

Hardware Installation Guide

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C18 Hardware Installation Guide

Verifone, Inc.
2560 N. 1st Street, Suite 220
San Jose, CA 95131
Telephone: 408-232-7800
<http://www.verifone.com>

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Important Information

Before you install the C18, please read the following important information:

1. CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY VERIFONE, INC. COULD VOID THE USER'S AUTHORITY TO OPERATE THIS EQUIPMENT.
2. THIS EQUIPMENT IS NOT INTENDED TO BE REPAIRED BY THE USER.

Renseignements importants

Avant d'installer le C18, veuillez lire les renseignements importants qui suivent :

1. LES MODIFICATIONS NON EXPRESSÉMENT APPROUVÉES PAR VERIFONE, INC. POURRAIENT ANNULER LE DROIT D'UTILISER CET APPAREIL.
2. CET APPAREIL NE DOIT PAS ÊTRE RÉPARÉ PAR L'UTILISATEUR.

Información Importante

Antes de instalar el C18, por favor lea la siguiente información importante:

1. CAMBIOS O MODIFICACIONES NO EXPRESAMENTE APROBADOS POR VERIFONE, INC. PUEDEN CANCELAR LA AUTORIDAD DEL USUARIO PARA OPERAR ESTE EQUIPO.
2. ESTE EQUIPO NO PRETENDE QUE SEA REPARADO POR EL USUARIO.

Regulatory Compliance

THIS EQUIPMENT COMPLIES WITH THE REQUIREMENTS IN PART 15 OF FCC RULES FOR A CLASS A DIGITAL DEVICE. OPERATION OF THIS EQUIPMENT IN A RESIDENTIAL AREA MAY CAUSE UNACCEPTABLE OR HARMFUL INTERFERENCE TO RADIO AND TV COMMUNICATIONS REQUIRING THE USER TO TAKE WHATEVER STEPS NECESSARY TO CORRECT THE INTERFERENCE.

Conformité aux règlements

CET APPAREIL EST CONFORME AUX EXIGENCES RELATIVES AUX APPAREILS NUMÉRIQUES DE CLASSE A FIGURANT À LA PARTIE 15 DES RÈGLEMENTS DE LA FCC. L'UTILISATION DE CET APPAREIL DANS UN SECTEUR RÉSIDENTIEL POURRAIT CAUSER DU BROUILLAGE INACCEPTABLE OU PRÉJUDICIALE POUR LES SERVICES DE TÉLÉCOMMUNICATIONS; L'UTILISATEUR DEVRAIT ALORS PRENDRE TOUTES LES MESURES NÉCESSAIRES POUR CORRIGER LE BROUILLAGE.

Cumplimiento Normativo

ESTE EQUIPO CUMPLE CON LOS REQUERIMIENTOS EN LA PARTE 15 DE LAS REGLAS DE PISTA PARA LOS DISPOSITIVOS DIGITALES CLASE A. OPERAR ESTE EQUIPO EN UN AREA RESIDENCIAL PUEDE CAUSAR INTERFERENCIA INACEPTABLE O DAÑINA PARA LAS COMUNICACIONES DE RADIO Y TELEVISIÓN, REQUIRIENDO DEL USUARIO DE TOMAR LOS PASOS NECESARIOS PARA CORREGIR LA INTERFERENCIA.

Safety Instructions

- Read all instructions contained in this Installation Guide before making equipment connections and save these instructions for later use.
- All fuses should be replaced only by authorized service personnel.
- Unit is intended to be used with the provided Listed Power Supply with an output rating of max. 24 VDC, 5.4A, which has been evaluated as a Limited Power Source/Class 2 Transformer, output rated SELV, non-energy hazardous.
- Do not apply liquid or aerosol cleaners directly on the unit. Use only damp cloth for cleaning.
- Do not use any attachments not specifically recommended by Verifone as they can result in the risk of fire, electric shock, or injury.
- Do not use the C18 near water.
- Do not place this unit on an unstable cart, stand, or table. The unit may fall, causing serious personal injury and/or damage to the equipment.

Consignes de sécurité

- Lire toutes les directives du guide d'installation avant de brancher l'appareil, et conserver le guide pour plus tard.
- Tous les fusibles doivent uniquement être remplacés par un agent de maintenance autorisé.
- L'appareil est prévu pour être utilisé avec l'alimentation homologuée fournie (valeurs de sortie nominales max. de 24 V c.c. et 5,4 A), qui a été évaluée comme étant une alimentation limitée/un transformateur de classe 2, sortie SELV, sans production d'énergie dangereuse.
- Ne pas mettre de produit nettoyant liquide ou en aérosol directement sur l'appareil. Nettoyer l'appareil uniquement à l'aide d'un chiffon humide.
- Ne pas utiliser d'accessoires non expressément recommandés par Verifone en raison du risque d'incendie, de décharge électrique ou de blessure.

- Ne pas utiliser le C18 près d'une source d'eau.
- Ne pas placer l'appareil sur un chariot, un kiosque ou une table instable. Il pourrait tomber, ce qui pourrait causer des blessures corporelles graves ou des dommages à l'équipement.

Instrucciones de Seguridad

- Lea todas las instrucciones contenidas en este Manual de Instalación antes de efectuar cualquier conexión y guarde estas instrucciones para uso posterior.
- Todos los fusibles deben ser reemplazados sólo por el personal de servicio autorizado.
- La unidad pretende ser usada con la lista de suministro de energía provista con potencia de salida de máx. 24VCD, 5.4 A, el cual ha sido calificado como Transformador de Fuente de Energía Limitada/Clase 2, fuente de salida SELV, energía no peligrosa.
- No usar ningún aditamento no específicamente recomendado por Verifone, ya que estos pueden resultar en un riesgo de incendio, shock eléctrico o daño.
- No usar el C18 cerca al agua.
- No colocar esta unidad en un estante o mesa inestables. Esta unidad puede caer y causar serios daños personales y/o al mismo equipo.

Battery Charging Notification

The unit should be powered up for at least two hours prior to initial application download. This is to prevent loss of data and to ensure that the battery pack is fully charged.

Notification de charge de batterie

L'appareil doit être chargé pendant au moins deux heures avant le téléchargement initial de l'application. Cela permet de prévenir les pertes de données et de s'assurer que le bloc-batterie est complètement chargé.

Notificación para la Carga de Batería

Esta unidad debe ser cargada por lo menos dos horas antes de la descarga inicial de la aplicación. Esto es para prevenir la pérdida de información y para asegurar que la batería esté completamente cargada.

Revision History

C18 Hardware Installation Guide Revision History		
Revision	Date	Description
1	March 23, 2020	Initial Documentation Release
2	June 10, 2020	Added Battery Pack Instructions warning.

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1 INTRODUCTION

The Verifone® C18 Workstation is a high-performance, reliable, point-of-sale terminal that supports peripherals such as scanners, cash drawers, and PIN pads. The C18, with the Verifone Commander™ Site Controller, supports payment network access, fueling dispenser control, car wash control, and fast food transactions. The C18 accepts and processes all payment options, including cash, checks, credit and debit cards, coupons, and various prepaid cards.

Some features of the C18 Workstation may or may not be utilized by all versions of the software.

The C18 has a 18.5-inch color touchscreen with a 16:9 aspect ratio. The screen can be tilted up or down. The screen can be adjusted to a portrait or landscape position. The screen can also be flipped over to the customer side for self-service mode, where available. The screen includes a cashier facing camera. The C18 user interface employs industry-leading touch technology to enable effortless operation.

Online help is available to support the user and promote quick responses. The C18, including the touch screen, is configured through the Commander™ Configuration Manager.

The C18 operates in a single- or multiple-workstation environment. It uses the Commander Site Controller as a controller for optimum speed and efficiency, a thermal receipt printer, and a thermal journal printer to track sales. An on-screen receipt allows easy viewing of current transactions.

In the absence of an intranet infrastructure, the C18 requires an Ethernet router or network switch to connect to the Commander Site Controller to:

- Connect to peripherals, such as fuel dispensers, dispenser card readers (DCRs), and car wash controllers.
- Perform on-site maintenance operations such as backups, upgrades, restores, and reversions to previous software versions.
- Connect with the Verifone Technical Support Center for software downloads and diagnostics.
- Configure remotely using available Internet protocols, including a Web browser interface.

Product Warranty

For product warranty information, go to
<http://verifone.com/en/us/warranty>.

Requirements



The Commander Site Controller and C18 workstation must be installed by a Verifone Authorized Service Contractor (VASC).

Software

- Commander Site Controller Software Suite

Hardware

- Commander Site Controller
- C18 Workstation and Thermal Receipt Printer
- An intranet infrastructure, or Cable/DSL Ethernet router, or network. The number of workstations determines the number of network switch ports required.

Cables

- Ethernet cable from each C18 to the network switch and/or router
- If a network switch is used, an additional Ethernet cable to the router
- RS-232 cable between peripherals, such as printers
- Null Modem Adapter

Recommended Equipment

- Uninterruptible Power Supply (UPS) - Verifone recommends that the C18 be connected to a UPS with a rating of 250VA or greater.
- Customer Display Pole
- Keyboard
- Biometric Reader
- Cash Drawer
- PIN pad
- Scanner
- Printer

Unpacking

Carefully inspect each shipping carton and its contents for any damage that may have occurred during shipment. If anything appears damaged, immediately file a claim with the shipping company or carrier and notify your Verifone representative.



WARNING: Never use damaged equipment. A shock or fire hazard may exist if equipment is energized in a damaged condition.

AVERTISSEMENT: Ne jamais utiliser un appareil endommagé. La mise sous tension d'un appareil endommagé pourrait présenter un risque de décharge électrique ou d'incendie.

ADVERTENCIA: Nunca use un dispositivo dañado. Un dispositivo dañado puede presentar un riesgo de descarga eléctrica o fuego.

Remove the following items from their respective shipping cartons:

- C18 Workstation, P/N 182-001-01-NAA
- C18 Power Supply, P/N PWR182-001-01-A
- AC Power Cord, P/N CBL000-008-02-A
- Cable Cover (attached to back of C18), P/N PPL182-001-01-A
- C18 Hardware Installation Guide
- Software Licenses



The cash drawer, customer display pole, thermal printer, keyboard, biometric reader, and Verifone M-Series PINpad, which complete the C18 workstation, are ordered and shipped separately.

Remove any protective plastic wrapping from the components and place the components on a table or countertop. Be sure that you have all the parts required for your specific installation before you begin. Contact your dealer if you are missing any parts.



It is recommended to keep the shipping carton and any packing material in case it is necessary to move components from one location to another, or to return the equipment for service.

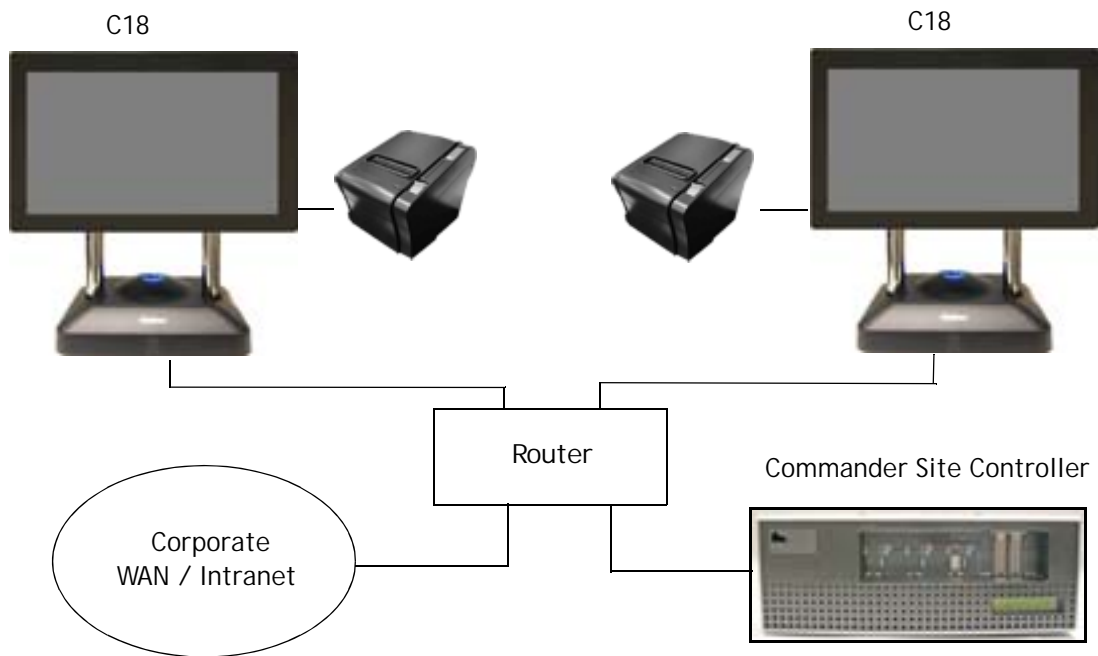
2 INSTALLATION

The Commander Site Controller and C18 workstation must be installed by a Verifone Authorized Service Contractor (VASC) and must be set up in the following order:

1. Commander Site Controller
2. C18 Workstation

Configuring One or Two C18 Workstations

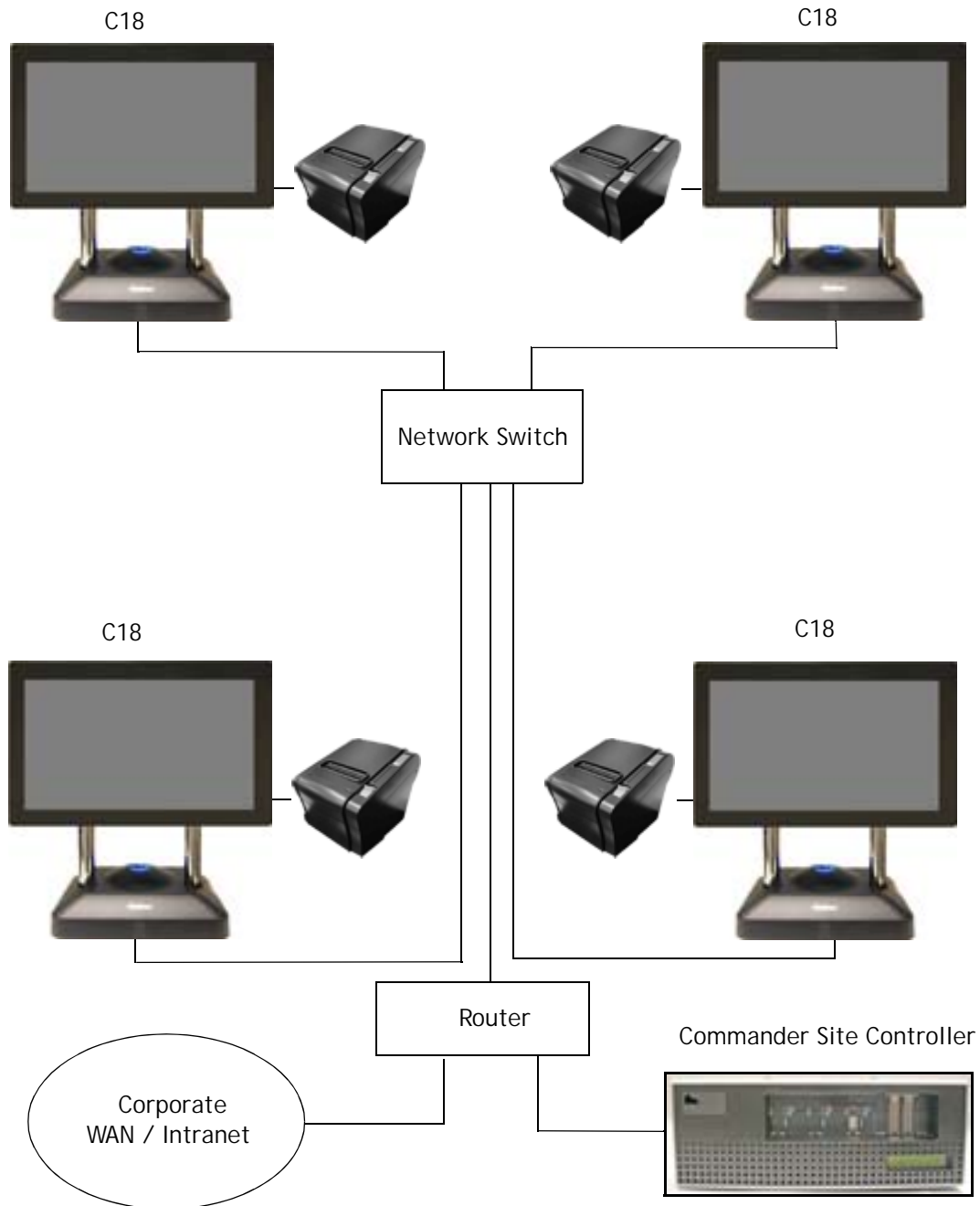
Installing one or two C18 workstations requires Ethernet cables to connect the C18 to the router to create an in-store LAN. The printers, customer display poles, and cash drawers use RS-232 cables to connect to the C18, and an additional Ethernet cable to connect the router to a corporate WAN/Intranet.



**Commander Site Controller Configuration
with up to two C18 workstations**

Configuring More Than Two C18 Workstations

Installing more than two C18 workstations may require a network switch and a Router. The C18 workstations use Ethernet cables to connect to the network switch. Network switches are available in various sizes and usually support four or more workstations. The network switch connects to the router using an Ethernet cable.



**Commander Site Controller Configuration
with more than two C18 workstations**

Choosing a Location

The C18 workstation is generally placed on an easily accessible countertop. Consider the following when deciding on a location.

- Allow adequate ventilation around the unit.
- All cables must easily reach their connecting devices.
- Make sure that there is sufficient clearance for both the drawer and the cashier.
- Make sure that power cords are not in the direct path of foot traffic.

In addition, the location must meet the following requirements:

- **Power:** 100-240V~, 50/60 Hz 2.0 Amps
- **Temperature:**
 - **Operating:** 32 to 104° F (0 to 40° C)
 - **Non-operating:** -4 to 140° F (-20 to 60° C)
- **Humidity:** 15% to 95% relative humidity at 40° C (non-condensing)

Avoid locations with the following characteristics:

- Direct sunlight
- Moisture
- Excessive dust
- Electrical “noise” or devices that cause excessive voltage variations such as air conditioners, fans, or high frequency security systems



To reduce the risk of fire, do not place the C18 near objects that produce excessive heat.

Pour réduire le risque d'incendie, placer le C18 loin des objets produisant une chaleur excessive.

Para reducir el riesgo de incendio, no colocar el C18 cerca de objetos que puedan producir excesivo calor.

Diagnostic Panel



The Diagnostic Panel is located on the right side of the C18 and can be accessed by lifting the cover. From left to right, this panel contains the following:

- **COM Port LEDs (RX/TX):** These LEDs will be used for future configurations.
- **Reset Button:** Reboots the C18 workstation without shutting down the power.
- **Console Port:** Used only by the Verifone Authorized Service Contractor (VASC).
- **Diagnostic Switch Panel:** Used to configure specific operating modes. Do not change settings unless instructed by the Verifone Technical Support Center.
- **Status Window:** Displays system operating codes.
- **Battery Health:** Displays a color indication of the estimated battery life.
 - **Blue:** The battery has over half of its estimated useful life left.
 - **White:** The battery has between 20% and 50% of its estimated useful life left.
 - **Blinking White:** The battery has less than 20% of its estimated useful life left. If blinking white, contact a Verifone Authorized Service Contractor to replace the battery during the next service call.
- **Battery Charge:** Displays a color indication of the battery charge state.
 - **Blue:** The battery has enough estimated power for one or more graceful shutdowns.
 - **White:** The battery has less than one graceful shutdown capacity left. If the color is white, do not install software or remove power to the unit until the LED turns blue again.



For either Battery Charge color, the LED will be blinking if the battery is charging and solid if it is not charging.



Battery Pack Instructions

Dispose of the battery pack in accordance with all national, state, and local laws and regulations as regionally required. Some batteries may be recycled and may be accepted for disposal at local recycling centers.

CAUTION: There is risk of explosion if the battery is replaced by an incorrect type.

Instruction de la Batterie

Éliminez la batterie conformément à toutes les lois et réglementations nationales, provinciales/régionales, et locales, selon les besoins régionaux. Quelques batteries peuvent être recyclées et peuvent être acceptées pour élimination dans les centres de recyclage locaux.

ATTENTION: Il existe un risque d'explosion si la batterie est remplacée par un modèle incompatible.

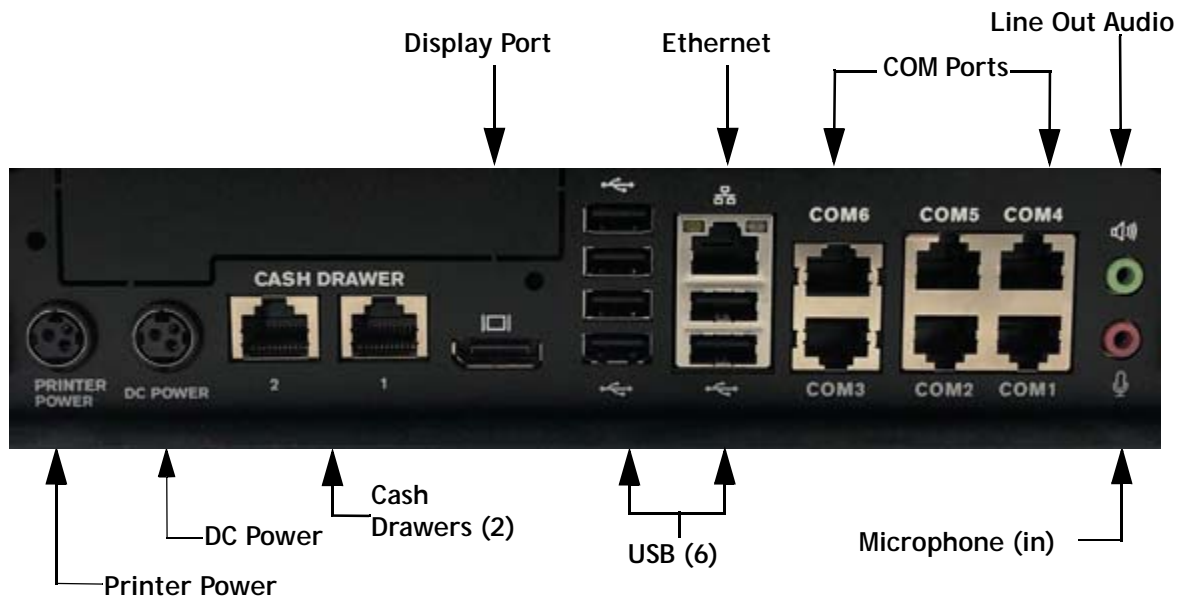
Instrucción de Paquete de Batería

Deseche la batería de acuerdo con todas las leyes y regulaciones nacionales, estatales y locales según se requiera regionalmente. Algunas baterías pueden reciclarse y pueden aceptarse para su eliminación en los centros locales de reciclaje.

PRECAUCIÓN: Existe riesgo de explosión si la batería se reemplaza por un tipo incorrecto.

- **Power LED:** Displays Green when powered on.
- **System Heartbeat LED:** Pulses on and off to indicate that the C18 is operating normally.

C18 Rear Panel



The rear panel of the C18 workstation has the following connections:

- Printer Power
- DC Power
- 2 Cash Drawer Ports (Solenoid)
- 1 Display Port
- 6 USB Ports
- 1 Ethernet Port
- 6 Serial Ports
 - COM1 - not assigned
 - COM2 - not assigned
 - COM3 - not assigned
 - COM4 - Printer
 - COM5 - not assigned
 - COM6 - not assigned
- 1 Line Out Audio Jack
- 1 Microphone Audio Jack

C18 Workstation Installation

Use the following steps to install the C18 workstation.



See "C18 Rear Panel" for port locations.

1. Connect one end of a shielded RS-232 cable to a null modem adapter and connect the adapter to the serial port on the Thermal Receipt Printer.
2. Plug the other end of the RS-232 cable into COM4 on the C18 workstation.
3. Plug the printer power cable into the printer with the flat side facing up.



The connector slides down to lock or unlock the cable.

4. Connect the other end of the printer power cable to the Printer Power port on the C18. The connector locks into place.



To remove the printer power cable, slide the plastic outer covering of the connector downward. DO NOT pull the cable to remove it. The connector slides down to lock or unlock the cable.

Pour retirer le câble d'alimentation de l'imprimante, faire glisser vers le bas le couvercle en plastique du connecteur. NE PAS tirer sur le câble.

Para quitar el cable de alimentación de la impresora, deslice hacia abajo la cubierta del conector de plástico. NO tire del cable.



The printer port is not Limited Power Source (LPS) according to UL 60950-1, clause 2.5. The printer connected to this port shall comply to clause 4.7 of UL 60950-1 and all fire enclosure requirements. Contact Verifone with questions.

Le port de l'imprimante n'est pas une source à puissance limitée (LPS) conformément à la disposition 2.5 de la norme UL 60950-1. L'imprimante branchée sur ce port doit être conforme à la disposition 4.7 de la norme UL 60950-1 et à toutes les exigences de protection contre l'incendie. Contactez Verifone avec des questions.

El puerto de impresora no es una fuente de alimentación limitada (LPS) de conformidad con el apartado 2.5 de la norma UL 60950-1. La impresora conectada a este puerto debe cumplir con la regla 4.7 de la norma UL 60950-1 y todos los requisitos de protección contra incendios. Verifone contacto con preguntas.

5. Connect an Ethernet cable to the Ethernet port on the C18 workstation.



Serial RS-232 cables and Ethernet cables do not have the same pin outs and are NOT interchangeable.

6. Plug the other end of the Ethernet cable into the router (one to two C18 workstations) or to the network switch (more than two C18 workstations).
7. Plug the cable from the customer display pole into COM3 on the C18. The customer display pole height can be adjusted.
8. Plug the cable that extends from the bottom of the cash drawer into the cash drawer port 1. (For two cash drawers, use cash drawer port 1 and port 2.)



The opening in the key hole on the cash drawer must be facing downward to close.

9. Plug the cable from the power brick into the DC Power port on the C18.
10. Plug the AC Power Cord into the other end of the power brick. Plug the power brick into an electrical outlet.



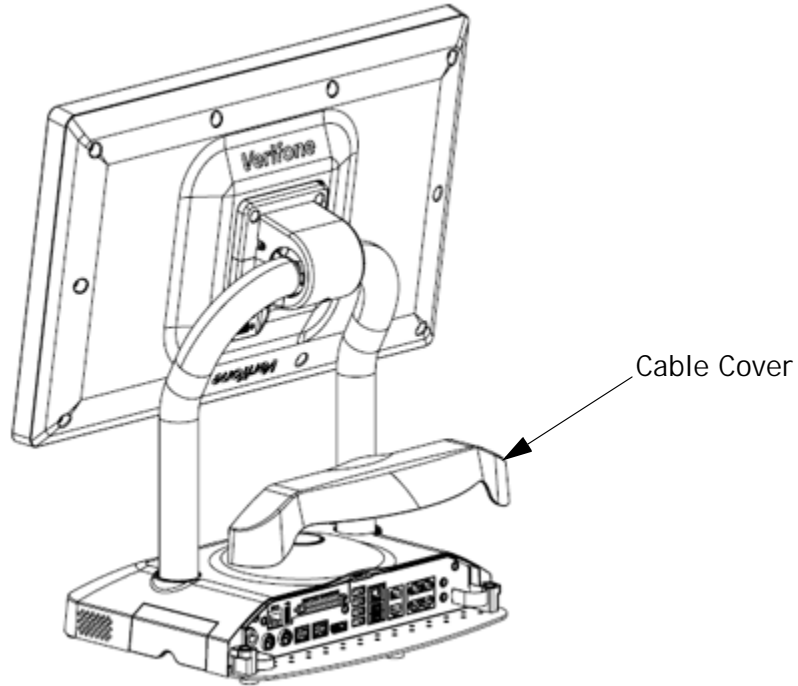
To prevent loss of data and to ensure that the battery pack is fully charged, the C18 should be powered up for at least two hours prior to initial application download.

During operation, avoid blocking the base of the C18 with any objects, as they can block proper airflow to the unit.

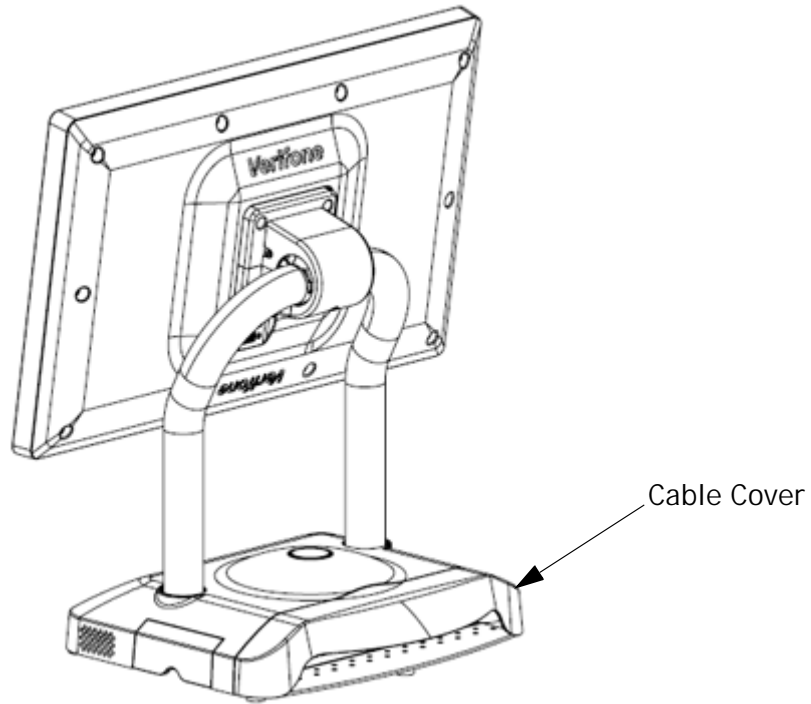
Cable Cover

Attach or remove the Cable Cover onto the C18 using the following steps.

1. Lift up the corners of the Cable Cover to remove it.



2. Push down on the corners of the Cable Cover to attach it.



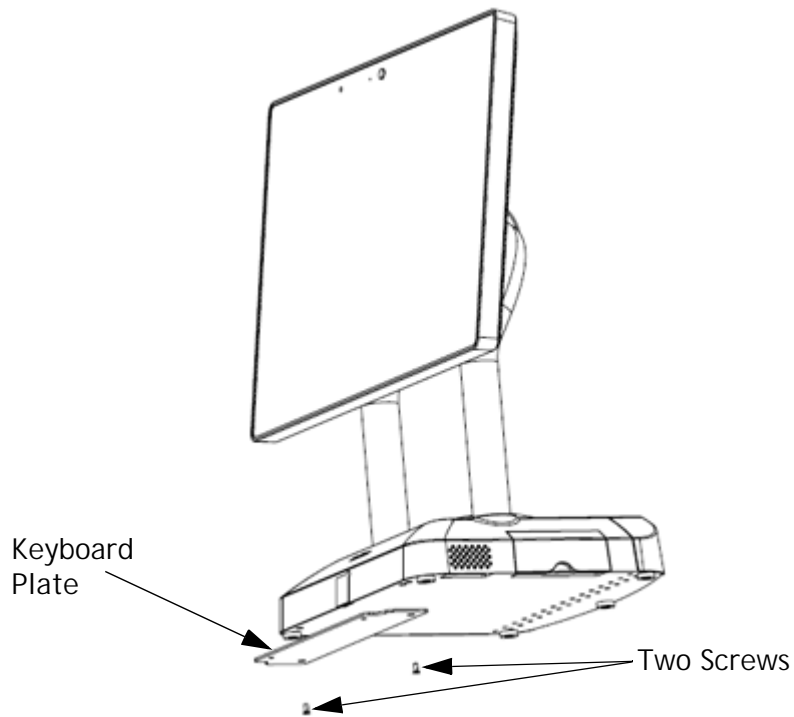
Keyboard



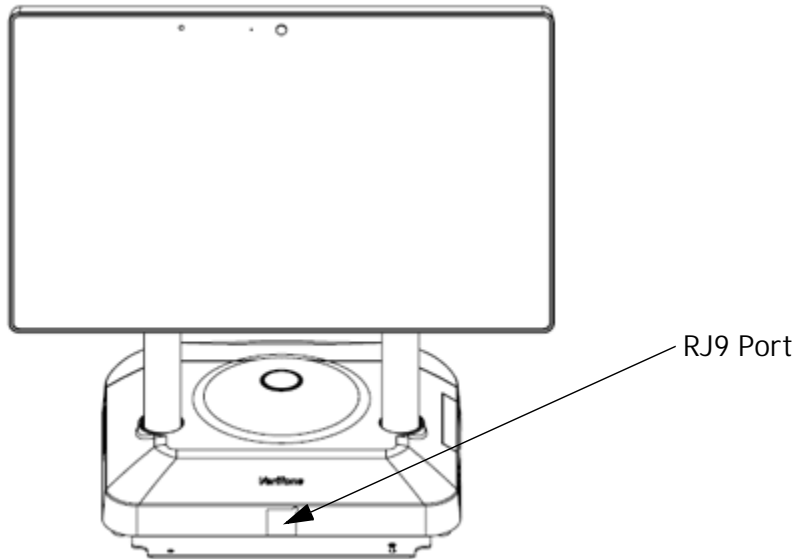
The Keyboard feature is application dependent and may not be included with your unit.

Install the Keyboard Plate (P/N MET182-101-01-A) and Keyboard (PCA182-020-01-A) onto the C18 using the following steps.

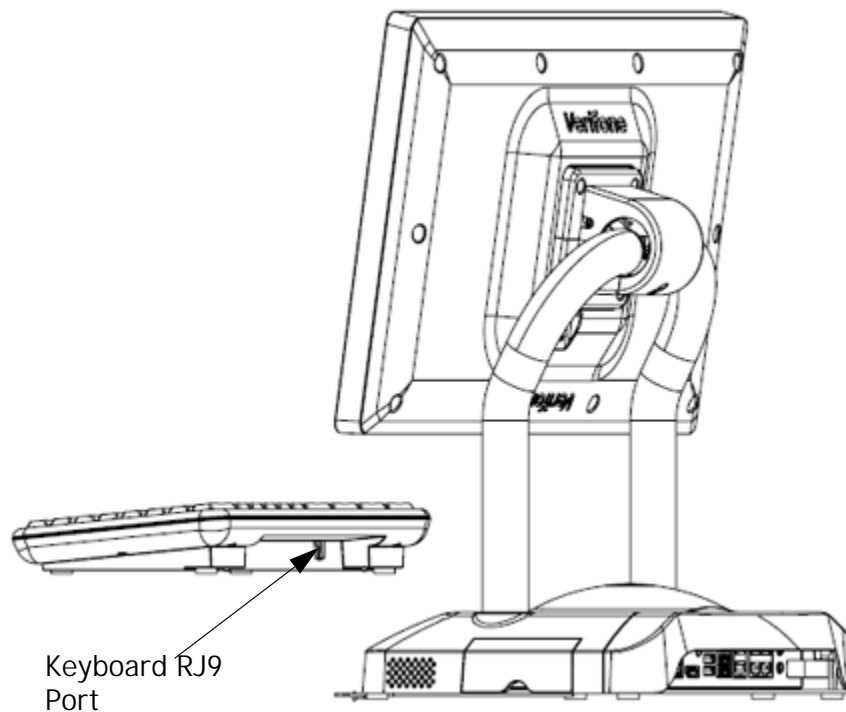
1. Attach the Keyboard Plate to the C18 Base using two screws.



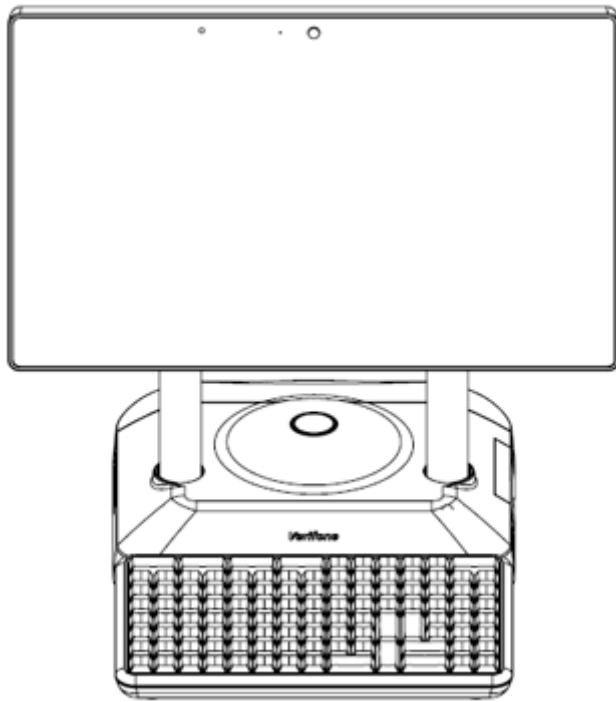
2. Remove the Mylar covering or rubber plug from the RJ9 Port on the front of the C18 base.



3. Connect the RJ9 Cable to the RJ9 Port on the Keyboard and to the RJ9 on the C18 base.



4. The Keyboard attaches to the Keyboard Plate using a magnetic connection.



Biometric Reader Holder



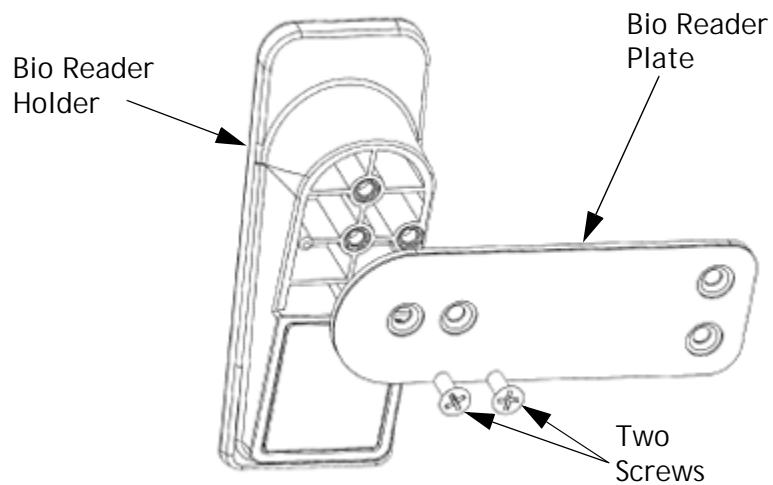
The Biometric Reader and Holder feature is application dependent and may not be included with your unit.

Install the Bio Reader Plate and Bio Reader Holder either to the Keyboard or to the base of the C18 using the following steps.

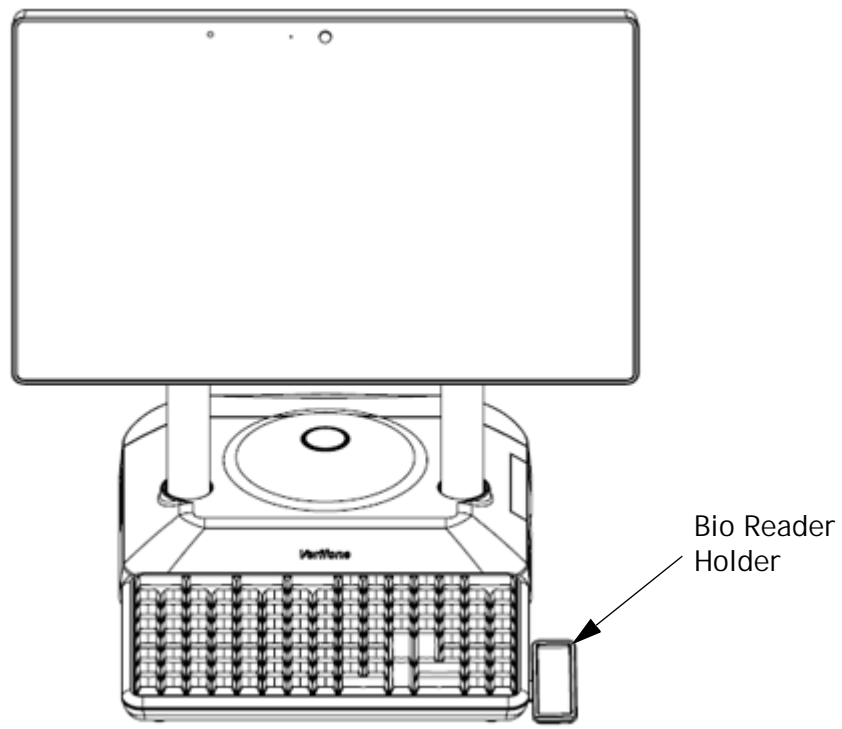
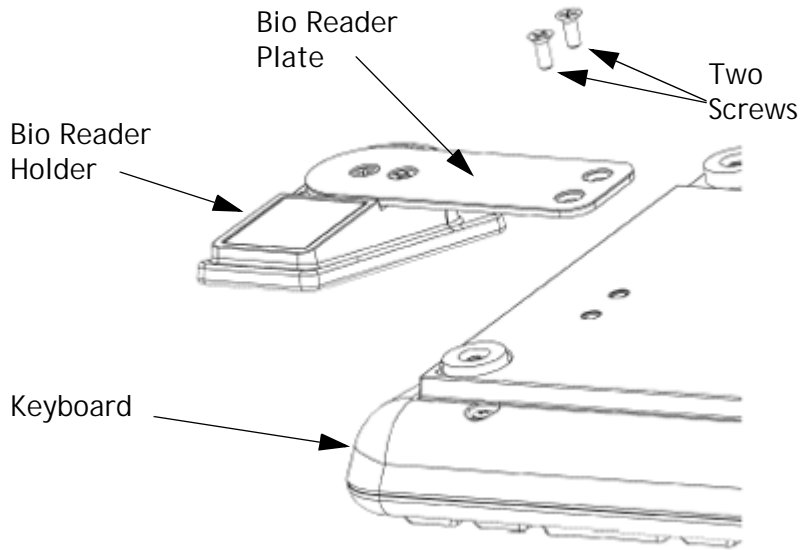
Keyboard Attachment

Install the Bio Reader Plate and Bio Reader to the Keyboard using the following steps.

1. Attach the Bio Reader Plate to the Bio Reader Holder using two screws.



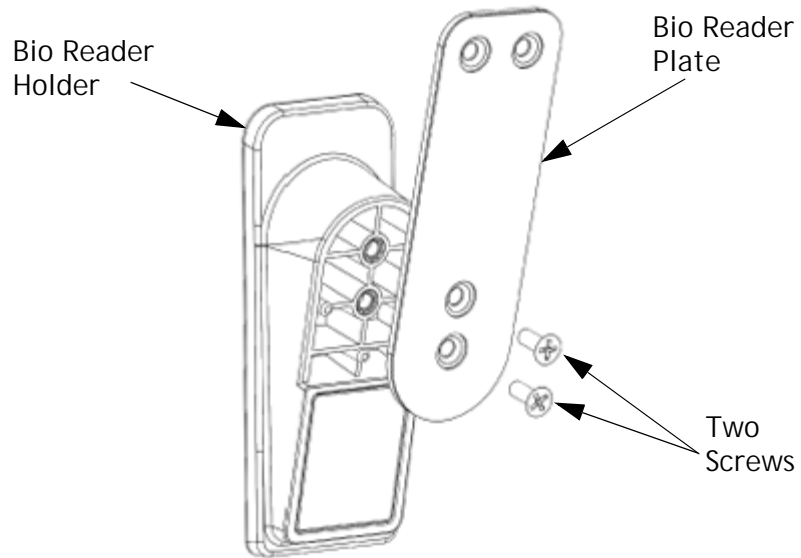
2. Attach the Bio Reader Plate with Bio Reader Holder to the Keyboard using two screws.



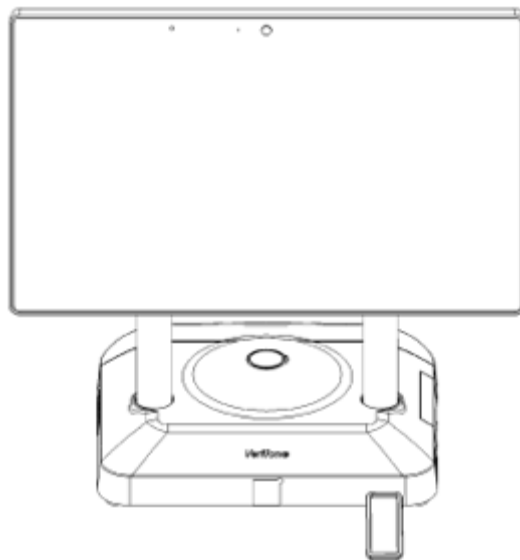
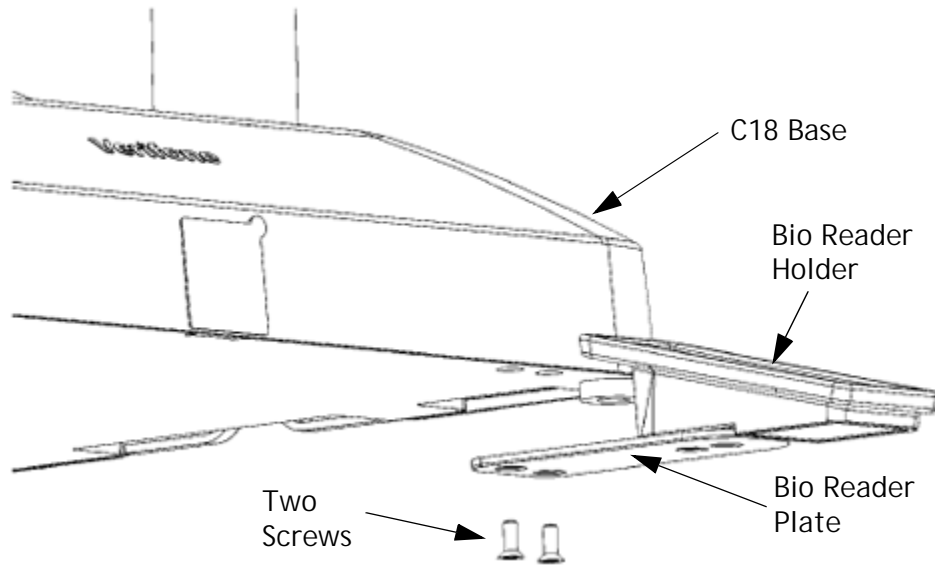
C18 Base Attachment

Install the Bio Reader Plate and Bio Reader Holder to the C18 base using the following steps.

1. Attach the Bio Reader Plate to the Bio Reader Holder using two screws.



2. Attach the Bio Reader Plate with Bio Reader Holder to the C18 base using two screws.



3

SERVICE AND PARTS

Service

Do not attempt to repair, service, or adjust the C18.

Contact the Verifone Technical Support Center at 800-777-3536 with any questions related to installation or troubleshooting. Support is available 24 hours a day, seven (7) days a week.



The Commander Site Controller and C18 workstation must be installed by a Verifone Authorized Service Contractor (VASC).



*Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.*

Il y a un risque d'explosion si le mauvais type de batterie est inséré dans l'appareil. Jeter les batteries utilisées selon les instructions.

Hay riesgo de explosión si la batería es reemplazada por otro tipo incorrecto. Deshágase de las baterías usadas de acuerdo a las instrucciones.

Cleaning



Disconnect power before cleaning this equipment.

Débrancher l'appareil avant de le nettoyer.

Desenchufe la unidad antes de limpiarla.



Never use thinner, trichloroethylene, or ketone-based solvents to clean the equipment or cabling. These chemicals may cause the plastic parts to deteriorate.

Ne jamais nettoyer l'appareil ou les câbles avec du solvant, du trichloréthylène ou du solvant à base de cétone. Ces produits chimiques pourraient endommager les pièces de plastique.

Nunca use disolventes en base a tricloroetileno o cetona para limpiar el equipo o los cables. Estos químicos pueden deteriorar las partes plásticas.

For routine cleaning to remove dust or dirt, use a clean, damp cloth and mild soap or detergent. Use a cloth dampened with isopropyl alcohol for more stubborn stains.

Parts List

The table below gives the part numbers associated with the C18 workstation.

Verifone P/N	Description
182-001-01-NAA	Unit, C18 18.5 Display
PWR182-001-01-A	Power Supply, 150w
CBL000-008-02-A	Power Cord, U.S.A ,IEC320,C13, NEMA5-15P (UL) Type B, 125V / 10A, 1.83M
PPL182-001-01-A	Base C18 Cable Cover

Specifications

The table below gives the power requirements, dimensions, and other specifications of the C18 workstation.

Specification	Description
Safety	UL, cUL
EMI	FCC Class A (USA) and CISPR22 Class A (Europe)
ESD	IEC 1000 4-2 (8 KV contact, 4 KV air)
Temperature	Operating range: 0-40° C Non-operating range: -20 to 60° C
Humidity	Operating 15% to 95% relative humidity at 40° C (non-condensing)
Electrical Input Rating	100-240V~, 50/60 Hz 2.0A
Landscape Dimensions	Height: 19 inches Width: 18.25 inches Depth: 10 inches
Portrait Dimensions	Height: 22 inches Width: 12 inches Depth: 10 inches
Weight	Approximately 21.5 lbs.
Memory	4GB Solid State SATA Flash 4GB DDR4 RAM, scalable to 32GB

