

Bixolon DX220 Guide

This printer is compatible with Android and Windows till systems.

Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen, as well as three app icons - POS, Network Details, Rescue.

Setting up the printer

What's in the box?

In the box, find the following items:

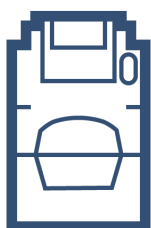
DX220 printer

Power supply

IEC cable (kettle lead)

'USB A to USB B' cable

CD (as your hardware does not contain a CD drive, this can be discarded and won't form part of the setup process).



Front



Back

Plugging in the printer

1. Plug the IEC cable (kettle lead) into the power supply and plug into a wall/plug socket
2. Plug the end of the power supply into the back of the DX220 printer, in the port on the far left, next to the power switch (pictured below)
3. Plug the 'A to B' USB cable into the USB B port, this port is on the far right
4. Plug the other end of the USB cable into any of the USB ports found on the **underside** of the till terminal

Note: Leave the printer turned **Off**, you will be prompted during the install steps when to turn it on.



POWER



SERIAL



USB B

Windows Till System

Installing the Driver

We need to download and install the network configuration driver, [click here](#)

1. Once downloaded, select the file in the bottom left corner of **Google Chrome**
2. If a user account control box appears at this point select **Yes**
3. The license agreement popup will appear, select **I accept the terms in the license agreement**
4. Select **Next x2**
5. On the next page, untick the **Read installation instructions** box and select **finish**
6. Select **Yes** when the user account control box appears
7. On the next pop (seagull driver wizard), ensure that **Install printer drivers** is selected and select **Next**
8. The installation wizard will search for the printer; once found, select **Next**
9. If any further prompts appear at this point select **Yes, Continue** or **Install**
10. Then select **Finish**

Printer & Stocks Setup

Now that we've installed the printer we need to make a few changes to the setting of our printer for the Epos Now label size.

From the Windows Desktop screen, follow the below steps:

1. Right click on the **Windows Icon** (you can perform a right click by holding down and releasing after a few seconds, the right click menu will appear)
2. Find and select **Control Panel**
3. Go to **Devices & Printers**
4. Right click (by pressing and holding down) on the printer you wish to use and select **Printer Properties**
5. In the resulting pop-up box check over the following sections:

Select the **Advanced** tab along the top of the pop-up box

6. Select **Printing Defaults** at the bottom (this will open another pop-up)
7. Select the **Page Setup** tab along the top of the pop-up box
8. Select on **New** in the stock section
9. Name the stock, EposNow or similar is recommended

Change the size options to:

10. Width **58mm**
11. Height **32mm**
12. Select **OK** and then select **APPLY**
13. Select the **Graphics** tab
14. Change the dithering option to **Ordered** and Select **Apply**
15. Select **OK**

You can now close the printer defaults setup

Testing the Printer

1. Go to your Back Office by selecting the **3 lines** (top left corner)
2. Select **Admin**
3. Select **Back Office**
4. Select the **'Manage'** tab and you will be taken to the Products page
5. Find a product that you want to print a barcode for and Select **'Advanced'**
6. Change the value next to 'Print Labels' at the top of the page to **3**
7. Select **Print Labels**
8. Scroll down and make sure **Barcode** is selected under preset and **Barcode Printer** under 'Select Printer Type'
9. Select **Generate Labels** (at the bottom of the page)
10. When the printer selection box appears select the **Bixolon DX220** (using the drop down)
11. Then select **Preferences**
12. Select the **Page Setup** tab, make sure that Epos Now stock is being used (if it is not, use the drop down next to **Name** to select Epos Now) and then select **OK**
13. Select **Apply**
14. Select **Print**

Note: The first label may have printed a slightly off centre, you will need to print approximately two additional labels to calibrate the printer.

Android Till System

Note: This printer is 'plug in and play'. No prior setup is required before testing the printer.

Testing the Printer

1. Go to your Back Office by selecting the **3 lines** (top left corner)
2. Select **Admin**
3. Select **Back Office**
4. Select the **'Manage'** tab and you will be taken to the Products page
5. Find a product that you want to print a barcode for and Select **'Advanced'**
6. Change the value next to 'Print Labels' at the top of the page to **3** using the + symbol.
7. Select **Print Labels**
8. Scroll down and make sure **Barcode** is selected under Preset and Select **Barcode Printer** under 'Select Printer Type'
9. Select **Generate Labels** (at the bottom of the page); three test labels will be printed

Note: The first label may have printed slightly off centre, you will need to print approximately two additional labels to calibrate the printer.

FAQ's

The barcode and or text print too high or too low on my label

The DX220 might need some adjustments so that the barcode and text are printed correctly on the label.

1. Find and press **Devices and Printers** and find the DX220

2. Perform a right click, by pressing and holding down and select the **Printer Properties** and make the following changes.
3. Select the **Advanced** tab
4. Select **Printing Defaults** at the bottom
5. Select the **Page Setup** tab
6. Select **Advanced Options**
7. Use the **Vertical Offset** option to raise or lower the print on the label

Note: Putting in a positive figure will print further down the label (eg 1.5mm) and putting in a negative figure will raise the print towards the top of the label (eg -2.0mm)

After making any adjustments, try printing some more labels to see if it's printing correctly. Depending on the outcome, you might have to make further adjustments.

Labels not aligning correctly

If the labels are still not being printed correctly restore the printer to Factory Defaults by following the steps below:

1. With the printer switched on press and hold the **Pause** button on the printer until both lights, on top of the printer, change yellow (this will takes about a second or two)
2. When the printer enters this mode, the status of LED 1 & LED 2 will change sequentially
3. Press the **Feed/Cancel** button when **LED 1 is GREEN and LED 2 is RED**
4. Try printing a few labels to see if this has fixed the issue

If the labels are still not being printed correctly you will need to perform a 'Gap Sensor Calibration' by doing the following:

1. With the printer switched on, press and hold the **Pause** button on the printer until both lights, on top of the printer, change yellow (this will take a second or two)
2. When the printer enters this mode the status of LED 1 & LED 2 will change sequentially
3. Ask the customer to press the **Feed/Cancel** button when **LED 1 is ORANGE and LED 2 is GREEN**