

VeriFone 930/950 Troubleshooting Checklist

To help avoid paper jams...

- Before installing the ribbon cartridge, turn the ribbon tension knob in the direction of the arrow and verify that the ribbon advances with a ratcheting action and is taut. Use only high quality ribbon cartridges, preferably those made by the Original Equipment Manufacturer.
- When reloading new rolls of paper - Cleanly cut off one foot of paper, straight across. The reason for this is that some paper rolls have glue at the end of the roll that can gum up internal parts of the printer.
- Never pull or restrict the paper while the printer is printing. The reason for this is the paper may catch and break a print wire. This will cause a paper jam and/or missing print characters.

Paper jams can be very difficult to clear without causing damage. It is best to avoid them. Never use a screwdriver, knife or the like. Our experience shows that small, delicate parts are often damaged - creating a much worse problem than the paper jam itself.

Printhead goes into slow motion...

You may experience a condition where the "printhead" goes into slow motion. This is perfectly normal. The circuitry senses that the printhead is overheating and tells it to go into the "slow" mode to allow it to cool down. When the printhead cools down, it will again run in the normal mode.

Miscellaneous Error Messages on the Alarm Line of the Ruby Super System Operator Display.

These messages can be caused by disconnecting and/or connecting any device that derives its power from the Ruby System while the unit is powered up.

You must follow the proper procedure:

1. Always power down the Ruby Super System by disconnecting the AC power, then
2. Disconnect and/or Connect the peripheral device such as the TM950 printer power cable and/or the RS232 communications cable.
3. Then power up the Ruby by reconnecting it to the AC power source.
Failure to follow this procedure will result in error messages.

When you power down the console, wait at least two minutes to reapply power.

When removing the 24-volt power connector in the back of the unit, be sure to pull the slip ring towards you first.

Continued on reverse side...

Erratic Operation or Printer Stops...

Printers gather paper dust and debris through normal use. Continued accumulation will eventually cause erratic operation or prevent operation of the printer. It is important to blow out the dust and debris, especially in and around the sensors. Using good quality paper will greatly reduce paper dust and help extend the life of the printer. ***NEVER USE RECYCLED PAPER***

Other helpful hints....

1. Be sure to use the appropriate communication adapter:
Red for the 930 printer; Blue for the 950 printer.
2. Remove the shipping spacer from the validation slot prior to operation. Failure to do so will result in very light print on the receipt side.
3. Printer is shipped with the power switch in the *OFF* position. Power switch is located on the left side of the front panel.
4. Check that the OPEN/LOCK levers on each side of the printer are in the lock position when closing the cover. Closing the cover with either lever in the open position will cause damage.

For further assistance, please call PMP Corporation at 1-800-243-6628



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