

# P630-2

# Installation Guide

Verifone Part Number: DOC561-001-EN-A, Revision A



[www.verifone.com](http://www.verifone.com)

P630-2 Installation Guide  
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# Preface

This guide is the primary source of information for setting up and installing the P630-2 device.

## Audience

This guide is intended for the users involved in P630-2 installation.

## Organization

This guide is organized as follows:

- Chapter 1, [Device Overview](#). Provides an overview of the P630-2 device.
- Chapter 2, [Device Setup](#). Explains how to setup and install the P630-2 device, select a location, and establish connection with other devices.
- Chapter 3, [Specifications](#). Discusses power requirements and dimensions of the P630-2 device.
- Chapter 4, [Maintenance and Cleaning](#). Explains how to maintain your P630-2 device.
- Chapter 5, [Service and Support](#). Provides information on how to contact your local Verifone representative or 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.

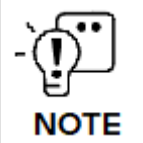


## Related Documentation

Following are the related documents with associated Verifone Part Numbers.

P630 Certifications and Regulations	VPN DOC560-101-EN
P630 Quick Installation Guide	VPN DOC560-102-EN
P630 Camera Quick Installation Guide	VPN DOC560-103-EN
P630 Installation Guide	VPN DOC560-333-EN
P630-A Quick Installation Guide	VPN DOC562-001-EN
P630-A Installation Guide	VPN DOC562-002-EN

## Conventions and Acronyms

The following tables describe the conventions and acronyms.

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See <a href="#">Conventions and Acronyms</a> .
	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
	The caution symbol indicates possible hardware or software failure or loss of data.	Avoid placing metallic objects at the front of the card reader.
	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	Definition
3DES	Triple Data Encryption Algorithm
AC	Alternating Current
ANSI	American National Standards Institute
ARM	Advanced RISC Machine
cUL	Underwriters' Laboratories of Canada

Acronym	Definition
DC	Direct Current
DUKPT	Derived Unique Key Per Transaction Method as defined in the VISA's POS Equipment Requirement: PIN processing and Data Authentication, International Version 1.0, August 1988
ECR	Electronic Cash Register
EMV	Europay, MasterCard and Visa
ISO	International Organization for Standardization
MRA	Merchandise Return Authorization
NFC	Near Field Communications
LAN	Local Area Network
LCD	Liquid Crystal Display
LED	Light-Emitting Diode
PED	PIN Entry Device
PIN	Personal Identification Number
POS	Point-of-Sale
PTS	PIN Transaction Security
QR	Quick Response
RS-232	Recommended Standard number 232



Acronym	Definition
SAM	Secure Access Module
SCR	Smart Card Reader
TF	Trans Flash
USB	Universal Serial Bus
VPN	Verifone Part Number
WLAN	Wireless Local Area Network

# 1. Device Overview

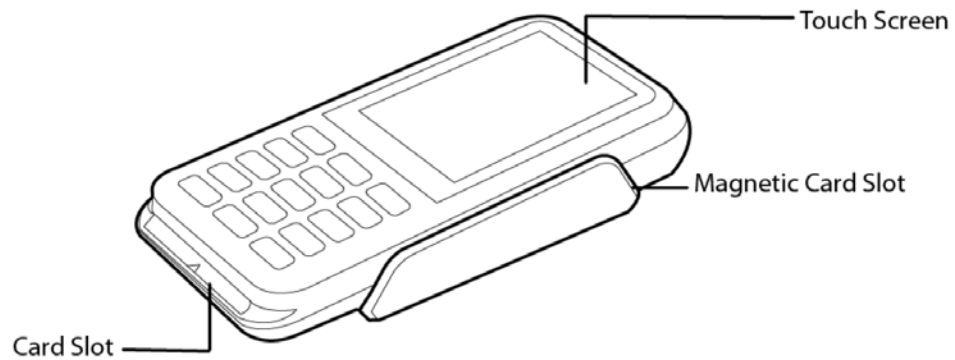
The P630-2 device is a consumer-facing handheld device. It may also be integrated into retail devices such as kiosks and as an indoor unattended device. The product’s design is equally appealing as a handheld PINpad and robust enough to look and function appropriately in a fixed mount setting.

The Verifone P630-2 device allows electronic payment transactions to be processed. This payment processing solution with a fully integrated POS can scan barcodes, QR codes, and products with the help of an integrated camera.

It can run on Android applications, like loyalty and inventory. It also enables clients to remotely monitor and update their devices using Verifone’s estate management solution. The P630-2 device supports Bluetooth and Wi-Fi and meets PCI-PTS 6.x SRED requirements for maximum security.

The Verifone P630-2 device supports all payment methods - magnetic stripe, 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 keypads for secure PIN-entry.

Figure: 1 P630-2



## Features and Benefits

The P630-2 includes the following features:

- Capacitive touch LCD

- Secure keypad supporting 3x5 matrix containing 0-9, \*, #, Cancel, Backspace/Clear and Enter keys
  - Supports telco-style format
  - Dual-function Backspace/Clear key
  - Customer-entry for Cancel and Enter keys

**Back Functions** The P630-2 includes the following features:

- Cable connector compartment.
- Threaded grommets for attaching the mounting plate.
- A dual-stack (uSD+2SAMs) is built into the back of the unit to support stored-value card programs or other merchant card requirements.

**Ease of Use**

- Sleek and stylish shape occupies minimal counter space.
- Bold, ergonomic design fits comfortably in the palm of a hand.
- Large, hard-rubber keys provide improved tactile feedback, minimizing errors and maximizing ease of use for consumers of all ages.
- Intuitive telco-style interface and colored control keys simplify training and reduce support requests.
- 320 (RGB) x 480 TFT (HVGA) display with a capacitive touch panel.
- The rugged and reliable design.
- Connects with most POS payment terminals.
- Supports payment transactions in a variety of payment environments.

**Critical Security Protection**

- Offers a choice of Master/Session or DUKPT key-management method to protect PIN-based transactions.
- Offers secure, reliable PIN input for expanding the range of PIN-based transactions.
- PCI-compliant for secure solutions, meeting the PED standard.
- Meets ISO and ANSI standards for PIN encryption, key management, and MAC.
- The rugged and reliable design absorbs hard knocks found at point-of-sale counters.
- Connects with most POS payment terminals, PCs, and ECRs.

- Security
- Incorporates tamper-detection circuitry to resist 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 available including TLS/SSL.
  - With Kensington lock feature resident in the terminal as part of the case.

- Contactless Capability
- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.
  - On-screen tap zone for optimized user experience.
  - Accepts EMV, NFC and mag-stripe contactless payments as well as PIN-based transactions.

- Wireless Communication Capability
- Bluetooth:
    - Supports BT v4.2 LE
  - WLAN:
    - Supports 2.4GHz/5.0GHz frequency band
    - Supports 802.11 a/b/g/n/ac up to 433Mbps
    - Supports AP mode

## 2. Device Setup

This chapter describes the setup for the P630-2, under the following sections:

- [Device Location](#)
- [PIN Protection Measures](#)
- [Inside the Shipping Carton](#)
- [SAM/TF Cards](#)
- [Power Supply](#)
- [Cable Connections](#)
- [Smart Card Reader](#)
- [Magnetic Stripe Card Reader](#)
- [Contactless Transactions](#)
- [Optional Accessories](#)
- [Privacy Shield](#)
- [Mounting Plate](#)

### Device Location

Following are the guidelines used to select an ideal location for the terminal.

### Ease of Use

- Select a location convenient for both merchant and cardholder.
- Select a flat support surface, such as a countertop or table, or mount it on a mounting stand supplied by Verifone.
- Select a location near a power outlet, POS, ECR, or computer connected to the terminal. Do not string cables or cords across a walkway for safety.

### Periodic Inspection

- Periodically inspect the terminal for possible tampering. Signs of tampering may include:
  - Wires that are protruding from the device.
  - Foreign objects inserted into the smart card or mag stripe slot.
  - Signs of damage to the tamper-evident label.

- Warning message on the device display.



**NOTE**

If any device is found in a tampered state, please remove it immediately from service. Keep it available for potential forensic investigation and notify your company security officer and your local Verifone representative or service provider. For more information on contacting Verifone, refer to [Service and Support](#).

## Environmental Factors

- Do not use the unit where there is high heat, dust, humidity, moisture, caustic chemicals, or oils.
- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- Do not use the terminal outdoors.



**CAUTION**

The terminal is not waterproof or dustproof. It is intended for indoor use only. Any damage to the unit from exposure to rain or dust can void any warranty.

*Le terminal n'est ni étanche ni étanche à la poussière. Il est destiné à un usage intérieur uniquement. Tout dommage causé à l'appareil par une exposition à la pluie ou à la poussière peut annuler toute garantie.*

## Electrical Considerations

- Avoid using this product during electrical storms.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
- Do not use the terminal near water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.



**WARNING**

Do not use the terminal near water, including a bathtub, washbowl, kitchen sink, or laundry tub in a wet basement, or near a swimming pool to avoid shock or damage.

*N'utilisez pas le terminal à proximité d'eau, y compris d'une baignoire, d'un lavabo, d'un évier de cuisine ou d'une cuve à lessive, dans un sous-sol humide ou à proximité d'une piscine pour éviter les chocs ou les dommages.*

## Contactless Considerations

Avoid having metallic objects in the proximity of a contactless antenna. If you need to mount the terminal to vertical or inclined surfaces, use a flat, non-metallic mounting plate.



**CAUTION**

Using an enclosed metal frame or mount may negatively affect contactless performance.

*L'utilisation d'un cadre ou d'un support métallique fermé peut affecter négativement les performances sans contact.*

## PIN Protection Measures

Use the following techniques to provide effective screening of PIN-Entry Devices (PEDs) during the PIN-entry process. You can use these methods in combination, although in some cases a single method might suffice.

- Position the terminal on the check-in stand in such a way as to block visual observation of the PIN-entry process. Examples include:
  - Visual shields designed on the check-in stand. The shields may be solely for shielding purposes or may be part of the general check-in stand design.
  - Position the terminal so that it is angled in such a way that PIN spying is difficult.
- Install the PED on an adjustable stand that allows consumers to swivel the terminal sideways and/or tilt it forward/backward to a position that makes visual observation of the PIN-entry process difficult.
- Position in-store security cameras so that the PIN-entry keypad is not visible.
- In an attended handheld (or handover) mode, the users can pivot their bodies around to shield the device and block it from any prying eyes.

The following table describes the two preferred mounting methods and the recommended measures to protect against PIN capture in four observation corridors:

Method	Cashier	Customer in Queue	Customers Elsewhere	On-site Cameras
Countertop without stand	Use signage behind the PED	Install so that the customer is between PED and next in the queue	No action needed	Do not install within view of cameras
Countertop with stand	No action needed	Install so that the customer is between PED and next in the queue	No action needed	Do not install within view of cameras

VeriFone also recommends instructions to the cardholder regarding safe PIN-entry. This can be done with a combination of:

- Signage on the PED.
- Prompts on the display, possibly with a click-through screen.
- Literature at the point of sale.
- A logo for a safe PIN-entry process.

**User Privacy** Use the following guidelines to protect the user’s privacy when he enters his Personal Identification Number (PIN):

- The area of visibility should not be larger than a cone taken from the number 5 key at an angle of 45° and covering an area of 270° directly in front of the user.

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

- 1 Remove and inspect the contents of the shipping carton. The terminal ships in multiple configurations. The carton may include all or any of the following:
  - Device
  - Connectivity cable



This device is a secure product, and any tampering can cause it to cease to function or operate in an unsecured manner.

*Cet appareil est un produit sécurisé et toute altération peut entraîner son arrêt de fonctionnement ou son fonctionnement non sécurisé.*



Power supply, connectivity cubes and base modules are shipped separately or depending on customer requirements.

- 2 Remove all plastic wrapping from the terminal and components.
- 3 Remove the clear protective film from the display.
- 4 Save the shipping carton and packing material for future repacking or moving of the device.

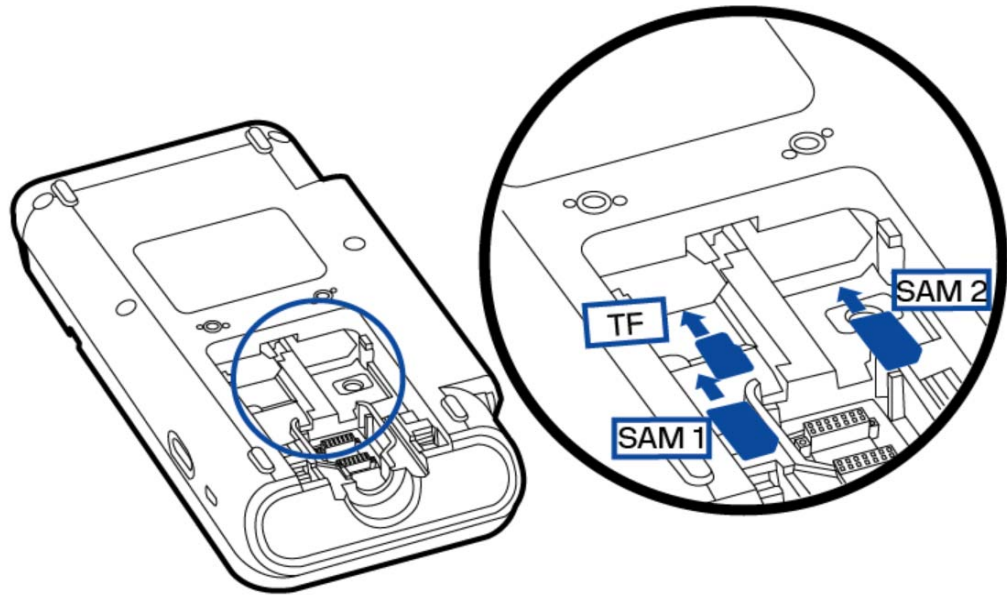
**SAM/TF Cards** To install or replace the SAM/TF card:

- 1 Turn off the terminal.
- 2 Place the terminal face down on a soft and clean surface.
- 3 Remove the cable cover as shown in [Figure 2](#).



- 4 Insert the card into the slot.

Figure: 2 SAM/TF Slots



**CAUTION**

Observe standard precautions in handling electrostatically sensitive devices. Electrostatic discharges can damage the equipment. Verifone recommends using a grounded anti-static wrist strap.

*Observez les précautions standard lors de la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager l'équipement. Verifone recommande d'utiliser un bracelet antistatique mis à la terre.*

**Installing or Changing SAM/TF Card**

To install or change SAM/TF card:

- 1 Place the terminal face down on a soft and clean surface to protect the lens from scratches.
- 2 Release the screw.
- 3 Slide out and lift the compartment cover. The TF and SAM cardholders are now accessible.
- 4 Install the TF or SAM card by carefully sliding it into the slot until fully inserted.



**NOTE**

Insert the card with the card's gold contacts facing away from you, towards the unit.

**Power Supply** Not all configurations and device contexts require the use of a power supply. Verifone ships the power supply with the terminal as required.

Contact your Verifone representative if you have changed the context in which the terminal is used or have questions about which power supply should be used.



Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN PWR435-101- \* - A (see [Service and Support](#) for detailed power supply specifications).

*L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Utilisez uniquement un bloc d'alimentation avec VPN PWR435-101- \* - A (voir Service et assistance pour les spécifications détaillées de l'alimentation).*

Disconnect the power pack cord from the power outlet before connecting a power supply. Connect and route all cables between the terminal, ECR and PC before plugging the power pack cord into a wall outlet or surge protector.



Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Disconnecting power during a transaction can cause transaction data files not yet stored in memory to be lost.

*Ne branchez pas le bloc d'alimentation sur une prise extérieure et n'utilisez pas le terminal à l'extérieur. La déconnexion de l'alimentation pendant une transaction peut entraîner la perte des fichiers de données de transaction non encore stockés en mémoire.*

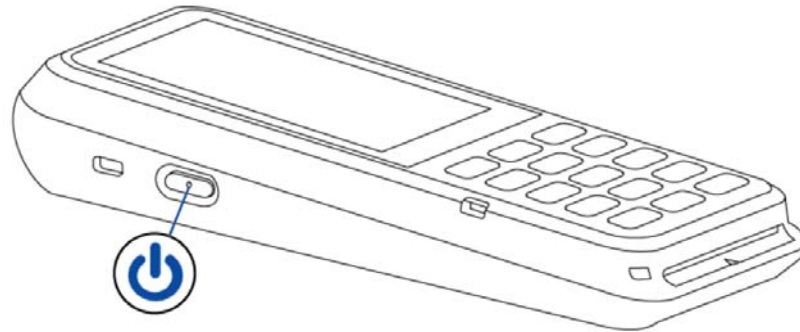


Verifone recommends installing a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.

When the terminal has power and an application is loaded, the application starts after the initial Verifone copyright screen and displays a unique copyright screen. If no application is loaded, DOWNLOAD NEEDED appears on the display after the initial Verifone copyright screen.

**Manual Shutdown** Press the power button on the left side for at least 8 seconds, until the device display turns off, to power off the P630-2 device.

Figure: 3 POWER ON/  
OFF



## Cable Connections

The P630-2 has several cabling scenarios, depending on what it connects to:

- 1 [Connecting to Another Verifone Terminal.](#)
- 2 [RS-232 Connection Using an External Power Brick.](#)
- 3 [Ethernet Connection with External Power Brick.](#)



**WARNING**

Turn off or unplug the terminal when connecting or disconnecting the device to avoid device memory corruption and data loss. Refer to the controlling device instructions for any terminal-specific warnings.

*Éteignez ou débranchez le terminal lors de la connexion ou de la déconnexion de l'appareil pour éviter la corruption de la mémoire de l'appareil et la perte de données. Reportez-vous aux instructions du dispositif de contrôle pour tout avertissement spécifique au terminal.*

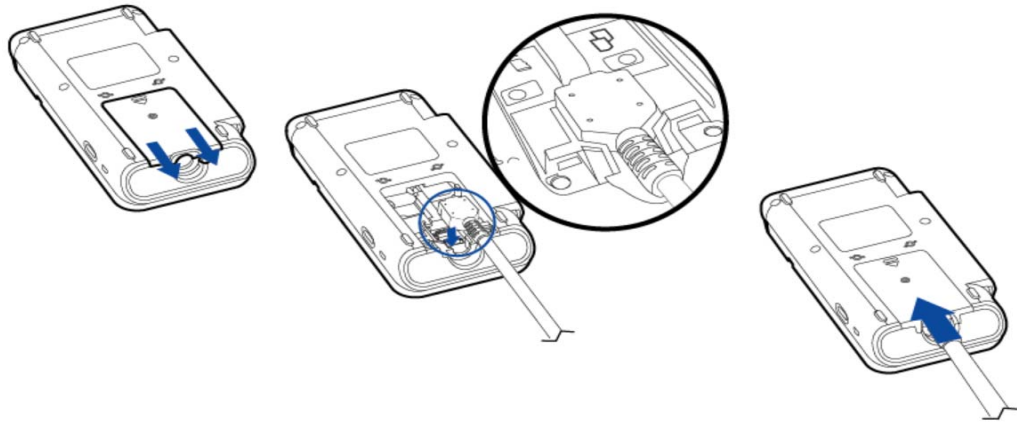
## Attaching a Cable Connector to the P630-2

The cables first have to be attached to the P630-2. To attach a cable to the terminal, follow the below steps:

- Step 1: Release the screw.
- Step 2: Slide out the cable cover.
- Step 3: Attach the 28-PIN connector of the cable to the terminal.
- Step 4: Slide in the cable cover.

Step 5: Fix the screw.

Figure: 4 Using the Connector



Connecting to Another Verifone Terminal

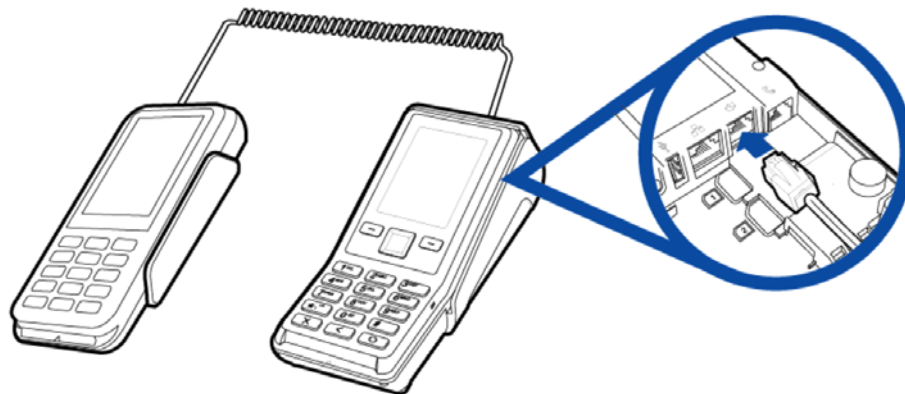
The P630-2 can be powered by another Verifone terminal by Serial Connection.

Serial Connection

- Configuration 1 - P630-2 to V200c

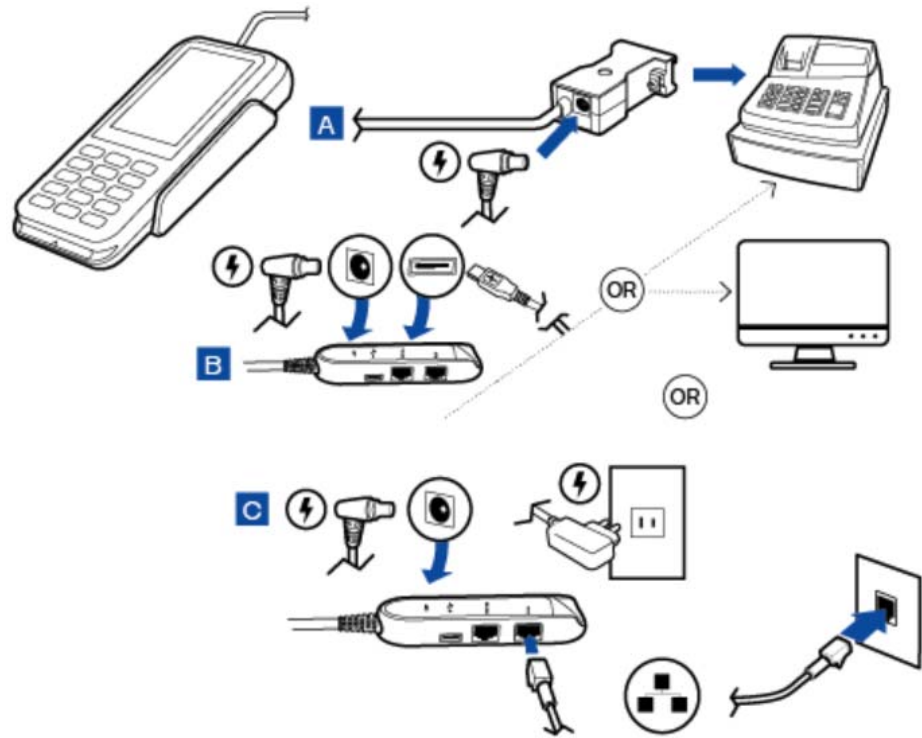
The P630-2 device is powered by the Countertop terminal via USB where the output power of the V200c. Connect the 28-pin connector of the coiled serial cable (Connected to MOD 10 port, cable VPN - CBL435-002-01-A) to P630-2, then insert the other end of the cable to the multi-communication port of V200c.

Figure: 5 Connecting to P630-2 via Serial Connection



- Configuration 2 - P630-2 Full Feature  
The PINpad accessories on the opposite side is to connect the PC and the Electronic Cash Register (ECR).

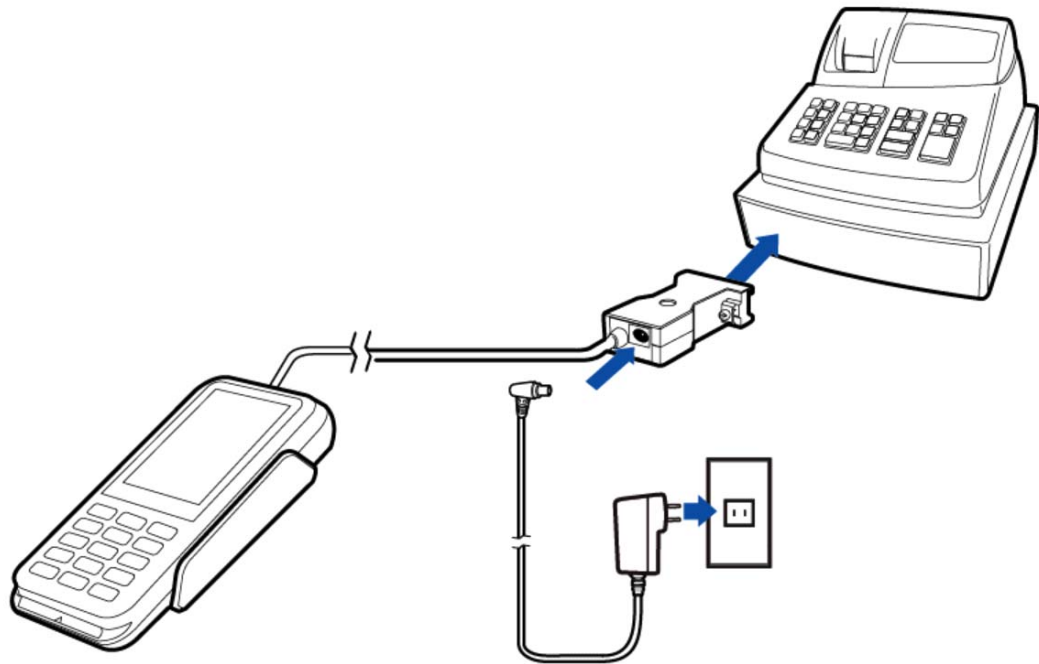
Figure: 6 Connecting P630-2 to an External Device



RS-232 Connection Using an External Power Brick

A special dongle cable is used, where one end of the cable plugs into the P630-2 while the other end terminates into the DB-9 connector housing. On the housing, a DC jack is provided to connect to an external power brick. This is a generic cable for all RS232-based hosts (VPN - CBL282-031-XX-A).

Figure: 7 Connecting to RS232-Based Host



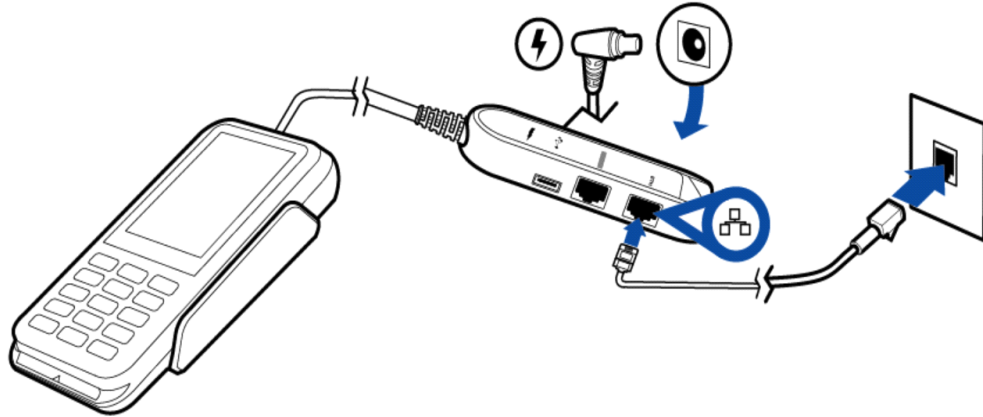
### Ethernet Connection with External Power Brick

To connect the terminal to other devices via Ethernet, use the cable with a junction box that provides a standard RJ-45 LAN socket, a mini-USB port, and a standard DC jack for an external power connection. The junction box comes in these configurations:

Cable	Configuration	Part Number
Countertop without stand	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232 & DC-in jack	CBL282-006-01-B
Ethernet with RS232 and Mini-USB option	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232, Mini USB & DC-in jack	CBL435-005-02-A
Ethernet with RS232 and USB option	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232, Mini USB, type A USB & DC-in jack	CBL435-044-01-A

The figure below shows the connections available on the external power brick.

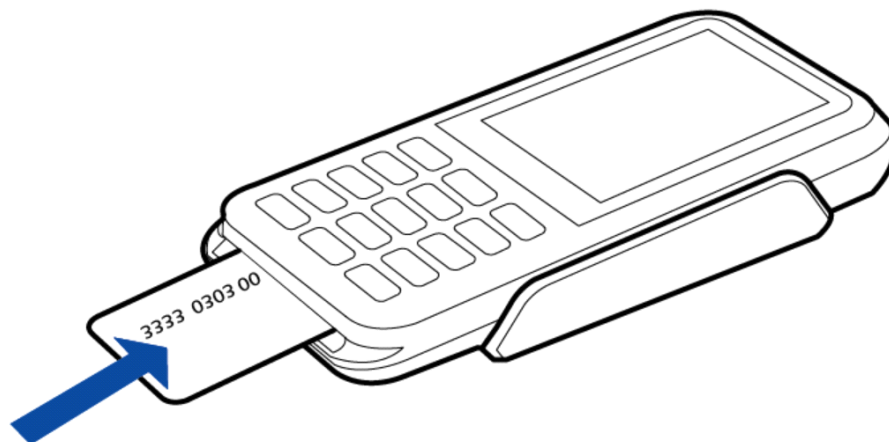
Figure: 8 Available Connections on the External Power Brick



## Smart Card Reader

The smart card transaction procedure can vary depending on the application. Verify the proper procedure with your application provider before performing a smart card transaction.

Figure: 9 Using the Smart Card Reader



## Conducting a Smart Card Transaction

To conduct a smart card transaction:

- 1 Position the smart card with the gold contacts facing upward.
- 2 Insert the card into the smart card reader slot in a smooth, continuous motion until it sits firmly.

- 3 Remove the card when the display indicates the transaction is completed.



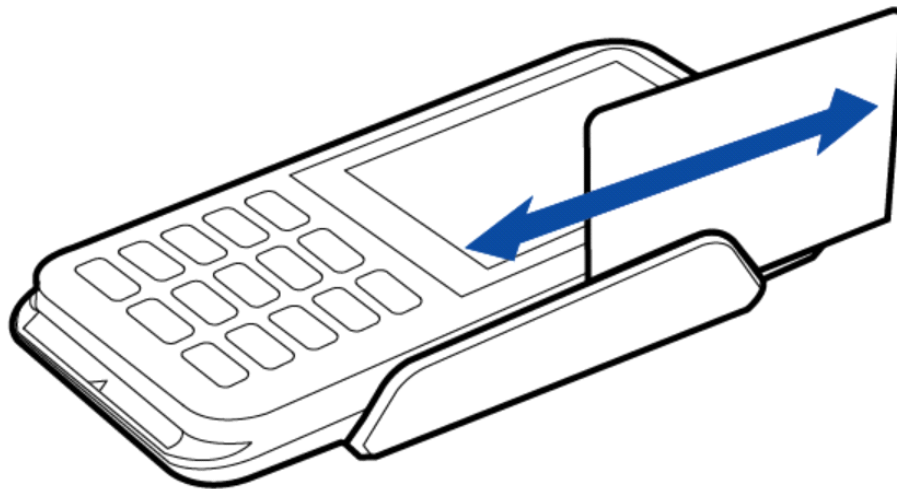
Leave the smart card in the card reader until the transaction is completed. Premature removal can void the transaction.

*Laissez la carte à puce dans le lecteur de carte jusqu'à ce que la transaction soit terminée. Une suppression prématurée peut annuler la transaction.*

## Magnetic Stripe Card Reader

The P630-2 has a magnetic card reader that uses a triple-track stripe reader. This gives the unit greater reliability over a wide range of swipe speeds and operating environments.

Figure: 10 Using the Magnetic Stripe Card Reader



## Conducting a Credit/Debit Card Transaction

To conduct a credit or debit card transaction:

- 1 Position a magnetic card with the stripe facing the keypad.
- 2 Swipe it through the magnetic card reader.

## Contactless Transactions

The P630-2 supports contactless transactions through an integrated contactless module. The terminal only becomes active for contactless smart card transactions when initialized by an application.



Figure: 11 Contactless Transaction



### Performing Contactless Transactions

To perform a contactless smart card transaction:

- 1 Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.
- 2 An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction.  
See [Contactless Transactions](#) for more information.

### Optional Accessories

These accessories can be used to further enhance the device's functionality. See [Accessories](#) for additional information.

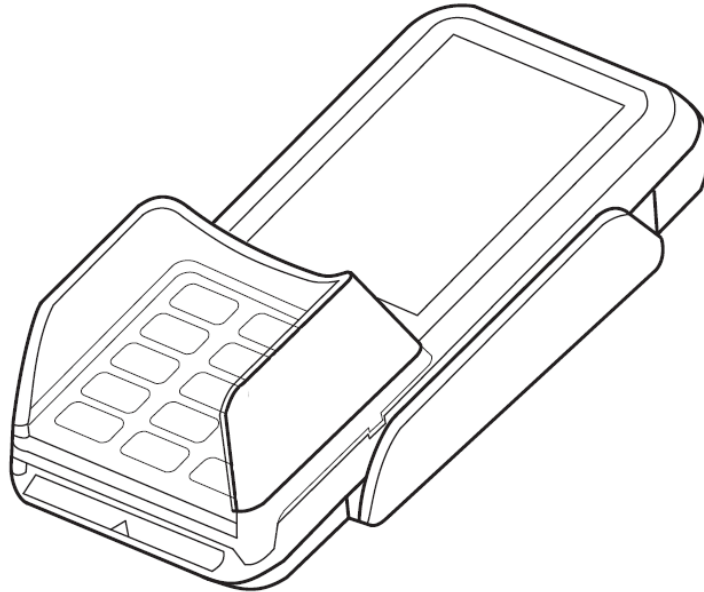
### Privacy Shield

The privacy shield is used to hide the keys when the user is entering a password in a transaction. One type of privacy shield can be used:

Standard Type - This privacy shield is PCI-compliant. This must be used when P630-2 is not mounted on a swivel stand. Standard type privacy shield may be optionally used in attended handheld (or handover) mode, or when the P630-2 is mounted on a swivel stand (as for a multilane

environment), or when the P630-2 is integrated into a kiosk and the kiosk has its own privacy shielding.

Figure: 12 Standard Type Privacy Shield



Failure to use the privacy shield in a PCI-compliant manner will void PCI compliance for the affected device.

### Installing the Privacy Shield

To install a privacy shield:

- 1 Align the hooks on the privacy shield with the corresponding slots beside the keypad on the terminal.
- 2 Once the hooks are in place, gently push down on the privacy shield until it snaps into place.

### Mounting Plate

This accessory is used to mount P630-2 to vertical or inclined surfaces.

### Attaching a Mounting Plate to P630-2

To attach a mounting plate to P630-2:

- 1 Align the screw holes at the back of the terminal with the corresponding screws on the mounting plate (this can be done with or without the stylus holder attached).
- 2 Screw the mounting plate in place, keeping the terminal aligned.

### Mounting P630-2 with Mounting Plate to a Wall or Flat Surface

To mount the terminal to a wall or flat surface:

- 1 Ensure the mounting plate is attached to the terminal.
- 2 Attach three M3 screws (not included in the P630-2 package) to the desired surface. Make sure that they are aligned with the slots on top and at the bottom of the mounting plate.
- 3 Secure the terminal with the mounting plate in place by aligning the holes to the M3 screws and then sliding the entire assembly into place.
- 4 Slide the terminal down to secure it to the mounting plate. To remove the terminal, slide the terminal up and pull it away from the mounting plate.

### Mounting P630-2 to a Flat Surface (Without a Mounting Plate)

To mount the terminal to a flat surface:

- 1 Align the terminal's footers to the holes on the mounting plate.
- 2 Fit the footers of the terminal into the footer holes.
- 3 Screw the mounting plate in place.



**NOTE**

Customized plates must have four recessed areas big enough to fit the footers of the terminal. This ensures that there is no gap between the terminal and the mounting plate.

### Mounting P630-2 with Mounting Plate to a Vertical Bracket

To mount the terminal with a mounting plate to a vertical bracket:

- 1 Ensure the mounting plate is attached to the terminal.
- 2 Align the three screw holes of the mounting plate with the vertical bracket holes.
- 3 Screw the vertical bracket in place.

#### Mounting Considerations

Avoid having metallic objects in proximity to the contactless antenna. If you need to mount the terminal to vertical or inclined surfaces, use a flat mounting plate.



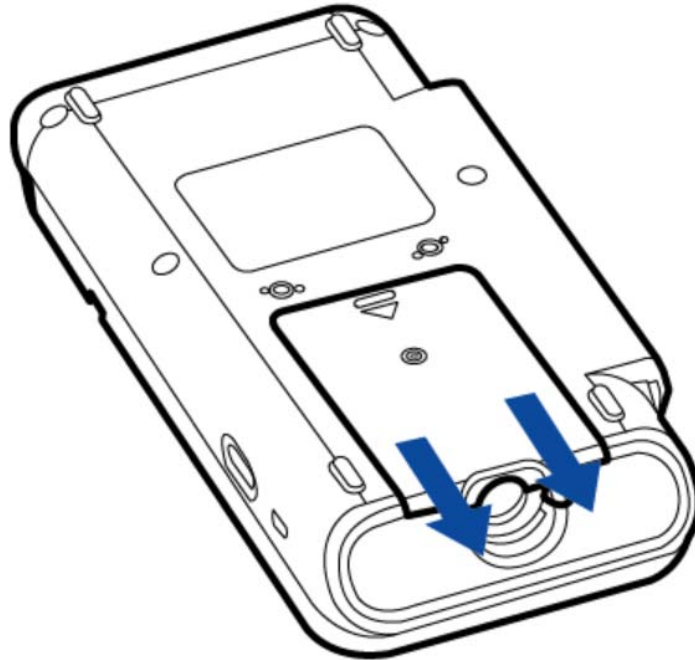
CAUTION

An enclosed metal frame or mount may negatively affect CTLS performance.

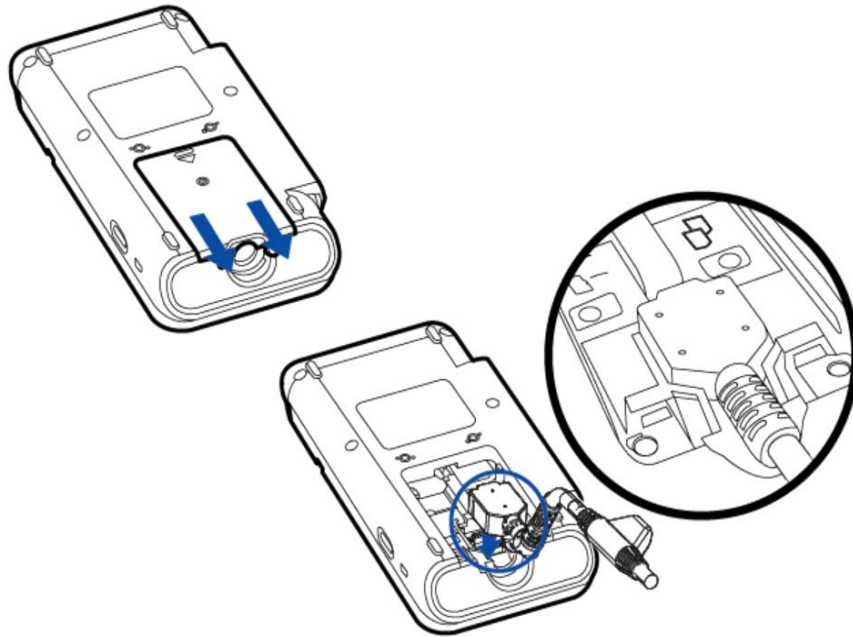
*Un cadre ou un support métallique fermé peut affecter négativement les performances du CTLS.*

**External Camera** To mount the external semi-integrated camera for QR, Barcode, and OCR scanning:

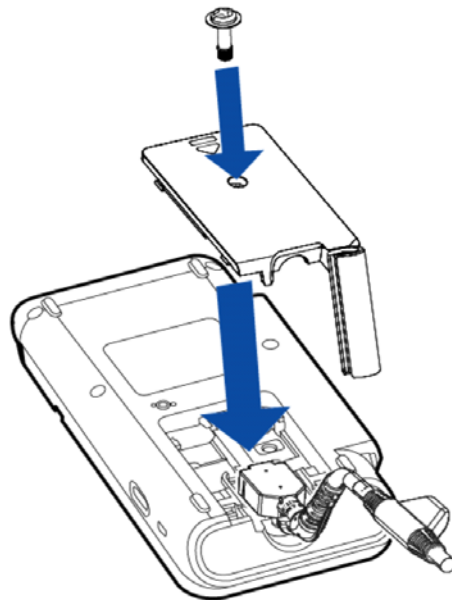
- 1 Release the screw and slide out the cable cover.



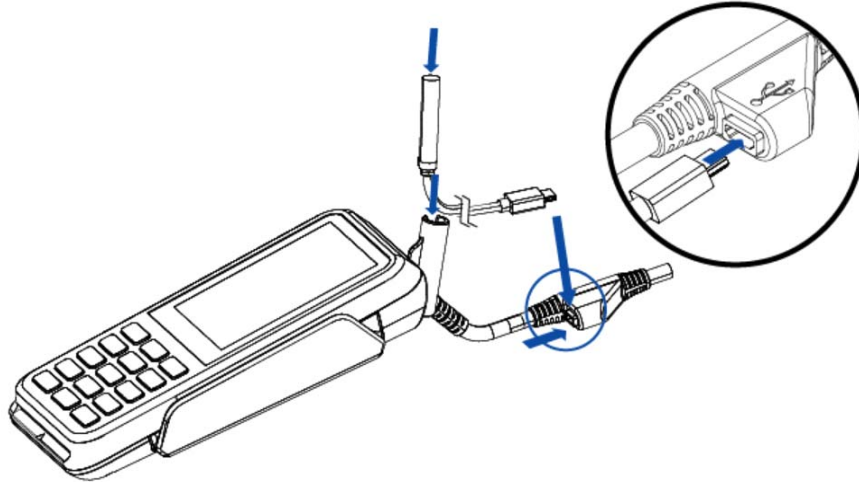
- 2 Attach the Data and Power cable to the terminal.



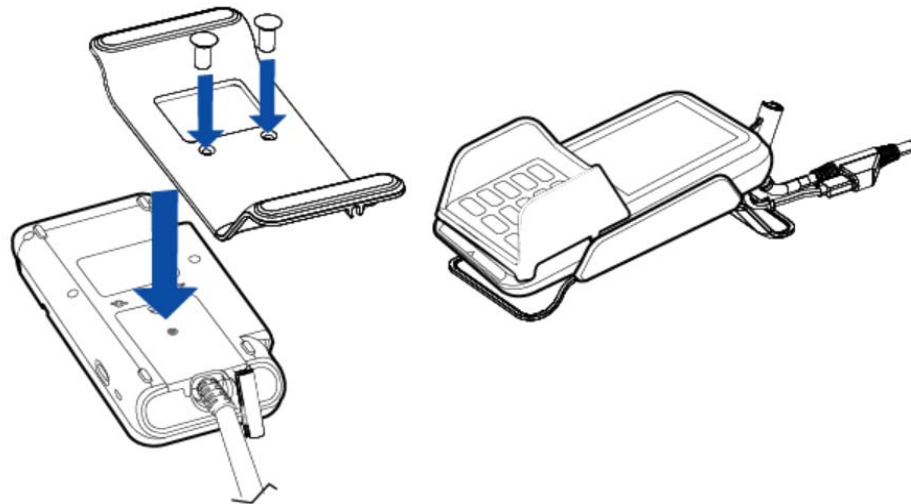
- 3 Place the cable cover which has the camera holder and fix the screw.



- 4 Place the camera in the camera holder. Place the other end of the camera cable into the micro-USB and compact Y split body.



- 5 Place the terminal on the stand.



## 3. Specifications

This chapter discusses power requirements, dimensions, and other specifications of the P630-2 device.

**Unit Power Requirement**

- Full capabilities: 110V - 240V AC, 1A

**Temperature**

- Operating temperature: 0°C to 50°C (32°F to 122°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)
- Relative humidity: 5% to 90% (RH non-condensing)

**External Dimensions**

- Length: 170.26 mm (6.70 in)
- Width: 76.58 mm (3.01 in)
- Height: 31.85 mm (1.25 in)

**Weight**

- Unit weight: 303 g (10.68 oz)

**Processor**

- QUALCOMM ARM Cortex-A53 64-bit quad-core

**Display**

- 3.5" portrait mode transmissive TFT  
320 (RGB) x 480 (HVGA)

**Magnetic Card Reader**

- Triple track (tracks 1, 2, 3), high coercivity, bi-directional

**Primary Smart Card**

- ISO 7816-3, 1.8V, 3V, 5V
- Synchronous and Asynchronous cards
- EMV Approved

**SAM Card Reader**

- Two Security Access Modules (SAMs)

- Security
- 3DES and AES
  - PCI PTS 6.x approved



# 4. Maintenance and Cleaning

The P630-2 device has no user-serviceable parts. It can, however, be cleaned.

**General Care** Your device is a product of superior design and craftsmanship and should be treated with care. 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.

### Chemical for Cleaning

Recommended	ethyl-alcohol
Not Recommended	acetone, butanone, thinner, trichloroethylene, or ketone-based solvents

These suggestions apply equally to your 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.

**Smart Card Cleaning** The Smart Card Reader (SCR) must be cleaned regularly, as dirt accumulation can lead to SCR reading problems. SCR can be cleaned using commercially available card reader cleaning cards or using the recommended Verifone cleaning card (PN 02746-02).

**Cleaning the SCR** To clean the SCR:

- 1 Inspect the device’s SCR for the presence of foreign objects before the cleaning Customer Smart Card.

- a If the unit shows no presence of foreign objects, test the SCR function and record results. Proceed to Step 2.



Send your device to a Verifone authorized repair center if foreign objects are found in the SCR at any time during SCR inspection, test diagnostics, or cleaning process. Removal of foreign objects from the SCR by customers may void the device warranty.

*Envoyez votre appareil à un centre de réparation agréé Verifone si des corps étrangers sont trouvés dans le SCR à tout moment pendant l'inspection du SCR, les diagnostics de test ou le processus de nettoyage. Le retrait de corps étrangers du SCR par les clients peut annuler la garantie de l'appareil.*

- 2 Clean the SCR with an approved or recommended Verifone cleaning card. It is always advised to use new cleaning cards at all times.



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

- 3 Test the SCR after cleaning.
  - a If SCR tests out okay as “passing”, then the unit is ready for Customer’s Smart Card use.
  - b If SCR tests out as “failing”, then send the unit for repair. Provide details to the repair center when SCR fails to test, either before cleaning OR after cleaning OR both before and after cleaning.

## Magnetic Stripe Cleaning

The Magnetic Stripe Reader (MSR) must be cleaned regularly (daily to once a week, depending on usage), as dirt accumulation can lead to MSR reading problems. MSR can be cleaned using commercially available card reader cleaning cards or using the recommended Verifone cleaning card (PN 02746-02).



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.

## Decommissioning/ Removal from Service

The decommissioning procedure applies to P630-2 series PCI PTS version 6.x POI-approved devices.



**NOTE**

Failure to use this decommission procedure causes non-compliance to the PCI PTS POI Modular Security Requirements version 6.0 approval of the device.

To securely decommission the device:

- 1 Prepare your tool — a #8 Phillips head screwdriver is necessary.
- 2 Ensure that the device is disconnected from power and any other cables.
- 3 Turn the device face down, exposing the rear of the device.
- 4 Using the Phillips head screwdriver, remove each of the eight screws. Four of the screws are covered by the rear cable cover. You must remove the cable cover to access these screws.  
One screw is covered by a tamper-evident security label. Push the screwdriver through this label to access the screw.
- 5 Once all the identified screws have been removed, carefully separate the top housing plastics from the bottom 1mm, then pinch the top and bottom housing back together ensuring a proper fit.
- 6 Reinsert all the screws previously removed. Tighten each screw completely.
- 7 Insert the power cable and power up the device.
- 8 Turn the device face up showing the display and keypad. Verify that the unit is in an “Active Tamper.” You should see the \*TAMPER\* message displayed on the screen.

# 5. Service and Support

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

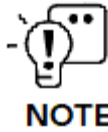
Before returning a P630-2 device, you must obtain an MRA (Merchandise Return Authorization) number. The following procedure describes how to return one or more devices for repair or replacement (U.S. customers only).



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

**CAUTION** *Il est conseillé aux clients en dehors des États-Unis de contacter leur Verifone local. représentant pour obtenir de l'aide concernant l'entretien, le retour ou le remplacement des appareils Et accessoires.*

- 1 Get the following information from the printed labels on the back of each P630-2 device to be returned:
  - Product ID, including the model and part number. For example, “P630-2” “M560-XXX-XXX-XXX” and “PTID xxxxxxxx”
  - 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. to 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.



One MRA number must be issued for each P630-2 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).
  - The Verifone serial number is assigned to the P630-2 device when 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 P630-2 device).

**Accessories** Verifone produces the following accessories for the P630-2. While ordering, please take note of the part number. Contact Information is as follows:

- <https://www.verifone.com/en/us/contact-us>
- USA – Verifone Customer Development Center, 800-Verifone (837-4366), Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International – Contact your Verifone representative

## Connecting Cables

CBL282-045-XX-B	USB cable (as Device). Powered from +9 V/1 A DC adaptor
CBL282-033-XX-B	Powered USB cable (as Device). Powered from +12 V PUSB Host
CBL282-031-XX-A	RS-232 cable (DB9). Powered from +12 V DC adaptor
CBL282-036-XX-A	RS-232 cable (RJ45). Powered from Countertop (+12 V)

CBL282-006-01-B	Ethernet/RS232, Dongle 1.0m
CBL435-002-01-A	USB cable (MOD10), Powered from V200c, COIL 2.65m
CBL435-005-02-A	Ethernet and Mini-USB, Dongle Cable 1.0m
CBL435-044-01-C	USB/Ethernet/RS232, Dongle Cable 1.0m

## Power Supply

PWR435-101-01-A	DC power pack (US)
PWR435-101-02-A	DC power pack (UK)
PWR435-101-03-A	DC power pack (EU)
PWR435-101-04-A	DC power pack (Australia)

Stylus Pen PPL435-010-01-A

Stylus Holder PPL435-008-01-A

## Cleaning Kit

02746-01 Verifone Cleaning Kit

External Camera ACC000-100-01-A

Camera Door PPL560-523-01-A

Camera Cable MSC560-180-01-A

# 6. Troubleshooting Guidelines

This chapter lists typical malfunctions that may occur while operating a P630-2 device and the appropriate corrective action. If the problem persists even after performing the outlined guidelines, or if the problem is not described, contact your local Verifone representative for assistance.



**NOTE**

The P630-2 device uses a tamper-evident case and contains no user-serviceable parts. Do not, under any circumstance, 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.

## Display Panel Does Not Work

Use the following steps to check the display panel:

- 1 Check all the cable connections.
- 2 Check the controlling device's AC outlet to be sure the outlet is supplying sufficient power. Substitute the controlling device's power pack with another power pack.
- 3 The controlling device's application program might not be loaded correctly. Download the application program and try again.
- 4 If the problem persists, contact your local Verifone representative.

## Keypad Does Not Respond

Use the following steps to check the keypad:

- 1 Check the display panel. If there are no characters, or the wrong characters are displayed, refer to [Display Panel Does Not Work](#).
- 2 If the problem persists, contact your local Verifone representative.

## Transactions Fail to Process

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

### Check Magnetic Card Reader

- Perform a transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly (see [Magnetic Stripe Card Reader](#)).
- Process a transaction manually using the keypad instead of the card reader. If the manual transaction works, the problem may be a defective card reader.

- If the problem persists, contact your local Verifone representative.

#### Check Smart Card Reader

- Perform a transaction using several different smart cards to ensure the problem is not a defective card.
- Ensure that the card is inserted correctly (see [Smart Card Reader](#)).
- Ensure the SAM cards are properly inserted in the slots and are properly secured (see [SAM/TF Cards](#)).
- If the problem persists, contact your local Verifone representative.



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Thank you!

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