



Quick Guide

AEP Downloader

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Abbreviations and definitions

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AEP Application Enabled Printer
Lua Script language. More information can be found at www.lua.org
PSim A PC tool that emulates the TH2 Printer

Installation

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Do not connect your printer before the software has been installed.

2.1 Supported printers

The following printers are supported:

- TH2
- CL4NX
- CL6NX

2.2 Software requirements

AEP Downloader is supported on the following operating systems:

- Microsoft Windows XP - SP2 or above (32- and 64-bit)
- Windows Vista (32- and 64-bit)
- Windows 7 (32- and 64-bit)

Other software requirements:

- .NET Framework v2.0 (included in the installer)
- Windows Installer 3.1 (included in the installer)

Administrator privileges are required for the software to be installed correctly.

2.3 Installing the software

To install the AEP Downloader software, please follow the steps below:

1. Execute the **setup.exe** to launch the installer.
NOTE: You need administrator privileges to run the installer.
2. This software requires .NET Framework v2.0 and Windows Installer 3.1.
If necessary, you will automatically be prompted to install these components first.



If you are running a 64-bit operating system you will need to manually download and install the .NET Framework 2.0 (x64) and then run setup.exe again.

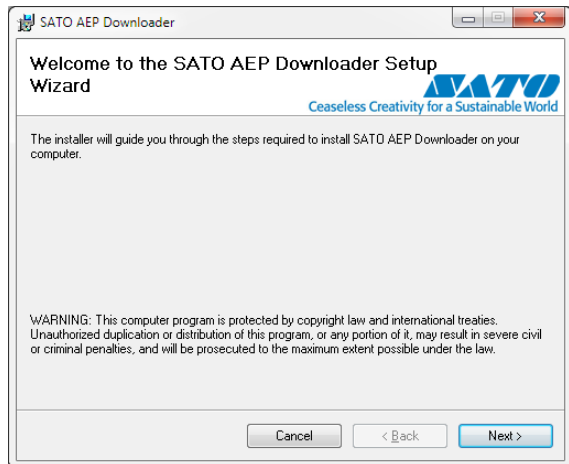
Microsoft .NET Framework 2.0 (x64) is available for download at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=b44a0000-acf8-4fa1-affb-40e78d788b00&displaylang=en>

3. Follow the steps as listed below:

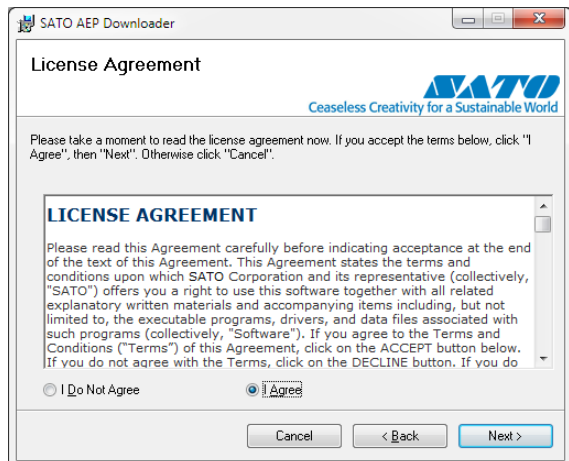
Step 1

Click next to begin installing the application



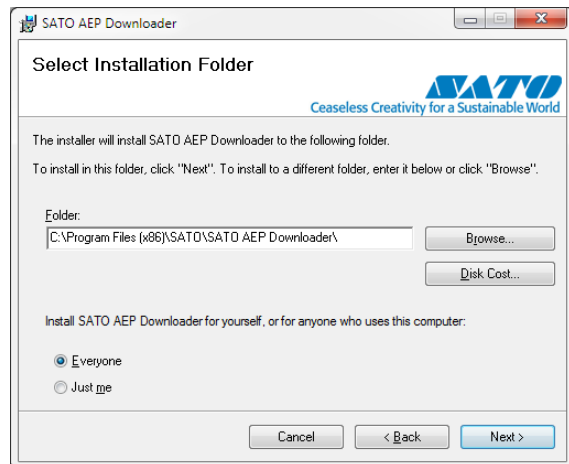
Step 2

Read the license agreement. Select "I Agree" to accept and click **Next**.



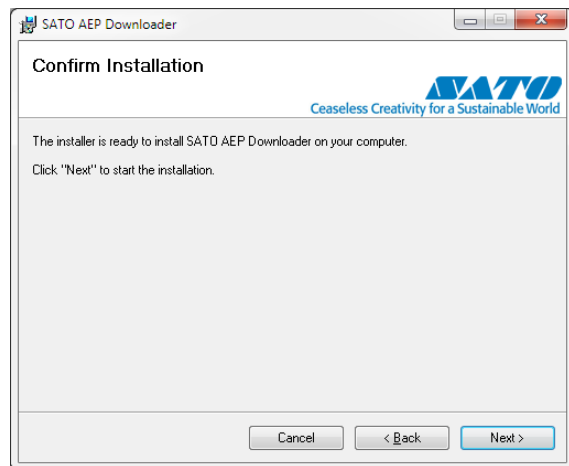
Step 3

To install the application in the default location (recommended), click **Next**.



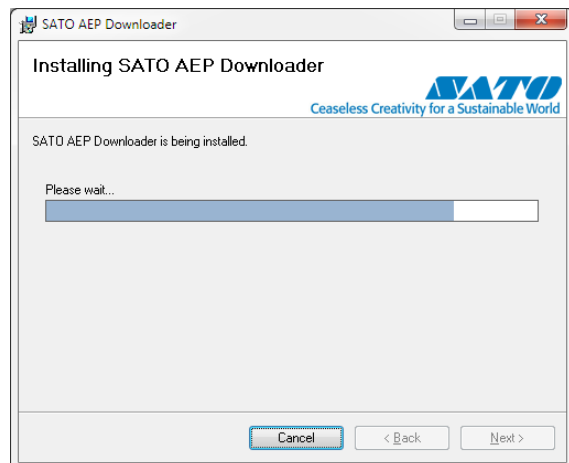
Step 4

Start the installation by clicking **Next**.



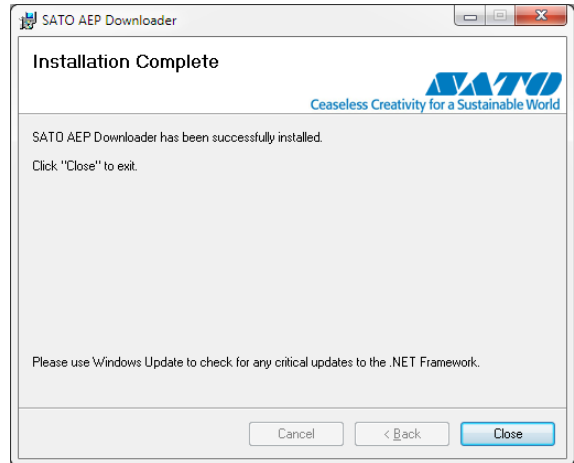
Step 5

Wait for the installation to be completed, this may take a few minutes.



Step 7

The installation is now completed. Click **Close** to exit.



4. The software is now ready to be used. A shortcut is available on the Windows start menu under the SATO folder.

2.4 Installing the printer USB driver (TH2 only)

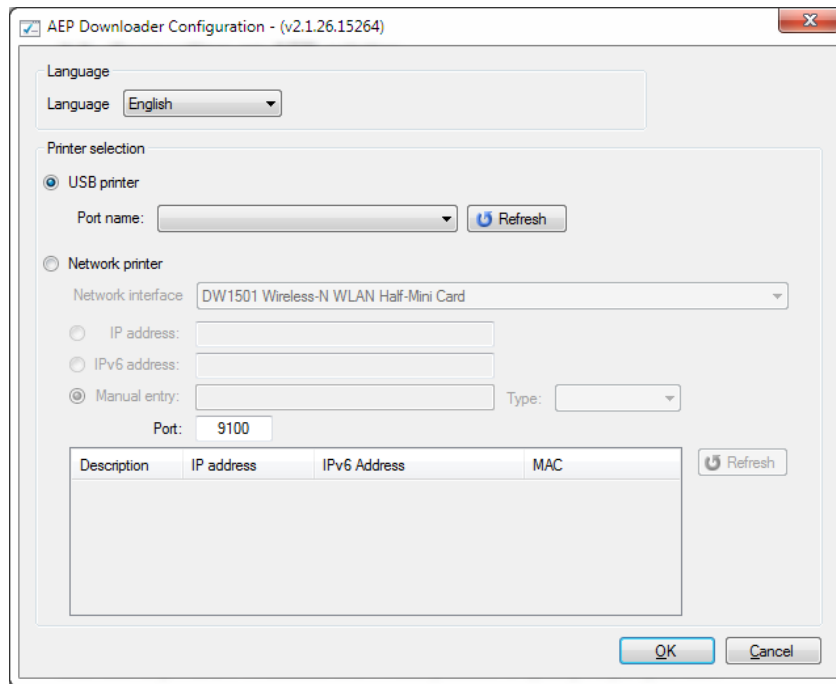
After the software installation has finished, plug in the TH2 to a free USB port and wait for Windows to install the device driver.

For more information about troubleshooting and errors, see chapter 5 *Troubleshooting*.

Configuration

3

To configure AEP Downloader, open the configuration tool from the Windows start menu under SATOVAEP Downloader.



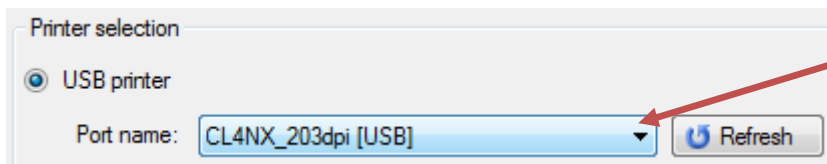
3.1 Language

Select the preferred language from the language drop down list.

3.2 Printer

3.2.1 USB connected

If the printer is connected via USB it will automatically appear in the USB printer drop-down list.



Select a USB printer from the list.

If no printer is found, please refer to chapter 5 *Troubleshooting* for a list of common errors.

3.2.2 Network connected

If the printer is network connected, select “Network printer”. The tool will automatically search the network for AEP printers using the selected network interface.

Description	IP address	IPv6 Address	MAC
CL6NX 203dpi	192.168.143.151	2001:2040:34:0:d2f...	D0:FF:50:5A:07:1B
CL4NX 203dpi	192.168.143.118	2001:2040:34:0:d2f...	D0:FF:50:4D:C0:28
CL4NX 203dpi	192.168.143.104	2001:2040:34:0:d2f...	D0:FF:50:5A:3C:3A
CL4NX 203dpi	192.168.143.176	2001:2040:34:0:21...	00:19:98:12:0E:A0
CL4NX 203dpi	192.168.143.108	2001:2040:34:0:c6...	C4:ED:BA:8C:4C:E9

Select a printer from the list.

If more than one printer is found, use the MAC address (found on the back of the printer) to identify the correct one. To set up the IP address manually, enter the correct IP address in the IP address textbox, and select the printer type (TH2 or CLxNX).

If more than one network interface is available, make sure that the correct one is selected from the drop-down list.

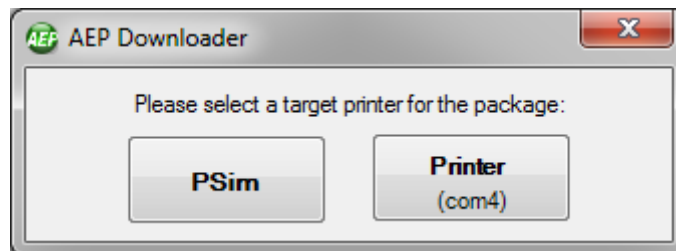
If no printer is found, please refer to chapter 5 *Troubleshooting* for a list of common errors.

Using AEP Downloader

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4.1 Transfer a package to a printer or PSim

To transfer a package file either double click the package file to automatically launch AEP Downloader (requires that the .pkg file extension is associated with the application) or run AEP Downloader from the Windows start menu and it will prompt you to select a package file.



If PSim is running you will be prompted to select the target for the package file, otherwise the package will be sent to the printer configured in the Configuration.

If no configuration has been done, AEP Downloader will automatically scan for connected USB printers and send the package file to the first one that is found (if more than one printer is connected, there is no way of knowing which one will be selected).

Troubleshooting

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5.1 Installation

I get an error message when I run setup.exe, saying “Unable to satisfy all prerequisites for AEP Downloader. Setup cannot continue until all system components have been successfully installed.”

This message may be displayed if you are running a 64-bit operating system and .NET Framework 2.0 is not previously installed.

Solution:

Manually download and install the Microsoft .NET Framework 2.0 (x64) from the link below, then try installing the AEP Downloader again.

Link:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=b44a0000-acf8-4fa1-affb-40e78d788b00&displaylang=en>

5.2 Communication

“Could not find a printer. Make sure that a printer is connected and powered on” is displayed when trying to transfer a package file.

- Make sure that the printer is connected and powered on, then click “Retry”
- If no printer connection has been configured, please run the connection wizard as described in chapter 3.2 Printer to select a printer

No printer is found when running the “Find network printer” dialog (LAN/WLAN)

- Make sure that the printer is connected and powered on
- Your computer and printer must be on the same subnet, otherwise it will not be automatically found
- If you know the IP address of the printer you can manually enter it, see chapter 3.2 Printer for more details

No printer is shown in the printer drop-down list (USB)

- Make sure that the printer is connected and powered on
- Check that the driver is correctly installed: open the Device Manager:

1. Open the Device Manager

Windows XP:

Go to the Start menu -> Run... and type "devmgmt.msc" and click OK

Windows Vista / Windows 7:

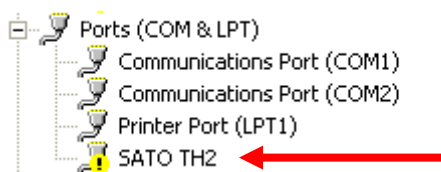
Open the Start menu and type "devmgmt.msc" and hit return

2. Expand the "Ports (COM & LPT)" group and verify that "TH2 USB Serial" or "SATO TH2" is found
3. If it is displayed with a yellow icon with an exclamation mark, please see the issue below this
4. If you do not find the TH2, check under "Other devices" and look for "SATO TH2", then follow the steps described below

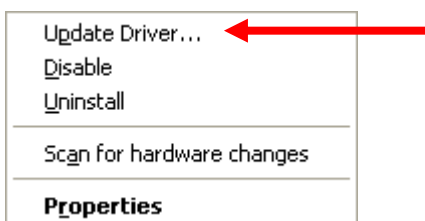
The TH2 device is not found under "Ports (COM & LPT)" / The TH2 device is found under "Other devices" in the Device Manager

This may occur if the driver installation is interrupted or if the TH2 was plugged in before the installation. To re-install the driver, follow these steps:

Right click the TH2 device



In the context menu, click "**Update driver**" ("Update Driver Software..." in Windows Vista / Windows 7)



This will launch the driver installation wizard. If manual installation is required, the driver is located in the "USB Driver" folder that can be found in the application directory (default is "C:\Program Files\SATO\SATO AEP Downloader")

The printer is shown in the drop-down list, but a communication error occurs when I click “Transfer to printer” (USB)

Try changing the COM port number by following the steps below.

1. Open the Device Manager

Windows XP:

Go to the Start menu -> Run... and type “devmgmt.msc” and click OK

Windows Vista / Windows 7:

Open the Start menu and type “devmgmt.msc” and hit return

2. Expand the “Ports (COM & LPT)” group and locate the printer “TH2 USB Serial” or “SATO TH2”.
3. Right click and select “Properties”.
4. Go to the “Port Settings” tab and click “Advanced”
5. Change the “COM Port Number” to a higher number, COM30 for example.
6. Click OK and restart the computer.
7. Run AEP Downloader and try transferring the file again.



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