

NOTE It is recommended that the power pack be plugged into a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.



To connect the Omni 3600 base to power ([Figure 3](#)):

- 1 Insert the round barrel connector into the power port (icon at right) on the far right of the Omni 3600 base.
- 2 Insert the power cable into the power pack.
- 3 Plug the power cable into a wall outlet or surge protector. When the Omni 3600 base is powered, the far-right LED (icon at right) lights steady green.



Omni 3600 Terminal Docking

Place the Omni 3600 terminal in the docking cradle ([Figure 21](#)) to recharge the terminal smart battery, establish communications connections for data transfers, and communicate with peripheral devices.

NOTE The Omni 3600 terminal will not turn off or enter sleep mode while docked on the Omni 3600 base. This ensures that the unit is not placed into sleep mode during data transfers. **The unit must be turned off manually when docked on the Omni 3600 base.** See [Turn On/Off the Omni 3600 Terminal](#).



Spare Smart Battery Pack

Spare smart battery packs for the Omni 3600 terminal can be ordered from VeriFone. See [Accessories and Documentation](#) for ordering information. To charge a smart battery, place the

smart battery into the Omni 3600 base spare smart battery dock as shown in [Figure 24](#). The smart battery dock is *keyed* so that the smart battery can only be inserted in one way.

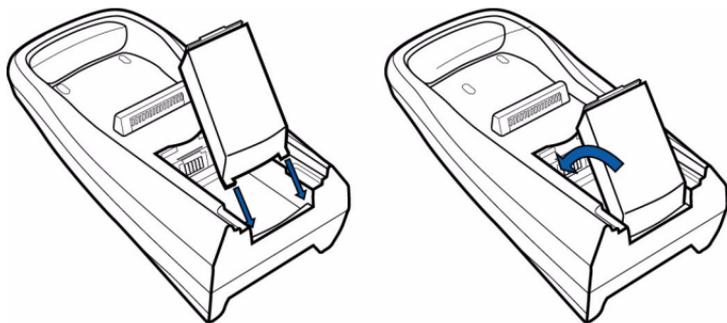


Figure 24 Spare Smart Battery Docking

Keep a spare smart battery charging in the Omni 3600 base battery dock to ensure that a fully charged battery is always available.

NOTE



Before use, allow a smart battery to remain connected to the power pack for a minimum of 2 hours, maximum of 4 hours to ensure the smart battery receives a full charge.



Omni 3600 Base Communications Ports

The communications ports are located on the back of the Omni 3600 base (see [Figure 25](#)). When the Omni 3600 terminal is docked in the Omni 3600 base, a communication port in the terminal is opened, and data can transfer from the

Omni 3600 terminal back and forth through the Omni 3600 base over the modem or ISDN connection to and from your service provider or merchant contact.

NOTE



The Omni 3600 base must be plugged into power to establish communications connections.

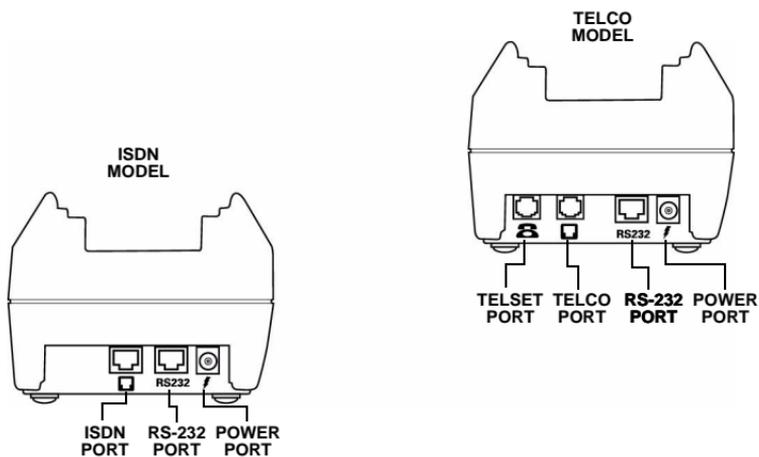


Figure 25 Omni 3600 Base Connection Ports

WARNING



Do *not* remove the Omni 3600 terminal from the Omni 3600 base during data transfers. This terminates the connection and data loss may result.

Telephone Line Ports

There are two RJ11-type modular *phone* jacks (Figure 25) to connect the Omni 3600 base to a telephone line:

- The first port is identified by a telephone-shaped *Telset* icon (shown at right). Use this port to connect a telephone to the terminal (*pass-through* connection)
- The second port is identified by the *Telco* icon shown at right. Use this port to directly connect the Omni 3600 series terminal to a telephone wall jack



Telephone Line Connections

To make a direct connection, connect a telephone cord from the Telset port on the Omni 3600 base directly to a telephone wall jack (Figure 26). Do not string the telephone cord across a walkway or place it so as to interfere in high-traffic areas. With a direct connection, the phone line is dedicated to the terminal.

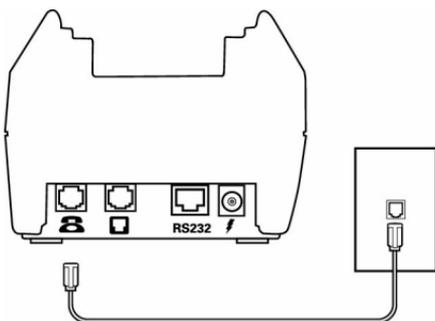


Figure 26 Direct Connection

Pass-through connection — Run a telephone cord from the Telco port on the Omni 3600 base to the RJ11 jack on a standard telephone (Figure 27). Do not string the telephone cord across a walkway or place it so as to interfere in high-traffic areas. With a pass-through connection, the phone line is busy during downloads.

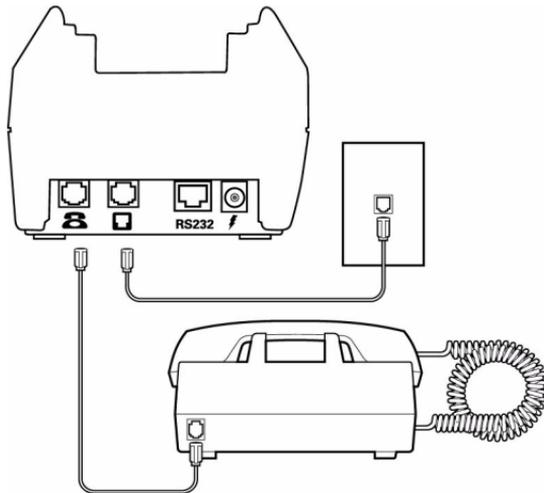


Figure 27 Pass-through Connection

ISDN Connections

The ISDN port is identified by the Telco icon shown at right. Use the ISDN port (Figure 25) to establish a 64-Kbps digital connection to your service provider. Omni 3600 bases equipped with ISDN ports do not have a telset port and cannot provide a pass-through connection.



Peripheral Devices

The Omni 3600 base supports a line of VeriFone peripheral devices designed to use with point-of-sale terminals. Use the RS-232 port on the back panel of the Omni 3600 base to connect these optional devices.

The following sections discuss the optional devices supported by the Omni 3600. Other optional devices may be supported. For more information, please contact your VeriFone distributor.

Optional Peripheral Device Port

Right of the RJ11 ports is a RJ45-type modular jack (serial port), labeled RS232:

- The *RS232* serial port (icon shown at right) **RS232** connects a VeriFone CR 600 check reader or other peripheral device to the Omni 3600 base

The Omni 3600 base does not support external PIN pad devices.

Check Readers Supported

The Omni 3600 base supports two VeriFone check readers: CR 600 and CR 1000*i*. Contact your VeriFone representative or visit the online store at www.verifone.com for information on these devices. [Figure 28](#) provides an example of a peripheral connection.

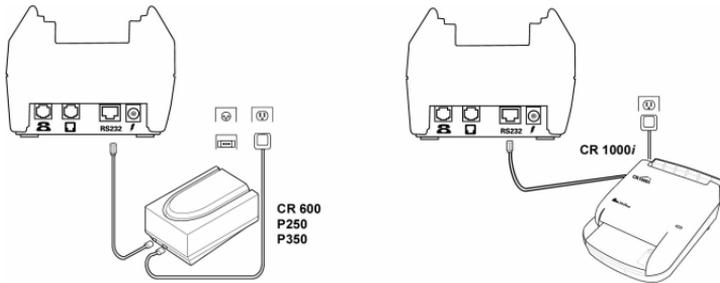


Figure 28 Example Peripheral Connections

External Printers Supported

Although the Omni 3600 has an internal thermal printer (see [Paper Installation](#)), it may be convenient to print larger print runs (for example, daily or weekly reports) to an external printer. The Omni 3600 base supports three VeriFone external printers: P250, P350, and P900. Contact your VeriFone representative or visit the online store at www.verifone.com for information on these devices. External printer connections are through the same port as check readers (see [Figure 28](#)).

Maintenance

This section discusses keeping the Omni 3600 terminal and Omni 3600 base clean.

For normal dirt, use a clean cloth slightly dampened with water and a drop or two mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

CAUTION Never use thinner, acetone, trichloroethylene, or ketone-based solvents — these chemicals can deteriorate plastic or rubber parts.



Do not spray cleaners or other solutions directly onto the keypad or display.

Base Contacts

It is important that the exposed contacts in the docking cradle of the base stay clean and unbent. Gently swab the contacts with alcohol or contact cleaner to remove dirt.

CAUTION Avoid touching the contacts in the raised area in the center of the base. Finger oils tarnish contacts, causing bad connections. If the battery charge state or terminal power LEDs do not light when the terminal is docked or there is a high occurrence of bad or incomplete data transfers, clean the contacts.



Smart Card Reader

CAUTION Do not attempt to clean the smart card reader. Doing so may void your warranty. For smart card reader service, contact your VeriFone distributor or service provider.



Troubleshooting

VeriFone follows stringent quality control standards in the manufacture of Omni 3600 terminals. Each unit that leaves the factory receives numerous tests to ensure quality and reliable operation. However, should you encounter a problem in operation, read this section for possible causes and solutions.

NOTE



The Omni 3600 terminal comes equipped with tamper-evident labels. Do not, under any circumstance, attempt to disassemble the terminal.

Smart Card

The smart card implementation is a proprietary hardware solution that has no serviceable parts.

Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section identify various problems and suggest appropriate corrective action(s). If you have problems operating your Omni 3600 terminal, please read through these troubleshooting examples. If the problem persists or if it is not described below, contact your local VeriFone representative for assistance.

During normal, day-to-day operation of your Omni 3600 terminal, it is possible that minor malfunctions may occur. Here are some examples of possible problems, and steps you can take to resolve them.

- NOTE**  Perform only those adjustments or repairs specified in this guide. For all other services, contact your local VeriFone distributor or service provider. Service conducted by parties other than authorized VeriFone representatives may void the product warranty.

Terminal Does Not Start

- Ensure that the smart battery charge state is not below the critically low level.
- Recharge or replace the smart battery.
- Ensure that you pressed the ENTER/ON key for approximately 3 seconds, until the unit lit up.

Terminal Does Not Turn Off

The Omni 3600 terminal will not shut off or go into sleep mode while docked in the Omni 3600 base. You must turn off a docked Omni 3600 terminal manually or remove the Omni 3600 terminal from the Omni 3600 base to allow it to enter sleep mode.

Terminal Display Does Not Show Correct or Readable Information

- Recharge or replace the battery.
- Dock the Omni 3600 terminal in a Omni 3600 base (if you have one).
- Check all cable connections and verify that the telephone line is properly connected.
- If the problem persists, contact your local VeriFone representative for assistance.

Smart Battery Will Not Charge

NOTE

Allow the Omni 3600 terminal to remain connected to the power pack for a minimum of 2 hours, maximum of 4 hours to ensure the battery receives a full charge.



The smart battery must initially receive a full charge and then full discharge to calibrate its full charge capacity. This operation is performed at manufacture; however, it is recommended that the battery receive a full charge/discharge once a year.

NOTE

Conserve battery power by turning the Omni 3600 terminal off when not in use. If the terminal is not to be used for several days, remove the battery from the terminal as it continues to discharge even when the terminal is turned off.

Telephone Line Connection Does Not Work Properly

- Check the telephone line cord-to-base connections, and all telephone connections.
- Check the telephone line cord.
- If you are using a pass-through (Telset) connection, check that the telephone handset is seated properly in its cradle. Also, check the line using another telephone base unit. If the other telephone works, have the defective telephone repaired or replaced.
- If you are using a direct (Telco) connection, check the Telco cable by plugging it into a working telephone and listening for a dial tone. If this test does not work, replace the Telco cable. If it is determined that the telephone line is dead,

contact your local telephone company to check the status of the line.

- If the problem persists, contact your local VeriFone representative for assistance.

Printer Does Not Work

- Check battery status. The printer will not print if there is an insufficient charge remaining in the battery to complete the print operation.
- Check if the printer is out of paper. Open the paper roll cover and install a new roll of printer paper.
- If the problem persists, contact your local VeriFone representative for assistance.

Serial Port Does Not Work

- Check the power cable connection.
- Ensure the outlet has power.
- The serial port on the back panel of the Omni 3600 base is identified by the “RS232” icon. Check that the device connected to the serial port has power and is functioning properly. If possible, perform a self-test on the device in question.
- The cable connecting the optional device to the Omni 3600 base serial port may be defective. Try a different serial cable.
- If the problem persists, contact your local VeriFone representative for assistance.

Terminal Does Not Process Transactions

There are several possible reasons why the terminal may not be processing transactions. Use the following steps to check troubleshoot failures.

Step 1: Check the magnetic card reader

- Perform a test transaction using several different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly. With the Omni 3600 card reader, the black, magnetic stripe on the card should face down, away from the keypad.
- Process a transaction manually using the keypad instead of the card reader. If the manual transaction works, the problem may be a defective card reader. Contact your VeriFone distributor or service provider.
- If the manual transaction does not work, proceed to [Step 4](#).

Step 2: Check the smart card reader

- Perform a test transaction using several different smart cards to ensure the problem is not a defective card.
- Ensure that the card is inserted correctly. The chip on the card should be facing up and inward.
- Ensure the MSAM cards are properly inserted in the cardholders and the cardholders are properly secured (see [Install/Replace MSAM Cards](#)).
- Process the transaction manually using the keypad instead of the card reader. If the manual transaction processes, the problem may lie with the card reader. Contact your VeriFone distributor or service provider.
- If the manual transaction does not process, proceed to [Step 4](#).

Step 3: Check the signal strength on-screen (SoftPay)

- Signal-strength indicator displays at least one bar to indicate connectivity to radio network.
- Check antenna connection.
- Ensure that the radio has been activated by your service provider.

Step 4: Check the telephone line

- Connect to a working telephone and check for a dial tone. If there is no dial tone, replace the Telco cable.
- If the problem appears to be with the telephone line, check with the party you are trying to call to see if their system is operational. If they are not experiencing difficulties with their line, contact the telephone company and have your line checked.
- If the telephone line works, contact your local VeriFone representative for assistance.

Keypad Does Not Respond

- Check the display panel. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in [Terminal Display Does Not Show Correct or Readable Information](#).
- If pressing a function key does not perform the expected action, refer to the user documentation for that application to ensure you are entering data correctly.
- If the problem persists, contact your local VeriFone representative for assistance.

VeriFone Service and Support

For Omni 3600 terminal or Omni 3600 base problems, contact your local VeriFone representative or service provider.

For Omni 3600 product service and repair information:

- United States: VeriFone Service and Support Group, 1-800-834-9133, Monday–Friday, 8 A.M.–7 P.M. eastern time
- International: Contact your local VeriFone representative

For Omni 3600 supplies:

- VeriFone online store at www.store.verifone.com
- United States: VeriFone Customer Development Center, 1-800-233-0522, Monday–Friday, 7 A.M.–5 P.M. mountain time
- International: Contact your local VeriFone representative

Return a Terminal, Base, or Smart Battery

Before returning an Omni 3600 terminal, Omni 3600 base, or smart battery to VeriFone, you must obtain a Merchandise Return Authorization (MRA) number. The following procedure describes how to return one or more Omni 3600 terminals or Omni 3600 bases for repair or replacement (U.S. customers only):

NOTE



International customers, please contact your local VeriFone representative for assistance with your service, return, or replacement.

- 1 Gather the following information from the printed labels (Figure 29) on the bottom of *each* Omni 3600 terminal and Omni 3600 base you are returning:
 - Product ID, including the model and part number. For example, “OMNI 3600” and “PTID XXXXXXXX”
 - Serial number (S/N XXX-XXX-XXX)
- 2 Within the United States, call VeriFone toll-free at 800-834-9133.
- 3 Select the MRA option from the automated message. The MRA department is open Monday–Friday, 8 A.M.–7 P.M., eastern time.
- 4 Give the MRA representative the information gathered in Step 1.

If the list of serial numbers is long, you can fax the list, along with the information gathered in Step 1, to the MRA department. Include a telephone number where you can be reached and your fax number.

Please print clearly to the attention of the “VeriFone MRA Dept.” and send your fax to 502-329-5947 (U.S.). You will be issued an MRA number and the fax returned to you.

NOTE



One MRA number must be issued for each Omni 3600 terminal or Omni 3600 base you return to VeriFone, even if you are returning several of the same model.

- 5 Describe the problem and provide the shipping address to return the repaired or replacement unit.
- 6 Keep a record of the following items:
 - Assigned MRA number(s)
 - VeriFone serial number assigned to the Omni 3600 terminal or Omni 3600 base you are returning for

service or repair (terminal serial numbers are located on the inside of the smart battery compartment; base serial numbers are located on the bottom of the unit)

- Shipping documentation, such as airbill numbers used to trace the shipment
- Model(s) returned (model numbers are located on the VeriFone label on the bottom of the Omni 3600 terminal or Omni 3600 base)

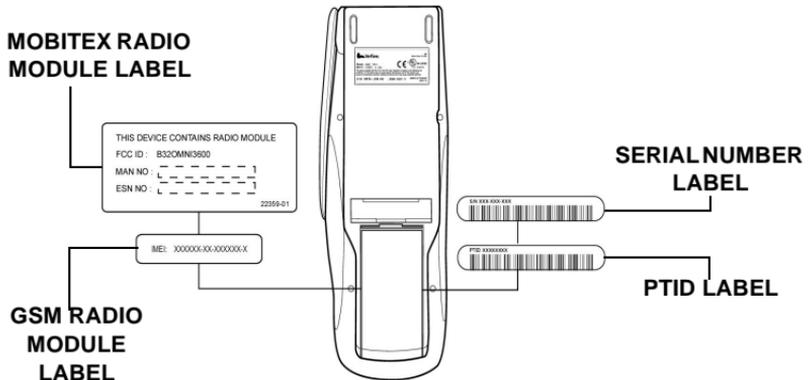


Figure 29 Terminal Information Label Locations

Specifications

Power Requirements

DC power (all Omni 3600 terminals and Omni 3600 bases):
DC: 19VDC; 3.16A

DC power pack (all Omni 3600 terminals and Omni 3600 bases):

- Input: 100–240 V ~ (100–240VAC); 50–60 Hz; 1.5A
- Output: 19VDC; 3.16A

Barrel connector polarity (all Omni 3600 terminals and Omni 3600 bases):



Environmental

Omni 3600 terminal:

- Operating temperature: 0° to + 50° C (32° to 122° F)
- Storage temperature: – 18° to + 50° C (0° to 122° F)
- Relative humidity: 15% to 90%; no condensation

Omni 3600 base:

- Operating temperature: 0° to 55° C (32° to 131° F)
- Storage temperature: – 40° to + 70° C (-40° to 158° F)
- Relative humidity: 15% to 90%; no condensation

Omni 3600 Terminal Dimensions

- Height: 78.5 mm (3.09 inches)
- Width: 150 mm (5.9 inches)
- Length: 294.7 mm (11.6 inches)

Weight

- Terminal weight: 0.77 kg (1.7 lb)
 - Shipping weight: 1.4 kg (3.0 lb): The shipping weight for the Omni 3600 terminal includes: shipping carton, one terminal, power pack and cable, one smart battery, paper roll, and one *Omni 3600 Quick Installation Guide*.
- Base weight: 0.36 kg (0.8 lb)
 - Shipping weight: 1.0 kg (2.2 lb): The shipping weight for the Omni 3600 base includes: shipping carton, one Omni 3600 base, one Telco cable, and one *Omni 3600 Base Quick Installation Guide*.

Accessories and Documentation

Accessories and documentation available for the Omni 3600 are listed below. When ordering, please refer to the part number in the left column.

How to Order

- VeriFone Online Store at www.store.verifone.com
- United States: VeriFone Customer Development Center, 1-800-233-0522, Monday–Friday, 7 A.M.–5 P.M., MST
- International: Contact your local VeriFone representative

Download Cables

05651-xx MOD10-MOD10 (base-to-base)

26263-xx 02xxx MOD10-PC DB25F (base-to-PC)

26264-xx 02xxx MOD10-PC DB9F (base-to-PC)

Cables for Optional Peripherals

07041-xx MOD10-MDIN9 (CR 600/CR 1000*i* check readers; P250/P355/P900 external printers)

07042-xx MOD10-4P4C (all VeriFone PIN pads)

Omni 3600 Base

P096-201-00 Base, U.S., 14.4 Kbps modem

P096-202-00 Base, generic ISDN modem

P096-203-00 Base, generic 14.4 Kbps modem

Telephone Line Cord

- 00124-17 2.1-meter (7-foot) telephone line cord, black color, with modular RJ11-type connectors

Antenna

- 22043-01 Mobitex replacement antenna
22066-01 GSM replacement antenna

Smart Battery

- 22044-01 12V battery pack

Power Pack

Contact your local VeriFone distributor to determine which power cord fits your needs.

- 22161-01 AC power pack (universal)
21973-01 Power cable (U.S.)

Thermal Printer Paper

- CRM0043 Standard-grade thermal printer paper, 57-mm (2.25-inch) width, 7.62-meter (25-foot) length; single roll

VeriFone Cleaning Kit

- 02746-01 Cleaning kit

Documentation

- 22377 *Omni 3600 Quick Installation Guide*
- 22378 *Omni 3600 Base Quick Installation Guide*
- 22380 *Verix Programmer's Manual*
- 22379 *Omni 3600 Reference Manual*



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Omni 3600

Installation Guide

VeriFone Part Number 22060, Revision A
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