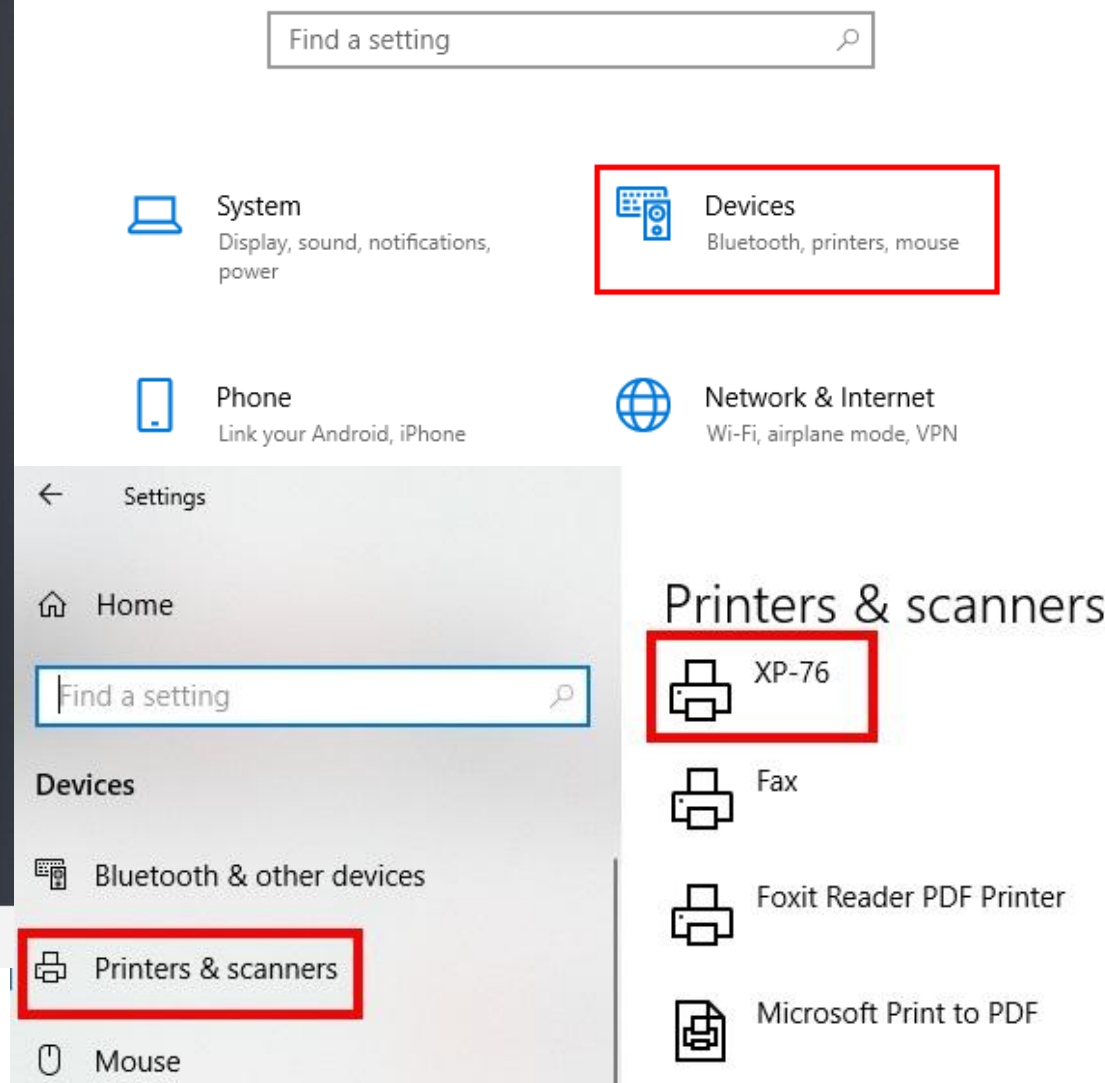
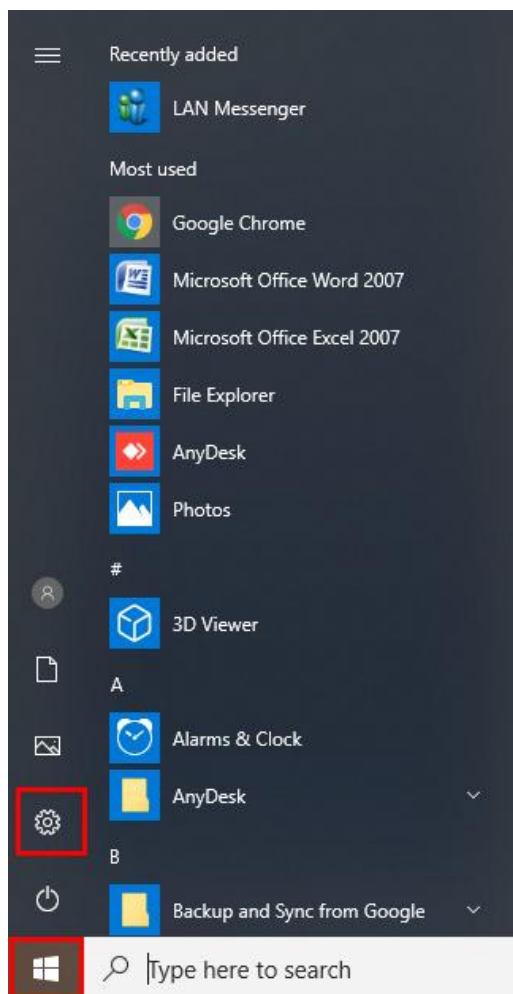


Printer Troubleshoot and Configuration

Before we can proceed to troubleshoot the XP 76 Printer Device, we need to know the following:

- First, click the “Homepage”
- Go to “Settings”.
- Choose “Printer & Scanner”.
- Click **XP 76**

Windows Settings



1. How to check if the Printer is working?

- Go to “**Settings**”.
- Choose “**Printer & Scanner**”.
- Choose “**XP-76**” and click on “**Manage**”.
- Click “**Printer Properties**” > “**Xp-76 Properties**”.
- Choose “**General**” and Click “**Print Test Page**”.
- Test page has been sent to your printer, click “**close**”.

XP-76

Manage your device

Printer status: Default, Offline

Open print queue

Set as default

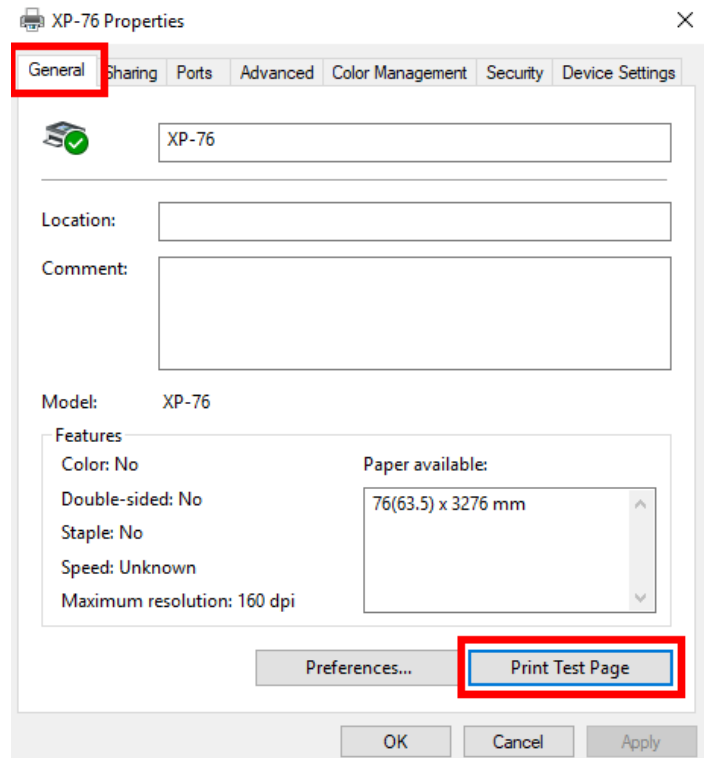
Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties



XP-76

×



A test page has been sent to your printer

This test page briefly demonstrates the printer's ability to print graphics and text, and it provides technical information about the printer. Use the printer troubleshooter if the test page does not print correctly.

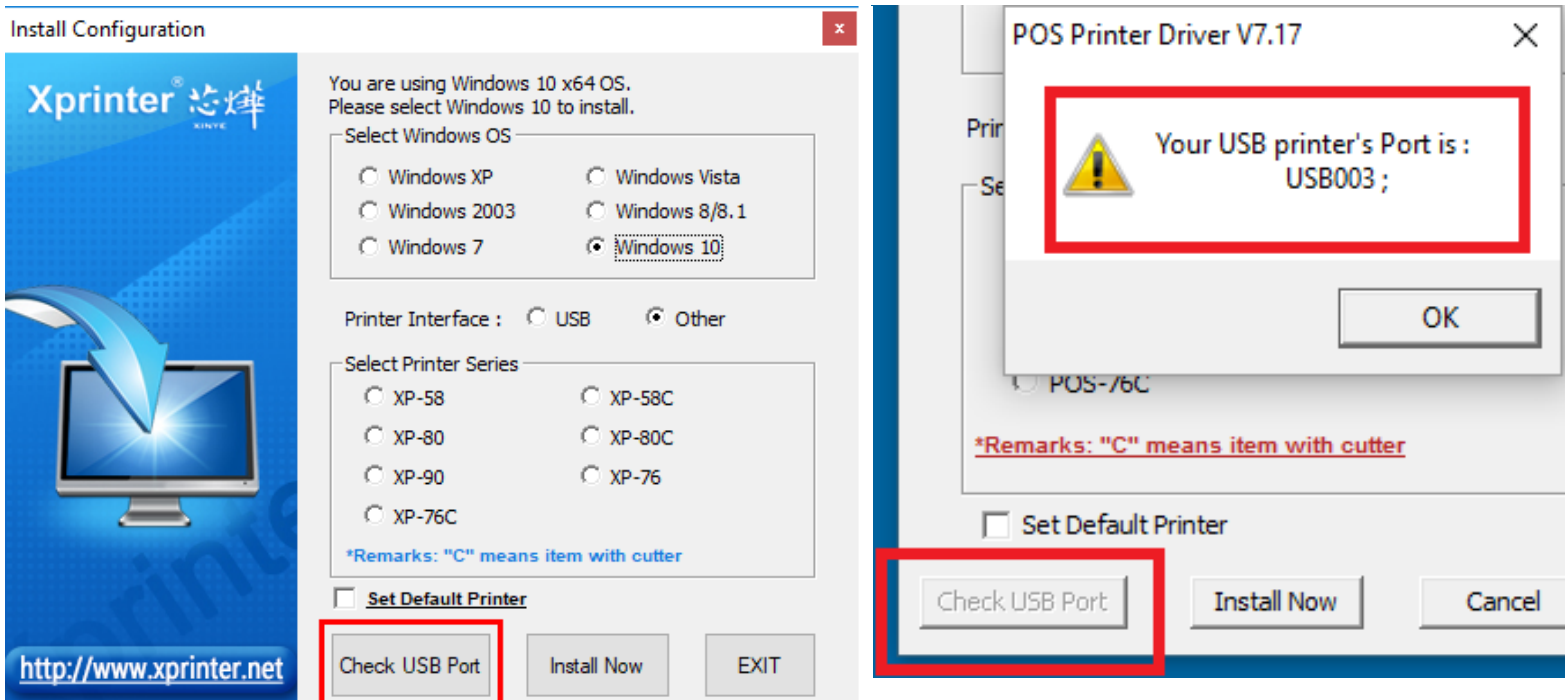
[Get help with printing](#)

Close

NOTE: If the Printer did not print please proceed to Step 2

2. How to check USB Port?

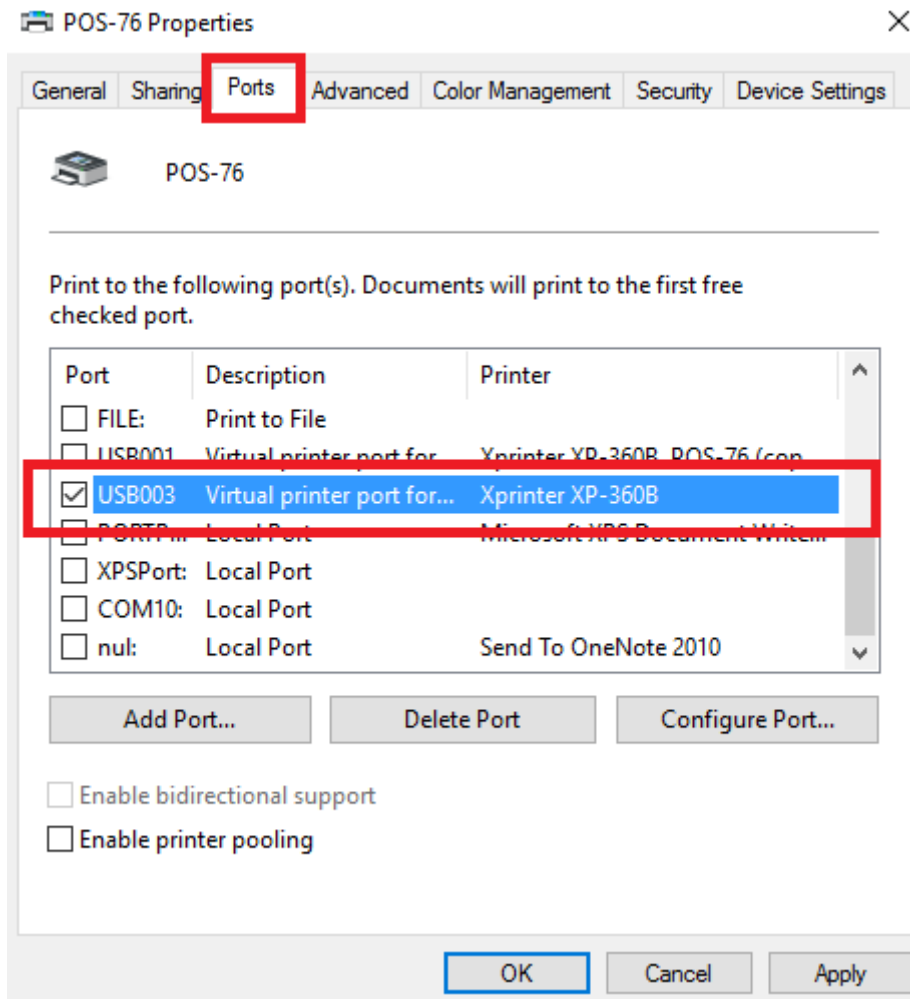
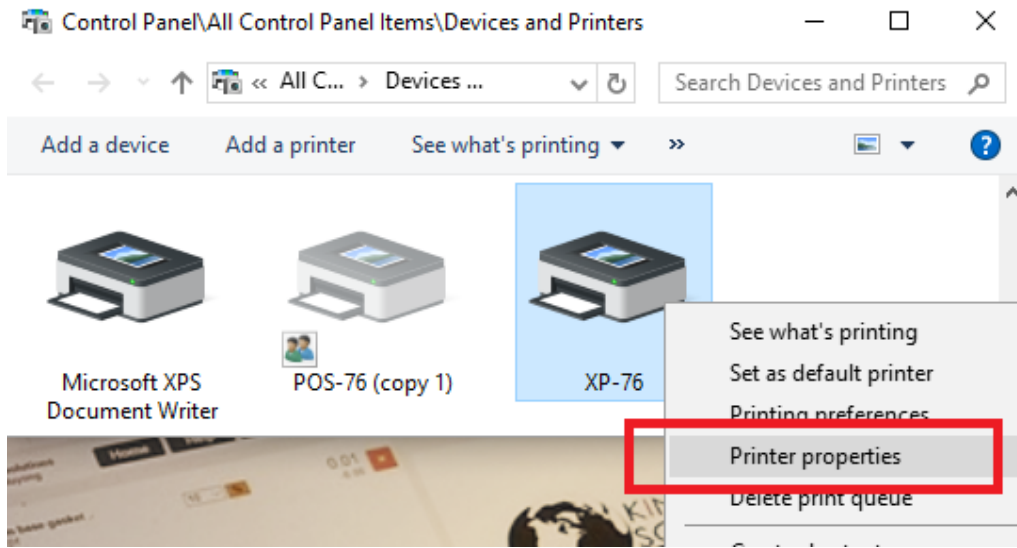
- How to check “**USB Port**”.
- Check Printer if “**Power On**”.
- Check “**USB Port**” if plugged in.
- Open “**X Printer Driver V7.77**” on your “**Desktop**”.
- Click “**USB Port**”, then your USB Port will appear.



NOTE: If the Printer is installed do not click install now

3. How to configure Printer USB Port?

- Go to “**Settings**”.
- Choose “**Printer & Scanner**”.
- Choose “**XP-76**” and click on “**Manage**”.
- Click “**Printer Properties**” > “**Xp-76 Properties**”.
- Choose “**Ports**”



4. How to set the Proper Paper Size and Font size?

- Go to “**Settings**”.
- Choose “**Printer & Scanner**”.
- Choose “**XP-76**” and click on “**Manage**”.
- Click “**Printing Preferences**” > “**Advanced Options**”.
- On the “**Paper/Output**”, click the Paper Size button and choose “**76(63.5) x 3276 mm**” as shown in the picture.

🏠 XP-76

Manage your device

🖨️ XP-76 Printing Preferences

Printer status: Idle

Open print queue

Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties

Layout Paper/Quality

XP-76 Advanced Options

XP-76 Advanced Document Settings

Paper/Output	Paper Size: 76(63.5) x 3276 mm
Copy Count:	58(48) x 210 mm
Graphic	58(48) x 297 mm
Print Quality	58(48) x 3276 mm
Document Opt	76(63.5) x 210 mm
Advanced P	76(63.5) x 297 mm
Pages per S	76(63.5) x 3276 mm
Halftoning:	Auto Select
Print Optimizations:	Enabled

🖨️ POS-76 Printing Preferences

Layout Paper/Quality

Orientation:

Portrait

Page Order:

Front to Back

Page Format

Pages per Sheet 1

Draw Borders



Advanced...

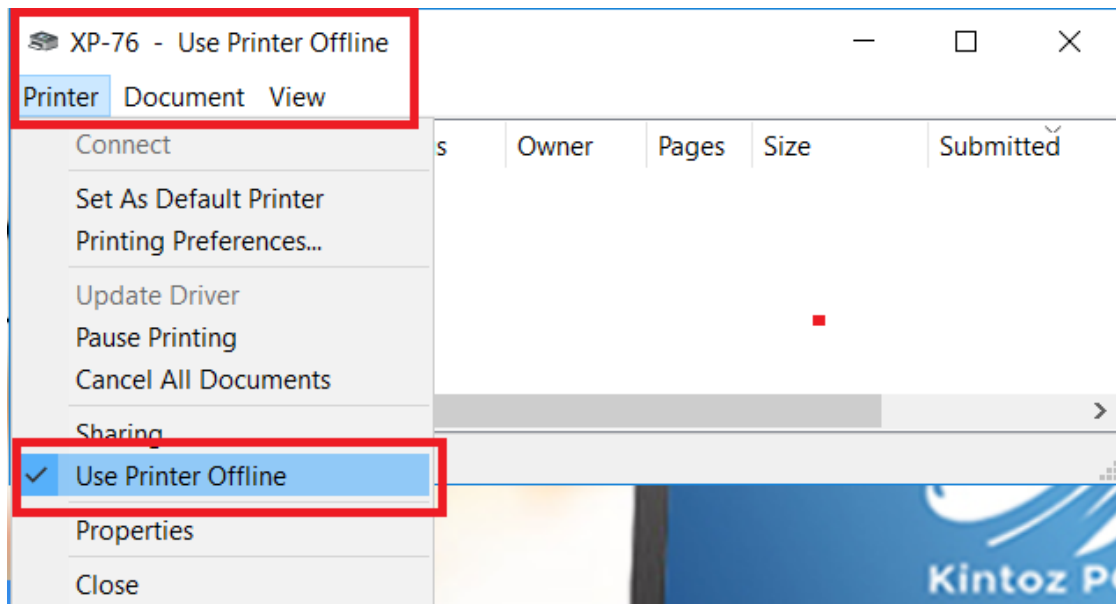
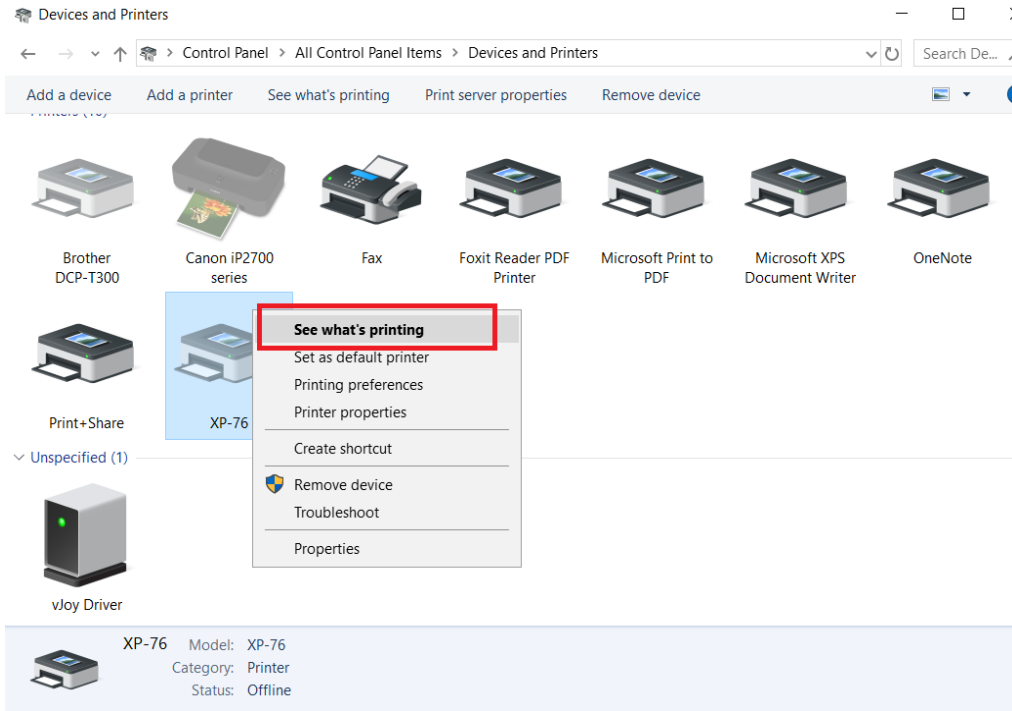
OK

Cancel

Apply

5. How to check if the Printer is Online?

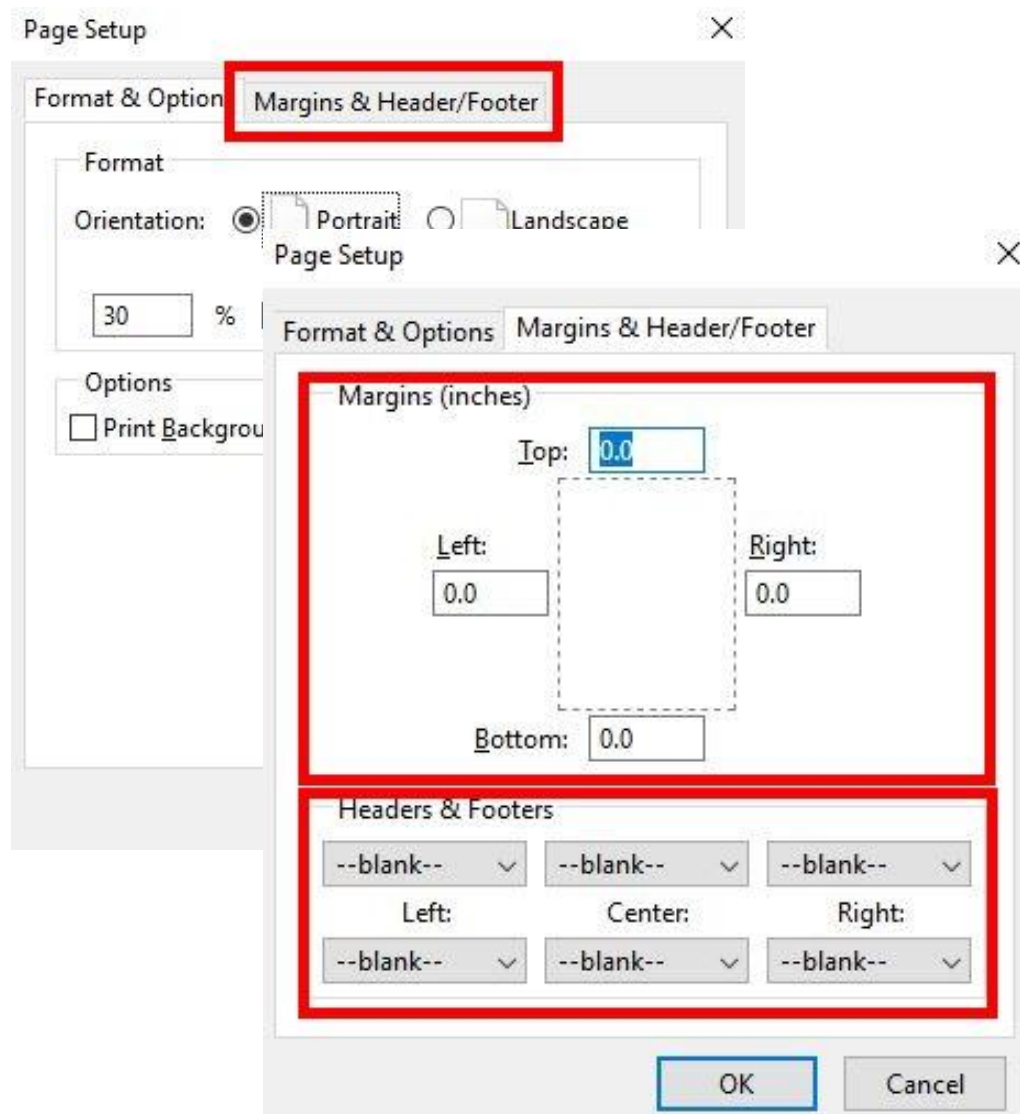
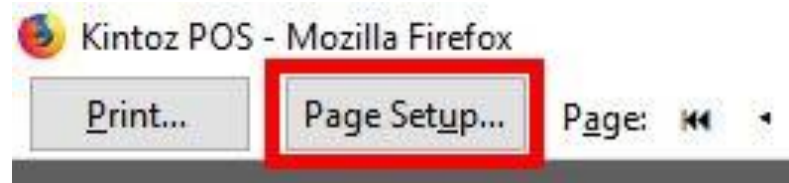
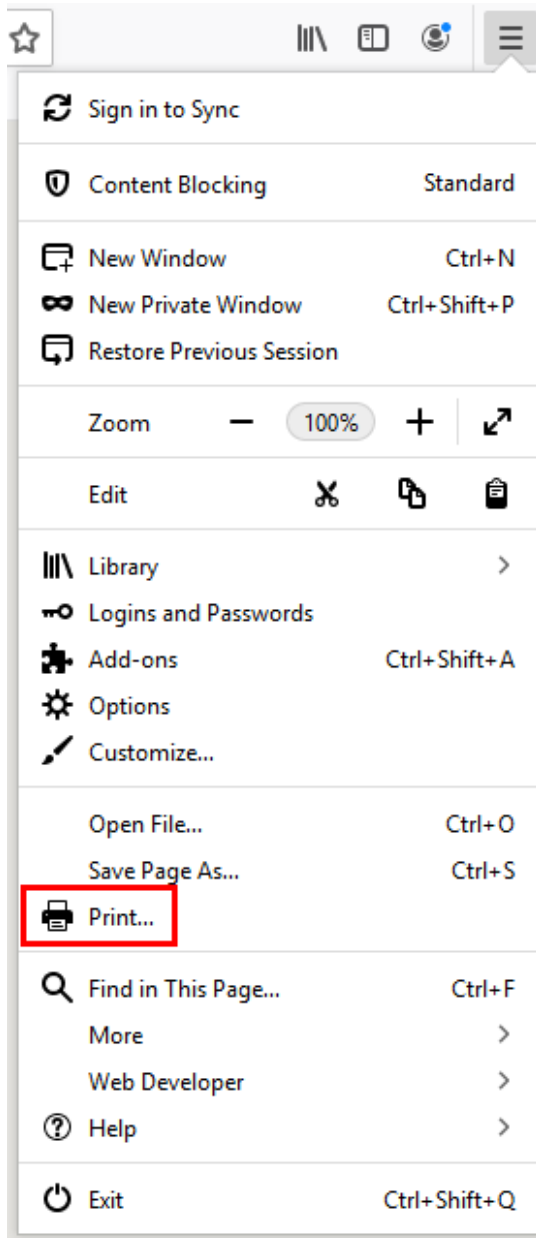
- Go to “**Settings**”.
- Choose “**Printer & Scanner**”.
- Choose “**XP-76**” and click on “**Manage**”.
- Right click the device, Click “**See what’s printing**”.
- Choose “**Printer**”, and then uncheck “**Use Printer Offline**” to make it “**Online**”.



NOTE: Make sure all the pending print is cancelled

6. How to set the Margins & Header/Footer

- Open “**Mozilla Firefox**”.
- Click “**Open Menu**” and choose “**Print**”.
- Click on “**Page Setup**” and “**Margins & Header/Footer**” tab.
- Make sure all margins are “**0.00**” and Headers & Footers are **–blank–**. Make the Left, Center and Right **0.00** as well.
- Click **OK**.



Printing with Custom Margins using Google Chrome

7. How to configure the Margins of Receipt

- Click on **More Settings**.
- Click on the **Margin** dropdown list.
- Select **Custom**.
- Drag blue lines or enter measurement values on the black fields.

Print

Total: 1 sheet of paper

Print Cancel

Destination XP-76

Pages All

Copies 1

Layout Portrait

More settings

Print using system dialog... (Ctrl+Shift+P)

More settings

Paper size 76(63.5) x 3276 mm

Pages per sheet 1

Margins Default

Quality None
Minimum
Custom

Scale Custom

78

Options Headers and footers
 Background graphics

0.39"

Kintoz POS
kintozpos@gmail.com
212 08 72

SI No. 0000000004 Date: 06/14/2019
TRML #: TRML 01 Time: 11:11 AM
Cashier: admin

Possible problems of Printer

1. How to check USB Port?

- To check the USB Port just follow number two (2)

2. How to set the margin of the Receipt?

- To set the margin of the Receipt read number six (6) for Firefox and number seven (7) for Google chrome

3. How to make the printer online?

- To check if the Printer is Offline proceed to number five (5)

4. Why long receipt prints?

- To set the header and footer of the receipt go to number six (6)

5. Why the receipt font is small?

- To set the proper Font size, you may proceed to number four (4)