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RP-80

[GA02108]



USER MANUAL

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1 DOCUMENT INTRODUCTION

1.1 Related Documents

This document should be read together with the following documents:

For SSP/eSSP:

[Protocol Manual – SSP \(GA138\): SSP Interface Protocol Specification for integration](#)
[eSSP Implementation Guide \(GA973\): Information for programmers and integrators](#)

For Software:

[Ticket Template Manager Guide – GA02101](#)

1.2 Manual Amendments

Rev.	Date	Amendment Details	Issued by
1.0	15/08/2017	First Issue	RS
1.1	16/08/2017	Rewording	RS
1.2	08/03/2018	Bezel Flash Codes Added	JS

1.3 Copyright

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1.4 Limited Warranty

Innovative Technology Ltd warrants each of its hardware products to be free from defects in workmanship and materials under normal use and service for a period commencing on the date of purchase from Innovative Technology Ltd or its Authorized Reseller, and extending for the length of time stipulated by Innovative Technology Ltd.

A list of Innovative Technology Ltd offices can be found in every section of this manual set. If the product proves defective within the applicable warranty period, Innovative Technology Ltd will repair or replace the product. Innovative Technology Ltd shall have the sole discretion whether to repair or replace, and any replacement product supplied may be new or reconditioned.

The foregoing warranties and remedies are exclusive and are in lieu of all other warranties, expressed or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular purpose.

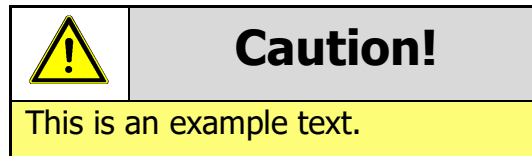
Innovative Technology Ltd shall not be liable under this warranty if it's testing and examination disclose that the alleged defect in the product does not exist or was caused by the customer's or any third person's misuse, neglect, improper installation or testing, unauthorized attempts to repair, or any other cause beyond the range of the intended use. In no event, will Innovative Technology Ltd be liable for any damages, including loss of profits, cost of cover or other incidental, consequential or indirect damages arising out the installation, maintenance, use, performance, failure or interruption of an Innovative Technology Ltd product, however caused.



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1.5 Product Safety Information

Throughout this user manual, key safety points to be aware of when using or maintaining the product will be highlighted in a box, like this:



This user manual and the information it contains is only applicable to the model stated on the front cover, and must not be used with any other make or model.





Safety Notice! Read before using this product!

Safety Notice - Warning. Ensure power is removed before allowing access to the inside of this product. Ensure any static build up is discharged before allowing access to any part of this product or media contained. Always earth this product/base plate in accordance with the manual.

For use only in or with complete equipment where the acceptability of the combination is determined by UL LLC. When installed in an end-product, consideration must be given to the following:

- The power supply terminals and/or connectors are: Not investigated for field wiring
- The investigated Pollution Degree is: 2
- The following end-product enclosures are required: Mechanical, Fire

Sicherheitshinweis – Warnung: Es muss sichergestellt werden, dass das Gerät von der Versorgungsspannung getrennt wird, bevor ein Eingriff in das Innere des Gerätes erfolgt. Es muss sichergestellt werden, dass jegliche statische Aufladung des Gerätes entladen wird, bevor auf das Gerät oder auf innerhalb des Gerätes befindliche Objekte zugegriffen wird. Die Erdung des Gerätes muss immer gemäß Handbuch erfolgen.

Nur für die Verwendung in oder mit kompletter Ausstattung, dessen Eignung und Kombination von der UL LLC ermittelt wurde. Bei der Installation in einem Endprodukt, muss folgendes berücksichtigt werden:

- Die Spannungsversorgungsklemmen und/oder Verbinder sind: Feldverkabelung wurde nicht untersucht
- Der untersuchte Verschmutzungsgrad ist: 2
- Folgende Anforderungen an die Gehäuse des Endproduktes sind gefordert: Mechanisch, Feuer

Aviso de seguridad: Asegúrese de que la alimentación está desconectada y de que toda la energía estática es descargada antes de manipular este producto. Conecte a tierra la chapa base de la manera que se indica en el manual.

Solo para uso con dispositivos con los cuales la compatibilidad ha sido certificada por UL LLC. Tras su instalación en producto acabado, tener en cuenta lo siguiente:

- Los conectores y terminales de alimentación son: No se ha investigado/especificado cableado externo.
- El grado de contaminación determinado es: 2
- Los siguientes manuales/certificados de producto final son requeridos: Mecánico, Fuego

Avis de sécurité : Assurez-vous que l'alimentation est coupée et que toute l'énergie statique est déchargé avant de manipuler ce produit. Connecter à la terre, la plaque de base à la manière indiquée dans le manuel.

A utiliser Seulement avec les dispositifs dont la compatibilité a été certifiée par UL LLC. Après son installation dans le produit fini, prendre en considération ce qui suit:-

- Les connecteurs et les bornes d'alimentation sont : cela n'a pas été étudié/spécifié câblage externe.
- Le degré de contamination déterminé est: 2
- Les manuels suivants / les certificats du produit final sont nécessaires : mécanique, incendie

Bezpečnostní upozornění. Před manipulací uvnitř tohoto produktu se ujistěte, že je produkt odpojen od zdroje elektrického napětí. Ujistěte se, že jakýkoliv elektrostatický náboj byl vybit před manipulací s jakoukoliv částí tohoto produktu nebo obsaženým médiem. Vždy uzemněte tento produkt/základovou desku v souladu s návodem.

Pouze pro použití v nebo s kompletním vybavením, kde je přijatelnost kombinace určena UL LLC. Při instalaci v konečném produktu je třeba zvážit následující:

- Napájecí svorky a/nebo konektory: Nejsou sledované pro externí kabeláž
- Sledovaný stupeň znečištění je: 2
- Následující krytí konečného produktu jsou požadované: Mechanické, Protipožární



2 PRODUCT INTRODUCTION

2.1 General Description

The RP-80 is a high capacity Roll ticket printer. Which features a fast print to present speed and a large ticket capacity to reduce operator collection costs.

The Printer utilises a high-quality Seiko print mechanism. This unit allows unlimited branding opportunities.

2.2 Key Features

- Fast print to present speed
- Large ticket capacity
- Reduces operational costs

2.3 Typical Applications

- Gaming
- Amusement

2.4 Component Overview



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2.4.1 Interface connectors

The RP-80 has three connectors for interfacing and power.



Information

Power is required regardless of connection type.

The RP-80 requires power on the 4-way Molex connector.

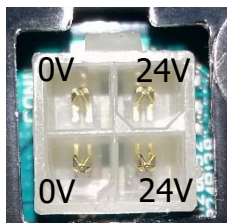
The first connector is a 16-pin Molex 9733272, used to interface the Printer to the host machine. The pin numbering of the socket is shown below:



There is also a standard Type 'B' USB socket which can be used to program or operate the Printer – a USB 2.0 compliant Type 'A' to 'B' lead can be used to do this.



The 4-pin Tyco 794954-4 is used to power the RP-80.

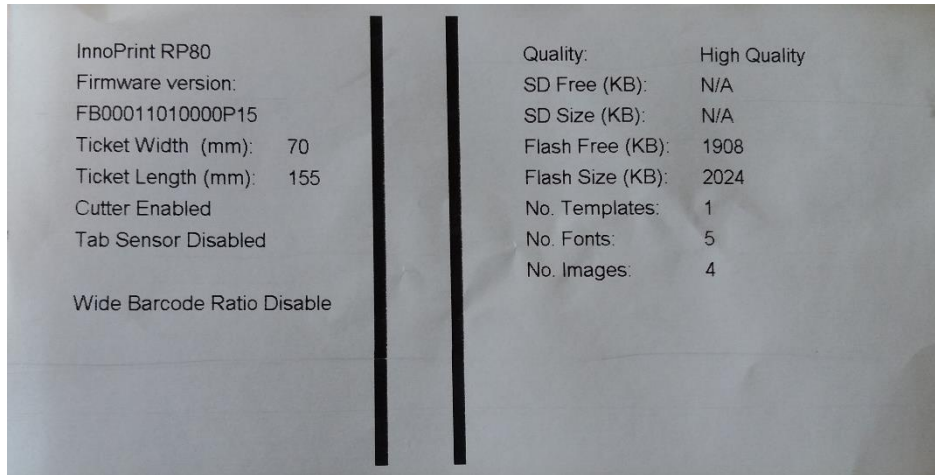


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2.4.2 User Interfaces

2.4.2.1 Button

The Printers have a button on them, pressing and holding this button will lead to a test ticket being printed, this ticket will show information on Firmware and the current printer settings.



The button is located at the rear of the RP-80 shown below.



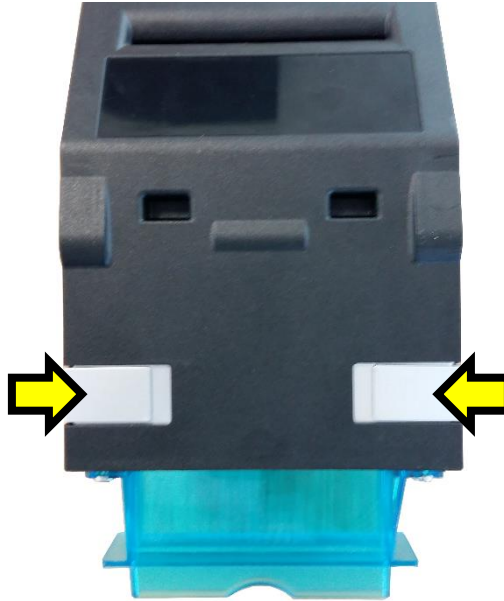
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2.4.2.2 Dip Switches

There are 4 Dipswitches on the RP-80, these switches can be found by opening the Ticket path.

To open the ticket path, squeeze the clips on the top of the printer and lift the lid.



Once there is a dock of 4 dipswitches at the hinge of the RP-80 on the Right Side.



Switch	Option	Default Setting
1-3	Not used	OFF
4	"Safe Mode" – stops the Printer from Printing any more tickets if the Paper Low Sensor is Triggered.	OFF

2.4.3 Consumables

ITL Part Number	Description	Details
LB02012	Roll Tickets Box of 12	click to order LB02012 art.no. 9930550515

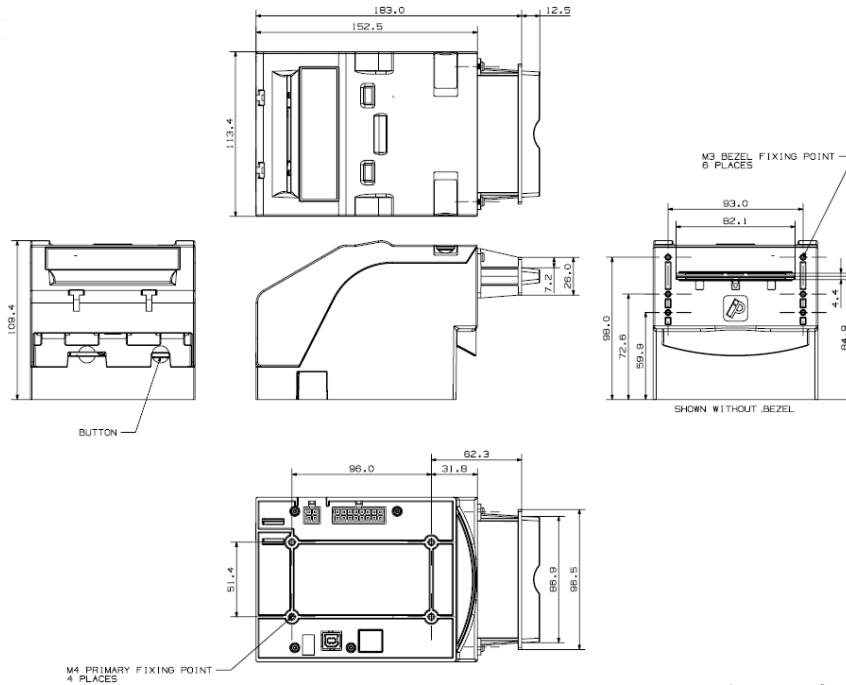


3 TECHNICAL DATA

3.1 Dimensions

Drawings of the configuration for the RP-80 can be found in [Appendix 10.1](#).

3D drawings in .stp form are also available upon request from our support team.



3.2 Weight

RP-80	Empty: 0.98 kg
-------	----------------

3.3 Environmental Requirements

Environment	Minimum	Maximum	Maximum Change per Hour
Temperature	+5°C / 37.4°F	+50°C / 122°F	1° per hour
Humidity	5%	95% Non-condensing	2% per hour

3.4 Power Requirements

3.4.1 Supply Voltages

Supply Voltage	Minimum	Nominal	Maximum
Supply Voltage (V DC)	+22.6vDC	+24vDC	+26.4vDC
Supply Ripple Voltage	0 V	0 V	0.25 V @ 100 Hz

3.4.2 Supply Currents

The supply current required to run the printer will vary during the phases of operation. Below is a table detailing the required current information.

Phase of operation	Current Draw (A)
Standby	120mA
Running	2.5A
Peak	5A

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For more detailed power information energy profiles for the various stages of operation can be found in [Appendix 10.2](#).

3.4.3 Power Supply Guidance

Check the power requirements of your host machine and other peripherals to dimension a suitable power environment for your machine setup.

TDK Lambda manufactures suitable power supplies for the printers. See table below for further details.

Power Supply Unit	Specification	RS Stock Code	Farnell Stock Code
TDK Lambda SWS150-24	+24 V DC / 6.3 A	466-5982	1184653

3.5 Interface Logic Levels

Interface Logic Levels	Logic Low	Logic High
Inputs	0V to +0.5V	+3.7V to +12V
Outputs with 2K2Ω pull-up resistor	+0.6V	Pull-up voltage of host interface
Maximum Current Sink	50mA per Output	



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3.6 Printer Specification

Printing Method	Direct Thermal Printing
Resolution	203 DPI/ 8 DPmm
Print Width	66mm
Print Speed	200mm/s
Ticket Print and Present	<3s
Printable Barcode Types	Interleaved 2 of 5, QR Codes
Paper Loading	Automatic Feed
Graphic Resources	2MB on-board SPI Flash. Expandable via SD Card slot.

3.7 Reliability Data

Below is a table outlining the Mean Cycles Between Failure (MCBF) & Mean Cycles Between Interruption (MCBI) for the RP-80. The difference between MCBF and MCBI is that a failure is classed as an event which will require a service call – e.g. unit is misprinting. Whereas an interruption is an event which store/site staff could rectify without a trained engineer present – e.g. clearing a path jam.

The standalone Printers MCBF/MCBI data can be seen below:

MCBF	200,000
MCBI	100,000

Where a cycle is defined as a ticket being paid-out.

3.8 Media Requirements

The Roll paper requirements are as follows:

	Min	Max
Width:	80mm	80mm
Thickness:	100µm	120µm



4 MECHANICAL INSTALLATION

4.1 Compatibility

4.1.1 Hardware Compatibility

4.1.1.1 Machine Mounting


The mounting points for the RP-80 can be seen in [Section 4.4](#), some re-work may be required to use the RP-80 in place of a different printer.

4.1.1.2 Machine Interfacing

By design the Printers are pin to pin, should there be any questions regarding the pin-outs see [Section 2.4.1](#). If integrating different modules, a change in the harnessing may be required, details of recommended harness configurations can be found in [Section 5.2.3](#).

4.1.1.3 Power Supply

As outlined above in [Section 3.4](#) it is vital that the Printer is connected to a power supply capable of meeting the current requirements as an underpowered PSU can cause events such as blank tickets or jams. If the Printer is being used as a replacement for another product its recommended to test the power supply ensuring it meets the requirements of the Printers; bear in mind the aging of the capacitors in the power supply could affect its ability to supply peak current loads.

	Caution!
An insufficient power supply can cause erratic performance!	


4.1.2 Software Compatibility

4.1.2.1 Interface Protocols

When using the Printer as a fitting replacement for an older model or product some events may be given at a different time, due to modified firmware routines. This may cause missing events in certain host machines where timeouts are tightly defined for the older model or product. Please contact the machine manufacturer for full compatibility.

4.1.2.2 Programming

To programming the Printers always use the latest version of Ticket Template Manager which is available for download on our website. Older versions may not fully support the Printers. For further details on Re-programming the Printers refer to [Section 6.3](#).

	Caution!
Older versions of Ticket Template Manager may not completely support the Printers!	



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4.2 Bezel Mounting

4.2.1 Bezel Fitting



WARNING!

Ensure bezel is secured to Printer

The bezel should be secured to the Printer using screws.



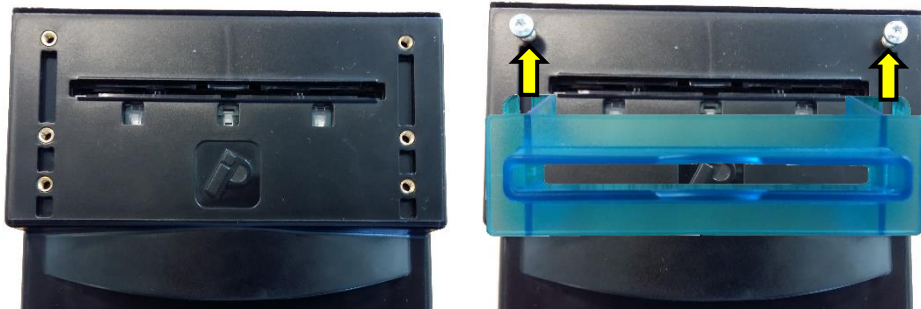
Information

Check bezel fixing screw length before installation.

The length of the bezel fixing M4 screws must be no more than 6.7 mm in length.

The bezel is designed to be removed and refitted easily. To fit the bezel follow the steps below.

Partially insert screws then slide the bezel up into position.



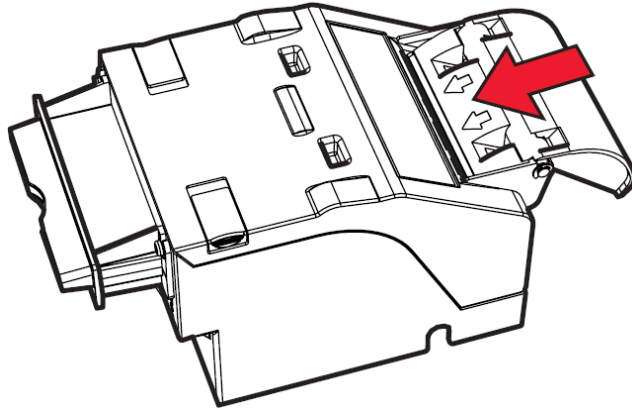
When the bezel slots into place tighten the screws to hold the bezel in place.



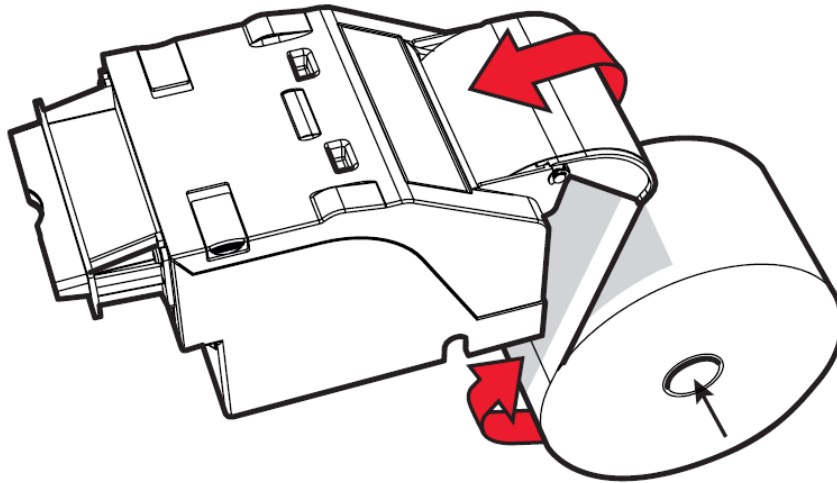
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4.3 Loading paper into the Printer

Ensure the paper edge is inline and parallel to the printer feed to avoid jamming.




The Roll paper should be mounted below the printer and load into the printer as shown below.



5 PROTOCOLS AND INTERFACING

5.1 Introduction

The RP-80 supports Innovative Technology's secure cash handling protocol. Interfaces that are not listed may be available upon request. For any queries regarding interfaces that are not listed please contact support@innovative-technology.com.

	Caution!
The use of an encrypted protocol (eSSP) is strongly recommended to achieve the highest security!	

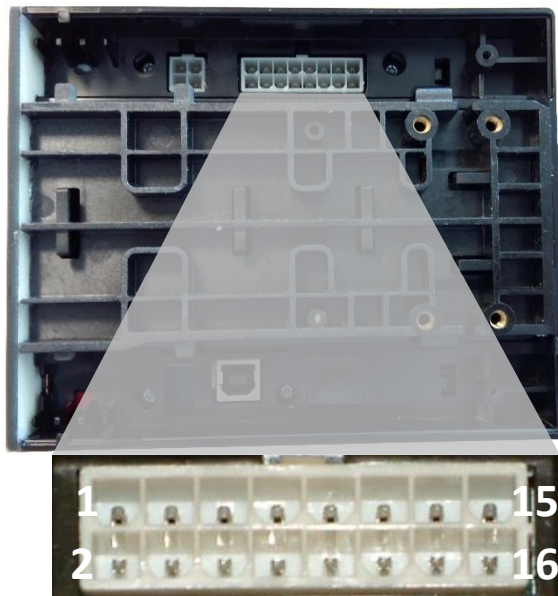
5.2 SSP

5.2.1 General Description

Smiley® Secure Protocol (SSP) is a field proven secure interface specifically designed by Innovative Technology Ltd. to address the problems by cash handling systems in gaming machines. Problems such as acceptor swapping, re-programming and line tapping are all addressed. This interface is recommended for all new designs. Innovative Technology Ltd. provides full SDK packages upon request including Interface Specification, Implementation Guide as well as source code examples.

5.2.2 Pin Assignments

The RP-80 uses a 16 pin molex with the pinout below.



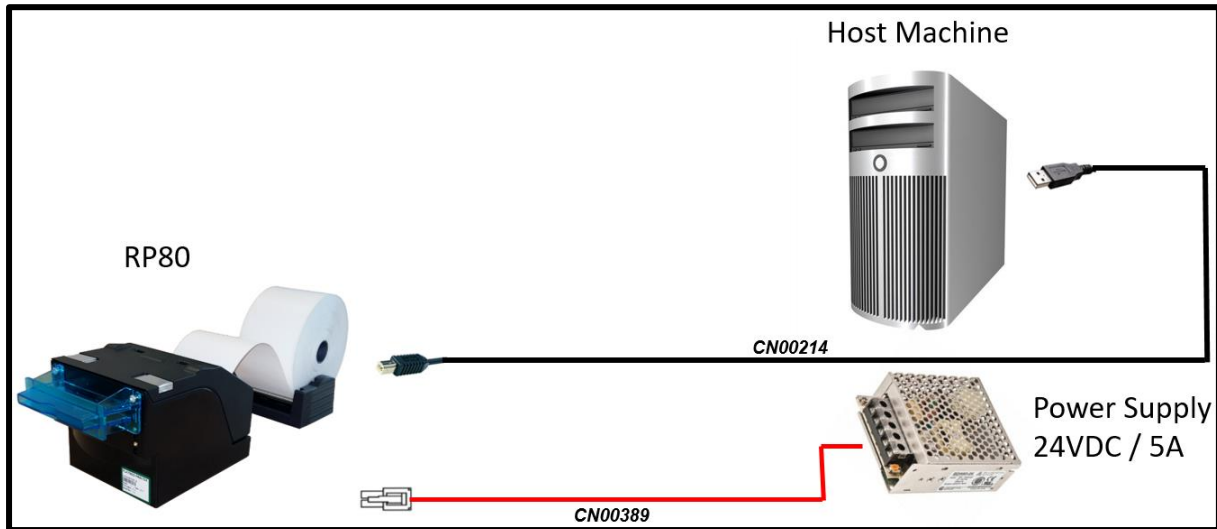
Pin	Name	Type	Description
4	Tx to Printer	Output	Serial Data Out (Tx)
8	Rx to Printer	Input	Serial Data In (Rx)
15	+ Vin	Power	+24VDC Supply
16	0V	Power	0V Supply (GND)

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5.2.3 Setup Examples

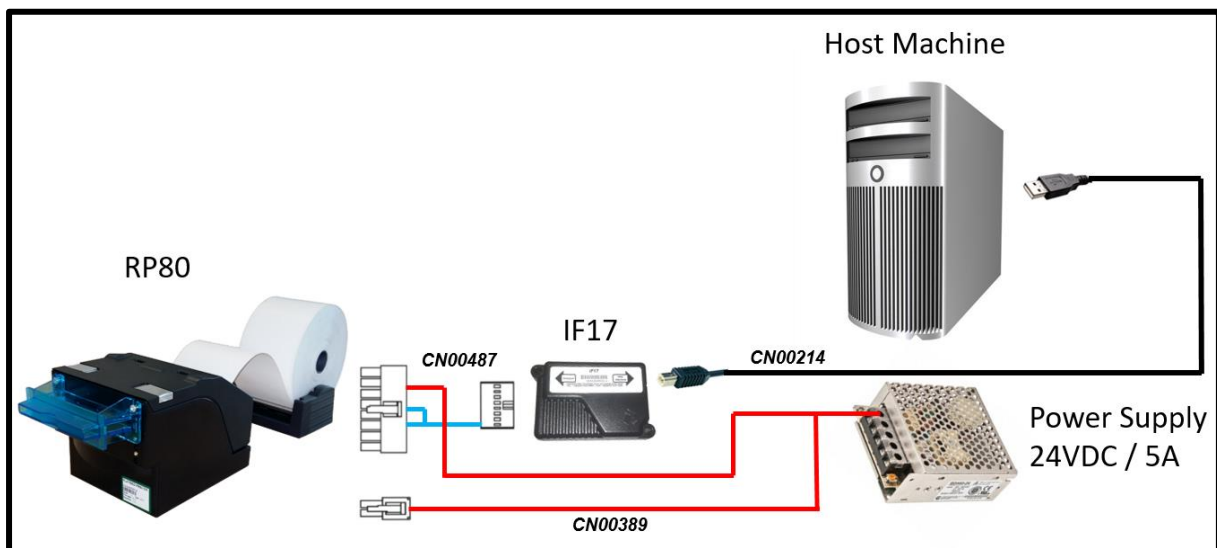
5.2.3.1 USB

The drawing below highlights how to connect the RP-80 to an SSP host machine using available cables and interfaces from Innovative Technology Ltd. For cable drawings please refer to [Appendix 10.3](#).



5.2.3.2 TTL

The drawing below highlights how to connect the RP-80 to an SSP host machine using available cables and interfaces from Innovative Technology Ltd. For cable drawings please refer to [Appendix 10.3](#).



6 SOFTWARE INSTALLATION AND CONFIGURATION

6.1 Introduction

The RP-80 leaves the factory programmed with the latest firmware files. However, it is important to ensure the device is kept updated throughout its operational life. This section provides a brief overview of the various update procedures with the RP-80. For detailed instructions please refer to the relevant manual package supplied with the software.

6.2 Software Downloads

All software from Innovative Technology Ltd is free of charge and can be downloaded from the website www.innovative-technology.com/support/secure-download once registered. To create an account complete the 'create an account' form.

6.2.1 Drivers

The ITL drivers suite allow any ITL validator to be connected to a Windows device. If connecting via an IF17 these steps shouldn't be required as the drivers are signed so Microsoft should install them automatically. If this isn't the case or your computer is disconnected from the network, there is a standalone package included within the driver downloads.

6.3 Firmware Programming

6.3.1 Ticket Template Manager

6.3.1.1 General Description

Ticket Template Manager is a utility which allows the user to reprogram any of ITL's Printers.

It can also be used to develop and program Ticket Templates, for information on how to do this see the Ticket Template Manager Manual.

Admin rights are required during installation.

6.3.1.2 System Requirements

- Windows XP SP3 or above
- .Net Framework 4
- 2015 C++ Redistributable
- 256mb ram
- 50mb hard disk free
- ITL Drivers
- Connected Printer with an active com port

6.3.1.3 Hardware Setup

As outlined in [Section 5.2.3](#) there are many ways to connect the Printer to the computer refer to [Section 5.2.3](#) for these methods.



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6.3.1.4 Programming the device

Open Ticket Template Manager, all active com ports will be scanned for a unit. If the printer fails to connect ensure the correct drivers are installed.

Select the "Options" Tab, select "Perform Firmware Update" from the list that appears.

Use the "Find the file" button to locate the Firmware File. To start the download by pressing the Download button.

The screenshot shows the Ticket Template Manager software interface. At the top is a navigation bar with icons for Home, Wizard, Sync, Libraries, Designer, Config, and Options. The Options tab is selected. On the left, there is a 'System Information' section with a tree view containing 'Printer', 'Fonts (5)', 'Templates (5)', and 'Images (2)'. The 'Printer' section is expanded, showing details like 'Com port: COM3 Addr:65', 'Firmware: CP00010000000P35', 'SD card not detected', 'Font pack FP1', 'Printer quality 1', 'Internal memory free 1952bytes', 'Ticket resolution 1760 x 384px', 'Ticket size 220 x 48mm', 'Ticket pixel offset: 0,0', and 'System Time: 14:11:03 03/11/0016'. In the center, there is a 'Find file' button with a folder icon and a 'Download' button with a large downward arrow icon. Above the 'Download' button, there is a text prompt 'Select file for download...' and a progress bar.

	<h2>Caution!</h2>
<p>Interrupting the download process can result in the unit entering a non-functional state, once the process has started it cannot be halted.</p>	

When completed the unit will restart and a pop up box will appear saying to wait until the device has restarted, when the popup is shut Ticket Template Manager will restart and reconnect to the Printer.



7 ROUTINE MAINTENANCE

7.1 Introduction

Due to paper debris building up during operation the printers will require cleaning to maintain optimal performance.

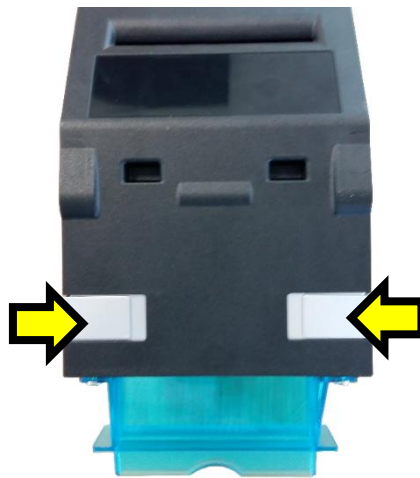
7.2 Cleaning the Printer

Disconnect the power **BEFORE** carrying out any cleaning operations to avoid the risk of causing damage to the Printer.

7.2.1 Recommended Cleaning Intervals

Clean the Printer every 6 months or more frequently if the unit is in a particularly harsh environment. Dirt, dust or other residue can lead to decreased performance.

Open the printer by squeezing the clips on the top of the RP-80 and lift the lid.



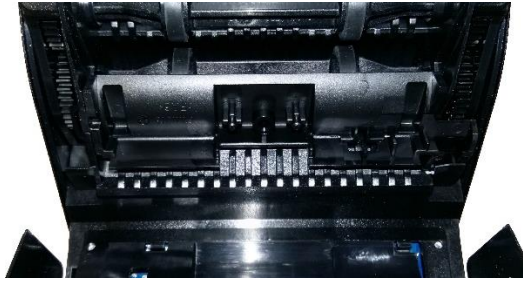
When opened the Ticket Path is accessible, as shown.



Part of the Printer needs to be removed so the whole path can be cleaned.

The RP-80 uses the PM01018 to guide tickets, the part is shown in situ below.

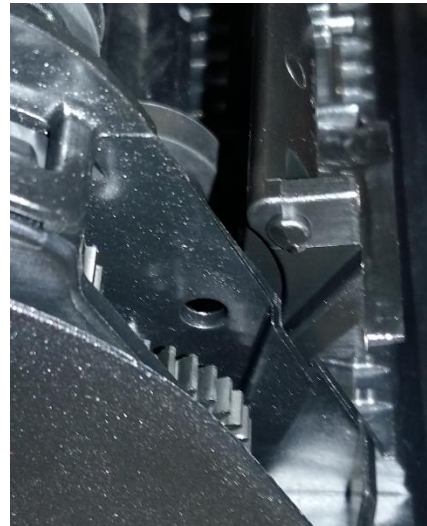
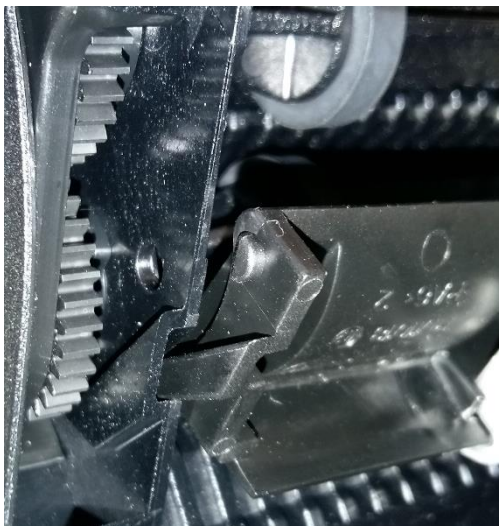
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Remove this part by pressing into a lug on the side using a tool (e.g. a screwdriver) and lift the PM01018 out of position.



There are Lugs on both sides, when one is unclipped, the other can be removed.



It can then be lifted out of position to reveal the rest of the ticket path.

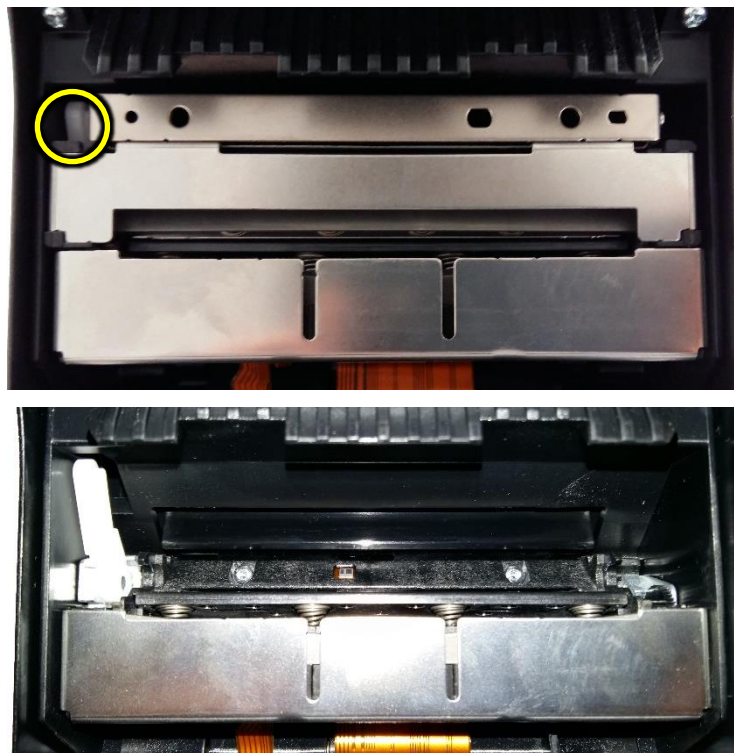




Compressed air (Max pressure = 5 bar) should be used to clean the rollers and ticket path of debris. The ticket path can then be wiped off with a soft lint free cloth, this can be dampened (NOT wet) as required.

The printer should be opened so the cutter can have debris removed.

Pushing back on the white lever will pop the printer platen out of position.

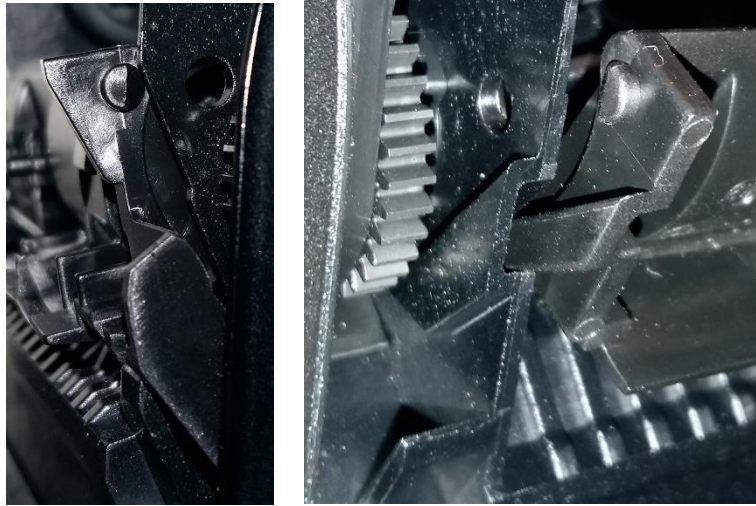


Both the Printer body and the platen (the removed part) can be wiped off with a dampened (NOT wet) soft lint free cloth.

The Platen is reattached by pushing it back into position.

The detached plastic for the note path can be repositioned by aligning the plastic guides and pushing the nodules into position.

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The Ticket Path can then be closed and the unit can be powered.



8 FIRST LEVEL SUPPORT

8.1 Ticket Flash Codes

8.1.1 Bezel Flash Codes

Status	Flashes	Action
Idle	Fade In & Out	N/A
Printing	Constant Flash	N/A
Fault	1 Short, 1 Long & 2 Quick	Check button flash code

8.1.2 Button Flash Codes

The Button on the Printers can flash Error codes to aid trouble shooting to confirm where the button is located see [Section 2.4.2.1](#).

Flashes		Indicated Error	Recommended Action
Red	Yellow		
	Flashing	No Issue	Providing information, not an error.
Solid		Paper Low	Refill the Tickets.
1	Flashin 1	No Connection detected	N/A
	2	Initialisation Fail	Contact repairs@innovative-technology.com .
	3	No Print Head	Reattach printer platen see Section 7.2 .
	4	Ticket Path Open	Shut the Ticket Path.
2	1	No Paper	Insert paper into the printer
	2	Tab not found	N/A
	3	Load fail	1. Ensure there is nothing blocking the paper entering the printer and reinsert the paper. 2. Remove the printer platen see Section 7.2 , move the paper feed roll, reinsert the platen and reinsert the paper.
3	1	Diverter not opened	N/A
	2	Diverter not closed	N/A
	3	Burst fail	N/A
	4	Cut fail	Open the ticket path and remove the ticket that failed to print. Ensure the printer is clear of any debris or blockages.
	5	Unknown jam	See Section 9.1 for information on how to clear jams.
4	1	Unknown error	Reset the unit.
	3	Card Format	The inserted card must be in a Fat 32 format remove and format the card.



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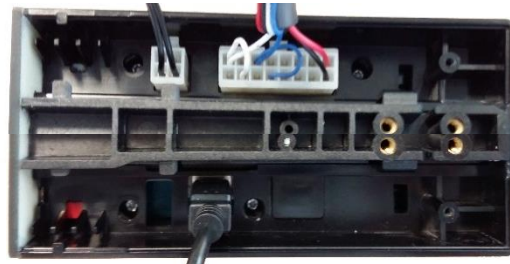
8.2 Checking power connections to the unit

Check to ensure the power cables are correctly connected to the unit.

The RP-80 can use the 16 pin connector for communication, more details of this can be found in [Section 5.2.2](#).

There is a USB that can also be used.

A 4-pin Molex connector is required for power. When power is supplied to the ticket the LED on the rear will be illuminated.



8.2.1 Checking the Supply Voltage

If the power supply seems to be powered and connections to the unit are in place, yet the unit isn't powered, check the voltage output from the power supply is sufficient and the polarity is correct. If this isn't the issue replace the cable as it may have been damaged. Should this not resolve the issue, contact your local repair centre, details of which can be found on our website.

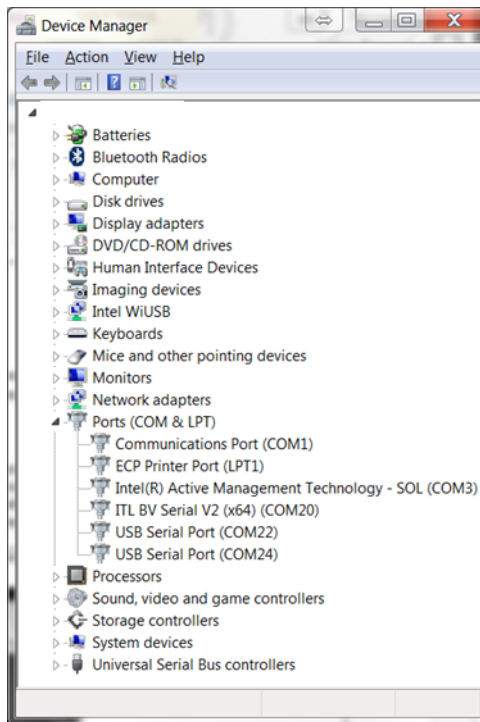
8.3 Communication with the Host

If there is no communication with the host check the communication cable, typically this will be the IF17 and the port on the host system.

Ensure the cable is connected to the IF17 correctly, so the connectors are fully seated and the USB cable is connected to the computer.



If the unit is connected, enter device manager and check the active com ports, there should be a device labelled as USB Serial. If no com port is present replace the IF17 and a new device will register.



Check the connection to the host software, if there is still an issue replace the IF17 or switch com ports on the PC. If the unit is detected but there is a yellow triangle next to the serial port then the drivers should be reinstalled as explained in [Section 6.2.1](#).

For linux use the dmesg console command as shown below:

```
james@james-VirtualBox ~  
File Edit View Search Terminal Help  
james@james-VirtualBox ~ $ dmesg | grep tty  
[  0.000000] console [tty0] enabled  
[ 55.387744] usb 1-2: FTDI USB Serial Device converter now attached to ttyUSB0  
james@james-VirtualBox ~ $
```

9 SECOND LEVEL SUPPORT

Essential Tools:

- Laptop
- USB A to B cable
- IF17, cable and power supply

9.1 Clearing a Jam from the Ticket Module

If a Jam has occurred in the Printer Power must be Removed,

The Ticket Path can be opened as explained in [Section 7.2](#).

Remove any visible blockage then remove the loaded tickets.

Ensure there is no debris built up in the RP-80 as explained in [Section 7.2](#).

Power the RP-80 and insert the paper once the unit has started up.

9.2 Testing after an error has been cleared

Once an error has been cleared, ensure the device is tested by paying out tickets. A recommended test is to press the button until a demo ticket is printed, this will help limit the number of repeat calls for the same issue.

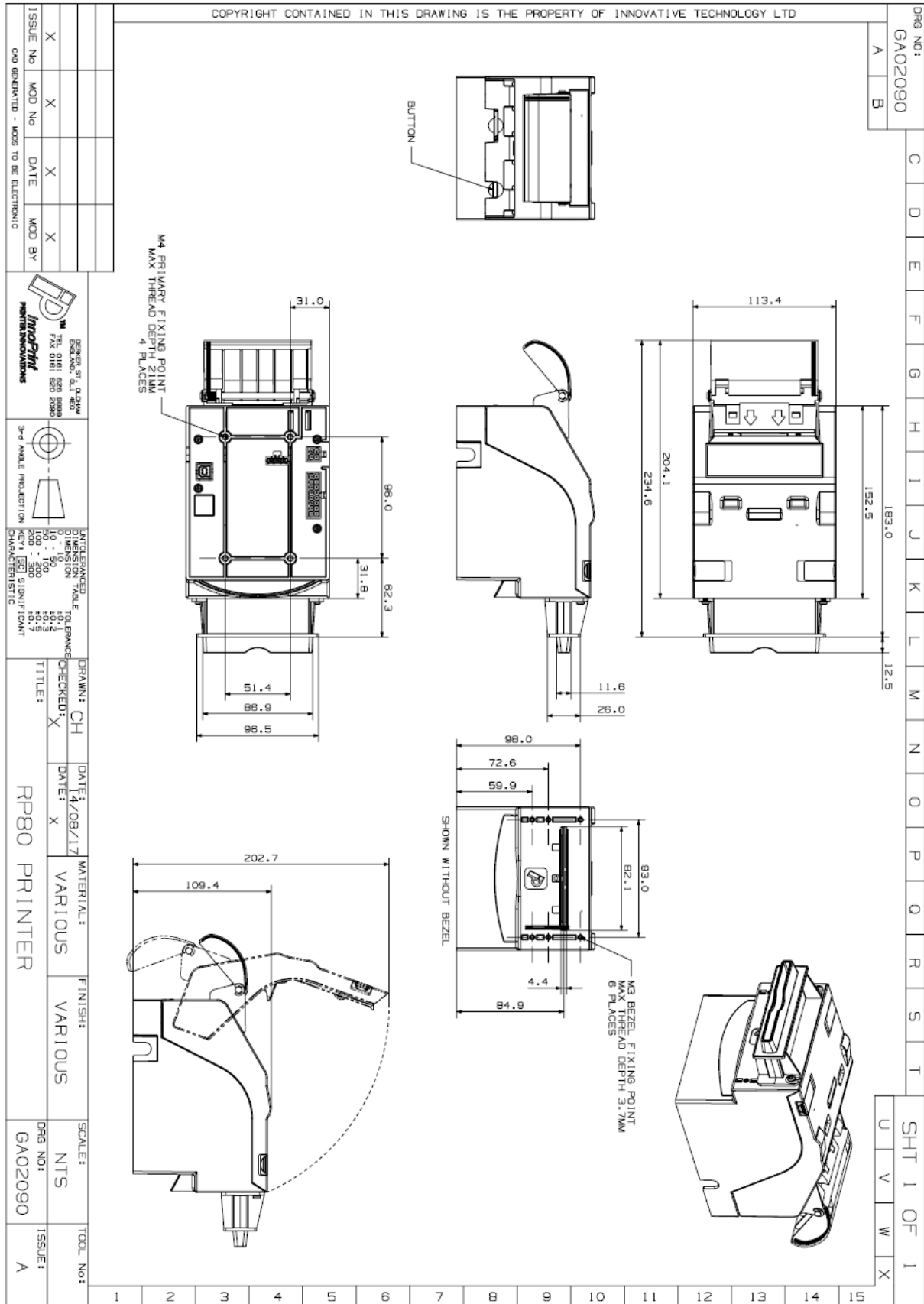




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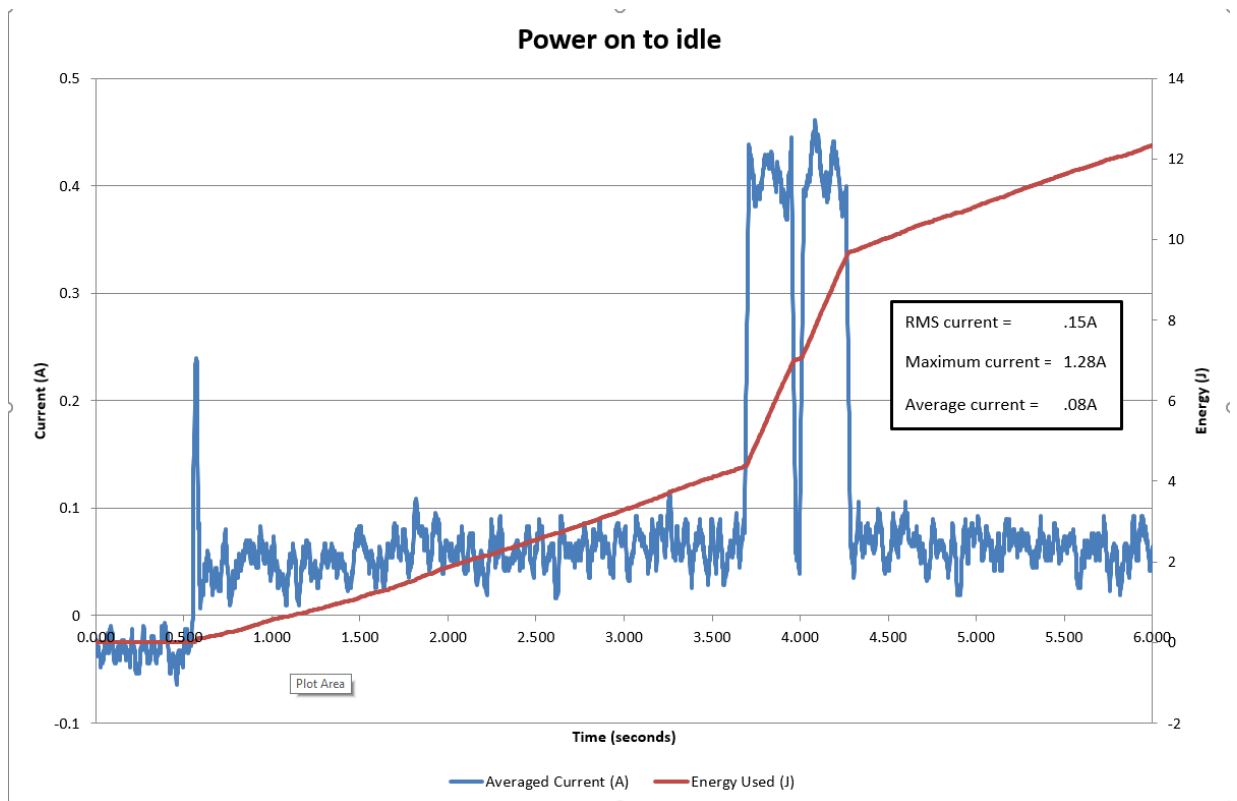
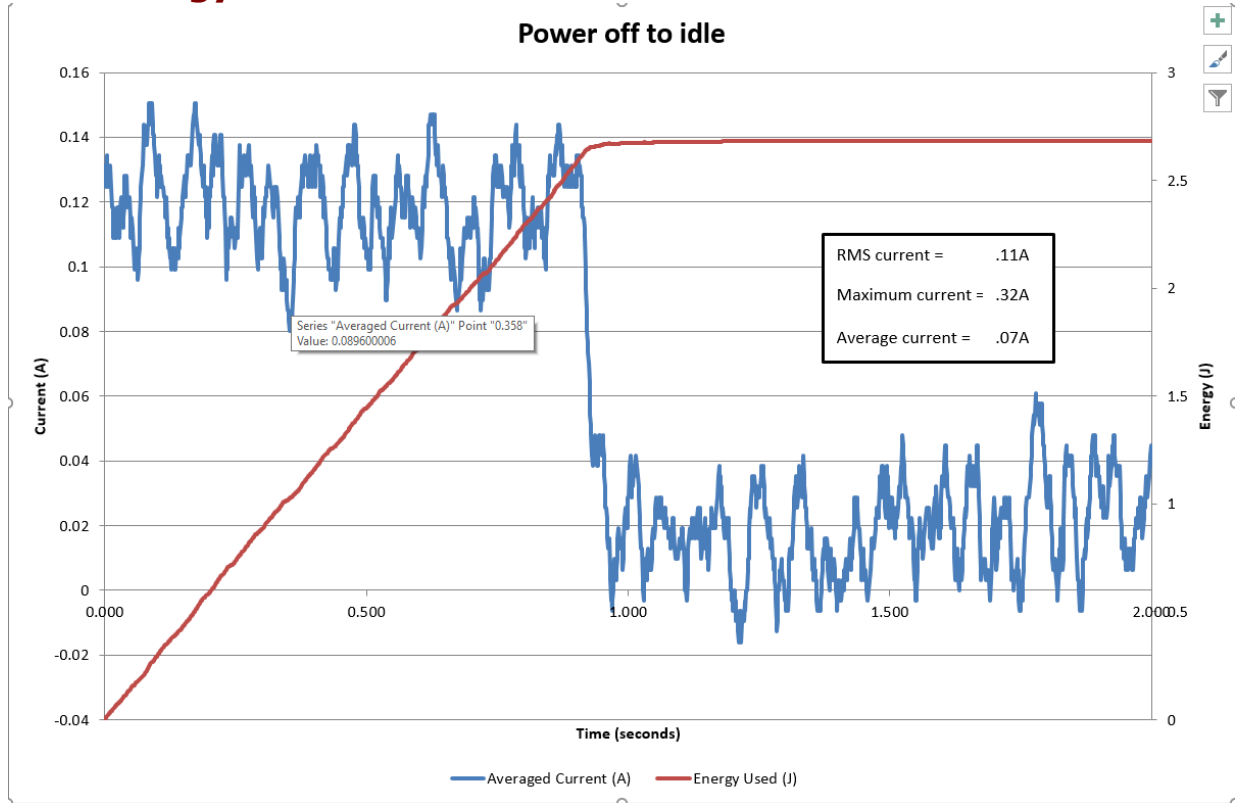
10 APPENDIX

10.1 2D Drawings

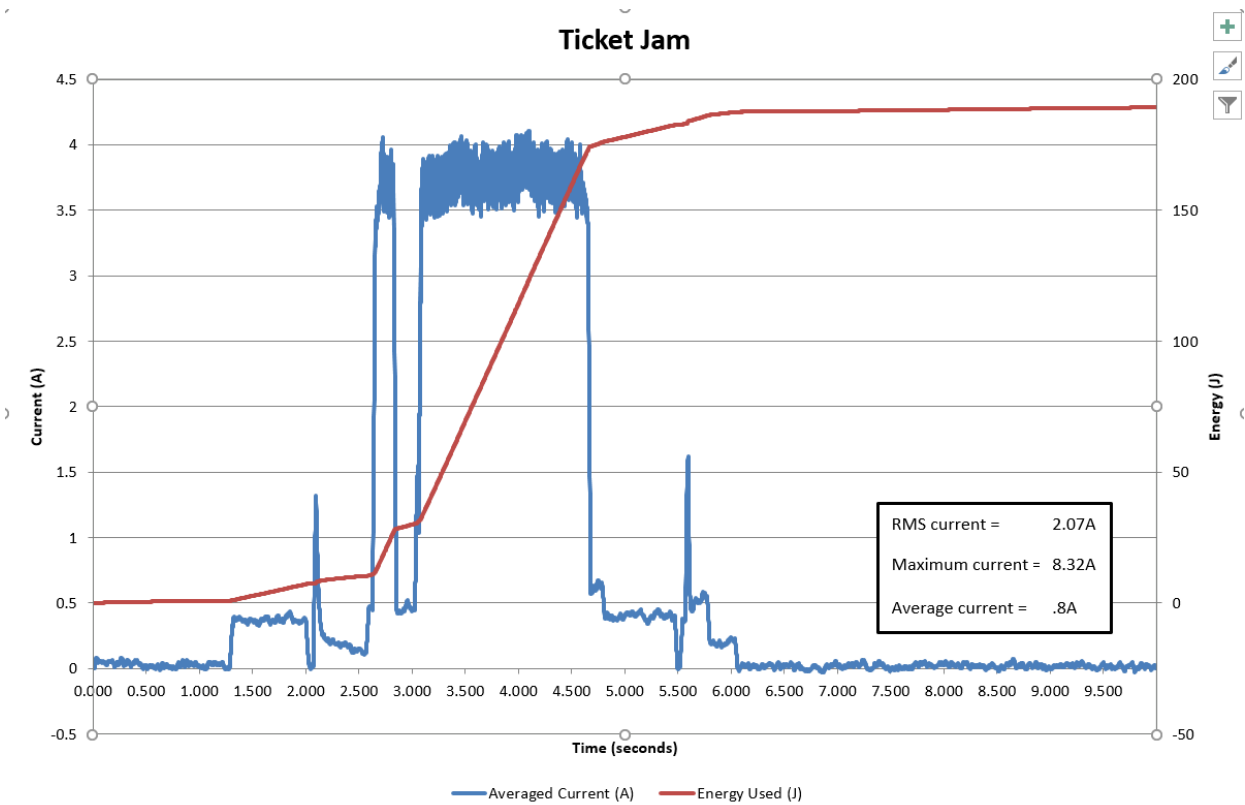
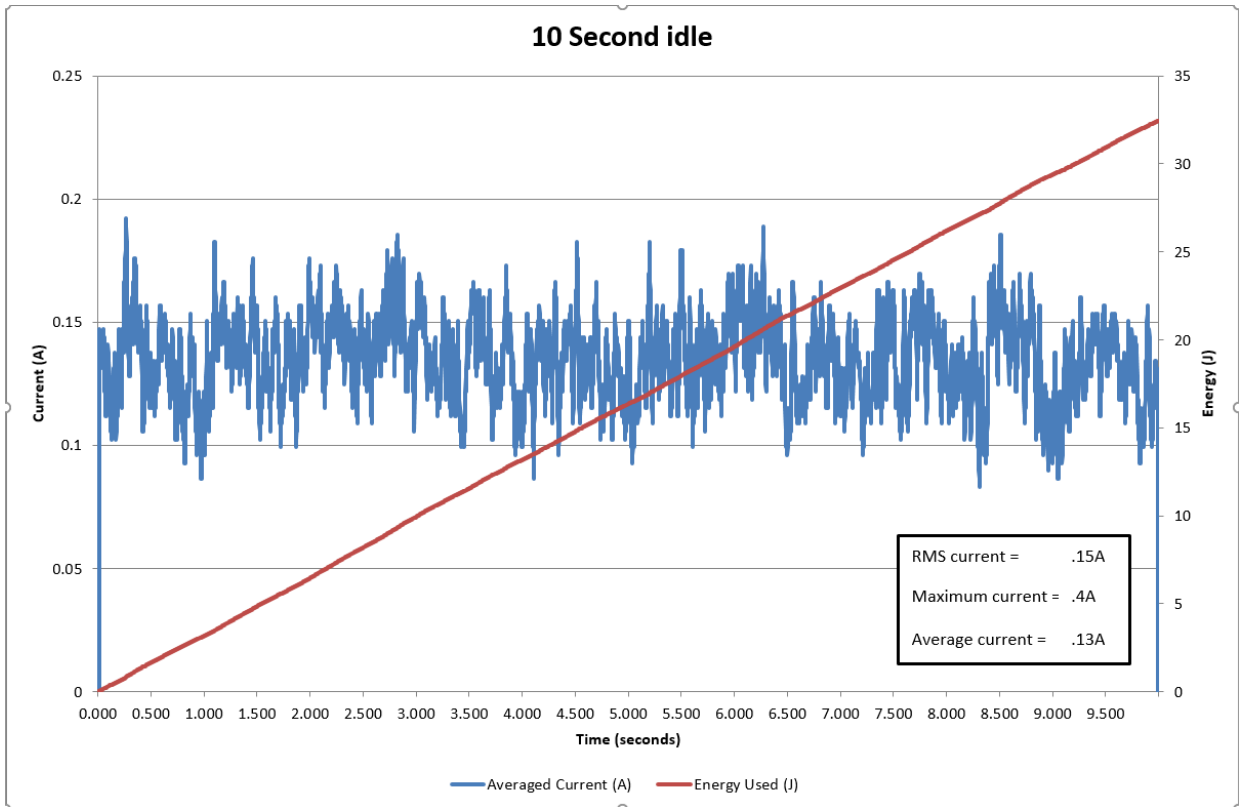


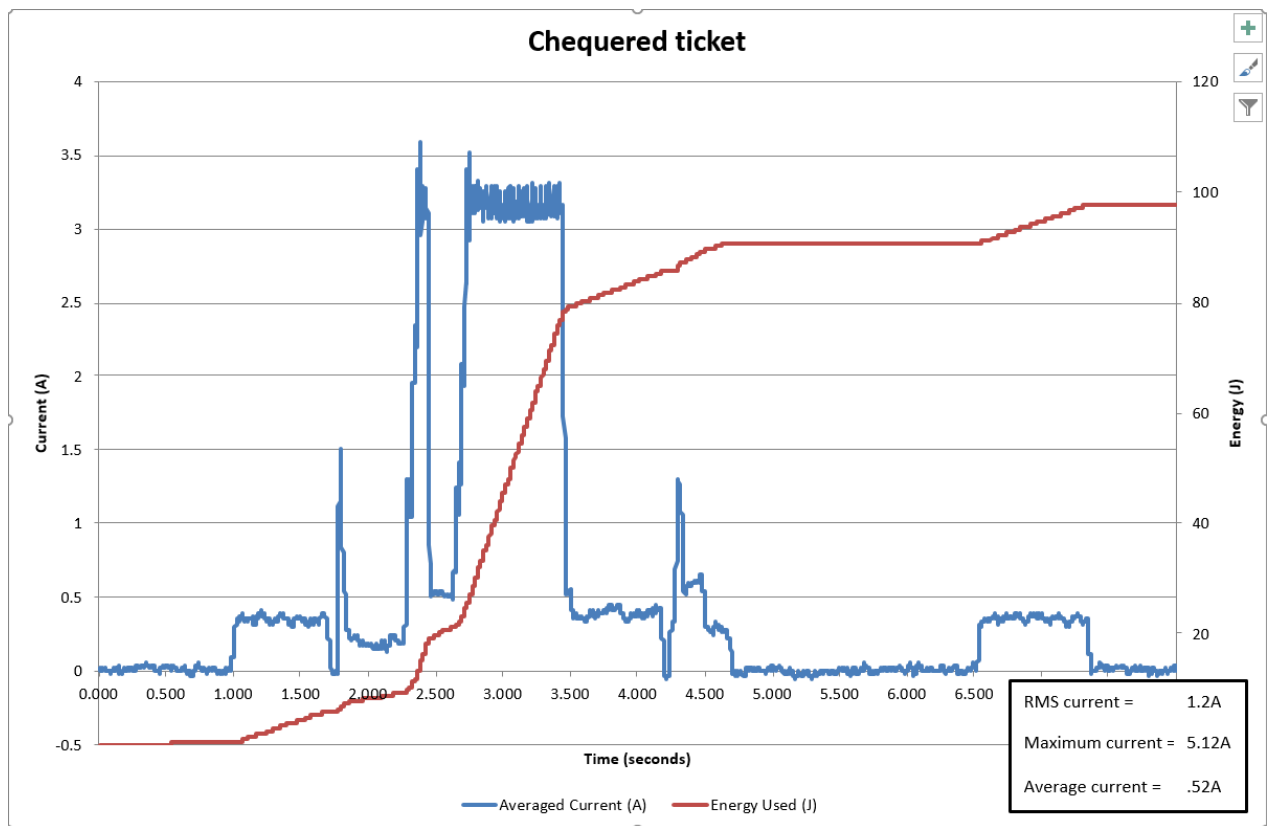
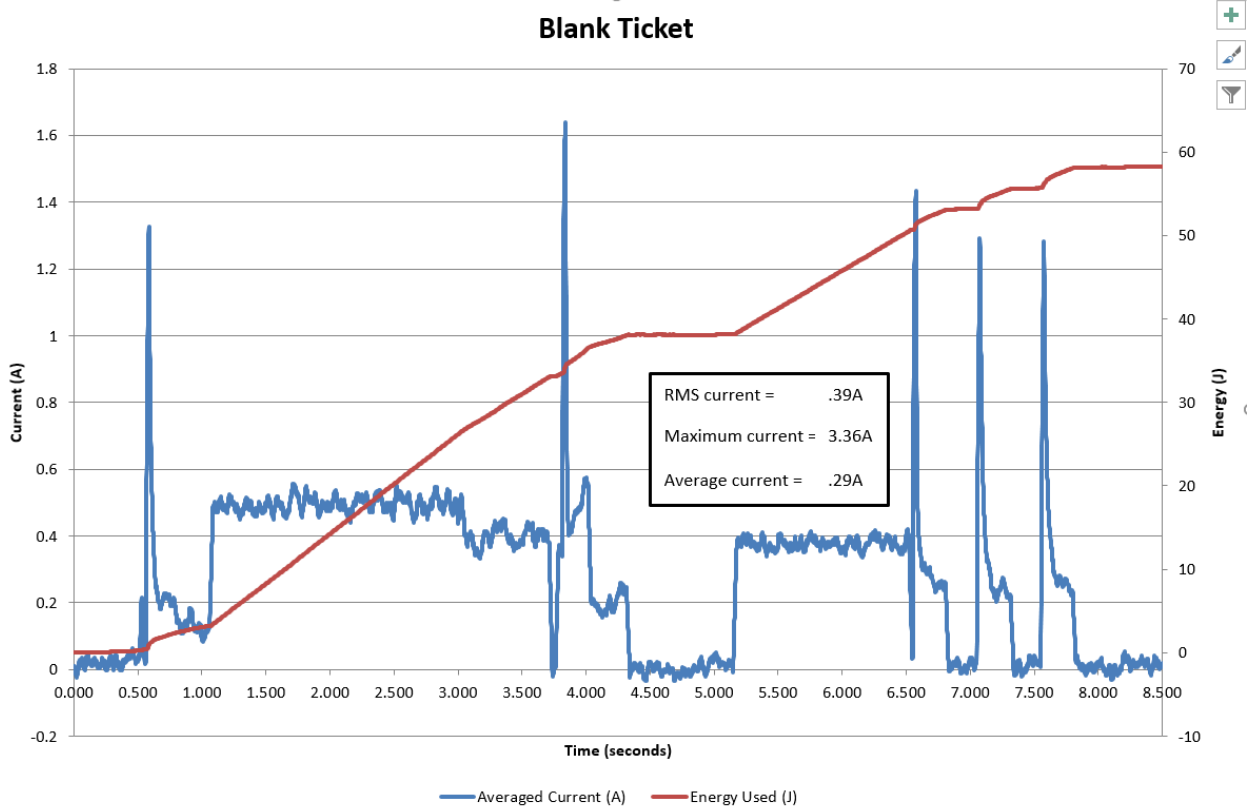
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10.2 Energy Profiles



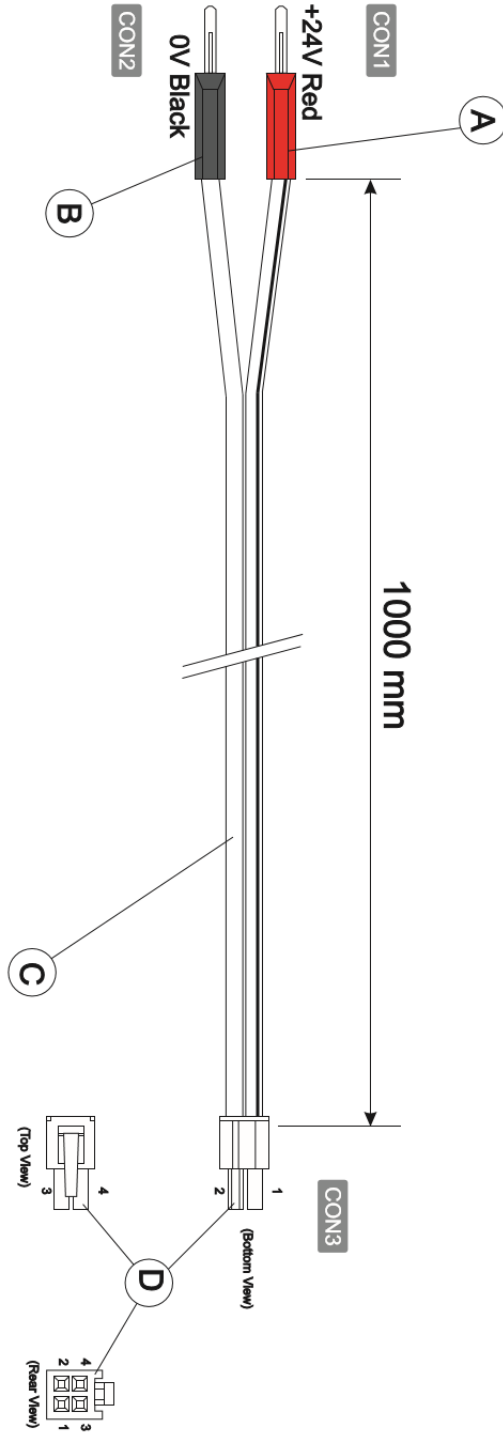
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10.3.2 CN389 Art.no.9930550208

DRAMA/NO
CN389
ISSUE
2
Art.no.9930550208



Item	QTY	Description	Part Number	Vendor
A	1	4mm Stackable Plug, Red	553-0500-01	Deltron
B	1	4mm Stackable Plug, Black	553-0100-01	Deltron
C	1	Polarised Audio Wire, 2 x 0.5mm ² AWG 20-18	-	-
D	1	4 Circuit Receptacle Housing, 4.2mm PE Series UL94V-2	794954-4	Tyco
E	2	4.2mm PE Series Crimp Socket (Not Shown)	1586315-1	Tyco

Connectivity		CON1	CON2	CON3	Colour	Comments
Pin	Pin	Pin	Pin	Pin	Black/Red	24V (Hopper Power)
1	-	1	1	1	Black	0V (Hopper GND)
-	1	2	-	-	-	-

Note:
All other pin locations are empty.
Audio wire colour is not important but polarisation marking is required.

ISSUE NO.		2		DATE		28/02/2011		DRAWN BY		P. Newton		DATE		14/05/2009		CHECKED BY		DATE		TICK NO.	
MATERIAL		All parts must be rated to at least UL94-VW1		TITLE		Hopper Interface Power Cable		MATERIAL		All Materials used must be RoHS Compliant		FINISH									
2		28/02/2011		P. Newton		28/02/2011		P. Newton		14/05/2009											
1		04/07/10		P. Newton		04/07/10		P. Newton		14/05/2009											



