



## **QUICK REFERENCE GUIDE**

**VERIFONE Vx**

**RANGE OF TERMINALS**

# Verifone Vx Range of Terminals User Guide

Terminals in this range:



Vx520



Vx675



Vx680

## We support you every step of the way

**24/7 Contact Centre support:** When contacting the Support Contact Centre, please request a ticket or reference number for follow-up purposes.

- Card Connect Merchants: 0861 338 767
- Investec Merchants: 0861 000 016

### Authorisation Centres:

- ABSA: 0860 100 018
- Mercantile Bank: 0861 625 288

**WhatsApp support:** 081 809 1092

**Email enquiries:** card@connected.co.za

## Basic information

### User IDs and Pin (Cashier, Supervisor & Manager)

- Default user accounts will be provided by the Field technician when the device is installed.  
\* Technician to assist in adding new user accounts according to the merchant's request.

### Problems when Printing

- Check there is paper in the POS,
- Ensure the paper roll is correctly inserted.
- Check the paper closure lid is closed.
- Contact Customer Support (0861 338 767)

### Hold and Call / Hot Card

- This card is reported **lost/stolen**, this could be a fraudulent card
- Call Authorizations centre on how to proceed.

## Basic allowed card transactions

<b>Credit cards (swiped)</b> <ul style="list-style-type: none"><li>• May not allow cash back.</li><li>• May not do a balance.</li><li>• Does not ask for a PIN.</li><li>• Does ask for random card numbers of PAN.</li></ul>	<b>Debit cards (swiped)</b> <ul style="list-style-type: none"><li>• May allow cash back.</li><li>• May do a balance enquiry.</li><li>• May not ask for budget.</li><li>• Does ask for a PIN.</li></ul>
<b>CHIP card</b> (MasterCard, Visa - EMV) <ul style="list-style-type: none"><li>• Customer must enter PIN if the terminal prompts for PIN.</li><li>• Can be a Debit or Credit card. If your CHIP card has more than one account, then 'Select your application' will be shown. Please select the correct account type.</li><li>• The CHIP may ask to confirm that application, press ENTER.</li><li>• May allow cash back.</li></ul>	
<b>All Cards</b> <ul style="list-style-type: none"><li>• The POS will print a receipt with Declined or Approved.</li><li>• If voice approval is allowed, then the terminal will display:<ul style="list-style-type: none"><li>◦ <b>'Please contact your bank'</b> for authorization.</li></ul></li><li>• Enter the Supervisor PIN.</li><li>• Enter the authorizations code exactly as provided by the bank.</li><li>• If the transaction is approved, receipt is printed. Please remember that the receipt must be signed if required.</li></ul>	

All transactions will dial online for approval, with the exception of a Refund transaction, which will approve offline.

## Other POS device problems and how to fix them

- “**HOTCARD FILE OLD**” is displayed on the screen:
  - The Hot Card Parameters are out of date or failed to download
  - Press \* (Vx675 / Vx680) or F4 (Vx520) for MENU
  - Select 2 – CARD PROCESSING
  - Select 1 – OPERATOR
  - Select 4 – UPDATE PARAMETERS
  - Select 2 – FULL PARAMETERS
  - When asked, supply Supervisor ID and PIN
  - The terminal will now download full parameters and update the Hot Card Parameters
- “**CPA – SETTLEMENT REQ**” is displayed on the screen:
  - The terminal hasn't successfully uploaded transactions for settlement
  - Press \* (Vx675 / Vx680) or F4 (Vx520) for MENU
  - Select 2 – CARD PROCESSING
  - Select 1 – OPERATOR
  - Select 3 – BATCH TRANSMISSION
  - When asked, supply Supervisor ID and PIN
  - The terminal will upload the batch, and print a batch report
- Screen or Keyboard is stuck:
  - Reboot the terminal and report to Customer Support
- “**AUTHORISATION FAILED**” printed on receipt:
  - Below this message on the receipt, there is a detailed description of the reason for the decline. Read, and if still unclear why the transaction declined, please call the Authorisation Centre
  - A Declined response does not necessarily mean insufficient funds in the customer's account
  - If “**COMMUNICATION FAILURE**” is printed on the receipt, the terminal will automatically reverse the original transaction. This reversal will be sent online the next time when the terminal connects to the host. Please note a response code starting with the letter X or Z indicates a communication failure

## General Transaction Flow

- **Swipe Card**
  - Swipe the card on the idle screen
  - If an EMV Chip card is swiped, the terminal will prompt the merchant to insert the card
  - For a Credit card: The merchant will be prompted to enter 4 digits from the front side of the card, for fraud prevention
  - For a Debit card: Account type is to be selected (Cheque or Savings)
  - Proceed with the transaction
- **Insert a CHIP card**
  - The card is inserted with the CHIP facing up and towards the terminal

- If the CHIP is unreadable, the terminal will conduct a Fallback transaction
    - The merchant will be prompted to swipe the card, and the transaction will continue as a normal magnetic stripe transaction
  - Proceed with the transaction
  - At the conclusion of the transaction, the CHIP card is allowed to approve or decline the transaction
  - If the CHIP card declines the transaction, the terminal will automatically reverse the original transaction. This reversal will be sent online the next time when the terminal connects to the host
  - The terminal will prompt the user when to remove the card
- **Manual PAN entry**
    - Press \* (Vx675 / Vx680) or F4 (Vx520) for MENU
    - Select 2 – CARD PROCESSING
    - Select 1 – OPERATOR
    - Select 1 – MANUAL CARD ENTRY
    - When asked, supply Supervisor ID and PIN
    - Enter the Card number
    - Select the correct account
    - Enter the Expiry Date on the front of the card (MMYY format)
    - Enter the CVV value on the rear of the card
    - Select the transaction
    - Proceed with the transaction
- **Contactless Transaction**
    - Press 0 for CTLS (Contactless) transaction
    - Select 1 – SALE
    - Enter the Amount
    - Touch the Card to the screen when prompted to do so
    - If the transaction value is over a specific amount, the terminal will prompt the customer to enter his PIN
    - The transaction will be sent to the host for approval
- **Automatic Settlement and Download of Parameters**
    - Once a day the terminal will perform an automatic batch upload and settlement, as well as automatic download of parameters
    - To facilitate this, please leave the terminal powered up, and the external comms, where applicable, powered up as well
    - Please check the Automatic Settlement every day
    - If the terminal was unsuccessful in completing the Automatic Settlement or Download of Parameters, a receipt to this effect will be printed
    - Please contact Customer Support if the terminal does not do the Automatic Settlement and Parameter Download if plugged in

## Additional information

- General

- Terminal displays CARD USE EXCEEDED – VELOCITY OVERRIDE
  - If a card has been used more than once in a 10 minute period, the terminal will display VELOCITY OVERRIDE
  - Press ENTER
  - The terminal will prompt for Supervisor details
  - When asked, supply Supervisor ID and PIN
  - Continue with the transaction as normal
- Auth Override
  - If the transaction is declined, but may be manually authorised, CALL BANK will be displayed on the terminal
  - Press ENTER to perform a voice authorisation
  - The terminal will prompt for Supervisor details
  - When asked, supply Supervisor ID and PIN
  - Contact the relevant Authorisation Centre for an authorisation number
  - Enter this number exactly as provided by the Authorisation Centre
  - The transaction will be approved, and a receipt will be printed
- Budget Purchase
  - A budget purchase is only allowed on Credit Card Accounts
  - Swipe or Insert card, or enter PAN manually
  - When the amount is entered, and is above the Budget limit, the Budget Selection screen is displayed
  - Select 2 – BUDGET
  - Select Budget Period
  - Transaction will proceed as normal
- Refund transaction – ONLY allowed on Credit Cards – Swipe and Chip
  - Swipe or insert card to start transaction
  - Select correct account type
  - Select REFUND transaction
  - The terminal will prompt for Supervisor details
  - When asked, supply Supervisor ID and PIN
  - Enter the Amount and Confirm
  - The transaction is approved offline, and the receipt is printed
  - If a signature line is present on the receipt, ensure the customer signs the receipt
- Balance Enquiry transaction
  - Swipe or insert card to start transaction
  - Select correct account type
  - Select BALANCE ENQUIRY transaction if allowed
  - Transaction will continue
  - If the terminal prompts for a pin, pass the terminal to the customer
  - Customer will enter his pin
  - Terminal will request the account balance from the Bank

- If successful, the terminal will prompt the merchant to pass the terminal to the customer
  - The terminal will then display the account balance on the screen before returning to the ready screen
- Purchase and Cash transaction
  - Swipe or insert card to start transaction
  - Select correct account type
  - If Cash is allowed by the card issuer, the transaction Purchase and Cash can be selected
  - Enter the Purchase Amount when prompted
  - Enter the Cash Back Amount when prompted
  - Confirm the total amount when prompted
  - If the terminal prompts for a pin, pass the terminal to the customer
  - Customer will enter his pin
  - Transaction will proceed as normal
- Cash Withdrawal transaction
  - Swipe or insert card to start transaction
  - Select correct account type
  - If Cash is allowed by the card issuer, the transaction Cash Withdrawal can be selected
  - Enter the Cash Amount when prompted
  - Confirm the total amount when prompted
  - If the terminal prompts for a pin, pass the terminal to the customer
  - Customer will enter his pin
  - Transaction will proceed as normal
- Reprint of Batch Report
  - Press \* (Vx675 / Vx680) or F4 (Vx520) for MENU
  - Select 2 – CARD PROCESSING
  - Select 2 – REPORTS
  - Select 1 – BATCH
  - To print the current batch, select 1 – CURRENT BATCH
  - To print the previous batch, select 2 – PREVIOUS BATCH
  - You can now choose to print either the full batch report, or just the batch totals
- Reprint of Transaction Receipt
  - In some instances, the merchant wants to reprint a receipt, for instance when the paper roll finished during a transaction. To reprint the receipt, please do the following steps:
    - Press \* (Vx675 / Vx680) or F4 (Vx520) for MENU
    - Select 2 – CARD PROCESSING
    - Select 1 – OPERATOR
    - Select 2 – REPRINT RECEIPT
    - The POS device will prompt for Supervisor details
    - When asked, supply Supervisor ID and PIN
    - The merchant can now select to reprint either the last receipt, or a specific receipt.

- To reprint the last receipt, select 1 – LAST RECEIPT
- To reprint a specific receipt, select 2 – RECEIPT NUMBER
- Please enter the receipt number of the receipt to reprint
- The receipt will be reprinted
- o Restaurant Mode
  - If the terminal has been enabled for Restaurant Mode, some of the prompts may change
  - During a Purchase transaction, the merchant may be prompted to enter a waiter / server number, a table number, and the tip value for the transaction
  - Notes:
    - If the TIP amount is larger than the MEAL amount, supervisor authorisation will be required
    - Waiter / Server and Table prompts can be enabled or disabled under the Settings option