Technical Bulletin

Upgrade DCA and CC DCA drop box printer to TG2460C guillotine printer

Scope

This bulletin refers to the replacement of the Seiko and Custom guillotine style printers fitted to the Compac DCA and CC DCA until July 2012 with the 24 Volt, Custom TG2460C printer.

Introduction

The Seiko and Custom drop box style printers fitted to Compac DCA and CC DCA units up until July 2012 are now obsolete and will be replaced by the Custom TG2460 24 Volt printer with paper chute. The upgrade involves removing the printer and receipt box and replacing it with a new panel containing a printer fitted with a receipt chute. Power and printer communications cables will also need to be modified or replaced. These instructions apply to both style of obsolete printer.

⚠NOTE   *A software upgrade is required. You will need to have an internet connection to the unit and you will need to book a time with the Comapc help desk so they can install it. If your unit has dial-up or no internet connection, a new FMS software chip will need to be ordered.*

⚠CAUTION *Always take anti-static precautions when working with electronic components for example, wearing a wristband with an earth strap.*

Parts required

- Printer module (part number F-BA-PRT-TG2460C)
- Door adaptor plate kit (part number FD-P-FRME-TGADP)
- Software chip (if unit not connected to CompacOnline). DCA details need to be supplied to ensure correct chip is supplied.

Suggested tools required

- 5.5 mm nut driver
- #2 Pozidriv screwdriver
- Sidecutters
- Cable ties
- Insulating tape
- Neutral cure silicon sealant

Removal

1. Turn off the power to the DCA
2. Open the door and remove the paper roll.
3. Clip any cable ties holding the power or data wires to the printer module.
4. Remove the power and data wires from the printer. Remove the low paper sensor wire if fitted (single red wire).
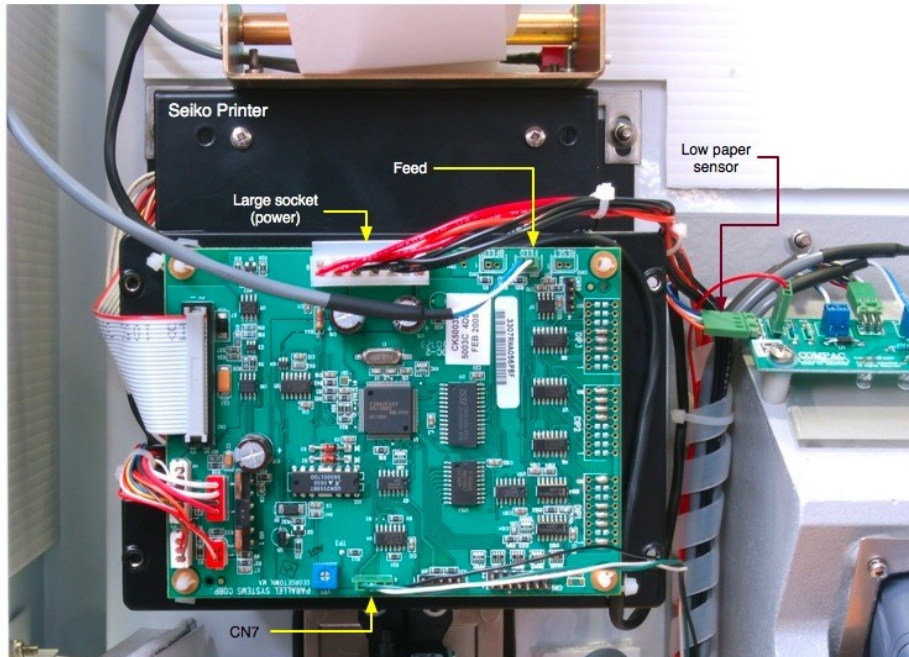

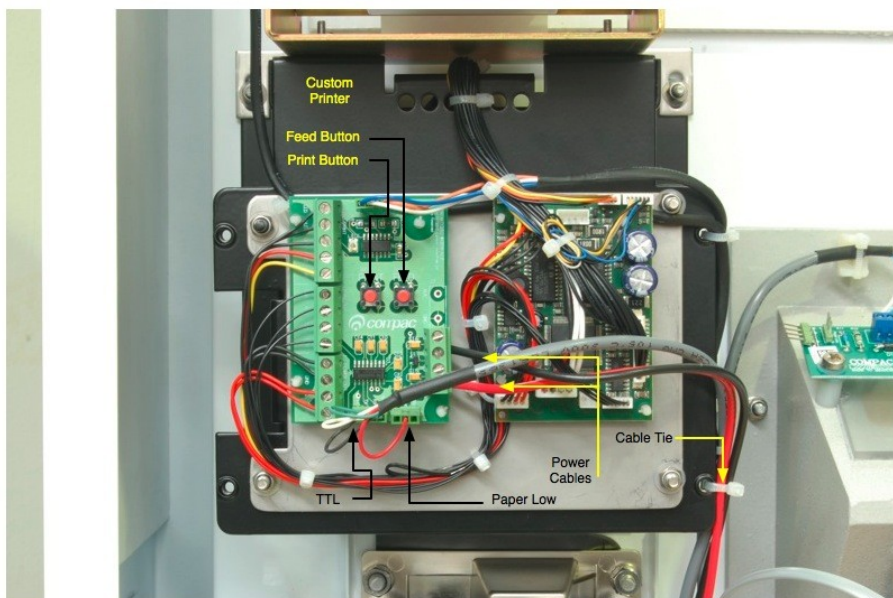
Figure 1. Seiko printer

Figure 2. Custom printer

5. Undo the four nuts that hold the printer and receipt box assembly to the door and remove the unit.

6. Clean off any old sealant from the inside of the door.

Replacement

1. Fasten the new printer to the adaptor plate if it is not already mounted.
2. Put a thin bead of clear, neutral cure silicone sealant around where the paper chute goes through the door.
3. Fasten the assembly to the door using the four studs that held the old printer. Clean off any excess silicone sealant.
4. Find a suitable location to mount the supplied power adaptor board. Preferably on the door, close enough for the printer power cable to reach.
5. Clean and dry the surface and stick the board in place using the self-adhesive standoffs. For extra security use glue or sealant around the outside of the standoffs.
6. Wire the 24V printer power cable to the power adaptor board. You may need to cut off the extisting terminals and trim to length.
7. For Custom printers, trim and strip the existing 12V power wires then fasten them into the 12 volt terminals on the new power adaptor board. Red wires go to 12V, black wires go to GND. Where there is more than one red or black wire they should all be inserted in the appropriate terminal. Another option is to remove the existing power cable and use the supplied wire to wire from the 12V power supply to thepower adaptor board.
8. For Seiko printers, Take the power plug with six wires that connected to TP1. Cut and insulate the orange wire and the black wire next to it. Cut and strip and twist together the remaining power wires then insert them into the 12 volt terminals on the new power adaptor board. Cut and strip and twist together the remaining earth or GND (black) wires and insert them into the GND terminal of the new power adaptor board. Note: Both red wires go to 12V and both black wires go to GND. Another option is to remove the existing power cable and use the supplied wire to wire from the 12V power supply to thepower adaptor board.
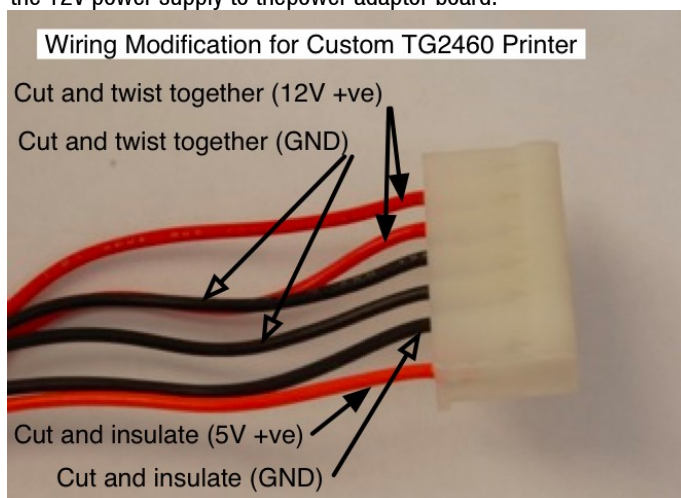

Figure 3. Seiko wiring modification.

9. Plug the end of the supplied cable into the RS232 port 3 on the FMS board.
    ⚠ NOTE   *Credit Card DCAs already use the RS232 port 3. For these units, plug the printer cable into the CON3 RS232 port of the Multiplex board as shown in Figure 5. CC DCA Multiplex board*
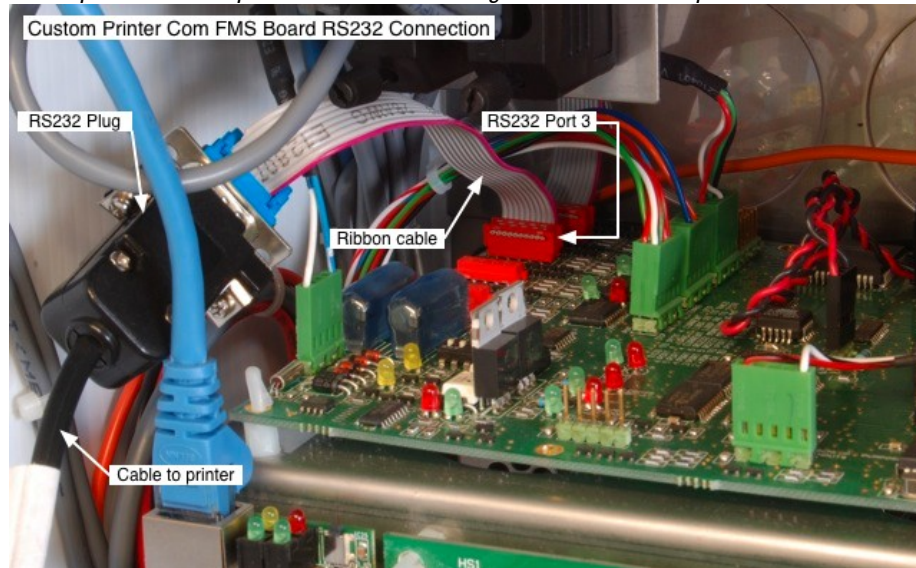

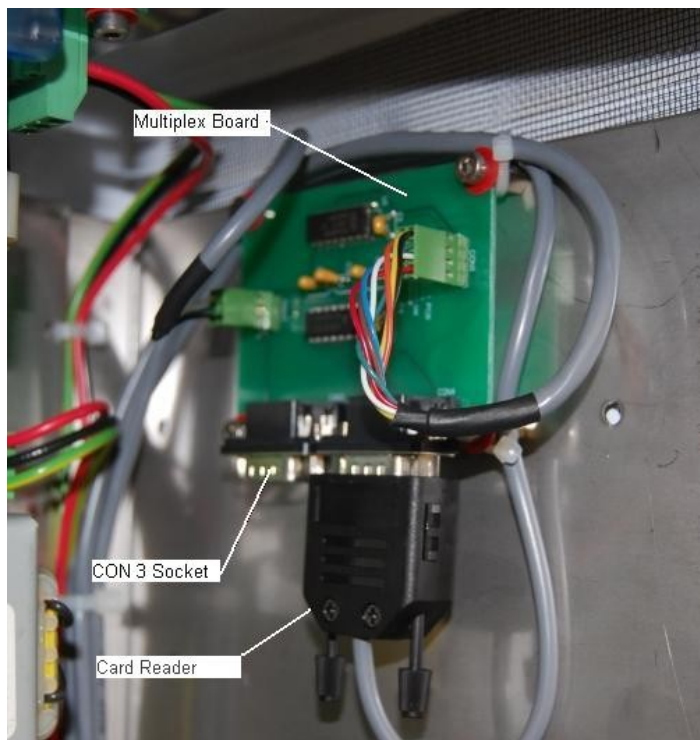**Figure 4. Custom printer to FMS board connection**

Figure 5. CC DCA Multiplex board

10. Leaving plenty of slack, feed the printer cable down the side of the cabinet, cable tying or incorporating it into the main loom. Plug the RJ45 plug into the socket marked COM on the left hand side of the printer.
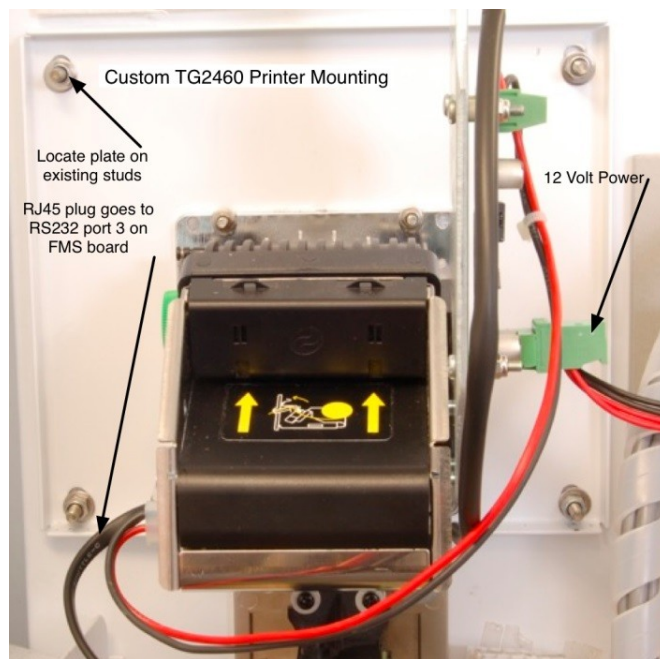
Figure 6. New printer wiring.

11. Re-power the DCA, fit a new paper roll and perform a test print by pressing the Print button on the left hand side of the printer. If no print appears on the receipt, turn the printer paper around.

12. The original printer communications wires (paper low and TTL) plus the orange and black 5 Volt power wires on Seiko printers are no longer used. Insulate and cable-tie them out of the way or remove them from the loom. Check that no wires are stretched when the door is fully opened or are pinched when the door is closed.

13. Contact the Compac help desk to get the software updated. When this has been completed, perform a test transaction.

⚠ **NOTE**   *Make sure the paper roll is installed the right way round and is feeding correctly into the printer.*

Additional information for units without internet connection

Units without a cellular or ADSL internet connection will need to have a new software chip installed before the new receipt printer will work. This should be ordered with the upgrade kit.
Refer to the original DCA manual for software replacement instructions.

Helpdesk assistance
For any further queries regarding the above Service Advisory, contact the Compac Helpdesk on
+64 9 579 1877 (Worldwide) or 1800 145 887 (Australia) helpdesk@compacngv.com