

Dear Valuable Customer,

You are a proud owner of Wep Billing Printer.Our machines are easy to operate, effortless & easy to maintain on low running costs. Enjoy our fantastic service spread across the country through well networked Authorized Service Providers. This Technical Communication guide will help you to operate the Machine easily and help you to diagnose and troubleshoot in case of any problem. Regarding any suggestion andfeedback e-mail us at <u>rbp.support@wepindia.com</u>



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Technical Communication No. 01 Topic Name: User utility setup Installation Date of Release: 19<sup>th</sup> Oct 2020

### User Utility setup installation for BP Emerge Printer

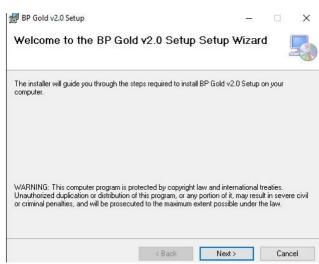
**INTRODUCTION:** BP-Emerge is the latest member of Wep printer's family which is especially dedicated SMS billing. We are providing many features in this model which are useful different parameters. But for that, once need to need the calculations flow of the different features.Whereas, BP-Emerge Basic is the newest Series which will give features like SMS Facility, Serial No in machine etc.

### **Utility Setup:**

**For 32 Bit Windows:** For 32 bit windows, we need to install "BP Emerge Basic Setup x86" setup.

#### **Procedure:**

- 1. Click on the setup.
- 2. Click on NEXT button.



3. Again, Click on NEXT button.

Select Installation Folder			
he installer will install BP Gold v2.0 Setup to the following fol	lar.		
o install in this folder, click "Next". To install to a different fol		w or clic	ck "Brows
Eolder:			
Eolder: C:\Program Files\WeP Solutions Limited\BP Gold v2.0 Se	up\	В	rowse
7	up\ [		rowse sk Cost
	up\		
7	[	Di	
C:\Program Files\WeP Solutions Limited\BP Gold v2.0 Se	[	Di	



4. Again, Press NEXT button from Confirm installation field.

歸 BP Gold v2.0 Setup	-		×
Confirm Installation			5
The installer is ready to install BP Gold v2.0 Setup on your computer.			
Click "Next" to start the installation.			
< Back Ne	ext >	Ca	incel

- 5. Then Utility will install, and we have to click on NEXT button from "LIBUSB-WIN32 SETUP WIZARD".
- 6. Then click on "I accept the agreement and press NEXT button.

agreement before c		ement. You must ac nstallation.	cept the terms of t	his
Copyright (c) 2000 Copyright (c) 2000	-2004 Johannes Ero -2004 Thomas Saile	er, <ste_meyer@w lfelt, <johannes@e r, <sailer@ife.ee.et< th=""><th>rdfelt.com&gt; thz.ch&gt;</th><th>^</th></sailer@ife.ee.et<></johannes@e </ste_meyer@w 	rdfelt.com> thz.ch>	^
Copyright (c) 2010 This software is dis		libusbdotnet@gmail following licenses:	.com>	
Driver: GNU Ger	neral Public License		icense (LGPL)	
******	*******	************	*******	****
<ul> <li>I accept the agree</li> </ul>	eement			
O I do not accept t	the agreement			
		< Back	Next >	Cancel
		- 21		*

- 7. Again Press NEXT button.
- 8. Again press NEXT button.

			×
ect Destination Location Where should LibUSB-Win32 be installed?		(	
Setup will install LibUSB-Win32 int	to the following folde	r.	
To continue, click Next. If you would like to	o select a different fi	older, click Browse.	
C:\Program Files\LibUSB-Win32		Browse	
	red.		
At least 1.6 MB of free disk space is requir			ncel
At least 1.6 MB of free disk space is requir	< Back	Next > Car	
At least 1.6 MB of free disk space is requir	< Back	Next > Car	

- Again press NEXT button.
   Then Click on install button.

Click Install to continue with the instal change any settings. Destination location:	lation, or click Back i	if you want to rev	
C:\Program Files\LibUSB-Win32			^
LibUSB-Win32			
<			>
	< Back	Instal	Cancel
	< Back	Install	Cancel

11. Then click on FINISH button..

過 Setup - LibUSB-Win32	Completing the LibUSB-Win32 Setup Wizard
	Setup has finished installing LibUSB-Win32 on your computer. The application may be launched by selecting the installed icons. Click Finish to exit Setup.
	Finish

12. Now, select Install a device filter option and press NEXT button.

libusb-win32 filter installer				×
Information				
This program adds/removes libusb-win32 as a driver installation.	r to an existin	i <mark>g d</mark> evic	e	
The libusb-win32 filter driver allows access to usb do while maintaining compatibility with software which a				api
Install/Remove Device Filter(s)				
Install a device filter				
O Remove a device filter				
O Remove all device filters				
	Next >		Canc	el

13. Then connect Machine with the PC through USB cable and put machine on Data Download mode. Then select "USB Printing Support" option and click on install button.



14. Then installation will complete and a Pop up will occur. Click on CLOSE button and your Utility will be installed.

**For 64 Bit Windows:** For 64 bit windows, we need to install "BP Gold v2.0 Setup x64" setup.

# **Procedure:**

For 64 bit Windows, follow same steps up to step 11 as mentioned for 32 bit windows.

- Press CANCEL key at device filter option.
- Then Press CLOSE button and your Utility will be installed.

**NOTE1:** Procedure for installing Utility will be same for both 32 bit and 64 bit.

**NOTE2:** After installing the Utility, make sure to run the Utility as administrator. To do so, please follow the following steps:

- Right click on Utility icon.
- Click on Compatibility option.
- Select "Run as Administrator" option.
- Click on Apply and press OK key.

Compatible Win UT	dows (BP ILTIY)	EMERGE
Windows 8	32 Bit	64 Bit
Windows 10	32 Bit	64 Bit

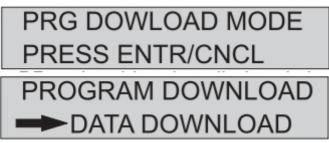


Technical Communication No. 02 Topic Name: Language font installation Date of Release: 09<sup>th</sup> Jan 2021

**Introduction:** In BP Emerge Series we can use different languages for bill printing. This technical communication will guide us how to install language Font and enabling of Language options in BP Emerge Series.

We can Install Language Font to our BP Emerge Printers with the help of its User utility. Follow below procedure for Installation of the same

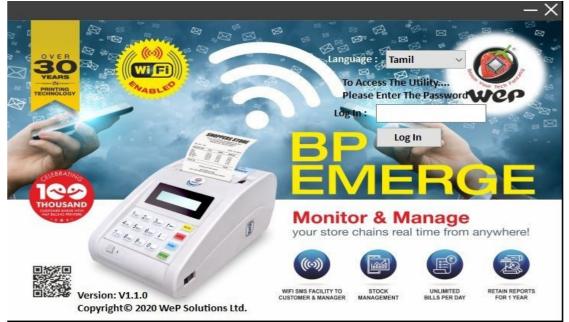
- 1. Connect the Printer to PC through its USB device / Serial Port connectivity.
- 2. Switch on Printer Holding the OFFLINE/FEED button, it will go to Data Download Mode and displays as:



3. Press Enter to proceeding in Data Download mode and Screen will display as "Waiting for Data"



4. Open BP Emerge User Utility and make selections for the Language Op



5. Enter password "wepindia" for utility operations usage



6. Make Sure that Utility Connection Status shown as: "Connected Successfully to BP Emerge"



- 7. Go to Settings and select for download Font option.
- 8. Utility Screen will Display as Font is ready to download to the machine, click on the download font option and Printer will Show Programming Please wait.

	Connection Stat	us: Connected Successfully to BP Emo	erge 🗸	×
BP Emerge	Connect To BP Emerge	Download Date and Time	Download Font	
Header Footer	_		_	
Database		Font Details		
ô Settings		Tamil Font is ready to download to the ma	chine.	
Password		Download Font		
Icons by <u>Icons8</u>				

- 9. We have Successfully installed Language Font to the Printer.
- 10. Use below steps for Enabling Langue Print options in Printer



- a) Go to MENU  $\rightarrow$  Bill Setting  $\rightarrow$  Language Option.
- b) Choose language in which you want to Print Bills.

Note: Language Option will display as per the Font Downloaded through Utility

Languages can be Print in BP Emerge Basic:

- i) English
- ii) Hindi
- iii) Tamil
- iv) Marathi
- v) Gujarati

Languages can be Print in BP 25T Emerge:

- i) English
- ii) Tamil



Technical Communication No. 03 Date: 16<sup>th</sup> Jan 2021 Topic Name: Troubleshooting guide to enable SMS settings

**Introduction**: In this technical communication we will cover, SMS enabling and troubleshooting for SMS related issues.

Let us understand how to enable SMS settings: To enable SMS settings we must connect our Printer with Wi-Fi. Follow below procedure for Wi-Fi connectivity and enabling SMS settings.

1. Press Menu Key and toggle with UP and DOWN arrow to go to Wi-Fi Settings as below.



2. Press Enter Key on Conn. Settings, Display will show as below



3. Enter 8-digit SSID and press ENTER Key. Printer will go to password entry mode.

**NOTE 1-** SSID is the Network ID/Hotspot name to which the device will be connected. SSID must be in Capital letter/Numeric or mix of both only. (It will not accept any special character or lower-case letters in SSID and Password)



 Enter Password and press Enter Key. Printer will go to Wi-Fi Settings Mode. NOTE 2- Enter the Network/Hotspot Password to which you want to connect the device. Password must be in Capital letter/Numeric or mix of both only. (It will not accept any special character or lower-case letters in SSID and Password)



5. Press Enter Key on Message Settings display will show as below



6. After getting above display choose for the option as (Disable/Cust Only / Customer and Owner 1 / SMS to all). Use UP and DOWN key to toggle



between the options and select any option then Screen will redirect back to Wi-Fi settings.

NOTE 3- If Disable Option is set no message will be sent.

**NOTE 4-** If Customer Only Option is set message will be sent to customer containing bill details.

**NOTE 5-** If Customer and Owner 1 option is set message will be sent to both Customer & Owner

**NOTE 6-** If SMS to all option is set message will be sent to Customer and both Owners.

**Troubleshooting for not getting SMS**: If we are not getting SMS while billing through our Printer. Then refer below probable causes of failure.

**1. Failure in Wi-Fi connection -** We can check for the Wi-Fi Connectivity through its Wi-Fi display symbol and its connectivity status in Self-test page.

a) Refer below display showing symbols for Connectivity and No Connectivity of Wi-Fi

UDF NO

### Symbol for Connected Printer

Symbol for Not Connected Printer

		No	<b>Connectivity Symbol</b>
UDF	NO	::	Y×+

**NOTE 7-** If Printer is not getting connected to Wi-Fi, Kindly check for Its SSID and Password. Both must be in Capital letter/Numeric or mix of both only. (It will not accept any special character or lower-case letters in SSID and Password)

 b) Print its self-test and it will display entries in SSID and Password for a Connected device and will remain as blank for a disconnected device displays as below. (Path for Self-test print: Go to Menu and Use UP and DOWN key to toggle between the options and select for Self-test)

# Self-test page for Connected Printer



WI-FI SSID WI-FI PASSWORD SMS OPTION SMS BALANCE BALANCE DAYS SERIAL NO. CONTACTLESS OPTION BILL STYLE	: M 21 : 12345678 : DISABLED : 5 : 90 : TEST : DISABLED : NORMAL : OWNER 1 ONLY
HOURLY SMS OPTION	: UWNER I DRUI
Self-test page for	not Connected Printer
Self-test page for WI-FI SSID	not Connected Printer
	not Connected Printer
WI-FI SSID	not Connected Printer : : DISABLED
WI-FI SSID WI-FI PASSWORD	: ··· : ·· : DISABLED : 0
WI-FI SSID WI-FI PASSWORD SMS OPTION	:
WI-FI SSID WI-FI PASSWORD SMS OPTION SMS BALANCE BALANCE DAYS SERIAL NO.	: : DISABLED : 0 :
WI-FI SSID WI-FI PASSWORD SMS OPTION SMS BALANCE BALANCE DAYS	: ··· : ·· : DISABLED : 0

**2. Check for the SMS limit**- Printer Self-test will provide us information about its Pending SMS and days limit. In Case SMS and days limit exhausted Printer will stop sending SMS during its Bill. You have to buy subscription Key which is available with different packages based on No. of days and SMS limit.

WI-FI SSID	: M 21
WI-FI PASSWORD	: 12345678
SMS OPTION	: DISABLED
SMS BALANCE	: 5
BALANCE DAYS	: 90
SERIAL NO.	: TEST
CONTACTLESS OPTION	: DISABLED
BILL STYLE	: NORMAL
HOURLY SMS OPTION	: OWNER 1 ONLY

**3. Telecom Operator Issue-** In such cases please verify by sending SMS on mobile numbers from alternate Telecom operators.



Technical Communication No. 04 Date of Release: 06<sup>th</sup> Feb 2021 Topic Name: How to subscribe SMS Subscription for Printer

**Introduction:** We have provided a by default facility of, 100 free SMS valid up to 90 days with our BP Emerge Basic and BP 25T Emerge Printer. After Installation, Customer can configure the Wi-Fi (SSID and Password as mentioned in User Manual) and owner details in Wi-Fi Settings option in machine.

Owner can select message option as Customer only, Cust & owner1 or SMS to all. NOTE: If message option is selected as "Disable", then no SMS will sent to anyone and no SMS will be deducted from SMS balance.

# After 90 days, all the pending SMS will be cancelled automatically or not any SMS will be sent to Customer if 100 free SMS completed.

**SMS Service:** If SMS Service option is enabled, then owner can get automatic bill summary after every hour on the Phone No entered as Owner Mob No1 in owner details.

### How to Purchase SMS Facility?

For Purchasing SMS facility, just enter url as <u>www.wepmyshop.com</u> In wepmyshop, search "SMS Subscription" and press Enter. You will get the following display:

(WCP	All	℅ Search store		P		R	C 2	
НОМЕ	RETAIL BUSINESS SOLUTIONS	RICOH PRODUCTS & SOLUTIO	INS CONSUMABLES	ABOUT US	ENQUIRY		FERS ignup for	CHANNEL PARTNE
SMS sub	scription for 1 year				🟠 Home	SMS subscription	n for 1 year	
			SMS subscription for 1 year					
			Qty: - 1 +			00.00 incl ta ( excluding shippin		
			ADD TO WISHL	LIST	DDA 🛒	TO CART		
	NO IMAG	E	C Add to compare list			f 🈏 👂 g		
			JIIII X					

After the Payment, you will get an Email and Subscription key of 12 characters will be mentioned there.



Switch on the Machine and go to Menu -> Wi-Fi Settings -> Subscription and enter Subscription key there.

Take Self-Test and check SMS Balance and Balance days there. SMS Balance and Balance days will be updated as per the SMS plan purchased.

NOTE: If current SMS balance is 10 SMS and subscription key is added, then after entering the key, the SMS as per plan will be added to the Existing SMS balance.



Technical Communication No. 05 Date of Release: 19<sup>th</sup> Feb 2021

Topic Name: Troubleshooting guide for Wrong Item Entry during Bar-code Scanning

# Troubleshooting guide for Wrong Item Entry during Bar-code Scanning

**Introduction:** This Technical Communication will guide us for troubleshooting of Wrong Item entry during barcode scanning. This problem rises if we have given same barcode numbers to two or more than two items. Here we will go through the process of identification and troubleshooting the same.

**Type of Problem:** While billing through Barcode Scanner Printer takes wrong entry of item name w.r.t. to its Barcode selection by user.

**Identification of Same Barcode Selection:** To identify that either we have given same Barcodes for two or more than two items, we have to follow below procedure.

Connect the USB Pen drive to Printer and take itemdatabase report.
 While connected USB Pen drive to Printer, it will ask for the below selection.

USB DEVICE FOUND DO YOU WANT TO CONTINUE ? NO YES

3. Go with the selection for YES, then Printer will ask for below selection.

DATA TRANSFER 1. BP PRINTER TO PD 2. PD TO BP PRINTER

4. Go with selection for 2. PD TO BP PRINTER, and then it Printer will ask for below selection.

DATA TRANSFER TO DRIVE 1. SEND CSV REPORT 2. SEND CSV DB & STOCK

5. Selection of option 2. SEND CSV DB & STOCK will provide the item database file in .csv format.

6. Open Item database report in PC and check for the item Code entry details against each item.

7. Go with selections for Duplicate Value in Item Code Entry. Follow below procedure



- Duplicate
- Highlight Cell Rules a) Go to conditional Formatting  $\rightarrow$ Values.
- b) This command will provide us the details of same Item Code entry for two or more than 2 item.

Paste * V Format Pain		· A A ■ = = ≫··	Wrap Text	General	*	1 <u>15</u>		-	Σ Au Fill	toSum * A	<pre>m</pre>	
	nter <b>B</b> <i>I</i> <u>U</u> - <u>H</u> -	A·▲· ■ = = # :	Merge & Ce	nter * \$ * %	••••••••••••••••••••••••••••••••••••••	Conditional Formatting * a	Format Cell as Table * Styles *	Insert Delete		Sort & F		
Clipboard	Font Font		nment	G Ni	umber 🛱	S	tyles	Cells		Editing		
B1	▼ ( f <sub>x</sub> ITEM	CODE										
						1						
A	В	С	F	G	Н	1	J	K	L	M	N	0
ITEM NUMBER	ITEM CODE	ITEM NAME	RATE1	RATE2	RATE3	IGST%			DIS%		COSTPRICE	CESS%
2 1	0901545010100	KURTI100	150.00	-			0 2.5		(			0
3	0901545010101	KURTI101	200.00	-			0 2.5		(			0
4	0901545010102	KURTI102 KURTI103	250.00	0			0 2.5		(			0
5	0901545010103	KURTI103	300.00	-			0 2.5					0
6	0901545010105	KURTI104	350.00	-			0 2.5		(			0
7	0901545010105	KURTI105	390.00	0			0 2.5					0
8	0901545010107	KURTI107	400.00	-	-		0 2.5		(			0
9	0901545010108	KURTI108	450.00	-			0 2.5		(	0 0		0
1 10	0901545010109	KURTI109	490.00	0	0		0 2.5		(	0 0		0
2 11	0901545010110	KURTI110	500.00	0	C		0 2.5	2.5	(	0 0		0
3 12	0901545010111	KURTI111	550.00	0	0	)	0 2.5	2.5	(	0 0		0
13	0901545010100	KURTI112	590.00	0	C		0 2.5	2.5	(	0 0		0
5 14	0901545010113	KURTI113	600.00	0	C		0 2.5	2.5	(	0 0		0
5 15	0901545010114	KURTI114	650.00	0	C		0 2.5	2.5	(	0 0		0
7 16	0901545010115	KURTI115	690.00	0	C	)	0 2.5	2.5	(	0 0		0
3 17	0901545010116	KURTI116	700.00	0	0		0 2.5			0 0		0
18	0901545010117	KURTI117	750.00	0		-	0 2.5		(	0 0		0
19	0901545010100	KURTI118	790.00	0			0 2.5		(			0
20	0901545010119	KURTI119	800.00				0 2.5		(			0
21	0901545010120	KURTI120	850.00				0 2.5		(			0
3 22	0901545010121	KURTI121	890.00	0	0		0 2.5	2.5	0	0 0		0

- 8. Do the corrections for the same and do inspections for the same with above procedure.
- 9. After inserting correct one file to Printer we can troubleshoot the issue of Wrong Item display during Barcode Scanning.



Technical Communication No. 06 Date of Release: 12<sup>th</sup> Mar 2021 Topic Name: How to upgrade Firmware

**Introduction:** This Technical communication will Guide us How to Upgrade Firmware in BP Emerge Basic Printer. We have required a PC and USB connectivity cable to upgrade the firmware in our Printer. Go through below process of Firmware Up gradation in BP Emerge Printers.

- 1. Connect the Printer to your PC through USB connectivity cable.
- 2. Switch on the Printer Holding the **FEED** button. Display Screen will show as.



3. Press Down arrow Key and Printer will comes to Firmware Download mode and it will display as

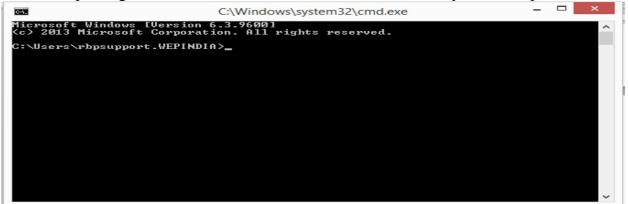
PROGRAM DOWNLOD F/W DOWNLOAD

3. Press enter key to get enter in Firmware Download Mode, Printer will ask for a Firmware Up gradation password. Enter the password **13889** and now Printer is ready to receive data from PC and Display will show as.



1. Go to command prompt in your PC and follow below commands for Firmware up gradation in BP Emerge Basic Printer.

Note: USB printing.exe file and Firmware File should be available on your Desktop.



5. Type a command as cd desktop and Press enter.

6. Now type USB and press TAB Button, Screen will display as UsbPrinting.exe



C-1.	C:\Windows\system32\cmd.exe	-	×
	Windows [Version 6.3.9600] icrosoft Corporation. All rights reserved.		^
C:\Users\r	bpsupport.WEPINDIA>cd desktop		
C:\Users\r	bpsupport.WEPINDIA\Desktop>UsbPrinting.exe_		
			$\checkmark$

7. Give space and type the firmware file name, then again give a space and type prn.

8. Press enter and Printer will display as F/W upgrading please wait.

9. After completion of the above process you can take a self-test of Printer to know the current. Firmware version and verification of the firmware Up gradation.



Technical Communication No. 07 Date of Release: 30<sup>th</sup> Apr 2021 Topic Name: Item database updating Through User Utility

**Introduction:** In Our BP printers we can add Item database in bulk through its User Utility. This Technical Communication will guide us how to add item database in Printer with help of its User Utility.

• Open the utility in run as administrator mode-

Right Click on Utility-Go to properties-compatibility-tick Run as administrator-Apply

	👂 BP Emerge Properties 🛛 🗙	₽ BP Emerge Properties ×
Open	Details Segrite Previous Versions General Shortcut Compatibility Security	Details         Seqrite         Previous Versions           General         Shortcut         Compatibility         Security
Upload to WPS Cloud     Open file location	BP Emerge	If this program isn't working correctly on this version of Windows, try running the compatibility troubleshooter.
Seqrite Endpoint Security Scan	Target type: Application	Run compatibility troubleshooter How do I choose compatibility settings manually?
BP Add to "BP Emerge.rar"	Target location: Target: BP Emerge Setup	Compatibility mode
Compress and email Compress to "BP Emerge.rar" and email	Start in: Files\WeP Solutions Limited\BP Emerge Setup\*	Windows 8 V
Troubleshoot compatibility Pin to taskbar	Shortcut key: None Run: Normal window ~	Reduced color mode
Restore previous versions	Comment:	Run in 640 x 480 screen resolution
Cut	Open File Location Change Icon Advanced	☐ Usarie in Escondarions
Copy Create shortcut		Change high DPI settings
Delete Rename		Change settings for all users
Properties	OK Cancel Apply	OK Cancel Apply

• Open the utility. select the language put the password "wepindia" and click on the log in



• Go to the Database



		Connection Status :	Not Connected to BP E	merge	-	- ×
WCP		Item Management		Stock Management		
BP Emerge	Item Number Item Code Item Name		Item Unit Packet Stock Rate 1 Rate 2	→ HSN Code Discount % Tax %		
Database	Item Name :	rre Unit	_		Download Item	ort Ta)
Logo Management						
kons by <u>kons8</u>	<					>

• Put the Item Number, code, Name, unit, stock, rates, HSN, Discount, Tax. Then click on Add option.

							_	- ×
		Connection Status : No	ot Connected to BP E	Emerge	>	ĸ		
Wep		Item		Stock				
BP Emerge		Management		Managemen	t			
<u>br Emerge</u>	Item Number 1		Item Unit Piece	~	HSN Code	[		
	Item Code		Stock 15		Discount %	10	-	
	Item Name APPL	E JUICE	Rate 1 45		Tax %	5	_	
Header Footer			Rate 2 40					
Database			Rate 3 35					
	Configure	Unit	Add Modify	Delete		J Download It	em	
ঠ্ট্রি Settings			Add	Delete		÷.		
	Item Name :	Search	Item Cou			+ Import	Expo	rt
- Password	ID Item Code Ite	m Name HSN Code	Item Unit St	ock Rate 1	Rate 2	Rate 3	Discount	Tax
E					note 2	india o		
Logo Management								
Icons by I <u>cons8</u>	<							>

• Click on Export and save the Excel file.



											- ×
			Connectior	) Status : Not	Connected	to BP Eme	rge	×			13
Wep			Item Manager			М	Stock lanagement				
BP Emerge											
		Item Number		Ite	em Unit Piec	æ	~	HSN Code			
		Item Code		St	ock			Discount %			
		Item Name		Ra	ate 1			Tax %			
Header Footer				Ra	ate 2						
Database				Ra	ate 3						
		Config	gure Unit				Delete		Download	tem	
ठ्रि Settings				Ad		odify	Delete		<u> </u>		
	Item	Name :		Search		tem Count :			← Import	Expo	ort
Password				~							
	ID 1	Item Code	Item Name	HSN Code	Item Unit Piece	Stock 15	Rate 1	Rate 2	Rate of 35	Discount 10	Tax
Logo Management			ATTERIORE		Tiece	15	13	-10	5	10	
Icons by <u>Icons8</u>	<										>

• Open the Excel file and put the remaining data you want to upload in machine and save this.

Ξ	E Menu 🗸	68	9 G Q 9 G	⊽ Ho	me Ins	ert Pa	ge <mark>Layou</mark> t	Formulas	Data	Review	View -
ſ	3 % 0	ut A	Calibri	- 11	- A	* A <sup>-</sup>	= = ;	<u>+=</u> <del>-</del> =			General
Pa	ste ▼ [] C	opy • Form Paint		⊞ - 🖽	- <u>0</u> - <u>A</u>	• @•	ÈÈ	≣ ≡ ⊫		nd Wrap	\$ - %
	D11		®, fx								
4	A	В	С	D	E	F	G	Н	1	J	K
1	SI.No	Item Code	Item Name	HSN Code	Item Unit	Stock	Rate 1	Rate 2	Rate 3	Discount	Tax
2	1		APPLE JUICE		Piece	15	45	40	35	10	5
3	2		MIX FRUIT JUICE		Piece		20	15	10	10	5
4	3		MANGO JUICE		Piece		30	25	20	10	5
5	4		FRUIT JUICE		Piece		100	90	85	10	5
6		E									

• Now open the utility again, go to database-click on import-select the Excel file.(Make sure the Excel file is close)



										-	- ×
			Connection	Status : Not	Connected to	o BP Emerg	je	×			
Wep			Item Managen			Ма	Stock nagement				
BP Emerge		_			_			_			
		Item Number		Ite	em Unit Packe	t	~	HSN Code			
		Item Code	6	St	ock			Discount %		_	
		Item Name		R	ate 1			Tax %		_	
🖹 Header Footer		item indine			ate 2		-		_		
							-				
📑 Database					ate 3	1000					
-		Conf	gure Unit	Ad	ld Mod	ify De	elete	1	Download	Item	
्रि Settings						192.				_	
Password	ltem	Name :		Search					- Import		ort
Password	ID	Item Code	Item Name	HSN Code	Item Unit	Stock	Rate 1	Rate 2	Rate 3	Discount	Tax
	1		APPLE JUICE		Piece	15	45	40	35	10	
E Logo Management	2		MIX FRUIT JUICE		Piece	0	20	15	10	10	_
	3		MANGO JUICE	10	Piece	0	30	25 90	20 85	10	-
	-		TROUT JOICE		FIELE	U	100	50	65	10	
icons by <u>icons8</u>	<										>

• Connect one blank pen drive to pc, Click on Download item and two option is there add item (If you want to add new items), Replace item(if you want to replace previous items and want to add new items) select the option you want then select the pen drive path and click ok.

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- One ITMDBS.WBP file will be create on the pen-drive
- Connect it to machine

ITMDBS.WBP

٦

• Put login id-1,password-00000



• If "yes" press enter.





• Select PD TO EMERGE, press Enter



- Select UPDATE ITEM DB AND PRESS ENTER.
- Items will be download in Emerge..



Technical Communication No. 08 Date of Release: 22<sup>nd</sup> May 2021 Topic Name : Item unit configuration in User utility

**Introduction**: In our above BP printers we can configure different unit of measurement as per customer requirements. In this technical communication we will go through usage of user utility operations and configuration of unit of measurement.

1. Connect the printer to PC; Put it in data downloading mode and then open user utility for BP Emerge.

2. Remember to run utility in administrator mode.



3. Login to utility with selection of language for usage and password as wepindia.

4. Select for item database and it will show display screen for database entry.



							- ×
		Connection Stat	us : Not Connecte	ed to BP Emerge	*	¢	
BP Emerge		Item Management			ock gement		
Header Footer	Item Numbe Item Code Item Name	nfigure Unit	Stock Rate 1 Rate 2 Rate 3	Packet	HSN Code Discount % Tax %	Download Ite	m
ô Settings Password	Item Name :		Search N Code Item Ur	Item Count : 0	Rate 1 Rate 2	Filmport	Export
E Logo Management							
Icons by Icons8	•						

5. Go to selection to configure unit and it will display list of units which are already available and we can replace it with required unit of measurement.

					— ×
		Connection	Status: Not Conr	nected to BP Emerge	
	P Emerge - Unit Configuration				×
BP Emerge	Item Unit	Unit Contraction	Decimal Quantity	No. Of Decimal Places	
	Packet	Pk	<b>Enable</b>	3 -	
	Litre	Lt	<b>Enable</b>	3 -	
Header Footer	M.Litre	MI	📝 Enable	3 🔻	
	Gram	Gm	<b>V</b> Enable	3 -	
Database	K.Gram	Kg	<b>Enable</b>	3 -	
Con comingen	Bag	Bg	V Enable	3   Default	Download Item
्रि Settings	Box	Bx	📝 Enable	3 👻	
Password	Number	No	📝 Enable	3 - Apply	← Import → Export
	Metre	Mt	<b>Enable</b>	3  Cancel	Rate 3 Discount Tax
🗄 Logo Management	Dozen	Dz	<b>V</b> Enable	3 -	
	Sachet	Sa	<b>Enable</b>	3 -	
	Sheet	St	V Enable	3 -	
	Bottle	Bt	Enable	3 -	
	Plate	PI	V Enable	3 -	
	Piece	Pc	<b>Enable</b>	2 🔻	
					_
Icons by <u>Icons8</u>	•			III	Þ

6. With selection and enabling of units we can add it in required database Entry.

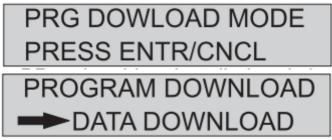


Technical Communication No. 09 Date of Release: 30<sup>th</sup> Jul 2021 Topic Name:Logo Creation and uploading process to Printer

**Introduction :** In Our BP printers we can add a Logo to our Printer database through its User Utility. This Technical Communication will guide us how to a Logo to Printer database with help of its User Utility.

Follow below procedure for Logo addition to Printer database.

1.Connect the Printer to PC through its USB device / Serial Port connectivity.2.Switch on Printer Holding the OFFLINE/FEED button, it will go to Data Download Mode and displays as:



3.Press Enter to proceeding in Data Download mode and Screen will display as "Waiting for Data"



4. Open BP Emerge User Utility and Enter password "wepindia" for utility operations usage

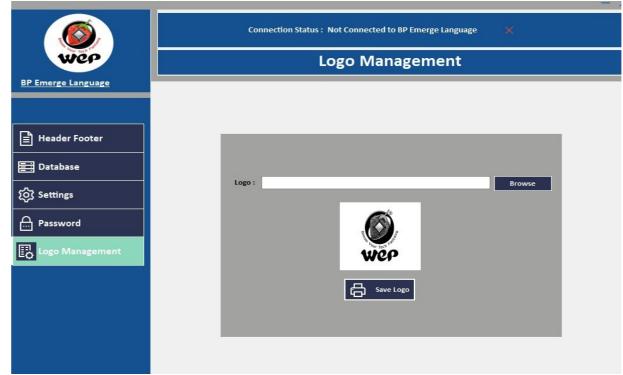




5. Make Sure that Utility Connection Status shown as: "Connected Successfully to BP Emerge"



6. Go to Logo Management and then select for the logo file which one required to add in printer database.



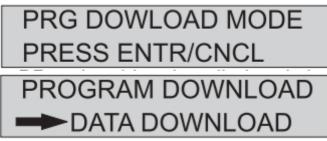
7. Select for Save option and your logo will get download to Printer database.



Technical Communication No. 10 Date of Release: 07<sup>th</sup> Aug 2021 Topic Name:How to reset Login password of printer

**Introduction:** If we forgot Login password of our Billing printer, then we can reset its password through User utility usage. To reset login password of your Printer follow the below process

1.Connect the Printer to PC through its USB device / Serial Port connectivity.2.Switch on Printer Holding the OFFLINE/FEED button, it will go to Data Download Mode and displays as:



3.Press Enter to proceeding in Data Download mode and Screen will display as "Waiting for Data"

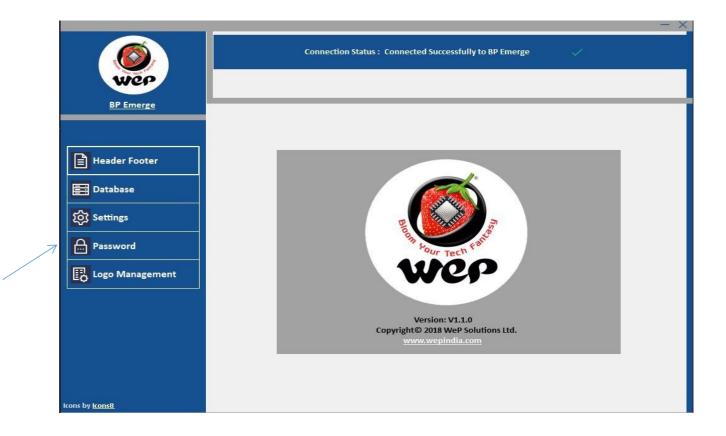


4. Open BP Emerge User Utility and Enter password "wepindia" for utility operations usage



5. Make Sure that Utility Connection Status shown as: "Connected Successfully to BP Emerge"





6. Select for the Password section and make entries for New Password : and Confirm Password.

	Connection Status : Not Connected to BP Emerge Language 🛛 🗙						
wep		Machine Password		Utility Password			
BP Emerge Language							
Header Footer							
📰 Database							
ô Settings		New Pa	ssword :				
Password		Confirm Pa	ssword :	_			
Logo Management			Download				
					_		
Icons by <u>Icons8</u>							

7. Select for download option and new login password will be update to printer.



Technical Communication No.11 Date of Release: 25<sup>th</sup> Dec 2021 Topic Name:Updated Firmware for BP 25T Emerge

**Introduction** : In Billing printer we are providing software updates with an interval of time as per feedback and requirements from our customers. In this Technical note we will go through the process that how update firmware and details for latest updates given in this updated firmware version.

# Updates given in latest Firmware of BP 25T Emerge (1.2.0)

1. Shortcut Key given to Numeric/Alphabet changeover in Customer Name Print option: In customer name printing option we can use menu key for changover b/w Numeric and alphabet input option. It will ease the process for entering numeric values.

2. Bill Data report added in Summary Reports.

3. **Customer name print** is added for both duplicate and normal retail bill in case of Print Customer name setting is enable. Earlier it was applicable for Normal retail bill only'

4. Customer Name print data on avaiablilty on Bill data report.

5. Header- footer addition on summary and detailed reports.

6. **UPI modes addition** :New UPI options added such as PAYTM UPI, AMAZON PAY UPI, GPAY, PHONEPE, Swiggy, Zomato, Uber eats and Other are added when direct payment is enabled. The same UPI modes are added in payment report.

7. Bill Void feature implemented in clerk login.

8. Logo printing feature provided for the BP 25T Emerge.

9. Calculator Bill edit option provided, We can edit a calculator bill with UP Arrow Key.

**Procedure to update firmware:** To update the firmware please go through Technical communication No. 6 (How to update firmware)

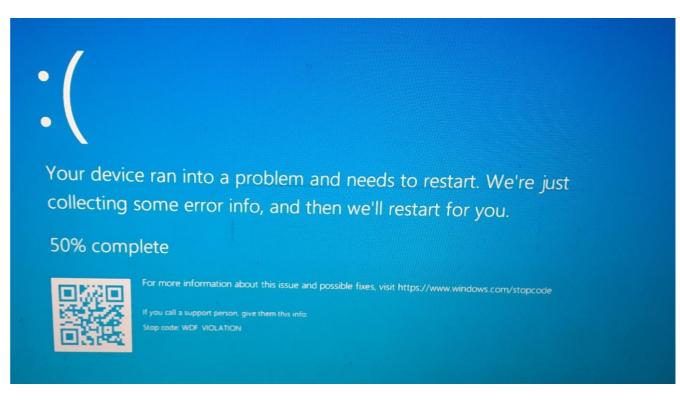


Technical Communication No.12 Date of Release: 24<sup>th</sup> Dec 2022 Models Covered: BP Emerge Basic, BP 25T Emerge, BP JOY PRO

### Troubleshooting for reported problem of PC restart during operations of User Utility

**Introduction:** Our users were facing problem of PC getting restart while operating User Utility of BP Emerge Series and BP JOY PRO. We have got the solutions for this reported problem. Follow the procedure given in Technical note for troubleshooting the same.

**Reported Problem:** PC getting restart while operating user utility of BP Emerge Series and BP Joy Pro with an error message as displayed below.



### Troubleshooting steps to resolve the above reported problem.

1.Go to control panel of the PC and choose for Program & Features.

🔛 All Cor	ntrol Panel Items						- 0	$\times$
$\leftarrow \rightarrow$		ontrol F	anel Items		~	ō		Q
Adjust	your computer's settings						View by: Large icons 🔻	
	Administrative Tools		AutoPlay	3	Backup and Restore (Windows 7)		BitLocker Drive Encryption	^
2	Color Management	0	Credential Manager	P	Date and Time		Default Programs	
	Device Manager		Devices and Printers		Ease of Access Center	E	File Explorer Options	
	File History	A	Fonts	R	Indexing Options	P:	Internet Options	
	Java (32-bit)	4	Keyboard	٩	Mail (32-bit)	9	Mouse	1
	Network and Sharing Center		Phone and Modem	۱	Power Options	õ	Programs and Features	
	Recoverv	A	Region		RemoteApp and Desktop	1	Security and Maintenance	~



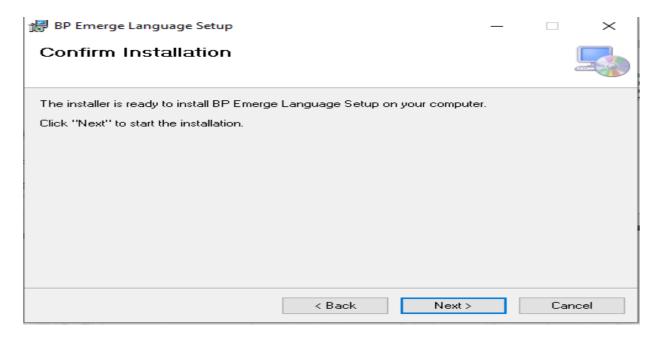
2. Uninstall the User utility setup for BP Emerge Basic.

← → ∽ ↑ 🖸 → Control I	Panel > All Control Panel Items > Programs and Fea	tures			~	č		
Control Panel Home	Uninstall or change a program							
View installed updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
Turn Windows features on or off	Organize 🕶 Uninstall Change Repair							
Install a program from the network	Name	Publisher	Installed On	Size	Version			
	Adobe Reader XI (11.0.23)	Adobe Systems Incorporated	9/19/2022	190 MB	11.0.23			
	Barracuda Network Access Client 5.1.2	Barracuda Networks, Inc.	3/23/2022	38.9 MB	9.01.2018			
	BP 1100 Joy Setup	WeP Solutions Limited	6/16/2022	14.1 MB	4.0.0			
	I BP 2100 Joy Setup	WeP Solutions Limited	5/14/2022	14.2 MB	3.0.0			
	E BP 2100 Setup	WeP Solutions Limited	5/17/2022	12.8 MB	2.0.0			
	BP 2100 Utility version 1.0	WeP Solutions Limited	5/14/2022	23.5 MB	1.0			
	BP Emerge Language Setup	WeP Solutions Limited	12/17/2022	29.4 MB	1.0.0			
	BP Gold v2.0 Setup	WeP Solutions Limited	6/8/2022	18.4 MB	1.0.0			
	BP Joy Platina version 1.0	WeP Solutions Limited	9/8/2022	24.7 MB	1.0			
	BP JOY PRO Setup	WeP Solutions Limited	12/17/2022	13.8 MB	1.0.0			
	O Google Chrome	Google LLC	12/16/2022		108.0.5359.125			
	📓 Java 8 Update 321	Oracle Corporation	3/24/2022	109 MB	8.0.3210.7			
	Kyocera Product Library	KYOCERA Document Solutions I	3/30/2022		4.2.1909			
	KYOCERA Status Monitor 4	KYOCERA Document Solutions I	3/30/2022		4.1.3407			

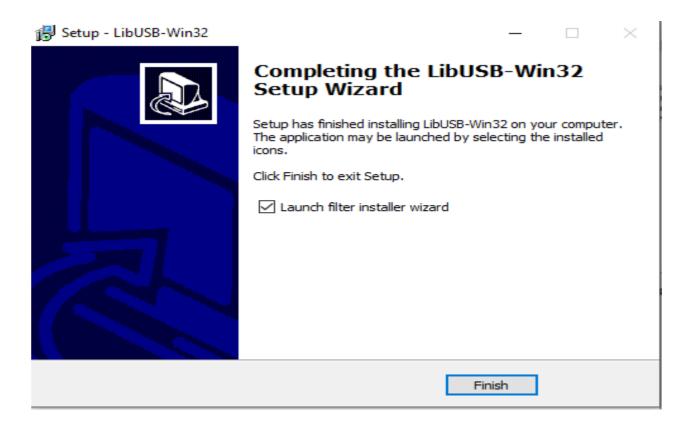
3.Install the user utility setup for BP Emerge Basic.

🛃 BP Emerge Language Setup	_		$\times$
Welcome to the BP Emerge Language Setup Setup Wizard	I		
The installer will guide you through the steps required to install BP Emerge L computer.	angua	ge Setup	on your
WARNING: This computer program is protected by copyright law and intern-	ational	treaties	
Unauthorized duplication or distribution of this program, or any portion of it, m or criminal penalties, and will be prosecuted to the maximum extent possible	iay res	ult in seve	ere ci∨il
< Back Next >		Car	ncel
BP Emerge Language Setup	_		$\times$
Select Installation Folder			5
The installer will install BP Emerge Language Setup to the following folder.			
To install in this folder, click "Next". To install to a different folder, enter it be	low or	click "Bro	wse".
<u>F</u> older:			
C:\Program Files\WeP Solutions Limited\BP Emerge Language Setup		Browse.	
		Disk Care	F
		Disk Cos	
Install BP Emerge Language Setup for yourself, or for anyone who uses th	is com		
Install BP Emerge Language Setup for yourself, or for anyone who uses th	is com		
	is com		





4.Select for Launch filter installer wizard and the click on Finish.





5.Select for the Remove a device filter and then click on Next

Ŷ	libusb-win32 filter installer		_		×				
	Information This program adds/removes libusb-win32 as a driver to an existing device installation. The libusb-win32 filter driver allows access to usb devices using the libusb-win32 api while maintaining compatibility with software which uses the original driver.								
	Install/Remove Device Filter(s) O Install a device filter Remove a device filter Remove all device filters								
		Next	>	Cance	el				

6.After removal of device filter we can run the user utility.

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