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Technical Bulletin

Upgrade OPT drop box printer to TG2460C guillotine printer

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Scope

This bulletin refers to the replacement of the Seiko and Custom guillotine style printers fitted to the Compac OPT until July 2012 with the 24 Volt, Custom TG2460 printer.

Introduction

The Seiko and Custom drop box style printers fitted to Compac OPTs 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 receipt chute. Power and printer communications cables will also need to be modified or replaced. These instructions apply to both style of 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 F-BA-PRT-TGODBUG)
- Software chip (if unit not connected to CompacOnline). OPT 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
- Clear, neutral cure silicone sealant

Removal

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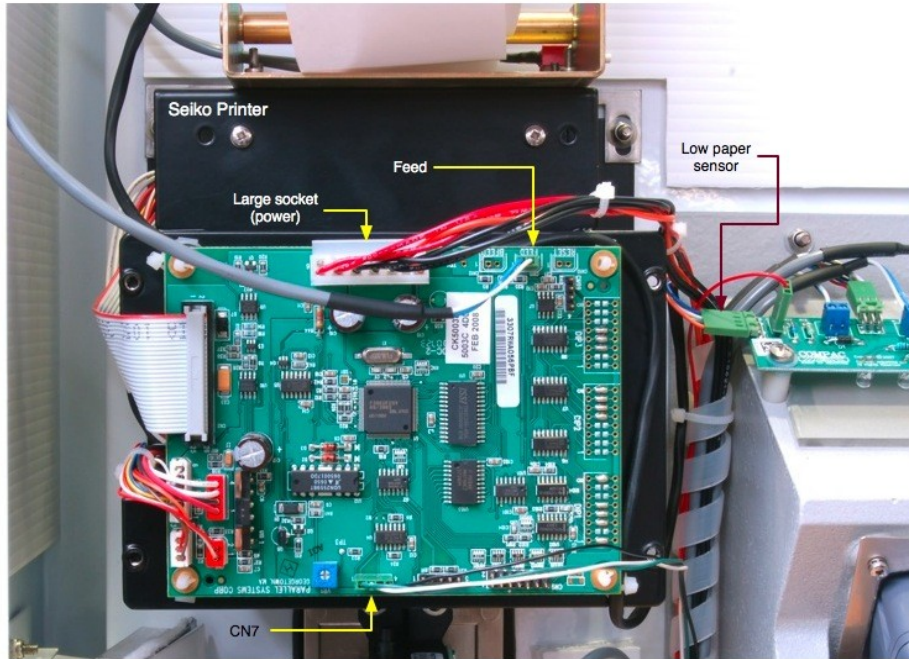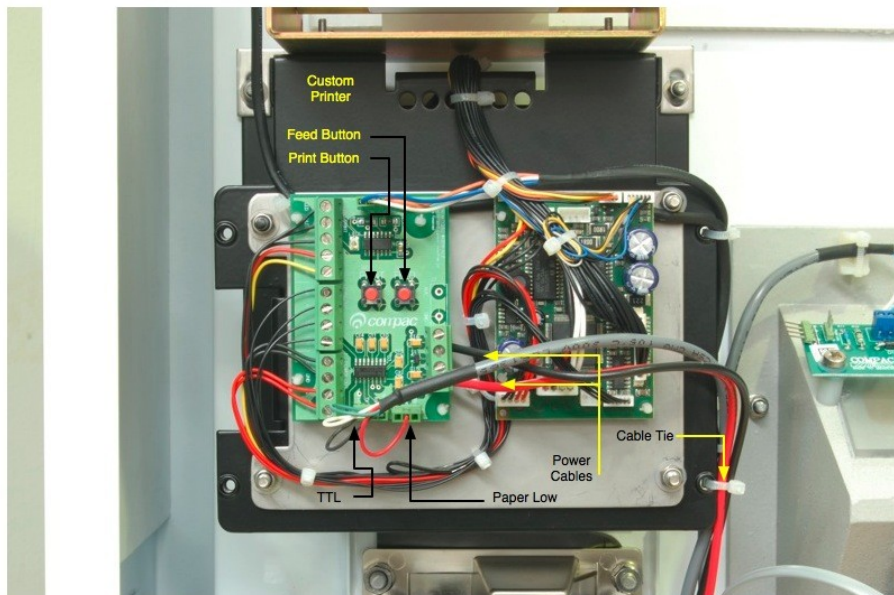

Figure 1. Seiko printer

Figure 2. Custom printer

4. Undo the four nuts that hold the printer and receipt box assembly to the door and remove the unit. Be careful not to pull the door switch wires if fitted.

5. Clean any silicone 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 bead of silicone sealant around the opening in the door.
3. Fasten the assembly to the door using the four studs that held the old printer. Clean off any excess silicone.
4. If not already fitted, Plug the supplied 24V power cable into the printer and insert the wires into the 24V terminal on the power supply board. You may need to trim it to length.
5. 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 on the UPS board to the power adaptor board.
6. 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 on the UPS board to thepower adaptor board.
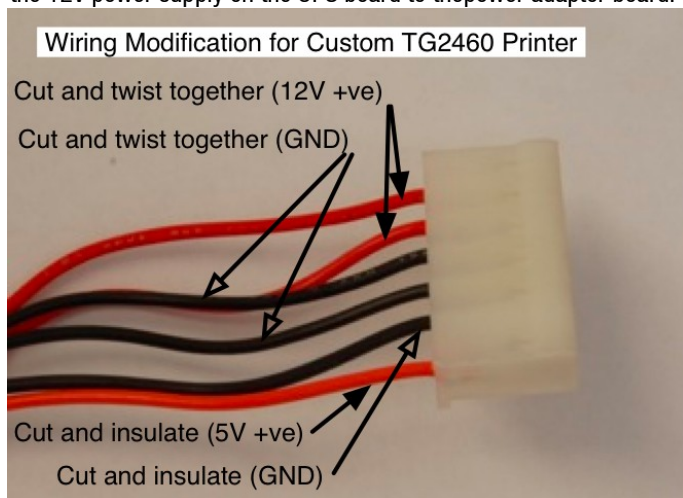

Figure 3. Wiring modification for adapting a Seiko printer to TG2460 printer.

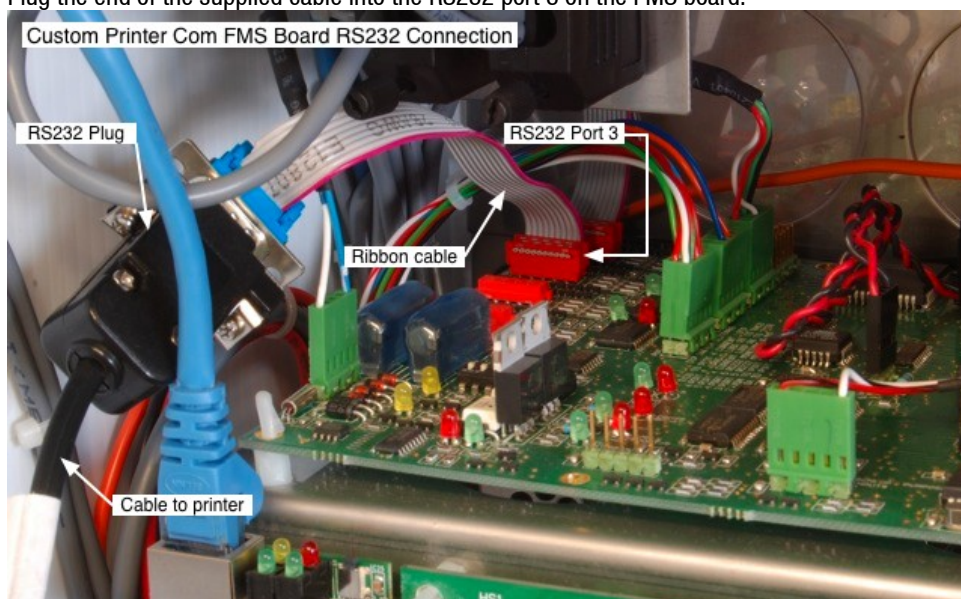7. Plug the end of the supplied cable into the RS232 port 3 on the FMS board.

Figure 4. Printer to FMS board connection.

8. 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.
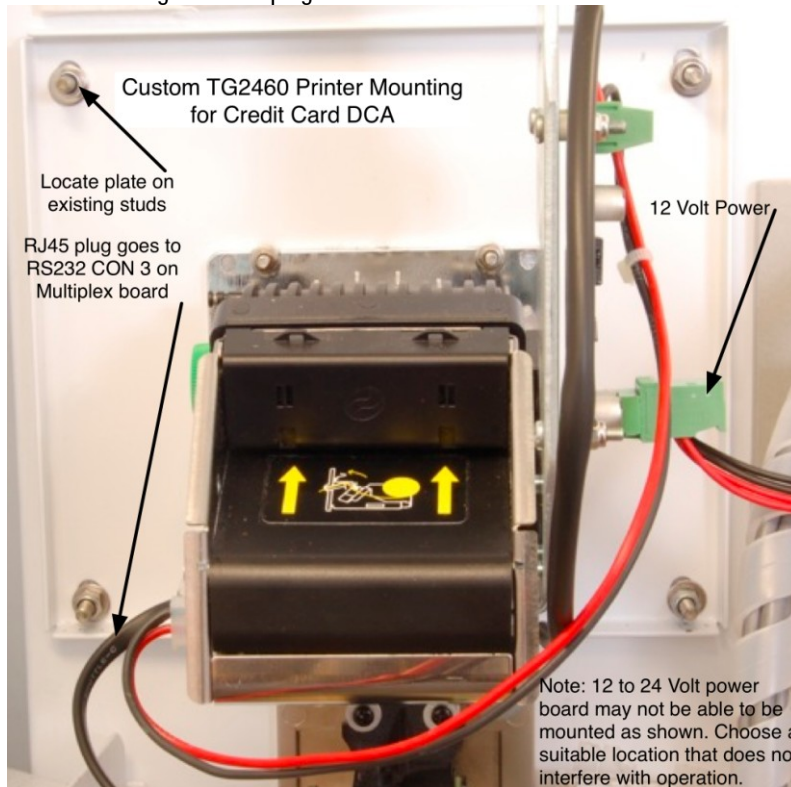

Figure 5. Custom printer mounting.

9. Re-power the OPT, fit a new paper roll and perform a test print by pressing the Print button on the left hand side of the printer.
10. On Seiko printers, the original printer communications wires (paper low and TTL) plus the orange and black 5 Volt power wires are no longer used. Insulate and cable-tie them out of the way or remove them from the loom if you haven't already done so.
11. On Custom printers, the TTL and paper-low wires are no longer used and can be removed or fastened out of the way.
12. Secure and neatly cable tie or wrap all loose wires then 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 OPT manual for software replacement instructions.