

### Checklist for When a VeriFone 950 Printer - or - Power Brick Won't Work

#### No Printer response and/or the Display is "blank"

- Make sure printer power switch on the front of printer is ON.
- Make sure power cord is plugged into back of the printer from the Power Brick (power supply) and the Power Brick is plugged in.
- Check wall outlet. Plug something else into outlet to see if it will work.

#### Intermittent Printer and Display

- If the printer works fine for a while, but error messages appear on the console, it could be a Power Brick (power supply) problem.
- If the printer works when you wiggle the "Y" cable that goes from the printer to the Power Brick (power supply), you may have a defective power "Y" cable. Replace the "Y" cable.

#### Printer appears to "Draw Down Power" or Ruby Console "Shuts Down" and screen goes blank

- This is a Power Brick (power supply) problem. Send to PMP to be remanufactured.

#### Miscellaneous Hints...

- Always use reasonable care when closing the Top Cover of the printer. Do not force it closed or slam it down.
- Be certain that the Cutter Assembly Latches are both in locked position (in the direction of the arrows) before closing Top Cover.
- The printer will be disabled if Top Cover is not closed and latched completely at the top, right front (located by the Latch Button).

If you can't determine if it is a Printer problem or a Power Brick problem, send both to PMP to be remanufactured.

Call PMP Corporation at 1-800-243-6628 for further assistance.



**PMP CORPORATION**  
P.O. Box 422 • 25 Security Drive  
Avon, CT 06001  
E-mail: [sales@pmp-corp.com](mailto:sales@pmp-corp.com)

Local: 860-677-9656  
Toll Free: 800-243-6628  
Toll Free Fax: 888-674-0196  
Web: [www.pmp-corp.com](http://www.pmp-corp.com)



© PMP CORP.