

# 640m

# Installation Guide

Verifone Part Number: DOC570-001-EN-A, Revision A03



[www.verifone.com](http://www.verifone.com)

640m Installation Guide  
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# Preface

This guide is the primary source of information for setting up the 640m device.

## Audience

This guide is intended for the users involved in 640m device installation.

## Organization

This guide is organized as follows:

- Chapter 1: [Device Overview](#) - Provides an overview of the 640m device.
- Chapter 2: [Device Setup](#) - Provides instructions on configuring the 640m device.
- Chapter 3: [Specifications](#) - Provides the power requirements and dimensions of the 640m 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 640m, refer to the following documents associated with the Verifone Part Number (VPNs).

640m Quick Installation Guide

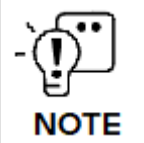


VPN DOC570-002-EN

640m Certifications and Regulations

VPN DOC570-003-EN

## Conventions

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

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

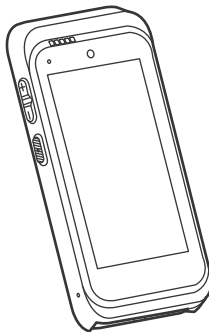
# 1. Device Overview

This chapter provides a brief description of the 640m devices.

The 640m device is a best-in-class, single-screen commerce solution. A secure wireless handheld mobile payment device that allows merchants to process credit/debit card transactions anywhere. In combination with Verifone Connect digital services, offer checkout, payment, and the ability to run Android applications, like loyalty and inventory. It also enables clients to remotely monitor and update their devices using Verifone’s estate management solution. The 640m device supports Bluetooth BLE, Wi-Fi and meets PCI (Payment Card Industry)6.1 SRED (Secure Reading and Exchange of Data) and AES (Advanced Encryption Standard Algorithm) DUKPT requirements for maximum security.

The 640m’s small and sleek design makes it portable while supporting payment methods - EMV (Europay, MasterCard and Visa Standard) and (Near Field Communication)/CTLS (Contactless), including Apple Pay, Google Pay, and Samsung Pay mobile wallets. The easy to read color touch screen supports all payment related user interactions, including secure PIN (Personal Identification Number) entry.

Figure: 1 640m Device



## Features and Benefits

640m device provides smart card (SC) and contactless (CTLS) payment processing with a 4.3-inch (480 x 800) IPS (Inches Per Second) LCD (Liquid Crystal Display) touchscreen.

## BT and Wi-Fi Performance

The dynamic combination of Bluetooth and Wi-Fi provides convenience to wireless payment transactions, and flexible point-of-sale options.



## Application Environment

- There are 2 memory options available 1GB RAM + 8GB Flash or 2GB RAM + 16GB Flash. The type fitted will depend on the model variant.
- The primary smart card reader and the MSAMs safeguard sensitive financial data and support multiple smart card schemes.
- 640m units are certified for ISO 7816-1 and ISO 7816-3 standards for smart card solutions, and ISO 14443 type A & B and ISO 18092 standards for CTLS operations.
- The VeriShield security architecture supports PCI PTS POI and provides file authentication to prevent execution of unauthorized software on 640m devices.

## Payment On-the-Go

- Accommodates payment types - EMV, Contactless/NFC, and mobile wallets along with a 4.3-inch color touch screen with digital PIN pad and signature capture.

## Performance and Durability

- Secure and powerful processing encrypts and completes transactions quickly.
- High-capacity, lithium-ion rechargeable battery for only (3000 mAh) that easily supports a business day on a single charge most of the times.
- The USB (Universal Serial Bus) -C port allows both product charging as well as connection to accessories, and Android, iOS, and Windows devices.
- IP53 product rating for water & dust ingress.
- The unit is drop tested from a height of 1.2 m onto a solid surface.

## Security

- PCI PTS 6.1
- TLS/SSL 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 AES DUKPT engines
- EMV L1 and L2
- ISO7816-3, ISO7816-10, and EMV 4.3 standards

## Connectivity **USB host/ device port**

- 1 USB Type-C Receptacle (can be used for charging)
- Support Android UART software debug (TXD, RXD)
- Support Secure Processor UART software debug (TXD0, RXD0)
- Android USB 2.0 High Speed Host/Client Support
- Secure Processor USB 2.0 High Speed Host/Client
- Support 5 V/3000mAh for external USB peripherals
- USB host or device is configured by Software
- The 640m USB-C port is on the right-hand side
- Smart device communication is through USB-C

### **Cellular (wireless communication)**

- 4G LTE

### **Bluetooth (wireless communication)**

- Bluetooth 4.2 (BLE)
- RF transmitter output power Class 1
- RF receiver GFSK typical -90dBm,  $\delta/4$  PSK typical -90dBm, 8-DPSK typical -83dBm

### **Wi-Fi (wireless communication)**

- Wi-Fi 2.4GHz / 5GHz dual band, 802.11 a/b/g/n (5GHz support is an option)

**Main Battery** • Nominal capacity/voltage: 3000mAh/5 V

**Ease of Use**

- The lightweight, compact, stylish, and ergonomic balance provides a convenient payment experience for the user.
- Easy to hold and has a compact size which makes it portable.
- Capacitive touch-screen UI access for merchant and customer.
- The contactless (CTLS) functionality offers a convenient payment option for consumers.
- EMV card reader ensures a secure payment option.
- Large 4.3-inch LCD touchscreen.

## 2. Device Setup

This section outlines the setup procedures for the 640m, covering the following segments:

- [640m Installation Safety Instructions](#)
- [Inside the Shipping Carton](#)
- [Device Features](#)
- [SAM/SIM and TF Cards](#)
- [Examining Connection Port](#)
- [Using the Battery](#)
- [Connecting the Terminal Power Pack](#)
- [Smart Card Reader](#)
- [Contactless Transactions](#)
- [Wi-Fi/BT Support](#)

### 640m Installation Safety Instructions

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

#### Environmental Factors

- Do not use the unit where there is high heat, dust, humidity, moisture, caustic chemicals, or oils.
- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.

#### Electrical Considerations

- Avoid using this product during electrical storms.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).

- Disconnect the device from its POS (Point-of-Sale) terminal before cleaning.



**CAUTION**

Never Immerse the device in water.

*Ne plongez jamais l'appareil dans l'eau.*

**Contactless Considerations**

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



**CAUTION**

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

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

**Inside the Shipping Carton**

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

- 1 Remove and inspect the contents of the shipping carton. The terminal ships in multiple configurations. The carton may include all or any of the following:
  - Device
  - Connectivity cable



**CAUTION**

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

*Cet appareil est un produit sécurisé et toute altération peut entraîner son arrêt de fonctionnement ou son fonctionnement non sécurisé.*



**NOTE**

Power supply, connectivity cubes and base modules are shipped separately or depending on customer requirements.

- 2 Remove all plastic wrapping from the terminal and components.
- 3 Remove the clear protective film from the display.

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



**WARNING**

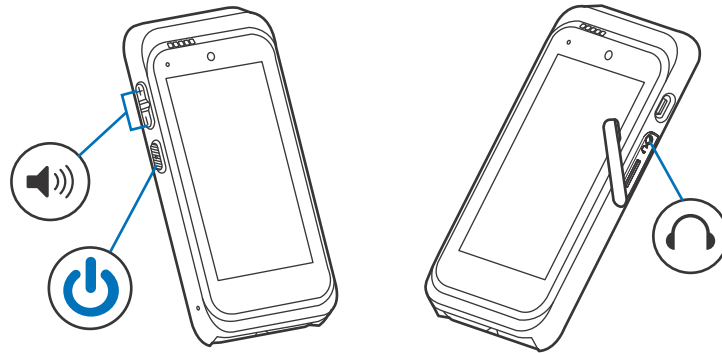
Do not use a tampered or damaged unit. The unit comes equipped with tamper-evident labels. If a label or component appears damaged, please notify the shipping company and your Verifone service provider immediately.

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

## Device Features

Familiarize yourself with the features before continuing with the installation process:

Figure: 2 640m Device



- The 640m device has a colored touch screen display.
- A smart card reader, Contactless Reader and EMV.
- A 3.5 mm audio jack to facilitate accessibility for the visually impaired.
- Volume buttons to Increase/Decrease the volume.

## SAM/SIM and TF Cards

You may need to install one or more SAM/SIM and TF cards or replace the old cards.

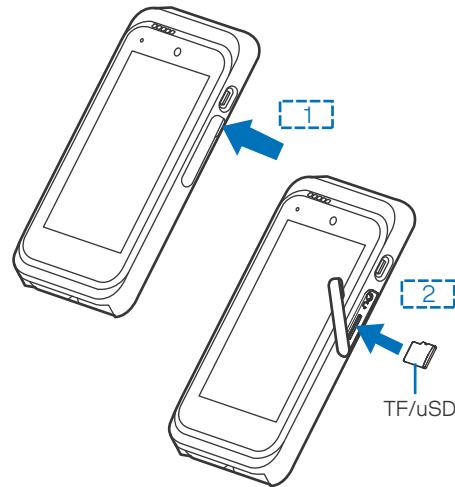
### Installing or Changing TF Card

To install or replace TF card:

- 1 Turn off the terminal.
- 2 Release the cover step (1) as shown in [Figure 3](#).

- 3 Insert the card step (2) into the slot as shown in [Figure 3](#).

Figure: 3 TF Slots



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

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

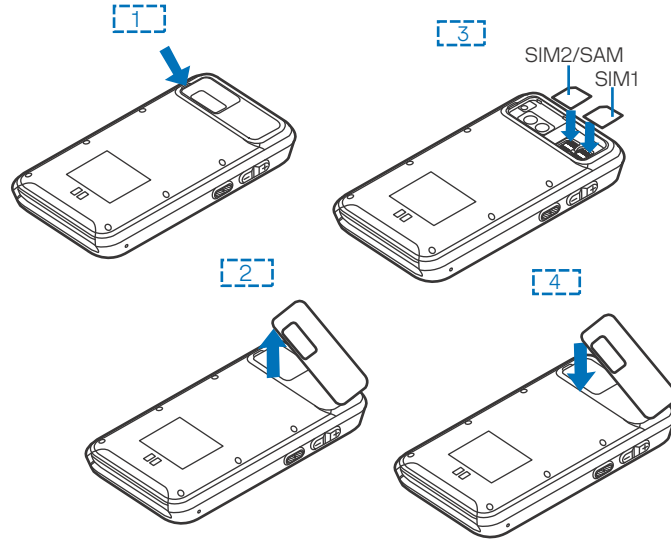
### Installing or Changing SAM/SIM Card

To install or change SIM or SAM card:

- 1 Turn off the terminal.
- 2 Place the terminal face down on a soft and clean surface to protect the lens from scratches.
- 3 Insert the SIM/SAM door remover in the groove step 1 as shown in [Figure 4](#).

- 4 Insert the SIM/SAM door remover inside the groove and push forward to release the cover in step 2 and 4 as shown in [Figure 4](#).

Figure: 4 SIM/SAM Installation



- 5 Inserted SIM/SAM door-remover should not be pushed behind, to release the cover refer step 3 in [Figure 4](#).
- 6 Place the SIM/SAM cards step (5) into the slot as shown in [Figure 4](#).
- 7 Place back the cover step (6) as shown in [Figure 4](#).



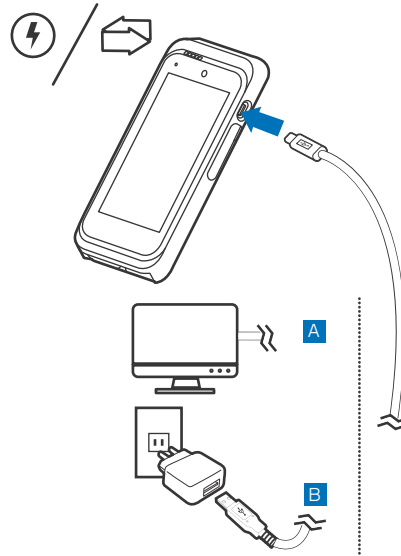
**NOTE**

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

## Examining Connection Port

The 640m device has one primary USB-C port used for power and download.

Figure: 5 640m Primary USB-C Port



## Power Supply

Not all configurations and device contexts require the use of a power supply – Verifone ships the 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 PWR560-101- \* - A (see [Service and Support](#) for detailed power supply specifications).

**CAUTION** *L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Utilisez uniquement un bloc d'alimentation avec VPN PWR560-101- \* - A (voir Service et assistance pour les spécifications détaillées de l'alimentation).*

Disconnect the power pack cord from the power outlet before connecting a power supply. Connect and route all cables between the terminal, ECR and PC before plugging the power pack cord into a wall outlet or surge protector.





**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 non encore stockés en mémoire.*



**NOTE**

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

## Using the Battery

The 640m device uses a Li-Polymer rechargeable battery. The battery is only replaceable by a repair center.

## Battery Features

The following are the features of the battery:

- Li-Polymer rechargeable battery.
- Battery charging supports a car charge mode.
- A safety circuit.
  - Prevents cell damage from overcharge, over-discharge, or overheating.
  - Activates when the battery is left in an unused device for an extended period.



**NOTE**

- Charge the 640m device for 4 hours before initial use.
- Conserve battery power by turning the 640m device off when not in use. Do not let the battery charge fall below 10% for an extended period of time as this may permanently diminish the battery capacity. Recharge the battery by attaching the USB-C end of the power pack to the device and plugging the other end of the power pack into a wall outlet.

## Battery Life

Charging and discharging the battery will cause normal wear on the battery.



**WARNING**

Li-Polymer and Li-Ion batteries must be recycled or disposed of properly as per local guidelines/regulations.

*Les batteries Li-Polymère et Li-Ion doivent être recyclées ou éliminées correctement conformément aux directives/réglementations locales.*

## Connecting the Terminal Power Pack

Connect the 640m device to the provided USB cable and insert the other end into any USB charger head for initial charging.



**CAUTION**

Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See [Specifications](#) for detailed power supply specifications.) You can use any standard USB charger.

*L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner comme spécifié. Avant le dépannage, assurez-vous que l'alimentation électrique utilisée pour alimenter l'appareil correspond aux exigences spécifiées au bas de l'appareil. (Voir Spécifications pour les spécifications détaillées de l'alimentation.) Vous pouvez utiliser n'importe quel chargeur USB standard.*



**WARNING**

Do not plug the power pack into an outdoor outlet or operate the device outdoors.

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

*Ne branchez pas le bloc d'alimentation sur une prise extérieure et ne faites pas fonctionner l'appareil à l'extérieur.*

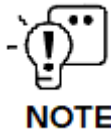
*Au cours d'une transaction, débrancher l'alimentation en débranchant l'appareil d'une prise murale alors que la batterie est très faible peut entraîner la perte des fichiers de données de transaction non encore stockés dans la mémoire de l'appareil.*

Each 640m device comes with a power supply cable, USB-A to USB-C cable is used to connect the device directly to a USB outlet to charge the battery. The 640m unit is equipped with a USB capable universal port.

**To Connect the Terminal Power Supply** Insert the USB-C to the 640m and USB-A port to the power supply or Desktop. See [Figure 5](#).  
**TIP:** To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge protector.

**Manual Startup** Hold the start button for about 3 seconds until the device displays the startup screen.

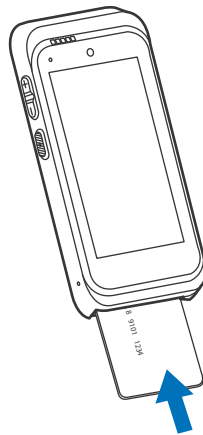
**Manual Shutdown** Hold the start button until the power menu is displayed on the screen. Touch the "Power Off" soft key to turn it off.



The screen is blank when the device has no power.

**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: 6 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.

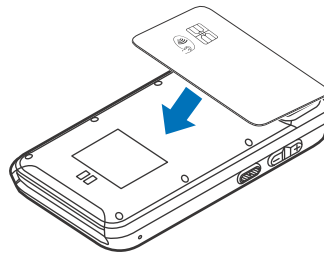


Leave the smart card in the card reader until the transaction is completed. Premature removal can void the transaction.

## Contactless Transactions

The 640m supports contactless transactions through an integrated contactless module. The terminal only becomes active for contactless smart card transactions when initialized by an application.

Figure: 7 Contactless Transaction



### Performing Contactless Transactions

To perform a contactless smart card transaction:

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

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

### Wi-Fi/BT Support

The 640m device includes an integrated WLAN RF transceiver for Wireless LAN systems with advanced power management, and an integrated radio transceiver for Bluetooth wireless systems.

### Bluetooth Support

Supports 4.2 BLE(Bluetooth Low Energy).

### Wireless Transaction

The 640m device supports wireless transactions.

# 3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the 640m device.

## Unit Power Requirement

- Input power rating: 5V DC, 2A
- Rechargeable battery: 3000 mAh Li-Polymer
- Charging via USB-C or charging base

## Temperature

- Operating temperature: 0°C to 45°C (32°F to 113°F)
- Storage temperature: - 20°C to 60°C (-4°F to 140°F)
- 30 day per year at 95%
- Must have resistance to condensation

## Humidity

- Relative humidity: 5% to 90% relative humidity



**NOTE**

If the device is intended for use in environments where the temperature exceeds the specified operating range, integrators must take measures to control ambient conditions, ensuring that the product remains within the designated temperature range.

## External Dimensions

- Length: 150 mm (5.90 in)
- Width: 78 mm (3.07 in)
- Depth: 19.3 mm (0.75 in)

## Weight

- Unit weight: 247

## Processor

- QUALCOMM ARM Cortex-A53 64-bit quad-core

## Display

- 4.3", 480 x 800 IPS LCD touchscreen

## Android Memory

- 1GB RAM + 8GB Flash or 2GB RAM + 16GB Flash
- Secure processor: 128 MB DRAM, 256 MB Flash

## SMART Card Reader

- Card conserving plated landing contacts

## Security

- 3DES and AES
- PCI PTS 6.1 approved

## SAM Requirements

- SAM slot
- D-000 format

## SIM/SAM

- 1 micro SIM
- 1 micro SAM or 2nd micro SIM

## Audio

- Loudspeaker, microphone
- Headset jack

## Camera

- Rear: 5 MP, auto-focus or 2MP fixed focus
- LED torch
- Front: 2 MP (optional)

## Communication

- BT 4.2 BLE (Bluetooth Low Energy)
- Wi-Fi 2.4GHz/5GHz (a/b/g/n) (5GHz support is an option)

# 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 mentioned above. Once completely dry, reconnect to power up.



# 5. Service and Support

The 640m 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).



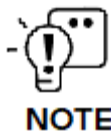
**CAUTION**

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 640m device to be returned:
  - Product ID, including the model and part number. For example, “640m” and “M570-XXX-XXX-XXX”.
  - Serial number (S/N nnn-xxx-xxx)
- 2 Obtain the MRA number(s) by completing one of the following:
  - Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.
  - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.
  - Give the MRA representative the information you gathered in [Step 1](#)
  - Complete the Inquiry Contact Form at <https://www.verifone.com/en/us/contact-us>.
  - Address the Subject box to “Verifone MRA Dept.”

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



Each 640m 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 640m.
  - 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 640m 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 640m 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.*

## 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.

## Blank Display

When the device display is blank:

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

## Keypad Does Not Respond

If the keypad does not respond properly:

- Examine the device display. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in [Device Does not Start](#).
- Refer to the user documentation for that application if using a function key does not produce the anticipated outcome, to ensure accurate data entry.
- If the issue persists reach out to your local Verifone representative.

## Transactions Fail to Process

Multiple factors could be causing the unit to fail in processing transactions. Utilize the following steps to troubleshoot and identify the root of the failures.

### Checking Magnetic Card Reader

To check the magnetic card reader:

- 1 Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.
- 2 Ensure that you are swiping cards correctly (see [Checking Magnetic Card Reader](#)).
- 3 Process a transaction manually using the keypad instead of the card reader. If the manual transaction is successful and the issue persists with the card reader, it may indicate a problem with the card reader itself.
- 4 If the problem persists, reach out to your local Verifone representative.

### Checking Smart Card Reader

To check the smart card reader:

- 1 Execute a transaction using various smart cards to eliminate the possibility of a faulty card.
- 2 Verify that the card is inserted correctly (see [Checking Smart Card Reader](#)).

- 3 Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to [SAM/SIM and TF Cards](#)).
- 4 If the issue persists, get in touch with your local Verifone representative.

### Checking CTLS Reader

To check the CTLS reader:

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



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