

Quick Guide Connecting your ticket printer to the box office module





This is how you connect your own ticket printer to the box office module.

Do you use the EVENTIM.Light box office module for your door sales and would like to use your own ticket printer?

In this document, we will show you how to connect a common printer model with the box office module to print tickets even faster and more conveniently. The supported printer model is the Epson TM-m30III incl. Wi-Fi. The tickets are then printed in the format of a receipt with a QR code on it. This QR code can be validated as usual at the entrance using the EVENTIM.Access Scan app.

Please note: This document only explains how to connect the printer to EVENTIM.Light and is not an instruction manual for the printer. Please use the manufacturer's information for this.

The following conditions must be met before connecting the printer:

- You have bought the Epson TM-m30III incl. Wi-Fi.
- + Your EVENTIM.Light account is activated for the <u>box office</u>. If this is not the case yet, enter valid bank details in your EVENTIM.Light account (we need this for billing purposes) and then contact our support team at eigenverkauf@eventim-light.de for activation.
- You have prepared the printer, i.e. connected it to the power supply and inserted a paper roll.

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1. Connection of the Epson TM-m30III via desktop/PC (recommended)

1.1 Connect the printer with the Internet.

Option 1: LAN

Connect the printer to your LAN port using a LAN cable. Then proceed to page 7.

Option 2: Wi-Fi

As soon as you switch on the printer, it prints out a receipt with instructions on how to set it up (Figure 1).

Step 1: Establish a connection between your PC and the printer:



Figure 3

The printer creates its own Wi-Fi to which you must connect your PC. This is necessary so that you can configure the printer via your PC. You can find the name of the printer Wi-Fi on the receipt under SSID (Figure 1). Connect your PC to this to establish a connection between your PC and the printer.

In the Wi-Fi settings on your PC (Figure 2), enter the 8-digit password from the back of your printer as the password (Figure 3). **Note**: If the 'Connect automatically' box is ticked, deactivate it.





Figure 2



Step 2: Connect the printer to the Internet (Wi-Fi)

You have three options for accessing the printer settings:

- 1. Either the page opens automatically after you have connected your computer to the printer in step 1.
- 2. Alternatively, you can enter the IP address of your printer's receipt (Figure 1) in the browser.
- 3. Or you can click on 'Open browser and connect' in the Wi-Fi settings window.



Now set up the Wi-Fi by clicking on "Wi-Fi" in the printer settings.

EPSON TM-m30III Series								
English								
جا جا <u>س</u> حا ج								
$\widehat{}$			₹	-Ö-				
•								
Wi-Fi	Wi-Fi Direct	Print Settings	Firmware Update	Advanced Settings				

Next, enter the password (8-digit number from the back of your printer) again in the login screen and press 'Enter'.

EPSON	TM-m30III Series	
Log in		
Current password :		<u> </u>
Note: It is recommen The initial password	ded to communicate via HTTPS for entering an administrator password. is provided on the label attached to the product. For more details, please refer to th	e user manual.

Wait a moment until your printer is ready for the next step.



Now select your Wi-Fi network and enter your Wi-Fi password so that the printer can connect to the Internet. **Important**: Your computer and the printer must be connected to the same Wi-Fi network.



Your printer will now establish a connection to the Internet. No success message will be displayed on your computer. Please note the next receipt that is printed out. It will tell you whether the Internet connection has been successfully established or not (see next page of this manual).

ΞP	SON T	M-m30III Series	C>
V	Vi-Fi Setup	Wi-Fi Setup	
		Applying the settings	
		It may take some time to resume communication. If you want to change the	$\widehat{\mathbf{C}}$
	GUEST	settings, restart web coning.	$(\hat{\mathbf{c}})$
	FRITZIBox 549		(;·
	Office fr		

If the connection to your Wi-Fi has been successfully established, a receipt is printed out indicating the status as 'PASS'.



	ed button	•	
		_	
Check Network Con	nection -	PASS	
SSID Check		PASS	
Communication Mod	le Check	PASS	
Security Mode Che	ck	PASS	
NAC Address Filte	ring Check	PASS	
Security Key/Pass	word Check	PASS	
Detailed IP Setup	Check	PASS	
Notwork Status			
Printer Name	EPSONA2D4	03	
Printer Model	TM-#30111	Series	
IP Address	192.168.7	0.48	
Subnet Mask	255.255.2	55.0	
Default Gateway	192.168.7	0.1	
Network Name	HDA-DSK/A	(91	
Committee	and the second s	C31	
Security Signal Strength	Fair		

If you have entered your Wi-Fi password incorrectly and the connection cannot be established correctly, 'FAIL' will appear on the receipt. In this case, you must start the process described here from the beginning.

Check Network Connection	FAIL
SSID Check	PASS
Communication Mode Check	PASS
Security Mode Check	PASS
MAC Address Filtering Check	PASS
Security Key/Password Check	NG
IP Address Check	Unchecked
Detailed IP Setup Check	Unchecked
See the Network Status and c the Network Name (SSID) is t you want to connect. If the	heck if he SSID SSID is



1.2 Connect the printer with EVENTIM.Light

To connect the printer to your EVENTIM.Light account, first go to the printer settings. To do so, enter the IP address that your printer has printed out in your browser.



A security warning may initially appear in your browser. The warning appears because Epson only makes the printer settings available under 'http' and not under the secure connection 'https'. Go to the advanced settings and allow access to the page by accepting the risk.

Firefox hat ein mögliches Sicherheitsrisiko erk Website besuchen, könnten Angreifer versuch stehlen.	annt und 192.168.70.48 nicht geladen. Falls Sie e en, Passwörter, E-Mails oder Kreditkartendaten z
Weitere Informationen	
	Zurück (empfohlen) Erwe
Dem Zertifikat wird nicht vertraut, weil es von Fehlercode: <u>MOZILLA PKIX ERROR SELF SIGN</u>	Aussteller selbst signiert wurde. ED CERT



First, go to 'Advanced Settings' and then to 'Administrator Login'. Here, you have to enter your 8-digit password from the back of your printer again and confirm with 'Enter'.

	EPSON	TM-m30III Series					
	English						~
	WI-FI	→] 	Fi Direct	Print Settings	Firmware Update	Advanced Settings	
EPSON	тм	-m30III Series	5				Administrator Login
Status	Network Se	curity					
Produc Networ	t Status k Status		Product	Status			
			English				~
			Printer Status Available.	5			
			Firmware :		08.48.JA06NB		
			Root Certificate	Version :	02.03		
			MAC Address :		A4:D7:3C:A2:D4:D3		
			Date and Time	:	07-09-2024 PM 00:42 U	TC+00:00	
			Administrator N	ame/Contact Information :			



EPSON	TM-m30III Se	ries	Administrator Logir
Status	Network Security		
Product Stat Network Stat	ct Status rk Status	Administrator L	ogin
		Current password : Note: It is recommended to com The initial password is provided	municate via H11PS for entering an administrator password. on the label attached to the product. For more details, please refer to the user manual.



For the next step, you will need your individual access data from your EVENTIM.Light account. Open a second browser window at the same time and go to your EVENTIM.Light account, open the box office module and go to the <u>settings</u>.

Event Overview		目 ~ ≎
image: IStock		
Demo-Event	Stand Up Comedy Night	Cart is empty
 ♥ Club 20457, Hamburg ■ 07.09.2024 ③ 20:00 	♥ Theater, Hamburg 30.11.2024⊙ 20:00	
Terms of use Privacy policy Legal notice		

Click on 'Configure' in the 'Printer' area. A pop-up window will open with your access data. You will need to enter this data in your printer settings in the next step.

← Settings			Đ Logout
perform the next o	order. Tickets could be printed via orde	r overview.	
Language		Configure ×	
Language English		1. Connect printer	
		To quickly set up the printer on the network, follow our quick guide for your printer.	
Advanced setting	gs	Epson XYZ 5000 Quickquide.pdf	
D Enter method of p	payment	2. Enter access data	
Use the selection of method of	payment for a better overview. You can adjust	Enter the following information in your printer settings:	r completing the order, you can click on the amount the customer has to pay
Printer		URL:	
	Print your tickets at your eveni	Password:	
-	 Buy a printer Connect printer to the Internet Print tickets 	NEXT	
	More informations	Configure	



Go back to your browser window with the printer settings. Click on 'TM-Settings' under 'TM-Intelligent'.

EPSON	1	۲M-m30III	Series			Administrator Logout
Status	Print	Network	Network Security	Product Security	Device Management	
Product	Status Status		Prod	uct Status		
<u>»TM-</u>	ii Settings]	English			~
		Printer S Available	tatus			
			Firmware :		08.48.JA06NB	
			Root Certif	icate Version :	02.03	
			Serial Num	ber :	XBVW005381	
			MAC Addr	ess :	A4:D7:3C:A2:D4:D3	
			Date and 1	ime :	07-09-2024 PM 00:48 UTC+00:00	
			Administra	or Name/Contact Inform	nation :	

Now go to the two areas <u>Server Direct Print</u> and <u>Status Notification</u> one after the other. Enter the data from your EVENTIM.Light account here: the URL, your user name under ID and your password.

Note: First enter your data in both areas and then click on 'Apply & Restart'.

					Apply & Re
Information Basic Network	Serv	ices > Ser	ver Direc	ot Print	
Device Admin Printer	Server Dir	ect Print Setting —			
Services ePOS-Print	Server [Direct Print	Enable 🗸		
ePOS-Device Server Direct Print	Server	URL(Input with http:// or https://)			
Status Notification	1	Interval(s) [0- 86400]	5		
Miscellaneous Settings Proxy	Server	URL(Input with http:// or https://)			
System Reset	2	Interval(s) [0- 86400]	5		
Help	Server	URL(Input with http:// or https://)			
	3	Interval(s) [0- 86400]	5		
	ID				
	Passwo	Password			
	URL En	URL Encode Enable V			
	Name	Name XBVW005381			
	Server	Authentication		Disable V	



				Apply & Rest
Information Basic Network	Services > Sta	tus Notifi	cation	
Printer	Status Notification Setting			
Services ePOS-Print	Status Notification	Enable v		
ePOS-Device Server Direct Print	URL(Input with http:// or https://)			
Status Notification	Interval(s) [1-86400]	5		
Miscellaneous Settings Proxy	ID			
System	Password			
Reset Help	URL Encode	URL Encode		
	Name	Name		
	Server Authentication		Disable 🗸	

In your EVENTIM.Light account, select your printer from the drop-down list in the <u>box office settings</u>. To make sure everything works, print a test receipt. You are ready to go.

Printer		
Printer		•
print test ticket	Add another printer	

If you now sell tickets at the box office, you can either print the PDF ticket as usual on a standard A4 printer or ticket in the form of a receipt on your ticket printer.





2. Connection of the Epson TM-m30III via App

2.1 Connect the printer with the Internet.

- 1. Download the "TM Utility" app from Epson.
- 2. Open the Wi-Fi setup wizard and select 'TM-m30III' under Printers.



3. Follow the instructions of the app.



Tip: To start the configuration, open the paper cover of the printer and press the paper feed button while the cover is open (instructions in the app).

Important: Your device that you use to set up the printer must be connected to the same Wi-Fi network to which you want to connect the printer.

Open the TM Utility App. First, select your printer.

••• Telekor	n.de 🗢 08:42	46 %
	Epson TM Utility	(])
TM-	-m30III	>
		Search
•	View Printer Status	>
a	Check Printer Operations	>
٥	Change Printer Settings	>
٥	Printer Settings Backup/Res	tore >
a	Wi-Fi® Setup Wizard	>
3	Bluetooth® Setup Wizard	>



2.2 Connect the printer with EVENTIM.Light

For the next step, you will need your individual access data from your EVENTIM.Light account. Open a second browser window at the same time and go to your EVENTIM.Light account, open the box office module and go to the <u>settings</u>.



Click on 'Configure' in the 'Printer' area. A pop-up window will open with your access data. You will need to enter this data in your printer settings in the next step.

← Settings				E Logout
perform the next of	rder. Tickets could be printed via ord	er overview.		
Language		Configure	×	
Language English		1. Connect printer		•
Advanced setting	js	To quickly set up the printer on the network, follow our quick guide Epson XYZ 5000 Quickquide.pdf	for your printer.	
Enter method of p	ayment	2. Enter access data		
Use the selection of method of a	payment for a better overview. You can adjust	Enter the following information in your printer settings: URL: Username:	0	r completing the order, you can click on the amount the customer has to pay
ē	Print your tickets at your eveni 1. Buy a printer 2. Connect printer to the Internet 3. Print tickets More informations	Password: Configure	NEXT	



You must enter your individual data in two places in the printer settings. Go to '**Change printer** settings' > '**Various settings'** > '**TM-Intelligent**'. Enter your data once under '**Server Direct Print**' and once under '**Status notification**'.

Key Change Printer Settings		USB	>
Current Settings	>	Bluetooth	>
Storing Logos	>	TM-Intelligent	>
Various Settings	>	Notwork	
Interface	>	INELWOIK	>
iBeacon	>		

First enter your user name (= ID), your password and the URL under '**Server direct print**'. Then go to the '**Status notification**' area and do the same again.

ID	
Passwort	>
Server 1	
URL	>



In your EVENTIM.Light account, select your printer from the drop-down list in the <u>box office settings</u>. To make sure everything works, print a test ticket. Then you are ready to go.

Printer		
Printer		•
print test ticket	Add another printer	

If you now sell tickets at the box office, you can either print the PDF ticket as usual on a standard A4 printer or in the form of a receipt on your ticket printer.





3. Contact

If you have any questions about printing via your EVENTIM.Light account, please contact us by e-mail: <u>support@eventim.se</u>

If you have any questions about the printer or technical problems, please contact the manufacturer.