White Letter - Topics for the Retail Petroleum Industry

Verifone Ruby Reset Button

This document is not meant to replace Verifone's Help Desk or your trusted technician;
it is for **entertainment proposes only**!
C-Stor and Tri-Xar Systems will not be held liable for anyone following the directions on this page!

On the side of Verifone's Ruby there are two small buttons.
Site personnel should never use these, unless directed by their technician.

Pressing the front button takes you into a technician's service mode.
Here it is quite easy for an inexperienced person to damage the Ruby.

Pressing the back button is a hard reset.
This will reboot the Ruby but does not allow it to properly shut down its file system.

Methods for rebooting your Ruby:

1. The safest way to reboot a Ruby is by going into *Maintenance* and selecting
   function 29. This is like telling your home computer to shut down and restart.
   This is the least likely way to damage the file system on your Ruby.

2. If your Ruby is locked up and there are no keys stuck on the keyboard and the
   printer is not in alarm:
      a. Remove the AC power cord from the Ruby's power brick
      b. Wait for the fuel icons to go out (dark), about 10 seconds
      c. Reapply power and wait for the system to come back up.

Never unplug the round DC power connect on the power brick!
Not even if someone tells you to!
Extreme damage to the Ruby can result!