



Credit/Debit Card Terminal User Guide
V1.0

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Transaction Services

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Transaction Services

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About This Guide

This guide describes how to use the VeriFone credit/debit card terminal to process transactions such as sales, voice authorizations, and returns/refunds through TrxServices.

What kind of business do you operate?

Your VeriFone card terminal is preconfigured to work properly for the type of business you operate. The two major business categories for which the terminal is typically used are:

- **Retail** businesses (no tips included in credit/debit transactions)
- Businesses in which **tips** are commonly included in credit/debit transactions, such as dining/drinking establishments, personal care salons and spas, and other businesses that perform personal services

This guide includes sections that describe how to use the terminal to process sales transactions for each type of business. Please see the appropriate section for your business.

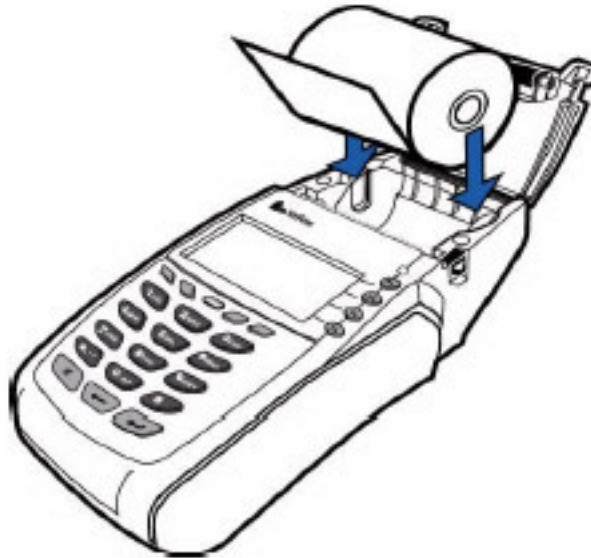
Getting Started

What you need

- VeriFone credit/debit card terminal
- Power cable assembly (included with the VeriFone terminal)
- Printer paper roll (included with the VeriFone terminal)
- Broadband connection (router port) or dedicated phone line for data communication with TrxServices
- Cat5e or Cat6 Ethernet cable (if connecting to TrxServices via broadband)
- RJ11 phone cable (if connecting to TrxServices via phone line)
- AC power source

Installing the printer paper

1. Press the dark gray button at the right side of the terminal to open the printer paper cover.
2. Hold the paper roll so that the paper unrolls toward you from the *bottom* of the roll.
3. While holding the paper roll as described in step 2, place the paper roll in the terminal's paper holder as shown below:

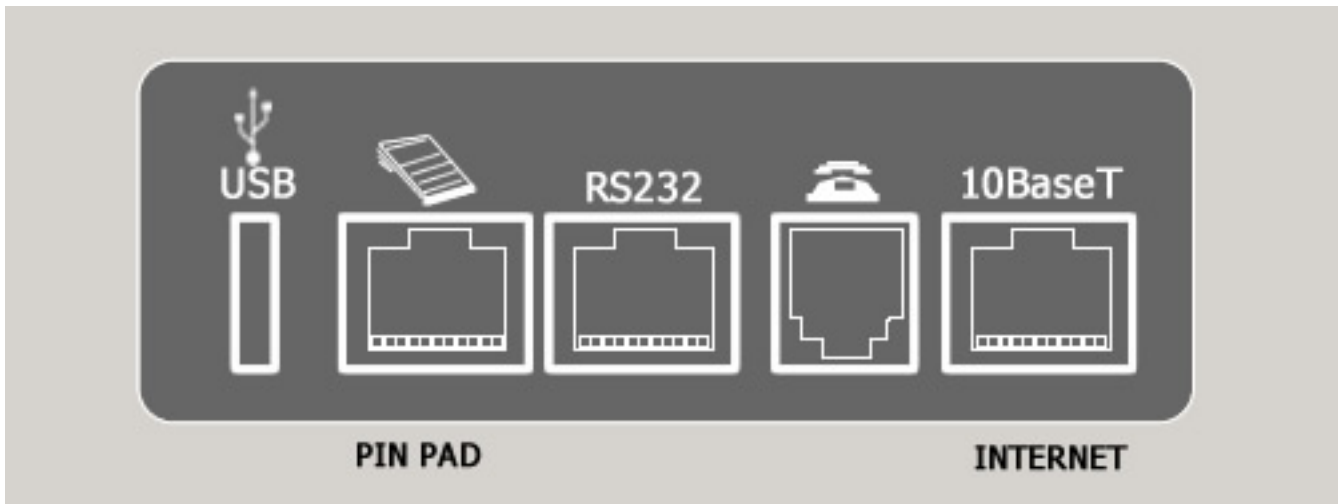


4. Pull an inch or two of the paper up and out of the terminal.
5. Close the cover.

Connecting to broadband

Note: Connect the terminal to either a broadband connection or a phone line, but not both.

1. Connect an Ethernet cable to the **10BaseT** jack at the rear of the VeriFone terminal (see diagram below).
2. Connect the other end of the Ethernet cable to an open port on your Internet router or cable modem.



Connecting to a phone line

Notes:

- Connect the terminal to either a broadband connection or a phone line, but not both.
- If you use a phone line to connect the terminal to TrxServices, *and* if your phone system requires you to dial 9 for an outside line, you must configure the Modem setting on the terminal to automatically dial the 9. See [Configuring the Terminal to Dial 9](#) for more information.

1. Connect a phone cable to the jack labeled with a **phone icon** at the rear of the VeriFone terminal (see diagram above).
2. Connect the other end of the phone cable to an operational phone jack.

Connecting to an AC power source

Note: The terminal's AC power cable is a two-piece assembly. It includes a DC transformer module and a standard IEC 110 volt AC power cable.

1. Connect the AC power cable to the transformer module.
2. Connect the other end of the AC power cable to an AC power supply.
3. Connect the cable extending from the transformer module to the DC power jack in the right side of the terminal.

The terminal immediately powers up, the display illuminates, and several screens appear in sequence on the display. When the power-up sequence is complete, the following screen appears:

Date	Time
CREDIT/DEBIT	
CommServer	

Preparing the terminal to run transactions

1. Verify that the terminal is powered up and the following screen appears:

Date	Time
CREDIT/DEBIT	
CommServer	

2. Press the **CREDIT/DEBIT** key (F2).

The Main Menu screen appears:

TRANSACTIONS
LAST RECEIPT
ADMIN
APP VERSION

3. Press the **TRANSACTIONS** key (F1).

The Transactions screen appears.

- If you are a retail business, the TRANSACTIONS screen usually contains menu selections that include SALE, RETURN, VOICE AUTHORIZATION, and possibly VOID.
- If you are a business in which gratuities or tips are commonly used, the TRANSACTIONS screen usually contains menu selections that include AUTHORIZATION (or PRE AUTH), CAPTURE, RETURN, VOICE AUTHORIZATION, and possibly VOID.

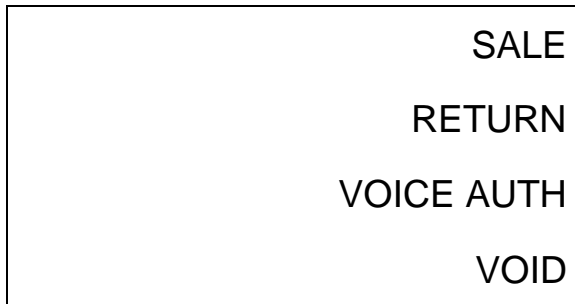
The terminal is now ready to process transactions.

Retail Sales Transactions

This section contains instructions for using the VeriFone card terminal to perform retail sales transactions.

Important: The menus and prompts that appear on the terminal are highly customizable to accommodate the needs of different kinds of businesses. Therefore, the menus and prompts you see on your terminal, and the order in which the prompts appear, may differ somewhat from the descriptions in this guide.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **SALE** key (F1).

The SWIPE/CARD NUMBER: screen appears.

3. Swipe the card, or enter the card number and press the green **Enter** key.

- If you swipe the card, the AMOUNT: screen appears. Continue to step 5.
- If you enter the card number manually, the EXP DATE (MMYY): screen appears. Continue to step 4.

4. Enter the card's expiration date in MMY format and press the green **Enter** key.

The AMOUNT: screen appears.

5. Enter the amount of the sale and press the green **Enter** key.

The EventID screen appears.

Note: For most TrxServices clients, debit cards are processed as credit transactions, and PIN entry is not required.

6. Enter a number to identify the transaction (optional) and press the green **Enter** key.

- If you enter an EventID number, it will appear at the top of the sales receipt below your business name and phone number.
- If you just press **Enter** without entering an EventID number, no Event ID will be printed on the receipt.

The display indicates Connecting and Transmitting statuses, and then, if the transaction is accepted, an approval number appears on the display and the Merchant copy of the receipt prints.

The <Enter for Cust Receipt>screen then appears.

7. If you want to print a Customer copy of the receipt, press the green **Enter** key.
The Customer copy of the receipt prints.

Sales Transactions that Include Tips

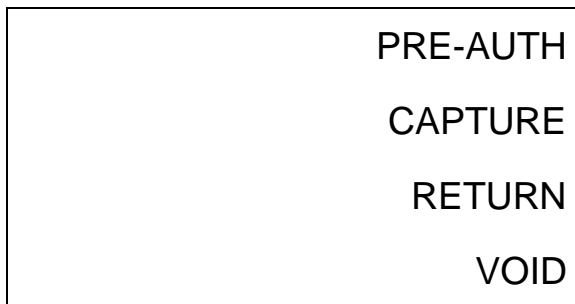
This section contains instructions for using the VeriFone card terminal to perform sales transactions in which tips are customarily included.

Important: The menus and prompts that appear on the terminal are highly customizable to accommodate the needs of different kinds of businesses. Therefore, the menus and prompts you see on your terminal, and the order in which the prompts appear, may differ somewhat from the descriptions in this guide.

Pre-authorizing a sale

Pre-authorizing is the process of swiping the customer's card, entering into the card terminal the before-tip amount of the bill, and printing the Merchant and Customer copies of the receipt.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **PRE-AUTH** key (F1).

The SWIPE/CARD NUMBER: screen appears.

3. Swipe the card, or enter the card number and press the green **Enter** key.

- If you swipe the card, the AMOUNT: screen appears. Continue to step 5.
- If you enter the card number manually, the EXP DATE (MMYY): screen appears. Continue to step 4.

4. Enter the card's expiration date in MMY format and press the green **Enter** key.

The AMOUNT: screen appears.

5. Enter the before-tip amount of the sale and press the green **Enter** key.

The EventID screen appears.

Note: For most TrxServices clients, debit cards are processed as credit transactions, and PIN entry is not required.

6. Enter a number to identify the transaction (optional) and press the green **Enter** key.

- If you enter an EventID number, it will appear at the top of the sales receipt below your business name and phone number.
- If you just press **Enter** without entering an EventID number, no Event ID will be printed on the receipt.

The display indicates Connecting and Transmitting statuses, and then, if the transaction is accepted, an approval number appears on the display and the Merchant copy of the receipt prints.

The <Enter for Cust Receipt>screen then appears.

7. Press the green **Enter** key to print a Customer copy of the receipt.

The Customer copy of the receipt prints. Note that both the Merchant and Customer copies of the receipt contain Tip and Total sections where the customer can enter a tip amount and new total of the bill.

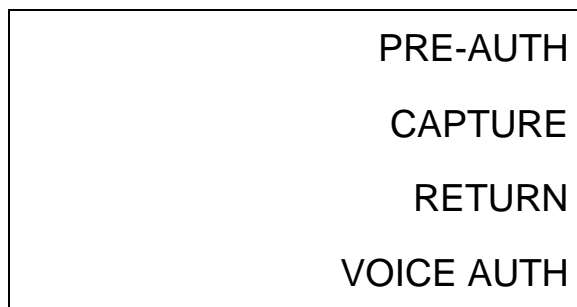
8. Present both copies of the receipt to the customer.

9. Retrieve the Merchant copy of the receipt after the customer adds the tip and total and signs the receipt.

Capturing a sale

Capturing a sale is the process of entering into the card terminal the final amount of the bill, including the tip, after the customer has added the tip and total and signed the Merchant copy of the receipt.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **CAPTURE** key (F2).

The REF OR TRAN NUMBER: screen appears.

3. Enter the TRANSACTION ID or REF NUMBER that appears on the Merchant copy of the receipt and press the green **Enter** key.

The TIP AMOUNT: screen appears.

4. Enter the amount of the tip and press the green **Enter** key.

The display indicates Connecting and Transmitting statuses, and then, if the transaction is accepted, an approval number appears on the display and a new Merchant copy of the receipt prints. This new copy of the Merchant receipt contains the tip amount and new total amount for the transaction.

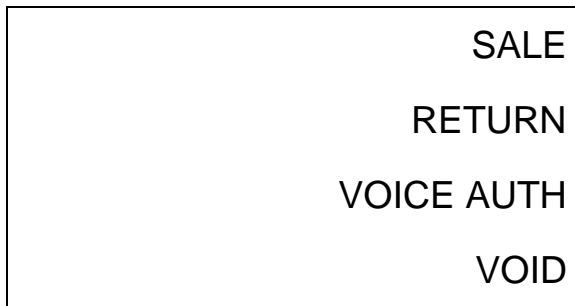
Processing a Return

A Return credits to the customer's account either the entire amount or a partial amount of a previous sale identified by the Reference Number or Transaction ID listed on the sales receipt.

Notes:

- You can process a return only for transactions that have been settled. If you attempt to process a return for a transaction that has not yet been settled, the terminal prompts you to void the entire transaction.
- Returns require that you enter the Reference Number or Transaction ID listed on the sales receipt for the transaction. You cannot swipe the customer's card or manually enter the card number.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **RETURN** key (F2).

The REF OR TRAN NUMBER: screen appears.

3. Enter the TRANSACTION ID or REF NUMBER that appears on the receipt for the transaction to be returned and press the green **Enter** key.

The AMOUNT: screen appears.

Note: If the transaction identified by the entered Reference or Transaction ID number has not yet been settled, the VOID ENTIRE TRX screen appears. Press the **YES** (F3) or **NO** (F4) key. Yes voids the entire transaction, and No returns you to the Main Menu screen.

4. Enter the amount to be refunded and press the green **Enter** key.

The display indicates Connecting and Transmitting statuses, and then, if the return transaction is accepted, APPROVED appears on the display and the Merchant copy of the receipt prints.

The <Enter for Cust Receipt>screen then appears.

5. If you want to print a Customer copy of the receipt, press the green **Enter** key.

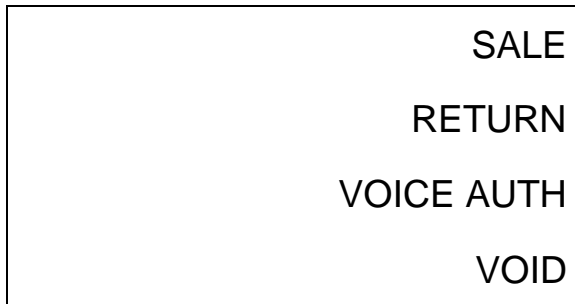
The Customer copy of the receipt prints.

Processing a Refund

A Refund is a "saleless" credit. It credits whatever amount you specify to a card number that has not previously been used in the TrxServices system.

Note: Most merchants do not have access to the Refund transaction. It is available only under certain circumstances, and usually is only available temporarily. Contact TrxServices for more information.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **RETURN** key (F2).

The SELECT CARD OR REFNUM screen appears.

3. Press the **CARD** key (F3).

The SWIPE/CARD NUMBER: screen appears.

4. Swipe the card, or enter the card number and press the green **Enter** key.

- If you swipe the card, the AMOUNT: screen appears. Continue to step 5.
- If you enter the card number manually, the EXP DATE (MMYY): screen appears. Enter the card's expiration date in MMY format and press the green **Enter** key. The AMOUNT: screen appears. Continue to step 5.

5. Enter the amount to be refunded and press the green **Enter** key.

The display indicates Connecting and Transmitting statuses, and then, if the return transaction is accepted, APPROVED appears on the display and the Merchant copy of the receipt prints.

The <Enter for Cust Receipt>screen then appears.

6. If you want to print a Customer copy of the receipt, press the green **Enter** key.

The Customer copy of the receipt prints.

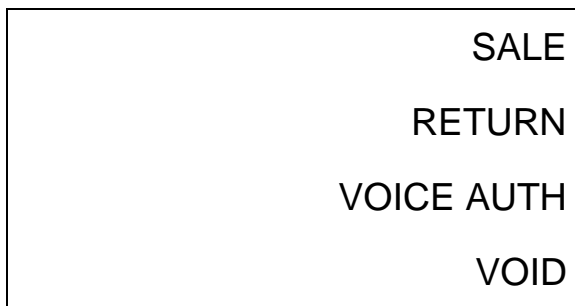
Voiding a Sale

A Void cancels out a sale transaction that has not yet been settled.

Notes:

- Transactions that have been settled cannot be voided. You must instead use the Return transaction to credit some or all of the sale amount to the customer's account. If you attempt to void a settled transaction, the terminal will prompt you to process a Return (see Processing a Return).
- Voids require that you enter the Reference Number or Transaction ID listed on the sales receipt for the transaction. You cannot swipe the customer's card or manually enter the card number.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **VOID** key (F4).

The REF OR TRAN NUMBER: screen appears.

3. Enter the Reference Number or Transaction ID number from the receipt for the transaction to be voided and press the green **Enter** key.

The VOID ENTIRE TRX screen appears.

4. Press the **YES** (F3) or **NO** (F4) key.

- Yes voids the entire transaction. The display indicates Connecting and Transmitting statuses, and then, if the void transaction is accepted, APPROVED appears on the display and the Merchant copy of the receipt prints. Then the <Enter for Cust Receipt>screen appears. Continue to step 5.
- No cancels the void and returns you to the Main Menu screen.

5. If you want to print a Customer copy of the receipt, press the green **Enter** key.

The Customer copy of the receipt prints.

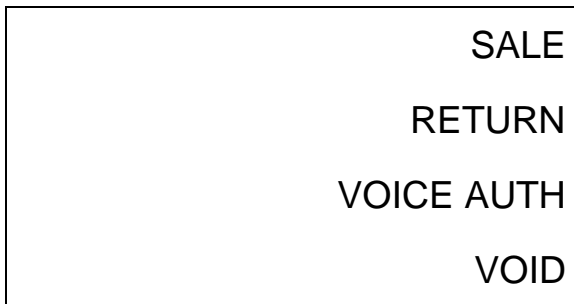
Completing a Sale Using Voice Authorization

Important: Voice authorization transactions are highly restricted and available only to certain merchants. Contact TrxServices for more information about voice authorization.

You can request a voice authorization to complete a sale transaction by phone if the electronic authorization that normally occurs is unsuccessful. You can also perform a voice authorization to complete a sale in situations where the cardholder is not present but owes additional money, such as extending a hotel stay or car rental.

To request a voice authorization, you call the 800 number displayed on the terminal screen (see instructions below). After entering the card number, expiration date, and amount as prompted by the terminal, you will receive an approval code over the phone. You must then enter the approval code on the terminal to complete the sale transaction.

1. Verify that a screen similar to the one below appears on the terminal display:



If some other screen is displayed, press the red **X** key until the correct screen appears.

2. Press the **VOICE AUTH** key (F3).

The CALL FOR VOICE AUTH screen appears. The screen displays the 800 number you should call. Then the SWIPE CARD screen appears.

3. Call the 800 number that appears on the screen.

The automated voice-authorization center asks you to enter your Merchant ID.

4. Enter your TrxServices Merchant ID on your phone keypad.

The automated voice-authorization center asks you to enter the card number.

5. Enter the card number on your phone keypad.

The automated voice-authorization center asks you to enter the amount.

6. Enter the amount of the transaction on your phone keypad.

The automated voice-authorization center gives you an approval code.

7. Swipe the card on the terminal.

The AMOUNT screen appears.

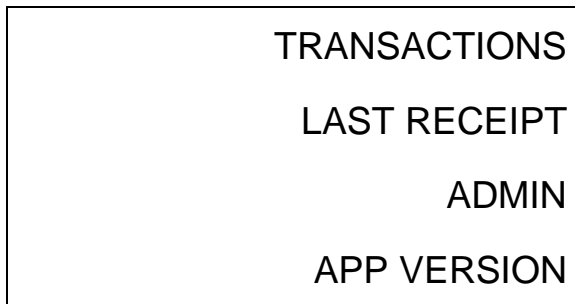
8. Enter the amount and press the green **Enter** key.
The APPROVAL CODE screen appears.

9. Enter the approval code you received from the automated voice-authorization center and press the green **Enter** key.
The display indicates Connecting and Transmitting statuses, and then, if the transaction is accepted, the APPROVED screen appears on the display and the Merchant copy of the receipt prints.
The <Enter for Cust Receipt>screen then appears.

10. If you want to print a Customer copy of the receipt, press the green **Enter** key.
The Customer copy of the receipt prints.

Printing the Last Receipt

The Last Receipt function prints a receipt for the most recently performed transaction. LAST RECEIPT is one of the selections on the Main Menu screen:

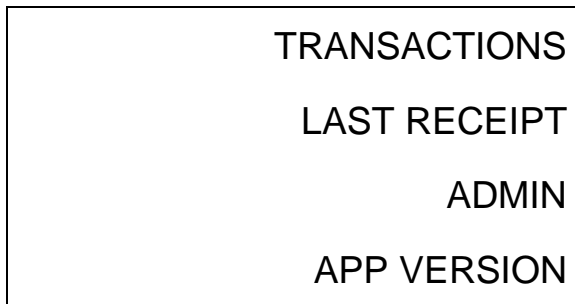


If the Main Menu screen is not currently displayed, press the red **X** key one or more times until the Main Menu appears.

Press the **LAST RECEIPT** key (F2) to print a receipt for the most recently performed transaction.

Administrative Tasks

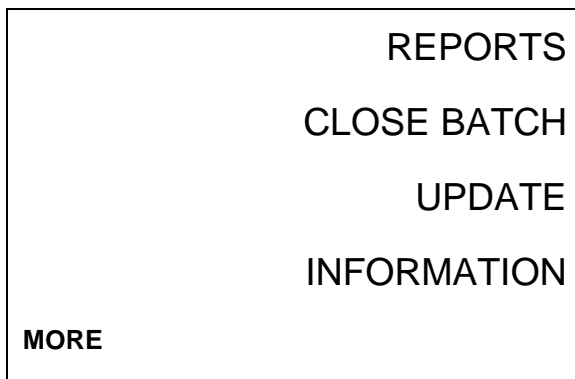
The terminal allows you to perform a variety of administrative tasks. The ADMIN function is one of the selections on the Main Menu:



If the Main Menu screen is not currently displayed, press the red **X** key one or more times until the Main Menu appears.

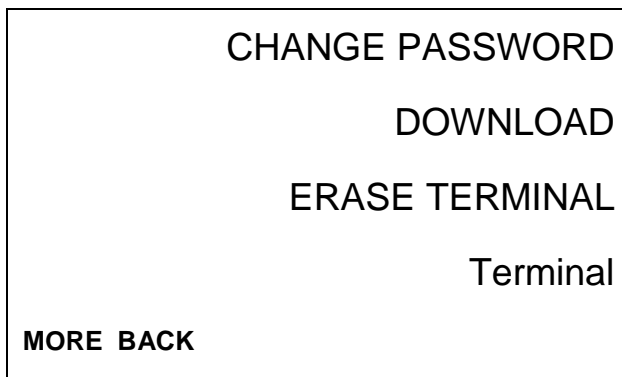
1. Press the **ADMIN** key.

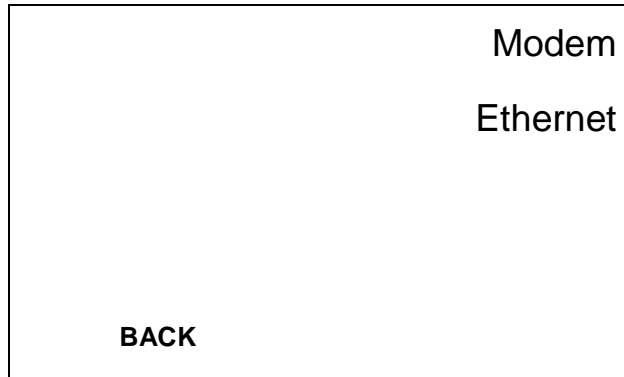
The Admin Menu appears:



Note: The Admin Menu contains more selections than can fit on a single screen.

2. Press the **MORE** key to see additional Admin Menu selections:





3. Press the **BACK** key to go backward through the Admin Menu screens.

Note: The specific Admin tasks you can perform depend on how your terminal is configured. This section may describe Admin tasks that are not included on your terminal.

Reports

Prints summary or detailed reports of all transactions in the terminal's memory. Depending on how your terminal is configured, you may also be able to print reports listing pending authorizations.

1. Press the **REPORTS** key.

The Reports Menu screen appears.

2. Select the type of report you want (Summary, Detail, or Pending Authorizations).

The MANAGER PASSWORD: screen appears.

3. Enter your password and press the green **Enter** key.

The selected report prints.

Close Batch

Manually closes a batch of sales transactions.

Some merchants must manually close batches to receive payment for their sales transactions. For other merchants, the terminal automatically closes batches at a selectable time each evening (this option is called Host Capture).

Close Batch only appears as an option on your terminal if you are required to manually close batches.

Note: Some merchants are set up for Hybrid batch closing. If you are set up this way, Close Batch appears as an option, and you should manually close batches on a regular (daily) basis. But if you do not manually close at least one batch within a 2-day time period, the terminal will automatically close a batch.

Contact TrxServices if you have questions about how you are set up for batch closing.

1. Press the **CLOSE BATCH** key.

The MANAGER PASSWORD: screen appears.

2. Enter your password and press the green **Enter** key.

The display indicates Connecting and Transmitting statuses, and then, if the closing is successful, the terminal prints a Batch Totals report that lists all the transactions processed since the last batch closing.

Update

Updates your terminal with the latest configuration software from TrxServices. Updates typically occur automatically, but you can use the Update option to request an update to take place now.

Important: The Update process requires you to enter your Download Key. The Download Key was sent to you in an email by TrxServices when your terminal was shipped. If you cannot find your Download Key, contact TrxServices.

1. Press the **UPDATE** key.

The MANAGER PASSWORD: screen appears.

2. Enter your password and press the green **Enter** key.

The UPDATE TERMINAL CFG? screen appears.

3. Press the **YES** or **NO** key.

- If you select Yes, the Enter Download Key: screen appears. Continue to step 4.
- If you select No, the terminal returns to the Admin Menu screen.

4. Enter your Download Key and press the green **Enter** key.

The display indicates Connecting and Transmitting statuses. When the update is complete, the screen indicates APPROVED, and the terminal returns to the Admin Menu screen.

Information

Prints technical information about your terminal's current configuration.

1. Press the **INFORMATION** key.

The MANAGER PASSWORD: screen appears.

2. Enter your password and press the green **Enter** key.

The Information report prints.

Change Password

Allows you to change the Manager Password. The default Manager Password is 1234. You should change this default password to protect the data in your terminal. You should also change your selected password periodically to keep your data safe.

Valid passwords are numbers only. Passwords can contain up to 9 numerical characters.

1. Press the **CHANGE PASSWORD** key.

The MANAGER PASSWORD: screen appears.

2. Enter your current password and press the green **Enter** key.

The NEW PASSWORD: screen appears.

3. Enter a new password and press the green **Enter** key.

The CONFIRM PASSWORD: screen appears.

4. Enter the new password again and press the green **Enter** key.

The PASSWORD UPDATED message appears. Then the terminal returns to the Admin Menu screen.

Download

Starts the initial download procedure for a complete set of TrxServices terminal software. You typically would download a complete set of software after erasing the existing terminal software (see Erase Terminal).

Caution: Do not use the Download option unless instructed to do so by TrxServices.

Erase Terminal

Erases all the TrxServices software on the terminal and returns the terminal back to its initial, from-the-factory configuration.

Caution: Do not use the Erase Terminal option unless instructed to do so by TrxServices.

Terminal

Allows you to view and edit data communication settings for your terminal.

Caution: Do not use the Erase Terminal option unless instructed to do so by TrxServices.

Modem

Allows you to view and edit modem settings for the terminal if you connect to TrxServices via a phone line and modem.

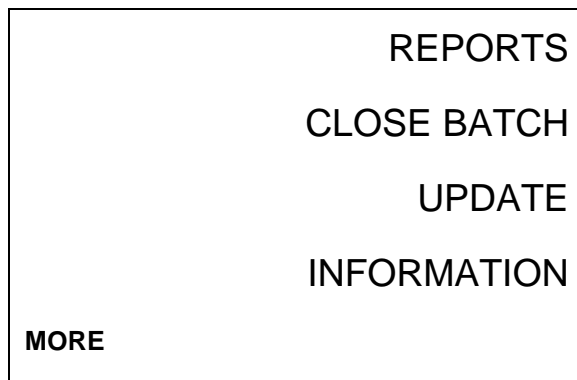
Caution: Do not use the Modem option unless instructed to do so by TrxServices.

Configuring the terminal to dial 9

Some phone systems require you to dial 9 to connect to an outside line. If you have such a phone system, complete the following steps to configure the terminal to automatically dial the 9:

1. If the Main Menu screen is not currently displayed, press the red **X** key one or more times until the Main Menu appears.
2. Press the **ADMIN** key.

The Admin Menu appears:



Note: The Admin Menu contains more selections than can fit on a single screen.

3. Press the **MORE** key until Modem appears as one of the selections:

CHANGE PASSWORD
DOWNLOAD
ERASE TERMINAL
Terminal
MORE BACK

Modem
Ethernet
BACK

4. Press the **Modem** button.
The MANAGER PASSWORD: screen appears.
5. Enter your current password and press the green **Enter** key.
The Modem Settings screen appears with the **DIAL PBX CODE** prompt.
6. Press the **EDIT** button.
7. Press **9**. Then press the * key, followed by the Alpha key (the * that appears on the screen should change to a comma when you press the Alpha key). The screen should now appear like this:

DIAL PBX CODE

9,

8. Press the green **Enter** key. The screen should now appear like this:

DIAL PBX CODE

9,

9. Press the **DONE** button. The terminal returns to the Admin Menu screen.

Ethernet

Allows you to view and edit Ethernet settings for the terminal if you connect to TrxServices via Ethernet.

Caution: Do not use the Ethernet option unless instructed to do so by TrxServices.

Troubleshooting

Connection problems and unusual terminal behavior

If you are having problems connecting to TrxServices, if your connection is dropped, or if your terminal is behaving unusually, the first thing to try is disconnecting and reconnecting the AC power cable. After disconnecting the cable, wait 10 seconds or so before reconnecting.

Also verify that the Ethernet or phone cable is securely connected to both the terminal and the wall jack and that the data or phone line is active and functioning normally.

Changing the terminal configuration from IP to dialup

Sometimes merchants who use a phone line (dialup) to connect to TrxServices mistakenly receive a terminal configured for Ethernet/IP connection. If you use a phone line to connect to TrxServices and are having trouble connecting, you may need to reconfigure your terminal for dialup. Contact TrxServices if you think your terminal might be incorrectly configured.

1. Simultaneously press the **F2** and **F4** keys.
The SYSTEM MODE ENTRY PASSWORD screen appears.
2. Enter **1 ALPHA ALPHA 66831** and press the green **Enter** key.
Note: The ALPHA key is the small key directly above the 2 key on the keypad.
The SYS MODE MENU 1 screen appears.
3. Press the **EDIT PARAMETERS** key (F2).
The GROUP SELECT screen appears.
4. Enter **3** for the GROUP ID and press the green **Enter** key.
The SYS MODE EDIT GROUP 3 PASSWORD screen appears.
5. Enter **1 ALPHA ALPHA 66831** and press the green **Enter** key.
The FILE CONFIG SYS screen appears.
6. Press the green **Enter** key.
The GID 3: NOT EMPTY screen appears.
7. Press the **down arrow** key repeatedly until the PARAMETER: field displays CDPTCT.
8. Press the **EDIT** key (F3). Note that the number 2 appears under VALUE:.
9. Press **1** to change the number that appears under VALUE: from 2 to 1. Press the green **Enter** key.
10. Press the red **X** key until you return to the SYS MODE MENU 1 screen.

11. Press the **RESTART** key (F4) and wait for the terminal to restart.

Several screens appear in sequence on the display. When the start-up sequence is complete, the following screen appears:

Date	Time
CREDIT/DEBIT	
CommServer	