

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 Technical Support section you can find documentation for the Ithaca 8000 Printer, including a current copy of the 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 Ithaca 8000 Printer. It also provides complete listings of printer commands and gives explanations on how the printer recognizes those functions.

Contacting TransAct's Ithaca Facility

Contact TransAct's Ithaca facility for information about the Ithaca 8000 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
CSA 950
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) 748-4222). When calling by phone, please ask for the Sales Department.

Supplies	Part Number:
<i>Thermal Receipt Paper</i>	
24 Roll Case (Standard)	100-04410
24 Roll Case (Premium)	100-9109
48 Roll Case (Red/Black)	100-04400
48 Roll Case (Blue/Black)	100-04401
24 Roll Case (label)	100-06933

Power and Communication Cables

Power Supply	
24V Power Supply (2 wire)	98-05487L
24V Power Supply (3 wire)	98-05423

Power Cables	
110V Power Cable (USA) 2 wire	98-02174
110V Power Cable (USA) 3 wire	98-05427
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 Cables	
9-pin Female to 9-pin Female	10-2020
9-pin Female to 25-pin Female	10-2021

Drivers and Utilities Available

Ithaca 8000 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 Print Driver and Documentation	98-9171

Windows® 2000/ NT 4.0/ XP 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
POSjet®/iTherm® Color Image Converter	100-02379

Support Services and Warranty

Warranty Information

TransAct's Ithaca 8000 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) 748-4222. 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:

- 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.

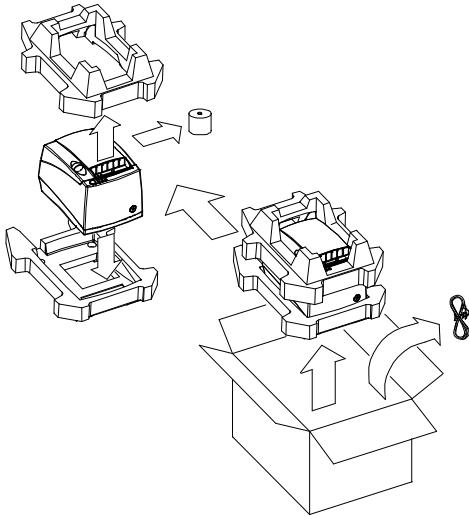
Shipping Printers

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.

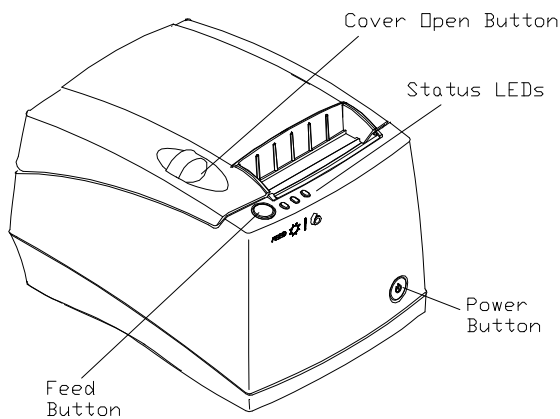
Check that all Items are Present

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

- Ithaca 8000 Printer
- Paper Roll (optional)
- Power Supply (optional)
- AC Power Cord (optional)



Keypad Controls and Indicator Lights



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.

Power Button

The Power Button is used to turn power on and off to the printer.

Cover Open Button

The Cover Open Button opens the Paper Cover.

Status LEDs

There are three (3) status LEDs on the top of the printer.

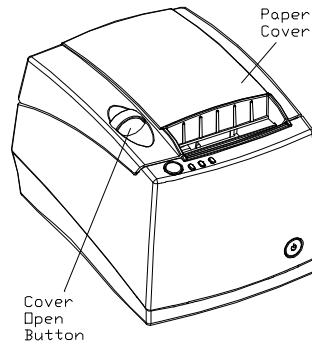
- Power status
- Error Status
- Paper status

Cash Drawer Connection

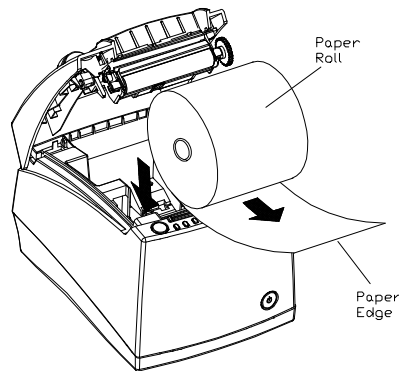
When connecting the Cash Drawer to the printer, make sure the Cash Drawer in your system matches the cash drawer driver type configured in the Ithaca 8000 printer. You can check this by looking at the Caution label on the bottom of the printer. It indicates what the cash drawer configuration is for the printer.

Startup Information

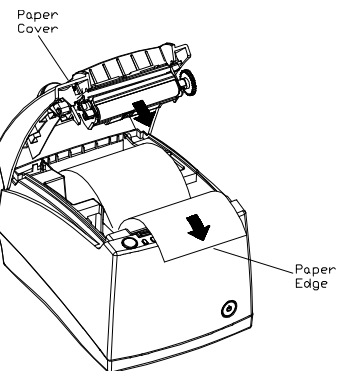
Installing the New Paper Roll



1. Open the paper cover by pressing the cover open button.



2. Place the paper roll, so the paper unwinds from the bottom (front).



3. Close the cover.

Testing the Printer/Verifying Printer Settings

You may want to test the printer (self-test) to ensure that it is running properly. Run the self-test after loading the paper, but before connecting it to a host system. If the characters do not print properly check to make sure the paper is installed correctly. If the printer is still not working correctly, contact your dealer or the Technical Support Department at TransAct.

Entering Self-Test:

1. Plug one end of the AC power cord into the printer (equipped with internal power), and plug the other end into a grounded three-prong power socket.
2. Open the printer's paper cover.
3. Insert a roll of paper into the printer. Leave some paper sticking out, and close the paper cover.
4. Depress the Feed Button while pushing the Power Button to apply power to the printer.
5. The printer will print a configuration receipt. Use this receipt to compare your printer's settings to your system's requirements. Specific attention should be given to the Emulation Settings, Baud Rate, and other RS-232 Interface Settings (Serial Interface). If these settings are different from what your system is running, you may experience inconsistent communications.