



X2 MAIN BOARD REPLACEMENT (MODEM / PRINTER VERIFICATION)

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LOADING THE X2 MULTITECH MODEM CONFIGURATION FILE

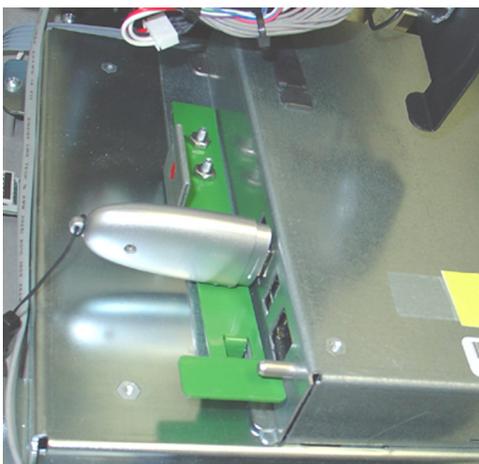
(REQUIRED FOR X2 MAIN BOARD REPLACEMENT THAT EMPLOYS THE MULTITECH USB MODEM)

You will need a Flash drive device (USB storage device shown) with the “X2MultitechModemCfg.tfv” configuration file loaded in it (CD included with Main board replacement has software file included).

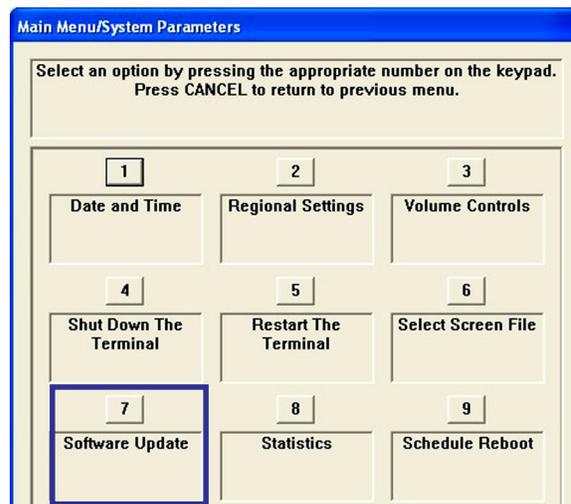
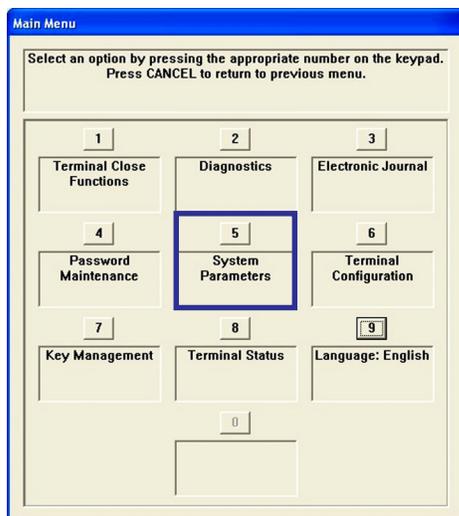
*** NOTE ***

To update software for Models FT5000 and RT2000, access Management Functions from the *front* display (customer side).

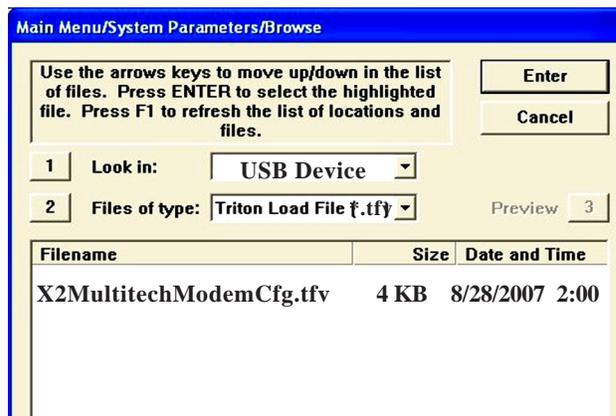
1. Connect the USB flash drive to any available USB port on the X2 main board. If your Flash drive has an indicator, it will light briefly, then extinguish.
3. Press <7> on the keypad to access the **SOFTWARE UPDATE** function. This function searches for the terminal software setup program on the external storage device.



2. Enter **MANAGEMENT FUNCTIONS > MAIN MENU** screen. Select **SYSTEM PARAMETERS** option by pressing <5> on the keypad.



4. In the “LOOK IN” option should be the “USB” location. If it’s not present, <CANCEL> out of the Software Update screen and then re-enter the same screen.



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5. When the “LOOK IN” option has “USB” present, the “FILES OF TYPE” screen should have the Multitech load file software, size, and date/time attributes (and any other file loaded in the Flash drive. See NOTE, right.

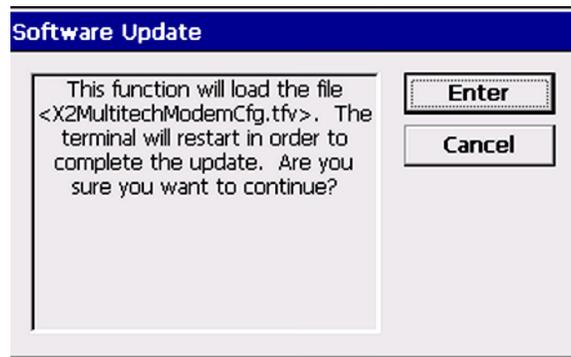
*** NOTE ***

*X2 TERMINAL SOFTWARE IS IDENTIFIED WITH A **.TFV** EXTENSION.*

6. Use the left and right <ARROW> keys on the keypad to highlight/select the following file:

X2MultitechModemCfg.tfv

7. A screen will appear below verifying the selected file. Press <ENTER> to continue.

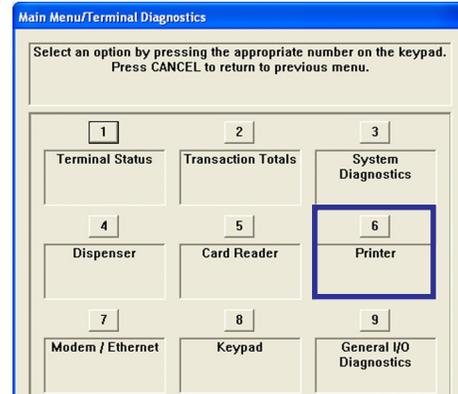
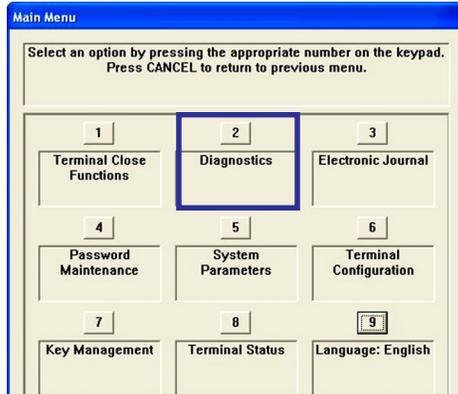


8. The terminal will restart at this time and the installation of the software will be performed automatically. After the terminal completes its reboot sequence, remove the Flash drive device.

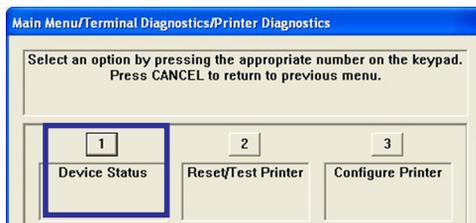
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VERIFYING THE PRINTER PRESENTER

1. Enter **MANAGEMENT FUNCTIONS > MAIN MENU** screen. Select **DIAGNOSTICS** option <2> , then **PRINTER** option <6>.



2. Press <1>, **DEVICE STATUS**. A Management report is displayed.

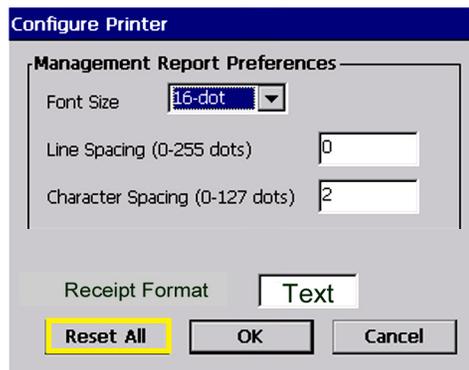
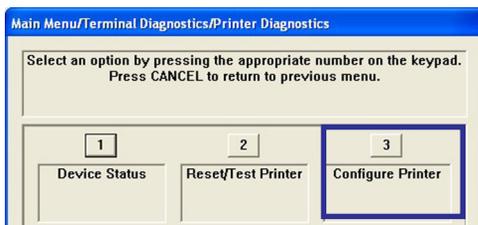


```
Printer
Device ID: Seiko LTP2342
Device Status: 0 (Device Ready)
Online: Yes
Out Of Paper: No
Low Paper: No
Print Job Pending: No
Cover Open: No
Presenter Open: No
Hardware Error: No
Thermal Head Error: No
Voltage Error: No
Head Up Error: No
Auto Cut Error: No
Close Head Required: No
Printer presenter paper not detected.: No
Presenter Exit Blocked: No
Presenter Roller Blocked: No
Presenter Roller & Exit Blocked: No
Presenter Installed: No
Presenter Stored: No
Paper Width: 80mm
```

3. Scroll down to the **“Presenter Installed”** and **“Presenter Stored”** line items. If there is a difference in the status report between either (ex: **“Presenter Installed”**: Yes, **“Presenter Stored”**: No), proceed to the next step.

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4. Press <3>, **CONFIGURE PRINTER**. Press the <CLEAR> key to scroll down/highlight the “**Reset All**” option. Press the <ENTER> key.



Printer w/presenter

5. Perform another **DEVICE STATUS** to verify “Presenter Installed” and “Presenter Stored” status are the same. Also verify if the “Device Status” line item reflects: **0 (Device Ready)**.

*Note: Recommend perform a **RESET\TEST PRINTER** function <OPTION 2>. This function re-initializes and performs an operational test of the printer.*

