Victa Full Feature Base Installation Guide

verifone

Victa FF Base Installation Guide
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Preface

This guide is the primary source of information for setting up the Victa Full Feature(FF) Base device.

Audience

This guide is intended for the users involved in Victa Full Feature(FF) Base (Model: VF1-B-FF) device installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the Victa Full Feature(FF) Base device.

- Chapter 2: Device Setup - Provides instructions on configuring the Victa Full Feature(FF) Base device.

- Chapter 3: Specifications - Provides the power and other requirements of the Victa Full Feature(FF) Base 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 Full Feature(FF) Base, refer to the following document associated with the Verifone Part Number (VPN).

Victa Full Feature(FF) Base Quick Installation Guide	VPN DOCXXX-XXX-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.
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 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 Full Feature(FF) Base device.

The Victa Full-Feature (FF) Base is a purpose-built charging solution designed to deliver reliable power management and ensure consistent terminal performance. To avoid battery levels falling below 10%, users are strongly encouraged to place the terminal on the charging base whenever it is not actively used. This proactive charging practice helps extend battery life and ensures the terminal is always ready for operation. The FF Base is fully compatible with the Victa Portable and Victa Mobile terminals, providing seamless support for payment solutions.

Features

1 Multiple Connectivity Options

- Supports Ethernet, USB, and RS232 connections.
- Enables integration into various POS environments.

2 Charging and Communication Dock

- Charges the terminal while connected, reducing downtime.
- Allows simultaneous charging and data communication.

3 Peripheral Support

- Ports for connecting peripherals such as ECR, barcode scanners, or printers.
- Enhances functionality of the payment terminal.

4 Secure Cradle Design

- Firm docking with anti-theft mechanism.
- Prevents accidental disconnection or tampering.

5 Compact and Durable

- Designed for counter-top use with minimal space requirements.
- Built for long-term use in busy retail environment.

Connectivity Options

The Verifone Full Feature(FF) Base provides multiple ports to connect and power the payment terminal while integrating smoothly into your point-of-sale.

- Power Port
- Ethernet Port (LAN)
- USB Host and Device Ports
- RS232 Serial Port
- Multi-Peripheral Interface (Optional)

Figure: 1   Connectivity Options

USB-C
USB-A
USB-B
Ethernet (LAN)
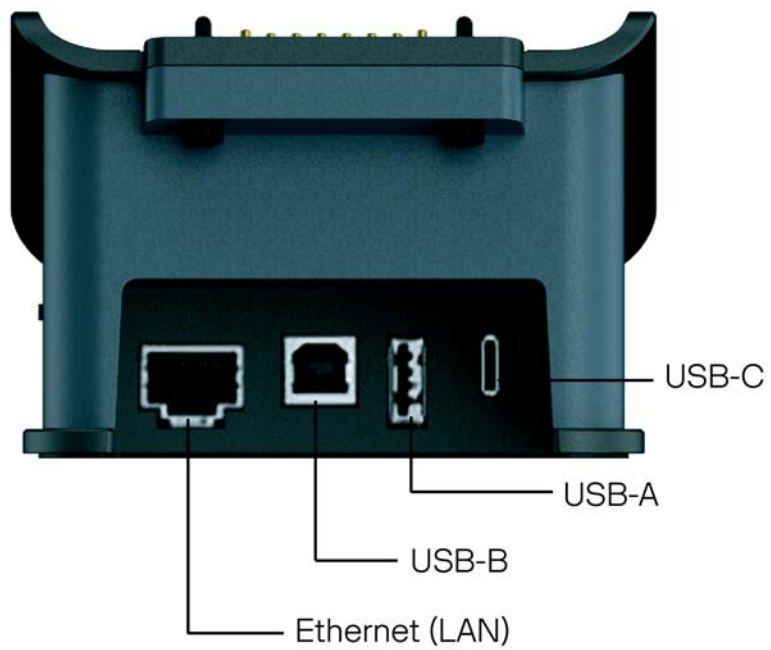
2. Device Setup

This section outlines the setup procedures for the Victa Full Feature(FF) Base device, covering the following segments:

- Safety Instructions
- Periodic Inspection
- Environmental Factors
- Electrical Considerations
- Selecting Location
- Inside the Shipping Carton
- Inspecting the Features of the Unit
- Cable Connections Using the FF Base
- Initial Charging
- Charging the FF Base via Power Pack
- Victa Full Feature(FF) Base: BT Support

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.

- 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 anything that radiates heat, such as a stove or a motor.

3 Do not use the Victa FF Base outdoors.

Electrical Considerations

1 Avoid using this product during electrical storms.

2 Do not use the Victa FF Base unit near water or in moist conditions.

3 Disconnect the device from its POS terminal before cleaning.

CAUTION	The Victa FF Base is not waterproof or dustproof and is intended for indoor use only. Any damage to the unit from exposure to rain or dust can void any warranty. *Le terminal et la base Victa FF Base ne sont ni étanches à l'eau ni à la poussière et sont destinés à utilisation en intérieur uniquement. Tout dommage causé à l'appareil par une exposition à la pluie ou à la poussière peut annuler tout garantie..*

CAUTION	Due to the risk of electric shock or damage to the terminal, do not use this equipment near a water source, for example, near a bathtub, washbowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool. Likewise, avoid using this product during thunderstorms causing power cuts. Avoid placing the terminal near electrical devices or other units that could cause large voltage fluctuations or electrical interference, such as air conditioners, neon signs, high-frequency safety devices, or electrical equipment. *En raison du risque de choc électrique ou d'endommagement du terminal, n'utilisez pas ce équipement à proximité d'une source d'eau, par exemple près d'une baignoire, d'un lavabo, d'une cuisine un évier ou une cuve à lessive, dans un sous-sol humide ou près d'une piscine. De même, évitez d'utiliser ce produit lors d'orages provoquant des coupures de courant. Éviter placer le terminal à proximité d'appareils électriques ou d'autres unités susceptibles de provoquer de grandes fluctuations de tension ou interférences électriques, telles que les climatiseurs, les enseignes au néon, dispositifs de sécurité haute fréquence ou équipements électriques.*

Selecting Location

Use the following guidelines to select the best location for the Victa FF Base device.

To Select a Location

Choose a location convenient for both the merchant and the client:

- Far from heavy metal objects.

- A flat support surface, such as a counter-top or a table.

- Near a power outlet and the terminal or computer that connects to the Victa FF Base.

WARNING

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

Pour des raisons de sécurité, ne faites pas passer de câbles ou de cordons sur une passerelle.

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 Full Feature(FF) Base product:

- Victa Full Feature(FF) Base unit

- 2 Screws

7 Remove all the paper wrapping from the device and its components.

8 Preserve the shipping carton and packing materials for potential future repacking or relocation of the device.

WARNING	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'inviolabilité. 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.
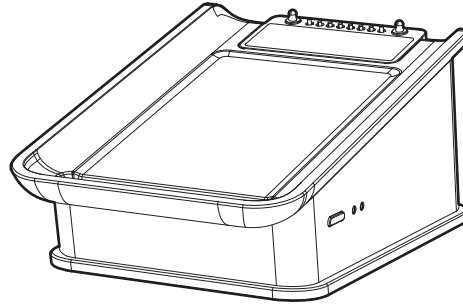
Figure: 2   Victa Full Feature(FF) Base
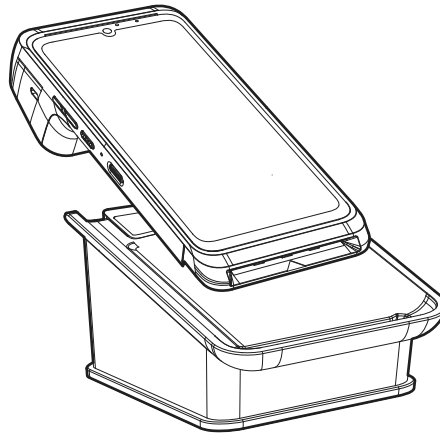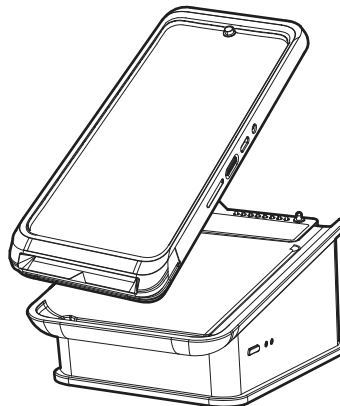

Figure: 3   Victa Portable Docking with FF Base

Figure: 4   Victa Mobile Docking with FF Base

Cable Connections Using the FF Base

The Verifone Victa Full Feature(FF) Base device can be used to connect to the other Victa terminals like the Victa Portable and the Victa Mobile.
The Victa FF Base can be connected to other devices via Ethernet, RS232, and USB. The FF Base provides a standard RJ-45 LAN socket, USB-A, USB-B, and a USB-C port. The Victa terminal must be docked on the base to utilize cable connectivity.

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.*

Initial Charging

To perform the initial charging for your Victa Full Feature(FF) Base, 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   Ensure that you adhere to the recommended charging duration to optimize the 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.*

The Victa Full Feature(FF) Base features a simple two-color LED for indicating the bluetooth pairing status:

- Blinking Blue: Pairing

- Solid Blue: Paired

NOTE
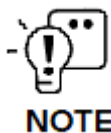
You can order the cables from Verifone Online Store. Refer to Accessories and Cables for Part Number.

Charging the FF Base via Power Pack

Charge the Victa Full Feature(FF) Base using a designated power pack. This establishes a direct connection between the base and the power source, enabling the device to charge effectively.

NOTE
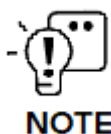
Always use the recommended, compatible power supply to avoid charging issues or potential damage to the device.

CAUTION

To protect against electrical surges or lightning strikes, consider using a certified surge protector.

Pour vous protéger contre les surtensions électriques ou la foudre, pensez à utiliser un parasurtenseur certifié.

Connecting the FF Base to the Power Supply

The Victa Full Feature(FF) Base uses a power supply with the following specification:

- Input: 5V DC, 2.2A

If you have any questions about selecting the correct power supply, please contact your Verifone representative for guidance.

To connect the power supply, follow these steps:

1. Locate the power input port on the Victa Full Feature (FF) Base.

2. Connect the compatible power cable to this input port.
   NOTE: Cables (USB-C) and power pack can be ordered through the Verifone Online Store. Refer to the Accessories and Cables section for the correct part numbers.

3   Plug the other end of the power cable into a suitable power source or adapter.

4   Ensure the connection is secure and properly aligned.

5   Switch on the Victa Full Feature(FF) Base using the designated power button, if available.

6   This ensures a reliable and correct power supply connection for the Victa FF Base.

CAUTION

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.

Once powered on, the device's display and the indicator lights illuminate, confirming that the unit is receiving power.

Victa Full Feature(FF) Base: BT Support

The Victa Full Feature(FF) Base is equipped with integrated wireless connectivity feature to support seamless communication:

Bluetooth Support:

The FF Base features an integrated Bluetooth radio transceiver, allowing wireless communication with compatible Bluetooth-enabled devices. This capability provides the FF Base with flexible, cable-free connectivity options, ideal for dynamic retail and service environments.

3. Specifications

This chapter provides details on the power requirements and additional specifications of the Victa Full Feature(FF) Base device.

Unit Power Requirement	• Input power rating:	DC 5V/2.2A
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%

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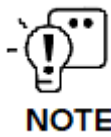
If the device is intended for use in environments where the temperature exceeds the specified operating range, integrators must take measures to control ambient conditions, ensuring that the product remains within the designated temperature range.

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.

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5. Service and Support

The Victa Full Feature(FF) Base 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 Victa Full Feature(FF) Base device to be returned:

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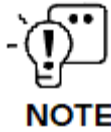
NOTE Each Victa Full Feature(FF) Base returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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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 the Victa Full Feature(FF) Base.

- 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 Victa Full Feature(FF) Base 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 Victa Full Feature(FF) Base device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the Victa Full Feature(FF) Base. 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
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 persist despite following the guidelines provided or if the problem is not covered, kindly reach out to your local Verifone representative for further assistance.
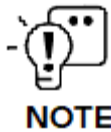
NOTE	The device is equipped with tamper-evident labels and does not contain any user-serviceable parts. It is crucial not to attempt to disassemble the unit under any circumstances. Only perform adjustments or repairs explicitly outlined in this guide. For any other services, please contact your local 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.

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.