




## VERIFONE OMNI SERIES

Customer Service: 800-201-0461  
24-Hour Technical Support: 800-632-1888

- Select the F-Key (if necessary).
- To exit out of any program, press the star key **\*,'''** (not the red "X" key).
- Be sure to run End of Day Procedures.

### ISSUE A NEW CARD

#### ACTION:




1. Press **F3** for activation.
2. Enter password or press **1oz** if requested. Press .
3. Swipe card or enter card number. Press .
4. Press **F2** for Loyalty.
5. Enter activation amount. Press .

#### DESCRIPTION:

ACTIVATION: Places point value on a card for the first time.

### ADD POINTS TO A LOYALTY CARD

#### ACTION:




1. Press **F4** for "Add Points".
2. Swipe card or enter card number. Press .
3. Swipe card or enter loyalty card number. Press .
4. Press **F2** for Loyalty.
5. Enter purchase amount. Press .

#### DESCRIPTION:

ADD POINTS: Increases the value of an already active loyalty card by the amount entered.

### REDEEM A CARD

#### ACTION:



1. Press  key under the down arrow on the screen two times.
2. Swipe **F4** for Redemption.
3. Swipe card or enter loyalty card number .
4. Press **F2** for Loyalty.
5. Enter points to be redeemed. Press .

#### DESCRIPTION:

REDEEM A CARD: Reduces the point value of the loyalty card by the amount entered.

### GET CARD BALANCE

#### ACTION:



1. Press  key under the down arrow.
2. Press **F4** for Balance.
3. Swipe card, or enter card number, press .
4. Press **F2** for Loyalty.

#### DESCRIPTION:

BALANCE: Looks up the current point value of loyalty card.

### VOID LAST TRANSACTION

#### ACTION:





1. Press  key under the down arrow *twice*.
2. Press **F3** for Voide.
3. Enter password or press **1oz** if requested. Press .
4. Enter **F1** to void last transaction.
5. Press **F1** again to confirm. Make sure correct transaction is shown on terminal display.

#### DESCRIPTION:

VOID: Voids the last transaction.

### REPLACE A LOST OR DAMAGED CARD

#### ACTION:





1. Press  key under the down arrow *twice*.
2. Press **F3** for Replace.
3. Enter password or press **1oz** if requested. Press .
4. Swipe card or enter card number. Press .
5. Press **F2** for Loyalty.
5. Enter old card number. Press .

#### DESCRIPTION:

DEACTIVATE: Permanently disables a card.

## DEACTIVATE CARD

### ACTION:


1. Press  key under the down arrow *twice*.
2. Press **F2** for Deactivate.
3. Enter password or press  if requested. Press .
4. Swipe card or enter card number. Press .
5. Press **F2** for Loyalty.

### DESCRIPTION:

DEACTIVATE: Permanently disables a card.

## END OF DAY PROCEDURES

### ACTION:

1. Press  key *closest to the card swipe*.
2. Press **F3** for Detailed Report.
3. Press **F2** for Loyalty.
4. Press **F1** (Yes) to delete batch.
5. Press **F2** (No) to retain batch.

**IMPORTANT:** Failure to delete the batch will eventually cause an “out of memory” condition which can result in terminal malfunction or loss of data.

## COMMON TERMINAL RESPONSES

<b>Lost Comm with Host</b>	Phone signal interference during transaction.
<b>Duplicate Transaction</b>	Occurs when attempting to run the same transaction within 4 minutes.
<b>No Line</b>	Terminal is unable to find a dial tone.
<b>Server ID</b>	Optional. Enter ID if requested.