



Schools Cash Office
Income Administration Software

Epson printer TM-T20II Installation Guide



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1. About this document

Thank you for purchasing the Epson receipt printer for use with Schools Cash Office (SCO). This document describes how to install the Epson TM-T20II receipt printer.

Check the label on your receipt printer to confirm the make and model prior to commencing the installation.


The Epson receipt printer can only be connected to one PC - it cannot be configured to be used as a networked printer with Schools Cash Office.

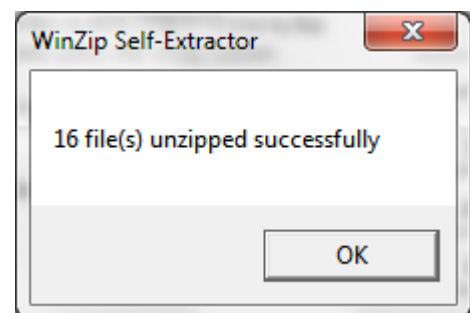
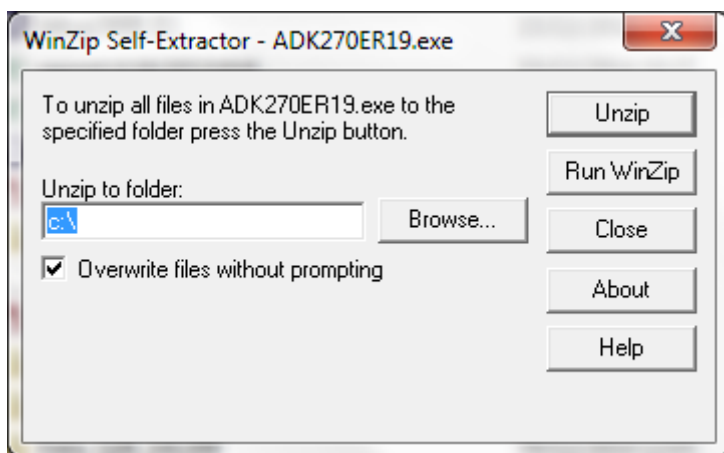
Please do not plug in the receipt printer until instructed to do so.

2. Install and configure the printer

IMPORTANT: Do **NOT** plug in or turn on the power to the printer yet as this will trigger Windows to search for and install incorrect drivers.

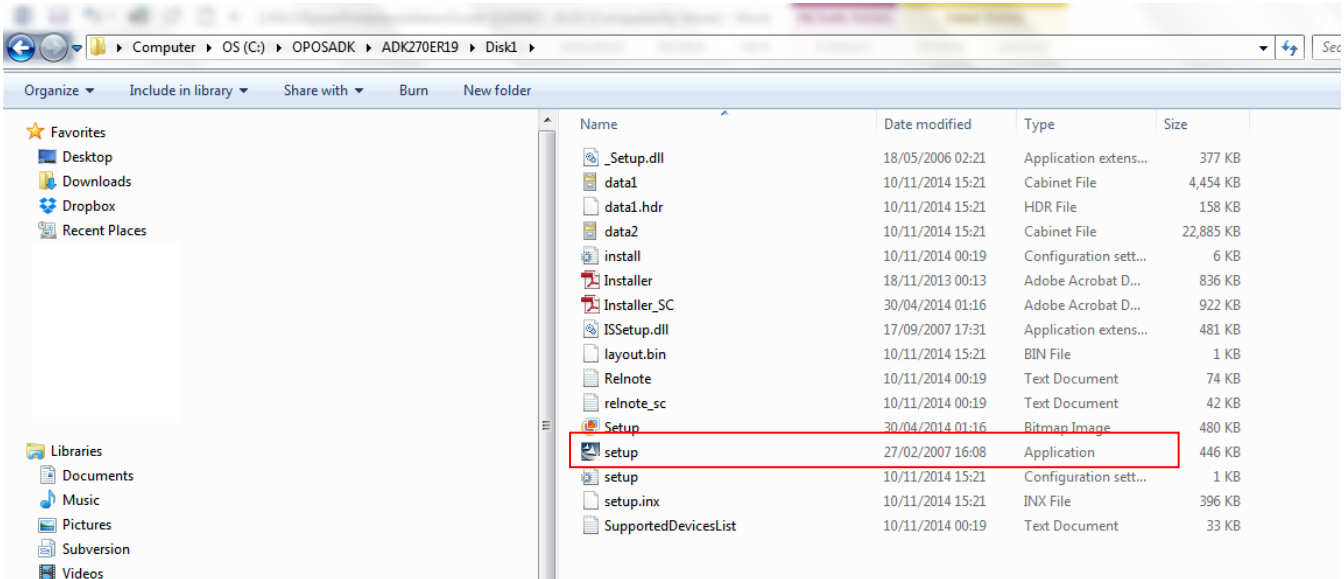
2.1 Install the printer

- Log on to Windows as a user with **Administrator** privileges.
- Go to the Epson download page:
https://download.epson-biz.com/modules/pos/index.php?page=single_soft&cid=4249&scat=38&pcat=3
- Scroll to the bottom of the page, read the online software licence agreement and tick **Accept**.
- Click on  to download the **Epson receipt printer drivers**.
- Double click on the zipped **ADK270ER19.exe** file.
- Click on **Run**.
- Click on **Unzip**.

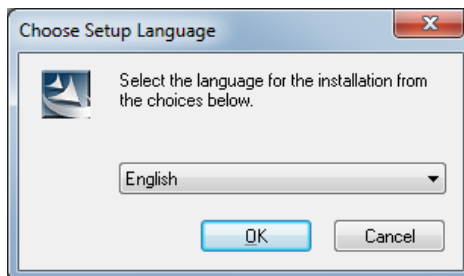


- Click on **OK**.
- Click on **Close**.

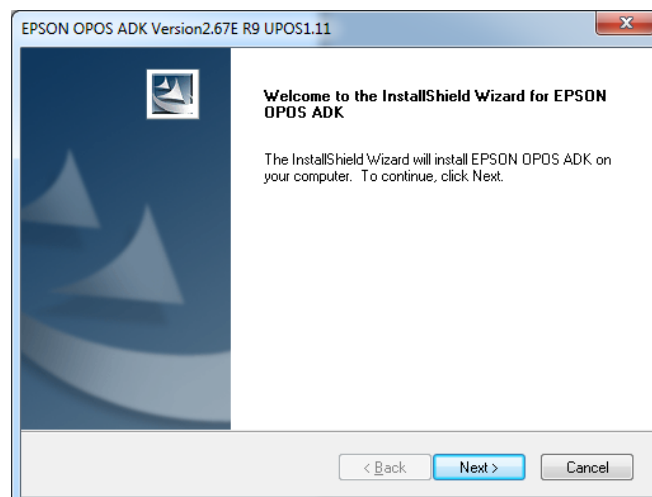
- Start **My Computer** and browse to the **Local Disk (C:) drive**.
- Double-click on **OPOSADK**.
- Double-click on **ADK270ER19**.
- Double-click on **Disk1**.
- Double click on the **setup.exe**.



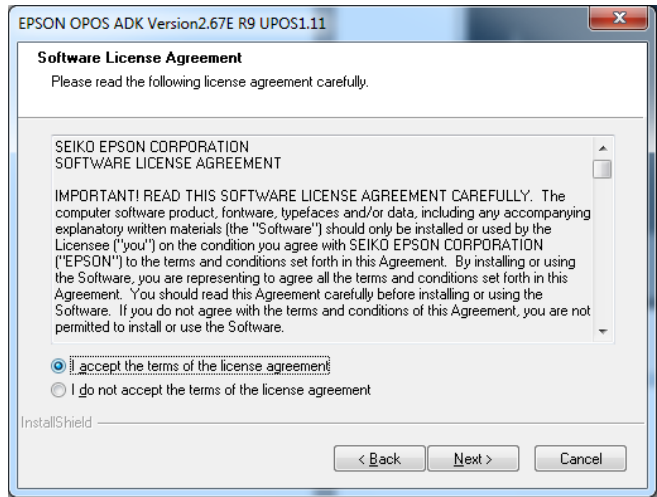
- Select the **English** language.



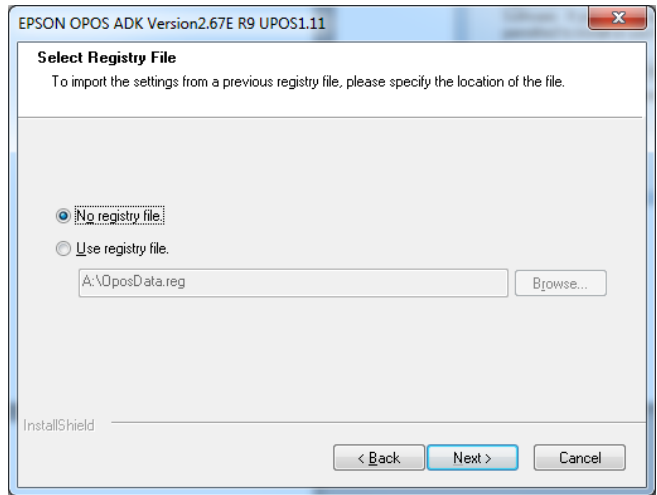
- Click **OK**.
- Click **Next**.



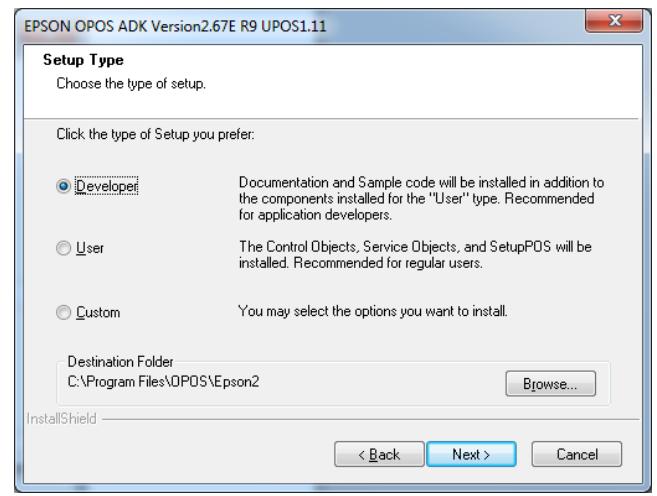
- Read the **License Agreement** and select **I accept the terms of the license agreement**.



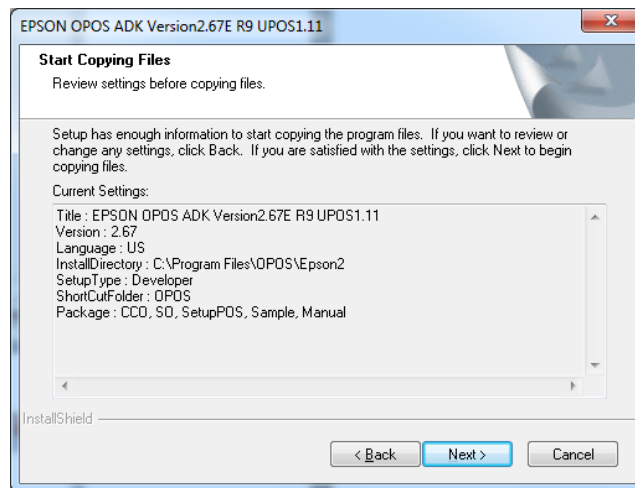
- Click on **Next**.
- Select **No registry file**.



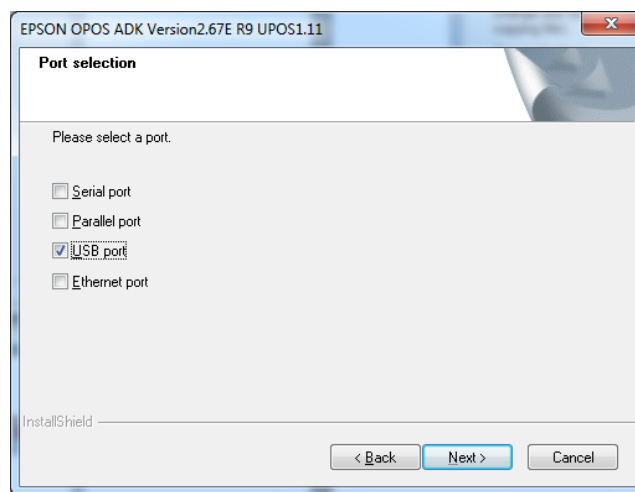
- Click on **Next**.
- Select **Developer** and click on **Next**.



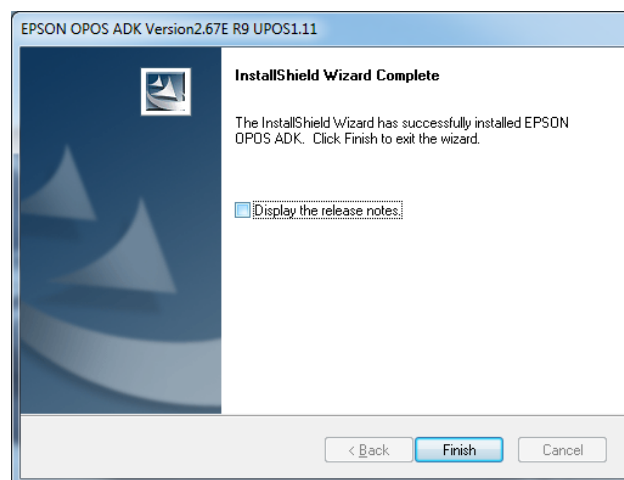
- Click on **Next**.



- Untick Serial port and tick **USB port**.

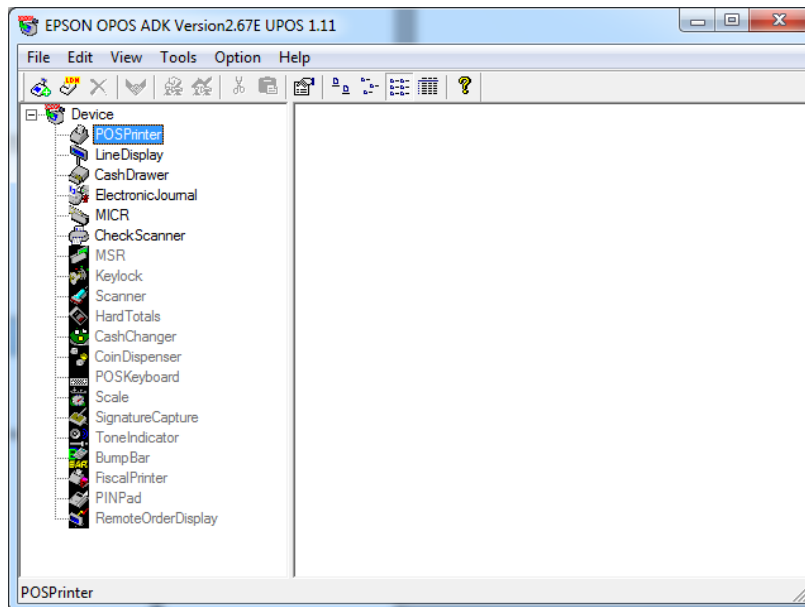


- Click on **Next**.
- Wait for the driver to install – the window may disappear at this point. Wait for the next window to display.
- Untick **Display the release notes**.

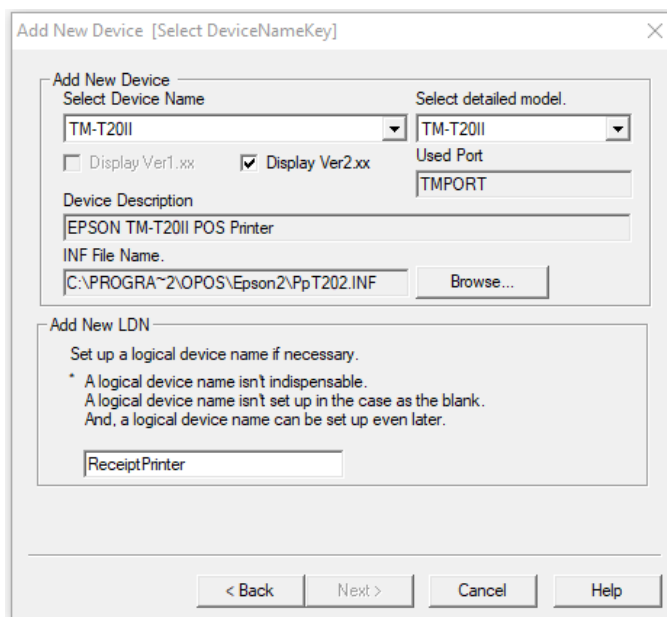


- Click on **Finish**.

- Connect the USB cable from the printer to your PC.
- Connect the power cable from the printer to the electrical supply.
- Insert the **till roll**.
- Switch the **printer on**.
- In the Epson control panel **right-click on POS printer** and choose **Add New Device**.

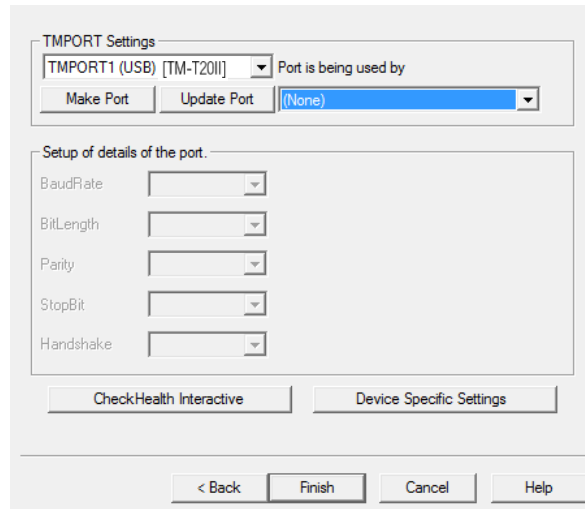


- Select the matching **TM-T20II** under **Select Device Name**.
- Enter **Receipt Printer** as the LDN and ensure it matches the text below exactly (i.e. capital R and P without any spaces).

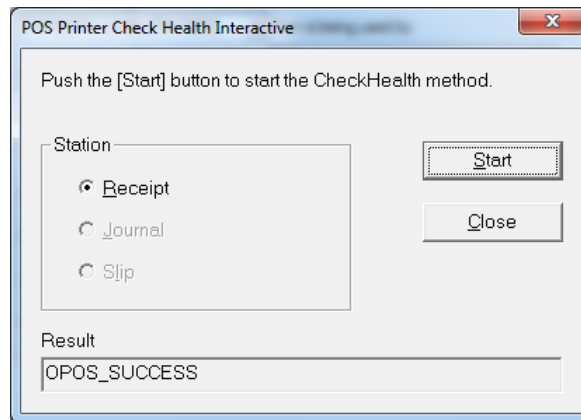


- Click on **Next**.

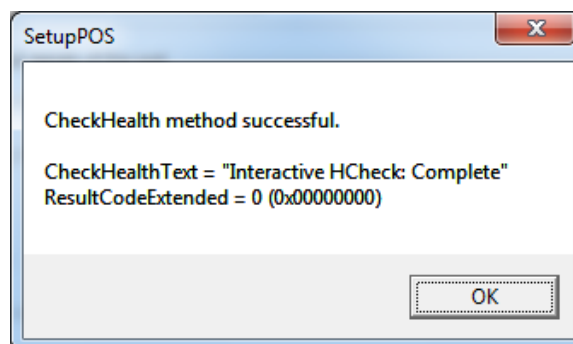
- Ensure the relevant **TMPORT Settings** are displayed to match your printer.



- Click on **CheckHealth Interactive**.
- Click on **Start**.



- The **Result** should display **OPOS_SUCCESS** if installed correctly.
- Click on **Close**.



- Click on **OK**.
- Click on **Finish**.
- Close the Epson Control Panel and close the Browser window.

- Start Schools Cash Office and log on.
- On the **Configuration** tab, select **System options**.
- Click on the **Device** tab.
- Ensure the settings match those in the image displayed below.

System options

Enter values for options:

General Receipts **Device** Income Dinners/Extended Day Communications VAT/Tax Cheques Biometrics Online

Options set on this computer only

What type of receipt printer is fitted? Receipt printer

Is an MICR reader fitted?

What is the receipt printer width? 42

Printer name: ReceiptPrinter

Scanner installed?

Scanner name: devms7120

Cash drawer installed?

Cash drawer name: CashDrawer

Line display installed?

Line display name: LineDisplay

Show remaining daily spend on line display

Done Cancel

- Click on **Done**.

2.2 Test the receipt printer

If you are already using Schools Cash Office, test the receipt printer as follows:-

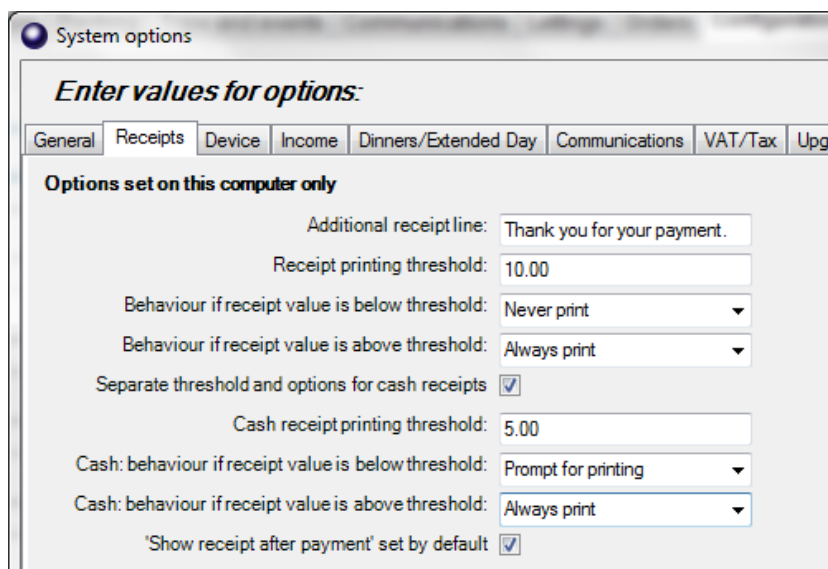
- Restart **Schools Cash Office**.
- On the **Audit** screen, select **Income and expenditure log**.
- Click on a **transaction**.
- Click on **Print**.

For new users, the receipt printer can be tested once the first transaction has been entered.

2.3 Configure the default settings

The settings displayed below can be configured on this PC.

- On the **Configuration** screen, select **System options**.
- Click on the **Receipts** tab.



The screenshot shows a window titled 'System options' with a sub-header 'Enter values for options:'. Below this is a tabbed interface with tabs for 'General', 'Receipts', 'Device', 'Income', 'Dinners/Extended Day', 'Communications', 'VAT/Tax', and 'Upg'. The 'Receipts' tab is selected. Under the heading 'Options set on this computer only', there are several settings:

- Additional receipt line: Thank you for your payment.
- Receipt printing threshold: 10.00
- Behaviour if receipt value is below threshold: Never print
- Behaviour if receipt value is above threshold: Always print
- Separate threshold and options for cash receipts:
- Cash receipt printing threshold: 5.00
- Cash: behaviour if receipt value is below threshold: Prompt for printing
- Cash: behaviour if receipt value is above threshold: Always print
- 'Show receipt after payment' set by default:

3. Troubleshooting

If the receipt printer does not print, refer to the FAQ on our website help.tucasi.com, click on the link to **Frequently Asked Questions** and select **Receipt Printer FAQs - My Epson receipt printer isn't working** (or go direct via this link

<https://tucasi.atlassian.net/wiki/spaces/SHC/pages/49021024/Our+Epson+Receipt+Printer+isn+t+Working?src=search>).

Printing to an A4 printer (for PCs without a receipt printer installed)

In the absence of an Epson receipt printer, to set up Schools Cash Office to print to an A4 printer, refer to our website: on the Tucasi website help.tucasi.com, click on Getting Started with SCO, select **System Options Settings SCO** and select **Print Receipts to an A4 Printer** (or go direct via this link

<https://tucasi.atlassian.net/wiki/spaces/SHC/pages/49020983/Print+Receipts+to+an+A4+Printer?src=search>)

4. Support

If you have any queries when installing the Epson receipt printer, please contact:

Tucasi Customer Support

 **02380 016 564**

Visit www.tucasi.com/support and click

Log A Ticket