

**FUJITSU**

shaping tomorrow with you

# F9860

Baggage Tag &  
airline printer

**NEW!**

# Product & FAQ Concept

Oct 2012

**FUJITSU FRONTTECH LIMITED**



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- 2) **F9860** Frequently Asked Question (FAQ)

**F9860**  
ATB1/BTP/GPP



# **F9860** Product Concept

# FUJITSU Airline Printer Product Concept



1990

**F9810**  
ATB  
Printer



1995

**F9811**  
ATB  
Printer



2000

**F9840**  
ATB1/ATB2  
Printer



2005

**F9850**  
ATB1/BTP  
Printer



2010

**F9860**  
General  
Purpose  
Printer



FUJITSU has always been at the forefront of meeting market demands for the airline industry, designing printers which are;

**1) Compact 2) High performance 3) Cost effective**

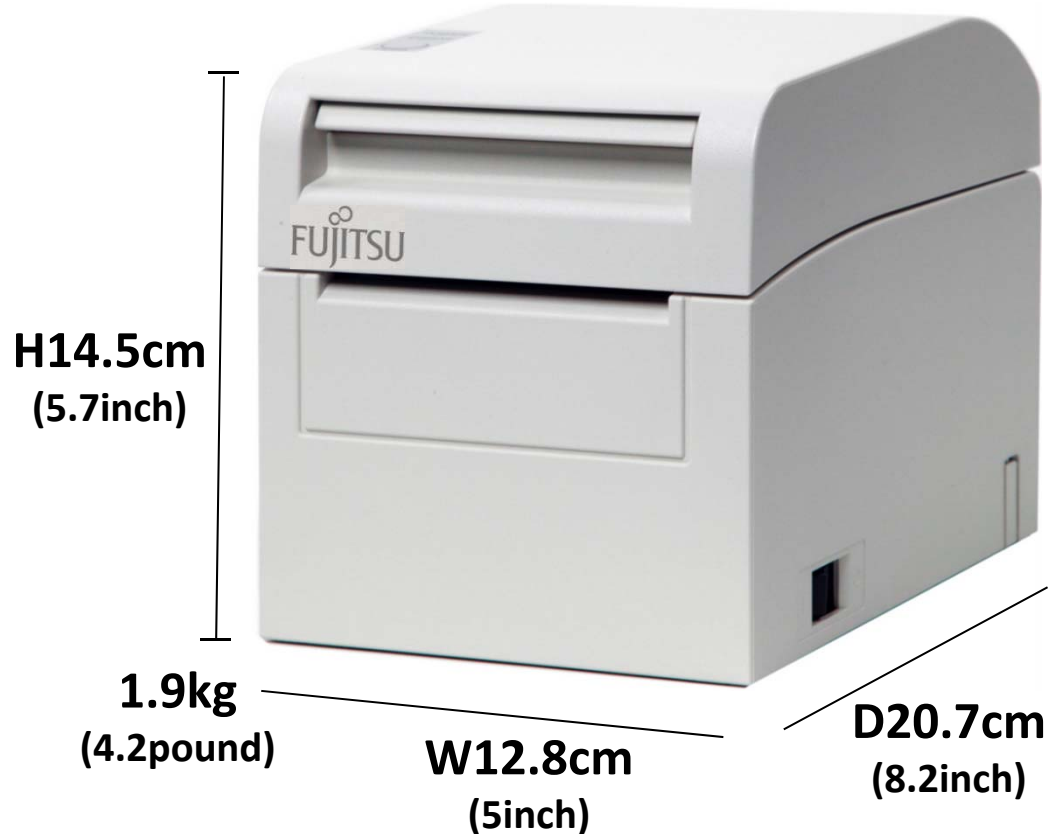
# F9860 Product Concept (Front & Rear figure)



**“Compact”**, The smallest airline printer in the industry

## F9860 General Purpose Printer (GPP)

- P/N: KD03537-A001
- Boarding pass and baggage tag printing



- It only has 2 ports on back side
- AC adapter Power cable
  - USB 2.0 connection port

## “High performance”, for current & future services

- Fully AEA 2009 compatible
- Microsoft Windows XP, Windows 7© 64bit & Driver for Airline use <sup>NEW!</sup>
- ESC/P™
- ESC/OPOS™

### Certified to:

SITA AirportConnect (CUTE)

SITA BagManager

ARINC vMUSE

Ultra Electronics UltraCUSE

Navitaire New Skies <sup>NEW!</sup>

Sabre Sonic <sup>NEW!</sup>

SITA Smart Front End Basic (Liaison)

ARINC iMUSE

AMADEUS Altea DCS

Damarel Systems AuRA

HP Shares B <sup>NEW!</sup>

### Under developing & testing:

HP Shares A

RESA CREWS

Travelport

# F9860 Product Concept (Price)



**“Cost effective”,** for the customer satisfaction



**as List price**

( % less than competitor's price)

=> For quotation, please see P27

Comes with

- World's class quality and reliability
- Compact design
- Versatile Interface
- Included Windows© driver for airline use



**F9860**

**ATB1/BTP/GPP**

# F9860 FAQ



# F9860 FAQ

## 1) F9860 can print receipt ATB1 boarding pass only?

> F9860 prints not only receipt ATB1 but also print traditional ATB1 boarding pass ticket and Baggage Tag.

#	Category	F9840 ATB1 / ATB2	F9850 ATB1 / BTP	F9860 ATB1/BTP/GPP
1	Boarding Pass (Traditional ATB1)	✓	✓	✓
2	Boarding Pass Magnetic stripe (ATB2)	✓	-	-
3	Boarding Pass (ATB1 receipt paper)	-	-	✓
4	Baggage Tag	-	✓	✓
5	Microsoft's Windows®	-	-	✓



\*F9850/F9860 cannot print boarding pass and baggage tag in one movement

## 2) What is the difference between other General Purpose Printers and F9860?

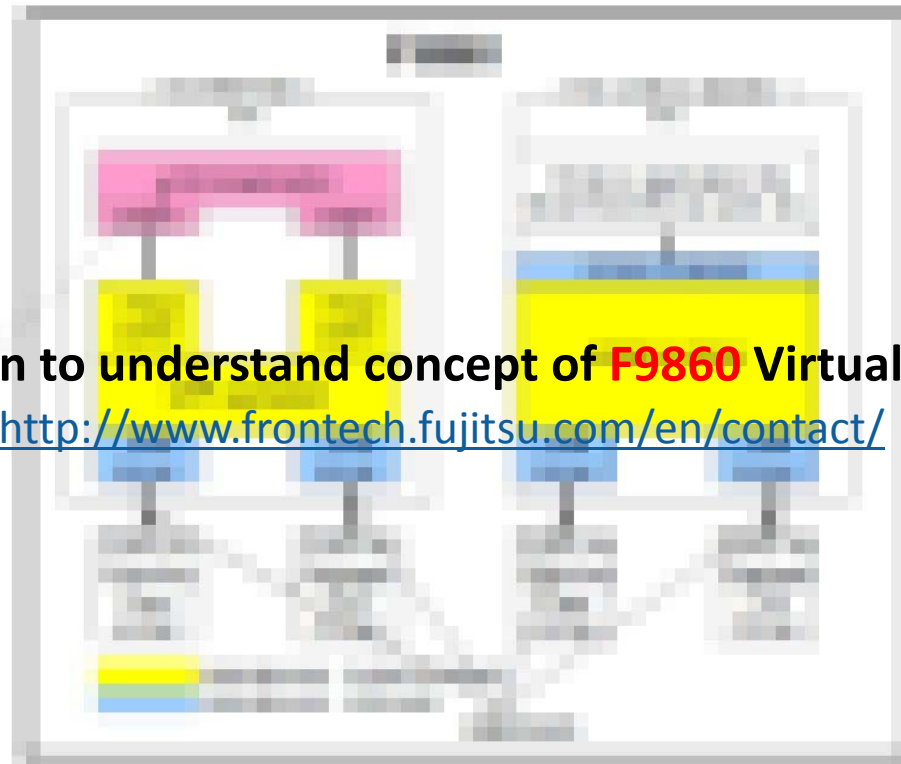
> Please see below for your reference.

- |   |   |
|---|---|
| 1) ATB1 boarding pass / Bag Tag print capable     | <b>F9860 is the <u>only one printer</u></b>   |
| 2) Having Advanced Windows Driver for Airline use | <b>F9860 is the <u>only one printer</u></b>   |
| 3) Print speed                                    | <b><u>Fastest</u>, 260mm or 10 inch / sec</b> |
| 4) Resolution                                     | <b><u>Highest</u>, 203dpi</b>                 |
| 5) Paper & Print width                            | <b><u>Widest</u>, (83mm / 80mm)</b>           |
| 6) Feeder   | <b><u>Easiest</u>, Front feed for users</b>   |
| 7) Cutter Life time                               | <b><u>Longest</u>, 2 million cut</b>          |
| 8) MCBF (Mean Cycles Before Failure)              | <b><u>Longest</u>, 70million lines</b>        |
| 9) MTBF (Mean Time Between Failures)              | <b><u>Longest</u>, 440,000 Hours</b>          |
| 10) Dimensions (mm)                               | <b><u>Smallest</u>, (vs appox &gt; -8%)</b>   |

## 3) What is the F9860 Virtual Comm for USB, and what does it do?

> The Virtual Comm for USB enables the F9860 to connect to the RS-232 serial interface of the server via the USB connection, and unlike standard USB devices, the F9860 Virtual Comm locks the COM port so that the COM port always remains the same if the printer is disconnected and later reconnected.

If you need more information to understand concept of F9860 Virtual comm, please contact with <http://www.frontech.fujitsu.com/en/contact/>



## F9860 FAQ (Continued)



### 4) The F9860 looks small and not robust enough; is it only used for small airports?

- > The F9860 is designed for all customers: small airlines, big airlines, local airports or large international airports. (please see next page)  
The F9860 passed the same, strict FUJITSU internal quality assurance tests as those used for the F9840/F9850 for boarding passes and baggage tags.

F9860 printer passed more than 13,000 tests to release to the market such as:

- Mechanical Test **Over 300 items, more than 7 month**
- Electrical Test **Over 200 items, more than 7 month**
- Firmware Test **Over 2,700 items, more than 8 month**
- Quality assurance Test **Over 10,000 items, more than 3 month**
- And other more tests.....

## 5) Where can we see F9860 printing at?

> Check this out!

### North America

U.S.A.

- Hartsfield-Jackson Atlanta Int's Airport (ATL)
- John F. Kennedy Int's Airport (JFK)
- Orland Int's Airport (MCO)
- Orland Sanford Int's Airport (SFB)
- Los Angeles Int's Airport (LAX)
- Ted Stevens Anchorage Int's Airport (ANC)
- Fairbanks Int's Airport (FAI)
- San Diego Int's Airport (SAN)
- Saipan Int's Airport (SPN)
- William P. Hobby Airport (HOU)
- Sky Harbor Int'l Airport (PHX)
- Myrtle Beach Int's Airport (MYR)
- Guam Int's Airport (GUM)

### Central / South Americas

- Mexico City Int' Airport (MEX)
- Mexico Los Cabos Int's Airport (SJD)
- Ecuador José Joaquín de Olmedo Airport (GYE)
- Panama Tocumen Int's Airport (PTY)
- Brazil Antonio Carlos Jobim Int's Airport (GIG)
- Brazil São Paulo-Guarulhos Int's Airport (GRU)
- Colombia Santa Fe De Bogota Airport (SRS)
- Hato Int's Airport (CUR)
- Chile Comodoro Arturo Merino Airport (SCL)
- Antigua V. C. Bird Int's Airport (ANU)

# F9860 users (Airports)

## Europe

- All domestic airports in Portugal
- All domestic airports in Greece (soon)
- U.K. Newcastle Airport (NEU)
- U.K. Cardiff Airport (CWL)
- U.K. Birmingham Airport (BHX)
- Malta Int's Airport (MLA)
- Mauritius Airport (MRU)
- Armenia Zvartnots Int's Airport (EVN)
- Czech Prague Ruzyně Int's Airport (PRG)
- Germany Berlin Brandenburg Airport (BER)
- Germany Rostock laage Airport (RLG)
- Ukraine KIEV Boryspil Int's Airport (KBP)
- Poland Gdansk Lech Walesa Airport (GDN)
- Georgia Tbilisi International Airport (TBS)
- France Marseille Provence Airport (MRS)
- Moldova Chişinău Int's Airport (KIV)
- Hungary Budapest Ferenc Liszt Int's Airport (BUD)

## Middle East / Africa

- All domestic airports in Nigeria
- All domestic airports in Israel
- Egypt Cairo Int's Airport (CAI)
- Egypt Hurghada Int's Airport (HRG)
- Egypt Borg El Arab Airport (HBE)
- Egypt Assiut Airport (ATZ)
- Zambia Lusaka Int's Airport (LUN)
- Zambia Livingstone Airport (LVI)
- Jordan Queen Alia Int's Airport (AMM)
- Mozambique Maputo Int's Airport (MPM)
- Kuwait Int's airport (KWI)

# F9860 users (Airports)

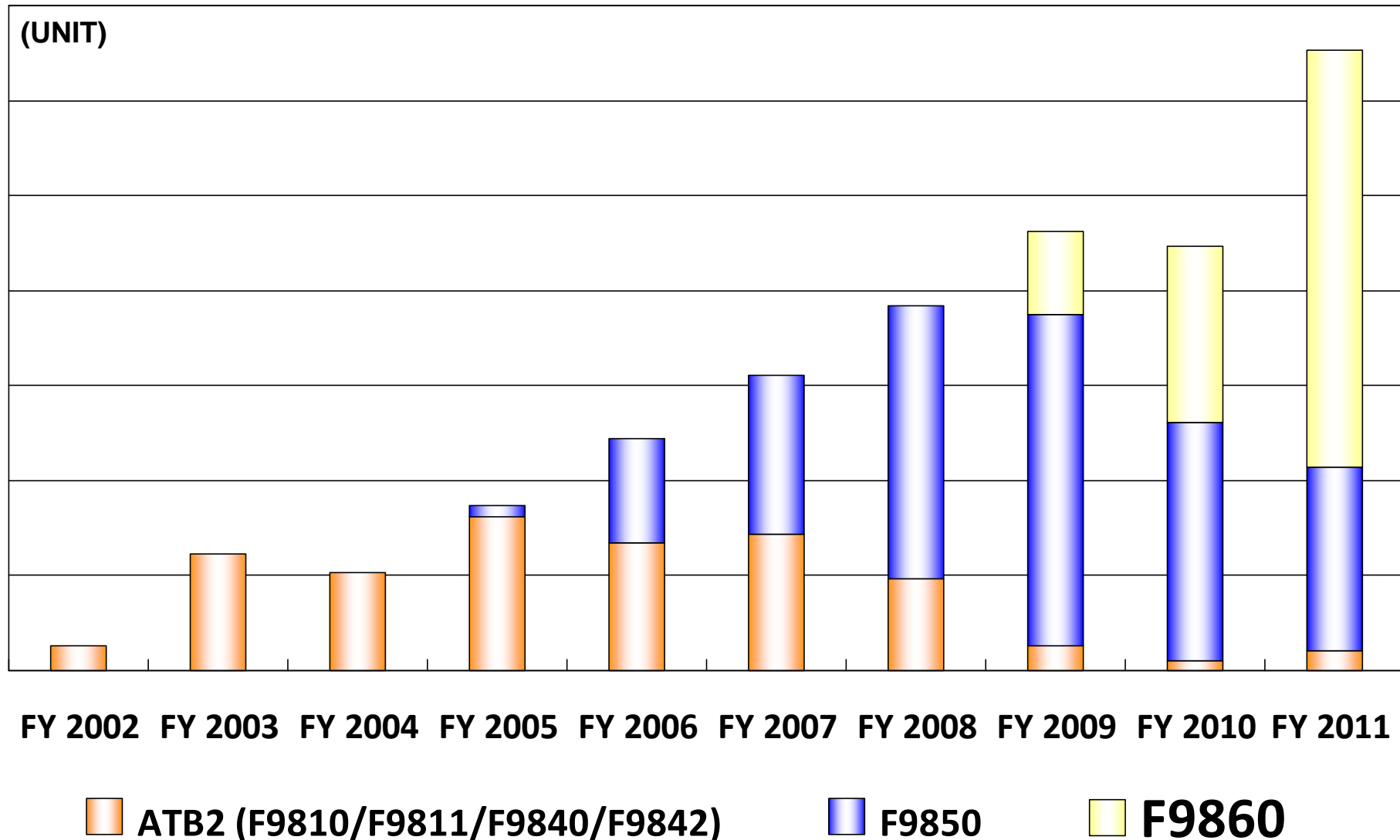
## Asia / Oceania

- All domestic airports in Australia
- All domestic airports in Malaysia
- All domestic airports in Japan
- All domestic airports in Singapore
- All domestic airports in Srilanka
- All domestic airports in Indonesia
- Korea Korail Railroad Airport (AREX)
- India AAI 13 airports
- India Chhatrapati Shivaji Int's Airport (BOM)
- Nepal Tribhuvan Int's Airport (KTM)
- Fiji Nadi Int's Airport (NAN)
- Cook Island Rarotonga Int's Airport (RAR)
- Myanmar Yangon Int's Airport (RGN)
- Mongol Chinggis Khaan Int's Airport (ULN)

# FYI. FUJITSU Airline printer delivery record



**F9860** product concept is well accepted in the industry





# F9860 FAQ (Continued)



## 6) Why an LCD display is not required on the F9860 even though other FUJITSU printers have one? What kind of status signals are available since there is no LCD display?

> Most agents need an LCD display because they want to know where a paper jam has occurred.

Because the F9860 is a small printer and has a short ticket transportation path, the agent will easily find where a paper jam has occurred.

Most errors will be fixed by opening the cover and re-inserting the paper stock.

The F9860 uses LED signals with beeping and/or flashing patterns to indicate the type of error that has occurred.

### Recoverable error

Error condition	LED LAMP	Blinking pattern
No paper (paper end)	POWER (●)	Constantly on
	ERROR (●)	Constantly on
Cover open	POWER (●)	Constantly on
	ERROR (●)	Constantly on
Head hot (*1)	POWER (●)	Constantly on
	ERROR (●)	Constantly on

\*1 Printing is suspended because of a high thermal head temperature.

Error condition	LED LAMP	Blinking pattern
Paper near end	POWER (●)	Constantly on
	ERROR (●)	
Paper layout error	POWER (●)	Constantly on
	ERROR (●)	

Repeated blinking of the amber lamp four times in succession

### Unrecoverable error

Error condition	LED LAMP	Blinking pattern
Internal error	POWER (●)	
	ERROR (●)	
Head not installed	POWER (●)	
	ERROR (●)	
Low voltage	POWER (●)	
	ERROR (●)	
Over voltage	POWER (●)	
	ERROR (●)	
Cutter functioning abnormally	POWER (●)	
	ERROR (●)	
LF motor functioning abnormally	POWER (●)	
	ERROR (●)	

Repeated pattern in which the green lamp blinks twice and the amber lamp blinks once

Repeated pattern in which the green lamp blinks three times and the amber lamp blinks once

Repeated pattern in which the green lamp blinks four times and the amber lamp blinks once

Repeated pattern in which the green lamp blinks five times and the amber lamp blinks once

Repeated pattern in which the green lamp blinks six times and the amber lamp blinks once

Repeated pattern in which the green lamp blinks seven times and the amber lamp blinks once

# F9860 FAQ (Continued)

## 7) What is the option of F9860?

> We have Roll paper stand (Thin ATB/BTP) and Stacker (ATB) as options.

### ROLL PAPER STAND

- P/N: KD03537-B010
- For either thin ATB tickets or bag tags

\*If the users use Rolled baggage tag: Roll paper stand **is** mandatory option.  
If the users use Fanfold baggage tag: Roll paper stand **is not** mandatory option.



### STACKER

- P/N: KD03537-B200
- For normal ATB1 boarding pass use



## F9860 FAQ (Continued)

### 8) Does the F9860 include a cutter?

> Yes, the cutter is included in the standard configuration.

### 9) Does the F9860 include the AC power cable?

> No, they do not come with the printer.

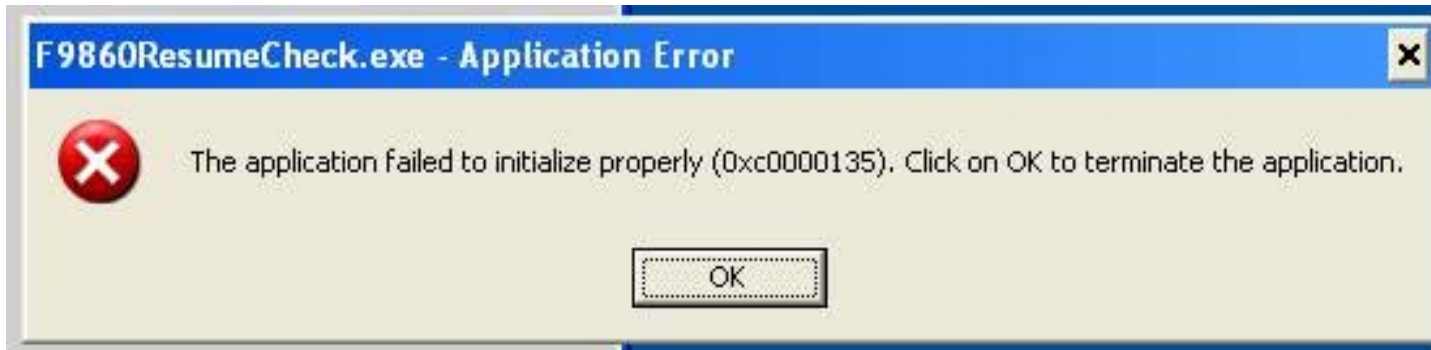
Because every airport counter has different lengths and every country has different electrical standards, the customers must procure the cables separately.

Please see below for reference.

**FUJITSU's airline printer  
Power cable connector**  
(125V AC 7A or 250V AC 7A)



## 10) When I install GPP application to my PC, this message is popped up, what's this?



- > Your PC needs to be installed Microsoft.Net Framework 2.0.  
Please go to <http://www.update.microsoft.com/microsoftupdate/v6/default.aspx?ln=ja>  
and do Windows Update.

## 11) How do you configure the printer as an ATB vs. BTP if there is no display?

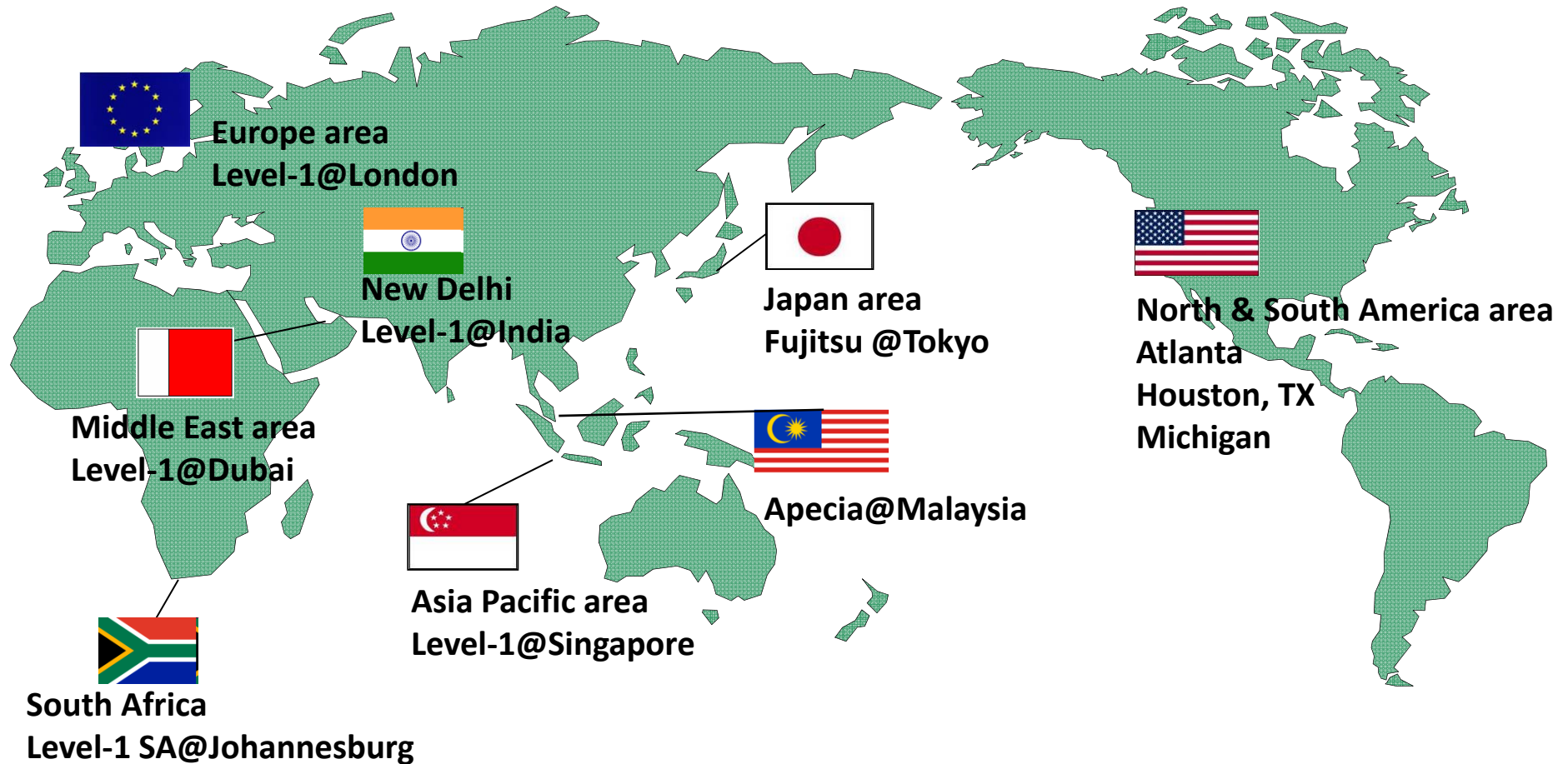
- > “Printer Selector Tool” (Please refer to Maintenance Manual P140 ~)  
will configure the printer as an ATB vs. BTP through PC displays.  
Switching ATB -> BTP or BTP-> ATB will take less than 2 minutes.

# F9860 FAQ (Continued)



## 12) Does FUJITSU have support centers? Which locations?

> Yes, FUJITSU's partner, Level-1, has worldwide support centers.



## 10 Repair Centers Worldwide

As of Oct / 2012

### 13) Do you have additional service program for F9860 support?

> FUJITSU' partner Level-1 is able to offer service program called  
“Enhanced Warranty program”

- Level-1 stores and supplies all replacement modules to the customer at no additional cost.
- Replacement modules are sent directly to the site, in re-useable packaging, for delivery within 72 hours. The defective module is collected by Level-1 as soon as the engineer has installed the replacement module.
- Level-1 provides all logistics at no extra cost. Units are sent using CIF incoterms – any duties and taxes are payable locally
- Access to Level-1 technical support line
- (<http://www.level1fujitsu.com/supportlogin.php>) or send e-mail to [help@level1.co.uk](mailto:help@level1.co.uk)
- Access to Level-1's self-help website (<http://www.level1fujitsu.com/>)

**For Enhanced Warranty Program quote, please contact Level-1 UK.**

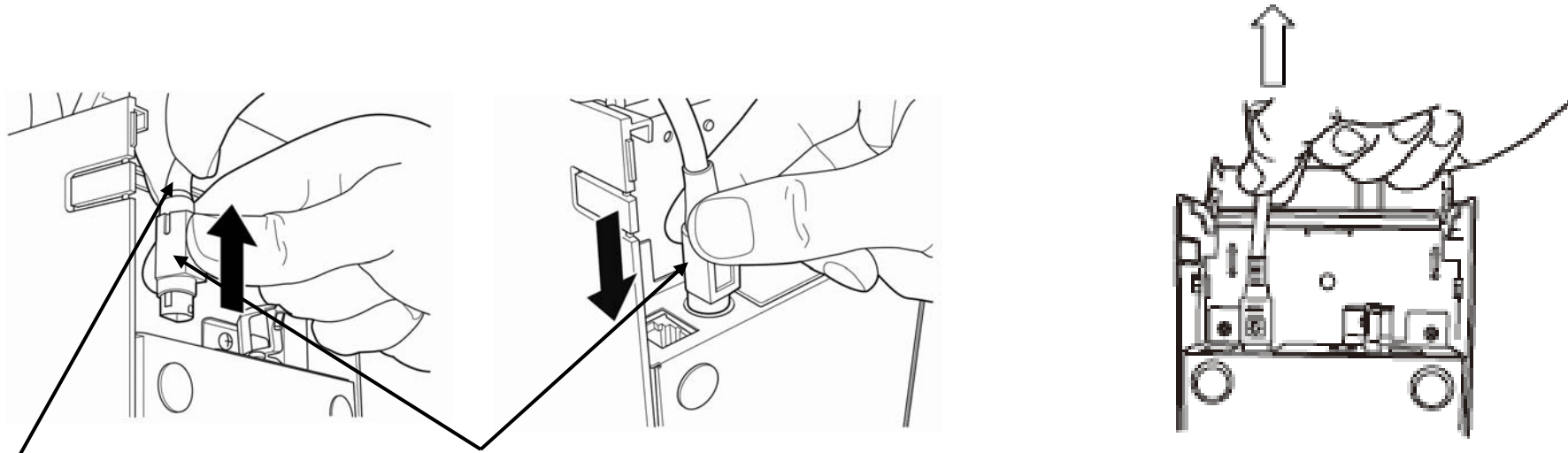
# F9860 FAQ (Continued)

## 14) The F9860 power supply connector to the printer comes out easily. Why?

- > The connector is not connected properly. Please see the procedure below.  
The connector is designed to prevent it from accidentally being disconnected.

To insert the connector into the printer:

- (1) Use one hand to pinch the base of the cable above the connector shroud
- (2) Use the other hand to slide the connector shroud upwards (toward the cable)
- (3) Insert the connector into the printer connector until it locks in place with a “click” sound.



(1) Base of the cable

(2) Outer section of the connector

(3) Connect the plug of the power cable to electrical outlet.

# F9860 FAQ (Continued)

## 15) Let me know the dimensions and weight of the F9860?

> Please see attached table below.

Millimeter	#	Item	Width (mm)	Height (mm)	Depth (mm)	Weight (Kg)
	1	F9860	128	145	207	1.9
	2	F9860 + Roll Paper Stand	133	210	450	3.4
	3	F9860 + Stacker	132	200	266	2.7

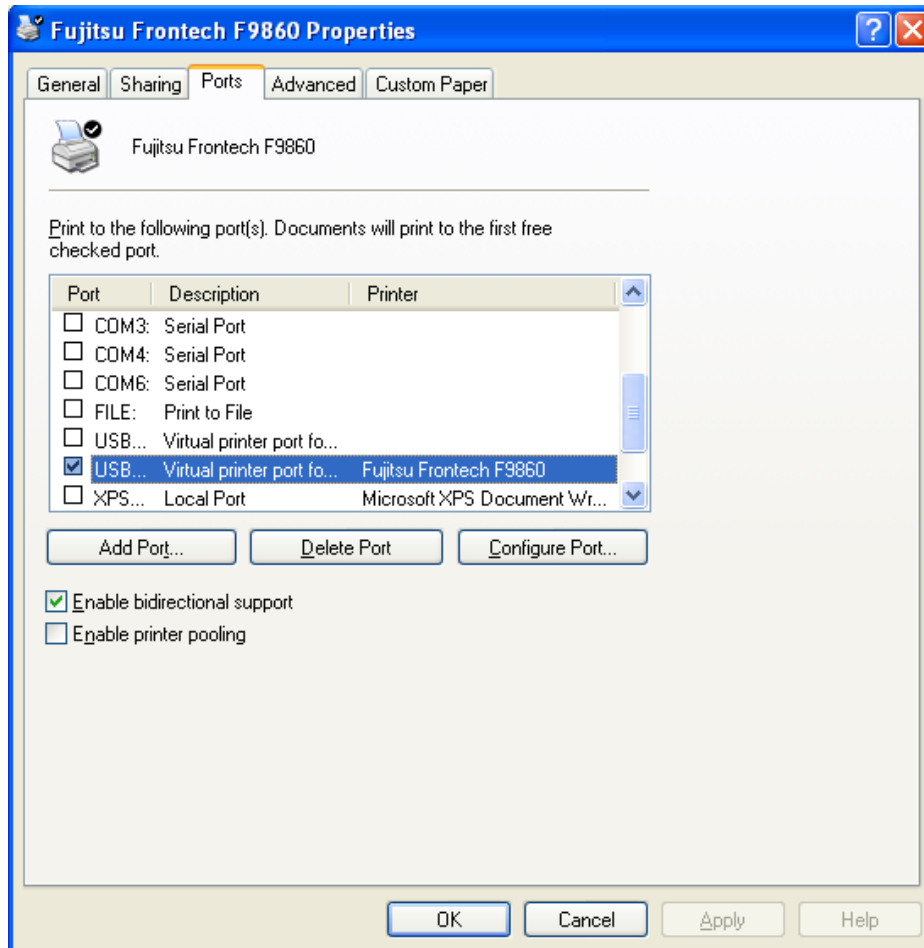
Inch	#	Item	Width (inch)	Height (inch)	Depth (inch)	Weight (pound)
	1	F9860	5.0	5.7	8.1	4.2
	2	F9860 + Roll Paper Stand	5.2	8.3	17.7	7.6
	3	F9860 + Stacker	5.2	7.9	10.5	5.9



# F9860 FAQ (Continued)

16) We can not connect to printer from GPP Application, or got a wrong print out.

> When you use both the spooler driver and GPP Application to one printer, please remove **"Enable bidirectional support"** check in **F9860** properties



1) Click [Start] - [Printers and Faxes].

2) Select the F9860 driver and right click to open the [Property].

3) Click the [Port] tag.

4) Remove the "Enable bidirectional support"

# F9860 FAQ (Continued)

## 17) Where can we download latest F9860 GPP application at?

> Please access to the link below to download. The 4 words password will be required

<http://www.frontech.fujitsu.com/en/services/atp/downloads/>

If you need the password, please contact with

<http://www.frontech.fujitsu.com/en/contact/>

The screenshot shows the Fujitsu Frontech website interface. The main content area is titled 'Application driver' and contains a section for 'F9860 GPP Application driver'. Below this, there is a table with the following information:

File Name	ZIP F9860GPPsetup_V03L11.zip
Last Update	December 1 <sup>st</sup> , 2011
File Type	ZIP
File Size	3.1MB

Below the table, there is a note: 'Note: The password-locked printer driver ZIP file is only for F9860 users only. To decompress the ZIP file, the password is required. The password information is inside the F9860 box. Or please contact with <https://www-s.fujitsu.com/jp/frontech/en/contact/form-contact.html>

18) We need the airline printer which is able to print

First class, Economy class boarding pass and baggage tag in one printer.

Does FUJITSU have solutions?

> Yes we do! If you have 3 of the **F9860**, you can use them as 3 feeders printer.



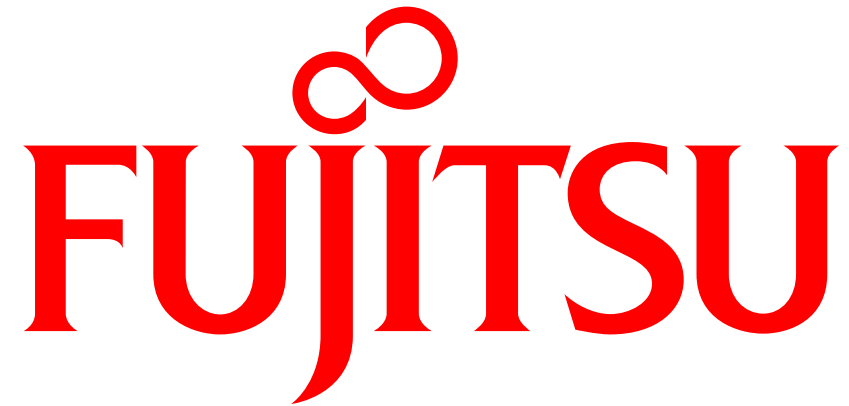
# F9860 FAQ (Continued)

## 19) How much is F9860?

> For quote, please contact Level-1 UK. [sales@level1.co.uk](mailto:sales@level1.co.uk)

P/N	Description	Lead Time
KD03537-A001	<b>F9860</b> GPP	6 weeks A.R.O
Option		
KD03537-B010	Roll Paper Stand	2 month A.R.O
KD03537-B200	Stacker	2 month A.R.O





shaping tomorrow with you