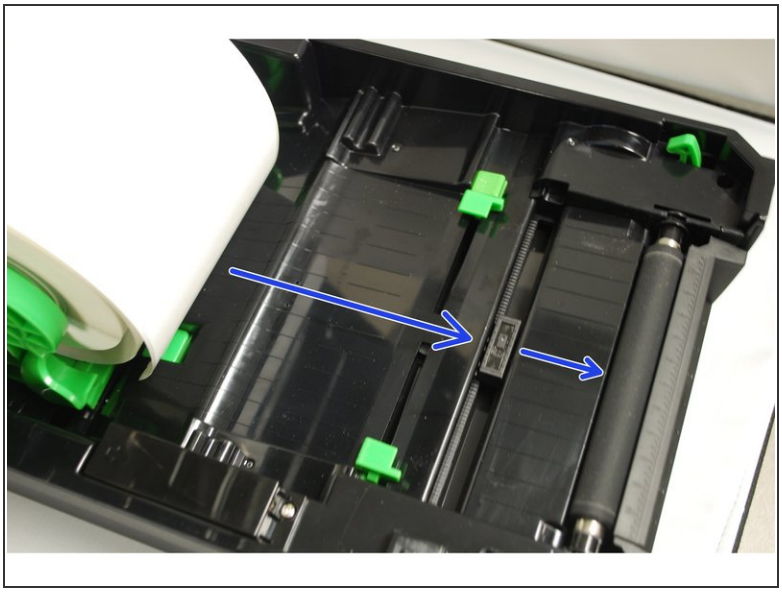
- Scrape your thumbnail along your labels.
  - ***Thermal Transfer*** labels will not show a grey mark and does use ribbon. (Shown on Left)
  - ***Direct Thermal*** labels will show a grey mark and does not use ribbon. (Shown on Right)
- If you have Direct Thermal, go to Step 6 or click HERE.
- If you have Thermal Transfer, go to Step 8 or click HERE.

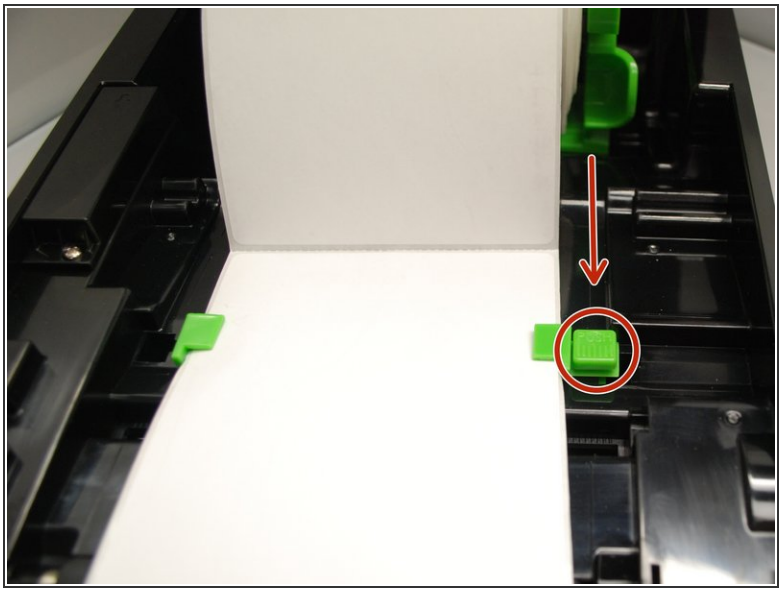
Step 6 — Opening and Prepping Printer for Direct Thermal Labels (When Not Using Ribbon)

- Make sure the printer is turned off before beginning.
- Open the printer's top cover by using a finger to pull forward (towards the front of the printer) on each of the green releases latches, located on either side of the printer. Lift the top cover until fully opened.
- Separate and hold open the green media holders.
- Place the roll between the holders and close them onto the core, making sure that the sheet unrolls from the top of the roll.

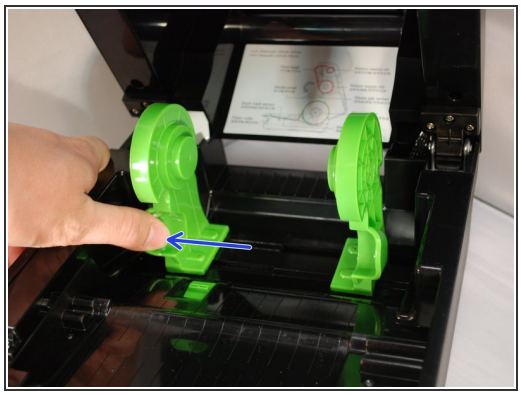
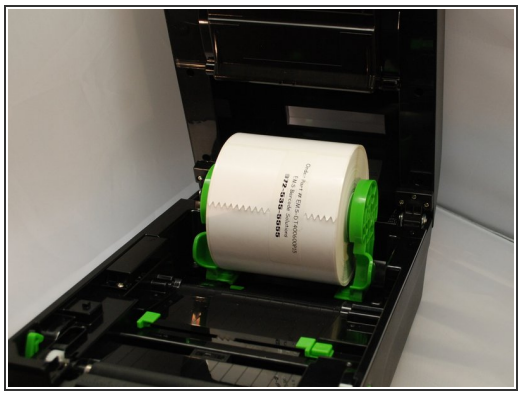
Step 7 — Preparing Labels to Print





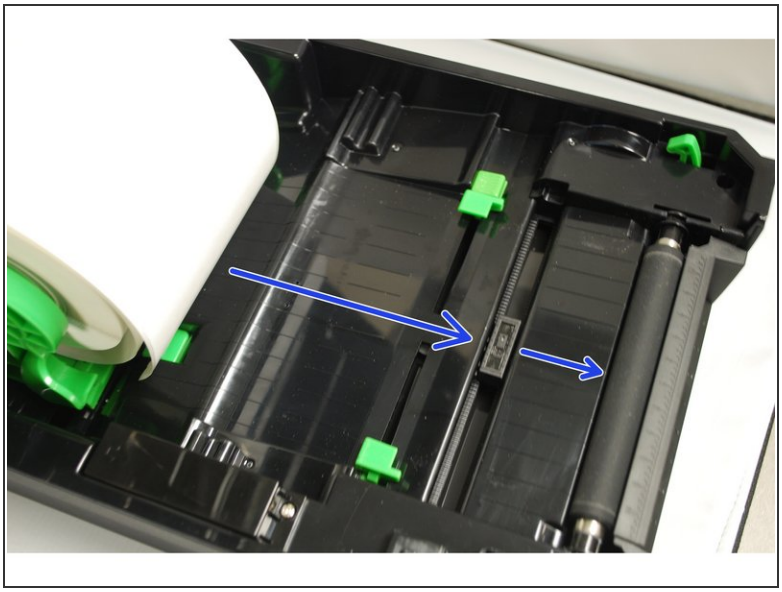
- Place the paper, printing side face up, over the media sensor and place the label leading edge onto the platen roller (the rubberized roller near the the front of the printer).
- Move the media guides (the small green tabs) to fit the label width by pushing the media guide adjustment button.
- Close the top cover gently.

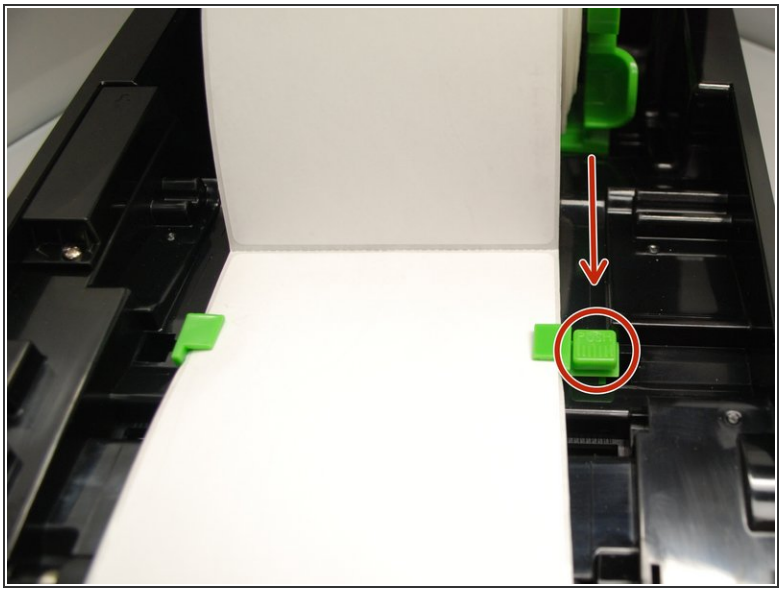
Step 8 — Opening and Prepping Printer for Thermal Transfer Labels and Ribbon

- Make sure the printer is turned off before beginning.
- Open the printer's top cover by using a finger to pull forward (towards the front of the printer) on each of the green releases latches, located on either side of the printer. Lift the top cover until fully opened.
- Separate and hold open the green media holders.
- Place the roll between the holders and close them onto the core, making sure that the sheet unrolls from the top of the roll.

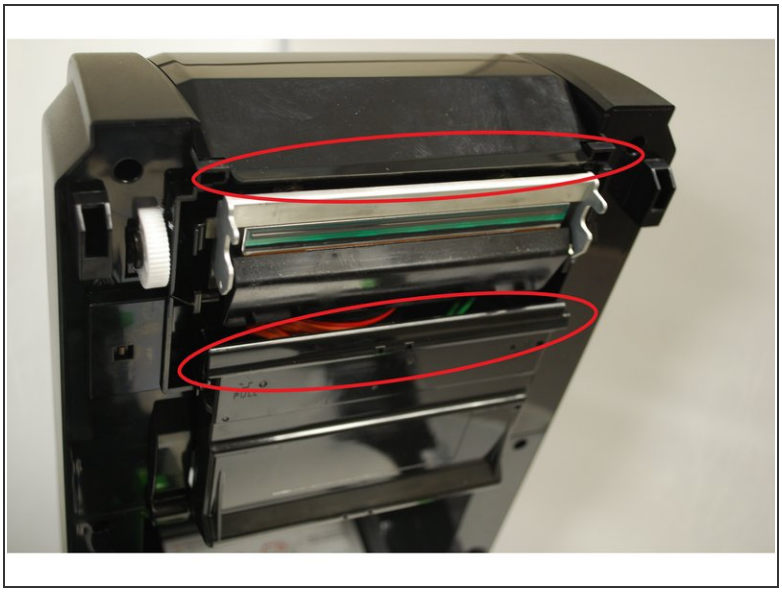
Step 9 — Preparing Labels to Print

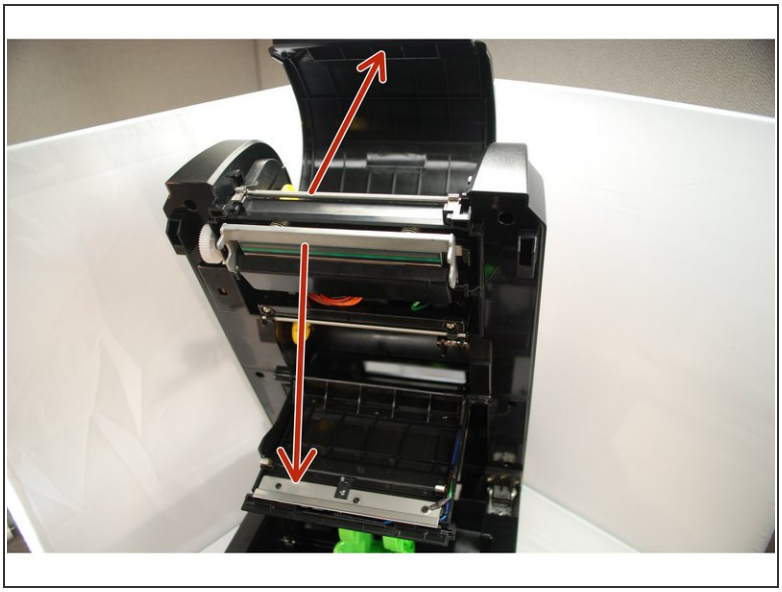




- Place the paper, printing side face up, over the media sensor and place the label leading edge onto the platen roller (the rubberized roller near the the front of the printer).
- Move the media guides (the small green tabs) to fit the label width by pushing the media guide adjustment button.

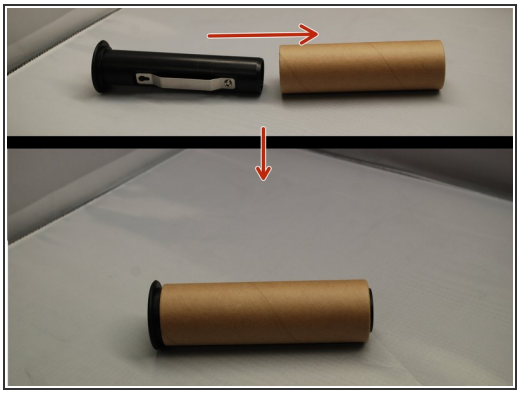
Step 10 — Opening the Print Covers

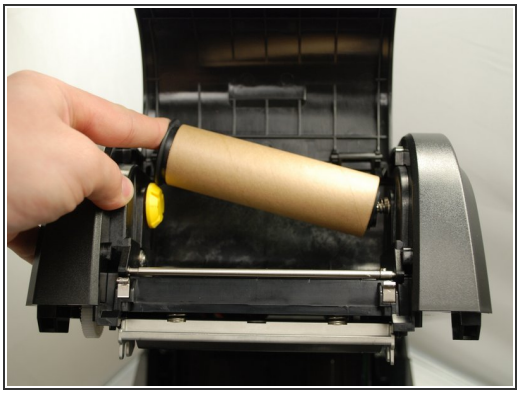


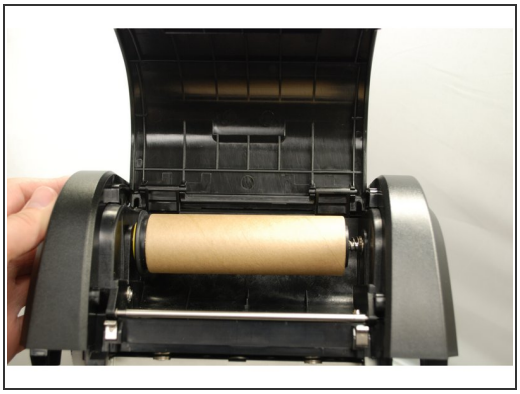


- Gently lift the top cover until fully opened.
- Using medium pressure, pull the top and bottom access covers open.

Step 11 — Inserting the Ribbon Spindles

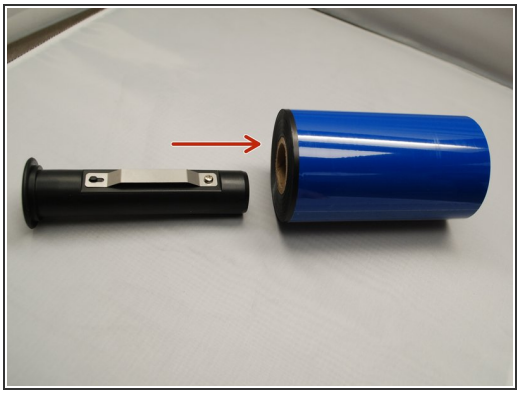
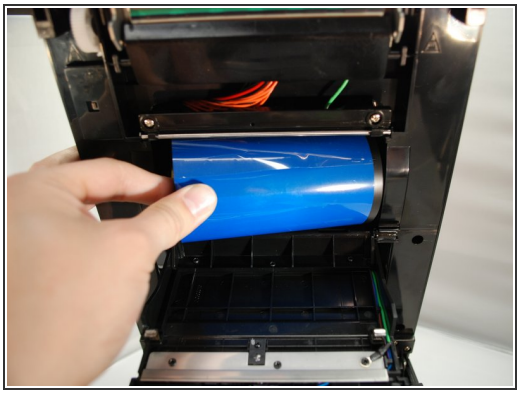
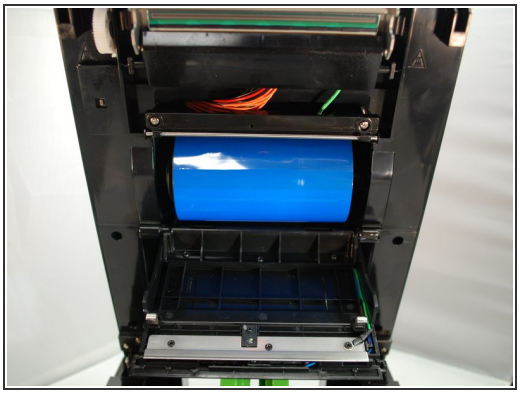






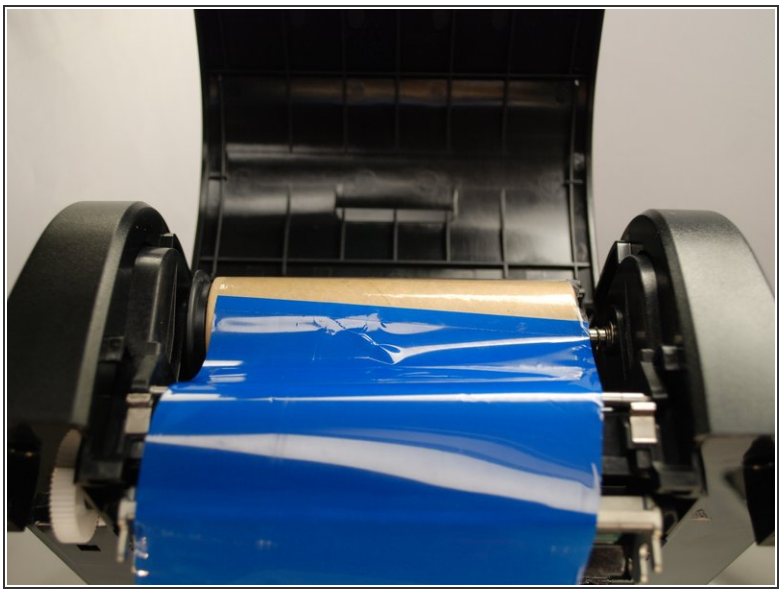
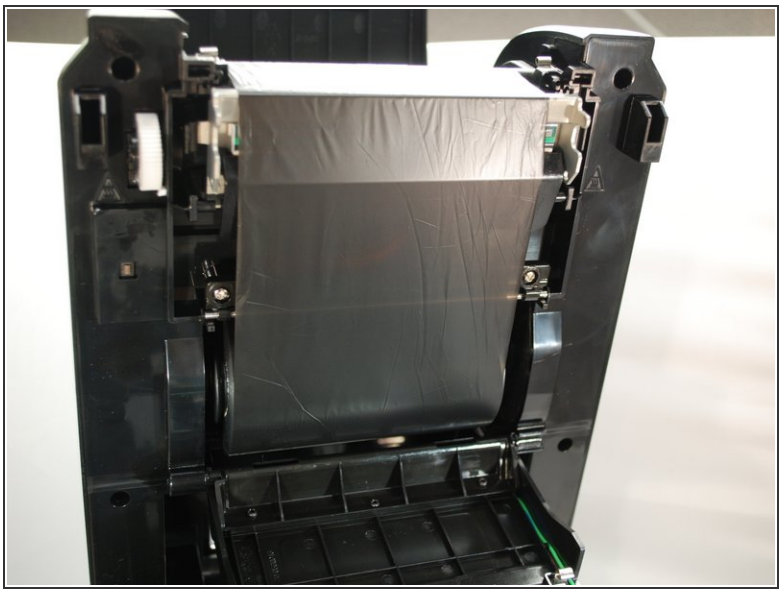
- Insert the rewind spindle into the paper core (this may already be done).
- The rewind spindle goes on the **TOP** spindle hub.
- Orient the spindle such that the end with a rim is pointed to the left.
- Place the spindle onto the spring on the right side of the opening, and then align the yellow notches on the other end of the spindle with the grooves on the hub on the left.

Step 12 — Loading Ribbon

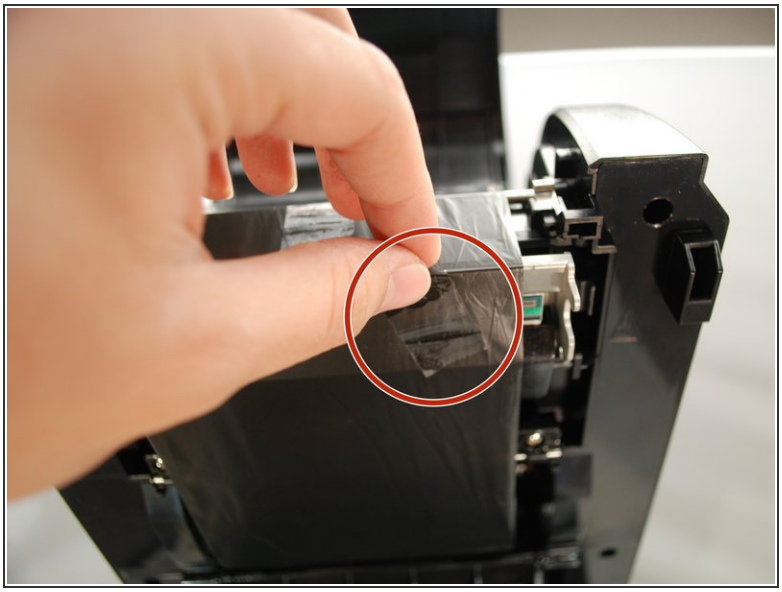
- Insert the ribbon spindle into the ribbon core.
- The ribbon spindle should be installed in the **BOTTOM** spindle hub.
- The ribbon should unspool from beneath the spindle, not from above.

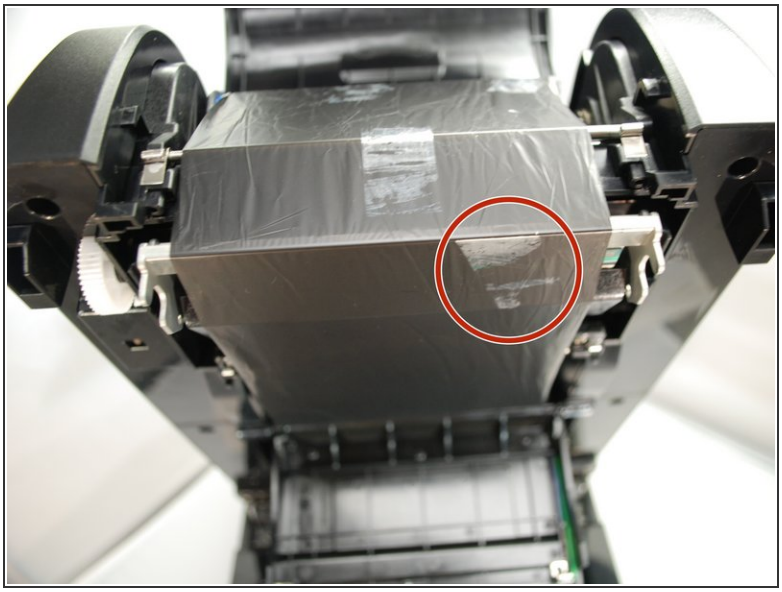
Step 13 — Preparing Ribbon

- Stick ribbon onto the ribbon rewind paper core.
- Turn the ribbon rewind gear until the ribbon plastic leader is thoroughly wound.

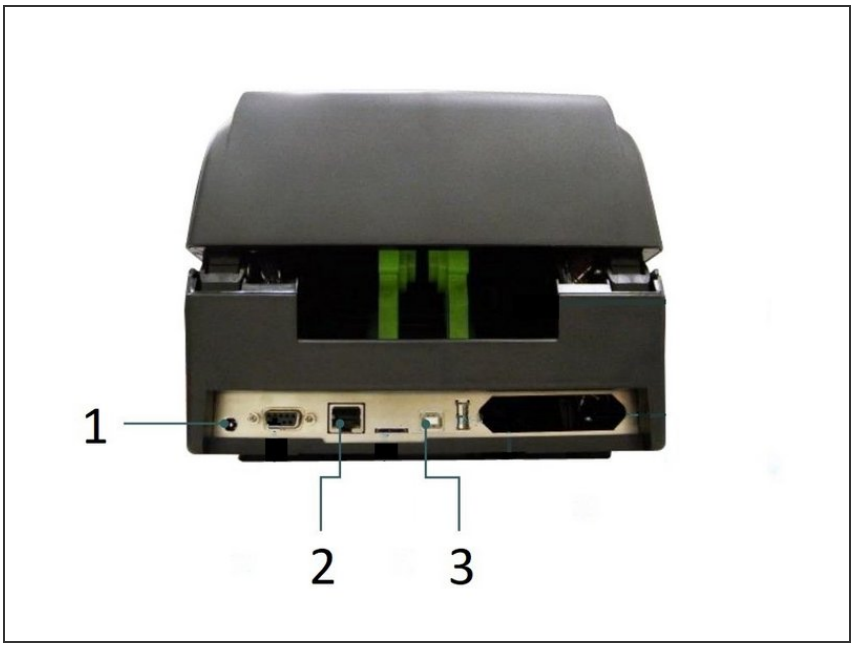
Step 14 — Checking your Ribbon





- Test the orientation of the ribbon:
  - Get a piece of regular tape.
  - Put the piece of tape on the ribbon.
  - Remove the piece of tape.
- If there is ink on the tape and ink came off the ribbon, the ribbon is facing the correct direction. If there is no ink, repeat Steps 19-21 with the ribbon facing the correct direction.
- Close the top cover gently.

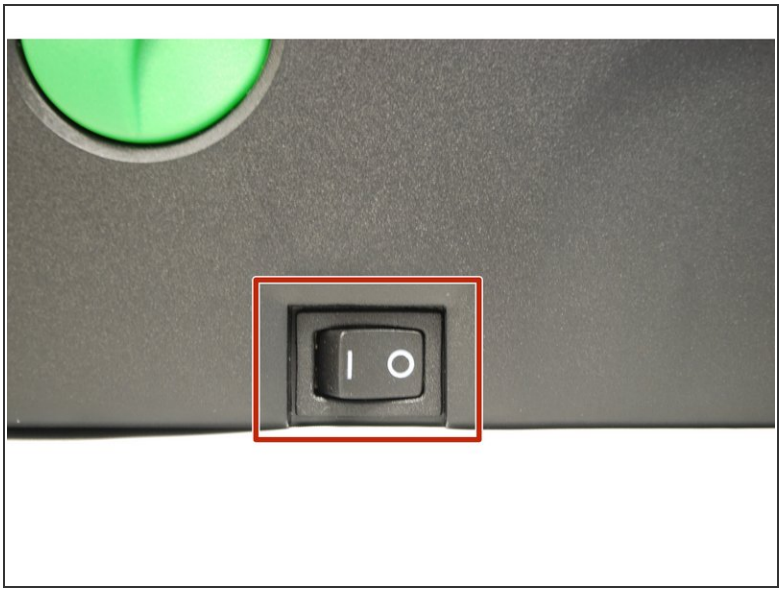
Step 15 — Identifying the Printer's Rear Power Switch and Cable Ports



- 1. Power jack socket
- 2. Ethernet interface
- 3. USB interface

Step 16 — Properly Connecting printer Power, Ethernet, and USB Cables

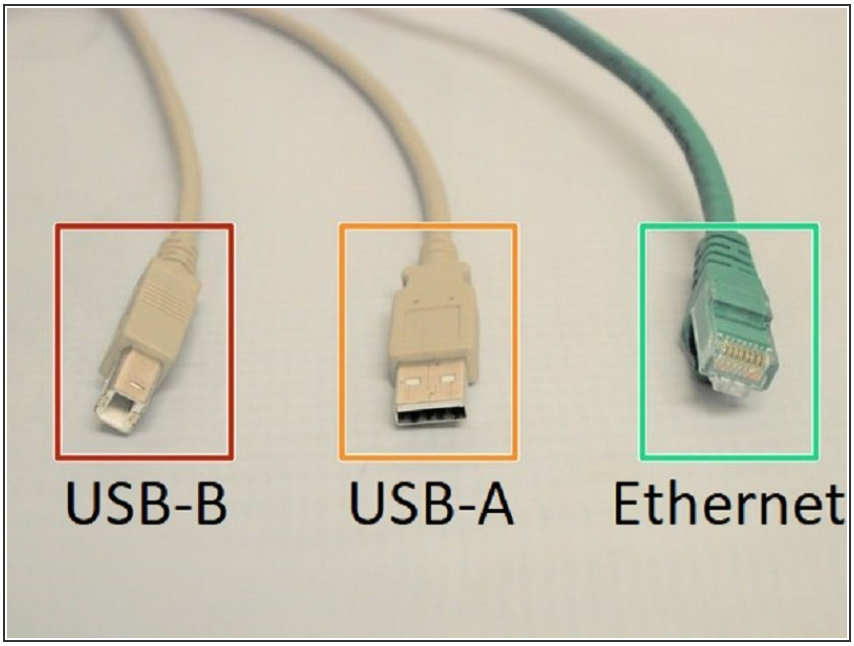




- Place the printer on a flat, stable surface.
- Take the plastic film off of the printer, and get the cables out of their packaging.

⚠ Make sure the power switch is off.

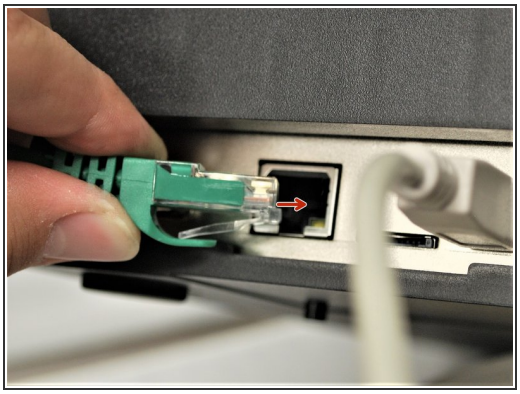
Step 17 — Identifying the Cables



- USB-B
- USB-A
  - ⓘ The USB-B and USB-A are two ends of the same cable. The USB-B to USB-A cable is only used for initial set-up and support. It should NOT be used for other purposes.
- Ethernet
  - ⓘ This cable is double ended with an ethernet jack on both sides. This is used for wired network connection, a network type which connects devices to the Internet or other networks using cables.

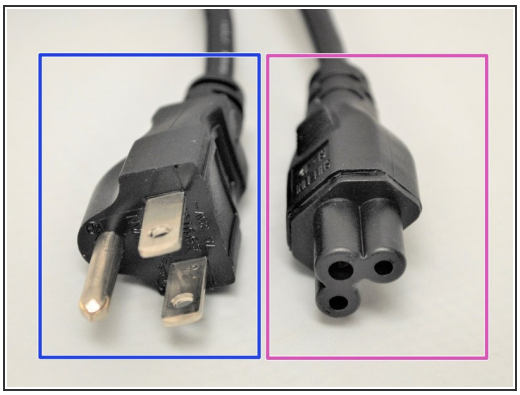
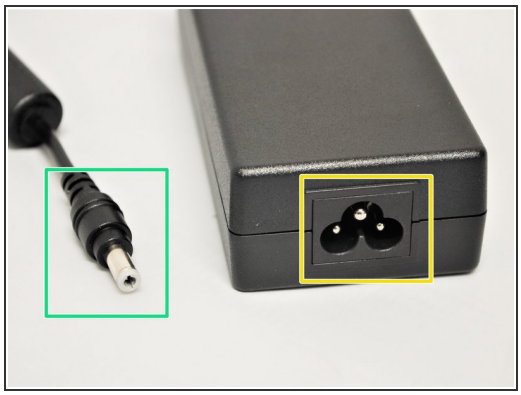
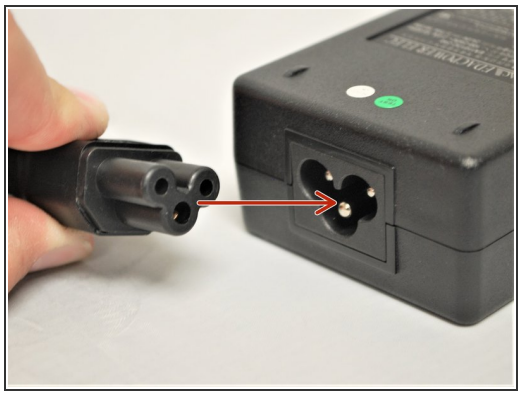
Step 18 — USB & Ethernet Connection





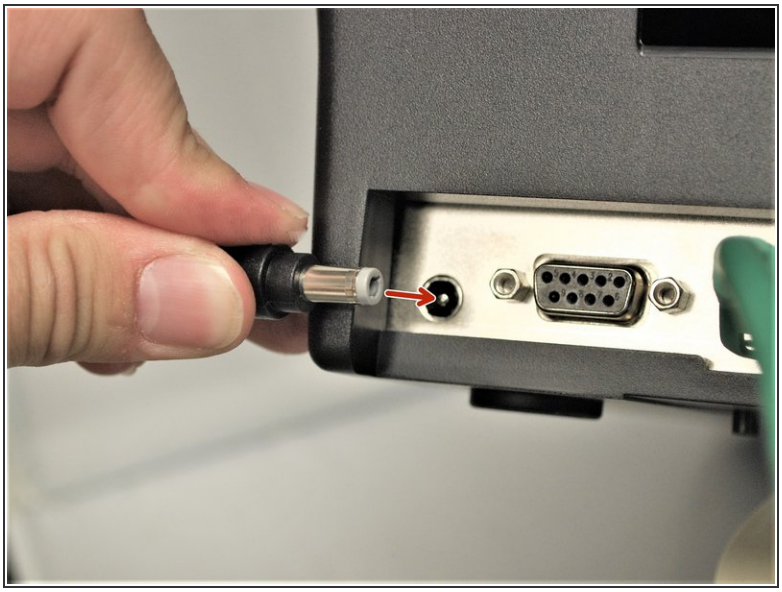
- Plug the USB-B into the printer's USB interface on the back.
- Plug the USB-A into your computer/laptop's USB port.
  - ⓘ To correctly identify the USB-B from the USB-A, please refer to the last step.
- Connect one end of the ethernet cable to your printer's ethernet interface on the back.
- Connect the other end of the ethernet to your network.

Step 19 — Identifying the Power Cables

- Power Outlet Plug
- AC Adaptor Plug
  - ⓘ The Power Outlet Plug and the AC Adaptor Plug are two ends of the same cable.
- Printer Power Plug
- AC Adaptor Port
  - ⓘ The Power Power Plug and the AC Adaptor Port are two ends of the same cable.
- Connect the AC Adaptor Plug into the AC Adaptor Port

Step 20 — Power Connection





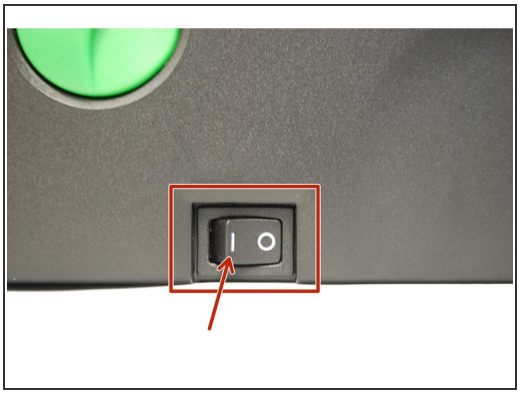
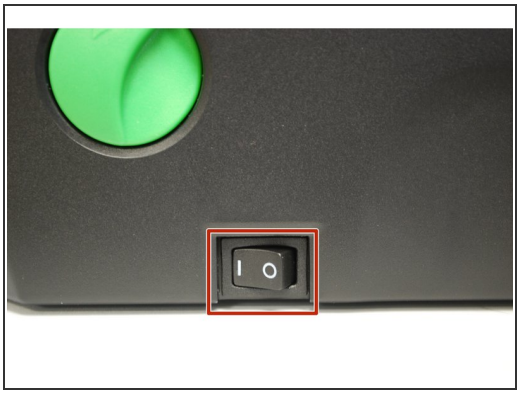
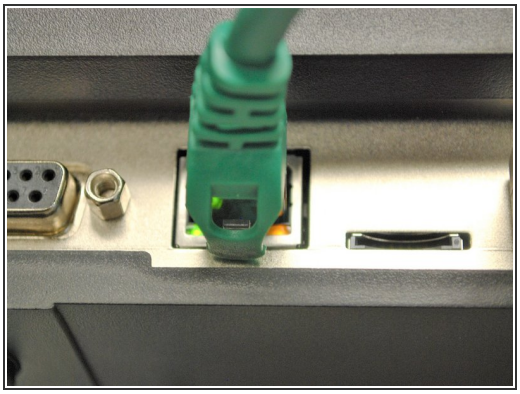
- Connect the Printer Power Cord into the back of the printer in the power cord socket.

  ⚠ Make sure the printer is **OFF** before continuing and plugging it into the wall.

- Once the Printer Power Cord is connected and the printer is off, connect the Power Outlet Cord into a power outlet.

  ⚠ **DO NOT** turn the printer on without the labels being loaded first. See how to load labels HERE.

Step 21 — Powering On

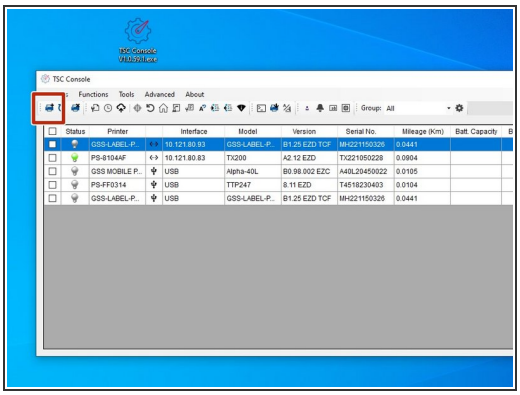
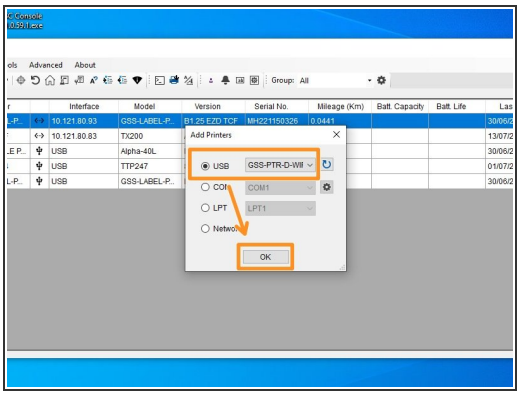
- Now that the labels are loaded into the printer, you may now turn on the printer

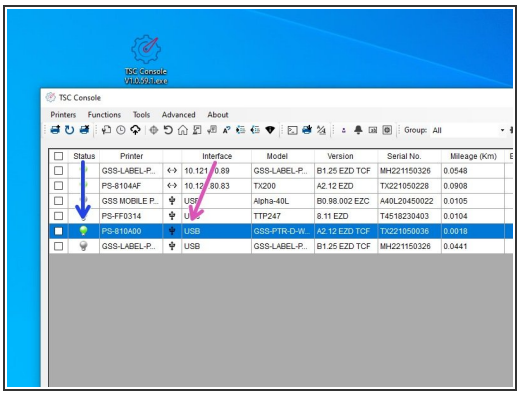
  ⚠ **DO NOT** turn the printer on without the labels being loaded first. See how to load labels HERE.

- Plug the power cable into the printer then the wall , if it is not already.
- Turn on the printer.
- Now that the Ethernet is connected and the Printer has power, two LEDS will light up by the ethernet port.
- The amber light will stay solid while the green light will be blinking.

  ⓘ *The lights are difficult to see as they are below the ethernet plug, you may have to life your printer slightly to check.*

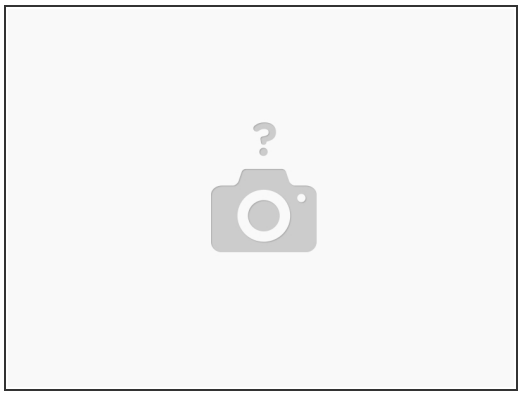
Step 22 — Checking USB Connection & Using the GSS Certified Printer Tool



- Now that the USB-B is connected and the Printer has power, you will be able to connect to the printer in the GSS Certified Printer Tool.
  - ⓘ To download the GSS Certified Printer Tool, click HERE
- Select "Add Printers" shown by the red box.
- Confirm that 'USB' is selected. The drop down next to it should read 'GSS-LABEL-PTR-D.' These are both shown by the orange box.
- Click 'OK.'
  - ⓘ If the printer does not appear in the dropdown, click the "Refresh USB List" button shown by the green arrow. If it still does not appear, try turning off the printer, waiting a moment for it to fully power off, then powering it back on and repeating this step.
- Under status, a green bulb will appear for the printer when it is online, and it will turn grey when it turns offline.
- Under 'Interface,' it should read as USB and the USB symbol will appear to the left of it

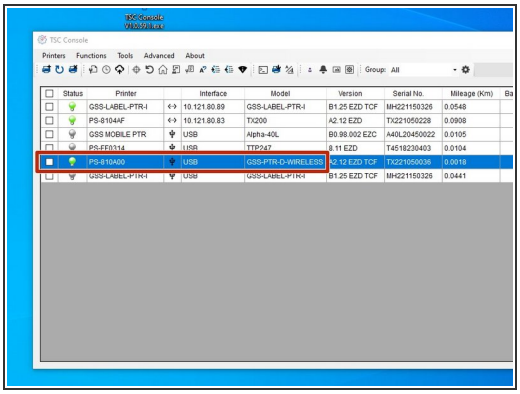
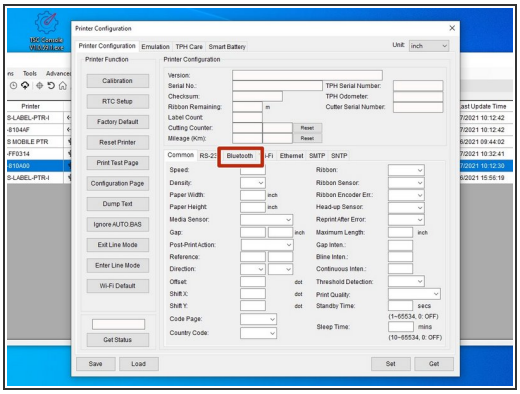
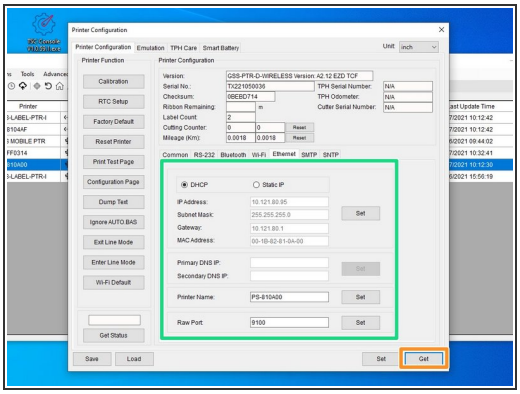
Step 23 — Assigning a Static or DHCP Reserved IP Address



⚠ For labels to be sent to this printer, the device will have to be connected to your network and be given an IP address. For the best results, this IP address should never be changed. To do that, **if you are not IT, you will need to get the IT department involved for the following steps.**

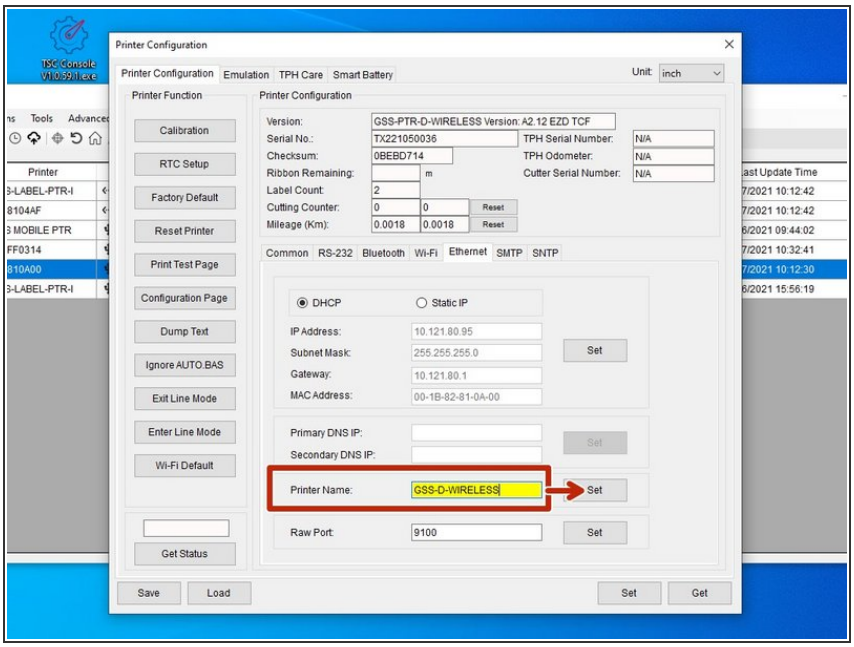
- There are two ways to set an IP address. The first way is through DHCP reservation, and the second is by assigning a static IP address.
  - DHCP reservation begins with an IP address being given to a device automatically. Then, the IT department can indefinitely reserve the IP & MAC addresses so that no other device, current or future, will ever be given that specific IP address.
  - A static IP can be given to you by the IT department, then manually typed into the printer. This method will also keep the IP address from ever being used for another device.
- Both the Static and DHCP reservation methods will be covered in this guide, along with how to see the IP & MAC addresses.

Step 24 — Viewing Ethernet Settings

- Launch the GSS Certified Printer Tool software.
- Double click the printer name, 'PS-810A00,' to open up the Printer Configuration Menu.
- In the Printer Configuration Menu select the 'Ethernet' tab in this menu. Click on 'Get' in the bottom right hand of the pop up, shown by the orange box.
- Click on 'Get' in the bottom right hand of the pop up, shown by the orange box.
- The fields will now populate with information given from the printer, shown by the green box.

Step 25 — Changing the Printer's Name

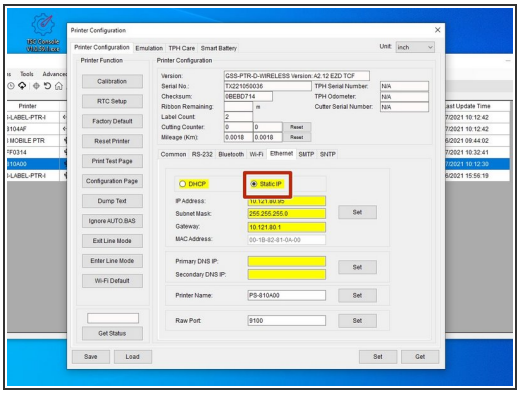
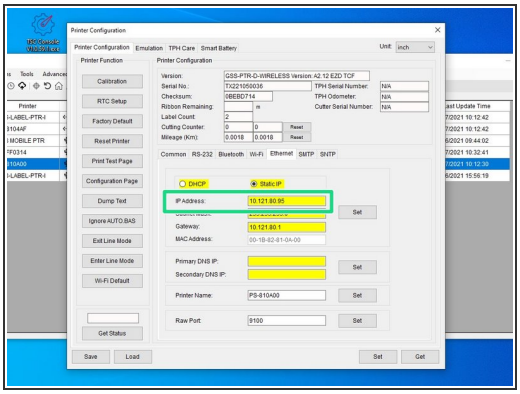
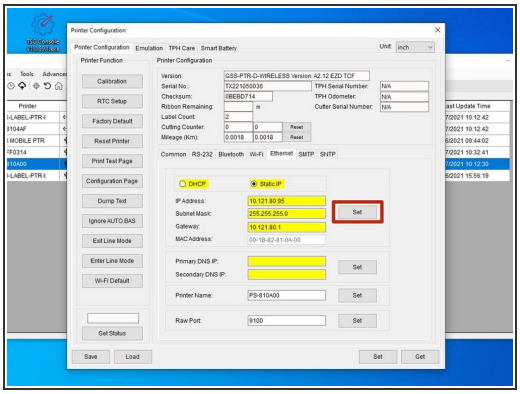


- You may change the printer's ethernet name in this menu.
  - Set the printer's name to anything you want that's simple and easily understood. For example, GSS-PTR-TST for Global Shop Solutions Printer Test.

  ⚠ There is a character limit of 15 characters for the name. If there are more than 15 characters, the printer name will not be applied.

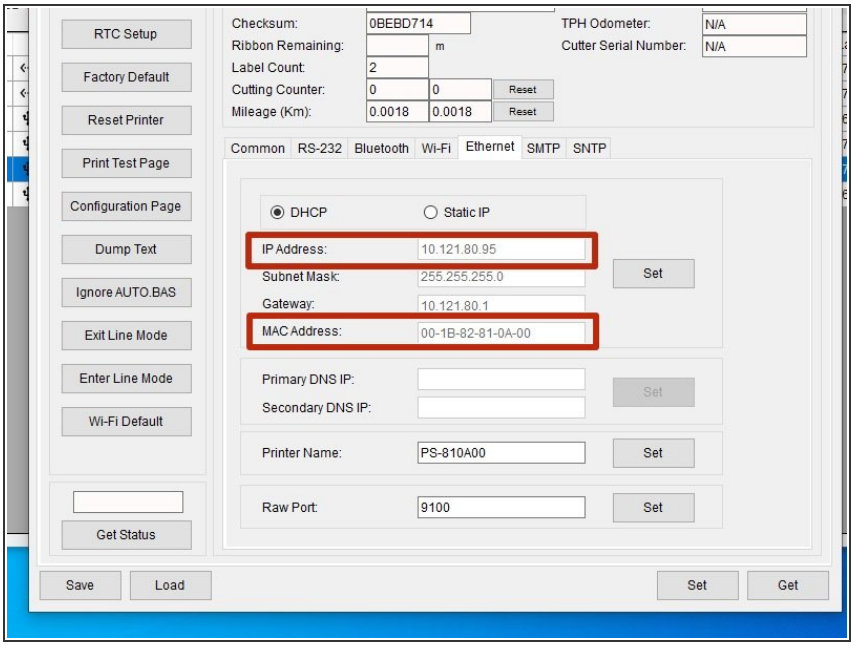
- If you changed the name, apply this change by clicking 'Set' next to the 'Printer Name' text box.
- *After you click 'Set,' the printer will restart. This is normal.*

Step 26 — Changing the Printer's IP via Ethernet

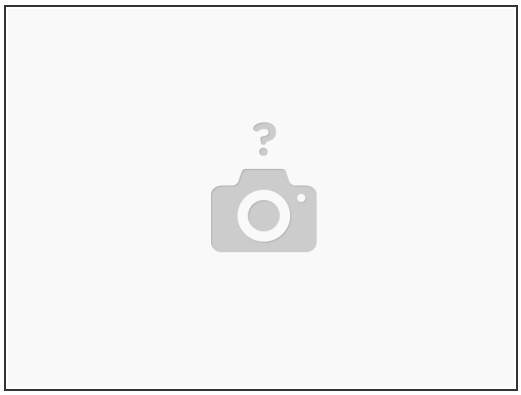
- On the 'Ethernet' tab, click on 'Static IP.'
  - ⓘ Refer to Steps 1 & 2 on how to get to the 'Ethernet' options if necessary.
- You can now change the IP to whatever you need it the 'IP Address' text box shown by the green box in picture 2.
  - ⓘ If IT gave you a static IP address, enter that number into the IP address box
- Once you create your new IP, click 'Set' next to the 'IP Address' text box.
  - *After you click 'Set,' the printer will restart. This is normal.*

Step 27 — Identifying the IP & MAC address for DHCP Reservation



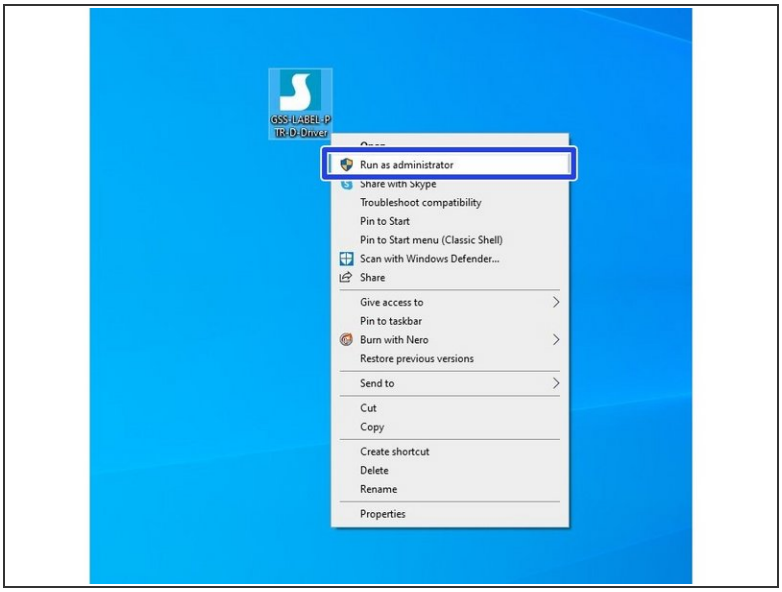
- These two addresses are what IT needs for a DHCP Reservation.

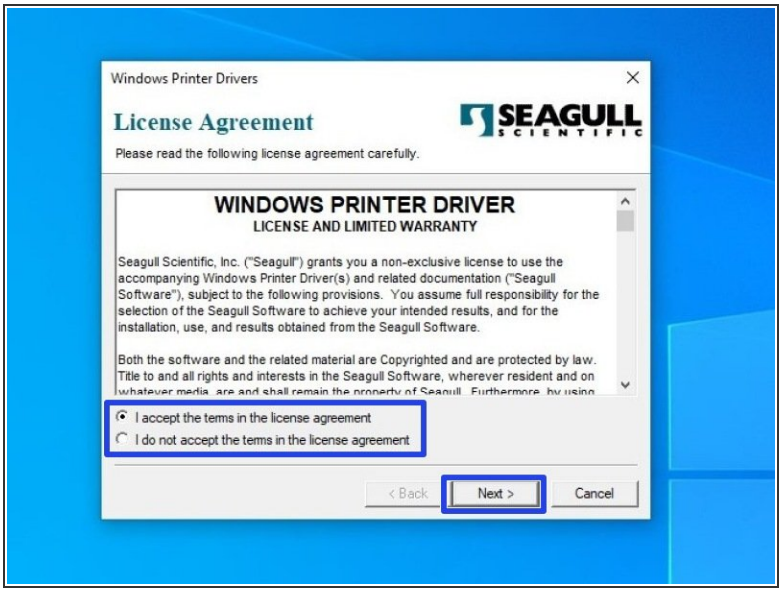
Step 28 — Loading the Printer Drivers



- This guide will cover how to load the printer drivers on the GSS DB server, either by you or by your GlobalShop Rep. You only need to install the drivers once. If you are unsure what to do, please wait for you GlobalShop Rep to help.
  - Printer driver link can be found HERE.
- If you are waiting for your GSS Representative to install printer drivers on the server, then skip to Step 39 or click HERE.
- **When looking for this printer in the driver, you will use this printer name: Bar Code Printer TT053-20.**

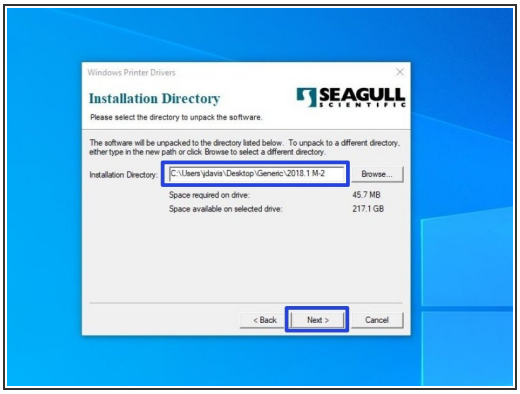
Step 29 — Installing over Network Pt.1

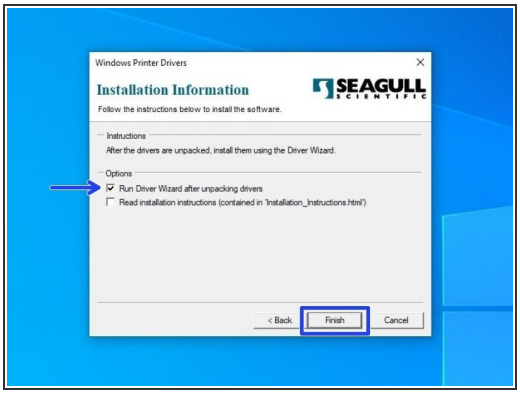


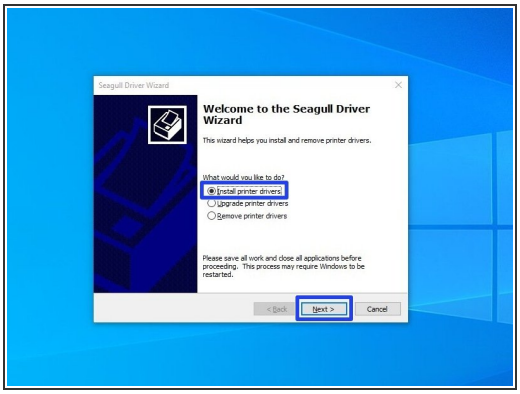


- After downloading the driver program, right click the program and click "Run as Administrator."
  - *While downloading and initializing the software, you may encounter slightly different pop-ups. This depends on your Admin Privilege on the device you are using.*
- Review the EULA. If you agree to the terms of use, select the appropriate response and press the "Next" button.

Step 30 — Installing over Network Pt.2

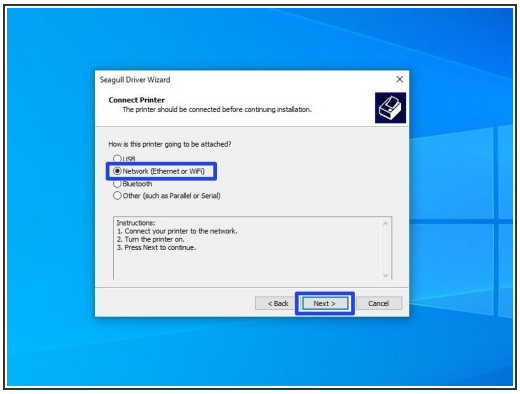


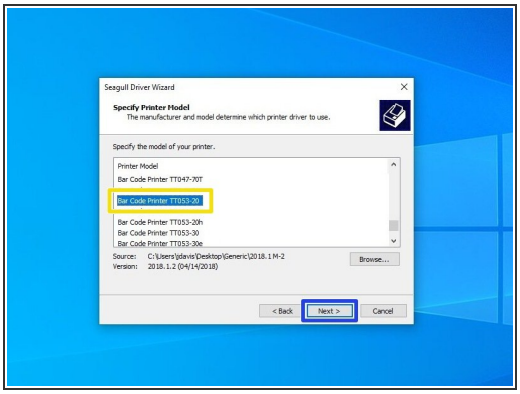


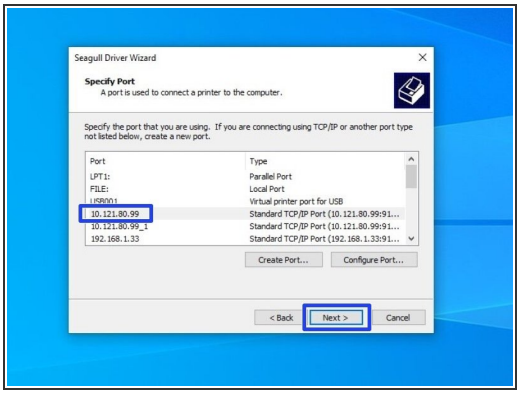


- Review the Installation Destination and change the location, if desired. Click "Next" to continue.
- Choose to "Run Driver Wizard..."; the second option is unnecessary. Then select "Finish."
- After installation is completed, the Driver Wizard will start. Choose the option to "Install printer drivers" and click "Next".

Step 31 — Installing over Network Pt.3

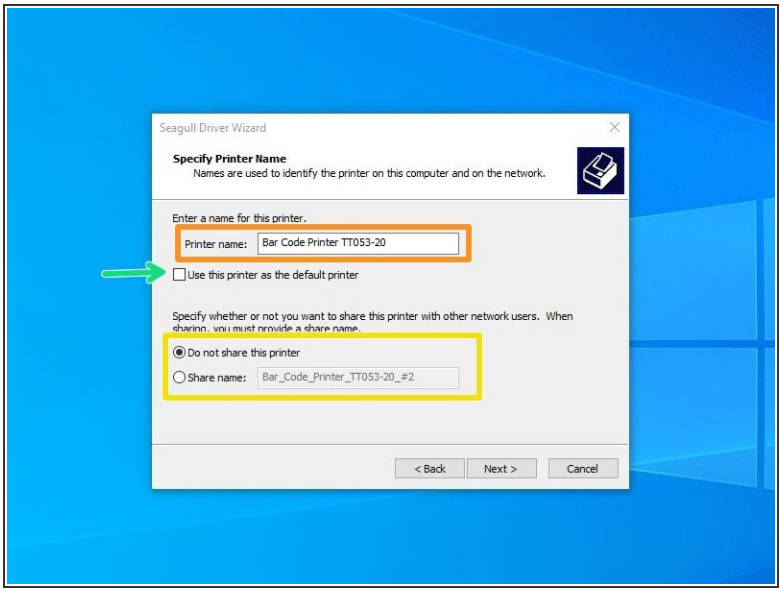


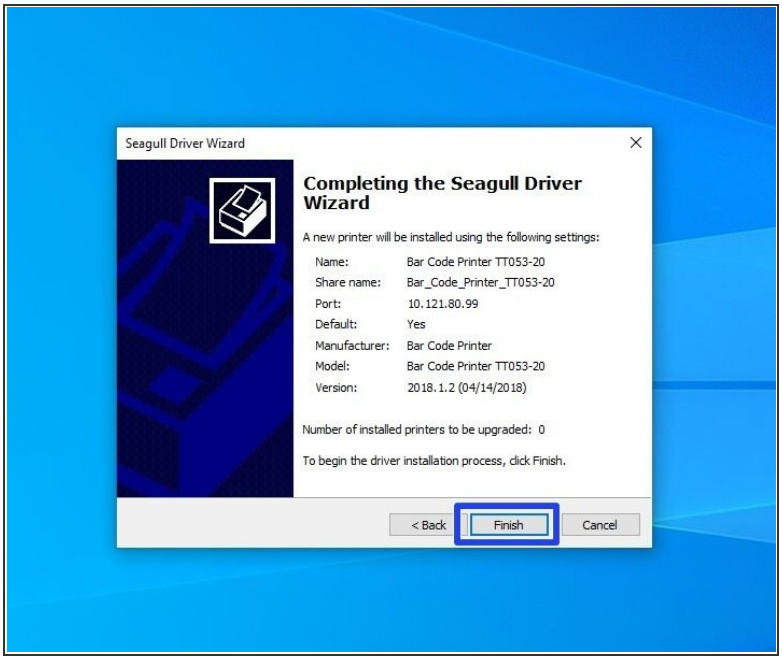




- Choose the option for "Network (Ethernet or WiFi)," the click the "Next" button.
- Scroll down until you find the Printer Model **"Bar Code Printer TT053-20".** Click on it, and while it is highlighted, click the "Next" button.
- Select the correct port/IP for your printer (the IP should be displayed on the built-in screen on the printer).

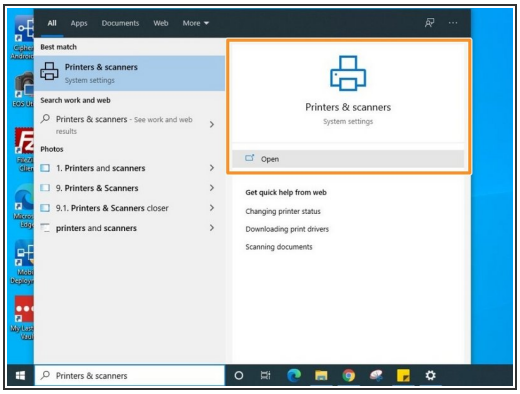
Step 32 — Installing over Network Pt.4

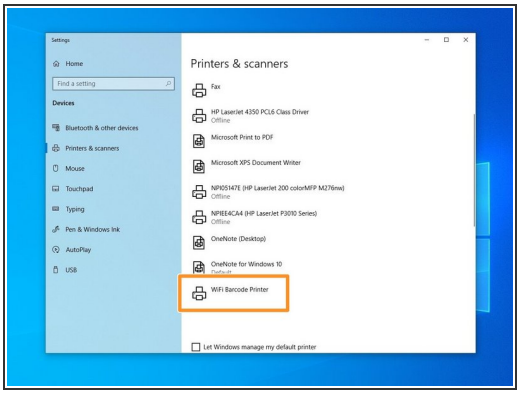


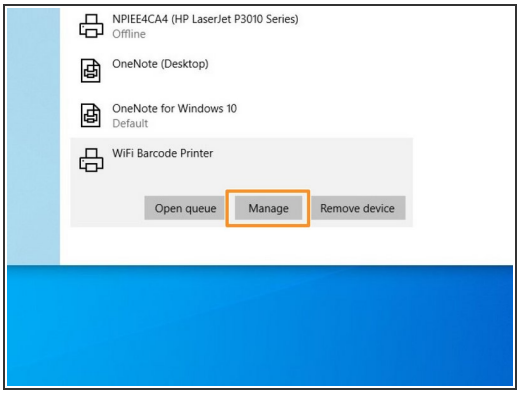


- There are some things that can be customized before installation of the driver. You can choose to rename the printer (Orange), check it as the Default printer (Green), and make it visible on your network with a specific name (Yellow). Hit "Next" when you've made your choices.
  - For standard setup, we recommend against setting the printer as default printer or sharing it. If you know what you're doing, adjust the settings as you please.
- Confirm setup option before pressing "Finish". If anything needs to be changed, press "Back".
  - *You may receive a Security Warning from Windows. If you do, choose the option to "Install".*

Step 33 — Setting a Port Pt.1

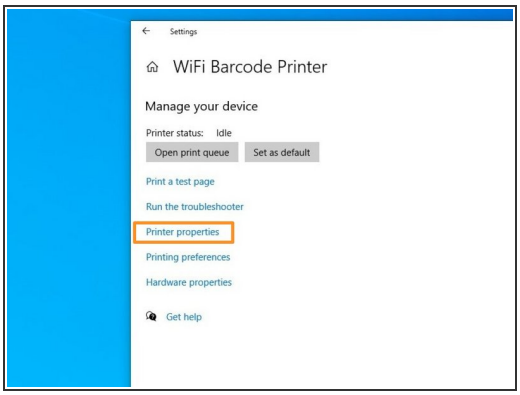


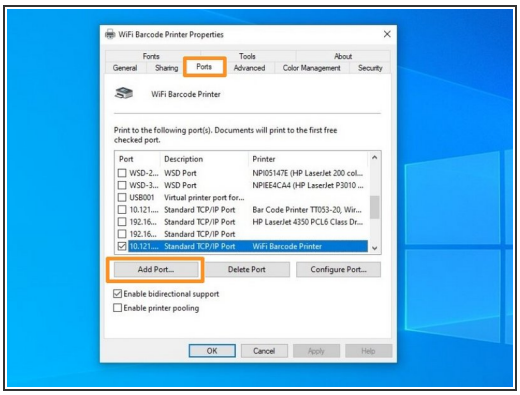


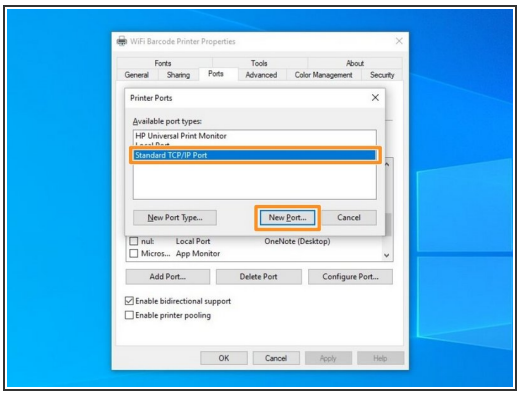


- Use the windows search bar on your taskbar to find and open "Printers & Scanners".
- Find the printer you just installed, and click on it once.
- Click on "Manage".

Step 34 — Setting a Port Pt.2

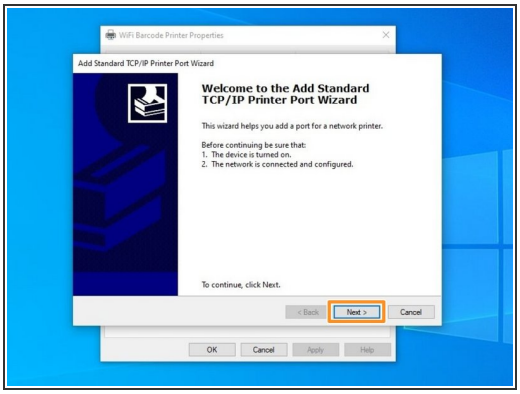


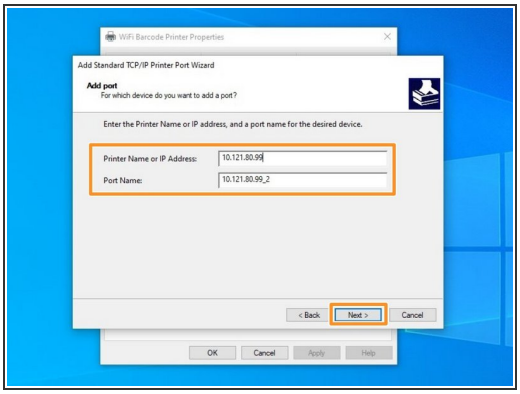


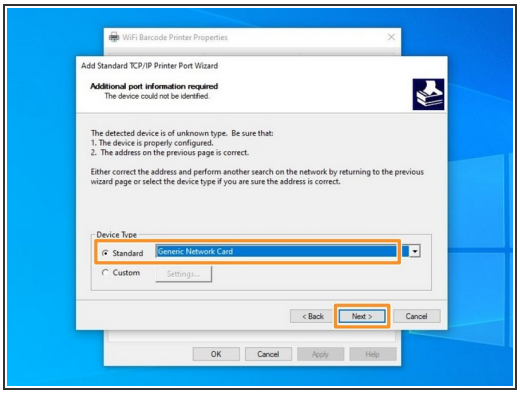


- Click on "Printer properties".
- Select the "Ports" tab at the top, and then "Add Port..." at the bottom left.
- Select "Standard ICP/IP Port," and then click "New Port".

Step 35 — Setting a Port Pt.3

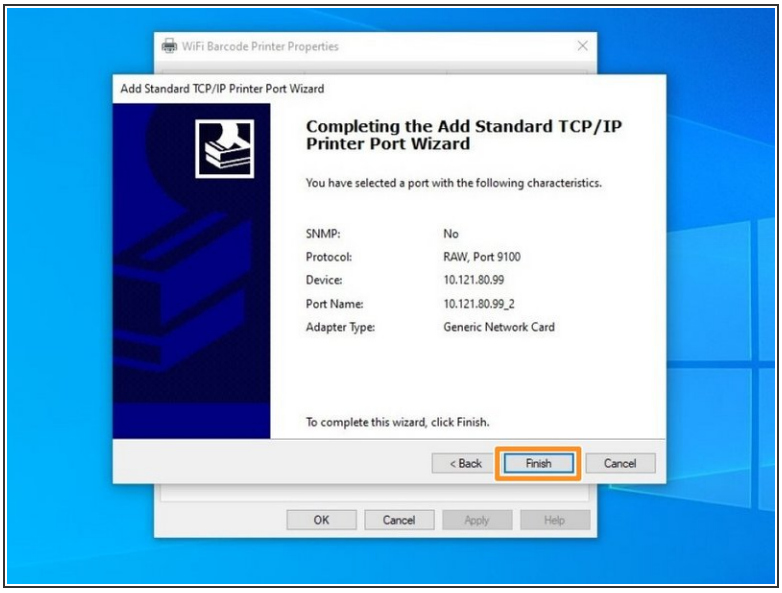


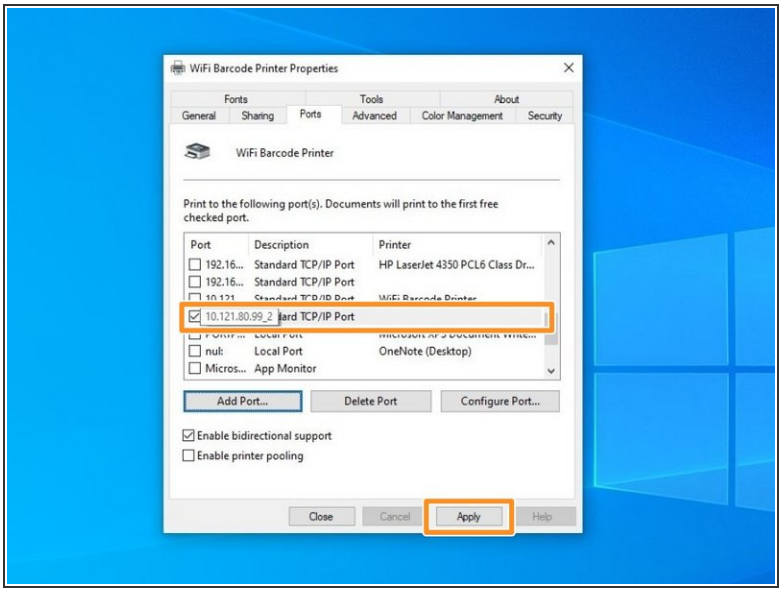




- Check that the printer is turned on, and that the network is connected and configured, then hit "Next".
- In the first text box, enter the IP address the printer is assigned to. This should also populate the "Port Name" box. Hit "Next" at the bottom right.
- Select the option for "Standard" device type, and from the dropdown select "Generic Network Card" - this is the built-in network card of the printer. Once it's selected, hit the "Next" button.

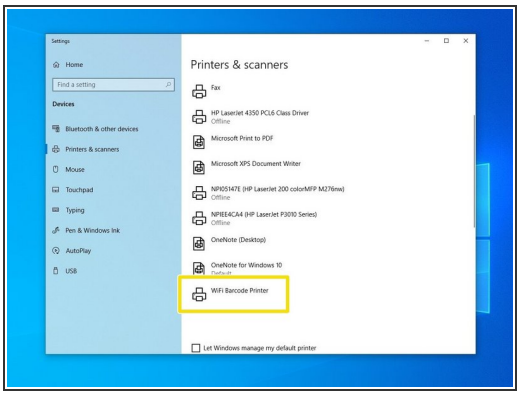
Step 36 — Setting a Port Pt.4

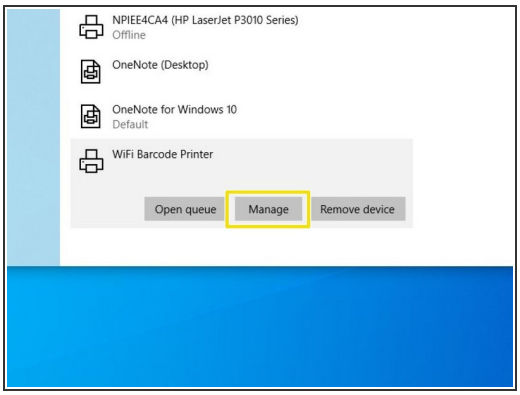


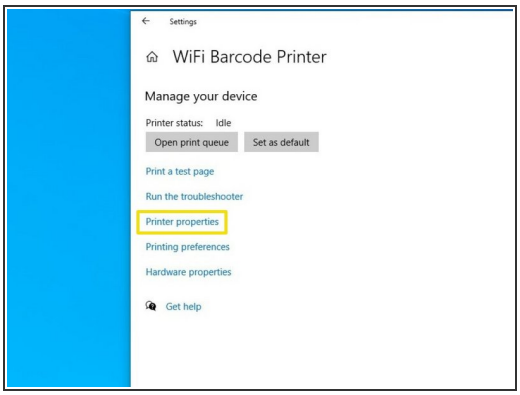


- Review the selections, and then hit "Next".
- Scroll down to the new port, check the box, and then click "Apply".

Step 37 — Testing the Port Pt.1

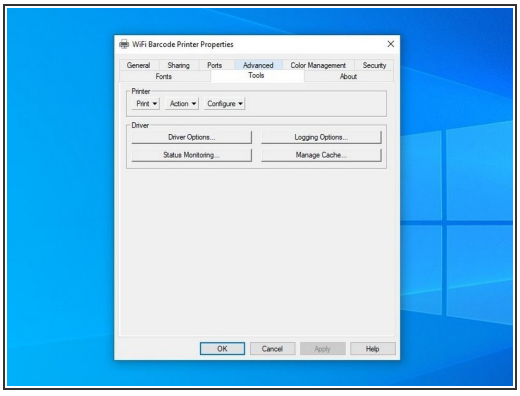


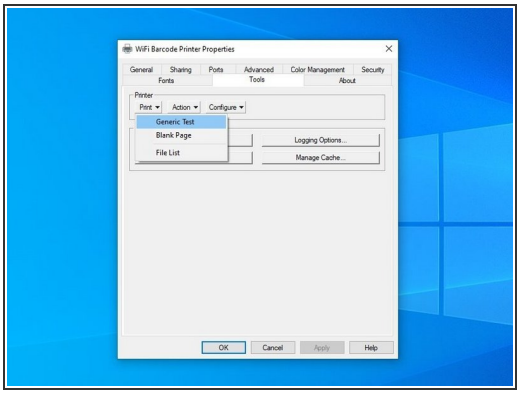




- At this point, make sure to unplug any cables connecting the printer and the computer, so that they are only connected via the network. This is to make sure that you can print through the port you just set up.
- Open the Printers & Scanners menu. Click on the printer we just installed a port for.
- Click on "Manage".
- Click on "Printer properties".

Step 38



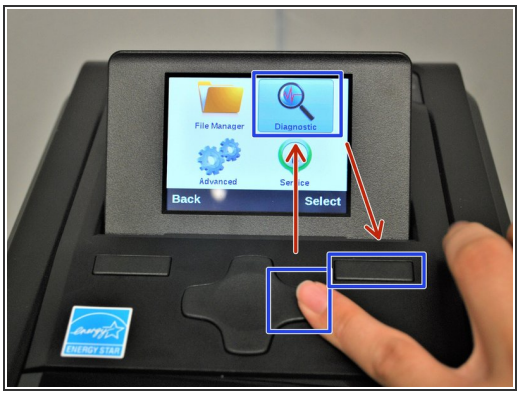


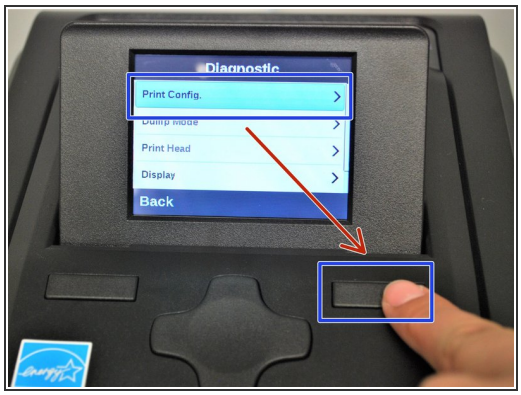


- Click on the "Tools" tab at the top, then click on the "Print" option.
- From the dropdown, select "Generic Print".
- The printer should print a test sheet like the one pictured. If the test page has printed over the network, that means the port you set up is working. If the page doesn't print, go back through this guide and the previous (5 - Assigning an IP to your printer Wireless & Wired).

Step 39 — Printing the Configuration Page for GS Representatives







- Select the 'Menu' on the home screen of the printer
- Hit the 'Right' arrow 3 times to go to the next Manu page and highlight 'Diagnostic.'
- Select 'Diagnostic.'
- Select 'Print Config.'

Step 40 — Checking the Labels



- Once it is done printing, you will then have the three labels shown in Image 1 from the Test print and the Configuration Print.
- Congratulations! You have now successfully set up your new GSS-LABEL-PTR-D-Wireless!

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