



Get to know your
desktop terminal

Having difficulties?
We're only a phone
call away

VeriFone
Vx820 - IP
User guide

Processing a sale using a chip card

- Insert the chip card into the terminal.
 - Key in the transaction amount and press the OK button.
 - If cashback is prompted, select 'YES' to enter the cashback amount or 'NO' to continue the transaction.
 - If prompted, ask the customer to enter their PIN into the terminal and press the OK button.
 - Follow the on-screen prompts to complete the transaction.
- NB:** Removing the card before being prompted will void the transaction.
- NB:** If prompted, you must press 'Accept' to ensure the transaction is processed correctly.

Processing a contactless sale

- Press the enter button or touch the terminal screen to activate the main menu.
- Select the 'Sale' or 'Sale W Cash' option as required.
- Key in the transaction amount and press the OK button.
- Ask the customer to hold their card against the tap indicator.
 - » If the terminal beeps, the card has been read. Follow the on-screen prompts to complete the transaction.
 - » Otherwise the terminal will display prompts below the tap indicator to indicate how to proceed.

Refunding transactions

- Select 'Refund' from the main menu.
- Enter the management password if prompted.
- Follow the on-screen prompts to complete the transaction.

Transaction with tip*

(Optional feature available to certain merchants)

- After you've entered the amount for the sale, the prompt for tip is displayed.
- Select 'YES' to add a tip, otherwise select 'NO'.
- The customer may enter a tip amount and press the OK button.
- Follow the on-screen prompts to complete the transaction.

Keying in a card sale

- Select the 'Sale' or 'Sale W Cash' option as required.
- Key in the transaction amount and press the OK button.
- Key in the customer card number and press the OK button.
- If the customer is present, select 'YES' when prompted.

- If the customer is making a payment over the phone, please select 'NO' where you may be prompted to enter further customer details.
- Key in the card expiry date and press the OK button.
- Follow the on-screen prompts to complete the transaction.

Hotel functionality*

(Optional feature available to certain merchants)

- To pre-authorise a card, select 'Preauth' from the main menu and follow the prompts on the terminal.
- To complete the transaction select 'Completion' or 'Final Auth' from the main menu and follow the prompts on the terminal to complete the sale.

Printing duplicate receipts

- Select the 'Duplicate' option.
 - To print a duplicate receipt of the last transaction performed press the OK button.
 - To print a duplicate of any other transaction receipt, key in the transaction sequence number (located on the original receipt) and press the Enter button.
- NB:** Duplicate receipts can only be obtained for unbatched transactions.

Printing a report

- Select the 'Reports' option.
- Enter the management password if prompted.
- Select the relevant report option to print it.

Banking/Batching

If your terminal is configured to perform Batching it should be conducted at the end of each business day

- If the terminal is configured to automatically batch at a designated time please ensure that the terminal remains powered on.
- Otherwise manually upload the batch at the required time.
 - » Select 'Batch'.
 - » Enter the management password if prompted.
 - » Select 'Upload Batch'.
 - » Reports will be printed once the batch has been successfully uploaded.

*This feature only applies to certain businesses

Common prompts & troubleshooting

Screen Prompt:

STAND-IN MODE

Possible Cause:

Terminal has lost connection to the Internet:

Solution:

- Check that the broadband router is working and reboot if necessary.
- Check that the cable from the router to the terminal is secure.
- Ensure that the broadband cable is connected to the ETH port on the terminal.
- Restart the terminal.

Screen Prompt:

DECLINED

Possible Cause:

The issuer/acquirer has declined to authorise the transaction.

Solution:

Ask the customer to pay by some other means.

Screen Prompt:

TRANSACTION REFERRED

Possible Cause:

The issuer/acquirer has referred the transactions; voice authorisation is required.

Solution:

Contact the merchant bank to obtain voice authorisation, the referral number should appear on the terminal.

Screen Prompt:

LAST PIN ATTEMPT

Possible Cause:

The customer has one PIN attempt remaining. Entering the PIN incorrectly again will block the card.