

POS Workstation Pairing

Feature Reference

Date: May 3, 2023



Verifone[®]

POS Workstation Pairing

Using This Feature Reference

This Feature Reference provides detailed information on how to use the Verifone Commander and POS Workstation Pairing feature.

This feature document contains these sections listed below:

- **Overview** - This section contains a brief description, requirements and the supported hardware configurations for the POS Workstation Pairing feature on the Verifone Commander.
- **Using** - This section describes using the POS Workstation Pairing feature.
- **Troubleshooting and Messages** - This section provides basic troubleshooting and messages.

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Revision History

Date	Description
02/09/2022	Initial Documentation Release
05/03/2023	Updated Hardware Requirements section and added an OTP section with graphics.

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Overview

Feature Description

The Verifone POS Workstation Pairing Feature Reference provides information on how to pair each Verifone POS Workstation at sites with a Verifone Commander. The Pairing process establishes a trust relationship between the Verifone Commander and each Verifone POS Workstation and creates secure communication links. It is similar where a cellphone is paired to a speaker or automobile dash display. The feature is implemented in Base 53.29 and higher.



*This feature is only used with Verifone POS Workstations. It will not work with third-party POS systems.
Some screens contain “ConfigClient.” It is also known as “Configuration Client.”*

Auto Upgrade

The Verifone POS Workstation Pairing process is **strongly recommended** by Verifone to be performed on the same day the system is auto upgraded. The Auto Upgrade process, after initiated by a site operator, is entirely automatic and upgrades the software of the Verifone Commander and each Verifone POS workstation in a coordinated manner. At the conclusion of the process, the operator is then able to log into each Verifone POS workstation as normal and reopen the store for sales. Each Verifone POS will then display messages indicating that the system needs to be paired. These messages should not be disregarded. Use the steps in this feature reference to pair each POS Workstation with the Verifone Commander.

New Installation

Typically, the Verifone Authorized Service Contractor (VASC) will perform the new installation and will make sure that each Verifone POS workstation at a site is manually paired with the site's Verifone Commander before the Sales operation can begin.

Hardware Requirements



When referring to Verifone Commander throughout the document, this can also be the Verifone RubyCi or Commander 16.

- Verifone Commander with Topaz, Ruby2 or C18
- Verifone RubyCi with Topaz, Ruby2 or C18
- Verifone Commander 16 with Topaz, Ruby2 or C18

Software Requirements

- Verifone Commander Base 53.29 and higher.

One-Time Password (OTP)

When using OTP in the pairing process, it can be found in these areas on the following Verifone Commanders:

- Verifone Commander – It can be found on the front panel.



- Verifone RubyCi and Commander 16 – It can be found in the dual 7-segment status display on the right side. The two sets of 2-digit numbers alternate within the display. The first set of numbers have the decimal point. In the example below, the OTP is '1234'.



Important Information

Follow these rules when performing the pairing process.

- After the Pairing Service has started, there is a limited amount of time to begin the pairing process at a POS workstation. Otherwise, the Pairing Service will have to be restarted.
- On the POS workstation, after **[Pair POS]** is pressed, there are only a few minutes to key in the pairing OTP and press **[OK]**. However, the pairing OTP must be retrieved within a limited time of pressing **[Pair POS]** or it will no longer be available.
- If the message “Unable to pair, please try again” displays, press **[Pair POS]** again within a few minutes. Otherwise, the Pairing Service will need to be restarted.
- If the “Unable to pair at this moment, please try again” message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.
- In summary, after the Pairing Service has been started, there is a limited amount of time to complete the entire pairing process. Otherwise, the Pairing Service will need to be restarted to continue.

Outline of the POS Workstation Pairing Process

1. Put each Verifone POS Workstation individually into pairing mode.
2. Use Configuration Client to start the pairing service only **after** the POS workstation displays the **[Pair POS]** button.
3. Perform the pairing process for each Verifone POS Workstation, one at a time.
4. Repeat the process for the next Verifone POS Workstation.

Using POS Workstation Pairing

This section is divided into the following three sub-sections:

- Pairing after the initial Auto Upgrade, Pairing Expired or Revoked
- Pairing the POS Workstation after New Installation
- Revoke All Trust



Each Verifone POS Workstation can be paired at anytime when it is felt that it is needed or by the request of the Verifone Helpdesk.

Pairing after the initial Auto Upgrade, Pairing Expired or Revoked

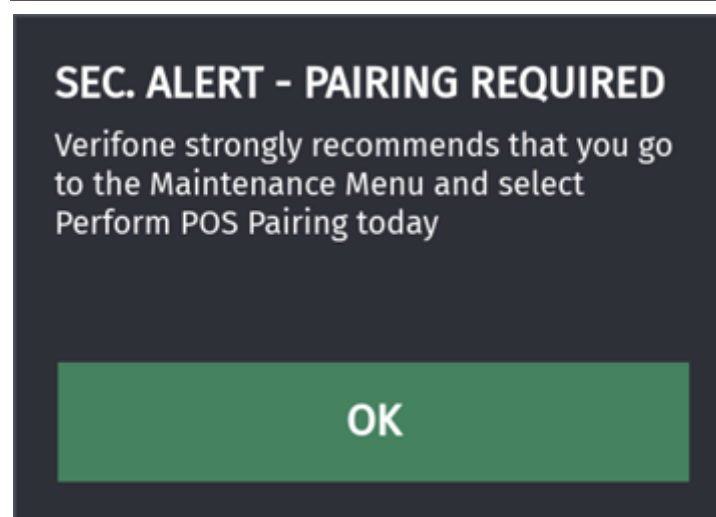
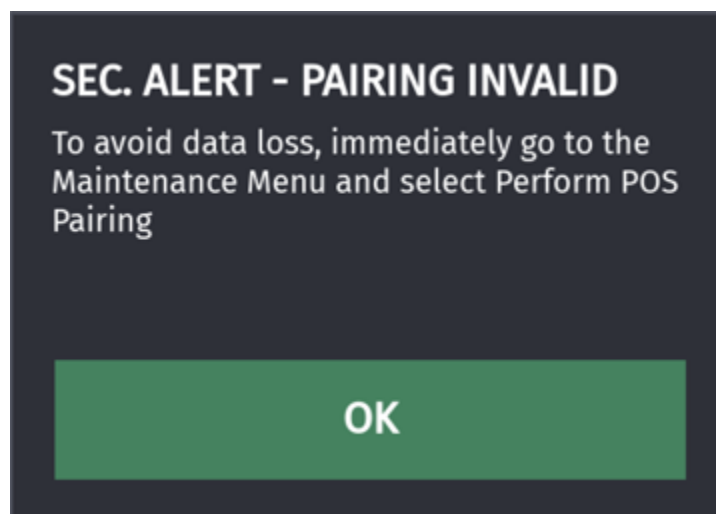


*It is **strongly recommended** by Verifone to perform the pairing process between each POS Workstation and the Verifone Commander on the same day the system is Auto Upgraded or whenever pairing has expired or has been revoked.*

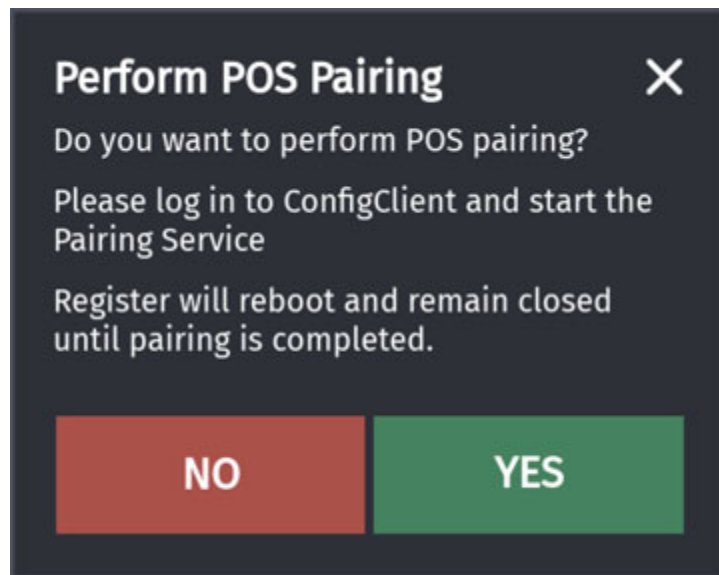
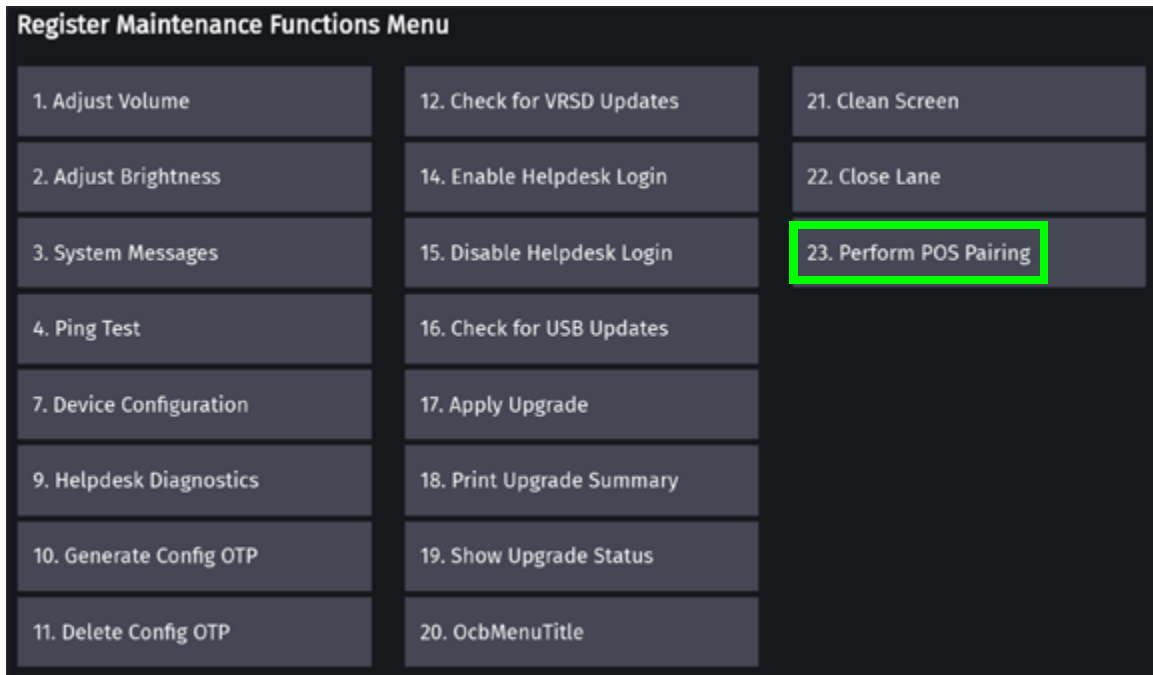


See the Security section in the Verifone Commander User Reference for assigning the appropriate access level so that Pairing Service can be started.

If the POS displays the “Sec. Alert - Pairing Invalid” or the “Sec. Alert - Pairing Required” message, follow these steps to pair the Verifone POS Workstation with the Verifone Commander. The POS Workstation displays one of the two messages below at login to Sales or between each transaction in Sales.

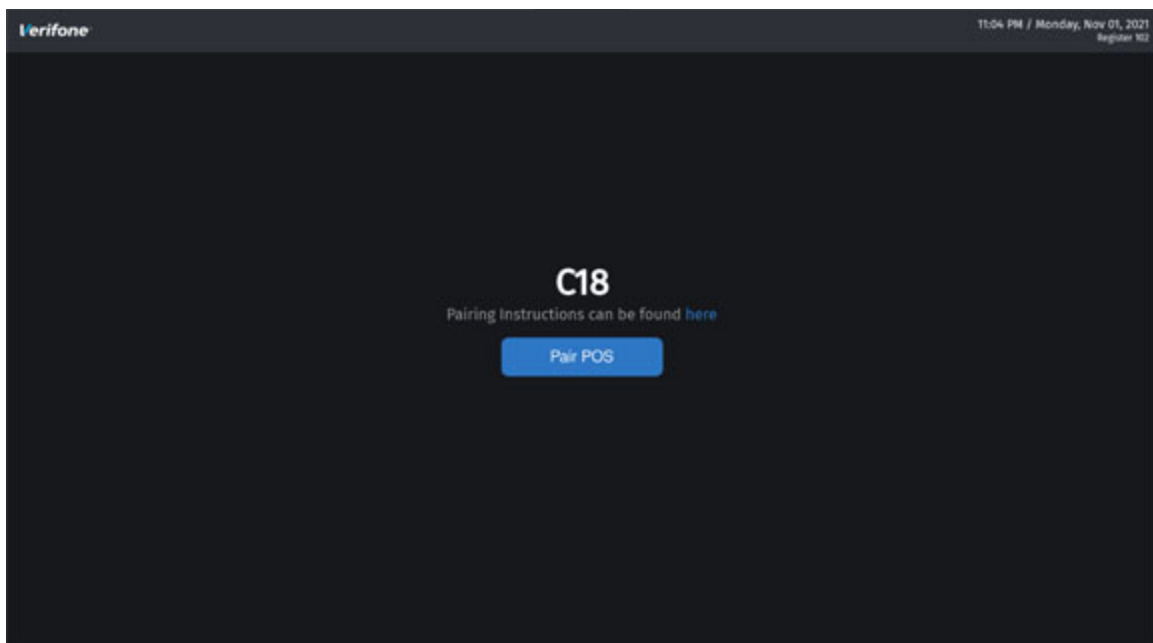


1. On the POS Workstation, navigate to CSR Func > Maintenance Menu. Press [Perform POS Pairing]. A message asking to perform POS pairing displays.



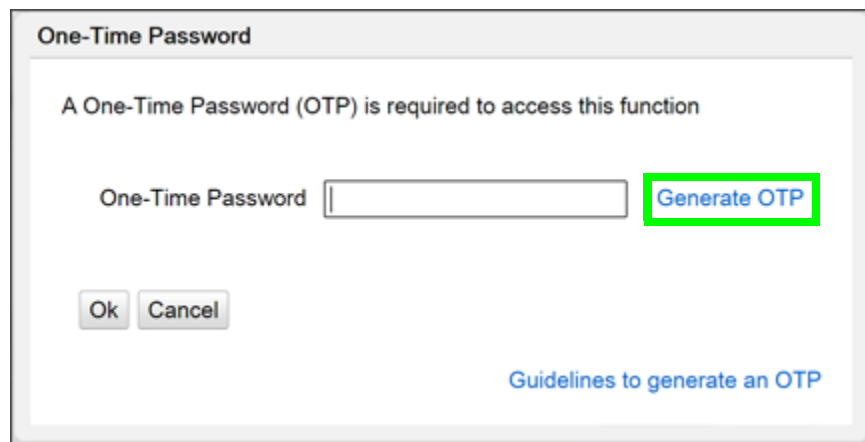
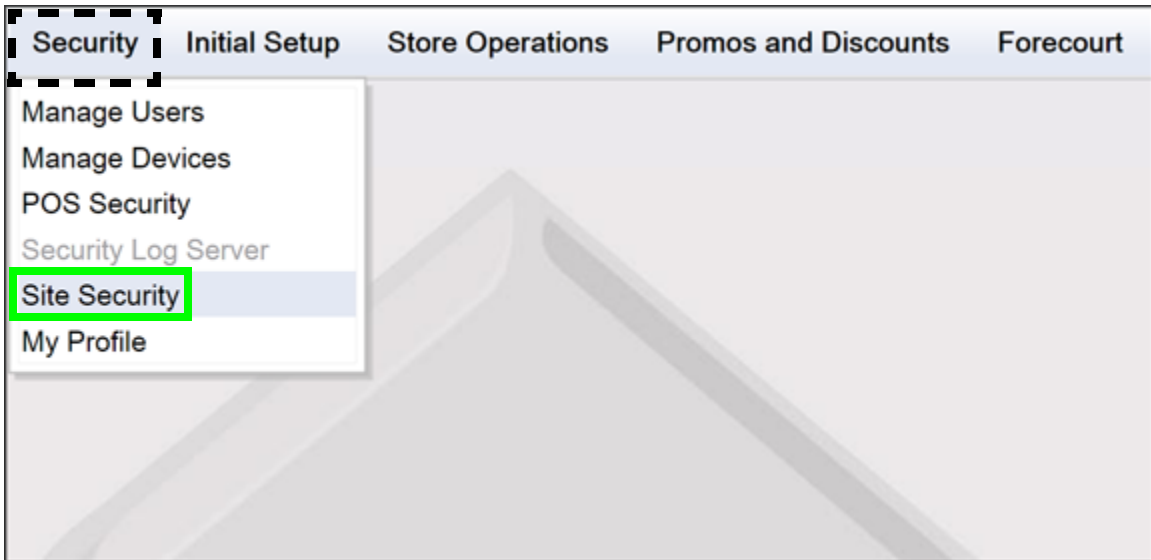
2. Press [Yes]. A message “Rebooting to start the pairing process...” will briefly display. The POS will reboot and then the “Pair POS” screen displays. Proceed to the next step.

Rebooting to start pairing process....

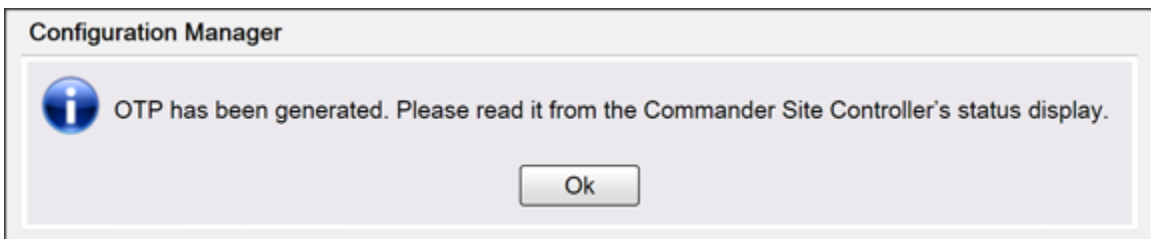


Make sure that the POS Workstation displays "Pair POS" before proceeding to the next step.

3. At Configuration Client and using the Manager credentials, navigate to Configuration Client > Security menu and then click on **[Site Security]**. A One-Time Password dialog box displays.

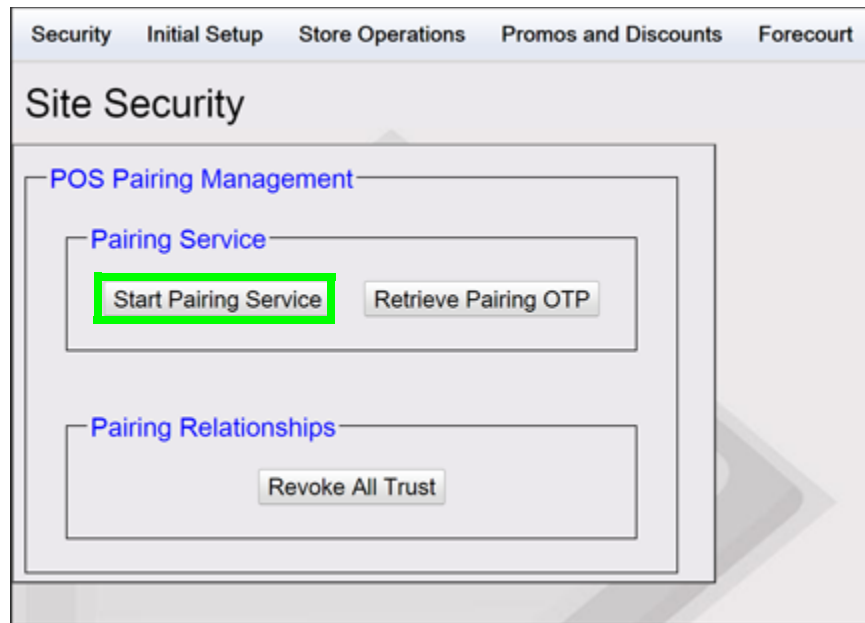


4. Press the **[Generate OTP]** link. The “OTP has been generated. Please read it from the Verifone Commander’s status display.” confirmation message displays.

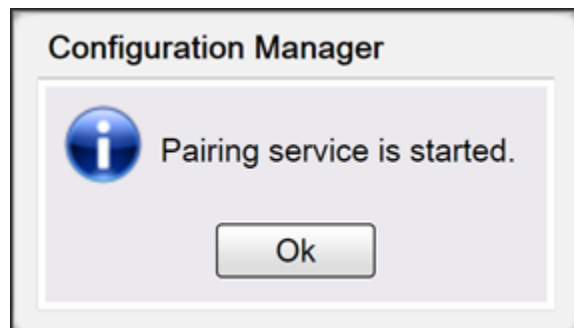


5. Press **[Ok]** to continue.
6. Read the OTP digits from the Verifone Commander, the two pairs of two-digits alternate on the 7-segment status display with the first pair having the decimal point.

7. Enter the four OTP digits into the text box and then press [Ok].



8. Press [Start Pairing Service]. A confirmation message stating “Pairing service is started” displays.



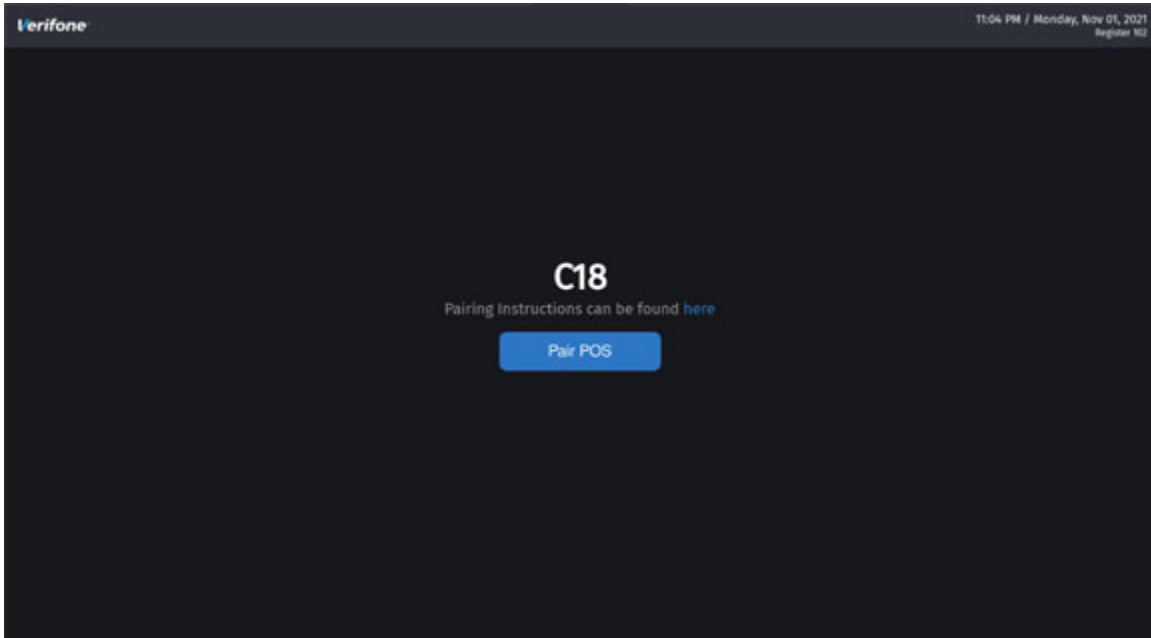
After the Pairing Service has started, there is a limited amount of time to begin the pairing process at a POS workstation. Otherwise, the Pairing Service will have to be restarted.

9. Press [Ok] to continue.

10. Go back to the POS Workstation.



If the “Unable to pair at this moment, please try again” message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.



11. Press **[Pair POS]**. A Pairing OTP dialog box displays on the POS.



*After pressing **[Pair POS]** on the POS and if the text within the button changes to “Please wait...” and remains there for several seconds, check the cables and router between the POS workstation and the Verifone Commander.*

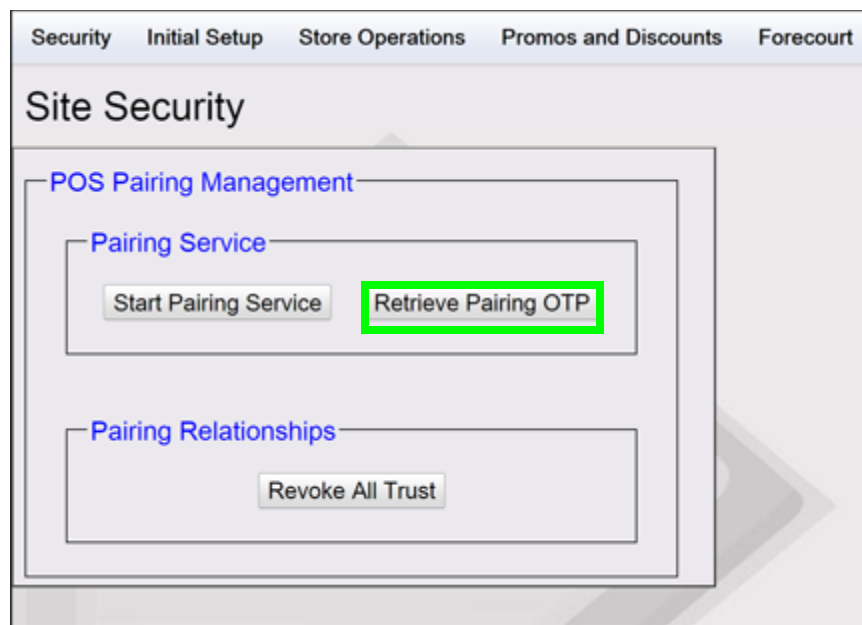




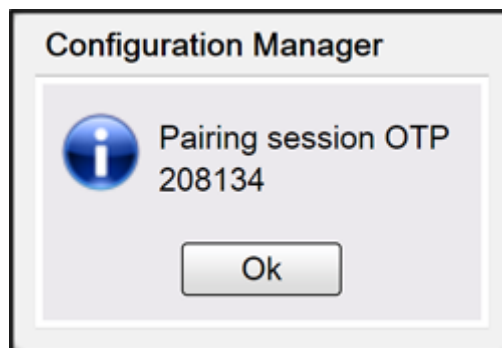
On the POS workstation, after **[Pair POS]** is pressed, there are only a few minutes to key in the OTP and press “OK”. However, the pairing OTP must be retrieved within one minute of pressing **[Pair POS]** or it will no longer be available.

On the Pairing keypad, the letter ‘B’ is not used. The letter ‘d’ is lowercase in the Pairing keypad because it is displayed the same way in the twin 7-segment display on the front of the Verifone Commander or on the side of the Verifone RubyCi.

12. Go back to the Configuration Client.



13. Press the **[Retrieve Pairing OTP]** button. A “Pairing session OTP” dialog box displays.

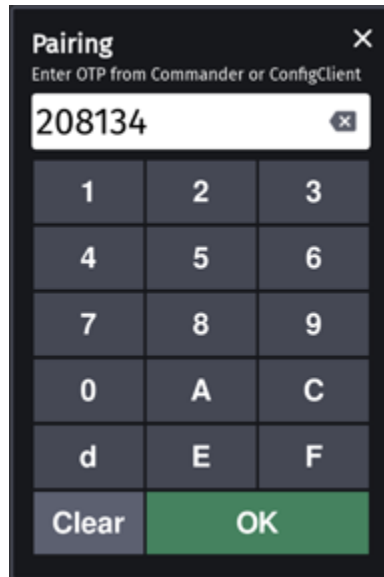


14. Read the 6-digit Pairing session OTP code from the dialog box.



Make a note of the OTP and then press [Ok].

15. Go back to the POS workstation.



16. Enter the 6-digit Pairing session OTP code read from Configuration Client into the "Pairing" dialog box.

17. Verify that all digits and/or letters have been entered correctly.



The "Ok" button on the Pairing keypad will not be active until 6-digits have been entered.

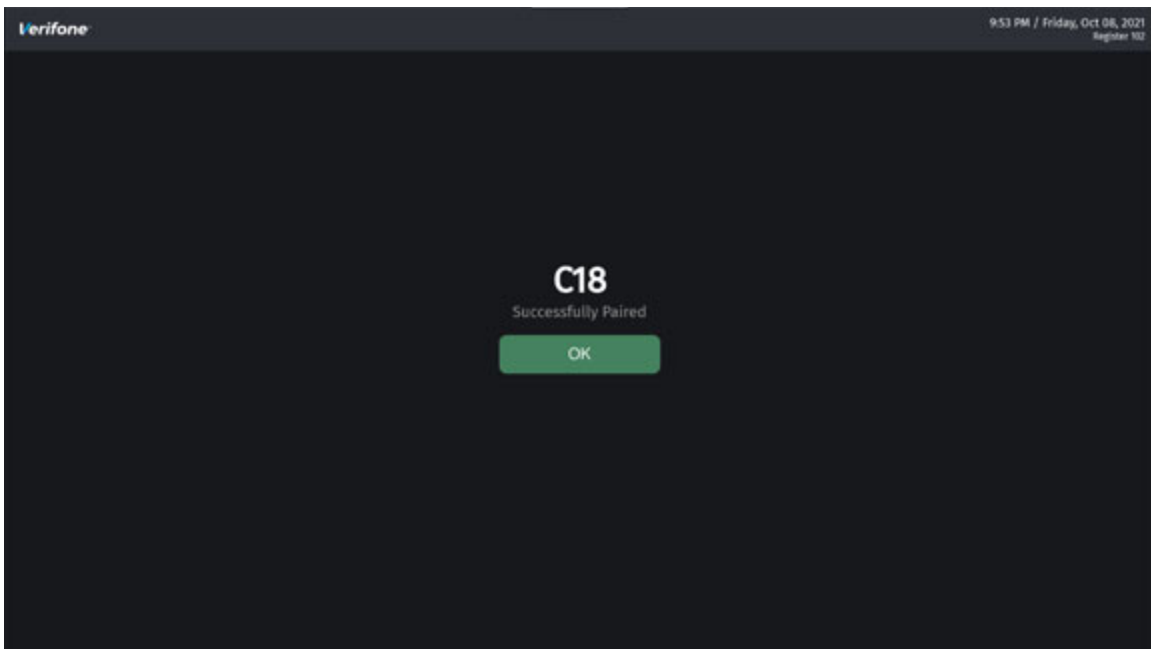
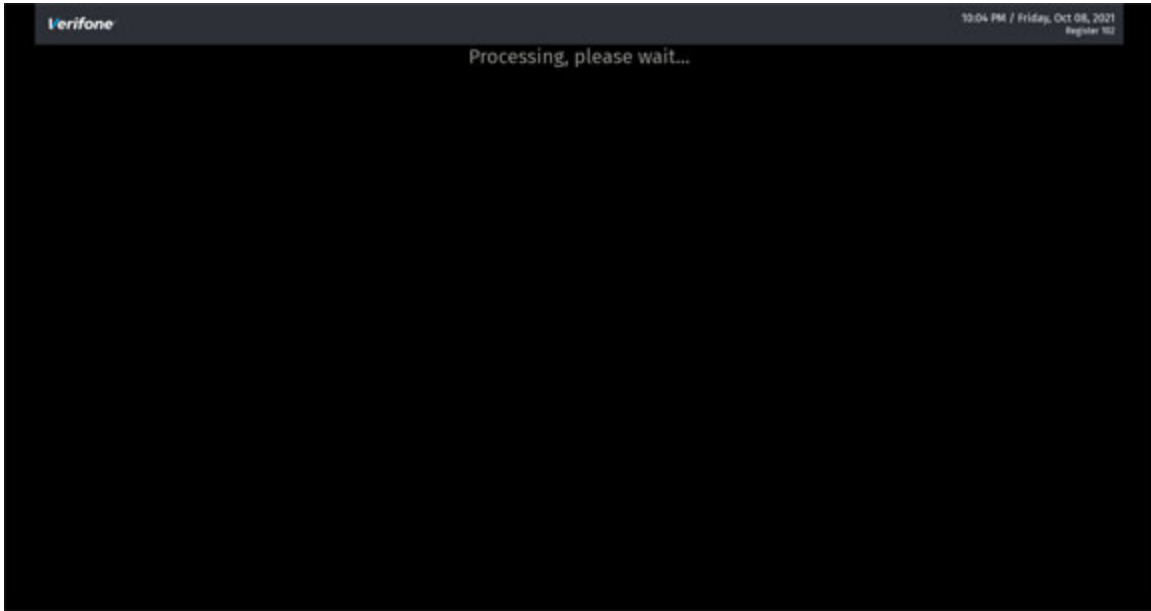
If the Pairing session OTP was entered incorrectly, a new pairing OTP must be retrieved.

If the message "Unable to pair, please try again" displays, press [Pair POS] again within two minutes. Otherwise, the Pairing Service will need to be restarted.

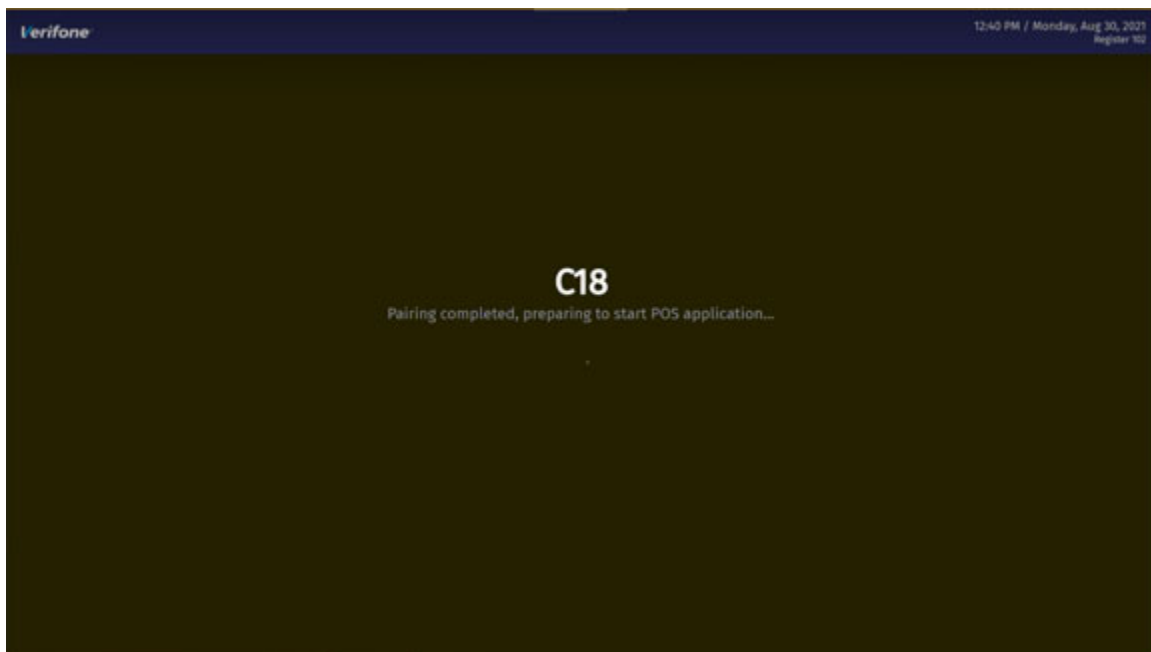
18. Press [Ok]. The message "Processing, please wait..." displays and then after a moment, "Successfully Paired" displays.



If the "Unable to pair at this moment, please try again" message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.



Press **[OK]** to continue. A message “Pairing completed, preparing to start POS application...” displays. The POS reboots and then starts the application.



19. Repeat these steps if:

- Pairing was not successful
- The site has more than one POS Workstation



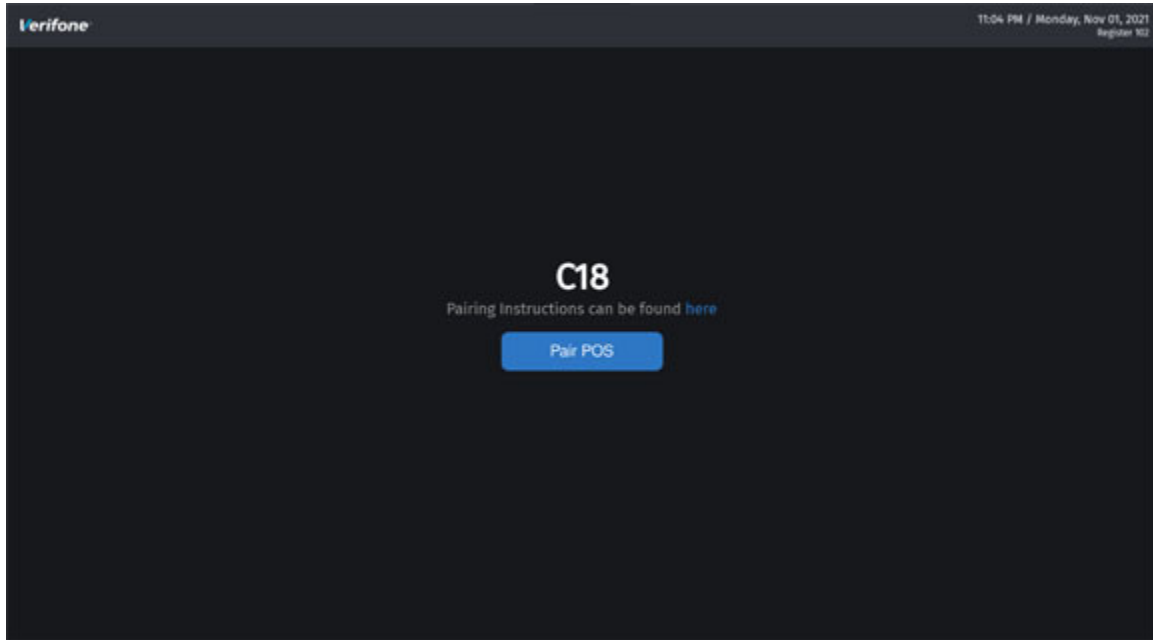
Each POS Workstation will remain paired for a maximum of one year. However, within two weeks of expiration, renewal occurs automatically. If the renewal were to fail, manual re-pairing by the retailer will be required.

Make sure to revoke all trust from the pairing relationship if the POS Workstation is removed from the system for any reason. See Revoke All Trust section.

20. This completes the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.

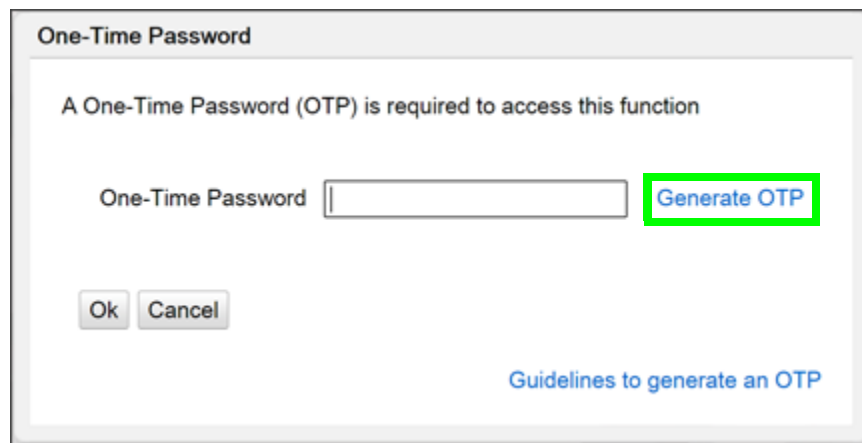
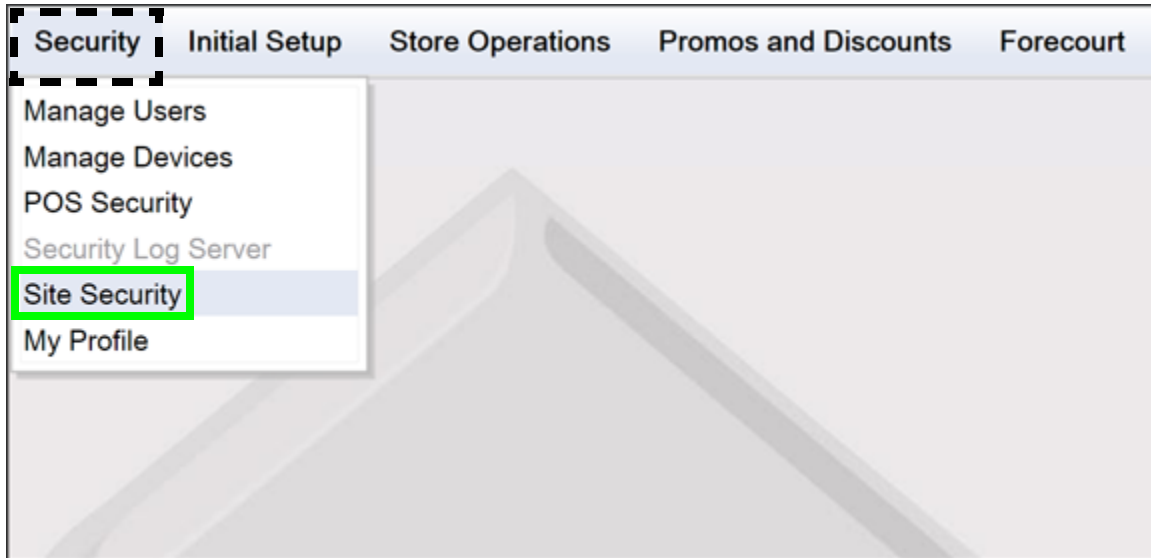
Pairing the POS Workstation after New Installation

Use the following steps to pair the POS Workstation with the Verifone Commander after a new installation. The POS Workstation displays the screen below after it boots up.

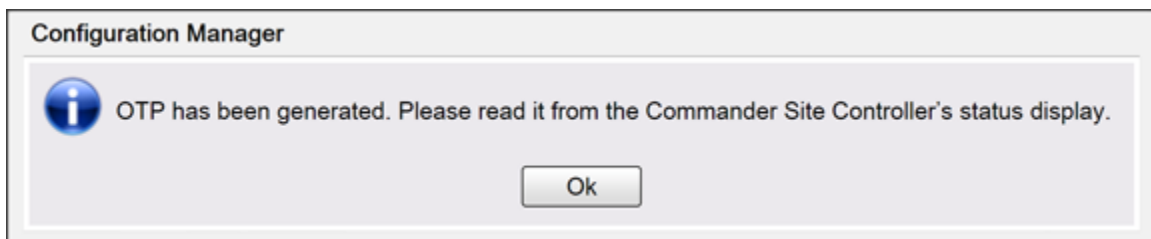


If pairing is not set up in Configuration Client and “Pair POS” is attempted, the “Please use Configuration Client to start Verifone Commander Pairing Service and try again” message displays.

1. Make sure that the POS Workstation displays “Pair POS” before proceeding to the next step.
2. Using the Manager credentials, navigate to Configuration Client > Security menu and then click on “Site Security.” A One-Time Password” dialog box displays.

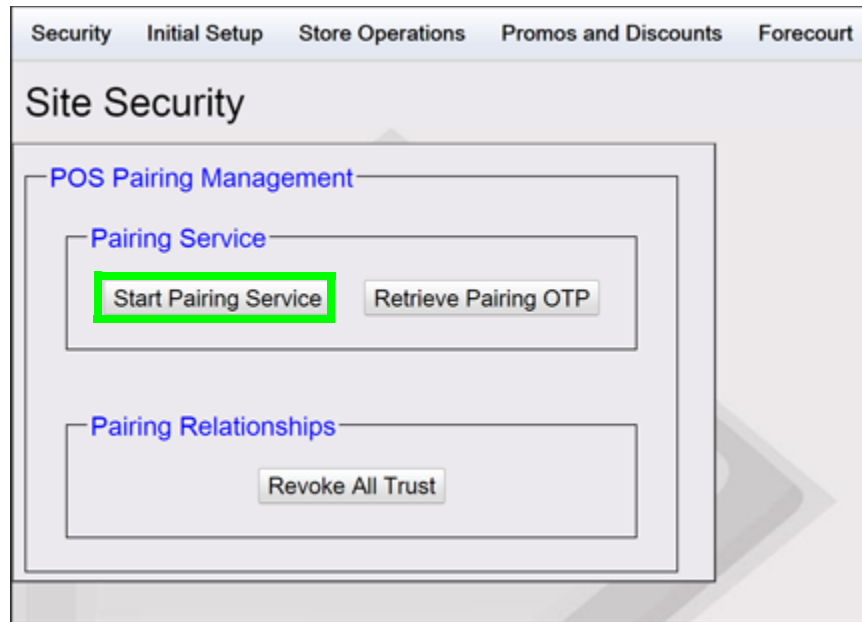


3. Press the **[Generate OTP]** link. The “OTP has been generated. Please read it from the Verifone Commander’s status display.” confirmation message displays.

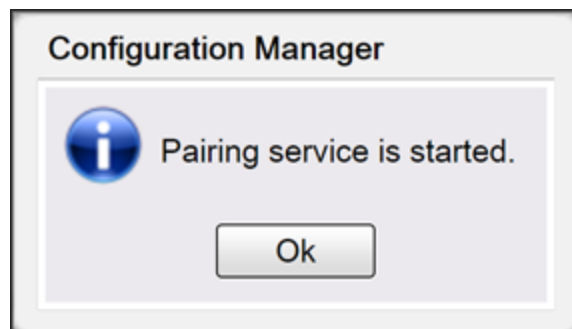


4. Press **[Ok]** to continue.

5. Read the OTP digits from the Verifone Commander, the two pairs of two-digits alternate on the 7-segment status display with the first pair having the decimal point.
6. Enter the four OTP digits into the text box and then press **[Ok]**.



7. Press **[Start Pairing Service]**. A confirmation message stating "Pairing service is started" displays.

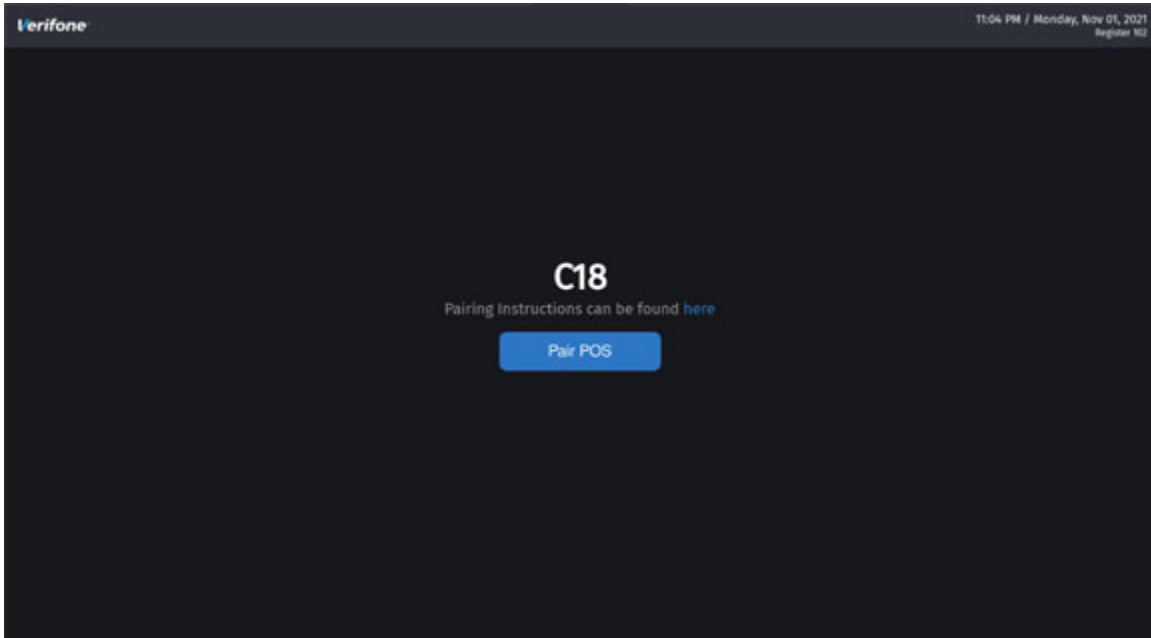


After the Pairing Service has started, there is a limited amount of time to begin the pairing process at a POS workstation. Otherwise, the Pairing Service will have to be restarted.

8. Press **[Ok]** to continue.
9. Go back to the POS Workstation.



If the "Unable to pair at this moment, please try again" message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.



10. Press **[Pair POS]**. A Pairing OTP dialog box displays on the POS.



*After pressing **[Pair POS]** on the POS and if the text within the button changes to “Please wait...” and remains there for several seconds, check the cables and router between the POS workstation and the Verifone Commander.*

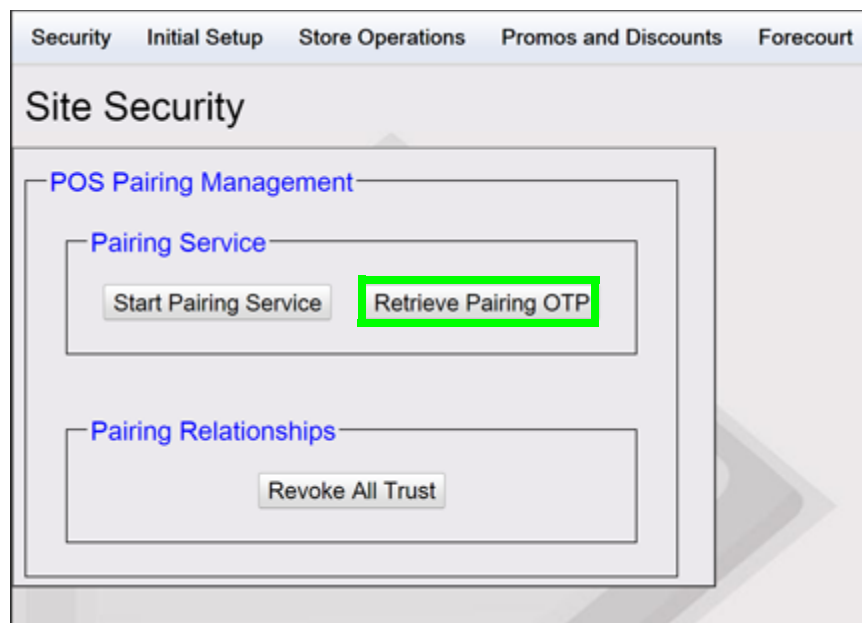




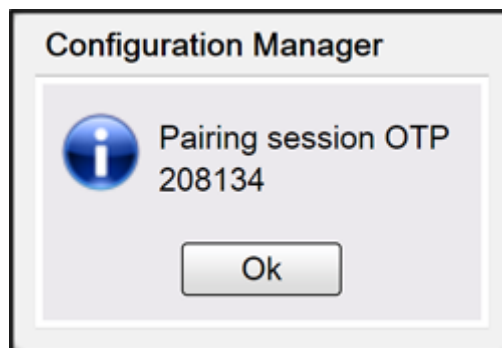
On the POS workstation, after **[Pair POS]** is pressed, there are only a few minutes to key in the OTP and press “OK”. However, the pairing OTP must be retrieved within one minute of pressing **[Pair POS]** or it will no longer be available.

On the Pairing keypad, the letter ‘B’ is not used. The letter ‘d’ is lowercase in the Pairing keypad because it is displayed the same way in the twin 7-segment display on the front of the Verifone Commander or on the side of the Verifone RubyCi.

11. Go back to the Configuration Client.



12. Press the **[Retrieve Pairing OTP]** button. A “Pairing session OTP” dialog box displays.



13. Read the 6-digit Pairing session OTP code from the dialog box.



Make a note of the OTP and then press [Ok].

14. Go back to the POS workstation.



15. Enter the 6-digit Pairing session OTP code read from Configuration Client into the "Pairing" dialog box.

16. Verify that all digits and/or letters have been entered correctly.

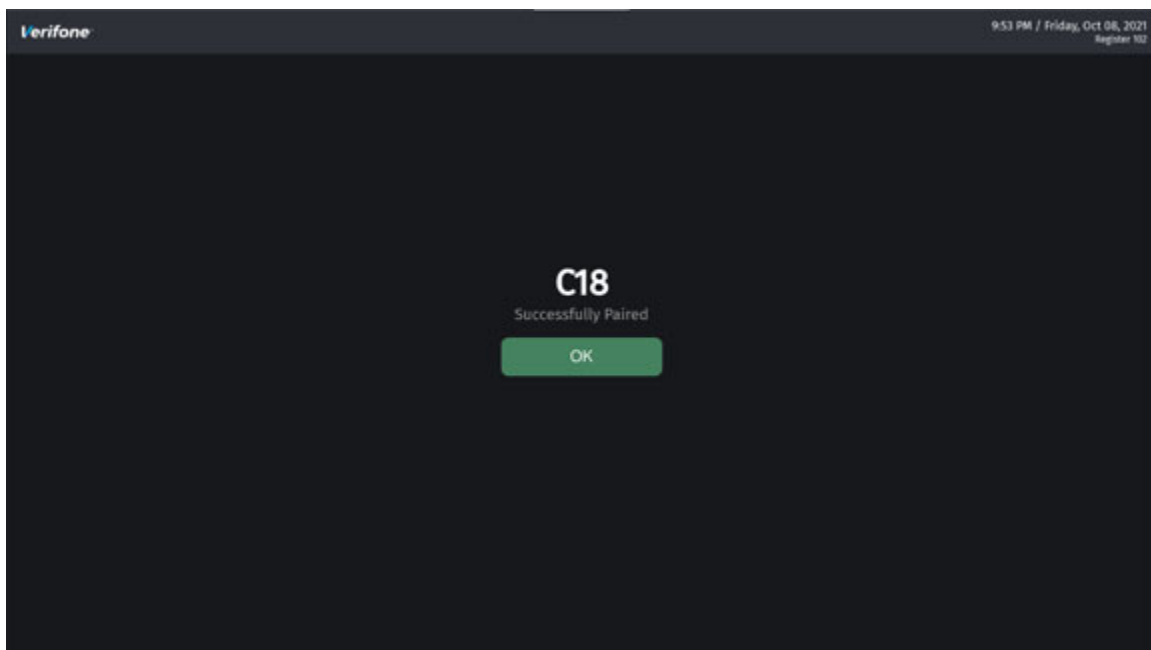
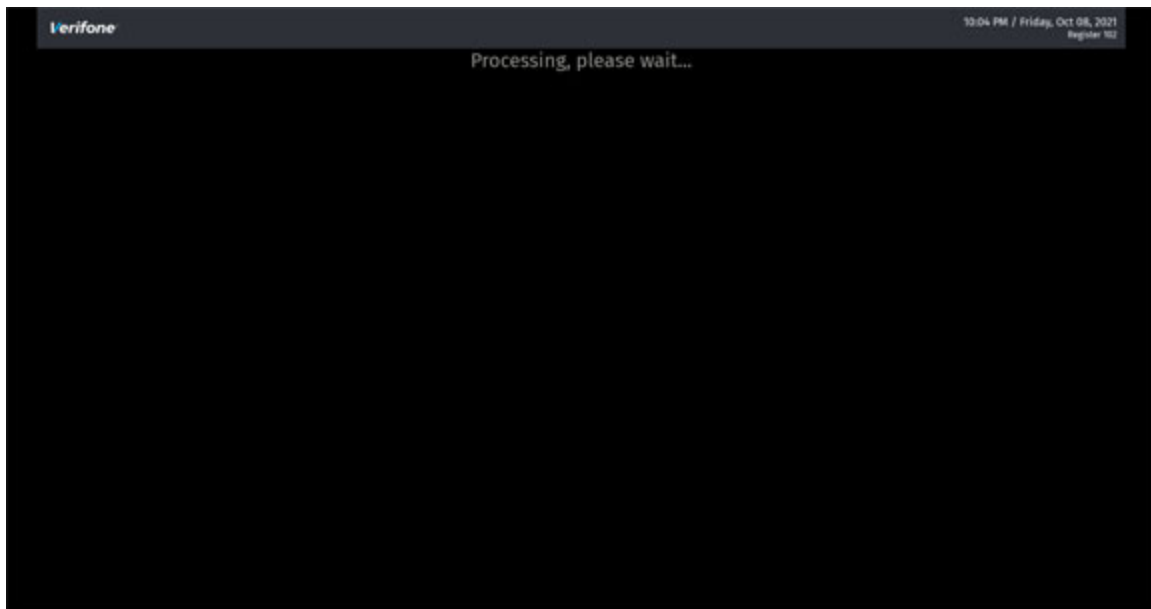


The [Ok] button on the Pairing keypad will not be active until 6-digits have been entered.

If the Pairing session OTP was entered incorrectly, a new pairing OTP must be retrieved.

If the message "Unable to pair, please try again" displays, press [Pair POS] again within a few minutes. Otherwise, the Pairing Service will need to be restarted.

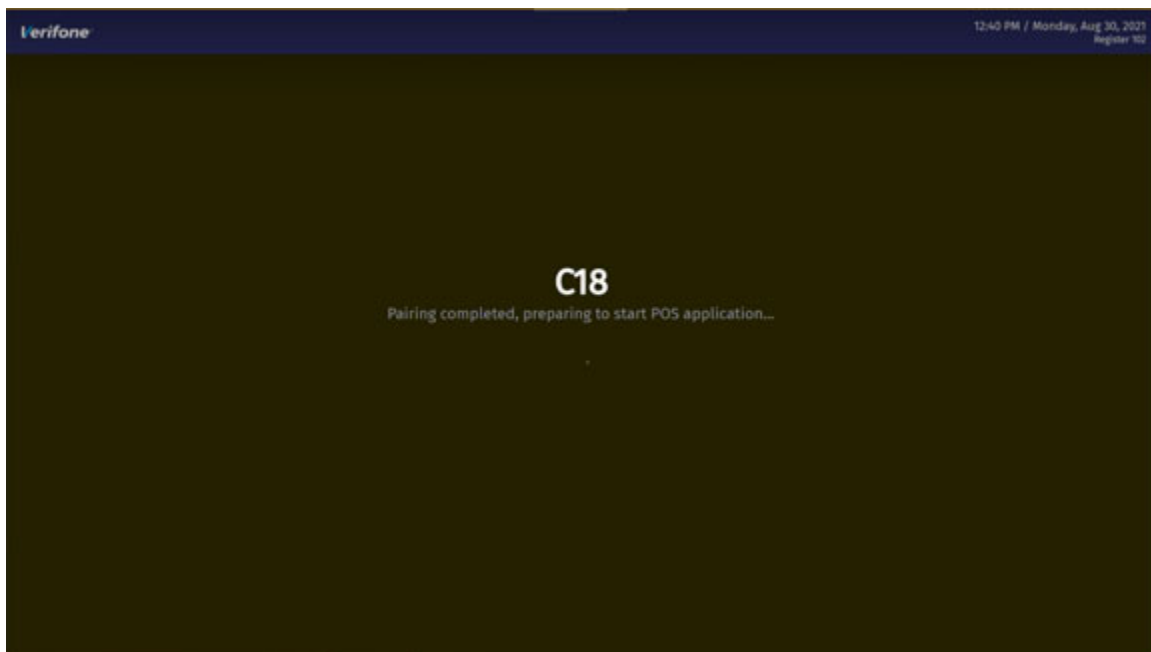
17. Press [Ok]. The message “Processing, please wait...” displays and then after a moment, “Successfully Paired” displays.



18. Press [OK] to continue. A message “Pairing completed, preparing to start POS application...” displays. The POS reboots and then starts the application.



If the “Unable to pair at this moment, please try again” message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.



19. Repeat these steps if:

- Pairing was not successful
- The site has more than one POS Workstation



Each POS Workstation will remain paired for a maximum of one year. However, within two weeks of expiration, renewal occurs automatically. If the renewal were to fail, manual re-pairing by the retailer will be required.

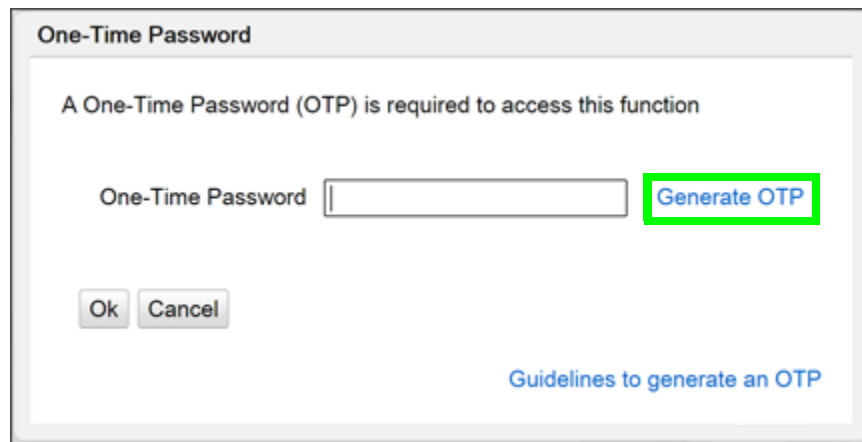
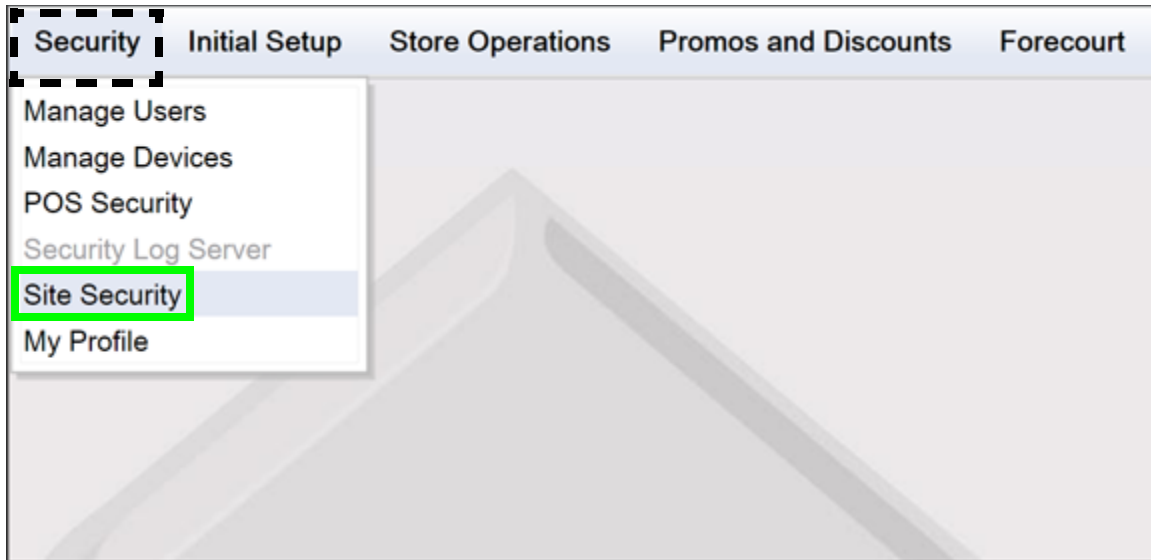
Make sure to revoke all trust from the pairing relationship if the POS Workstation is removed from the system for any reason. See Revoke All Trust section.

20. This completes the Pairing the POS Workstation after New Installation section.

Revoke All Trust

If a workstation needs to be removed for repair or sent to another store, use the following steps to Revoke All Trust from the Pairing Relationship.

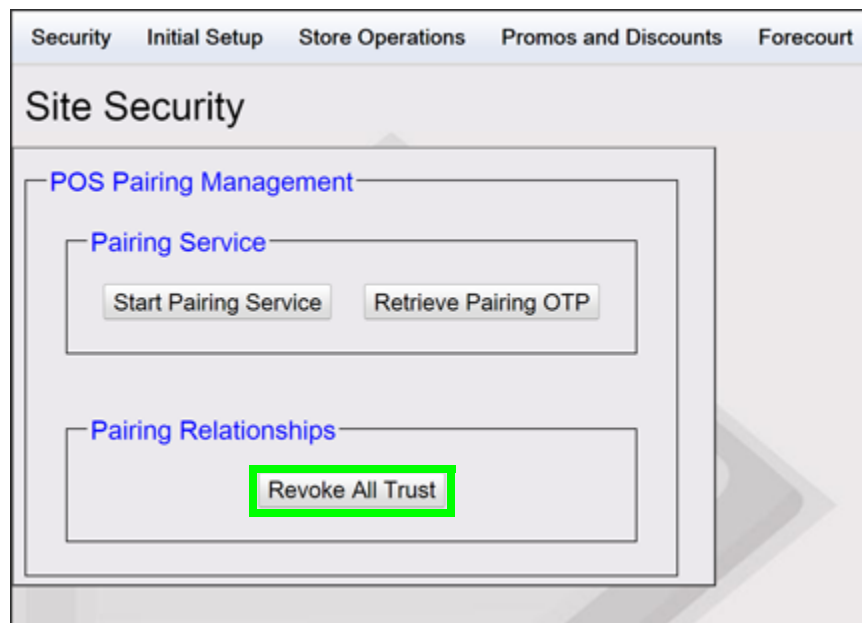
1. Using the Manager credentials, navigate to Configuration Client > Security menu and then click on **[Site Security]**. A One-Time Password dialog box displays.



2. Press the **[Generate OTP]** link. The “OTP has been generated. Please read it from the Verifone Commander’s status display.” confirmation message displays.



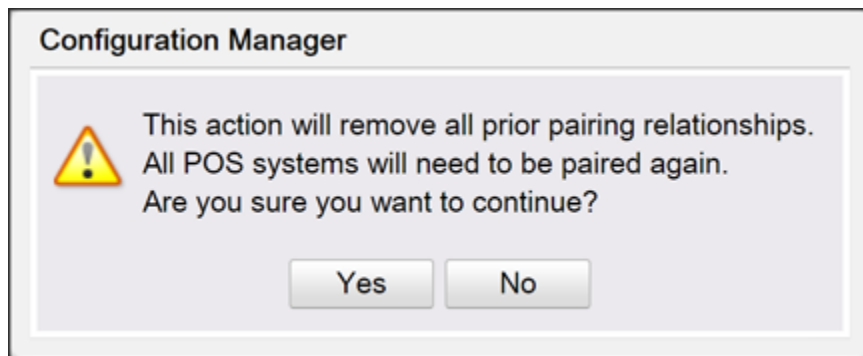
3. Press **[Ok]** to continue.
4. Read the OTP digits from the Verifone Commander, the two pairs of two-digits alternate on the 7-segment status display with the first pair having the decimal point.
5. Enter the four OTP digits into the text box and then press **[Ok]**.



- Press the **[Revoke All Trust]** button. A confirmation message stating “This action will remove all prior pairing relationships. All POS Workstations will need to be paired again. Are you sure you want to continue?” displays.

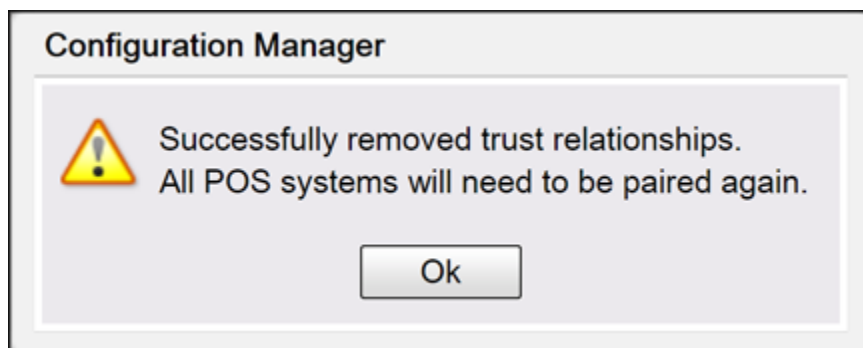
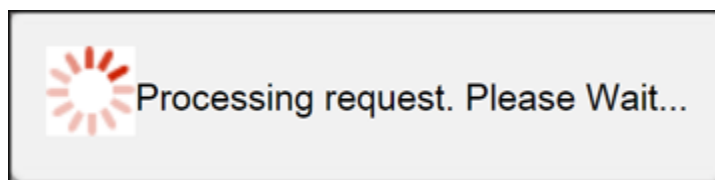


*Pressing the **[Revoke All Trust]** button will remove all prior pairing relationships. All POS Workstations will need to be paired again.*



If [Yes] is selected, ALL POS Workstations will need to be paired again.

6. Press [Yes]. The “Processing request. Please Wait...” message displays.



7. Press [Ok].
8. Follow the steps in “Pairing after the initial Auto Upgrade, Pairing Expired or Revoked” section to pair the other POS Workstations.
9. This completes Revoke All Trust section.

Troubleshooting and Messages

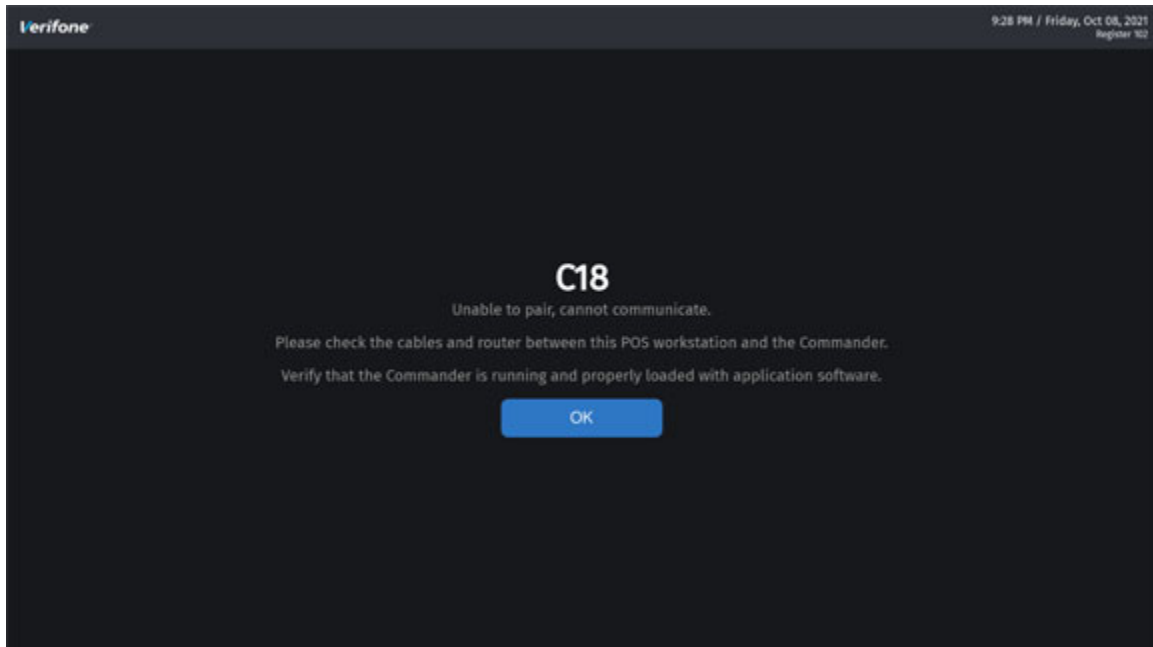
Permission Denied

```
[maint@commander_a ~]$ connect 101
Permission denied (publickey).
[maint@commander_a ~]$
```

This message displays for the following reason:

- The Helpdesk is trying to PuTTY into the POS, but the POS is not paired with the Verifone Commander. Use the steps in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.

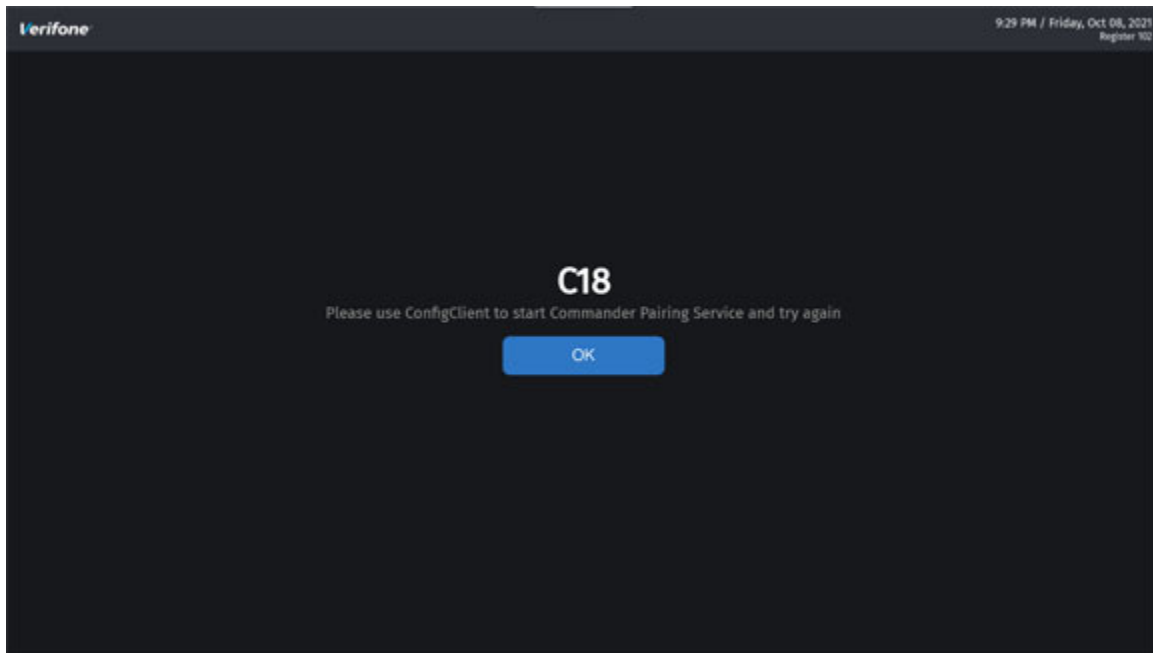
Unable to Pair, Cannot Communicate



This message displays of one of the following reasons:

- The cables between the POS Workstation and the Verifone Commander are not connected or not seated properly.
- The router between the POS Workstation and the Verifone Commander is not connected or communicating or has no power.
- Verify that the Verifone Commander is running and properly loaded with the correct application software.

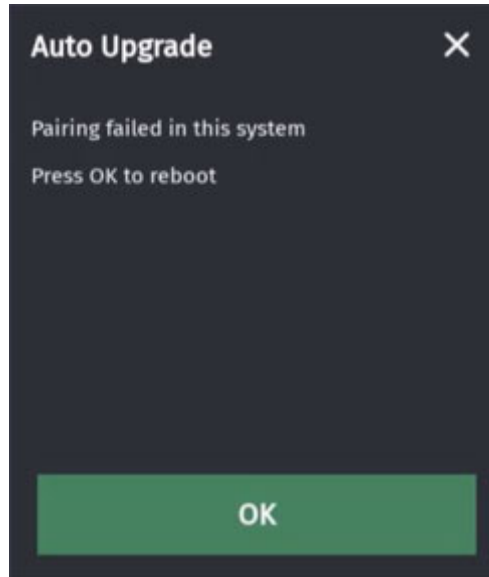
Start Verifone Commander Pairing Service and Try Again



This message displays for the following reason:

- Pair POS was initiated, but the Verifone Commander Pairing Service was not running. Navigate back to Configuration Client > Security > Site Security to restart the Pairing Service.

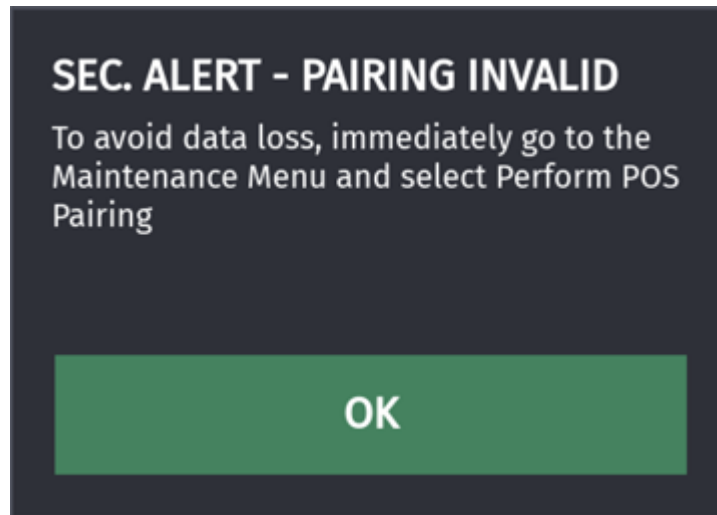
Auto Upgrade



This message displays for the following reason:

- The Pairing failed in this system during the Auto Upgrade. Press **[OK]** to reboot and then follow the steps in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.

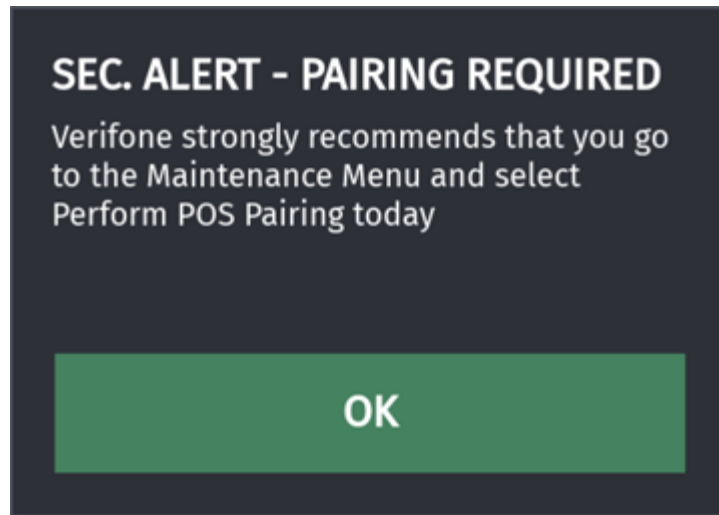
Sec. Alert - Pairing Invalid on the POS Workstation



This message displays of one of the following reasons:

- The POS Workstation has been connected to a different Verifone Commander, the Verifone Commander has been replaced or its software has been re-loaded. The site operator must immediately perform the steps in the “Pairing after the initial Auto Upgrade, Pairing Expired or Revoked” section. The message will continue to display between each transaction until the POS is paired.
- The pairing expired or was revoked. Repeat the steps in the “Pairing after the initial Auto Upgrade, Pairing Expired or Revoked” section.

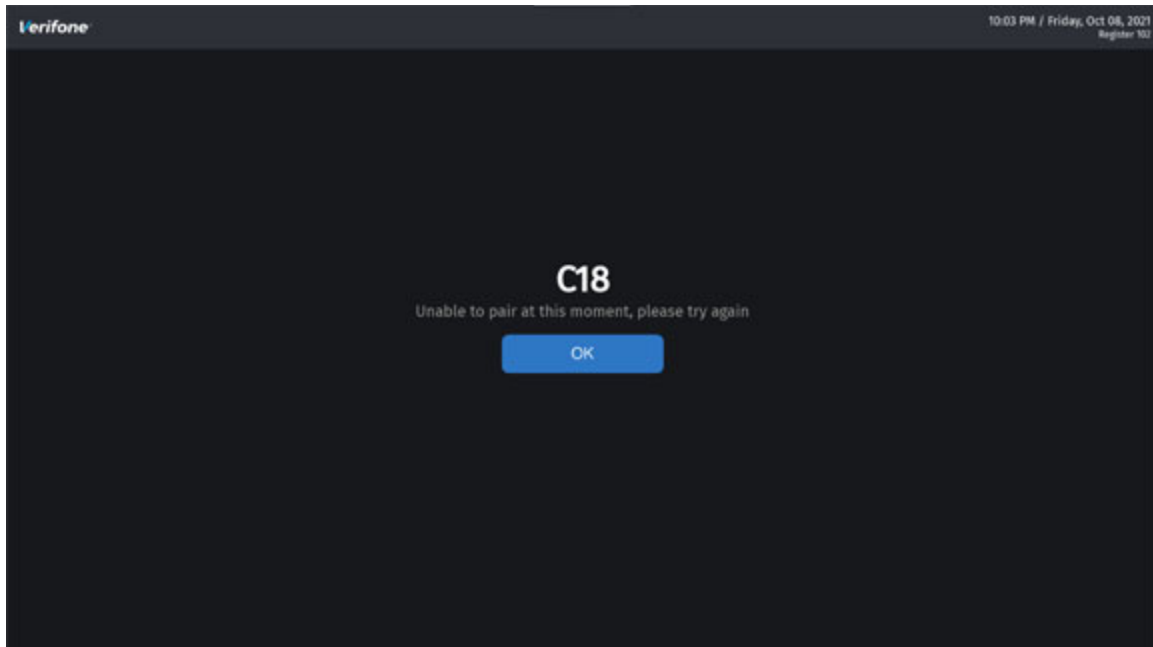
Sec. Alert - Pairing Required on the POS



This message displays for the following reason:

- The POS was Auto Upgraded and the cashier logged into Sales for the first time and this message displays. Follow the steps in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section. This must be performed the same day.

POS was unable to Pair



This message displays of one of the following reasons:

- The pairing failed. Repeat the steps in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.
- The Pairing Service was not started on the Verifone Commander via Configuration Client. Follow the steps in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.
- An incorrect Pairing Session OTP was entered. Select [**Pair POS**] and Retrieve another Pairing OTP from Configuration Client in the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section.



*If the message “Unable to pair, please try again” displays, press [**Pair POS**] again within a few minutes. Otherwise, the Pairing Service will need to be restarted.*

If the “Unable to pair at this moment, please try again” message displays, it means that a different POS workstation is currently being paired with the Verifone Commander.

Certificate Expiration and Renewal Messages

A warning that the certificates are expiring and a POS renewal is scheduled. No action is needed.

Certificates expiring, POS renewal scheduled
Fuel Updates Pending

Snacks	Beverages	Order Menu	Discounts	Fees	Fuel	Screen 8							
/	1	/	2	/	3	/	4	/	5	/	6	/	7
/	8	/	9	/	10	/	11	/	12	/	13	/	14
/	15	/	16										
LIFT .25 OFF	LIFT .30 OFF	LIFT .50 OFF	LIFT .70 OFF	LIFT .75 OFF	LIFT \$1.00 OFF	LIFT \$1.50 OFF							
LIFT \$2.00 OFF	LIFT \$3.00 OFF	LIFT \$5.00 OFF	CHECK	CASH	CREDIT	Total							
Fuel Prepay	Modify	Price Override	No Sale	Safe Drop	Quantity	Price Ovrride							
Refund	Suspend	Discount	Flash Report	Other Function	Fuel	Fuel Approve							
Fuel Preset	Price Check	Stop Fuel	Recall	Void Ticket	Other MOP	Pay In							
CHICKEN TENDERS	HOT WINGS	WH CHOC MO FRAP 13	MS KS WATERMEL 12Z										

The POS certificates were renewed. No action is needed.

POS Certificates renewal OK Fuel Updates Pending						
Snacks	Beverages	Order Menu	Discounts	Fees	Fuel	Screen 8
/	1	/	2	/	3	/
/	4	/	5	/	6	/
/	7	/	8	/	9	/
/	10	/	11	/	12	/
/	13	/	14	/	15	/
/	16					
LIFT .25 OFF	LIFT .30 OFF	LIFT .50 OFF	LIFT .70 OFF	LIFT .75 OFF	LIFT \$1.00 OFF	LIFT \$1.50 OFF
LIFT \$2.00 OFF	LIFT \$3.00 OFF	LIFT \$5.00 OFF	CHECK	CASH	CREDIT	Total
Fuel Prepay	Modify	Price Override	No Sale	Safe Drop	Quantity	Price Ovrride
Refund	Suspend	Discount	Flash Report	Other Function	Fuel	Fuel Approve
Fuel Preset	Price Check	Stop Fuel	Recall	Void Ticket	Other MOP	Pay In
CHICKEN TENDERS	HOT WINGS	WH CHOC MO FRAP 13	MS KS WATERMEL 12Z			

Certificates expired and POS pairing is required. See the Pairing after the initial Auto Upgrade, Pairing Expired or Revoked section for the steps to pair the POS Workstation with the Verifone Commander.

Certificates EXPIRED, POS pairing required Fuel Updates Pending													
Snacks	Beverages	Order Menu	Discounts	Fees	Fuel	Screen 8							
/	1	/	2	/	3	/	4	/	5	/	6	/	7
/	8	/	9	/	10	/	11	/	12	/	13	/	14
/	15	/	16										
LIFT .25 OFF	LIFT .30 OFF	LIFT .50 OFF	LIFT .70 OFF	LIFT .75 OFF	LIFT \$1.00 OFF	LIFT \$1.50 OFF							
LIFT \$2.00 OFF	LIFT \$3.00 OFF	LIFT \$5.00 OFF	CHECK	CASH	CREDIT	Total							
Fuel Prepay	Modify	Price Override	No Sale	Safe Drop	Quantity	Price Ovrride							
Refund	Suspend	Discount	Flash Report	Other Function	Fuel	Fuel Approve							
Fuel Preset	Price Check	Stop Fuel	Recall	Void Ticket	Other MOP	Pay In							
CHICKEN TENDERS	HOT WINGS	WH CHOC MO FRAP 13	MS KS WATERMEL 12Z										

System Messages

Ready Fuel Updates Pending
DCR Init Pending

✕

System Messages

10/15/21 10:52 PM - POS Certificates renewal OK
10/15/21 10:51 PM - POS Certificates renewal OK
10/15/21 10:51 PM - ALARM OFF: Certificates EXPIRED, POS pairing required
10/15/21 10:50 PM - ALARM ON: Certificates EXPIRED, POS pairing required
10/15/21 10:48 PM - Certificates expiring, POS renewal scheduled
10/15/21 10:46 PM - Certificates expiring, POS renewal scheduled
10/15/21 10:44 PM - ALARM OFF: Syncing NAXML Deals
10/15/21 10:44 PM - ALARM ON: Syncing NAXML Deals
10/15/21 10:44 PM - Preparing to synchronize the database

GLOSSARY OF TERMS

The following terms and definitions will assist the reader with understanding the content of the Feature Reference.

Terms	Definitions
Auto Upgrade	It is initiated by a site operator. It is entirely automatic and upgrades the software of the Verifone Commander and each Verifone POS workstation in a coordinated manner.
Pairing	The Pairing process establishes a trust relationship between the Verifone Commander and each Verifone POS Workstation and creates secure communication links. It is similar where a cellphone is paired to a speaker or automobile dash display.