



SERVICE & SUPPORT PHONE 03 3661090

PAPER SIZE 57 x 38 Thermal

EFTPOS Operating Guide Verifone VX690 Mobile (VFNZ)

*******IMPORTANT INFORMATION*******

In the Event of your Terminal displaying OFFLINE MODE, you must contact Totalpos immediately.

Failure to contact us may result in loss of transactions.

Turn on / off
Press Green Enter key to turn on. Press and hold Red Cancel key to turn off.

LOGON – to be done daily
Press : LOGON key or scroll down until LOGON appears and then select

PURCHASE WITH DEBIT/CREDIT CARD
(Or a Purchase with a Credit Card where the customer enters a Pin)
Press PURCHASE
Enter amount of purchase and press ENTER (green) key
Swipe/Insert/Present customer card
Customer selects account on keypad (1,2 or 3) and enters PIN

Contactless (tap and Go) Purchase
Press Purchase
Enter amount of purchase and press ENTER (green) key
Customer Presents card to Screen – Transaction will complete or request Pin /Signature

PURCHASE + CASH WITH DEBIT CARD
Press PURCHASE + CASH key *
Enter amount of purchase and press ENTER (green) key
Enter amount of cash and press ENTER (green key)
Swipe/Insert customer card
Customer selects account and enters PIN

CASHOUT WITH DEBIT CARD
Press CASHOUT key *
Enter amount of cash and press ENTER (green key)
Swipe/Insert customer card
Customer selects account and enters PIN

PURCHASE WITH CREDIT CARD

(Without entering a PIN)

Press PURCHASE

Enter amount of purchase and press ENTER (green) key

Swipe/Insert/Present the customer card *

Customer presses CREDIT account key then ENTER (green) key

Customer signs receipt

Check signature

Press YES or NO for signature verification

SETTLEMENT CUTOVER

Select SETTLEMENT on keypad or Scroll down until SETTLEMENT appears - select

Select cutover key *

Press YES key to confirm cutover

SETTLEMENT INQUIRY

Select SETTLEMENT key

Select inquiry key *

Select key for current days Settlement Window, or Other key for another day's settlement window.

If other key pressed, enter date (DDMMYYYY) and press ENTER (green) key

PURCHASE WITH CREDIT CARD – Manually entering Card details (for phone and mail orders)

Press PURCHASE

Enter purchase amount and press ENTER

Enter card number and press ENTER

Enter card expiry date (in format MMY) and press ENTER

CSC present? Press

1. YES - type in number and press ENTER
2. NO choose reason why CSC is not present

Choose transaction type method

Press CREDIT account key

Check signature

Press YES or NO for signature verification

REFUND

Press the Scroll button until Refund is shown on display

Select REFUND key *

Swipe Merchant card

Type Merchant PIN 123456

Swipe Customers Card

Enter amount to refund and press ENTER (green) key

Customer selects account and enters PIN

REPRINT LAST RECEIPT

Press the Scroll button until reprint receipt is shown on display
Press reprint receipt key *

*Note; if you are using a multi-merchant terminal then you will have to select the merchant first

Paper roll size is 57mm x 38 mm

Hardware and General Service 03 366 1090

EOV (EFTPOS OFFLINE VOUCHERS) OFFLINE MODE –

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This facility must be approved by your merchant bank. Version 6.0 terminals have the ability to process and store transactions if the EFTPOS network is unavailable. A transaction will initially DECLINE – TRANSMISSION ERROR or CONNECT FAILED and then upon retrying a receipt may print with ACCEPT WITH SIGNATURE. These transactions must have signature verification. Once connection is re-established, these transactions should automatically upload.

In the event of phone line/comms issues, the terminal may also slip into Offline Mode. **The financial risks with accepting OFFLINE Transactions should be discussed with your merchant Bank as there are risks in accepting OFFLINE transactions.** Totalpos accepts no responsibility for transactions processed in OFFLINE mode.

Ordering paper

Call 03 3661090 to order paper Rolls. 57 x 38 Thermal .
Payment Options +Charged to account if held
 +Payment by Credit card over the Phone

Paper Rolls can also be collected from our office at 7/100 Fitzgerald Avenue, Christchurch – payment by cash, EFTPOS and Credit cards

Care and Maintenance and for your EFTPOS machine

Printer

1. The paper compartment needs to be cleaned approx once per month by either using a compressed Air can cleaner or by simply blowing to remove the paper dust particles.
2. The paper sensor should be cleaned approx once per month using a soft dry cloth. It is located on top of the thermal print head (Looks like a figure 8).

Offline Vouchers

The terminal will prompt if you would like to Transact in Offline Mode. This will show on the LHS of the screen.

If Yes is selected, customers will be required to sign vouchers until the terminal has re-established a link with Paymark. (A LOGON is required to re-establish a link)

The EOV upload is an automated task which will be performed within 10 minutes once the terminal re-establishes communications with Paymark. But if the user wishes to upload the EOV's manually (before the 10 minute delay), they can scroll to "UTILITY", then choose "UPLOAD OFFLINE". This will upload all stored EOV's, provided the terminal has successfully completed a logon before attempting the upload

Fault resolution

IMPORTANT – Do not disconnect any cables/plugs from the EFTPOS machine unless instructed by ourselves or our agents. The procedure for Pinpad error can be completed without contact to ourselves as long as the procedure is followed correctly.

Printer Offline

- Check paper is inserted correctly
- Check
- Clean the Paper sensor – refer to care and maintenance

Pinpad Error

- Remove power Cord from printer – ensure terminal is OFF. Disconnect Pinpad and then reconnect after approx 3 seconds. Reconnect power to printer. Complete a Manual Logon. If problem persists – call Service Number.

Transmission Error / Dial Failed

- Check that Phone line/ is connected to "LINE" on printer or Data Cable is still connected to the data port.
- Check that Phone line is connected to Phone outlet on wall etc or Data cable connected to Broadband Router.
- Is their dial tone on phone line (You may need to plug a phone into the EFTPOS line).