Verifone®

K450

Installation Guide

Verifone Part Number DOC500-009-EN-A, Revision A

K450 Installation Guide

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PREFACE

This guide is the primary source of information for setting up and installing the K450 device.

Audience

This guide describes the unit's features and provides basic information on installing and configuring variants of K450 devices.

Organization

This guide is organized as follows:

Chapter 1, Device Overview. Provides an overview of the K450 device.

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

Chapter 3, Setup. Explains setup and installation of the device, selecting a location and establishing connections with other devices.

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 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, K450 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 K450, refer to the following set of documents and their associated Verifone Part Numbers (VPNs).

K450 Certifications and Regulations	VPN DOC500-010-EN
K450 SS DS Quick Installation Guide	VPN DOC500-011-EN
K450 WM Quick Installation Guide	VPN DOC500-012-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 represents acronyms and their definitions.

Table 2 Acronym Definitions

Acronym	Definitions
CTLS	Contactless
EMV	Europay, MasterCard and Visa
IC	Integrated Circuit
LED	Light-Emitting Diode
MRA	Merchandise Return Authorization
NFC	Near Field Communication
RF	Radio Frequency
RJ45	Registered Jack 45 Modular Connector
Single CI	Single Contactless Interface
SMA	SubMiniature version A connector

Device Overview

The K450's beautiful design and large 27" screen creates a powerful magnetic customer attraction. Bring your brand to life with rich graphics that are eye-catching and dynamically disrupt traffic patterns. Its modular design can be configured to meet all of your self-service needs across your organization. It can be mounted as a floor standing kiosk with wiring routed through the floor or above the floor, or from the ceiling. It can also be mounted to a wall and is available with or without a receipt printer. And ADA and DDA compliance helps provide great experiences for customers of all needs. Your kiosk may have come preconfigured with additional devices such as a barcode scanner and Verifone payment device. Your K450 easily and securely routes data and power lines, keeping sensitive components securely locked inside an all-metal chassis.

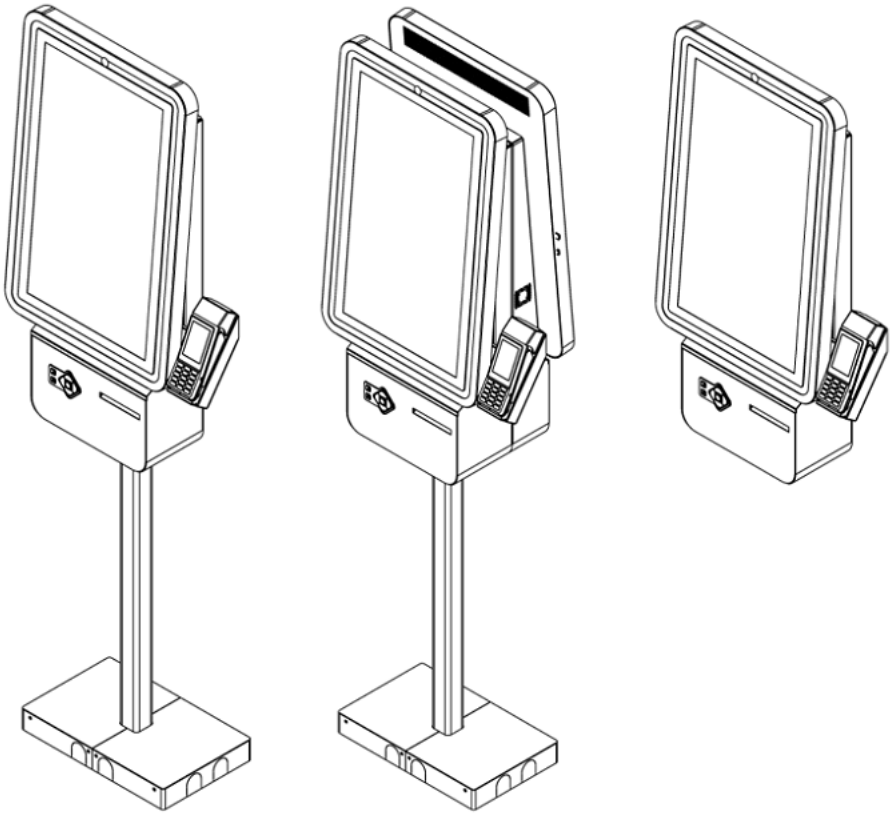

Figure 1 - K450 SS

Figure 1 - K450 DS

Figure 1 - K450 WM

Figure 1- K450 Unit

Features and Benefits

Following are the features and benefits of K450 device:

Exceptional Ease of Use

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

- K450 device is the most modern, slim and yet fully featured kiosk currently available.
- Can be ordered as a single-sided or dual-sided pole mountable; or, as wall mountable.
- Highly configurable with multiple options for payment devices and other accessories.
- A small, sleek module below the main display has accessibility to keypads and RFID scanners.
- An optional larger module supports larger devices such as printers and insert card readers.
- Access to internal components is simple and toolless.
- Dual-sided units support fully independent operations with support for two PCs, two payment devices and duplicate accessory devices.
- Kiosk are packaged with necessary power cords and cables to operate in different countries.
- Displays are 27" high definition, capacitive touchscreens for highly detailed, responsive user interfaces.
- Supports multiple ethernet lines as well as optional Wi-Fi.
- Designed for Verifone payment devices and services for secure transactions.

Performance and Durability

- Powerful processing capabilities including the latest Dell and Lenovo PCs with Intel i5 or i7 processor, solid-state drives, expandable memory options, Wi-Fi and cellular data.
- Windows, Linux and Android support available.
- Optional external omni-directional Wi-Fi for reliable, long-range wireless connectivity.
- Separate ethernet connectivity to payment device and PC.
- Certified by UL, CE and NOM for safe and reliable operation.

Security

- Power and data are securely routed through the bottom pole for above or ground wiring or through the top pole for drop-ceiling installations.
- Main cabinet is secured with an industrial cam lock along with security key.
- Tamper-resistant and anti-vandalism enclosure and components.

Connectivity

- Supports up to six internal USB devices.
- Single-sided pole and wall mount units support 2 ethernet connections; dual-sided pole mount unit supports 4 ethernet connections.
- Power and ground from facilities main through either the bottom or top poles.
- Optional wireless connectivity.

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CHAPTER 2

Specifications

K450 Specifications

This chapter lists the power requirements and other specifications of the K450 unit.

Standard Specifications

Processor	Intel i5 or i7, Qualcomm Snapdragon
Memory	8GB or 16GB
Storage	128GB or 256GB SSD
OS	Windows 10, Linux, Chrome OS, Android
Display	27" High Definition Capacitive Touchscreen (PCAP)
Input Power	120V - 240V AC, 50/60 Hz
Current Rating	2A, 4A Dual Sided
Accessibility	Storm Interface AudioNav Keypad, ADA compliant, 6-key navigation, audio jack, illuminated
Cooling	Two system fans and vented enclosure
Environment	Operating temperature: 5°C to 30°C (40°F to 85°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

K450 Specifications

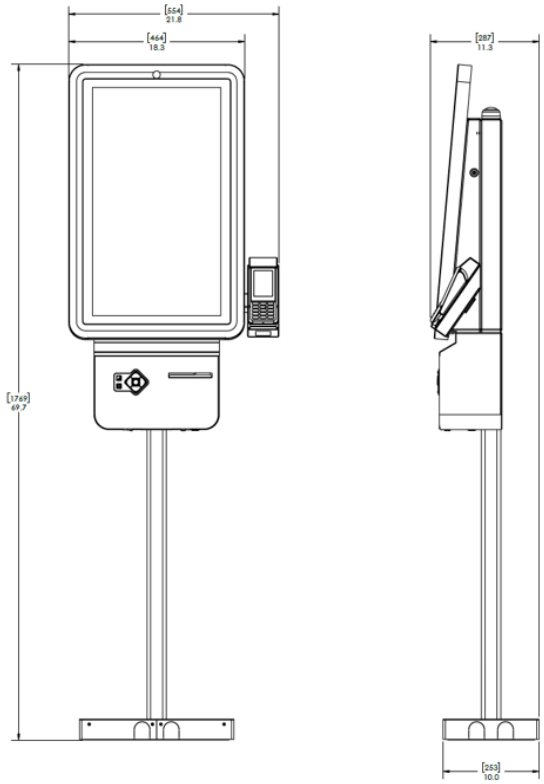

Figure 2 **K450 SS - Single-Side Pole Mounted**

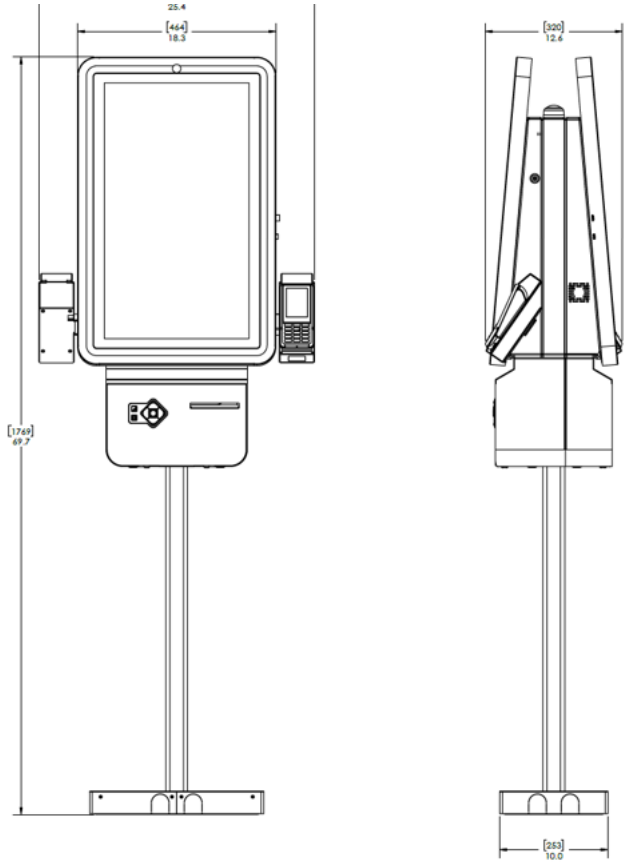

Figure 3 **K450 DS - Dual-Sided Pole Mount**

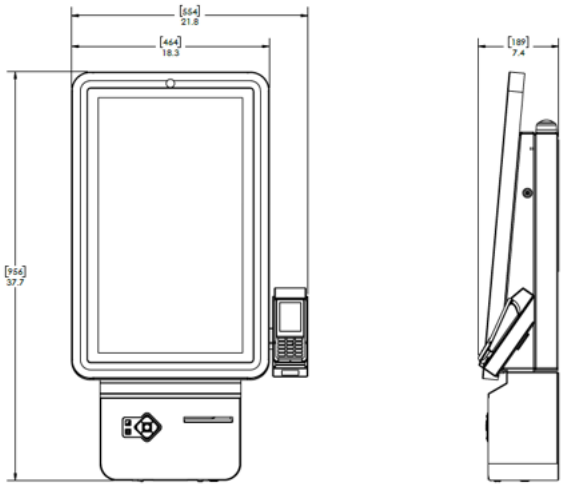

Figure 4 **K450 WM - Wall Mountable**

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CHAPTER 3

Setup

This chapter describes the setup procedure for the K450 in the following sections:

- K450 Installation Safety Instructions
- Inside the Shipping Carton
- Installing K450

K450 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.

Floor Mounting

1. Please ensure to install K450 unit on a suitable, hard, stable floor or surface.
2. K450 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.

Wall Mounting

1. Please ensure to install K450 unit on a suitable wall.

2. If you install this product on drywall then it must be securely fixed to a wooden stud, concrete block or any other permanent structure behind the drywall board. Installing on drywall boards alone will not support the weight of K450 equipment.
3. When drilling holes in walls it is essential to avoid contact with electrical cables and water or gas pipes contained within. Use of good quality live wire detector and hidden object locator is recommended.

Hazard limitation

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

LCD

The response time, brightness and colors of K450 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.
3. Cold cathode tubes are incorporated into the LCD display for backlights. Optical properties (brightness, irregular colors, etc.) may change in a low temperature environment or over the time of operation.

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 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 device 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 cabinet with touchscreen door assembly(s).
   - Single-sided and dual-sided units will additionally contain an attached base pole assembly, two (2) base covers.
   - Wall mounted units will include a wall mount bracket and mounting hardware.
   - 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.

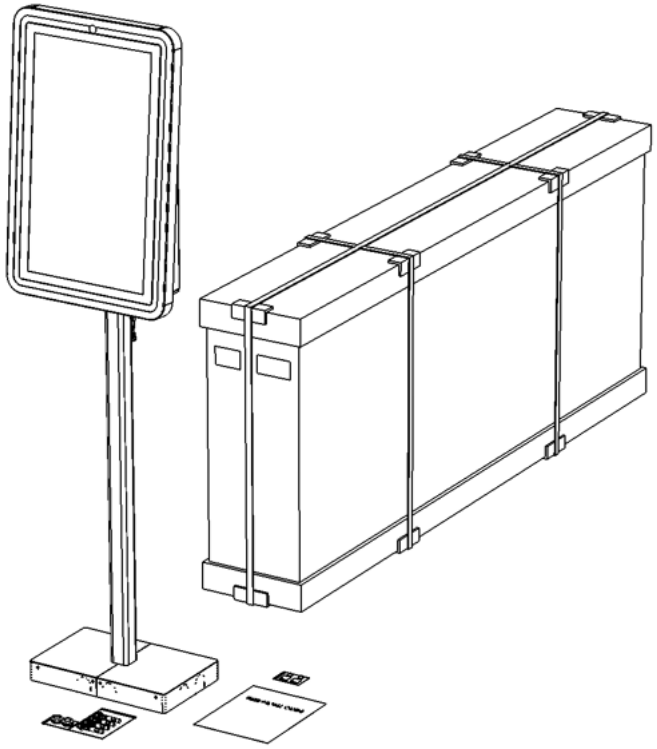


Figure 5- K450 Unit

Installing K450

Installing Tools and Materials

- Adjustable Wrench
- Security Hex Key (Provided)
- Small Open-End Wrenches
- Set of Allen Wrenches, Ball End
- Small Socket Set
- Needle Nose Pliers
- #1 and #2 Phillips Screwdrivers
- Wire Strippers
- Drill, Bit Set, Associated Attachments
- 3/8" Anchor Bolts (Minimum QTY 4)
- Anchor Bolt Installation Tools
- Cable Ties

Stability

Kiosk must be securely bolted to the floor or wall in accordance with mounting instructions contained within this guide. Do not attempt to open or work inside the kiosk unless kiosk has been securely mounted. If needing to operate the kiosk

before installation or in a laboratory or other temporary location, an optional stability plate is available.

Field Wiring

1. All lines are routed inside the building within a grounded conduit (recommended ½" diameter terminated by a ¾" Romex connector).
2. Incoming power lines are type TN-C with three conductors (hot, neutral and ground).
3. All field wiring shall be in accordance with the National Electrical Code (NEC).

Disconnect Device

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

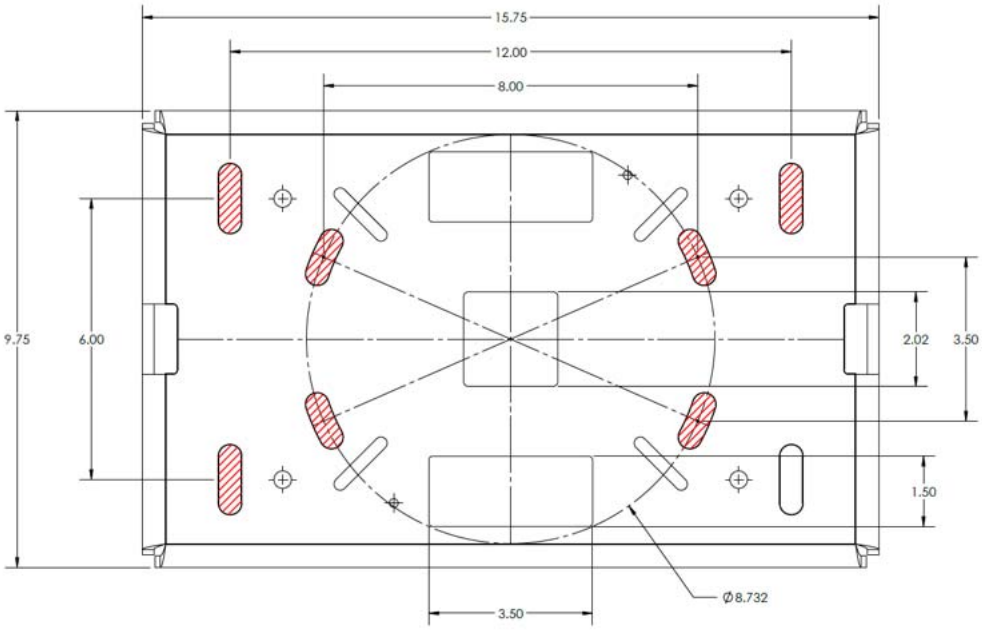
Circuit Protection

1. Circuit Type: Branch Circuit Protection
2. Input Voltage: 120 - 240V AC, 50 - 60 Hz
3. Max Current: 2A - Single-Sided and Wall Mount
   4A - Dual-Sided

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 corresponding to the anchor slots on the kiosk.
3. Drill 3/8" anchor bolt holes (4 minimum) to support anchor bolts into the floor at least 4"-5" deep.
4. Install anchors into floor and verify that they are tight and have not damaged the floor.

5 Lift kiosk and align slots in base to anchors. Carefully lower the kiosk onto anchor bolts and secure with washers and nuts. Ensure nuts are properly tightened.



Power and Data Lines from Floor

1 If power and data lines come from the ceiling, skip to next section.

2 Start routing wires at the pedestal's base.

3 If the wires come up from the floor underneath the base, run the wires through the provided 3.5" x 1.5" cutouts. Run power lines through one cutout and data lines through the other (check labels on base).

4 If the wires run through a conduit above the floor, use the existing routing holes on the sides of the base. Use different holes for power and data lines.

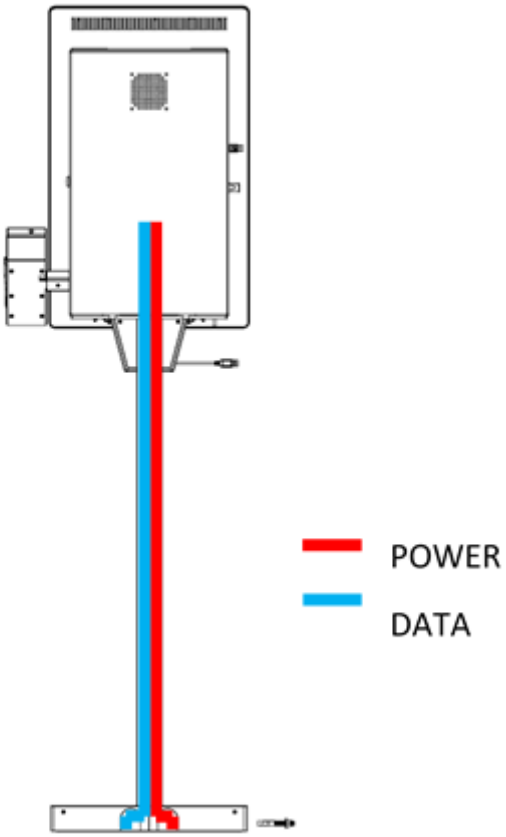
CAUTION

There is a divider inside the pedestal pole to separate power and data lines. DO NOT run power and data through the same side.

Run two data lines up through the pedestal pole on the data side of the divider.

WARNING

With electrical cover removed, there is exposure to electrical hazards such as bare electrical wire and terminals. Only personnel with proper training and experience should remove electrical cover.

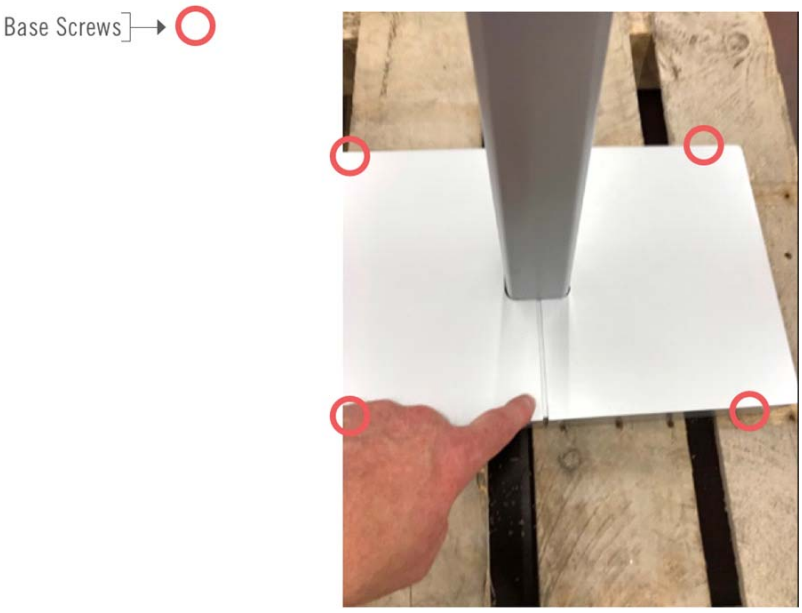


- Green (Ground) to Ground Nut
- Black (Hot) to Black (Hot)
- White (Neutral) to White (Neutral)

Base Cover Installation

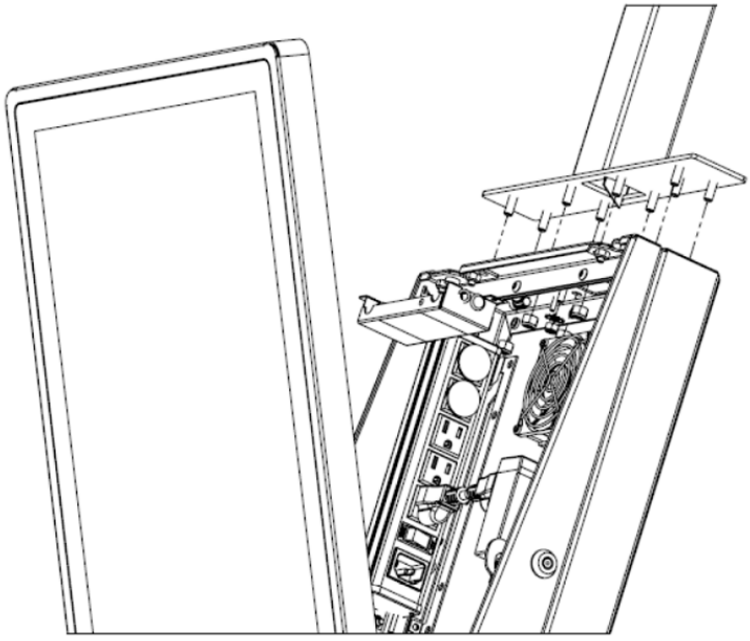
1. Remove screws from base.
2. Place covers on base and ensure center tabs interlock.

3 Reinsert screws and tighten.

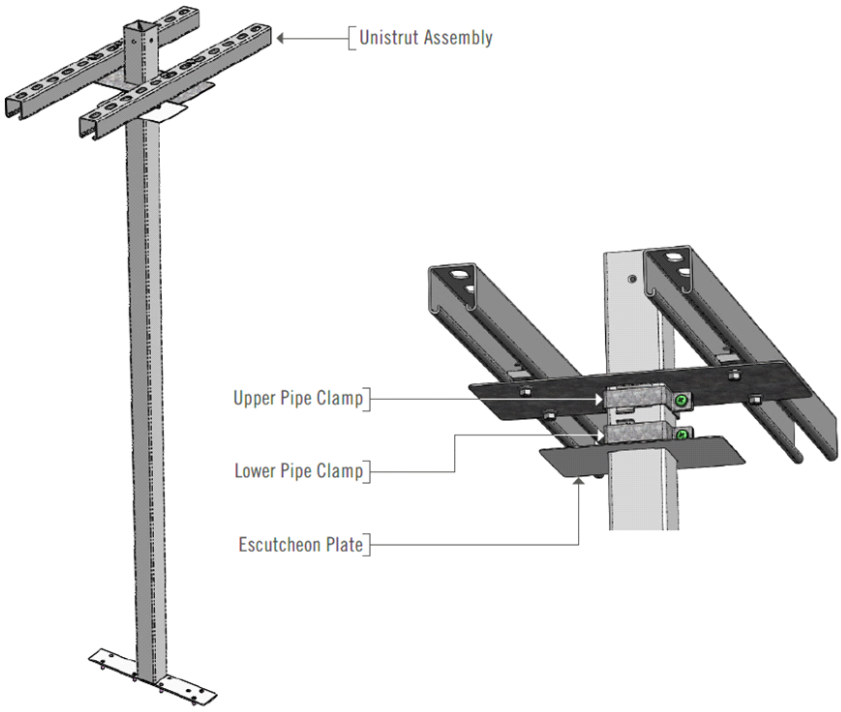


Top Pole Installation

Install the top pole onto the top of the kiosk and secure the bolts in place using supplied nut hardware.



Top Pole Parts



Top Pole Extension

If ceiling is higher than 10 feet, a Top Pole Extension is required.

STEP 1: REMOVE TOP POLE

DO NOT drill holes near electrical wires. Disconnect power lines from kiosk before installing top pole extension.

The top pole extension is attached to the top pole and thread-forming screws. These screws require pre-drilled holes. If the top pole doesn't have pre-drilled holes at the top of the pole, they need to be created.

1 Unpack the top pole extension. It comes assembled with mounting brackets and hardware as shown in Figure 2.

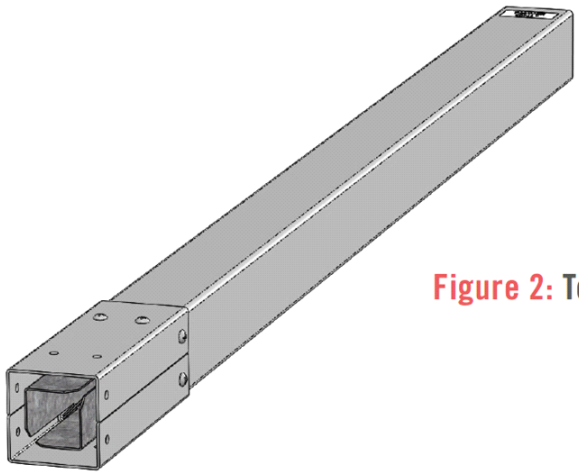


Figure 2: Top Pole Extension

2 Align the inside divider plate in the top pole extension with the divider in the top pole with the "POWER ONLY" labels on the same side. Slide the top pole extension onto the top pole until it stops.

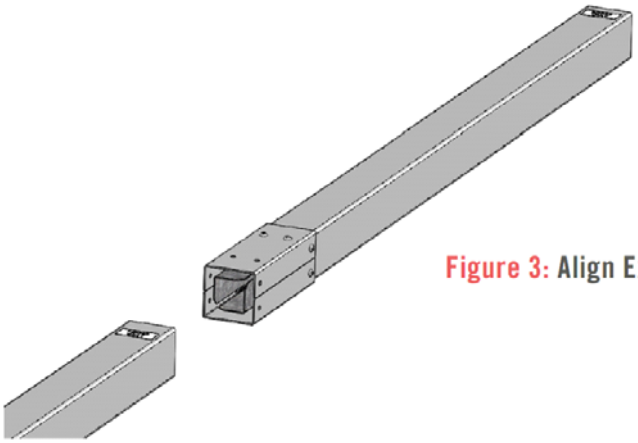


Figure 3: Align Extension with Top Pole

3 Attach top pole extension to top pole with included thread-forming screws. Align holes in extension to holes in top pole and secure with screws.

4 Turn the poles over and install screws to remaining side.

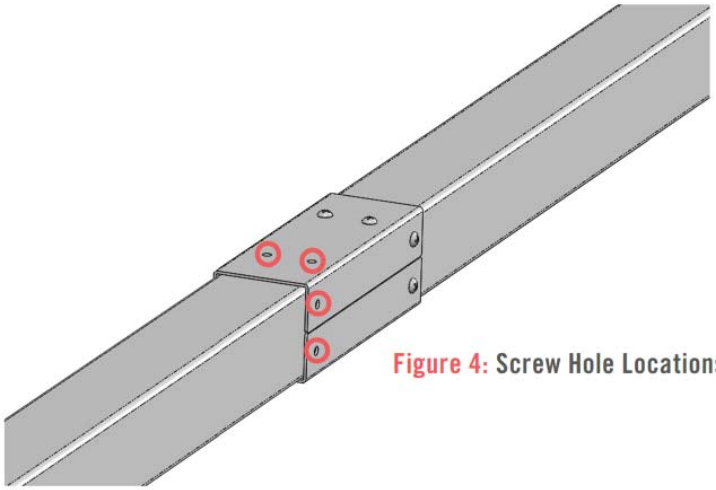


Figure 4: Screw Hole Locations

STEP 2: CONNECT POWER + DATA LINES

Run power and data lines through poles. If lines run into interference at the junction of the two poles, remove screws and slide top pole extension away from top pole.

STEP 3: SECURE TOP POLE EXTENSION TO CEILING

Use the provided ceiling mounting bracket or other sufficient method to secure the top of the extension to the facilities ceiling structure.

Power & Data Lines from Ceiling

1. If power and data lines come from the ceiling, see previous page.
2. Start at the top of the top pole.
3. Guide power cables down through the top pole.

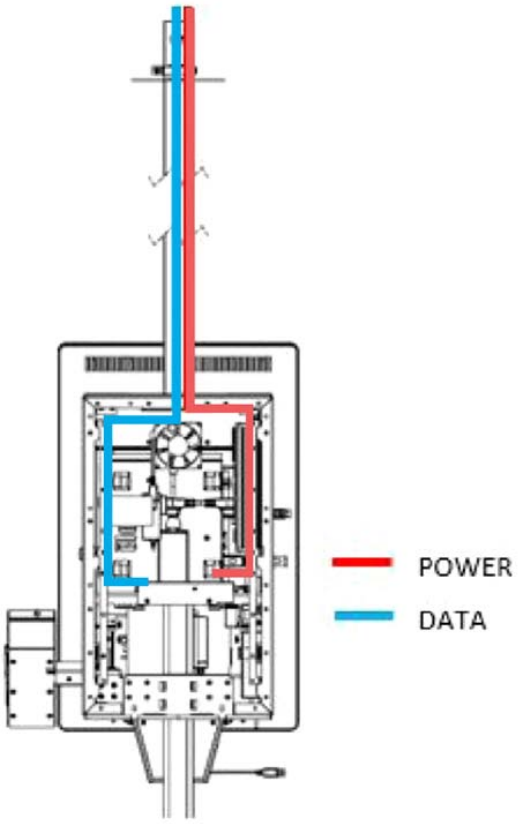
CAUTION

There is a divider inside the top pole to separate power and data lines. DO NOT run power and data through the same side.

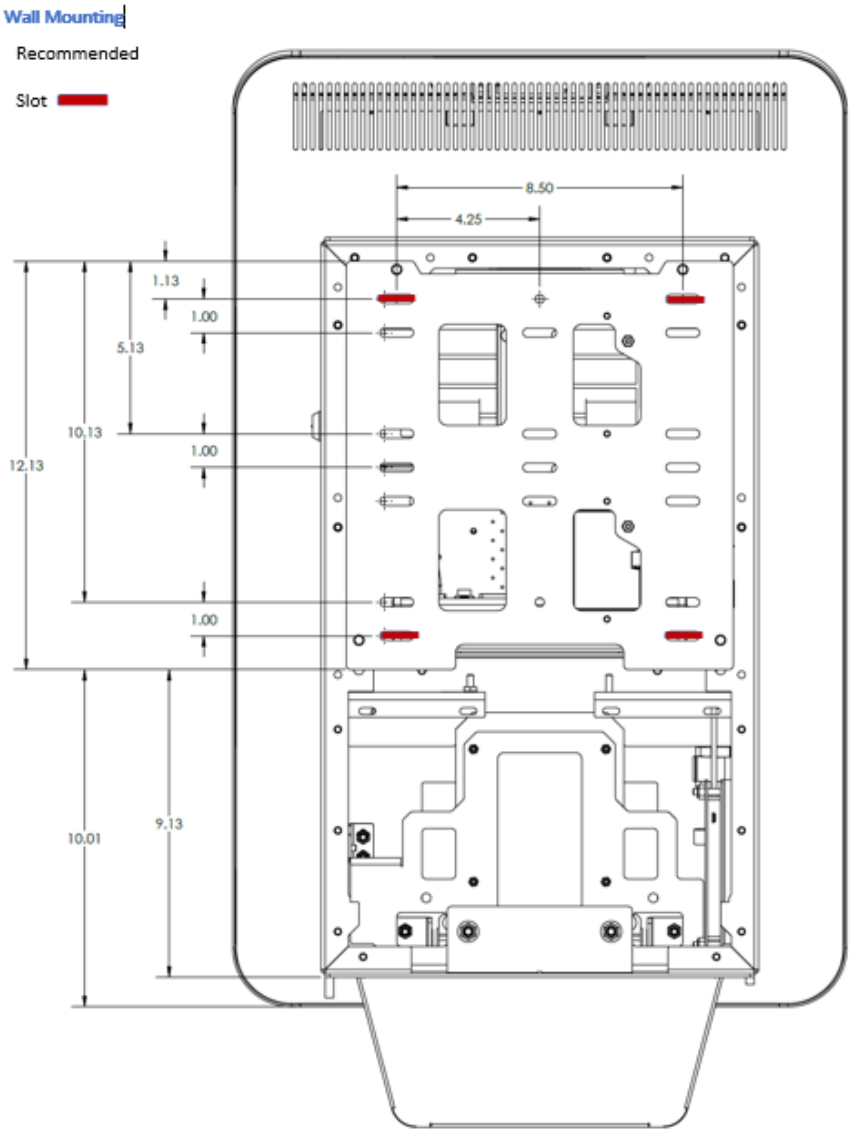
4. Remove top cover and connect hot and neutral power lines to terminal block. Connect ground wire to grounding stud.
5. Run two data lines down through the top pole on the data side of the divider.

WARNING

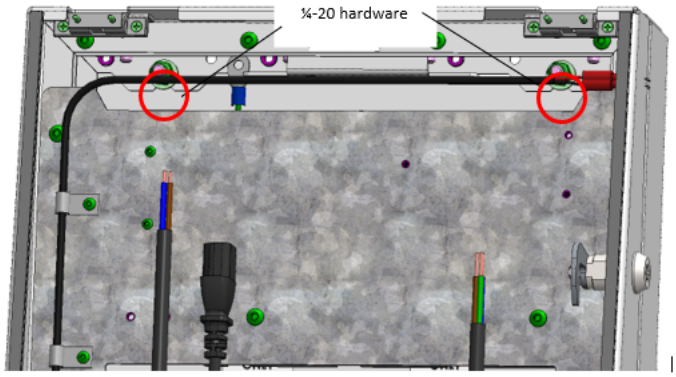
With electrical cover removed, there is exposure to electrical hazards such as bare electrical wire and terminals. Only personnel with proper training and experience should remove electrical cover.

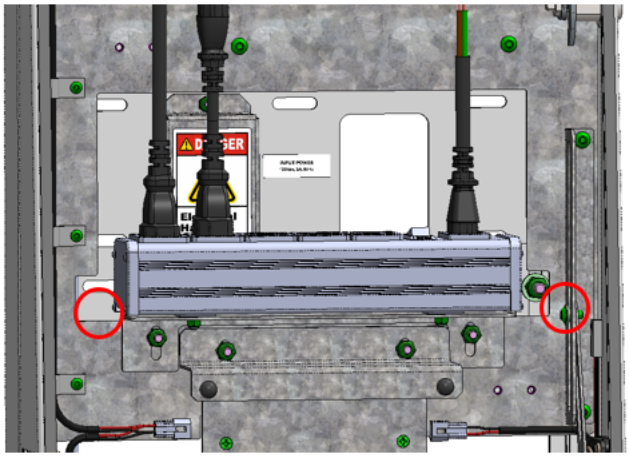


Wall Mounting



Hang the kiosk on the bracket and secure with ¼-20 nuts and washers





Operation Opening Kiosk

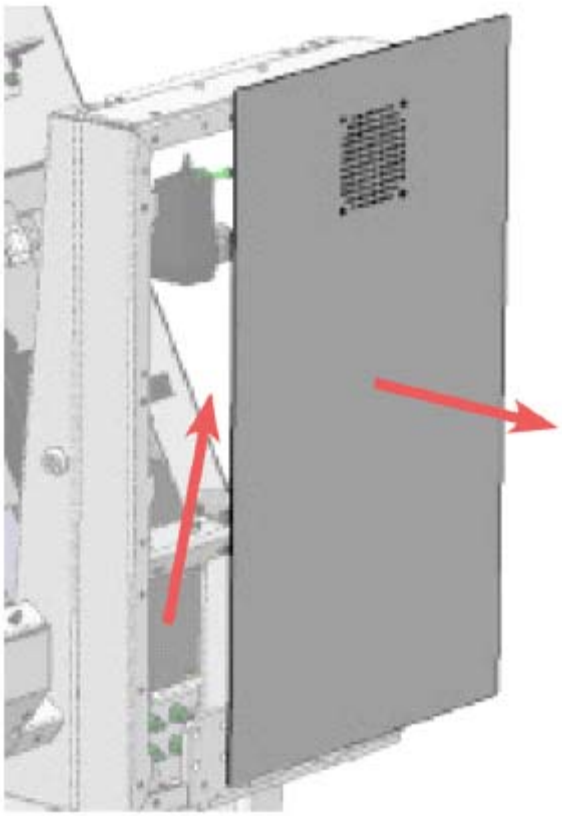
Open monitor panel by unlocking side of the cabinet, Figure 5, and pulling the display forward firmly.

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

Figure 6 Cabinet Lock

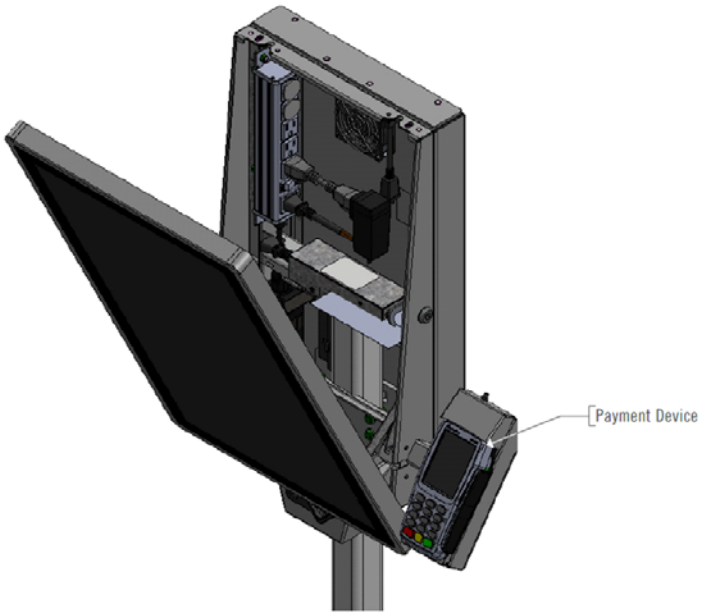
Removing Cabinet Rear Panel

1. A rear service panel provides additional access to internal components and wiring. Only authorized personnel should remove panel.
2. To remove:
   - Open monitor panel. (See Opening Kiosk).
   - From inside the cabinet, pull the pin on the left of the cabinet.
   - Lift the rear panel straight up until it stops and then pull the panel straight back.



Connecting Data Line to Payment Device

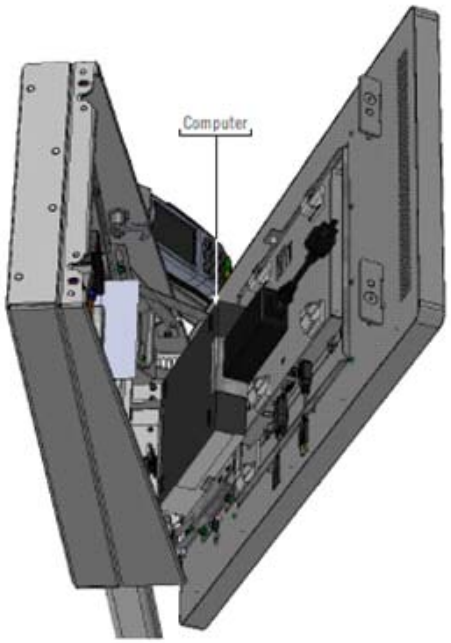
1 Connect one data line to the dongle of the payment device. Secure extra cable with cable ties.



NOTE

The payment device hub will be located in the cabinet. Connect the data line to the available network jack on the hub.

2 Connect other data line to the network port of the computer. Secure extra cable with cable ties.

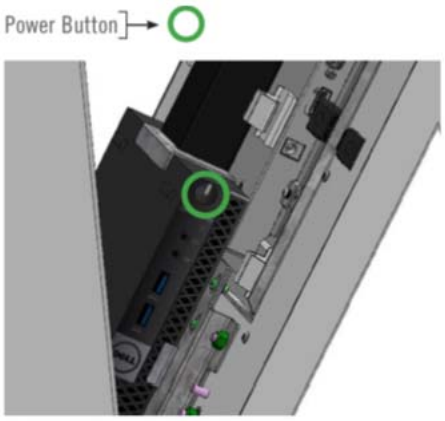


Connecting Devices

1. Connect power to the touchscreen monitor with its provided power adapter located inside the cabinet.
2. Connect power to the computer with its power adapter located inside the cabinet.
3. Connect the USB cable from the ADA keypad device to the computer.
4. Secure all excess cables with cable ties.

Turning on Kiosk

1. Open monitor panel. (See Opening Kiosk above).
2. Turn on power strip using its power button (left image).
3. Turn on computer by pushing button on front (right image).



Replacing Printer Paper

1. Open the component door by pushing the button on the bottom of the printer cabinet.
2. Press the release button on the printer to open the printer door.
3. Replace paper and close printer door.
4. Close component door until lock fully engages.

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CHAPTER 4

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.

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CHAPTER 5

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 K450 to be returned:
   - Product ID, including the model and part number. For example, “K450” 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 K450 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 K450 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 K450).

Accessories and Documentation

Verifone produces the following accessories and documentation for the K450. 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

K450 Certifications and Regulations	VPN DOC500-010-EN
K450 SS DS Quick Installation Guide	VPN DOC500-011-EN
K450 WM Quick Installation Guide	VPN DOC500-012-EN

Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to assist you to successfully install and configure your K450 Kiosk. If you have problems operating your K450 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 K450 Kiosk and steps you can take to resolve them are listed.

NOTE

The K450 Kiosk comes equipped with tamper-evident labels. The K450 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.

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APPENDIX A

Caution and Warning Messages

K450 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.	*Ne pas utiliser un appareil qui a été endommagé.*
			If a label or component appears damaged, please notify the shipping company and your Verifone service provider immediately.	*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.	*L'utilisation d'une source alimentation mal classé peut endommager l'appareil ou provoquer un dysfonctionnement.*
			See Specifications for power supply information.	*Voir les caractéristiques de l'information d'alimentation.*
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.	*L'utilisation d'une alimentation mal classé peut endommager l'appareil ou provoquer un dysfonctionnement.*
			See Specifications for power supply information.	*Voir les caractéristiques de l'information d'alimentation.*

Verifone

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

K450

Installation Guide

Verifone Part Number DOC500-009-EN-A, Revision A