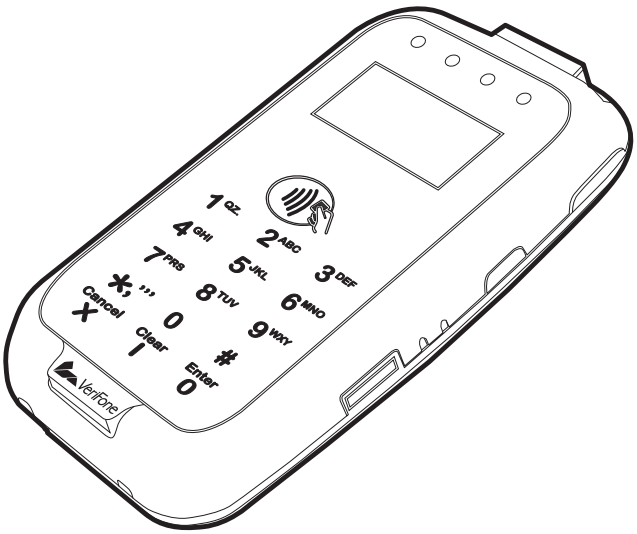
VX 600 Bluetooth Agnostic

Installation Guide



VeriFone Part Number DOC087-21-EN-A, Revision A.3

VX 600 Bluetooth Agnostic 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 a replaceable 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 Bluetooth Agnostic.

Audience

This guide is useful for anyone installing a VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic.

Chapter 2, Device Setup. Explains how to set up and use the VX 600 Bluetooth Agnostic. It tells you how to select a location, establish power connection, and install MSAM cards.

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

Chapter 4, Maintenance. Explains how to maintain your VX 600 Bluetooth Agnostic device.

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 Bluetooth Agnostic, refer to the following set of documents:

VX 600 Bluetooth Agnostic Certifications and Regulations Sheet	VPN DOC087-020-EN-A
VX 600 Bluetooth Agnostic Quick Installation Guide	VPN DOC087-021-EN-A
VX 600 Bluetooth Agnostic Web site	www.paywaremobile.com

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 Conventions and Acronyms.
Italics	Italic typeface indicates book titles or emphasis.	You *must* 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 a URL.	`http://www.verifone.com`
	The pencil icon is used to highlight important information.	RS-232-type devices do not work with the PIN pad port.
	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.
	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
USB	Universal Serial Bus
VPN	VeriFone Part Number

Device Overview

Info to be provided by Dan Loomis. Thank you.

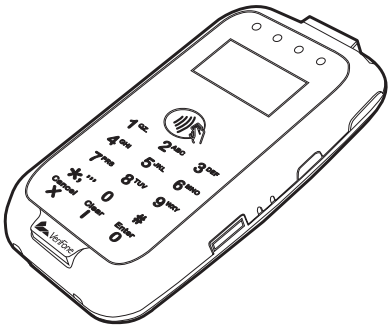

Figure 1 The VX 600 Bluetooth Agnostic Device

Features at a glance

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Features and Benefits

Exceptional Ease of Use

Security

Contactless Capability

Communication Technology

CHAPTER 2

Device Setup

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

- Selecting a Location
- Unpacking the Shipping Carton
- Examining Device Features
- Installing or Replacing MSAM Cards
- Manual Startup and Shutdown
- VX 600 Bluetooth Agnostic Device Connections
- Using the Smart Card Reader
- Using the Magnetic Stripe Reader
- Using the CTLS Reader

Selecting a Location

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

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 Bluetooth Agnostic is a handover device and personal security is significantly impacted by the carholder entering the PIN.

- Hand the VX 600 Bluetooth Agnostic directly to the cardholder for them to enter their PIN.
- Encourage the cardholder to hold the VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic 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 Bluetooth Agnostic unit
- USB to micro-USB cable

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 Bluetooth Agnostic 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.

NOTE

It is recommended to charge the VX 600 Bluetooth Agnostic battery for 8 hours before initial use.

Examining Device Features

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

Front View

- The front panel includes the following features:

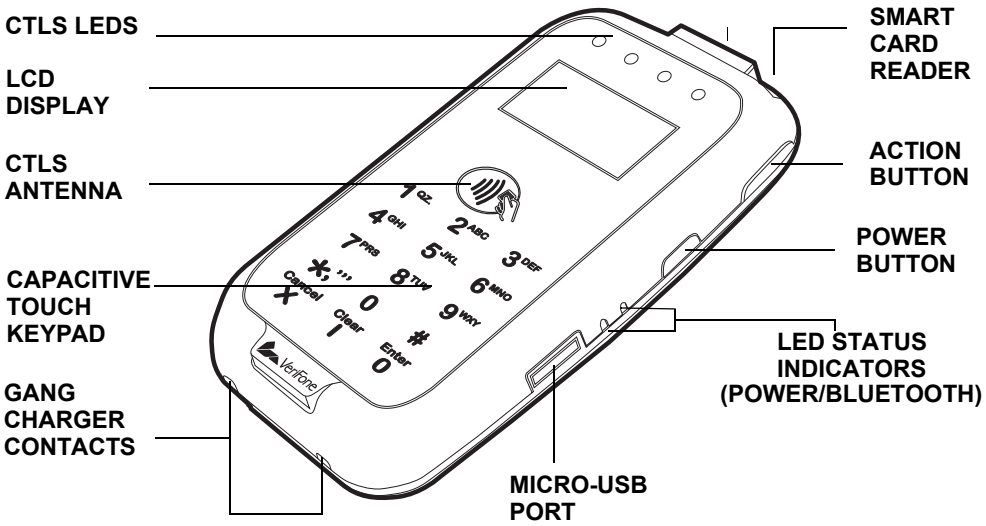

Figure 2 VX 600 Bluetooth Agnostic Device Features

- A **smart card reader** on top of the CTLS LEDs for conducting smart card transactions. (See Using the Smart Card Reader)
- **CTLS LEDs** that act as CTLS signal indicators.
- A 128 x 32 pixel monochrome **LCD display**
- **Action buttons** located on both sides to turn on the optional barcode reader
- A **CTLS functionality** below the LCD display for contactless payments.
- A **power** button located on the right side of the VX 600 Bluetooth Agnostic to power on/reset the device.

- Two types of keys on the capacitive touch keypad:
  - a A 12-key **keypad**
  - b Three **color-coded function keys** below the keypad
- A **Micro-USB port** is located on the right side for data connection and charging the battery.
- **Gang Charger contacts** to charge the battery using the optional VX 600 Gang Charger.

NOTE VeriFone ships variants of the VX 600 Bluetooth Agnostic 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, However, the basic processes described in this guide remain the same, regardless of device configuration.

Back View

The back panel includes the following features:

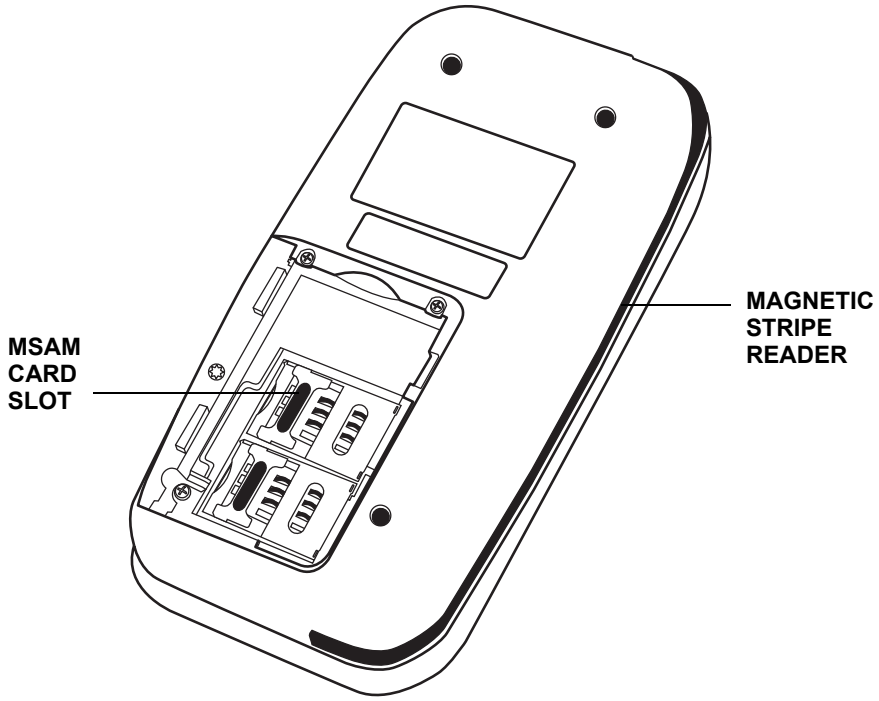

Figure 3 VX 600 Bluetooth Agnostic Device Features (Back View)

- Two **MSAM card slots**, to support stored-value card programs or other merchant card requirements.
- A **magnetic stripe reader**, is built into the left side of the device. Swipe the card using the proper direction, with the magnetic stripe down and facing inward, toward the device.

Installing or Replacing MSAM Cards

You may need to install one or more multiple security access module (MSAM) cards or replace the old cards.

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

To install or replace MSAM cards

1. Place the VX 600 Bluetooth Agnostic face down on a soft, clean surface to protect the lens from scratches.
2. Loosen the screw from the compartment door.
3. Slide out the compartment door to access the MSAM cardholders.

NOTE Before inserting the MSAM card, position it as shown in Figure 5, with the card's gold contacts facing away from you, toward the unit. The cardholder slot in the VX 600 Bluetooth Agnostic has a set of contacts. The MSAM card has a notch on one corner to ensure that it fits into the connector base in only one way.

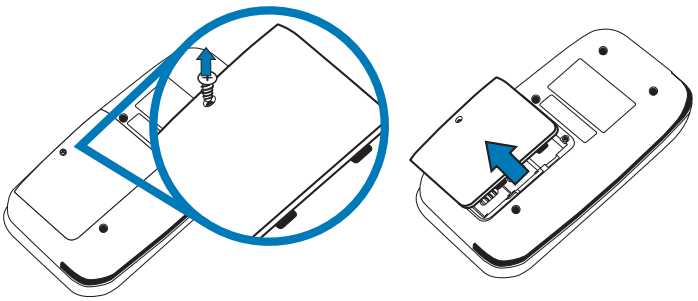

Figure 4 Removing screw and opening compartment door

4. Slide the latch to the right to unlock the slot. Lift the cardholder and install the MSAM card by aligning the card and sliding it into the slots. When the card is fully inserted, swing the cardholder closed and then slide the latch to the left.

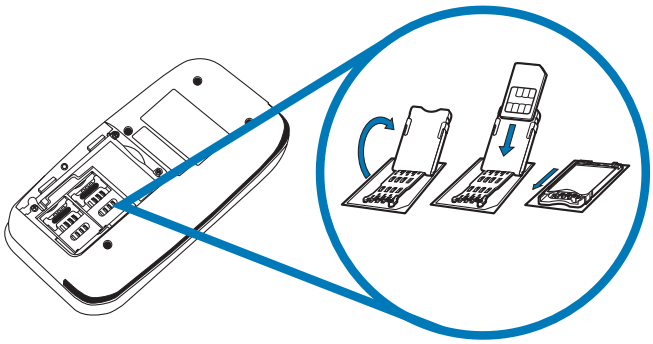

Figure 5 MSAM insertion

Installing the Battery

You will need to install a Lithium-ion polymer battery pack to operate the VX 600 Bluetooth Agnostic.

To install the battery

1 Place the VX 600 Bluetooth Agnostic face down on a soft, clean surface to protect the lens from scratches. Loosen the screw from the compartment door. Slide out and lift the compartment door.

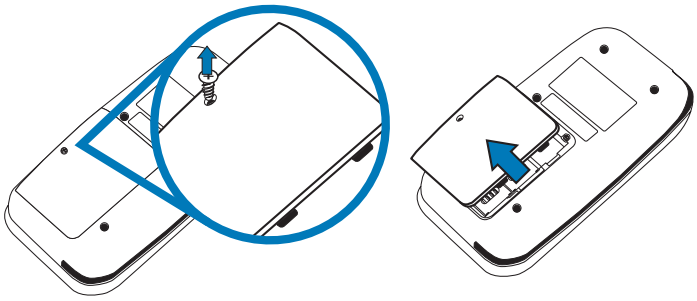

Figure 6 Removing screw and opening compartment door

2 Position the battery so that the gold contacts match up with those on the phone and then lower down the other end of the battery.

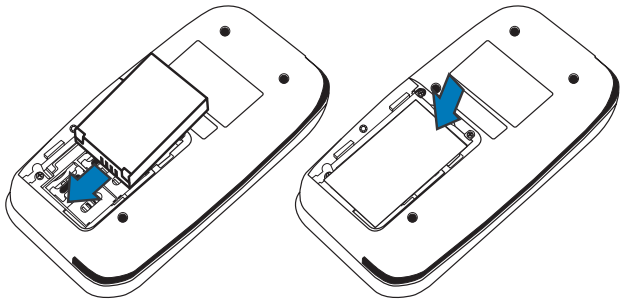

Figure 7 Battery insertion

3 Close the VX 600 Bluetooth Agnostic compartment door and tighten the locking screw.

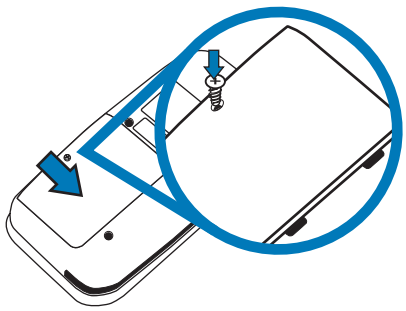

Figure 8 Closing compartment door

To remove the battery Hook your finger under the latch and lift up to remove the battery.

Charging the Battery

Provided that the VX 600 Bluetooth Agnostic is turned on, you can still use the device to process transactions. Although, certain device functions are disabled, depending on the charge capacity of the battery. For more information, see Table 3 below.

Table 3 Battery Discharge Mode

Battery States			System Protections	
	Voltage (Fuel Gauge)	Capacity	Battery Pack	Operating System
	4.2 V	100%		
Normal Discharge	3.0 V	0%	Over-discharge protection: battery circuit cut-off power if V<2.3V	1 Low battery protection: - stop CTLS operation if V<3.7V - stop Bar Code operation if V<3.6V 2 Over-discharge protection: power off system if V <3.3V 3 Over-discharge temperature protection: power off system if T<=-15C or T>=60C
Over discharge cut off	2.3 V	N/A	N/A	
	0V		N/A	

To charge the battery

1. Pull out the cover and insert the micro-USB cable into the port located on the right side of the VX 600 Bluetooth Agnostic.
2. Connect the other end of the micro-USB cable into a USB wall mount charger and plug into a outlet or powered surge protector.

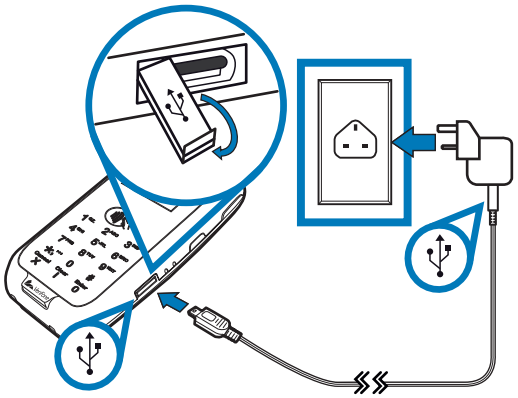

Figure 9 Charging the battery

Manual Startup and Shutdown

To manually startup and shutdown the VX 600 Bluetooth Agnostic, press and hold either the Cancel key or Power button, depicted in Figure 2.

The system status LEDs beside the micro-USB port indicate the status of the device when turned on.

Table 4 System Status LED

Sleep	Battery Low	Battery Extremely Low	Battery Charging	Charging Timer Fault	Firmware Upgrade	LED Behaviour
Y						Green (Blinks every 4 seconds)
	Y					Red, 1Hz rate, 50% duty cycle (battery extremely low condition: battery voltage < 3.6V)
		Y				Red, 4Hz rate, 50% duty cycle (battery low condition: battery voltage < 3.7V)
						Red on continuously
			Y			Orange, 1Hz rate, 50% duty cycle
				Y		Orange on continuously
					Y	Green on continuously

VX 600 Bluetooth Agnostic Device Connections

Connect the VX 600 Bluetooth Agnostic to other devices using the Micro-USB cable or via Bluetooth.

Connecting to a Host Computer via micro-USB Cable

The same micro-USB cable used to charge the battery can also be used to connect the VX 600 Bluetooth Agnostic to a host computer to synchronize data or update the device's firmware.

To connect to a host computer

1. Disconnect power from the host computer.
2. Connect the micro-USB cable into the port located on the left side of the VX 600 Bluetooth Agnostic.
3. Connect the other end of the micro-USB cable into the host computer's USB port.

4 Reconnect power to the host computer.

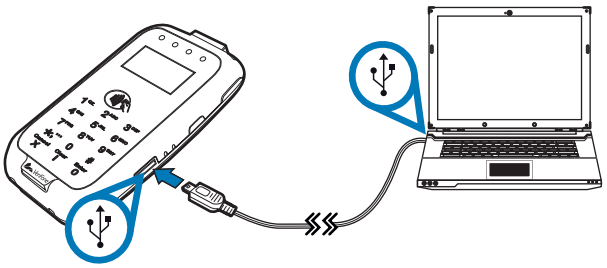

Figure 10 Connecting VX 600 Bluetooth Agnostic to a host computer

Connecting to another Bluetooth Device

Different devices have different pairing procedures. For more information, refer to the documentation that comes with your Bluetooth device. To make the VX 600 Bluetooth Agnostic searchable, the device must be turned on.

The device name for the VX 600 Bluetooth Agnostic is either "**VFI-BTPWMR**" or "**VFI-MFiBTPWMR**", depending on the Bluetooth device the VX 600 Bluetooth Agnostic is paired with.

Using the Smart Card Reader

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.

To conduct a smart card transaction

1 Position the smart card with the contacts facing down.

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

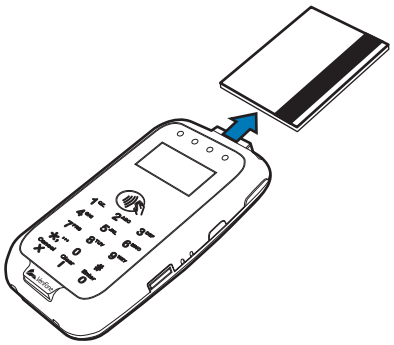

Figure 11 Conducting a smart card transaction

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 invalidates the transaction.

Using the Magnetic Stripe Reader

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

To conduct a credit/ debit card transaction

1 Position the magnetic card with the stripe in the card reader and facing inward, toward the device.

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 12.

3 Swipe the card through the magnetic card reader.

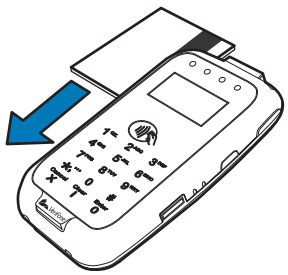

Figure 12 Conducting credit/debit card transactions using the Magnetic Stripe Reader

Using the CTLS Reader

The VX 600 Bluetooth Agnostic 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.

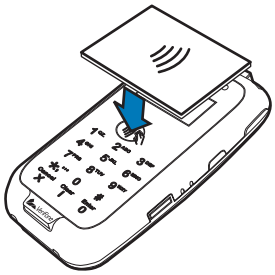

Figure 13 Conducting contactless credit/debit card transactions using the CTLS Reader

CHAPTER 3

Specifications

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

Power

Charging via micro-USB to computer system or power adapter:
5V DC 1.0 A **All reviewers: Please confirm**

Temperature

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

External Dimensions

- **Length: All reviewers: Please provide necessary info**
- **Width: All reviewers: Please provide necessary info**
- **Depth: All reviewers: Please provide necessary info**

Maintenance

The VX 600 Bluetooth Agnostic 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.

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.

VeriFone Service and Support

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

For VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic, 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).

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.

To return a device for service

1. Get the following information from the printed labels on the bottom of *each* VX 600 Bluetooth Agnostic to be returned:
   - Product ID, including the model and part number. For example, “VX 600 Bluetooth Agnostic” and “M087-XXX-XXX-xxx.”
   - Serial number (S/N nnn-nnn-nnn)
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.

- Address the Subject box with to “VeriFone MRA Dept.”
- Reference the model and part number in the Note box.

NOTE

One MRA number must be issued for each VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic 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 Bluetooth Agnostic).

Accessories and Documentation

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

- VeriFone online store at 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 Bluetooth Agnostic Certifications and Regulations Sheet	VPN DOC087-011-EN-A
VX 600 Bluetooth Agnostic Quick Installation Guide	VPN DOC087-012-EN-A
VX 600 Bluetooth Agnostic Gang Charger Quick Installation Guide	VPN DOC087-015-EN-A
VX 600 Bluetooth Agnostic Web site	www.paywaremobile.com

Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to help you install and configure your VX 600 Bluetooth Agnostic successfully. Typical examples of malfunction you may encounter while operating your VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic comes equipped with tamper-evident labels. The VX 600 Bluetooth Agnostic 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 Bluetooth Agnostic 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 Bluetooth Agnostic display screen does not show correct or clearly readable information:

- Check device power connection.
- Remove and reapply power to the device. To do this, press and hold the power/reset button.
- 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.
- 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 Stripe 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 Bluetooth Agnostic card reader, the black magnetic stripe on the card should face down and inward, toward the VX 600 Bluetooth Agnostic and must be inserted from the top of the device (see Figure 12).

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 or Replacing MSAM Cards).
- Contact your VeriFone distributor or service provider.

Federal Communication Commission Interference Statement

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.

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 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 transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm (8 inches) during normal operation.

Industry Canada statement:

This device complies with RSS-210 of the Industry Canada 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.

Ce dispositif est conforme à la norme CNR-210 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Radiation Exposure Statement:

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Declaration d'exposition aux radiations: Cet equipement est conforme aux limites d'exposition aux rayonnements IC etablies pour un environnement non controle. Cet equipement doit etre installe et utilise avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

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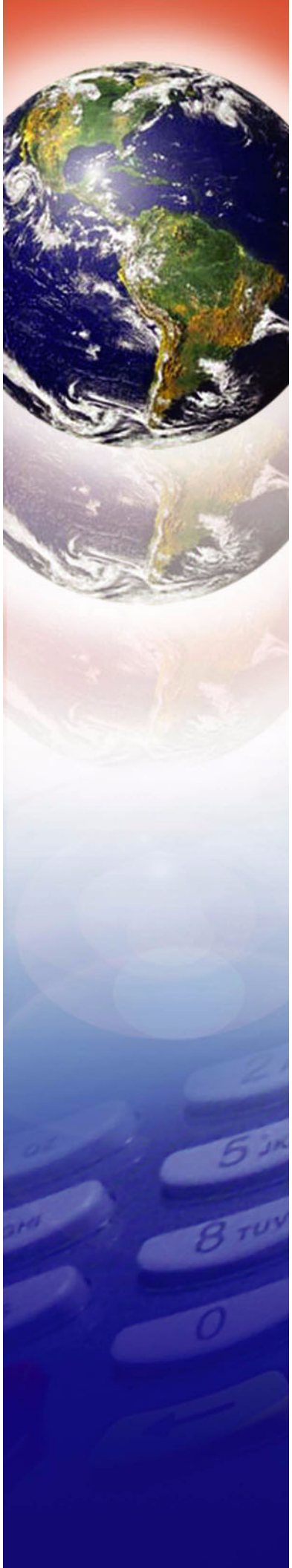

VX 600 Bluetooth Agnostic

Installation Guide

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