

Handling Best Practices: VP3600

The VP3600 is a PCI PTS 5.X certified Bluetooth mobile payment reader that supports magnetic stripe, EMV insert, and EMV contactless transactions. To ensure the longest life expectancy for the product, ID TECH recommends the following maintenance and precautions for use and storage.

Drop

Because the VP3600 is a PCI PTS certified device, it has tamper mechanisms installed that prevent malicious attempts to obtain the secure information stored within the device. Although the VP3600 undergoes drop tests during the design process, excessive or long-distance falls may result in a tamper event.

ESD

When handling an electronic device like the VP3600, the user should attempt to ground themselves to avoid accidentally transferring an electrostatic charge to the device. When using the device, users should avoid touching the charging/communication port.

Temperature

The VP3600 was designed for indoor use with an operating temperature range specified from 0°C to 55°C (32°F to 131°F) and a storage temperature range of -20°C to 70°C (-4°F to 158°F). Temperatures outside the specified range may result in a tamper event.

Power

The VP3600 is designed to operate and charge using a traditional USB charge and communication cable. Power outside the defined USB specification may result in decreased unit life.

Cleaning

Make sure to regularly clean the VP3600. Turn off the device first and use soft microfiber cloths moistened fresh water (do not pour or spray water directly on the device). Let the device dry, then clean it with soft wipes free of harsh chemicals (such as Kleenex Wet Wipes). Never rub or scrub, and let the device dry completely before powering it on again.

If a Tamper Event Occurs

If a tamper event occurs, the VP3600 beeps and a message of "tamper" appears on the LCD screen. If this occurs, contact ID TECH Support for additional assistance.

