K250
Installation Guide

verifone

K250 Installation Guide
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Comments? Please e-mail all comments on this document to your local Verifone Support Team.

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Preface

This guide is the primary source of information for setting up the K250 device.

Audience

This guide is intended for the users involved in K250 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the K250 device.

- Chapter 2: Specifications- Provides the power requirements and dimensions of the K250 device.

- Chapter 3: Device Setup - Provides instructions on configuring the K250 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: Troubleshooting Guidelines - Provides guidance for addressing issues that may arise during device installation.

Related Documentation

To learn more about the K250, refer to the following documents associated with the Verifone Part Number (VPNs).

K250 Certifications and Regulations	VPN DOC500-007-EN
K250 Quick Installation Guide	VPN DOC500-008-EN

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Conventions

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

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

1. Device Overview

The K250 kiosk is an ultra-slim countertop kiosk solution perfect for flexible customer-ready interfaces.

The K250 kiosk can be paired with several Verifone payment devices including the P400 PINpad and M400 multi-lane for seamless ordering and self-checkout. The larger screen size and purpose-built durability is what sets this model apart from mounted tablets, without taking too much counter width. This model is easily installed on existing countertops and takes a minimal amount of counter width. It is apt for Food Self-Ordering, Airport or Transportation Self-Service, Hospitality Check-In and Retail.

Figure: 1   K250 Unit

K250 Extended

K250 Slim
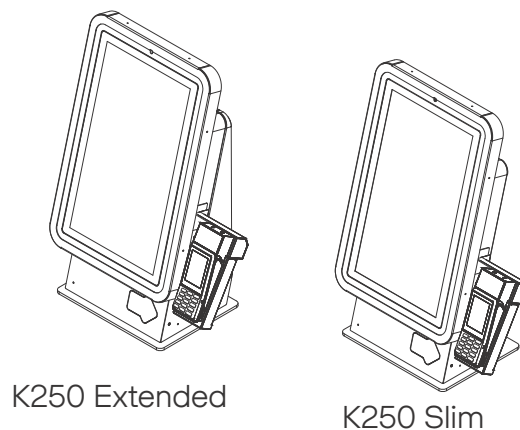
Features and Benefits

Following are the features and benefits of the K250 kiosk:

Ease of Use

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

- K250 kiosk is the most modern, slim, and yet fully-featured kiosk currently available.

- Highly configurable with multiple options for payment devices and other accessories.

- A small, sleek panel below the main display has accessibility to keypads and RFID scanners.

2. Specifications

K250 Specifications

This chapter lists the power requirements and other specifications of the K250 kiosk.

Standard Specifications

•	Processor	Intel i5 or i7, Qualcomm Snapdragon
•	Memory	8GB or 16GB
•	Storage	128GB or 256GB SSD
•	OS	Windows 10, Oak OS Android
•	Display	21.5" High Definition Capacitive Touchscreen (PCAP)
		388.62 mm L x 261.62 mm W x 706.12 mm H
•	Input Power	120 - 240V AC, 50/60 Hz
•	Current Rating	2A
•	Accessibility	Storm Interface AudioNav Keypad, ADA compliant, 6-key navigation, audio jack, illuminated
•	Cooling	System fan and vented enclosure
•	Environment	Operating temperature: 5°C to 35°C (40°F to 95°F)
		Storage temperature: -30°C to 60°C (-20°F to 140°F)
		Operating humidity: 20% to 80% (non-condensing)
		Storage humidity: 5% to 90% (non-condensing)
		Altitude: up to 2000 m (6,500 ft)

Optional Specifications

•	Payment	Verifone P200/P400
		Verifone M400
		Verifone M915/M925
•	Printer	80 mm receipt printer
•	Barcode Scanner	Printed or digital barcodes
•	Contactless	RFID reader

K250 Extended Specifications

Determine exact placement of kiosk to ensure both access (if applicable) doors have space for free range of motion without obstructions. The main door will open 90° from the open to close position.

Model Specifications (K250 Extended):
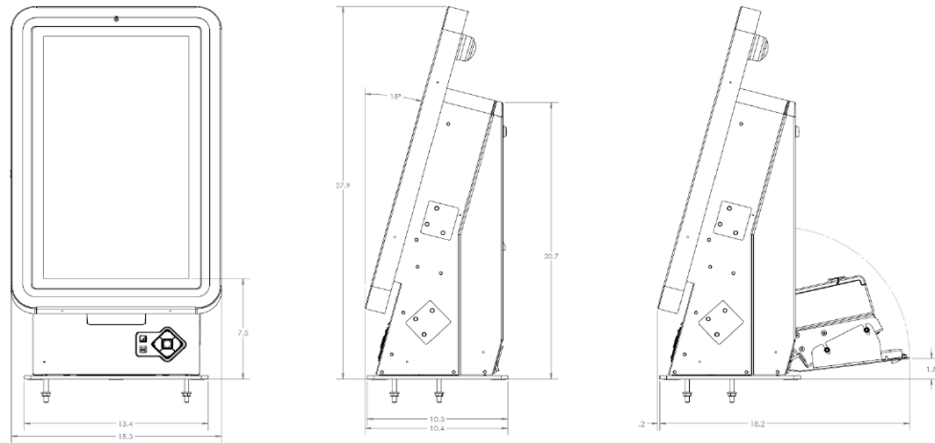
K250 Slim Specifications

Model Specifications (K250 Slim):

K250 Pedestal Specifications

3. Device Setup

This chapter describes the setup procedure for the K250 in the following sections:

K250 Installation Safety Instructions

Do not attempt to install this product until all the instructions and warnings have been read and properly understood.

1   Please check carefully to make sure there are no missing or defective parts - defective parts must never be used.

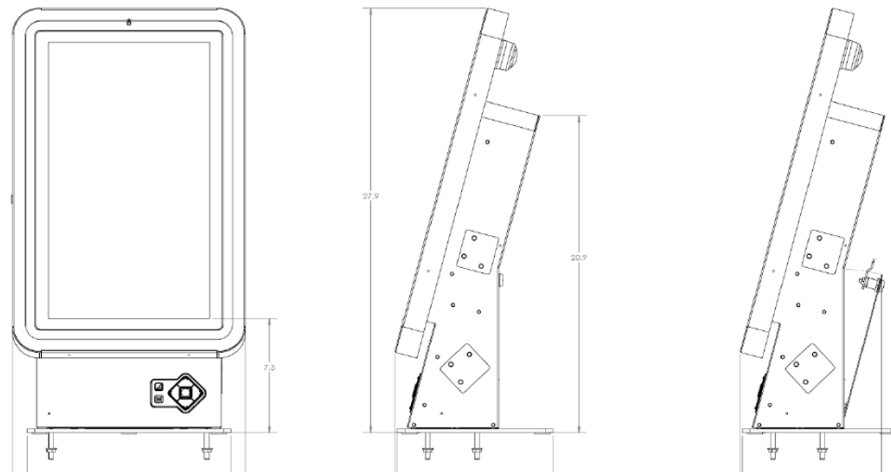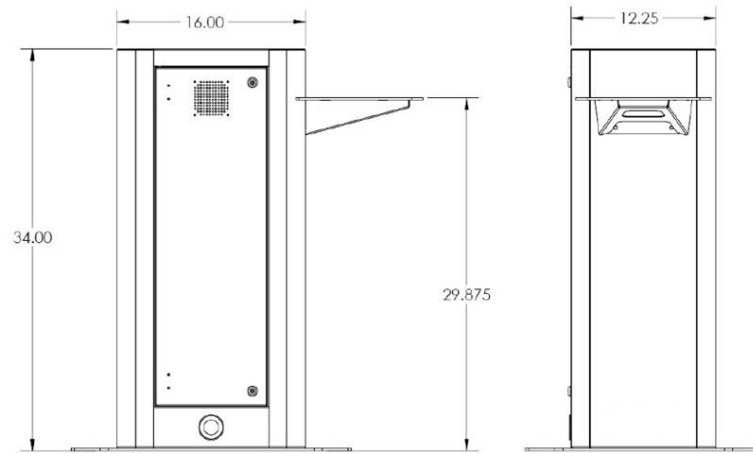2   Verifone is not liable or responsible for damage or injury caused by improper installation, improper use, or failure to observe these safety instructions. In such cases, warranty might become void.

Product Location

- When determining location, ensure that all access doors and panels are accessible and have enough room to fully open or remove. Ensure that users can comfortably walk up to and use the kiosk without obstructions.

- Do not install the kiosk near electrical or explosive hazards or where there are falling objects else excessive dust and debris be collected on the kiosk.

- Do not operate or service the unit unless it is securely mounted to a fixed surface or stable structure. Failure to mount securely can cause injury or damage to the kiosk.

Product Safety

- Only authorized personnel should remove covers or warning labels on the kiosk.

- Ensure the product is connected to a grounded electrical outlet.

- Do not expose this product to rain or moisture to prevent from fire or shock hazards.

- Disconnect the power cord from the AC outlet to fully disconnect the power to the unit.

- Do not operate the product in the following conditions:

  - Damaged cord or plug

  - The product malfunctions

- The product is dropped

- The product is damaged

Floor Mounting - Pedestal Option

- Please ensure to install the K250 unit is on a suitable hard, stable floor or surface.

- K250 unit must be secured to the surface with provided anchor bolts or other suitable anchors for its intended use. Notify Verifone if you have questions about your floor or mounting hardware.

Disconnecting the Device

- For pluggable equipment, the socket outlet shall be installed near the equipment and shall be easily accessible.

- Use team lift principles to lift the kiosk, as the weight of the combined pedestal and cabinet section could be dangerous to maneuver for one person.

Hazard Limitation

- It is recommended to periodically inspect the product and its fixing points to ensure that safety is maintained.

Field Wiring

- Use only a three-wire, grounded NEMA outlet in accordance with the National Electrical Code (NEC).

- All field wirings are in accordance with the (NEC) - National Electrical Code.

LCD (Liquid-Crystal Display)

- The response time, brightness, and colors of the K250 unit may be affected by the ambient temperature.

- Tiny spots (dark or luminescent) may appear on the display due to the liquid crystal characteristics.

- There are variations in brightness and colors on each unit.

Periodic Inspection

Periodically inspect the kiosk for possible tampering. Signs of tampering include:

- Wires protruding out of the device.

- Foreign objects are inserted into the smart card slot or magnetic stripe slot.

- Any bumps in the casing below the mag stripe slot and any noticeable additional mag stripe head from the side.

- Signs of damage to the tamper-evident labels.

- A Tamper Warning message on the device display.

- If any device is found to have been tampered with, please remove it from the service immediately. Keep it available for potential forensics investigation and notify your company security officer and your local Verifone representative or service provider. To contact Verifone, please see Service and Support.

Inside the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The kiosk is a secure product. Tampering causes it to cease to function or to operate in an unsecured manner.

To unpack the shipping carton

To unpack the shipping carton:

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

2 Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.

3 Remove and inspect the contents of the shipping carton. The device ships in multiple configurations. The carton may include all or any of the following:

- Main Kiosk K250 Slim

- Main Kiosk K250 Extended

- Hardware Kit

- Electrical cover(s)

- Your kiosk may have been preconfigured with optional components Refer to your sales order or agreement for additional components and accessories

4 Remove all plastic wrapping from the device and the components.

5 Remove the clear protective film from the display.

6 Inspect the terminal for possible tampering; see how to identify signs of tampering in section Periodic Inspection.

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

WARNING	Do not use a tampered or damaged unit. The device 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. L'appareil 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.*

Figure: 2   K250 Unit

K250 Extended

K250 Slim
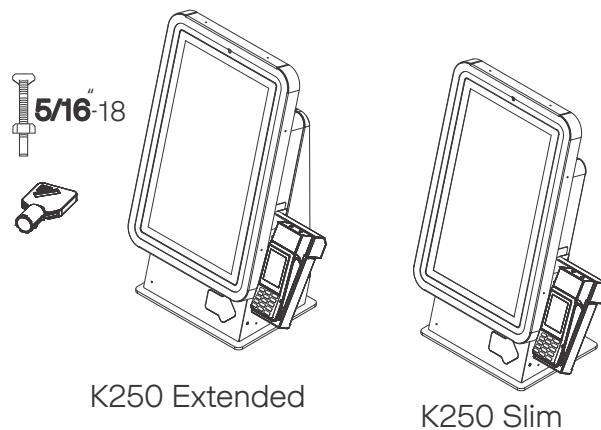
Installing the K250 Kiosk

Installing Tools and Materials:

- Adjustable Wrench
- Small Open-End Wrenches
- Set of Allen Wrenches, Ball End
- Set Hex Wrenches
- Small Socket Set
- #1 Phillips Screwdrivers
- Cable Ties

Optional Tools:

- Needle Nose Pliers
- Drill + Associated Attachments
- 3/8" Anchor Bolts (Minimum QTY 4)

- Anchor Bolt Installation Tools
- Lag Bolts

Stability

Verifone recommends that the unit must be securely bolted to the table/floor in accordance with the kiosk mounting instructions contained within this manual. Pedestals must be purchased separately.

Field Wiring

1 All lines are routed inside the building within a grounded conduit (recommended ½" diameter terminated by a ¾" Romex connector).

2 Only the power cord supplied with the kiosk should be used to power the kiosk. Consult Verifone support before using other cords or extensions.

Disconnect Device

A readily accessible disconnect device shall be incorporated into the building installation wiring.

Circuit Protection

1 Circuit Type: Branch Circuit Protection

2 Input Voltage: 120 - 240V AC, 50 - 60 Hz

3 Max Current: 2A

Floor Mounting
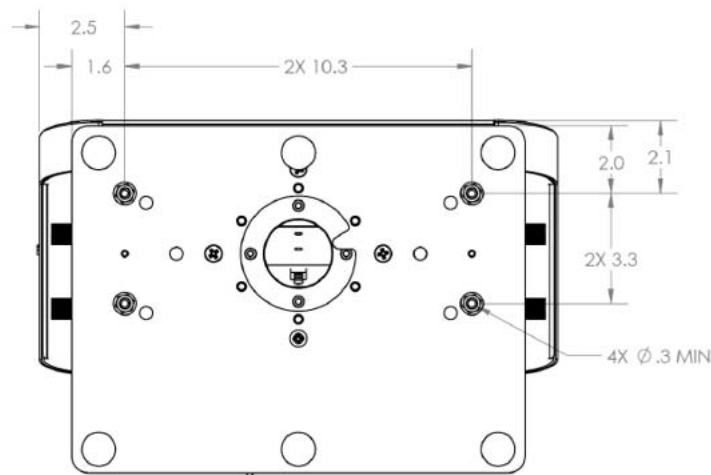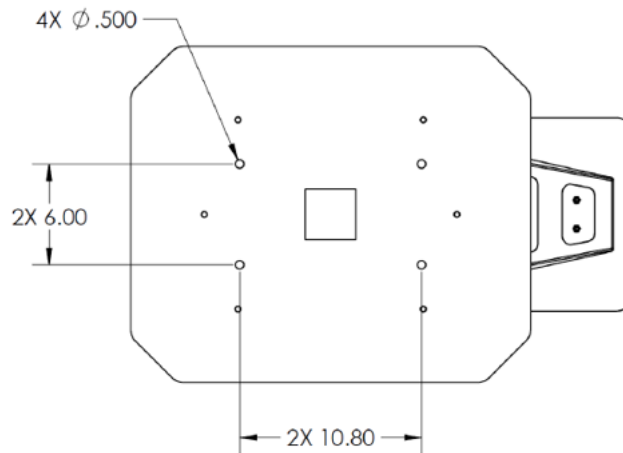
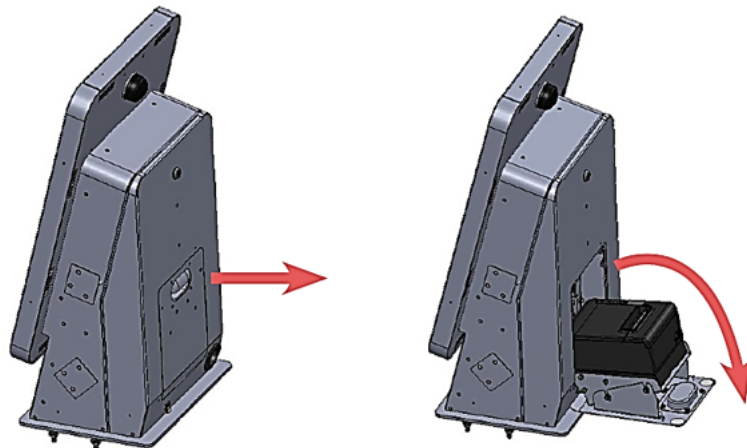## Opening the K250 Extended Kiosk

1 To open the rear access door, use the handle and then open the printer door.

2 Once the printer door is open, unlock the top portion of the door using the provided key.

3 Remove the extended panel by lifting it up and pulling it outwards.

4 Disconnect the power cord from the power strip and the USB (Universal Serial Bus) from the USB hub.
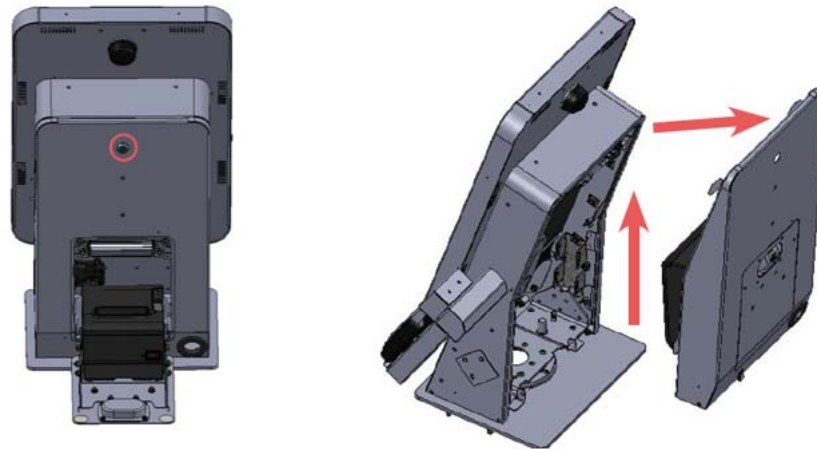
Opening K250 Slim Kiosk

1   To open the rear access door, insert the supplied key into the door release lock and fully rotate until the rear door is unlocked.

Door Release Lock
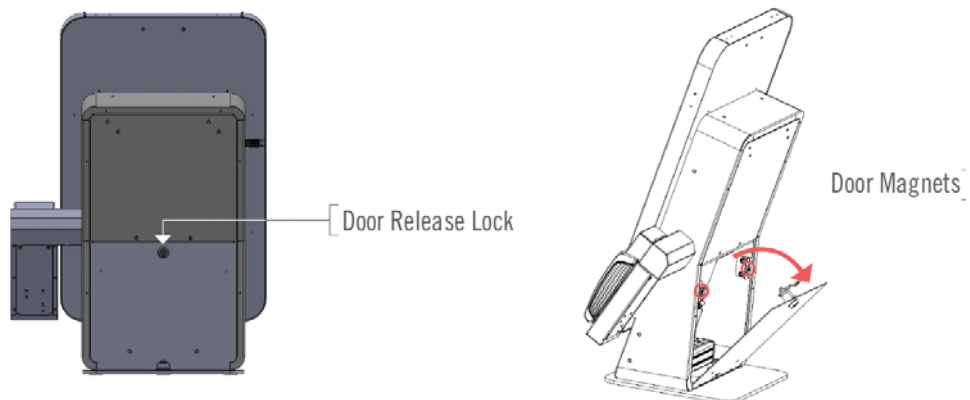
Door Magnets

2   Once unlocked, pull the door out to disengage the magnets.

NOTE   To completely remove, pull the door out and up.

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3   Remove (QTY 2) hex screws to gain access to the upper door compartment.

Hex Screws

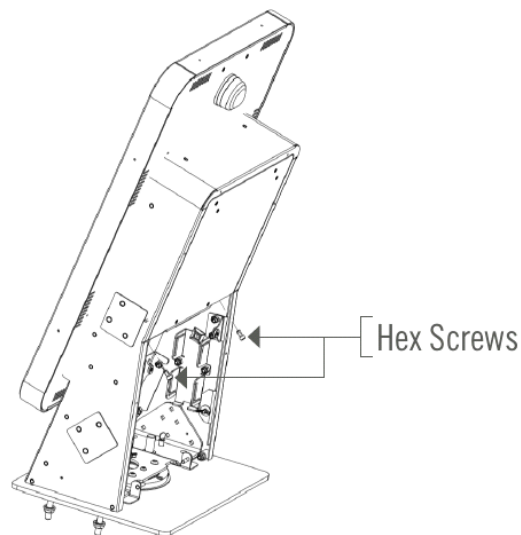| ⚠ WARNING	ELECTRICAL HAZARD RISK – Inside the Kiosk contains power wires and electronic devices. Only authorized personnel should open the kiosk. Take necessary precautions when working with electrical equipment.
	RISQUE DE RISQUE ÉLECTRIQUE – L'intérieur du kiosque contient des fils d'alimentation et des appareils électroniques. Seul le personnel autorisé doit ouvrir le kiosque. Prenez les précautions nécessaires lorsque vous travaillez avec des équipements électriques.

Turning on PC

💡 NOTE	In the event of a power failure, the PC may need to be turned back.

1   Open the rear kiosk door.

2   Turn on the PC by pushing the button on the front.

💡 NOTE	PC should be oriented with the exhaust on the fan side (see below).
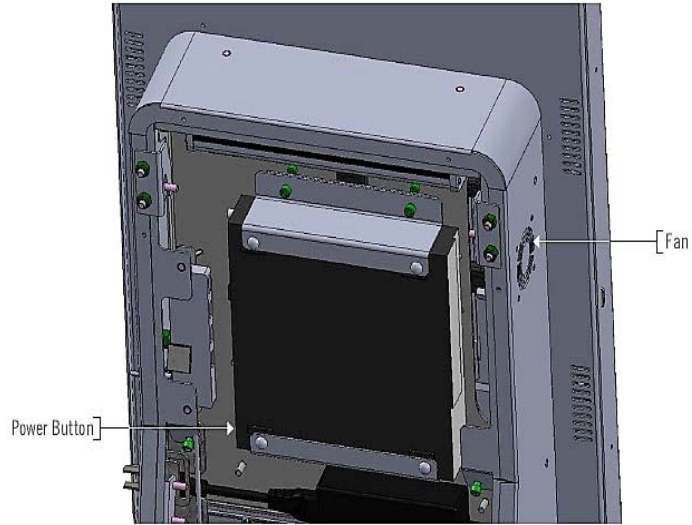
Turning on Display
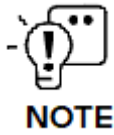
NOTE	Under normal operation conditions, the display should turn on when the PC is turned on. However, in the event of power loss to the kiosk or other failure, the display may not turn on.

1   Open the kiosk door.

2   Locate the remote and press the power button.

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Tabletop Mounting

NOTE

The kiosk must be mounted and secured directly to the surface of a countertop or table to ensure structural stability.

1   After the kiosk has been moved to the desired location, open the main kiosk door.

2   Use the kiosk base dimensional detail as a drilling template to accurately locate the mounting points for the bottom of the kiosk base.

3   Using a drill, make (QTY 4) 0.5" holes (total) that correspond to the (QTY 4) separate mounting points on the baseplate.

4   Secure the kiosk in place using the supplied mounting bolts to secure the kiosk to the countertop.

Anchor Bolts

Anchor Bolts

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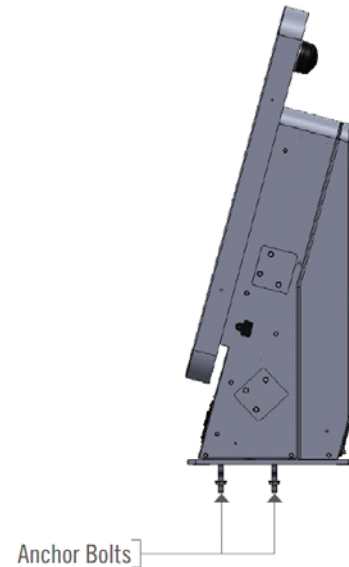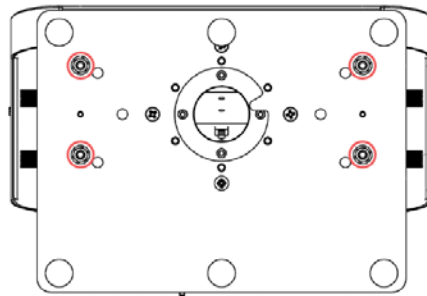
Floor Mounting(Optional)

NOTE Pedestal must be used for floor mounting.

1 Anchor bolts provided are intended for concrete. Concrete flooring must meet commercial building standards. Verify for your local State building code.

2 Mark the floor to correspond with the anchor holes on the kiosk.

3 Drill 3/8" anchor bolts holes (4 minimum) to support anchor bolts into the floor, at least 4 to 5" deep.

4 Install anchors into the floor and verify that they are tight and have not damaged the floor.

5 Lower the kiosk base onto anchor bolts and secure it with washers and nuts. Ensure nuts are properly tightened.

Anchor Holes ⟶ ○
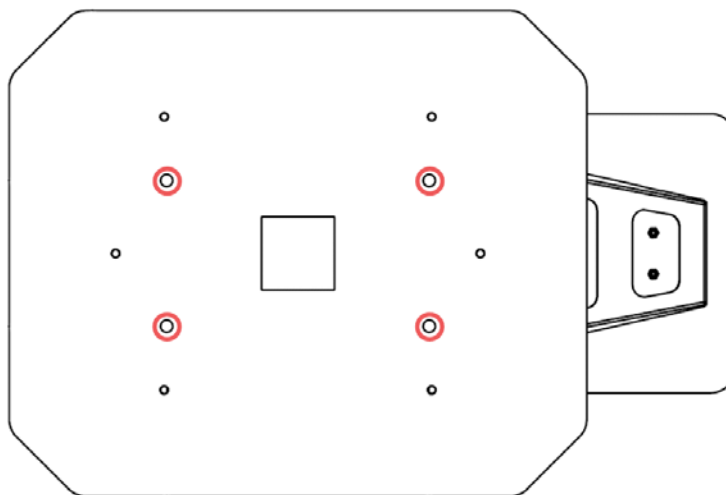
Swivel Feature

> **NOTE**
>
> Unit can be installed in various ways for increased use of the built-in swivel feature.

Fully Rotational:

1 Rotate the kiosk to allow anchor bolts to be installed.

2 Install (QTY 4) anchor bolts.

3 Loosen (QTY 2) thumb screws.

Semi-Rotational:

1 Rotate the kiosk to allow (QTY 4) anchor bolts to be installed.

2 Install anchor bolts.

3 Loosen (QTY 2) thumb screws on an as-needed basis.

Static (No Rotation):

1 Install (QTY 4) anchor bolts through both the kiosk and base.
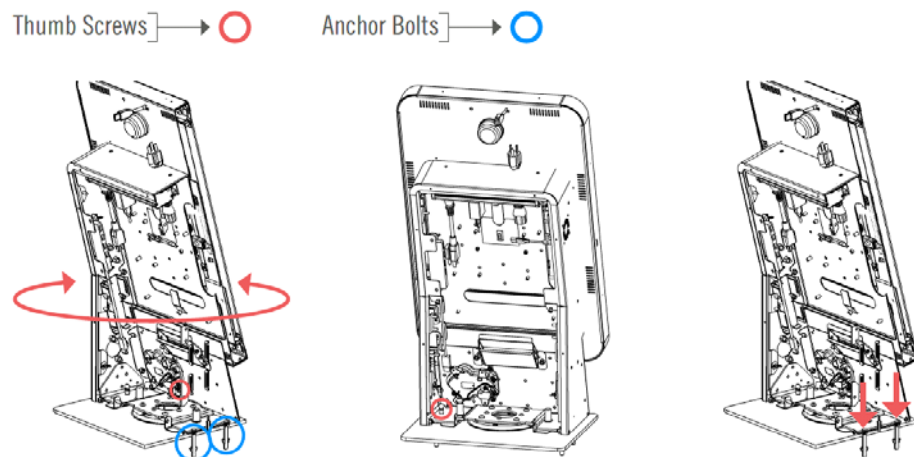

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Electrical and Data Wiring Installation

Power & Data Lines from Wall:

NOTE

Both versions of the kiosk can also have the power and data routed through the access hole at the base (shown below).

1   After the kiosk has been moved to the desired location, locate the grommet or mouse hole (see below).

2   6-foot NEMA (supplied) cable needs to be routed to the IEC port inside of the kiosk (see below). Plug the other side of the NEMA cable into a local power outlet.

3   There will be a power strip inside the kiosk that needs to be turned on.

4   An ethernet cable needs to be routed from the RJ45 port inside of the kiosk enclosure and connected directly to the PC.

5   Manage cable as necessary.

6   Power on the PC inside of the kiosk by pressing the power button. (See TURNING ON PC).

7   Ensure the display is turned on. If you are not seeing anything on the display, remove the rear cover from behind the display and press the power button on the back of the display (See TURNING ON DISPLAY).
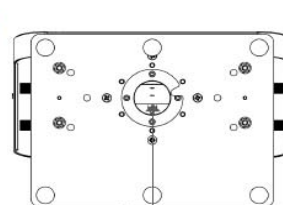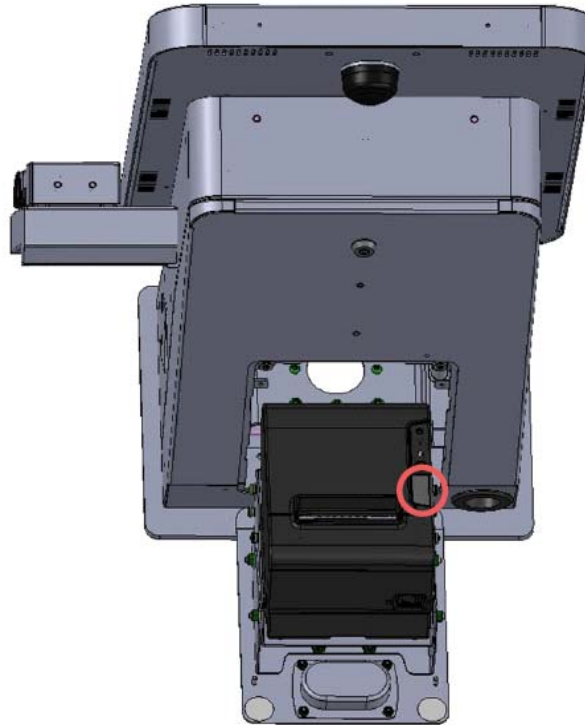
X2E — Grommet

X2S — Mouse Hole

X2E + X2S — Access Hole

Replacing Printer Paper- K250 Extended Kiosk

1   Open the component door.

2   Press the release button on the printer and replace the paper.

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.

DO NOT pour liquid on the terminal.

DO NOT put hand sanitizer on the terminal.

DO NOT spray the terminal directly.

DO NOT scrub the terminal.

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 K250 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 K250 device to be returned:

- Product ID, including the model and part number. For example, "K250" and "M500-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."

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- Reference the model and part number in the Note box.
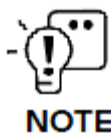
NOTE Each K250 returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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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 K250.

- 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 K250 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 K250 device).

6. 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.
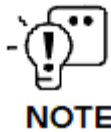
NOTE	The device is equipped with tamper-evident labels and does not contain any user-serviceable parts. It is crucial not to attempt to disassemble the unit under any circumstances. Only perform adjustments or repairs explicitly outlined in this guide. For any other services, please contact your local 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.*

Peripheral Device Does Not Work

If any peripheral device (PIN pad or smart card reader) does not work properly:

- Check the power cord connection to the peripheral device.
- Check for proper grounding connections.

- Check that the device connected to the proper port has power and is functioning properly. If possible, perform a self-test on the device in question.

- The cable connecting the optional device to the PC port may be defective. Try a different serial cable.

- If the problem persists, contact your local Verifone representative.

www.verifone.com

Thank you!

We are the payments architects who truly understand commerce.

As payment architects we shape ecosystems for online and in-person commerce experiences, including all the tools you need... from gateways and acquiring to fraud management, tokenization and reporting.

As commerce experts, we are here for you and your business. With our payment devices, our systems & solutions and our support. Everywhere. Anytime. So that your customers feel enabled, recognized and well taken care of, even beyond their expectations.

Verifone. Creating omni-commerce solutions that simply shape powerful customer experiences.