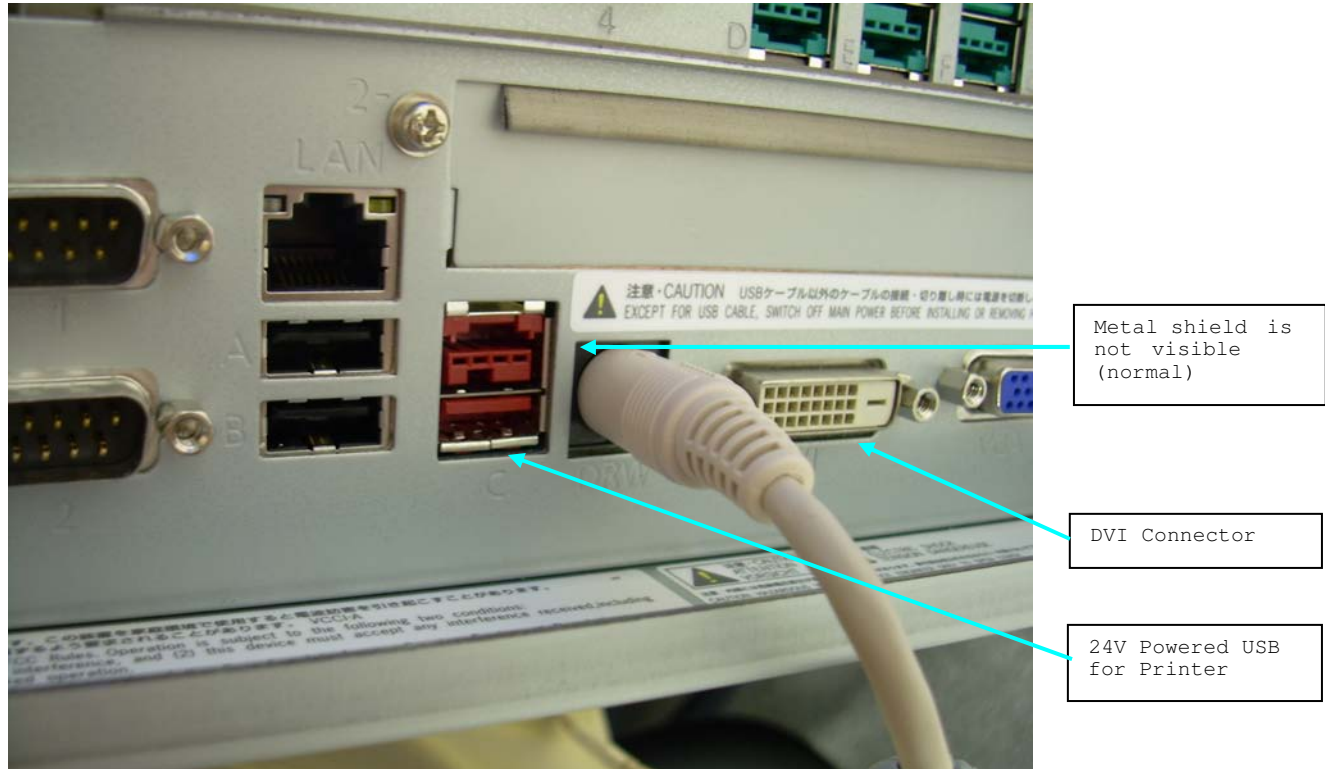


Subject: Cash Drawer Cable Restraint for TeamPoS 3000 XL Terminal

Overview

The TeamPoS 3000 XL terminal has had some reported cases where the cash drawer cable was coming loose from the back of the terminal resulting in a service call. Some of the earlier controllers had a metal shield around the connector that was slightly off center preventing the cash drawer cable from being fully inserted. The picture below shows the cable fully inserted.



Solution

If the metal shield around the cash drawer connector is interfering with the cable being fully inserted, try to align the metal shield by loosening the standoffs and screws on the backplane board and realigning the metal shield. If the metal shield cannot be aligned, a replacement docking backplane should be ordered. In the case where the metal shield is not preventing the cable from being fully inserted, yet the cable still falls out occasionally, then the best method to secure the cable would be with a cable clamp tying the cash drawer cable with a neighboring cable (DVI or Powered USB Printer) that locks or screws into place.

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