

# UX700-ML-A

## Installation Guide

Verifone Part Number: DOC187-711-EN-A, Revision A00.1



[www.verifone.com](http://www.verifone.com)

## UX700-ML-A Installation Guide

© 2025 VeriFone, Inc.

All rights reserved. No part of this document may be reproduced or transmitted in any form without the written permission of VeriFone, Inc ("Verifone").

The information contained in this document is subject to change without notice. Although Verifone has attempted to ensure the accuracy of the contents of this document, Verifone shall not be liable for technical or editorial errors or omissions contained herein. Verifone and the Verifone logo are registered trademarks of Verifone. Other brand names or trademarks associated with Verifone's products and services are trademarks of Verifone.

All other brand names and trademarks appearing in this document are the property of their respective holders.

**Comments?** Please e-mail all comments on this document to your local Verifone Support Team.

# Preface

Audience .....	5
Organization .....	5
Related Documentation .....	5
Conventions .....	6

## 1. Device Overview

Features and Benefits.....	8
Ease of Use .....	8
Performance and Durability.....	9
Security.....	9
Contactless Capability.....	9
Communication Technology.....	9
Connectivity .....	9

## 2. Device Setup

Safety Instructions.....	10
Periodic Inspection .....	10
Environmental Factors .....	11
Choosing Mounting Location .....	11
Inside the Shipping Carton .....	11
Unpacking the Shipping Carton.....	11
Inspecting the Connection Port.....	12
To Connect the Terminal Power Supply .....	12
Service Switch .....	14
To Enable Service Switch .....	14
Disconnecting Cables.....	14
Mounting the Device to a Countertop Stand .....	14
To mount the unit.....	15
Connecting to the IO Block (Orange Dongle).....	15
To Connect to the IO Block (Orange Dongle).....	16
UX700-ML-A Transactions .....	17

## 3. Specifications

Unit Power Requirement .....	19
Temperature .....	19
Humidity .....	19

Memory.....	19
Magnetic Stripe Card .....	19
Smart Card Reader .....	19
Contactless Card Reader .....	19
SAM Card Reader .....	20
Display .....	20
External Dimensions .....	20
Weight.....	20
Processor.....	20
Keypad .....	20
Payment.....	20
Multimedia.....	20
Communication .....	20
Physical Interface.....	21
Camera/QR Code Reader .....	21
Security.....	21

## 4. Maintenance and Cleaning

General Care .....	22
Cleaning & Sanitizing Guidelines.....	22
Cleaning Instructions .....	23

## 5. Service and Support

Returning a Device for Service.....	24
-------------------------------------	----

## 6. Accessories and Cables

Connecting Cables .....	26
Cleaning Kit .....	26
Stand Accessories.....	26

## 7. Troubleshooting Guidelines

Device Does not Start.....	27
Blank Display .....	28
Transactions Fail to Process.....	28
Checking Multi-Card Reader.....	28
Checking Smart Card Reader.....	28
Checking CTLS Reader .....	28

# Preface

This guide is the primary source of information for setting up the UX700-ML-A (Multi-lane) unit.

## Audience

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

## Organization

This guide is organized as follows:

- Chapter 1, [Device Overview](#). Provides an overview of the UX700-ML-A device.
- Chapter 2, [Device Setup](#). Provides instructions on configuring the UX700-ML-A device.
- Chapter 3, [Specifications](#). Provides the power requirements and dimensions of the UX700-ML-A device.
- Chapter 4, [Maintenance and Cleaning](#). Explains how to maintain the UX700-ML-A 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, [Troubleshooting Guidelines](#). Provides guidance for addressing issues that may arise during device installation.

## Related Documentation

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

UX700-ML-A Quick Installation Guide

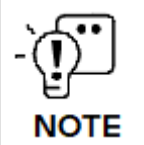


VPN DOC187-710-EN

UX700-ML-A Certifications and Regulations

VPN DOC187-71X-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 <a href="#">Conventions</a> .
	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
	The caution symbol indicates possible hardware or software failure or loss of data.	Avoid placing metallic objects at the front of the card reader.
	The lightning symbol is used as a warning when bodily injury might occur.	For safety, do not string cables or cords across a walkway.

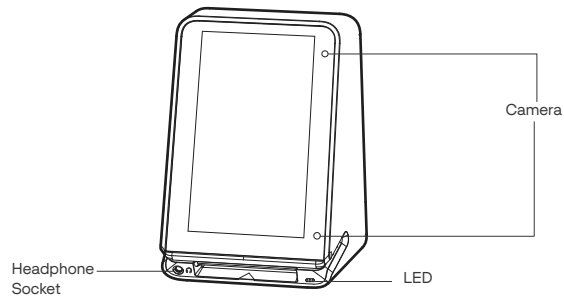
# 1. Device Overview

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

The VeriFone UX700-ML-A (Multi-lane) is a powerful device that can be used in various attended and unattended scenarios including hospitality, retail, ticketing and petrol station. The UX700-ML-A can be used either as an independent primary control device or as a companion device to process payment transactions.

The VeriFone UX700-ML-A device supports all payment methods - magnetic stripe, insert, EMV (Europay, MasterCard and Visa Standard), and NFC (Near Field Communications) / Contactless Reader, including Apple Pay, Google Pay, and Samsung Pay mobile wallets. The easy-to-read color touch screen supports all payment related user interactions. 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-ML-A device supports Bluetooth and Wi-Fi and meets PCI (Payment Card Industry) PTS (PIN Transaction Security) 6.x requirements for maximum security.

Figure: 1 UX700-ML-A Device





UX700-ML-A device is a multipurpose device which supports different solutions like iPOS and Pole mounting.

Figure: 2 UX700-ML-A Device - Pole Mounting



Figure: 3 UX700-ML-A Device - iPOS



## Features and Benefits

The UX700-ML-A is VeriFone's card reader and main control unit. It creates an economical solution for merchants who are looking to expand their payment acceptance options.

### 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 (Advanced RISC Machine) Cortex A53 64-bit processor.
- 2 GB RAM (Random Access Memory) /16 GB ROM (Read Only Memory)

## 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 (SingleCI), SoftSAMs, and side-by-side application architecture.
- Accepts EMV, NFC, QR 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.
- Dual-band Wi-Fi.

## Connectivity

- USB (Universal Serial Bus) - C connector

## 2. Device Setup

This section outlines the setup procedures for the UX700-ML-A device, covering the following segments:

- [Safety Instructions](#)
- [Periodic Inspection](#)
- [Environmental Factors](#)
- [Inside the Shipping Carton](#)
- [Inspecting the Connection Port](#)
- [Service Switch](#)
- [Mounting the Device to a Countertop Stand](#)
- [Connecting to the IO Block \(Orange Dongle\)](#)
- [UX700-ML-A Transactions](#)

### Safety Instructions

- 1 Prior to connecting the equipment, thoroughly read and understand all instructions. Do not proceed with the installation until all instructions and warnings have been comprehended.
- 2 Ensure that there are no missing or defective parts; do not use any defective parts. Verifone holds no liability for damage or injury resulting from improper installation, misuse, or failure to adhere to safety instructions, which may void the warranty.
- 3 Use only attachments recommended by Verifone to avoid the risk of fire, electric shock, or injury.
- 4 Avoid using the device near water.
- 5 Do not place the unit on an unstable cart, stand, or table, as it may lead to serious personal injury or damage to the equipment.

### Periodic Inspection

- 1 Regularly check the product and its mounting points to ensure ongoing safety.
- 2 Periodically inspect the device for signs of tampering, including:
  - Wires protruding from the device.
  - Foreign objects inserted into the smart card slot or magnetic stripe slot.

- Any abnormalities in the casing beneath the mag stripe slot, such as bumps, and any visibly added mag stripe head from the side.
- Damage to the tamper-evident labels.

## Environmental Factors

- 1 Avoid using the device in areas with excess heat, dust, humidity, moisture, caustic chemicals, or oils.
- 2 Keep the device away from direct sunlight and any heat-emitting sources.
- 3 Be cautious around the contactless antenna, located around the display; avoid placing metallic objects in its proximity.
- 4 Choose a customer-convenient location, avoiding dusty, hot, or damp environments.
- 5 To reduce data errors, select a location free from magnetic interference, maintaining a safe distance from objects or units generating magnetism.

## Choosing Mounting Location

Select a mounting location that guarantees the card slot remains fully visible to the cardholder during card insertion.



NOTE

The front panel of the device complies with the IP65 standards for outdoor installation environments.

## Inside the Shipping Carton

Upon opening the shipping carton, meticulously examine its contents for any signs of tampering or shipping damage.

## Unpacking the Shipping Carton

### To unpack the shipping carton:

- 1 Thoroughly examine the shipping carton.
- 2 Verify the authenticity of the sender by checking the shipping tracking number and other details on the product order paperwork.
- 3 Unseal the carton box by removing the tape.
- 4 Lift and extract the inner carton box from the outer carton box once the tape is removed.
- 5 Unfold the inner carton box.

- 6 Conduct a detailed inspection of the shipping carton contents. The carton box includes the following components as part of the UX700-ML-A product:
  - Device
  - Screws
- 7 Remove all plastic wrapping from the device and its components.
- 8 Peel off the clear protective film from the customer-facing payment display and the branded protective film from the merchant-facing display.
- 9 Preserve the shipping carton and packing materials for potential future repacking or relocation of the device.


**WARNING**

Do not use a tampered or damaged unit. The device is equipped with tamper-evident labels. If you observe any damage to a label or component, promptly inform both the shipping company and your VeriFone service provider.

*N'utilisez pas un appareil trafiqué ou endommagé. L'appareil est équipé d'étiquettes d'inviolabilité. Si vous constatez des dommages sur une étiquette ou un composant, informez-en rapidement la compagnie maritime et votre fournisseur de services VeriFone.*

## Inspecting the Connection Port

The device has dedicated port that routes down to connect to the IO block (Orange Dongle).

## To Connect the Terminal Power Supply

The UX700-ML-A device can be connected in two ways, via the IO Hub as well as the Orange Dongle.

- 1 With an Orange Cable to an Orange Dongle (there are three Dongles and two cables).  
Multiple PSUs can be used to power the Orange Dongles.

Figure: 4 UX700-ML-A  
IO HUB  
Connection

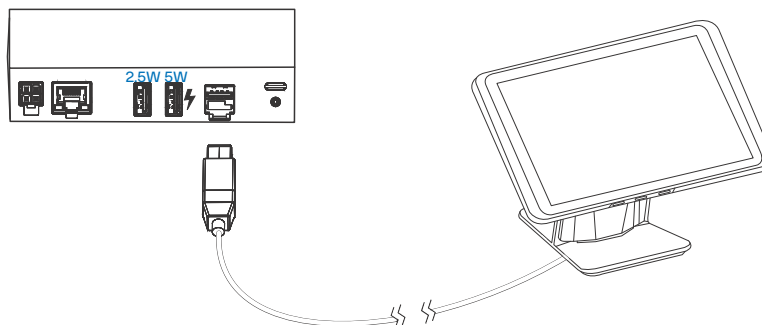
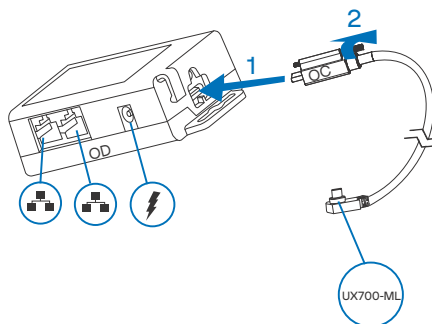


Figure: 5 UX700-ML-A  
IO Block  
(Orange  
Dongle)  
Connection



OD - Orange Dongle D0/D1/D2/D3  
OC - Orange Cable U1/U2

The UX700-ML-A device can also be powered up through an external power supply or through the following options:

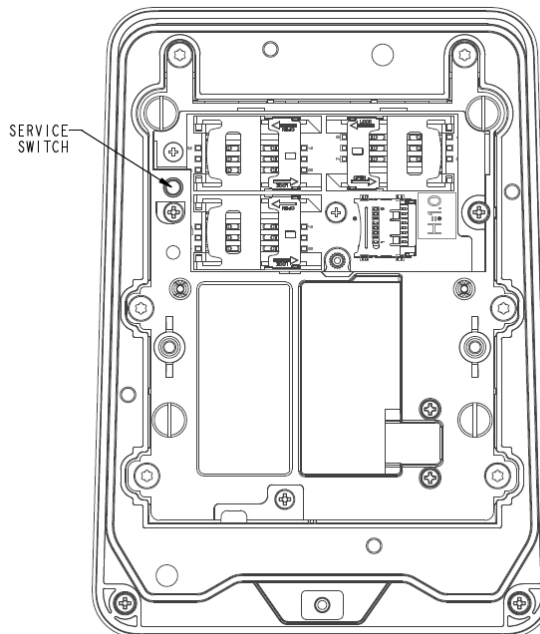
- PoUSB
- powered RS232
- PoE

In addition, the UX700-ML-A communicates with the ECR wirelessly.

## Service Switch

The illustration below highlights the placement of the service switch on the UX700-ML-A.

Figure: 6 Service switch



### To Enable Service Switch

The main purpose of the Service switch is to start the Android SysMode application.



Other uses of this switch are secondary and are needed only by the Verifone service & repair.

### 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.

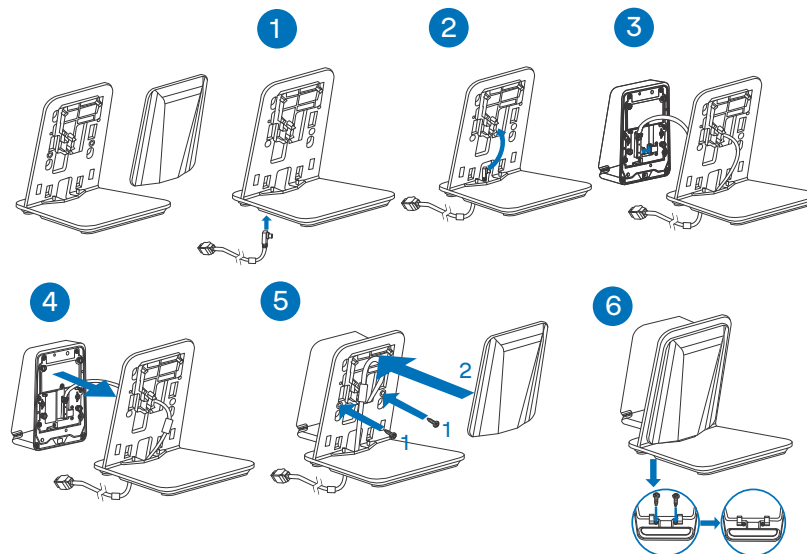
### Mounting the Device to a Countertop Stand

Use the following procedure to mount the UX700-ML-A to a countertop stand.

## To mount the unit

- Insert the cable from below the stand base as shown in Figure 7-1.
- Pull the cable up and insert it into the hole of the stand base as shown in Figure 7-2.
- Insert the cable into the UX700-ML-A port as shown in Figure 7-3.
- UX700-ML-A device can now be connected to the stand base as shown in Figure 7-4.
- Tighten the screws as shown in Figure 7-5 (1) and put the cover back to the stand base as shown in Figure 7-5 (2).
- Close the cover of the stand base and tighten the two screws below the stand base as shown in Figure 7-6.

Figure: 7 Mounting the UX700-ML-A



## Connecting to the IO Block (Orange Dongle)

IO Block (Orange Dongle) can be ordered separately.

There are four types of Orange Dongles available. Their connection options are as explained below.

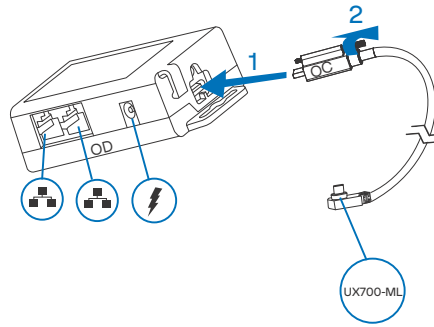
- Orange Dongle, D0: one LAN port, one USB RJ45 connector, one charging port.
- Orange Dongle, D1: two LAN ports, one charging port.
- Orange Dongle, D2: two LAN ports, a USB RJ45 connector, one charging port.
- Orange Dongle, D3: four LAN ports, a USB RJ45 connector, a Serial RJ45 connector, a USB-A connector, and one charging port.



## To Connect to the IO Block (Orange Dongle)

- Connect one end of the cable (Orange Cable) to the IO block (Orange Dongle) as shown in Figure 8-1.
- Rotate the cable screw clockwise as shown in Figure 8-2.

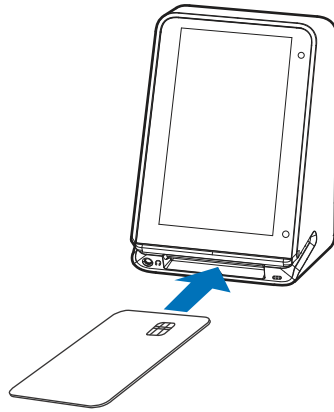
Figure: 8 Connecting to the IO Block (Orange Dongle)



OD - Orange Dongle D0/D1/D2/D3  
OC - Orange Cable U1/U2

## UX700-ML-A Transactions

Transaction Type  
Insert



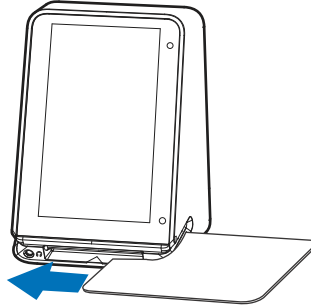
### UX700-ML-A Device

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.

**NOTE:** When the smart card is inserted the white LED light gets highlighted.

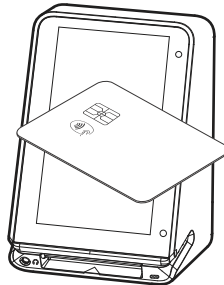
## Swipe



The device supports both magnetic stripe cards and smart cards. Here is how to use a 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 card with the device.

## CTLS (Contactless)



The device supports contactless credit or debit card transactions. To carry out a contactless smart card transaction, follow the below step:

- Gently tap the card onto the payment device or hold the card within 4 cm against the surface of the device.

## 3. Specifications

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

### Unit Power Requirement


- Operating Voltage: 12V DC
- Idle Power: 3W (50% backlight) = 12V/1.5A
- Typical Power: CTLS (Contactless) read: 4.5W (Idle Power + 1.5W)

### Temperature

- Operating Temperature: -30°C to 70°C (-22°F to 158°F)
- Storage Temperature: -30°C to 80°C (-22°F to 176°F)

### Humidity

- Relative Humidity: 5% to 90% RH non-condensing, IP65 / IK09

 <p><b>NOTE</b></p>	<p>If the device is intended for use in environments where the temperature exceeds the specified operating range, integrators must take measures to control ambient conditions, ensuring that the product remains within the designated temperature range.</p>
---	--

### Memory

- 2 GB SDRAM
- 16 GB Flash
- Micro SD expansion - compliant with SD 3.0 standard

### Magnetic Stripe Card

- Triple track

### Smart Card Reader

- Partial insertion
- Card conserving plated landing contacts
- ISO 7810, 7811, 7813 smart card reader

### 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

- Three Security Access Modules (SAMs) card slots

## Display

- 5" screen size
- 720 x 1280 HD (High Definition) resolution
- IPS LCD (Liquid Crystal Display) touchscreen

## External Dimensions

- Length: 106.5 mm (4.19")
- Width: 55 mm (2.16")
- Height: 145.5 mm (5.72")

## Weight

- Weight: 520g (18.34 oz)

## Processor

- Quad Core Cortex A53, 2GHz

## Keypad

- On-screen

## Payment

- MSR (Magnetic Stripe Card Reader)
- PSCR
- CTLS
- QR Code

## Multimedia

- Speaker, audio jack with microphone connection
- Integrated microphone; HD video decode

## Communication

- Bluetooth® 5.0 BLE (Bluetooth Low Energy)
- Dual band Wi-Fi 802.11a/b/g/n/ac

## Physical Interface

- USB-C connector

## Camera/QR Code Reader

- Front bottom camera- 2 MP fixed focus for barcode scanning (focal distance: 10 cm - 30 cm)
- Front top camera - 5MP fixed focus for facial recognition (focal distance: 30 cm - 80 cm)

## Security

- PCI PTS 6.x approved
- Supports AES (Advanced Encryption Standard) DUKPT (Derived Unique Key Per Transaction Method)

DRAFT

## 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.





## 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-ML-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).



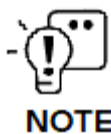
Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of devices and accessories.

#### CAUTION

*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-ML-A device to be returned:
  - Product ID, including the model and part number. For example, "UX700-ML-A" and "M187-71X-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.



Each UX700-ML-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.

- 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-ML-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-ML-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-ML-A device).

## 6. Accessories and Cables

Verifone provides a range of accessories and documentation for the UX700-ML-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

445-112-01-A	DONGLE, ORANGE D0
445-117-01-A	DONGLE, ORANGE D1
445-114-01-A	DONGLE, ORANGE D2
445-115-01-A	DONGLE, ORANGE D3
CBL184-700-05-A	CABLE, 1M ORANGE U1
CBL184-700-06-A	CABLE, 2M ORANGE U2
CBL900-003-02-A	CABLE, UX700-ML-A TO IO HUB 1.5M, 12V/1A
PWR390-001-01-A	US PSU - 18W
PWR390-001-02-A	EU PSU - 18W

### Cleaning Kit

02746 - Verifone Cleaning Kit

### Stand Accessories

ACC184-705-01-A	STAND, UX700-ML-A COUNTERTOP
ACC184-703-01-A	SPACEPOLE REAR MOUNT FOR - UX700-ML-A

## 7. 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 into a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.
- 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 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 Multi-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.
- 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.



Verifone  
2744N University Drive  
Coral Springs,  
FL 33065, USA



[www.verifone.com](http://www.verifone.com)



Thank you!

**We are the payments architects who  
truly understand commerce.**

As payment architects we shape ecosystems for online and in-person commerce experiences, including all the tools you need... from gateways and acquiring to fraud management, tokenization and reporting.

As commerce experts, we are here for you and your business. With our payment devices, our systems & solutions and our support. Everywhere. Anytime. So that your customers feel enabled, recognized and well taken care of, even beyond their expectations.

Verifone. Creating omni-commerce solutions that simply shape powerful customer experiences.