

**Verifone UX401-
301-100 (3-Box)
Setup and
User Guide**



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1. UX 3-box components

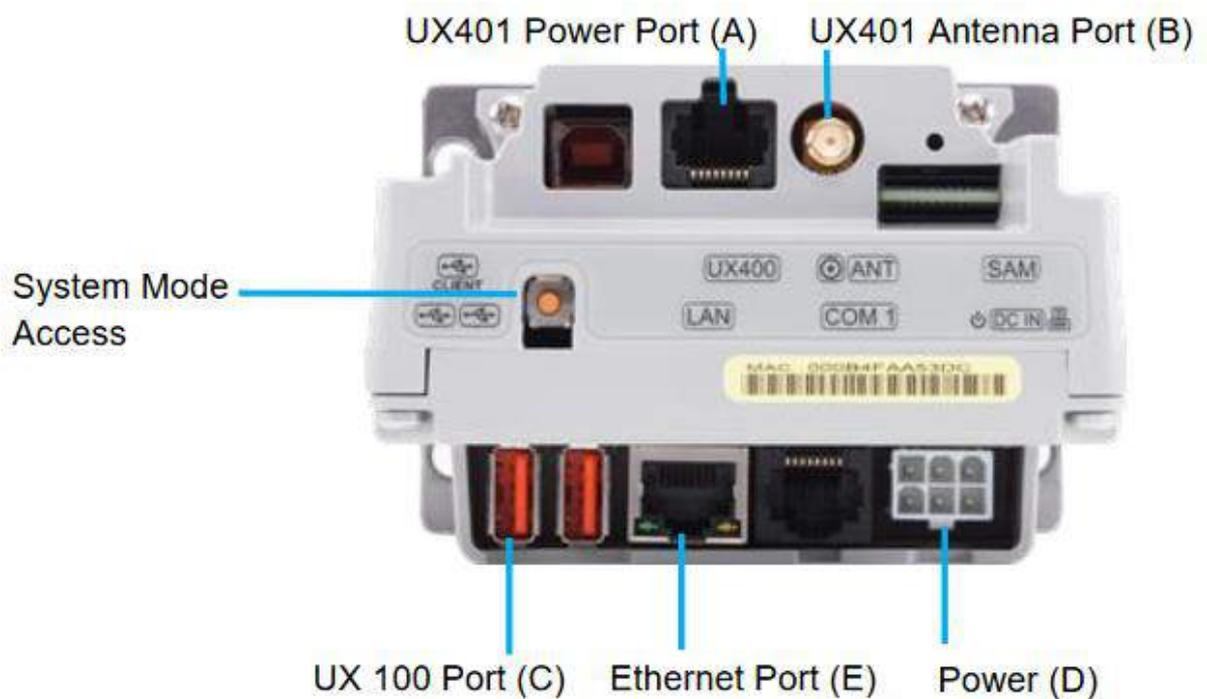
The Verifone 3-box consists of the UX 301 (card reader), the UX 100 (pin pad) and the UX 401 (contactless reader).

1.1 UX 301

FRONT



BACK



UX301 box contents

- Installation guide (DOC159026 EN)
- UX301 EMV Card Reader Unit (M159-301-000-UKA)
- Grounding/Earthing cable (WIR159 302 02 A)
- Optional:
 - Power Cord UK 2M (CBL258-004-01-A)
 - 12 Volt PSU, 3.3A 1.5m (PWR159-002-01-A)
 - UX RS232 Cable (27717-01-R)

1.2 UX 100

FRONT



BACK

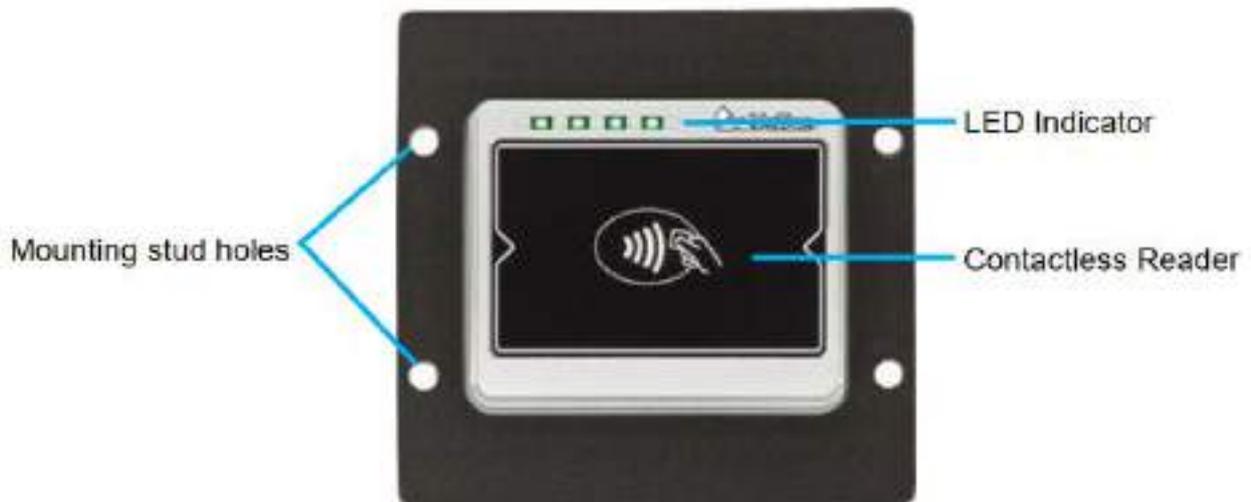


UX100 contents

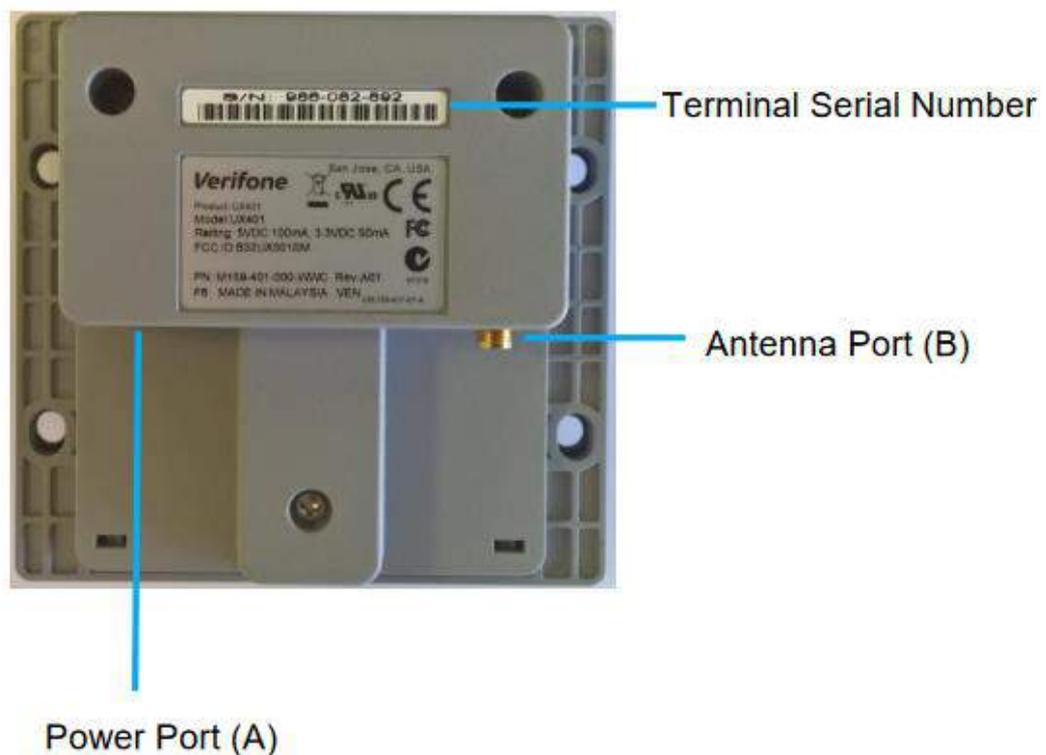
- Installation guide (DOC159 003 EN)
- UX100 Pin Pad with display Unit (M159-100-00-UKB)
- USB Cable 1m (CBL000 045 01 B)
- USB cable retainer (MET159-103-01-A)

1.3 UX401

FRONT



BACK





UX100 box contents

- Installation guide (DOC159036 EN)
- UX401 Contactless Card Reader Unit (M159-401-000-WWC)
- UX301 to UX401 (RF): (CBL159 302 03 A)
- UX301 to UX401 (Comms): (CBL159 313 02 A)
- Optional: Ethernet Cable 5m (744C401X201)

1.4 Cables

RJ45 Power Cable (between UX301 – UX401, A)



Antenna Cable (between UX301 – UX401, B)



USB Data/Power Cable (between UX301 – UX100, C)



Power Cable (in UX301, D)

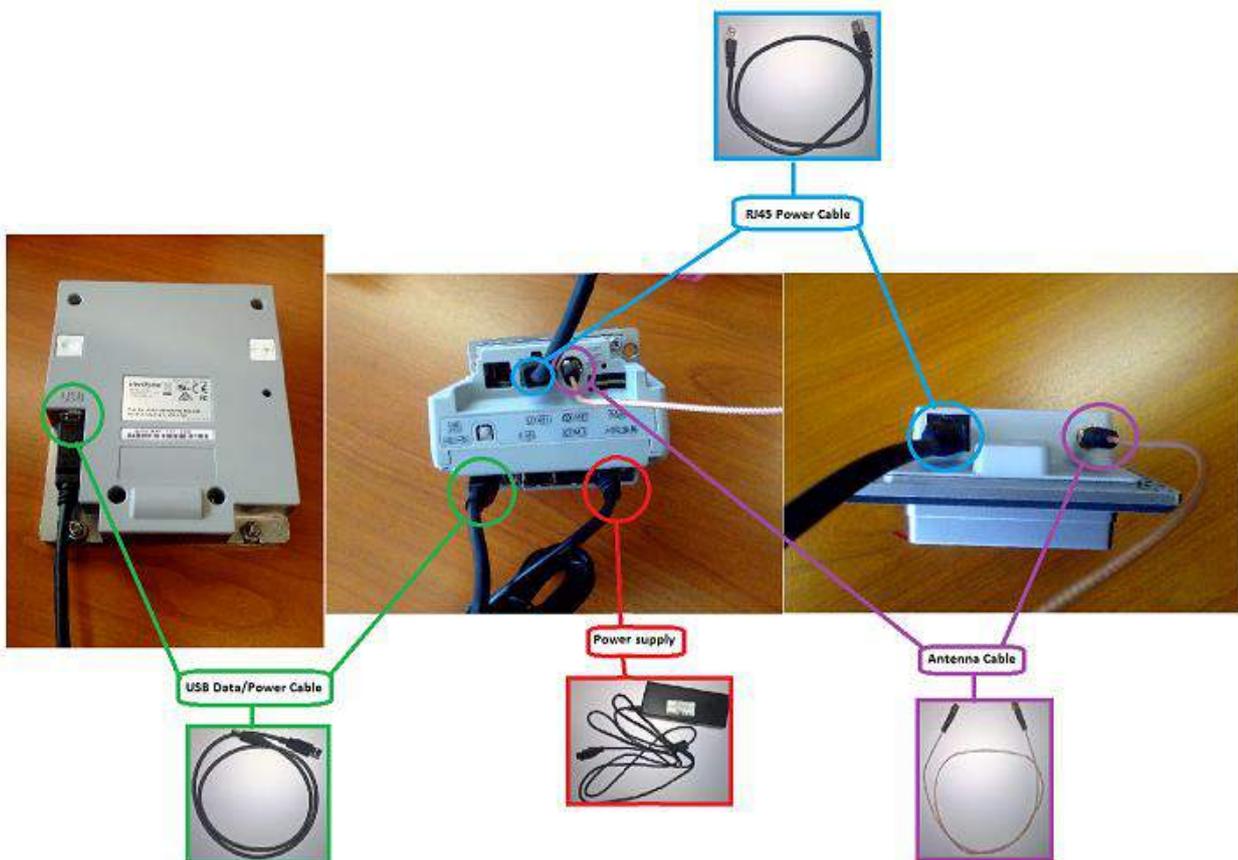


Optional: RS-232 Serial Cable





2. Mounting of the 3-Box



3. Anti-Removal Switches (ARS) and Reactivation procedure

The Anti-Removal Switches (ARS) detect any removal attempt from the device cabinet and disables the PIN processing functionality (PIN entry will not be possible). The devices need to have a plate attached to them that keeps the switches pressed continuously.



Make sure that the plates have been attached correctly and firmly. They must not be loose and must not come out during normal usage of the terminal.

After attaching them, open System Mode and you should see a screen that shows the status of the ARS. If you don't see a screen with the ARS status, then no further action is needed, and the terminal is ready for use.

To open Sysmode press the the small "System Mode Access" button on the back side of the UX301:





“Armed” means the switch is correctly closed and no further action is needed.

“Triggered” means that either there is no plate, or that the plate is not correctly attached, or that the plate is attached, and the ARS have to be reset.

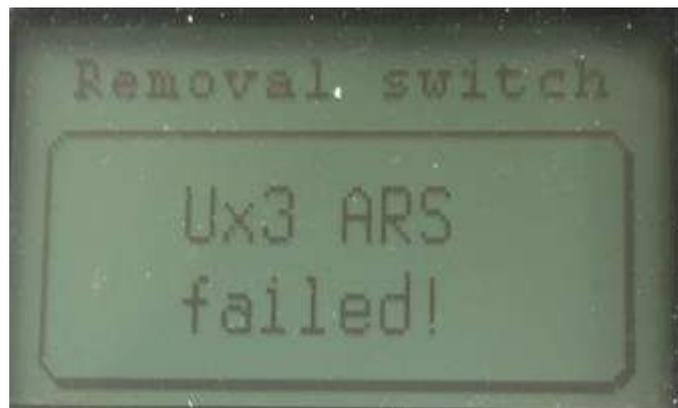
To reset the password for each switch the first time, you’ll be asked to input the default factory password, and then twice for a new password. After that, the password has to be entered only once.

For the password of **UAT** devices, please liaise with the solution engineer that has been assigned to support you during the integration phase.

For **production** devices contact Customer Service.

Please make sure to follow the instructions regarding password carefully, as otherwise further resets won’t be possible.

If the ARS is not correctly closed, and you attempt a reset, the terminal will display “Ux3 ARS failed!”.

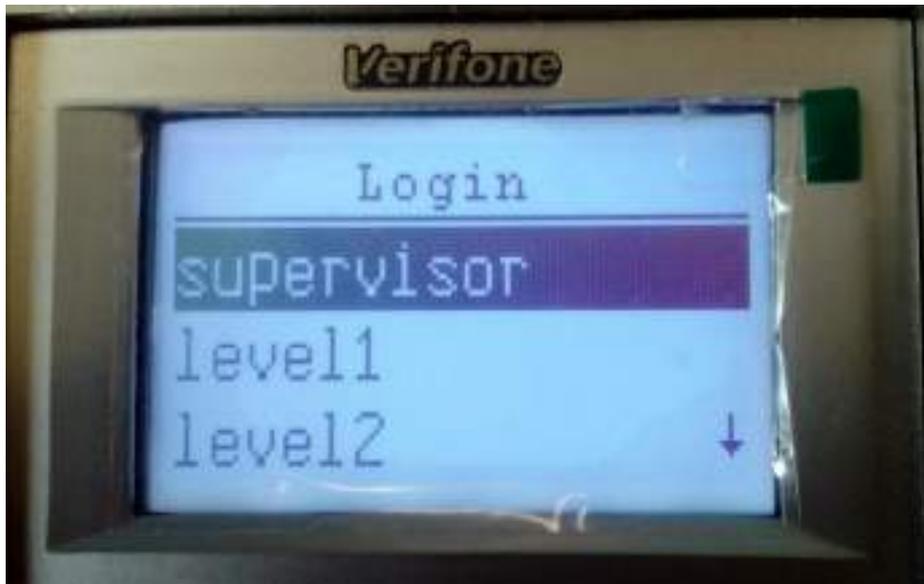




Otherwise, the terminal will say “Reset succeeded!”.



If the switches have been successfully reset or no reset had been needed, you will see the following screen:



Choose “supervisor” and then enter the supervisor password provided to you by either CS or the solution engineer.

In the next screen use the arrow key to descend until you can choose “Exit”.



Finally, choose "Reboot", so terminal reboots and you will be back on the main screen



4. Service Menu

Access to the service menu will be granted by pushing the **Yellow** Clear button of the UX100 pin pad.



With Integra TE Release 1.0.5.14_UXxxx.3C.1.1.0_240221_1700_t and subsequent versions access to the service menu of Integra TE has been limited.

By default, the menu will only be available for **90 seconds after a power cycle**. If the payment app has been restarted after the reset of the config, then menu will not be accessible until the next power cycle.



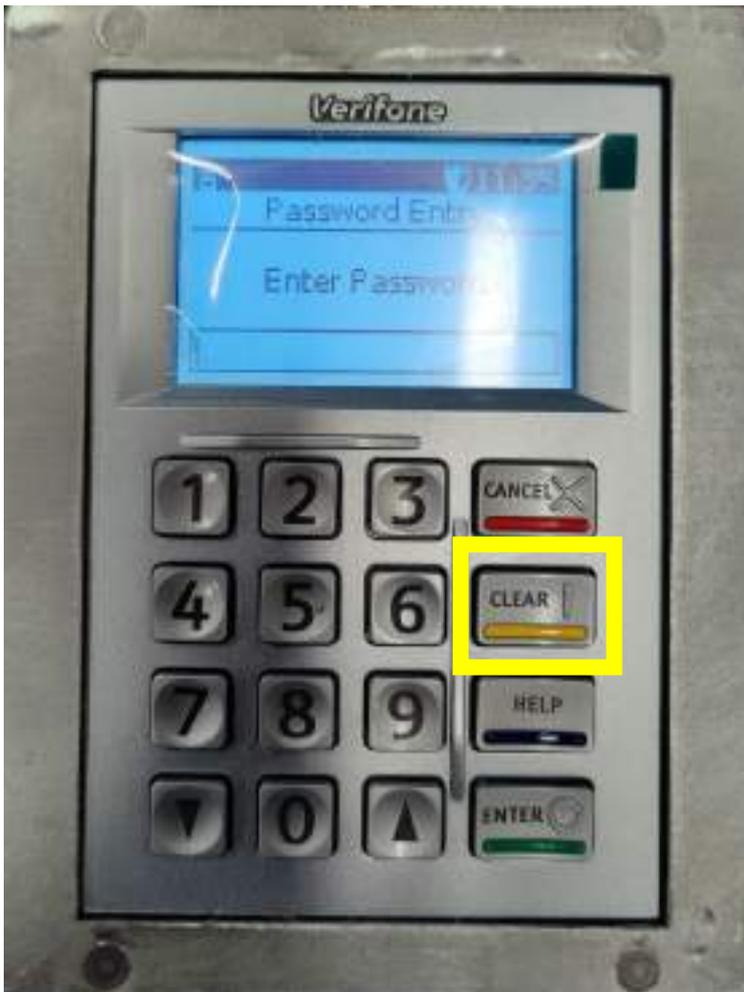
5. Configuring Network Parameters

Step 1:

Press the “clear” button on the UX100 pin pad and enter the menu password.

For the password of UAT devices, please liaise with the solution engineer that has been assigned to support you during the integration phase.

For **production** devices contact Customer Service.





Step 2:
Select "Config" (option 2).





Step 3:
Select "Network" (option 3)





Step 4:
Select "LAN" (option 1)





Step 5:
Select "Config" (option 2)





Step 6:
Select Static or DHCP depending on your network requirements.



Step 7: Select Static IP

- Enter Static IP address > Select Enter (green button)
- Enter Subnetmask > Select Enter (green button)
- Enter Default gateway > Select Enter (green button)
- Enter DNS 1 server IP address > Select Enter (green button)
- Terminal will return to the Network menu screen





Step 8: Select DHCP





6. Firmware Download

To download the last available, Integra TE Firmware package, the user must access the Service Menu of the terminal and trigger a firmware download.

Access to the service menu will be granted by pushing the **Yellow** Clear button of the UX100 pin pad.

See the below steps.

Step 1:

Press the “clear” button on the UX100 pin pad





Step 2:
Enter the menu password.



UAT: Contact Solution Engineering to get your Menu password.

- Provide Terminal Identification Number (TID)

PROD: Contact Customer support to get your Menu password.

- Provide Terminal Identification Number (TID)



Step 3:
Select "Config" (option 2)





Step 4:
Select "Update" (option 3)





Step 5:
Select "Firmware" (option 1)





Step 6:
The TMS IP/DNS should already be populated.
Press "Enter"





Step 7:

The TMS port is populated. Do not change it.





Step 8:

Note:

UAT Terminals: The TMS Terminal Identification Number (TID) is pre-configured/populated.

PROD: The TMS Terminal Identification Number (TID) is not pre-configured/populated.

Merchants will need to contact Onboarding to get the TMS TID number.

Press "Enter"





Step 8:

Note:

UAT Terminals: The Instance Terminal Identification Number (TID) is pre-configured/populated.

PROD: The Instance Terminal Identification Number (TID) is not pre-configured/populated. Merchants will need to contact Onboarding to get the TMS TID number. The Instance TID is normally the same as the TMS TID.

Press "Enter"



The terminal is now trying to contact our TMS (Terminal Management System)





The terminal will reboot after having finished the installation of the new firmware and go back to the below idle screen.





Step 9:

Check that the new Firmware has been installed.

Press the **“clear”** button on the UX100 pin pad and enter the menu password.





For the password of **UAT** devices, please liaise with the solution engineer that has been assigned to support you during the integration phase.

For **production** devices contact Customer Service.





Step 10:

Select **“Config”** (option 2)





Step 11:

Select "Info" (option 1)





Pressing the arrow down key will show you the bottom part of the screen





7. Configuration Download

To download the latest available configuration for your terminal by following the below steps.

Access to the service menu will be granted by pushing the **Yellow "Clear"** button of the UX100 pin pad.

See the below steps.

Step 1:

Press the **"clear"** button on the UX100 pin pad.





Step 2:
Enter the menu password.





Step 3:
Select "Config" (option 2)





Step 4:
Select "Update" (option 3)





Step 5:
Select "Config" (option 2)





Step 6:

Note:

UAT Terminals: The TMS Terminal Identification Number (TID) is pre-configured/populated.

PROD: The TMS Terminal Identification Number (TID) is not pre-configured/populated.

Merchants will need to contact Onboarding to get the TMS TID number.

Press **“Enter”**









8. Spare Order List:

Canada:

Product Code	Description	Pictures																
M159-310-000-UKA	UX 301 EMV Card Reader STD (no accessories)																	
M159-401-000-WWC	UX401 Contactless Card Reader with accessories																	
M159-100-01-WWB	UX100 with Display and International Keypad	  <table border="1" data-bbox="1114 1727 1406 2002"><tr><td>1</td><td>2</td><td>3</td><td>FUNC</td></tr><tr><td>4</td><td>5</td><td>6</td><td>CASH AMOUNT</td></tr><tr><td>7</td><td>8</td><td>9</td><td>CDRR</td></tr><tr><td>CHQ</td><td>0</td><td>SAV</td><td>OK</td></tr></table>	1	2	3	FUNC	4	5	6	CASH AMOUNT	7	8	9	CDRR	CHQ	0	SAV	OK
1	2	3	FUNC															
4	5	6	CASH AMOUNT															
7	8	9	CDRR															
CHQ	0	SAV	OK															



US:

Product Code	Description	Pictures
M159-310-000-UKA	UX 301 EMV Card Reader STD (no accessories)	
M159-401-000-WWC	UX401 Contactless Card Reader with accessories	
M159-100-01-WWB	UX100 with Display and International Keypad	



UK:

Product Code	Description	Pictures
M159-310-000-UKA	UX 301 EMV Card Reader STD (no accessories)	
M159-401-000-WWC	UX401 Contactless Card Reader with accessories	
M159-100-00-UKB	UX100 with Display and GB Keypad	  

9. Contact Us:



Need help?

If you have a technical issue or need support troubleshooting, please check the relevant portal for assistance.

Our Global Support Team will be glad to help.

Visit www.weareplanet.com/support

Disclaimer:

The procedures included in the document are only valid for brand new terminals. Terminals used beforehand may behave differently.