VX810

Installation Guide
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This guide is the primary source of information for setting up and installing Vx810.

**Audience**

This guide provides simple descriptions of Vx810 features, as well as basic information for the installation and configuration of the Vx810.

**Organization**

This guide is organized as follows:

- **Chapter 1, Overview.** Provides an overview of the Vx810.
- **Chapter 2, Setup.** Explains setup and installation of Vx810, selecting a location and establishing connections with other devices.
- **Chapter 3, Specifications.** Discusses power requirements and dimensions of the Vx810.
- **Chapter 4, Maintenance and Cleaning.** Explains maintenance of the Vx810.
- **Chapter 5, Service and Support.** Provides information on contacting your VeriFone service provider and information on how to order accessories or documentations from VeriFone.
- **Chapter 6, Troubleshooting Guidelines.** Provides troubleshooting guidelines should you encounter a problem in terminal installation and configuration.

**Related Documentation**

To learn more about Vx810, refer to the following set of documents:

- Vx810 Certification and Regulation Sheet
- Vx810 Quick Installation Guide
- Vx810 Reference Guide
- Vx810 Privacy Shield Quick Installation Guide
- Vx810 Stand Adapter Quick Installation Guide
- Vx810 CTLS Quick Installation Guide

VPN 24960
VPN 24961
VPN 24964
VPN 24965
VPN 24966
VPN 28601
Various conventions are used to help you quickly identify special formatting. Table 1 describes these conventions and provides examples of their use.

<table>
<thead>
<tr>
<th>Convention</th>
<th>Meaning</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue</td>
<td>Text in blue indicates terms that are cross references.</td>
<td>See Guide Conventions.</td>
</tr>
<tr>
<td><em>Italics</em></td>
<td>Italic typeface indicates book titles or emphasis.</td>
<td>You must not use this unit underwater.</td>
</tr>
<tr>
<td><strong>CAUTION</strong></td>
<td>The caution symbol indicates hardware or software failure, or loss of data.</td>
<td>The unit is not waterproof or dustproof, and is intended for indoor use only.</td>
</tr>
<tr>
<td><strong>WARNING</strong></td>
<td>The lighting symbol is used as a warning when bodily injury might occur.</td>
<td>Due to risk of shock do not use the terminal near water.</td>
</tr>
</tbody>
</table>

Various acronyms are used in place of the full definition. Table 2 presents acronyms and their definitions.

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>AES</td>
<td>Advanced Encryption Standard Algorithm</td>
</tr>
<tr>
<td>API</td>
<td>Application Programming Interface</td>
</tr>
<tr>
<td>ARM</td>
<td>Advanced RISC Machines</td>
</tr>
<tr>
<td>CAPK</td>
<td>Certification Authority Public Key as in the EMV standard</td>
</tr>
<tr>
<td>CBC</td>
<td>Cipher Block Chaining mode, as defined in ANSI X3.106</td>
</tr>
<tr>
<td>COG</td>
<td>Chip on Glass</td>
</tr>
<tr>
<td>COGS</td>
<td>Cost of Goods Sold</td>
</tr>
<tr>
<td>CTS</td>
<td>Clear to Send</td>
</tr>
<tr>
<td>DEA/DES</td>
<td>Data Encryption Algorithm/Standard, as defined in ANSI X3.92</td>
</tr>
<tr>
<td>DUKPT</td>
<td>Derived Unique Key Per Transaction Method as defined in the VISA's POS Equipment Requirement: PIN processing and Data Authentication, International Version 1.0, August 1988</td>
</tr>
<tr>
<td>ECB</td>
<td>Electronic Code Book mode, as defined in ANSI X3.106</td>
</tr>
<tr>
<td>ECR</td>
<td>Electronic Cash Register</td>
</tr>
<tr>
<td>EMV</td>
<td>Joint Europay, MasterCard and Visa Standard</td>
</tr>
<tr>
<td>ERS</td>
<td>Engineering Requirements Specification</td>
</tr>
</tbody>
</table>
Table 2  **Acronym Definitions**  (continued)

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definitions</th>
</tr>
</thead>
<tbody>
<tr>
<td>GID</td>
<td>Group Identifier - Concept inherited from Verix terminals file system</td>
</tr>
<tr>
<td>HDLC</td>
<td>High-level Data Link Control</td>
</tr>
<tr>
<td>ICC</td>
<td>Integrated Chip Card (Smart Card)</td>
</tr>
<tr>
<td>LCD</td>
<td>Liquid Crystal Display</td>
</tr>
<tr>
<td>MAC</td>
<td>Message Authentication Code, as defined in ANSI X9.19</td>
</tr>
<tr>
<td>MMU</td>
<td>Memory Management Unit</td>
</tr>
<tr>
<td>MSAM</td>
<td>Multiple Secure Access Module</td>
</tr>
<tr>
<td>MSR</td>
<td>Magnetic Stripe Reader</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
</tr>
<tr>
<td>PED</td>
<td>PIN Entry Device</td>
</tr>
<tr>
<td>PIN</td>
<td>Personal Identification Number</td>
</tr>
<tr>
<td>POS</td>
<td>Point-of-Sale</td>
</tr>
<tr>
<td>PRD</td>
<td>Product Requirement Document</td>
</tr>
<tr>
<td>PSCR</td>
<td>Primary Smart Card Reader</td>
</tr>
<tr>
<td>RFID</td>
<td>Radio Frequency Identification</td>
</tr>
<tr>
<td>RTS</td>
<td>Ready to Send</td>
</tr>
<tr>
<td>SOC</td>
<td>System on Chip</td>
</tr>
<tr>
<td>SAM</td>
<td>Secure Access Module</td>
</tr>
<tr>
<td>SC</td>
<td>Smart Card (Integrated Chip Card)</td>
</tr>
<tr>
<td>SD</td>
<td>Secure Digital</td>
</tr>
<tr>
<td>SDK</td>
<td>Software Development Kit</td>
</tr>
<tr>
<td>SL3</td>
<td>Security Level 3 and 4</td>
</tr>
<tr>
<td>SR</td>
<td>Ship Release</td>
</tr>
<tr>
<td>SRAM</td>
<td>Static Random Access Memory</td>
</tr>
<tr>
<td>STN</td>
<td>Super Twisted Nematic</td>
</tr>
<tr>
<td>UI</td>
<td>User Interface</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>VSS</td>
<td>VeriShield Security Scripts</td>
</tr>
</tbody>
</table>
Overview

This chapter provides a brief description of VeriFone’s Vx810.

Vx810 PIN pad

The Vx810 is a PIN pad with an integrated smart card reader for connection to either VeriFone transaction terminals or third party electronic point-of-sale systems, offering advanced security and smart card processing capabilities.

The Vx810 series supports both symmetric encryption algorithms (DES, 3DES, and AES) and asymmetric encryption (RSA). This device internally manages simultaneous multiple keys through either Master Session- or DUKPT-based processes, and offers high performance smart card processing, as well as support for the new generation of 3-volt cards.

The Vx810 is a programmable device, allowing a custom or EMV-approved transaction application to run from the VISA PCI-compliant PIN pad, either to meet local regulatory requirements or relieve the ECR or terminal of this task.

Features at a Glance

The Vx810 has a sleek and stylish ergonomic design that offers power and performance in a smart card- or MSR-integrated PIN pad device. The Vx810 provides the right combination of features and functions in a sleek, stylish device that fits in the palm of your hand. This includes a magnetic stripe card reader, smart card reader, and integrated PIN pad.

- Delivers power and usability in a convenient hand-held design.
- Securely supports and runs payment and value-added applications.
- Offers unsurpassed performance on EMV smart card transactions.
- Security architecture meets specifications for PIN-entry devices (PCI) and sophisticated file authentication.

Figure 1  Vx810 with new handheld design
Features and Benefits

Exceptional Ease of Use
- Bold, ergonomic design is sleek, stylish, and lightweight for conveniently handing the unit to the consumer for PIN entry or other input.
- Intuitive telco-style interface and large, colored control keys simplify training and reduce support requests.
- Highly readable display handles multiple languages for global applications.

Critical Security Protection
- Incorporates tamper-detection circuitry to resist unauthorized intrusion and supports a broad spectrum of software-based security features.
- Integrated security modules simultaneously support sophisticated encryption (AES, DES, 3DES, RSA) and key management schemes, including single and 3DES Master Session, single, and 3DES Derived.

Strong Feature Set
- Ensures uncompromising reliability from VeriFone, the worldwide leader in e-payment.
- Primary smart card reader support for synchronous and asynchronous smart cards.
- Support for international character sets and Unicode standard.
- The Vx810 received EMV Level 1 approval for smart card solutions.
- VeriShield security architecture provides sophisticated file authentication to prevent execution of unauthorized software on the Vx810.

Extended PIN pad Capabilities
- Optional privacy shield.
- Display backlighting for use in low-light or high-glare environments.
- Triple-track, high-coercivity card reader handles most magnetic stripe cards.
- Three Security Access Modules (SAMs) safeguard sensitive financial data and support multiple smart card schemes.
- Optional contactless module enhancement.
- Can be combined with Vx810 DUET to provide a complete counter top payment solution.
- Can be powered by other Vx series terminals through the multi-connector cable.
Setup

This chapter describes the setup procedure for VX810, in the following sections:

- Select Location
- Unpack Shipping Carton
- Examine VX810 Features
- Install/Replace MSAM Cards
- Privacy Shield
- Cable Connections
- Power Supply
- Smart Card Reader Use
- Magnetic Card Reader Use

Select Location

Use the following guidelines to select a location for the VX810.

Ease of Use
- Select a location convenient for both merchant and cardholder.
- Select a flat support surface, such as a countertop or table.
- Select a location near a power outlet and the terminal, ECR, or computer connected to the VX810. For safety, do not string cables or cords across a walkway.

Environmental Factors
- Do not use the unit where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- Do not use the VX810 outdoors.

CAUTION

The VX810 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.
**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 Vx810 near water or in moist conditions.

**WARNING**

Due to risk of shock or damage, do not use the Vx810 near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

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**Unpack Shipping Carton**

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The Vx810 is a secure product and any tampering can cause it to cease to function or to operate in an unsecured manner.

1. Remove and inspect the contents of the shipping carton, since the Vx810 ships in multiple configurations, the carton may include any or all of the following:
   - Vx810
   - Data cable
   - Power pack
   - Power cord
   - ECR cable
   - Privacy shield

2. Remove all plastic wrapping from the terminal and components.

3. Remove the clear protective film from the display.

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

**WARNING**

Do not use a unit that has been tampered with or damaged.

The Vx810 comes equipped with tamper-evident labels. If a label or component appears damaged, please notify the shipping company and your VeriFone service provider immediately.
Before you continue with the installation process, familiarize yourself with the Vx810 features:

The Vx810 includes the following features:

- A display.
- Three types of keys:
  - Keypad matrix for four ATM-style keys and four Function keys.
- Alpha key for entering text.
- Three color-coded function keys below the keypad (CANCEL [RED], BACKSPACE [YELLOW], ENTER [GREEN]).
- A magnetic card reader, built into the top side. An icon shows the proper swipe direction, with the stripe facing down and towards the keypad.
- A smart card reader, built into the unit’s front side. An icon indicates the proper card position and insertion direction. (Optional)
- A SAM (Security Access Module) compartment, built into the back side of the unit. The Vx810 contains multiple-SAM (MSAM) cardholders to support multiple stored-value card programs or other merchant card requirements. (Optional)
Install/Replace 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 change or install MSAMs

1. Remove the data cable from the back of the unit.
2. Place the Vx810 facedown on a soft, clean surface to protect the lens from scratches.
3. Loosen the retaining screw. The restraining screw is captive, which means that it cannot be fully removed from the slot.

Figure 3  MSAM Compartment Door and Locking Screw

4. Lift open the compartment door. The MSAM cardholders are now accessible. Each cardholder consists of a slot inboard of a numbered tray.

Figure 4  Opening MSAM Compartment Door

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 Vx810 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; the Vx810 has a matching notch cast into the backside of the MSAM compartment door to ensure the MSAM card is positioned correctly when the cover is closed.
5 Install the MSAM card by aligning the card to match the embossed number and carefully sliding it into the slots until fully inserted.

![MSAM Insertion](image5)

**Figure 5** MSAM Insertion

6 Close the MSAM compartment door and tighten the locking screw.

![Closed MSAM Compartment](image6)

**Figure 6** Closed MSAM Compartment
**Privacy Shield**

This figure shows an example of a Vx810 with the privacy shield installed.

![Figure 7 Installed Privacy Shield](image)

**Cable Connections**

The Vx810 has six general cabling scenarios, depending on what the Vx810 connects to:

1. Connection to another VeriFone Terminal
2. RS232 Connection using an External Power Brick
3. Direct USB Connection
4. USB–Download Support using an External Power Brick
5. Terminal using a PoweredUSB connection
6. Ethernet Connection with External Power Brick

**CAUTION**

Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN CPS11212-3A-(R) (see Specifications for detailed power supply specifications).
Connection to another VeriFone Terminal

The Vx810 connects to a VeriFone terminal via a straight cable. There is a minimum power requirement for the Vx810, currently specified as 3.5W. In cases where the terminal is only able to provide a 7 V DC output to power the Vx810, the terminal must be able to source at least 0.5 A of current. Otherwise, proper functioning of the Vx810 is not guaranteed.

Figure 8 Vx810 Connected to Another VeriFone Terminal

RS232 Connection using an External Power Brick

A special dongle cable is used, where one end of the cable plugs into the Vx810 while the other end terminates in a DB-9 connector housing. On the housing, a DC jack is provided to connect to an external power brick. This is a generic cable for all RS232-based hosts.

Figure 9 Vx810 with an RS232 Connection Using an External Power Brick
**Direct USB Connection**

Similarly, a dongle cable is required in standard USB environments. For this cable option, the host end has a molded housing which exposes the standard USB plug.

![Figure 10 Direct USB Connection](image1)

**USB–Download Support using an External Power Brick**

This cable option comes with a junction box that provides a mini-style Type B USB socket for connecting to the USB-based host and a DC jack for external power connection.

In addition, a Type A USB socket is provided on the junction box to support application download via a USB thumb drive.

![Figure 11 Vx810 Connected to a USB with Download Support](image2)

**Terminal using a PoweredUSB connection**

For a USB-based host with PoweredUSB feature, a straight cable is all that is required. The Vx810 supports the 12 V DC option.

![Figure 12 PoweredUSB Connection](image3)
Ethernet Connection with External Power Brick

The cable required junction box that provides a standard RJ-45 LAN socket and a DC jack. However, since most hosts do not support peer-to-peer LAN connection to a PIN pad, an additional RJ-45 socket is provided on the junction box to allow a direct connection between Vx810 and the host.

Figure 13 Ethernet Connection with External Power Brick

Power Supply

Not all Vx810 configurations and device contexts require the use of a power supply – VeriFone ships power supplies with the Vx810 as required.

If you have changed the context in which the Vx810 is used or have questions about which power supply should be used, contact your VeriFone representative.

CAUTION

Using an incorrectly rated power supply can damage the unit or cause it not to work properly. Use only a power pack with VPN CPS11212-3A-(R) (see Specifications for detailed power supply specifications).

Before connecting a power supply, disconnect the power pack cord from the power outlet.

Connect and route all cables between the Vx810, ECR, and PC before plugging the power pack cord into a wall outlet or surge protector.

WARNING

Do not plug the power pack into an outdoor outlet or operate the Vx810 outdoors. Also, disconnecting power during a transaction can cause transaction data files not yet stored in memory to be lost.

NOTE

To protect against possible damage caused by lightning strikes and electrical surges, VeriFone recommends installing a power surge protector.

When the Vx810 has power and an application is loaded, the application starts after the initial VeriFone copyright screen and displays a unique copyright screen. If no application is loaded, DOWNLOAD NEEDED appears on the display after the initial VeriFone copyright screen.
Smart Card Reader Use

The smart card transaction procedure can vary depending on the application. Verify the proper procedure with your application provider before performing a smart card transaction.

To Conduct a Smart Card Transaction

1. Position the smart card with the gold contacts facing upward (see Figure 14).
2. Insert it into the smart card reader slot in a smooth, continuous motion until it seats firmly.
3. Remove the card when the display indicates the transaction is completed.

Figure 14  Smart Card Reader Use

CAUTION
Leave the smart card in the card reader until the transaction is completed. Premature removal can void the transaction.

Magnetic Card Reader Use

The Vx810 has a magnetic card reader that uses a triple track stripe reader. This gives the unit greater reliability over a wide range of swipe speeds and operating environments.

To Conduct a Credit/Debit Card Transaction

1. Position a magnetic card with the stripe facing the keypad.
2. Swipe it through the magnetic card reader.

Figure 15  Magnetic Card Reader Use
The Vx810 supports contactless smart card transactions through the Vx810 CTLS module. The SD card slot at the back of the Vx810 serves as the expansion port for installing the module as an add-on to the traditional magnetic card reader.

Installing the Vx810 CTLS Module

To install the Vx810 CTLS module:

1. Place the device facedown on a soft, clean surface to protect the lens from scratches.
2. Remove the SD card slot cover and store it in a safe place where it can be easily retrieved for later use.

**NOTE**

The SD card cover slot will not be used while the Vx810 CTLS module is in place.

3. Slide the connector into the SD card slot of the Vx810 as illustrated below until you feel it click into place.

**WARNING**

The mechanism that allows you to feel the connector click into place does not hold the Vx810 and the Vx810 CTLS module together.

Once the connector is inserted, hold both devices in place while making sure that you do not allow the devices to separate so that the connector does not slip backwards out of the slot.

4. Insert the metal plate onto the back of the module and Vx810 to hold the devices in place. To do this, hold the metal plate at an angle as shown in the figure below, then slide the tabs on the wide end of the metal plate into the slots of the CTLS module.
5 Slide the tabs on the narrow end of the metal plate down to engage the ears of the Vx810.

6 Carefully hold both devices and the metal plate in place. Screw fine-thread black machine screw into the Vx810 first. Next, install the 3 coarse-thread self taping screws into the Vx810 CTLS module.

![Figure 18 Installing the Screws]

**WARNING** Be careful. The self taping screws will require a moderate amount of force to install. Be sure to use the proper size screw driver and to securely support the Vx810 CTLS module to avoid any possible damage.

![Figure 19 Installed Vx810 CTLS Module]

**NOTE** You can verify if the module is installed properly through the CONTACTLESS DIAGNOSTIC function in System Mode of the Vx810.

For more information, please refer to the Vx810 Reference Guide, VPN 24964.
Using the Vx810 CTLS Module  

The Vx810 CTLS module is only active when signaled by an application for the conduction of a contactless smart card transaction.

To perform a contactless smart card transaction:

1. Gently tap the card onto or hold the card (within to 4 cm.) against the surface of the RFID canopy.

2. An activated LED visual on the RFID canopy accompanied by a short beeping sound indicates a successful transaction.

![Contactless Smart Card Reader Use](image)

**NOTE**

Proper care to ensure that the contactless module is working properly includes:

- Preventing the module from coming into contact with metallic surfaces while in use.
Contactless Module
## Specifications

This chapter discusses power requirements, dimensions, and other specifications of the Vx810.

### Unit Power Requirements
- 9 - 12 V DC minimum of 450 mA
- 5 V DC minimum of 500 mA (USB power)

### Power Pack
- CPS11212-3A-R
  - UL, ITE listed, Class 2, switching power supply
  - PS, 12.0 V DC UNIVERSAL 12W

### Temperature
- Operating temperature: 0°C to 40°C (32°F to 104°F)
- Storage temperature: -30°C to 60°C (-22°F to 140°F)

### Humidity
- Relative humidity: 5% to 95%; no condensation

### External Dimensions
- Length: 150 mm (5.9 in)
- Width: 85 mm (3.3 in)
- Depth: 32 mm (1.3 in)

### Weight
- Unit weight: 0.27 Kg (0.6 lb)
- Shipping weight: 0.850 Kg (1.9 lb)
Maintenance and Cleaning

The VXA810 has no user-serviceable parts.

**Clean the PIN Pad**

To clean the unit, 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. For best results, use a Verifone Cleaning Kit (refer to the Accessories and Documentation section).

**CAUTION**

Never use thinner, trichloroethylene, or ketone-based solvents – they can deteriorate plastic or rubber parts.

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

**Card Readers**

Do not attempt to clean the card readers. Doing so can void any warranty. For card reader service, contact your Verifone distributor or service provider.
Service and Support

For Vx810 problems, contact your local VeriFone representative or service provider.

For Vx810 product service and repair information:

- USA – VeriFone Service and Support Group, 1-800-834-4366, Monday - Friday, 8 A.M. - 8 P.M., eastern time.
- International – Contact your VeriFone representative.

Service Returns

Before returning the Vx810 to VeriFone, you must obtain a Merchandise Return Authorization (MRA) number. The following procedure describes how to return one or more Vx810 for repair or replacement (U.S. customers only).

1. Gather the following information from the printed labels (see Figure 21) on the bottom of each Vx810 to be returned:
   - Product ID, including the model and part number. For example, “m108-xxx-xx” and “PTID xxxxxxxx.”
   - Serial number (S/N xxx-xxx-xxx).

2. Within the United States, call VeriFone toll-free at 1-800-834-4366.

3. Select the MRA option from the automated message. The MRA department is open Monday–Friday, 8 A.M.–8 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 at 1-727-953-4172 (U.S.).
   - Please address the fax clearly to the attention of the “VeriFone MRA Dept.”
   - Include a telephone number where you can be reached and your fax number.

NOTE

International customers, please contact your local VeriFone representative for assistance with your service, return, or replacement.
• You will be issued MRA number(s) and the fax will be returned to you.

NOTE
One MRA number must be issued for each Vx810 you return to VeriFone, even if you are returning several of the same model.

5 Describe the problem(s) and provide the shipping address where the repaired or replacement unit must be returned.

6 Keep a record of the following items:
   • Assigned MRA number(s).
   • VeriFone serial number assigned to the Vx810 you are returning for service or repair (serial numbers are located on the bottom of the unit (see Figure 21).
   • 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 Vx810).

![Figure 21 Information Label on Unit Bottom](image)
VeriFone produces accessories and documentation for the Vx810. 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, 1-800-834-4366, Monday - Friday, 7 A.M. - 8 P.M., eastern time
- International – Contact your VeriFone representative

### Supplementary Hardware

- 08392-01-(R) Mounting adapter
- 08368-01-(R) Privacy shield

### Data Cables

- 08361-XX-(R) Connects Vx810 to Vx510, Vx570 and, Vx610 terminals (Mod-10)
- 08398-XX-(R) Connects Vx810 to ECR with USB Type A

Various others, depending on what they connect to. Contact your local VeriFone representative or service provider to identify the best cable for your needs.

### Power Supply

Power packs are optional, except in certain instances (see Power Supply).

- CPS11212-3A-R DC power pack (universal)
- 07152-02-R AC power cord (US)

### Power Cord

- 07152-xx United States of America

Various others, by country: contact your local VeriFone representative or service provider to identify the best power cord for your needs.

### Cleaning Kit

- 02746-01(-R) VeriFone Cleaning Kit

### Contactless Module

The Vx810 supports a CTLS module as an add-on to the traditional magnetic card reader.

### Documentation

To learn more about Vx810, refer to the following set of documents:

- Vx810 Certification and Regulation Sheet VPN 24960
- Vx810 Quick Installation Guide VPN 24961
- Vx810 Reference Guide VPN 24964
- Vx810 Privacy Shield Quick Installation Guide VPN 24965
- Vx810 Stand Adapter Quick Installation Guide VPN 24966
- Vx810 CTLS Quick Installation Guide VPN 28601
Troubleshooting Guidelines

This chapter lists typical examples of malfunctions that you may encounter while operating your Vx810 and the steps that you can take to resolve them.

The troubleshooting guidelines provided in the following section are included to assist successful installation and configuration of the Vx810. If you are having problems operating your Vx810, please read these troubleshooting examples. If the problem persists even after performing the outlined guidelines or if the problem is not described, contact your local VeriFone representative for assistance.

NOTE

The Vx810 comes equipped with tamper-evident labels. The Vx810 contains no user-serviceable parts. Do not, under any circumstance, attempt to disassemble the unit. 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

Not all units require use of a power supply.

Using an incorrectly rated power supply may damage the unit or cause it not to work properly. Before troubleshooting, ensure that the power supply used to power the unit matches the requirements specified on the back of the unit (see Specifications for detailed power supply specifications). If not, obtain the appropriately rated power supply before continuing with troubleshooting.

Blank Display

When the Vx810 display does not show correct or clearly readable information:

• Check all power and cable connections.
• If the problem persists, contact your local VeriFone service provider.

Keypad Does Not Respond

If the keypad does not respond properly:

• Check the 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 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.
Transactions Fail To Process

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

Check 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 (see Magnetic Card Reader Use).
- 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.
- If the problem persists, contact your local VeriFone representative.

Check 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 (see Smart Card Reader Use).
- Ensure the MSAM cards are properly inserted in the slots and are properly secured (see Install/Replace MSAM Cards).
- If the problem persists, contact your local VeriFone representative.
Installation Guide