Trouble Shooting

Clearing paper jams:
Should this occur:
1. Unplug data cable to prevent terminal from sending to printer.
2. Remove paper roll. *(See Paper Removal)*
3. Press FEED button and assist printer by pulling on paper.
4. If paper will not move in normal direction, try pulling from supply side (without pressing in FEED button).
5. Reload paper.

If the printer does not print:
Check to see that the printer is not in Configuration mode. Follow the procedure for obtaining a self test. If the self test fails, you should check paper availability and the power connection. If this fails call your help desk.

Cleaning:
If the printer is dirty, clean it with a damp cloth and a mild detergent. Do not use alcohol to clean the unit as this may discolor the unit.

FCC Statement
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference and,
(2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class A Digital Device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warranty
PeriPheron warrants that equipment sold to buyer hereunder shall be free from defects in material and workmanship for a period of one (1) year from the date of shipment.

PeriPherons obligations under this warranty are limited to repair or replacement of the equipment (at PeriPherons option). In no case will this Warranty apply where the failed or defect in equipment is a result of (a) exposure to undue physical or electrical stress; (b) damage by negligence or misuse by buyer or buyer's end user; (c) operation for which the equipment was not intended; (d) tampering; or (e) servicing by any party other than authorized service personal. Any further maintenance beyond warranty maintenance shall be covered by a separate rate agreement between the parties.
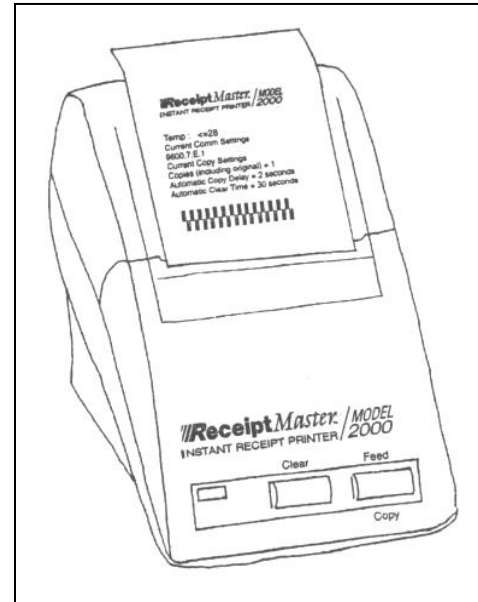
Limitation of Liability
PeriPheron hereby disclaims all express or implied warranties with regard to the equipment, service, or software provided hereunder including, without limitation, any warranty of merchantability of fitness for a particular purpose and any and all other obligations or liabilities for damages or other loss, including, but not limited to, indirect, special or consequential damages, arising out of, or related to, the furnishing, performance or use of the equipment, software or services provided in this agreement; provided, however, in no event shall PeriPheron's liability for damages to buyer for any cause whatsoever arising out of this agreement, regardless of the form of action, exceed the sum of all payments made to PeriPheron by buyer hereunder up to the time the cause arose.

Operator's Guide

Introduction

The Receipt Master™ 2000 printer provides high speed, whisper level performance of reliable direct thermal technology. Your RM2000 automatically prints one, two, or three receipts, eliminating the need for multi-part paper. With direct thermal technology there is no ribbon to replace, and all three copies are in high contrast black and white.

PeriPheron
Technologies Inc.

UnPacking The RM2000

Included in the shipping carton you should find:
- This Instruction Sheet
- Receipt Master™ 2000 Printer
- Power Supply
- Data Cable

Connecting The Cables

The RM2000 has two connectors on the back back of the unit, an 8 pin miniDIN serial port (left side, as viewed from the back, see figure 1) and power supply port (right side as viewed from the back, see figure 1).

Connecting the power supply:
1. Insert the miniDIN end of the cable into the miniDIN connector (left port) at the back of the RM2000.
2. Plug the other end of the cable into your your terminal's serial port.

Connecting the power supply:
1. Plug the power pack into a standard 110-120 Volt outlet.
2. Plug the opposite end of the power pack into the part (right side) at the back of the RM2000.
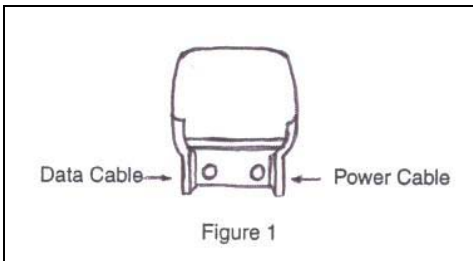3. Indicator light should be steady on.

Figure 1

Compatibility

The ReceiptMaster™ 2000 is completely compatible with the VeriFone Printer 250. However, each terminal requires its own unique cable connections. If you have difficulty connecting your cable, due to different pin outs, contact your help desk.

Paper Installation

The RM2000 utilizes high-quality thermal paper.

Loading Paper(see figure 2):
1. Open cover.
2. Feed edge of paper into slot.
3. Press the FEED button to pull paper through.
4. Place paper roll into printer.
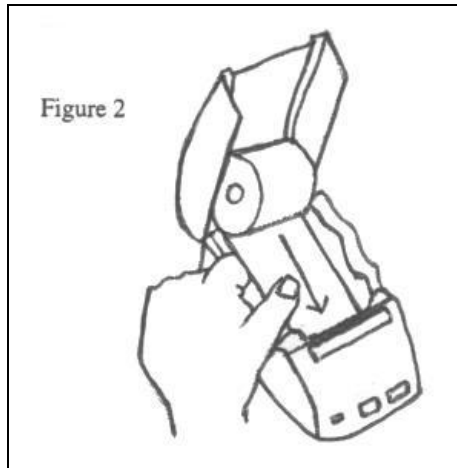5. Close cover.
6. Tear off excess.

Figure 2

Paper Removal:
1. Cut or tear paper at the base of the paper roll.
2. Press the FEED (right) button until the remaining paper has passed through the printer.

Set Up

Printer Configuration:
The RM2000 prints a menu to guide you through the set up options which allows you to change communication and copy options.

To Enter This Mode:
1. Simultaneously, press and hold the CLEAR and FEED buttons and plug printer into the power source.
2. Release both buttons.
3. The printer configuration menu will be printed.
4. To change the printer's configuration follow the printed instructions.
5. At any time during configuration Set Up, You can exit and save by pressing the CLEAR and FEED buttons simultaneously and releasing.

Self-Test

The Self-Test displays the current option settings and a checkered pattern showing that the print head is functioning properly (see figure 3).

To Enter This Mode:
1. Press and hold the FEED button.
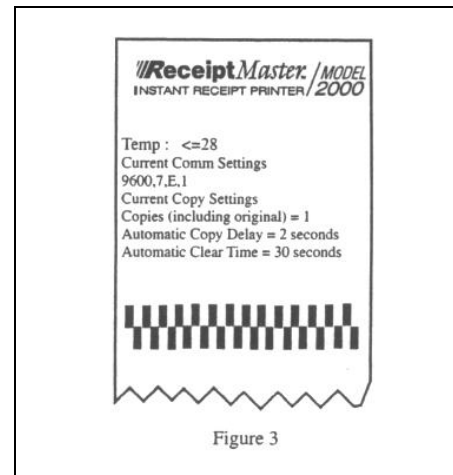2. Plug the printer into the power source.
3. Release the FEED button.

Figure 3

Useful Hints

Indicator Light:
- Steady On indicates that the printer has power and paper and is ready to print.
- Continuous flashing indicates a fault condition, usually out of paper.
- When in the printer configuration mode, a momentary flash confirms that a button was pushed.

Operation

There are two buttons on the front of the printer. The function performed by these buttons depends on the mode of the printer, as described in table 1.

Mode	Left Button	Right Button
Normal	————	Paper Feed
Copies Waiting	Delete All Copies	Print Next Copy
Config.	See Configuration Menu	

Table 1

Receipts:
Print the first copy of a receipt as you normally would, either by running a transaction or by requesting a reprint of a previous transaction. After the first copy is printed a second copy will be printed automatically depending on the options chosen in the printer configuration.

Maintenance

Under normal operating conditions, your RM2000 printer should be maintainence-free. Should print quality suffer due to build up of contaminants on the print head, a head cleaning kit is available from your help desk.