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trouble shooting tips

TST 16 - Installing DG8340 Esco Printers with Gilbarco Transac Consoles

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We recently ran into a problem when installing DG8340 Esco Printers with a Transac 12 (G in this case) console.

When trying to print receipts or reports the printer would print a line or 2 lines then carriage return 12 blank lines then print another 2 lines. If you turned off power to the printer without disconnecting its data cable, it would appear to "lock up" the Console. It really had not; it had simply put the Console into a "slow" mode and it would take up to a minute to react to key strokes.

Upon discussion with the station Manager we discovered that this particular Console had originally had an "Esso" Repos unit attached to it, which the station Manager had removed because it was "locking up" the Console. He then had a DOT 2® Printer installed which had also caused "lock ups" and eventually got so worn it needed to be replaced. As the DOT 2® is no longer made and printer mechanism had become obsolete, the manager decided to replace it with the DG8340 and the new problems began. Upon questioning we discovered that he was sure memory had not be blown in the Console when the Repos was removed, and of course it had not when he had the DG8340 installed. After the memory was blown in the Console the DG8340 worked perfectly. Therefore:
When installing a DG8340, where it is known that either a Repos unit or a DOT 2® Printer had previously been installed on the Printer Port of a Transac Console, blow the memory in the Console as follows:

Transac 12A or B
      1. Remove AC power from the Console.
      2. Unplug the Battery from the Logic Board.
      3. Short across the 2 connectors the Battery was plugged into.
      4. Reconnect the Battery and restore AC power.

Transac 12C with T15899 and T16249 Logic Boards
      1. Remove AC power from the Console.
      2. Remove JP3 from the Logic Board.
      3. Apply AC power for 15 seconds, then remove power again.
      4. Replace JP3 and restore AC power.

Transac 12C and Transac 12G with T16399 and later Logic Boards.
      1. Remove AC power from the Console.
      2. Remove JP3 and move JP69A to JP69B on the Logic Board.
      3. Apply AC power for 15 seconds, then remove power again.
      4. Replace JP3 and move JP69B back JP69A.
      5. Restore AC power to the Console.

Important Note!
Ensure the manager has all information from the console first, and make sure you have noted any Grade mapping and Programming of the Console before performing this procedure!