Troubleshooting

Symptom	Possible Cause
General Issues	
Reader does not appear to be powered on—no LEDs lit, no LCD display.	• Reader not powered on. Check cable connections. • Incorrect power supply used. Replace the power supply with a known good one.
Reading Cards/Fobs/Phones	
LEDs are not lit and beeper is not audible when card/fob/phone is presented.	• Card/fob/phone not properly presented. Ensure that the card is close to the device and parallel to the touch screen. Try a known good card or fob. • Metal or RF interference. Verify that the VP8800 is not located near large metal objects or RF sources. • Wrong Firmware. (Contact your support representative). • Reader not powered on or incorrect voltage. (Use 5V power supply, 1.2A minimum.)
Some cards/fobs/ phones read, but not all.	• Unsupported card/ fob/ phone used. • Possible bad card, phone, or fob.
On power-up, display sticks on firmware version.	• SAM card isn't seated properly. Power off, remove the unit's back cover (the smaller one, with a screw), and ensure the SAM card is fully seated.

Customer Service

If you require assistance with your VP8800, or if it requires repair, contact your ID TECH representative, or contact the manufacturer directly:

E-mail: support@idtechproducts.com

Phone: 1-800-984-1010 (USA)

Fax: (714) 761-8880

ID TECH
10721 Walker Street
Cypress, California 90630-47020, USA

WARRANTY: ID TECH warrants VP8800 against defects in manufacture for a period of one year from date of purchase. No other warranties (expressed nor implied) are made. See your ID TECH representative for details.

FCC Regulatory Compliance
Notices for Class B Equipment
This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. This device complies with part 15 of the FCC rules. Operation is subject to two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

24-Hour Device Reboot
Per PCI Requirements, this device reboots every 24 hours. Please contact your device integrator if you need to check the reboot time for your unit.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and the receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio or TV technician for help.
Changes or modifications to the VP8800 not expressly approved by ID TECH could void the user's authority to operate the VP8800.

⚠️	**Caution:** The VP8800 should be mounted at least 1 foot (30 cm) away from other VP8800. Can be adjusted based on lane setup.
⚠️	**Caution:** Danger of Explosion if battery is incorrectly replaced. Replace only with same or equivalent type recommended by the manufacturer. Discard used batteries according to the manufacturer's instructions.
⚡	**Warning:** Avoid close proximity to radio transmitters which may reduce the capability of the reader.

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VP8800
IDPP-1881

Quick Reference Guide

Introduction

The VP8800 is a secure 3-in-1 card reader that can accommodate contact EMV, magstripe, and contactless (NFC) payments, while offering PIN pad (chip and PIN) capability and electronic signature capture. It is designed to integrate easily with existing POS systems and requires minimal counter space at checkout stands. The VP8800 features:

- Touch-sensitive 3.5" (diagonal) 480x320 HVGA color display.
- ADA-friendly numeric keypad.
- Bidirectional magnetic stripe reader.
- Integrated contactless (NFC) card reader.
- Illuminated top slot for ICC (chip) card insertion.
- Tricolor status LED (upper right).
- Stylus for signature capture or touch menu.

Installation

The basic installation steps are:

1. Connect to power and POS system
2. Mount if required
3. Test the installation

Cable installation

The VP8800 power/data cable connects to the device inside a compartment that can be accessed via an easily removable cover on the underside of the reader.

To connect the cable:

1. Turn the VP8800 over so the connector cover is visible.
2. Open the connector cover (see photo).
3. Insert the data cable into the HDMI connector and route the cable through the recesses provided. Press firmly to seat the cable.
4. Replace the cover.

5. Turn the VP8800 keypad right side up.
6. Place the stylus in the holder along the side.
7. Attach the other end of the data cable from the VP8800 to a port on the POS system.
8. At the 'Y' in the cable, attach a power cable from a 5V 1.2-amp power supply (P/N AC005R or equivalent).
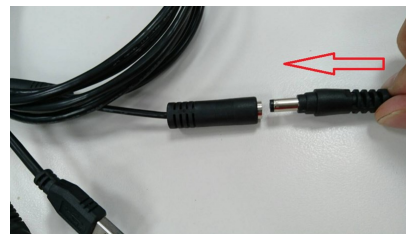
When the power cable is plugged in, the unit powers up automatically (there is no ON switch) and goes through a boot cycle that finishes within 30 seconds.

Positioning the device

To perform contactless transactions, the VP8800 uses a radio frequency antenna. The range and performance of the reader can be affected by other radio frequency emitters, and proximity to metal. For best results, do not position your VP8800 atop or alongside video monitors, or closer than one foot (30 cm) away from electronic devices. Also, avoid placing the VP8800 near large metallic objects.

Verifying the installation's security

To ensure PCI compliance, you must verify that, in normal operation, your VP8800 is positioned such that manual PIN entry is not visible to other customers, to the cashier, or to video surveillance cameras. If PIN entry is visible, the VP8800 must be repositioned, or physical shielding (optional keypad shroud) added until PIN entry cannot be observed. Two people should be present for this kind of testing (one to enter PIN, the other to "spy" on the PIN entry) and the results should be recorded and dated, and a record kept for PCI purposes.

Normal Operation

Magnetic Stripe Card: The VP8800's magnetic stripe reader reads debit, credit, and all standard magnetic stripe cards. When the application prompts for a magnetic stripe card, place a card in the slot (with the stripe facing the body of the unit) and swipe in either direction.

Chip Card: When the application prompts for a smart card (ICC), the slot at the top of the VP8800 (above the display screen) illuminates. Insert a card with the chip facing the body of the unit, and do not remove it until prompted to do so.

Contactless: For contactless payment, hold the card or phone close to the display (within ~2 cm). The VP8800 beeps once when the transaction is successful.

Specifications

RF Interface	
Frequency	13.56 MHz
Standard	ISO 14443 Type A&B, Mifare, ISO 18092
Reading distance	MAX 4cm
Physical	
Length	189 mm
Width	96 mm
Depth	58 mm
Weight	0.4Kg
Storage	128 MB RAM + 64MB Flash + 32GB of Micro-SD, with 3 SAM slots
Environmental	
Operating Temp.	0 to 55° C (32 to 131° F)
Storage Temp.	-25 to 65° C (-13 to 149° F)
Relative Humidity	10 to 95% non-condensing
Operating Environment	Indoor only
Power	
Voltage	5 VDC regulated, +/- 10%
Consumption	6 W maximum
Power supply	The VP8800 is powered by an external 5VDC power source (P/N AC005R)
Display	
LCD	Capacitive backlit touchscreen
Resolution	HVGA 480x320 pixels
Glass hardness	7H