

# APM-3700 Receipt Printer Fix (Paper Spool Out & Garbled Text Output)

You will need the following tools to successfully complete the fix:

- a) A flat clean surface work surface to place both kiosk and components removed during install.
- b) The Keys that are shipped with the APM (The larger of the two sets with the number 301 inscribed on it).

**\*\*Note:** before touching any internal components especially circuit boards, make sure the APM is turned off and unplugged from the wall or surge strip etc. Also ensure you are completely grounded to prevent electro-static discharge that can damage the internal circuit boards found in the Kiosk.

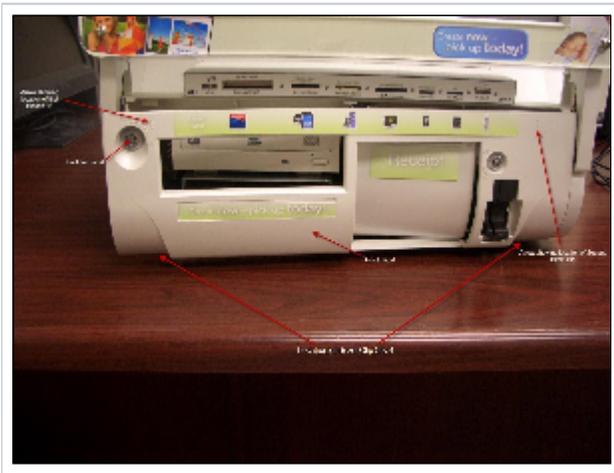
## Step 1:

Place the APM-3700 on a flat surface with the front of the kiosk facing you as depicted below. Insert the provided key (The larger of the 2 sets provided) into the lock located on the top left of the Kiosk's front bezel. Set the lock to the "ON" position.



## Step 2:

Carefully pry the front bezel cover from the chassis, working from left to right. No tools are required for this step as the design allows for its removal with just your bare hands. Four clips secure the bezel to the chassis. There are two markings (arrows) on the upper left and right corners of the bezel that show where the clips are located. Little pressure should be applied to the specified locations with clips, to free the bezel off the chassis as shown below:



Completely remove the front bezel and place it somewhere safe. Now that the bezel is removed that will leave the Optical Drive & Receipt printer tray exposed. Pull the tray out of the bay using the two silver tabs located at near the bottom of the Kiosk. A small amount of pulling force needs to be applied to free the tray out which is connected to a daughter board to the rear of the tray. The image below shows the location of the mentioned pull tabs, demarcated by the red arrows:



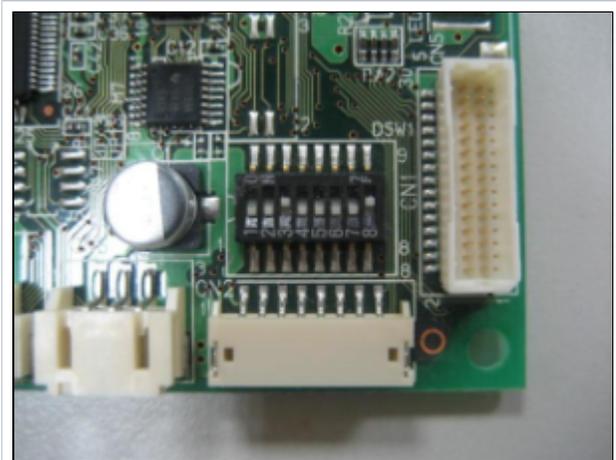
**Step 3:**

The location of the Receipt Printer Controller board and DIP Switch that need to be changed is shown in the image below:



**Step 4:**

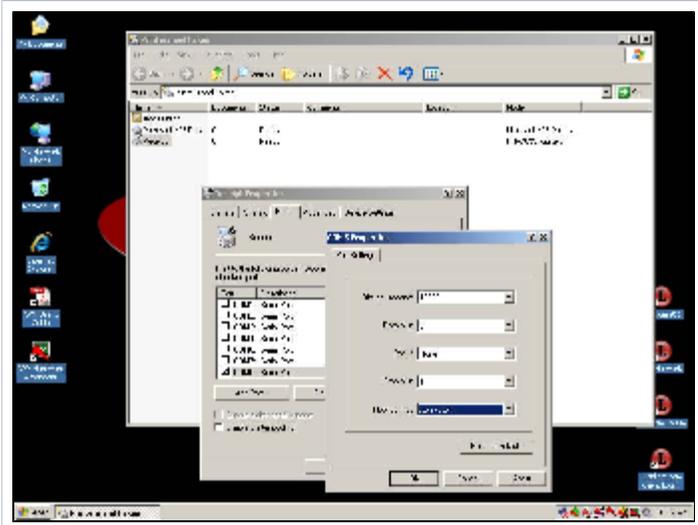
a) Locate the Receipt Printer DIP switch (its location is in step 3) and enable lever 3, do so by sliding lever 3 to the "ON" position. Only Lever 3 and 8 should be in the "ON" position. An Image of above mentioned action shown below:



Lever no.3 to "ON" position

b) From the Windows Start Menu navigate to "Start>>Settings>>Printers and Faxes". Once the Printers and Faxes windows opens right click on the printer titled "Receipt". This name maybe different on you APM if the drivers have been re-installed. "Receipt" is however the default name for your receipt printer if unchanged from your receipt of the Kiosk. Select the properties menu item after right clicking on Windows Start Menu Item described above. Navigate to the "Ports" tab in the Receipt printer properties. Highlight the port the printer is attached and should be the default checked port (COM5|Serial Port). Once the port is highlighted click the configure port button.

c) Enable Flow Control from the default selected option of None to XON/XOFF. Hit ok all the way out of the printer properties page after the change is made. See image below on mentioned setting:



Click on Flow control from NONE to **XON/XOFF**

Reverse Steps 2 and 1 to install the Optical/Receipt bay tray and Front Bezel.