Verifone®

UX700 ML

Installation Guide

Verifone Part Number DOC184-012-EN-A, Revision A

UX700 ML Installation Guide

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www.verifone.com

Verifone Part Number DOC184-012-EN-A, Revision A

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PREFACE

This guide is the primary source of information for setting up and installing the UX700 ML (Multilane) unit.

Audience

This guide is useful for anyone installing the UX700 ML device.

Organization

This guide is organized as follows:

Chapter 1, Device Overview. Provides an overview of the device.

Chapter 2, Setup. Explains setup and installation of the device, selecting a location, and establishing connections with other devices.

Chapter 3, Specifications. Lists the power requirements and dimensions of the device.

Chapter 4, Maintenance and Cleaning. Explains the maintenance of the device.

Chapter 5, Verifone Service and Support. Provides information on contacting your Verifone service provider and information on how to order accessories or documentation from Verifone.

Chapter 6, Troubleshooting Guidelines. Provides troubleshooting guidelines should you encounter a problem with unit installation.

Related Documentation

To learn more about the card reader and controller device, refer to the following set of documents and their associated Verifone Part Numbers (VPNs).

UX700 Certifications and Regulations	*VPN DOC184-002-EN*
UX700 ML Quick Installation Guide	*VPN DOC184-013-EN*

Conventions and Acronyms

This section describes the conventions and acronyms used in this guide.

Document Conventions

Various conventions are used to help you quickly identify special formatting. Table 1 describes these conventions and provides examples of their use.

Table 1 Document Conventions

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See Conventions and Acronyms.
NOTE	The pencil icon is used to highlight important information.	If exchanging cables, use a Verifone-approved cable.

Table 1 Document Conventions

Convention	Meaning	Example
	The caution symbol indicates possible hardware or software failure, or loss of data.	Using an incorrectly rated power supply can damage the unit or cause it to malfunction.
	The lightning symbol is used as a warning when a bodily injury might occur.	For safety, do not string cables or cords across a walkway.

Acronym Definitions

Various acronyms are used in place of full definitions.

Acronym Definitions

Acronym	Definitions
COM	Communications port
CTLS	Contactless
CTS	Clear to Send
DDRAM	Double Data Rate Random Access Memory
HW	Hardware
LCD	Liquid Crystal Display
MDB	Multi-Drop Bus
MSR	Magnetic Stripe Card Reader
NAND-flash	Non-volatile storage technology
NFC	Near Field Communications
PCI	Payment Card Industry
PIN	Personal Identification Number
PTS	PIN Transaction Security
RF	Radio Frequency
RS-232	Recommended Standard 232
RTS	Request to Send
SAM	Secure Access Module
SRED	Secure Reading and Exchange of Data
USB	Universal Serial Bus
VM	Vending Machine
VPN	Verifone Part Number
WAN	Wide Area Networks

Device Overview

The Verifone UX700 ML (Multilane) is a powerful device used in various unattended scenarios including vending, ticketing, parking, and petrol station. The UX700 ML can be used either as iPOS payment interface or as a Kiosk Payment Interface. It can operate both as an independent primary control device or as a companion device to process payment transactions.

The Verifone UX700 ML device supports all payment methods - magnetic stripe, insert, EMV, and NFC/Contactless Reader, including Apple Pay, Google Pay, and Samsung Pay mobile wallets. The easy-to-read color touch screen supports all payment related user interactions and keypad for secure PIN entry.

It has 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 UX700 ML device supports Bluetooth and Wi-Fi and meets PCI-PTS 6.X SRED requirements for maximum security. This chapter provides a brief description of the UX700 ML device.

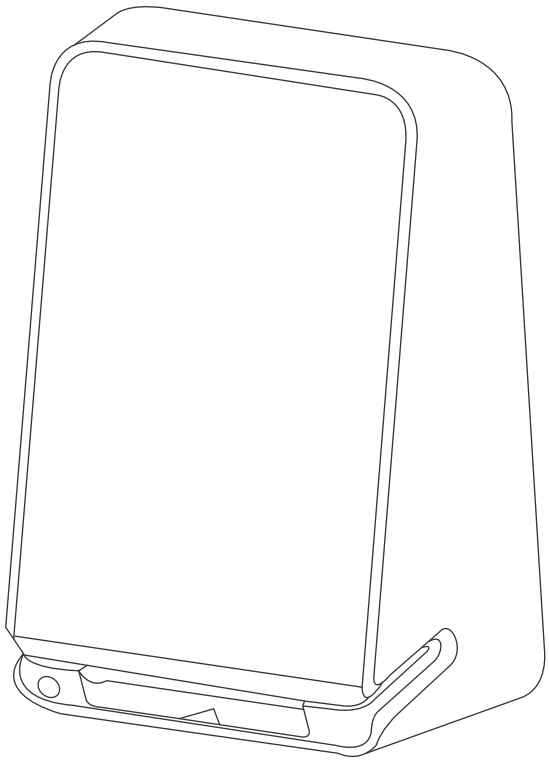

Figure 1 UX700 ML Device

UX700 ML device is a multipurpose device which supports different solutions like iPOS and Pole mounting.

Figure 2 UX700 ML Device - Pole Mounting

Figure 3 UX700 ML Device - iPOS

Features and Benefits

Following are the features and benefits of UX700 ML Device.

Ease of Use

- 5” LCD for unlimited application possibilities and easy readability under various lighting conditions.
- Touchscreen for icon-based applications or electronic signature capture support.
- Magnetic stripe card reader for optimal card reading.

Performance and Durability

- Fast transactions due to powerful ARM Cortex A53 64-bit processor.
- 2GB RAM/16GB ROM, SD card slot size that supports up to 2TB SD memory.

Security

- Incorporates tamper-sensing circuitry to detect unauthorized intrusion and supports a broad spectrum of software-based security features.
- PCI-PTS 6.X approved for debit and other PIN-based transactions.
- EMV Level 1 Type approval.
- Supports reliable security features including TLS, VeriShield file, authentication and VeriShield Protect to help prevent fraud and other intrusions.

Contactless Capability

- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.
- Accepts EMV, NFC, QR Code and mag-stripe contactless payments as well as PIN-based transactions.

Communication Technology

- Bluetooth: Simple, plug-and-play installation for locations that need the short-range wireless capability. Eddystone and iBeacon profiles are also supported.
- Dual-band Wi-Fi.

Connectivity

- USB-C port

Setup

This chapter describes the setup procedure for the UX700 ML in the following sections:

- Contactless Considerations
- Selecting Unit Location
- Unpacking the Shipping Carton
- Inspecting the Connection Port
- Mounting the Device
- Connecting to the IO Block (Orange Dongle)
- Using the Smart Card Reader
- Using the Device
- Using the CTLS Reader

Contactless Considerations

The contactless antenna is located around the display. Ensure that the metallic objects such as frame case is kept at a minimum distance of 20 mm away from the edge of the device.

CAUTION

Using an enclosed metal frame may negatively affect contactless performance.

Selecting Unit Location

Use the following guidelines when selecting a location for your device.

- Select a location convenient for the customer.
- Avoid dusty, hot, or damp locations.
- To minimize data reading or writing errors, pick a location free from magnetic interference. Choose a spot a safe distance away from objects or units that generate magnetism.

Choosing Mounting Location

Choose a mounting location that has good access to both card insertion into the chip reader and has enough space to swipe the card through the MSR reader.

NOTE

The front panel of the device meets the IP53 standards.

Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The device is a secure product. Tampering causes it to cease to function or to operate in an unsecured manner. See how to identify signs of tampering in section Periodic Inspection.

To Unpack the Shipping Carton

1. Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.
2. Remove and inspect the shipping carton box. The carton box includes the following:
   - Device
   - 2 screws
3. Remove all plastic wrapping from the device and components.
4. Remove the clear protective film from the display.
5. Save the shipping carton and packing material for future repacking or moving of the device.

WARNING

Ne pas utiliser un appareil qui a été altéré ou endommagé. Cet appareil est équipé d'étiquette d'inviolabilité. Si une étiquette ou d'un composant semble être endommagé, en aviser immédiatement la compagnie maritime et votre représentant Verifone ou prestataire de services.

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

Periodic Inspection

Periodically inspect the terminal for possible tampering. Signs of tampering include:

- Wires protruding out of the device.
- Foreign objects inserted into the smart card slot or magnetic stripe slot.

- Any bumps in the casing below the mag stripe slot and any noticeable additional mag stripe head from the side.
- Signs of damage to the tamper-evident labels.
- A Tamper Warning message on the device display.

If any device is found to have been tampered with, please remove it from service immediately, keep it available for a potential forensics' investigation, and notify your company security officer and your local Verifone representative or service provider. To contact Verifone, please see Verifone Service and Support.

Inspecting the Connection Port

The device has dedicated port that routes down to connect to the IO block (Orange Dongle).

To Connect the Terminal Power Supply

The UX700 ML device can be powered from two different PSUs used in different connection modes. One from IO HUB (PWR159-002-01-B (4pin plug)) and another from IO block (Orange Dongle) (PWR445-001-01-A (DC jack)). The cables used for IO HUB and IO Block (Orange Dongle) are CBL900-003-01-A and CBL184-700-05-A (Orange Cable) respectively.

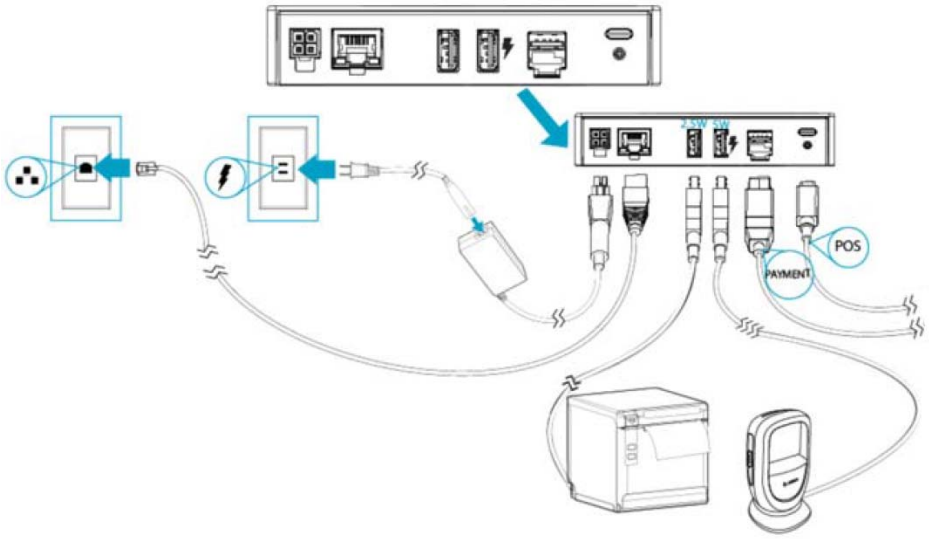

Figure 4 UX700 ML - IO HUB Connection

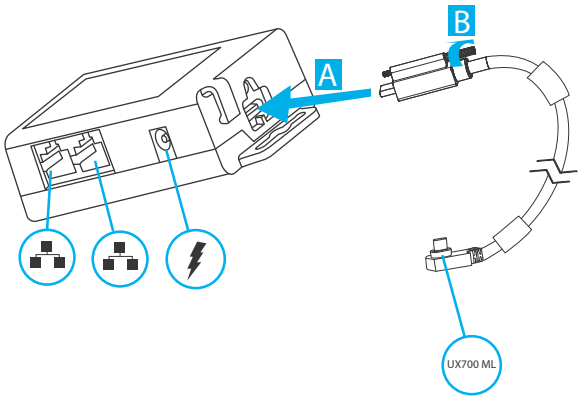

Figure 5 UX700 ML - IO Block (Orange Dongle) Connection

TIP

To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge protector.

To Enable Service Switch

This service switch is used to select safe boot for the Android processor.

Service switch:

During power up, press and hold the service switch to access the Android Processor boot loader. Or press service switch to start the Android Sysmode application.

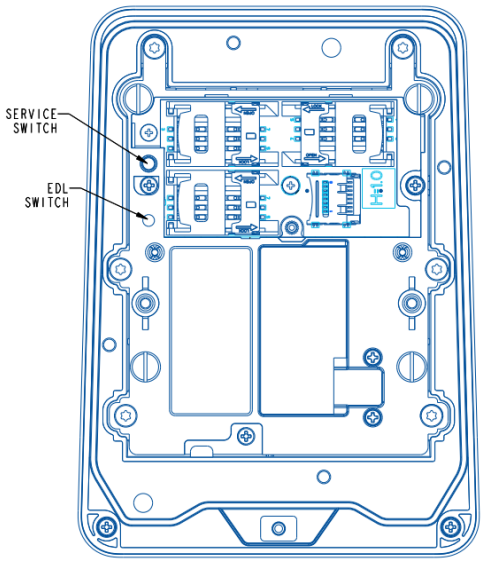

Figure 6 EDL switch

EDL (emergency download) switch:

This switch is used to access the Android Processor Emergency Download mode.

NOTE

These switches should be used only by the authorised service centers.

Disconnecting Cables

To disconnect cables, use the same steps described above in reverse. If exchanging cables, use Verifone-approved cables. See Accessories and Documentation for cable part numbers and ordering information.

Mounting the Device

Use the following procedure to mount the UX700 ML to a stand base.

To mount the unit

- Insert the cable from below the stand base as shown in Figure 7-1.
- Pull the cable up and insert it into the hole of the stand base as shown in Figure 7-2.
- Insert the cable into the UX700 ML port as shown in Figure 7-3.

- UX700 ML device can now be connected to the stand base as shown in Figure 7-4.
- Tighten the screws as shown in Figure 7-5 (A), and put the cover back to the stand base as shown in Figure 7-5 (B).
- Close the cover of the stand base and tighten the two screws below the stand base as shown in Figure 7-6.

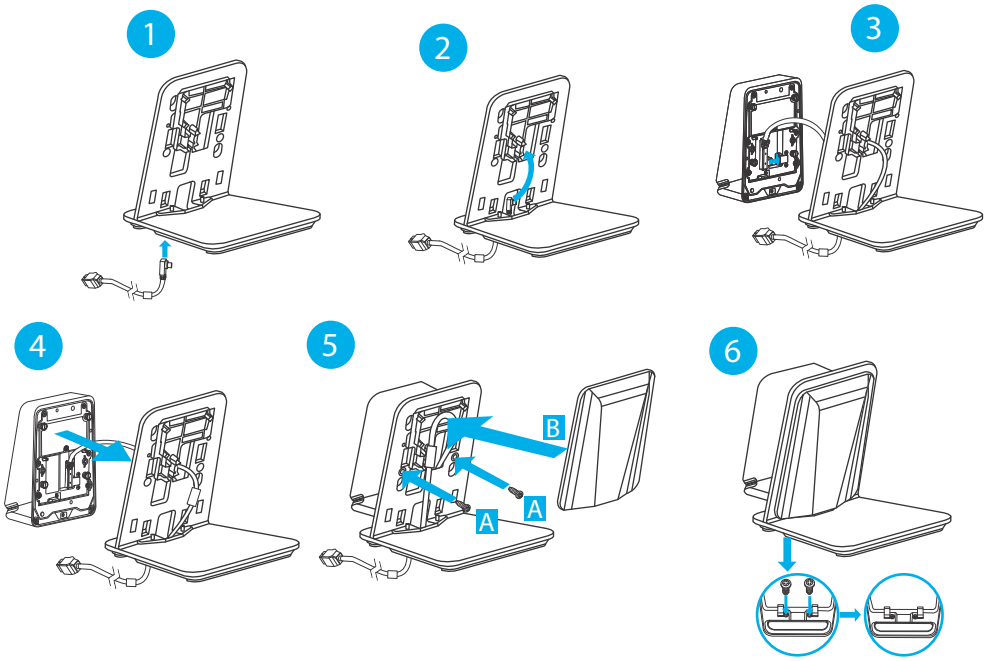

Figure 7 Mounting the UX700 ML

Connecting to the IO Block (Orange Dongle)

IO Block (Orange Dongle) can be ordered separately. There are four ports on the IO block (Orange Dongle), two LAN ports, one charging port, and a USB-C port to insert the orange cable.

To Connect to the IO Block (Orange Dongle)

- Connect one end of the cable (Orange Cable) to the IO block (Orange Dongle) as shown in Figure 8-A.
- Rotate the cable screw clockwise as shown in Figure 8-B.
- Connect the other end of the cable to the UX700 ML device.

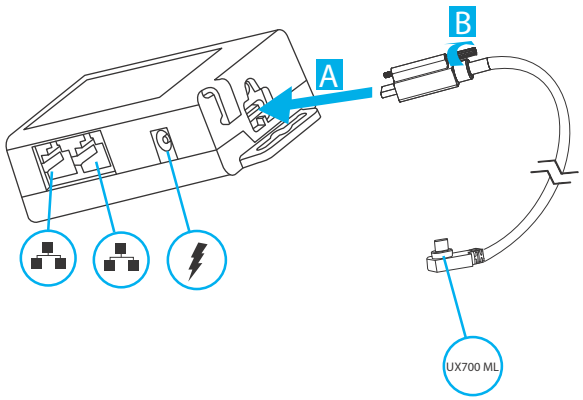

Figure 8 Connecting to the IO Block (Orange Dongle)

Using the Smart Card Reader

Insert the smart card to proceed with the EMV transaction. EMV supports credit card and debit card transactions.

To Conduct a Smart Card Transaction

1. Position the smart card with the contacts facing upward (see Figure 9).
2. Insert the card into the reader slot in a smooth, continuous motion until it seats firmly.
3. Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.

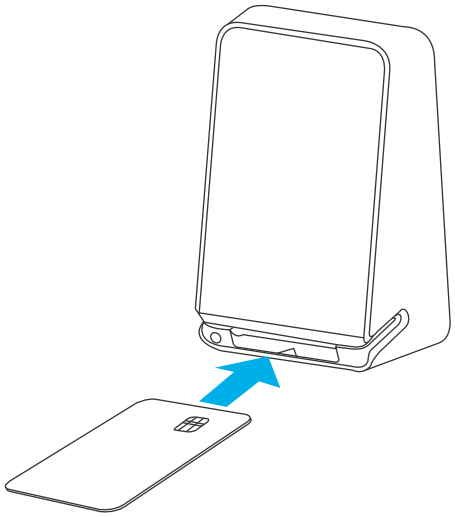

Figure 9 Inserting a Smart Card

WARNING *Vous allez perdre des fichiers de données de la transaction n'est pas encore en mémoire si il ya une perturbation dans l'alimentation lors d'une transaction.*

You will lose transaction data files not yet stored in memory if there is a disruption in power supply during a transaction.

Using the Device

Card transaction procedures vary depending on the application. Verify the proper procedure with your application provider before performing a card transaction.

Using the Multi-Card Reader

The UX700 ML supports magnetic stripe cards as well as smart cards. Use the following steps in conducting UX700 ML card transactions.

To conduct a Card Transaction

1 Position the card with the magnetic stripe facing backward.

2 To ensure a proper read of the magnetic swipe card, insert the magnetic card from the side of the device, as shown in Figure 10.

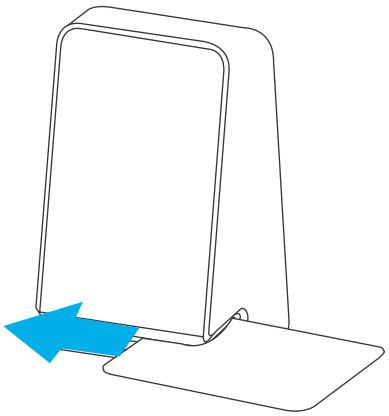

Figure 10 Using the Multi-Card Reader

3 Swipe the card through the magnetic card reader.

WARNING

You will lose transaction data files not yet stored in memory if there is a disruption in power supply during a transaction.

NOTE

With magnetic stripe cards, swipe completes the transaction.

4 If using a card, insert the card and follow the on-screen instructions before removing the card.

CAUTION

Lorsque vous utilisez une carte, laissez la carte dans le lecteur jusqu'à ce que la transaction est terminée.

Retrait prématuré peut annuler la transaction.

When using a card, leave the card in the reader until the transaction is complete. Premature card removal can void the transaction.

Using the CTLS Reader

The UX700 ML device supports contactless credit or debit card transactions. To perform a contactless transaction, gently tap the card or hold the card on the surface of the display on the contactless logo.

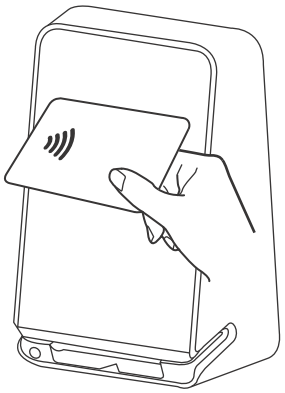

Figure 11 Using the CTLS Reader

CHAPTER 3

Specifications

This chapter discusses the power requirements and dimensions of the UX700 ML device.

Unit Power Requirements

- Operating Voltage: 9V DC- 43V DC
- Idle Power:
  - 3W (50% backlight) = 12V/0.25A
- Typical Power:
  - CTLS read: 4.5W (Idle Power + 1.5W)

Temperature

- Operating Environment:
  - Temperature: -30°C to 70°C (-22°F to 158°F)
  - Relative humidity: 5% to 90% RH non-condensing, IP65 / IK08
  - Storage temperature: -30°C to 80°C (-22°F to 176°F)

NOTE

If this device is to be used in any environment where the temperature range exceeds the product's operating temperature, it is the responsibility of the integrators to ensure that the ambient environment is controlled in such a way to ensure that the product operates within the specified temperature range.

Memory

- 2 GB SDRAM
- 16 GB Flash
- Micro SD expansion - compliant with SD3.0 standard

Magnetic Card Reader

- Triple track MSR

Smart Card Reader

- Partial insertion
- Card conserving plated landing contacts
- ISO 7810, 7813 smart card reader

Contactless Card Reader

- EMV CTLS Level 1 and Level 2 Type Approval
- Supports contactless cards as well as NFC phones, supporting the following protocols:
  - ISO 14443 A&B

- MiFare (MiFare + / DESfire)
- ISO 18092 Active Communications (NFC - peer-to-peer mode)
- FeliCa
- PayPass
- payWave

SAM Card Reader

- Three Security Access Modules (SAMs) card slots

Display

- 5” screen size
- 720 x 1280 HD resolution
- IPS LCD touchscreen

External Dimensions

- Length: 55 mm (2.16”)
- Width: 106.60 mm (4.19”)
- Height: 146 mm (5.75”)
- Weight: 520g

Processor

- Quad Core Cortex A53, 1.3GHz

Keypad

- On-screen

Payment

- MSR
- SCR
- CTLS
- QR Code

Multimedia

- Speaker, audio jack with microphone connection
- Integrated microphone; HD video decode

Communication

- Bluetooth® 4.2 BLE
- Dual band Wi-Fi 802.11a/b/g/n

Physical Interface

- USB-C port

Camera/Barcode Scanner

- 2 MP (Front camera)
- QR code scanning

Security

- PCI PTS 6.X-approved
- SRED
- Supports AES DUKPT

CHAPTER 4

Maintenance and Cleaning

The UX700 ML device has no user-maintainable parts. It can, however, be cleaned.

General Care

Your device is a product of superior design and should be treated with care. The following suggestions will help you protect your warranty coverage.

- Prior to installation keep the UX700 ML inside its protective covering.
- Do not drop the device as rough handling could potentially damage the device.
- Keep the device from any small or loose items that could accidentally enter the device.
- Do not attempt to open the device as this will cause a security alert and render the device inoperable.

These suggestions apply equally to your device, or any of its attachments, or accessories. If your device is not working properly, then take it to the nearest authorized service facility for servicing or replacement. For your safety, have this device serviced only by a Verifone-authorized service provider.

Cleaning and sanitizing

The device should be gently cleaned using a dampened micro-fiber cloth with a drop or two of mild soap, improper cleaning could cause cosmetic damage to the device which is not covered under the device warranty.

Do not use the following as they can be detrimental to the plastic housing of the device:

- Solvents or abrasive cleaners
- Bleach, thinners, and ketone-based solvents
- Spray disinfectant or put liquid sanitizer directly onto the device, apply to a cloth and wipe the device
- Ultra Violet Light Cleaning

Smart Card Reader Cleaning

- The SCR should be cleaned regularly (once per week is recommended.)
- The SCR can be cleaned with the Verifone cleaning card (Part Number: 02746-02.)
- Inspect the card slot for any debris.
- Clean the card slot following the instructions on the cleaning card.

Magnetic Stripe Cleaning

- The MSR should be cleaned regularly (once per week is recommended.)
- The MSR can be cleaned with the Verifone cleaning card (Part Number: 02746-02.)

NOTE

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

CHAPTER 5

Verifone Service and Support

Contact your local Verifone representative or service provider for any problems with your device.

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

Before returning the UX700 ML device, you must obtain an MRA number. The following procedure describes how to return one or more devices for repair or replacement (U.S. customers only).

NOTE Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of devices and accessories.

1. Get the following information from the printed labels at the back of each UX700 ML device to be returned:
   - Product ID, including the model and part number. For example, “UX700 ML” and “M184-XXX-XXX-XXX.”
   - Serial number (S/N nnn-nnn-nnn)
2. Obtain the MRA number(s) by completing one of the following:
   - Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.
   - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M.–8 P.M., Eastern Time.
   - Give the MRA representative the information you gathered in Step 1.
   - Complete the Inquiry Contact Form at https://support.verifone.com/verifone/support/repair_inquiry.do.
   - Address the Subject box to “Verifone MRA Dept.”

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

NOTE

One MRA number must be issued for each UX700 ML device you return to Verifone, even if you are returning several of the same models.

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:

- Assigned MRA number(s).
- Verifone serial number assigned to the UX700 ML device you are returning for service or repair (device serial numbers are located at the back of the unit.)
- Shipping documentation, such as air bill numbers used to trace the shipment.
- Model(s) returned (model numbers are located on the Verifone label at the back of the UX700 ML device.)

Accessories and Documentation

Verifone produces accessories and documentation for the card reader. When ordering, please refer to the Verifone Part Number (VPN).

Verifone Online Store at https://www.verifone.com/en/us/contact-us

- 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

Connection Cables

445-117-01-A	DONGLE, ORANGE D1
445-114-01-A	DONGLE, ORANGE D2
445-115-01-A	DONGLE, ORANGE D3
CBL184-700-05-A	CABLE, 1M ORANGE U1
CBL900-003-02-A	CABLE, UX700 TO IO HUB 1.5M, 12V/1A
445-101-01-A	ADAPTER, I/O, BASE MODULE, ICE CUBE, SOLDER THE 2 BRAIDED SHIELDING PIGTTAILS TO PCB GND
445-113-01-A	ADAPTER, I/O, DEBUG 2.0, ICE CUBE, FOR INTERNAL DEBUG AND TEST ONLY
CBL087-500-01-A	CABLE, USB TYPE-C TO TYPE-A
CBL000-016-01-A	CABLE, 1M MOD10 TO DSUB

PWR445-001-01-A	PS+FERRITE, 120VAC/12VDC/1A,5.5X2.1MM/C-, USA M4XX
PWR390-001-01-A	US PSU - 18W
PWR390-001-02-A	EU PSU - 18W

Stand Accessories

MET900-018-01-A	PEDESTAL ASSY, UX700ML
PPL900-025-01-A	REAR COVER ASSY, STAND UX700ML
SCR40200	SCREW, PH MS M3X8 SUS W/NYL
PPL900-018-01-A	FRONT COVER, STAND UX700

Cleaning Kit

02746	Verifone Cleaning Kit.

Documentation

UX700 Certifications and Regulations	*VPN DOC184-002-EN*
UX700 ML Quick Installation Guide	*VPN DOC184-013-EN*

CHAPTER 6

Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to help you install and configure your UX700 ML successfully. Typical examples of malfunction you may encounter while operating your UX700 ML device and steps you can take to resolve them are listed in this chapter.

If the problem persists even after performing the outlined guidelines or if the problem is not described below, contact your local Verifone representative for assistance.

NOTE

The UX700 ML comes equipped with tamper-evident labels. The UX700 ML unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the device. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local Verifone service provider. Service conducted by parties other than authorized Verifone representatives may void any warranty.

CAUTION

Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified at the bottom of the device. (See Specifications, for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

Device Does Not Start

If the device does not start:

- Ensure that the device is plugged into a dedicated power source.
- Check if the power cable connector is plugged in properly.

Device Display Does Not Show Correct/ Readable Info

If the device display does not show correct/readable info:

- Check all the cable connections. If the problem persists, then contact your local Verifone representative for assistance.

Blank Display

When the device display is blank:

- If the device display is dark, tap the screen with your finger. If the unit was in screen-saver mode, the screen will turn on when touched.
- If the display does not show correct or readable information, then check all the cable connections. If the problem persists, then contact your local Verifone representative for assistance.

Transactions Fail to Process

There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

Checking Magnetic Card Reader

To check magnetic card reader:

1. Perform a test transaction using one or more different magnetic stripe cards to ensure that the problem is not a defective card.
2. Ensure that you are swiping cards properly (see Using the Multi-Card Reader).
3. Process a transaction manually using the keypad instead of the card reader. If the manual transaction works, then the problem may be a defective card reader.
4. Contact your local Verifone representative if the problem persists.

Checking Smart Card Reader

To check smart card reader:

1. Perform a test transaction using several different smart cards to ensure the problem is not a defective card.
2. Ensure that the card is inserted correctly (see Using the Smart Card Reader).
3. Ensure that the SAM cards are properly inserted in the slots and are properly secured.
4. Contact your local Verifone representative if the problem persists.

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Verifone, Inc.
Tel: 1-800-Verifone
www.verifone.com

UX700 ML

Installation Guide

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