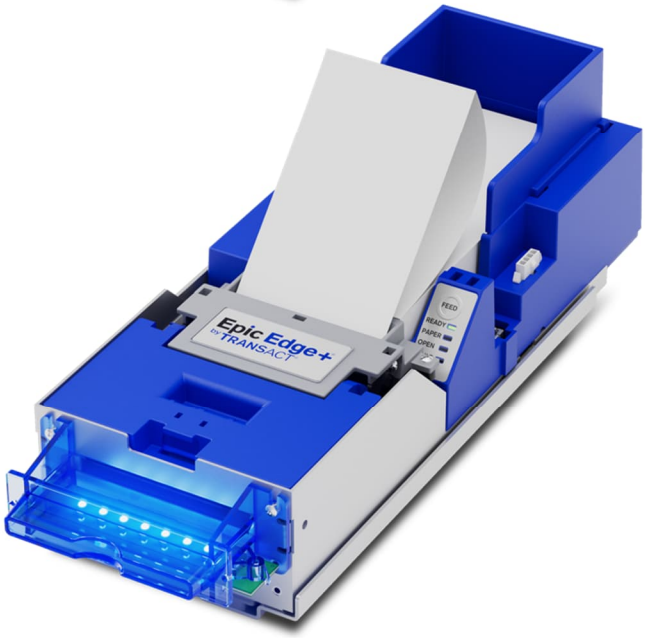
Epic Edge® & Epic Edge+® Series Printers

User Guide

Epic Edge®



Epic Edge+®

200-20379 Rev A
March 2026

TRANSACT®

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Change History

Rev A	Initial release	March 2026

Important:

Before installing any equipment be sure to consult the specifications in this User Guide. Failure to do so may cause integration problems. Portions of this User Guide may be changed without prior notice.

Note:

Losses that can be attributed to improper installation and working procedures are not the responsibility of TransAct Technologies Inc. No part of this User Guide may be used to recreate any part of the Epic Edge® or Epic Edge+® Printer. If this User Guide contains any questionable information or mistakes, please contact TransAct for assistance.

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March 2026
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Chapter 1
Introduction

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About the Epic Edge® and Epic Edge+® Printer

The Transact Epic Edge Series printers represent the very latest technology for use in gaming ticket printing applications. The features are fully backwards compatibility for previous users of Epic 950 printer together with a host of new features designed to improve the performance of your gaming operations including:

- 300 DPI printing for increased graphics resolution and improved bar code readability.
- Epic 950 emulation for seamless integration with legacy applications.
- Support for 65mm x 120mm and 65mm x 156 ticket stock
- Revised paper low sensing to detect 1-2 tickets
- USB download port for faster firmware updates
- Micro SD card for host free firmware updates.
- Universal interface board supports all common EGM interfaces.
- Dedicated ServerPort interface for connection to Transact's Epicentral Promotional software

Who Should Read This Guide?

This document is intended for trained service technicians who will be working with the Epic Edge® or Epic Edge+® printer series.

What Is Included in This Guide?

This User Guide includes information on the mechanical, electrical, and operational requirements of the Epic Edge series printers. It provides the following product information:

- Warranty and technical support information.
- Specifications and functionality description.
- Mounting requirements and mounting locations.
- Power and interface connections.
- Operational procedures.

We want you to have a trouble-free implementation with your Ithaca printer. For any issues not covered in this guide, quality technical support is available on-line at www.transact-tech.com, or by telephone at (607) 257-8901 or (877) 7ITHACA (877-748-4222) – consult the following pages for more details about our support services.

Warranty Options

The Epic Edge series printers come with a standard 24-month standard warranty covering both parts and labor that starts upon shipment from the factory. An optional extended warranty, covering both parts and labor for an additional 12 months, may be purchased separately. For more information concerning the warranty options, please contact the Sales Department at TransAct's Ithaca facility. You are responsible for insuring any product returned for service, and you assume the risk of loss during shipment to Ithaca C.O.D. packages are not accepted and warranty repairs are subject to the terms and conditions as stated on the Ithaca warranty policy.

Technical and Sales Support

Your printer is backed by the resources of TransAct Technologies, a global technology firm with dedicated technical support and sales assistance. Here is how we can help you:

On-line Technical Support

Our web site at www.transact-tech.com is your on-line portal to obtaining technical assistance with your Ithaca printer. Click on the Technical Support link to find documentation for your Epic Edge® or Epic Edge+® printer, including a current copy of this User Guide featuring:

- Command codes and descriptions.
- Character fonts.
- Printer features.
- Communication specifics.
- Ticket specifications.

Our on-line support site also includes a convenient e-mail assistance request form, where you can submit support requests 24 hours a day, and receive a return contact from a TransAct support technician during regular business hours.

Telephone Technical Support

Live telephone support is available Monday through Friday from 8 AM to 5 PM Eastern & Pacific US time, excluding holidays. We can provide general information about integrating Epic Edge series printers with your system, technical support, documentation, or assistance in sending a printer for service. To obtain telephone support, call TransAct's Ithaca Facility at (607) 257-8901 or (877) 7ITHACA (877-748-4222) and ask for Technical Support. To help us serve you faster, please have the following information ready when you call:

- The Model Number and Serial Number of the printer.
- A list of any other peripheral devices attached to the same port as the printer.
- What application software, operating system, and network (if any) you are using.
- What happened and what you were doing when the problem occurred.
- How you tried to solve the problem.

Return Materials Authorization and Return Policies

If the technical support person determines that the printer should be serviced at our facility, and you want to return the printer for repair, we will issue you the Returned Materials Authorization (RMA) number that is required before returning the printer. Repairs are warranted for 90 days from the date of repair or for the balance of the original warranty period, whichever is greater. Please prepare the printer to be returned for repair as follows:

- Pack the printer to be returned in the original packing material.
- Packing material may be purchased from TransAct's Ithaca Facility.
- Do not return any accessories unless asked to do so by a support technician.
- Write the RMA number clearly on the outside of the box.

Service Programs

TransAct Technologies Incorporated has a full-service organization to meet your printer service and repair requirements. If your printer needs service, please contact your service provider first. If any problems persist, you can directly contact the Ithaca facility's Technical Support Department at (877) 7ITHACA (877-748-4222) for a return authorization. International customers should contact your distributor for services. TransAct offers the following service programs to meet your needs.

- Extended Warranty.
- Depot Repair.
- Maintenance Contract.
- Internet Support.

Sales Support

To order supplies, receive information about other Ithaca products, or obtain information about your warranty, contact our Sales Department at the contact telephone or fax numbers listed below. To receive information on International distribution, visit our web site at www.transact-tech.com.

Contact Information

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Engineering and Operations
20 Bomax Drive
Ithaca, NY 14850 USA

Telephone	+1 877 748 4222 (1 877 7IT-HACA)
International	+1 607 257 8901
Web site	www.transact-tech.com/service-and-support
Email	TechSupport@transact-tech.com

Chapter 2
Specifications & Requirements

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Epic Edge® and Epic Edge+® Specifications and Requirements

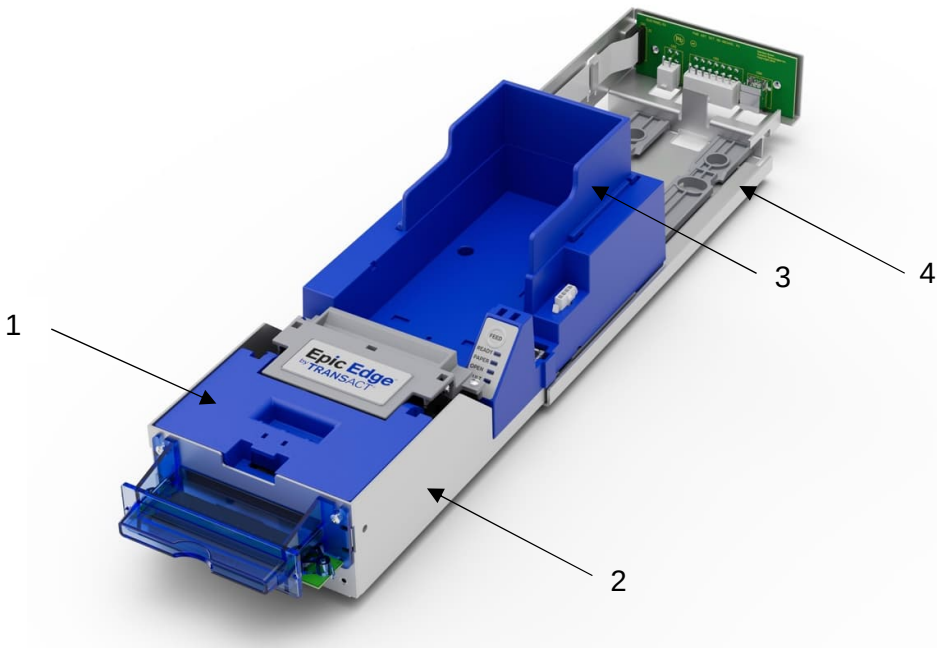

Figure 1. Epic Edge® or Epic Edge+® Printer Major Component Overview

1. Printer Mechanism
2. Inner Chassis Assembly
3. Printer Ticket Bucket Assembly
4. Outer Chassis Assembly

Note: Figure 1 shows only the Epic Edge® printer for reference purposes of major components. The Epic Edge+® is Form and Fit compatible.

Standard Features

The following features are common to the Epic Edge Series Printers:

Key features:

- 300 DPI print resolution
- Support for 65mm x 120mm and 65mm x 156 mm tickets.
- Perforated fan folded tickets in stacks of 200, 600 or 800 tickets.
- Dedicated ServerPort connection
- Support for multiple bar code types.
- TicketBurst™ – incorporating print, burst and transport zones, where the ticket is completely printed and burst before transport to operator.
- HotSwap QDT™ (Quick Disconnect Technology), a hot swappable printer mechanism design for easy service.
- Universal interface PCB.

Other standard features:

- Selections of 7.5, 10, 12, 16.5 and 20 characters per inch printing.
- Selectable printing of Normal, Double-high, Double-wide and Double-high/Double-wide.
- Support for stroke-based character fonts
- Sensors for Burst Ticket, Ticket Low, Top-of-Form/Ticket Out, Chassis Open, and Ticket Taken.
- Cover Open switch.
- Modular printer mechanism, ticket tray and sliding unit for easy maintenance.
- Open ticket path for ticket jam clearing.
- Operator interface: FEED button, status LED's (Ready/Paper/Open/Fault).
- Bezel lamp connection.
- USB imPort™ firmware and graphics download port.
- Print face down.
- Page mode printing.
- Audible Buzzer.

Optional Features

- 800 count ticket capacity using optional extender walls.
- Bezels (Internal and external).

Dimensions

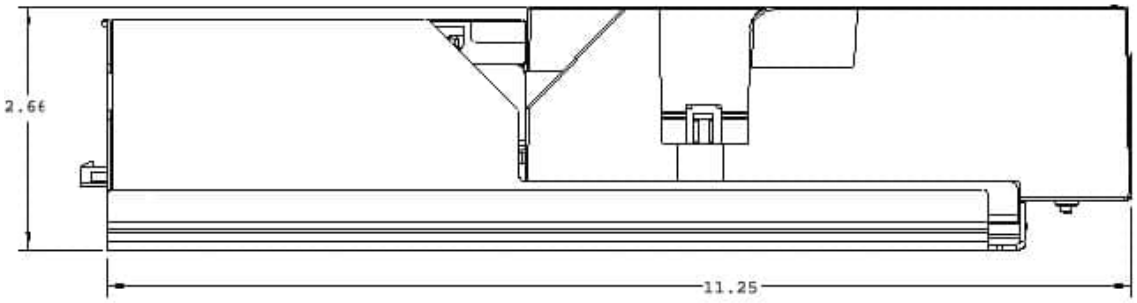

Figure 2. Epic Edge® and Epic Edge+® Printer: Dimensions

Size: H: 2.66" (67.6mm) W: 4.46" (113.3 mm) D: 11.25" (285.8 mm)

(Dimensions reflect use of 200-unit ticket bucket unless otherwise noted)

The Epic Edge Series supports three interchangeable ticket capacities using extender walls. Please be sure to specify the desired capacity when making your selections.

200 ticket setup:	H: 2.66" (66.6mm)	W: 4.46" (113.3 mm)	D: 11.25" (285.8 mm)
600 ticket setup:	H: 4.04" (102.6 mm)	W: 4.46" (113.3 mm)	D: 11.25" (285.8 mm)
800 ticket setup:	H: 5.54" (140.7 mm)	W: 4.46" (113.3 mm)	D: 11.25" (285.8 mm)

Weight: 3.8 lbs.

Interfaces

Type	Bi-Directional, serial RS-232 using transmit, receive, and ground.
Protocol	Ready/Busy or XON/XOFF, 9600 baud, 8 data bits, no parity, 1 start bit, 1 stop bit.

Type	USB 2.0 High Speed
Protocols	USB Printer, USB CDC, GSA GDS

Printer

Printer Type: Fixed linear 300 dpi thermal head.

Printer Environmental Conditions

Operating Temperature Range:	5º ~ 60ºC (41º ~ 140ºF)
Shipping/Storage Temperature Range:	–10º ~ 50ºC (14º ~ 122ºF)
Operating Humidity Range:	10% ~ 90% Noncondensing only
Shipping/Storage Humidity Range:	5% ~ 90% Noncondensing only

Power Requirements

24 Vdc ± 10%.
2.5 Amps max. @ 24 Vdc @ 25% print ratio.

Test Standards

BS EN 61000-6-3:2007+A1:2011
61000-6-2
ANSI C63.4-2014 or 2009
FCC Part 15 Subpart B – CLASS A
Canada ICES-003 issue 6 – CLASS A
EN55022:201+AC:2011 – CLASS A
EN 61000-3-2:2014
EN 61000-3-3:2013 – Clause 5
EN55024 :2010
IEC 61000-4-2:2008 – Level 3 Class A
IEC 61000-4-3:2006+A1:2007+A2:2010 – Level 2 Class A
IEC 61000-4-4:2012 – Level 2 Class A
IEC 61000-4-5:2014 – Level 2 Class A
IEC 61000-4-6:2013 – Level 2 Class A
IEC 61000-4-8:2009 - Level 1 Class A
IEC 61000-4-11:2004

Acoustic Noise:
Less than 65 decibels max. while printing a 30/30 format. (measured in 10 positions @ operator level with distance of 1 meter, per ISO 7779).

Mechanism Characteristics

Opening Distance:	190mm (7.5") (approximate).
Drawer Holding Force:	4.5 lbs. (out of detents).
Mechanism Operating Angle:	Horizontal to 45º inclination (ticket exit slot up).

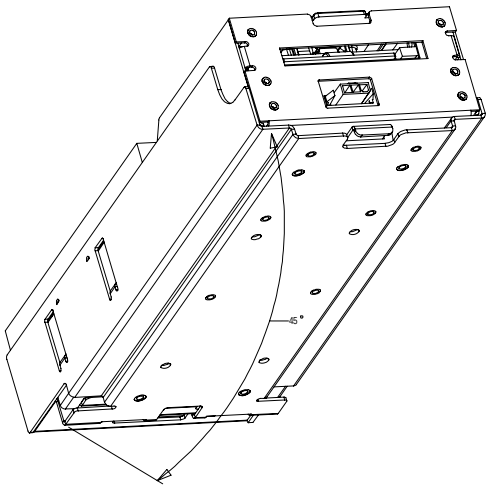

Figure 3. Maximum Mechanism Operating Angle

Printing Specifications

Print Method:	Thermal Sensitive Line Dot System.
Ticket Handling:	TicketBurst™ ticket buffering with burst.
Print Speed:	125 mm/sec. (5" per sec.) max.
Presentation Speed:	125 mm/sec. (8" per sec.) min.
Resolution:	300dpi x 300dpi.
Dot Pitch-Horizontal:	0.085 mm (11.4 dots/mm).
Dot Pitch-Vertical:	0.085 mm (11.4 dots/mm).
Line Feed Pitch:	3.2 mm (.125").
No. of Elements:	712 dots in-line.
Print Width:	62.5 mm (2.46").

Ticket Specifications

Ticket Width:	65 ± 1mm (2.56" ± .03").
Ticket Lengths:	156 ± 1mm (6.14" ± .04") or 120 ± 1mm (4.72 ± .04" with short ticket adapter.
Ticket Thickness:	4.5-5.0 mils (.114-.127 mm).
Ticket Weight:	27# (102 g/m) Avg.
Brightness:	89% Ave. (84%Min.), Test method TAPPI T-525
Printing Colors:	Black (visible light absorption: 600 ~ 700 nm)
Quantities Available:	Fan-folded stacks of 200, 400, 800 tickets.

Contract Transact for complete ticket specifications and approved suppliers

Bar Code Specifications

Standard Bar Code:	Interleaved. 2 of 5*
Minimum Bar Width:	0.5 mm min./0.6 max.
W: N Ratio:	3 : 1 (recommended, with 12:4 wide bar width (dots): narrow bar width (dots)).
# of Characters:	6 min./18 max.
Symbol Contrast Value:	70% min.
Applicable Standards:	ANSI X3.182 gsa-p0038.001.01

*Contact Transact for information on additional supported bar codes

Design Envelope: Ticket Clearance

A minimum paper clearance distance of .75" is required above the printer's ticket buckets. The minimum clearance for all ticket buckets will vary but should fall within the .75" minimum clearance measurement.

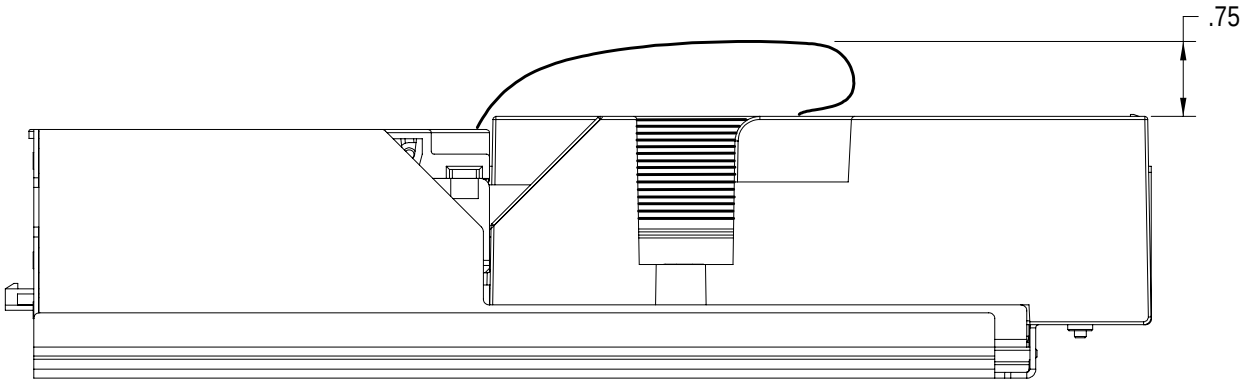

Figure 4. Design Envelope: Ticket Clearance

Black Dot Position and Presentation Scheme

All graphics preprinted on the ticket must be in thermal paper compatible ink.

Black Dot Position

The back of the ticket is used for the Black Dot/Top of Form indicator. For the printer to sense when a ticket has been indexed to the printing position, a Black Dot/Top of Form sensor is needed. It must be printed in black, thermal paper compatible, infrared readable ink. The 10.16mm area in line with the Black Dot/Top of Form indicator and the ticket edge (keep-out zone) must remain clear, as the Ticket Out Sensor will read that area while the ticket is printed and presented. The remaining area on the back of the ticket may be used for rules and disclaimer.

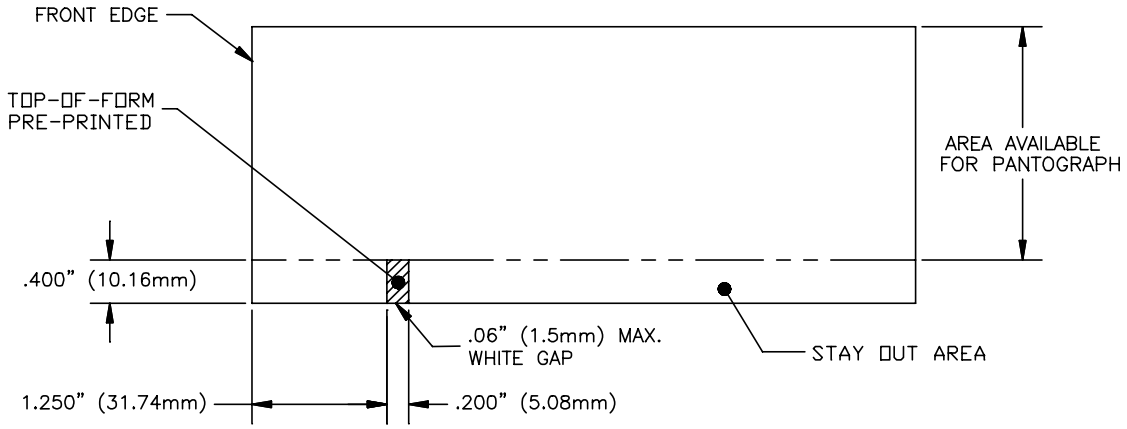

Figure 5. Location of Black Dot/Top of Form Indicator on Back of Ticket

Ticket Stack Orientation

To ensure the ticket is loaded correctly into the printer, the ticket stack must be properly loaded in the ticket box. The stack must be oriented so that the Black Dot/Top of Form mark of the tickets is on the leading edge of the ticket, not near the perforation of the next ticket. If the top ticket on the stack has the back facing upward, the perforation attaching the next ticket will be toward the front of the Ticket Tray with the Black Dot/Top of Form indicator in the rear right corner. If the print area is facing upward, the perforation attaching the next ticket will be toward the rear of the Ticket Tray. For instructions on inserting the first ticket into the printer, see the section “Loading Tickets into Feeding Mechanism”.

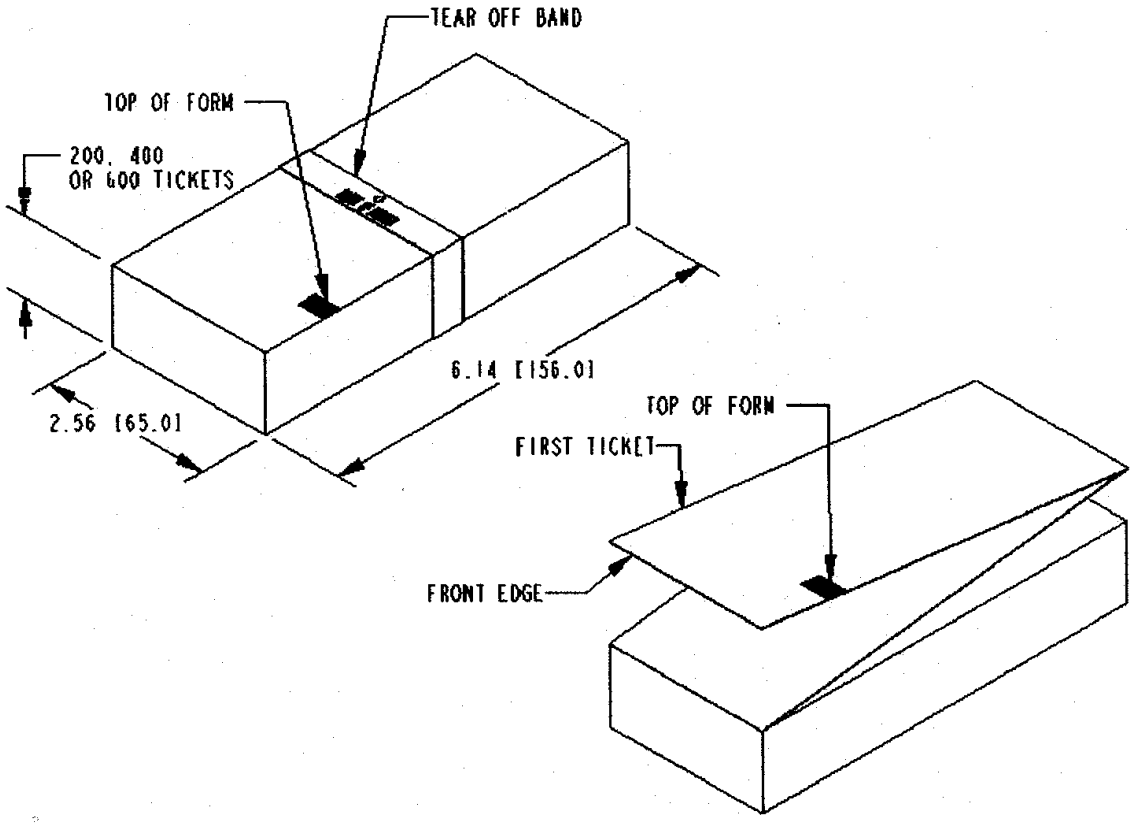

Figure 6. Ticket Stack Orientation

Chapter 3
Mounting Requirements

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Mounting Requirements

Outer Chassis to Final Product

Bottom: 4x M4x 0.7 press nuts.
4x Φ.180" thru holes.

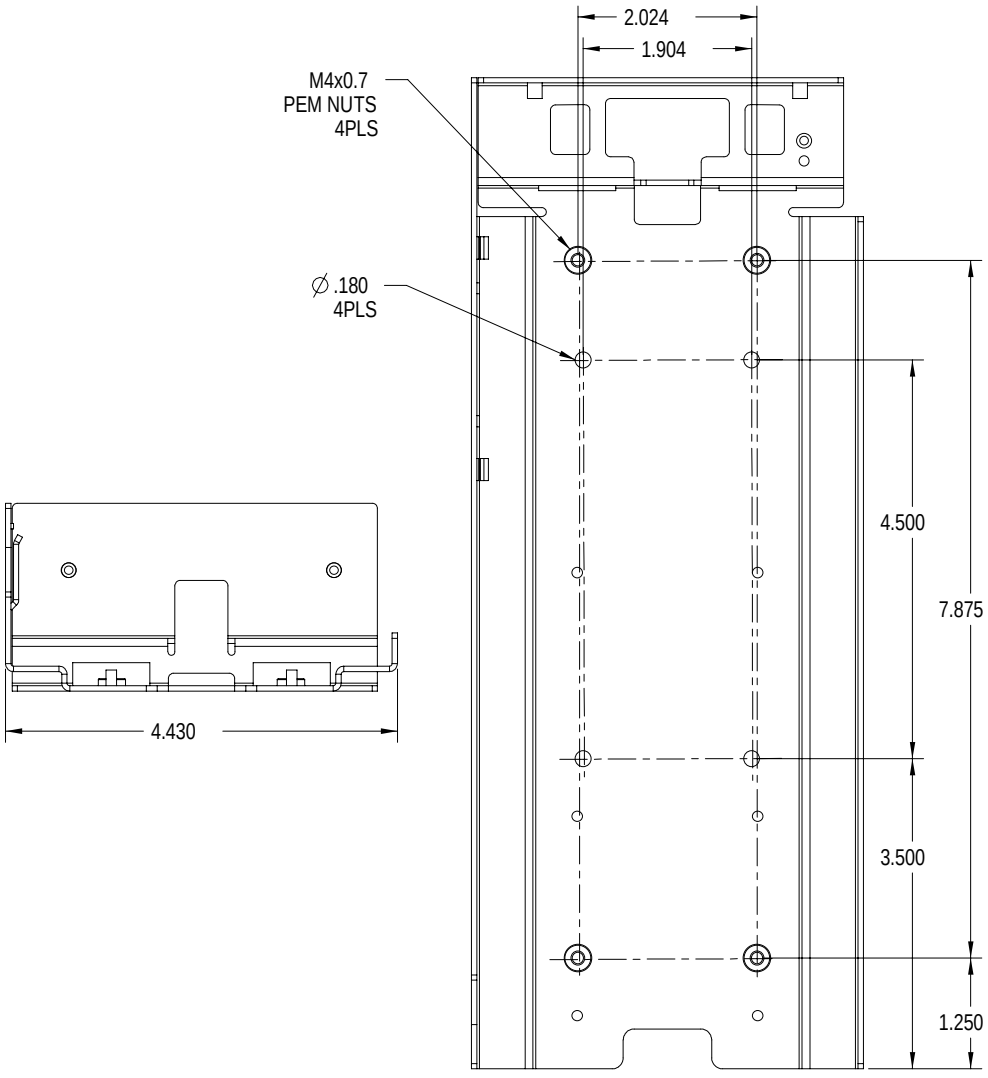

Figure 7. Outer Chassis to Final Product

Bezel Specifications and Recommendations

Bezel to Printer Mechanism mounting points
Epic Edge® and Epic Edge+® printers are designed to accommodate a TransAct or customer-supplied bezel assembly that is mounted following the hardware and mounting dimensions as listed. The following drawing shows the positioning and dimensions of the Epic Edge® printer's mounting points.

Several bezel configurations and colors are available for the Epic Edge® and Epic Edge+® printer. Contact Transact sales to determine which bezel is appropriate for your application

Front: 6x M3x 0.5 press nuts and interface with bezel.

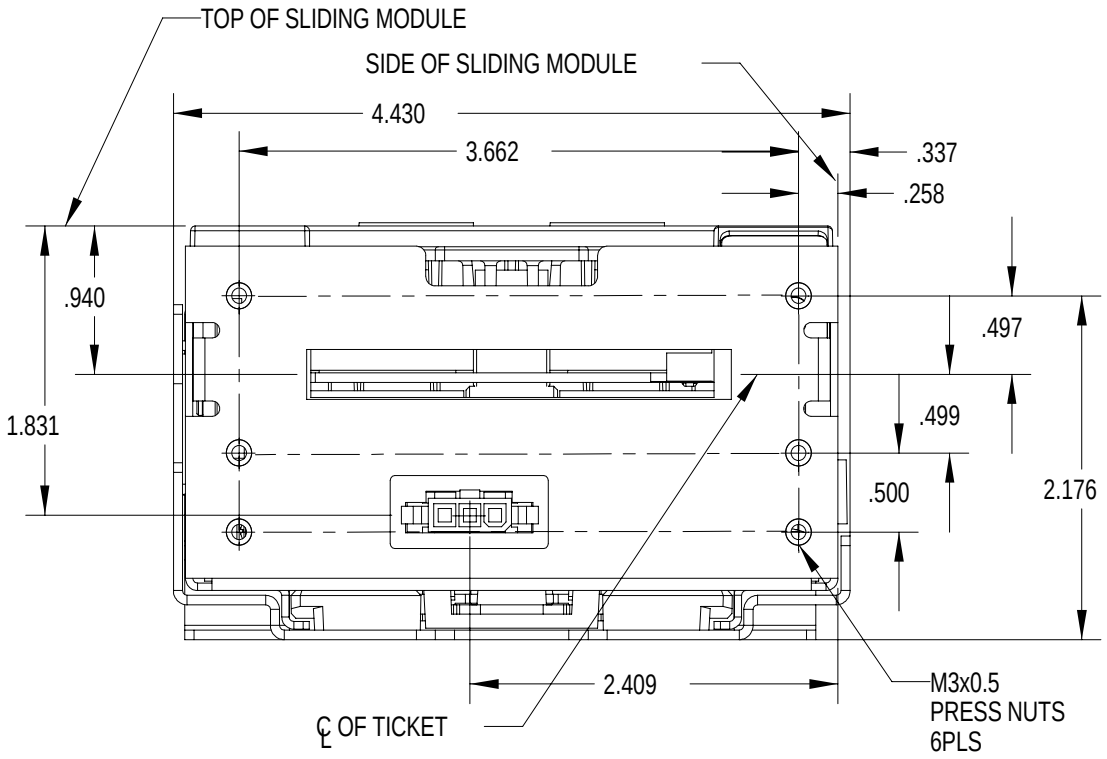

Figure 8. Bezel Mounting and Hardware Requirements

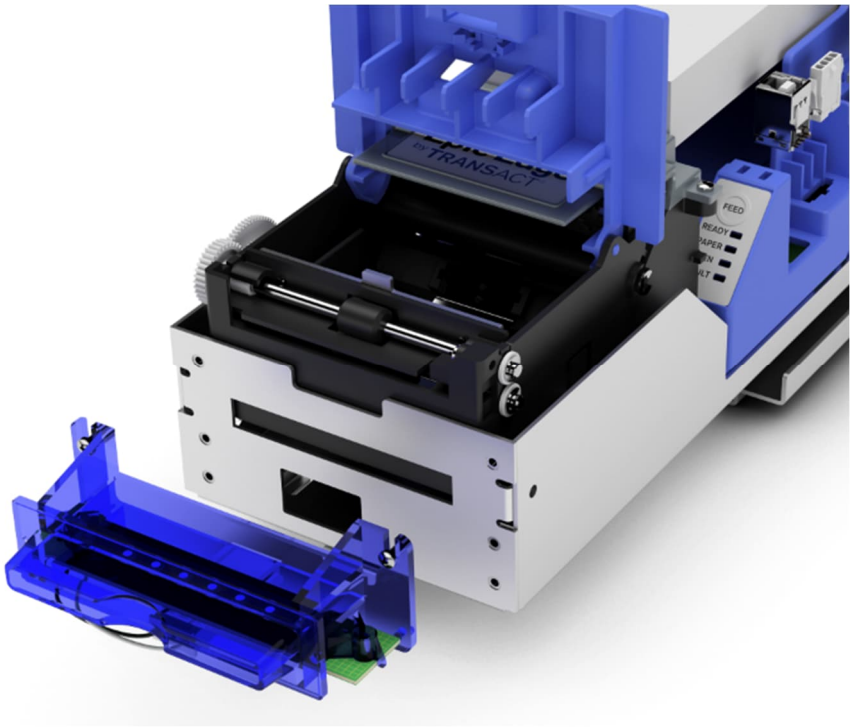

Figure 9. Epic Edge® and Epic Edge+® Shown with Bezel Assembly.

Note: Picture is of an Epic Edge® printer. Epic Edge+® features are form, fit, and functionally compatible.

Chapter 4
Printer Sensors

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Printer Sensors

The Epic Edge series printers use several sensors to provide feedback to the host system.

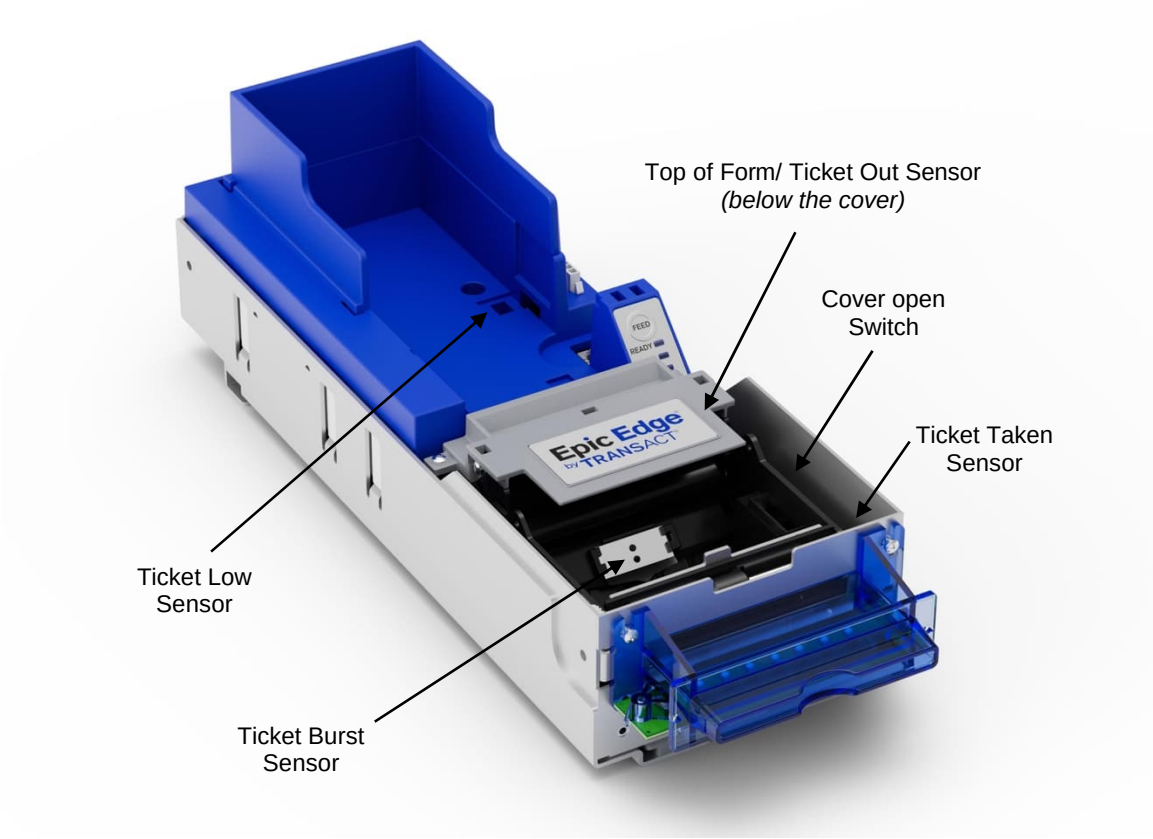


Figure 10. Sensor Breakdown and Locations

Note: The Epic Edge+ contains the updated sensor technology that is the most recent state of the art in paper sensing.

Cover Open Switch

The Cover Open switch detects the case where the Ticket Cover is open and halts the printing and ticket feeding process until the Ticket Cover is closed.

Ticket Low Sensor

A Ticket Low Sensor optically senses the number of tickets remaining in the printer's ticket bucket. The sensor will detect when there are 1-2 tickets remaining in the paper bucket tickets. The ticket low status will be reported on the status byte when the host issues a status request.

Ticket Burst Sensor

A Ticket Burst sensor is used to detect that the ticket has been separated before it is presented. Note that the Epic Edge series printers incorporate a TicketBurst™ feature which automatically burst tickets prior to presentation to the operator.

Top-of-Form/Ticket Out Sensor

A Top of Form/Ticket Out Sensor is used to control ticket loading and printing.

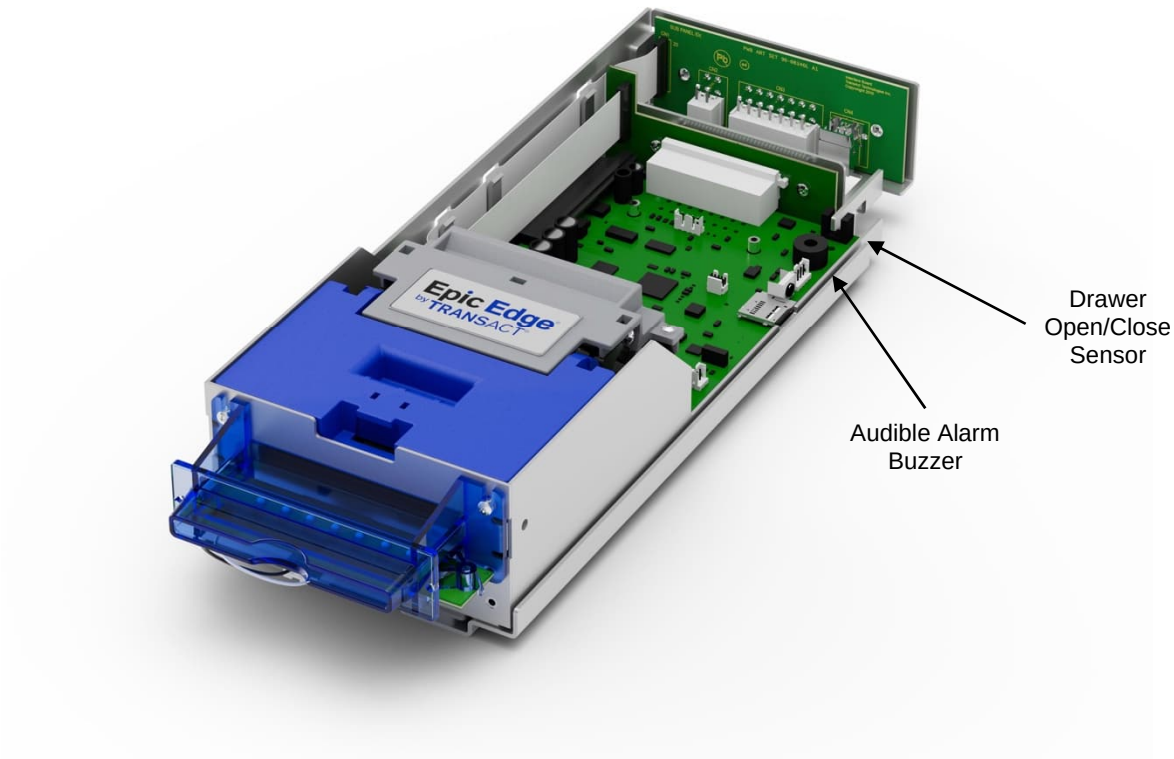
Ticket Taken Sensor

A Ticket Taken Sensor is used to determine when customers have actually taken the printed ticket.

Chassis Open Sensor/Audible Alarm

The printer has a Chassis Open sensor to determine if the Inner Chassis is in the full-racked position. If the Inner Chassis is not in the fully racked position, then the printer status LED will blink, indicating the printer is not ready.

1. Chassis Open Sensor (Sliding Module).
2. Audible Alarm Buzzer (PIEZO - game controlled).



(Ticket Bucket not shown for clarity)
(Edge® & Edge+® is form and fit compatible)

Figure 11. Open/Close Sensor/Audible Alarm

Printer Status LED

The printer has been outfitted with a LED panel system that provides the condition of the printer by using solid or blinking status LEDs to communicate status information. The following table lists the different LED states for specific conditions within the printer.

Condition	Ready LED	Paper LED	Open LED	Fault LED
Unit Ready	On	Off	Off	Off
Cover Open	On	Off	On	Off
Chassis Open	On	Off	Blink	Off
Ticket Out	On	On	Off	Off
Ticket Low	On	Blink	Off	Off
Temperature Error	Blink	Off	Off	Blink
Paper Jam	On	Off	Off	Blink
Ram Error	2-Blink	Off	Off	On
Checksum Error	4-Blink	Off	Off	On

Table 1. Printer Status LED Indication Descriptions

Chapter 5
Electrical Connections

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Interface Connections

The Epic Edge series printers support the following communications interfaces through the universal interface board located at the rear of the printer.

1. RS232 Serial
2. USB
3. NETPLEX

Communications interface Option 3 – NETPLEX utilizes communications protocols that are proprietary to specific manufacturers and are subject to licensing requirements. In this case only the interface pin connections are described in this manual.

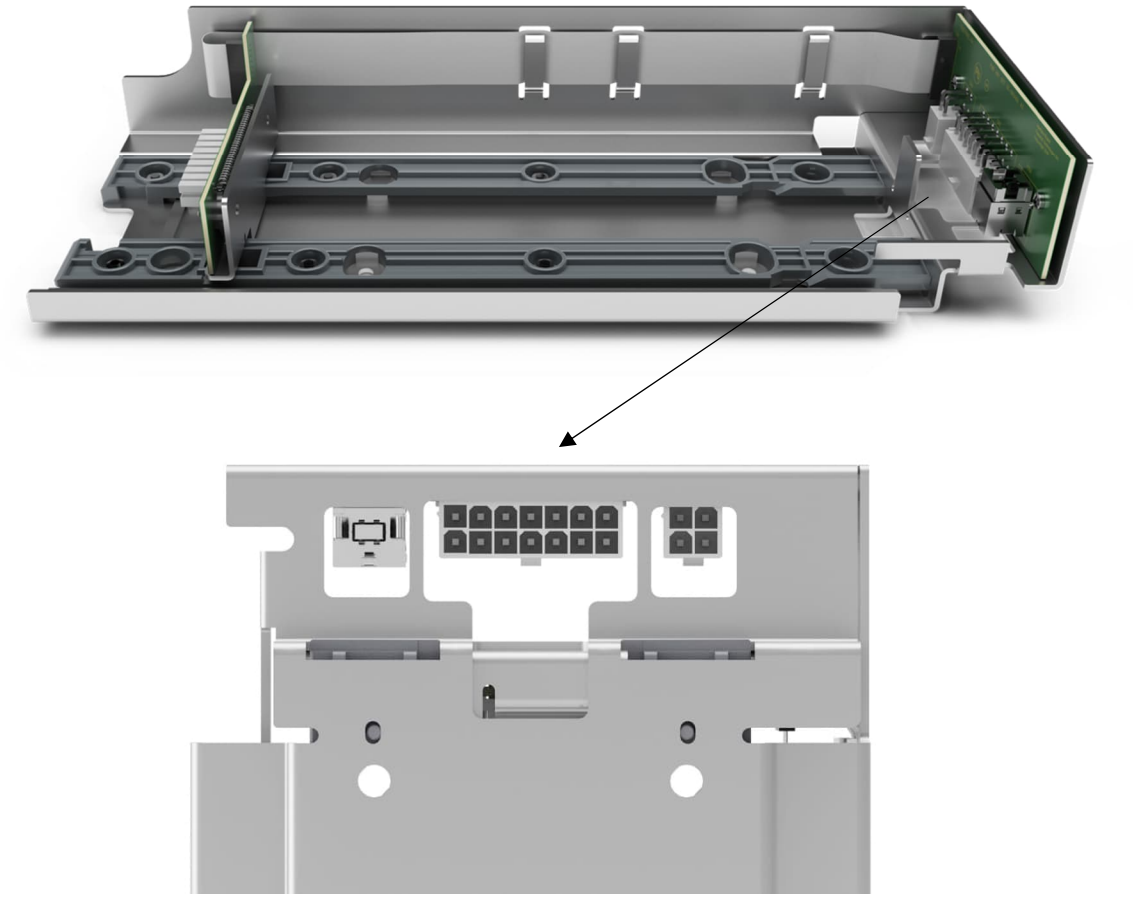
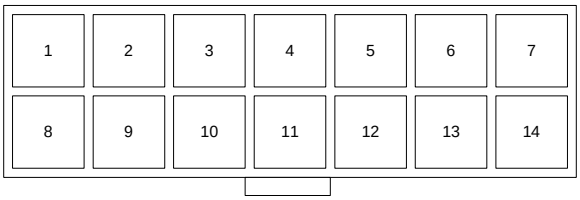


Figure 12. Interface PCB Location

RS232 Serial/NETPLEX Interface Connections

The RS232 Serial/NETPLEX interface connector is a 14 position Molex Minifit Jr.®, part number 39-30-1140, which mates with Molex part number 39-01-2140 or equivalent.



Serial Communication Pin-Outs		
PIN #	FUNCTION	I/O
1	MRESET (Active low)	I
2	NETPLEX TXD	O
3	+12 VDC	I
4	NETPLEX RXD	I
5	GND	-
6	+24VDC	-
7	GND	-
8	+24VDC	-
9	Bezel Lamp – Switched +24VDC	O
10	NETPLEX GND	-
11	RS232 RXD	I
12	RS232 TXD	O
13	DTR	O
14	RTS	O

Table 2. Serial Communication PCB Pin-Outs

**NOTE: The definition of pin 10 (NEPTPLEX GND) differs from the Epic 950 RS232 interface (FRAME GND). Connecting Frame ground to pin 10 of the Edge printer will have no adverse effects.*

Default Communication Settings

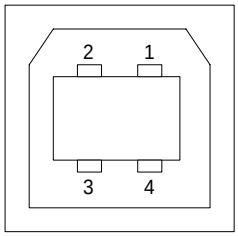
The RS-232C interface default configuration settings are:

Baud Rate:	9600 BPS
Data Bits:	8 Bits
Parity:	None
Stop Bits:	1
Handshaking:	None
Receive Error:	Prints
Input Buffer	8,192 bytes

These communications settings may be altered only through the use of the Transact configuration utility. Contact TransAct Technical Support for further information on this tool.

USB Interface Connections

- Type-B USB connector



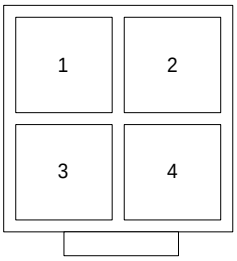
USB Communications PCB Pin-Outs		
USB Connector		
Pin #	FUNCTION	I/O
1	VBUS	-
2	D-	I/O
3	D+	I/O
4	GND	-

Table 3. USB Interface Pin Connections

Power Connections

Printer power may be supplied over the 14 pin RS232 connector described above or connected through a dedicated 4 position connector on the interface boards.

- Connector - 4 position Molex Minifit Jr.®, part number 39-30-1040, which mates with Molex part number 39-01-2040 or equivalent.



Power Connections		
Power Connector		
Pin #	FUNCTION	
1	+24VDC	-
2	GND	-
3	GND	-
4	FGND	-

Table 4. Power Connections

ServerPort Connection

The Epic Edge series printers include a dedicated connection for use with the Transact ServerPort$^{e™}$ module. Harnessing guides are included in the paper bucket to improve cable retention.

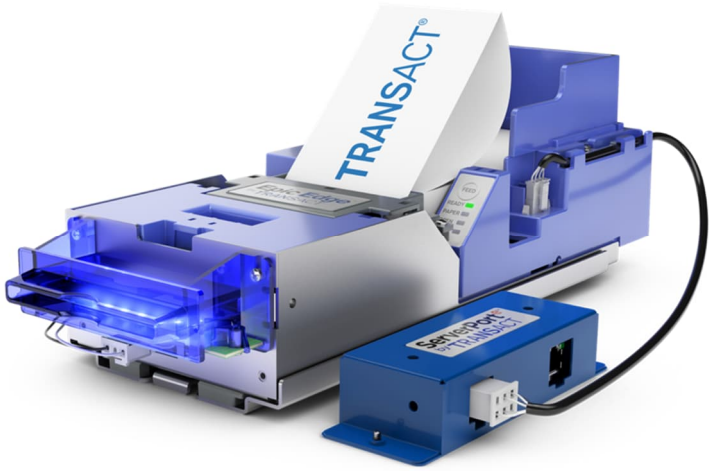


Figure 13. ServerPort Connection

Bezel Lamp Connector

The bezel connector is a Molex Minifit Jr®, part number 39-01-4032 and will mate with a Molex part number 39-01-4030 or equivalent.

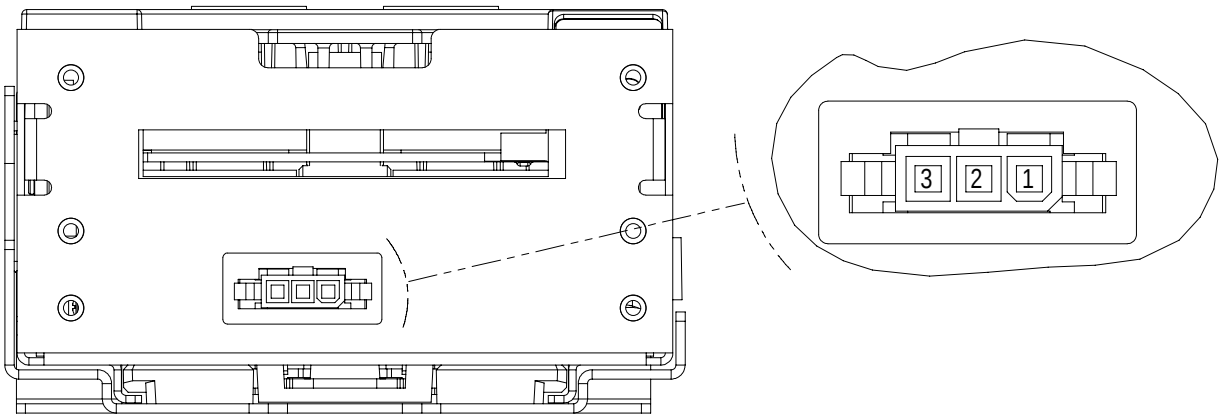


Figure 14. Bezel Lamp Connector Location and Connector Information

Bezel Lamp Connector Pin-Outs	
PIN #	FUNCTION
1	Modulated +24VDC
2	Not Connected
3	GND

Table 5. Bezel Power Connector Pin-Outs

Firmware Maintenance Ports

The Epic Edge series printers provide two methods for updating printer firmware.

Method 1 – USB Connection to the dedicated maintenance port

Method 2 – Micro SD Card

The firmware update procedure for each of these methods is described in Chapter 6 Printer Operation.

Note: The USB cable and micro-SD card MUST NOT be present to enable EGM communications.

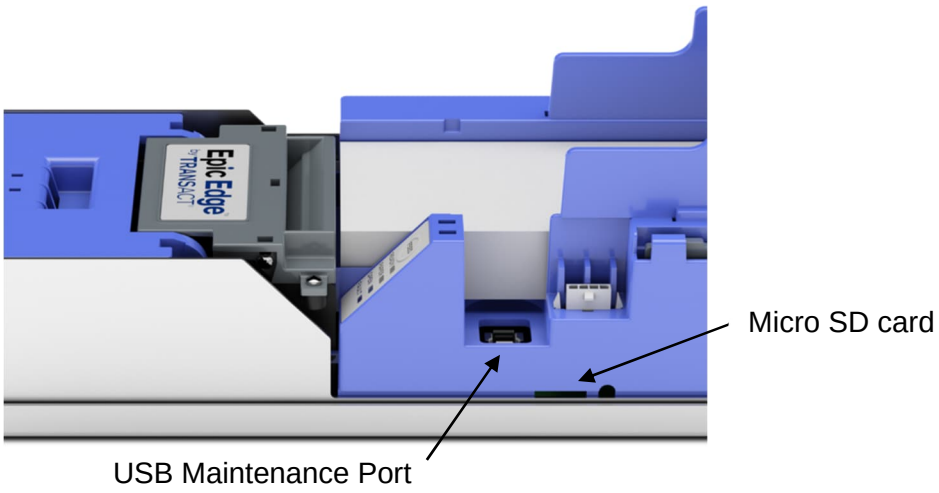


Figure 15. Firmware Update Ports.

Chapter 6
Printer Operation

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Racking/Unracking the Inner Chassis

All Epic Edge series printers use a slider/detent/latch system with latch arms to retain the Inner Chassis from accidentally being separated from the Outer Chassis. The Epic Edge series printers are opened for service by simply pulling on the ticket cover, pulling the Inner Chassis forward from the Outer Chassis as you would a filing cabinet. If accessible, a front-mounted release lever can also be pulled on to disengage and slide the Inner Chassis.

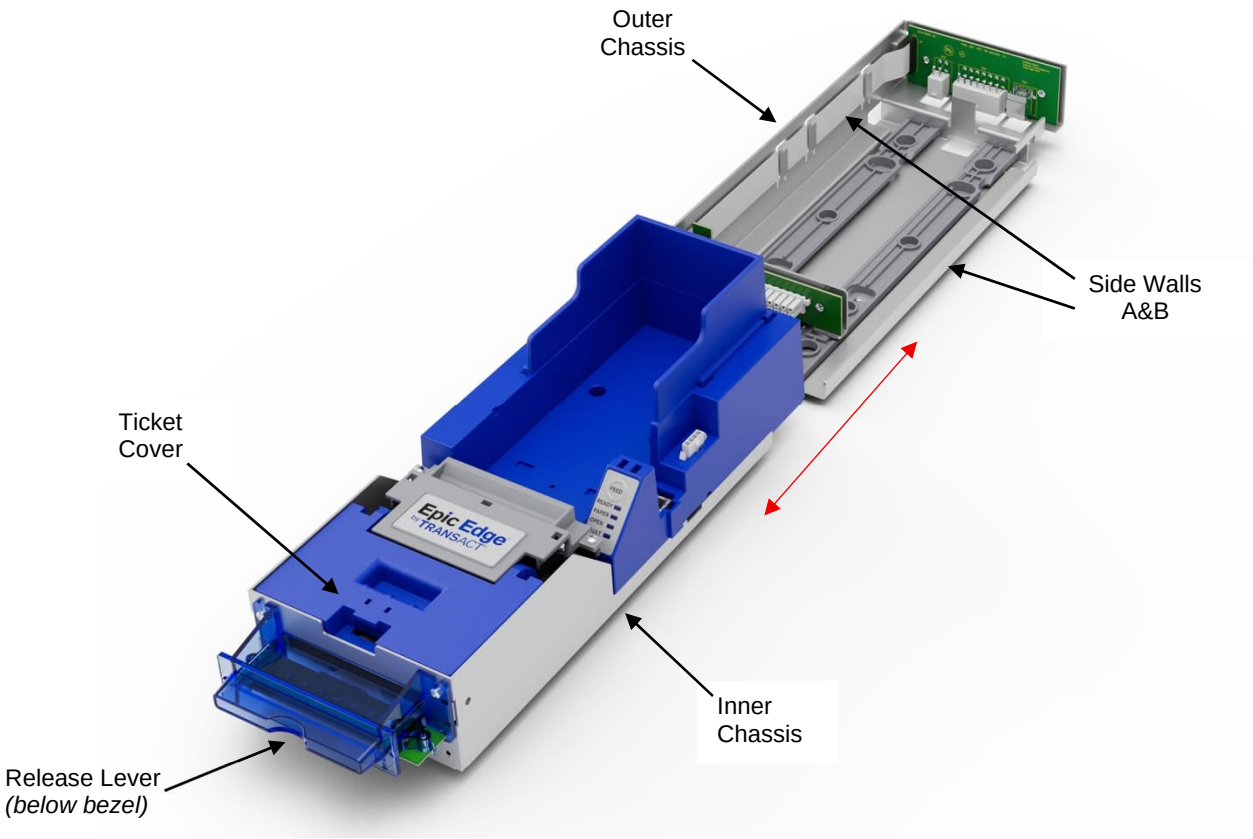


Figure 16. Racking/Unracking the Inner Chassis

To remove the Inner Chassis, perform the following steps:

- Pull on the Ticket Cover to release the rear detents, pulling the Inner Chassis towards you until its latches catch the forward detent slots in the Outer Chassis Slides.
- Pull on the Release Lever and pull forward on the Inner Chassis to disconnect from the Outer Chassis. (This assembly incorporates a HotSwap QDT (Quick Disconnect Technology) design, which may be removed while power is still on to the unit.)

To return the Inner Chassis to its base, perform the following steps:

- Align the base of the Inner Chassis with the outer walls of the Outer Chassis, seating it within side walls A and B as shown in Figure 15
- While pulling outwards on the Release Lever, slide the Inner Chassis towards the rear of the Outer Chassis until it latches at the rear of the Outer Chassis.

Although the Epic Edge® series printers incorporate Transact's Quick Disconnect Technology, the inner chassis is not interchangeable with Epic 950 products. Color coded rails in the outer chassis can be used to determine compatibility. Epic Edge® and Epic Edge+® printers have gray rails, while the Epic 950 has black rails.

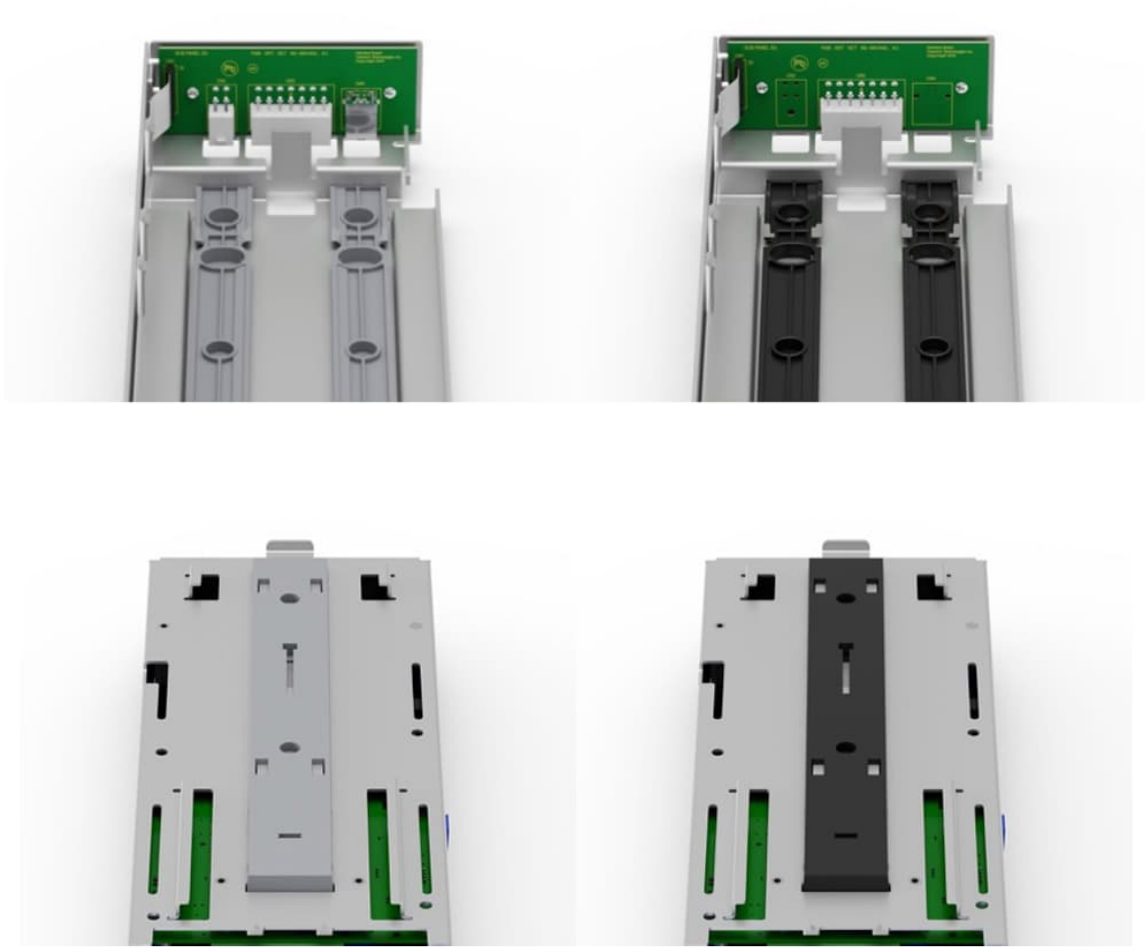


Figure 17. Chassis rails comparison for Epic Edge series (gray) and Epic 950 (black)

Loading Tickets into Feeding Mechanism

When loading new ticket stacks, be sure that there is power to the printer. The first ticket of the stack must be inserted into the printer by hand. The Epic Edge® printers' ticket tray is integrated with a guide to direct the ticket into the printer mechanism. Once the leading ticket enters the Top of Form sensor, the ticket will be automatically fed into the Printer Mechanism.

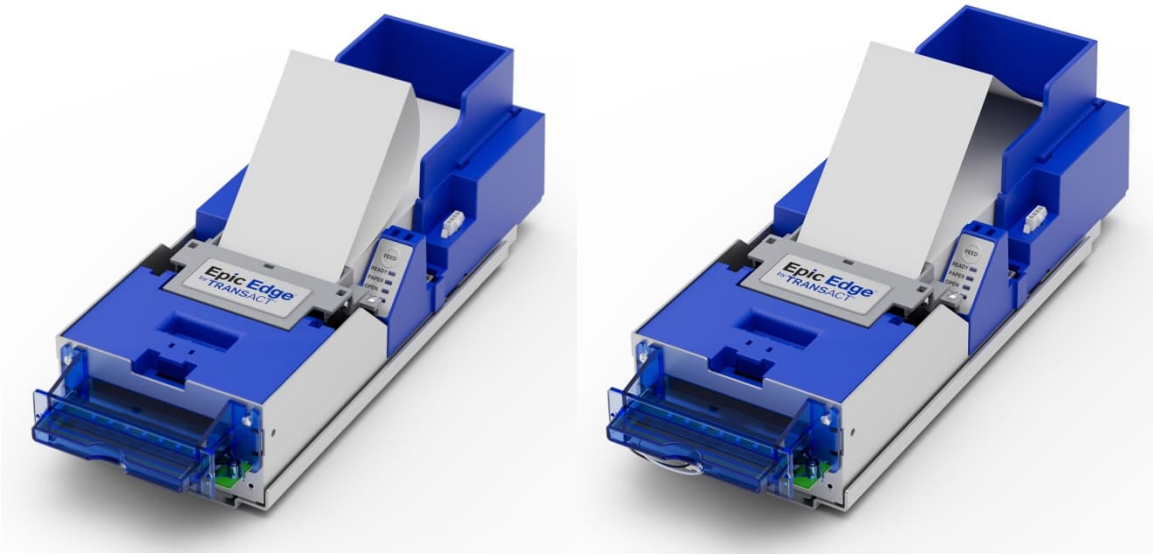


Figure 18. Ticket Loading and Ticket Feed Mechanism

Loading tickets into the ticket supply box: (Refer to the label on printer)

- Load tickets into the ticket supply tray, making sure that the Black Dot is positioned as shown in Figure 18.
- Orient the tickets so that the Black Dot is towards the leading edge of the ticket.

Feeding tickets into the Printer Mechanism: (Refer to the label on printer)

- Check to ensure that the tickets have been placed in the ticket tray with the proper black dot orientation.
- Insert the leading ticket into the Printer Mechanism's insertion guide area. The ticket should be fed about a ½" into the mechanism; the printer will automatically detect the presence of the ticket and will automatically complete the loading process.
- If printer has been slid out from rack, make sure that the inner chassis is returned to the closed position.
- The printer is ready to receive information.

Removing Loaded Tickets

The Epic Edge Series printers have two ways to remove unused tickets from the printer mechanism:

- The first way is to release the Ticket Cover by lifting and rotating backward, this will relieve pressure to the platen allowing tickets to be removed from the rear. This also will allow an opening that provides space to check the printer for ticket jams or prepare the paper path for ticket replenishing.

- The second way is to use the feed button, which will feed out any remaining tickets from within the printer mechanism.

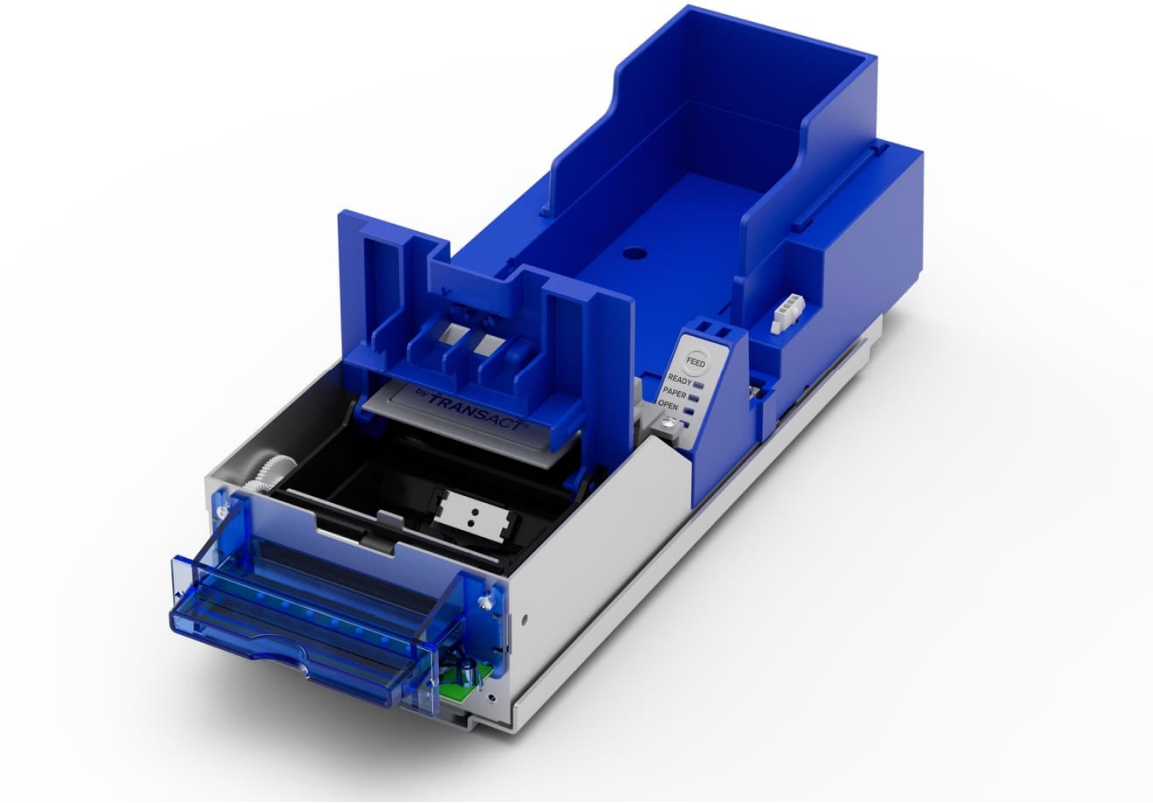


Figure 19. Ticket Cover Shown Open for Ticket Removal

Unloading Tickets from the Printer by opening the Ticket Cover

1. Pull Inner Chassis away from the Outer Chassis until it stops in the open position.
2. Lift and rotate the Ticket Cover backwards, towards the rear of the printer.
3. Remove all tickets from the ticket path and check for any debris.
4. Remove any remaining tickets from the ticket tray.
5. Rotate the Ticket Cover into its original closed and latched position.
6. Proceed with ticket loading procedure.

Cleaning the Print Head

Two kinds of periodic cleaning operations will ensure continued high print quality from your Epic Edge Series printers:

1. Paper dust removal. Use a soft brush to clean the paper dust from inside the printer and chassis area. The paper dust should also be removed from the sensor optics.

2. Cleaning thermal print head. If streaking on the printed ticket is evident, the thermal print head may need to be cleaned. This can be done by inserting a thermal printer cleaning card, as shown in the instructions below:

Figure 20. Cleaning the Print Head

Detailed Instructions

1. Open the cover and remove all tickets from ticket feed path.
2. Close the cover.
3. Open cleaning card pouch and remove cleaning card.
4. Insert cleaning card into feed path.
5. The cleaning card will automatically be drawn into the feed path.
6. Open the cover and then remove the cleaning card by gently pulling it back.
7. Repeat process if necessary.
8. Properly dispose of used cleaning card.

Printing a Self-test Ticket

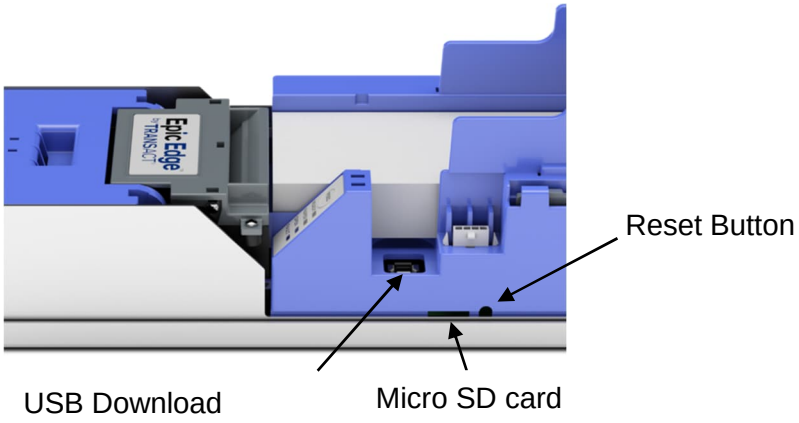
The Epic Edge® and Epic Edge+® printers have the ability to print a pre-defined self-test ticket, to test the normal printing functionality of the unit, and create a printout of the current printer configuration. To print a self-test ticket, load tickets in the printer, and then press and hold the feed button until printing starts.

Figure 21 shows an example of the information printed. Your printer may print more or less information, depending on the version and revision of the printer firmware.

Figure 21. Sample self-test ticket.

Firmware Update

The Epic Edge Series printers support two methods for updating the printer firmware. Firmware may be updated either through the dedicated USB maintenance port or using a micro-SD card. The firmware update process is automatically initiated by the detection of either a valid SD card insertion or a USB connection on the download port. The printer also provides a recessed reset push button near the SD connector to allow the printer to be reinitialized without the removal of power.



USB Port Update

The process for updating the printer firmware using the USB maintenance port is similar to the process used on the Epic 950 printer except the Epic Edge series uses a USB connection while the Epic 950 updates are performed using an RS232 connection. In both cases the printer must be connected to a host running the Epic Printer Update tool.
Unlike the Epic 950 Printer, the Epic Edge series will automatically recognize the presence of a USB connection on the maintenance port and automatically switched to maintenance mode

NOTE: EGM communication will be suspended during the firmware update process. Both the USB cable and the SD card must be removed at the conclusion of the update to reestablish the EGM communications.

USB Update Procedure

- Connect a USB cable from the host to the download port on the printer.
  - The printer will reset and will enumerate as a virtual serial port on the host PC.
    Note: several resets may occur before the enumeration is completed
  - When communications have been established, the printer LEDs will flash sequentially in an up and down pattern to indicate the printer is in update mode.
  - While enumerated, the printer will block all game communications until updates are completed, and the download USB cable is removed.
- Start the Epic Printer Update tool on the host

- Select the appropriate serial port on the update tool.
- Point the update tool to the appropriate firmware file and select Download
- During the download the printer LEDs will flash in several different patterns depending on the state of the update process.
- After the download has been completed, the printer will alternately blink the Ready and Fault LEDs
- Remove the USB cable
- The printer will reset, initialize the downloaded firmware, and print a self-test ticket for confirmation. If the rare case that the printer does not automatically reset on removal of the cable, the printer may be manually restarted using the reset button.
- The printer will then reenable game communications and return to normal operation.
- If the firmware download was not successful, the printer will remain in the download mode after the USB cable is removed.

Micro SD Card Update

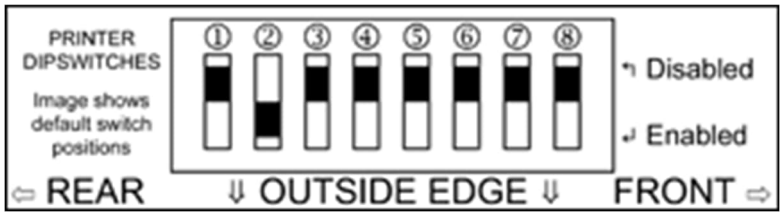
The Edge printer firmware may also be updated using a micro-SD card.

Micro SD Card Update Procedure

- Copy the desired firmware file to a micro-SD card and insert it into the receptacle on the side of the printer. Note: The card must contain only the firmware file to be loaded into the printer.
- The printer will automatically detect the card, disable game communications, and read the firmware update file from the card
- During the update the printer LEDs will flash in several different patterns depending on the state of the update process.
- After the download has been completed, the printer will alternately blink the Ready and Fault LEDs
- Remove the SD card
- The printer will reset, initialize the downloaded firmware, and print a self-test ticket for confirmation.
- The printer will then reenable game communications and return to normal operation.
- If the firmware download was not successful, the printer will remain in the download mode after the SD card is removed.

DIP Switch Settings

Some of the dip switch operations are user specific and defined in the POR.INI file. Information on the POR.ININ file can be found in the Epic Edge Series Maintenance Mode Manual. Switch settings are described below:



Note: Switch 1 is the furthest to the back. The Active position is toward the outside edge of the printer.

Switch 1 Selects configures the USB interface as either a USB Printer Class or USB Communication Device Class. The default position is disabled which selects the USB Printer.

Switch 2
Switch 2 configures Ticket Low. The Disabled position prevents ticket low from being detected.

Switch 3
Switch 3 functionality is configurable in the POR.INI file.

Switch 4
Switch 4 functionality is configurable in the POR.INI file.

Switch 5
Switch 5 functionality is configurable in the POR.INI file.

Switch 6
Switch 6 is reserved

Switch 7
Switch 7 enables periodic status mode. The default position is inactive

Switch 8
Switch 8 Places the printer in Maintenance Mode when active. Refer to the Epic Edge Series Maintenance Mode manual for a description of the features available in the mode. The default setting for this switch is disabled.

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