

Additional Information

Our Internet Support and Sales Services

www.transact-tech.com

TransAct Technologies Incorporated maintains an Internet web site with content devoted to supporting our products. Within the Support Services section you can find documentation for the POSjet® 1000 Printer, including a current copy of the Operator's Guide and Programmer's Guide.

TransAct Product Support

1. Upon entering our web site, you will be brought to the "Welcome to TransAct" screen. This intro page has the Ithaca Brand listed at the top right. Click on the Ithaca logo.
2. Locate and click on the technical support button in the green area of the "Welcome to Ithaca" screen.
3. Use the bottom pulldown box to select the appropriate information for the printer model that you are using.

Programmer's Guide

The Programmer's Guide is intended for system engineers or integrators. It contains information required for proper integration of the POSjet® 1000 Printer. It also provides complete listings of printer commands and gives explanations on how the printer recognizes those functions.

Operator's Guide

The Operator's Guide is intended for anyone who wishes to learn more about how to use the POSjet® 1000. It contains specific information pertaining to installation and operation and also offers detailed explanations of the POSjet's operational controls including troubleshooting reference tables, indicator light blink tables, and connector pin-outs.

Contacting TransAct's Ithaca Facility

Contact TransAct's Ithaca facility for information about the POSjet® 1000 Printer and how it works with your system. For information on International distribution, visit our web site at www.transact-tech.com. Contact the TransAct's Sales and Technical Support Departments at the following address and telephone or fax numbers.

Technical Support

Receive technical support, order documentation, request additional information, or send in a printer for service.

Sales

Order supplies, receive more product information, or order product brochures.

TransAct Technologies Incorporated
Ithaca Facility
20 Bomax Drive
Ithaca, NY 14850 USA

Telephone: (877) 7ithaca or (607) 257-8901
Main fax: (607) 257-8922
Sales fax: (607) 257-3868
Technical Support fax: (607) 257-3911
Web site: <http://www.transact-tech.com>

Regulatory Compliance

FCC Class A
ULc
CE Mark
UL 1950
TUV

Genuine Ithaca Supplies

How to order supplies

Supplies can be ordered directly from TransAct via our web site or our telephone number (within the US toll free: (877) 7ithaca). When calling by phone, please ask for the Sales Department.

Supplies

Part Number:

Consumable Kits and Cases (paper)

12 rolls paper/1 Blk. Ink Cartridge (Standard Grade)	100-03429
20 rolls paper/1 Blk. Ink Cartridge (Standard Grade)	100-03430
12 rolls paper/1 Blk. Ink Cartridge (Premium Grade)	98-03508
20 rolls paper/1 Blk. Ink Cartridge (Premium Grade)	98-03509

1 Roll	98-02021
25 Roll Case (Standard Grade)	98-02022
32 Roll Case (Premium Grade)	98-03505
120 Roll Case (Premium Grade)	98-03507

Ink Cartridges

3 Pack	
Black Ink	100-02347
Red Ink	100-02349

6 Pack	
Black Ink	100-02348
Red Ink	100-02350

60 Pack	
Black Ink	12-00280
Red Ink	12-00281

Power and Communication Cables

Power Supply	
24V Power Supply	98-02250

Power Cables	
110V Power Cable (USA)	98-02174
220V Power Cable (Australia)	98-02178
230V Power Cable (International)	98-02175
230V Power Cable (India/South Africa)	98-02179
240V Power Cable (UK)	98-02176

Parallel Communication Cables	
25-pin male to 25-pin male	253-9800007
36-pin Centronics to 25-pin male	253-9800002

Serial Communication Cable	
9-pin Female to 9-pin Female	10-2020
9-pin Female to 25-pin Female	10-2021

Drivers and Utilities Available

POSjet® 1000 Drivers and Utilities can be downloaded from our web site, or call our Technical Support Department to request a Software Developer's Toolkit (CD-ROM).

Software Developer's Toolkit	100-02440
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Drivers Available	
Windows® 95/98/Me/XP Print Driver and Documentation	98-9171

Windows® 2000/NT 4.0 Print Driver and Documentation	98-9172
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OPOS Print Driver Manual	100-9730
OPOS Print Driver Disk 1	100-9731
OPOS Print Driver Disk 2	100-9732

Utilities Available

POSjet Image Converter Utility
POSjet Image Converter (PJColor) is a tool to help develop graphic images to use as logos and coupons on the printer. It will read and convert images to a format suitable for printing on the POSjet® 1000 printer. It will allow you to preview the image and adjust the colors prior to printing. It will also allow the images to be stored in the printer's User Store.

PJTerminal Utility

PJTerminal is a tool that has been developed to allow you to interactively send commands to and get responses from the printer.

Support Services and Warranty

Warranty Information

TransAct's POSjet® 1000 Printers come with a standard 24-month warranty that commences upon shipment from factory, and covers parts and labor. An optional warranty, covering both parts and labor for an additional 12 months, may be purchased separately. Repairs are warranted for 90 days from the date of repair or for the balance of the original warranty period, whichever is greater.

TransAct Product Support

Monday through Friday, 8 A.M. to 5 P.M. (excluding holidays). To obtain Technical Support, call TransAct's Ithaca Facility at (607) 257-8901, or (877) 7ithaca. Please have the following information at hand:

- The Model Number and Serial Number.
- A list of any other peripheral devices attached to the same port as the printer.
- The application software, operating system, and network you are using.
- A copy of your printer's Configuration Settings. See reverse side of this sheet for instructions on how to use Self-Test to printout your current settings.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

Return Materials Authorization and Return Policies

If the technical support person determines that the printer should be serviced at our facility, and you want to return the printer for repair, a Returned Materials Authorization (RMA) number must be issued before returning the printer. Please prepare the printer being returned for repair as follows:

- Remove and discard ink cartridges.
- Pack the printer to be returned in the original packing material. Packing items may be purchased from TransAct's Ithaca Facility.
- Return only the accessories that a Support Technician asks you to include.
- Write the RMA number clearly on the outside of the box.

Shipping Printers

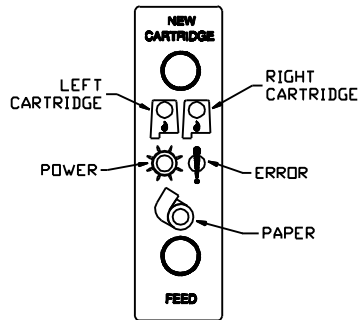
Never ship a printer by any means with a print cartridge installed. Be sure to save the packing materials in the event that you need to send the printer in for servicing. TransAct Technologies is not responsible for damaged return items that are not packaged in original shipping material.

Check that all Items are Present

The following items are packed in the box. If any items appear to have shipping damage, contact our Sales Department.

- POSjet[®] 1000 Printer
- Ink Cartridge(s)
- Paper Roll (located under the paper cover)
- PowerPocket[®] Power Supply located in cabinetry base (optional)
- AC Power Cord (optional)

Keypad Controls and Indicator Lights



Keypad Controls

New Cartridge Button

The New Cartridge Button is primarily used when replacing a low ink cartridge with a new cartridge. In addition to this, the New Cartridge Button is used in conjunction with other buttons to initiate a variety of other printer functions.

Feed Button

The Feed Button is used to advance paper. The Feed Button will feed one line of paper if pressed momentarily, or advance paper if pressed and held.

Keypad Indicator Lights

Power Indicator Light

The power indicator light becomes active when the printer is turned ON. If the power indicator, and the error indicator are blinking, the printer is experiencing a non-recoverable error.

Error Indicator Light

The error indicator light becomes active when the printer has an operational error.

Paper Indicator Light

The paper indicator light shows the paper status. If the paper indicator and error indicator lights are both lit, the printer is out of paper.

Left and Right Cartridge Indicator Lights

The left or right cartridge indicator light will blink if the corresponding ink cartridge is low.

For more information about keypad controls and indicator lights, refer to our on-line Operator's Guide.

Using Keypad Controls

Do not unplug the printer from its power source. Instead, turn the printer OFF by pressing and releasing the

* button. Doing this prepares ink cartridges for periods of inactivity. Turning the printer OFF maximizes the time the ink cartridge(s) can be left without being used. If the AC power cord is removed from the printer for longer than 24hrs., the ink on the face of the cartridge(s) may dry and block the print jets. If the print jets are plugged, the cartridge will have to be replaced. When the printer is turned OFF, it can sit unattended for extended periods without degrading the print cartridge(s).

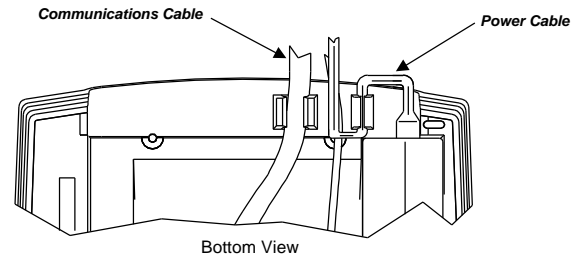
Verifying Printer Settings

When your printer was shipped from our facility we included a configuration receipt in the paper roll cabinetry. Use this receipt to compare your printer's settings to your system's requirements. Specific attention should be given to Emulation Settings, Baud Rate and other RS-232 Interface Settings (serial devices only). If these settings are different from what your system is running, you may experience inconsistent communications.

Startup Information

Connecting Communication Cable and Power Cord

Depending on the interface your system uses, connect the serial, parallel or USB communication cable to the appropriate connector on the back of the printer.

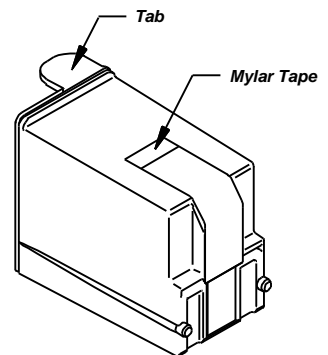


Connecting the Power Cord to Power Supply

1. Connect the power cord to the power supply (if ordered) on the back of printer. **If power is provided by host**, plug the cord directly into the printer's power connector.
2. Route the power cord as shown in the above drawing so that the cable restraints will protect against accidental unplugging of the printer.

Installing New Ink Cartridges (refer to label on inside of cabinetry)

1. Turn the printer on.
2. Remove new ink cartridge from pouch and peel off mylar tape. Do not touch cartridge's metallic connector area with your fingers. Touching this surface contaminates the connector.
3. Open front cover of printer and pull down blue cartridge latch(es).
4. Take out old ink cartridge(s). Place new cartridge(s) into carriage. Hold round tab to ensure clean installation. Black cartridges go into left carriage. Color cartridges go into right carriage. (Tab faces front of printer.)
5. Close blue latch(es) and both printer covers.
6. Initialize ink status by pressing NEW CARTRIDGE button.



Loading New Paper Roll (refer to label on inside of cabinetry)

1. Turn the printer on and open the rear paper cover.
2. Insert new paper roll so that paper unwinds from the bottom and the leading edge of the paper rests on top of the front cover. Make sure paper is to the top front edge of the front cover.
3. Close the rear paper cover. The paper will automatically load through the feeding mechanism.

Printer Testing and Configuration

Entering Self-Test Mode

Self-Test Mode allows you to perform a series of tests which show if the printer is functioning correctly. Self-Test also allows you to print a summary of how your POSjet is currently configured. Press and release the * button to turn the printer OFF. (the power indicator will be off). Press and hold the NEW CARTRIDGE button. While holding the NEW CARTRIDGE button, press and release the * button. When the red error indicator light blinks, release the NEW CARTRIDGE button. Follow the directions printed on the receipt to cycle through and select the desired TEST option.

Using Configuration Mode

Configuration Mode, like Self-Test Mode, allows you to print out a summary of your printer's configuration settings. Configuration Mode will also allow for these settings to be changed and saved. TransAct recommends that only trained Installation Technicians or System Engineers attempt to modify your printer's configuration settings. To enter this mode, unplug the AC power cord from the printer. Press and hold the FEED button and plug the AC power cord back into the printer. Continue to hold the Feed button until the Error Indicator light blinks.