

### Trouble Shooting Checklist for VeriFone TM-U950 Printers

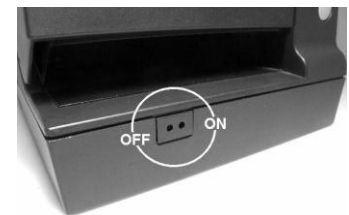
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#### 1. Ruby system shuts down, reboots or the screen goes blank

- When the Ruby system shuts down it is usually a Power Brick (power supply) problem. The power supply cannot meet the power demand of the system. Send to PMP to be remanufactured.
- Also consider powering the printer with a separate PS-180 power supply. This allows the printer to be turned on and off without shutting down or rebooting the Ruby system. Information on the PS-180 power supply can be found on the PMP website [www.pmp-corp.com](http://www.pmp-corp.com).

#### 2. No Printer response and/or the Display is “blank”

- Check to see if the power switch is on. It is located on the front-left of printer. PMP ships this printer with the power switch in the “on” position.
- Check that the power cord is plugged into the back of the printer and the AC plug coming from the power brick is plugged into a live outlet.
- Check the live outlet by plugging another device into the outlet to see if it will work.
- Check that you have a blue TM-U950 connector fastened to the TM-U 950 printer.
- Check to see if the communication cable is securely plugged into the blue TM-U 950 connector.
- If you have followed all of these steps and the printer still does not operate correctly, send the printer to PMP to be remanufactured.

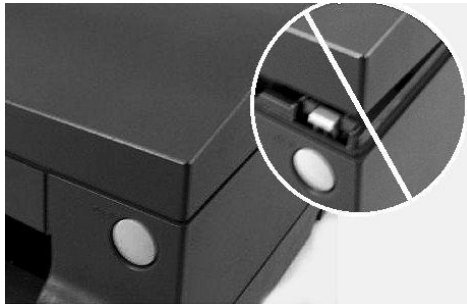


### 3. Intermittent Printer Operation and Display

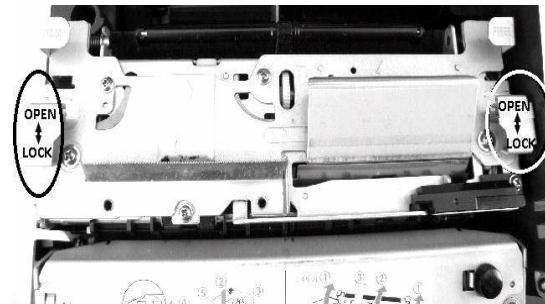
- If the printer does not work when you wiggle the “Y” cable that goes from the printer to the Power Brick (power supply), you may have a defective power “Y” cable. Replace the “Y” cable.
- Always power down the Ruby Super System by disconnecting the AC power, then Disconnect and/or Connect the peripheral device such as the TM-U950 printer power cable and/or the RS232 communications cable.
- Then power up the Ruby by reconnecting it to the AC power source.
- When you power down the console, wait at least two minutes to reapply power
- Failure to follow this procedure will result in error messages.

### 4. Printer appears to be disabled

- The printer will be disabled if the top cover is not closed and latched completely. (See left photo below)
- Always use reasonable care when closing the top cover of the printer. Do not force it closed or slam it down.
- Be certain that both Cutter Assembly Latches are in the locked position (in the direction of the arrows) before closing top cover. (See right photo below)



Close cover completely



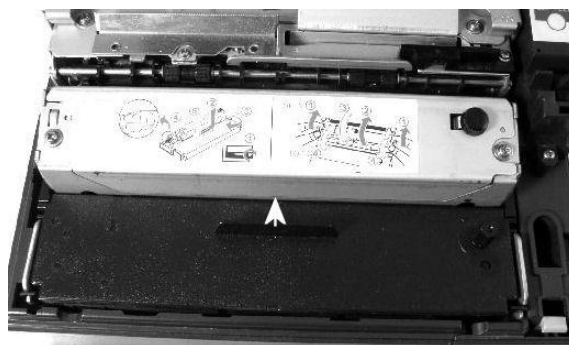
Both Cutter Assembly latches must be locked

## 5. Erratic Operation or Printer Stops

- Printers gather paper dust and debris through normal use. Continued accumulation of dust 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. Use a can of compressed air available from an office supply or electronics store. Follow the steps below to gain access to the sensors:
  1. Open top cover on printer by pushing button on right side of printer.
  2. Remove ribbon cartridge from printer by pulling it straight up.

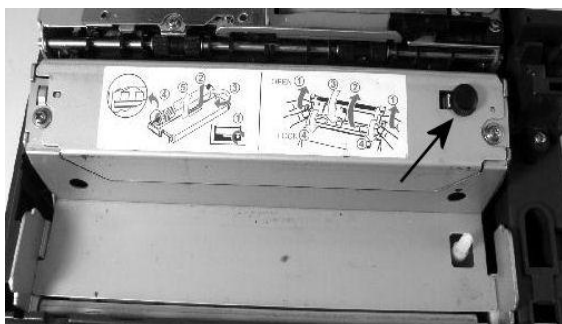


Top cover up



Remove Ribbon Cartridge from printer

3. Remove head cover by turning knurled screw on the right side counter clockwise.
4. Remove ribbon cover by removing the two Phillips screws from both sides of cover.

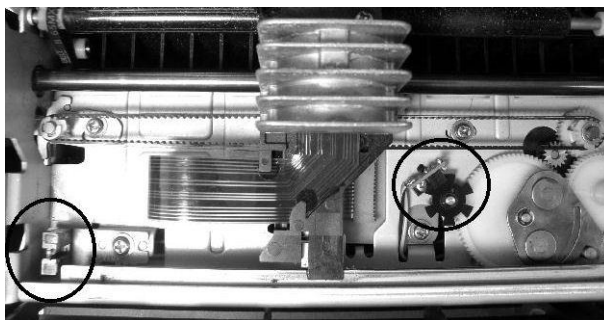


Removing head cover



Removing ribbon cover

5. Blow dust from the sensor areas indicated by the circles in the photo below.
6. Reassemble in reverse order.

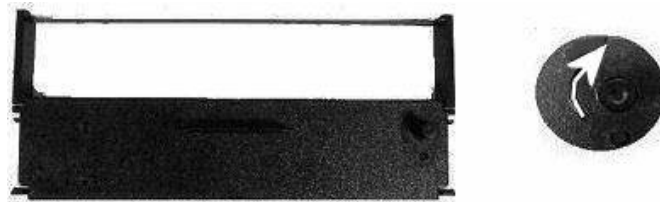


Circled areas show the location of sensors under the ribbon cover

Important - Using good quality paper will greatly reduce paper dust and help extend the life of the printer. **Never Use Recycled Paper!**

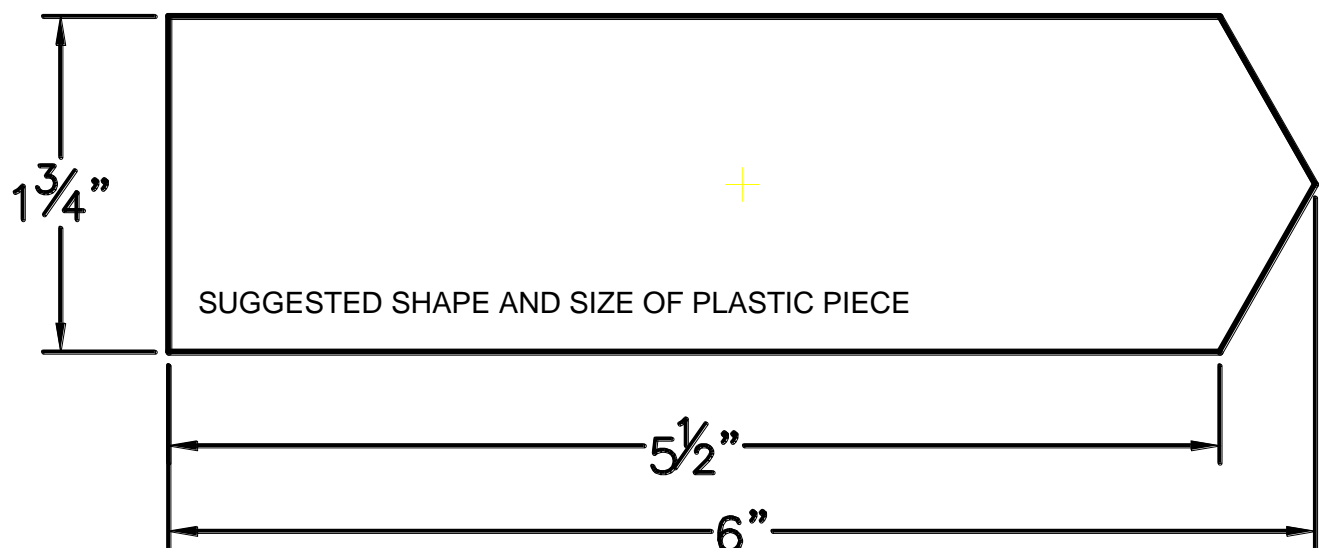
## 6. Paper is jammed – How to avoid/How to clear ...

- Paper jams can be very difficult to clear without causing damage. It is best to avoid them.
- Use only high quality ribbon cartridges, preferably those made by the Original Equipment Manufacturer.
- Before installing the ribbon cartridge, turn the ribbon tension knob in the direction of the arrow. Verify that the ribbon advances with a ratcheting action and is taut.



Turn ribbon tension knob in direction of arrow

- When reloading new rolls of paper - Cleanly cut off one foot of paper, straight across. The reason is that some paper rolls have a ribbon of glue at the end of the roll that over time can gum up the internal paper feed path of the printer.
- Never pull or restrict the paper while the printer is printing. The reason is the paper may catch and break a print wire. This will cause a paper jam and/or missing print characters.
- Never use a screwdriver, knife or the like to clear a paper jam. Experience shows that small, delicate parts are often damaged by use of improper "tools." This can create a much worse problem than the paper jam itself. To remove stubborn paper jams, we suggest working a piece of plastic cut out from the side of a two liter soda bottle into the paper path while holding down the paper release lever. Following is suggested shape and size of the plastic piece.



## 7. Printhead goes into slow motion...

You may experience a condition where the “printhead” goes into slow motion. This is perfectly normal. This is common when printing long journal reports. 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.

## 8. How to perform a printer “self test”

A printer self test will allow you to check if the TM-U950 is running properly.

Do the following:

- Insure the printer ribbon and papers are both installed.
- Turn off printer switch.
- Close top cover. (Do not slam)
- Turn power switch “On” while holding down the **Receipt Feed** button.
- Release the button when the printing starts.
- The printer will print a self test, giving printer settings, and status of printer. It will stop for a moment with receipt and journal lights blinking.
- Press on the receipt feed button again and you will get a sample of the printer character set.
- At the completion of the printer self test the printer will print “completed” on the receipt side. If it does not there may be a printer problem.

If you are unable to determine if it is a printer problem from this checklist call PMP Corporation for technical assistance or send the printer to PMP to be remanufactured.

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

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