



# 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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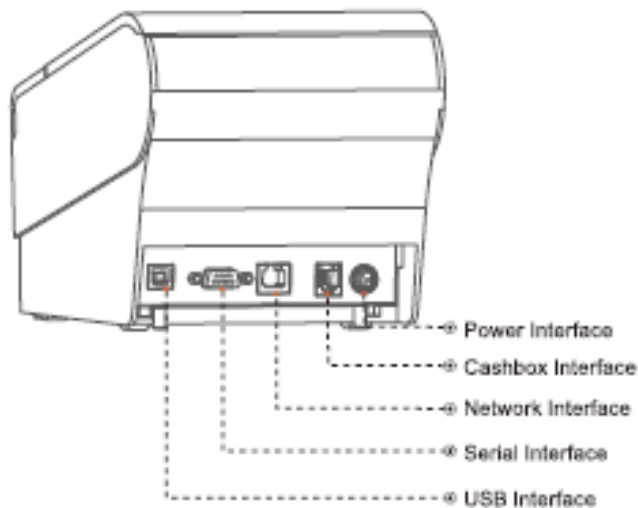
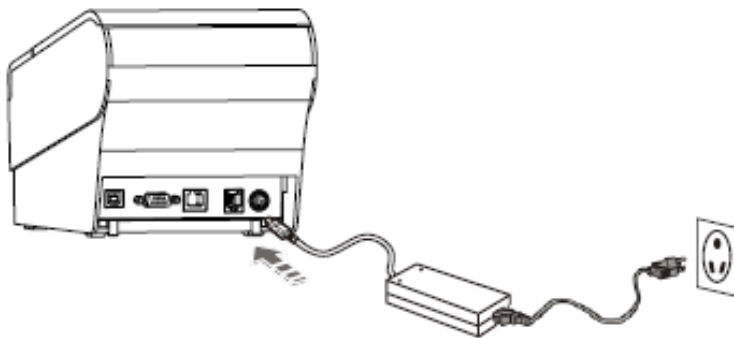


### ATTENTION:

- The power supply must be disconnected during daily 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.
- Solvents such as gasoline and acetone should not be used to clean.
- After cleaning, allow the ethyl alcohol to dry completely before powering the printer back on.

## 1. Connecting to a Verifone Console

- (1) Connect the power cable to the printer either using the auxiliary power port/cable from the console or the provided power supply.
- (2) Connect the serial cable to COM4(or applicable port) on the Verifone console and the other end(DB9 connector) to the printer at the serial interface connector.



## 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:

- Form: Paper roll
- Paper width:  $79.5 \pm 0.5$  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.

**EROR 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 self-test, followed by a self-test printout.

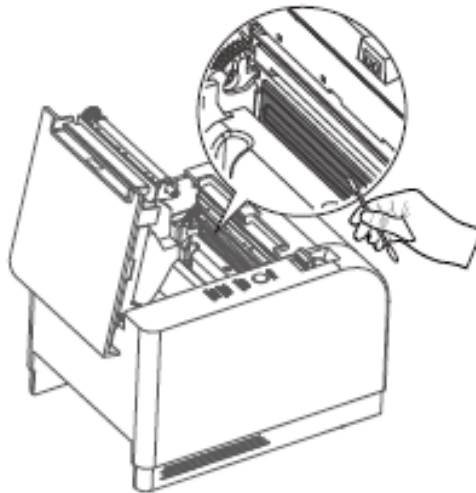
## 5. Cleaning the Print Head

### When to clean the print head:

- 1) Printing is not clear.
- 2) A vertical column of the 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 low.
- 2) The printer does not give paper low alarms.

### **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.

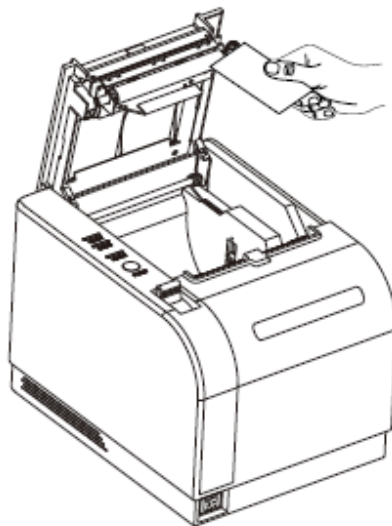
## 7. Cleaning the Rubber Roller

### When to clean the Rubber Roller:

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

### 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 of the printer 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 below
- (3) Reverse the gear to release the jammed cutter.
- (4) Power on the printer and retest.

