BSP Verifone VX 690 - Quick User Guide

Important button

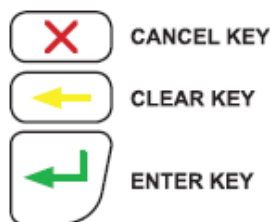|	
✗	CANCEL KEY
←	CLEAR KEY
←	ENTER KEY

Bluetooth Pairing

Ensure the terminal is no more than 5m away from the charger base:

- Select 'Menu'
- Scroll up or down until 'Utility' is displayed. Select 'Utility'
- Scroll down until 'Bluetooth Config' is displayed. Select 'Bluetooth Config'
- Press the 'Bluetooth' icon button on the front end of the charger base. The blue LED above the icon will flash on the terminal, select 'Pair to Base'
- Select 'YES' or press green ENTER key to confirm pairing
- The terminal will scan for nearby charger bases
- Confirm the serial number (S/N) on screen is the same as that located on the bottom of the charger base by selecting YES or pressing the green ENTER key
- The blue light on the base station will be on once the pairing has been completed successfully

Load Parameters

Used to apply changes or load latest available software version:

- Select 'Menu'
- Scroll up or down until 'Load Params' is displayed
- Type in Merchant Password and press green ENTER key
- 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

Restart Terminal

- Select Menu
- Select Utility
- Scroll down until "Restart Term" is displayed
- Select Restart Term

Sale

- Select 'Menu'
- Select 'Sale'
- Type in Sale amount and select 'Accept amount' or press green ENTER Key
- Customer Taps card or inserts chip card
- Customer selects account, enters PIN and presses green Enter key
- Merchant cope of receipt will print automatically
- Press any key of wait for terminak 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 idle screen

Refund

- Select 'Menu'
- Select 'Refund'
- Type in Merchant Password and press green ENTER key
- Type in Refund Amount and press green ENTER key
- Customer swipes card or inserts chip card or Press # to enter the Card number manually.
- Press green ENTER Key to continue
- 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 'Reports' is displayed
- Select 'Reports'
- Scroll up or down until 'Transactions' is displayed
- Select 'Transaction'
- Select Last Transaction - Reprints Last Transaction Processed
- Select Last Invoice - Reprints Transaction based on Invoice Number
  *Reprinting of Receipts is only available on active batches or if Terminal is not settled.

Audit Report

- Select Menu
- Scroll up or down until 'Reports' is displayed
- Select 'Reports'
- Scroll up or down until 'Audit Report' is displayed
- Select 'Audit Report'
- Type in Merchant Password and press green ENTER key
- Select '1' for All Transactions

Settlement Report

- Select Menu
- Scroll up or down until 'Settlement' is displayed
- Select 'Settlement'
- Type in Merchant Password and press green ENTER key
- Select '1' for All Transactions

Clear Reversal "R"

The Message appears when there is a connection issue , Letter "R" will be displayed on screen which will decline sale transactions

- Select 'Menu'
- Scroll up or down until 'Function' is displayed. Select 'Function'
- Type in Merchant Password and press green ENTER key
- Scroll up or down until 'Clear Batch is displayed. Select 'Select Clear Batch
- Select 1 for Reversals
- Select Yes to clear Reversals
- Select Cancel key (X Key) to exit to main Screen
- Reprocess Transaction

Pre-Authorisation

- Select 'Menu'
- Scroll up or down until 'Pre-Auth' is displayed
- Select 'Pre-Auth'
  Type in Pre-Auth amount and select 'Accept amount' or press green ENTER key
- Customer swipes card or inserts chip card or Press # to enter card number manually.
- 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'
- Type in 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 $0.01 completion amount and select 'Accept amount' or press green ENTER key (This will refund full amount less $0.01 to card holder.
- Terminal will print transaction result
- Select 'Yes' to print Customer receipt or 'No' to return to idle screen

EFTPoS Response Code

Code	Response	Detailed Response
00	Transaction Approved	Transaction Approved Successfully
01	Refer to Issuer	The customer's card issuer has indicated there is a problem with the credentials used in the transaction. The customer should use an alternate credit card, or contact their bank
05	Do Not Honour	The '05 Do Not Honour' error is a generic bank response code that has several possible causes. However, it does generally indicate a card error rather than an error with your merchant facility. The '05' error indicates your bank declining the customer's card for an unspecified reason
12	Invalid Transaction	The bank has declined the transaction because of an invalid format or field. This indicates the card details were incorrect. Check card data entered and try again
14	Invalid Card Number	The card issuing bank has declined the transaction as the credit card number is incorrectly entered, or does not exist. Check card details and try processing again
38	Pin Tries Exceeded	The customer's card issuer has declined the transaction as the customer has entered the incorrect PIN three times.
41	Lost Card	The customer's card issuer has declined the transaction as the card has been reported lost
51	Insufficient Funds	The customer's card issuer has declined the transaction as the credit card does not have sufficient funds. Advise your customer of this fact, and they should either use an alternate card or contact their bank
55	Incorrect PIN	The customer's card issuer has declined the transaction as the customer has entered an incorrect PIN. The customer should re-enter their PIN
61	Exceeds Withdrawal Limit	The customer's card issuer has declined the transaction as it will exceed the customer's card limit. The customer should use an alternate credit card, or speak with their bank
62	Restricted Card	The customer's card issuer has declined the transaction as the credit card has some restrictions. The customer should use an alternated credit card, or contact their bank
75	PIN Tries Exceeded	The customer's card issuer has declined the transaction as the customer has entered the incorrect PIN more than three times
91	Card Issuer Unavailable	The customer's card issuer is unable to be contacted to authorise the transaction. The customer should attempt to process this transaction again. If the problem persists, there may be an issue with the card issuing bank, and the cardholder should contact their bank
92	Unable to Route Transaction	The customer's card issuer cannot be found for routing. This response code is often returned when the customer is using a test credit card number. The customer should attempt to process this transaction again or use another credit card