



Model 485 Configuration Application

User Guide

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Overview

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.

For 32-bit Windows systems, run *Microcom485ConfigurationAppSetup_x86.exe*. For 64-bit Windows systems, run *Microcom485ConfigurationAppSetup_x64.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.

Selecting a device

The 485 Configuration Application allows a printer to be configured via an RS-232 serial, USB serial, USB HID, or Ethernet connection to a computer¹. 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 simply by pressing the front panel button while in FGL mode. Once you know which interface to use, simply select it on the left panel, choose it from the selection list on the right, and click OK.

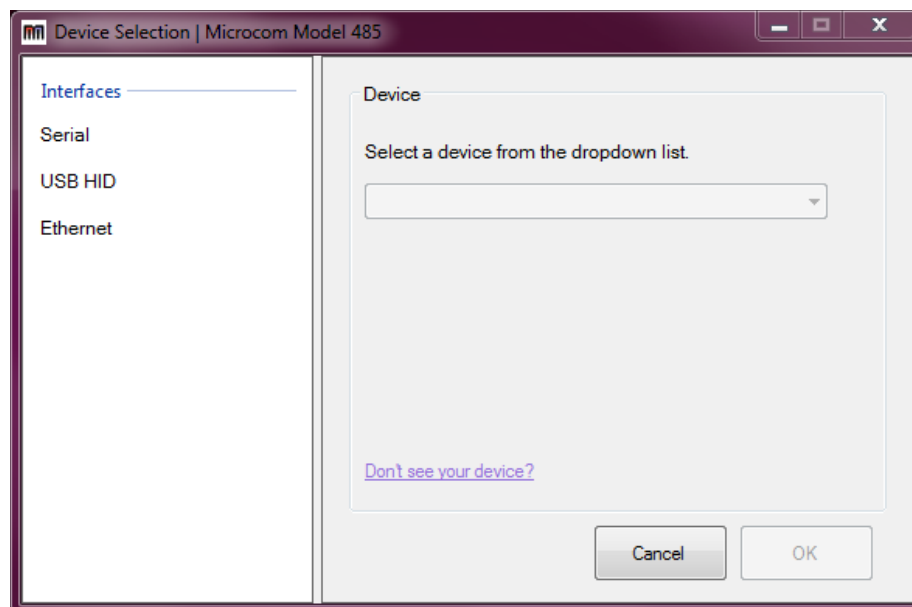


FIGURE 1: DEVICE SELECTION WINDOW

¹ Please see the [troubleshooting guide](#) or the 485 interface user documentation for more information.

Serial (USB / RS-232)

RS-232 and USB CDC (USB serial) connections will be recognized as COM devices by Windows². 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. The printer should be listed as *Microcom 485 Thermal Printer (COM#)* - choose this same COM device within the 485 Configuration Application to configure the printer using RS-232 or USB serial as 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.

Ethernet

If your Microcom 485 and computer share an ethernet network connection, the 485 Configuration Application can use the printer IP address and port to communicate³. In the text field, enter the printer's IPv4 address in its usual format of "*aaa.bbb.ccc.ddd*", then enter the 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.

² Note that before using the Model 485 as a USB CDC device, you will need to install the Microcom USB Serial device driver in order for Windows to recognize the printer. This installer is provided by Microcom as *Microcom_USBCOM_v[version]_[data]_setup.exe*.

³ If you have a Wifi-equipped Microcom 485 printer, you can use the Ethernet device selection to configure the printer over Wifi by entering the wireless IP address and port.

Configuring a device

Once you have chosen the appropriate interface and successfully connected to the Microcom 485, the configuration window will appear. The window is essentially made up of three panels: the configuration categories (left), configuration values (right), and printer control button panel (bottom). Configuring your 485 is as simple as changing the value, clicking Apply, then clicking Restart.

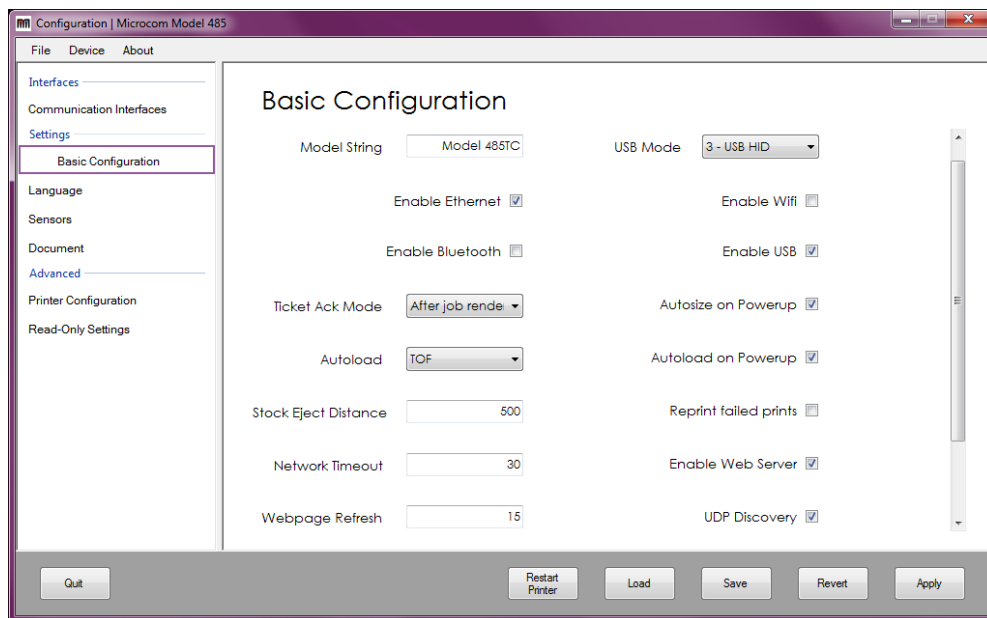


FIGURE 2: CONFIGURATION WINDOW

Applying changes

To apply all configuration changes to the printer, click the Apply button. When this button is clicked, the values held by the on-screen controls are sent to the printer. The printer must be restarted for the changes to take effect. A restart can be performed by clicking the Restart button or by manually turning off and on the power switch on the printer. When the printer reboots, the changes will be in place.

Reverting changes

When the Revert button is clicked, the values held by the on-screen controls will change back to what they were when the device was first connected to at application startup. In other words, the revert point is the point at which the Configuration window is first loaded. If you have applied changes but have not restarted the printer for them to take effect, clicking Revert will essentially undo all the changes even if the Apply button has been clicked.

Saving/loading configuration files

A configuration file is generated by the application when the Save button is clicked, or when the File->Save configuration menu option is selected. Clicking either of these two options will open a Windows Save As dialog in the application output directory⁴. A unique filename is generated by default to avoid overwritten configurations.

To load a configuration file, click the Load 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 the Apply button is clicked⁵.

Application preferences

The Preferences window can be accessed by selecting File->Preferences from the menu bar. Within the preferences you can change the application output directory, gain access to read-only settings (with a password of course), and more.

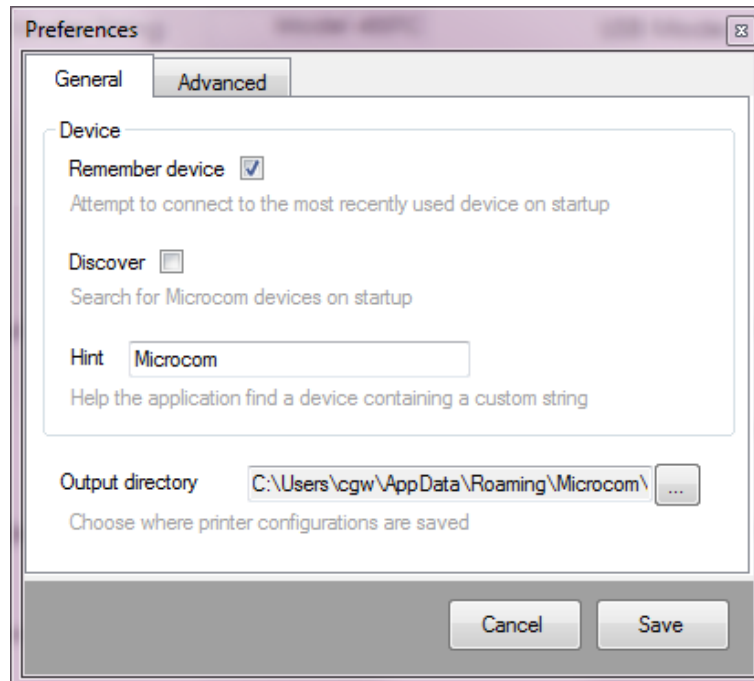


FIGURE 3: PREFERENCES WINDOW

⁴ 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.

⁵ Read-Only settings will not be altered when loading a configuration from a file. However, loading a configuration from a file should be used with caution as you could accidentally overwrite settings that could cause problems with the printer.

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.

If the issue persists, and you are on a 64-bit version of Windows, try running the 32-bit installer.