



Thermal Receipt Printer for Gilbarco Passport

User's Guide

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Part #	FE-PA04060013
Description	Freedom Electronics Thermal Printer for Gilbarco Passport
Models	PX52, PX60, PX68



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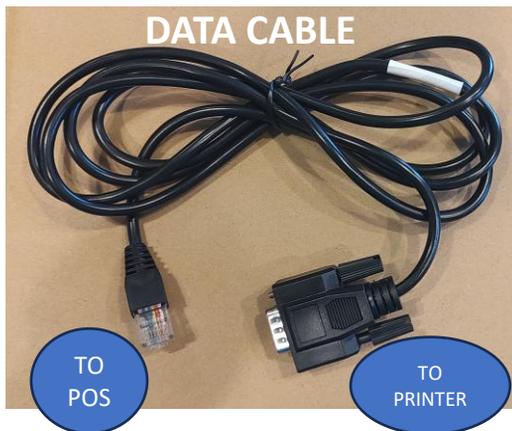
ATTENTION:

- The provided data cable **must** be used for proper operation.
- The printer uses the same paper as the OEM printer.
- The power supply must be disconnected during maintenance of the printer.
- Do NOT touch the surface of the print head with hands or metal objects.
- Do NOT scratch the surface of the print head, printing rubber roller or sensor with tweezers and other tools.
- Ethyl Alcohol is a great choice for cleaning electronics because it's inexpensive, mineral-free and evaporates quickly. Harsh solvents such as gasoline and acetone should not be used to clean.

1. Connecting to a Gilbarco Passport Console

The provided data cable must be used for proper operation.

- (1) Connect the DB9 end of the cable to the serial port of the printer.
- (2) Connect the RJ45 end of the cable to the applicable port on the Passport console.
- (3) Connect the Cash Drawer cable to the Cash Drawer port on the printer.
- (4) Connect the supplied power supply to the printer and to a power receptacle.



2. Setting the Dipswitches

- (1) Determine the correct printer communication protocol.
Some possibilities are:
 - Baud Rate = 9600, Data Bits = 7 *default
 - Baud Rate = 9600, Data Bits = 8
 - Baud Rate = 38400, Data Bits = 8
- (2) Power off the printer.
- (3) Remove the screw and dipswitch cover from the bottom of the printer.
- (4) Set dipswitches 2 and 8 according to the proper communication protocol.
See next page for illustration.
- (5) Reinstall the dipswitch cover.
- (6) Power on the printer.



2. Setting the Dipswitches

Switch	Function	On	Off
1	Diffusion Knife	Without Diffusion Knife	With Diffusion Knife
2	Data Bits	8 Bit	7 Bit
3	Print Concentration	High Concentration	Normal Concentration
4	24-bit Character Mode	No Chinese Characters	Have Chinese Characters
5	Print Characters Per Line	42	48
6	Cashbox Function	Open Cashbox	Close Cashbox
7-8	Baud Rate	Refer to Table Below	
Baud Rate		SW-7	SW-8
9600		ON	OFF
19200		OFF	OFF
38400		ON	ON
115200		OFF	ON

Switch	9600/7	9600/8	38400/8
1	Off	Off	Off
2	Off	On	On
3	Off	Off	Off
4	On	On	On
5	Off	Off	Off
6	On	On	On
7	On	On	On
8	Off	Off	On

Defaults

Site Specific



3. Loading Paper

- (1) Open the upper cover of the printer.
- (2) Insert the roll of paper as shown in illustration 1.
- (3) Pull out some paper and close the cover as shown in illustration 2 and 3.
- (4) Tear off the paper with the cutter.



Paper Specifications:

The Freedom Electronics printer uses the same paper as the OEM printer.

- Form: Paper roll
 - Paper width: 79.5 ± 0.5 mm { 3.13 ± 0.02 "}
 - Paper roll size: Roll diameter: Maximum 83 mm {3.26"}
- Take-up paper roll width: $80 +0.5/-1.0$ mm { $3.15+0.02/-0.04$ "}
- Specified paper: Specified thermal roll paper: NTP080-80
 - Paper roll spool diameter: Inside: 12 mm {0.47"}
 - Outside: 18 mm {0.71"}

4. Keys and Indicators



POWER Indicator (green)

On when power is applied.

ERROR Indicator (red)

Flashes when paper low, paper jam, printer head is overheating, printer heat error, or other abnormalities.

PAPER Indicator (red)

On when paper is not detected.

FEED Key

Press to feed the paper.

Hold down and cycle power to perform a Self-Test.

5. Self-Test Print

If a printer malfunctions; cycle power to the printer and reload the paper.

To further troubleshoot the printer, a Self-test can be performed. The Self-Test function will print the software version, print density, communication interface protocol, etc.. If the self-test printout is printed properly, it indicates that everything is normal with the printer mechanism.

Power off the printer, press and hold the FEED button, and power the printer back on. Release the FEED button within 5 seconds of powering it back up. This will cause the printer to reset and self-test, followed by a self-test printout.

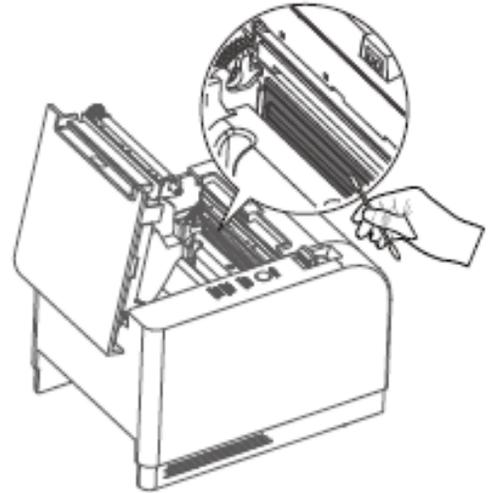
5. Cleaning the Print Head

When to clean the print head:

- 1) Printing is not clear.
- 2) Printed edge is not clear.
- 3) The paper feeding noise is high.

How to clean the print head:

- 1) Disconnect power from the printer, open the upper cover and remove the paper.
- 2) If the print head is hot, wait for it to cool.
- 3) Clean the print head with soft cotton cloth moistened with ethyl alcohol.
- 4) After the alcohol has dried completely, re-test the printer.



6. Cleaning the Paper Sensor

When to clean the paper sensor:

- 1) While printing, the printer may stop printing and alarm for paper error.
- 2) The printer does not give paper low alarms.

How to clean the paper sensor:

- 1) Disconnect power from the printer, open the upper cover and remove the paper.
- 2) Clean the paper sensor with soft cotton cloth moistened with ethyl alcohol.
- 3) After the alcohol has dried completely, re-test the printer.

7. Cleaning the Rubber Roller

When to clean the Rubber Roller:

- 1) Printing is not clear.
- 2) A vertical column of the printed edge is not clear.
- 3) High noise when feeding the paper.

How to clean the Rubber Roller:

- 1) Disconnect power from the printer and open the upper cover.
- 2) Clean the Rubber Roller with soft cotton cloth moistened with ethyl alcohol.
- 3) After the alcohol has dried completely, re-test the printer.



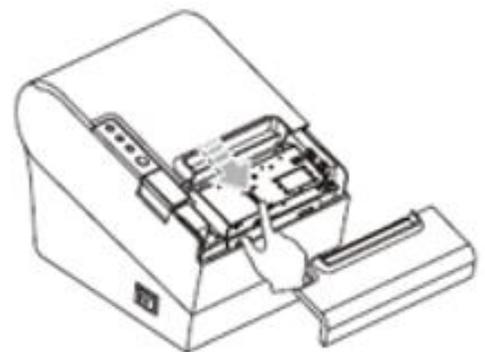
8. Release the Jammed Cutter

When the cutter is jammed, and the upper cover cannot be opened:

- (1) Cycle power to the printer to attempt to reset the cutter.

If the jammed cutter does not reset:

- (1) Disconnect power from the printer.
- (2) Remove the front cover as shown.
- (3) Reverse the gear to release the jammed cutter.
- (4) Power on the printer and retest.



Close Cash Drawer Error

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Issue: FE Passport Printer hangs on “close cash drawer” message after it has been closed. This can delay the next sale.

Work Around:

1. Wait for the error to clear and operations will begin normally again.
2. Follow below programming changes.

From the POS screen

- Select Tools, Manager Workstation, and Sign On.
- Use the SuperUser credentials (0000 and associated password) or a login with the proper credentials
- Select Setup, Register, Register Group Maintenance, and the applicable POSGroup

Change the Transaction Options per below:

A) Check Allow sales with drawer open.

OR

B) Leave Unchecked but raise the time from 5 seconds to a higher number such as 60. *This will reduce the issue but not eliminate it.*

