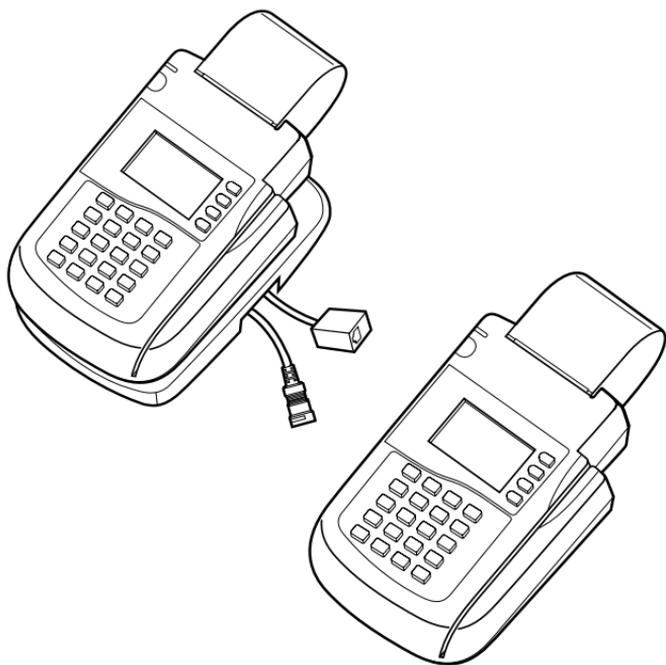


Omni 3210

Installation Guide



IMPORTANT NOTICE

Lithium Battery Caution. The Random Access Memory (RAM) in the Omni 3210 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.

No Warranty. Although VeriFone has attempted to ensure the accuracy and completeness of its contents, this manual may contain errors or omissions.

Limited Liability. In no event shall VeriFone be liable for any indirect, special, incidental, or consequential damages (including damages for loss of business, profits or the like), even if VeriFone or its representatives have been advised of the possibility of such damages.

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Introduction

The new Omni 3210 terminal from VeriFone expands the capabilities of the popular Omni 3200 terminal with the addition of an internal PIN pad for processing debit, electronics benefits transfer (EBT), and other PIN-based transactions (see Figure 1).



Figure 1 Omni 3210 Point-of-Sale Terminal

The Omni 3210 terminal's internal PIN pad eliminates the need to purchase and connect an external PIN pad, and also saves valuable countertop space. An optional swivel stand facilitates PIN entry by allowing the Omni 3210 to serve as both a clerk-facing and customer-facing entry device (see Figure 2).

To help ensure the security of PIN-based transactions, the Omni 3210 incorporates advanced tamper-resistance features, in addition to widely-used data encryption methods and key management schemes.



Figure 2 Omni 3210 Terminal with Swivel Stand

The Omni 3210 terminal is attractive, compact, easy to learn and use, and very reliable. In addition to the integrated PIN pad, its important features include:

- an intuitive, ATM-style interface,
- a large, back-lit display with graphics capability,
- a high-speed, integrated thermal printer,
- a triple-track magnetic stripe card reader,
- two telephone ports to eliminate the expense of a second phone line,
- advanced fraud protection features, and
- the industry's best warranty.

The Omni 3210 supports the full line of VeriFone peripherals, including check readers, smart card readers, bar-code wands, and even external PIN pads, to process almost any type of point-of-sale transaction.

Installing the Omni 3210

Step 1: Select a Location for the Terminal

To select the best location for your Omni 3210 terminal, follow these important guidelines:

Ease of Use

Select a location that contributes to the terminal's ease of use:

- A location convenient for both merchant and cardholder.
- A flat support surface, such as a countertop or table.
- Proximity to a power outlet and a modular RJ-11 type telephone line connection.



Note: If you are using the Omni 3210 with optional swivel stand, make sure there is enough space on the countertop or table so the clerk/cashier can rotate the terminal freely on the stand to allow cardholders to easily enter their PIN number for debit-type transactions.

Environmental Considerations



Caution: Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. It is not waterproof or dustproof, and is for indoor use only. Any damage to the unit from exposure to rain or dust may invalidate the product warranty!

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.

Electrical Considerations



Caution: Due to risk of electrical shock or damage to terminal components, 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. 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, neon signs, high-frequency or magnetic security devices, or electric motors).

Step 2: Unpack the Shipping Carton

Carefully inspect the Omni 3210 shipping carton and its contents for any damage or tampering (see Figure 3 and Figure 4). To unpack the shipping carton:

1. Remove and inspect the following items:
 - Omni 3210 terminal (standard model or with optional swivel stand and two “pigtail” cables attached)
 - Power pack (AC adapter and attached cables)
 - Telephone line cord
 - Roll of thermal printer paper
 - Plastic paper roll spindle
2. Remove protective wrapping from the terminal and other components and arrange them on a table or countertop.
3. Peel off the clear protective strip that covers the terminal’s display screen.
4. Save the shipping carton and packing material for repacking or moving the terminal in the future.



Note: If the terminal or any product component appears damaged or to have been tampered with, immediately notify the shipping company and your VeriFone distributor or service provider.



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

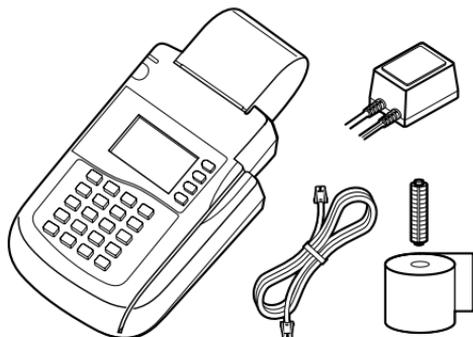


Figure 3 Omni 3210 Components

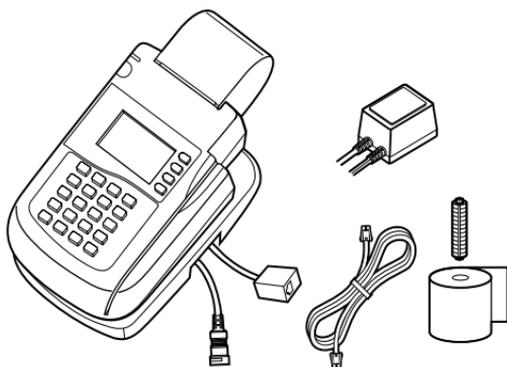


Figure 4 Omni 3210 with Swivel Stand Components

Step 3: Examine Terminal Features

Before you continue the installation, please take a moment to note the important features of the Omni 3210, as shown in Figure 5 below.

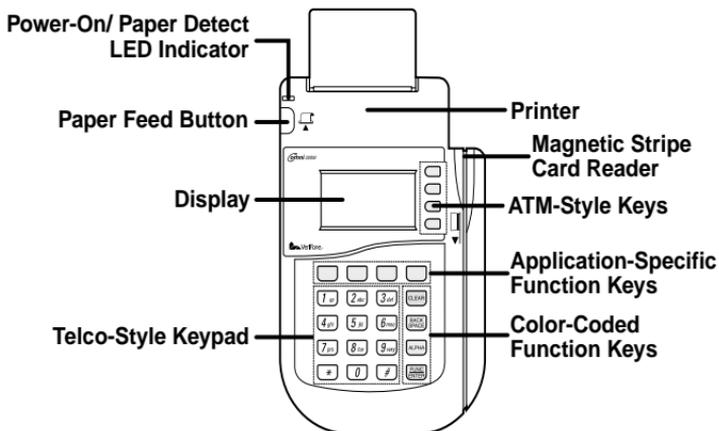


Figure 5 Features of the Omni 3210 Terminal

General Features

With the Omni 3210 terminal lying on a flat surface and facing toward you, you will notice the following features:

- In the center of the terminal, a **display screen** with a non-removable, clear protective lens.
- **24 keys**, arranged in groups (see Figure 5):
 - A 12-key, telephone-style keypad
 - Eight function keys (four to the right of the 12-key keypad, and four above the keypad)
 - Four ATM-style keys to the right of the display

- A **magnetic stripe card reader**, built in to the right side of the terminal. A graphical icon, shown to the right, indicates the proper card position and swipe direction (see Figure 6).

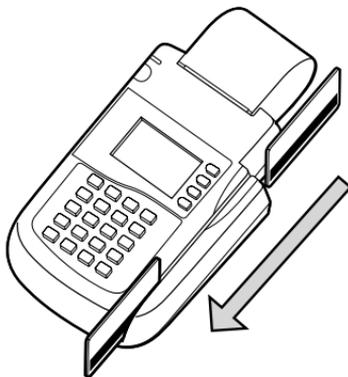


Figure 6 Using the Magnetic Stripe Card Reader

- A **thermal printer**, integrated into the upper part of the terminal. In the top left corner of the terminal is a small, green “power-on” and “no paper” indicator light, and a paper feed button. An icon, shown to the right, indicates the location and function of the paper feed button.



Connection Ports on the Back Panel

If you turn the terminal around and view it from the back, looking below and to the right of the paper roll holder, you will notice five modular jacks, or ports (see Figure 7). These ports, described in left-to-right order below, let you connect the Omni 3210 to a telephone line, up to two optional peripherals, and an electrical power source.

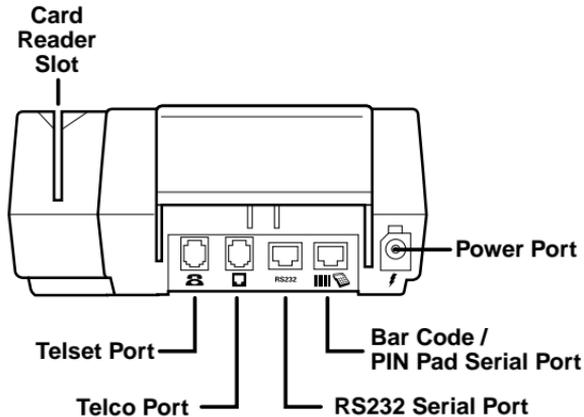


Figure 7 Omni 3210 Connection Ports

Telephone Line Ports

- On the left side of the back panel are two RJ-11 type modular jacks for connecting the terminal to a telephone line:

The first port is identified by a telephone-shaped “Telset” icon, shown to the right. You use the **Telset port** to connect the Omni 3210 to a telephone base unit to configure an optional pass-through telephone line connection.



The second telephone line port is identified by a jack-shaped “Telco” icon, shown to the right. You use the **Telco port** to connect the Omni 3210 directly to a modular telephone wall jack.



Ports for Attaching Optional Peripherals

- There are two RJ-45 type modular jacks (serial ports) for connecting optional peripheral devices:

The first serial port is identified by the “RS232” icon shown to the right. You use the *RS232 port* to connect a VeriFone CR 600 check reader, or a similar type of serial device.

RS232

The second serial port is identified by “Bar Code” and “PIN Pad” icons, shown to the right. You use the *Bar Code/PIN Pad port* to connect a PIN pad, smart card reader/writer, or bar code wand.



Power Pin Connector Port

- On the lower right-hand side of the back of the terminal is a port for connecting the terminal to a power source. The *Power port* is identified by the “electrical power” icon shown to the right.



Step 4: Connect the Terminal to a Telephone Line

You can connect the Omni 3210 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.

About Direct Telephone Line Connections

With a direct telephone line connection, a single telephone line cord connects the Telco port on the back of the terminal directly to a nearby RJ-11 type modular telephone company wall jack (see Figure 8). A direct connection is usually preferred because telephone line usage is dedicated to the terminal, making it possible to perform an electronic transaction at any time.

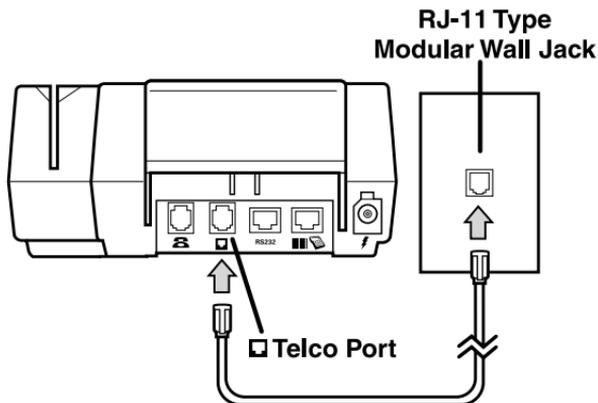


Figure 8 Direct Telephone Line Connection

About Pass-Through Telephone Line Connections

With a pass-through connection, the terminal uses a telephone line that is shared by a standard telephone base unit (see Figure 9). A pass-through telephone line connection is useful when you want to save the cost of an additional dedicated or leased line. There are, however, several disadvantages to using a pass-through connection:

- You cannot make a normal call while the terminal is processing a transaction, or when a remote host computer is dialing in to the terminal.
- Lifting up the telephone handset during a transaction may disrupt the audible data carrier signal and cause the terminal transaction to fail.
- Two telephone line cords are required instead of one. (One telephone line cord is supplied with the terminal; you can obtain an extra cord from VeriFone or from any local business supply store.)

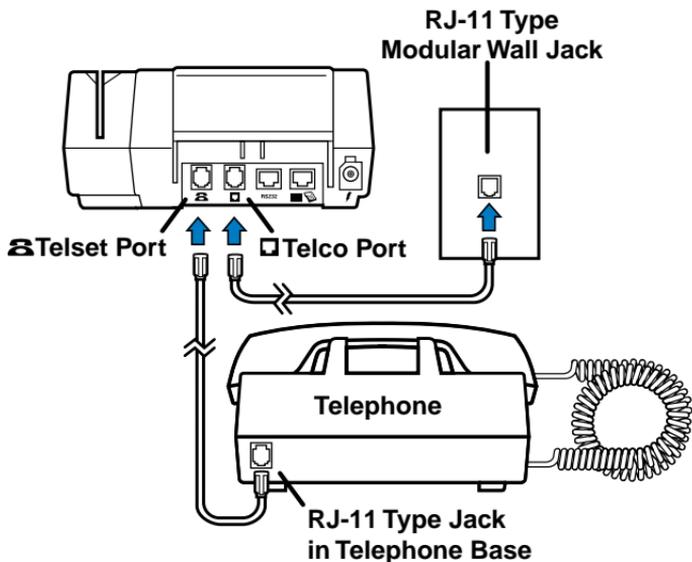


Figure 9 Pass-Through Telephone Line Connection

Now that you know the advantages and disadvantages of direct and pass-through telephone line connections, you can proceed to install the type of connection you want.

Set Up a Direct Telephone Line Connection

To set up a direct telephone line connection for your Omni 3210 terminal, follow these steps (refer to Figure 8):

1. Insert the connector on one end of the telephone line cord into the Telco port on the back panel of the terminal. (The Telco port is identified by the icon shown to the right.)



2. Insert the connector on the other end of the cord into a nearby RJ-11 type telephone company wall jack. (If you do not have this type of modular wall jack, you can obtain an adapter from a local business supply store.)

Set Up a Pass-Through Telephone Line Connection

To set up a pass-through telephone line connection using two telephone line cords, follow these steps (refer to Figure 9):

1. Insert the connector on one end of the first telephone line cord into the Telco port on the back panel of the terminal. (The Telco port is identified by the icon shown to the right.) 
2. Insert the connector on the other end of the first telephone line cable into a nearby RJ-11 type telephone company wall jack.
3. Insert the connector on one end of the second telephone line cable into the Telset port on the back panel of the terminal. (The Telset port is identified by the icon shown to the right.) 
4. Insert the connector on the other end of the second telephone line cable into a RJ-11 type modular jack located on the back or side of a nearby standard telephone base unit.



Caution: If you have chosen to use a pass-through connection for your terminal, do not attempt to make a normal telephone call while the terminal is processing a transaction. Lifting up the handset may disrupt the audible data carrier signal and cause the transaction to fail.

Setting Up Telephone Line Connections for Omni 3210 Terminals with Attached Swivel Stand

An optional swivel stand is available for the Omni 3210 terminal. Many terminals come with the swivel stand already attached, as shown to the right, and with two pre-installed “pigtail” cables that let you conveniently connect the power cable and telephone line cord.



The telephone line pigtail lets you conveniently configure a direct telephone line connection without removing the swivel stand. To set up a direct connection using the pigtail cable:

1. Insert the connector on one end of the telephone line cord into the modular RJ-11 type jack located inside the square-shaped “female” end of the telephone line pigtail.
2. Insert the connector on the other end of the cord into a nearby RJ-11 type telephone company wall jack.

To configure a pass-through connection for a terminal with attached swivel stand, you must remove the stand in order to properly connect and route the two telephone line cords, and then re-attach the stand to the terminal.



Note: The procedure for removing and reattaching the swivel stand is described in the *Omni 3XXX Swivel Stand Quick Installation Guide* (VeriFone Part Number 21919).

Step 5: Connect Optional Device(s)

The Omni 3210 supports the complete line of VeriFone peripheral devices designed for use with electronic point-of-sale terminals. For complete information about how to install and use a peripheral, please refer to the user documentation supplied with that device.

Using the two RJ-45 type serial ports on the back panel of the terminal (the RS232 port and the Bar Code/PIN Pad port), you can connect up to two optional devices to the terminal. Optional devices available from VeriFone include check readers, smart card reader/writers, bar code wands, external PIN pads, and an external printer. Brief descriptions of how to connect various devices to the Omni 3210 are provided below.



Caution: Before connecting any peripheral device, turn *off* power to the terminal. Turn on power only *after* you are finished connecting the peripheral device(s).

Connecting an Optional Peripheral to an Omni 3210 Terminal with Attached Swivel Stand

To connect an optional peripheral to an Omni 3210 terminal with an attached swivel stand, you must:

1. Remove the swivel stand,
2. Connect and route the additional serial cable through the guides in the swivel stand, and
3. Reattach the swivel stand to the terminal.



Note: The procedure for removing and reattaching the swivel stand is described in the *Omni 3XXX Swivel Stand Quick Installation Guide* (VeriFone Part Number 21919).

Connect a CR 600 Check Reader



Caution: Some peripherals require a separate power source. Before connecting a CR 600 check reader or similar device, turn *off* power to the terminal.

To connect a CR 600 check reader (see Figure 10):

1. Insert the round mini-DIN type connector on one end of the serial cable into the TERM. (i.e. Terminal) port on the back of the check reader.
2. Insert the RJ45-type connector on the other end of the serial cable into the RS232 port on the back panel of the Omni 3210 terminal.
3. Connect the check reader power pack to a power outlet.
4. Insert the round barrel-type connector into the power port on the lower back panel of the check reader.

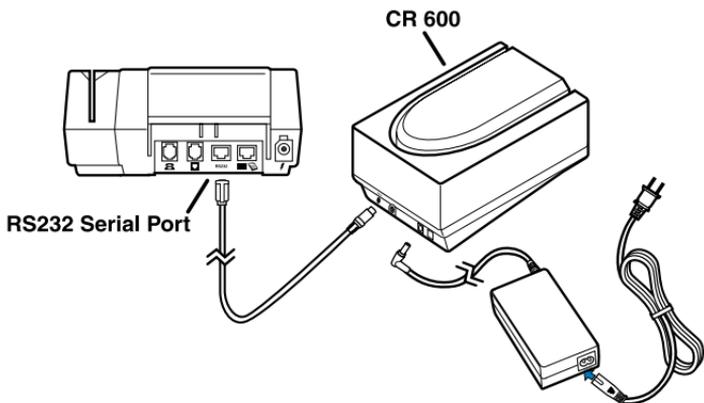


Figure 10 CR 600 Check Reader Connection

Connect a Smart Card Reader/Writer or PINpad 501

To connect a VeriFone SC 4XX or SC 5XX smart card reader/writer, or a PINpad 501, to the Omni 3210 terminal (see Figure 11):

1. If a serial cable is not already connected to the smart card reader/writer or PINpad 501, insert the RJ-11 type plug on one end of the cable into the modular jack on the device.
2. Insert the larger RJ-45 type plug on the other end of the serial cable into the Bar Code/PIN Pad port on the back panel of the Omni 3210 terminal.

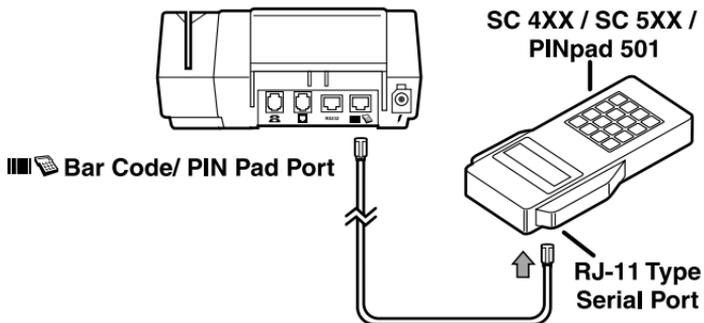


Figure 11 SC 4XX, SC 5XX, and PINpad 501 Connection

Connect a Bar Code Wand

To connect an optional bar code wand, insert the RJ-45 type plug on the free end of the device's serial cable into the Bar Code/PIN Pad port on the back panel of the Omni 3210 terminal (see Figure 12).

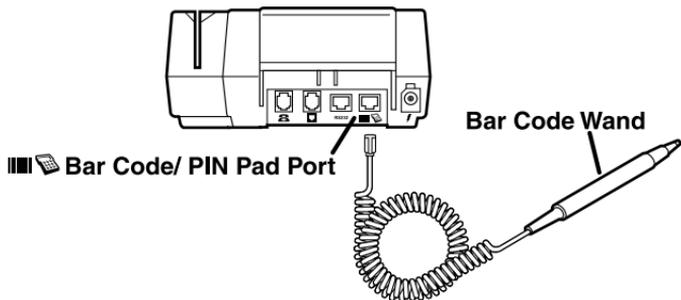


Figure 12 Bar Code Wand Connection

Connect an External PIN Pad

The Omni 3210 terminal comes with an internal PIN pad. In some cases, however, it may be necessary to install an external PIN pad to use instead of, or in addition to, the internal PIN pad, if necessary (see Figure 13 and Figure 14).

To connect an external PIN pad to the Omni 3210 terminal:

1. If necessary, insert the small RJ-11 type modular plug on one end of the PIN pad cable into the modular jack on the PIN pad.
2. If you are installing a VeriFone PINpad 101, PINpad 201, or PINpad 1000, position and insert the grommet to secure the cable connection (see Figure 13).
3. Insert the larger RJ-45 type connector on the other end of the PIN pad cable into the Bar Code/PIN Pad port on the back panel of the Omni 3210 terminal.

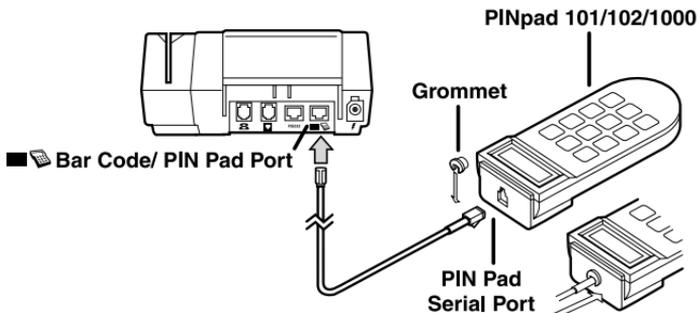


Figure 13 PINpad 101/102/1000 Connection

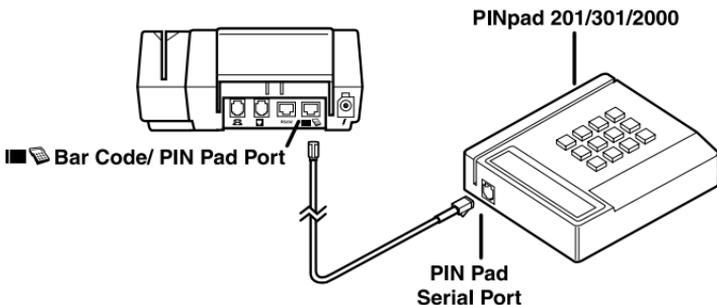


Figure 14 PINpad 201/301/2000 Connection

Connect an External VeriFone Printer

The Omni 3210 terminal comes with an integrated thermal printer. The Omni 3210 can also support an external VeriFone printer — the Printer 250. This external printer can be used in addition to, or instead of, the integrated printer to meet the requirements of the terminal application.



Note: To connect a Printer 250, a custom interface cable is required. The specifications for this cable are published in the *Omni 3200/3210 Reference Manual* (VeriFone Part Number 22295).

Step 6: Connect the Terminal Power Pack

When you have finished connecting any optional peripheral(s), you are ready to connect the Omni 3210 to a power source:



Caution: When connecting the terminal to a two-cable power pack, *always* connect the three-pronged plug of the power pack to an electrical wall outlet *first*. Then insert the round connector on the end of the other power pack cable into the terminal's Power port.

1. Plug the three-pronged plug on the end of one power pack cable into an electrical power outlet (see Figure 15).



Note: To protect your terminal against possible damage caused by lightning strikes and electrical surges, you may wish to install a power surge protector at the power outlet.

2. Insert the round female type connector on the end of the other power pack cable into the Power port on the back of the terminal (see Figure 15). The Power port is identified by the icon shown to the right.



Note: The round female type connector on the end of the power cable is a lock-type device that is designed to prevent the cable from accidentally being disconnected from the terminal:

To insert the end of the connector into the Power port, align the connector so the plastic locking part that projects from the connector is pointing upward. When the connector is in position, twist it to the left, as indicated by the word “LOCK” on the connector, and toward the “locked” icon on the left side of the power port. The “locked” icon is shown to the right.



To remove the power cable from the terminal, and to disconnect the terminal from its power source, turn the connector to the right (toward the “unlocked” icon on the upper right of the power port) and remove it from the Power port. The “unlocked” icon is shown to the right.

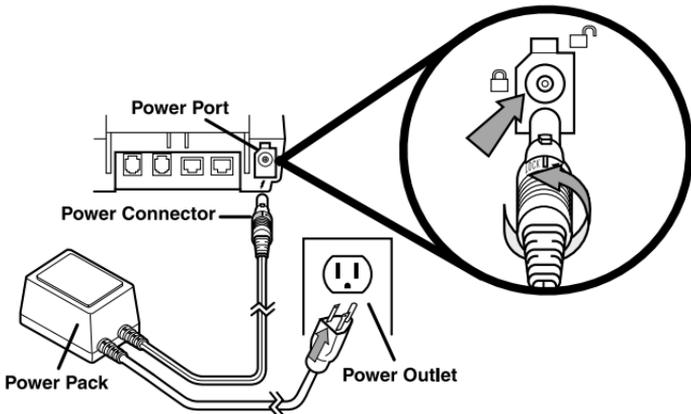


Figure 15 Omni 3210 Power Pack Connection

When you have established the power connection to the Omni 3210 terminal, the display screen, and the green LED at the top left corner of the terminal, light up. (This LED should now be

flashing off and on, indicating that there is no paper in the printer.)



Caution: The AC adapter on the Omni 3210 power pack is designed to ensure your personal safety and to be compatible with this equipment. Please follow these guidelines:

- Do not use the adapter in a high moisture environment. Never touch the adapter when your hands or feet are wet.
- Allow adequate ventilation around the adapter. Avoid locations with restricted airflow.
- Connect the adapter to a proper power source. The voltage and grounding requirements are found on the product case and/or packaging.
- Do not use the adapter if the cord becomes damaged.
- Do not attempt to service the adapter. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.



Caution: Disconnecting power during a transaction may cause transaction data files that are *not yet* stored in terminal memory to be lost.

Step 7: Install a Paper Roll in the Printer

A fast, quiet thermal printer is built in to the Omni 3210. Because the printer receives power directly from the terminal, there are no additional cables to connect (see Figure 16).

Before you can process transactions that require a receipt or record, you must install a roll of thermal-sensitive paper in the printer. This procedure is described in “Installing a Paper Roll” on page 27.

About Thermal Printer Paper

The Omni 3210 printer uses single-ply, thermal-sensitive roll paper that is 58 millimeters (2.25 inches) wide and about 25 meters (82 feet) long.

Because the paper roll size is standard, you can purchase thermal paper in bulk from local business supply stores. You can also order thermal printer paper directly from VeriFone (see “Accessories” on page 39).

Here are some things to remember about the thermal paper rolls that you use in the Omni 3210 printer:

- Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oil 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 printing area. For best results, cut a straight edge on the paper with scissors before feeding it into the printer.
- Poor-quality paper may jam the printer. Always use high-quality thermal paper, which can be ordered from VeriFone, if it is not available locally.

Before you proceed with installing a paper roll, please familiarize yourself with the various features of the printer, as shown in Figure 16.

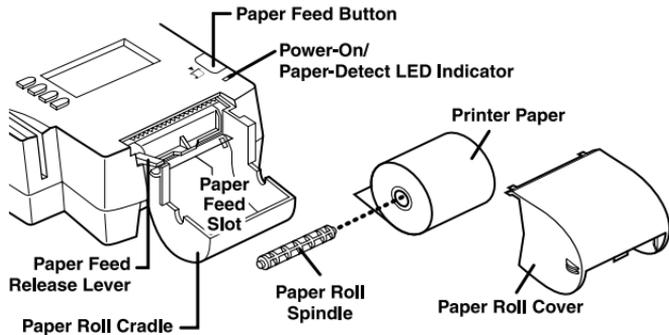


Figure 16 Thermal Printer Features

Installing a Paper Roll

To install a roll of thermal printer paper in the Omni 3210:

1. Be sure the terminal is connected to a power source. (The green LED “paper out” light should be blinking off and on, indicating that the printer needs paper.)
2. With the terminal on a flat surface and facing toward you, remove the paper roll cover from the top of the terminal by lifting up on the back of the cover. The two ridges on each side of the black plastic cover show you where to grasp it.
3. Remove the protective strip from a new roll of paper and cut a clean, straight edge on the leading end of the paper.
4. Holding the roll in your hand with the paper feeding from the *bottom* of the roll, slowly insert the leading end into the paper feed slot (refer to Figure 16). When the built-in sensor detects the paper, the feed mechanism engages and pulls the paper into the printer, ejecting the end of the paper from the top of the printer over the top of the paper roll cover.



Note: The paper feed slot is located directly above the gray plastic paper roll cradle, and below the black plastic ridge that extends slightly from the base of the paper feed mechanism (refer to Figure 16).

5. If necessary, hold down the paper feed button until about five centimeters (two inches) of paper emerge from the slot below the serrated metal tear strip.
6. Insert the orange plastic spindle into the hole in the paper roll you are holding. Then, place the spindle and roll into the paper roll cradle so the ends of the plastic spindle rest securely in the two slots.
7. Replace the paper roll cover by inserting its two front tabs into the slots on either end of the serrated metal strip and then lightly pushing down on the back of the cover until it snaps into place.

(Remember to lift up the end of the paper roll when replacing the paper roll cover so that the paper rests on top of the cover.)



Note: The integrated thermal printer has a paper feed release lever that lets you manually adjust the position of the paper you have loaded into the printer (refer to Figure 16). To do this, lift up on the small red lever located on the right side of the paper roll cradle until it snaps into its “Up” position. You can now freely move the paper up and down through the feed mechanism. When the paper is in the correct position, lower the lever until it snaps back into its “Down” position.

Performing a Power-On Printer Test

When you have installed a paper roll, you can 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. (Twist the connector to the right to unlock it and then pull it straight out.)
2. While pressing — and holding down — the paper feed button, insert the power connector back into the power port, twisting the connector to the left to lock it into position. The printer test starts automatically, and then stops after a few seconds.
3. When you see the test printout, release the paper feed button. The complete test printout, which shows printer information and repeating character strings of various sizes, is about 38 centimeters (15 inches) long.
4. When you have completed the power-on printer test, press the paper feed button to advance the paper roll a few centimeters (inches) and then tear off the printout using the serrated metal tear strip.

Congratulations! Your Omni 3210 terminal, and any optional peripheral device(s) you may have connected to it, should now be completely installed and ready to use.



Maintaining the Omni 3210

Cleaning the Terminal

To properly maintain your Omni 3210 terminal, clean it regularly to remove dust, accumulations of dirt or grease, and fingerprints. For the best results, use a clean cloth dampened with water and mild soap. To remove stubborn stains, use alcohol or an alcohol-based cleaner.



Caution: Never use thinner, trichloroethylene, or ketone-based solvents to clean the terminal — they may deteriorate plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or display lens.

Cleaning the Printer

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

1. Be sure the terminal is connected to a power source.
2. Remove the paper roll cover.
3. Lift out the paper roll and spindle from the paper roll cradle, if necessary. Carefully cut the paper that is still inserted in the feed mechanism from the roll.
4. Press the paper feed button to eject the remaining paper from the feed mechanism.



Note: Do not attempt to pull paper out from the back of the printer. This could damage the paper feed mechanism. Use the paper feed button instead.

5. Remove any dirt, dust, or bits of paper that may be adhering to, or lodged in, the printer parts.
6. Re-install the paper roll, or install a new roll, as described in “Installing a Paper Roll” on page 27.
7. Press the paper feed button to advance the paper through the slot below the serrated metal tear strip and then replace the paper roll cover.

Troubleshooting

During normal, day-to-day operation of your Omni 3210 terminal, it is possible that minor malfunctions may occur. Here are some examples of possible problems, and steps you can take to quickly resolve them.

Display Does Not Show Correct or Readable Information

1. Check all cable connections.
2. Check the electrical outlet or power connection. The power pack connector may be loose (not in its “locked” position) or the power source may not be supplying power.
3. If the problem persists, replace the AC power pack that came with your terminal with a power pack from another Omni 3210 terminal. If this test solves the problem, contact your local VeriFone distributor to obtain a replacement power pack.
4. If you are not able to solve the problem with the display, contact your local VeriFone distributor or service provider for assistance.

Keypad Does Not Respond

1. Check the display panel. If it displays the wrong character, or nothing at all when you press a key, follow the steps outlined in “Display Does Not Show Correct or Readable Information” on page 31.
2. If pressing a function key does not perform the expected action, first refer to the user documentation for your specific application, such as SoftPay™, to be sure you are entering data correctly.
3. If the problem persists, contact your VeriFone distributor or service provider for assistance.

Printer Does Not Work

1. Check all terminal power connections. The integrated printer receives its power directly from the Omni 3210 terminal. The green LED indicator light in the upper left corner of the terminal should be On.
2. If the green LED indicator is blinking Off and On, the printer is out of paper. Remove the paper roll cover and install a new roll of printer paper.
3. Perform a power-on printer test to make sure the integrated thermal printer is operating properly. For a description of this procedure, see “Performing a Power-On Printer Test” on page 28.
4. If the problem persists, contact your VeriFone distributor or service provider.

Printer Paper is Jammed in the Feed Mechanism

1. Remove the paper roll cover. Then, lift up on the small red lever located on right side of the paper roll cradle until it snaps into its “Up” position (see Figure 16). This lets you move the paper freely through the paper feed mechanism.

2. Carefully cut the damaged paper from the paper roll and clear the remaining paper from the feed mechanism.
3. Lower the paper release lever until it snaps back into its “Down” position.
4. Re-install the roll of printer paper. If the problem persists, the problem may be due to poor paper quality. Install a new roll of higher-quality paper.

Terminal Transactions Do Not Work

If the terminal is not able to successfully process debit or credit type transactions, follow Options 1–3 below:

Options 1: Check the card reader:

1. Perform transactions with several cards to ensure the problem is not a defective card.
2. Make sure you are swiping cards properly. With the Omni 3210 card reader, the black, magnetic stripe on the back of the card should face downward and to the right.
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. Contact your VeriFone distributor or service provider.
4. If the manual transaction does not work, proceed to the next step.

Option 2: If your payment application requires a telephone line connection, check your telephone line and also the telephone line of the party the terminal is attempting to dial up:

1. If the problem appears to be with the telephone line, first check with the party you are trying to call to see if their dial-up phone system is operational.

2. If the party is not experiencing difficulties with their line, contact your local telephone company to have your line checked.
3. If the telephone line works, contact your VeriFone distributor or service provider for assistance.

Step 3: Check that the terminal case has not been tampered with:

1. Check if any of the three visible Philips-head screws on the terminal base are loose or missing.
2. Check if the Tamper Warning label on the terminal base has been breached or removed (see Figure 17 on page 37). If the case has been opened by an unauthorized party, key data that is necessary to process PIN-based transactions using the internal PIN pad may have been erased.
3. If the Tamper Warning label has been breached or removed, contact your VeriFone distributor or service provider for assistance.

Serial Port Does Not Work

1. Check that the device connected to the RS232 port or the Bar Code/PIN Pad port on the back panel of the terminal is powered on and functioning correctly. If possible, perform a self-test on the device in question.
2. The cable connecting the optional device to the Omni 3210 port may be defective. Try using a different interface cable, if one is available.
3. If the problem persists, contact your VeriFone distributor or service provider for assistance.

Optional Bar Code Wand Does Not Work

1. Check all bar code wand cable connections.
2. Draw the wand across one or more different bar codes to ensure that the problem is not an unreadable bar code.

External PIN Pad Does Not Work

1. Check all PIN pad cable connections.
2. If your PIN pad device has an integrated magnetic stripe card reader, try one or more different magnetic stripe cards to ensure that the problem is not a defective card.
3. If the problem persists, contact your VeriFone distributor or service provider.

Telephone Connection Does Not Work Properly

1. Check the telephone line cord and all telephone connections.
2. If you are using a pass-through connection, check the line using another telephone base unit. If the other telephone works, have the defective telephone repaired or replaced.
3. If you are using a direct connection, check the telephone line using another Omni 3210 terminal. If the telephone connection does not work, contact your local telephone company to check the status of the line.

VeriFone Service and Support

If you experience problems with your Omni 3210 terminal, first contact your local VeriFone representative or service provider for assistance.

For information about Omni 3210 product service and repairs, contact the VeriFone at 1-800-834-9133, Monday through Friday, 8 A.M. to 7 P.M., Eastern Standard Time.

Returning a Terminal for Service



Caution: Do not, *under any circumstances*, attempt any service, adjustments, or repairs on this equipment. Instead, contact your local VeriFone distributor or service provider for assistance. Failure to comply may 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!

To return a terminal for service, follow these steps:

1. Obtain the Product ID information, including the unit Model and Part Number, from the label that is affixed to the bottom of the Omni 3210 terminal (see Figure 17). For example, “Omni 3210” and “P092-501-01”.
2. Obtain the Product Serial Number (S/N) from the label that is affixed to the back of the paper roll cradle (see Figure 18). For example, “S/N XXX-XXX-XXX”.
3. Contact your VeriFone distributor or service provider and give them the information described in Steps 1 and 2.
4. Describe the problem(s) and provide the shipping address where the repaired or replacement unit will be returned.

5. Be sure to keep records of the following items:
- Both Product ID numbers and the Serial Number of the terminal(s) you are returning for service or repair.
 - Shipping documentation, such as airbill numbers, which you can use to trace the shipment.

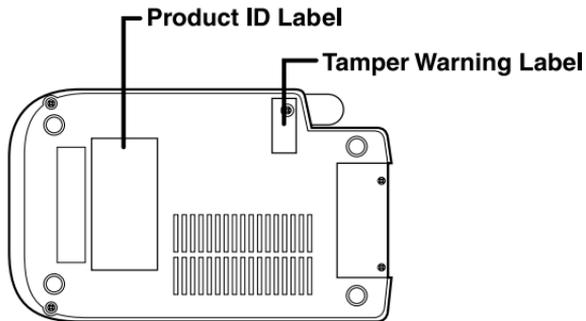


Figure 17 Information Labels on Bottom of Terminal

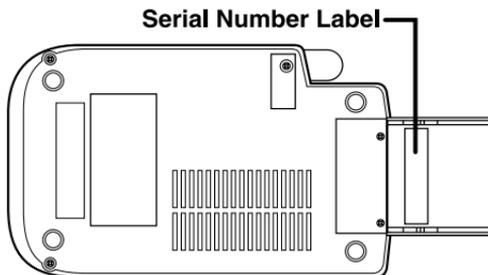


Figure 18 Serial Number Label On Paper Roll Cradle

Specifications

Power

- AC power pack requirements:
Input: 120 V, 60 Hz, 0.6 A
Output: 22 V, ~2.0 A
- DC power pack requirements:
Input: 100–250 V~, 50–60 Hz, 1.2 A
Output: DC +25.5 V, 1.57 A
- Terminal power requirements: 22 V AC, ~1.2 A or 25.5 V DC, ~1.2A

Environmental

- 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

Dimensions

- Height: 75 mm (2.95 inches)
- Width: 148 mm (5.8 inches)
- Depth: 294 mm (11.6 inches)

Weight

- Terminal unit weight: 1.29 kg (2.84 lb)
- Shipping weight: 3.0 kg (6.6 lb)

The shipping weight includes the shipping carton, terminal, power pack, telephone line cable, paper roll, paper roll spindle, and user documentation.

Accessories

How to Order

To order accessories or supplies from VeriFone, please call the VeriFone Customer Development Center at 1-800-VERIFONE (837-4366 + 3), Monday through Friday, 9 A.M. to 7 P.M., Eastern Standard Time.

Accessories and supplies that are available for the Omni 3210 terminal are listed below. When ordering, please refer to the VeriFone Part Number in the left-hand column.



Note: Cables with “XX” Part Number suffixes come in a variety of lengths.

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 (for CR 600 check reader)
07042-XX	MOD10-4P4C (for external VeriFone PIN pads)

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

Terminal Swivel Stand Kit

07456-01 Modular swivel stand that attaches to the base of the Omni 3210 terminal, with installation instructions

Telephone Line Cord

00124-03 2.1-meter (7-foot) telephone line cord with modular RJ-11 type connectors

AC Power Pack

07096-01G Input: 120 V AC, 60 Hz, 0.6 A
Output: 22 V, ~2.0 A

DC Power Pack

05790-03 Input: 100–250 V~, 50–60 Hz, 1.2 A
Output: DC +25.5 V, 1.57 A

Thermal Printer Paper

CRM0039-01-20 High-grade thermal printer paper, 58-mm (2.25-inch) width, 20 rolls

CRM0039-01-50 High-grade thermal printer paper, 58-mm (2.25-inch) width, 50-roll bulk package

Paper Roll Spindle

02117-03 Plastic spindle for 58-mm (2.25-inch) rolls of thermal printer paper

User Documentation

21921 *Omni 3210 Product Certifications, Regulations, and Safety Precautions*

21918 *Omni 3210 Quick Installation Guide*

21987 *Omni 3210 with Swivel Stand Quick Installation Guide*

21919	<i>Omni 3XXX Swivel Stand Quick Installation Guide</i>
21920	<i>Omni 3210 Installation Guide</i>
22295	<i>Omni 3200/3210 Reference Manual</i>
22296	<i>Omni 3200/3210 Programmer's Guide</i>



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Web: www.verifone.com

Omni 3210

Installation Guide

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