

TMNet WinConfig Ver.3 User's Manual

Product Summary

Features and operation environment of the TMNet WinConfig, as well as its installation and uninstallation procedures.

Setting Network Parameters

Explanation of how to set the network parameters.

Function of Each Part

Explanation of function details of TMNet WinConfig.

Troubleshooting

Explanation of measures to take when trouble occurs.

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For Safety

Key to Symbols

The symbols in this manual are identified by their level of importance, as defined below. Read the following carefully before handling the product.

| | |
|---|--|
|  | Provides information that must be observed to avoid damage to your equipment or a malfunction. |
|  | Provides important information and useful tips. |

About this Manual

Aim of the Manual

This manual presents information that is necessary information for using the TMNet WinConfig Ver.3.

Manual Content

The manual is made up of the following sections:

- Chapter 1 [Product Summary](#)
- Chapter 2 [Setting Network Parameters](#)
- Chapter 3 [Function of Each Part](#)
- Chapter 4 [Troubleshooting](#)

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Product Summary

This section describes the features and operation environment of the TMNet WinConfig Ver.3, as well as its installation and uninstallation procedures.

Features

TMNet WinConfig Ver.3 (hereinafter referred to as this utility) is a utility for setting and checking the network interface of the EPSON TM/BA/EU printer.

Supported Operating Systems

| Item | Description |
|------|--|
| OS | Microsoft Windows 7 (32 bit / 64 bit) |
| | Microsoft Windows Vista SP2 (32 bit / 64 bit) |
| | Microsoft Windows XP Professional SP2 (64 bit) |
| | Microsoft Windows XP Professional SP3 (32 bit) |
| | Microsoft Windows 2000 Professional SP4 |
| | Microsoft Windows Server 2008 R2 |
| | Microsoft Windows Server 2008 SP2 (32 bit / 64 bit) |
| | Microsoft Windows Server 2003 R2 SP2 (32 bit / 64 bit) |

Supported Devices

TM/BA/EU printer with network connection
(UB-E/UB-R series interface, TM-C3400, TM-P60)

Installation

Run the Wcfg3xx.exe file included with this product.



- If TMNet WinConfig Ver.1.00 or TMNet WinConfig Ver.2.00 is already installed, this utility cannot be installed. Uninstall the software and then try installing this utility again.
- Install it with the administrator authority.

Uninstallation

- 1** Quit all applications running on the computer.
- 2** Select (Start) - (Control Panel) - (Uninstall a program) - (EPSON TMNet WinConfig Ver.3.xx). Click "Uninstall".
For information of the differences in screen selections based on the OS versions; ➡ ["Differences Depending on the OS" on page 6](#). When the "User Account Control" screen appears, click the (Continue) button.
- 3** The TMNet WinConfig uninstallation confirmation screen appears. Click the (Yes) button. The uninstallation of the TMNet WinConfig starts.
- 4** The "Uninstall Complete" screen appears. Click the (Finish) button to finish the uninstallation.

Differences Depending on the OS

The content of the descriptions of some operations in this book may be different depending on the OS. See the following.

| Item | Description |
|---------------|---|
| Screens shown | Screens in Windows Vista are used for the descriptions in this manual. |
| Uninstall | Windows 7 (Start) - (Control Panel) - (Uninstall a program) Windows Vista (Start) - (Control Panel) - (Uninstall a program) Windows XP (Start) - (Control Panel) - (Add or Remove Programs) Windows 2000 (Start) - (Settings) - (Control Panel) - (Add or Remove Programs) |

Setting Network Parameters

This chapter explains how to set the network parameters.

How to Set the Network Interface

This section explains the procedure to set the network interface of the printer using TMNet WinConfig.

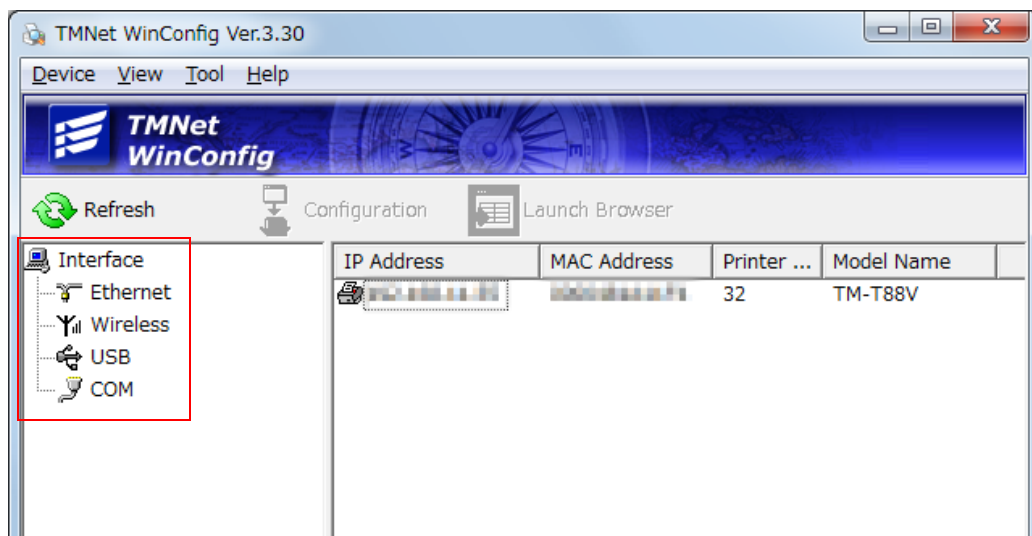
- 1 Load the paper in the printer, and then turn on the power.
- 2 Select (Start) - (All Programs) - (EpsonNet) - (TMNet WinConfig) - (TMNet WinConfig Ver.3).



If the operating system you are using is Windows XP SP2 or later, Windows Vista and Windows 7, the [Windows Firewall has blocked some features of this program] window may appear when you boot EpsonNet Simple Viewer for the first time. Select [Unblock] so that the printer can be detected.

- 3 The "TMNet WinConfig Ver.3.xx" screen appears. Select an interface to use from "Interface."

You can change the language for screen display in (View) - (Language).



| Interface | Interface to Use |
|-----------|-------------------------|
| Ethernet | Ethernet LAN |
| Wireless | Wireless LAN |
| USB | UB-R03 USB interface |
| COM | TM-P60 serial interface |



COM is not displayed for "Interface" by default. To display COM, select [Tool] - [Search Method], and then select the [COM] check box on the "Search Paths" screen.

4 Select the printer to set from the list on the right of the screen.



- If a device on the wireless LAN is in ad-hoc mode (factory default setting of UB-R02), it will not be displayed on the regular network. In such a case, it will be displayed if you enable wireless LAN support in the computer environment and then enable ad-hoc mode.
- If multiple devices set to the factory default settings are connected, an IP address may not be displayed. If this happens, the device will be identified by its MAC address. You can check the MAC address on the network status sheet or, in the case of the UB series, on the label of the network interface.
- If the model name is not displayed, set it.
- To search for a printer on another segment, set [Tools] - [Search Options] - [IP] and then perform the search. (See [\[Search Options\] on page 14.](#))
- If the device is not displayed, check whether the power of the device is on or whether the device is on the same segment as the computer.

5 Click the (Configuration) button.

Or double-click the network interface device you want to configure.

6 In the [Network Interface Card Properties] window that appears, select the tab for the protocol that you want to configure. Configure the network interface settings to suit your operational environment. Refer to the following sections for information on each protocol setting.

| Settings | Reference |
|--------------------------------------|---|
| Location/model name settings | See (Printer) menu on page 16. |
| IP address and other TCP/IP settings | See (Print Server) menu on page 17. |
| Wireless settings | See (TCP/IP) menu on page 19. |

7 When you are done with all the settings, click (OK) button.

8 In the window that appears, click (OK) button again.

9 The (Password) window appears.

Initially, no password is set.

- If you do not want to set your password yet, just click (OK) here without entering anything. Your settings will be sent to the network interface.
- If you do want to set your password, refer to [See About Passwords on page 10.](#)



Do not turn off the device or send other data to it until you see the message "Configuration successfully completed" as TMNet WinConfig is still communicating with the device.

- 10** It takes a maximum of three minutes for all the settings to become effective. Do not turn off the device until the settings have become effective. After approximately 3 minutes, you can click (View) - (Refresh) to check the setting values. Furthermore, in some cases, the connection may be disconnected as a result of the settings becoming effective. If that happens, check the settings from the computer of the new connection destination.

This completes the configuration of the network interface.



You are advised to store the settings you have made in a safe place.

About Passwords

A password is required to configure the network interface. Follow the steps below to set a password or change the current password.

- 1** Click the (Change) button if you want to set a password for the first time or change the password.
At the time of shipment, no password is registered.
- 2** The "Administrator Password" screen appears. Enter a password within 32 alphanumeric characters in (New Password:) and (New Password(again:)), and then click (OK).
When setting a password for the first time, leave the (Old Password:) field empty. Also, the password is case-sensitive.
- 3** The "Password" screen reappears. Click the (OK) button. The new password becomes effective after the setting is sent.

Setting of the password is now complete.



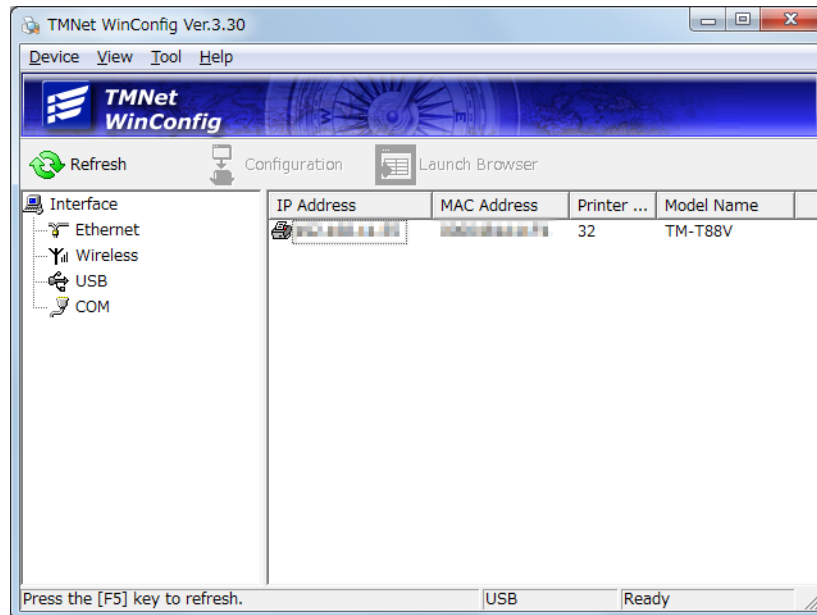
Setting of the password is now complete. If you forget the password, the network interface will need to be reset to the settings at the time of shipment. For the procedure, refer to the detailed instruction manual of the printer or UB-E / R series.

Function of Each Part

This section explains function details of each screen.

Opening screen

You will see the TMNet WinConfig opening window when you launch TMNet WinConfig.



| Item | Explanation |
|-------------------------|---|
| Tree view | Clicking Ethernet, Wireless, or USB brings up information on the network interfaces connected to the selected network or port. Selection of COM is also possible by customization. |
| Items | The list will be sorted in ascending or descending order of the item you have chosen, such as IP Address, MAC Address, Printer ID, or Model Name. The display width for each item can be controlled by dragging the right edge of each item header. |
| List view | The information on the network devices connected to the interface you have selected in the Tree view is displayed here. To start configuration, double-click the network interface you want to configure, or select the network interface and click the Configuration button. |
| (Refresh) button | Updates the List view with the latest information by rescanning the interfaces. |
| (Configuration) button | Click this button to start configuring a network interface. It opens the Network Interface Card Properties window. |
| (Launch Browser) button | When the IP address is set to something other than the factory default, you can launch TMNet WebConfig by selecting a network interface and clicking this button. Normally you do not need to use this button. |

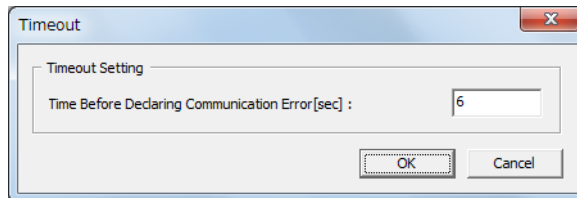
Menu bar

TMNet WinConfig provides the following menus and sub-menus.

| Item | Explanation | |
|----------|-------------------------|---|
| (Device) | (Configuration) | Configures the network interface you have selected. |
| | (Launch Browser) | Launches the browser where you can check the printer settings (TMNetWebConfig) if the IP address is set to other than the initial value. There is normally no need to use this. |
| | (Exit) | Exits TMNet WinConfig. |
| (View) | (Refresh) | Updates the List view with the latest information by rescanning the interfaces. |
| | (Language) | Allows you to select a display language from 11 languages. |
| (Tool) | (Timeout) | Opens the (Timeout) window where you can set the timeout value. See (Timeout) on page 12. |
| | (Search Method) | Opens the (Search Method) window where you can set the paths for searches. See (Search Method) on page 13. |
| | (Search Options) | Opens the (Search Options) window where you can set the paths for searches. See (Search Options) on page 14. |
| (Help) | (About TMNet WinConfig) | Displays the copyright and version information on TMNet WinConfig. |
| | (Use's Guide) | Displays the User's Guide. |

[Timeout]

This window can be opened by selecting (Tool) and then (Timeout).



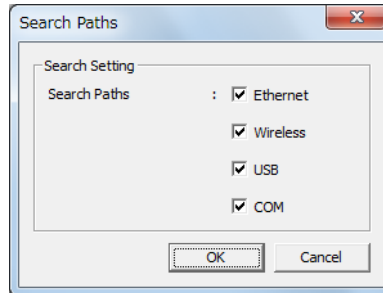
In this window, you can set the timeout time for communicating with a network interface. A communication error occurs if this time is exceeded.

The following table explains in detail how this setup window works.

| Item | Explanation |
|---|--|
| Time Before Declaring Communication Error | Specify (between 6 and 120 seconds) the timeout time at which a communication error is triggered. The default value is 6 seconds. Normally you need not change this value. Specify a larger value for this if you see a communication error after you have changed the search options so that other network segments are to be searched as well. A larger timeout value means more time required to search for network interfaces. |
| (OK) button | Click the (OK) button to save your settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

[Search Method]

This window can be opened by selecting (Tool) and then (Search Method).



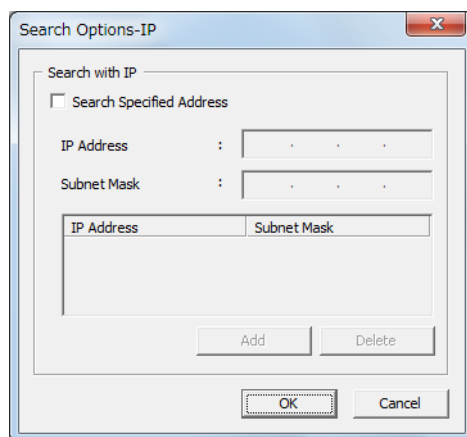
In this window, you can select the protocols that are used for searching for network interfaces. The following table explains in detail how this setup window works.

| Item | Explanation |
|-----------------|---|
| Search Paths | Select the preferred protocols used to search for network interfaces. TMNet WinConfig will use these protocols when it searches for network interfaces. |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

[Search Options]

(Search Options-IP)

This window can be opened by selecting (Tool), (Search Options), and then (IP).



TMNet WinConfig can search for TCP/IP-managed network interfaces that are located outside your local network. It will scan the network segment matched by the network address specified here for any network interfaces that are used.

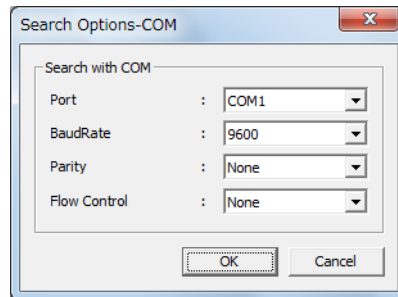
The settings you make here will take effect when you choose (Refresh) from the (View) menu or restart TMNet WinConfig.

The following table explains in detail how this setup window works.

| Item | Explanation |
|--------------------------|--|
| Search Specified Address | Select this check box if you want TMNet WinConfig to search for network interfaces located outside your local network (beyond the router). Do not select it unless you intend to configure network interfaces in other segments. It would cause searches to take more time. |
| IP Address | Enter the network address for the segment you want to search. Use an address with all bits in the host ID portion set to 0. If, for example, the network segment you are interested in has the subnet mask 255.255.255.0 (Class C) and the network interface has the IP address 192.168.0.5, then enter 192.168.0.0 here. |
| Subnet Mask | Enter here the subnet mask for the segment you want to search. |
| List box | Clicking the (Add) button will add to the list the network address and subnet mask you have entered. |
| (Add) button | Adds the network address and subnet mask to the list. You can add up to 20 pairs of addresses. |
| (Delete) button | Removes the selected address pair from the list. |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

(Search Options-COM)

This window can be opened by selecting (Tool), (Search Options), and then (COM).



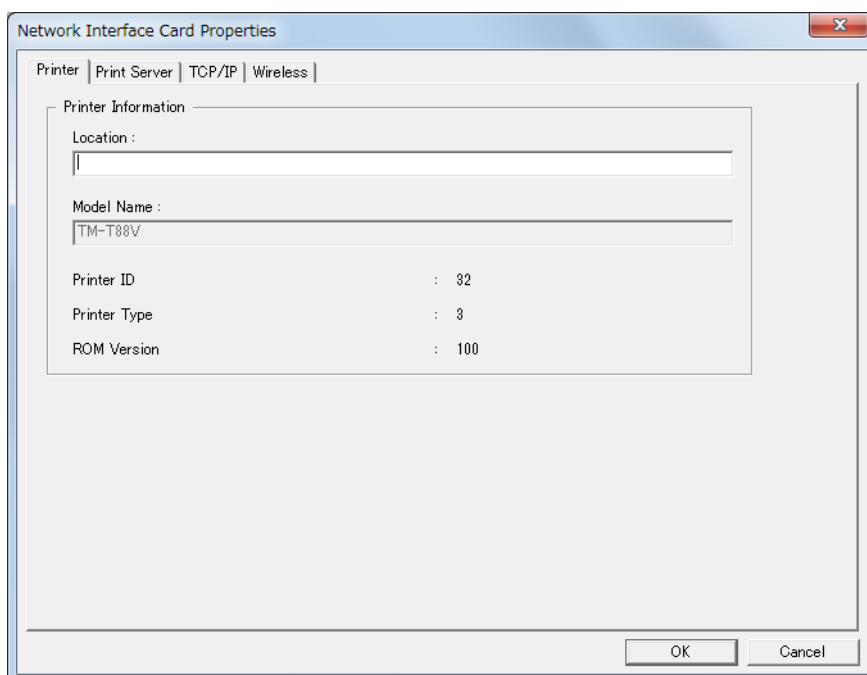
TMNet WinConfig can search for network interfaces managed by the COM port. Set up a COM port here, and the system will search for network interfaces connected to your computer via that COM port. The settings you make here will take effect when you choose (Refresh) from the (View) menu or restart TMNet WinConfig.

The following table explains in detail how this setup window works.

| Item | Explanation |
|-----------------|--|
| Port | Select a COM port for searching. Only the ports that are available are listed here. |
| BaudRate | Choose a communication speed for the selected COM port. |
| Parity | Choose a parity setting from (None), (Odd), or (Even). |
| Flow Control | Choose a flow control method from (None), (RTS/CTS), or (DTR/DSR). |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

(Printer) menu

This window can be opened by selecting (Device), (Configuration), and then the (Printer) tab.

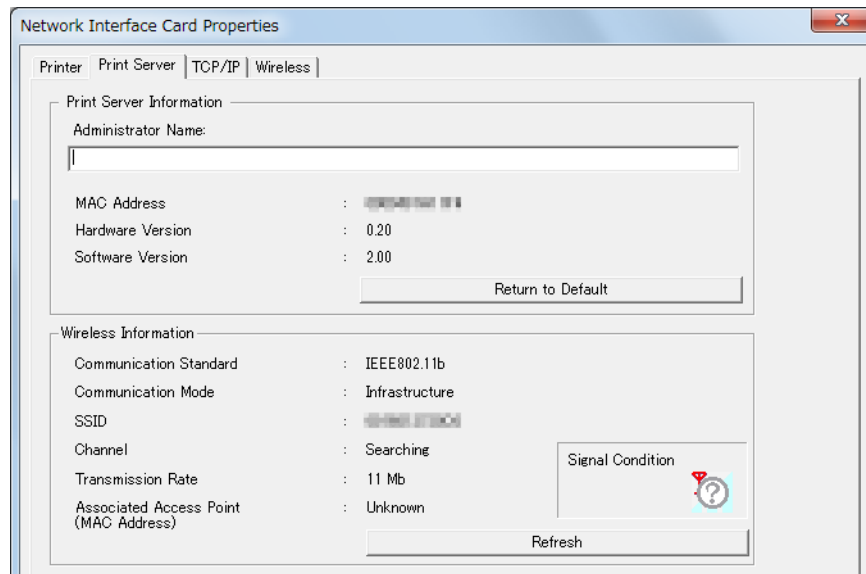


The (Printer) menu displays information on printers that have network interfaces mounted on them. The following table explains in detail how this setup window works.

| Item | Explanation |
|-----------------|---|
| Location | Enter the physical location of the printer (with 0 to 255 ASCII characters). Character numbers that can be used varies depending on the network system you use. |
| Model Name | The model name of the printer is displayed. In the case of the UB-E/R series, enter the model name. The name set here becomes the model name. Grayed out if the network interface is not supported by the system. You can use 0 to 128 ASCII characters. Character numbers that can be used varies depending on the network system you use. |
| Printer ID | The model ID of the printer is displayed, in decimal. This item is not displayed if the network interface is not supported by the system. |
| Printer Type | The type ID of the printer is displayed, in decimal. This item is not displayed if the network interface is not supported by the system. |
| ROM Version | The ROM version ID of the printer is displayed, in decimal. This item is not displayed if the network interface is not supported by the system. |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

(Print Server) menu

This menu can be opened by selecting (Device), (Configuration), and then the (Print Server) tab.



The (Print Server) menu displays information on the network interface card mounted on the print server. (Wireless Information) appears only for a wireless network interface card.

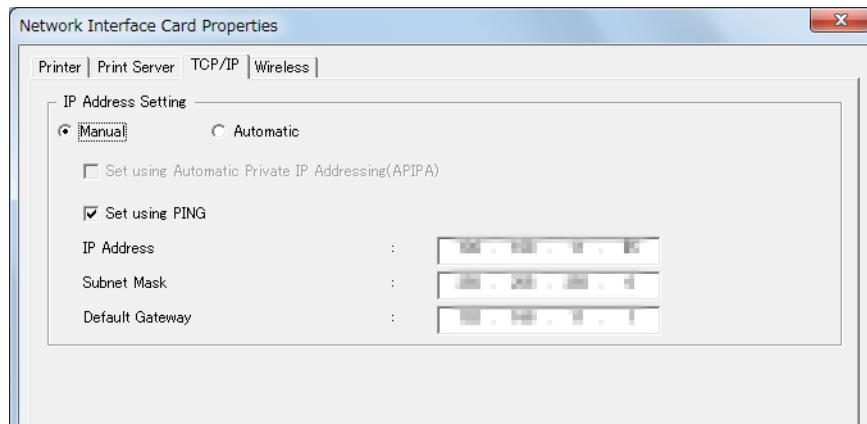
The following table explains in detail how this menu works.

| Item | Explanation |
|---------------------------------------|---|
| Administrator Name | Enter the administrator name of the printer. You can use 0 to 255 ASCII characters. Character numbers that can be used varies depending on the network system you use. It is grayed out and does not accept input if the network interface is not supported by the system. |
| MAC Address | The MAC address of the network interface is displayed. |
| Hardware Version | The hardware version of the network interface is displayed. |
| Software Version | The software version of the network interface is displayed. |
| (Return to Default) button | Reverts to the factory default settings. The password is required. |
| Communication Standard | Shows the Communication Standard. |
| Communication Mode | The communication mode of the wireless network is displayed. |
| SSID | The Service Set Identifier (SSID) of the access point or wireless LAN is displayed. |
| Channel | The channel used for wireless communication is displayed. |
| Transmission Rate | The transmission speed for the wireless network is displayed. |
| Associated Access Point (MAC Address) | The MAC address of the access point used for wireless LAN in the Infrastructure mode is displayed. If the Ad Hoc mode is used, this item does not appear. |

| Item | Explanation |
|------------------|---|
| Signal Condition | The condition of the radio waves is displayed. Three antennas: Excellent Two antennas: Good One antennas: Poor None: No connection Question mark: Unknown. |
| (Refresh) button | Make an inquiry to the network I/F and updates the content with the latest wireless information. |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

(TCP/IP) menu

This menu can be opened by selecting (Device), (Configuration), and then the (TCP/IP) tab.

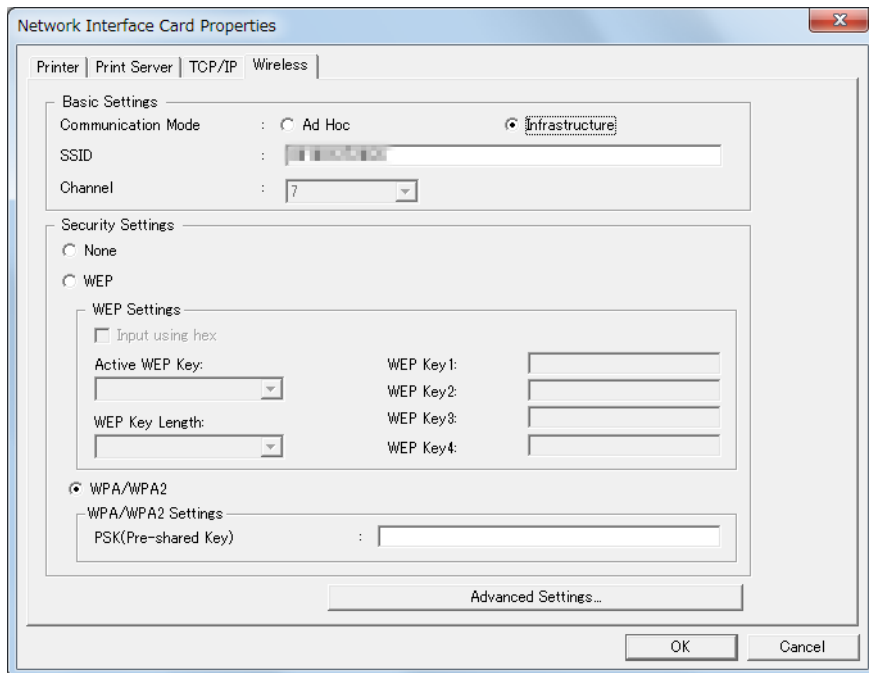


The (TCP/IP) menu helps you configure the TCP/IP settings on the network interface. The following table explains in detail how this menu works.

| Item | Explanation |
|---|--|
| IP address setting method | Select the IP address setting method. The items that can be selected differ depending on the type of network interface. Select (Manual), and then set a static IP address. If an IP address cannot be specified, select (Automatic). If the network is DHCP, the router specifies the IP address but the IP address may change when the device is restarted. If DHCP, BOOTP, and RARP are not displayed and (Automatic) is selected, the server type is identified automatically and each address type is obtained. |
| Set using Automatic Private IP Addressing (APIPA) | If this check box is selected, a private IP address is automatically assigned to the network interface by APIPA (Automatic Private IP Addressing) when there is no DHCP server on the network or there is no response from the DHCP server. The private IP address will be in the range of 169.254.0.1 to 169.254.255.254. This check box is grayed out if the IP Address Setting is set with Manual or APIPA is not supported. |
| Set using PING | Select this check box when setting an IP address using the ARP/PING command. |
| IP Address | Enter an IP address for the network interface. Make sure that the IP address you choose is unique and does not conflict with the address of any other device on the network. Due to the product specifications, the factory default IP address (192.168.192.168) assigned to the device cannot be used on the network. Make sure that you assign a valid IP address to the network interface. |
| Subnet Mask | Enter the subnet mask of the network. |
| Default Gateway | Enter the IP address of your gateway, whether it is a server or a router. |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

(Wireless) menu

This menu can be opened by selecting Device, Configuration, and then the Wireless tab.



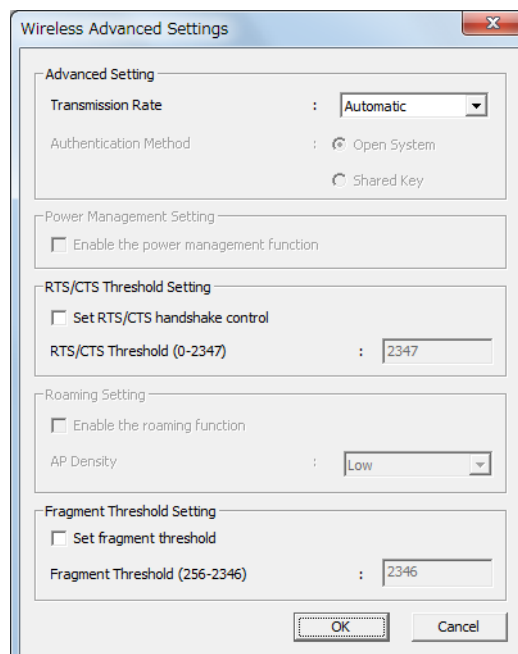
The (Wireless) menu helps you configure the wireless settings on the network interface. This setup menu only appears for a wireless network interface.

| Item | Explanation |
|--------------------|--|
| Communication Mode | Select the wireless LAN mode. |
| SSID | Enter the SSID for the wireless LAN group to connect to. It is initially set to EpsonNetIBSS, but make sure you change this value. It only accepts ASCII, up to 32 characters. You can enter either name of ESS ID and SSID here. Enter the ESS ID of the access point if the wireless LAN group operates in the Infrastructure mode. |
| Channel | Only available when the wireless LAN operates in the Ad Hoc mode. Specify the same channel as used on the wireless LAN. |
| None | You can select this check box if you do not want to configure the security setting, but we strongly recommend using the device with the security setting configured. |
| WEP | Select this check box when using WEP Keys for encryption. |
| Input using hex | Select this check box when entering WEP Keys in hexadecimal. The default is to enter them in ASCII. |
| Active WEP Key | When more than one WEP Keys are specified, choose one as the active key. |
| WEP Key Length | Select the length of a WEP Key. This indicates the strength of the encryption. |

| Item | Explanation |
|-------------------------------|--|
| WEP Key (1 to 4) | <p>Enter WEP Keys. The exact format for a WEP Key varies according to the values in the fields (Input using hex) and (WEP Key Length).</p> <ul style="list-style-type: none"> For a 64-bit (40-bit) WEP Key, use 10 digits in hexadecimal or 5 characters in ASCII. For a 128-bit (104-bit) WEP Key, use 26 digits in hexadecimal or 13 characters in ASCII. <p>The WEP Keys you enter here will all become hidden from view after the network interface is configured. Do not forget your WEP Keys.</p> |
| WPA/WPA2 | <p>Select this check box when using WPA/WPA2 with a PSK (Pre-shared Key) for encryption.</p> <p>Grayed out when your network interface does not support WPA/WPA2.</p> |
| PSK (Pre-shared Key) | Enter the PSK (Pre-shared Key) password (with 8 to 63 ASCII characters) to be used for WPA/WPA2 authentication. |
| (Advanced Settings...) button | <p>Click this button if you want to proceed to make advanced settings on the wireless LAN. Normally you do not need to change them. Do it only if you need to improve wireless communication performance.</p> <p>See (Wireless Advanced Settings) menu on page 21.</p> |
| (OK) button | Click the (OK) button to save new settings. |
| (Cancel) button | Click the (Cancel) button to discard any changes. |

[Wireless Advanced Settings] menu

This dialog box can be opened by selecting (Tools) and then (Timeout) settings.



The (Wireless Advanced Settings) menu helps you set the detail of wireless LAN setting for the network interfaces.

Items in the dialog box may be grayed out if they are not supported by your network interface.

| Item | Explanation |
|--------------------------------------|--|
| Transmission Rate | <p>Normally use (Auto) to communicate with the best speed for your environment. The system will try a slower rate if conditions deteriorate, affecting the communication at the current rate.</p> <p>Select a fixed transmission speed in some reasons: 1 Mbps, 2 Mbps, 5.5 Mbps, or 11 Mbps.</p> |
| Authentication Method | <p>(Shared Key) or (Open System). Initially, (Shared) Key is selected if (WEP) is enabled in the (Wireless) menu, and Open System if not.</p> <p>You can change this to reflect your wireless network environment.</p> |
| Enable the power management function | <p>Select this check box to enable the power management to conserve electricity. If enabled, the batteries will last longer.</p> |
| Set RTS/CTS handshake control | <p>This check box is selected by default, and hidden terminal processing is enabled if data at or above the threshold value set in (RTS/CTS Threshold) is sent. This results in a wireless LAN line being secured before the data is sent, and alleviates communication speed reductions caused by mutual interference with another wireless LAN.</p> |
| RTS/CTS Threshold (0-2347) | <p>Specify the threshold (number of bytes) between 0 and 2347. Data with its frame size larger than this value performs the RTS/CTS handshake. If you are not suffering from performance loss caused by some hidden terminals, you can specify a larger value for this to improve overall throughput. The initial value may vary depending on the kind of network interface used. The value of 0 for this means the RTS/CTS handshake control is always on.</p> <p>Find the best threshold value for your environment by monitoring your wireless LAN performance.</p> |
| Enable the roaming function | <p>Select this check box to enable roaming among multiple access points.</p> |
| AP Density | <p>Select (Medium) or (High) if your node switches access points too frequently due to the high density of access points in your area. This reduces noise or interference and minimizes the frequency with which roaming takes place.</p> |
| Set fragment threshold | <p>If a data frame fails to reach its destination, it needs to be re-transmitted. Select this check box if you want the data to be broken into smaller chunks when they are transmitted. This improves performance when there is high traffic on the wireless LAN. You specify the packet size in the (Fragment Threshold) field.</p> <p>If you clear this check box, a data frame is transmitted as a whole.</p> |
| Fragment Threshold (256-2346) | <p>Specify the threshold value (in bytes, between 256 and 2346) for fragmentation to occur. Data is transmitted in pieces so that its size does not exceed this value. It defaults to 2346 bytes.</p> |
| (OK) button | <p>Click the (OK) button to save new settings.</p> |
| (Cancel) button | <p>Click the (Cancel) button to discard any changes.</p> |

Troubleshooting

This chapter explains the measures to take when trouble occurs.

| Symptom | Measure |
|--|---|
| Cannot configure the network interface or cannot print from the network. | <p>Measure 1</p> <p>Check whether the printer and network interface are connected. Print a status sheet and check whether there is a mistake in the network settings printed on the status sheet.</p> <ul style="list-style-type: none"> • For a wireless LAN device, check whether the mode is ad-hoc mode or infrastructure mode. In the case of ad-hoc mode, a connection is not possible unless the computer side is a wireless LAN device that is set to ad-hoc mode. • For use with TCP/IP, check whether the IP address is set to a value that is valid in your environment. The initial value is (192.168.192.168) but this address may not be able to be used because of product specifications. Be sure to change the address to match your environment. |
| | <p>Measure 2</p> <p>Check whether the hub and cable are normal.</p> <p>Check the hub to confirm whether the link lamp of the port to which the device is connected is on or flashing.</p> <p>If it is off, check the following.</p> <ul style="list-style-type: none"> • Connect the device to another port and then check whether the link lamp is on or flashing. • Connect the device to another hub and then check whether the link lamp is on or flashing. • Replace the LAN cable and then check whether the link lamp is on or flashing. |
| | <p>Measure 3</p> <p>Check that (Block) is not selected on the "Windows Security Warning" screen or the screen displayed by commercial security software. If (Block) is selected, communication will not be possible. Refer to Firewall Settings (p.26) and then set the firewall.</p> <p>Communication may still not be possible even when TMNet WinConfig is registered as an application for which communication is allowed in commercial security software. If this happens, disable the setting for blocking or interrupting communication in the commercial security software or quit the security software and then try using the TMNet WinConfig.</p> <p>Note:</p> <p>When doing this, please be aware of the risks. After you finish configuring the network interface settings, be sure to enable the security software.</p> |
| | <p>If communication is still not possible after taking measures 1 to 3, the network product may have malfunctioned. Contact the place of purchase.</p> |

| Symptom | Measure |
|---|---|
| In the opening window of TMNet WinConfig, the (Model Name) field is empty and the (IP Address) says (NONE). | <p>Measure 1</p> <p>This occurs if you have not changed the IP address of your network interface. You can still configure your network interface by looking at its MAC address. Find out the MAC address on the Network Status Sheet if you have a printer connected to the network. The opening window will display the correct IP address after you complete the configuration.</p> |
| | <p>Measure 2</p> <p>Click the (Refresh) button. See Opening screen on page 11.</p> |
| | <p>Measure 3</p> <p>Select (Tool) and then (Timeout), and increase the timeout time in the Timeout setup window that appears. Note that doing so may slow down TMNet WinConfig because it would need more time for searching. See (Timeout) on page 12.</p> |
| The IP address changes to a different number when you haven't touched it. | <p>Measure 1</p> <p>In the (TCP/IP) menu, select (Manual) for (IP Address Setting) and enter an IP address directly. See (TCP/IP) menu on page 19.</p> |
| | <p>Measure 2</p> <p>If your DHCP server does not support dynamic DNS but you need to select Automatic in the TCP/IP setup menu, decide in what order you turn on the network devices or leave them on at all time.</p> |
| It takes a few minutes to start TMNet WinConfig. | If you have Novell client services or a Microsoft NetWare client installed on your computer, it may affect the performance of TMNet WinConfig because they use IPX for dialup network. Stop using them if you do not need them. |
| The WEP Keys and the WPA/WPA you have entered are not displayed on the screen. | For security reasons, these keys become hidden from view once you enter them. Do not forget what they are. |
| Bad reception of radio signals in the Ad Hoc mode. | Try using a different channel (by at least 5) than the one used on the nearest wireless LAN group. |
| The wireless communication speed is very slow. | <p>Measure 1</p> <p>Try increasing the RTS/CTS Threshold value so that there is less interference caused by some hidden terminals. See (Wireless Advanced Settings) menu on page 21.</p> |
| | <p>Measure 2</p> <p>For a poor wireless environment, specify a lower value for the Fragment Threshold. See (Wireless Advanced Settings) menu on page 21.</p> |
| | <p>Measure 3</p> <p>Increase the Transmission Rate as required. Note that the higher the rate, the shorter the range will be.</p> |

| Symptom | Measure |
|--|--|
| The wireless network interface does not roam from one access point to another. | Try changing the AP Density value in the Wireless Advanced Settings dialog box. |
| Installation of TMNet WinConfig Ver.3 failed with the error message "Old version is detected. Please uninstall the old TMNet WinConfig, and install TMNet WinConfig Ver.3." | If you already have Ver.1.00 or Ver.2.00 of TMNet WinConfig installed on your computer, you cannot install TMNet WinConfig Ver.3 on the same computer. Uninstall the older version before installing this version. |
| "Some functions of this program are blocked by the Windows Firewall. To enable it, you need to register TMNet WinConfig to exceptions for the Windows Firewall, and restart TMNet WinConfig. See the TMNet WinConfig User's Guide for how to register." is displayed, and the printer is not searched. | Refer to Firewall Settings (p.26) and then set the firewall. |

Firewall Settings

Windows 7

- 1** Select (Start) - (Control Panel) - (System and Security) - (Windows Firewall).
- 2** The settings window appears. Select (Turn Windows Firewall on or off) and remove the checkmark from (Block all incoming connections, including those in the list of allowed programs). Click the (OK) button.
- 3** You will return to the settings window. Select (Allow a program or feature through Windows Firewall). Select the (EpsonNet Simple Viewer) checkbox in the (Allowed programs and features) list and click the (OK) button.
If Simple Viewer does not appear in the list, add it from the (Allow another program) button.

Windows Vista

- 1** Select (Start) - (Control Panel) - (Allow a program through Windows Firewall).
- 2** The "Windows Firewall Settings" window appears. Select the (General) tab and remove the checkmark from (Block all incoming connections).
- 3** Select the (Exceptions) tab and select the (EpsonNet Simple Viewer) checkbox in the (Program or port) list.
If Simple Viewer does not appear in the list, add it from the (Add program) button.

Windows XP

- 1** Select (Start) - (Control Panel) - (Windows Firewall).
- 2** The "Windows Firewall" window appears. Select the (General) tab and remove the checkmark from (Don't allow exceptions).
- 3** Select the (Exceptions) tab and select the (EpsonNet Simple Viewer) checkbox in the (Programs and Services) list.
If Simple Viewer does not appear in the list, add it from the (Add program) button.