

Welcome to your new payment solution



Verifone[®]

You're only a few simple steps away from a whole new payment experience. Follow the instructions provided in this booklet, and you'll have your new terminal up and running in no time.

Need help?

Give one of our Technical Helpdesk representatives a call on **0800 EFTPOS (338 767) option 2**.

Visit support.eftpos.co.nz for how-to videos, troubleshooting and install guides and FAQ's.



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Setting up your new terminal

What's included with your terminal?



Your new Verifone VX 680 comes with:

1. Power cord
2. Power supply unit
3. Paper rolls
4. Battery

One of either:

- a) Verifone VX 680 charger base; or
- b) Charging cable



Your new Verifone VX 690 comes with:

1. Charger base
2. Power supply unit
3. Paper rolls
4. Battery (pre installed)

One of either:

- a) Ethernet (Broadband) cable; or
- b) SIM card (pre-installed)



Your new Verifone VX 820 DUET comes with:

1. Power cord
2. Power supply unit
3. Paper rolls
4. Ethernet (Broadband) cable



Your new Verifone VX 520 comes with:

1. Power pack
2. Swivel stand
3. Paper rolls
4. Ethernet (Broadband) cable



Your new VX 520 with VX 820 PIN pad comes with:

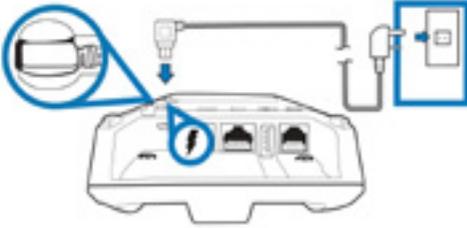
1. Curly PIN pad cable
2. Power supply unit
3. Paper rolls
4. Ethernet (Broadband) cable

Step 1 - Plugging in your new terminal

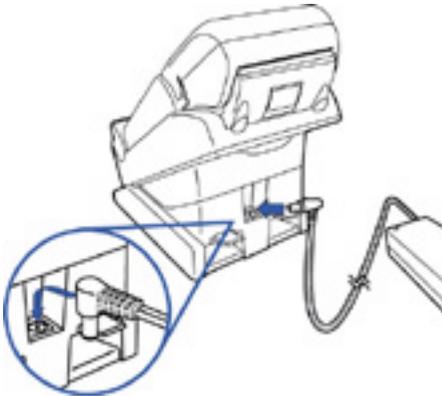
Verifone VX 680 and VX 690

1. Connect the power cord to the charger base
2. If you have a VX 680 terminal, you may need to also insert the provided battery
3. Plug the power supply into a wall socket
4. The green power light on the front of the charger base will turn on to show the base has power. Place the terminal on the dock to power it on

Verifone VX 690



Verifone VX 680

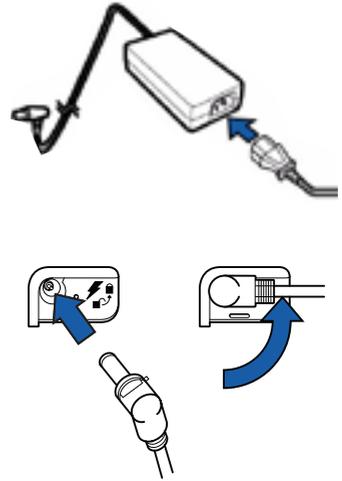
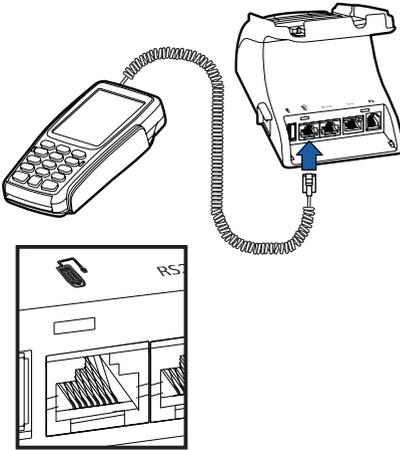


Inserting the Verifone VX 680 battery



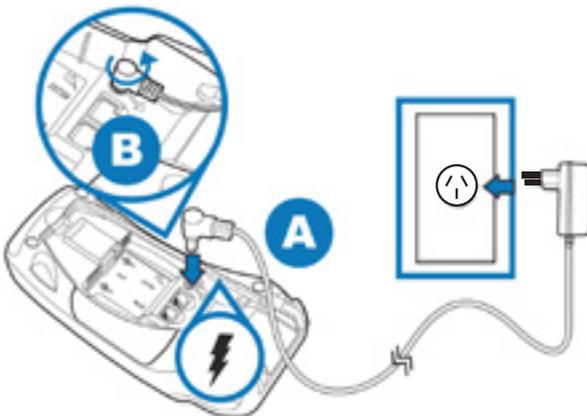
Verifone VX 820 DUET

1. Plug the power cable into the power supply unit
2. Plug the power supply unit into the port labelled power on the side of the base
3. Twist to lock in place, then plug the power cord in to the wall socket and turn on at the wall



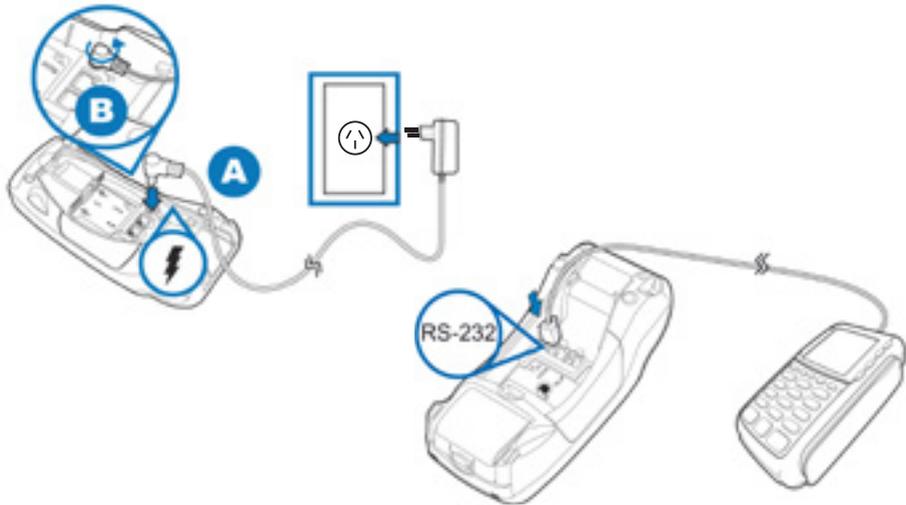
Verifone VX 520 Colour

1. Remove the terminal's rear cover
2. Plug the power supply unit (A) into the terminal port marked with the lightning bolt icon (B), rotate the power plug counter-clockwise until flush against the side panel to lock plug in place
3. Plug the power supply unit into the wall socket and turn on at the wall



Verifone VX 520 with VX 820 PIN pad

1. Remove the VX 520 Colour terminal rear cover
2. Plug the power supply unit (A) into the terminal port marked with the lightning bolt (B), rotate the power plug counter-clockwise until flush with the side panel to lock plug in place
3. Plug the power supply unit into the wall socket and turn on at the wall



Step 2 - Setting up communications

Ethernet (broadband)

- Connect an ethernet cable from one of the LAN ports on your broadband router or modem into the ETH port on the terminal

Wi-Fi

- Please take note of your Wi-Fi network name & password and contact our Technical Support team for assistance on 0800 EFTPOS (0800 338 767), option 2

GPRS

- Your terminal comes with an active SIM card installed and is ready to use

Step 3 - Switching your terminal on and off

Your terminal will automatically turn on when you switch the power on at the wall. When you turn your terminal on it will automatically configure itself and run through a 'start up test' - this takes approximately 1 minute.

For mobile terminals, if you want to power your terminal on when it is not on the base, hold down the green Enter key. To power the terminal off, remove it from the base and hold down the red Cancel key. We recommend you always leave your terminal powered on to facilitate automatic software updates.

Step 4 - How to perform a logon

1. Select Menu
2. Scroll down and select Logon
3. If the receipt displays Approved your terminal is ready to use
4. If a Declined message or other error is printed please contact our Technical Support team on 0800 EFTPOS (0800 338 767), option 2.

Note: If you have attempted a logon before the terminal has completed the startup test it will decline. Turn your terminal off and then back on, allow the start-up test to run and then attempt another logon.

Step 5 - Changing your Merchant Password

If you have the Refund facility enabled by your merchant acquiring bank you will need to set a Merchant Password on the terminal.

If you are the listed owner, director, or authority on your Eftpos New Zealand account please contact our Technical Support team for assistance on 0800 EFTPOS (0800 338 767), option 2.



Tip: Save the shipping carton and packing material your terminal comes with to make it easier to return your terminal to us if required

Terminal user guide

Your new terminal comes with our easy-to-use, intuitive payments application to make transaction processing fast and easy for both your staff and customers.

We recommend keeping this booklet close to your point-of-sale so you and your staff always have it on hand to refer to.

Please note that the availability of some of the below functions is dependent on your merchant acquiring bank.

Basic functions



Basic Transactions

Purchase

1. Select **Menu**
2. Select **Purchase**
3. Type in the purchase amount and press the green **Enter** key
4. Customer presents card, selects account, and enters their PIN
5. A merchant receipt will print after the transaction is processed
6. Terminal will offer option of also printing a customer receipt

Purchase & Cash Out

1. Select **Menu**
2. Select **Purchase/Cash**
3. Type in the purchase amount and press the green **Enter** key
4. Type in the cash out amount and press **Enter**
5. Customer presents card, selects account, and enters their PIN
6. A merchant receipt will print after the transaction is processed
7. Terminal will offer option of also printing a customer receipt

Cash Out

1. Select **Menu**
2. Select **Cash Out**
3. Type in the cash out amount and press the green **Enter** key
4. Customer presents card, selects account, and enters their PIN
5. A merchant receipt will print after the transaction is processed
6. Terminal will offer option of also printing a customer receipt

Refund

1. Select **Menu**
2. Select **Refund**
3. Type in the refund amount and press the green **Enter** key
4. Type in your Merchant Password and press **Enter**
5. Customer presents card, selects account, and enters their PIN
6. Customer signs the receipt if prompted
7. Check customer's signature
8. Select **Yes** to approve the signature or **No** to decline it
9. A merchant receipt will print after the transaction is processed
10. Terminal will offer option of also printing a customer receipt

Reprint Receipt - Prints the most recent transaction's receipt.

1. Select **Menu**
2. Scroll down and select **Reprint Receipt**

Alternative Payment Methods (APM)

Purchase

1. Select **Menu**
2. Select **Purchase**
3. Type in the purchase amount and press the green **Enter** key
4. Customer either selects the Alternative Payment options on screen, or selects the green enter key for more payment options
5. Customer pays via method of choice. For Alipay, customer scans a QR code on your terminal screen with their phone and enters their PIN code on their phone to process the transaction
6. A merchant receipt will print after the transaction is processed
7. Terminal will offer option of also printing a customer receipt

Cancel a transaction

If the customer selects Alipay in error simply follow the below steps to cancel an APM transaction and return to the main screen.

1. Select the red **Cancel** key when QR code is on the screen
2. 'Cancel Transaction' will display on screen, press the **Enter** key to continue
3. Terminal will then proceed to cancel the APM transaction and a receipt will print confirming the cancellation

Refund

1. Select **Menu**
2. Select **Refund**
3. Type in the refund amount and press the green **Enter** key
4. Type in your Merchant Password and press **Enter**
5. Select the Alternative Payment option on screen
6. Enter the transaction number from the original receipt
7. A merchant receipt will print after the transaction is processed
8. Terminal will offer option of also printing a customer receipt

Note: Alipay refunds from the terminal are currently only available for some service providers. Check the merchant portal provided by your Alipay service provider for more information.

Reconciliation

Settlement Inquiry

1. Select **Menu**
2. Scroll down and select **Settlement**
3. Select **Inquiry**
4. Select either the **Current date** or **Other**
5. If **Other** is selected, enter the date (DDMM) and press Enter

Settlement Cutover

Prompts you to cutover and prints a receipt for the current settlement period.

1. Select **Menu**
2. Scroll down and select **Settlement**
3. Select **Cutover**
4. **Cutover? No / Yes** will be displayed
5. If **Yes** is selected the terminal will perform a cutover and print a settlement receipt
6. If **No** is selected the terminal will return to the idle screen

Note: If a cutover is completed the settlement totals will reset to \$0.00. Any transactions processed after this point will be included in the next day's settlement totals

APM Totals (Alternative Payment Methods)

Prints a receipt displaying totals for past 7 days of APM Transactions

1. Select **Menu**
2. Scroll down and select **Settlement**
3. Select **Other Payments**
4. Enter the date from the last 7 days you would like to retrieve totals from
5. Totals will then print

Pending All

Prints receipts for all financial transactions stored in the terminal that have not yet been uploaded to the network (*both offline transactions and reversals if your communications are currently unavailable*).

1. Select **Menu**
2. Scroll down and select **Settlement**
3. Select **Pending All**
4. The terminal will now print receipts for all pending transactions

Transaction List

Prints a transaction list for the date selected.

1. Select **Menu**
2. Scroll down and select **Transaction List**
3. Select either the **current date** or **Other**
4. If **Other** is selected, enter the date (DDMM) and press **Enter**
5. The terminal will show a count of transactions onscreen and display **Print? No/Yes**
6. If **Yes** is selected the terminal will print a transaction list and return to the idle screen

Note: Terminals can only recall transactions from the last 14 days

Card Not Present Transactions

MOTO (Mail Order Telephone Order)

Process a payment by manually entering card details i.e. Card number, expiry date, CVV code.

1. Select **Menu**
2. Scroll down and select **MOTO**
3. Select **Mail Order, Telephone Order, or Recurring**
4. Type in the MOTO amount and press **Enter**
5. Type in the credit card number and press **Enter**
6. Type in the expiry date (MMYY) and press **Enter**
7. **Telephone Order** only, type in the CVV and press **Enter**. If no CVV value is present press **Enter** and then select the reason for no CVV:
 - No CVV on card
 - CVV not readable
 - CVV bypassed
8. A merchant receipt will print after the transaction is processed

Note: A recurring transaction is like a MOTO transaction, except it is charged at a different rate. Please contact your acquiring bank to discuss this feature.

Pre-authorisation and Completion

Pre-Authorisation

A pre-auth holds funds on a customer's card to be either completed or cancelled at a later date.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Select **Pre-Auth**
4. Type in the pre-auth amount and press **Enter**

5. Customer presents card and enters their PIN or presses **Enter**
6. Customer signs the receipt if prompted
7. Check customer's signature
8. Select **Yes** to approve the signature or **No** to decline it
9. Terminal will offer option of also printing a customer receipt

Note: Pre-auths are stored on the Verifone network for 30 days at which point they expire and cannot be completed or cancelled from the eftpos terminal. Once the pre-auth expires, you will need to obtain consent from the cardholder to process any new payment.

Pre-Authorisation Completion

Complete a pre-auth transaction for an equal or lesser amount.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Select **Completion**
4. Type in the Pre-Auth ID* and press **Enter**
5. Terminal will display **Retrieving Data**
6. Select **Yes** to confirm the completion or **No** to return to the idle screen
7. Type in the full completion amount and press **Enter**
8. Terminal will print the transaction result
9. Terminal will offer option of also printing a customer receipt

* *The Pre-Auth ID is printed on the Pre-Auth receipt and can also be obtained from the Pre-Auth Report (see page 18)*

Pre-Authorisation Cancellation

To cancel an existing pre-authorisation transaction.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Select **Cancellation**
4. Type in the Pre-Auth ID and press **Enter**
5. Terminal will display **Retrieving Data**
6. Select **Yes** to confirm the cancellation or **No** to return to the idle screen
7. Terminal will offer option of also printing a customer receipt

Additional Pre-Authorisation

Increase an existing pre-auth so it can be completed at a higher value than the original amount.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Select **Additional**
4. Type in the Pre-Auth ID and press **Enter**
5. Terminal will display **Retrieving Data...**
6. Select **Yes** to confirm the pre-auth details or **No** to return to the idle screen
7. Type in the additional amount and press **Enter**
8. Terminal will print the transaction result
9. Terminal will offer option of also printing a customer receipt

Status Check

To check if a card is valid.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Scroll down and select **Status Check**
4. Customer presents card and enters **PIN** or presses **Enter**
5. Customer signs the receipt if prompted
6. Check signature
7. Select **Yes** to approve the signature or **No** to decline it
8. Terminal will offer option of also printing a customer receipt

Delayed Charge

Process an additional amount against an already completed pre-authorisation.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Select **Delayed Charge**
4. Type in the Pre-Auth ID and press **Enter**
5. Terminal will display **Retrieving Data...**
6. Select **Yes** to confirm the Pre-Auth completion details or **No** to return to the idle screen
7. Type in the delayed charge amount and press **Enter**
8. Terminal will print the transaction result
9. Terminal will offer option of also printing a customer receipt

Pre-Auth Report

Display a list of all non-completed pre-authorisation transactions.

1. Select **Menu**
2. Scroll down and select **Pre-Auth**
3. Scroll down and select **Pre-Auth Report**
4. Select **Terminal** or **Merchant**
5. Terminal will display **Retrieving Data Please Wait**
6. Terminal will prompt to **Print Pre-Auths? No / Yes**

Note: The terminal option displays only pre-auths from the current terminal. The **merchant** option displays all pre-auths from terminals with the same merchant ID.

Tipping

Tipping allows you to offer your customer the opportunity to tip their server when paying with either a debit or credit card.

1. Select **Menu** then Select **Purchase**
2. Type in the purchase amount and press **Enter**
3. Select **Yes** to offer a tipping prompt to the customer or **No** to proceed to the card present screen
4. If Server ID is enabled, then you will need to enter in the ID of the server taking the transaction. If not enabled, then proceed to the next step
5. Cardholder can select **Yes** to add a tip to the total transaction or **No** to proceed to the card present screen
6. Customer presents card, selects account, and enters their PIN
7. A merchant receipt will print after the transaction is processed
8. Terminal will offer option of also printing a customer receipt

Note: The tip amount cannot exceed the purchase amount.

Logon and Load Parameters

Logon

A 'logon' connects your terminal to the Verifone network and checks if the terminal is ready to process transactions.

1. Select **Menu**
2. Scroll down and select **Logon**.
3. If the receipt displays **Approved** your terminal is ready to use
4. If a **Declined** message or other error is displayed on the receipt please contact our Technical Support team

Load Parameters

This function allows your terminal to remotely download updates to its software.

1. Select **Menu**
2. Scroll down and select **Load Params** or **Load Parameters**
3. The terminal will temporarily enter a logged-off state and display **Parameter Download Please Wait Or Press X To Cancel**
4. Once complete **Parameter Download Successful** will be displayed
5. If any updates or changes were applied your terminal will now reboot

Menu Settings

If you would like to rearrange the order of the menu on your eftpos terminal call **0800 EFTPOS (option 2)** and our technical helpdesk team will guide you through the process.

Changing the Paper Roll

1. Gently pull the lid release up. You can find this above the paper cutter bar
2. Remove the old roll
3. Place the new paper roll inside, ensuring that the paper is pulling towards you from underneath the roll
4. Leave a small amount of paper out past the cutter bar
5. Close the lid firmly
6. To auto-feed paper press # key

Order paper rolls from your terminal

You can order paper rolls directly from your EFTPOS terminal.

1. Select **Menu**
2. Select **Stationery Order**
3. Enter your merchant password. If you don't know your merchant password, call our technical helpdesk on 0800 338 767 (option 2)
4. Select the desired packet size. You can choose from 10, 20 or 50 paper rolls - we'll send you the right size roll (small or large) depending on your terminal type
5. Enter the number of packets required
6. Terminal prompts you to confirm order
7. Terminal prints a receipt with your order details
8. Your paper rolls are delivered right to the registered site address for your terminal. Depending on your location, shipping takes 2-5 business days. If you want to verify the shipping address we have for you is correct, you can contact our friendly customer services team on 0800 338 767 (option 4).
9. You will receive an invoice for your paper roll order

Note: You receive a 15% discount off the standard price when you order on your terminal. For pricing and delivery information visit eftpos.co.nz/paper



Tip: For more information, how-to guides, articles and videos visit support.eftpos.co.nz

Offline mode

What is Offline Mode?

Offline Mode, also known as EOV mode or electronic offline vouchers, allows you to process transactions even if your terminal is unable to connect to the network to authorise transactions.

The terminal is permitted to enter offline mode under the following conditions:

- Communication errors
- The payment network is unavailable
- Failure to clear pending transactions

Offline Mode is available on both magstripe and chip cards for debit and credit transactions.

Offline Mode is not designed to function as a secondary communications method. It is intended as an emergency continuation of processing capability in the event of loss of communications or network connectivity.

APM transactions cannot take place in Offline Mode.

How it works

If a financial transaction fails twice for one of the above reasons your terminal will automatically enter Offline Mode. While in Offline Mode instead of going online to authorise transactions, the terminal will store transactions until it is able to go online again.

While in Offline Mode the terminal will ask you to accept the transaction with a signature.

If you select **Yes** to accept the signature the transaction will be stored on the terminal until it can be uploaded to the payment network.

If you select **No** the transaction will *not* be stored and the customer's card will *not* be charged for the transaction.

Conditions and Limitations

There are some limits applied when a terminal is in Offline Mode:

- The maximum dollar amount allowed per EOV transaction is \$300
- The maximum number of EOV transactions that can be stored is 200
- The maximum dollar amount per terminal while in Offline Mode is \$5000
- Only one EOV transaction per card, per account, per offline session is permitted on each terminal

Transaction Types

The following transactions are not permitted while in Offline Mode:

- Purchase with cash
- Cash Out
- Refund
- Pre-Auth
- MOTO

Card Types

The following card types are **not** supported:

- Amex
- Diners
- Proprietary cards e.g. gift cards, Farmers card, etc.

A chip card may override the limits set by the terminal or not permit an Offline transaction. These rules are set by the card-issuing bank.

Keep all EOV Merchant Receipts

You must keep your merchant copy of the signed EOV receipt in a secure, locked location for at least 12 months.

This will enable you to provide a copy if requested by the cardholder's bank and allow you to obtain payment from your acquiring bank if the terminal is unable to upload the transactions.

FAQS

How do I know if my terminal is in Offline Mode?

OFFLINE will be displayed in the top left corner of the screen. Depending on the card there may be a signature capture field printed on the receipt.

What do I do if my terminal has a fault or becomes inoperable while it has stored Offline transactions?

Contact Eftpos New Zealand Technical Support to confirm if your terminal issue can be resolved. If not, we will ask you for copies of the signed Offline receipts and, with the help of your acquiring bank, we will assist you in processing these transactions.

If you are unable to provide these receipts you will not be able to process these transactions and you will be liable for any losses sustained as a result.

Why won't some chip cards work in Offline Mode?

This is dependent on the rules the issuing bank has applied to the card e.g. the card issuer may have set a lower transaction limit or limited the card to a specific number of offline transactions. Once these limits have been exceeded the card will decline subsequent offline transactions.

Do I always have to get the customer's signature?

All transactions where a card is swiped will require a signature. In some cases, the terminal may prompt for PIN entry if a chip card is used. In these instances, a signature is not necessary and a signature field will not appear on the receipt.

What happens if the customer doesn't sign the Offline receipt?

If the terminal prompts for a signature capture a signature must be obtained for the transaction to be deemed approved. If the cardholder queries the transaction with

their bank and you are unable to produce a signed copy of the receipt you are liable for a chargeback.

If the terminal is unable to go online to upload any stored EOv transactions you will be liable for any losses you sustain because a signed receipt could not be provided to your acquiring bank.

Why do I have to store the receipts in a secure, locked location?

To enable your bank to recover transactions that may be lost due to terminal failure your customer's full card number is printed on the merchant copy of the receipt. This is highly sensitive card data and must be stored securely.

Can a Settlement be processed in Offline Mode?

All EOv transactions must be processed before a settlement is attempted. If a settlement is attempted in such a situation the terminal will display *Invalid Offline Trans.*

A successful Logon is required to begin uploading the captured Offline transactions. If a settlement is attempted after an approved Logon the terminal will automatically upload the Offline transactions then perform the settlement.

What happens if a customer uses an expired card while the terminal is Offline?

The terminal checks the card expiry date against its internal clock. If the card has expired the terminal will display an Expired Card message and the transaction will not be stored.

What should I do if my terminal keeps going into Offline Mode?

Please contact our Technical Support team to assist with diagnosing the cause of this issue.

Troubleshooting

Communications

'Comms Error'

This error means your terminal cannot connect to the Verifone network. Take the following steps to try and resolve this:

- Attempt a **Logon** from the main menu
- If successful your terminal will display an **Approved** message and print a receipt

If this doesn't work try rebooting the terminal:

- **520c, 520/820, 820Duet:**
Disconnect and reconnect the power cord
- **680/690:**
Remove the terminal from the charging base, hold the red X key for 5 seconds until the terminal shuts down. Then hold the green key for 5 seconds until it turns on.

If this does not resolve the error you should take these further steps:

- Check if your internet connection or Wi-Fi is working
 - Try rebooting your broadband modem. **Note:** this will cause other devices to lose connectivity temporarily
 - If your connection is not working contact your internet service provider
- Check the communications cables
 - Is there an ethernet or phone cable connected to the correct labelled port on the terminal?
 - Please see the diagrams at the start of this guide to ensure the cables are connected correctly
- Check the communication settings on your terminal
 - Please contact our technical support team to check or change your terminal's settings

- Do you have a firewall on your internet connection?
 - An incorrectly configured firewall may prevent a terminal from connecting. Please contact your IT support or internet service provider for assistance
- Is the terminal's telephone line currently working?
 - Try connecting a telephone handset to the phone jack to check for a dial tone. If the line has no dial tone please contact your telecommunications provider
- Is there another communications method available?
 - If so please contact our Technical Support team to help you change your terminal settings

If you are still unable to restore communications your connection may be unavailable. Your terminal should operate in Offline Mode. Please see the Offline Mode section of this guide for more information.

'Load Parameters Required'

Your terminal needs to connect to our system to obtain updated information.

- Select **Menu**
- Scroll down and select **Load Params**
 - The terminal will temporarily enter a logged-off state and display *Parameter Download. Please wait or press X to cancel*
- Once completed **Parameter Download Successful** will be displayed
- If any updates or changes were applied your terminal will now reboot
- If the Parameter Download was unsuccessful refer to the Comms Error section of this guide above or contact our Technical Support team

Timed Out

For an APM transaction - if the QR code is not scanned or a PIN is not entered within one minute, the terminal will display a 'Timed Out' message. This means the transaction was not successful.

If the wallet holder enters their PIN and receives an accepted message on the phone, but the terminal displays a Timed Out message, the wallet holder should check their Wallet transaction history. It will show an entry leaving the account, and then an entry returning money back into the account. This process can take up to one minute.

If the wallet holder does not have sufficient funds to complete the transaction, the app will prompt the wallet holder to top-up their account. If the wallet holder does not action within one minute, the transaction will time out.

'Check PIN pad'

This message can appear on a 520/820 terminal. Turn the terminal upside down and remove the back cover. Unplug both the PIN pad and power cables. Wait five seconds then reconnect them. Wait for the terminal and PIN pad to restart and attempt a **Logon**. If this error persists please contact our Technical Support team.

Failing to Read Chip Cards

If your terminal is not reading chip cards correctly try powering it off and then back on. If the issue persists please contact our Technical Support team.

'Format Error'

This message appears on a MOTO transaction when either the card number, expiry, or CVV is wrong or missing. Confirm your customer's card details and try the transaction again.

'Tamper'

This error can occur if the terminal is dropped or experiences a sudden impact or power surge, or the internal components are accessed. This feature is included for your own security.

Please contact our Technical Support team to arrange a replacement terminal.

Physical Damage

Follow the instructions in the Terminal Care Guide section of this booklet to ensure your terminal is used correctly and safely.

If physical damage does occur to your terminal please contact our Technical Support team.

Terminal care guide

Setting up your terminal

- Select a flat surface for your terminal that is near a power point and ethernet connection or telephone line.
- Do not place cables across a walkway or on the floor where people might trip on them.
- Please note if the terminal is subject to power loss any transactions in progress not stored in the terminal's memory may be lost and will need to be attempted again
- Consider installing a power surge protector to protect the terminal against power surges or lightning strikes.

Using your terminal

- Avoid using the terminal near high heat, dust, humidity, or caustic chemicals.
- Avoid using the terminal near sources of high electromagnetic radiation, excessive voltage fluctuation, or strong radio transmission e.g.. electric motors, magnetic security devices, radio telephones.
- Do not use the terminal near water or in the rain.

How to avoid a 'tamper' error

If the terminal is knocked or dropped heavily or subjected to power surges or excessive water it may enter a "tampered" state and become unusable. Please contact our Technical Support team if your terminal displays this error.

Paper Rolls

- Use the correct size and type of thermal paper rolls.
- Poor-quality thermal paper can jam the printer and create excessive dust. Please contact our Customer Services team to order high-quality paper.
- To clean the printer and paper area on the terminal use a slightly damp clean cloth.

Swipe Card Reader

Use an alcohol-based cleaning card and swipe this card through the reader several times. To enquire about cleaning cards please contact our Customer Services team.

Chip Card Reader

Do not attempt to clean the chip card reader. If your terminal is not reading chip card correctly please contact our Technical Support team.

Keypad covers

Keypad covers can be installed to protect the terminal from dirt, dust, and minor liquid spills. Please contact our Customer Services team to discuss the products available.

Securing your Terminal

Your terminal is equipped with built-in security features that are designed to protect your customers' information. By implementing the recommendations below, you can help protect your business and your customers from credit and debit card fraud or misuse.

- Always ensure that terminals are secure and under supervision during your business hours
- Ensure that only authorised employees have access to the eftpos terminal and are trained on its usage
- Only allow your terminal to be maintained or replaced by authorised Eftpos New Zealand personnel
- Check that there are no additional cables running from your terminal
- Check that your eftpos receipts are printing the correct information for your business
- Ensure that CCTV or other security cameras cannot observe cardholders entering their details into the terminal

Contact our Technical Support team immediately if:

- Your terminal is missing
- You are approached by any non-Eftpos New Zealand personnel to maintain, replace, or remove your terminal and/or security identification is not provided
- Your terminal prints incorrect details on the receipts
- Your terminal has been damaged or tampered with

Features and functionality

We offer a range of market-leading payments functionality and services designed to boost your customer service offering and help you run your business.

Want to upgrade your payment solution? Visit eftpos.co.nz or call us on **0800 EFTPOS (338 767), option 1**.

POS Integrated eftpos

Integrate your eftpos terminal with your POS system for fast, streamlined payments and simplified reconciliation. Our eftpos terminals can integrate with over 130 POS systems.

Hospitality, accommodation and tourism

Our specialised, market-leading eftpos apps for hospitality businesses, include:

- Tipping
- Currency conversion
- Credit card pre-authorisation and completion

Credit card surcharging

Want to offer your customers the option of paying with a credit card, but concerned about increased costs? A credit card surcharge solution could be right for your business.

Contactless Tap & Go payments

The speed and convenience of contactless payments reduces queuing and makes for a seamless payment experience for your customers. Contactless payments have also been shown to increase customer spend and frequency of spend.

Short term hire

You can hire eftpos terminals from us for one day up to several months. Perfect for market days, trade shows, or if you need an extra eftpos terminal over a busy period.

Swap Box spare terminal

When your eftpos solution is a critical part of your business's revenue stream, it's important that you take measures to ensure payments continuity. Swap Box is a cost-effective way to make sure you never miss a sale or lose a customer.

With Swap Box we give you a spare terminal to replace one of your terminals whenever you need it. Faulty or damaged terminals are swapped out instantly with a simple call to our helpdesk.

Terminal Plus terminal insurance

We offer our subscription-based customers Terminal Plus terminal insurance to help with the cost of repair and replacement of damaged terminals. Pay just \$9.95 + GST per month per leased terminal, and the most you will ever pay to replace a damaged terminal is \$250 + GST, saving you close to \$750 + GST.

Note: To see our full range of value-added apps and services visit eftpos.co.nz/value

Paper rolls and accessories

Paper rolls and terminal accessories can be purchased online at eftpos.co.nz/shop. Paper rolls are also available for purchase directly from your EFTPOS terminal. Simply select 'Stationery Order' from the main menu and follow the prompts (*more info on page 19*).



Paper rolls (small)

Suitable for the VX 680, VX 690, VX 520 Colour and VX 820/520 Two-Piece devices

10 pack **\$10.50**

20 pack **\$19.50**

50 pack **\$49.50**



Paper rolls (large)

Suitable for the VX 820 DUET device

10 pack **\$22.50**

20 pack **\$42.50**

50 pack **\$104.50**



VX 680 or VX 690 Car Charger

\$45.00



VX 680 Battery

\$60.00



VX 680 Carry Case

\$80.00



VX 820 PIN Pad Stand

\$120.00



VX 820 Privacy Shield

\$5.50



Save on the cost of paper rolls! If you don't need them, you can request that all of your merchant receipts are suppressed on your EFTPOS terminal. Simply call our customer services team on 0800 EFTPOS, option 4. Please note your terminal will still print a customer receipt for each transaction

Note: All prices exclude GST.

Help and support

How to contact us

Free Phone

0800 EFTPOS

0800 338 767

Overseas Phone

+64 4 385 7055

Email

enquiries@eftpos.co.nz

Head Office Address

Level 14

80 Boulcott Street

Wellington

New Zealand

Equipment Returns

Unit A,

525 Great South Road,

Penrose

Auckland 1061

New Zealand

Mailing Address

EFTPOS New Zealand
Limited

PO BOX 3457

Wellington 6140

New Zealand

Website

eftpos.co.nz

Customer Service

For general enquiries, help with your account, transaction lists, and paper roll and terminal accessory orders contact our customer service team.

- Monday - Friday, 8am to 5pm
- **Call** 0800 EFTPOS, option 4
- **Email** customerservices@eftpos.co.nz

Technical Helpdesk

For technical support contact our expert technical helpdesk.

- 24/7/365
- **Call** 0800 EFTPOS, option 2
- **Visit** support.eftpos.co.nz

Upgrade your solution

To purchase or add an additional device to your subscription, or upgrade your solution with value-added features contact our EFTPOS experts.

- Monday – Friday, 8am to 5pm
- **Call** 0800 EFTPOS, option 1
- **Visit** eftpos.co.nz/get-a-quote

Banking

Need help with a card processing enquiry, Merchant Service Fees billing or settlement enquiry? Contact your Merchant Acquiring Bank for assistance.



0800 EFTPOS | 0800 338 767 | www.eftpos.co.nz

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