



**TrayMate 4 Driver
Installation Guide**

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TrayMate 4 Driver

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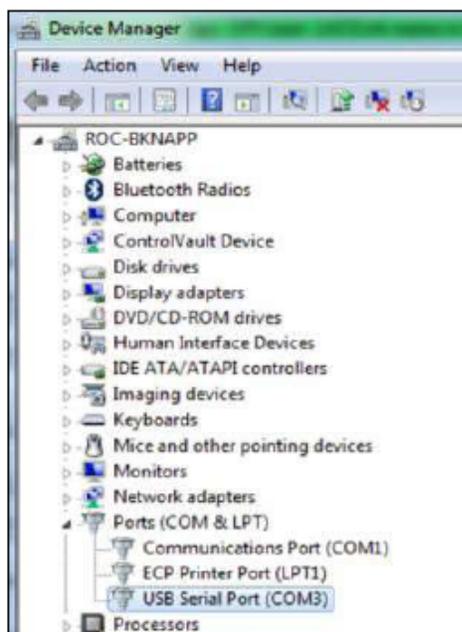
Overview

TrayMate 4 supports serial, USB, and Ethernet printer driver installations. Follow the instructions in this document to install the USB or Ethernet driver. The serial connection is direct, and does not require a driver.

USB Installation

NOTE You must install the Generic/Text Only driver prior to installing the USB driver.

1. From the BCC Customer Portal, select the **Support** tab, then select **Software Updates** from the main menu. Select the download link for the current month to access the .exe file.
2. Follow the on-screen instructions to install the driver.
3. Reboot your system after the driver is installed.
4. Attach the USB cable to your computer and the printer and turn on the printer.
5. From the **Device Manager Properties** window on your PC, right-click **USB Serial Comm Port (COM3)** and select **Properties**.

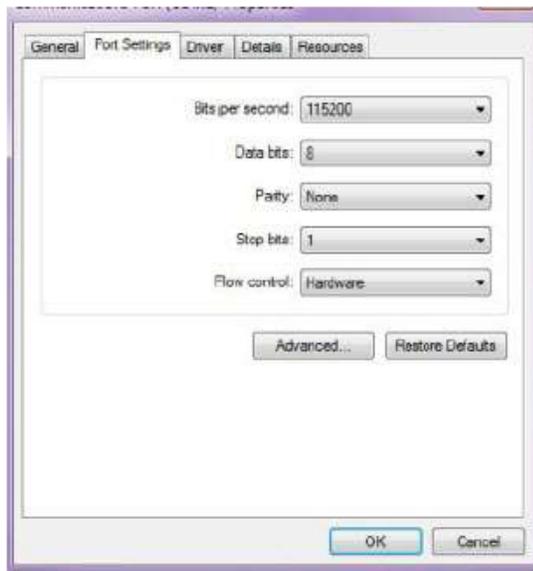


Device Manager Properties Window

NOTE Remember where the port is located (COM3 in this example), you will need this when installing the TrayMate 4 printer.

6. To configure the printer port, click the **Ports** tab and select **Configure Port**.

7. Configure the **COM Port Settings** as shown below.



COM Port Settings

8. To add the printer using Mail Manager or TagIt Pro, go to **Configure > Printers > Add**. Install the printer to the COM port noted in [Step 5](#).

Refer to the Mail Manager or TagIt Pro User Guide for more information about adding printers.

Ethernet Installation

1. From the BCC Customer Portal, select the **Support** tab, then select **Software Updates** from the main menu. Select the download link for the current month to access the .exe file.
2. Plug in the USB cable, turn on the printer, and reboot your computer.
3. Find the **USB to serial port** in your computer's **Device Manager**.
4. Right-click on the port and select **Properties** to see which COM port is assigned. See [COM Port Settings](#) for more information.
5. Put the TrayMate 4 in Ethernet mode by executing the flash file. From the command prompt, type **copy d:\tm4ethernet_txt com#** where **d:** represents the DVD drive and **#** represents the assigned port number.
6. Select **Enter** to continue. The message *1 file copied* is displayed.
7. Print a status tag.
 - a. Turn off the printer.
 - b. Push and hold the clear button. While continuing to hold the clear button, restart the printer. The light will alternate between orange and green. Once the light stays green, release the button.
 - c. Press the green button once, and a tag advances.
 - d. Print a status tag, *Ethernet* prints at the bottom of the tag.

8. Disconnect the USB cable and attach the Ethernet cable. Assign the IP address to the printer by downloading the (recommended) [Lantronix Device Installer](#).



Lantronix Device Installer

NOTE Make sure that the installer sees the printer on the right side.

9. Select **Search** on the left until the printer IP address is found on the right side.
10. Make sure the power is turned on and the Ethernet cable is connected, so the device can be detected.
11. Select **Assign a specific IP address**, then select **Next**. The Lantronix Device Installer IP address column displays the IP address.

NOTE You will need the IP address to create a TCP/IP port.

12. Install the TrayMate 4 driver using BCC Mail Manager or TagIt Pro, then select the **TrayMate 4** printer from the **Devices and Printers** folder on your computer.
13. Right-click and select **Printer Properties > Ports > Add Port**. The *Add Standard TCP/IP Printer Port Wizard* is displayed.



Add Standard TCP/IP Printer Port Wizard

14. Select **Standard TCP/IP Port**. The IP address is used to name and configure the printer. Complete the **Add a Port Wizard** and assign the TrayMate 4 to the new port.



Completing Standard TCP/IP Printer Port Wizard

15. Reboot your computer. The printer is now ready for printing. To learn more about installing printers, see the Mail Manager or TagIt Pro User Guide.

Getting Help and Support

Help Options

Integrated Help

Mail Manager has integrated help. Use the **Help** menu or press **F1**.

Tutorials

- Register for a live, interactive webinar via the Express Learning page: <https://bccsoftware.com/customer-center/training/express-learning/> ⇨
- View a previously recorded training session at your convenience: <https://www.gotostage.com/channel/bccsoftware-mm> ⇨

User Guides

TrayMate 4 Driver includes complete documentation.

- Not sure you've got the latest guide? You can always find the current version of the user guide, plus other supporting documentation, in the Manuals & Quick Guides section of the BCC Customer Portal: <https://portal.bccsoftware.com/Support/techManuals.aspx> ⇨
- Release notes are posted alongside each software version on the Product Downloads page: <https://portal.bccsoftware.com/profile/productdownloads.aspx> ⇨

Knowledge Base

Read tips, tricks, and best practices for using our products. The BCC Software Knowledge Base is searchable by keyword, product, or both:

<https://portal.bccsoftware.com/support/knowledgebase.aspx> ⇨

User Forum

Join the dialogue with our experts and your mailing-industry colleagues on the BCC Software User Forum:

<https://portal.bccsoftware.com/forum/> ⇨

General and product-specific boards hold information on the latest regulations, solutions to problems, and answers to specific questions.

Support: Contact Us

Technical support is included with your license. There are several ways to reach a support technician:

- Online. Open a support case at <https://portal.bccsoftware.com/support/contactSupport.aspx> ⇨
- Email: support@bccsoftware.com ⇨
- Phone: 800-624-5234.