e285
Installation Guide

Verifone Part Number: DOC087-513-EN-C, Revision C01

verifone

e285 Installation Guide
© 2024 VeriFone, Inc.

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

Contents

Preface

1. Device Overview

2. Device Setup

3. Specifications

4. Maintenance and Cleaning

5. Service and Support

6. Accessories and Cables

7. Troubleshooting

Preface

This guide is the primary source of information for setting up the e285.

Audience

This guide is intended for the users involved in e285 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the e285.

- Chapter 2: Device Setup - Provides instructions on configuring the e285.

- Chapter 3: Specifications - Provides the power requirements and dimensions of the e285.

- Chapter 4: Maintenance and Cleaning - Explains how to maintain the device.

- Chapter 5: Service and Support - Furnishes information on contacting local Verifone representatives or service providers, as well as details on ordering accessories or documentation from Verifone.

- Chapter 6: Accessories and Cables - Provides the range of accessories and cables with corresponding part numbers.

- Chapter 7: Troubleshooting - Provides guidance for addressing issues that may arise during device installation.

Related Documentation

To learn more about the e285, refer to the following documents associated with the Verifone Part Numbers (VPNs).

e285 Certifications and Regulations	VPN DOC087-511-EN-x
e285 Quick Installation Guide	VPN DOC087-512-EN-x

5

Conventions

The following table describes the conventions and provides examples of their use.

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See Conventions.
NOTE	The bulb 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.

1. Device Overview

This chapter provides an overview of the e285 device:

The e285 device is a standalone, wireless handheld payment device, making it easy to process a transaction anywhere. It provides mobile payment capabilities via 3G connectivity. It is also a powerful 3G/Bluetooth/Wi-Fi dual-band solution — featuring advanced communications for fewer dropped transactions so merchants can accept payments securely, extending their Point-of-sale opportunities.

The e285's capacitive touch with physical keypad design makes it easily pocketable while still accepting all payment methods - MSR, PSCR, contactless, and wallets. The easy-to-read color touchscreen is capable of signature capture and is fully supported by Verifone's developer toolkit which enables to transform of ideas into applications.

Figure: 1   The e285 Unit
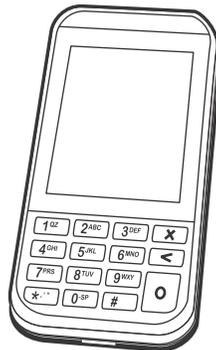
Key Features:

- 300 MHz A9 processor delivers power and usability in a convenient "hand-over" design.

- Multi-application operating environment.

- Advanced memory architecture to meet tomorrow's needs.

- Offers unsurpassed performance on EMV smart card transactions.

- Security architecture exceeds specifications for PCI-PED and sophisticated file authentication.

- Multiple connectivity and contactless options.

- 32-bit processing and multi-tasking capabilities.
- Drop-resistant design minimizes breakage.

Features and Benefits

The e285 provides the right combination of features and functions including a triple-track magnetic-stripe card reader, smart card reader, integrated PIN pad, and contactless/NFC support.

Triple Radio Performance

- The dynamic combination of Bluetooth chip, Wi-Fi, and powerful 3G radio delivers fast, wireless payment convenience, fewer dropped transactions, and flexible point-of-sale options.

Modern Application Environment

- Reliable operating system and powerful tools to create richer customer experiences.
- Common Engage software architecture enables faster and more cost-effective application development.

Accepts All Forms of Payment On-the-Go

- Accommodates all payment types - Magstrip, EMV, Contactless/NFC, and mobile wallets along with a 2.8-inch color touch screen capable of signature capture.

Ease of Use

- The lightweight, compact, stylish, and ergonomic balance allows convenient device hand-off to the consumer for PIN entry or other input.
- Horizontal magnetic stripe card reader for optimal card swiping and reading.
- The e285 size is easily able to be dropped in most pockets.

Performance and Durability

- Powerful 300 MHz A9 processing completes transactions quickly.
- High-capacity lithium-ion battery pack (3.8V / 1800mAh with Maxell ICP425262AHR battery cell).
- The USB-C port allows for convenient product charging as well as connection to Android, iOS, and Windows devices.
- Rounded corners to minimize breakage and drop-resistant to 3 feet on concrete surfaces.
- 256MB Flash, 128MB DDR of memory

Security

- PCI PED 5.x approved for debit and other PIN-based transactions.
- Tamper-resistant construction, 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 DUKPT engines.
- EMV L1 and L2
- ISO7816-3, ISO7816-10, and EMV 4.3 standards

Connectivity

USB host/ device port

- Support UART0 software debug (TXD0, RXD0)
- USB 2.0 high speed
- Support 5V/200mA for external USB peripherals
- USB host or device is configured by SW
- Type C USB connector at the bottom
- Communication port for smart device on charge stand (Android, Windows, or iDevice).

Bluetooth (wireless communication)

- Bluetooth 4.1 + EDR compliant
- Support Eddystone + iBeacon
- RF transmitter output power Class 1
- RF receiver GFSK typical -90dBm, /4 PSK typical -90dBm, 8DPSK typical -83dBm
- UART3 interface for SOC communicates to BT

Wi-Fi (wireless communication)

- BT, Wi-Fi, and 3G options
- Wi-Fi dual band supports:
  - 802.11 a/b/g/n/ac connectivity

- 2.4GHz and 5GHz
- Auto-band selection

3G (wireless communication)

- Gemalto EHS6
- GPRS/GSM Class 10
- UMTS/HSPA DL 7.2Mbps, UL 5.7Mbps
- Host interface USB
- Use RING0 for all wake events (new FW update from Gemalto).

2. Device Setup

This section outlines the setup procedures for the e285 covering the following segments:

- Usage Guidelines

- Environmental Factors

- Device Features

- Removing the Battery Cover

- Installing Micro SIM and or SAM Cards

- Using the Battery

- Connecting to a Computer

- Conducting Wireless Transactions

- Using the Smart Card Reader

- Using the Magnetic Card Reader

- Using the CTLS Reader

Usage Guidelines

Follow these guidelines when using your e285.

Environmental Factors

- Select a flat support surface, such as a countertop or table, to keep the device safe in between uses.

- Do not use the device where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.

- Keep the device away from direct sunlight and anything that radiates heat, such as a stove or motor.

- Do not use the device outdoors.

CAUTION

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

L'appareil n'est ni étanche à l'eau ni à la poussière et est destiné à une utilisation en intérieur uniquement. Tout dommage causé à l'appareil par une exposition à la pluie ou à la poussière peut annuler toute garantie.

Personal Security Considerations

The e285 is a handover device. Always exercise extreme caution when conducting transactions, especially during PIN entry.

- Hand the e285 directly to the cardholder for PIN entry.

- Encourage the cardholder to hold the e285 close to avoid others from seeing the information entered.

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 device near water or in moist conditions.

Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The e285 is a secure product and any tampering may cause the device to cease to function properly.

1   Remove and inspect the following items:

- e285 unit

- USB-C cable (Lightning USB-C cable is not supported)

2   Remove all plastic wrapping from the unit and other components.

3   Remove the clear protective film from the unit.

CAUTION

Do not use a unit that has been tampered with or otherwise damaged. This unit comes equipped with tamper-evident labels. If a label or component appears damaged, immediately notify the shipping company and your Verifone representative or service provider.

N'utilisez pas un appareil qui a été altéré ou autrement endommagé. Cet appareil est équipé d'étiquettes inviolables. Si une étiquette ou un composant semble endommagé, informez-en immédiatement la compagnie maritime et votre représentant ou fournisseur de services Verifone.

4   Save the shipping carton and packing material for future repacking or moving the device.

NOTE   Charge the e285 device for eight hours before initial use.

Device Features

Before you continue the installation process, familiarize yourself with the features of the e285. (See below Figure 2).

Figure: 2   e285 Device Features (Front Panel)

MAGNETIC STRIPE READER

LCD DISPLAY

KEYPAD
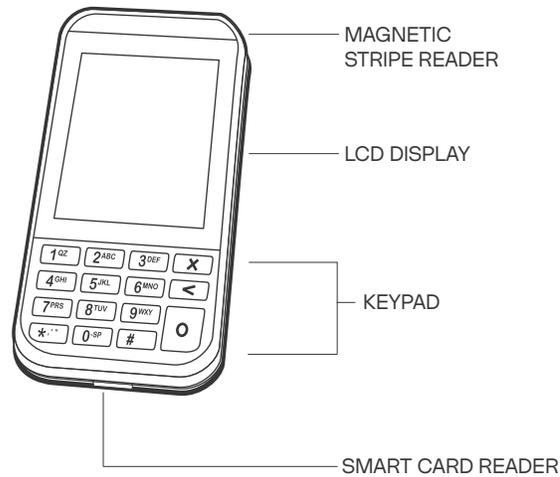
SMART CARD READER

- A colored capacitive-touch LCD display.

- Two types of keys:

  a   Telephone style keypad (keypads may vary in style).

  b   Three color-coded function keys below the keypad (from top to bottom: CANCEL, CLEAR, ENTER).

- A smart card reader built into the bottom of the device to process smart card transactions. For directions on how to use a smart card, see Using the Smart Card Reader.

- A magnetic card reader, built into the top part of the device for performing debit or credit card transactions. Swipe the card with the magnetic stripe facing down, away from the display. For directions on how to use a magnetic card, see Using the Magnetic Card Reader.

- A Power LED located on the left side that acts as a power/charging indicator.

- A CTLS functionality for contactless payments. For directions on how to conduct contactless transactions, see Using the CTLS Reader.

- Micro SIM 1 and SIM 2 compartments built into the bottom of the device inside the back compartment (SIM on 3G version only).

- A micro SAM compartment is built into the bottom of the device inside the back compartment.

Removing the Battery Cover

To remove the battery cover and access the battery, micro SIM, and micro SAM slots, follow these steps:

1 Turn off the device.

2 Place the device upside down on a soft, clean surface to protect the screen.

3 If installed, loosen the retaining screw.

4 Slide the battery cover down, away from the magnetic card reader.

Figure: 3   Removing the Battery Cover
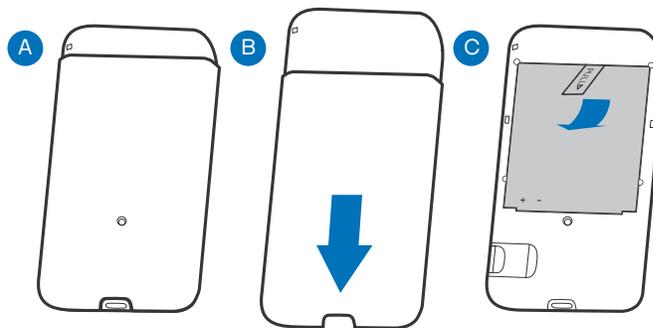
Installing Micro SIM and or SAM Cards

The e285 device supports the installation of two GSM SIMs (Subscriber Identity Module) and/or SAM (Security Access Module). Use the following procedures to install a SIM and/or SAM card.

CAUTION

Observe standard precautions when handling electrostatically sensitive devices. Electrostatic discharges can damage this 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 cet équipement. Verifone recommande d'utiliser un bracelet antistatique mis à la terre.*

1 Follow the steps in Removing the Battery Cover.

2 Insert the SIM and/or SAM card with the gold contacts facing down.

3   Reinstall the battery cover back and if it was previously installed, reinstall and tighten the retaining screw.

Figure: 4   Inserting the SIM
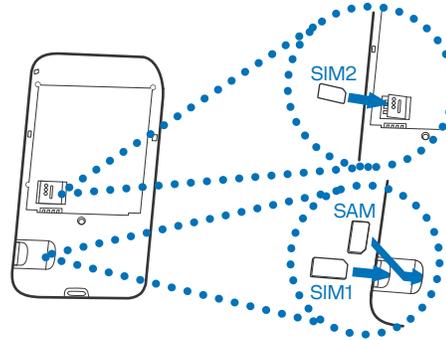
Initial Battery Charging

After unpacking your e285 device, connect the power pack to the unit for eight hours or until fully charged.

The battery has a safety circuit to protect the Li-ion cells from overcharging and over-discharging. If the battery is over-discharged, the safety circuit shuts down the battery. The battery must then be recharged to restore operation.

Starting Up and Shutting Down

The e285 device starts up differently depending on how it is powered.

- The device starts up automatically when the e285 is connected to a non-battery power source, regardless of the battery charge state.

- To manually power up, hold the green key down for about 4 seconds until the device displays the startup screen.

NOTE The 4-second power-up delay prevents device startup if the green key is accidentally held down. The time required to hold the green key down to power up the device is configurable.

The device lights up once the power is on.

NOTE The Verifone copyright screen starts and displays a unique copyright screen. If the terminal comes pre-loaded with an application, this starts after the initial Verifone copyright screen and usually displays its own copyright screen.

15

To manually shutdown, hold the red key down for about 4 seconds until the device screen stays blank.

NOTE

The e285 device will only operate when the battery is installed unless connected to AC power, for example, in a stand.

Using the Battery

The e285 device uses a single-cell Li-ion battery which features:

- The battery has a safety circuit that:
    - Prevents cell damage from overcharge, over-discharge, or overheating.
    - Activates when the battery is left in an unused device for extended periods.
- The battery provides power to the security circuit when the e285 device has no external power source.
- Li-ion batteries are not affected by shallow charging.

Follow these best practices for best function:

- Conserve battery power by turning the e285 device off when not in use.
- Keep the Li-ion battery inserted in the device and power up the device periodically to check the battery charge. Do not let the battery charge fall below 10% for extended periods of time as this may permanently diminish battery capacity.
- Recharge the battery by connecting the USB-C end of the power pack to the device and plugging the other end of the power pack into a wall outlet.

NOTE

The e285 device automatically shuts off when the battery reaches a critically low charge state. If this occurs, the battery must be recharged for a minimum of 1/2 hour before it can power the device. It may take several recharge attempts to reset the safety circuit when charging a battery that has been discharged below this critical state.

The e285 device has two-color LEDs:

- Amber: indicates that it is charging.
- White: indicates that it is fully charged.

Battery Life

Charging and discharging the e285 battery hundreds of times will wear out the battery. Significantly reduced operating times indicate the need for

battery replacement (see Accessories and Cables for ordering information).

WARNING	Do not dispose batteries in a fire. Li-ion batteries must be recycled or disposed of properly. Do not dispose Li-ion batteries in municipal waste sites. *Ne jetez pas les piles dans le feu. Les batteries Li-ion doivent être recyclées ou éliminées correctement. Ne jetez pas les batteries Li-ion dans les décharges municipales.*

Charging the Battery

After installing the battery, the e285 device can be connected to the optional power pack or charged with a wireless charger.

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.) Obtain the appropriately rated power supply before continuing with troubleshooting. *L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner comme spécifié. Avant le dépannage, assurez-vous que l'alimentation électrique utilisée pour alimenter l'appareil correspond aux exigences spécifiées au bas de l'appareil. (Voir Spécifications pour les spécifications détaillées de l'alimentation.) Procurez-vous l'alimentation électrique appropriée avant de poursuivre le dépannage.*

WARNING	Do not plug the power pack into an outdoor outlet or operate the device outdoors. During a transaction, disconnecting the power by removing the battery or unplugging the device from a wall power while at a very low battery charge may cause transaction data files not yet stored in the device memory to be lost. *Ne branchez pas le bloc d'alimentation sur une prise extérieure et n'utilisez pas l'appareil à l'extérieur. Au cours d'une transaction, débrancher l'alimentation en retirant la batterie ou en débranchant l'appareil de l'alimentation murale alors que la batterie est très faible peut entraîner la perte des fichiers de données de transaction non encore stockés dans la mémoire de l'appareil.*

Charging via the Power Pack

Verifone offers an optional power supply (VPN PWR087-300-01-A) to connect the device directly to a power outlet and charge the battery.

1   Insert the USB-C plug into the USB-C port of the e285 device.

2   Plug the AC power pack into a wall outlet or powered surge protector.

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

17

Charging with the Folio

Verifone also offers wireless charging accessories (VPN TBD) that can be connected to the optional power supply (VPN PWR087-300-01-A) to charge the e285 device when fitted with the Folio accessory.

1   Insert the USB-C plug into the USB-C port of the wireless charging accessory.

2   Plug the AC power pack into a wall outlet or powered surge protector.

3   Set the rear cover of the Folio-equipped e285 device against the front face of the wireless charger.

NOTE

When the e285 device is fitted with the Folio accessory, the Folio has an inductive charging that allows charging from any Qi charger.

Verifone provides specific accessories, as well (see Accessories and Cables and for ordering information).

Upon startup, the e285 device loads its application, displays the Verifone copyright screen and shows a unique copyright screen.

NOTE

If there is no available application in the device, **DOWNLOAD NEEDED** appears on screen after the initial Verifone copyright screen.

Connecting to a Computer

Connect the e285 device to a PC or laptop to download applications.

1   Insert the USB-C plug into the USB-C port of the e285.

2   Connect the other end of the USB-C plug into the host computer's USB port.

Conducting Wireless Transactions

To conduct a wireless transaction:

•   Ensure the device is in an optimal position for transmitting.

•   Follow the on-screen instructions provided with your application.

Using the Smart Card Reader

The smart card transaction procedure may vary from one application to another. Verify the procedure with your application provider before performing a smart card transaction.

1   Position the smart card with the contacts facing upward (see illustration below).

18

2   Insert the card into the reader slot in a smooth, continuous motion until it sits firmly.

3   Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.

Figure: 5   Inserting a
             Smart Card

Using the Magnetic Card Reader

Use the magnetic stripe reader to perform credit and debit card transactions.

1   Position the card with the magnetic stripe facing backwards.

2   To ensure a proper read of the magnetic swipe card, insert the magnetic card from the top of the device, as shown in the illustration below.

Figure: 6   Using
             Magnetic
             Stripe Card
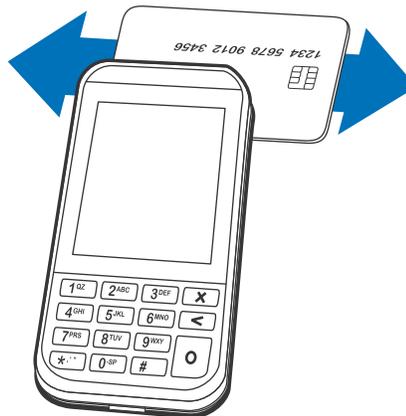
3   Swipe the card through the magnetic card reader.

19

Using the CTLS Reader

The e285 supports contactless credit or debit card transactions. To perform a contactless transaction, gently tap the card or hold the card against the surface of the contactless antenna, located above the keypad and LCD.

Figure: 7   Using the CTLS Reader
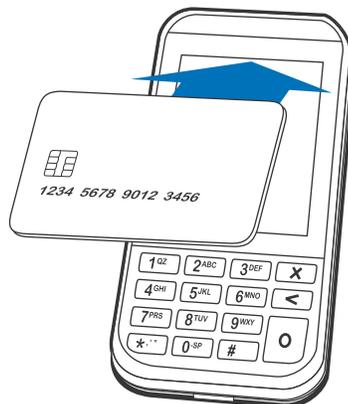
Using Accessories

Verifone makes multiple accessories available:

- Optional power supply (VPN PWR087-300-01-A)
- Folio with inductive Qi charging (VPN TBD)
- Charging Cradles for Bulk Charger (VPN TBD)
- Bulk Charger (VPN TBD)

See Accessories and Cables for ordering information.

20

3. Specifications

This chapter discusses power requirements, dimensions, and other specifications of the e285 device.

Unit Power Requirement

- Input power rating: 5V DC, 1 A
- Charging via USB-C to computer system or Verifone-certified power adapter.

Temperature

- Operating Environment: 0°C to 50°C (32°F to 122°F)
- Non-Operating Environment: - 20°C to 60°C (4°F to 140°F)

Humidity

- Relative humidity: 5% to 90% RH non-condensing

External Dimensions

- Length: 138 mm
- Width: 68 mm
- Height   17.6 mm

Weight

- 186 g

Memory

- 256MB Flash, 128MB DDR

Magnetic Stripe Card

- Triple-track
- Supports bi-directional card read, swipe speed at 10 IPS to 40 IPS

SAM Card Reader

- Non-sliding
- Card conserving plated landing contacts
- SC voltage 1.8V, 3.0V, 5.0V

Communication

- BT, Wi-Fi, and 3G Options
- Wi-Fi dual band supports:

- 802.11 a/b/g/n/ac connectivity

- 2.4GHz and 5GHz

- Auto-band selection

Display
- 2.8" Color Touch (320 X 240)

SD Memory
- NAND Flash: 2 Gbit with 8-bit bus width

- LPDDR2 SDRAM memory: 1 Gbit with 32-bit bus width

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.

DO NOT pour liquid on the terminal.

DO NOT put hand sanitizer on the terminal.

DO NOT spray the terminal directly.

DO NOT scrub the terminal.

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

The e285 device does not contain user-serviceable parts. Unless expressly directed, refrain from attempting any service, adjustments, or repairs on the unit under any circumstance.

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

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).

CAUTION	Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of devices and accessories. *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 e285 device to be returned:

- Product ID, including the model and part number. For example, "e285" and "M087-XXX-XX-XXX".

- 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.
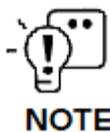
NOTE Each e285 returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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:

- Detail the issue(s) with the e285.

- Furnish the shipping address for the return of the repaired or replacement unit.

- Maintain a record of the following elements:

    - Assigned MRA number(s).

    - Verifone serial number linked to the e285 being sent for service or repair (located on the back of the unit).

    - Shipping documentation, including air bill numbers utilized for shipment tracking.

    - Model(s) returned (model numbers can be found on the Verifone label on the back of the e285 device).

6. Accessories and Cables

Verifone provides a range of accessories for the e285 device. When placing orders, it is essential to reference the specific part numbers. Here are the available channels for ordering: Verifone online store:

- Verifone - https://www.verifone.com/en/us/contact-us

- USA - Verifone Customer Development Center, 1-800-837-4366
  Monday - Friday, 7 A.M. - 8 P.M., Eastern time

- International - Contact your Verifone representative

Accessories

Verifone Certified Power Adapter	PWR087-300-01-A
Verifone Cleaning Kit	02746-02-GRU
Verifone Folio with inductive Qi charging	VPN TBD
Verifone Charging Cradles for Bulk Charger	VPN TBD
Verifone Bulk Charger	VPN TBD

7. Troubleshooting

This chapter compiles common instances of malfunctions that may arise during the operation of your device, along with the corresponding steps to address them. The troubleshooting guidelines outlined in the subsequent sections are incorporated to facilitate the effective installation and configuration of the device. Should you encounter challenges in operating your unit, please refer to these troubleshooting examples. If the issue persists despite following the provided guidelines or if the problem is not covered, kindly reach out to your local Verifone representative for further assistance.

NOTE

The device is equipped with tamper-evident labels and does not contain any user-serviceable parts. It is crucial not to attempt to disassemble the unit under any circumstances. Only perform adjustments or repairs explicitly outlined in this guide. For any other services, please contact your local Verifone service provider. Utilizing services from unauthorized parties may potentially void any existing warranty.

CAUTION

All units require the use of a power supply. Only use a Verifone-supplied power pack. Using an incorrectly rated power supply may damage the unit or cause it to malfunction. Ensure that the power supply used to power the unit matches the specified requirements on the back of the unit (refer to Specifications for detailed power supply specifications) before troubleshooting. If not, obtain the appropriately rated power supply before continuing with troubleshooting.

Toutes les unités nécessitent l'utilisation d'une alimentation. Utilisez uniquement un bloc d'alimentation fourni par Verifone. L'utilisation d'une alimentation mal calibrée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Assurez-vous que l'alimentation électrique utilisée pour alimenter l'unité correspond aux exigences spécifiées à l'arrière de l'unité (voir Spécifications pour les spécifications détaillées de l'alimentation électrique) avant le dépannage. Dans le cas contraire, procurez-vous une alimentation électrique appropriée avant de poursuivre le dépannage.

Device Does not Start/Does not Display Correct Readable Information

If the device does not start:

- Ensure that the device is plugged in to a dedicated power source.

- Verify all the cable connections including the proper insertion of the power cable connector.

- If the problem persists, reach out to your local Verifone representative for assistance.

Blank Display

When the device display is blank:

- If the device display appears dark, tap the screen using the stylus. If the unit is in screen-saver mode, touch the screen to activate.

- If the display does shows incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.

Keypad Does Not Respond

If the keypad does not respond properly:

- Examine 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 using a function key does not produce the anticipated outcome, to ensure accurate data entry.

- If the issue persists reach out to your local Verifone representative.

Transactions Fail to Process

Multiple factors could be causing the unit to fail in processing transactions. Utilize the following steps to troubleshoot and identify the root of the failures.

Checking Magnetic Card Reader

To check the magnetic card reader:

1 Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.

2 Ensure that you are swiping cards correctly.

3 Process a transaction manually using the keypad instead of the card reader. If the manual transaction is successful and the issue persists with the card reader, it may indicate a problem with the card reader itself.

4 If the problem persists, reach out to your local Verifone representative.

Checking Smart Card Reader

To check the smart card reader:

1 Execute a transaction using various smart cards to eliminate the possibility of a faulty card.

2 Verify that the card is inserted correctly.

3 Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to Installing Micro SIM and or SAM Cards).

4 If the issue persists, get in touch with your local Verifone representative.
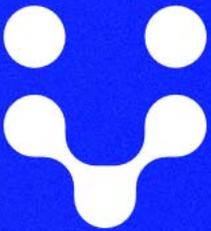
Checking CTLS Reader

To check the CTLS reader:
Make sure there are no obstructions between the contactless logo and the card, ensuring a clear path between the contactless reader and the actual card for a seamless transaction.

www.verifone.com

Thank you!

We are the payments architects who truly understand commerce.

As payment architects we shape ecosystems for online and in-person commerce experiences, including all the tools you need... from gateways and acquiring to fraud management, tokenization and reporting.

As commerce experts, we are here for you and your business. With our payment devices, our systems & solutions and our support. Everywhere. Anytime. So that your customers feel enabled, recognized and well taken care of, even beyond their expectations.

Verifone. Creating omni-commerce solutions that simply shape powerful customer experiences.