

# Network Receipt and Badge Printer

## Packing List

Thank you for purchasing the Network Receipt and Badge Printer. This package contains the items listed below. If anything is missing or damaged, please call us toll-free at 1-800-347-6439.

### **This packing list is used for the following product(s):**

- Network Receipt and Badge Printer (V7002)

### **Your package contains the following:**

- Printer
- 1 Roll of Paper
- AC Adapter and Cord
- Network Receipt and Badge Printer Paper Order Form
- Warranty Information

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# Network Receipt and Badge Printer Installation Guide

The Network Receipt and Badge Printer is a convenient and economical means of printing badges or slips for your facility visitors, volunteers, students, staff, and vendors.

The next few pages provide general information about the Network Receipt and Badge Printer and steps to install it. Should you need further assistance or have any questions about the installation process, please contact KeepnTrack Customer Support at 1-800-320-5830 or [support@keepntrack.com](mailto:support@keepntrack.com).

## System Requirements

A Static IP or Reserved DHCP address is required to use the network printer. 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 IT specialist.

The network printer is supported on the two most recent versions of these web browsers:

- Chrome
- Edge
- Firefox
- Safari

## Unpack the Printer

When unpacking the printer, verify that you have received the printer, manual, and AC Adapter with a cord. The printer does not come with an ethernet cable, so you will need to provide your own.

1. Connect the ethernet cable to the connector on the rear panel of the printer.
2. Connect the power cable to the AC adapter, then connect the adapter to the connector on the printer.
3. While the printer is OFF, insert the power cable plug into a protected AC outlet.
4. To turn the printer ON, flip the power switch located on the left side of the printer. The POWER lamp on the control panel will light up.

## Load the Paper or Label Roll

The paper is heat sensitive—**do not** expose to heat, direct sunlight, or moisture while storing. Only use paper from COMPanion.

1. Push the lever located on the top right hand side to open the printer cover.
2. 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.
3. Close the lid by pushing down on both sides and ensure it is firmly latched.

The error light will blink if the paper nears the end of the roll or is installed incorrectly. The light will blink at different intervals for various errors. Please see the printer's user manual for more information.

## Installation Summary

To use the Network Receipt and Badge Printer, you first need to follow several configuration steps. Each printer will only need to be configured once, unless the network is changed or the security configuration certificate expires. Security certificates generated by COMPanion are valid for 20 years.

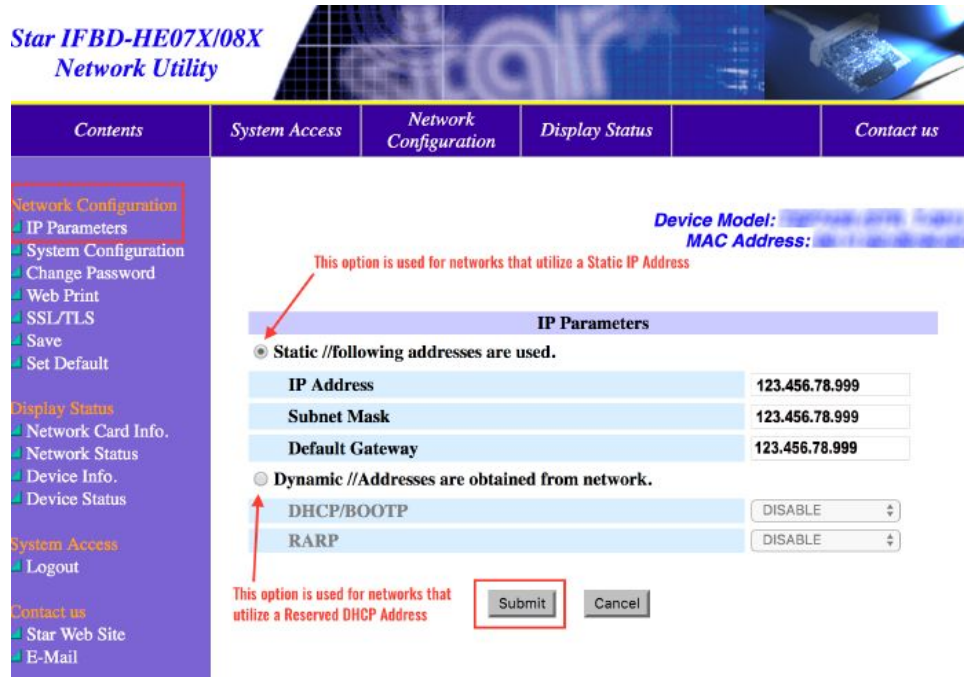
1. Configure the printer to use a Static IP or Reserved DHCP address.
2. Enable the security certificate settings for the printer.
3. Add COMPanion's root Security Certificate to your computer & browser settings.
4. Call COMPanion Customer Support at 1-800-347-4942 to obtain the Network Printer Security Certificate and Key. Be prepared to provide them with your Common Name (domain) and Static IP or Reserved DHCP address.
5. Upload the security certificate to the Star Network Utility interface, then restart the printer.
6. Set printer preferences in KeepnTrack.

## Step 1: Configure the Printer

1. While the printer is off, press and hold the FEED button as you power on the printer. After a moment, it will generate a test receipt with the current IP address near the bottom.
2. In a web browser, type that IP address in the address bar, and tap enter. You will be directed to the Star Network Utility interface.



3. On the left hand side under System Access, select **Login**.
4. Enter the printer's default login credentials:
  - a. Username: root
  - b. Password: public
5. Once you're logged in, on the left hand side under Network Configuration select **IP Parameters**.

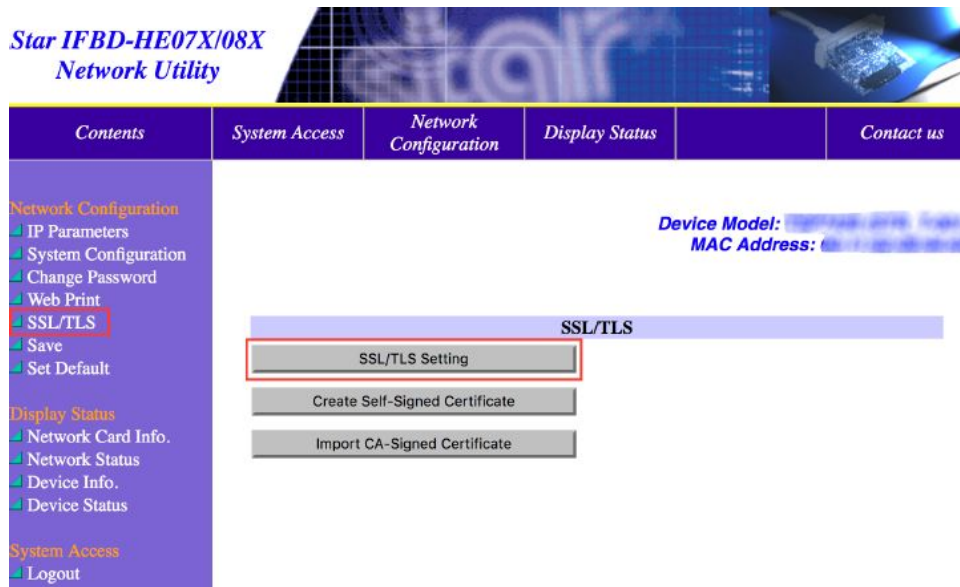


6. Enter the Static IP Address, Subnet Mask, and Default Gateway or Reserved DHCP address for your local network. If you do not know what these are, speak with your local IT specialist.
7. Click **Submit** to save your changes.

## Step 2: Enable Security Certificate Settings

If you are a cloud-hosted customer or have a secure network environment, you need to enable certificate security settings in the Star Network Utility interface.

1. In the Star Network Utility, go to the menu on the left and select **SSL/TLS**, then click **SSL/TLS Setting** on the right.



2. From the drop-down menu, select **Enable**.
3. Enter "TCP Port 443" in the available field.
4. From the Certificate drop-down menu, select **CA-Signed**.
5. Click **Submit** to save your changes.

## Step 3: Install COMPanion’s Root Security Certificate

You should have received a link to download the COMPanion Root Certificate.

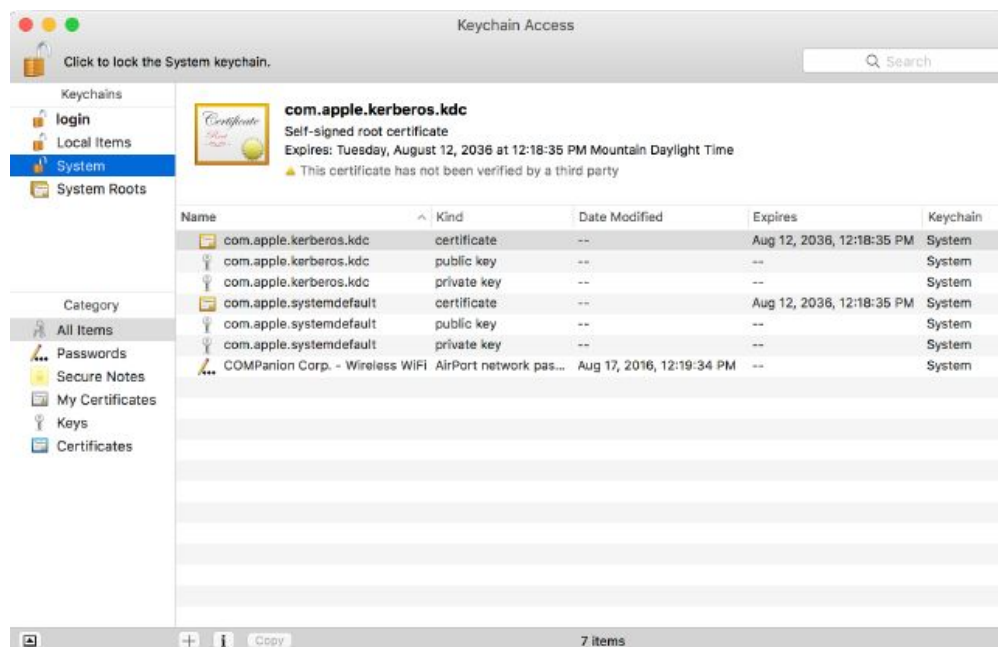
If not, download it at [www.companioncorp.com/ca.companioncorp.crt](http://www.companioncorp.com/ca.companioncorp.crt).

If you’re using the operating system’s browser—Safari on iOS, Edge or Internet Explorer on Windows—it may ask what you’d like to do with the certificate: Open, Save, or Cancel. Click Open, then jump to Step 2 for your operating system below.

If the certificate was downloaded to your computer, or if you aren’t prompted to trust or install the certificate automatically, follow the steps for your operating system below:

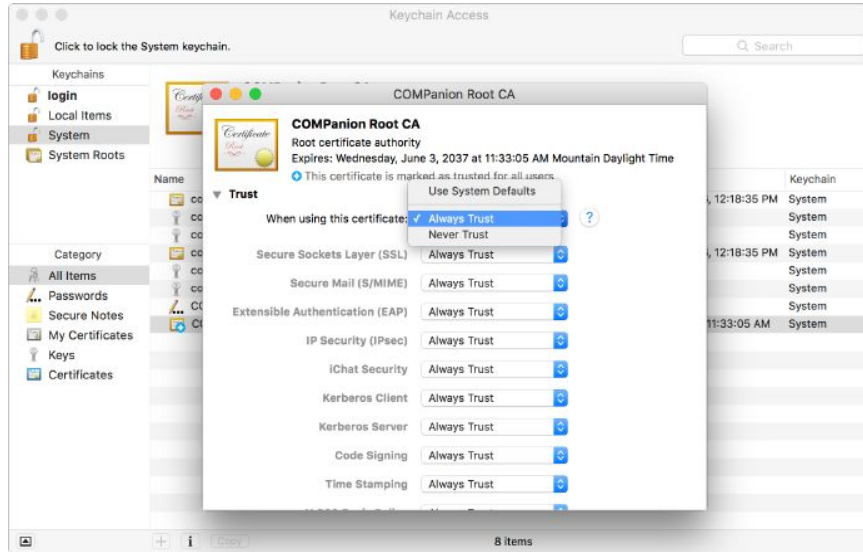
### iOS

1. From Launchpad, navigate to Other and open **Keychain Access**.
2. Under Keychains on the left, **unlock** the System keychain.



3. Drag and drop the file labeled **ca.companioncorp.crt** 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 the When Using this Certificate and Secure Sockets Layer (SSL) dropdown menu, and choose **Always Trust**.

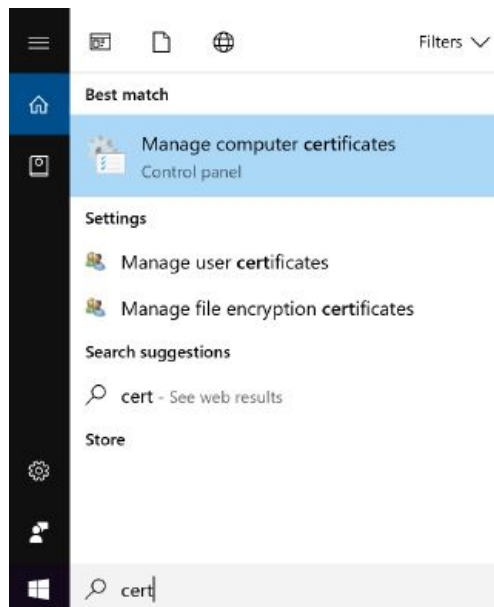




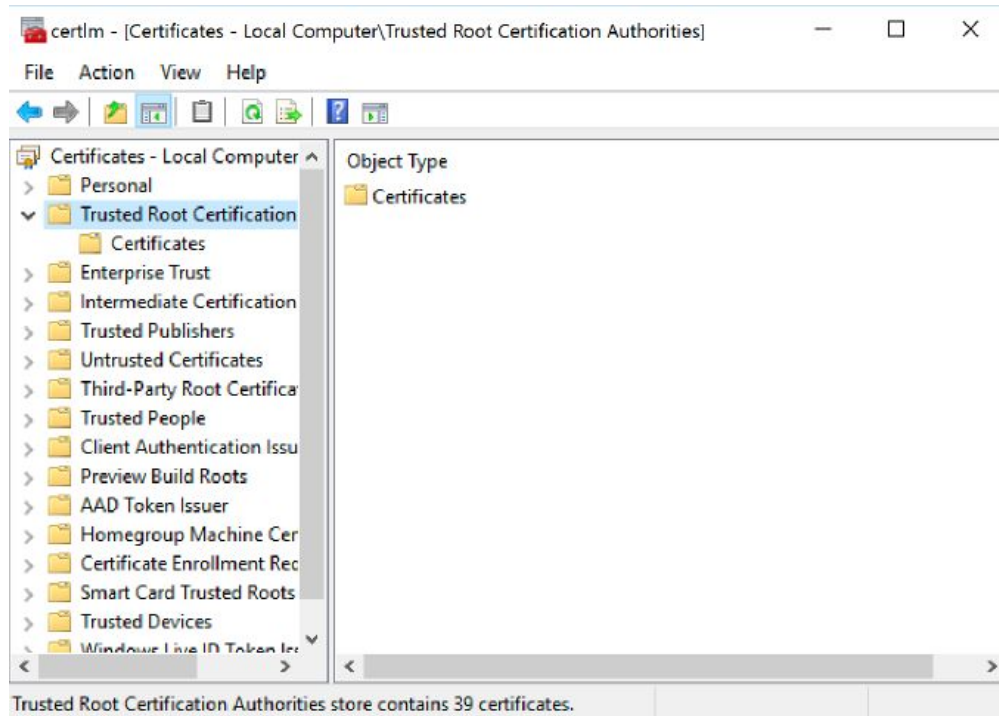
7. Close the window and enter your Mac user password to save your settings.

## Windows

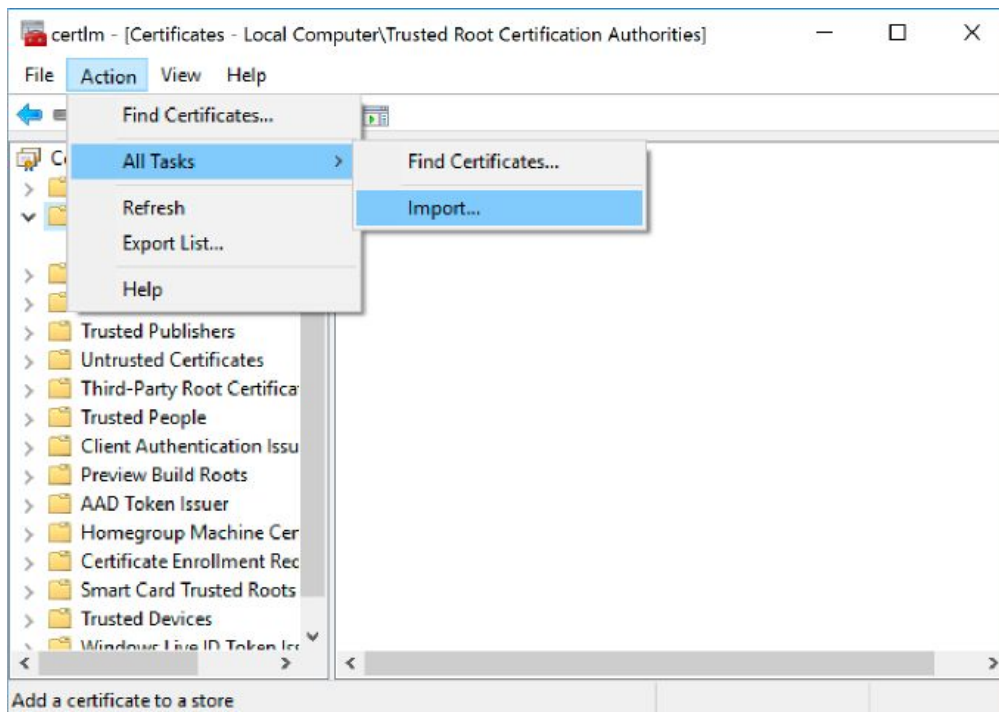
1. In the Windows search bar, type “cert”, then select Manager computer certificates from the results.



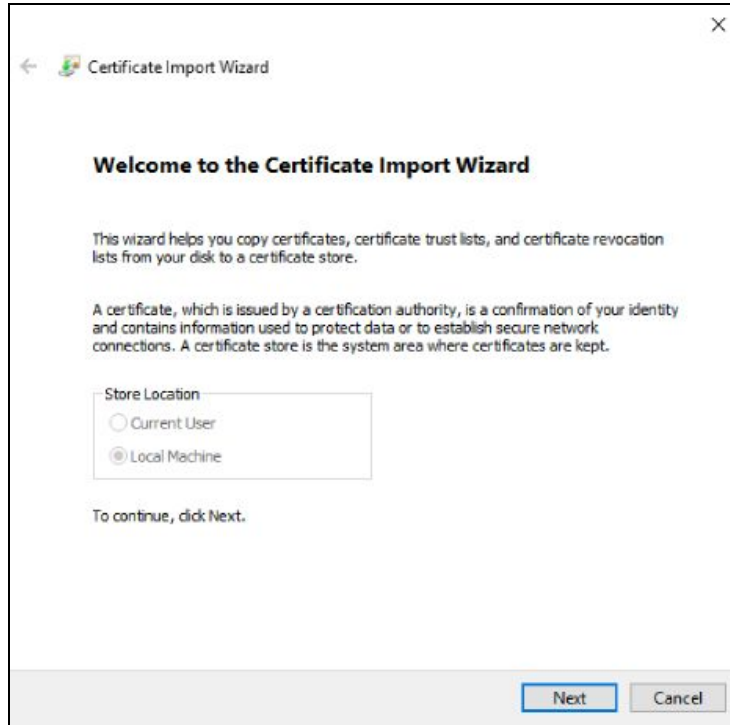
2. On the left, select Trusted Root Certification to expand the menu.



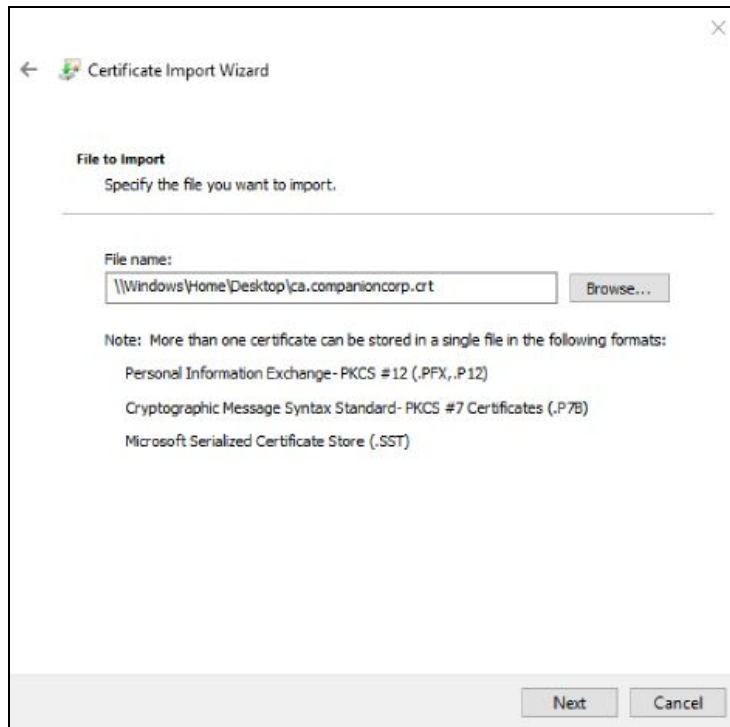
3. From the options at the top of the window, navigate to **Action > All Tasks > Import**.



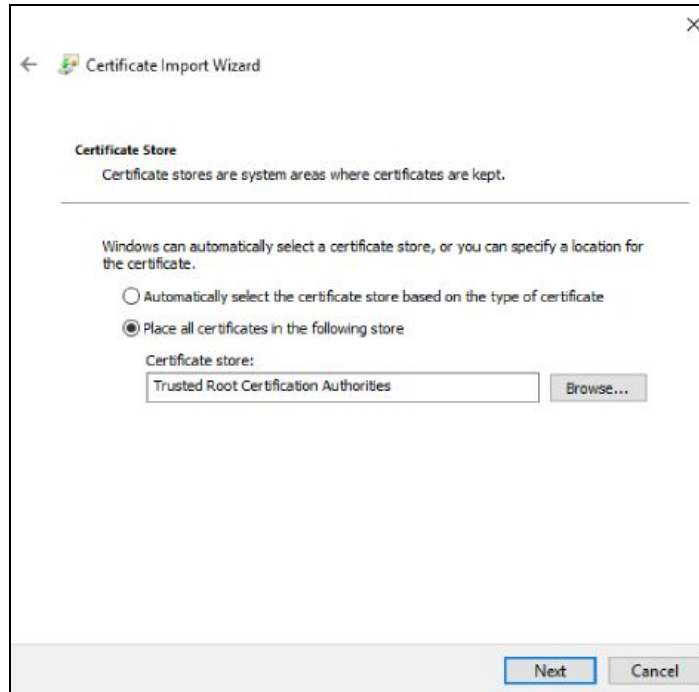
4. In the Certificate Import Wizard, click **Next**.



5. Click **Browse** to locate the ca.companioncorp.crt file on your computer, then click **Next**.



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



7. Click **Finish** to import the certificate and complete the process.

### Alternative Installation Methods

If you cannot add the Trusted Root CA to your computer, try adding it to your browser directly. Here are a few resources we're aware of:

- [Chrome](#)
- [Firefox](#)

## Step 4: Obtain Network Printer Certificate

Call COMPanion Customer Support at 1-800-347-4942 to obtain the network printer certificate and key. You'll need to provide the representative with your local network's Common (Domain) Name and Static IP address(es) or Reserved DHCP address(es) for each printer you purchased. For your convenience, you can 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. You can identify the files by their extensions: **.crt** for certificate and **.key** for key.

**Organization Name:**

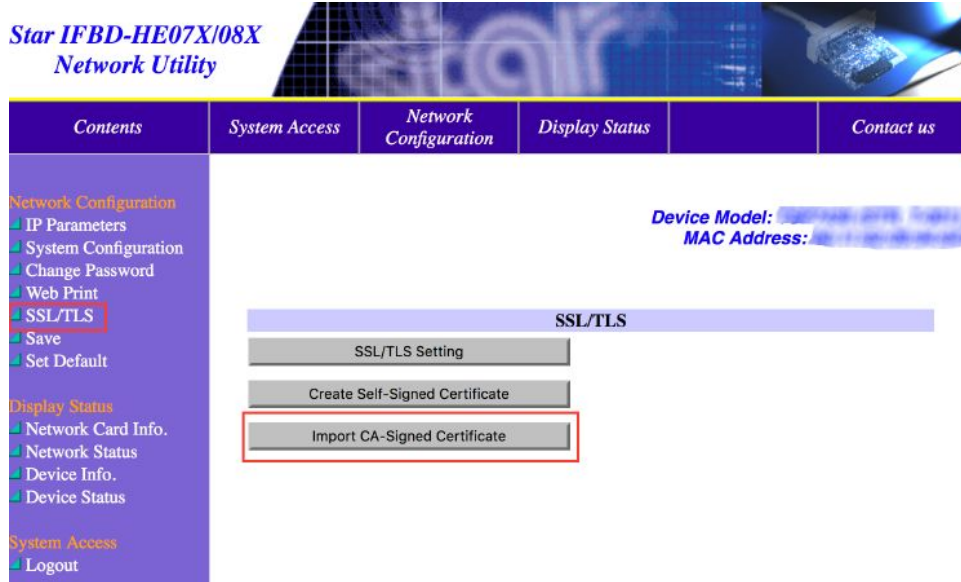
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**IP Address or DNS or DHCP (one for each printer):**

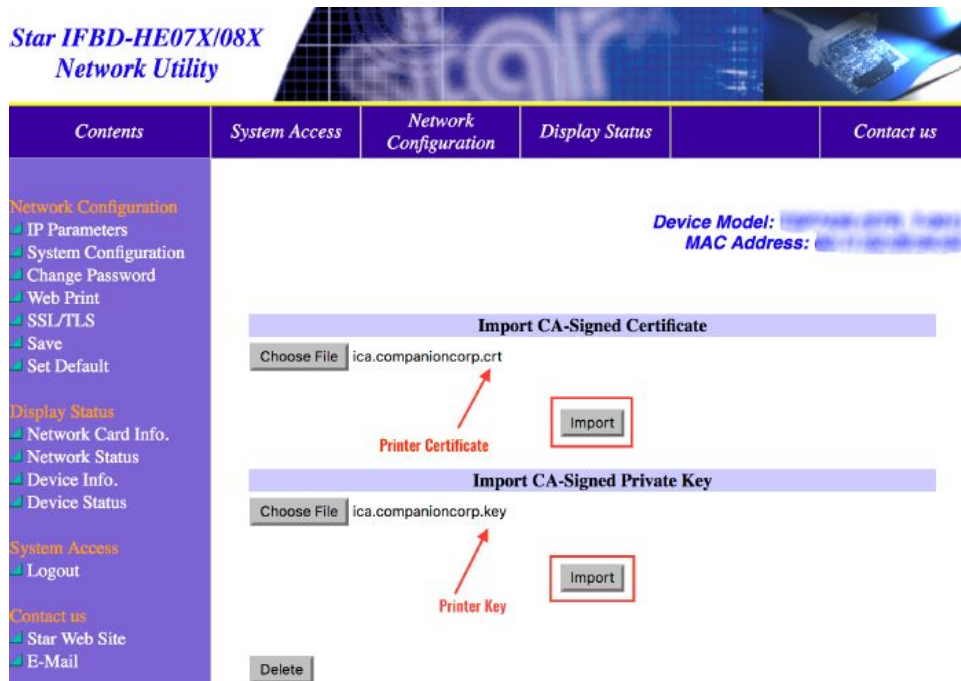
1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## Step 5: Upload Certificate

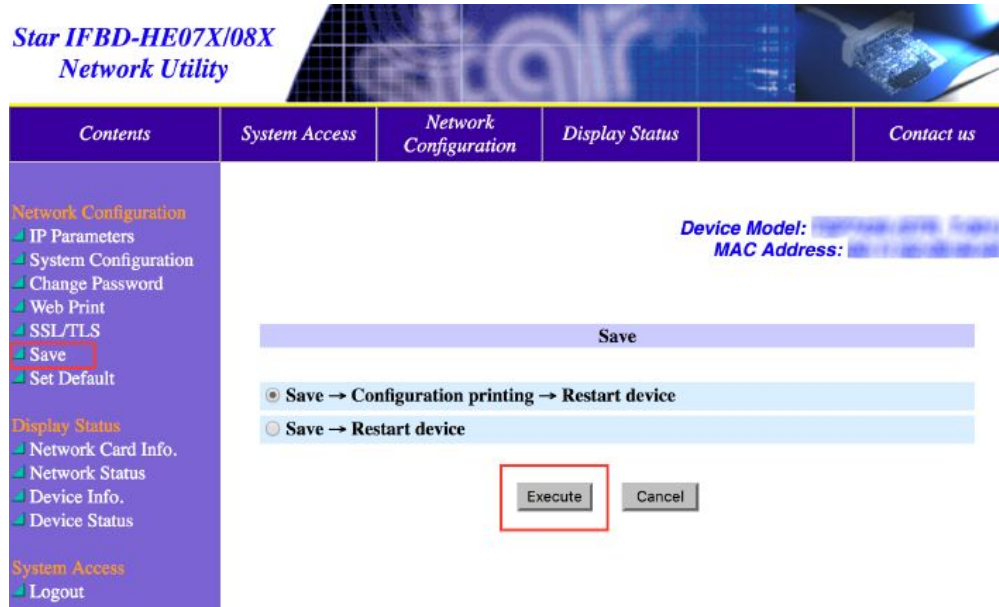
1. In the Star Network Utility, go to the menu on the left and select SSL/TLS, then click **Import CA-Signed Certificate** on the right.



2. Under Import CA-Signed Certificate, click **Choose File** and locate the certificate you receive from COMPanion. Once you've selected the file, click **Import**.



3. Repeat this process to import the CA-Signed Private Key. Make sure you're importing the key file you received from COMPanion.
4. After you have imported both the certificate and key you will select the **Save** option to the left.
5. Choose **Save → Configuration printing → Restart device**, then click **Execute**.

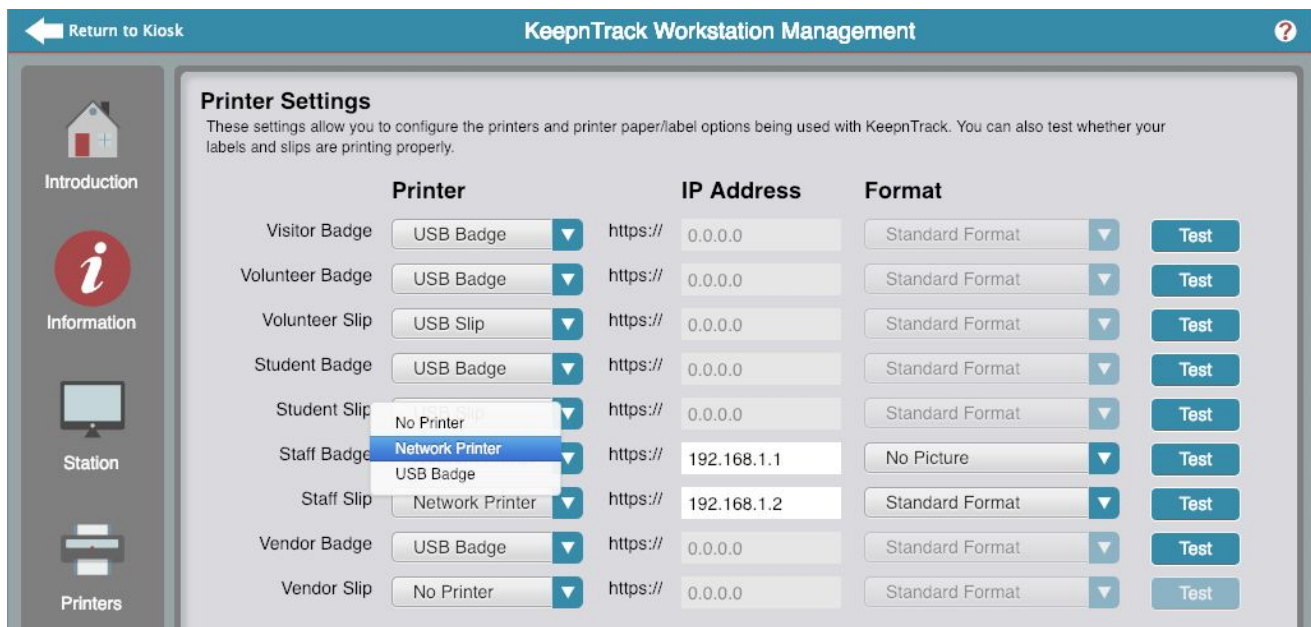


Now you can log out of the Star Network Utility interface.



## Step 6: Set Printer Preferences in KeepnTrack

1. Log into an Attended or Self-Service kiosk in KeepnTrack.
2. Click the Actions menu and choose **Workstation Management**.
3. Navigate to **Printers > Printer Settings**.
4. For each badge and slip type, choose which printer it will be sent to from the dropdown menu: No Printer, Network Printer, USB Badge.
5. If you selected Network Printer, enter the printer's IP address, then choose the format type: Standard or No Picture.
6. Finally, test your settings to make sure your printers work.



	Printer	IP Address	Format	
Visitor Badge	USB Badge	https:// 0.0.0.0	Standard Format	Test
Volunteer Badge	USB Badge	https:// 0.0.0.0	Standard Format	Test
Volunteer Slip	USB Slip	https:// 0.0.0.0	Standard Format	Test
Student Badge	USB Badge	https:// 0.0.0.0	Standard Format	Test
Student Slip	No Printer	https:// 0.0.0.0	Standard Format	Test
Staff Badge	Network Printer	https:// 192.168.1.1	No Picture	Test
Staff Slip	Network Printer	https:// 192.168.1.2	Standard Format	Test
Vendor Badge	USB Badge	https:// 0.0.0.0	Standard Format	Test
Vendor Slip	No Printer	https:// 0.0.0.0	Standard Format	Test

KeepnTrack will automatically save your changes.

If you don't see these preferences, KeepnTrack may not be registered for the network printer yet. Contact COMPanion Customer Support at 1-800-347-6439 for assistance.

### That's it!

You've successfully installed and configured the Network Receipt and Badge Printer. Please read the printer's user manual for additional operational, precautionary, and maintenance information. You can find additional information about KeepnTrack printing preferences in the [Support Center](#).



## Ordering from COMPanion

Thank you for ordering from COMPanion Corporation.

To order additional paper for your printer, fill out the order form on the following page. Please help us to process your order by listing the quantity of each item and the grand total.

Send your completed form to:

### **Mailing Address**

COMPanion Corporation  
1831 Fort Union Blvd.  
Salt Lake City, UT 84121-3041

### **Fax Numbers**

Toll-Free: 1-888-515-3883  
Local: 1-801-943-7752



For assistance placing an order, contact our Sales department at 1-800-347-6439. For complete product information, visit <https://www.keepntrack.com/>.

# Network Receipt and Badge Printer Paper Order Form

Product	Description	Quantity	Price	Total
V7310	Network Printer Receipt Paper, 10 rolls		\$79.00	
V7350	Network Printer Receipt Paper, 50 rolls		\$199.00	
			<b>TOTAL:</b>	_____

\* Shipping is included.

## Billing Information

Institution Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Primary Contact: \_\_\_\_\_ Email: \_\_\_\_\_  
 Alternative Contact: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

## Shipping Information

Institution Name: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
 Primary Contact: \_\_\_\_\_ Email: \_\_\_\_\_  
 Alternative Contact: \_\_\_\_\_ Alternative Phone: \_\_\_\_\_

## Payment Information

VISA   
  MASTERCARD   
  AMEX   
  CHECK   
  MONEY ORDER   
  WIRE

Cardholder Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

↓ For COMPanion Use Only ↓

Purchase Order Number: \_\_\_\_\_

## 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.

### **Standard Warranty Period: 12 Months**

This warranty does not apply to damage caused 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 operate during the period of this warranty, contact COMPanion Customer Support at 1-800-347-4942. Our staff will help resolve the issue or provide instructions to properly return the device to COMPanion.

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