

# Operators and Technicians Manual

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PSA-66-ST2NU Printer



## **GEN2 Universal™ PSA-66-ST2NU (Netplex/USB)**

While PSA-66-ST2 refers to all models of the printer, the content of this manual is primarily for the Netplex/USB interface of the GEN2 Universal printer. For additional information on the Netplex and USB interfaces, please contact IGT.

Operators and Technicians Manual

PSA-66-ST2NU Printer (GEN2 Universal™)

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The GEN2 Universal printer (PSA-66-ST2NU) is in compliance with the Netplex and USB protocols of International Game Technology Corporation (IGT).



The printer described in this manual is in compliance with all applied CE standards.

This document describes product functions and technology that may not be available in a particular gaming jurisdiction, and would therefore not be available for sale and not approved for use at this time. Please contact your local sales representative for information concerning what features are available in your jurisdiction.

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# Table of Contents

<b>1</b>	<b>Product Overview .....</b>	<b>1</b>
	Introduction .....	1
	Warranty Information .....	1
<b>2</b>	<b>Operator Interface .....</b>	<b>2</b>
	Introduction .....	2
	Operator Indicators and Controls.....	2
	Keypad Status Light.....	3
	Bezel Operation.....	3
	Printer Sensor Functions .....	3
	Printer Errors .....	4
	Loading Paper.....	4
	Feeding Paper.....	5
	Performing a Self Test.....	5
	Clearing a Paper Jam.....	6
	Cleaning the Print Head.....	7
<b>3</b>	<b>Printer Service.....</b>	<b>8</b>
	Introduction .....	8
	Removing the Printer .....	9
<b>4</b>	<b>Ports .....</b>	<b>11</b>
	Introduction .....	11
	Front Bezel Port.....	11
	PSA-66-ST2NU (GEN2 Universal Printer) .....	12
	USB/Netplex Interface Cable.....	12
	Firmware Upload Port .....	13
	<b>Appendix A Technical Specifications .....</b>	<b>14</b>
	<b>Appendix B Paper Specifications.....</b>	<b>16</b>
	<b>Appendix C Part Numbers – Printer/Spares .....</b>	<b>17</b>
	<b>Appendix D Schematics .....</b>	<b>21</b>
	<b>Index .....</b>	<b>23</b>

## List of Figures

Figure 2-1	Operator Indicators and Controls.....	2
Figure 2-2	Load a Paper Stack.....	5
Figure 2-3	Feed Paper into Paper Loading Slot.....	5
Figure 2-4	Sample Configuration Ticket.....	6
Figure 2-5	Remove the Paper.....	6
Figure 2-6	Open the Lid.....	7
Figure 2-7	Clear the Paper Jam.....	7
Figure 3-1	Ground Screw and Copper Grounding Clips Location.....	8
Figure 3-2	Disconnect the Coiled Cable Connector.....	9
Figure 3-3	Slide the Printer until It Locks.....	9
Figure 3-4	Remove the Paper.....	10
Figure 3-5	Front Locking Bar.....	10
Figure 3-6	Push Release Bar.....	10
Figure 4-1	Front Bezel LED Control Port.....	11
Figure 4-2	USB/Netplex Interface Cable.....	12
Figure 4-3	Firmware Upload Port.....	13
Figure B-1	Ticket Dimensional Specification.....	16

## List of Tables

Table 2-1	Keypad LEDs Status Reporting Printer Condition.....	3
Table 2-2	Bezel Display Status.....	3
Table 2-3	Sensors.....	3
Table 2-4	Errors and Error Descriptions.....	4
Table 4-1	Front Bezel LED Control Port Pins.....	11
Table 4-2	Base Port Cable Pin-outs.....	13
Table 4-3	Netplex Port Pin-out.....	13
Table 4-4	USB Port Cable Pin-outs.....	13
Table 4-5	Bezel LED Control Port Pin-out.....	13

# 1 Product Overview

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## Introduction

Each GEN2 Universal™ printer is an advanced thermal printer capable of creating high quality complex output with a minimum of development and effort on the part of the user. The printer module supports both serial and a Netplex current loop interface to allow operation in any standard slot machine on the market.



**Note:** While PSA-66-ST2 refers to all models of the printer, the content of this manual is primarily for the Netplex/USB interface of the GEN2 Universal printer (PSA-66-ST2NU). For additional information on the Netplex and USB interfaces, please contact IGT.

Features of the GEN2 Universal printer include:

- The ITH™ (Intelligent Ticket Handling) technology which prevents player interference with any part of ticket production or presentation
- May be mounted on an angle or horizontally
- Simple paper loading—no loose parts
- Variable paper capacity with different paper trays—300, 600, and 900 ticket trays
- Windows® ticket/receipt development package via the TCL™ Editor utility
- Page mode printing with TCL printer language
- Line printer capability
- High quality laser-like san serif fonts in multiple sizes
- Advanced graphics printing
- Windows connectivity
- 3 inch per second print speed
- Wide temperature range operation
- Standard and customized serial interfaces available—Netplex and USB

Additionally, a key feature of the GEN2 Universal printer is Universal Communications:

- USB 2.0 Full Speed (Future GSA Compliant, IGT Compliant)
- Netplex Port (Backward Compatible)

## Warranty Information

Each printer has a two-year warranty as per the manufacturer's written warranty.

## 2 Operator Interface

### Introduction

This chapter covers various operations of the printer including loading paper and clearing a paper jam.

### Operator Indicators and Controls

The printer is equipped with status indicators and a FEED button, which allow you to manage and interpret the operations of the printer.

The status indicators are:

- The front bezel light
- Keypad lights:
  - Ready – Green
  - Paper – Yellow
  - Open – Orange
  - Fault – Red

The following figure illustrates the location of these indicators and controls.

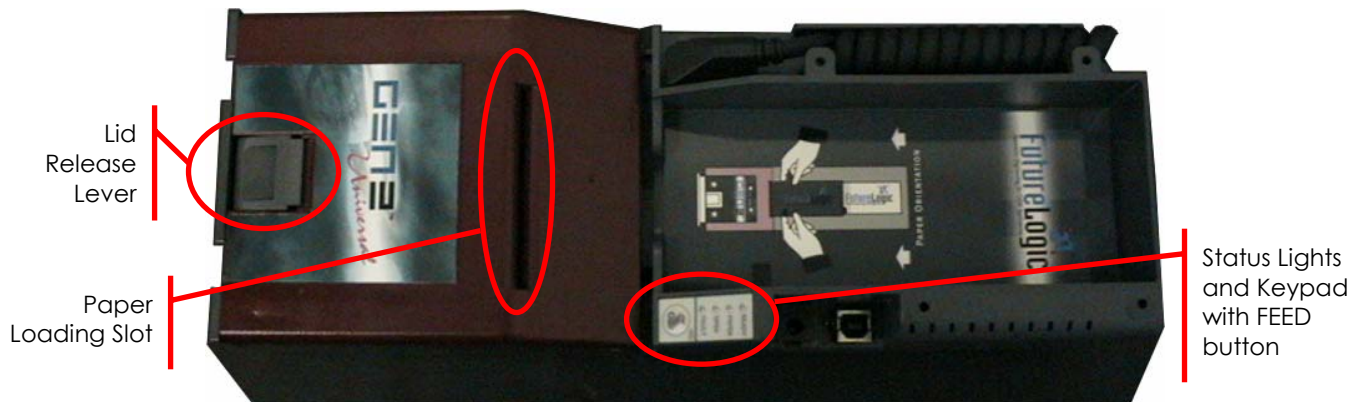



Figure 2-1 Operator Indicators and Controls

## Keypad Status Light

The keypad LEDs report the status of the printer whenever power is present. Table 2-1 lists each condition of the keypad LEDs.

**Table 2-1 Keypad LEDs Status Reporting Printer Condition**

Condition	Ready	Paper	Open	Fault
Unit is Powered Off				
Unit Ready	blink			
Unit Flushed				
Paper Out				
Head Up or Ticket Module Open				
Temperature Error				
Voltage Error				
Print Head Error				
Missing Black Index Mark				
Paper is Jammed				blink

 Indicates the LED is ON.

## Bezel Operation

Use the front bezel display to determine the state of the printer while on the casino floor, at a distance, without disturbing the game. Table 2-2 lists the conditions indicated on the bezel display.

**Table 2-2 Bezel Display Status**

Bezel Display	Status
Solid On	Printer Idle and Ready
Slow Blink	Paper Low or Printer Error
Fast Blink	Ticket Printing and/or Ticket in Chute
Off	Printer power off

See Chapter 4 for information on the current ratings of the bezel ports.

## Printer Sensor Functions

There are six primary sensor functions on the printer. These sensors work with the game firmware to provide reliable trouble-free operation. Any error conditions resulting from these sensors are indicated by the front bezel light and keypad LEDs. Table 2-3 describes each of these sensors.

**Table 2-3 Sensors**

Sensor	Description
Paper Out	The Paper Out sensor is located in the print head. It terminates the print operation when the paper has run out and checks for proper form registration. The printer ceases printing and feeding operations when it detects a Paper Out condition. Correct a Paper Out condition by loading more paper into the unit.
Paper Low	The Paper Low sensor is located in the paper well. It determines when the paper stack has approximately 14 tickets remaining. A Paper Low condition automatically resets once a stack with a greater height is loaded. Paper low sensing occurs when the system is idle and takes a few seconds to detect the new paper level.
Paper Taken	The Paper Taken sensor is located in the presentation chute of the printer. It determines when the customer has actually taken their cashout ticket.
Drawer Open	The Drawer Open sensor is located in the paper well. It detects when the printer is open.
Platen Engaged	The Platen Engaged sensor is located in the print head. It detects when the printer platen is in use.
Printer Open	The Printer Open sensor is located in the front of the unit. It detects when the printer clamshell is open.

## Printer Errors

Although there are a variety of error conditions that can occur, most printer errors are a result of the printer running out of paper or the operator opening the lid. Table 2-4 lists possible errors and the remedy for each condition.

**Table 2-4 Errors and Error Descriptions**

Error	Error Description	Remedy
Paper Out	Results when the printer does not detect paper present.	Load a new paper stack.
Head Up or Open	Results from raising the head release lever or opening the lid.	Lower the blue lever on the side of the unit.
Temperature	Results when the printer is operating outside of its allowable temperature range. If the printer is operating in an environment where the ambient temperature is roughly room temperature, this error would most likely be the result of a hardware problem.	The printer will automatically resume operation after the detected head temperature falls within range.
Voltage	Results if the printer detects a power supply voltage (+24VDC to +25VDC) outside range. This error could be the result of a poor cable connection.	The printer will automatically resume operation after the power supply is detected within range.
Print Head	Results when the printer senses an internal error due to connectivity or interfacing problem with the thermal print head. This can be a result of a cable problem between the main controller board and the printer engine.	The printer will remain in this error state until the power is cycled or the unit is reset. If the problem persists, the printer will require service.
Missing Black Index Mark	Results if the paper type selected is indexed paper and while feeding paper or printing a black mark is not seen within approximately 10" of the paper. This error alerts the user to the presence of the wrong kind of paper in the printer or that the paper was inserted in the wrong direction (so the black mark index is rotated 180 degrees).	Raise the head release lever (presumably to change the paper).
Paper Jam	Results when the printer detects an error in the paper path for presenting the ticket to the customer.	Open the printer head and inspect for a jammed ticket.

## Loading Paper

Generally, the only printer service required is to load new paper stacks. Use the automatic paper-loading feature to simplify this process to two steps: putting the paper stack into the Paper Tray and feeding the paper to the Paper Loading Slot of the printer.

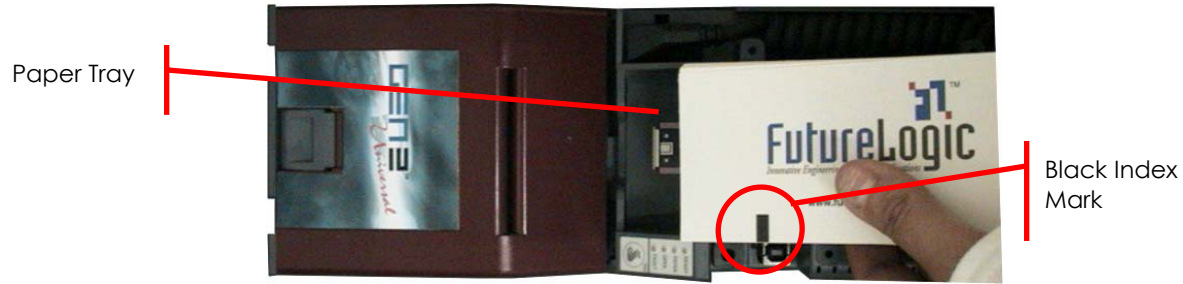
To load paper:

1. Pull open the Printer Drawer until the Paper Tray is completely accessible.
2. Place the paper stack in the printer as indicated by the band around the stack and the label on the bottom of the Paper Tray.



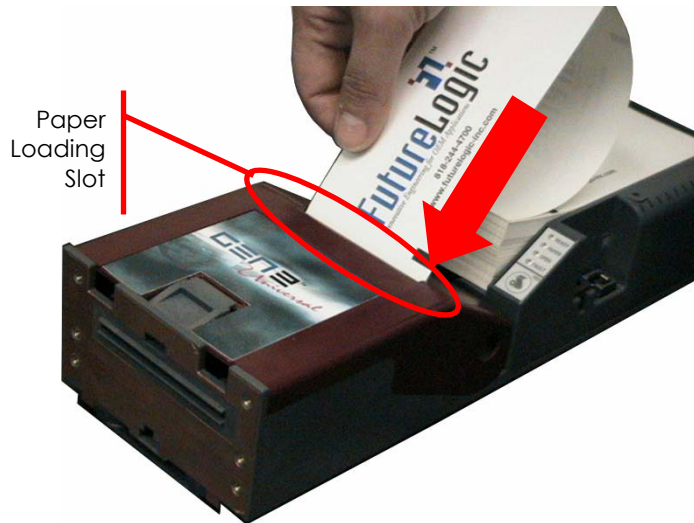
**Tip:** To prevent a new paper stack from sticking together, fan out the paper after you take off the band.





**Figure 2-2 Load a Paper Stack**

3. Feed the paper into the Paper Loading Slot and release it once the motor engages and the printer takes hold of the paper.  
The printer automatically pulls through a form or two, leaving it registered at the top of a form.



**Figure 2-3 Feed Paper into Paper Loading Slot**

4. Remove any excess ticket(s) from the printer.

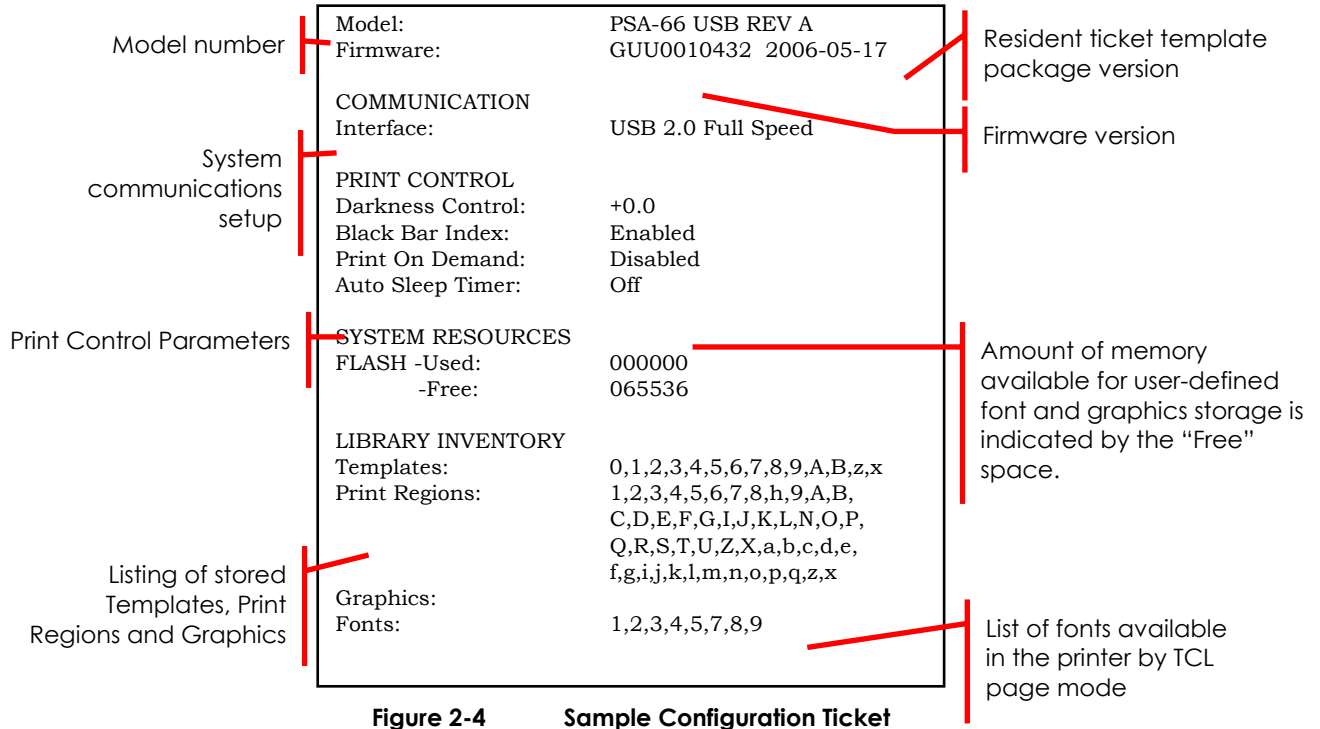
## Feeding Paper

The printer is designed to run with black mark indexed paper.

Use the FEED button to feed paper into printer. Press the FEED button to advance the paper to the top of the next form.

## Performing a Self Test

Press the FEED button during power up or reset to run a self test. This self test prints a configuration ticket if the test passes successfully. The test ticket (illustrated in Figure 2-4) contains important information on how the unit is configured.



**Figure 2-4 Sample Configuration Ticket**

## Clearing a Paper Jam

The printer is designed to operate reliably with minimal paper jamming. If you need to clear a paper jam, follow the instructions below. After you clear a paper jam, perform these steps in reverse to load paper.

When clearing a paper jam:

- Ensure that all paper paths from the entry point at the back of the paper well, through the printer, cutter, and the ticket module chute are clear of paper or obstructions.
- Use the Lid Release Lever located on the top of the unit.
- Do not allow a screwdriver or other probing object to come in contact with the printer. This can cause permanent damage to the printer.

To clear a paper jam:

1. Remove the paper from the printer.



**Figure 2-5 Remove the Paper**

2. Open the lid by pressing the Lid Release Lever.  
The spring-loaded lid opens, exposing the paper path.

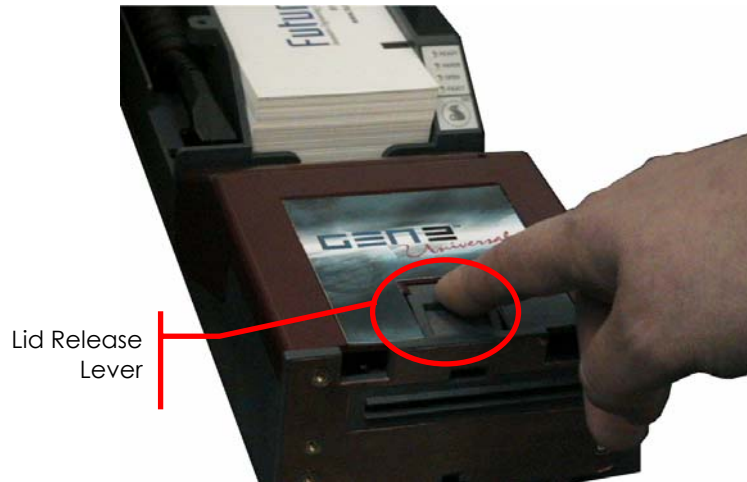


Figure 2-6 Open the Lid

3. Remove the jammed ticket.  
If necessary, access the paper path through the print mechanism by opening the Mechanism Release Lever.

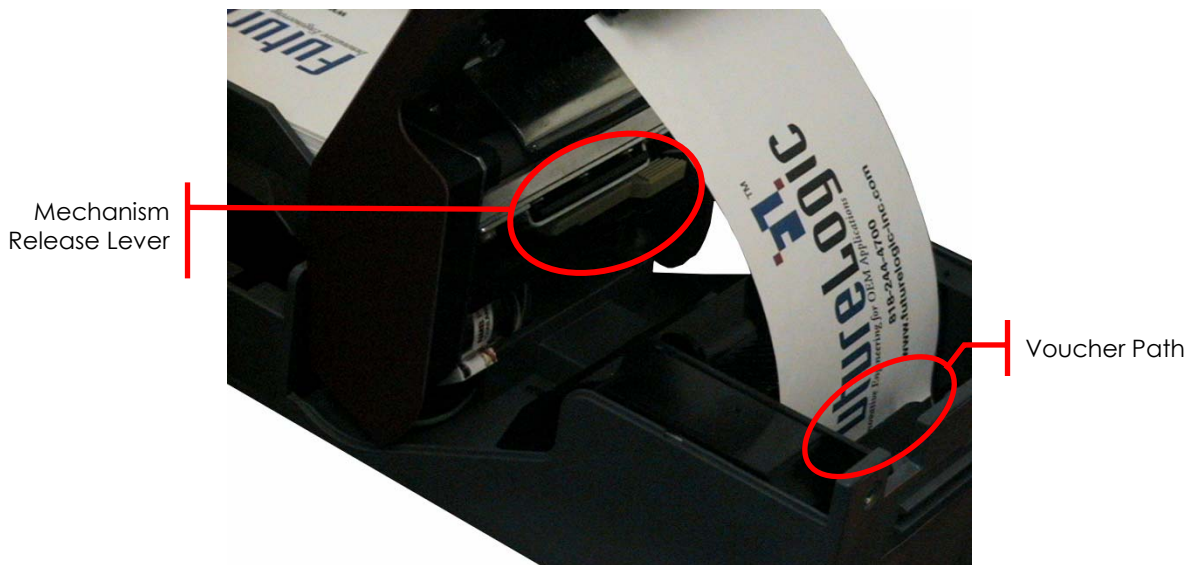


Figure 2-7 Clear the Paper Jam

4. Once you clear the jam, reverse these steps to return the printer to a ready state.
5. Load the paper.

## Cleaning the Print Head

To clean the print head, use canned air to blow out the paper particles. Then use a lint-free cloth or cotton swab with isopropyl alcohol to clean the print head.

## 3 Printer Service

### Introduction

This chapter provides instructions on how to remove the printer to service it outside of the game.



**Note:** While the printer is hot connectable, it is still a good maintenance procedure to turn off the power.



### Important Information!

Do not remove the ground screw in the rail as it will release the internal nut!

After removing the printer, do not slide the unit on a tabletop or other surface. Doing so will cause damage to the copper grounding clips on the bottom of the unit.

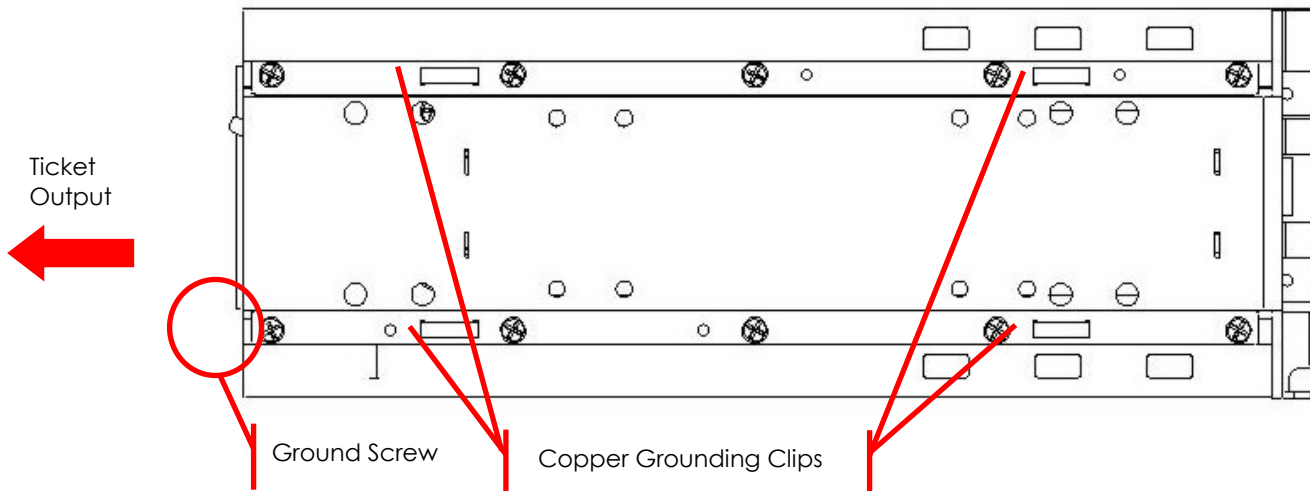


Figure 3-1 Ground Screw and Copper Grounding Clips Location

## Removing the Printer



### CAUTION!

#### ESD Sensitive Equipment!

Electronic boards and their components are sensitive to static electricity. Care must be taken during all handling operations and inspections of this product in order to ensure product integrity at all times.

Do not handle this product out of its protective enclosure while it is not used for operations purposes unless it is otherwise protected.

Discharge your clothing before touching the assembly. Discharge tools before use.

Whenever possible, unpack or pack this product only at EOS/ESD safe workstations. Where a safe workstation is not guaranteed, it is important for the user to be electrically discharged before touching the product with his/her hands or tools.

To remove the printer from the game:

1. Disconnect the power.
2. Disconnect the Coiled Cable Connector.



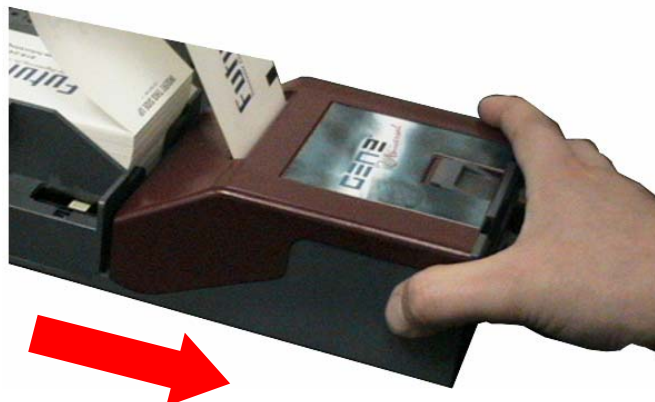
**CAUTION!** The cable is under tension.

Coiled Cable  
Connector



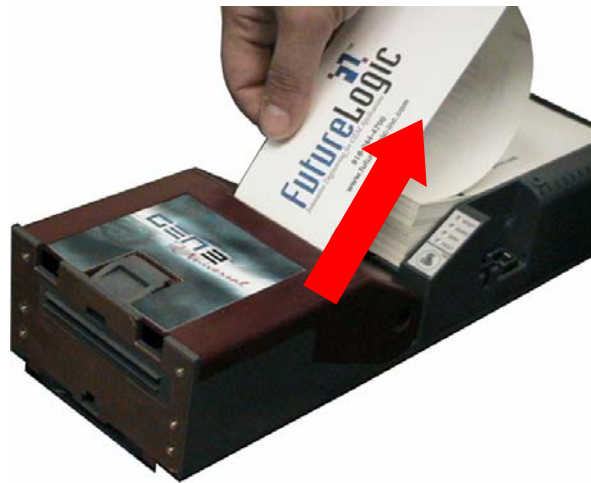
**Figure 3-2 Disconnect the Coiled Cable Connector**

3. Pull the printer out of the game until it locks.



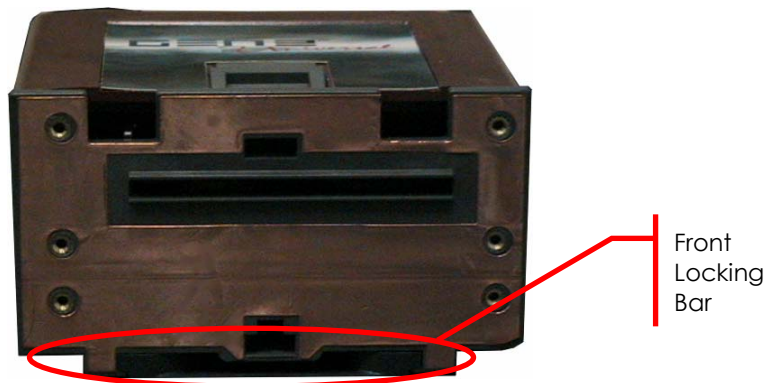
**Figure 3-3 Slide the Printer until It Locks**

4. Remove the paper from the printer.



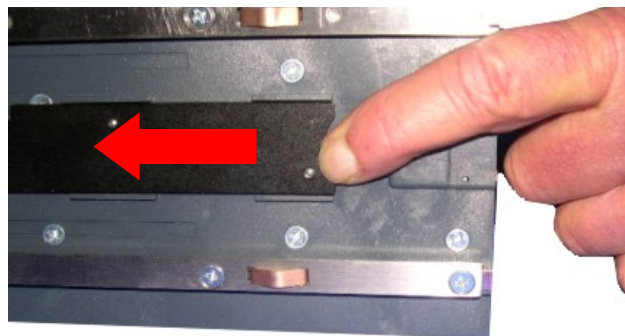
**Figure 3-4 Remove the Paper**

5. Push the Front Locking Bar unit to unlock the sliding module from stationary module. Slide the drawer module completely out of the stationary module.



**Figure 3-5 Front Locking Bar**

6. Push the Release Bar (located on the bottom of the unit). While holding in the Release Bar, gently pull the printer towards you.



**Figure 3-6 Push Release Bar**

## 4 Ports

### Introduction

This chapter describes the interface connectors and port pin-outs for the printer. For complete electrical specifications on these ports, refer to Appendix A in the Developers Manual (MNL-000029) for the power connector.



**Note:** While PSA-66-ST2 refers to all models of the printer, the content of this manual is primarily for the Netplex/USB interface of the GEN2 Universal printer (PSA-66-ST2NU). For additional information on the Netplex and USB interfaces, please contact IGT.

### Front Bezel Port

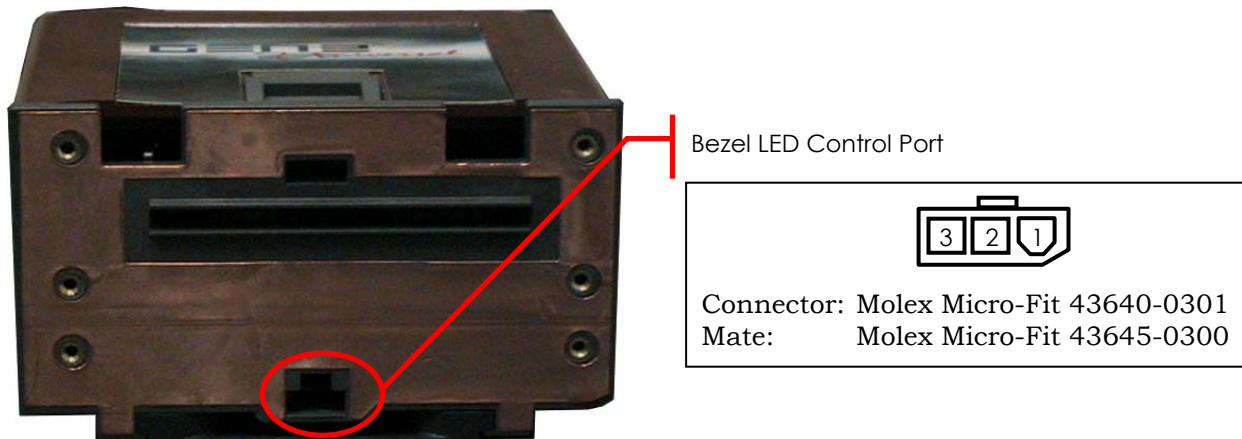


Figure 4-1 Front Bezel LED Control Port

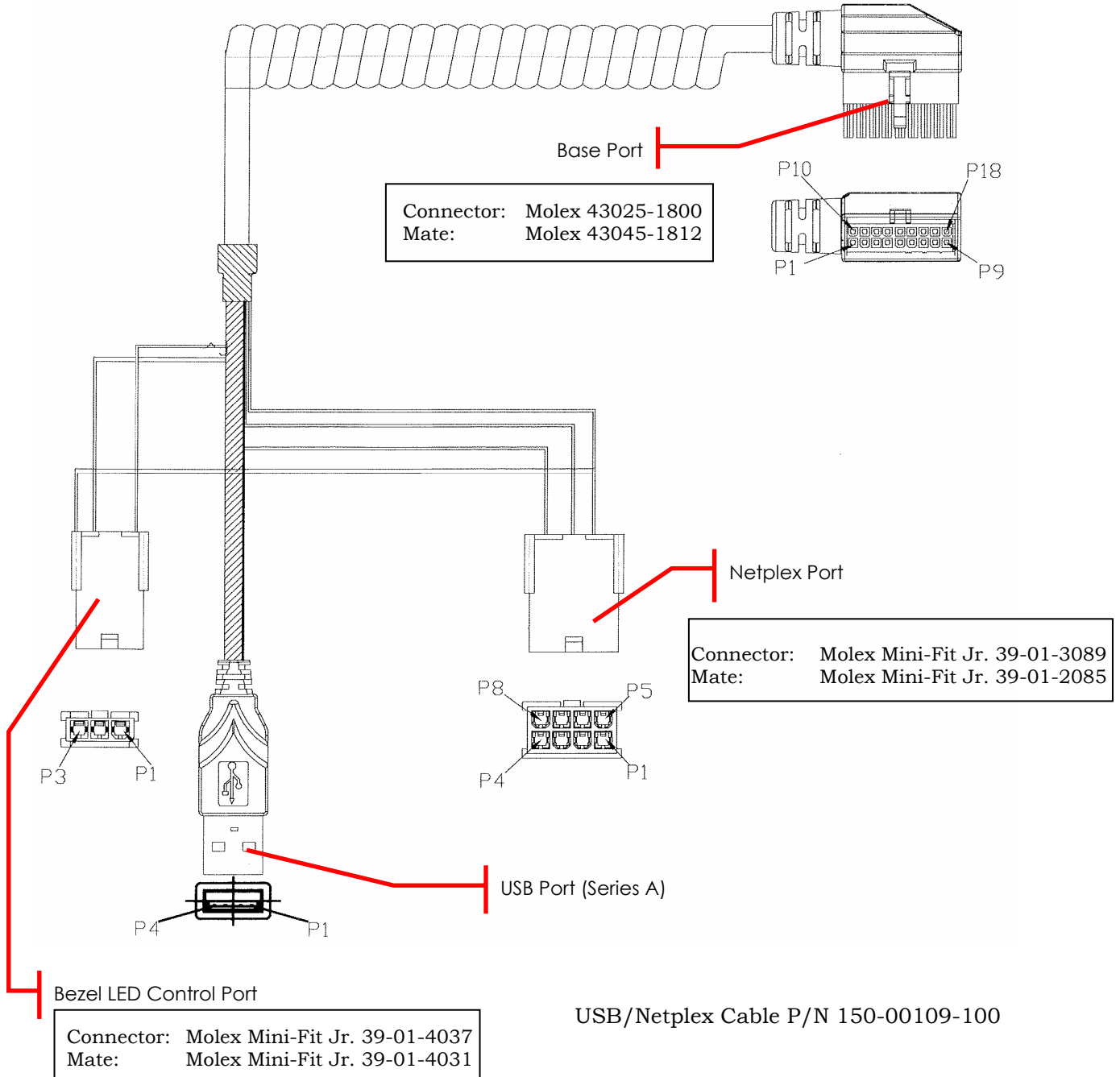
Table 4-1 lists information on the LED bezel port on the printer. This is an open drain modulated high side drive 25VDC port capable of driving up to a maximum 1.5A.

Table 4-1 Front Bezel LED Control Port Pins

Pin	Function
1	Switched 25VDC, 100mA Min
2	BGND
3	Frame (Chassis) Ground

## PSA-66-ST2NU (GEN2 Universal Printer)

### USB/Netplex Interface Cable



**Figure 4-2** USB/Netplex Interface Cable



**Table 4-2 Base Port Cable Pin-outs**

Pin	Function
1	RAW BGND
2	D-
3	+13V
4	SWITCHED 24V
5	DTR 232
6	MRESET
7	D+
8	RAW 24V
9	RTS 232
10	RX2/SCL
11	TX2/SDA
12	RX1/232
13	TX1 232
14	TX1 NET
15	RX1 NET
16	OPTO GND
17	DGND
18	+9 – 14V

**Table 4-3 Netplex Port Pin-out**

Pin	Function
1	MRESET
2	RX1 NET
3	+13V
4	TX1 NET
5	OPTO GND
6	+24V
7	GND
8	NO CONNECT

**Table 4-4 USB Port Cable Pin-outs**

Pin	Function
1	USB BUS SUPPLY
2	D-
3	D+
4	GND

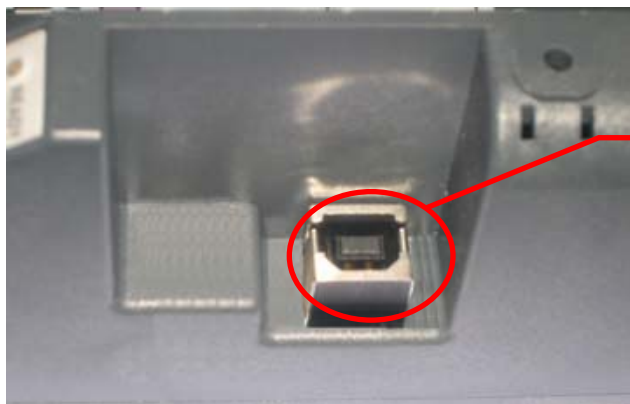
**Table 4-5 Bezel LED Control Port Pin-out**

Pin	Function
1	SWITCHED 24V
2	NO CONNECT
3	GND

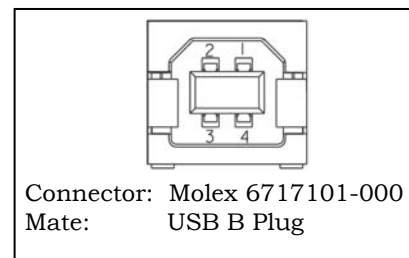
### Firmware Upload Port

The Firmware Upload Port upgrades the printer firmware while the printer is still installed and powered in the game. The printer uploads through its Firmware Upload Port just as it would through its communications connector at the rear of the printer.

To use this port, slide the printer out until the upload port (shown in the following figure) is visible. Then plug an appropriate upgrade cable into the printer. This connection may be made while the power is on.



Firmware Upload Port



**Figure 4-3 Firmware Upload Port**

# Appendix A Technical Specifications

This appendix identifies the general specifications of the printer.

<b>General</b>	
Dimensions (WxDxH)	110 x 304.8 x 64.3 mm
Weight	2.7 lbs.
Power Requirements	24VDC @ 2.7A avg. (4.0A peak with 60% gaming ticket)
Sensors	Paper Low, Paper Out, Printer Drawer Open, Ticket Taken, Ticket Jam, Ticket in Chute, Black Mark (Includes a Host Controllable Buzzer)
Printing Speed	90mm/Second (3.5"/Second)
Print and Present	2.2 Seconds
Printing Width	62mm (true near-edge printing)
Storage	300 Tickets
Ticket Tray Extenders	Interchangeable, 600, 900 Ticket Tray
Resolution	8 dots/mm (203 dpi)
Firmware	Application in Memory is Reprogrammable (via Flash BIOS)
Self Test	Yes
Page Mode	Full Page Mode Printing (Simultaneous 4 Orientation Printing: 0°, 90°, 180°, 270°) Line and Box Draw Printer Resident Bitmap Graphics Printer Resident (Stored in Flash) Graphics
Paper Loading	Automatic Hands Free
Paper Feed	Manual
Method	Direct Thermal, Top Coated, Fanfolded and Perforated
Width	64mm
Length	156mm
Thickness	4.5 mil, 1 Color/2 Colors
Bezel Control	Two High Current Ticket Printing Bezel Control Ports
User Interface	4 LED Indicators, Paper Advance Button
Update Port	Allows for Printer Upgrades via Handheld Download Tool
Hot Swappable	100%
<b>Printing Resources</b>	
Template Capacity	8Mb; Stores hundreds of clip art objects & thousands of graphic templates
Graphic Storage	6Mb
Color Printing	Red on Black and Blue on Black are available. Other colors can be supported as the print media becomes available. Color selection is controlled through the TCL language.

<b>Characteristics</b>	
Printer Languages	TCL Printer Language (Page Description Language) Subset of ESCP2
Fonts	8 (2.5 cpi, 3.3 cpi, 4.0 cpi, 5.5 cpi, 5.6 cpi, 7.3 cpi, 10.1 cpi, 20.5 cpi)
Font Scalability	May Be Independently Scaled from 1x – 7x in Both Height and Width
Bar codes	Interleaved 2 of 5, Code 39, UPC-A, UPC-E, UPC-E+2, UPC-E+5, Codabar, EAN-13, EAN-8, Code 128, MSI
Memory	2MB with 512K RAM
<b>Interface</b>	
Communications	USB 2.0 game interface (full speed of 12Mbps) with separate USB Download Port, Future GSA Compliant, Compliant with IGT Gaming Machines A Traditional Game Communication Port (Netplex)
<b>Environmental</b>	
Operating temperature	0°C to 65°C
Storage temperature	-20°C to 75°C
Operating humidity	5 to 95% RH
<b>Reliability</b>	
Maintenance	No User Maintenance Required Printer Completely Removable with Quick Release Bar
Print Head Life	50km Min. (320,000 Tickets Based on US Currency Size)
Certifications	CE Certified, ISO 9001, RoHS

## Appendix B Paper Specifications

This appendix provides information on the paper used in the printer. For authorized ticket converters and complete paper specifications, contact your sales representative or visit our Web site: [www.futurelogic-inc.com](http://www.futurelogic-inc.com).



**Note:** Use only approved paper in the printer. Use of improper paper may cause damage to the device and will void the printer's warranty.

Nominal paper thickness: 4.5mil

Paper dimensions: 65mm x 156mm (width dimension  $\pm 1$ mm)

Ticket Stack
Ticket, 300STK, 65X156, 5M, Fanfold
Ticket, 600STK, 65X156, 5M, Fanfold
Ticket, 900STK, 65X156, 5M, Fanfold

Note: Paper width is  $+0$ mm,  $-1$ mm.

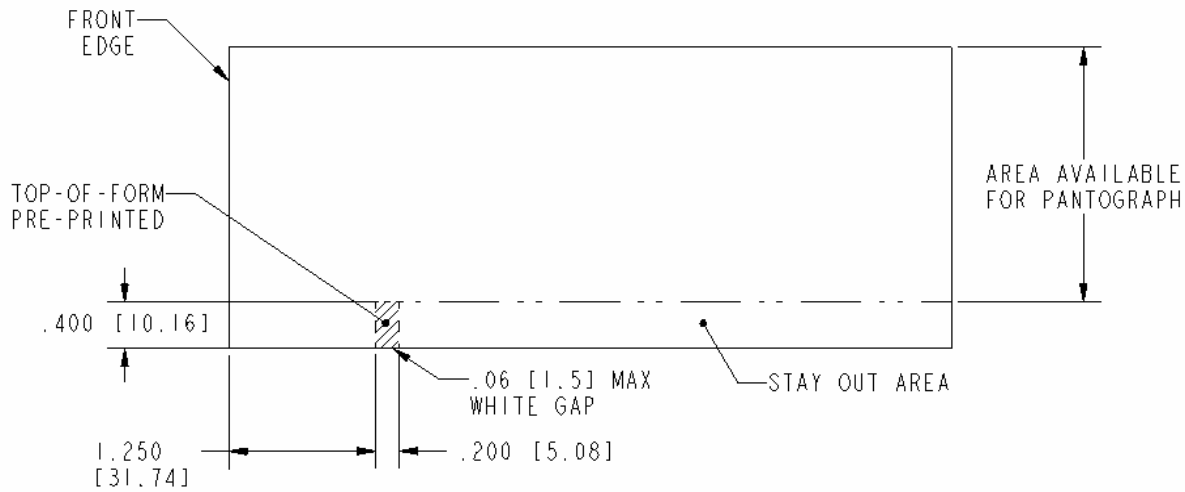









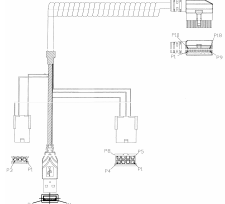
Figure B-1 Ticket Dimensional Specification

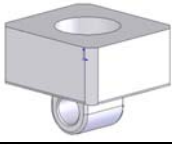
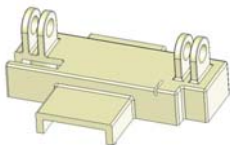

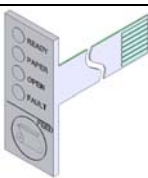

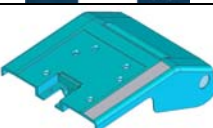
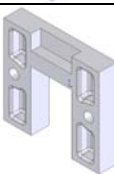
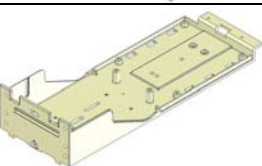

## Appendix C Part Numbers – Printer/Spares

This appendix provides the part number and description of the GEN2 Universal printers and spares.

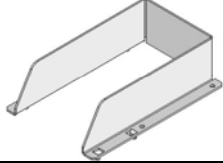
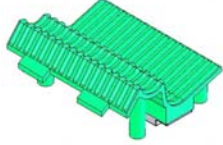
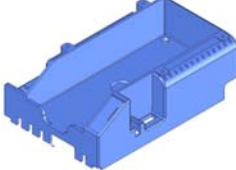
Printers – P/N	Description		
220-00046-101	GEN2 Universal Printer (RoHS) PSA-66-ST2NU USB, NETPLEX, IGT Compliant, Future GSA Compliant*	RoHS Versions—Look for either of these labels:	
		 	

\*Netplex equipped printers meet the Netplex specification of International Game Technology Corporation. For additional information, please contact IGT.

Spares – P/N	Description	
370-00015-100	Base RoHS	
370-00018-100	Bottom Chute RoHS	
150-00032-100	Cable, Coiled, Netplex RoHS	
150-00045-100	Cable, Display Adapter RoHS	
150-00109-100	Cable, USB-Netplex, 18 pin RoHS	

Spares – P/N	Description	
370-00021-100	Floating Part RoHS	
370-00024-100	Hinge RoHS	
370-00025-100	Hinge Pin RoHS	
500-00005-100	Keypad Membrane RoHS	
362-00047-105	Lid, Label, USB/Netplex RoHS	
370-00020-101	Lid, Top, Red RoHS	
370-00022-100	Locker RoHS	
370-00023-100	Locker Base RoHS	
370-00016-100	Main Bracket RoHS	
140-00099-100	Paper Taken Sensor Board RoHS	
140-00074-001	PCBA P9-GEN2 Mother Board RoHS	

Spares – P/N	Description	
460-00005-100	Platen Shaft Assembly RoHS	
350-00031-102	Power Supply RoHS	
400-00007-100	Print Mech, F03-66 RoHS	
310-00112-100	Release Bar Bracket RoHS	
310-00115-100	Release Bar Guide RoHS	
460-00006-100	Roller Idler RoHS	
473-00078-100	Screws (100 pack) RoHS	
485-00008-100	Spring (50 pack) RoHS	
370-00026-100	Spring Plate RoHS	
482-00012-100	Star Washers (100 pack) RoHS	
320-00224-103	Ticket Extension Tray, 600 Tickets RoHS	

Spares – P/N	Description	
320-00224-104	Ticket Extension Tray, 900 Tickets RoHS	
370-00019-100	Top Presenter RoHS	
370-00017-100	Tray, Paper RoHS	





## Appendix D Schematics

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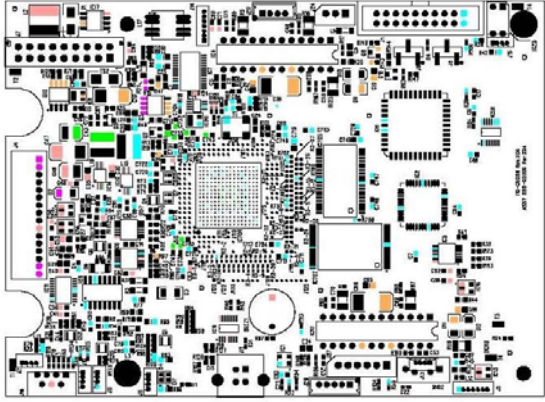
The schematics included in this appendix are provided solely for use by technicians who service the GEN2 Universal printer. This information is provided AS IS and without warranty, expressed or implied.



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	<p>TS:PH0</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">DRAWING NO.</td> <td style="width: 15%;">DRAWING TITLE</td> <td style="width: 15%;">SHEET</td> <td style="width: 15%;">OF</td> </tr> <tr> <td>419 - C CIRCUIT BOARD ASSEMBLY</td> <td>GEN2-P9 - ASSEMBLY</td> <td>555-00000</td> <td>X04</td> </tr> <tr> <td colspan="2">UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN INCHES</td> <td colspan="2">SCALE: C</td> </tr> <tr> <td>FRAMES</td> <td>1 P. 000 - 1/4"</td> <td colspan="2">100% REV.</td> </tr> <tr> <td>1 P. 000 - 1/4"</td> <td>2 P. 000 - 1/4"</td> <td colspan="2">DATE</td> </tr> <tr> <td>3 P. 000 - 1/4"</td> <td>4 P. 000 - 1/4"</td> <td colspan="2">BY</td> </tr> <tr> <td colspan="2">MATERIAL</td> <td colspan="2">DATE</td> </tr> <tr> <td>USED IN</td> <td>APPLICATION</td> <td colspan="2">SCALE: C</td> </tr> <tr> <td>NEXT ASSY</td> <td></td> <td colspan="2">DATE</td> </tr> </table>	DRAWING NO.	DRAWING TITLE	SHEET	OF	419 - C CIRCUIT BOARD ASSEMBLY	GEN2-P9 - ASSEMBLY	555-00000	X04	UNLESS OTHERWISE SPECIFIED DIMENSIONS ARE IN INCHES		SCALE: C		FRAMES	1 P. 000 - 1/4"	100% REV.		1 P. 000 - 1/4"	2 P. 000 - 1/4"	DATE		3 P. 000 - 1/4"	4 P. 000 - 1/4"	BY		MATERIAL		DATE		USED IN	APPLICATION	SCALE: C		NEXT ASSY		DATE	
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MATERIAL		DATE																																				
USED IN	APPLICATION	SCALE: C																																				
NEXT ASSY		DATE																																				
<p>NOTE:</p> <p>1. DO NOT INSTALL TOGETHER SNS2 AND J13, IC23 AND J15.</p>	<p>1</p>	<p>1</p>																																				

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# Index

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## B

bezel, 3  
LED control port, GEN2 Universal, 11  
black mark indexed paper, 5

## C

clearing a paper jam, 6  
coiled cable connector, 9  
configuration ticket, 5  
controls, 2

## D

Drawer Open sensor, 3

## E

errors  
Head Up, 4  
Missing Black Index Mark, 4  
Paper Jam, 4  
Paper Out, 4  
Print Head, 4  
Temperature, 4  
Voltage, 4

## F

FEED button, 2, 5  
Firmware Upload Port, 13  
Front Locking Bar, 10

## G

GEN2 Universal  
bezel LED control port, 11  
firmware upload port, 13  
specifications, 14

## H

Head Up error, 3, 4

## I

indicators, 2

## L

LEDs, 3

lid release lever, 2

## M

mechanism release lever, 7  
Missing Black Index Mark error, 3, 4

## N

Netplex/USB interface cable, GEN2 Universal, 12

## P

paper  
capacity, 1  
feeding, 5  
specifications, 16  
Paper Jam  
clearing, 6  
error, 3, 4  
Paper Low sensor, 3  
Paper Out  
error, 3, 4  
sensor, 3  
Paper Taken sensor, 3  
Platen Engaged sensor, 3  
ports  
bezel LED control, GEN2 Universal, 11  
firmware upload, 13  
Print Head  
cleaning, 7  
Print Head error, 3, 4  
printer  
part numbers, 17  
removing, 9  
specifications, 14  
Printer Open sensor, 3

## R

release bar, 10  
removing the printer, 9

## S

schematics, 21  
self test, 5  
sensors, 3  
Drawer Open, 3  
Paper Low, 3

sensors (*continued*)  
Paper Out, 3  
Paper Taken, 3  
Platen Engaged, 3  
Printer Open, 3  
spares, part numbers, 17  
status  
conditions, 3  
indicators, 2

**T**

TCL Editor, 1  
Temperature error, 3, 4

test ticket, 5  
ticket dimensional specifications, 16

**U**

USB/Netplex interface cable, GEN2 Universal, 12

**V**

Voltage error, 3, 4

**W**

warranty information, 1



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