



APS CASHLESS TTW

Maintenance Manual

Version 1.0

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1. REVISION HISTORY

Version	Date	Description of Change	Chapter
V1.0	May 2021	First publication	All

2. ABOUT THIS MANUAL

This document includes important information intended to ensure safe and effective use of the **APS Cashless TTW** terminal. It consists of maintenance guidelines and troubleshooting tips for easy cases that can be handled without any need of technical skills.

The users must follow carefully the guidelines and pay attention to red caution statements to prevent themselves from injuries and also protect the product.

⚠ ATTENTION: PLEASE FOLLOW ALL THE GUIDELINES INTENTLY AND DO NOT IMPROVISE!

The document is separated in paragraphs and each one refers to a specific peripheral device. Please consult the table of contents for easier and faster reading. In case you face any difficulties please [contact a technician](#).

 NOTES IN THE MANUAL ARE MARKED BY THIS SYMBOL.

 **THIS SYMBOL IS USED FOR NOTICES OF ATTENTION / CAUTION.**

3. SAFETY PRECAUTIONS

This section presents important information. Please read it carefully and store it in an accessible location.

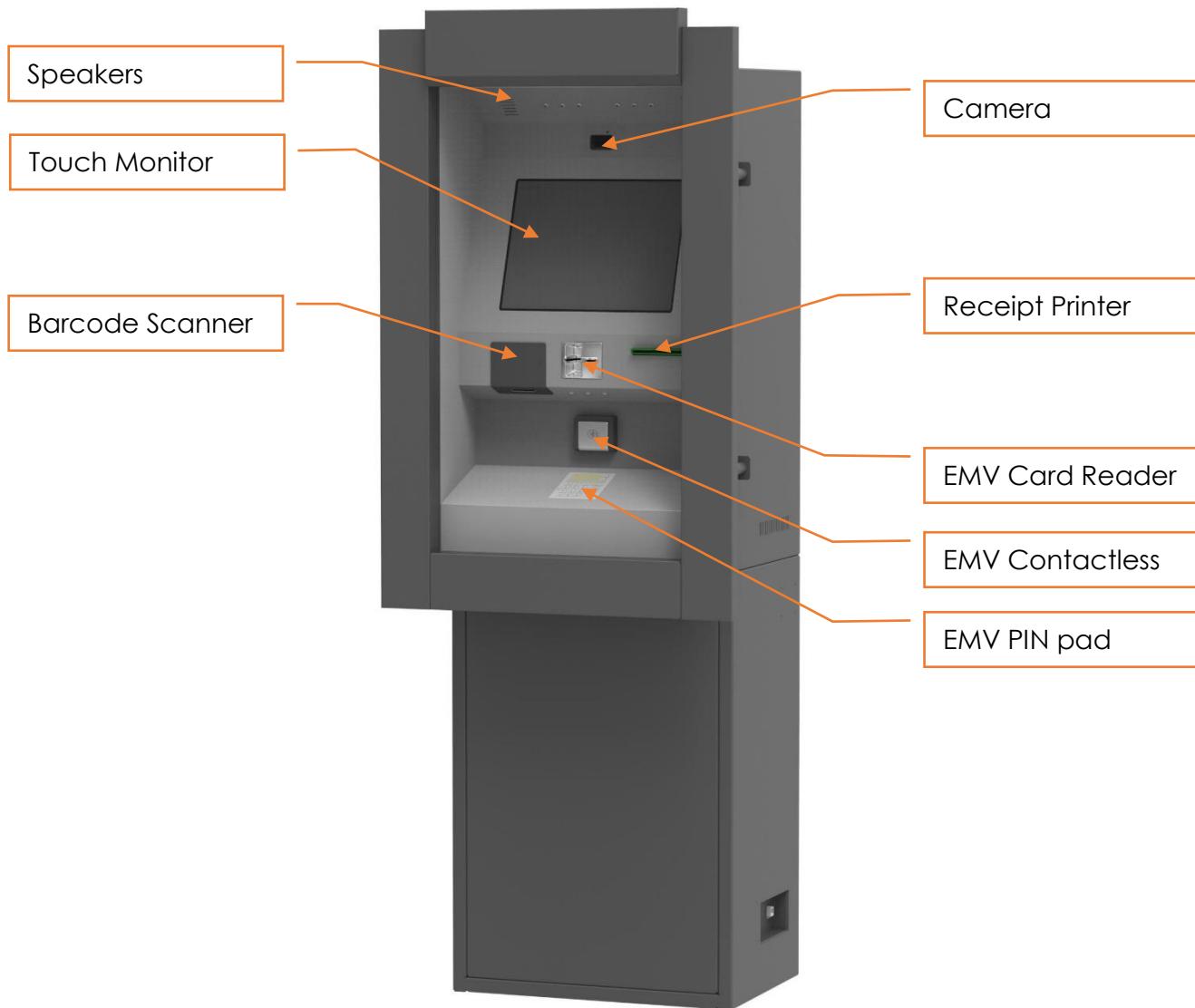
Warnings must be followed carefully to protect yourselves. Any wrong handle may harm the devices, the kiosk and mostly may lead to body injuries.

Please follow and take into deep consideration all the mentioned precautions.

**⚠ ATTENTION: THIS SECTION PRESENTS IMPORTANT INFORMATION INTENDED TO ENSURE
SAFE AND EFFECTIVE USE OF THIS PRODUCT. READ THIS SECTION CAREFULLY AND STORE IT
IN AN ACCESSIBLE LOCATION. WARNINGS MUST BE FOLLOWED CAREFULLY TO AVOID
SERIOUS BODY INJURIES.**

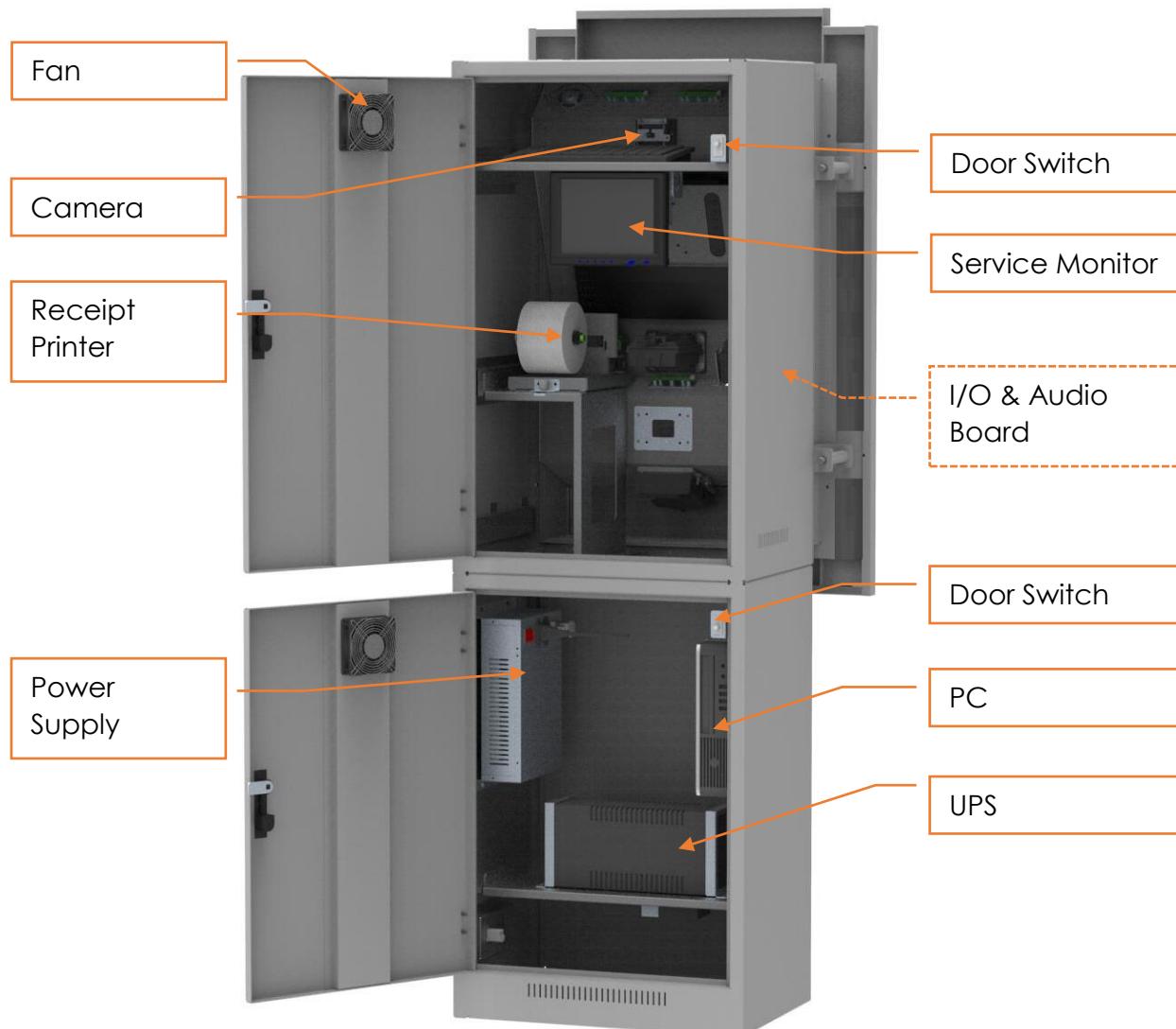
- Be sure to use the specified power source. Connection to an improper power source may **cause fire**.
- Do not connect **cables in ways other** than those mentioned in this manual. Different connections may lead to equipment damage and cause fire.
- **Do not block** any ventilation opening. Ensure that the unit is properly ventilated to protect it from overheating.
- **Shut down** your equipment immediately if it produces any smoke, strange odor, or unusual noise. Continued usage under the above circumstances may **lead to fire**. Immediately unplug the equipment.
- **Periodic maintenance** can improve the performance and extend the working life of the machine.
- Do not remove any cable unless you have **turned off** the machine.
- Before moving any equipment off the product, **unplug all cables** connected to it.
- **Do not touch** the power supplies with wet hands.
- **Avoid spilling liquids** onto/into the unit.

4. OVERVIEW



Indicative external view

 NOTE: SOME OF THE DEVICES MAY NOT BE INCLUDED IN THE BASIC MODEL AND SO THEY MAY NOT BE INSTALLED INSIDE THE KIOSK.



Indicative internal view

5. GENERAL DEVICES

5.1 PC

The PC is placed on the right inner side of the lower cabin as you notice in the picture below.



Lower Cabin - Right inner side



PC unit

To gain access to the PC you need to unlock and open the lower door of the **APS CASHLESS TTW**.

5.1.1 MAINTENANCE

5.1.1.1 GENERAL CLEANING SAFETY PRECAUTIONS

- ⚠ **NEVER USE SOLVENTS OR FLAMMABLE SOLUTIONS TO CLEAN THE COMPUTER.**
- ⚠ **NEVER IMMERSE ANY PARTS IN WATER OR CLEANING SOLUTIONS; APPLY ANY LIQUIDS TO A CLEAN CLOTH AND THEN USE THE CLOTH ON THE COMPONENT.**
- ⚠ **ALWAYS UNPLUG THE COMPUTER WHEN CLEANING WITH LIQUIDS OR DAMP CLOTHS.**
- ⚠ **ALWAYS UNPLUG THE COMPUTER BEFORE CLEANING THE KEYBOARD, MOUSE, OR AIR VENTS.**
- ⚠ **DISCONNECT THE KEYBOARD BEFORE CLEANING IT.**
- ⚠ **WEAR SAFETY GLASSES EQUIPPED WITH SIDE SHIELDS WHEN CLEANING THE KEYBOARD.**

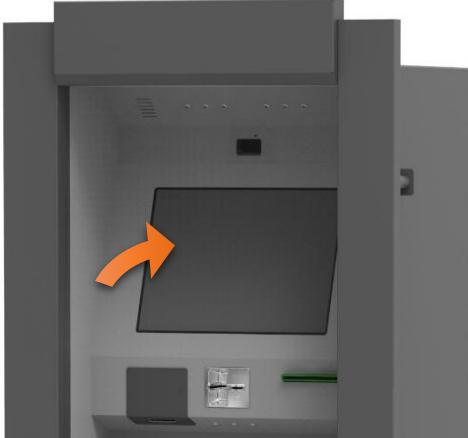
5.1.1.2 CLEANING THE COMPUTER CASE

Follow all safety precautions in General Cleaning Safety Precautions before cleaning the computer. When needed, follow the procedures described below:

- To remove light stains or dirt, use plain water with a clean, lint-free cloth or swab.
- For stronger stains, use a mild dishwashing liquid diluted with water. Rinse well by wiping it with a cloth or swab dampened with clear water.
- For stubborn stains, use isopropyl (rubbing) alcohol. No rinsing is needed!
- After cleaning, always wipe the unit with a clean, lint-free cloth.
- Occasionally clean the air vents on the computer. Lint and other foreign matter can block the vents and limit the airflow.

5.2 MONITOR

The Monitor is placed on the back side of the upper door as you notice in the picture below.



Front side



Monitor 15"

5.2.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Clean the touch monitor	Monthly	<p>To clean the touch screen, use window or glass cleaner. Put the cleaner on the rag and wipe the touch screen. Never apply the cleaner directly on the touch screen.</p> <p>⚠ ATTENTION: THE MONITOR SHOULD BE POWERED OFF.</p>

The following tips will help keep your touch monitor functioning at the optimal level

- To avoid risk of electric shock, do not disassemble the brick supply or display unit cabinet. The unit is not user serviceable. Remember to unplug the display unit from the power outlet before cleaning.
- Do not use alcohol (methyl, ethyl or isopropyl) or any strong dissolvent. Do not use thinner or benzene, abrasive cleaners or compressed air.
- Avoid getting liquids inside your touch monitor. If liquid does get inside, have a qualified service technician check it before you power it on again.
- Do not wipe the screen with a cloth or sponge that could scratch the surface.

5.3 POWER SUPPLY

The power supply is located inside the lower cabin of the **APS CASHLESS TTW** kiosk at the left side (see picture below).



Lower Cabin – Left inner side



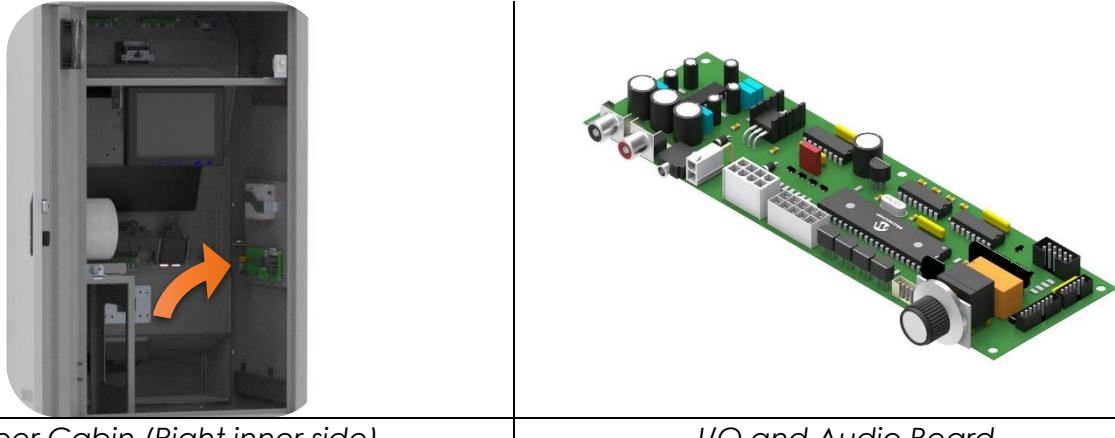
Power Supply

5.3.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the Power Supply	If dust on the Power Supply is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION: THE POWER SUPPLY SHOULD BE POWERED OFF.</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE THE POWER SUPPLY.</p>

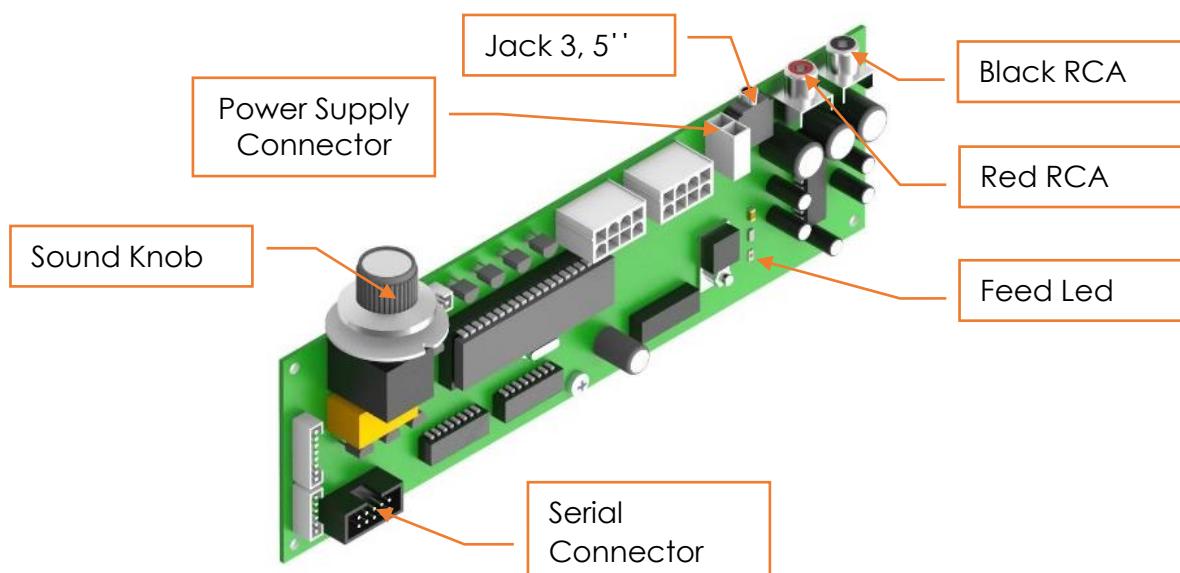
5.4 MAINBOARD I/O AND AUDIO

The I/O and Audio Board is mounted on the right side wall of the upper cabin at the **APS Cashless TTW** (please notice on the picture below).



To gain access to the I/O and Audio Board you need to unlock and open the upper door of the kiosk.

5.4.1 PCB ATTRIBUTES



5.4.2 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Clean up the I/O and Audio Board	min. six (6) months	<p>Carefully clean up the board by using compressed air.</p> <p>⚠ ATTENTION: THE PCB SHOULD BE POWERED OFF.</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR HARD BRUSHES.</p>

5.5 ETHERNET SWITCH

The Ethernet Switch is situated inside the upper cabin of the **APS Cashless TTW**, at the right wall.



Upper Cabin - Right inner side



Ethernet Switch Unit

5.5.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the Ethernet Switch	If dust on the Ethernet Switch is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION: THE ETHERNET SWITCH SHOULD BE POWERED OFF.</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE THE ETHERNET SWITCH.</p>

5.6 RECEIPT PRINTER

The Receipt Printer is mounted on the front side of the **APS Cashless TTW** at the right side (please notice on the picture below).



Front side

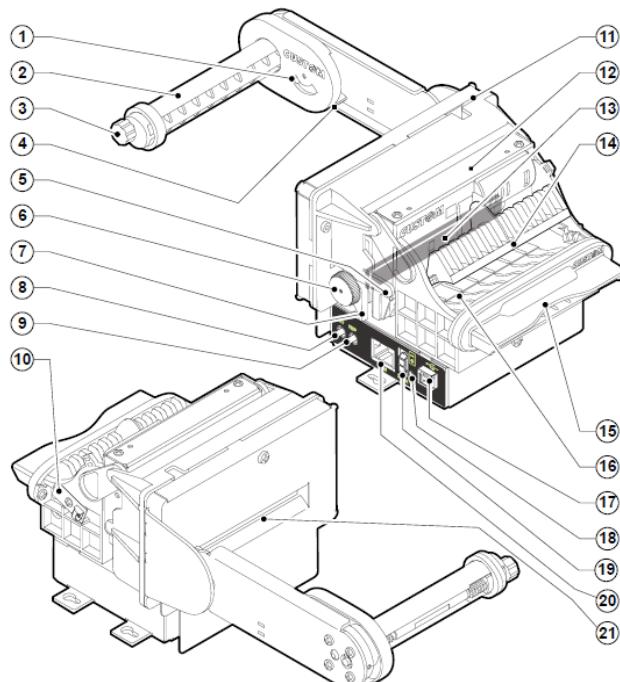


Receipt Printer

To gain access to the Receipt Printer you need to unlock and open the upper door.

5.6.1 GENERAL FEATURES

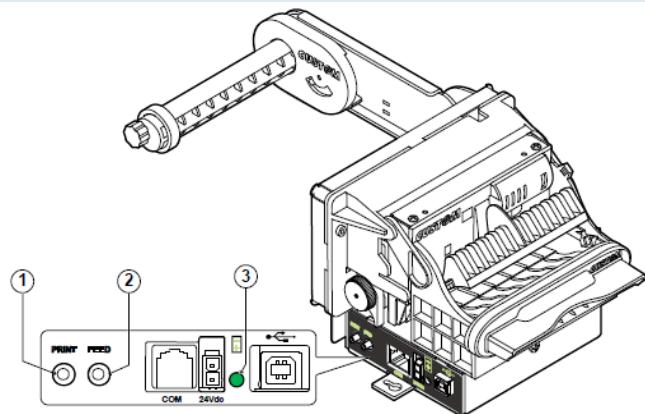
1. Near paper end sensor
2. Paper roll holder support
3. Paper with adjustment
4. Near paper end sensor adjustment
5. Unblocking lever for cutter unit
6. Rubbed roller manual feed
7. Unblocking lever for rubbed roller
8. PRINT key
9. FEED key
10. Paper jam sensor
11. Metal chassis
12. Cutter group
13. Print head
14. Inspection door
15. Paper mouth
16. Ticket withdrawal sensor and notch
17. USB interface connector
18. Status LED
19. Power supply connector
20. RS232 interface connector
21. Paper in



5.6.2 SPECIAL FEATURES

- Near paper end sensor, paper jam, ticket withdrawal sensor
- High Graphic quality (203 dpi)
- Auto-load system
- Integrated auto-cutter
- Paper dispense restriction device
- Paper thickness: 55 – 80 gr/mm²
- Adjustable paper roll holder

The printer has a control panel located on the right side which includes a PRINT key (1), a FEED key (2) and a status LED.



PRINT key (1) When the PRINT key is pressed, the printer performs a demo ticket with pre-set length.

FEED key (2) When the feed key is pressed, the printer advances the paper. During power-up, if the FEED key is held down, the printer prints the SETUP report. During the SETUP mode, holding down the FEED key for a short period it's possible to change the parameters value; pressing the FEED key for a long period it's possible to pass to the next parameter till the end of the SETUP.

FEED + PRINT key After printer on, when the FEED and the PRINT keys are pressed simultaneously, the printer performs the FONT TEST routine

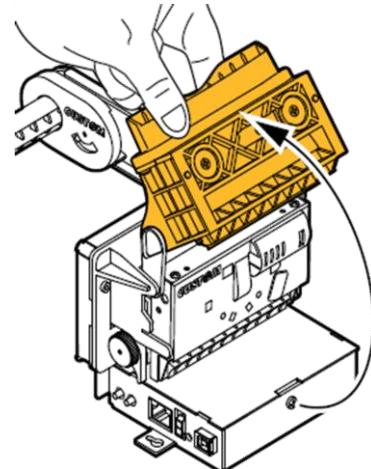
STATUS LED (3) The STATUS LED indicates the printer hardware status. In case of malfunction, the flashing frequency changes as follows:

STATUS LED	COLOR	DESCRIPTION	
Turned on	GREEN	Printer ON: no error	
		Recovering error	
		No. Flashings	Description
		1	Receiving Data
		2	Heading over temperature
		3	Paper End
		4	Wrong Power Supply Voltage
		5	Reception errors
		6	Non recognized command
		7	Command Time-Out
		8	Rotating cover open
		9	Paper Jam
		10	Near paper end
		Non-Recovering error	
		11	Cutter Error

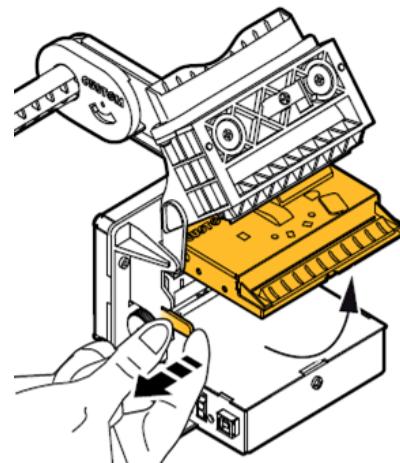
5.6.3 OPEN THE PRINTER

To open the printer, proceed as follows:

1. Rotate the paper mouth unit to the maximum opening position; in this position the paper mouth unit will stay opened.

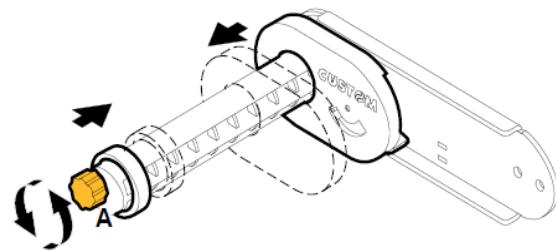


2. Widen the hooks that block the cutter unit and rotate the cutter unit up.

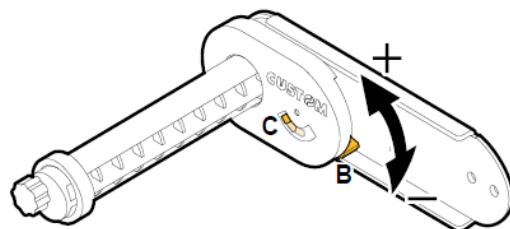


NOTE: DURING EACH MAINTENANCE OPERATION IT IS RECOMMENDED TO CHECK AND REMOVE POSSIBLE SCRAPS OF PAPER

3. Rotate the knob (A) to adjust the housing width for the paper roll. This allows the printer to use a paper roll that is less than 80mm wide if needed.

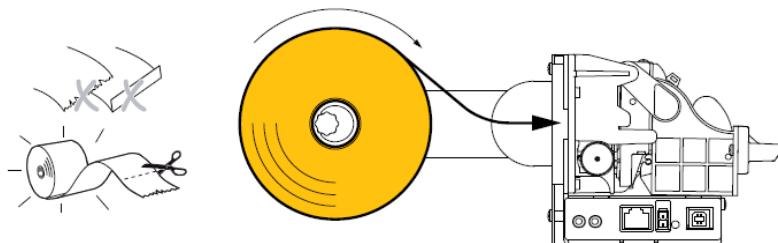


4. Rotate the lever (B) to adjust the sensor position for nearly paper end (C). Move the lever up to increase the reserve of paper or move the lever down to decrease the reserve of paper.



5.6.4 PAPER ROLL REPLACEMENT

1. Put the paper roll on the paper roll holder support.
2. Insert the paper into the paper in-feed so that it rolls in the direction shown and wait for it to load automatically



⚠ WARNING: BEFORE INSERTING THE PAPER, MAKE SURE THE CUT IS STRAIGHT.

5.6.5 MAINTENANCE

To ensure the printer's performance and long life please follow these **rules**:

- ⚠ MAKE SURE NO WATER OR OTHER LIQUIDS SEEP INSIDE THE PRINTER.**
- ⚠ BEFORE ANY TYPE OF WORK IS DONE ON THE MACHINE, DISCONNECT THE POWER SUPPLY CORD FROM THE MAINS OUTLET.**
- ⚠ DO NOT TOUCH THE HEAD HEATING LINE WITH BARE HANDS OR METAL OBJECTS.**
- ⚠ DO NOT PERFORM ANY OPERATION INSIDE THE PRINTER IMMEDIATELY AFTER PRINTING BECAUSE THE HEAD AND THE MOTOR TEND TO BECOME VERY HOT.**

Apart from the above rules please follow the maintenance schedule indicated below:

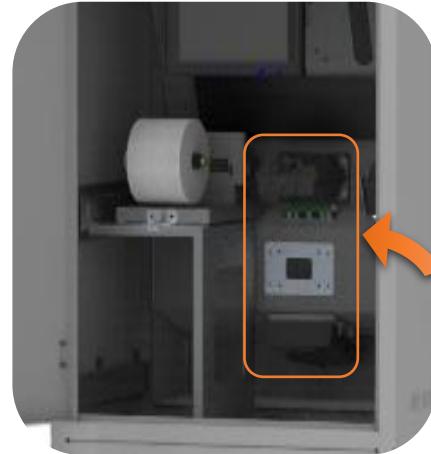
FREQUENCY	PRINTER AREA	METHOD
Every roll change	Rollers	Use isopropyl alcohol
Every five (5) roll changes	Paper path	Use compressed air or tweezers
Every six (6) months or as needed	Near paper end sensor	Use compressed air
Every six (6) months or as needed	Printer case	Use compressed air or a soft cloth

5.7 EMV

The components of the EMV subsystem are located on the front side of the **APS CASHLESS TTW** (please notice the pictures below).



Front side



Inner Side

To gain access to the EMV components you need to unlock and open the upper door of the kiosk.

The EMV payment consists of three (3) components:



EMV Pin Pad



EMV Card Reader



EMV Contactless

5.7.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the EMV	If dust on the EMV is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION: THE POWER SUPPLY SHOULD BE POWERED OFF.</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE THE EMV.</p>

5.8 BARCODE SCANNER

The Barcode Scanner is mounted on the front side of the **APS Cashless TTW** at the left side (please notice on the picture below).



Front Side



Barcode Scanner

To gain access to the Barcode Scanner you need to unlock and open the upper door of the kiosk.

5.8.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS/NOTES
Clean the barcode scanner	min. six (6) months	<p>Clean the lens, housing and exit window using a damp cloth and, if necessary, use non-ammonia-based detergent. Do not allow any abrasive material to touch the exit window.</p> <p>⚠ ATTENTION: THE SCANNER SHOULD BE POWERED OFF.</p>

5.9 SERVICE KEYBOARD

The Service Keyboard is placed on the upper cabin as you notice in the picture below.



Upper Cabin



Service Keyboard

To gain access to the Service keyboard you need to unlock and open the upper door of the kiosk.

5.9.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Keep the Keyboard clean from dust	When needed	<p>Carefully clean the Keyboard by using soft and dry cloth.</p> <p>⚠ ATTENTION :</p> <p>⚠ THE KEYBOARDS SHOULD BE UNPLUGGED OR THE COMPUTER POWERED OFF.</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR HARD BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE THE DEVICE.</p>

5.10 SERVICE MONITOR

The Service Monitor is placed on the upper cabin as you notice in the picture below.



Upper Cabin



Service Monitor

To gain access to the Service Monitor you need to unlock and open the upper door of the kiosk.

5.10.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Clean the screen area	Monthly	<p>Wipe the screen using a clean soft cloth to maintain the brightness of the surface.</p> <p>⚠ ATTENTION: THE MONITOR SHOULD BE POWERED OFF.</p>

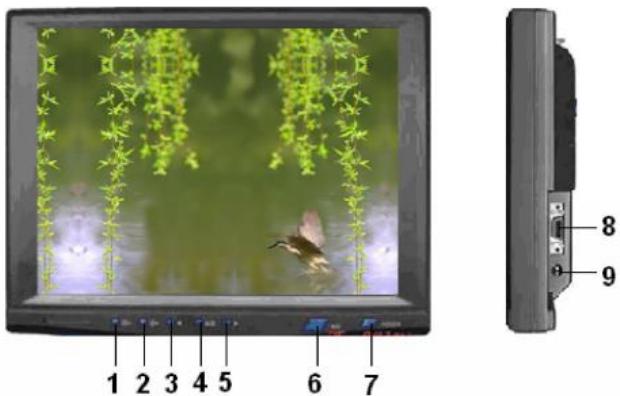
The following tips will help keep your touch monitor functioning at the optimal level:

- Please do not connect it to any external adapters.
- Please keep away from strong light while using this product in order to obtain the clearest and the most colorful pictures.
- Please avoid heavy impact or drop onto the ground.
- Please do NOT use chemical solutions to clean this product.

5.10.2 SETTINGS

The settings control panel is located on the **front side** of the monitor.

All control adjustments are automatically memorized. If there is a power failure, the current touch monitor settings will not return to the default factory specifications.



1. Volume down key or used to move cursor down in OSD (On Screen Display) mode
2. Volume up key or used to move the cursor up in OSD mode
3. < Program selection key or used to select function in OSD mode
4. **M / E** MENU Key - Used to start OSD (on screen display) mode
5. > Program selection key or used to select function in OSD mode
6. AV switch
7. Power switch
8. SKS input jack
9. DC 12V input jack

5.10.3 MENU OPERATION

After pressing the Menu on the Monitor the following image appears on the screen. Using the "<" and ">" buttons, you can navigate inside the Menu Options. Then, after selecting the function, using the same buttons, you can adjust it.

The settings available are:

- Brightness
- Contrast
- Saturation
- Tint
- Sharpness
- Language
- Reset

And on the right column

- OSD H-position
- OSD V-position
- OSD saturation
- L/R overturn
- U/D overturn
- Exit

After completing the settings please Exit, the OSD menu will disappear after 5 – 8 seconds

5.11 CAMERA

The camera is situated at the top middle side of the upper cabin, just above the monitor as you notice in the picture below.



Upper Cabin



Camera

To gain access to the camera you need to unlock and open the upper door of the kiosk.

5.11.1 VIEW SETUP

You can easily turn the camera up and down by hand to adjust the viewing angle and avoid seeing part of the kiosk housing.

In case the image is not clear enough, please re-plug the USB cable in the PC port.

5.11.2 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Clean the front face of camera	min. six (6) months	<p>Cleaning should be done by using a chamois, a very fine soft cloth, lens tissue, or cotton tipped applicator and ethanol to carefully remove any fingerprint or dust.</p> <p>⚠ ATTENTION: DO NOT TOUCH THE CAMERA WITH WET HANDS</p>

5.12 UPS

Uninterruptible Power Supply (UPS) is situated inside the lower cabin of the **APS Cashless TTW**, at the lower shelf (please notice the pictures below).



Lower Cabin



UPS Unit

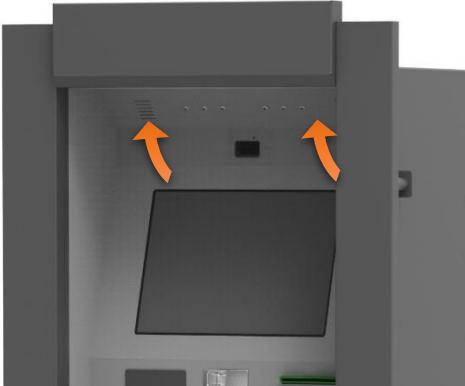
To gain access to the UPS you need to unlock and open the lower door of the kiosk.

5.12.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the UPS	If dust on the UPS is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION:</p> <ul style="list-style-type: none"> ⚠ THE UPS SHOULD BE POWERED OFF. ⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES. ⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE THE UPS.

5.13 SPEAKERS

Two speakers are situated on the frontage of the **APS Cashless TTW** kiosk.



Upper Cabin (inner side)



Speaker

5.13.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the Speakers	If dust on the Speakers is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION:</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE.</p>

5.14 FANS

Two (2) fans are situated inside the **APS Cashless TTW** kiosk. One fan is situated on the upper door and one is situated on the lower door.

5.14.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Clean Enclosure Fans	min. six (6) months	<p>Clean the product carefully with a moist cloth without applying pressure to the rotor. Do not use cleaning agents that contain acids, caustic solutions or solvents. Remove the guard and clean it, and also the blades with a soft damp cloth and mild detergent.</p> <p>⚠ ATTENTION: THE FANS SHOULD BE POWERED OFF.</p>

5.15 DOOR SWITCH

Door Switches are situated on every door of the **APS Cashless TTW** kiosk at a corner.



Upper Cabin



Lower Cabin



Single Pole Door Switch

5.15.1 MAINTENANCE

TASK	SCHEDULE	PROCEDURES/CAUTIONS
Cleaning the Door Switches	If dust on the Door Switches is noticeable	<p>Carefully clean the case by using compressed air.</p> <p>⚠ ATTENTION:</p> <p>⚠ DO NOT USE ALCOHOL, SOLVENTS OR BRUSHES.</p> <p>⚠ DO NOT LET WATER OR OTHER LIQUIDS GET INSIDE.</p>

6. TROUBLESHOOTING

6.1 POWER FAILURE

6.1.1 DIAGNOSIS

The machine has no power.

6.1.2 DESCRIPTION

There is a general power failure and the UPS service station (if exists) also does not work.

6.1.3 CONFRONTATION

In the event of a blackout, the UPS which is fitted to the machine will ensure the completion of the current transaction and then will proceed to close the application and place the system in standby power on.

⚠ WHEN THE POWER IS RESTORED, THE SYSTEM WILL RESET ITSELF IN OPERATION. NO NEED FOR MANUAL INTERVENTIONS THROUGHOUT THE PROCESS.

6.2 PC TROUBLESHOOTING

6.2.1 DIAGNOSTIC POWER LED CODES

POWER LED LIGHT STATUS	POSSIBLE CAUSE	TROUBLESHOOTING STEPS
Off	The computer is either turned off or is not receiving power or in Hibernation mode.	<ul style="list-style-type: none"> Re-seat the power cable in the power connector on the back of the computer and the electrical outlet. If the computer is plugged into a power strip, ensure that the power strip is plugged into an electrical outlet and is turned on. Also, bypass power protection devices, power strips, and power extension cables to verify that the computer turns on properly. Ensure the electrical outlet is working by testing it with another device, such as a lamp.
Steady/blingking amber	Computer fails to complete POST or processor failure.	<ul style="list-style-type: none"> Remove and reinstall any cards. Remove and reinstall the graphics card, if applicable. Ensure the power cable is connected to the system board and processor.
Blinking white light	Computer is in sleep mode.	<ul style="list-style-type: none"> Press the power button to bring the computer out of the sleep mode. Ensure all power cables are securely connected to the system board. Ensure the main power cable and front panel cable are connected to the system board.
Steady white	The computer is fully functional and in the On state.	<p>If the computer is not responding, do the following:</p> <ul style="list-style-type: none"> Ensure the display is connected and turned on. If the display is connected and turned on, listen for a beep code.

6.3 MONITOR TROUBLESHOOTING

6.3.1 MONITOR DIAGNOSTICS

The below table summarizes some common problems that are easy to overcome. In case of complicated resolving scenarios the steps are given in separated paragraphs.

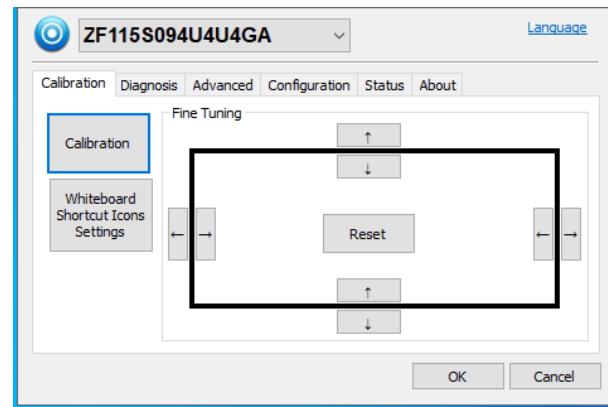
Symptom	Suggested Action
The monitor does not respond after you turn on the system.	<p>Check that the monitor's Power Switch is on.</p> <p>Turn off the power and check the monitor's power cord and signal cable for proper connection.</p>
Characters on the screen are dim.	Refer to the "Monitor Settings" section to adjust the brightness.
The screen is blank.	<p>During operation, the monitor screen may automatically turn off as a result of the Power Saving feature. Place your finger on screen and push anywhere to see if the screen reappears.</p> <p>Refer to the Monitor Settings section to adjust the brightness.</p>
Screen flashes when initialized.	Turn the monitor off then turn it on again.
The touch doesn't work	<p>Make sure the touch cable is securely attached at both ends.</p> <p>If the problem is not resolved, refer to the Calibration section below.</p>
"Out of Range" display	Change working resolution from Operating System (lower resolution)

If after performing these checks the problem is not resolved, consult technical support.

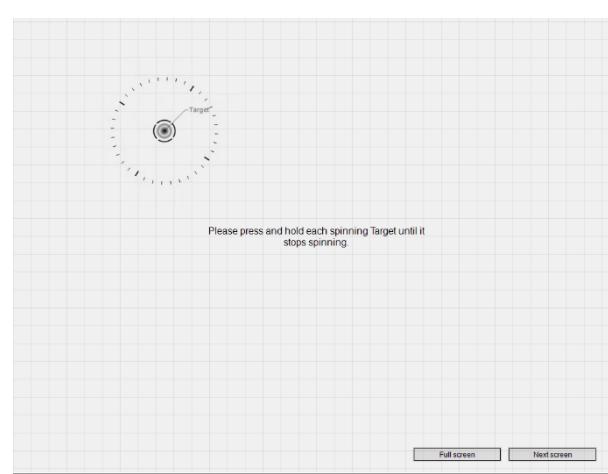
6.3.2 CALIBRATION

The touch screen can be re-calibrated, if needed, through the Calibration program

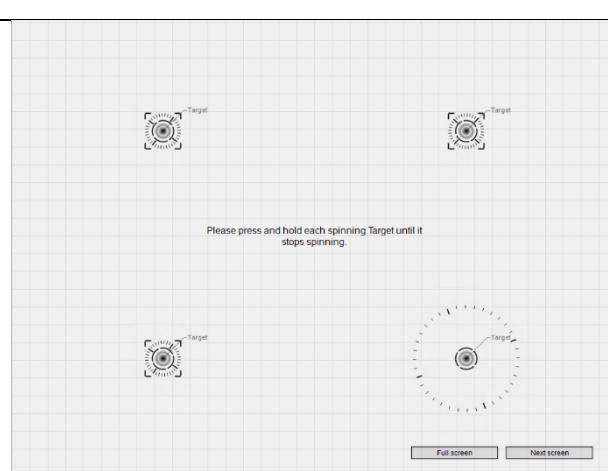
1. Press Calibration button



2. The following screen is displayed. Follow the instructions on screen.



3. When all points are calibrated wait until the screen has disappeared.
4. If needed repeat the above procedure.



6.4 RECEIPT PRINTER TROUBLESHOOTING

6.4.1 RECEIPT PRINTER DIAGNOSTICS

STATUS LED	COLOR	DESCRIPTION
TURNED ON	GREEN	PRINTER ON : no error
Flashing	GREEN	Recovering error
		Nr. flashings Description
		1 Receive data
		2 Heading over temperature
		3 Paper end
		4 Power supply voltage incorrect
		5 Reception errors (parity ,frame error, overrun error)
		6 Command not recognized
		7 Command reception time out
		8 Rotating cover open
		9 Paper jam
		10 Near paper end
		Non-Recovering error
		11 Cutter error



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