

Printer Data Capture Procedure:

This procedure details all the steps required to perform a printer data capture.

Instructions:

Step 1: Download and install the Nanoptix Printer Status Application.

Download [link:](http://www.nanoptix.ca/techsupport/software/npxstatus/)

<http://www.nanoptix.ca/techsupport/software/npxstatus/>

Step 2: Power off the printer and disconnect all USB connections.

Step 3: Power up the printer and connect it normally to the host (RS232 or USB).

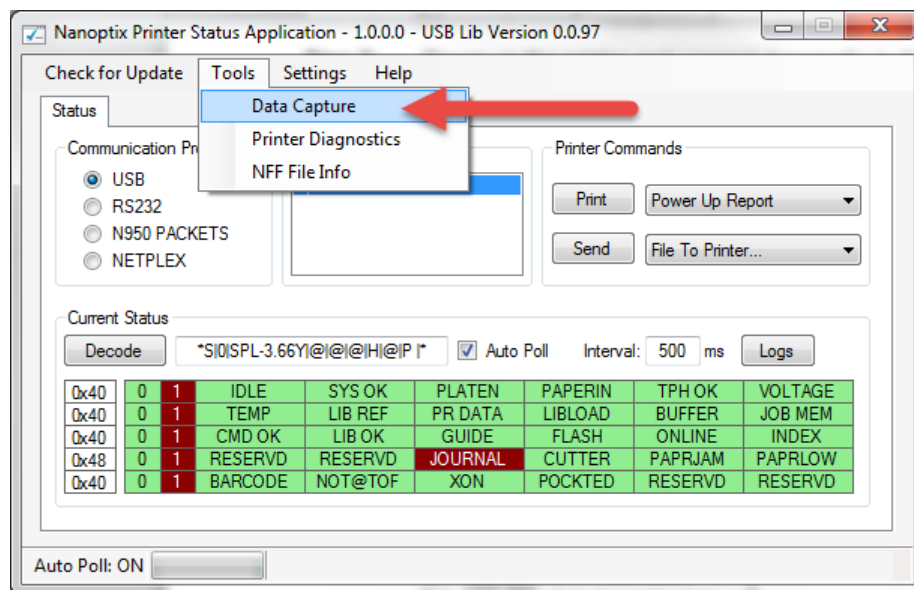
Step 4: Print the ticket / receipt that is not printing as expected from the host.

Step 5: Disconnect the connection from the printer to the host (RS232 or USB).

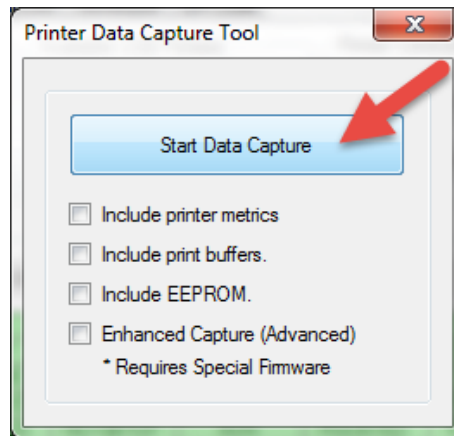
Step 6: Establish a USB connection from PC/Laptop to the printer.

Step 7: Run the Nanoptix Printer Status Application

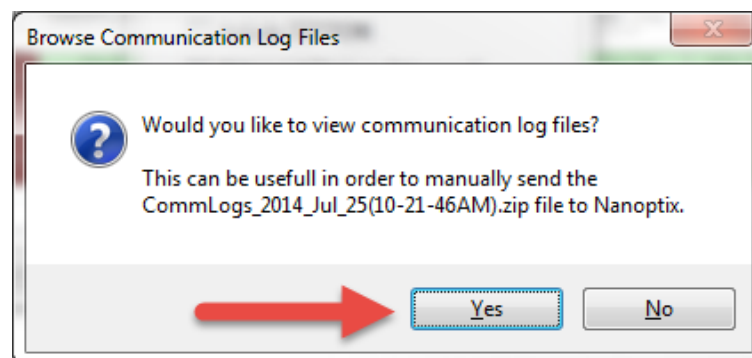
Step 8: Click on the “Data Capture” tool from the “Tools” menu.



Step 9: Click on “Start Data Capture”



Step 10: Follow the steps from the wizard and then when asked, click “YES” in order to view the data capture files.



Step 11: Email your support contact the *.zip file created by the tool.

Name	Date modified	Type	Size
bix_settings.dat	7/25/2014 10:22 AM	DAT File	
com_circ.dat	7/25/2014 10:22 AM	DAT File	
com_circ_alt.dat	7/25/2014 10:21 AM	DAT File	
CommLogs_2014_Jul_25(10-21-46AM).zip	7/25/2014 10:22 AM	WinRAR ZIP archive	
log_window.log	7/25/2014 10:22 AM	Text Document	
printer_logs.dat	7/25/2014 10:22 AM	DAT File	