V240m+ External User Manual

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REVISION HISTORY

Version	Author	Date	Changes
1.0	MKB	29/05/2018	First Release
1.1	AJW	03/04/2019	Minor corrections and updates for latest app release
1.2	CH	14/08/2019	Updated to include * Account Verification * CNP Telephone Order * Purchase * Refund * Signature Transaction
1.3	CH	03/09/19	Added in updates as per requests from helpdesk
1.4	CH	21/07/2020	Added in detail on how to set up GPRS
1.5	PW	15/09/2020	Added in detail on communications fallback Updated Sim Card details.
1.6	MKB	19/10/2021	Updated Sim card details with additional sims
1.7	UU	21/03/2022	Updated to include -setting up printer I.E standalone/POS mode. - taking the PED in and out of POS mode. - mention P@T terminal instructions. - a page on reporting. - mention reprinting receipts. - Network requirement I.E ports that need opening for gateway, unhidden networks not supported etc.

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1 GET TO KNOW THE V240m+ DEVICE

1.1 OVERVIEW

The V240m+ is a consumer-facing handheld device. The product's design is equally appealing as a handheld terminal for PIN entry and robust enough to look and function appropriately in a fixed mount setting.

The V240m+ can utilize over-the-air connectivity, facilitating mobile telephony technology for sending and receiving data, using existing operator-provided Wi-Fi, Bluetooth, or 3G connectivity.

This guide provides an introduction and basic setup procedures for V240m+ terminals.

1.2 SPECIFICATIONS

This part includes the environmental factors, power requirements, dimensions, and other specifications of the V240m+ terminal and bases.

1.3 ENVIRONMENTAL FACTORS

The following are the temperature and humidity specifications of the V240m+:

- Operating temperature: 0° to 50° C (32° to 122° F)
- Storage temperature: -20° to 70° C (-4° to 158° F)
- Relative humidity: 5% to 90% (RH non-condensing)

Subjecting the V240m+ to extreme environmental conditions will result in tamper events. Any temperatures above 100 ºC (± 5 degrees) or below -37 ºC (± 5 degrees) will result in a tamper condition. Additionally, should the battery voltage drift outside of the range of 2.2 VDC to 3.3 VDC, the unit will tamper as well.

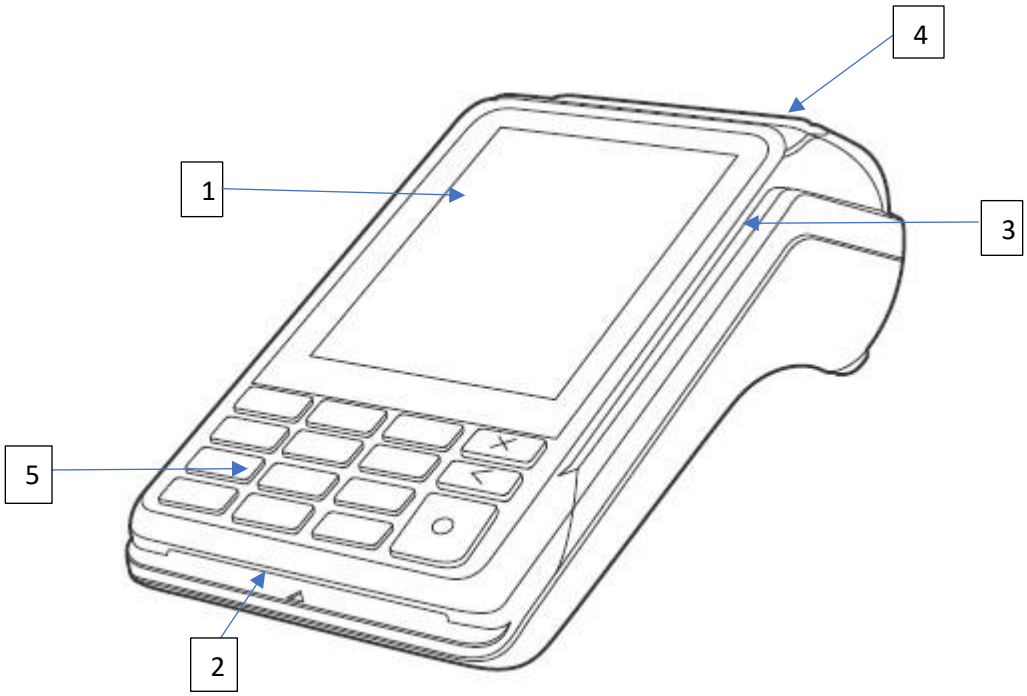
1.4 POWER

Unit Rating: 5VDC, 1A/2.2A

Power Adaptor:

- Input: 100 – 240V ~ 150mA 50 - 60Hz
- Output: 5.0V === 1.0A

1.5 TERMINAL FRONT

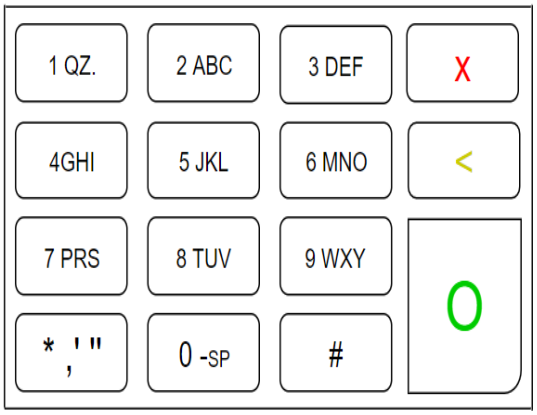


The V240m+includes the following features: -

1. Capacitive touch LCD display and CTLS tap area
2. Card reader
3. Magnetic card reader
4. Integrated thermal printer (no ink required)
5. Secure keypad supporting 4x4 matrix containing 0-9, *, #, Cancel/off button (Red), Backspace/Clear (Yellow), and Enter button (Green) keys.

1.6 UNDERSTANDING THE KEYPAD

This section will explain which buttons will allow the operator to key-in particular characters.



Note:
Off button – X (Press and hold)
On button – O (Enter this and hold)

Key	Characters
1	1 Q Z . q z
2	2 A B C a b c
3	3 D E F d e f
4	4 G H I g h i
5	5 J K L j k l
6	6 M N O m n o
7	7 P R S p r s
8	8 T U V t u v
9	9 W X Y w x y
*	Scroll up on the menus
0	0 ! ” # $ % & ’ ( ) * + , - . / : ; < = > ? @ [\ ] ^ _ ` { | } ~ Space
#	Scroll down on the menus

1.7 ON SCREEN ICONS

Below are some of the On-screen icons.

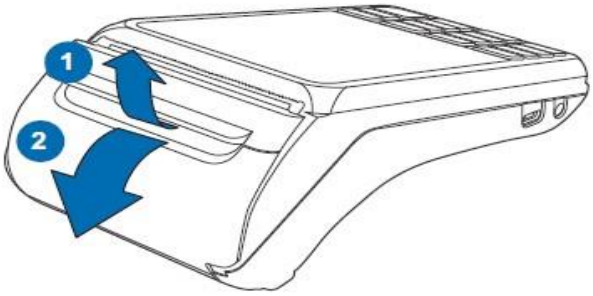
LAN	
WiFi	
Mobile Data	
Blue Shield -VRK keys loaded (top right corner of the screen)	
Bluetooth	
BT Lan	
Battery/Battery Charging and Time	
GPRS	

2 GENERAL USE

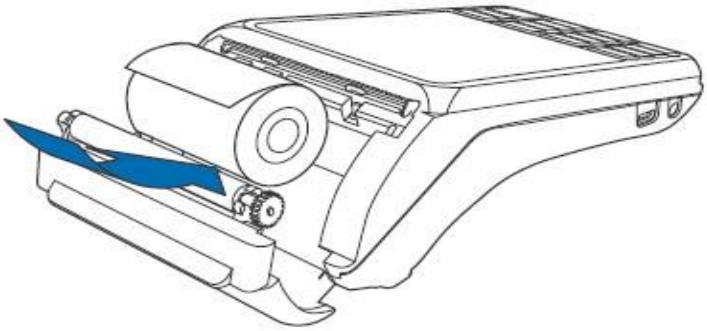
2.1 REPLACING PAPER ROLL IN INTEGRATED THERMAL PRINTER

Use the following steps to load a roll of 57mm x 40mm thermal printer paper into the compartment.

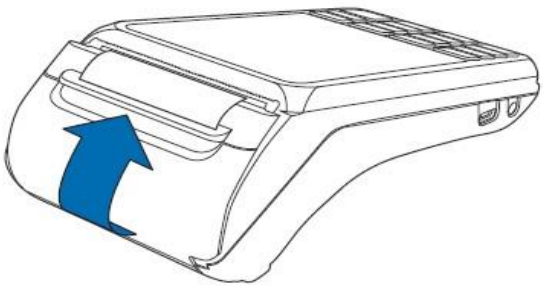
1) Unlock the paper compartment by pulling up the latch and swinging the door downwards.



2) Load the paper roll as shown in below, with the edge of the paper on the top of the roll.



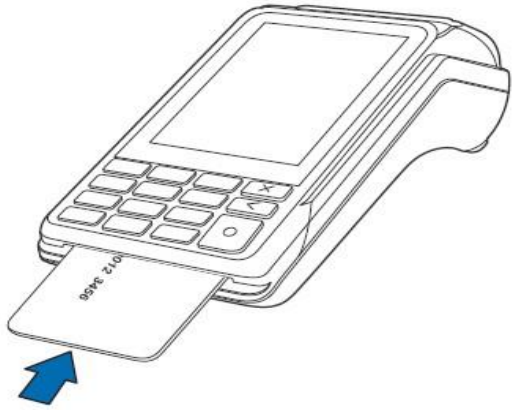
3) Pull a length of paper up over the serrated cutter and close the compartment door.



2.2 HOW TO INSERT A CARD

To process a Chip and PIN transaction: -

1) Position the card facing upward.
2) Insert the card into the card reader slot in a smooth, continuous motion until it seats firmly.
3) Remove the card when the display indicates the transaction is completed.



2.3 HOW TO SWIPE A CARD

To conduct a magnetic swipe transaction: -

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

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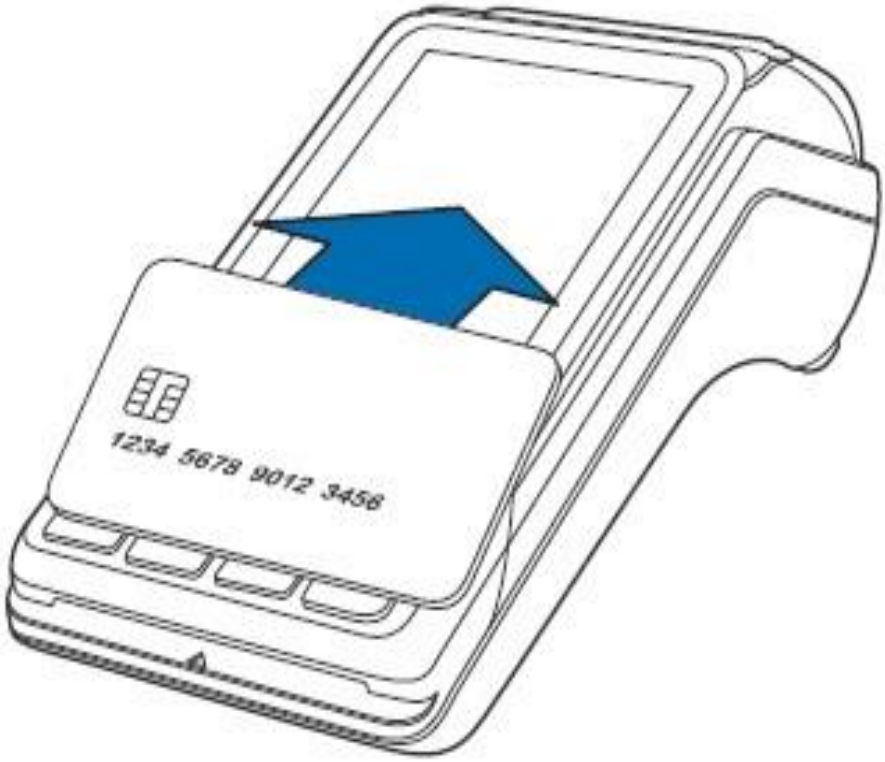
2.4 HOW TO PROCESS A CONTACTLESS CARD

To perform a contactless transaction: -

1) Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.
2) An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction.



3 PRE-REQUISITE AND SERVER DETAILS

The details of network requirements and server is mentioned below.

3.1 Wi-Fi NETWORK REQUIREMENTS

Requirements and Pre-requisites for Network connections on terminal should be as below:

- Open networks are not supported on Engage devices.
- The device can connect to both 2.4 and 5ghz bands.
- The below ports and IP need to be open on the network to connect with our TXN and download servers:

3.2 PED SERVER DETAILS

The details of the PED server connection which uses a TCP/IP protocol is as follows:

3.2.1 DOWNLOAD SERVER

https://vhq2.vfims.com/messagingserver/messagehandler.asmx
IP Addresses: 178.21.211.75

3.2.2 TXN SERVER

IP: 91.207.36.31
Ports: 29006

4. HOW TO CONNECT YOUR DEVICE

Please note that some options do not have numbers assigned, however, to navigate up and down the menus, use touchscreen for the ease of use.

4.1 WI-FI

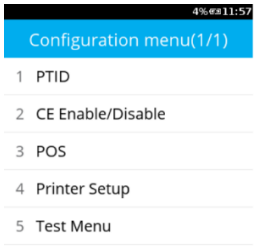
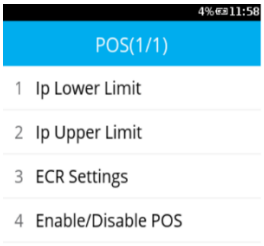
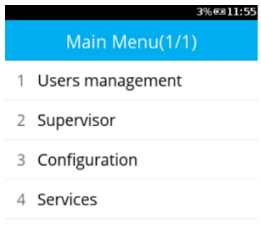
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden. When POS mode is enabled the main screen and the option would be as below screen.

4.1.1 Visible Wi-Fi Networks

The below screen set up is shown for POS disabled mode on the PED

(Note: few screens will show how a POS enabled PED screen looks like to use when required.)

Step	Instruction	Screen Information
1	Either Tap “Green Bar” at the bottom of the screen or press “Green Circle” or” Enter” button to enter to the Main menu.	
2	Select the “Supervisor” menu. Note: In POS enabled mode, Supervisor menu is not always option 3. It will change to option 2.	

Step	Instruction	Screen Information
2.i	To enable POS mode select Configuration press POS option	
2.ii	Select Enable/disable POS as per the required mode	
2.iii	When enabled POS mode, the main PED screen show Merchant waiting screen	
2.iv	The Menu option in POS mode is shown adjacent. (NOTE: WIFI configuration set up remains same with /without POS mode shown in following below steps).	

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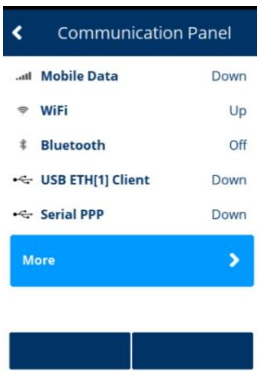
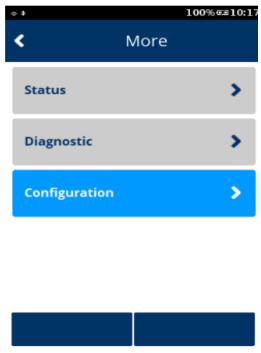
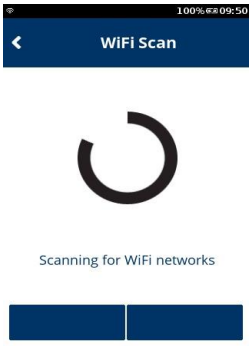
Step	Instruction	Screen Information
3	Enter the Supervisor's password (12345). Note: Change the password in WebCom due to PCI-DSS requirements.	
4	Go to the "Communication" menu.	
5	In "Communication Panel" menu, slide the finger on the screen upward to view the remaining options, select 'More' option	
6	In ''More panel'' slide the finger on the screen upward to Select "Configuration" option. It should go to the "Configuration" menu.	

Step	Instruction	Screen Information
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” menu, select “WiFi” option.	
9	In the “WiFi” Menu, select “WiFi Scan”.	
10	You will see that the device is now searching for the WiFi networks.	

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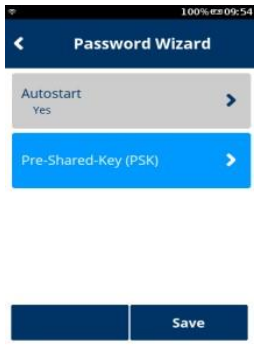
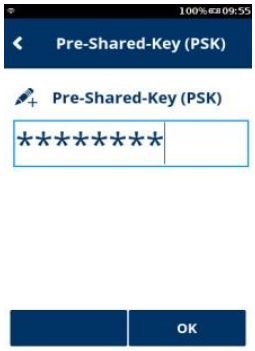
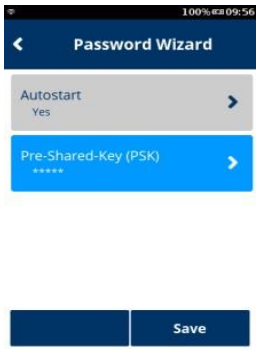
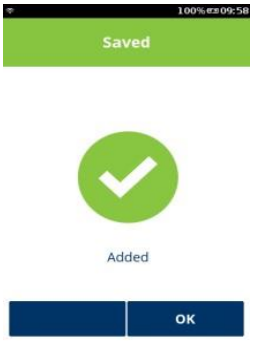
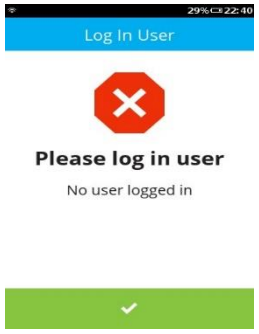
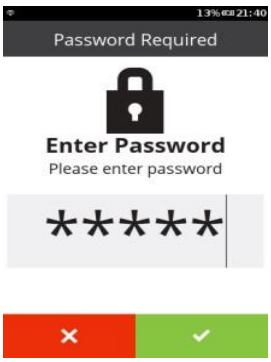
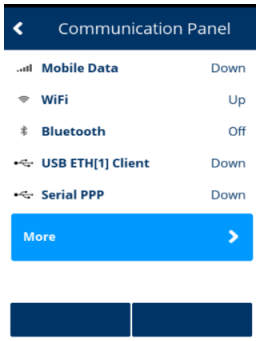
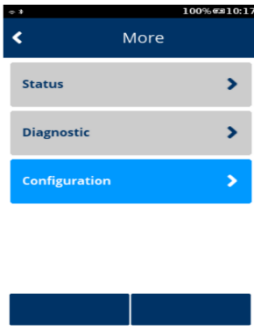
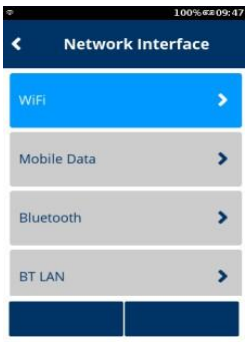
Step	Instruction	Screen Information
11	Selecting your desired WiFi network. In this example, the “VFI_GUEST” is selected.	
12	Enter “Add” to continue.	
13	In the “Password Wizard”, press “Pre-Shared-Key (PSK)” to provide the password.	
14	Enter the WiFi’s password and press “OK” to continue (Note: Special characters can be added using the ‘0’ key and the keys are ‘case sensitive’) .	

Step	Instruction	Screen Information
15	Press “Save” to save the WiFi’s configuration.	
16	Press “OK” to confirm.	
17	Click “Yes” to apply the settings on the interface.	
18	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	

4.1.2 Hidden Wi-Fi Networks

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

Step	Instruction	Screen Information
5	In “Communication Panel” menu, slide the finger on the screen upward and select the ‘’More’’ option.	
6	In “More Panel” menu, slide the finger on the screen upward and Select “Configuration” option. It should go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” option, select “WiFi” option.	

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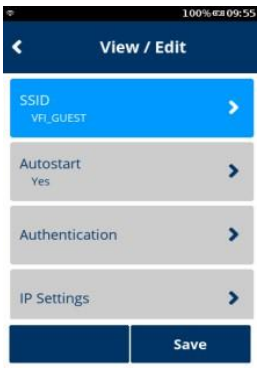
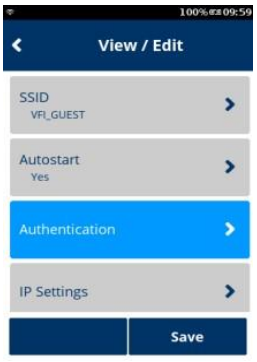
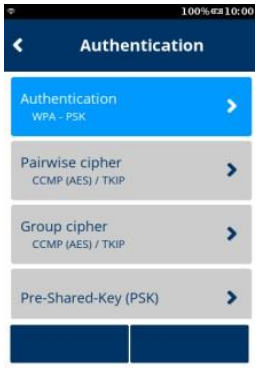
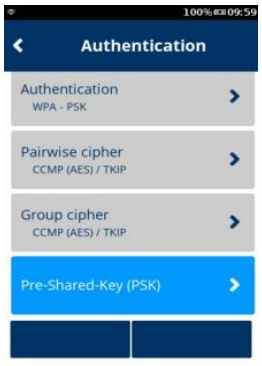
Step	Instruction	Screen Information
9	Tap “New” to manually setup the hidden WiFi network. Tap the selected network to go to the setup by page.	
10	Tap “SSID” to go to SSID menu.	
11	Enter “SSID” name.	
12	As an example, “VFI_GUEST” is entered. Then press “OK” to confirm.	

Step	Instruction	Screen Information
13	Under the SSID, you should see “VFI_GUEST”.	
14	Tap “Authentication” to set up the WiFi’s credential.	
15	In the “Authentication” menu, select the Authentication’s protocol accordingly. In this example, “WPA-PSK” is selected.	
16	Now Tap the “Pre-Shared-Key (PSK)” option to provide the passkey.	

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Step	Instruction	Screen Information
17	In “Pre-Shared-Key (PSK) menu, enter the WiFi’s credential.	
18	Tap “OK” to confirm and return to the previous menu.	
19	As shown under the “Pre-Shared-Key (PSK)” option, there are a number of Asterisk(s) shown below. Either press “X” or Tap on top of the screen bar “Authentication” to exit.	
20	Press “OK” to confirm.	

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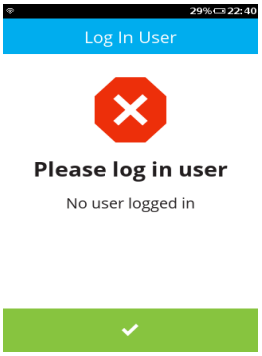
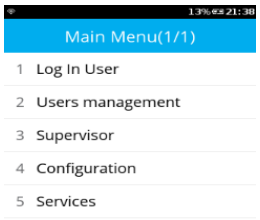
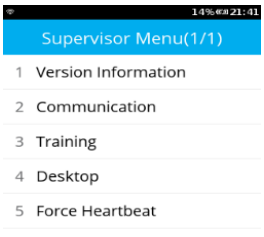
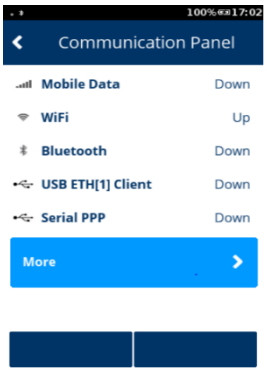
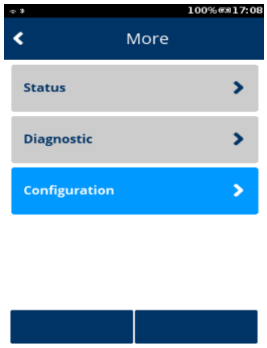
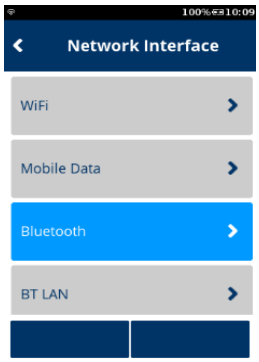
Step	Instruction	Screen Information
21	Click “Yes” to apply the settings on the interface.	
22	You will see that the device is updating the network interface.	
23	Press “OK” to confirm.	
24	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	

4.2 Bluetooth

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

Step	Instruction	Screen Information
5	In “Communication Panel” menu, slide the finger on the screen upward to view the remaining options and expand ‘More’ option	
6	Select “More” option, go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” menu, select “Bluetooth” option.	

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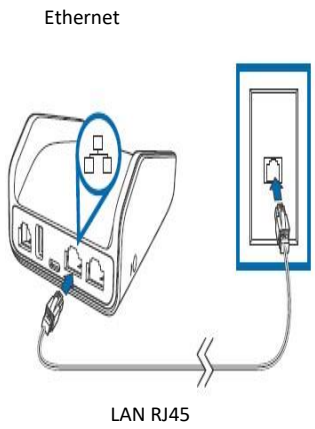
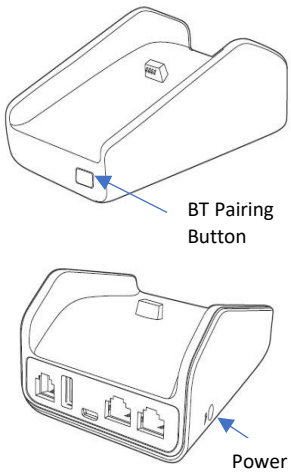
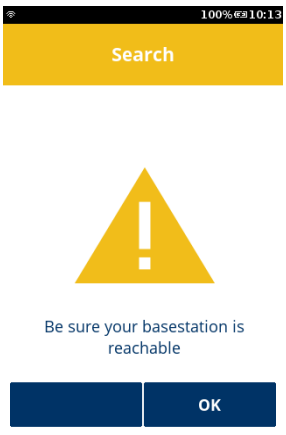
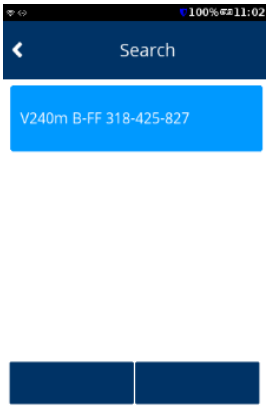
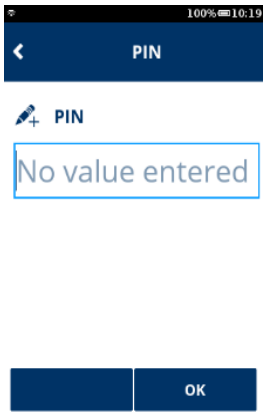
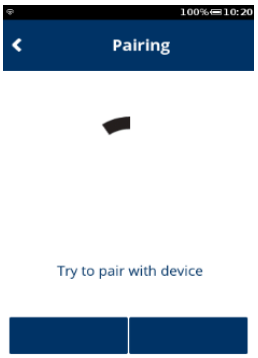
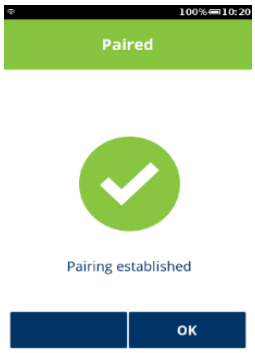
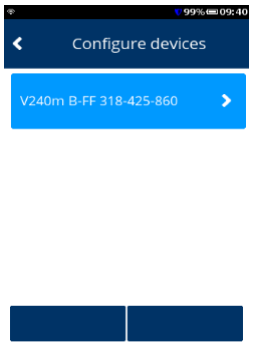
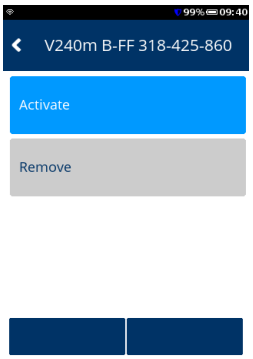
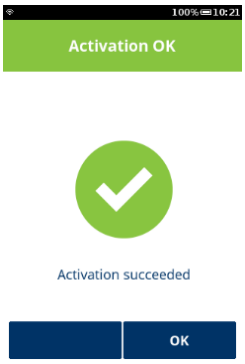
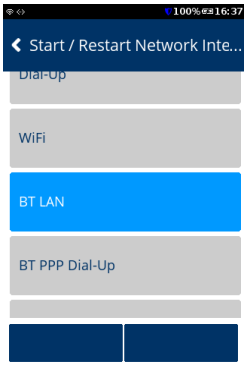
Step	Instruction	Screen Information
9	To connect the terminal to other devices via Ethernet, use the V240m+full feature base. The full-featured Base provides a standard RJ-45 LAN socket. The V240m+terminal must be docked on the base to utilize cable connectivity.	
10	Pair with Base – Either: • Dock the v240m+with the base, wait a few seconds then select Pair with Docked Base OR • Press the button on the front of the base and select Search. In addition to charging the terminal the full-featured base also provides the following cable configurations: **Ethernet port RJ-45 socket (for connecting PIN Pad to LAN infrastructure)**	
11	Tap “OK” to continue.	

Step	Instruction	Screen Information
12	Once the device has completed the scan, select your target device serial number for paring.	
13	Tap “Yes” to confirm pairing.	
14	You will be prompted to add in the PIN of the base station (123456) Enter the PIN and Tap “OK” to continue.	

Step	Instruction	Screen Information
15	You should see on the screen that device is pairing.	
16	Tap “OK” to acknowledge that the device has completed paring successfully.	
17	To activate the Bluetooth connection if not done automatically go to the configuration screen again and select configure devices	
18	Select the base unit you’d like to activate	

Step	Instruction	Screen Information
19	Select to activate. (Please confirm serial number on the base - in case of multiple PEDS onsite)	
20	Activation will show as succeeded, press ok.	
21	Now go back to the main network interface page and select BT Lan IPv4 or IPv6	
22	Select to enable, select yes	

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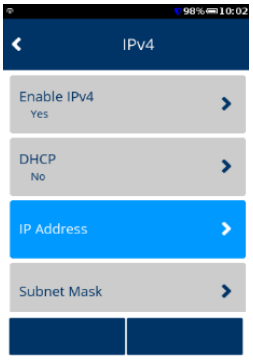
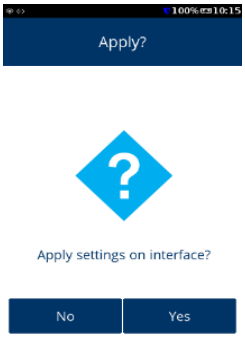
Step	Instruction	Screen Information
23	Please note, if you'd like to enter a static IP this can also be done here under DHCP setting select No	
24	By selecting no you will get additional menu options to add in IP address, subnet mask, Gateway IP Address, DNS 1 and DNS 2 which you can now enter. **NOTE**: DNS 1 and DNS2 are required for connection to VHQ download server.	
25	Device will then ask if you'd like to apply these settings on your interface, select yes to start the interface. Your Wi-Fi is now setup and working	

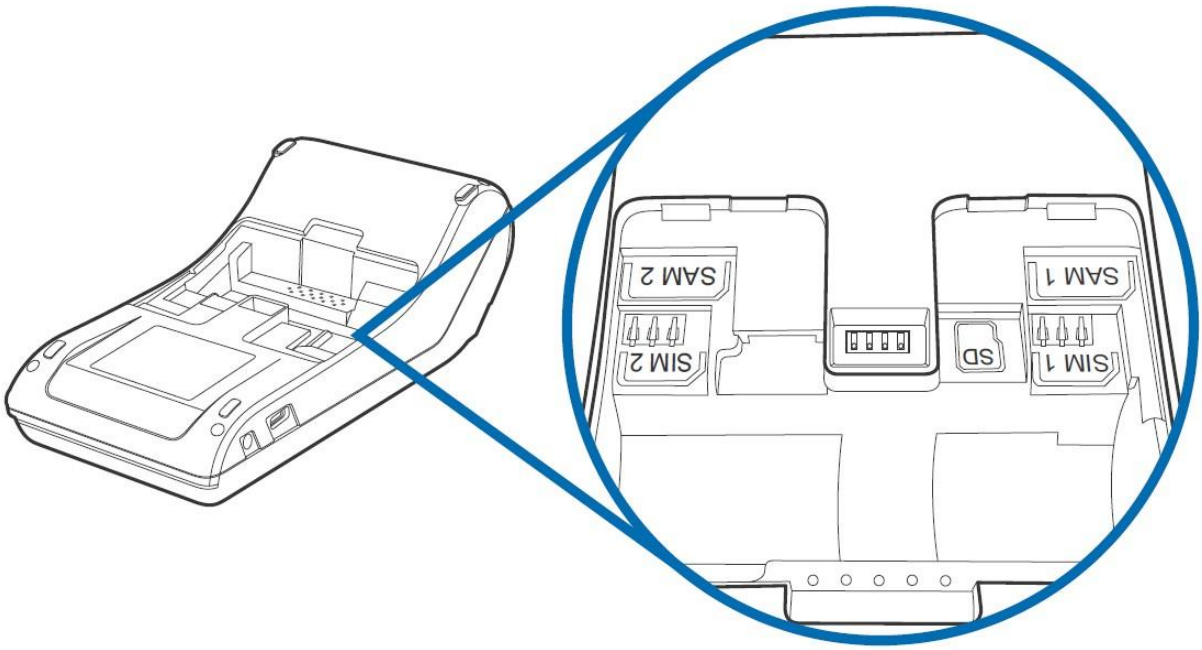
4.3 GPRS

The terminals come preconfigured with the SIM settings but if required to do a manual setup, the below section will cover how to set up GPRS on your device. Prior to following these steps ensure there is a valid SIM card in your device.

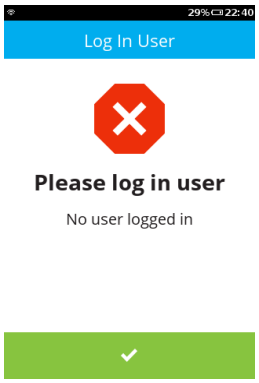
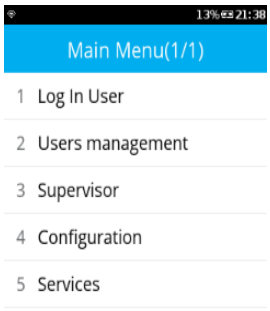
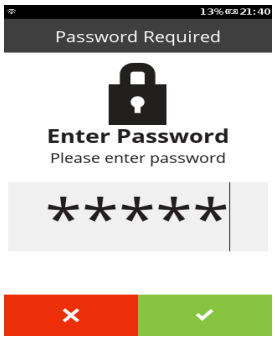
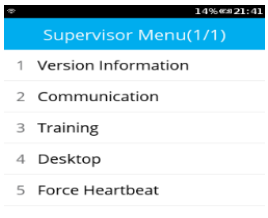
SIM LOCATION:

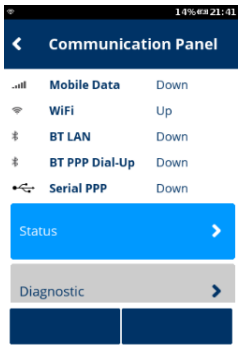
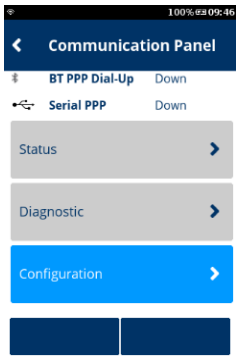
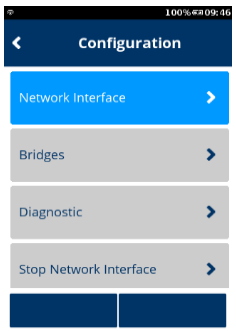
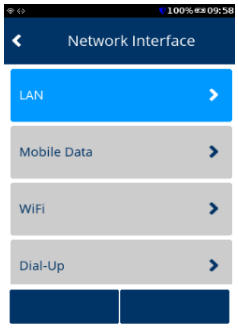
The rear side of the v240m+ device looks as shown in the below image and consists of:

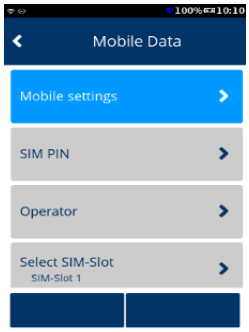
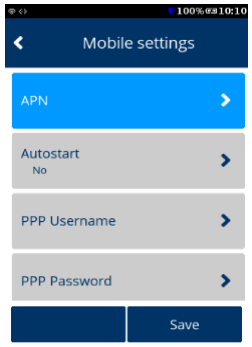
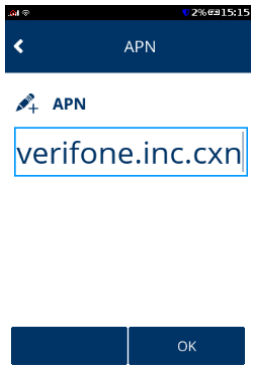
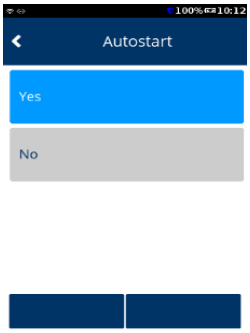
- A Micro SD card slot
- Single/Dual **MICRO** SIM Card compartment (Dual SIM is not supported hence only one SIM slot is active).

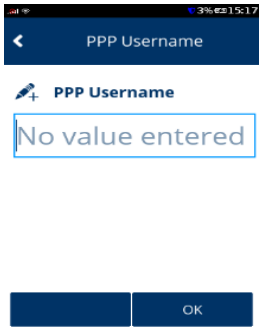
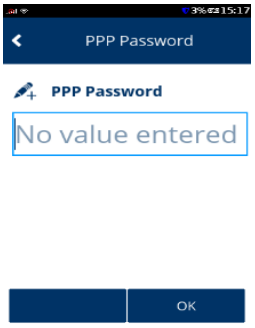
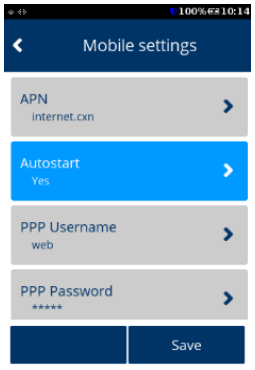
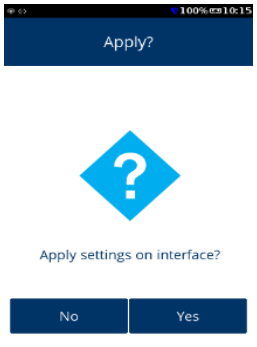


These instructions will provide the details for the Verifone default SIM cards:

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

Step	Instruction	Screen Information
5	In “Communication Panel” menu, slide the finger on the screen upward to view the remaining options.	
6	Select “Configuration” option. It should go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the network interface menu select “Mobile Data” option.	

Step	Instruction	Screen Information
9	In mobile data select “Mobile settings”	
10	In the mobile settings you will see the following screen	
11	Set the APN Verifone Telenor Sims - verifone.inc.cxn Verifone Mobius Sims – internet.cxn Verifone KPN Sims – mobius.m2m	
12	Set the auto start to yes if you need it to always be On	

Step	Instruction	Screen Information
13	Set PPP username Verifone Telenor Sims - Blank Verifone Mobius Sims – web Verifone KPN Sims – web	
14	Set PPP Password Verifone Telenor Sims - Blank Verifone Mobius Sims – web Verifone KPN Sims – web	
15	Press save	
16	Device will then ask if you'd like to apply these settings on your interface, select yes Your GPRS is now setup and working	

4.4 COMMUNICATIONS FALLBACK

Communications fallback is supported on the V240m+ in standalone mode only for WiFi, GPRS and Bluetooth communication types.
For example, if your WiFi connection is a primary connection and is lost, the next connection method available that has been setup (say GPRS) should be used to keep communications to Verifone gateway alive.
Regarding the recovery of lost communications, if your primary communication was set as WiFi and had been lost previous but came back available, then the terminal would look to re-connect to the primary communication method available.

This recovery of connectivity to the primary communication can occur before and during the transaction process (before authorisation to Verifone gateway takes place).

Communication Method Priority List - *Please note, this is a default configuration priority applied to all Engage terminal types*

Priority Order Number	Interface Type
1	LAN
2	USB
3	WIFI
4	BLUETOOTH
5	GPRS

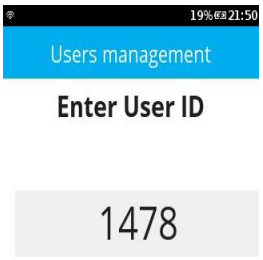
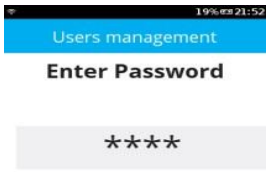
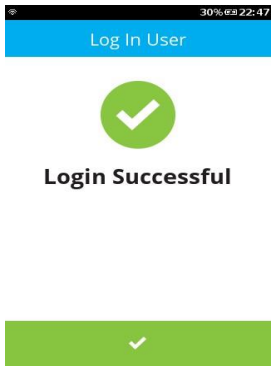
5 TRANSACTION PROCESSING

This section will cover the on-screen messages that you will see on the terminal in standalone mode. Please note messaging will be dependent on the settings enabled on the account and level of integration performed by your POS provider.

Note: when in integrated mode, this is handled by the POS.

5.1 USER LOGON

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “1” to go to the “Log In User” menu.	

Step	Instruction	Screen Information
3	Enter “User ID” and press “Enter” to continue.	
4	Enter “Password” and press “Enter” to continue.	
5	The device is now connecting the server.	
6	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	

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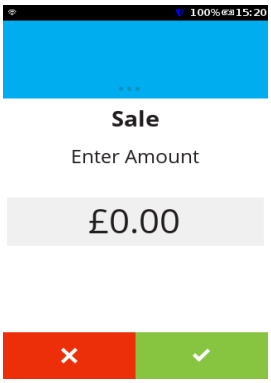
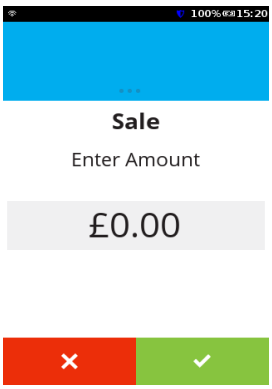
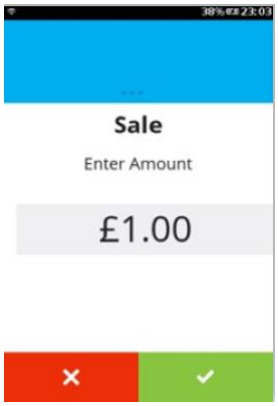
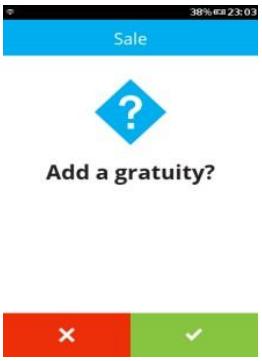
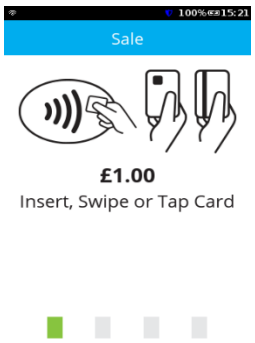
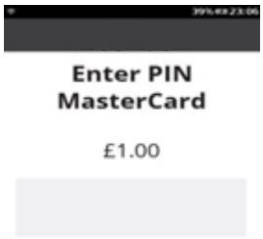
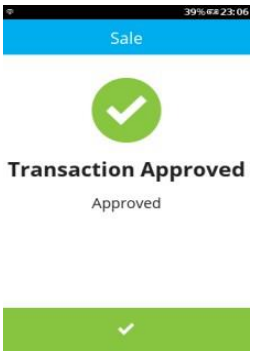
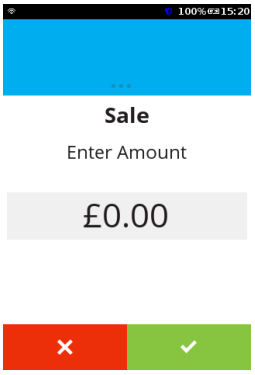
Step	Instruction	Screen Information
7	After the successful login, the device can accept the payment.	

5.2 SALE ICC

Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	

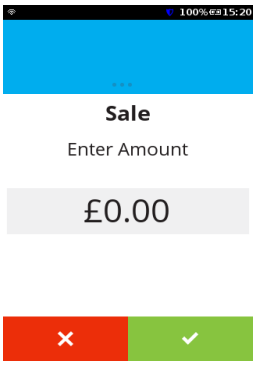
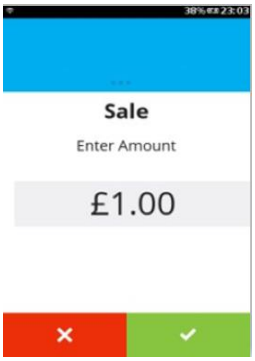
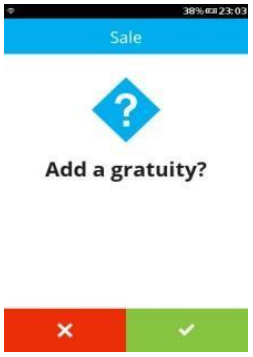
Verifone

Step	Instruction	Screen Information
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we have chosen ICC transaction.	
5	After the card has been inserted, the device will prompt for the PIN. Enter the PIN.	
6	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	

Step	Instruction	Screen Information
7	Remove the card as prompted.	
8	The terminal will display the printing message.	
9	Once complete the terminal will return to the main menu	

Note: The flow of Sale window for CTLS is same as the ICC with the exception that while using CTLS it will not be prompted for a PIN, instead when the card is presented and accepted it will go straight to authorizing.

5.3 SALE SWIPE

Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	

Step	Instruction	Screen Information
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a swipe transaction.	
5	After the card has been swiped the device will prompt for signature verification (at this point a merchant receipt will be printed with a box for a signature)	
6	You may see a screen where the terminal is “connecting”, this screen should only show for a couple of seconds while the terminal is establishing a connection.	
7	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	

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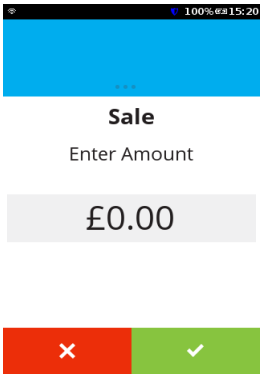
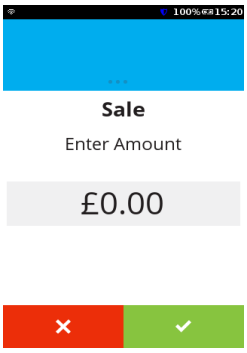
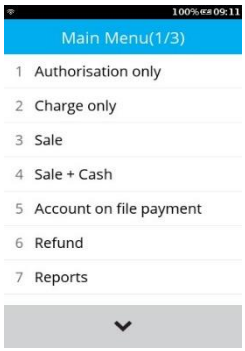
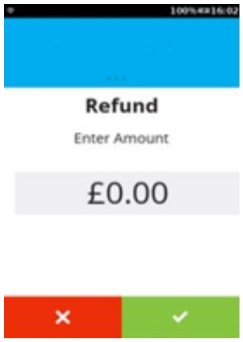
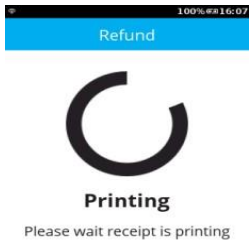
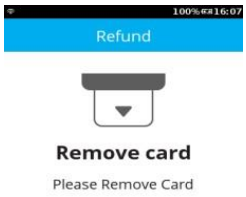
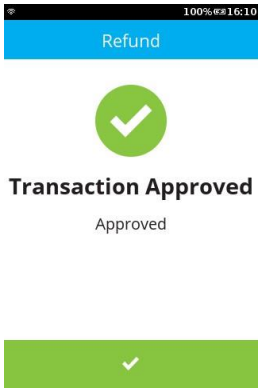
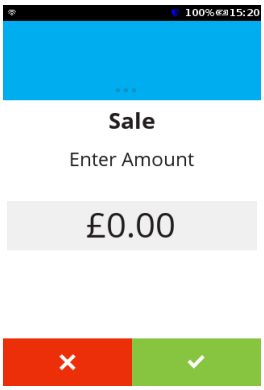
Step	Instruction	Screen Information
8	The terminal will display the printing message.	
9	When complete the terminal will return to the main menu.	

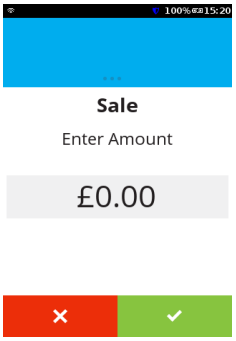
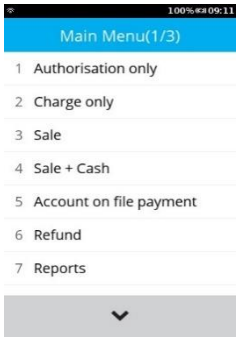
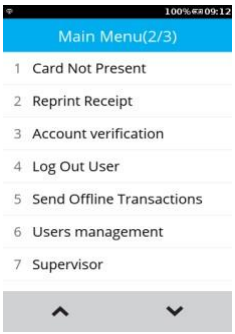
5.4 REFUND

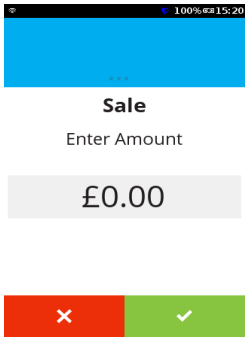
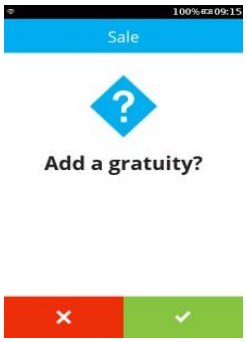
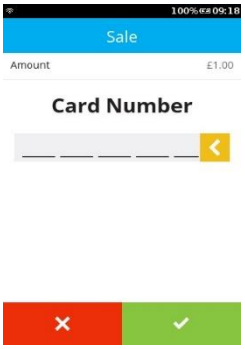
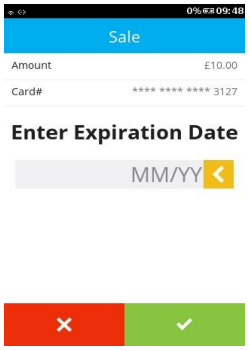
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Press “2” to select “Refund”.	
3	To initiate the refund transaction, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe or Insert. This example will follow Chip and PIN route.	

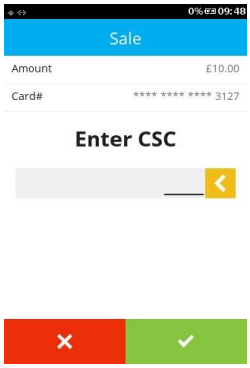
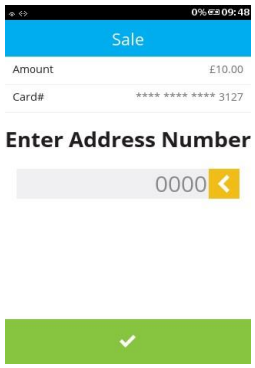
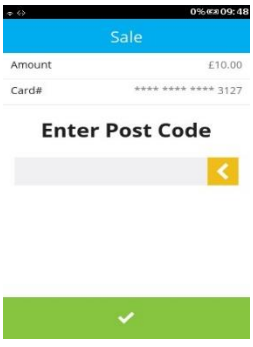
Step	Instruction	Screen Information
5	After the card has been inserted, the device will print the merchant receipt with signature prompt.	
6	Remove the card as prompted.	
7	Press the “Green” button or “Green Circle” button to confirm the signature matched or else “Red” button or “Red Cross” button to cancel the transaction.	

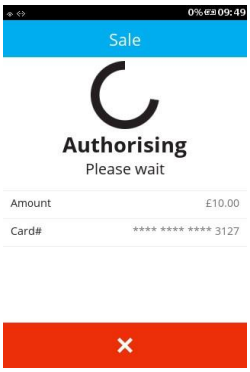
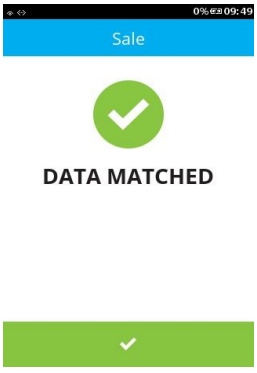
Step	Instruction	Screen Information
8	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
9	Once complete the terminal will return to the main menu.	

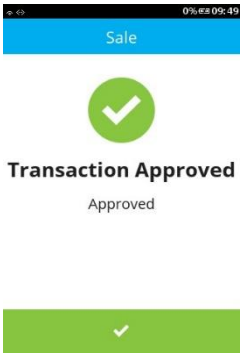
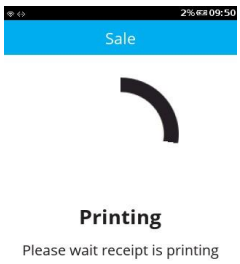
5.5 CUSTOMER NOT PRESENT – SALE TELEPHONE ORDER

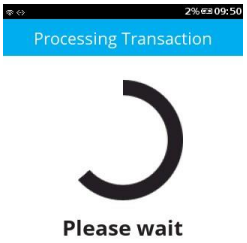
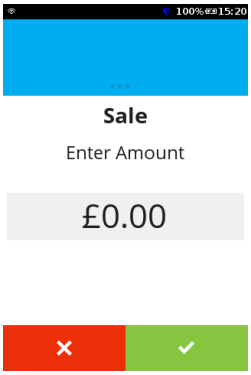
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	
4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Sale Telephone Order” was selected.	

Step	Instruction	Screen Information
5	To initiate the Sale payment, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
6	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	
7	Use the keypad to enter the Card Number and press “Enter” to continue.	
8	Enter “Expiry Date” and press “Enter” to continue.	

Step	Instruction	Screen Information
9	Enter “CSC” and press “Enter” to continue.	
10	Enter “Address Number” and press “Enter” to continue.	
11	Enter “Postcode” and press “Enter” to continue.	
12	The device is showing transaction’s processing status.	

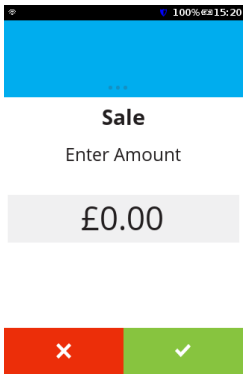
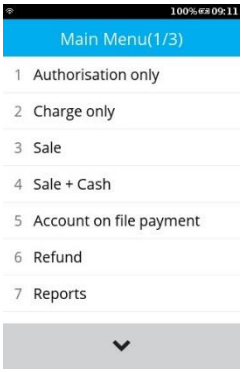
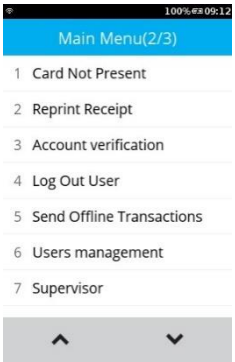
Step	Instruction	Screen Information
13	The device is showing transaction's authorising message.	
14	The device is showing transaction's authorising message.	
15	Press the "Green" button or "Green Circle" button to proceed or "Red" button or "Red Cross" button to cancel the transaction.	

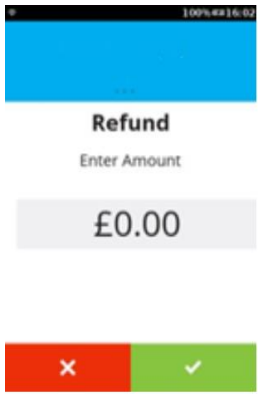
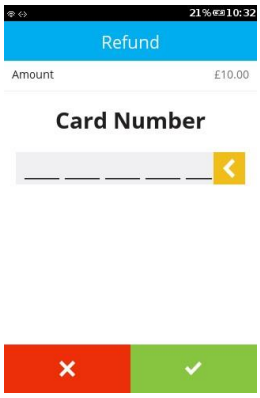
Step	Instruction	Screen Information
16	The device is now connecting the server.	
17	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
18	After the card has been inserted, the device will print the merchant receipt with signature prompt.	

Step	Instruction	Screen Information
19	The device is showing the transactions processing status.	
20	When complete the terminal will return to the main menu.	

NOTE: SALE Mail Order remains same as the SALE telephone Order except that the CVV/CV2 is not prompted for on Mail order transactions

5.6 CUSTOMER NOT PRESENT – REFUND TELEPHONE ORDER

Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	

Step	Instruction	Screen Information
4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Refund Telephone Order” was selected.	
5	To initiate the refund, enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
6	Use the keypad to enter the Card Number and press “Enter” to continue.	

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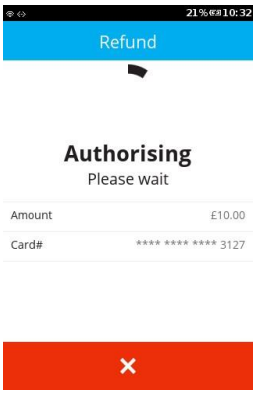
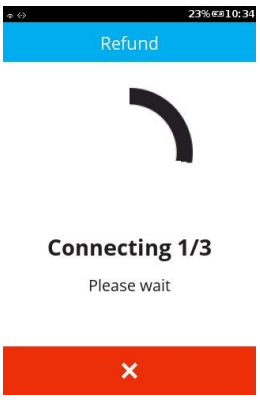
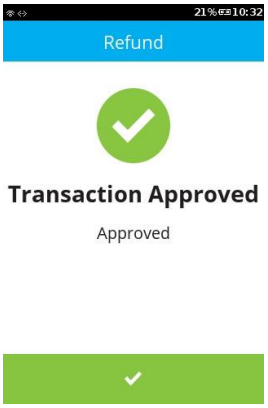
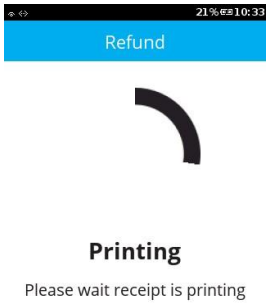
Step	Instruction	Screen Information
7	Enter “Expiry Date” and press “Enter” to continue.	
8	The device is now connecting the server.	
9	The device is showing transaction’s authorising message.	

Step	Instruction	Screen Information
10	The device is now connecting the server.	
11	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
12	After the card has been inserted, the device will print the merchant receipt.	

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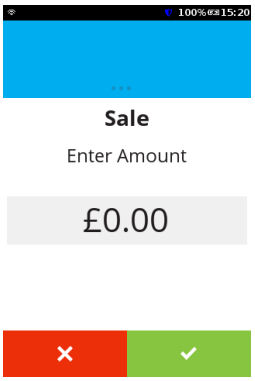
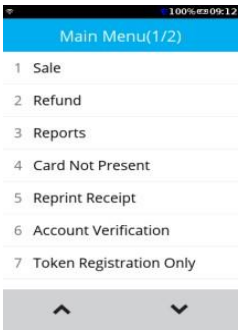
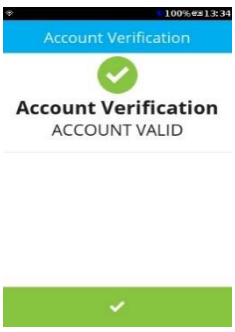
Step	Instruction	Screen Information
13	When complete the terminal will return to the main menu.	

NOTE: REFUND Mail Order remains same as the REFUND Telephone Order except that the CVV/CV2 is not prompted on Mail order transactions

5.7 ACCOUNT VERIFICATION

Step	Instruction	Screen Information
1	Access the main menu via the * key, you should see the option of account verification if enabled.	
2	Terminal will prompt for the user to insert, swipe or tap the card. For this example we will swipe the card.	
3	If enabled, you may be prompted for account on file	
4	Account verification should be authorised and will show an auth code on screen.	

Step	Instruction	Screen Information
5	A merchant receipt will be printed with a space for signature	
6	You will be prompted to validate the signature	
7	The customer receipt will then be printed and the terminal will return back to the idle screen	

6 FREQUENTLY ASKED QUESTIONS

This chapter lists typical problems that may occur while operating a V240m+ device and the appropriate corrective action. If the problem persists – even after performing the outlined guidelines, or if the problem is not described, contact your merchant helpdesk for assistance *N.B. The V240m+ device 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 the merchant helpdesk. Service conducted by parties other than authorized Verifone representatives may void any warranty.*

Q: Blank Display
A: Use the following steps to check the display panel: -

1) Check all the cable connections.
2) Check the terminals power supply to be sure the outlet is supplying sufficient power, also check the power save option as this may dim/turn off the display depending on what is set.
3) Substitute the terminals power supply unit with another identical one if available. Contact the merchant helpdesk for assistance with this. Also check the power saver option
4) The terminals application program might not be loaded correctly. Contact your Merchant Helpdesk for support.
5) Press the Green button to turn ON the terminal.
6) If the problem persists, Contact your Merchant Helpdesk for support.

Q: Keypad Does Not Respond
A: Use the following steps to check the keypad: -

1) Check the display panel. If there are no characters, or the wrong characters are displayed, refer to Blank Display.
2) If the problem persists, contact your Merchant Helpdesk.

Q: Transactions Fail to Process
A: There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

1) Perform a test transaction using one or more different cards to ensure the problem is not a defective card.
2) Ensure that the card is being inserted/swiped/tapped the correct way. Refer to the Transaction section of this manual for more information.
3) Check for communication/connection errors. (Please refer to the icons section to understand if it is up or not.)
4) If the problem persists, contact your Merchant Helpdesk.

Q: Do the PEDs support the WPA Enterprise
A: Yes, the IT department will need to be involved and the PED will automatically recognise a WPA-E SSI

7 CONTACT DETAILS

VERIFONE U.K Ltd.

3 Roundwood Avenue
Stockley Park
Uxbridge
UB11 1AF

MERCHANT HELPDESK

T: 0333 323 6677
E: Ocius.helpdesk@verifone.com

Monday – Saturday – 08:00 – 20:00
Sunday – 10:00 – 17:00
Bank Holidays – 08:00 -20:00
Closed Christmas Day.

TECHNICAL SERVICES

T: 0333 323 6667
E: uk.techservices@verifone.com

Monday – Friday 09:00 – 17:30
Saturday & Sunday – Closed
Bank Holidays - Closed

CUSTOMER SERVICES

T: 0333 323 6676
E: ocius.customer.services@verifone.com

Monday – Friday – 09:00 – 17:30.
Saturday & Sunday – Closed.
Bank Holidays - Closed.

SALES ENQUIRIES

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