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Epson **PLQ-20 Series** *Software tools*

Configuration update tool EPCUSTOM
Remote firmware update tool
Advance printer information retrieval



Following the market requirements from the financial sector Epson keeps developing solutions for the bank industry, specially those on the passbook printing with its PLQ-20 series of printers.

The latest firmware generation of PLQ-20, -20M, -20D and -20DM printers supports additional software tools enhancing the key features of the product in order to better serve the customer needs.

Epson **PLQ-20** Software tools



Configuration update tool EPCUSTOM

- User friendly graphic user interface for configuring the printer by IT departments
- Remote retrieval of the configuration, store in a binary file for cloning of the original settings
- Easy maintenance of the Epson install base (basic status monitoring of the printer)

Remote firmware update tool

- Easy and secure to use
- No need for user on-site intervention for each printer
- Efficient for fixing issues, or user driven upgrades on large install base of printers
- Easy way to implement additional features on the printer software without fear of a large rework
- Extremely cost efficient
- Allow different management of PLQ-20, -20M, -20D or -20DM

Advance printer information retrieval

- Printer Manufacturer
- Emulation support
- Printer Configuration (M models)
- Printer Name
- Printer firmware version and check sum
- Printer serial number

Configuration update tool EPCUSTOM

The complexity of the market requires the product to be equally flexible. Different customers have different needs. Large corporations owning several brand names can be working with different configurations. For instance, branch A uses PLQ-20 while branch B requires PLQ-20M as they might use magnetic strip. Branch C needs special paper margins because their stationary has a particular design, branch D works on Emulation X different to the rest of the units working on emulation Y. Some are using serial while others are with USB, etc.

In order to address those problems Epson offers the EPCUSTOM utility to have the possibility to change the settings of the printer in an easy and user friendly way. Moreover the PLQ-20 allows the remote retrieval of its configuration, to store the configuration in a binary file that can be reused for duplicating the original configuration. Allowing single stock base product management and easily updating the printing according to special needs.

Remote firmware update tool

One common requirement of administrators of a large install base of printers, is the possibility to update the printer remotely from a central location, without user intervention on the printer being updated. The new firmware update tool from Epson allows the user to make use of this functionality, updating the firmware on the machine on a quick and secure manner, regardless the interface in use at the moment for the printer (USB, serial or parallel). The only requirement is for the printer to stay on stand-by mode. This method allows an easy update while the complete system is being updated from the central back office applications.

Advance printer information retrieval

In order to manage large numbers of printers on the field, and in order to control the state of the stock, an advanced identification method is required:

- Either for protecting the IT investment against irregular product replacement by service providers or
- for asset management regarding the financial assets of the company.

Epson provides with the tools allowing the system controller to identify the characteristics of the product to the lowest level of detail, identifying not only the product and its configuration but providing advanced information like firmware version, checksum and serial number which is unique for each machine.



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