

Subject: Epson TM-H6000 Printers with U-Scan TP3KXP07 Image

Summary

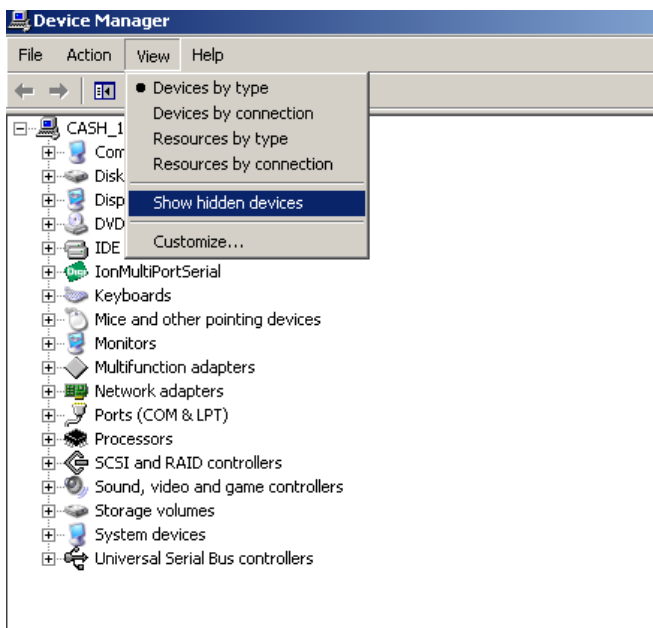
In order to get the Epson TM-H6000 printers to work using the U-Scan TP3KXP07 image, the following steps must be taken.

Bulletin Scope

Bulletin applies to SCO customers with Epson TM-H6000 printers and TP3K controllers using the U-Scan TP3KXP07 image.

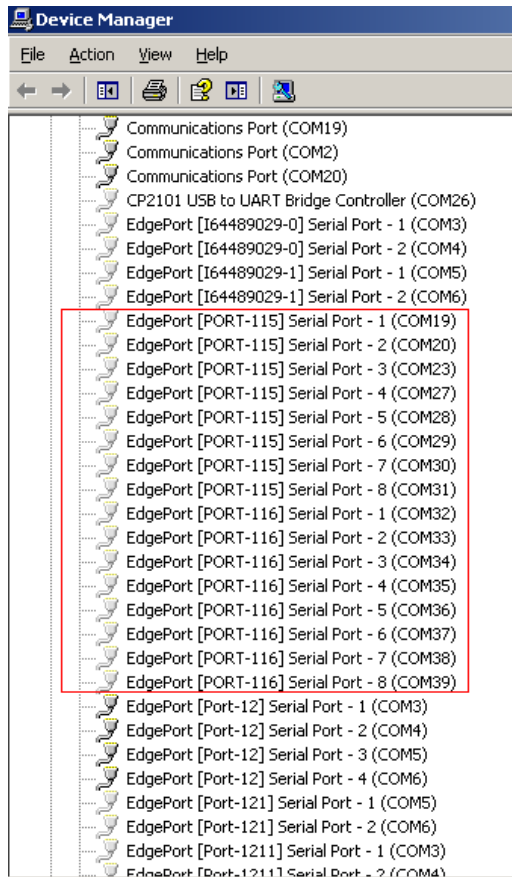
Resolution

1. Disconnect the printer from the TP3K, or power down the printer.
2. Ensure that you are logged in as a Windows user with Administrator rights.
3. Run the "COM27_Fix.BAT" file. If you don't have the batch file, type the following two lines at the Command prompt:
SET DEVMGR_SHOW_NONPRESENT_DEVICES=1
DEVMGMT.MSC
4. Device Manager will open. Select **View / Show Hidden Devices**.

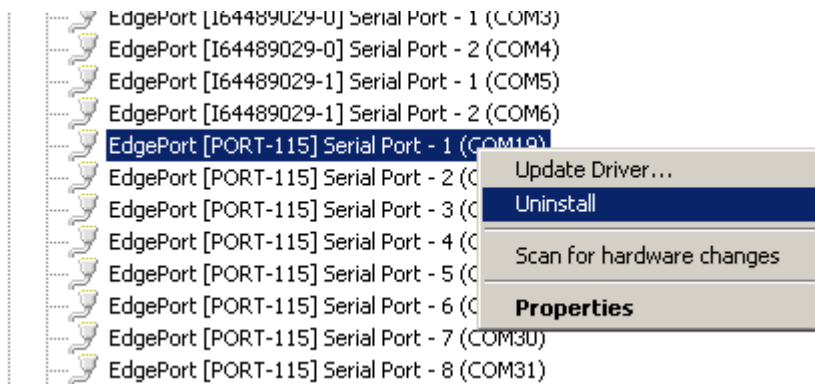


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Original signature copies maintained by Sustaining Engineering.		

- Expand the "Ports" branch and you will see Edgeport COM ports COM19-COM39 displayed:



- You have to un-install each of the Edgeport COM ports COM19-COM39 by right clicking and selecting **Uninstall**.

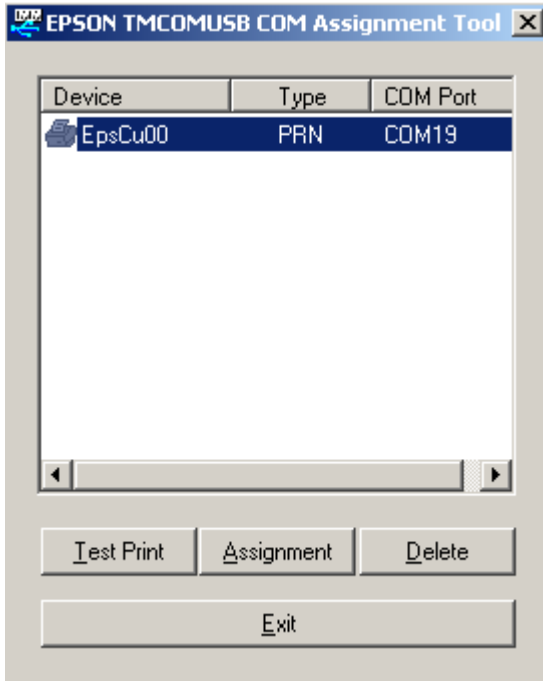


- Edgeport COM ports COM19-COM39 should no longer be listed.
- Exit Device Manager and restart the computer.
- Plug in the printer and power it on.

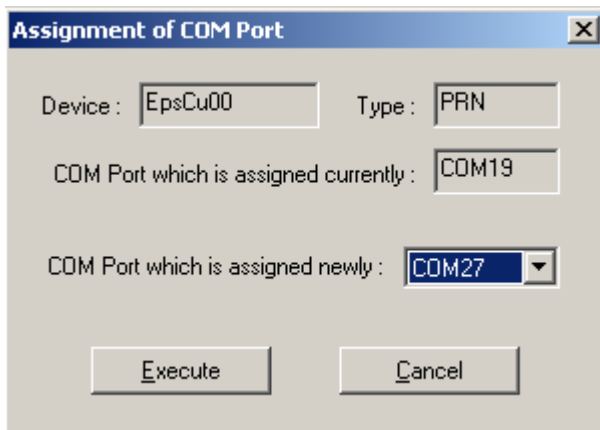
10. Run the Epson utility by selecting **Start / Programs / EPSON TMCOMUSB Serial Emulation Driver / COM Assignment Tool**.



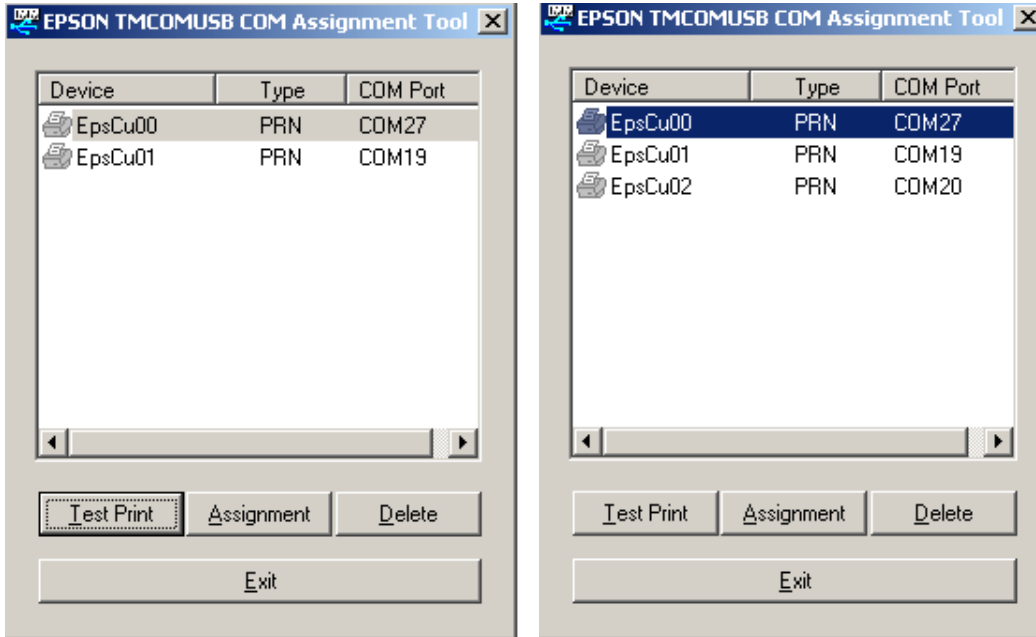
11. The printer will take the first port available (COM19).



12. Select the **Assignment** button and change the COM port to COM27, then select **Execute**.



13. If you now plug in a new Epson printer, it will be recognized by the Epson utility. The printer will now be called EpsCu01. You will have to delete the old printer from the list and then change the COM port to COM27. If you plug in a third printer, it will be numerated as EpsCu02, and so on.



It is the responsibility of the technician who replaces these printers to delete the old printers from the list, leaving only the newest printer in the list.

14. Select **Exit** to quit.