

**Verifone**<sup>®</sup>

**IX90 UX700**

*Installation Guide*



IX90 UX700 Installation Guide  
© 2023 Verifone, Inc.

All rights reserved. No part of the contents of this document may be reproduced or transmitted in any form without the written permission of Verifone, Inc.

The information contained in this document is subject to change without notice. Although Verifone has attempted to ensure the accuracy of the contents of this document, this document may include errors or omissions. The examples and sample programs are for illustration only and may not be suited for your purpose. You should verify the applicability of any example or sample program before placing the software into productive use. This document, including without limitation the examples and software programs, is supplied "As-Is."

Verifone and the Verifone logo are registered trademarks of Verifone. Other brand names or trademarks associated with Verifone's products and services are trademarks of Verifone, Inc.

All other brand names and trademarks appearing in this manual are the property of their respective holders.

**Product Warranty:**

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

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

Verifone, Inc.  
1-800-Verifone

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



## CONTENTS

<b>PREFACE</b> .....	5
Audience .....	5
Organization .....	5
Related Documentation .....	5
Conventions and Acronyms .....	6
Document Conventions .....	6
Acronym Definitions .....	6
<b>CHAPTER 1</b> <b>Device Overview</b> .....	8
<b>CHAPTER 2</b> <b>Specifications</b> IX90 Connectivity and Power Supply .....	11
<b>CHAPTER 3</b> <b>Accessories</b> Printer .....	12
Cash Drawer .....	12
Barcode Scanner .....	12
<b>CHAPTER 4</b> <b>Device Setup</b> Safety Instructions .....	13
Periodic Inspection .....	13
Environmental Factors .....	14
Inside the Shipping Carton .....	14
IX90 Setup .....	16
IX90 Setup .....	17
Screen Angle Adjustment .....	18
Installing Printer .....	18
IO Hub Connections .....	19
Installing Cash Drawer .....	20
Connecting IX90 to a Power Source .....	20
Loading a Paper Roll in the Printer .....	21
Verifone Cloud POS Pairing .....	23
Alternative Payment Methods (APMs) .....	23
IX90 Transactions .....	23
<b>CHAPTER 5</b> <b>Maintenance and Cleaning</b> Additional Safety Information .....	25
Surface Cleaning .....	25
<b>CHAPTER 6</b> <b>Verifone Service and Support</b> Returning a Device for Service .....	26
Accessories and Documentation .....	27
Documentation .....	27
Connection Cables .....	28

<b>CHAPTER 7</b>	
<b>Troubleshooting</b>	
<b>Guidelines</b>	
Device Does Not Start . . . . .	29
Device Display Does Not Show Correct/Readable Info . . . . .	29
Blank Display . . . . .	29
Keypad Does Not Respond . . . . .	30
Transactions Fail to Process . . . . .	30



This guide is the primary source of information for setting up and installing the IX90.

**Audience**

This guide describes the unit’s features and provides basic information on installing and configuring the variants of the IX90.

**Organization**

This guide is organized as follows:

[Chapter 1, Device Overview](#). Provides an overview of the IX90.

[Chapter 2, Specifications](#). Discusses the power requirements, dimensions, and other specifications of the IX90.

[Chapter 3, Accessories](#). Lists the accessories that IX90 supports.

[Chapter 4, Device Setup](#). Explains the setup and installation of the IX90, selecting a location and establishing connections.

[Chapter 5, Maintenance and Cleaning](#). Explains the maintenance of the IX90.

[Chapter 6, Verifone Service and Support](#). Provides information on contacting your Verifone service provider to order accessories or documentation from Verifone.

[Chapter 7, Troubleshooting Guidelines](#). Provides troubleshooting guidelines should you encounter a problem with unit installation and configuration.

**Related Documentation**

To learn more about the IX90, refer to the following set of documents and their associated Verifone Part Numbers (VPNs).

<i>IX90 HUB Certifications and Regulations</i>	VPN DOC900-002-EN
<i>IX90 M440 QIG</i>	VPN DOC900-005-EN
<i>IX90 Printer and Cash Drawer QIG</i>	VPN DOC900-006-EN
<i>IX90 UX700 QIG</i>	VPN DOC900-007-EN
<i>IX90 Cable Management Base QIG</i>	VPN DOC900-009-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 <a href="#">Conventions and Acronyms</a> .
 NOTE	The pencil icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
 CAUTION	The caution symbol indicates possible hardware or software failure, or loss of data.	Avoid placing metallic objects at the front of the card reader.
 WARNING	The lightning symbol is used as a warning when bodily injury might occur.	For safety, do not string cables or cords across a walkway.

### Acronym Definitions

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

**Table 2 Acronym Definitions**

Acronym	Definitions
EMV	Europay, MasterCard and Visa
GMS	Google Mobility Services
MRA	Merchandise Return Authorization
NFC	Near Field Communication
LAN	Local Area Network
LCD	Liquid Crystal Display
PIN	Personal Identification Number
POS	Point-of-Sale
SAM	Secure Access Module
VPN	Verifone Part Number
PTS	Point of Sale Terminal Security

**Table 2 Acronym Definitions**

Acronym	Definitions
PoUSB	Power Over USB
USB	Universal Serial Bus
RAM	Random Access Memory
ROM	Read Only Memory
QR	Quick Response
AC	Alternating Current
DC	Direct Current
MSAM	Multiple Secure Access Module
PCI	Payment Card Industry
SRED	Secure Reading and Exchange of Data
VCPOS	Verifone Cloud Point of Sale

## Device Overview

The Verifone IX90 is an Android-based point-of-sale (POS) system that offers a range of features to help merchants manage their business and provide a smooth payment experience to their customers. The system is equipped with an 11.6-inch multi-touch HD display that runs on the latest Android architecture, making it easy for merchants to interact with the system and conduct transactions. Additionally, the customer-facing terminal is designed to ensure fast and secure payments. The IX90 solution is flexible and allows for the integration of other POS applications. It also supports open Android or iOS architecture configuration. The solution can be customized with accessories such as a cash drawer, a printer, and a barcode scanner.

The dual screens feature of the Verifone IX90 Countertop iPOS allows both the merchant and the customer to interact with a large, high-resolution HD display. This feature is particularly useful in situations where there is minimal counter space.

Verifone's estate management services enable clients to remotely monitor and update their devices. The Verifone payment device supports Bluetooth and Wi-Fi connectivity, as well as Ethernet and USB communications. It meets the PCI-PTS 6 requirements for maximum security.

The Verifone payment device supports all payment methods, including magnetic stripe, EMV, and NFC/contactless reader, including popular mobile wallets like Apple Pay, Google Pay, and Samsung Pay. The Device is designed with high moisture and impact robustness perfect for a counter-top where spillage may be a concern and an easy-to-read HD color touch screen.

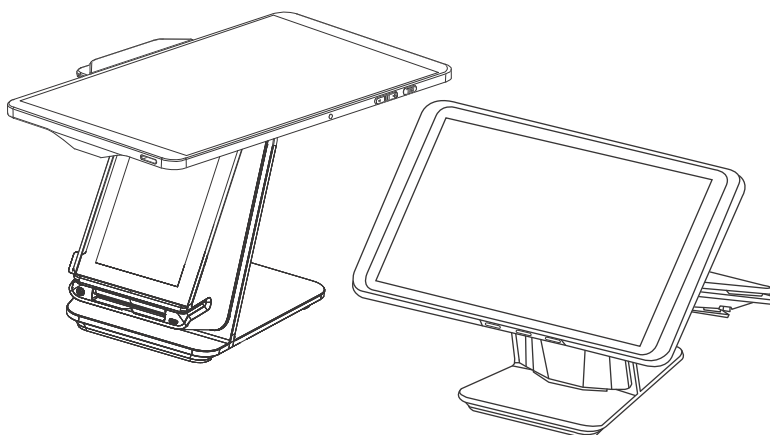


Figure 1 IX90



## Specifications

This chapter lists the power requirements and other specifications of the IX90.

	Merchant Facing Display	Customer Facing Payment Display (UX700)
<b>OS</b>	<ul style="list-style-type: none"> <li>Android Go, version 12</li> </ul>	<ul style="list-style-type: none"> <li>VAOS, Verifone Secure OS based on Android 10</li> </ul>
<b>Display</b>	<ul style="list-style-type: none"> <li>11.6-inch FHD 1920 × 1080 multi-touch screen</li> </ul>	<ul style="list-style-type: none"> <li>5-inch 1280 × 720 HD resolution, multi-touch screen</li> </ul>
<b>Memory</b>	<ul style="list-style-type: none"> <li>32GB Flash / 2GB RAM</li> </ul>	<ul style="list-style-type: none"> <li>16GB Flash / 2GB RAM / micro-SD memory expansion slot</li> <li>Secure Access Memory Slots x3</li> </ul>
<b>Processor</b>	<ul style="list-style-type: none"> <li>A133 64Bit Quad-core, 1.6GHz</li> </ul>	<ul style="list-style-type: none"> <li>A53 64Bit Quad-core, 1.3GHz</li> </ul>
<b>Multimedia</b>	<ul style="list-style-type: none"> <li>Speaker</li> <li>Microphone</li> <li>Video Playback: 30 FPS full 720p HD</li> </ul>	<ul style="list-style-type: none"> <li>Speaker and Audio Jack</li> <li>Microphone</li> <li>Video Playback: 30 FPS full 720p HD</li> </ul>
<b>Camera</b>	<ul style="list-style-type: none"> <li>Front: 2.0MP</li> <li>Rear: 5.0MP</li> </ul>	<ul style="list-style-type: none"> <li>Front: 2MP auto-focus</li> </ul>
<b>Card Readers</b>	<ul style="list-style-type: none"> <li>MSR Reader (only for Merchant Login)</li> </ul>	<ul style="list-style-type: none"> <li>Triple Track MSR / Smart Card Reader / Contactless Card Reader</li> </ul>
<b>Certifications</b>	<ul style="list-style-type: none"> <li>GMS Certified</li> </ul>	<ul style="list-style-type: none"> <li>EMV L1 &amp; L2 / EMV Contactless L1, MasterCard Contactless / MasterCard TQM / VISA payWave / American ExpressPay / Discover D-PAS / Interac</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>Operating temperature: -10° to 45° C</li> <li>Storage temperature: -20° to 70° C</li> <li>Relative humidity: 90% non-Condensing</li> </ul>	<ul style="list-style-type: none"> <li>Operating temperature: -10° to 50°C</li> <li>Storage temperature: -20° to 60°C</li> <li>Relative humidity: 5% to 90% non-Condensing</li> </ul>
<b>Wireless Connectivity</b>	<ul style="list-style-type: none"> <li>Wi-Fi 2.4GHz: 802.11 b/g/n</li> <li>Wi-Fi 5GHz: 802.11 a/n/ac</li> <li>Bluetooth: 5.0 BLE</li> </ul>	<ul style="list-style-type: none"> <li>Wi-Fi 2.4GHz: 802.11 b/g/n</li> <li>Wi-Fi 5GHz: 802.11 a/n</li> <li>Bluetooth: 4.2 BLE</li> </ul>

	Merchant Facing Display	Customer Facing Payment Display (UX700)
<b>Performance and Durability</b>	<ul style="list-style-type: none"> <li>• Durable Frame protection.</li> <li>• Supports Dual Band Wi-Fi for a reliable wireless connection.</li> </ul>	<ul style="list-style-type: none"> <li>• Fast transactions due to powerful ARM Cortex processor.</li> <li>• SD card slot size that supports up to 2TB SD memory.</li> </ul>
<b>Ease of Use</b>	<ul style="list-style-type: none"> <li>• Supports Landscape and Portrait orientation.</li> <li>• Supports a +/-20 degree tilt.</li> <li>• Includes Magstripe reader for fast merchant login.</li> </ul>	<ul style="list-style-type: none"> <li>• Touchscreen for icon-based applications or electronic signature capture support.</li> <li>• Magnetic stripe card reader for optimal card reading.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>• Supports Android 12 privacy and security features inclusive of: <ul style="list-style-type: none"> <li>• notification bar alerts</li> <li>• approximate location</li> <li>• privacy dashboard</li> <li>• private compute core</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Supports a Verifone Proprietary operating system based on Android that is PCI/PTS compliant.</li> <li>• Incorporates tamper-sensing circuitry to detect unauthorized intrusion and supports a broad spectrum of software-based security features.</li> <li>• AES / RSA / TDES, PCI / PTS 6.1, SRED approved for debit and other PIN-based transactions.</li> <li>• Supports reliable security features including TLS, VeriShield file authentication, and VeriShield Protect to help prevent fraud and other intrusions.</li> </ul>
<b>Contactless Capability</b>	<ul style="list-style-type: none"> <li>• Not Applicable</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.</li> <li>• Dedicated tap zone for optimized user experience.</li> <li>• Accepts EMV, NFC, QR Code and magstripe contactless payments as well as PIN-based transactions.</li> </ul>

## IX90 Connectivity and Power Supply

<b>IO HUB</b>	<ul style="list-style-type: none"><li>• x1 Ethernet 100 Base-T</li><li>• x2 USB-A Host, 2.5W and 5W</li><li>• x1 USB-C Host</li></ul>
<b>Power Supply</b>	<ul style="list-style-type: none"><li>• 100-240V AC, 12V DC/3.3A/39W</li></ul>

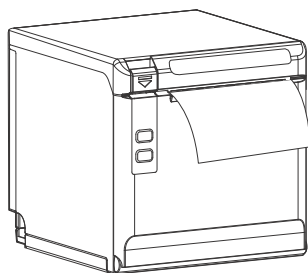


## Accessories

IX90 supports the following accessories which can be ordered separately:

### Printer

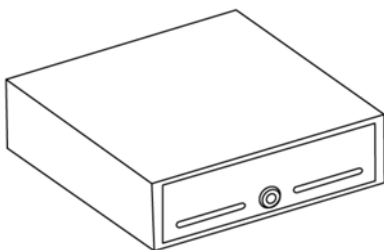
---



- PRT000-NA-01-A PRT
- TP808 Receipt Printer, Black, Wi-Fi/USB, NA

### Cash Drawer

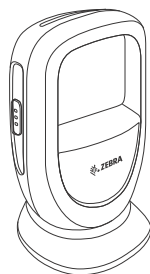
---



- MSC000-032-01-A, MS CASH DRAWER STA-37965560 CD3-1313BK45-S2, BLACK, 13WX13D, PRNTR DRVN, 4BILL-5COIN, 2 MEDIA SL
- The cash drawer has to be used alongside the Printer.

### Barcode Scanner

---



- BCR414-208-01-B
- Countertop 2D Barcode Scanner



## Device Setup

This chapter describes the setup procedure of the IX90 in the following sections.

- Safety Instructions
- Periodic Inspection
- Environmental Factors
- Inside the Shipping Carton
- IX90 Setup
- Installing Printer
- Installing Cash Drawer
- Connecting IX90 to a Power Source
- Loading a Paper Roll in the Printer
- Verifone Cloud POS Pairing
- Alternative Payment Methods (APMs)
- IX90 Transactions

### Safety Instructions

- 1 Read all instructions before connecting the equipment. Do not attempt to install this device until all the instructions and warnings have been read and properly understood.
- 2 Make sure that there are no missing or defective parts - defective parts must never be used.  
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.
- 3 Do not use any attachments not specifically recommended by Verifone as they can result in the risk of fire, electric shock, or injury.
- 4 Do not use the device near water.
- 5 Do not place this unit on an unstable cart, stand, or table. The unit may fall, causing serious personal injury and/or damage to the equipment.

### Periodic Inspection

- 1 It is recommended to periodically inspect the product and its fixing points to ensure that safety is maintained.
- 2 Periodically inspect the device 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](#).

For terminals equipped with a privacy shield, perform daily inspections to ensure that the privacy shield is installed and has not been removed.

## Environmental Factors

- Do not use the device where there is excess heat, dust, humidity, moisture, caustic chemicals, or oils.
- Keep the device away from direct sunlight and anything that radiates heat.
- The contactless antenna is located around the display. Avoid having metallic objects in the proximity of a contactless antenna.
- Select a location convenient for the customer. Avoid dusty, hot, or damp locations.
- To minimize data reading or writing errors, pick a location free from magnetic interference. Choose a spot at a safe distance away from objects or units that generate magnetism.

## Inside the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage.

### *To unpack the shipping carton*

To unpack the shipping carton:

- 1 Carefully inspect the shipping carton.
- 2 Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.
- 3 Remove the tape on the carton box.
- 4 Remove the inner carton box - once the tape is removed on the outer carton box, lift the inner carton box and remove it from the outer carton box.
- 5 Unfold the inner carton box.

- 6** Inspect the contents of the shipping carton. The carton box contains the following as part of IX90 product solution:


**IX90 - UX700**

Merchant Facing Display, Customer Facing Payment Display (UX700), IO Hub, Power supply for IO Hub, an Ethernet cable (2m) and Regional Power Supply.



- Remove all plastic wrapping from the device and the components.
- Remove the clear protective film from the customer facing payment display and the branded protective film from the merchant facing display.
- 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.

---

**To Scan the QR Code** Scan the QR code that is on the label of the carton box for User Manual and Support information.  
For more information on the related documents refer to [Related Documentation](#).



## IX90 Setup

Following are the steps required to setup the IX90.

- Complete the IO hub connections, refer to the steps given in the [IO Hub Connections](#) section.
- Complete the paper roll installation, refer to the steps given in [Loading a Paper Roll in the Printer](#) section.
- Complete the printer installation, refer to the steps given in [Installing Printer](#) section.
- Complete the cash drawer installation, refer to the steps given in [Installing Cash Drawer](#) section.
- Complete the IX90 power source connection, refer to the steps given in [Connecting IX90 to a Power Source](#) section.
- Complete the pairing of the devices, the Merchant Facing Display with the Customer Facing Payment Display, refer to the steps given in [Verifone Cloud POS Pairing](#) section.



## IX90 Setup

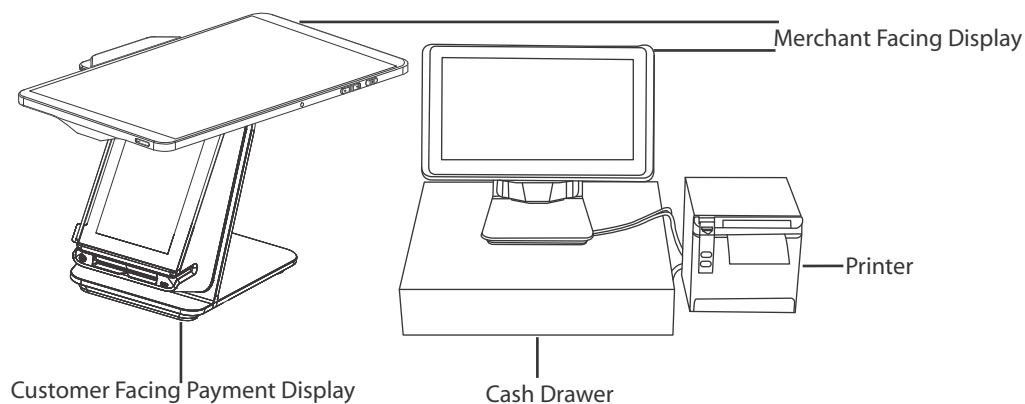
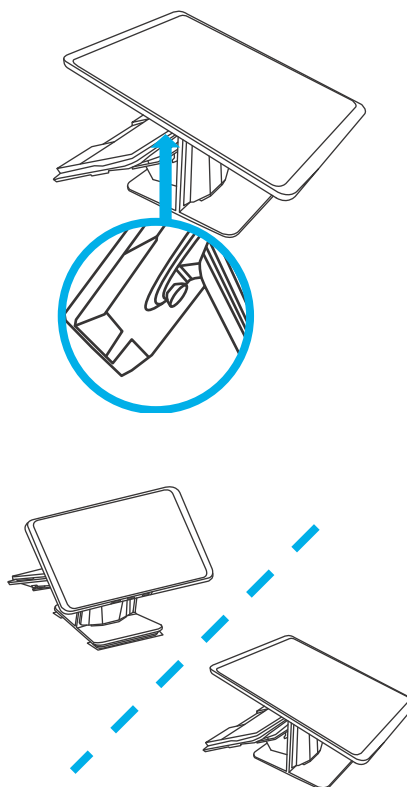


Figure 2 IX90 Setup

- Set the IX90 on a stable counter top.
- Set the preferred orientation. The merchant facing display can be used in both portrait and landscape mode. To change the orientation, pull on the pin located at the back and rotate it counter-clockwise.



- Remove the branded screen protector film on the display.

**Screen Angle Adjustment** By default, the screen angle is set to 45°. It can be tilted up to +/-20° to accommodate varying user and countertop heights.



## Installing Printer

- 1 Printer ports are visible at the back of the printer as shown in the [Figure 3](#).
- 2 Connect the USB-B cable from the printer to the USB-A port of the IO hub.
- 3 Connect the power cord from the printer to the power source.

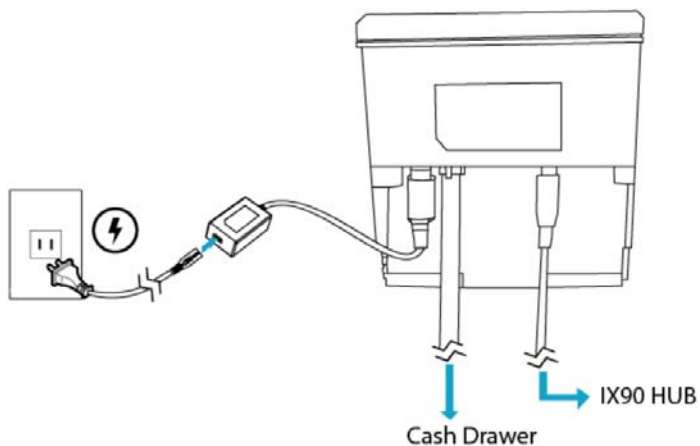


Figure 3 Printer Connections

**IO Hub Connections** Following are the steps to connect the cables that are coming out from the IO hub:

- 1 Connect PoUSB cable from the customer facing payment display to the payment port of the IO hub.
- 2 Connect USB-C cable from merchant facing display to POS port of the IO hub.

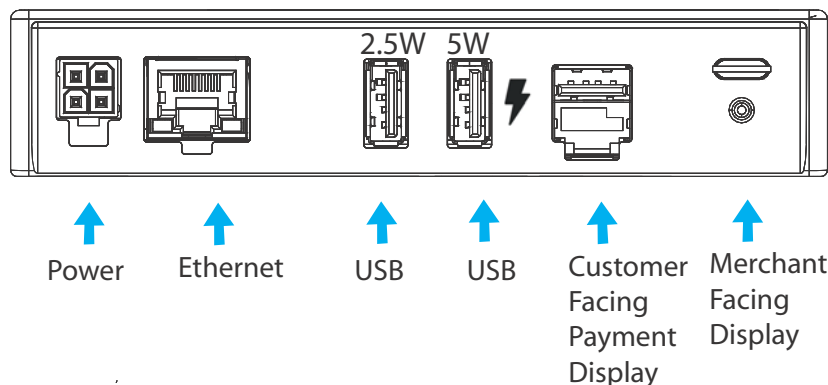
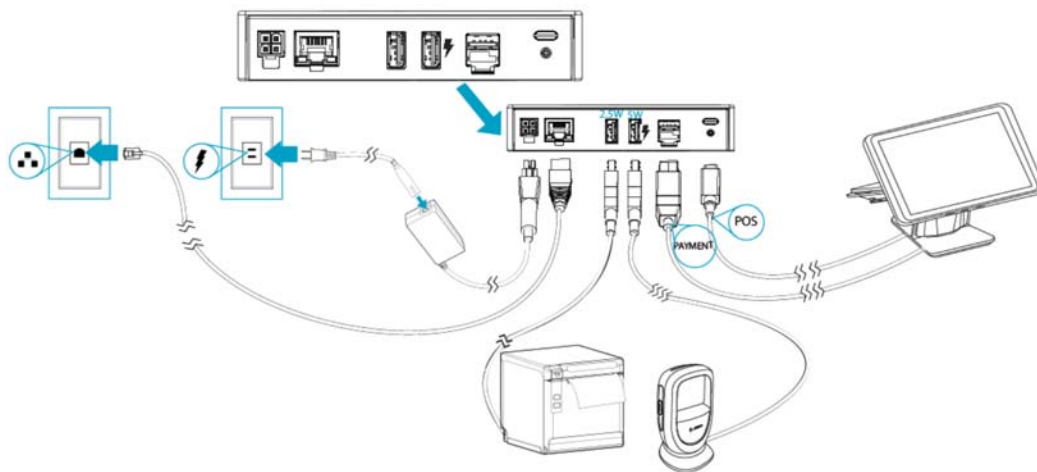


Figure 4

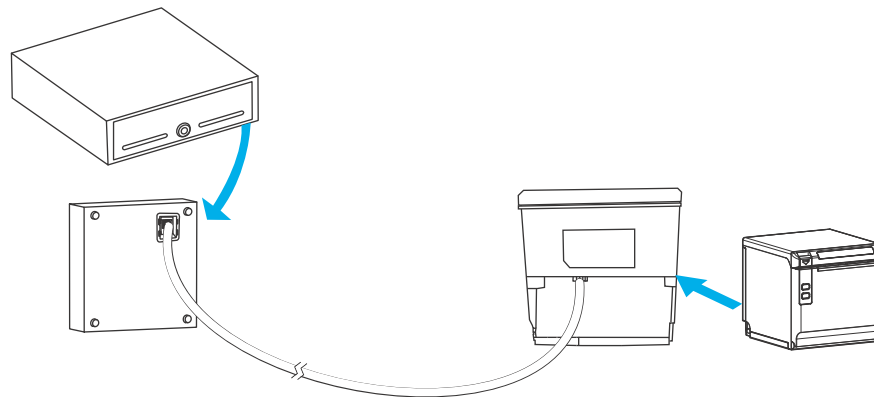
**IO HUB**



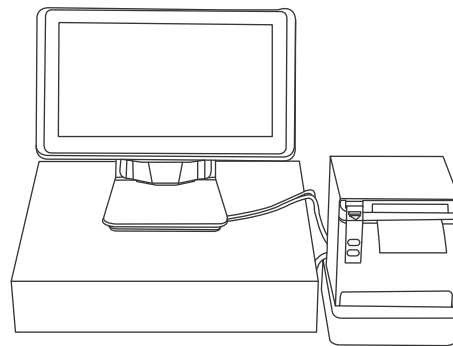
- 3 Connect USB-A (5W) cable from the Barcode reader to the USB port with lightning bolt symbol on the IO hub and USB-A (2.5W) cable from the Printer to another USB port of the IO hub respectively.
- 4 Connect the Cash Drawer cable to the Printer.
- 5 Connect one end of the LAN cable to the LAN port of the IO hub and another end to the ethernet wall socket.
- 6 Connect power supply cable from the IO hub to the power source.

## Installing Cash Drawer

- 1 Connection port of the cash drawer is at the back of the cash drawer.
- 2 Connect one end of the cable to the cash drawer and the other end to the Printer as shown in the below figure.



- 3 Cashdrawer and the Printer are placed as shown in the below figure.



## Connecting IX90 to a Power Source

The device is powered by an external AC/DC power pack. When you have finished installing the optional devices, you are ready to connect the device to the power source.

The device requires connection to a power outlet with a dedicated circuit or an uninterruptible power supply (UPS). If other devices are plugged into the same circuit, the device can potentially experience power fluctuations that might cause malfunction. The device shuts down automatically once power source is removed.



- Do not connect the device to the power supply until all peripherals are attached.
- Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with P/N PWR445-001-1-A. See [Specifications](#) for detailed power supply specifications.
- Disconnecting power during a transaction can also cause unsaved data files to be lost.
- Verifone recommends installing a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.

- To connect IX90 to a power source**
- 1 Connect the power cable PWR159-002-01-B to the IO hub.

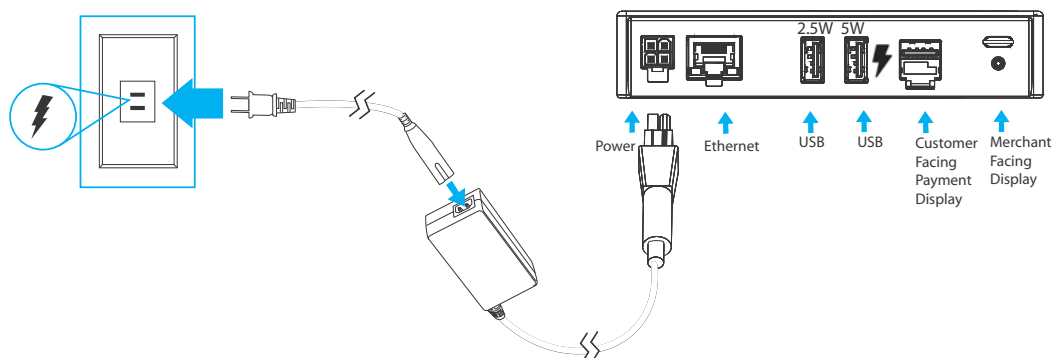


Figure 5 Connecting to a Power Source

- 2 Plug the regional power cable to the power source (wall socket).

**NOTE**



Your IX90 includes a battery and should always be connected to its power source for daily usage.

**Loading a Paper Roll in the Printer**

Install a paper roll before you can start the transaction that requires a receipt. The printer uses a roll of 40 mm, single-ply, thermal-sensitive paper.

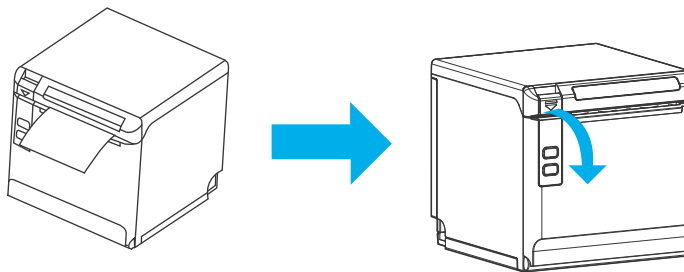
A pink **out-of-paper** indicator line appears on the edge of the paper before the end of the roll. After this line appears there will be paper to perform only one more transaction.



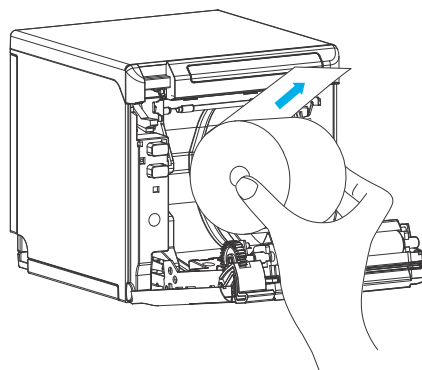
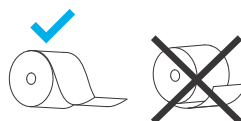
- Poor-quality paper can jam the printer and create excessive paper dust. To place an order for high-quality Verifone paper roll, refer to [Accessories and Documentation](#) section.
- Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the color and storage characteristics of the paper.
- Never load a roll of paper with folds, wrinkles, tears, or holes at the edges.

- To install a paper roll**
- 1 Open the paper door of the printer by pulling downwards.
  - 2 Remove any partial roll of paper in the tray.
  - 3 Pull the paper past the printer door.

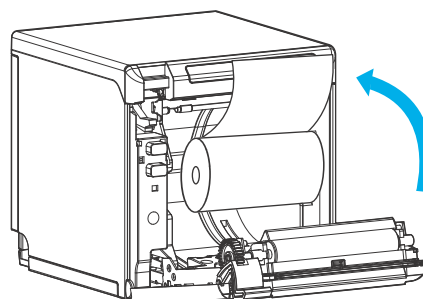
- Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.



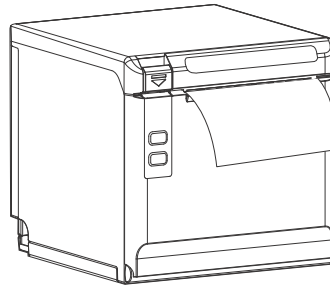
- Hold the roll so that paper feeds from the bottom of the roll.



- Align the printer paper to the tabs to the paper guides and hold the paper up when closing the door.



- 7 With the printer paper extending outside, close the printer door by swinging upward until the door clicks shut, allowing the printer paper to extend outside the printer door.



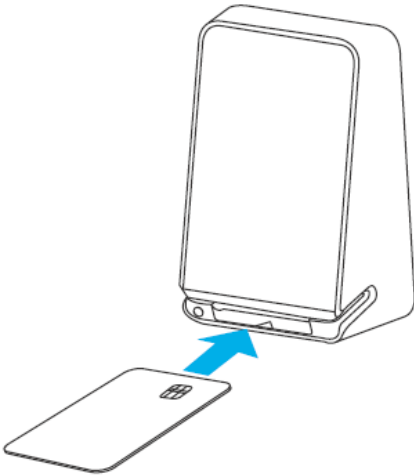
## Verifone Cloud POS Pairing

VCPOS is a significant centralized cloud-based POS solution for merchants to manage their estate successfully with the customized transaction software for Verifone devices. Steps to configure and pair the Merchant facing device with the Customer facing payment device to ensure a seamless setup process are forthcoming.

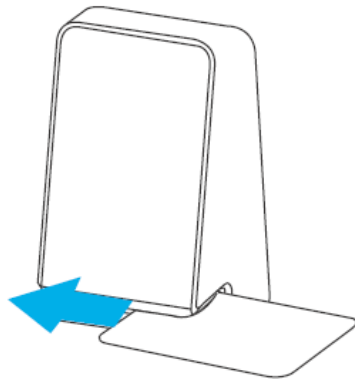
## Alternative Payment Methods (APMs)

Payment can be made by scanning the mobile phone via the terminal's front camera.

## IX90 Transactions

Transaction Type	UX700
<p><b>Insert</b></p> 	<p>Insert the smart card to proceed with the EMV transaction. EMV supports credit card and debit card transactions.</p> <ul style="list-style-type: none"> <li>• Position the smart card with the contacts facing upward.</li> <li>• Insert the card into the reader slot in a smooth, continuous motion until it seats firmly.</li> <li>• Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.</li> </ul>

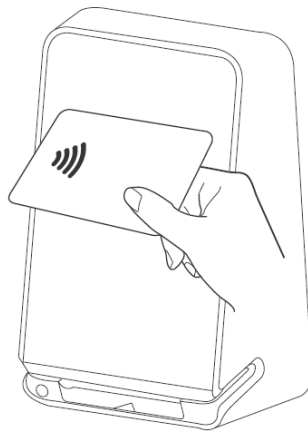
### Swipe



The device supports magnetic stripe cards as well as smart cards.

- Position the card with the magnetic stripe facing backward/downward.
- To ensure a proper read of the magnetic swipe card, insert the magnetic card from the side of the device.
- Swipe the card through the magnetic card reader.
- If using a card, insert the card and follow the on-screen instructions before removing the card.

### CTLs



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



## Maintenance and Cleaning

Your IX90 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 dampened 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 the surface.

---



## 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 IX90 to be returned:
  - Product ID, including the model and part number. For example, “IX90” and “M900-XXX-XXX-XXX.”
  - Serial number (S/N nnn-xxx-xxx)
- 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://support.verifone.com/verifone/support/repair\\_inquiry.do](https://support.verifone.com/verifone/support/repair_inquiry.do)
    - Address the Subject box to “Verifone MRA Dept.”

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



One MRA number must be issued for each IX90 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 IX90 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 IX90.)

## Accessories and Documentation

Verifone produces accessories and documentation for the IX90. 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

<i>IX90 HUB Certifications and Regulations</i>	VPN DOC900-002-EN
<i>IX90 M440 QIG</i>	VPN DOC900-005-EN
<i>IX90 Printer and Cash Drawer QIG</i>	VPN DOC900-006-EN
<i>IX90 UX700 QIG</i>	VPN DOC900-007-EN
<i>IX90 Cable Management Base QIG</i>	VPN DOC900-009-EN

## Connection Cables

IX90 UX700	<ul style="list-style-type: none"><li>• CBL900-003-01-A, CABLE, IX90 UX700 TO IO HUB, 1M, 12V/1A</li><li>• 27352-02-R, CABLE, ETHERNET BLK RJ45 TO RJ45 STRAIGHT 2M ROHS</li></ul>
Power supply	<ul style="list-style-type: none"><li>• PWR159-002-01-B, PS, 100-240VAC, 12VDC/3.3A/39W+CON, EFF L6, COC T2, LOT7</li><li>• CBL000-080-01-A, POWER CORD, U.S.A, IEC320, C7, NEMA1-15P (UL) TYPE A, 125V / 10A, 1.83M</li><li>• CBL000-081-01-A, POWER CORD, EUROPE, IEC320, C7, CEE 7/16 II TYPE C, 250V / 2.5A, 1.83M</li><li>• CBL000-078-01-A, POWER CORD, U.K, IEC320, C7, BS1363 (BSI) TYPE G R/A, 250V / 5A, 1.83M 5.0 FUSE</li></ul>
SUB ASSY, IX90 IO HUB	<ul style="list-style-type: none"><li>• SUB900-002-01-A</li></ul>

## Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are to assist you to successfully install and configure your IX90. If you have problems operating your IX90, 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 IX90 solution and steps you can take to resolve them are listed.

---

**NOTE**



The IX90 solution comes equipped with tamper-evident labels. The IX90 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.

---

### **Device Does Not Start**

If the device does not start:

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

### **Device Display Does Not Show Correct/Readable Info**

If the device display does not show correct/readable information, then check all the cable connections. If the problem persists, then contact your local Verifone representative for assistance.

### **Blank Display**

When the device display is blank:

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

## Keypad Does Not Respond

If the keypad does not respond properly:

- Check the device display. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in [Transactions Fail to Process](#).
- Refer to the user documentation for that application if pressing a function key does not perform the expected action to ensure you are entering data correctly.
- Contact your local Verifone representative if the problem persists.

## Transactions Fail to Process

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

### *Checking Magnetic Card Reader*

To check magnetic card reader:

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

### *Checking Smart Card Reader*

To check smart card reader:

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



Verifone, Inc.  
1-800-Verifone  
[www.verifone.com](http://www.verifone.com)

# IX90 UX700

## *Installation Guide*

