



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 and feedback e-mail us at [rbp.support@wepindia.com](mailto:rbp.support@wepindia.com)



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Technical Communication No. 01  
Date of Release: 20<sup>th</sup> Jul 2020  
Models Covered: BP 2100 Series

## Special Functions of Alphabet Keys in BP 2100

**Introduction:** In BP 2100 printer we can process special functions with its keyboard. This technical communication will cover the usage and function of specific keys



NOTE: After login first Press SHIFT key, then Press SHORT CUT keys.

**A:** To Add **Item database**

**B:** To Add **Department database**

**C:** To go to **Bill wise report**

**D:** To go to **Item wise report**

**E:** To go to **Void bill report**

**F:** To go to **User bill report**

**G:** To go to **Item bill report**

**H:** To go to **Hourly report**

**I:** To go to **Duplicate report**

**J:** To go to **UDF item wise report**

**K:** To go to **Department report**

**L:** To go to **KOT pending report**

**M:** To go to **Deleted KOT report**

**N:** To go to **Returned Item report**

**O:** To go to **Day wise report**

**P:** To go to **Monthly report**

**Q:** To go to **Yearly report**

**R:** To go to **UDF wise report** and In **Item No entry mode** Press SHIFT then R for Return merchandise.

**S:** To go to **User wise report**

**T:** To go to **Rate wise report**

**U:** To go to **VAT report**



Technical Communication No. 02

Date of Release: 19<sup>th</sup> Feb 2021

Models Covered: BP Emerge Series, BP 2100 Series, BP Plus Series

## **Troubleshooting guide for Wrong Item Entry during Barcode 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.

1. Connect the USB Pen drive to Printer and take itemdatabase report.
2. 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.



1. Go with selections for Duplicate Value in Item Code Entry. Follow below procedure
  - a) Go to conditional Formatting → Highlight Cell Rules → Duplicate Values.
  - b) This command will provide us the details of same Item Code entry for two or more than 2 item.

ITEM NUMBER	ITEM CODE	ITEM NAME	RATE1	RATE2	RATE3	IGST%	SGST%	CGST%	DIS%	STOCK	COSTPRICE	CESS%
1	0901545010100	KURTI100	150.00	0	0	0	2.5	2.5	0	0	0	0
2	0901545010101	KURTI101	200.00	0	0	0	2.5	2.5	0	0	0	0
3	0901545010102	KURTI102	250.00	0	0	0	2.5	2.5	0	0	0	0
4	0901545010103	KURTI103	290.00	0	0	0	2.5	2.5	0	0	0	0
5	0901545010104	KURTI104	300.00	0	0	0	2.5	2.5	0	0	0	0
6	0901545010105	KURTI105	350.00	0	0	0	2.5	2.5	0	0	0	0
7	0901545010106	KURTI106	390.00	0	0	0	2.5	2.5	0	0	0	0
8	0901545010107	KURTI107	400.00	0	0	0	2.5	2.5	0	0	0	0
9	0901545010108	KURTI108	450.00	0	0	0	2.5	2.5	0	0	0	0
10	0901545010109	KURTI109	490.00	0	0	0	2.5	2.5	0	0	0	0
11	0901545010110	KURTI110	500.00	0	0	0	2.5	2.5	0	0	0	0
12	0901545010111	KURTI111	550.00	0	0	0	2.5	2.5	0	0	0	0
13	0901545010100	KURTI112	590.00	0	0	0	2.5	2.5	0	0	0	0
14	0901545010113	KURTI113	600.00	0	0	0	2.5	2.5	0	0	0	0
15	0901545010114	KURTI114	650.00	0	0	0	2.5	2.5	0	0	0	0
16	0901545010115	KURTI115	690.00	0	0	0	2.5	2.5	0	0	0	0
17	0901545010116	KURTI116	700.00	0	0	0	2.5	2.5	0	0	0	0
18	0901545010117	KURTI117	750.00	0	0	0	2.5	2.5	0	0	0	0
19	0901545010100	KURTI118	790.00	0	0	0	2.5	2.5	0	0	0	0
20	0901545010119	KURTI119	800.00	0	0	0	2.5	2.5	0	0	0	0
21	0901545010120	KURTI120	850.00	0	0	0	2.5	2.5	0	0	0	0
22	0901545010121	KURTI121	890.00	0	0	0	2.5	2.5	0	0	0	0
23	0901545010122	KURTI122	900.00	0	0	0	2.5	2.5	0	0	0	0

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



Technical Communication No. 03  
Date of Release: 23rd Apr 2021  
Model Covered: BP 2100, BP 200 JOY BP 2100 Emerge

## Firmware Up gradation in BP 2100 series

**Introduction:** WEP BP-2100 Emerge is a gen-next retail billing printer designed with customer-experience as the primary focus, besides having umpteen functionalities to support invoicing, inventory management and intelligent configurable reports. The WIFI-enabled and cloud-ready BP-2100 Emerge sends a message to your customer's registered mobile as it prints the invoice.

In this technical communication we will go through the process of firmware up gradation for BP 2100 Series. This will help in user to take new updates related to billing segment of Printer.

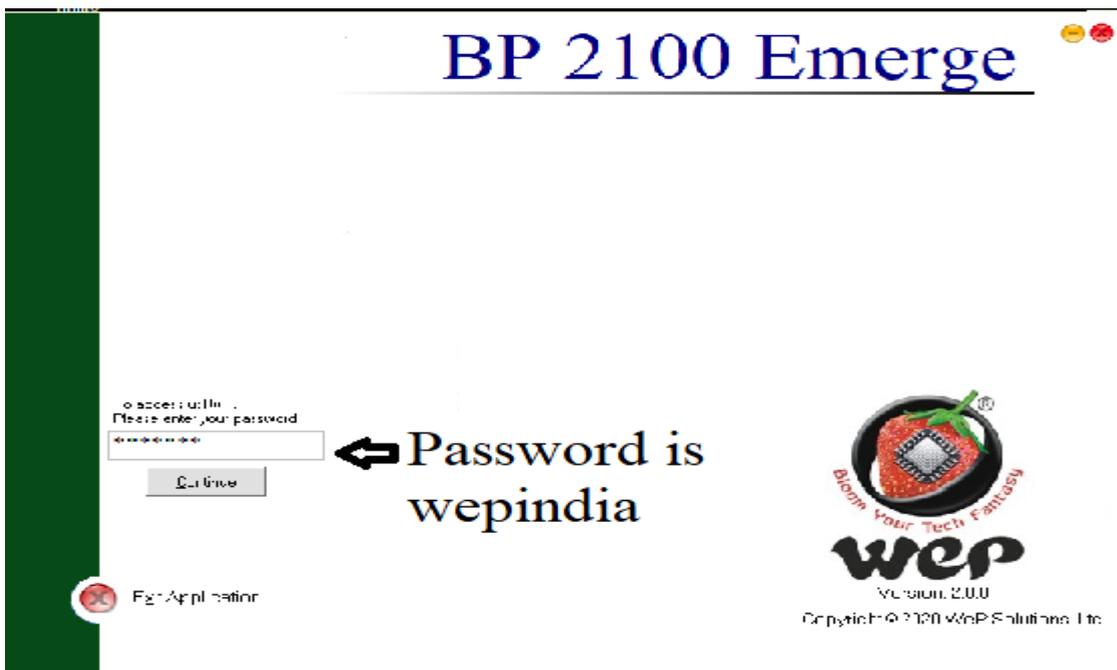
1. Connect Printer to PC through its serial connectivity and then put it in firmware download mode.

How to Go Firmware Download Mode>> While switch on the Printer & Go to Login Screen Press Shift and then F4 >> Printer will show Firmware Up gradation mode.



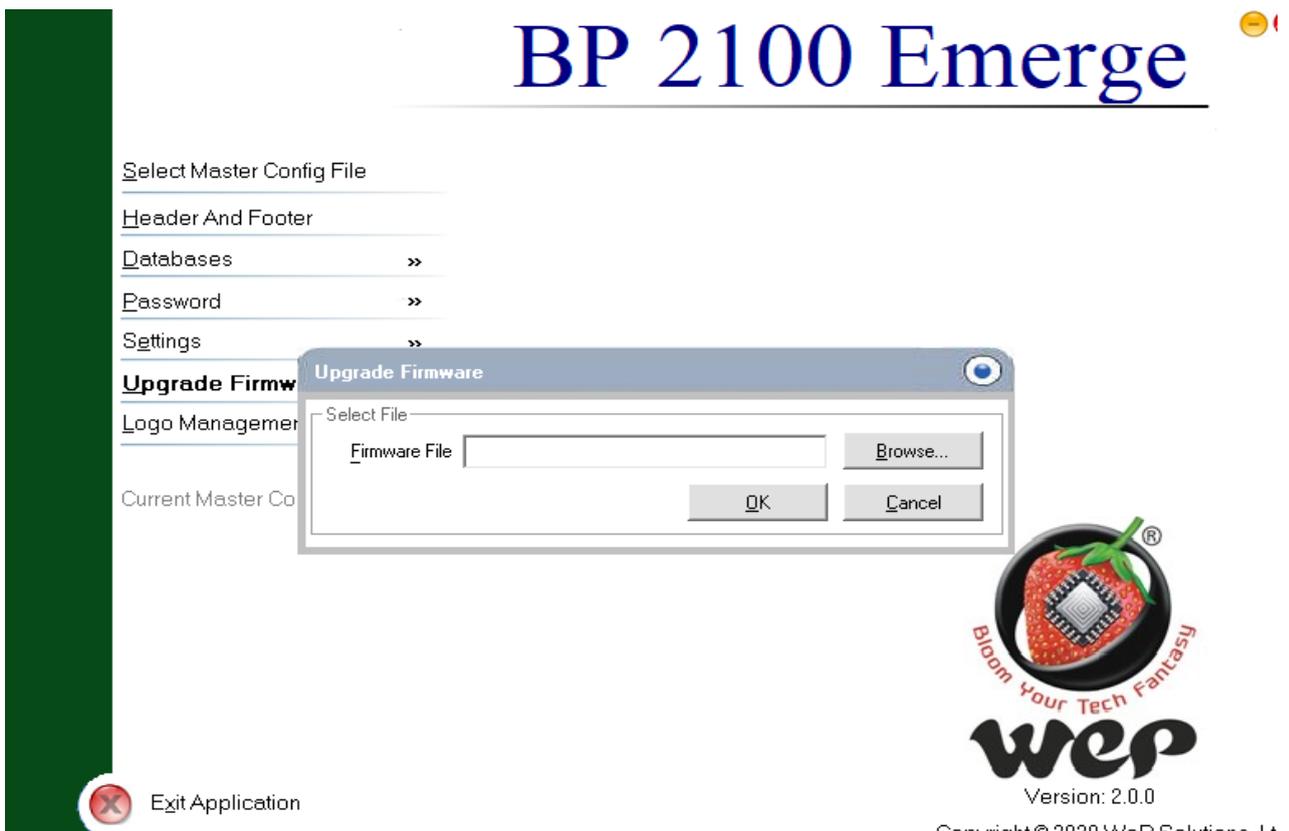
On Login Screen Press Shift+F4 Firmware upgradation Screen will Appear

2. Press Enter And it will Ask For Password, Enter its password as 00000
3. Connect the Printer With PC & Open Old Utility OF 2100 Emerge (Version2.0.0).



**Password for the Utility is wep india**

4. Click on Upgrade firmware Below mention Screen will Appear



5. Now Browse the Firmware you want to Upgrade in the printer (Select Baud-rate 115200 Before upgrading, Refer BP Series driver Installation sheet for the Same.)



# BP 2100 Emerge

A screenshot of a printer's web management interface. On the left, a dark green vertical bar is partially visible. The main interface has a menu on the left with items: 'Select Master Config File', 'Header And Footer', 'Databases &gt;&gt;', 'Password &gt;&gt;', 'Settings &gt;&gt;', 'Upgrade Firmw', 'Logo Manager', and 'Current Master Co'. The 'Upgrade Firmw' option is highlighted. A modal dialog box titled 'Upgrade Firmware' is open in the center. It contains a 'Select File' section with a text input field containing the filename 'ang\_Ver\_1\_0\_1\_25122015\_1BC7C2E6h.hex' and a 'Browse...' button. Below the input field are 'OK' and 'Cancel' buttons. In the bottom right corner of the screenshot, there is a circular logo featuring a strawberry with a microchip on it, with the word 'Bloor' on the left and 'Fisely' on the right.

6. Press Ok and now firmware will be Upgrading in the Printer.
7. Printer Screen will show upgrading firmware please wait.

Firmware upgraded successfully now take the Self-test from the Printer and check the Firmware Version details and Date of Release for the same.



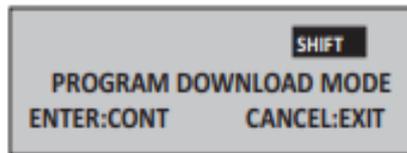
Technical Communication No. 04  
 Date of Release: 08<sup>th</sup> May 2021  
 Models Covered: BP 2100/BP 2100 JOY

## How to Download Database/Header-Footer/Settings/Stock

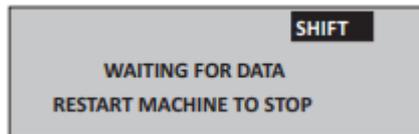
**Introduction:** In this Technical communication we will go through the process of downloading Database/Header-Footer/Settings and Stock through user Utility of BP 2100

DEPARTMENT DATABASE from utility from computer

- Connect Serial interface cable.
- When control is at User login Mode press SHIFT and F2 LCD will display like



- Press ENTER control will shift to password entry
- Enter password and press ENTER LCD will display like



- Ensure BP Series printer driver have been installed and should be selected as default.
- Create an item database and download it using BP 2100 Lang utility\* and for Font use
- Now Product is ready to use.
- Repeat above steps for downloading Department Database\*, Header/footer, Bill settings,

# BP 2100 Utility

Select Master Config File

Header And Footer

<b>Databases</b>	»	<b>Item Management</b>
Password	»	Stock Management
Settings	»	Customer Database
Upgrade Firmware		Description details
Logo Management		

Current Master Config File : None

Exit Application

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- NOTE 1: The serial interface cable should be removed from printer after the data transfer only.
- NOTE 2: Before any data is downloaded to Product, the following settings are required in PC.
1. Default printer driver port : Serial port
  2. Baud rate: 2400 / 9600 / 19200 / 38400 / 57600 / 115200 select anyone



3. Data bits: 8
4. Parity: None
- . Stop bits : 1
6. Flow control: None

NOTE 3: Before starting the billing settings like Item database, Department\* database should be downloaded from the PC (Utility). Instruction to use the USB to SERIAL Port Converter in BP 2100/2100 Joy

1. Comport 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: 2400/9600/19200/38400/57600/115200 Bits per second (Any one)
- iii. Data bits: 8
- iv. Parity: None
- v. Stop bits: 1
- vi. Flow control:

None NOTE: Works only with Win XP (only 32bit), Vista, 2000, 2003, Windows 7 & Windows 8

Caution : Do not switch off the printer while Firmware downloading



Technical Communication No. 05  
Date of Release: 27<sup>th</sup> May 2021  
Models Covered: BP 2100 Emerge

### Cloud services registration in BP 2100 Emerge

In BP 2100 Emerge printer we have given the facility of cloud database storage. With this facility user can save and operate their Printer reports from centralized cloud server. In this Technical communication we will go through that how we can create a cloud ID and its linkage to BP 2100 Emerge Printer.

To link BP 2100 Emerge printer with centralized cloud server we have to create a Cloud ID and then have to add the same to printer.

1. Go through this link (<http://pos.wepsol.in/account/login>) and make register yourself with Register Now section.

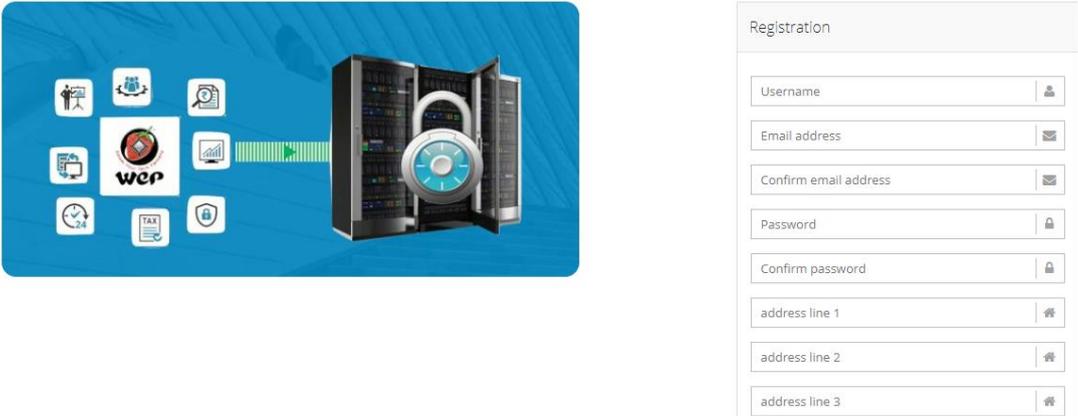
Centralized Server



2. Fill up required sections, select for terms and conditions and then go with the Register.

Centralized Server

Already registered? [SIGN IN](#)



- 3.



address line 2

address line 3

India

--Select State--

Select state and enter city name

First name  Last name

Enter Mobile Number

I agree with the [Terms and Conditions](#)

2. Now we can Sign in to our centralized cloud server with its username and password.



Centralized Server



Sign In

Username

Password

[Forgot password?](#)

Centralized Server

Welcome sumit sharma - Admin

**Dashboard**

From Date:  To Date:

**Sales Summary**

Sales Revenue Rs. 0 Last Updated: 27/05/21 15:02	Average Sale / Bill Rs. 0 Last Updated: 27/05/21 15:02	Total Bills 0 Last Updated: 27/05/21 15:02	Top Selling Item Not Found Last Updated: 27/05/21 15:02
--	--	--	---

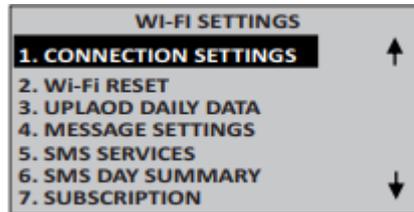
As we have successfully created our cloud server ID, Now we have to link it with Printer to access reports facility through cloud services.

For linkage of cloud ID to printer please follow below steps.

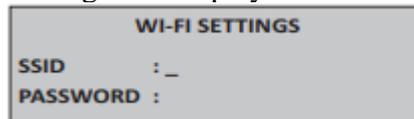
1. Login to BP 2100 Emerge Printer and then connect the device to Wi-Fi connectivity.



2. We can reach Printer Wi-Fi settings through its MENU section.
3. Press MENU Key and toggle with UP and DOWN arrow to go to Wi-Fi setting as below.



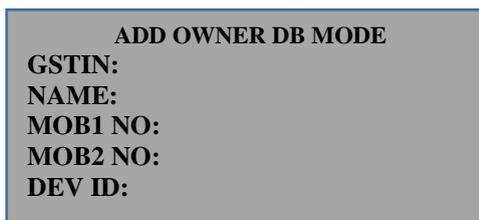
4. Press ENTER key on connection settings and display will show as below.



5. Enter 8 digits SSID and press ENTER key. Control will shift to password entry mode;
6. Enter password & press ENTER key. Printer will show device connected.
7. As our Printer is connected to Wi-Fi successfully, now we have to enter its cloud details under Owner details section.
8. To reach owner details section, Press MENU key and toggle with UP and DOWN arrow to go to Owner details section



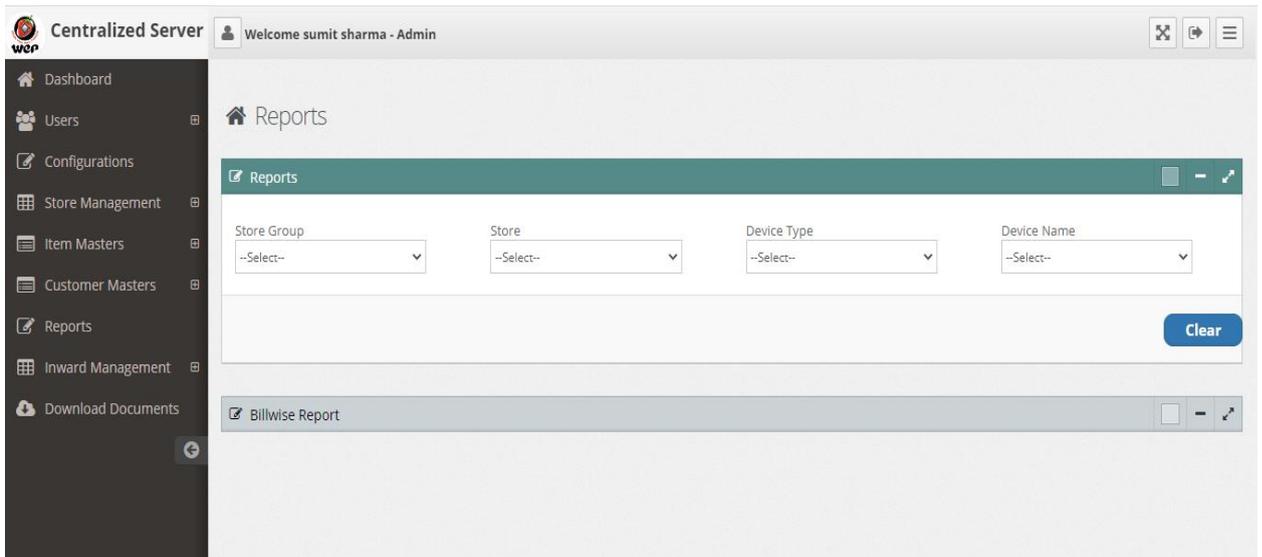
9. Press ENTER key to OWNER DETAILS and then process with addition of below details;



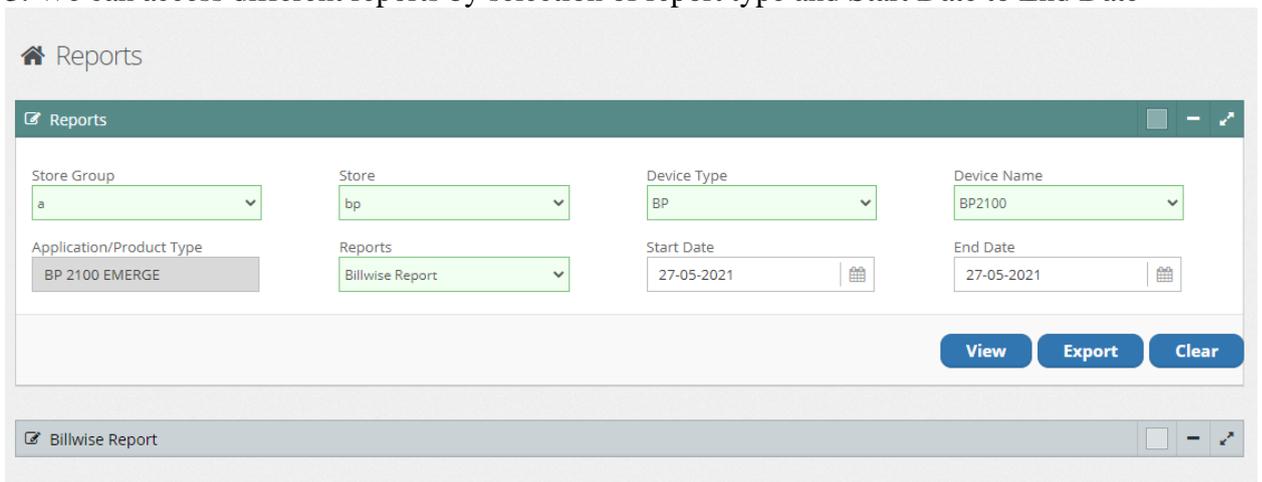
10. Fillup required details and press enter key, Printer with successfully get the cloud details.  
**NOTE:** In settings AUTO UPLOAD OPTION should enable to get reports database on cloud

Now we can access our reported from centralized cloud server under reports section.

1. Go to reports section and it will ask us to make selection for various fields of Store Group/Store/Device Type/Device Name.



2. Under device type section we have to select for BP and device name as BP 2100
3. We can access different reports by selection of report type and Start Date to End Date



4. We can access Bill wise Report, Day wise Report, Void Bill Report, Month wise Report, Tax wise Report, Yearly Report & Customer wise report.

Now we have successfully access to reports database details through centralized cloud server.



Technical Communication No. 06

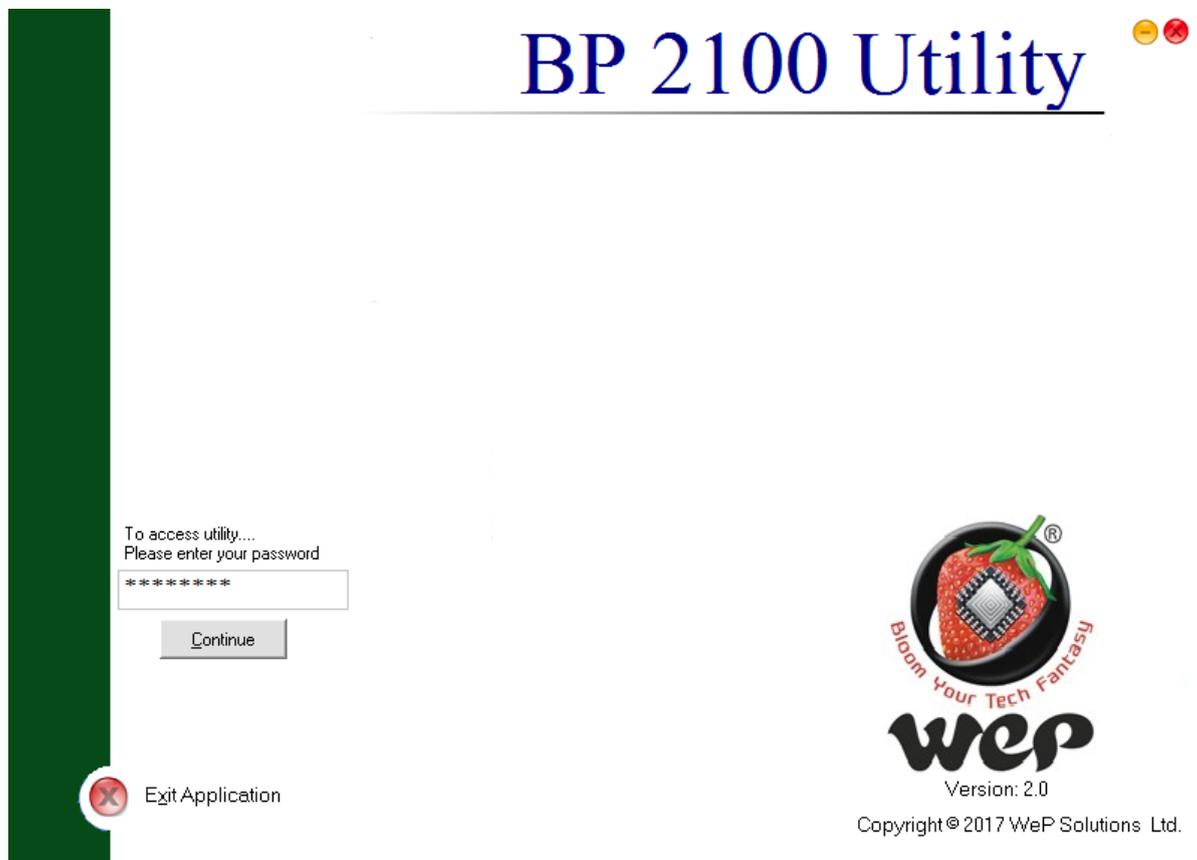
Date of Release: 10<sup>th</sup> Jul 2021

Models Covered: BP 2100, BP 2100 JOY & BP 2100 Emerge

### Item database file generation through User Utility

**Introduction:** This Technical Communication will guide us how to generate item database with help of its User Utility.

- Open the utility for BP 2100 Printer, Login in to User Utility through its password as “wepindia”.



- Go to the Database section and select for Item Management



# BP 2100 Utility



Select Master Config File

Header And Footer

**Databases** >> **Item Management**  
Password >> Stock Management  
Settings >> Customer Database  
Upgrade Firmware >> Description details

Logo Management

Current Master Config File : None

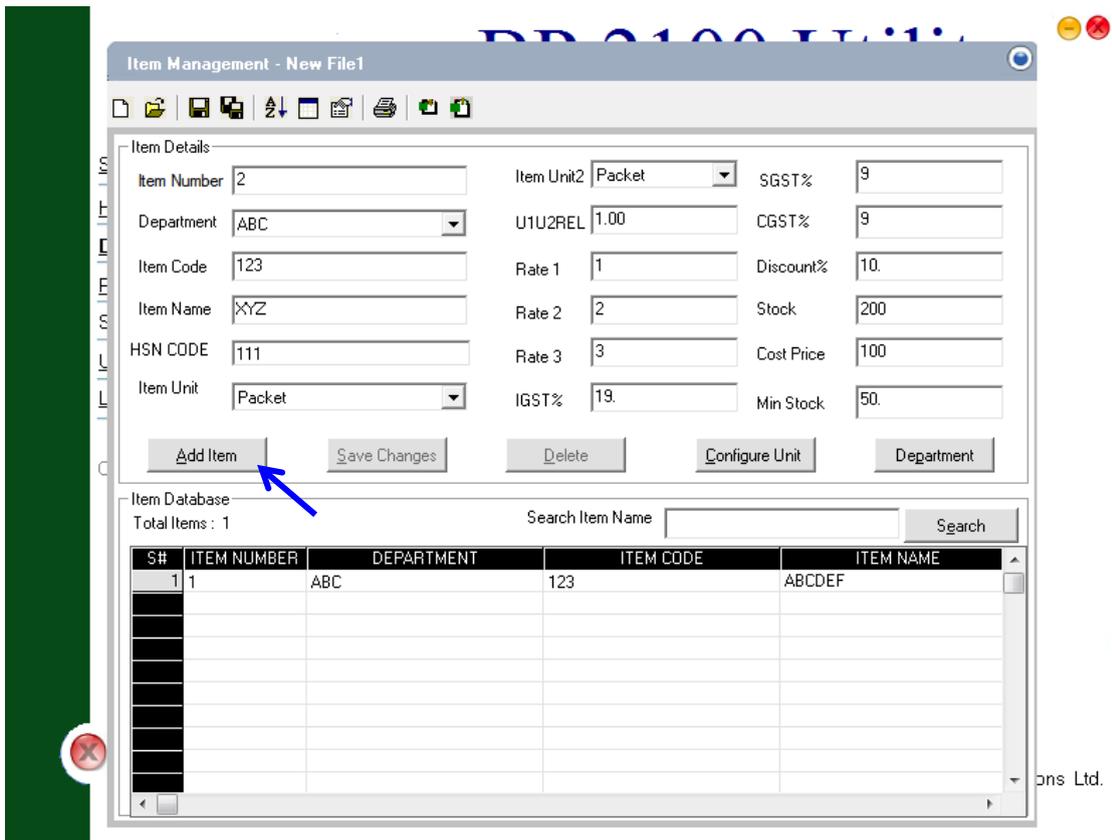


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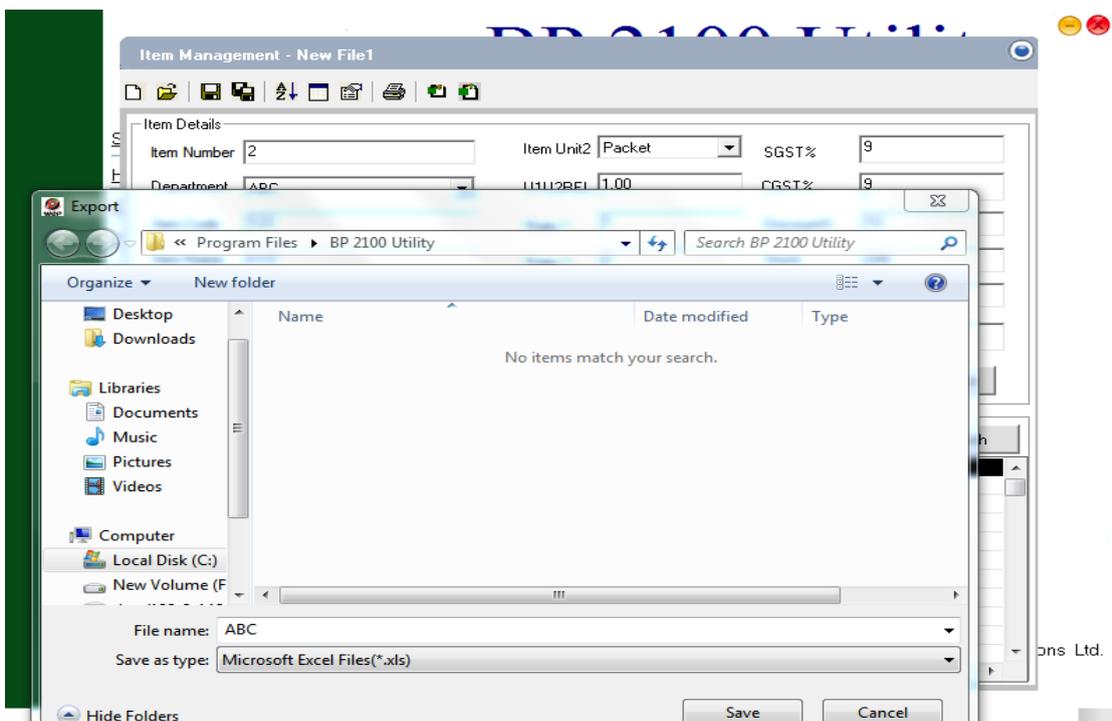
Exit Application

- Fill up the required field as per below screen.

- After filling up the required fields then go to add item option, Details will be successfully added to user utility.



- We can export and import the database file to user utility by creating its sample file of database selection.





- Once the database entry is completed, download the database file from User Utility. From “Select Download Type” dialog box either Select for Download to file or Download to BP 2100 Machine.

The screenshot shows the 'Item Management - New File1' window. The 'Item Details' section contains the following fields:

Item Number	2	Item Unit2	Packet	SGST%	9
Department	ABC	U1U2REL	1.00	CGST%	9
Item Code	123	Rate 1	1	Discount%	10
Item Name	XYZ	Rate 2	2	Stock	200
HSN CODE					100
Item Unit					50

The 'Select Download Type' dialog box is open, showing two options:

- Download To File
- Download To BP 2100 Machine

The 'Download Path' field is set to 'G:\'. Below the dialog box, a 'Note' section provides instructions:

Download To File: Downloads data to the specified file and file will be saved in the specified path.  
Download To BP 2100 Machine: Downloads data to the Machine.

The background window also shows an 'Item Database' table with columns 'S#' and 'ITEM NAME'. The 'ITEM NAME' column contains the value 'EF'. A search bar and a 'Department' button are also visible.



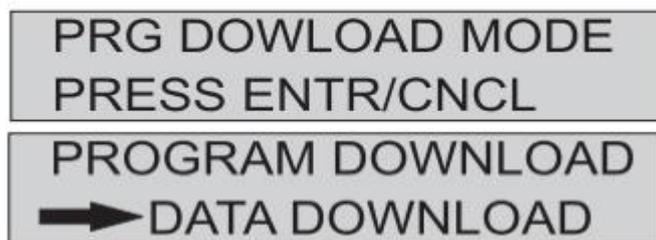
Technical Communication No. 07  
Date of Release: 27<sup>th</sup> Aug 2021  
Models Covered: BP 2100 Series

### **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 2100 Utility and Enter password “wepindia” for utility operations Usage.



# BP 2100 Utility

To access utility...  
Please enter your password

Continue

User Guide

Exit Application



Version: 1.0  
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5. Go to Logo Management and then select for the logo file which one required to add in printer database.

# BP 2100 Utility

Select Master Config File

- Header And Footer
- Databases >>
- Password >>
- Settings >>
- Upgrade Firmware
- Logo Management**

Current Master Config File : None

User Guide

Exit Application



Version: 1.0  
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6. Select for Save option and your logo will get download to Printer database.



Logo Management

DATE: 26/06/09

BILL NO : 1

SL	ITEM NAME	QTY	PRICE	DISC	AMOUNT
1	Item1	1.00Kg	10.00	0.20	10.00
2	Item2	2.00Kg	20.00	1.20	40.00
3	Item3	2.00Kg	30.00	3.60	90.00
VAT @ 1.00%					0.10
VAT @ 2.00%					0.78
VAT @ 3.00%					2.59
TOTAL VAT AMOUNT :					3.47
DISCOUNT AMOUNT					5.00
<b>TOTAL:</b>					<b>138.47</b>

Version: 1.0  
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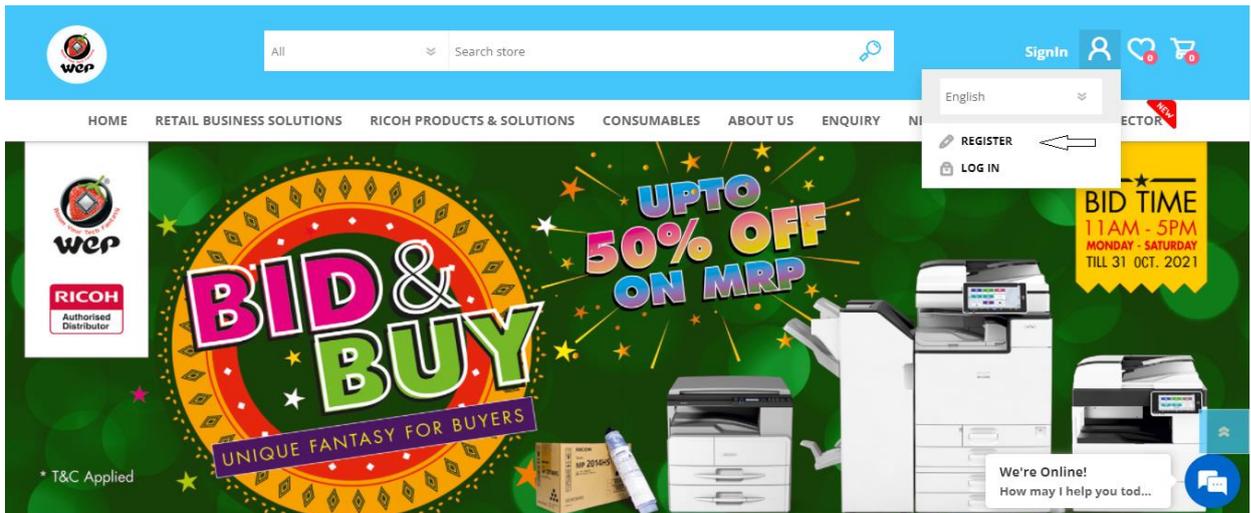
Technical Communication No. 08  
Date of Release: 30<sup>th</sup> Oct 2021  
Models Covered: BP 2100 Series

### How to avail warranty extension Scheme

**Introduction:** In Warranty Extension Scheme, we are offering an option to get an extended warranty of 6 months in our BP 2100 Series printers.

Please follow below procedure to avail warranty extension scheme.

1. Visit our online shopping portal wepmyshop (<https://www.wepmyshop.com/>)



2. Go to Register under its sign in section and make user registrations , Existing users can login directly to the wepmyshop section.
3. Go to Enquiry section and select for warranty extension option.
4. It will go to warranty extension Request Form and we have to fill up required fields before proceeding to warranty extension checkout page.

\*Mandatory field are followed by: Name, Mobile No. , Pin code, State and address details.

Warranty Extension Request Form	
<b>Name*</b>	<b>State*</b>
Sachin Dogra	Himachal Pradesh
<b>Mobile Number*</b>	<b>Address</b>
8219754715	J 105 Hill View 2  harmajri Baddi Distt Solan HP 174103
<b>Pin Code*</b>	
174103	

5. Wrong Printer Sr. No. entry will restrict customer to proceed for next steps and display a message as “Please Enter Valid Sr. No. ”.
6. After validation of correct Printer Sr. No. customer proceed to checkout page.



SerialNumber\*

21021J0726

Validate Serial Number

Remarks

Please enter Remarks here

Submit

Pin Code\*

174103

SerialNumber\*

21021J0726

VALID

BP-2100 JDY

Remarks

Please enter Remarks here

Submit

We're Online!  
How may I help you tod...

SerialNumber\*

ABC12345

Please Enter Valid Serial number

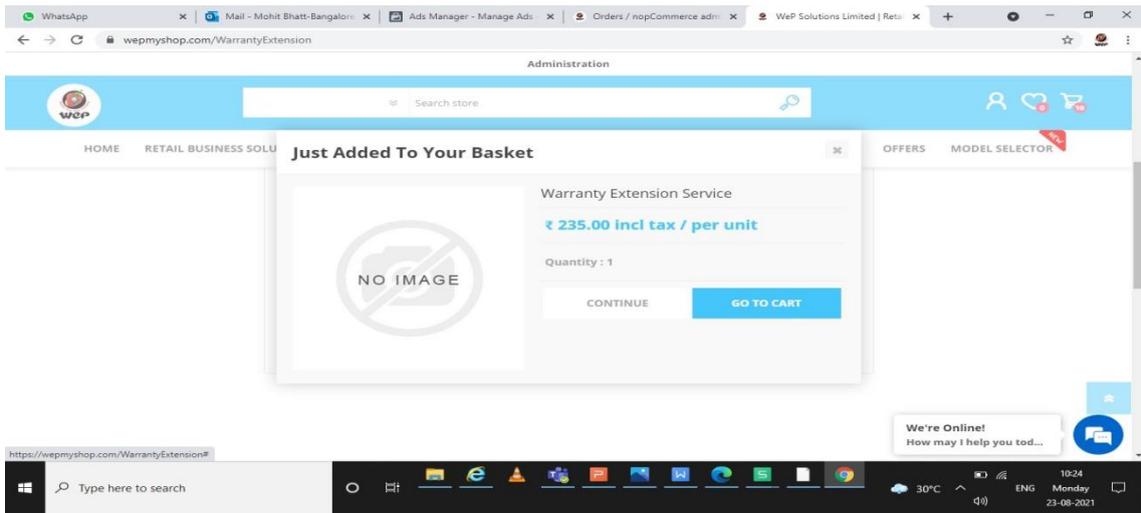
Validate Serial Number

Remarks

Please enter Remarks here

Submit

7. Product will add to customer cart on completion of its Printer Sr. No. verification and can be proceed to checkout followed by payment processing.



8. Customer will get auto invoice and confirmation mail, once he completes the payment part.

**TAX INVOICE**

		<b>WeP Solutions Limited.</b> Plot no-87, Block I EPIP Phase-1, Jharmajri, Badi - 174103 Himachal Pradesh India STATE CODE : GSTIN: 02AAACDS108M12Z <b>PAN No :</b> <b>Tax is Payable on reverse charge: Yes</b> <b>Place of Supply: KARNATAKA.</b>		<b>Invoice No</b> WTY51287668ZE <b>Invoice Date</b> 21-AUG-21				
<b>Bill To:</b> 375491 WEP SOLUTIONS Reshma Shet, Ashok Nagar Ashok Nagar  BANGLORE 560001 KARNATAKA IN STATE CODE : 29 GSTIN: UNREGDNOGSTNAVEL		<b>Ship To:</b> 375491 WEP SOLUTIONS Reshma Shet, Ashok Nagar Ashok Nagar  BANGLORE 560001 KARNATAKA IN STATE CODE : 29 GSTIN: UNREGDNOGSTNAVEL		<b>Payment Terms</b> 100 Advance <b>Shipment Terms</b>  <b>Currency</b> INR				
<b>Sno.</b>	<b>Product</b>	<b>Product Description</b>	<b>Serial Number</b>	<b>UOM</b>	<b>HSN</b>	<b>QTY</b>	<b>Unit Price</b>	<b>Total Amount</b>
1	RBF-0069	BP-2100 Emerge	20L21L1259	No	8443	1	199	199.00
			<b>Tax Type</b>	<b>Tax Rate</b>	<b>Tax Amount</b>			
			IGST	18%	35.82			
<b>Amount in Words:</b>							<b>Total :</b>	199.00
Two Hundred Thirty-Four Rupees and Eighty-Two Paise Only							<b>Tax Total :</b>	35.82
							<b>Gross Total :</b>	234.82
<b>For WeP Solutions Limited</b>   <b>Authorized Signatory</b>								
<b>E &amp; OE:</b> For Payment Instructions, Specific and General Terms and Conditions please turn over <b>Payment Instructions</b>								

**Dear Customer,**

You have successfully Registered for warranty extension. Your product warranty has been extended for 6 months

**Regards,  
WeP MyShop**

*This is an Auto Genetared Mail . Please do not reply here*

Do you need this?

What is this?

Did you order this?

Are the suggestions above helpful? Yes No



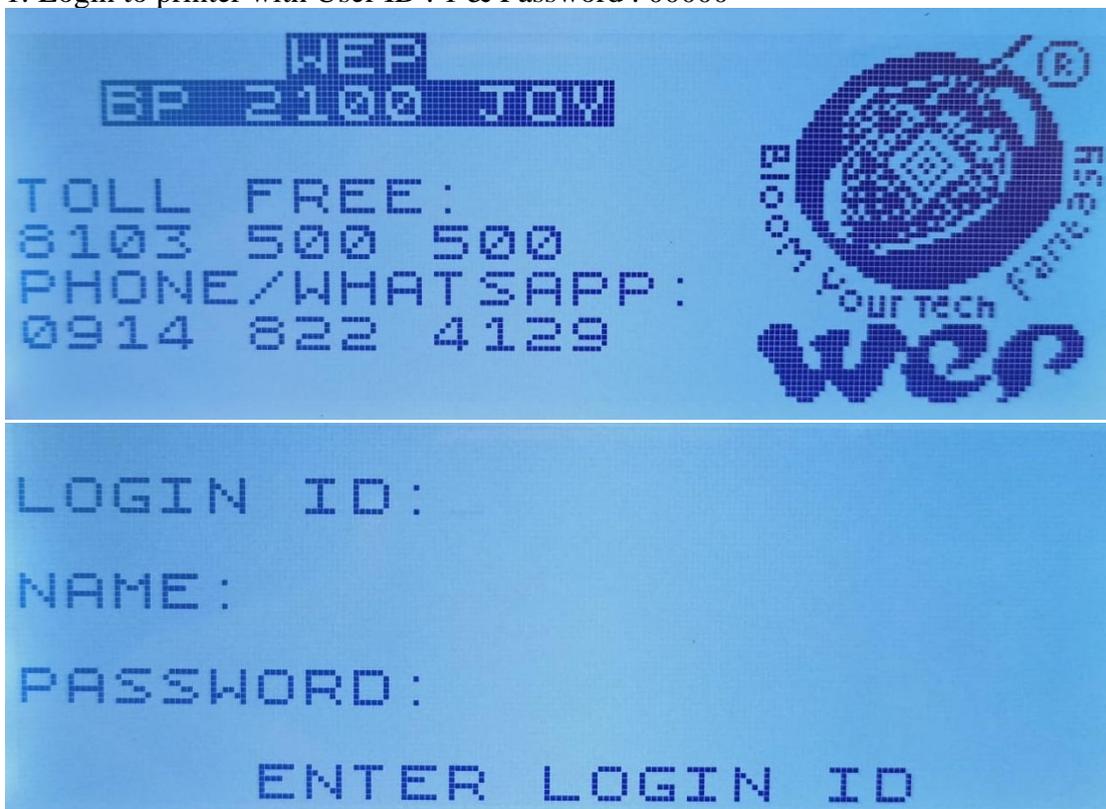
Technical Communication No. 09  
Date of Release: 13<sup>th</sup> Nov 2021  
Models Covered: BP 2100 Series

### New feature implementation of edit option in Calculator Billing Mode

**Introduction :** In BP2100 series printers we are providing calculator mode billing to ease the billing Operation. As an advancement to the same we have added an option of edition in Calculator mode Billing.

**Calculator Mode Billing:** Here is the procedure to operate calculator mode billing and usage of edit option.

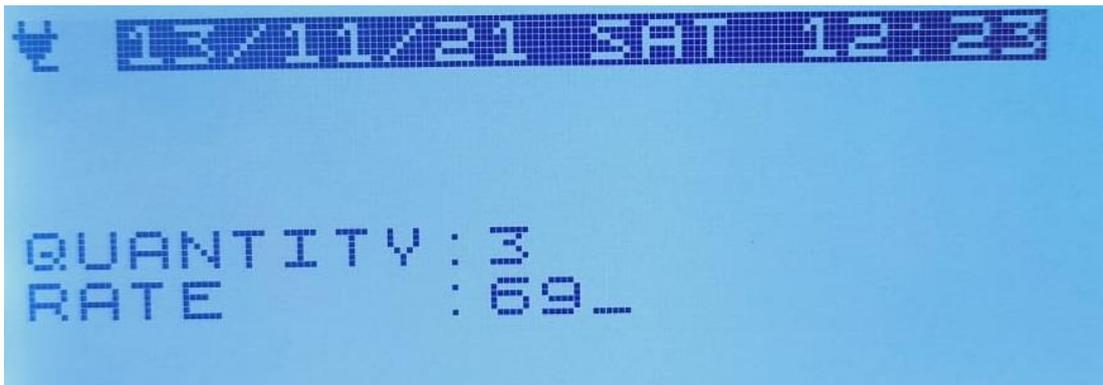
1. Login to printer with User ID : 1 & Password : 00000



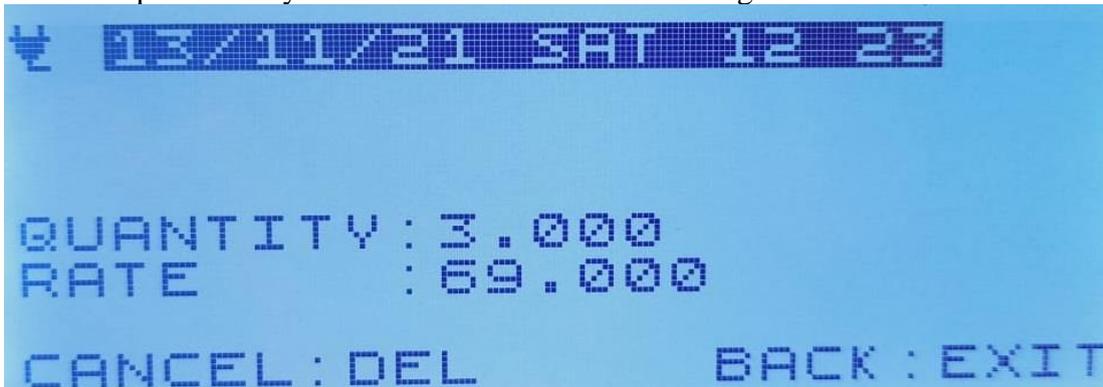
2. Go to Register and select for calculator Bill.



3. Here we can add rate and quantity as per our required usage.



4. Press Up Arrow key to enter into edit mode for existing entries.



5. Press "enter" key to edit particular requirement of Qty/Rate.



6. Once we have done with edition press Back key to exit from editing mode. If we want to delete the bill choose cancel option to delete the same.

7. Press print key to take a print of Calculator Bill.



Technical Communication No. 10  
Date of Release: 11<sup>th</sup> Dec 2021  
Models Covered: BP 2100 JOY

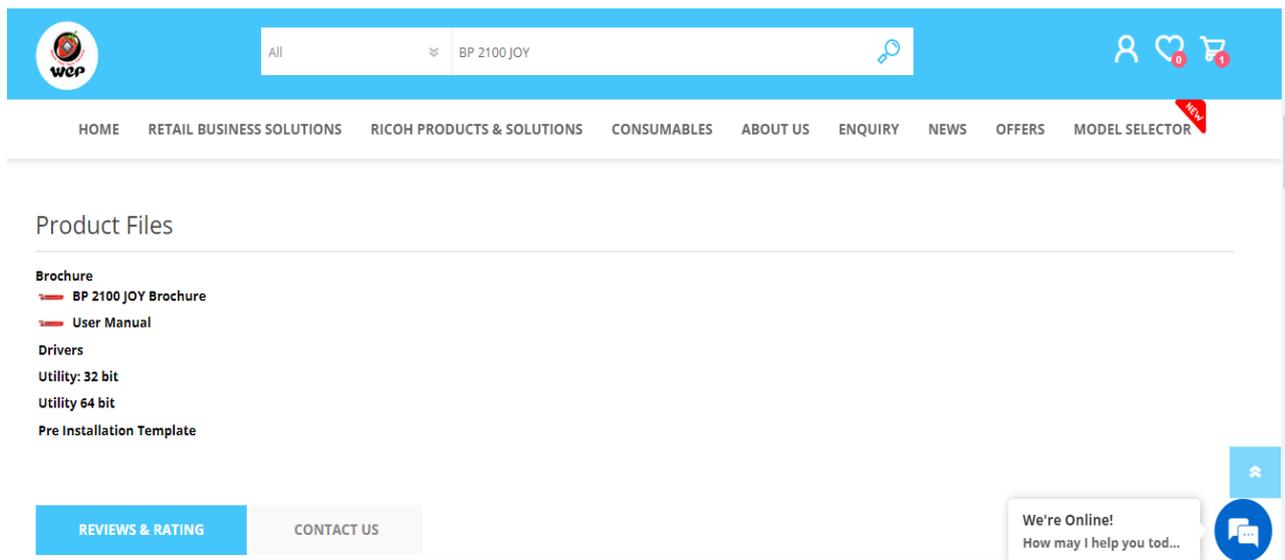
## Updated version for BP 2100 JOY User Utility

**Introduction:** Dear Customers in BP 2100 JOY we are providing an updated version of User Utility. As per feedback and requirements given from our customer end we have made changes in the updated version of User utility.

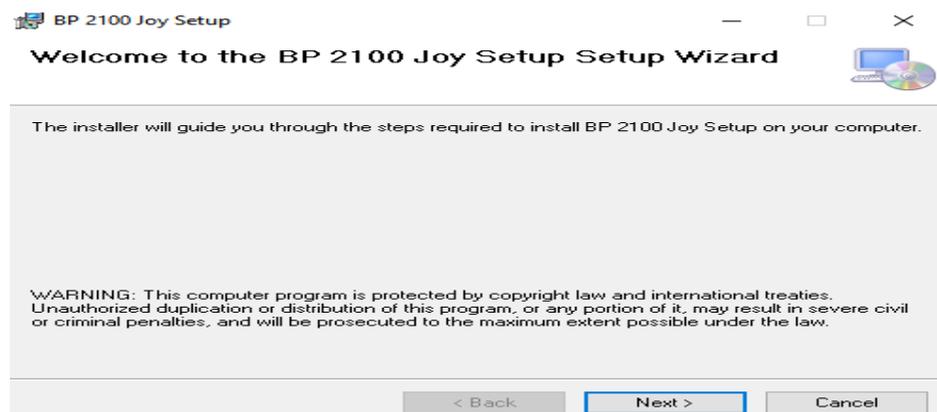
In this Technical note we will go through the process that how to install and process updated version of User utility.

### Process to Download and Install User Utility Setup:

1. Visit [wepmyshop](https://www.wepmyshop.com/) to download updated user utility setup for BP 2100 (<https://www.wepmyshop.com/>)
2. We can get the user utility setup in specific model under its product Description file. Select for the required setup as per required window setup 32/64 bit.

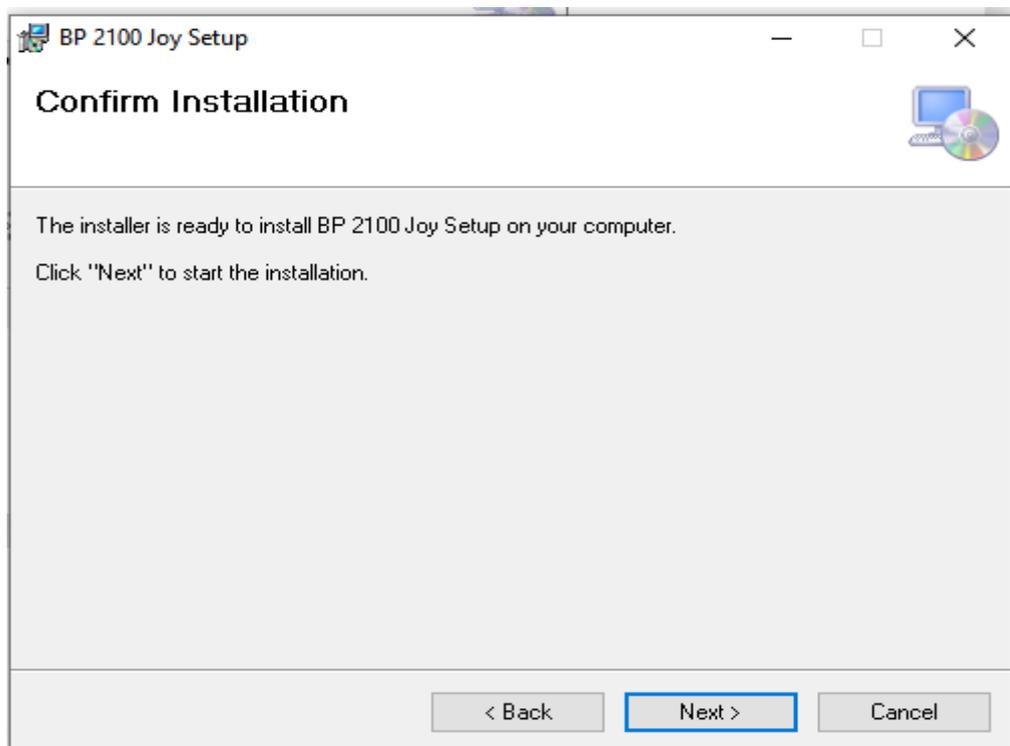
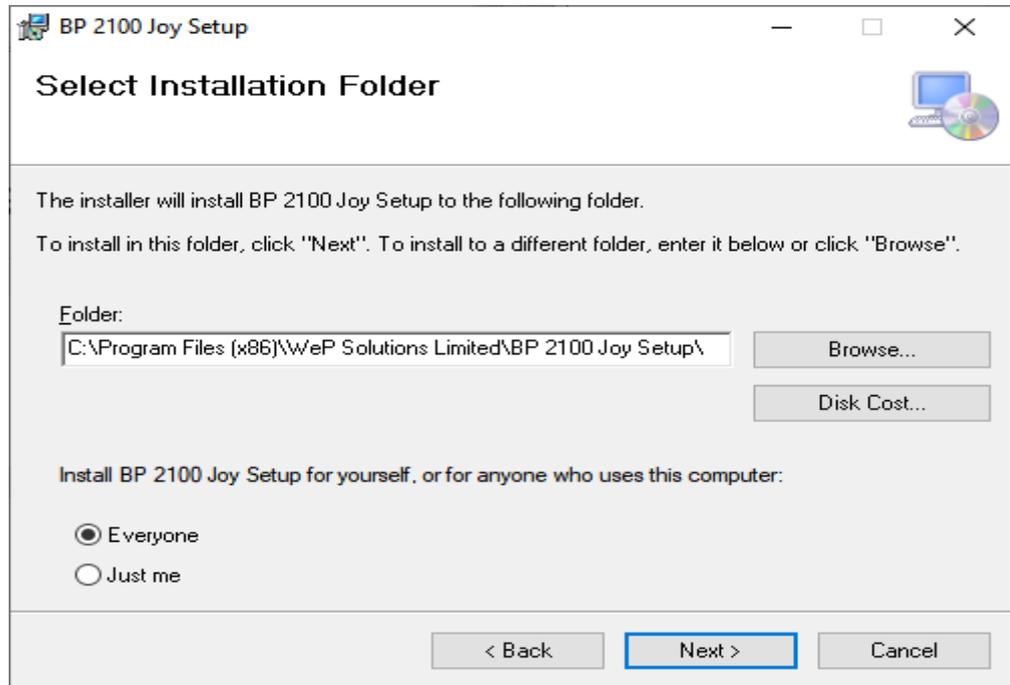


3. Click on the required setup to download the same and run this program for further processing. Proceed with next option to install the setup

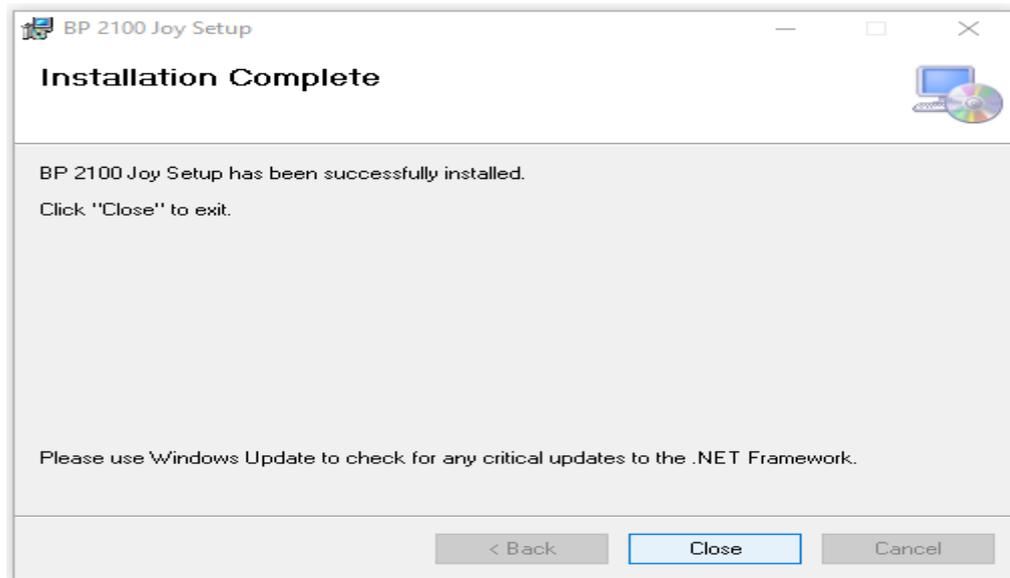




4. Make selections for the setup as per requirement of user and proceed with next operations.



5. We have successfully installed updated version of utility and can process operations for further processing with usage of BP 2100 JOY User Utility.



6. Login into User utility with password wepindia and we can operate with its Database and various operations of User utility.





Technical Communication No. 11  
Date of Release: 29<sup>th</sup> Jan 2022  
Models Covered: BP 2100 JOY

## **Firmware updates for BP 2100 JOY**

**Introduction :** In Billing printer we do software updation based on customer feedback and additional features. In this technical note we will understand firmware updation process and details of latest firmware version of BP 2100 JOY

### **Updates given in latest Firmware of BP 2100 JOY (1.1.2)**

1. Payment mode reports added in detailed reports and CSV reports.
2. Additional payment modes such as Paytm, Amazon, Gpay, PhonePe, Swiggy, Uber eats, Zomato and other options are added in both direct and split payment. Same modes are also added in payment report and CSV.
3. Discount Print Option is added in Bill Settings. If enable the discount settings then Item wise discount in % / amount will be printed in Bill as per requirement of the customer, By default it will be disabled.
4. Discount message print option is added in Bill Settings. If enabled then a message “YOU HAVE SAVED RUPEES -- amount” will be printed in Bill, by default it will remains disabled only.
5. User Item wise report added in detailed report and CSV. Owner can get the item wise reports for a particular User against billing processed in his login.
6. Bill No. Caption option is added in Bill settings, Bill No. caption can be changed for Token or any other parameter as per requirements from the user.
7. Bug corrected for reported issue of “Please try again” during usage of Barcode scanner.

**Procedure to update firmware:** To update the firmware please go through Technical communication No. 3 (How to update firmware)



Technical Communication No. 12  
Date of Release: 12<sup>th</sup> Feb 2022  
Models Covered: BP 2100

## **Firmware updates for BP 2100**

**Introduction :** In Billing printer we do software updation based on customer feedback and additional features. In this technical note we will understand firmware updation process and details of latest firmware version of BP 2100.

### **Updates given in latest Firmware of BP 2100 (1.1.2)**

1. Additional payment modes such as Paytm, Amazon, Gpay, PhonePe, Swiggy, Uber eats, Zomato and other options are added in both direct and split payment. Same modes are also added in payment report and CSV.
2. Discount Print Option is added in Bill Settings. If enable the discount settings then Item wise discount in % / amount will be printed in Bill as per requirement of the customer. By default it will be disabled.
3. Discount message print option is added in Bill Settings. If enabled then a message “YOU HAVE SAVED RUPEES -- amount” will be printed in Bill. By default it will be disabled.
4. User Item wise report added in detailed report and CSV. Owner can get the item wise reports for a particular User against billing processed in his login.
5. Bill No. Caption option is added in Bill settings, Bill No. caption can be changed for Token or any other parameter as per requirements from the user.
6. Bug corrected for reported issue of “Please try again” during usage of Barcode scanner.

**Procedure to update firmware:** To update the firmware please go through Technical communication No. 3 (How to update firmware)



Technical Communication No. 13  
Date of Release: 19<sup>th</sup> Feb 2022  
Models Covered: BP 1100 JOY

## Drivers Installations and setup for BP 1100 JOY

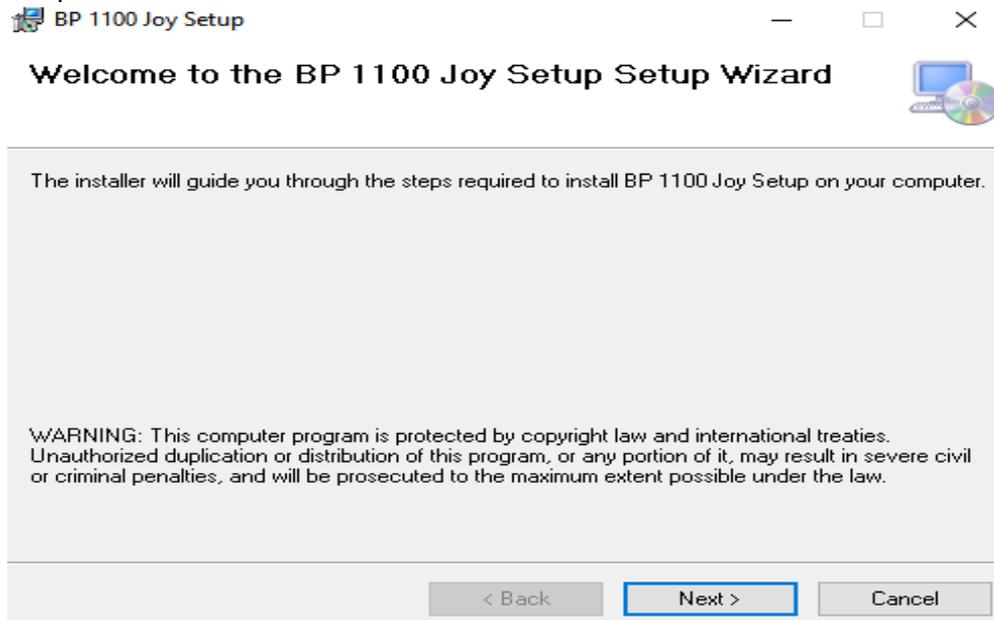
**Introduction :** BP 1100 JOY is the latest member of Wep printer’s family which is especially launched based on BP 2100 series platform with a 2Inch thermal Printing setup. In this technical note we will go through the User Utility setup for Item database creation and other operations of the billing Printer.

### Utility Setup:

**For 64 Bit Windows:** For 64 bit windows, we need to install “BP 1100 JOY Setup x64” setup.

### Procedure:

1. Launch the setup by making a click on its setup file of User Utility and then go with next option



2. Select for the installations setup for Everyone and go with the next option.



BP 1100 Joy Setup



## Select Installation Folder



The installer will install BP 1100 Joy Setup to the following folder.

To install in this folder, click "Next". To install to a different folder, enter it below or click "Browse".

Folder:

C:\Program Files\WeP Solutions Limited\BP 1100 Joy Setup\

Browse...

Disk Cost...

Install BP 1100 Joy Setup for yourself, or for anyone who uses this computer:

Everyone

Just me

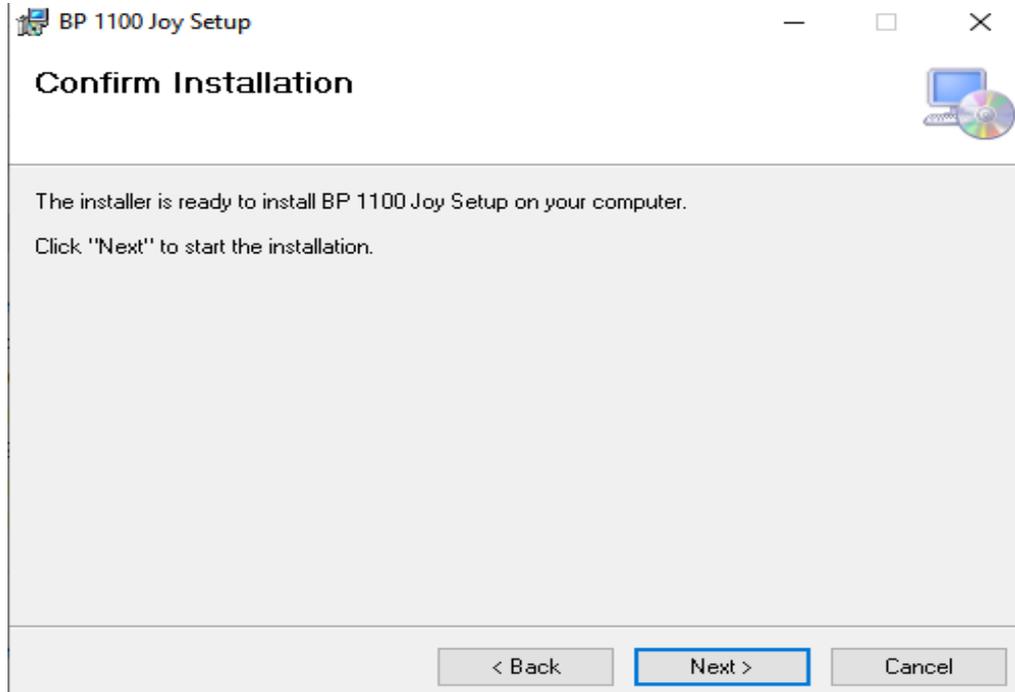
< Back

Next >

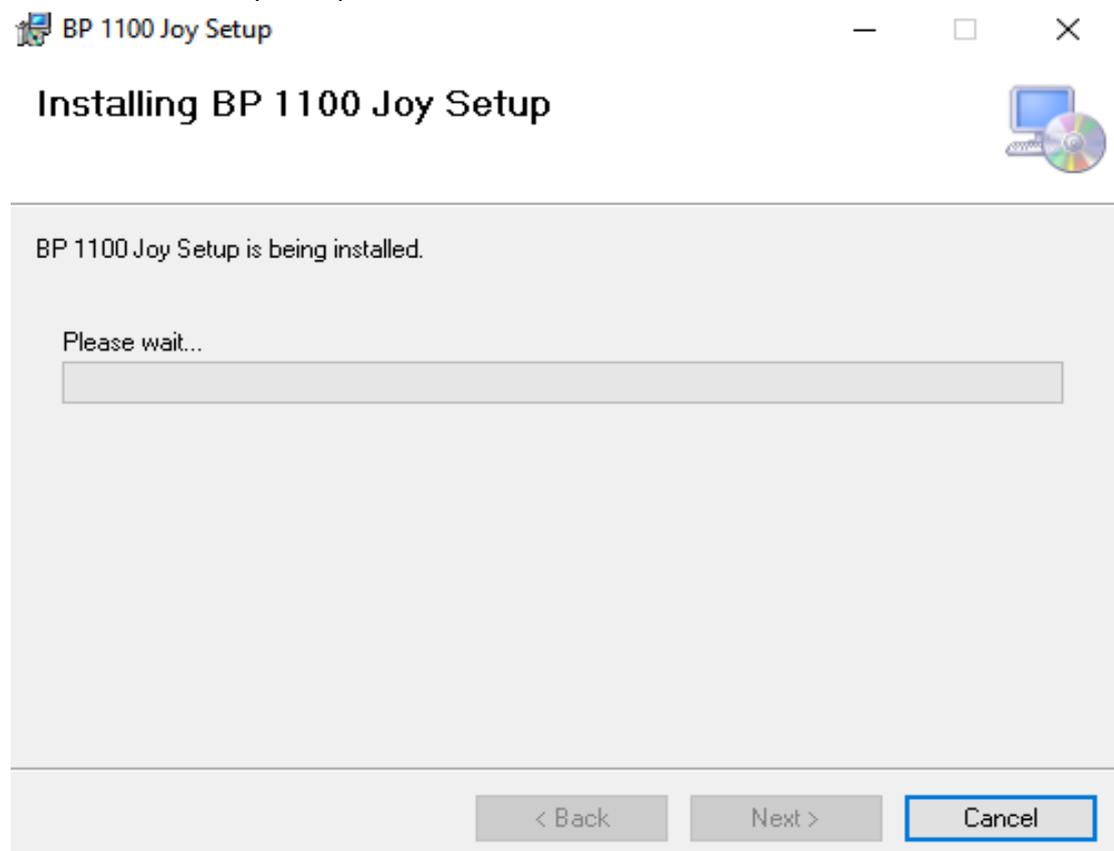
Cancel



3. Installer is ready to install BP 1100 JOY Setup  
proceed with next option.

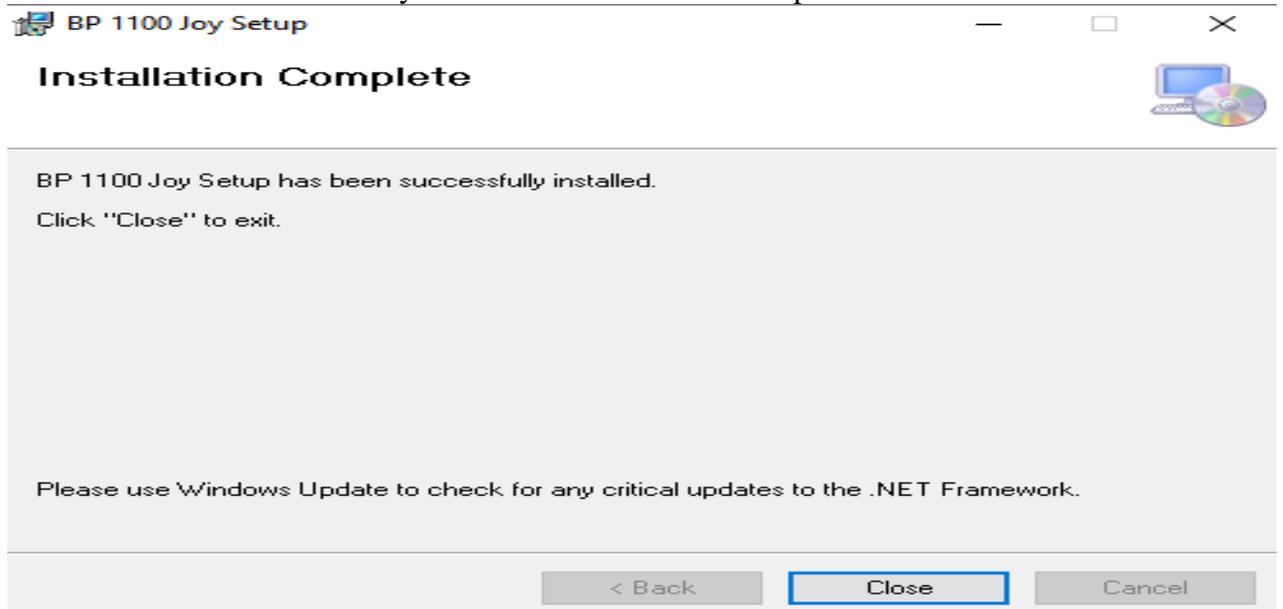


4. Installation setup is in process.





5. We have successfully installed BP 1100 JOY setup.





OVER 30 YEARS IN PRINTING TECHNOLOGY

**BP-1100 JOY**  
2 INCH ALL IN ONE RETAIL BILLING PRINTER

**FAST-BILLING & PAKKA BILLING**

CLICK TO CONTINUE

MOST AFFORDABLE PRODUCT IN THIS CATEGORY

Connection Status : Not Connected to BP 1100 Joy

BP 1100 Joy

- Header Footer
- Database
- Settings
- Password
- Logo Management

Version: V1.0  
Copyright© 2021 WeP Solutions Ltd.  
[www.wepmyshop.com](http://www.wepmyshop.com)

Icons by Icons8

Technical Communication No. 14

Date of Release: 12<sup>th</sup> Mar 2022

Models

Covered: BP 1100 JOY

### Item database file generation through User Utility

**Introduction:** BP 1100 JOY is the latest member of Wep printer's family which is especially launched based on BP 2100 series platform with a 2Inch thermal Printing setup. This technical communication will guide us how to generate item database with help of its User Utility.

- Go to the utility of BP 1100 JOY Printer and Login in into it though its password "wepindia".



- Select for the Database option under various options in Utility.

- Fill up the required field as per below screen.



Connection Status : Not Connected to BP 1100 Joy

**Item Management** | **Stock Management**

Item Code:  Rate 1:  Stock:   
HSN Code:  Rate 2:  Discount %:   
Item Name:  Rate 3:  Tax %:   
Item Unit: **Packet** Cess %:   
Cost Price:  Bill Type: **SALES**

Item Name :  Item Count : 0

ID	Item Code	Item Name	HSN Code	Item Unit	Stock	Rate 1	Rate 2	Rate 3	Cost Price	D
----	-----------	-----------	----------	-----------	-------	--------	--------	--------	------------	---

Icons by Icons8

- After filling up the required fields then go to add item option, Details will be successfully added to user utility.



The screenshot shows the WEP software interface. On the left is a red sidebar with navigation options: Header Footer, Database, Settings, Password, and Logo Management. The main area is titled 'Connection Status: Not Connected to BP 1100 Joy'. It is divided into 'Item Management' and 'Stock Management' sections. The 'Item Management' section contains input fields for Item Code (123), HSN Code (123), Item Name (ABC), Item Unit (Packet), and Cost Price. The 'Stock Management' section contains input fields for Stock (100), Discount % (10), Tax % (10), Cess %, and Bill Type (SALES). Below these are buttons for Add, Modify, Delete, Configure Unit, and Download Item. At the bottom, there are 'Import' and 'Export' buttons and a table with columns: ID, Item Code, Item Name, HSN Code, Item Unit, Stock, Rate 1, Rate 2, Rate 3, and Cost Price.

- We can export and import the database file to user utility by creating its sample file of database selection.

The screenshot shows a Windows file explorer window titled 'Export' with the path 'Program Files > BP 2100 Utility'. The window displays a 'New folder' dialog box with a blue arrow pointing to the 'Name' field, which contains the text 'ABC'. The 'Save as type' is set to 'Microsoft Excel Files (\*.xls)'. In the background, the 'Item Management - New File1' window is visible, showing fields for Item Number (2), Item Unit2 (Packet), and SGST% (9).



- Once the database entry is completed, download the database file from User Utility. From “Select Download Type” dialog box either Select for Download to file

The screenshot displays the WEP BP 1100 Joy software interface. On the left is a red sidebar with navigation options: Header Footer, Database, Settings, Password, and Logo Management. The main window is titled 'Connection Status : Not Connected to BP 1100 Joy' and is divided into 'Item Management' and 'Stock Management' sections. The 'Item Management' section contains input fields for Item Code, HSN Code, Item Name, Item Unit (set to 'Packet'), and Cost Price, along with Rate 1, 2, and 3 fields. The 'Stock Management' section includes fields for Stock, Discount %, Tax %, Cess %, and Bill Type (set to 'SALES'). A 'Download Item' button is visible. A modal dialog box titled 'Download Items To Machine' is open in the center, featuring two radio buttons: 'Add Item' (selected) and 'Replace Item'. Below the dialog is a table with the following data:

ID	Item Code	Item Name	Rate 2	Rate 3	Cost Price
1	1	ACD	0	0	0

Buttons for 'Add', 'Modify', 'Download Item', 'Import', and 'Export' are also present in the interface.



Technical Communication No. 15

Date of Release: 25<sup>th</sup> May 2022

Models Covered: BP 2100

## **Firmware updates for BP 2100**

**Introduction** : In Billing printer we do software updation based on customer feedback and additional features. In this technical note we will understand firmware updation process and details of latest firmware version of BP 2100.

### **Updates given in latest Firmware of BP 2100 (1.3.7)**

- 1.MRP & Whole Sale Price implemented in item database entry and edit handling.
- 2.A setting has been given in Bill settings as “WSP & MRP option” to enable or disable this option.  
(To enable this option Price change option has to be enabling).
- 3.Shortcut keys in billing- In price entry mode, Up arrow key for Whole Shale Price, Down arrow key for MRP & Back key for regular item price.
- 4.MRP and WSP has been implemented in Bill Print and respectively in Bill data report through CSV.

### **Bug Corrected.**

Rate Field in Bill data csv report corrective for not providing entry of the item rate billed.

**Procedure to update firmware:** To update the firmware please go through Technical communication No. 3 (How to update firmware)

Note: MRP = Maximum Retail Price, WSP = Whole Sale Price



Technical Communication No. 16  
Date of Release: 12<sup>th</sup> Aug 2022  
Models Covered: BP 2100 Series

### Shortcut keys operation in BP 2100 series

**Introduction :** In Billing Printers we are providing a feature of shortcut keys. With the help of shortcut keys we can perform the different operation without proceeding to its machine settings. In this technical communication below are the different functionalities which can be operate with the help of shortcut keys.

Sr. No.	Functionality	Shortcut Key
1	Duplicate Bill	PRINT Key (From Item Item no entry mode)
2	Rupee Billing	SHIFT key (From weight entry mode)
3	Bill Edit	UP Key (after adding item in bill)
4	Dynamic Price Change	PRINT Key (From Item Weight entry mode)
5	Paper Feed	SHIFT + Feed Button at Home Home/Billing mode
6	Item wise Search	PLU (From Item no entry mode in Credit billing)
7	Machine Log Out	USER/CALC (From Home Screen mode)
8	2 Qty billing	UP (From Quantity mode)
9	Machine Lock	Press and Hold L key and Turn ON the machine
10	Print KOT	F1 (after adding item in bill)
11	Save KOT	F2 (after adding item in bill)
12	Show KOT Report/Delete KOT	F3 (From UDF no entry mode)
13	Convert Bill to KOT	Enter UDF no and press PRINT key
14	Merge KOT	F4 (after entering UDF number)
15	Current Day Summary	SHIFT + CASH DRAWER TOTAL (From UDF no entry mode)
16	Return Billing	SHIFT + R (From Item no entry mode)
17	Parcel Printing	SPACE key (after entering item in bill)
18	Header/Footer Line Delete	VOID Key (from Line no mode)
19	Customer Billing*	DOWN key (after adding item in bill)
20	Customer wise Search*	PLU (From Customer no entry mode in Credit billing)
*Not applicable for BP 2100 JOY and BP 1100 JOY Printers		



Technical Communication No. 17  
Date of Release: 16<sup>th</sup> Sep 2022  
Models Covered: BP 2100 JOY

## Firmware updates for BP 2100 JOY

**Introduction :** In Billing printer we do software updation based on customer feedback and additional features. In this technical note we will understand firmware updation process and details of latest firmware version of BP 2100 JOY

### Updates given in latest Firmware of BP 2100 JOY (1.1.2)



- 1. Reported problem of calculation error during bill edit module:** In previous firmware we were facing the problem of error in calculation while edit a bill. Solutions provided in this released firmware for the reported problem
- 2. HSN code entry during manual database entry:** In database entry module, there was no option to enter HSN code of an item while adding database manually. Now we can add HSN code with latest release while adding database manually.
- 3. Taxable Value and Price issue rectified in Bill Data report:** In Bill data report, there were error in case of Taxable value and price of an item. Rectifications one in this firmware releases.

**Procedure to update firmware:** To upgrade the firmware please go through Technical communication No. 3 (How to update firmware)



Technical Communication No. 18  
 Date of Release: 15<sup>th</sup> Oct 2022  
 Models Covered: BP 2100 Series

## General troubleshooting steps

**Introduction:** In this technical note, We are with some general troubleshooting steps which will help in diagnose of simple problems which may occur during Printer operations.

Sr. No.	Problem	Cause	Redemy
1	The Product does not print.	1. Power is not ON 2. PAUSE key may have been pressed	1. Check whether the Power cable is connected properly and power switch is in ON condition. 2. Press Pause key again and start printing.
2	The product is operating properly but paper is getting folded.	The paper is misaligned while closing paper cover	Centralize the paper and fix the Paper cover properly
3	The print quality is light.	1. Due to poor quality thermal paper. 2. Printer is in Battery mode with low battery% 3. Dust particles accumulation on Prininting area	1. Use good quality thermal paper roll. 2. Connect the mains for battery charging. 3. Clean the printing mechanism area with a cleaning agent & cloth
4	LCD back light not glowing/Blinking	Loose connection	Check power chord is connected to power socket properly.
5	Improper database or header/footer	Due to power failure during downloading database or header/footer	Retry downloading database or header/footer
6	Downloading of item database, header, footer etc not happening from PC to Printer	Port setting is not proper	Check the serial port settings in PC
7	Cover open/Paper Out error on LCD	Paper cover may not be Closed properly	Close the paper cover properly
8	Over Temperature error on LCD	Print head is heated up after Continuous printing for long time	Wait for some time Printer will Again printing normally



Technical Communication No. 19  
Date of Release: 28<sup>th</sup> Nov 2022  
Models Covered: BP 2100 JOY

## Firmware updates for BP 2100 JOY

**Introduction:** In billing printer we do software updating based on customer feedback and additional features. In this technical note we will understand firmware Updating process and details of latest firmware version of BP 2100 JOY



1. MRP and WSP implemented in Item database Entry and Edit handling.
2. A setting has been given in Bill settings as “WSP and MRP Option” to enable this option “Price change” option to be enabled.
3. Shortcut keys in Billing - In Price entry mode, UP key for wholesale price and DOWN key for MRP and back for Item database price.
4. MRP and WSP has been implemented in Bill print and respective CSV.
5. Print Zero after decimal features integration(same as BP 2100)
6. Summary Payment Report Integration for payment mode options.

\*Note: MRP = Maximum Retail Price , WSP = Wholesale Price



Technical Communication No. 20

Date of Release: 28<sup>th</sup> Dec 2022

Models Covered: BP 2100, BP 2100 JOY, BP 1100 JOY

## Updates on Barcode scanner connectivity in BP 2100 Series

**Introduction:** In billing printer we were facing the problem of barcode scanner connectivity with **TVS-e BS-C101 Star**. We have got the solutions for the same and we can use it after updating software of Barcode scanner. This technical note will guide us to update the software of Barcode scanner.

### Z-3100 F/W Update by USB

1. Connect scanner to UBS of PC.

2.



Start of Configuration

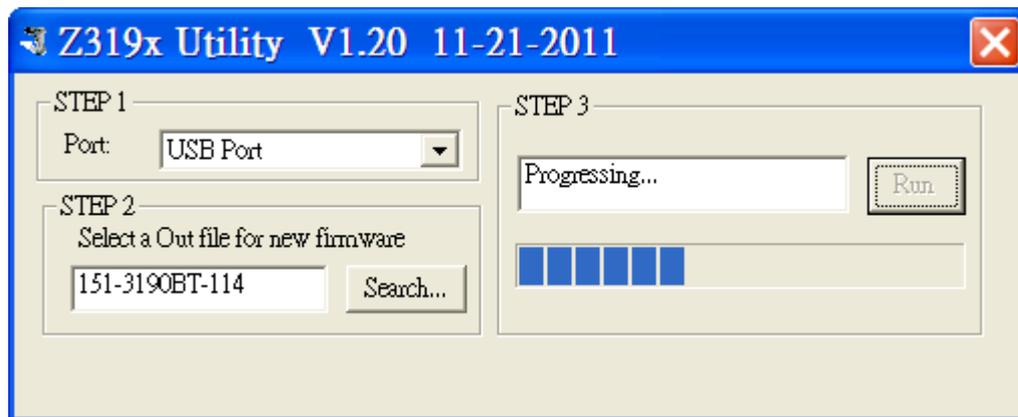
3.

USB



USB update for Scanner

4. Run Z319x\_Host\_V120\_01.exe.



5. Select Port: USB Port.

6. Click "Search" to load the firmware file.

7. Press "Run" to update the firmware till finish. **<Do not interrupt while updating.>**

8.



Start of Configuration

9.

--



Reset (return to factory default)

10



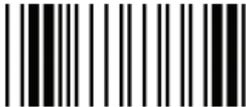
End of Configuration



11. Check firmware version.



Start Of Configuration



Display firmware version

Model: Z-3100 (IA1.02)U Ver:02.00 Date:07/29/2021

PS. If have problem to update firmware, re-plug USB scanner, scan below codes in order then check scanner status in device manager for firmware update correctly.



Start Of Configuration

--



Reset (return to factory default)

KE97



Return to USB default

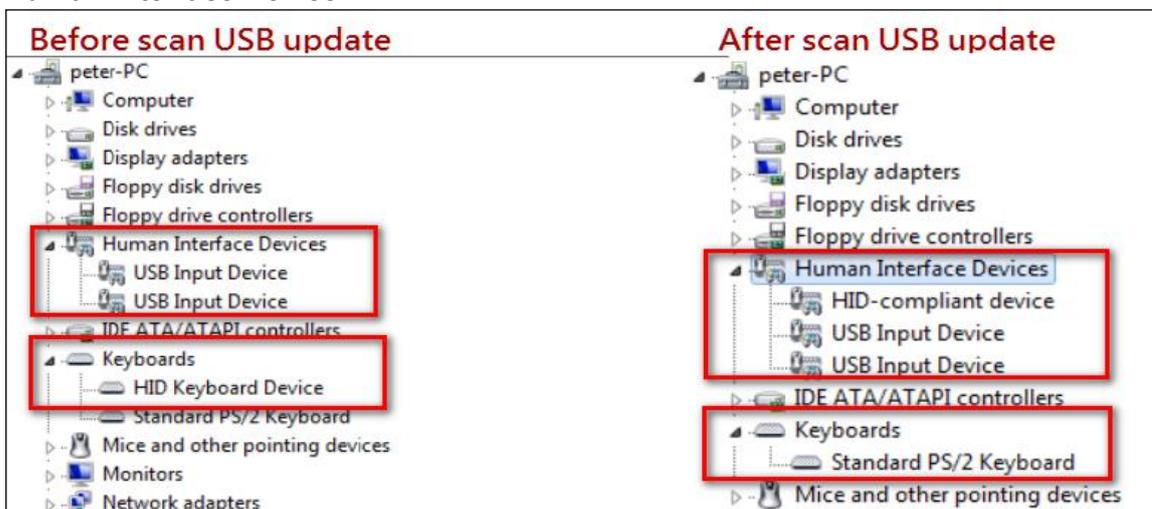


End Of Configuration

Ex. At Windows 7 ( scanner status ready for firmware update. )

- You should be able to see the scanner detected as **“HID Keyboard Device”** in Keyboard category.

- After scan **“Start of Configuration “-- “USB update”**, you will see device switch to **“Human Interface Device”**.





Ex, At Windows 10

Before scan USB upate	After scan USB upate
<p>DESKTOP-PHCJPDP</p> <ul style="list-style-type: none"><li>&gt; Audio inputs and outputs</li><li>&gt; Computer</li><li>&gt; Disk drives</li><li>&gt; Display adapters</li><li>&gt; DVD/CD-ROM drives</li><li>▼ <b>Human Interface Devices</b><ul style="list-style-type: none"><li>USB Input Device</li><li>USB Input Device</li></ul></li><li>&gt; IDE ATA/ATAPI controllers</li><li>▼ <b>Keyboards</b><ul style="list-style-type: none"><li>HID Keyboard Device</li><li>Standard PS/2 Keyboard</li></ul></li><li>&gt; Mice and other pointing devices</li><li>&gt; Monitors</li></ul>	<p>DESKTOP-PHCJPDP</p> <ul style="list-style-type: none"><li>&gt; Audio inputs and outputs</li><li>&gt; Computer</li><li>&gt; Disk drives</li><li>&gt; Display adapters</li><li>&gt; DVD/CD-ROM drives</li><li>▼ <b>Human Interface Devices</b><ul style="list-style-type: none"><li>HID-compliant vendor-defined device</li><li>USB Input Device</li><li>USB Input Device</li></ul></li><li>&gt; IDE ATA/ATAPI controllers</li><li>▼ <b>Keyboards</b><ul style="list-style-type: none"><li>Standard PS/2 Keyboard</li></ul></li><li>&gt; Mice and other pointing devices</li><li>&gt; Monitors</li></ul>



Technical Communication No. 21  
Date of Release: 11<sup>th</sup> Feb 2023  
Models Covered: BP 2100

## Firmware updates for BP 2100

**Introduction:** In billing printer we do software updating based on customer feedback and additional features. This technical note contains the details of latest firmware release for BP 2100.

### Features added to updated firmware version 1.4.0

1. Integrated QR Code printing with bill, An option is provided in Bill Setting to enable/disable the QR Code.
2. QR Code will be downloaded to machine using the utility.  
(Note: Refer the properties i.e Height, width, Resolution of Logo for the QR Code(.bmp) file)
3. Filter given in Customer wise report as in pattern of “From Cust ID – To Cust ID”)
4. Bug rectified in Bill data for the reported problem of wrong calculation in reverse tax.

### Limitation/Notes:

1. QR Code area needs to be held straight
2. QR Code area needs to be lightened properly
3. QR Code area needs to be aligned with phone camera properly
4. All of the QR code should be placed within the scanner Box area
5. On battery mode QR code print lighter than main mode which causes indefectibility
6. Original QR code size must be larger or equal to format size( 448 pixels in horizontal and 326 pixels in vertical)
7. If original QR code is lighter in color, then after format(i.e .bmp format), lighter areas of QR code will not print in bill
8. With white box in corner, convert them to black box to scan the QR code(With white border QR code doesn't work with most of the payment Apps)





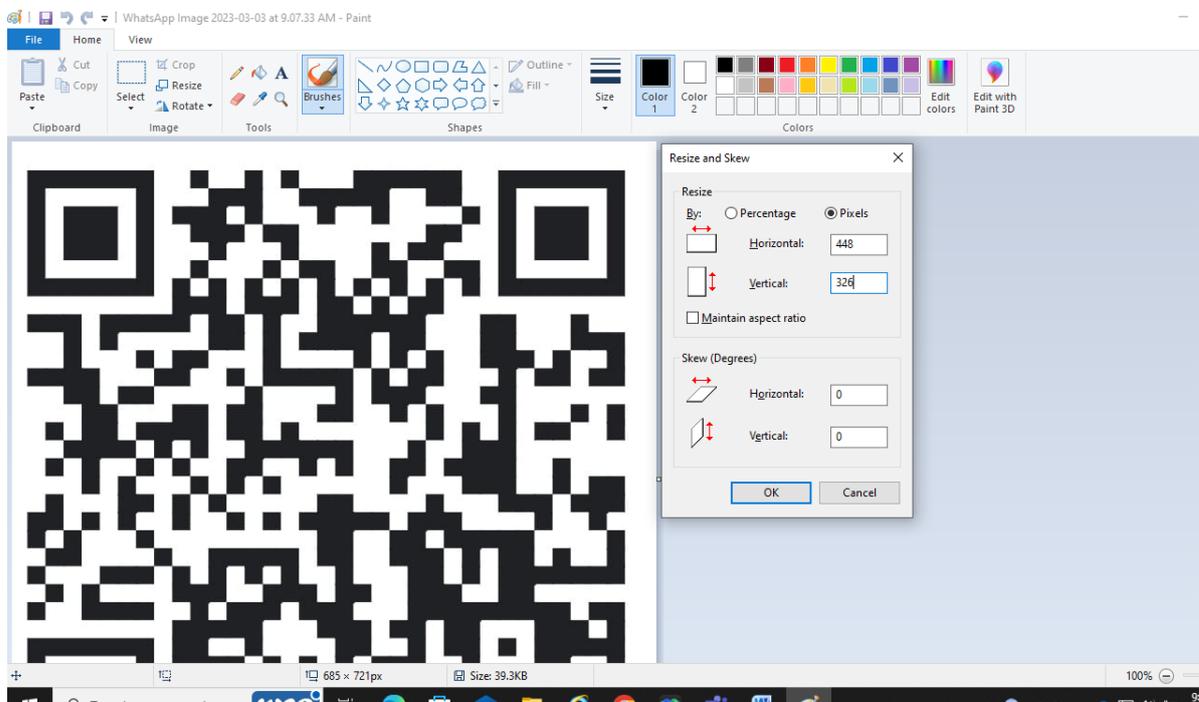
## QR code integration steps to BP 2100 Printer

**Introduction:** In BP 2100 printer we have integrated a new feature of QR code printing with Bill. User can upload the QR code to billing printer and same will be print during its billing Operations. This technical note contains the steps of QR code integration with BP 2100 Printer.

1. Download your UPI QR Code from Mobile Apps (Paytm/Phonepay/Gpay etc.)



2. Resize it with pixels of 448 mm X 326 mm size.



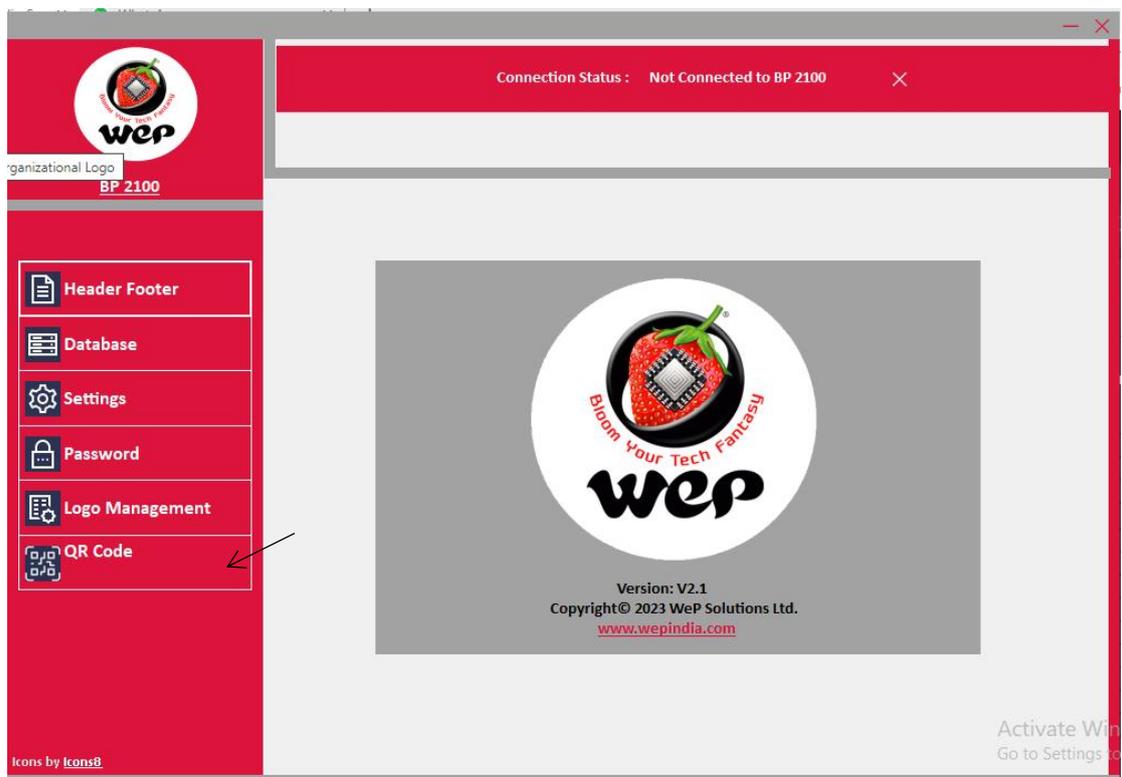
3. Save it as BMP extension file (Monochrome)



4. Go to BP 2100 Utility

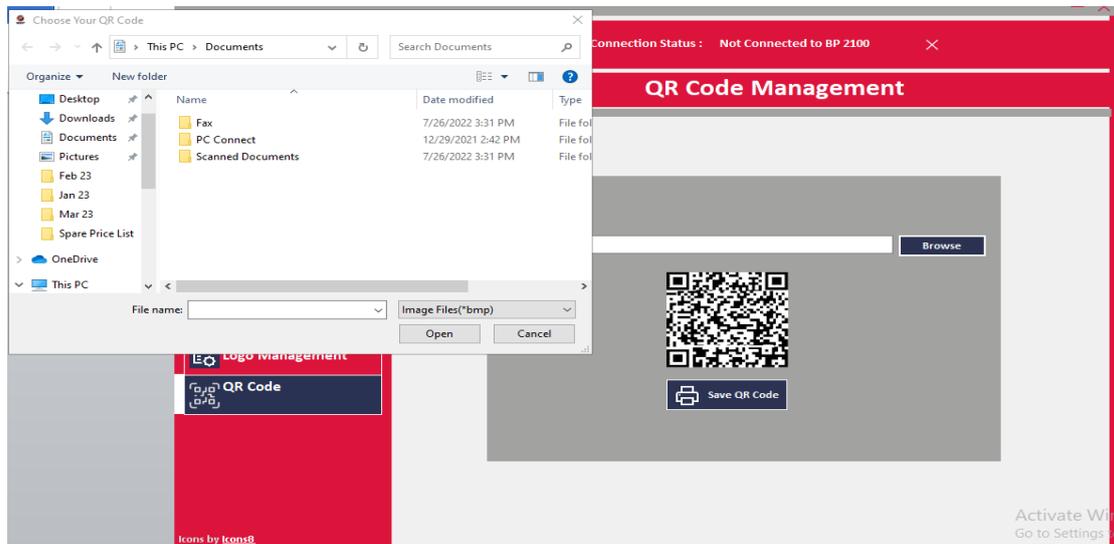
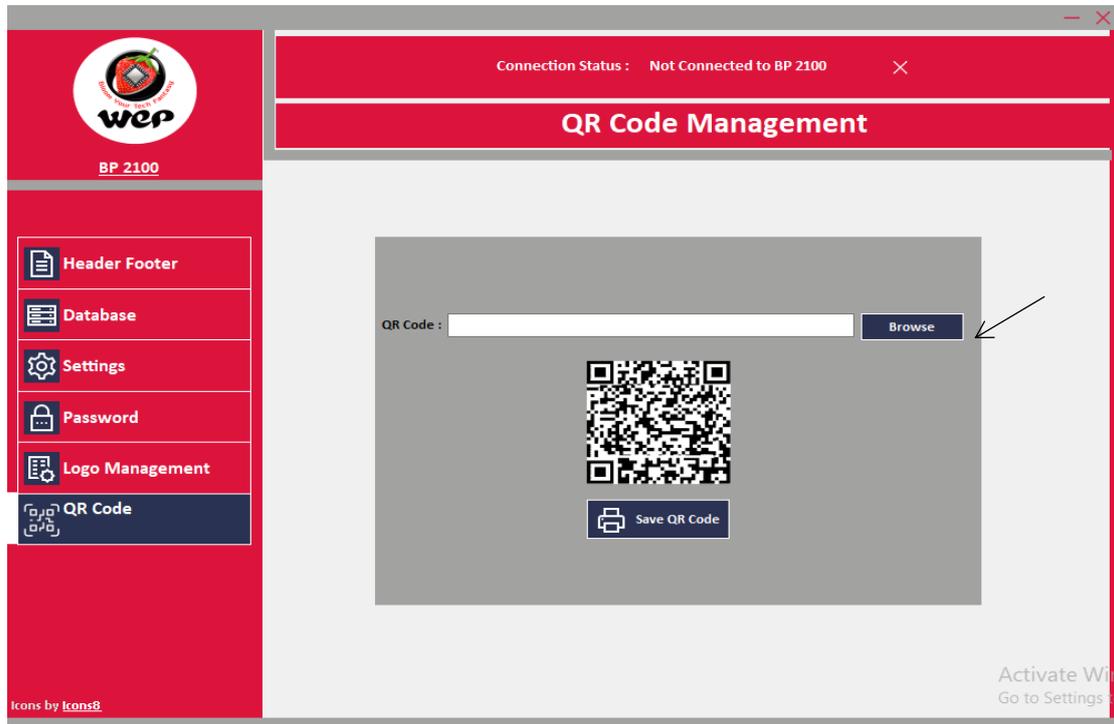


5. Go to QR code option in user utility





6. Add QR code to User Utility with browse section.



7. Connect the Printer to PC and put it in data downloading mode.
8. Save the QR Code, after successful saving printer will restart.
9. Login to Printer with Login ID is 1 & Password 00000( 5 times 0's ) by default.
10. Go to bill settings > go to QR code print option > enable the settings > Enter
11. Option enabled > go to bill screen
12. Add one item > Add Qty. > Press Printer for billing
13. Bill generated with QR code scanner.
14. You can scan the QR code and can make the payment to merchant.



Technical Communication No. 23

Date of Release: 14<sup>th</sup> Apr 2023

Models Covered: BP 2100, BP 2100 JOY & BP 1100 JOY

## Firmware updates for BP 2100 Series

**Introduction:** In billing printer we do software updating based on customer feedback, additional features & bugs rectification. Recently, We have released the updated firmware for bug rectification in BP 2100, BP 2100 JOY & BP 1100 JOY Printers. This technical note contains the updated firmware details and procedure to update the Firmware in these printers.

### BP 2100

Updated Firmware: BP2100\_VER\_1\_4\_1

Firmware File: <https://dms.wepdigital.com/server/s?k=11123wfV9n>

User Utility: <https://dms.wepdigital.com/server/s?k=11123wfVAK>

Bug Rectified:

- a) In billing segment restrictions provided for not taking items more than 125 in a bill.
- b) Total number of items can be taken in a calculator bill is reduced to 125.
- c) Total No. of Items that can be converted from KOT to Bill is reduced to 125.

### BP 2100 JOY

Updated Firmware: BP2100\_JOY\_VER\_1\_3\_2

Firmware File: <https://dms.wepdigital.com/server/s?k=11123wfV9p>

User Utility: <https://dms.wepdigital.com/server/s?k=11123wfVAK>

Bug Rectified:

- a) In billing segment restrictions provided for not taking items more than 125 in a bill.
- b) Total number of items can be taken in a calculator bill is reduced to 125.
- c) Total No. of Items that can be converted from KOT to Bill is reduced to 125.

### BP 1100 JOY

Updated Firmware: BP1100\_JOY\_VER\_1\_0\_1

Firmware File: <https://dms.wepdigital.com/server/s?k=11123wfV9o>

User Utility: <https://dms.wepdigital.com/server/s?k=11123wfVAK>

Bug Rectified:

- a) In billing segment restrictions provided for not taking items more than 125 in a bill.
- b) Total number of items can be taken in a calculator bill is reduced to 125.
- c) Total No. of Items that can be converted from KOT to Bill is reduced to 125.

**Note:** Refer to Technical Note No. 3 for Firmware Updating procedure.

Regarding any Feedback and queries, kindly reach us on below:

Mail Id: [rbp.support@wepindia.com](mailto:rbp.support@wepindia.com)

Toll Free Number: 8103 500 500

WhatsApp Number: +91-9148224129

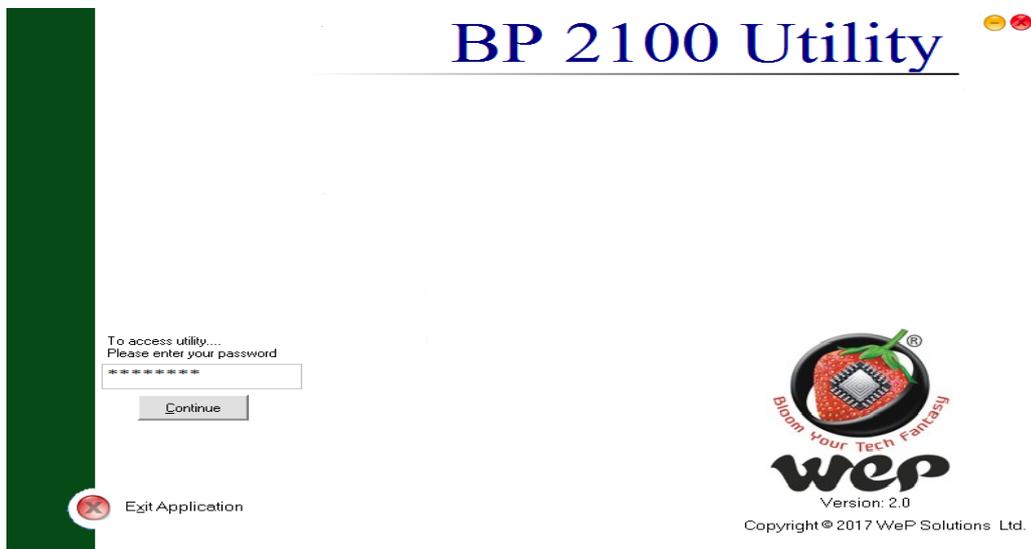


Technical Communication No. 24  
Date of Release: 14<sup>th</sup> Aug 2023  
Models Covered: BP 2100, BP 2100 JOY & BP 1100 JOY

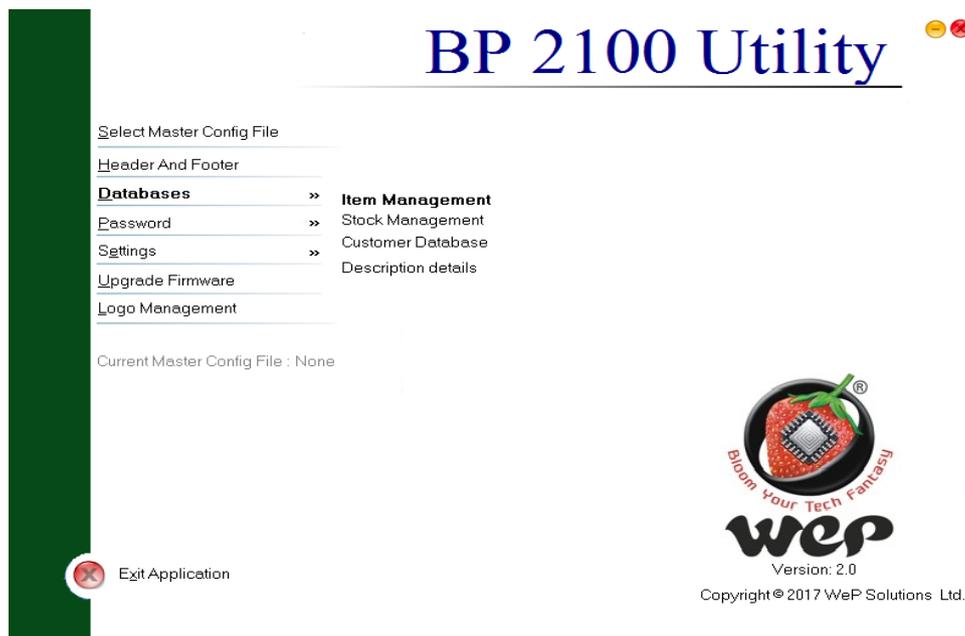
## Database updates through USB

**Introduction:** This Technical Communication will guide you on how to generate the item database and add it to the printer using a pen drive.

- Open the utility for BP 2100 Printer.
- Login into User Utility using the password 'wepindia'."



- Go to the Database section and select Item Management.





- Fill up the required field as per below screen.

The screenshot shows the 'Item Management - New File1' window. The 'Item Details' section contains the following fields:

Item Number	<input type="text"/>	Item Unit2	Packet	SGST%	<input type="text"/>
Department	<input type="text"/>	U1U2REL	1.00	CGST%	<input type="text"/>
Item Code	<input type="text"/>	Rate 1	<input type="text"/>	Discount%	<input type="text"/>
Item Name	<input type="text"/>	Rate 2	<input type="text"/>	Stock	<input type="text"/>
HSN CODE	<input type="text"/>	Rate 3	<input type="text"/>	Cost Price	<input type="text"/>
Item Unit	Packet	IGST%	<input type="text"/>	Min Stock	<input type="text"/>

Buttons: Add Item, Save Changes, Delete, Configure Unit, Department

Item Database: Total Items : 0

S#	ITEM NUMBER	DEPARTMENT	ITEM CODE	ITEM NAME

- After filling up the required fields then go to add item option, Details will be successfully added to user utility.

The screenshot shows the 'Item Management - New File1' window with the following filled fields:

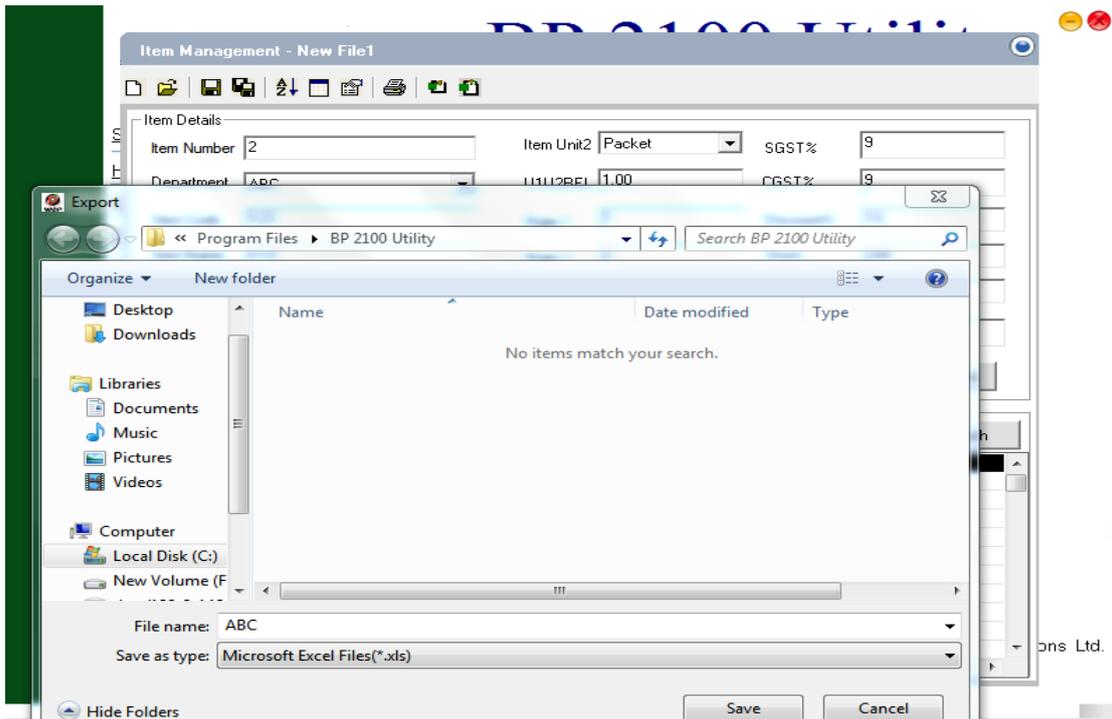
Item Number	2	Item Unit2	Packet	SGST%	9
Department	ABC	U1U2REL	1.00	CGST%	9
Item Code	123	Rate 1	1	Discount%	10
Item Name	XYZ	Rate 2	2	Stock	200
HSN CODE	111	Rate 3	3	Cost Price	100
Item Unit	Packet	IGST%	19	Min Stock	50

Buttons: Add Item, Save Changes, Delete, Configure Unit, Department

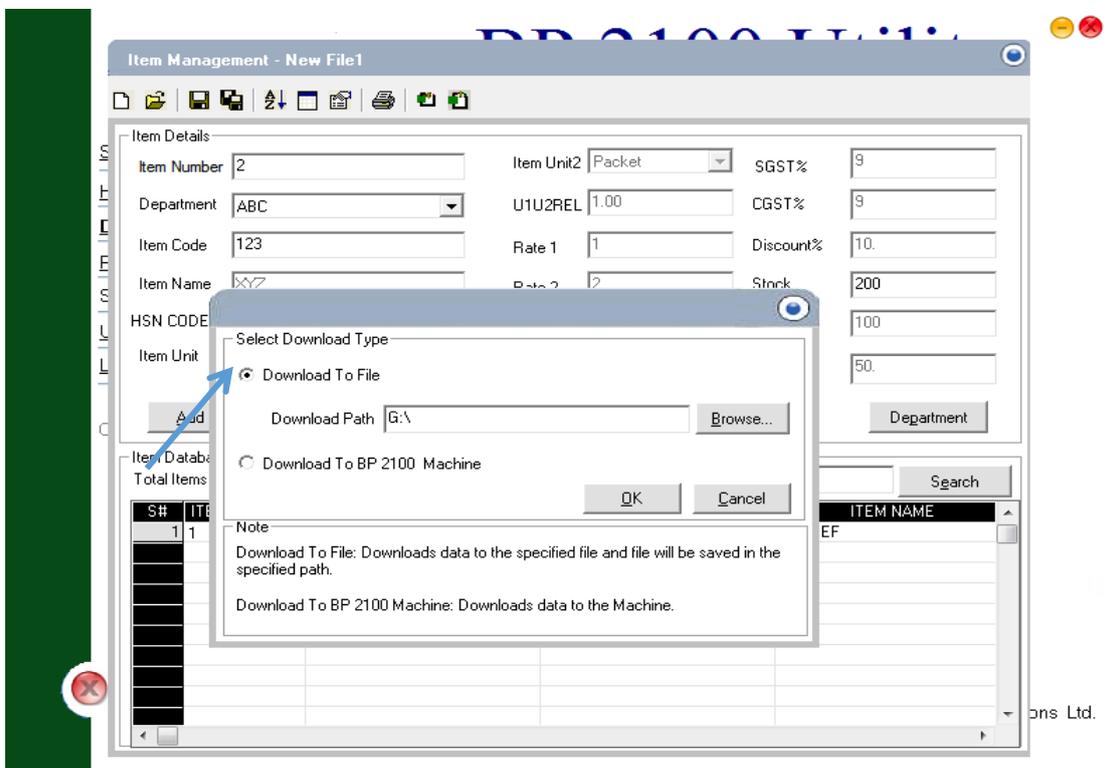
Item Database: Total Items : 1

S#	ITEM NUMBER	DEPARTMENT	ITEM CODE	ITEM NAME
1	2	ABC	123	ABCDEF

- We can export and import the database file to user utility by creating its sample file of database selection.



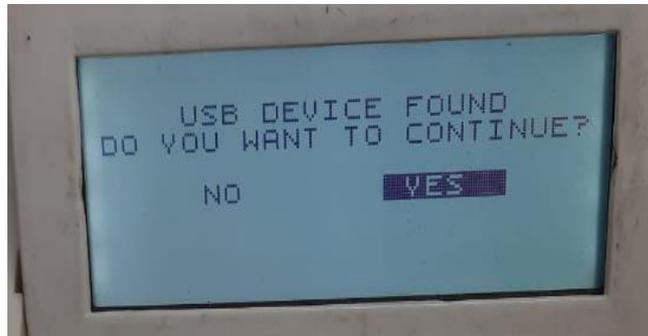
- Once the database entry is completed, download the database file from User Utility. From “Select Download Type” dialog box either Select for Download to file or download to BP 2100 Machine.



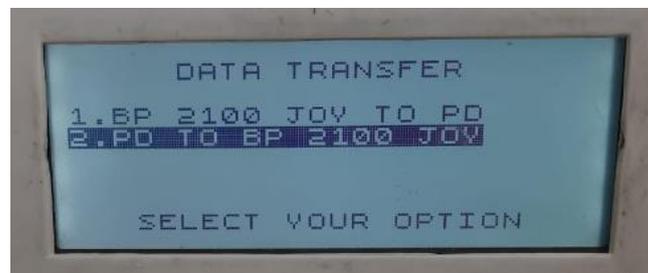
- ITM file will be created. Copy this file to a Pen Drive.



- Once done, eject the pen drive from your PC/Laptop.
- Connect the pen drive to the printer.
- On the screen, it will display "USB Device Found."



- Choose PD to BP 2100 Joy



- There are two options.
  1. Update Stock (For Stock Update)
  2. Update Item Database (For Update Item Database)

