

Victa Register Installation Guide

Verifone Part Number: DOC573-013-EN-A, Revision A00.1



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Vista Register Installation Guide
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Preface

Audience	5
Organization	5
Related Documentation	5
Conventions	6

1. Device Overview

.....	7
-------	---

2. Specifications

3. Accessories

Accessories	11
-------------------	----

4. Device Setup

Environmental & Safety Guidelines.....	13
PIN Protection Measures	13
Inside the Shipping Carton	14
To Unpack the Shipping Carton.....	14
Inspecting the Features of the Unit.....	15
Built-in Biometrics	15
Installing Micro SIM and or SAM Cards	15
Establishing Connections	16
Connecting to Victa Lane	17
Connecting Victa Register to a Power Source.....	17
To Connect Victa Register to a Power Source.....	17
Connecting to the Peripheral Devices	18
Connecting to the Peripheral Devices through Dongle	19
Victa Register Transactions	20

5. Service and Support

Returning a Device for Service.....	22
-------------------------------------	----

6. Troubleshooting Guidelines

Device Does not Start.....	24
Blank display	25

Transactions fail to process 25

 Checking Magnetic Card reader 25

 Checking Smart Card reader 25

 Checking CTLS reader 25

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Preface

This guide is the primary source of information for setting up the Victa Register.

Audience

This guide is intended for the users involved in the installation of the Victa Register.

Organization

This guide is organized as follows:

- Chapter 1, [Device Overview](#). Provides an overview of the Victa Register.
- Chapter 2, [Specifications](#). Discusses power requirements, dimensions, and other specifications of the Victa Register.
- Chapter 3, [Accessories](#) - Provides the range of accessories and cables with corresponding part numbers.
- Chapter 4, [Device Setup](#). Explains the setup and installation, selecting a location, and establishing connections.
- Chapter 5, [Service and Support](#). Provides information on how to contact your local Verifone representative or service provider and information on how to order accessories or documentation from Verifone.
- Chapter 6, [Troubleshooting Guidelines](#). Provides troubleshooting guidelines.

Related Documentation

To learn more about the Victa Register, refer to the following document associated with the Verifone Part Number (VPN).

Victa Register QIG

VPN DOC573-014-EN

Conventions

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

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

1. Device Overview

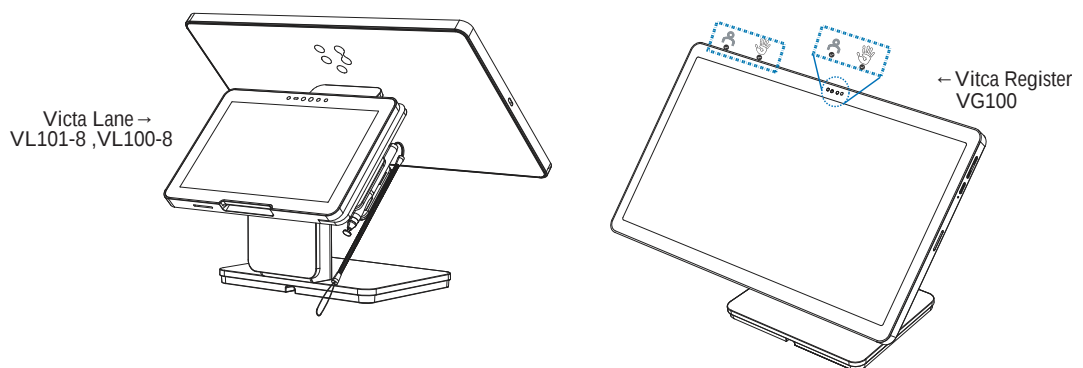
VeriFone Vicia Register is a modern, all-in-one POS solution. Complementing this is VeriFone Vicia Lane, a customer-facing screen with built-in biometrics (Facial Recognition and Palm Vein Reading) for secure, seamless payments, including all three card payment types: Contactless, Smart Card and Magstripe readers. Powered by an octa-core processor, VeriFone Vicia Register is ideal for high-traffic, security-focused environments. Vicia Register supports two modes: Dual Screen Mode and Split Screen Mode.

Dual Screen Mode - Vicia Register supports a dual-screen mode where the Vicia Lane is mounted to the same pedestal as the Vicia POS.

Split Screen Mode - Vicia Register supports a split-screen mode where the Vicia Lane is cabled to the pedestal, allowing the Vicia Lane to be located closer to the end customer.

The Vicia Register supports VeriFone's estate management services, enabling clients to remotely monitor and update their payment devices. Vicia Register supports Bluetooth and Wi-Fi connectivity, as well as Ethernet and USB communications.

The VeriFone payment device supports all payment methods, including magnetic stripe, EMV, and NFC/contactless reader, along with popular mobile wallets like Apple Pay, Google pay, and Samsung Pay.



Effortless Setup

A true plug-and-play solution, the system is designed for rapid deployment with minimal effort, reducing downtime and enabling businesses to get started right away.

Seamless Checkout with Biometric Payment

Integrated biometric authentication adds an extra layer of convenience and security, allowing customers to pay effortlessly while reducing fraud risks.

Instant Digital Receipts

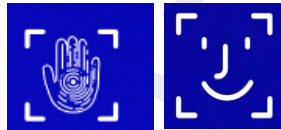
NFC-enabled technology delivers receipts directly to customers' devices in real time, eliminating paper waste and improving record-keeping.

Power and Performance

Engineered for speed and reliability, the system offers robust performance to handle peak business hours and complex operations without compromise.

Biometric Identity

Biometric identity enables fast, secure face and palm authentication built for speed and reliability. Customers can check in, access loyalty rewards, and pay instantly using biometrics linked to their card or account. It streamlines user experience with fast, secure authentication.



2. Specifications

This chapter lists the power requirements and other specifications of the VICTA Register.

	Merchant Facing Display (VICTA POS)	Customer Facing Display (VICTA Lane)
OS	* Powered by Android™ 14, GMS Certified	- VeriFone Secure OS - VAOS based on *Android™ 13
Display	1920 × 1080 FHD 14" Color Capacitive Multi-Touch	1280 × 800 HD multi-touch screen 8" Color LCD with Capacitive Multi-Touch
Memory	8GB RAM 64GB Flash	4GB RAM 32GB Flash
Processor	SM6225 Octa-Core A73@2.4GHz	QUALCOMM SM6225 Octa-Core A73 @2.4GHz
Multimedia	- Speaker - Microphone - Micro SD Slot	- Speaker, Buzzer - Headset Jack - Microphone - Haptics
Camera	Front 5MP Fixed Focus	- Front: 5 MP auto-focus - Bottom: 2 MP
Card Readers	-	Triple Track MSR / Smart Card Reader / Contactless Card Reader
SIM	- eSIM - X1 SIM	
Accessibility	-	Navigator Hardware and Software
Scanner	-	Downward-facing QR code scanner
Power	12V 4A, 48W via Charging Adaptor	USB Type-C

	Merchant Facing Display (Vista POS)	Customer Facing Display (Vista Lane)
Certifications	GMS Certified	EMV L1 & L2 / EMV Contactless L1, MasterCard Contactless / MasterCard TQM / VISA payWave / American ExpressPay / Interac
Environment	- Operating temperature: -5°C to 50°C - Storage temperature: -20°C to 60°C - Relative humidity: 5%-90% non-Condensing	- Operating temperature: -5°C to 50°C - Storage temperature: -20°C to 60°C - Relative humidity: 5%-90% non-Condensing
Connectivity	2G/3G/4G LTE CAT4 - DB Wi-Fi AC - Bluetooth V5.0 with BLE	Connectivity via USB cable

* Android is a trademark of Google LLC.

VG100 Communication

- Bluetooth 5.0 (2402-2480 MHz)
- WLAN 2.4 GHz (2400-2483.5 MHz) + 5 GHz (5180-5825 MHz), 802.11 a/b/g/n/ac
- GNSS support
 - GPS: 1574.4-1576.4MHz
 - GLONASS: 1597.5-1605.9MHz
 - BDS: 1559.1-1563.1MHz
 - Galileo: 1573.4-1577.5MHz
- WAN support
 - EM SKU:
 - GSM 850/900/1800/1900 MHz
 - WCDMA B1/2/4/5/8
 - LTE-FDD: B1/2/3/4/5/7/8/10/20/28/66
 - LTE-TDD: B38/40/41
 - NA SKU:
 - WCDMA B2/4/5
 - LTE-FDD: B2/4/5/7/12/13/14/17/25/26/66/71
 - LTE-TDD: B41

3. Accessories

VICTA Register supports the following accessories which can be ordered separately:

- Printer
- Cash Drawer
- Barcode Scanner
- VICTA Lane Base - Customer Facing Payment Base Mount (Split Screen Mode)
- Stylus and Holster

Accessories

576-100-01-A	DONGLE, GREEN DO, ETH, USB TYPE-A X2, TYPE-C X2
SUB576-003-01-A	SUB ASSY, VICTA LANE BASE
CBL576-001-02-A	CABLE, 2M VICTA REGISTER, GREEN CABLE
CBL576-002-01-A	CABLE, 1M VICTA REGISTER, BASE CABLE
PWR576-001-01-A	PS, 100-240VAC, 12VDC/4A/48W, US, WM, 2M, SCREW LOCKING USBC STRAIGHT
PPL573-010-01-A	HOLSTER, VICTA LANE STYLUS
STY573-001-01-A	STYLUS, VICTA LANE CAPACITIVE
PPL576-016-01-A	DECO COVER, FOR VICTA LANE, PEDESTAL
MET573-002-01-A	SIM EJECTOR, VICTA LANE
Printer	M573-P05-00-WWA

Cash Drawer	• Black: MSC000-032-01-A • White: MSC000-032-02-A
Barcode Scanner	• Black: BCR414-209-02-A • White: BCR414-209-01-A

VL101-8,VL100-8 Integrated Contactless Reader

- ISO 14443/4 Types A and B, ISO 18092, EMV

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4. Device Setup

This chapter describes the setup procedure for the Victa Register in the following sections:

- [Environmental & Safety Guidelines](#)
- [PIN Protection Measures](#)
- [Inside the Shipping Carton](#)
- [Inspecting the Features of the Unit](#)
- [Built-in Biometrics](#)
- [Establishing Connections](#)
- [Victa Register Transactions](#)

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
 - Victa Register
 - Cables
 - Adapter
 - Green Dongle
 - Deco Cover
 - Stylus and Holster
 - 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.



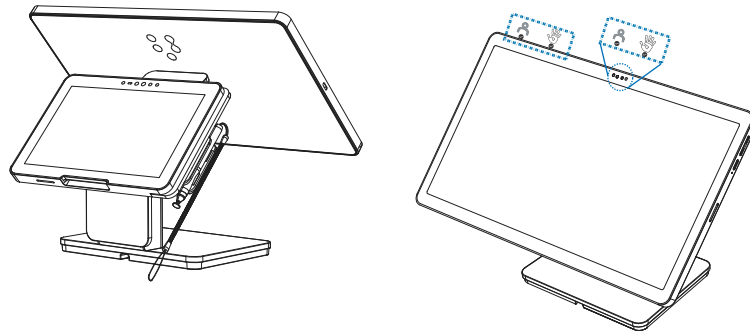
Do not use a tampered or damaged unit. The device is equipped with tamper-evident labels. If you observe any damage to a label or component, promptly inform both the shipping company and your VeriFone service provider.

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 Vista Register



Built-in Biometrics

VeriFone Vista Lane is a customer-facing screen with built-in biometrics (Facial Recognition and Palm Vein Reading) for secure, seamless payments, which includes all three card payment types: Contactless, Smart Card, and Magstripe readers.

LEDs, Cameras, and Sensors

Front panel of the customer facing display has the built-in biometric module which has the following indicators:

- 2 White LEDs for enhanced palm imaging
- 2 IR LEDs for palm vein detection
- dToF sensor for depth measurement
- RGB and IR Cameras for accurate facial and palm recognition

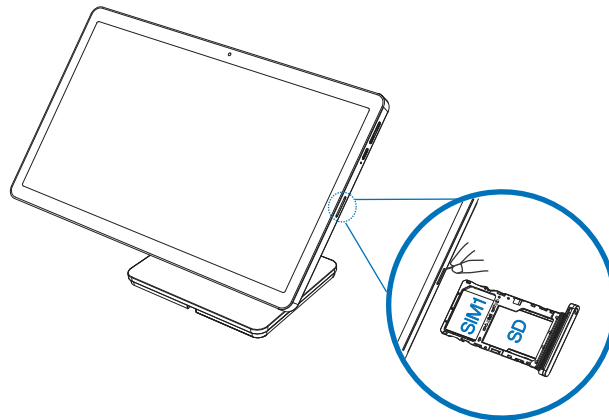
Installing Micro SIM and or SAM Cards

To install a SIM (Subscriber Identity Module) and/or SAM (Security Access Module) card in the Vista Register, 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



CAUTION

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

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

Establishing Connections

Following are the supported connections:

- 1 x USB-C port, with locking screw, to support Split Screen Mode, to power the Victa Lane.
- **Power Supply:**
 - 1 x USB-C port, with locking screw, to connect to DC Power
 - Connectivity to the Green Dongle is optional depending on the use case.
- **Peripheral Devices:**
 - 1 x USB-A port for peripheral devices (Printer, Scanner).
 - Connect one end of the green cable to the Victa Register and the other end to the green dongle. Then, plug the USB from the dongle to the peripheral devices.

Connecting to Victa Lane

Following are the steps to connect the cables that are coming out from the Merchant Facing Display to the Customer Facing Display.

- Connect USB cable with a locking screw from merchant facing display to power the customer facing display (Victa Lane).

Connecting Victa Register to a Power Source

Following are the two ways to connect Victa Register to the power source:

- Connecting to the USB-C port, with locking screw, to connect to DC Power supply directly.
- Connecting USB-C to Green Dongle.



CAUTION

- Do not connect the device to the power supply until all peripherals are attached.

Ne connectez pas l'appareil à l'alimentation électrique tant que tous les périphériques ne sont pas connectés.

- Using an incorrectly rated power supply can damage the unit or cause it not to work properly. See [Specifications](#) for detailed power supply specifications.

- *L'utilisation d'une alimentation électrique mal dimensionnée peut endommager l'appareil ou entraîner son dysfonctionnement. Consultez les spécifications pour plus de détails sur l'alimentation. Disconnecting power during a transaction can also cause unsaved data files to be lost.*

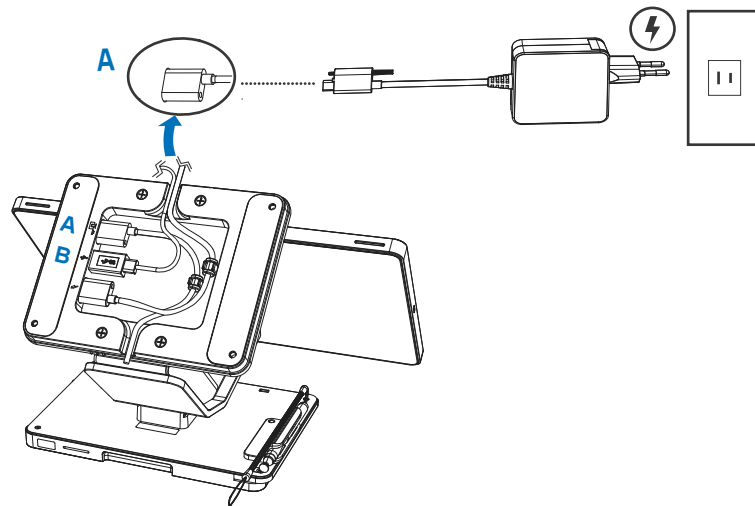
La déconnexion de l'alimentation pendant une transaction peut également entraîner la perte de fichiers de données non enregistrés.

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

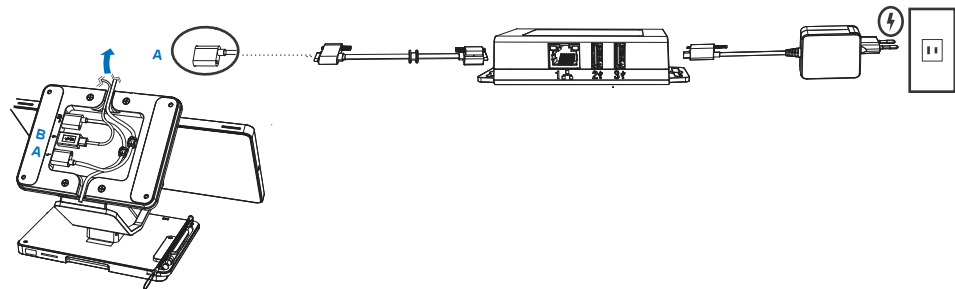
Verifone recommande d'installer un parasurtenseur pour se protéger contre d'éventuels dommages causés par la foudre et les surtensions électriques.

To Connect Victa Register to a Power Source

- 1 Connect one end of the USB cable with locking screw to the Victa Register and the other end directly to the power supply.



- 2 Connect one end of the green cable to the Victa Register and the other end to the green dongle. Then, attach the tethered USB-C PSU cable to the dongle, and plug the opposite end into an AC power outlet.

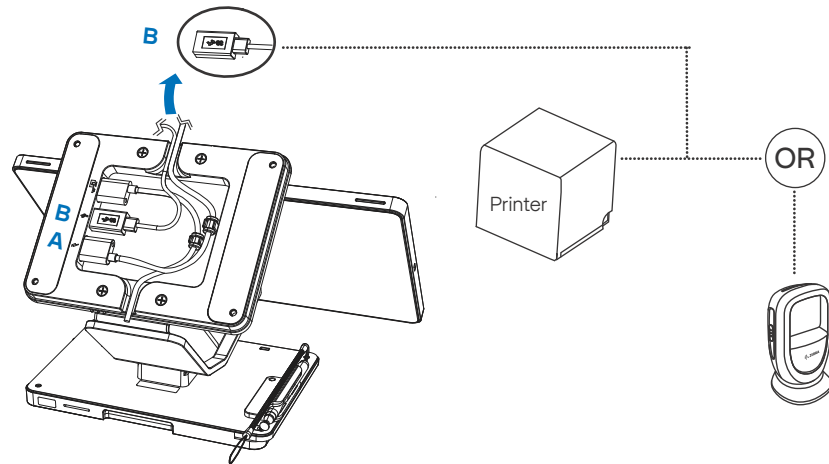


Connecting to the Peripheral Devices

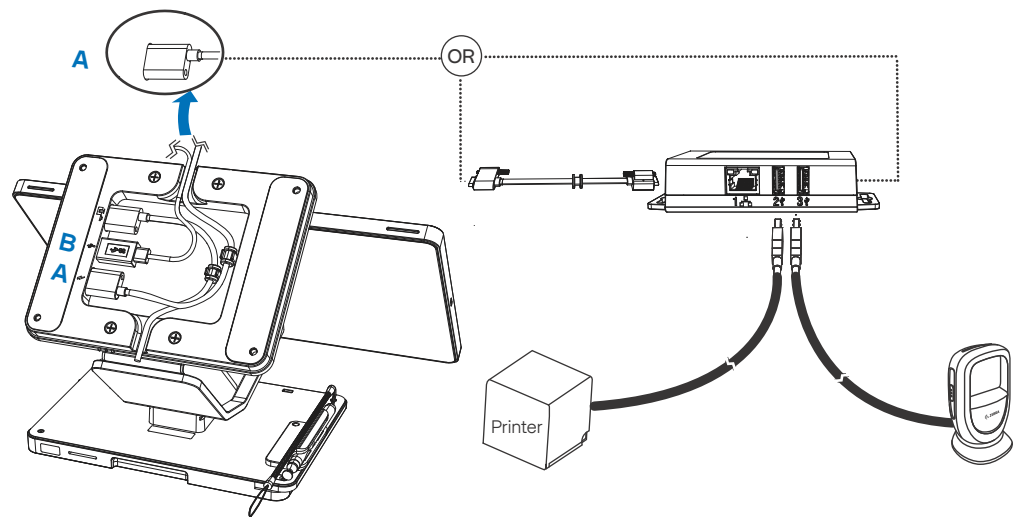
Following are the steps to connect the cables that are coming out from the Victa Register to the peripheral devices.

- 1 Locate the USB-A port on the Victa Register.
- 2 Insert one end of the USB-A cable into the Victa Register's USB-A port.
- 3 Connect the other end of the cable to the peripheral device (e.g., barcode scanner).

- 4 Ensure the connection is secure on both ends.



- 5 Connect one end of the green cable to the Victa Register and the other end to the green dongle. Then, plug the peripheral devices to the dongle's USB slots.



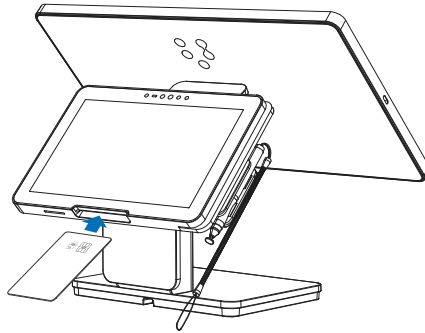
Connecting to the Peripheral Devices through Dongle

- 1 Locate the USB slots on the green dongle.
- 2 Connect one end of the green cable to the Victa Register.
- 3 Attach the other end of the green cable to the green dongle.
- 4 Plug the USB connector from the dongle into the desired peripheral device (e.g., printer or scanner).
- 5 Ensure all connections are secure before powering on the devices.

Victa Register Transactions

Transaction Type

Insert



Victa Register

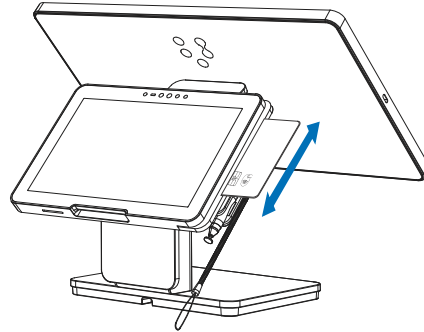
A smart card reader integrated into the front of the device to process smart card-based debit or credit transactions.

To proceed with an EMV transaction:

- Insert the smart card into the reader slot.
- Ensure the contacts on the smart card are facing upward.
- Insert the card smoothly and continuously until it sits firmly.
- Wait for the application to signal a completed transaction before removing the card.
- Note that premature card removal may invalidate the transaction.
- EMV transactions support both credit and debit card transactions using the specified procedure.

Transaction Type

Swipe



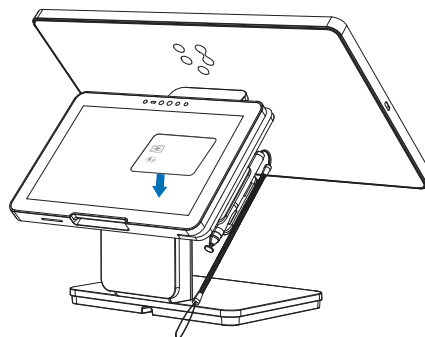
Vista Register

A magnetic card reader is built into the device that allows debit or credit card transactions. For proper magnetic swipe card reading, insert the card from the side of the device.

Follow the steps to use the magnetic stripe card:

- Position the card with the magnetic stripe facing backward or downward.
- To ensure a proper read, insert the magnetic card from the side of the device.
- Swipe the card through the magnetic card reader.
- If using a smart card, insert the card and follow the on-screen instructions before removing it.
- This process allows for the utilization of both magnetic stripe and smart cards with the device.

CTLS



The device supports contactless credit or debit card transactions.

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

5. Service and Support

The Victa Register 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 Register device to be returned:
 - Product ID, including the model and part number. For example, "Victa Register" and "Mxxx-xxx-xx" and "PTID xxxxxxxx."
 - Serial number (S/N nnn-nnn-nnn)
- 2 Obtain the MRA number(s) by completing one of the following:
 - Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.
 - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M. to 8 P.M., Eastern Time.
 - Give the MRA representative the information you gathered in [Step 1](#).
 - Complete the Inquiry Contact Form at <https://www.verifone.com/en/us/contact-us>.
 - Address the Subject box to "Verifone MRA Dept."

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



NOTE

Each Victa Register 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 Register.
 - 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 Register 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 Register device).

6. Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are to assist you in successfully installing and configuring your Victa Register. If you have problems operating your Victa Register, please read through these troubleshooting examples.

If the problem persists even after performing the outlined guidelines or if the problem is not described below, contact your local Verifone representative for assistance. Typical examples of malfunctions you may encounter while operating your Victa Register and steps you can take to resolve them are listed.



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

Using an incorrectly rated power source can damage the unit or cause it to malfunction.

See [Specifications](#) for power source information.

L'utilisation d'une source d'alimentation mal évaluée peut endommager l'appareil ou provoquer un dysfonctionnement.

Voir Spécifications pour plus d'informations sur la source d'alimentation.

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, contact your local Verifone representative for assistance.

Blank display

When the device display is blank:

- If the device display is dark, tap the screen with the stylus or your finger. If the unit was in screen-saver mode, the screen will turn on when touched.
- If the display does not show correct or readable information, check all cable connections. If the problem persists, contact 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 Magnetic Card reader

To check the magnetic card reader:

- 1 Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.
- 2 Ensure that you are swiping cards correctly.
- 3 If the problem persists, reach out to your local Verifone representative.

Checking Smart Card reader

To check the smart card reader:

- 1 Execute a transaction using various smart cards to eliminate the possibility of a faulty card.
- 2 Verify that the card is inserted correctly.
- 3 If the issue persists, get in touch with your local Verifone representative.

Checking CTLS reader

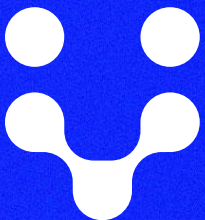
To check the CTLS reader:

Ensure that there is no obstruction between the contactless logo and the card, that is in between the contactless reader and the actual card itself to perform a smooth transaction.

Verifone
New York, USA



www.verifone.com



Thank you!

Verifone is a leading global payments technology provider trusted by the world's top brands.

Verifone powers the boundless payments grid, enabling distinctive commerce experiences for merchants, fintech companies, and financial institutions wherever commerce happens. By combining a flexible platform, an open ecosystem of 2,500+ integrations, and four decades of payments expertise, Verifone eliminates payment complexity and expands what's possible across every payment channel. Each year, Verifone processes \$8 trillion in transaction value across 165+ countries around the world, helping businesses of all sizes to grow without limits.

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