



Quick Guide

# Connecting your ticket printer to the box office module

## This is how you connect your own ticket printer to the box office module.

Do you use the EVENTIM.Light box office module for your door sales and would like to use your own ticket printer?

In this document, we will show you how to connect a common printer model with the box office module to print tickets even faster and more conveniently. The supported printer model is the Epson TM-m30III incl. Wi-Fi. The tickets are then printed in the format of a receipt with a QR code on it. This QR code can be validated as usual at the entrance using the EVENTIM.Access Scan app.

**Please note:** This document only explains how to connect the printer to EVENTIM.Light and is not an instruction manual for the printer. Please use the manufacturer's information for this.

### The following conditions must be met before connecting the printer:

- + You have bought the Epson TM-m30III incl. Wi-Fi.
- + Your EVENTIM.Light account is activated for the [box office](#). If this is not the case yet, enter valid bank details in your EVENTIM.Light account (we need this for billing purposes) and then contact our support team at [eigenverkauf@eventim-light.de](mailto:eigenverkauf@eventim-light.de) for activation.
- + You have prepared the printer, i.e. connected it to the power supply and inserted a paper roll.

### Content:

1. Connection of the Epson TM-m30III via desktop/PC (recommended).....	3
1.1 Connect the printer with the Internet. ....	3
1.2 Connect the printer with EVENTIM.Light.....	7
2. Connection of the Epson TM-m30III via App.....	12
2.1 Connect the printer with the Internet. ....	12
2.2 Connect the printer with EVENTIM.Light.....	13
3. Contact .....	16

# 1. Connection of the Epson TM-m30III via desktop/PC (recommended)

## 1.1 Connect the printer with the Internet.

### Option 1: LAN

Connect the printer to your LAN port using a LAN cable. Then proceed to [page 7](#).

### Option 2: Wi-Fi

As soon as you switch on the printer, it prints out a receipt with instructions on how to set it up (Figure 1).

#### Step 1: Establish a connection between your PC and the printer:



Figure 3

The printer creates its own Wi-Fi to which you must connect your PC. This is necessary so that you can configure the printer via your PC. You can find the name of the printer Wi-Fi on the receipt under SSID (Figure 1). Connect your PC to this to establish a connection between your PC and the printer.

In the Wi-Fi settings on your PC (Figure 2), enter the 8-digit password from the back of your printer as the password (Figure 3). **Note:** If the 'Connect automatically' box is ticked, deactivate it.



Figure 1

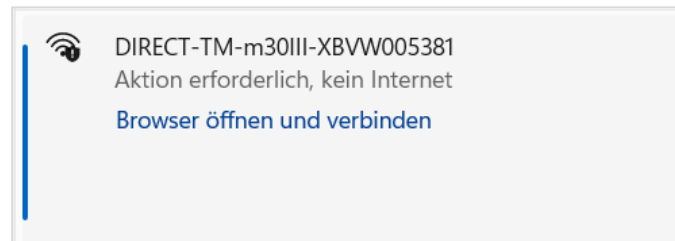


Figure 2

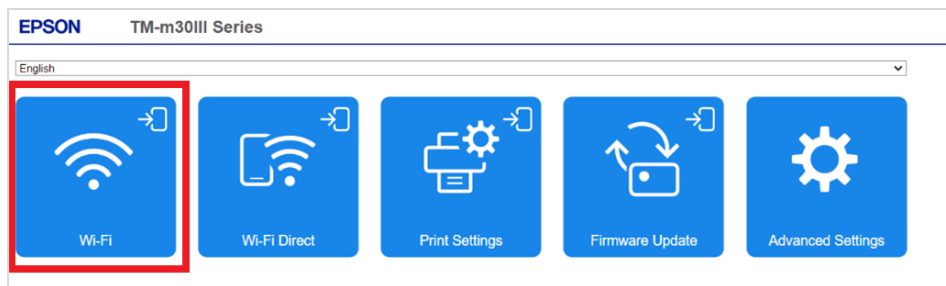
## Step 2: Connect the printer to the Internet (Wi-Fi)

You have three options for accessing the printer settings:

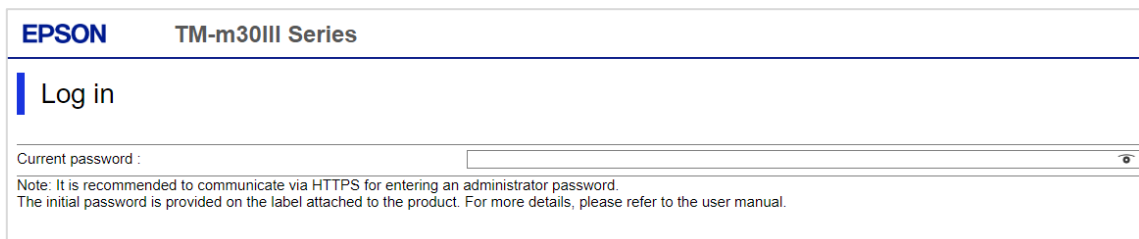
1. Either the page opens automatically after you have connected your computer to the printer in step 1.
2. Alternatively, you can enter the IP address of your printer's receipt (Figure 1) in the browser.
3. Or you can click on 'Open browser and connect' in the Wi-Fi settings window.



Now set up the Wi-Fi by clicking on „Wi-Fi“ in the printer settings.



Next, enter the password (8-digit number from the back of your printer) again in the login screen and press 'Enter'.

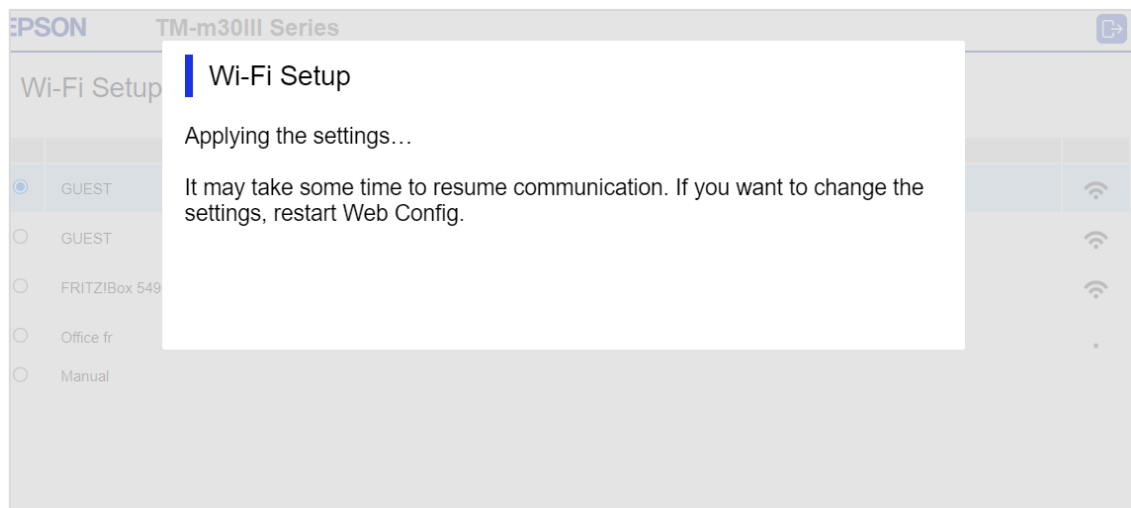


Wait a moment until your printer is ready for the next step.

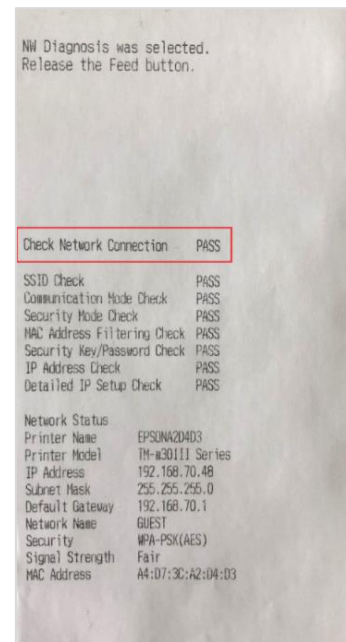
Now select your Wi-Fi network and enter your Wi-Fi password so that the printer can connect to the Internet. **Important:** Your computer and the printer must be connected to the same Wi-Fi network.



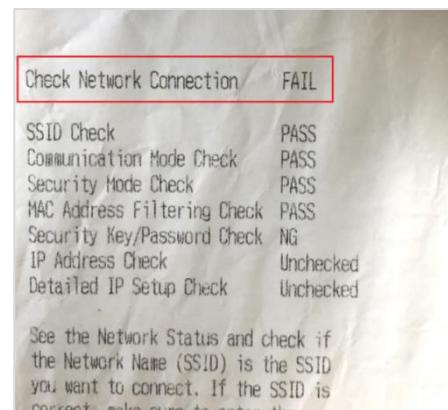
Your printer will now establish a connection to the Internet. No success message will be displayed on your computer. Please note the next receipt that is printed out. It will tell you whether the Internet connection has been successfully established or not (see next page of this manual).



If the connection to your Wi-Fi has been successfully established, a receipt is printed out indicating the status as 'PASS'.

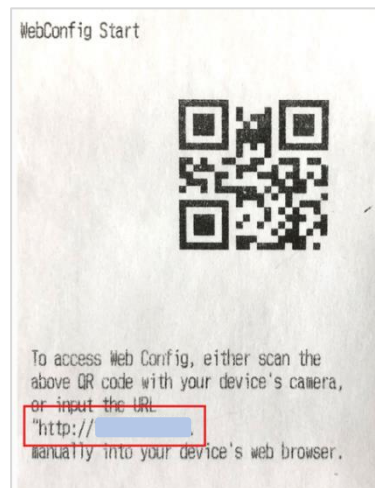


If you have entered your Wi-Fi password incorrectly and the connection cannot be established correctly, 'FAIL' will appear on the receipt. In this case, you must start the process described here from the beginning.

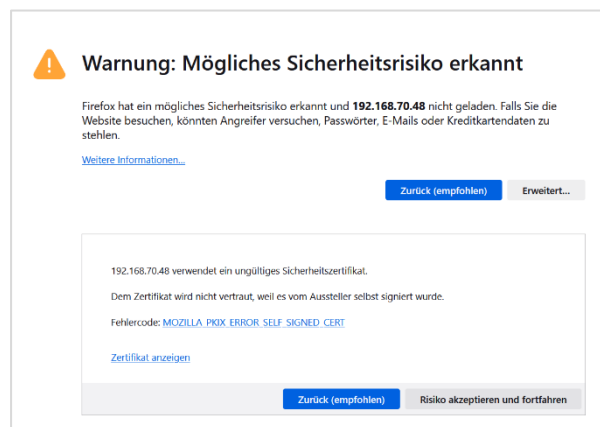


## 1.2 Connect the printer with EVENTIM.Light

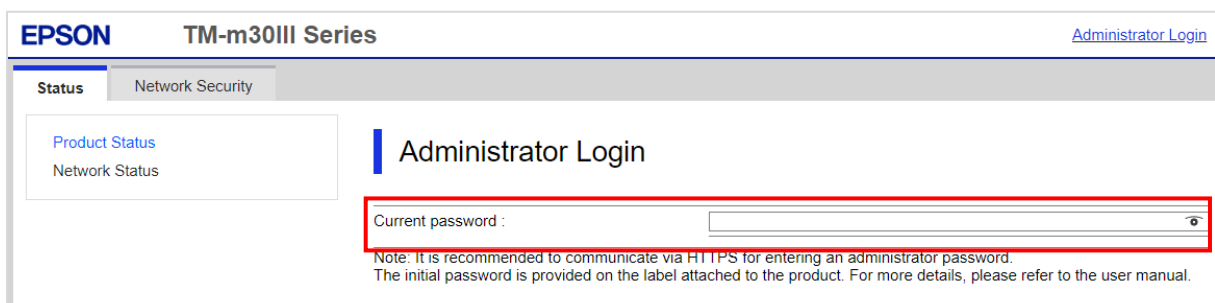
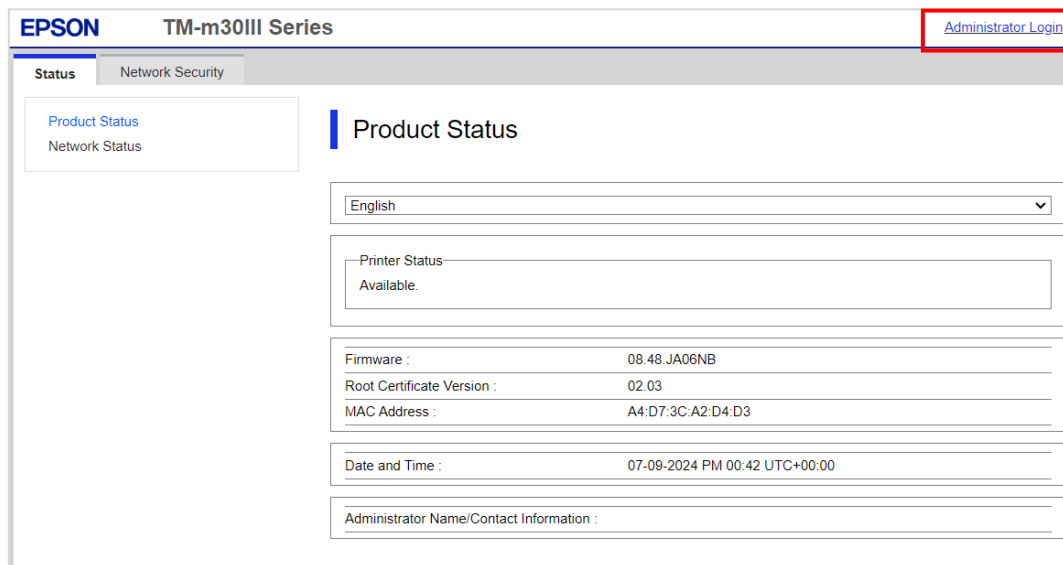
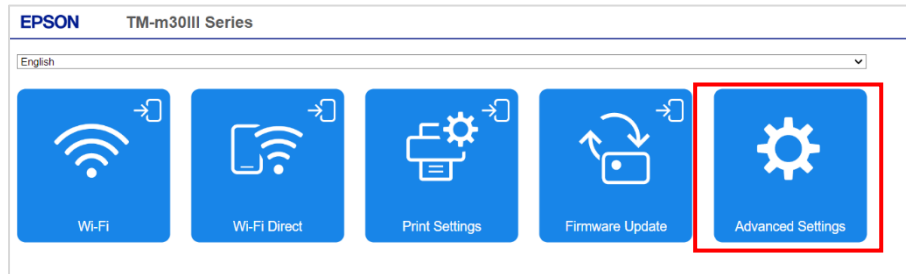
To connect the printer to your EVENTIM.Light account, first go to the printer settings. To do so, enter the IP address that your printer has printed out in your browser.



A security warning may initially appear in your browser. The warning appears because Epson only makes the printer settings available under 'http' and not under the secure connection 'https'. Go to the advanced settings and allow access to the page by accepting the risk.

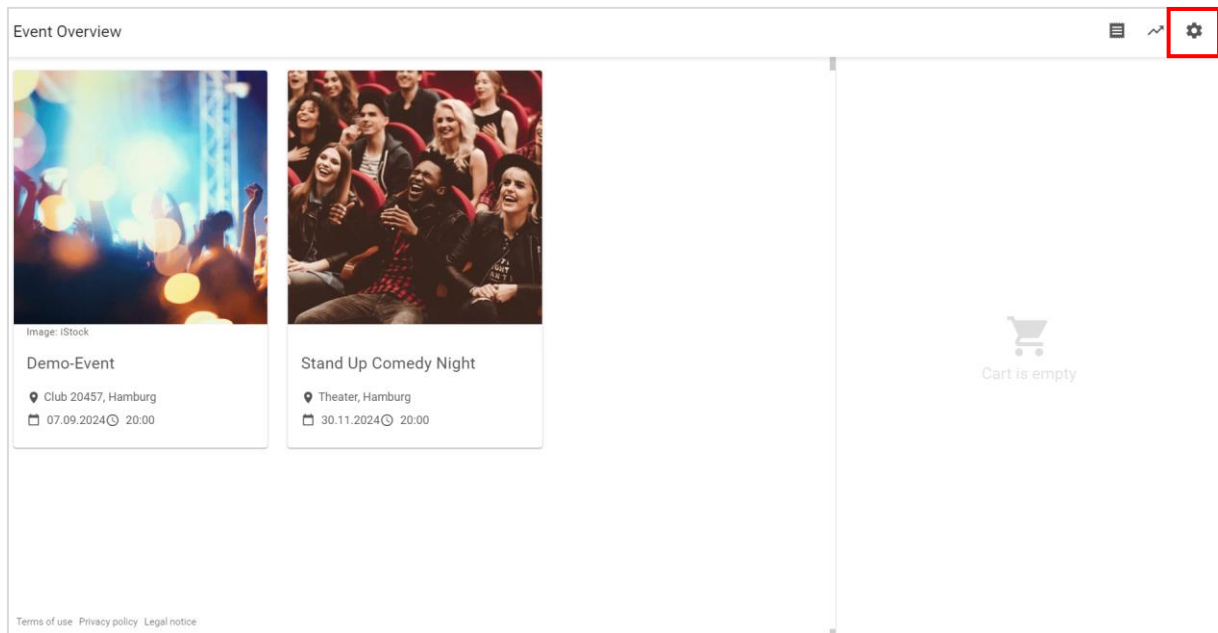


First, go to 'Advanced Settings' and then to 'Administrator Login'. Here, you have to enter your 8-digit password from the back of your printer again and confirm with 'Enter'.

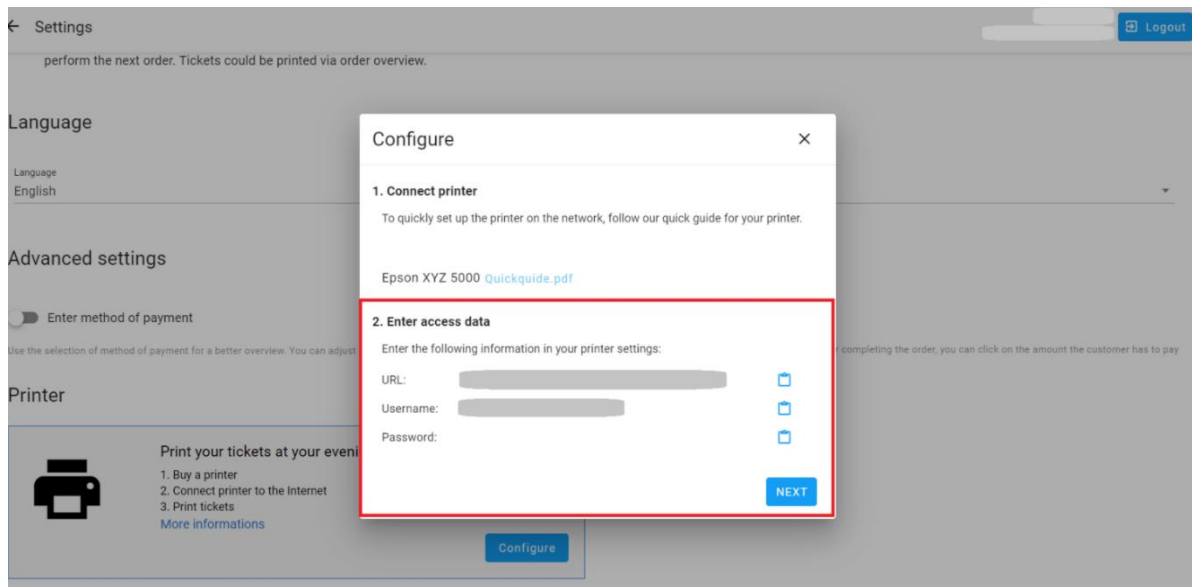




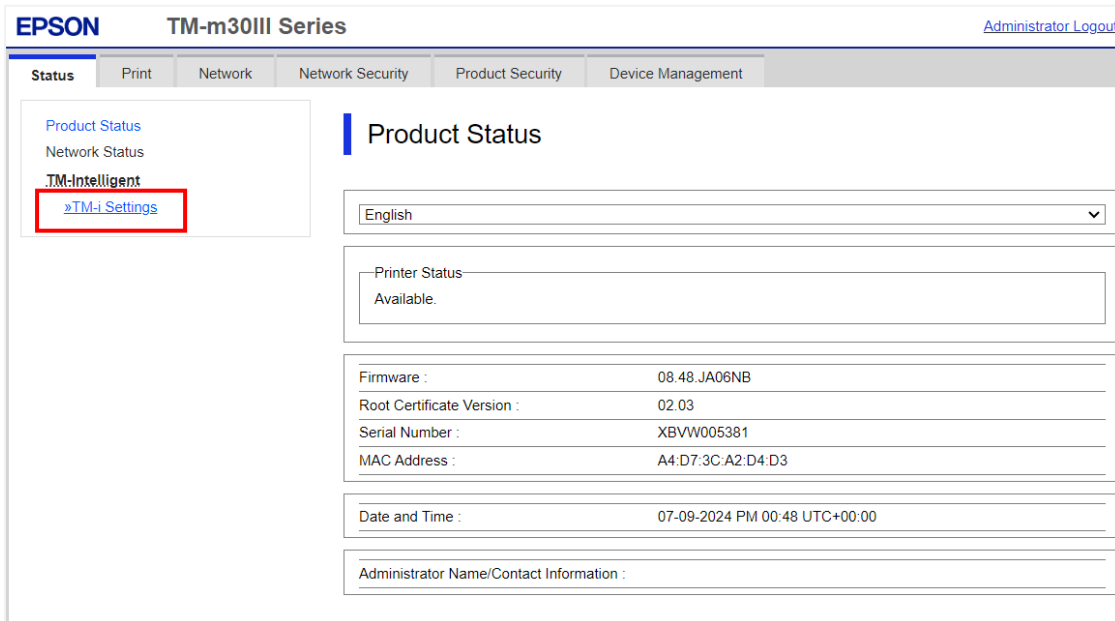
For the next step, you will need your individual access data from your EVENTIM.Light account. Open a second browser window at the same time and go to your EVENTIM.Light account, open the box office module and go to the [settings](#).



Click on 'Configure' in the 'Printer' area. A pop-up window will open with your access data. You will need to enter this data in your printer settings in the next step.



Go back to your browser window with the printer settings. Click on 'TM-Settings' under 'TM-Intelligent'.



**EPSON** TM-m30III Series Administrator Logout

Status | Print | Network | Network Security | Product Security | Device Management

Product Status

English

Printer Status: Available

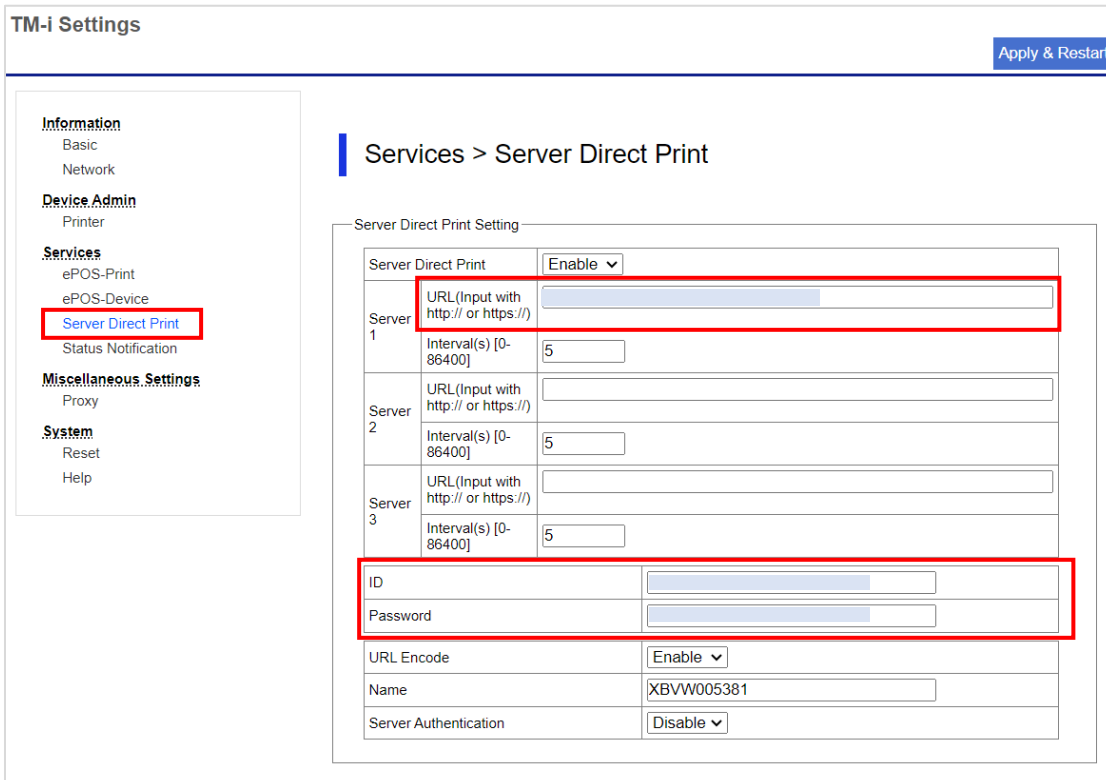
Firmware :	08.48.JA06NB
Root Certificate Version :	02.03
Serial Number :	XBVW005381
MAC Address :	A4:D7:3C:A2:D4:D3

Date and Time : 07-09-2024 PM 00:48 UTC+00:00

Administrator Name/Contact Information :

Now go to the two areas Server Direct Print and Status Notification one after the other. Enter the data from your EVENTIM.Light account here: the URL, your user name under ID and your password.

**Note:** First enter your data in both areas and then click on 'Apply & Restart'.



**TM-i Settings** Apply & Restart

Information  
Basic  
Network

**Device Admin**  
Printer

**Services**  
ePOS-Print  
ePOS-Device  
**Server Direct Print**  
Status Notification

**Miscellaneous Settings**  
Proxy

**System**  
Reset  
Help

Services > Server Direct Print

Server Direct Print Setting

Server Direct Print	Enable
Server 1	URL (Input with http:// or https://)
	Interval(s) [0-86400]
Server 2	URL (Input with http:// or https://)
	Interval(s) [0-86400]
Server 3	URL (Input with http:// or https://)
	Interval(s) [0-86400]
ID	
Password	
URL Encode	Enable
Name	XBVW005381
Server Authentication	Disable

**TM-i Settings** Apply & Restart

**Information**

- Basic
- Network

**Device Admin**

- Printer

**Services**

- ePOS-Print
- ePOS-Device
- Server Direct Print
- Status Notification

**Miscellaneous Settings**

- Proxy

**System**

- Reset
- Help

### Services > Status Notification

Status Notification Setting

Status Notification	Enable ▾
URL(Input with http:// or https://)	<input style="width: 90%;" type="text"/>
Interval(s) [1-86400]	<input style="width: 50%;" type="text" value="5"/>
ID	<input style="width: 90%;" type="text"/>
Password	<input style="width: 90%;" type="password"/>
URL Encode	Enable ▾
Name	XBVW005381
Server Authentication	Disable ▾

In your EVENTIM.Light account, select your printer from the drop-down list in the [box office settings](#). To make sure everything works, print a test receipt. You are ready to go.

### Printer

Printer

 ▾

print test ticket
[Add another printer](#)

If you now sell tickets at the box office, you can either print the PDF ticket as usual on a standard A4 printer or ticket in the form of a receipt on your ticket printer.

Order 261000904
×

Grand total

# 72,52 €

Print PDF-Ticket

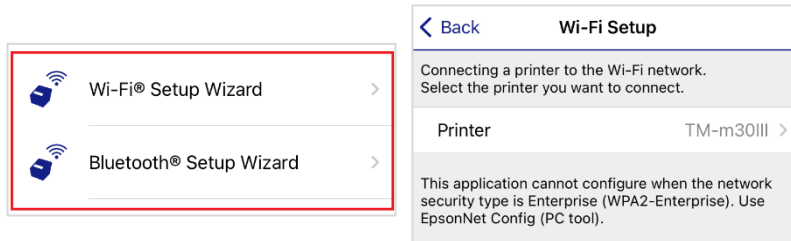
Print ticket

Next order

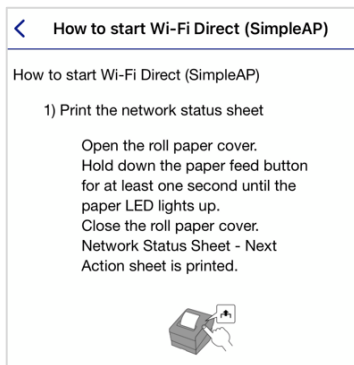
## 2. Connection of the Epson TM-m30III via App

### 2.1 Connect the printer with the Internet.

1. Download the „TM Utility“ app from Epson.
2. Open the Wi-Fi setup wizard and select 'TM-m30III' under Printers.



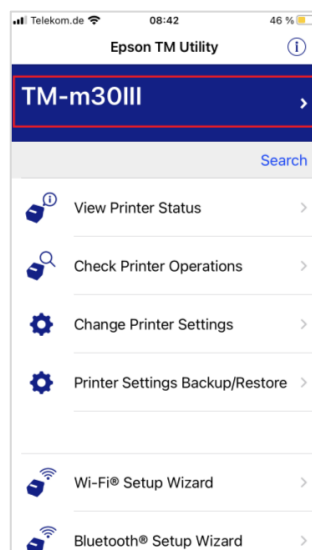
3. Follow the instructions of the app.



**Tip:** To start the configuration, open the paper cover of the printer and press the paper feed button while the cover is open (instructions in the app).

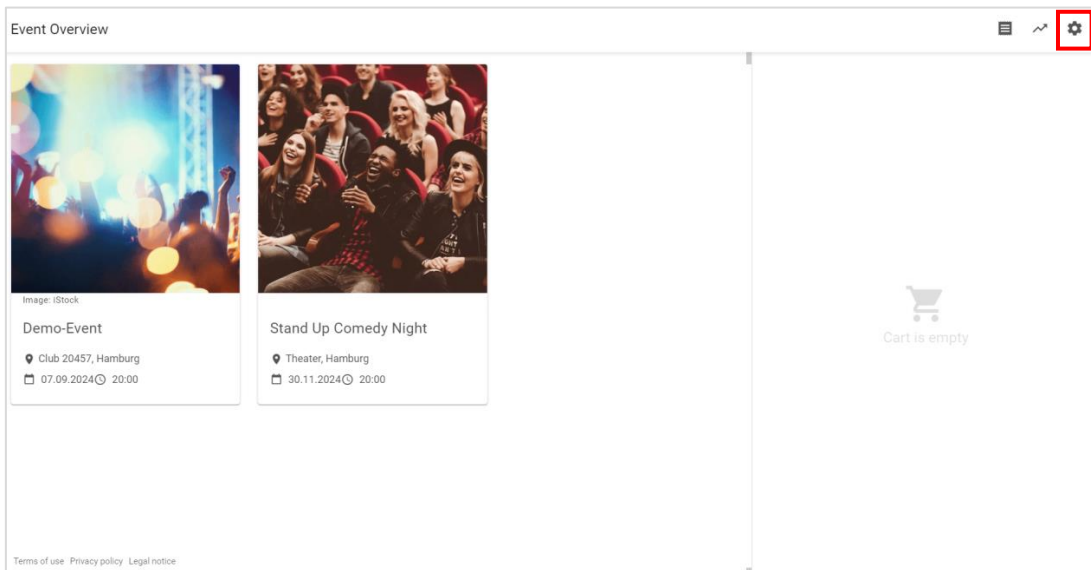
**Important:** Your device that you use to set up the printer must be connected to the same Wi-Fi network to which you want to connect the printer.

Open the **TM Utility App**. First, select your printer.

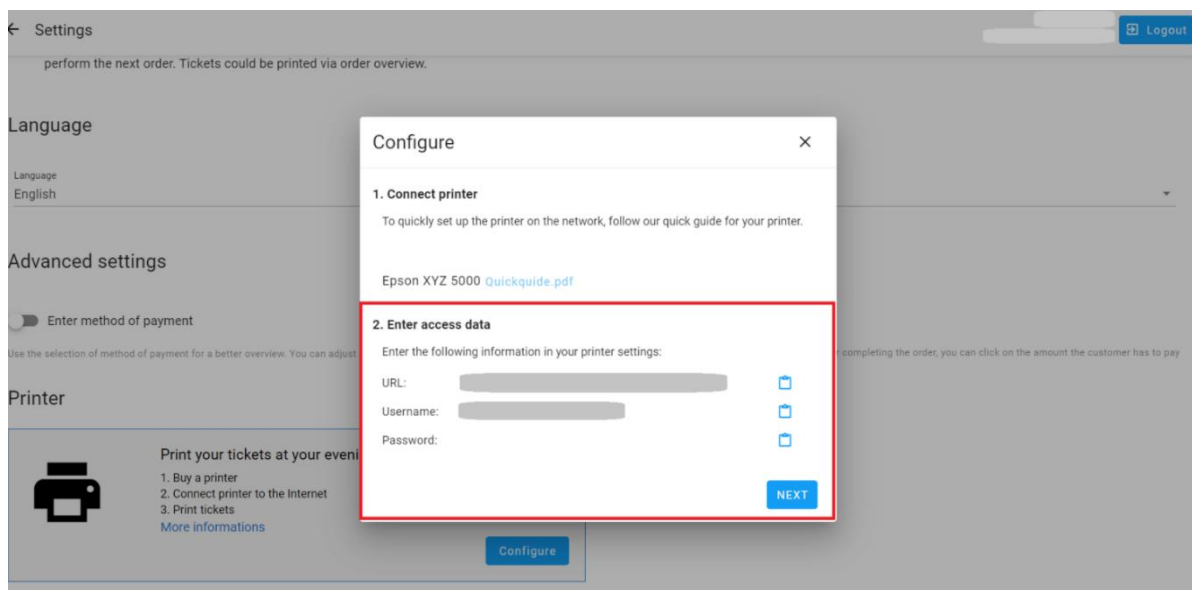


## 2.2 Connect the printer with EVENTIM.Light

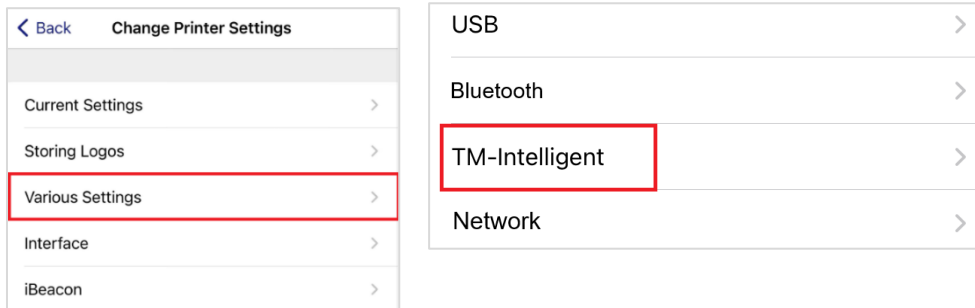
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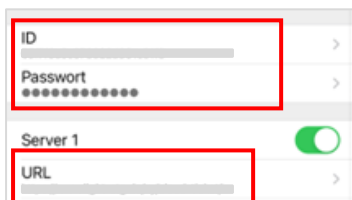
Click on 'Configure' in the 'Printer' area. A pop-up window will open with your access data. You will need to enter this data in your printer settings in the next step.



You must enter your individual data in two places in the printer settings. Go to **'Change printer settings' > 'Various settings' > 'TM-Intelligent'**. Enter your data once under **'Server Direct Print'** and once under **'Status notification'**.



First enter your user name (= ID), your password and the URL under **'Server direct print'**. Then go to the **'Status notification'** area and do the same again.



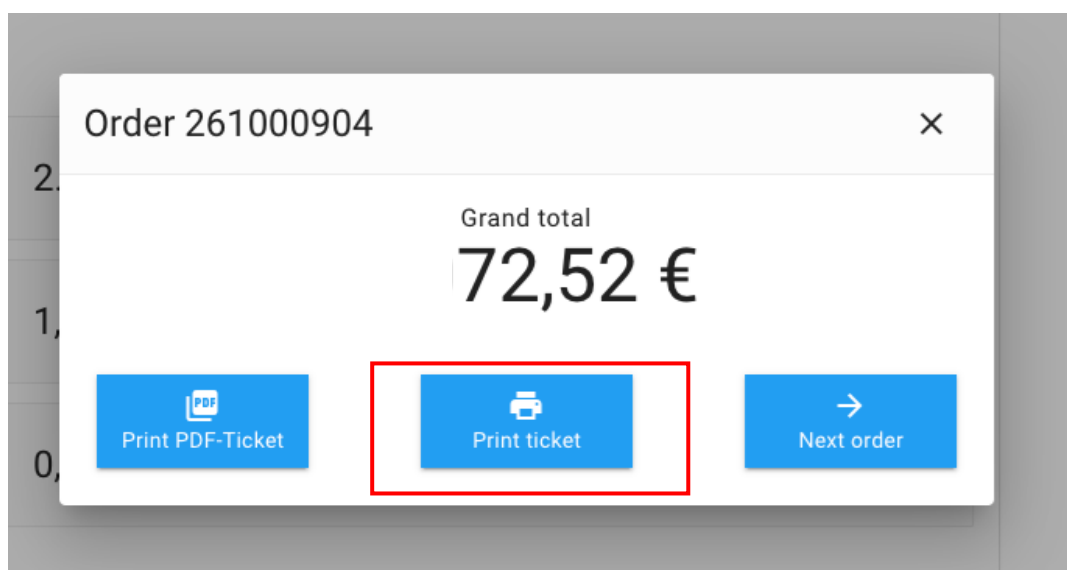
In your EVENTIM.Light account, select your printer from the drop-down list in the [box office settings](#). To make sure everything works, print a test ticket. Then you are ready to go.

### Printer

Printer

print test ticket [Add another printer](#)

If you now sell tickets at the box office, you can either print the PDF ticket as usual on a standard A4 printer or in the form of a receipt on your ticket printer.



### **3. Contact**

If you have any questions about printing via your EVENTIM.Light account, please contact us by e-mail: [support@eventim.se](mailto:support@eventim.se)

If you have any questions about the printer or technical problems, please contact the manufacturer.