



**A JCM Product
Quick Reference Guide**

GEN2U™ Printer



NOTE: Due to advancements in related industry technologies and future product development, the information in this guide is subject to change without notice.

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GEN2U™ Printer

QUICK REFERENCE TROUBLESHOOTING GUIDE

Introduction

This Quick Reference Guide is designed for use with the GEN2U line of Printers (Figure 1).



Figure 1 Typical GEN2U Printer

This Guide covers the set-up and use of the following Printers:
PSA-66-ST2.

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Operator Indicators (LED) And Controls

The GEN2U™ Printer features a Keypad with LED Status Indicators and a **FEED** Button (Figure 2). Printer Status indicators include a Front Bezel Light and the four (4) Keypad LEDs. Refer to Table 1 below for GEN2U Keypad LED Status Codes.

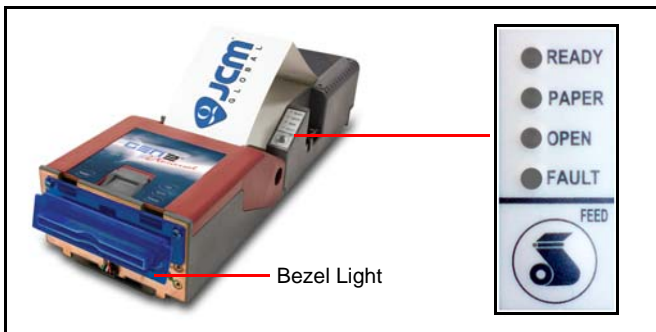


Figure 2 GEN2U Printer Keypad, LEDs and FEED Button

Table 1 GEN2U Keypad LED Status Codes

Condition	Ready	Paper	Open	Fault
Powered OFF				
Ready	Blinking			
Flushed				
Paper Out				
Head Up or Ticket Module Open				
Temperature Error				
Voltage Error				
Print Head Error				
Missing Index Marker				
Paper Jammed				Blinking

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BEZEL OPERATION

Table 2 identifies the Front Bezel Display indications, which allow you to determine the Printer Status from a distance.

Table 2 GEN2U Bezel Display Status Indicators

Bezel Display	Status
Solid On	Printer Idle and Ready
Slow Blink	Paper Low or Printer Error
Fast Blink	Ticket Printing/Ticket In Chute
OFF	Printer Power Off

Self-Test Procedures

The Self-Test Procedures can be used to print a “Configuration Ticket” and verify that the GEN2U Print function operates normally. The “Configuration Ticket” can be used to check print quality.

To run a Self-Test, press and hold down the **FEED** button during Power-up until the Configuration Ticket starts to print (Figure 3):

Model Number	SYSTEM Model:	PSA-66 USB Rev A.	Resident Ticket
	Firmware:	GUU0010432 2006-05-17	Template Package
System Communications Setup	COMMUNICATION Interface:	USB 2.0 Full Speed	Version
Print Control Parameters	PRINT CONTROL Darkness Control:	+0.0	
	Black Bar Index:	Enabled	
	Print On Demand:	Disabled	
	Auto Sleep Timer:	Off	
Amount of Memory	SYSTEM RESOURCES FLASH - Used:	00000	
	- Free:	066536	
	LIBRARY INVENTORY Templates:	0,1,2,3,4,5,6,7,8,9,A,B,x,x	List of fonts available in the printer by TCL page mode
	Fonts:	1,2,3,4,5,6,7,8,9	

Figure 3 GEN2U Printer Configuration Ticket

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PRINTER SENSOR FUNCTIONS

There are six (6) primary Sensor functions on the GEN2U Printer. Bezel light and Keypad LEDs may indicate a Sensor-related error condition (refer to Table 3).

Table 3 GEN2U Printer Sensor Status

Sensor	Location/Description
Paper Out	Located in the Print Head, Paper Out indicates that paper is not loaded in the GEN2U Printer.
Paper Low	Located in the Paper Tray, Paper Low indicates that less than two (2) Tickets are detected in the GEN2U Printer.
Paper Taken	Located in the Presenter Chute, Paper Taken indicates that a Ticket remains in the Presenter Chute.
Drawer Open	Located on the CPU Board, Drawer Open indicates that the Printer is not seated properly in the Host Machine.
Platen Engaged	Located in the Print Head, Platen Engaged indicates that the Printer Platen is correctly positioned.
Printer Lid Open	Located in the Print Head, Printer Open indicates that the Printer Lid is open.

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PRINTER ERRORS

Most Printer Errors occur due to paper running out or user intervention. See Table 4 below for Error Descriptions and recommended solutions. Refer to Figure 2 and Table 1 (Page 3) for Error Indicators.

Table 4 GEN2U Printer Errors

Error	Description	Remedy
Paper Out	Paper is not detected.	Load new paper stack.
Head Up or Open	The Printer Lid is open, or the Print Head Release Lever is open.	Close the Printer Lid or close the yellow Print Head Release Lever.
Temperature	Operating Temperature exceeds limits.	Determine cause of high temperature, let unit cool down.
Voltage	Power Supply voltage exceeds acceptable range.	Check cabling, apply correct power level.
Print Head	Error due to connectivity or interface issue with Print Head.	Power cycle and reset printer. If error recurs, service the printer.
Missing Black Index	The Black Index Mark is not detected.	Ensure paper meets specifications and is loaded correctly.
Paper Jam	Error in Paper path as Ticket is presented.	Open Printer Head, inspect for jammed Ticket.

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UPDATING FIRMWARE ON THE PRINTER

To update Firmware on the GEN2U Printer:

1. From your PC Desktop, launch the FutureLogic Device Firmware Upgrade Application (FLDFU) (Figure 4).

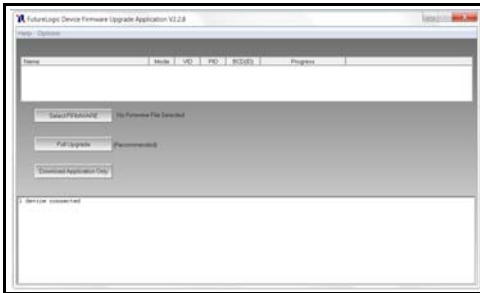


Figure 4 FutureLogic Device Firmware Upgrade Application UI Window

2. Make sure the GEN2U Printer is powered ON.
3. Connect a USB cable from the PC to the Printer's USB port (right side).



NOTE: A USB Hub is recommended. Connect the USB Hub between the PC and the GEN2U Printer.

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- To verify communication between the GEN2U Printer and the Device Firmware Upgrade Application, look for the Printer Detected indicator (Figure 5 a) in the window.

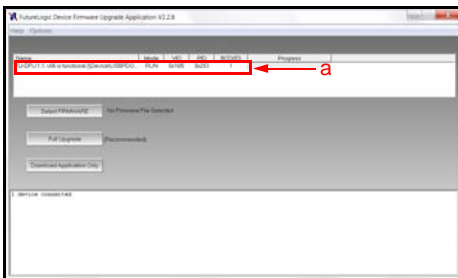


Figure 5 "Printer Detected" Indicator

- Click the Select FIRMWARE button to select the desired Firmware Upgrade file to be downloaded (Figure 6 a).

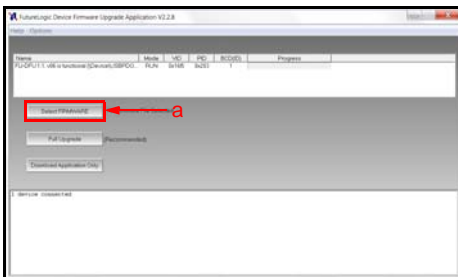


Figure 6 Click Select Firmware

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- From the Firmware Upgrade window (Figure 7), click on the desired Firmware update file (Figure 7 a) to be downloaded to the Printer. Click the Open button (Figure 7 b) to continue.

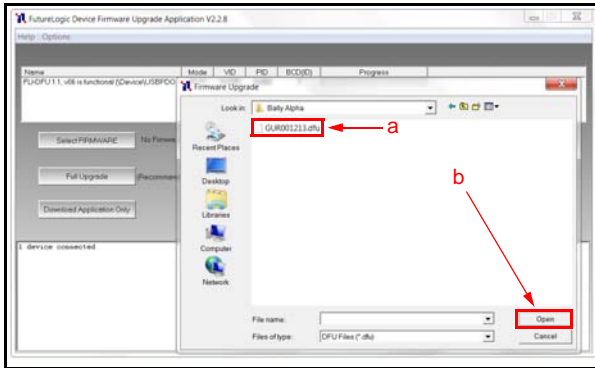


Figure 7 Select the Firmware File to Download

- Click the Full Upgrade button (Figure 8 a).

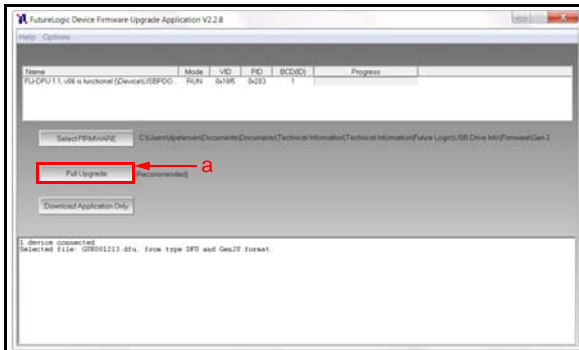


Figure 8 Select the Full Upgrade Button

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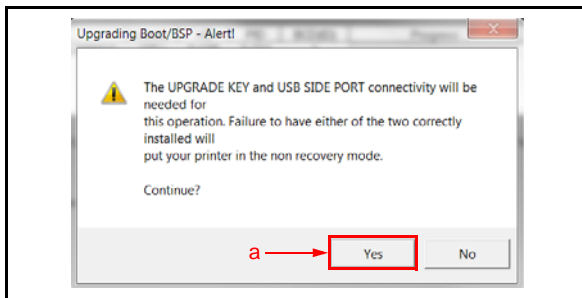


Figure 9 Upgrading Boot/BSP Alert! Screen



NOTE: If the “Upgrading Boot/BSP - Alert!” message appears (Figure 9), the Upgrade Key must be installed to complete the Upgrade. To do so:

- 1. Remove the Rubber Cap from the 4-Pin Connector (on the Printer’s right side).*
- 2. Insert the Upgrade Key into the 4-Pin Connector (Figure 10 a).*
- 3. Click Yes in the Upgrading Boot/BSP-Alert! dialog box (Figure 9 a).*

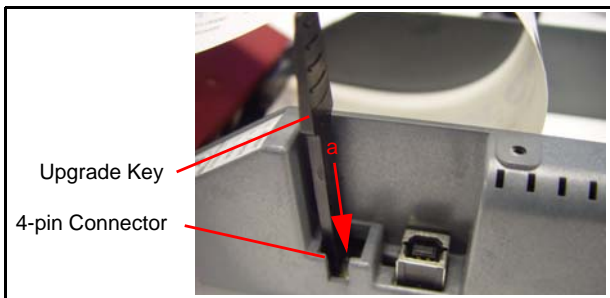


Figure 10 Inserting Upgrade Key in 4-pin Connector (Right side)

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8. When the Download has completed, power down the Printer.
9. Press and hold the FEED button (refer to Figure 2) and apply power to the Printer. Continue to hold the FEED button until the Configuration Ticket starts to print.
10. Verify that the Firmware version printed on the Configuration Ticket matches the version downloaded to the Printer.

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ABOUT THE JCM PRINTER BASIC DRIVER

The JCM® Printer Basic Driver allows full testing of a connected Printer.

CONNECTING TO THE JCM PRINTER BASIC DRIVER

To connect to the JCM Printer Basic Driver:

1. Click the Start Button on the PC Desktop, then click on Programs.
2. Scroll down to JCM, then click the JCM Printer Basic Driver icon.
The JCM PRINTER BASIC DRIVER Opening Screen appears (Figure 11).
3. Select the PROTOCOL (RS-232 or Netplex) and PORT NUMBER.



NOTE: Printers supporting USB Communications also have RS-232 Active. Test connectivity using an RS-232 connection.

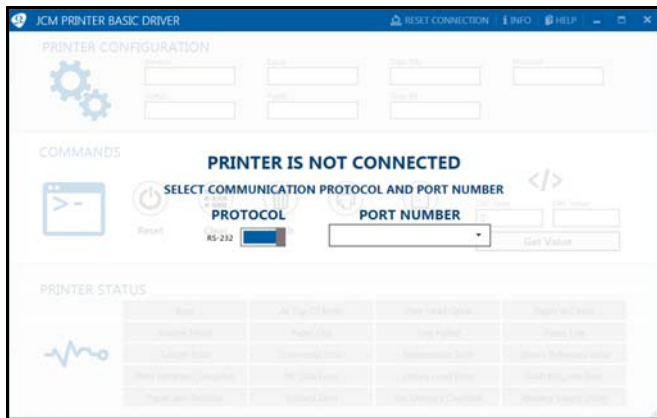


Figure 11 JCM Printer Basic Driver Opening Screen

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JCM PRINTER BASIC DRIVER MAIN SCREEN

The JCM Printer Basic Driver Main Screen (Figure 12) displays three main sections:

1. PRINTER CONFIGURATION (Figure 12 a)
2. COMMANDS (Figure 12 b)
3. PRINTER STATUS (Figure 12 c)

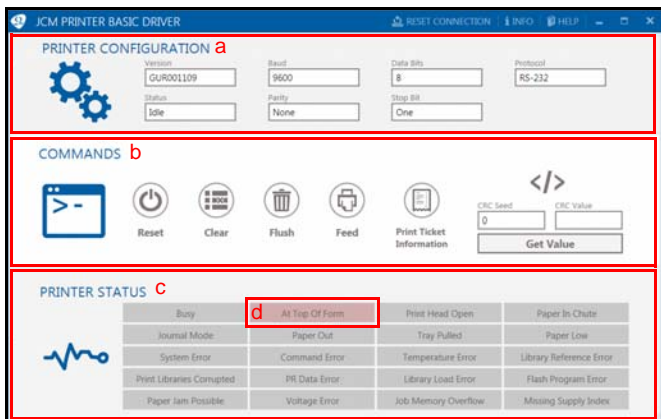


Figure 12 JCM Printer Basic Driver Main Screen



NOTE: Descriptions of these features appear on Page 14.

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PRINTER CONFIGURATION (Figure 12 a)

This section displays the current Printer Configuration, including Version, Firmware Installed and Communication Setup parameters

COMMANDS (Figure 12 b)

This section provides the following functional checks:

- Reset - Performs a reset of the Printer
- Clear - Clears Warning and Error Status
- Flush - Deletes the Firmware on the Printer
- Feed - Feeds one blank Ticket
- Print Ticket Information - Prints a Test Ticket with Printer Information, Printer Communication Settings, Character Set and a Test Barcode
- Get Value - Retrieves the Printer CRC information

PRINTER STATUS (Figure 12 c)

This section displays the current status of the Printer.



NOTE: Any active condition appears highlighted in RED (Figure 12 d)

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PREVENTIVE MAINTENANCE

To ensure high performance printing quality, the GEN2U Printer must be cleaned periodically using the following methods:

- Perform the Cleaning Card Method every three (3) months.
- Manual Cleaning should be performed every six (6) months.



NOTE: The Cleaning Cycle may need to be changed, depending on operating environment conditions. Smoke-filled and/or dusty environments require more frequent Cleaning Cycles.

Cleaning Supplies

Table 5 Required Supplies

Description	Part No.
Cleaning Kit, Bagged	P/N 350-00292-100*
Isopropyl Alcohol (I.P.A.) 99% or greater	N/A
Non-Flammable Compressed Air	N/A

* Cleaning Kit includes (10) Cleaning Swabs (P/N 350-00291-100), (10) Cleaning Wipes (P/N 350-00259-100) and (10) Cleaning Cards (P/N 350-00287-100).

CLEANING THE PRINTER (CLEANING CARD METHOD)

To clean the Printer using the Cleaning Card Method:

1. Slide the Printer out of the EGM.
2. Remove Tickets from the Printer's Paper Tray (see Figure 13 a on page 16).
3. Verify that the Printer is powered ON.
4. Remove the Cleaning Card from its package.
5. Insert the Cleaning Card into the Ticket-In Slot (see Figure 13 b on page 16). The Cleaning Card will feed into the Slot up to the loading point.
6. Press the FEED button to feed the Cleaning Card through the Paper Path.
7. Remove the Cleaning Card from the Printer.
8. Turn the Cleaning Card over.
9. Repeat Steps 5 through 7 for a second cleaning cycle.
10. Reload the Tickets.
11. Feed at least two (2) Tickets through the Printer to wipe off excess moisture on the Print Head.

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Manual Cleaning

Use the following procedure for Manual Cleaning of the Printer:

1. Slide the Printer out of the EGM.
2. Remove Tickets from the Printer's Paper Tray (Figure 13 a).

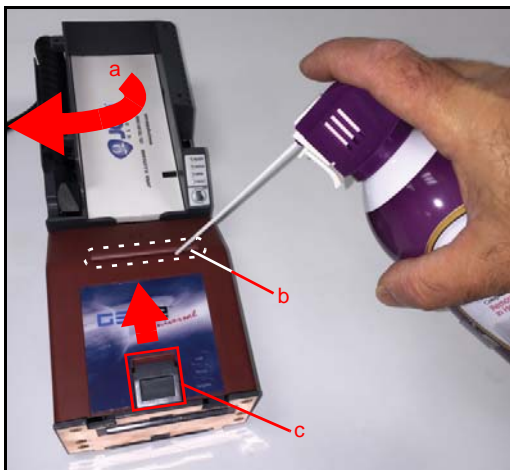


Figure 13 Cleaning the Ticket-In Slot w/ Compressed Air

3. Press the Lid Release Lever toward the rear of the Printer to release the lid (Figure 13 c).
4. Rotate the Lid up in the direction indicated by the red arrow (refer to Figure 14 a on page 17) to access the Printer interior.
5. Use Non-Flammable Compressed Air to blow out excessive dust and dirt from the following areas within the Printer:
 - Ticket-In Slot (Figure 13 b)



NOTE: Insert the Compressed Air canister's tube into the Ticket-In Slot approximately 1 inch from the right edge of the Slot.

- Presenter Assembly (refer to Figure 14 b on page 17)
- Print Head (refer to Figure 15 b on page 17)
- Paper Tray (Figure 13 a)

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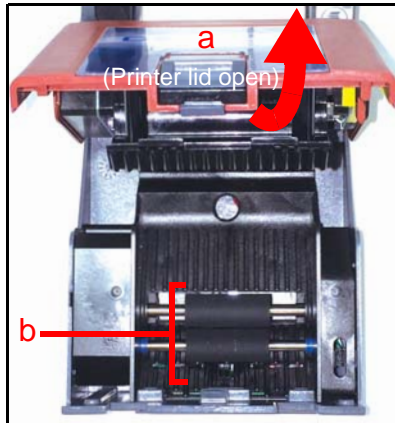


Figure 14 Presenter Assembly

6. Open the Print Head Release Lever (Figure 15 a).
7. Clean the Print Head (Figure 15 b) using a Cleaning Swab (Figure 15 c).

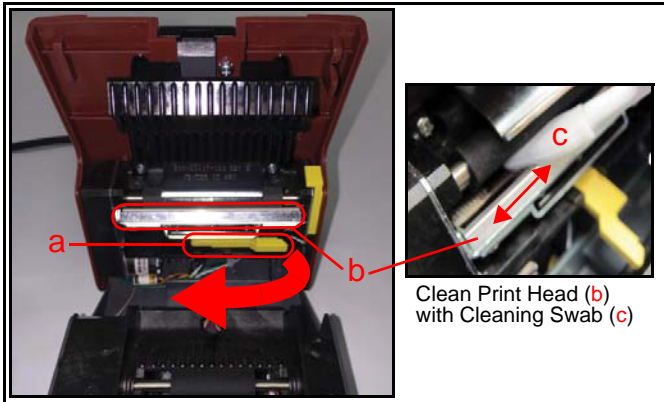


Figure 15 Print Head Release Lever/Print Head

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8. Clean each of the Sensors using a clean Cleaning Swab (Figure 16).

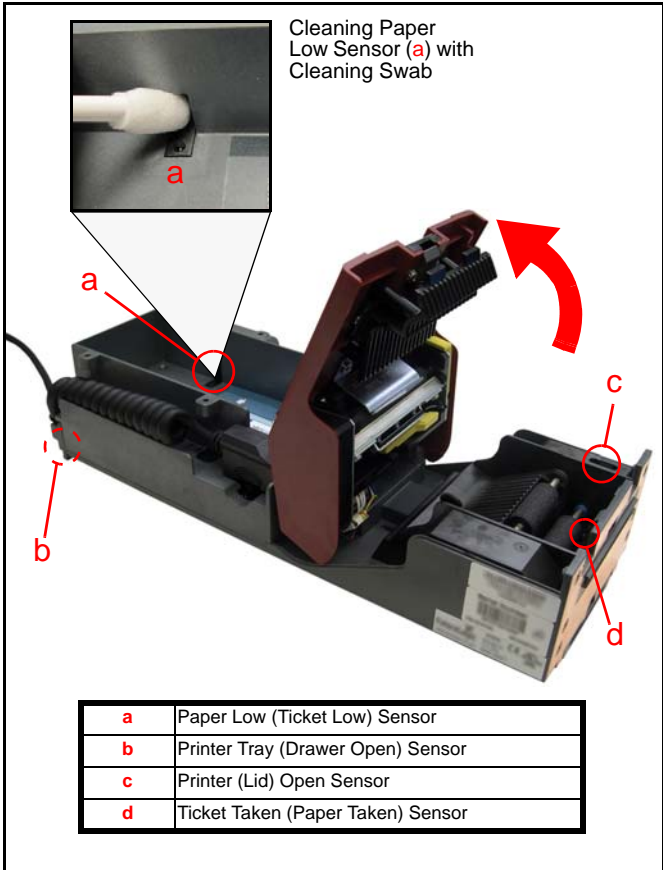


Figure 16 Sensor Locations

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- Use a Cleaning Wipe to wipe and clean the Platen Roller (Figure 17 a). Rotate the Roller to clean the Roller's entire circumference.

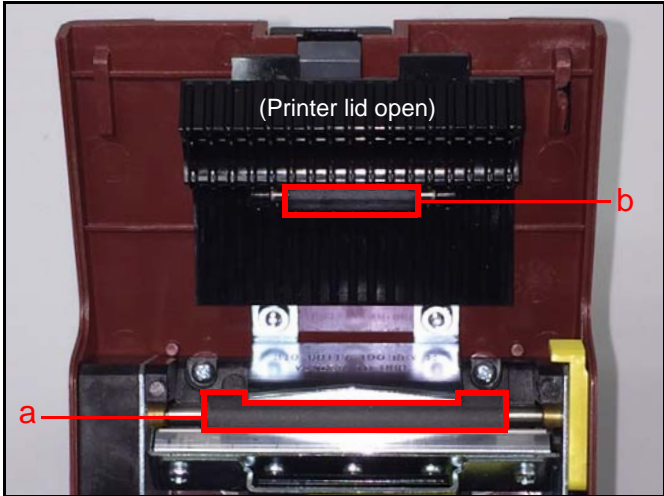


Figure 17 Platen Roller/Pinch Roller

- Close the Print Head Release Lever (refer to Figure 15 a on page 17).
- Use a Cleaning Wipe to wipe and clean the Upper Pinch Roller (Figure 17 b).

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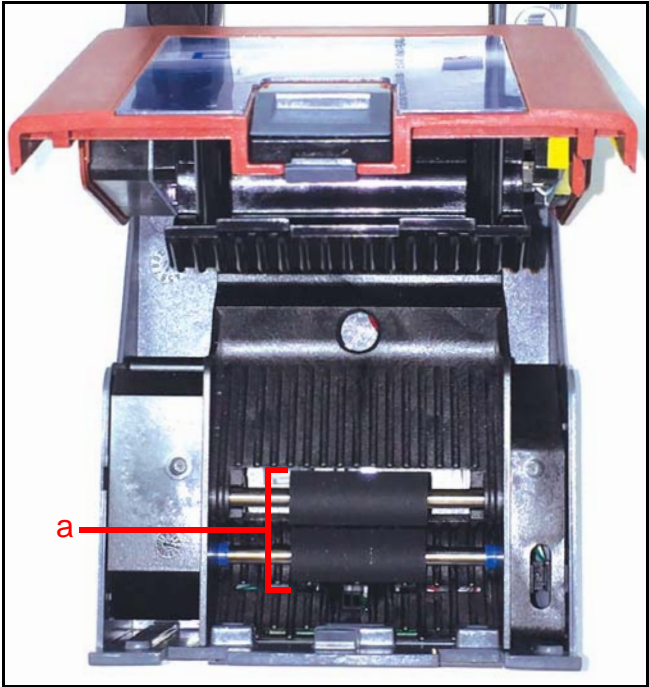


Figure 18 GEN2U Printer Presenter Rollers

12. Wipe and clean the Presenter Rollers (Figure 18 a) with a Cleaning Wipe.
13. Use a clean, dry Micro-fiber cloth to wipe excess liquid from all surfaces.
14. Reload the Tickets.
15. Slide the Printer into the EGM.

GEN2U™ Printer

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