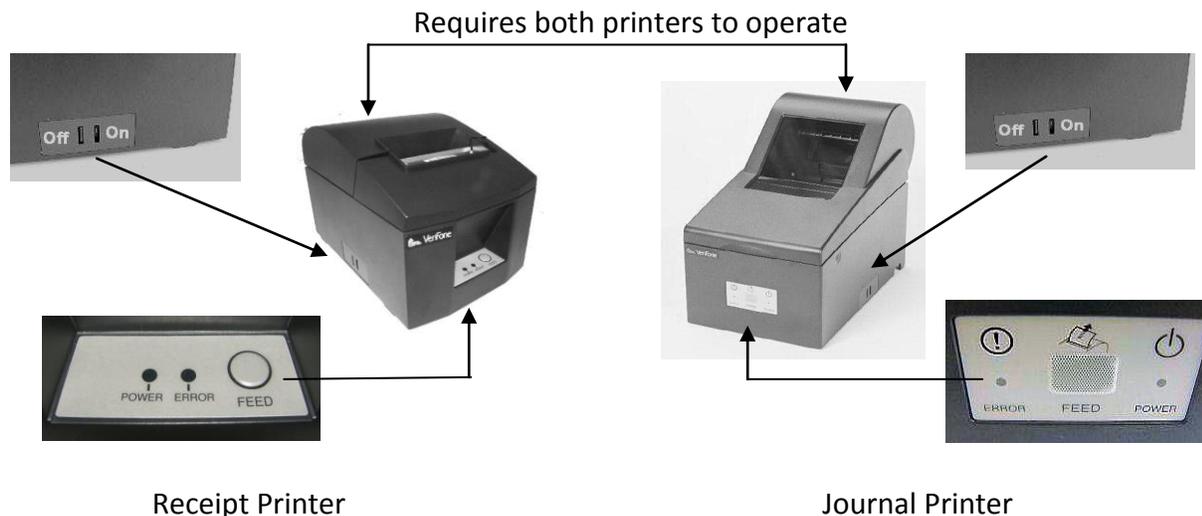


VeriFone® Thermal Receipt and Impact Journal P540™ Printers

Both P540 printers - Receipt and Journal - **must be connected as a pair** with a communications/power interface cable to the Ruby console. This allows communication between both printers and the Ruby console. The Journal and Receipt printer communicate with each other. The applicable message(s) are sent from the Journal printer to the Ruby terminal. **Neither printer can communicate or operate without the other.**

Before Installing Printer

- The VeriFone console must be “Powered Down” before connecting printers to the console. Failing to turn the power off to the console may cause printer error messages.
- The power switch for **both printers** should be in the **off** position before connecting to the console or Power Brick.
- The switches are recessed and are located on the side of each printer. Looking at the printer from the front, the journal printer has the switch on the right side and the receipt printer, the smaller of the two printers, has it on the left side. The power toggle switch is recessed under a membrane with slots. Using your fingernail or some flat object press in until the toggle switch clicks: Left side is Off and the right side is On. When power is on, the power lights on the front console of each printer will light.



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P.O. Box 422 - 25 Security Drive
Avon, CT 06001

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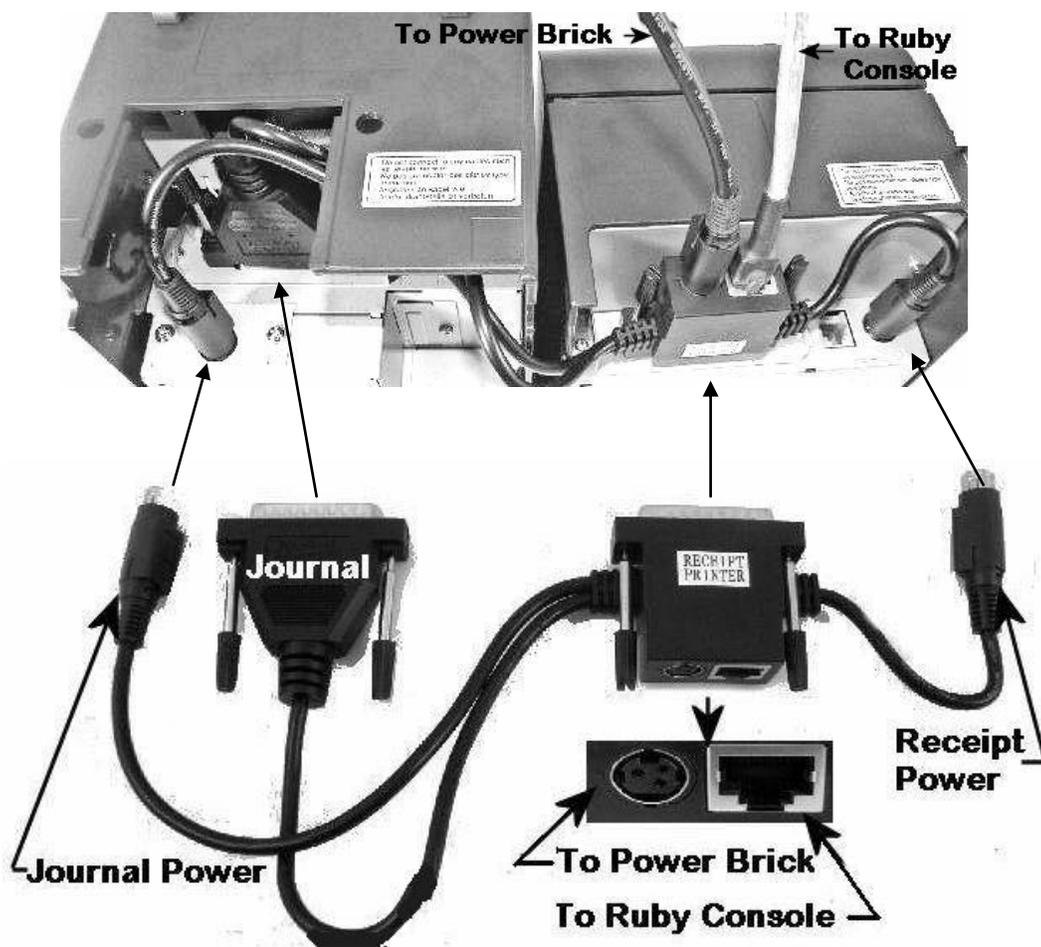
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Printer Cable Connections

- Neither printer can communicate or operate without the other.
- Printer cables for P540 printers are available in two lengths: 10 ½ inch and 6 foot. The 10 ½ inch cables are shown in the photo below.
- The connectors are marked “Receipt” and “Journal.”
- Plug cable receipt connector into the receipt printer.
- Plug cable journal connector into the journal printer.
- Plug the round power cable connector into the printer.
- Plug power coming from console Power Brick into the power plug on receipt connector.
- Plug communication cable from the VeriFone Console into the receipt connector on the receipt printer jack.



VeriFone P540 Printer Cable Connections

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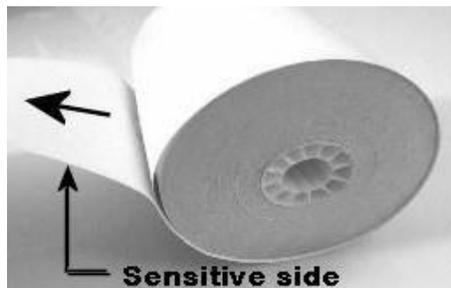
Installing Paper

- When installing a roll of paper – cleanly cut off at least 12 inches of paper. This prevents adhesive from the paper getting into the printer mechanism.
- Install the thermal paper into the paper tray of printer as shown in the photo. The orientation of the paper roll is the same for both the journal printer and receipt printer.

NOTE: Thermal paper is for the receipt printer only. To confirm that it's thermal paper, scratch the paper on the sensitive side with your fingernail. A dark line will appear if it is thermal paper.

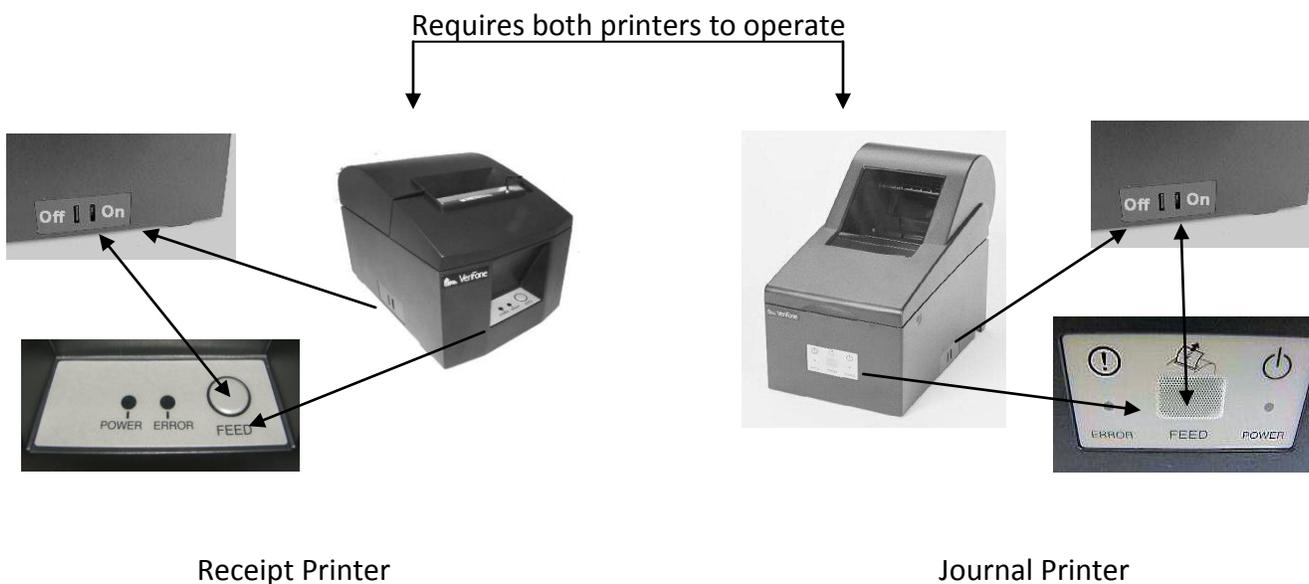
Always use a good quality paper such as:

Thermal paper VeriFone # 24675-01
Journal Paper VeriFone # 24674-01



Printer Self Test

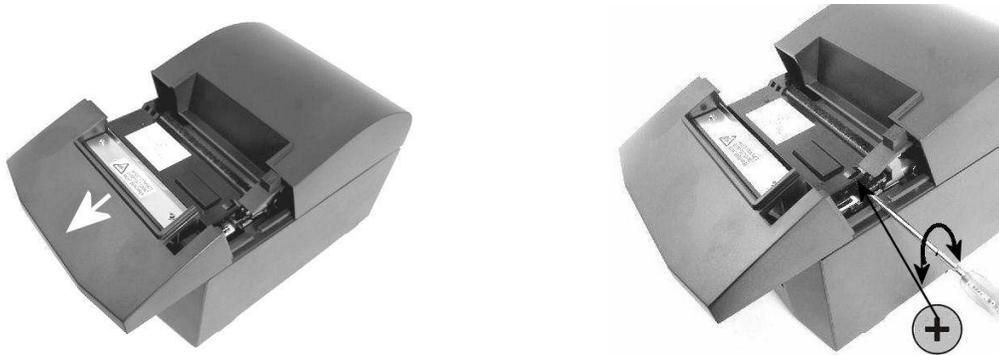
- Press and hold the **FEED** button while turning on the power to the printer being tested. The printer will perform a self-test and print a test slip. This will help diagnose the mechanism as well as the print head condition. It does not test the communication between the printers and console. If further assistance is needed, call PMP Corporation.



How to Release a Locked Cutter (Thermal Receipt Printer)

A moving blade cuts the receipt paper. It will occasionally jam and not cut. Follow these steps to correct:

- Turn printer off or unplug.
- Remove the front cover completely by sliding it forward to expose the cutter.
- Remove any visible paper jams.
- Note: Do not touch thermal head as it is easily damaged.
- If the cutter blade is sticking up, use a Phillips Screwdriver to turn the screw (in either direction) and return the blade to its home position. "Home" position is when the cutter is not visible.

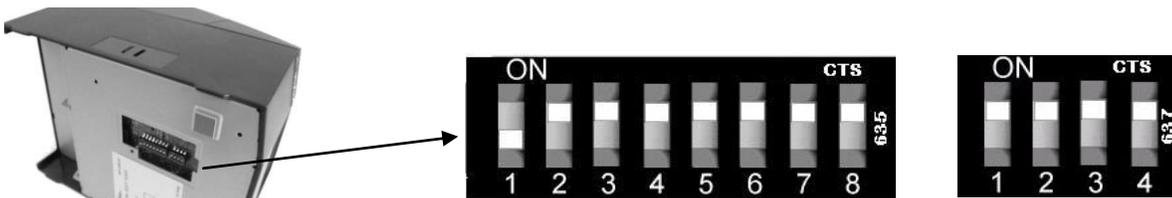


Main Board DIP Switch Settings on P540 printers

VeriFone Thermal P540 Printer

Dip Switches are set to factory settings by PMP. Follow steps below to check.

- On bottom of the printer remove the screw from the DIP Switch cover and remove cover.
- Set switches using a pointed tool such as a pen or small flat blade screwdriver.
- Replace the DIP Switch cover and the screw.



Dip Switch settings for Thermal P540 Receipt Printer

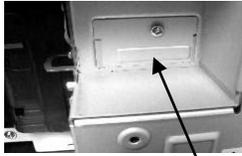
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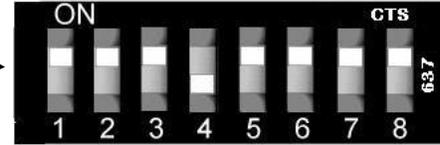
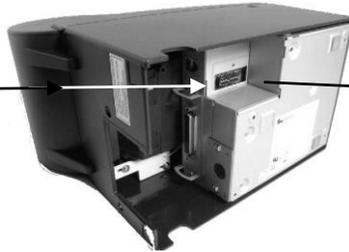
VeriFone Journal P540 Printer

Dip Switches are set to factory settings by PMP. Follow steps below to check.

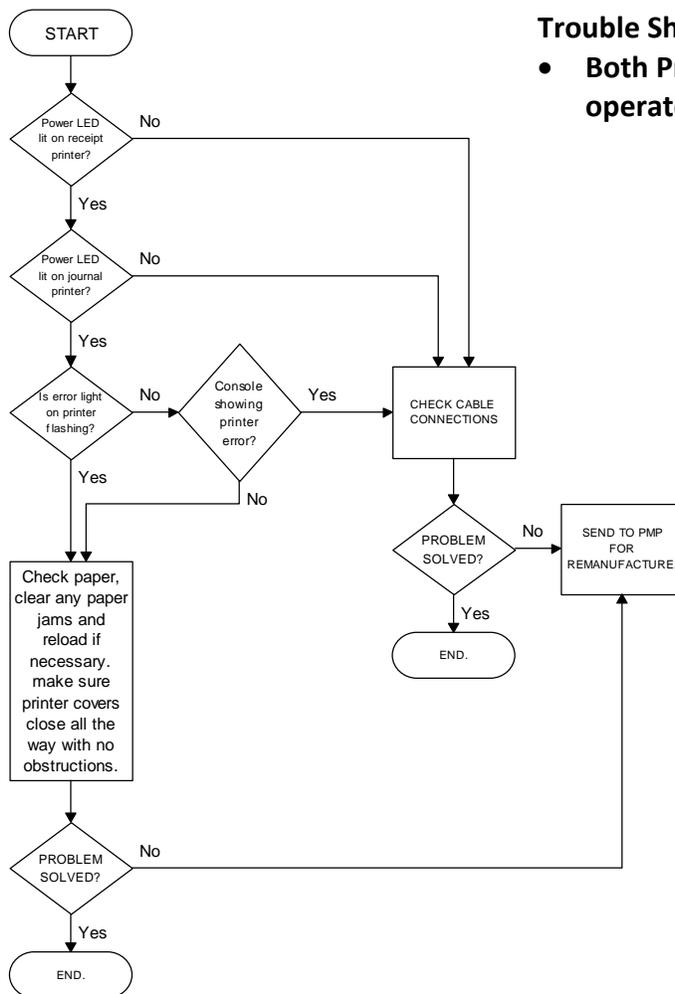
- On bottom of the printer, remove the screw from the DIP Switch cover and remove cover.
- Set switches using a pointed tool such as a pen or small flat blade screwdriver.
- Replace the DIP Switch cover and the screw.



Under this cover



Dip Switch Settings for P540 Journal Printer



Trouble Shooting Flow Chart

- Both Printers need to be connected to operate correctly.



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