



Technical Bulletin

Interchanging Custom and Seiko Receipt Printers

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Scope

The Seiko receipt printer installed in Compac DCA and OPT equipment has been discontinued and was replaced with a Custom printer. This printer is also now discontinued by the manufacturer although there are still some parts available. Due to both printers being in short supply you may need to interchange between each model when repairing Compac equipment.

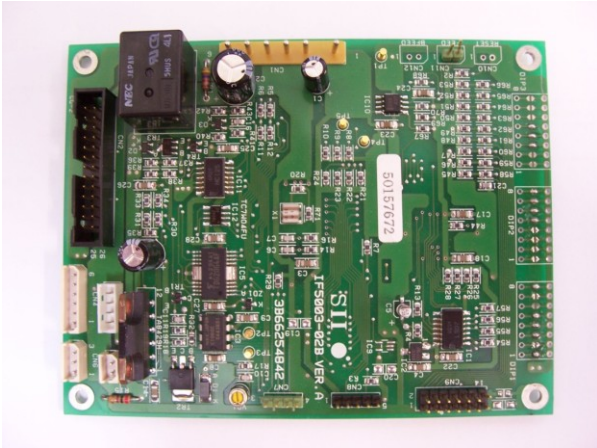
Additionally, the driver PCB that was used with the Seiko printer head was originally supplied genuine by Seiko and then by Parallel systems. The Seiko driver boards are interchangeable however the Seiko parts are not interchangeable with Custom driver boards.

Differences between printers

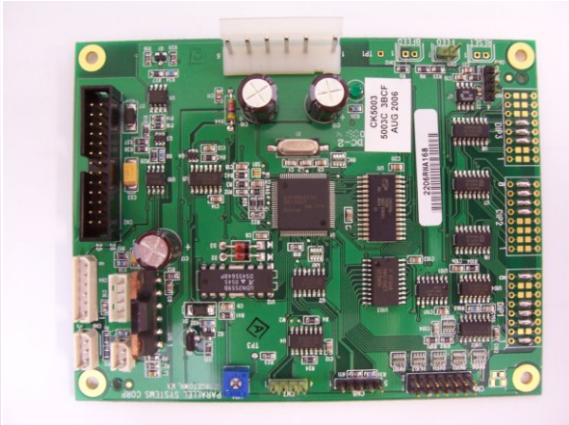
The power supply for the Custom receipt printer is 12 volts only where as the power supply for Seiko is 12 volts and 5 volt. Also the connector that supplies power to the printers interface board is different. See below for more information.

Identification

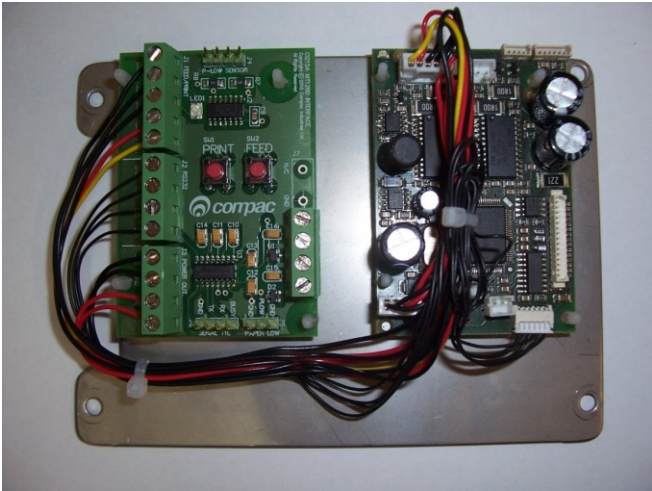
The receipt printer communications cable is the same for both printers but the power supply cables are different. See pictures below for example boards.



Seiko receipt printer interface board



Parallel Systems receipt printer interface board (Used with Seiko Printer Head)



Custom receipt printer interface board

As seen above the Custom receipt printer interface board is made up of 2 boards and is mounted on a stainless steel bracket, Seiko driver boards are a single PCB

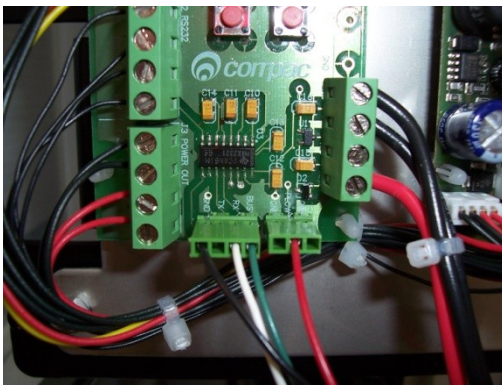
Electrical Connections

There are 2 or 3 Electrical connections that go between the Compac equipment and the receipt printer.

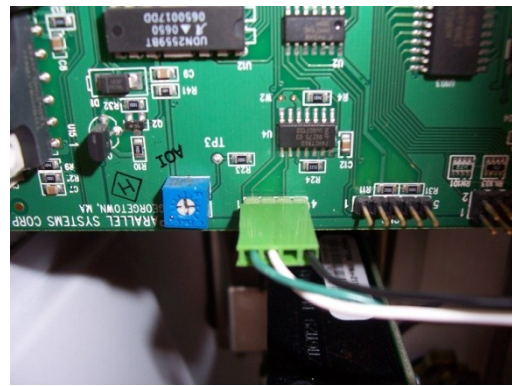
These are:

- TTL communications
- Paper Low (only on OPT's)
- Power supply

The TTL communications connector will plug straight into the new Custom receipt printer as shown. Note the way that the tabs face.

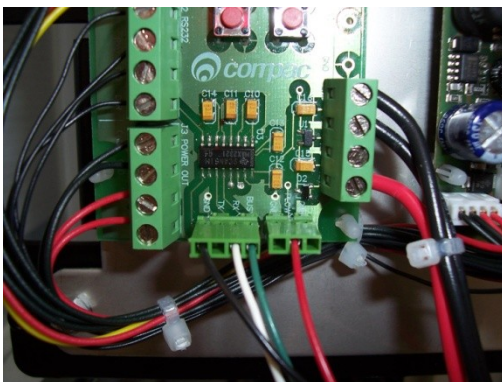


New Custom receipt printer showing the TTL connector (Locating lugs are towards the middle of the PCB)

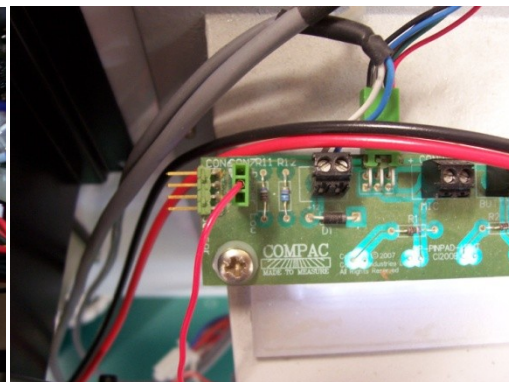


Seiko type receipt printer showing the TTL connector (Locating lugs are towards the edge of the PCB)

On the Compac OPT the Connector for the paper low sensor plugs into the printer interface board as shown. This is different from the Seiko printer where it plugs into the light board.



The Custom printer showing where the paper low connector goes (Single red wire)



The Light board and where the paper low connector goes for Seiko Printers (Single red wire)

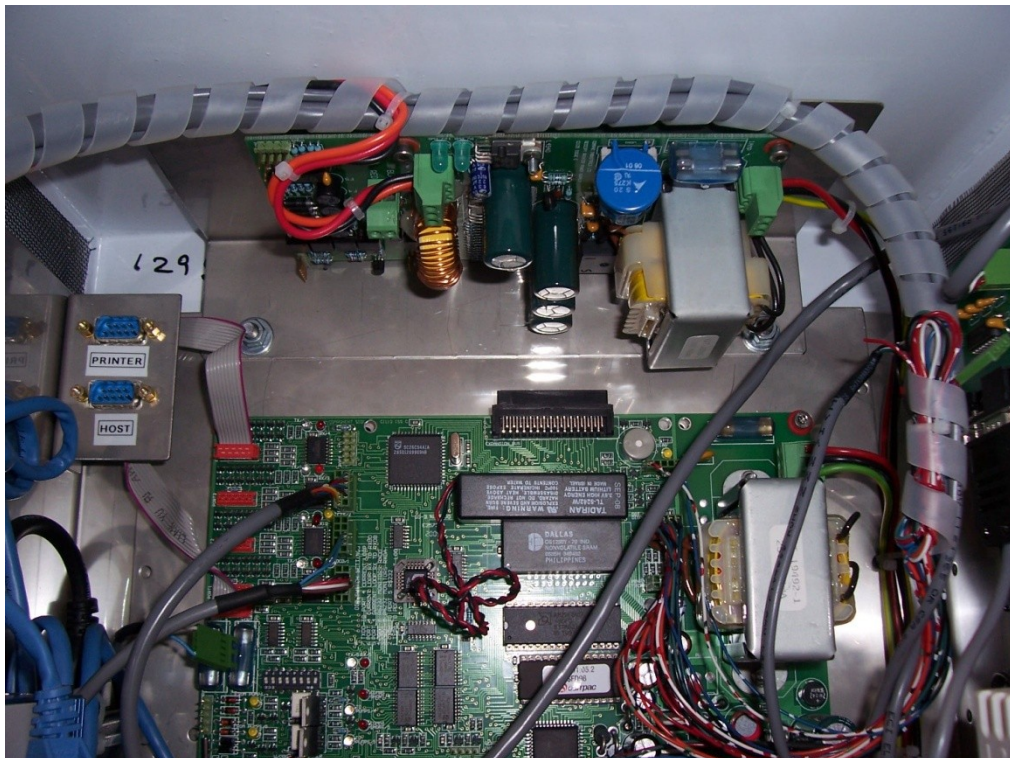
A custom printer is supplied with a power supply cable that is pre wired to the Custom printer module. These wires are colour coded

- Red – 12 volts
- Black – Ground

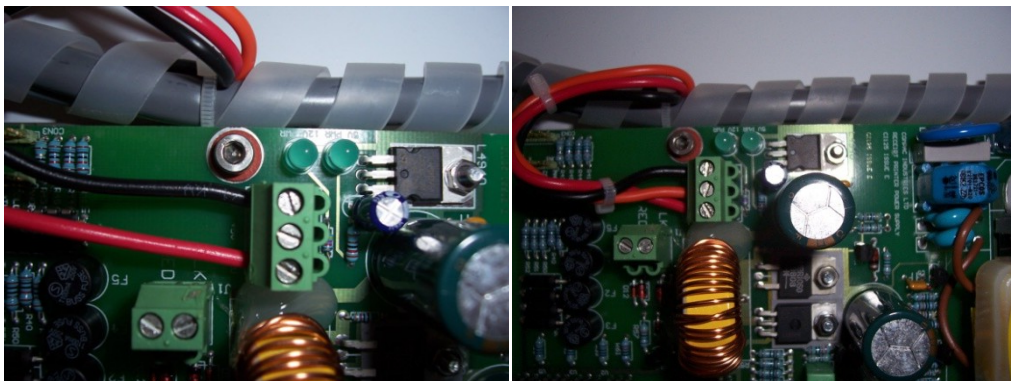
The Seiko printer may also be supplied with a power loom or you may re-use the existing loom. The Seiko colour codes are:

- Yellow - +5V
- Red – 12 volts
- Black – Ground

In the DCA and CardKing the receipt printer is wired into the printer power supply. The wiring requirements for each printer is different as shown in the pictures below



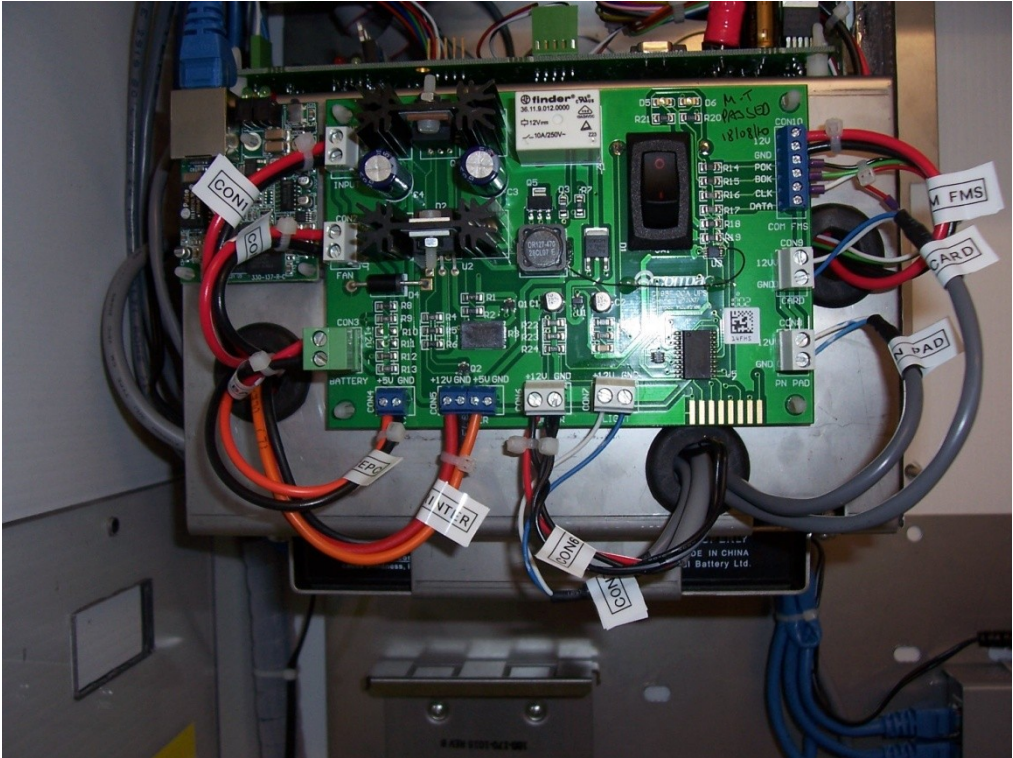
Location of the printer power supply in the DCA in the roof of the DCA cabinet



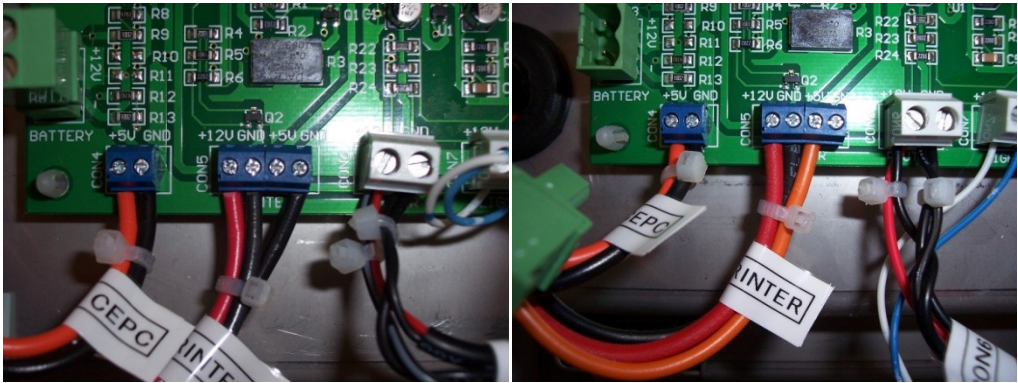
Custom receipt printer wiring loom connected to the printer power supply using only the 0V and +12v terminals

Printer power supply with Seiko power supply loom connected using 0V, +5 and +12V terminals.

On an OPT the receipt printer power supply comes from the UPS board.



Location of the UPS in the OPT



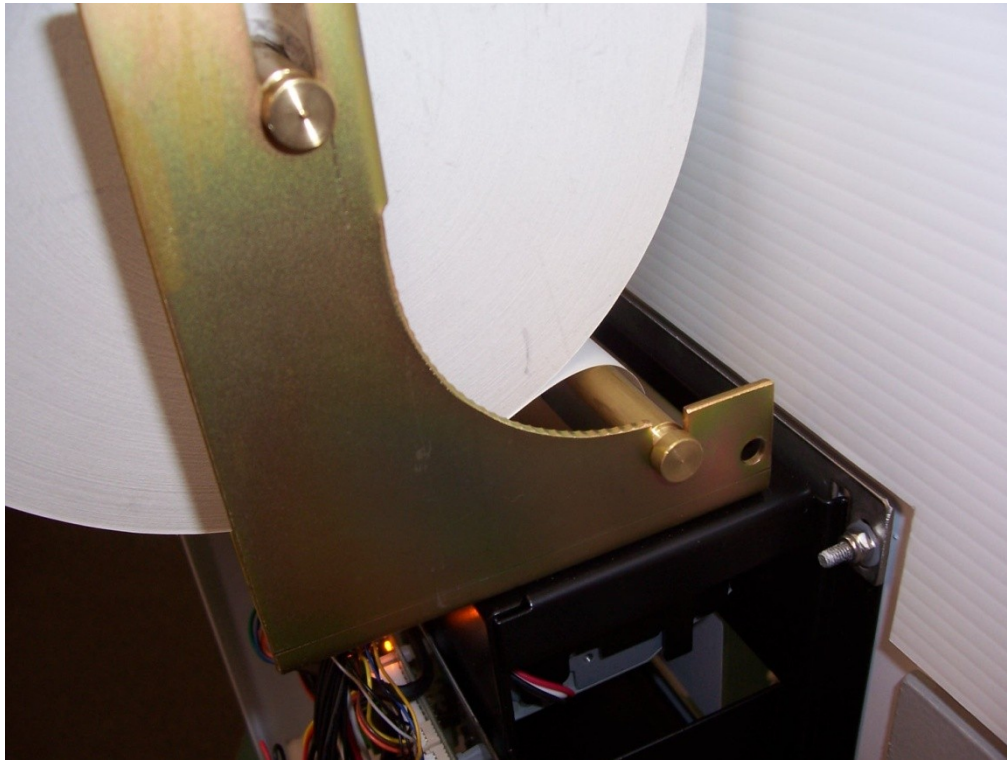
Custom receipt printer wiring loom connected to the UPS board in the OPT using 0V and +12v terminals only

Seiko printer wiring loom connected to the UPS board in the OPT using 0V, +5 and +12v terminals

Mechanical connections

Because the receipt printer box has been redesigned to accommodate the Custom printer the complete unit must be swapped out.

The printer paper must be feed from the bottom of the roll as shown below



Custom receipt printer with the paper feed from the bottom

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@compac.co.nz