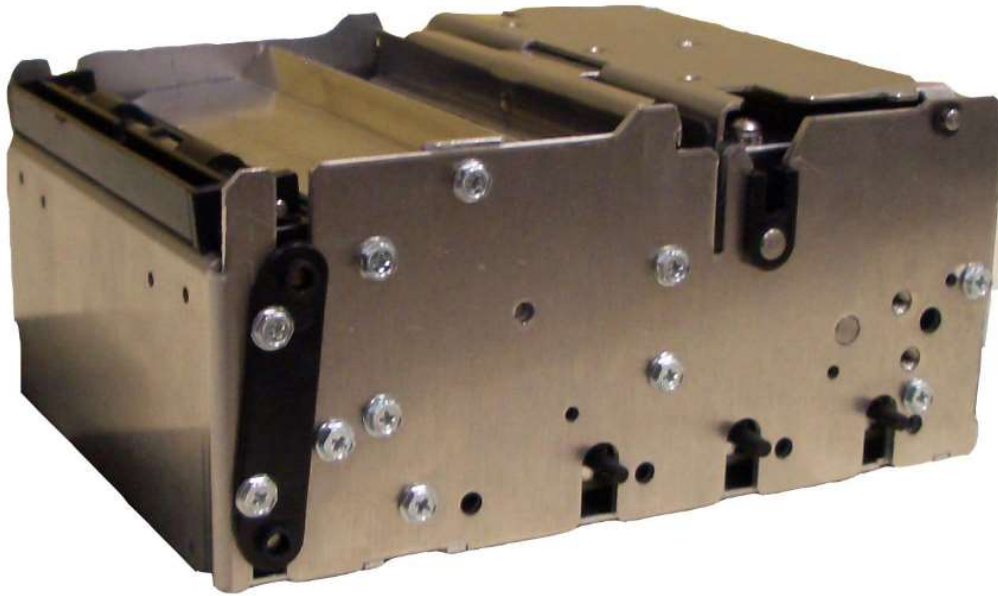
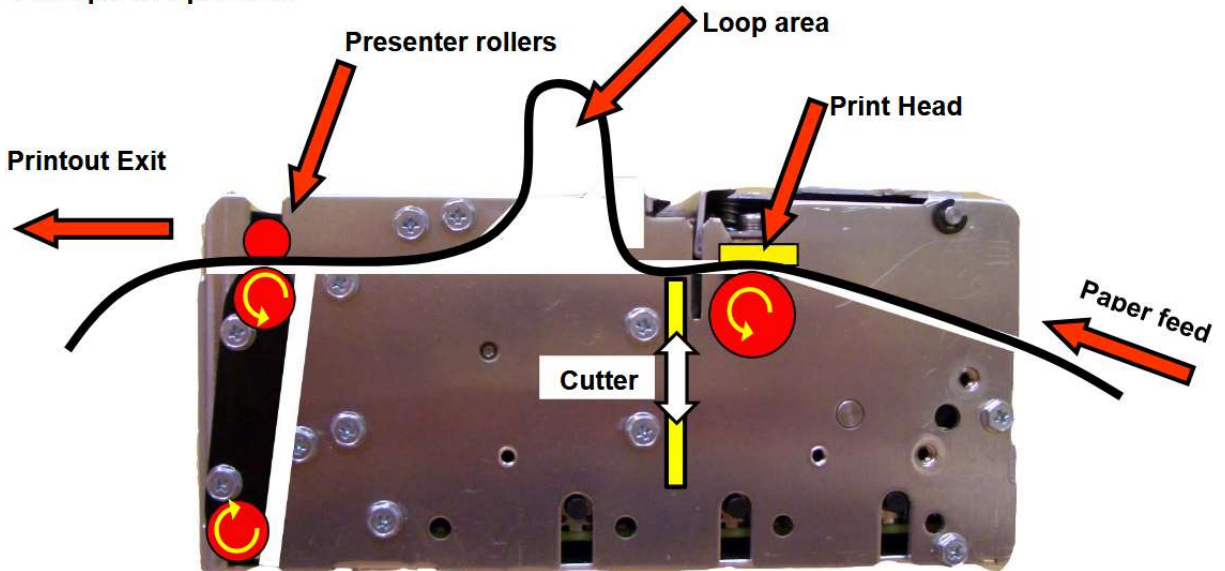


TSWA Gen II Kiosk Printer Operation/Maintenance Guide



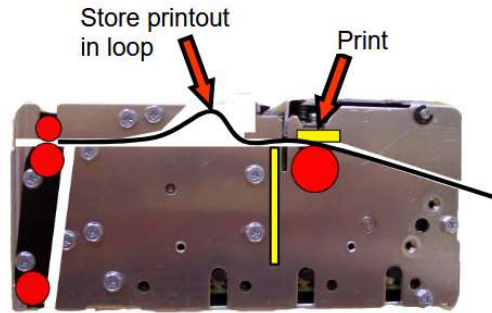
Printer Overview

Principle of Operation

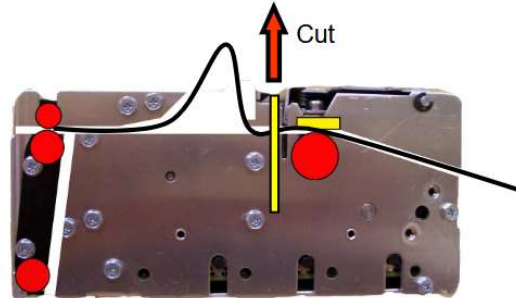


TSWA Gen II Kiosk Printer Operation/Maintenance Guide

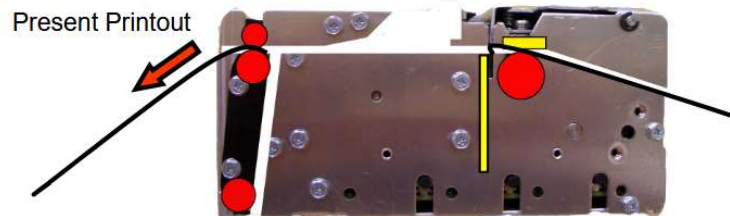
- **PRINT**– It handles documents of various lengths by storing the printed media in a loop.



- **CUT** – It holds the printout until fully printed and cut before presenting the completed printout to the customer.

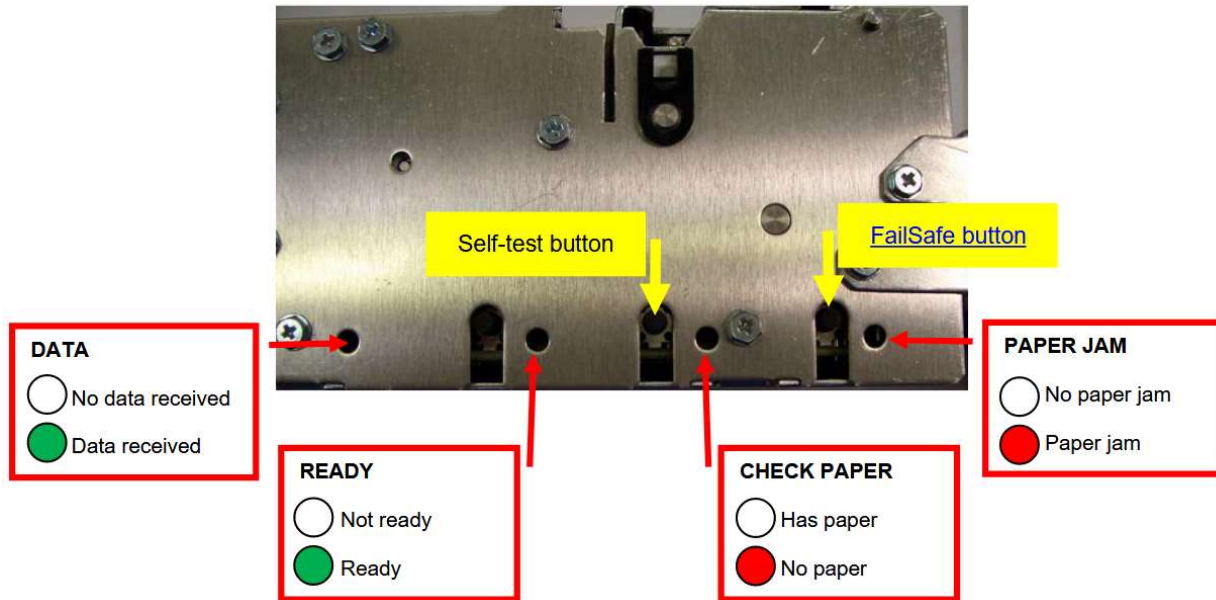


- **PRESENT** – The printout is presented to the customer.



TSWA Gen II Kiosk Printer Operation/Maintenance Guide

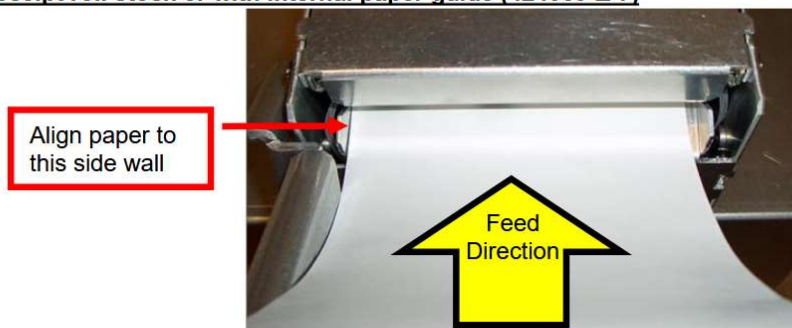
Controls & Sensors



Paper Loading

1. Plug the power pack into the printer and the printer will automatically turn on when the AC cord is plugged into the AC cord. The red **CHECK PAPER** LED will be illuminated. You will also hear the cutter knife cycle during this time.
2. The leading part of the media should have a clean edge and be as flat as possible. If the media is curled upwards then it will need to be flattened prior to loading into the printer. Begin loading the media through the entrance slot with a smooth motion until it comes to a stop (at this point the stock is between the thermal head and platen). Keep pressure against the stock and the printer will automatically feed the ticket stock.

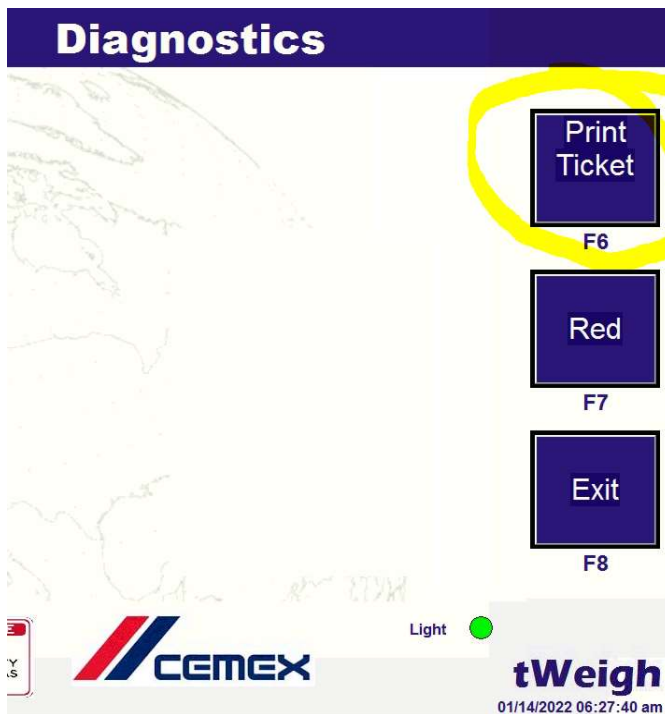
Receipt roll stock or with internal paper guide (424069-Z-7)



TSWA Gen II Kiosk Printer Operation/Maintenance Guide



3. After loading the paper, press the middle button on the side of the printer to perform a test print. If the print successfully prints a test ticket, repeat this step 5 or 6 times to ensure that the paper is feeding properly. If the internal printer test tickets work properly, close the kiosk door and hit the CTRL and the F12 keys at the same time on the kiosk keyboard. This activates the Kiosk diagnostics screen, use the "F6 Print Ticket" button to print a tWeigh test ticket. Print a couple of these successfully and you are ready to go.



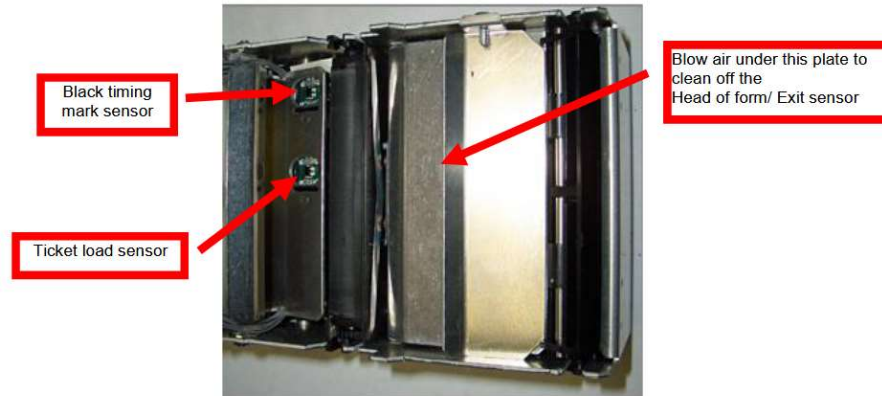
TSWA Gen II Kiosk Printer Operation/Maintenance Guide

Maintenance

Sensors

There are three optical sensors (opto) which are responsible for detecting where the ticket stock is as all times.

Once a year the sensors should be blown off with air. This interval will vary depending upon the environment and the quality of the ticket stock.



PLEASE NOTE: Printers dedicated to the use of media without a black timing mark (receipt mode), will not have a black timing mark sensor.

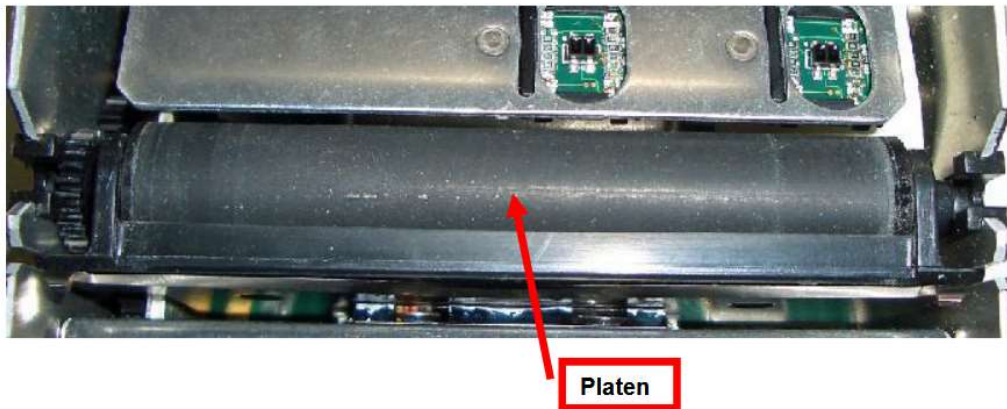
CAUTION: Exposure of these sensors to direct sunlight, incandescent or infrared lighting sources will lead to possible reliability issues. These light sources can come from various sources and the printer should be shielded from them. For example, exposure to direct sunlight (possibility to the location of a kiosk vent) will affect the printer's sensors that may lead to reliability issues. Basically, these sources blind the sensors.

TSWA Gen II Kiosk Printer Operation/Maintenance Guide

Platen Roller

The Platen (rubber drive roller) should be cleaned once a year to prevent paper dust from building up on the roller. (NOTE: The platen may require more frequent cleaning in dusty environments or when using inferior ticket stock.)

1. Disconnect AC cord from the power pack to turn off the printer.
2. Unlock the cam lock lever and remove head mounting assembly/thermal head. (Refer to section [9.2 Thermal Print Head](#)).
3. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the rubber roller.
4. Clean only the part of the rubber roller where the ticket stock makes contact.
5. Rotate the rubber roller clockwise a little and repeat step 4; continue in the same manner for one full revolution of the rubber roller.
6. Lock the head mounting assembly/thermal head back in place. Printer is now ready for normal operation.



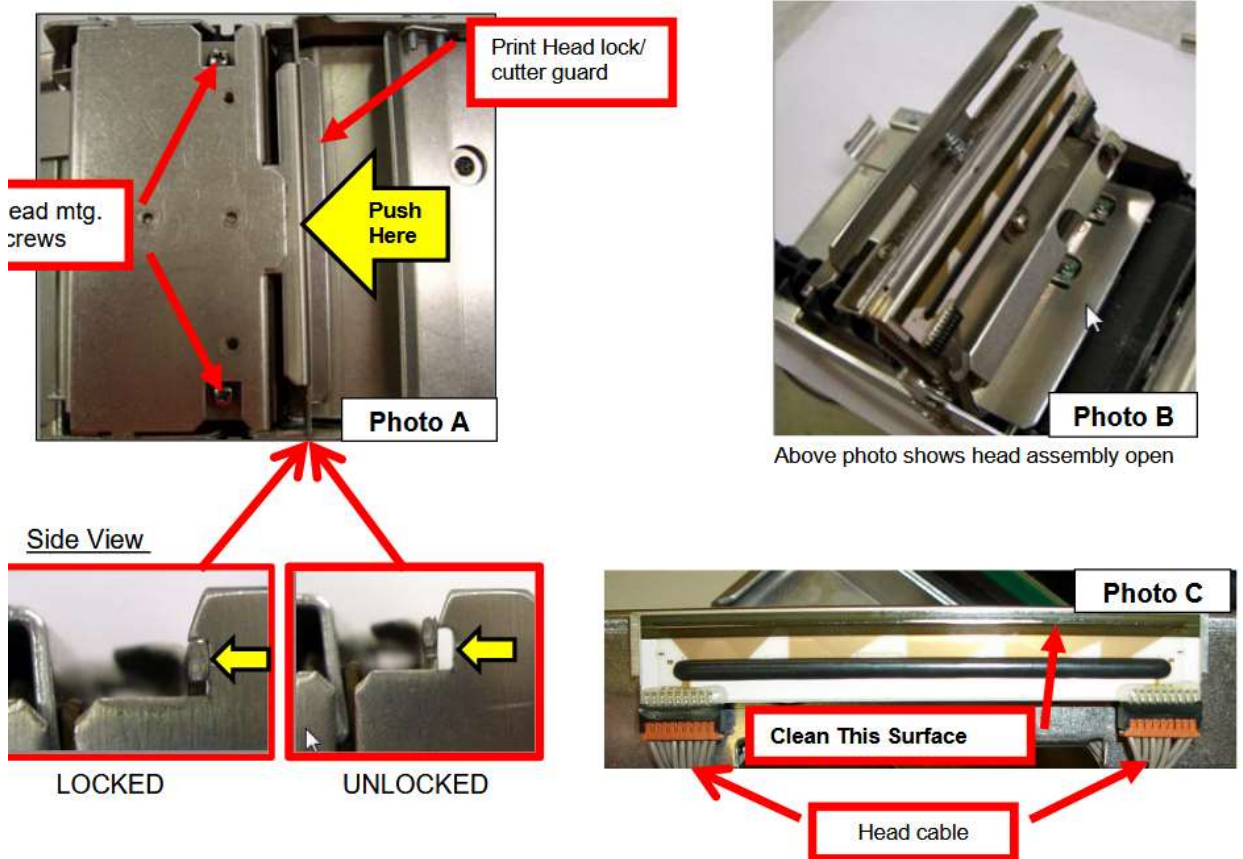
TSWA Gen II Kiosk Printer Operation/Maintenance Guide

Thermal Print Head

The print head should be cleaned periodically to prevent debris from building up on the print element. The required cleaning interval varies greatly depending on the quality of the ticket stock and the amount of dust entering the print area. Excessive dirt builds up on the print head will result in reduced quality. Continuing to run the print head in a dirty condition will reduce its life expectancy, as it is unable to diffuse heat properly.

The thermal print head can easily be accessed for cleaning or replacement, as follows:

1. Disconnect AC cord from the power pack to turn off the printer.
2. **DO NOT UNPLUG CABLE FROM PRINT HEAD.**
3. Open the print head by push back on the Print Head lock/ cutter guard to unlock the print head. **Photo A**
4. Lift up on the head mounting assembly/ thermal head and tilt back. **Photo B**
5. Clean the thermal print head surface (the side that makes contact with the paper) with isopropyl alcohol. **Photo C**
6. Gently lower the head mounting assembly/ thermal head and push down to center to lock in place.
7. The printer is now ready for operation. If the print quality is still poor then the thermal head needs to be replaced.
8. To replace print head (part number 200C3), gently remove the two head cable connector from print head and then remove print head from mounting plate by removing two Philip head screws.



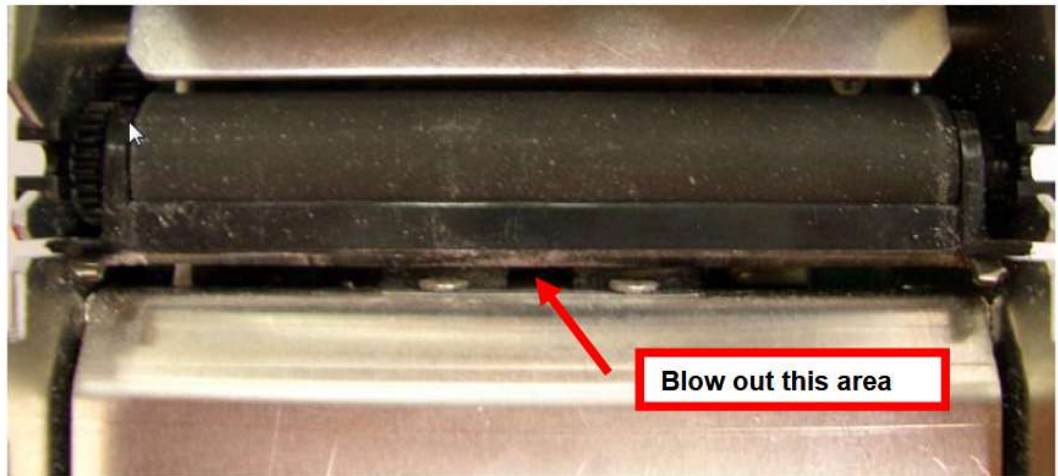
TSWA Gen II Kiosk Printer Operation/Maintenance Guide

Cutter System

The BOCA cutter system is a fully integrated cutter knife mechanism powered by a stepper motor. The cutter requires no adjustments and is rated for approximately 750,000 cuts. Please be aware of the following:

Wait five seconds before feeding ticket stock into the printer after power up. During this time the cutter knife will move up and down. If ticket stock is fed into the printer before five seconds, a ticket jam could occur.

The cutter area should be blown out with air periodically to prevent debris from building up inside the cutter area. The required cleaning interval varies greatly depending on the quality of the ticket stock and the amount of paper dust entering the cutter area.



TSWA Gen II Kiosk Printer Operation/Maintenance Guide

Troubleshooting Guide

This is a simplified troubleshooting guide listing some of the typical problems. It is not intended to provide technical details or repair methods, but can serve as a guide to fault isolation in the field. **As a safety precaution, all service to the printer should be done by qualified persons with power off and the AC cord unplugged from the printer. Following any procedure requiring the removal of covers and/or doors, please verify that they have been properly attached and fastened prior to operating the printer.** If you need additional help, please visit the link below

www.bocasystems.com/onlinesupportform.html

1. **NO OPERATION, LED'S DON'T LIGHT UP UPON POWER UP**
 - a. Unplug the AC cord from the power source and wait 30 seconds then plug it back in.
 - b. Check the power cord for proper installation at both ends.
 - c. Check that there is power at the AC outlet.
 - d. Replace the 24 VDC power supply.
 - e. Contact your system provider or [BOCA](#) for further assistance.

 2. **POWER IS ON BUT NO OPERATION**
 - a. Make sure the stock is being loaded properly into the printer. Consult section [5.0 Ticket Load Procedure](#).
 - b. Perform routine maintenance on the printer. Consult section [9.0 Maintenance](#)
 - c. If cutter knife does not go up and down after power up, See # 6.
 - d. Default the printer settings. With the printer powered off, hold down the center TEST button and then power up the printer. Keep the TEST button held down for 10 seconds and release (printer will reset).
 - e. Contact your system provider or [BOCA](#) for further assistance.

 3. **POWER IS ON BUT TICKET WILL NOT LOAD**
 - a. See # 2
 - b. Make sure the print head/cam lock assembly is fully locked in the closed position.
Consult [Thermal Print Head](#) section.
 - c. Check that the ticket stock is being loaded correctly. Consult [6.0 Ticket Load Procedure](#) section.
 - d. If using the paper guide then make sure the slider bar is properly adjusted for the width stock being used.
Consult [6.1 Ticket Width Adjustment](#) section
 - e. Make sure the printer is not exposed to direct sunlight, incandescent or infrared lighting source.
 - f. Contact your system provider or [BOCA](#) for further assistance.

 4. **ERRATIC CUT POSITION**
 - a. Clean off the opto sensors. Consult [9.1 SQ Optical Sensors](#) section.
 - b. If using the paper guide then make sure the slider bar is properly adjusted for the width stock being used.
Consult "[6.1 Ticket Width Adjustment](#)" section
 - c. Check that the platen is clean. Consult "[9.3 Platen \(Rubber Driver Roller\)](#)" section.
 - e. Make sure the printer is not exposed to direct sunlight, incandescent or infrared lighting source.
 - f. Contact your system provider or [BOCA](#) for further assistance.

 5. **ERRATIC PRINT POSITION**
 - a. See # 4

 6. **CUTTER KNIFE DOES NOT MOVE (if equipped)**
 - a. Check for blockage in the cutter area.
 - b. Default printer settings. With the printer powered off hold down the TEST button and then power up the printer. Keep the TEST button held down for ten seconds and release.
 - c. Contact your system provider or [BOCA](#) for further assistance.

 7. **POOR PRINT OUT (light print out)**
 - a. Try a different stack of ticket stock.
 - b. Make sure the print head/cam lock assembly is fully locked in the closed position.
Consult [Thermal Print Head](#) section.
 - c. Clean print head. Consult "[Thermal Print Head](#)" section.
 - d. Replace thermal head.
-

TSWA Gen II Kiosk Printer Operation/Maintenance Guide

8. POOR PRINT OUT (white voids in print out)
 - a. Clean print head. Consult "[Thermal Print Head](#)" section. For Lemur-R see "[Thermal Print Head](#)"
 - b. Replace thermal head.
 - c. Contact your system provider or [BOCA](#) for further assistance.
9. NO PRINT OUT
 - a. Try a different stack of ticket stock.
 - b. Check head cable for electrical connection at both sides of print head.
 - c. Check to make sure head cable is plugged in properly into the thermal head. Consult "[Thermal Print Head](#)" section
 - d. Replace the thermal head.
 - e. Contact your system provider or [BOCA](#) for further assistance.
10. PRINTER SKIPS TICKETS WHILE PRINTING
 - a. Check position and quality of black mark on the ticket stock.
 - b. If using the paper guide then make sure the slider bar is properly adjusted for the width stock being used. Consult "[6.1 Ticket Width Adjustment](#)" section.
 - c. Clean off SQ optical sensors (see see [9.1 SQ Optical Sensors](#)) with air.
 - d. Check that the platen is clean. Consult "[9.3 Platen \(Rubber Driver Roller\)](#)" section.
 - e. Contact your system provider or [BOCA](#) for further assistance.
11. PRINTER SKIPS TICKETS AND DIES
 - a. See # 10.
12. TICKET JAM ENTERING THE CUTTER AREA
 - a. Make sure the entrance to the cutter area is not blocked.
 - b. If using the paper guide then make sure the slider bar is properly adjusted for the width stock being used. Consult "[6.1 Ticket Width Adjustment](#)" section.
 - c. Contact your system provider or [BOCA](#) for further assistance.