VeriFone Vx570 Payment Terminal

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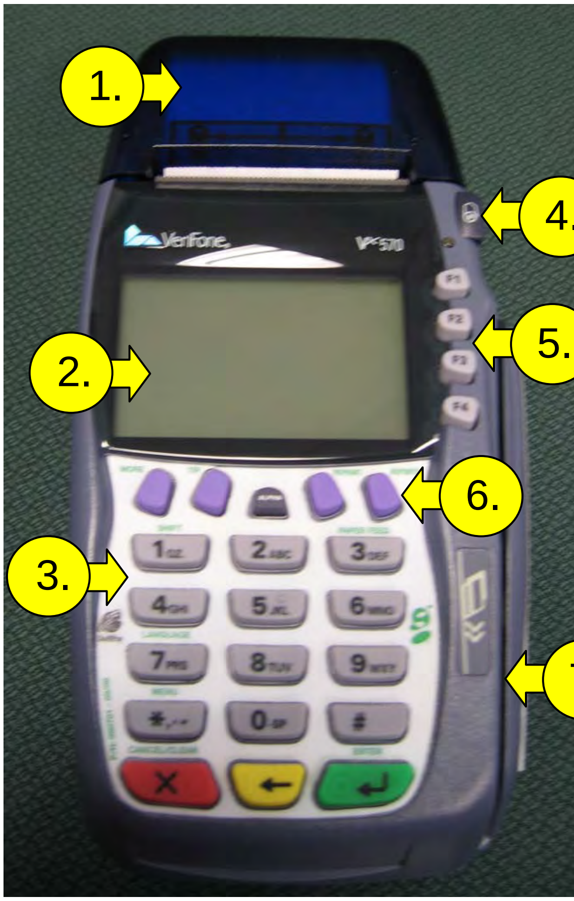
Features of the VeriFone Vx570 Payment Terminal



1. **Printer compartment**
   Holds the printer head mechanism and large capacity paper roll.

2. **Graphical Display**

3. **Keypad**
   Used to input numbers:

    ***Cancel*** or ***Clear***

    ***Erase***

    ***Enter***

4. **Printer cover release**
   Press the button to release the printer cover and refill the paper roll.

5. **ATM-Style Function Keys**
   Used to select options on the graphical display.

6. **Function Keys**
   Used to navigate menus, reprint receipts, generate reports, or add tip.

7. **Magnetic card reader**
   Reads cards with magnetic stripes.

8. **Phone Connection**

9. **Network Connection**

Getting Started

Connecting the Terminal

Either the phone line or the network Ethernet must be activated for the terminal to connect for processing transaction and for authorization.

- If the terminal is to be connected by a phone jack, plug the cable into the jack with the telephone symbol above it (#8 in screen shot in **Features** section).
- If the terminal is to be connected by a network jack or Ethernet, plug the cable into the jack with the words ***10BaseT*** (#9 in screen shot in **Features** section).

Note: See the ***Features*** diagram for assistance on location of phone and network connections.

Connecting the Power Cable

The power cable is connected on the side of the terminal. There is a small tab on the cable that will lock into a slot in the terminal to help keep the power cord secure. The cord then exits to the rear of the terminal.

1. Insert the power cable.
2. Rotate the cable into the locked position.

Loading the paper

1. Press the printer cover release button to begin loading the receipt paper.

2. Drop the roll of paper into the terminal and leave a few inches of paper unrolled. Do not feed the paper around the roller on the cover.

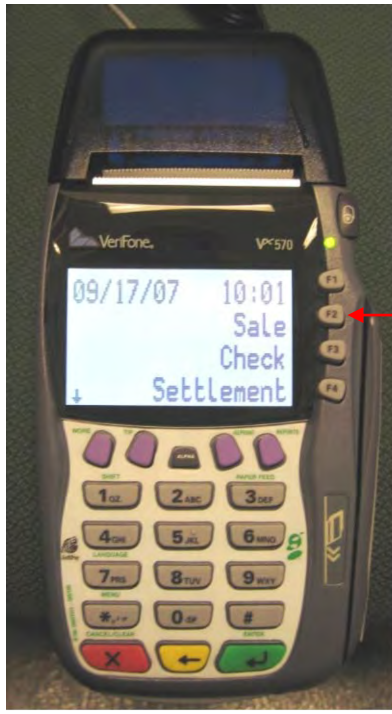
3. Close the printer cover.

4. Tear the excess paper.

Processing a Sales Transactions

When the terminal is first powered on, or after it has been idle for several minutes, it will display the idle menu.

1. To start a sales transaction, select the ***(F2)*** button.



Note: If your terminal is connected via a phone jack, the options include **Sale (F2)**, **Check (F3)**, or **Settlement (F4)**.

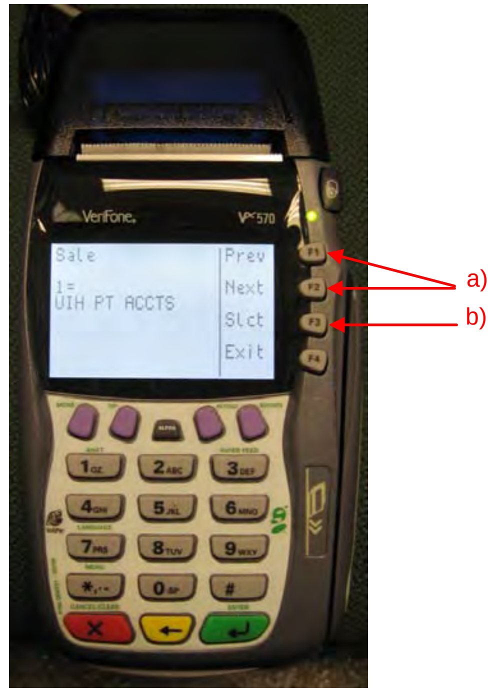
Note: If your terminal is connected via network jack or Ethernet, the options include **CREDIT/DEBIT (F2)** or **CommServer (F3)**.

- The **CommServer** application will not be used.
- If by accident **CommServer** is activated, press the asterisk (*) on the keypad to get back to the idle menu.
- Swiping a card while the idle menu is displayed will **not** initiate a sale.

Note: If charging to multiple CFOAP accounts, a menu of accounts will be displayed on the terminal.

a) Press ***Prev (F1)*** and ***Next (F2)*** until the correct account description is shown.

b) Press ***Slct (F3)*** to select the account.



Entering Card Information

2. Swipe the card through the magnetic card reader.

Note: Always swipe the card when present. If the card number is entered manually due to unreadable magnetic card stripe, follow these steps:

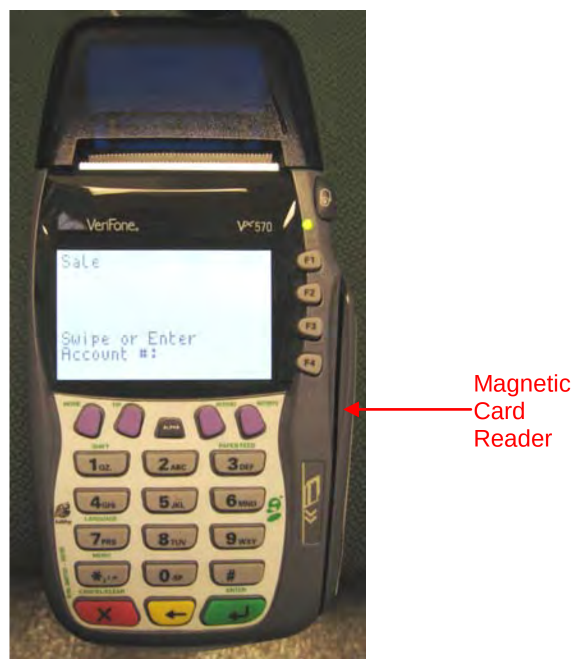
a) Type the *card number*

b) Select ***Card Present: No***

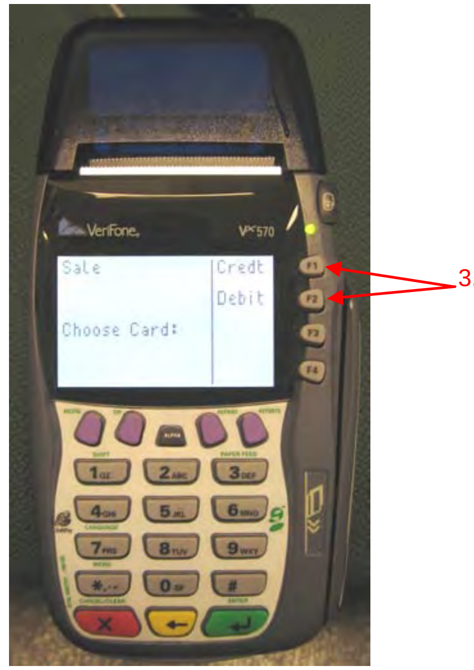
c) Enter the *expiration date*

d) Enter the *card security code*

e) At the prompt, *enter the billing address street number* and *zip code*

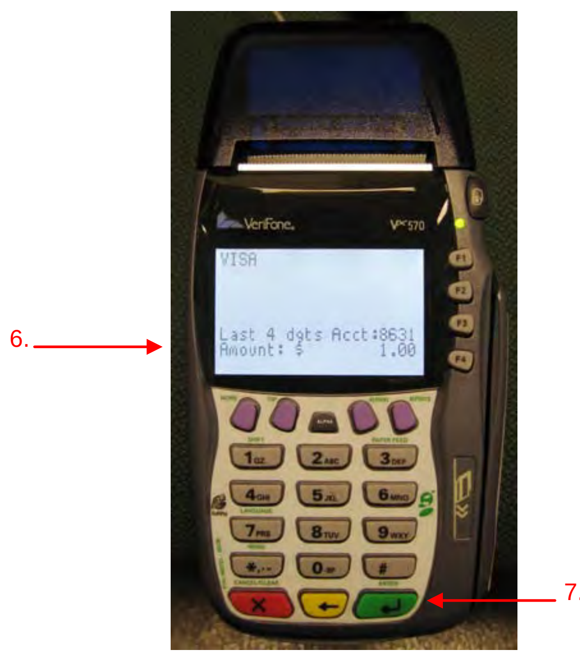


3. Choose the card type by selecting ***Credit (F1)*** or ***Debit (F2)***.



Processing a Credit Transaction

1. Follow steps 1 – 3 above.
4. Enter the last 4 digits of the credit card number using the keypad.
5. Press the green **Enter** button.
6. Enter the amount of the sale.
7. Press the green **Enter** button.



Processing a Debit Transaction

For a Debit Card Transaction, the terminal ***will not*** prompt you to enter the last 4 digits of the card number.

1. Follow steps 1 – 3 above.
4. Enter the amount of the sale (#6 in previous screen shot).
5. Press the green **Enter** button (#7 in previous screen shot).
6. The terminal will prompt for personal identification number (PIN).
7. The customer must enter their PIN number press **Enter**.

Accepting P-Card and Business/ Corporate Cards

If a business or corporate card is swiped, the terminal may prompt for additional data to be entered (e.g., a customer number). If no actual customer number exists, enter the value ***1234***.

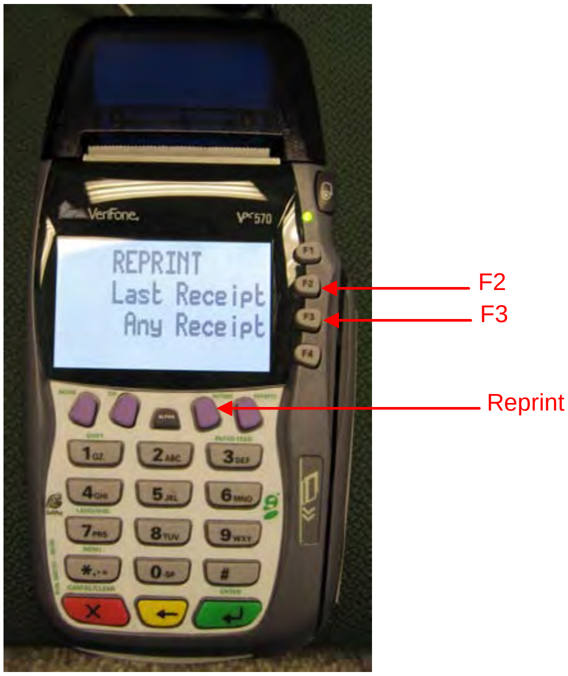
The terminal may also prompt for a tax amount. If there is no tax on the sale, enter ***0*** (zero) and press **Enter**. If there is tax being collected as part of the sale, enter the tax amount and press **Enter**. The total sale amount entered does not change; the tax prompt is only additional information for the sale and has no impact on the amount being charged to the customer's account.

Generating a Receipt

Printing a Receipt

The merchant copy of the receipt will print first.

8. Tear the receipt from the printer and have the customer sign it.
9. Press the green **Enter** button to print the customer copy.



Reprinting a Receipt

To reprint a receipt, select the ***Reprint*** function key.

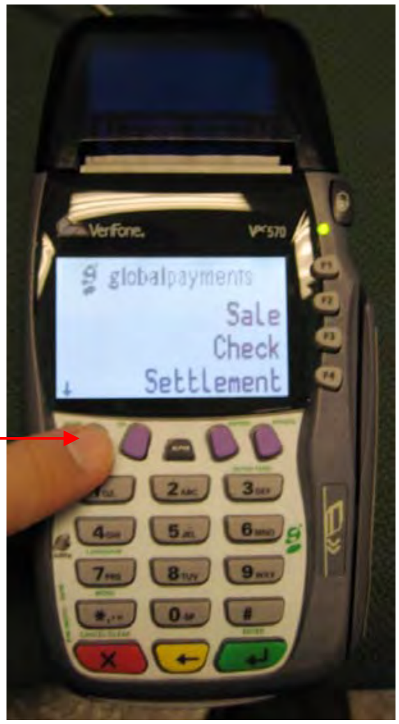
- Press ***Last Receipt* (*F2)*** to reprint the last receipt.
- Press ***Any Receipt (F3)*** to select which receipt to reprint. The terminal will display a new prompt to help find the transaction to be reprinted. The transaction can either be found by the INV# on the merchant copy of the receipt or by entering the last 4 digits of the cardholder's account number.

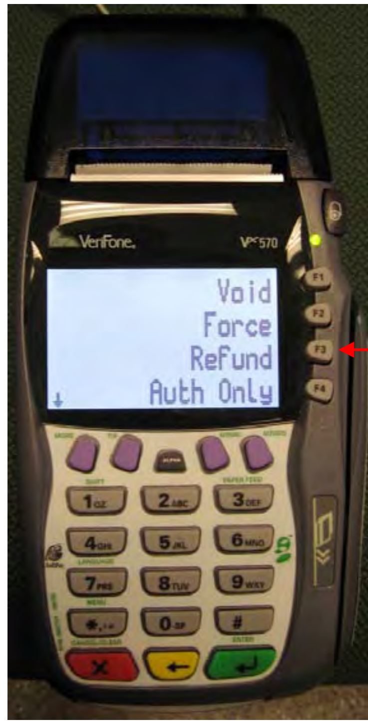
Refunding a Transaction

Refunding for Single CFOAP

1. Press the ***More*** function key.
2. Select ***Refund (F3)***.
3. Follow the prompts on the screen; they will be similar to that of a sales transaction.

1.

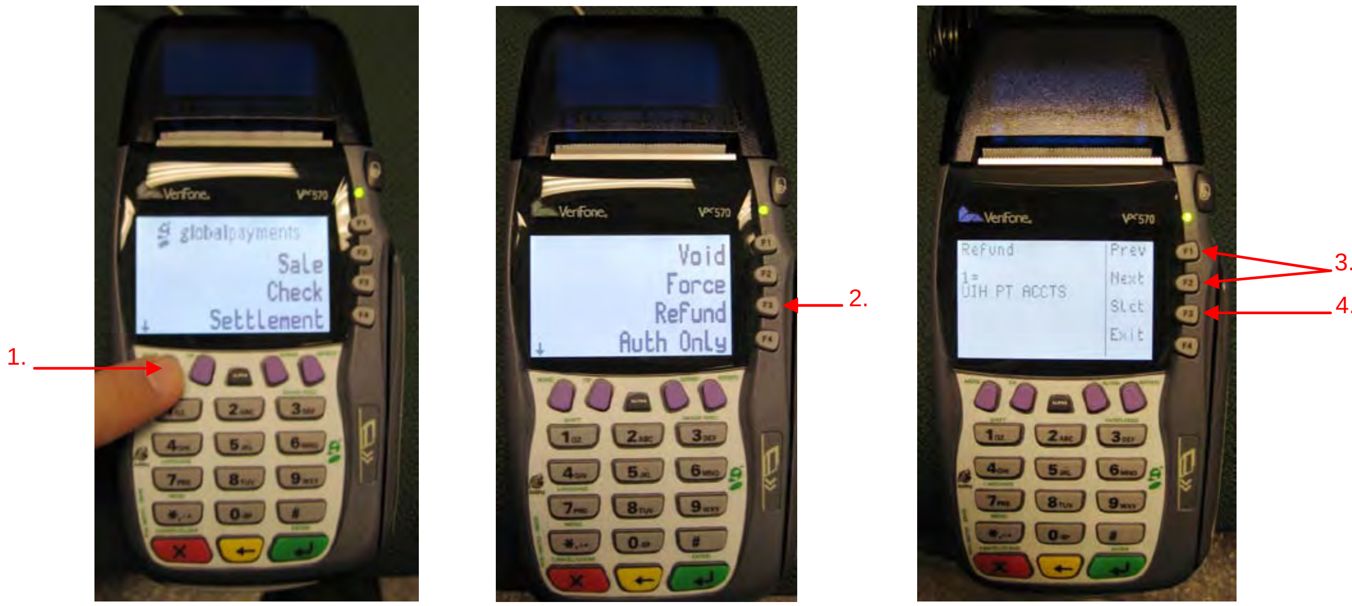




2.

Refunding for Multi CFOAP

1. Press the ***More*** function key.
2. Select ***Refund (F3)*** (#2 in screen shot below).
3. Press ***Prev (F1)*** and ***Next (F2)*** until the correct account description is shown (#4 in screen shot below).
4. Press ***Slct (F3)*** (#5 in screen shot below).
5. Follow the prompts on the screen; they will be similar to that of a sales transaction.



Voiding a Transaction

If a transaction needs to be cancelled and the terminal's batch has not been settled, a void can be processed instead of a refund.

1. Press the ***More*** function key.
2. Select ***Void***; a message will appear asking if it is the last transaction that be voided (this is the most common transaction that needs to be voided).
3. If the transaction to be voided is not the last, select ***No***.
4. The terminal will display a new prompt to help find the transaction to be voided.
5. The transaction can either be found by the INV# on the merchant copy of the receipt or by entering the last 4 digits of the cardholder's account number.
6. Once the correct transaction has been found, the void will remove the transaction from the batch, and it will not be settled.

Important – Once a batch has been settled, no transactions in that batch can be voided; a full refund should be processed for that transaction.

Settling the Terminal

The terminal must be settled at the end of the day whenever transactions (payments or refunds) have been performed.

Settling for Single CFOAP:

1. Select the ***Settlement (F4)*** option from the main menu.
2. The terminal will then go through its settlement process and print out the settlement totals.

Settling for Multi CFOAP:

The options to settle the terminal for Multi CFOAP includes ***One*** or ***All*** merchants.

1. Select the ***Settlement (F4)*** option from the main menu.
2. Select ***One*** to display the same account description list that is shown when doing a sale or refund and to settle only that account.
3. Select ***All*** merchants for the terminal to go through each of the accounts to settle.

Important!

- If a department uses a single account consistently and only rarely uses the other account, settle the one account. If multiple accounts are used, settle all accounts.
- Once the option ***One*** or ***All*** merchants is selected, the terminal will go through its settlement process and print out the settlement totals.

Troubleshooting the VeriFone Vx570 Payment Terminal

Terminal Message	Explanation
Card Declined	The card was rejected by the credit card processor. Check to make sure manually entered information was keyed correctly. If this does not resolve the problem, have the customer call their card issuing bank to resolve.
Call ND	Call the voice authorization number, 1-800-944-1111.
Invalid Card Num	This message is usually received only when entering a card number manually. Double check that the complete card number was entered correctly.
Invalid Exp Date	This message is usually received only when entering an expiration date manually. Double check that the expiration date (**mmyy**) was entered correctly.
Invalid Sec Code	This message is usually received only when entering card security code. Double check that the security code was entered correctly.
Refund Amount Cannot Be Larger Than Capture	A refund amount for any one account must be less than the amount originally used for that account on the payment transaction.
Terminal does not start	Ensure that you pressed the ENTER/ON key for approx 3 seconds until the unit lights up.
Blank/Unreadable/Not showing correct display	Check terminal power connection, plug to a known-good power supply outlet. Check all cable connections & verify telephone/ethernet is properly connected.
Terminal not dialing out for authorization	Check phone line, verify phone jack is active. Replace the phone line with a cable known to be working and to an active jack.

Changing VeriFone Payment Terminal Time

Daylight Savings

To change the time, due to Daylight Savings Time, follow these steps:

1. If necessary, plug-in and power-on the terminal.
2. During the power-on process, press ***(F2)*** and ***(F4)*** at the same time.
3. At the prompt for **System Mode Entry Password**, enter ***1,*** press the ***Alpha*** function key twice***,*** enter ***66831***.
4. Press the green **Enter** button on the keypad.
5. Press **Enter** until the terminal screen displays **Sys Mode Menu 3**.
6. Select ***Edit (F3)***.
7. Press **Enter** for ***File Group_1.***
8. At the prompt for **System Mode File Group 1 Password**, enter ***1,*** press the ***Alpha*** function key twice***,*** enter ***66831***.
9. Press **Enter** on the keypad.
10. Press **Enter** to select **File CONFIG.SYS.**
11. Press **Enter** to cycle through the entires in CONFIG.SYS until you get to.
12. Select ****VMACDST (F3).***
13. Press the yellow **Erase** button to delete the current value (e.g., 1); enter ***0*** (zero).
14. Press **Enter**.
15. Press the red **Cancel** button to return to ***Sys Mode Menu 1***.
16. Select ***(F4)*** to restart the terminal.

System Reset-DATE or TIME

To change the terminal **Date** and/or **Time**:

1. Press the ***More*** function key.
2. Press the green **Enter** button until the terminal screen displays ***Other Set Up***.
3. Enter the password (last six digits of the Merchant ID# or 998877).
4. Press the **Enter** button.
5. Press the ***More*** function key.
6. Press **Enter** until the terminal screen displays ***Date/Time***.
7. Press **Enter** for ***Date*** (MMDDYYYY), enter the correct **Date,** and press **Enter**. Go directly to **Time**, and bypass **Date**, by pressing **Enter** twice.
8. Press **Enter** for ***Time*** (HHMMSS), enter the correct **Time**, and press **Enter**.
9. To Exit, select the red **Cancel/Clear** button twice.

Ordering Supplies

Supplies (e.g., terminal paper) are free and available from *Global Payments*. Please call *Global Payments Premier Relationship Services at* (443) 394-2287 to order supplies to be sent to the merchant location.

If paper is needed often (paper case of 25 rolls or more), contact **Merchant Card Services** to set up Auto Bulk shipments.

Contact Information

Global Payments

Please contact the *Global Payments* help desk if problems occur while operating the terminal. The *Global Payments* help desk provides 24 hour service and can be reached by calling (800) 916-2118. Please be prepared to provide them with your Merchant ID, which can be found on the side of the terminal.

Merchant Card Services

Please contact Merchant Card Services for additional assistance.

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OBFS – Merchant Card Services
254 Henry Administration Building, MC-363
506 South Wright Street
Urbana, Illinois 61801
Phone: (217) 244-9384
E-mail: merchantcardhelp@uillinois.edu