UX 410 Installation Guide



Verifone Part Number: DOC159-039-EN-B, Revision B00





UX 410



UX 410 Installation Guide © 2024 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.



Contents

Preface

Audience. Organization Related Documentation Conventions	5
Overview	
Features and Benefits. Ease of Use. Compliance. Contactless Capabilities Diversity of Models.	
Setup	
Selecting Unit Location. Environmental Factors Unpacking the Shipping Carton Examining Device Features. Antenna Unit Features Controller Unit Features Finding ARS and Service Switches Removal Protection. System Mode Activation	9 10 11 13 14
Mounting the Antenna Unit Mounting the Controller Unit. Connecting the Antenna Unit to the Controller Unit Contactless Support. Installing or Replacing SAM Cards Connecting Cables Connecting to Host Devices Connecting PIN Pads	
	Organization Related Documentation Conventions DVErview Features and Benefits. Ease of Use Compliance. Contactless Capabilities Diversity of Models Setup Selecting Unit Location. Environmental Factors Unpacking the Shipping Carton Examining Device Features. Antenna Unit Features Controller Unit Features Finding ARS and Service Switches. Removal Protection. System Mode Activation Mounting the Antenna Unit Mounting the Controller Unit Connecting the Antenna Unit to the Controller Unit Contactless Support Installing or Replacing SAM Cards Connecting Cables Connecting to Host Devices



	Power Connections	. 22
	Using the Reader	
	Conducting a Contactless Transaction	
Specifical	ations	
	Power Consumption Temperature Memory. Peripheral Ports Communication Dimensions Weight.	. 25 . 25 . 25 . 25
4. Maintena	ance and Cleaning	
	General Care	. 27
5. Service a	and Support	
	Returning a Device for Service	. 29
6. Accesso	ries	
	Clamping Plate Connecting Cables Power Cables	. 31
7. Pinouts		
	Port Pinouts Power Port (DC-in) RS-232 Port (COM1) 10-Pin Port Ethernet Port (LAN) USB Pinout (Host Port)	. 33 . 33 . 34 . 34
	USB Pinout (Client Port)	. 35



Preface

This guide is the primary source of information for setting up the UX 410 device.

Audience

This guide is intended for the users involved in UX 410 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview Provides an overview of the UX 410 device.
- Chapter 2: Device Setup Provides instructions on configuring the UX 410 device.
- Chapter 3: Specifications Provides the power requirements and dimensions of the UX 410 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 with corresponding part numbers
- Chapter 7: Troubleshooting Guidelines Provides guidance for addressing issues that may arise during device installation.
- Chapter 8: Pinouts- hows the different pinout specifications for the UX 410.

Related Documentation

To learn more about the UX 410, refer to the following documents associated with the Verifone Part Number (VPNs).

UX 410 Certifications and Regulations	VPN DOC159-037-EN
UX 410 Quick Installation Guide	VPN DOC159-038-EN
UX1xx PIN Pad Series Installation Guide	VPN DOC159-003-EN
UX Series UX 410 Security Policy	VPN DOC159-040-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 a bodily injury might occur.	For safety, do not string cables or cords across a walkway.



1. Device Overview

The UX 410 is composed of a Controller Unit and an Antenna Unit. The UX 410 supports transactions in a variety of environments, specifically outdoor and unattended markets.

Features and Benefits

The UX 410 is Verifone's contactless reader device. It creates an economical solution for merchants who are looking to expand their payment acceptance options. The contactless card reader allows a customer to quickly pay for items using their contactless card and tapping it near, or on the device, thus completing their transaction with speed and ease, without further input.

Ease of Use

The following features of the device simplify transactions in various environments:

- Device driver installs USB connections automatically.
- Designed for indoor and outdoor use.
- Various connectivity options integrated into the device to conveniently suit most unattended environments.
- CTLS logo placement on device for optimized user experience.
- Bright LEDs to display card transaction progress (refer to Figure 1).



The implementation of the LED color configuration varies by regional locations.

- Buzzer for audio confirmation of contactless transactions.
- Compact, sleek, and stylish shape.
- Quick and easy to use.
- Rugged and reliable design.
- Supports payment transactions in a variety of payment situations, such as transportation, vending, and kiosk environments.
- Can be used as a stand alone device or in combination with other Verifone POS terminals.

Installation Guide UX 410



Compliance

The following features of the device ensure secure contactless transactions:

- EMV CTLS Level 1 and Level 2 Type Approval
- PCI PTS 5

Contactless Capabilities

The device includes the following contactless capabilities:

- Verifone's advanced contactless architecture future-proofs your investment with Single Contactless Interface (SingleCI), and side-by-side application architecture systems.
- 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
 - AMEX Expresspay

Diversity of Models

Verifone provides UX 410 Antenna units for use on the following mounting panels:

- Non-metal
- Metal

Installation Guide



2. Device Setup

This section outlines the setup procedures for the UX 410 covering the following segments:

- Selecting Unit Location
- Unpacking the Shipping Carton
- Examining Device Features
- Finding ARS and Service Switches
- Mounting the Antenna Unit
- Mounting the Controller Unit
- Connecting the Antenna Unit to the Controller Unit
- Installing or Replacing SAM Cards
- Connecting Cables
- Connecting Power Supply
- Using the Reader

Selecting Unit Location

Use the following guidelines when selecting a location for the UX 410:

- Select a location convenient for the customer.
- Avoid dusty, hot or damp locations.
- Choose the Antenna Unit location near the Controlling Unit for ease in setup and troubleshooting.



Avoid placing metallic objects at the front and around the card reader.

Évitez de placer des objets métalliques à l'avant et autour du lecteur de carte.



For safety, do not string cables or cords from your installation cabinet or housing across a walkway.

Pour des raisons de sécurité, ne faites pas passer de câbles ou de cordons depuis votre armoire ou boîtier d'installation. à travers une passerelle.

Environmental Factors

The front panel of the device is dustproof and fade-proof. The UX 410 is also water-resistant, in accordance with IP65 ratings.

UX 410





Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage.

To unpack the 1 shipping carton

- Remove the items from the shipping carton. The standard package contains:
 - The UX 410 Controller Unit.
 - The UX 410 Antenna Unit.
 - One SMA (RF) coaxial cable.
 - One RJ45 communication cable to connect the Antenna Unit to the Controller Unit.
 - Clamping Plate for Antenna Unit (Applicable for certain M Level P/N).

Refer to Accessories for more information about related accessories.

2 Remove any protective wrap before mounting the unit.



Remove any protective plastic over the front of the Antenna unit before use, or the unit may not work properly.

CAUTION

Retirez tout plastique protecteur sur le devant de l'antenne avant utilisation, ou l'appareil pourrait ne pas fonctionner correctement.

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



Do not use a unit that has been tampered with or otherwise damaged. This unit comes equipped with tamper-evident labels. If a label or component appears damaged, immediately notify the shipping company and your Verifone representative or service provider.

N'utilisez pas un appareil qui a été altéré ou autrement endommagé. Cette unité est équipé d'étiquettes inviolables. Si une étiquette ou un composant apparaît endommagé, informez immédiatement la compagnie maritime et votre Verifone représentant ou fournisseur de services.

Examining Device Features

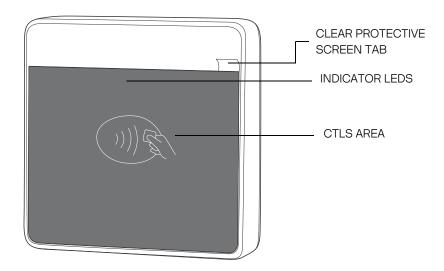
Before you continue the installation process, review the features of the

Installation Guide UX 410



Controller and Antenna Units (see Figure 1 and Figure 2).

Figure:1 UX 410
Antenna Unit
Front View



Antenna Unit Features

Antenna Unit The front of the UX 410 Antenna Unit shows the following:

 Customer-view indicator LEDs that denote successful or erroneous transactions through the LED color lighting and combination.

When the unit is ready to accept a transaction, the CTLS logo and first LED from the left will light up. When you tap your card, all the LEDs will light up and the buzzer will sound for about 2 seconds, prompting you to remove your card.



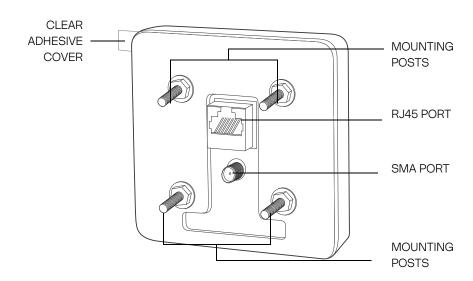
The implementation of the LED color configuration varies by regional location.

 The CTLS logo shows the general area where users can tap their cards to perform payment transactions.



 The Clear Protective screen, keeps the CTLS area safe from scratches during the installation procedure. Make sure you remove this (using the tab) after successfully mounting the UX 410 Antenna Unit.

Figure:2 UX 410 Antenna Unit Reverse View



The reverse side of the UX 410 Antenna Unit shows the following:

- RJ45 host communication connector.
- SMA (RF) antenna connector.
- Four mounting posts.
- Clear adhesive cover. Remove this cover prior to mounting the UX 410 Antenna Unit to aid in adhesion to the installation panel.

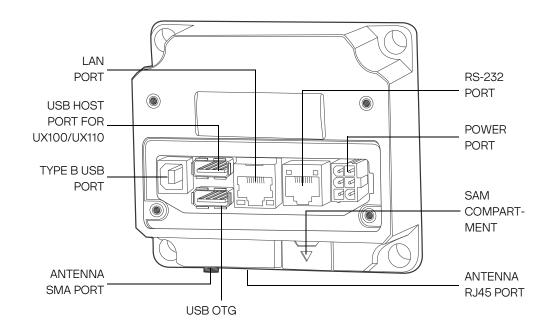


Installation Guide UX 410

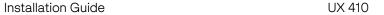


Controller Unit The Controller Unit features the following ports: **Features**

Figure:3 Controller Unit Connection **Ports**



- USB Device (Type B) [client]
- 2x Powered USB (Type A) Ports
 - 1x Full Speed, High Powered USB (Type A), Port 1 [Host]
 - 1x Powered USB (Type A), Port 2 [OTG]
- Power port 12V DC to 24V DC
- LAN with 2 LEDs
- COM1 (RS-232)
- SMA/Antenna (RJ45)
- SAM Card compartment

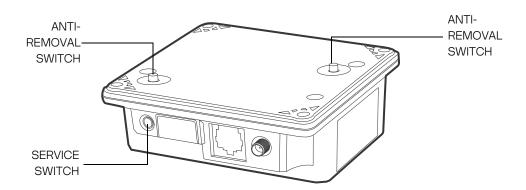




Finding ARS and Service **Switches**

There are three switches on the UX 410: Two Anti-Removal Switches (ARS) on the installation panel side and one Service Switch on the underside of the Controller unit (see Figure 4).

UX 410 Figure:4 Service **Switches**



Removal Protection

The ARS detects any removal attempt and disables any PIN-related transaction. Re-installation requires an authorized process. Please contact your Verifone representative for details.



Make sure the installation method does not invalidate the Anti-Removal Switch (ARS) function. Do not, for instance, install the Controller Unit in a sub-chassis that can be removed from the main cabinet.

CAUTION Assurez-vous que la méthode d'installation n'invalide pas le commutateur antisuppression (ARS). N'installez pas, par exemple, l'unité de contrôle dans un souschâssis. qui peut être retiré du meuble principal.

System Mode Activation

The Service Switch gives administrators System Mode access to the Controller Unit. To enter System mode, press the service switch for approximately 3 seconds and release.

Use only if you have the proper authorization and equipment to open system mode. Please contact your Verifone representative for details.

Mounting the Antenna Unit

The UX 410 Antenna Unit is designed to be front-mounted to an installation panel, without further need for any external mounting devices.



UX 410





For optimal installation, the thickness of the installation panel should be approximately 2 mm.

Pour une installation optimale, l'épaisseur du panneau d'installation doit être environ 2 mm.

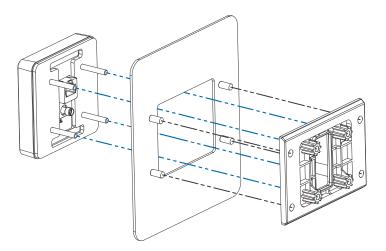


Your mounting surface may have different installation instructions. Refer to your mounting device's user guide for further instructions.

To mount the UX 410 Antenna Unit

- Remove the clear protective film from the back of the unit.
- 2 Align the unit's stud bolts with the stud holes of the installation panel.

Figure:5 Mounting the UX 410
Antenna Unit



- 3 Slot the bolts through the installation panel and on through to the EVA clamping plate (VPN PPL159-417-01-A).
- 4 Secure the unit with M4 washers and nuts. Tighten the nuts using the recommended tightening torque of 5.0 kgf cm (0.49 Nm or 4.3 lbf in).





Avoid placing metallic objects at the front and around the card reader.

Évitez de placer des objets métalliques à l'avant et autour du lecteur de carte.

5 Remove the clear protective screen from the front of the unit.



- For non-metallic variants (M159-410-0xx-xxx), the installation panel needs to be made of plastic material.
- For metallic variants (M159-410-1xx-xxx), the installation panel needs to be metallic, and its size has to exceed at least 1 cm on each edge of the UX 410 device. Do not start a contactless transaction before a metallic UX 410 variant is installed correctly on a metallic panel.
- Pour les variantes non métalliques (M159-410-0xx-xxx), le panneau d'installation doit être en matière plastique.
- Pour les variantes métalliques (M159-410-1xx-xxx), le panneau d'installation doit être métallique et sa taille doit dépasser au moins 1 cm sur chaque bord de l'appareil UX 410. Ne démarrez pas une transaction sans contact avant qu'une variante métallique de l'UX 410 ne soit correctement installée sur un panneau métallique.

Mounting the Controller Unit

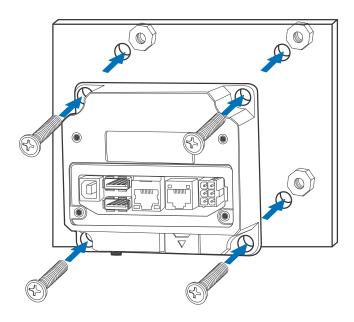
This section shows how to attach the Controller Unit to the installation panel for stability and security.

Use the following steps to install the Controller Unit:





Figure:6 Mounting the Controller Unit



- Align the Controller Unit mounting holes to the installation panel holes.
- 2 Insert four bolts and tighten the nuts using a recommended tightening torque of 5.0 kgf cm (0.49 Nm or 4.3 lbf in).

Connecting the Antenna Unit to the Controller Unit

Use the following cables to connect the Antenna Unit to the Controller Unit:

- RJ45 to RJ45 (VPN CBL159-314-01-A)
- SMA cable, 0.8 m (VPN CBL159-302-03-A)



For EMVCo L1 compliance, please use the provided cables.

Both connections are necessary for using the UX 410 to operate.

To connect units 1 Connect one end of the RJ45 plug to the rear of the Antenna and the other end to the Controller Units.

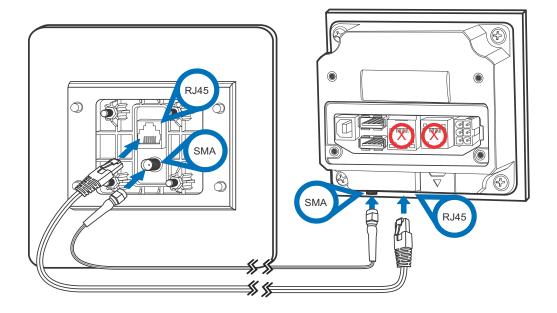


UX 410 Installation Guide



Connect one end of the SMA connector to the ports of the Antenna and the other end to the Controller Units.

Figure:7 Connecting the UX 410 Antenna to the Controller Unit



Your mounting surface may have different installation instructions. Refer to your mounting device's user guide for further instructions.



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

Contactless Support

This Antenna Unit supports the global contactless program specifications from American Express, MasterCard, Visa, Discover, ISIS Smart Tap, and Google Wallet with virtually no changes to existing payment hardware or software.

Installing or Replacing SAM Cards

You may need to install a security access module (SAM) card or replace the old card. You can find two SAM slots on the Controller Unit, located under a removable protective cover (see Figure 8).



UX 410





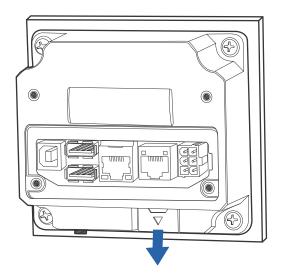
Observe standard precautions in handling electrostatically sensitive devices. Electrostatic discharges can damage the equipment. Verifone recommends using a grounded anti-static wrist strap.

CAUTION Respectez les précautions standard lors de la manipulation d'appareils sensibles à l'électricité statique. Les décharges électrostatiques peuvent endommager l'équipement. Verifone recommande d'utiliser un bracelet antistatique relié à la terre

To install or replace SAM cards

- Disconnect the device from all power sources.
- Disconnect the device from any external devices.
- Slide the SAM cardholder cover down and swing away from the SAM compartment.

Figure:8 Opening the SAM Cardholder

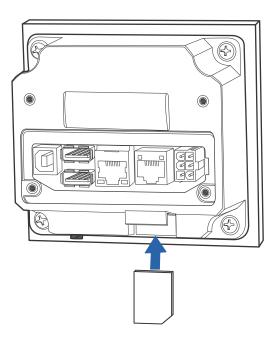






4 Carefully slide the SAM card into the slot, by aligning the card and carefully sliding into the slot until fully inserted.

Figure:9 Inserting SAM Card





Before inserting the SAM card, position it as shown in Figure 9, with the card's gold contacts facing inward. The SAM card has a notch on one corner to ensure that it fits into the connector base in only one way.

5 Close the SAM cardholder.

Connecting Cables

The UX 410 Controller Unit rear panel holds several interface ports for power and communications. Use this section to see how the Controller Unit connects to the Antenna Unit.



To get the correct connection cables, please refer to Accessories.

Connecting to Host Devices

This section discusses the cable requirements for connecting the Controller Unit with the following host units:



Installation Guide UX 410



- Connecting to a Vending Machine
- Connecting to a PC

Vending Machine

Connecting to a You can connect the Controller Unit to a host vending machine (VM) with any of the following connection types:

- USB Type B
- ETH (LAN)
- COM (RS-232)

Connecting to a You can connect the Controller Unit to a host PC with any of the following PC connection options:

- RJ45 to RS-232 connection
- **USB Type B connection**
- LAN connection

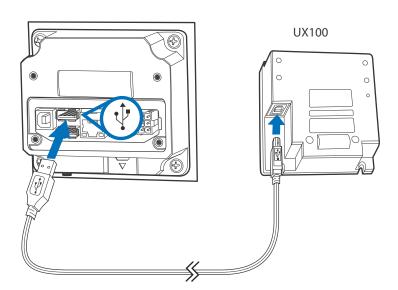
For more information regarding your card reader configuration and your cabling needs, contact your local Verifone service provider. For cable ordering information, refer to Accessories chapter.

Pads

Connecting PIN This section shows the attachment of Verifone PIN Pads to the UX 410 Controller Unit to provide users PIN security when conducting their transactions.

> You can connect the UX 410 Controller Unit with a UX1xx-series PIN Pad device.

Figure:10 Connecting to a UX1xx Series PIN Pad





UX 410



Connect the Type A plug in the UX 410 Controller high-powered port and connect the USB Type B plug to the port on the UX100.

Connecting **Power Supply**

Verifone ships power supplies with the UX 410 as required.

If you have questions about which power supply to use, contact your Verifone representative. For more information, refer to Accessories chapter.



Using an incorrectly rated power supply can damage the unit or cause it to malfunction.

See Specifications for power supply information.

L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou provoquer un dysfonctionnement.

Verifone recommande les blocs d'alimentation PWR159-00X-01-A.

Voir les spécifications pour les informations sur l'alimentation.

Verifone recommends the PWR159-00X-01-A power packs.

Attach and route all cables between the UX 410 and all peripheral units before connecting to the power source.



To protect against possible damage caused by lightning strikes and electrical surges, Verifone recommends installing a power surge protector.

Connections

Power The UX 410 connects to external power using a power pack (PWR159-00X-01-A or the CPS12490-4A-R) connected to the power port on the Controller Unit.



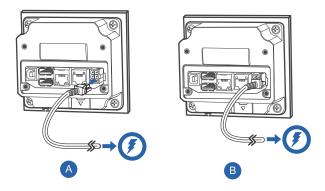
Installation Guide UX 410



To connect to a power source

Connect the power cable to the power port on the UX 410 Controller Unit and the other end to your power source.

Figure:11 Connecting to a UX1xx Series PIN Pad





Refer to Figure 11 illustration to connect 4 pin plug to the 6 pin socket.

For more information regarding your UX 410 Reader and Controller Unit configuration, contact your local Verifone service provider. For cable ordering information, refer to Accessories chapter.

Using the Reader

The contactless reader is only active when signaled by an application for the start of a contactless card transaction.

When the UX 410 antenna unit is ready to accept a transaction, the CTLS logo and first LED from the left will light up.



UX 410

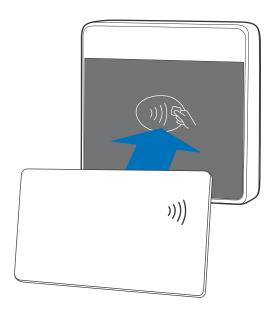


Conducting a Contactless Transaction

Figure:12 Conducting a Contactless Transaction

To conduct a contactless transaction, hold the card (within 4 cm) or gently tap against the surface of the contactless antenna, marked by the logo





After you tap your card, all the LEDs will light up and the buzzer will sound for about 2 seconds, prompting you to remove your card.

The contactless unit uses various audible and visual confirmations to confirm transactions.



The actual audible and visual confirmations may vary depending on regional and customer requirements.



3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the UX 410 device.

Power Consumption

- Operation voltage: 12 to 24V DC, 0.5 to 0.7A
- Typical Power: 3 W (CTLS reader), 4 W (UX100 display heater), 0.5 W (UX100/110), 3.5 W (RS-232 PWR Port)
- Idle Power: 2 W

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)
- Power Supply rated for indoor use only: 12V DC 3.3A, operating temperature 0°C to 40°C (32°F to 104°F)

Memory

- 128 MB DDRAM
- 256 MB NAND-Flash

Peripheral Ports

- USB Device (Type B) [client]
- 2x Powered USB (Type A) Ports
 - 1 x Full Speed, High Powered USB (Type A), Port 1 [Host]
 - 1 x Powered USB (Type A), Port 2 [OTG]
- Power port 12V DC to 24V DC
- LAN with 2 LEDs
- Analog RF CTLS antenna connector to the Antenna Unit
- 10-pin RJ45 to RJ45 connector to the Antenna Unit

Communication

COM: Up to 115200 bps, HW RTS/CTS handshake



Dimensions

Antenna Unit

Length: 80 mm (3.15 in)

• Width: 80 mm (3.15 in)

• Height: 15 mm (0.59 in)

Controller Unit

• Length: 100 mm (3.94 in)

• Width: 90 mm (3.54 in)

• Height: 34.5 mm (1.36 in)

Weight

Total Product Weight: 327 g (11.53 oz)

Antenna Unit Weight: 128 g (4.51 oz)

• Controller Unit Weight: 199 g (7.02 oz)

Installation Guide



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.

UX 410

Installation Guide UX 410





Cleaning 1 Instructions 2

- Cleaning 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.

Installation Guide



5. Service and Support

The UX 410 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.

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.

- Get the following information from the printed labels on the back of each UX 410 device to be returned:
 - Product ID, including the model and part number. For example, "UX 410" and "M159-410-xxx-WWB" and "PTID xxxxxxxxx."
 - 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/contact-us.
 - Address the Subject box to "Verifone MRA Dept."





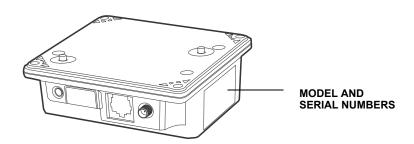
Reference the model and part number in the Note box.



Each UX 410 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 UX 410.
 - 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 UX 410 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 UX 410 device).

Figure:13 Information
Label on Left
Side of
Controller
Unit



UX 410



6. Accessories

Verifone provides a range of accessories and documentation for the UX 410. 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

Clamping Plate

Use the following clamping plate to mount the antenna unit:

Part Number	Part Description
PPL159-417-01-A	EVA-Clamp plate

Connecting Cables

Use the following cables to connect the antenna unit to the controller unit. Contact your local Verifone distributor to determine which cable fits your needs:

Part Number	Part Description
CBL000-045-01-B	USB Type A to B cable, 1 m long
CBL159-314-01-A	RJ45 to RJ45 connector, I2C MOD10M UX 410, 0.8 m long
CBL159-302-03-A	SMA (RF) connector, UX301 SMA, 0.8 m long
CBL000-083-03-A	LAN cable for Ethernet connections, UX300 CAT5E, 2.0 m long
CBL000-016-01-A	Cash register cable, RJ45-SUBD9f, 1.0 m long
CBL000-016-02-A	Cash register cable, RJ45-SUBD9f, 2.0 m long







For EMVCo L1 compliance, please use the provided cables.

Power Cables

Use the following power cables for connecting power to the controller unit. Contact your local Verifone representative or service provider to identify the best cable for your needs.

Part Number	Part Description
CBL000-039-02-A	Australia power cord for PWR159-00X-01-A PSU
CBL000-081-01-A	EU power cord for PWR159-00X-01-A PSU
CBL000-080-01-A	US power cord for PWR159-00X-01-A PSU
CBL000-078-01-A	UK power cord for PWR159-00X-01-A PSU
CBL258-014-01-A	South Africa power cord for PWR159-00X-01-A PSU
CPS12490-4A-R	24 V, 3.75 A Power supply unit (PSU)
PWR159-002-01-B	12 V, 3.3 A power supply unit (PSU) Efficiency L6



Installation Guide UX 410



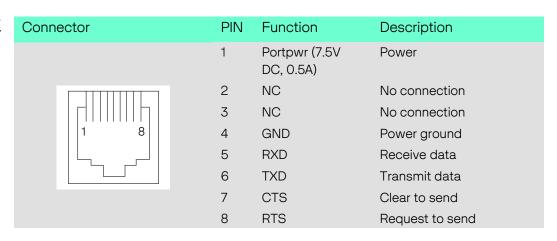
7. Pinouts

Port Pinouts This section contains port pinout tables for UX 410.

Power Port (DC-in)

Conne	ector		PIN	Function	Description
			1	+12V to +24V	External power from cable
			2	GND	Power ground
			3	NC	No connection
	° 4	1	4	NC	No connection
			5	NC	No connection
	° 5	0 2	6	NC	No connection
	o 6	° 3			

RS-232 Port (COM1)





The 10-pin download cable (VPN 26264) connects to the 8-Pin RS-232 port of the device, wherein Pin 2 from the cable corresponds to Pin 1 on the RS-232 port.



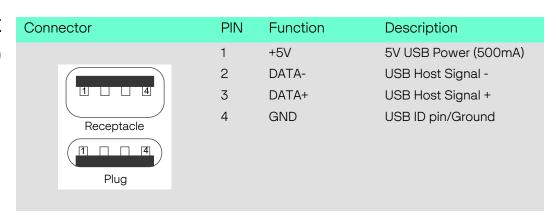
10-Pin Port

Connector	PIN	Function	Description
	1	Buzzer	Signal
	2	+5V DC, 0.1A	Power
	3	NC	No Connection
	4	GND	Power GND
	5	NC	No Connection
	6	SDA	Signal
	7	SCL	Signal
	8	NC	No Connection
	9	NC	No Connection
	10	GND	Power GND

Ethernet Port (LAN)



USB Pinout (Host Port)





USB Pinout (Client Port)

Connector	PIN	Function	Description
	1	+5V	5V USB Power
	2	DATA-	USB Device Signal -
3 4	3	DATA+	USB Device Signal +
Receptacle	4	GND	USB Ground
11 2 3 4 Plug			

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



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.