

PINpad 1000SE

Installation Guide



PINpad 1000SE Installation Guide
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This guide is the primary source of information for setting up and installing a PINpad 1000SE.

Audience

This guide provides simple descriptions of the PINpad 1000SE features, as well as basic information for installing and configuring a PINpad 1000SE.

Organization

This guide is organized as follows:

Chapter 1, Overview. Provides an overview of a PINpad 1000SE terminal.

Chapter 2, Setup. Explains how to set up and install the PINpad 1000SE as well as how to select a location and establish connections with other devices.

Chapter 3, Specifications. Discusses the power requirements and dimensions of PINpad 1000SE.

Chapter 4, Service and Support. Provides information on contacting your VeriFone service provider and information on how to order accessories or documentation from VeriFone, as well as maintenance of the PINpad 1000SE.

Chapter 5, Troubleshooting Guidelines. Provides troubleshooting guidelines, should you encounter a problem in terminal installation and configuration.

Related Documentation

To learn more about the PINpad 1000SE documents and their associated VeriFone Part Numbers (VPN):

- *PINpad 1000SE Certifications and Regulations, VPN - DOC115EN01-A*
- *PINpad 1000SE Quick Installation Guide, VPN - DOC115EN02-B*
- *PINpad 1000SE Stand Adapter Quick Installation Guide, VPN - DOC115EN03-A*
- *PINpad 1000SE Privacy Shield Quick Installation Guide, VPN - DOC115EN04-A*
- *PINpad 1000SE Reference and Programmers Guide, VPN - 26803*

Guide Conventions

This section provides a quick reference to conventions used in this guide.

The following conventions help the reader distinguish between different types of information:

- The `courier` typeface is used for code entries, filenames and extensions, and anything that requires typing at the DOS prompt or from the terminal keypad.
- The *italic* typeface indicates book title or emphasis.
- Text in **blue** indicates terms that are cross-referenced. When the pointer is placed over these references the pointer changes to the finger pointer, indicating a link. Click on the link to view the topic.

NOTE



Notes point out interesting and useful information.

CAUTION



Cautions point out potential programming problems.

TIP



Tips point out useful information on how something can be done.

WARNING



Warnings point out potential incidents where bodily injury might occur.

Overview

This chapter provides a brief description of VeriFone's PINpad 1000SE.

PINpad 1000SE

The PINpad 1000SE is a peripheral data entry device that accepts and encrypts Personal Identification Numbers (PINs). Typically, a PIN is a four- to twelve-digit code, known only by the customer and the issuer. A PIN is requested during a transaction to verify that a customer is authorized to use the account (card) offered. The PIN also serves as the electronic signature for the credit or debit transaction.



Figure 1 **PINpad 1000SE**

VeriFone's PINpad 1000SE builds on the success of legacy PINpad 1000, PINpad 1001, and NURIT 222 families, with support for Triple Data Encryption Standard (3DES) security and improved ergonomics — all in a rugged, reliable, backward-compatible solution.

The PINpad 1000SE provides the perfect solution for acquirers, processors, and merchants looking to capitalize on the expanding range of debit, electronic benefits transfer (EBT), and other PIN-based transactions. This compact, easy-to-use, device connects to most existing point-of-sale (POS) controllers such as VeriFone Omni or NURIT transaction terminals, ZON II microcomputers, or other microcomputer-based systems. The controller directs all PIN pad device operations, including communication with the remote host computer, if applicable, and offers a fast, and simple way to process PIN-based transactions.

The PCI-compliant PINpad 1000SE incorporates a broad array of sophisticated security features to guard against fraud and abuse. This includes full support for the 3DES encryption standard, and a choice of Master/Session or DUKPT (Derived Unique Key Per Transaction) key management methods. The PINpad 1000SE also supports MAC (Message Authentication Code) to protect debit transaction data from accidental or fraudulent tampering during transfer to its host.

The PINpad 1000SE features improved ergonomics with large, hard-rubber keys for ease of use, and a sleek new design that fits in the palm of the hand. The device is rugged and reliable, built to withstand hard knocks at the point-of-sale. Most importantly, the PINpad 1000SE PCI is fully compatible with the legacy NURIT 222.

Features and Benefits

Exceptional Ease of Use and Ergonomics

- Sleek and stylish shape occupies less counter space than the PINpad 1000 and the NURIT 222.
- Bold, ergonomic design fits comfortably in the palm of a hand.
- Waisted area for an easy and secure grip.
- Large, hard-rubber keys provide improved tactile feedback, minimizing errors and maximizing ease-of-use for consumers of all ages.
- Intuitive telco-style interface and colored control keys simplify training and reduce support requests.
- Programmable function keys allows selection of functions within an application.
- Highly readable 128x32 graphic liquid crystal display (LCD), which supports multiple languages for global applications and automatically scrolls up to 16 characters.

Critical Security Protection

- Includes full support for single and 3DES encryption standard.
- Offers a choice of Master/Session or DUKPT key-management methods to protect PIN-based transactions.
- Offers secure, reliable PIN input for expanding range of PIN-based transactions.
- Is PCI-compliant for secure solutions meeting the PED standard.
- Meets ISO and ANSI standards for PIN encryption, key management, and MAC.
- Key injection simplified and secured with VeriFone's SecureKit key loading software.
- Rugged and reliable design absorbs hard knocks found at POS.

- Removable privacy shield offers option of supplemental physical security.
- Well-planned shape works with existing VeriFone PINpad stands and wall- or counter-mounting hardware.
- Connects with most POS payment terminals, PCs, and ECRs.
- Backward-compatible with VeriFone's legacy PINpad 1000SE and NURIT 222 PED.
- Compatible with existing PINpad 1000 stands, and wall- or counter-mounting hardware.
- USB Connectivity that gives another option to connect with payment terminals, personal computers, and electronic cash registers (ECRs).

Setup

This chapter describes the setup procedure for the PINpad 1000SE, in the following sections:

- Select Location
- Unpack Shipping Carton
- Examine PINpad 1000SE Features
- Connect Unit to Controller
- Connect Unit to a PC and ECR (optional)
- Connect via USB
- Use Stand Adapter
- Use Privacy Shield
- Use Unit

Select Location

Use the following guidelines to select the best location for the PINpad 1000SE.

- Location**
- 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 or computer connected to the PINpad 1000SE unit.

WARNING



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 PINpad 1000SE outdoors.

CAUTION



The PINpad 1000SE 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 PINpad 1000SE unit water or in moist conditions.
- Disconnect the device from its POS terminal before cleaning.

Unpack Shipping Carton

Carefully inspect the shipping carton and its content for possible tampering or damage.

CAUTION

The PINpad 1000SE is a secure product and any tampering can cause it to cease to function or operate in an unsecured manner.

-
- 1 Remove the PINpad 1000SE from the shipping carton.
 - 2 Remove any protective plastic wrap and place the unit on a table or countertop.
 - 3 Remove the clear protective film from the display.
 - 4 Replace all the packing materials, close the lid, and save the carton for repacking or moving the PINpad 1000SE in the future.

WARNING

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

The PINpad 1000SE comes equipped with tamper-evident label. If a label or component appears damaged, immediately notify the shipping company and your VeriFone representative or service provider immediately.

Examine PINpad 1000SE Features

Before continuing the installation process, observe features of the PINpad 1000SE. [Figure 2](#) illustrates the basic features:

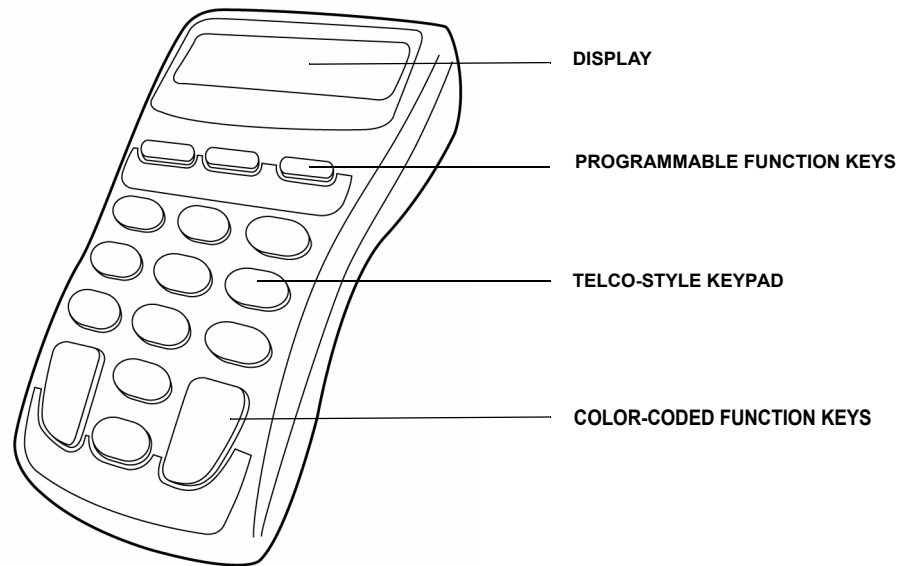
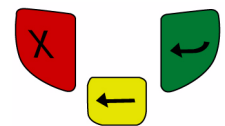


Figure 2 PINpad 1000SE Features

The PINpad 1000SE includes the following features:

- A **display**.
- Three types of keys:
 - A 10-key, **telco-style keypad**.
 - Three unlabeled, **programmable function keys** above the keypad.
 - Three **color-coded function keys** below the keypad (icons at right, left-to-right: CANCEL, BACKSPACE, ENTER).



Connect Unit to Controller

The PINpad 1000SE rear panel has a modular, four-wire interface port for power and communication connection to the controller. The connection methods differ between two specific versions of the PINpad 1000SE – USB and RS-232. This section discusses a connection to the RS-232 version of the PINpad 1000SE.

WARNING


Turn off or unplug the controller when connecting or disconnecting the PINpad 1000SE. Memory corruption and data loss can result if the controller is processing data when power is removed.

Refer to the controller device instructions for any controller-specific warnings.

Figure 3 illustrates how to connect the PINpad 1000SE to a V^x series terminal. For other terminal or controller connections, refer to the reference manual for that controller.

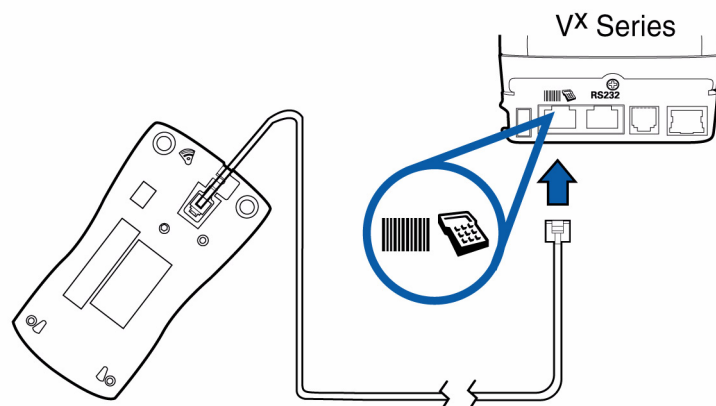


Figure 3 PINpad 1000SE and Terminal Cable Connections

- 1 Disconnect power from the terminal or ECR.
- 2 Position the PINpad 1000SE face down on a soft, smooth surface to avoid damaging the keypad or display.
- 3 Connect the modular plug on the cable to the modular jack on the rear of the PINpad 1000SE device.
- 4 Connect the other end of the cable to the PIN pad port on the rear of the terminal.
- 5 Reconnect power to the terminal.

NOTE


For cable removal, use the same steps described above in reverse. If exchanging cables, use a VeriFone-approved cable.

Connect Unit to a PC and ECR (optional)

The RS-232 version of the PINpad 1000SE also connects to a PC or ECR through special cable products to provide power for the PINpad 1000SE (refer to [Accessories and Documentation](#)). These cables plug into the PINpad 1000SE, with either a DB9 or DB25 connector housing. The connector housing has a DC jack that connects to a power brick for external AC power.

Figure 4 illustrates how to connect the PINpad 1000SE to an ECR or compatible computers.

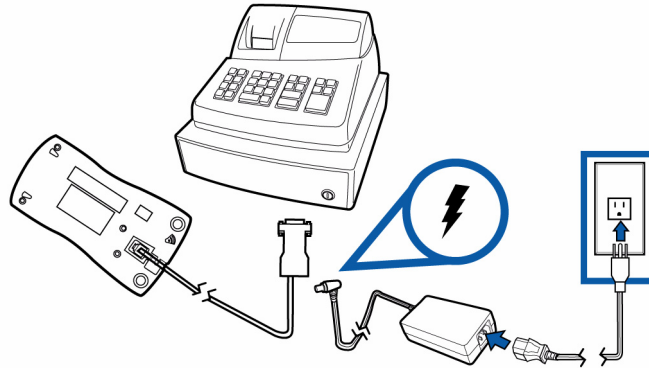


Figure 4 PINpad 1000SE and DB9 ECR Cable Connections

- 1 Disconnect power from the PC/ECR.
- 2 Connect the end of the cord with the DB25/DB9 connector to the PC/ECR.
- 3 Connect the modular plug on the other end of the cord to the PINpad 1000SE.
- 4 Plug the power supply cord into the socket at the base of the PC/ECR connector.
- 5 Plug the power supply into an AC wall outlet.
- 6 Reconnect power to the PC/ECR.



Using an incorrectly rated power supply can damage the unit or cause it not to work properly. For U.S. – VeriFone recommends using only VFN# CPS11212-1C-R. For other uses VeriFone recommends VFN# CPS11212-3A-R if used with a country-specific power cord. (see [Specifications](#) for detailed power supply specifications).

Connect via USB

The USB version of the PINpad 1000SE can also be connected to a terminal, ECR, or a host PC using a coiled USB cable (VFN#WCL115002-A). When connecting to a PC via a USB port, the device, in either PINpad 1000SE PCI mode or NURIT 222 mode – requires the additional installation of device drivers.

- 1 Connect the device to the host PC.
- 2 Wait until the host PC recognizes the new hardware and starts the Found New Hardware Wizard.
- 3 Follow the instructions on the Found New Hardware Wizard to install the USB-UART driver.

CAUTION

When connecting with USB, the PINpad 1000SE USB cable should either be connected directly to the terminal, ECR or host PC port, or to a powered USB hub. If an extension cable is required, only USB-certified cables should be used.

NOTE

Additional instructions and device drivers are found and downloaded from the VeriFone Technical Support page (<http://www.verifone.com/technical-support.aspx>).

Browse to the INF file provided by VeriFone when specifying the driver location. When the installation is done, check the list of ports on the Device Manager to see the new USB device.

Use Stand Adapter

The optional stand adapter holds the PINpad 1000SE securely to a countertop or a wall. The unit can be removed from the stand adapter for handheld operation.

Mounting the Adapter to Plate

Figure 5 shows how to install a stand adapter onto a pre-existing flat mounting plate.

- 1 Select a location for the stand adapter on a smooth wall or countertop. Be sure the cable can easily reach the controller from this position without stretching.
- 2 Position the keyholes on the molded cradle over the slotted screws on mounting plate. Slide the adapter downward until the screws are in the narrow ends of the keyholes.

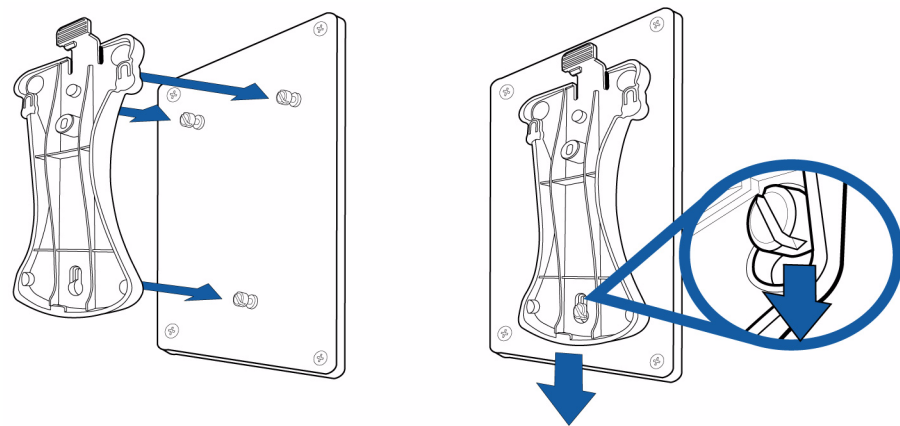


Figure 5 Stand Adapter Installation

Screw-Mounting the Adapter

The stand adapter may also be screwed directly to a wall or countertop.

- Use screw anchors when fastening the adapter to a cement or brick wall.
- When fastening the plate to drywall, the screws must go into the studs behind the wall. Screw anchors alone will not safely hold the adapter to drywall.

To screw-mount the stand adapter, use American National Standard #8 or Metric M3 screws, with head diameter between 4.5 and 6.0 mm, and head thickness less than 2.5 mm. Use the stand adapter to mark the hole placement on the desired location, and then insert screws, adjusting the screw depth until the unit is firmly mounted.

Using the Stand Adapter

Figure 6 shows how to insert a PINpad 1000SE into a stand adapter. Slide the end of the PINpad 1000SE into the bottom of the stand adapter, then press the screen end of the PINpad 1000SE firmly into the top of the stand adapter until you hear and feel the release lever click.

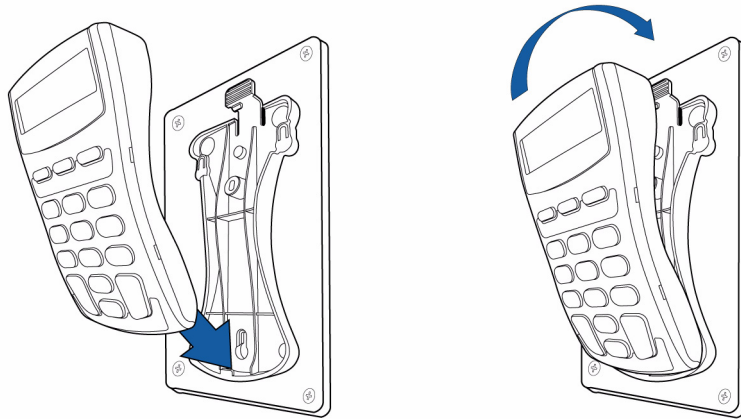


Figure 6 **Inserting the PINpad 1000SE into the Stand Adapter**

To remove the adapter, press the release lever at the top of the stand and pull the PINpad 1000SE up and out of the stand adapter.

Use Privacy Shield

Figure 7 shows an example of an installed privacy shield.

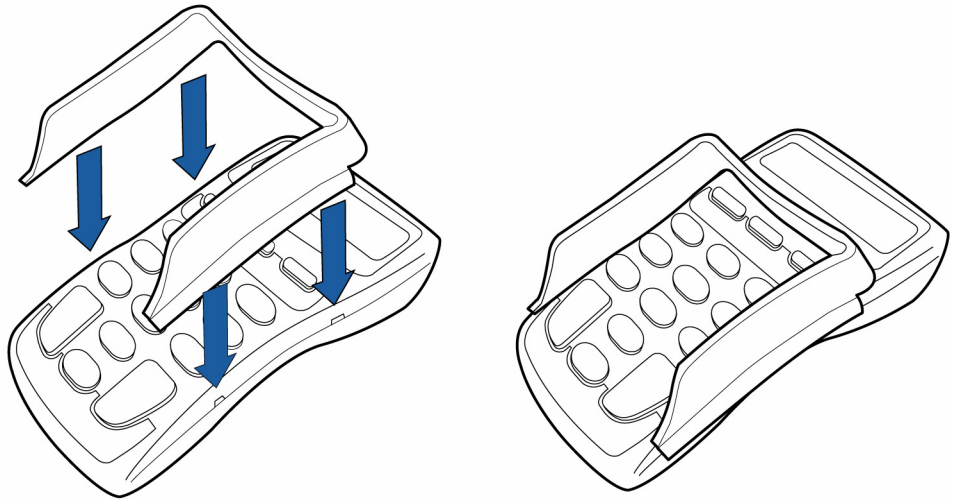


Figure 7 Installed Privacy Shield

Use Unit

Startup Upon startup, the PINpad 1000SE briefly displays the version and date (example: 10.24.00 06/07), followed by the idle prompt.

Idle Prompt The idle prompt indicates the PINpad 1000SE is ready for use. The default idle prompt is a row of characters that resembles a marching arrow (<-----).

The display and sequence of the idle prompts can be programmed through an application program written for the controller. The display has a multiple, 4-line graphics display which may be customized to show `ENTER YOUR PIN` and `WELCOME` messages.

Keypad The PINpad 1000SE has 10-key telco-style keypad that includes the letters A through Z and numerals 0 through 9, as well as three unlabeled, programmable function keys, and three color-coded function keys (see [Figure 2](#)).

At the PIN request prompt, enter the PIN and press ENTER. The PINpad 1000SE will show a processing display when the device successfully receives the PIN entry.

NOTE



Press BACKSPACE to clear the last number.

Press CANCEL to cancel the transaction.



Specifications

This chapter discusses power requirements, dimensions, and other specifications of the PINpad 1000SE.

Unit Power Requirements

- PINpad 1000SE:
 - RS-232 mode: 6-16 V DC 100mA max
 - USB mode: 5V +/-5% 150mA max
- U.S. Power Supply: Class 2, Linear Power Supply, Safety Certified
Output: 9V DC 0.5A max
- International Power Supply: Class 2, Switching Power Supply, Safety Certified
Output: 9V DC 0.5A max

Temperature

Operating temperature: 0° to 50°C (32° to 122°F)

Humidity

Relative humidity: up to 95%; no condensation

External Dimensions

- Length: 140 mm (5.90 in)
- Width: 78 mm (2.68 in)
- Depth: 37 mm (1.46 in)

Weight

- Unit weight: 190 g (6.67 oz)
- Shipping weight: 330 g (0.15 lb)

Service and Support

Maintenance and Cleaning

The PINpad 1000SE has no user-serviceable parts. Unless otherwise instructed, do not, under any circumstances, attempt any service, adjustments, or repairs on the unit. Disconnect the device before cleaning.

To clean the unit, periodically 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 [Accessories and Documentation](#)).



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

Because the PINpad 1000SE can be damaged by liquid, do not spray cleaners or other solutions directly onto the keypad or display. Always apply the cleaner to a cloth before cleaning the device.

Service Returns

For PINpad 1000SE equipment failures that cannot be resolved by your help desk or service department, contact one of the following hotlines for product service and repair information:

- USA – VeriFone Service and Support Group, 1-800-834-9133, Monday - Friday, 8 A.M. - 7 P.M., EST
- International – Contact your VeriFone representative

Before returning PINpad 1000SE to VeriFone, you must obtain a Merchandise Return Authorization (MRA) number. The following procedure describes how to return one or more PINpad 1000SE for repair or replacement (U.S. customers only).

NOTE



International customers, please contact your local VeriFone representative for assistance with your service, return, or replacement.

- 1 Gather the following information from the printed labels (see [Figure 8](#)) on the bottom of *each* PINpad 1000SE to be returned:
 - Product ID, including the model and part number. For example, "P003-180-02-XXn"
 - Serial number (S/N xxx-xxx-xxx)
- 2 Within the United States, call VeriFone toll-free at 1-800-834-9133.

- 3 Select the MRA option from the automated message. The MRA department is open Monday–Friday, 8 A.M.–7 P.M., EST.
- 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, as well as your fax number.
 - You will be issued MRA number(s) and the fax will be returned to you.



One MRA number must be issued for each PINpad 1000SE you return to VeriFone, even if you are returning several of the same model.

- 5 Describe the problem(s).
- 6 Provide the shipping address where the repaired or replacement unit must be returned.
- 7 Keep a record of the following items:
 - Assigned MRA number(s).
 - VeriFone serial number assigned to the PINpad 1000SE you are returning for service or repair (serial numbers are located on the bottom of the unit (see [Figure 8](#)).
 - 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 PINpad 1000SE).

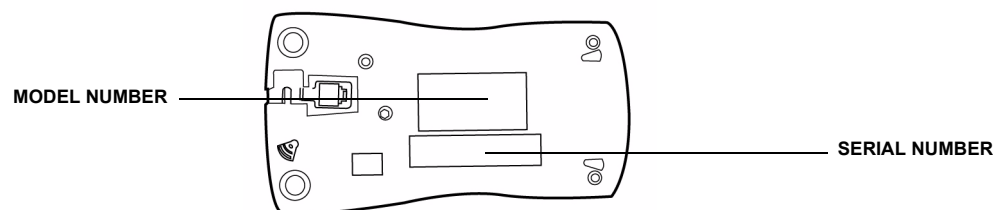


Figure 8 Information Label on Unit Bottom

Accessories and Documentation

VeriFone produces accessories and documentation for the PINpad 1000SE. When ordering, please refer to the part number in the left column.

- VeriFone Online Store at www.store.verifone.com
- USA – VeriFone Customer Development Center, 1-800-VeriFone (837-4366) Monday - Friday, 7 A.M. - 5 P.M., MST
- International – Contact your VeriFone representative

Cables

Contact your local VeriFone distributor to determine which cable fits your needs.

07042-xx	4PC plug to MOD10 plug, coiled (Omni 32xx, 33xx, 36xx, or 37xx Series, or V ^x 510/V ^x 570/V ^x 610/V ^x 670 terminals)
10441-xx	4PC plug to 6-pin DIN plug, coiled (most Tranz terminals)
01582-xx	4PC plug to 6-pin DIN plug, straight (most Tranz terminals)
03021-xx	4PC plug to 6-pin mini-DIN plug, coiled (MX800 Series terminals, Omni 4xx and 7000MPD terminals, as well as Everest and Everest Plus terminals)

NOTE



Cables with -xx part number suffixes have multiple available lengths.

WCL115002-A	USB coiled cable
WIR10019	RJ-11 to RJ-11 coiled cables (26 cm)
FCL07004-A	RJ-11 to RJ-11 coiled cables (56 cm)

Power Supply

CPS11212-1C-R	DC power supply (U.S.)
CPS11212-3A-R	DC power pack (universal)

NOTE



VeriFone supports different variants of the power supply and cord based on the country and application in which it will be used. Contact your local VeriFone representative or service provider to identify the best power supply for your needs.

Power Cord

07152-xx-R	United States of America
------------	--------------------------

NOTE



VeriFone supports different variants of the power supply and cord based on the country and application in which it will be used. Contact your local VeriFone representative or service provider to identify the best power supply for your needs.

PC/AT Interface Kits	10776-01	4PC plug to DB25 plug (most IBM PC or compatible computers)
	10776-02	4PC plug to DB9 plug (most IBM AT or compatible computers)
Supplementary Hardware	PPL115007-A	Stand adapter
	PPL115002-A	Privacy shield
Cleaning Kit	02746-01	VeriFone Cleaning Kit
Documentation	<ul style="list-style-type: none">• <i>PINpad 1000SE Certifications and Regulations, VPN - DOC115EN01-A</i>• <i>PINpad 1000SE Quick Installation Guide, VPN - DOC115EN02-B</i>• <i>PINpad 1000SE Stand Adapter Quick Installation Guide, VPN - DOC115EN03-A</i>• <i>PINpad 1000SE Privacy Shield Quick Installation Guide, VPN - DOC115EN04-A</i>• <i>PINpad 1000SE Reference and Programmers Guide, VPN - 26803</i>	

Troubleshooting Guidelines

This chapter lists typical malfunctions that may occur while operating a PINpad 1000SE and the appropriate corrective action. 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 PINpad 1000SE uses a tamper-evident case and 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.

Display Panel Does Not Work

- 1 Check all the cable connections.
- 2 Check the controller's AC outlet to be sure the outlet is supplying sufficient power, substitute the controller's power pack with another power pack.
- 3 The controller's application program might not be loaded correctly. Download the application program and try again.
- 4 Run the display reliability test (option 5), as described in *Chapter 12* in the *PINpad 1000SE Reference and Programmers Manual* (VPN - 26803).
- 5 If the problem persists, contact your local VeriFone representative.

Keypad Does Not Respond

- 1 Check the display panel. If there are no characters, or the wrong characters are displayed, refer to [Display Panel Does Not Work](#).
- 2 Run the keypad reliability test (option 4), as described in *Chapter 12* in the *PINpad 1000SE Reference and Programmers Manual* (VPN - 26803).
- 3 If the problem persists, contact your local VeriFone representative.



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PINpad 1000SE

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