Kiosk TTP 8000 Firmware Version 3.56

Summary of TTP 8000 Firmware Version 3.56 Changes

Release date: 21 June 2013

This firmware release includes the features of the previous Kiosk firmware releases for the TTP 8000 series printers plus features and corrections listed on the next page.

This instruction describes how to upgrade printers delivered with firmware versions earlier than version 3.56. It is for use with the following Kiosk printer models:

TTP 8200
TTP 8300

Note:

- This firmware is only supported on printers with serial numbers identified below. If the printer has a lower serial number than noted below, refer to the firmware version 3.30 release notes for the correct firmware version.

Printer Model and Part Number	Manufacturing Cut-in Serial Number	Firmware number
TTP 8200 horizontal (01744-xxx)	Serial numbers greater than 4-0812-05545 All serial numbers starting with 92J	01778-356
TTP 8200 vertical (01760-xxx)	Serial numbers greater than 4-0813-00001 All serial numbers starting with 92J	01801-356
TTP 8200 compact (01755-xxx)	Serial numbers greater than 4-0813-00001 All serial numbers starting with 92J	01786-356
TTP 8300 horizontal (01745-xxx)	Serial numbers greater than 4-0813-00001 All serial numbers starting with 92J	01778-356

Issues Corrected

- Fonts and logos can now be downloaded through the USB port.
- Improved print quality with a change to the default value of parameter 55. The default value is now 0, which is optimized for use with Zebra power supplies. Use of non-Zebra power supplies may require a change to parameter 55 to avoid power supply reset.
    - When upgrading firmware, one must manually set parameter 55 to a value of 0.
- Improved the print quality when the printed media reaches the presenter rollers during the printing process.

Known Issues

- After erasing fonts or logos through the USB port, the USB connection will restart.
- When changing firmware through the parallel port, the printer must have media loaded.
- On all horizontal and vertical printers, loop length parameter 9 should not be set to a value less than 5. If parameter 9 is set below 5, the presenter motor may stall, causing the media to not eject.
- Loading a corrupted font over USB will block USB communication. One must connect the printer via the parallel port and remove the corrupted font.
- When loading media with a piece of paper shorter than the required amount for autoload, out of media condition will be signaled by the LED, but the computer printer status will report OK. Inserting media again will not trigger an autoload media operation. Pressing the feed button will cause the printer to restart. To avoid this condition, always load media long enough to execute an autoload operation.
- In some cases, in fixed page mode, the actual length of the page is different than the value specified by the formula for page length set by parameter 37 and 38.
- A printer enquiry (ESC ENQ 4) with eight fonts loaded could cause a printer reset.
- A printer enquiry (ESC ENQ 4) with sixteen logos loaded could cause the cutter to cycle.
- Command <ESC>@ does not restart the USB port. Use command <ESC>? to restart the printer and USB port.

Upgrade Overview

This overview is for users who know Toolbox and how to stop and start the spooler in the windows version of the host computer. Detailed instructions start on the next page.

Upgrading a printer to version 3.56 and factory defaults

1. Stop the spooler.
2. Start Toolbox 1.70 and make sure it communicates with the printer.
3. Print a self test to document the current parameter settings.
4. Upload the proper firmware to the printer.
5. Print a self test to note the current parameter settings.
6. Change any parameter values and save the parameters by sending <ESC>&<4> to the printer.
7. Print a self test and verify that everything is OK.
8. Repeat steps 2 to 7 for any other printers until you are done.
9. Close Toolbox and start the spooler again.

Firmware Installation, comprehensive description

Firmware is loaded to the printer using the Zebra Toolbox utility software version 1.70. If a previous version of Toolbox is installed, download the latest version from the Zebra website and install. The installation process will uninstall the older version of Toolbox.

Note:

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- These instructions will use the firmware, fonts, and logo installed with Toolbox software. If Toolbox version 1.70 is already installed, one can download the firmware files from the Zebra website. Firmware files are located on www.zebra.com under Support and Downloads, select TTP 8200 or TTP 8300 Kiosk Printer, Firmware & Service Packs. Another option is to update the latest firmware, fonts and logos to the latest version from within Toolbox. Under the Help menu, select Updates and Packages. Highlight one of the selections and select Install the Selected Package. When the first one is complete, select the other package to install.

   Step 1. Retrieve the Toolbox software from the Zebra website:
   - Go to www.zebra.com
   - Select Support and Downloads
   - Under Printer Support select TTP 8200 or TTP 8300 Kiosk Printer from printer drop down list.
   - Select Software Utilities
   - Select the Kiosk Printer Toolbox and download[1] to your computer to a known location. The software file is a self extracting zip file. Run the executable to extract the contents to the computer.
   - Run the Toolbox-setup-1-7.exe program and follow the prompts to install the software.
   - After the Toolbox software has been successfully installed, run Install KPL Font Package 1.0.4.exe program to install the Zebra fonts and logos into Toolbox.
   - Run Install KPL Firmware Package 1.0.8.exe program to install the latest Zebra firmware into Toolbox.

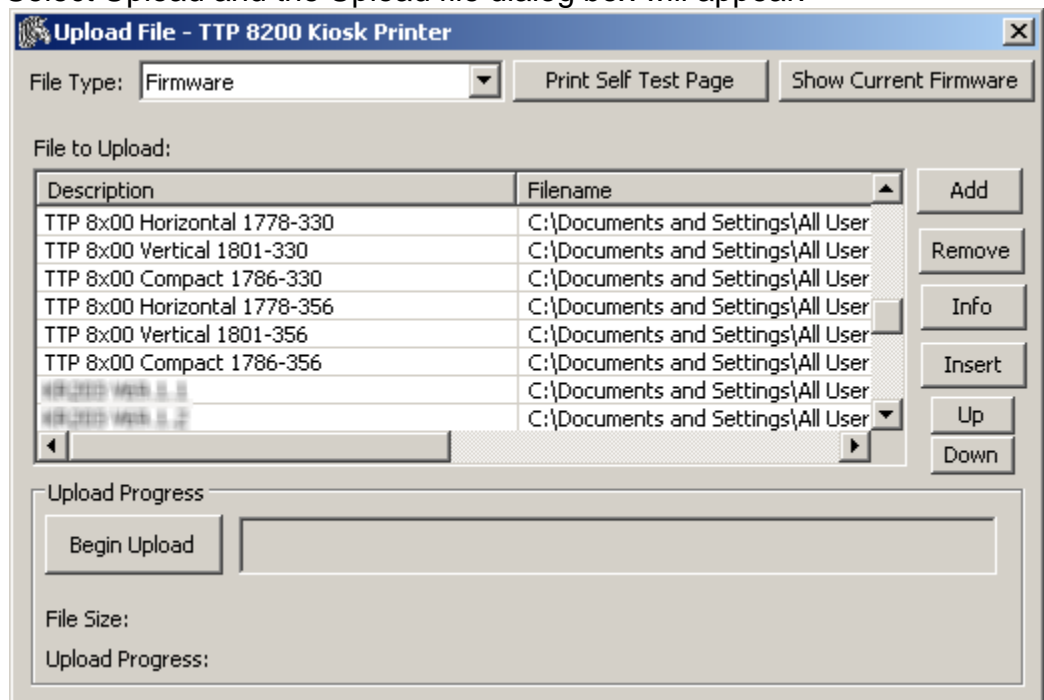[1] You need to register for a password if you don't already have one.

Step 2. Install the firmware

- These procedures assume the printer is at firmware version 3.30 or later before beginning upgrade procedure. Consult the table for the correct version of firmware allowed for the printer.

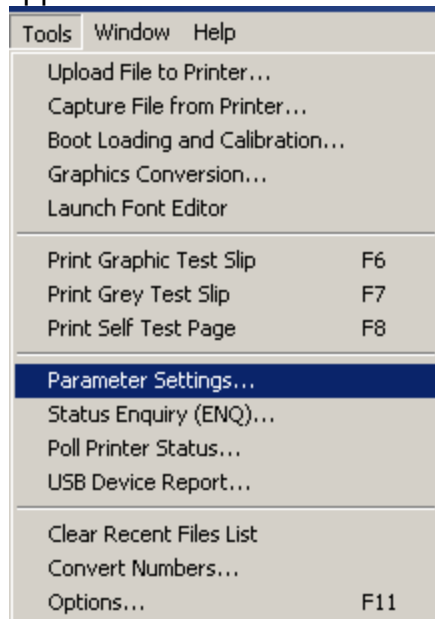| Printer Model and Part Number	Manufacturing Cut-in Serial Number	Firmware number
TTP 8200 horizontal (01744-xxx)	Serial numbers greater than 4-0812-05545 All serial numbers starting with 92J	01778-356
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TTP 8200 compact (01755-xxx)	Serial numbers greater than 4-0813-00001 All serial numbers starting with 92J	01786-356
TTP 8300 horizontal (01745-xxx)	Serial numbers greater than 4-0813-00001 All serial numbers starting with 92J	01778-356

Installation procedures for firmware

- Before running Toolbox software, it is recommended to disable the print spooler.

    1a   In Win XP and Vista, under the Start menu, select Run, type "cmd" and select OK.

    1b   In Win 7, click on the Windows orb (Start) in the bottom left of the computer screen. Type "cmd" into the Search window. In the results window, right click on the command prompt icon and select "Run as Administrator".

    2.   At the cursor in the command prompt window, type "net stop spooler", <Enter>. Leave this window open as the print spooler will need to be restarted at the end of these instructions.

- Start Toolbox and connect the printer to host computer. Power on the printer and load media.
- Select Detect icon for the software to configure for the correct printer. Select "210\216mm" when prompted.
- Select Upload and the Upload file dialog box will appear.

	Upload File - TTP 8200 Kiosk Printer	⊠

File Type: Firmware ▼   [Print Self Test Page]   [Show Current Firmware]

File to Upload:

Description	Filename		
TTP 8x00 Horizontal 1778-330	C:\Documents and Settings\All User	▲	Add
TTP 8x00 Vertical 1801-330	C:\Documents and Settings\All User		Remove
TTP 8x00 Compact 1786-330	C:\Documents and Settings\All User		
TTP 8x00 Horizontal 1778-356	C:\Documents and Settings\All User		Info
TTP 8x00 Vertical 1801-356	C:\Documents and Settings\All User		
TTP 8x00 Compact 1786-356	C:\Documents and Settings\All User		Insert
███████████	C:\Documents and Settings\All User		
███████████	C:\Documents and Settings\All User ▼		Up
◄	►		Down

Upload Progress

[Begin Upload]   [_____]

File Size:

Upload Progress:

- Select Print Self Test Page to print a receipt with the current parameter settings.
- Select the firmware appropriate for the printer you are upgrading from the File to Upload list.
- Select Begin Upload. The status light on the printer will flash rapidly when the firmware is being written to the Flash PROM[2]. Wait until you hear the presenter motor click before selecting OK in the popup window. The sound will signify the file is written properly.
- Select Print Self Test Page to print a receipt with the new parameter settings and verify the firmware version. If any settings need to be changed, refer to the <u>Changing parameter settings</u> section for instructions.
- Close Toolbox software and enable the print spooler.
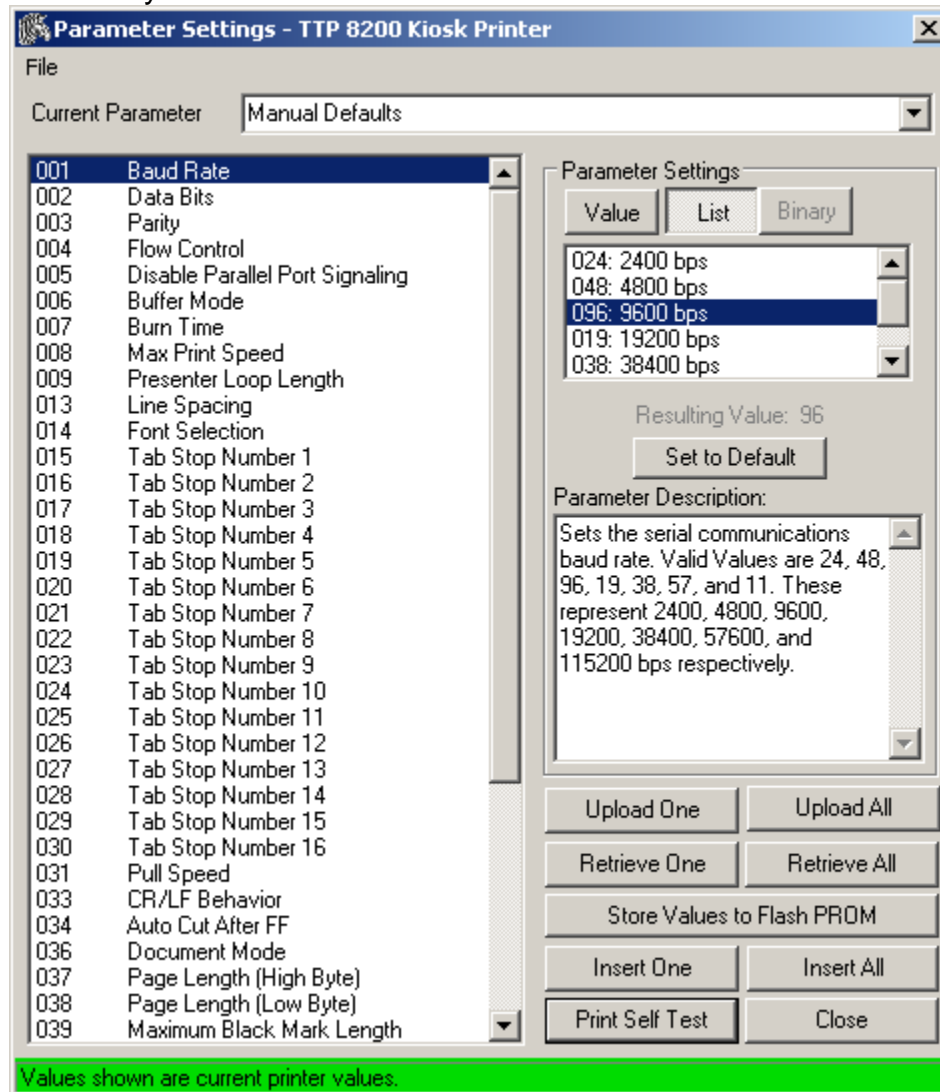 - Go to the command prompt window. Type "net start spooler", <Enter>. To close the window, type "exit".

Changing parameter settings of the printer
- Stop the spooler and start Toolbox as described on page 6.
- Under the Tools heading, select Parameter Settings and a dialog box will appear.

```
Tools  Window   Help
  Upload File to Printer...
  Capture File from Printer...
  Boot Loading and Calibration...
  Graphics Conversion...
  Launch Font Editor

  Print Graphic Test Slip        F6
  Print Grey Test Slip           F7
  Print Self Test Page           F8

  Parameter Settings...
  Status Enquiry (ENQ)...
  Poll Printer Status...
  USB Device Report...

  Clear Recent Files List
  Convert Numbers...
  Options...                     F11
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[2] Powering off the printer at this stage will leave the printer inoperable

- Make sure the bottom bar is highlighted in green to ensure the printer parameters are properly read from the printer. If not green, select "Retrieve All" to retry.

- Select the parameter to change. One can either select the parameter value from the list, or one can enter the value directly by selecting the Value button.
- After all values have been changed, select Upload All.
- Print a Self Test Page. All changed values will be preceded by an asterisk. This makes it easy to see the values changed.
- Select Store Values to Flash PROM. This makes the values persistent through a power cycle. The presenter motor will click to verify the values are stored.
- Close Toolbox and enable the print spooler as described on page 7.