

- Status LED displays Green when all conditions are normal. I will display Red if there is a loss of the host network and Orange if it is not able to communicate with the printer.

Q: What is NTP? When do I need to configure the TCP3 for an NTP server?

A: NTP stands for Network Time Protocol which is an internet standard for time. The TCP3 status log timestamps each event based on which source of time is available. It is preferred to record events using local time but if no time source is available, it will record time starting from its first power up. Please configure NTP on the Network page and set the local time zone on the System page.

Q: How can I reset the TCP3 to default settings?

A: Factory default can be achieved in a few ways:

- Use the input button next to the USB ports. Press and hold the input button while counting the number of times the Busy LED blinks. Release after 8 blinks and TCP3 will reset back to factory default with the exception of the device password.
- Default can also be achieved by selecting Default on each of the TCP3's individual web pages. Select Apply, then reboot after all pages have been reset. The only way to reset an unknown device password is to reload firmware using either a USB drive or remotely from TCP3Config or from the device web page.

Q: Why doesn't my print job release when I swipe the card?

A: There are a number of possible causes:

- The card reader is not correctly configured for the card in question.
- The IP address or port number of the host server is not correctly configured in TCP3.
- TCP3 or the host server is offline.
- In such a situation, the issue can be resolved quickly by reaching out to the ELATEC support team at: support-rfid@elatec.com

Q: Can the firmware/configuration of multiple TCP3's be updated over the network?

A: Individual converters can be updated from either the TCP3 System web page or TCP3Config. Use TCP3Config to upgrade multiple TCP3 devices.

Q: Can the firmware/configuration of TWN4 card readers attached to multiple TCP3's be updated over the network?

A: Individual TWN4 readers can be updated from either the TCP3 System web page or TCP3Config. Use TCP3Config to upgrade multiple TWN4 devices.

DRAFT

ELATEC GmbH

Zeppelinstr. 1
82178 Puchheim • Germany
P +49 89 552 9961 0 • F +49 89 552 9961 129
E-Mail: info-rfid@elatec.com
Website: elatec.com

ELATEC Inc.

4203 SW High Meadows Ave
Palm City • FL 34990 • USA
P +1 772 210 2263 • F +1 772 382 3749
E-Mail: americas-info@elatec.com
Website: elatec.com

ELATEC Technology (Shenzhen) LLC

No. 716 Industrial Bank Tower
Futian District • Shenzhen • China
P/F +86 755 2394 6014
E-Mail: apac-info@elatec.com
Website: elatec.com

ELATEC reserves the right to change any information or data in this document without prior notice. ELATEC declines all responsibility for the use of this product with any other specification but the one mentioned above. Any additional requirement for a specific customer application has to be validated by the customer himself at his own responsibility. Where application information is given, it is only advisory and does not form part of the specification. Disclaimer: All names used in this document are registered trademarks of their respective owner