

VERIFONE Vx510/Vx570 RETAIL

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] EBT [F3]	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 .	
Card Present:	Yes [F1] No [F2]	Press F1 if the card is present. Press F2 if the card is not present.
Choose Tran:	Phone [F1] Web [F2]	Press F1 for phone order. Press F2 for web sale.
Encrypted?	Phone [F1] Web [F2]	Press F1 for encryption. Press F2 for no encryption.
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 .	
Clerk ID:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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 Amount	\$0.00	Key in the amount of the 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 .	
V-Code:	Key in the CVC code from back of card and press ENTER or press ENTER to bypass.	
Code Present? Xread	No [F1] [F2]	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).	

SALE (continued)

TERMINAL DISPLAY	ACTION	
\$X.XX Payment Type	Cash [F1] Credit [F2] Debit [F3] SV [F4]	Select payment type and press ENTER .
Customer Number:	Key in the customer number and press ENTER .	
Tax Exempt?	Yes [F1] No [F2]	Press F1 if tax exempt. Press F2 if not tax exempt.
Tax Amt?	\$0.00	Key in the amount of tax 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 .	
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.	
	EBT Bal Inq [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 .	
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.
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 .	
Clerk ID:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk ID. Press F2 to return to idle prompt.
Password:	Key in the clerk password and press ENTER .	

Shaded sections are optional or conditional prompts.

AUTH ONLY (continued)

TERMINAL DISPLAY	ACTION	
Amount	\$0.00	Key in the amount and press ENTER .
V-Code:		Key in the CVD code from back of card and press ENTER or press ENTER to bypass.
Code Present? Xread	No [F1] Yes [F2]	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).
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] Reprint [F3] Check [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] EBT [F3]	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 .
Choose Trans:	Sale [F1] Phone [F2] Web [F3]	Press F1 for a sale. Press F2 for a phone order. Press F3 for a web sale.
Encrypted?	Yes [F1] No [F2]	Press F1 for encryption. Press F2 for no encryption.
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 .
Clerk Id:		Key in the clerk ID number and press ENTER .
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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.

FORCE SALE (continued)

TERMINAL DISPLAY	ACTION	
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] Reprint [F3] Check [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] EBT [F3]	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 .
Choose Trans:	Sale [F1] Web [F2]	Press F1 for a sale. Press F2 for a web sale.
Encrypted?	Yes [F1] No [F2]	Press F1 for encryption. Press F2 for no encryption.
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 .
Clerk Id:		Key in the clerk ID number and press ENTER .
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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.
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 .

Shaded sections are optional or conditional prompts.

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:	Debit [F1] EBT [F2]	Press F1 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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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.
Cashback:	\$0.00	Key in the cashback 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 .	

EBT SALE - CASH BENEFIT

TERMINAL DISPLAY	ACTION	
Idle prompt	Swipe EBT card at idle prompt 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 account number and press ENTER .	
Choose Card:	Debit [F1] EBT [F2]	Press F2 for EBT.
EXP Date (MMYY):	Key in the expiration date in MMYY format and press ENTER .	
Password:	Enter password and press ENTER .	
Trans Type:	Cash [F1] Food [F2]	Press F1 for cash.
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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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 .

EBT SALE - CASH BENEFIT (continued)

TERMINAL DISPLAY	ACTION	
Cashback:	\$0.00	Key in the cashback 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 .	
Print Cust Copy	Yes [F1] No [F1]	Press F1 to print customer copy. Press F2 to print only merchant copy.
Tear Receipt Press Enter Key	Press ENTER .	

EBT SALE - FOOD STAMP

TERMINAL DISPLAY	ACTION	
Idle prompt	Swipe EBT card at idle prompt 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 account number and press ENTER .	
Choose Card:	Debit [F1] EBT [F2]	Press F2 for EBT.
EXP Date (MMYY):	Key in the expiration date in MMYY format and press ENTER .	
Password:	Enter password and press ENTER .	
Trans Type:	Cash [F1] Food [F2]	Press F2 for Food.
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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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 .
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 .	
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 .	

EBT FORCE - CASH BENEFIT

TERMINAL DISPLAY	ACTION	
Idle prompt	Press ARROW once.	
	Refund [F1] Force [F2] Reprint [F3] Check [F4]	Press F2 for Force.
Password:	Key in the appropriate password and press ENTER .	

Shaded sections are optional or conditional prompts.

EBT FORCE - CASH BENEFIT (continued)

TERMINAL DISPLAY	ACTION	
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 account number and press ENTER .	
Choose Card:	Debit [F1] EBT [F2]	Press F2 for EBT.
EXP Date (MMYY):	Key in the expiration date in MMYY format and press ENTER .	
Password:	Enter password and press ENTER .	
Trans Type:	Cash [F1] Food [F2]	Press F1 for cash.
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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk ID. Press F2 to return to idle prompt.
Password:	Key in the clerk password and press ENTER .	
Appr Code:	Key in the dollar amount without decimal point and press ENTER .	
Voucher Number:	Key in the voucher number and press ENTER .	
Amount:	\$0.00	Key in the amount and press ENTER .
Cashback:	\$0.00	Key in the cashback 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 .	
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 .	

EBT FORCE - FOOD STAMP

TERMINAL DISPLAY	ACTION	
Idle prompt	Press ARROW once.	
	Refund [F1] Force [F2] Reprint [F3] Check [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 account number and press ENTER .	
Choose Card:	Debit [F1] EBT [F2]	Press F2 for EBT.
EXP Date (MMYY):	Key in the expiration date in MMYY format and press ENTER .	
Password:	Enter password and press ENTER .	
Trans Type:	Cash [F1] Food [F2]	Press F2 for food.

EBT FORCE - FOOD STAMP (continued)

TERMINAL DISPLAY	ACTION	
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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk ID. Press F2 to return to idle prompt.
Password:	Key in the clerk password and press ENTER .	
Appr Code:	Key in the dollar amount without decimal point and press ENTER .	
Voucher Number:	Key in the voucher number and press ENTER .	
Amount:	\$0.00	Key in the amount and press ENTER .
Send Duplicate?	Yes [F1] No [F2]	Press F1 to send duplicate. Press F2 to cancel.
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 .	

EBT REFUND - FOOD STAMP

TERMINAL DISPLAY	ACTION	
Choose Card:	Debit [F1] EBT [F2]	Press F2 for EBT.
Exp Date (MMYY):	Key in the expiration date in MMYY format and press ENTER .	
Password:	Enter password and press ENTER .	
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 .	
Clerk Id:	Key in the clerk ID number and press ENTER .	
Logon:	Yes [F1] No [F2]	Press F1 to logon the clerk 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 .
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 PINPad	Customer keys PIN number on pin pad and presses 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 .	
Idle prompt	Press ARROW once.	
	Refund [F1] Force [F2] Reprint [F3] Check [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 account number and press ENTER .	

Shaded sections are optional or conditional prompts.

EBT BALANCE INQUIRY

TERMINAL DISPLAY	ACTION
Idle prompt	Press ARROW twice.
EBT Balance Inq [F1] Auth Only [F2] Phone Order [F3] Other Setup [F4]	Press F1 for EBT Balance Inq.
Password:	Key in the appropriate password and press ENTER .
1 = [Merchant 1]	Prev [F1] Press F1 for previous merchant. Next [F2] Press F2 for next merchant. Slct [F3] Press F3 to select displayed merchant. Exit [F4] Press F4 to exit.
Merch Password:	Key in the merchant password and press ENTER .
Swipe or Enter Account #:	Swipe card or key in the account number and press ENTER .
Trans Type:	Cash [F1] Press F1 for Cash. Food [F2] Press F2 for Food.
Clerk Type:	Key in the clerk ID # and press ENTER .
Logon:	Yes [F1] Press F1 to logon the clerk ID. No [F2] Press F2 return to idle prompt.
Password:	Key in the clerk password and press ENTER .
Enter PIN on PINPad	Customer keys PIN # on pin pad and presses ENTER .
Print Cust Copy	Yes [F1] Press F1 to print customer copy. No [F2] 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] Press F1 for previous merchant. Next [F2] Press F2 for next merchant. Slct [F3] Press F3 to select displayed merchant. Exit [F4] Press F4 to exit.
Merch Password:	Key in the merchant password and press ENTER .
Void Last Trans?	Yes [F1] Press F1 for Yes No [F2] Press F2 for No
Retrieve by:	Inv # [F3] Press F3 to retrieve by invoice number. Acct # [F4] Press F4 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] Press F1 to void transaction. No [F2] Press F2 to return to idle prompt. Next [F3] Press F3 to view next transaction.
Print Cust Copy	Yes [F1] Press F1 to print customer copy. No [F2] 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] Reprint [F3] Check [F4]	Press F3 for Reprint.
Password:	Key in the appropriate password and press ENTER .

REPRINT (continued)

TERMINAL DISPLAY	ACTION
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] Press F1 to print customer copy. No [F2] Press F2 to print only merchant copy.
Tear Receipt Press Enter Key	Press ENTER .

CLERK MANAGEMENT - ADD CLERK

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

CLERK MANAGEMENT - LOG ON/OFF CLERK

TERMINAL DISPLAY	ACTION
Idle prompt	Press ARROW three times.
Clerk Setup [F1] Store/Forward [F2] HELP [F3]	Press F1 for Clerk Setup.
Password:	Key in the appropriate password and press ENTER .
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press F2 to log on clerk. Press F3 to log off clerk.
Clerk ID:	Key in the ID number of the clerk and press ENTER .
Password:	Key in the clerk password and press ENTER .
Logoff/on is successful	Terminal displays confirmation of logon/off and returns to the idle prompt.

CLERK MANAGEMENT - DELETE CLERK

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

Shaded sections are optional or conditional prompts.

CLERK MANAGEMENT - DELETE CLERK (continued)

TERMINAL DISPLAY	ACTION
Modify Clerk [F1] Delete Clerk [F2] Clear Clerk [F3]	Press F2 for delete clerk.
Password:	Key in the appropriate password and press ENTER .
Clerk ID:	Key in the ID number of the clerk and press ENTER .
Password:	Key in the clerk password and press ENTER .
Logoff/on is successful	Prompt will continue to display until CLEAR is pressed to exit. Repeat for each clerk being deleted.

CLERK MANAGEMENT - MODIFY CLERK

TERMINAL DISPLAY	ACTION
Idle prompt	Press ARROW three times.
Clerk Setup [F1] Store/Forward [F2] HELP [F3]	Press F1 for Clerk Setup.
Password:	Key in the appropriate password and press ENTER .
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press ARROW for more options.
Modify Clerk [F2] Delete Clerk [F3] Clear Clerk [F4]	Press F1 for modify clerk.
Password:	Key in the appropriate password and press ENTER .
Clerk ID:	Key in the ID number of the clerk and press ENTER .
Clk Password:	Key in the appropriate clerk password and press ENTER .
Old Pass:	Key in the old clerk password and press ENTER .
New Pass:	Key in the new clerk password and press ENTER .
Reenter:	Key in the new password again for confirmation and press ENTER .
Logoff/on is successful	Prompt will continue to display until CLEAR is pressed to exit.

CLERK MANAGEMENT - CLEAR CLERK

TERMINAL DISPLAY	ACTION
Idle prompt	Press ARROW three times.
Clerk Setup [F1] Store/Forward [F2] HELP [F3]	Press F1 for Clerk Setup.
Password:	Key in the appropriate password and press ENTER .
CONFIGURE CLERK Log On Clerk [F2] Log Off Clerk [F3] Add Clerk [F4]	Press ARROW for more options.
Modify Clerk [F2] Delete Clerk [F3] Clear Clerk [F4]	Press F3 for clear clerk.
Password:	Key in the appropriate password and press ENTER .
Clerk tis cleared	Terminal confirms that clerks have been cleared and returns to the idle prompt.

CLERK MANAGEMENT - CLEAR 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] Clerk Reports [F4]	Press F4 for clerk reports.
CLERK REPORTS Totals Report [F2] Detail Report [F3] Shift Report [F4]	Press F2 for clerk totals. Press F3 for clerk detail. Press F4 for shift report. Press ARROW for more options.
Clerk Table [F1] Unadjust Report [F2] IRS Tip Report Report [F3] Discount Tip [F4]	Press F1 for clerk table. Press F2 for unadjusted trans. Press F3 for clerk IRS tip report. Press F4 for discount tips.
One [F1] All [F2]	Press F1 for single clerk detail. Press F2 for all clerk detail.
Clk Rpt Options	
Clerk Id	Key in the ID number of the clerk and press ENTER .
Clerk Report:	Report prints.

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] Clerk Reports [F4]	Press F2 for totals report. Press F3 for details report. Press F4 for clerk report Press ARROW for more reports.
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.
[Name of Report]	Report prints.

HOST TOTALS 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] Clerk 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)

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] Clerk 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.

Shaded sections are optional or conditional prompts.

VIEWING BATCH TOTALS (continued)

TERMINAL DISPLAY	ACTION	
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: [Paym]	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: [Paym]	Press CLEAR to return to batch review main menu.	
Sales:	\$xx.xx	
Refunds:	\$xx.xx	
Total:	\$xx.xx	

SETTLEMENT

TERMINAL DISPLAY	ACTION	
Idle Prompt	Press F3 for settlement.	
Password:	Key in the appropriate password and press ENTER .	
Sales:	\$xx.xx	Confirm totals, press ENTER .
Refunds:	\$xx.xx	
Total:	\$xx.xx	
Enter to confirm		
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.	

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.

Shaded sections are optional or conditional prompts.

AVS RESPONSE CODES

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