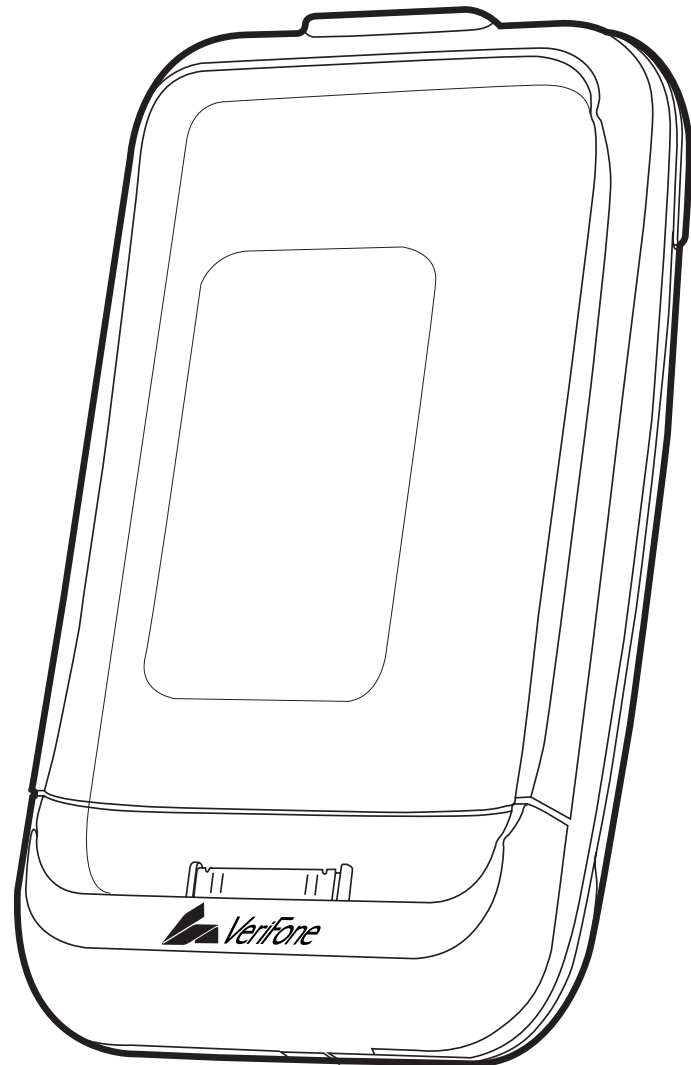


# VX 600 for the iPhone 3G/3Gs

## *Installation Guide*



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

**WARNING**



The VX 600 uses an internal lithium-ion polymer battery. Do not dispose the VX 600 in a fire. lithium-ion polymer batteries must be recycled or disposed of properly. Do not dispose of lithium-ion polymer batteries in municipal waste sites.



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This guide is your primary source of information for setting up the VX 600.

### Audience

This guide is useful for anyone installing a VX 600 device. Basic descriptions of the device features are also provided.

### Organization

This guide is organized as follows:

**Chapter 1, Device Overview.** Provides an overview of the VX 600.

**Chapter 2, Device Setup.** Explains how to set up and install an iPhone into the VX 600. It tells you how to select a location, establish power connection, and install SIM and MSAM cards.

**Chapter 3, Specifications.** Discusses power requirements and dimensions of the VX 600.

**Chapter 4, Maintenance.** Explains how to maintain your VX 600.

**Chapter 5, VeriFone Service and Support.** Provides information on how to contact your local VeriFone representative or service provider, and information on how to order accessories or documentation from VeriFone.

**Chapter 6, Troubleshooting Guidelines.** Provides troubleshooting guidelines, should you encounter a problem in device installation.

### Related Documentation

To learn more about the VX 600, refer to the following set of documents:




<i>VX 600 Certifications and Regulations Sheet</i>	VPN DOC087-011-EN-A
<i>VX 600 Quick Installation Guide</i>	VPN DOC087-012-EN-A
<i>VX 600 Reference Manual</i>	VPN DOC087-014-EN-A
<i>VX 600 Web site</i>	<a href="http://www.paywaremobile.com">www.paywaremobile.com</a>

## Conventions and Acronyms

This section describes the conventions and acronyms used in this guide.

Various conventions are used to help you quickly identify special formatting. [Table 1](#) describes these conventions and provides examples of their use.

**Table 1 Document Conventions**

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross referenced.	See <a href="#">Conventions and Acronyms</a> .
<i>Italics</i>	Italic typeface indicates book titles or emphasis.	You <i>must</i> install a roll of thermal-sensitive paper in the printer.
Courier	The courier type face is used while specifying onscreen text, such as text that you would enter at a command prompt, or to provide an URL.	<code>http://www.verifone.com</code>
 NOTE	The pencil icon is used to highlight important information.	RS-232-type devices do not work with the PINpad port.
 CAUTION	The caution symbol indicates possible hardware or software failure, or loss of data.	The device is not waterproof or dustproof, and is intended for indoor use only.
 WARNING	The lightning symbol is used as a warning when bodily injury might occur.	Due to risk of shock do not use the device near water.

Various acronyms are used in place of the full definition. [Table 2](#) presents acronyms and their definitions.

**Table 2 Acronym Definitions**

Acronym	Definitions
AC	Alternating Current
EMV	Europay MasterCard and VISA
LCD	Liquid Crystal Display
LED	Light Emitting Diode
MRA	Merchandise Return Authorization
MSAM	Micromodule-Size Security Access Module
PED	PIN Entry Device
PIN	Personal Identification Number
SD	Secure Digital
SIM	Subscriber Identity Module
USB	Universal Serial Bus
VPN	VeriFone Part Number
Wi-Fi	Wireless Fidelity



## Device Overview

This chapter provides a brief description of the VX 600, the smallest micro-merchant and convenience retailing mobile payment solution in the industry. This payment solution seamlessly blends the industry standard, secure Vx operating system and Trident hardware architecture with the Apple OS allowing for an endless variety of vertical applications and secure payment combinations to suit today's dynamic and innovative retailing needs. This solution packs a wallop: familiar color/touch display interface via an iPhone, blazing fast processor, abundant memory, the latest PCI 2.0 security, integrated 2D barcode scanner, capacitive touch encrypted PINpad, integrated contactless and NFC ready, all in the smallest most versatile form factor available.

The VX 600 is a portable, battery-powered device designed to fit your hands comfortably and is ideal for consumer-facing and merchant facing retail integrated applications. It features a crisp 128 x 32 display and a spill-resistant capacitive keypad. It supports a variety of communications technologies via the host iPhone including: 802.11g Wi-Fi with WPA2 security support, GPRS, Bluetooth® wireless technology, and CDMA.

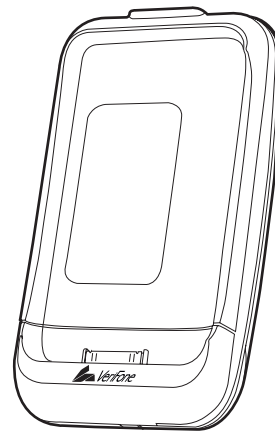
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**NOTE**



VeriFone ships variants of the VX 600 for different markets. Your device may have a different configuration supporting a different Apple device. The following devices may or may not be present: a smart card reader, contactless, barcode scanner.

---



**Figure 1**      **The VX 600 Device**

### Features at a glance

- **400 mHz ARM11 RISC processor** delivers **power** and **usability** in a **convenient** “hand-over” design
- **Multi-application** operating environment
- **Advanced memory architecture** to meet tomorrow’s needs with support for 160 MB standard
- **Touchscreen** capabilities to the smallest purpose-built wireless payment device
- **32-bit processing** and **multi-tasking** capabilities
- **Security** architecture exceeds specifications for PCI-PED and sophisticated **file authentication**
- Securely supports and runs **payment** and **value-added applications**
- Offers **unsurpassed performance** on **EMV** smart card transactions
- **Backward compatibility** with VeriFone VX solutions and the **flexible Apple OS** helps **reduce development cost and time to market**
- **Multiple connectivity and contactless** options
- **Spill-resistant design** prevents liquid from entering the solution by forcing it down and off the front of the device
- **Dock mechanism firmly secures the iPhone with the VX 600 and quickly disengages for easy iPhone removal**

### Features and Benefits

VX 600 devices provide the right combination of features and functions including a triple-track magnetic-stripe card reader, smart card reader, integrated PIN pad, color/touch display, optional 2D barcode reader, and optional contactless/NFC support.

### Exceptional Ease of Use

- The lightweight (less than 1 pound), compact, stylish and ergonomic balance allows convenient device hand-off to the consumer for PIN entry or other input.
- Integration with the Apple OS enables rapid backend development and complex system integration in a short period of time.
- Large, well-placed, capacitive keys provide a continuity of user experience between the VX 600 and iPhone.
- Horizontal magnetic stripe card reader with an enlarged card entrance delivers optimal card swiping and reading without the need to visually guide the card.
- iPhone touchscreen allows for icon-based applications or electronic signature capture support
- The VX 600 size is easily able to be dropped in any pocket, or an optional hands-free holster is available that fits the server’s or clerk’s belt so that the POS device can be quickly removed and easily handed to the customer



**Performance and Durability**

- Powerful 400-mHz ARM11 processing completes transactions in seconds
- High-capacity lithium-ion polymer battery can rapidly charge and offer 10+ hours of PIN pad and host device power.
- Standard Micro-USB port allows for convenient product charging, or optional full-featured Gang Charging base allows for multiple units to charge at once.
- Rounded corners and drop resistant to 3 feet on concrete floor to minimize breakage
- 160 MB of memory standard

**Security**

- PCI PED 2.0 approved for debit and other PIN-based transactions
- EMV Level 1 and 2 Type Approval
- Tamper-resistant construction, SSL protocols, and VeriShield file authentication
- Supports VeriShield Protect encryption implementations

**Contactless Capability**

- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture
- Large tap zone (CTLS logo) that encompasses the PINpad optimizes user experience
- Contactless version accepts EMV in addition to magnetic stripe contactless payments as well as PIN-based transactions

**Communication Technology**

- VX 600 works seamlessly with the attached iPhone to provide a variety of communications including:
  - GPRS, 3G: Long-range wireless payment for retailers that have no physical location limitations.
  - Wi-Fi: Ideal for retailers that need multiple wireless devices and traditionally have an existing IP infrastructure.
  - Bluetooth® : Simple, plug-and-play installation for locations that need short-range wireless capability.

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## Device Setup

This chapter describes the device setup procedure. You will learn about:

- Selecting a Location
- Unpacking the Shipping Carton
- Examining Device Features
- Installing/Removing an iPhone into the VX 600
- Installing/Replacing MSAM Cards
- Manual Startup and Shutdown
- Connecting the VX 600 to a Power Source
- Connecting the iPhone to a Host Computer via Micro-USB
- Battery Behavior (No Power Cable)
- Conducting Wireless Transactions
- Using a Smart Card to Conduct Transactions (Optional)
- Using the Magnetic Stripe Reader
- Using the CTLS Reader (Optional)
- Using the Barcode Reader

## Selecting a Location

Use the following guidelines when selecting a location for your VX 600.

### To select a location

- Select a location convenient for both merchant and cardholder.
- Select a location that is far from heavy metal objects.
- Select a location near a power outlet.

---

### WARNING



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

---

### Environmental Factors

- Select a flat support surface, such as a countertop or table, to keep the device safe in between uses.
  - Do not use the device where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
  - Keep the device away from direct sunlight and anything that radiates heat, such as a stove or motor.
  - Do not use the device outdoors.
- 

### CAUTION



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

---

### Personal Security Considerations

The VX 600 is a handover device and personal security is significantly impacted by the cardholder entering the PIN.

- Hand the VX 600 directly to the cardholder for them to enter their PIN.
- Encourage the cardholder to hold the VX 600 close to avoid allowing others to see the information entered.

### Electrical Considerations

- Avoid using this product during electrical storms.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
- Do not use the device near water or in moist conditions.

## Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The VX 600 is a secure product and any tampering may cause the device to cease to function properly.

### To unpack the Shipping Carton

- 1 Remove and inspect the following items:
  - VX 600 unit
  - USB to Micro-USB cord
- 2 Remove all plastic wrapping from the unit and other components.
- 3 Remove the clear protective film from the unit.

### CAUTION



Do not use a unit that has been damaged or tampered with. The VX 600 comes equipped with tamper-evident labels. If a label or component appears damaged or if the device appears to have been opened, please notify the shipping company and your VeriFone representative or service provider immediately.

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

## Examining Device Features

Before you continue the installation process, notice the features of the VX 600 (see [Figure 2](#) and [Figure 3](#)).

### NOTE



You will need to have an iPhone installed to proceed. For more information, see [Installing/Removing an iPhone into the VX 600](#).

**Front View** • The front panel includes the following features:

\*OPTIONAL

\*ACTION BUTTONS

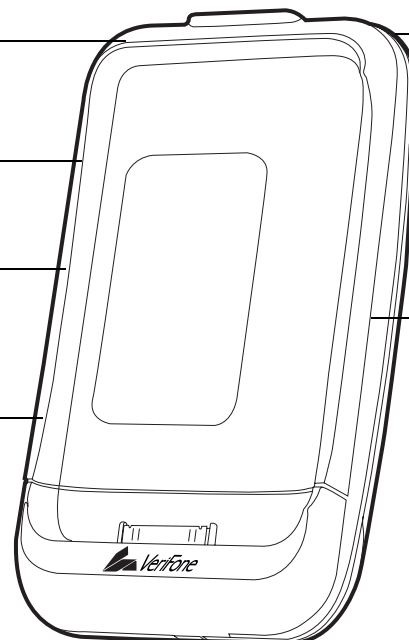
\*ACTION BUTTONS

\*MSAM SLOT

POWER  
BUTTON

MAGNETIC STRIPE  
READER

MICRO-USB PORT



**Figure 2** VX 600 Device Features

- An **MSAM (Micromodule-Size Security Access Module) compartment**, is located on the left side of the device. The VX 600 contains an MSAM cardholder to support stored-value card programs or other merchant card requirements.
- A **power** button to switch on/off the device.
- A **Micro-USB port** is located on the bottom left side for data connection, handset synchronization and power charging.
- A **magnetic stripe reader**, is built into the right side of the device. Swipe the card using the proper direction, with the magnetic stripe down and facing inward, toward the device.

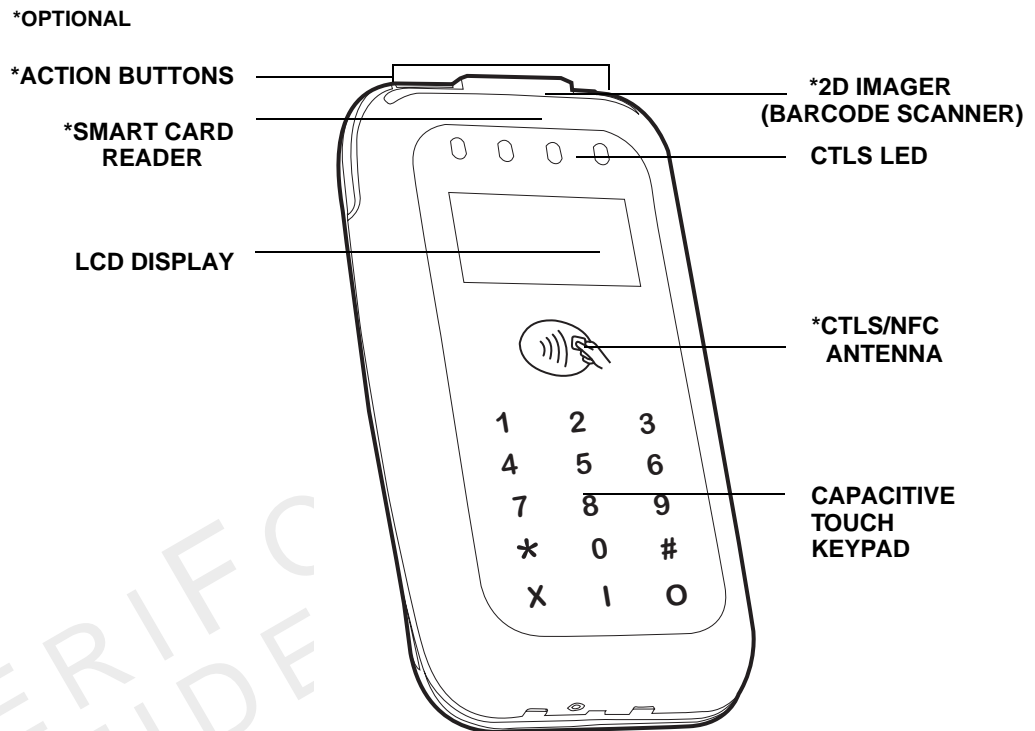
**NOTE**



VeriFone ships variants of the VX 600 for different markets. Your device may have a different configuration. The following devices may or may not be present: a CTLS reader, smart card reader, or a barcode scanner. However, the basic processes described in this guide remain the same, regardless of device configuration.



**Back View** The back panel includes the following features:



**Figure 3** VX 600 Device Features (Back View)

- A 128 x 32 pixel LCD display
- Two types of keys on the capacitive touch keypad:
  - a** A 12-key keypad
  - b** Three color-coded function keys below the keypad
- An optional **2D imager** located on top of the device for scanning barcodes; an audible “beep” indicates a successful scan
- **Action buttons** located on both sides to turn on the optional barcode reader
- A **CTLS LED** that acts as CTLS signal
- An optional **smart card reader** on top of the LED meter (See [Using a Smart Card to Conduct Transactions \(Optional\)](#))
- An optional **CTLS/NFC antenna** below the LED meter for contactless payments

**Power Port** The VX 600 provides a power port to connect to an external power source. The device uses the same power adapter as the iPhone.

**Micro-USB Port** The VX 600 also provides a micro-USB port to connect to a host computer through a standard USB to Micro-USB cable (VPN CBL000-021-01-A).

## Installing/ Removing an iPhone into the VX 600

You need to install an iPhone into the VX 600 to perform any transaction. You can also install an iPhone into the VX 600 to synchronize data and download applications.

### To install an iPhone into the VX 600

- 1 Hold and secure the VX 600 with the PIN pad facing down.
- 2 Expand the lower portion of the device.
- 3 Firmly grasp the iPhone and position it on top of the VX 600.
- 4 Slide the iPhone downward to align the pins with the connector on the VX 600 then, gently but firmly push the expanded section upward until it locks in place.

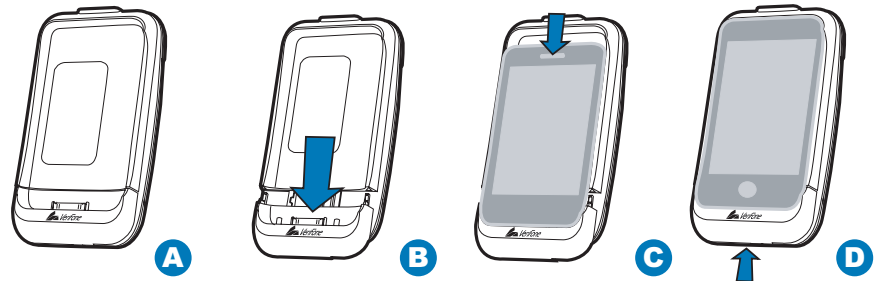


Figure 4 Installing an iPhone into the VX 600

### To remove an iPhone from the VX 600

- 1 Hold and secure the VX 600 with the PINpad facing down.
- 2 Expand the lower portion of the device. The iPhone will automatically disengage from VX 600 dock.
- 3 Carefully remove the iPhone from the device and then slide the expanded lower section upward until it locks in place.

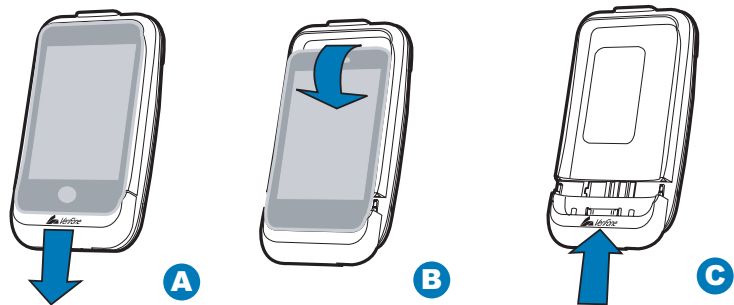


Figure 5 Removing an iPhone from the VX 600

## Installing/ Replacing MSAM Cards

When you first receive your VX 600, you may need to install an MSAM card or you may need to replace old cards.



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

### NOTE



Not all applications require the use of an MSAM card.

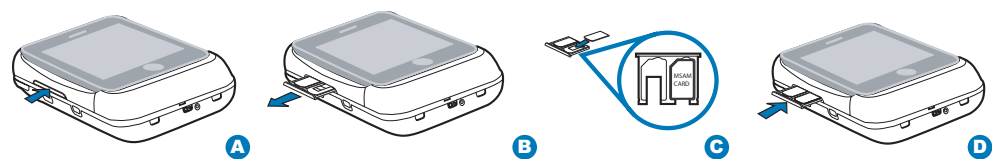
### To Install/Replace MSAM

- 1 Unplug any cables or chargers from the VX 600. Using your finger, push the MSAM compartment door, located on the left side of the front panel, to eject the MSAM tray. A small hole can be found under the center of the MSAM door. If needed, use a paper clip to pull the door out.
- 2 Place the MSAM card on top of the tray with the gold contacts facing down.
- 3 Align the MSAM tray properly into the compartment and gently push the tray until it locks in place.

### NOTE



Make sure that the MSAM card sits firmly on the tray. The MSAM compartment will not close properly if the MSAM card is installed incorrectly.



**Figure 6** Inserting an MSAM Card

## Manual Startup and Shutdown

To manually startup and shutdown the VX 600, hold down on the power button, depicted in Figure 2.

## Connecting the VX 600 to a Power Source

Plug the wall-mount charger to an external power source and connect it to the VX 600 to charge the device.

The VX 600 has three power states. The device operates in Run Mode during startup or when in use. The device enters Hibernation Mode when it has been idle for more than 60 seconds. After more than 30 seconds in Hibernation Mode, the device then enters Sleep Mode.



**CAUTION** Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See [Specifications](#) for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

**To connect to a wall-mount charger**

- 1 Insert the power plug into the port located on the side of the VX 600.
- 2 Plug wall-mount charger into a wall outlet or powered surge protector.

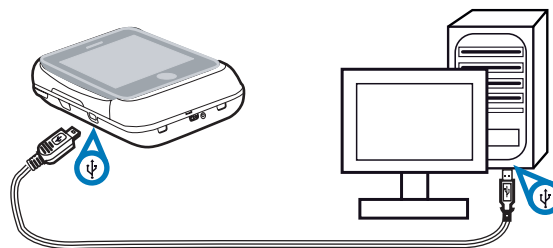
**Connecting the iPhone to a Host Computer via Micro-USB**

Connect the iPhone to a host computer to synchronize handset data and charge the VX 600.

USB bus power is used to charge both iPhone and the VX 600. When the Micro-USB cable is plugged into the device, it charges the VX 600 to at least 90% capacity before charging full charging the iPhone. When the iPhone is fully charged, the VX 600 continues to charge.



**NOTE** When the VX 600 is in Hibernation Mode or whenever the iPhone enters Hibernation Mode, pass-through charging is turned off.



**Figure 7 Connecting an iPhone to a Host Computer**

**To connect to a host computer**

- 1 Disconnect power from the host computer.
- 2 Connect the Micro-USB plug into the Micro-USB port located on the left side of the VX 600.
- 3 Connect the other end of the Micro-USB cable into the host computer's USB port.
- 4 Reconnect power to the host computer.

## Battery Behavior (No Power Cable)

When provided with external power, the VX 600 device charges its internal battery to 90%. No transactions are allowed while the VX 600 charges its battery, but the iPhone can be operated on its own battery power. When the VX 600 battery reaches 90% charge, the VX 600 provides pass-through power to the installed iPhone, and transactions can be executed using the iPhone and VX 600. At any time, you can override these defaults and enable pass-through power to the iPhone by pressing the Enter+3 key combination, but this causes the VX 600 to enter Sleep Mode.

When operating on battery alone, the VX 600 device cable allows for pass-through power to the iPhone as long as the VX 600 battery exceeds 80% charge.

---

**NOTE**

- The VX 600 device operates on battery power or AC power. The battery charger in the device is active whenever the power pack is connected. Both the batteries in the device as well as in the iPhone are charged by PC power or the external power pack.
  - Lithium-ion polymer batteries are not affected by shallow charging. When the device has no external power source or smart battery, the coin cell battery provides power to the security circuit.
  - When the VX 600 device is in Hibernation Mode or whenever the iPhone enters its own Hibernation Mode, all pass-through power is disabled.
-

## Conducting Wireless Transactions

To conduct a wireless transaction:

- Ensure the device is in an optimal position for transmitting.
- Follow the on-screen instructions provided with your application.

**NOTE**



When using an iPhone, a valid SIM card is needed to conduct transactions. For more information on installing/replacing a SIM card, refer to the appropriate Apple documentation or visit the Apple Web site.

## Using a Smart Card to Conduct Transactions (Optional)

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



**Figure 8** Inserting a Smart Card

### To Conduct a Smart Card Transaction

- 1 Position the smart card with the contacts facing the iPhone.
- 2 Insert the smart card into the smart card reader slot in a smooth, continuous motion until it seats firmly.
- 3 Remove the card only when the application indicates the transaction is complete.

**CAUTION**



Leave the smart card in the card reader until the transaction is complete. Premature card removal will invalidate the transaction.

**NOTE**

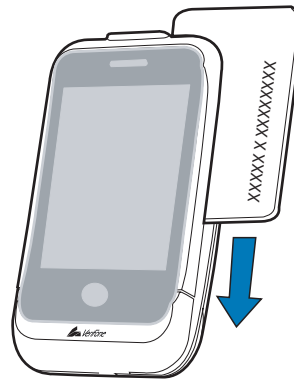


When using an iPhone, a valid SIM card is needed to conduct transactions. For more information on installing/replacing a SIM card, refer to the appropriate Apple documentation or visit the Apple Web site.

## Using the Magnetic Stripe Reader

The VX 600 supports credit and debit card transactions. The magnetic stripe reader is located on the right side of the VX 600.





**Figure 9 Using Magnetic Stripe Card**

**To Conduct a Credit/Debit Card Transaction**

- 1 Position the magnetic card with the stripe in the card reader and facing inward, toward the keypad.
- 2 To ensure a proper read of the magnetic swipe card, the user should insert the magnetic card from the top of the unit, as shown in Figure 9.
- 3 Swipe the card through the magnetic card reader.



**NOTE** When using an iPhone, a valid SIM card is needed to conduct transactions. For more information on installing/replacing a SIM card, refer to the appropriate Apple documentation or visit the Apple Web site.

**Using the CTLS Reader (Optional)**

The VX 600 supports contactless credit/debit card transactions. To perform a contactless transaction, gently tap the card or hold the card against the surface of the contactless antenna, which is marked by the CTLS symbol.



**Figure 10 Using the CTLS Reader**

## Using the Barcode Reader

To use the barcode reader, press the Action buttons (see Figure 2 and Figure 3).

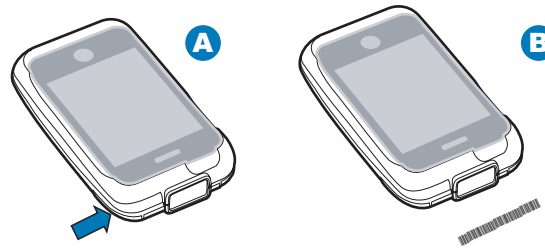


Figure 11 Using the Barcode Reader

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## Specifications

This chapter discusses power requirements, dimensions, and other specifications of the VX 600 device.

### Power

Charging via USB to computer system or power adapter:  
5V DC 0.5 A or 5V DC 1.0 A

### Temperature

- **Operating temperature:** 0° to 40°C (32° to 104°F)
- **Relative humidity:** 5% to 90%; non-condensing

### External Dimensions

- **Length:** 139.2 mm (5.5 in)
- **Width:** 74.9 mm (2.9 in)
- **Depth:** 31.0 mm (1.2 in)

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## Maintenance

The VX 600 device has no user-maintainable parts.

### Cleaning the Device

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



**CAUTION** Never use thinner, trichloroethylene, or ketone-based solvents – they may cause deterioration of plastic or rubber parts.

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

### Device Contacts

Gently swab the contacts with alcohol or contact cleaner to remove the dirt. It is important that the exposed contacts of the VX 600 battery stay clean and unbent.



**CAUTION** Avoid touching the recessed area on the device. Finger oils tarnish contacts, causing bad connections. When operating on battery power and experiencing a high occurrence of bad or incomplete data transfers, clean the contacts.

### Smart Card Reader

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

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## VeriFone Service and Support

For VX 600 problems, contact your local VeriFone representative or service provider.

For VX 600 product service and repair information:

- USA – VeriFone Service and Support Group, 1-800-VeriFone (837-4366), Monday - Friday, 8 A.M. - 8 P.M., Eastern time
- International – Contact your VeriFone representative

### Returning a Device for Service

Before returning a VX 600, you must obtain an MRA number. The following procedure describes how to return one or more devices for repair or replacement (U.S. customers only).

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#### NOTE



Customers outside the United States are advised to contact their local VeriFone representative for assistance regarding service, return, or replacement of devices and accessories.

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#### To Return a Device for Service

- 1 Get the following information from the printed labels on the bottom of *each* VX 600 to be returned:
  - Product ID, including the model and part number. For example, “VX 600” and “M087-XXX-XXX-xxx.”
  - Serial number (S/N nnn-xxx-xxx)
- 2 Obtain the MRA number(s) by completing one of the following:
  - a 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.–8 P.M., Eastern Time.
    - Give the MRA representative the information you 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 at 727-953-4172 (U.S.).
  - b Address a fax to “VeriFone MRA Dept.” with the model and part number(s)
    - Include a telephone number where you can be reached and your fax number.

- c Complete the Inquiry Contact Form at [http://www.verifone.com/aboutus/contact/contact\\_form.cfm](http://www.verifone.com/aboutus/contact/contact_form.cfm).
  - Address the Subject box with to “VeriFone MRA Dept.”
  - Reference the model and part number in the Note box.



One MRA number must be issued for each VX 600 you return to VeriFone, even if you are returning several of the same model.

- 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:
  - Assigned MRA number(s).
  - VeriFone serial number assigned to the VX 600 you are returning for service or repair (device serial numbers are located on the bottom of the unit).
  - Shipping documentation, such as air bill numbers used to trace the shipment.
  - Model(s) returned (model numbers are located on the VeriFone label on the bottom of the VX 600).

## Accessories and Documentation

VeriFone produces the following accessories and documentation for the VX 600. When ordering, please refer to the part number in the left column.

- VeriFone online store at [www.store.verifone.com](http://www.store.verifone.com)
- USA – VeriFone Customer Development Center, 800-VeriFone (837-4366), Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International – Contact your VeriFone representative

### Accessories

02746-01	VeriFone Cleaning Kit
CBL000-021-01-A	USB to Micro-USB Cable, 1 meter

### Documentation

VX 600 Certifications and Regulations Sheet	VPN DOC087-011-EN-A
VX 600 Quick Installation Guide	VPN DOC087-012-EN-A
VX 600 Reference Manual	VPN DOC087-014-EN-A
VX 600 Web site	<a href="http://www.paywaremobile.com">www.paywaremobile.com</a>

## Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to help you install and configure your VX 600 successfully. Typical examples of malfunction you may encounter while operating your VX 600 and steps you can take to resolve them are listed in this chapter.

If the problem persists even after performing the outlined guidelines or if the problem is not described below, contact your local VeriFone representative for assistance.



**NOTE** The VX 600 comes equipped with tamper-evident labels. The VX 600 unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the device. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local VeriFone service provider. Service conducted by parties other than authorized VeriFone representatives may void any warranty.



**CAUTION** Use only a VeriFone-supplied power pack. Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See [Specifications](#), for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

### Device Does Not Start

- Ensure that the battery charge state is not below the critically low level.
- Recharge the battery.

### Device Display Does not Show Correct/Readable Info

- Recharge the battery.
- Connect the VX 600 into a known-good power supply (if available) to see if this clears the problem.
- If the problem persists, contact your local VeriFone representative for assistance.

## **Blank Display**

When the VX 600 display screen does not show correct or clearly readable information:

- Check device power connection.
- Remove and reapply power to the device.
- Check if the iPhone is properly installed.
- If the problem persists, contact your local VeriFone service provider.

## **Keypad Does Not Respond**

If the keypad does not respond properly:

- Check 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](#).
- Check if the iPhone is properly installed.
- If the problem persists, contact your local VeriFone representative.

## **Transactions Fail To Process**

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

### **Check the Magnetic Card Reader**

- Perform a test transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly. With the VX 600 card reader, the black magnetic stripe on the card should face down and inward, toward the iPhone and must be inserted from the top of the device (see [Figure 9](#)).
- If the manual transaction does not work, proceed to [Ensure that the radio has been activated by your service provider.](#)

### **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 and that the card is not removed prematurely.
- Ensure the MSAM cards are properly inserted (see [Installing/Replacing MSAM Cards](#)).
- Contact your VeriFone distributor or service provider.

### **Check the Signal Strength On-screen (SoftPay)**

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

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## Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### Digital apparatus (ICES003)

This Class [B] digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.







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# VX 600 for the iPhone 3G/3Gs

## *Installation Guide*

