UX700-4G-A

Installation Guide

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UX700-4G-A Installation Guide
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Comments? Please e-mail all comments on this document to your local Verifone Support Team.

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Preface

This guide is the primary source of information for setting up the UX700-4G-A device.

Audience

This guide is intended for the users involved in UX700-4G-A device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the UX700-4G-A device.

- Chapter 2: Device Setup - Provides instructions on configuring the UX700-4G-A device.

- Chapter 3: Specifications - Provides the power requirements and dimensions of the UX700-4G-A device.

- Chapter 4: Maintenance and Cleaning - Explains how to maintain the device.

- Chapter 5: Service and Support - Furnishes information on contacting local Verifone representatives or service providers, as well as details on ordering accessories or documentation from Verifone.

- Chapter 6: Accessories and Cables - Provides the range of accessories and cables with corresponding part numbers.

- Chapter 7: Pinouts - Provides the PINout details.

- Chapter 8: Troubleshooting Guidelines - Provides guidance for addressing issues that may arise during device installation.

Related Documentation

To learn more about the UX700-4G-A, refer to the following documents associated with the Verifone Part Numbers (VPNs).

UX700-4G-A Certifications and Regulations	VPN DOC187-XXX-EN
UX700-4G-A Quick Installation Guide	VPN DOC187-740-EN

Conventions

The following table describes the conventions and provides examples of their use.

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See Conventions.
NOTE	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
CAUTION	The caution symbol indicates possible hardware or software failure or loss of data.	Avoid placing metallic objects at the front of the card reader.
WARNING	The lightning symbol is used as a warning when bodily injury might occur.	For safety, do not string cables or cords across a walkway.

1. Device Overview

This chapter provides an overview of the UX700-4G-A device.

The Verifone UX700-4G-A is an Android-based powerful device used in various unattended environment including vending, ticketing, parking, and petrol bunk or pump. It can operate both as an independent primary control device or as a companion device to process payment transactions.. This POS system offers a range of features to help merchants manage their business and provide a smooth payment experience to their customers. The Verifone UX700-4G-A device supports all payment methods - magnetic stripe, EMV (Europay, MasterCard, and Visa), and NFC (Near Field Communications)/Contactless Reader, including Apple Pay, Google Pay, and Samsung Pay mobile wallets.

It has the ability to run Android applications, like loyalty and inventory. It also enables clients to remotely monitor and update their devices using Verifone's estate management solution. The UX700-4G-A device supports 4G LTE, Bluetooth, and Wi-Fi and meets PCI-PTS 6.x SRED (Secure Reading and Exchange of Data) , PCI (Payment Card Industry), and PTS (PIN Transaction Security), requirements for maximum security.

Figure: 1   UX700-4G-A
Device
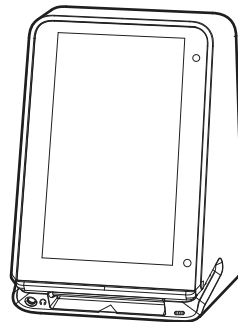
Features and Benefits

Following are the features and benefits of the UX700-4G-A device.

Ease of Use

- 5" LCD (Liquid Crystal Display) for unlimited application possibilities and easy readability under various lighting conditions.

- Touchscreen for icon-based applications or electronic signature capture support.

- Magnetic stripe card reader for optimal card reading.

Performance and Durability

- Fast transactions due to powerful ARM Cortex A53 64-bit processor.

- 2GB LPDDR4 SDRM/32GB eMMC flash.

Security

- Incorporates tamper-sensing circuitry to detect unauthorized intrusion and supports a broad spectrum of software-based security features.

- PCI-PTS 6.X approved for debit and other PIN-based transactions.

- EMV Level 1 Type approval.

- Supports reliable security features including TLS (Transport Layer Security), VeriShield file, authentication, and VeriShield Protect to help prevent fraud and other intrusions.

Contactless Capability

- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCl), SoftSAMs, and side-by-side application architecture.

- Accepts EMV, NFC, QR (Quick Response) Code and mag-stripe contactless payments as well as PIN-based transactions.

Communication Technology

- Bluetooth: Simple, plug-and-play installation for locations that need short-range wireless capability. Eddystone and iBeacon profiles are also supported.

- WLAN: Dual-band Wi-Fi

- WWAN: 4G LTE

Connectivity

- Multiple wireless connectivity options, including 4G LTE and Wi-Fi, as well as Bluetooth.

- Wired connectivity includes Ethernet, USB (Universal Serial Bus)-Client, USB-Host, serial RS-232 (Recommended Standard 232), MDB (Multi-Drop Bus).

2. Device Setup

This section outlines the setup procedures for the UX700-4G-A card reader and controller, covering the following segments:

- Contactless Considerations
- Selecting Unit Location
- Inside the Shipping Carton
- Installing or Replacing SAM Cards
- Inspecting the Connection Port
- Mounting the Device
- UX700-4G-A Transactions

Contactless Considerations

The contactless antenna is located around the display. Ensure that the metallic objects such as the frame case are kept at a minimum distance of 20 mm away from the edge of the device.

CAUTION

Using an enclosed metal frame may negatively affect contactless performance.

L'utilisation d'un cadre métallique fermé peut affecter négativement les performances sans contact.

Selecting Unit Location

Use the following guidelines when selecting a location for your device.

- Select a location convenient for the customer.
- Avoid dusty, hot, or damp locations.
- To minimize data reading or writing errors, pick a location free from magnetic interference. Choose a spot a safe distance away from objects or units that generate magnetism.

Choosing Mounting Location

Choose a mounting location that has good access to both card insertion into the chip reader and has enough space to swipe the card through the MSR (Magnetic Stripe Card Reader) reader.

> **NOTE** The front panel of the device meets the IP65 standards for installation in outdoor environments.

Inside the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The device is a secure product. Tampering causes it to cease to function or to operate in an unsecured manner.

Unpacking the Shipping Carton

To unpack the shipping carton:

1 Carefully inspect the shipping carton and its contents for possible tampering or damage.

2 Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.

3 Remove and inspect the shipping carton box: The carton box includes the following:

- Device
- 4 screws and washers
- Mounting frame

> **NOTE** Power supply and connectivity cables are shipped separately or depending upon the customer's requirements.

4 Remove all plastic wrapping from the device and components.

5 Remove the clear protective film from the display.

6 Inspect the terminal for possible tampering; see how to identify signs of tampering in the section Periodic Inspection.

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7   Save the shipping carton and packing material for future repacking or moving of the device.

WARNING

Do not use a tampered or damaged unit. The device comes equipped with tamper-evident labels. If a label or component appears damaged, please notify the shipping company and your Verifone service provider immediately.

Ne pas utiliser un appareil qui a été altéré ou endommagé. Cet appareil est équipé d'étiquette d'inviolabilité. Si une étiquette ou d'un composant semble être endommagé, en aviser immédiatement la compagnie maritime et votre représentant Verifone ou prestataire de services.

Periodic Inspection

Periodically inspect the terminal for possible tampering. Signs of tampering include:

*   Overlays in the PIN pad area.

*   Wires protruding out of the device.

*   Foreign objects inserted into the smart card slot or magnetic stripe slot.

*   Any bumps in the casing below the mag stripe slot and any noticeable additional mag stripe head from the side.

*   Signs of damage to the tamper-evident labels.

*   A Tamper Warning message on the device display.

If any device is found to have been tampered with, please remove it from service immediately, keep it available for a potential forensics investigation, and notify your company security officer and your local Verifone representative or service provider. To contact Verifone, please see Verifone Service and Support.

Installing or Replacing SAM Cards

You may need to install or replace the Security Access Module (SAM), Micro Secure Digital (SD), and Subscriber Identity Module (SIM) Cards. You can find two SAM slots, one SAM/SIM combo slot, and one Micro SD card slot on the UX700-4G-A (see Figure 2).

CAUTION

Observe standard precautions in handling electrostatically sensitive devices. Electrostatic discharges can damage the equipment. Verifone recommends using a grounded anti-static wrist strap.

Respecter les précautions standard dans la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager le matériel. Verifone recommande d'utiliser un bracelet anti-statique à la terre.

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To install or replace SAM cards

1 Disconnect the device from all power sources.

2 Disconnect the device from any external devices.

3 Carefully slide the SAM/SIM card into the slot, by aligning the card and carefully sliding into the slot until fully inserted.

Figure: 2 Installing SAM Card

NOTE
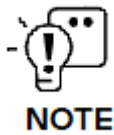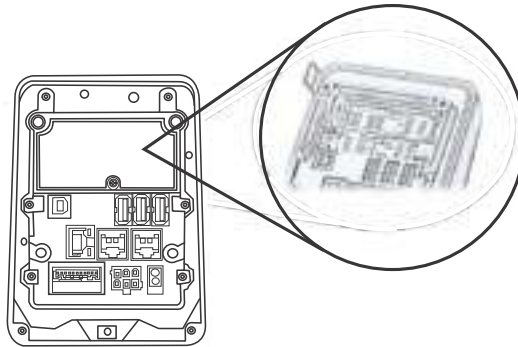
- The SAM card holders ensure that cards fit into the slots in only one way.

- The rectangular symbols show the SAM card's notched corners are always visible. These indicate which way the card notch should face before you insert the card into the SAM slot.

- The circular symbols indicate the SAM card slot numbers.
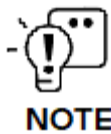
4 Install additional SAM cards in the available slots as necessary.

Antenna Installation

1 After aligning the antenna with the corresponding SMA connector on the device, rotate the SMA connector of the antenna until it is fully tightened.

2 Remove the backing paper of the antenna and install it, but do not install it on a metal object.

Figure: 3   Antenna Connection
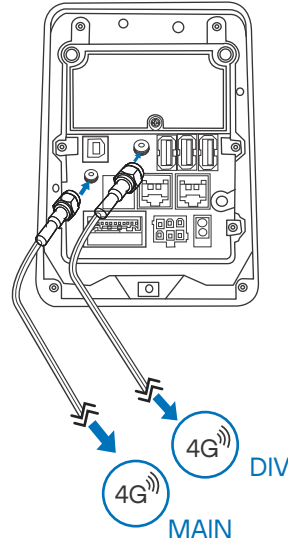
NOTE	• To avoid mutual interference between antennas, the distance between the two antennas is not less than 0.1m.
	• To avoid communication interference, make sure that the distance between the antenna and the equipment is not less than 0.3 m; also, make sure that the distance between the antenna and the metal objects is not less than 0.5 m.
	• To guarantee the signal transmission, avoid cross-installation of antenna cables with antenna cables and other cables. If possible, install the antenna above the equipment so that the lead-in cable can be as direct as possible.
	• To get better performance of the antenna, the antenna should be installed at a distance of not less than 0.5m from the ground. Secondly, installing the antenna in the basement and the metal closed environment is not recommended.

Inspecting the Connection Port

The device has dedicated input/output connectors: Ethernet, RS-232, USB-A, USB-B, and DC power.

To Connect the Terminal Power Supply

The UX700-4G-A device can be powered from a PSU in the non-Verifone system or by a Verifone Power supply. It can be connected using a 4-pin or 6-pin plug.

Figure: 4   UX700-4G-A Power Supply Connection
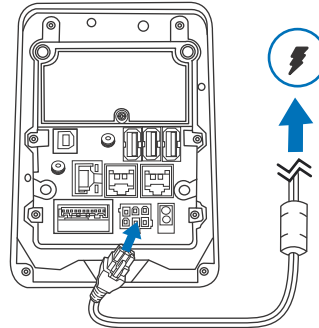
TIP - To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge protector.

To Connect the Terminal to a PC

There are two RS232 connections COM1 (Communications port) & COM2. Insert the RS-232 cable into the UX700-4G-A device and the PC.

Figure: 5   Connecting to a PC
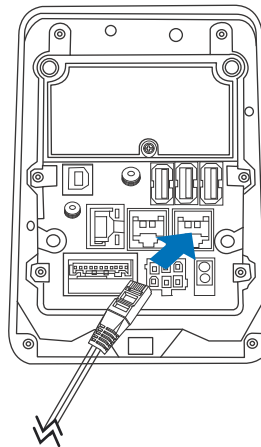
To Connect the Device to LAN

Insert the Ethernet cable to the UX700-4G-A device and the socket.

Figure: 6   Connecting to Ethernet Port
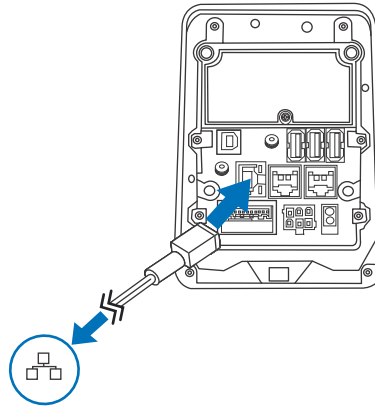
To Enable Service Switch

This service switch is used to select a safe boot for the Android processor.

Figure: 7   Service Switches
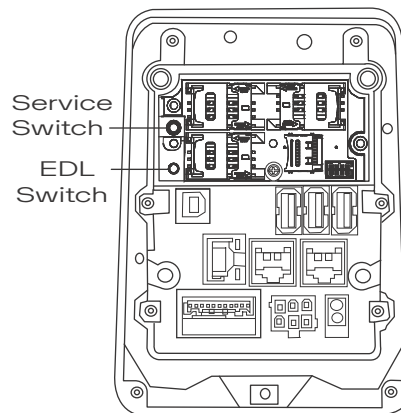
Service switch:

During power up, press and hold the service switch to access the Android Processor boot loader. Or press the service switch to start the Android Sysmode application.

EDL (emergency download) switch:

This switch is used to access the Android Processor Emergency Download mode.

NOTE These switches should be used only by the authorised service centers.

Disconnecting Cables

To disconnect cables, use the same steps described above in reverse. If exchanging cables, use Verifone-approved cables. See Accessories and Cables for cable part numbers and ordering information.

Mounting the Device

Use the following procedure to mount the UX700-4G-A to a suitable mounting surface.

CAUTION Ensure the mounting frame has a thickness between 2 mm and 14 mm.

Assurez-vous que le cadre de montage a une épaisseur comprise entre 2 mm et 14 mm.

To mount the unit

Align the UX700-4G-A stud holes with the holes on the mounting surface.

Figure: 8   Mounting the UX700-4G-A
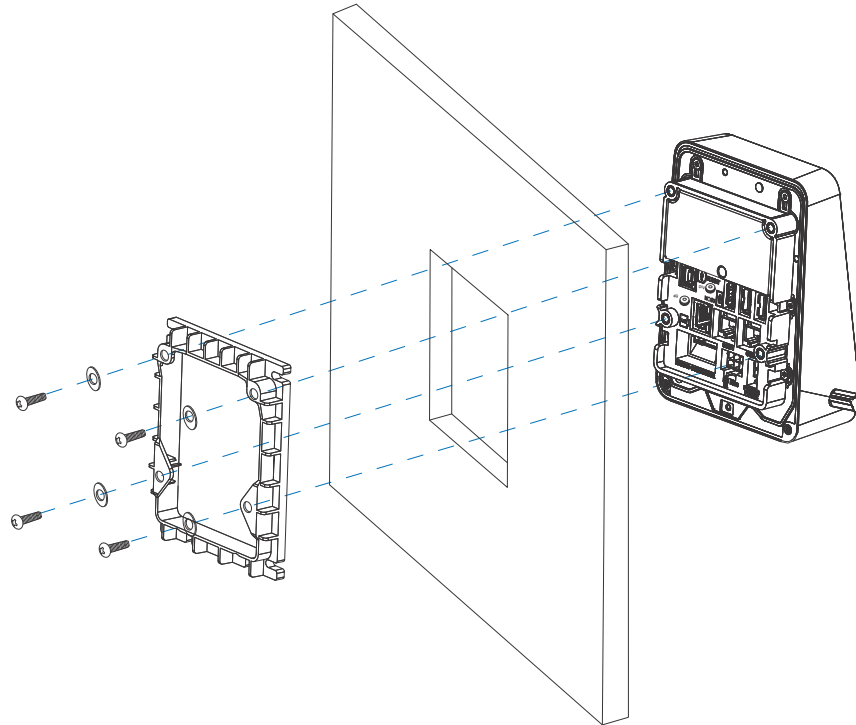
1   Place the reader flush onto the mounting slot.

2   Secure the unit with M4 washers and screws. Tighten the screws using the recommended torque of 7.0 kg-cm (6.1 lbf.in).

UX700-4G-A Transactions

Transaction Type	UX700-4G-A Device
Insert	To proceed with an EMV transaction:
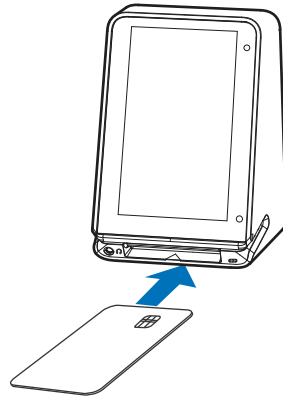
To proceed with an EMV transaction:

1 Insert the smart card into the reader slot.

2 Ensure the contacts on the smart card are facing upward.

3 Insert the card smoothly and continuously until it sits firmly.

4 Wait for the application to signal a completed transaction before removing the card.

5 Note that premature card removal may invalidate the transaction.

6 EMV transactions support both credit and debit card transactions using the specified procedure.

Swipe
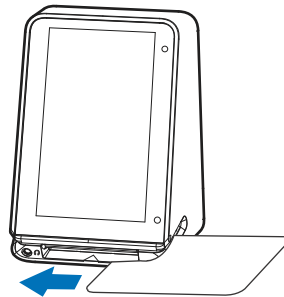
The device supports both magnetic stripe cards and smart cards. Follow the steps to use the magnetic stripe card:

1   Position the card with the magnetic stripe facing backward or downward.

2   To ensure a proper read, insert the magnetic card from the side of the device.

3   Swipe the card through the magnetic card reader.

4   If using a smart card, insert the card and follow the on-screen instructions before removing it.

5   This process allows for the utilization of both magnetic stripe and smart cards with the device.

CTLS
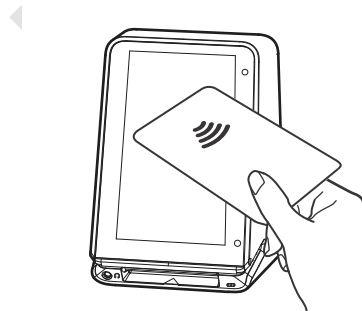
The device supports contactless credit or debit card transactions. To carry out a contactless smart card transaction, follow these steps:

•   Gently tap the card onto the payment device or hold the card within 4 cm against the surface of the device on the left side of the keypad, above the Contactless Reader icon.

3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the UX700-4G-A device.

Unit Power Requirement

- Operating Voltage: 9V DC - 43V DC

- Idle Power: 3W (50% backlight) = 12V/0.25A

- Typical Power:
  - CTLS read: 4.5W (Idle Power + 1.5W)
  - RS232-V output: maximum 15W (Idle Power + maximum 12W)
  - USB host: maximum 10.5W (Idle Power + maximum 2.5W per port)

Temperature

- Operating Temperature:
  - Temperature: -30°C to 70°C (-22°F to 158°F)
  - Temperature: -30°C to 60°C (-22°F to 140°F) (ATEX)

- Storage Temperature:
  - -30°C to 80°C (-22°F to 176°F)

WARNING

Electrostatic charging hazard - Clean only with a dampened cloth.

Risque de charge électrostatique - Nettoyer uniquement avec un chiffon humide.

NOTE

If this device is to be used in any environment where the temperature range exceeds the product's operating temperature, it is the responsibility of the integrators to ensure that the ambient environment is controlled in such a way to ensure that the product operates within the specified temperature range.

Humidity

- Relative Humidity: 5% to 90% RH non-condensing

Memory

- Flash: 32 GB

- Micro SD expansion -- compliant with SD 3.0 standard

Magnetic Stripe card

- Triple track MSR

Smart Card Reader

- Partial insertion
- Card conserving plated landing contacts
- ISO (International Organization for Standardization) 7810, 7813 smart card readers

Contactless Card Reader

- EMV CTLS Level 1 and Level 2 Type Approval
- Supports contactless cards as well as NFC phones, supporting the following protocols:
  - ISO 14443 A&B
  - MiFare (MiFare + / DESfire)
  - ISO 18092 Active Communications (NFC: peer-to-peer mode)
  - PayPass
  - payWave

SAM Card Reader

- Two SAM slots, one SAM/SIM slot, and one eSIM slot.

Display

- 5" screen size
- 720 x 1280 HD resolution
- IPS LCD touchscreen

External Dimensions

- Length: 70 mm (2.75 in)
- Width: 110 mm (4.33 in)
- Height: 146 mm (5.75 in)

Weight

- Unit Weight: 583 g (20.56 oz)

Processor	• Quad Core Cortex A53, 2GHz
Keypad	• On-screen
Payment	• MSR
	• PSCR
	• CTLS
	• QR Code
Multimedia	• Speaker, audio jack with microphone connection
	• Integrated microphone; HD video decode
Communication	• Bluetooth 5.0
	• WLAN 2.4 GHz + 5 GHz, 802.11 a/b/g/n/ac
	• GNSS support
	• GPS: 1574.4-1576.4 MHz
	• GLONASS: 1597.5-1605.9 MHz
	• BDS: 1559.1-1563.1 MHz
	• Galileo: 1573.4-1577.5 MHz
	• SBAS: 1574.4-1576.4MHz
	• WWAN support
	• EM SKU:
	• GSM 850/900/1800/1900 MHz
	• WCDMA B1/2/4/5/8
	• LTE-FDD: B1/2/3/4/5/7/8/20/28
	• LTE-TDD: B38/40/41
	• NA SKU:
	• LTE-FDD: B2/4/5/7/12/13/14/17/25/26/66/71
	• LTE-TDD: B41
Physical Interface	• Serial port (RS232) x 2
	• Ethernet port
	• USB-A Host port x 3

- USB-B Client port x 1

- DC IN

- GPIO x 1

- Switched Power output x 1

- SMA (SubMiniature version A) x 2

Camera/ Barcode Scanner
- 2 MP (Front bottom camera)
- QR code scanning

Security
- PCI PTS 6.x-approved
- Supports AES DUKPT

4. Maintenance and Cleaning

General Care

Your device exemplifies superior design and craftsmanship. The following recommendations are provided to help safeguard your warranty coverage:

- Avoid storing the device in hot areas, as elevated temperatures can diminish the lifespan of electronic components, harm batteries, and cause deformation or melting of certain plastics.

- Refrain from storing the device in cold areas, as the return to normal temperatures may lead to moisture formation inside the device, potentially damaging electronic circuit boards.

- Exercise caution to prevent dropping, knocking, or shaking the device, as rough handling can result in the breakage of internal circuit boards and delicate mechanics.

These recommendations are equally applicable to both your device and any accompanying attachments or accessories. If your device is experiencing operational issues, kindly visit the nearest Verifone authorized service provider for maintenance or replacement.

Cleaning & Sanitizing Guidelines

Verifone devices should only be gently cleaned to remove dirt, residue, or debris using a lightly water-damped, clean microfiber cloth. One or two drops of pH-neutral, non-scrubbing soap may be used. Do not use solvents, harsh detergents, or abrasive cleaners.

Using improper cleaning methods or products may result in functional and/or cosmetic issues that are not covered under warranty.

Important Guidelines:

1 **Avoid Direct Application:** Never spray, coat, or pour any liquid, sanitizer, or disinfectant directly onto the device.

2 **Caution Against Harsh Chemicals:** Avoid using bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents, as they can degrade plastic and rubber components.

3 **Electrostatic Discharge (ESD) Prevention:** Exercise caution to prevent ESD by refraining from vigorously rubbing with a dry towel or similar actions, as they can cause ESD and trigger a tamper alert.

DO NOT pour liquid on the terminal.   **DO NOT** put hand sanitizer on the terminal.   **DO NOT** spray the terminal directly   **DO NOT** scrub the terminal.

Cleaning Instructions

1 Turn off your device.

2 Disconnect it from the power source.

3 Clean it following the instructions and guidelines as mentioned above. Once completely dry, reconnect to power up.

5. Service and Support

The UX700-4G-A device does not contain user-serviceable parts. Unless expressly directed, refrain from attempting any service, adjustments, or repairs on the unit under any circumstance.

For product service and repair information:

- USA — Verifone Service and Support Group, 1-800-837-4366
  Monday - Friday, 8 A.M. - 8 P.M., Eastern time

- International — Contact your Verifone representative

Returning a Device for Service

You must obtain a Merchandise Return Authorization (MRA) number before returning the terminal to Verifone. The following procedure describes how to return one or more terminals for repair or replacement (U.S. customers only).

CAUTION	Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of devices and accessories. *Il est conseillé aux clients en dehors des États-Unis de contacter leur Verifone local représentant pour obtenir de l'aide concernant l'entretien, le retour ou le remplacement des appareils Et accessoires.*

1   Get the following information from the printed labels on the back of each UX700-4G-A device to be returned:

- Product ID, including the model and part number. For example, "UX700-4G-A" and "M187-XXX-XXX-XXX."

- Serial number (S/N nnn-nnn-nnn)

2   Obtain the MRA number(s) by completing one of the following:

- Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.

- Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.

- Give the MRA representative the information you gathered in Step 1.

- Complete the Inquiry Contact Form at https://www.verifone.com/en/us/contact-us.

- Address the Subject box to "Verifone MRA Dept."

- Reference the model and part number in the Note box.
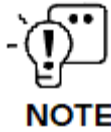
NOTE Each UX700-4G-A returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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3 Describe the problem(s).

4 Provide the shipping address where the repaired or replacement unit must be returned.

5 Keep a record of the following items:

- Detail the issue(s) with the UX700-4G-A.

- Furnish the shipping address for the return of the repaired or replacement unit.

- Maintain a record of the following elements:

  - Assigned MRA number(s).

  - Verifone serial number linked to the UX700-4G-A being sent for service or repair (located on the back of the unit).

  - Shipping documentation, including air bill numbers utilized for shipment tracking.

  - Model(s) returned (model numbers can be found on the Verifone label on the back of the UX700-4G-A device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the UX700-4G-A. When placing orders, it is essential to reference the specific part numbers. Here are the available channels for ordering: Verifone online store:

- Verifone - https://www.verifone.com/en/us/contact-us

- USA - Verifone Customer Development Center, 1-800-837-4366
  Monday - Friday, 7 A.M. - 8 P.M., Eastern time

- International - Contact your Verifone representative

Connecting Cables

Part Number	Part Description
CBL184-700-02-A	UX700-4G-A GPIO Breakout extension cable
CBL000-045-01-B	USB A/B plug 1m cable

Power Cables

- CBL000-039-02-A - Australia power cord for PWR159-002-01-A PSU

- CBL184-700-03-A - Cable, UX700-4G-A RADIO PWR, Y-STYLE 0.2M/0.6M

- CBL000-081-01-A - EU power cord for PWR159-002-01-A PSU

- CBL000-080-01-A- US power cord for PWR159-002-01-A PSU

- CBL000-078-01-A - UK power cord for PWR159-002-01-A PSU

- CBL258-014-01-A - South Africa power cord for PWR159-002-01-A PSU

- PWR159-002-01-B - 12 V, 3.3 A power supply unit (PSU) Efficiency L6

Cleaning Kit
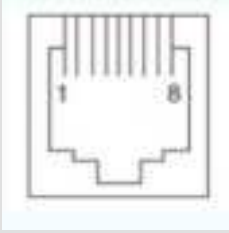02746 - Verifone Cleaning Kit
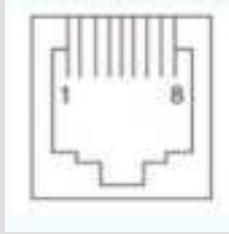
7. Pinouts

UX700-4G-A Port Pinouts

This section contains port pinout tables for the UX700-4G-A.

Refer to the following UX700-4G-A port pinout diagrams.
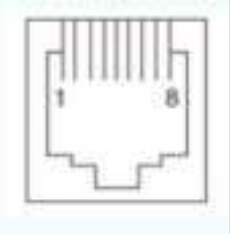
RS-232 Port (COM1)

Connector	PIN	Function	Description
	1	9 V to 43 V	Power Out, max 1 A
	2	NC	No connection
	3	NC	No connection
	4	GND	Power ground
	5	RXD	Receive data
	6	TXD	Transmit data
	7	CTS	Clear to send
	8	RTS	Request to send
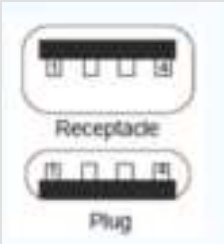
RS-232 Port (COM2)

Connector	PIN	Function	Description
	1	9 V to 43 V	Power Out, max 1 A
	2	NC	No connection
	3	NC	No connection
	4	GND	Power ground
	5	RXD	Receive data
	6	TXD	Transmit data
	7	CTS	Clear to send
	8	RTS	Request to send
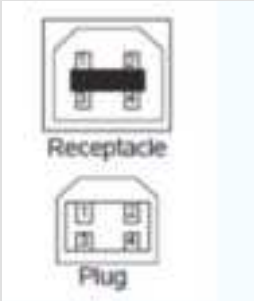
Ethernet Port (LAN)

Connector	PIN	Function	Description
	1	TXD+	Transmit data +
	2	TXD-	Transmit data -
	3	RXD+	Receive data +
	4	NC	No connection
	5	NC	No connection
	6	RXD-	Receive data -
	7	NC	No connection
	8	NC	No connection

USB A Pinout (Host Port)

Connector	PIN	Function	Description
	1	+5 V	5 V USB Power (500 mA)
	2	DATA-	USB Host Signal -
	3	DATA+	USB Host Signal +
	4	GND	USB ID pin/Ground
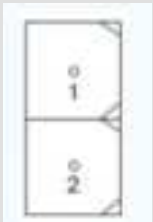
USB B Pinout (Client Port)

Connector	PIN	Function	Description
	1	+5 V	5 V USB Power
	2	DATA-	USB Device Signal -
	3	DATA+	USB Device Signal +
	4	GND	USB Ground
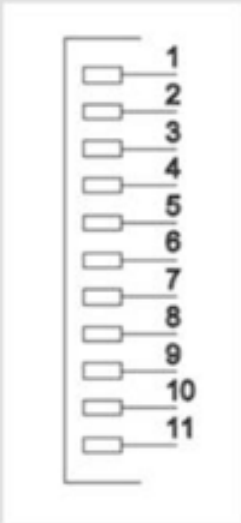
Power Port (DC-in)

Connector	PIN	Function	Description
	1	+DC 9-43 V	External power from cable
	2	GND	Power ground
	3	WAKE	Signal
	4	Slave TX	Slave TX
	5	Slave RX	Slave RX
	6	MDB GND	Ground

Printer Power Port

Connector	PIN	Function	Description
	1	Power Out	Power to printer
	2	GND	Power ground

GPIO Port

Connector	PIN	Function	Description
	1	+DC 9-43 V	9-43 V Power Output
	2	GPIO_1_CON	GPIO
	3	GPIO_2_CON	GPIO
	4	GPIO_3_CON	GPIO
	5	GPIO_4_CON	GPIO
	6	GND	Power Ground
	7	HPH_L_G	Headphone L
	8	HPH_R_G	Headphone R
	9	HPH_REF_G	Headphone Reference Ground
	10	HS_MIC2P_G	Headset Microphone
	11	HS_DET_G	Headset Detect

8. Troubleshooting Guidelines

This chapter compiles common instances of malfunctions that may arise during the operation of your device, along with the corresponding steps to address them. The troubleshooting guidelines outlined in the subsequent sections are incorporated to facilitate the effective installation and configuration of the device. Should you encounter challenges in operating your unit, please refer to these troubleshooting examples. If the issue persists despite following the provided guidelines or if the problem is not covered, kindly reach out to your local Verifone representative for further assistance.
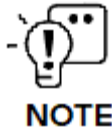
NOTE	The device is equipped with tamper-evident labels and does not contain any user-serviceable parts. It is crucial not to attempt to disassemble the unit under any circumstances. Only perform adjustments or repairs explicitly outlined in this guide. For any other services, please contact your local Verifone service provider. Utilizing services from unauthorized parties may potentially void any existing warranty.
CAUTION	All units require the use of a power supply. Only use a Verifone-supplied power pack. Using an incorrectly rated power supply may damage the unit or cause it to malfunction. Ensure that the power supply used to power the unit matches the specified requirements on the back of the unit (refer to Specifications for detailed power supply specifications) before troubleshooting. If not, obtain the appropriately rated power supply before continuing with troubleshooting.
	Toutes les unités nécessitent l'utilisation d'une alimentation. Utilisez uniquement un bloc d'alimentation fourni par Verifone. L'utilisation d'une alimentation mal calibrée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Assurez-vous que l'alimentation électrique utilisée pour alimenter l'unité correspond aux exigences spécifiées à l'arrière de l'unité (voir Spécifications pour les spécifications détaillées de l'alimentation électrique) avant le dépannage. Dans le cas contraire, procurez-vous une alimentation électrique appropriée avant de poursuivre le dépannage.

Device Does not Start

If the device does not start:

- Ensure that the device is plugged in to a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.

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- If the problem persists, reach out to your local Verifone representative for assistance.

Blank Display

When the device display is blank:

- If the device display appears dark, tap the screen using the stylus. If the unit is in screen-saver mode, touch the screen to activate.

- If the display does shows incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.

Transactions Fail to Process

Multiple factors could be causing the unit to fail in processing transactions. Utilize the following steps to troubleshoot and identify the root of the failures.

Checking Magnetic Card Reader

To check the magnetic card reader:

1   Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.

2   Ensure that you are swiping cards correctly.

3   Process a transaction manually using the keypad instead of the card reader. If the manual transaction is successful and the issue persists with the card reader, it may indicate a problem with the card reader itself.

4   If the problem persists, reach out to your local Verifone representative.

Checking Smart Card Reader

To check the smart card reader:

1   Execute a transaction using various smart cards to eliminate the possibility of a faulty card.

2   Verify that the card is inserted correctly.

3   Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to Installing or Replacing SAM Cards).

4   If the issue persists, get in touch with your local Verifone representative.

Checking CTLS Reader

To check the CTLS reader:

Make sure there are no obstructions between the contactless logo and the card, ensuring a clear path between the contactless reader and the actual card for a seamless transaction.

Thank you!

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