

MICROCOM CORPORATION

360C COLOR PRINTER

SETUP GUIDE

FOR WINDOWS APPLICATIONS

REVISION 1.0.1 • LAST UPDATED 04/10/2020

© COPYRIGHT 2020 BY MICROCOM CORPORATION • ALL RIGHTS RESERVED



Table of Contents

Windows Driver Installation	2
Downloading the Windows Driver	2
Installing the Driver.....	3
Using a USB Connection	3
Using an Ethernet Connection	5
Driver Configuration	7
Paper Setup	7
Defining a New Paper Type	7
Calibration and Sensor Adjustment.....	9
Print Quality Settings.....	12
Media Weight.....	12
Print DPI	13
Color Calibration	14
Additional Resources	16

Windows Driver Installation

Downloading the Windows Driver

The 360C Windows Driver can be downloaded from the 360C product page on the Microcom website:

The screenshot shows the Microcom website interface. At the top, there is a navigation menu with links for Home, Products, Support, Downloads, Service, Supplies, Custom Solutions, Press, About, and Video Gallery. A search bar is located in the top right corner. The main heading is "MICROCOM 360C COLOR LASER TICKET + LABEL PRINTER". Below this, there is a product image showing a person using the printer to create a ticket. To the right of the image, there is a "KEY FEATURES:" section with a table of specifications:

KEY FEATURES:	
PAPER WIDTH 1"-3.4" (25 mm-86 mm)	COMMUNICATION PORTS USB, ETHERNET, and WI-FI (Optional)
PRINT RESOLUTION 600 dpi or 1200 dpi	MEDIA DETECTION SENSORS Configurable black line sensor, Transmissive sensor
MAX PRINT SPEED Up to 6"/second (152 mm)	

Below the key features, there is an "APPLICATIONS:" section with icons for MARKETING, TICKETING, LABELS, and MEMBERSHIP. At the bottom of the page, there are three buttons: "Request More Information", "View 360C Spec Sheet", and "Download Windows Print Driver". The "Download Windows Print Driver" button is highlighted with a red border.

Select **Download Windows Print Driver** on the 360C product page

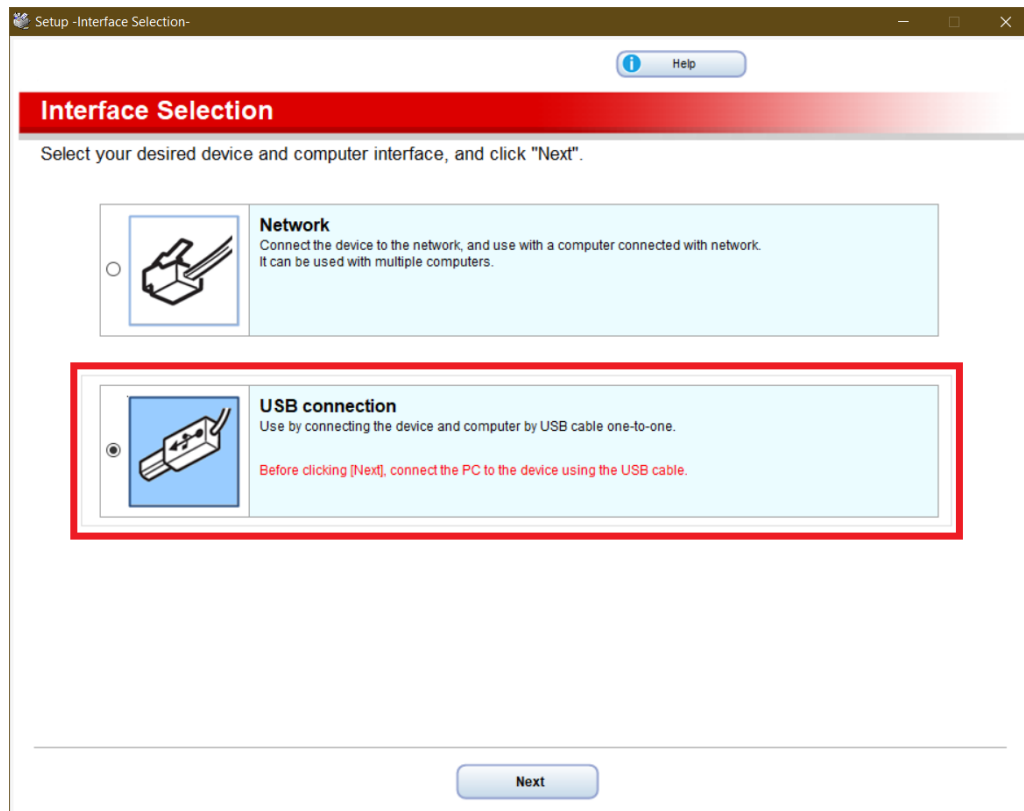
Alternatively, you can download the driver directly here:

https://www.microcomcorp.com/downloads/360c_driver.zip

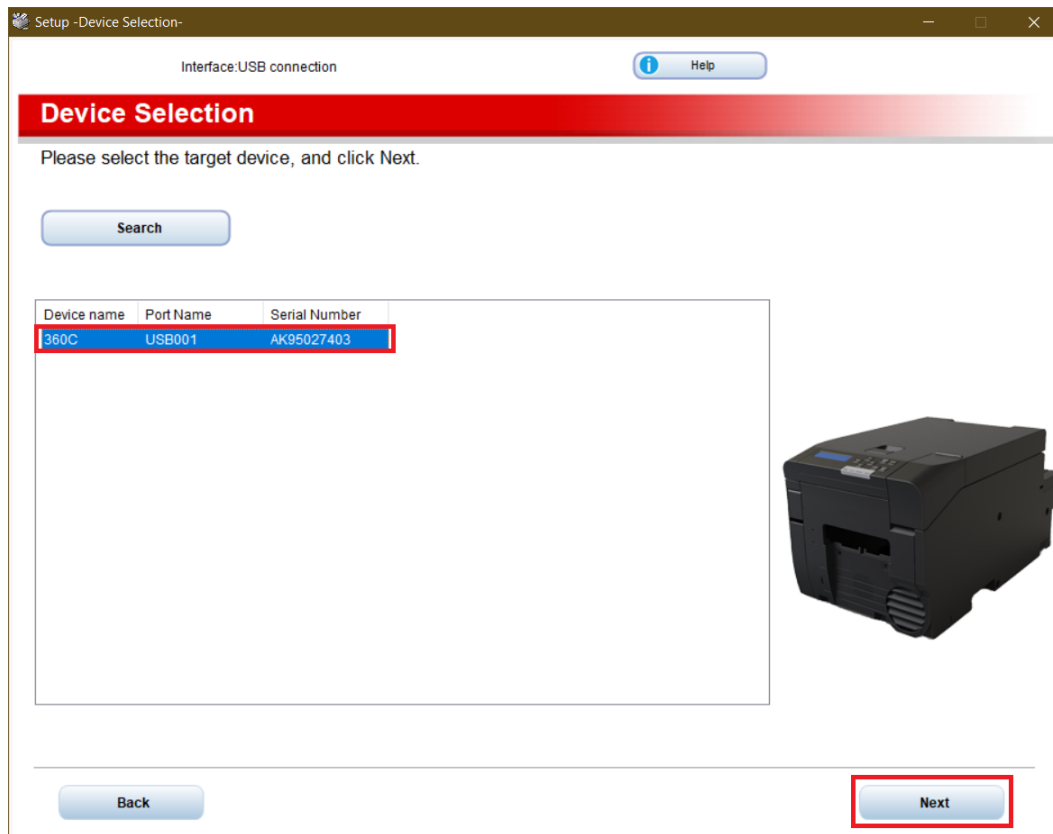
Installing the Driver

Using a USB Connection

1. Power on and plug the printer into the PC with a USB cable.
2. Extract the downloaded driver package and run **Setup.exe** to begin installation.
3. Review and accept the Software License Agreement.
4. When prompted to specify an interface, select **USB Connection** and click **Next**:



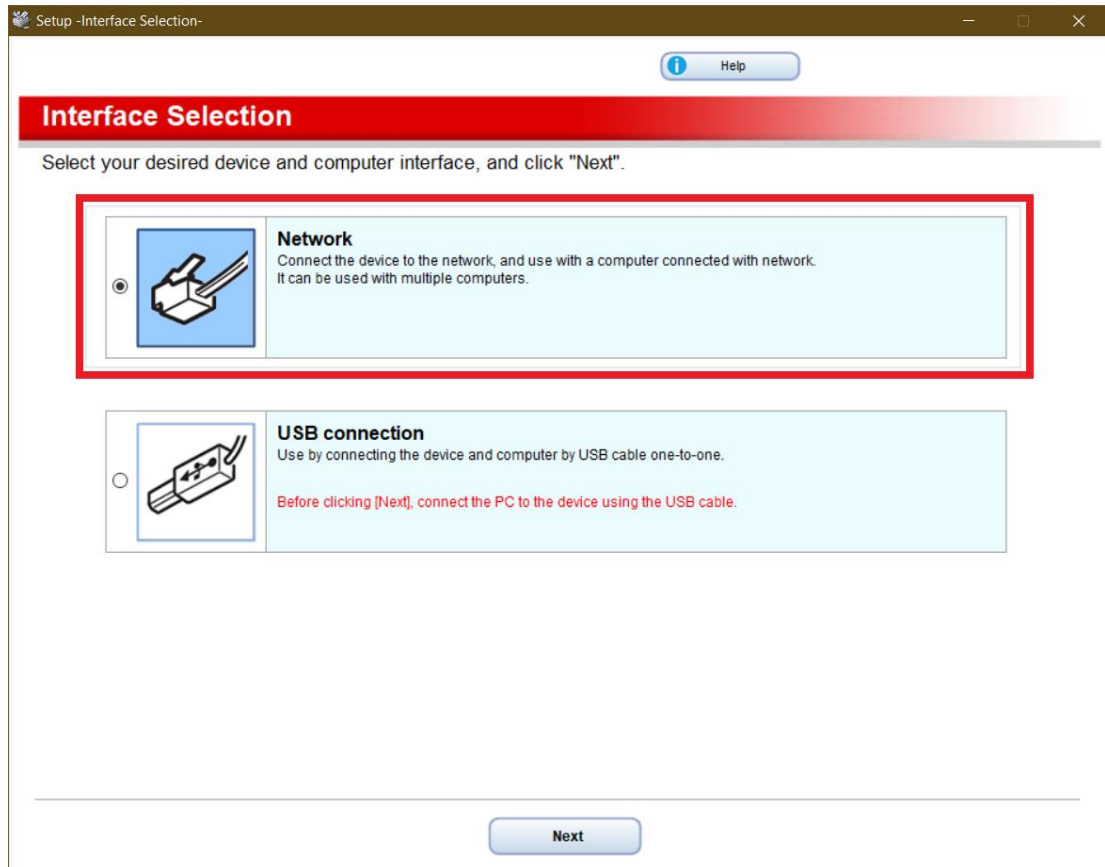
5. The printer should automatically be detected. If the printer is not found, ensure it is plugged in with a USB cable and powered on. Highlight the printer listing and then select **Next**:



6. Select **Install Optional Software** to install the driver along with the optional **Status Monitor** and **Printer Configuration Tool**. Click **Next** to begin installation.
 - a. Alternatively, select **Custom Install** to specify which software you would like to install along with the driver.
7. After installation is complete, you can optionally configure the **Administrator Password Settings** and **Language Settings**. Click **Next, Exit**, and then **Yes** when prompted to exit the installer.

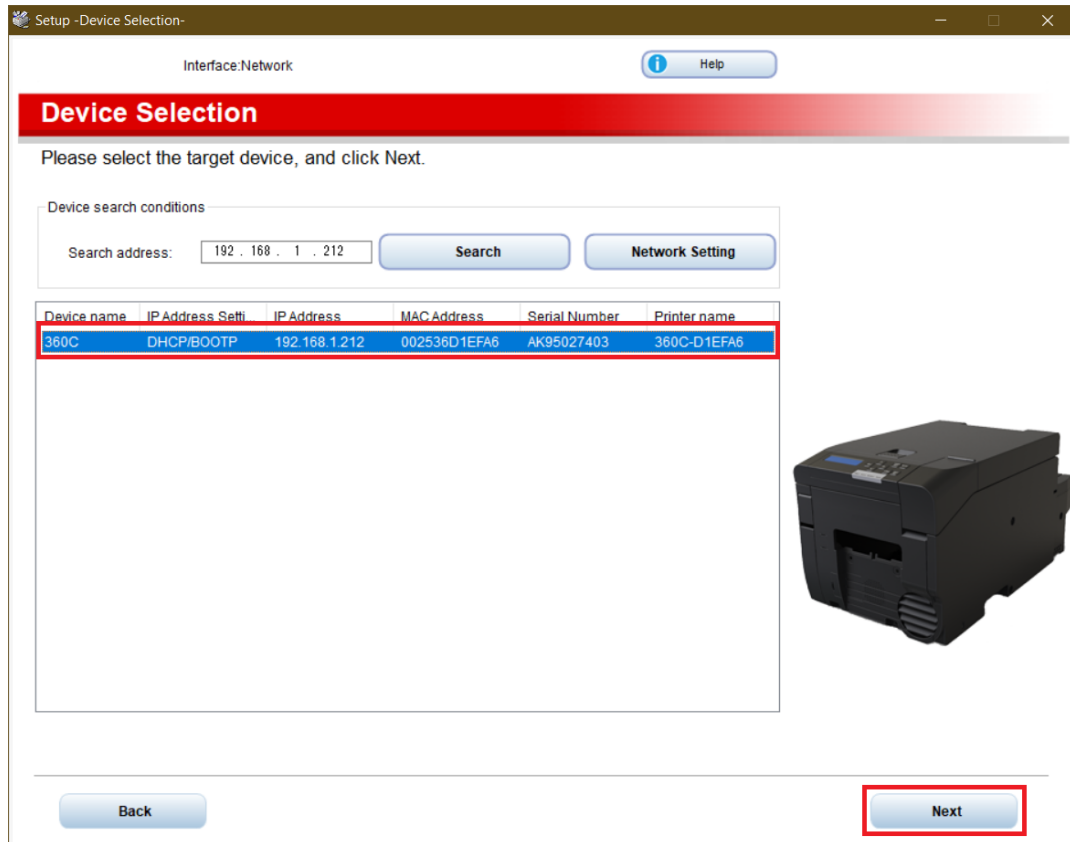
Using an Ethernet Connection

1. Power on and plug the printer into your network with an Ethernet cable.
2. Extract the downloaded driver package and run **Setup.exe** to begin installation.
3. Review and accept the Software License Agreement.
4. When prompted to specify an interface, select **Network** and click **Next**:



5. If prompted to allow network access by the Windows Firewall, check both **Private Networks** and **Public Networks** and click **Allow Access**.

6. The installer will attempt to discover the printer on the network. If it fails to do so, navigate to **Configuration -> Network -> IPV4 Address** on the printer's front panel and enter the listed IP address into the installer's **Search Address** field. When the printer has been found, highlight the listing and click **Next**:



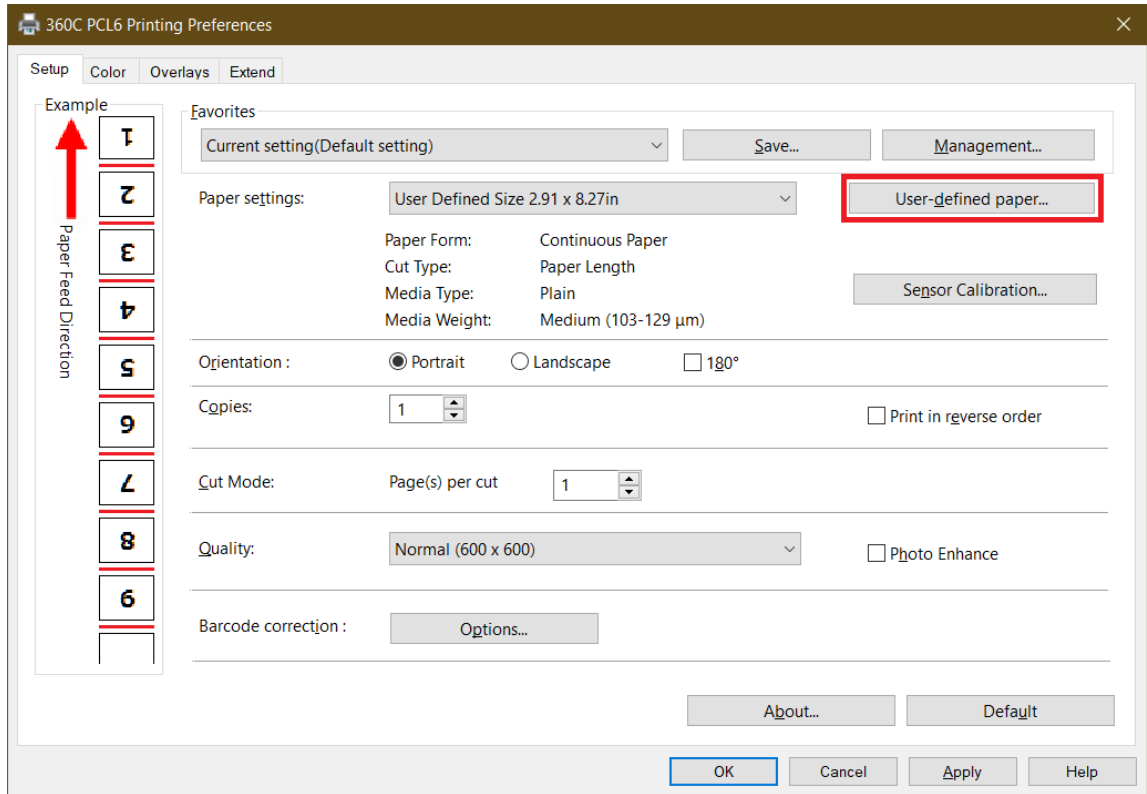
7. Select **Install Optional Software** to install the driver along with the optional **Status Monitor** and **Printer Configuration Tool**. Click **Next** to begin installation.
 - a. Alternatively, select **Custom Install** to specify which software you would like to install along with the driver.
8. After installation is complete, you can optionally configure the **Administrator Password Settings** and **Language Settings**. Click **Next**, **Exit**, and then **Yes** when prompted to exit the installer.

Driver Configuration

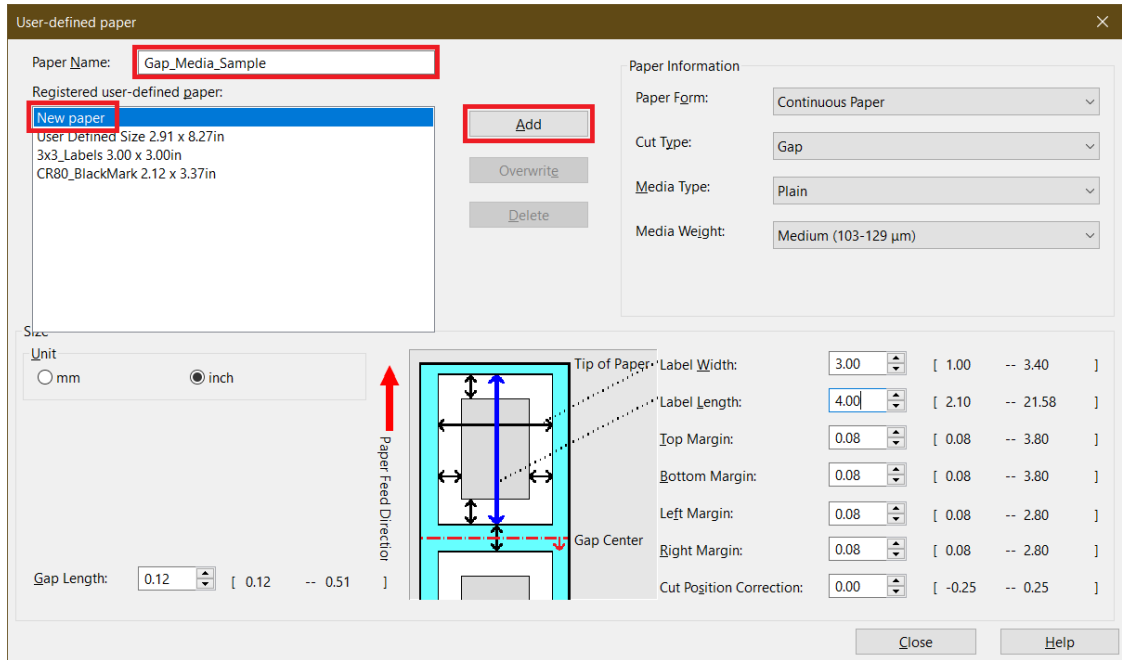
Paper Setup

Defining a New Paper Type

1. From the 360C **Printing Preferences** menu, select **User-defined paper**:



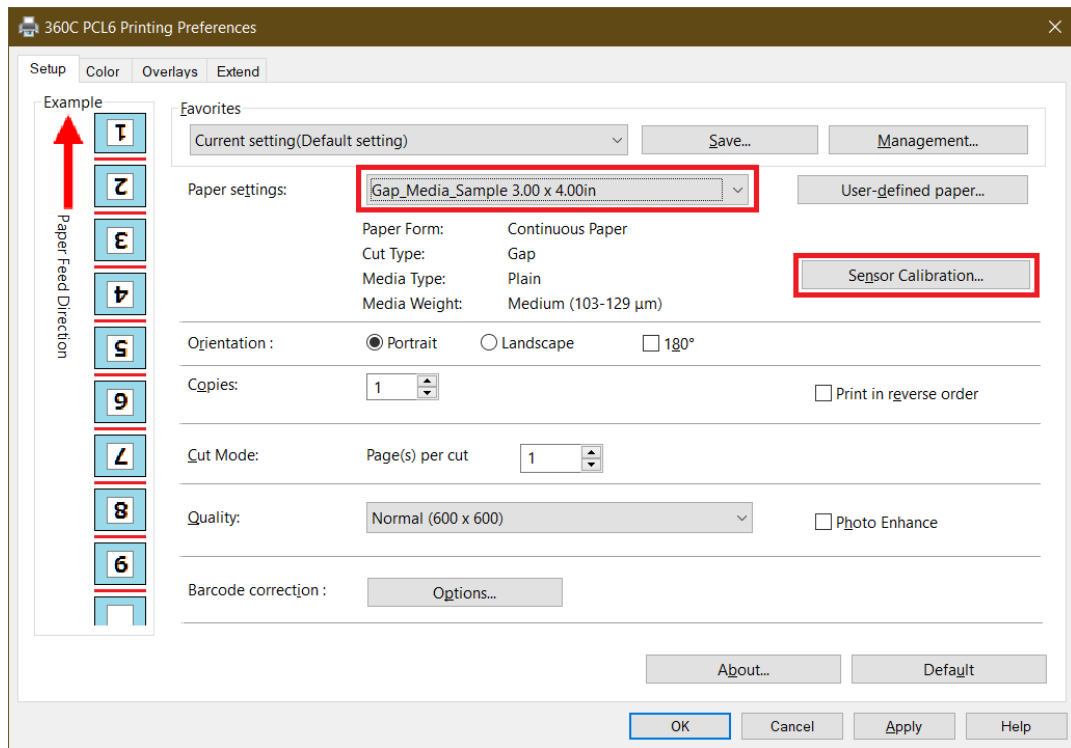
2. Highlight **New paper** and adjust the settings to match your paper type. The example below shows a paper settings for a 3x4" label with an 1/8" gap:



3. Before attempting to print with a new paper type, the printer needs to be calibrated first. Attempting to print before calibrating the machine can result in paper jam errors.

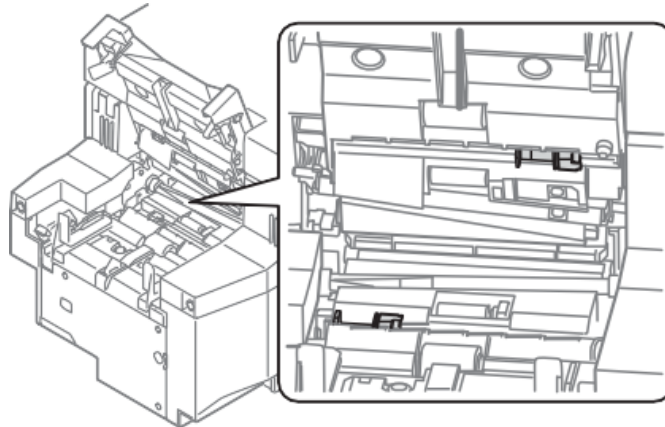
Calibration and Sensor Adjustment

1. Back in the **Printing Preferences** menu, select the newly-defined paper type from the **Paper Settings** drop-down menu and click **Sensor Calibration**:

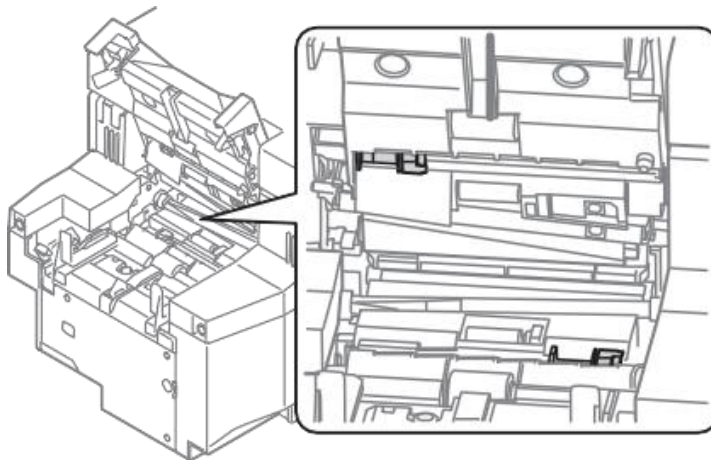


2. Before selecting **Execute**, ensure that **there is no paper loaded in the printer.**

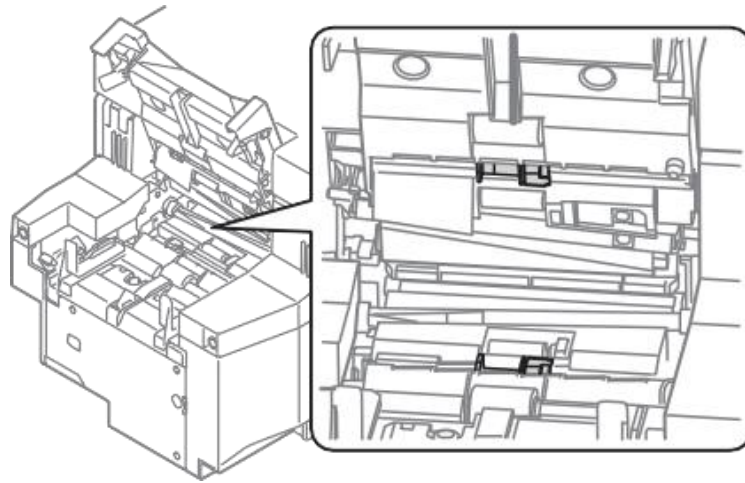
3. Click **Execute** to begin calibration. The printer will prompt to load paper, but the **sensors need to be adjusted first**. Instead of loading paper, open the rear feeder cover and align the sensors according to the following guidelines:
 - a. **If using black mark (bottom) media:** Adjust the lower sensor such that it faces the black mark and the upper sensor such that it does not align with the lower sensor:



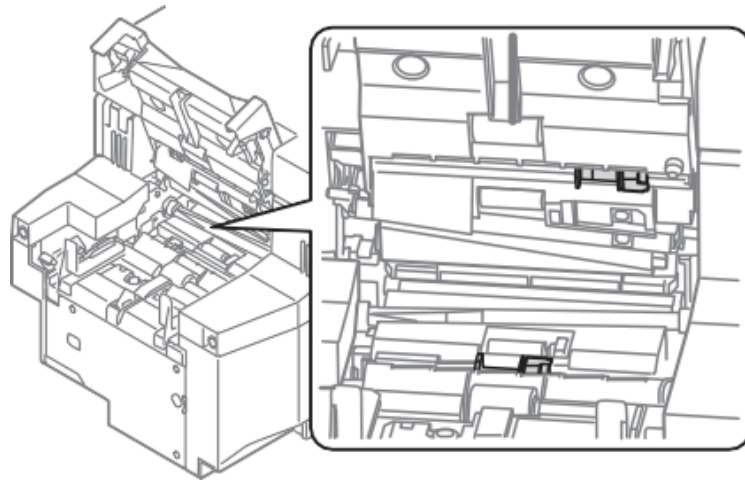
- b. **If using black mark (top) media:** Adjust the upper sensor such that it faces the black mark and the lower sensor such that it does not align with the upper sensor:



- c. **If using diecut/gap/hole media:** Align the lower and upper sensors such that they directly face each other. If using media with a hole, make sure the sensors are lined up with the hole as the paper is fed into the printer:



- d. **If using paper with no mark registration:** Align the sensors such that they do not directly face each other:

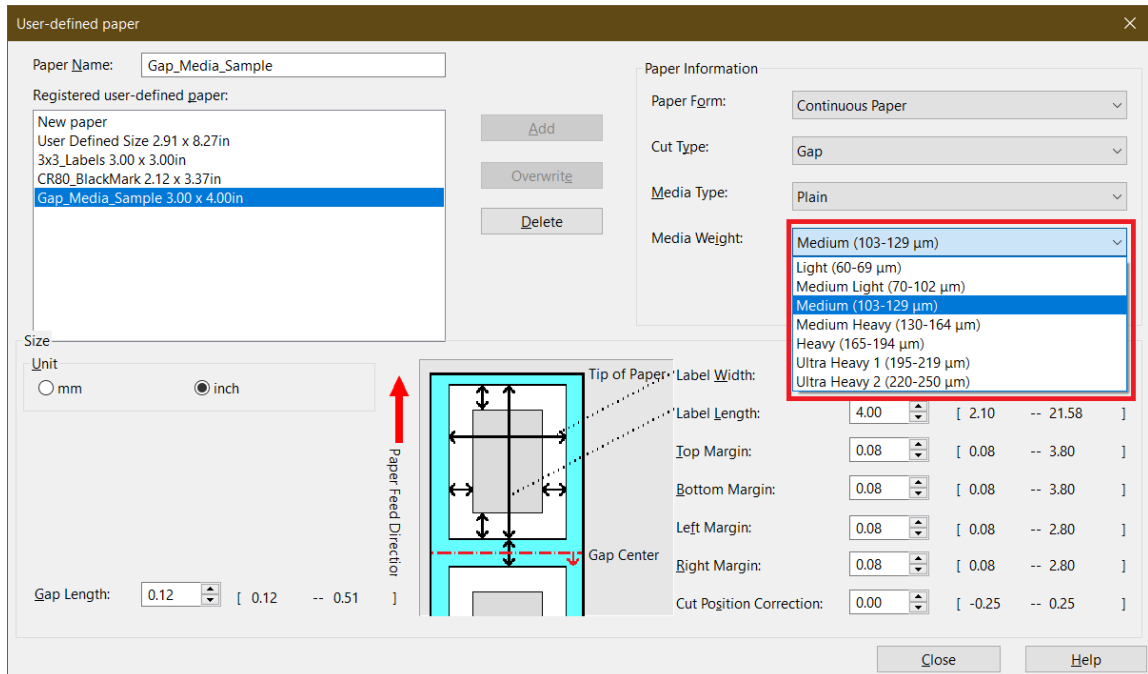


4. Calibration is complete after adjusting the sensors. At this point you can load paper into the printer. If a paper jam is reported, ensure that the sensors are aligned correctly for your paper type.

Print Quality Settings

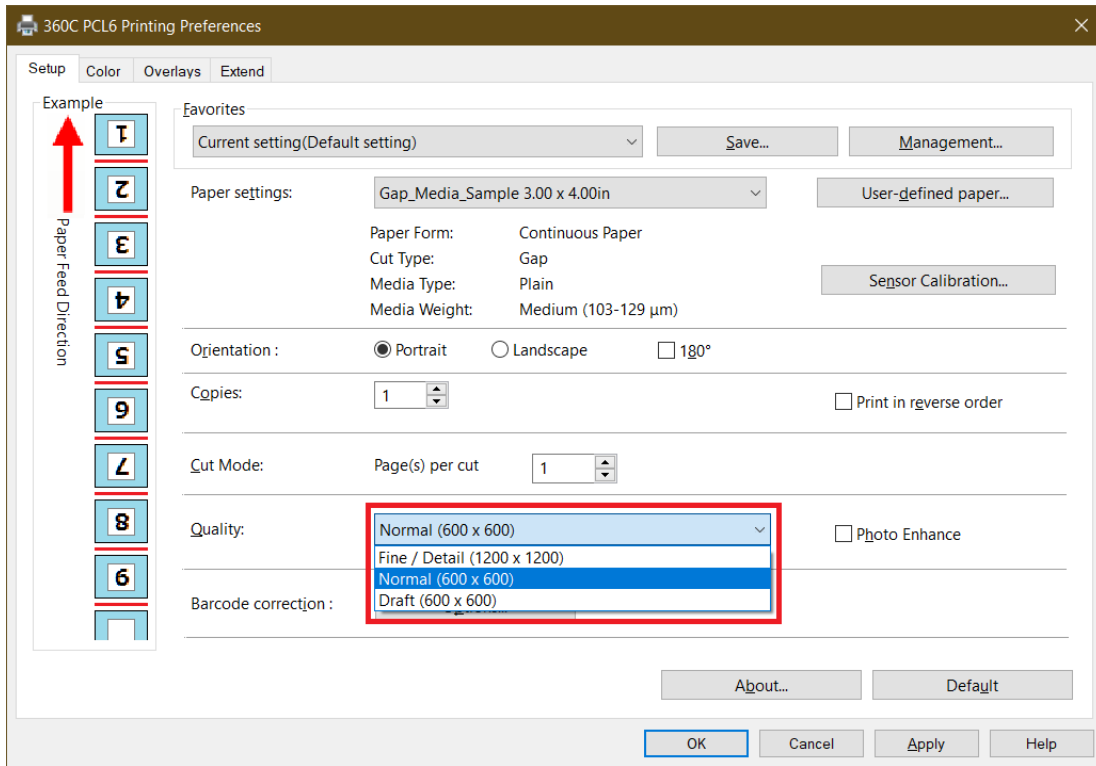
Media Weight

If you find that printouts appear “spotty,” try increasing the **Media Weight** in the **User-Defined Paper** menu – doing so will reduce the speed that paper is fed through the machine, more toner will be applied to the paper, and the fuser will work at a higher temperature. Increase this parameter when using thick media or if the paper is difficult to print on:



Print DPI

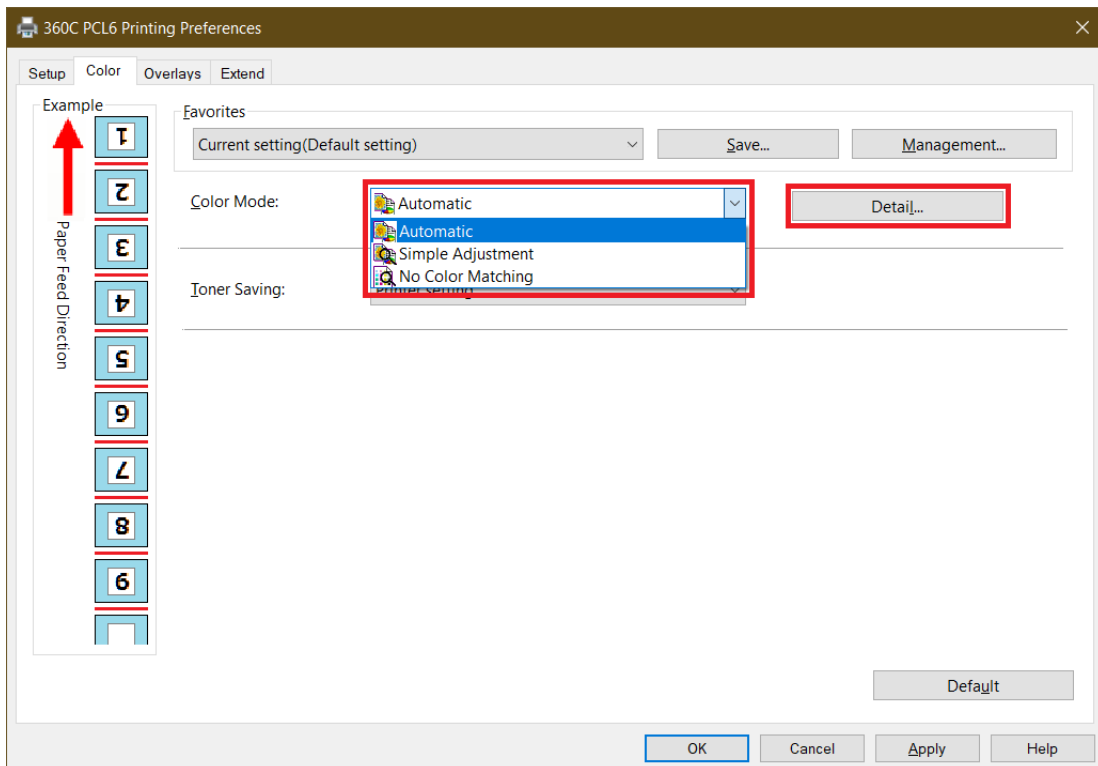
The print resolution can be increased to up to 1200 DPI with the **Quality** parameter in the **Printing Preferences** menu:



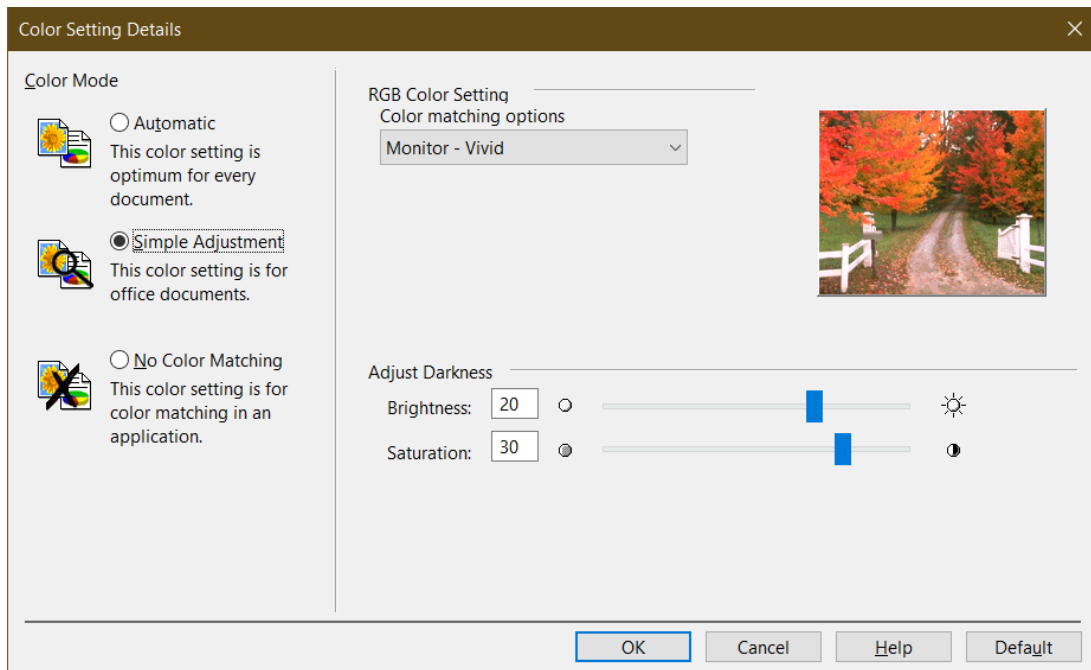
Color Calibration

In the **Color** tab of the **Printing Preferences** menu, there are three color modes:

1. **Automatic** – The printer will automatically manage colors.
2. **Simple Adjustment** – Allows for manual adjustment of the printer's color matching behavior.
3. **No Color Matching** – Disables the printer's built-in color matching and leaves this responsibility to the application.



Click the **Detail** button to adjust color settings while using the **Simple Adjustment** mode:



Additional Resources

For in-depth details on the printer hardware, Windows driver, panel operation, and more, please refer to the **360C Operator's Manual** available on the 360C product page under the **Manuals** tab.

Alternatively, you can access the 360C Operator's Manual directly here:

<https://www.microcomcorp.com/downloads/360copman.pdf>

If you need additional assistance, please submit a technical support request here:

<https://www.microcomcorp.com/techsupport/>