

Commander Site Controller Installation Guide

Verifone Part Number: DOC149-003-01-R, Revision B01



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Commander Site Controller Installation Guide
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Preface

This guide is the primary source of information for setting up Commander Site Controller.

Audience

This guide is intended for the users involved in Commander Site Controller installation.

Organization

This guide is organized as follows:

- Chapter 1, [Device Overview](#). Provides an overview of the Commander Site Controller.
- Chapter 2, [Device Setup](#). Provides information on system requirements.
- Chapter 3, [Specifications](#). Discusses power requirements and dimensions.
- Chapter 4, [Maintenance and Cleaning](#). Explains how to maintain your the 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.

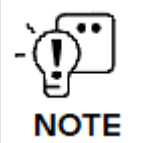


Related Documentation

Related document with associated Verifone Part Number (VPN):

Commander Site Controller Certifications and Regulations VPN DOC149-002-01-R

Conventions

The following table describes the conventions.

Convention	Meaning	Example
 <p>NOTE</p>	<p>The bulb icon is used to highlight important information.</p>	<p>If exchanging cables use a Verifone-approved cable.</p>
 <p>CAUTION</p>	<p>The caution symbol indicates possible hardware or software failure or loss of data.</p>	<p>Avoid placing metallic objects at the front of the card reader.</p>
 <p>WARNING</p>	<p>The lightning symbol is used as a warning when bodily injury might occur.</p>	<p>For safety, do not string cables or cords across a walkway.</p>

1. Device Overview

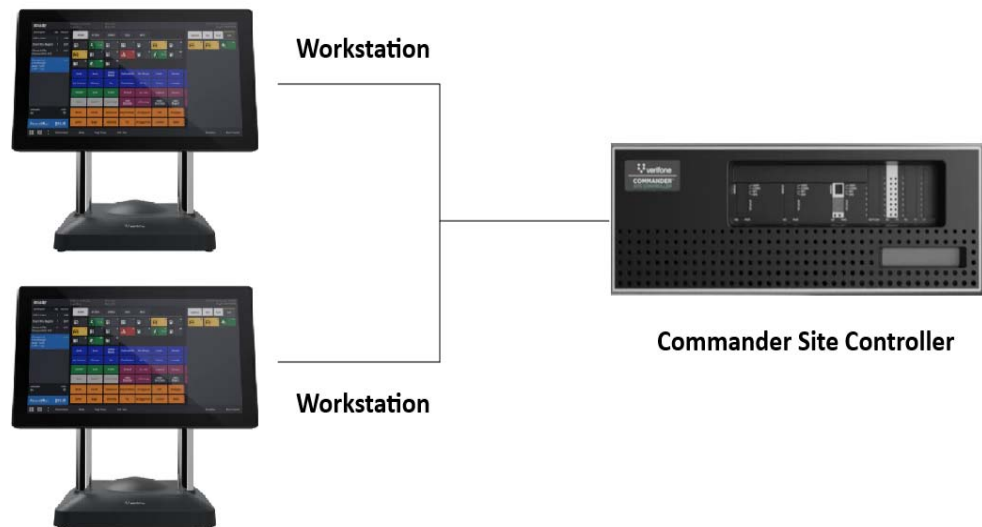
The Commander Site Controller is the site controller for Petro C-Store environment. It boosts the capability and features of ethernet-compatible Point of Sale (POS) workstations by expanding both processing power and communication bandwidth, thus enabling more efficient management of peripherals.

The hardware is designed with future requirements in mind, featuring built-in support for additional serial ports, CPU boards, and extra fan or power connections that might be necessary. Verifone will certify the implementation of these expansion capabilities.

System peripherals, including fuel dispensers, dispenser card readers (DCRs), and car wash controllers, are directly connected to the Commander Site Controller. Additionally, the Commander Site Controller incorporates the functionality of a V950™ for conducting on-site backups.

The Commander Console offers enhanced functionality through four distinct software modules: Journal Browser, Configuration Client (for browser-based configuration), Transaction Manager, and Report Navigator.

Figure: 1 Commander Site Controller and Workstations



2. Device Setup

This chapter describes the setup for the Commander Site Controller, under the following sections:

- [System Requirements](#)
- [Choosing a Location](#)
- [Unpacking Commander Site Controller](#)
- [Cables](#)
- [Uninterruptible Power Supply](#)
- [Front Panel](#)
- [CPU A Indicators and Controls](#)
- [CPU A Device Port LEDs \(RX/TX\)](#)
- [Rear Panel](#)

System Requirements

This section contains information about the cables and uninterruptible power supply requirements for the Commander Site Controller.



Installation of the Commander Site Controller must be carried out by a VeriFone Authorized Service Contractor (VASCO).

Choosing a Location

Many sites choose to place the Commander Site Controller beneath the counter or within the back office.

The Commander Site Controller can be mounted on a wall or under a counter using brackets specifically designed for this purpose with a Site Commander Wall Bracket Assembly (PN: PRE149-001-01-A). For more details refer to the Site Controller Wall Mount Installation Guide. When determining the placement of the Commander Site Controller, ensure that the chosen location meets the requirements.



To prevent the risk of electrical shock or damage to the unit, refrain from using it near water sources such as bathtubs, washbowls, kitchen sinks, or laundry tubs. Additionally, avoid placing it in wet basements or near swimming pools. Do not operate the product during electrical storms. Furthermore, steer clear of locations close to electrical appliances or devices that generate excessive voltage fluctuations or emit electrical noise, such as air conditioners, neon signs, high-frequency or magnetic security devices, or electric motors.

Pour éviter tout risque de choc électrique ou de dommages à l'appareil, évitez de l'utiliser à proximité de sources d'eau telles que des baignoires, des lavabos, des éviers de cuisine ou des cuves à lessive. De plus, évitez de le placer dans des sous-sols humides ou à proximité de piscines. N'utilisez pas le produit pendant des orages électriques. Évitez également les endroits proches d'appareils électriques ou d'appareils générant des fluctuations de tension excessives ou émettant du bruit électrique, tels que des climatiseurs, des enseignes lumineuses, des dispositifs de sécurité à haute fréquence ou magnétiques ou des moteurs électriques.

Unpacking Commander Site Controller

Carefully inspect the Commander Site Controller shipping carton and its contents for any damage that may have occurred during shipment. If an item appears damaged, immediately file a claim with the shipping company or carrier, and notify your Verifone representative.



Never use damaged equipment. A shock or fire hazard may exist if equipment is energized in a damaged condition.

N'utilisez jamais d'équipement endommagé. Un risque d'électrocution ou d'incendie peut exister si l'équipement est sous tension dans un état endommagé.

Remove the following items from the shipping carton:

- Commander Site Controller
- Power cord
- Software licenses
- Commander Site Controller Installation Guide

Remove any protective plastic wrapping from the items and place them on a table or countertop. Ensure that you have all the items listed above before you begin. Contact the Verifone Technical Support Center if you are missing any of the items.



Keep the shipping carton and any packing material in case it is necessary to move the Commander Site Controller from one location to another, or to return the equipment for service.

Cables

System-wide devices establish direct connections with the Commander Site Controller.

For peripherals such as the car wash controller or tank level sensor, a RS-232 standard cable (PN: 13836-xx) is required for connection to the Commander Site Controller. Devices like the Fuel and Network can be directly linked to the Commander Site Controller.

Uninterruptible Power Supply

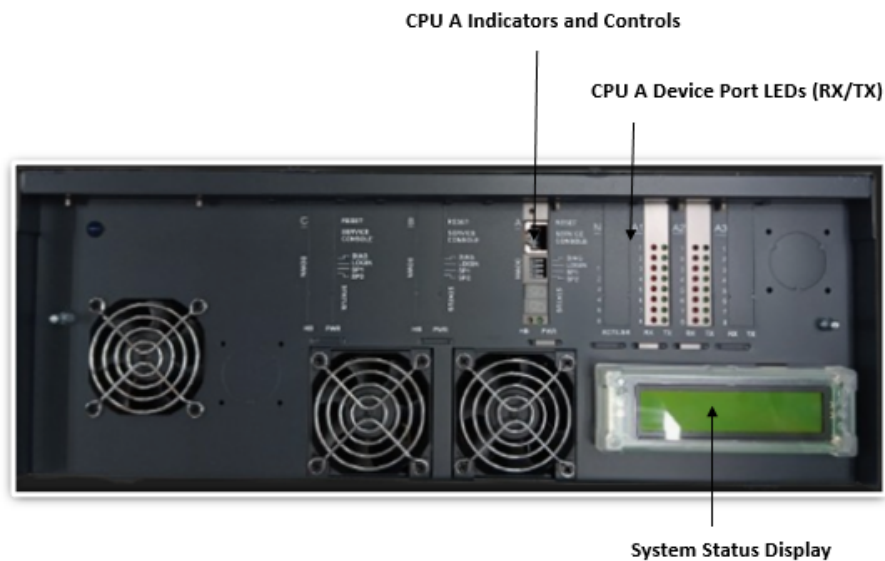
Verifone strongly recommends connecting the Commander Site Controller to an uninterruptible power supply (UPS) equipped with power conditioning and having a rating of 400V A or greater.

Front Panel

Following is the list of supported displays on the front panel of the Commander Site Controller:

- System Status Display
- CPU A Indicators and Controls
- CPU A Device Port LEDs (RX/TX)

Figure: 2 Commander Site Controller - Front Panel

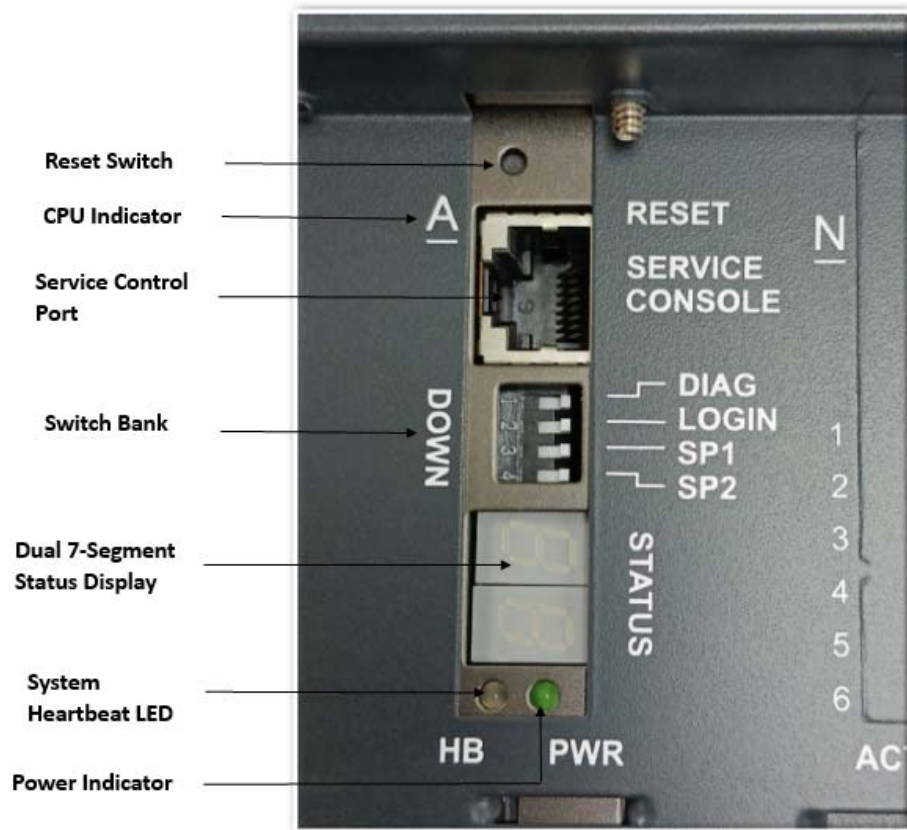


- **System Status Display:** This is the illuminated rectangular display located on the front panel of the Commander Site Controller . It provides information such as the application, version, and base level.
- **CPU A Indicators and Controls:** This section on the front panel is dedicated to indicators and controls specific to CPU A. Further details are provided in the subsequent section.
- **CPU A Device Port LEDs (RX/TX):** These LEDs display activity for devices connected to the serial ports of CPU A.

CPU A Indicators and Controls

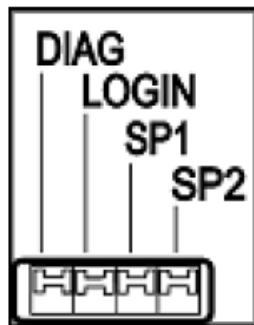
Following is the list of supported CPU A Indicators and Controls of the Commander Site Controller:

Figure: 3 Indicators and Controls for CPU A



- **Reset Switch:** Reserved for emergency situations and should not be activated unless instructed by the VeriFone Technical Support Center.

- **Service Console Port:** This port facilitates the connection between a PC/ Laptop and the Commander Site Controller. Communication occurs at 19200 bps 8N1 and grants access to a serial diagnostic connection and boot-up functions.
- **Switch Bank:**
 - **DIAG** — Toggles between normal boot mode and Diagnostic Kernel (DK) boot mode (normal = UP, DK = DOWN).
 - **LOGIN** — Utilized for remote support by the Verifone Technical Support Center.
 - **SP1** — Currently not in use
 - **SP2** — Currently not in use

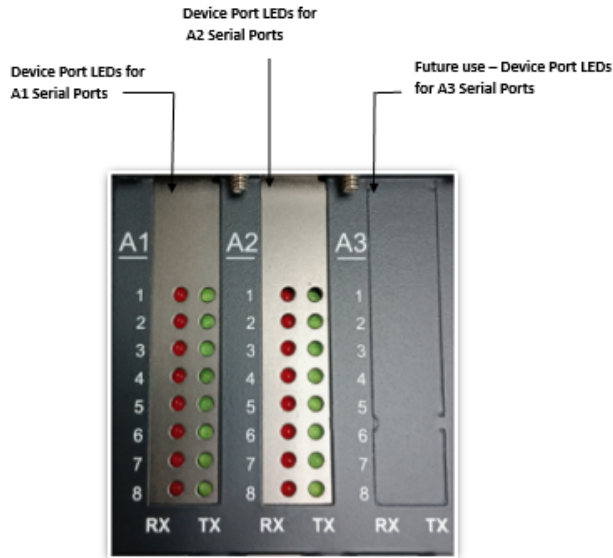


- **Dual 7-Segment Status Display:** This feature exhibits codes representing the current system state, with "A9" being displayed during normal operation mode.
- **System Heartbeat LED:** A flashing red light denotes normal operation, signaling that the Commander possesses production certificates and can exclusively execute Production Software. Conversely, a flashing green light indicates the presence of development certificates, permitting only development software to run.
- **Power LED:** A steady green light indicates that the Commander Site Controller is powered on.

CPU A Device Port LEDs (RX/TX)

Following is the list of supported CPU A Device Port LEDs(RX/TX) of the Commander Site Controller:

Figure: 4 Transmit/Receive Indicators for CPU A Serial Ports

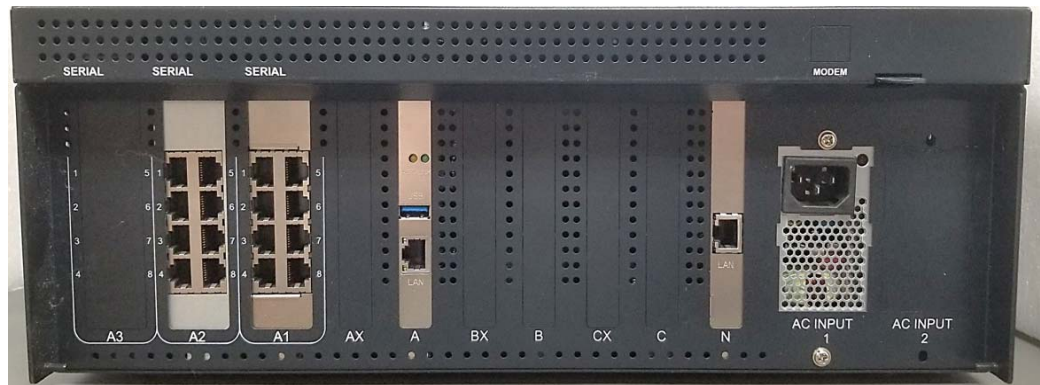


- Device Port LEDs (RX/TX):** These LEDs indicate the status of the Commander Site Controller software polling of peripherals connected at the rear panel through the Device Port Banks A1 and A2. When the LEDs are red ON, it signifies the data received, while green ON indicates the transmission of data.

Rear Panel

Following is the list of supported ports of the Commander Site Controller rear panel.

Figure: 5 Commander Site Controller - Rear Panel



- **CPU A Device Ports:** These are the serial port connections for CPU A, found in Banks A1 and A2.
- **Activity LEDs for CPU A:** These LEDs flicker to indicate LAN activity.
- **USB Port:** There is one USB 2.0 port available.
- **LAN:** This port is designated for the Card Processing Network and is labeled as "A".
- **Ethernet Port:** This port is for the Ethernet connection to the Verifone Zone and is labeled as "N".
- **Power Connector:** This connector is used to apply power to the Commander Site Controller.

3. Specifications

This chapter discusses specifications of the Commander Site Controller.

- Memory**
- Flash Memory: 8 GB DDR4 SDRAM
 - Mass Storage: 120 GB or larger drive

- Dimensions/
Weight**
- Height: 5.875" (14.922 cm)
 - Width: 16" (40.64 cm)
 - Depth: 14" (35.56 cm)
 - Shipping Weight: 30 lbs (13.61 kg)

- Certifications
and
Environmentals**
- Safety: UL, cUL
 - EMI: FCC Class A (USA)
 - ESD: IEC 1000 4-2 (10 KV)

- Temperature**
- Operating: 32° F to 104° F (0° C to 40° C)
 - Non-operating: -40° F to 158° F (-40° C to 70° C)

- Power**
- 120 V AC, 60 Hz, 3 A

- Humidity**
- Operating 15% to 95% relative humidity at 40° C (non-condensing)

4. Maintenance and Cleaning

General Care Your device exemplifies superior design and craftsmanship. The following recommendations are provided to help safeguard your warranty coverage:

- Avoid storing the device in hot areas, as elevated temperatures can diminish the lifespan of electronic components, harm batteries, and cause deformation or melting of certain plastics.
- Refrain from storing the device in cold areas, as the return to normal temperatures may lead to moisture formation inside the device, potentially damaging electronic circuit boards.
- Exercise caution to prevent dropping, knocking, or shaking the device, as rough handling can result in the breakage of internal circuit boards and delicate mechanics.

These recommendations are equally applicable to both your device and any accompanying attachments or accessories. If your device is experiencing operational issues, kindly visit the nearest Verifone authorized service provider for maintenance or replacement.

Cleaning & Sanitizing Guidelines Verifone devices should only be gently cleaned to remove dirt, residue, or debris using a lightly water-damped, clean microfiber cloth. One or two drops of pH-neutral, non-scrubbing soap may be used. Do not use solvents, harsh detergents, or abrasive cleaners.

Using improper cleaning methods or products may result in functional and/or cosmetic issues that are not covered under warranty.

Important Guidelines:

- 1 Avoid Direct Application:** Never spray, coat, or pour any liquid, sanitizer, or disinfectant directly onto the device.
- 2 Caution Against Harsh Chemicals:** Avoid using bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents, as they can degrade plastic and rubber components.
- 3 Electrostatic Discharge (ESD) Prevention:** Exercise caution to prevent ESD by refraining from vigorously rubbing with a dry towel or similar actions, as they can cause ESD and trigger a tamper alert.



Cleaning Instructions

- 1 Turn off your device.
- 2 Disconnect it from the power source.
- 3 Clean it following the instructions and guidelines as mentioned above. Once completely dry, reconnect to power up.

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

Included Parts List

M149-111-00-NAA
CBL000-008-02-A

COMMANDER SITE CONTROLLER
POWER CORD, U.S.A, IEC320,C13 ,
NEMA5-15P (UL) TYPE B , 125V / 10A , 1.83M

Optional Parts List

13836-XX

Cable Shielded, RS-232

Verifone
2744 N University Drive
Coral Springs,
FL 33065, USA



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