Verifone®

K250

Installation Guide

K250 Installation Guide
© 2021 Verifone, Inc.

Product Warranty:

For product warranty information, go to http://www.verifone.com/terms.

Comments? Please e-mail all comments on this document to your local Verifone Support Team.

Verifone, Inc.
1-800-Verifone

www.verifone.com

Verifone Part Number DOC500-006-EN-A, Revision A

CONTENTS

CHAPTER 6
Troubleshooting
Guidelines

APPENDIX A
Caution and
Warning Messages

This guide is the primary source of information for setting up and installing the K250 kiosk.

Audience

This guide describes the unit's features and provides basic information on installing and configuring the variants of the K250 kiosk.

Organization

This guide is organized as follows:

Chapter 1, Device Overview. Provides an overview of the K250 kiosk.

Chapter 2, Specifications. Discusses the power requirements and dimensions of the kiosk.

Chapter 3, Setup. Explains setup and installation of the kiosk, selecting a location and establishing connections.

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

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

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

Appendix A, K250 Caution and Warning Messages. Shows the UL/cUL Listing compliant translations of all Warning and Caution messages in this installation guide.

Related Documentation

To learn more about the K250, refer to the following set of documents and their associated Verifone Part Numbers (VPNs).

K250 Certifications and Regulations	VPN DOC500-007-EN
K250 Quick Installation Guide	VPN DOC500-008-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.
CAUTION	The caution symbol indicates possible hardware or software failure, or loss of data.	Avoid placing metallic objects at the front of the card reader.
WARNING	The lightning symbol is used as a warning when 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 definition. Table 2 presents acronyms and their definitions.

Table 2   Acronym Definitions

Acronym	Definitions
CTLS	Contactless
EMV	Europay, MasterCard and Visa
MRA	Merchandise Return Authorization
NFC	Near Field Communication
RF	Radio Frequency
RJ45	Registered Jack 45 Modular Connector
SMA	SubMiniature version A connector

Device Overview

The K250 kiosk is an ultra slim countertop kiosk solution perfect for flexible customer-ready interfaces.

The K250 kiosk can be paired with several Verifone payment devices including the P400 PINpad and M400 multi-lane for seamless ordering and self checkout. The larger screen size and purpose-built durability is what sets this model apart from mounted tablets, without taking too much of counter width. This model is easily installed on existing countertops and takes a minimal amount of counter width. It is apt for Food Self-Ordering, Airport or Transportation Self-Service, Hospitality Check-In and Retail.

K250 Extended   K250 Slim
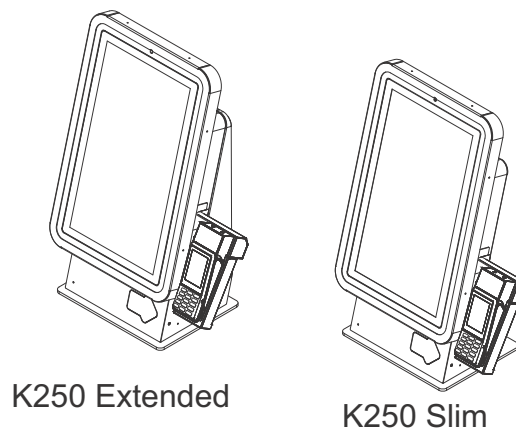
Figure 1- K250 Unit

Features and Benefits

Following are the features and benefits of K250 kiosk:

Exceptional Ease of Use

The following features of the device simplifies transactions in various environments:

- K250 kiosk is the most modern, slim and yet fully-featured kiosk currently available.

- Highly configurable with multiple options for payment devices and other accessories.

- A small, sleek panel below the main display has accessibility to keypads and RFID scanners.

THIS PAGE IS INTENTIONALLY LEFT BLANK

Specifications

K250 Specifications

This chapter lists the power requirements and other specifications of the K250 kiosk.

Standard Specifications

Processor	Intel i5 or i7, Qualcomm Snapdragon
Memory	8GB or 16GB
Storage	128GB or 256GB SSD
OS	Windows 10, Oak OS Android
Display	21.5" High Definition Capacitive Touchscreen (PCAP) 388.62mm L x 261.62mm W x 706.12mm H
Input Power	120 - 240V AC, 50/60 Hz
Current Rating	2A
Accessibility	Storm Interface AudioNav Keypad, ADA compliant, 6-key navigation, audio jack, illuminated
Cooling	System fan and vented enclosure
Environment	Operating temperature: 5°C to 35°C (40°F to 95°F) Storage temperature: -30°C to 60°C (-20°F to 140°F) Operating humidity: 20% to 80% (non-condensing) Storage humidity: 5% to 90% (non-condensing) Altitude: up to 2000m (6,500ft)

Optional Specifications

Payment	Verifone P200/P400
	Verifone M400
	Verifone M915/M925
Printer	80mm receipt printer
Barcode Scanner	Printed or digital barcodes
Contactless	RFID reader

K250 Extended Specifications

Determine exact placement of kiosk to ensure both access (if applicable) doors have space for free range of motion without obstructions. The main door will open 90° from the open to close position.

Model Specifications (K250 Extended):
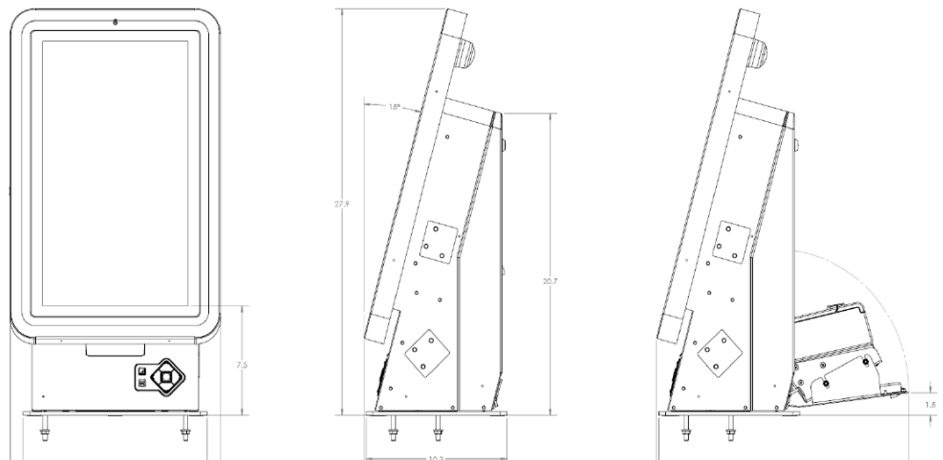
K250 Slim Specifications

Model Specifications (K250 Slim):
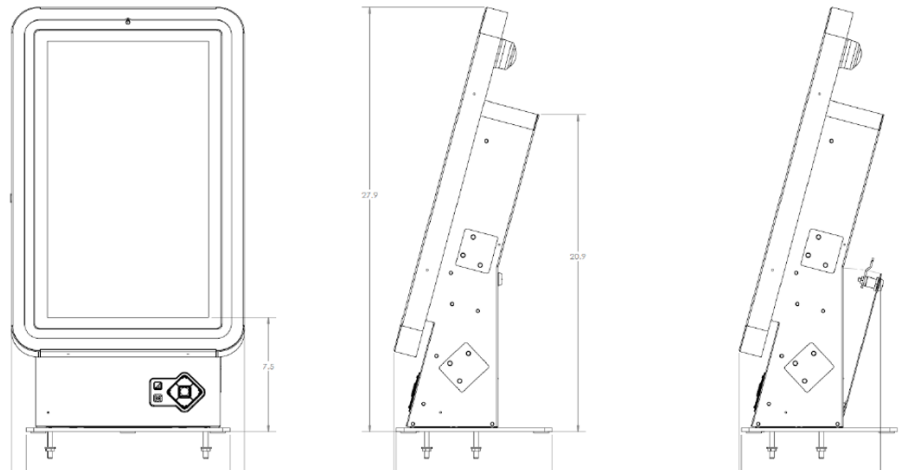
K250 - Pedestal Specifications
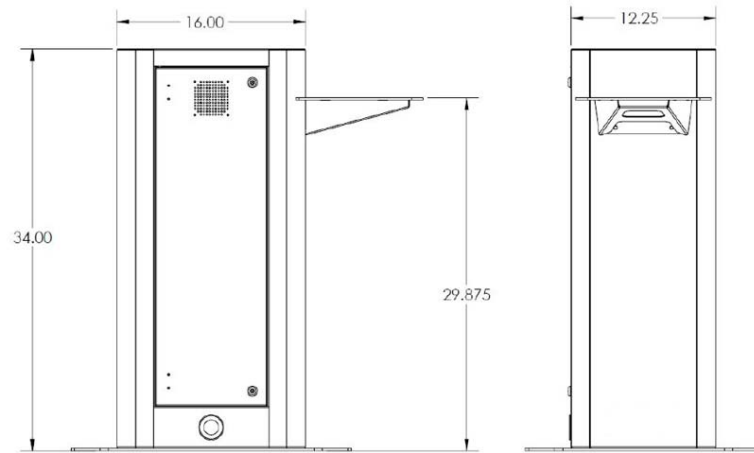
THIS PAGE IS INTENTIONALLY LEFT BLANK

Setup

This chapter describes the setup procedure for the K250 in the following sections:

- K250 Installation Safety Instructions
- Inside the Shipping Carton
- Installing the K250 Kiosk

K250 Installation Safety Instructions

Do not attempt to install this product until all the instructions and warnings have been read and properly understood.

1   Please check carefully to make sure there are no missing or defective parts - defective parts must never be used.

2   Verifone is not liable or responsible for damage or injury caused by improper installation, improper use or failure to observe these safety instructions. In such cases warranty might get void.

Product Location

1   When determining location, ensure that all access doors and panels are accessible and have enough room to fully open or remove. Ensure that users can comfortably walk up to and use the kiosk without obstructions.

2   Do not install the kiosk near electrical or explosive hazards or where there are falling objects else excessive dust and debris will get collected on the kiosk.

3   Do not operate or service the unit unless it is securely mounted to a fixed surface or stable structure. Failure to mount securely can cause injury or damage to the kiosk.

Product Safety

- Only authorized personnel should remove covers or warning label on the kiosk.
- Ensure the product is connected to a grounded electrical outlet.
- Do not expose this product to rain or moisture to prevent from fire or shock hazards.
- Disconnect the power cord from the AC outlet to fully disconnect the power to the unit.
- Do not operate the product in the following conditions:
  - damaged cord or plug

- the product malfunctions
- the product is dropped
- the product is damaged

Floor Mounting- Pedestal Option

1 Please ensure to install K250 unit on a suitable hard, stable floor or surface.

2 K250 unit must be secured to the surface with provided anchor bolts or other suitable anchors for its intended use. Notify Verifone if you have questions about your floor or mounting hardware.

Disconnecting the Device

- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
- Use team lift principles to lift the kiosk, as weight of combined pedestal and cabinet section could be dangerous to maneuver for one person.

Hazard Limitation

It is recommended to periodically inspect the product and its fixing points to ensure that safety is maintained.

Field Wiring

- Use only a three-wire, grounded NEMA outlet in accordance with the National Electrical Code (NEC).
- All field wirings are in accordance with the (NEC) - National Electrical Code.

LCD

The response time, brightness and colors of K250 unit may be affected by the ambient temperature.

1 Tiny spots (dark or luminescent) may appear on the display due to the liquid crystal characteristics.

2 There are variations in brightness and colors on each unit.

Periodic Inspection Periodically inspect the kiosk 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 the service immediately. Keep it available for 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.

Inside the Shipping Carton

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

*To unpack the shipping carton*

To unpack the shipping carton:

1 Carefully inspect the shipping carton and its contents for possible tampering or damage.

2 Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.

3 Remove and inspect the contents of the shipping carton. The device ships in multiple configurations. The carton may include all or any of the following:

- Main Kiosk K250 Slim
- Main Kiosk K250 Extended
- Hardware Kit
- Electrical cover(s)
- Your kiosk may have been preconfigured with optional components Refer to your sales order or agreement for additional components and accessories

4 Remove all plastic wrapping from the device and the components.

5 Remove the clear protective film from the display.

6 Inspect the terminal for possible tampering; see how to identify signs of tampering in section **Periodic Inspection**.

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

WARNING Do not use a tampered or a 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.
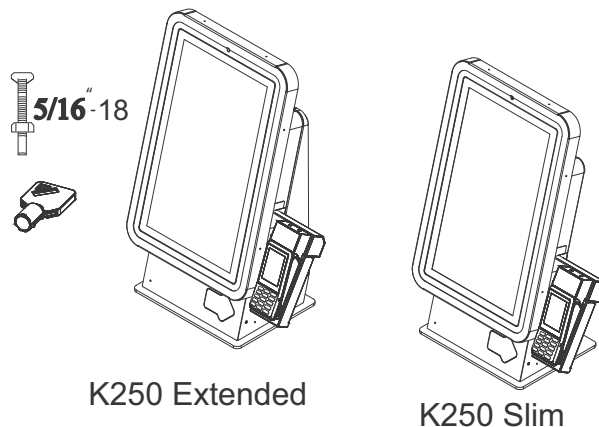
Figure 2- K250 Unit

Installing the K250 Kiosk

Installing Tools and Materials

- Adjustable Wrench
- Small Open-End Wrenches
- Set of Allen Wrenches, Ball End
- Set Hex Wrenches
- Small Socket Set
- #1 Phillips Screwdrivers
- Cable Ties

Optional Tools

- Needle Nose Pliers
- Drill + Associated Attachments
- 3/8" Anchor Bolts (Minimum QTY 4)
- Anchor Bolt Installation Tools
- Lag Bolts

Stability Verifone recommends that the unit must be securely bolted to the table / floor as in accordance with the kiosk mounting instructions contained within this manual. Pedestal must be purchased separately.

Field Wiring

1 All lines are routed inside the building within a grounded conduit (recommended ½" diameter terminated by a ¾" Romex connector).

2 Only the power cord supplied with the kiosk should be used to power the kiosk. Consult Verifone support before using other cords or extensions.

Disconnect Device   A readily accessible disconnect device shall be incorporated into the building installation wiring.

Circuit Protection   **1**   Circuit Type: Branch Circuit Protection

2   Input Voltage: 120 - 240V AC, 50 - 60 Hz

3   Max Current: 2A

Floor Mounting
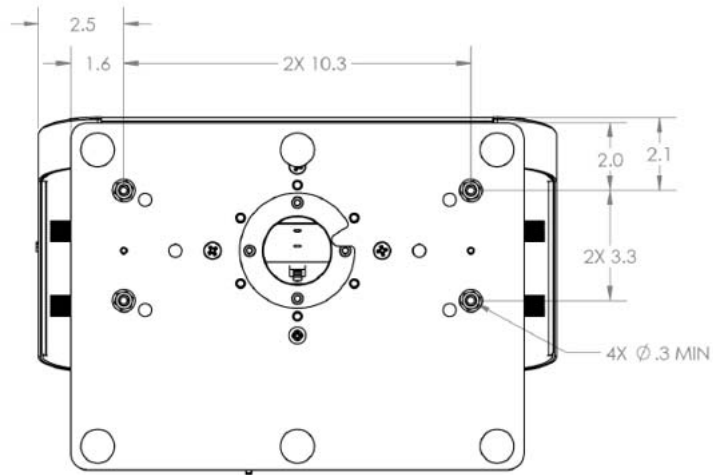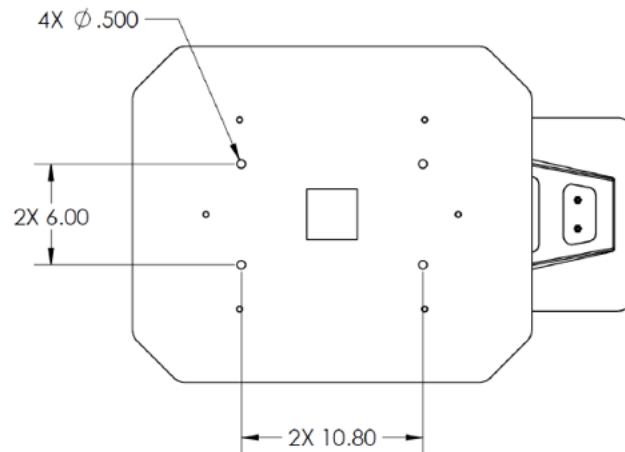
Opening the K250 Extended Kiosk

1 To open the rear access door, use the handle and then open the printer door.
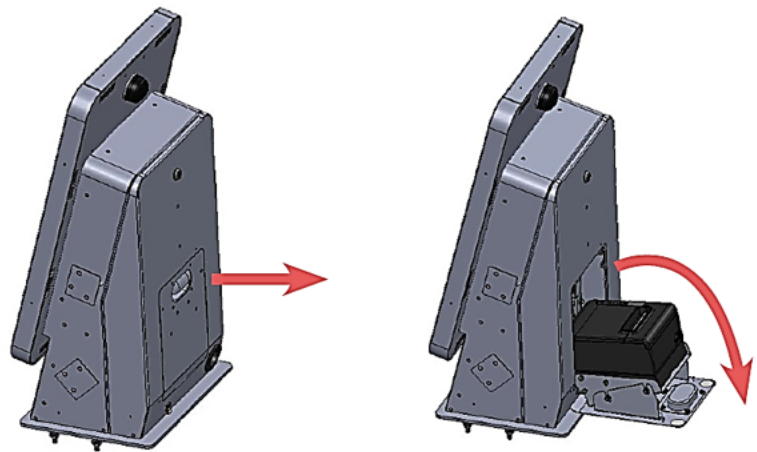
2 Once the printer door is open, unlock the top portion of the door using the provided key.

3 Remove the extended panel by lifting up and pulling outwards.

4 Disconnect the power cord from power strip and USB from the USB hub.
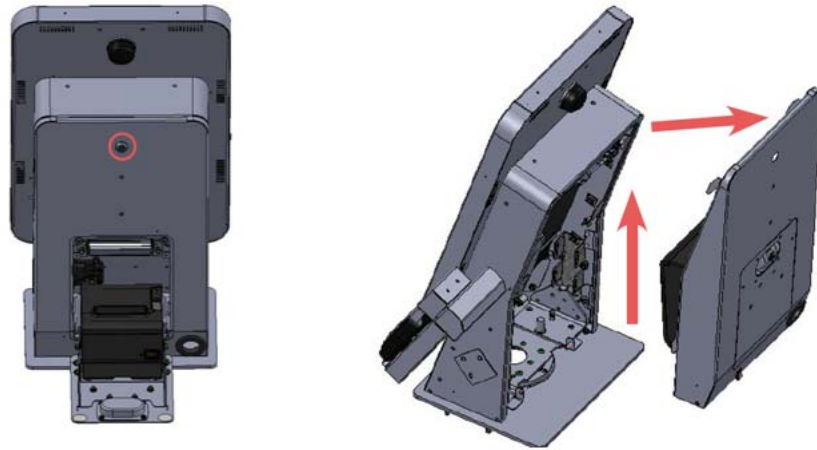
Opening K250 Slim Kiosk

1 To open the rear access door, insert the supplied key into the door release lock and fully rotate until the rear door is unlocked.

Door Release Lock
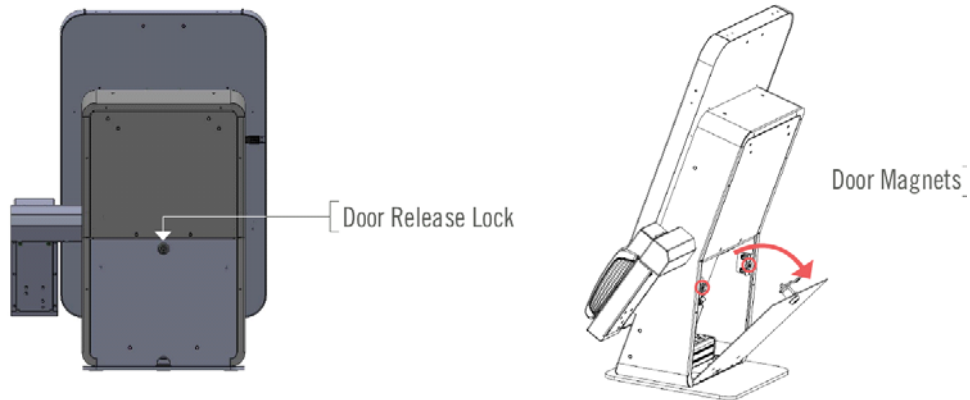
Door Magnets

2 Once unlocked, pull the door out to disengage the magnets.
NOTE: To completely remove, pull the door out and up.

3 Remove (QTY 2) hex screws to gain access to the upper door compartment.
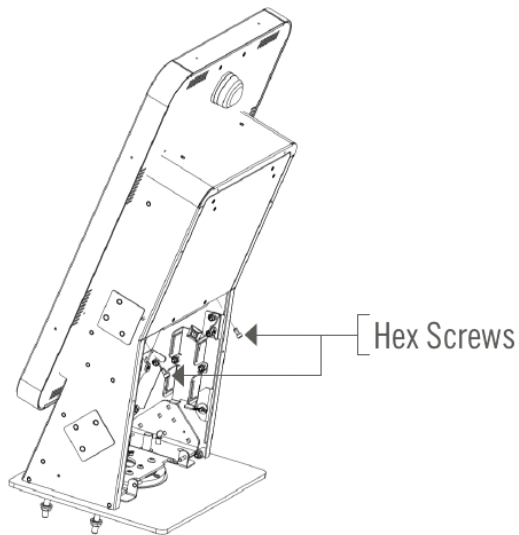
Hex Screws

WARNING ELECTRICAL HAZARD RISK – Inside the Kiosk contains power wires and electronic devices. Only authorized personnel should open the kiosk. Take necessary precautions when working with electrical equipment.

Turning on PC **NOTE**: In the event of a power failure the PC may need to be turned back.

1 Open rear kiosk door. (See OPENING KIOSK on pages 11-12).

2 Turn on PC by pushing the button on front.

NOTE: PC should be oriented with the exhaust on the fan side (see below).
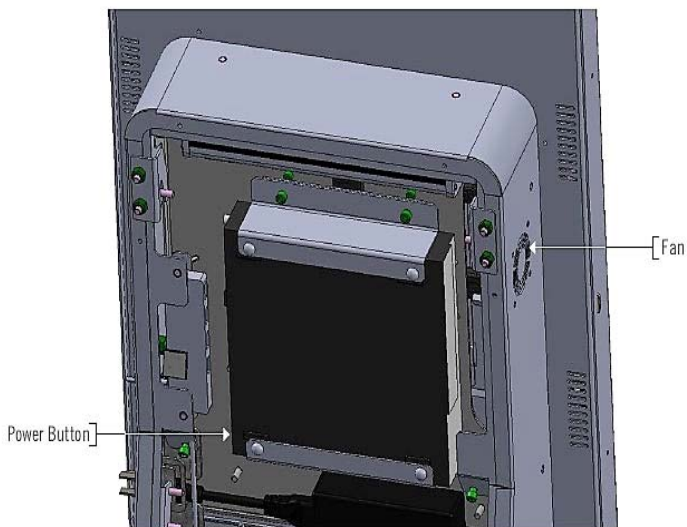
Fan

Power Button

WARNING   ELECTRICAL HAZARD RISK – Inside the Kiosk contains power wires and electronic devices. Only authorized personnel should open kiosk. Take necessary precautions when working with electrical equipment.

Turning on Display

NOTE: Under normal operation conditions, the display should turn on when the PC is turned on. However, in the event of power loss to the kiosk or other failure, the display may not turn on.

1   Open the kiosk door (See OPENING KIOSK).

2   Locate the remote and press the power button.

Tabletop Mounting

NOTE: The kiosk must be mounted and secured directly to the surface of a countertop or table to ensure structural stability.

1   After the kiosk has been moved to the desired location, open the main kiosk door. (See OPENING KIOSK on pages 11-12).

2   Use the kiosk base dimensional detail as a drilling template to accurately locate the mounting points for the bottom of the kiosk base.

3   Using a drill, make (QTY 4) 0.5" holes (total) that correspond to the (QTY 4) separate mounting points on the baseplate.

4   Secure the kiosk in place using the supplied mounting bolts to secure the
kiosk to the countertop.
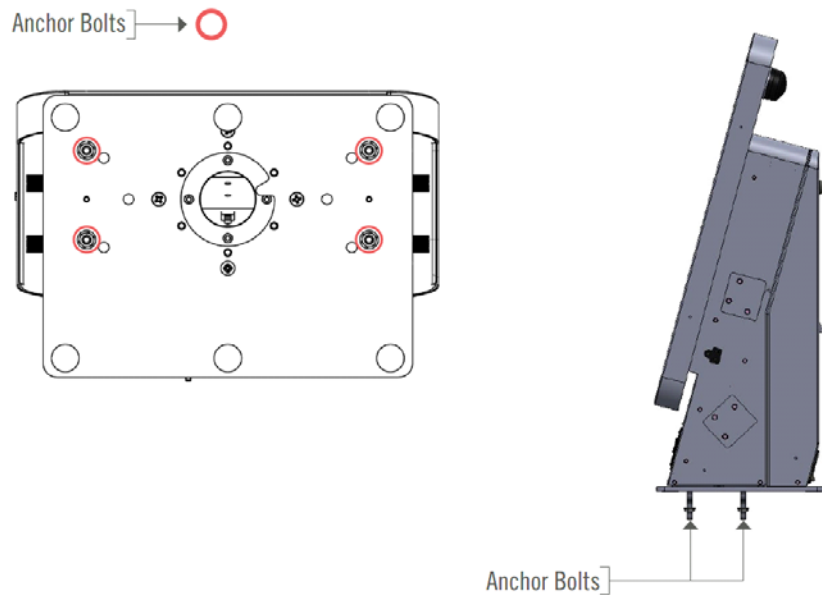
Floor Mounting (optional)

NOTE: Pedestal must be used for floor mounting.

1   Anchor bolts provided are intended for concrete. Concrete flooring must meet
commercial building standards. Verify for your local State building code.

2   Mark the floor to correspond with the anchor holes on the kiosk.

3   Drill 3/8" anchor bolts holes (4 minimum) to support anchor bolts into the floor,
at least 4 to 5" deep.

4   Install anchors into floor and verify that they are tight and have not damaged
the floor.

5 Lower kiosk base onto anchor bolts and secure with washers and nuts. Ensure nuts are properly tightened.
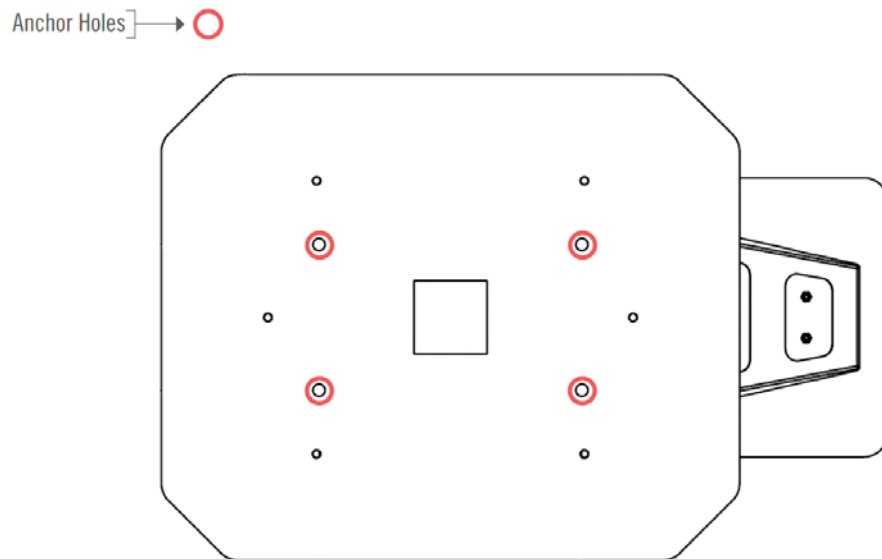
Swivel Feature **NOTE:** Unit can be installed in various ways for increased use of the built-in swivel feature.

Fully Rotational:

1 Rotate kiosk to allow anchor bolts to be installed.

2 Install (QTY 4) anchor bolts.

3 Loosen (QTY 2) thumb screws.

Semi-Rotational:

1 Rotate kiosk to allow (QTY 4) anchor bolts to be installed.

2 Install anchor bolts.

3 Loosen (QTY 2) thumb screws on as-needed basis.

Static (No Rotation):

1 Install (QTY 4) anchor bolts through both kiosk and base.

Thumb Screws ⟶ ○   Anchor Bolts ⟶ ○
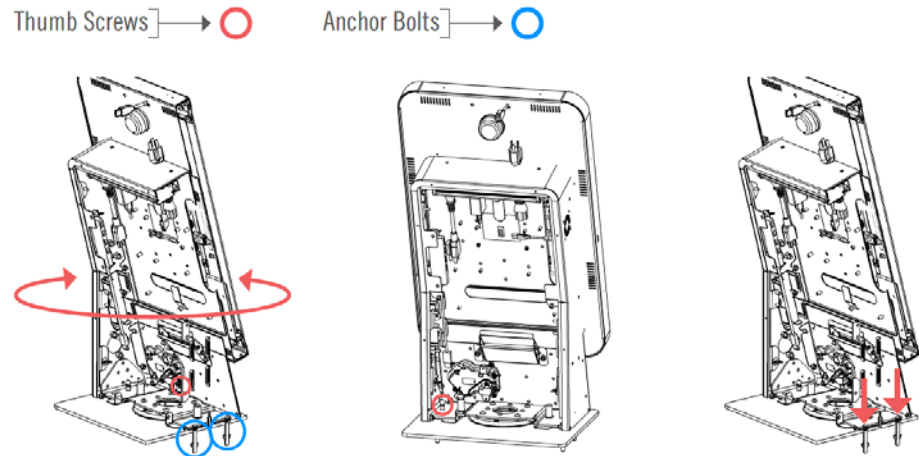
Electrical and Data Wiring Installation

Power & Data Lines from Wall:

NOTE: Both versions of the kiosk can also have the power and data routed through the access hole at the base (shown below).

1   After the kiosk has been moved to the desired location, locate grommet or mouse hole (see below).

2   6-foot NEMA (supplied) cable needs to be routed to the IEC port inside of the kiosk (see below). Plug the other side of the NEMA cable into a local power outlet.

3   There will be a power strip inside the kiosk that needs to be turned on.

4   An ethernet cable needs to be routed from the RJ45 port inside of the kiosk enclosure and connected directly to the PC.

5   Manage cable as necessary.

6   Power on the PC inside of the kiosk by pressing the power button. (See TURNING ON PC).

7   Ensure the display is turned on. If you are not seeing anything on the display, remove the rear cover from behind the display and press the power button on the back of the display (See TURNING ON DISPLAY).

X2E — Grommet   X2S — Mouse Hole   X2E + X2S — Access Hole
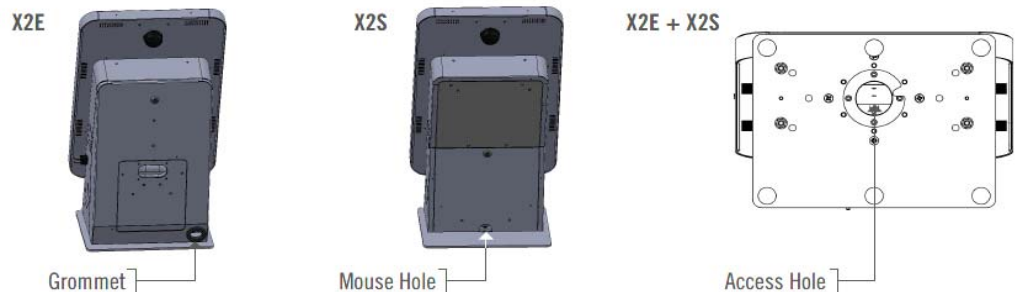
Replacing Printer Paper- K250 Extended Kiosk

1 Open the component door. (See Step 1 OPENING KIOSK).

2 Press the release button on the printer and replace the paper.
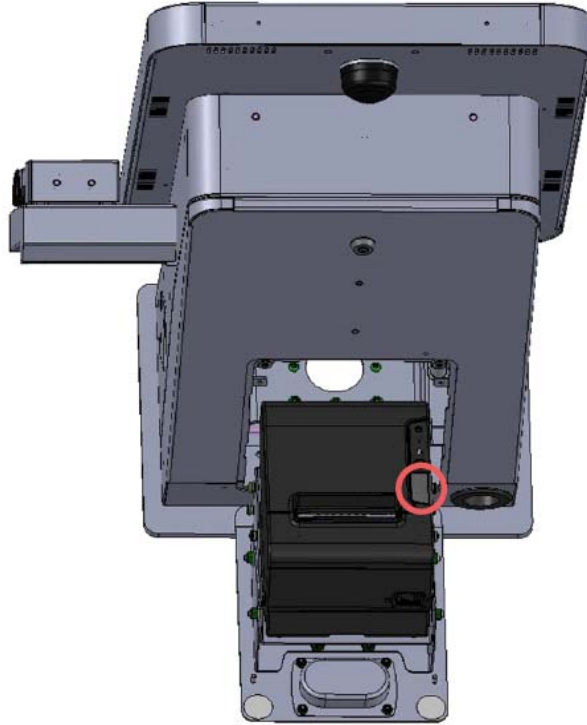
THIS PAGE IS INTENTIONALLY LEFT BLANK

Maintenance and Cleaning

Your self-serve kiosk is a product of superior design and craftsmanship and should be treated with care. It has no user-serviceable parts.

The following suggestions will help you protect your warranty coverage.

- Do not store the device in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.

- Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device and damage electronic circuit boards.

- Do not drop, knock, or shake the device. Rough handling can break internal circuit boards and fine mechanics.

- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device. Use a wet soapy cloth to clean the device surfaces.

These suggestions apply equally to your contactless device, or any of its attachments or accessories. If your device is not working properly, take it to the nearest Verifone-authorized service provider for servicing or replacement.

Additional Safety Information

The following is additional information for your safety in using this device.

Surface Cleaning

To clean the device, use a clean cloth slightly damped with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

CAUTION

Do not spray water or chemicals directly on the device. Spray liquids onto a cloth and then apply to kiosk surfaces.

Potentially Explosive Environments

When using the device in areas with potential risk of explosion, such as petrol stations, follow the advice of all signs and instructions. If there is a leak, then do not use this device.

THIS PAGE IS INTENTIONALLY LEFT BLANK

Verifone Service and Support

Contact your local Verifone representative or service provider for any problems on your terminal.

For product service and repair information:

- USA – Verifone Service and Support Group, 1-800-Verifone (837-4366)
- Monday - Friday, 8 A.M. - 8 P.M., Eastern time
- International – Contact your Verifone representative

Returning a Device for Service

You must obtain a Merchandise Return Authorization (MRA) number before returning the terminal to Verifone. The following procedure describes how to return one or more terminals for repair or replacement (U.S. customers only).

NOTE

For international customers, please contact your local Verifone representative for assistance with your service, return or replacement.

1 Get the following information from the printed labels at the back of each K250 to be returned:

- Product ID, including the model and part number. For example, "K250" and "M500-XXX-XXX-XXX."
- Serial number (S/N nnn-nnn-nnn)

2 Obtain the MRA number(s) by completing one of the following:

a 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://www.verifone.com/en/us/contact-us.
- Address the Subject box to "Verifone MRA Dept."

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

NOTE

One MRA number must be issued for each K250 you return to Verifone, even if you are returning several of the same model.

---

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 K250 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 K250).

Accessories and Documentation

Verifone produces the following accessories and documentation for the K250. When ordering, please take note of the part number.

- Verifone online store www.estore.verifone.com

- USA – Verifone Customer Development Center, 800-Verifone (837-4366), Monday - Friday, 7 A.M. - 8 P.M., Eastern time

- International – Contact your Verifone representative

Documentation

K250 Certifications and Regulations	VPN DOC500-007-EN
K250 Quick Installation Guide	VPN DOC500-008-EN

Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to assist you to successfully install and configure your K250 Kiosk. If you have problems operating your K250 Kiosk, please read through these troubleshooting examples.

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. Typical examples of malfunction you may encounter while operating your K250 Kiosk and steps you can take to resolve them are listed.

NOTE   The K250 Kiosk comes equipped with tamper-evident labels. The K250 contains no user serviceable parts. Do not, under any circumstances, attempt to disassemble the unit. 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   Using an incorrectly rated power source can damage the unit or cause it to malfunction.

See Specifications for power source information.

Peripheral Device Does Not Work

If any peripheral device (PIN pad or smart card reader) does not work properly:

- Check the power cord connection to the peripheral device.
- Check for proper grounding connections.
- Check that the device connected to the proper port has power and is functioning properly. If possible, perform a self-test on the device in question.
- The cable connecting the optional device to the PC port may be defective. Try a different serial cable.
- If the problem persists, contact your local Verifone representative.

THIS PAGE IS INTENTIONALLY LEFT BLANK

Caution and Warning Messages

Products with UL/cUL Listed should include French translations of Caution and Warning notices. The following table shows all notices found in the document, their location and the equivalent French translations.

Table 3 **Caution and Warning Messages**

Notice	Chapter	Page	English Text	French Text
Warning	Setup	page 9	For safety, do not string cables or cords from your installation cabinet or housing across a walkway.	*Pour la sécurité, ne sont pas des câbles à cordes ou des cordons de votre armoire d'installation ou de logement à travers une passerelle.*
Warning	Setup	page 10	Do not use a unit that has been damaged. If a label or component appears damaged, please notify the shipping company and your Verifone service provider immediately.	*Ne pas utiliser un appareil qui a été endommagé.* *Si une étiquette ou d'un composant semble endommagé, se il vous plaît aviser la compagnie de navigation et votre fournisseur de services Verifone immédiatement.*
Caution	Setup	page 15	Observe standard precautions in handling electrostatically sensitive devices. Electrostatic discharges can damage the equipment. Verifone recommends using a grounded anti-static wrist strap.	*Observer les précautions standard dans le traitement de dispositifs sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager l'équipement. Verifone recommande d'utiliser un bracelet anti -statique à la terre.*
Caution	Setup	page 18	Using an incorrectly rated power source can damage the unit or cause it to malfunction. See Specifications for power supply information.	*L'utilisation d'une source alimentation mal classé peut endommager l'appareil ou provoquer un dysfonctionnement .* *Voir les caractéristiques de l'information d'alimentation.*

Table 3   **Caution and Warning Messages** (continued)

Notice	Chapter	Page	English Text	French Text
Caution	Maintenance and Cleaning	page 23	Never use thinner, trichloroethylene, or ketone based solvents – they can deteriorate plastic or rubber parts.	*Ne jamais utiliser de diluant, le trichloréthylène ou des solvants à base de cétone - ils peuvent détériorer les pièces en plastique ou en caoutchouc.*
Caution	Troubleshooting	page 29	Using an incorrectly rated power supply can damage the unit or cause it to malfunction. See Specifications for power supply information.	*L'utilisation d'une alimentation mal classé peut endommager l'appareil ou provoquer un dysfonctionnement .* *Voir les caractéristiques de l'information d'alimentation.*

THIS PAGE IS INTENTIONALLY LEFT BLANK

Verifone®

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

K250

Installation Guide

Verifone®