# Verifone Message Prompts All Bases

**User Guide** 







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# **Revision History**

Version	Date	Description
231101.1	11/1/2023	Initial Release.
231102.1	11/2/2023	Made adjustments for B54.00 and 53.41 as two separate sections
240214.1	02/14/2024	New Alarm Line notes. Added updated information.
240425.1	4/25/2024	Added new messages for Release Version 55.02+



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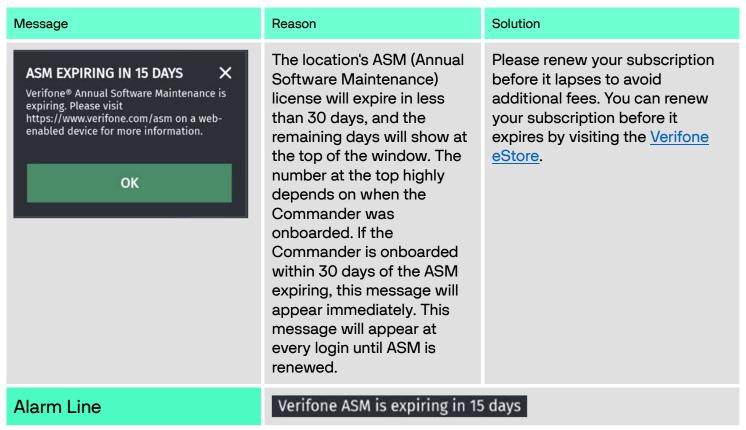
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## Verifone POS Messages Base 53.41-54.01

Starting in software application base 53.41, Verifone expanded its system message library. These messages coincide with Annual Software Maintenance contracts and C-Site management integration. Below is a list of those messages, the reason for their appearance, and the solution.

### **ASM Messages**



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## ASM Messages Cont.

#### Message Reason Solution Your ASM subscription has Renew your subscription before WARNING! ASM HAS EXPIRED the date listed at the bottom of expired, and the 30-day Verifone® Annual Software Maintenance your POS message to avoid lapse grace period has begun. has expired. Must renew in 14 days. Please This message will appear at fees. You can renew your visit https://www.verifone.com/asm on a web-enabled device for more information. every login until ASM is subscription before the grace renewed. period ends by visiting the Verifone eStore. OK Alarm Line Verifone ASM has expired - renewal required. Your ASM subscription has You can renew your subscription WARNING! ASM HAS EXPIRED by visiting the Verifone eStore. To expired, and the grace Verifone® Annual Software Maintenance period has also expired. determine if you are eligible for a has expired. Immediate renewal required. This message will appear lapse fee waiver, contact your Please visit https://www.verifone.com/asm on a web-enabled device for more after every transaction until Regional Service Manager or information. ASM is renewed. submit an email request directly to sitesolution@verifone.com. OK Verifone ASM has expired - renewal required. Alarm Line

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## Verifone C-Site Management Messages

#### Message Reason Solution This message indicates that Enrollment can be handled NOT ONBOARDED X the site's POS controller is through a user-friendly webpage Commander is not onboarded to Verifone® not onboarded to the C-Site here: Petro C-Site Management C-Site Management. Please visit Management cloud. This https://www.verifone.com/asm on a web-Sign-up. enabled device for more information. message will appear during If problems persist, you can visit login. the Verifone Support Portal or call OK 1-800-VERIFONE (837.4366) for help desk assistance. Alarm Line Commander is not onboarded to Verifone® C-Site This message indicates that Ensure your POS system is online **NOT CONNECTED** X your controller has been with the payment processor and Commander is no longer connected to onboarded but has lost visit the Verifone Support Portal Verifone® C-Site Management. Please visit communication with the Cor call 1-800-VERIFONE https://www.verifone.com/asm on a webenabled device for more information. Site Management cloud. (837.4366) for help desk assistance. OK Alarm Line Commander is no longer connected to Verifone® C-Site

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# Verifone POS Messages Base 54.02 - 55.00

Continuing in software application base 54.00, Verifone expanded its system message library. These messages coincide with Site Solution contract (formally ASM), C-Site management integration, and expanded feature licenses. Below is a list of those messages, the reason for their appearance, and the solution.

### Site Solution Messages

#### Solution Message Reason The location's Site Solution Please renew your subscription × **EXPIRING IN 4 DAYS** license will expire in less before it lapses to avoid Your Site Solution is expiring. Please visit additional fees. You can renew than 30 days, and the https://www.verifone.com/sitesolution on a remaining days will show at your subscription before it web enabled device to renew your license and subscription. the top of the window. The expires by visiting the Verifone You must agree to the latest terms and number at the top highly eStore. conditions available at depends on when the https://www.verifone.com/cstore-terms as part of the renewal process. Commander was Your site functionality will be disabled on onboarded. This message 2023-12-27 11:59PM. will appear immediately if the Commander is OK onboarded within 30 days of the ASM expiring. This message will appear after every transaction until the Site Solution contract is renewed.



### Site Solution Messages Cont.

#### Message Reason Solution Your Site Solution license Renew your subscription before X LICENSE HAS EXPIRED the date listed at the bottom of has expired, and the 30-day Your right to use the Site Solution has grace period has begun. your POS message to avoid lapse expired. Please visit This message will appear fees. You can renew your https://www.verifone.com/sitesolution on a web-enabled device to renew. after every transaction until subscription before the grace You must agree to the latest terms and the Site Solution contract is period ends by visiting the conditions available at Verifone eStore. renewed. https://www.verifone.com/cstore-terms as part of the renewal process. Your site functionality will be disabled on 30/11/2023 at 11:59PM OK Your Site Solution license You can renew your subscription X LICENSE HAS EXPIRED has expired, and the grace by visiting the Verifone eStore. To Your right to use the Site Solution has determine if you are eligible for a period has also expired. expired. Please visit Allowing your license to lapse fee waiver, contact your https://www.verifone.com/sitesolution on a web-enabled device to renew. lapse entirely will disable Regional Service Manager or You must agree to the latest terms and site functionality. This submit an email request directly conditions available at https://www.verifone.com/cstore-terms as message will appear after to sitesolution@verifone.com. part of the renewal process. every transaction until the Your site functionality has been disabled. Site Solution contract is renewed. OK Verifone ASM has expired - renewal required. Alarm Line Fueling service is disabled due to expired license SITE-PAUSE ACTIVE

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## Verifone C-Site Management Messages

#### Message Reason Solution This message indicates that Enrollment can be handled × NOT ONBOARDED the site's POS controller is through a user-friendly webpage Commander is not onboarded to Verifone® not onboarded to the C-Site here: Petro C-Site Management C-Site Management. Please visit Management cloud. This https://petromop.vficloud.net/home on a Sign-up. web enabled device to complete your message will pop up after registration. every transaction until the If problems persist, you can visit You must agree to the latest terms and Commander is onboarded. the Verifone Support Portal or call conditions available at https://www.verifone.com/cstore-terms as 1-800-VERIFONE (837.4366) for part of the renewal process. Your continued help desk assistance. use of Commander constitutes your acceptance of such terms. Your site functionality will be disabled on 2023-12-18 11:59PM. OK Alarm Line Commander is not onboarded to Verifone® C-Site This message indicates that Ensure your POS system is online × NOT CONNECTED vour controller has been with the payment processor and Commander is no longer connected to onboarded but has lost visit the Verifone Support Portal Verifone® C-Site Management. or call 1-800-VERIFONE communication with the C-Please visit Site Management cloud. (837.4366) for help desk https://www.verifone.com/sitesolution on a web enabled device for more This message will pop up assistance. information. after every login until the Commander's connection is OK restored. Alarm Line Commander is no longer connected to Verifone® C-Site

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# Verifone POS Messages Base 55.01+

In software application base 55.01, Verifone changed its system message library. These messages coincide with the application no longer disabling sales inside or out. Below is a list of those messages, the reason for their appearance, and the solution.

## Site Solution Messages

Message	Reason	Solution
Your Site Solution is expiring. Please visit https://www.verifone.com/sitesolution on a web enabled device to renew your license and subscription.  You must agree to the latest terms and conditions available at https://www.verifone.com/cstore-terms as part of the renewal process.	The location's Site Solution license will expire in less than 30 days, and the remaining days will show at the top of the window. The number at the top highly depends on when the Commander was onboarded. This message will appear immediately if the Commander is onboarded within 30 days of the Site Solution expiring. This message will appear every login.	Please renew your subscription before it lapses to avoid additional fees. You can renew your subscription before it expires by visiting the Verifone eStore.
Alarm Line	Verifone ASM is expiring in 15 days	

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### Site Solution Messages Cont.

#### Message Reason Solution Your Site Solution Renew your subscription X LICENSE HAS EXPIRED before the date listed at the license has expired, and Your right to use the Site Solution has the 30-day grace period bottom of your POS expired. Please visit https://www.verifone.com/sitesolution on has begun. This message to avoid lapse a web-enabled device to renew. fees. You can renew your message will appear You must agree to the latest terms and conditions available at after every login. subscription before the https://www.verifone.com/cstore-terms as part of the renewal process. grace period ends by visiting the Verifone eStore. OK **Alarm Line** Verifone ASM has expired - renewal required. Your Site Solution You can renew your LICENSE HAS EXPIRED X subscription by visiting the license has expired, and Your right to use the Site Solution has the grace period has Verifone eStore. To expired. Please visit https://www.verifone.com/sitesolution on determine if you are eligible also expired. Allowing a web-enabled device to renew. your license to lapse for a lapse fee waiver. You must agree to the latest terms and conditions available at entirely will disable site contact your Regional https://www.verifone.com/cstore-terms as part of the renewal process. functionality. This Service Manager or submit message will appear an email request directly to OK after every login and sitesolution@verifone.com. transaction until the Site Solution contract is renewed. Alarm Line Verifone ASM has expired - renewal required.



## Verifone C-Site Management Messages

#### Message Reason Solution Enrollment can be handled This message indicates NOT ONBOARDED that the site's POS through a user-friendly Commander is not onboarded to Verifone® controller is not webpage here: Petro C-Site C-Site Management. Please visit https://petromop.vficloud.net/home on a onboarded to the C-Site Management Sign-up. web enabled device to complete your registration. Management cloud. It You must agree to the latest terms and will pop up after every If problems persist, you can conditions available at https://www.verifone.com/cstore-terms as login until the visit the Verifone Support part of the renewal process. Your continued use of Commander constitutes your Commander is Portal or call 1-800acceptance of such terms. onboarded. VERIFONE (837.4366) for help desk assistance. OK **Alarm Line** Commander is not onboarded to Verifone® C-Site This message indicates Ensure your POS system is X **NOT CONNECTED** that your controller has online with the payment Commander is no longer connected to been onboarded but processor and visit the Verifone® C-Site Management. Please visit https://www.verifone.com/asm on a webhas lost communication Verifone Support Portal or enabled device for more information. with the C-Site call 1-800-VERIFONE (837.4366) for help desk Management cloud. OK This message will pop assistance. up after every login until the Commander's connection is restored. **Alarm Line** Commander is no longer connected to Verifone® C-Site

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University Drive Coral Springs, FL 33065, USA Fax: 4545 233

Phone: 001 454 2333



www.verifone.com



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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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