

E285 Terminal

Full Guide

The e285 device is a standalone, wireless handheld payment device. It provides mobile payment capabilities via 3G connectivity. It also has a 3G/Bluetooth/Wi-Fi dual-band solution – for advanced communications. The e285's capacitive touch with physical keypad design makes it easily pocketable while still accepting all payment methods - MSR, PSCR, contactless, and wallets.

Device Setup

This section outlines the setup procedures for the e285 covering the following segments:

- Selecting Location
- Device Features
- Removing the Battery Cover
- Installing Micro SIM and or SAM Cards
- Using the Battery
- Connecting to a Computer
- Conducting Wireless Transactions
- Using the Smart Card Reader
- Using the Magnetic Card Reader
- Using the CTLS Reader

Selecting Location

- Select a flat support surface, such as a countertop or table, to keep the device safe in between uses.
- Do not use the device where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the device away from direct sunlight and anything that radiates heat, such as a stove or motor.
- Do not use the device outdoors.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
- Do not use the device near water or in moist conditions.

Unpacking the Shipping Carton

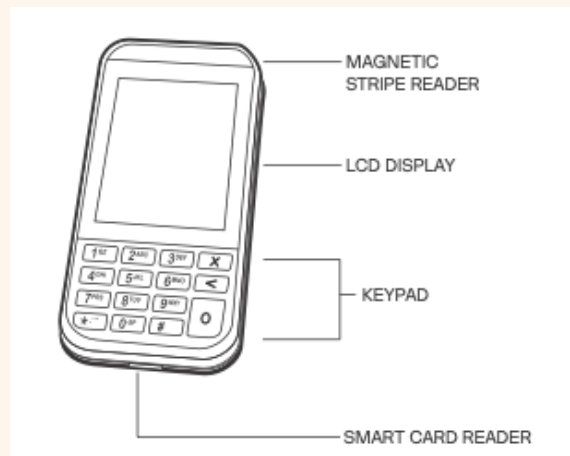
Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The e285 is a secure product and any tampering may cause the device to cease to function properly.

1. Remove and inspect the following items:
 - a. e285 unit
 - b. USB-C cable (Lightning USB-C cable is not supported)
2. Remove all plastic wrapping from the unit and other components.
3. Remove the clear protective film from the unit.
4. Save the shipping carton and packing material for future repacking or moving the device.

Do not use a unit that has been tampered with or otherwise damaged. This unit comes equipped with tamper-evident labels. If a label or component appears damaged, immediately notify the shipping company and [JustiFi support](#).

Device Features

Before you continue the installation process, familiarize yourself with the features of the e285.



- A colored capacitive-touch LCD display.
- **Two types of keys:**
 - Telephone style keypad (keypads may vary in style).
 - Three color-coded function keys below the keypad (from top to bottom: CANCEL, CLEAR, ENTER).
- An EMV card reader built into the bottom of the device to process EMV card transactions. A magnetic card reader, built into the top part of the device for

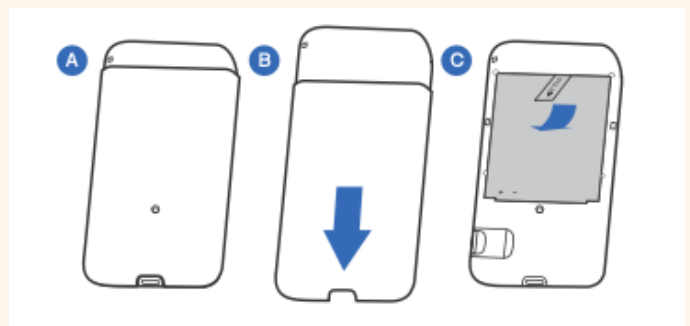
performing debit or credit card transactions. Swipe the card with the magnetic stripe facing down, away from the display.

- A Power LED located on the left side that acts as a power/charging indicator.
- A CTLS functionality for contactless payments.
- Micro SIM 1 and SIM 2 compartments built into the bottom of the device inside the back compartment (SIM on 3G version only).
- A micro SAM compartment is built into the bottom of the device inside the back compartment.

Removing the Battery Cover

To remove the battery cover and access the battery, micro SIM, and micro SAM slots, follow these steps:

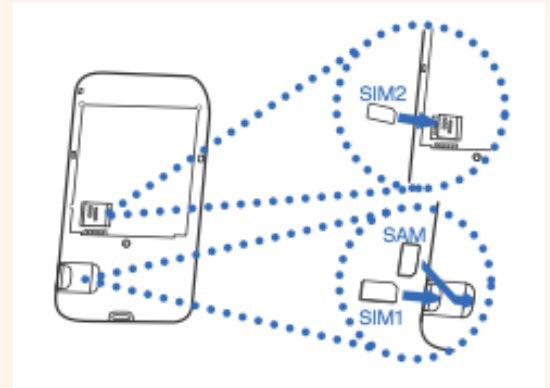
1. Turn off the device.
2. Place the device upside down on a soft, clean surface to protect the screen.
3. If installed, loosen the retaining screw.
4. Slide the battery cover down, away from the magnetic card reader.



Installing Micro SIM and or SAM Cards

The e285 device supports the installation of two GSM SIMs (Subscriber Identity Module) and/or SAM (Security Access Module). Use the following procedures to install a SIM and/or SAM card.

1. Follow the steps in Removing the Battery Cover.
2. Insert the SIM and/or SAM card with the gold contacts facing down.
3. Reinstall the battery cover back and if it was previously installed, reinstall and tighten the retaining screw.



Initial Battery Charging

After unpacking your e285 device, connect the power pack to the unit for eight hours or until fully charged.

The battery has a safety circuit to protect the Li-ion cells from overcharging and over-discharging. If the battery is over-discharged, the safety circuit shuts down the battery. The battery must then be recharged to restore operation.

Starting Up & Shutting Down

The e285 device starts up differently depending on how it is powered.

- The device starts up automatically when the e285 is connected to a non- battery power source, regardless of the battery charge state.
- To manually power up, hold the green key down for about 4 seconds until the device displays the startup screen.
- The device lights up once the power is on.

To manually shutdown, hold the red key down for about 4 seconds until the device screen stays blank.

Notes:

The 4-second power-up delay prevents device startup if the green key is accidentally held down. The time required to hold the green key down to power up the device is configurable.

The Verifone copyright screen starts and displays a unique copyright screen. If the terminal comes pre-loaded with an application, this starts after the initial Verifone copyright screen and usually displays its own copyright screen.

The e285 device will only operate when the battery is installed unless connected to AC power, for example, in a stand.

Using the Battery

The e285 device uses a single-cell Li-ion battery which features:

- The battery has a safety circuit that:
 - Prevents cell damage from overcharge, over-discharge, or overheating.
 - Activates when the battery is left in an unused device for extended periods.
- The battery provides power to the security circuit when the e285 device has no external power source.
- Li-ion batteries are not affected by shallow charging.

Follow these best practices for best function:

- Conserve battery power by turning the e285 device off when not in use.

- Keep the Li-ion battery inserted in the device and power up the device periodically to check the battery charge. Do not let the battery charge fall below 10% for extended periods of time as this may permanently diminish battery capacity.
- Recharge the battery by connecting the USB-C end of the power pack to the device and plugging the other end of the power pack into a wall outlet.

The e285 device has two-color LEDs:

- Amber: indicates that it is charging.
- White: indicates that it is fully charged.

The e285 device automatically shuts off when the battery reaches a critically low charge state. If this occurs, the battery must be recharged for a minimum of ½ hour before it can power the device. It may take several recharge attempts to reset the safety circuit when charging a battery that has been discharged below this critical state.

Battery Life

Charging and discharging the e285 battery hundreds of times will wear out the battery. Significantly reduced operating times indicate the need for battery replacement (see Accessories and Cables for ordering information).

Charging the Battery

After installing the battery, the e285 device can be connected to the optional power pack or charged with a wireless charger.

Using an incorrectly rated power supply may damage the device or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the device matches the requirements specified on the bottom of the device. (See Specifications for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

Do not plug the power pack into an outdoor outlet or operate the device outdoors. During a transaction, disconnecting the power by removing the battery or unplugging the device from a wall power while at a very low battery charge may cause transaction data files not yet stored in the device memory to be lost.

Connecting to a Computer

Connect the e285 device to a PC or laptop to download applications.

1. Insert the USB-C plug into the USB-C port of the e285.
2. Connect the other end of the USB-C plug into the host computer's USB port.

Conducting Wireless Transactions

To conduct a wireless transaction:

- Ensure the device is in an optimal position for transmitting.
- Follow the on-screen instructions provided with your application.

Using the Smart Card Reader

The smart card transaction procedure may vary from one application to another. Verify the procedure with your application provider before performing a smart card transaction.

1. Position the smart card with the contacts facing upward (see illustration below).
2. Insert the card into the reader slot in a smooth, continuous motion until it sits firmly.
3. Wait for the application to indicate a completed transaction before removing the card. Premature card removal invalidates the transaction.



Using the Magnetic Card Reader

Use the magnetic stripe reader to perform credit and debit card transactions.

1. Position the card with the magnetic stripe facing backwards.
2. To ensure a proper read of the magnetic swipe card, insert the magnetic card from the top of the device, as shown in the illustration below.
3. Swipe the card through the magnetic card reader.



Using the Contactless Card Reader

The e285 supports contactless credit or debit card transactions. To perform a contactless transaction, gently tap the card or hold the card against the surface of the contactless antenna, located above the keypad and LCD.



Maintenance and Cleaning

General Care

Your device exemplifies superior design and craftsmanship. The following recommendations are provided to help safeguard your warranty coverage:

- Avoid storing the device in hot areas, as elevated temperatures can diminish the lifespan of electronic components, harm batteries, and cause deformation or melting of certain plastics.
- Refrain from storing the device in cold areas, as the return to normal temperatures may lead to moisture formation inside the device, potentially damaging electronic circuit boards.
- Exercise caution to prevent dropping, knocking, or shaking the device, as rough handling can result in the breakage of internal circuit boards and delicate mechanics.

These recommendations are equally applicable to both your device and any accompanying attachments or accessories.

Cleaning and Sanitizing

Verifone devices should only be gently cleaned to remove dirt, residue, or debris using a lightly water-damped, clean microfiber cloth. One or two drops of pH-neutral, non-scrubbing soap may be used. Do not use solvents, harsh detergents, or abrasive cleaners.

Using improper cleaning methods or products may result in functional and/or cosmetic issues that are not covered under warranty.

Important Guidelines:

1. Avoid Direct Application: Never spray, coat, or pour any liquid, sanitizer, or disinfectant directly onto the device.

2. Caution Against Harsh Chemicals: Avoid using bleach, hydrogen peroxide, thinner, trichloroethylene, or ketone-based solvents, as they can degrade plastic and rubber components.
3. Electrostatic Discharge (ESD) Prevention: Exercise caution to prevent ESD by refraining from vigorously rubbing with a dry towel or similar actions, as they can cause ESD and trigger a tamper alert

Cleaning Instructions

1. Turn off your device.
2. Disconnect it from the power source.
3. Clean it following the instructions and guidelines as mentioned above. Once completely dry, reconnect to power up.

Troubleshooting

Device Does not Start/Does not Display Correct Readable Information

If the device does not start:

- Ensure that the device is plugged into a dedicated power source.
- Verify all the cable connections including the proper insertion of the power cable connector.
- If the problem persists, reach out to [JustiFi support](#) for assistance.

Blank Display

When the device display is blank:

- If the device display appears dark, tap the screen using the stylus. If the unit is in screen-saver mode, touch the screen to activate.
- If the display shows incorrect or unreadable information, inspect all cable connections. In case the problem persists, reach out to your local Verifone representative for assistance.

Keypad Does Not Respond

If the keypad does not respond properly:

- Examine the device display. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in Transactions Fail to Process.
- Refer to the user documentation for that application if using a function key does not produce the anticipated outcome, to ensure accurate data entry.
- If the issue persists, reach out to [JustiFi support](#) for assistance.

Transactions Fail to Process

Multiple factors could be causing the unit to fail in processing transactions. Utilize the following steps to troubleshoot and identify the root of the failures.

Checking the Magnetic Card Reader:

1. Perform a transaction using one or more distinct magnetic stripe cards to rule out the possibility of a faulty card.
2. Ensure that you are swiping cards correctly.
3. Process a transaction manually using the keypad instead of the card reader. If the manual transaction is successful and the issue persists with the card reader, it may indicate a problem with the card reader itself.
4. If the problem persists, reach out to [JustiFi support](#) for assistance.

Checking the Smart Card Reader:

1. Execute a transaction using various smart cards to eliminate the possibility of a faulty card.
2. Verify that the card is inserted correctly.
3. Ensure the SAM cards are appropriately inserted into the designated slots and are securely in place (refer to Installing Micro SIM and or SAM Cards).

Checking the Contactless Reader:

Make sure there are no obstructions between the contactless logo and the card, ensuring a clear path between the contactless reader and the actual card for a seamless transaction.