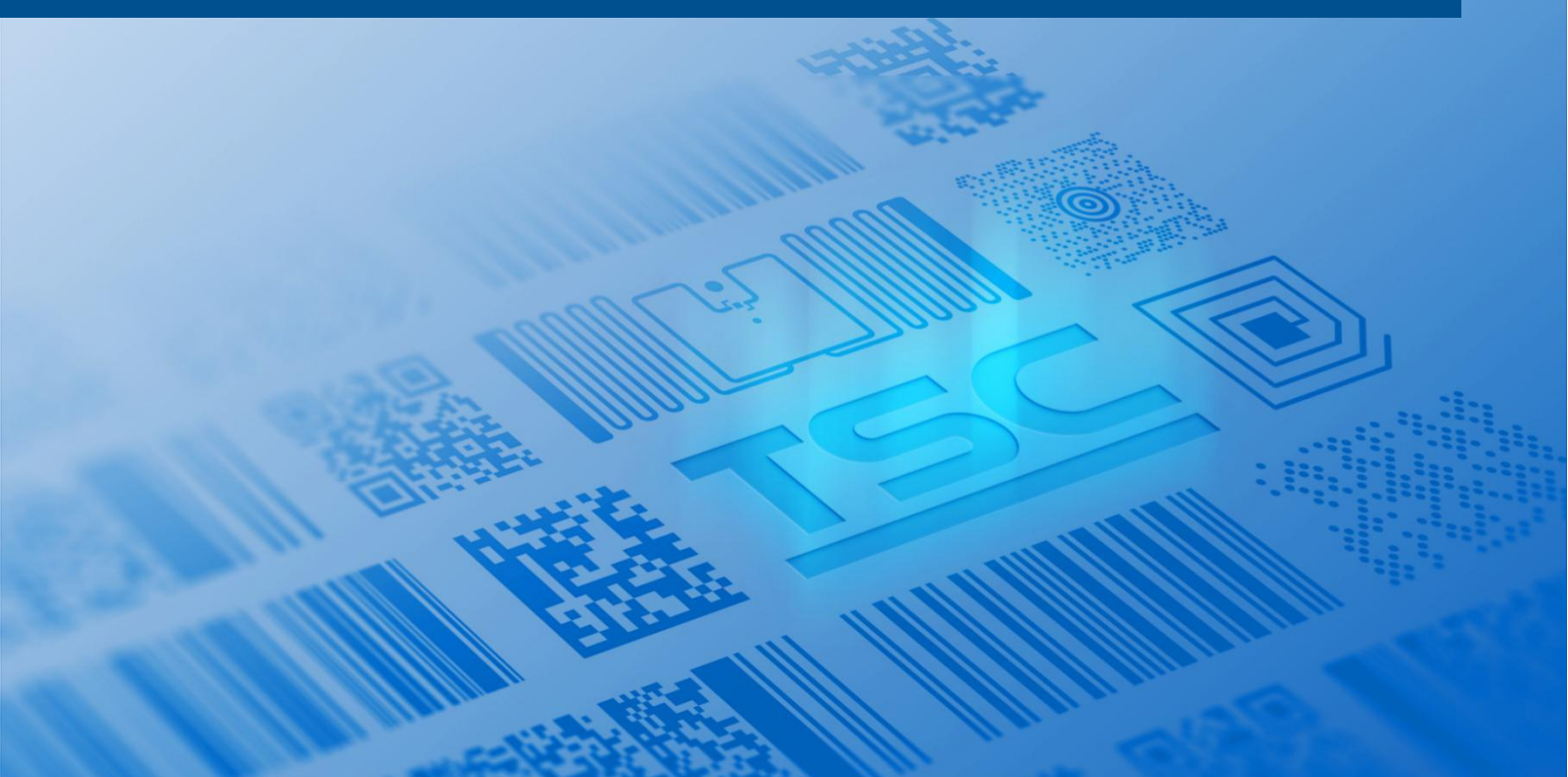




Barcode Printer

# TSC CloudConnect

Thermal Transfer ▪ Direct Thermal



User Manual

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# 1 Introduction

TSC CloudConnect is a cloud platform whose core capability is enabling TSC and Printronix printers to perform remote printing over the Internet. Once the printer's MQTT settings are configured according to the instructions on the TSC CloudConnect website, the printer will appear in the device list. The platform offers a complete set of printing functions — in addition to sending print commands directly to a designated printer through the platform's GUI, users can also integrate their own systems with the platform's API to achieve seamless cloud printing.

This manual provides essential information and clear instructions for operating TSC CloudConnect. The access URL for TSC CloudConnect is:

<https://tsccloudconnect.tscprinters.com/Home/Login>

## 2 Software Restrictions

Client:

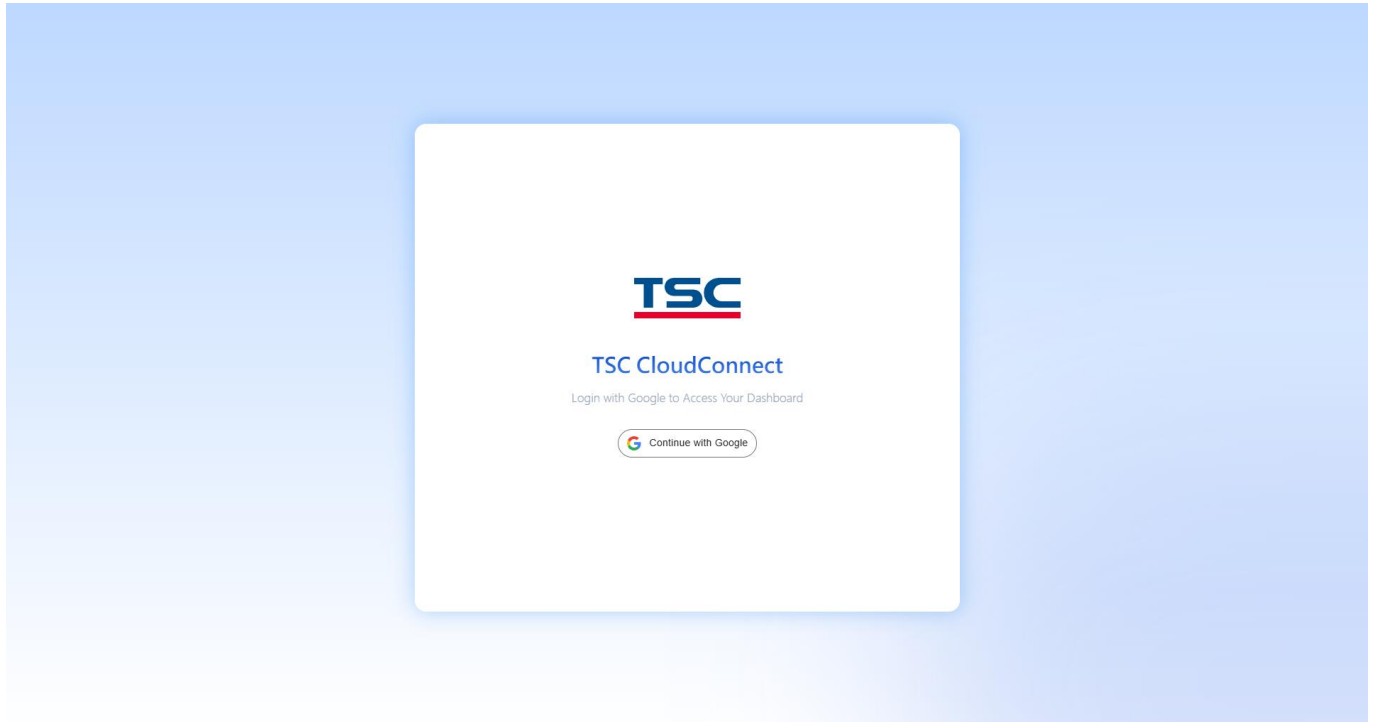
Web browser that supports HTML5

Supported third-party login method:

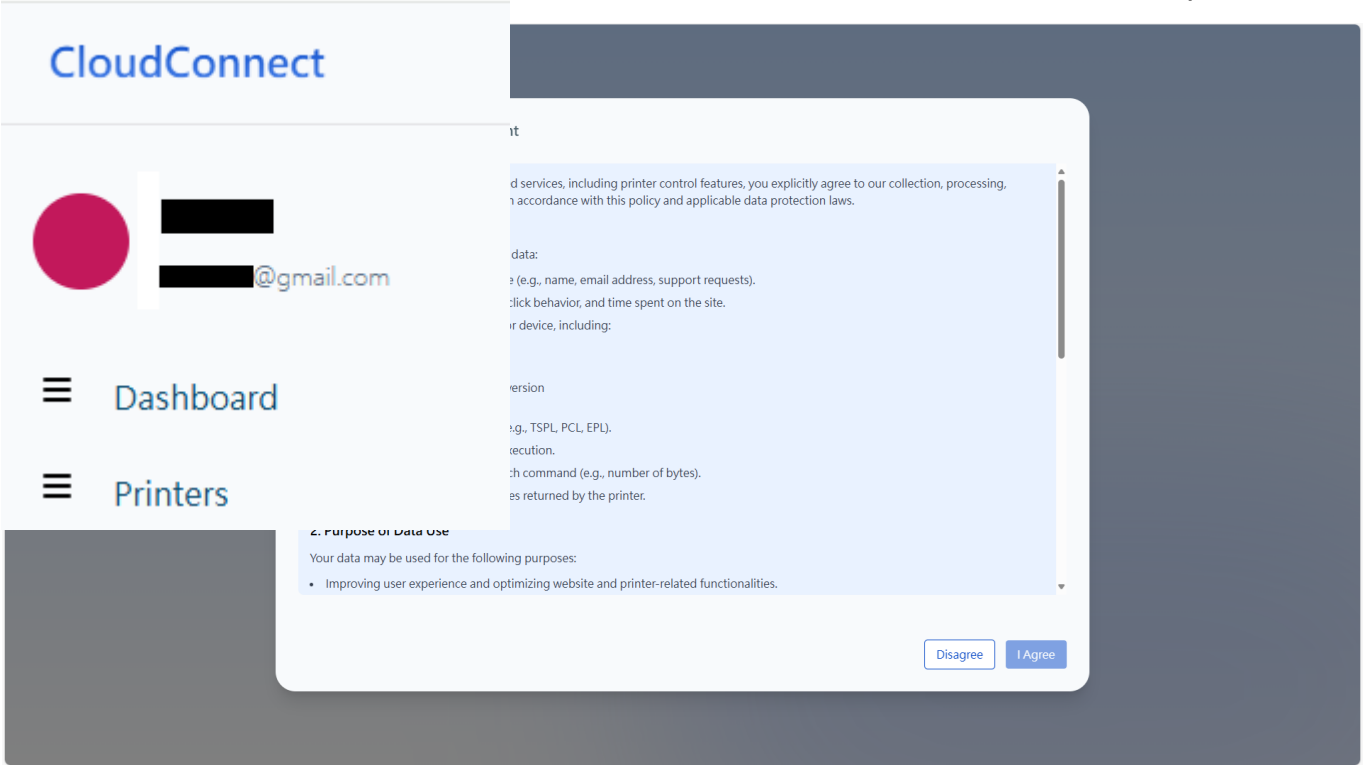
Google account

## 3 Getting Started

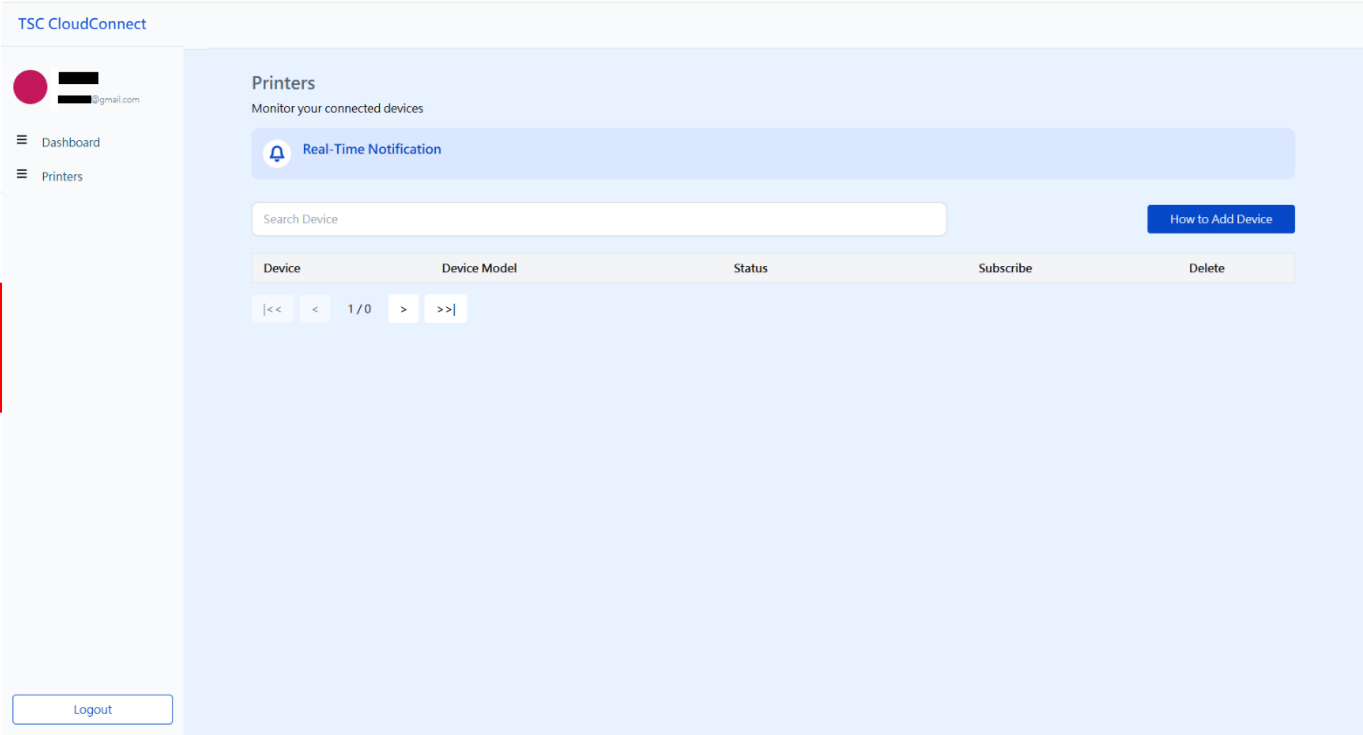
1. Open a browser on any device and enter the URL of the TSC CloudConnect in the address bar.



2. Before logging in to the software, please read the **"Privacy and Data Usage Consent"** carefully. If you agree to the terms, click **"I Agree"** to continue with the third-party login process. Then, follow the on-screen instructions to complete the



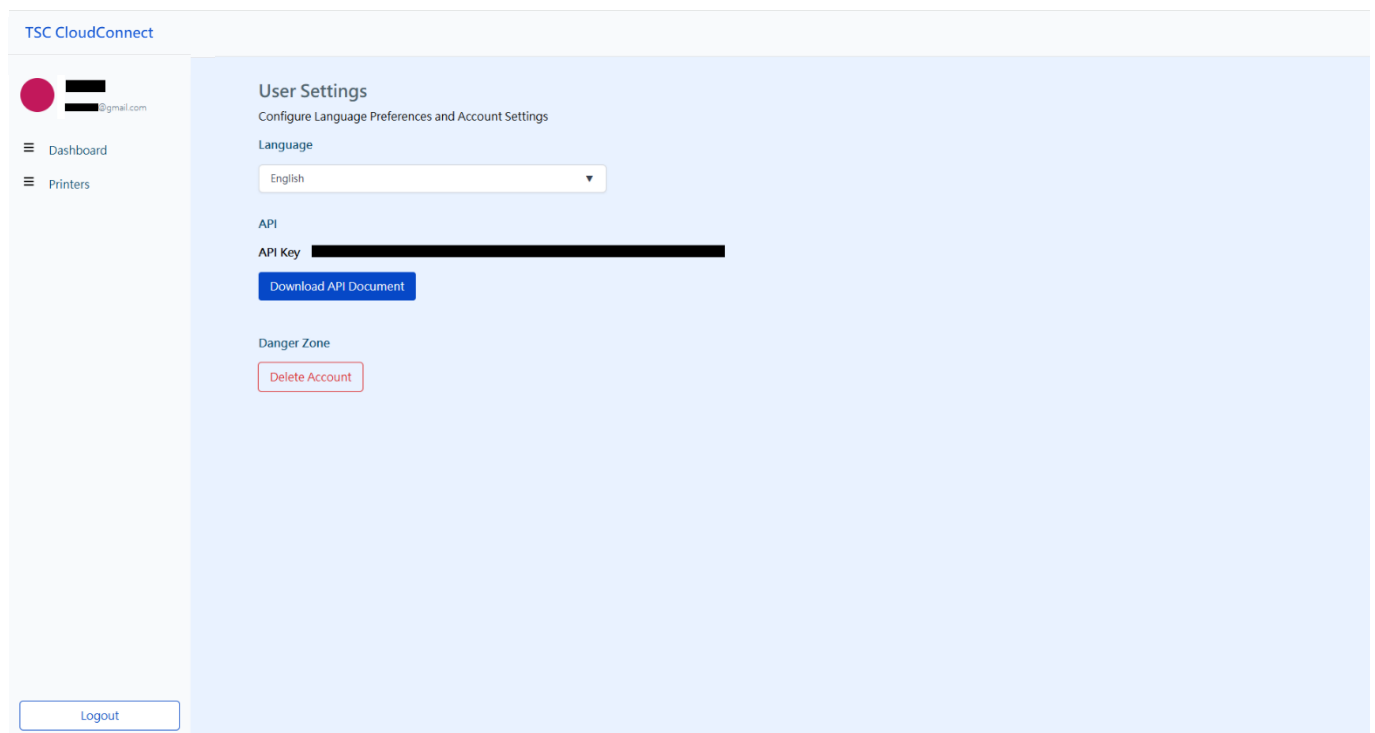
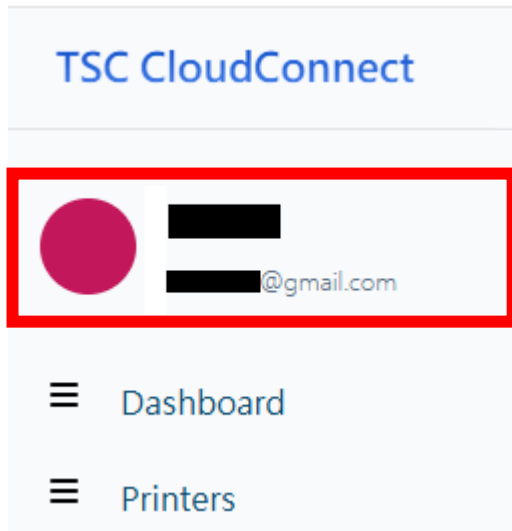
login.





## 4 User Settings

Click the user icon in the upper-left corner to access the User Settings page.



## 4.1 Language

To change the system display language, use the drop-down menu. The system currently supports the following languages:

Language
English (Default)
Traditional Chinese
Simplified Chinese
German
Danish
Spanish
Finnish
French
Italian
Japanese
Korean
Dutch
Norwegian
Portuguese
Swedish

### User Settings

Configure Language Preferences and Account Settings

**Language**  

English ▼

**API**  
API Key 

Download API Document

**Danger Zone**  

Delete Account

## 4.2 API

To perform cloud printing via the platform API, construct your request according to the API documentation and include your unique API key in the HTTPS header for authentication. Requests without a valid API key will be rejected.

### User Settings

Configure Language Preferences and Account Settings

Language

English ▼

#### API

API Key

Download API Document

Danger Zone

Delete Account

GET

/device/devices

Get all current devices

🔒 ⬆

Get all current devices

Parameters

Try it out

Name	Description
x-api-key	<div>x-api-key</div>
string   (string   null) (header)	

Responses

Code	Description	Links
200	<div>Successful Response</div> <div>Media type</div> <div>application/json</div> <div>Controls Accept header.</div> <div>Example Value   Schema</div> <div><pre>{   "devices": {     "additionalProp1": {       "status": "string",       "subscribe": true,       "model": "string"     },     "additionalProp2": {       "status": "string",       "subscribe": true,       "model": "string"     },     "additionalProp3": {       "status": "string",       "subscribe": true,       "model": "string"     }   } }</pre></div>	No links
422	<div>Validation Error</div>	No links

7

## 4.3 Danger Zone

Delete your account in this section. Deleting an account will permanently remove the account and all associated data, and this action cannot be undone.

### User Settings

Configure Language Preferences and Account Settings

Language

English ▼

API

API Key

Download API Document

Danger Zone

Delete Account

## 5 Printers (Home Page)

The Printers page allows users to monitor and manage connected devices in real time.

- Real-Time Notification

Displays the latest device status updates, such as when a printer goes offline. Notifications include the device name and its current status, along with a timestamp.

- Search Device

Use the search bar to quickly locate a specific device by name.

- Device List

The table lists all printers configured for MQTT under the user's account. The columns include:

- Device – The registered printer name, displayed as a clickable link for more details.
- Device Model – The printer model type (e.g., T820, MH641, T8306).
- Status – Shows whether the device is Online or Offline.
- Subscribe – A toggle switch to subscribe or unsubscribe from real-time notifications for that device.
- Delete – A delete icon to remove the device from the account.

- Navigation & Actions

- How to Add Device – A button providing guidance on adding new printers.
- Pagination Controls – Navigate through multiple pages of devices if the list exceeds one page.
- Logout – Located at the bottom left to securely sign out of the application.

TSC CloudConnect

Printers

Monitor your connected devices

Real-Time Notification

status Device T8306-TEST1 is Offline 01:43:38 PM

Search Device

How to Add Device

Device	Device Model	Status	Subscribe	Delete
P-408461	T820	<span>Online</span>	<input checked="" type="checkbox"/>	
MH641-MH220390332	MH641	<span>Online</span>	<input checked="" type="checkbox"/>	
T8306-TEST	T8306	<span>Online</span>	<input checked="" type="checkbox"/>	
T8306-TEST1	T8306	<span>Offline</span>	<input type="checkbox"/>	

|<< < 1/0 > >>|

Logout

## 5.1 How to Add Device

Follow the instructions on this page to add a printer.

### How to Add Device

**Tenant ID**

3a09de5d-d4dc-4e05-b4f9-57761a4d9512 [Copy Tenant ID](#)

**Step 1**

[Download MQTT Certificate](#)

Click the link above to download the MQTT certificate. There will be 3 files downloaded: ca.crt, client.crt, and client.key.

[ TSC ]

**Step 2**

Open the printer's web interface in your browser. Enter the IP address of your printer in the address bar.

For TSC printers, navigate to 'Function > MQTT Settings'

**Step 3**

Enter the following details and click 'Set'

- MQTT Server: tsccloudconnect.tscprinters.com
- MQTT Server Port: 8883
- MQTT Username: user
- MQTT Password: abcd1234
- MQTT Secured: TLS
- MQTT CA: ca.crt

[Close](#)

## 5.2 Printer Notification

This page displays the 50 most recent notifications.

Printer Notification

status

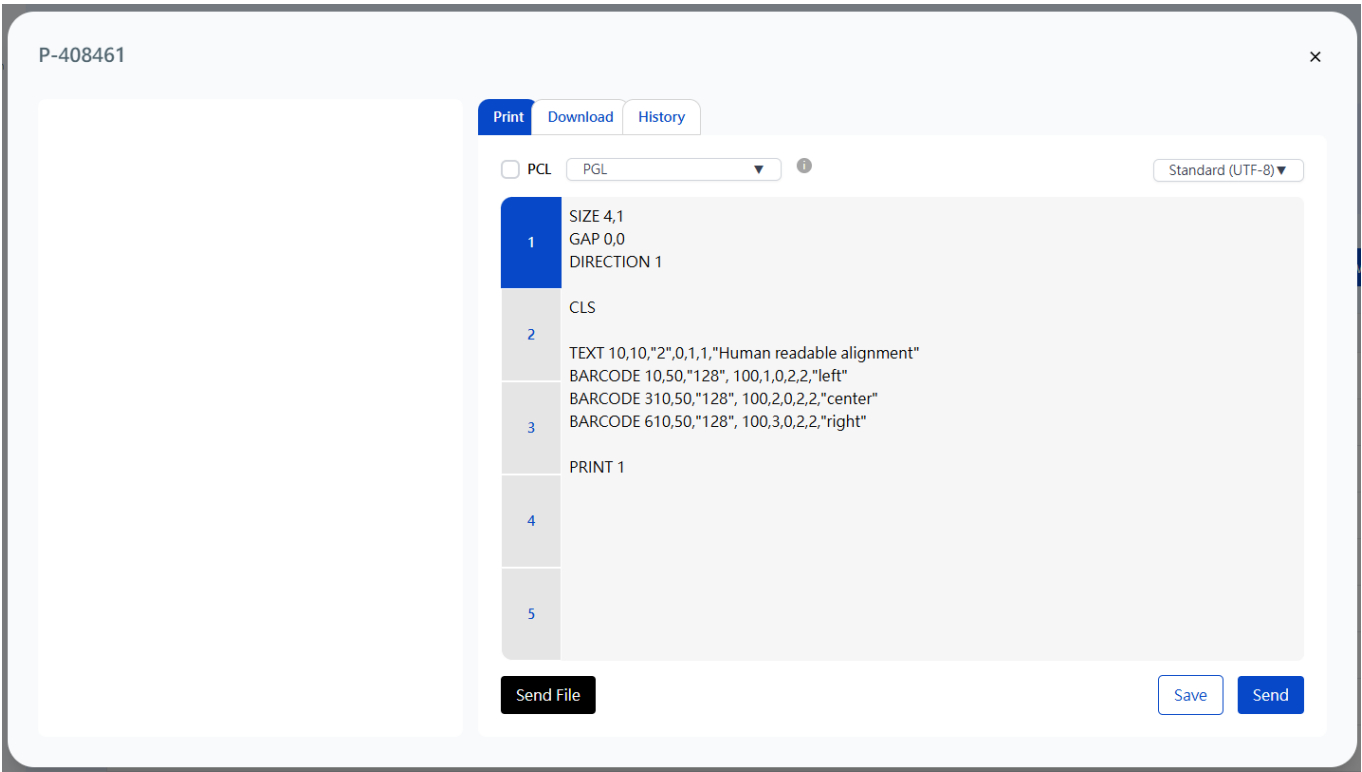
Device T8306-TEST1 is Offline01:43:38 PM

Close



# 5.3 Printer Detail

Click a printer name to open this page. From here, you can send print commands, download files, and view printer notifications



### 5.3.1 Printer Detail – Print Tab

The **Print** tab allows users to send print commands or files directly to the selected printer.

#### PCL

Available only for Printronix printers, this option allows you to switch the printer's language emulation.

#### Command Editor

Displays the editable command lines for the print job.

Users can enter or modify commands according to the printer language syntax.

#### Encoding Selection

Choose the desired text encoding (**e.g., Standard (UTF-8)**) from the drop-down list to ensure the text is correctly encoded before being sent to the printer.

#### Action Buttons

- **Send** – Sends the entered commands to the printer immediately.
- **Save** – Saves the current command content for later use.
- **Send File** – Upload and send a print file directly to the printer.

The screenshot shows a web interface for printer P-408461. The 'Print' tab is active, displaying a command editor. At the top, there are tabs for 'Print', 'Download', and 'History'. Below these, there are radio buttons for 'PCL' and 'PGL', with 'PGL' selected. To the right is a dropdown menu for encoding, currently set to 'Standard (UTF-8)'. The command editor contains a list of commands: 1. SIZE 4,1; GAP 0,0; DIRECTION 1; 2. CLS; 3. TEXT 10,10,"2",0,1,1,"Human readable alignment"; BARCODE 10,50,"128", 100,1,0,2,2,"left"; BARCODE 310,50,"128", 100,2,0,2,2,"center"; BARCODE 610,50,"128", 100,3,0,2,2,"right"; 4. PRINT 1. At the bottom, there are three buttons: 'Send File', 'Save', and 'Send'.

### 5.3.2 Printer Detail – Download Tab

The **Download** tab allows users to retrieve images from a specified URL and preview them before downloading.

#### Picture URL

Enter the URL of the image you want to retrieve from the printer or an external source. Click Preview to display the image in the preview area before downloading.

#### File Name

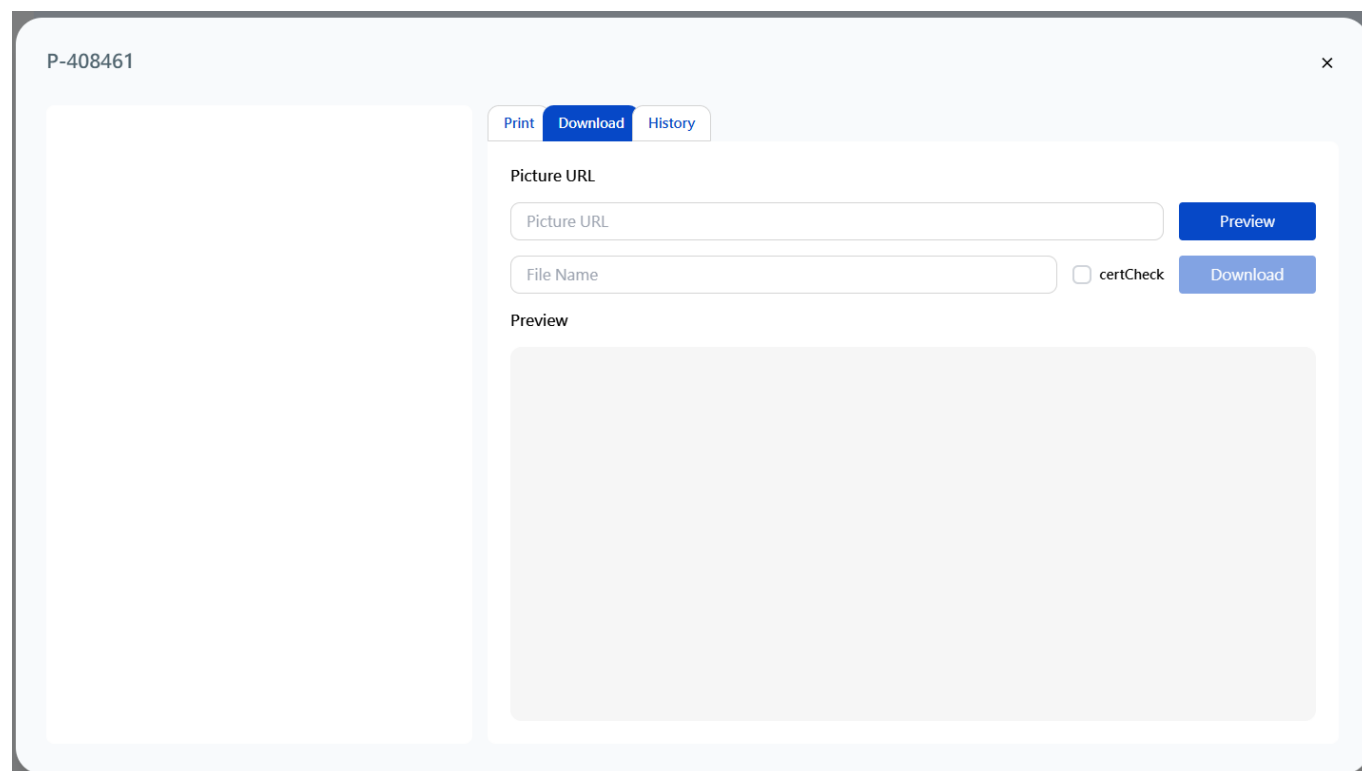
Specify the file name under which the downloaded image will be saved.

#### certCheck Option

Select this checkbox to enable certificate validation for secure HTTPS connections when retrieving the image.

#### Download

Click Download to retrieve the image file and save it using the specified file name. The button remains disabled until a valid image is available for download.



The screenshot shows a web interface for a printer (P-408461) with a 'Download' tab selected. The interface includes a 'Picture URL' input field, a 'File Name' input field, a 'certCheck' checkbox, and 'Preview' and 'Download' buttons. A large preview area is visible below the input fields.

P-408461

Print Download History

Picture URL

Picture URL

File Name

☐ certCheck

Preview

Download

Preview

### 5.3.3 Printer Detail – History Tab

The **History** tab displays a chronological log of status updates and alerts for the selected printer, allowing users to review its 50 most recent notifications

P-408461

PrintDownloadHistory

status

Device P-408461 is Online07/11/2025, 01:42:12 PM

status

Device P-408461 is Online07/11/2025, 01:39:40 PM

status

Device P-408461 is Online07/11/2025, 11:25:17 AM

status

Device P-408461 is Online07/11/2025, 11:04:18 AM

status

Device P-408461 is Online07/11/2025, 09:48:18 AM

alert

Device P-408461 POWER SAVER MODE07/10/2025, 04:17:05 PM

alert

Device P-408461 [Alert Clear] PRINT HEAD UP, Close Print Head07/10/2025, 04:12:00 PM

alert

Device P-408461 PRINT HEAD UP, Close Print Head07/10/2025, 04:11:54 PM

alert

Device P-408461 alert.DownloadCmpl07/10/2025, 04:11:29 PM

# 6 Dashboard

This page displays statistical charts of the user's printer status and print history.



