

Verifone VX 820 DUET - Quick User Guide

Important buttons



Logon

- Select 'Menu'
- Scroll up or down until 'Logon' is displayed
- Select 'Logon'
- The terminal will print a receipt that will indicate whether the logon has been successful or not

Merchant Password

Merchant Password is required to process Refunds. Please change your password once you have setup your terminal:

- Select 'Menu'
- Scroll up or down until 'Setup' is displayed
- Select 'Setup'
- Select 'Merch Password'
- Select 'Change Password'
- Type in default password and press green ENTER key
- Type in new password and press green ENTER key
- Type in new password again to confirm
- Press ENTER key or wait until terminal automatically returns to idle screen

Note: Your password is stored on the terminal so our helpdesk staff are unable to retrieve it for you. If you have forgotten your password please call the helpdesk on 0800 EFTPOS and they will help you to reset it.

Load Parameters

Used to apply changes or load latest available software version:

- Select 'Menu'
- Scroll up or down until 'Load Params' is displayed
- Select 'Load Params'
- The terminal will go into a logged off state and display 'Parameter Download Please Wait Or Press X to Cancel'
- The terminal will then display 'Parameter Download Successful' and return to the idle screen in a logged on state
- If any updates or changes were applied the terminal will reboot before returning to the idle screen

Changing Paper Rolls

- Push UP the lid release found on the top of the paper cutter bar
- Remove the old roll or core
- Drop the new paper roll into place, ensuring that the paper is pulling towards you, out from under the roll
- Leave a small amount of paper out past the cutter bar
- Close the lid firmly
- To auto feed paper press #

Purchase

- Select 'Menu'
- Select 'Purchase'
- Type in Purchase amount and select 'Accept Amount' or press green ENTER key
- Select 'Accept Amount' or press green ENTER key
- Customer swipes card or inserts chip card
- Customer selects account, enters PIN and presses green ENTER key
- Merchant copy of receipt will print automatically
- Press any key or wait for terminal to prompt whether to print Customer receipt
- If 'Yes' is selected the Customer receipt will print, if 'No' is selected the terminal will return to the idle screen

Purchase & Cash out (debit card)

- Select 'Menu'
- Select 'Purchase/Cash'
- Type in Purchase Amount and select 'Accept Amount' or press green ENTER key
- Type in cash out amount and select 'Leave Empty to Skip' or press green ENTER key
- Customer swipes card or inserts chip card
- Customer selects account and enters PIN
- Merchant copy of receipt will print automatically
- Press any key or wait for terminal to prompt whether to print Customer receipt
- If 'Yes' is selected the Customer receipt will print, if 'No' is selected the terminal will return to the idle screen

Cash out (debit card)

- Select 'Menu'
- Select 'Cash Out'
- Type in cash out amount, select 'Accept amount' or press green ENTER key
- Customer swipes card or inserts chip card
- Customer selects account, enters PIN, and presses green ENTER key
- Merchant copy of receipt will print automatically
- Press any key or wait for terminal to prompt whether to print Customer receipt
- If 'Yes' is selected the Customer receipt will print, if 'No' is selected the terminal will return to the idle screen

Refund

- Select 'Menu'
- Select 'Refund'
- Type in Refund Amount and press green ENTER key
- Type in Merchant Password and press green ENTER key
- Customer swipes card or inserts chip card
- Customer selects account, enters PIN and presses green ENTER Key
- Merchant copy of receipt will print automatically
- Press any key or wait for terminal to prompt whether to print Customer receipt
- If 'Yes' is selected the Customer receipt will print, if 'No' is selected the terminal will return to the idle screen

Reprint Receipt

- Select 'Menu'
- Scroll up or down until 'Reprint Receipt' is displayed
- Select 'Reprint Receipt'
- The receipt from the last transaction performed will print

Settlement Inquiry

Prints out a settlement receipt with current daily totals:

- Select 'Menu'
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Select 'Inquiry'
- Select the current day's Window, or 'OTHER' for another day's Settlement Window
- If 'OTHER' is selected, type in date and press green ENTER key

Settlement Cutover

Your terminal will automatically settle at 2200 (10pm). Follow steps below to manually settle your terminal prior to 2200 and obtain a settlement receipt:

- Select 'Menu'
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Select 'Cutover'
- 'Cutover Y/N' will be displayed
- If 'Yes' is selected, the terminal will cutover and print a settlement receipt before returning to the idle screen
- If 'No' is selected, the terminal will return to the idle screen

Subtotals

Displays the terminal totals for purchase, cash out and refund, since the last time you reset the totals:

- Select 'Menu'
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Select 'Subtotals'
- The Purchase, Cash out, Refund and Tip totals will be displayed on screen
- Press the green ENTER key
- Terminal will prompt to 'PRINT TOTALS?'. If 'Yes' is selected the Subtotals receipt will print
- Terminal will prompt to 'RESET TOTALS?':
 - If 'Yes' is selected the terminal will reset the subtotals to zero before returning to the idle screen
 - If 'No' is selected the terminal will return to the idle screen without resetting the Subtotals

Pending All

Prints the receipts of all financial transactions not yet uploaded to the network i.e. EOv and reversals:

- Select 'Menu'
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Select 'Pending All'
- The terminal will print the receipts of all transactions not yet uploaded, in the order they were performed

S&F Totals (Store & Forward)

Shows the total number and value of transactions that have not been uploaded to the network i.e. EOv or Pre-Auth.

- Select 'Menu'
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Scroll down until 'S&F Totals' is displayed
- Select 'S&F Totals'
- The terminal will print the S&F Totals and return to the idle screen

Pre-Authorisation

- Select 'Menu'
- Scroll up or down until 'Pre-Auth' is displayed
- Select 'Pre-Auth'
- Select 'Pre-Auth' from options
- Type in Pre-Auth amount and select 'Accept Amount' or press green ENTER key
- Customer swipes card or inserts chip card
- Customer then enters PIN (optional) or presses green ENTER key for signature
- Customer signs receipt
- Check signature
- Select 'Yes' to approve signature or 'No' to decline signature
- Select 'Yes' to print customer receipt or 'No' to return to idle screen

Pre-Authorisation Completion

- Select 'Menu'
- Scroll up or down until 'Pre-Auth' is displayed
- Select 'Pre-Auth'
- Select 'Completion' from options
- Type in the Pre-Auth ID from original Pre-Auth receipt and press the green ENTER key
- Select 'Yes' to confirm the completion details or 'No' to return to the idle screen
- Type in the full completion amount and select 'Accept Amount' or press green ENTER key
- Terminal will print transaction result
- Select 'Yes' to print Customer receipt or 'No' to return to idle screen

Pre-Authorisation Cancellation

- Select 'Menu'
- Scroll up or down until Pre-Auth is displayed
- Select 'Pre-Auth'
- Select 'Cancellation'
- Type in Pre-Auth ID from original Pre-Auth receipt and press green ENTER key
- Terminal will display 'RETRIEVING INFORMATION Please Wait'
- Select 'Yes' to confirm the cancellation details or 'No' to return to the idle screen
- Select 'Yes' to print customer receipt or 'No' to return to idle screen

Mail Order Telephone Order (MOTO)

- Select 'Menu'
- Scroll up or down until 'MOTO' is displayed
- Select 'MOTO'
- Select 'Telephone Order' or 'Mail Order'
- Type in purchase amount and press green ENTER key
- Type in credit card number and press green ENTER key
- Type in expiry date (MMYY) and press green ENTER key
- Telephone Order only – Type in CVV and press green ENTER key
- If no CVV is present leave blank and press green ENTER key
- Select a reason for no CVV from the list and press green ENTER key. The three reasons for no CVV are:
 - No CVV on card
 - CVV not readable
 - CVV bypassed
- Merchant copy of receipt will print automatically
- Press any key or wait for terminal to prompt whether to print Customer receipt
- If 'Yes' is selected the Customer receipt will print, If 'No' is selected the terminal will return to the idle screen

Menu Settings

Use this functionality to hide or change the order of options on the main menu:

- Select 'Menu'
- Scroll up or down until 'Utility' is displayed
- Select 'Utility'
- Scroll up or down until 'Menu Settings' is displayed
- Select 'Menu Settings'

Menu Settings – Change Order of Options

- Select 'Change Menu'
- Scroll up or down until the option you wish to move is highlighted
- Select the hand icon on screen or press the green ENTER key
- Use the scroll up or down keys to move the option up or down the menu until it is in the location you wish
- Select the return icon or press the green ENTER key
- Press red CANCEL key to exit
- Terminal will display 'Save New Menu Changes?' Select 'Yes' to save

Menu Settings – Hide Options

- Select 'Change Menu'
- Scroll up or down until the option you wish to hide is highlighted
- Select the light bulb icon on screen or press the yellow BACK key, the option will be greyed out
- Repeat the last two steps above until all options you wish to hide are greyed out
- Press red CANCEL key to exit
- Terminal will display 'Save New Menu Changes?'
- Select 'Yes' to save

Menu Settings – Reset Menu

- Select 'Reset Menu' to restore standard Menu order and options