



# Verifone V210 Quick Start Guide

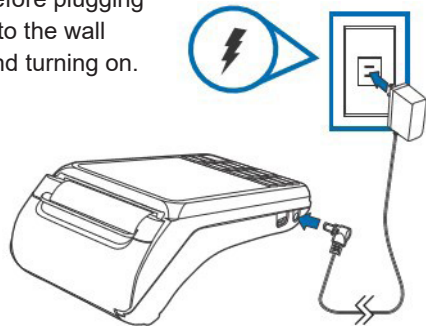


## Get connected

Call our 24/7 technical helpdesk on **0800 EFTPOS (0800 338 767, option 2)** to set up Wi-Fi and/or activate your SIM card.

## Charging your V210

Connect power supply to the terminal before plugging into the wall and turning on.



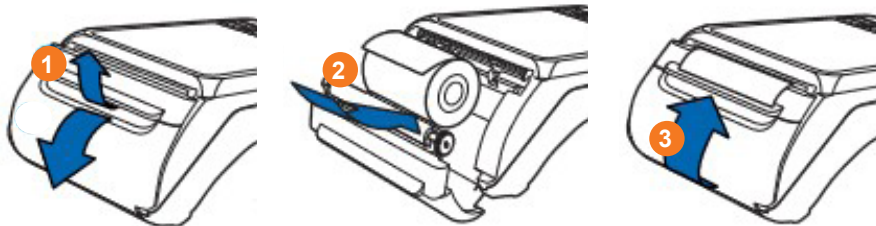
## Changing your paper roll

Your terminal comes pre-loaded with a paper roll. To change the paper roll, open the paper roll compartment (1) by pulling up on the latch.

Load the paper roll with the edge of the paper feeding from the **top** of the roll (2). Pull a length of paper over the serrated cutting edge.

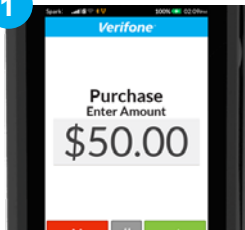
Close the paper roll compartment (3).

Order more paper rolls online at [shop.eftpos.co.nz](http://shop.eftpos.co.nz)



## Process a purchase

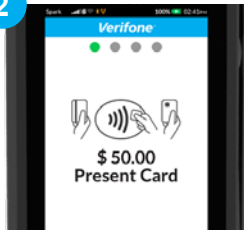
1



### Enter amount

Enter the purchase amount from the main screen using the keypad. Press ENTER.

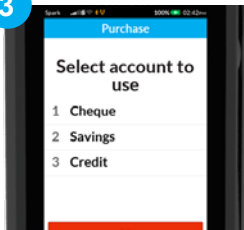
2



### Present card

Customer presents card to the terminal.

3



### Select account

Customer selects account.

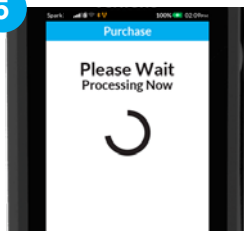
4



### Enter PIN number

Customer enters their PIN number and presses ENTER.

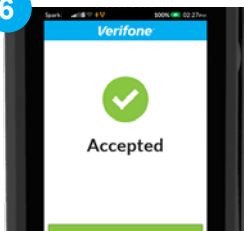
5



### Please wait

Terminal processes the transaction.

6

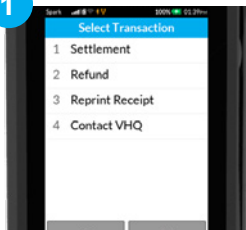


### Transaction complete

Terminal will print receipt(s) and display result.

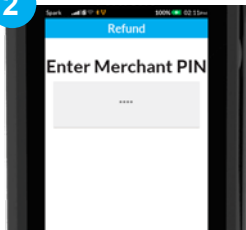
## How to Process a Refund

1



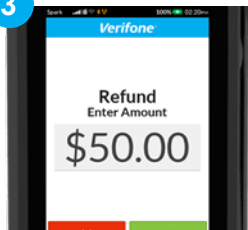
**Select refund**  
Press #, then scroll down and select REFUND from the menu.

2



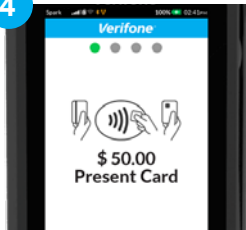
**Merchant security**  
Swipe Merchant Card, type in PIN number then press ENTER.

3



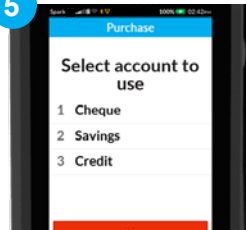
**Refund amount**  
Type in refund amount and press ENTER.

4



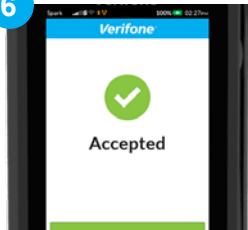
**Present card**  
Customer presents card to the terminal.

5



**Select account**  
Customer selects their account and enters PIN.

6



**Transaction complete**  
Terminal will process the transaction, print receipt(s) and display result.

## Quick Reference Guide - Summary of Transactions

### PURCHASE

- Enter amount on main screen
- Present card
- Select account
- Enter PIN
- Screen will show transaction outcome

### REFUND

- Press # to enter menu
- Select Refund
- Swipe Merchant Refund Card
- Enter Refund PIN
- Enter amount
- Present card
- Select Account
- Enter PIN
- Screen will show transaction outcome

### CASHOUT

- Press # to enter menu
- Select Cash Out
- Enter amount
- Present card
- Select account
- Enter PIN
- Screen will show transaction outcome

### PURCHASE + CASHOUT

- Press # to enter menu
- Select Purchase/Cash
- Enter Purchase amount
- Enter Cash amount
- Swipe or insert card
- Select account
- Enter PIN
- Screen will show transaction outcome

## Quick Reference Guide - Settlement

### SETTLEMENT INQUIRY

This is used to print a historic end-of-day inquiry

- Press # to enter menu
- Select Settlement
- Select Inquiry
- Either select Date or press Other Date for manual entry
  - \* *Date format is DDMMYYYY*
- Terminal will print settlement receipt

### SUB TOTALS

This is used to record all transactions for a shift, or a period of time but is not an accurate way to manage settlement funds. Totals do not reset unless manually cleared

- Press # to enter menu
- Select Settlement
- Select Transaction Sub-Totals
- Terminal will print Sub Totals receipt
- Terminal display Sub Totals on screen
- Terminal will ask to reset Sub Totals

### SETTLEMENT CUTOVER

- Press # to enter menu
- Select Settlement
- Select Cutover
- Terminal will print Settlement Receipt

## Quick Reference Guide - Other

### MERCHANT RECEIPT ENABLING / DISABLING

- Press # to enter menu
- Select Utility
- Select Print Utility
- Select Receipt Options
- Select from
  - No Receipt
  - One Receipt
  - Two Receipts
- If selecting Two Receipts also decide on
  - Prompt for Merchant Receipt
  - Timeout between receipts

### REPRINT RECEIPT

- Press # to enter menu
- Select Reprint Receipt
- Select Reprint Last Receipt OR Reprint Any Receipt
- If Any is selected, search based on:
  - Invoice No.
  - Card (last 4)
  - Tran No.
  - Amount
- Scroll through list and select receipt to print



If you have any questions we are here to help.  
Call us on **0800 EFTPOS**, or visit **[support.eftpos.co.nz](https://support.eftpos.co.nz)**



0800 EFTPOS | 0800 338 767 | [www.eftpos.co.nz](https://www.eftpos.co.nz)

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