e235

Installation Guide

Verifone Part Number: DOC194-003-EN-A, Revision A01

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e235 Installation Guide

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Verifone Part Number: DOC194-003-EN-A, Revision A01

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Preface

This guide is the primary source of information for setting up the e235 device.

Audience

This guide is intended for the users involved in e235 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the e235 device.
- Chapter 2: Device Setup - Provides instructions on configuring the e235 device.
- Chapter 3: Specifications - Provides the power requirements and dimensions of the e235 device.
- Chapter 4: Maintenance and Cleaning - Explains how to maintain the device.
- Chapter 5: Service and Support - Furnishes information on contacting local Verifone representatives or service providers, as well as details on ordering accessories or documentation from Verifone.
- Chapter 6: Accessories and Cables - Provides the range of accessories and cables with corresponding part numbers.
- Chapter 7: Troubleshooting Guidelines - Provides guidance for addressing issues that may arise during device installation.

Related Documentation

To learn more about the e235, refer to the following documents associated with the Verifone Part Numbers (VPNs).

e235 Certifications and Regulations	VPN DOC194-001-EN
e235 Quick Installation Guide	VPN DOC194-002-EN
e235 Charging Base Quick Installation Guide	VPN DOC194-006-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.
	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.

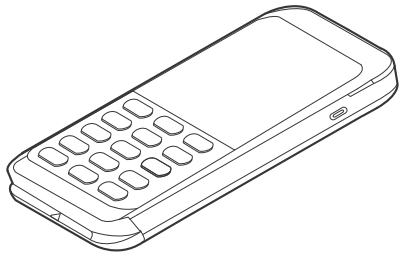
1. Device Overview

This chapter provides an overview of the e235 device:

The e235 device is a standalone, mobile wireless handheld payment device, making it easy to process contact and contactless transactions anywhere. It provides mobile payment capabilities via 4G connectivity. It is also a powerful 4G/Bluetooth/Wi-Fi (Wireless Fidelity) dual-band solution featuring advanced communication for a few dropped transactions so merchants can accept payments securely, extending their point-of-sale opportunities.

The e235 with physical keypad design accepts all payment methods Magnetic Stripe Reader (MSR), Primary Smart Card Reader (PSCR), Contactless (CTLS), and Wallets. The easy-to-read color screen is fully supported by Verifone's developer toolkit which enables to transform ideas into applications.

Figure: 1 e235 Unit



Key Features

- 300 MHz A9 processor delivers power and usability in a convenient “hand-over” design.
- Multi-application operating environment.
- Advanced memory architecture to meet tomorrow’s needs.
- 32-bit processing and multi-tasking capabilities.
- Offers unsurpassed performance on Europay MasterCard and VISA (EMV) smart card transactions.
- Security architecture exceeds specifications for PCI (Payment Card Industry)-PTS (PIN Transaction Security) and sophisticated file authentication.
- Multiple connectivity and contactless options.
- Drop-resistant design minimizes breakage.

Features and Benefits

The e235 provides the right combination of features and functions including a triple-track magnetic-stripe card reader, smart card reader, integrated (Personal Identification Number) PIN (pad and contactless/NFC (Near Field Communication) support.

Triple Radio Performance

The dynamic combination of Bluetooth chip, Wi-Fi and powerful 4G radio delivers fast, wireless payment convenience, fewer dropped transactions, and flexible point-of-sale options.

Modern Application Environment

- Reliable operating system and powerful tools to create a richer customer experience.
- Common Engage software architecture enables faster and more cost-effective application development.

Accepts All Forms of Payment On-the-Go

Accommodates all payment types - Magstripe, EMV, Contactless/NFC and mobile wallets along with a 2.3-inch color screen.

Ease of Use

- The lightweight, compact, stylish, and ergonomic balance allows convenient device hand-off to the consumer for PIN entry or other inputs.

- Horizontal magnetic stripe card reader for optimal card swiping and reading.

Performance and Durability

- Powerful 300 MHz A9 processing completes transactions quickly.
- High-capacity lithium-ion battery pack.
- The (Universal Serial Bus) USB-C port allows convenient product charging as well as connection to Android and Windows devices.
- Rounded corners to minimize breakage and drop-resistant to 3 feet on concrete surfaces.
- 512MB Flash, 512MB (Double Data Rate) DDR (Random Access Memory) RAM.

Security

- PCI PTS 6.x approved for debit and other PIN-based transactions.
- Tamper-resistant construction, (Secure Socket Layer) SSL protocols
- Direct key injection using industry standard (Hardware Security Module) HSMs.
- VeriShield Retain
- VeriShield Remote Key
- Verifone Secure Data
- VeriShield Total Protect
- MasterCard TQM (Terminal Quality Management)
- IPP8 (Internal PIN Pad) functionality plus multiple DUKPT (Derived Unique Key Per Transaction) engines
- EMV L1 and L2
- ISO(International Organization for Standardization)7816-3, ISO7816-4 and EMV 4.3 standards

Contactless Capability

Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture. On-screen tap zone for optimized user experience.

Connectivity

USB host/device port

- UARTUniversal Asynchronous Receiver/Transmitter)0 software debug (TXD0, RXD0)
- USB 2.0 high speed
- 5V/200mA for external USB peripherals

- USB host or device is configured by SW
- Type C USB connector on the side
- Communication port for the smart device on charge stand (Android and Windows).

Bluetooth (wireless communication)

- Bluetooth 4.1 + EDR (Enhanced Data Rate) compliant
- Eddystone + iBeacon
- RF (Radio Frequency) transmitter output power Class 1
- RF receiver GFSK typical -90 dBm /4 PSK (Pre-Shared Key) typical -90 dBm, 8D PSK typical -83 dBm

Wi-Fi (wireless communication)

- BT (Bluetooth), Wi-Fi
- Wi-Fi dual band supports:
  - 802.11 a/b/g/n/ac connectivity
  - 2.4GHz and 5GHz
- Auto-band selection

4G (wireless communication)

- GPRS/GSM (General Packet Radio Services/Global System for Mobile Communications) Class 10
- UMTS/HSPA DL 7.2Mbps, UL 5.7Mbps

2. Device Setup

This section outlines the setup procedures for the e235 device, covering the following segments:

Terminal Location

Following are guidelines used to select an ideal location for the terminal.

Ease of Use

- Select a location convenient for both merchant and the cardholder.
- Select a flat support surface, such as a countertop or table, or mount it on a mounting stand supplied by Verifone.
- Select a location near a power outlet, POS (Point-of-Sale), ECR (Electronic Cash Register), or computer connected to the terminal. Do not string cables or cords across a walkway for safety.

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.

Personal Security Considerations

The e235 is a handover device. Always exercise extreme caution when conducting transactions, especially during PIN entry.

- Hand over the e235 device directly to the cardholder for PIN entry.
- Encourage the cardholder to hold the e235 device closer to avoid others from seeing the information entered.

Electrical Considerations

- Avoid using this product during electrical storms.
- 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 terminal near water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.

Contactless Considerations

Avoid having metallic objects in the proximity of a contactless antenna. If you need to mount the terminal to vertical or inclined surfaces, use a flat, non-metallic mounting plate.

CAUTION

Using an enclosed metal frame or mount may negatively affect contactless performance.

L'utilisation d'un cadre métallique fermé ou de montage peut affecter négativement contact performance.

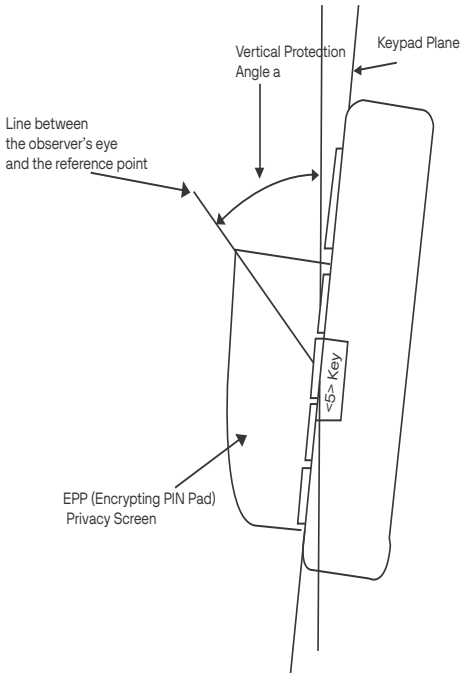
PIN Protection Measures

Use the following techniques to provide effective screening of the PIN entry during the PIN entry process. You can use these methods in combination, although in some cases a single method might suffice.

- Position the device such a way as to block visual observation of the PIN entry process.
- Position the angle of the device in such a way that PIN spying is difficult.
- Position in-store security cameras so that the PIN entry keypad is not visible.

- If the device is to be mounted vertically in a kiosk, the e235 device must be mounted according to the following guidelines to reduce the possibility of PIN spying.

Figure: 2 e235 Device Side View



ICCR Protection for Unattended Use

Following are the guidelines to protect ICCR (Internal Contact Card Reader) for unattended use.

- The smartcard slot must be in full view of the cardholder during card insertion so that any suspicious or foreign objects at the opening are noticeable.
- For unattended payment terminal designs where the smartcard slot cannot be positioned straight (horizontal) to the cardholder, the device must be mounted such that the installation height ensures a sufficient view of the card slot entry area.
- The maximum downward angle of the smartcard slot from the horizontal position should be no more than 70 degrees.

Inside the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The e235 is a secure product and any tampering may cause the device to cease to function properly.

Unpacking the Shipping Carton

To unpack the shipping carton:

1. Remove and inspect the contents of the shipping carton. The terminal ships in multiple configurations. The carton may include all or any of the following:
   - Terminal
   - Connectivity cable
2. Remove all plastic wrapping from the terminal and components.
3. Remove the clear protective film from the display.
4. Save the shipping carton and packing material for future repacking or moving of the device.
5. Remove and inspect the following items:
   - e235 unit
   - USB-C cable
6. Remove the clear protective film from the unit.

CAUTION

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

N'utilisez pas un appareil trafiqué ou endommagé. Le terminal est équipé d'étiquettes inviolables. Si une étiquette ou un composant semble endommagé, veuillez en informer immédiatement la compagnie maritime et votre fournisseur de services Verifone.

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

NOTE

Charge the e235 device for eight hours before initial use.

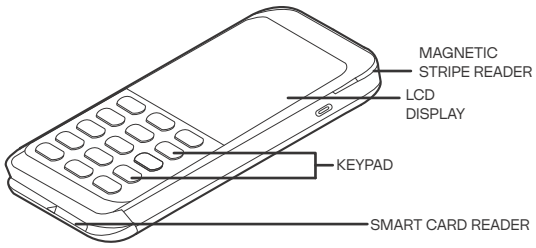
Device Features

Before you continue the installation process, familiarize yourself with the features of the e235. (See Figure 3).

Front Panel

The front panel includes the following features:

Figure: 3 e235 Device Features (Front Panel)



- A colored LCD (Liquid Crystal Display) Display
- Two types of keys:
  a. Telephone style keypad (keypads may vary in style).
  b. Three color-coded function keys below the keypad (from left to right: CANCEL, CLEAR, ENTER).
- A smart card reader, built into the bottom of the device to process smart card transactions. For directions on how to use a smart card, see Using the Smart Card Reader.
- A magnetic card reader, built into the top part of the device for performing debit or credit card transactions. Swipe the card with the magnetic stripe facing down, away from the display. For directions on how to use a magnetic card, see Using the Magnetic Card Reader.
- A CTLS functionality for contactless payments. For directions on how to conduct contactless transactions, see Using the CTLS Reader.
- Micro SIM (Subscriber Identity Module) 1 and SIM 2 compartments built into the bottom of the device inside the back compartment (SIM on 4G version only).
- A micro-SAM (Secure Access Module) compartment is built into the bottom of the device inside the back compartment.

Removing the Battery Cover

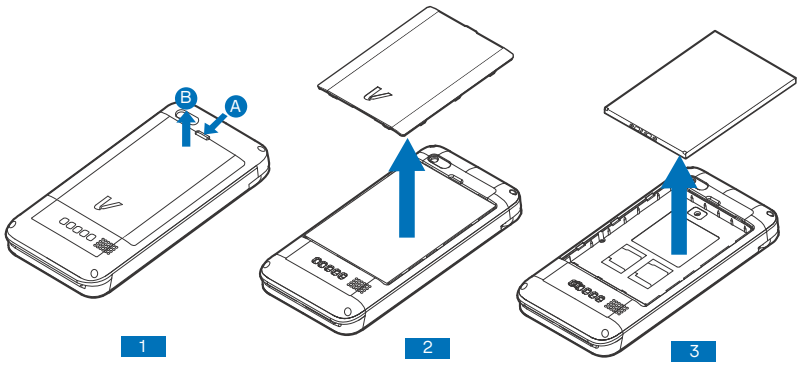
Remove the battery cover to access the battery as well as the micro-SIM and micro-SAM slots.

1. Turn off the device.
2. Place the device upside down on a soft, clean surface to protect the screen from scratches.

3 Remove the battery cover as shown in Figure 4 step(1 and 2).

4 Carefully remove the battery as shown in Figure 4 step(3).

Figure: 4 Removing the Battery Cover



Installing micro-SIM and/or SAM Cards

The e235 device supports the installation of two GSM (Global System for Mobile Communication) SIMs and/or SAM . Use the following procedures to install a SIM and/or SAM card.

CAUTION

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

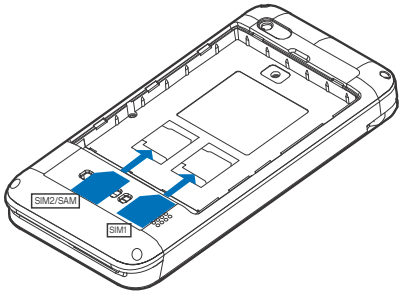
Respecter les précautions standard dans la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager le matériel. Verifone recommande d'utiliser un bracelet anti-statique à la terre.

1 Follow the steps in Removing the Battery Cover.

2 Insert the SIM and/or SAM card with the gold contacts facing down.

3 Slide the SIM/SAM cards as shown in Figure 5 and place the battery and battery cover.

Figure: 5 Inserting the SIM



Initial Battery Charging

After unpacking your e235 device, connect the power pack to the unit for eight hours or until fully charged. The battery has a safety circuit to protect the Li-ion cells from overcharging and over-discharging. If the battery is over-discharged, the safety circuit shuts down the battery. The battery must then be recharged to restore operation.

Starting Up and Shutting Down

The e235 device starts up differently depending on how it is powered.

- The device starts up automatically when the e235 is connected to a nonbattery power source, regardless of the battery charge state.
- To manually power up, hold the green key down for about 4 seconds until the device displays the startup screen.

NOTE

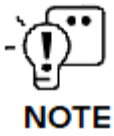
The 4-second power-up delay prevents device startup if the green key is accidentally held down. The time required to hold the green key down to power up the device is configurable.

The device lights up once the power is on.

NOTE

The Verifone copyright screen starts and displays a unique copyright screen. If the terminal comes pre-loaded with an application, this starts after the initial Verifone copyright screen and usually displays its copyright screen.

To manually shut down, hold the red key down for about 4 seconds until the device screen stays blank.



The e235 device will only operate when the battery is installed unless connected to AC (Alternating Current) power, for example, in a stand.

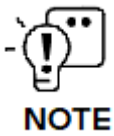
Using the Battery

The e235 device uses a single-cell Li-ion battery with the following features:

- The battery has a safety circuit that:
  - Prevents cell damage from overcharge, over-discharge, or overheating.
  - Activates when the battery is left in an unused state for an extended period.
- The battery provides power to the security circuit when the e235 device has no external power source.
- Li-ion batteries are not affected by shallow charging.

Follow these best practices for best function:

- Conserve battery power by turning the e235 device off when not in use.
- Keep the Li-ion battery inserted in the device and power up the device periodically to check the battery charge. Do not let the battery charge fall below 10% for an extended period of time as this may permanently diminish battery capacity.
- Recharge the battery by connecting the USB-C end of the power pack to the device and plugging the other end of the power pack into a wall outlet.



The e235 device automatically shuts off when the battery reaches the critically low charge state. If this occurs, the battery must be recharged for a minimum of 1/2 hour before it can power the device. It may take several recharges attempts to reset the safety circuit when charging a battery that has been discharged below this critical state.

Dispose of the battery pack/coin cell in accordance with all national, state, and local laws and regulations as regionally required. Some batteries may be recycled and may be accepted for disposal at local recycling centers. CAUTION: There is a risk of explosion if the battery is replaced by an incorrect type.

- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.

- A battery subjected to an extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

Battery Life

Charging and discharging the e235 battery hundreds of times will wear out the battery. Significantly reduced operating times indicate the need for battery replacement (see Accessories and Cables for ordering information).

WARNING

Do not dispose of batteries in a fire. Li-ion batteries must be recycled or disposed of properly. Do not dispose of Li-ion batteries in municipal waste sites.

Ne jetez pas les piles dans le feu. Les batteries Li-ion doivent être recyclées ou éliminées correctement. Ne jetez pas les batteries Li-ion dans les décharges municipales.

Charging the Battery

After installing the battery, the e235 device can be connected to the optional power pack or charged with a wireless charger.

CAUTION

Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See Specifications for details.) Obtain the appropriately rated power supply before continuing with troubleshooting.

L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner comme spécifié. Avant le dépannage, assurez-vous que l'alimentation électrique utilisée pour alimenter l'appareil correspond aux exigences spécifiées au bas de l'appareil. (Voir Spécifications pour plus de détails.) Procurez-vous une alimentation électrique appropriée avant de poursuivre le dépannage.

WARNING

Do not plug the power pack into an outdoor outlet.

During a transaction, disconnecting the power by removing the battery or unplugging the device from a wall power while at a very low battery charge may cause transaction data files not yet stored in the device memory to be lost.

Ne branchez pas le bloc d'alimentation sur une prise extérieure.

Au cours d'une transaction, débrancher l'alimentation en retirant la batterie ou en débranchant l'appareil d'une prise murale alors que la batterie est très faible peut entraîner la perte des fichiers de données de transaction non encore stockés dans la mémoire de l'appareil.

Charging via the Power Pack

Verifone offers the optional power supply (See Accessories and Cables) to connect the device directly to a power outlet and charge the battery.

1 Insert the USB-C plug into the USB-C port of the e235 device.

2 Plug the AC power pack into a wall outlet or powered surge protector.

TIP - To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge protector.

Connecting the e235 to a Power Source or a Host Computer

Plug the wall-mount charger to an external power source and connect it to the e235 to charge the device. You can also connect the e235 to a computer to synchronize data and/or charge the device.

NOTE

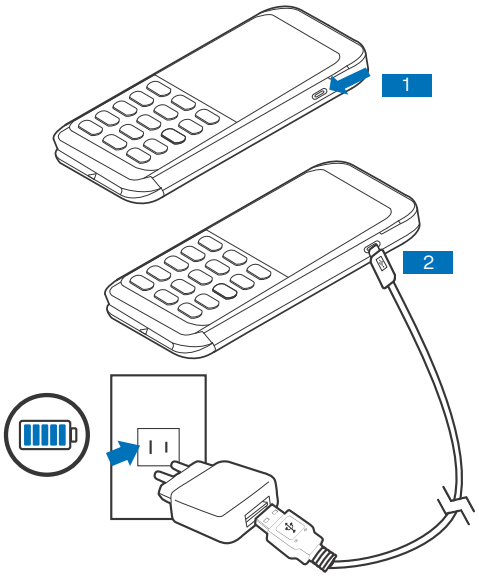
Charge the e235 device for eight hours before initial use.

To Connect the e235 to a Wall-mount Charger

1 Plug the Verifone-certified wall-mount charger into a wall outlet or powered surge protector.

2 Insert the USB-C cable into the port located on the side of the e235.

Figure: 6 Connecting the e235 to a wall-mount Charger



Connecting to a Computer

Connect the e235 device to a PC or laptop to download applications.

1 Insert the USB-C plug into the USB-C port of the e235 device.

2 Connect the other end of the USB-C plug into the host computer's USB port.

Charging Base

The e235 is designed to work with a charging base (Figure 7) only when the e235 is fitted to its optional protective case ACC194-001-01-A.
The user can alternatively place the terminal in the protective case (Figure 8) on the available charger base to conveniently charge the battery and prevent the discharge to less than 10%.

Figure: 7 e235 Charging Base

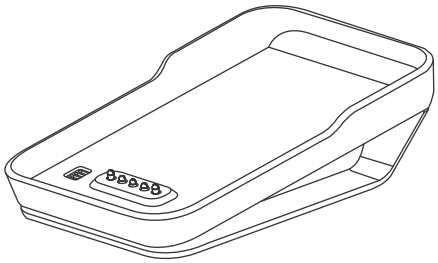


Figure: 8 e235 in the Protective Case

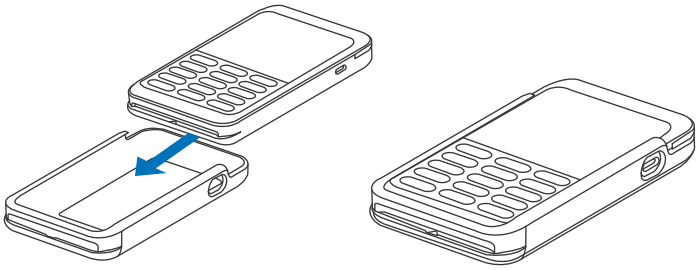
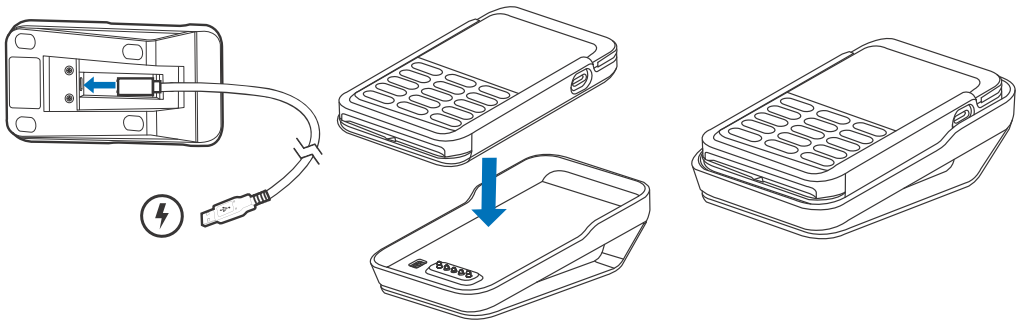


Figure: 9 e235 Docking with Charging Base



Conducting Wireless Transactions

To conduct a wireless transaction:

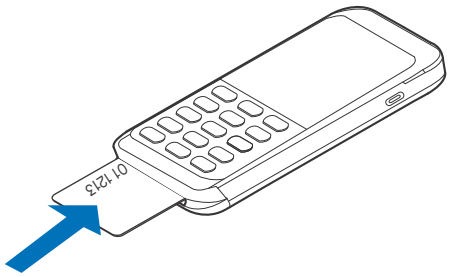
- Ensure that the device is in an optimal position for transmission.
- Follow the on-screen instructions provided with your application.

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.

1. Position the smart card with the contacts facing upward (see Figure 10).
2. Insert the card into the reader slot in a smooth, continuous motion until it sits firmly.
3. Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.

Figure: 10 Inserting a Smart Card



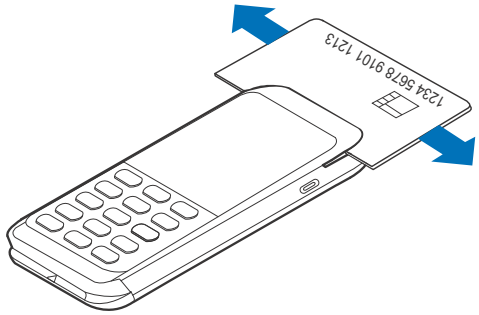
Using the Magnetic Card Reader

Use the magnetic stripe reader to perform credit and debit card transactions.

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

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

Figure: 11 Using Magnetic Stripe Card

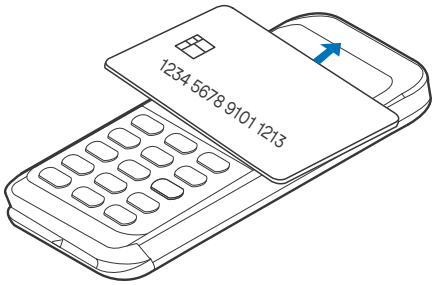


3 Swipe the card through the magnetic card reader.

Using the CTLS Reader

The e235 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.

Figure: 12 Using the CTLS Reader



Using Accessories

Verifone makes multiple accessories available:

- Optional power supply
- Charging Base

See Accessories and Cables for ordering information.

3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the e235 terminal.

Unit Power Requirement

- Input power rating: 5V DC (Direct Current), 1A

Charging via USB-C to computer system or Verifone-certified power adapter.

Temperature

- Operating temperature: 0°C to 45°C (32°F to 113°F)
- Non-Operating environment: -20°C to 60°C (-4°F to 140°F)

Humidity

- Relative humidity: 5% to 90% (RH non-condensing)

External Dimensions

- Length: 138 mm
- Width: 68 mm
- Height: 17.6 mm

Weight

- 210 g

Memory

- 512MB Flash, 512MB DDR RAM

Magnetic Stripe card

- Triple-track
- Supports bi-directional card read, swipe speed at 10 IPS to 40 IPS (Inches Per Second)

SAM Card Reader

- Non-sliding
- Card conserving plated landing contacts
- SC voltage 1.8V, 3.0V, 5.0V

Communication

- 4G (Cat1) (Worldwide)
- BT and Wi-Fi
- Wi-Fi dual band supports:

- 802.11 a/b/g/n/ac connectivity
- 2.4GHz and 5GHz
- Auto-band selection

Display

- 2.3" color (320 X 240)

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 e235 device does not contain user-serviceable parts. Unless expressly directed, refrain from attempting any service, adjustments, or repairs on the unit under any circumstance.

For product service and repair information:

- USA – Verifone Service and Support Group, 1-800-837-4366
  Monday - Friday, 8 A.M. - 8 P.M., Eastern time
- International – Contact your Verifone representative

Returning a Device for Service

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

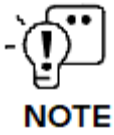
CAUTION

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

Il est conseillé aux clients en dehors des États-Unis de contacter leur Verifone local représentant pour obtenir de l'aide concernant l'entretien, le retour ou le remplacement des appareils Et accessoires.

1. Get the following information from the printed labels on the back of each e235 device to be returned:
   - Product ID, including the model and part number. For example, “e235” and “M194-XXX-XXX-XXX.”
   - Serial number (S/N nnn-nnn-nnn)
2. Obtain the MRA number(s) by completing one of the following:
   - Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.
   - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.
   - Give the MRA representative the information you gathered in Step 1.
   - Complete the Inquiry Contact Form at https://www.verifone.com/en/us/contact-us.
   - Address the Subject box to “Verifone MRA Dept.”

- Reference the model and part number in the Note box.



Each e235 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 e235.
- 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 e235 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 e235 device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the e235. 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

Verifone Certified Power Adapter	• US PSU - PWR278-002-01-B • EU PSU - PWR278-002-02-A • UK PSU - PWR278-002-04-A
Cleaning Kit	02746-02
Verifone Charging Base	M194-S01-00
Protective Sleeve	ACC194-001-01-A
Replacement Battery	BPK560-003-01-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/Does not Display Correct Readable Information

If the device does not start:

- Ensure that the device is plugged in to a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.
- If the problem persists, reach out to your local Verifone representative for assistance.

Blank Display

When the device display is blank:

- If the device display appears dark, tap the screen using the stylus. If the unit is in screen-saver mode, touch the screen to activate.
- If the display does shows incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.

Keypad Does Not Respond

If the keypad does not respond properly:

- 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.

Checking Magnetic Card Reader

To check the magnetic card reader:

1. Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.
2. Ensure that you are swiping cards correctly (see Using the Magnetic Card Reader).
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 (see Using the Smart Card Reader).

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

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

Checking CTLS Reader

To check the CTLS reader:

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

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Thank you!

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