



EC-PP200 Wireless Ticket Generator FAQ

Released: 2020-09-08

Copyright Notification

Edgecore Networks Corporation

© Copyright 2020 Edgecore Networks Corporation.

The information contained herein is subject to change without notice. This document is for informational purposes only and does not set forth any warranty, expressed or implied, concerning any equipment, equipment feature, or service offered by Edgecore Networks Corporation. Edgecore Networks Corporation shall not be liable for technical or editorial errors or omissions contained herein.

Q: Does the EC-PP200 have a reset button to reset the default setting?

A: No

Q: If I forget the EC-PP200 IP address, how can I find its IP address?

A: You can print out the EC-PP200 configuration through the following steps:

1. Power off the EC-PP200
2. Press and hold the  button then power on the EC-PP200 for few seconds and release the holding
3. Check the printed paper to find the IP address

Q: What should I do if I forget the EC-PP200 password?

A: You don't need to type in the login name and password to access the printer's UI

Q: Why I can't print out the ticket?

A: You can check several things to verify the issue

1. If the cable is connected properly?
2. Is there a thermal paper in the printer?
3. Does the printer power on?
4. If the printer status is a green light on the controller's POS printer setting?
5. If the printer connects to the controller via Ethernet cable, does the port number set to 9100 on the controller's POS printer setting?

Q: Why the EC-PP200 status is not a green light on the controller's POS printer setting?

A: Check if the EC-PP200 IP address is the same IP subnet with the controller's default zone.

Q: Why the printed paper is blank without any words?

A: Try to let the EC-PP200 prints the words on another side of the paper. There is only one side of the thermal paper can be printed.

Q: Can I install the EC-PP200 on my computer?

A: No, because there is no installed driver for the computer.