



Thermal Receipt Printer for Gilbarco Passport

User's Guide

Rev 2 • 12/2024

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



Table of Contents

1. Connecting to a Gilbarco Passport Console.....	3
2. Setting the Dipswitches.....	4
3. Loading Paper.....	6
4. Keys and Indicators.....	7
5. Self-Test Print.....	7
6. Cleaning the Print Head.....	8
7. Cleaning the Paper Sensor.....	9
8. Cleaning the Rubber Roller.....	10
9. Release the Jammed Cutter.....	11

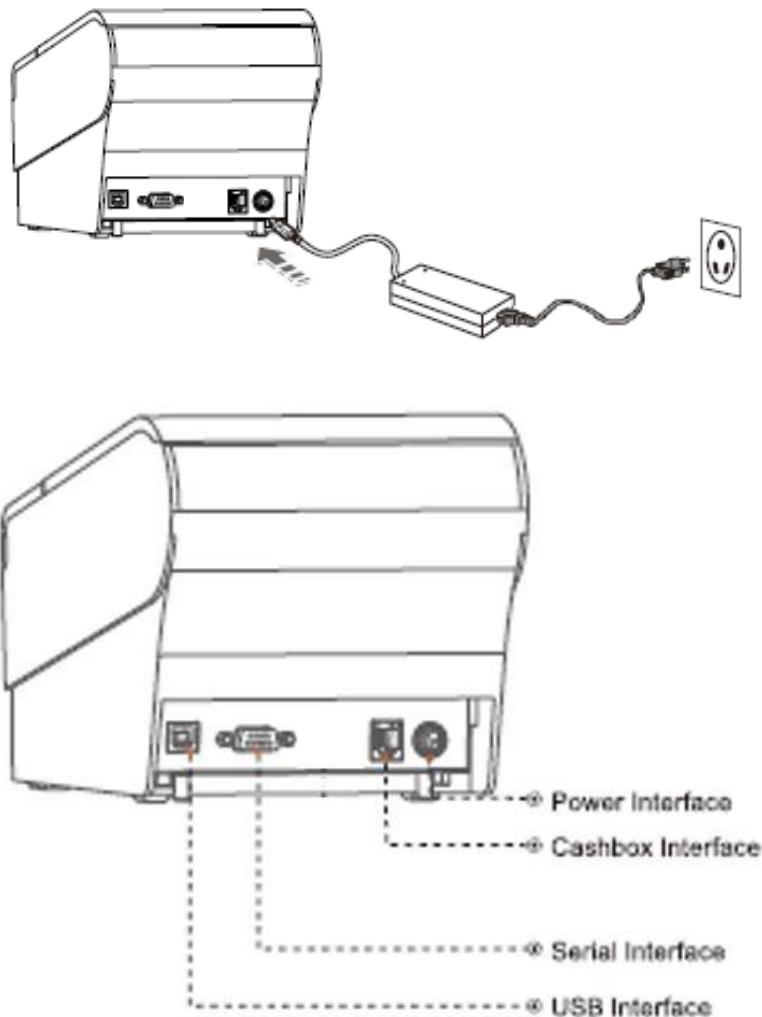


ATTENTION:

- The power supply must be disconnected during daily 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.
- Solvents such as gasoline and acetone should not be used to clean.
- After cleaning, allow the ethyl alcohol to dry completely before powering the printer back on.

1. Connecting to a Gilbarco Passport Console

- (1) Connect the DB9 side of the provided cable to the serial interface port of the printer.
- (2) Connect the RJ45 side of the provided cable to the Passport console.
- (3) Connect the Cash Drawer to the Cashbox Interface port.
- (4) Connect the power cable to the printer using the provided power supply.



2. Setting the Dipswitches

- (1) Determine the correct printer communication protocol.
Some possibilities are:
 - Baud Rate = 9600, Data Bits = 7
 - Baud Rate = 9600, Data Bits = 8
 - Baud Rate = 38400, Data Bits = 8
- (2) Power off the printer.
- (3) Unscrew the screw to remove the dipswitch cover.
- (4) Set dipswitches 2 and 8 according to the correct 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:

- 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.

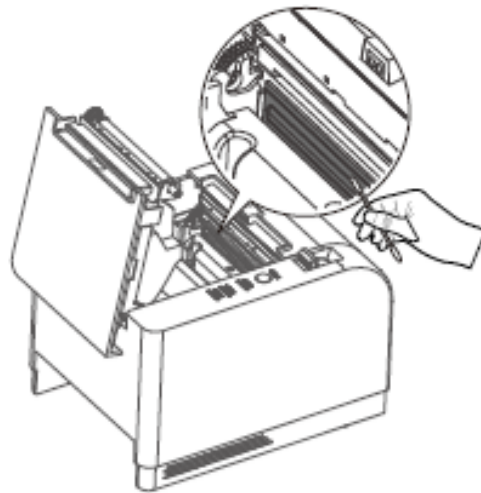
6. Cleaning the Print Head

When to clean the print head:

- 1) Printing is not clear.
- 2) A vertical column of the 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.



7. Cleaning the Paper Sensors

When to clean the paper sensor:

- 1) While printing, the printer may stop printing and alarm for paper low.
- 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 sensors with soft cotton cloth moistened with ethyl alcohol.
- 3) After the alcohol has dried completely, re-test the printer.

8. 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) The paper feeding noise is high.

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.



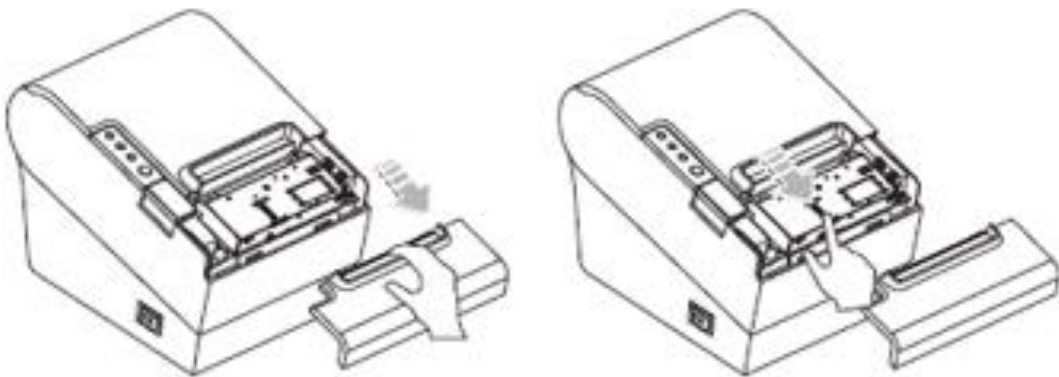
9. Release the Jammed Cutter

When the cutter is jammed, and the upper cover of the printer 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 below
- (3) Reverse the gear to release the jammed cutter.
- (4) Power on the printer and retest.



Close Cash Drawer Error

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

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 a minute and it will clear and operate normally again.
2. Follow below programming changes.

From the POS screen

- Select Tools, Manager Workstation, and Sign On.
- Use the SuperUser credentials (0000 and magic 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.

