

Victa Mobile Installation Guide

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www.verifone.com

Vista Mobile Installation Guide
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Preface

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

Audience

This guide is intended for the users involved in Victa Mobile (Model: VM100) device installation.

Organization

This guide is organized as follows:

- Chapter 1: [Device Overview](#) - Provides an overview of the Victa Mobile device.
- Chapter 2: [Device Setup](#) - Provides instructions on configuring the Victa Mobile device.
- Chapter 3: [Specifications](#) - Provides the power requirements and dimensions of the Victa Mobile 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

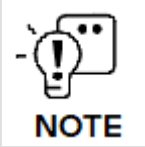


To learn more about the Victa Mobile, refer to the following document associated with the Verifone Part Number (VPN).

Victa Mobile Quick Installation Guide

VPN DOC573-004-EN-A

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 .
	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
	The caution symbol indicates possible hardware or software failure or loss of data.	Avoid placing metallic objects at the front of the card reader.
	The lightning symbol is used as a warning when a 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 Victa Mobile device:

Verifone's Victa Mobile device is a next-generation, all-in-one terminal that is both powerful and fully equipped for a wide range of business needs. This top-of-the-line mobile device is built for exceptional performance, featuring the Verifone Android Operating System (VAOS) and Verifone Operating System 3 (VOS3), available in two versions: countertop and PINpad.

Designed for versatility, the Victa Mobile offers wireless IP connectivity, a high-capacity lithium-ion battery, e-receipt options, camera-based barcode scanning, grab-and-go base options, and compatibility with Verifone Ethernet dongles for in-store LAN connectivity.

This all-in-one solution is ideal for diverse business environments, from outdoor use to light rain and even extreme temperatures as low as -5°C, all while supporting whole day operation without the need for frequent charging. Whether mounted or handheld, it meets the needs of various business operations.

In addition to its core features, the Victa Mobile also supports ECR integration, card payments, barcode scanning, image capture, Wi-Fi, and e-receipt printing. It also provides access to a wide range of Verifone's cloud-based solutions. Businesses can remotely monitor and update devices via Verifone's estate management platform. It is also equipped with accessibility features, allowing low-vision and blind customers to securely and independently make payments with Verifone Navigator.

The Victa Mobile is highly adaptable, supporting all major payment methods, including magnetic stripe, EMV, NFC/contactless payments, and mobile wallets like Apple Pay, Google Pay, and Samsung Pay. Its vibrant color touchscreen ensures smooth transactions, while the keypad offers secure PIN entry.

Features and Benefits

The Victa Mobile is Verifone's card reader supporting barcode scanning and image capture. It creates an economical solution for merchants who are looking to expand their payment acceptance options.

Ease of Use

- Experience the versatility of a 6.7" High-Definition Multi-Touch Display featuring capacitive touch technology, ensuring easy readability in diverse lighting environments.
- Navigate through icon-based applications effortlessly or capture electronic signatures with the responsive touchscreen.
- Optimal card reading is guaranteed with the integrated magnetic stripe card reader.
- Enhance accessibility for the visually impaired through the inclusion of an audio jack.
- Accept a wide range of payments, including mobile wallets and alternative payment methods, making transactions seamless anywhere.
- The touch screen facilitates easy menu control and signature capture.
- Battery-powered for mobility and portability.
- Buzzer for audio confirmation of card transactions.

Compliance

- Complies with PCI PTS v6.x (which includes SRED), EMVCo Contact Level 1, Level 2, EMVCo Contactless L1 as well as all global Contactless payment standards (e.g., PayPass, PayWave, MIFARE, and FeliCa).

Performance and Robustness

- Swift transactions are ensured by the robust 64-bit quad-core ARM Cortex-A53 microprocessor, operating at speeds of up to 2 GHz.
- Designed with rounded corners and drop-resistant features, capable of withstanding drops from heights of less than 1m onto concrete floors to minimize the risk of breakage.
- Equipped with 4 GB RAM and 32 GB eMMC.

Security Features

- Implemented with tamper-sensing circuitry to identify unauthorized intrusion attempts, complemented by a diverse range of software-based security features.
- Ensuring compliance with global standards for secure payment card transactions.
- Ensures robust security measures with support for reliable protocol TLS, effectively preventing fraud and other intrusions.
- Provides the flexibility of choosing between Master/Session or DUKPT key-management methods, enhancing security for PIN-based transactions.

- Ensures secure and dependable PIN input to accommodate the growing scope of PIN-based transactions.
- Complies with PCI PTS v6.x requirements standards, ensuring secure solutions for approval class PED devices.
- Adheres to ISO and ANSI standards for PIN encryption, key management, and MAC.
- Simplifies and secures key injection through Verifone's Secure Kit key-loading software.
- Kensington Lock (K-lock): Vista Mobile supports K-lock for physical security.

Contactless Capability

- Future-proof your investment with an advanced contactless architecture featuring a single contactless interface (SingleCI), SoftSAMs, and a side-by-side application architecture.
- Dedicated tap zone, ensuring optimized performance for contactless transactions.
- Capable of accepting a diverse range of contactless payments, including EMV, NFC, MIFARE, and FeliCa alongside facilitating secure PIN-based transactions.

Communication Technology

- Bluetooth functionality offers a straightforward, plug-and-play installation for locations requiring short-range wireless capability, with support for Eddystone and iBeacon profiles.
- Equipped with dual-band Wi-Fi for enhanced connectivity options.

Connectivity Options

- Multiple connectivity options, including 4G LTE and Wi-Fi, as well as Bluetooth.
- Wired connectivity includes USB-C to USB-A.

2. Device Setup

This section outlines the setup procedures for the VICTA Mobile device, covering the following segments:

- [Safety Instructions](#)
- [Periodic Inspection](#)
- [Environmental Factors](#)
- [PIN Protection Measures](#)
- [Inside the Shipping Carton](#)
- [Inspecting the Features of the Unit](#)
- [Battery Management](#)
- [Initial Battery Charging](#)
- [Battery Life](#)
- [Charging the Battery via Power Pack](#)
- [Startup and Shutdown](#)
- [Connecting the Power Supply](#)
- [Connecting to a PC](#)
- [VICTA Mobile Transactions](#)
- [VICTA Mobile Wi-Fi/BT Support](#)
- [Camera/QR Code Reader](#)

Safety Instructions

- 1 Prior to connecting the equipment, thoroughly read and understand all instructions. Do not proceed with the installation until all instructions and warnings have been comprehended.
- 2 Ensure that there are no missing or defective parts do not use any defective parts. VeriFone holds no liability for damage or injury resulting from improper installation, misuse, or failure to adhere to safety instructions, which may void the warranty.
- 3 Use only attachments recommended by VeriFone to avoid the risk of fire, electric shock, or injury.
- 4 Avoid using the device near water.

- 5 Do not place the unit on an unstable cart, stand, or table, as it may lead to serious personal injury or damage to the equipment.

Periodic Inspection

- 1 Regularly check the product and its mounting points to ensure ongoing safety.
- 2 Inspect the device daily for signs of tampering, including:
 - Wires protruding from the device.
 - Foreign objects inserted into the smart card slot or magnetic stripe slot.
 - Any abnormalities in the casing beneath the mag stripe slot, such as bumps, and any visibly added mag stripe head from the side.
 - Damage to the tamper-evident labels.

Environmental Factors

- 1 Avoid using the device in areas with excess heat, dust, humidity, moisture, caustic chemicals, or oils.
- 2 Keep the device away from direct sunlight and any heat-emitting sources.
- 3 Choose a customer-convenient location, avoiding dusty, hot, or damp environments.
- 4 To reduce data errors, select a location free from magnetic interference, maintaining a safe distance from objects or units generating magnetism.

PIN Protection Measures

Use the following techniques to provide effective screening of the PIN-entry during the PIN entry process. You can use these methods in combination, although in some cases a single method might suffice.

- Position the device such a way as to block visual observation of the PIN-entry process.
- Position the angle of the device in such a way that PIN spying is difficult.
- Position in-store security cameras so that the PIN-entry keypad is not visible.

Inside the Shipping Carton

Upon opening the shipping carton, meticulously examine its contents for any signs of tampering or shipping damage.

To Unpack the Shipping Carton

Unpacking Instructions:

- 1 Thoroughly examine the shipping carton.

- 2 Verify the authenticity of the sender by checking the shipping tracking number and other details on the product order paperwork.
- 3 Unseal the carton box by removing the tape.
- 4 Lift and extract the inner carton box from the outer carton box once the tape is removed.
- 5 Unfold the inner carton box.
- 6 Conduct a detailed inspection of the shipping carton contents. The carton box includes the following components as part of the VICTA Mobile product:
 - VICTA Mobile unit
 - USB-A to USB-C cable
 - Adapter
 - SIM/SAM card tray ejector pin
- 7 Remove all the paper wrapping from the device and its components.
- 8 Peel off the clear protective film from the customer-facing payment display and the branded protective film from the merchant-facing display.
- 9 Preserve the shipping carton and packing materials for potential future repacking or relocation of the device.



Do not use a tampered or damaged unit. The device is equipped with tamper-evident labels. If you observe any damage to a label or component, promptly inform both the shipping company and your Verifone service provider.

N'utilisez pas un appareil trafiqué ou endommagé. L'appareil est équipé d'étiquettes d'invulnérabilité. Si vous constatez des dommages sur une étiquette ou un composant, informez-en rapidement la compagnie maritime et votre fournisseur de services Verifone.

Inspecting the Features of the Unit

Prior to proceeding with the installation process, familiarize yourself with the features of the device by referring to Figure 1.

Figure: 1 Victa Mobile



The VeriFone Victa Mobile device provides the following features:

- 1 A colored touch screen display for user interaction.
- 2 A smart card reader integrated into the front of the device to process smart card-based debit or credit transactions. Refer to the instructions in "[Insert](#)" for guidance on smart card usage.
- 3 A magnetic card reader built into the device, allowing debit or credit card transactions. For proper magnetic swipe card reading, insert the card from the side of the device. Refer to the instructions in "[Swipe](#)" for guidance on magnetic card usage.
- 4 CTLS functionality for contactless payments. Refer to "[CTLS](#)" for instructions on conducting contactless transactions.
- 5 A 3.5 mm audio jack, providing accessibility features for the visually impaired.

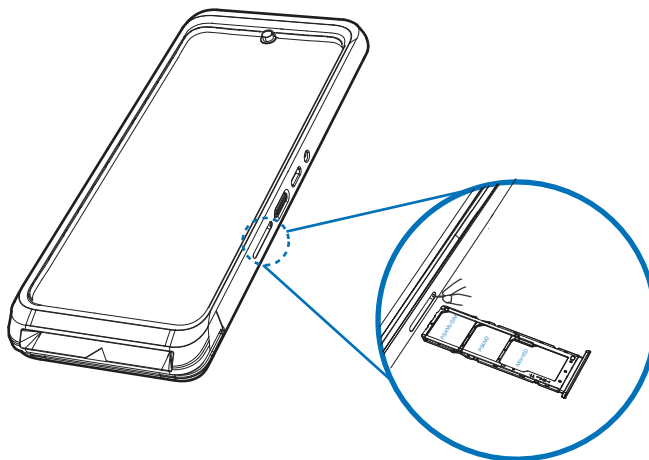
Installing Micro SIM and or SAM Cards

To install a SIM (Subscriber Identity Module) and/or SAM (Security Access Module) card in the Victa Mobile device, follow these steps:

- 1 Power off the device.
- 2 Locate the compartment on the side of the device.
- 3 Use the SIM/SAM card tray ejector pin to unlock the compartment by inserting it into the small hole.
- 4 Open the compartment cover to access the SIM and/or SAM slots.

- 5 Insert or remove the SIM/SAM cards securely.
- 6 Close the compartment until it clicks into place.
- 7 Power on the device to ensure that the cards are recognized.

Figure: 2 SIM/SAM Insertion



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

CAUTION

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.



NOTE

VM100 supports eSIM solution.

Battery Management

Effective battery management is crucial for optimizing the performance and the lifespan of your device's battery. Here are some steps for battery management:

Initial Battery Charging

To perform the initial battery charging for your Victa Mobile device, follow these steps:

- 1 After unpacking the device, connect the power pack to the unit.

- 2 Allow the device to charge for eight hours or until fully charged.
- 3 The battery in the Vista Mobile device is equipped with a safety circuit to safeguard the Li-ion cells from overcharging and over-discharging. If the battery becomes over-discharged, the safety circuit will shut down the battery, and it must be recharged to restore operation.
- 4 Ensure that you adhere to the recommended charging duration to optimize the battery's performance and longevity.



CAUTION

Using an incorrectly rated power supply may lead to potential damage to the device or cause it not to function as specified. Before proceeding with troubleshooting, it is crucial to verify that the power supply being used to power the device aligns with the specified requirements detailed on the bottom of the device. For comprehensive power supply specifications, refer to the "[Specifications](#)" section. If there is any discrepancy, obtain the appropriately rated power supply before proceeding further with troubleshooting activities.

L'utilisation d'une alimentation électrique mal évaluée peut entraîner des dommages potentiels à l'appareil ou l'empêcher de fonctionner comme spécifié. Avant de procéder au dépannage, il est crucial de vérifier que l'alimentation électrique utilisée pour alimenter l'appareil est conforme aux exigences spécifiées détaillées au bas de l'appareil. Pour connaître les spécifications complètes de l'alimentation, reportez-vous à la section « Spécifications ». En cas de divergence, procurez-vous une alimentation électrique appropriée avant de poursuivre les activités de dépannage.



WARNING

Avoid plugging the power pack into an outdoor outlet. During a transaction, disconnecting the power source by either removing the battery or unplugging the device from a wall power source when the battery charge is very low may result in the loss of transaction data files that have not yet been stored in the device memory. Exercise caution to prevent any unintended loss of transaction data during power-related actions.

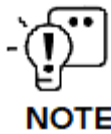
Évitez de brancher le bloc d'alimentation sur une prise extérieure. Au cours d'une transaction, débrancher la source d'alimentation en retirant la batterie ou en débranchant l'appareil d'une source d'alimentation murale lorsque la charge de la batterie est très faible peut entraîner la perte des fichiers de données de transaction qui n'ont pas encore été stockés dans la mémoire de l'appareil. Faites preuve de prudence pour éviter toute perte involontaire de données de transaction lors d'actions liées à l'alimentation.

Using the Battery The Vista Mobile device utilizes a single-cell Li-ion battery with the following features:

- The battery incorporates a safety circuit that prevents damage from overcharge, over-discharge, or overheating.
- It activates when the battery is left unused in the device for extended periods.
- The battery provides power to the security circuit when the VICTA Mobile device has no external power source.
- Li-ion batteries are not affected by shallow charging.

To ensure optimal function, follow these best practices:

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



The VICTA Mobile 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 VICTA Mobile device features a simple two-color LED with two energized states:

- Red: Charging
- Green: Charging complete

Battery Life

Charging and discharging the VICTA Mobile battery repeatedly over hundreds of cycles will contribute to the natural wear and aging of the battery. If you observe significantly reduced operating times, it may indicate the need for a battery replacement. Refer to the "[Service and Support](#)" section for ordering information regarding replacement batteries.

When it comes to disposal, it is essential to follow proper procedures:

- Do not dispose of batteries in fire.
- Li-ion batteries must be recycled or disposed of properly.
- Do not dispose of Li-ion batteries in municipal waste sites.
- Proper disposal of Li-ion batteries is crucial for environmental safety. Check with local recycling programs or electronic waste collection facilities for

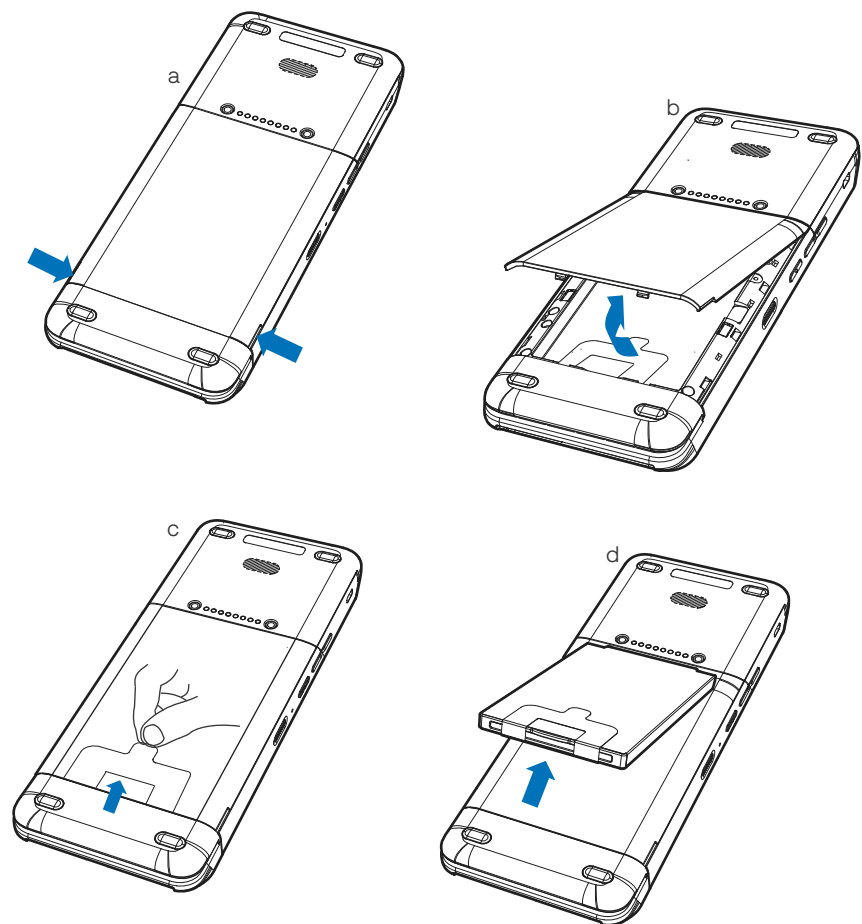
guidance on the correct disposal of Li-ion batteries in your area. Many communities have specific programs for recycling electronic devices and batteries to prevent environmental harm.

Replacing the Battery

If the battery is faulty or not working or any other issues with the battery then it can be replaced by the customer by following the below steps:

- Open the back cover from both the sides, Figure 3 (a).
- Pull up the tab to take out the battery cell, Figure 3 (c).
- Remove the existing battery, Figure 3 (d).

Figure: 3 Replacing the Battery



NOTE

You can order the battery from VeriFone Online Store. Refer to [Accessories and Cables](#) for Part Number.

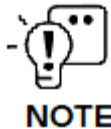
Charging the Battery via Power Pack

To charge the VICTA Mobile device using the power pack, follow these steps:

- 1 Insert the USB-C plug into the USB-C port of the VICTA Mobile device.
- 2 Plug the AC power pack into a wall outlet or a powered surge protector.

This procedure ensures a direct connection between the device and the power source, allowing the battery to charge. Always use the recommended and compatible power supply to avoid any potential issues with charging or device performance.

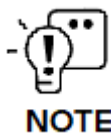
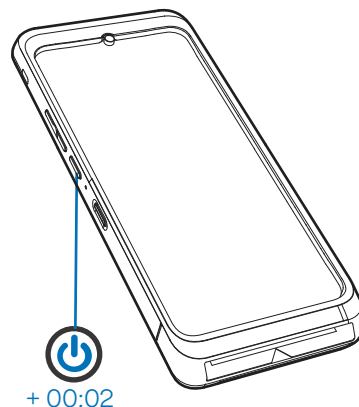
To safeguard against potential harm from lightning strikes and electrical surges, contemplate the installation of a power surge protector.



You can order the power pack from VeriFone Online Store. Refer to [Accessories and Cables](#) for Part Number.

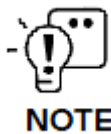
Startup and Shutdown

The startup process for the VICTA Mobile device varies based on its power source. When connected to a non-battery power source, the device automatically starts up, irrespective of the battery charge. To manually power up, press, and hold the power key for approximately 2 seconds until the startup screen appears.



The 2-second delay in powering up serves as a safeguard against accidental activation if the power key is inadvertently held down. The duration required to press the power key for device activation is customizable.

Once powered on, the device illuminates.



The Verifone copyright screen appears initially, featuring a distinctive copyright display. If the terminal is pre-loaded with an application, it typically launches after the initial Verifone copyright screen and may present its own copyright information.

Connecting the Power Supply

The Victa Mobile has a power adaptor of input AC 100V-240V/50-60Hz/0.4A and output of DC 5V/2.2A. If you have any inquiries about the appropriate power supply to use, please reach out to your Verifone representative for assistance.

To connect the power supply, follow these steps:

- 1 Identify the power input port on the Victa Mobile.
- 2 Connect the appropriate power supply cable to the power input port.
- 3 Connect the other end of the power supply cable to a suitable power source or power adapter.
- 4 Ensure a secure connection and proper alignment.
- 5 Power on the Victa Mobile using the designated power switch, if applicable.
- 6 This ensures the proper power supply connection for the Victa Mobile.

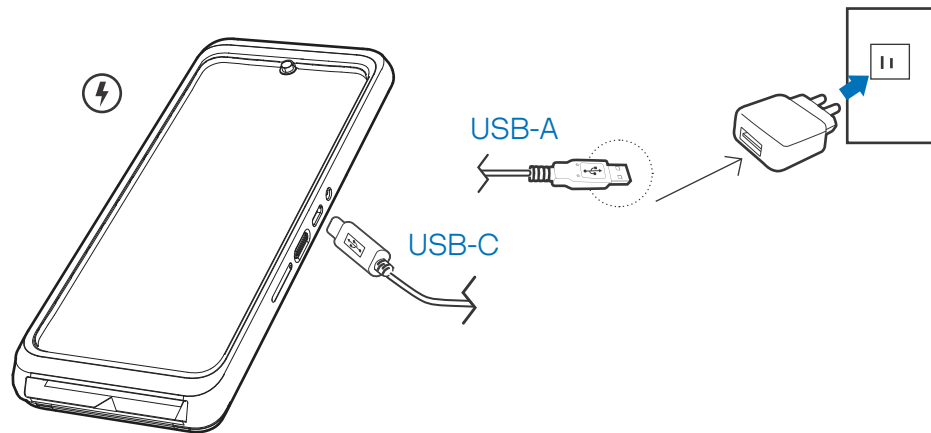


Using an incorrectly rated power supply can damage the unit or cause it to malfunction. Verifone recommends the PWR572-001-xx-A power pack. See [Specifications](#) for power supply information.

L'utilisation d'une alimentation électrique mal évaluée peut endommager l'appareil ou provoquer un dysfonctionnement. Verifone recommande le bloc d'alimentation PWR572-001-xx-A. Voir Spécifications pour plus d'informations sur l'alimentation électrique.

Refer to Figure 4 for guidance on the connection cable from the power supply.

Figure: 4 Power Connection for the Victa Mobile

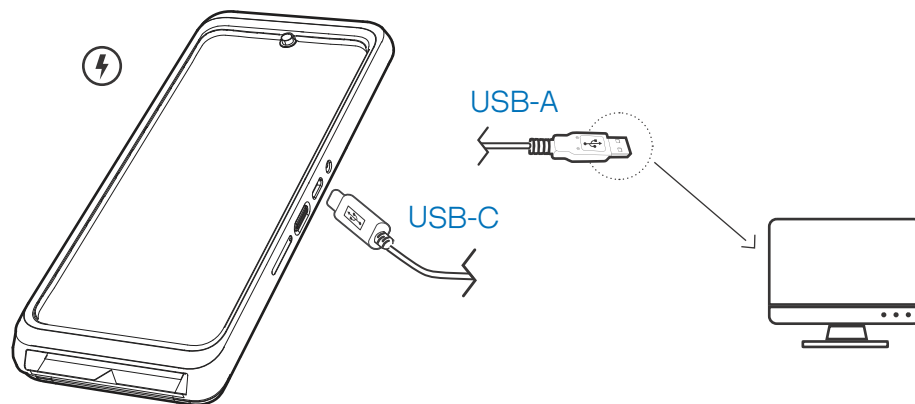


Connecting to a PC

To establish a connection with a computer, follow these steps for the Victa Mobile device:

- Plug the USB-C connector into the corresponding port on the Victa Mobile.
- Connect the opposite end of the USB-C plug to the USB-A port on your computer or laptop. This allows you to download applications seamlessly.

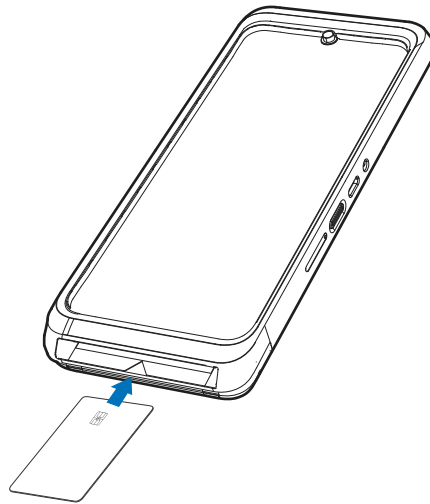
Figure: 5 PC Connection



Victa Mobile Transactions

Transaction Type

Insert



Victa Mobile Device

To proceed with an EMV transaction:

- 1 Insert the smart card into the reader slot.
- 2 Ensure the contacts on the smart card are facing upward.
- 3 Insert the card smoothly and continuously until it sits firmly.
- 4 Wait for the application to signal a completed transaction before removing the card.
- 5 Note that premature card removal may invalidate the transaction.
- 6 EMV transactions support both credit and debit card transactions using the specified procedure.

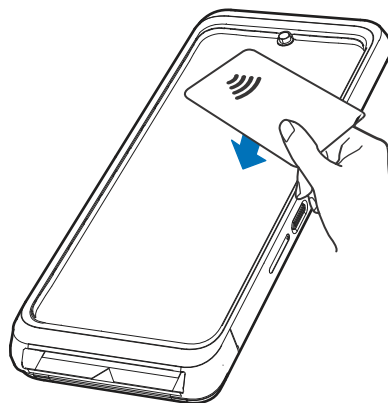
Swipe



The device supports both magnetic stripe cards and smart cards. To carry out how to use a magnetic stripe card follow these steps:

- 1 Position the card with the magnetic stripe facing backward or downward.
- 2 To ensure a proper read, insert the magnetic card from the side of the device.
- 3 Swipe the card through the magnetic card reader.
- 4 If using a smart card, insert the card and follow the on-screen instructions before removing it.
- 5 This process allows for the utilization of both magnetic stripe and smart cards with the device.

CTLS



The device supports contactless credit or debit card transactions. To carry out a contactless smart card transaction, follow these steps:

- Gently tap the card onto the payment device or hold the card within 4 cm against the surface of the device on the top of the display, above the Contactless Reader icon.

Vista Mobile Wi-Fi/BT Support

The Vista Mobile device is equipped with an integrated WLAN RF (Wireless Local Area Network Radio Frequency) transceiver for Wireless LAN systems featuring advanced power management. Additionally, it includes an integrated radio transceiver for Bluetooth wireless systems. This

configuration enables wireless connectivity and communication functionalities for the device.

Camera/QR Code Reader

The Vista Mobile device features a primary camera boasting 5MP CMOS autofocus and a bottom camera equipped with 2MP CMOS fixed focus. Additionally, it expands the functionality of countertop devices by incorporating barcode and QR scanning capabilities.

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3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the Vista Mobile device.

Unit Power Requirement

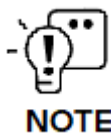
- Input power rating: AC 100V-240V/50-60Hz/0.4A
- Output: DC 5V/2.2A
- Li-ion rechargeable battery: 5000mAh/3.8V

Temperature

- Operating temperature: -5°C to 45°C (23°F to 113°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)

Humidity

- Relative humidity: 5% to 90%



If the device is intended for use in environments where the temperature exceeds the specified operating range, integrators must take measures to control ambient conditions, ensuring that the product remains within the designated temperature range.

External Dimensions

- Length: 196.5 mm
- Width: 82.9 mm
- Depth: 20 mm

Weight

- Unit weight: 370 g

Processor

- Cortex A53 Quad-core, 2GHz

Memory

- Support SD 3.0
- 4 GB RAM/32 GB ROM

Magnetic Stripe card

- Triple Track

Smart Card Reader

- Card-conserving plated landing contacts
- Synchronous and asynchronous cards

Integrated Contactless Reader

- EMV

SAM Card Reader

- 1 eSIM, 1 SIM/SAM Combo and 1 SAM

Display

- 6.7" (720x1600) HD IPS LCD touchscreen

Audio

- Loudspeaker, Microphone, Buzzer, Earphone Jack

Security

- Complies to PCI PTS v6.x

Communication

- Bluetooth 5.0 (2402-2480 MHz)
- WLAN 2.4 GHz (2400-2483.5 MHz) + 5 GHz (5180-5825 MHz), 802.11 a/b/g/n/ac
- GNSS support
 - GPS: 1574.4-1576.4MHz
 - GLONASS: 1597.5-1605.9MHz
 - BDS: 1559.1-1563.1MHz
 - Galileo: 1573.4-1577.5MHz
- WAN support
 - EM SKU:
 - GSM 850/900/1800/1900 MHz
 - WCDMA B1/2/4/5/8
 - LTE-FDD: B1/2/3/4/5/7/8/10/20/28/66
 - LTE-TDD: B38/40/41
 - NA SKU:
 - WCDMA B2/4/5
 - LTE-FDD: B2/4/5/7/12/13/14/17/25/26/66/71
 - LTE-TDD: B41

Camera

- Bottom camera - 2 MP (QR/Barcode Scanner)
- Front-facing camera - 5MP
- LED torch

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

The Vicia Mobile 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).



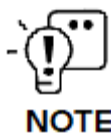
CAUTION

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 Vicia Mobile device to be returned:
 - Product ID, including the model and part number. For example, “Vicia Mobile” and “Mxxx-xxx-xx” and “PTID xxxxxxxx.”
 - 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.



Each Vista Mobile 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 Vista Mobile.
 - 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 Vista Mobile 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 Vista Mobile device).

6. Accessories and Cables

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

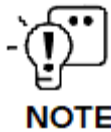
- Verifone - [Contact us](#)
- USA - Verifone Customer Development Center, 1-800-837-4366
Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International - Contact your Verifone representative

Accessories

Part	Part Number	Part Description
Cable	CBL572-002-01-A	CABLE, USB-C to USB-A
Battery Pack	BPK573-300-01-A	Battery Pack
Power Pack	PWR572-001-xx-A	Power Pack

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

If the device does not start:

- Ensure that the device is plugged into 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 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.

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.

Verifone
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Coral Springs,
FL 33065, USA



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.

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