



Thermal Receipt Printer for Verifone POS

User's Guide

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Part #	FE-P040-02-030
Description	Freedom Electronics Thermal Printer for Verifone POS
Model	Topaz, Ruby2, C18



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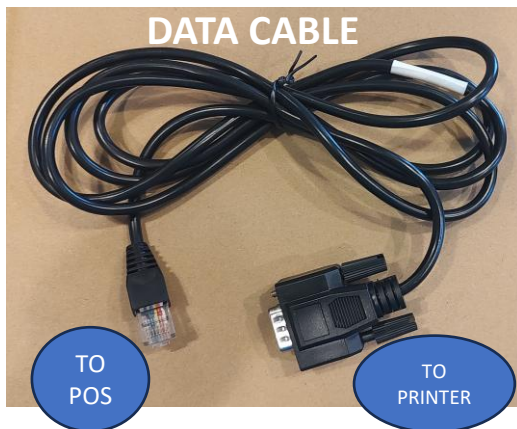
ATTENTION:

- The provided data cable **must** be used for proper operation.
- The printer baud rate is set to 38400 for Topaz/Ruby2/C18.
- The printer uses the same paper as the OEM printer.
- The power supply must be disconnected during maintenance of the printer.
- Do NOT touch the surface of the print head with hands or metal objects.
- Do NOT scratch the surface of the print head, printing rubber roller or sensor with tweezers and other tools.
- Ethyl Alcohol is a great choice for cleaning electronics because it's inexpensive, mineral-free and evaporates quickly. Harsh solvents such as gasoline and acetone should not be used to clean.

1. Connecting to a Verifone Console

The provided data cable must be used for proper operation.

- (1) Connect the DB9 end of the cable to the serial port of the printer.
- (2) Connect the RJ45 end of the data cable to COM4(or applicable port) on the Verifone console.
- (3) Connect the supplied power supply to the printer and to a power receptable.



2. Loading Paper

- (1) Open the upper cover of the printer.
- (2) Insert the roll of paper as shown in illustration 1.
- (3) Pull out some paper and close the cover as shown in illustration 2 and 3.
- (4) Tear off the paper with the cutter.



Paper Specifications:

The Freedom Electronics printer uses the same paper as the OEM printer.

- Form: Paper roll
 - Paper width: 79.5 ± 0.5 mm $\{3.13 \pm 0.02\}$ "
 - Paper roll size: Roll diameter: Maximum 83 mm $\{3.26\}$ "
- Take-up paper roll width: $80 +0.5/-1.0$ mm $\{3.15+0.02/-0.04\}$ "
- Specified paper: Specified thermal roll paper: NTP080-80
 - Paper roll spool diameter: Inside: 12 mm $\{0.47\}$ "
 - Outside: 18 mm $\{0.71\}$ "

3. Keys and Indicators



POWER Indicator (green)

On when power is applied.

Flashing when WIFI interface is enabled, but no connection.

ERROR Indicator (red)

Flashes when paper low, paper jam, printer head is overheating, printer heat error, or other abnormalities.

PAPER Indicator (red)

On when paper is not detected.

FEED Key

Press to feed the paper.

Hold down and cycle power to perform a Self-Test.

4. Self-Test Print

If a printer malfunctions; cycle power to the printer and reload the paper.

To further troubleshoot the printer, a Self-Test can be performed. The Self-Test function will print the software version, print density, interface type, English characters and some Chinese characters in sequence. If the self-test printout is printed properly, it indicates that everything is normal with the printer mechanism.

Power off the printer, press and hold the FEED button, and power the printer back on. Release the FEED button within 5 seconds of powering it back up. This will cause the printer to reset and is followed by a self-test printout.

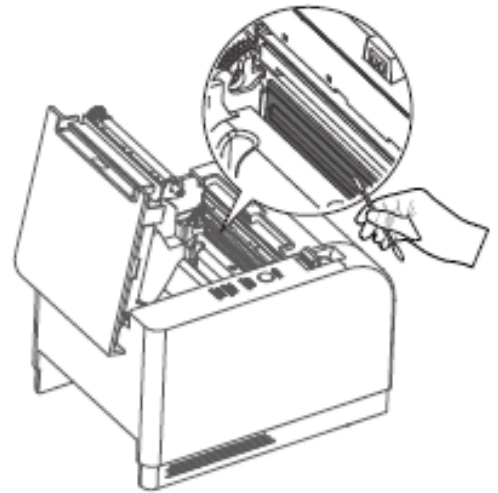
5. Cleaning the Print Head

When to clean the print head:

- 1) Printing is not clear.
- 2) Printed edge is not clear.
- 3) The paper feeding noise is high.

How to clean the print head:

- 1) Disconnect power from the printer, open the upper cover and remove the paper.
- 2) If the print head is hot, wait for it to cool.
- 3) Clean the print head with soft cotton cloth moistened with ethyl alcohol.
- 4) After the alcohol has dried completely, re-test the printer.



6. Cleaning the Paper Sensor

When to clean the paper sensor:

- 1) While printing, the printer may stop printing and alarm for paper error.
- 2) The printer does not give paper errors when empty.

How to clean the paper sensor:

- 1) Disconnect power from the printer, open the upper cover and remove the paper.
- 2) Clean the paper sensor with soft cotton cloth moistened with ethyl alcohol.
- 3) After the alcohol has dried completely, re-test the printer.

7. Cleaning the Rubber Roller

When to clean the Rubber Roller:

- 1) Printing is not clear.
- 2) A vertical column of the printed edge is not clear.
- 3) High noise when feeding the paper.

How to clean the Rubber Roller:

- 1) Disconnect power from the printer and open the upper cover.
- 2) Clean the Rubber Roller with soft cotton cloth moistened with ethyl alcohol.
- 3) After the alcohol has dried completely, re-test the printer.



8. Release the Jammed Cutter

When the cutter is jammed, and the upper cover cannot be opened:

- (1) Cycle power to the printer to attempt to reset the cutter.

If the jammed cutter does not reset:

- (1) Disconnect power from the printer.
- (2) Remove the front cover as shown.
- (3) Reverse the gear to release the jammed cutter.
- (4) Power on the printer and retest.

