NEO

Printer Setup

Version Control

Version Number	Date	Changed by
1	9th September 2015	Nicola Latter
2	21st October 2015	Nicola Latter
3	13th January 2016	Nicola Latter
4	20th July 2016	Kevin Wilson – trouble shooter
5	4th October 2016	Nicola Latter
6	10 October 2016	Kevin Wilson
7	12th October 2016	Nicola Latter
8	10th November 2016	Kevin Wilson
9	15th December 2016	Nicola Latter
10	2nd March 2017	Nicola Latter
11	20th April 2017	Nicola Latter
12	3rd July 2019	Nicola Latter

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Introduction

Neo is the electrical test and tagging system used by ATS franchisees. It is part of the AIRS suite of apps which also includes 'Fire'.

Neo is a combination of testing hardware and an app running on a Windows based tablet.

This document details how to set up the printer.

FOR DOCUMENTATION REGARDING INSTALLING AND USING THE NEO APP USE THE LINKS ON THE WEBSITE:

www.datatransformation.com.au/Software/neo/neo.html

Printer setup

1. Press the **Pause and Feed** button and turn the power switch on.

2. Hold the buttons until all 3 lights are on.

3. Turn the printer off and on again. It may be necessary to set the gap sensor to align the labels when printing. Refer to the section 'Set the Gap Sensor'.
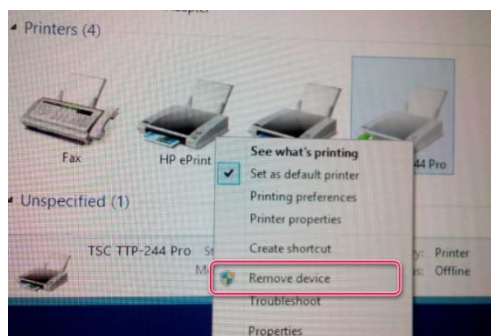

MOV_0219.mp4

4. From the Start menu or Control Panel, choose **Devices and Printers.**

5. 'Printer settings' window opens. If there is a previous tagging printer installed it should be removed.
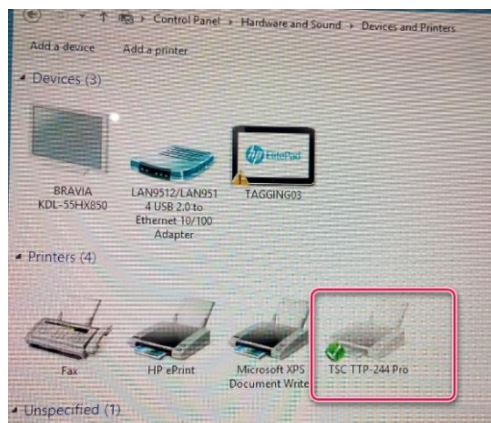
6. Right click on the printer icon.

7. Choose **Remove Device** from the pop-up menu:

8. Connect the printer cable to the laptop or tablet:

9. Connect the USB cable to the hub.

Note: Only non-powered hubs should be used. Most hubs that have a power connection will work without power supply.

10. Mark the port being used with a coloured dot. Once the printer is installed, do not move the USB port.

11. The laptop or tablet starts installing the new hardware as shown on the taskbar.

IMPORTANT: During this time, DO NOT disconnect the printer cable or power off the printer.

12. The software to install the printer is available on the AIRS website also. Double click on the file '**tsc_7.3.7.exe**' to install it.

13. A license agreement pop-up box opens:
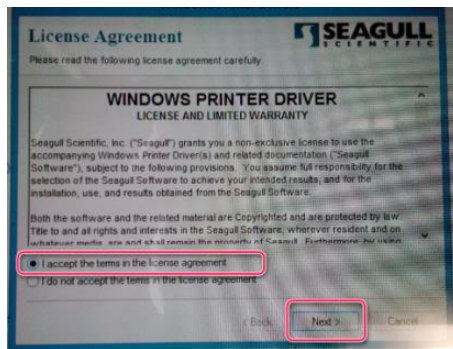
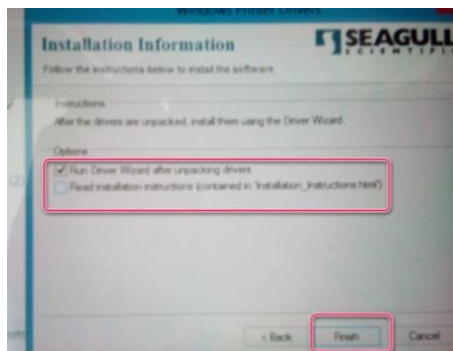14. Select **'I accept the terms in the license agreement'**.

15. Click **Next**.

16. Choose where to install the driver. Click **Browse** to change the default directory if required.
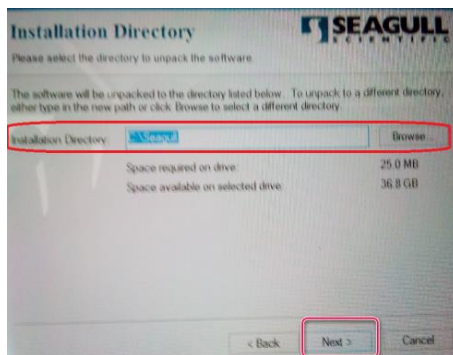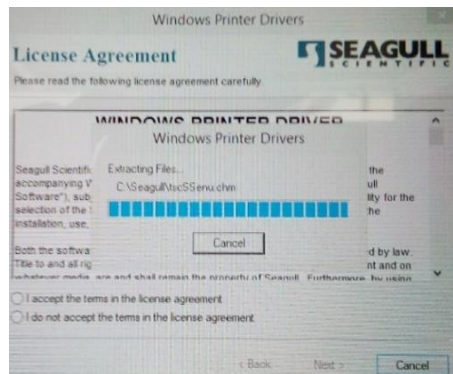

17. Click **Next.**

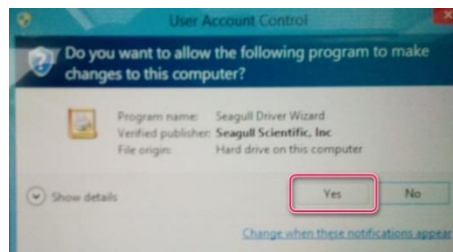18. The following installation information pop-up box opens:

19. Click in the box to select **Run Driver Wizard after unpacking drivers**.

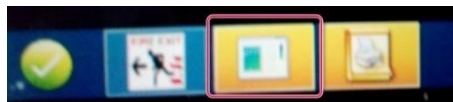20. Click **Finish**.

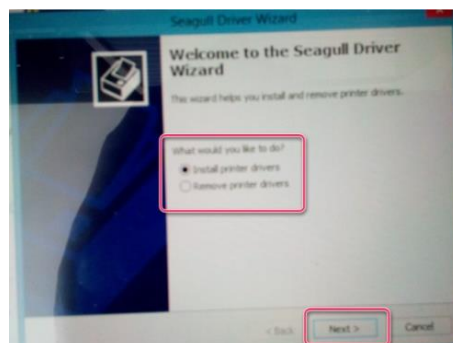21. The following information window opens:

22. The following pop-up box opens:

23. Click **Yes**.

   Note: Sometimes the screen is hidden under other windows. If this is the case, click on the icon displayed on the task bar.
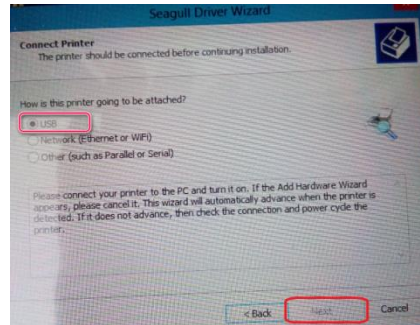

24. Select **Install printer drivers**.

25. Click **Next.**

26. If using a USB to parallel adaptor, select **Other**. If using a USB version printer with no adaptor, select **USB.**
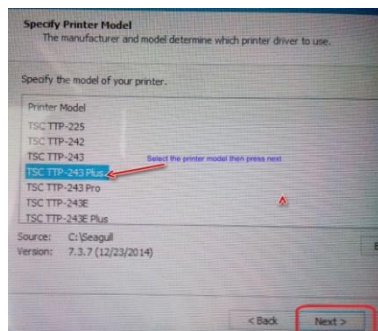

Adaptor looks like this.

Make selection based on the printer connection.

27. If using USB, the software looks for the printer. If it is unable to find the printer, select **Other**.

28. Click **Next**.

29. Check the printer model number (written on a sticker on the bottom of the printer).
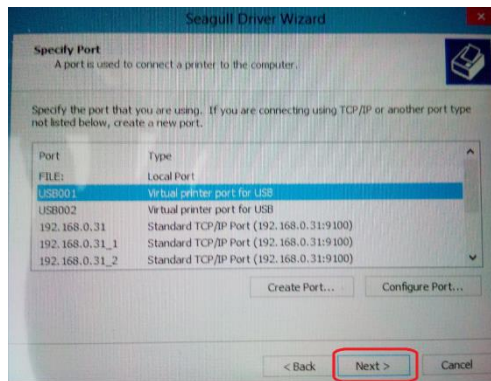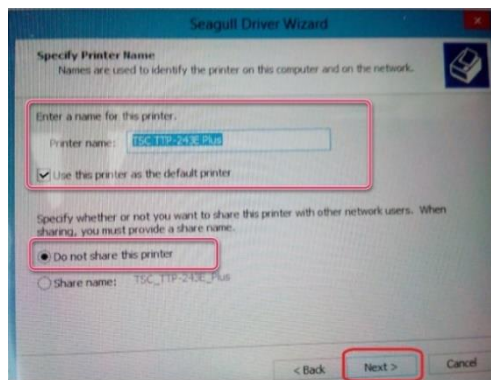

30. Select the printer model number:

31. Click **Next**.

32. Click **Next** to accept the default port.

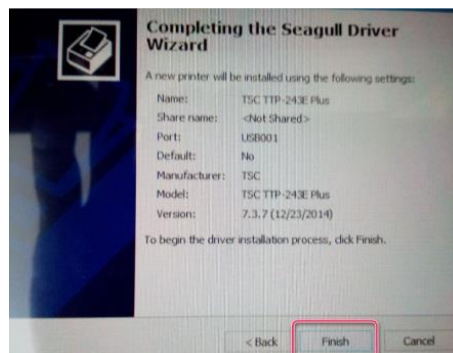

33. Leave the default printer name.

34. Click in the box to select **Use this printer as the default printer**.

35. Select **Do not share the printer**.
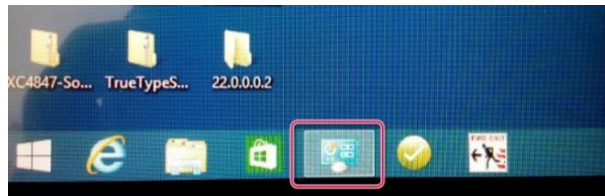
36. Click **Next**.
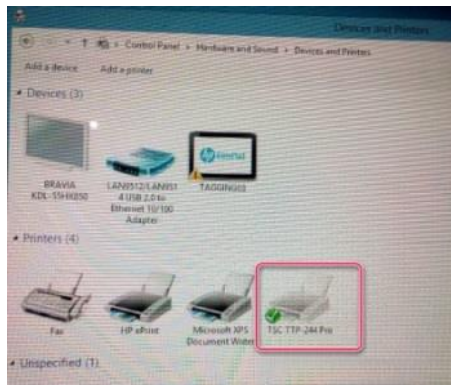
37. Click **Finish** on the completing install message.

38. Click **Close**.

39. From the Start menu or Control Panel, open the '**Devices and Printers'** window again. This may already be open and shows on the taskbar as follows:
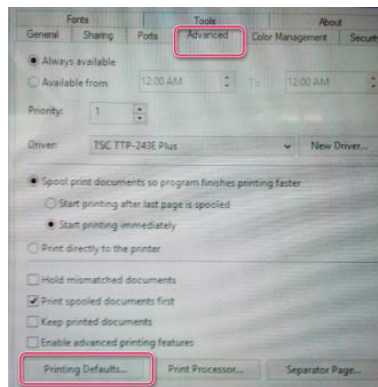

40. Ensure there is a printer icon with the printer name selected earlier. A green tick next to it indicates this is the default printer.

41. Right click on the printer icon. Choose **Printer Properties** from the pop-up menu that opens.
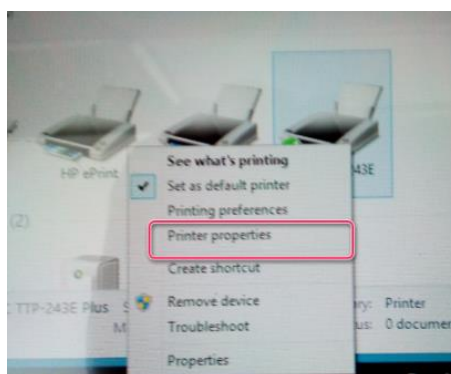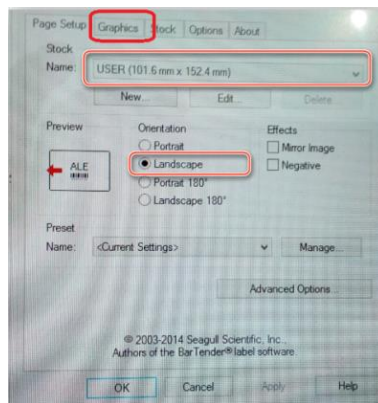
42. Click on the '**Advanced'** tab.

43. Click on **Printing Defaults.**

44. Select **USER** from the Stock Name dropdown menu.
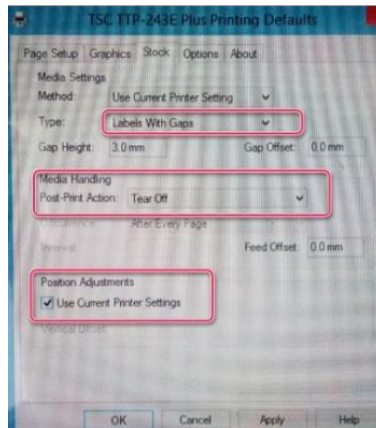

45. Select **Landscape** as the Orientation.

46. Click on the '**Graphics'** tab.

47. Select **None** for Dithering.

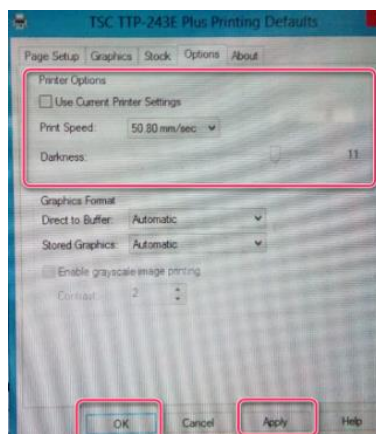48. Click on the '**Stock**' tab.

49. Select **Labels With Gaps** from the Type dropdown menu.

50. Select **Tear Off** from the Post-Print Action dropdown menu.

51. Click in the box to select **Use Current Printer Settings**.

52. Select the **Options** tab.

53. Click in the box to de-select 'Use Current Printer Settings'.

54. Select **50.80 mm/sec** from the Print Speed dropdown menu.

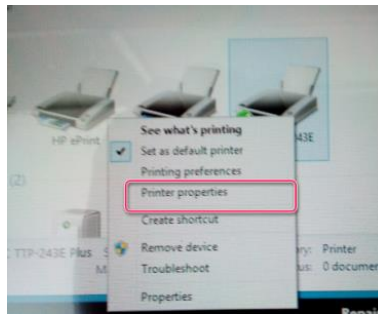55. Use the slider to select **11** for the Darkness setting.

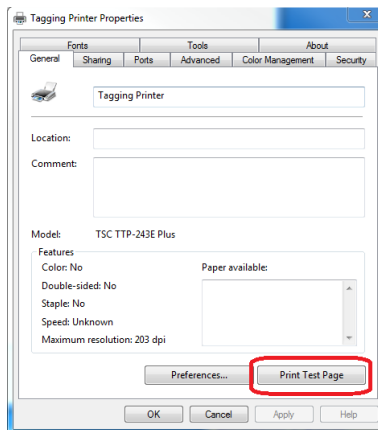56. Click **Apply.**

57. Click **OK.**

58. Click **OK** at the 'Printer Properties' window.

59. To print a test page, right click on the printer icon.

60. Choose **Printer Properties** from the pop-up menu:

61. Click **Print Test Page**.

62. Ensure the test print is ok.

63. Connect the USB cable from Neo to the hub as shown below. Power on Neo. Leave it for 30 sec until it installs.

Set the Gap Sensor

The gap sensor needs to be set each time a new printer roll is installed.

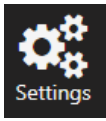1. Hold 'Pause' whilst turning the power on.

On / off switch →

2. The labels feed out of the printer. Wait for the feed to stop.

3. Switch the printer off and on again.

4. The gap has now been set.

5. Wind back the labels to avoid wastage.

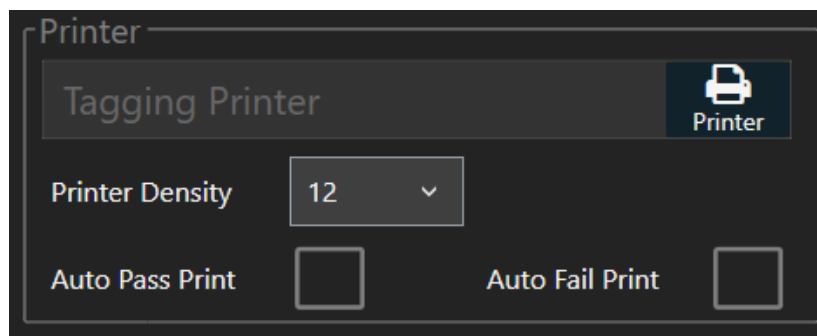# Select the Printer in the Neo App

Note: Refer to the 'Neo App User Manual' for instructions on using the app.
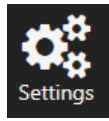
1. In the Neo app. press in the bottom left of the screen.

2. The 'Settings' window opens.
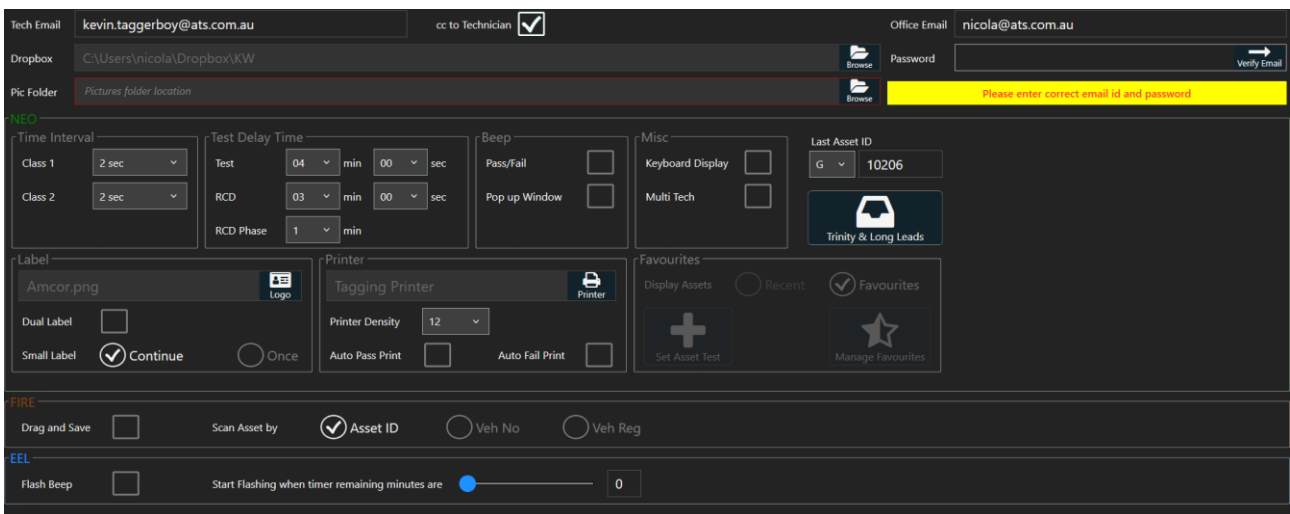
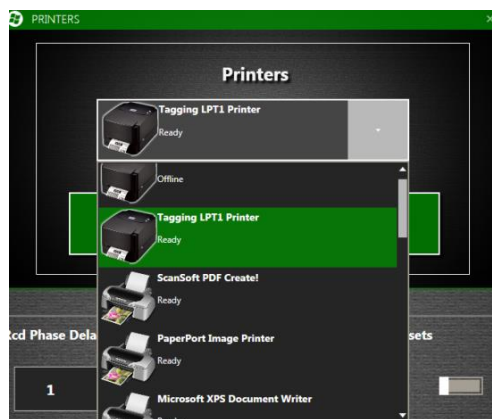3. The printer section is in the middle of the screen:

4. Press .

5. Use the dropdown arrow to display a list of available printers.

6. Select the required printer from the list.

7. Press **Save**.

8. Press in the top right corner of the Settings window.

F.A.Qs

| QUESTION	ANSWER
How to install Team Viewer.	Download from website: www.teamviewer.com/en/index.aspx
How to install the printer driver.	Use the link on the Neo website: www.datatransformation.com.au/Software/neo/neo.html

Troubleshooting

Unable to install the printer

The installation gets to the final stage but no printers are shown as successfully installed. This applies mostly to Windows 10.

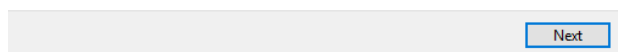1. Open Control Panel and go to **Devices and Printers**.
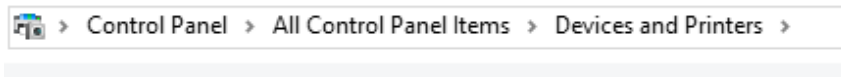
2. The wizard scans for printers.

3. Select **Add a Printer**.

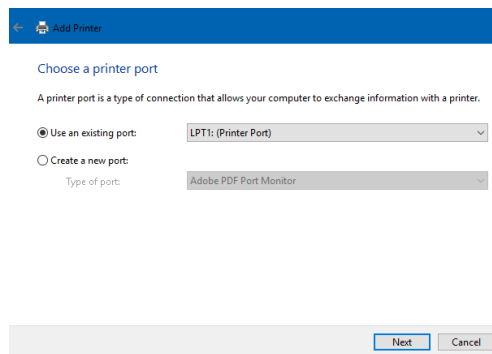4. Select **The printer I want isn't listed**.
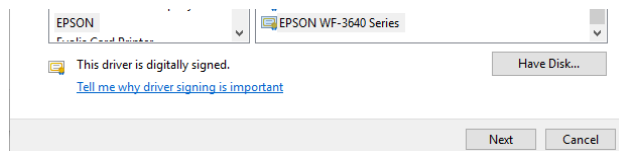

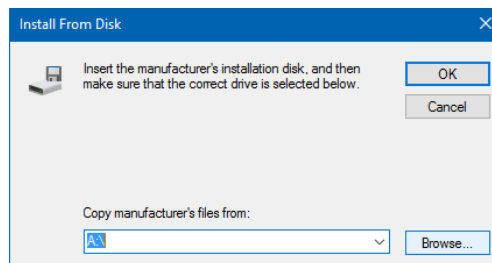5. On the next pop-up, select **Add a local printer or network printer with manual settings**.

6. Click **Next**.

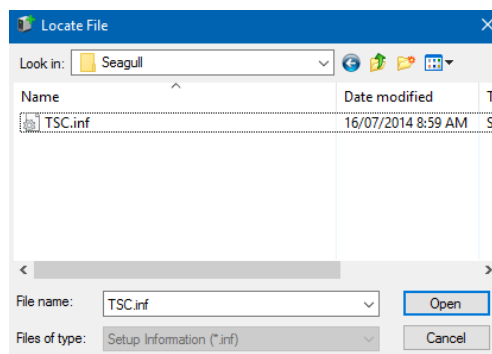7. Leave the selection on **Use an existing port:**
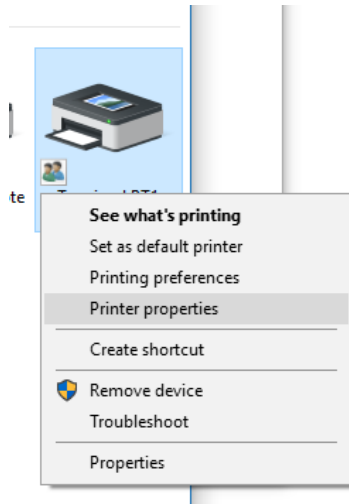

8. Click **Next**.

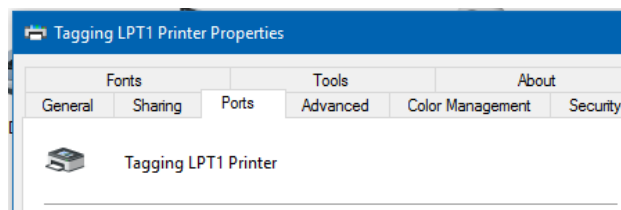9. Click **Have Disk….**

10. Click **Browse…**

11. Navigate to the Seagull driver folder on C:\

12. Select the **TSC.inf** file.

13. Click **Open**.

14. Click **OK** and follow the steps to complete the wizard.

15. Once complete, the printer should appear in printer list.

16. Right click on the printer icon and select **Printer Properties**.

17. On the '**Ports'** tab, select the USB port the printer adapter is using.

REFER TO THE 'NEO TROUBLESHOOTING' MANUAL FOR FURTHER INFO.

Any other problems call the ATS office on 1300 ATS NOW (1300 287 669)

Please ensure internet access is available, as Team Viewer is usually required to assist with any issues remotely.