VeriFone M132-409-01-R

Verifone MX915 Multi Lane Terminal User Manual

Model: M132-409-01-R

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Verifone MX915 Multi Lane Terminal. Please read this manual thoroughly before using the device and retain it for future reference.

The Verifone MX915 is a PCI 3.X compliant terminal designed for multi-lane retail environments, featuring a secure chip card reader (SC), touch screen (TCH), Ethernet connectivity, and contactless payment capabilities (CTLS).

2. SAFETY INFORMATION

- Do not expose the terminal to extreme temperatures, humidity, or direct sunlight.
- Avoid dropping or subjecting the device to severe impact.
- Only use accessories and power supplies approved by Verifone.
- Do not attempt to open or modify the terminal. This will void the warranty and could compromise security.
- Ensure proper ventilation around the device during operation.
- Disconnect power before cleaning.

3. PACKAGE CONTENTS

Carefully unpack the box and verify that all items listed below are present and undamaged. If any items are missing or damaged, contact your supplier immediately.

- Verifone MX915 Multi Lane Terminal
- Stylus
- Mounting Bracket (optional, may vary by package)
- Cables (Ethernet, USB, etc. - *Note: Power supply and certain cables may not be included and must be acquired separately.*)

Figure 3.1: Contents of the Verifone MX915 package, including the terminal, stylus, various cables, and a mounting bracket. Please note that specific accessories may vary.

Figure 3.2: Close-up view of the mounting bracket and additional cables that may be included or required for the Verifone MX915 terminal setup.

4. SETUP

4.1 Connecting the Terminal

1. **Connect I/O Module:** The Verifone MX915 requires an I/O module for connectivity. Connect the appropriate cable from the terminal to the I/O module.

2. **Connect Power:** Connect the power supply (not included) to the I/O module, then plug the power supply into a suitable electrical outlet.

3. **Connect Network:** For Ethernet connectivity, connect an Ethernet cable from your network router or switch to the RJ-45 port on the I/O module.

4. **Secure Mounting (Optional):** If using a mounting bracket, securely attach the terminal to the bracket according to the bracket's instructions.

Figure 4.1: Front view of the Verifone MX915 terminal, showing the display screen, integrated keypad, and stylus.

4.2 Initial Boot-up

Once power is connected, the terminal will automatically begin its boot-up sequence. This process may take a few moments. The display will show the Verifone logo and system information as it initializes.

Figure 4.2: The Verifone MX915 display during initial boot-up, showing the Verifone branding and indicating its Linux-based operating system.

Note: Key injection is required to accept debit or credit card payments. This process is typically performed by your payment processor or a certified technician.

5. OPERATING INSTRUCTIONS

The Verifone MX915 operates primarily through its touch screen and integrated keypad. Specific transaction flows will depend on the payment application loaded onto the device by your payment processor.

5.1 Using the Touch Screen

- Use your finger or the provided stylus to interact with the touch screen.
- Tap to select options or buttons.
- Follow on-screen prompts for transaction processing.

5.2 Using the Keypad

- The keypad is used for entering PINs, amounts, or other numerical data.
- The green button typically confirms an entry.
- The red button typically cancels an entry or transaction.
- The yellow button typically corrects the last entered digit.

5.3 Accepting Payments

- **Chip Card (EMV):** Insert the chip card into the slot at the bottom of the terminal with the chip facing up. Leave the card in until prompted to remove it.
- **Contactless (NFC):** Tap the contactless card or mobile device near the contactless logo on the terminal's display. Wait for the confirmation beep or visual cue.
- **Magnetic Stripe:** Swipe the card through the magnetic stripe reader on the side of the terminal.

6. MAINTENANCE

6.1 Cleaning the Terminal

- Disconnect the terminal from power before cleaning.
- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner.
- Do not spray cleaners directly onto the terminal.
- Avoid using solvents, harsh chemicals, or abrasive materials.
- Clean the screen and keypad regularly to ensure optimal performance and hygiene.

6.2 Software Updates

Software updates are typically managed by your payment processor or IT department. Do not attempt to update the firmware or software independently unless instructed by a certified professional.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
Terminal does not power on.	No power supply connected or faulty connection.	Ensure power supply is securely connected to the I/O module and a working power outlet. Verify the power supply is functional.
"No Network" error.	Ethernet cable disconnected or network issue.	Check Ethernet cable connection to the I/O module and network router/switch. Verify network connectivity.
Cannot process card payments.	Key injection not performed or payment application issue.	Contact your payment processor or IT support to ensure key injection is complete and the payment application is correctly configured.
Touch screen unresponsive.	Temporary software glitch or physical damage.	Restart the terminal by disconnecting and reconnecting power. If the issue persists, contact support.

For issues not listed here, or if solutions do not resolve the problem, please contact your technical support provider.

8. SPECIFICATIONS

Feature	Detail
Model Number	M132-409-01-R (MX 915)

Feature	Detail
PCI Compliance	PCI 3.X
Display	4.30" (480 x 272) 65,536 Color Display
Connectivity	Ethernet (RJ-45)
Payment Types	Chip Card (SC), Contactless (CTLS), Magnetic Stripe
Operating System	Linux-based
Dimensions (L x W x H)	Approximately 220 x 717 x 886 inches (Note: These dimensions seem unusually large for a terminal and might be a data entry error in the source. Please refer to official product documentation for precise measurements.)
Weight	Approximately 0.16 ounces (Note: This weight seems unusually low for a terminal and might be a data entry error in the source. Please refer to official product documentation for precise measurements.)
Material Type	Plastic
International Protection Rating	IP00
UPC	736983815286, 609527979068

Figure 8.1: Product label on the back of the Verifone MX915, displaying model information, PCI compliance details, FCC ID, and manufacturing origin.
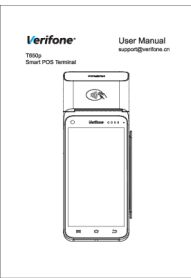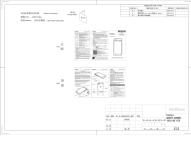
9. WARRANTY AND SUPPORT

9.1 Warranty Information

Verifone products typically come with a limited manufacturer's warranty. Please refer to the warranty card included with your purchase or visit the official Verifone website for detailed warranty terms and conditions. Keep your proof of purchase for warranty claims.

9.2 Technical Support

For technical assistance, troubleshooting beyond this manual, or service requests, please contact your payment processor or the authorized Verifone reseller from whom you purchased the device. They are equipped to provide specific support for your terminal's configuration and payment application.

You may also visit the official Verifone support portal for general product information and resources:

Related Documents - M132-409-01-R

	[Verifone T650p Certifications and Regulations](#) Technical specifications, FCC compliance, CE directives, RF exposure, operating conditions, and recycling information for the Verifone T650p POS terminal.
	[Verifone T650p Smart POS Terminal User Manual](#) User manual for the Verifone T650p Smart POS Terminal, covering basic configuration, user instructions for card reading and charging, and detailed terminal specifications.
	[Verifone T650m POS Terminal User Manual](#) User manual for the Verifone T650m POS Terminal, covering basic configuration, user instructions, terminal specifications, and regulatory compliance information. Includes FCC and IC warnings.
	[Verifone P630 Certifications and Regulations](#) Comprehensive guide to the Verifone P630 payment terminal's certifications, regulations, electrical safety, environmental considerations, RF exposure, and compliance information, including FCC, IC, and CE standards.
	[Verifone UX600-4G-A and UX600-T-A Installation Guide](#) Comprehensive installation guide for Verifone UX600-4G-A and UX600-T-A payment terminals, covering device overview, setup, specifications, maintenance, service, and troubleshooting.
	[Verifone P200 User Manual & Setup Guide](#) Comprehensive user manual and setup guide for the Verifone P200 Plus payment terminal. Learn how to set up your device, process payments, adjust settings, and troubleshoot common issues. Provided by PaymentCloud LLC.