INTERNATIONAL INSTITUTE OF COSMETOLOGY

PCI SECURITY TRAINING

IDENTIFYING TAMPERED DEVICE

PCI dictates that PIN-entry devices need to detect if they have been tampered, and if so, lock the ability to take PIN-entry transactions. This can happen for a number of reasons, such as having a credit card skimmer applied to the device or someone attempting to break the device open. This can also happen if the device is dropped hard enough.

What error message will I see if my device has been tampered?
There are three potential screens that you may see if your Clover Mobile or Clover Mini device detects a tamper:
1. In the Setup Wizard, you may be automatically directed to the Get Help screen with the error "**Device tampered, return to manufacturer**"
2. In the Setup Wizard, in a rare case you may also see a **"Tamper Detected"** screen
3. If the device detects a tamper after you have activated your device, it will display the following error in the Sale, Refund, Voice Auth, Phone Sale, Authorizations, and other apps: "TRANSACTION FAILED: DEVICE TAMPER DETECTED PLEASE RETURN THIS UNIT"

How do I recognize and prevent tamper?
Inspect your Device. You should also check the PCI website for best practices (https://www.pcisecuritystandards.org/), but here is a partial list of things to look for:
- The exterior of the device shows evidence of cutting, disassembly, broken seals, broken ports
- There are unusual wires or overlays connected inside the chip card slot, on or near the PIN-entry area
- Wires are loose or connector broken
- The number of connections to the device are different
- The cables are a different color
- There are apparent changes to the resistance when inserting or removing a card from the chip card slot (Clover Mobile/Mini only).
- Your device is in a different location
- Your device has scratches especially around the seams of the terminal window display
- Clover labels not present or show signs of peeling

If you have any questions or suspect your device has been tampered, contact a supervisor.

PCI SECURITY TRAINING VIDEOS

What is PCI Compliance https://youtu.be/b6xplJbic6s
PCI Security Standards https://youtu.be/wAGNU4LQqVs