KX600
Installation Guide

verifone

KX600 Installation Guide
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Preface

This guide is the primary source of information for setting up the KX600 device.

Audience

This guide is intended for the users involved in KX600 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the KX600 device.
- Chapter 2: Specifications - Provides the power requirements and dimensions of the KX600 device.
- Chapter 3: Device Setup - Provides instructions on configuring the KX600 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.
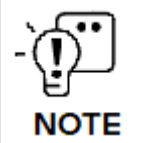
Related Documentation

To learn more about the KX600, refer to the following document(s) associated with the Verifone Part Number (VPNs).

KX600 Certifications and Regulations	VPN DOC501-001-EN
KX600 Quick Installation Guide	VPN DOC501-002-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.
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 KX600 is a kiosk solution perfect for a drive-through digital experience. For the first time, providing an innovative digital experience. The KX600 kiosk solution enables contact and contactless payments in drive-through environments by using a fixed contactless reader all while not leaving the comfort of the car and paying through a drive-through window.

This versatile, self-service solution provides secure and reliable transactions for vending machines, public transport, and other unattended, high-transaction volume environments. The KX600 is designed to fit in the smallest environment to meet the highest customer expectations.

Figure: 1   KX600 Unit
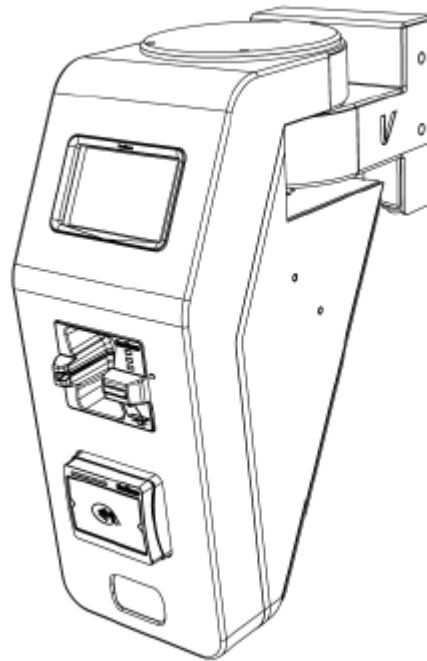
Features and Benefits

Following are the features and benefits:

Ease of Use

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

- Designed for outdoor use. It is designed ruggedized, and weatherproof, to withstand the harshest conditions from the extreme winter environment to the extreme desert climate.

- Weatherproof enclosure provides top-level protection against dust, liquids, and other harmful substances.

- Tamper-resistant and anti-vandalism enclosure.

- Various connectivity options are integrated into the device to conveniently suit unattended environments.

- Quick and easy to use.

- 3.5" color display for unlimited application possibilities and easy readability under various lighting conditions.

- CTLS (Contactless) logo placement on the device for optimized user experience.

- Bright LEDs (Light-Emitting Diode) to display card transaction progress.

- Buzzer for audio confirmation of card transactions.

Performance and Durability

- Powerful 400 MHz, ARM11(Advanced RISC Machine) 32-bit RISC processor completes the transactions quickly.

- The USB (Universal Serial Bus) connection to the POS (Point-of-Sale) terminal for the Barcode Scanner.

- Ethernet connectivity to the payment controller and display.

- 384 MB memory (256 MB Flash, 128 MB SDRAM).

Security

- PCI PED 5.x approved for debit transactions

- Tamper-resistant construction, SSL (Secure Socket Layer) protocols

- Direct key injection using industry standard HSMs

- VeriShield Retain

- VeriShield Remote Key

- Verifone Secure Data

- VeriShield Total Protect

- MasterCard TQM

- IPP8 functionality plus multiple DUKPT engines

- EMV (Europay, MasterCard and Visa) L1 and L2

- ISO7816-3, ISO7816-10 and EMV 4.3 standards

Connectivity

- USB Cable
- 2 Ethernet Cables
- Power Cable
- Ground Cable

Contactless Capabilities

The device includes the following contactless capabilities:

- Verifone's advanced contactless architecture future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.
- Dedicated tap zone for optimized user experience.
- Accepts EMV, NFC (Near Field Communication), QR (Quick Response) Code and mag-stripe contactless payments as well as PIN-based transactions.
- Supports contactless cards as well as NFC phones, supporting the following protocols:
  - ISO (International Organization for Standardization)14443 A&B
  - MiFare (MiFare +/ DESfire)
  - ISO 18092 Active Communications (NFC - peer-to-peer mode)
  - PayPass
  - payWave
  - AMEX Expresspay

2. Specifications

KX600 Specifications

This chapter lists the power requirements and other specifications of the KX600 unit.

- Processor
- Memory
- OS

- Display
- Power Supply
- Card Reader

- Contactless

- Connectivity
- Payments

- 400 MHz, ARM11 32-bit RISC
- 384 MB (256 MB Flash, 128 MB SDRAM)
- Embedded Linux with Verifone security enhancements
- 3.5" (480 X 320) color display
- 12V DC - 24V DC
- Triple track MSR (Magnetic Stripe Reader)
- EMV L1- L2 approved smart card
- ISO
- NFC/CTLS
- 3 Control LEDs
- Buzzer
- Real-time clock
- Illuminated contactless logo with dual-tone buzzer
- 4 LEDs
- NFC/CTLS
- USB for Barcode scanner
- Accepts mobile wallets and NCF-enabled cards
- SCR (Smart Card Reader)
- CTLS
- QR Code

- Security
  - PCI (Payment Card Industry) PTS (PIN Transaction Security) 5.x Approved
  - SRED (Secure Reading and Exchange of Data)
  - Supports AES (Advanced Encryption Standard) DUKPT (Derived Unique Key Per Transaction)

- SAM
  - 3 Standard SAM slots

- Environment
  - Operating temperature: -30°C to 70°C (-22°F to 158°F)
  - Storage temperature: -30°C to 80°C (-22°F to 176°F)
  - Relative humidity: 5% to 90%
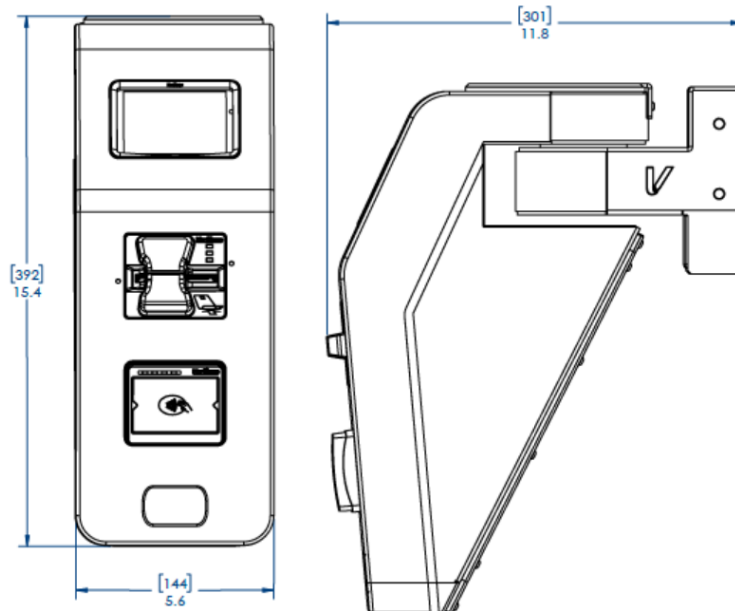
3. Device Setup

This section outlines the setup procedures for the KX600, covering the following segments:

- KX600 Installation Safety Instructions
- Inside the Shipping Carton
- Installing KX600
- Connecting Cables
- Smart Card Reader
- Contactless Transactions

KX600 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, the warranty might become void.

Product location

1 Please ensure to install the KX600 unit on a suitable wall.

2 If you install this product on drywall then it must be securely fixed to a wooden stud, concrete block or any other permanent structure behind the drywall board. Installing on drywall boards alone will not support the weight of KX600 equipment.

3 When drilling holes in walls it is essential to avoid contact with electrical cables and water or gas pipes contained within. Use of a good quality live wire detector and hidden object locator is recommended.

Fixing hardware

1 It is highly recommended that all wall fixing screws are appropriate.

2 If any fixing screws or included hardware are deemed not sufficient for a safe installation, then please consult a professional or your local hardware store.

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

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LCD

The response time, brightness, and colors of the KX600 unit may be affected by the ambient temperature.

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

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

3 Cold cathode tubes are incorporated into the LCD for backlights. Optical properties (brightness, irregular colors, etc.) may change in a low-temperature environment or over the time of operation.

Periodic Inspection Periodically inspect the terminal 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 device 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:

• Device

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- Bracket
- Hardware Kit:
    - 3x: #6-32 X 3/8 Button Head Torx Screw (T15)
    - 3x: #6-32 X 3/8 Flat Head Torx Screw (T15)
    - 3x: 5/16-18 X 3/4 Button Head Torx Screw (T40)
    - 3x: 5/16 Flat Washer
    - 1x: Tamper Resistant Bit (T10)
    - 1x: Tamper Resistant Bit (T40)

4 Remove all plastic wrapping from the device and 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 the 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 de 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   KX600 Unit
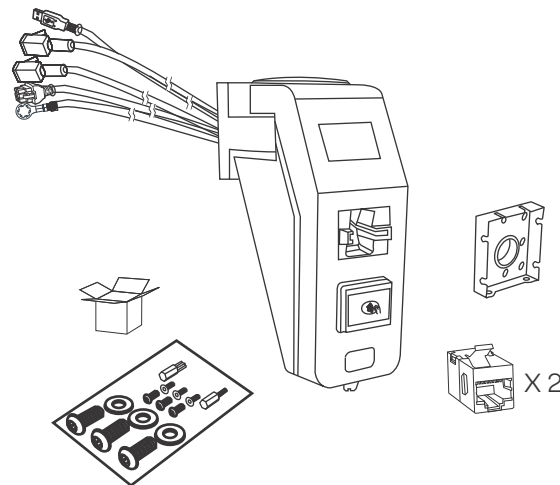
Installing KX600

Recommended lateral placement of the KX6xx unit

1   The recommended placement of the KX6xx device should be approximately 4.30" (109 mm) from the center of the device to the edge of the window frame; any protruding objects from the wall beyond 1.5" (38 mm) may obstruct the full rotation of the device but will not impact overall function.
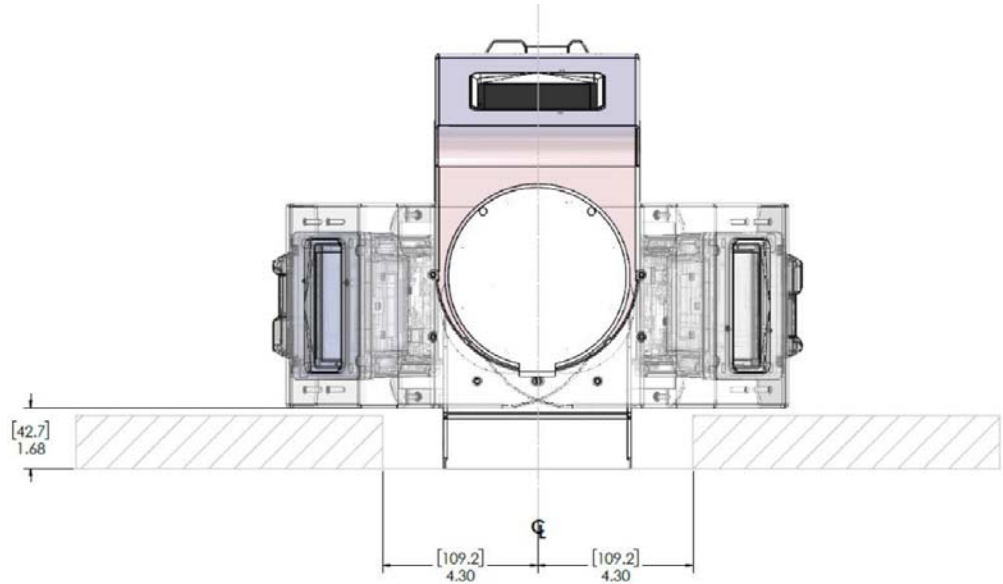
2   If the curb distance from the wall is < 11.5" (292 mm) then it is recommended to reduce the depth of the installation into the wall to maintain the recommended distance.

3   Based on the direction of the traffic flow, it is recommended to install a bollard, and a concrete pole to protect the device from accidental impacts from vehicles.

NOTE The material and the process used to install the device are at the site owner's discretion.

Following are the steps to install the KX600 kiosk unit.

1   Identify the wall where you want to mount the KX600 kiosk. Ensure there is enough space so that the device can freely move till ± 90 degrees.

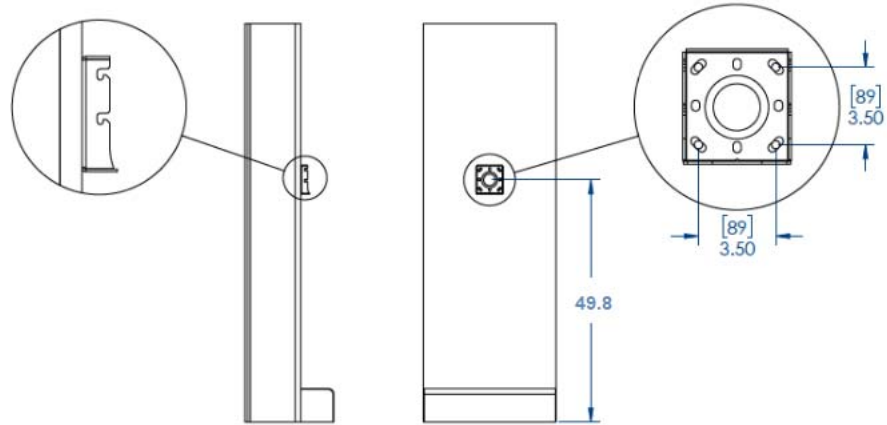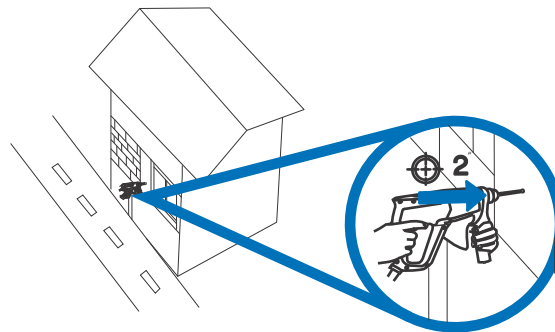2   Mark 49.8" (1265 mm) from the ground level for the conduit access hole.

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Figure: 3   Drilling
Conduit
Access Hole

3   Drill the conduit access hole on the wall using a 2" to 2-3/4" hole saw.

4   Ensure anchors do not protrude more than 0.500" (12.7 mm) from substrate.

5   Using the wall mounting bracket mark drill the 4 anchor positions at 3.5" spacing. Install 1/4" anchors (4x) or equivalent.

NOTE

- The anchor type and installation method are site-specific. Ensure to install anchors as per the manufacturer's instructions. Ensure to use stainless anchors for all outdoor installations.
- Prior to drilling any holes, ensure that the inside wall is clear of cables.
- While drilling and mounting the device, ensure that the consumable food items are kept away from the installation area.

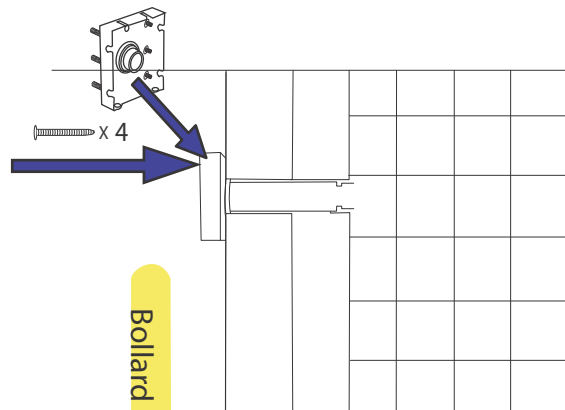Figure: 4   Drilling a Hole Using Wall Mounting Bracket
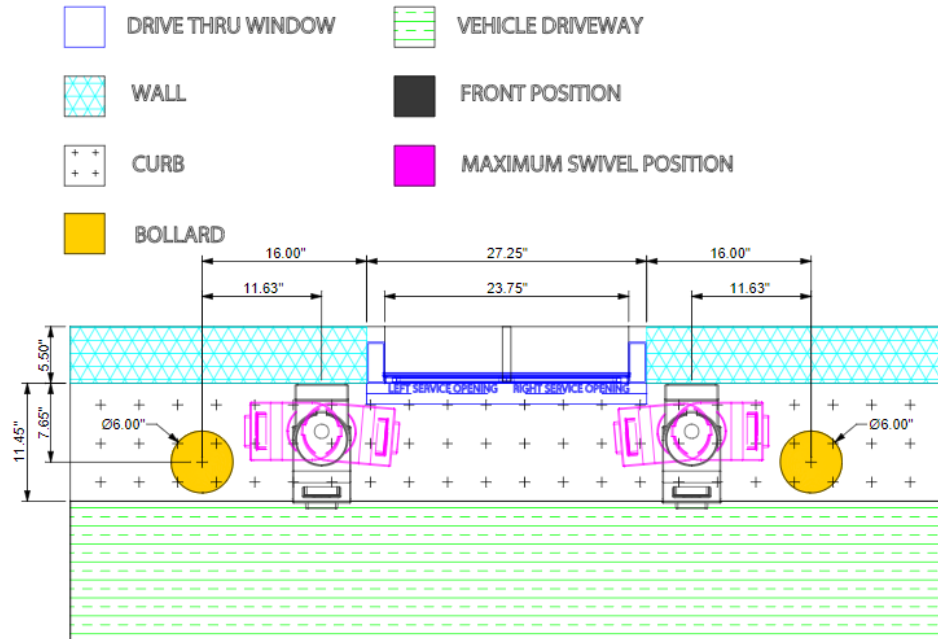

[13]
.50 MAX
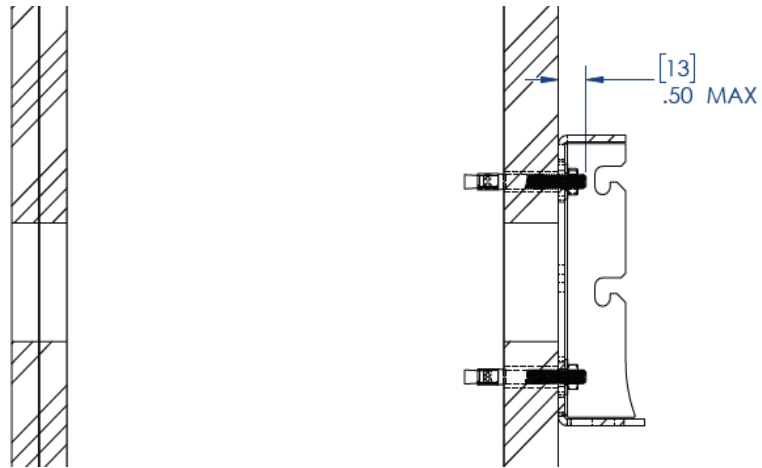
CAUTION

Ensure that the anchors do not protrude more than 0.5".

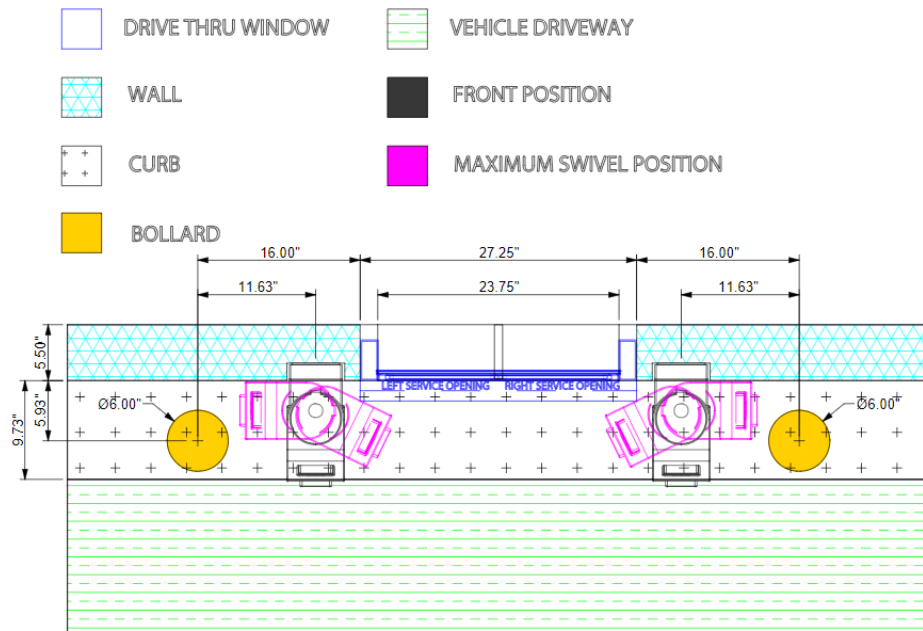*Assurez-vous que les ancrages ne dépassent pas de plus de 0,5".*

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6   Fix the wall mount plate.

- Ensure the bracket is at the correct level.
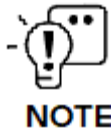- Torque anchors as per manufacturer's recommendations.

X 4

Bollard

Scenario 1: Flush Mount

Scenario 2: Frame-In Mount (Reduced Depth)

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NOTE	Ensure to install a bollard prior to mounting the device. This will help to regulate the traffic getting too close to the curb and prevent the vehicle from hitting the installed KX600 device.

Figure: 5   Fixing a Wall
Mount Plate
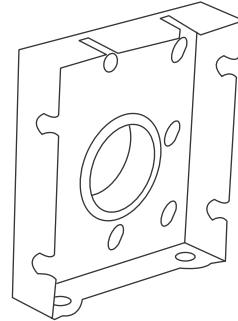
1   Measure the distance from the inside wall to the outside wall and cut 1-1/2" to 1-3/4" conduit to length adding approximately ¼" to the overall length to accommodate for a slight protrusion to the outside wall.

2   Seal the outside conduit and substrate using silicone or equivalent; based on the wall and conduit materials in the installation.
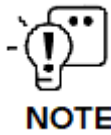
NOTE	Installation materials are location-specific. It is recommended to a use rigid aluminum conduit.

3 Ensure that the conduit is flushed on the inside wall and over-flushed on the outside wall.

Figure: 6 Placing the Conduit
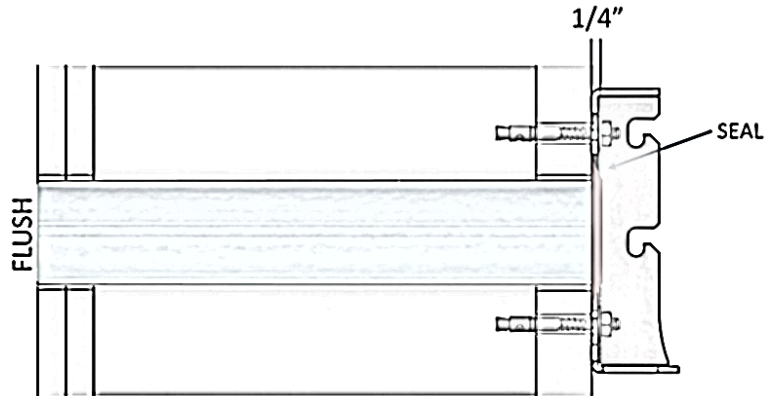
4 Seal around the enclosure wall bracket after mounting it on the wall.

NOTE

If sealing is done around the bracket, then ensure the sealing material does not extend beyond .125" (3.2 mm) from the substrate.

Figure: 7 Sealing the Conduit
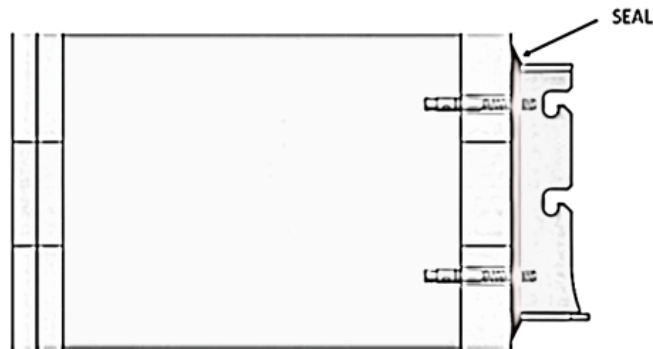
5 Pre-cut 1" conduit to the wall thickness length plus any additional required protrusion based on the material used.

NOTE

1" NPS Female thread is located 1.6" from the substrate at 2.0" in length. Ensure there is enough length to fasten into the enclosure with enough inside wall penetration based on the desired junction box.

6 Threaded conduit or conduit fittings may be used to connect the device (1" NPS).

7 If the conduit fittings are used, ensure that there are no obstructions within the enclosure after fastening into position.

Figure: 8 Placing the Device

NOTE
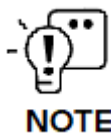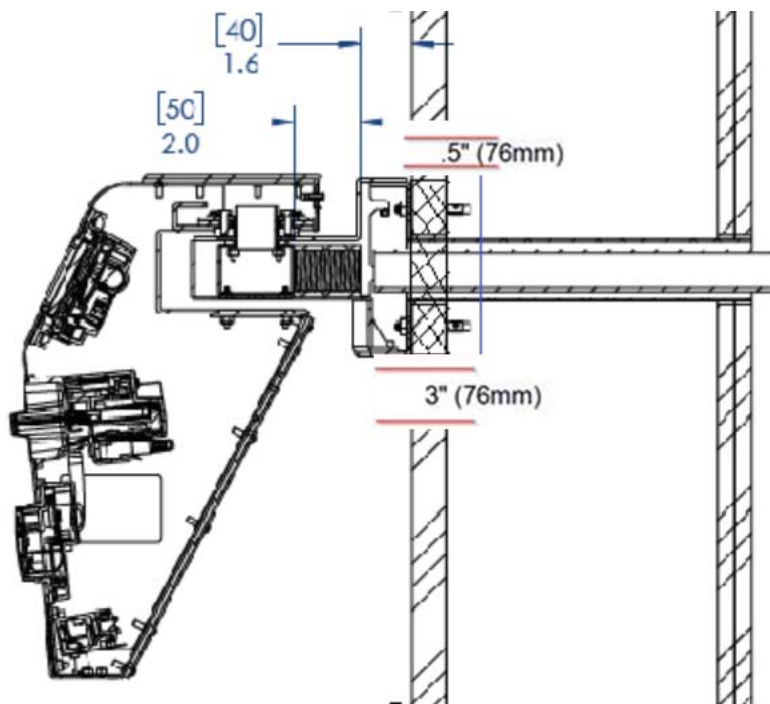
- The recessed opening should accommodate a minimum of 3" (76 mm) of open space below the wall mount to remove the 2 screws using the "L" key.

- In addition to the 3" "recessed" opening and .500 (13 mm) of spacing above the wall mount to allow the device to be slightly lifted and then dropped onto the mounting plate.

8 Run the cabling from the enclosure through the 1" conduit and fasten the conduit into the junction within the device.

9   Slide the device with the pre-installed 1" conduit through the conduit access hole in the wall.

Figure: 9   Sliding the Device
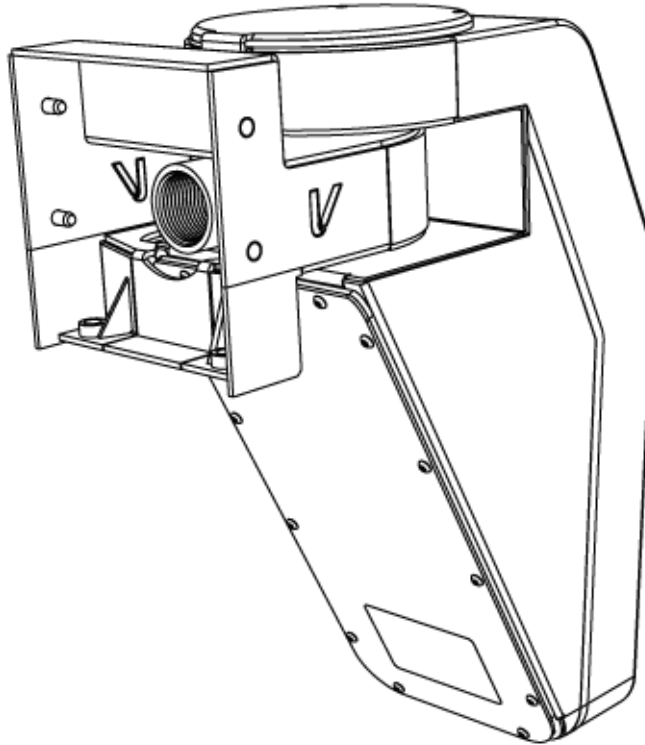
	Ensure cables are fully protected prior to inserting through the wall.
CAUTION	*Assurez-vous que les câbles sont entièrement protégés avant de les insérer à travers le mur.*

Figure: 10 Placing the
           Device
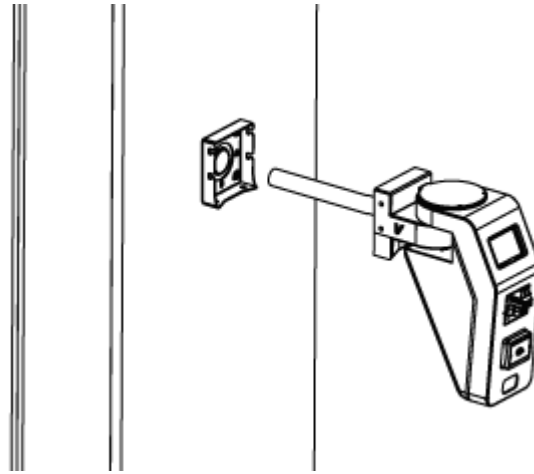
10   Align the device pins with the slots on the wall bracket and place it securely.

11   Fasten the 2-3/8" bolts using #T40 tamper-resistant torx bit.
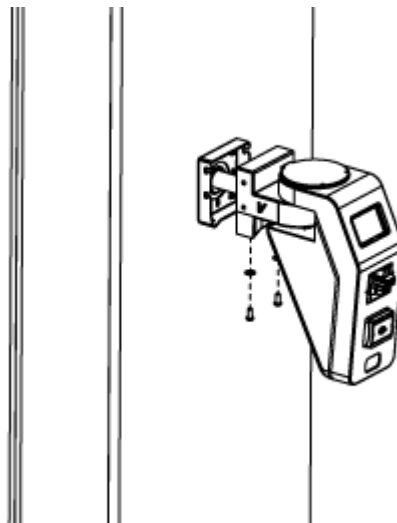
Figure: 11 KX600
Device Wall
Mounted
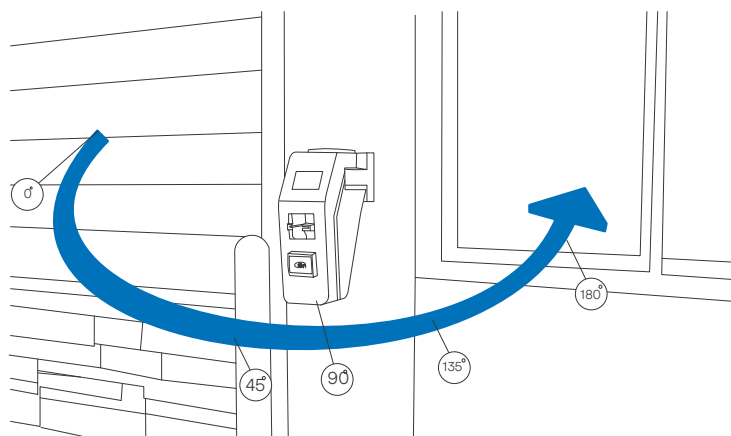
Connecting Cables

The KX600 kiosk unit's rear panel has cables connecting the power supply, network, ground and the POS.

A   Ground cable

B   Power cable is to connect the power supply of the device

C   Ethernet cables to connect the Ethernet ports of the device

D   USB cable is to connect the POS device

Figure: 12   Cables
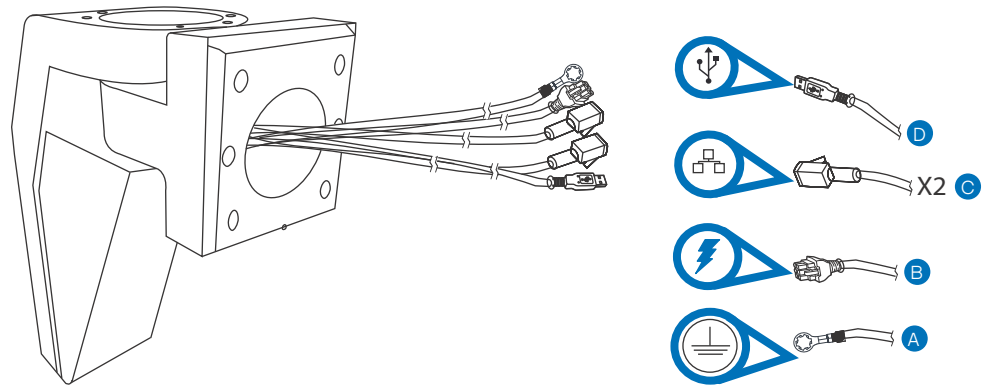
Smart Card Reader

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

Figure: 13   Smart Card Transaction
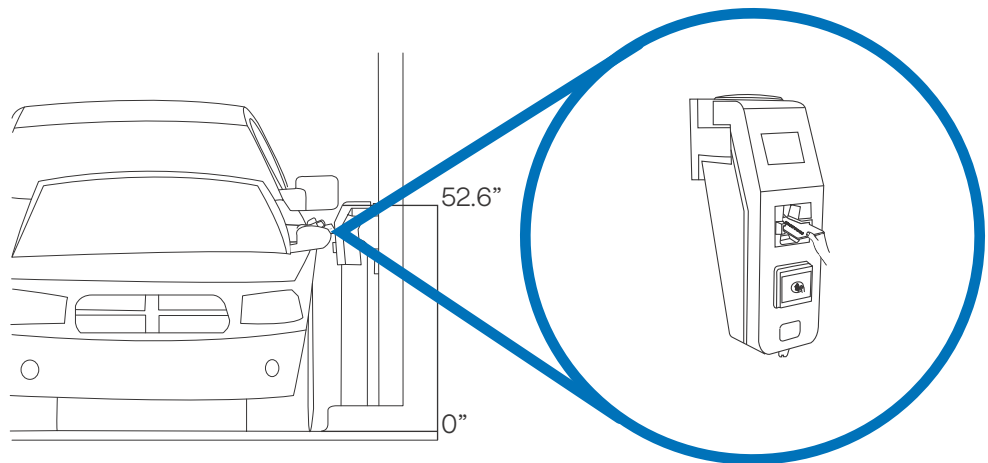
To conduct a smart card transaction:

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 that 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.*

Contactless Transactions

The KX600 kiosk unit supports contactless transactions through an integrated contactless module. The device only becomes active for contactless smart card transactions when initialized by an application in the POS terminal.

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.

Figure: 14   CTLS Transaction
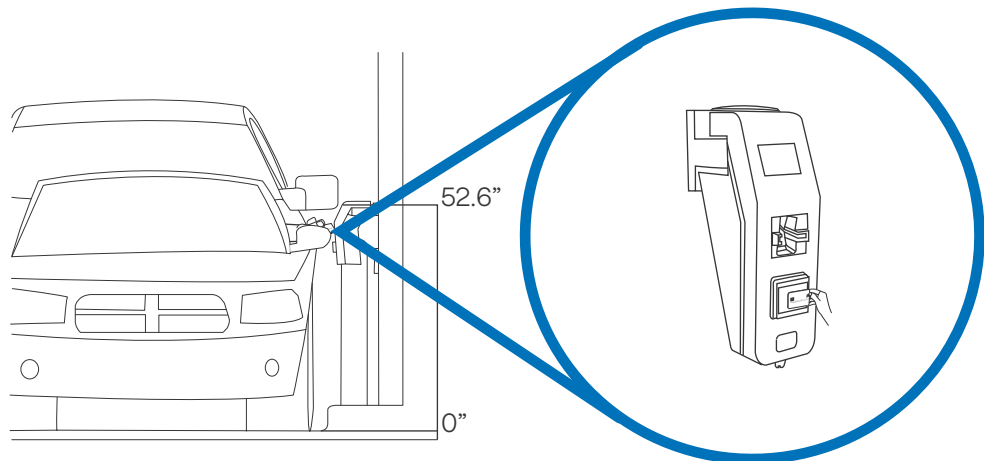
4. Maintenance and Cleaning

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.

Additional Safety Information

The following is additional information for your safety in using this device.

Surface Cleaning

To clean the device, use a clean cloth slightly damped with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

CAUTION

- Never use thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic or rubber parts.

- Pressure washing the device is prohibited and may result in damage to the enclosure and/or components.

Smart Card Reader Cleaning

The Smart Card Reader (SCR) must be cleaned on a regular basis, as dirt accumulation can lead to SCR reading problems. SCR can be cleaned using commercially available card reader cleaning cards or using recommended Verifone cleaning card (PN 02746-02).

Cleaning the SCR

To clean the SCR:

1 Inspect the device's SCR for presence of foreign objects before cleaning the Customer Smart Card.

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a   If the unit shows no presence of foreign objects, then test the SCR function and record results. Proceed to Step 2.

CAUTION

Send your device to a Verifone authorized repair center if foreign objects are found in the SCR at any time during SCR inspection, test diagnostics, or cleaning process. Removal of foreign objects from the SCR by the customers may void device warranty.

Envoyez votre appareil à un centre de réparation agréé Verifone si des corps étrangers sont trouvés dans le SCR à tout moment pendant l'inspection, le test du SCR. diagnostic ou processus de nettoyage. Le retrait de corps étrangers du SCR par les clients peut annuler la garantie de l'appareil.

2   Clean the SCR with approved or recommended Verifone cleaning card. It is always advised to use new cleaning cards every time.

NOTE

If using a commercially available cleaning card use ONLY an approved SCR cleaning card made specifically for POS SCR devices or Petroleum SCR.

3   Test the SCR after cleaning.

a   If SCR tests out okay as "passing", then the unit is ready for Customer Smart Card use.

b   If SCR tests out as "failing", then send the unit for repair. Provide details to repair center when SCR fails testing, either before cleaning OR after cleaning OR both before and after cleaning.

Potentially Explosive Environments

When using the device in areas with potential risk of explosion, such as petrol stations, follow the advice of all signs and instructions. If there has been a leak, do not use this device.

WARNING

Do not spray water or chemicals to the bottom of the device. There is a drain vent to evacuate condensation. Spraying water or chemicals will allow the liquid to enter into the enclosure.

Ne vaporisez pas d'eau ou de produits chimiques au bas de l'appareil. Il y a un évent de vidange pour évacuer la condensation. La pulvérisation d'eau ou de produits chimiques permettra au liquide de pénétrer dans l'enceinte.

5. Service and Support

The KX600 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.

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1 Get the following information from the printed labels on the back of each KX600 device to be returned:

- Product ID, including the model and part number. For example, "KX600" and "M501-XXX-XXX-XXX".

- Serial number (S/N nnn-nnn-nnn)

2 Obtain the MRA number(s) by completing one of the following:

- Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.

- Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.

- Give the MRA representative the information you gathered in Step 1.

- Complete the Inquiry Contact Form at https://www.verifone.com/en/us/contact-us.

- Address the Subject box to "Verifone MRA Dept."

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

NOTE
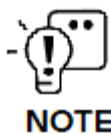
Each KX600 returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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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 KX600.

- 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 KX600 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 KX600 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 terminal serial port may be defective. Try a different serial cable. See Connecting Cables.

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

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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,
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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.

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