

Omni 3200SE/3210SE

Installation Guide



SC 5000
INTEGRATED
PROGRAMMABLE
PINPAD



VERICENTRE
APPLIANCE
MANAGEMENT
SUITE



TXO WORKBENCH
APPLICATION
DEVELOPMENT
ENVIRONMENT

Omni 3200SE/3210SE Installation Guide
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IMPORTANT NOTICES

Lithium Battery Caution. The Random Access Memory (RAM) in the Omni 3200SE/3210SE terminal is protected by a lithium battery. Do not, under any circumstances, attempt to replace this battery. Failure to comply may void the product warranty.

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This guide is the primary source of information for setting up and installing the Omni 3200SE/3210SE terminal.

Audience

This guide is useful for anyone installing and configuring the Omni 3200SE/3210SE terminal. Basic description of the terminal features are also provided.

Organization

This guide is organized as follows:

Chapter 1, Terminal Overview. Provides an overview of the Omni 3200SE/3210SE terminal.

Chapter 2, Terminal Setup. Explains how to set up and install the Omni 3200SE/3210SE terminal. It tells how to select a location, establish power and telephone line connections, and how to configure optional peripheral devices.

Chapter 3, Specifications. Discusses power requirements and dimensions of the Omni 3200SE/3210SE terminal.

Chapter 4, Maintenance. Explains how to maintain Omni 3200SE/3210SE terminals.

Chapter 5, VeriFone Service and Support. Provides information on contacting 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, for common problems encountered in terminal installation and configuration.

Related Documentation




To learn more about the Omni 3200SE/3210SE terminal, refer to the following set of documents, and their associated VeriFone Part Number (VPN):

- *Omni 3200SE/3210SE Certifications and Regulations*, VPN - 22874
- *Omni 3200SE/3210SE Quick Installation Guide*, VPN - 22875
- *Omni 3200SE/3210SE Installation Guide*, VPN - 22876
- *Omni 3200SE/3210SE Programmers Guide*, VPN - 22877
- *Omni 3200SE/3210SE Reference Guide*, VPN - 22878
- *Omni 3200SE/3210SE Stand Quick Installation Guide*, VPN - 22880

Conventions Used in This Guide

Various conventions are used to help quickly identify special formatting. Table 1 describes these conventions and provides examples of their use.

Table 1 Document Conventions

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross referenced.	See Conventions Used in This Guide .
Italics	Italic typeface indicates book titles or emphasis.	You <i>must</i> install a roll of thermal-sensitive paper in the printer.
ScreenText - PRE	ScreenText format is used while specifying onscreen text, such as text that would be entered at a command prompt, or to provide an URL.	<code>http://www.verifone.com</code>
	The pencil icon is used to highlight important information.	RS232-type devices do not work with the PIN pad port.
	The caution symbol indicates hardware or software failure, or loss of data.	The terminal is not waterproof or dustproof, and is intended for indoor use only.
	The lightning symbol is used as a warning when bodily injury might occur.	Due to risk of shock do not use the terminal near water.



Terminal Overview

The Omni 3200SE/3210SE terminal is an electronic transaction terminal capable of gathering and transferring information at high speed. The attractive, ergonomic design delivers power and usability in a convenient countertop design that offers versatility, reliability, and low cost of ownership.



Figure 1 Omni 3200SE/3210SE Point-of-Sale Terminal

The Omni 3200SE/3210SE terminal supports many different kinds of business applications, including:

- Electronic Point-of-Sale (POS) payment transfer and authorization
- Credit, debit, and ATM card transactions
- Check processing
- Electronic benefit transfers and value-added applications
- Inventory and process tracking

Features and Benefits

Omni 3200SE/3210SE terminals provide the right combination of features and functions at the right price.

- Bold design is sleek, stylish, and compact for convenient countertop use.
- Intuitive ATM-style interface, large 8 line x 21 character backlit display with split screen capabilities, large keys, and extra-size menu prompts simplify training and reduce calls to the Help Desk.
- Quiet, fast integrated high-speed thermal printer simplifies paper loading and virtually eliminates paper jams.
- Triple-track, high-coercivity card reader handles most magnetic stripe cards.
- Dual telephone ports eliminate the expense of a second phone line.
- Industry-best warranty ensures uncompromising reliability from VeriFone, the worldwide leader in e-payment.
- Comprehensive line of VeriFone peripherals, including check readers, smart card readers, bar code wands, and even external PIN pads, supports almost any type of point-of-sale transaction.

Internal PIN Pad

VeriFone's Omni 3210SE expands on the Omni 3200SE terminal's capabilities with the addition of an internal PIN pad for processing debit, electronic benefits transfer (EBT), and other PIN-based transactions. This internal PIN pad meets published 3DES standards for DUKPT and Master/Session key management schemes and eliminates the need to purchase and connect an external PIN pad, and also saves valuable countertop space. To help ensure the security of PIN-based transactions, the Omni 3210SE incorporates advanced fraud protection and tamper-resistant features, in addition to widely-used data encryption methods and key management schemes.



Terminal Setup

This chapter describes the terminal setup procedure. You will learn how to:

- Select a location and protect the terminal from adverse [Environmental Factors](#). See [Select Terminal Location](#).
- Unpack the shipping carton. See [Unpack the Shipping Carton](#).
- Examine terminal features. See [Examine Terminal Features](#).
- Establish telephone line connections. See [Establish Telephone Line Connections](#).
- Install paper roll in the printer. See [Install Paper Roll](#).
- Configure optional peripheral devices. See [Connect Optional Device\(s\)](#).
- Establish power connections. See [Connect Terminal Power Pack](#).
- Conduct credit/debit transactions. See [Use Magnetic Card Reader](#).

Select Terminal Location

Use the following guidelines to select a location for the Omni 3200SE/3210SE terminal.

Ease of Use

- Select a location convenient for both merchant and cardholder.
- Select a flat support surface, such as a countertop or table.
- Select a location near a power outlet and a telephone/modem line connection. For safety, do not string the power cable in a walkway or place across a walkway on the floor.

NOTE



When using the Omni 3200SE/3210SE terminal with the optional swivel stand, make sure there is enough space on the countertop or table so that the terminal can rotate freely.

Environmental Factors

- Do not use the terminal where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- Do not use the terminal outdoors.

CAUTION



The terminal is not waterproof or dustproof, and is intended for indoor use only. Any damage to the unit from exposure to rain or dust can void any warranty.

Electrical Considerations

- Avoid using this product during electrical storms.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
- Do not use the terminal near water or in moist conditions.



Due to risk of shock or terminal damage, do not use the terminal near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

Unpack the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible shipping damage.

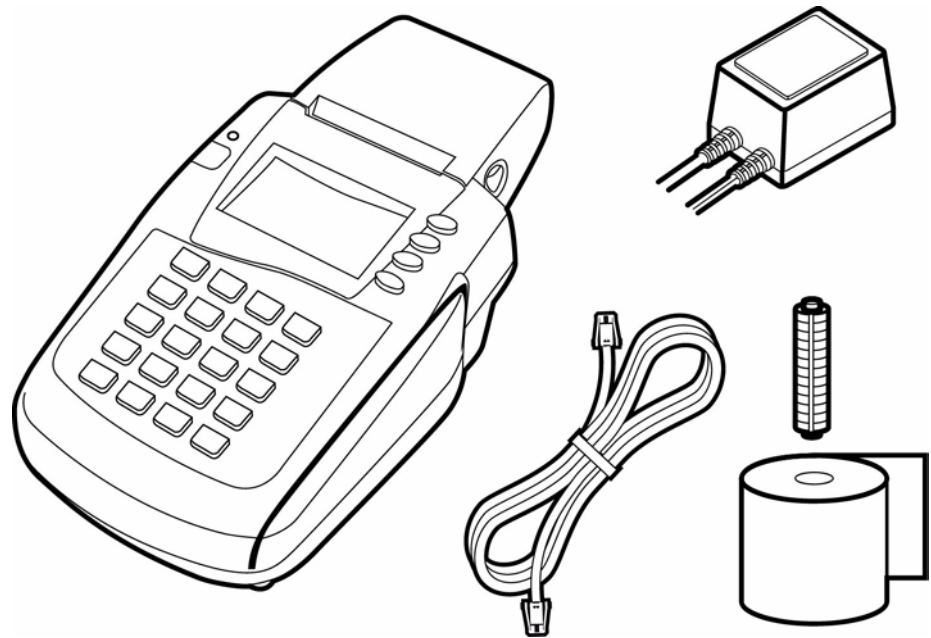


Figure 2 Omni 3200SE/3210SE Product Components

- 1 Remove and inspect the following items (see [Figure 2](#)):
 - Omni 3200SE/3210SE terminal
 - Power pack and attached cables
 - Telephone line cord
 - Roll of thermal printer paper
 - Plastic spindle roll
- 2 Remove all plastic wrapping from the terminal and other components.
- 3 Remove the clear protective film from the LCD screen.

- 4 Save the shipping carton and packing material for future repacking or moving the terminal.



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

The Omni 3200SE/3210SE terminal is a secure product and any tampering can cause the terminal to cease to function properly. The terminal comes equipped with tamper-evident labels that indicate if the terminal case has been opened.

If a label or component appears damaged, please notify the shipping company and your VeriFone representative or service provider immediately.

Examine Terminal Features

Before continuing the installation process, notice the features of the Omni 3200SE/3210SE terminal (see [Figure 3](#)).

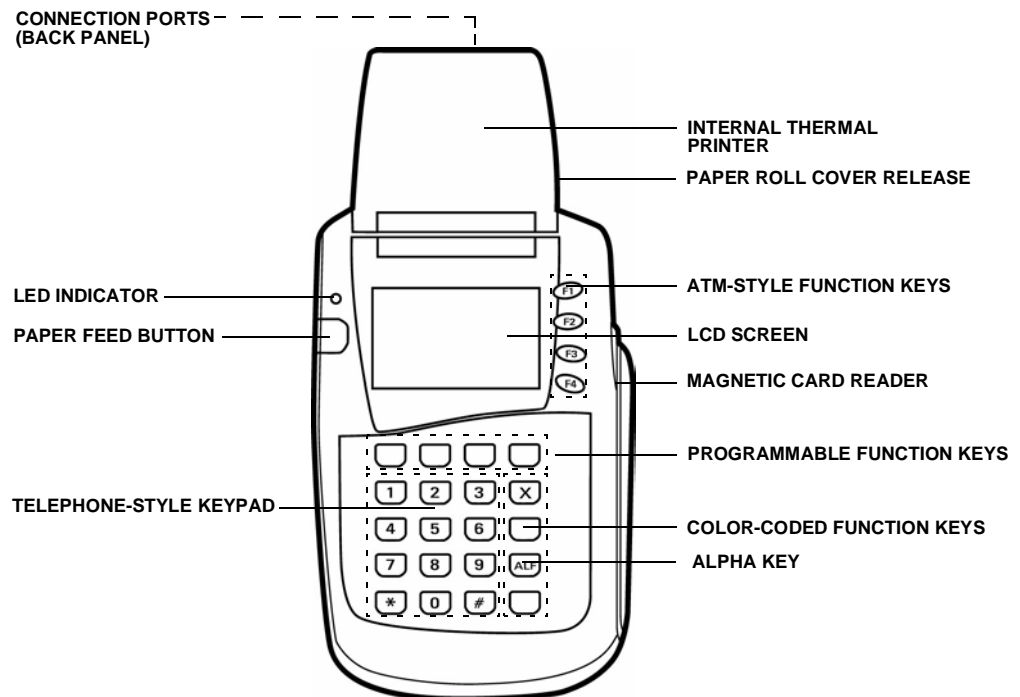


Figure 3 Omni 3200SE/3210SE Terminal Features (Front Panel)

Front Panel

The front panel includes the following features:

- An **LCD screen**.
- Four types of keys:
 - A 12-key, **telephone-style keypad**.
 - Four **ATM-style function keys**, labeled F1 to F4, to the right of the LCD screen.
 - Four unlabeled, **programmable function keys** above the keypad.
 - Three **color-coded function keys** to the right of the keypad.
 - An **ALPHA key** to the right of the keypad.

- A **magnetic card reader**, built into the right side. The icon at right shows the proper swipe direction, with the stripe down and facing inward, toward the keypad.
- A colored **LED** (Light Emitting Diode) **indicator** with the following states:
 - Steady green indicates power is ON.
 - Slow flashing green (roughly one flash per second) indicates no paper in the printer.
 - Fast flashing green (roughly two flashes per second) indicates a printer mechanism error.
 - Flashing red indicates the terminal is downloading printer-related files.
- An **internal thermal printer**.
- A **paper roll cover release** button.
- A **paper feed button**.



NOTE



VeriFone ships different variants of the Omni 3200SE/3210SE terminal for different markets. Your terminal may have a different configuration than the terminal shown in this guide, but the basic processes remain the same, regardless of terminal configuration.

Back Panel

Turn the terminal around to view the back panel with the connection ports, under the paper roll case. Notice the different ports used to connect the Omni 3200SE/3210SE terminal to a communications line, optional peripheral devices, and the power supply (see [Figure 4](#)).

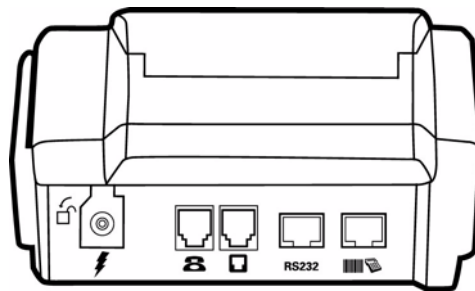


Figure 4 Connection Ports (Back Panel)

- Two RJ-11 modular phone jacks can be used to connect the Omni 3200SE/3210SE terminal to a telephone line:
 - One port can be identified by a Telco icon, shown at right. Use this port to connect the Omni 3200SE/3210SE terminal directly to a modular telephone wall jack (refer to [Direct Connection](#)).
 - The other port can be identified by a by a Telset icon, shown at right. Use this port to connect a telephone to the terminal (refer to [Pass-Through Connection](#)).



- Two MOD10 modular jacks can be used to connect optional peripheral devices.
 - Use the RS232 port, icon shown at right, to connect a VeriFone CR 600 check reader or other peripheral device.
 - Use the bar code and PIN pad port, icons shown at right, to connect a PIN pad, smart card reader, or bar code wand.
- The power connection port uses a round barrel connector with a lock notch (see Figure 12) to securely connect the terminal to a power source. This port is identified by the electrical power icon shown at right.

RS232



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

Establish Telephone Line Connections

The Omni 3200SE/3210SE terminal can be connected to a telephone line in one of two ways: direct or pass-through. The relative advantages and disadvantages of these two types of telephone connections are described below.



Do not string the telephone cord across a walkway or place it so as to interfere in high-traffic areas.

To reduce the risk of fire, use only No. 26AWG or larger telecommunication line cord.

Direct Connection

Connect the telephone cord to the communication port on the terminal, then route it directly to a telephone wall jack (see Figure 5). With a direct connection, the phone line is dedicated to the terminal, making it possible to perform an electronic transaction at any time.

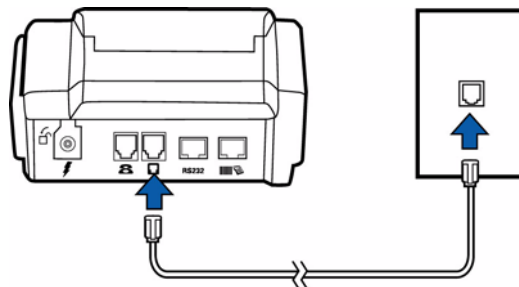


Figure 5 Direct Connection

Pass-Through Connection

Connect the telephone cord to the Telset port on the terminal, then route it to the RJ-11 jack on a standard telephone (see Figure 6). With a pass-through connection, the telephone can be used when the terminal is not attempting to perform a transaction.

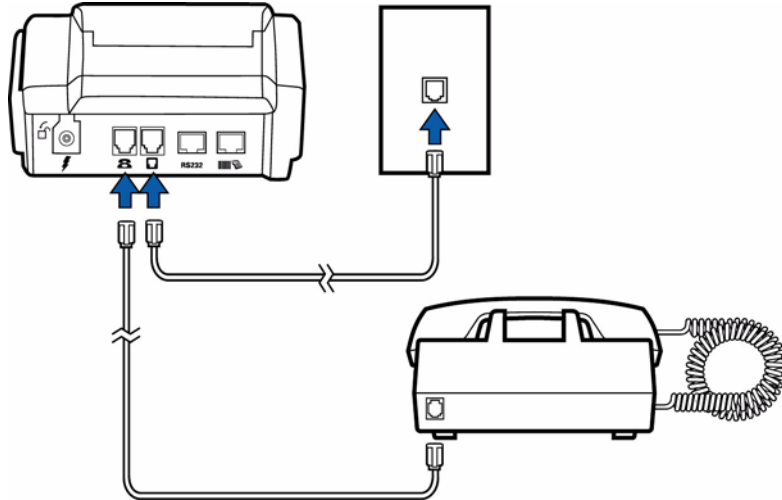


Figure 6 Pass-Through Connection

A pass-through telephone line connection can save the cost of an additional dedicated or leased line, but there are several disadvantages to using a pass-through connection:

- Normal calls cannot be made while the terminal is processing a transaction, or when a remote host computer is dialing in to the terminal.
- Lifting the telephone handset during a transaction can disrupt the audible data carrier signal and cause the terminal transaction to fail.

Optional Swivel Stand

VeriFone produces an optional swivel stand for Omni 3200SE/3210SE terminals. Some terminals come with the swivel stand already attached, with two pre-installed “pigtail” cables to allow convenient connection of the power cable and telephone line cord without removing the swivel stand.

To set up a direct connection using the pigtail cable:

- Insert the connector on one end of the telephone line cord into the modular RJ-11 female jack on the end of the telephone line pigtail.
- Insert the connector on the other end of the cord into a nearby RJ-11 telephone wall jack.
- To configure a pass-through connection for a terminal with attached swivel stand, the stand must be removed, then re-attached. The procedure for removing and reattaching the swivel stand is described in the *Omni 3200SE/3210SE Stand Quick Installation Guide*, (VPN - 22880).

Install Paper Roll

A fast, quiet thermal printer is built-in to the Omni 3200SE/3210SE terminal.

Before processing transactions that require a receipt or record, you *must* install a roll of thermal-sensitive paper in the printer.

The Omni 3200SE/3210SE printer uses a roll of single-ply, thermal-sensitive paper 58 millimeters (2.25 inches) wide and approximately 25-33 meters (82-108 feet) long.



Low-quality paper may cause the printer to operate poorly. To order high-quality VeriFone paper, refer to [Accessories and Documentation](#).



Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the color and storage characteristics of the paper.

Never load a roll of paper with folds, wrinkles, tears, or holes at the edges or in the print area.

To Install a Paper Roll

- 1 Turn on the terminal. The LED indicator will blink on and off, indicating that the printer needs paper.
- 2 Press the button on the side of the terminal to unlatch the paper roll cover, then rotate the cover up and back (see [Figure 7](#)).

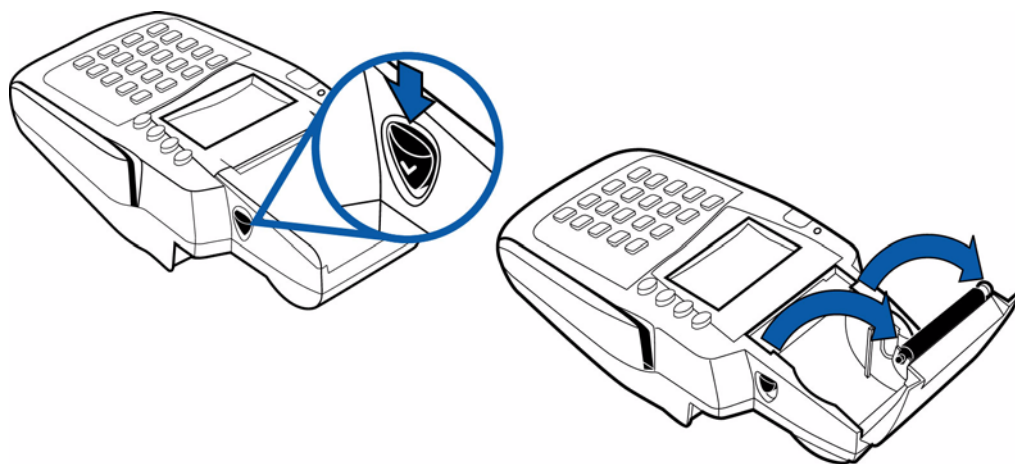


Figure 7 Printer Roll Cover Release Button

- 3 If present, remove a partial roll of paper from the printer tray by lifting it out.
- 4 For new rolls of paper, loosen the glued leading edge of the paper or remove the protective strip.
- 5 Hold the roll so the paper feeds from the *bottom* of the roll.
- 6 Optionally, insert the orange plastic spindle into the paper roll.
- 7 Place the paper roll into the paper roll cradle (see [Figure 8](#)).

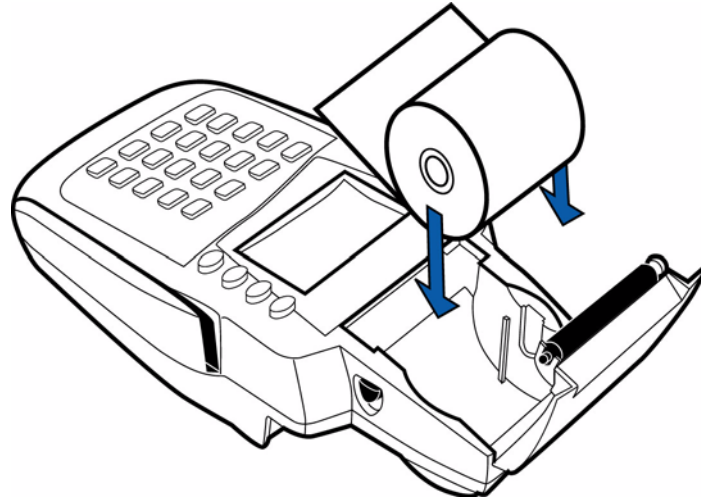


Figure 8 Loading Paper Roll

- 8 Close the paper roll cover by gently pressing directly on the cover until it clicks shut. Allow a small amount of paper to extend outside the cover (see Figure 9).



NOTE

To prevent damage to the print roller on the paper roll cover, always close the cover by gently pressing down on the paper roll cover.

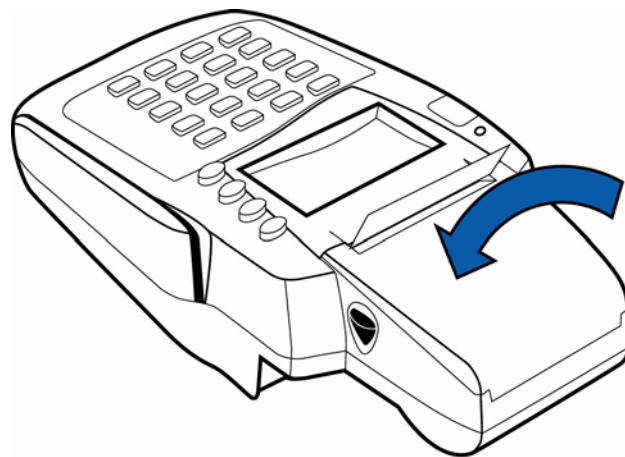


Figure 9 Closing Paper Roll Cover

For paper ordering information, refer to [Accessories and Documentation](#).

Connect Optional Device(s)

The Omni 3200SE/3210SE terminal supports many peripheral devices designed for use with electronic point-of-sale terminals. Use the two communication ports on the back panel to connect up to two optional devices. To order cables to connect peripheral devices, refer to [Accessories and Documentation](#).



Before connecting any peripheral device, remove the power cord from the back of the terminal and be sure the LED indicator is not lit. Reconnect the power cord only *after* finishing connection of peripheral device(s).

For complete information about peripheral installation and use, refer to the user documentation supplied with those devices.

The following sections discuss the most common optional devices supported by this terminal.

Table 2 **Optional Devices Supported**

Optional Device	Connection Port
Bar code	PIN pad
CR 600	RS232
Console	PIN pad
External LAN	RS232
PIN pad	PIN pad
RS232 Electronic Cash Register	RS232

Other optional devices may be supported. For more information, please contact your VeriFone distributor.

NOTE



RS232-type devices do not work with the PIN pad port; PIN pad-type devices do not work with the RS232 port. If an optional peripheral device does not function correctly, check the port connection.

Connect PIN Pad, Smart Card Reader, or Bar Code Wand

To Connect PIN Pad, Smart Card Reader, or Bar Code Wand

- 1 If necessary, insert the small modular plug on one end of the PIN pad cable into the PIN pad's modular jack.

For a bar code wand, connect the converter cable (VPN - 07411-xx) to the bar code wand cable.

- 2 If installing a PINpad 101, PINpad 201 or PINpad 1000, position and insert the grommet to secure the cable connection.

If a cable is not already connected to the smart card reader or PINpad 501, insert the small modular plug on one end of the interface cable into the optional device's modular jack.

- 3 Insert the larger MOD10 connector on the other end of the PIN pad cable into the PIN pad port on the terminal's back panel.

Figure 10 provides an example of connecting a PINpad 1000 to the Omni 3200SE/3210SE terminal.

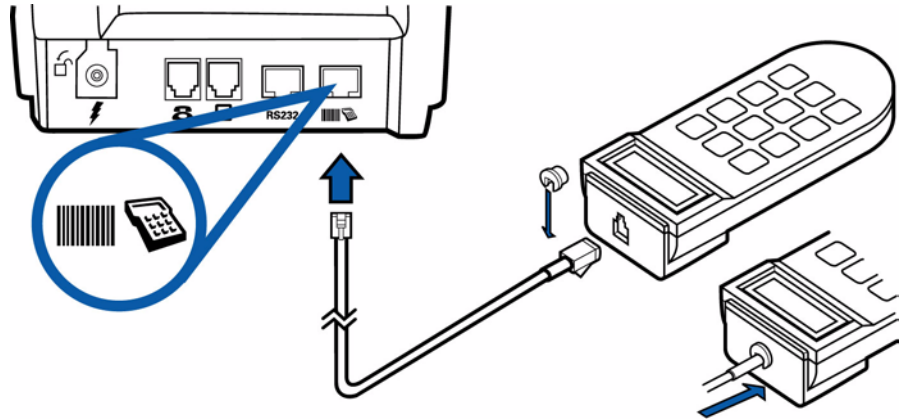


Figure 10 PINpad 1000 Connection

Connect Check Reader

The Omni 3200SE/3210SE terminal supports the CR 600 and CR 1000*i* VeriFone check readers. Contact your VeriFone representative or visit the online store at www.store.verifone.com for information on these devices. Figure 11 provides an example of a peripheral connection to an RS232 port.



Check readers require a separate power source. Before connecting a check reader or similar device, remove the power cord from the back of the terminal and be sure the **LED indicator** is not lit.

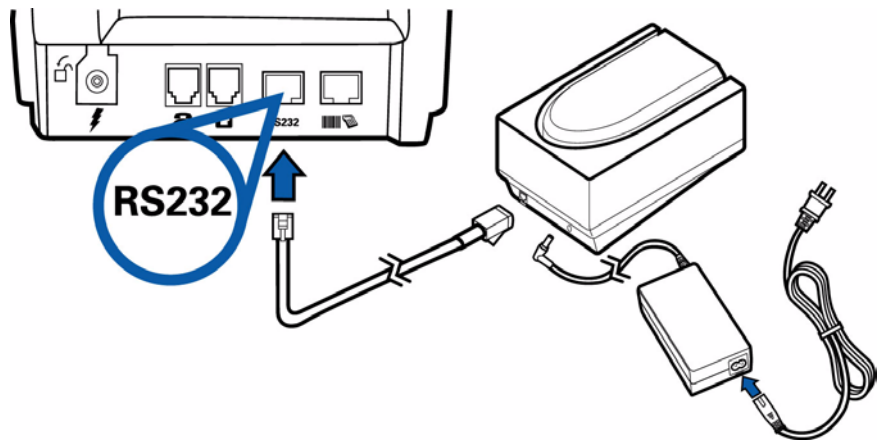


Figure 11 CR 600 Check Reader Connection

External Printers Supported

Though the Omni 3200SE/3210SE terminal has an internal thermal printer, it may be more convenient to print larger print runs (for example, daily or weekly reports) to an external printer.

The Omni 3200SE/3210SE terminal supports the P250, P350, P900, and P950 VeriFone external printers. Contact your VeriFone representative or visit the online store at www.store.verifone.com for information on these devices. External printer connections are through the same port as check readers (see Figure 11).

NOTE



To connect a Printer 250, a custom interface cable is required. VeriFone publishes the specifications for this cable in the *Omni 3200SE/3210SE Reference Manual* (VPN - 22878).

Connect Terminal Power Pack

When finished connecting optional peripheral(s), connect the Omni 3200SE/3210SE terminal to a power source.



CAUTION

Using an incorrectly rated power supply can damage the terminal or cause it not to work as specified. Before connecting, ensure that the power supply being used to power the terminal matches the requirements specified at the back of the terminal. (see Chapter 3, *Specifications*, for detailed power supply specifications). Obtain the appropriately rated power supply before continuing.

- 1 Insert the round barrel connector (see Figure 12) into the power port, identified by the icon at right.



NOTE



The round barrel connector on the power pack cable has a plastic lock tab that secures the power cable to the terminal.

- a To lock the connector into the power port, align the plastic lock tab so it points up. Insert the connector and twist to the left.
 - b To unlock the connector, twist it to the right.
- 2 Plug the power pack cable into a wall outlet or surge protector.

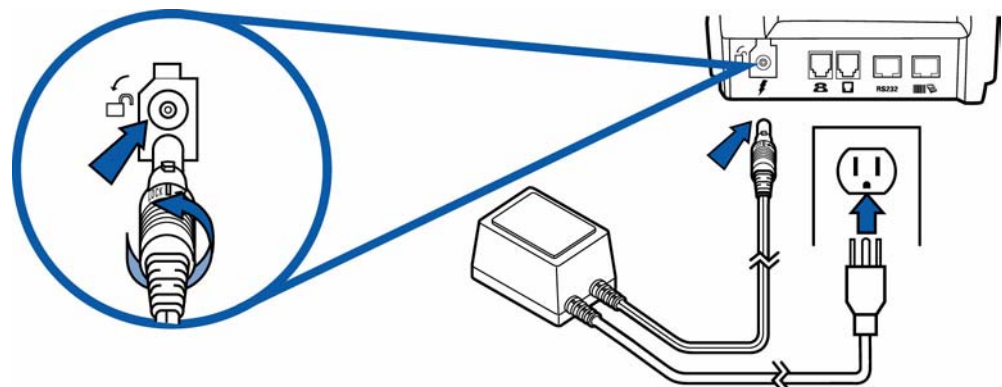


Figure 12 Omni 3200SE/3210SE Power Pack Connection



Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Also, disconnecting power during a transaction can cause transaction data files not yet stored in terminal memory to be lost.



To protect against possible damage caused by lightning strikes and electrical surges, consider installing a power surge protector.

When the terminal has power, the LCD screen lights and the LED indicator flashes on and off if the printer has no paper, or remains lit if there is paper loaded.

If an application is loaded in the terminal, it starts after the initial VeriFone copyright screen and displays a unique copyright screen. If no application is loaded in the terminal, `DOWNLOAD NEEDED` appears on screen after the initial VeriFone copyright screen.

Perform Power-On Printer Test

After installing a paper roll, perform a quick test to make sure the thermal printer is operating correctly:

- 1 Temporarily disconnect the terminal from its power source by removing the power connector from the power port on the back panel (see [Figure 12](#)).
- 2 Press and hold down the paper feed button, then insert the power connector into the power port. The printer test starts automatically, and then stops after a few seconds.
- 3 When the Omni 3200SE/3210SE terminal initiates its test printout, release the paper feed button. The complete test printout shows printer information and repeating character strings of various sizes.
- 4 After completing the power-on printer test, press the paper feed button to advance the paper roll a few centimeters (about an inch), then tear off the printout using the serrated metal tear strip.

Use Magnetic Card Reader

To Conduct a Credit/Debit Card Transaction

- 1 Position a magnetic card with the stripe facing down and in, toward the keypad. The icon at right shows the proper swipe direction.
- 2 Swipe it through the magnetic card reader (see [Figure 13](#)).

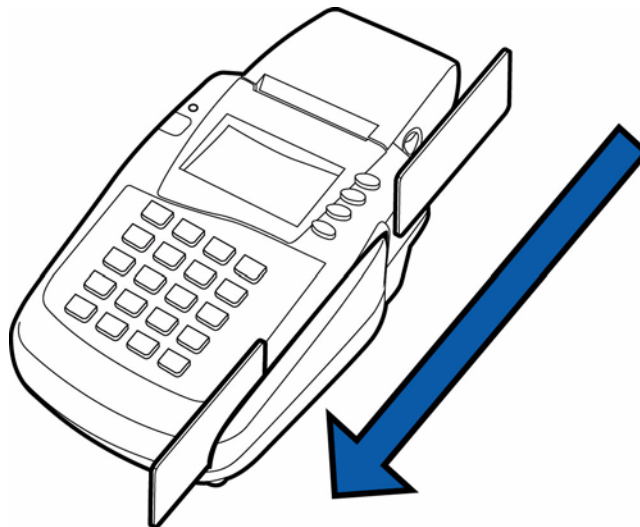


Figure 13 Using the Magnetic Card Reader

TERMINAL SETUP

Use Magnetic Card Reader



Specifications

This chapter discusses power requirements, dimensions, and other specifications of the Omni 3200SE/3210SE terminal.

Power

Omni 3200SE/3210SE terminal: 22 V AC, ~1.6 A or 25.5 V DC, ~1.2 A

Power Pack

For AC power supply:

- UL, ITE listed, Class 2 LPS power supply
 - Input rated: 120V AC, 60 Hz, 0.6 A
 - Output rated: 22V DC ~2.0 A

For DC power supply:

- UL, ITE listed, Class 2 LPS switching power supply
 - Input rated: 100 - 240 V ~, 50-60 Hz, 850 mA
 - Output rated: + 24 V DC, 1.5 A

Barrel connector polarity:



Temperature

- Operating temperature: 0° to 40° C (32° to 104° F)
- Storage temperature: -18° to + 66° C (0° to 150° F)
- Relative humidity: 15% to 95%; no condensation

External Dimensions

- Length: 260 mm (10.2 in)
- Width: 132 mm (5.2 in)
- Depth: 79 mm (3.1 in)

Weight

Terminal unit weight: 0.78 kg (1.7 lb)

Shipping weight: 2.7 kg (6.0 lb)

The shipping weight includes: shipping carton, terminal, power pack, telephone line cable, paper roll, paper spindle, one *Omni 3200SE/3210SE Certifications and Regulations*, and one *Omni 3200SE/3210SE Quick Installation Guide*.



Maintenance

The Omni 3200SE/3210SE terminal is a secure product with no user-maintainable parts. Do not attempt to open or repair the terminal.



Do not, under any circumstances, attempt any service, adjustments, or repairs on this equipment, other than the simple cleaning processes discussed in [Chapter 4](#). Instead, contact your local VeriFone distributor or service provider for assistance. Failure to comply can invalidate the product warranty.

Clean the Terminal

To properly maintain a Omni 3200SE/3210SE terminal, clean it regularly to remove dust, accumulations of dirt or grease, and fingerprints.

To clean the terminal, use a clean cloth slightly dampened with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner. For best results, use a VeriFone Cleaning Kit (refer to [Accessories and Documentation](#)).



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

Do not spray cleaners or other solutions directly onto the keypad or LCD screen.

Clean the Printer

Every few months, check and clean the integrated thermal printer:

- 1 Be sure the terminal is connected to a power source.
- 2 Open the paper roll cover. See [Install Paper Roll](#).
- 3 Lift out the paper roll and spindle from the paper roll cradle, if necessary.
- 4 Tip the terminal and tap it to remove any dirt, dust, or bits of paper present in the printer compartment.
- 5 Re-install the paper roll, or install a new roll. See [Install Paper Roll](#).



VeriFone Service and Support

For Omni 3200SE/3210SE terminal problems, contact your local VeriFone representative or service provider.

For Omni 3200SE/3210SE product service and repair information:

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

Return a Terminal for Service

Before returning the Omni 3200SE/3210SE terminal to VeriFone, obtain a Merchandise Return Authorization (MRA) number. The following procedure describes how to return one or more Omni 3200SE/3210SE terminals for repair or replacement (U.S. customers only).

NOTE



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

CAUTION



Do not, under any circumstances, attempt any service, adjustments, or repairs on this equipment, other than the simple cleaning processes discussed in [Chapter 4](#). Instead, contact your local VeriFone distributor or service provider for assistance. Failure to comply can invalidate the product warranty.

WARNING



This terminal comes equipped with a tamper-evident label. This Tamper Warning label covers a screw hole on the case bottom and indicates if an unauthorized party has opened the terminal case. Opening the case will make the terminal inoperable and void the product warranty!

- 1 Gather the following information from the printed labels (see [Figure 14](#)) on the bottom of *each* Omni 3200SE/3210SE terminal to be returned:
 - Product ID, including the model and part number. For example, “OMNI 3210SE” and “P092-101-10”
 - Serial number (S/N xxx-xxx-xxx)
- 2 Within the United States, call VeriFone toll-free at 1-800-834-9133.
- 3 Select the MRA option from the automated message. The MRA department is open Monday–Friday, 8 A.M.–7 P.M., EST.

- 4 Give the MRA representative the information gathered in Step 1.
If the list of serial numbers is long, fax the list, along with the information gathered in Step 1, to the MRA department at 727-953-4172.
 - Please address the fax clearly to the attention of the “VeriFone MRA Dept.”
 - Include a telephone number where you can be reached, as well as your fax number.
 - You will be issued MRA number(s) and the fax will be returned to you.

NOTE

One MRA number must be issued for each Omni 3200SE/3210SE terminal returned to VeriFone, even if you are returning several of the same model.

- 5 Describe the problem(s).
- 6 Provide the shipping address where the repaired or replacement unit must be returned.
- 7 Keep a record of the following items:
 - Assigned MRA number(s).
 - VeriFone serial number assigned to the Omni 3200SE/3210SE terminal you are returning for service or repair (terminal serial numbers are located on the bottom of the unit (see [Figure 14](#)).
 - Shipping documentation, such as air bill numbers used to trace the shipment.
 - Model(s) returned (model numbers are located on the VeriFone label on the bottom of the Omni 3200SE/3210SE terminal).

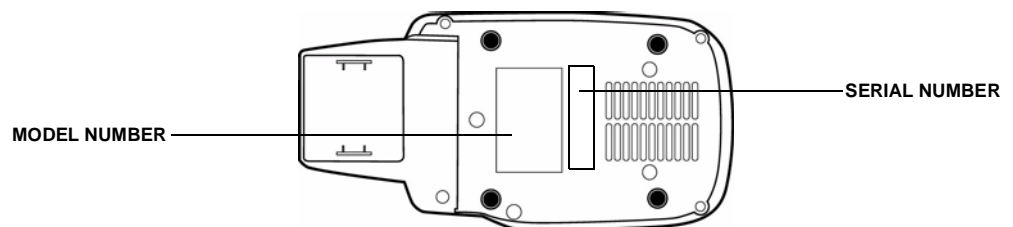


Figure 14 Information Labels on Terminal Bottom

Accessories and Documentation

VeriFone produces the following accessories and documentation for the Omni 3200SE/3210SE terminal, as listed below. When ordering, please refer to the part number in the left column.

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

NOTE



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

Power Pack	Contact your local VeriFone distributor to determine which power pack fits your needs.	
	07096-01G	AC power pack
	05790-03	DC power Pack
Thermal Printer Paper	CRM0039	High-grade thermal printer paper, 58-mm (2.25-inch) width, 25-meter (82-feet) length; single roll
	CRM0039-01	CRM0039 in 30-roll bulk package
	CRM0040	High-grade thermal printer paper, 58-mm (2.25-inch) width, 33-meter (108.26-feet) length; single roll
Paper Roll Spindle	02117-03	Plastic spindle for 58-mm (2.25-inch) rolls of thermal printer paper
VeriFone Cleaning Kit	02746-01	Cleaning kit
Download Cables	05651-xx	MOD10-MOD10 (terminal-to-terminal)
	26263-xx	02xxx MOD10-PC DB25F (terminal-to-PC)
	26264-xx	02xxx MOD10-PC DB9F (terminal-to-PC)
Cables for Optional Peripherals	07041-xx	MOD10-MDIN9 (CR 600/CR 1000i check readers; P250/P355/P900 external printers)
	07411-xx	MOD10-DIN6 (bar code wand)
	26519-xx	MOD10-MD8M (P950 external printers)
	07042-xx	MOD10-4P4C (all VeriFone PIN pads)

Telephone Line Cord	00124-03	2.1-meter (7-foot) telephone line cord, silver, with modular RJ-11 connectors
	00124-17	2.1-meter (7-foot) telephone line cord, black, with modular RJ-11 connectors
Terminal Swivel Stand Kit	07456-01	Modular swivel stand that attaches to the base of the Omni 3200SE/3210SE terminal, with installation instructions
Pigtail Cables for Terminals with Swivel Stand	21943-04	Power pigtail for terminal AC power connection
	05475-01	Telco pigtail for terminal telephone line connection
Documentation	22874	<i>Omni 3200SE/3210SE Certifications and Regulations</i>
	22875	<i>Omni 3200SE/3210SE Quick Installation Guide</i>
	22876	<i>Omni 3200SE/3210SE Installation Guide</i>
	22877	<i>Omni 3200SE/3210SE Programmers Guide</i>
	22878	<i>Omni 3200SE/3210SE Reference Guide</i>
	22880	<i>Omni 3200SE/3210SE Stand Quick Installation Guide</i>



Troubleshooting Guidelines

This section provides troubleshooting guidelines to help with installation and configuration of Omni 3200SE/3210SE terminals. If during normal, day-to-day operation of the Omni 3200SE/3210SE terminal, minor malfunctions occur, please read through these troubleshooting examples. This section also contains typical examples of malfunction that can occur while operating the Omni 3200SE/3210SE terminal and lists steps to take to resolve them.

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.

NOTE



The Omni 3200SE/3210SE terminal comes equipped with tamper-evident labels. The Omni 3200SE/3210SE terminal contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the terminal. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local VeriFone service provider. Service conducted by parties other than authorized VeriFone representatives can void any warranty.

CAUTION



Using an incorrectly rated power supply can damage the terminal or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the terminal matches the requirements specified on the bottom of the terminal. (See Chapter 3, [Specifications](#), for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

Blank Display

When the Omni 3200SE/3210SE terminal LCD screen does not show correct or clearly readable information:

- Check all terminal power connections. In particular, verify that the power cable is rotated to its **locked** position, as described in [Connect Terminal Power Pack](#).
- Check all cable connections and verify that the telephone line is properly connected.
- Replace the AC power pack that came with the terminal with a power pack from a different Omni 3200SE/3210SE terminal. If this test solves the problem, contact your local VeriFone distributor to obtain a replacement power pack.
- If the problem persists, contact your local VeriFone service provider.

Terminal Does Not Dial Out

If the terminal does not dial out:

- Check the telephone line connections.
- Check that the telephone line is working by plugging it into a working telephone and listening for a dial tone.
- Replace the telephone cord that connects the terminal with a cord you know is working correctly.
- If the problem persists, contact your local VeriFone service provider.

Printer Does Not Print

If the printer does not work properly:

- Check all terminal power connections. The LED indicator must be **lit with a steady green glow**.
- Check that the paper roll cover is properly latched.
- If the **LED indicator** is blinking on and off, the printer is out of paper. Open the paper roll cover and install a new roll of printer paper, as described in [Install Paper Roll](#).
- Perform a power-on printer test to make sure the integrated thermal printer is operating properly. See [Perform Power-On Printer Test](#).
- If the problem persists, contact your VeriFone distributor or service provider.



Low-quality paper may cause the printer to operate poorly. For high-quality VeriFone paper, refer to [Accessories and Documentation](#).

Peripheral Device Does Not Work

If any peripheral device (PIN pad, smart card reader, or bar code wand) does not work properly:

- Reinstall the peripheral device, ensuring that the power is off before plugging in the cable.
- Check the power cable connection to the peripheral device.
- Check that the device connected to the serial port has power and is functioning properly. If possible, perform a self-test on the device in question.
- The cable connecting the optional device to the Omni 3200SE/3210SE terminal serial port may be defective. Try a different serial cable.
- If the problem persists, contact your local VeriFone representative.

See also [Connect Optional Device\(s\)](#).

Keypad Does Not Respond

If the keypad does not respond properly:

- Check the LCD screen. If it displays the wrong character or nothing at all when keys are pressed, follow the steps outlined in [Transactions Fail To Process](#).
- If pressing a function key does not perform the expected action, refer to the user documentation for that application to ensure you are entering data correctly.
- If the problem persists, contact your local VeriFone representative.

Transactions Fail To Process

There are several reasons why the terminal may not process transactions. Use the following steps to troubleshoot failures.

Check Magnetic Card Reader

- Perform a test transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly. With the Omni 3200SE/3210SE card reader, the black, magnetic stripe on the card should face down and in, toward the keypad.
- 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. Contact your VeriFone distributor or service provider.
 - If the manual transaction does not work, proceed to [Check Telephone Line](#).

Check Telephone Line

- Disconnect the telephone line from the back of the Omni 3200SE/3210SE terminal and connect it to a working telephone to check for a dial tone. If there is no dial tone, replace the telephone cord.
- If the problem appears to be with the telephone line, check with the party you are trying to call to see if their system is operational. If they are not experiencing difficulties with their line, contact the telephone company and have your line checked.
- If the telephone line works, contact your local VeriFone representative for assistance.

Telephone Line Connection Problems

- Check the telephone line cord-to-base connections, and all telephone connections.
- Check the telephone line cord.
- If you are using a pass-through (Telset) connection, check that the telephone handset is seated properly in its cradle. Also, check the line using another telephone base unit. If the other telephone works, have the defective telephone repaired or replaced.
- If you are using a direct (Telco) connection, check the Telco cord by plugging it into a working telephone and listening for a dial tone. If this test does not work, replace the Telco cord.
- If it is determined that the telephone line is not working, contact your local telephone company to check the status of the line.
- If the problem persists, contact your local VeriFone representative for assistance.



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Omni 3200SE/3210SE

Installation Guide

SC 5000
INTEGRATED
PROGRAMMABLE
PINPAD



VERICENTRE
APPLIANCE
MANAGEMENT
SUITE



TXO WORKBENCH
APPLICATION
DEVELOPMENT
ENVIRONMENT

