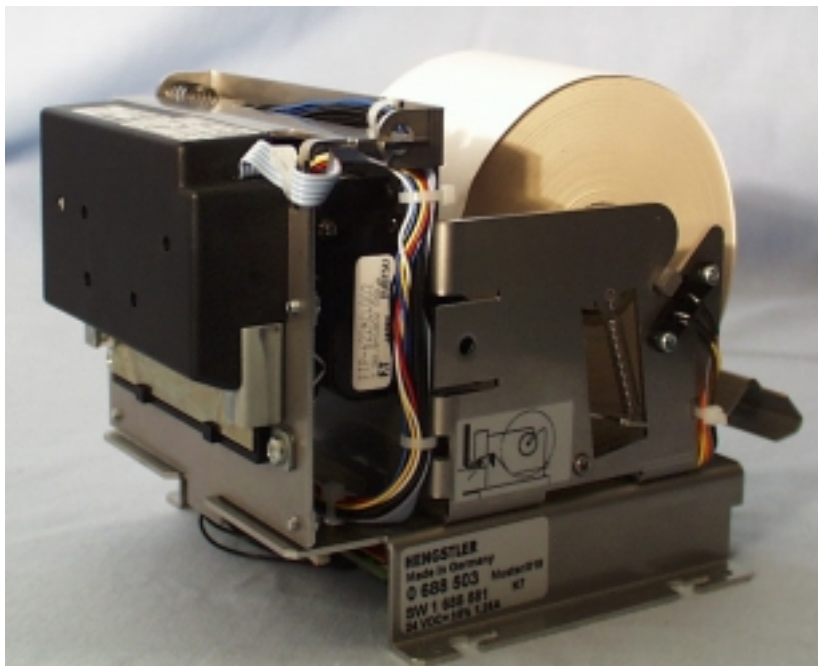




2 688 435

User Manual

PIXI
Coupon
Printer

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Modification number: 290799

We reserve the right to make technical modifications to our products as part of our ongoing policy of Continuous Improvement

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5. Preface

The PIXI Voucher Printer is a modular constructed build-in printer with thermal print mechanism and integrated paper cutter. An extensive paper sensor system monitors the paper progress.

The paper dispenser is based on a paper roll of up to 100 meters length with a weight of 78 g/m².

Printer applications include voucher printing at Info Point terminals.



Please note:

The PIXI Voucher Printer User Documentation covers:

- Software Manual
- Service Manual
- as well as this User Manual

This User manual covers topics which are relevant to an operator.

- PIXI Standard Software Manual (SWH 2 688 181_581)
- PIXI 302 Software Manual (SWH 2 688 181_583)
- User Manual (2 688 435)
- Data Protocol Manual (2 688 259)



This symbol identifies text which gives important advice relating to the correct and safe operation of the unit.

6. Safety Advice



- The PIXI Voucher Printer is a quality product, manufactured according to recognised technology standards. It left the factory in a condition compliant with all safety regulation.
- In order to maintain this condition and to guarantee operation without danger to the User, the advice and warnings contained in this handbook must be followed.
- This unit has been built and tested according to EN 60950 relating to the safety of IT equipment. It has Protection Class III.
- The installation and assembly of electrical devices should only be undertaken by a qualified electrician.
- This unit should only be used once it has been built-in.
- When building equipment in, it must be guaranteed that the device requirements set for the fixture by the corresponding device safety norms are not in any way negatively influenced, leading to a reduction of the equipment safety levels.
- Before switching the unit on, it must be guaranteed that the operating and control voltages connected, do not exceed the values stated in the technical data specifications.
- Control and data lines must only be connected using SELV (separated extra low voltage system) circuits or circuits with power limitation which meet the requirements of EN 60950.
- The power plug connecting to the external power supply must be protected by external fusing. The corresponding socket must be installed, with easy access, close to the unit.



If you suspect that the device cannot be operated without danger, it must be switched off and put in a condition such that operation cannot accidentally be resumed. This may be the case if:

- damage to the unit is visible;
- the unit has been stored for a long time in unsuitable conditions;
- the unit has been subject to extreme transport demands.

If, as the result of equipment failure or error, there could be a danger of personal accident or damage to property, this must be avoided through additional safety measures, such as the installation of a position switch or a guard or barrier.

6.1 Electro-magnetic Compatibility

The unit is designed for use in domestic, commercial or industrial applications.

7. Additional Information



Delivery

Please check that the delivery is complete by reference to the accompanying delivery documentation.

Unpacking

Having unpacked the equipment, please check that there has been no damage in shipping. Make sure that all parts, including and accompanying accessories have been removed from the packaging.

Claims

Any damage claims caused through transportation are only valid if the delivery company is advised without delay.

A damage report must be completed immediately and sent back to the manufacturer with the defective part(s).

When returning goods, the original packaging should be used if at all possible.

The following information should accompany all returns:

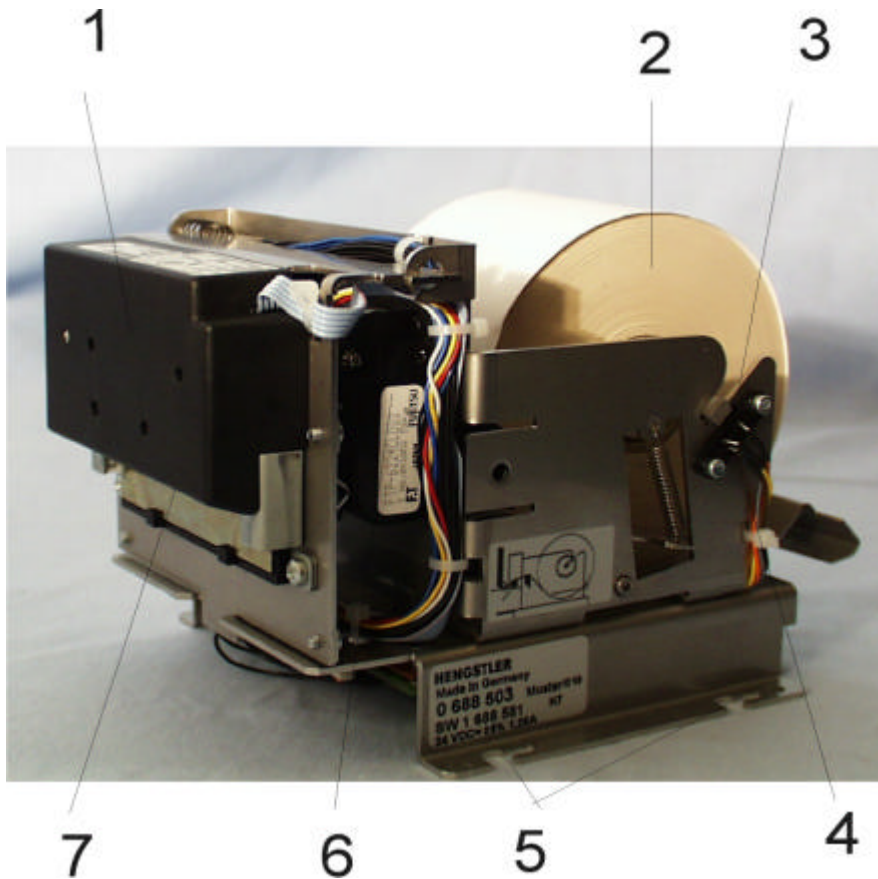
- Name and address of recipient.
- Device, type and serial numbers.
- A damage report with description of the defect.

7.1 Glossary

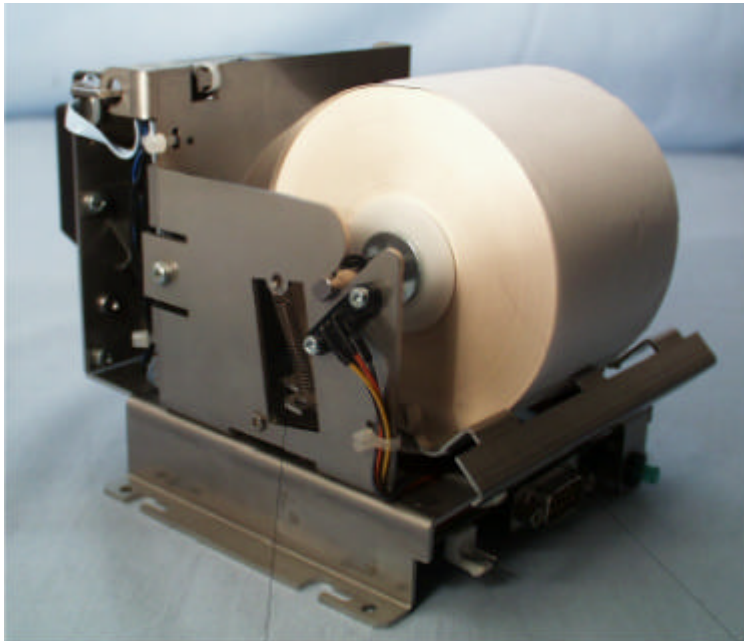
BoF	Bottom of Form sensor
BPZ	Block Check Character
cpi	Characters per inch
cpl	Characters per line
CPOS	Cutter position for paper transport
CSC	Customer Service Centre
CST	Customer Service Terminal
Dot	Pin or thermal point printing
dpi	Dots per inch
DPOS	Print position for paper transport
EMC	Electro Magnetic Coupling
ESD	Electro Static Discharge
GDI	Graphic device interface
Host	Host computer
HTp	Hengstler thermal print mechanism
lpi	Lines per inch
lps	Lines per second
McbF	Mean cycle between Failure
Mk	Mark Recognition (1, 2, n)
MPOS	Mark position for paper transport
MTBF	Mean time between Failure
MtbSC	Mean time between Service Call
MttR	Mean time to Repair
PCS	Print Contrast Signal
PE	Paper End message
pps	Pulses per second
PrA	Presenter output sensor
PrE	Presenter input sensor
PVE	"Paper-out pending" message
PWE	Paper weekend message
Step	Smallest paper advance distance in inches
ToF	Top of Form sensor

8. Version Description

8.1 PIXI Device Description



- 1 = Cutter
- 2 = Paper supply
- 3 = Paper spindle position
- 4 = Paper out pending sensor
- 5 = Unit fixing points
- 6 = Thermal print mechanism
- 7 = Paper exit point

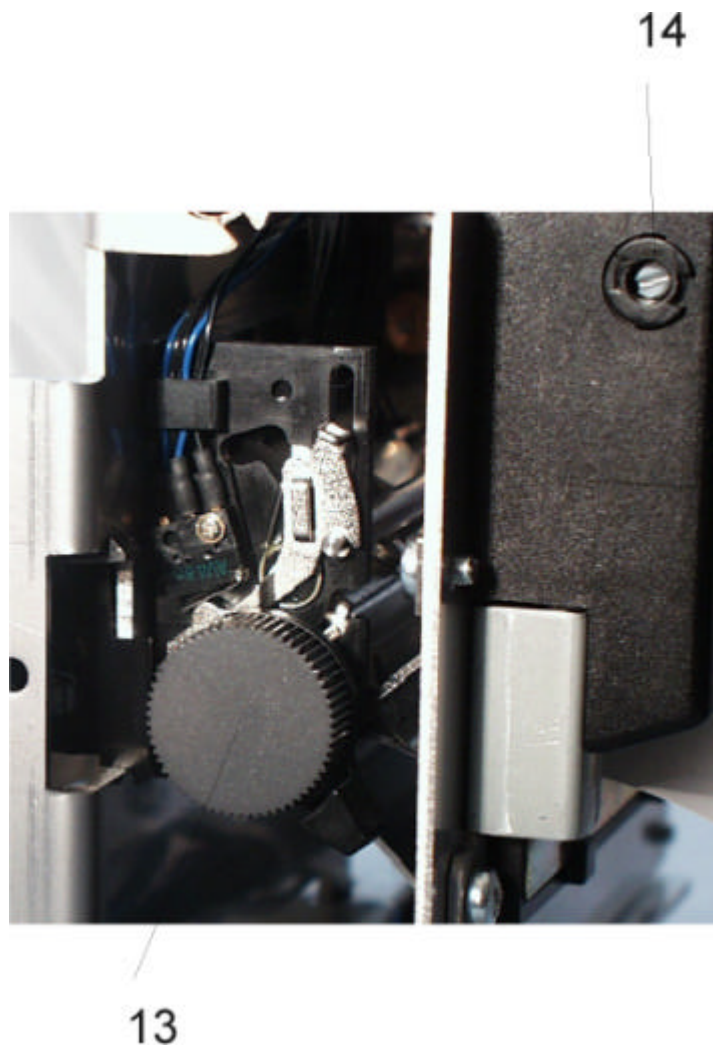


12

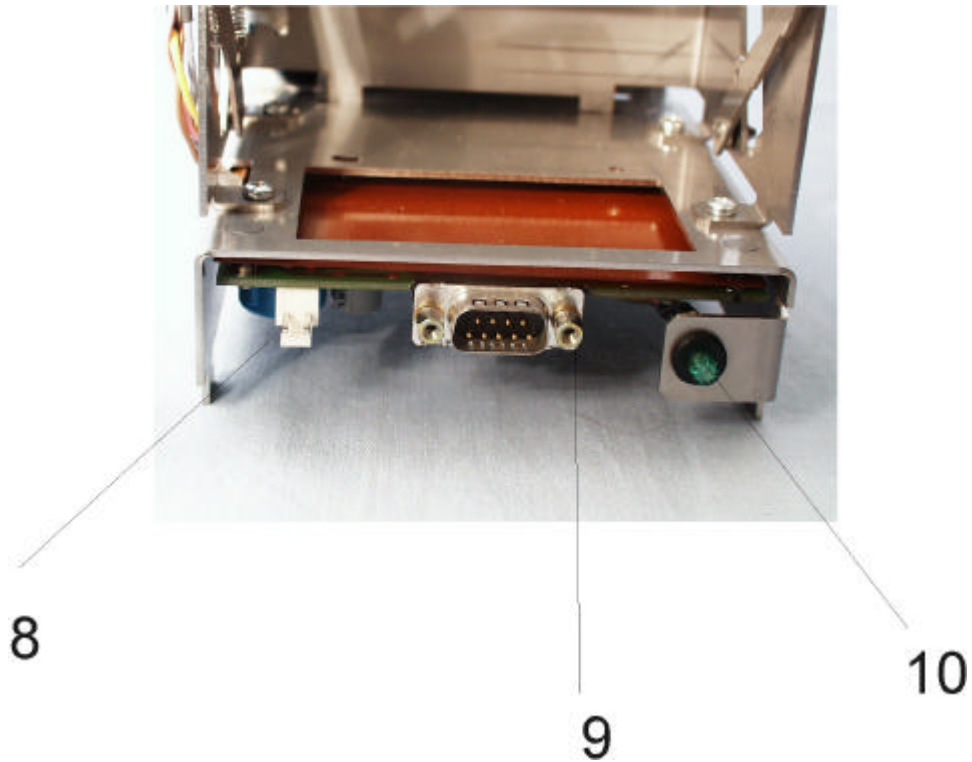
11

11 = Paper out pending sensor rocker

12 = Rocker spring



13 = Wheel to raise print head manually
14 = Screw to turn cutter manually



- 8 = Power supply connection**
- 9 = Data connection**
- 10 = Combined "in operation" display and LF key**

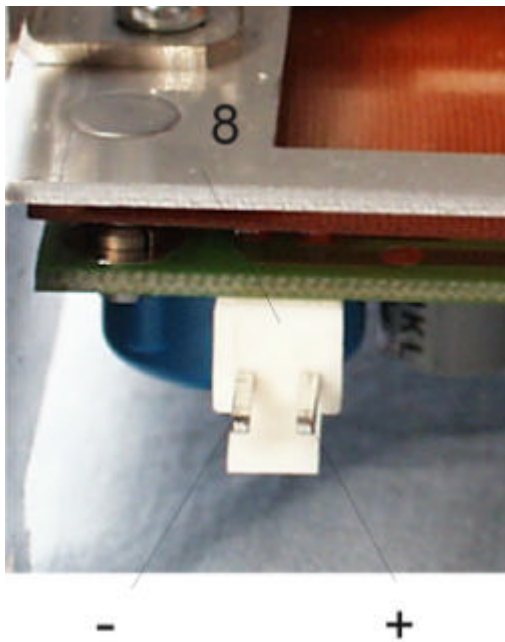
9. Installation

See Service Manual

10. Set-Up

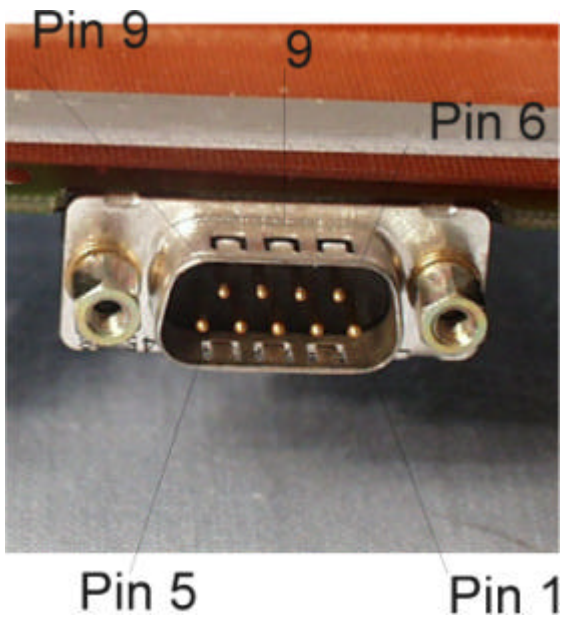
10.1 Power Supply Cable

Connect the power supply cable to connector **(8)**.

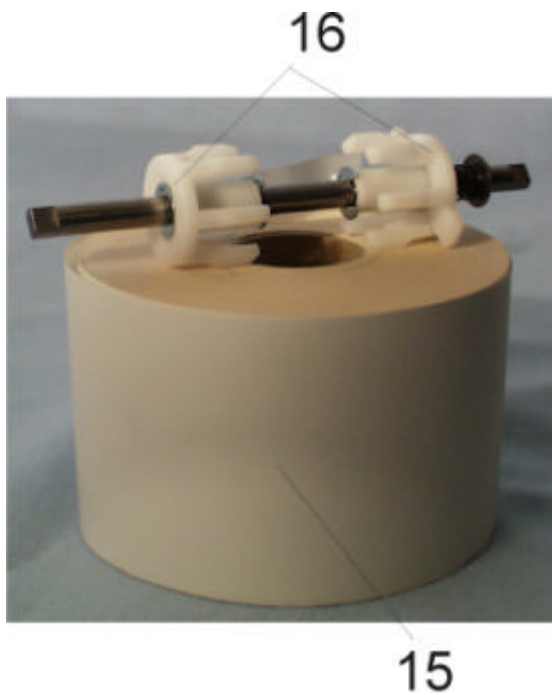


10.2 Data Cable

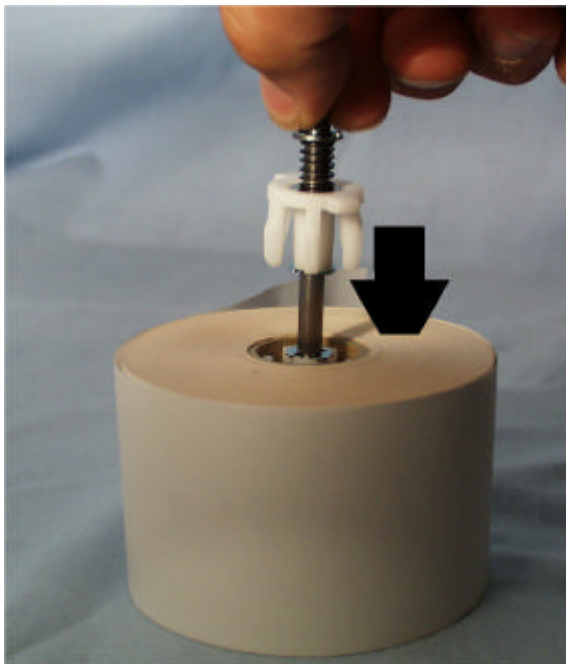
Connect the data cable to connector **(9)**.

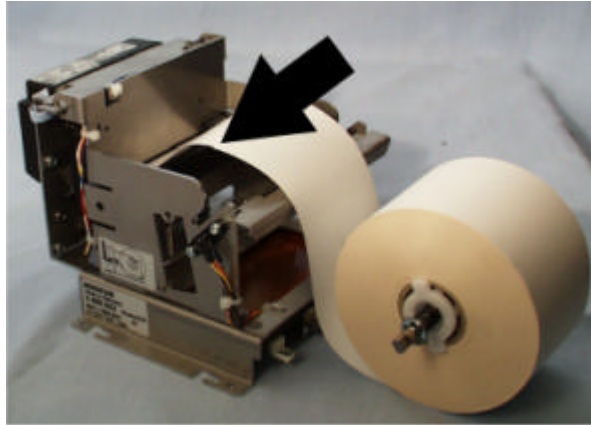


10.3 Inserting the Paper



15 = Paper roll with the thermo-sensitive surface on the outside
16 = Paper spindle



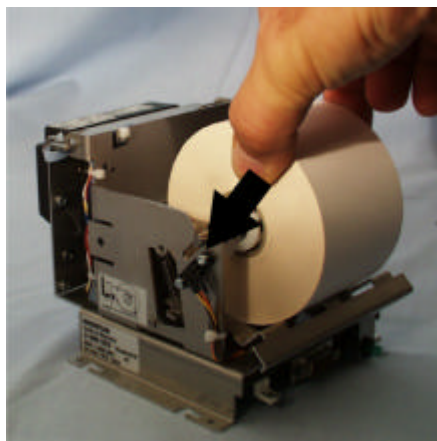


After the paper spindle has been inserted into the paper roll, the paper must be inserted into the print mechanism with the thermo-sensitive surface inwards.



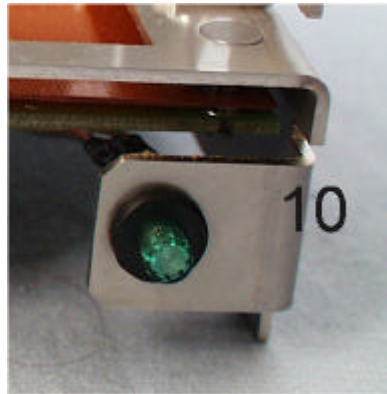
Please note:
The print head (13), must be closed.

After the paper has been inserted into the print mechanism as far as it will go, the paper is transported automatically into the unit.



Lay the paper roll in the paper spindle position.

10.4 Power On

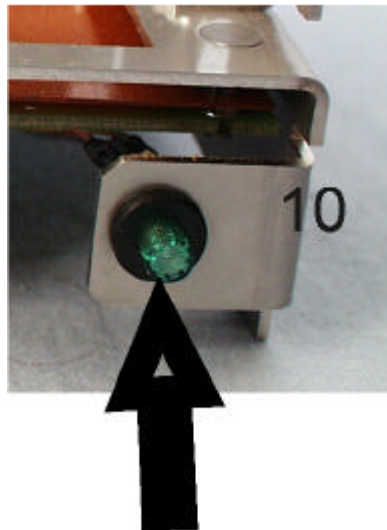


The LED will light up to indicate that the power has been connected and switched on correctly.

11. Operation

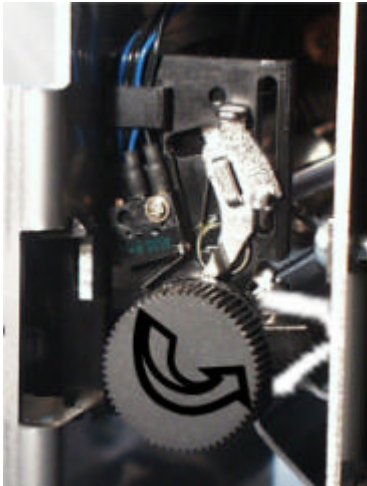
The printer operates solely as a result of commands sent over the interface. These operating commands are described in the corresponding Software Manual.

A single press of the LF key advances the paper by one line. If you press the LF key for a longer time, a FF is carried out.

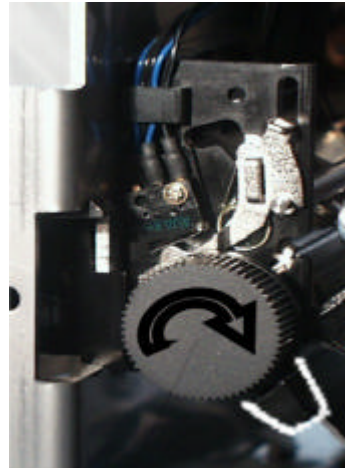


11.1 Changing the Paper

Raise the print head with the lever **(13)** and remove any paper remaining in the unit.



Print head opened



Print head closed

Close the print head and insert the paper as described in 10.3.

12. Errors & Disturbances

Error description	Cause	Counter measures
No print possible	End of paper reached or no paper available	Insert new paper roll
	Power switched off	Check power connections and/or switch power on.
	Print head is open	Close print head with lever (5) .
	Data interface incorrect	Check data interface; data cable, plug-in connections, etc.
Paper isn't cut	Cutter defective	Call service technician
Paper can't be inserted	Print head open	Close the print head with lever (13)
	Paper remaining in paper route	Remove any residual paper
	Defective sensor in the print mechanism	Request service call



Please note

If none of the above solves the problem or if the problem reoccurs, please contact your Service Technician.

13. Technical Data

13.1 Complete unit

Print type:	Non-impact, parallel
Print method:	Thermal sensitive
Cutting method:	Guillotine
Print width:	max. 56 mm at 448 dots

13.1.1 Paper Specification

Paper width:	58.. +/- 0.5
Paper weight	56gsm ² +/-5
Roll length:	100m
Roll core internal diameter:	25.4mm (1")
Paper roll external diameter:	95mm
Thermo-sensitive surface:	Inside
Paper manufacturer:	Blumberg
Paper manufacturers part number:	TF 00 22 00
Hengstler part number:	3 810 849
Voucher length:	Depends on format

13.1.2 Paper sensors

13.1.2.1 Paper out

The sensor in the print mechanism identifies paper out when no more paper is detected in front of the sensor.

13.1.2.2 Paper out pending sensor

The following calculations are made, based on the above paper specification.

Paper length in metres	Core diameter in millimetres
0	29.9
1	31.1
2	32.3
3	33.1
4	34.6
5	35.4

The paper out sensor is triggered by a core diameter value of 34.6mm, +/- 4%.

13.1.3 Dimensions

Please refer to Dimensions Sheet 0 688 819

13.1.4 Weight

Weight without paper approx. 1010g

13.1.5 Emulations

Details are to be found in the corresponding Software Manual.

13.1.6 Tests and Approvals

See Service Manual

13.1.7 Packaging

Meets postal requirements. Individual packaging to be defined.

13.1.8 Environment

Ambient temperature

Operational: 0°C...+ 50°C continuous

Storage: -40°C...+ 70°C

Humidity

Operational: 35%...80%

Storage: 10%..90%

Temperature modification: 8°K/hour

Impact load: 3 AXIS (5 cm)

Vibration stress: 0.25 g

13.1.9 Power Supply

Power supply	24 vDC = (SELV) +/-5%
Power take-up	approx. 2 VA in standby
FTP-622	approx. 10 VA during printing
	peak 50 VA
Plug	JST 2 pin



Please note

1.5 AT fuse to be connected

If the print mechanism's power supply is ≤ 30 VA some functions have restricted use since the print ratio within one line can go above 70% which overloads the power unit.

In such cases, a power unit delivering 60 VA must be used.

The following functions are affected:

- Underline of more than 128 sequential dots
- Inverse print (see underline)
- Semi-graphic characters from 0B0H to 0DFH (see underline)
- Graphics (see underline)
- Barcode (*must be tested*)
- n-fold width (*must be tested*)

128 dots correspond approximately to the following number of characters:

- 8 characters at 12.7 cpi
- 9 characters at 14.5 cpi
- 10 characters at 16.9 cpi
- 12 characters at 20.3 cpi

13.1.10 Standards

- See Service Manual

13.1.11 Earthing



The printer housing must be earthed.

13.2 Individual Components

See Service Manual

14. Further Documentation

PIXI Standard & 302 Measurements sheet	0 688 819
PIXI Standard Software manual	SWH 2 688 181_581
PIXI 302 Software manual	SWH 2 688 181_583
User Manual	2 688 435
Data protocol manual	2 688 259
System documentation, PIXI Standard	0 688 825
System Documentation, PIXI 302	0 688 824

15. Replacement Parts & Accessories

See Service Manual

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