VERIFONE Vx510/Vx570 RESTAURANT

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

SALE

TERMINAL DISPLAY		ACTION
Idle prompt		Swipe card or press **F2** for sale.
Password:		Key in the appropriate password and press **ENTER**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Choose Card:	Credit [F1] Debit [F2]	Press **F1** for credit.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Imprint Card Press Enter Key		Press **ENTER**.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in table number and press **ENTER** or press **ENTER** to bypass.
Server Id#:		Key in server ID and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.
Amount:	$0.00	Key in the amount and press **ENTER**.
Tax Amt:	$0.00	Key in the amount of the tax and press **ENTER** or press **ENTER** to bypass.
Tip:	$0.00	Key in the amount of the tip and press **ENTER** or press **ENTER** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **F1** to send duplicate. Press **F2** to cancel transaction.
Password:		Key in the appropriate password and press **ENTER**.
V-Code:		Key in the CVC code from back of card and press **ENTER** or press **ENTER** to bypass.
Code Present? Xread [F2]	No [F1]	Press **F1** if code is not present. Press **F2** if code is unreadable.
Address:		Key in the cardholder address and press **ENTER** or press **ENTER** to bypass.
Zip Code:		Key in the cardholder ZIP code and press **ENTER** or press **ENTER** to bypass.
Waiting for answer Please wait...		(No action while processing).
$X.XX Payment Type	Cash [F1] Credit [F2] Debit [F3] SV [F4]	Select payment type and press **ENTER**.

SALE (continued)

TERMINAL DISPLAY		ACTION
Print Cust Copy	No [F1] read [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.
Tip Amount: New Tip:		Key in the tip amount and press **ENTER** or press **ENTER** to return to idle prompt.
Amount Due: Enter to confirm	$xx.xx	Press **ENTER** to begin sale trans. Press **CANCEL** to return to idle prompt.

AUTH ONLY

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** twice.
	Check [F1] Auth Only [F2] Phone Order [F3] Other Setup [F4]	Press **F2** for Auth Only.
Password:		Key in the appropriate password and press **ENTER**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in the table number and press **ENTER** or press **ENTER** to bypass.
Server Id:		Key in the server ID number and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the clerk password and press **ENTER**.
Amount	$0.00	Key in the amount and press **ENTER**.
V-Code:		Key in the CVC code from back of card and press **ENTER** or press **ENTER** to bypass.
Code Present? Xread [F2]	No [F1]	Press **F1** if code is not present. Press **F2** if code is unreadable.
Address:		Key in the cardholder address and press **ENTER** or press **ENTER** to bypass.
Zip Code:		Key in the cardholder ZIP code and press **ENTER** or press **ENTER** to bypass.

Shaded sections are optional or conditional prompts.

AUTH ONLY (continued)

TERMINAL DISPLAY		ACTION
Waiting for answer Please wait...		(No action while processing).
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

FORCE SALE

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
	Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F2** for Force.
Password:		Key in the appropriate password and press **ENTER**.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Choose Card:	Credit [F1] Debit [F2]	Press **F1** for credit.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Imprint Card Press Enter Key		Press **ENTER**.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in the table number and press **ENTER** or press **ENTER** to bypass.
Server Id:		Key in the server ID number and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the clerk password and press **ENTER**.
Amount	$0.00	Key in the amount and press **ENTER**.
Tax Amt:	$0.00	Key in the amount of tax and press **ENTER** or press **ENTER** to bypass.
Tip:	$0.00	Key in the tip amount and press **ENTER** or press **ENTER** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **F1** to send duplicate. Press **F2** to cancel transaction.
Password:		Key in the appropriate password and press **ENTER**.
Appr Code:		Key in the authorization # and press **ENTER**.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

REFUND

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
	Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F1** for Refund.
Password:		Key in the appropriate password and press **ENTER**.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Choose Card:	Credit [F1] Debit [F2]	Press **F1** for credit.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Imprint Card Press Enter Key		Press **ENTER**.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in the table number and press **ENTER** or press **ENTER** to bypass.
Server Id:		Key in the server ID number and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.
Amount	$0.00	Key in the amount and press **ENTER**.
Tax Amt:	$0.00	Key in the amount of tax and press **ENTER** or press **ENTER** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **F1** to send duplicate. Press **F2** to cancel transaction.
Password:		Key in the appropriate password and press **ENTER**.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

DEBIT SALE

TERMINAL DISPLAY		ACTION
Idle prompt		Swipe debit card
Password:		Key in the appropriate password and press **ENTER**.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Choose Card:	Credit [F1] Debit [F2]	Press **F2** for debit.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in the table number and press **ENTER** or press **ENTER** to bypass.
Server Id:		Key in the server ID number and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.

Shaded sections are optional or conditional prompts.

DEBIT SALE (continued)

TERMINAL DISPLAY		ACTION
Amount	$0.00	Key in the amount and press **ENTER**.
Tax Amt:	$0.00	Key in the amount of tax and press **ENTER** or press **ENTER** to bypass.
Cashback:	$0.00	Key in the cashback amount and press **ENTER** or press **ENTER** to bypass.
Tip:	$0.00	Key in the tip amount and press **ENTER** or press **ENTER** to bypass.
Send Duplicate?	Yes [F1] No [F2]	Press **F1** to send duplicate. Press **F2** to cancel.
Password:		Key in the appropriate password and press **ENTER**.
Enter PIN on pin pad		Customer keys PIN number on pin pad and presses **ENTER**.
Waiting for answer Please wait...		(No action while processing)
Print Cust Copy	Yes [F1] No [F2]	Press F1 to print customer copy. Press F2 to print only merchant copy.
Tear Receipt Press Enter Key		Press ENTER.

VOID

TERMINAL DISPLAY		ACTION
Idle prompt		Press **F4** for Void.
Password		Key in the appropriate password and press **ENTER**.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Void Last Trans?	Yes [F1] No [F2]	Press **F1** to void last transaction. Press **F2** to void other transaction.
Retrieve by:	Inv # [F1] Acct # [F2]	Press **F1** to retrieve by invoice number. Press **F2** to retrieve by account number.
Invoice Number:		Key in the invoice number and press **ENTER**.
Last 4 Digits:		Key in the last 4 digits of the card number and press **ENTER**.
[Account #] $xx.xx	Yes [F1] No [F2] Next [F3]	Press **F1** to void transaction. Press **F2** to return to idle prompt. Press **F3** to view next transaction.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

REPRINT

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
	Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F4** for Reprint.
Password:		Key in the appropriate password and press **ENTER**.
REPRINT	Last Receipt [F2] Any Receipt [F3]	Press **F2** to print last receipt. Press **F3** to print other receipt.
Invoice Number:		Key in the invoice number and press **ENTER**.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

OPEN TAB

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
	Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F3** for Tab.
Password:		Key in the appropriate password and press **ENTER**.
Tab Open Tab [F2] Close Tab [F3] Tab Report [F4]		Press **F2** for open tab.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Imprint Card Press Enter Key		Press **ENTER**.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in table number and press ENTER or press **ENTER** to bypass.
Server Id#:		Key in server ID and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.
Amount:	$0.00	Press **ENTER** to confirm default tab amount or key in amount and press **ENTER**.
Waiting for answer Please wait...		(No action while processing)
Tear Receipt Press Enter Key		Press **ENTER**.

CLOSE TAB

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
	Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F3** for tab.
Password:		Key in the appropriate password and press **ENTER**.
Tab Open Tab [F2] Close Tab [F3] Tab Report [F4]		Press **F3** for tab.
1 = [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Retrieve by:	Inv # [F1] Account # [F2]	Press **F1** to close tab by invoice number. Press **F2** to close tab by account number.
Invoice #:		Key in the invoice number and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.

Shaded sections are optional or conditional prompts.

CLOSE TAB (continued)

TERMINAL DISPLAY		ACTION
Yes [F1] No [F2] Next [F3] [Account #] $ x.xx		Press **F1** to close the tab displayed. Press **F2** to cancel and return to the tab menu. Press **F3** to scroll to the next transaction.
Yes [F1] No [F2] Cnfrm Same Card:		Press **F1** to close the tab on the same card. Press **F2** to close the tab on a different card.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Table #:		Key in table number and press **ENTER** or press **ENTER** to bypass.
Server Id#:		Key in server ID and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.
Amount: New Amount:	$ x.xx $ 0.00	Key in amount and press **ENTER**.
Tax Amount:	$ 0.00	Key in amount of tax and press **ENTER** or press **ENTER** to bypass.
Tip:	$ 0.00	Key in the tip amount and press **ENTER** or press **ENTER** to bypass.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

FORCE OPEN TAB

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
Refund [F1] Force [F2] Tab [F3] Reprint [F4]		Press **F3** for tab.
Password:		Key in the appropriate password and press **ENTER**.
Tab Open Tab [F2] Close Tab [F3] Tab Report [F4]		Press **ARROW** once.
Force Open Tab [F1] Delete Tab [F2]		Press **F1** to force open tab.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Swipe or enter account #:		Swipe card or key in the card number and press **ENTER**.
Exp Date (MMYY):		Key in the expiration date in MMYY format and press **ENTER**.
Password:		Key in the appropriate password and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] Confirm	Yes [F1] No [F2]	Press **F1** if card number matches. Press **F2** to cancel transaction.
Imprint Card Press Enter Key		Press **ENTER**.
Cust Ref #:		Key in the customer reference number and press **ENTER** or press **ENTER** to bypass.
Invoice #:		Key in the invoice number and press **ENTER**.
Table #:		Key in table number and press **ENTER** or press **ENTER** to bypass.
Server Id#:		Key in server ID and press **ENTER**.
Logon:	Yes [F1] No [F2]	Press **F1** to logon the server ID. Press **F2** to return to idle prompt.
Password:		Key in the server password and press **ENTER**.

FORCE OPEN TAB (continued)

TERMINAL DISPLAY		ACTION
Amount:	$0.00	Key in amount and press **ENTER**.
Appr. Code:		Key in the authorization number and press **ENTER**.
Print Cust Copy	Yes [F1] No [F2]	Press **F1** to print customer copy. Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.

DELETE TAB

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** once.
Refund [F1] Force [F2] Tab [F3] Reprint [F4]		Press **F3** for tab.
Password:		Key in the appropriate password and press **ENTER**.
Tab Open Tab [F2] Close Tab [F3] Tab Report [F4]		Press **ARROW** once.
Force Open Tab [F1] Delete Tab [F2]		Press **F2** to delete tab.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Retrieve by:	Inv # [F1] Account # [F2]	Press **F1** to close tab by invoice number. Press **F2** to close tab by account number.
Invoice #:		Key in the invoice number and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
[Account #] $ x.xx	Yes [F1] No [F2] Next [F3]	Press **F1** to close the tab displayed. Press **F2** to cancel and return to the tab menu. Press **F3** to scroll to the next transaction.
Tab Deleted		Terminal returns to the tab menu.

TIP ADJUSTMENT

TERMINAL DISPLAY		ACTION
Idle prompt		Press **TIP** hot key.
Password:		Key in the appropriate password and press **ENTER**.
1= [Merchant 1]	Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** to select displayed merchant. Press **F4** to exit.
Merch Password:		Key in the merchant password and press **ENTER**.
Retrieve by:	Srvr [F1] Amt [F2] Acct [F3] Inv # [F4]	Press **F1** to retrieve by server. Press **F2** to retrieve by amount. Press **F3** to retrieve by account number. Press **F4** to retrieve by invoice number.
Server Id:		Key in the server ID number and press **ENTER**.
Amount:	$ 0.00	Key in the amount and press **ENTER**.
Last 4 dgts Acct:		Key in the last 4 digits of the card # and press **ENTER**.
Invoice Number:		Key in the invoice number and press **ENTER**.
[Account #] $ x.xx	Adj [F1] Prev [F2] Next [F3] Inv # [F4]	Press **F1** to adjust the transaction. Press **F2** to scroll to previous transaction. Press **F3** to scroll to next transaction. Press **F4** to exit.
Tip Amount: New Tip:	$ x.xx $ 0.00	Key in the new tip amount and press **ENTER**.

Shaded sections are optional or conditional prompts.

TIP ADJUSTMENT (continued)

TERMINAL DISPLAY		ACTION
	Yes [F1]	Press **F1** to print customer copy.
Print Cust Copy	No [F2]	Press **F2** to print only merchant copy.
Tear Receipt Press Enter Key		Press **ENTER**.
	Add [F1]	Press **F1** to adjust the transaction.
	Prev [F2]	Press **F2** to scroll to previous transaction.
	Next [F3]	Press **F3** to scroll to next transaction.
[Account #] $ x.xx	Exit [F4]	Press **F4** to exit.

SERVER MANAGEMENT - ADD SERVER

TERMINAL DISPLAY	ACTION
Idle prompt	Press **ARROW** three times.
Server Setup [F1] Store/Forward [F2] HELP [F3]	Press **F1** for Server Setup.
Password:	Key in the appropriate password and press **ENTER**.
CONFIGURE SERVER Log On Server [F2] Log Off Server [F3] Add Server [F4]	Press **F4** to add server to terminal.
Password:	Key in the appropriate password and press **ENTER**.
Server ID:	Key in the ID number of the server and press **ENTER**.
Password:	Key in the new server password and press **ENTER**.
Reenter:	Key in **the ne**w password again for confirmation and press **ENTER**.
Server ID:	Prompt will continue to display until **CLEAR** is pressed to exit. Repeat for each server being added.

SERVER MANAGEMENT - LOG ON/OFF SERVER

TERMINAL DISPLAY	ACTION
Idle prompt	Press **ARROW** three times.
Server Setup [F1] Store/Forward [F2] HELP [F3]	Press **F1** for Server Setup.
Password:	Key in the appropriate password and press **ENTER**.
CONFIGURE SERVER Log On Server [F2] Log Off Server [F3] Add Server [F4]	Press **F2** to log on server. Press **F3** to log off server.
Server ID:	Key in the ID number of the server and press **ENTER**.
Password:	Key in the server password and press **ENTER**.
Confirm	Yes [F1] Press **F1** to log on/off server. No [F2] Press **F2** to cancel.
Logoff/on is successful	Terminal displays confirmation of logon/off and returns to the idle prompt.

SERVER MANAGEMENT - CLEAR SERVER

TERMINAL DISPLAY	ACTION
Idle prompt	Press **ARROW** three times.
Server Setup [F1] Store/Forward [F2] HELP [F3]	Press **F1** for Server Setup.
Password:	Key in the appropriate password and press **ENTER**.
CONFIGURE SERVER Log On Server [F2] Log Off Server [F3] Add Server [F4]	Press **ARROW** for more options.

SERVER MANAGEMENT - CLEAR SERVER (continued)

TERMINAL DISPLAY	ACTION
Modify Server [F1] Delete Server [F2] Clear Servers [F3]	Press **F3** for Clear Servers.
Server tls cleard	Terminal confirms that servers have been cleared and returns to the idle prompt.

SERVER MANAGEMENT - DELETE SERVER

TERMINAL DISPLAY	ACTION
Idle prompt	Press **ARROW** three times.
Server Setup [F1] Store/Forward [F2] HELP [F3]	Press **F1** for Server Setup.
Password:	Key in the appropriate password and press **ENTER**.
CONFIGURE SERVER Log On Server [F2] Log Off Server [F3] Add Server [F4]	Press **ARROW** for more options.
Modify Server [F1] Delete Server [F2] Clear Servers [F3]	Press **F2** for Delete Server.
Password:	Key in the appropriate password and press **ENTER**.
Server ID:	Key in the ID number of the server and press **ENTER**.
Password:	Key in the server password and press **ENTER**.
Server ID:	Prompt will continue to display until **CLEAR** is pressed to exit. Repeat for each server being deleted.

SERVER MANAGEMENT - MODIFY SERVER

TERMINAL DISPLAY		ACTION
Idle prompt		Press **ARROW** three times.
Server Setup [F1] Store/Forward [F2] HELP [F3]		Press **F1** for Server Setup.
Password:		Key in the appropriate password and press **ENTER**.
CONFIGURE SERVER Log On Server [F2] Log Off Server [F3] Add Server [F4]		Press **ARROW** for more options.
Modify Server [F1] Delete Server [F2] Clear Servers [F3]		Press **F1** for Modify Servers.
Password:		Key in the appropriate password and press **ENTER**.
Server ID:		Key in the ID number of the server and press **ENTER**.
Svr Password:		Key in the appropriate server password and press **ENTER**.
	PWrd [F1] Tip [F2]	Press **F1** to modify the server password. Press **F2** to modify the server's cash tips.
Old Pass:		Key in the old server password and press **ENTER**.
New Pass:		Key in the new server password and press **ENTER**.
Reenter:		Key in the new password again for confirmation and press **ENTER**.
Cash Tip Amt: $ x.xx New Amt: $ 0.00		Key in the server's cash tip amount and press **ENTER** or press **ENTER** to bypass.
Server ID:		Prompt will continue to display until **CLEAR** is pressed to exit.

Shaded sections are optional or conditional prompts.

SERVER MANAGEMENT - SERVER REPORTS

TERMINAL DISPLAY	ACTION
Idle prompt	Press **REPORTS** hot key.
Password:	Key in the appropriate password and press **ENTER**.
REPORTS Totals Report [F2] Detail Report [F3] Server Reports [F4]	Press **F4** for Server Reports.
SERVER REPORTS Total Report [F2] Detail Report [F3] Shift Report [F4]	Press **F2** for server totals. Press **F3** for server detail. Press **F4** for shift report. Press **ARROW** for more options.
Server Table [F1] Unadjst Report [F2] IRS Tip Report [F3] Discount Tip [F4]	Press **F1** for server table. Press **F2** for unadjustd trans. Press **F3** for server IRS tip report. Press **F4** for discount tips
One [F1] All [F2] Srvr Rpt Options	Press **F1** for single server detail. Press **F2** for all server detail.
Server ID:	Key in the ID number of the server and press **ENTER**.
Cash Tip Amt: $ 0.00 New Amt: $ 0.00	Key in the server's cash tip amount and press **ENTER** or press **ENTER** to bypass.
Server Report:	Report prints.

VIEWING BATCH TOTALS

TERMINAL DISPLAY	ACTION
Idle Prompt	Press **REPORTS** hot key.
Password:	Key in the appropriate password and press **ENTER**.
REPORTS Totals Report [F2] Detail Report [F3] Server Reports [F4]	Press **ARROW** key for more reports.
Batch Review [F1] Batch History [F2] Terminal Rpts [F3] Activity Log [F4]	Press **F1** for batch review.
BATCH REVIEW Totals Review [F2] Detail Review [F3]	Press **F2** for totals review.
1= [Merchant 1] Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous merchant. Press **F2** for next merchant. Press **F3** for select displayed merchant. Press **F4** to exit.
Merch Passwd:	Key in the merchant password and press **ENTER**.
Host: [Host] Prev [F1] Next [F2] Slct [F3] Exit [F4]	Press **F1** for previous host. Press **F2** for next host. Press **F3** for view totals for host displayed Press **F4** to exit.
Host: [Host] Sales: $xx.xx Refunds: $xx.xx Total: $xx.xx	Press **CLEAR** to return to batch review main menu.

REPORTS

TERMINAL DISPLAY	ACTION
Idle Prompt	Press **REPORTS** hot key.
Password:	Key in the appropriate password and press **ENTER**.
REPORTS Totals Report [F2] Detail Report [F3] Server Reports [F4]	Press **F2** for totals report. Press **F3** for details report. Press **F4** for server report Press **ARROW** for more reports.

REPORTS (continued)

TERMINAL DISPLAY	ACTION
Batch Review [F1] Batch History [F2] Terminal Rpts [F3] Activity Log [F4]	Press **F1** for batch review. Press **F2** for batch history. Press **F3** for terminal reports. Press **F4** for activity log. Press **ARROW** for more reports.
[Name of Report]	Report prints.

TAB REPORT

TERMINAL DISPLAY	ACTION
Idle Prompt	Press **ARROW** once.
Refund [F1] Force [F2] Tab [F3] Reprint [F4]	Press **F3** for Tab.
Password:	Key in the appropriate password and press **ENTER.**
Tab Open Tab [F2] Close Tab [F3] Tab Report [F4]	Press **F4** for Tab Report.
Open Tab	Report prints.

HOST TOTALS REPORT

TERMINAL DISPLAY	ACTION
Idle Prompt	Press **REPORTS** hot key.
Password:	Key in the appropriate password and press **ENTER**.
REPORTS Totals Report [F2] Detail Report [F3] Server Reports [F4]	Press **ARROW** twice.
Merchant Rpt [F1] Host Totals [F2] VCX Ext. Error [F3]	Press **F2** for host totals.
Processing	(No action while report prints)

SETTLEMENT

TERMINAL DISPLAY	ACTION
Idle Prompt	Press **F3** for settlement.
Password:	Key in the appropriate password and press **ENTER**.
Sales: $xx.xx Refunds: $xx.xx Total: $xx.xx Enter to confirm	Confirm totals, press **ENTER**.
Sales: $00.00	Key in the sales total and press **ENTER**.
Refunds: $00.00	Key in the refund total and press **ENTER**.
Total: $00.00	Key in the batch total and press **ENTER**.
Settle Neg Batch Yes [F1] No [F2]	Press **F1** to settle neg. batch Press **F2** to return to idle prompt
Password	Key in the appropriate password and press **ENTER**.
Waiting for answer Please wait...	(No action while processing)
Settlement Successful	Settlement report prints and terminal returns to idle prompt.

Shaded sections are optional or conditional prompts.

VISA	DESCRIPTION
Y	Address and 5-digit ZIP match (domestic only)
A	Address matches, ZIP code does not
S	AVS not supported at this time (domestic only)
R	Issuer's authorization system is unavailable, try again later (domestic only)
U	Unable to perform address verification because either address information is unavailable or issuer does not support AVS (domestic only)
Z	Either 5-digit or 9-digit ZIP matches, address does not or not included in request
N	Neither the ZIP nor the address matches
B	Address matches, ZIP not verified
P	ZIP matches, address not verified
C	Address and ZIP code not verified due to incompatible formats
D	Address and ZIP code match (international only)
G	Address not verified for international transaction (international only)
I	Address not verified (international only)
M	Address and ZIP code match (international only)

MASTERCARD	DESCRIPTION
Y	Exact, all digits match, 5-digit ZIP code
A	Address matches, ZIP code does not
S	AVS not supported at this time
R	Retry, system unable to process
U	No data from issuer/authorization system
Z	5-digit ZIP code matches, but address does not
N	Neither the ZIP nor the address matches
W	For U.S. addresses, 9-digit ZIP code matches, but address does not, for address outside of U.S., the ZIP code matches, address does not
X	Exact, all digits match, 9-digit ZIP code

DISCOVER NETWORK	DESCRIPTION
Y	Address only matches
A	Address and 5-digit ZIP code match
S	AVS not supported at this time
U	Retry, system unable to process
Z	5-digit ZIP code matches, but address does not
N	Neither the ZIP nor the address matches
W	No data from issuer/authorization system
X	Address and 9-digit ZIP code match
T	9-digit ZIP code matches, but address does not

AMERICAN EXPRESS	DESCRIPTION
Y	Yes, address and ZIP code are both correct
A	Address only is correct
B	AVS not supported at this time
R	System unavailable, retry
U	The necessary information is not available, account number is neither U.S. nor Canadian
Z	ZIP code only is correct
N	Neither the ZIP nor the address matches

IMPORTANT "VoIP" NOTICE

ONLY IP CREDIT CARD TERMINALS ARE ABLE TO SUPPORT "VOICE OVER IP" (VoIP).
DIAL-UP TERMINALS WILL NOT WORK WITH VoIP SINCE THEY REQUIRE A LANDLINE.

Changes made to your telephone system, such as converting to digital telephone service or Voice Over Internet Protocol (VoIP), can adversely affect the ability of your credit card terminal to function properly. Dial-up terminals do not work though VoIP. You must use a landline for dial-up terminals to function properly. If a dual communication terminal is present, a router must be used in conjunction with a DSL/cable modem to obtain a high speed connection.

If you plan on making any changes to the telephone system at the location where your terminal is used or if you have any questions in regards to your current terminal's capabilities, please contact technical support at 800-632-1888.