OEM

STK10

THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL SAFETY INFORMATION
Your attention is drawn to the following actions that could compromise the characteristics of the product:
• Read and retain the instructions which follow.
• Follow all indications and instructions given on the device.
• Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
• Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
• When positioning the device, make sure cables do not get damaged.
• Use the type of electrical power supply indicated on the device label. If uncertain, contact your dealer.
• Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
• Do not block the ventilation openings.
• Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
• Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
• Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
• Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
• Before any type of work is done on the machine, disconnect the power supply.
• Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.

GENERAL INSTRUCTIONS
CUSTOM ENGINEERING S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.

THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2006/95/CE and 2004/108/CE inasmuch as it was designed in conformity with the provisions laid down in the following Standards:
• EN 55022 Class B *(Limits and methods of measurements of radio disturbance characteristics of Information Technology Equipment)*
• EN 55024 *(Information Technology Equipment – Immunity characteristics – Limits and methods of measurement)*
• EN 60950-1 *(Safety of information equipment including electrical business equipment)*

GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.
• Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
• The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
• In accordance with European Directive WEEE 2002/96/EC, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
• The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
• Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.

The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.
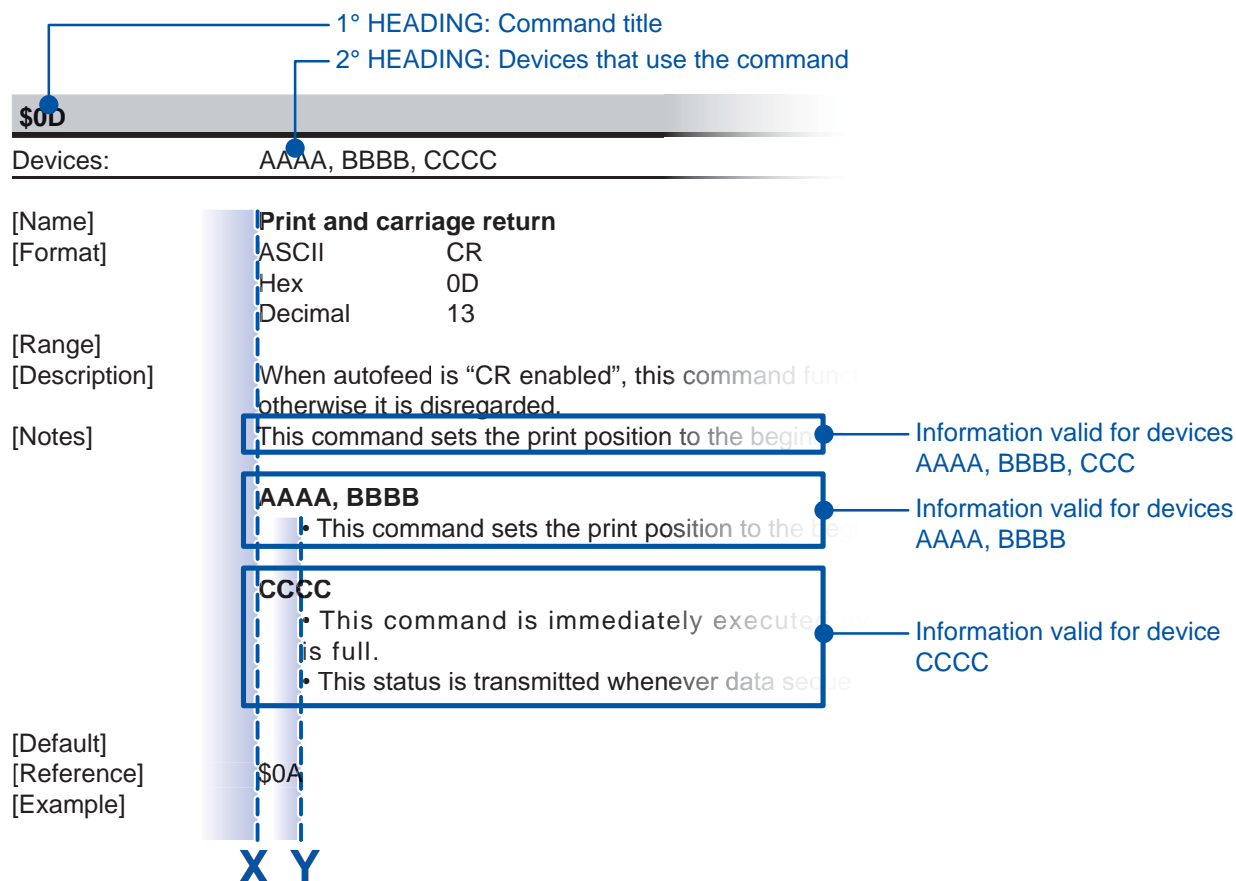
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1 INTRODUCTION

1.1 Command description

Each command reported in this manual is described as shown in the following picture. In the first heading line (grey colour) is reported the hexadecimal command value. In the second heading line are listed the devices on which it is possible to use the command (for example printer AAAA).
The next fields give all the information useful to use the command.

[Name]	Command title
[Format]	ASCII, hexadecimal and decimal command value.
[Range]	Limits of the values the command and its variables can take
[Description]	Description of command function
[Notes]	Additional information about command use and settings .
[Default]	Default value of the command and its variables.
[Reference]	Pertaining commands related to described command.
[Example]	

1° HEADING: Command title
2° HEADING: Devices that use the command

$0D

Devices: AAAA, BBBB, CCCC

[Name]	**Print and carriage return**
[Format]	ASCII CR
	Hex 0D
	Decimal 13
[Range]	
[Description]	When autofeed is "CR enabled", this command fun... otherwise it is disregarded.
[Notes]	This command sets the print position to the begin...

Information valid for devices AAAA, BBBB, CCC

AAAA, BBBB
• This command sets the print position to the be...

Information valid for devices AAAA, BBBB

CCCC
• This command is immediately execute... is full.
• This status is transmitted whenever data seque...

Information valid for device CCCC

[Default]	
[Reference]	$0A
[Example]	

X Y

The information reported in the picture are aligned with line X or line Y:	
LINE X	Description valid for all the devices listed in the second heading line.
LINE Y	Description valid for a specific printer (written in bold).

LEGEND	
$	indicates the representation of the command hexadecimal value (for example $40 means HEX 40).
{ }	indicates an ASCII character not performable.
n, m, t, x, y	are optional parameters that can have different values.

1.2 Print direction

The printer has two printing direction which can be selected by means of the control characters: normal e reverse.

```
1234567890
abcdefghilmnopqrs
ABCDEFGHILMNOPQRS
```

PAPER OUTFEED DIRECTION

```
1234567890
abcdefghilmnopqrs
ABCDEFGHILMNOPQRS
```

Normal Mode   *Reverse Mode*

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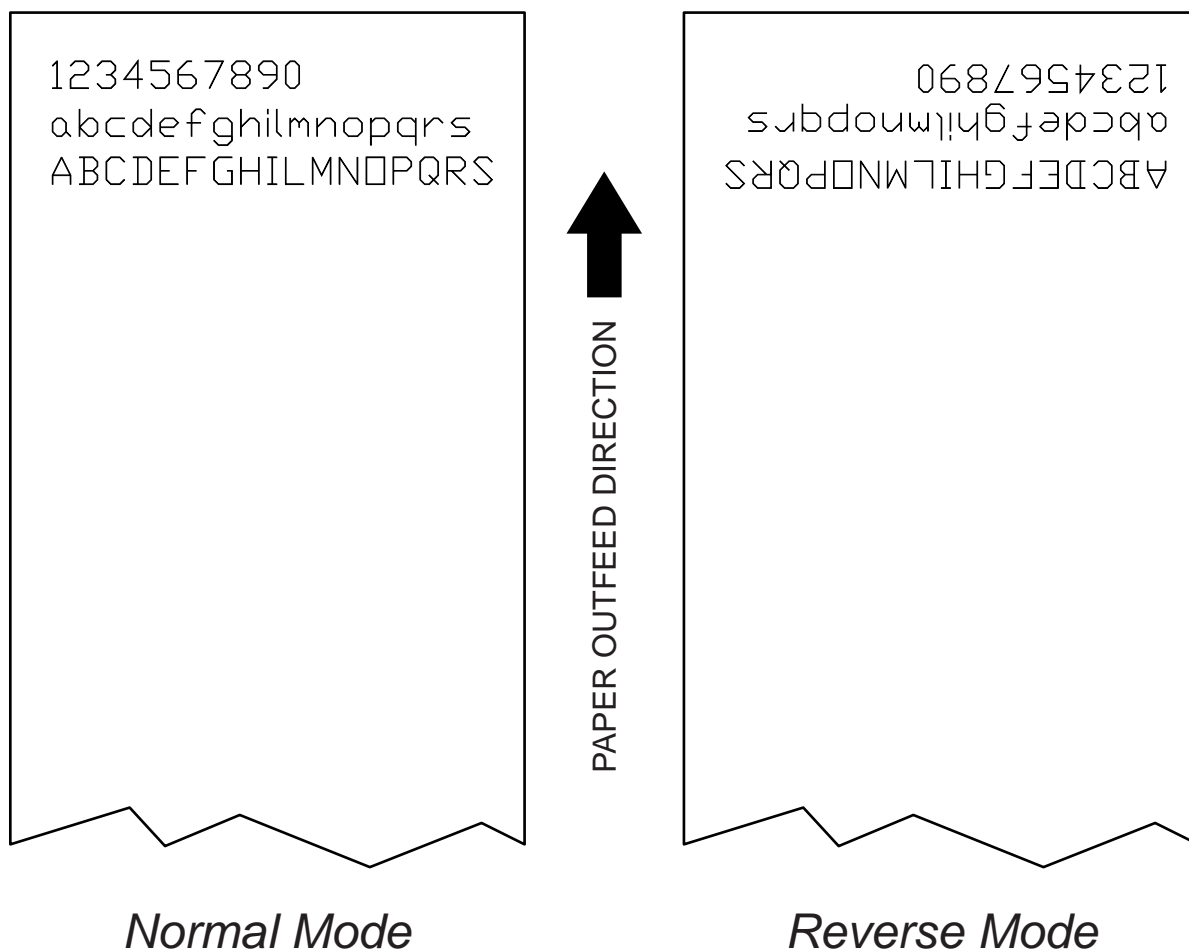
2   ESC/POS™ EMULATION

The following table lists all the commands for function management in ESC/POS™ emulation of the device. The commands can be transmitted to the device at any moment, but they will only be carried out when the commands ahead of them have been executed. The commands are carried out when the circular buffer is free to do so.

COMMAND DESCRIPTION TABLE

HEX	ASCII	DESCRIPTION
STATUS COMMANDS		
$10 $04 $17	DLE EOT ETB	Stacker reset
$10 $04 $18	DLE EOT CAN	Initialize the stacker
$10 $04 $19	DLE EOT EM	Request the stacker status
STACKER COMMANDS		
$1D $65	GS e	Stacker management

Given below are more detailed descriptions of each command.

$10 $04 $17	
Devices:	STK10

[Name]	**Stacker reset**			
[Format]	ASCII	DLE	EOT	ETB
	Hex	10	04	17
	Decimal	16	4	23

[Range]
[Description]   Reset the stacker.
[Notes]
• The command re-initializes the stacker even if it is not in an error condition.
• This command is active even if the receive buffer is full.
• The command returns the stacker status with four bytes as follows:

1st byte
   'S'   0x53 83

2nd byte
   't'   0x74 116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

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Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference] $10 $04 $18 , $10 $04 $19
[Example]

$10 $04 $18

Devices:	STK10

[Name]   **Stacker initialization**
[Format]

ASCII	DLE	EOT	CAN
Hex	10	04	18
Decimal	16	4	24

[Range]
[Description]   Initialize the stacker.
[Notes]   • The command re-initializes the stacker even if it is in an error condition.
• This command is active even if the receive buffer is full.
• The command returns the stacker status with four bytes as follows:

1st byte
   'S'   0x53 83

2nd byte
   't'   0x74 116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference] $10 $04 $17 , $10 $04 $19
[Example]

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$10 $04 $19	
Devices:	STK10

[Name]	Request of **stacker status**
[Format]	ASCII DLE EOT EM
	Hex 10 04 19
	Decimal 16 4 25
[Range]	
[Description]	Returns the stacker status.
[Notes]	• This command is active even if the receive buffer is full.
	• The command returns the stacker status with four bytes as follows:

1st byte
    'S'   0x53   83

2nd byte
    't'   0x74   116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference] $10 $04 $17 , $10 $04 $18
[Example]

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$1D $65	
Devices:	STK10

[Name] **Stacker managing**

[Format]

❶ ASCII GS e n
  Hex 1D 65 n
  Decimale 29 101 n

❷ ASCII GS e n m
  Hex 1D 65 n m
  Decimale 29 101 n m

❸ ASCII GS e n mH mL
  Hex 1D 65 n mH mL
  Decimale 29 101 n mH mL

[Range]

❶ n = 2, n = 5, 21 ≤ n ≤ 23, n = 26, n = 27
❷ n = 24, 25
  m = 0, 1
❸ n = 7
  0 ≤ mH ≤ 255
  0 ≤ mL ≤ 255

[Description] The command handles tickets ejector according to the table below:

n	DESCRIPTION
2	Tickets retract into the stacker
5	Tickets ejection into the stacker
7	Set the maximum ticket length (in dot)
21	Movement to the Retract position
22	Movement to the Eject position
23	Movement to the Stack position
24	Enable / Disable the automatic status back, according the m value: • If the LSB of m is 0, disable the automatic status back for the ejector • if the LSB of m is 1, enable the automatic status back for the ejector
25	Enable / Disable the ejection motor • If the LSB of m is 0, disable the ejection motor • If the LSB of m is 1, enable the ejection motor
26	Rerun the movement in Eject position
27	Rerun the movement in Retract position

[Notes] • After a command of Retract or of Eject (n=2, n=5), the stacker automatically moves to stacking position.
• The movement towards the 3 positions (n=21, n=22, n=23) allow the free movement of the stacker to the desired position, without using the full cycle of eject or retract (as with n=2 or n=5).
• The maximum ticket legth value must be >70mm
• With automatic status back enabled (n=24 and m=1), device sends 4 bytes that identify the ejector status. The stacker status is transmitted to every change, as follows:

1st byte
    'S'   0x53   83

2nd byte
    't'   0x74   116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference]
[Example]

3   SVELTA EMULATION

The following table lists all the commands for function management. The commands must be transmitted to the device as command string enclosed between '<' character and '>' character.

COMMAND DESCRIPTION TABLE

ASCII	DESCRIPTION
STACKER COMMANDS	
<EJECT2>	Eject the ticket from the retract position
<EJECT5>	Eject the ticket from the eject position
<EJECT7x>	Set the max ticket length
<EJECTE>	Retract position
<EJECTF>	Eject position
<EJECTG>	Idle position
<EJECTHx>	Enable/Disable ASB
<EJECTIx>	Switch the ejecter motor ON/OFF
<EJECTJ>	Move the stacker to the eject position
<EJECTK>	Move the stacker to the retract position
STATUS COMMANDS	
<SF>	Initialize the stacker and request the status
<SI>	Initialize the stacker after an error and request the status
<SS>	Request the stacker status

Given below are more detailed descriptions of each command.

Emulazione SVELTA

<EJECT2>

Devices:	STK10

[Name]	**Eject the ticket from the retract position**
[Format]	ASCII <EJECT2>
[Range]	
[Description]	Tickets retract into the stacker
[Notes]	After a command of retract, the stacker automatically moves to stacking position.
[Default]	
[Reference]	
[Example]	

<EJECT5>

Devices:	STK10

[Name]	**Eject the ticket from the eject position**
[Format]	ASCII <EJECT5>
[Range]	
[Description]	Tickets eject into the stacker
[Notes]	After a command of eject, the stacker automatically moves to stacking position.
[Default]	
[Reference]	
[Example]	

<EJECT7 xxx>

Devices:	STK10

[Name]	**Set the max ticket length**
[Format]	ASCII <EJECT7 xxx>
[Range]	
[Description]	Set the maximum value of the ticket length (in dot).
[Notes]	The maximum ticket legth value must be >70mm.
[Default]	
[Reference]	
[Example]	

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\<EJECTE\>		
Devices:	STK10	

[Name]	**Retract position**	
[Format]	ASCII	\<EJECTE\>
[Range]		
[Description]	Perform the movement to the retract position.	
[Notes]	The movement towards the retract position allows the free movement of the stacker to the desired position, without using the full cycle of retract (as with \<EJECT2\>).	
[Default]		
[Reference]		
[Example]		

\<EJECTF\>		
Devices:	STK10	

[Name]	**Eject position**	
[Format]	ASCII	\<EJECTF\>
[Range]		
[Description]	Perform the movement to the eject position.	
[Notes]	The movement towards the eject position allows the free movement of the stacker to the desired position, without using the full cycle of eject (as with \<EJECT5\>).	
[Default]		
[Reference]		
[Example]		

\<EJECTG\>		
Devices:	STK10	

[Name]	**Idle position**	
[Format]	ASCII	\<EJECTG\>
[Range]		
[Description]	Perform the movement to the stacking position.	
[Notes]	The movement towards the stacking position allows the free movement of the stacker to the desired position, without using the full cycle of eject or retract.	
[Default]		
[Reference]		
[Example]		

<EJECTHx>
Devices: STK10

[Name]   **Enable/Disable ASB**
[Format]   ASCII   <EJECTH x>
[Range]   x = 0, 1
[Description] Enable / Disable the automatic status back, according the m value as follows:

x	FUNCTION
0	disable the automatic status back
1	enable the automatic status back

[Notes]   With automatic status back enabled (x =1), device sends 4 bytes that identify the ejector status. The stacker status is transmitted to every change, as follows:

1st byte
   'S'   0x53   83

2nd byte
   't'   0x74   116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

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Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference]
[Example]

<EJECTIx>

Devices:	STK10

[Name]   **Switch the ejecter motor ON/OFF**
[Format]   ASCII   <EJECTI x>
[Range]   x = 0, 1
[Description] Enable / Disable the ejection motor, according to x value as follows:

x	FUNCTION
0	disable the ejection motor
1	enable the ejection motor

[Notes]
[Default]
[Reference]
[Example]

<EJECTJ>

Devices:	STK10

[Name]   **Move the stacker to the eject position**
[Format]   ASCII   <EJECTJ>
[Range]
[Description] Rerun the movement in eject position
[Notes]
[Default]
[Reference]
[Example]

<EJECTK>

Devices:	STK10

[Name]   **Move the stacker to the retract position**
[Format]   ASCII   <EJECTK>
[Range]
[Description] Rerun the movement in retract position
[Notes]
[Default]
[Reference]
[Example]

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\<SF\>	
Devices:	STK10

[Name]	**Initialize the stacker and request the status**
[Format]	ASCII \<SF\>
[Range]	
[Description]	Reset the stacker.
[Notes]	• The command re-initializes the stacker even if it is not in an error condition.
	• This command is active even if the receive buffer is full.
	• The command returns the stacker status with four bytes as follows:

1st byte
   'S'   0x53   83

2nd byte
   't'   0x74   116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference]   <SI>, <SS>
[Example]

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<SI>	
Devices:	STK10

[Name]	**Initialize the stacker after an error and request the status**
[Format]	ASCII <SI>
[Range]	
[Description]	Initialize the stacker after an error.
[Notes]	• The command re-initializes the stacker even if it is in an error condition.
	• This command is active even if the receive buffer is full.
	• The command returns the stacker status with four bytes as follows:

1st byte
   'S'   0x53 83

2nd byte
   't'   0x74 116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
5	Ticket out sensor 4
6	Ticket out sensor 1 (left)
7	Ticket out sensor 2 (right)

4th byte

BIT	DESCRIPTION
0-3	Positioner status
4	Fixed to 0
5	Sensor Position 1
6	Sensor Position 2
7	Sensor Position 3

The positioner status is the relative status of the stacker position. The ejector status is related to the belts and motors for the ticket ejection.

Positioner status values

Status	DESCRIPTION
0x0	Ejector initialization
0x1	Movement to the eject position
0x2	Movement to the stacking position
0x3	Movement to the retract position
0x4	Eject position
0x5	Stacking position
0x6	Retract position
0xF	Position error

Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference]   <SF>, <SS>
[Example]

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<SS>
Devices:	STK10

[Name]	**Request the stacker status**
[Format]	ASCII <SS>
[Range]	
[Description]	Returns the stacker status.
[Notes]	• This command is active even if the receive buffer is full.
	• The command returns the stacker status with four bytes as follows:

1st byte
   'S'   0x53 83

2nd byte
   't'   0x74 116

3rd byte

BIT	DESCRIPTION
0-3	Ejector status
4	Ticket out sensor 3
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Positioner status values

Status	DESCRIPTION
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0x6	Retract position
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Ejector status values

Status	DESCRIPTION
0x0	Idle satus
0x1	Ticket ejecting in progress
0x2	Manual ejecting (ejecter on)
0xF	Position error

All states not included in the table are not valid.

[Default]
[Reference]   <SF>, <SI>
[Example]

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4   STACKER MANAGING WITH KPM300H

Placement of the device
For a correct operation of the stacker, the printer must be positioned vertically, otherwise malfunctions may occur (oscillations of the positioner or failed expulsions of ticket).

Turning on the device
At power on, the stacker automatically moves to the retract position.
This allows you to find the starting position of the machine and clean the discharge channel, so as to free any tickets not ejected in a previous printing session.
After this operation the stacker is moved toward the position of stacking of tickets.

Correction of the position reached
When the stacker is located in a defined position, and the position sensor indicates a movement, the motor is moved so as to balance the position error and to be positioned correctly. This correction may cause oscillation if the machine is not correctly positioned vertically.

Printing positions allowed
Printing is possible in all states in which the positioner and the ejector are stationary and does not detect an error condition: if an expulsion is in progress or the positioner is running, you can not print.
The inhibition of the release is automatic and is resumed once the stacker back in a state in which printing is allowed.

Error status
The stacker goes in error as a result of improper placement or after an expulsion did not release the paper path.
The status LED on the ejector indicates the error status by flashing: if the flashing is faster the error is about positioning and if it is slow the error is about the expulsion of a ticket.
When device is in an error status, it is possible to restore the state of the stacker by pressing the key on the control board.

NOTE: It is advisable to check the status of the stacker and the subsequent attempt to recover using commands request status and initialization of the stacker.
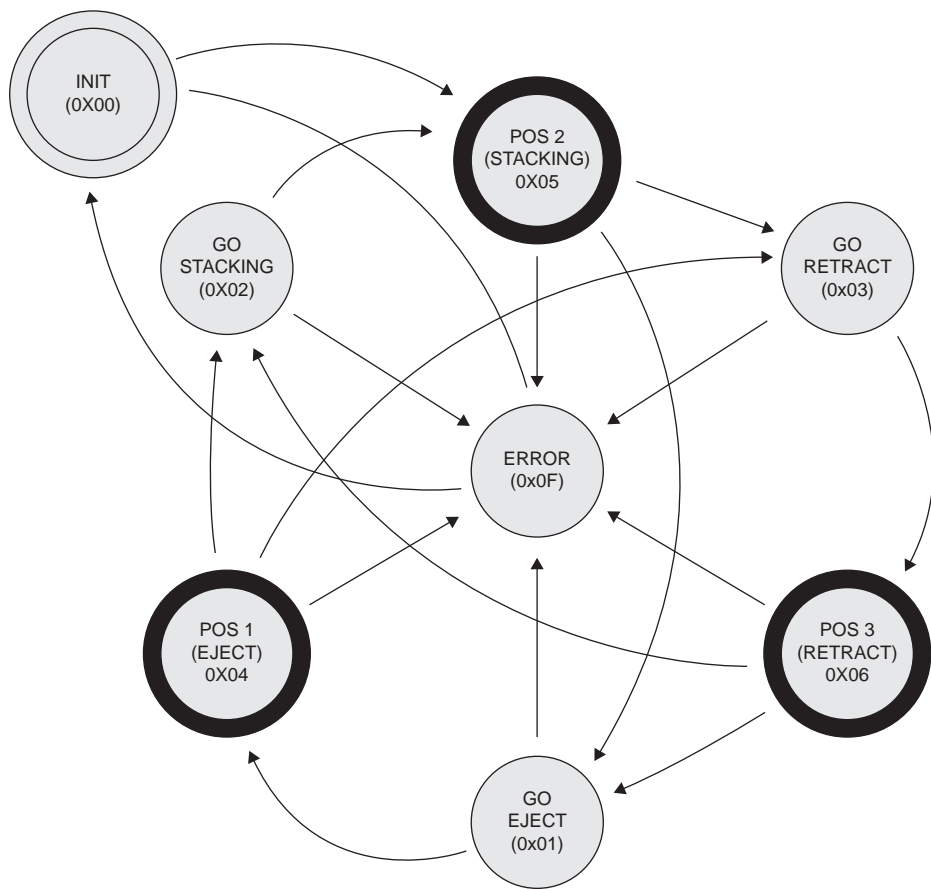
Ejecting of ticket
Before performing an ejection is necessary to cut the ticket.
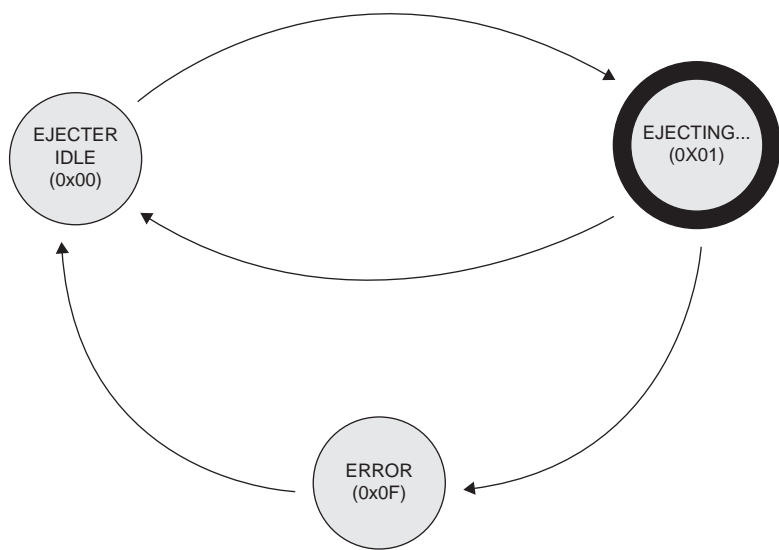The ejecting of the tickets occurs in three phases:
1. The ejecting belts are driven for about one second so as to allow a possible short ticket (printed and cut) to reach the presence sensor within ticket ejector.
2. The ticket advances to release the sensors, always with the ejecting belts in motion.
3. The device waits 500 milliseconds after the sensors have been released to ensure that the ticket fall (always with ejection belts moving).

Stacker managing with KPM300H

State machine for stacker

STATE MACHINE FOR POSITIONER

STATE MACHINE FOR EJECTER

CUSTOM®

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