

Dear Valuable Customer,



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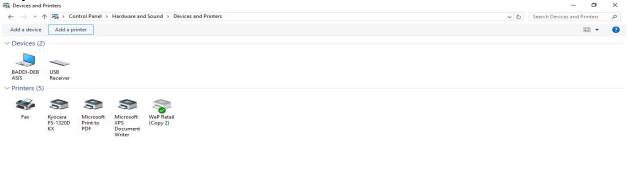


Technical Communication No. 01 Date of Release: 07<sup>th</sup> Feb 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### **Drivers Installation Process in BP Printers**

**Introduction**: This technical communication will cover driver Installation process for all BP Models which will help us in its User Utility Operations.

#### Step-1: Go to Control Panel > Devices and Printers



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**Step-2: Select for Add a Printer** 

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Step-3: Printer we want to install will listed as showing below.



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Step-6: Select "Have a disk".



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Step-7: Select "Browse" & Browse your file through the below path.

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#### Step-8: Select the file according to your OS and Bit.

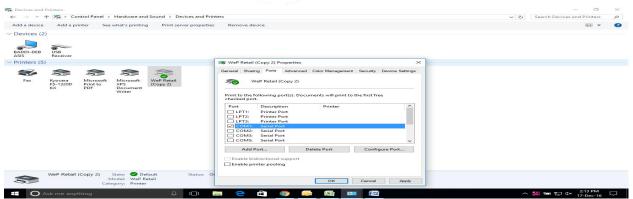
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e 🛍 🧕 Step-9: After installation, right click on "WeP Retail" and select on "Set as default printer".



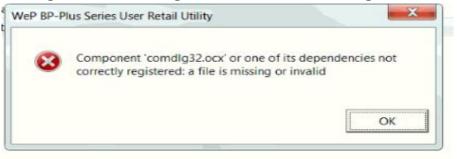


Step-10: Right click on "WeP Retail" and select on "Printer Properties" > "Port">Select the port according to your connection



Technical Communication No. 02 Date of Release: 22<sup>nd</sup> Feb 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

Troubleshoot guide to fix Comdlg32.ocx error while installing BP Printers Utility



**Introduction**: Some of the Users are facing "Comdlg32.ocx" error while installation of BP Printers User Utility. This issue occurs due to non-availability of specific file in some of the systems.

Here is the detailed process to resolve the issue and operate through Printers Utility.

Step 1: Manually Register Comdlg32.ocx Using Microsoft Register Server

Step 2: Repair Invalid Comdlg32.ocx Registry Entries

Step 3: Conduct a Full Malware Scan of Your PC

Step 4: Run Windows System File Checker ("sfc /scannow")

**Step 5:** Uninstall and Reinstall the MSDN Development Platform U.S. Program Associated with Comdlg32.ocx

Step 6: Utilize Windows System Restore to "Undo" Recent System Changes

Step 7: Install All Available Windows Updates



#### Step 8: Perform a Clean Installation of Windows

Step 1: Manually Register Comdlg32.ocx Using Microsoft Register Server

When you install software that uses the comdlg32.ocx dependency, the software should automatically register the file for you. In some cases your OCX file may not register properly, and as a result, will provide a "comdlg32.ocx not registered" error. Fortunately, you can use a built-in utility called "Microsoft Register Server" (regsvr32.exe) to re-register your comdlg32.ocx file.

How to re-register comdlg32.ocx from an elevated command prompt (Windows XP, Vista, 7, 8, and 10):

- 1. Click the **Start** button.
- 2. Type "command" in the search box... DO NOT hit ENTER yet!
- 3. While holding **CTRL-Shift** on your keyboard, hit **ENTER**.
- 4. You will be prompted with a permission dialog box.
- 5. Click Yes.
- 6. Type the following command: regsvr32 /u comdlg32.ocx.
- 7. Hit ENTER. This will UN-REGISTER your file.
- 8. Type the following command: regsvr32 /i comdlg32.ocx.
- 9. Hit ENTER. This will **RE-REGISTER** your file.
- 10. Close the command prompt window.
- 11. Re-start the program associated with comdlg32.ocx error.

Step 2: Repair Invalid Comdlg32.ocx Registry Entries

- 1. Click the **Start** button.
- 2. Type "command" in the search box... DO NOT hit ENTER yet!
- 3. While holding **CTRL-Shift** on your keyboard, hit **ENTER**.
- 4. You will be prompted with a permission dialog box.
- 5. Click Yes.
- 6. A black box will open with a blinking cursor.
- 7. Type "**regedit**" and hit **ENTER**.
- 8. In the Registry Editor, select the comdlg32.ocx-related key (e.g. MSDN Development Platform U.S.) you want to back up.
- 9. From the **File** menu, choose **Export**.
- 10. In the **Save In** list, select the folder where you want to save the MSDN Development Platform U.S. backup key.
- 11. In the **File Name** box, type a name for your backup file, such as "MSDN Development Platform U.S. Backup".
- 12. In the **Export Range** box, be sure that "**Selected branch**" is selected.
- 13. Click Save.
- 14. The file is then saved with a **.reg file extension**.
- 15. You now have a backup of your comdlg32.ocx-related registry entry.



#### Step 3: Conduct a Full Malware Scan of Your PC

There is a chance that your comdlg32.ocx error could be related to a malware infection on your PC. These malicious intruders can damage, corrupt, or even delete OCXrelated files. Furthermore, there's a possibility that the comdlg32.ocx error you are experiencing is related to a component of the malicious program itself.

**Tip:** If you do not already have a malware protection program installed, we highly recommend using Microsoft Anti-Malware (<u>download here</u>). They offer a malware removal guarantee that is not offered by other security software.

# Step 4: Run Windows System File Checker ("sfc /scannow")

System File Checker is a handy tool included with Windows that allows you scan for and restore corruptions in Windows system files (including those related to comdlg32.ocx). If System File Checker finds a problem with your OCX or other critical system file, it will attempt to replace the problematic files automatically. To run System File Checker (Windows XP, Vista, 7, 8, and 10):

Click the Start button. Type "command" in the search box... DO NOT hit ENTER yet! While holding CTRL-Shift on your keyboard, hit ENTER. You will be prompted with a permission dialog box. Click Yes. A black box will open with a blinking cursor. Type "sfc /scannow" and hit ENTER. System File Checker will begin scanning for comdlg32.ocx and other system file problems (be patient - the system scan may take a while).

Follow the on-screen commands.

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**Step 5:** Uninstall and Reinstall the MSDN Development Platform U.S. Program Associated with Comdlg32.ocx

If your comdlg32.ocx error is related to a specific program, reinstalling MSDN Development Platform U.S.-related software could be the answer.

Instructions for Windows 7 and Windows Vista:

Open Programs and Features by clicking the Start button.

Click Control Panel on the right-side menu.

Click Programs.

Click **Programs and Features**.



Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the **Name** column.

Click on the MSDN Development Platform U.S.-associated entry.

Click the **Uninstall** button on the top menu ribbon.

Follow the on-screen directions to complete the uninstallation of your

comdlg32.ocx-associated program.

Instructions for Windows XP:

Open Programs and Features by clicking the Start button.

Click Control Panel.

Click Add or Remove Programs.

# Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the list of **Currently Installed Programs**.

Click on the MSDN Development Platform U.S.-associated entry.

Click the **Remove** button on the right side.

Follow the on-screen directions to complete the uninstallation of your comdlg32.ocx-associated program.

Instructions for Windows 8:

Hover the cursor in the **bottom left of the screen** to produce the **Start Menu** image.

**Right-Click** to bring up the **Start Context Menu**.

Click Programs and Features.

Locate **comdlg32.ocx-associated program** (eg. MSDN Development Platform U.S.) under the **Name** column.

Click on the MSDN Development Platform U.S.-associated entry.

Click the Uninstall/Change on the top menu ribbon.

Follow the on-screen directions to complete the uninstallation of your comdlg32.ocx-associated program.

After you have successfully uninstalled your comdlg32.ocx-associated program (eg. MSDN Development Platform U.S.), reinstall the program according to the Microsoft instructions.

**Tip:** If you are positive that your OCX error is related to a specific Microsoft program, uninstalling and reinstalling your comdlg32.ocx-related program will likely be the solution to your problem.

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Step 6: Utilize Windows System Restore to "Undo" Recent System Changes

Windows System Restore allows you to "go back in time" with your PC to help fix your comdlg32.ocx problems. System Restore can return your PC's system files and programs back to a time when everything was working fine. This can potentially help you avoid hours of troubleshooting headaches associated with OCX errors.

**Please Note:** Using System Restore will not affect your documents, pictures, or other data.



To use System, Restore (Windows XP, Vista, 7, 8, and 10): Click the Start button. In the search box, type "System Restore" and hit ENTER. In the results, click System Restore. Enter any administrator passwords (if prompted). Follow the steps in the Wizard to choose a restore point. Restore your computer.

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Step 7: Install All Available Windows Updates

Microsoft is constantly updating and improving Windows system files that could be associated with comdlg32.ocx. Sometimes resolving your OCX problems may be as simple as updating Windows with the latest Service Pack or other patch that Microsoft releases on an ongoing basis.

#### To check for Windows Updates (Windows XP, Vista, 7, 8, and 10):

Click the **Start** button. Type "**update**" into the search box and hit **ENTER**. The **Windows Update** dialog box will appear. If updates are available, click the **Install Updates** button.

## ╇

Step 8: Perform a Clean Installation of Windows



Technical Communication No. 03 Date of Release: 18<sup>th</sup> Apr 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

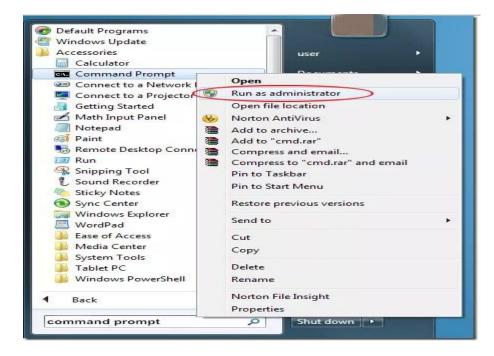
#### How to Disable Driver Signature for Windows based Operating System

**Introduction**: In Driver installation process it raises error due to driver signature for window OS. We have to disable that Driver Signature for installation of drivers successfully. This technical communication will cover the process how to disable Driver Signature for Window based Operating System

Step 1 Open a Command Prompt with admin privileges.

In Windows 10/8.1/8, press the Windows key + X and select "Command Prompt (admin)".

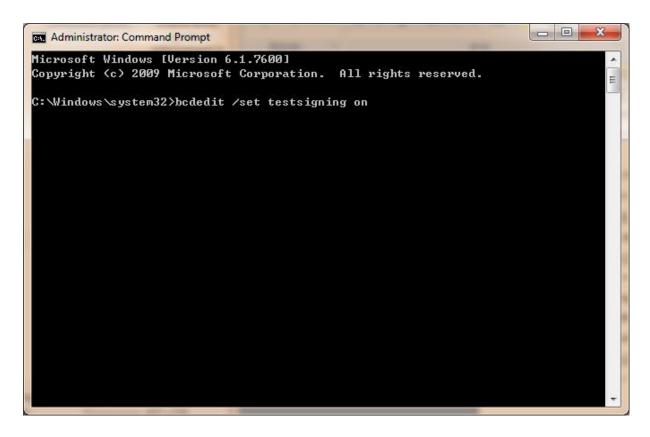
In Windows 7/XP/Vista, you can type "command prompt" in the Start search box, right-click on "Command Prompt" in the result and select "run as administrator".



**<u>Step 2</u>** Type the below command and press the Enter key: *"bcdedit /set test signing on"* 



You should receive the "The operation completed successfully" message.



**<u>Step 3</u>** Close the Command Prompt window and restart your computer. Now you can install any unsigned drivers without problems.



Technical Communication No. 04 Date of Release: 27<sup>th</sup> Apr 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### Retail Utility User Utility Installation/Un-installation & Port Setting

**Introduction:** This technical communication guides us how to Installation/Un-Installation & make Port Setting. It helps us to PC connectivity with Printer. **Installation Requirements** 

- 1. A PC running any of the below mentioned operating system:
  - o Windows 95
  - o Windows 98
  - o Windows Me
  - o Windows NT 4.0 (SP6 or later)
  - o Windows 2000
  - o Windows 2003
  - o Windows XP
  - o Windows XP x64
  - o Windows Vista
  - o Windows 7(x86 and x64)
- 2. A Serial port if you wish to configure the device.
- 3. 100 MB of hard disk space.
- 4. Remaining hardware specifications as specified by operating system.
- 5. On some operating systems, you may have to login with software installation rights to install this utility.

Installation Procedure: Please follow steps to install this utility:

- 1. Close all the applications that are running.
- 2. Uninstall your previous version of the utility, if already installed. See *Un-Installation Procedure* section for details on this.
- 3. Run the setup.exe file that comes along with installation package. Below shown window will appear, then press next button to continue.





4. Below shown window will appear If you wish you can change the installation directory press the 'Browse' button and choose the required path. Otherwise click on the 'Next' button.

Setup will install WeP BP-85T User Retail Utility into the following folder.         To continue, click Next. If you would like to select a different folder, click Browse.         CMProgram Files       Browse         Browse         At least 13.0 MB of free disk space is required.	Utility be installed?	
C:\Program Files\WeP BP-85T User Retail Utility Browse	User Retail Utility into the f	ollowing folder.
C:\Program Files\WeP BP-85T User Retail Utility Browse	e to select a different folde	r, click Browse
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		Jser Retail Utility into the f a to select a different folde <del>tail Utility</del>

5. Below shown window will appear If you wish you can change the 'Start menu folder' press the 'Browse' button and choose the required path. Otherwise click on the 'Next' button.

Setup - WeP BP-85T User Retail Utility	
Select Start Menu Folder Where should Setup place the program's shortcuts?	
Setup will create the program's shortcuts in the following To continue, click Next. If you would like to select a different folde	
WeP BP-85T User Retail Utility	Browse
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6. Follow the on screen instruction to complete the installation. When successfully completed the utility can be accessed from the program group.



#### **Un-Installation Procedure**

#### Method 1:

1. Select the un-install option from Start menu -> WeP BP-85T User Retail Utility, and follow the instruction to complete the un-installation process.

#### Method 2:

- 1. Select Add Remove programs or Programs and Feature (in Windows Vista and Windows 7) tool from the Control Panel of your operating system.
- 2. Click the Install/Uninstall tab for Windows 95/98/Me/NT. For Windows 2000/2003/XP/XPX64/ Vista/7 continue with next point.
- 3. Locate the WeP BP-85T User Retail Utility. Select it and click on Remove or un-install button available.

#### **Serial Port Settings**

Before any data is downloaded to ECR using this utility, the following settings are required.

- 1. The default printer driver port: Serial port
- 2. Baud Rate: 19200/115200 Bits per second
- 3. Data bits: 8
- 6. Flow Control: None



Technical Communication No. 05 Date of Release: 10<sup>th</sup> May 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### **Retail User Utility Billing Configuration Process**

**Introduction:** This technical communication covers the Bill Configuration through User Utility. It helps us in processing a bill with different settings and configurations.

#### **Billing option Configuration**

You can access this window via *Bills->Billing Option Configuration* menu. This window allows configuring some of the options that affects the bill.

Continuous	C Daily Reset
Round Off Total Bill Amount	
No Round Off	C Round Off To 25 Paise
C Round Off To 50 Paise	C Round Off To 1 Rupee
Discount Type	
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C Item wise Discount in Percen	tage
Tem wise Discount in recen	kaye
C Pre Tax Discount In Percenta	5
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#### **Bill** Number

Allows the user to choose one among the types of bill number available. They are



• **Continuous:** The bill number in the bills that are printed from the day of installation will start from 1 and it continuous up to 3999997500.

• **Daily Reset:** The bill number will reset to 1 when date & month is changed in the device.

#### Round Off Total Bill Amount

This option allows you to select the type of round off required for the total bill amount. It can be any one of the following.

• **No Round Off:** Total amount in the bill will be printed without any round off.

• **Round Off to 25 Paise:** This option allows rounding off the total amount to the nearest 25 paise. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.25

• **Round Off to 50 Paise:** This option allows rounding off the total amount to the nearest 50 paise. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.50

• **Round Off to 1 Rupee:** This option allows rounding off the total amount to the nearest 1 Rupee. e.g., If the Total Amount is 12.30, on selecting this option, Total amount will be rounded to 12.00

#### **Discount** Type

This option allows you to select the type of discount among the following options.

 $\cdot$  No discount: If you select this option then while billing, the device will not ask to enter any discount for the bill.

• Item wise discount in percentage: This option allows you to enter item wise discount in percentage for individual item during billing.

• **Overall discount in percentage before service tax:** This option allows you to enter discount for the total amount in percentage. This discount is applied on the total amount that is calculated before applying service tax on total amount.

• **Overall discount in rupees after service tax:** This option allows you to enter the discount for the total amount in rupees. This discount is calculated on the total amount that is obtained after applying service tax on the total amount.

#### User Defined Field

This option allows you to enter some custom field that appears in the top of the bill, after bill number. On selection of UDF filed, the UDF name and length are mandatory.



• **Field Name:** The UDF name can take any combination of alphabets or digits. The maximum length of UDF name is 25 characters. This name can be anything as "Operator Id", "Room no" or "Table No".

• **Max Limit:** This specifies how many UDF that user can enter. The maximum number of UDF's that can be entered is 250. Its default value is 1.

Ex: If UDF name is Table No and Max Limit is 70, then you can enter 1, 2, 3...70 table numbers while billing.

The options that are dependent on UDF are

• **Kitchen Order Token:** This option can be selected only when User Defined Field is selected. Kitchen Order Token is a token that contains the order given by the customer. Every customer is identified by a particular UDF field.

• Select KOT through panel: This option allows you to enable or disable KOT through machine. This setting is downloaded through the 'Bill Settings' window.

#### Others

 $\cdot$  Change price while billing: This allows you to edit the price of an item in machine while billing an item.

• **Print Cash Received and Balance:** This allows you to print the cash received from the customer and balance amount that you should pay to customer.

• Service tax: This option allows you to enable the service tax value.

• Service tax value: This option allows you to enter service tax value for the total amount. The maximum service tax that can be entered is 99.99%

#### **Bill Header and Footer**

You can access this window via Bills->Bill Header and Footer menu.

Here you can edit the header and footer that you need to be printed in the bill and reports.



		DER TEX	Colomer a success	
(This will b	e printed at	t the top		
BILL NO :	1		DATE:	26/09/0
SIITEM NAM	Е QTY	PRICE	DISC	AMOUNT
l Iteml				
2 Item2 3 Item3	2.00Kg 2.00Kg			
VAT @ 1	00%			0.10
VAT 0 2				0.78
VAT 0 3	.00%			2.59
	AT AMOUNT	S		3.47
DISCOUN	T AMOUNT			5.00
TOTAL:				138.47
				-

#### Header Text

Here you can enter the text that will appear as the header in the bills and reports you print. There are some constraints on header text. They are:

Maximum 10 lines of text can be entered

Maximum of 40 characters per line can be entered when font is small font

Maximum of 20 characters per line can be entered when font is large font

#### Footer Text

Here you can enter the text that will appear as the footer in the bills and reports you print. There are some constraints on footer text. They are:

Maximum 5 lines of text can be entered

Maximum of 40 characters per line can be entered when font is small font

Maximum of 20 characters per line can be entered when font is large font

Note:



Header and footer files are saved in "\*.RTF" format. You are requested not to modify the contents by explicitly opening them in other applications.

#### **Bill and Reports Formats**

You can access this feature via Bills->Bill and Report Formats menu.

This feature will be available to you only if you have selected Master Configuration file.

Select Format	Bill Fo	rmat		•	<u>D</u> ownload	
					Download <u>A</u> ll	
Preview						
SUI	PER	ST	AR S	STOF	RES	1
		8 - 17 Mar	I ROAD			
		and 1000	- <u>6978</u>	12		
	M	YSORE	- 57001	6		
	M	YSORE	- 57001	· · · · · · · · · · · · · · · · · · ·	15/10/08	
	M	YSORE	- 57001	DATE:	15/10/08 11:24	
BILL NO :		YSORE	- 57001	DATE:	97872 975, C * * * *	
	1			DATE: TIME:	97872 975, C * * * *	
	1 AME (	2TY	PRICE	DATE: TIME: DISC	11:24	
SlITEM NA	: 1 AME () 1.(	2TY 200Kg	PRICE 10.00	DATE: TIME: DISC	11:24 AMOUNT	
511TEM N 101tem1 101tem2	1 AME ( 1.( 2.(	2TY 200Kg 200Kg	PRICE 10.00	DATE: TIME: DISC 0.20 1.20	11:24 AMOUNT 10.00 40.00	
SIITEM NA 10Item1 10Item2 10Item3	1 AME () 1.( 2.( 3.(	2TY 000Kg 000Kg 000Kg	PRICE 10.00 20.00	DATE: TIME: DISC 0.20 1.20	11:24 AMOUNT 10.00 40.00 90.00	
SlITEM NA 10Item1 10Item2 10Item3	1 1.( 2.( 3.( Item(s	2TY 000Kg 000Kg 000Kg	PRICE 10.00 20.00	DATE: TIME: DISC 0.20 1.20	11:24 AMOUNT 10.00 40.00	

This window allows you to download all the bill and report settings that are present in selected Master Configuration file. Here you can view the bill or report format by selecting the same from the list given.

#### Download

This button allows you to download the selected bill or report format in the given window.

#### Download All

This button allows you to download all the repots and bill format at once.



Note:

This window downloads only the fields that will be printed in the bill and reports. In the above bill, when you download Bill Format, the fields that are downloaded to the device are:

"SI", "ITEM NAME", "QTY", "PRICE", "DISC", "AMOUNT".

Header footer and User Defined Field are not downloaded.



Technical Communication No. 06

Date of Release: 25<sup>th</sup> May 2020

Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### Runtime 70 Error while usage of BP Printer User Utility

**Introduction:** What Causes Runtime Error 70: An example of error you may receive when it occurs.

#### Run-time error '70': Permission Denied

This error is present in Microsoft Windows systems and the reason they occur, as mentioned before, is partly due to the lack of security privileges. If the workstation cannot access the server then it cannot complete the task and to stop the computer endlessly attempting to fulfill this and freeze, Microsoft have designed a way to stop it which results in this error. The runtime error 70 can occur when the user attempts to invoke methods on the MTS component (Microsoft Transaction Server) from which they do not have rights to. These problems are only minor and can be solved by following the steps below.

How To Fix Runtime Error "70":

• Step 1 – Enable Authorization Checking

The above error usually occurs when either Enable Authorization Checking is turned on in Microsoft Transaction Server or the Microsoft NT user that is trying to launch the objects from the VB application does not have the rights to invoke methods on the MTS component. To resolve these issues:

Clear the Enable Authorization Checking setting. To do this, launch MTS Explorer and then open the properties window for the component. In the security tab, clear Enable Authorization Checking.

This method eradicates the stringent security privileges that would be present if the option was left on. This should allow access to the server from the Windows NT workstation, however, if this is not the case please continue to the next step.

• Step 2 – Give Administrator Permissions to All Users on Your PC

Giving the user administrator permissions will allow them access to the server as the server will recognize that the workstation is not a foreign one but is indeed a safe local workstation. To carry out this step, you must:

Download Windows 10 Repair Tool

For Windows 95, 98 or ME:

- 1. Run DCOM Config.
- 2. Select the DCOM Server application from the list of available applications.



- 3. Select the Properties button or double-click the DCOM Server application in the list.
- 4. Test the server with "Default Access Permissions."

For Windows NT or 2000:

- 1. Run DCOM Config.
- 2. Select the DCOM Server application from the list of available application.
- 3. Select the Properties button, or double-click the DCOM Server application in the list.
- 4. Test the server with "Default Access Permissions," "Default Launch Permissions," and "Custom Configuration Permissions."

On either of these steps, if the run time error 70 still appears, try not to go to the next step straight away, but to instead modify the Default Access Permissions from the Default Security tab in DCOM Config. This is a common reason why the error occurs because they restrict what the user can access and therefore produce this security related error. If this step did not work, carry out the next step.

Download Windows 10 Repair Tool

ReimageRepair.exe

STEP BY STEP GUIDE
Step 1:
Download the PC repair tool
Step 2:
Install and launch the application
Step 3:
Click the "Scan now" button to detect issues and abnormalities
Step 4:
Click the "Repair All" button to fix the issues



Technical Communication No. 07 Date of Release: 08<sup>th</sup> Jun 2020 Models Covered: Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### LOGO Creation for Supported models of BP Printers

**Introduction**: We can insert Logo as a header in our Billing Printers. This technical communication will guide us How to create a Logo for billing printer. Logo facility is available for particular models only BP 25T Plus, BP 85T Plus, BP 85T, BP Emerge Basic, BP 2100 Series and JOY POS

Step-1: Open your required PICTURE in Paint.

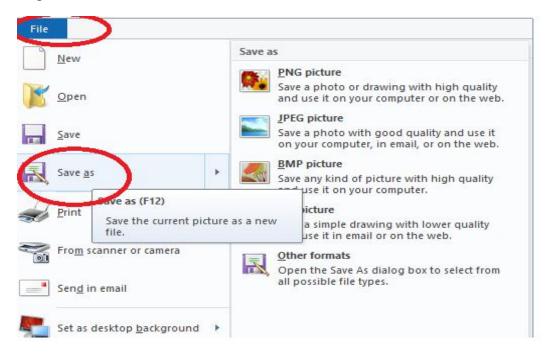
		Open		Picture you want to make LOGO
HP		Create a new video		1
Pawan		Edit with Photos		
Pawan	66 F	Edit with Paint 3D		
		Set as desktop background		
		Edit		
		Print		•
		Rotate right		
		Rotate left		
		Cast to Device	>	
	-	Scan with Windows Defender		
	B	Share		
		Open with	>	Microsoft Office 2010
		Give access to	>	🧭 Paint
		Add to archive		Paint 3D
		Add to "Pawan.rar"		Photos
		Compress and email		Search the Store
		Compress to "Pawan.rar" and email		Choose another app
		Restore previous versions		

Step-2: Select **Resize** option and select **Pixels** with **Horizontal\* Vertical-448\*326** and select **OK** 



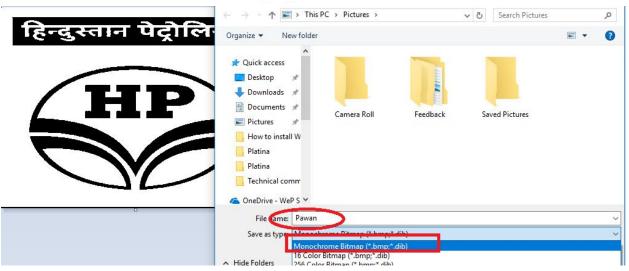
हिन्दुस्तान पेट्रोलियम	Resize and Skew	×
	By: ○ Percentage ● Pixe	ls
	Vertical: 326	
	Skew (Degrees)	
	Horizontal: 0	
	OK Car	ncel

Step-3: Go to File and Select Save as



Step-4: Select File Name, Location and Save as Type Monochrome Bitmap and select Save





Step-5: Go to saved picture and check **properties.** If size is **17.8 kb** then you have done above process perfectly and LOGO is ready to use in user utility of supported models.

	Pawan		
Type of file:	BMP File (.bmp)		
Opens with:	Photos		Change
Location:	C:\Users\beherad\D	esktop	
Size: 🧲	17.8 KB (18,318 byte	s)	
Size on disk:	20.0 KB (20,480 byte	s)	
Created:	Today, February 4, 2	019, 22 minute	s ago
Modified:	Today, February 4, 2	019, 22 minute	s ago
Accessed:	Today, February 4, 2	019, 22 minute	s ago
Attributes:	Read-only	Hidden	Advanced
	ок	Cancel	App

We can insert this file to our Printer through its User Utility.



Technical Communication No. 08

Date of Release: 22<sup>nd</sup> Jun 2020

Models Covered: BP 25T Plus/85T Plus, BP 85T, BP Emerge Series, BP Gold series

#### Usage of External keyboard connectivity with BP Printers

**Introduction**: We are offering External Keyboard connectivity with our retail models and this technical communication will guide how connect external Keyboard and usage process. This facility is available in particular models only (BP 25T Plus, BP 85T Plus, BP 85T, BP Emerge Series, BP Gold series & JOY POS)

Keys of BP Printer	Keys of external keyboard
MENU	HOME
PRINT	F12
CANCEL	ESCAPE
DOWN ARROW	DOWN ARROW
UP ARROW	UP ARROW/BACKSPACE
NUMBERS	NUMBERS
ALPHABET	ALPHABET

Once External Keyboard connected through USB port to printer and giving permission to use it we can operate it with above said keys. Compatible Keyboards with our Printers: Dell SK 8115, Lenovo SK 8825, Logitech K200, TVSE, Genius





Technical Communication No. 09 Date of Release: 06<sup>th</sup> Jul 2020 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### How to reset User Password for BP Printer.

**Introduction:** If we forgot password of our Billing machine then we can RESET his password through User utility usage. For this refer below process

Step-1: Put Printer on DATA DOWNLOAD mode and connect Serial/USB cable for respective supported models.

Step-2: Go to User Utility of respective model and Login to User Utility Step-3: Go to Change Password option and select Printer Password

	_	BP-85T	User Retail
Select Master Config File			Utility
<u>B</u> ills	»		Conney
<u>I</u> tems	»		
Password	>>	Change Utility Password	
S <u>e</u> ttings	>>	Change Device Password	
<u>U</u> pgrade Firmware			
<u>F</u> ast Config			
Logo Managment			
Current Master Config File :	Non	2	

#### Step-4: Enter New Password and Confirm Password. Click on Download & OK.

Header And Footer		
 Databases	»	
Password	»»	
S <u>e</u> ttings	Change Device Passy	vord
<u>U</u> pgrade Firmware		****
Logo Management	New Password :	Length of password should be 5 characters
Current Master Config File	Confirm Password :	****
2 User <u>G</u> uide	- Whether - Whether	Download Reset
Exit Application	To continu	e press OK else press Cancel to quit.

Now printer can Log In through new Password.



#### Technical Communication No. 10 Date of Release: 10<sup>th</sup> Aug 2020 Models Covered: All BP Models **Unit of measurement configuration for Item Database entry in BP Models**

**Introduction**: In BP Printers we can configure different measure of units which have one required as per customer. This technical communication will cover to replace and configure units with existing one.

Step-1: Open USER UTILITY > ITEM MANGEMENT > Then select "Configure Unit".

n Details				
tem Name		Discount%		Add Item
tem Code		Rate 1		Save Changes
Item Unit Packet(Pk)	-	Rate 2		Delete
VAT%		Rate 3		Configure Unit
C TAVA				
S.TAX%				
n Database		Searc	them Name	Search
6 H		Searc	h Item Name	Search RATE1 RA
n Database tal Items : 0				
n Database tal Items : 0				
n Database tal Items : 0				

Step-2: Chose on unit which you don't want to use in item database.

em Name	Item Unit Configurat	ion	۲	<u>A</u> dd Item
tem Code	Item Unit	Notation	Decimal Quantity	Save Changes
Item Unit Packet(Pk)	Packet	Pk	🗔 Enable	Delete
VAT%	Litre	Lt	🔽 Enable	Configure Unit
S.TAX%	Millilitre	МІ	🔽 Enable	
Database	Gram	Gm	🔽 Enable	
alltems: 0	Kilogram	Kg	🔽 Enable	Search
	Default	Apply	Cancel	RATE1 RA
	Note To customize the item u	init and notation, se	elect it and then edit.	



Step-3: Rename that Unit as First letter of unit should Capital and in notation first letter is capital and second is small. If you want Decimal quantity, then select "Decimal Quantity".

em Details	Item Unit Configura	tion	Add Item
Item Code	Item Unit	Notation Decimal Quanti	save Changes
Item Unit Packet(Pk)	Drozen		Delete
VAT%	Litre	Lt 🔽 Enable	<u>C</u> onfigure Unit
S.TAX%	Millilitre	MI 🔽 Enable	
em Database	Gram	Gm 🔽 Enable	
otal Items : 0	<b>I</b> ✓ Kilogram	Kg 🔽 Enable	Search
ITEM NAM	Default	<u>Apply</u> <u>Cancel</u>	BATE1 BA
	- Note To customize the item (	unit and notation, select it and then edit.	

Step-4:Add an item with you new added Unit and send printer. Make sure that before send printer, erase all database from printer.

m Details			
tem Name	Discount%		Add Item
Item Code	Bate 1		Save Changes
Item Unit (Drozen(Dz)	Rate 2		Delete
VAT%	Rate 3		Configure Unit
around 1			
S.TAX%	•		
S.TAX%	•		
S.TAX%	42118-5555	h Item Name	Search
S.TAX%	Searc	h Item Name	
S.TAX%	42118-5555		Search
S.TAX%	42118-5555		Search
S.TAX%	42118-5555		Search



Technical Communication No. 11 Date of Release: 01<sup>st</sup> Oct 2020 Models Covered: All BP Models

#### **USB-to-Serial Converter Configuration Procedure in BP Printer**

**Introduction:** For BP Printers which support only Serial Port connectivity only. We can use USB to Serial Converter for User Utility Operations and below process will guide us regarding installation of Converter.

1. Connect the USB to Serial converter to computer.

2. When user connects the USB to Serial Converter it will ask for install the driver.

3. Install the USB to Serial Converter driver by using driver CD provided with the product.

4. Restart the computer.

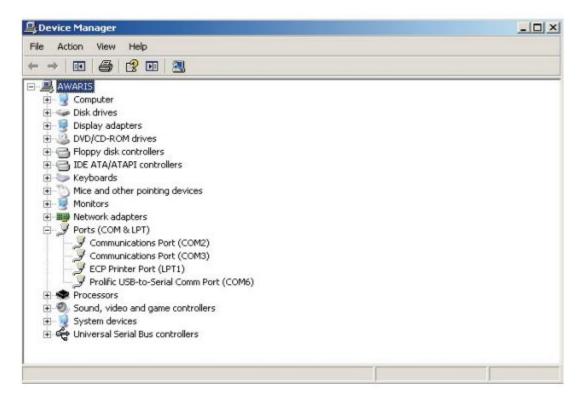
5. After installation complete, click on the right click on the My Computer icon & go to the property. The window is displayed as shown in the below screen.

Systemm	estore	Automa	itic Updates	Remote
General	Computer	Name	Hardware	Advanced
Device Mar	nager			
🛒 or		. Use the D	the hardware devices evice Manager to cha	
			Device Mar	nager
Drivers				
a A	ompatible with V	Vindows. W	sure that installed driv indows Update lets y /indows Update for dr	ou set up
	Driver Sig	ning	Windows Up	odate
Hardware P		ning	Windows Up	odate
Д Н	rofiles	provide a v	vay for you to set up a	
	rofiles ardware profiles	provide a v	vay for you to set up a	and store

6. Now click on the Hardware tab & select the Device Manager Option below window is displayed on the screen.



7. In the below figure you can see that the USB to Serial Comm. Port is set COM4 which is inside the brackets as Shown in the figure, so please note down that to which COM port number the USB to Serial Comm. Port is set. For example, in the below figure the USB to Serial Comm. Port is set COM4.



#### Instructions to use the USB to Serial port Converter in this product

1. Com port configuration: Automatically it will select some com port. But we need to change it to com1 & the following settings are required in PC:

- i. The default printer driver port: Serial port (com1)
- ii. Baud Rate: 19200/115200 Bits per second

iii. Data bits: 8

Note: Works only with Win XP(only 32bit), Vista, 2000, 2003, 7x86, 7x64, win 8, win8.1, win10 (Even though the manufacturer supports win 98 and ME it does not work because port setting is not possible)



Technical Communication No. 12 Date of Release: 19<sup>th</sup> Mar 2021 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25T Plus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### How to Disable Driver Signature Verification on 64-Bit Windows 8.1 or 10

**Introduction:** During Printer Driver installation we faces issue in Windows 8.1 or 10 for 64 Bit. We have to disable windows driver Signature to install the same. This technical communication will guide to verify the same and disable driver signature.

To disable driver signature verification, we're going to need to get into the Troubleshooting options from the boot manager. The easiest way to bring this screen up is using a secret trick. Simply select Restart from the power options menu (on Windows 8 that's under Charms or on the login screen, and in Windows 10 it's on the Start Menu). Hold down the SHIFT key while you click Restart.



Again, you can use this trick on any of the power menus in Windows 8 or 10, whether on the login screen, Charms bar, Start Menu, or Start Screen Once your computer has rebooted you will be able to choose the Troubleshoot option.

Cho	ose an option
$\rightarrow$	Continue Exit and continue to Windows 8
IT	Troubleshoot Refresh or reset your PC, or use advanced tools



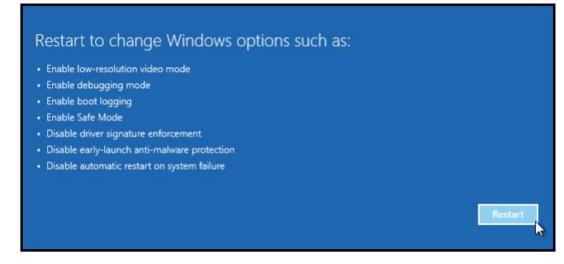
Then head into advanced options.

	refresh it without losing your files
Ó.	Reset your PC If you want to remove all of your files, you can reset your PC completely
¥≡	Advanced options

Then Start-up Settings.

Adva	anced options	S	
	System Restore Use a restore point recorded on your PC to restore Windows	\$	Startup Settings Change Windows startup behavior
< <b>\$</b> >	Startup Repair Fix problems that keep Windows from loading		

Since we are modifying boot time configuration settings, you will need to restart your Computer one last time.





Finally, you will be given a list of start-up settings that you can change. The one we are looking for is "Disable driver signature enforcement". To choose the setting, you will need to press the F7 key.

Star	tup Settings
Press a	number to choose from the options below:
Use numb	er keys or functions keys F1-F9.
1) Enabl	e debugging
2) Enab	le boot logging
3) Enab	le low-resolution video
4) Enab	le Safe Mode
5) Enab	le Safe Mode with Networking
6) Enab	le Safe Mode with Command Prompt
7) Disab	le driver signature enforcement
8) Disab	le early launch anti-malware protection
9) Disab	le automatic restart after failure

That's all there is to it. Your PC will then reboot and you will be able to install unsigned drivers without any error message



Technical Communication No. 13 Date of Release: 19<sup>th</sup> Jun 2021 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### Troubleshooting for Error 0x00000709 while connecting Printer to PC

#### Identification of error.

In case data files don't transfer from PC to Printer during user utility operations. Ensure the Error 0x0000070. This problem can be rectified through control panel section of your PC.

Pages *		
Snipping Tool		
Skype for Busine	=55	Sachin Dogra - Baddi - Support
Microsoft Team		Documents
		Pictures
AnyDesk	F	Music
Paint	F	Computer
BP Emerge		Control Panel
Sticky Notes	F	Devices and Printers
Command Pron	npt	
BP 2100 Joy		Default Programs
Control Panel	×	Help and Support
BP 2100 Utility		
Wer		
BP 2100 Joy Utili	ity	
BP Gold 2.0		
All Programs		
Search programs an	d files 🔎	Shut down 🕨
Control Panel      All Cont	teal Danial Hermony	and the second second second
Control Panel + All Cont		
Adjust your computer's settings		
, lajust your computer s settings		
P Action Center	administrative Tools	AutoPlay
📮 Color Management	Credential Manager	Date and Time
📑 Desktop Gadgets	🚔 Device Manager	Bevices and Printers
🚰 Folder Options	K Fonts	📇 Getting Started
🔡 Intel® HD Graphics	💮 Internet Options	ے Java د
J Mouse	Network and Sharing Center	Real Cons
Phone and Modem	Power Options	Programs and Features
🐯 RemoteApp and Desktop Connections	K Sound	Speech Recognition
📃 Taskbar and Start Menu	Troubleshooting	😣 User Accounts
Windows Defender	Indows Firewall	Windows Mobility Center

Go to Control Panel >Device and Printers

Select for wep printer. Choose here to set as default printer.



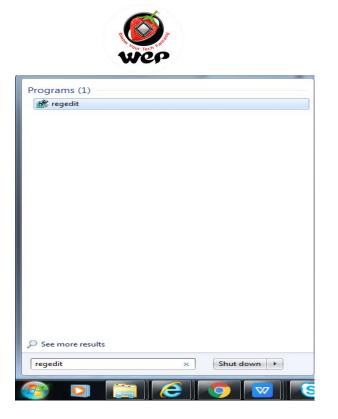
Contract Contract in state (2 - 1	International Distances in the second		
🚱 🗢 🖶 🔸 Control Panel 🔸 All Control Panel Items 🔸 Devi	es and Printers	•	Search Devices and Printers
Add a device Add a printer See what's printing 👻 Ma	age default printers Print server properties Remove device		⊑ - 0
Devices (2)			/
BADDI-DEBASISI USB Receiver			
Printers and Faxes (14)			V
	Kyocera F5-1300D (KPDL) Document Writer MTP25 MT	PB5 Solid PDF Creator Web CSX4 (Copy 2)	
WeP Retail (Copy 1) State @ Default Model: WeP Retail Category: Printer	Status: 0 document(s) in queue		

On selection of the same display will show as below. Notification for Error **0x00000709** 



#### **Troubleshooting for Error 0x00000709**

Go to search option and type "regedit" (for win 7 operating system)

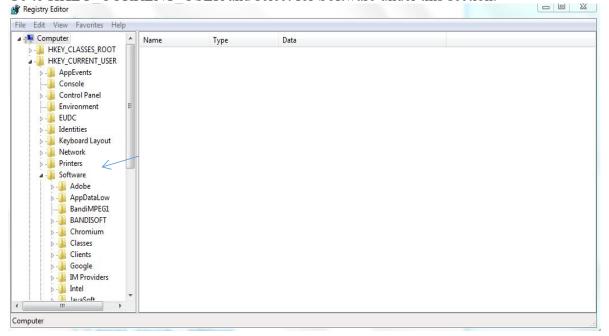


Go to search option and type "Registry Editor" (for win 8, 8.1, 10 operating system)

Registry Editor	
Арр	다. Run as administrator
Apps	D Open file location
🎭 Remote Desktop Con	-🛱 Pin to Start
Recovery Drive	-⇔ Pin to taskbar

Run this program as administrator.

Go to HKEY\_CURRENT\_USER and select for Software under this section.





Select for Microsoft under Software section and proceed with Windows NT, Right click on windows and provide the permissions.

dit View Favorites Help	Permissions for Windows		8	
👂 🍶 Uninstall 🔹 🖌	Permissions for windows	in the second se		
🦻 - 🔒 WinTrust	Security			
DWM				
🕞 🏭 Shell	Group or user names:		ool,Ne02;	
🛛 🍌 TabletPC	& RESTRICTED		1001,11602:	
🛛 归 Windows Error Reporti	SYSTEM			
📙 Windows Mail	SachinD (WEPINDIA\SachinD)			
📙 Windows Media	Administrators (BADDI-DEBASIS1)	VAdministrators)		
🕞 🦺 WMSDK				
Windows NT				
CurrentVersion		Add Remove		
AppCompatFlags	Permissions for RESTRICTED	Allow Denv		
Devices				
EFS	Full Control			
Font Management	Read			
MsiCorruptedFileR	Special permissions			
🛛 🌙 Network				
PeerNet	29			
PrinterPorts	For special permissions or advanced set	ettings, Advanced		
	click Advanced.	Advanced		
	Learn about access control and permiss	reione		
Windows Messagir	Econ about access control and permiss	310110		
Winlogon	ОК	Cancel App	dy .	
Windows Photo Viewer				

Click on RESTRICTED and allow all the permissions then click on apply. Restart your computer before proceeding for your work.



Technical Communication No. 14 Date of Release: 09<sup>th</sup> Oct 2021 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### Troubleshooting for Data Transfer Error while Operating through User Utility

**Introduction:** In Our Billing printers we can add data to Printers through it User Utility operations. In some of the cases we found errors for data not transfer/Invalid data shown on Printer display. With help of this technical note we will go through the process of error identification and its troubleshooting

**Data not transfer error**: This error occurs when we tries to download item database from user utility to printer and it not reflects into Printer without any error message.

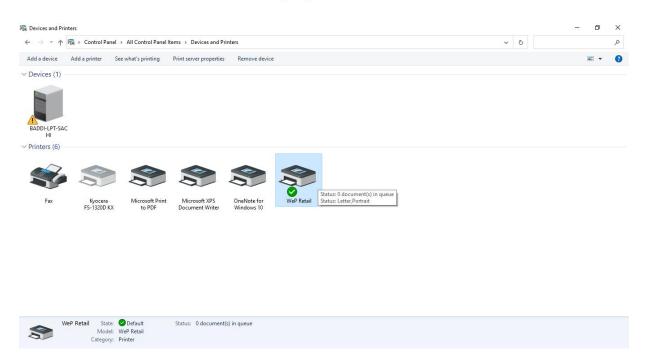
ltem Manage	ment - New File1				۲
D 🚅 日 🖣	1 21 🗖 😭 🎒	•			
┌ Item Details —	D	ownload (Ctrl+P)			
Item Number		Ite	m Unit2 Packet	▼ Tax2%	
Department	FACTORY	🗾 U1	U2REL 1.00	Tax3%	
Item Code	[	Ra	ite 1	Discount%	
Item Name		Ra	ite 2	Stock	
Bill Type	Sales	▼ Ra	ite 3	Cost Price	
Item Unit	Packet	▼ Ta	x%		
Add Iten	n <u>S</u> ave Cha	inges	Delete	<u>C</u> onfigure Unit	Department
Total Items : 1		S	earch Item Name		Search
S# ITEM 1 1	NUMBER DEP. FACTORY	ARTMENT	ITEM CC	DDE ABC	ITEM NAME
					~
<					>

#### **Troubleshooting:**

1. Check for the connection wire between Printer and PC.

2. Go to control panel and check for the Printer selection, It has to be selected as a default Printer. If it is not right click on the Wep Retail Printer and select for "Set as a Default Printer".





3. Give a Download command from User Utility and recheck with the Printer section under control panel. As it don't shown any pending Document and we have successfully transferred data from its user utility to Printer.

d a device	Add a printer	See what's printing	Print server properties	Remove device		
evices (1) —						
ADDI-LPT-SAC						
nters (6)						
Fax	Kyocera	Microsoft Pri		OneNote for	WeP Retail	
	Kyocera FS-1320D KX		nt Microsoft XPS Document Writer	Windows 10		t
Fax Fax	FS-1320D K				WeP Retail	
🕄 WeP Retail	FS-1320D Ki	K to PDF		Windows 10 —		
🖹 WeP Retail rinter Docum	FS-1320D Ki	K to PDF	Document Writer	Windows 10 —		
🖹 WeP Retail rinter Docum	FS-1320D Ki	K to PDF	Document Writer	Windows 10 —		
🖹 WeP Retail rinter Docum	FS-1320D Ki	K to PDF	Document Writer	Windows 10 —		
🖹 WeP Retail rinter Docum	FS-1320D Ki	K to PDF	Document Writer	Windows 10 —		
🖹 WeP Retail rinter Docum	FS-1320D Ki	K to PDF	Document Writer	Windows 10 —		



**Invalid Data shown in Printer:** In process of Data transfer when we download database from user Utility to Printer it shows an error of Invalid data and we can troubleshoot it with the help of below process.

**Troubleshooting:** "Invalid Data", This error occurs due to wrong selection of Pinter Baud rate while installing its Drivers.

- 1. Go to control panel and check for the Wep Retail Printer as a Default printer.
- 2. Right click on Printer selection and select for Printer Properties.

PT-SAC						General Sharin			Color Management	Security	X Device Settings
(6)						Location: Comment:					
x	Kyocera FS-1320D KX	Microsoft Print to PDF	Microsoft XPS Document Writer	OneNote for Windows 10	WeP Retail	Model: Features Color: No Double-sic Staple: No Speed: Uni Maximum	ded: No		Paper availab	ole:	< >
								Pre	ferences	Print	Test Page

3. Go to its port selection and select for the Baud rate of 115200 under its comport selection.

						🖶 WeP Retail F	Properties			×
BADDI-LPT-SAC HI						General Sharin	g Ports	Advanced Color Mar	nagement Security	Device Settings
Printers (6) —						Print to the fo checked port		rt(s). Documents wil	l print to the first f	ree
Ś						Port      LPT1:      LPT2:      LPT3:	Descriptio Printer Po Printer Po Printer Po	rt Wef	ter 9 Retail	^
Fax	Kyocera FS-1320D KX	Microsoft Print to PDF	Microsoft XPS Document Writer	OneNote for Windows 10	WeP Retail	COM1:	Serial Port Serial Port			
						COM3:	Serial Port Serial Port			~
						Add P	ort	Delete Port	Cont	figure Port
						Enable bid				
								0	Cancel	Apply

We have successfully done the troubleshooting for data transfer and it can easily transfer database from its User utility to Printer.



Technical Communication No. 15 Date of Release: 14<sup>th</sup> Oct 2021 Models Covered: BP 20, BP JOY, BP 25T, BP 85T, BP 85, BP 20 Plus, BP 25TPlus, BP 85T Plus, BP 2100, BP 2100 JOY, BP 2100 Emerge

#### Master file configuration in Billing printers through User Utility

**Introduction:** In Our Billing printers we can make changes to our billing/reports segment and provide required setting with the help of Master file configuration. We can make Master file configuration with help of its User Utility.

**Master File Creation:** To create a master file for particular model go through below procedure.

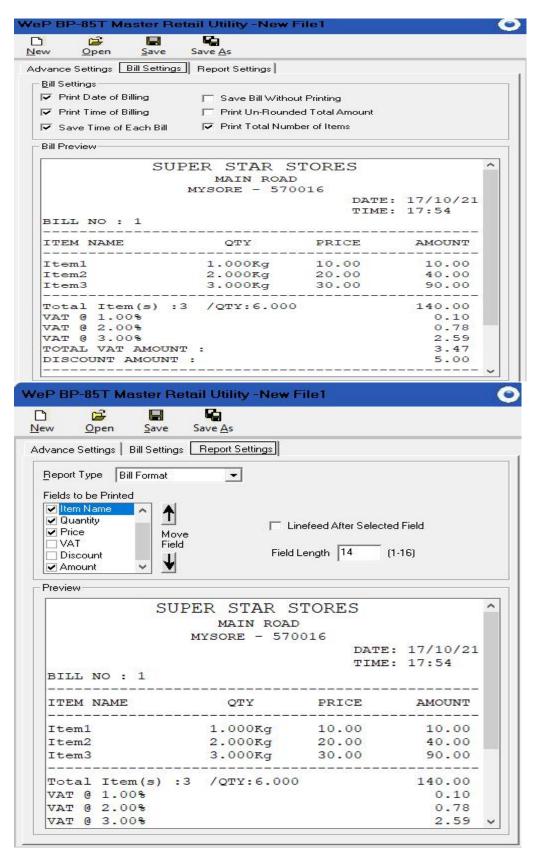
1. Login into Master Utility and Go to Configure Mater Settings.

	BP-85T	Master Retail Utility
<u>C</u> onfigure Master S	Settings	
		PERMISSION FRANCIS
Exit Application		Version: 2.2.0 Copyright © 2014 WeP Solutions Ltd.

2. Master utility provides us various settings which can't be processed through Printer settings.



3. Choose for the required settings required under Bill Settings and Report Settings.



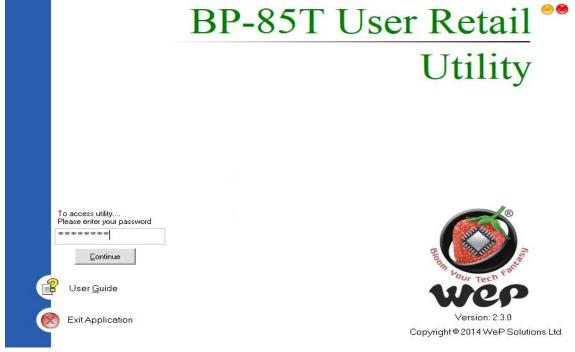


4. Go to save option and save the settings we have selected in above section. Utility will create a file with .wcm extension

5. We have successfully created a Mater file and now we will go through procedure of Mater file Configuration.

#### Master File Configuration:

1. Login into User utility through its login password wepindia.



2. Go to select Master config File and choose for the Master file we have created with <u>help of master utility</u>.

	BP-857	User Retail
<u>S</u> elect Master Con	fig File	Utility
<u>B</u> ills	»	Control
<u>l</u> tems	»	
Password	>>	
S <u>e</u> ttings	»>	
Upgrade Firmware		
<u>F</u> ast Config		
Logo Managment		
Current Master Confic	1 10 . 14010	ELLIN SQUE TECH FAILOR
user <u>G</u> uide		wep
Exit Application		Version: 2.3.0 Copyright © 2014 WeP Solutions Ltd



3. We have successfully configured Master File to User utility.

4. Go with general procedure of Item Database creation and settings will be saved to Printer with Database insertion process.

Regarding any Feedback and queries, kindly reach us on below: Mail Id: <u>rbp.support@wepindia.com</u> Toll Free Number: 8103 500 500 WhatsApp Number: +91-9148224129