# Customer Display

Installation Manual

401156101

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# **Safety Precautions**

This document presents important information intended to ensure safe and effective use of this product. Please read this document carefully, and store it in an accessible location near your installation.

#### **Precaution Headings**

This document uses the two headings shown below to call attention to potential hazards. Failure to observe the information provided under or alongside these headings may lead to injury or property damage. Be sure that you understand the meaning of each heading before you proceed.

# A WARNING:

Indicates a potentially lethal hazard. Failure to observe a WARNING may result in severe injury or death.

# A CAUTION:

Failure to observe a CAUTION may result in personal injury, or in damage to equipment or other property.

#### Safety Precautions



- Shut down your equipment immediately if it produces smoke, a strange odor, or unusual noise. Continued use may lead to fire or electric shock. Immediately turn the power off and contact your dealer or a SEIKO EPSON service center for advice.
- Never attempt to repair this product yourself. Improper repair work can be dangerous. Tampering with this product may result in injury, fire, or electric shock.
- Be sure to use the specified power source. Connection to an improper power source may cause fire or shock.
- Do not allow foreign matter to fall into the equipment. Penetration of foreign objects may lead to fire or shock.
- □ If water or other liquid spills into this equipment, immediately turn the power off and contact your dealer or a SEIKO EPSON service center for advice. Continued usage may lead to fire or shock.



- Do not plug the cable differently from the instruction in this manual. Wrong connection may cause equipment damage and fire.
- Be sure to set this equipment on a firm, stable, horizontal surface.
  Product may be damaged or cause injury if it falls.
- Do not use in locations subject to high humidity or dust levels. Excessive humidity and dust may cause equipment damage, fire, or shock.
- Do not place heavy objects on top of this product. Equipment may be damaged and cause injury if it falls.
- Do not attach plural extension supports. Product may be damaged or cause injury if it falls.
- A stopper limits the horizontal rotation of the display. Do not try to force it to turn beyond the limits of the stopper. Doing so may damage the equipment.

# EMC and Safety Standards Applied

Product Name: DM-D500

Type Name: M151A

The following standards are applied only to the display that is so labeled. (EMC is tested using the EPSON PS-170 power supply.)

Europe:	CE Marking Safety: EN60950
North America:	EMI: FCC/ICES-003 Class A Safety: UL 1950/CSA C22.2 No.950
Japan:	EMC: VCCI Class A JEIDA-52
Oceania:	EMC: AS/NZS 3548 (CISPR22) Class B

## **CE Marking**

The display conforms to the following Directies and Norms

Directive 89/336/EEC	EN55022 Class B
	EN55024
	IEC 61000-4-2
	IEC 61000-4-3
	IEC 61000-4-4
	IEC 61000-4-5
	IEC 61000-4-6
	IEC 61000-4-11

#### WARNING

You are cautioned that changes or modifications not expressly approved by SEIKO EPSON Corporation could void your authority to operate the equipment.

#### FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

#### FOR CANADIAN USERS

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

#### **About This Manual**

#### Cautions and Notes



Cautions must be observed to avoid minor injury to yourself or damage to your equipment.

# Note:

Notes have important information and useful tips on the operation of your display.

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This manual explains how to set up the DM-D500.

# Unpacking

The following items are in the box.





installation manual



warranty card (201 model only)

display (DM-D500)

Make sure that you have all the items shown above, and that none has been damaged. If you find anything missing or damaged items, please contact your DM-D500 dealer.

#### **Cautions on Handling**

When you use the DM-D500, be sure to note the following points:

- □ Avoid locations that are subject to high temperature and humidity.
- □ Avoid dirty and dusty locations.
- □ Avoid locations that are unstable or are subject to high levels of vibration.
- □ When connecting or disconnecting cables, make sure that the power switch of the DM-D500 and printers connected to the DM-500 are turned off.
- □ Do not drop the DM-D500, because you may damage the built-in vacuum fluorescent display.

### Usage

The DM-D500 can be used with the following equiment.

- □ IR Series. You can attach the DM-D500 to the IR Series using the "DM-D pole unit for IR" (DP-504). (See page 8.)
- □ TM-H5000II/TM-J8000 printers. You can attach the DM-D500 to TM-H5000II/TM-J8000 printers using the "DM-D pole unit for TM printers (Type B)" (DP-503). (See page 10.)
- □ TM-U375/TM-U950. You can attach the DM-D500 to the TM-U375/ TM-U950 printers using the "DM-D pole unit for TM printers (Type A)" (DP-502). (See page 13.)
- □ TM-H6000/TM-U675. You can attach the DM-D500 to TM-H6000/ TM-U675 printers using the "DM-D pole unit for TM printers (Type A)" (DP-502). (See page 16.)
- □ Other TM printers. You can attach the DM-D500 using the "DM-D pole unit for TM printers (Type A)" (DP-502) and Velcro tapes or screws. (See page 21.)
- □ DM-D stand. You can attach the DM-D500 to the DM-D stand directly using the "DM-D stand unit for DM-D500" (DP-501). When using the DM-D stand, an optional power supply unit (PS-170) is required. Also, if you want to extend the length of the DM-D500, an optional extension support unit (DP-105) is required. (See page 24.)

#### Precautions when connecting to a TM printer

When the DM-D500 is connected to a TM printer, be sure to check the serial number on the label affixed to the rear or bottom of the TM printer. If the serial number is one of the numbers indicated below it can be used immediately. If the serial number is not listed below, however, the DM-D500 cannot be connected to the TM printer as it is. In this case, please purchase and install the latest model of the UB-S01 board (Part code: C8233610200) before using the DM-D500 with that printer.

If your TM or other printer is not listed below, it may be connected to the DM-D500 without any special modifications (continued on back).

Printer	Model	Serial No.	Printer	Model	Serial No.
TM-H5000	-	None *1	TM-U590	101	ART0 010001 and higher
TM-H5000II	001	AR30 010001 and higher		111	ARU0 003001 and higher
	011	AR40 040001 and higher			ARU0 510001 and higher
		AR40 530001 and higher		131	ARY0 003001 and higher
	021	AR50 040001 and higher			ARY0 510001 and higher
		AR50 510001 and higher		141	BUV0 000001 and higher
	031	AR60 040001 and higher			BUV0 510001 and higher
		AR60 510001 and higher	TM-H6000	001	BMQ0 020001 and higher
	041	AR70 040001 and higher		011	BMR0 020001 and higher
		AR70 510001 and higher		021	BMS0 020001 and higher
	091	BFX0 000001 and higher		031	BMT0 020001 and higher
		BFX0 510001 and higher		041	BV40 020001 and higher
	161	BKS0 000001 and higher		061	BX50020001 and higher
		BKS0 510001 and higher		071	B7R0 020001 and higher
	181	BNV0 000001 and higher	TM-U675	001	BMK0 020001 and higher
		BNV0510001 and higher		011	BML0 020001 and higher
	201	B430 000001 and higher		021	BMM0 020001 and higher
		B430 510001 and higher		061	BX30 020001 and higher
	211	B5X0 000001 and higher	TM-T285	001	2XT0 010001 and higher
		B5X0 510001 and higher	TM-J8000	011	AQS0 010001 and higher

\*1: If your printer is a TM-H5000, always purchase the latest model of the UB-S01 before using it with the DM-D500.

If an old model of the UB-S01 (Part code: C8233610000) is connected to the TM printer, please purchase and install the latest model of the UB-S01 board (Part code: C8233610200).

The TM printer and UB-S01 used with the DM-D500 will have one of the following markings on the RS-232C connector mounting plate. This marking indicates whether of not the printer can be connected to the DM-D500.





### Assembling

#### Attaching to the IR Series

The DM-D500 can be attached directly to the IR Series using the "DM-D pole unit for IR" (DP-504).

#### **Required** items

The following items are used to attach the DM-D500 to the IR Series. These items are packed with the "DM-D pole unit for IR" (DP-504).



#### Assembling steps

 Pass the cable for the DM-D500 through support A, and attach support A to the DM-D500.
 When using support B for extension, insert the tab on support B into the hole on support A until you feel it click.



2. Attach the base to the setting position on the IR Series, and secure it with the screws.

Note:

When attaching the base, note that the corners of the base are set as shown below.



3. Pass the cable for the DM-D500 through the base.



4. Insert the tab on the base into the hole on the support until you feel it click.



5. Connect the cable for the DM-D500 to the DM connector on the IR Series.



#### Attaching to the TM-H5000II/TM-J8000

The DM-D500 can be attached directly to the TM-H5000II/TM-J8000 printers using the "DM-D pole unit for TM printers (Type B)" (DP-503).

#### **Required** items

The following items are used to attach the DM-D500 to the TM-H5000II/TM-J8000 printers. These items are packed with the "DM-D pole unit for TM printers (Type B)" (DP-503).



#### Assembling steps

 Pass the cable for the DM-D500 through support C, and attach support C to the DM-D500.
 When using support B for extension, insert the tab on support B

when using support B for extension, insert the tab on support B into the hole on support C until you feel it click.



2. Attach the base to the setting position on the TM printer and secure it with the screws.



3. Pass the cable for the DM-D500 through the base.



4. Insert the tab on the base into the hole on the support until you feel it click.



5. Connect the cable for the DM-D500 to the DM connector on the TM printer.



#### Attaching to the TM-U375/TM-U950

The DM-D500 can be attached directly to the TM-U375/TM-U950 printers using the "DM-D pole unit for TM printers (Type A)" (DP-502).

#### **Required** items

The following items are used to attach the DM-D500 to the TM-U375/ TM-U950 printers. These items are packed with the "DM-D pole unit for TM printers (Type A)" (DP-502).



#### Assembling steps

 Pass the cable for the DM-D500 through support C, and attach support C to the DM-D500.
 When using support B for extension, insert the tab on support B into the hole on support C until you feel it click.

When using support B for extension

2. Attach the rubber feet to the printer.



3. Pass the cable for the DM-D500 through the hole on fixing plate A, and fix the cable at the bottom as shown below.



4. Connect the cable for the DM-D500 to the DM connector on the TM printer.



5. Adjust the length of the cable and secure fixing plate A to the printer with screws.



[TM-U375]



[TM-U950]

6. Store any excess cable in the support, and attach the DM-D500 to fixing plate A.



#### Attaching to the TM-H6000/TM-U675

The DM-D500 can be attached directly to the TM-H6000/TM-U675 printers using the "DM-D pole unit for TM printers (Type A)" (DP-502). You can attach fixing plate A on either side of the TM-H6000/TM-U675. After attaching it, you can slide the display freely.

#### **Required** items

The following items are used to attach the DM-D500 to the TM-H6000/TM-U675 printers. These items are packed with the "DM-D pole unit for TM printers (Type A)" (DP-502).



#### Assembling steps

 Pass the cable for the DM-D500 through support C, and attach support C to the DM-D500.
 When using support B for extension, insert the tab on support B

into the hole on support C until you feel it click.



2. Attach the rubber feet to the printer.



3. Attach fixing plate B to the printer.



4. Pass the cable for the DM-D500 through the hole on fixing plate A, and fix the cable at the bottom as shown below.



5. Connect the cable for the DM-D500 to the DM connector on the TM printer.



6. Attach fixing plate A to the TM printer using the stopper. When you attach the stopper, insert the projections on the stopper into the holes of fixing plate B. Fixing plate A can be attached on either side of the printer. (The illustration below shows fixing plate A attached to the right side of the printer.)



7. The horizontal rotation mechanism of fixing plate A can be adjusted. To secure the location of the display, set fixing plate A to either one of the following four positions and secure it with the angle fixing screw.

















The paper roll cover may not open if the position of the display is inappropriate. Before securing the position of the display, make sure that you can open the paper roll cover.



8. Store any excess cable in the support and attach the DM-D500 to fixing plate A.



9. Connect the power cable of the printer. To avoid disconnection, hook the cable to the tabs on fixing plate B, as shown below.



#### Attaching to Other TM Printers

When using with other TM printers, the DM-D500 can be attached to a desk or other surface, using the "DM-D pole unit for TM printers (Type A)" (DP-502), and Velcro tapes or screws.

#### **Required items**

The following items are used when the DM-D500 is used with other TM printers. These items are packed with the "DM-D pole unit for TM printers (Type A)" (DP-502).



#### Assembling steps using Velcro tapes

1. Attach Velcro tapes to the bottom of fixing plate A.



 Pass the cable for the DM-D500 through support C, and attach support C to the DM-D500.
 When using support B for extension, insert the tab on support B into the hole on support C until you feel it click.



3. Pass the cable for the DM-D500 through the hole on fixing plate A, and fix the cable at the bottom as shown below.



4. Connect the cable for the DM-D500 to the DC connector on the TM printer.



5. Store any excess cable in the support, and attach the DM-D500 to fixing plate A.



6. Peel off the Velcro tapes, and attach the display to the setting position.

#### Assembling steps using screws

- 1. Follow steps 2 and 3 in "Assembling steps using Velcro tapes."
- 2. Secure fixing plate A to the setting position with fixing screws.



3. Attach the DM-D500 to fixing plate A.

#### Attaching to the DM-D stand

The DM-D500 can be attached directly to the DM-D stand using the "DM-D stand unit for DM-D 500" (DP-501). The DM-D500 with the DM-D stand can be connected to a TM printer, or be used as a stand alone product.

#### **Required** items

The following items are used to attach the DM-D500 to the DM-D stand. Note that an optional power unit (PS-170) is required when using the DM-D stand. Also, another optional extension support (DP-105) is required if you want to extend the length of the DM-D500. Please get them separately from the DM-D stand unit (DP-501).



#### Connectors for the DM-D stand

#### The connectors for the DM-D stand are as follows:



🖗 Note:

The DM-D stand comes with inch-type hexagonal lock screws installed to secure the interface cable to the interface connector for RS-232. If you plan to use an interface cable which requires millimeter-type lock screws, replace the inch-type screws with the included millimeter-type screws using a hex screwdriver (5mm). To distinguish the two types of screws, see the illustration below.

notch (one or more lines)

inch-type

millimeter-type

RS-232C connector installation screw

#### Jumper setting

#### Set the jumpers on the DM-D stand as follows:

JP1	JP2	Contents
1-2	1-2	Set the jumpers as in the left columns when connecting both the TM printer and the DM-D stand. (Default setting)
2-3	2-3	Set the jumpers as in the left column when using the DM-D stand as stand alone. (TM printer is not connected.)

#### The jumpers are located as follows:



#### Precautions on using the power supply unit

To avoid damage to the DM-D500 and the power supply unit, make sure to note the following points.

- □ Use the optional Seiko Epson products, PS-170, or PA-6508, PA-6511, PA-6513, PB-6509 or PB-6510 as the power supply.
- □ Never connect the DC cable to the power supply unit when the power supply unit is connected.
- □ Unplug the DC cable by holding the connector part. If you pull the cable to unplug, it may be damaged.

#### Assembling steps

1. Pass the cable for the DM-D500 through the DM-D stand. When extending the length of the DM-D stand, attach the extension support (DP-105) to the DM-D stand.



2. Insert the tab on the DM-D500 (or the extension support) into the hole on the DM-D stand until you feel it click.



3. Connect the cable for the DM-D500 to the display connector on the DM-D stand until you feel it click.



4. Connect one end of the computer interface cable to the computer connector on the DM-D stand; then connect the other end to the RS-232 connector on the computer. Tighten the screws on both ends of the cables to fasten them.



5. When using as a stand alone, go to step 6. When using with the printer, connect one end of the printer interface cable for the printer to the printer connector on the DM-D stand; then connect the other end to the connector on the printer. Tighten the screws on both ends of the cable to fasten them.



6. When not using the extension cable for power supply packed with the DM-D stand, go to step 7.

When using the extension cable, connect it (with the arrow mark up) to the extension cable connector indicated with "POWER OUT" on the DM-D stand; then connect the other end to the power connector on the printer.



7. Connect the DC cable of the power supply unit (with the arrow mark up) to the power supply unit connector indicated with "POWER IN" on the DM-D stand.



8. When using as a stand alone product, set the jumpers. (See "Jumper setting" on page 26.)

9. Arrange the cables as shown below. Put the cables for the DM-D500 inside the DM-D stand.



10. Attach the base plate to the DM-D stand following the number of the arrow shown below. At this time, push the base plate until it is locked by the hook on the DM-D stand.



- 11. When the extension support (DP-105) is used, attach Velcro tapes to the four corners of the plate to avoid falling down.
- 12. Connect the cord of the power unit to the socket.

### Part Names and Functions

#### Exterior



- Display: Characters are displayed.
- Dever switch: The power is turned on/off.
- □ DIP switch: The functions of the DM-D500 are changed. (See "DIP switch" for details.)

# Note:

When turning on the DM-D500 again after turning it off, wait for at least 3 seconds.

#### **DIP Switch**

#### **DIP Switch Functions**

# The DM-D500 has two groups of DIP switches. The functions of the DIP switches are as follows:

#### DIP switch 1

DSW1 No.	Function	ON	OFF	Default setting
1-1	Data receive error	Ignored	Displays "?"	OFF
1-2	Hand shaking	XON/XOFF (*1)	DTR/DSR	OFF
1-3	Data length	7 bits	8 bits	OFF
1-4	Parity on or off	Parity	No parity	OFF
1-5	Parity type	Even	Odd	OFF
1-6		Change transmis- sion speed See "Transmission speed."		ON
1-7	sion speed			OFF
1-8				ON

(\*1)XON/XOFF is effective only when the DM-D500 is connected with a stand alone.

#### Transmission speed

SW1-6	SW1-7	SW1-8	Transmission speed (bps)
ON	ON	ON	2400
OFF	ON	ON	4800
ON	OFF	ON	9600
OFF	OFF	ON	19200
ON	ON	OFF	38400
OFF	ON	OFF	57600*
ON	OFF	OFF	115200*

\*Cannot be set to 57,600 or 115,200 when using the IR Series.

#### DIP switch 2

DSW2 No.	Function	ON	OFF	Default setting
2-1	Y-connection (*1)	Enable	Disable	OFF
2-2	Self test selection (*2)	Perform self test	Do not perform	OFF
2-3	20 column and 2 line mode selection (*3)	20 column and 2 line mode	256 ¥ 64 dots mode	OFF
2-4	Device selection default setting	Printer is selected	Display is selected	OFF
2-5	Address 0	The display device number (1-7) corresponds to Address num- ber 0 to 2. (All OFF are regarded as no dis- play number.)		OFF
2-6	Address 1			OFF
2-7	Address 2			OFF
2-8	Reserved (*5)	-	Fixed to OFF	OFF

(\*1)The "Y-connection enable" is set when a TM printer with no modular jack for the DM-D is connected with this product, using one COM port to connect both TM printer and DM display. In this case, an optional DM-D stand (DP-501) and a connecting cable are required. In the cases other than above, choose "Y-connection disable" (default setting).

- (\*2)This function can select whether or not you perform self test when turning on the power. See "Self Test" for details.
- (\*3)When selecting "20 column and 2 line mode," this product can be used like the DM-D105/106/205/206. In this case, the graphic display and the original functions for the DM-D500 cannot be used, but when selecting "256 × 64 dots mode," they can be used.
- (\*4)When setting to "Printer is selected," data is sent to the TM printer, but is not displayed on the display. When setting to "Display is selected," data is displayed on the display but is not output from the TM printer. The selection can be changed using <ESC=> command.

(\*5)Stay at OFF setting.

# 🖗 Note:

- □ The changes in the DIP switch setting are effective when the power is turned on again.
- □ The data transmission setting, such as data length, transmission speed, must be the same on both your computer and printer.

Setting the DIP switches



Turn off the DM-D500 while removing the DIP switch cover to prevent electrical damage to the DM-D500.

- 1. Turn off the power for the DM-D500.
- 2. Remove the DIP switch cover.



- 3. Change each setting of the switches with a pointed object, such as a pen tip or small screwdriver.
- 4. Close the cover, and turn the power on.

#### Turning and Tilting the DM-D5 0 0

You can turn or tilt the display while holding the support. The display can be moved easily, so do not move any further if it stops. If you move it by force, you may damage it.

With the "DM-D pole unit for IR" (DP-504) and the "DM-D pole unit for TM printers (Type B)" (DP-503), the display area maynot face the direction you desire. In this case, remove the base, change the position of the tab ob the base so that the display faces to the direction you desire, and reattach it to the base.



The display area has the following range of movement:

- □ Tilt: 48° max. (4 steps, 5 positions)
- □ Horizontal rotation: 90° max. (45° for each left and right)

#### Self Test

The DM-D500 has a self test function. If you want to perform a self test, you must change the setting of the DIP switch.

#### Check Items of Self test

The following items are checked during the self test:

- □ Control ROM version
- □ DIP switch settings
- **D** Example of display characters
- **L** Example of each function, such as brightness, flashing, and scroll

#### Performing Self test

To perform the self test, follow the steps below.

- 1. Turn off the power for the DM-D500.
- 2. Set the SW 2-2 of the DIP switch 2 to ON, and turn on the power.

# Note:

If the contents of the self test are not displayed, the DM-D500 may be malfunctioning. Please contact your DM-D500 dealer for assistance.

When the self test is finished and no error occurs, the cursor is displayed at the home position; then the DM-D500 is ready to receive data.

# Specification

#### **General Specifications**

#### □ Height, Width, Depth and Weight

<DM-D500 and DM-D stand>



• DM-D500:

Height:	83 mm
Width:	213 mm
Depth:	51 mm
Weight:	460 g

DM-D stand (DP-501): Height: 65 mm Width: 200 mm Depth: 118 mm Weight: 440 g



• Base and support A of the "DM-D pole unit for IR Series" (DP-504):

Height:	129 mm
Width:	50 mm
Depth:	53 mm
Weight:	60 g

• Base and support C of the "DM-D pole unit for TM printers (Type B)" (DP-503):

, , , ,	
Height:	248 mm
Width:	50 mm
Depth:	53 mm
Weight:	116 g

• Fixing plate A and support C of the "DM-D pole unit for TM printers (Type A)" (DP-502):

` J I	/ (	,
Height:		260 mm
Width:		78 mm
Depth:		164 mm
Weight:		264 g

- □ Tilt angle Max 48° (4 steps, 5 positions)
- □ Horizontal rotation Max 90° (for each left and right at 45°)

#### □ Vacuum fluorescent display

•	Total number of dots:	256 (W) × 64 (H) dots
•	Dot pitch:	0.55  imes 0.55  mm
•	Number of characters:	32 column × 4 lines max. (When using Font A)
•	Number of characters:	42 column × 8 lines max. (When using Font B)
•	Display color:	Green (505 nm)
•	Brightness:	300 (cd∕m²)

#### **Electrical Specifications**

🗅 Туре	PS-170, PA-6508, PB-6509, PB-6510,
	PA-6511, PA-6513 (when using the DM-D stand)

- □ Rated voltage DC 11.4 to 48 V
- □ Rated current 0.53 A (at 11.4V) (max.)

#### **Environmental Specifications**

Operation environment	
Temperature:	5°C to 40°C
Humidity:	30% to 85% (No condensation)
Storage environment	
Temperature:	–10°C to 50°C

Temperature:	$-10^{\circ}$ C to 50°C
Humidity:	30% to 90% (No condensation)

#### **Character Specifications**

- □ Type of character
  - Alphanumeric characters: 95
  - International characters: 37
  - Extended graphics: 128 characters × 12 pages
  - Kanji characters (The Kanji character model supports printing with one of the following character sets.):

Japanese Kanji (JIS Level 1 and 2) Chinese Kanji (GB2312)

□ Character grid

•	Font A:	$8 \times 16 \text{ dot}$
•	Font B:	$5 \times 7 \text{ dot}$
•	Kanji:	16 × 16 dot

- □ Character style
  - Black/White reverse and emphasis
  - Size change, character spacing, and line spacing (Only for the window on the graphic mode)
- Emulation mode
  - Cursor (except the window on the graphic mode):

DM-D10x emulation

- Period, comma: DM-D20x emulation
- Annunciator: DM-D20x emulation

#### **Reliability Specification**

 MTBF (vacuum fluorescent display only) 30,000 hours (a half-value period of the brightness)