Technical Bulletin

Upgrade TG2460 tear-off printer to TG2460C guillotine printer

Technical Bulletin N°: CTB1056
Date of issue: 04/02/2014
Revision: 1.0
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Scope

This bulletin refers to the replacement of the obsolete Custom TG2460 tear-off style printer with the Custom TG2460C guillotine style printer. These instructions apply to printers fitted to both the Compac DCA and OPT.

Introduction

The Custom TG2460 tear-off style printer has been superceded by the TG2460C guillotine style printer with cutting blade. The original printer is no longer available and all replacement printers will be the guillotine style. While very similar in dimensions, the chute for the guillotine style printer is a different shape and requires a unique mounting plate.

⚠ NOTE *A software change is also required to activate the cutter. 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 alter it. If your unit has no internet connection, you will need to manually change the "b" setting yourself.*

⚠ 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 plate adaptor (part number F-BA-PRT-TGTBUG)

Suggested tools required

- 5.5 mm nut driver
- #2 Pozidriv screwdriver
- Clear, neutral cure silicone sealant

Removal

1. Turn off the power to the unit
2. Open the cabinet and remove the paper roll from the printer.
3. Unplug the power cable and the communications cable from the printer.
4. Undo the four nuts holding the printer mounting plate to the door and remove the printer and plate.
5. Clean any old silicone sealant from the inside of the door.
6. Remove the paper roll support arm from the printer.

Replacement

1. Fasten the old printer roll support arm to the new printer in the same location as the old one.
2. Fasten the new printer to the new adaptor plate if it is not already mounted.
3. Place a thin bead of neutral cure silicon sealant around the opening in the door around 10mm from the edge.
4. Fasten the printer and adaptor plate assembly to the door. Clean off any excess silicone sealant that may squeeze out.
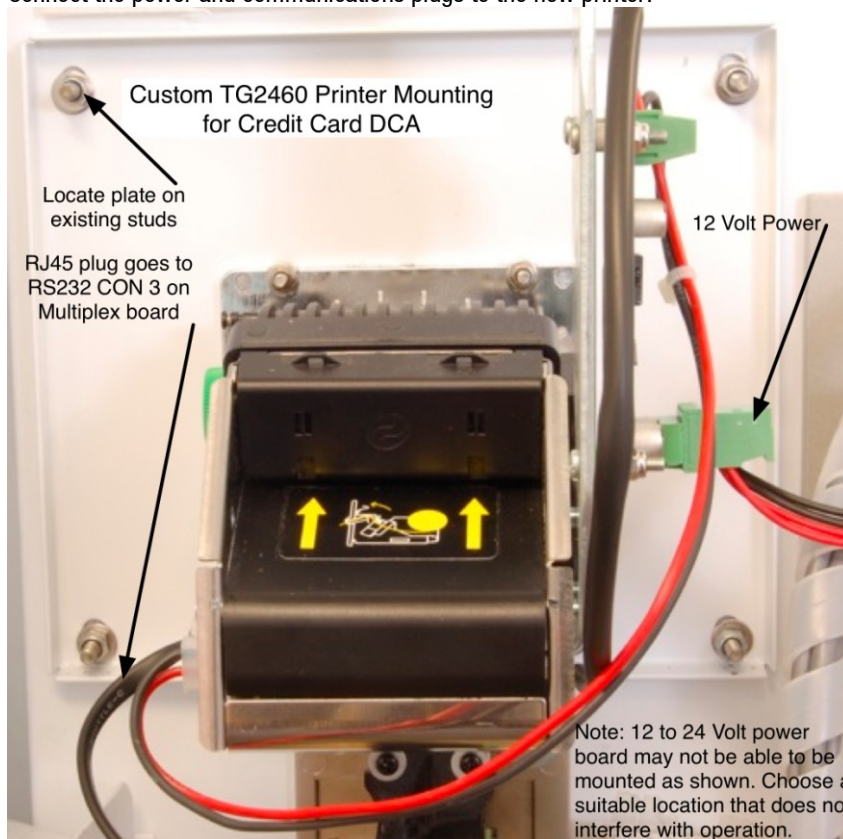5. Connect the power and communications plugs to the new printer.

Figure 1. Custom printer mounting (OPT).

6. Re-power the unit, fit a new paper roll and perform a test print by pressing the Print button on the left hand side of the printer.
7. Check that no wires are stretched when the door is fully opened or are pinched when the door is closed.
8. Contact the Compac help desk to get the B setting 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 DCA units without internet connection

Units without a cellular or ADSL internet connection will need to manually change the second digit of the "B" settings from 3 to 2. For example X3XXXXXXXXXXX to X2XXXXXXXXXX. Do not change any other numbers in the B setting. Refer to the DCA manual for 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