BluPrints Printer -- ViruKiosk USB Testing & Troubleshooting Guide

Overview

This document covers the USB connection, printer detection, printing, test cases, and troubleshooting procedure for the **BluPrints printer** connected to a VirtuKiosk Android device.

The purpose of this guide is to:

- Verify that the printer is detected correctly.
- Identify USB connection problems.
- Reproduce the intermittent printer-disconnection issue.
- Provide a simple recovery procedure.
- Help anyone troubleshoot and resolve the printer connection issue.

Printer Information

Item	Value
Printer	**BluPrints**
Manufacturer	**AMSPL**
USB VID	**0416**
USB PID	**5011**
USB Type	USB Printer

Test Cases

Test Case ID	Test Case	Steps / Scenario	Expected Result	Actual Result	Status
T01	Normal Printer Connection	Turn ON Kiosk → Turn ON Printer → Connect USB cable	BluPrints should be detected	BluPrints detected successfully	**PASS**
T02	Printer Power Cycle	Keep USB connected → Turn Printer OFF → Wait → Turn Printer ON	Printer should reconnect automatically	Printer re-enumerated successfully	**PASS**
T03	Kiosk Reboot With Printer Connected	Keep Printer ON + USB connected → Reboot Kiosk	Printer should be detected after Android boots	BluPrints detected successfully	**PASS**
T04	USB Disconnect/Reconnect While Printer Remains ON	Disconnect USB → Reconnect USB without turning OFF printer	Printer should be detected again	USB enumeration failed with `error -71`	**FAIL**
T05	Printer-Side USB Disconnect/Reconnect	Disconnect USB from printer side → Reconnect while printer remains ON	Printer should be detected	USB enumeration failed with `error -71`	**FAIL**
T06	Printer Power Reset + USB Reconnect	Printer OFF → Remove USB → Printer ON → Reconnect USB	Printer should be detected	BluPrints detected successfully	**PASS**
T07	Printer Startup Wait – 15 Seconds	Printer OFF → Remove USB → Printer ON → Wait 15 sec → Connect USB	Printer should be detected	BluPrints detected successfully	**PASS**
T08	Printer Fully ON Before USB Connection	Printer ON → Wait 30 sec → Connect USB	Printer should be detected	BluPrints detected successfully	**PASS**
T09	Kiosk Cold Power Cycle	Printer ON + USB connected → Turn Kiosk OFF → Turn Kiosk ON	Printer should be detected after boot	BluPrints detected successfully	**PASS**
T10	VirtuKiosk Application Restart	Printer connected → Close VirtuKiosk → Reopen VirtuKiosk	Application should detect already-connected printer	BluPrints detected successfully	**PASS**

Test Case ID	Test Case	Steps / Scenario	Expected Result	Actual Result	Status
T11	Actual Printing	Connect printer → Open VirtuKiosk → Click printer button → Print test value	Printer should print successfully	Test value printed successfully	**PASS**
T12	USB Disconnect/Reconnect While VirtuKiosk Is Running	Keep VirtuKiosk open → Disconnect USB → Reconnect USB	Printer should reconnect	USB enumeration failed with `error -71`	**FAIL**
T13	Replacement USB Data Cable	Replace USB data cable → Repeat printer connection test	Printer should connect if original cable is faulty	Same failure pattern occurred	**FAIL**
T14	Printer Disconnect Recovery Procedure	Remove USB cable from both sides → Printer OFF → Printer ON → Wait 10 sec → Reconnect USB	Printer should reconnect	BluPrints connected successfully	**PASS**

Normal Printer Connection

Follow these steps when connecting the printer normally.

Steps

1. Turn **ON the Kiosk**.
2. Turn **ON the printer**.
3. Wait until the printer is fully powered.
4. Connect the USB/data cable to the **printer**.
5. Connect the other end of the USB/data cable to the **Kiosk**.
6. Wait approximately **5–10 seconds**.
7. Open/check **VirtuKiosk**.
8. Verify that **BluPrints / Printer Connected** is displayed.
9. Perform a test print.

Main Failure

The main failure observed during testing occurs when the printer is **powered ON** and the USB/data cable is disconnected and reconnected while the Kiosk remains powered ON.

Failure Scenario

1. Kiosk ON.
2. Printer ON.
3. VirtuKiosk Running.
4. USB Connected.
5. Disconnect USB Cable.
6. Reconnect USB Cable.
7. Printer is not Connectd.

How to Fix

1. Remove USB Cable (connection between Kiosk and Printer) .
2. Turn Off Printer (wait 5-10 second).
3. Turn On printer (wait 5-10 second).
4. Reconnect USB (wait untill kiosk connect with USB printer).
5. Now check VirtuKiosk.
6. Perform Test print.

Notes

- In case of any failure, follow the guidelines above to reconnect the printer.

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