Verifone ®

640m

Installation Guide

640m Installation Guide
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<u>Product Warranty</u>

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 DOC570-001-EN-A, Revision A02

This guide is the primary source of information for setting up and installing the 640m device.

Audience

This guide is useful to the engineers who are involved in installing and configuring the 640m device.

Organization

This guide is organized as follows:

Chapter 1, Overview. Provides an overview of the 640m device.

Chapter 2, Setup. Explains how to set up and install the 640m device, select a location and establish a connection with other devices.

Chapter 3, Specifications. Discusses power requirements and dimensions of the 640m device.

Chapter 4, Maintenance and Cleaning. Explains how to maintain your 640m device.

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

Chapter 6, Troubleshooting Guidelines. Provides troubleshooting guidelines, should you encounter a problem in device installation.

Related Documentation

To learn more about the 640m device, refer to the following set of documents:

640m Certifications and Regulations   VPN DOC570-003-EN

640m Quick Installation Guide   VPN DOC570-002-EN

Conventions and Acronyms

This section describes the conventions and acronyms used in this guide. 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-references.	See Guide Conventions.
Italics	Italic typeface indicates book titles or emphasis.	You *must* not use this unit underwater.
NOTE	The pencil icon is used to highlight important information.	RS-232-type devices do not work on the 640m communication port.
CAUTION	The caution symbol indicates hardware or software failure, or loss of data.	The unit is not waterproof or dustproof and is intended for indoor use only.
WARNING	The lightning symbol is used as a warning when a bodily injury might occur.	Due to the risk of shock do not use the unit near water.

Various acronyms are used in place of full definition. Table 2 represents acronyms and their definitions.

Table 2   Acronym Definitions

Acronym	Definitions
3DES	Triple Data Encryption Algorithm
AC	Alternating Current
cUL	Underwriters' Laboratories of Canada
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
MSAM	Multiple Secure Access Module
LAN	Local Area Network

Table 2   Acronym Definitions (continued)

Acronym	Definitions
IPS	Inches Per Second
SRED	Secure Reading and Exchange of Data
AES	Advanced Encryption Standard Algorithm
LCD	Liquid Crystal Display
LED	Light-Emitting Diode
PED	PIN Entry Device
PIN	Personal Identification Number
POS	Point-of-Sale
RS-232	Serial Communication Protocol
SAM	Secure Access Module
TF	Trans Flash
UL	Underwriters Laboratories
USB	Universal Serial Bus
VPN	Verifone Part Number

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Overview

This chapter provides a brief description of the 640m devices.

The 640m device is a best-in-class, single-screen commerce solution. A secure wireless handheld mobile payment device that allows merchants to process credit/debit card transactions anywhere. In combination with Verifone Connect digital services, it offers checkout, payment, and the ability to run Android applications, like loyalty and inventory. It also enables clients to remotely monitor and update their device using Verifone's estate management solution. The 640m device supports Bluetooth BLE, Wi-Fi and meets PCI 6.1 SRED and AES DUKPT requirements for maximum security.

The 640m's small and sleek design makes it portable while supporting payment methods - EMV and NFC/CTLS, including Apple Pay, Google Pay, and Samsung Pay mobile wallets. The easy to read color touch screen supports all payment related user interactions, including secure PIN entry.
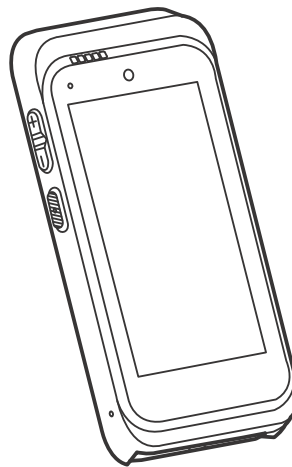
Figure 1   640m Device

Features and Benefits

640m device provides smart card (SC) and contactless (CTLS) payment processing with a 4.3-inch (480 x 800) IPS LCD touchscreen.

BT and Wi-Fi Performance

The dynamic combination of Bluetooth and Wi-Fi provides convenience to wireless payment transactions, and flexible point-of-sale options.

Application Environment

- There are 2 memory options available 1GB RAM + 8GB Flash or 2GB RAM + 16GB Flash. The type fitted will depend on the model variant.

- The primary smart card reader and the MSAMs safeguard sensitive financial data and support multiple smart card schemes.

- 640m units are certified for ISO 7816-1 and ISO 7816-3 standards for smart card solutions, and ISO 14443 type A & B and ISO 18092 standards for CTLS operations.

- The VeriShield security architecture supports PCI PTS POI and provides file authentication to prevent execution of unauthorized software on 640m devices.

Payment On-the-Go

- Accommodates payment types - EMV, Contactless/NFC, and mobile wallets along with a 4.3-inch color touch screen with digital PIN pad and signature capture.

Performance and Durability

- Secure and powerful processing encrypts and completes transactions quickly.

- High-capacity, lithium-ion rechargeable battery for only (3000 mAh) that easily supports a business day on a single charge most of the times.

- The USB-C port allows both product charging as well as connection to accessories, and Android, iOS, and Windows devices.

- IP53 product rating for water & dust ingress.

- The unit is drop tested from a height of 1.2m onto a solid surface.

Security

- PCI PTS 6.1

- TLS/SSL protocols

- Direct key injection using industry standard HSMs

- VeriShield Retain

- VeriShield Remote Key

- Verifone Secure Data

- VeriShield Total Protect

- MasterCard TQM

- IPP8 functionality plus multiple AES DUKPT engines

- EMV L1 and L2

- ISO7816-3, ISO7816-10, and EMV 4.3 standards

Connectivity

USB host/ device port

- 1 USB Type-C Receptacle (can be used for charging)

- Support Android UART software debug (TXD, RXD)

- Support Secure Processor UART software debug (TXD0, RXD0)

- Android USB 2.0 High Speed Host/Client Support

- Secure Processor USB 2.0 High Speed Host/Client

- Support 5 V/3000mAh for external USB peripherals

- USB host or device is configured by Software

- The 640m USB-C port is on the right-hand side

- Smart device communication is through USB-C

Cellular (wireless communication)

- 4G LTE

Bluetooth (wireless communication)

- Bluetooth 4.2 (BLE)

- RF transmitter output power Class 1

- RF receiver GFSK typical -90dBm, π/4 PSK typical -90dBm, 8-DPSK typical -83dBm

WiFi (wireless communication)

- Wi-Fi 2.4GHz / 5GHz dual band, 802.11 a/b/g/n(5GHz support is an option)

Main Battery
- Nominal capacity/voltage: 3000mAh/5 V

Ease of Use
- The lightweight, compact, stylish, and ergonomic balance provides a convenient payment experience for the user.

- Easy to hold and has a compact size which makes it portable.

- Capacitive touch-screen UI access for merchant and customer.

- The contactless (CTLS) functionality offers a convenient payment option for consumers.

- EMV card reader ensures secure payment option.

- Large 4.3-inch LCD touchscreen.

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Setup

This chapter describes the setup procedure for the 640m in the following sections:

- 640m Installation Safety Instructions
- Inside the Shipping Carton
- Device Features
- SAM/SIM and TF Cards
- Examining Connection Port
- Using the Battery
- Connecting the Terminal Power Pack
- Smart Card Reader
- Contactless Transactions
- Wi-Fi/BT Support

640m Installation Safety Instructions

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

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.

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).
- Disconnect the device from its POS terminal before cleaning.

CAUTION

Never Immerse the device in water.

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.

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

CAUTION

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

NOTE

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.

WARNING

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

Device Features

Familiarize yourself with the features before continuing with the installation process:
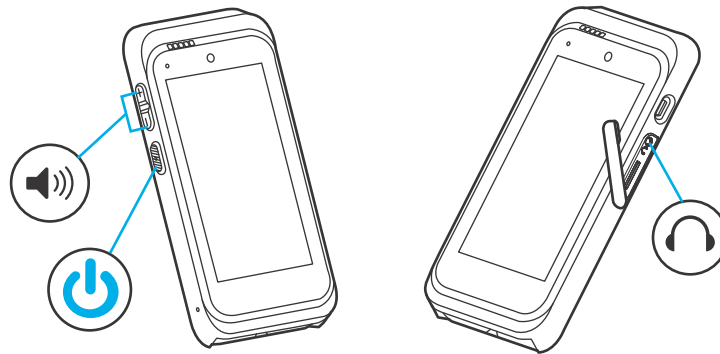
Figure 2   **640m Device**

- The 640m device has a colored touch screen display.

- A smart card reader, Contactless Reader and EMV.

- A 3.5 mm audio jack to facilitate accessibility for the visually impaired.

- Volume buttons to Increase/Decrease the volume.

SAM/SIM and TF Cards

You may need to install one or more SAM/SIM and TF cards or replace the old cards.

Installing or Changing TF Card

To install or replace TF card:

1 Turn off the terminal.

2 Release the cover step (1) as shown in Figure 3.

3 Insert the card step (2) into the slot as shown in Figure 3.

TF/uSD
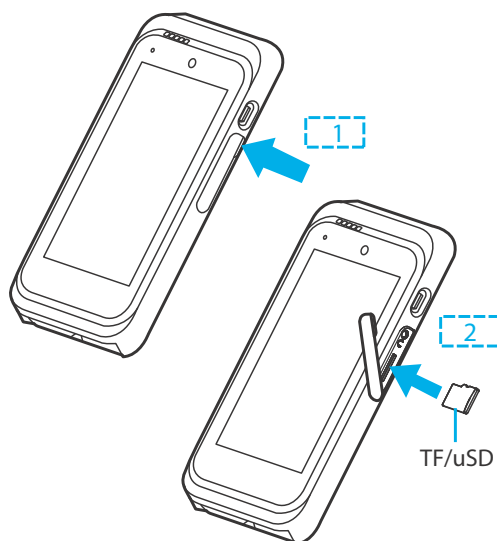
Figure 3 **TF Slots**

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

Installing or Changing SAM/SIM Card

To install or change SIM or SAM card:

1 Turn off the terminal.

2 Place the terminal face down on a soft and clean surface to protect the lens from scratches.

3 Insert the SIM/SAM door remover in the groove step 1 as shown in Figure 4.

4 Insert the SIM/SAM door remover inside the groove and push forward to release the cover step 2 and 4 as shown in Figure 4.
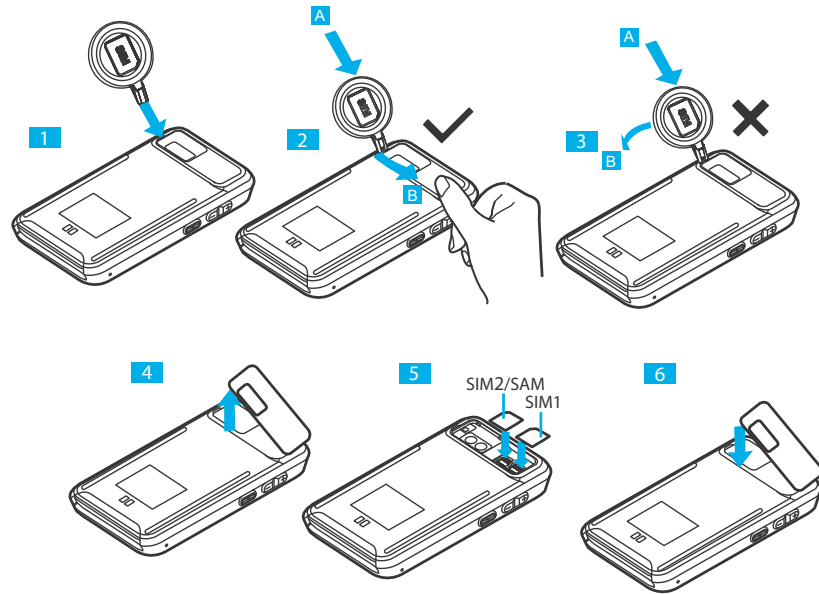
Figure 4   SIM/SAM Installation

5 Inserted SIM/SAM door remover should not be pushed behind to release the cover step 3 as shown in Figure 4.

6 Place the SIM/SAM cards step (5) into the slot as shown in Figure 4.

7 Place back the cover step (6) as shown in Figure 4.

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

Examining Connection Port

The 640m device has one primary USB-C port used for power and download.
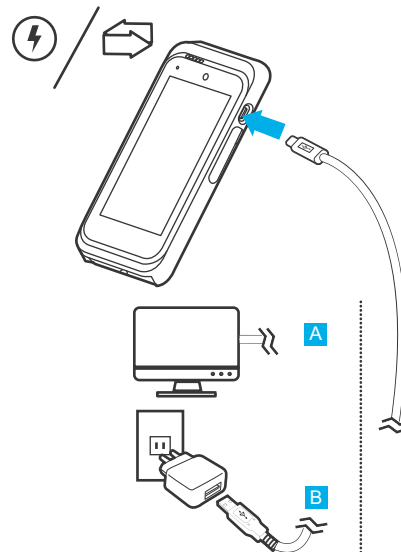
Figure 5   640m Primary USB-C Port

Power Supply Not all configurations and device contexts require the use of a power supply – Verifone ships 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.

CAUTION	Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN PWR560-101- * - A (see Service and Support for detailed power supply specifications).

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.

WARNING	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.

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

Using the Battery The 640m device uses Li-Polymer rechargeable battery. Battery is only replaceable by a repair centre.

Battery Features The following are the features of the battery:

- Li-Polymer rechargeable battery.
- Battery charging supports a car charge mode.
- A safety circuit.
 - Prevents cell damage from overcharge, over-discharge, or overheating.
  - Activates when the battery is left in an unused device for an extended period.

NOTE	• Charge the 640m device for 4 hours before initial use. • Conserve battery power by turning the 640m device off when not in use. Do not let the battery charge fall below 10% for an extended period of time as this may permanently diminish the battery capacity. Recharge the battery by attaching the USB-C end of the power pack to the device and plugging the other end of the power pack into a wall outlet.

Battery Life   Charging and discharging the battery will cause normal wear on the battery.

WARNING	Li-Polymer and Li-Ion batteries must be recycled or disposed off properly as per local guidelines/regulations.

Connecting the Terminal Power Pack

Connect the 640m device to the provided USB cable and insert the other end into any USB charger head for initial charging.

CAUTION	Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See Specifications for detailed power supply specifications.) You can use any standard USB charger.

WARNING	Do not plug the power pack into an outdoor outlet or operate the device outdoors.
	During a transaction, disconnecting the power by unplugging the device from a wall power while at very low battery charge may cause transaction data files not yet stored in the device memory to be lost.

Each 640m device comes with a power supply cable, USB-A to USB-C cable is used to connect the device directly to an USB outlet to charge the battery. The 640m unit is equipped with an USB capable universal port.

To Connect the Terminal Power Supply   Insert the USB-C to the 640m and USB-A port to the power supply or Desktop. See Figure 5.

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

Manual Startup   Hold the start button for about 3 seconds until the device displays the startup screen.

Manual Shutdown   Hold the start button until the power menu is displayed on the screen. Touch the "Power Off" soft key to turn off.

NOTE	The screen is blank when the device has no power.

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.
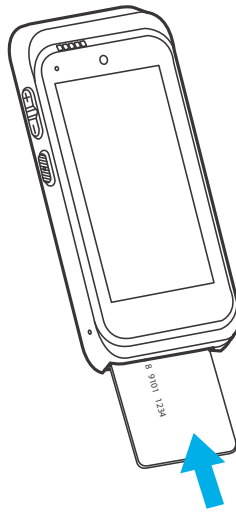
Figure 6   Using the Smart Card Reader

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 seats firmly.

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

CAUTION

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

Contactless Transactions

The 640m supports contactless transactions through an integrated contactless module. The terminal only becomes active for contactless smart card transactions when initialized by an application.
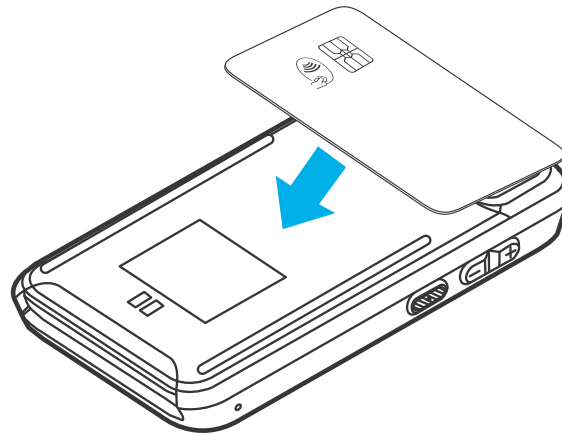
Figure 7   **Contactless Transaction**

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 beep sound indicates a successful transaction.

See Contactless Transactions for more information.

Wi-Fi/BT Support

The 640m device includes an integrated WLAN RF transceiver for Wireless LAN systems with advanced power management, and an integrated radio transceiver for Bluetooth wireless systems.

Bluetooth Support

Supports 4.2 BLE(Bluetooth Low Energy).

Wireless Transaction

The 640m device supports wireless transactions.

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Specifications

This chapter discusses power requirements, dimensions and other specifications of the 640m device.

Unit Power Requirements

640m device has the following power requirements:

- Input power rating: 5V DC, 2A
- Rechargeable battery: 3000 mAh Li-Polymer
- Charging via USB-C or charging base

Temperature

- Operating temperature: 0° to 45°C (32° to 113°F)
- Storage temperature: -20° to 60°C (-4° to 140°F)
- 30 day per year at 95%
- Must have resistance to condensation

Humidity

- Relative humidity: 5% to 90% relative humidity

External Dimensions

- Length: 150 mm (5.90 in)
- Width: 78 mm (3.07 in)
- Height: 19.3 mm (0.75 in)

Weight

- Unit weight: 247

Processor

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

Display

- 4.3", 480 x 800 IPS LCD touchscreen

Android Memory

- 1GB RAM + 8GB Flash or 2GB RAM + 16GB Flash
- Secure processor: 128 MB DRAM, 256 MB Flash

SMART Card Reader	• Card conserving plated landing contacts
Security	• 3DES and AES • PCI PTS 6.1 approved
SAM Requirements	• SAM slot • D-000 format
SIM/SAM	• 1 micro SIM • 1 micro SAM or 2nd micro SIM
Audio	• Loudspeaker, microphone • Headset jack
Camera	• Rear: 5 MP, auto-focus or 2MP fixed focus • LED torch • Front: 2 MP (optional)
Communication	• BT 4.2 BLE (Bluetooth Low Energy) • Wi-Fi 2.4GHz/5GHz (a/b/g/n) (5GHz support is an option)

Maintenance and Cleaning

The 640m device has no user-maintainable 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.

- Never immerse the product in water as it is IP53 rated.

- Do not use or store the device in dusty and dirty areas. Its moving parts and electronic components can be damaged.

- 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. It can form moisture inside the device and damage electronic circuit boards when the device returns to its normal temperature.

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

- Do not paint the device. Paint can clog the moving parts and prevent proper operation.

- Keep the device free from any small and loose items (such as paper clips, staples, or coins) that could accidentally get inside it through an opening, such as the SAM slots or the primary smart card reader slot.

- Do not attempt to open the device other than as instructed in this guide. This device has security features that protect it from tampering. For example, the file content will be deleted if the device's outer casing is opened.

- Use only the power adapter that came with your device. Adapters of other electronic devices may look similar, but they may affect your device's performance or damage it.

- Do not use this device in any area with a potentially explosive atmosphere. Follow all signs and instructions. Potentially explosive atmospheres include areas where you would normally be advised to turn off your vehicle engine. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death.

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

Additional Safety Information

The following are additional safety information for using this device.

Surface Cleaning

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

CAUTION	Never use thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic or rubber parts.
	Do not spray cleaners or other solutions directly onto the device.

Smart Card Reader 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 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.

CAUTION	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.

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

NOTE	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 Smart Card use.

   b If SCR tests out as "failing", then send the unit for repair. Provide details to repair center when SCR fails to test, either before cleaning OR after cleaning OR both before and after cleaning.

Decommissioning/ Removal from Service

The decommissioning procedure applies to 640m series PCI PTS version 6.1 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 of 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.

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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 640m to be returned:

- Product ID, including the model and part number. For example, "640m" and "M570 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 640m you return to Verifone, even if you are returning several of the same models.

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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 640m 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 640m).

Documentation

Verifone produces the following documentation for the 640m. When ordering, please take note of the part number.

- 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

DOC570-003-EN	640m Certifications and Regulations
DOC570-002-EN	640m Quick Installation Guide

Troubleshooting Guidelines

This chapter lists malfunctions that may occur while operating a 640m 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 640m 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 Smart Card Reader

• Perform a test transaction using several different smart cards to ensure the problem is not a defective card.

• Ensure that the card is inserted correctly.

• Ensure the SAM/SIM cards are properly inserted in the slots and are properly secured (see SAM/SIM and TF Cards).

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

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