

Setting up a Datamax S Class 3210 Thermal Printer

This document will help you set up your Datamax S Class 3210 thermal printer. We hope the following instructions are clear. If, for any reason, the operator cannot successfully set up the printer and be able to print a test ticket within the Windows operating system, please call Datamax-O'Neil Corporation's support hotline at 407-523-5540. Datamax-O'Neil is open Monday through Friday from 8 am to 6 pm Eastern Time. Identify yourself as a customer of Center Stage Software. There will be no additional cost for support.

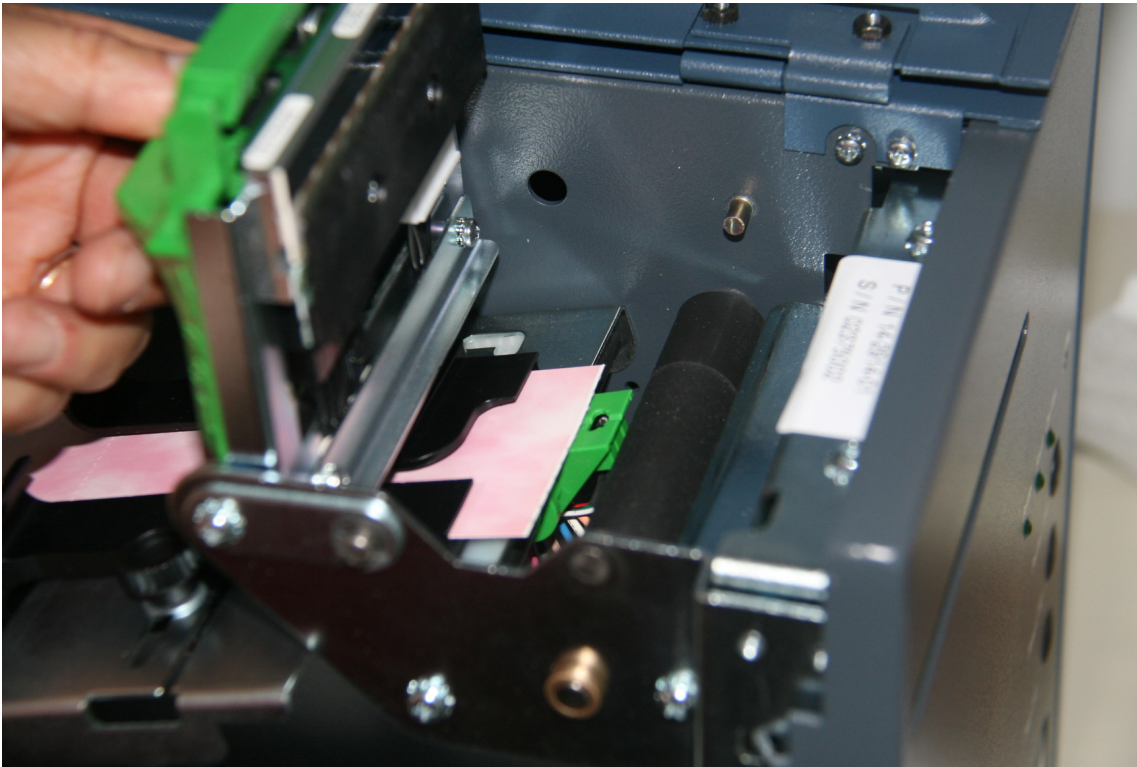
For additional assistance in setting up the printer within Wintix Box Office Accounting software, please call our support line at 831-920-1254 or email: support @centerstage.com. Support hours are Monday through Friday from Noon to 8 pm Eastern time. Client must be a current user of Center Stage Software with a support contract in place. If the support contract has expired, client may renew his/her support contract by contacting Center Stage Software at 831-583-0641 or info@centerstage.com.

Setup instructions for the printer are as follows:

1. Unpack the printer and plug in the power cord and plug into power source.
2. Connect printer cable to printer and computer (most likely a USB printer cable – may or may not be included).
3. Power on the printer. Power button is located on the rear of the printer.
4. Use the key that is included with the printer to unlock the printer lid.
5. Put the ticket stock in and adjust the ticket guide by loosening and tightening the thumbscrew (to the bottom right of the ticket guide).



6. To feed the ticket stock through the printhead, you must first unlock the green latch (all the way back to unlock. Once unlocked, lift the green latch upward in order to feed the ticket)



7. Once the ticket has been fed, close the green latch and lock it by pushing the latch toward the front of the printer to lock in place).

8. Power on the printer and wait until it is online (about 20 seconds).

9. If your tickets have been loaded inside your printer, and you have powered on the printer, the ticket will be grabbed by the printer, then pulled in and calibrated.

10. The printer is ready to work. Try printing a test ticket. (See # 2 under the heading: Printer Buttons and What They Do at the end of this document.)

11. When connecting new hardware to your PC computer, you will see the following Wizard screens: Please follow the wizard screen shot recommendations below:



Found New Hardware Wizard



This wizard helps you install software for:

Datamax-O'Neil ST-3210



If your hardware came with an installation CD or floppy disk, insert it now.

What do you want the wizard to do?

- Install the software automatically (Recommended)
- Install from a list or specific location (Advanced)

Click Next to continue.

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Next >

Cancel

Found New Hardware Wizard

Please select the best match for your hardware from the list below.



Datamax-O'Neil ST-3210

Description	Version	Manufacturer	Location
Datamax ST-3210	7.1.9.0	Datamax	c:\windows\inf\oem46
Datamax ST-3210	7.1.6.0	Datamax	c:\windows\inf\oem38
Datamax ST-3210	7.2.0.0	Datamax	c:\windows\inf\oem47
Datamax-O'Neil ST-3210	7.2.1.0	Datamax-O'Neil	c:\windows\inf\oem50



This driver is not digitally signed!

[Tell me why driver signing is important](#)

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Next >

Cancel

Hardware Installation



The software you are installing for this hardware:

Printers

has not passed Windows Logo testing to verify its compatibility with Windows XP. ([Tell me why this testing is important.](#))

Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.

CHOOSE

Found New Hardware Wizard

Please wait while the wizard installs the software...



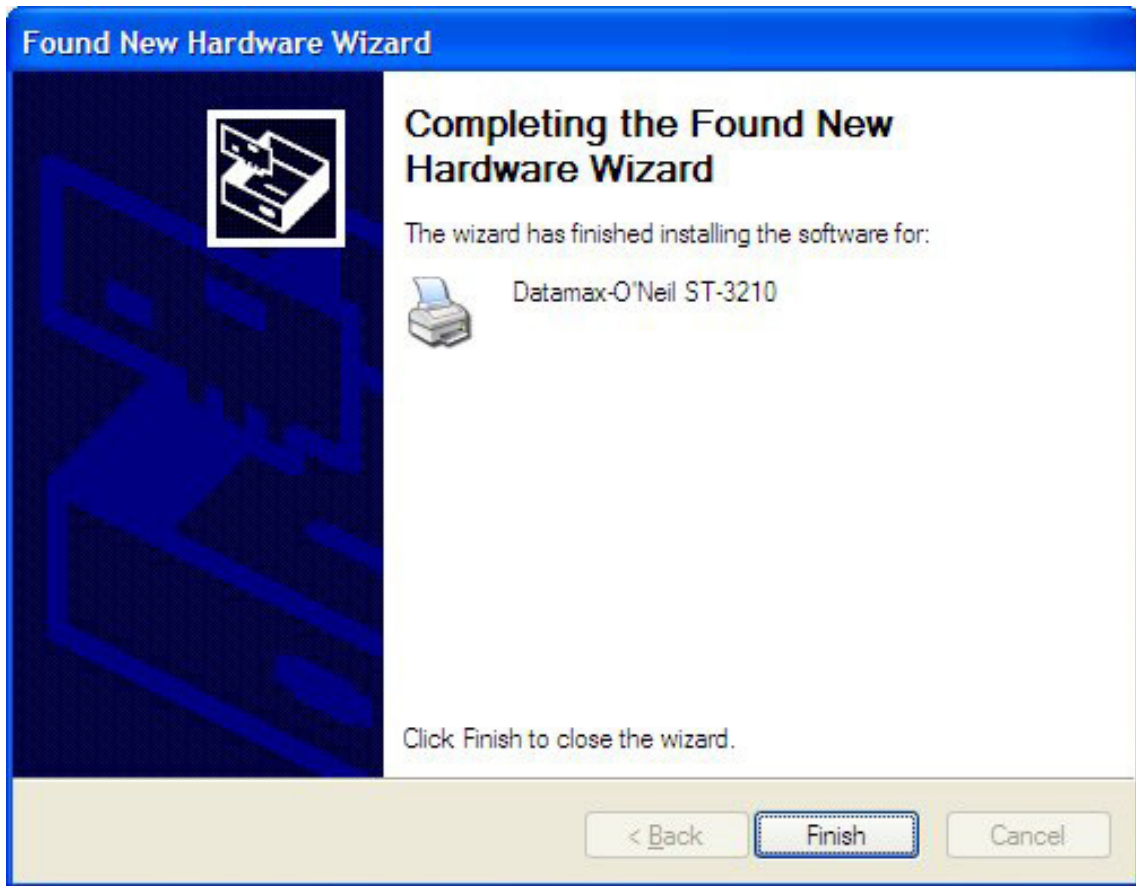
Datamax-O'Neil ST-3210



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Next >

Cancel



Printer buttons and what they do:

1. The Pause/F1 button takes the printer off-line and online.
2. To print a test ticket, turn the printer off-line and press the Test ticket/F3 button.
3. To print a configuration ticket (you never know when someone may ask for one): press the F2 button on the printer and F3 button on the printer at the same time.
4. Press the F2 button twice and you will get to the parser mode. Press the F1 button and you want the parser mode to be DPL for Windows printing.

