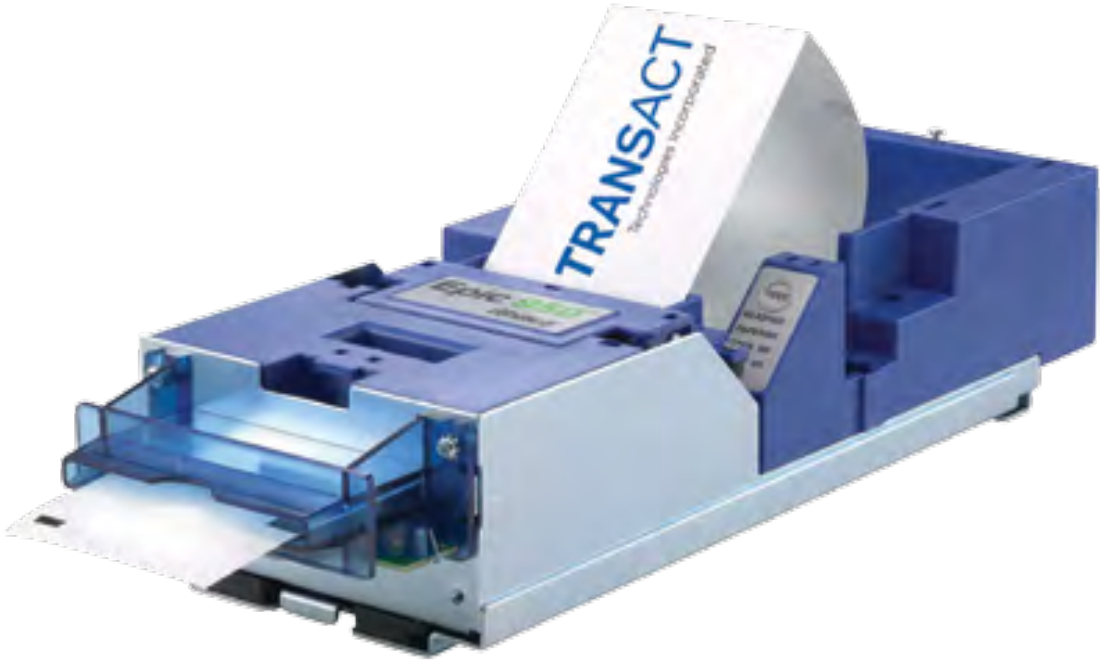
# EPIC 950™
# THERMAL TICKET PRINTER

## Tech Support Reference Guide




Epic Gaming and Lottery Printers by

TRANSACT

# 2 Contacting Information / Serial Plate Info

**TransAct Technologies, Inc.** is the manufacture of Ithaca brand POS and Banking receipt printers and the Epic brand gaming printers. 877.748.4222 | www.transact-tech.com

When calling the toll free number above enter option 2 for Parts and RMA's or enter option 3 for Technical Support.

E-mail Technical Support at Techsupport@transact-tech.com

Online RMA form http://www.transact-tech.com/tsg/rma.html

Additional product support information can be found on our website under **Support > Product Info > Epic 950**.

TransAct also maintains an FTP site for downloading documentation, utilities and firmware files. ftp://ftp.transact-tech.com/ USER ID: **gaming** | PASSWORD: **CAs1no123** Or at ftp://gaming:CAs1no123@ftp.transact-tech.com/

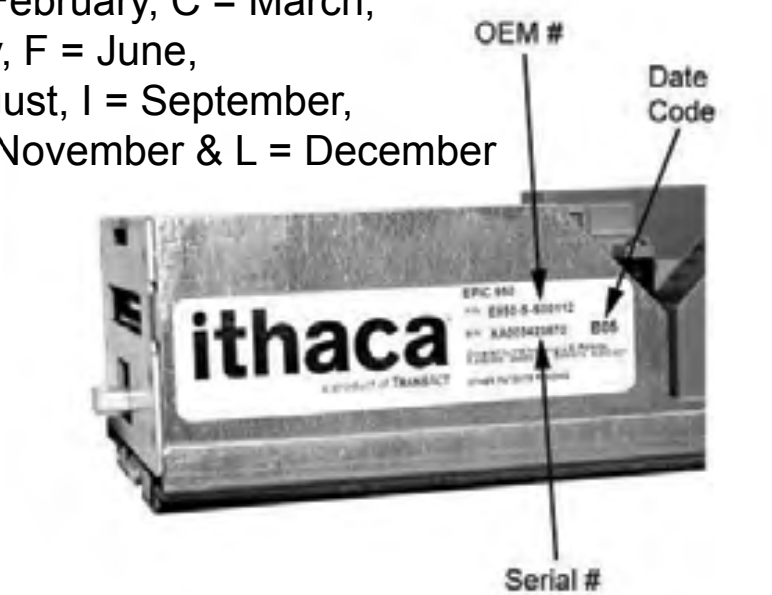
## Serial Plate Information

**Date Code identification:**

- The first letter denotes the month built, as follows:

  A = January, B = February, C = March,
  D = April, E = May, F = June,
  G = July, H = August, I = September,
  J = October, K = November & L = December

- The two numbers denote the last two digits of the year built, as follows:
  04 = 2004
  05 = 2005
  06 = 2006….




Note: Standard printer warranty is 2 years form the build date.

# Printing a Self-test Ticket

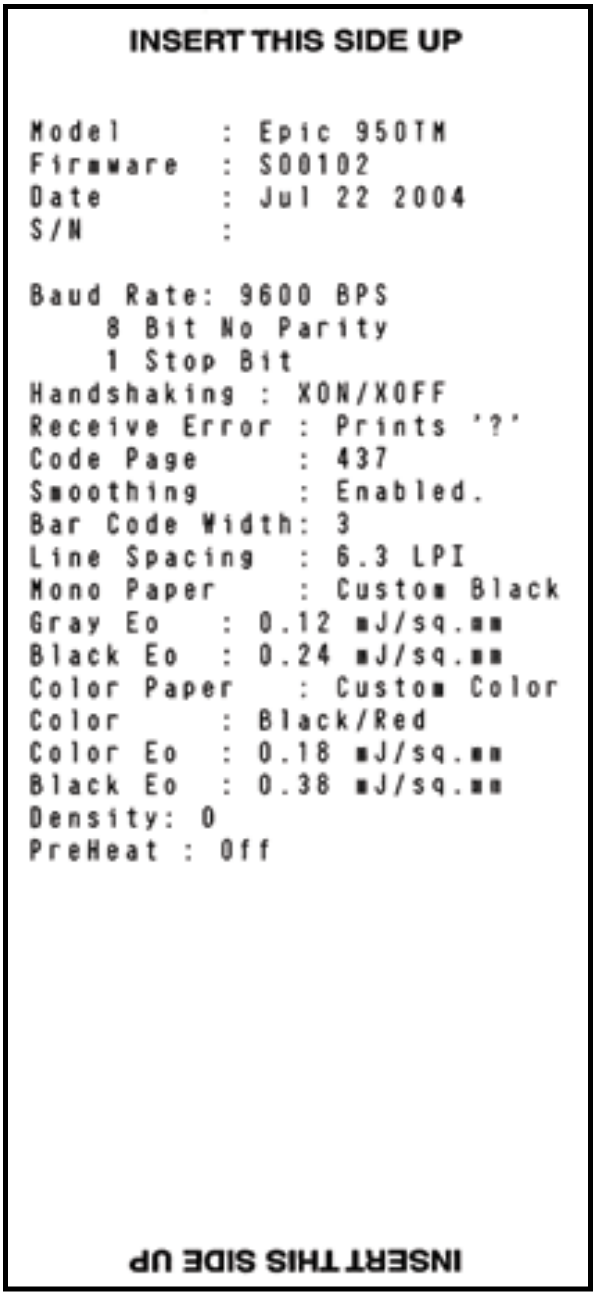
**Print a test ticket using the printer's self-test procedure:**

Press and hold the FEED button for approximately 5 seconds, then release and the self-test ticket will then print.

- Or -

1. Un-rack the Inner Chassis.
2. Open the Ticket Cover. Do not remove the currently loaded ticket.
3. Press and hold the FEED button until the Open LED goes out, then release this button.
4. Now close the Ticket Cover and the self-test ticket will then print.
5. Close the Inner Chassis to resume normal operation.

**NOTE:**
Provides useful information regarding loaded firmware version and configured Baud Rate settings in addition to performing mechanical testing.


INSERT THIS SIDE UP

Model : Epic 950TM
Firmware : S00102
Date : Jul 22 2004
S/N :

Baud Rate: 9600 BPS
8 Bit No Parity
1 Stop Bit
Handshaking : XON/XOFF
Receive Error : Prints '?'
Code Page : 437
Smoothing : Enabled.
Bar Code Width: 3
Line Spacing : 6.3 LPI
Mono Paper : Custom Black
Gray Eo : 0.12 mJ/sq.mm
Black Eo : 0.24 mJ/sq.mm
Color Paper : Custom Color
Color : Black/Red
Color Eo : 0.18 mJ/sq.mm
Black Eo : 0.38 mJ/sq.mm
Density: 0
PreHeat : Off

INSERT THIS SIDE UP

Self-test Ticket

## Printer Status LED's

The printer has been outfitted with a LED panel system that provides the condition of the printer by using solid or blinking status LEDs to communicate status information. The following table lists the different LED states for specific printer conditions.


| Condition | Ready LED | Paper LED | Open LED | Fault LED |
|---|---|---|---|---|
| Unit Ready | On | Off | Off | Off |
| Cover Open | On | Off | On | Off |
| Chassis Open | On | Off | Blink | Off |
| Ticket Out | On | On | Off | Off |
| Ticket Low | On | Blink | Off | Off |
| Head Temp Error | Blink | Off | Off | Blink |
| Paper Jam | On | Off | Off | Blink |
| Ram Error | 2-Blink | Off | Off | On |
| Boot Load Mode | Blink | Off | Off | On |
| Config Mode | Blink | Off | Off | Off |

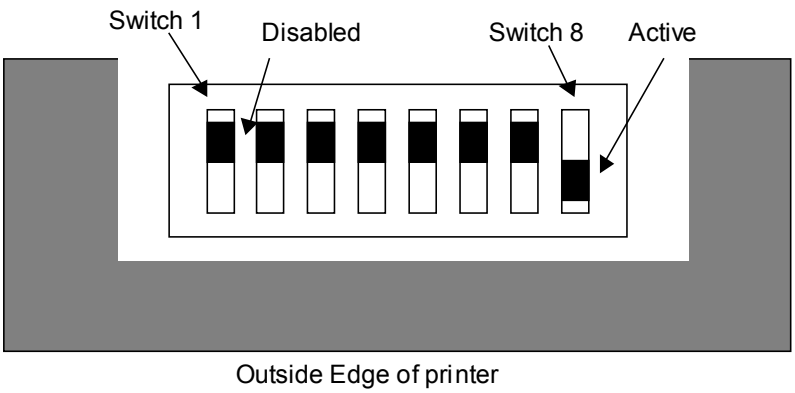
## Bezel Status Lamp

The printer's bezel also displays certain printer status information. See the table below.

| Steady | Blinking Rapidly | Blinking Medium | Blinking Slowly |
|---|---|---|---|
| Online and Ready | Ticket is being printed<br><br>Ticket in ticket taken sensor | Ticket low<br><br>Chassis open<br><br>Cover open | Ticket not loaded (TOF)<br><br>Ticket jam error |

# DIP Switch Settings

Switch 1 is the furthest to the rear of the printer. The Active position is toward the outside edge of the printer.




| | |
|---|---|
| SW-1 | Reserved and must be in the Disabled position. If activated, the printer will be held in reset. |
| SW-2 | Configures Ticket Low. The Disabled position prevents ticket low from being detected. |
| SW-3 | Reserved |
| SW-4 | Reserved |
| SW-5 | Reserved |
| SW-6 | Reserved |
| SW-7 | Activates the Smart Suite features. Must be active to use the status features of the Bench Test utility. Must be active on Bally Alpha platforms with 3.17OS or grater or if you receive constant “Printer COMM Error”. |
| SW-8 | Activates 2-color operation (color ticket media required) |

# Game Interface Options

**Serial (RS-232 )**

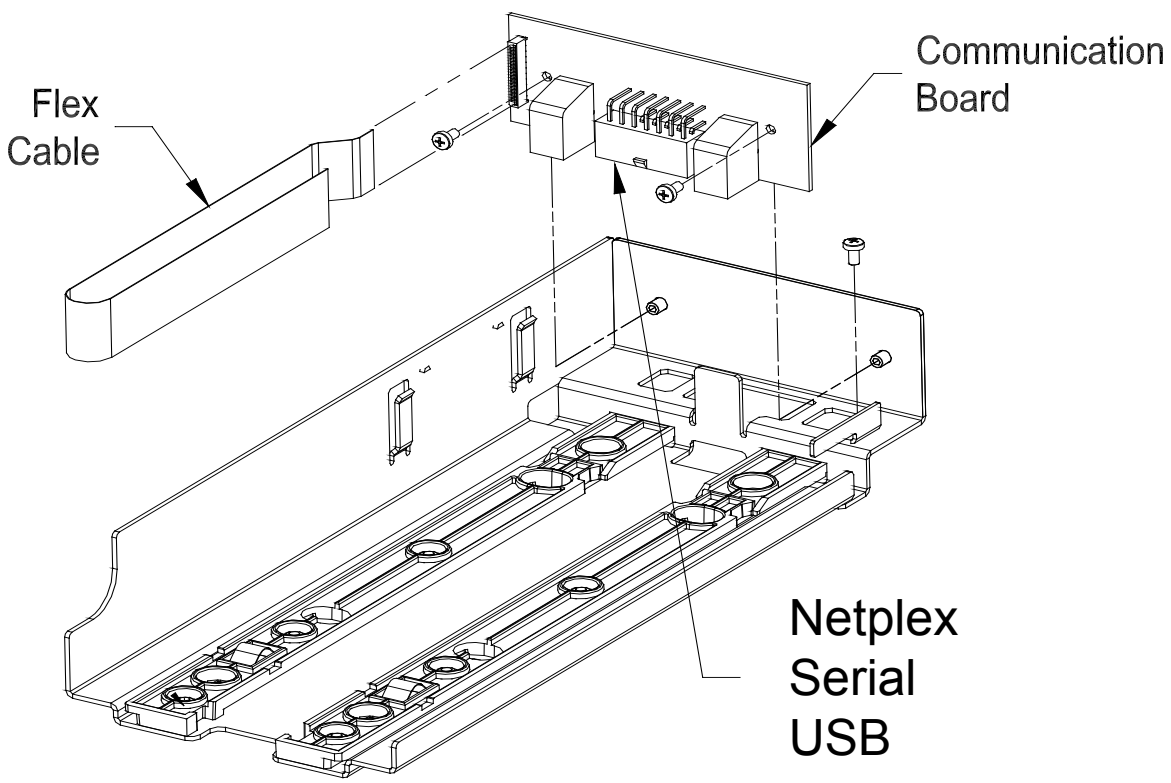
- Communication board #95-04998L (14-pin connector)

**Netplex**

- Communication board #95-05001L (10-pin connector)
- Powered through 8-pin pigtail connector

**USB**

- Communication board #95-05472L (4-pin USB connector and 6-pin Netplex connection)
- Powered through a 4-pin Molex connector




Note: The Inner Chassis is compatible with all firmware versions

# Printer Firmware Versions

**Firmware Naming Convention:**

Each firmware file is named with a prefix and number that signify specific information about the firmware in the file. The Family Mask is indicative of backwards compatible firmware.

**Firmware Prefix - Interface Type or Usage**

| | | | |
|---|---|---|---|
| F | XXX | xx | Factory Test Must be re-flashed! |
| S | XXX | xx | TransAct Template Language (Serial PCB) |
| N | XXX | xx | WMS - IGT's Netplex Protocol (Serial PCB) |
| V | XXX | xx | IGT - Netplex Protocol (Netplex PCB) |
| H | XXX | xx | GSA - GDS Printer Protocol (USB PCB) |
| U | XXX | xx | TransAct Template Language (USB PCB) |
| IUN | XXX | xxxx | IGT - Ithaca Universal Netplex (USB PCB) |
| IUU | XXX | xxxx | IGT - Ithaca Universal USB (USB PCB) |

**Firmware Revision**

**Firmware Family Mask**

**Obtaining Printer Firmware:**

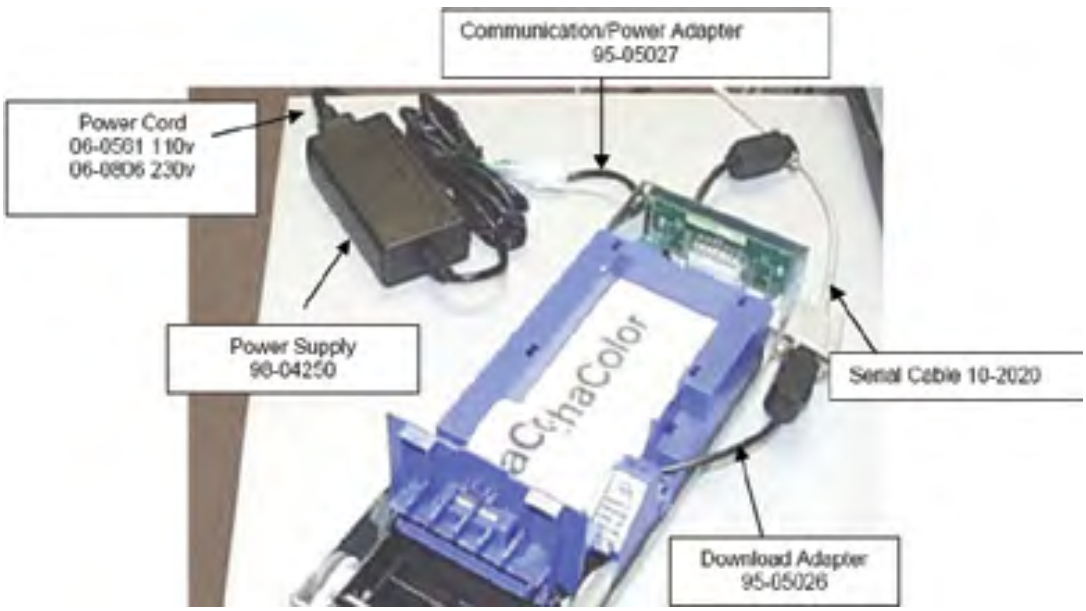
Firmware files <*.cbt> are available for download from the TransAct Gaming FTP site (see page #2). After logging in, browse to the *Epic 950/Firmware* folder, select the interface type and firmware version to download.

**TransAct Firmware Disclaimer:**

The firmware within all gaming ticket printers are subject to regulatory approval. It is the casino's responsibility to ensure that only approved firmware for the specific game platform is installed to avoid potential fines imposed by the regulatory body. Please contact the game manufacture and/or regulatory agency to confirm the approval status prior to using any new printer firmware version/s in your games.

**Required download hardware:**

To download printer firmware into an Epic 950 printer requires some additional hardware available for purchase from TransAct or our distributors. 100-06693L “Single-download Kit” includes the items below whereas 100-06935L includes an Outer Chassis with a Serial interface needed to dock and power the printer.




**imPort™:**

The Epic 950 printer features an imPort™ firmware and graphics download port. This port uses a 4-pin Molex connector with an RS-232 interface for connecting with a PC at a fixed Baud Rate of 115,200 bps.
**Warning:** Do not plug power into imPort™


**Making the connections:**

Attach the hardware included in the Single Download Kit as shown above. Note: Power can be supplied to the printer from; a slot machine, from the 4-pin power connector into a USB I/F PCB, or via the Communication/Power Adaptor when attached to an Outer Chassis with a 14-pin Serial interface connector.

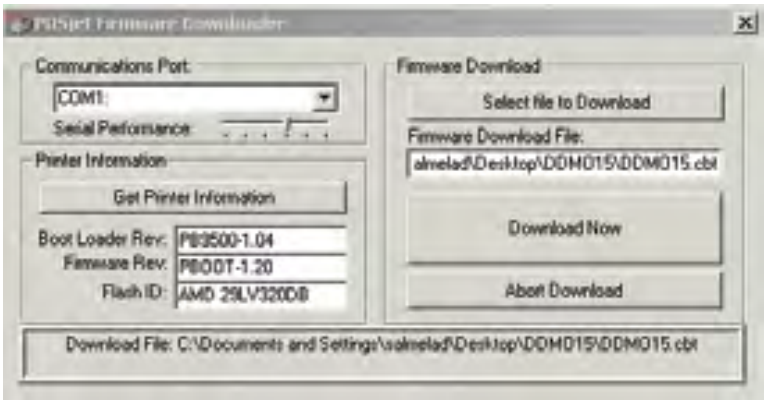
# Flashing Printer Firmware

**Enter printer Boot Load mode:**

1. Un-rack and open the printer's top cover as shown above
2. Hold the FEED button while applying power to the printer
3. Verify status LED panel - READY > Flashing & FAULT > ON

Note: The printer will reset and print a test ticket when download completes if you rack-in, close top cover with tickets loaded.

*The Single Download utility Download.exe is available on the CD included with the Download Kit or from the* FTP site (see page #2 for details)




**Utility one-time setup:**

1. Select the assigned COMM Port number from the pull down
2. Right click on the utility's title bar and checkmark XON/XOFF
3. Slide the "Serial Performance" slider to 115,200 bps

**Flashing printer firmware:**

1. Click "Get Printer Info" button. The boxes below the button should populate. Also verifies bidirectional communications
2. Click "Select file to Download" button and choose a firmware
3. Click "Download Now" button to begin downloading
4. Wait until 100% Flash Update DONE is displayed Caution: watch the LEDS on the printer ... when the firmware download operation is completed only the READY LED will be flashing a short blink once every second
5. Close the cover and chassis and power cycle the printer

# 10 Racking/Un-racking the Inner Chassis

**To remove the Inner Chassis:**

- Pull on the Ticket Cover to release the rear detents, pulling the Inner Chassis towards you until its latches catch the forward detent slots.
- Push the Inner Chassis back in slightly, pull on the Release Lever and pull forward on the Inner Chassis to undock it from the Outer Chassis.

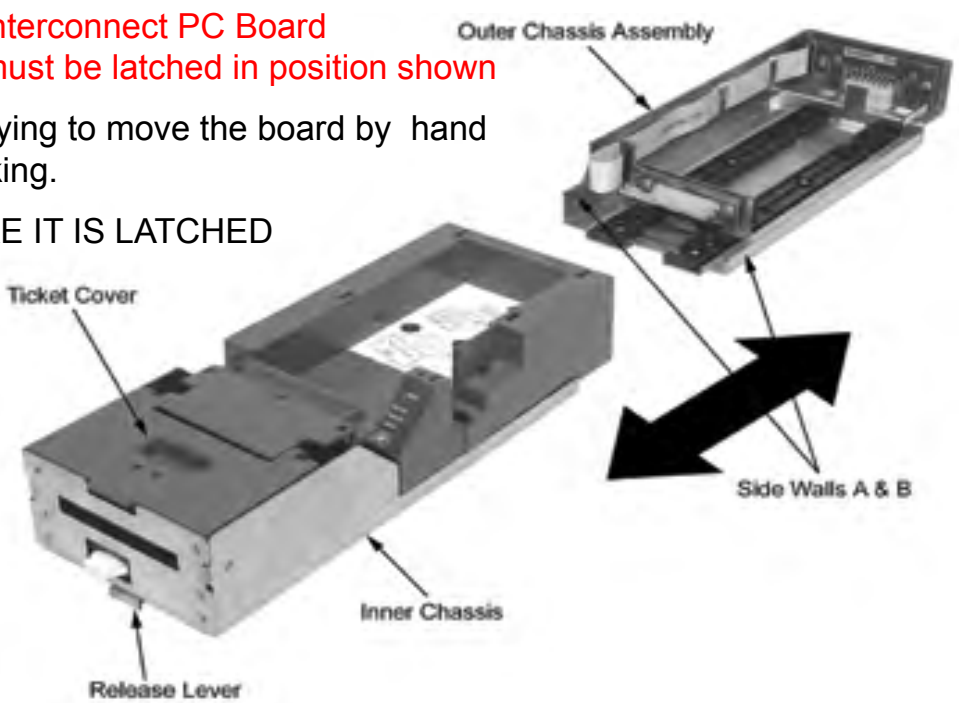
**To return the Inner Chassis:** (see warning before racking)

- Align the base of the Inner Chassis with the outer walls of the Outer Chassis, seating it within side walls A and B as shown. Make certain it's straight so the inner chassis doesn't damage the flex cable.
- While pulling outwards on the Release Lever, slide the Inner Chassis towards the rear of the Outer Chassis. Push the Inner Chassis all the way to the back until it stops. When fully seated, the front metal plate of the inner chassis and the front left edge of the outer chassis are flush.

**Warning:** Interconnect PC Board Assembly must be latched in position shown

Check by trying to move the board by hand prior to racking.

MAKE SURE IT IS LATCHED



# Preventive Maintenance

**Cleaning instructions:**

1. Remove Inner Chassis as shown above
2. Open top cover all the way to allow airflow between print-head and platen roller
3. Remove any loose particles using compressed air
4. Clean ticket burst area (under top cover) with a lint free cloth
5. Supply power to the printer ether by reinstalling it back into a game or using the Download Kit's power supply
6. Open cleaning card pouch and remove cleaning card
7. Insert cleaning card into feed path while applying some tension thereby cleaning the entire surface of the platen roller
8. Open the top cover and remove the cleaning card
9. Repeat process if necessary
10. Properly dispose of used cleaning card

**Waffletechnology cleaning cards with cutout notches:**

Insert cleaning card into feed path with the notches towards the leading edge and use the FEED button to feed it through 2x.

**Warnings:**

IPA solvents can damage rubber rollers with frequent use. TransAct recommends a maximum usage of 2x annually.

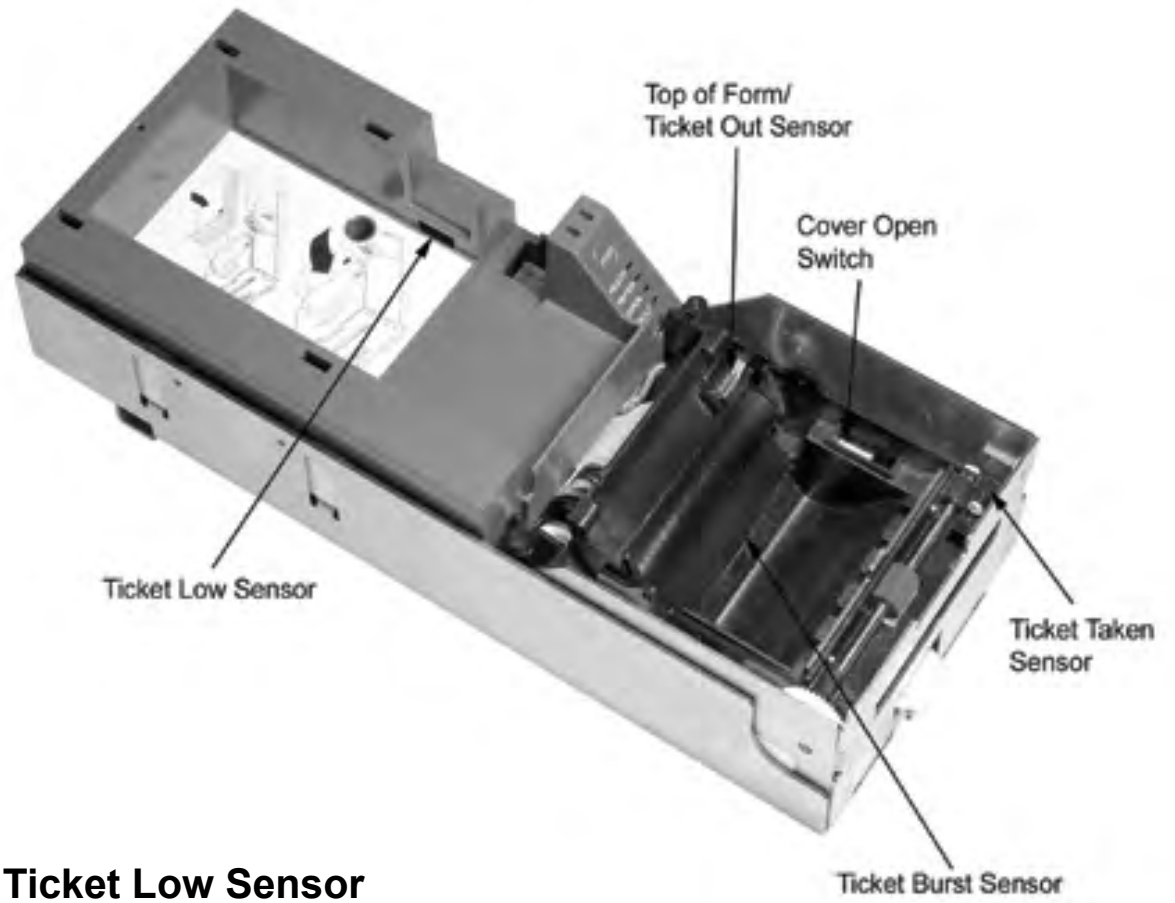
The thermo print-head's life can be reduced with excessive friction. When cleaning the component directly, TransAct using an IPA solvent on a non abrasive lint free cloth.

**Purchasing cleaning cards:**

Cleaning cards are available through TransAct.

| Description: | TransAct Part Number: |
|---|---|
| 2.5"x6" Cleaning Card (qty25) | 200-00155 |

# Sensors and Switches




**Ticket Low Sensor**

- Optically senses when 5-10 tickets remain in ticket supply bucket
- Reports ticket low to game in status byte
- Verify with Game Manufacturer how status byte is managed

**Top of Form Sensor/Ticket Out Sensor**

- Senses and aligns to black dot on right edge of ticket

**Ticket Taken Sensor**

- Used to determine when customer has removed the printed ticket

**Audible Alarm**

- The Audible Alarm will activate upon printer reset. Other alarms are under control of the game

**Chassis Open Sensor**

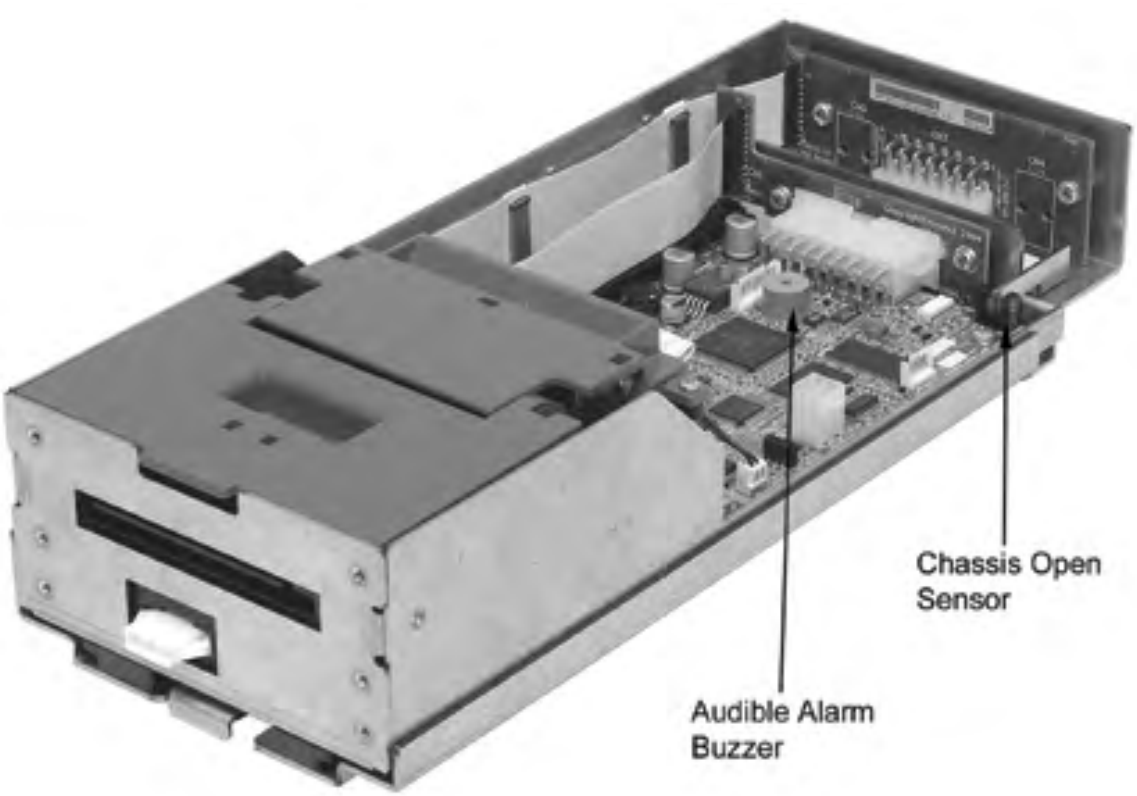
- Located on Main Controller Board
- Determines if printer Inner Chassis is racked out or “open”

**Ticket Burst Sensor**

- The Ticket Burst Sensor is used to verify that the ticket perforations have been separated during the burst operation

**Cover Open Switch**

- The Cover Open Switch, when activated, returns a ***cover open*** status to the host and inhibits the ticket printing operation until the Ticket Cover is closed




(Ticket Bucket not shown for clarity)

# Troubleshooting

| Problem | Solution |
|---|---|
| **Unknown** | • Check printer Status LED's. "Ready" should be ON all others OFF |
| **Not Working** | • Most problems can be resolved by blowing out with compressed air. (open cover) |
| **Strange Errors** | • Verify printer firmware (Self-Test Ticket)<br>• Check if newer printer firmware available. |
| **COMM Error** | • Check printer dipswitch #7 position (affects how status is provided to EGM) |

**Main Controller Board Connections —** see figure 1

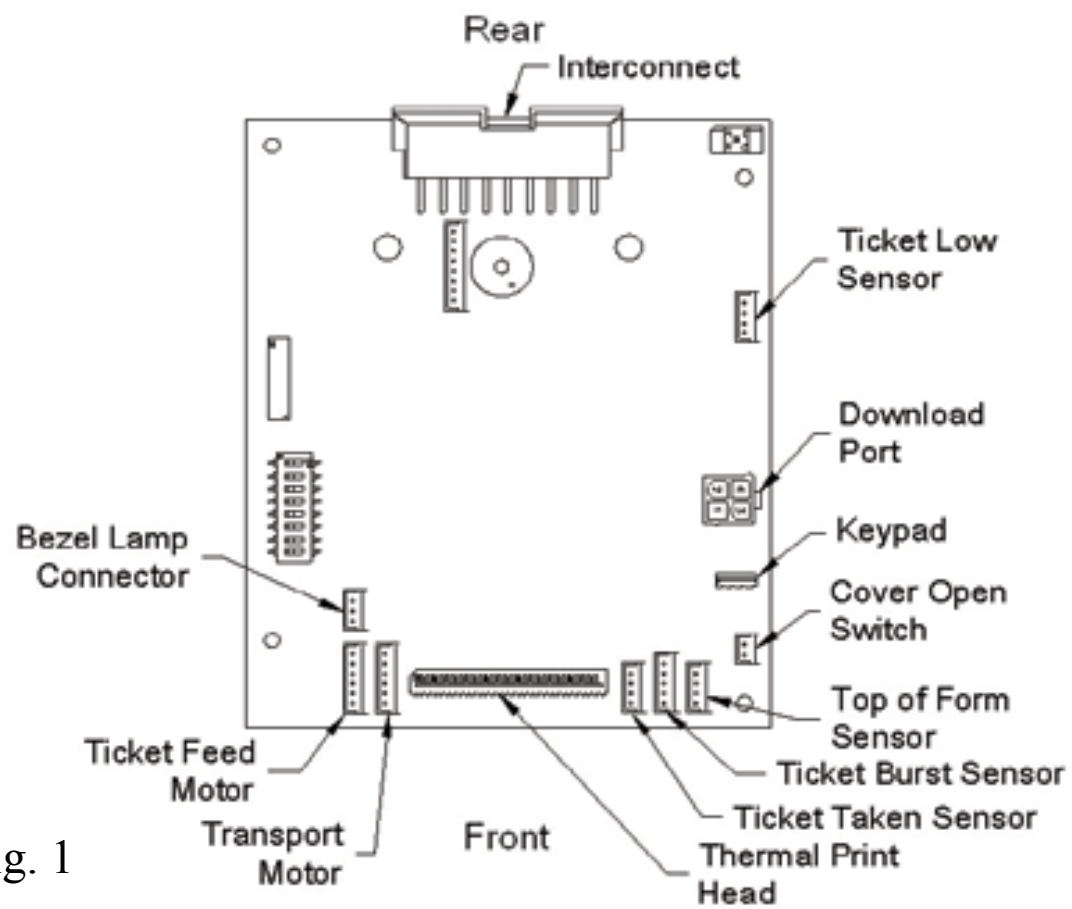



Fig. 1

# Flex Cable Replacement

**Installation:**

When installing the cable into the Outer Chassis, make the rear connection first. Then create a loop in the cable so that it can be easily slipped over the clip (A) closest to the connector, then repeat for remaining clips. Release the sliding connector board's latches by lifting up on the two levers and push the board towards the rear to allow enough slack to mate the front connection. Now mate the front connection to the sliding board and pull the sliding board forward until it is firmly latched.

**Warning: If reinstalling a used cable, care must be taken to insure that the cable's bow protrudes in the direction as shown in Figure 2 and when installed, it should look like (C).**

| **Description:** | **TransAct Part Number:** |
|---|---|
| Flex Cable | 98-06499L |

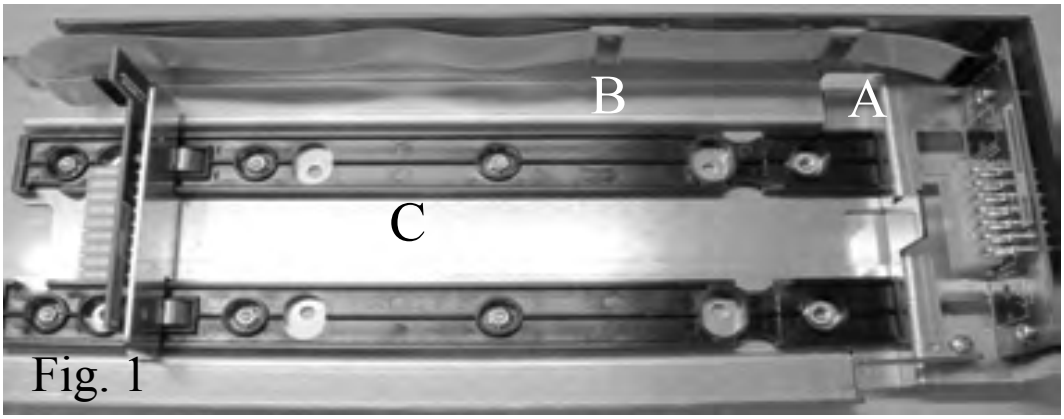


Fig. 1


Fig. 2

# Notes

Technical Support: 1.877.748.4222

100-00971.0806

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