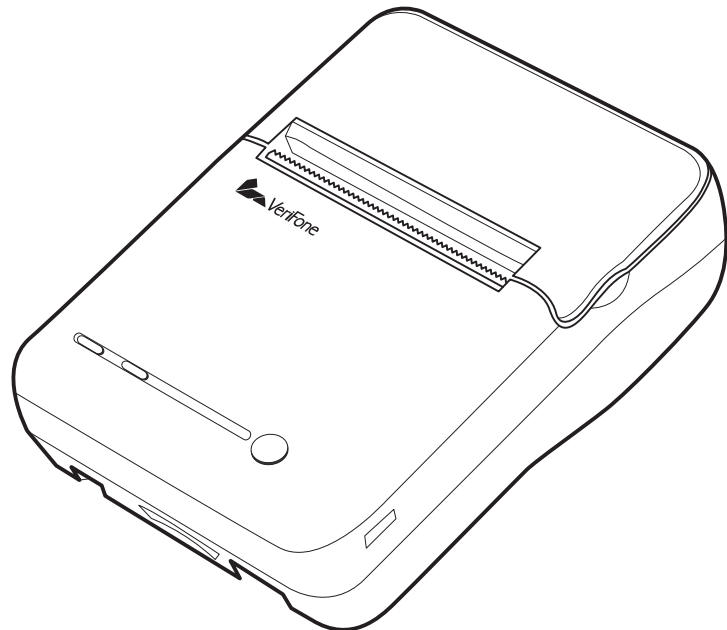


# VX 600 Bluetooth Printer

## *Installation Guide*



VX 600 Bluetooth Printer Installation Guide  
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**Comments?** Please e-mail all comments in this document to your local VeriFone Support Team.

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This guide is your primary source of information for setting up the VX 600 Bluetooth Printer.

### **Audience**

This guide is useful for anyone installing a VX 600 Bluetooth Printer device. Basic descriptions of the device features are also provided.

### **Organization**

This guide is organized as follows:

- **Chapter 1, Overview.** Provides an overview of the VX 600 Bluetooth Printer.
- **Chapter 2, Setup.** Explains setup and installation of the VX 600 Bluetooth Printer, selecting a location, and establishing connections with other devices.
- **Chapter 3, Specifications.** Discusses power requirements and dimensions of the VX 600 Bluetooth Printer.
- **Chapter 4, Maintenance** Explains maintenance of the VX 600 Bluetooth Printer.
- **Chapter 5, VeriFone Service and Support.** Provides information on contacting your VeriFone service provider and information on how to order accessories or documentations from VeriFone.
- **Chapter 6, Troubleshooting Guidelines.** Provides troubleshooting guidelines should you encounter a problem in terminal installation and configuration.

### **Related Documentation**

To learn more about the VX 600 Bluetooth Printer, refer to the following set of documents:




<i>VX 600 Bluetooth Printer Certifications and Regulations Sheet</i>	VPN DOCxxx-xx1-EN-A
<i>VX 600 Bluetooth Printer Quick Installation Guide</i>	VPN DOCxxx-002-EN-A

## Conventions and Acronyms

This section describes the conventions and acronyms used in this guide.

Various conventions are used to help you quickly identify special formatting. [Table 1](#) describes these conventions and provides examples of their use.

**Table 1 Document Conventions**

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross referenced.	See <a href="#">Conventions and Acronyms</a> .
<i>Italics</i>	Italic typeface indicates book titles or emphasis.	You <i>must</i> install a roll of thermal-sensitive paper in the printer.
Courier	The courier type face is used while specifying onscreen text, such as text that you would enter at a command prompt, or to provide an URL.	<code>http://www.verifone.com</code>
 NOTE	The pencil icon is used to highlight important information.	RS-232-type devices do not work with the PIN pad port.
 CAUTION	The caution symbol indicates possible hardware or software failure, or loss of data.	The device is not waterproof or dustproof, and is intended for indoor use only.
 WARNING	The lightning symbol is used as a warning when bodily injury might occur.	Due to risk of shock do not use the device near water.

Various acronyms are used in place of the full definition. [Table 2](#) presents acronyms and their definitions.

**Table 2 Acronym Definitions**

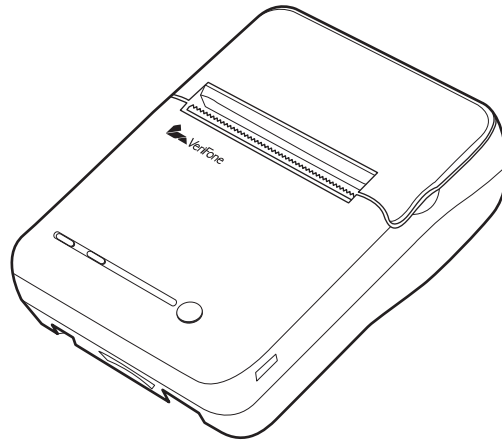
Acronym	Definitions
AC	Alternating Current
LED	Light Emitting Diode
LPS	Line Per Second
MRA	Merchandise Return Authorization
PED	PIN Entry Device
USB	Universal Serial Bus
VPN	VeriFone Part Number

## Overview

This chapter provides a brief description of the VX 600 Bluetooth Printer.

The VX 600 Bluetooth Printer is a small form factor thermal printer that can print out transaction receipts when connected to a supported PAYware mobile payment solution as well as Android and Blackberry mobile phones.

The VX 600 Bluetooth Printer consists of a thermal printer, rechargeable two-cell battery pack, and a Bluetooth module.



**Figure 1** VX 600 Bluetooth Printer

### Features

The following are some of the key features of the VX 600 Bluetooth Printer:

#### Thermal Printer

- Wireless Bluetooth connectivity
- Maximum 12.5 lines per second (LPS) with a fully charged, high-capacity, battery
- Support 57mm wide by 25 meter long paper roll (40mm diameter paper roll)
- Out-of-Paper Sensor
- Terminal Interface Connector
- Micro-USB connector for charging functionalities
- Rechargeable Li-Ion battery pack

## Features and Benefits

VX 600 Bluetooth Printer devices provide the right combination of portability and functionality including wireless connectivity, small form factor, long-lasting battery, and fast thermal printing for all supported PAYware mobile payment solutions, Android, and Blackberry mobile phones.

### Exceptional Ease of Use

- The lightweight (less than 1 pound), compact, stylish and ergonomic balance allows convenient device portability and usage.
- Wired (USB) or wireless Bluetooth connection with supported PAYware Mobile payment solution devices
- Standard Micro-USB port allows for convenient product charging either via supported wall adapter or a computer's USB port.
- Silent and fast thermal printer with end-of-paper roll detection.

### Performance and Durability

- High-performance ARM Cortex-M3 32-bit RISC core operating at a 72 MHz frequency
- High speed embedded memory provide ample data buffer during print queue
- Optional 1MB flash memory for additional printer font data storage
- High-capacity, 7.2V 1800mAh lithium-ion polymer battery .
- Rounded corners and drop resistant to 3 feet on concrete floor to minimize breakage.

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## Setup

This chapter describes the following setup procedures for the VX 600 Bluetooth Printer:

- Selecting a Location
- Unpacking the Shipping Carton
- Examining Device Features
- Inserting Battery Pack
- Installing/Replacing the Paper Roll
- Connecting Printer to Device

### Selecting a Location

Use the following guidelines to select a location for the VX 600 Bluetooth Printer.

#### Ease of Use

- Select a flat support surface, such as a countertop or table.
- Select a location near a power outlet and smart phone or computer connected to the VX 600 Bluetooth Printer. For safety, do not string cables or cords across a walkway.

#### Environmental Factors

- Do not use the unit where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- Do not use the VX 600 Bluetooth Printer outdoors.

#### CAUTION



The VX 600 Bluetooth Printer is not waterproof or dustproof, and is intended for indoor use only. Any damage to the unit from exposure to rain or dust can void any warranty.

### Electrical Considerations

- Avoid using this product during electrical storms.
- 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 VX 600 Bluetooth Printer near water or in moist conditions.

---

**WARNING**

Due to risk of shock or damage, do not use the VX 600 Bluetooth Printer near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool.

---

### Unpacking the Shipping Carton

Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage. The VX 600 Bluetooth Printer is a secure product and any tampering can cause it to cease to function or to operate in an unsecured manner.

- 1 Remove and inspect the contents of the shipping carton, since the VX 600 Bluetooth Printer ships in multiple configurations, the carton may include any or all of the following:
  - VX 600 Bluetooth Printer
  - micro-USB cable
- 2 Remove all plastic wrapping from the terminal and components.
- 3 Save the shipping carton and packing material for future repacking or moving of the device.

---

**WARNING**

Do not use a unit that has been tampered with or damaged.

The VX 600 Bluetooth Printer comes equipped with tamper-evident labels. If a label or component appears damaged, please notify the shipping company and your VeriFone service provider immediately.

---

## Examining Device Features

Before you continue with the installation process, familiarize yourself with the VX 600 Bluetooth Printer features:

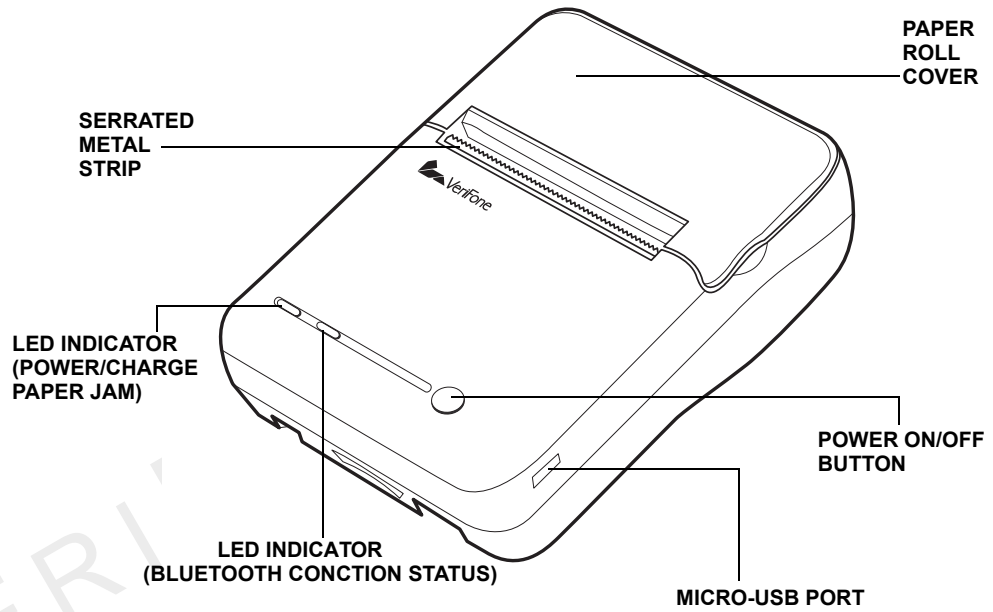


Figure 2 VX 600 Bluetooth Printer

### LED Indicator Status

Table 3

Printer Power Status

Sleep	Battery Low	Paper Out	Printer Fault	Battery Charging	Charging Timer Fault	LED Behaviour
X						Green (Blinks every 4 seconds)
	X					Blinking Red (fast)
		X				Blinking Red (slow)
			X			Constant Red
				X		Blinking Orange
					X	Constant Orange
						Constant Green (Normal)

**Table 4 Bluetooth Indicator Status**

BT Link Back	BT Wait for Link	BT Linked	BT EEPROM Update	BT Firmware Update	LED Behaviour
X					Blue, 0.25s ON – 0.25s OFF - 0.25s ON – 1.75s OFF
	X				Blue OFF
		X			Blue, 0.25s ON – 1.75s OFF
			X		
				X	

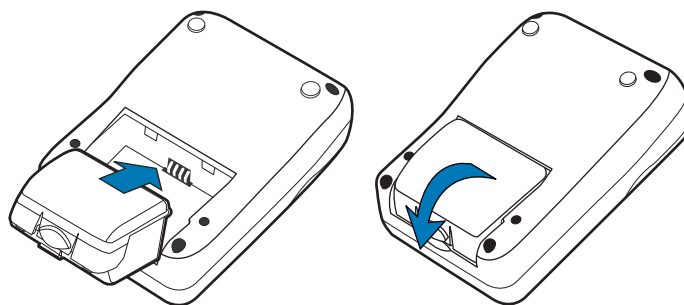
**NOTE**



- All LED indicators are off when the printer is powered off.
- If there are no issues with the printer when turned on, the green LED will remain on constantly.

**Inserting Battery Pack**

The battery fits in a slot on the back of the VX 600 Bluetooth Printer. The locking tab clicks when the battery is in place. The slot is keyed, so that there is only one way to insert the battery.



**Figure 3 Installing the battery**

### Removal

To remove the battery, press the locking tab and pull the smart battery from its slot.

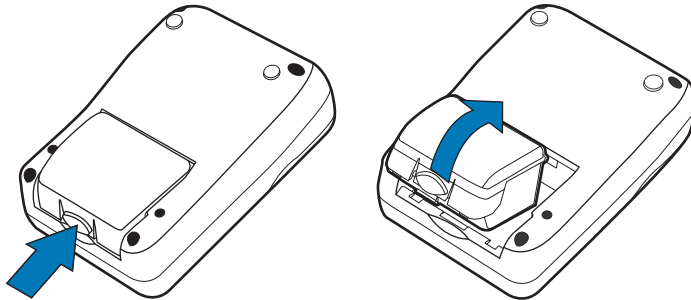


Figure 4 Removing the battery

### Charging Using the Micro USB Port

- 1 Insert the micro-USB cable into the port located on the right side of the VX 600 Bluetooth Printer.
- 2 Connect the other end of the micro-USB cable into a USB wall mount charger and plug into a outlet or powered surge protector.

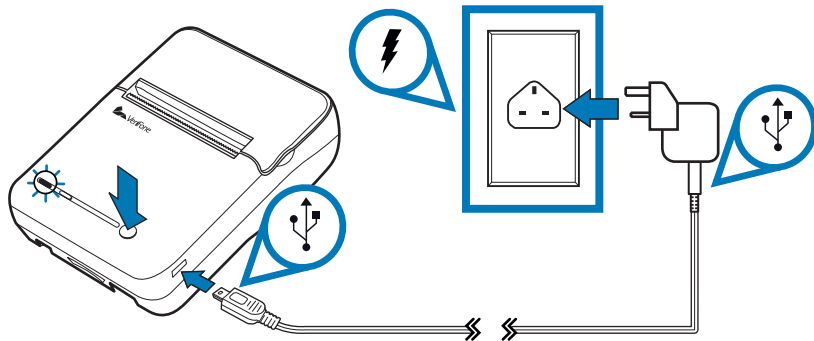


Figure 5 Charging the battery

## Installing/ Replacing the Paper Roll

Before you can process transactions that require a receipt or record, you must install paper in the printer.

The VX 600 Bluetooth Printer uses a roll of single-ply, thermal sensitive paper 47 mm (2.24 inches) wide by 25 meter long paper. A pink out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. When this line appears, there is only enough paper remaining on the roll to complete at least one transaction.

### CAUTION

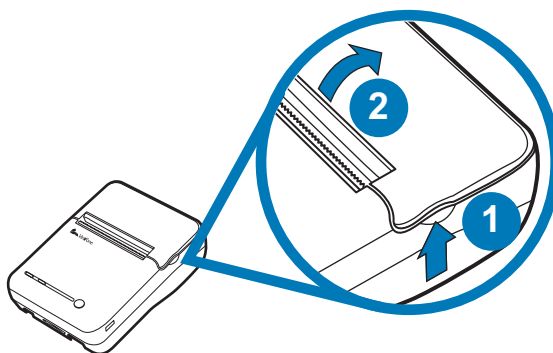


Poor-quality paper can jam the printer and create excessive paper dust. To order high-quality VeriFone paper, refer to [Accessories and Documentation](#).

Store thermal paper in a cool, dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the color and storage characteristics of the paper.

Never load a roll paper with folds, wrinkles, tears, or holes at the edges in the print area.

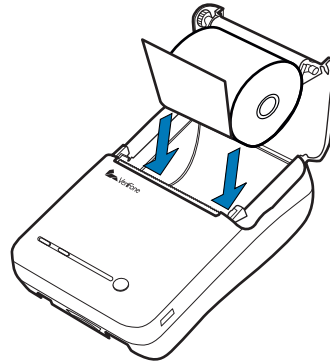
- To install/replace a paper roll**
- 1 Hook your finger under the latch and lift up to swing the paper roll cover open.



**Figure 6** Opening the printer cover

- 2 Remove any partial roll of paper in the printer tray by lifting it up.
- 3 Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
- 4 Hold the roll so the paper feeds from the bottom of the roll.

- 5 Drop the paper roll into the printer tray.



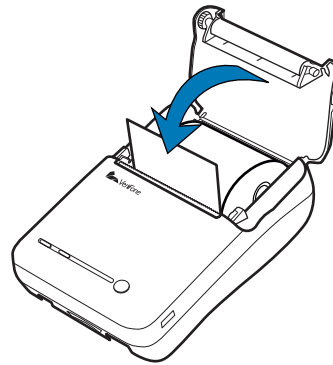
**Figure 7 Loading paper roll**

- 6 Pull paper up past the glue residue.
- 7 Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door. (see [Figure 8](#)).

**CAUTION**



To prevent the paper roll cover from damaging the print roller, always gently press down on the printer dust cover to close it.



**Figure 8 Closing the paper cover**

- 8 Tear the paper off against the serrated metal strip in the printer.

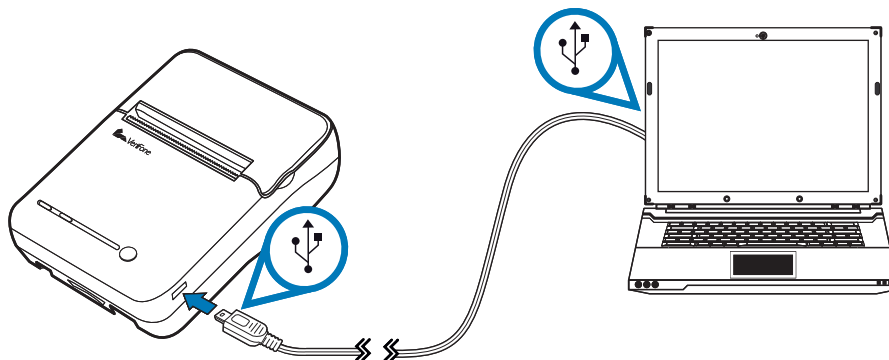
## Connecting Printer to Device

Use the VX 600 Bluetooth Printer to print from a smart phone or a computer. You can connect these devices to the VX 600 Bluetooth Printer using a micro-USB cable or via Bluetooth.

### Connecting via Bluetooth

Connect your VX 600 Bluetooth Printer to a smart phone or a computer via Bluetooth. To make the VX 600 Bluetooth Printer searchable from your smart phone or PC, press the power ON/OFF button on the VX 600 Bluetooth Printer. The LEDs light up to indicate Bluetooth (right) and printer power/charging/paper jam (left) status. See [LED Indicator Status](#) for more information.

**Connecting via micro-USB Cable** Connect your VX 600 Bluetooth Printer to a host laptop or computer using a micro-USB cable.



**Figure 9** Connecting to a host computer using micro-USB Cable

- 1 Disconnect power from the host computer.
- 2 Insert the micro-USB cable into the port located on the right side of the VX 600 Bluetooth Printer.
- 3 Connect the other end of the micro-USB cable into the host computer's USB port.
- 4 Reconnect power to the host computer.



## Specifications

This chapter discusses power requirements, dimensions, and other specifications of the VX 600 Bluetooth Printer device.

### Power

Charging via Micro-USB to computer system or power adapter:  
5V DC 0.5 A or 5V DC 1.0 A

### Temperature

- **Operating temperature:** 0° to 40°C (32° to 104°F)
- **Relative humidity:** 5% to 90%; non-condensing

### External Dimensions

- **Length:** 139.2 mm (5.5 in)
- **Width:** 74.9 mm (2.9 in)
- **Depth:** 31.0 mm (1.2 in)

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## Maintenance

The VX 600 Bluetooth Printer device has no user-maintainable parts.

### Cleaning the Device

To clean the device, use a clean cloth slightly dampened with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

---

**CAUTION**



Never use thinner, trichloroethylene, or ketone-based solvents – they may cause deterioration of plastic or rubber parts.

Do not spray cleaners or other solutions directly onto the keypad or device display.

---

### Device Contacts

Gently swab the contacts with alcohol or contact cleaner to remove the dirt. It is important that the exposed contacts of the VX 600 Bluetooth Printer battery stay clean and unbent.

---

**CAUTION**



Avoid touching the recessed area on the device. Finger oils tarnish contacts, causing bad connections. When operating on battery power and experiencing a high occurrence of bad or incomplete data transfers, clean the contacts.

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## VeriFone Service and Support

For VX 600 Bluetooth Printer problems, contact your local VeriFone representative or service provider.

For VX 600 Bluetooth Printer product service and repair information:

- USA – VeriFone Service and Support Group, 1-800-VeriFone (837-4366), Monday - Friday, 8 A.M. - 8 P.M., Eastern time
- International – Contact your VeriFone representative

### Returning a Device for Service

Before returning a VX 600 Bluetooth Printer, you must obtain an MRA number. The following procedure describes how to return one or more devices for repair or replacement (U.S. customers only).

#### NOTE



Customers outside the United States are advised to contact their local VeriFone representative for assistance regarding service, return, or replacement of devices and accessories.

### To return a device for service

- 1 Get the following information from the printed labels on the bottom of *each* VX 600 Bluetooth Printer to be returned:
  - Product ID, including the model and part number. For example, “VX 600 Bluetooth Printer” and “M087-XXX-XXX-xxx.”
  - Serial number (S/N nnn-xxx-xxx)
- 2 Obtain the MRA number(s) by completing one of the following:
  - a Call VeriFone toll-free within the United States at 1-800-VeriFone and follow the automated menu options.
    - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M.–8 P.M., Eastern Time.
    - Give the MRA representative the information you gathered in Step 1. If the list of serial numbers is long, you can fax the list, along with the information gathered in Step 1, to the MRA department at 727-953-4172 (U.S.).
  - b Address a fax to “VeriFone MRA Dept.” with the model and part number(s)
    - Include a telephone number where you can be reached and your fax number.

Complete the Inquiry Contact Form at [http://www.verifone.com/aboutus/contact/contact\\_form.cfm](http://www.verifone.com/aboutus/contact/contact_form.cfm).

- Address the Subject box with to “VeriFone MRA Dept.”
- Reference the model and part number in the Note box.



One MRA number must be issued for each VX 600 Bluetooth Printer you return to VeriFone, even if you are returning several of the same model.

- 1 Describe the problem(s).
- 2 Provide the shipping address where the repaired or replacement unit must be returned.
- 3 Keep a record of the following items:
  - Assigned MRA number(s).
  - VeriFone serial number assigned to the VX 600 Bluetooth Printer you are returning for service or repair (device serial numbers are located on the bottom of the unit).
  - Shipping documentation, such as air bill numbers used to trace the shipment.
  - Model(s) returned (model numbers are located on the VeriFone label on the bottom of the VX 600 Bluetooth Printer).

## Accessories and Documentation

VeriFone produces the following accessories and documentation for the VX 600 Bluetooth Printer. When ordering, please refer to the part number in the left column.

- VeriFone online store at [www.store.verifone.com](http://www.store.verifone.com)
- USA – VeriFone Customer Development Center, 800-VeriFone (837-4366), Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International – Contact your VeriFone representative

### Accessories

02746-01	VeriFone Cleaning Kit
CBL000-021-01-A	USB to Micro-USB Cable, 1 meter

### Documentation

VX 600 Bluetooth Printer Certifications and Regulations Sheet	VPN DOC0xx-001-EN-A
VX 600 Bluetooth Printer Quick Installation Guide	VPN DOC0xx-002-EN-A

## Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to help you install and configure your VX 600 Bluetooth Printer successfully. Typical examples of malfunction you may encounter while operating your VX 600 Bluetooth Printer and steps you can take to resolve them are listed in this chapter.

If the problem persists even after performing the outlined guidelines or if the problem is not described below, contact your local VeriFone representative for assistance.

---

**NOTE**



The VX 600 Bluetooth Printer comes equipped with tamper-evident labels. The VX 600 Bluetooth Printer unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the device. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local VeriFone service provider. Service conducted by parties other than authorized VeriFone representatives may void any warranty.

---

**CAUTION**



Use only a VeriFone-supplied battery pack. Using an incorrectly rated battery pack may damage the device or cause it not to work as specified.

---

### Device Does Not Start

- Ensure that the battery charge state is not below the critically low level.
- Recharge the battery.

---

### Device Does Not Print Correct/Readable Info

- Recharge the battery.
- Connect the VX 600 Bluetooth Printer into a known-good power source (if available) to see if this clears the problem.
- If the problem persists, contact your local VeriFone representative for assistance.

## PAYware Mobile Printer Certifications and Regulations

### FCC Compliance

The following device has been tested and certified as compliant with the regulations and guidelines set forth in Part 15 of FCC Rules:

Manufacturer: VeriFone, Inc.

Brand, Model: PAYware Mobile Printer

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### Part 15 of FCC Rules

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This device complies with the limits for a Class B digital device as specified in Part 15 of FCC Rules which provide reasonable protection against harmful interference in a residential area. Operation is subject to the following 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. This equipment generates and uses 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.

In the unlikely event that there is 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult with the dealer or ask an experienced radio/TV technician for help.

Any changes or modifications to this equipment not expressly approved by VeriFone could void the user's authority to operate this equipment.

---

### Warning

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This is a class B product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

This device meets the government's requirements for exposure to radio waves.

This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.

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# VX 600 Bluetooth Printer

## *Installation Guide*

