V210
Installation Guide

verifone

V210 Installation Guide
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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 Guidelines

Preface

This guide is the primary source of information for setting up the V210 device.

Audience

This guide is intended for the users involved in V210 device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the V210 device.

- Chapter 2: Setup - Provides instructions on configuring the V210 device.

- Chapter 3: Specifications - Provides the power requirements and dimensions of the V210 device.

- 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 Guidelines - Provides guidance for addressing issues that may arise during device installation.
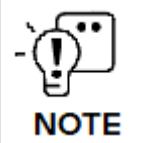
Related Documentation

To learn more about the V210, refer to the following document(s) associated with the Verifone Part Numbers (VPN).

V210 Certifications and Regulations	VPN DOC183-001-EN
V210 Quick Installation Guide	VPN DOC183-002-EN
V210 Base Full Function Quick Installation Guide	VPN DOC183-004-EN
V210 Base Charging Quick Installation Guide	VPN DOC183-005-EN

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 V210 device and base:

The V210 is a consumer-facing portable device. The product's design is equally appealing as a handheld PINpad and robust enough to look and function appropriately in a fixed mount setting.

The V210 can utilize over-the-air connectivity, facilitating mobile telephony technology for sending and receiving data, using existing operator-provided 2G, Wi-Fi, Bluetooth, or 4G connectivity.

This guide provides an introduction and basic setup procedure for the V210 terminal.

Figure: 1   V210 Device
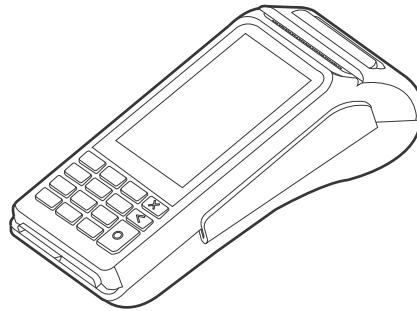
The V210 device has the following features:

- Capacitive touch LCD display and CTLS tap area.

- Smart card reader

- Magnetic card reader

- Integrated thermal printer

- Secure keypad supporting 3x5 matrix containing 0-9, *, #, Cancel, Backspace/ Clear and Enter keys.

  - Dual-function Backspace/Clear key

  - Customer entry for Cancel and Enter keys.

V210 Device Functionalities

The V210 device has the SIM/MSAM slots as shown in the following illustration.
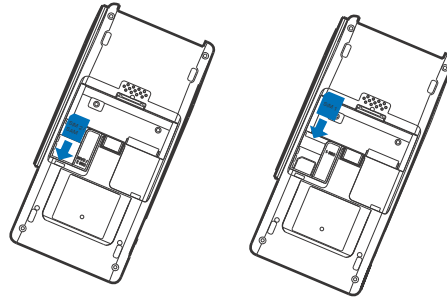
- Single SIM/SAM slot to support stored-value card programs or other merchant card requirements.

- Single SIM Card compartment.

- Battery

V210 Bases

The V210 Base provides a stable mounted platform for the V210 terminal. The Base comes in three variants:

- V210 Charging Base

- V210 Full-Feature Base with Modem

- V210 Full-Feature Base without Modem

V210 Charging Base

The Charging Base supports charging only with no communication

functionality. The Charging Base accommodates and supplies power to the V210 and V210 Plus portable terminals.

Figure: 3   V210 Charging Base, Front, and Rear View
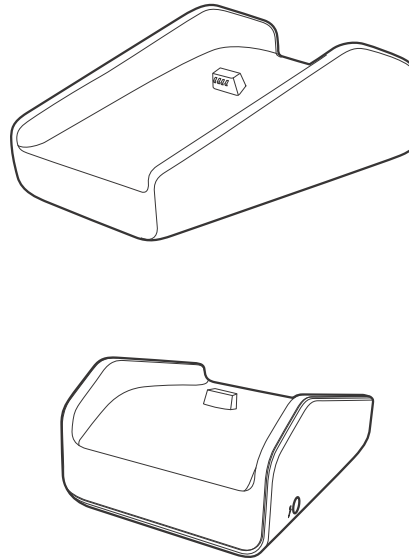
V210 Full-Feature Base with Modem

The FF Base supports any failover communication via dial up and Ethernet connections for V210. The failover will be supported in all network interfaces available in a terminal. The Full-Feature Base supports several connectivity options and provides serial connection for peripherals (like ECR, check reader, barcode reader, etc.). The USB host port is for maintenance purpose and supports USB flash drive.

Figure: 4   V210 FF Base, Front and Rear View

10
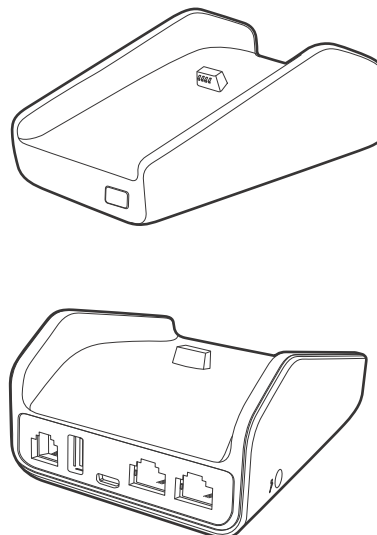
The FF Base supports a minimum of seven simultaneous terminal connections via Bluetooth (BT) as well as the following:

Cable	Configuration
Ethernet port	RJ-45 socket (for connecting PINpad to LAN infrastructure)
RS232 port	RS-232 socket (for connecting PINpad to LAN infrastructure), MOD-8 socket, Mini USB & DC-in jack
USB ports	Mini USB and type A USB

Features and Benefits

Following are the features and benefits.

Ease of Use and Ergonomics

- Touch screen enables easy menu control and signature capture.
- Battery-powered for mobility and portable operation.
- Integrated thermal printer for fast transaction processing.
- Large, hard-rubber keys provide improved tactile feedback.
- 3.5" capacitive touch screen display.
- LTE M1 (LAC only)
- 2G capability
- 4G functionality
- Wi-Fi and Bluetooth-capable.
- Intuitive keypad interface simplifies training and reduces support requests.
- Using the Full-Feature Base, connects with most POS payment terminals, PCs, and ECRs.
- Supports payment transactions in a variety of payment environments.
- Rugged and reliable design absorbs hard knocks found at point-of-sale counters.
- Sleek and stylish shape occupies minimal counter space.
- Bold, ergonomic design fits comfortably in the palm of a hand.

- Optional Charging or Full-Feature Bases expand functionality while providing a stable, battery-charging platform.
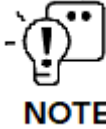
NOTE

Verifone ships variants of V210 devices for different markets. Your unit may have different options or accessories with bases like: Base Interface or Charging Base or Full Featured Bases.

Security

- Offers a choice of Master/Session or DUKPT key-management methods to protect PIN-based transactions.

- Offers secure, reliable PIN input for expanding the range of PIN-based transactions.

- PCI 6.0-compliant for secure solutions, meeting the PED standard.

- Meets ISO and ANSI standards for PIN encryption, key management, and MAC.

- Key injection simplified and secured with Verifone's Secure Kit key loading software.
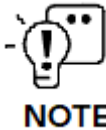
NOTE

Verifone ships variants of V210 devices for different markets. Your unit may have different options or accessories.

CAUTION

To reduce the risk of fire, use only 26 AWG or larger telecommunication line cord. *ATTENTION: Pour réduire les risques d'incendie, utiliser uniquement des conducteurs de télécommunications 26 AWG au de section supérieure.*

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2. Device Setup

This section outlines the setup procedures for the V210 and charging base, covering the following segments:

- Device Location
- PIN Protection Measures
- Inside the Shipping Carton
- MSAM Card
- Removal and Insertion of Battery
- Loading Paper Roll in the Device
- Power Supply
- Cable Connections
- Using the Smart Card Reader
- Using the Magnetic Stripe Card Reader
- CTLS Transaction
- Optional Accessories
- Periodic Inspection

NOTE

Verifone ships variants of V210 devices for different markets. Your unit may have different options or accessories.

Device Location

Use the following guidelines to select the best location for the V210 device.

To Select a Location

Choose a location convenient for both merchant and client:

- Far from heavy metal objects.
- A flat support surface such as a countertop or a table.

13

- Near a power outlet and the terminal or computer that connects to the V210.

WARNING

For safety, do not string cables or cords across a walkway.

Par mesure de sécurité, ne pas les câbles de chaîne ou de cordons à travers une passerelle.

Environmental Factors

- Do not use the unit where there is high heat, dust, humidity, moisture, or 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.
- Do not use the V210 unit near water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.

WARNING

Due to the risk of electrical shock or terminal damage, do not use the terminal near water, including a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool. 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, neon signs, high-frequency or magnetic security devices, or electric motors).

Du fait d'un risque d'électrocution ou d'une détérioration du terminal, ne pas utiliser cet équipement près d'une source d'eau, par exemple près d'une baignoire, d'un lavabo, d'un évier de cuisine ou d'un bac de lavage, dans un sous-sol humide ou à proximité d'une piscine. De même, éviter d'utiliser ce produit lors des orages provoquant des coupures électriques.Éviter de placer le terminal à proximité d'appareils électriques ou autres unités pouvant entraîner des fluctuations de tension importantes ou des interférences électriques, tels que les climatiseurs, enseignes au néon, dispositifs de sécurité à haute fréquence ou équipements électriques.

Contactless Considerations

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

CAUTION

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

L'utilisation d'un cadre métallique fermé ou de montage peut affecter négativement contact performance.

14

PIN Protection Measures

The V210 and V210 Plus are handover devices. Always exercise extreme caution when conducting transactions, especially during PIN entry:

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

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

Verifone also recommends instructing the cardholder regarding safe PIN entry. This can be done with a combination of:

- Signage on the PED (PIN Entry Devices).

- Prompts on the display, possibly with a click-through screen.

- Literature at the point of sale.

- A logo for a safe PIN-entry process.

Inside the Shipping Carton

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

Unpacking the Shipping Carton

To unpack the shipping carton:

1 Carefully inspect the shipping carton and its contents for possible tampering or damage.

2 Validate the authenticity of the sender by verifying the shipping tracking number and other information located on the product order paperwork.

3 Remove and inspect the following items:

- V210 device

- Power Pack

- Printer paper roll (Verifone ships variants of the V210 terminal which may or may not have a paper roll).

4   Refer to Accessories and Cables for more information on V210-related accessories.

Figure: 5   V210 Box Contents
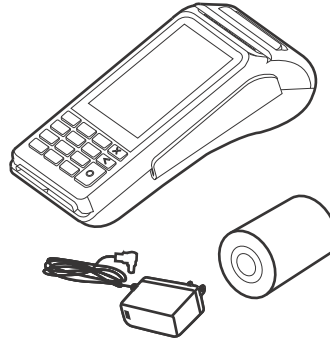
This device is a secure product, and any tampering can cause it to cease to function or operate in an unsecured manner.

Cet appareil est un produit sûr et toute manipulation peut l'amener à cesser de fonctionner ou fonctionner de manière non sécurisée.

CAUTION

5   Remove all plastic wrapping from the device and components.

6   Remove the clear protective film from the display.

7   Inspect the terminal for possible tampering. See how to identify signs of tampering in the section Periodic Inspection.

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

WARNING

Do not use a tampered or damaged device. This 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.

Ne pas utiliser un appareil qui a été altéré ou endommagé. Cet appareil est équipé d'étiquette d'inviolabilité. Si une étiquette ou d'un composant semble être endommagé, en aviser immédiatement la compagnie maritime et votre représentant Verifone ou prestataire de services.

MSAM Card

When you first receive your V210 device, you may need to install or replace the Multiple Security Access Module (MSAM) and Subscriber Identity Module (SIM) cards.

	Observe standard precautions in handling electrostatically sensitive devices. Electrostatic discharges can damage the equipment. Verifone recommends using a grounded anti-static wrist strap.
CAUTION	*Respecter les précautions standard dans la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager le matériel. Verifone recommande d'utiliser un bracelet anti-statique à la terre.*

Opening Card Compartment

Use the following steps to get access to the SIM1 and SIM2/SAM card compartments:

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

2 Push down the locking tab and swing out the compartment cover.

Figure: 6   Opening Rear Compartment
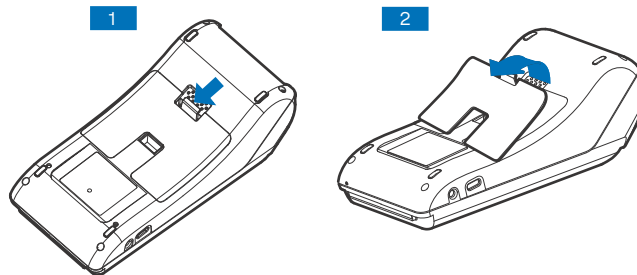
Changing or Installing MSAMs

To change or install MSAM cards:

1 Use steps 1 to 3 of the Opening Card Compartment to get to the MSAM cardholder.

2   Remove the old card, if any, and install the MSAM card by carefully sliding it into the slot (with the gold contacts facing downward) until fully inserted.

Figure: 7   Insert Mini MSAM
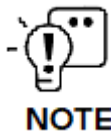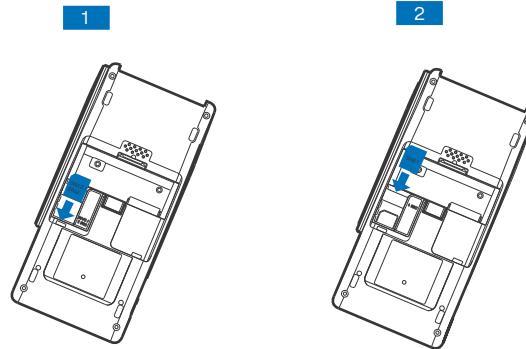
NOTE

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

Removal and Insertion of Battery

1   Turn off the V210 device.

2   Place the device face down on a soft, clean surface to protect the display from scratches.

3   Remove the battery from the battery label which is extended. Pull the extended label as shown below.

Figure: 8   Removal of Battery
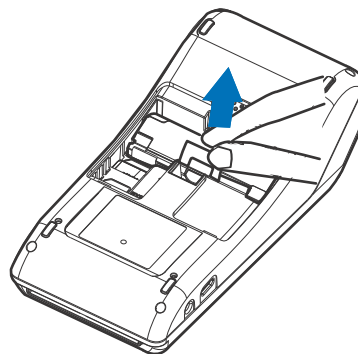
4 Place the battery pack in the battery compartment.

Figure: 9 Insertion of Battery
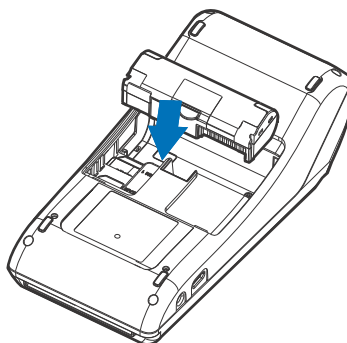
Loading Paper Roll in the Device

Use the following steps to load a roll of 57mm x 40mm, thermal printer paper into the compartment.

1 Unlock the paper compartment by pulling up the latch and swinging the door downwards.

Figure: 10 Opening Printer Paper Door

19
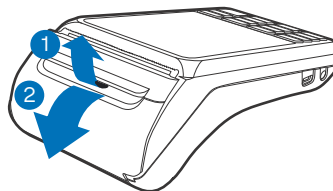
2   Load the paper roll as shown in Figure 11, with the edge of the paper on the top of the roll.

Figure: 11 Procedure
            for Loading
            Paper Roll
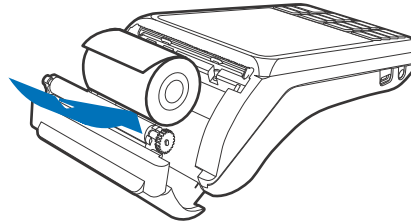
3   Pull a length of paper up over the serrated cutter and close the compartment door.

Figure: 12 Closing
            Printer Door
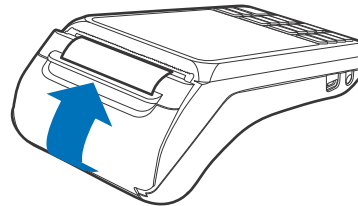
CAUTION

Before processing transactions in battery mode, make sure you have more than 10% battery life. Do not risk losing transaction data or printing capabilities, connect the terminal to the power pack if the battery level is below 10%.

Avant de traiter des transactions en mode batterie, assurez-vous que la durée de vie de la batterie est supérieure à 10 %. Ne risquez pas de perdre les données de transaction ou les capacités d'impression, connectez le terminal au bloc d'alimentation si le niveau de la batterie est inférieur à 10 %.

Power Supply

Not all configurations and device contexts require the use of a power supply - Verifone ships the power supply with the terminal as required.
Contact your Verifone representative if you have changed the context in which the terminal is used or have questions about which power supply should be used.

CAUTION

Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a Verifone power pack (see Verifone Service and Support for detailed power supply specifications). Following are the PSUs for different regions: PWR475-010-01-B (US), PWR474-002-06-A (Brazil), PWR475-010-02-B (EU), PWR475-010-03-B (Saudi Arabia).

L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Utilisez uniquement le bloc d'alimentation Verifone (voir Service et assistance Verifone pour les spécifications détaillées de l'alimentation). Voici les blocs d'alimentation pour différentes régions : PWR475-010-01-B (États-Unis), PWR474-002-06-A (Brésil), PWR475-010-02-B (UE), PWR475-010-03-B (Arabie saoudite). Saoudite).

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.

Figure: 13 Connecting the Power Pack

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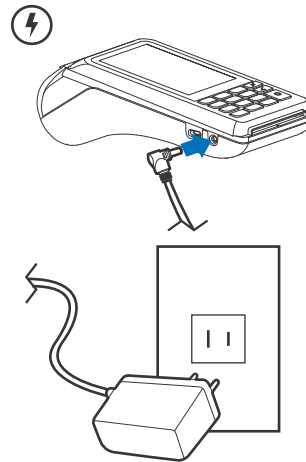
Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Disconnecting power during a transaction can cause transaction data files not yet stored in memory to be lost.

Ne branchez pas le bloc d'alimentation dans une prise extérieure ou n'utilisez pas le terminal à l'extérieur. La déconnexion de l'alimentation pendant une transaction peut entraîner la perte des fichiers de données de transaction qui ne sont pas encore stockés dans la mémoire.

21

NOTE

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

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

Cable Connections

You can connect the V210 to peripherals using the Full-Function Base.

WARNING

Turn off or unplug the terminal when connecting or disconnecting the device to avoid memory corruption and data loss.

Refer to the controlling device instructions for any terminal-specific warnings.

Éteignez ou débranchez le terminal pour connecter ou déconnecter le dispositif pour éviter la corruption de la mémoire de l'appareil et la perte de données. Reportez-vous aux instructions de l'appareil de contrôle pour tous les avertissements spécifiques au terminal.

Cable Connections Using the Full-Feature Base

To connect the terminal to other devices via Ethernet, RS-232, and USB, use the V210 Full-Feature (FF) Base. The FF Base provides a standard RJ-45

LAN socket, RS-232 port, and a mini-USB port. The V210 terminal must be docked on the base to utilize cable connectivity.

Figure: 14 Full-Feature
Base
Peripheral
Connections
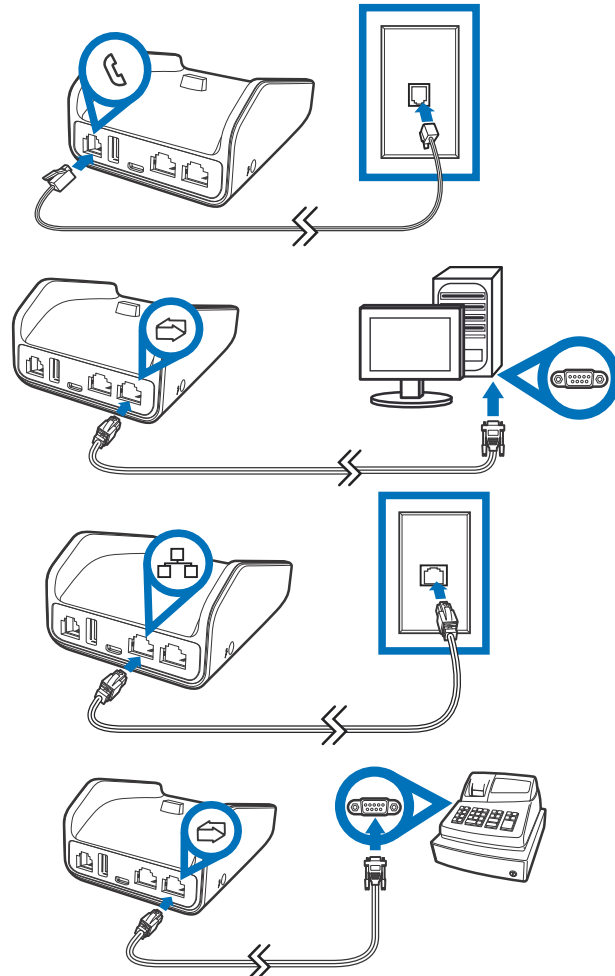
The Full-Feature Base features the following:

Cable	Configuration
Ethernet port	RJ-45 socket (for connecting PINpad to LAN infrastructure)
RS232 port	RS-232 socket (for connecting PINpad to LAN infrastructure), MOD-8 socket, Mini USB & DC-in jack
USB ports	Mini USB and type A USB

Using the Smart Card Reader

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

Figure: 15 Using the Smart Card Reader
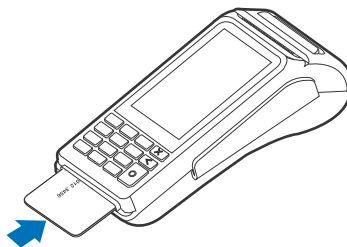
Conducting a Smart Card Transaction

To conduct a smart card transaction:

1 Position the smart card with the gold contacts facing upward.

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

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

CAUTION

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

Laissez la carte à puce dans le lecteur de carte jusqu'à ce que la transaction soit terminée. Le retrait prématuré peut annuler la transaction.

24

Using the Magnetic Stripe Card Reader

The V210 has a magnetic card reader that uses a triple-track stripe reader. This gives the unit greater reliability over a wide range of swipe speeds and operating environments.

Figure: 16 Using the Magnetic Stripe Card Reader
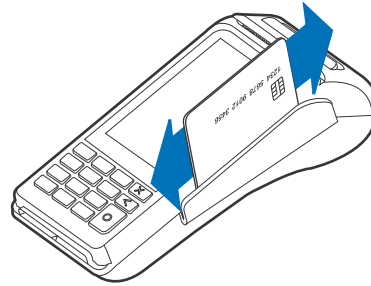
Conducting a Credit/Debit Card Transaction

To conduct a credit or debit card transaction:

1 Position the magnetic card with the stripe facing the keypad.

2 Swipe it through the magnetic card reader.

CTLS Transaction

The V210 supports contactless transactions through an integrated contactless module. The terminal becomes active for contactless smart card transactions only when initialized by an application.

Figure: 17 Contactless Transaction
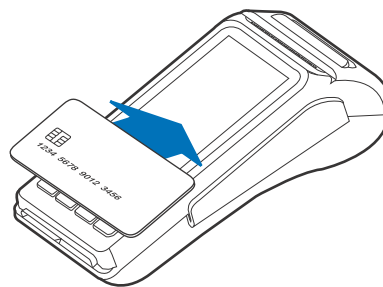
Performing Contactless Transactions

To perform a contactless smart card transaction:

25

1   Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.

2   An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction.

See Contactless Considerations for more information.

Optional Accessories

These accessories can be used to further enhance the device's functionality. See Accessories and Cables for additional information.

Full-Feature Base

The Full-Feature Base with Modem(M183-S02-01) or FF Base without Modem(M183-S02-02) and charging base(M183-S02-00) provides Bluetooth (BT) v4.2 as well as all BT v4.1 feature. It also supplies power, Dial-up, Ethernet, USB Host, and USB Device, plus a powered RS232 connection. See Cable Connections Using the Full-Feature Base.

Figure: 18 V210 Docking with Full-Feature Base
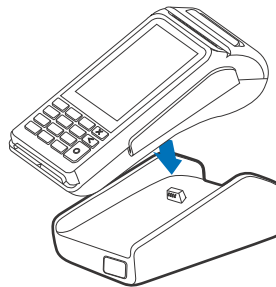
Charging Base

The Charging Base (M183-S02-00) provides a stable dock plus power charging for the V210 terminal.

Figure: 19 V210 Docking with Charging Base

26
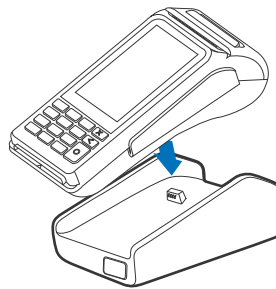
Periodic Inspection

Periodically inspect the terminal for possible tampering. Signs of tampering include:

- Overlays in the PIN pad area.

- Wires protruding out of the device.

- Foreign objects are 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.

NOTE

If any device is found in a tamper state, please remove it immediately from service. Keep it available for potential forensic investigation and notify your company security officer and your local Verifone representative or service provider. To contact Verifone, refer to Verifone Service and Support.

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3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the V210 terminal and bases.

Unit Power Requirement	• Operating power:	5V DC, 1A
Temperature	• Operating temperature:	0°C to 40°C (32°F to 104°F) or 50°C (50°C only for power adapter of 50°C ambient)
	• Storage temperature:	-20°C to 60°C (-4°F to 140°F)
Humidity	• Relative humidity:	5% to 90% (RH non-condensing)
External Dimensions	• Length:	172.90 mm (6.8 in)
	• Width:	81.60 mm (3.21 in)
	• Depth:	58.74 mm (2.31 in)
Weight	• Unit weight:	367 g (12.94 oz)
Communication	• BT 4.2 BLE (Bluetooth Low Energy)	
	• Wi-Fi 2.4GHz/5GHz (a/b/g/n)	
Processor	• ARM Cortex A9 32-bit processor	
Display	• 3.5" portrait mode transmissive TFT 320 (RGB) x 480 (HVGA)	
Magnetic Stripe card	• Triple track (tracks 1, 2, 3), high coercivity, bi-directional	
Primary Smart Card	• ISO 7816-3, 1.8V, 3V, 5V	
	• Synchronous and Asynchronous cards	

- EMV Approved

SAM Card Reader
- One Security Access Module (SAM)

Battery Pack
- Rating: 9.1 Wh (3.7 V DC, 3100 mAH)
- Meets IEEE1725 requirements

Security
- 3DES encryption, Master/Session and DUKPT key management
- VeriShield file authentication
- PCI PED 6.0 approved

V210 Bases

Charging Base
- Provides terminal charging on a mounted stand

Full-Feature Base
- Apart from charging, the FF Base provides:
    - Bluetooth
    - 10/100M Ethernet
    - 56K modem
    - Powered RS-232
    - LE Secure feature of BT v4.2 + All BT v4.1 feature
    - USB host
    - USB device

Unit Power Requirement
- Operating power: 5V DC, 2.2A (FF Base)
                                  5V DC, 2.2A (Charging Base)

Temperature
- Operating temperature: 0°C to 40°C (32°F to 104°F) or 50°C (50°C only for power adapter of 50°C ambient)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)

Humidity
- Relative humidity: 5% to 95% (RH non-condensing)

Security

- PCI 6.0 Compliant

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 V210 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 V210 device to be returned:

- Product ID, including the model and part number. For example, "V210" and "M560 XXX-XXX-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.
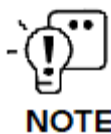
NOTE Each V210 returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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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:

- Detail the issue(s) with theV210.

- 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 V210 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 V210 device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the V210. 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

Connecting Cables

Cable	Part Number	Part Description
Cable	CBL282-031-XX-A	CABLE, USB-A/B PLUG 1M
Cable	CBL282-036-XX-A	RS-232 cable (RJ45). Powered from Countertop (+12 V).
Cable	CBL282-006-01-B	Cable, VX 820 Ethernet/RS232, Dongle 1.0 m

Power Supply

- PWR474-002-XX-A
- PWR475-010-XX-A
- PWR475-010-01-B (US)
- PWR474-002-06-A (Brazil) DC power pack(V210)
- PWR475-010-02-B (EU)
- PWR475-010-03-B (Saudi Arabia)

Cleaning Kit

02746-01 - Verifone Cleaning Kit

7. Troubleshooting Guidelines

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 MSAM Card).

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,
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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.

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