e355 Installation Guide

Verifone Part Number: DOC087-063-EN-C Revision C01



www.verifone.com



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Contents

Preface

Audience	. 5
Organization	. 5
Related Documentation	. 5
Conventions	. 7

1. Device Overview

Features and Benefits	. 9
Exceptional Ease of Use	. 9
Performance and Durability	. 9
Security	. 9
Contactless Capability	10

2. Device Setup

Usage Guidelines	
Environmental Factors	
Personal Security Considerations	12
Electrical Considerations	12
Unpacking the Shipping Carton	12
Examining e355 Device Features	13
Front View	14
Back View	15
Installing/Replacing an MSAM Card	16
Ivianually Starting and Resetting the e355	18
Connecting the e355 to a Power Source or a Host Computer .	
Connecting the e355 to a Power Source or a Host Computer . Color Behavior	
Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader	
Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader Using the Magnetic Stripe Reader	
Manually Starting and Resetting the e355 Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader. Using the Magnetic Stripe Reader Using the CTLS Reader	
Manually Starting and Resetting the e355 Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader. Using the Magnetic Stripe Reader Using the CTLS Reader Using the Barcode Reader	
Manually Starting and Resetting the e355 Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader. Using the Magnetic Stripe Reader Using the CTLS Reader Using the Barcode Reader Using the e355 Frame	
Manually Starting and Resetting the e355 Connecting the e355 to a Power Source or a Host Computer . Color Behavior Using the Smart Card Reader. Using the Magnetic Stripe Reader Using the CTLS Reader Using the Barcode Reader Using the e355 Frame Frame Type A for iPad mini and iPad 2	



Charging the e355	30
Sequential Charging	
Simultaneous Charging	31
Using the Gang Charger and Smart Charger	32
Gang Charger	32
Smart Charger	

3. Specifications

Power	
Temperature	
Humidity	
External Dimensions	

4. Maintenance and Cleaning

General Care	
Cleaning & Sanitizing Guidelines	
Cleaning Instructions	

5. Service and Support

Returning a Device for Service.		8
---------------------------------	--	---

6. Accessories

Accessories		
-------------	--	--

7. Troubleshooting Guidelines

Device Does not Start/Does not Display Correct Readable Information .	. 42
Blank Display	. 42
Keypad Does Not Respond	. 42
Transactions Fail to Process	. 42



Preface

This guide is the primary source of information for setting up the e355 device.

Audience

This guide is intended for the users involved in e355 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview Provides an overview of the e355 device.
- Chapter 2: Device Setup Provides instructions on configuring the e355 device.
- Chapter 3: Specifications- Provides the power requirements and dimensions of the e355 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- 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 e355, refer to the following documents associated with the Verifone Part Number (VPNs).

e355 Certifications and Regulations Sheet	VPN DOC087-061-EN
e355 Quick Installation Guide	VPN DOC087-062-EN
e355 Gang Charger Certifications and Regulations Sheet	VPN DOC087-065-EN
e355 Gang Charger Quick Installation Guide	VPN DOC087-066-EN
e355 Frame Type A IPO6 Certifications and Regulations Sheet	VPN DOC087-067-EN
e355 Frame Type A IPO6 Quick Installation Guide	VPN DOC087-068-EN
e355 Frame Type A Certifications and Regulations Sheet (for iPad mini)	VPN DOC087-072-EN
e355 Frame Type A Quick Installation Guide (for iPad mini)	VPN DOC087-073-EN
e355 Frame Type A IP2 Certifications and Regulations Sheet (for iPad mini)	VPN DOC087-075-EN

e355



e355 Frame Type A IP2 Quick Installation Guide	VPN DOC087-076-EN
e355 Smart Charger Certifications and Regulations Sheet	VPN DOC087-101-EN
e355 Smart Charger Quick Installation Guide (IPO6 Frame Cradle -NAA)	VPN DOC087-102-EN
e355 Smart Charger Quick Installation Guide (IPO6 Frame Cradle -WWA)	VPN DOC087-103-EN
e355 Smart Charger Quick Installation Guide (e355 Cradle -NAA)	VPN DOC087-104-EN
e355 Smart Charger Quick Installation Guide (e355 Cradle -WWA)	VPN DOC087-105-EN
e355 Web site	www.paywaremobile.com



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.
-`(j)** NOTE	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.
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.

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1. Device Overview

This chapter provides a brief description of the e355. The e355 connects with various tablet devices for the next generation of PAYware Mobile enterprise. It supports the use of the Bluetooth SPP (Serial Port Profile) standard to connect between the e355 and the tablet.

Some of the e355's key features include: a fast processor, large memory, the latest PCI (Payment Card Industry) 4.0 security, integrated 2D barcode scanner, mechanical keypad, and integrated contactless and NFC (Near Field Communication) -ready, in a small most versatile form factor.

The e355 is a portable, battery-powered device designed to fit your hands comfortably and is ideal for consumer-facing and merchant-facing retail integrated applications. It has a removable battery that can be charged by an external power adapter through a micro-USB (Universal Serial Bus) connector and gang charger. It also features a crisp 320 x 240 color LCD (Liquid Crystal Display) display.

Figure: 1 The e355 Unit



Key Features

- 400 MHz ARM (Advanced RISC Machine) 11 processor delivers power and usability in a convenient "hand-over" design
- Offers unsurpassed performance on EMV (Europay MasterCard and VISA) smart card transactions



- Multi-application operating
 environment
- Advanced memory architecture to meet tomorrow's needs
- 32-bit processing and multitasking capabilities
- Security architecture exceeds specifications for PCI-PED (PIN Entry Device) and sophisticated file authentication
- Multiple connectivity and contactless options
- Spill-resistant design prevents liquid from entering the unit by forcing it down and off the front of the device

Features and Benefits

The e355 provides the right combination of features and functions including a triple-track magnetic-stripe card reader, smart card reader, integrated PIN (Personal Identification Number) pad, colored display, 2D barcode reader, and contactless/NFC support.

- Exceptional The lightweight, compact, stylish, and ergonomic balance allows convenient device hand-off to the consumer for PIN entry or other input.
 - Large, well-placed, mechanical keys provide a continuity of user experience between the e355 and the iOS, Android, or Windows device.
 - Horizontal magnetic stripe card reader with an enlarged card entrance delivers optimal card swiping and reading without the need to visually guide the card.
 - The e355 size is easily able to be dropped in most pockets. An optional hands-free holster is available that fits the server's or clerk's belt so that the e355 can be quickly removed and easily handed to the customer.

Performance • Powerful 400-MHz ARM 11 processing completes transactions quickly.

- and Durability
 - High-capacity lithium-ion polymer battery that can rapidly charge.
 - Standard Micro-USB port allows for convenient product charging.
 - Rounded corners to minimize breakage and drop-resistant to 3 feet on concrete surfaces.
 - 192 MB of standard memory.
 - Security PCI PED 4.x approved for debit and other PIN-based transactions
 - EMV Level 1 type approval



- Tamper-resistant construction, SSL protocols, and VeriShield file authentication
- Supports VeriShield Protect encryption implementations
- Contactless Capability

•

- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.
- Large tap zone (above the keypad) that encompasses the PIN pad optimizes user experience.
- Contactless version accepts EMV in addition to magnetic stripe contactless payments as well as PIN-based transactions.

e355



2. Device Setup

This section outlines the setup procedures for the e355, covering the following segments:

- Usage Guidelines
- Unpacking the Shipping Carton
- Examining e355 Device Features
- Installing/Replacing an MSAM Card
- Manually Starting and Resetting the e355
- Connecting the e355 to a Power Source or a Host Computer
- Color Behavior
- Using the Smart Card Reader
- Using the Magnetic Stripe Reader
- Using the CTLS Reader
- Using the Barcode Reader
- Using the e355 Frame
- Charging the e355
- Using the Gang Charger and Smart Charger

Usage Use the following guidelines when using your e355. Guidelines

Environmental • Factors

- Select a flat support surface, such as a countertop or table, to keep the device safe in between uses.
- Do not use the device where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the device away from direct sunlight and anything that radiates heat, such as a stove or motor.



• Do not use the device outdoors.



The device is not waterproof or dustproof and is intended for indoor use only. Any damage to the unit from exposure to rain or dust may void any warranty.

L'appareil n'est ni étanche à l'eau ni à la poussière et est destiné à une utilisation
 CAUTION en intérieur uniquement. Tout dommage causé à l'appareil par une exposition à la pluie ou à la poussière peut annuler toute garantie.

Personal Security The e355 is a handover device. Always exercise extreme caution when conducting transactions, especially during PIN entry.

- Hand the e355 directly to the cardholder for PIN entry.
- Encourage the cardholder to hold the e355 close to avoid others from seeing the information entered.
- Electrical Avoid using this product during electrical storms.
- **Considerations** Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
 - Do not use the device near water or in moist conditions.

Unpacking the Shipping Carton

To unpack the 1 Remove and inspect the following items: shipping carton • e355 unit

- USB to Micro-USB cable
- 2 Remove all plastic wrapping from the unit and other components.

e355



3 Remove the clear protective film from the unit.



Do not use a unit that has been damaged or tampered with. The e355 comes equipped with tamper-evident labels. If a label or component appears damaged or if the device appears to have been opened, please notify the shipping company and your Verifone representative or service provider immediately.

N'utilisez pas un appareil qui a été endommagé ou altéré. Le e355 est équipé d'étiquettes inviolables. Si une étiquette ou un composant semble endommagé ou si l'appareil semble avoir été ouvert, veuillez en informer immédiatement la compagnie maritime et votre représentant Verifone ou fournisseur de services.

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



Charge the e355 device for eight hours before initial use.



Before you continue the installation process, familiarize yourself with the features of the e355. (See Figure 3 and Figure 2).



Verifone ships variants of the e355 for different markets. Your device may have a different configuration. The following devices may or may not be present: a CTLS (Contactless) reader, a smart card reader, or a barcode scanner. However, the basic processes described in this guide remain the same, regardless of device configuration.



e355

Front View The front panel includes the following features:

Figure: 2 e355 Device Features (Front View)



- A 320 x 240 pixel color LCD Display.
- Barcode Buttons located on both sides of the e355 to activate the 2D imager for scanning barcodes. (See Using the Barcode Reader).
- A Power LED (Light Emitting Diode) Indicator beside the Micro-USB port indicates the e355 device's operational state.
- A Micro-USB port located on the right side for data connection and power charging. You can also use this to connect the e355 to a computer using a standard USB to Micro-USB cable (VPN CBL000-049-01-A). (See Connecting the e355 to a Power Source or a Host Computer).
- Two types of keys on the mechanical keypad:
 - a A 12-key keypad
 - b Three color-coded function keys below the keypad



Do NOT paste anything on the keypad surface to avoid malfunction.

Ne collez rien sur la surface du clavier pour éviter tout dysfonctionnement.



- A Smart Card Reader to process smart card transactions (See Using the Smart Card Reader).
- A Magnetic Stripe Reader, for performing debit or credit card transactions (See Using the Magnetic Stripe Reader).
- A 2D Imager located on top of the device for scanning barcodes; an audible "beep" indicates a successful scan (See Using the Barcode Reader).
- LEDs that act as CTLS activity, system power, and charging indicators (See Color Behavior).
- A CTLS functionality for contactless payments (See Using the CTLS Reader).

Back View The back panel includes the following features:

Figure: 3 e355 Device Features (Back View)



• A Battery Compartment Cover. Remove the cover to access the removable battery and the MSAM compartment.



 An MSAM (Micromodule-Size Security Access Module) Compartment to support stored-value card programs or other merchant card requirements. (See Installing/Replacing an MSAM Card).



The MSAM compartment is located inside the battery compartment. Remove the battery to display the access to the compartment.

- Barcode Buttons located on both sides of the e355 to activate the 2D imager for scanning barcodes (See Using the Barcode Reader).
- A Docking Connector at the bottom of the device to connect to the e355 Frame and Smart Charger.

Installing/ Replacing an MSAM Card

When you first receive your e355, you may need to install an MSAM card or you may need to replace an old card.



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

CAUTION Observez les précautions standard lors de la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager cet équipement. Verifone recommande d'utiliser un bracelet antistatique mis à la terre.



Not all applications require the use of an MSAM card.



e355



To install/replace 1 MSAM 2 Unplug any cables or chargers from the e355.

2 Remove the screw from the battery cover.

Figure: 4 Removing the Battery Cover



- 3 Slide the cover outwards, away from the device.
- 4 Remove the battery by gently pulling the plastic tab to access the MSAM compartment. The MSAM compartment is located on the left side of the battery compartment.
- 5 Insert the MSAM card with the gold contacts facing up. Make sure that the MSAM card is fully inserted to be able to re-insert the battery.



The MSAM slot has a spring-loading mechanism. To remove an MSAM card from the slot, simply press the card into the slot and then release it to eject the card.

6 Re-insert the battery by aligning the gold contacts in the battery with the pins on the e355 device.



The plastic tab attached to the battery allows you to easily remove the battery from the compartment. Make sure that the plastic tab is still visible after insertion.



Figure: 5 Inserting an MSAM Card



- 7 Place the battery cover back and tighten the screw.
- Figure: 6 Returning the Battery Cover



Manually Starting and Resetting the e355



The Reset button resets the device to its initialized state. NEVER use the Reset button unless instructed by a Verifone support representative.

Le bouton Réinitialiser réinitialise l'appareil à son état initialisé. N'utilisez JAMAIS le CAUTION bouton Réinitialiser sauf indication contraire d'un représentant de l'assistance Verifone.

Connecting the e355 to a Power Source or a Host Computer

Plug the wall-mount charger into an external power source and connect it to the e355 to charge the device. You can also connect the e355 to a computer to synchronize data and/or charge the device.





To Connect the 1 e355 to a Host Computer via Micro-USB

Connect the Micro-USB cable to the port located on the side of the e355.



- e355
- 2 Connect the other end of the Micro-USB cable to the host computer's USB port.
- Figure: 8 Connecting the e355 to a Host Computer



Color Behavior The following table shows the behavior of the LEDs during various system power states.

Sleep	Battery Low	Battery Extremely Low	Battery Charging	Charging Timer Fault	Normal Operation	LED Behavior
Y						Green, blinks every 4 seconds
	Y					Red, 1Hz rate, 50% duty cycle (Battery low
						condition: battery
						voltage <3.7V)
			Y			Orange, 1Hz rate, 50% duty cycle
				Y		Orange, on continuously
					Y	Green, on continuously
						LEDs are turned OFF when charging the e355 on a gang charger



Using the Smart Card Reader

The smart card transaction procedure may vary from one application to another. Verify the procedure with your application provider before performing a smart card transaction.

To conduct a 1 smart card transaction 2

- Position the smart card with the contacts facing in the same direction as the keypad.
- 2 Insert the card into the reader slot in a smooth, continuous motion until it sits firmly.

Figure: 9 Inserting a Smart Card



3 Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.

Using the Use the magnetic stripe reader to perform credit and debit card Magnetic Stripe ^{transactions.} Reader

To conduct a 1 credit/debit card transaction

Position the card with the magnetic stripe facing backward.

e355



2 To ensure a proper read of the magnetic swipe card, insert the magnetic card from the top of the device, as shown in Figure 10.

Figure: 10 Using Magnetic Stripe Card



3 Swipe the card through the magnetic card reader.

Using the CTLS Reader Reader The e355 supports contactless credit or debit card transactions. To perform a contactless transaction, gently tap the card or hold the card against the surface of the contactless antenna, located above the keypad and LCD with a CTLS symbol.

Figure: 11 Using the CTLS Reader





Using the The Barcode buttons located on either side of the e355, activate the Barcode Reader barcode reader (see Figure 3). Press either button to scan barcodes.

Figure: 12 Using the Barcode Reader





When activated, do not point the barcode reader directly at a person to avoid unnecessary harm or injury.

Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

Using the e355 Frame

The e355 Frame Type A allows you to use the payment application installed on your Apple device together with your e355 terminal.

Frame Type A for iPad mini and iPad 2

Follow these procedures to install an e355 terminal and an iPad mini/iPad 2 device into the frame.



To install the e355 1 Terminal

Loosen the retaining screw to unlock the Release button. The retaining screw is captive, which means that it cannot be fully removed from the slot.

Figure: 13 Loosening Screw to Unlock Release Button



2 Insert the e355 device until it locks in place.

TIP: Pull and hold the release button downwards for easy insertion.

Figure: 14 Inserting e355 Terminal



3 Tighten the retaining screw at the front to lock the release button and prevent the terminal from ejecting.





Figure: 15 Securing the e355 Terminal



To install an iPad Although iPad mini and iPad 2 devices use different Type A frames, the mini/iPad 2 installation procedures are the same. Follow these steps to install a tablet into the frame.

To attach the tablet, the top part of the e355 Frame should be removed.

1 Loosen the retaining screw. The retaining screw is captive, which means that it cannot be fully removed from the slot.

Figure: 16 Loosening Screw to Unlock Release Button





2 Slide the release button to disengage the casing from the main unit.

Figure: 17 Removing Top Casing



- 3 Insert the iPad mini into the casing.
- 4 Align the port at the bottom of the tablet with the Lightning connector on the frame then, gently but firmly push the tablet down until it sits firmly.
- 5 Return the top casing and then tighten the retaining screw.



Do not leave any gap when tightening the screw to help better secure the e355 and to avoid damaging the frame. See Figure 18.

Figure: 18 Installing the Tablet



Frame Type A for Follow these procedures to install an e355 terminal and iPod touch 6 into iPod touch 6 the frame.



To install the e355 1 Insert the e355 terminal into the slot until it locks in place.

Terminal

Figure: 19 Inserting e355 Terminal



2 Extend the front part to match the screw holes then insert and tighten the screw to secure the e355 terminal. The figure below shows which screw to use.

Figure: 20 Securing the e355 Terminal





To remove the 1 Remove the screw at the front of the frame. e355 from the Frame

Figure: 21 Removing the Screw

2 Insert a paper clip or a similar tool in the hole located on the side of the frame just below the Power LED indicator and then slide the e355 terminal upwards.

Figure: 22 Inserting a Paper Clip to Remove the e355



To install an iPod Follow these steps to install an iPod touch 6 into the frame. touch 6



1 With the front part extended, remove the screw at the back of the frame.

Figure: 23 Removing the Back Screw



2 Press and hold the Release button located on both sides of the frame and then remove the top part of the frame by pulling it upwards.

Figure: 24 Removing the Top Casing



3 Align the port at the bottom of the iPod touch 6 with the Lightning connector on the frame then, gently but firmly push the device down until it sits firmly.



4 Return the top casing and then insert the screw at the back to secure the frame.

Figure: 25 Returning the Top Casing



Charging the e355

The e355 and the Apple device installed on the Type A Frame can be charged either sequentially or simultaneously depending on which USB port is used.

Sequential Charging

Plug the other end of the USB cable into a wall-mount charger or the USB port on a computer and connect it to the USB port located just below the release button. When the e355 reaches 90% charge capacity, the iPad 2/iPad mini device is charged next.

Figure: 26 Connecting the e355 Frame Type A to a Wall-Mount Charger (iPad 2/iPad mini)







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.

Simultaneous Charging

To simultaneously charge the e355 and iPad 2/iPad mini device, plug the power adapter to an external power source and connect it into the DC (Direct Current) IN port on the e355 frame.

Figure: 27 Connecting the e355 to a Power Adapter (iPad 2/iPad mini)



To simultaneously charge the e355 and iPod touch 6 device, plug the other end of the USB cable to a wall-mount charger or the USB port on a computer and connect it to the USB port located on the right side.

Figure: 28 Connecting the e355 Frame Type A to a Wall-Mount Charger (iPod touch 6)





Using the Gang Charger and Smart Charger also allows you to simultaneously charge an e355 terminal and your Apple device.

Using the Gang Charger and Smart Charger

Gang Charger

Use the Gang Charger to charge your e355 terminal and iPad mini/iPad 2 device.

Figure: 29 Using the Gang Charger



Smart Charger Use the Smart Charger to charge your e355 terminal and iPod touch 6 device. Two charging cradles are available for the Smart Charger. One only supports the standalone e355 terminal while the other supports the e355 Type A Frame.



Regardless of the charging cradle used, the PC/Network connection and charging procedures are the same.



Figure: 30 Using the Smart Charger



Using Multiple Smart Chargers

You can connect up to three e355 Smart Chargers in a daisy chain pattern. The figure below shows how to connect multiple Smart Chargers to a Network or PC. Each Smart Charger in the chain needs to be connected a to separate power source.

Figure: 31 Using Multiple Smart Chargers





The switch at the bottom of the charger allows you to choose between a PC or Network connection.



Figure: 32 Choosing

Between a PC or Network Connection





e355

3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the e355 device.

Power • Charging via Micro-USB to computer system or Verifone-certified power adapter: 5 V DC, 2 A

Temperature	•	Operating temperature:	-5°C to 40°C (23°F to 104°F)
Humidity	•	Relative humidity:	5% to 95%; RH non-condensing

- (j) NOTE 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.

External	•	Length:	131 mm
Dimensions	•	Width:	71.5 mm
	•	Depth:	15.7 mm



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 & 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 1 Turn off your device. Instructions 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.

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5. Service and Support

The e355 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 e355 device to be returned:
 - Product ID, including the model and part number. For example, "e355" and "M087-XXX-XXX".
 - Serial number (S/N 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 e355 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 e355.
 - 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 e355 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 e355 device).

e355



6. Accessories

Verifone provides a range of accessories and documentation for the e355. When placing orders, it is essential to reference the specific part numbers. Here are the available channels for ordering: Verifone online store:

- Verifone 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

Accessories	Part Number	Part Description	
	PWR087-300-01-A	Verifone Certified Power Adapter	
	02746-01	Verifone Cleaning Kit	

Battery Pack Instructions

Dispose of the battery pack in accordance with all national, state, and local laws and regulations as regionally required. Some batteries may be r ecycled and may be accepted for disposal at local recycling centers. Please refer to Installing/Replacing an MSAM Card for instructions on battery removal and insertion.



There is a risk of explosion if the battery is replaced by an incorrect type.

Il existe un risque d'explosion si la batterie est remplacée par un type incorrect.



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.



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.



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	If the device does not start:
not Start/Does	Ensure that the device is plugged into a dedicated power source.
not Display Correct	 Verify all the cable connections including the proper insertion of the power cable connector.
Readable	 If the problem persists, reach out to your local Verifone representative for assistance.
Information	
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 show incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.
Keypad Does	If the keypad does not respond properly:
Not Respond	• Examine the device display. If it displays the wrong character or nothing at all

- Examine the device display. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in Device Does not Start/Does not Display Correct Readable Information.
 - Refer to the user documentation for that application if using a function key does not produce the anticipated outcome, to ensure accurate data entry.
 - If the issue persists reach out to your local Verifone representative.

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.

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