COMPanion®

Alexandria Network Printer

Packing List

Thank you for purchasing the Alexandria Network Printer. This Package should contain the following items. If any are missing or damaged, please call COMPanion at 1-800-374-6439 or 1-801-943-7277.

This packing list is used for the indicated product(s):

❑ Alexandria Network Printer — V7001 or V7001W

❑ Alexandria Network Printer Extended Warranty — V4001

Your package should contain the following:

❑ Printer

❑ AC Adapter & Cord

❑ Warranty Information

❑ 1 Roll of Paper (Included with Printer Purchase)

❑ Alexandria Network Printer Paper Order Form

Introduction:

The next few pages provide general information about the Alexandria Network Printer and what to expect when installing it. Should you need further assistance or have any questions about the installation process you may contact our Customer Support line at 1-800-347-4942 or via email at support@companioncorp.com.

Overview:

What is the purpose of an Alexandria Network Printer?

The Alexandria Network Printer provides a convenient and economical means of printing receipts for common circulation transactions such as check-outs, holds, fines, fees, payments and refunds.

System Requirements

A Static IP or Reserved DHCP address is required to use the network printer. Additionally, if you are cloud-hosted or a self-hosted customer within a secure environment you will also need to enable the printer security certificate settings for SSL/TLS. For more information about SSL/TLS, Static IP or Reserved DHCP address we recommend speaking with your local I.T. personnel.

The following web browsers, within the last two update releases, will support the network printer:

- Safari
- Firefox
- Chrome
- Edge
- Internet Explorer

Unpacking the Printer

When unpacking the printer verify that you have received the printer, manual, and AC Adapter with power cord. Please note you will need to provide your own ethernet cable for Internet connection, the printer does not come with one.

- Connect the ethernet cable to the connector on the rear panel of the printer.

- Connect the power cable to the AC adapter, then connect the adapter to the connector on the printer. While the printer is OFF, insert the power cable plug into a protected AC outlet.

- Power ON the printer by flipping the power switch located on the the left side of the printer. The POWER lamp on the control panel will light up.

Loading the Roll Paper

Please note that the paper is heat sensitive. **Do Not** expose to heat, direct sunlight, or moisture while storing. Only use paper from COMPanion.

- Push the cover open lever, located on the top right hand side to open the printer cover.

- While observing the direction of the roll (see diagram on inside of printer cover), set the paper roll into the compartment and pull the leading edge of the paper towards you.

- Close the lid by pushing down on both sides and ensure it is firmly latched.

- The error light will blink if the paper nears its end or is installed incorrectly*.

*The error light will blink at different intervals for various errors, please see the printer user's manual.

Summary of Installation Steps:

To use the Network Printer with Alexandria you will first need to follow several configuration steps. You will need to go through this process for each of the printers you have purchased.

You will only have to do this once for each printer as your settings will remain unless the network is changed or the security configuration certificate expires. Each certificate generated by COMPanion is valid for the next twenty years.

1. Configure the printer to use a Static IP or Reserved DHCP address.

2. If you are a cloud-hosted customer or a self-hosted customer within a secure environment, enable the security certificate settings for the printer. If you are a self hosted customer that is not within a secure environment skip to asterisk (*) in step 4.

3. Call COMPanion Customer Support at 1-800-347-4942 to obtain Network Printer Security Certificate and Key. Be prepared to provide them with your Common (Domain) Name and Static IP or Reserved DHCP address.

4. Upload Security Certificate into the Star Network Utility interface and *restart printer (self-hosted customers in a non-secure environment skip to step 6).

5. Add COMPanion's root Security Certificate to your computer & browser settings.

6. Set printer preferences in Alexandria.

Installing the Network Printer:

Step 1 — Configure the printer

While the printer is **OFF** press and hold the **FEED** button as you power on the printer. After a moment, a self test receipt will be generated, this will show the current IP address of the printer towards the bottom of the paper. Open a web browser, type the IP address in the address bar and hit enter. You will be directed to the Star Network Utility interface. On the left hand side under **System Access** select **Login**. You will enter the printer's default credentials of "**root**" for the username and "**public**" as the password.

Once you are logged in, on the left hand side under Network Configuration select **IP Parameters**.

Enter the Static IP Address, Subnet Mask, and Default Gateway or Reserved DHCP address for your local network. If you do not know what these would be we recommend speaking with your local I.T. personnel. Click the **Submit** button to save changes.

Step 2 — Enable Security Certificate Settings

If you are a Cloud-Hosted customer or have a secure network environment you will need to enable certificate security settings in the Star Network Utility interface. **If you are not a cloud-hosted customer and are not working in a secure environment skip to the asterisk (*) in Step 4**. Select **SSL/TLS** on the left.

Select **Enable** from the drop down, enter **TCP Port 443** in the available field, select **CA-Signed** from the drop down for **Certificate**. Click the **Submit** button to save changes.

Contents	System Access	Network Configuration	Display Status		Contact us

Network Configuration
⬛ IP Parameters
⬛ System Configuration
⬛ Change Password
⬛ Web Print
⬛ SSL/TLS
⬛ Save
⬛ Set Default

Display Status
⬛ Network Card Info.
⬛ Network Status
⬛ Device Info.
⬛ Device Status

Device Model:
MAC Address:

SSL/TLS Setting	
SSL/TLS	ENABLE ⬍
TCP Port	443
Certificate	CA-Signed ⬍

[Submit]   [Cancel]

Step 3 — Obtain Network Printer Certificate

Call COMPanion Customer Support at 1-800-347-4942 to obtain the network printer certificate and key. You will need to provide the representative with your local network's Common (Domain) Name and Static IP address(es) or Reserved DHCP address(es). You will need an individual Static IP or Reserved DHCP address for each printer you purchase. For your convenience you may write this information in the fields below. The COMPanion Customer Support Representative will generate a certificate and key for your printer which they will email to you. Once you receive the email download the attachments.
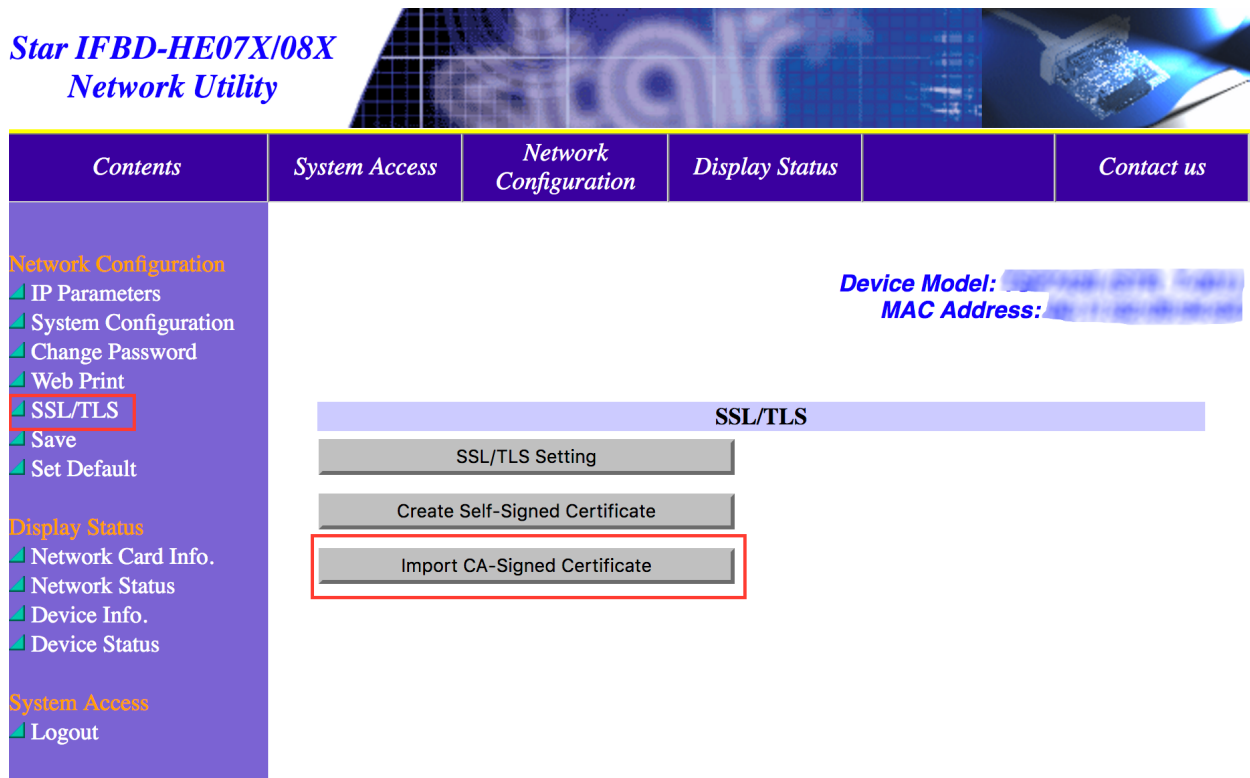
Organization Name:_____

IP Address or **DNS** or **DHCP** (one for each printer):

1. _____

2. _____

3. _____

4. _____

5. _____

Step 4 — Upload Certificate

While logged into the Star Network Utility interface select **SSL/TSL** on the left side then select **Import CA-Signed Certificate**. Under **Import CA-Signed Certificate**, click on the **Choose File** button and locate the certificate you receive from COMPanion. Once you've selected the file click the **Import** button.

Note: You may identify the files by their extensions; the certificate will have an extension of .crt while the key will have an extension of .key.

You will repeat this process for importing the **CA-Signed Private Key**, be sure you are importing the key file you receive from COMPanion.

Star IFBD-HE07X/08X Network Utility

Contents	System Access	Network Configuration	Display Status		Contact us

Device Model:
MAC Address:

Network Configuration
- IP Parameters
- System Configuration
- Change Password
- Web Print
- SSL/TLS
- Save
- Set Default

Display Status
- Network Card Info.
- Network Status
- Device Info.
- Device Status

System Access
- Logout

Contact us
- Star Web Site
- E-Mail

Import CA-Signed Certificate

Choose File ica.companioncorp.crt

Import

Printer Certificate

Import CA-Signed Private Key

Choose File ica.companioncorp.key

Import

Printer Key

Delete

After you have imported both the certificate and key you will select the **Save** option to the left. *Select **Save—Configuration printing—Restart** device and click the **Execute** button.

Star IFBD-HE07X/08X Network Utility

Contents	System Access	Network Configuration	Display Status		Contact us

Device Model:
MAC Address:

Network Configuration
- IP Parameters
- System Configuration
- Change Password
- Web Print
- SSL/TLS
- Save
- Set Default

Display Status
- Network Card Info.
- Network Status
- Device Info.
- Device Status

System Access
- Logout

Save

⦿ **Save → Configuration printing → Restart device**

○ **Save → Restart device**

Execute   Cancel

You may then log out of the Star Network Utility interface. **If you are not a cloud-hosted customer and are not working in a secure environment skip to Step 6.**

## Step 5 — Add COMPanion's Root Security Certificate to Your Computer & Browser Settings

Along with your COMPanion Network Printer Certificate and Key you should have also received a link to download the COMPanion Root Certificate from a Customer Support Representative. You may also download the root certificate at any time by going to www.companioncorp.com/ca.companioncorp.crt. Please refer to your computer's specific step by step directions to add it to your operating system:

Mac:

1. In Launchpad navigate to Other and open **Keychain Access**.

2. Unlock the **System** Keychain to the left.
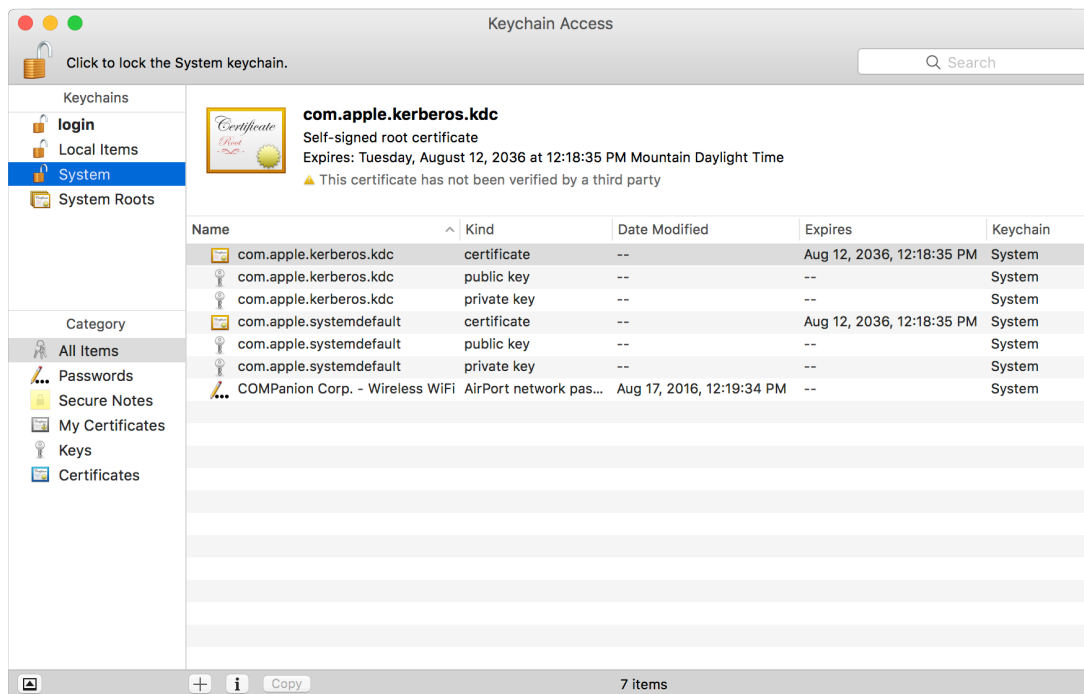
3. Drag & drop the **ca.companioncorp.crt** file into the **System** keychain list.
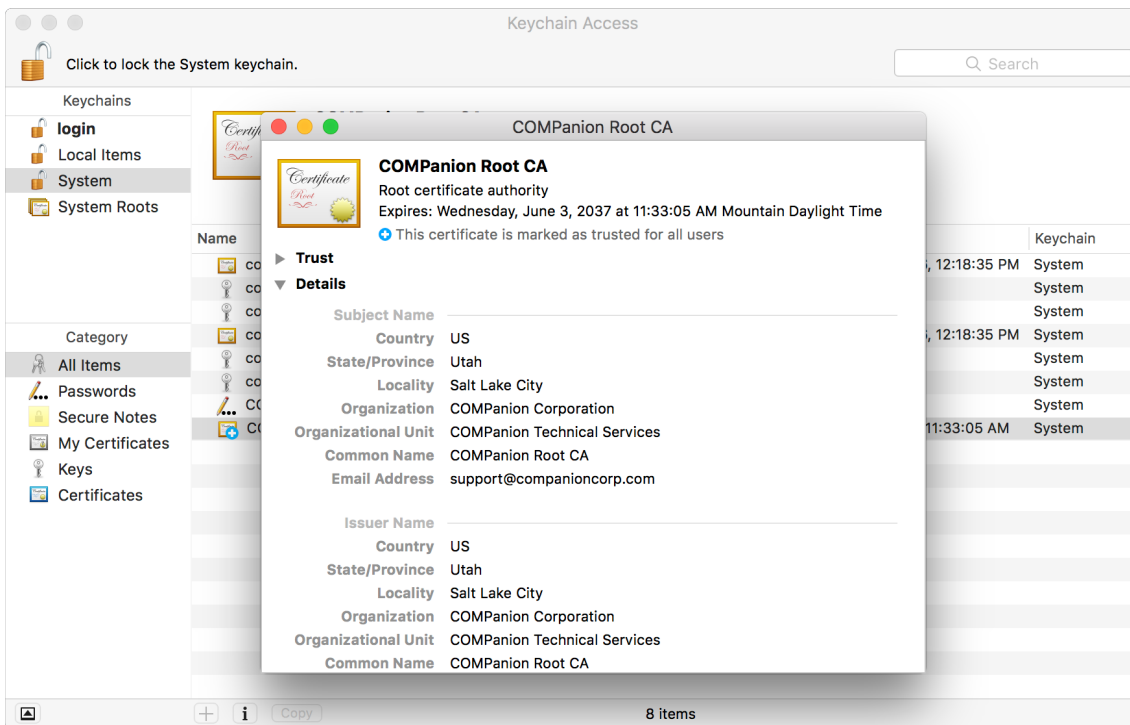
4. Double click on the certificate to open **Details/Trust** window.

5. Click the **arrow** next to the word **Trust**.

6. Select **Always Trust** from the drop down menu to the right for options **When Using this Certificate** and **Secure Sockets Layer (SSL)**.
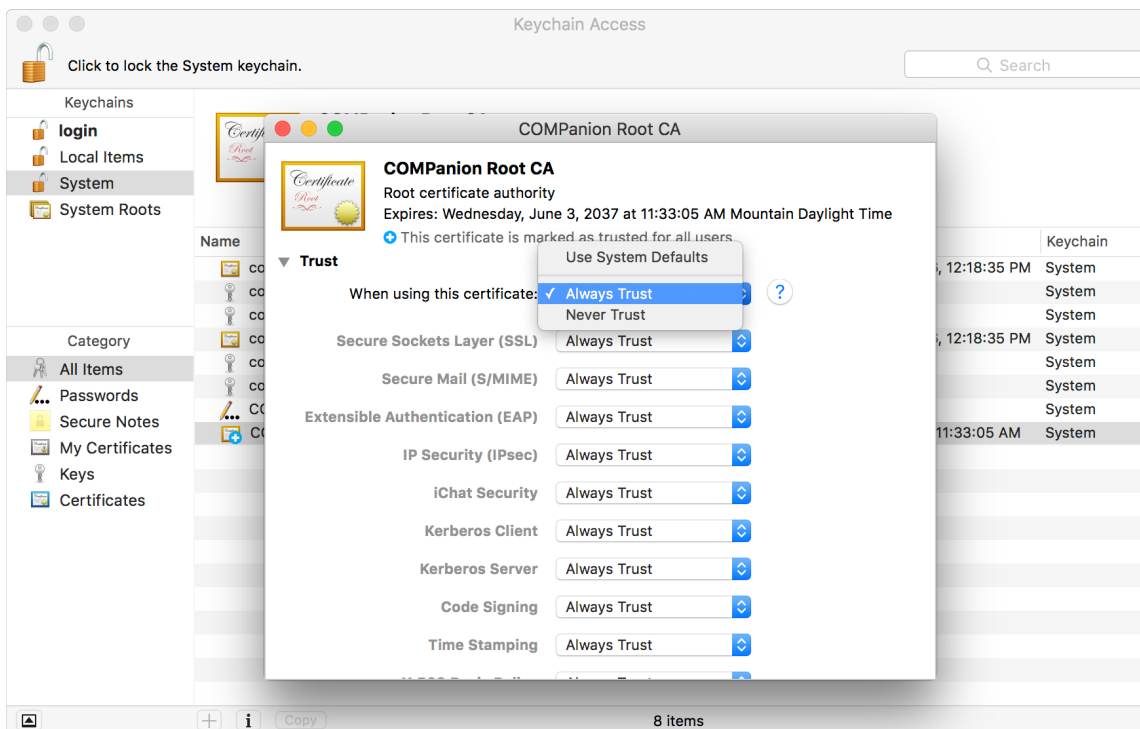
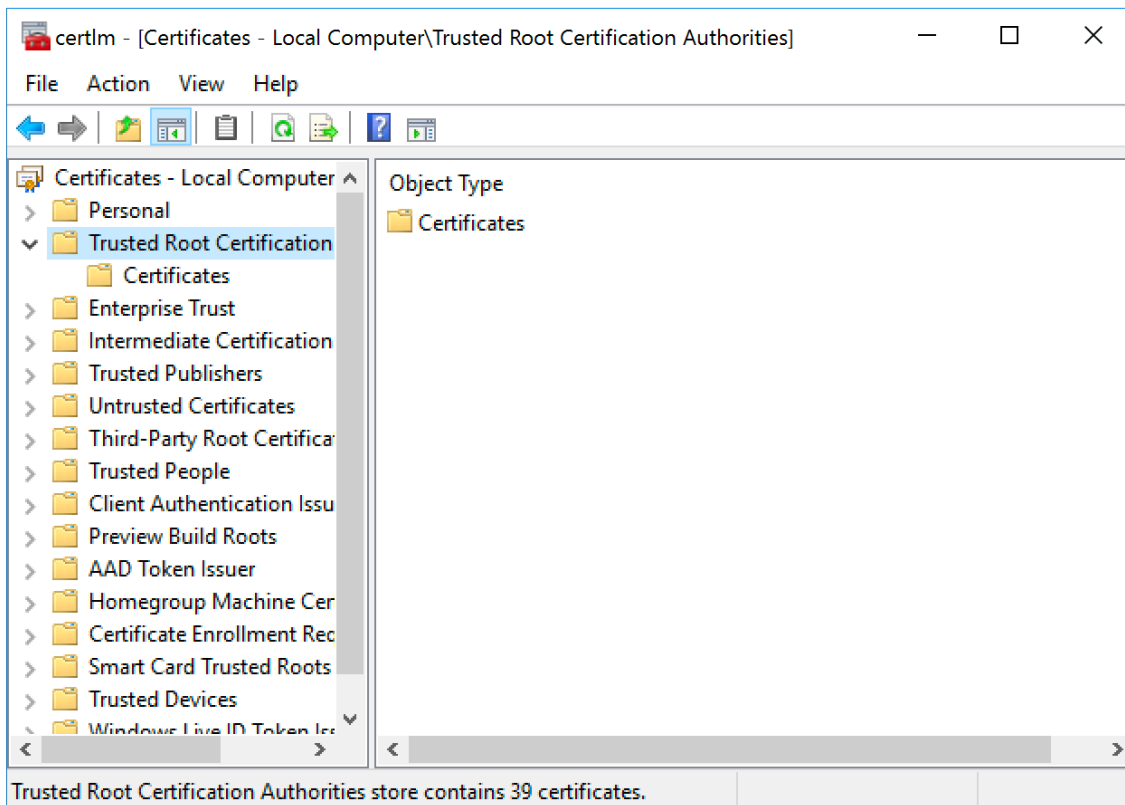7. Close window and enter your Mac user password to save settings.

<u>Windows:</u>

1. In the Window search bar type "cert" and select **Manager computer certificates** from the list of results.
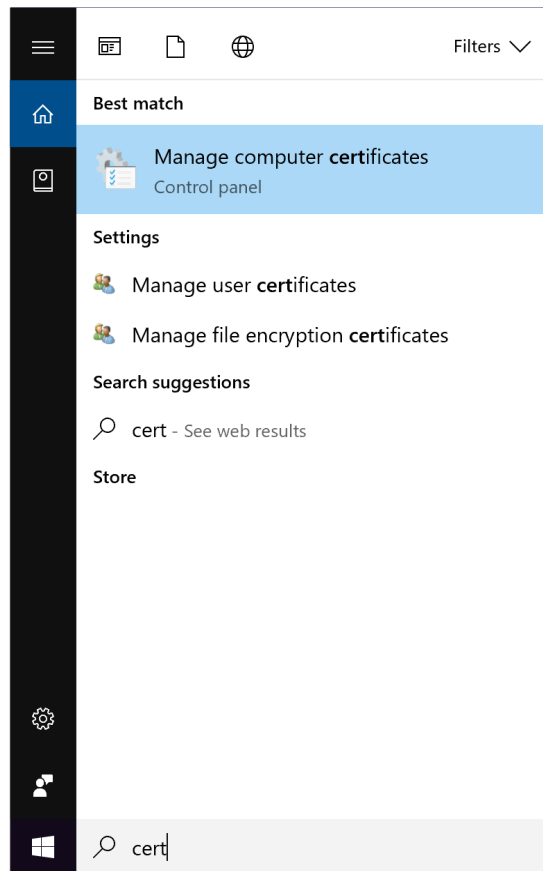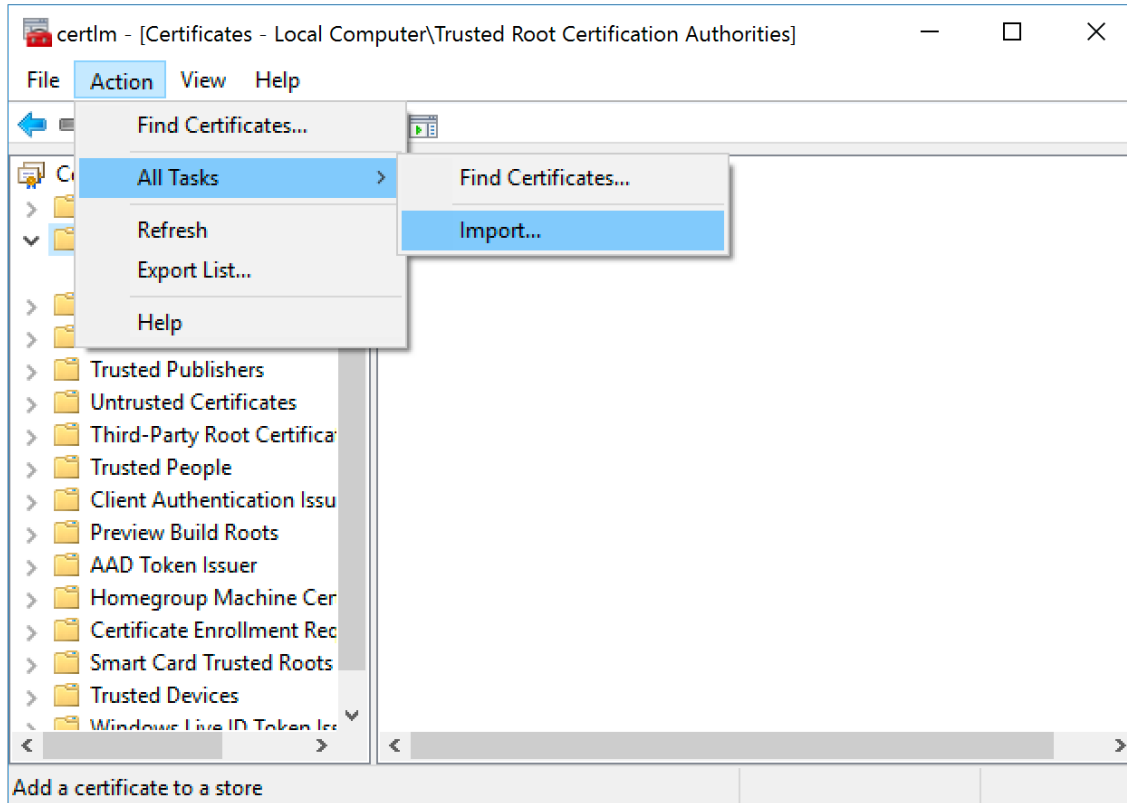

2. Select **Trusted Root Certification** on the left to expand the menu.

3. Select **Action** from the options at the top of the window.

4. Scroll to **All Tasks** then select **Import**; the **Certificate Import Wizard** will open.
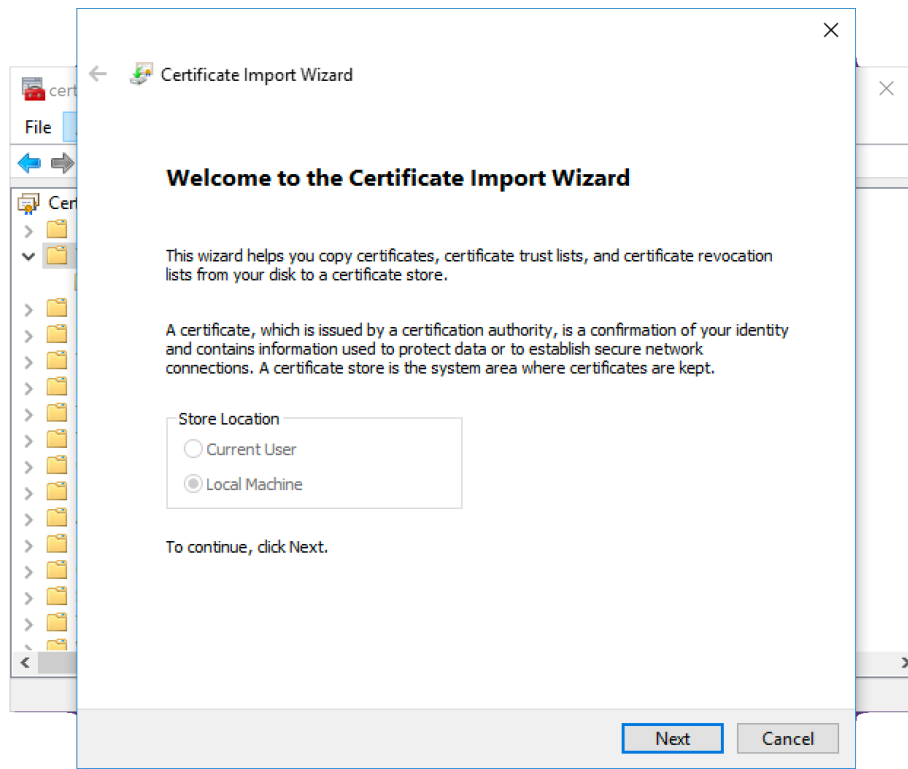
5. Click **Next** and locate the **ca.companioncorp.crt** file by clicking the **Browse** button.

6. Ensure the **Place all certificates in the following store** is selected and **Trusted Root Certification Authorities** is specified and click **Next**.

7. Click **Finish**.

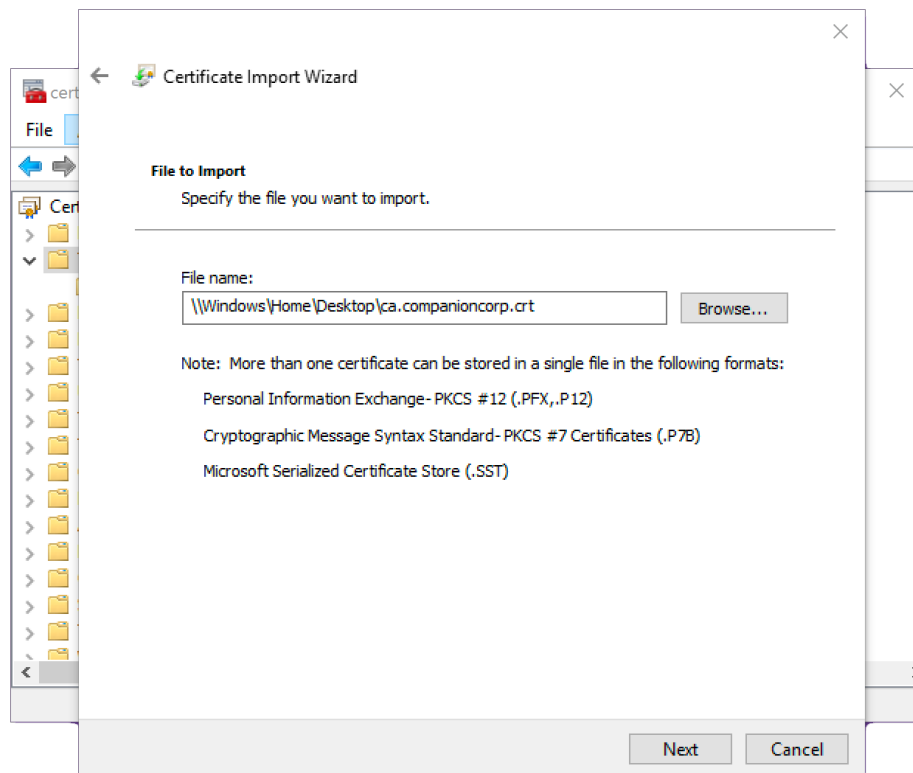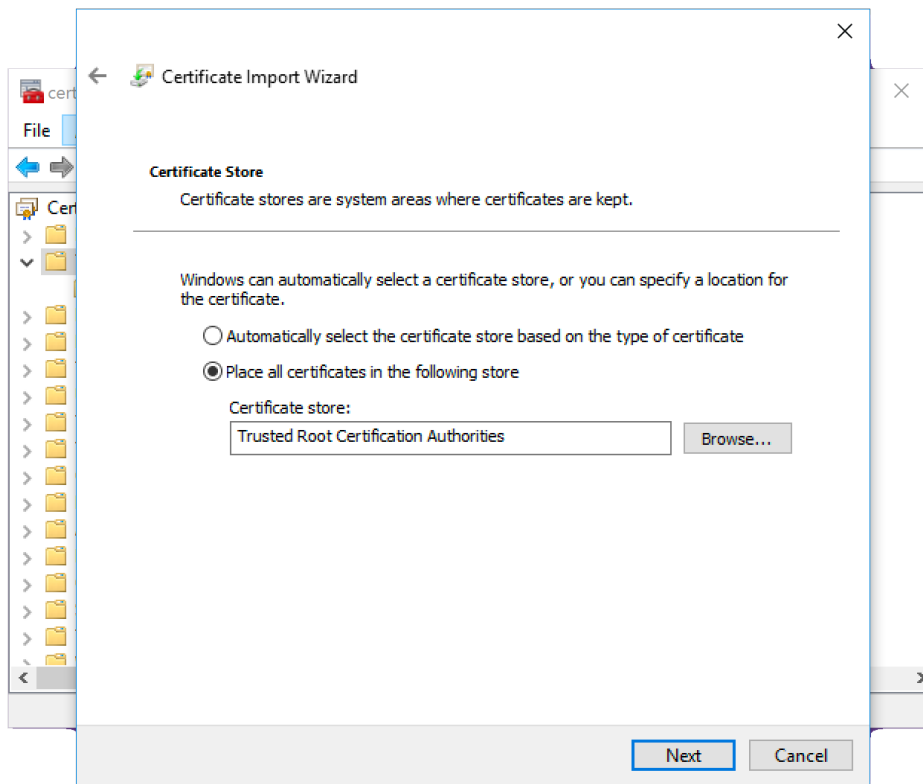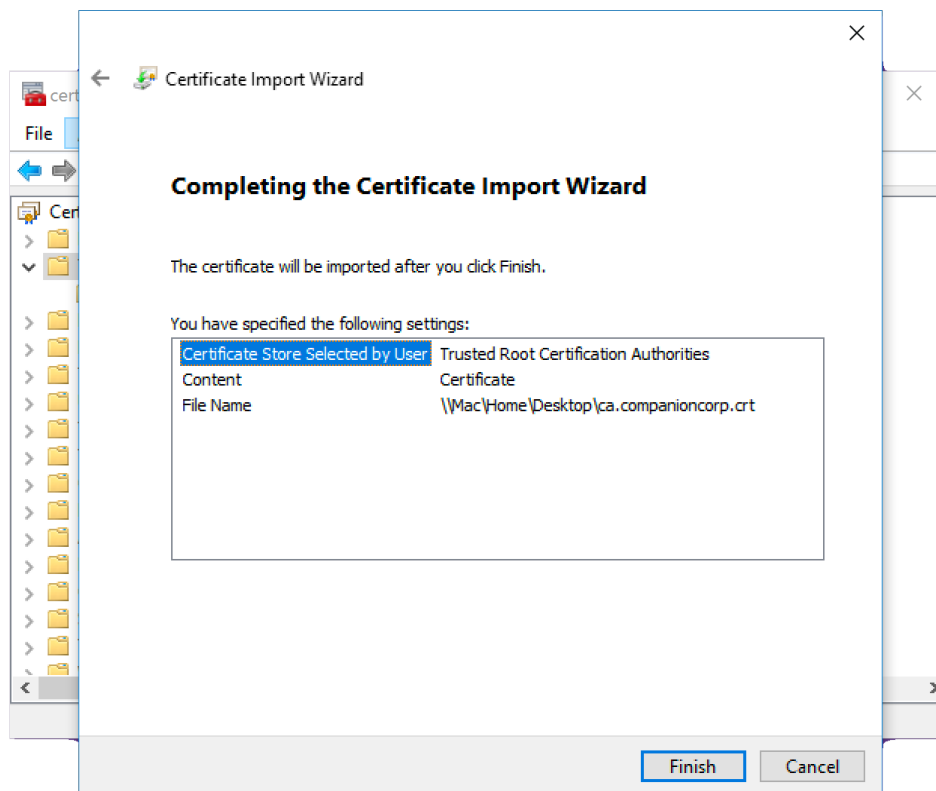**Internet Browsers:**

Safari, Internet Explorer, Edge and Chrome will use your computer preferences to verify the printer certificate. To add the certificate to Firefox you will need to go to www.companioncorp.com/ca.companioncorp.crt and select the first option **Trust for Websites**.

Alternative Certificate Installation Methods:

For further information about installing the Certification onto your preferred browser you may review the following help pages:

Internet Explorer: https://blogs.msdn.microsoft.com/robert_mcmurray/2013/11/15/how-to-trust-the-iis-express-self-signed-certificate/

Safari: https://support.apple.com/kb/PH18677?locale=en_US

Firefox: https://wiki.mozilla.org/CA:AddRootToFirefox

Chrome: https://support.google.com/chrome/a/answer/6342302

Step 6 — Set Printer Preference in Alexandria

Log into Alexandria. Navigate to **Tools** >> **Preferences** >> **Circulation** >> **Receipts** tab >> **Browser Settings** sub tab. Select the **checkbox** for the **Use Star Receipt Printer** option. Enter the protocol (http:// or https://) along with the Printer IP Address or Domain Name in the corresponding field. Enter the protocol (http:// or https://) along with the Printer IP Address or Domain Name in the corresponding field. Click **Save** in the upper right corner of the window.

| User Interaction | Circulation Rules | **Receipts** | Letters | Circulation Settings |

Receipt Settings   Browser Settings

These preferences activate COMPanion-compatible printers which provide convenient and economical means of printing receipts for common circulation transactions such as check outs, placed holds, fines, fees, payments, and refunds.

☑ Use Star Receipt Printer

Use the Star Receipt Printer. Receipts for **Check Outs**, **Check Ins**, **In-Stock Holds**, etc., will be formatted to fit on the receipt printer.

Printer IP Address   `https://12.34.567.89`   [Receipt Printer Installation Guide](#)

☐ Open Cash Drawer on Payment

This setting (designed to function with COMPanion's slip printer hardware) will automatically open the cash drawer when the **Make Payment** button is clicked. If you are interested in licensing use of COMPanion's cash drawer component, contact your COMPanion sales representative at *1-800-347-6439* and ask about part number **V4200**.

☐ Always Print Receipts on Check Out

☐ Always Print Receipts on Check In

☐ Always Print Receipts for Renewals

     Number of Check Out Receipts to Print   `1`

☐ Default is Print for In-Stock Hold Receipts

     Number of In-Stock Hold Receipts to Print   `1`

☐ Default is Print for Payments and Refunds Receipts

     Number of Receipts for Monetary Transactions   `1`

Please Note: Alexandria must be registered for the receipt printer in order for these preferences to be available. This should happen automatically when the printer is purchased.

That's it! You have now successfully installed the Network Printer and are ready to use it with Alexandria.

Please read the printer User's Manual for additional operational, precautionary, and maintenance information. You may also find further information about Alexandria printing preferences on our Support Center at http://support.companioncorp.com/display/ALEX/Receipts.

COMPanion®

Ordering from COMPanion

Thank you for ordering from COMPanion Corporation. You may refer to the following page to order more paper for your printer. Please assist us in processing your order by listing the quantity you want and the grand total for the order. If you need assistance placing an order, you may contact our Sales department at 1-800-347-6439. For complete product information you may visit our website at: http://www.goalexandria.com/. Please note that prices are subject to change without notice. Once you have completed the form please mail or fax it to the following:

Mailing Address

COMPanion Corporation

1831 Fort Union Blvd.

Salt Lake City, UT 84121-3041

Fax Numbers

Local Fax: 801-943-7752

Toll Free Fax: 1-888-515-3883

COMPanion®

1831 Fort Union Blvd, Salt Lake City, Utah 84121
800-347-6439 • 801-943-7277
www.companioncorp.com

Alexandria Network Printer Paper Order Form

Product Number	Description	Quantity	Unit Price	Total
V4110	Alexandria Network Printer Paper, 10 rolls		$79.00	
V4150	Alexandria Network Printer Paper, 50 rolls		$149.00	
	Shipping Charges 1%, minimum charge $10.00			
			Total	

BILL TO:
Institution Name:_____ Phone:_____
Address:_____
City:_____ State:_____ Zip Code:_____ Fax:_____
Contact:_____ Email:_____
Alternative Contact:_____ Alternative Phone: _____

SHIP TO:
Institution Name:_____ Phone:_____
Address:_____
City:_____ State:_____ Zip Code:_____ Fax:_____
Contact:_____ Email:_____
Alternative Contact:_____ Alternative Phone:_____

Method of Payment:
_____VISA _____MASTERCARD _____AMERICAN EXPRESS _____CHECK _____MONEY ORDER _____WIRE
Cardholder Name:_____
Card Number:_____ Exp. Date:_____
Purchase Order Number (to be filled out by COMPanion)_____

Hardware Warranty

COMPanion Corporation's Scanners, Printers, Cash Drawers, and other hardware devices are warranted by COMPanion against defects in materials and workmanship for the specified period from the date of shipment by COMPanion to the end-user. During this warranty period, we, or our designated repair facility, will repair or replace (at our option) at no charge any device that proves to be defective, provided you return the device, shipping prepaid, to COMPanion, following the return guidelines below.

Your Standard Warranty Period: 1 Year

If you purchased an extended warranty for your receipt printer at the time of purchase, your warranty will extend that many years.

This warranty does not apply if the product has been damaged by accident or misuse, including by the use of paper not sourced from COMPanion, or as the result of service or modification by other than COMPanion or our designated repair facility.

No other express warranty is given. The replacement of the device is your exclusive remedy. Any other implied warranty of merchantability or fitness is limited to the duration of this written warranty. Some states, provinces and countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

In no event shall COMPanion or its designated repair facility be liable for consequential damages. Some states, provinces, and countries do not allow for the exclusion or limitation of incidental or consequential damages, and so the above limitations or exclusions may not apply to you.

Return Guidelines:

Should your device fail to work during the period of this warranty, contact COMPanion Customer Support at 1-800-347-4942. Our staff will help resolve the issue or provide return instructions.

Should your device still fail to operate after a reasonable period of trouble-shooting, your COMPanion support technician will issue a Return Merchandise Authorization (RMA) number and provide information about how to properly return the device to COMPanion.