

Verifone UX410 Setup and User Guide

2025



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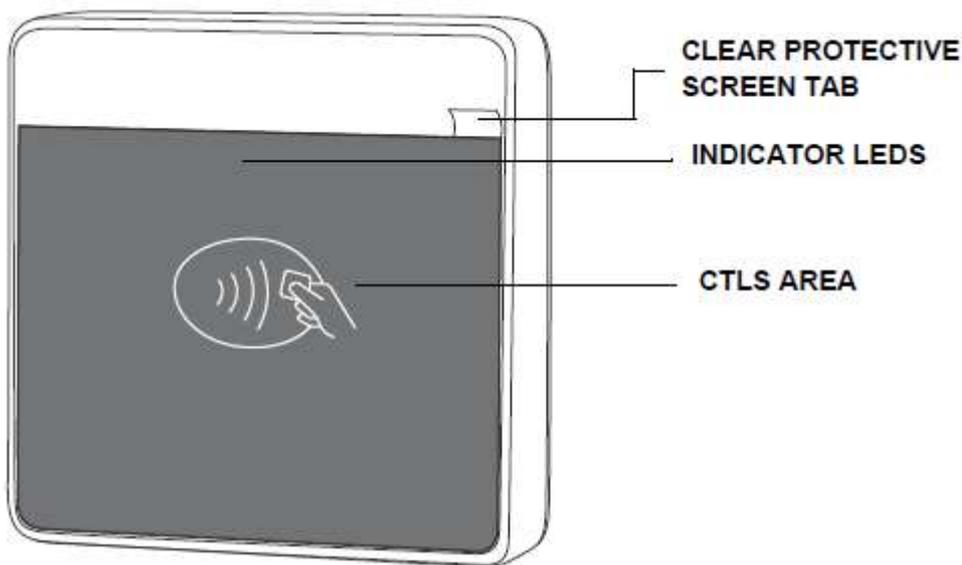
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1. UX410 box contents

- The UX 410 Controller Unit.
- The UX 410 Antenna Unit.
- One SMA (RF) coaxial cable.
- One RJ45 communication cable to connect the Antenna Unit to the Controller Unit.
- Clamping Plate for Antenna Unit (Applicable for certain M Level P/N).

Front of the UX 410 Antenna Unit



The front of the UX 410 Antenna Unit shows the following:

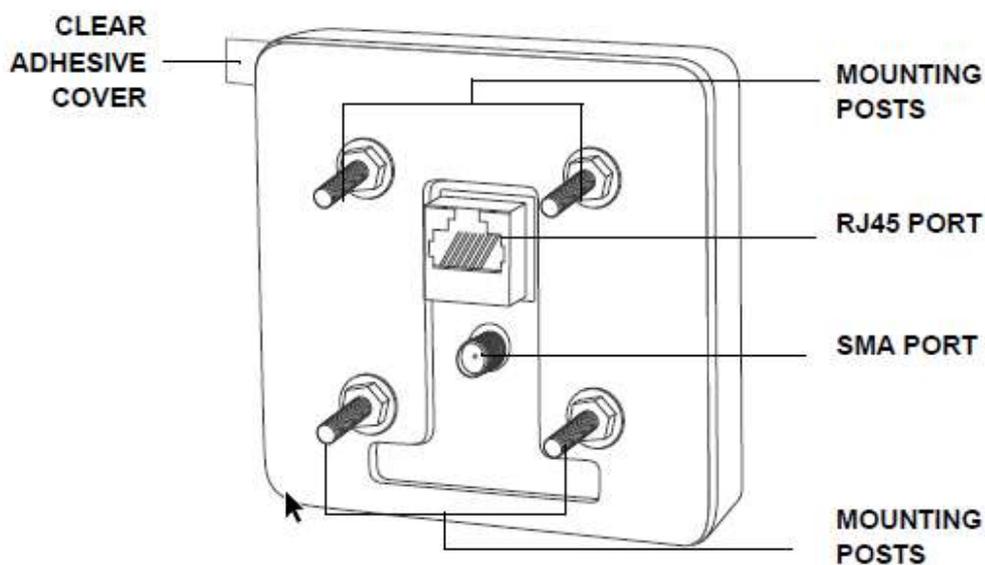
Customer-view **indicator LEDs** that denote successful or erroneous transactions through the LED color lighting and combination.

When the unit is ready to accept a transaction, the CTLS logo and first LED from the left will light up. When you tap your card, all the LEDs will light up and the buzzer will sound for about 2 seconds, prompting you to remove your card.

The **CTLS logo** showing the general area where users can tap their cards to perform payment transactions.

The **Clear Protective screen**, which keeps the CTLS area safe from scratches during the installation procedure. Make sure you remove this (using the tab) after successfully mounting the UX 410 Antenna Unit.

All UX 410 Antenna Units with article number M159-410-1xx must be mounted on a metallic enclosure.



The reverse side of the UX 410 Antenna Unit shows the following:

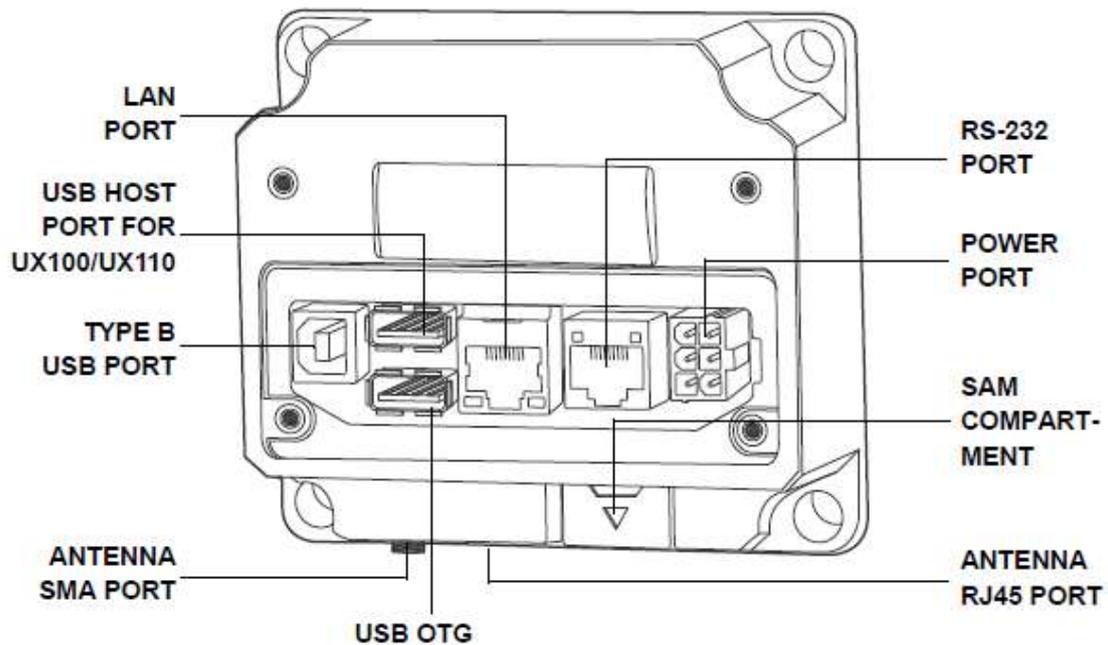
RJ45 host communication connector.

SMA (RF) antenna connector.

Four **mounting posts**.

Clear adhesive cover. Remove this cover prior to mounting the UX 410 Antenna Unit to aid in adhesion to the installation panel.

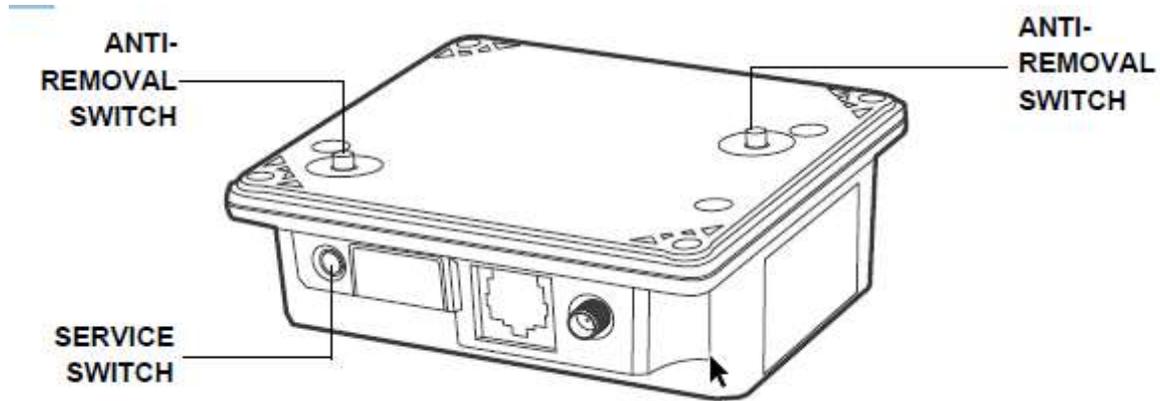
2. Ports of the Controller Unit



- USB Device (Type B) [client]
- 2x Powered USB (Type A) Ports
 - 1x Full Speed, High Powered USB (Type A), Port 1 [Host]
 - 1x Powered USB (Type A), Port 2 [OTG]
- Power port 12V DC to 24V DC
- LAN with 2 LEDs
- COM1 (RS-232)
- SMA/Antenna (RJ45)
- SAM Card compartment



There are three switches on the UX 410: two Anti-Removal Switches (ARS) on the installation panel side and one Service Switch on the underside of the Controller unit

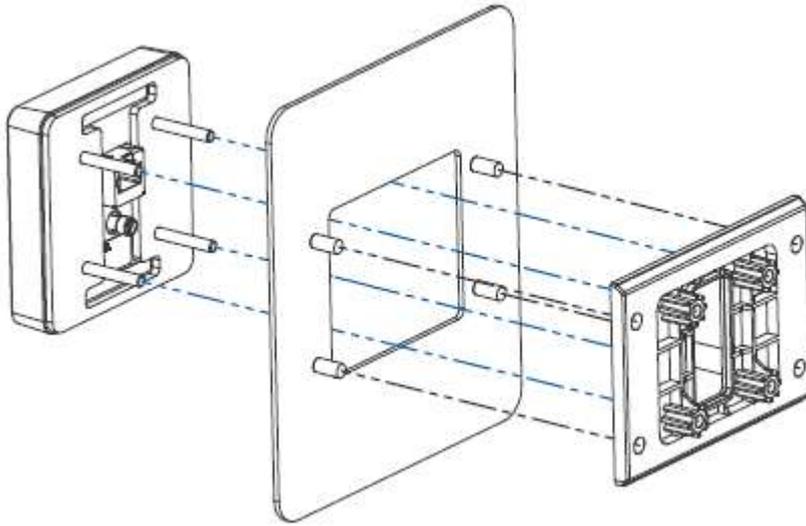


The ARS detect any removal attempt and disables any PIN-related transaction.

The ARS switches need to be secured and reset otherwise the terminals go to **"OUT OF ORDER"** status.



3. Mounting of the Antenna





4. Service Menu

For a VeriFone UX410 terminal it is only possible to access the Service menu after connecting a VeriFone UX100 Pin pad.

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

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 consult 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 2)





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 Subnet mask > 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. For a VeriFone UX410 terminal it is only possible to access the Service menu after connecting a Verifone UX100 Pin pad.

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.

(TMS IP/ DNS: 194.007.129.134)

The values shown on the photo are not for production terminals.

Press "Enter"





Step 7:

The TMS port is populated. Please do not change the TMS port on the terminal.

The values shown on the photo are not for production terminals.





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"





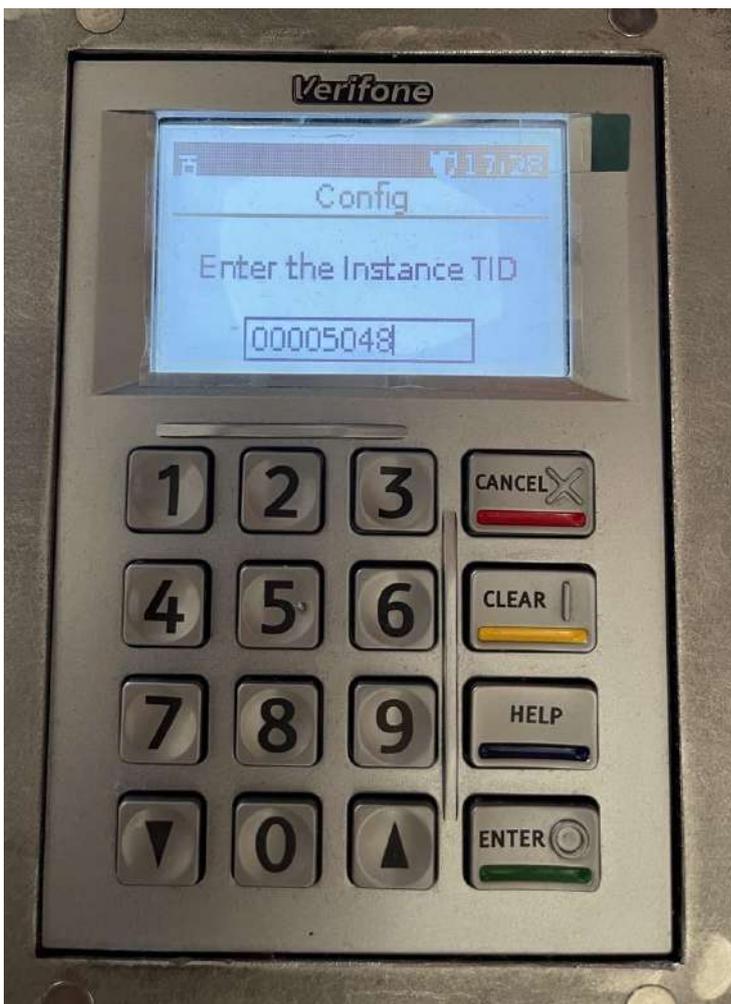
Step 8:

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 consult 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. For a VeriFone UX410 terminal it is only possible to access the Service menu after connecting a Verifone UX100 Pin pad.

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:

EU Version

Product Code	Description	Pictures	Product-related remarks	Product Details																								
M159-410-180-WWA	UX 410 Contactless Only		<p>VeriFone UX410 terminal needs to be loaded with the correct keys and software in individual tamper proof packaging before deployment to Merchants.</p> <p>Recommendation In order to install and troubleshoot the UX410 terminals, it is recommended to also purchase the UX100 with Display and GB Keypad.</p>	<p>UX410 Terminal Package Details:</p> <table border="0"> <tr> <td>Part:</td> <td>Part Code:</td> </tr> <tr> <td>• Installation guide</td> <td>(DOC199039 EN)</td> </tr> <tr> <td>• UX410 Contactless (low power)</td> <td>(UX410-180-WWA)</td> </tr> <tr> <td>• Controller to Antenna (CP)</td> <td>(CBL199002 03 A)</td> </tr> <tr> <td>• UX410 Antenna Controller to Antenna (Comma)</td> <td>(CBL19914 01 A)</td> </tr> <tr> <td>• EVA Clamping plate & Screws:</td> <td>(PRL19417 01 A)</td> </tr> </table> <p>Optional Extras:</p> <table border="0"> <tr> <td>Part:</td> <td>Part Code:</td> </tr> <tr> <td>• Power Cord UK 2M:</td> <td>(CDL250-004-01-A)</td> </tr> <tr> <td>• 12 Volt PSU, 3.3A 1.5m:</td> <td>(PWR199-002-01-A)</td> </tr> <tr> <td>• UK RS232 Cable:</td> <td>(27717-01-B)</td> </tr> <tr> <td>• Ethernet Cable 5m:</td> <td>(744C401X201)</td> </tr> <tr> <td>• USB Inter device cable 1M:</td> <td>(CBL000-045-01-A)</td> </tr> </table>	Part:	Part Code:	• Installation guide	(DOC199039 EN)	• UX410 Contactless (low power)	(UX410-180-WWA)	• Controller to Antenna (CP)	(CBL199002 03 A)	• UX410 Antenna Controller to Antenna (Comma)	(CBL19914 01 A)	• EVA Clamping plate & Screws:	(PRL19417 01 A)	Part:	Part Code:	• Power Cord UK 2M:	(CDL250-004-01-A)	• 12 Volt PSU, 3.3A 1.5m:	(PWR199-002-01-A)	• UK RS232 Cable:	(27717-01-B)	• Ethernet Cable 5m:	(744C401X201)	• USB Inter device cable 1M:	(CBL000-045-01-A)
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UK Version

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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.