

Subject: TeamPoS 3000 XL Printer Problems

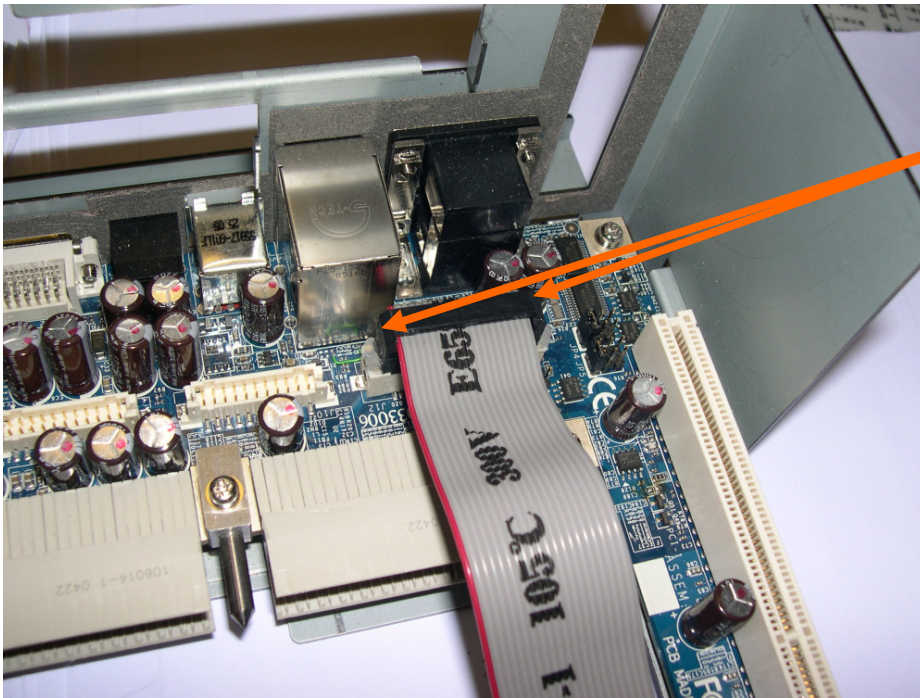
Overview

The TeamPoS 3000 XL terminal has had several reported problems with the printer not working when first installed. There have been three different causes identified:

1. When equipped with a Combo board (Intelligent PIN = XMXX3XXXXXXXXXX), the printer may become intermittent as a result of a loose connection on the docking backplane. This is because the cable going from J12 on the docking backplane to the combo board may work itself loose in shipment or handling. See picture below.
2. When the Combo board does not have the jumper pack PRT1-7 jumpered for the correct printer (RS-232 interface)
3. When replacing a DT50III printer with a DT50II printer the OPOS settings will point to the wrong printer.

Solution

1. To insure the cable does not work loose during shipment an EC has been generated to apply a RTV silicon adhesive during manufacture. This should not affect existing terminal that have been installed for more than two weeks, but it is something to check for in case the terminal is showing intermittent printer problems. See attached pictures for the EC.



RTV
adhesive
applied
here

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Solution cont.

- The jumper pack can be set to Fujitsu printer (CT10) or ESC/POS (Epson Ptr). The default settings from the factory are set to Fujitsu printer as shown below. See diagram
- The DT50 III printer can be used in place of the DT50II printer, but the DT50II printer cannot be used where there was once a DT50III printer. The OPOS drivers will need to be reloaded for a DT50II printer. For more information, call or write Sustaining Engineering.

