



## **ViVOPay 3000 Installation Guide for VeriFone Ruby**

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ViVOtech®, Inc.  
451 El Camino Real  
Santa Clara, CA 95050  
Ph: 408.248.7001, ext.105  
Email: [info@ViVOtech.com](mailto:info@ViVOtech.com)  
[www.vivotech.com](http://www.vivotech.com)

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ViVOtech®, Inc.  
451 El Camino Real  
Santa Clara, CA 95050  
Phone: (408) 248-7001

Written and designed at ViVOtech, Inc.

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# VeriFone Ruby Installation Guide

The ViVOpay 3000™ patent-pending Dynamic Strip™ technology enables contactless payments without hardware or software changes to existing POS devices at minimum cost.

This document assumes that installers are familiar with their host POS system.



**NOTE:** It is highly recommended that you review the procedure at least once prior to exposing the adhesive mounting tapes.

Obtain the necessary components by removing the following ViVOtech products from the shipping carton:

- ViVOpay power adapter
- Dynamic Strip
- Alcohol Wipe
- Cable support clip
- ViVOpay 3000



ViVOpay 3000

Obtain the following products from your work area:

- Your POS terminal, turned on
- Ruby, powered up
- Serial link cable
- Pencil



The Plug-and-Play application is installed as follows:

## 1. Clean the terminal



Use the alcohol wipe to clean the POS terminal case. Wipe the top and side areas around the magnetic strip where the cable clips will be attached.



**CAUTION:** Do not push the pad into the strip!

It is important that these areas be clean of any oily or greasy residue that will interfere with the adhesive mounting tapes. Allow the terminal to air dry.

## 2. Power up the ViVOpay unit in strip test mode



Connect the Dynamic Strip cable to the back of the ViVOpay unit. Connect the AC adapter into an AC power outlet.



Simultaneously press the button at the rear of the reader with the pencil and insert the power connector from the AC adapter into the socket on the back of the ViVOpay unit.

Continue to hold the button for five seconds until a continuous beeping is audible. The ViVOTECH unit is now in strip test mode. In the test mode, the ViVOpay unit's LED will flash approximately every two seconds to indicate the strip test mode. The ViVOpay unit will automatically transmit factory-installed test data to the POS terminal strip to allow the installer to correctly position the strip on the magnetic head.



**WARNING:** Do not disassemble the AC adapters. Only qualified technicians may service the adapters. The AC adapters are intended for indoor use only; do not expose to rain or snow. Do not immerse the AC adapters or the terminal in fluid.

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## 3. Initiate the magnetic strip test on your POS terminal

It is necessary to set the POS terminal in the Card Reader Diagnostics (test) Mode in order to precisely position the Strip.

- a. Press the "Function" and "7" keys simultaneously to exit the credit card payment application. Enter the password 1 <alpha> <alpha> 66831.

- b. While in the card-reader test mode, the terminal will display the track data being transmitted from the magnetic card or Dynamic Strip being used on your terminal.



**NOTE:** If the Ruby does not have an application loaded, press 4 twice.

- c. Plug the power cables into the power ports on the Ruby device and the printer.
- d. Connect the printer to the Ruby. The coiled cable plugs into the printer's COM4 port on the back of the Ruby.
- e. Plug power supply cable into an AC outlet.
- f. Wait until the Ruby boots up. It will take a few minutes.
- g. When the Ruby prompts for a cashier number, enter 1 and press enter.
- h. For the password, enter 123 and press enter.
- i. The Ruby will display 'Ready for sale'. You can now process transactions.
- j. Key in a dollar amount (e.g., 100 for \$1.00). Press the FUEL key (located in the top row of keys near the right). If you enter a value of \$20.00 or greater, the device will prompt for an Air Miles card later in the transaction.
- k. Press enter to select the BRONZE fuel type.
- l. Enter a pump number when prompted to (any number) and press enter.  
A non-fuel sale product has is also available. At the 'Ready for sale' prompt, key in 10 and press enter. You can repeat to add more items.
- m. Press the TOTAL key.
- n. Press the CREDIT key. You will then be prompted to swipe a credit /debit card.

#### 4. Position the Dynamic Strip and mark the correct position



Carefully insert the strip into the card-reader slot from the top of the terminal.



Move the strip towards the center of the card-reader in small increments while observing changes on the display as the ViVOPay unit continuously sends test data.



When the Strip is correctly positioned, the screen on your POS terminal will display data for Tracks 1 (top) and 2 (bottom).



Mark each side of the Dynamic Strip with a pencil. You now have a range where the strip transmits data correctly.



**NOTE:** There may be multiple ranges where data is displayed correctly on the screen. If this happens, select the middle range.

If Track 1 data and Track 2 data display in different locations, select the location that displays Track 2 data. Track 2 is the bottom row on the display.



**CAUTION:** Once the Strip is installed, it cannot be removed without damaging the Strip. A new Strip will be required.

5. Remove the protective covering from adhesive tab and affix Strip firmly in place



Remove the protective covering from the plastic adhesive mounting tabs of the Strip.



Carefully position the strip into the slot exactly in the middle range of the two pencil marks. When the strip is in position where the POS readings are successfully displayed, press the top of the strip against the terminal to ensure the adhesive holds tightly.

#### **6. Verify the installation and terminate the test**

The Strip is correctly installed if your POS terminal continues to display successful readings after the Strip has been affixed.



Re-start the ViVOPay by removing and reinserting the power plug.

Swipe a standard credit or debit card backwards (so that no transaction occurs) through the card swipe slot to make sure there is no excessive friction.

#### **7. Install the cable support clips**



To attach the support clip to the Strip cable, remove the protective covering from the adhesive on the bottom of the clip.



Press the Strip cable into the clip. Position the clip on the right side of the POS terminal to guide the cable to the back of the POS terminal.

Press the clip down to adhere it in place ensuring the cable is routed away from areas where it may be snagged.

Installation is now complete.