



# **Ticket Printing Services and USB Boca Configuration**

*User Guide*

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**About this Guide**

This guide will walk you through on how to configure your USB Boca printer and how to install Ticket Printing Service along with configuring settings inside Ticket Printing Service. Additional ProVenue workstation and printer profile creation is also included in this guide.

All that is included in this guide is required to be completed for your Boca printer to function correctly on ProVenue.

## Configuring your USB Boca Printer

1. Be sure to have your Boca printer plugged into power and turned on.
2. Next we require getting into the Bocas menu to make changes to a few settings. The Boca printer should have 3 buttons.



Hold down the first and last button together and wait till you are inside the Boca factory menu. You can now navigate and make changes using the 3 buttons on the Boca.

3. Once inside you are required to make the following changes by navigating through the menu:
  - STATUS ENABLED = USB
  - SPEACIAL HEAD = REV ADJ2 BOTH
  - TICKET MODE = SINGLE
  - USB = YES
  - USB DEVICE TYPE = HID

When the following above have been change, save settings and exit the Boca menu.

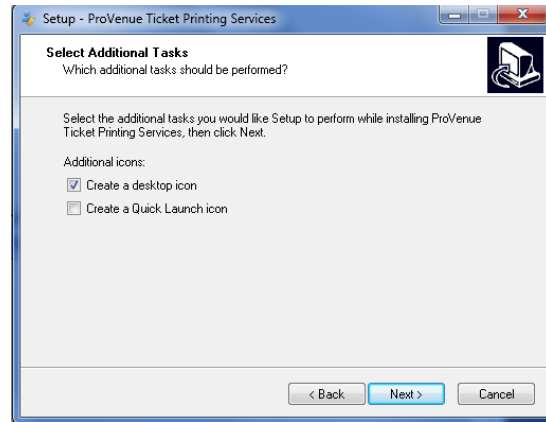
4. After configuring your Boca, connect the USB to your desktop/workstation.
5. Next we will need to verify that the USB printer has been installed as a HID Device.
  - Click your Windows **Start** menu at the bottom left corner of your desktop.
  - In the “**Search programs and files**” search box type in **mmc devmgmt.msc** and press **Enter** and your Device Manager window will open up.
  - Next scroll down to **Human Interface Devices** and under it you should see **HID-compliant device** confirming that HID Device was installed.



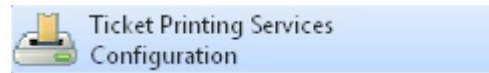
## Installing and Configuring Ticket Printer Service

Please make sure you have the latest available version of Ticket Printing Service (TPS) provided by Tickets.com

1. Run the Ticket Printing Service installation and click on next till you reach the option to **“Create a desktop icon.”** Go ahead and check the box and continue clicking next till installation is complete and the TPS icon is on your desktop and running in your task bar.

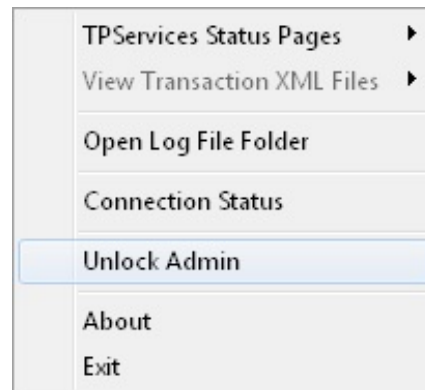


2. Bottom left in your task bar, you should be able to see TPS running. If not, go ahead and click on the TPS icon that was created on your desktop and that should start up your TPS and then you should be able to see the icon in your task bar.



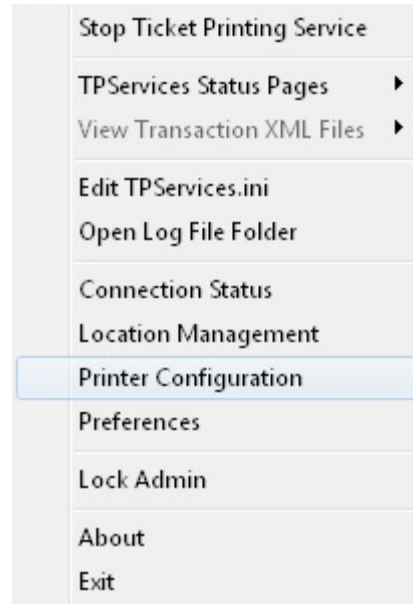
3. Right click the TPS icon in your task bar then select and click on **“Unlock Admin.”**

You will then be prompt to put in password to unlock the menu.

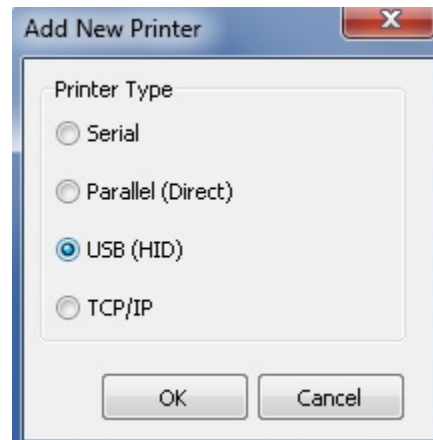


- Once unlocked, go back and right click the TPS icon in the task bar once again to get a full menu.

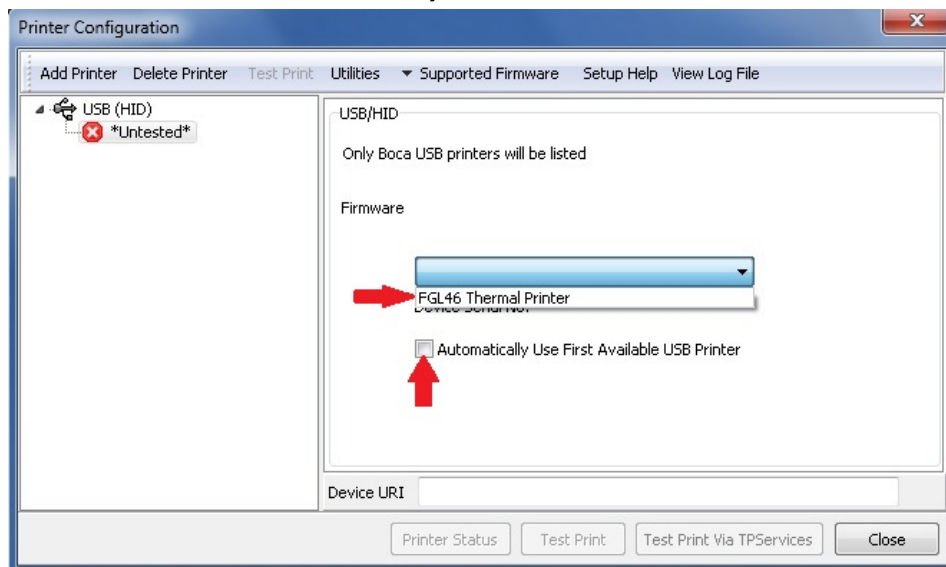
Select and click on “**Printer Configuration.**” To start your Boca printer setup.



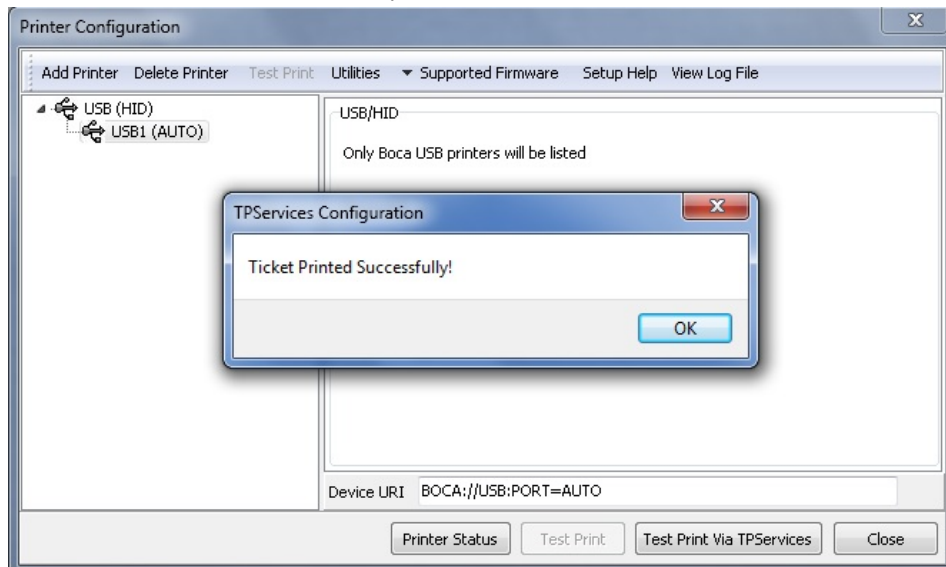
- Inside Printer Configuration, at the top left of the window, click on “**Add Printer.**”
- Next you will get a small window with the option to select Printer Type. Go ahead and select “**USB (HID)**” and click OK.



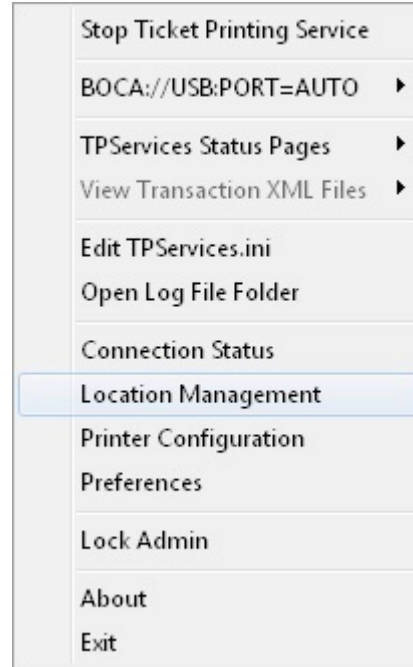
- To confirm TPS has detected your Boca printer, go to the drop down menu and see if you see your Boca printer listed as shown below. Once you see your Boca listed, just go ahead and check the box **“Automatically Use First Available USB Printer.”**



- At the bottom click on **“Test Print”** and you should have a successful print from the Boca. Click on Close and move to step 9.



9. Right click on your TPS icon in your Task bar once again and select “**Location Management.**”



10. Inside Manage Locations at the top left, click on **New**, and Fill out the Following:

**Description:** Here you can just fill in your venues name. (i.e. Dodgers, STG, etc.)

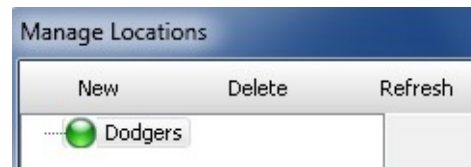
**Instance URL:** Type in **http://\*\*\*\*.provenueapp.com:9106**. Replace the **asterisks** with your ProVenue address (Example: **http://dodgers.provenueapp.com:9106** **http://ptsw1.provenueapp.com:9106**, etc. You can also check your address by opening your ProVenue browser and look at the first part of your link. Once you have the correct address put in here. Click on Ping and you should get a “**Ping Succeeded**”

**Supplier Down Time:** 00:50

**Suppliers Up Time:** 01:00

Check the box “**Connection Enabled.**” At the bottom and click **Save**.

Once you have clicked Save, TPS will attempt to connect to ProVenue. You can view the connection status right at the top left of the Manage Location. Once connected you should see a green icon indicating that the connection was successful.

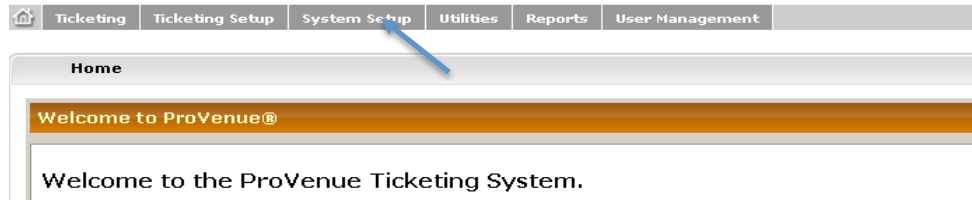


11. Let’s confirm that your Boca can now print on ProVenue. Log into ProVenue and on the home page you should see a “**Test Printer**” button to the right. Click **Test Printer** and you should get a ticket print from your Boca. You are now ready to print from ProVenue.

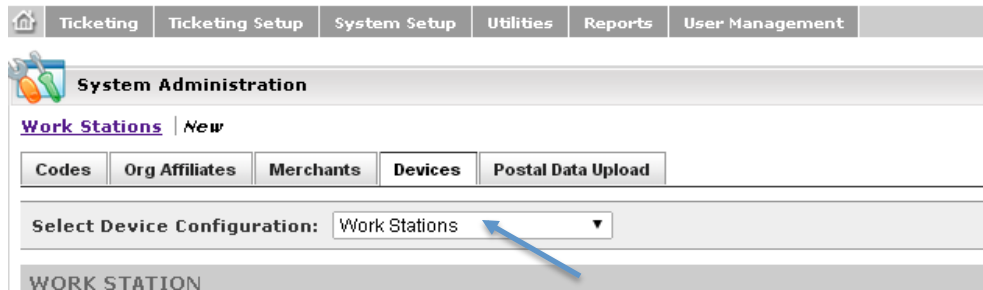
If your connection is not made with ProVenue and Test Printer has failed, please make sure you have a ProVenue workstation, printer profile setup and that token has been detected. If not, follow the instructions below to create and setup your ProVenue workstation and printer profile.

### ProVenue Workstation Profile Setup

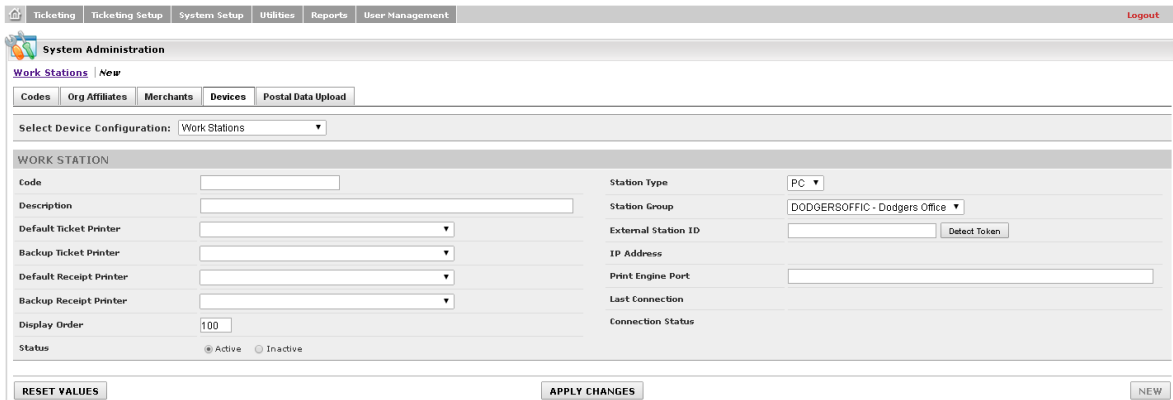
1. Log into ProVenue and select the **System Setup** tab from your ProVenue tool bar.



2. Choose **System Administration** from the drop down menu.
3. Under System Administration, click on the **Devices**.
4. Click on the **Select Device Configuration** drop down menu and select **Workstations**.

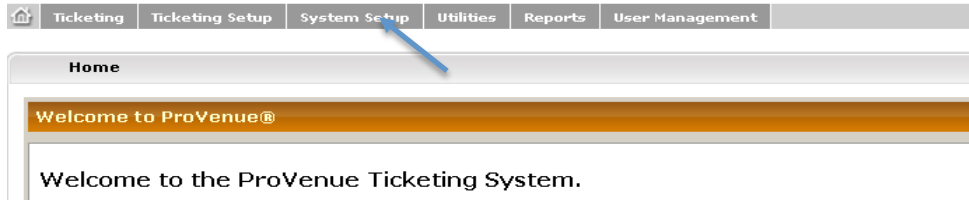


5. On the next page to the right of the page click on **“New.”**
6. Complete the code (name) and description.
7. Select your default Ticket Printer. (Come back to this step once Printer profile has been setup).
8. Once you have completed filling out your workstation, click **Detect Token** and allow all Java security notifications to run. Afterword Apply Changes.

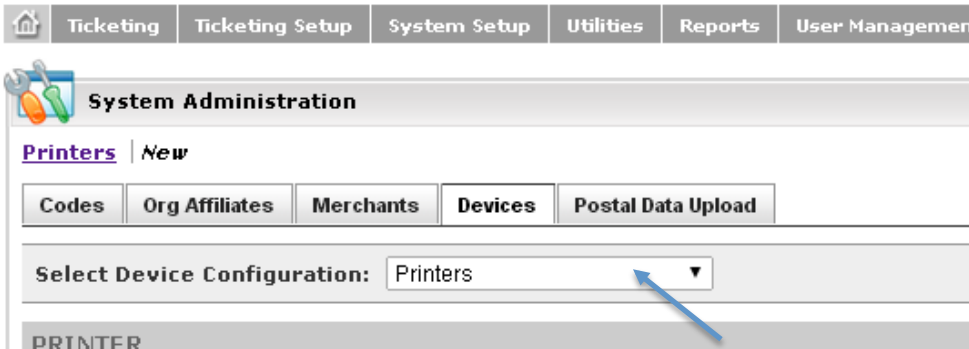


## ProVenue Printer Profile Setup

1. Log into ProVenue and select the **System Setup** tab from your ProVenue tool bar.



2. Choose **System Administration** from the drop down menu.
3. Under System Administration, click on the **Devices**.
4. Click on the **Select Device Configuration** drop down menu and select **Printers**.



5. From here, you are able to add a new Printer profile or alter an existing Printer.
6. Complete the code (name) and description.
7. Insert the Printer URL BOCA://USB:PORT=AUTO
8. Under **Station** select the **Workstation** you would like the Printer profile to link to.
9. Apply Changes
10. Return to step 7 under **ProVenue Workstation Profile Setup** under default printer, select the printer profile you have created and apply changes.

System Administration

Printers | New

Codes | Org Affiliates | Merchants | **Devices** | Postal Data Upload

Select Device Configuration: Printers

PRINTER

ID		Station	
Code		Printer URL	
Description		Printer Exclusivity Type	Station
Printer Type	BSC300 - Boca Single Path 300dpi	Stock Type Path One	LADNEW - LAD New Ticket Stock
External Printer	<input type="checkbox"/>	Stock Type Path Two	
Display Order	100	Sheet Type	
Status	<input checked="" type="radio"/> Active <input type="radio"/> Inactive	Sheet Printer Name	

RESET VALUES      APPLY CHANGES      TEST PRINTER      NEW