# VX-520 Series APACS 40 User Guide

# Contents

# Introduction

## Terminal Features

The illustration below highlights the features of the terminal. The descriptions are detailed below to help you navigate your way around and there will be references to various buttons on this terminal throughout the manual. Please note that the chip card insertion slot can be found the terminal keypad and the multi-directional magnetic card reader is located on the right hand side of the device.

Internal Thermal Printer

Printer Door Hatch

Serrated Metal Strip

Contactless Card Reader / Indicator

Magnetic Card Reader

Terminal Display

ATM-Style Function Keys

Alpha Key

Function Keys

Telephone Style Keypad

Enter Key

Cancel Key

Backspace / Clear Key

Chip Card Reader (under keypad)

# Changing Paper Roll

1. Hook your finger under the latch and lift up to swing the paper roll cover open.
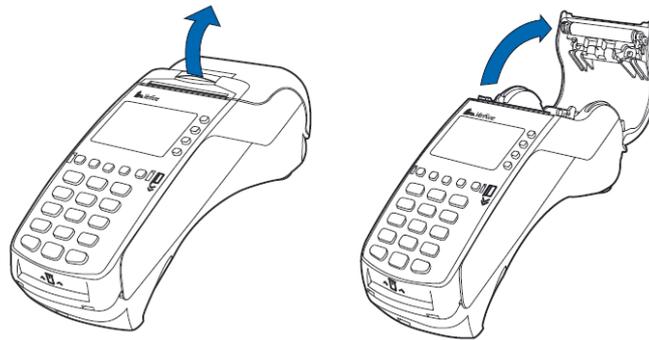


2. Remove any partial roll of paper in the printer tray by lifting it up.
3. Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
4. Hold the roll so the paper feeds from the bottom of the roll.
5. Drop the paper roll into the printer tray.
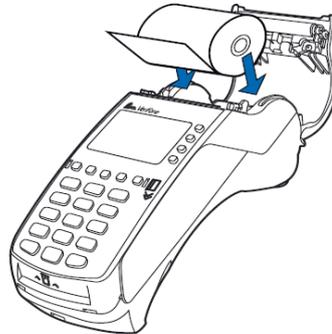


6. Pull paper up past the glue residue.
7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door.



8. Tear the paper off against the serrated metal strip in the printer.

# Training Mode

```
20/04/12
16:58:29                Sale   [F1]
IP                    Refund   [F2]
                     Reports   [F3]
  ↓                 Reversal   [F4]
```

```
                   Duplicate   [F1]
                  Supervisor   [F2]
                      Config   [F3]
  ↓                 Services   [F4]
```

```
                               [F1]
                               [F2]
Password:          *******     [F3]
                               [F4]
```
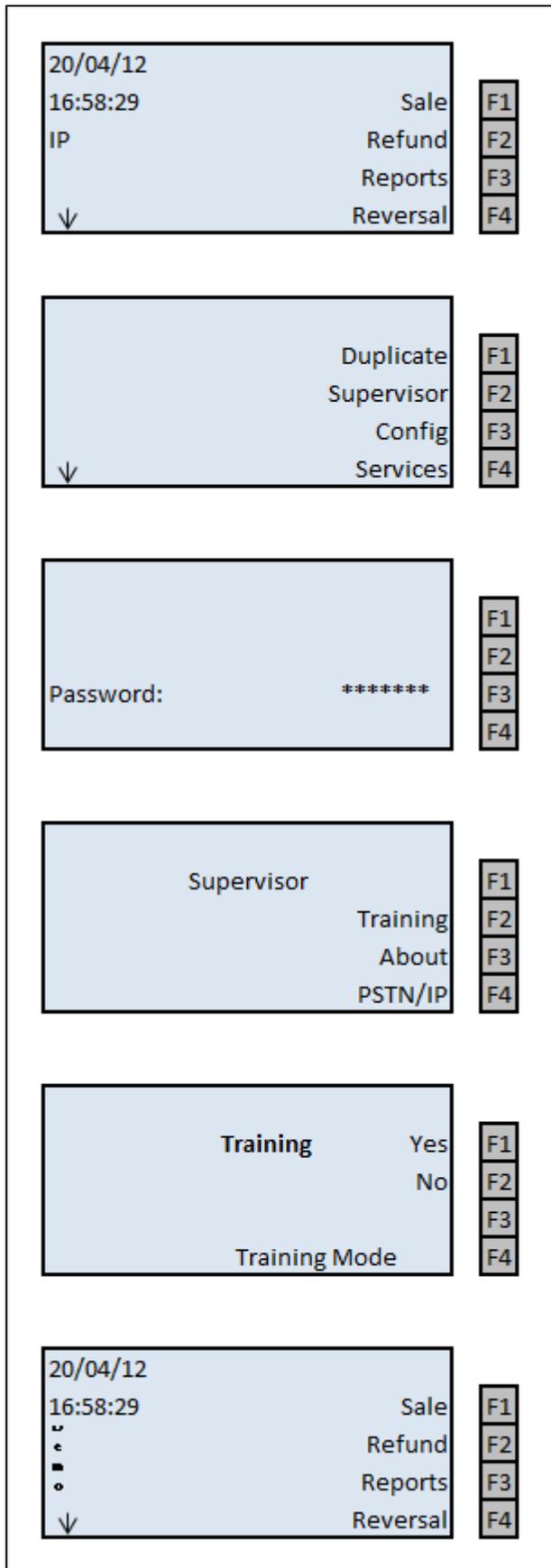
```
       Supervisor             [F1]
          Training            [F2]
             About            [F3]
           PSTN/IP            [F4]
```

```
    Training        Yes        [F1]
                    No         [F2]
                               [F3]
       Training Mode           [F4]
```

```
20/04/12
16:58:29                Sale   [F1]
ᵕ
ᶜ                     Refund   [F2]
▪
•                    Reports   [F3]
  ↓                 Reversal   [F4]
```

1. From the main screen, as shown. Use the left most **Purple** function key to scroll down the menu.

2. Select Supervisor, by pressing the corresponding function key **(F2)**

3. The terminal will prompt for the Supervisor password; once the password has been entered press the green **Enter** key.

4. In the Supervisor menu can be found the Training mode, select the mode by pressing the corresponding function key **(F2)**

5. The terminal will prompt to confirm the activation of Training Mode, select YES by pressing the corresponding function key **(F1).**

6. The terminal will take you back out the Supervisor menu; press the red **Cancel** key to get back to the main screen. Down the left hand side of the screen will be the word DEMO, to show that the terminal is actively in demo mode and no live transactions can be processed.

*To deactivate DEMO mode, follow the steps above and at step 5 select NO **(F2)**.*

# Financial Transactions

## Sale

### Chip and PIN

```
20/04/12
16:58:29                Sale    [F1]
IP                    Refund    [F2]
                     Reports    [F3]
  ↓                 Reversal    [F4]
```

1. While the terminal is at the main screen, insert the card into the smart card reader.

```
            Sale
           £.0.00            [F1]
                            [F2]
     KEY IN AMOUNT          [F3]
      Enter Confirms        [F4]
```

2. The terminal will prompt for the transaction value to be entered. Once the desired amount is entered press the green **Enter** key to confirm. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.

```
VISA
Acct#        5405789445611230   [F1]
Amount:              £1.00      [F2]
To confirm amount              [F3]
Enter Pin                      [F4]
Or Press Cancel
```

3. Hand the terminal to the customer to enter their PIN. They should press the green **Enter** key to confirm their PIN.

```
          THANK YOU            [F1]
     DO NOT REMOVE CARD        [F2]
   PLEASE RETURN HANDSET       [F3]
   MERCHANT PRESS ENTER        [F4]
```

4. Once the customer has entered and confirmed their PIN, the merchant should receive the terminal back – to continue to get an AUTH code the merchant must press the green **Enter** key.

```
VISA
Acct#        5405789445611230   [F1]
Amount:              £1.00      [F2]
       Approved                [F3]
                               [F4]
```

5. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.

```
VISA
                               [F1]
                               [F2]
                               [F3]
Please Remove Card             [F4]
```

6. The terminal will print the Merchant copy of the receipt and prompt remove the card. The terminal will then prompt to print a Customer copy, depending if a customer copy is required press the corresponding Function key to select Yes or No.

## Contactless

```
            Sale
           £0.00                    F1
                                    F2
KEY IN AMOUNT                       F3
Enter Confirms                      F4
```

1. From the main menu screen, start keying in the transaction value, then press the green **Enter** key to confirm the amount

```
                                    F1
                                    F2
   Present / Insert Card            F3
           £1.00                    F4
```

2. The terminal will prompt for either the Chip card to be inserted in the Smart reader or the Contactless card to be presented to the contactless reader above the screen. Request the merchant to tap the contactless card above the screen, when the card is presented – all lights should be illuminated above the screen.

```
VISA
Acct#        5405789445611230       F1
Amount:             £1.00           F2
        Approved                    F3
                                    F4
```

3. The terminal will display on the screen if the transaction has been Approved or Declined.
   a. Dependant on the transaction value an additional Signature verification may be required.

```
VISA
                         Yes        F1
                          No        F2
                                    F3
   Print Customer Copy?             F4
```

4. The terminal will print a Merchant copy of the receipt and then prompt for a customer copy. If a customer copy is required then press **(F1)**, or else press **(F2)**

## Customer Not Present (CNP) / Manual (Keyed) Transaction

```
20/04/12
16:58:29              Sale    F1
IP                  Refund    F2
                   Reports    F3
 ↓                 Reversal   F4
```

1. From the main screen select Sale **(F1)**.

```
         SALE
        £0.00           F1
                        F2
KEY IN AMOUNT           F3
Enter confirms          F4
```

2. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.

```
         )))  ☞           F1
                          F2
 Present / Insert Card    F3
        £1.00             F4
```

3. The terminal will request for the card to be inserted into the smart card reader or presented to the contactless reader. Ignore this prompt and start keying in the long card number.

```
         SALE
        £10.00               F1
 Insert, Swipe or Enter Card F2
Account #:                   F3
        444433332222111      F4
```

```
         SALE
        £10.00              F1
Acct  #     4444333322221111 F2
Exp Date   MM/YY:   12 / 12  F3
Enter expiry date           F4
```

4. Once the long card number's been keyed in the terminal will prompt for expiry date of the card. Key in the date in the format shown and then press the green **Enter** key.

```
                    Yes    F1
Customer Present?   No     F2
                           F3
                           F4
```

5. The terminal will prompt to check if the customer is present. If customer is present then select "Yes" and the terminal will prompt to take an Imprint of the card. Press Enter to continue the transaction once the imprint has been taken. If the customer is not present select "No".

**Customer Not Present Continued…**

```
VISA                        F1
                            F2
Enter CSC: 123              F3
                            F4
```
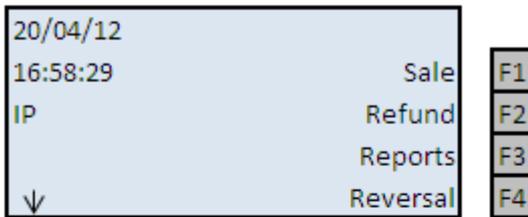
6. The terminal will request the CSC (last 3 digits behind the card) the door number at which the card is registered to, and finally the numerical digits within the postcode in the order they appear. If any of these details are not available then press the green **Enter** key to bypass. The terminal will then contact the host for an Auth code.

```
                     Yes    F1
Print Cust Copy?     No     F2
                            F3
                            F4
```
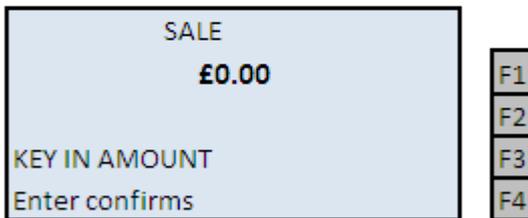
7. The terminal will prompt if a customer copy is required. If YES then press F1, else select no by pressing F2.

## Sale with Gratuity

**\*Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.**
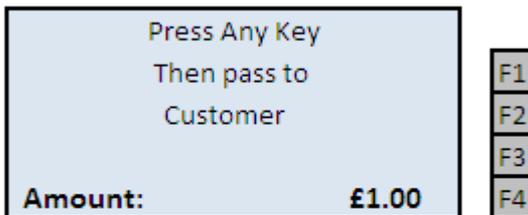
```
20/04/12
16:58:29                Sale    F1
IP                    Refund    F2
                     Reports    F3
↓                   Reversal    F4
```

1. From the main screen select Sale **(F1)**.

```
          SALE
         £0.00                  F1
                                F2
KEY IN AMOUNT                   F3
Enter confirms                  F4
```

2. The terminal will prompt for the transaction value to be keyed in. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.

```
          )))                   F1
                                F2
  Present / Insert Card         F3
         £1.00                  F4
```

3. The terminal will prompt for the card to be inserted into the Chip reader.

```
     Press Any Key
      Then pass to             F1
        Customer               F2
                               F3
Amount:          £1.00         F4
```

4. Press any key, and then pass the terminal to the customer to continue the transaction.

```
Sale:               Yes        F1
        £1.00        No         F2
Would you like to              F3
Add A Gratuity?                F4
```

5. The terminal will prompt the customer if they would like to leave a TIP. If no is selected then the terminal will continue the transaction as a normal sale.

```
Please Select
Gratuity                    5%    F1
Sale:                      10%    F2
            £1.00          15%    F3
                        Amount    F4
```

6. If the customer selects Yes in the previous step, the terminal will provide the customer 3 predefined TIP options or the option to key in a specific amount. The customer must make their selection by using one of the Function keys.

```
Summary
Sale:          £1.00      Yes    F1
Gratuity:      £0.05       No    F2
Total:         £1.05             F3
        IS THIS CORRECT?          F4
```

7. Once the customer has selected the percentage value or keyed in the specific amount they would like to leave as a TIP. The terminal will display a summary of the transaction. If the customer is not happy with the final sum they can select NO (F2) to go back to step 6.

```
VISA
Acct#          4562587852364567
Amount:                  £1.05    F1
To confirm amount                 F2
Enter PIN                         F3
Or press Canel                    F4
```

8. The terminal will display the full transaction value and prompt for the PIN. Customer should press the green **Enter** key to confirm their PIN.

```
VISA
Acct#          4562587852364567   F1
Amount:              £1.05        F2
        Approved                  F3
                                  F4
```

9. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.

```
VISA
                                  F1
                                  F2
                                  F3
    Please Remove Card            F4
```

10. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.
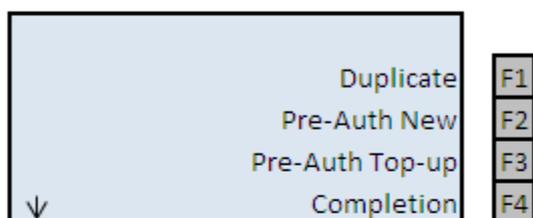
## Pre-Auth / Pre-Auth Top Up

**\*Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.**

**\*\*Note: The process on the terminal for Pre-Auth and Pre-Auth Top Up is the same, but Pre-Auth Top UP should be used if a Pre-Auth has already been taken on the same card otherwise Pre-Auth should be used.**
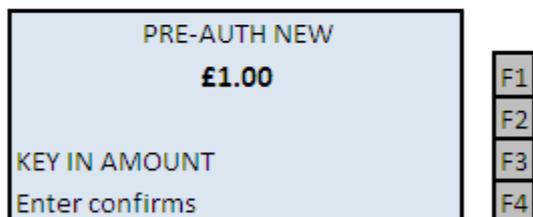
5. To complete a Pre-Auth, press the first **Purple** function key to scroll down to the next menu screen.

```
20/04/12
16:58:29            Sale   F1
IP                Refund   F2
                 Reports   F3
  ↓             Reversal   F4
```

6. Select Pre-Auth New, by pressing F2 function key.

```
              Duplicate   F1
           Pre-Auth New   F2
        Pre-Auth Top-up   F3
  ↓         Completion   F4
```

7. The terminal will prompt for the amount to be Pre-Authorised. Key in the amount and then press the green **Enter** key to confirm.

```
        PRE-AUTH NEW
           £1.00         F1
                         F2
 KEY IN AMOUNT           F3
 Enter confirms          F4
```

8. The terminal will prompt for the card to be presented to the contactless card reader or be inserted into the Chip reader.

```
         ((()) ✋         F1
                         F2
  Present / Insert Card  F3
        £1.00            F4
```

**Pre-Auth transaction process continued.**

```
VISA
Acct#              4562587852364567      | F1 |
Amount:                       £1.00      | F2 |
To confirm amount                        | F3 |
Enter PIN                                | F4 |
Or press Canel
```

```
VISA
Acct#              4562587852364567      | F1 |
Amount:                       £1.00      | F2 |
          Approved                       | F3 |
                                         | F4 |
```

```
VISA
                                         | F1 |
                                         | F2 |
                                         | F3 |
   Please Remove Card                    | F4 |
```

9. If the card is inserted into the Chip reader the terminal will prompt for a PIN number to process the transaction.

10. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.
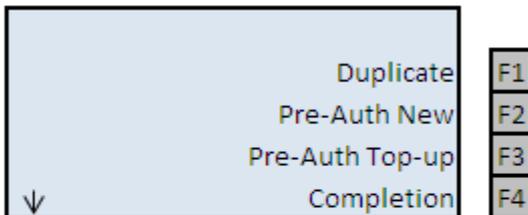
11. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

## Completion

**\*Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.**

| | |
|---|---|
| 20/04/12 | |
| 16:58:29       Sale | F1 |
| IP       Refund | F2 |
| Reports | F3 |
| ↓       Reversal | F4 |

1. To complete a transaction that has been pre-authorised, press the first **Purple** function key to scroll down to the next menu screen.

| | |
|---|---|
| Duplicate | F1 |
| Pre-Auth New | F2 |
| Pre-Auth Top-up | F3 |
| ↓       Completion | F4 |

2. Select Completion **(F4)**.

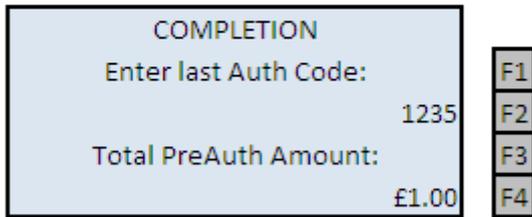| | |
|---|---|
| COMPLETION | |
| £1.00 | F1 |
| | F2 |
| KEY IN AMOUNT | F3 |
| Enter confirms | F4 |

3. The terminal will prompt for the full transaction value. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.

| | |
|---|---|
| )))  ☜ | F1 |
| | F2 |
| Present / Insert Card | F3 |
| £1.00 | F4 |

4. The terminal will prompt for the card to be presented or inserted in to the Chip reader. If the transaction value is above the ceiling limit for a Contactless transaction the terminal will prompt for the card to be inserted into the Chip Reader.

```
COMPLETION
Enter last Auth Code:        F1
                             F2
                             F3
                             F4
```
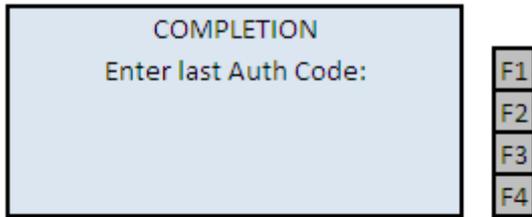
5. The terminal will prompt for the original Pre-Auth authorisation code to be entered. Key in the desired code and then press the green **Enter** key to confirm. If the Auth code is incorrect use the yellow **Clear** key to amend the number.

```
COMPLETION
Enter last Auth Code:        F1
                    1235     F2
                             F3
Total PreAuth Amount:
                   £1.00     F4
```
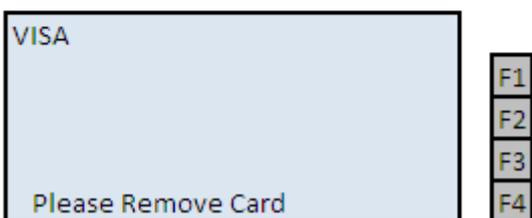
6. The terminal will prompt for the original Pre-Auth transaction value to be entered. Key in the amount and then press the green **Enter** key to confirm. If the amount is incorrect use the yellow **Clear** key to amend the number.

```
VISA
Acct#        4562587852364567   F1
Amount:             £1.00       F2
To confirm amount
Enter PIN                       F3
Or press Canel                  F4
```

7. For a pin transaction the terminal will prompt for the customer to enter their PIN.

```
VISA
Acct#        4562587852364567   F1
Amount:             £1.00       F2
      Approved                  F3
                                F4
```

8. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.

```
VISA
                                F1
                                F2
                                F3
Please Remove Card              F4
```

9. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

## Sale with Cashback
**\*Note: This is not a standard feature on a terminal. To have this feature enabled please call the helpdesk.**
**\*\* Cash Back is only available on Debit Cards.**

```
20/04/12
16:58:29                    Sale   F1
IP                        Refund   F2
                         Reports   F3
↓                       Reversal   F4
```

1. From the main select Sale **(F1)**

```
            SALE
           £0.00                   F1
                                   F2
KEY IN AMOUNT                      F3
Enter confirms                    F4
```

2. The terminal will prompt for the transaction value to be keyed in. Key in the desired transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.

```
                          Yes   F1
Cashback req'ed?           No   F2
                                F3
                                F4
```

3. The terminal will check to see if Cash Back is required, if No then select (F2) using the function keys and the transaction will follow a standard sale process. If Yes is selected the terminal will prompt for the Cash back Value.

```
VISA
Acct#          4562587852364567
Amount:                  £1.00   F1
Cash:                    £5.00   F2
                                 F3
                                 F4
```

4. Key in the desired Cash Back transaction value and then press the green **Enter** key to confirm. If the amount keyed is incorrect use the yellow **Clear** key to amend the transaction value.

```
VISA
Acct#              4562587852364567      F1
Amount:                       £1.00
Cash:                         £5.00      F2
Total:                        £6.00      F3
Enter to Continue                        F4
```

5. The terminal will show a summary of the transaction, if the totals are correct then press the green **Enter** key to continue the transaction or press the **Red** cancel key to abort.

```
VISA
Acct#              4562587852364567
Amount:                       £6.00      F1
To confirm amount                        F2
Enter PIN                                F3
Or press Canel                           F4
```

6. The terminal will display the full transaction value and prompt for the PIN. Customer should press the green **Enter** key to confirm their PIN.

```
VISA
Acct#              4562587852364567      F1
Amount:                       £6.00      F2
            Approved                     F3
                                         F4
```

7. The terminal will contact the acquiring host for an AUTH code; the terminal will display the response on the screen.

```
VISA
                                         F1
                                         F2
                                         F3
    Please Remove Card                   F4
```
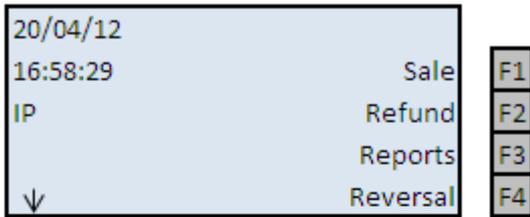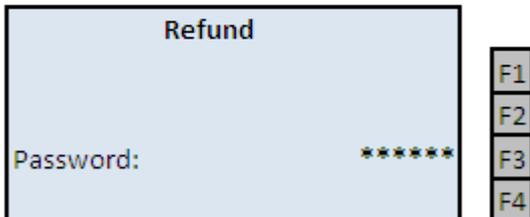
8. Once the transaction is complete, the terminal will print a merchant copy and they customer copy of the receipt, and prompt for the card to be removed from the Chip reader.

# Refund

## Chip and PIN

```
20/04/12
16:58:29              Sale    F1
IP                  Refund    F2
                   Reports    F3
  ↓               Reversal    F4
```

1. From the main screen select Refund **(F2)**.

```
        Refund
                          F1
                          F2
Password:        ******   F3
                          F4
```

2. The terminals will prompt for a supervisor code to proceed with the refund.

```
        Refund
        £0.00             F1
                          F2
KEY IN AMOUNT             F3
Enter confirms            F4
```

3. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.

```
         )))
                          F1
                          F2
   Present / Insert Card  F3
        £1.00             F4
```
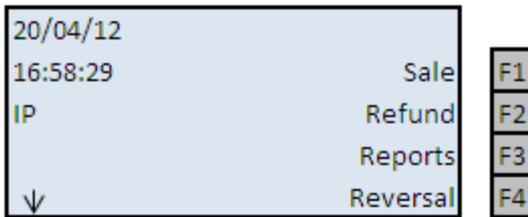
4. The terminal will prompt for the card to be presented or inserted. Insert the card into the smart card reader.
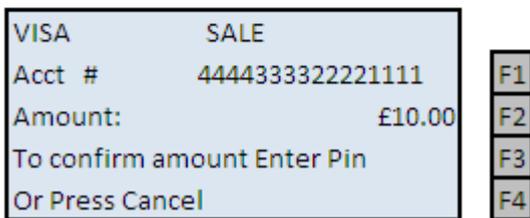
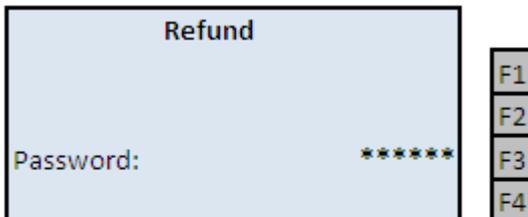5. The customer will be required to enter their PIN, the terminal will call the acquiring host for an AUTH code.

```
VISA          SALE
Acct #     4444333322221111   F1
Amount:            £10.00     F2
To confirm amount Enter Pin   F3
Or Press Cancel               F4
```

6. Once the AUTH code has been received the terminal will print off a merchant copy of the transaction, and then prompt to see if a customer copy is required.

## Contactless

| 20/04/12 | | |
|---|---|---|
| 16:58:29 | Sale | F1 |
| IP | Refund | F2 |
| | Reports | F3 |
| ↓ | Reversal | F4 |

1. From the main menu select Refund **(F2)**

**Refund**

Password: ******

2. The terminals will prompt for a supervisor code to proceed with the refund.

**Refund**
**£0.00**

KEY IN AMOUNT
Enter confirms

3. The terminal will prompt for the transaction value. Once the desired amount has been keyed in press the green **Enter** key. If the value entered is incorrect, use the yellow **Clear** key to amend the transaction value.
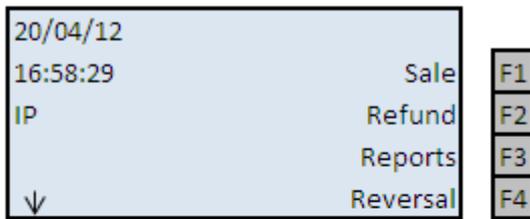
Present / Insert Card
£1.00

4. The terminal will prompt for the card to be presented or inserted. Request the customer to present their card to the contactless card reader above the screen.

Print Cust Copy?     Yes     No
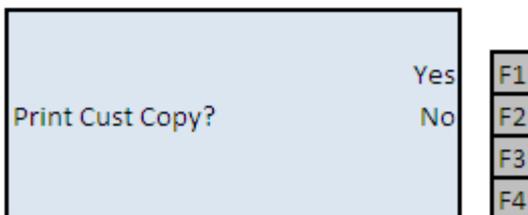
5. Once the terminal has authorised the transaction, a merchant receipt with print and the terminal will prompt to see if a customer copy is required.
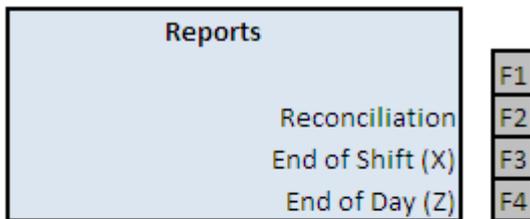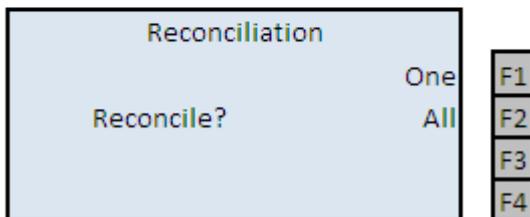
# Reports

## Reconciliation Report

|  |  |
|---|---|
| ```
20/04/12
16:58:29           Sale    F1
IP               Refund    F2
                Reports    F3
↓              Reversal    F4
``` | 1. From the main screen select Reports **(F3)** |

|  |  |
|---|---|
| ```
                         F1
                         F2
Password:      ******     F3
                         F4
``` | 2. The terminal will prompt for the supervisor password. Key in the password and then press the green **Enter** key. |
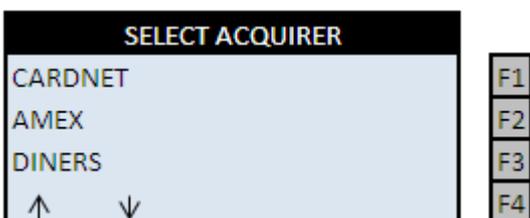
|  |  |
|---|---|
| ```
         Reports
                         F1
   Reconciliation        F2
 End of Shift (X)        F3
  End of Day (Z)         F4
``` | 3. In the Reports Menu select Reconciliation **(F2).** |

|  |  |
|---|---|
| ```
     Reconciliation
            One          F1
Reconcile?  All          F2
                         F3
                         F4
``` | 4. The terminal will prompt if one or all the acquirers are to be reconciled. If the terminal has been configured with Amex or Diners Merchant ID, then it is recommended that **All** acquirers are reconciled. |

|  |  |
|---|---|
| ```
    SELECT ACQUIRER
CARDNET                  F1
AMEX                     F2
DINERS                   F3
  ↑     ↓                F4
``` | If ONE is selected, the terminal will display a screen which lists all the acquirers the terminal is configured to. Use the **Purple** function buttons beneath the arrows to select which acquirer should be reconciled. Once the desired acquirer is selected press the green **Enter** key, the terminal will then connect to the acquirer host system to reconcile the totals. |

## X and Z reports

```
20/04/12
16:58:29                    Sale   F1
IP                        Refund   F2
                         Reports   F3
↓                       Reversal   F4
```

1. From the main screen select Reports **(F3)**

```
                                   F1
                                   F2
Password:          *******         F3
                                   F4
```

2. The terminal will prompt for the supervisor password. Key in the password and then press the green **Enter** key.

```
         Reports
                                   F1
                 Reconciliation    F2
                End of Shift (X)   F3
                End of Day (Z)     F4
```

3. In the Reports Menu select End of Shift **(F3)** for the X-balance or End of Day **(F4)** for the Z-balance.

```
     End of Shift (X)
                                   F1
                                   F2
                                   F3
                                   F4
```

When a "X" report is taken, the terminal is "reading" the transaction value taken since the last X report. These reports are generally taken during business hours to look at your sales totals at any time of the day.

"Z" reports the all of the sales totals taken since the last End of Day report was run. Totals will be reset back to zero after each Z report. Typically, the Z report is run when a business closes for the day to get your sales totals for the day.

```
      End of Day (Z)
                                   F1
                                   F2
                                   F3
                                   F4
```