

MICROCOM CORPORATION

814M THERMAL KIOSK PRINTER

SETUP GUIDE

FOR WINDOWS APPLICATIONS

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HARDWARE OVERVIEW

Ports

USB/Serial Model

The following ports are located on the right side of the machine:

- USB (Type B)
- Serial (RS-232)
- Power Input

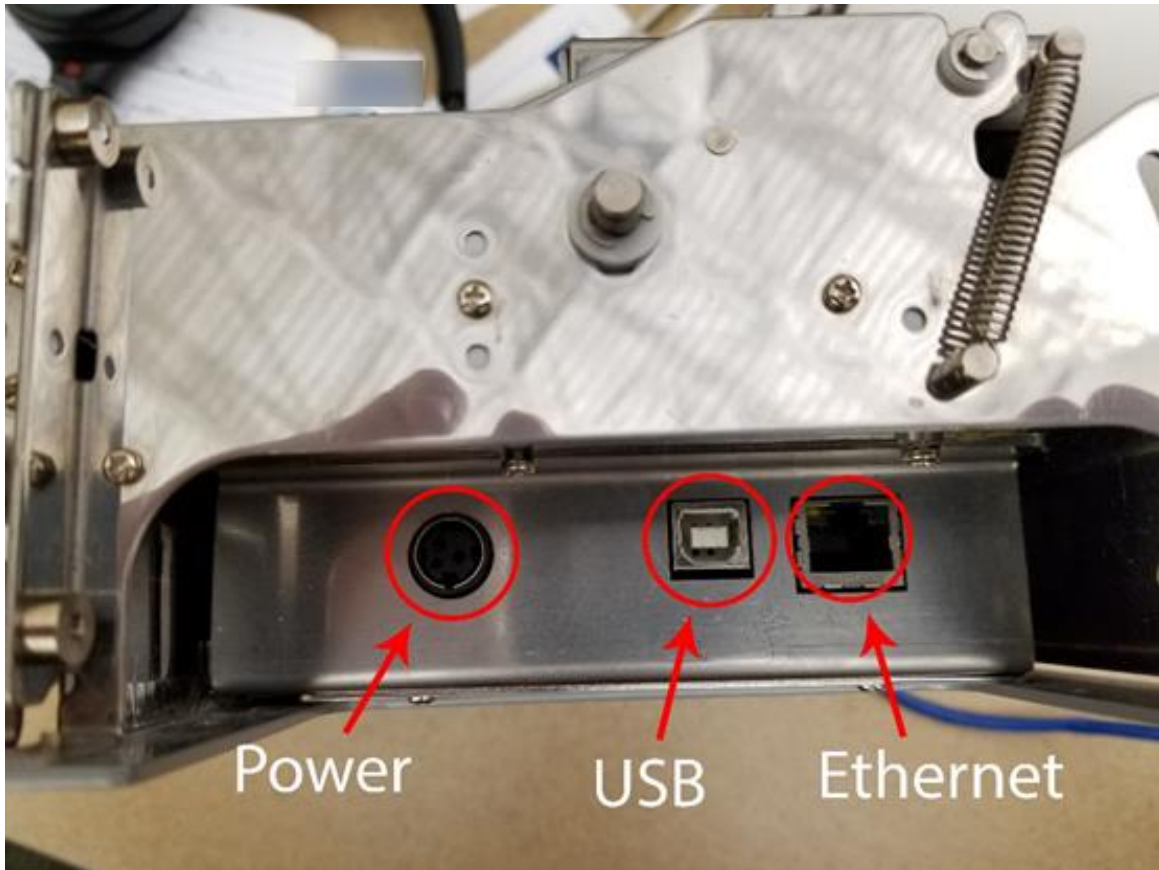


Ports on USB/Serial model

USB/Ethernet Model

The following ports are located on the right side of the machine:

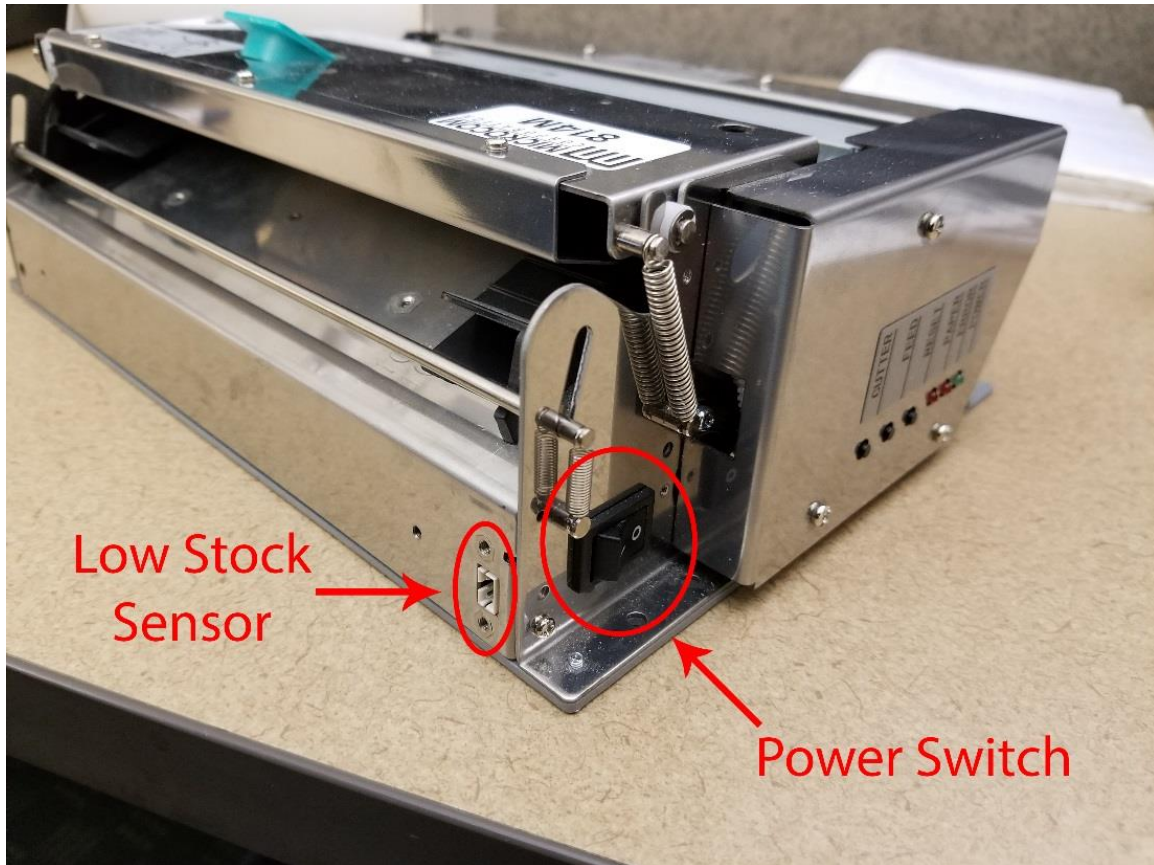
- USB (Type B)
- Ethernet
- Power Input



Ports on USB/Ethernet model

Low Stock Sensor and Power Switch:

The low stock sensor and power switch are located on the rear-left corner of the machine regardless of the model type. The low-stock sensor is an optional add-on that can signal when a roll is close to being depleted.



Low stock sensor and power switch

Buttons and Status LEDs

Buttons:

- **CUTTER**
 - Press to test the cutter. When pressed, a small amount of paper will be fed through and then cut.
- **FEED**
 - Hold to manually feed paper through the printer. Hold while powering up to print a test form.
- **RESET**
 - Reset the printer.

LEDs and Status Codes:

- **PAPER**
 - Solid Red
 - Paper not loaded
 - Low stock sensor not connected (**ERROR** will also flash in this case)
- **ERROR**
 - Slow flashing
 - Low stock sensor not connected
 - Flashes twice
 - No paper detected
 - Flashes three times
 - Top cover is open
 - Flashes four times
 - Paper loaded incorrectly
 - Flashes five times
 - Over voltage
 - Flashes six times
 - Over temperature
- **POWER**
 - Solid green
 - Indicates the printer is powered on



CUTTER, FEED, and RESET buttons. PAPER, ERROR, and POWER LEDs also pictured.

Printing a Test Form

Load the printer with paper and hold the **FEED** button while powering on to print a test form. In addition to confirming print functionality, the test form also lists diagnostic information (as well as network parameters if using an Ethernet model).



A printed test form

WINDOWS SETUP

Download the Windows Driver

Download the Windows Driver from the 814M product page:
<https://www.microcomcorp.com/products/814m-serial/>

Home Products Support Downloads Service Supplies Custom Solutions Press About Video Gallery

MICROCOM 814M THERMAL KIOSK PRINTER (ETHERNET/USB)

KEY FEATURES:

PAPER WIDTH 8.5" (Letter/A4)	COMMUNICATION PORTS Ethernet and USB
PRINT RESOLUTION 300 dpi	MEDIA DETECTION SENSORS Media detection sensor
MAX PRINT SPEED Up to 4" /second (100 mm)	

INDUSTRIES:

LOGISTICS HEALTHCARE AIRLINE AGRICULTURE

Request More Information View 814M Spec Sheet **Download Windows Print Driver**

Windows Driver Download from the 814M Product Page

Or download the driver directly from this link:

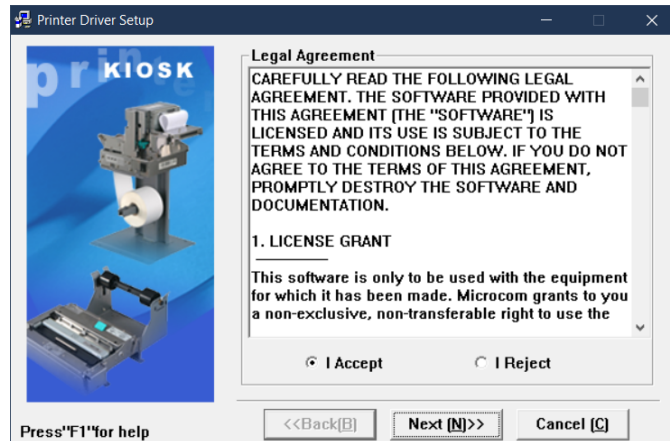
https://www.microcomcorp.com/downloads/814m_driver.zip

There is no difference between the USB/Serial and USB/Ethernet drivers; either one will work for any 814M.

Windows Driver Installation

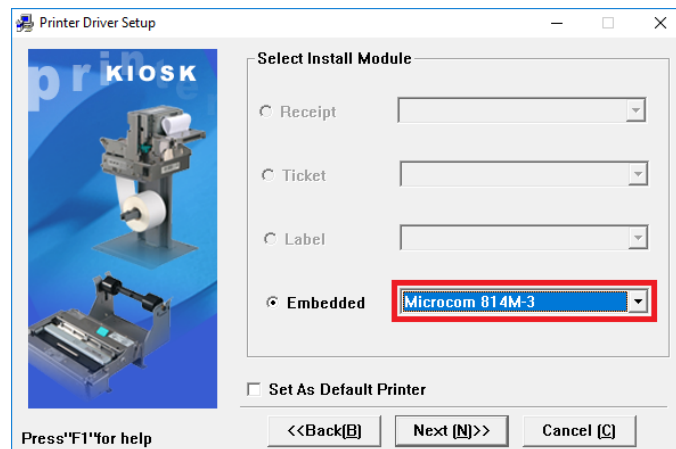
Plug the printer into the PC and power it on. Once the driver package has finished downloading, extract the archive and launch **Setup.exe** to begin installation.

Read and accept the legal agreement and then click **Next**.



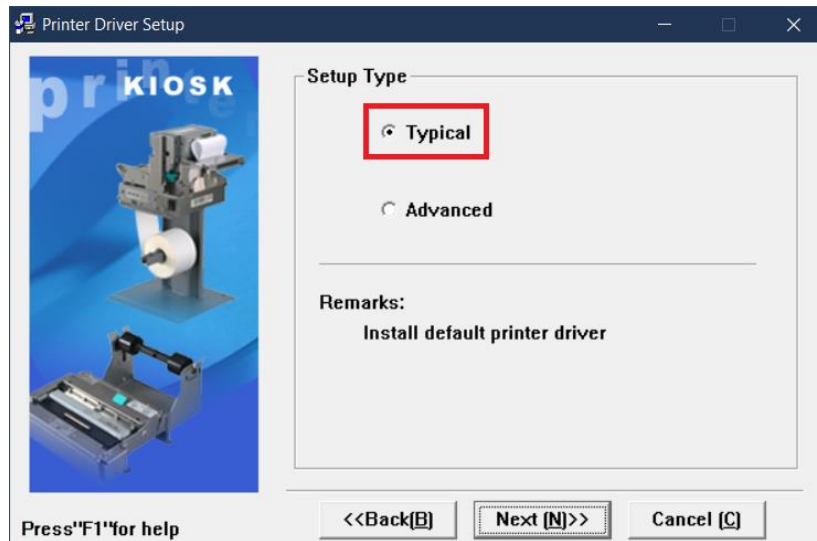
814M legal agreement

At the **Select Install Module** menu, ensure that **Microcom 814M-3** is selected in the **Embedded** dropdown menu. You may also optionally choose to set the 814M as the default printer.



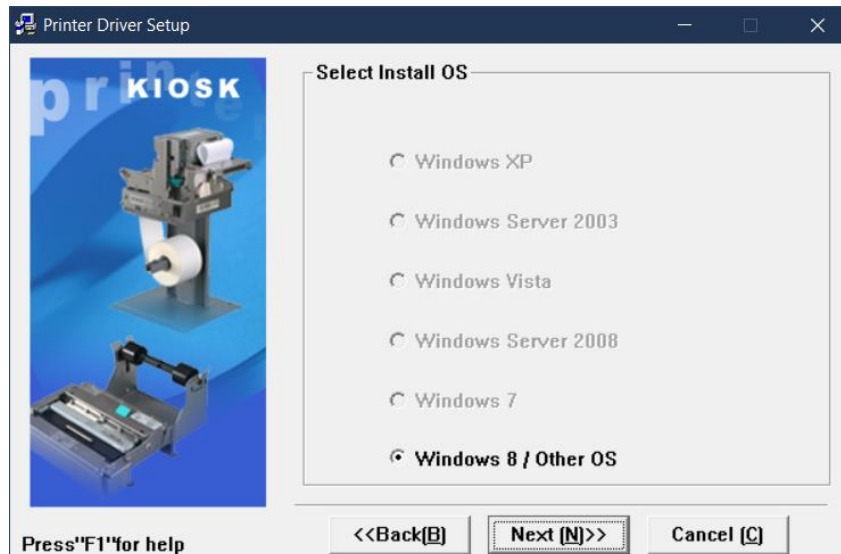
*Make sure **Microcom 814M-3** is selected. This indicates the driver should be configured for a **300 DPI 814M** (Microcom does not currently offer 203 DPI variations of the 814M).*

At the **Setup Type** menu, select **Typical**.



Setup the driver as a *Typical* installation

At the **Select Install OS** menu, select the Windows version matching your operating system. **Please note that the “Windows 8/Other OS” listing covers Windows versions 8 and higher, including Windows 10.**



OS selection screen. If using Windows 8 and above (including 10), all other options will be disabled.

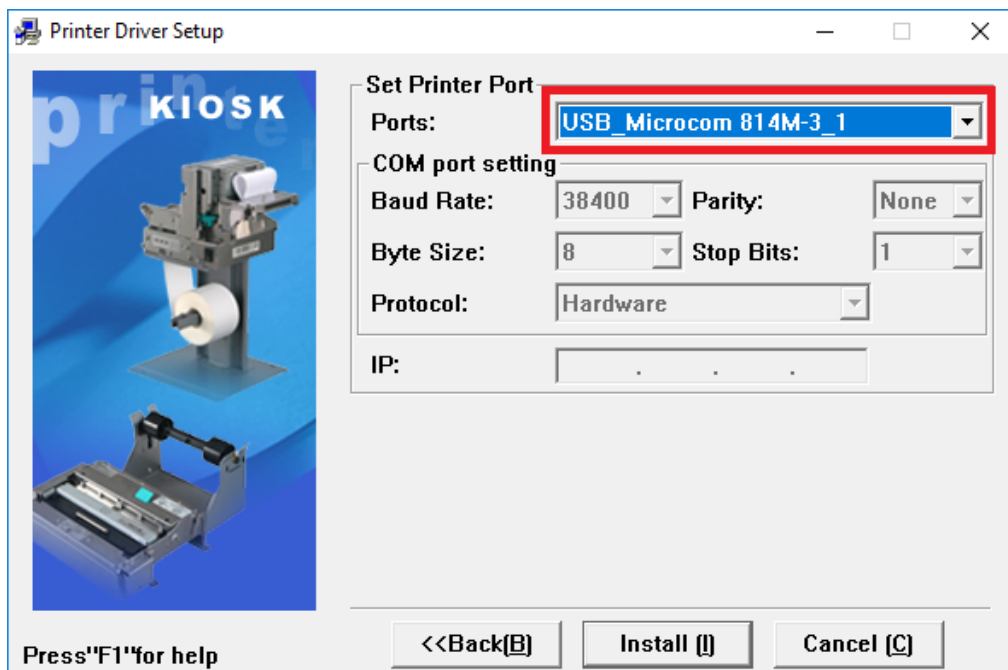
Finalize driver installation by following the remaining instructions below.

If you will be using the printer over USB (using either the **USB/Serial** or **USB/Ethernet** models), continue to **Finalizing Installation for USB Usage**.

If you will be using the printer over a network (only available if using Ethernet on the **USB/Ethernet** model), skip to **Finalizing Installation for Network Usage**.

Finalizing Installation for USB Usage

Ensure that printer is plugged in and powered on. At the **Set Printer Port** screen, select the **USB_Microcom 814M-3_1** listing and select **Install** to finalize installation.

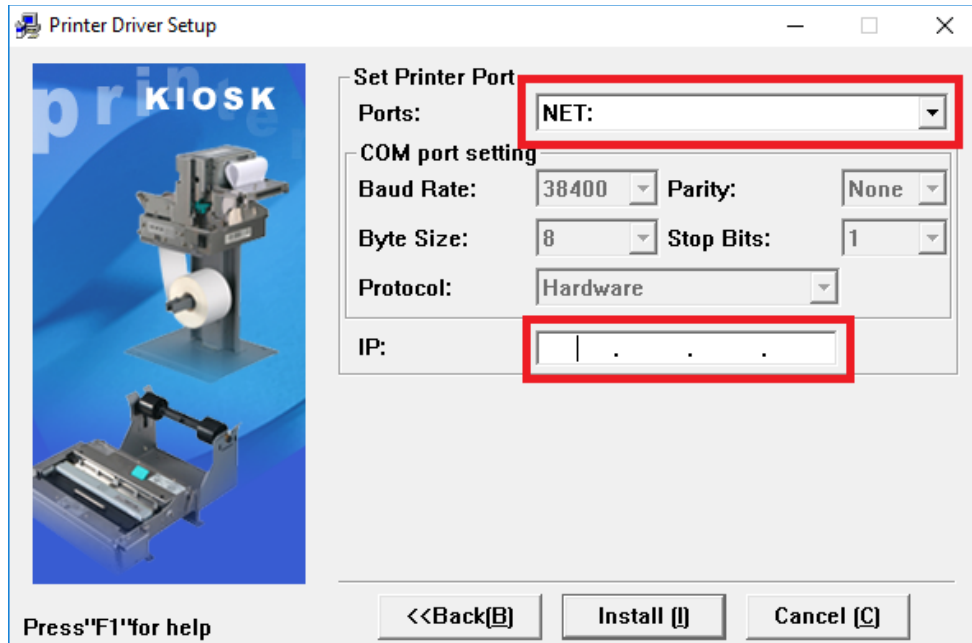


Select the **USB_Microcom 814M-3_1** listing if using the printer over a USB connection

Finalizing Installation for Network Usage

Ensure that printer is plugged in and powered on. At the **Set Printer Port** screen, select the **NET:** listing and specify the printer's **IP Address**.

If you do not know the printer's current **IP Address**, you can print a **Test Form** which lists this as well as other network parameters (see **Printing a Test Form** on **page 6** for more details). Please note that if **DHCP** is **enabled**, then the test form can take up to a minute to print.



Select the **NET:** listing if using Ethernet.

You can confirm your printer's IP address by printing a test form.

NETWORK CONFIGURATION

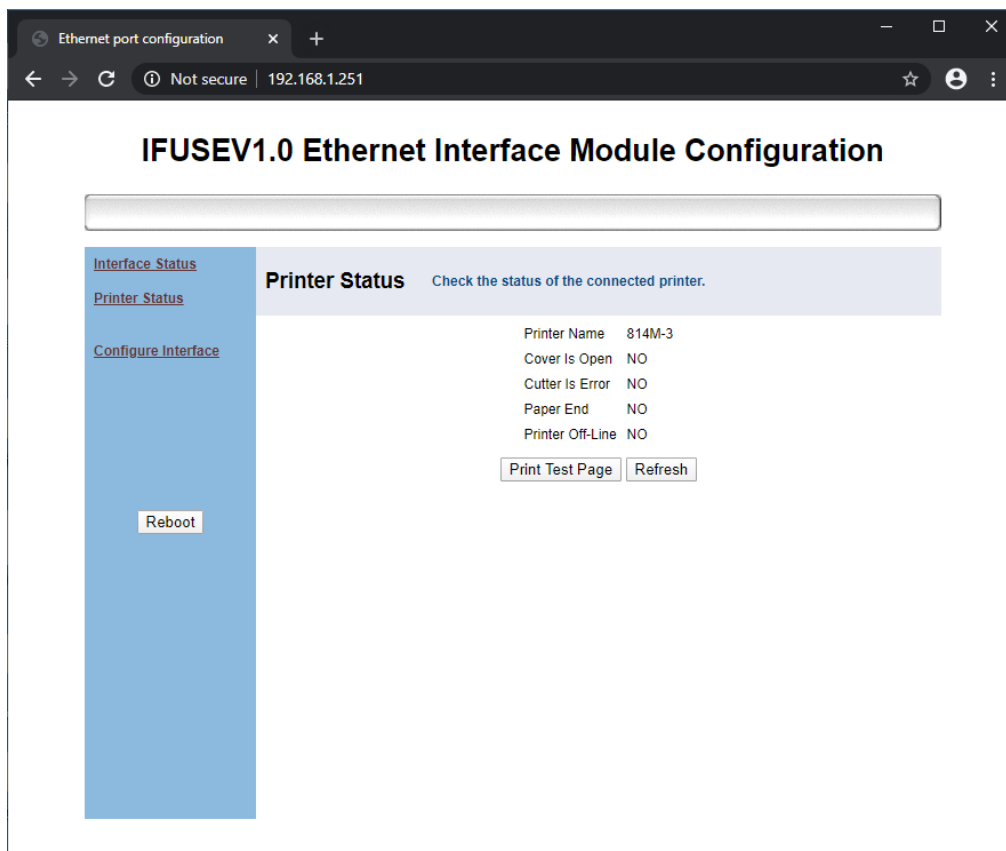
Note: The following instructions are only applicable if using **Ethernet** on a **USB/Ethernet 814M**.

Using the Web Interface

Accessing the Web Interface

To access the printer's **Web Interface**, enter the printer's **IP address** into a web browser on any in-network PC.

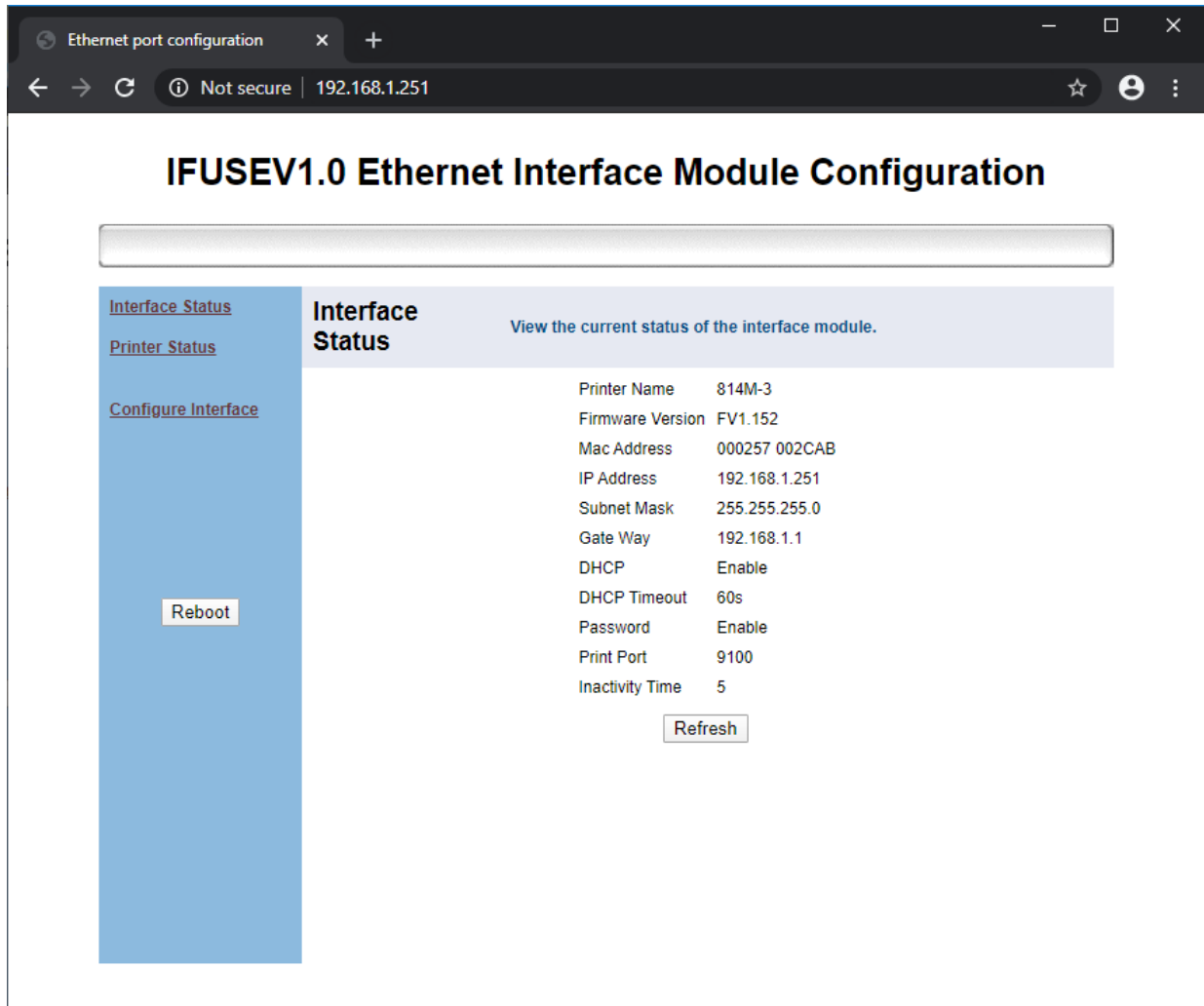
If you do not know the printer's IP address, you can find it listed on a test form (see **page 6** for details on printing a test form).



The printer's Web Interface

View Network Parameters

You can view the printer's current network configuration by selecting **Interface Status** from the navigation pane on the left.



The screenshot shows a web browser window with the address bar displaying "192.168.1.251". The page title is "IFUSEV1.0 Ethernet Interface Module Configuration". On the left, a navigation pane contains links for "Interface Status", "Printer Status", and "Configure Interface", with a "Reboot" button below. The main content area is titled "Interface Status" and includes a sub-header "View the current status of the interface module." Below this is a table of network parameters:

Printer Name	814M-3
Firmware Version	FV1.152
Mac Address	000257 002CAB
IP Address	192.168.1.251
Subnet Mask	255.255.255.0
Gate Way	192.168.1.1
DHCP	Enable
DHCP Timeout	60s
Password	Enable
Print Port	9100
Inactivity Time	5

A "Refresh" button is located below the table.

*The **Interface Status** page*

Configure Network Parameters

To change network parameters, select **Configure Interface** from the navigation pane on the left. You will be prompted for a username and password to make changes.

By default, the login credentials are:

Username: **admin**

Password: **admin**

When finished making changes, be sure to select **Save** and then **Reboot** in the left navigation pane to update the printer's network configuration.

The screenshot displays the 'Configure Interface' page for the IFUSEV1.0 Ethernet Interface Module. The page is titled 'IFUSEV1.0 Ethernet Interface Module Configuration' and 'Configure Interface'. The left navigation pane includes links for 'Interface Status', 'Printer Status', and 'Configure Interface', along with a 'Reboot' button. The main content area is titled 'Settings for the Ethernet Interface Module.' and contains the following configuration options:

- Print Port: 9100
- Inactivity time: 5 minute
- New Password:
- IP Address: DHCP Client: DHCP Timeout (s) 60
- Fixed IP Address:
 - Device IP Address: 192.168.1.251
 - Subnet Mask: 255.255.255.0
 - Gateway Address: 192.168.1.1

At the bottom of the page, there are three buttons: 'Restore Default', 'Save', and 'Exit'.

The *Configure Interface* page

TROUBLESHOOTING

Printouts are not cutting correctly and/or printouts are scrambled/not appearing at all

Confirm that you installed with the **Microcom 814M-3** listing selected at the **Select Install Module** page of the driver installer, and **NOT** the **Microcom 814M-2** listing.

The **Microcom 814M-2** listing is for **203 DPI** 814Ms, but Microcom only offers **300 DPI** 814Ms at this time.

My printouts appear too small or too large

Confirm that your document is sized correctly and matches what size paper your printer is currently set to print. Please also be aware that the 814M's maximum print **width** is **8.27"**.

You can change what paper size the 814M will use by navigating to the **Devices and Printers** menu, right-clicking the **Microcom 814M-3(X) 1** listing, and selecting **Printing Preferences**. Click **Advanced...** and then change the **Paper Size** parameter (under the **Paper/Output** category). This is set to **A4** by default.

Depending on your document, you may also need to define a custom form/paper size in Windows.

How can I uninstall/reinstall the driver?

There is an executable called **Uninstall.exe** that is included with the driver package. Run this executable and select the following devices:

- **Microcom 814M-3(X) 1** (where 'X' will be 'U' if using a USB connections or an 'E' if using an Ethernet connection)
- **USB Printer Port**

And then click **Uninstall**. If there is an error indicating that the device is in use, navigate to the **Devices and Printers** menu, right-click the **Microcom 814M-3(X) 1** listing and select **Remove Device**. Restart your PC and then try the uninstall procedure again.

Once both the **Microcom 814M-3(X) 1** and **USB Printer Port** devices have been removed by the uninstaller you can safely reinstall if needed.