

Upgrade Receipt Printer Backplate (Legacy to FMLive)

NOTE

This procedure only covers the replacement of the Receipt Printer Backplate Assembly. It does not cover the initial installation of the entire assembly mating it to the FMU pedestal door. Those steps are covered in the product bulletin: PB-147 Pedestal Receipt Printer Installation.pdf

The FMLive Backplate Assembly containing the USB Receipt Printer Board and Low Paper Sensor fits perfectly into the Legacy Printer Assembly (Part ID: 972A0500, A). No modifications are required.

Remove the Legacy Backplate Assembly – Part ID: 972C0100B (-50)

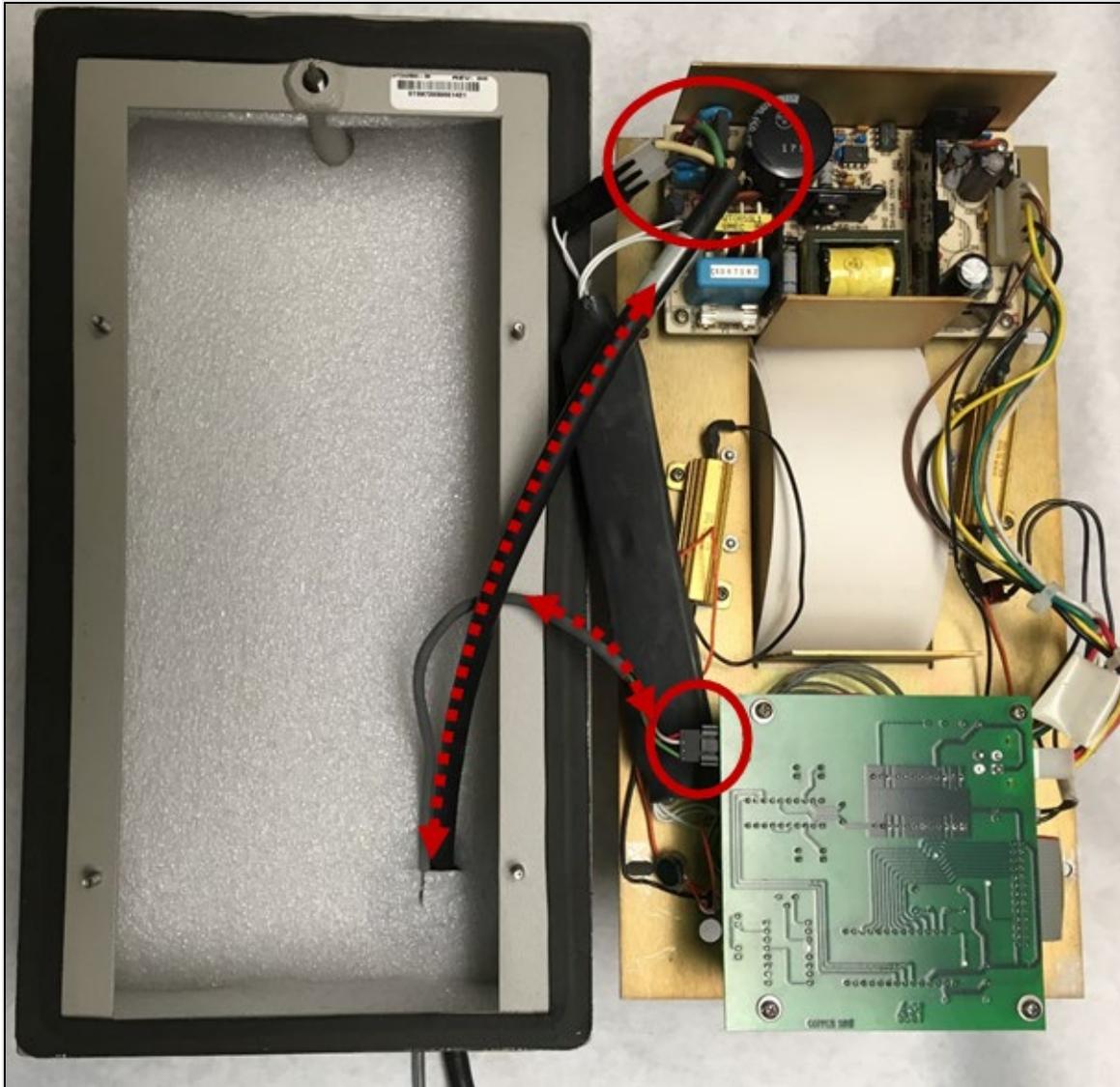
1. Turn FMU power OFF.
2. Open the lower pedestal door.
3. Insert the hex wrench (size 3/16 in. STS Part ID 235849) into the hole shown below and loosen the receipt printer cover by turning the hex screw in a counter-clockwise manner.



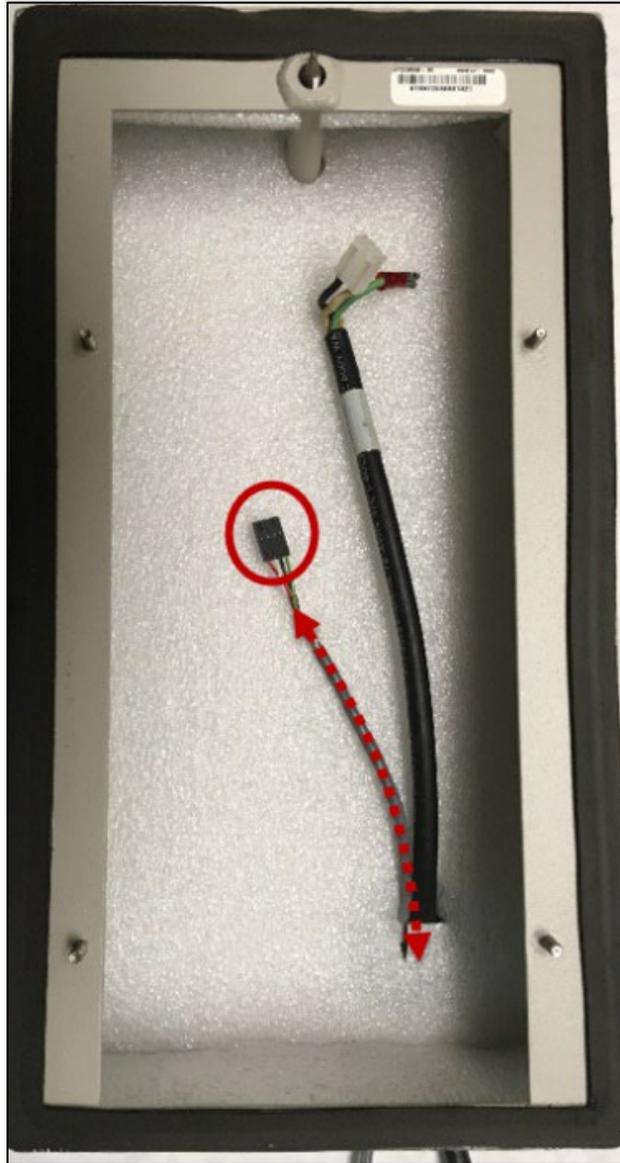
4. Loosen the cover (hinged at the bottom) and pull the top down to expose the backplate assembly.
5. Loosen the four nuts holding the backplate to the housing.



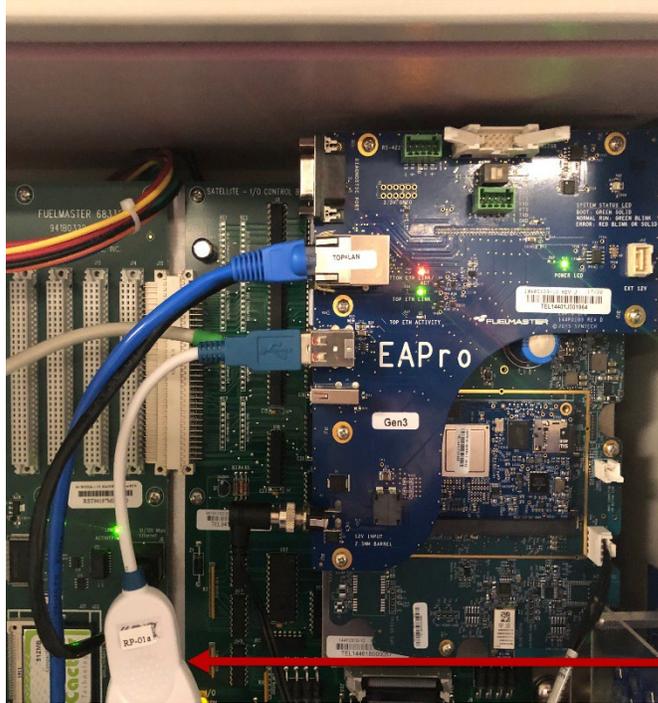
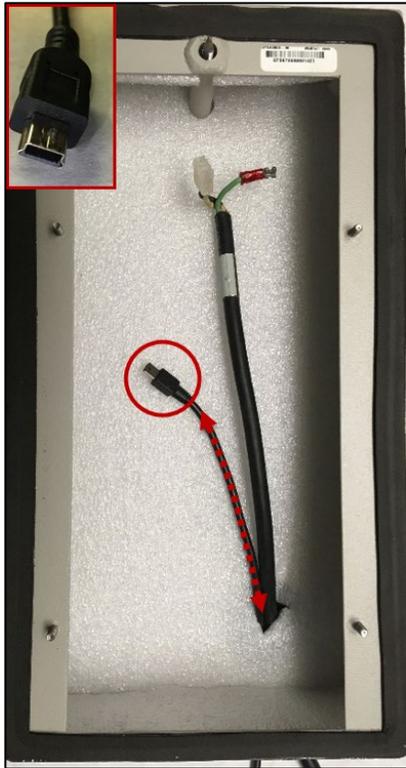
6. Carefully remove the backplate assembly from the housing.
7. Carefully disconnect the data harness/cable (Part ID: 972A0102) (bottom of image) and power harness/cable (Part Id: 972A0103) (top of image).



8. Remove the data cable (972A0102) completely from the housing through the opening in the pedestal door.



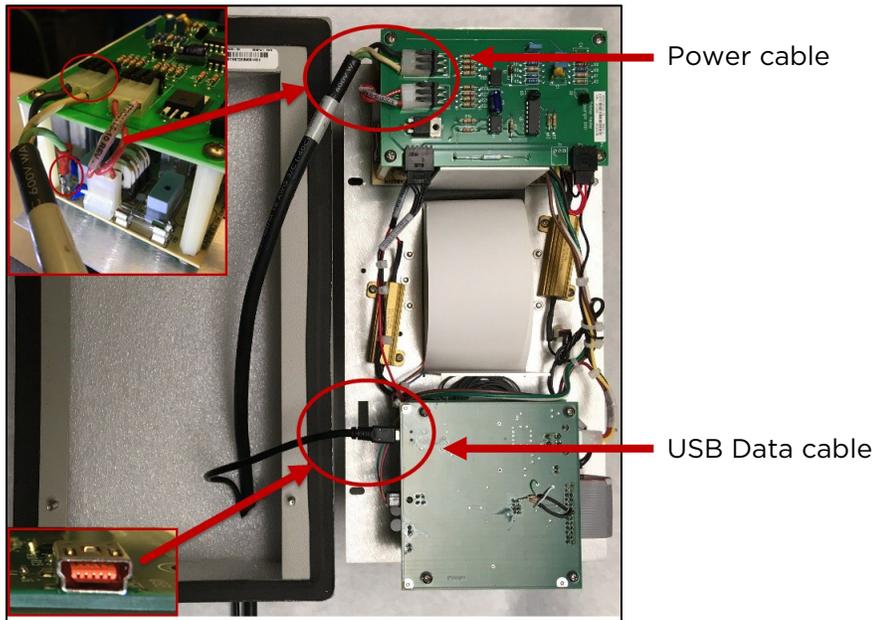
9. Feed the Mini USB connector on the USB Data Cable (266626) through the pedestal door/printer housing opening, and connect it to the USB Receipt Printer Board on the new FMLive backplate assembly.



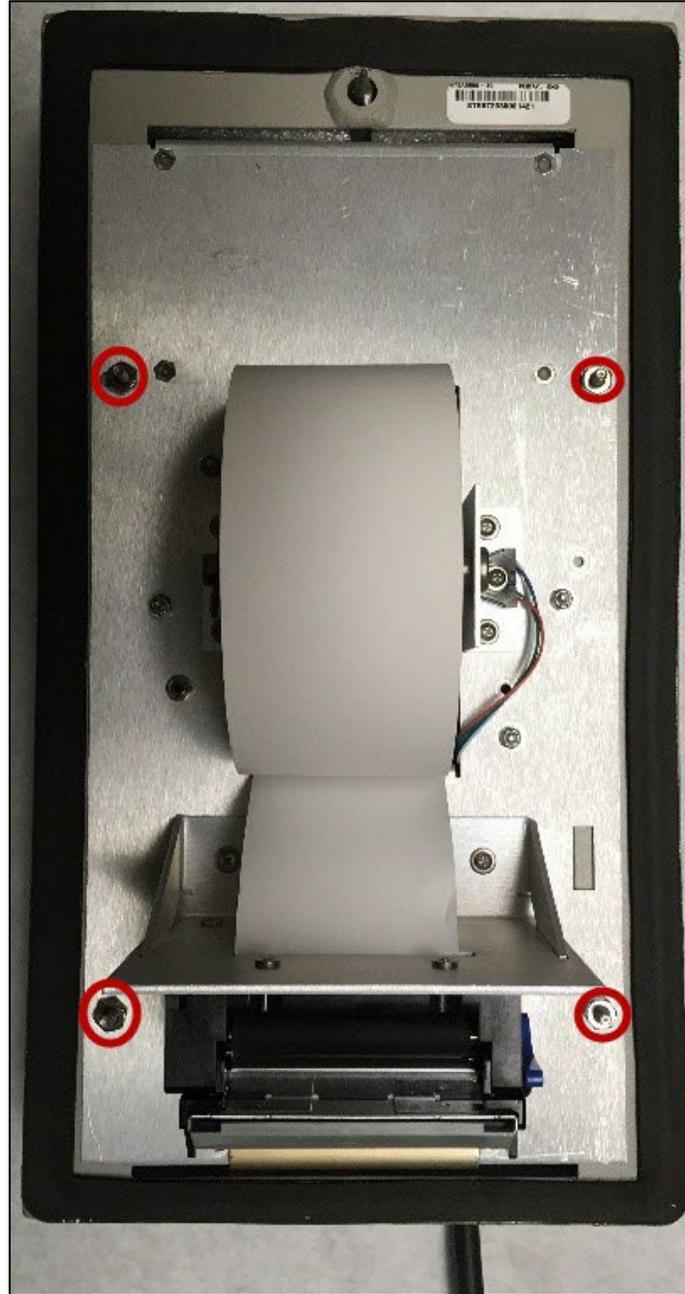
USB to Serial Connector

Install the FMLive Backplate Assembly - Part ID: 972C0100 (-60)

1. Locate the FMLive backplate assembly (972C0100-60), and make the connections as shown.



2. Carefully install the new FMLive backplate assembly into the receipt printer housing, being careful not to pinch any wires between the backplate and the housing.
3. Secure the backplate to the housing using the four (4) nuts removed earlier.



4. Ensure that the serial-to-USB connector is plugged into the EAPro.

Align and Tighten the Cover

1. Close the receipt printer cover, and carefully align/guide the hex screw on the backplate into the hex nut/mount on the cover.
2. Ensure the cover is tight, preventing any chance of water or the elements from getting past the seal (gasket).

Test the Receipt Printer

NOTE

The following test can be performed at the FMU using a Supervisor key/card.

1. Using a Supervisor key/card, issue a test receipt by performing the following steps:
 - a. Insert the Supervisor key/card.
 - b. Select '**D = Diagnostics**' at the Supervisor Menu.
 - c. Select '**N = Next.**'
 - d. Select '**R = Receipt.**'
 - e. Select '**N = Next.**'

Select '**P = Print Receipt**'. The FMU display should show the following and print a test receipt:

Printing Receipt...

Printer Status: printer_ok

2. Exit the Supervisor menu. This completes the receipt printer test using the Supervisor key/card.

Configure Receipt Printing Workflow in FMLive

NOTE

After the receipt printer has been installed on the unit, users will not have to specify any configurations at the for printing receipts. This is different from how Legacy units work.

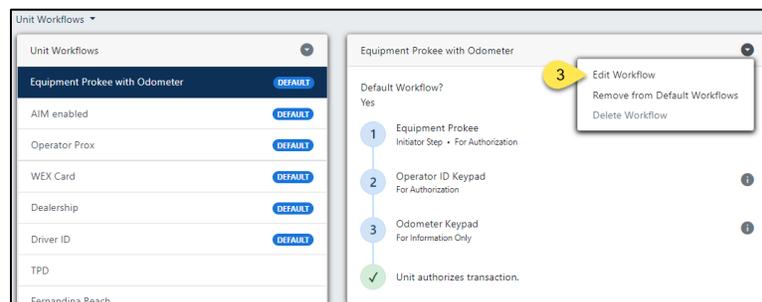
This unit will require a workflow that has a “Print Receipt” step. To configure a workflow with a print receipt step, please contact your admin or Syntech Customer Satisfaction center at 1-800-888-9136, ext. 2, or email at support@myfuelmaster.com.

Assumptions

This tutorial assumes:

- Your Organization has been configured.
- You have created a Unit Workflow.
- You are an Application Manager.

1. Navigate to **Unit Workflows** topic under Administration.
2. Select the **Unit Workflow** you would like to add ‘Print Receipt’ step to.
3. Select **Edit Workflow** from the top-right dropdown. Unit Workflow configuration will open.



4. Select **Add Step**.
5. Select **Print Receipt** for the authorization media.

NOTE

Users have the option to modify the prompt that will display for the operator if needed.

6. Select **Save**.

TIP If any questions arise, contact Syntech Systems, Inc.'s Customer Satisfaction Center (CSC) at 1-800-888-9136, ext. 2, or email support@myfuelmaster.com.

Version History

Date	Description
06/8/2022	Initial draft
03/22/2023	Removed 'Configure the Receipt Printer in the FMU', this only applied to Legacy, not FMLive. Updated Test the Receipt Printer steps to reflect FMLive Unit Supervisor Menu for testing a receipt printer. Added Configure Receipt Printing Workflow in FMLive section. Added image to show Serial to USB Connector.