

# V205c

# Installation Guide

Verifone Part Number: DOC470-103-EN-A, Revision A01



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V205c Installation Guide  
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# Preface

This guide is the primary source of information for setting up the V205c device.

## Audience

This guide is intended for the users involved in V205c device installation.

## Organization

This guide is organized as follows:

- Chapter 1: [Device Overview](#) - Provides an overview of the V205c device.
- Chapter 2: [Device Setup](#) - Provides instructions on configuring the V205c device.
- Chapter 3: [Specifications](#) - Provides the power requirements and dimensions of the V205c 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.

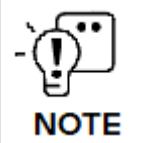


## Related Documentation

To learn more about the V205c, refer to the following document(s) associated with the Verifone Part Numbers (VPNs).

V205c Certifications and Regulations	VPN DOC470-101-EN
V205c Quick Installation Guide	VPN DOC470-102-EN
V205c Reference Guide	VPN DOC470-104-EN

## Conventions

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

Convention	Meaning	Example
<p style="text-align: center; color: blue;">Blue</p>	<p>Text in blue indicates terms that are cross-referenced.</p>	<p>See <a href="#">Conventions</a>.</p>
	<p>The bulb icon is used to highlight important information.</p>	<p>If exchanging cables use a Verifone-approved cable.</p>
	<p>The caution symbol indicates possible hardware or software failure or loss of data.</p>	<p>Avoid placing metallic objects at the front of the card reader.</p>
	<p>The lightning symbol is used as a warning when bodily injury might occur.</p>	<p>For safety, do not string cables or cords across a walkway.</p>

# 1. Device Overview

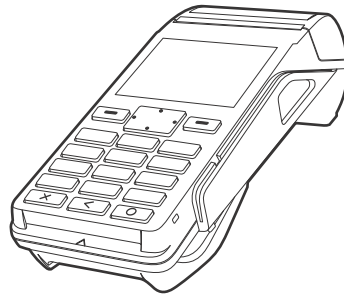
This chapter provides an overview of the V205c device:

## V205c Terminal

The V205c offers several communication options, an enhanced display, increased processing power, and two USB (Universal Serial Bus) peripheral ports.

The V205c terminal uses a robust, sleek, and highly functional design. With modular communication options, enhanced color display, increased processing power, expanded memory, and two USB peripheral ports.

Figure: 1 V205c Front View



## Front Features

The V205c terminal provides the right combination of features and functions:

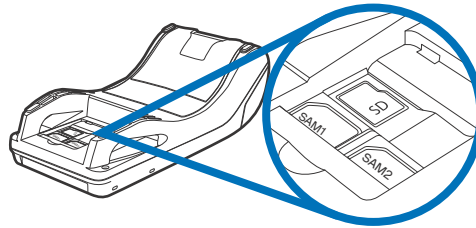
- 2.8-inch TFT (Thin Film Transistor) color screen (QVGA (Quarter Video Graphics Array), 240 RGB x 320 pixels)
- 4-way Navigation Button with Selection Keys
- Backlit keypad with tactile and audible feedback
- Contactless (CTLS) reader
- Smart card reader
- Magnetic card reader
- Integrated thermal printer



## Rear Compartments

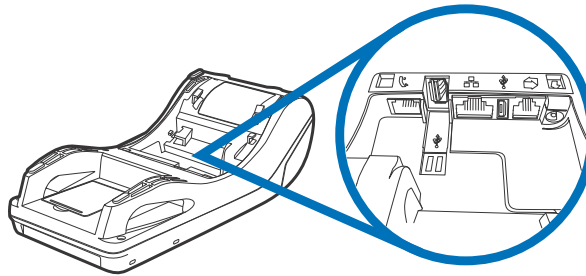
After removing the rear covers, the underside of the V205c shows the following:

Figure: 2 V205c Card Compartment View



- Dual MSAM (Multiple Secure Access Module) slots
- Micro SD (Secure Digital) Card slot

Figure: 3 V205c Port Compartment View



- Ethernet port
- RJ9 (Registered Jack) port
- RJ11 port
- USB Host/Client port
- Micro-USB port
- Power port

## Features and Benefits

The V205c terminal provides the following functionality:

## Ease of Use and Ergonomics

- Four-way navigation button with two selection keys for UI (User Interaction) access.
- The contactless functionality offers a convenient payment option for consumers.
- The bold design is sleek, stylish, and lightweight for conveniently handing the terminal to the consumer for a PIN (Personal Identification Number) entry or other input.
- A large 8-line by 21-character backlit display with a backlit keypad, and extra size menu prompts, simplify training, and reduce help desk calls.
- The multiple font-capable integrated thermal printer simplifies paper loading and reduces paper jams. Uses 57 mm wide x 40 mm diameter paper rolls, and prints at 30 lines per second (LPS).
- The triple-track, high-coercivity card reader handles most magnetic stripe cards.
- Large, hard-rubber keys provide improved tactile feedback.
- Intuitive keypad interface simplifies training and reduces support requests.
- Connects with most POS (Point-of-Sale) payment terminals, PCs(Personal Computer), and ECRs (Electronic Cash Register).
- Supports payment transactions in a variety of payment environments.
- Rugged and reliable design absorbs hard knocks found at point-of-sale counters.
- Sleek and stylish shape occupies minimal counter space.

## Critical Security Protection

- Offers a choice of Master/Session or DUKPT (Derived Unique Key Per Transaction) key-management methods to protect PIN-based transactions.
- The primary smart card reader and the MSAMs safeguard sensitive financial data and support multiple smart card schemes.
- Certified for ISO7816-3, ISO7816-10 and EMV (Europay, MasterCard, and Visa) 4.3 standards for smart card solutions.
- Offers secure, reliable PIN input for expanding the range of PIN-based transactions.
- PCI 5.x-compliant for secure solutions, meeting the PED (PIN Entry Device) standard.

- Meets ISO (International Organization for Standardization) and ANSI (American National Standards Institute) standards for PIN encryption, key management, and MAC (Message Authentication Code).
- The VeriShield security architecture meets published specifications for PCI (Payment Card Industry) PTS (PIN Transaction Security) POI (Point-of-Interaction) and provides sophisticated file authentication to prevent the execution of unauthorized software.
- Key injection simplified and secured with Verifone's SecureKit key loading software.

## Countertop Performance in a Hand-Over Design

- The 32-bit processing and multi-tasking capabilities ensures fast processing of payment, payment-related, and value-added applications.
- Exceptional display and printer graphics-handling capabilities that quickly render logos, graphical fonts, and character-based languages.

## 2. Device Setup

This section outlines the setup procedures for the V205c device covering the following segments:

- [Selecting Location](#)
- [PIN Protection Measures](#)
- [Unpacking Shipping Carton](#)
- [Installing or Replacing MSAM and Micro SD Cards](#)
- [Establishing Communication](#)
- [Loading Printer Paper](#)
- [Connecting Optional Devices](#)
- [Connecting Power Supply](#)
- [Smart Card Reader](#)
- [Magnetic Stripe Card Reader Use](#)
- [Contactless Transactions](#)
- [Periodic Inspection](#)

### Selecting Location

Use the following guidelines to select the best location for the V205c device.

#### To Select a Location

Choose a location convenient for both merchant and client:

- Far from heavy metal objects.
- A flat support surface such as a countertop or a table.
- Near a power outlet and the terminal or computer that connects to the V205c.



For safety, do not string cables or cords across a walkway.

*Par mesure de sécurité, ne pas les câbles de chaîne ou de cordons à travers une passerelle.*

### Environmental Factors

- Do not use the unit where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.

- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- Do not use the V205c outdoors.



**CAUTION**

The V205c is not waterproof or dustproof and is intended for indoor use only. Any damage to the unit from exposure to rain or dust can void any warranty.

*Le V205c n'est ni étanche ni étanche à la poussière et est destiné à une utilisation en intérieur uniquement. Tout dommage causé à l'appareil par une exposition à la pluie ou à la poussière peut annuler toute garantie.*

**Electrical Considerations**

- Avoid using this product during electrical storms.
- Do not use the V205c unit near water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.



**WARNING**

Due to the risk of electrical shock or terminal damage, do not use the terminal near water, including a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool. 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, neon signs, high-frequency or magnetic security devices, or electric motors).

*En raison du risque de choc électrique ou d'endommagement des bornes, n'utilisez pas le terminal à proximité d'eau, notamment d'une baignoire, d'un lavabo, d'un évier de cuisine ou d'une buanderie, dans un sous-sol humide ou à proximité d'une piscine. Évitez d'utiliser ce produit pendant des orages électriques. Évitez les endroits à proximité d'appareils électriques ou d'autres appareils qui provoquent des fluctuations de tension excessives ou émettent du bruit électrique (par exemple, climatiseurs, enseignes au néon, dispositifs de sécurité haute fréquence ou magnétiques ou moteurs électriques).*

**Contactless Considerations**

Avoid having metallic objects in proximity of the 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 PIN-entry devices (PEDs) during the PIN-entry process. You can use these methods in combination, although in some cases a single method might suffice:

- Position the terminal on the check-in stand in such a way as to block visual observation of the PIN-entry process. Examples include:
  - Visual shields designed into the check-in stand. The shields may be solely for shielding purposes or may be part of the general check stand design.
  - Position the PED so that it is angled in such a way that PIN spying is difficult.
- Install the PED on an adjustable stand that allows consumers to swivel the terminal sideways and/or tilt it forward/backward to a position that makes visual observation of the PIN-entry process difficult.
- Position in-store security cameras so that the PIN-entry keypad is not visible.

The following table describes the two preferred mounting methods and the recommended measures to protect from PIN capture in four observation corridors:

Method	Cashier	Customer in Queue	Customers Elsewhere	On-site Cameras
Countertop with Swivel Stand	No Action Needed.	Customer positions PED	No action needed	Do not install within view of cameras
Countertop without stand	Position the PED to face away from the cashier. Use signage to block cashier's view.	Position the PED between customer and the next in queue. Install the optional privacy shield.	Privacy Shield Installed	Do not install within view of cameras



**NOTE**

A swivel stand gives the cardholder freedom to position the V205c to optimize their viewing angle. If you are installing a swivel stand, you must include prompts in your application directing the cardholder to position the V205c strategically to restrict the view of other customers.

Additionally, you may wish to implement the following to further increase security during PIN-entry.

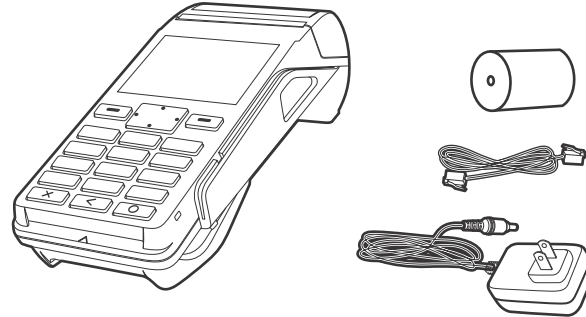
- Offer PIN security literature at the point of sale.
- Use signage to limit the view of the V205c to just that of the card holder. A flat support surface such as a countertop or a table.

## Unpacking Shipping Carton

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

- 1 Remove the V205c unit from the shipping carton. The standard package contains the PIN pad, power pack, telephone cable, and printer paper roll. Refer to [Accessories and Cables](#) for more information on related accessories.

Figure: 4 V205c Box Contents



- 2 Remove any protective plastic wrap and place the unit on a table or countertop.
- 3 Remove the clear protective film from the display.
- 4 Replace all the packing materials, close the lid, and save the carton for repacking or moving the V205c unit in the future.



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

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

## Installing or Replacing MSAM and Micro SD Cards

You may need to install or replace the multiple security access module (MSAM), Micro Secure Digital (SD) cards.



### CAUTION

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

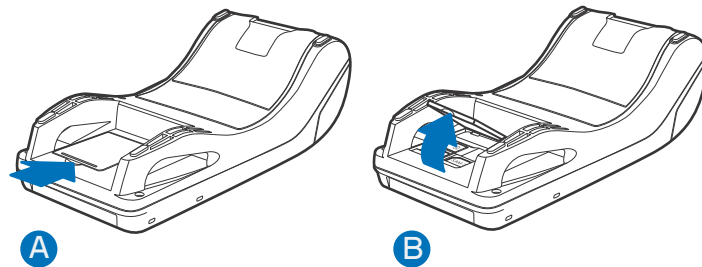
*Respecter les précautions standard dans la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager le matériel. Verifone recommande d'utiliser un bracelet anti-statique à la terre.*

## Opening Card Compartment

Use the following steps to get access to the MSAM and Micro SD card compartment:

- 1 Place the terminal face down on a soft and clean surface to protect the display from scratches.
- 2 Push the locking tab and swing out the compartment cover.

Figure: 5 Accessing Cardholders



- 3 The MSAM and Micro SD cardholders are now accessible.

## Changing or Installing MSAMs

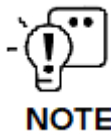
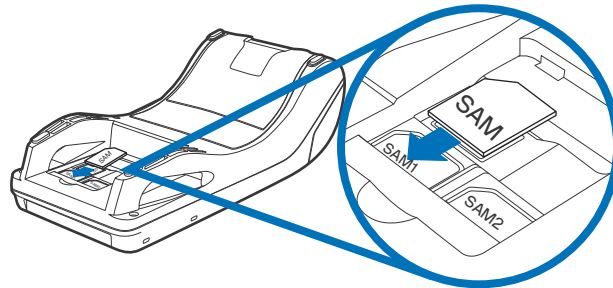
To change or install MSAM cards:

- 1 Use steps 1 to 2 of the [Opening Card Compartment](#) to get to the MSAM card holder.



- 2 Remove the old card, if any, and insert the MSAM card carefully into the slot (with the gold contacts facing downward) until fully inserted.

Figure: 6 Inserting MSAM Card



Insert the card with the card's gold contacts facing away from you, toward the unit. Take note of the notched edge on the MSAM card for quick orientation.

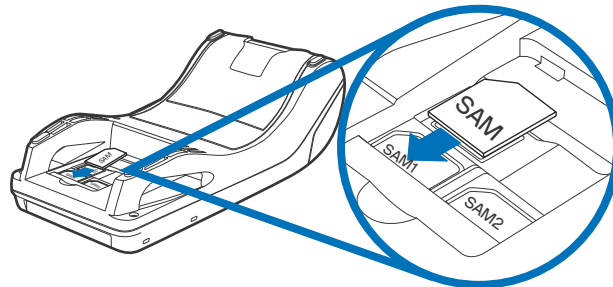
- 3 If you are finished replacing or inserting cards, put the rear cover back in place.

### Changing or Installing Micro SD Card

To change or install Micro SD cards:

- 1 Use steps 1 to 2 of the [Opening Card Compartment](#) to get to the Micro SD cardholder.
- 2 Remove the old card, if any, and insert the Micro SD card carefully into the slot (with the gold contacts facing downward) until fully inserted.

Figure: 7 Inserting Micro SD Card





Insert the card with the card's gold contacts facing away from you, toward the unit.

**NOTE**

3 If you are finished replacing or inserting cards, put the rear cover back in place.

## Establishing Communication

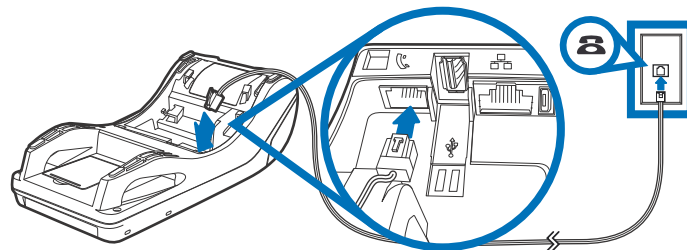
You can connect the V205c to your network by using the following options:

- [Connecting by Telephone Line](#)
- [Connecting by Ethernet Cable](#)

## Connecting by Telephone Line

Connect the telephone cord to the communication port on the terminal, then route it directly to a telephone wall jack (see [Figure 8](#)). This is a direct connection and the line is dedicated to the terminal.

Figure: 8 Direct Telephone Connection



**WARNING**

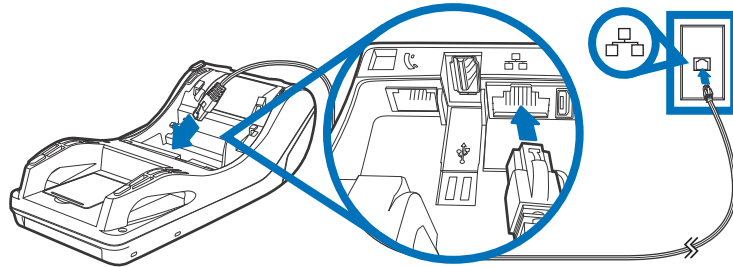
To reduce the risk of fire, use only No. 26AWG or larger UL Listed or CSA Certified Telecommunication Line Cord.

*Pour réduire le risque d'incendie, utilisez uniquement un cordon de ligne de télécommunication n° 26AWG ou plus homologué UL ou certifié CSA.*

## Connecting by Ethernet Cable

Connect the ethernet cable to the ETH (Ethernet) port on the terminal, then route it directly to a network jack (see [Figure 9](#)). This is a direct connection to your network.

Figure: 9 Ethernet Connection



## Loading Printer Paper

Before you can process transactions that require a receipt or record, you must install paper in the printer. The V205c uses a roll of 57 mm wide x 40 mm, single-ply, thermal-sensitive paper. A pink out-of-paper indicator line appears on the edge of the paper before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one more transaction.

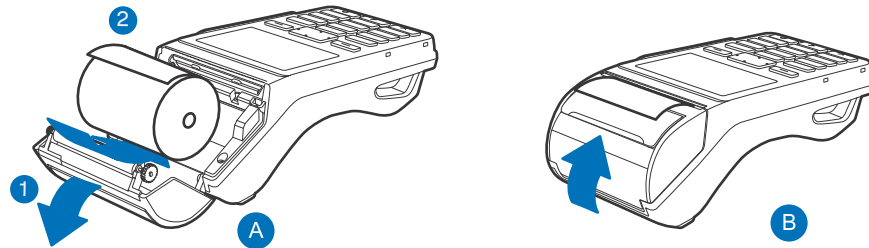


Poor-quality paper can jam the printer and create excessive paper dust. Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the color and storage characteristics of the paper. Never load a roll of paper with folds, wrinkles, tears, or holes at the edges.

*Un papier de mauvaise qualité peut bloquer l'imprimante et créer une poussière de papier excessive. Conservez le papier thermique dans un endroit sec et sombre. Manipulez le papier thermique avec précaution : les chocs, la friction, la température, l'humidité et les huiles affectent la couleur et les caractéristiques de stockage du papier. Ne chargez jamais un rouleau de papier présentant des plis, des rides, des déchirures ou des trous sur les bords.*

- 1 Unlock the paper compartment by pulling up the latch and swinging the door downwards.

Figure: 10 Loading Printer Paper



- 2 Remove any partial roll of paper in the printer tray by lifting it up.
- 3 Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
- 4 Hold the roll so the paper feeds from the top of the roll.
- 5 Load the paper roll as shown in [Figure 10](#), with the edge of the paper on the top of the roll.
- 6 Swing the paper roll cover until it clicks shut, allowing a small amount of paper (past the glue residue) to extend outside the printer door.

## Connecting Optional Devices

The V205c device supports some peripheral devices designed for use with electronic point-of-sale terminals.



Before connecting any peripheral device, remove the power plug from the terminal. Reconnect the power cord only after you are finished connecting the peripheral device(s). For complete information about peripheral installation and use, refer to the user documentation supplied with those devices.

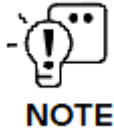
*Avant de connecter un périphérique, retirez la fiche d'alimentation du terminal. Rebranchez le cordon d'alimentation uniquement après avoir fini de connecter le(s) périphérique(s). Pour des informations complètes sur l'installation et l'utilisation des périphériques, reportez-vous à la documentation utilisateur fournie avec ces périphériques.*

Different terminals support different devices so for more information about optional devices, please contact your Verifone distributor.

### Optional Device Connections

You can connect several devices to your V205c. You can use the following cables for different types of device connections:

- RJ9 to DB9 cable (VPN CBL000-051-02-A)
- Multi-port coiled cable (VPN CBL470-006-02-A)



**NOTE**

Make sure you replace the rear cover when all cables are installed. This provides some protection to the cables and connectors. Do not carry the terminal by the installed cables or pull the terminal about the by the cables. This may cause a cable to be removed or damage the cables.



**CAUTION**

Some devices (ECRs and some PIN pads) require a separate power source. Before connecting to any device, remove the power cord from the V205c unit.

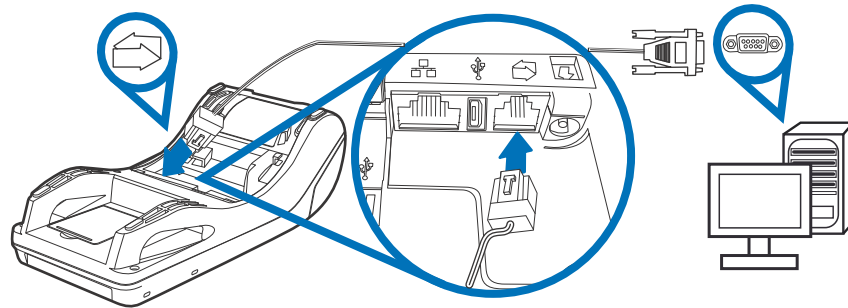
*Certains appareils (ECR et certains claviers NIP) nécessitent une source d'alimentation distincte. Avant de vous connecter à un appareil, retirez le cordon d'alimentation de l'unité V205c.*

Contact your Verifone representative or visit the online store at [www.store.verifone.com](http://www.store.verifone.com) for information on these devices.

### Connecting the V205c to a PC

The following illustration shows how to connect the V205c to a computer via the RJ9 to DB9 port cable (VPN CBL000-051-02-A).

Figure: 11 Sample PC Connection

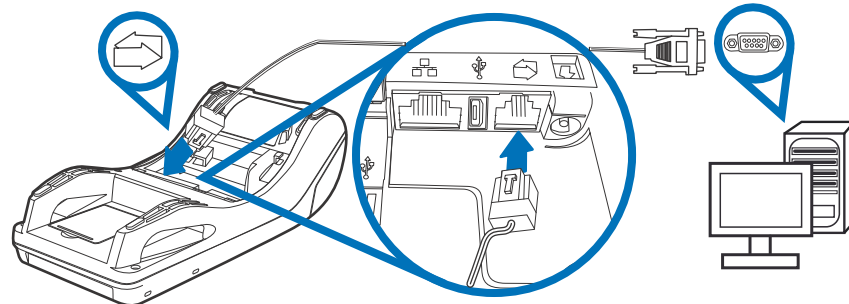


### Connecting ECRs to the V205c

The V205c supports ECRs.

The following illustration shows how to make a peripheral connection to the ECR via RJ9 to DB9 port cable (VPN CBL000-051-02-A).

Figure: 12 Sample ECR Connection



## Connecting Power Supply

Not all configurations and device contexts require the use of a power supply. Verifone ships the power supply unit with the terminal as required. Contact your Verifone representative if you have changed the context in which the terminal is used or have questions about which power supply should be used.



**CAUTION**

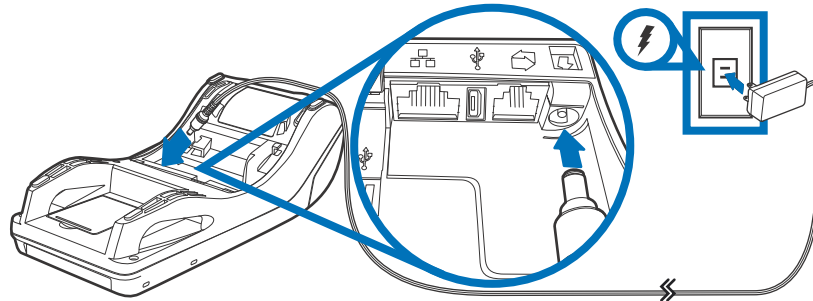
Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN PWR470-001-01-A (see [Service and Support](#) for detailed power supply specifications).

*L'utilisation d'une alimentation mal calibrée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Utilisez uniquement un bloc d'alimentation avec VPN PWR470-001-01-A (voir Service et assistance pour les spécifications détaillées de l'alimentation).*

Disconnect the power pack cord from the power outlet before connecting a power supply. Connect and route all cables between the terminal, ECR, and

PC before plugging the power pack cord into a wall outlet or surge protector.

Figure: 13 Connecting the Power Pack



Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Disconnecting power during a transaction can cause transaction data files not yet stored in memory to be lost.

*Ne branchez pas le bloc d'alimentation sur une prise extérieure et n'utilisez pas le terminal à l'extérieur. La déconnexion de l'alimentation pendant une transaction peut entraîner la perte des fichiers de données de transaction non encore stockés en mémoire.*

When the terminal has power and an application is loaded, the application starts after the initial Verifone copyright screen and displays a unique copyright screen. If no application is loaded, **DOWNLOAD NEEDED** appears on the display after the initial Verifone copyright screen.



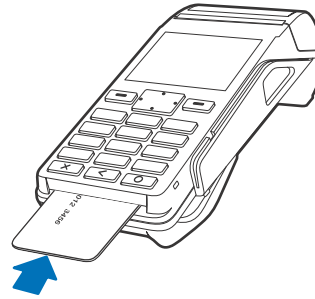
**NOTE**

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

## Smart Card Reader

The smart card transaction procedure can vary depending on the application. Verify the proper procedure with your application provider before performing a smart card transaction.

Figure: 14 Using the Smart Card Reader



## Conducting a Smart Card Transaction

To conduct a smart card transaction:

- 1 Position the smart card with the gold contacts facing upward.
- 2 Insert the card into the smart card reader slot in a smooth, continuous motion until it sits firmly.
- 3 Remove the card when the display indicates the transaction is completed.



### CAUTION

Leave the smart card in the card reader until the transaction is completed. Premature removal can void the transaction.

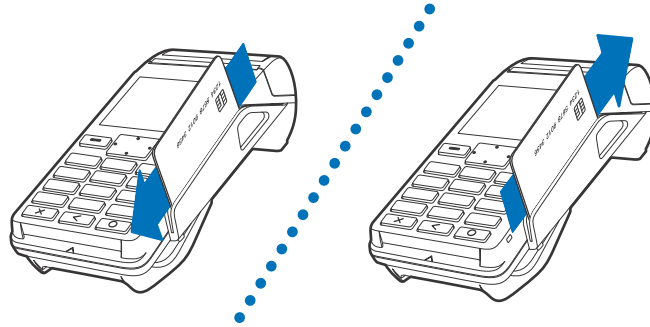
*Laissez la carte à puce dans le lecteur de carte jusqu'à ce que la transaction soit terminée. Une suppression prématurée peut annuler la transaction.*



## Magnetic Stripe Card Reader Use

The V205c has a magnetic card reader that uses a triple track stripe reader. This gives the unit greater reliability over a wide range of swipe speeds and operating environments.

Figure: 15 Using the Magnetic Stripe Card Reader



## Conducting a Smart Card Transaction

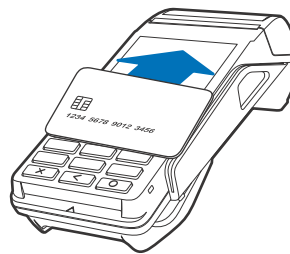
To conduct a credit or debit card transaction:

- 1 Position a magnetic card with the stripe facing the keypad.
- 2 Swipe it through the magnetic card reader.

## Contactless Transactions

The V205c supports contactless transactions through an integrated contactless module. The terminal only becomes active for contactless smart card transactions when initialized by an application.

Figure: 16 Contactless Transaction



## Performing Contactless Transactions

To perform a contactless smart card transaction:

- 1 Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.

- 2 An activated LED (Light-Emitting Diode) visual on the display accompanied by a short beeping sound indicates a successful transaction.

See [Contactless Considerations](#) for more information.

## Periodic Inspection

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

- Wires protruding from the device.
- Foreign objects inserted into the smart card or mag stripe slot.
- Signs of damage to the tamper-evident label.
- Warning message on the device display.



### NOTE

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If any device is found in tamper state, please remove it immediately from service. Keep it available for potential forensic investigation, and notify your company security officer and your local Verifone representative or service provider. For more information on contacting Verifone, refer to [Service and Support](#).

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## 3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the V205c terminal.

Unit Power Requirement	<ul style="list-style-type: none"> <li>• Operating power: 8 V DC (Direct Current), 2.25 A</li> </ul>
Temperature	<ul style="list-style-type: none"> <li>• Operating temperature: 0°C to 50°C (32°F to 122°F)</li> <li>• Storage temperature: -20°C to 60°C (-4°F to 140°F)</li> </ul>
Humidity	<ul style="list-style-type: none"> <li>• Relative humidity: 5% to 90% (RH non-condensing)</li> </ul>
External Dimensions	<ul style="list-style-type: none"> <li>• Length: 185 mm (7.3 in)</li> <li>• Width: 78 mm (3.1 in)</li> <li>• Depth: 54 mm (2.1 in)</li> </ul>
Weight	<ul style="list-style-type: none"> <li>• Unit weight: 274 g (9.66 oz)</li> </ul>
Memory	<ul style="list-style-type: none"> <li>• 384MB (DDR3L: 128MB, NAND Flash: 256MB)</li> </ul>
Display	<ul style="list-style-type: none"> <li>• 2.8" color TFT 240 (RGB) x 320 (HVGA)</li> </ul>
Magnetic Stripe card	<ul style="list-style-type: none"> <li>• Triple track (tracks 1, 2, 3), high coercivity, bi-directional</li> </ul>
Primary Smart Card	<ul style="list-style-type: none"> <li>• ISO 7816-3, 1.8 V, 3 V, 5 V</li> <li>• Synchronous and Asynchronous cards</li> <li>• EMV Approved</li> </ul>
SAM Card Reader	<ul style="list-style-type: none"> <li>• Two Security Access Module (SAM) slots</li> </ul>

- ## Connectivity
- Ethernet RJ45
    - Speed 10 Base-T /100 Base-TX (Transmit)
    - Compliant with IEEE802.3 LAN (Local Area Network) networks.
  - Dial modem RJ11
    - V.92 standard supported, line speeds of up to 56 Kbps
  - USB type-A receptacle
    - USB2.0 high speed
  - Mini-USB port
    - USB 2.0 high speed
  - RJ9 port
- 
- ## Security
- 3DES (Triple Data Encryption Algorithm) encryption, Master/Session and DUKPT key management
  - VeriShield file authentication
  - PCI PED 5.x approved

# 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 V205c 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).



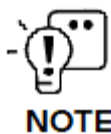
**CAUTION**

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 V205c device to be returned:
  - Product ID, including the model and part number. For example, “V205c” and “M470-xxx-xx-xxx-x.”
  - Serial number (S/N nnn-xxx-xxx)
- 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 V205c returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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- 3 Describe the problem(s).
- 4 Provide the shipping address where the repaired or replacement unit must be returned.
- 5 Keep a record of the following items:
  - Detail the issue(s) with the V205c.
  - 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 V205c 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 V205c device).



## 6. Accessories and Cables

Verifone provides a range of accessories for the V205c device. 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

### Connecting Cables

Part Number	Part Description
CBL159-312-01-A	LAN cable for Ethernet connections (CAT5, 2.0 m)
CBL000-051-02-A	RJ9 to DB9 cable, 2.0 m
CBL470-006-02-A	Multi-port coiled cable
26264-01-R	Cash register cable, RJ45-SUBD9f, 1.0 m
26264-02-R	Cash register cable, RJ45-SUBD9f, 2.0 m

### Power Supply

- PWR470-001-01-A - Power pack (100-240 V AC (Alternating Current) Input; 8 V DC, 2.25 A, 18 W Output)

### Cleaning Kit

- 02746-01 - Verifone Cleaning Kit

# 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 [Magnetic Stripe Card Reader Use](#)).
- 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 [Smart Card Reader](#)).

- 3 Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to [Installing or Replacing MSAM and Micro SD 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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Coral Springs,  
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[www.verifone.com](http://www.verifone.com)



Thank you!

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