

# Volcora 50020X Receipt Printer FAQs

Updated 01/2023

## Why can't I find/connect to the printer on my iPad/Mac/Android via Bluetooth?

Our printers are often not discoverable via standard Bluetooth connection as they require SDK or software compatible with ESC/POS commands. If you are not able to connect to the printer via the standard connection method, please try to discover and connect to the printer from the application that you will be using to print receipt from. If you still don't see the printer in the application, or is printing unreadable codes, this could mean there is a compatibility issue and requires further development based on our SDK guideline.

## How do I change my printer's IP address?

To change IP address of the printer, please download the [Setting Tool](#) and follow the configuration.

## How do I print Self-Test Page?

To print a self-test page, first power off the printer, then press and hold on to "Feed" button while turning the printer on, this will print out a self-testing page.

## How to install the printer driver?

1. Insert the **power cable** into the thermal printer.
2. Connect the printer with windows PC **via USB cable**.
3. Place a thermal paper roll into the printer, and **turn on it**.
4. Following download the drive [here](#) to install the printer driver.

## How to connect the printer to PC via Ethernet cable?

1. Insert the **power cable** into the thermal printer.
2. Connect the printer with windows PC **via Ethernet cable**.
3. Place a thermal paper roll into the printer, and turn on it.
4. Download the driver [here](#), install the printer driver and add a new port on your computer.

## How to connect the printer to a cash drawer?

1. Ensure the RJ11/RJ12 cable is plugged into the correct port on the receipt printer.
2. Ensure that the other end of the cable is plugged directly into the cash drawer.
3. Go to [Download Center](#) to download Volcora Printer Driver and Testing Configuration tool .
4. Once downloaded and installed, turn on your printer to ensure printer is connected and recognized
5. From the Windows search menu, search for Printers & scanners (or Devices & printers depending on the version of Windows).
6. Click on your receipt printer in the list of printers and click Manage.
7. Click on Printer preferences.
8. Click on Advanced.
9. You should see Paper/Tray tab and click on the dropdown list for Drawer Type.
10. Select "Open Drawer Before Printing" or "Open Drawer After Printing" depending on your preference.
11. Press Apply and OK to save the settings.

## Does this model work with Square?

Unfortunately, our 50020X series does not support square for the time being. We are working to develop updates and newer models for square compatible devices, stay tuned!

## What is included in the SDK?

Our SDK generally includes below items [may differ by OS (iOS, Android, Linux, Windows)]:

- Demo testing tool
- Sample Code
- SDK Library or plugin
- Manual for development
- Driver

If you would like to access our SDK Tool Kit, please email [support@volcora.com](mailto:support@volcora.com)

## How do I know if my application is compatible with this printer or not?

Every POS supports different printers and it would be extremely difficult to summarize all systems on the market. Generally, if your Android/Windows based POS supports Bluetooth ESC/POS command, then there is a good chance that it works with our printer, and most of the times, LAN connection would be compatible as well.

USB connection is often not supported by most POS systems as it requires specific development by the software developer instead of universal commands.

We always recommend checking with the POS company before purchasing and if necessary, please raise a ticket with us or email [support@volcora.com](mailto:support@volcora.com) for us to pre-test your choice of software (when available) to ensure the compatibility of the printer.

## What should I do if the printer is not compatible with my application?

While we always recommend confirming compatibility concerns with your application provider and/or with our support team, if you end up with a non compatible situation, please contact [support@volcora.com](mailto:support@volcora.com) and we are happy to assist with resolving the issue or a full refund.