

# VX690

## User Manual

### English

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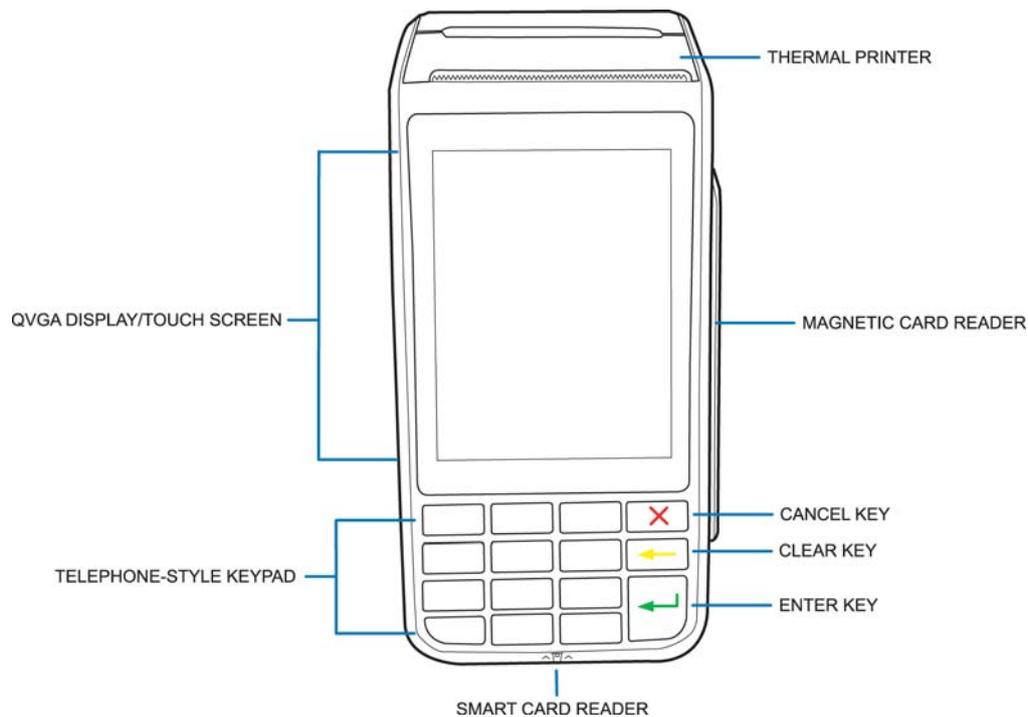
## 1. BEFORE USE

### 1.1 Important

- Protect the power cord. If it is damaged it can not to be used anymore.
- The terminal is not waterproof or dustproof, and is intended for indoor use only.
- The warranty of the terminal will void if it is exposed to water or dust.
- Do not use the terminal next to water or moist areas.
- Do not use below 0°C degrees.
- Never place anything inside the chip slot or connection ports that are not meant there. This might seriously damage the terminal.
- If the terminal is damaged contact our maintenance service. Never try to fix the terminal by yourself.
- Use only appropriate paper with the terminal's printer. Poor quality paper can jam the printer and create excessive paper dust.
- Never use thinner, trichloroethylene, or ketone-based solvents- they may cause deterioration of plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad.
- Disconnecting the power during a transaction may cause transaction data files not yet stored in terminal memory to be lost.
- The terminals Li-ion –battery is hazardous waste. Do not dispose the battery with combustible wastes. The battery should be recycled with other hazardous wastes or delivered to the terminal supplier for disposal.

**NOTE! If these instructions are not followed and the terminal is damaged it will void the warranty!**

## 1.2 Terminal Structure



## 1.3 Terminal start-up and shutdown

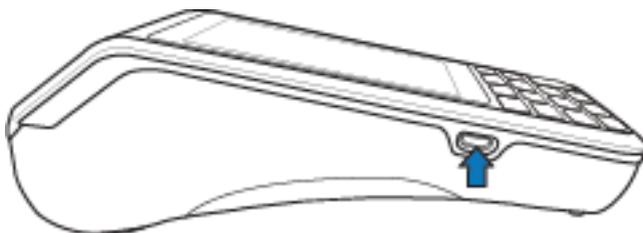
The terminal is switched on by pressing the Enter key for a while or by connecting it to the power cord. To shut down the terminal press the Cancel key until the terminal shuts down.

**NOTE! The terminal will not shutdown if the power cord is connected.**

## 1.4 Technical data

|                          |  |
|--------------------------|--|
| Processor:               | 400 MHz   ARM11 32-bit RISC  |
| Operating System:        | Verix OS   |
| Display:                 | 3.5" QVGA   capacitive touch screen  |
| Memory:                  | 192MB (128MB Flash, 64MB SDRAM)  |
| Connections:             | HSPA+ 3G radio   5GHz Wi-Fi & 2.4 GHz Wi-Fi   Bluetooth 4.0  |
| Printer:                 | 30 lps   paper roll width 57mm, diameter 40 mm   |
| Readers:                 | Triple track MSR   landed smart card   |
| Contactless:             | ISO14443 A&B   MiFare   ISO18092   EMVCo L1 certification  |
| Ports:                   | Micro USB   integrated charging  |
| Other standard features: | 2 SAM slots   dual SIM   GPS   embedded audio  |
| Connectivity:            | GPRS, 3G, WLAN, Bluetooth  |
| Security:                | PCI 3.0  |
| Battery:                 | 3,7 V DC   2450 mAh  |
| Size:                    | Terminal: 167mm L x 78mm W x 55mm H; 372g weight  <br>Base Station: 143mm L x 86mm W x 43mm H; 157g weight             |
| Environmental:           | 0° to 50° C operating temperature   -20° to 60° C storing temperature  <br>5% to 90% relative humidity, non-condensing |

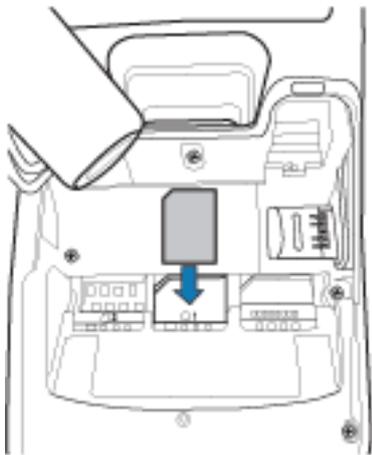
## 1.5 Connecting cables



Plug the power cord into the Micro USB port.

## 1.6 SIM-card

- 1 Turn off the terminal.
- 2 Place the terminal upside down on a soft, clean surface to protect the lens from scratches.
3. Remove the back cover of the unit.
- 4 Lift the battery pack to expose the SIM slots.
5. Carefully slide SIM card into the slot until fully inserted, as shown on the image.
6. Put in place the battery and back cover.



Terminals which use 3G-connection have a SIM-card. Before inserting the SIM-card inside the terminal, disable the PIN-code query. The SIM-card operator's APN information is inserted to the GPRS APN menu in the terminal. The APN information is set to INTERNET by default, change this if needed.

**NOTE! You need daily password to change the APN setting. Please contact our Help Desk or get it from our Reporting service.**

## 1.7 Touchscreen

The terminal has a touchscreen, which allows selecting menus directly from the screen. Enter- and cancel-functions can be selected directly from the screen or by pressing the particular key.

## 1.8 Using the menus

To see the terminal's various settings and functions, press the desired menu icon from the screen. To scroll inside the menu's press the arrow keys from the screen, or numbers 1 and 3 from the keypad. To select a particular function or setting, press its text field from the screen. A function is selected by pressing the enter key from the screen or from the keypad. To view the previous display, press the cancel key from the screen or from the keypad. To get to the main screen, press the cancel key several times. When selecting Reports or Settings the terminal asks to press enter.

## 1.9 Letters and special characters

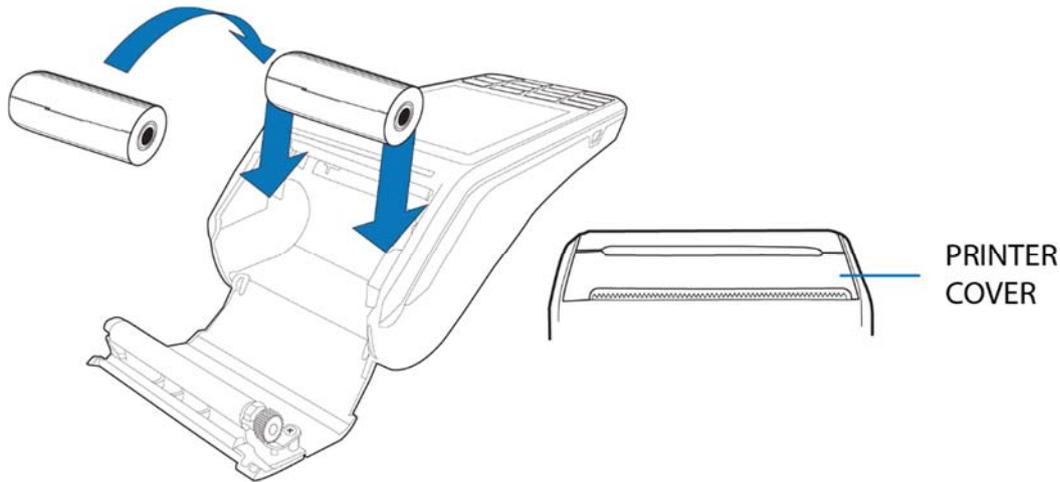
To insert letters and special characters press the number with the desired character until the appropriate character appears. To switch capital letters into lower case letters, press the arrow up icon from the screen.

1= Q Z .  
2= A B C  
3= D E F  
4= G H I  
5= J K L  
6= M N O  
7= P R S  
8= T U V  
9= W X Y  
0= - space +  
\*= , ' "  
#= ! : ; @ = & / \ % \$ \_

## 1.10 Contrast

You can adjust the screen's contrast from the CONTRAST-settings with the minus and plus icons. Select the Menu icon from the screen and choose CONTRAST.

## 1.11 Replacing paper roll



1. Pull the cover of the paper tray.
- 2 Gently lift the printer cover up and back.
- 3 Remove any partial roll of paper in the printer tray.
- 4 Hold the roll so the paper feeds from the bottom of the roll when the terminal is inverted.
5. Close the cover.

## 1.12 Testing the connection

The upper right corner of the display shows the strength of the connection. The signal can be refreshed by pressing keys # and 6 on the main display.

**NOTE!** If the signal bars are grey, the connection is missing. In these cases restart your terminal and test the connection again. If the problem is repeated, contact your connection provider about the problem.

From the main display, select the Reports menu by pressing its icon. After this, press enter and select SEND BATCH. The screen informs DIALING. If the terminal successfully connects, the text CONNECTED appears on screen. A white bar and the text RECEIVING are displayed on screen. The bar turns gradually black as the batch sending progresses. The terminal downloads the blacklist and other required card information files from the bank.

After this, the terminal is ready for use.

## 1.13 PA-DSS Standard

The purpose of the PA-DSS –standard is to help software suppliers develop, according to the PCI-DSS requirements, payment solutions which do not save forbidden card information such as the CVV2 or the PIN-code.

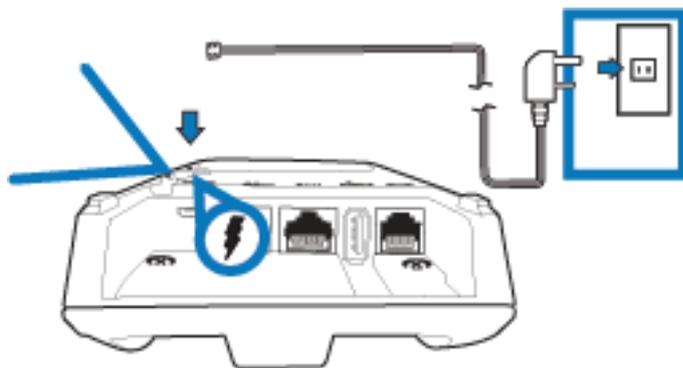
Companies must use solutions for card payment processing that are approved according to the PCI-DSS –standard.

For the latest version of the Verifone PA-DSS Implementation Guide, go to <http://www.verifone.fi/manuals>

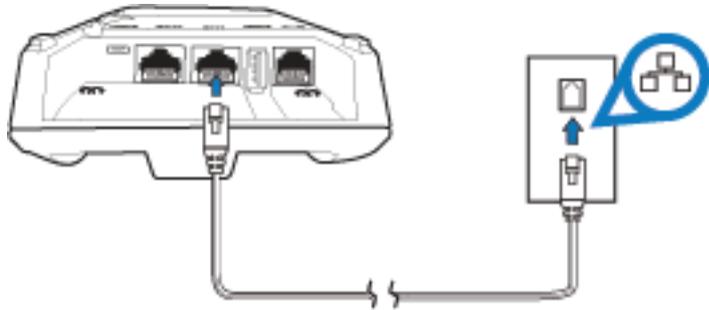
## 1.14 Base Station and Bluetooth

Base Station is not included in the normal delivery it needs to be separately purchased.

**NOTE! You need daily password to pair terminal and base. Please contact our Help Desk or get it from our Reporting service.**



Connect the power cord into the micro USB port.



Connect the Ethernet cable into the ETH port. And the other end into your modem.



Place the terminal to the base as shown in the image.  
The battery will load while on the base.

## PAIRING

1. Connect the base into network. The base needs to be also in power.
2. Press the Bluetooth button in front of the base. The blue led on the right will start to blink.
3. Press Setting from your Terminal. Go to BT PARAMS. Select: FIND BT NETWORKS. Select the network that has the serial number of the base. Terminal will pair with the base and inform Accepted. If Terminal informs that the connection type is incorrect change it to TCP/IP.



Bluetooth icon on the screen is blue when the terminal is connected to Bluetooth.

**NOTE!** You can only pair the terminal once. If you want to check the base you have paired it with choose PRINT BT NETWORKS. You can see the serial number on the base you have done the pairing with. You can reset the pairing by choosing RESET BT NETWORKS.

## 2. SETTINGS

### 2.1 Terminal Settings

To get to the terminals setting menu, select the Settings icon from the screen and press Enter. Some of the listed settings are explained in later sections.

From the Settings menu choose EDIT.

|                   |                                   |
|-------------------|-----------------------------------|
| BATCH TIME        | Batch sending time                |
| CASHIER NUMBER    | Terminal's cashier number         |
| TCP/IP PARAMETERS | DHCP / FIXED IP                   |
| LANGUAGE          | Terminal's language (FIN/SWE/ENG) |
| GPRS APN          | APN Value of your Tele Operator   |
| WLAN SETTINGS     | WLAN network settings             |
| EXTRA AMOUNT      | Extra amount settings             |
| CASH RECEIPT      | YES / NO                          |
| POWER OPTIONS     | Terminal's power settings         |
| AUTH. MANDATORY   | YES/ NO                           |
| TIME SETTINGS     | Time and date settings            |
| VAT               | YES / NO/FIXED VAT                |
| MULTICASHIER VER  | YES / NO                          |
| SOUND             | ON / OFF                          |
| AUDIT LOG IP      | Audit Log IP address              |

### 2.2 Print out Parameters

Select the Settings menu and press Enter. Choose PRINT and PAREMETERS.

The terminal prints out the parameters list, which shows the technical settings of the terminal.

### 2.3 Batch Time

The terminal will send the batch automatically if you have set a sending time to the setting. Sending time can be at any time. We recommend that the time is after the closing time. Even hours are not recommended (e.g. 2100).

If you do not want to use the automatic sending time, set it to be at 9999. The batch must then be sent manually.

To set the sending time, choose BATCH TIME from the EDIT menu. Type on the screen the sending time that you want with four digits (e.g. 0315).

## 2.4 Cashier Number

If you have in use more than one terminal, you can specify them by giving them individual Cashier Numbers.

From the EDIT menu, choose CASHIER NUMBER. Type on the screen the cashier number that you want for the terminal with three digits (e.g. 001).

## 2.5 Time and Date

Select TIME SETTINGS from the EDIT menu. Choose ADJUST CLOCK.

Select the information you want to change, type in the new value and press Enter

## 2.6 Fixed IP-Addresses

If the terminal uses WLAN-connection, fixed IP-addresses might have to be defined to the terminal.

Select TCP/IP PARAMETERS from the EDIT menu and choose FIXED IP.

Activate IP address = the IP-address for the terminal

Default gateway = Default gateway

Subnet Mask = Subnet mask

## 2.7 WIFI settings

**NOTE! To change the WIFI information you need the terminal's daily password. Please contact our Help Desk or get it from our Reporting service.**

Press the SETTINGS icon and input the daily password.

Press enter and choose EDIT

Choose WLAN PARAMS

SSID = Network's name

WEP KEY = Network's password

WEP MODE = WPA or WPA2 **NOTE! The terminal doesn't support other encryptions!**

CHANNEL = Number for the channel in use

FIND WIFI NETWORKS = The terminal seeks all available networks from the area and lists them on the display. After choosing a network the terminal asks for the WEP KEY. Input the correct wep key and press enter. The terminal connects to the chosen network.

PRINT PARAMS = The terminal prints out the configured WIFI settings.

## 2.8 Power Save Mode

Select POWER OPTIONS from the EDIT menu.

Shut down timer = Time it takes that the terminal automatically shuts down. The terminal does not shutdown if it is connected to the power cord. If the sleep timer is enabled the terminal also will not shut down. If you want to disable the shut down timer, type 0 as the value.

Online bat percent = minimum battery reserve that the terminal requires to work. This is indicated in percentage (e.g. 20).

Screen saver = Time it takes that the terminal's screen saver appears. The screen saver will not appear, if the terminal is connected to the power cord. If you want to disable the screen saver, type 0 as the value.

## 2.9 Sounds

To disable the terminal's button sounds, select SOUND from the EDIT menu and choose OFF

## 2.10 Audit Log IP

With the audit log IP-function, your payment terminal sends log information to a desired IP-address. The terminal logs include error and update information etc. from the payment terminal.

To input your desired IP-address, select the Settings icon from the screen and press enter.

Choose Edit, and select Audit log IP.

Input the IP-address; to get a dot, press 1 repeatedly until the correct character is on the display.

## 3. DOWNLOADS

### 3.1 Application downloads

**NOTE! The terminal should be kept still and connected to the power cord during the entire download. Do not download software to the terminal e.g. in a moving vehicle. This might disrupt the download.**

**Send the batch from the terminal before downloads. To send the batch, select the Reports icon from the screen, press Enter and choose SEND BATCH.**

Select the Settings icon from the screen and press Enter.

Choose APP. DOWNLOAD

Select APP + PARAMS or ONLY APPLICATION

The terminal downloads the application. A white bar appears on the screen, which gradually turns black as the download progresses.

**Parameters must be downloaded to the terminal after the application download has finished. See instructions below.**

### 3.2 Downloading parameters

Select the Settings icon from the screen and press Enter.

Choose DOWNLOAD

Choose FROM LOADPOINT

Choose PHONE

The terminal downloads the parameters. A white bar appears on the screen, which gradually turns black as the download progresses. The terminal prints on the paper "SUCCESSFUL PARAMETERS DOWNLOAD".

**After downloading the parameters, the terminal must send batch. Select Reports from the screen, press Enter and choose SEND BATCH.**

## 4. DAILY USE

### 4.1 Transactions

#### 4.1.1 Chip card transactions

**ENTER AMOUNT:** Type the precise amount, including the cents, and press Enter.

**INSERT/SWIPE OR PRESENT CARD:** Insert the card into the chip reader, located at the front of the terminal, with the chip side facing up.

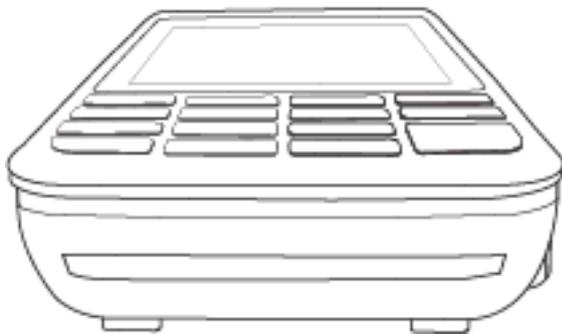
**CREDIT / DEBIT:** Customer selects the payment method.

**ENTER PIN:** Customer types the PIN-code and presses Enter.

The terminal prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt. Otherwise, press Cancel.

If the PIN-code was entered, the customer does not need to sign the receipt. The terminal will remind you to check the customer's ID, depending on the card used. Press Enter, check the ID and write the last 4 digits of the social security number and which ID was checked to the receipt.

**REMOVE CARD:** Take the card from the chip card reader.



**NOTE!** The card must be in the reader during the entire transaction. Otherwise the transaction is cancelled. You can pass the PIN-code by pressing Enter. In this case the merchant takes responsibility of the transaction.

## 4.1.2 Swipe card transactions

ENTER AMOUNT: Type the precise amount, including the cents, and press Enter.

INSERT/SWIPE OR PRESENT CARD: Swipe the card from the magnetic reader.

CREDIT / DEBIT: Choose the payment method

The terminal prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt. Otherwise, press Cancel.



The terminal will remind you to check the customer's ID, depending on the card used. Press Enter, check the ID and write the last 4 digits of the social security number and which ID was checked to the receipt.

## 4.1.3 Contactless card transactions

ENTER AMOUNT: Type the precise amount, and press Enter.

INSERT/SWIPE OR PRESENT CARD: Place the card on top of the display.

CREDIT / DEBIT: Choose the payment method

The terminal prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt. Otherwise, press Cancel.



**NOTE! The reversal of a contactless card transaction is not possible, if it has not been authorized. In these cases the terminal will inform NOT ALLOWED. If you wish to void an unauthorized transaction you should use the refund function for the transaction.**

## 4.1.4 Reversal

**NOTE! A reversal can only be done to a transaction that is still in the terminals memory.**

Press the Menu icon from the screen and choose REVERSAL.

ENTER RECEIPT NUMBER: The terminal suggests the number of the last transaction. Accept by pressing Enter. Otherwise, type the wanted receipt number and press Enter.

The terminal informs CANCELLATION APPROVED, and prints out the receipts.

TRANSACTION DOESN'T EXIST: The receipt number is incorrectly typed or the transaction has been sent forward from the terminal.

## 4.1.5 External reversal

With the external reversal you can void a transaction that has been made with another terminal of your company.

Select the Menu icon from the screen and choose External reversal.

ENTER RECEIPT NUMBER: Type the transaction's receipt number from the original receipt.

INPUT SN: Enter the serial number of the terminal from the receipt.

TRANSACTION TIME HHMM?: Type the time of the transaction from the receipt.

PLEASE INSERT CARD: Insert the card that the transaction has been made with into the chip reader.

The terminal connects and voids the transaction. The terminal informs CANCELLATION APPROVED and prints out the receipts.

## 4.1.6 Manual entry

In order to manually type a card number during a transaction, press the \* key when the terminal informs INSERT/SWIPE OR PRESENT CARD.

CARD NUMBER: Type the card number and press Enter

EXPIRY DATE: Type the card's expiry date and press Enter

CREDIT / DEBIT: Choose the payment method.

ENTER AMOUNT: Type the complete amount and press Enter

DIAL YES / NO: If you want the terminal to make an automatic authentication for the transaction choose YES

NOTE! Manually entered transactions must be authenticated. If you pass the authentication by choosing NO the terminal will ask for authentication code. Call to the authorization centre and ask for an authentication code. Type in the code given to you and press Enter. You can pass this by typing 9999. In this case the responsibility of the transaction is yours.

The terminal prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt. Otherwise, press Cancel.  
The terminal will remind you to check the customer's ID, depending on the card used. Press Enter, check the ID and write the last 4 digits of the social security number and which ID was checked to the receipt.

NOT ALLOWED: The transaction is not allowed with the card type

## 4.1.7 Receipt copy

Select the Menu icon and choose PRINT COPY.

RECEIPT NUMBER: The terminal suggests the number of the last transaction. Accept by pressing Enter. Otherwise, type the wanted receipt number and press Enter.

The terminal prints out a copy.

## 4.1.8 Refund

You can make a refund at any time. If you need to undo a transaction at the same day use the REVERSAL instead

Select the Menu icon and choose REFUND

ENTER AMOUNT: Type the complete amount and press Enter

INSERT/SWIPE OR TAP CARD: Insert the card into the chip reader, swipe the card or place the card on top of the display

CREDIT / DEBIT: Choose the payment method.

The terminal prints out the receipts

Refund without the card: Press the \* key when the terminal asks to insert the card. The terminal asks for the card number and expiry date. The terminal will inform NOT ALLOWED if the card does not allow manual entry.

## 4.1.9 Cash back

Cash back is a function that allows customers to withdraw cash from the cash register during a transaction. This action is possible with a credit-or debit card and always requires a transaction. Only withdrawing cash is not possible with the cashback-function.

Press the MENU icon and select CASH BACK

PAYMENT AMOUNT: Type the sum of the transaction and press Enter.

CASH BACK AMOUNT: Type the sum of the cash withdraw and press Enter.

The terminal prints out receipts, which display separately the payment and cash back amounts. Always check the customer's ID during a cash back transaction

## 4.2 Online transactions

### 4.2.1 General information on online transactions

Online batch is a function that sends the transaction to the Verifone service right after it is made. This is to prevent the loss of information from the payment terminal.

### 4.2.2 Online batch

During possible connection problems payment transactions cannot be sent forward after they have been made. The online batch gathers the successful transactions to the terminal's memory. Online batch settings enable you to choose the maximum sum and number of transactions in the terminal memory. After the maximum is reached from either limit, the transactions must be sent forward before taking new transactions.

- ONLINE QUEUE AMOUNT = Maximum sum of the transactions in queue. Set value is 2000 €. The amount can be set between 0 – 8000 €
- ONLINE QUEUE COUNT = The maximum number of the transactions in queue. Set value is 20. The range can be set between 0 – 40.

**NOTE! If you wish to edit these settings, please contact our Help Desk.**

### 4.2.3 Verifone reporting

Verifone reporting is a transaction collecting system by Verifone, which enables companies to monitor their centralized money flow. The service offers a customer-specific website that makes the centralized management possible for companies.

Verifone reporting gathers transactions from terminals into different groups determined by the customer. The transactions are sent from the service to the customer's acquirer every day. The card payments appear in the company's account with the Verifone reporting group names. A group specific reference can be determined for the card payments. This makes it easier for financial management programs to target specific payments.

A customer needs only one contract to enable all their terminals to be linked to Verifone reporting. The customer-specific websites for the system are encrypted with the same method as online bank services. The connection between a client's web browser and Verifone reporting is encrypted (https).

## 4.3 Reports and bank connection

### 4.3.1 Print batch

Select the Reports icon from the screen and press Enter.  
Choose PRINT BATCH.

The terminal prints out a report of the current days transactions. Different card types are grouped separately on the receipt. The terminal resets the report after sending the batch from the terminal.

### 4.3.2 Monthly report

The monthly report can also be used as a shift report. The report gathers information of the transactions until the monthly report is reset.

**NOTE! The report must always be printed before being reset.**

Printing the monthly report:  
Select the Reports icon and press Enter.  
Select MONTHLY REPORT.  
Select again MONTHLY REPORT.  
The terminal prints out the report.  
Resetting the monthly report:  
Select the Reports icon and press Enter.  
Select MONTHLY REPORT.  
Select RESET REPORT

The terminal resets the report.

### 4.3.3 Send Batch

The terminal automatically sends the batch, if you have installed a sending time to the settings. You can also send the batch manually, for example if the automatic batch sending has not succeeded.

**NOTE! The automatic batch sending does not work, if the terminal is turned off. It is merchants responsibility to see that all payments are accounted and report to the Acquirer if not.**

Select the Reports menu from the screen and press Enter.  
Choose SEND BATCH.

The terminal prints out the report and connects to Verifone reporting. The terminal sends the transactions, retrieves the necessary files: return report, EMV keys, AID and BIN tables, and the blacklist. If the batch sending is ok, the terminal prints out "BATCH SENDING OK". This text does not appear if there are no transactions on the report.

## 4.3.4 Blacklist

The terminal updates the blacklist automatically during the batch sending. You can also download the blacklist manually if it is missing from the terminal.

Select the Settings menu from the screen and press Enter.

Choose DOWNLOAD

Choose FROM HOST

Choose BLACKLIST and select FULL or UPDATE.

FULL = Terminal downloads the full blacklist

UPDATE = Terminal updates the blacklist

The terminal connects to Verifone reporting and downloads the blacklist from the bank. The terminal prints out to the receipt the amount of cards on the blacklist.

## 4.3.5 Issue report

The terminal sends all transactions forward from its memory to Verifone reporting. From this service the batches are forwarded daily to the chosen Acquirer. If any problems occur during the forwarding of the batches, the terminal will print out information about the situations on an issue report. In order to save paper, the terminal will print out 20 issues at the most.

Here are listed all the types of issues that can be printed on the issue report, and also the proper actions that will fix the problem. The issue report will be printed from the terminal during a batch sending until the issues are acknowledged or fixed.

**NOTE! Once an issue is acknowledged, it cannot be in any cases sent again. Acknowledging an issue is always the responsibility of the Merchant.**

OLD TRANSACTIONS = Over 20 days old transactions have been sent to Verifone reporting. Actions = Batch can be forwarded by Verifone. Contact customer service. If the transactions have already been processed through other ways, the issues can be acknowledged.

SENT TO BANK FAILED = Sending of a batch to the receiver has failed. Actions = Contact your Acquirer and check why the sending has failed. If the batch must be sent again, it will be done by Verifone, contact customer service. If the batch has been processed, the issue can be acknowledged.

NOT SENT, CONTAINS DUPLICATES = Batch has not been sent forward because it contains duplicate material. Actions = Contact your own Acquirer and check the duplicates that the batch contains. If the batch must be sent again, it will be done by Verifone, contact customer service. If the batch has been processed through other ways, the issue can be acknowledged.

SENT TO BANK, REPORT OVERDUE = Batch has been forwarded to the receiver, but the report has been delayed. Actions = Contact the Acquirer and confirm that the batch has been successfully received. Acknowledge the issues.

ALL REJECTED = Batch has been rejected by the receiver

Actions = Contact the Acquirer and check why the batch has been rejected. If the batch needs to be sent again, it will be done by Verifone, contact customer service. If the batch has already been processed through other ways, the issue can be acknowledged.

PARTLY REJECTED = Part of the transactions that the batch contains have been rejected.  
Actions = Contact the Acquirer and check why the batch has been partially rejected. When the batch has been processed the issue can be acknowledged.

### 4.3.6 Issue acknowledgment

Press reports and Enter.

Choose ISSUE REPORT.

Select ACKNOWLEDGE ISSUE.

ISSUE ID: Type in the four-digit number that is next to the issue and press Enter.

The terminal connects to Verifone reporting, acknowledges the issue and displays on the screen ISSUE ACKNOWLEDGED.

If the acknowledgment fails, the screen displays COULD NOT ACKNOWLEDGE ISSUE.

**NOTE! Once an issue is acknowledged, it cannot be sent again.  
Acknowledging an issue is always the responsibility of the Merchant.**

### 4.3.7 Report explanations

The batch report lists transactions by their card type. After this the report shows the total count of transactions and their total amount.

SENT TO TCS: The total count and amount of transactions that are sent to Verifone reporting as online transactions

NOT SENT TO TCS: The total count and amount of transactions that have not been sent to Verifone reporting as online transactions.

YHTEENSÄ: The total count and amount of all the transactions in the terminal's memory.

BATCH SENDING OK: the batch sending is ok.

MAKSUPAATEPALAUTE: Acknowledgement of the previous batch by the acquirer. This is printed if the batch has been received and forwarded by the Acquirer. This does not come on weekends and bank holidays, or if the terminal has not been in use.

AID TABLE, BIN TABLE and KEYS: These are updated if they have been changed.

KIELTOLUETTELO: this shows the amount of cards on the blacklist.

## 4.4 Authorization notifications

When a transaction is declined at the authorization centre a declining code is printed on the receipt. This code tells you the reason why it has been declined. The transaction is declined by a notification given by the bank or the credit card company.

|                |  |
|----------------|--|
| <b>000-099</b> | <b>Accepted</b>  |
| 000            | Accepted   |
| 001            | Check ID   |
| 002            | Accepted for partial amount  |
| 003            | Accepted (VIP)   |
| 005            | Accepted, account type defined by the card donor                           |
| 006            | Accepted for partial amount, account type defined by the card donor        |
| 007            | Accepted, chip update  |
| <b>100-199</b> | <b>Declined, card removal not needed</b>                                   |
| 100            | Declined   |
| 101            | Card is no longer valid  |
| 102            | Suspected card counterfeit   |
| 103            | Cashier, call recipient  |
| 104            | Limited card   |
| 105            | Cashier, call recipients' security department                              |
| 106            | Exceeds PIN-code attempts  |
| 107            | Cashier, call the card donor   |
| 108            | Cashier, check the card donors' special terms, make a manual authorization |
| 109            | False payment recipients' identifier                                       |
| 110            | False amount   |
| 111            | False card number  |
| 112            | PIN-code required  |
| 113            | Commission not accepted  |
| 114            | False account type   |
| 115            | Required action not supported  |
| 116            | Not enough allowance   |
| 117            | False PIN  |
| 118            | Unknown card   |
| 119            | Transaction is not allowed for card holder                                 |
| 120            | Transaction is not allowed for payment terminal                            |
| 121            | Exceeds withdrawals floor limit  |
| 122            | Security violation   |
| 123            | Exceeds withdrawals time limit (too often)                                 |
| 124            | Crown violation  |
| 125            | Card is not valid yet  |
| 126            | False PIN block  |
| 127            | False PIN length   |
| 128            | False PIN key synchronization  |
| 129            | Suspected abuse  |

|                |  |
|----------------|--|
| <b>200-299</b> | <b>Declined, card removal needed</b>                       |
| 200            | Declined   |
| 201            | Card expired   |
| 202            | Suspected card counterfeit                                 |
| 203            | Cashier, contact the recipient                             |
| 204            | Limited card   |
| 205            | Cashier, contact recipients' security department           |
| 206            | Exceeds PIN-code attempts                                  |
| 207            | Special situation  |
| 208            | Extinct card   |
| 209            | Stolen card  |
| 210            | Suspected abuse  |
| 300            | Successful   |
| 306            | Unsuccessful   |
| 307            | unsuccessful, form fault                                   |
| 400            | Declined. Accepted revocation of authorization, try again  |
| <b>900-999</b> | <b>System error, authorization not successful</b>          |
| 902            | False transaction  |
| 903            | Do the transaction again                                   |
| 904            | Form fault, try again                                      |
| 905            | Unable to route the transaction to recipient               |
| 906            | Temporary usage brake in the card donors system            |
| 907            | No connection to the card donor                            |
| 908            | Unable to route the message                                |
| 909            | System error   |
| 910            | Unable to connect to the card donor                        |
| 911            | Unable to connect to the card donor                        |
| 912            | Card donor not available                                   |
| 913            | Dual transaction sending                                   |
| 914            | The original transaction cannot be traced                  |
| 915            | Control error, card donors' system temporarily unavailable |
| 916            | MAC-error  |
| 917            | MAC-synchronization error                                  |
| 918            | Data transfer keys not available                           |
| 919            | Encryption keys' synchronization error                     |
| 920            | Security program error, try again                          |
| 921            | Security program error, no transaction                     |
| 922            | Unknown message number                                     |
| 923            | Transaction is being processed                             |
| 930            | Payment terminal error, date error                         |
| 1Z3            | Unable to connect to authorization centre, try again       |
| 0Y1            | Offline accepted, no authorization                         |
| 0Y3            | Offline accepted, unsuccessful authorization               |
| 1Z1            | Offline declined   |

## 5. SPECIAL FUNCTIONS

### 5.1 Cash receipt

Cash receipt is used when a customer pays with cash and a receipt is wanted from the terminal. Cash receipts are also seen on batch reports.

Cash receipt is activated from the Settings menu.

Making a cash receipt sale:

Select the Menu icon from the screen

Choose CASH RECEIPT

Select CASH RECEIPT SALE

ENTER AMOUNT: Enter the complete amount and press Enter.

VAT RATE %: Select the VAT percent.

The terminal prints out the receipts.

Voiding a cash receipt sale:

Select the Menu icon from the screen

Choose CASH RECEIPT

Choose CASH RECEIPT VOID

ENTER AMOUNT: Enter the complete amount and press Enter.

The terminal prints out the receipts.

### 5.2 Extra amount

Extra amount is used for example in restaurants when a customer wishes to leave tip for the waiter. The Extra amount is activated from the Settings menu.

The terminal asks to input the extra amount during the card transactions.

### 5.3 VAT

When VAT is activated, the terminal prints out specified VAT-details on transaction receipts. VAT is activated from the Settings menu.

YES = the terminal asks the VAT-rate during transactions. Select this if you are using various VAT-rates.

NO = VAT is not in use.

FIXED VAT = Terminal will not ask for the VAT-rate during transactions. Select this if you are using a specific VAT-rate for all transactions.

## 5.4 Mandatory authorization

Mandatory authorization is activated from the Settings menu. When the mandatory authorization is activated, the terminal automatically authenticates all transactions regardless of the amount or the card type.

## 5.5 Invoice

The invoice works in the same way as a cash receipt, except that the text INVOICE is printed on the receipt instead of CASH RECEIPT.

### **Making an invoice:**

Press the Menu button from the screen.

Choose INVOICE.

Choose INVOICE again.

ENTER AMOUNT: Enter the complete amount and press Enter.

Terminal prints out receipts.

### **Voiding an invoice:**

Press the Menu button from the screen.

Choose INVOICE.

Choose VOID INVOICE

ENTER AMOUNT: Enter the complete amount and press Enter.

Terminal prints out receipts.

## 5.6 Preauthorization

Preauthorization enables to perform a provision for a credit card, which can later be charged or reversed.

### **1. New preauthorization**

Menu -> Preauthorization -> New pre-auth

Input the reference number if in use, otherwise press enter.

Insert or swipe card

Enter amount and press enter

ENTER PIN: Customer types the PIN-code and presses Enter.

The terminal performs a provision for the credit card, prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt. Otherwise, press Cancel.

**NOTE! Pre-authorizations cannot be done using contactless payment**

## 2. Ending the preauthorization

Pre-authorizations can be charged or reversed. The sum of the preauthorization can also be changed.

Menu -> Preauthorization -> Finalize pre-auth

### a) Reversal pre-auth

Insert or swipe card

The card number can be typed by pressing the \* key, preauthorization ID can be typed by pressing the # key. The preauthorization ID number is found on the receipt.

**The terminal asks for the reference number if used. Input the reference number and press enter. If the reference number is used for multiple pre-authorizations, select the correct preauthorization ID. If the preauthorization did not use a reference number, press enter.**

If multiple pre-authorizations have been made with the same credit card, select the correct preauthorization ID.

The terminal performs a reversal for the preauthorization

, prints out the merchant's receipt and asks to print the customer's receipt. Press Enter if you wish to print out the customer's receipt.

Otherwise, press Cancel.

### b) Charge pre-auth

Insert or swipe card

The card number can be typed by pressing the \* key, preauthorization ID can be typed by pressing the # key. The preauthorization ID is found on the receipt.

**The terminal asks for the reference number if used. Input the reference number and press enter. If the reference number is used for multiple pre-authorizations, select the correct preauthorization ID. If the preauthorization did not use a reference number, press enter.**

If multiple pre-authorizations have been made with the same credit card, select the correct preauthorization ID.

Amount: The terminal shows the preauthorization's amount. This can be changed by pressing the yellow-key. Accept the amount by pressing enter.

### **Amount not changed:**

The terminal prints out the merchant's receipt and asks to print the customer's receipt. Press Enter or Cancel.

### **Amount is greater than pre-auth:**

The terminal asks if the payment is done using the same card.

To do this, press enter. If the payment is done with multiple cards press cancel. The terminal asks to insert or swipe card, after which the customer types the PIN-code and presses Enter.

The terminal prints out separate merchant receipts from the pre-auth amount and the extra amount.

The terminal asks to print the customer's receipt. Press Enter or Cancel.

If the charge has been started by typing the reference number or preauthorization ID, the whole amount is charged from the same credit card.

### **Amount is smaller than pre-auth:**

The terminal prints out separate merchant receipt's from the reversed and charged amounts. The terminal asks to print the customer's receipt. Press Enter or Cancel.

**NOTE! The terminal informs "failed" if there are no pre-authorizations with the card.**

### **3. Free reference**

Menu -> Preauthorization -> Free reference

If you wish to use reference numbers with pre-authorizations press Enter.

When references are in use, the terminal asks to type the number during pre-authorizations. The reference number is found on preauthorization receipts at FREE REFERENCE.

You can type numbers, letters and special characters on references.

To type letters or special characters, press the selected key until the correct character appears. To switch from upper to lower case letters, press the arrow up icon from the screen.

1= Q Z .  
2= A B C  
3= D E F  
4= G H I  
5= J K L  
6= M N O  
7= P R S  
8= T U V  
9= W X Y  
0= - space +  
\*= , ' "  
#= ! : ; @ = & / \ % \$ \_

## **5.7 Multi cashier version**

Multi cashier version is activated from the settings menu.

The terminal asks for a cashier number during transactions. Input a number between: 1 - 99.

The cashier number is printed on transaction receipts, and can be used to specify payments from different salespersons.

## 6. EXTRA VERSIONS

### 6.1 Multiuser version

The multiuser version allows several users to take transactions with one terminal so that the batches can be sent to various bank accounts. In order to update your terminal to this version, please contact Verifone.

#### Printing user list

Press Settings, enter and choose Print.  
Select Users.

The terminal prints a list of the terminal users. This list shows the user numbers, receipt texts and merchant numbers.

#### Multiuser transactions

Enter amount: Type the transaction price and press enter.  
User number: Type your user number and press enter.  
Please insert or swipe card:  
Insert the chip card to the reader or swipe the card.  
CREDIT / DEBIT: Choose the payment method.  
ENTER PIN: Customer types the PIN-code and presses Enter.  
The terminal prints out the receipts.

#### Multiuser reports

Daily and monthly multiuser reports are similar to normal reports, except that multiuser reports specify every user's transactions separately.

### 6.2 Product version

Product version allows you to define products for your terminal. In this version receipts print out details of the sold products. This version can replace receipts from cash registers. In order to update your terminal to this version, please contact Verifone.

#### Forming VAT-groups

Select Settings, press enter and choose Edit.  
Navigate down with the arrow key and select Edit VAT group

The display shows the following:

- a) Add VAT group
- b) Edit VAT group
- c) Remove VAT group

##### a) Add VAT group

VAT group: Type the groups number (0-99) and press Enter.

VAT%: Type the VAT percent and press Enter.  
The display shows the group number and VAT percent.  
Accept this group by pressing enter; cancel by the cancel-key.  
Add next VAT: If you wish to add a new group, press enter. Otherwise press cancel.

## **b) Edit VAT group**

VAT group: Type the group number and press Enter.  
VAT: Type a new VAT percent and press Enter.  
The display shows the group number and VAT percent. Accept this group by pressing enter; cancel by the cancel-key.  
Edit next VAT: If you wish to edit another group, press enter. Otherwise press cancel.

## **c) Remove VAT group**

**NOTE! You cannot remove a VAT-group if products are defined to the group. The products must be removed first in these cases.**

VAT Group: Type the group number and press enter.  
The terminal asks to confirm of the removal of the VAT group. To accept, press enter. Otherwise press cancel.  
Delete next VAT: If you wish to remove another group, press enter. Otherwise, press cancel.

## **Forming product groups**

Select Settings, press enter and choose Edit.  
Navigate down with the arrow key and select Edit products  
The display shows the following:

- a) Add product
- b) Edit product
- c) Remove product

### **a) Add product**

Product id: type the products number (0-99) and press Enter.  
Product name: Type the product name and press enter. To get letters, press repeatedly a number key until the correct character is on the screen. To get a lowercase letter, press the icon on the screen.  
VAT group: Type the VAT group number and press enter.  
Price: Type the price for the product, and enter. If the product does not have a fixed price, type 0.  
The display shows the product name, VAT group and the price. Accept this by pressing enter; cancel by the cancel-key.  
Add next product: If you wish to add another product, press enter. Otherwise, press cancel.

### **b) Edit product**

Product id: type the products number and press Enter.  
Product name: Change the name of the product if needed and press enter.  
VAT group: Change the VAT group if needed and press enter.  
Price: Change the price if needed and press enter.  
The display shows the product name, VAT group and the price. Accept this by pressing enter; cancel by the cancel-key.  
Edit next product: If you wish to edit another product, press enter. Otherwise, press cancel.

### **c) Remove product**

**NOTE! You cannot remove a product that is included in unspent transactions, or if you have not sent the batch.**

Product id: Type the products number and press enter.  
The display shows the product name, VAT group and the price. Accept the removal by pressing enter; cancel by the cancel-key.  
Delete next product: If you wish to remove another product, press enter. Otherwise, press cancel.

### Product and VAT group lists

To print product or VAT group lists, press Settings, enter and choose Print.  
VAT groups: select Print VAT groups  
Product groups: select Print products

### Product transaction

Press the \*-key (below 7)  
Product id: Type the products number and press enter.  
Units: Type the unit amount for this product and press enter.  
Price per unit: Type the price for the product and press enter. If the product has a fixed price, this will show on the screen. This can be changed if needed.  
The terminal shows the total unit amount and total price for the transaction. Press enter.

The following options are shown:

- a) Cash receipt – choose this, if the customer pays in cash.
- b) Make a payment? – Choose this, if the customer uses a payment card.
- c) Add next product? – Choose this, if you wish to sell multiple products.

The terminal prints out the receipts.

### Reversal of a product transaction

Press Menu and select cash receipt.  
Choose Cash receipt void  
Add products: press enter and type the product number.  
Units: Type the unit amount for this product and press enter.  
Price per unit: Type the price for the product and press enter. If the product has a fixed price, this will show on the screen. This can be changed if needed.  
The terminal shows the total unit amount and total price for the transaction. Press enter.

The following options are shown:

- a) Make a payment? – The terminal prints out the receipt.
- b) Add next product? – Choose this, if you wish to reverse multiple products.

The terminal prints out the receipts.

**NOTE! If the transaction has been made with a payment card, the reversal must also be done to the card transaction.**

### Product reports

Report printing:

Press Reports, enter and choose product report.  
Choose daily report.

The terminal prints out a report that lists the sold products, the amount of products, the total amount of sold products and the different VAT groups of the sales.

Resetting the report:

The terminal gathers transactions to the report until it is been reset. The report can be reset at any time.

Press Reports, enter and choose Product report.  
Choose daily report and select reset report.  
Choose yes.

The terminal prints out the product report and resets it.

## 7. TROUBLE SHOOTING

### 7.1 Notifications on the screen

NO SIM CARD = Terminal does not have a SIM-card inside, or the SIM-card is not properly placed.

NO BATTERY = Check that the battery is firmly locked at its place. The terminal cannot connect or print receipts without the battery.

BLACKLIST MISSING = Blacklist is missing from the terminal. See instructions for downloading the blacklist

USE MAG CARD = Terminal cannot read the card's chip. Use the magnetic strip reader.

USE CHIP = Card has an EMV-chip. Use the chip reader.

PIN LOCKED = Pin code of the card in use has been locked. It can be unlocked by contacting the card donor or by using the card on an atm.

APPLICATION LOCKED = Application on the card is locked. The card holder has to contact the card donor.

JÄSENLIKENUMERO PUUTTUU = Card is not included in terminals card selection. It cannot be used. The terminal also might not have the AID and BIN-tables. Send the batch from the terminal.

SERVICE NOT ALLOWED FOR THIS CARD PRODUCT = Card in use is not included in the terminals card selection. It cannot be used.

NOT ALLOWED = Card is not permitted to make the transaction. For example manual entry with a Visa Electron is not allowed.

WRONG CARD = Check that the card in use is the correct card for the required transaction.

TRANS NOT FOUND = Transaction is not in the terminals memory, check the receipt number.

MAX LIMIT EXCEEDED = Amount of transaction exceeds the maximum limit of the card in use.

WRONG PIN = Customer has typed the wrong PIN-code for the card.

DOWNLOAD NEEDED = Software needs to be downloaded to the terminal. Contact customer service.

TAMPERING DETECTED = Terminal has suffered a knock or a power surge, which has caused it to go into a security lock mode. Contact customer service.

## 7.2 Notifications on the receipt

CONNECTION ERROR = There is a problem with the connection.

BATCH SENDING ERROR = There is a problem with the connection.

PYYTÄMÄÄNNE AINEISTOA EI OLE = Acquirer does not have information ready of the previous batch sending. This is a normal situation after weekends or bank holidays.

TAPAHTUMATIEDOSTO PUUTTUU = Acquirer does not have information ready of the previous batch sending. This is a normal situation after weekends or bank holidays.

ERROR FILE NOT EXISTENT = Acquirer does not have information ready of the previous batch sending. This is a normal situation after weekends or bank holidays.

OTA YHTEYS NEUVONTAAN = Contact the acquirer.

## 7.3 Other exceptions

CONNECTION PROBLEM = Switch the terminal off and on and try to connect again. Check that the SIM-card is properly placed in its slot.

TERMINAL DOES NOT READ CARDS = Switch the terminal off and on and try again. The chip card reader might also be unclean. Clean the reader with a cleaning card and try again.

POWER IS OFF = Switch on the terminal by pressing the Enter-button for a while. The battery might also be empty and require charging.

## 7.4 Service

**NOTE! Do not, under any circumstances, try to fix the terminal by yourself. The terminal must be always delivered to the maintenance service.**

If you suspect that the terminal is damaged or broken, do the following:

- Pack the terminal firmly, so that it will not be damaged during the delivery.



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- Attach a description of the problem and your contact information with the terminal. Attach also a notification if there are transactions in the terminal.
- You do not have to send the cables with the terminal unless you want them tested too.
- Send the terminal by post. The postage is always paid by the sender.
- Service address is:

**Verifone Finland Oy/ Huolto**  
**Vantaankoskentie 14**  
**01670 Vantaa**