

V240m

Installation Guide

Verifone Part Number: DOC474-003-EN-E Revision E02



www.verifone.com

V240m Installation Guide

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Preface

This guide is the primary source of information for setting up the V240m device.

Audience

This guide is intended for the users involved in V240m device installation.

Organization

This guide is organized as follows:

- Chapter 1: [Device Overview](#) - Provides an overview of the V240m device.
- Chapter 2: [Device Setup](#) - Provides instructions on configuring the V240m device.
- Chapter 3: [Specifications](#) - Provides the power requirements and dimensions of the V240m 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 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 V240m, refer to the following documents associated with the Verifone Part Number (VPNs).

V240m Certifications and Regulations




VPN DOC474-001-EN

V240m Quick Installation Guide

VPN DOC474-002-EN

Conventions

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

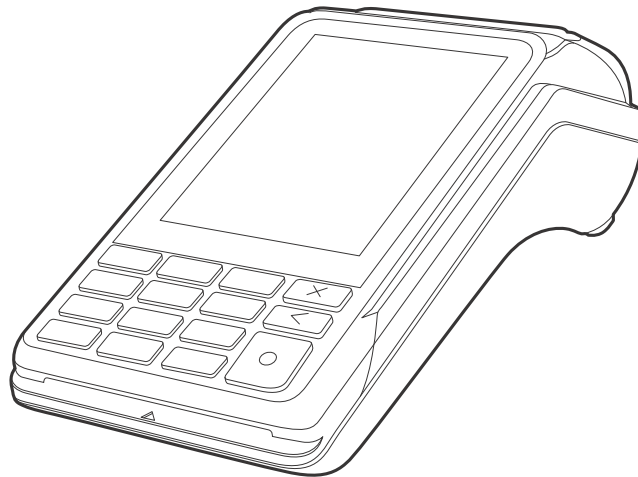
Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See Conventions .
	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
	The caution symbol indicates possible hardware or software failure or loss of data.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

1. Device Overview

This chapter presents the basics on the V240m terminal and base.

The V240m is a consumer-facing handheld device. The product's design is equally appealing as a handheld PINpad and robust enough to look and function appropriately in a fixed mount setting. The V240m can utilize over-the-air connectivity, facilitating mobile telephony technology for sending and receiving data, using existing operator-provided 2G, Wi-Fi, Bluetooth, or 3G connectivity. This guide provides an introduction and basic setup procedures for V240m terminals.

Figure:1 V240m Front View



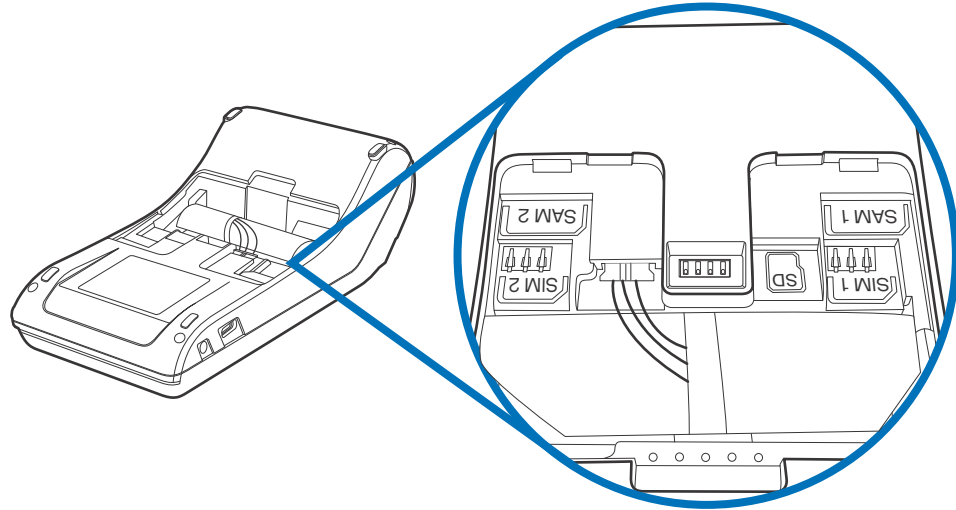
Front Functions The UX302 includes the following features:

- Capacitive touch LCD display and CTLS tap area
- Smart card reader
- Magnetic card reader
- Integrated thermal printer
- Secure keypad supporting 3x5 matrix containing 0-9, *, #, Cancel, Backspace/ Clear, and Enter keys.
 - Dual-function Backspace/Clear key.
 - Customer-entry for Cancel and Enter keys.

Back Functions

After removing the rear cover, the underside of the V240m device shows the following:

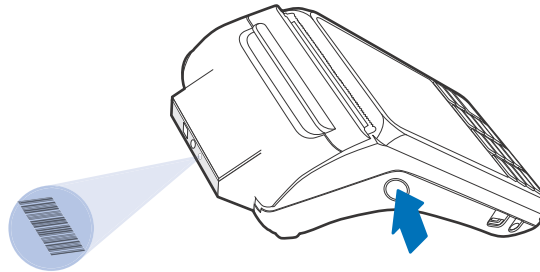
Figure:2 V240m
Underside
Compartment
View



- A Micro SD slot
- Dual MSAM slots to support stored-value card programs or other merchant card requirements
- Dual SIM Card compartments
- Battery

End Functions The V240m Camera variant includes an end-facing camera array that is capable of barcode and QR code scanning.

Figure:3 V240m
Camera
Array



V240m Bases The V240m Base provides a stable mounted platform for the V240m terminal. The Base comes in two versions:

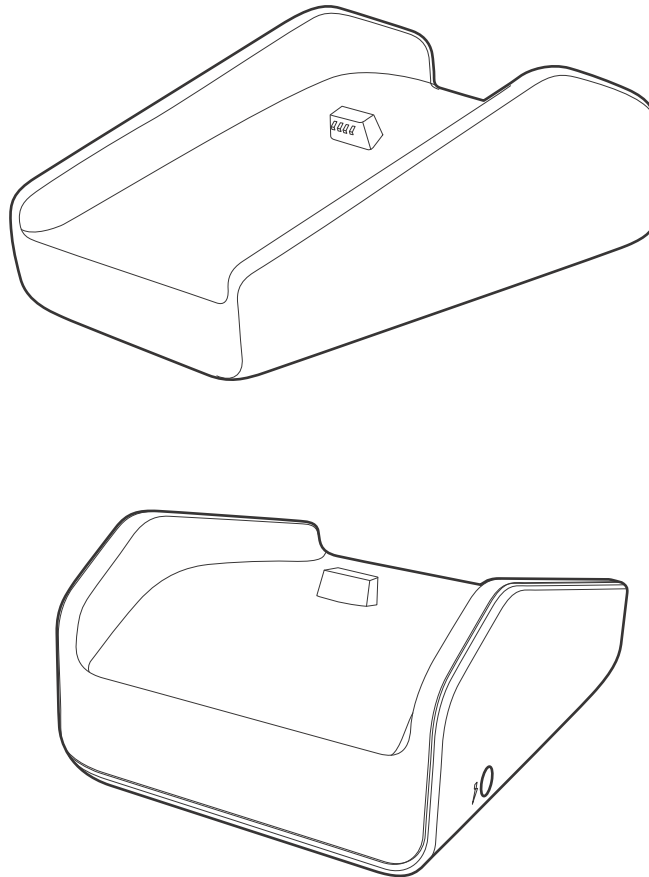
- [V240m Charging Base](#)
- [V240m Full-Feature Base](#)

The Charging Base supports charging only with no communication functionality. The Full-Feature Base supports several connectivity options and provides serial connection for peripherals (like ECR, check reader, barcode reader, etc.). The USB host port is for maintenance purposes and supports a USB flash drive.

V240m Charging Base

The Charging Base accommodates and supplies power to the V240m and V240m Plus portable terminals.

Figure:4 V240m
Charging
Base, Front
and Rear

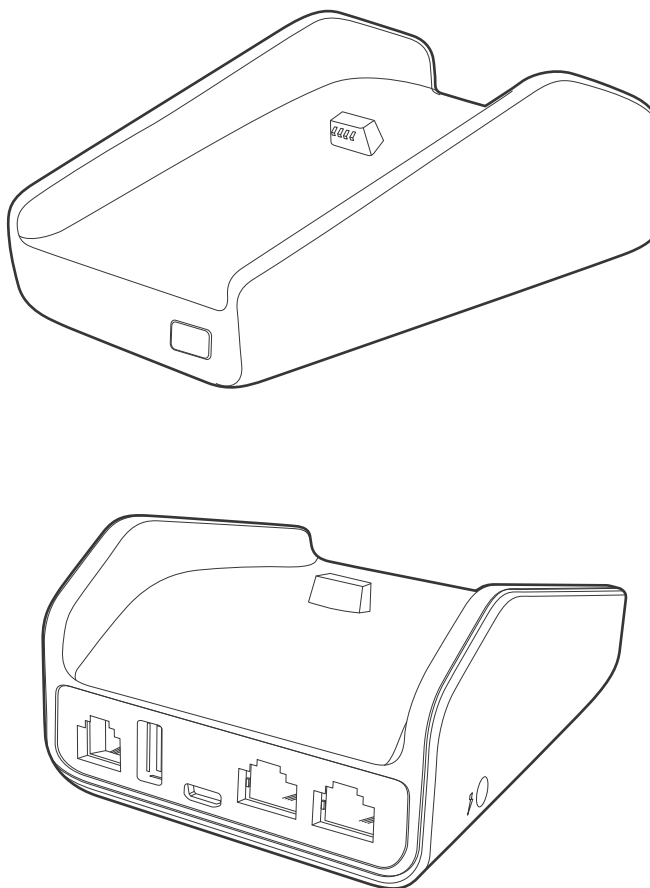


V240m Full- Feature Base

The FF Base supports any failover communication via dial up and Ethernet

connections for V240m. The failover will be supported in all network interfaces available in a terminal.

Figure:5 V240m FF Base, Front and Rear



The FF Base supports a maximum of seven simultaneous terminal connections via Bluetooth (BT) as well as the following:

Cable	Configuration
Ethernet port	RJ-45 socket (for connecting PINPad to LAN infrastructure)
RS232 port	RS232 socket (for connecting PINPad to LAN infrastructure), MOD-8 socket, Mini USB & DC-in jack
USB ports	Mini USB and type A USB

Features and Benefits

The V240m terminal and V240m Bases provide the following functionality:

Exceptional Ease of Use

- Touch screen enables easy menu control and signature capture.
- Battery-powered for mobility and portable operation.
- Integrated thermal printer for fast transaction processing.
- Large, hard-rubber keys provide improved tactile feedback.
- 3.5” capacitive touch screen display.
- 2G capability (for V240m only).
- 3G functionality
- WiFi- and Bluetooth-capable.
- Intuitive keypad interface simplify training and reduce support requests.
- Using the Full-Feature Base, connects with most POS payment terminals, PCs, and ECRs.
- 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.
- Bold, ergonomic design fits comfortably in the palm of a hand.
- Optional Charging or Full-Feature Bases expand functionality while providing a stable, battery-charging platform.

Critical Security Protection

- Offers a choice of Master/Session or DUKPT key-management methods to protect PIN-based transactions.
- Offers secure, reliable PIN input for expanding range of PIN-based transactions.
- PCI 5.x-compliant for secure solutions, meeting the PED standard.
- Meets ISO and ANSI standards for PIN encryption, key management, and MAC.
- Key injection simplified and secured with VeriFone’s SecureKit key loading software.

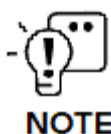


VeriFone ships variants of the V240m terminal for different markets. Your terminal may have a different configuration, a different amount of memory, a different radio, and may or may not have a camera.

2. Device Setup

This section outlines the setup procedures for the V240m covering the following segments:

- [Selecting Unit Location](#)
- [PIN Protection Measures](#)
- [Unpacking Shipping Carton](#)
- [MSAM/uSD Cards](#)
- [Power Supply](#)
- [Cable Connections](#)
- [Smart Card Reader](#)
- [Magnetic Stripe Card Reader Use](#)
- [Contactless Transaction](#)
- [Camera/Barcode Scanner](#)
- [Optional Accessories](#)



Verifone ships variants of the V240m terminal for different markets. Your terminal may have a different configuration, a different amount of memory, a different radio, and may or may not have a camera.

NOTE

Selecting Unit Location

Use the following guidelines to select the best location for the V240m 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 V240m.



WARNING

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

Pour des raisons de sécurité, ne faites pas passer de câbles ou de cordons sur un passage.

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 V240m outdoors.



CAUTION

The V240m 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 V240m n'est pas étanche à l'eau ni 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 V240m unit near water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.



WARNING

Due to the risk of electric shock or damage to the terminal, do not use this equipment near a water source, for example near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool. Likewise, avoid using this product during thunderstorms causing power cuts. Avoid placing the terminal near electrical devices or other units that could cause large voltage fluctuations or electrical interference, such as air conditioners, neon signs, high frequency safety devices or electrical equipment.

En raison du risque de décharge électrique ou de dommages au terminal, n'utilisez pas cet équipement à proximité d'une source d'eau, par exemple près d'une baignoire, d'un lavabo, d'un évier de cuisine ou d'une cuve à linge, dans un sous-sol humide ou près d'une piscine. De même, évitez d'utiliser ce produit pendant les orages provoquant des coupures de courant. Évitez de placer le terminal à proximité d'appareils électriques ou d'autres unités susceptibles de provoquer de fortes fluctuations de tension ou des interférences électriques, tels que les climatiseurs, les enseignes au néon, les dispositifs de sécurité à haute fréquence ou les équipements 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 ou d'un support métallique fermé peut affecter négativement les performances sans contact.

PIN Protection Measures

The V240m and V240m Plus are handover devices. Always exercise extreme caution when conducting transactions, especially during PIN entry:

- Hand the terminal directly to the cardholder for PIN entry.
- Encourage the cardholder to hold the terminal close to avoid others from seeing the information being entered.

VeriFone also recommends instructing the cardholder regarding safe PIN-entry. This can be done with a combination of:

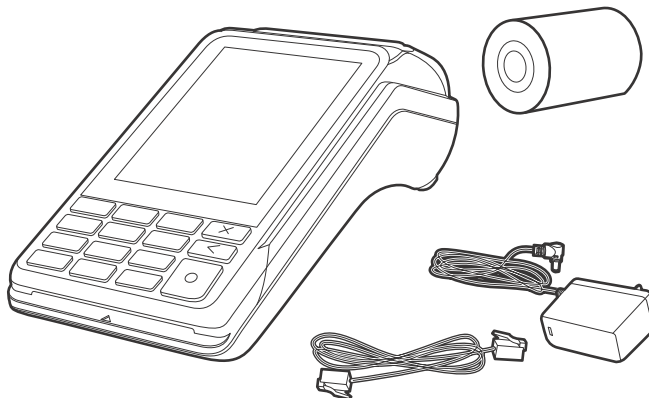
- Signage on the PED
- Prompts on the display with a click-through screen
- Literature at the point of sale
- A logo for safe PIN-entry process

Unpacking Shipping Carton

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

- 1 Remove the V240m unit from the shipping carton. The standard package contains the PIN pad, power pack, and printer paper roll. Refer to [Accessories and Cables](#) for more information about V240m related accessories.

Figure:6 V240m Box Contents



CAUTION

This device is a secure product and any tampering can cause it to cease to function or operate in an unsecured manner.

L'utilisation d'un cadre ou d'un support métallique fermé peut affecter négativement les performances sans contact.

- 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 V240m unit or base in the future.



WARNING

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.

N'utilisez pas un appareil qui a été altéré ou endommagé. Cet appareil est équipé d'une étiquette d'invulnérabilité. Si une étiquette ou un composant semble endommagé, prévenez immédiatement la société de transport et votre représentant VeriFone ou votre fournisseur de services.

MSAM/uSD Cards

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



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

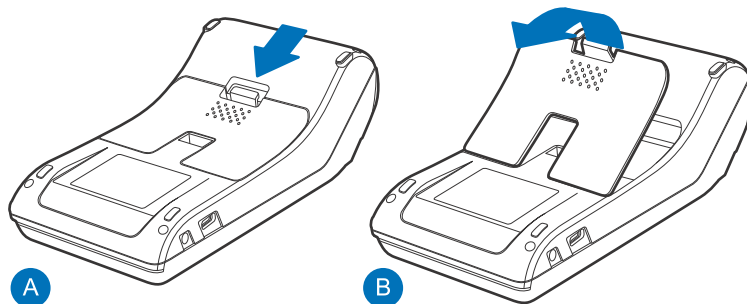
CAUTION *Respectez les précautions standard lors de la manipulation d'appareils sensibles à l'électricité statique. Les décharges électrostatiques peuvent endommager l'équipement. Verifone recommande d'utiliser un bracelet antistatique relié à la terre.*

Opening Card Compartment

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

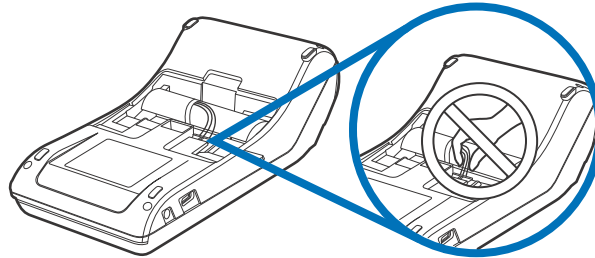
- 1 Place the terminal face down on a soft and clean surface to protect the display from scratches.
- 2 Push down the locking tab and swing out the compartment cover.

Figure:7 Opening Rear Compartment



- 3 Do not remove the battery while accessing MSAM, SD and SIM.

Figure:8 Battery Removal



WARNING

Ensure not to remove the battery. The battery should be removed only by the authorized service person.

Assurez-vous de ne pas retirer la batterie. La batterie ne doit être retirée que par un technicien agréé.

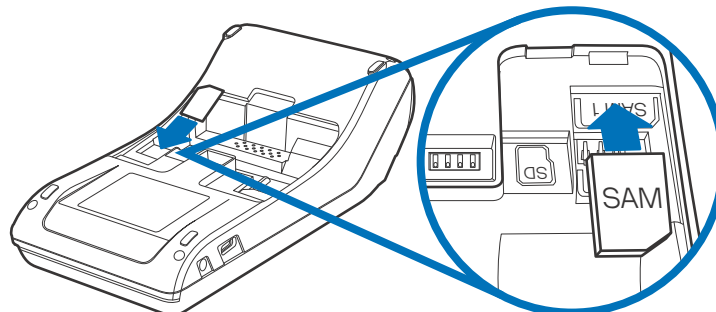
- 4 Once you are done with inserting the card and replacing the battery, lock the rear cover back in place.

Changing or Installing MSAMs

To change or install MSAM cards:

- 1 Use steps 1 to 3 of [Opening Card Compartment](#) to get to the MSAM cardholder.
- 2 Remove the old card, if any, and install the MSAM card by carefully sliding it into the slot (with the gold contacts facing downward) until fully inserted.

Figure:9 Insert Micro MSAM





NOTE

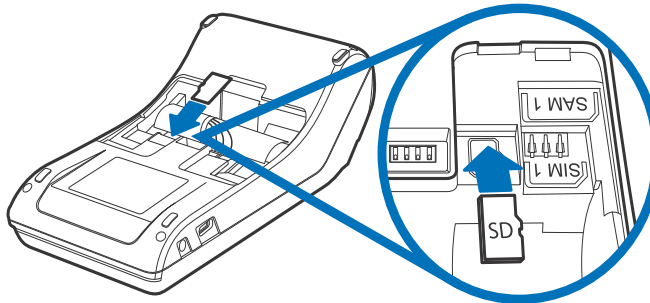
Insert the card with the card's gold contacts facing away from you, toward the unit.

Changing or Installing Micro SD Card

To change or install Micro SD cards:

- 1 Use steps 1 to 3 of [Opening Card Compartment](#) to get to the Micro SD cardholder.
- 2 Remove the old card, if any, and insert the Micro SD card by carefully sliding it into the slot (with the gold contacts facing downward) until fully inserted.

Figure:10 Inserting Micro SD Card



NOTE

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

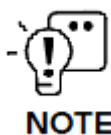
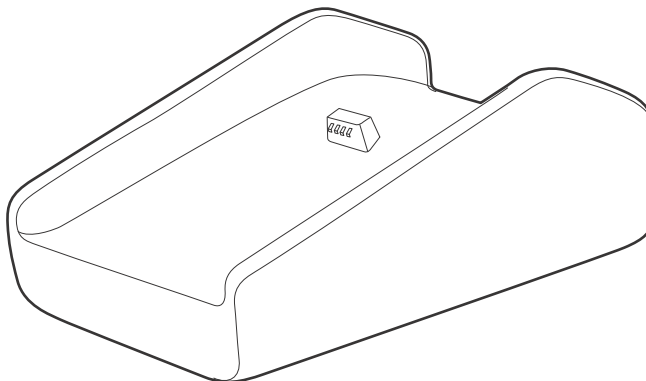
Changing or Installing SIM Card

To change or install SIM cards:

- 1 Use steps 1 to 3 of [Opening Card Compartment](#) to get to the SIM cardholder.

- 2 Remove Micro SIM Adaptor as step A and insert Micro SIM (If it is not Nano SIM) as Step B.

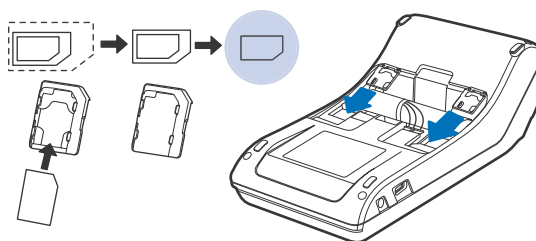
Figure:11 Removing the Micro SIM Adaptor and insert Micro SIM



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

- 3 Insert Nano SIM in Micro SIM Adaptor and install the Micro SIM Adaptor by carefully sliding it into the slot (with the gold contacts facing downward) until fully inserted.

Figure:12 Inserting the Nano SIM in Micro SIM Adaptor

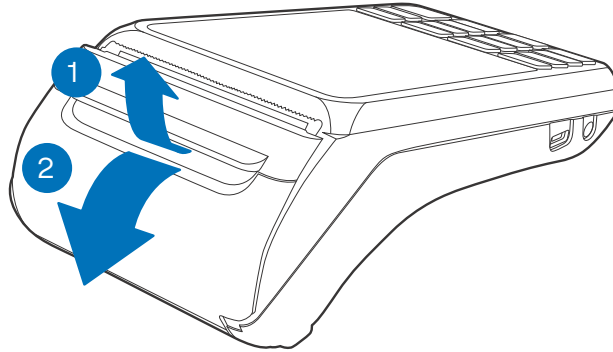


Loading Printer Paper

Use the following steps to load a roll of 57 mm x 40 mm thermal printer paper into the compartment.

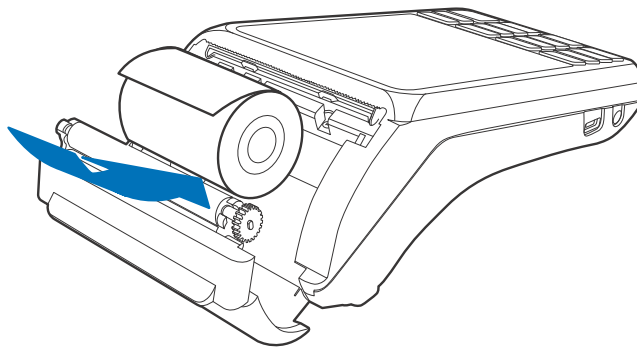
- 1 Unlock the paper compartment by pulling up the latch and swinging the door downwards.

Figure:13 Opening Printer Paper Door



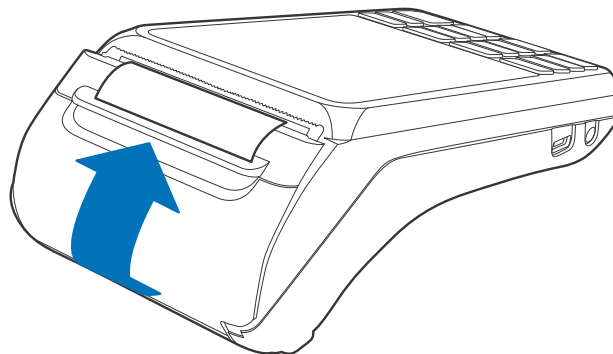
- 2 Load the paper roll as shown in Figure 14, with the edge of the paper on the top of the roll.

Figure:14 Loading Paper Roll



- 3 Pull a length of paper up over the serrated cutter and close the compartment door.

Figure:15 Closing Printer Door





Before processing transactions in battery mode, make sure you have more than 10% battery life. Do not risk losing transaction data or printing capabilities, connect the terminal to the power pack if battery level is below 10%.

CAUTION *Avant de traiter des transactions en mode batterie, assurez-vous que la batterie est chargée à plus de 10 %. Ne risquez pas de perdre les données de transaction ou les capacités d'impression. Connectez le terminal au bloc d'alimentation si le niveau de batterie est inférieur à 10 %.*

Power Supply

Not all configurations and device contexts require the use of a power supply – Verifone ships power supply 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.

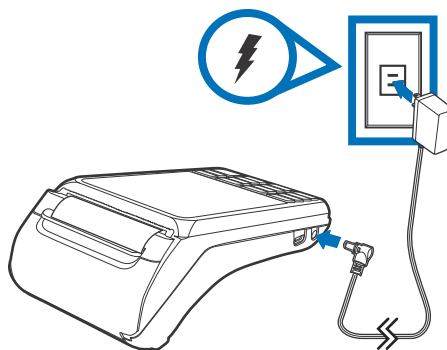


Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN PWR474-002-01-A (see Verifone [Service and Support](#) for detailed power supply specifications).

CAUTION *L'utilisation d'un bloc d'alimentation dont les caractéristiques nominales sont incorrectes peut endommager l'appareil ou entraîner son mauvais fonctionnement. Utilisez uniquement un bloc d'alimentation avec VPN PWR474-002-01-A (consultez le service après-vente et l'assistance Verifone pour obtenir des spécifications détaillées sur le bloc d'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:16 Connecting the Power Pack




WARNING

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 qui n'ont pas encore été stockés en mémoire.


NOTE

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

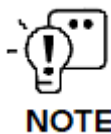
When the terminal has power and an application is loaded, the application starts after the initial Verifone copyright screen and displays a unique copyright screen. If no application is loaded, DOWNLOAD NEEDED appears on the display after the initial Verifone copyright screen.

USB Power Supply

The V240m can be powered with 5V supply from USB port (5V at 1A) with the following power-saving conditions controlled by the OS:

- Micro-processor operating frequency is set to 300 MHz in CTLS mode.
- Switch off multi-media playback function when CTLS payment mode is activated.
- Reduce audio output volume.
- LCD backlight intensity is reduced to 30% (not suitable for high-glare, outdoor usage).
- Keypad backlight is disabled.
- BT and Wi-Fi functions are unavailable.
- Maximum audio output volume is reduced.
- Ethernet functionality is unavailable.

- Multi-media function (video playback or audio function) must be switched off by user or customer app when CTLS payment mode is activated. Other modes of payment like smart card and MSR payment can be supported.


NOTE

CTLS payment mode is defined as the state of the device where RF transmission is broadcasting to allow for a CTLS payment. This is activated either during the scanning of items or at the completion of scanning items during the checkout process, depending on how the application sets it up. As soon as checkout is complete, the device exits CTLS payment mode and remains off until activated for the next checkout.

Cable Connections

You can connect the V240m to peripherals using the Full-Function Base.

- [Cable Connections Using the Full-Feature Base](#)


WARNING

Turn off or unplug the terminal when connecting or disconnecting the device to avoid device memory corruption and data loss.

Refer to the controlling device instructions for any terminal-specific warnings.

Éteignez ou débranchez le terminal lors de la connexion ou de la déconnexion de l'appareil pour éviter toute corruption de la mémoire de l'appareil et toute perte de données.

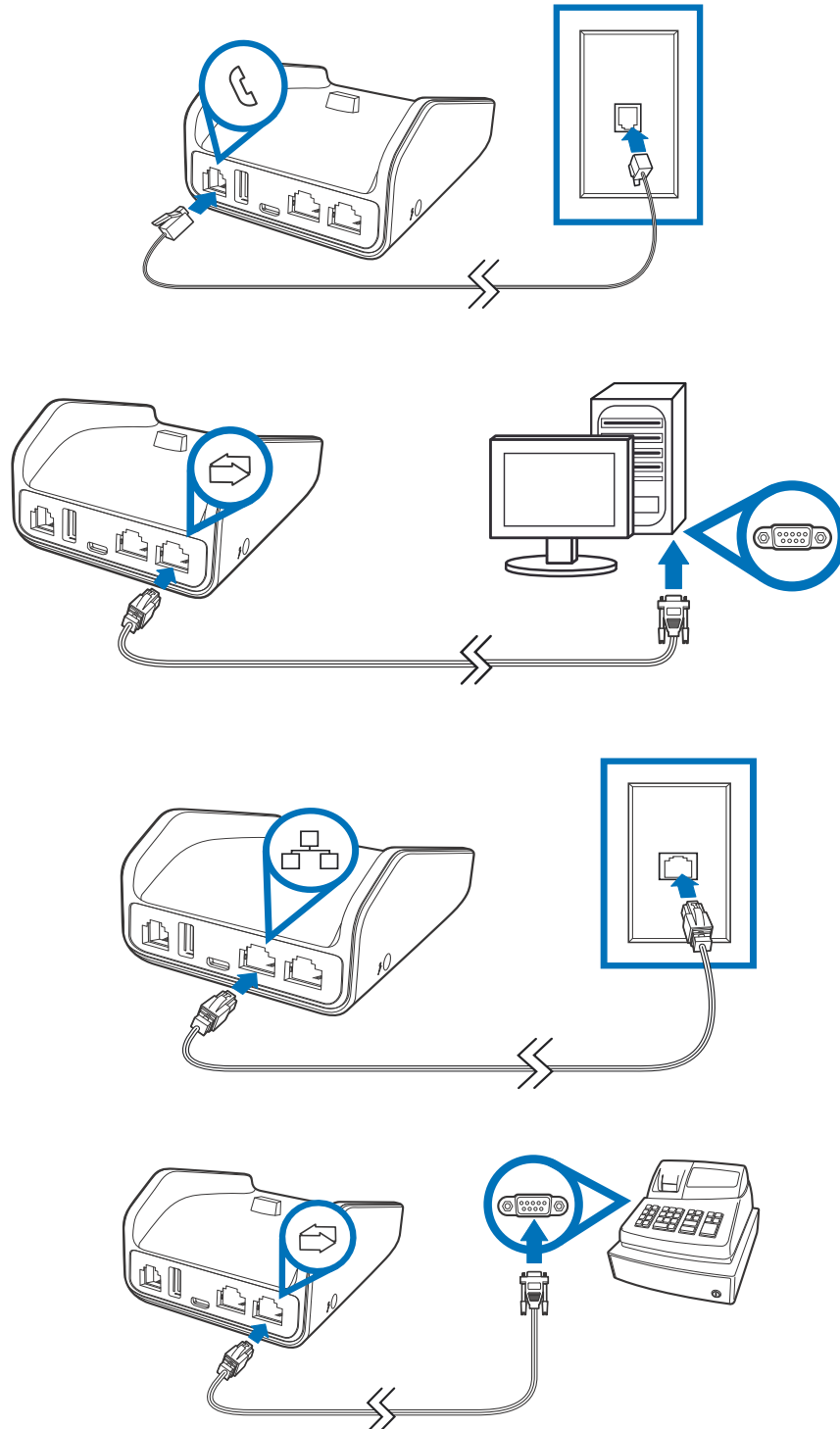
Reportez-vous aux instructions de l'appareil de contrôle pour connaître les avertissements spécifiques au terminal.

Cable Connections Using the Full-Feature Base

To connect the terminal to other devices via Ethernet, RS-232, and USB, use the V240m Full-Feature (FF) Base. The FF Base provides a standard RJ-45

LAN socket, RS-232 port, a mini-USB port. The V240m terminal must be docked on the base to utilize cable connectivity

Figure:17 Full-Feature Base Peripheral Connections



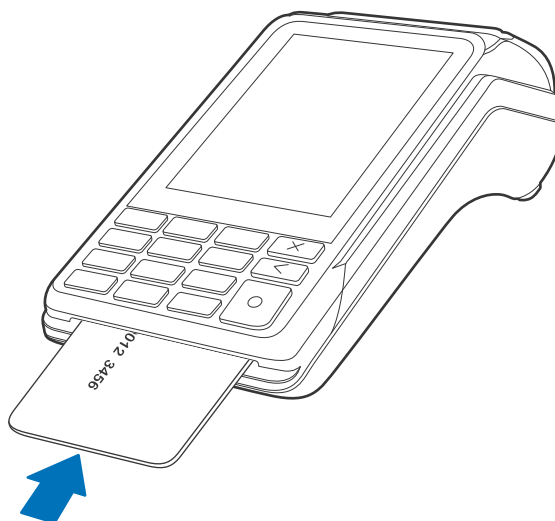
The Full-Feature Base features the following:

Cable	Configuration
Ethernet port	RJ-45 socket (for connecting PINPad to LAN infrastructure)
RS232 port	RS232 socket (for connecting PINPad to LAN infrastructure), MOD-8 socket, Mini USB & DC-in jack
USB ports	Mini USB and type A USB

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:18 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

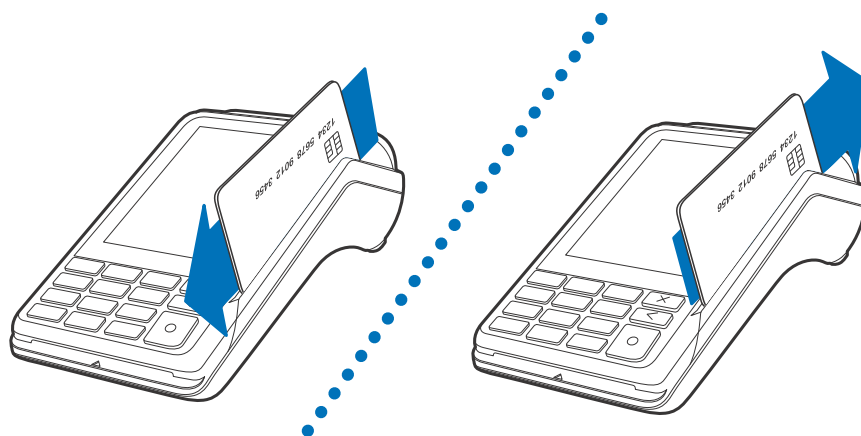
Leave the smart card in the card reader until the transaction is completed. Premature removal can void the transaction.

Laissez la carte à puce dans le lecteur de carte jusqu'à ce que la transaction soit terminée. Un retrait prématuré peut annuler la transaction.

Magnetic Stripe Card Reader Use

The V240m 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:19 Using the Magnetic Stripe Card Reader



Conducting a Credit/Debit Card Transaction

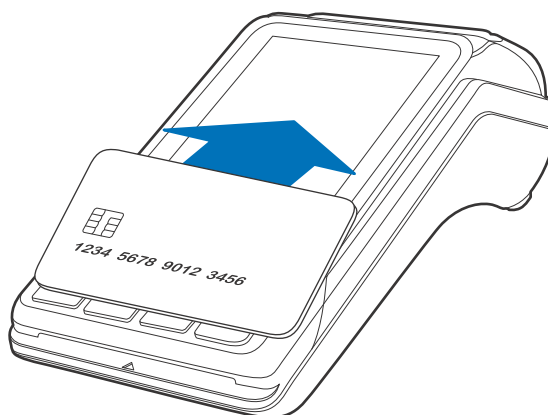
To conduct a credit or debit card transaction:

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

Contactless Transaction

The V240m supports contactless transactions through an integrated contactless module. The terminal only becomes active for contactless smart card transactions when initialized by an application.

Figure:20 Contactless Transaction



Performing Contactless Transactions

To perform a contactless smart card transaction:

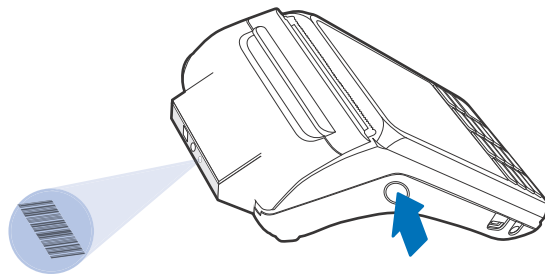
- 1 Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.
- 2 An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction.

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

Camera/Barcode Scanner

The V240m Camera variant includes an end-facing camera array that is capable of barcode and QR code scanning.

Figure:21 V240m
Camera array



Optional Accessories

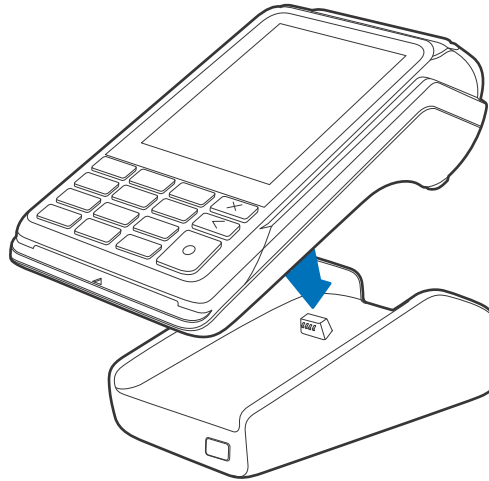
These accessories can be used to further enhance the device's functionality. See [Accessories and Cables](#) for additional information.

Full-Feature Base

The Full-Feature Base (VPN M474-S02-08) provides Bluetooth (BT) v4.2 as well as All BT v4.1 features. It also supplies power, Dial up, Ethernet, USB

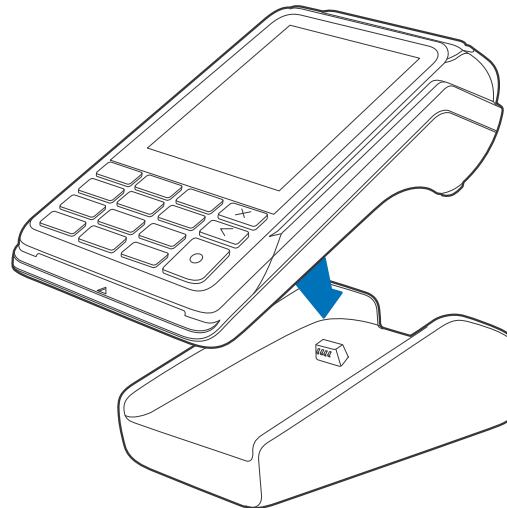
Host and USB Device, plus powered RS232 connection.
See [Cable Connections Using the Full-Feature Base](#)

Figure:22 V240m
Docking with
Full-Feature
Base



Charging Base The Charging Base (VPN M474-S02-00) provides a stable dock plus power charging for the V240m terminal.

Figure:23 V240m
Docking with
Charging
Base



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**

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 Verifone [Service and Support](#).

3. Specifications

This chapter discusses power requirements, dimensions, and other specifications of the V240m terminal and bases.

V240m Terminal

Refer to the following specifications for the V240m terminal:

Unit Power Requirements

V240m devices have the following power requirements:

- | | | |
|--------------------|-----------|----------------|
| • Operating power: | V240m | V240m Camera |
| | 5V DC, 1A | 5V DC, 1A/2.2A |

Temperature

- Operating temperature: 0°C to 50°C (32°F to 122°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)

Humidity

- Operating temperature: 0°C to 50°C (32°F to 122°F)

External Dimensions

- | | | |
|-----------|-------------------|-------------------|
| | V240m | V240m Camera |
| • Length: | 162.9 mm (6.4 in) | 172.4 mm (6.8 in) |
| • Width: | 75.3 mm (2.9 in) | 75.3 mm (2.9 in) |
| • Depth: | 53.4 mm (2.1 in) | 53.4 mm (2.1 in) |

Weight

- | | | |
|----------------|------------------|------------------|
| • Unit weight: | V240m | V240m Camera |
| | 320 g (11.28 oz) | 330 g (11.64 oz) |

Processor

- ARM Cortex A9 32-bit processor

Display

- 3.5" portrait mode transmissive TFT 320 (RGB) x 480 (HVGA)

Magnetic Card Reader

- Triple track (tracks 1, 2, 3), high coercivity, bi-directional

Primary Smart Card

- ISO 7816-3, 1.8V, 3V, 5V
- Synchronous and Asynchronous cards
- EMV Approved

SAM Card Reader

- Two Security Access Modules (SAMs)

Battery Pack

- Rating: 9.1 Wh (3.7V DC, 2450 mAh)
- Meets IEEE1725 requirements

Security

- 3DES encryption, Master/Session and DUKPT key management
- VeriShield file authentication
- PCI PED 5.x approved

V240m Terminal

Charging Base

- Provides terminal charging on a mounted stand

Full-Feature Base

- Aside from charging, the FF Base provides:
 - Bluetooth
 - 10/100M Ethernet
 - 56K modem
 - Powered RS-232
 - LE Secure feature of BT v4.2 + All BT v4.1 feature
 - USB host
 - USB device

Unit Power Requirements

- Operating power: 5V DC, 2.2A (FF Base)
5V DC 1A (Charging Base)

Temperature

- Operating temperature: -5°C to 50°C (23°F to 122°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)

Humidity • Relative humidity: 5% to 95% (RH non-condensing)

Security • PCI 5.x Compliant

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 V240m 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).



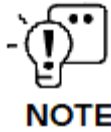
CAUTION

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 V240m device to be returned:
 - Product ID, including the model and part number. For example, "V240m" and "M474-xxx-xx" and "PTID xxxxxxxx."
 - 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 V240m 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 V240m.
 - 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 V240m 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 V240m device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the V240m. 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

Cables Contact your local Verifone distributor to determine which cable fits your needs.

Part Number	Part Description
CBL280-025-02-A	USB Cable 4.1 m
CBL282-045-XX-A	USB cable (as Device). Powered from +9V/1A DC adaptor
CBL282-038-XX-A	USB cable (as Device). Powered from +5V USB Host
CBL282-033-01-A	Powered USB cable (as Device). Powered from +12V PUSB Host
CBL282-031-XX-A	RS-232 cable (DB9). Powered from +12V DC adaptor
CBL282-036-XX-A	RS-232 cable (RJ45). Powered from Countertop (+12 V)
CBL282-006-01-B	Cable, VX 820 Ethernet/RS232, Dongle 1.0 m

Power Supply

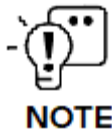
Part Number	Part Description
PWR474-002-XX-A	DC power pack (V240m)
PWR475-010-XX-A	DC power pack (V240m Camera)

Accessories

Part Number	Part Description
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

If the device does not start:

- Ensure that the device is plugged into a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.

- If the problem persists, reach out to your local Verifone representative for assistance.

Keypad Does Not Respond

Use the following steps to check the keypad:

- 1 Check the display panel. If there are no characters, or the wrong characters are displayed, refer to Display Panel Does Not Work.
- 2 If the problem persists, contact your local Verifone representative.

Transactions Fail to Process

There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

Check Magnetic Card Reader

- Perform a test transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly (see Magnetic Stripe Card Reader Use).
- Process a transaction manually using the keypad instead of the card reader. If the manual transaction works, the problem may be a defective card reader.
- If the problem persists, contact your local Verifone representative.

Check Smart Card Reader

- Perform a test transaction using several different smart cards to ensure the problem is not a defective card.
- Ensure that the card is inserted correctly (see Magnetic Stripe Card Reader Use).
- Ensure the MSAM cards are properly inserted in the slots and are properly secured (see MSAM/uSD Cards).
- If the problem persists, contact your local Verifone representative.

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