

Victa Lane Installation Guide

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Vista Lane Installation Guide
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Contents

Preface

Audience	5
Organization	5
Related Documentation	5
Conventions	6

1. Device Overview

Features and Benefits.....	8
Ease of Use	8
Performance and Durability.....	8
Seamless Checkout with Biometric Payment	8
Biometric Identity.....	8
Security.....	8

2. Device Setup

Environmental & Safety Guidelines.....	10
PIN Protection Measures	10
Inside the Shipping Carton	11
Unpacking the Shipping Carton.....	11
Periodic Inspection	12
Device Features	13
Built-in Biometrics	14
Haptic Feedback	14
NFC-enabled Digital Receipts	15
Installing Micro SIM/SAM/SD Card	15
Establishing Connections	16
Connecting Victa Lane to a Power Source.....	16
To Connect Victa Lane to a power source	18
Connecting Victa Lane to Peripherals	18
Victa Lane	
Wi-Fi/BT Support.....	19
Bluetooth Support.....	19
Victa Lane	
Transactions20	

Insert	20
Swipe	21
CTLS	21

3. Specifications

Processor	22
Temperature	22
Humidity	22
Display	22
External Dimensions	22
Magnetic Card Reader	22
Primary Smart Card	22
SIM/SAM Card Reader	22
SD Card Reader	22
Integrated Contactless Reader	23
Memory	23
Audio Interface	23
Security	23

4. Maintenance and Cleaning

General Care	24
Cleaning & Sanitizing Guidelines	24
Cleaning Instructions	25

5. Accessories

Accessories	26
-------------------	----

6. Service and Support

Returning a Device for Service	27
--------------------------------------	----

7. Troubleshooting Guidelines

Device Does Not Start	29
Blank Display	30
Transactions Fail to Process	30
Checking Magnetic Card Reader	30
Checking Smart Card Reader	30
Checking CTLS Reader	30

Preface

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

Audience

This guide is intended for the users involved in the Victa Lane device installation.

Organization

This guide is organized as follows:

- Chapter 1, [Device Overview](#). Provides an overview of the Victa Lane device.
- Chapter 2, [Device Setup](#). Explains setup and installation of the device, selecting location, and establishing connections with other devices.
- Chapter 3, [Specifications](#). Discusses power requirements and dimensions of the device.
- Chapter 4, [Maintenance and Cleaning](#). Explains how to maintain the device.
- 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: [Accessories](#)- Provides the range of accessories with corresponding part numbers.
- Chapter 7, [Troubleshooting Guidelines](#). Provides troubleshooting guidelines.

Related Documentation

To learn more about the Victa Lane, refer to the following documents associated with the VeriFone Part Numbers (VPNs).

Victa Lane Certifications and Regulations VPN DOCXXX-XXX-EN

Victa Lane Quick Installation Guide VPN DOCXXX-XXX-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

Vista Lane is VeriFone's next-generation payment device that combines cutting-edge design with unmatched security and flexibility available in two powerful variants, Android OS and Linux-based VAOS/VOS3. Its sleek display is powered by advanced biometric authentication, including Facial Recognition and Palm Vein technology, delivering secure, frictionless payments across all card types: contactless, EMV, and magnetic stripe.

Seamlessly integrated with VeriFone's estate management platform, it empowers businesses to remotely monitor, update, and manage their devices with ease and efficiency.

Connectivity is equally powerful, offering versatile options such as Bluetooth, Wi-Fi, Ethernet, and USB to adapt to any environment. Beyond traditional payment methods, Vista Lane provides the convenience of mobile wallets, including Apple Pay, Google Pay, and Samsung Pay, putting speed and choice directly in customers' hands.



Features and Benefits

Following are the features and benefits of the Victa Lane device.

Ease of Use

- 8" LCD (Liquid Crystal Display) for unlimited application possibilities and easy readability under various lighting conditions.
- Touchscreen for icon-based applications or electronic signature capture support.
- Bi-directional magnetic stripe card reader with an extended blade for optimal card reading.
- Audio jack to facilitate accessibility for the visually impaired.

Performance and Durability

- Fast transactions due to powerful Quad-core ARM (Advanced RISC Machine) Cortex-A53 64-bit CPU (Central Processing Unit).
- [Rounded corners and drop resistant to less than 75cm on a concrete floor to minimize breakage.](#)
- IP53 rating when the terminal is mounted on stand.

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.

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.



Security

- Broad spectrum of software-based security features including tamper-sensing circuitry to detect an unauthorized intrusion.

- PCI (Payment Card Industry)-PTS (PIN Transaction Security) 7.X for debit and other PIN-based transactions.
- EMV (Europay, MasterCard and Visa Standard) Level 1 Type.
- Supports reliable security features including TLS (Transport Layer Security), VeriShield file authentication, and VeriShield Protect to help prevent fraud and other intrusions.

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2. Device Setup

This chapter describes the device setup procedure for the VICTA Lane in the following sections:

- [Environmental & Safety Guidelines](#)
- [PIN Protection Measures](#)
- [Inside the Shipping Carton](#)
- [Device Features](#)
- [Installing Micro SIM/SAM/SD Card](#)
- [Establishing Connections](#)
- [VICTA Lane Wi-Fi/BT Support](#)
- [VICTA Lane 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 keypad 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 so that it is angled in such a way that PIN spying is difficult.
- Position in-store security cameras so that the PIN entry keypad is not visible.
- This risk of shoulder-spying during PIN entry can be significantly reduced by installing the optional approved privacy shield.

- Verifone also recommends instructing the cardholder regarding safe PIN entry or using the Privacy Shield for secure PIN entry by installing a Privacy Shield (optional).

Inside the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The device is a secure product. Tampering causes it to cease to function or to operate in an unsecure manner.

Unpacking the Shipping Carton

To unpack the shipping carton:

- 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:
 - Device
 - Stylus
 - Holster
 - Sim tray ejector pin



NOTE

Power supply and connectivity cables are part of additional accessories that can be ordered separately.

Refer to [Accessories](#) section for part numbers and for ordering the required accessories.

- 5 Remove all paper wrapping from the device and components.
- 6 Remove the clear protective film from the display.
- 7 Inspect the terminal for possible tampering; see how to identify signs of tampering in the section [Periodic Inspection](#).

- 8 Save the shipping carton and packing material for future repacking or moving of the device.



Do not use a unit that has been tampered with or otherwise damaged. This unit comes equipped with tamper-evident labels. If a label or component appears damaged, immediately notify the shipping company and your Verifone representative or service provider.

N'utilisez pas un appareil qui a été altéré ou autrement endommagé. Cet appareil est équipé d'étiquettes inviolables. Si une étiquette ou un composant semble endommagé, informez-en immédiatement la compagnie maritime et votre représentant ou fournisseur de services Verifone.

Periodic Inspection

Periodically inspect the terminal for possible tampering. Signs of tampering include:

- Overlays in the PIN pad area.
- Wires protruding out of the device.
- Foreign objects inserted into the smart card slot or magnetic stripe slot.
- Any bumps in the casing below the mag stripe slot and any noticeable additional mag stripe head from the side.
- Signs of damage to the tamper-evident labels.
- A Tamper Warning message on the device display.

If any device is found to have been tampered with, please remove it from service immediately, keep it available for a potential forensics' investigation, and notify your company security officer and your local Verifone representative or service provider. To contact Verifone, see [Service and Support](#).

For terminals equipped with a privacy shield, perform daily inspections to ensure that the privacy shield is installed and has not been removed.

Device Features

Familiarize yourself with the device features before continuing with the installation process:

Figure:1 Victa Lane Features



Audio Jack	A 3.5 mm audio jack to facilitate accessibility for the visually impaired. Headset audio jack is required for Navigator application support.
Microphone	The microphone feature is disabled and is application specific.
Barcode Scanner	A barcode scanner to capture and read information contained in a barcode.
Power Button	Power button is located on the left side of the device.
Navigator Button	The Navigator application is evoked via a double press sequence of the power button.
Volume Buttons	Physical '+' and '-' volume buttons are located on the left side of the device. Volume buttons are required for Navigator application support.
SYS Mode button	A pin hole push-button, is hidden typically behind the rear door.
K-Lock Slot	K-lock can be used on Victa Lane device for physical security.

Built-in Biometrics VeriFone Victa Lane has 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.

LEDs, Cameras, and Sensors:

Front panel 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.

Haptic Feedback Victa Lane is enabled with touch-based vibrations to simulate a physical response when you interact with a device for Navigator Application support.

Accessibility PIN Entry

Vicia Lane supports VeriFone Navigator and the associated hardware features required, including volume buttons, headset jack, haptic feedback, and a textured button to initiate the PIN entry that enables low-vision and visually impaired cardholders to enter their PIN independently and securely.

NFC-enabled Digital Receipts

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

Installing Micro SIM/ SAM/SD Card

To install a SIM (Subscriber Identity Module) and/or SAM (Security Access Module) card in the Vicia 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.

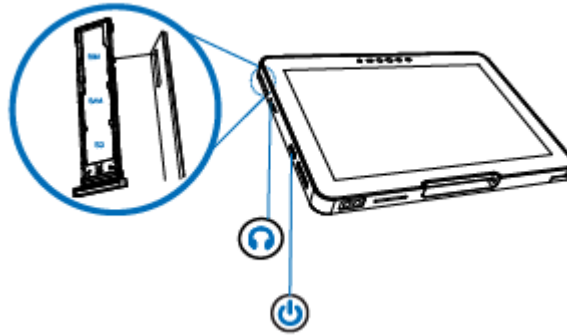


CAUTION

Observe standard precautions while handling electrostatically sensitive devices. Electrostatic discharge can damage the 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 l'équipement. VeriFone recommande d'utiliser un bracelet antistatique mis à la terre.

Figure:2 SAM/SIM Insertion



Establishing Connections

Following are the steps required to set up the Victa Lane.

- Connecting to the power source, refer to the steps given in the [To Connect Victa Lane to a power source](#) section.
- Connecting to the peripherals, refer to the steps given in the [Connecting Victa Lane to Peripherals](#) section.

Connecting Victa Lane to a Power Source

The device is powered by an external AC/DC power pack. When you have finished installing the optional devices, you are ready to connect the device to the power source.

The device requires connection to a power outlet with a dedicated circuit or an uninterruptible power supply (UPS). If other devices are plugged into the same circuit, the device can potentially experience power fluctuations that might cause malfunction. The device shuts down automatically once the power source is removed.


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 mal calibrée peut endommager l'appareil ou l'empêcher de fonctionner correctement. Voir Spécifications pour les spécifications détaillées de 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.

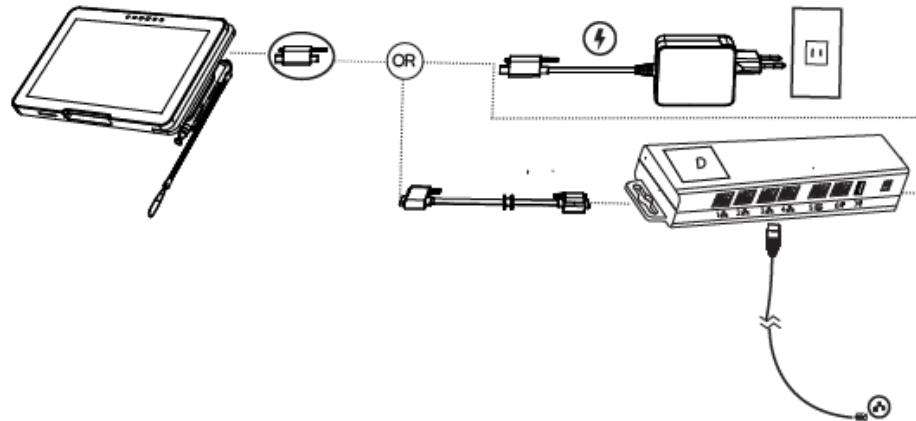
- VeriFone recommends installing a power surge protector to protect against possible damage caused by lightning strikes and electrical surges.

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

To Connect Victa Lane to a power source

- 1 Connect one end of the screw USB cable to the Victa Lane, and the other end either directly to the Power source or via the dongle.

Figure: 3 Connecting to a Power Source

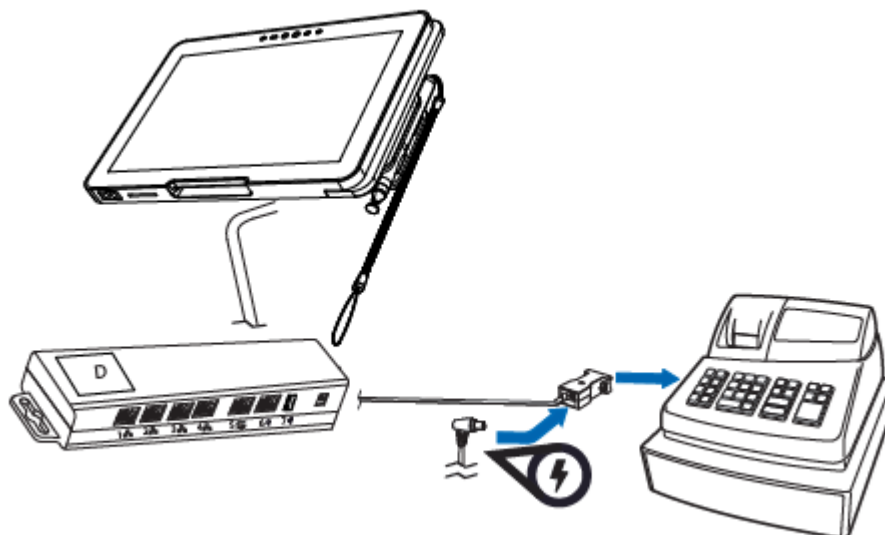


- 2 Plug the regional power cable into the power source (wall socket).

Connecting Victa Lane to Peripherals

Victa Lane device supports peripheral devices designed for use with electronic point-of-sale systems such as ECR, cash drawer etc.

Connect one end of the USB cable to the Victa Lane, and the other end to the Dongle; and the peripheral devices to the other end of the dongle.



Victa Lane Wi-Fi/BT Support

The Victa Lane device includes an integrated WLAN (Wireless Local Area Network) RF (Radio Frequency) transceiver for Wireless LAN (Local Area Network) systems with advanced power management, and an integrated radio transceiver for Bluetooth wireless systems.

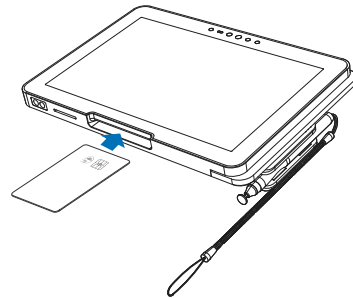
Bluetooth Support

Supports BR/EDR and LE, including Eddystone and iBeacon.

Victa Lane Transactions

Transaction Type

Insert



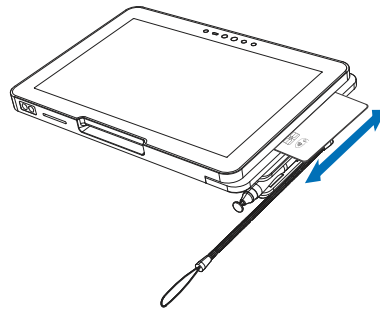
Victa Lane Device

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:

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

Swipe

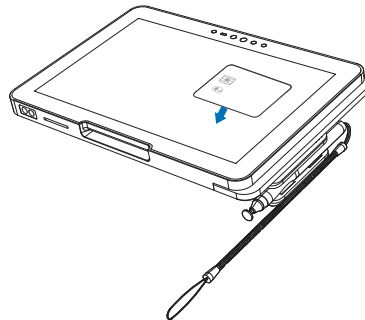


A magnetic card reader is built into the device that allows debit or credit card transactions. For proper magnetic swipe card reading, insert the card from the side of the device.

Follow the steps to use the magnetic stripe card:

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

CTLS



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

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

3. Specifications

This chapter discusses power requirements, dimensions, and other specifications of the Vista Lane device.

Processor	• QUALCOMM SM6225 Octa-Core 4xA73 @2.4GHz, 4xA53 @ 1.9GHz
Temperature	• Operating Temperature: -5°C to 50°C (23°F to 122°F) • Storage Temperature: -20°C to 60°C (-4°F to 140°F)
Humidity	• 5% – 90% relative humidity
Display	• 8-inch (1280X800) HD (High Definition) IPS (In-plane Switching) LCD, Capacitive Touch Screen
External Dimensions	• Length: mm (in.) • Width: mm (in.) • Depth: mm (in.)
Magnetic Card Reader	• Triple Track (tracks 1, 2, 3), High Coercivity, Bi-Directional
Primary Smart Card	• ISO 7810, 7811 and 7813 • Synchronous and Asynchronous Cards
SIM/SAM Card Reader	• One Subscriber Identity Module (SIM) and one Security Access Module (SAM) Card Slots
SD Card Reader	• One SD Card Slot

Integrated Contactless Reader

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

Memory

- Flash: 32 GB
- RAM: 4 GB

Audio Interface

- Supports 3.5 mm Headphone Jack
- [Built-in mono Speaker](#)
- [Built-in Piezo Transducer Buzzer](#)
- Built-in Microphone

Security

- Complies to PCI-PTS 6.X requirements, as well as many regional security requirements.

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

4. Maintenance and Cleaning

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

- Avoid storing the device in hot areas, as elevated temperatures can diminish the lifespan of electronic components, harm batteries, and cause deformation or melting of certain plastics.
- Refrain from storing the device in cold areas, as the return to normal temperatures may lead to moisture formation inside the device, potentially damaging electronic circuit boards.
- Exercise caution to prevent dropping, knocking, or shaking the device, as rough handling can result in the breakage of internal circuit boards and delicate mechanics.

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

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

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

Important Guidelines:

- 1 Avoid Direct Application:** Never spray, coat, or pour any liquid, sanitizer, or disinfectant directly onto the device.
- 2 Caution Against Harsh Chemicals:** Avoid using bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents, as they can degrade plastic and rubber components.
- 3 Electrostatic Discharge (ESD) Prevention:** Exercise caution to prevent ESD by refraining from vigorously rubbing with a dry towel or similar actions, as they can cause ESD and trigger a tamper alert.



Cleaning Instructions

- 1 Turn off your device.
- 2 Disconnect it from the power source.
- 3 Clean it following the instructions and guidelines as mentioned above. Once completely dry, reconnect to power up.

5. Accessories

VeriFone provides information regarding the accessories and documentation for VICTA Lane. When placing orders, it is essential to reference the specific part numbers.

Here are the available channels for ordering: VeriFone online store:

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

Accessories

Part Number	Description
STY573-001-01-A	Stylus
PPL573-010-01-A	Stylus Holster
SUB576-003-01-A	VICTA Lane Base
SUB573-003-01-A	SUB ASSY, VICTA LANE IO HUB
CBL000-080-01-A	POWER CORD, U.S.A, IEC320, C7, NEMA1-15P (UL) TYPE A, 125V / 10A, 1.83M
CBL000-081-01-A	POWER CORD, EUROPE, IEC320, C7, CEE 7/16 II TYPE C, 250V / 2.5A, 1.83M
CBL445-024-03-A	CABLE, M450/M425 IP OVER USB, USBA PLUG WITH POWER SPLITTER TO APP USB, 3M
PWR159-002-01-C	PS, 100-240VAC, 12VDC/3.3A/39W +CON, EFF L6, COC T2, LOT7
PWR390-001-02-A	100-240VAC-12VDC/1.5A/18W 1MM RIGHT ANGLE, EU
PWR390-001-03-A	100-240VAC-12VDC/1.5A/18W 1MM RIGHT ANGLE, UK

6. Service and Support

The Victa Lane 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 Lane device to be returned:
 - Product ID, including the model and part number. For example, “Victa Lane” and “M573-xx-xx” and “PTID xxxxxxxx”
 - Serial number (S/N nnn-xxx-xxx)
- 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 Lane 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 Lane.
 - 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 Lane 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 Lane device).

7. Troubleshooting Guidelines

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



NOTE

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



CAUTION

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

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

Device Does Not Start

If the device does not start:

- Ensure that the device is plugged in to a dedicated power source.
- Check all the cable connections. Also, check if the power cable connector is plugged in properly.
- 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 is in screen-saver mode, then 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

There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

Checking Magnetic Card Reader

To check the magnetic card reader:

- 1 Perform a transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- 2 Ensure that you are swiping cards properly.
- 3 Process a transaction manually using the keypad instead of the card reader. If the manual transaction works, the problem may be a defective card reader.
- 4 Contact your local Verifone representative if the problem persists.

Checking Smart Card Reader

To check the smart card reader:

- 1 Perform a transaction using several different smart cards to ensure the problem is not a defective card.
- 2 Ensure that the card is inserted correctly.
- 3 Ensure the SAM cards are properly inserted in the slots and are properly secured.
- 4 Contact your local Verifone representative if the problem persists.

Checking CTLS Reader

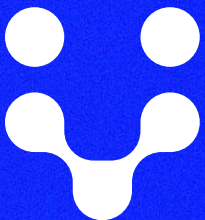
To check the CTLS reader:

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

Verifone
New York, USA



www.verifone.com



Thank you!

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