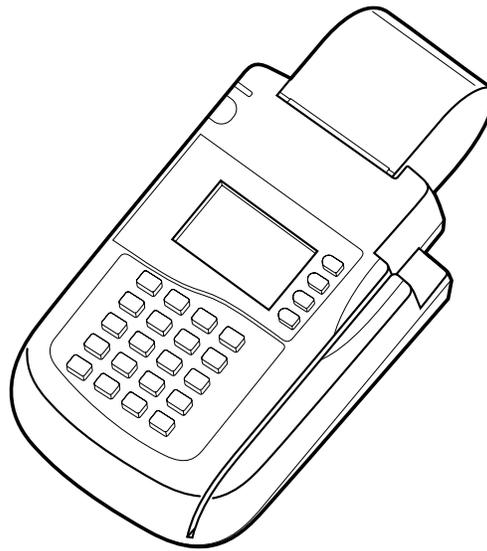




Omni 3300

Installation Guide





Lithium Battery Caution

The Random Access Memory (RAM) in the Omni 3300 terminal is protected by a lithium battery. Do not, *under any circumstances*, attempt to replace this battery. Failure to comply may invalidate the product warranty.

Document Title: Omni 3300 Series Installation Guide
VeriFone Part Number: 22124, Revision B

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Comments or suggestions on how to improve this document can be sent to Tell_us_more@verifone.com.

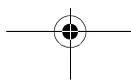
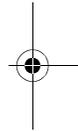




Omni 3300 Installation Guide

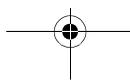
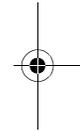
Table of Contents

Install the Omni3300	5
Step 1: Select a Location for the Terminal	5
Step 2: Unpack the Shipping Carton	6
Step 3: Examine Terminal Features	7
Step 4: Connect the Terminal to a Telephone Line	10
Step 5: Connect the Terminal Power Pack	11
Step 6: Install a Paper Roll in the Printer	13
Step 7: Using the Omni 3300 Card Reader	17
Connect Optional Device(s)	17
Connect PIN Pad, Smart Card Reader/Writer, or Bar Code Wand	18
Connect a CR 600 Check Reader	19
Clean the Terminal and Printer	20
Terminal	20
Printer	21
Printer Troubleshooting	21
VeriFone Service and Support	22
Returning a Terminal for Service	22
Specifications	23
Declaration of Conformity	25
Product Certifications	26
Accessories and Documentation	28
How to Order	28





Omni 3300 Installation Guide





Omni 3300 Installation Guide



Install the Omni 3300

If using the optional swivel base (refer to “Accessories and Documentation,” page 28), follow the swivel base’s instructions *before* installing your Omni 3300 terminal.

Step 1: Select a Location for the Terminal

When selecting a location, consider these important factors:

Ease of Use

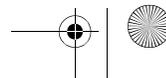
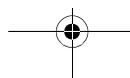
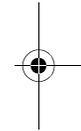
- A location convenient for both merchant and cardholder.
- A flat support surface, such as a countertop or table.
- A location near a power outlet or connection. The included power cable is about 1.8 meters (6 feet) long.

Environment

- Do not use the terminal where there is excessive heat or dust, chemicals or oils, or humidity or moisture.
- Avoid locations near electrical appliances or other devices that emit excessive voltage fluctuations or electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment).
- Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or a motor.



Caution: Do not use the terminal outdoors. It is not waterproof or dustproof, and is for indoor use only. Any damage to the unit from exposure to rain or dust may void your warranty.



Omni 3300 Installation Guide



Warning: Do not use the terminal near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, or near a swimming pool. Avoid using this product during electrical storms.

Step 2: Unpack the Shipping Carton

1. Open the shipping carton and carefully inspect its contents for possible shipping damage (Figure 1).



Note: If the terminal or any component appears damaged, please file a claim with the shipping company, and notify your VeriFone distributor or service provider.



Warning: Do not use a damaged Omni 3300 terminal.

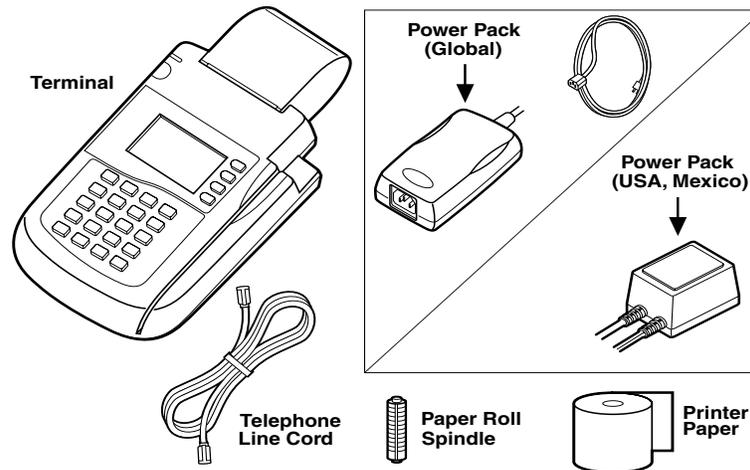


Figure 1 Omni 3300 Product Components

Omni 3300 Installation Guide

2. Remove the following items:
 - Omni 3300 terminal
 - Power pack (and power cable, if applicable)
 - Telephone line cord
 - Roll of thermal printer paper (in a plastic bag)
 - Plastic paper roll spindle



Note: The roll of thermal printer paper and the paper roll spindle may have been installed prior to shipment.

3. Remove all plastic wrapping from the terminal and other components.
4. Remove the clear protective strip from the display lens.
5. Save the shipping carton and packing material for future use.

Step 3: Examine Terminal Features

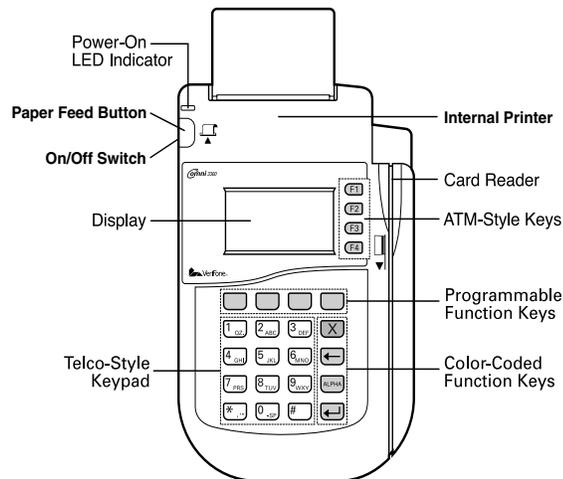


Figure 2 Omni 3300 Terminal Features



Omni 3300 Installation Guide



General Features

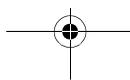
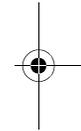
Viewing from the top (Figure 2), notice the following:

- A **display screen** in the center.
- **Keys:**
 - A 12-key, telephone-style keypad
 - Eight function keys (four to the right of the 12-key keypad, and four above the keypad)
 - Four ATM-style keys to the display's right
- A green/red **indicator LED** (Light Emitting Diode) light. A steady green light indicates power is on; flashing green indicates no paper in the printer. A steady red light indicates a memory problem; flashing red indicates the terminal is downloading printer-related files.
- A **magnetic stripe card reader**, built into the right side. The icon at right shows the proper swipe direction.
- An internal **printer**. The paper feed button (icon at right) feeds paper through the printer.



Connection Ports on the Back Panel

Remove the connection port cover beneath the paper roll holder (Figure 3), and you will see five jacks or *ports*.



Omni 3300 Installation Guide

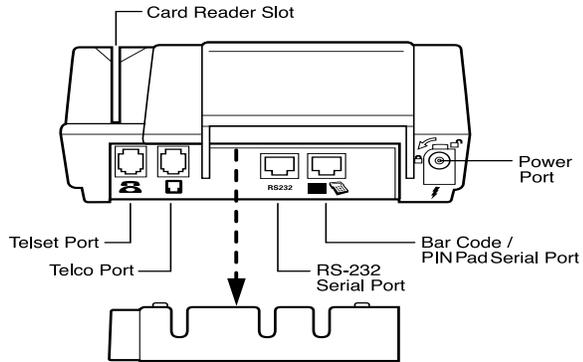


Figure 3 Connection Ports with Cover Removed

These ports connect the Omni3300 to a telephone line, optional devices, and the power supply.

Telephone Line Ports

On the back panel's far left are two RJ11-type modular jacks for connecting the terminal to a telephone line.

Telset Port

The first port is identified by a telephone-shaped "Telset" icon (shown at right). Use this port to connect a telephone to the Omni 3300.



Telco Port

The second port is identified by a "Telco" icon (shown at right). Use this port to connect the Omni 3300 to a telephone wall jack.



Omni 3300 Installation Guide

Ports for Attaching Optional Peripherals Devices:

In the center are two RJ45-type modular jacks (serial ports):

- The “RS232” serial port (icon shown at right) connects a VeriFone CR 600 check reader or other peripheral device. 
- The other serial port (identified by “Bar Code” and “PIN Pad” icons at right) connects a PIN pad, smart card reader/writer, or bar code wand. 

Power Connection Port

- On the lower right is a round port with a lock notch for securely connecting the terminal to a power source (identified by the “electrical power” icon at right). 

Step 4: Connect the Terminal to a Telephone Line

Refer to Figure 4, page 11:

1. **Direct connection** — A telephone cord runs from the Telco port on the terminal directly to a telephone wall jack. With a direct connection, the line is dedicated to the terminal. 
2. **Pass-through connection** — A telephone cord runs from the Telset port on the terminal to the RJ11-type jack on a standard telephone. With a pass-through connection, the line is busy during terminal downloads. 



Caution: For the pass-through connection, do *not* lift the telephone handset during a transaction. Doing so may disrupt the carrier signal and cause the transaction to fail.

Omni 3300 Installation Guide

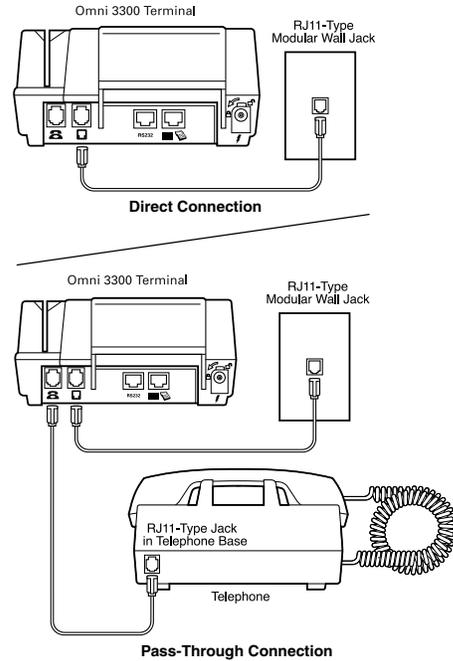
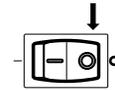


Figure 4 Line Connections

Step 5: Connect the Terminal Power Pack



Caution: Before you connect the terminal's power pack, check that the on/off button is *off* (shown at right).



1. Insert the round barrel connector (Figure 5, page 12) into the power port (identified by the icon at right).



Omni 3300 Installation Guide



Note: The round barrel connector on the power pack cable has a plastic lock tab that secures the power cable to the terminal.

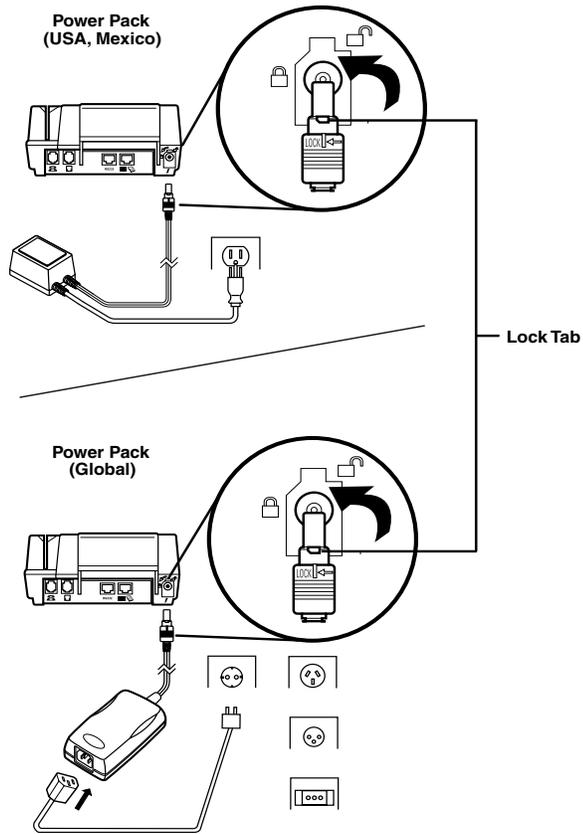


Figure 5 Omni 3300 Power Pack Connection

Omni 3300 Installation Guide

To lock the connector into the power port, align the plastic lock tab so it points up. Insert the connector, then twist it as indicated by the “arrow” icon above the port (“arrow” and “lock” icons shown at right).



To unlock the connector, twist it to the right, toward the “unlocked” icon (shown at right).



2. Plug in the power pack.



Warning: Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. Also, disconnecting power during a transaction may cause data files stored in terminal memory to be lost.



Note: To protect against possible damage caused by lightning strikes and electrical surges, you may want to install a power surge protector.

When the terminal has power, the display screen lights and the green LED indicator flashes on and off (if the printer has no paper).

Step 6: Install a Paper Roll in the Printer

The internal printer uses single-ply, thermal-sensitive paper 58 millimeters (2.25 inches) wide and 25 - 33 meters (82 - 108.26 feet) long.



Caution: Because impact, friction, temperature, humidity, light, and oil affect the color and storage characteristics of thermal paper, handle it carefully. Never load a roll of paper with folds, wrinkles, tears, or holes at the edges or in the printing area. For best results, cut a straight edge on the paper with scissors before feeding it into the printer.

Omni 3300 Installation Guide

Install a Paper Roll

1. Turn on the terminal. (If the printer needs paper, the green LED indicator will flash on and off.)
2. Remove the paper roll cover by lifting it up (Figure 6). Two ridges on the cover's sides show where to grasp it.

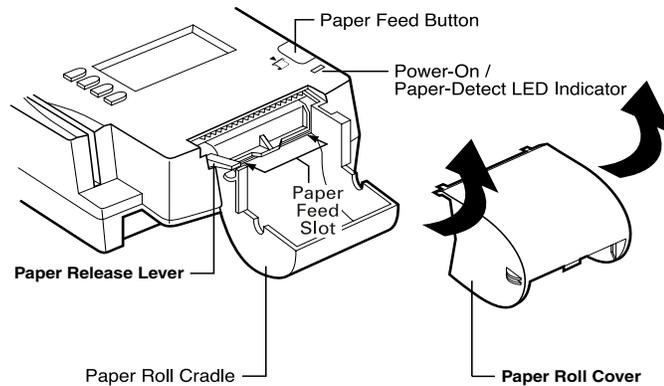


Figure 6 Thermal Printer Features

3. Remove the protective strip from the paper and cut a straight edge across its leading end.
4. Hold the roll so the paper feeds from the *bottom* of the roll, and insert the cut end into the paper feed slot (Figure 7, page 15).

Omni 3300 Installation Guide

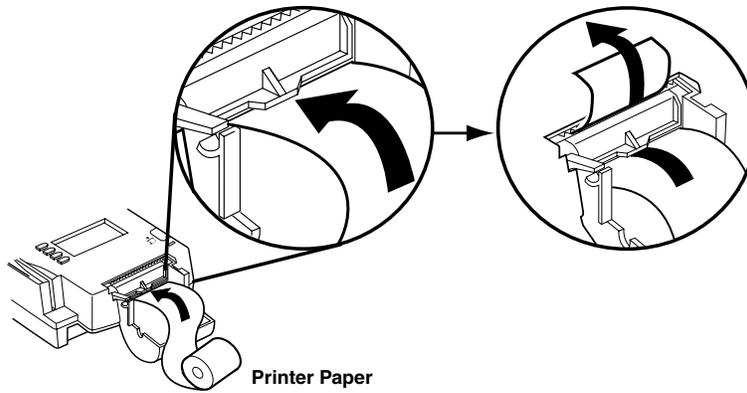


Figure 7 Loading Paper

A built-in sensor detects the paper and pulls it through and out the unit's top, just below the serrated metal tear strip.

5. If necessary, press the paper feed button until about 5 centimeters (2 inches) of paper emerge from the top.
6. Insert the orange plastic spindle into the paper roll, and place into the cradle so the spindle's ends rest securely in the two slots.
7. Replace the cover by inserting the two front tabs first and lightly pushing down until it snaps into place (Figure 8). Ensure the paper's edge is outside the cover.

Omni 3300 Installation Guide

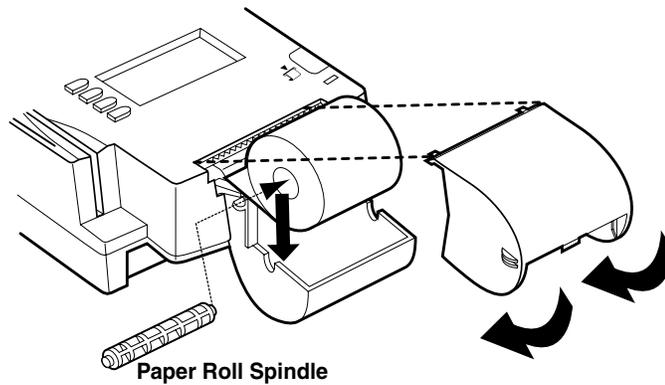


Figure 8 Paper Roll, Spindle, and Cover



Note: To adjust paper position, lift the small red release lever on the cradle's right side (Figure 6, page 14) until it snaps "up." The paper now freely moves in the paper path. When the paper is correctly positioned, lower the lever until it snaps "down."

For paper ordering information, refer to "Accessories and Documentation," page 28.

Perform a Power-On Printer Test

To ensure the printer is operating correctly:

1. Turn off power to the terminal.
2. Hold down the paper feed button and turn on the terminal. The printer test starts, then stops after a few seconds. When the test begins printing, release the paper feed button.

The test printout, with printer information and repeating character strings, is about 38 centimeters (15 inches) long.

Omni 3300 Installation Guide

3. Press the paper feed button to advance the paper roll a few centimeters (inches), then tear off the test printout.

Congratulations! Your Omni 3300 terminal should now be completely installed and ready to use.

Step 7: Using the Omni 3300 Card Reader

To conduct a transaction, position a card and swipe it through the reader, as shown in Figure 9.

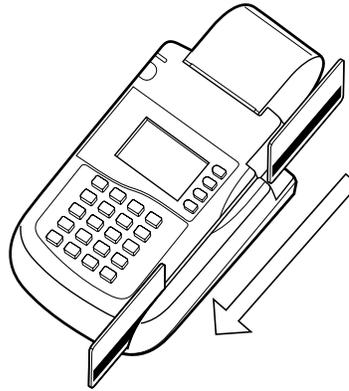


Figure 9 Using the Omni 3300 Card Reader

Connect Optional Device(s)

The Omni 3300 supports the complete line of VeriFone peripheral devices designed for use with Point-Of-Sale terminals. Use the two ports on the back panel to connect up to two optional devices.

Omni 3300 Installation Guide



Caution: Before connecting any peripheral device, turn the terminal's power *off* (the LED is off). Turn power on only *after* you are finished connecting the peripheral device(s). For complete information about peripheral installation and use, refer to the user documentation supplied with those devices.



Note: "RS232"-type devices do not work with the "PIN Pad" port; "PIN Pad"-type devices do not work with the "RS232" port. If an optional peripheral device does not function correctly, check the port connection.

Connect PIN Pad, Smart Card Reader/Writer, or Bar Code Wand

Refer to Figure 10, page 19:

1. If necessary, insert the small modular plug on one end of the PIN pad cable into the PIN pad's modular jack.
For a bar code wand, insert the RJ45-type plug on the end of the cable into the "PIN Pad" serial port on the back panel.
2. If installing a PINpad 101, PINpad 201, or PINpad 1000, position and insert the grommet to secure the cable connection (Figure 10, page 19).
If a cable is not already connected to the smart card reader/writer or PINpad 501, insert the small modular plug on one end of the interface cable into the optional device's modular jack.
3. Insert the larger RJ45-type connector on the other end of the PIN pad cable into the "PIN Pad" serial port on the back panel.

Omni 3300 Installation Guide

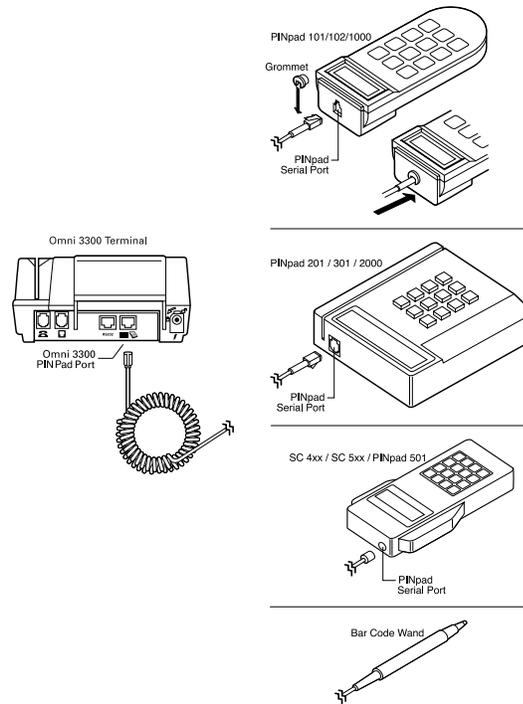


Figure 10 Optional "PIN Pad" port devices

Connect a CR 600 Check Reader



Caution: Check readers require a separate power source. Before connecting a check reader or similar device, turn the terminal's power *off* (the LED is off).

1. If the cable is not already connected to the check reader, insert the small modular plug on one end of the cable into the check reader's modular jack (Figure 11, page 20).

Omni 3300 Installation Guide

2. Insert the larger RJ45-type connector on the other end of the cable into the “RS232” serial port on the terminal’s back panel.

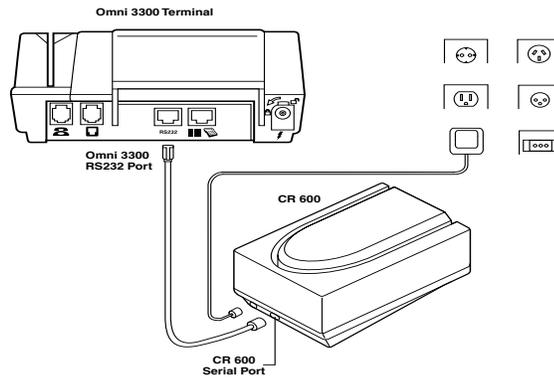


Figure 11 CR 600 Check Reader Connection

3. Turn on power to the terminal, then connect the check reader to a power source.

Clean the Terminal and Printer

Terminal

For dirt, use a clean cloth dampened with water and mild soap.
For stubborn stains, use alcohol or an alcohol-based cleaner.



Caution: Never use thinner, trichloroethylene, or ketone-based solvents — they may deteriorate plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or display.

Omni 3300 Installation Guide

Printer

Every few months, check and thoroughly clean the printer:

1. Be sure the terminal is connected to a power source.
2. Remove the paper roll cover and check it for signs of damage, wear, or warping.
3. Remove the paper and spindle. Carefully cut from the roll any paper still remaining in the feed mechanism.
4. Press the paper feed button to eject the remaining paper.



Caution: Do not attempt to pull paper from the printer. Damage to the paper feed mechanism could result.

5. Remove any dirt, dust, or scraps of paper adhering to or lodged in the printer parts.
6. Install a paper roll, as described in “Install a Paper Roll,” page 14.

Printer Troubleshooting

Printer Does Not Work

1. Check all terminal power connections. The integrated printer receives its power directly from the Omni 3300 terminal. The green power-on indicator light should be on.
2. If the green power-on indicator is blinking on and off, the printer is out of paper. Remove the paper roll cover and install a new roll of printer paper, as described in “Install a Paper Roll,” page 14.
3. If the problem persists, contact your VeriFone distributor or service provider.

Omni 3300 Installation Guide

Printer Paper is Jammed in the Feed Mechanism

1. Remove the paper roll cover. Then, lift up the small red lever located on the paper roll cradle's right side until it snaps "up." (Figure 6, page 14). The paper can now move freely through the paper feed mechanism.
2. Carefully cut the damaged paper from the paper roll and clear the remaining paper from the feed mechanism.
3. Lower the paper release lever until it snaps "down."
4. Re-install the roll of printer paper. If the problem persists, it may be due to poor paper quality. Install a new roll of higher-quality paper.

VeriFone Service and Support

For Omni 3300 terminal problems, contact your local VeriFone representative or service provider.

For Omni 3300 product service and repair information:

- (USA) VeriFone Service and Support Group, 1-800-834-9133, Monday - Friday, 8 A.M. - 7 P.M., EST
- (Global) Contact your VeriFone representative

Returning a Terminal for Service



Note: Unless otherwise instructed in this Installation Guide, do not, under any circumstances, attempt any service, adjustments, or repairs on this product. Contact your local VeriFone distributor or service provider. Service conducted by parties other than authorized VeriFone representatives may invalidate the product warranty.

1. Gather the following information from the printed labels on the *bottom* of each Omni 3300 terminal (Figure 12):
 - Serial number (S/N xxx-xxx-xxx)

Omni 3300 Installation Guide

- Product ID, including the model and part number.
For example, “Omni 3300” and “P093-xxx-xx”

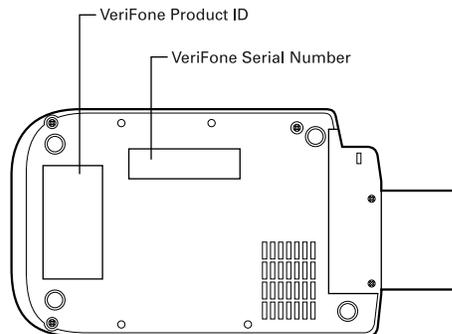


Figure 12 Information Labels on Bottom of Terminal

2. Give your VeriFone distributor or service provider this information.
3. Describe the problem(s) and provide the shipping address where the repaired or replacement unit will be returned.
4. Keep all records of the following items:
 - VeriFone serial number assigned to the Omni 3300 terminal you are returning for service or repair.
 - Shipping documentation, such as airbill numbers, which you can use to trace the shipment.

Specifications

Power Requirements

Omni 3300 terminal:

- AC: 22 V ~ (22 V AC); 1,9 A (1.9 A)
- DC: 25,5 V DC (25.5 V DC); 1,2 A (1.2 A)

Omni 3300 Installation Guide

AC power pack:

- Input: 120 - 127 V ~ (120 - 127 V AC); 60 Hz;
0,6 A (0.6 A)
- Output: 22 V ~ (22 V AC); 2,0 A (2.0 A)

DC power pack:

- Input: 100 - 250 V ~ (100 - 250 V AC); 50 - 60 Hz;
1,2 A (1.2 A)
- Output: 25,5 V DC (25.5 V DC); 1,57 A (1.57 A)

Barrel Connector Polarity:



Environmental

- Operating temperature: 0° to 40° C (32° to 104° F)
- Storage temperature: - 18° to + 66° C (0° to 150° F)
- Relative humidity: 15% to 90%; no condensation

Dimensions

- Height: 76 mm (3.0 inches)
- Width: 150 mm (5.9 inches)
- Length: 321 mm (12.6 inches)

Weight

- Terminal unit weight: 1.28 kg (2.82 lb)
- Shipping weight: 3.08 kg (6.79 lb)

The shipping weight includes: shipping carton, terminal, power pack and cable, telephone line cable, paper roll and spindle, one *Omni 3300 Installation Guide*, and one *Omni 3300 Quick Installation Guide*.

Omni 3300 Installation Guide



DECLARATION OF CONFORMITY according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company VASD
Manufacturer's Address: VeriFone
3755 Atherton Rd.
Rocklin, CA 95765
USA

declares that the product:

Product Name: Omni 3300
Model Number: P093-XXX-XX
Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950:1991+A1+A2+A3+A4
EN 60950:1992+A1+A2+A3+A4+A11

EMC CISPR 22:1993 +A1+A2 / EN 55022:1994 +A1+A2 - Class B ¹⁾
IEC 801-2:1984 / EN 50082-1:1992 - 4 kV CD, 8 kV AD
IEC 801-3:1984 / EN 50082-1:1992 - 3 V/m, 27-500 MHz
IEC 801-4:1988 / EN 50082-1:1992 - 0.5 kV Signal Lines,
1 kV Power Lines

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC and the EMC Directive 89/336/EEC and carries the CE marking accordingly.

1) The product was tested with VeriFone Point of Sales (POS) systems.

Rocklin, CA USA
December 10, 1999

Larry Forman
Quality Manager

European contact for regulatory topics only: VeriFone (UK) Ltd
Salamander Quey West
Park Lane, Harefield
Uxbridge, Middlesex
UB9 6NZ United Kingdom
Tel: (44) 1895 824031

Omni 3300 Installation Guide

Product Certifications

FCC Compliance

Manufacturer: VeriFone, a division of Hewlett-Packard Company
Model: Omni 3300

FCC Part 15

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate 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.

If this equipment does cause harmful 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 the dealer or an experienced radio/TV technician for help.

FCC Part 68

This equipment complies with Part 68 of the FCC rules. On the modem board inside this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information may be provided to the telephone company.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all, areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum RENs for the calling area.

This equipment cannot be used on telephone-company-provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment uses the following USOC jacks: (RJ11C).

An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible.

Omni 3300 Installation Guide

Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

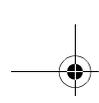
If trouble is experienced with this equipment, please contact VeriFone, or your local VeriFone Distributor or service center in U.S.A. for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

No repairs can be done by a customer on this equipment.

It is recommended that the customer install an AC surge arrestor in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

Industry Canada NOTICE:

*The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.*



Omni 3300 Installation Guide



Accessories and Documentation

How to Order

- VeriFone Online Store at www.store.verifone.com
- (USA) VeriFone Customer Development Center, 1-800-233-0522, Monday - Friday, 7 A.M. - 5 P.M., MST
- (Global) Contact your VeriFone representative.

Download Cables

05651-xx	MOD10-MOD10 (terminal-to-terminal)
26263-xx	02xxx MOD10-PC DB25F (terminal-to-PC)
26264-xx	02xxx MOD10-PC DE9F (terminal-to-PC)

Cables for Optional Peripherals

07041-xx	MOD10-MDIN9 (CR 600 check reader)
07042-xx	MOD10-4P4C (all VeriFone PIN pads)
07458-xx	MOD10-4 Pin Socket (Omni 3xxx to CM 450)

Terminal Mounting Platform

07129-nn	Plastic base for mounting onto a wall
07456-01	Swivel stand

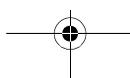
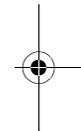
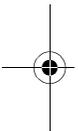
Telephone Line Cord

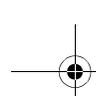
00124-03	2.1-meter (7-foot) telephone line cord, silver color, with modular RJ11-type connectors
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Power Pack

Contact your local VeriFone distributor to determine which power pack fits your needs.

07096-01G	AC power pack
05790-03	DC power pack





Omni 3300 Installation Guide



Thermal Printer Paper

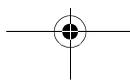
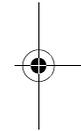
- CRM0039 High-grade thermal printer paper, 58-mm (2.25-inch) width, 25-meter (82-foot) length; single roll
- CRM0039-01 CRM0039 in 30-roll bulk package
- CRM0040 High-grade thermal printer paper, 58-mm (2.25-inch) width, 33-meter (108.26-foot) length; single roll

Paper Roll Spindle

- 02117-03 Plastic spindle for 58-mm (2.25-inch) rolls of thermal printer paper; orange color

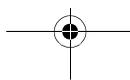
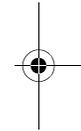
Documentation

- 22124, Rev. A *Omni 3300 Installation Guide*
- 19731, Rev. A *Omni 3300 Quick Installation Guide*
- 19732, Rev. A *Omni 3300 Reference Manual*
- 19733, Rev. A *Omni 3300 Programmer's Guide*



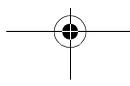
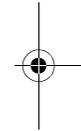


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OMNI 3300

Installation Guide

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