

QUICKSTART GUIDE

Getting Started

1.

Inspect the shipping container(s), verify that all the items on the packing list are present and in good condition. Your shipment contains the BabyHawk Printer or the TicketHawk Printer (200 or 300dpi model), USB Cable, and Power Cable.



USB Cable



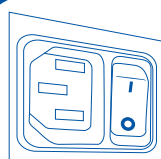
Power Cable



Printer Power

2.

Plug the power cord into the printer and the outlet. **Do not plug in the USB cable to the computer until after the Printer Driver & Prolific Driver have been installed.**



Note: Verify that the printer's ON/OFF switch is switched to OFF before the power cord is plugged into an electrical outlet. Plug the printer in and turn the power switch ON. Once powered up, the Front Panel LED should be solid green.

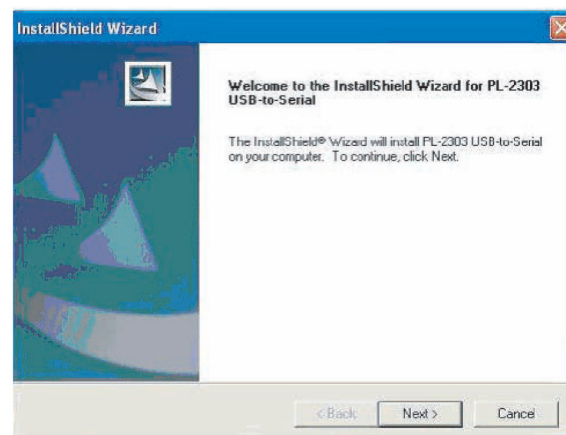
If you use Windows please refer to worldwideticketcraft.com/Desktop_Printer_Docs.htm to download the Printer Driver and Prolific Driver.

Driver Installation

3.

The following steps will show how to install the PL-2303 USB-to-Serial Adapter with InstallShield.

- Download the Printer Driver from our website: worldwideticketcraft.com/Desktop_Printer_Docs.htm
- Double-click on the PL2303DriverInstaller.exe file.
A window will open that says, "The publisher could not be verified. Are you sure you want to run this software?" Click **Run**.
- The InstallShield Wizard will be displayed on your screen to inform you that the PL-2303 USB-to-Serial driver will be installed on your computer. Click **Next** to continue and start the installation. **If you have Windows continue to Step 4 of this guide.**



3.

Driver Installation (cont'd)

- E. Wait until the InstallShield Wizard informs you that driver installation is successfully installed. Click the **Finish** button to close the InstallShield program. **Plug in the USB cable. If you have plugged the cable into the PC while running the setup installation, please unplug and replug the cable for the system to detect the device.**
- F. Once the USB cable is connected, Windows should detect the driver as Prolific USB-to-Serial Comm Port. Before Windows installs this, it may prompt you that this device driver has not yet passed Windows XP Logo compatibility. Click **Continue Anyway**. Windows will then start to install the driver for the Comm Port.

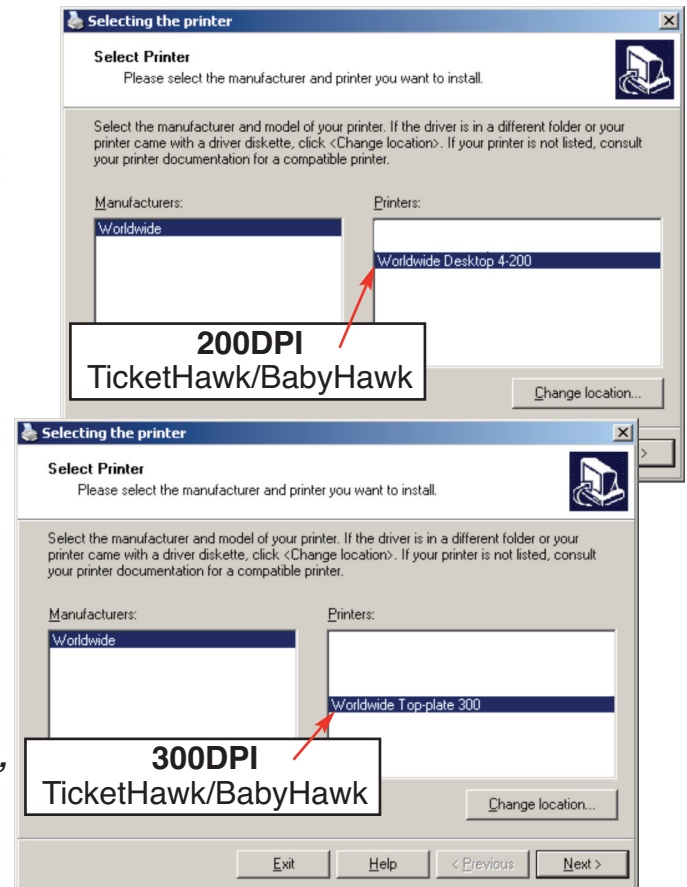
4.

Print Driver Installation

The driver installation will begin when you click on **Prninst.exe** in the **TicketHawk Drivers** folder.

- A. On the "Welcome" window click **Next** to start the Printer Installation Wizard.
- B. The "License Agreement" window will open. Check **Accept the License Agreement** and click **Next**.
- C. In "Selecting the Printer" window, select the printer being used (**2 options shown to the right**) and click **Next**.
- D. In the "Options" window the printer name will appear, **select the port** that your computer has assigned to the printer and click **Finish**.

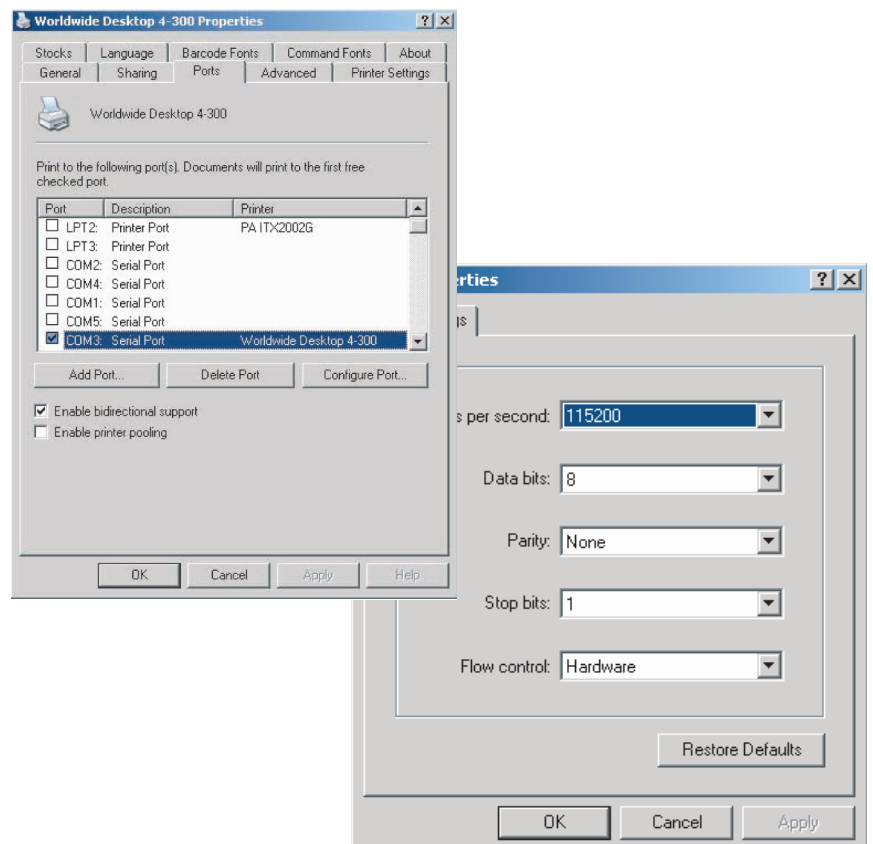
Locate the Comm Port by going into the Start Menu, Settings, Control Panel, System, Hardware, Device Manager, Ports (Comm & LPT) Press on the plus sign and see Prolific USB-to-Serial Comm Port.



5.

Port Settings

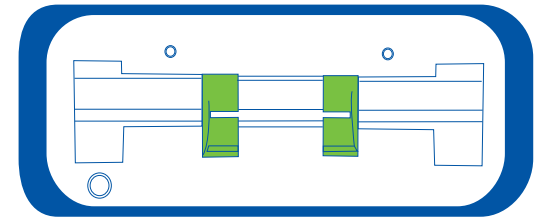
- A. On the task bar, go to Start, Settings, Printers and Faxes. Click on Printer and Faxes, right-click on your printer and open **Properties**.
- B. Select the "Ports" tab, then select the Comm Port that the printer is connected to (Step 4)
- C. Go to "Configure Port..." located below the Serial Port window.
- D. In "Port Settings" change the Bits per second: 115200, Data bits: 8, Parity: None, Stop bits: 1, and Flow control: Hardware (as shown).



6.

Loading Media

- Adjust the paper guides to fit media.
- Feed the media into the paper path located on the back of the printer until the auto load feature begins.
- To advance tickets, press and hold the print button.
- Press the print head release to remove or to manually adjust the tickets.



Paper Guides

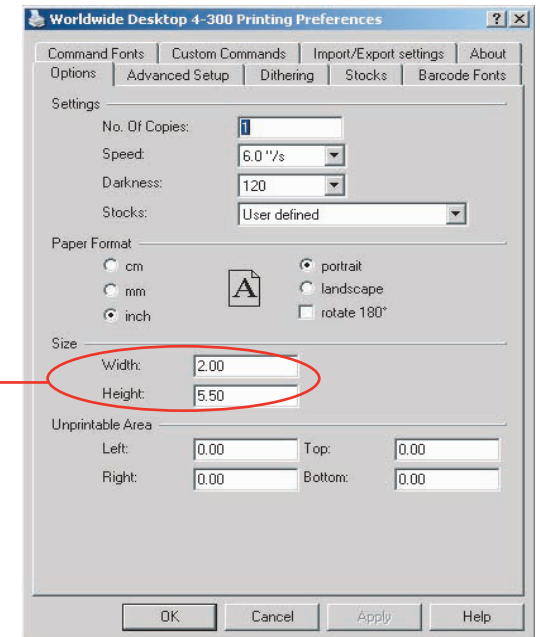
Note: When changing media, print two tickets to allow printer to adjust.

7.

Printer Settings

Printer settings are based on the size of the media, location of the blackmark, thickness of media, and if you have a cutter.

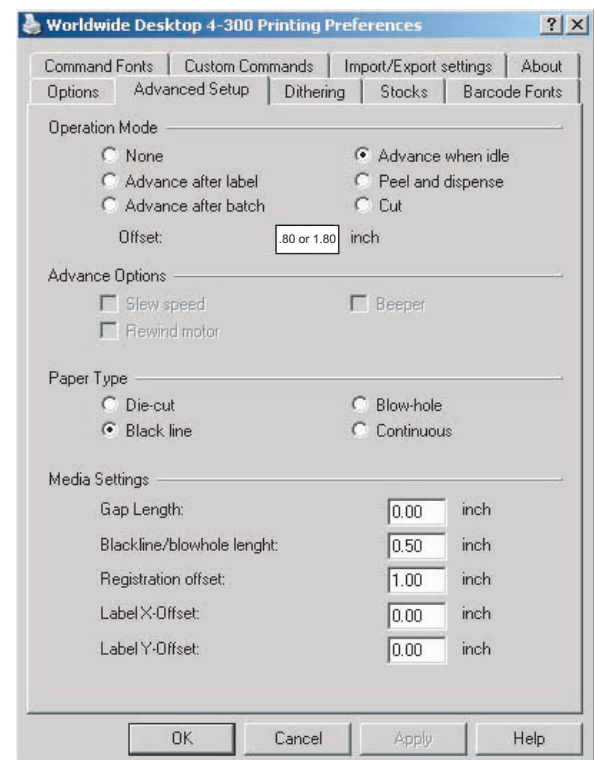
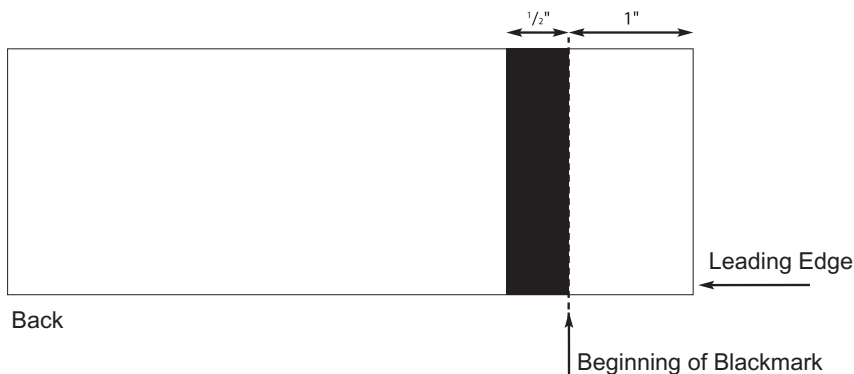
- In the "Options" tab, change the printer speed: 6.0. Change the "Darkness": 100. Under "Size" enter the width and height of the media used. (See Media Chart on reverse)
- In "Advanced Setup" tab under "Operation Mode," select "Advance when idle," if you do **not** have a cutter. Change the "Offset" to .44 inches.



Note: This measurement (.44 inches) is to line up the perforation with the tear bar. If this number does not line it up, make a crease where the ticket lines up and measure the distance to the perforation. Add or subtract this number to .48 inches.

- Under "Paper Type" select Blackline for the Blackmark on the back of your media. Under "Media Settings," the gap should be 0. In Blackline/blowhole, insert the Thickness of the black mark. For Registration Offset, measure the distance from the leading edge of the ticket to the beginning of the blackmark. (See ticket sample below).

Note: Listed settings are based on a 2 x 5.5" ticket. Please check the Media Chart on reverse for sample media sizes and settings.



Congratulations, your printer is now installed and ready to use from any Windows application.

Troubleshooting

If any of the following does not work, contact your service representative.

The printer fails to turn ON and the status indicator light fails to light:

- Verify that the power cord is connected to the printer, as well as the AC outlet.
- Verify that the printer power switch is in the ON position.
- Verify that the AC outlet is functioning properly.

The printer has no Serial USB communication:

- Verify the serial USB cable is properly connected to the printer and to an available serial port on the host computer.
- Verify that the host serial USB port is functioning properly.
- Verify that the printer and the host serial USB port parameters are set exactly the same.

If the printer is not printing during initial set-up, check the following:

- Ensure that the correct printer has been selected during print driver installation.
- Check all connections from the printer to the computer.
- Check the Port configuration in Printer Properties against the Port in Device Manager (See Step 4)
- Printing Preferences settings have been updated with the correct information.

MEDIA CHART

Media Type	Width	Height	Adv. when idle offset without cutter	Registration Offset	Speed	Black line width	Darkness
Ticket	2.0	5.5	1.80 or 1.85	1.19	6	0.50 or 0.25	120
Wristband	1.0	11.0	1.80 or 1.85	6.6875	6	0.25	120
Labels	3.25	2.0	1.80 or 1.85	1.0	6	0.25	120
Coat Check	3.25	2.5	1.80 or 1.85	1.0	6	0.25	120
Credentials	3.0	4.0	1.80 or 1.85	1.0	6	0.50	140
	3.25	5.5		0.875 or 1.19			
	3.25	6.0		4.75			
Merchandise Tag	1.31	3.0	1.80 or 1.85	1.0	6	0.25	150
Ski Ticket	3.25	5.5	1.80 or 1.85	1.19	6	0.50	120

For Worldwide Ticketcraft Technical Support Call Toll Free 1 (877) 426-5754

Before you call, please have the following information ready:

Product Name (TicketHawk)

Product Serial Number

Computer Configuration

Description of the problem

www.worldwideticketcraft.com