P630 Plus-A Installation Guide

Verifone Part Number: DOC562-004-EN-A, Revision A00

verifone

P630 Plus-A Installation Guide
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Preface

This guide is the primary source of information for setting up and installing the P630 Plus-A device.

Audience

This guide is intended for the users involved in P630 Plus-A installation.

Organization

This guide is organized as follows:

- Chapter 1: Device Overview - Provides an overview of the P630 Plus-A device.

- Chapter 2: Device Setup - Provides instructions on configuring the P630 Plus-A device.

- Chapter 3: Specifications - Provides the power requirements and dimensions of the P630 Plus-A device.

- Chapter 4: Maintenance and Cleaning - Explains how to maintain the device.

- Chapter 5: Service and Support - Furnishes information on contacting local Verifone representatives or service providers, as well as details on ordering accessories or documentation from Verifone.

- Chapter 6: Accessories and Cables - Provides the range of accessories and cables with corresponding part numbers.

- Chapter 7: Troubleshooting Guidelines - Provides guidance for addressing issues that may arise during device installation.

Related Documentation

To learn more about the P630 Plus-A, refer to the following document associated with the Verifone Part Number (VPNs).

P630 Certifications and Regulations	VPN DOC560-101-EN
P630 Quick Installation Guide	VPN DOC560-102-EN
P630 Camera Quick Installation Guide	VPN DOC560-103-EN
P630 Installation Guide	VPN DOC560-333-EN
P630-2 Installation Guide	VPN DOC561-001-EN
P630-A Quick Installation Guide	VPN DOC562-001-EN
P630-A Installation Guide	VPN DOC562-002-EN
P630 Plus-A Quick Installation Guide	VPN DOC562-003-EN

Conventions

The following table describes the conventions and provides examples of their use.

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross-referenced.	See Conventions.
NOTE	The bulb icon is used to highlight important information.	If exchanging cables use a Verifone-approved cable.
CAUTION	The caution symbol indicates possible hardware or software failure or loss of data.	Avoid placing metallic objects at the front of the card reader.
WARNING	The lightning symbol is used as a warning when bodily injury might occur.	For safety, do not string cables or cords across a walkway.

1. Device Overview

The P630 Plus-A device is a consumer-facing handheld device. It may also be integrated into retail devices such as kiosks and as an indoor unattended device. The product's design is equally appealing as a handheld PINpad and robust enough to look and function appropriately in a fixed mount setting.

The Verifone P630 Plus-A device allows electronic payment transactions to be processed. This payment processing solution with a fully integrated POS can scan barcodes, QR codes, and products with the help of an integrated camera.

It can run on Android applications, like loyalty and inventory. It also enables clients to remotely monitor and update their devices using Verifone's estate management solution. The P630 Plus-A device supports Bluetooth and Wi-Fi and meets PCI-PTS 6.x requirements for maximum security.

The Verifone P630 Plus-A device supports all payment methods - magnetic stripe, EMV, and NFC/Contactless Reader, including Apple Pay, Google Pay, and Samsung Pay mobile wallets. The easy-to-read color touch screen supports all payment-related user interactions and keypads for secure PIN-entry.

Features and Benefits

The P630 Plus-A includes the following features:

Ease of Use

- Capacitive touch LCD.

- Secure keypad supporting 3x5 matrix containing 0-9, *, #, Cancel, Backspace/ Clear and Enter keys.

- Supports telco-style format.

- Dual-function Backspace/Clear key.

- Customer-entry for Cancel and Enter keys.

- Experience the versatility of a 320 (RGB) x 480 TFT (HVGA) Display featuring capacitive touch technology, ensuring easy readability in diverse lighting environments.

- Optimal card reading is guaranteed with the integrated magnetic stripe card reader.
- Accept a wide range of payments, including mobile wallets and alternative payment methods, making transactions seamless anywhere.
- Buzzer for audio confirmation of card transactions.

Back Functions

The P630 Plus-A includes the following features:

- Cable connector compartment.
- Threaded grommets for attaching the mounting plate.

Compliance

- Complies with PCI PTS 6.x (which includes SRED), EMVCo Contact Level 1, Level 2, EMVCo Contactless L1 as well as all global Contactless payment standards (e.g., PayPass, PayWave, MIFARE, and FeliCa).

Performance and Robustness

- Swift transactions are ensured by the robust 64-bit quad-core ARM Cortex-A53 microprocessor, operating at speeds of up to 2 GHz.
- Designed with rounded corners and drop-resistant features, capable of withstanding drops from heights of less than 1m onto concrete floors to minimize the risk of breakage.

Security Features

- Implemented with tamper-sensing circuitry to identify unauthorized intrusion attempts, complemented by a diverse range of software-based security features.
- Ensuring compliance with global standards for secure payment card transactions.
- Ensures robust security measures with support for reliable protocol TLS, effectively preventing fraud and other intrusions.
- Provides the flexibility of choosing between Master/Session or DUKPT key-management methods, enhancing security for PIN-based transactions.
- Ensures secure and dependable PIN input to accommodate the growing scope of PIN-based transactions.
- Complies with PCI PTS 6.x requirements standards, ensuring secure solutions for approval class PED devices.
- Adheres to ISO and ANSI standards for PIN encryption, key management, and MAC.

- Simplifies and secures key injections through Verifone's Secure Kit key-loading software.

Contactless Capability

- Future-proof your investment with an advanced contactless architecture featuring a single contactless interface (SingleCI), SoftSAMs, and a side-by-side application architecture.

- Dedicated tap zone, ensuring optimized performance for contactless transactions.

- Capable of accepting a diverse range of contactless payments, including EMV, NFC, MIFARE, and FeliCa alongside facilitating secure PIN-based transactions.

Communication Technology

- Bluetooth functionality offers straightforward, plug-and-play installation for locations requiring short-range wireless capability, with support for Eddystone and iBeacon profiles.

- Equipped with dual-band Wi-Fi for enhanced connectivity options.

Connectivity Options

- Multiple connectivity options, including 4G LTE and Wi-Fi, as well as Bluetooth.

Wireless Communication Capability

- Bluetooth:
  - Supports BT v5.0 (BR/EDR+BLE)
- WLAN:
  - Supports 2.4GHz/5.0GHz frequency band
  - Supports 802.11 a/b/g/n/ac up to 433Mbps
  - Supports AP mode

2. Device Setup

This section outlines the setup procedures for the P630 Plus-A, covering the following segments:

- Safety Instructions
- Contactless Considerations
- PIN Protection Measures
- Inside the Shipping Carton
- Installing SAM Cards
- Power Supply
- Cable Connections
- P630 Plus-A Transactions
- Optional Accessories
- Privacy Shield
- Mounting Plate

Safety Instructions

1 Prior to connecting the equipment, thoroughly read and understand all instructions. Do not proceed with the installation until all instructions and warnings have been comprehended.

2 Ensure that there are no missing or defective parts do not use any defective parts. Verifone holds no liability for damage or injury resulting from improper installation, misuse, or failure to adhere to safety instructions, which may void the warranty.

3 Use only attachments recommended by Verifone to avoid the risk of fire, electric shock, or injury.

4 Avoid using the device near water.

5 Do not place the unit on an unstable cart, stand, or table, as it may lead to serious personal injury or damage to the equipment.

Periodic Inspection

1 Regularly check the product and its mounting points to ensure ongoing safety.

2 Inspect the device daily for signs of tampering, including:

- Wires protruding from the device.
- Foreign objects inserted into the smart card slot or magnetic stripe slot.

- Any abnormalities in the casing beneath the mag stripe slot, such as bumps, and any visibly added mag stripe head from the side.

- Damage to the tamper-evident labels.

Environmental Factors

1 Avoid using the device in areas with excess heat, dust, humidity, moisture, caustic chemicals, or oils.

2 Keep the device away from direct sunlight and any heat-emitting sources.

3 Choose a customer-convenient location, avoiding dusty, hot, or damp environments.

4 To reduce data errors, select a location free from magnetic interference, maintaining a safe distance from objects or units generating magnetism.

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 terminal near water or in moist conditions.

- Disconnect the device from its POS terminal before cleaning.

WARNING

Do not use the terminal near water, including a bathtub, washbowl, kitchen sink, or laundry tub in a wet basement, or near a swimming pool to avoid shock or damage.

N'utilisez pas le terminal à proximité d'eau, y compris d'une baignoire, d'un lavabo, d'un évier de cuisine ou d'une cuve à lessive, dans un sous-sol humide ou à proximité d'une piscine pour éviter les chocs ou les dommages.

Contactless Considerations

Avoid having metallic objects in the proximity of a contactless antenna. If you need to mount the terminal to vertical or inclined surfaces, use a flat, non-metallic mounting plate.

CAUTION

Using an enclosed metal frame or mount may negatively affect contactless performance.

L'utilisation d'un cadre ou d'un support métallique fermé peut affecter négativement les performances sans contact.

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PIN Protection Measures

Use the following techniques to provide effective screening of PIN-Entry Devices (PEDs) during the PIN-entry process. You can use these methods in combination, although in some cases a single method might suffice.

- Position the terminal on the check-in stand in such a way as to block visual observation of the PIN-entry process. Examples include:

  - Visual shields designed on the check-in stand. The shields may be solely for shielding purposes or may be part of the general check-in stand design.

  - Position the terminal so that it is angled in such a way that PIN spying is difficult.

- Install the PED on an adjustable stand that allows consumers to swivel the terminal sideways and/or tilt it forward/backward to a position that makes visual observation of the PIN-entry process difficult.

- Position in-store security cameras so that the PIN-entry keypad is not visible.

- In an attended handheld (or handover) mode, the users can pivot their bodies around to shield the device and block it from any prying eyes.

The following table describes the two preferred mounting methods and the recommended measures to protect against PIN capture in four observation corridors:

Method	Cashier	Customer in Queue	Customers Elsewhere	On-site Cameras
Countertop without stand	Use signage behind the PED	Install so that the customer is between PED and next in the queue	No action needed	Do not install within view of cameras
Countertop without stand	No action needed	Install so that the customer is between PED and next in the queue	No action needed	Do not install within view of cameras

Verifone also recommends instructions to the cardholder regarding safe PIN-entry. This can be done with a combination of:

- Signage on the PED.

- Prompts on the display, possibly with a click-through screen.

- Literature at the point-of-sale.

- A logo for a safe PIN-entry process.

User Privacy

Use the following guidelines to protect the user's privacy when he enters his Personal Identification Number (PIN):

- The area of visibility should not be larger than a cone taken from the number 5 key at an angle of 45° and covering an area of 270° directly in front of the user.

Inside the Shipping Carton

Upon opening the shipping carton, meticulously examine its contents for any signs of tampering or shipping damage.

To Unpack the Shipping Carton

Unpacking Instructions:

1 Thoroughly examine the shipping carton.

2 Verify the authenticity of the sender by checking the shipping tracking number and other details on the product order paperwork.

3 Unseal the carton box by removing the tape.

4 Lift and extract the inner carton box from the outer carton box once the tape is removed.

5 Unfold the inner carton box.

6 Conduct a detailed inspection of the shipping carton contents. The carton box includes the following components as part of the P630 Plus-A product:

- Device

- Connectivity cable

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

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

WARNING

Do not use a tampered or damaged unit. The device is equipped with tamper-evident labels. If you observe any damage to a label or component, promptly inform both the shipping company and your Verifone service provider.

N'utilisez pas un appareil trafiqué ou endommagé. L'appareil est équipé d'étiquettes d'inviolabilité. Si vous constatez des dommages sur une étiquette ou un composant, informez-en rapidement la compagnie maritime et votre fournisseur de services Verifone.

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Inspecting the Features of the Unit

Prior to proceeding with the installation process, familiarize yourself with the features of the device by referring to Figure 1.

Figure: 1　P630 Plus-A
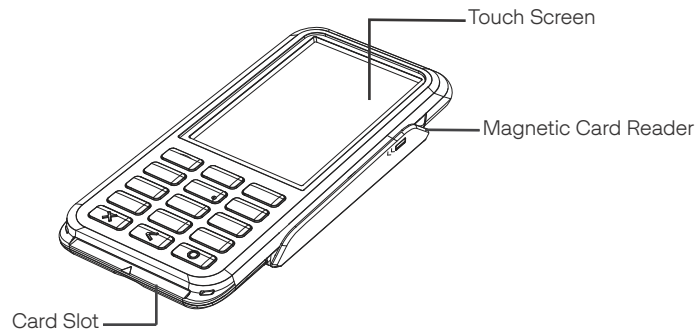
The P630 Plus-A device provides the following features:

1　A colored touch screen display for user interaction.

2　A smart card reader integrated into the front of the device to process smart card-based debit or credit transactions. Refer to the instructions in "Insert" for guidance on smart card usage.

3　A magnetic card reader built into the device, allowing debit or credit card transactions. For proper magnetic swipe card reading, insert the card from the side of the device. Refer to the instructions in "Swipe" for guidance on magnetic card usage.

4　CTLS functionality for contactless payments. Refer to "CTLS" for instructions on conducting contactless transactions.

Installing SAM Cards

To install a SAM (Security Access Module) card in the P630 Plus-A, follow these steps:

1　Power off the device.

2　Place the terminal face down on a soft and clean surface to protect the lens from scratches.

3　Release the screw.

4　Slide out and lift the compartment cover. The SAM cardholders are now accessible.

5　Install the SAM card by carefully sliding it into the slot until fully inserted.

6   Power on the device to ensure that the cards are recognized.
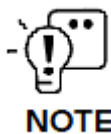
NOTE

Insert the card with the card's gold contacts facing away from you, towards the unit.

Figure: 2   SAM Insertion
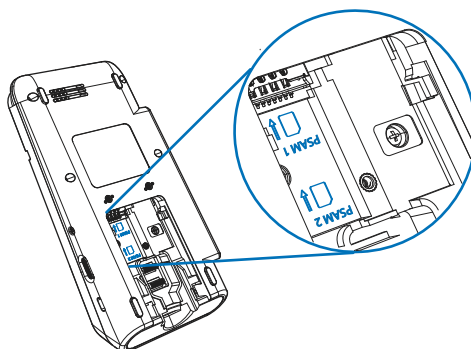
CAUTION

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

Observez les précautions standard lors de la manipulation d'appareils sensibles aux décharges électrostatiques. Les décharges électrostatiques peuvent endommager cet équipement. Verifone recommande d'utiliser un bracelet antistatique mis à la terre.

Power Supply

Not all configurations and device contexts require the use of a power supply – Verifone ships the power supply with the terminal as required.

Contact your Verifone representative if you have changed the context in which the terminal is used or have questions about which power supply should be used.

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WARNING

Avoid plugging the power pack into an outdoor outlet. During a transaction, disconnecting the power source by either removing the battery or unplugging the device from a wall power source when the battery charge is very low may result in the loss of transaction data files that have not yet been stored in the device memory. Exercise caution to prevent any unintended loss of transaction data during power-related actions.

Évitez de brancher le bloc d'alimentation sur une prise extérieure. Au cours d'une transaction, débrancher la source d'alimentation en retirant la batterie ou en débranchant l'appareil d'une source d'alimentation murale lorsque la charge de la batterie est très faible peut entraîner la perte des fichiers de données de transaction qui n'ont pas encore été stockés dans la mémoire de l'appareil. Faites preuve de prudence pour éviter toute perte involontaire de données de transaction lors d'actions liées à l'alimentation.

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 PWR435-101- * - A. See Specifications for power supply information.

*L'utilisation d'un bloc d'alimentation mal dimensionné peut endommager l'appareil ou entraîner son dysfonctionnement. Utilisez uniquement un bloc d'alimentation compatible VPN PWR435-101- * - A. Consultez les spécifications pour plus d'informations sur le bloc d'alimentation.*

Disconnect the power pack cord from the power outlet before connecting a power supply. Connect and route all cables between the terminal, ECR and PC before plugging the power pack cord into a wall outlet or surge protector.

NOTE

Verifone recommends installing a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.

When the terminal 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.
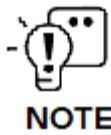
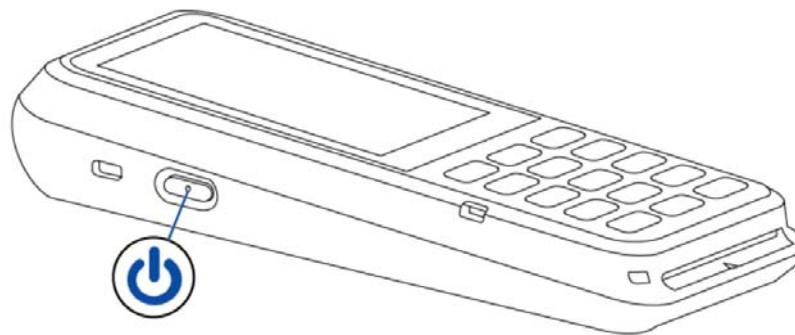|	
NOTE	You can order the power pack from Verifone Online Store. Refer to Accessories and Cables for Part Number.

Manual Startup/ Shutdown

Press the power button on the left side for at least 8 seconds, until the device display turns off, to power off the P630 Plus-A device.

Figure: 3   POWER ON/ OFF

Cable Connections

The P630 Plus-A has several cabling scenarios, depending on what it connects to:

1   Connecting to Another Verifone Terminal

2   RS-232 Connection Using an External Power Brick

3   Ethernet Connection with External Power Brick

|	
WARNING	Turn off or unplug the terminal when connecting or disconnecting the device to avoid device memory corruption and data loss. Refer to the controlling device instructions for any terminal-specific warnings.
	Éteignez ou débranchez le terminal lors de la connexion ou de la déconnexion de l'appareil pour éviter la corruption de la mémoire de l'appareil et la perte de données. Reportez-vous aux instructions du dispositif de contrôle pour tout avertissement spécifique au terminal.

Attaching a Cable Connector to the P630 Plus-A

The cables first have to be attached to the P630 Plus-A. To attach a cable to the terminal, follow the below steps:

Step 1: Release the screw.
Step 2: Slide out the cable cover.
Step 3: Attach the 28-PIN connector of the cable to the terminal.
Step 4: Slide in the cable cover.
Step 5: Fix the screw.

Figure: 4   Using the Connector
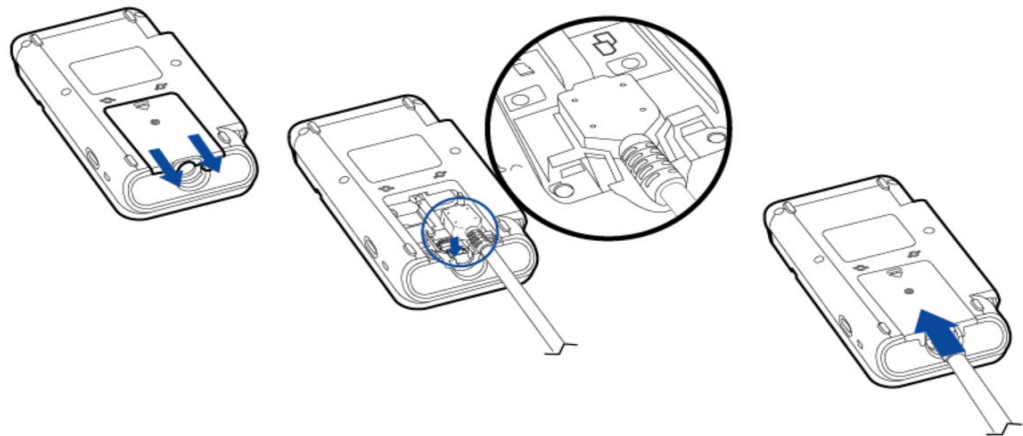
Connecting to Another Verifone Terminal

The P630 Plus-A can be powered by another Verifone terminal by Serial Connection.

Serial Connection

- Configuration 1 - P630 Plus-A to V200c
  The P630 Plus-A device is powered by the Countertop terminal via USB where the output power of the V200c. Connect the 28-pin connector of the coiled serial cable (Connected to MOD 10 port, cable VPN - CBL435-002-01-A) to

P630 Plus-A, then insert the other end of the cable to the multi-communication port of V200c.

Figure: 5   Plus-A via
            Serial
            Connection
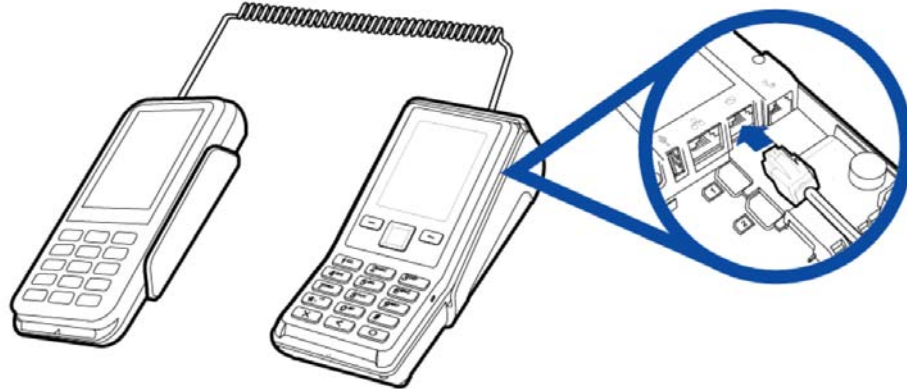
- Configuration 2 - P630 Plus-A Full Feature
  The PINpad accessories on the opposite side is to connect the PC and the Electronic Cash Register (ECR).

Figure: 6   Connecting
            P630 Plus-A
            to an
            External
            Device
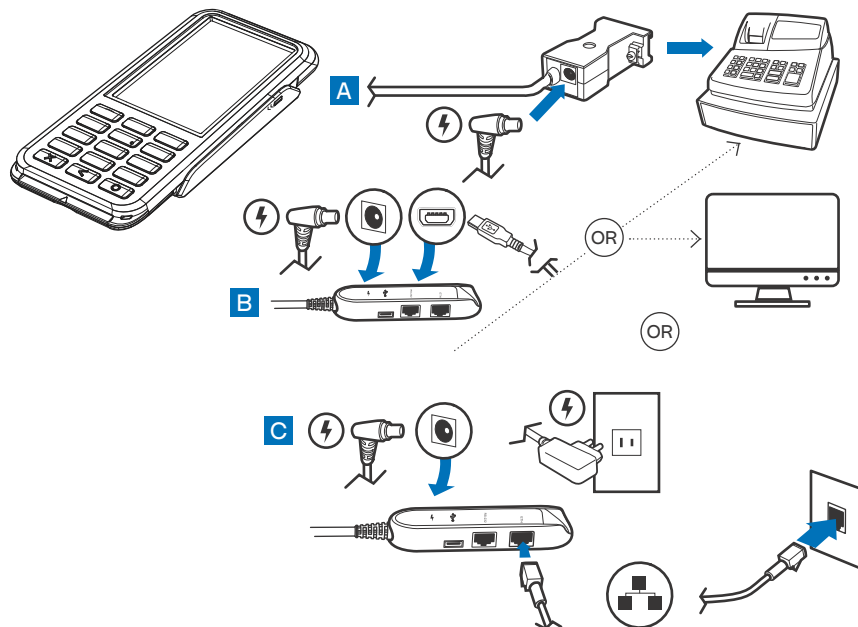
RS-232 Connection Using an External Power Brick

A special dongle cable is used, where one end of the cable plugs into the P630 Plus-A while the other end terminates into the 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 (VPN - CBL282-031-XX-A).

Figure: 7   Connecting to RS232-Based Host
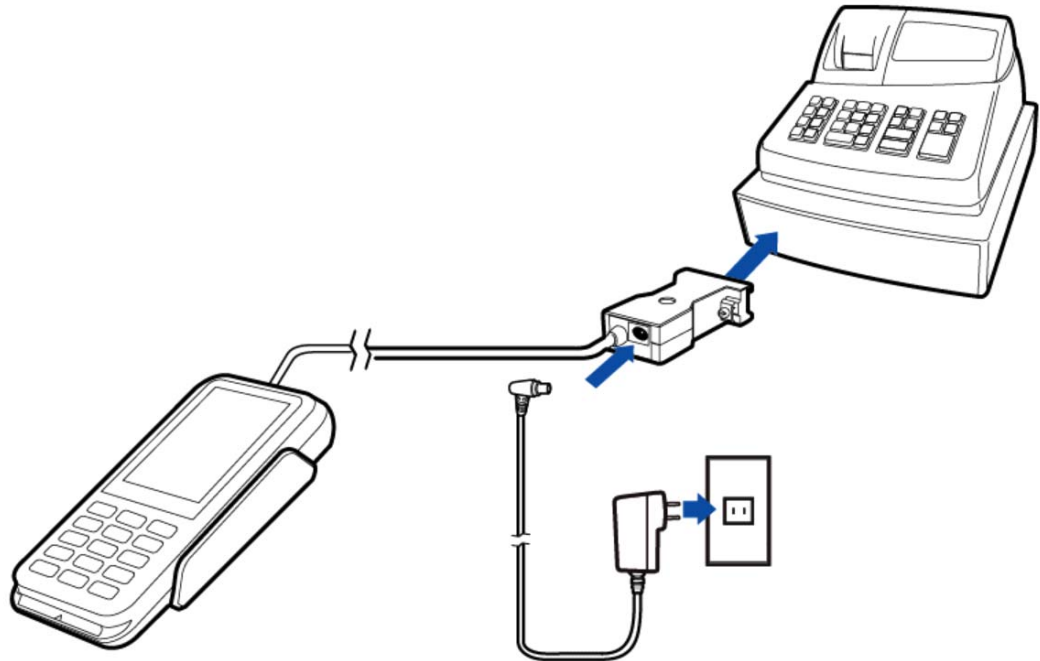
Ethernet Connection with External Power Brick

To connect the terminal to other devices via Ethernet, use the cable with a junction box that provides a standard RJ-45 LAN socket, a mini-USB port, and a standard DC jack for an external power connection.
The junction box comes in these configurations:

Cable	Configuration	Part Number
Countertop without stand	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232 & DC-in jack	CBL282-006-01-B
Ethernet with RS232 and Mini-USB option	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232, Mini USB & DC-in jack	CBL435-005-02-A
Ethernet with RS232 and USB option	Junction box with RJ-45 socket (for connecting the device to LAN infrastructure), MOD-8 socket for RS232, Mini USB, type A USB & DC-in jack	CBL435-044-01-A

The figure below shows the connections available on the external power brick.

Figure: 8   Available Connections on the External Power Brick
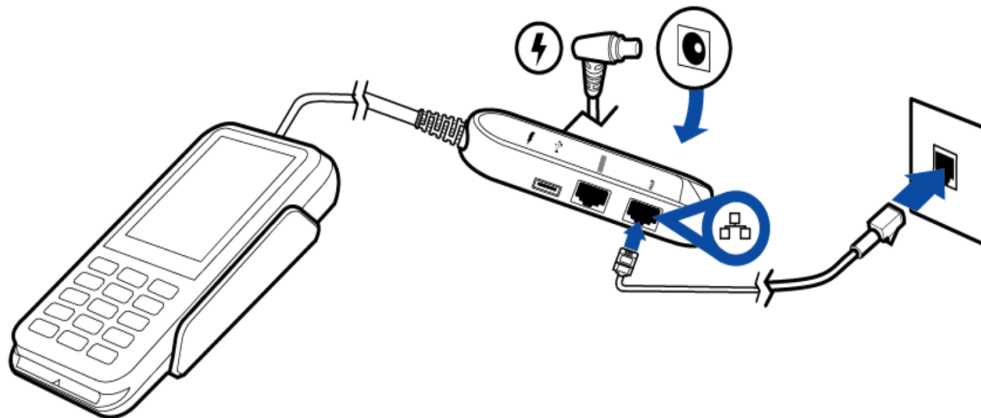
P630 Plus-A Transactions

Transaction Type	P630 Plus-A Device
Insert	To proceed with an EMV transaction:
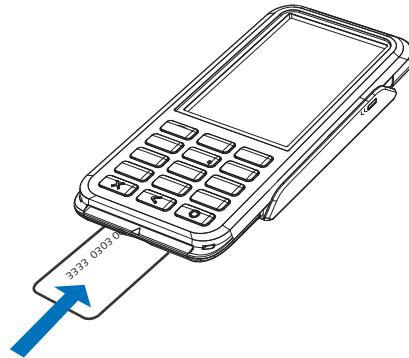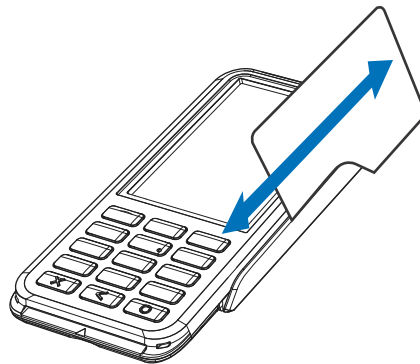
To proceed with an EMV transaction:

1 Insert the smart card into the reader slot.

2 Ensure the contacts on the smart card are facing upward.

3 Insert the card smoothly and continuously until it sits firmly.

4 Wait for the application to signal a completed transaction before removing the card.

5 Note that premature card removal may invalidate the transaction.

6 EMV transactions support both credit and debit card transactions using the specified procedure.

Swipe

The device supports both magnetic stripe cards and smart cards. To carry out how to use a magnetic stripe card follow these steps:

1 Position the card with the magnetic stripe facing backward or downward.

2 Ensure a proper read, insert the magnetic card from the side of the device.

3 Swipe the card through the magnetic card reader.

4 If using a smart card, insert the card and follow the on-screen instructions before removing it.

5 This process allows for the utilization of both magnetic stripe and smart cards with the device.

The device supports contactless credit or debit card transactions. To carry out a contactless smart card transaction, follow these steps:

CTLS

1 Gently tap the card onto the payment device or hold the card within 4 cm against the surface of the device on the top of the display, above the Contactless Reader icon.

2 An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction. See Contactless Considerations for more information.

Optional Accessories

These accessories can be used to further enhance the device's functionality. See Accessories and Cables for additional information.

Privacy Shield

The privacy shield is used to hide the keys when the user is entering a password in a transaction. One type of privacy shield can be used.

Standard Type - This privacy shield is PCI-compliant. This must be used when P630 Plus-A is not mounted on a swivel stand. Standard type privacy shield may be optionally used in attended handheld (or handover) mode, or

when the P630 Plus-A is mounted on a swivel stand (as for a multilane environment), or when the P630 Plus-A is integrated into a kiosk and the kiosk has its own privacy shielding.

Figure: 9   Standard Type Privacy Shield
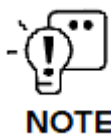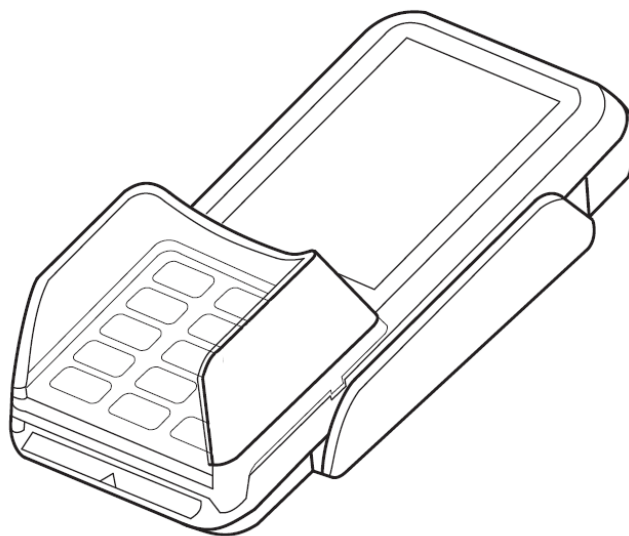
NOTE   Failure to use the privacy shield in a PCI-compliant manner will void PCI compliance for the affected device.

Installing the Privacy Shield

To install a privacy shield:

1   Align the hooks on the privacy shield with the corresponding slots beside the keypad on the terminal.

2   Once the hooks are in place, gently push down on the privacy shield until it snaps into place.

Mounting Plate

This accessory is used to mount P630 Plus-A to vertical or inclined surfaces.

Attaching a Mounting Plate to P630 Plus-A

To attach a mounting plate to P630 Plus-A:

1   Align the screw holes at the back of the terminal with the corresponding screws on the mounting plate (this can be done with or without the stylus holder attached).

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2   Screw the mounting plate in place, keeping the terminal aligned.

Mounting P630 Plus-A with Mounting Plate to a Wall or Flat Surface

To mount the terminal to a wall or flat surface:

1   Ensure the mounting plate is attached to the terminal.

2   Attach three M3 screws (not included in the P630 Plus-A package) to the desired surface. Make sure that they are aligned with the slots on top and at the bottom of the mounting plate.

3   Secure the terminal with the mounting plate in place by aligning the holes to the M3 screws and then sliding the entire assembly into place.

4   Slide the terminal down to secure it to the mounting plate. To remove the terminal, slide the terminal up and pull it away from the mounting plate.

Mounting P630 Plus-A to a Flat Surface (Without a Mounting Plate)

To mount the terminal to a flat surface:

1   Align the terminal's footers to the holes on the mounting plate.

2   Fit the footers of the terminal into the footer holes.

3   Screw the mounting plate in place.

NOTE

Customized plates must have four recessed areas big enough to fit the footers of the terminal. This ensures that there is no gap between the terminal and the mounting plate.

Mounting P630 Plus-A with Mounting Plate to a Vertical Bracket

To mount the terminal with a mounting plate to a vertical bracket:

1   Ensure the mounting plate is attached to the terminal.

2   Align the three screw holes of the mounting plate with the vertical bracket holes.

3   Screw the vertical bracket in place.

Mounting Considerations
Avoid having metallic objects in proximity to the contactless antenna. If you need to mount the terminal to vertical or inclined surfaces, use a flat mounting plate.

	An enclosed metal frame or mount may negatively affect CTLS performance.
CAUTION	*Un cadre ou un support métallique fermé peut affecter négativement les performances du CTLS.*

Following are the guidelines for scanning a QR code using the bottom camera on a P630 Plus-A terminal:

- **Position the terminal Properly:** Hold the QR code directly under the P630 Plus-A's bottom camera. Ensure it's centered and aligned within the camera's view for optimal scanning.

- **Maintain the Right Distance:** Keep the QR code at an appropriate distance from the camera, usually around 2-4 inches (5-10 cm) away. Too close or too far may result in scanning issues.

- **Ensure Proper Lighting:** Make sure there's adequate lighting on the QR code. Avoid glare or shadows that could interfere with the camera's ability to read the code.

- **Hold Steady:** Keep the QR code steady and still while the camera focuses. Moving too quickly can prevent the camera from scanning the code.

- **Wait for Confirmation:** Once scanned, wait for the confirmation from the P630 Plus-A device before moving the QR code away from the camera.

- **Try Adjustments if Needed:** If the QR code doesn't scan on the first attempt, adjust the angle or distance slightly, or clean the camera lens for a clearer view.

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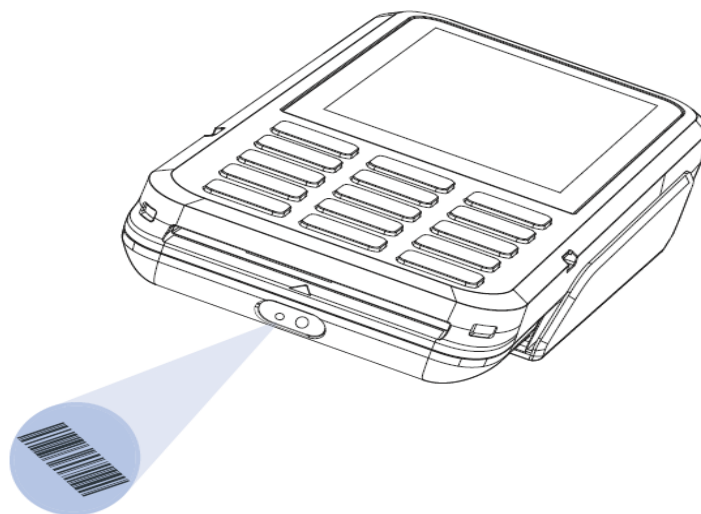
3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the P630 Plus-A device.

Unit Power Requirement
- Full capabilities: 110V - 240V AC, 1A

Temperature
- Operating temperature: 0°C to 50°C (32°F to 122°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)
- Relative temperature   5% to 90% (RH non-condensing)

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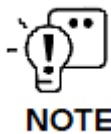
If the device is intended for use in environments where the temperature exceeds the specified operating range, integrators must take measures to control ambient conditions, ensuring that the product remains within the designated temperature range.

External Dimensions
- Length: 170.26 mm (6.70 in)
- Width: 76.58 mm (3.01 in)
- Height: 31.85 mm (1.25 in)

Weight
- Unit weight: 303 g (10.68 oz)

Processor
- QUALCOMM ARM Cortex-A53 64-bit quad-core

Display
- 3.5" portrait mode transmissive TFT
  320 (RGB) x 480 (HVGA)

Magnetic Card Reader
- Triple track (tracks 1, 2, 3), high coercivity, bi-directional

Primary Smart Card

- ISO 7816-3, 1.8V, 3V, 5V

- Synchronous and Asynchronous cards

- EMV Approved

Security

- 3DES and AES

- PCI PTS 6.x approved

4. Maintenance and Cleaning

General Care

Your device exemplifies superior design and craftsmanship. The following recommendations are provided to help safeguard your warranty coverage:

- Avoid storing the device in hot areas, as elevated temperatures can diminish the lifespan of electronic components, harm batteries, and cause deformation or melting of certain plastics.

- Refrain from storing the device in cold areas, as the return to normal temperatures may lead to moisture formation inside the device, potentially damaging electronic circuit boards.

- Exercise caution to prevent dropping, knocking, or shaking the device, as rough handling can result in the breakage of internal circuit boards and delicate mechanics.

These recommendations are equally applicable to both your device and any accompanying attachments or accessories. If your device is experiencing operational issues, kindly visit the nearest Verifone authorized service provider for maintenance or replacement.

Cleaning & Sanitizing Guidelines

Verifone devices should only be gently cleaned to remove dirt, residue, or debris using a lightly water-damped, clean microfiber cloth. One or two drops of pH-neutral, non-scrubbing soap may be used. Do not use solvents, harsh detergents, or abrasive cleaners.

Using improper cleaning methods or products may result in functional and/or cosmetic issues that are not covered under warranty.

Important Guidelines:

1. **Avoid Direct Application:** Never spray, coat, or pour any liquid, sanitizer, or disinfectant directly onto the device.

2. **Caution Against Harsh Chemicals:** Avoid using bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents, as they can degrade plastic and rubber components.

3. **Electrostatic Discharge (ESD) Prevention:** Exercise caution to prevent ESD by refraining from vigorously rubbing with a dry towel or similar actions, as they can cause ESD and trigger a tamper alert.

DO NOT pour liquid on the terminal.

DO NOT put hand sanitizer on the terminal.

DO NOT spray the terminal directly.

DO NOT scrub the terminal.

Cleaning Instructions

1   Turn off your device.

2   Disconnect it from the power source.

3   Clean it following the instructions and guidelines as mentioned above. Once completely dry, reconnect to power up.

5. Service and Support

The P630 Plus-A device does not contain user-serviceable parts. Unless expressly directed, refrain from attempting any service, adjustments, or repairs on the unit under any circumstance.

For product service and repair information:

- USA — Verifone Service and Support Group, 1-800-837-4366
  Monday - Friday, 8 A.M. - 8 P.M., Eastern time

- International — Contact your Verifone representative

Returning a Device for Service

You must obtain a Merchandise Return Authorization (MRA) number before returning the terminal to Verifone. The following procedure describes how to return one or more terminals for repair or replacement (U.S. customers only).

> **CAUTION**
>
> Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of devices and accessories.
>
> *Il est conseillé aux clients en dehors des États-Unis de contacter leur Verifone local représentant pour obtenir de l'aide concernant l'entretien, le retour ou le remplacement des appareils Et accessoires.*

1 Get the following information from the printed labels on the back of each P630 Plus-A device to be returned:

   - Product ID, including the model and part number. For example, "P630 Plus-A" and "Mxxx-xxx-xx" and "PTID xxxxxxxx."

   - Serial number (S/N nnn-nnn-nnn)

2 Obtain the MRA number(s) by completing one of the following:

   - Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.

   - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.

   - Give the MRA representative the information you gathered in Step 1.

   - Complete the Inquiry Contact Form at https://www.verifone.com/en/us/contact-us.

   - Address the Subject box to "Verifone MRA Dept."

- Reference the model and part number in the Note box.

NOTE
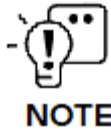
Each P630 Plus-A returned to Verifone requires a distinct MRA number to be issued. Even if you are returning multiple terminals of the same model, ensure that a separate MRA number is issued for each unit.

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3   Describe the problem(s).

4   Provide the shipping address where the repaired or replacement unit must be returned.

5   Keep a record of the following items:

- Detail the issue(s) with the P630 Plus-A.

- Furnish the shipping address for the return of the repaired or replacement unit.

- Maintain a record of the following elements:

  - Assigned MRA number(s).

  - Verifone serial number linked to the P630 Plus-A being sent for service or repair (located on the back of the unit).

  - Shipping documentation, including air bill numbers utilized for shipment tracking.

  - Model(s) returned (model numbers can be found on the Verifone label on the back of the P630 Plus-A device).

6. Accessories and Cables

Verifone provides a range of accessories and documentation for the P630 Plus-A. When placing orders, it is essential to reference the specific part numbers. Here are the available channels for ordering: Verifone online store:

- Verifone - Contact us

- USA - Verifone Customer Development Center, 1-800-837-4366
  Monday - Friday, 7 A.M. - 8 P.M., Eastern time

- International - Contact your Verifone representative

Connecting Cables

Part Number	Part Description
CBL282-045-XX-B	USB cable (as Device). Powered from + 9 V/1 A DC adaptor
CBL282-033-XX-B	Powered USB cable (as Device). Powered from +12 V PUSB Host
CBL282-031-XX-A	RS-232 cable (DB9). Powered from +12 V DC adaptor
CBL282-036-XX-A	RS-232 cable (RJ45). Powered from Countertop (+12 V)
CBL282-006-01-B	Ethernet/RS232, Dongle 1.0m
CBL435-002-01-A	USB cable (MOD10), Powered from V200c, COIL 2.65m
CBL435-005-02-A	Ethernet and Mini-USB, Dongle Cable 1.0m
CBL435-044-01-C	USB/Ethernet/RS232, Dongle Cable 1.0m

Power Supply

Part Number	Part Description
PWR435-101-01-A	DC power pack (US)
PWR435-101-02-A	DC power pack (UK)
PWR435-101-03-A	DC power pack (EU)
PWR435-101-04-A	DC power pack (Australia)

Privacy Shield

PPL560-512-01-A

7. Troubleshooting Guidelines

This chapter compiles common instances of malfunctions that may arise during the operation of your device, along with the corresponding steps to address them. The troubleshooting guidelines outlined in the subsequent sections are incorporated to facilitate the effective installation and configuration of the device. Should you encounter challenges in operating your unit, please refer to these troubleshooting examples. If the issue persist despite following the guidelines provided or if the problem is not covered, kindly reach out to your local Verifone representative for further assistance.
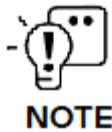
NOTE

The device is equipped with tamper-evident labels and does not contain any user-serviceable parts. It is crucial not to attempt to disassemble the unit under any circumstances. Only perform adjustments or repairs explicitly outlined in this guide. For any other services, please contact your local Verifone service provider. Utilizing services from unauthorized parties may potentially void any existing warranty.

CAUTION

All units require the use of a power supply. Only use a Verifone-supplied power pack. Using an incorrectly rated power supply may damage the unit or cause it to malfunction. Ensure that the power supply used to power the unit matches the specified requirements on the back of the unit (refer to Specifications for detailed power supply specifications) before troubleshooting. If not, obtain the appropriately rated power supply before continuing with troubleshooting.

Toutes les unités nécessitent l'utilisation d'une alimentation. Utilisez uniquement un bloc d'alimentation fourni par Verifone. L'utilisation d'une alimentation mal calibrée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Assurez-vous que l'alimentation électrique utilisée pour alimenter l'unité correspond aux exigences spécifiées à l'arrière de l'unité (voir Spécifications pour les spécifications détaillées de l'alimentation électrique) avant le dépannage. Dans le cas contraire, procurez-vous une alimentation électrique appropriée avant de poursuivre le dépannage.

Device Does not Start

If the device does not start:

- Ensure that the device is plugged into a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.

- If the problem persists, reach out to your local Verifone representative for assistance.

Keypad Does Not Respond

Use the following steps to check the keypad:

- Check the display panel. If there are no characters, or the wrong characters are displayed, refer to Device Does not Start.

- If the problem persists, contact your local Verifone representative.

Transactions Fail to Process

Multiple factors could be causing the unit to fail in processing transactions. Utilize the following steps to troubleshoot and identify the root of the failures.

Checking Magnetic Card Reader

To check the magnetic card reader:

1   Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.

2   Ensure that you are swiping cards correctly.

3   Process a transaction manually using the keypad instead of the card reader. If the manual transaction is successful and the issue persists with the card reader, it may indicate a problem with the card reader itself.

4   If the problem persists, reach out to your local Verifone representative.

Checking Smart Card Reader

To check the smart card reader:

1   Execute a transaction using various smart cards to eliminate the possibility of a faulty card.

2   Verify that the card is inserted correctly.

3   Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to Installing SAM Cards).

4   If the issue persists, get in touch with your local Verifone representative.

Checking CTLS Reader

To check the CTLS reader:
Make sure there are no obstructions between the contactless logo and the card, ensuring a clear path between the contactless reader and the actual card for a seamless transaction.

www.verifone.com

Thank you!

We are the payments architects who truly understand commerce.

As payment architects we shape ecosystems for online and in-person commerce experiences, including all the tools you need... from gateways and acquiring to fraud management, tokenization and reporting.

As commerce experts, we are here for you and your business. With our payment devices, our systems & solutions and our support. Everywhere. Anytime. So that your customers feel enabled, recognized and well taken care of, even beyond their expectations.

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