

## 8. Maintenance and Diagnostics

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VeriFone follows stringent quality control standards when manufacturing the TRANZ 330 and all of its other products. Each unit that leaves the factory receives numerous tests to ensure quality and reliable operation. However, should you encounter a problem in operation, read this section for possible causes and solutions.

### Cleaning

Periodically clean your TRANZ 330 terminal using a cloth dampened with water and a mild soap or cleaner. Do not use harsh chemicals.

*Warning: Because your terminal can be damaged by liquids, do not spray liquid cleaners directly on the terminal. Always apply the cleaner to the cloth before cleaning the TRANZ 330.*

### Returning the TRANZ 330 Terminal for Service

For replacement or repair of your TRANZ 330 terminal, call the toll free number given below. Be sure to mention the serial number found on the bottom of your TRANZ 330 terminal.

If you are located in the United States, call: 800-654-1674.

If you are located outside the United States, call 714-979-1870.

Unless otherwise instructed in this reference manual, do not, under any circumstances, attempt any service, adjustments or repairs on this unit.

If your equipment failure cannot be resolved, call the toll free (800-654-1674) VeriFone Customer Support Hot Line and ask for an MRA (Merchandise Return Authorization) approval number. You must have an MRA approval number before returning your equipment for repair.

### Troubleshooting

These troubleshooting guidelines identify various problems and the appropriate corrective action. If you have problems operating your TRANZ 330 terminal, read these troubleshooting examples. If your problem persists, or if it is not listed here, call the VeriFone Customer Support Hot Line listed above.

### Error Messages

Appendix C in this manual lists the different prompts and error messages that may appear on the display panel. If you see any of these messages, refer to Appendix C or to your application manual for an explanation of the message.

### **Display Panel does not Display Correct Information**

If the TRANZ 330 displays incorrect information, such as an unreadable message or nothing at all, you may have a power supply problem or a defective terminal. Follow these steps to determine the cause of the problem.

1. Check all of your cable connections and verify that your telephone line is connected properly.
2. Check your AC outlet to be sure it is supplying sufficient power.
3. Run the Display Test, as described later in this section, to ensure the display components are working.
4. Substitute your power pack with another TRANZ 330 power pack. If this solves the problem, call the toll free VeriFone Customer Support Hot Line to obtain a replacement power pack.
5. Your application may not be properly loaded. Download your application and try again.
6. If the problem persists, call the toll free VeriFone Customer Support Hot Line to have your terminal repaired or replaced.

### **Telephone does not Work Properly**

1. Check your telephone line and telephone connections.
2. Check the phone lines using another standard telephone. If the other telephone works, have your telephone repaired or replaced.
3. If using another TRANZ 330 or telephone does not work, have your phone line serviced.

### **Printer does not Work**

1. Check that you are using the proper cable and that all the cable connections for the printer are connected to the TRANZ 330.
2. Check the AC outlet for the printer to be sure it is supplying sufficient power.
3. Use the RECALL function to ensure that memory location 950 contains the correct data for your printer type ("1" for a generic roll printer; "2" for the Printer 250 or Printer 600; "3" for a Printer 150). See Printer Type in Section 6.
4. Refer to the instructions supplied with the printer for further information.

### **Bar Code Wand does not Work**

1. Check all your cable connections.
2. Draw the wand across a different bar code to ensure the problem is not an unreadable bar code on the label.
3. Use the RECALL function to verify that memory location 970 contains the number "1" indicating bar code wand operation.
4. Run the Bar Code test as described later in this section.

### **PIN Pad does not Work**

1. Check all of your cable connections.
2. Try a different credit card to ensure the problem is not a defective card.
3. Use the RECALL function to verify that memory location 970 contains the number "2" indicating PIN Pad operation.
4. Call the toll free VeriFone Customer Support Hot Line for further instructions.

### **Terminal Transactions do not Work**

1. Perform your transactions using several credit cards to ensure the problem is not a defective card. When sliding the cards through the card reader, be sure the magnetic stripe faces down and to the right of the terminal.
2. Your application may not be properly loaded. Download your application and try again.
3. Perform a manual transaction using the keypad instead of the card reader. If the transaction works, call the toll free VeriFone Customer Support Hot Line to have your terminal repaired or replaced.
4. If the manual transaction does not work, check your telephone line using another TRANZ 330 or a standard telephone.
5. If the telephone line does not work, check with the party you are trying to call to see if their system is operational and have your line checked by your telephone company.
6. If the telephone line works, call the VeriFone Customer Support Hot Line to return your terminal for service.

### **Keypad does not Respond**

1. Check your display panel. If it displays the wrong characters or nothing at all, refer to the first item in this troubleshooting section, "Display Panel does not Display Correct Information".
2. Press several keys. If memory location 009 contains a "0," you should hear a short beep each time you press a key. If key beep works, check your application manual to be sure you are entering the correct data.
4. Run the Keypad Test as described later in this section to ensure the keypad components are working properly.
5. Your application may not be properly loaded. Download your application and try again.
6. If memory location 009 contains a "0" or is <empty> and you do not hear any beep, or if the keys do not operate as the application says they should, contact the MRA desk.

## TRANZ 330 Diagnostics

The TRANZ 330 has a built-in diagnostic mode to help you perform various tests and operations using the TRANZ 330 keypad. The following instructions describe how to enter the diagnostic mode and perform the different routines available.

Display	Response																
1. (idle prompt)	Simultaneously press the [*] and [3] keys.																
2. DIAGNOSTICS	Press the key that corresponds to the function you want. The functions available are:																
	<table border="0" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Key</th> <th style="text-align: left;">Function</th> </tr> </thead> <tbody> <tr> <td>[1]</td> <td>Memory Test</td> </tr> <tr> <td>[2]</td> <td>Keypad Test</td> </tr> <tr> <td>[3]</td> <td>Display Test</td> </tr> <tr> <td>[4]</td> <td>Card Reader Test</td> </tr> <tr> <td>[ALPHA]</td> <td>Set Clock</td> </tr> <tr> <td>[BACKSPACE]</td> <td>Bar Code Test</td> </tr> <tr> <td>[CLEAR]</td> <td>Return to Idle Prompt</td> </tr> </tbody> </table>	Key	Function	[1]	Memory Test	[2]	Keypad Test	[3]	Display Test	[4]	Card Reader Test	[ALPHA]	Set Clock	[BACKSPACE]	Bar Code Test	[CLEAR]	Return to Idle Prompt
Key	Function																
[1]	Memory Test																
[2]	Keypad Test																
[3]	Display Test																
[4]	Card Reader Test																
[ALPHA]	Set Clock																
[BACKSPACE]	Bar Code Test																
[CLEAR]	Return to Idle Prompt																

## TRANZ 330 Memory Test

This test checks the TRANZ 330's RAM memory.

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press the [1] key for the Memory Test function.
3. MEMORY TEST	The TRANZ 330 will run the memory test on RAM. Press and hold down [CLEAR] to return to the idle prompt.

## TRANZ 330 Keypad Test

The keypad test determines if the TRANZ 330 keys are functioning properly.

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press the [2] key for the Keypad Test.
	Press any key. The number or character will appear in every character segment of the display panel.
	Pressing the [BACKSPACE], [ALPHA], or [FUNC/ENTER] keys will display the characters B, C, and D respectively.
	If none of the keys respond, the problem may be with your display panel or power pack. Perform the Display Test and check the power pack before calling the Customer Support Hot Line.

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### Display

### Response

If one or only several keys do not respond, call the VeriFone Customer Support Hot Line to have your unit repaired or replaced.

- To return to the idle prompt, press the [CLEAR] key.

### TRANZ 330 Display Test

The Display Test consists of three different display patterns that verify the lights in the display panel are working.

### Display

### Response

1. (idle prompt)
2. DIAGNOSTICS
3. (display patterns)

Simultaneously press the [\*] and [3] keys.

Press the [3] key for the Display Test function.

These three displays will appear, one after another, on the display panel.

```
*****  
,,  
0000000000000000  
*0,
```

Check the different test patterns to be sure all of the segments are lighting properly.

Be sure that the third test only displays three characters. If more characters are displayed, the display is "ghosting."

If some of the segments are not lit, or if the displays do not match what you see in this manual, call the VeriFone Customer Support Hot Line to have your unit repaired or replaced.

4. DIAGNOSTICS

When the Display Test is complete, the terminal will return to the diagnostic mode. Press [CLEAR] to return to the idle prompt.

### TRANZ 330 Display Messages Test

This test displays all status and error messages and fixed prompts contained in the terminal.

### Display

### Response

1. (idle prompt)
2. DIAGNOSTICS
3. TZ330 3E2AU210  
READY...

Press [\*] and [3] simultaneously

Press [0].

Press [ENTER] to scroll forward.

Press [CLEAR] to end routine.

### TRANZ 330 Card Reader Test

This test checks the operation of the Card Reader.

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press the [4] key for the Card Reader Test function.
3. WIPE CARD NOW	Place a credit card in the back of the slot with the magnetic stripe down and towards the right of the TRANZ 330 terminal. Briskly slide the card towards you without stopping.
4. (account number)	<p>The account number on the card will appear in the display panel if the test is successful.</p> <p>If the test is not successful, you will receive an error message. If you receive an error message, repeat the procedure with another card.</p> <p>If the problem persists, call the VeriFone Customer Service Hot Line.</p>

### Resetting the TRANZ 330 Calendar/ Clock

This operation is described in Section 5 under the heading Resetting the Calendar/Clock.

### TRANZ 330 Bar Code Wand Test

The test checks the operation of the Bar Code Wand.

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press the [BACKSPACE] key for the Bar Code Wand Test function.
3. BAR CODE TEST	Draw the bar code wand across a bar code.
4. (bar code information)	<p>If the test is successful, the display panel will show the encoded bar code information.</p> <p>If the test is not successful, you will receive an error message. If this occurs, repeat the procedure with another bar code.</p> <p>If the problem persists, call the VeriFone Customer Service Hot Line to have your unit repaired or replaced.</p> <p>Press the [CLEAR] key to return to the idle prompt.</p>

### TRANZ 330 Transaction Simulation

The following two tests allow you to run demonstration transactions from the cardreader and keypad.

#### Cardreader Entry

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press [9].
3. ENTER ACCOUNT #	Swipe the card through the reader with its magnetic stripe facing the keyboard.
4. AMOUNT OF SALE?	Enter in the amount of sale on the keypad.
5. DIALING TRANSMITTING RECEIVING DEMO APPROVAL XXXXXX	Dialing to approval takes 25 seconds.

The approval is a randomly-selected number and will remain displayed for 15 seconds. The display then returns to the idle prompt.

#### Keypad Entry

Display	Response
1. (idle prompt)	Simultaneously press the [*] and [3] keys.
2. DIAGNOSTICS	Press [9].
3. ENTER ACCOUNT #	Enter the account number on the keypad.
4. ENTER DATE	Enter the expiration date of the card. The number should not exceed four digits.
5. AMOUNT OF SALE?	Enter the amount of sale on the keypad.
6. DIALING TRANSMITTING RECEIVING DEMO APPROVAL XXXXXX	Dialing to approval takes 25 seconds.

The approval is a randomly-selected number and will remain displayed for 15 seconds. The display then returns to the idle prompt.

