

# SETTING UP YOUR TERMINAL

## VeriFone Vx510 with SoftPay Quick Reference Guide



## USING THE TERMINAL

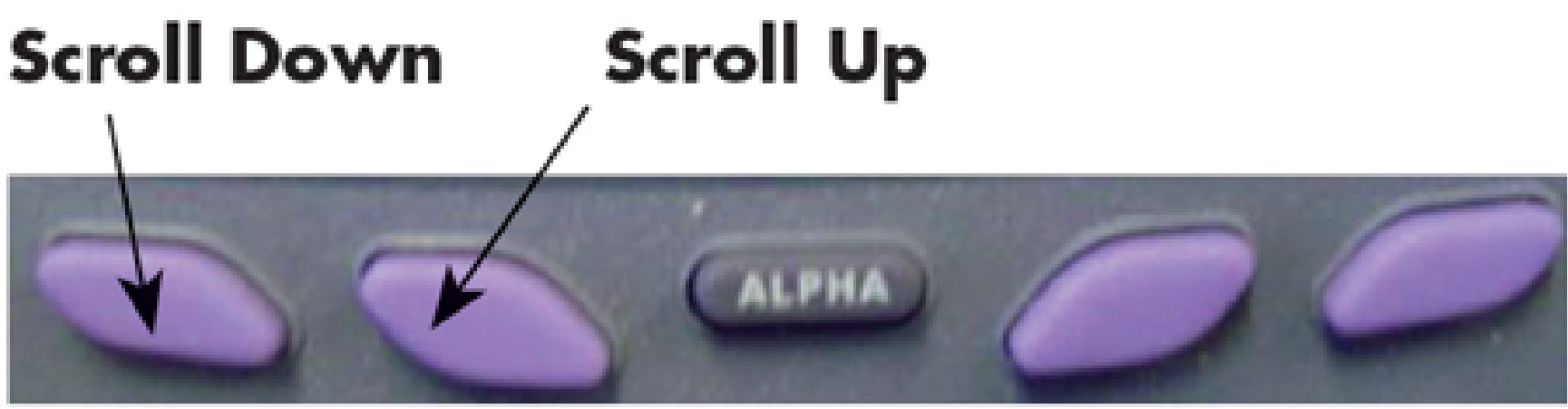
### TRANSACTION STEPS

To process any transaction/use any feature, start from the Idle screen:

1. Select DEBIT & CREDIT.  
The Debit/Credit menu appears.
2. Ensure that the terminal is not in Training Mode.  
Select a transaction, and follow the on-screen prompts.\*
  - \* Always press after keying in data.
  - \* Press a gray key to select a menu item/option.
  - \* Prompting is dependent on the terminal's configuration.
  - \* If **No** is selected at the **Card Present** prompt, the transaction becomes a Phone Order transaction

### TERMINAL FUNCTION KEYS

- CANCEL: Cancel a transaction or clear a message.
- CORRECTION: Delete characters.
- ENTER: Submit data (e.g., Amount, IDs, Card #, etc.).
- SELECTION: Select menu item/option.



### ENTERING CHARACTERS

- **Alpha Characters:** Press a number key once and then press the ALPHA key (repeatedly if necessary until the desired letter appears).
- **Special Characters:** Press a number key once, and then press the ALPHA key (repeatedly if necessary until the desired character appears).

for character...	press
<space> - + &	0
. \	1
~	2
%	3

for character...	press
@	4
/	5
?	6
[	7

for character...	press
]	8
{	9
' " }	*
\$ : = ^	#

## HARDWARE

### VERIFONE PINPAD 1000SE

When prompted, the cardholder uses the PINpad to input their Personal Identification number (PIN) for debit transactions.  
*Note: Respect the privacy of the cardholder while they key in their PIN, and encourage them to protect their PIN.*



### ERROR MESSAGES

As a general rule, press to clear any error message on the terminal screen. If the error persists after you've tried the solution(s), call Customer Service for assistance.

- **Card Not Supported** – Ask the customer for another form of payment (i.e., ask for another card).
- **Card Swipe Error** – Swipe the card again, or enter the Card number manually.
- **Comm Error-Cxxx** – Retry the transaction.
- **Connection Failed / TCP Error** – See "No Network Connection" error message.
- **Err Entering PIN** – Re-enter the PIN (before the PINpad times out again).
- **Error Reading Card Device** – Swipe the card again.
- **Please Check Line** – Ensure the phone line is inserted securely into both the terminal's phone port and the wall jack.
- **No Manual Entry** – Swipe the card instead.
- **No Record Found** – The record is not in the open batch.
- **PIN Pad Error** – Ensure that the PINpad cable is inserted securely into both the PINpad's port and the terminal's port.
- **PP Not Connected** – See "PIN Pad Error" message.
- **Swipe Only** – Swipe the card to do this transaction.
- **Void Not Allowed** – This is a debit transaction, which cannot be voided.

### OTHER HARDWARE ISSUES

- PINpad display is blank: See "PIN Pad Error" error message.
- Printer light blinks: Press the Printer button to open the lid. Place a new paper roll in the paper well (unroll enough paper so that when the lid is closed, the paper slip is clamped against the cutting teeth).

### SETTING UP SERVER IDs & PASSWORDS

This option is used when User IDs and passwords are required to operate the terminal.

1. Select MENU arrow down to, and select SERVER SIGN ON / OFF.
2. Enter the ID number (4-digit number provided by the employer) of the User.
3. Press .
4. SIGN ON? Select **Yes** (or **No** to cancel operation).
5. Allow the user to enter their 4-digit password.
6. Press .
7. The process is now complete.

**Note:** The operator of the terminal MUST input a 4-digit password that is known only to that person as they will assume responsibility for all transactions processed using their ID and password.

### SIGNING OFF / DELETING A SERVER

1. Select MENU arrow down to, and select SERVER SIGN ON / OFF.
2. Enter the ID number (4-digit number provided by the employer) of the User.
3. Press .
4. SIGN OFF? Select **Yes** (or **No** to cancel operation).
5. Input the 4-digit password of the user.
6. Press .
7. The process is now complete.

## FOR ASSISTANCE...

Call RBC for support at 242-356-8596