

Victa SoftPOS Mobile Installation Guide

Verifone Part Number: DOC573-008-EN-A, Revision A00.2



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Vista SoftPOS Mobile Installation Guide

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Preface

This guide is the primary source of information for setting up the Vista SoftPOS Mobile device.

Audience

This guide is intended for the users involved in Vista SoftPOS Mobile device installation.

Organization

This guide is organized as follows:

- Chapter 1: [Device Overview](#) - Provides an overview of the Vista SoftPOS Mobile device.
- Chapter 2: [Device Setup](#) - Provides instructions on configuring the Vista SoftPOS Mobile device.
- Chapter 3: [Specifications](#) - Provides the power requirements and dimensions of the Vista SoftPOS Mobile 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 Vista SoftPOS Mobile, refer to the following document associated with the VeriFone Part Number (VPN).

Vista SoftPOS Mobile Quick Installation Guide

VPN DOC573-009-EN-A

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 a bodily injury might occur.	For safety, do not string cables or cords across a walkway.

1. Device Overview

Verifone's Victa Soft POS Mobile is a next-generation, feature-rich Android-based handheld device that seamlessly combines advanced POS capabilities such as contactless card payments, secure PIN entry, barcode scanning, and image capture, with mobile phone functionalities like calling, messaging, and cellular connectivity.

It supports a broad range of solutions, including cloud-based services such as advanced payment methods and omni-channel capabilities like Buy Online and Pick Up In Store (BOPIS). It features a built-in camera with a red LED aimer positioned at the bottom of the device.

Verifone Victa SoftPOS Mobile has Brail dots placed around the active area of the display to help blind and low-vision customers to securely and independently make payments with Verifone Navigator.

Additionally, it enables the scheduling of payment application and POS application downloads. It streamlines the management of periodic software updates for the operating system, payment application, and POS software, all through VHQ, Verifone Estate Management System.



Features and Benefits

- **Fast and secure payment experience** - Verifone Victa SoftPOS Mobile offers Contactless (CTLS) and PIN entry payments for fast, secure, and frictionless transactions, improving efficiency for effortless cashless payment experiences.
- **Seamless Contactless Payments with Victa SoftPOS Mobile** - Victa SoftPOS Mobile enables effortless payment experiences, allowing customers to pay quickly and securely using contactless (CTLS) cards or digital wallets. The intuitive tap-and-go functionality streamlines the checkout process, enhancing convenience and reducing transaction time.

- **Optimized Contactless Antenna Placement** - To ensure fast and reliable tap detection, the contactless antenna is strategically positioned both on the front and around the LCD module (LCM). This dual placement improves NFC signal strength and user interaction, allowing flexibility in how and where the card or device is tapped.
- **Simplified App management** - Verifone VICTA SoftPOS Mobile, being GMS (Google Mobile Services) certified, streamlines the development process for Android developers by offering a secure, stable, and seamless Android environment. It also ensures full access to Google apps and services, along with ongoing support for improved application management.
- **Reliability and Endurance** - The Verifone VICTA SoftPOS Mobile is built for versatile business use, durable enough for indoor and outdoor conditions, light rain, and temperatures down to -5°C while offering all-day operation without frequent charging.
- **Operational Modes** - The Verifone VICTA SoftPOS Mobile supports both mounted and handheld use to meet diverse business requirements.
- **Flexible Receipt Options** - The Verifone VICTA SoftPOS Mobile supports hassle-free printing with Wi-Fi printer support and also eco-friendly e-receipts.
- **Secure Locking Mechanism** - The VICTA SoftPOS Mobile device supports a simple and reliable locking system that allows it to be securely attached to a fixed pole or stand during off-hours allowing the authorized person to lock and unlock the device easily.
- **Flexible Network Connectivity** - The VICTA SoftPOS Mobile supports primary IP connectivity via Wi-Fi or cellular networks, with an optional fallback to the store's local area Ethernet network for uninterrupted service.
- **Mobile Device with SCRP Support** - The device is integrated with Secure Card Reader for PIN (SCRP), enabling secure PIN entry and card transactions directly on the mobile device, in compliance with payment security standards.
- Enhance accessibility for the visually impaired through the inclusion of an audio jack.

2. Device Setup

This section outlines the setup procedures for the Vista SoftPOS Mobile device, covering the following segments:

- [Environmental & Safety Guidelines](#)
- [PIN Protection Measures](#)
- [Inside the Shipping Carton](#)
- [Inspecting the Features of the Unit](#)
- [Battery Management](#)
- [Initial Battery Charging](#)
- [Battery Life](#)
- [Charging the Device](#)
- [Startup and Shutdown](#)
- [Connecting the Power Supply](#)
- [Connecting to a PC](#)
- [ECR Connection](#)
- [Transaction](#)
- [Wi-Fi/BT Support](#)
- [Camera/QR Code Reader](#)

Environmental & Safety Guidelines

- 1 Use the device in a clean, dry, and customer-accessible location, away from excessive heat, dust, humidity, moisture, chemicals, oils, and magnetic interference.
- 2 Avoid direct sunlight, heat-emitting sources, and unstable surfaces to prevent equipment damage or injury.
- 3 Keep the device away from water and never place it near or on unstable carts, stands, or tables.
- 4 Read and understand all safety instructions before installation. Do not proceed if any warnings are unclear.
- 5 Do not use the device if any parts are missing or damaged. Improper setup or misuse may cause harm and void the warranty.

- 6 Only use Verifone-approved accessories to avoid the risk of fire, electric shock, or injury.

PIN Protection Measures

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

- Position the device in such a way as to block visual observation of the PIN-entry process.
- Position the angle of the device in such a way that PIN spying is difficult.
- Position in-store security cameras so that the PIN-entry keypad is not visible.

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.
- 4 Conduct a detailed inspection of the shipping carton contents. The carton box includes the following components
 - Vista SoftPOS Mobile Unit
 - USB-A to USB-C cable
 - Adapter
 - SIM/SAM card tray ejector pin
- 5 Remove all the wrapping from the device and its components.
- 6 Peel off the clear protective film from the display.

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



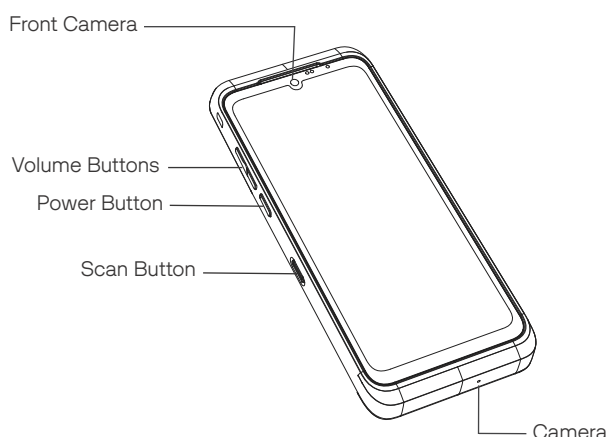
Do not use a tampered or damaged unit. The device is equipped with tamper-evident labels. If you observe any damage to a label or component, promptly inform both the shipping company and your Verifone service provider.

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.

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 Victa SoftPOS Mobile



- **Power Button:** A single press turns the device ON or OFF.
- **Double Press Power Button:** Launches the Navigator application.
- **Volume Buttons:** Press the top button to increase and the bottom button to decrease the volume, as needed for Navigator application support.
- **Scan Buttons:** Press either the left or right scan button to initiate scanning.
- A 3.5 mm audio jack, providing accessibility features for the visually impaired.

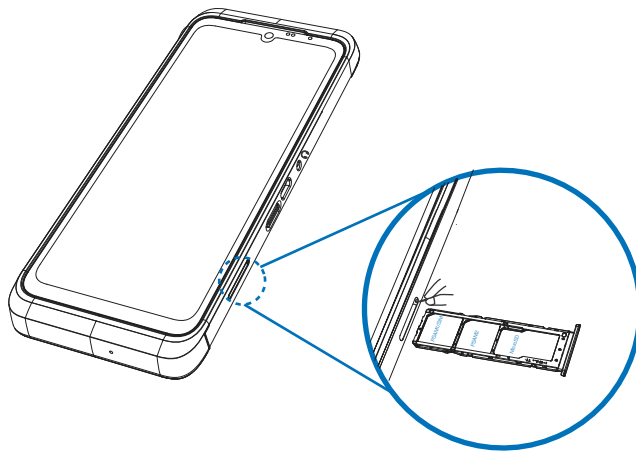
Installing Micro SIM and or SAM Cards

To install a SIM (Subscriber Identity Module) and/or SAM (Security Access Module) card in the Victa SoftPOS Mobile device, follow these steps:

- 1 Power off the device.

- 2 Locate the compartment on the side of the device.
- 3 Use the SIM/SAM card tray ejector pin to unlock the compartment by inserting it into the small hole.
- 4 Open the compartment cover to access the SIM and/or SAM slots.
- 5 Insert or remove the SIM/SAM cards securely.
- 6 Close the compartment until it clicks into place.
- 7 Power on the device to ensure that the cards are recognized.

Figure: 2 SIM/SAM Insertion



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

CAUTION

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.



NOTE

Vista SoftPOS Mobile supports eSIM compatible with MFF2.

Battery Management

Effective battery management is crucial for optimizing the performance and the lifespan of your device's battery. Here are some steps for battery management:

Initial Battery Charging

To perform the initial battery charging for your Vista SoftPOS Mobile device, follow these steps:

- 1 After unpacking the device, connect the power pack to the unit.
- 2 Allow the device to charge for four hours or until fully charged.
- 3 The battery in the Vista SoftPOS Mobile device is equipped with a safety circuit to safeguard the Li-ion cells from overcharging and over-discharging. If the battery becomes over-discharged, the safety circuit will shut down the battery, and it must be recharged to restore operation.
- 4 Ensure that you adhere to the recommended charging duration to optimize the battery's performance and longevity.



CAUTION

Using an incorrectly rated power supply may lead to potential damage to the device or cause it not to function as specified. Before proceeding with troubleshooting, it is crucial to verify that the power supply being used to power the device aligns with the specified requirements detailed on the bottom of the device. For comprehensive power supply specifications, refer to the "[Specifications](#)" section. If there is any discrepancy, obtain the appropriately rated power supply before proceeding further with troubleshooting activities.

L'utilisation d'une alimentation électrique mal évaluée peut entraîner des dommages potentiels à l'appareil ou l'empêcher de fonctionner comme spécifié. Avant de procéder au dépannage, il est crucial de vérifier que l'alimentation électrique utilisée pour alimenter l'appareil est conforme aux exigences spécifiées détaillées au bas de l'appareil. Pour connaître les spécifications complètes de l'alimentation, reportez-vous à la section « Spécifications ». En cas de divergence, procurez-vous une alimentation électrique appropriée avant de poursuivre les activités de dépannage.



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.

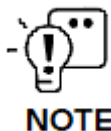
Évitez de brancher le bloc d'alimentation sur une prise extérieure. Au cours d'une transaction, débrancher la source d'alimentation en retirant la batterie ou en débranchant l'appareil d'une source d'alimentation murale lorsque la charge de la batterie est très faible peut entraîner la perte des fichiers 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.

Using the Battery The Vista SoftPOS Mobile device utilizes a single-cell Li-ion battery with the following features:

- The battery incorporates a safety circuit that prevents damage from overcharge, over-discharge, or overheating.
- It activates when the battery is left unused in the device for extended periods.
- The battery provides power to the security circuit when the Vista SoftPOS Mobile device has no external power source.
- Li-ion batteries are not affected by shallow charging.

To ensure optimal function, follow these best practices:

- Conserve battery power by turning off the Vista SoftPOS Mobile device when not in use.
- Keep the Li-ion battery inserted in the device and power up the device periodically to check the battery charge. Avoid letting the battery charge fall below 10% for extended periods, as this may permanently diminish battery capacity.
- Recharge the battery by connecting the USB-C end of the power pack to the device and plug the other end into a wall outlet.



The Vista SoftPOS Mobile device automatically shuts off when the battery reaches a critically low charge state. If this occurs, the battery must be recharged for a minimum of 1/2 hour before it can power the device. It may take several recharge attempts to reset the safety circuit when charging a battery that has been discharged below this critical state.

The Vista SoftPOS Mobile device features a simple two-color LED with two energized states:

- Red: Charging
- Green: Charging complete

Battery Life Charging and discharging the Vista SoftPOS Mobile battery repeatedly over hundreds of cycles will contribute to the natural wear and aging of the battery. If you observe significantly reduced operating times, it may indicate the need for a battery replacement. Refer to the "[Service and Support](#)" section for ordering information regarding replacement batteries.

When it comes to disposal, it is essential to follow proper procedures:

- Do not dispose of batteries in fire.
- Li-ion batteries must be recycled or disposed of properly.

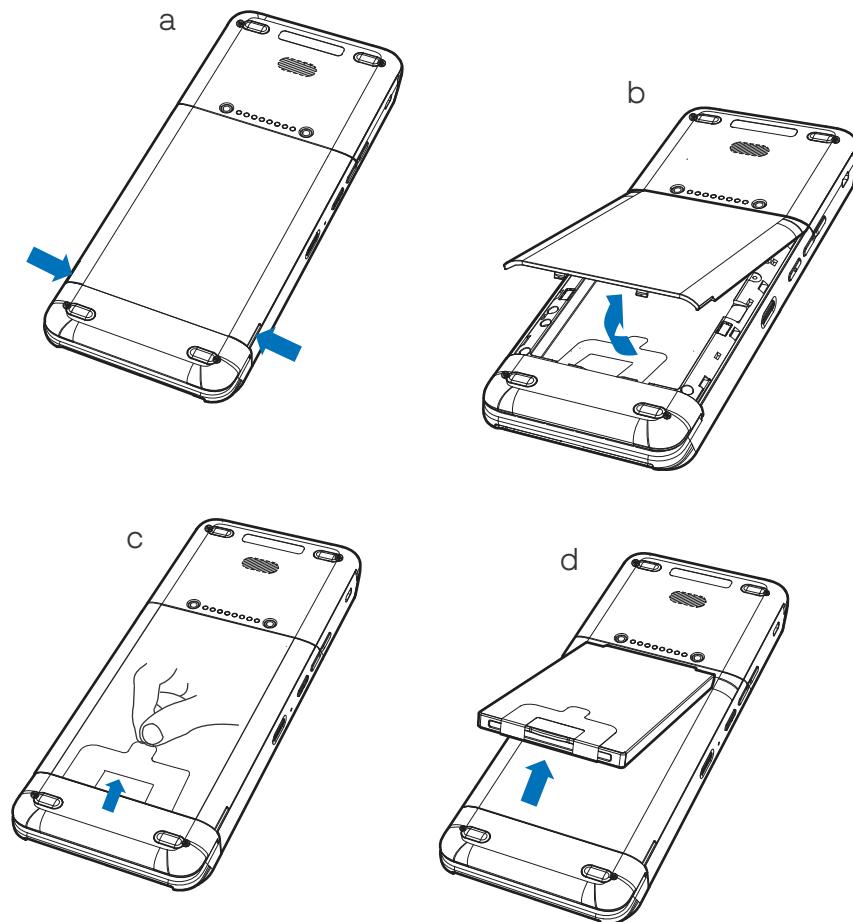
- Do not dispose of Li-ion batteries in municipal waste sites.
- Proper disposal of Li-ion batteries is crucial for environmental safety. Check with local recycling programs or electronic waste collection facilities for guidance on the correct disposal of Li-ion batteries in your area. Many communities have specific programs for recycling electronic devices and batteries to prevent environmental harm.

Replacing the Battery

If the battery is faulty or not working or any other issues with the battery then it can be replaced by the customer by following the below steps:

- Open the back cover from both the sides, Figure 3 (a).
- Pull up the tab to take out the battery cell, Figure 3 (c).
- Remove the existing battery, Figure 3 (d).

Figure: 3 Replacing the Battery



Charging the Device

The device can be charged using the following:

1 Charging via USB

- Locate the USB-C charging port on the device.
- Connect a compatible USB-C cable to the port.
- Plug the other end into a USB power adapter or a powered USB port (e.g., on a laptop or wall charger).
- Ensure the power source is switched on.
- Wait for the device to display the charging indicator.

2 Charging via Orange Dongle with External Power Supply

- Attach the Orange Dongle to the device's designated connector port.
- Connect the external power supply to the Orange Dongle.
- Plug the power supply into a wall socket.
- Confirm that the device starts charging (check LED or screen indicator).

3 Charging via FF Base

- Place the device securely on the FF Base charging station, aligning the contact points.
- Connect the FF Base to a power outlet using its dedicated power adapter.
- Ensure the device is properly seated and the charging indicator appears.

4 Charging via Charging Base

- Position the device onto the Charging Base, ensuring proper alignment with the charging contacts.
- Plug the Charging Base into a wall outlet using the supplied power adapter.
- Confirm the device is charging by checking the battery icon or LED indicator.

5 Charging via Car Charger

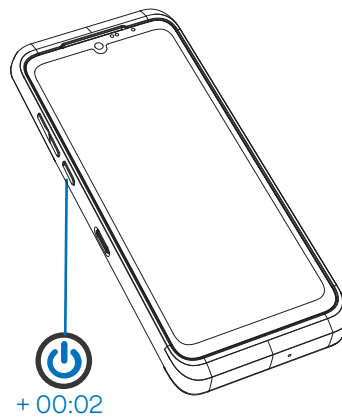
- Connect the USB cable to the car charger adapter.
- Insert the car charger into the vehicle's 12V power outlet.
- Plug the other end of the cable into the device's USB-C charging port.
- Start the vehicle (if required) to supply power.
- Check the device to confirm it's charging.


NOTE

You can order the power pack from Verifone Online Store. Refer to [Accessories and Cables](#) for Part Number.

Startup and Shutdown

The startup process for the Vista SoftPOS Mobile device varies based on its power source. When connected to a non-battery power source, the device automatically starts up, irrespective of the battery charge. To manually power up, press, and hold the power key for approximately 2 seconds until the startup screen appears.


NOTE

The 2-second delay in powering up serves as a safeguard against accidental activation if the power key is inadvertently held down. The duration required to press the power key for device activation is customizable.

Once powered on, the device illuminates.


NOTE

The Verifone copyright screen appears initially, featuring a distinctive copyright display. If the terminal is pre-loaded with an application, it typically launches after the initial Verifone copyright screen and may present its own copyright information.

Connecting the Power Supply

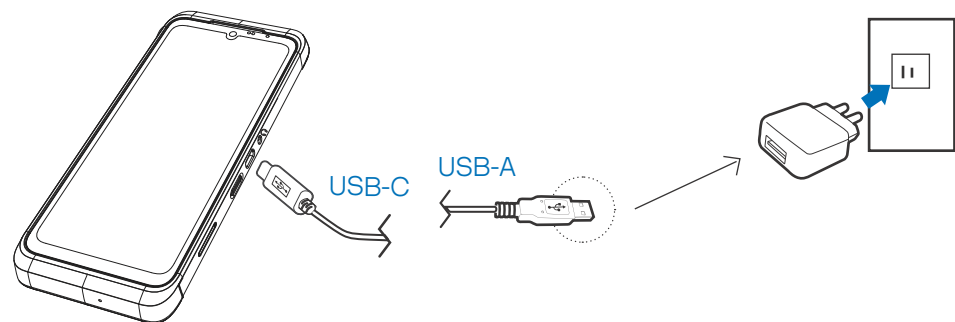
The VICTA SoftPOS Mobile has a power adapter with an output of DC 5V/2.2A. If you have any inquiries about the appropriate power supply to use, please reach out to your VeriFone representative for assistance.

To connect the power supply, follow these steps:

- 1 Identify the power input port on the VICTA SoftPOS Mobile.
- 2 Connect the appropriate power supply cable to the power input port.
- 3 Connect the other end of the power supply cable to a suitable power source or power adapter.
- 4 Ensure a secure connection and proper alignment.
- 5 Power on the VICTA SoftPOS Mobile using the designated power switch, if applicable.
- 6 This ensures the proper power supply connection for the VICTA SoftPOS Mobile.

Refer to Figure 4 for guidance on the connection cable from the power supply.

Figure: 4 Power Connection for the VICTA SoftPOS Mobile

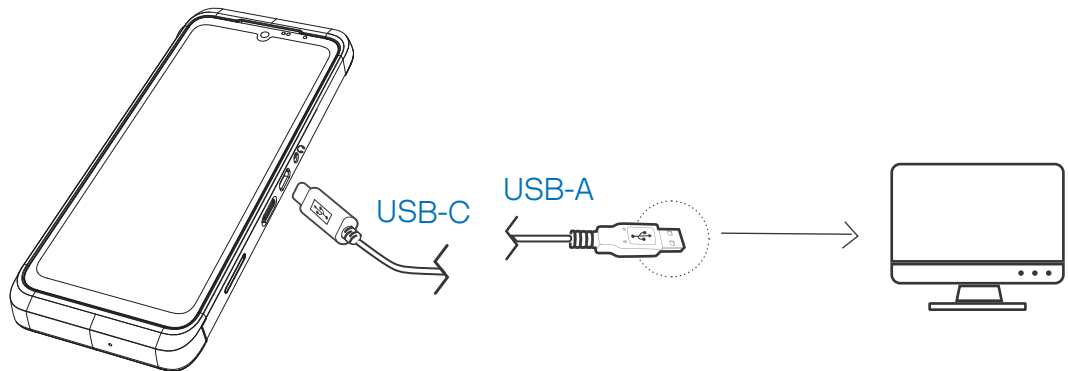


Connecting to a PC

To establish a connection with a computer, follow these steps for the Vista SoftPOS Mobile device:

- Plug the USB-C connector into the corresponding port on the Vista SoftPOS Mobile.
- Connect the opposite end of the USB-C plug to the USB-A port on your computer or laptop. This allows you to download applications seamlessly.

Figure: 5 PC Connection



ECR Connection

1 Countertop Device with ECR via ORANGE Dongle

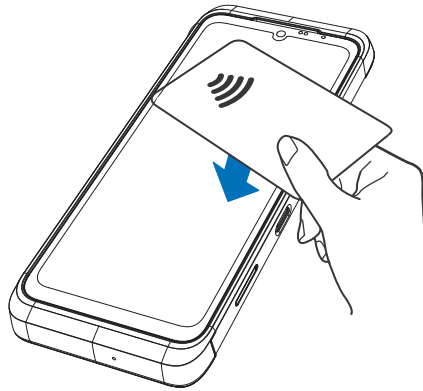
- Attach the ORANGE dongle to the device's designated connector port.
- Connect the ECR cable to the ORANGE dongle using the appropriate interface (e.g., RS232, Ethernet, or USB – depending on dongle type).
- Connect the other end of the ECR cable to the corresponding port on the ECR.
- Ensure both the device and the ECR are powered ON.
- Confirm successful communication between the ECR and the payment terminal.

2 Countertop Device with ECR via BLUE Direct USB

- Connect the BLUE USB cable directly to the USB port on the countertop device.
- Plug the other end of the USB cable into the ECR's USB port.
- Ensure both the device and ECR are powered ON and recognized.

Transaction

CTLS



The device supports contactless credit or debit card transactions. To carry out a contactless smart card transaction, follow the below step:

- 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.

Wi-Fi/BT Support

The Vista SoftPOS Mobile device is equipped with an integrated WLAN RF (Wireless Local Area Network Radio Frequency) transceiver for Wireless LAN systems featuring advanced power management. Additionally, it includes an integrated radio transceiver for Bluetooth wireless systems. This configuration enables wireless connectivity and communication functionalities for the device.

Camera/QR Code Reader

The Vista SoftPOS Mobile device features a primary camera boasting 5MP CMOS autofocus and a bottom camera equipped with 2MP CMOS fixed focus. Additionally, it expands the functionality of countertop devices by incorporating barcode and QR scanning capabilities.

3. Specifications

This chapter provides details on the power requirements, dimensions, and additional specifications of the VICTA SoftPOS Mobile device.

Unit Power Requirement

- Input power rating: 5V/2.2 A
- Li-ion rechargeable battery: 5000mAh/3.8V

Temperature

- Operating temperature: -5°C to 45°C (23°F to 113°F)
- Storage temperature: -20°C to 60°C (-4°F to 140°F)

Humidity

- Relative humidity: 5% to 90%

External Dimensions

- Length: 176 mm
- Width: 81 mm
- Depth: 14 mm

Weight

- Unit weight: 370 g

Processor

- QUALCOMM SM6225 Octa-Core 4xA73 @2.4GHz, 4xA53 @1.9GHz

Memory

- Support SD
- 8GB RAM

Smart Card Reader

- Card-conserving plated landing contacts
- Synchronous and asynchronous cards

Integrated Contactless Reader

- EMV

SAM Card Reader

- 1 eSIM, 1 SIM/SAM Combo and 1 SAM

Display

- 6.7" (720x1600) FHD touchscreen

Audio

- Loudspeaker, Microphone, Buzzer, Earphone Jack

Camera

- Bottom camera - 2MP (QR/Barcode Scanner)
- Front-facing camera - 5MP
- LED torch

DRAFT

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.



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 Victa SoftPOS Mobile 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).



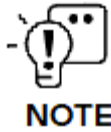
CAUTION

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 Victa SoftPOS Mobile device to be returned:
 - Product ID, including the model and part number. For example, “Victa SoftPOS Mobile” 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.



Each Victa SoftPOS Mobile 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.

- 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 Victa SoftPOS Mobile.
 - 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 Victa SoftPOS Mobile 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 Victa SoftPOS Mobile device).

6. Accessories and Cables

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

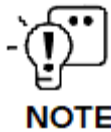
- Verifone - [Contact us](#)
- USA - Verifone Customer Development Center, 1-800-837-4366
Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International - Contact your Verifone representative

Accessories

Part	Part Number	Part Description
Cable	CBL572-002-01-A	CABLE, USB-C to USB-A
Battery Pack	BPK573-300-01-A	Battery Pack
Power Pack	PWR572-001-xx-A	Power Pack

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 effective installation and configuration of the device. Should you encounter challenges in operating your unit, please refer to these troubleshooting examples. If the issue persists despite following the provided guidelines 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.

Blank Display

When the device display is blank:

- If the device display appears dark, tap the screen using stylus. If the unit is in screen-saver mode, touch the screen to activate.
- If the display shows incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.

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 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.

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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.

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