



# Model 485 Configuration Application User Guide

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## Overview

The 485 Configuration Application allows you to easily configure the settings of a Microcom 485 printer. You have the freedom to save and read configurations independent of a printer connection. Once a printer is connected, you can save or read configurations directly to or from the printer, respectively. You can then restart the printer directly from the application and connect to a different device immediately afterwards. Hover over parameter labels for a brief description on its purpose.

## Installing the application

The 485 Configuration Application and its dependencies are installed by running the provided setup utility. Most modern versions of Windows require Administrator privileges to perform this type of installation.

Run *Microcom485ConfigurationAppSetup\_x86.exe*.

The setup utility will guide you through the installation process. Take note of the installation directory. By default, application package files will be placed in either the “C:\Program Files” or “Program Files (x86)” directory.

## Configuration Window

Upon startup, the application immediately opens up to the configuration window. The window is made up of three panels: the configuration categories (left), configuration values (right) and control buttons (bottom). The values are populated with default parameters that you can be changed. You can easily read from file previous configurations, save to file the current configuration or connect to a printer.

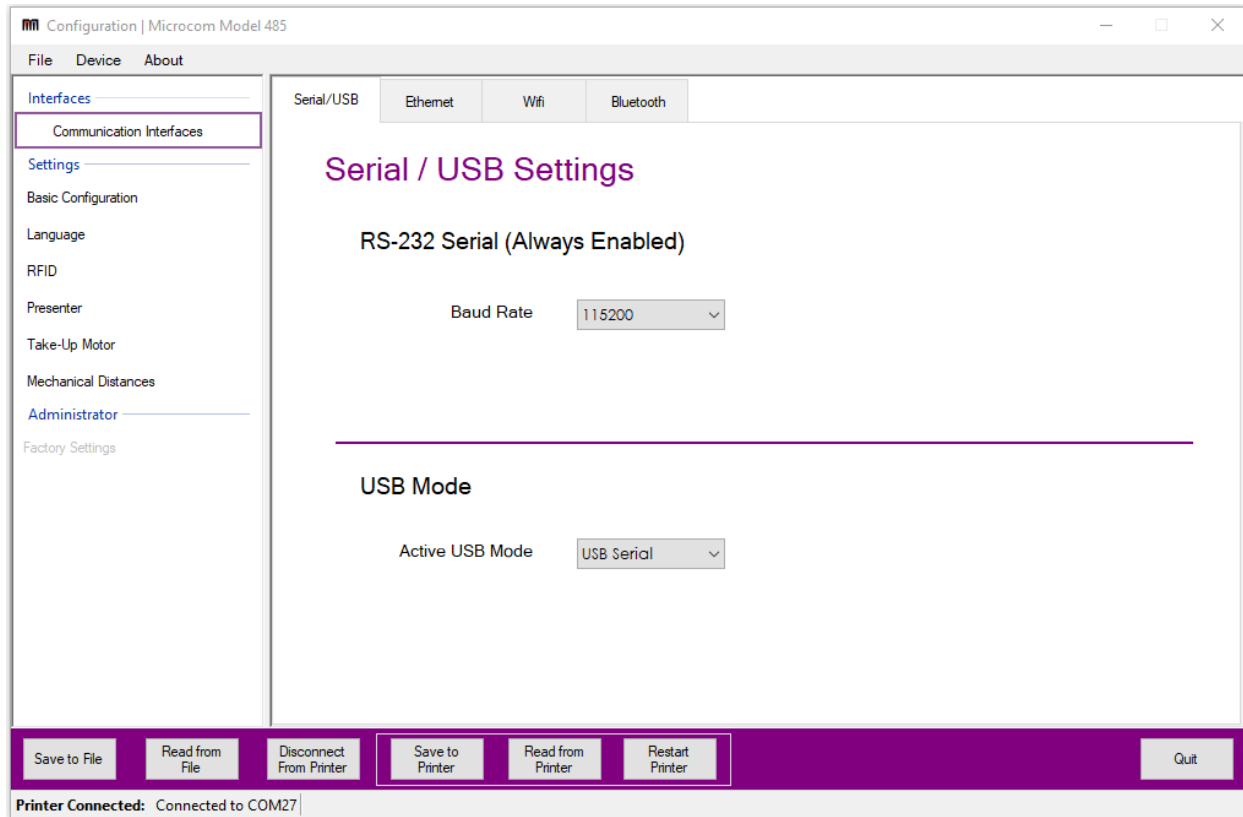


FIGURE 1: CONFIGURATION WINDOW

## Saving and Reading Configuration Files

A configuration file is generated by the application when the **Save to File** button is clicked, or when the **File->Save Configuration** menu (top) option is selected. Clicking either of these two options will open a Windows **Save As** dialog in the application output directory<sup>1</sup>. A unique filename is generated by default to avoid overwritten configurations.

To read a previously saved configuration file, click the **Read from File** button or the **File->Load Configuration** menu option. The application will open a file dialog in the application output directory. Select a configuration file, and click “Open” to update the on-screen controls with the configuration values contained in the file. Note that loading a file does not send the configuration to the printer until a printer is connected and **Save to Printer** button is clicked<sup>2</sup>.

<sup>1</sup> The default location for the application output directory is C:\Users\<username>\AppData\Roaming\Microcom\485\Saved\_PrinterConfigurations . The output directory can be changed in the application preferences.

<sup>2</sup> When loading a configuration from a file and saving to printer, proceed with caution as you could accidentally overwrite settings that could cause problems with the printer. The application will ignore any

Configuration files created outside of the application can also be read regardless if all parameters start with \*MXF or \*MXS.

## Connect/Disconnect Printer

To connect to a printer, click **Connect to Printer** button. The *Device Selection Window* will appear and you can choose the interface in which to connect to the printer. Once connected, the buttons **Save to Printer**, **Read from Printer** and **Restart Printer** will appear. The same button will now display “Disconnect from Printer”.

To disconnect to the printer, press the same button and the connection with the printer will be closed. The button will now display “Connect to Printer”. The buttons **Save to Printer**, **Read from Printer** and **Restart Printer** will disappear.

## Save to Printer

To apply all configuration changes to the printer, click the **Save to Printer** button. This will send all the current values held by the on-screen controls to the connected printer. The printer must be restarted for the changes to take effect. A restart can be performed by clicking the **Restart Printer** button or by manually turning off and on the power switch on the printer. When the printer reboots, the changes will be in place.

Note: Settings that cannot be saved to the printer from the configuration application include – Model, Printer Firmware Version, Serial Number, CPU Serial Number and MAC Address.

## Read from Printer

To read the configurations currently saved on the connected printer, click the **Read from Printer** button. The values will populate the on-screen controls.

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factory parameters read from a file so the corresponding controls will not update for those values. However, the application will always read every parameter read from a printer including the factory settings.

## Selecting a Device

To connect to a printer, click **Connect to Printer**. This opens up the Device Selection Window to connect the printer via four possible interfaces. The interfaces are RS-232 serial, USB serial, USB HID and Network. With the exception of RS-232, all of these interfaces can be enabled/disabled on the printer. To determine which interfaces are enabled, a diagnostic label can be printed by powering down the printer and powering it back on while holding the front panel button OR by pressing the front panel button while in FGL mode. Once you know which interface to use, select it on the left panel, choose it from the selection list on the right, and click OK.

If you are experience trouble connecting, power up the printer with the push button held in. This will put the printer into diagnostic mode which ensures a response during connection. Additionally, it will change the USB Mode into USB HID so there is a way to connect even if the interface or IP Address is unknown. The printer will revert back to its initial USB Mode on restart unless it was changed in the configuration application.

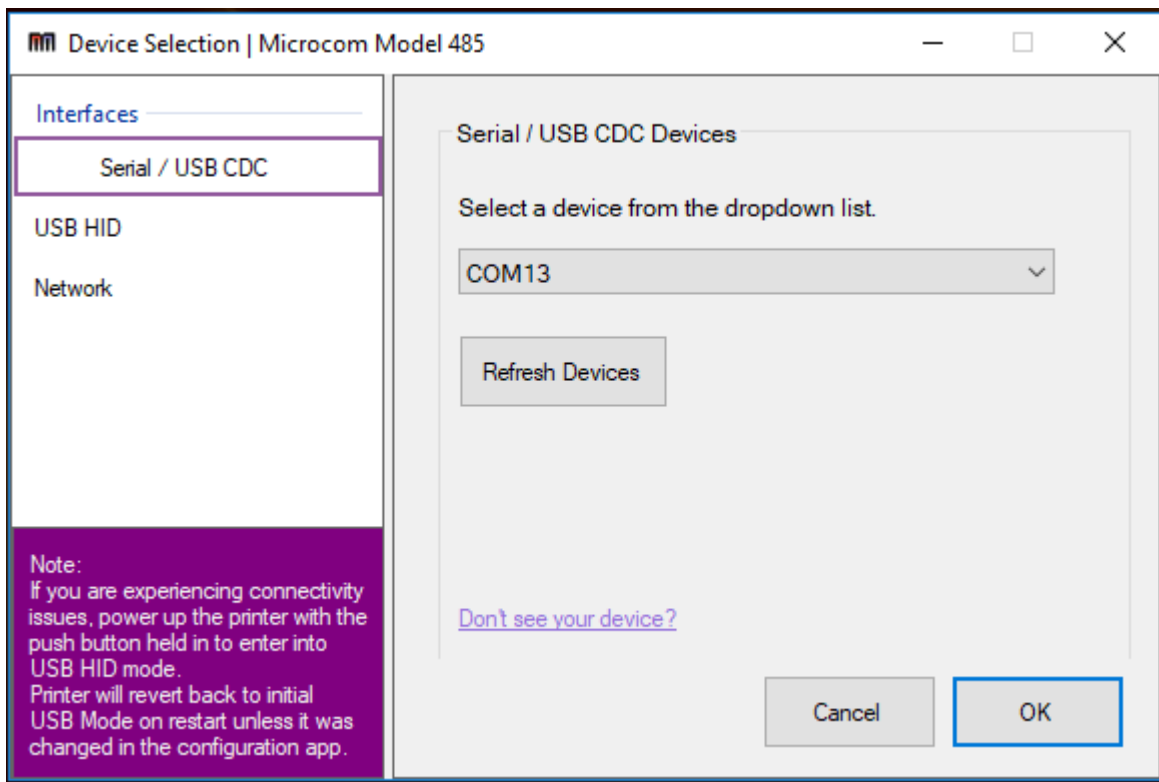


FIGURE 2: DEVICE SELECTION WINDOW

## Serial (RS-232/USB CDC)

RS-232 and USB CDC (USB serial) connections will be recognized as COM devices by Windows<sup>3</sup>. Typically, more than one COM device will be found by the application. To determine which COM port is bound to the Model 485, check the 'Devices and Printers' menu in the Windows Control Panel. Choose the appropriate COM port to make RS-232/USB CDC the active interface.

## USB HID

A USB Human Interface Device (USB HID) is a generic classification of an input device. Windows comes pre-loaded with the USB HID drivers necessary to communicate with the Model 485, which means there is nothing for the user to install.

As is the case with COM devices, the 485 Configuration Application will typically find more than one USB HID device. Luckily, Microcom printers are identified as such and will be listed as "*Microcom - <Model> - <Serial Number>*". For example, the device selection box would list a Microcom 485 as "Microcom - 485 - 123456". Choose the desired printer from the selection list. If more than one Microcom 485 is connected to your computer and you do not know the serial number, press the push button on the printer to print a test ticket while in FGL mode.

## Network

If your Microcom 485 and computer share a network connection, the 485 Configuration Application can use the printer IP address and port to communicate<sup>4</sup>. Enter the IP Address and Port that the printer is configured to listen on. If you do not know the port or the IP Address, press the push button on the printer to print a test ticket with this information (FGL mode only). The default IP Address and port are 192.168.200.3 and 9100, respectively.

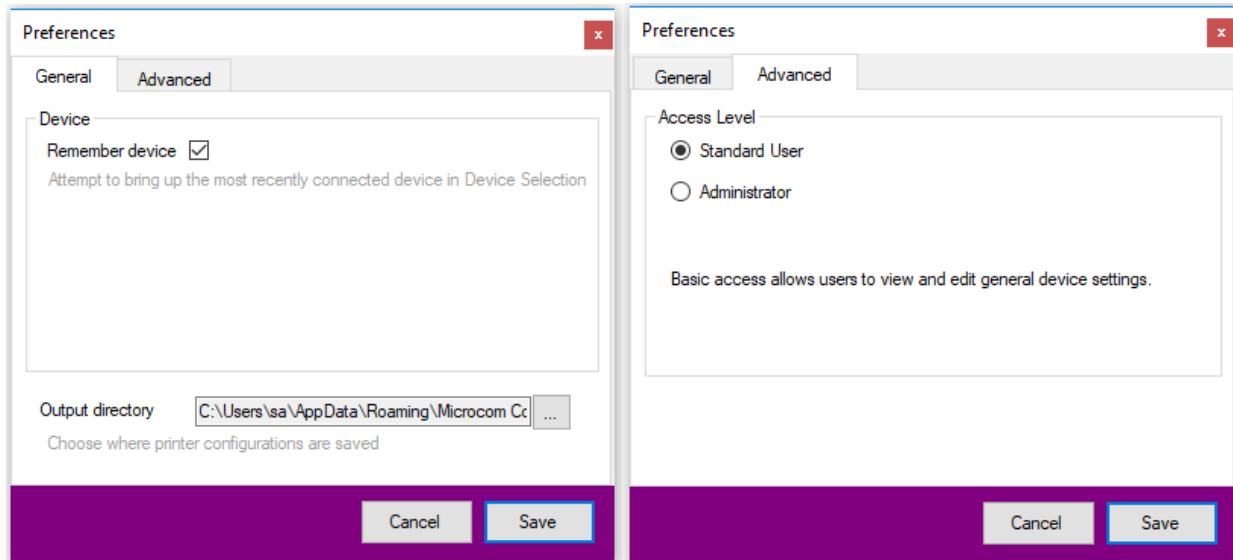
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<sup>4</sup> If you have a Wi-Fi-equipped Microcom 485 printer, select **Ethernet** in Device Selection to configure the printer over Wi-Fi by entering the wireless IP address and port.

## Application Preferences

The Preferences window can be accessed by selecting **File->Preferences** from the menu bar. Within the preferences you can:

1. Change the configuration file output directory
2. Remember device – attempt to bring up the most recently connected device
3. Change between Standard User or Administrator (with password)



**FIGURE 3: PREFERENCES WINDOW**

## Communication Interfaces

This tab provides a way to configure all of the printer's communication interface parameters. The interfaces include RS-232, USB Mode, Ethernet, Wi-Fi and Bluetooth. These are all the ways that a printer can connect with a host machine to execute print jobs.

### RS-232 (Serial)

This interface is always enabled and the only parameter available to configure is the Baud Rate. The baud rate determines the speed the data is transferred between the host and the printer. The recommended speed is 115200 bits per second.

### USB Mode

The user can choose to change the active USB mode between Disabled, USB CDC (emulates serial over USB), USB HID and USB PRN. The USB mode can be enabled while any other interface is also enabled. Both USB CDC and USB HID are supported by Windows so the printer can easily be detected once plugged in. It is recommended that USB PRN be set only if the printer is going to be connected to a Linux machine. Otherwise, the printer will be unable to connect on a Windows machine since there is no USB PRN driver support.

### Ethernet

The Ethernet interface can be enabled or disabled. While disabled, the user will be unable to connect to the printer via Ethernet but all auxiliary services such as the 485 Webpage Interface will still be functioning and accessed through the Ethernet.



It is recommended to keep DHCP enabled which means the printer will use the DHCP protocol and acquire an IP Address for itself. As a result, the static IP address values set in the boxes below it will not be the printer's active address and will not be applicable when connecting via Ethernet. However, if the DHCP protocol fails to assign an address to the printer after 1 minute, the printer will take on the static IP address. If DHCP is disabled, the printer will automatically apply the static IP Address displayed below upon boot up.

The screenshot shows the 'Configuration | Microcom Model 485' window. The left sidebar has a tree view with 'Interfaces' expanded, showing 'Communication Interfaces' and 'Settings'. The 'Ethernet' tab is selected in the top navigation bar. The main area is titled 'Ethernet Settings' and contains the following controls:

- 'Enable Interface' checkbox is checked.
- 'Enable DHCP' checkbox is unchecked.
- 'Hostname' text field contains 'Microcom-01086741009'.
- 'IP Address' section with four input boxes containing '192', '168', '200', and '3'.
- 'Port' text field contains '9100'.
- 'Gateway' section with four input boxes containing '0', '0', '0', and '0'.
- 'Subnet' section with four input boxes containing '255', '255', '255', and '0'.

At the bottom, there is a purple bar with buttons: 'Save to File', 'Read from File', 'Disconnect From Printer', 'Save to Printer', 'Read from Printer', 'Restart Printer', and 'Quit'. Below this bar, a status line reads 'Printer Connected: Connected to COM27'.

**FIGURE 4: ETHERNET SETTINGS**

## Wi-Fi

Wi-Fi settings are available regardless if the printer connected is Wi-Fi equipped. By default, printers without Wi-Fi capability will have the Wi-Fi interface parameter disabled and any values saved to the printer in this category will not have any effect on the device. If Wi-Fi is enabled, the printer can be configured for either Access Point Mode or Join Mode. *For a full description on Wi-Fi, please refer to the 485 Wifi User Guide.*

If the mode is set to Access Point, the printer will act as a “hotspot” for other devices to connect to. Its Broadcast ESSID and Password can be configured to control who can access the printer wirelessly. **Passwords are required to be between 8-16 characters long.**

The screenshot displays the 'Configuration | Microcom Model 485' window. The left sidebar shows a tree view with 'Interfaces' selected, containing 'Communication Interfaces' (highlighted), 'Settings', 'Basic Configuration', 'Language', 'RFID', 'Presenter', 'Take-Up Motor', 'Mechanical Distances', 'Administrator', and 'Factory Settings'. The main panel has tabs for 'Serial/USB', 'Ethernet', 'Wifi' (selected), and 'Bluetooth'. The 'Wifi Settings' section is titled in purple. It includes an 'Enable Interface' checkbox (checked) and a 'Wifi Mode' section with 'Access Point' (selected) and 'Join Mode' (unselected) radio buttons. Below, the 'Access Point Mode' section contains fields for 'Broadcast ESSID' (MCOM-WiFi), 'Password' (0123456789), 'IP Address' (191.167.10.64), 'Port' (1235), 'Gateway' (192.168.11.1), 'Subnet' (255.255.255.0), 'Enable DHCP' (checked), 'DHCP Start' (192.168.11.64), 'DHCP End' (192.168.11.79), and 'Hostname' (Microcom-01086741009). A bottom bar contains buttons: 'Save to File', 'Read from File', 'Disconnect From Printer', 'Save to Printer', 'Read from Printer', 'Restart Printer', and 'Quit'. A status bar at the bottom left reads 'Printer Connected: Connected to COM27'.

**FIGURE 5: WIFI – ACCESS POINT MODE SETTINGS**

If Join Mode is selected, the printer can connect to an existing Wi-Fi network by entering its information in the provided fields. It is recommended to enable DHCP and have Encryption set to WPA2/PSK.

Configuration | Microcom Model 485

FileDeviceAbout

Interfaces

Communication Interfaces

Settings

Basic Configuration

Language

RFID

Presenter

Take-Up Motor

Mechanical Distances

Administrator

Factory Settings

Serial/USB

Ethernet

Wifi

Bluetooth

## Wifi Settings

Enable Interface ☒

Wifi Mode: ☐ Access Point ☒ Join Mode

Join Mode

SSIDmySSID

Password0123456

Static IP1921680117

Port1235

Gateway19216801

Subnet2552552550

Enable Join DHCP ☒

Encryption2 - WPA2/PSK

WEP Key 11234567890

WEP TX Key1

Save to File

Read from File

Disconnect From Printer

Save to Printer

Read from Printer

Restart Printer

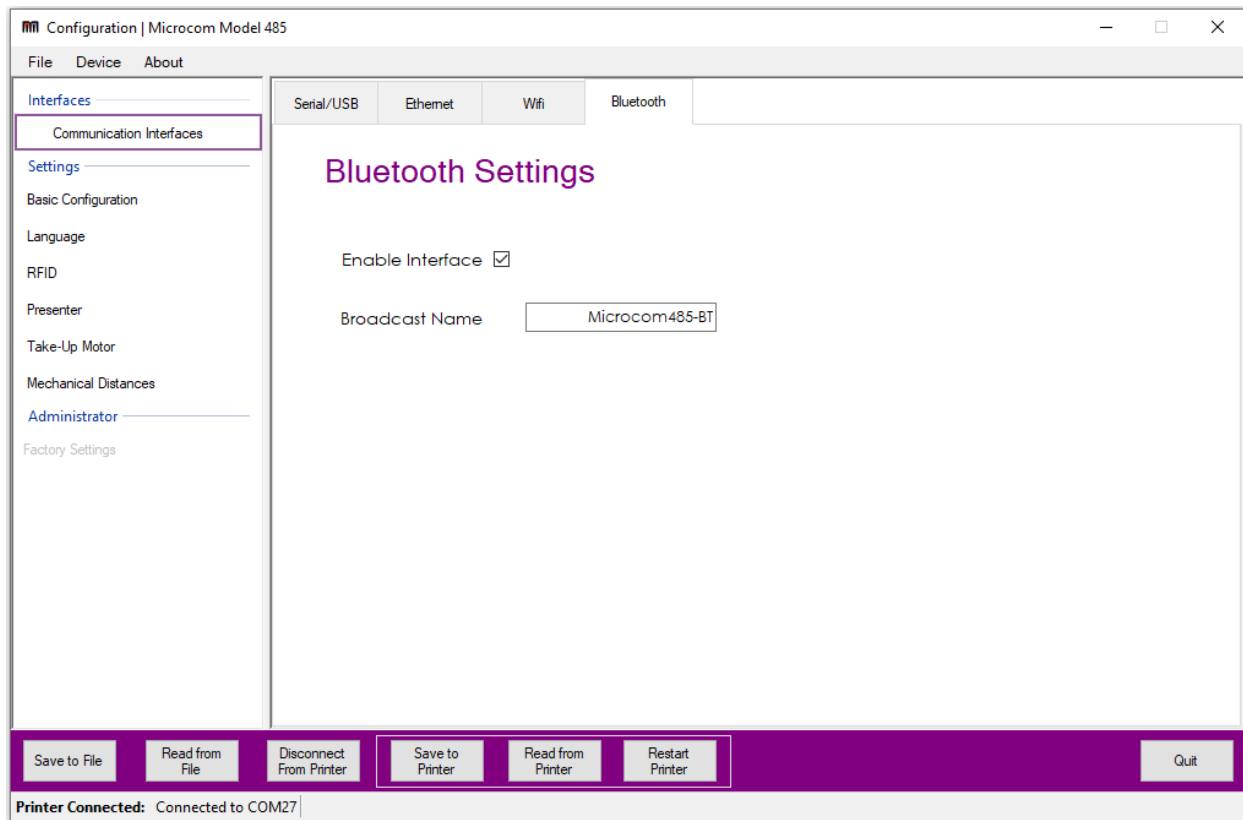
Quit

Printer Connected: Connected to COM27

**FIGURE 6: WIFI – JOIN MODE SETTINGS**

## Bluetooth

Bluetooth settings are available regardless if the printer connected is equipped with the Bluetooth dongle. By default, printers without Bluetooth capability will have the Bluetooth interface parameter disabled and any values saved to the printer in this category will not have any effect on the device. *For a full description on Bluetooth, please refer to the 485 User Guide.*



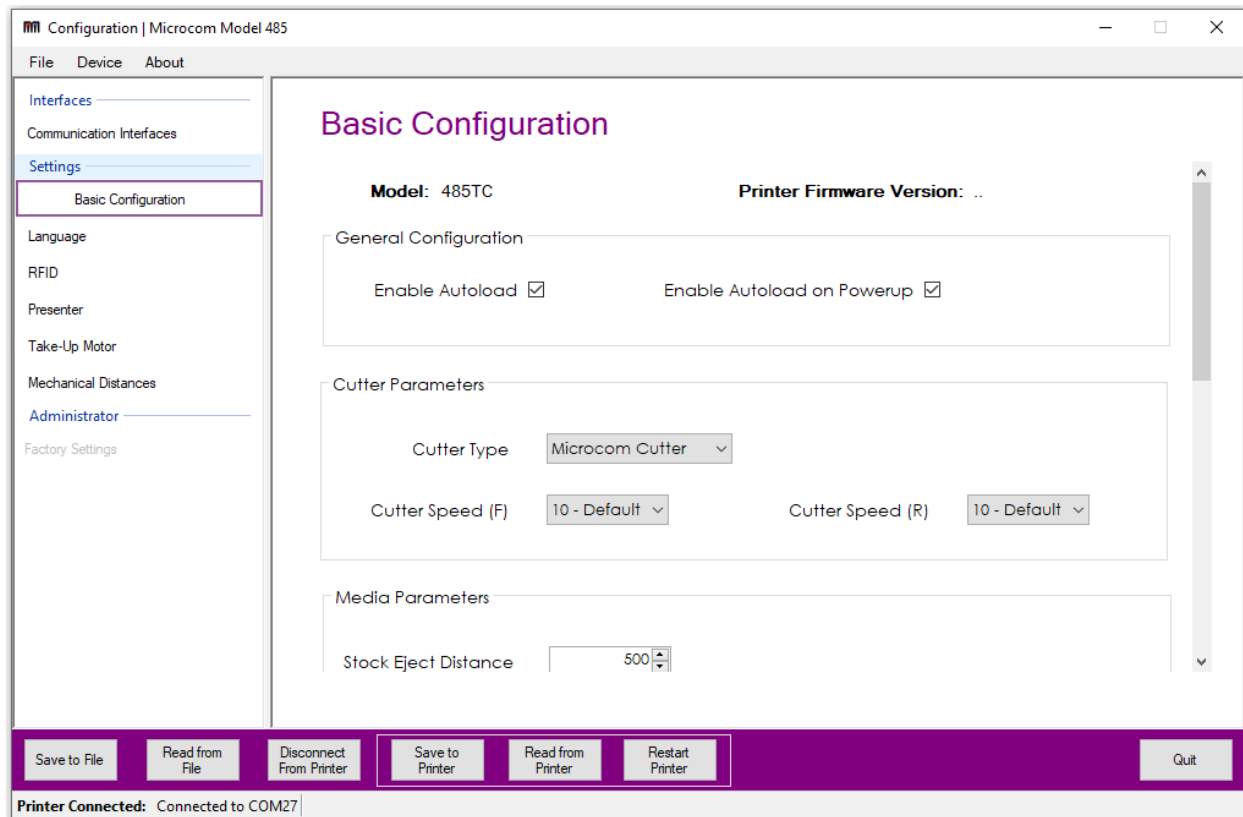
**FIGURE 7: BLUETOOTH SETTINGS**

## Basic Configuration

The basic configuration page provides miscellaneous printer parameters to adjust or edit. If a printer is connected, the model and firmware version will appear at the top of the page.

Configurable parameters include:

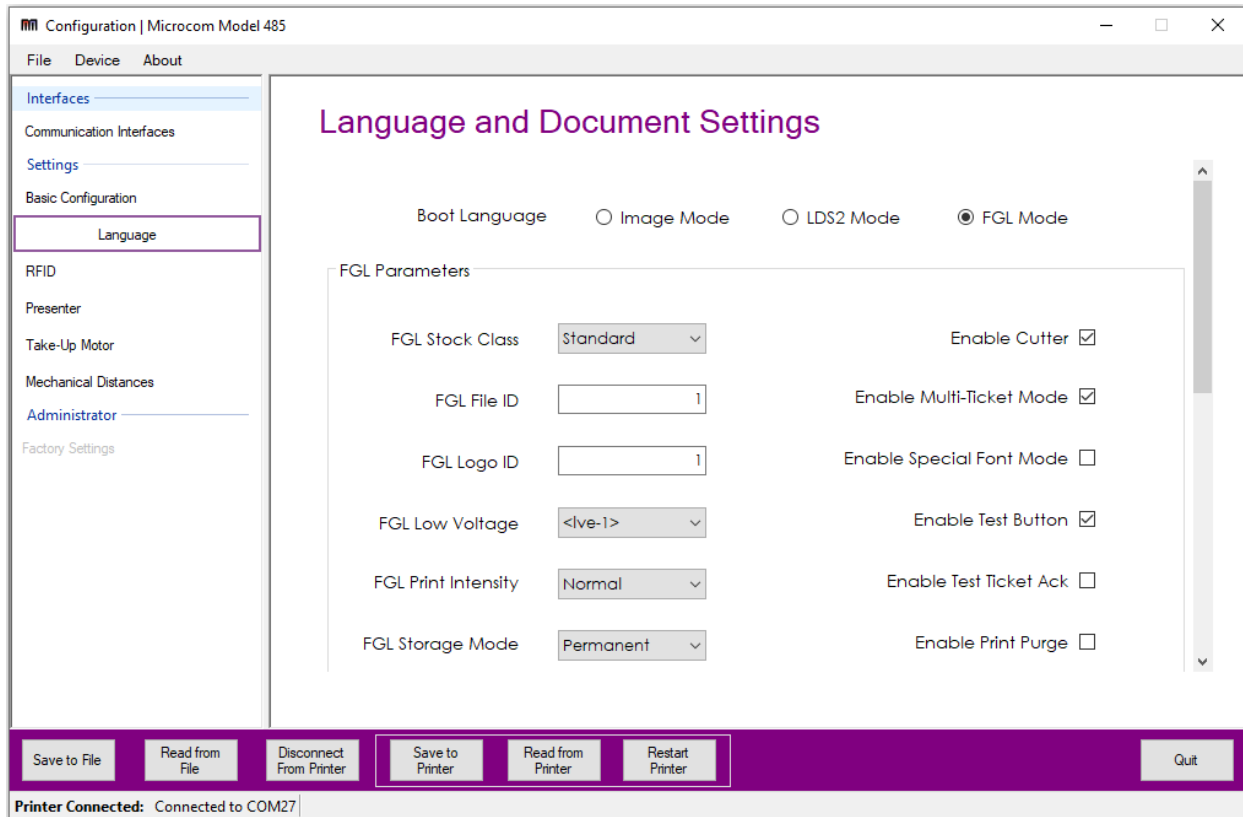
- Cutter Type
- Cutter Speed (Forward & Reverse)
- Stock Eject Distance
- Network Timeout
- UDP Discover
- Enable Line Printer Daemon (LPD)
- Stock Sensitivity (Black Mark & Gap)
- Sensitivity (Black Mark & Gap)
- Dual Sensor Gap Detection
- Dot History
- Enable Web server
- Webpage Refresh



**FIGURE 8: BASIC CONFIGURATION SETTINGS**

## Language and Document Settings

The language and document settings offers the ability to switch the boot language between FGL Mode for ticketing use , Image Mode to use with the Windows Driver and LDS2 Mode. The printer can only have one boot language but all values set in any language mode pages will be sent and saved to the printer regardless of which language is chosen. However, only the values corresponding to the enabled boot language will take effect in the printer.



**FIGURE 9: LANGUAGE AND DOCUMENT SETTINGS**

## FGL Mode

FGL Mode is used for ticketing and includes its own set of FGL specific parameters. It is separated into general parameters and document parameters. These settings generally are used to change printer behavior.

General Parameters Include:

- FGL File ID
- FGL Storage Mode
- FGL Print Intensity
- FGL Low Voltage
- FGL Logo Id
- FGL SPH Ticket Width
- FGL Speed
- FGL Stock Class
- Cutter Enable
- Cutter Offset
- Multi-Ticket Mode
- Special Font Mode
- Test Button Enabled
- Test Ticket Ack Enabled
- Ticket Ack Mode

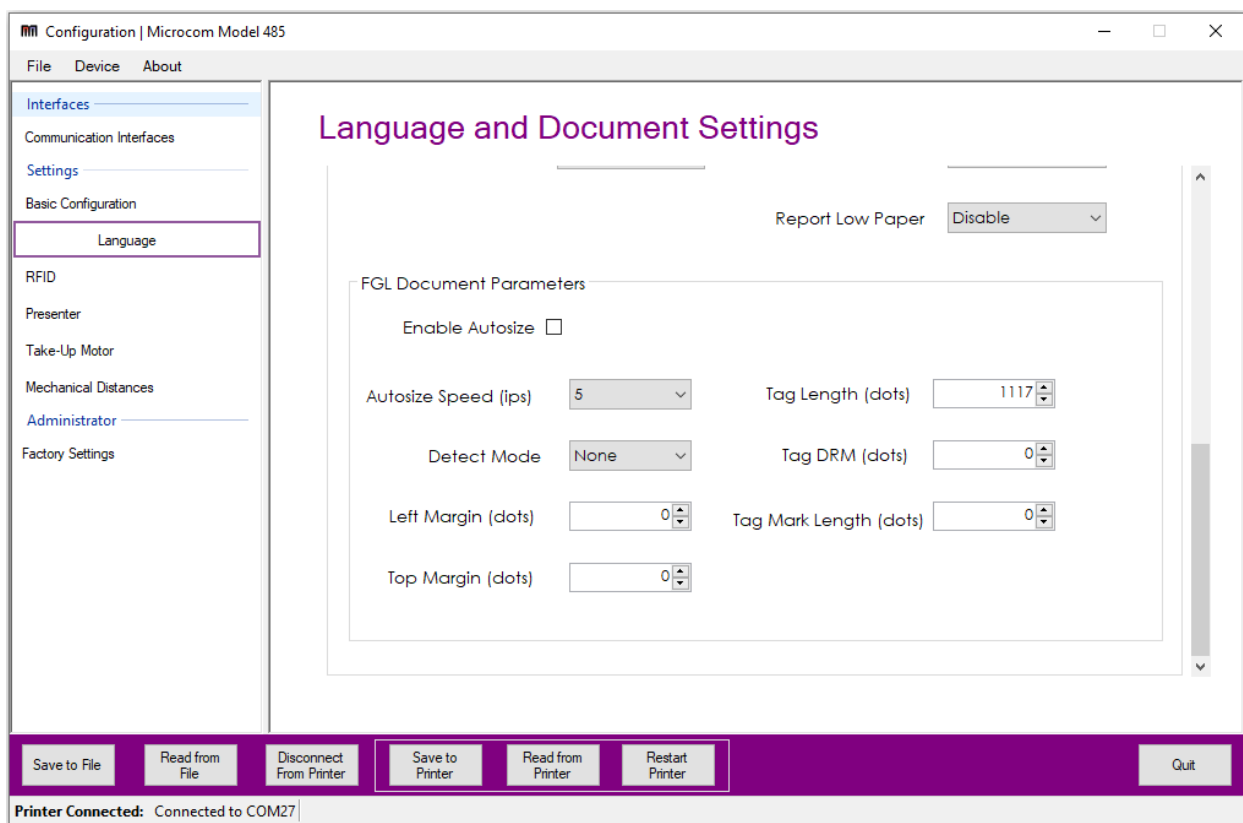


FIGURE 10: FGL PARAMETERS

It is generally recommended that Autosize is enabled. If enabled, the printer will automatically calculate the Tag DRM value which overrides the value shown in the controls. However, in some printers like RFID printers, it may be necessary to disable Autosize. Once disabled, all the previously grayed out controls are enabled to adjust the size of the media accordingly.

There is also an inches to dots and vice versa converter. Typically, measurements are set and stored in dots but that requires more advanced calculations. To make tag length configurations easier, the user can choose to input the length in inches. Once you press **Submit**, the length in inches will be converted to dots and the Tag DRM will also be calculated automatically. This

method is best used with standard FGL media. Otherwise, if the media is not standard, it is recommended the user checks the “Input Length in Dots” box in order to manually input the values for length in dots and Tag DRM for the best accuracy. Pressing **Submit** will convert the length in dots to inches.

*Note: the conversion and calculation will not occur until **Submit** is pressed. Whichever value is displayed in the application when **Save to Printer** is pressed will be the value sent to the printer.*

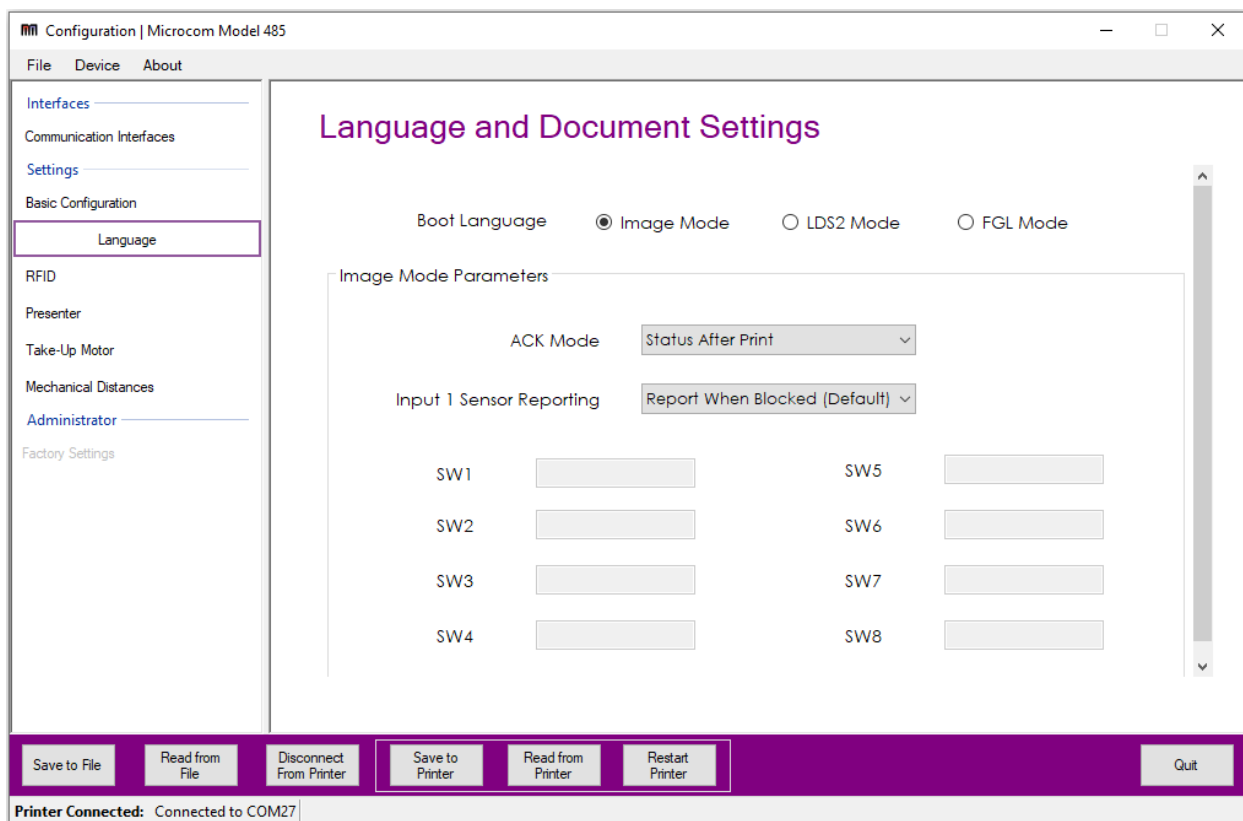
FGL Document Parameters Include:

- Autosize Enable
- Autosize Speed
- Detect mode
- Left Margin
- Top Margin
- Tag Mark Length
- Tag Length (Inches & Dots)
- Tag DRM

## Image Mode

Setting the printer to Image Mode will make it compatible with the Microcom Windows Driver. Currently, all printer configurations are set by the driver while in Image Mode so this application has limited parameters to configure.

The switch banks currently have limited support on the 485 Printer so they are currently disabled on the Configuration App.



**FIGURE 11: IMAGE MODE PARAMETERS**



## LDS2 Mode

LDS2 is now the primary language in the 485 and can be used for ticketing and kiosk applications, however it is currently not supported by the Windows Driver.

The parameters are separated by enablements, distance related parameters and operation. These are categorized similarly within the LDS2 language.

### LDS2 Enablements:

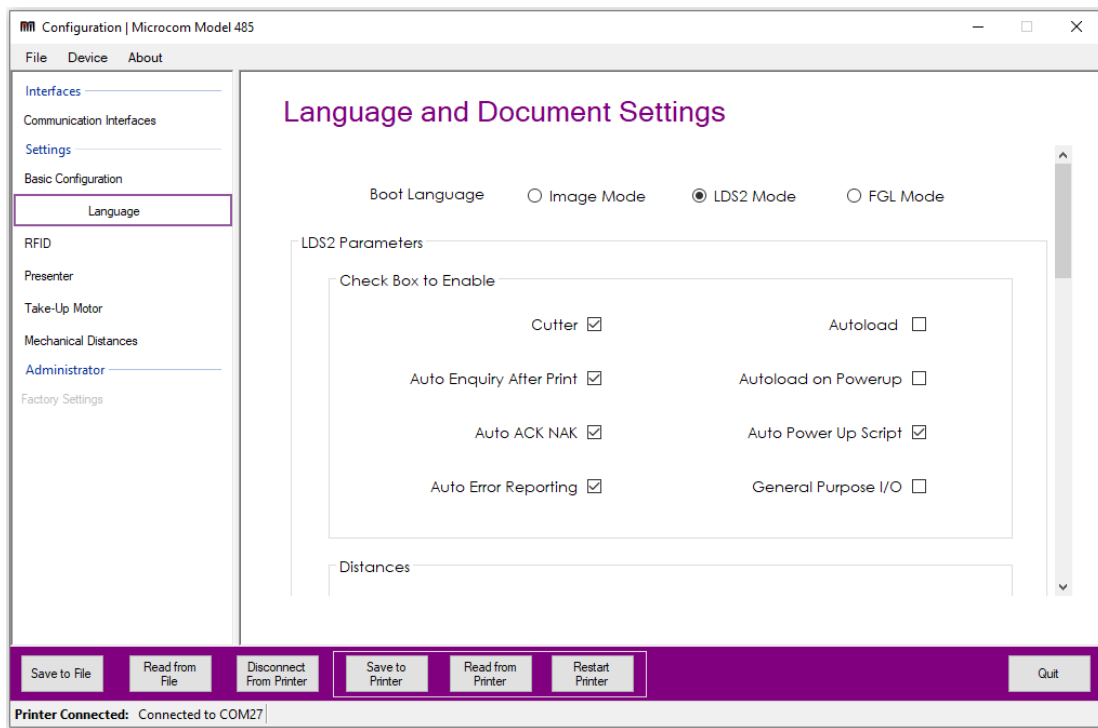
- Cutter
- Auto Enquiry After Print
- Auto ACK NAK
- Auto Error Reporting
- Autoload
- Autoload On Powerup
- Auto Power Up Script
- General Purpose I/O

### LDS2 Distances:

- Media Width
- Media Height
- Gap Size
- DRM
- Offset X
- Offset Y
- AGD
- Advance Retract Distance

### LDS2 Operations:

- Print Speed
- Advance Speed
- Retract Speed
- Print Delay
- Retraction Delay
- Idle Delay
- Detection Mode
- Measurement Unit
- Speed Unit
- Temperature Unit
- Stock Job Timer
- Darkness
- LDP Type
- Printer Response
- Dispense Mode
- Input 1 Response
- Input 2 Response
- Button 1 Response
- Stock Out Handling
- Active Port
- Power-up Script



**FIGURE 12: LDS2 MODE**

## RFID

RFID (Radio Frequency Identification) is a module offered in specific models of the 485 Printer. The configuration application includes RFID settings regardless if the printer connected is RFID equipped. By default, printers without RFID capability will have RFID disabled and all RFID related settings will have no effect on the printer.

RFID Parameters:

- Retry Count – Number of retries to attempt if an RFID operation fails.
- Timeout – Milliseconds the printer will wait for the RFID reader to respond to a single command sent to it.
- RFID Keys – Used to authenticate MIFARE 1K tags ONLY.
- RFID Step Offset – Adjust the distance the media is retracted from the registration mark. Distance = Retract Distance - Offset. Mainly used to adjust RFID wristbands
- Enable RFID Auto Status – LDS2 ONLY. RFID Module responses will be sent automatically to the host if enabled.

The screenshot shows the 'RFID Settings' window of the 'Configuration | Microcom Model 485' application. The window has a menu bar with 'File', 'Device', and 'About'. A left sidebar contains a tree view with categories: 'Interfaces' (Communication Interfaces), 'Settings' (Basic Configuration, Language), 'RFID' (selected), 'Presenter', 'Take-Up Motor', 'Mechanical Distances', 'Administrator', and 'Factory Settings'. The main area is titled 'RFID Settings' and contains the following controls:

- 'Enable RFID' checkbox: checked.
- 'Retry count' spinner: set to 3.
- 'Timeout (ms)' spinner: set to 60.
- 'RFID Keys': six input boxes, each containing '0'.
- 'RFID Step Offset' spinner: set to 0.
- 'Enable RFID Auto Status' checkbox: checked.

At the bottom, there is a toolbar with buttons: 'Save to File', 'Read from File', 'Disconnect From Printer', 'Save to Printer', 'Read from Printer', 'Restart Printer', and 'Quit'. A status bar at the very bottom indicates 'Printer Connected: Connected to COM27'.

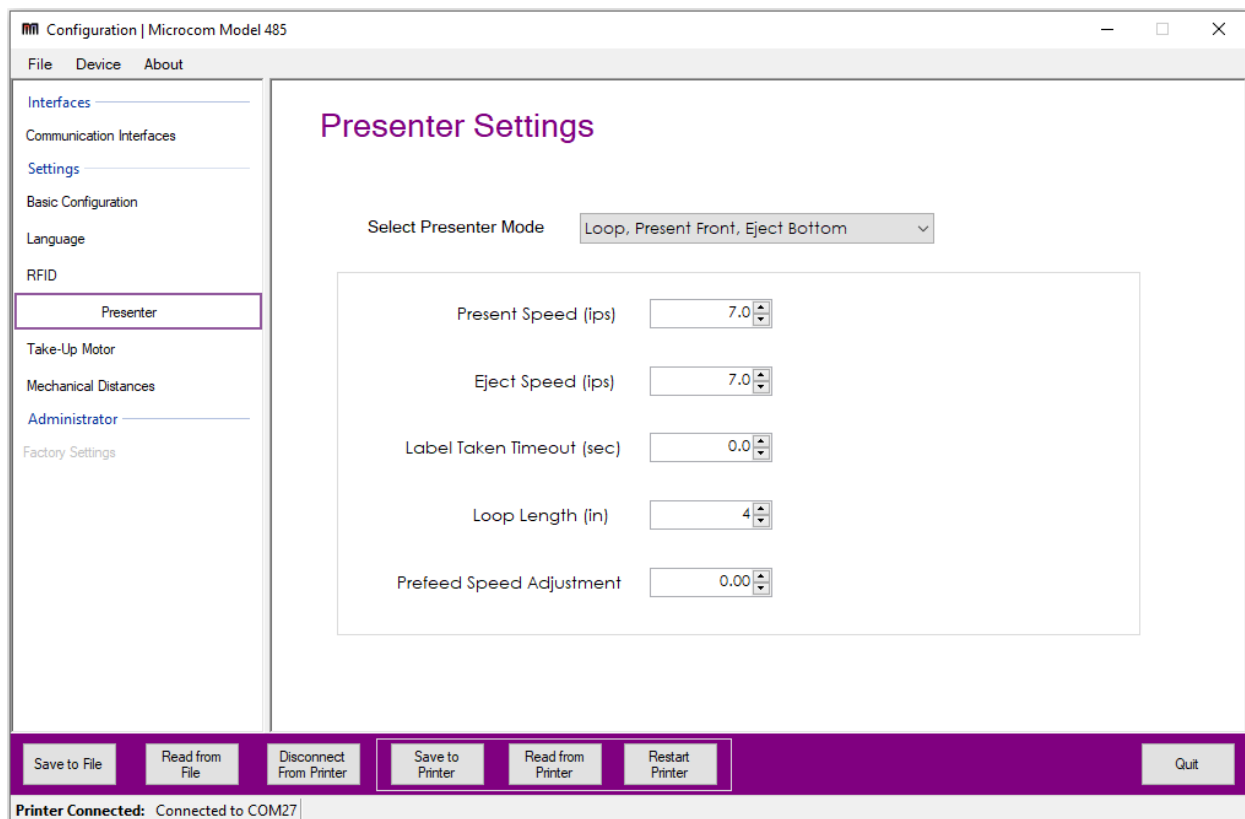
FIGURE 13: RFID SETTINGS

## Presenter Settings

The Presenter or Pinch Mechanism is a peripheral offered in specific 485 printer models. The configuration application includes the presenter settings regardless if the printer has the presenter or pinch mechanism equipped. By default, printers without the presenter or pinch mechanism will have the Presenter Mode set to DISABLED.

Presenter Parameters:

- Presenter Speed
- Eject Speed
- Label Taken Timeout
- Loop Length
- Pre-feed Speed Adjustment



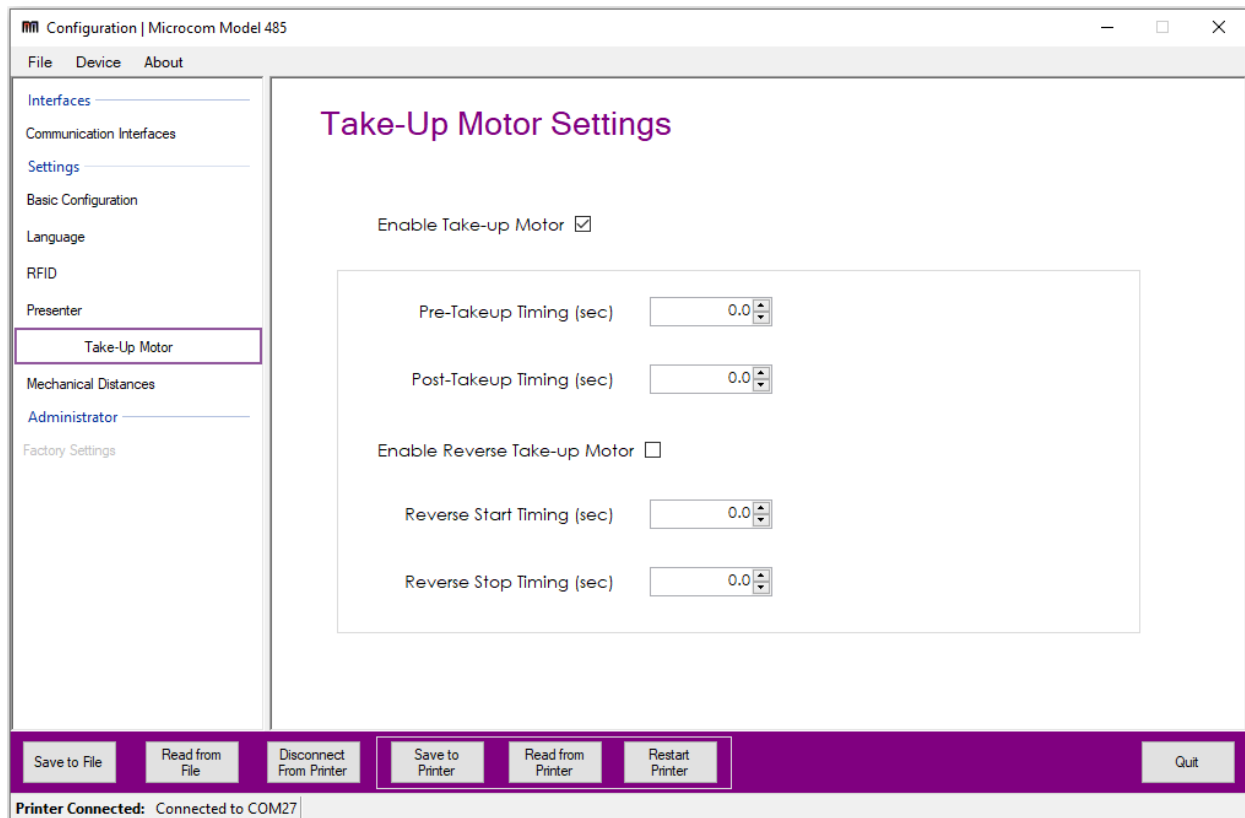
**FIGURE 14: PRESENTER SETTINGS**

## Take-Up Motor Settings

The Take-Up Motor mechanism is a peripheral offered in specific 485 printer models. The configuration application includes the take-up motor setting regardless if the printer has the take-up motor equipped. By default, a printer without the take-up motor will be set to DISABLED.

Take-Up Motor Parameters:

- Pre-Takeup Timing
- Post-Takeup Timing
- Enable Reverse Take-up Motor
- Reverse Start Timing
- Reverse Stop Timing



**FIGURE 15: TAKE-UP SETTINGS**

## Mechanical Distance Settings

The printer mechanical distance settings are important to the printer operation and should be configured correctly to ensure proper printing. In LDS2 Language Mode, all the mechanical distances are accessible to all user but in all other language modes, these parameters are locked down by access level. To emulate the same accessibility, the mechanical distance configurations are only available for editing if the printer was booted from LDS2 mode or if the user enters the Configuration Application Administrator Password.

*Note: The REFERENCE parameters are used in LDS2 ONLY and are used to track the original mechanical distance values if Roller Compensation is enabled. If Roller Compensation is used, the mechanical values will change to adjust for the actual printer DPI. If the user chooses to disable Roller Compensation, the printer will refer to the REFERENCE values and set the mechanical distances back to those values.*

#### Mechanical Distance Parameters:

- Blackline to Print Line
- Gap to Print Line
- Print Line to Cutter
- Print Line to TOF Sensor
- Print Line to RFID module
- Blackline to Print Line REFERENCE
- Gap to Print Line REFERENCE
- Print Line to Cutter REFERENCE
- Print Line to TOF Sensor REFERENCE
- Print Line to RFID module REFERENCE
- Advance Retract Distance REFERENCE

The screenshot shows the 'Configuration | Microcom Model 485' window. The left sidebar has a menu with 'Interfaces', 'Communication Interfaces', 'Settings' (highlighted), 'Basic Configuration', 'Language', 'RFID', 'Presenter', 'Take-Up Motor', 'Mechanical Distances' (highlighted with a red box), 'Administrator', and 'Factory Settings'. The main area is titled 'Mechanical Distance Settings' and contains a warning: 'Reboot in LDS2 or enter admin password if you would like to change the mechanical values'. Below this is a 'Mechanical Values' section with a table of settings:

Parameter	Value	Parameter (Ref)	Value (Ref)
BM to Print	488	BM to Print (Ref)	488
Gap to Print	256	Gap to Print (Ref)	268
Print to Cutter	185	Print to Cutter (Ref)	185
Print to TOF	295	Print to TOF (Ref)	295
Print to RFID	465	Print to RFID (Ref)	465
		Advance/Retract (Ref)	0.6

At the bottom of the window is a purple bar with buttons: 'Save to File', 'Read from File', 'Disconnect From Printer', 'Save to Printer', 'Read from Printer', 'Restart Printer', and 'Quit'. Below this bar, it says 'Printer Connected: Connected to COM27'.

**FIGURE 16: MECHANICAL DISTANCE SETTINGS**

## Factory Settings (Administrator)

Factory settings can only be accessed if the user goes to **File->Preferences->Advanced**, checks “Administrator” and enters in the password correctly. These factory settings are set during factory production and are not meant to be user configurable. Changing any of these parameters may cause the entire printer to malfunction.

### Factory Parameters:

- Enable Display
- Enable Demo Mode
- Main Motor Polarity
- Cutter Polarity
- Compensation Factor (FGL)
- Compensation Intercept (FGL)
- Runaway Dots
- Contrast Scaling

### Sensor Parameters:

- TOF Sensor Type
- Head-Up Sensor Type
- BCR
- BWR
- BCV
- BWV
- GCR
- GOR
- GCV
- GOV
- Blackline Drive Level
- Gap Drive Level
- TOF Drive Level
- Input 1 Drive Level
- Input 2 Drive Level

### Printer Resolution Parameters:

- DPI
- DPmm
- Bytes per Row
- Dots per Row
- Roller DPI

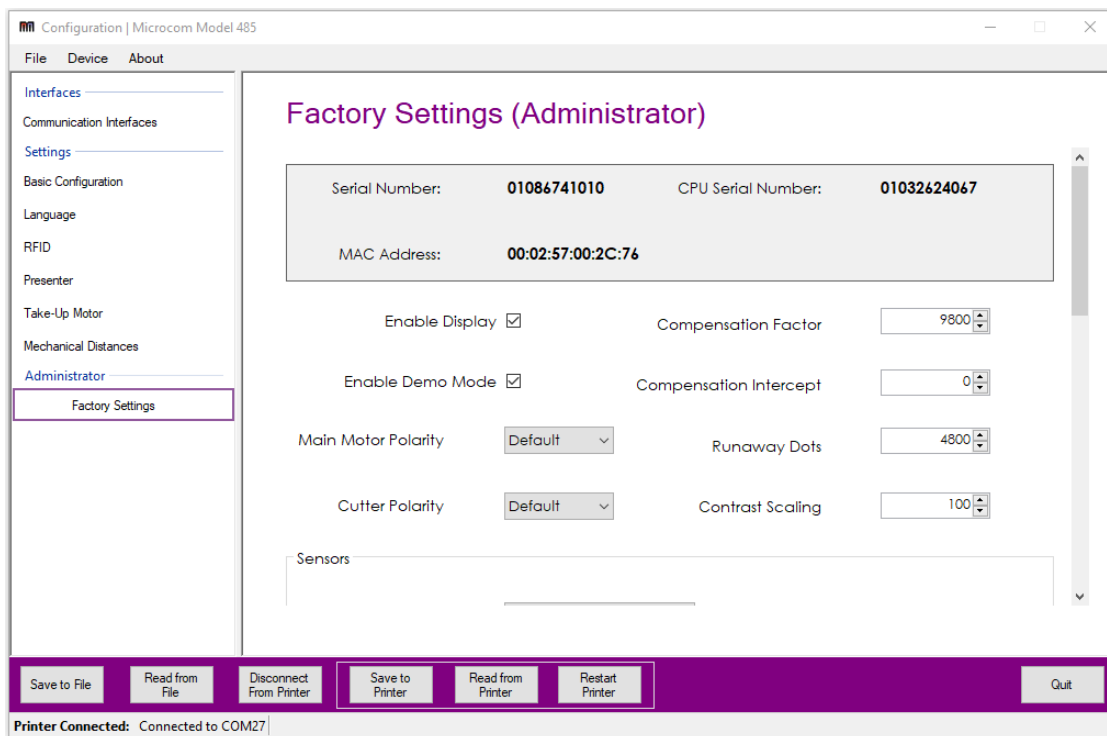


FIGURE 17: FACTORY SETTINGS

## Troubleshooting

### **No Ethernet address is listed on the test ticket. Is**

DHCP turned on? Is the cable plugged in?

### **DHCP is turned on, but I cannot connect to the printer.**

Is the network connection you are plugged in to running a DHCP server? If yes, it might take a few moments to assign the printer an IP address. If no, wait approximately 60 seconds and the printer will assign itself a default IP address of 192.168.200.3.

### **When I press the push button, all that is printed are diagonal lines.**

The printer is not in FGL mode, so the FGL test ticket is not printed. You can reboot the printer with the push button held in to print a diagnostic ticket which contains mostly the same information. This will help determine how to communicate with the printer.

### **During the installation, the progress bar is stuck on “Installing C++ Redistributables”.**

This can sometimes happen during the installation process and could be caused by a number of things. There are a few things to check out if this happens:

- Go to Windows Update and check that your OS is up to date.
- Go to Installed Programs and Features and see if the redistributable is already installed.
- Close the installer and try to run the 485 Configuration Application. Sometimes the progress bar hangs even though the installation was successful.