V200c+ External User Manual

Verifone (U.K.) Ltd.
3 Roundwood Avenue, Stockley Park, Uxbridge, UB11 1AF

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Verifone (U.K.) Ltd.
3 Roundwood Avenue
Stockley Park
Uxbridge
UB11 1AF
UK

www.verifone.com

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REVISION HISTORY

Version	Author	Date	Changes
1.0	MKB	29/05/18	First Release
1.1	AJW	26/03/19	Updated for latest software release
1.2	CH	28/05/19	Updated for latest software release
1.3	CH	14/08/19	Added in some transaction flows

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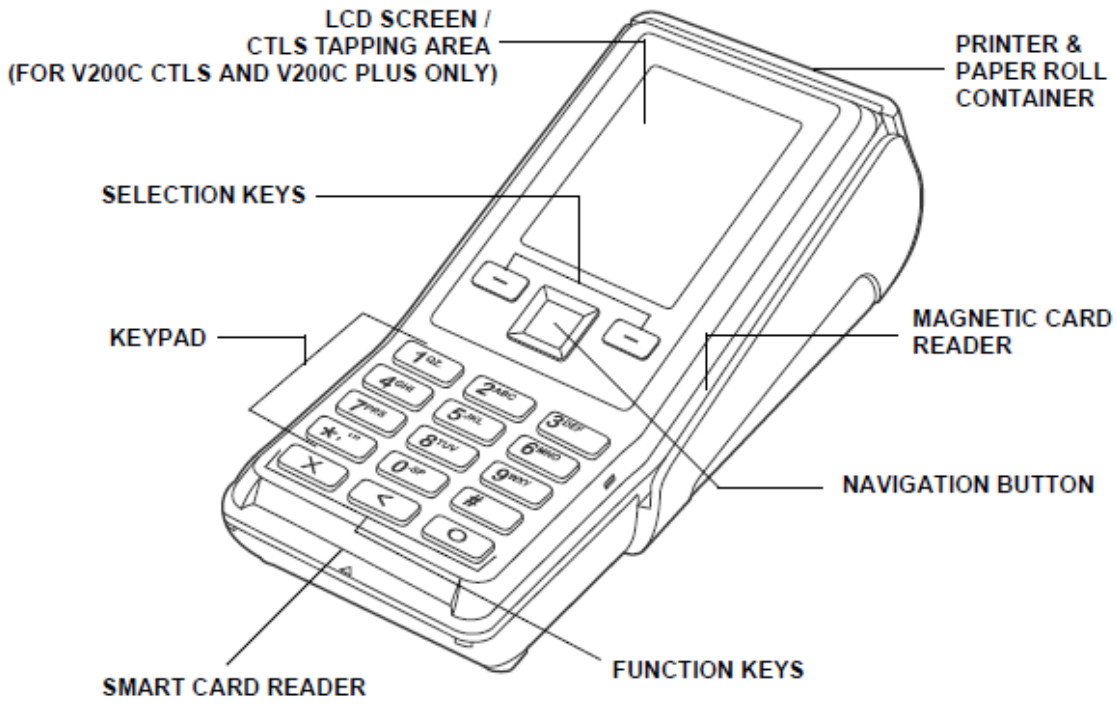
1 INTRODUCTION

This guide is the primary source of the information for setting up, installing and screen messages that will be seen during transaction processing the Verifone V200c payment device, when used in conjunction with the PAYWare Ocius Gateway.

2 GET TO KNOW THE V200C DEVICE

This section will allow the operator to understand various aspects of V200c.

2.1 TERMINAL FRONT



The front panel includes the following features: -

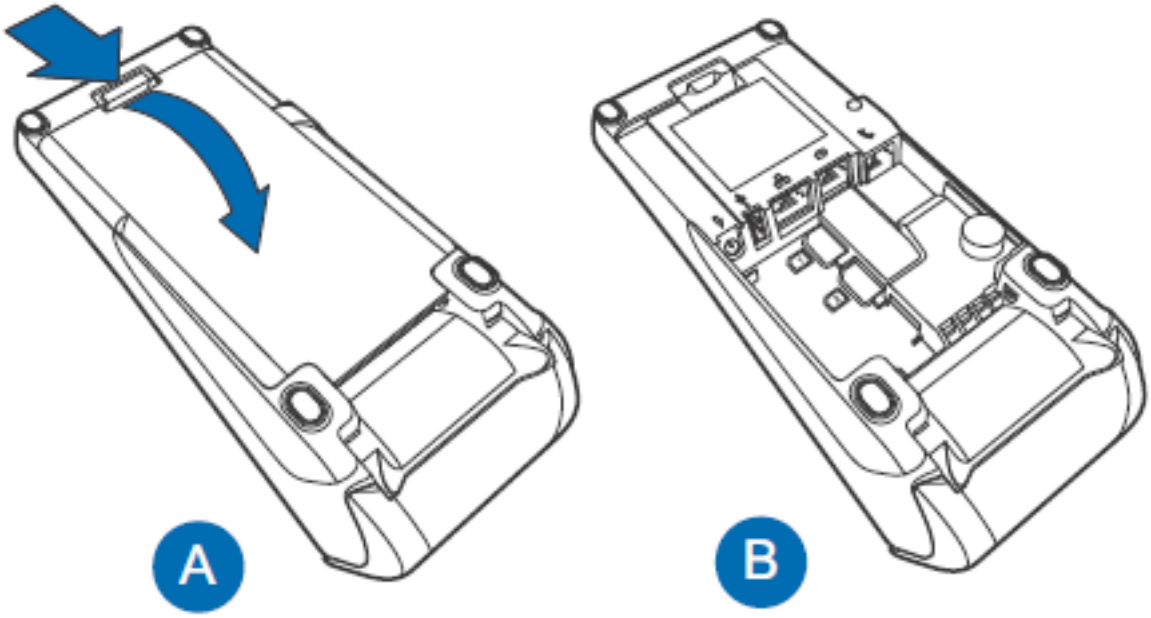
- A terminal display, backlit LCD screen.
  On V200c CTLS and V200c Plus units, the screen also acts as the tapping area for contactless transactions.

- Four sets of keys:
  - A backlit 12-key keypad.
  - Three colour-coded function keys below the keypad (icons at right; from left to right: CANCEL, BACKSPACE/CLEAR, ENTER).
  - A four-way navigation button located at the top of the keypad, below the LCD screen.
  - Two selection keys on the left and right side of the navigation button.

- A magnetic card reader, built into the right side. The icon shows the proper swipe direction, with the stripe down and facing inward, toward the keypad.
- A smart card reader, built into the front of the terminal. The icon indicates proper card position and insertion direction.
- The internal thermal printer opens toward the rear of the unit.

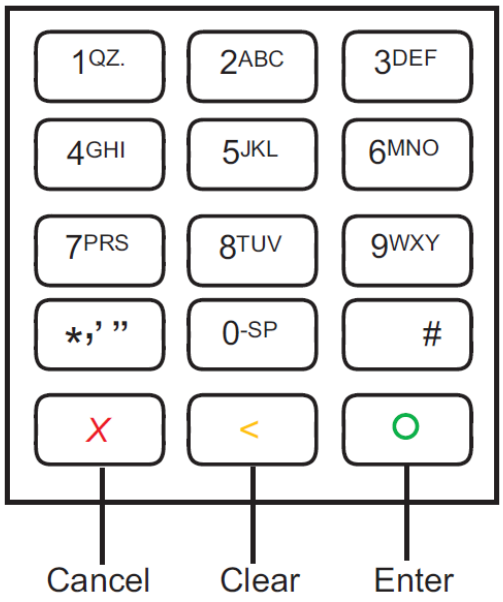
2.2 TERMINAL BACK

Opening the Rear Cover

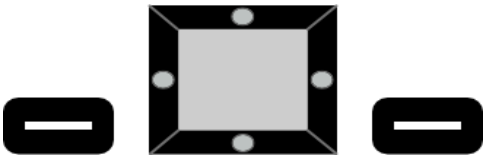


2.3 UNDERSTANDING THE KEYPAD

This section will explain which buttons will allow the operator to key in particular characters. Additionally, the buttons shown below can be used for scrolling through the menu items.



Navigation Buttons



Key	Characters
1	1 Q Z . q z
2	2 A B C a b c
3	3 D E F d e f
4	4 G H I g h i
5	5 J K L j k l
6	6 M N O m n o
7	7 P R S p r s
8	8 T U V t u v
9	9 W X Y w x y
0	0 * # . - + Space , ‘ “ ! : ; @ = & / \ % $ ( ) ^ _

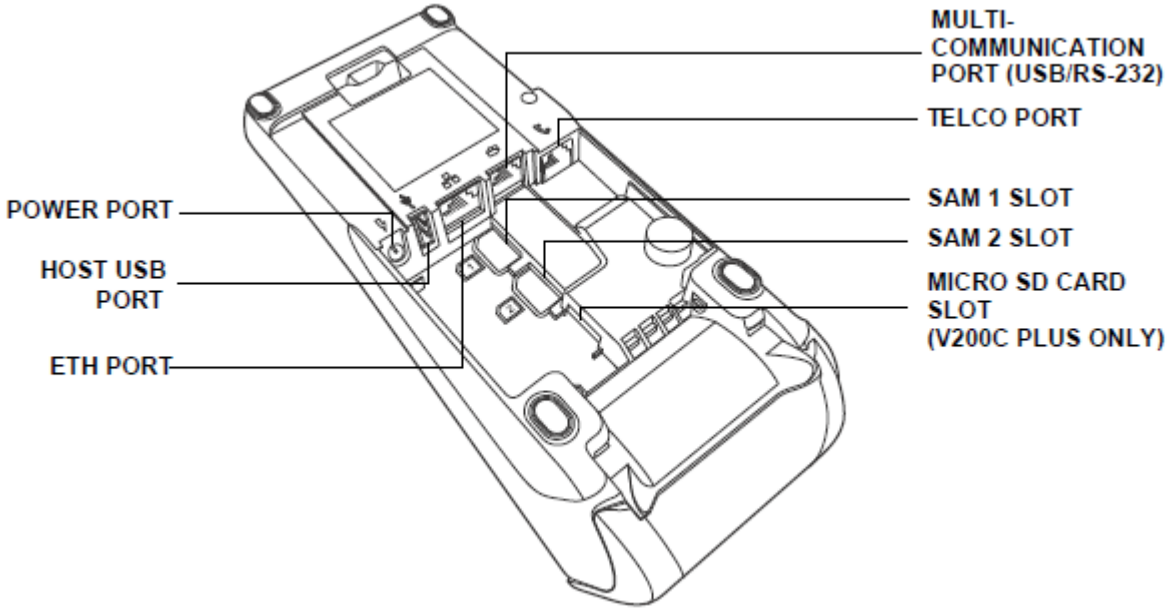
2.4 ENVIRONMENTAL FACTORS

The following are the temperature and humidity specifications of the V200c:

- Operating temperature: 0° to 50° C (32° to 122° F)
- Storage temperature: -20° to 70° C (-4° to 158° F)
- Relative humidity: 5% to 90% (RH non-condensing)

Subjecting the V200c to extreme environmental conditions will result in tamper events. Any temperatures above 100 ºC (± 5 degrees) or below -37 ºC (± 5 degrees) will result in a tamper condition. Additionally, should the battery voltage drift outside of the range of 2.2 VDC to 3.3 VDC, the unit will tamper as well.

2.5 POWER & COMMUNICATION PORTS



The following connection ports are the most commonly used for connectivity.

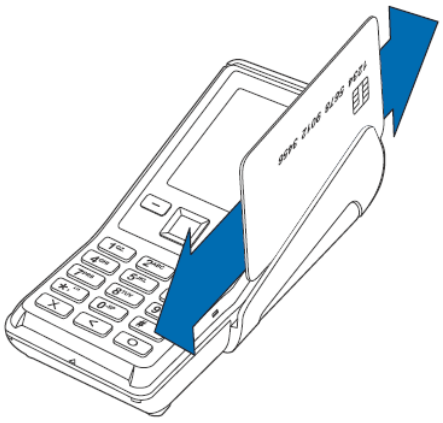
Ethernet Port

- Ethernet cable to router, hub or switch
- Multi-Communication Port (USB/RS-232)
- PIN Pads

2.7 HOW TO INSERT A CARD

1) Position the smart card with the gold contacts facing upward.
2) Insert the card into the smart card reader slot in a smooth, continuous motion until it seats firmly.

2.8 HOW TO SWIPE A CARD



1) Position a magnetic card with the stripe facing the keypad.
2) Swipe it through the magnetic card reader

2.9 HOW TO PROCESS A CONTACTLESS CARD

1) Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.

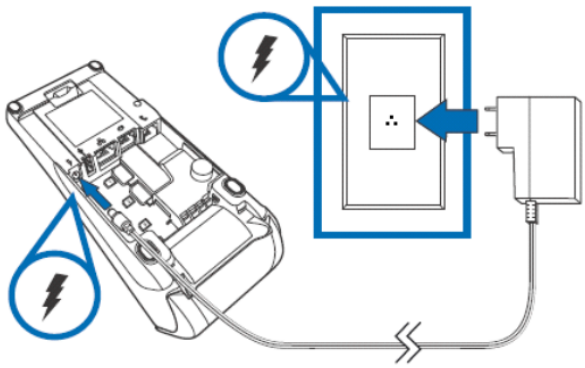
3 HOW TO CONNECT YOUR DEVICE

Please note that most option numbers do not have numbers assigned, however, the menu options will respond to the numbers in the guide. To navigate up and down the menus use the navigation buttons shown above.

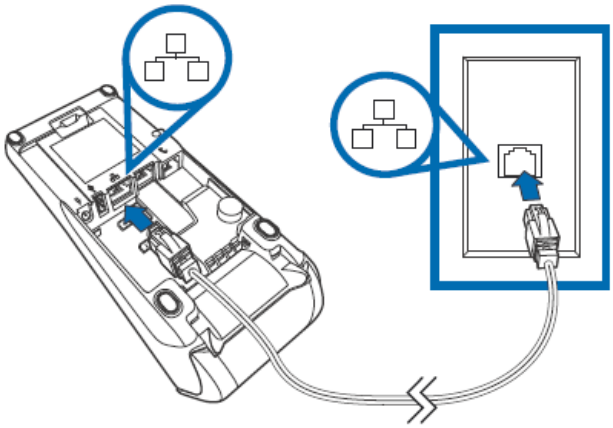
3.1 ETHERNET

The following diagrams explain how to connect your V200c terminal. Please ensure the terminal is not powered before making any connections

Power

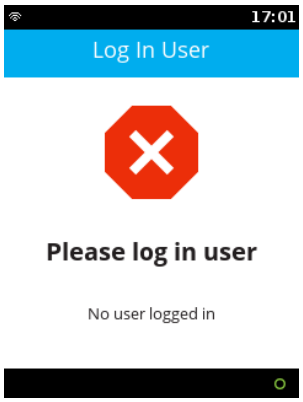
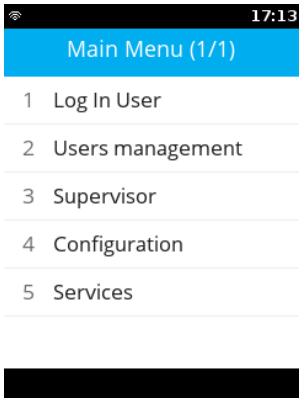
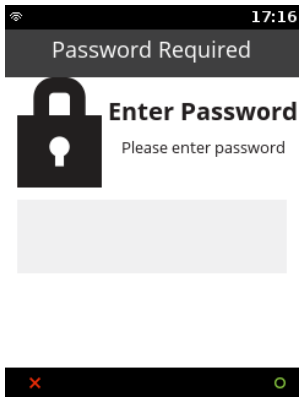


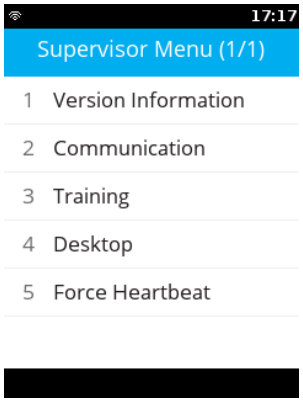
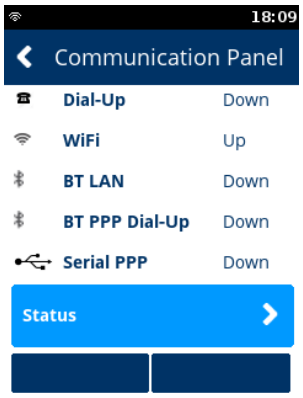
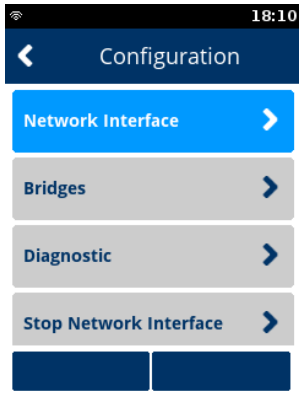
Ethernet

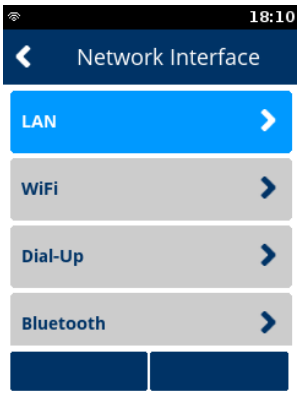


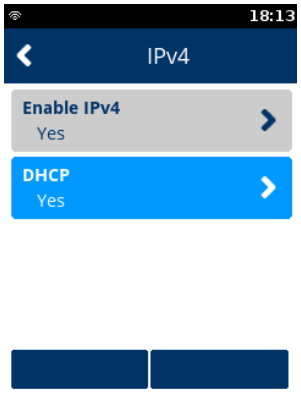
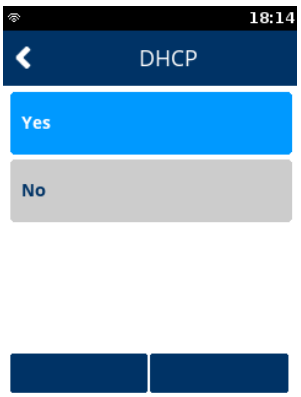
Your countertop terminal supports a direct wired connection to your router or Ethernet port.

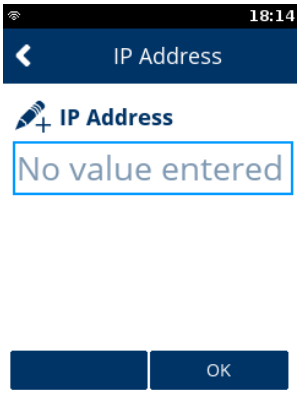
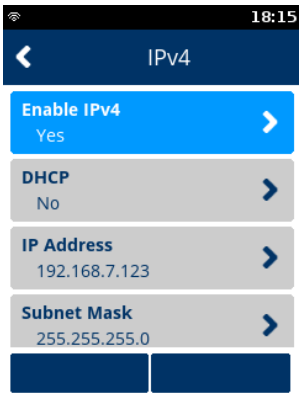
In most cases, there is no configuration required as the terminal will configure itself automatically via DHCP.

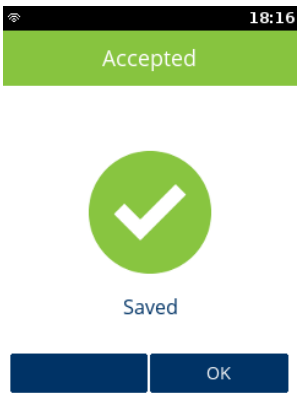
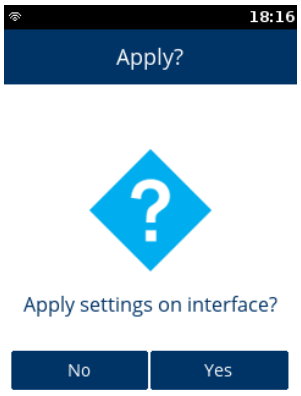
Step	Instruction	Screen Information
1	Turn on the device, by plugging the device in.	
2	At the *Please log in user* screen press the red cross.	
3	Select option 3, Supervisor.	
4	Enter the Supervisor Pin, Default 12345	

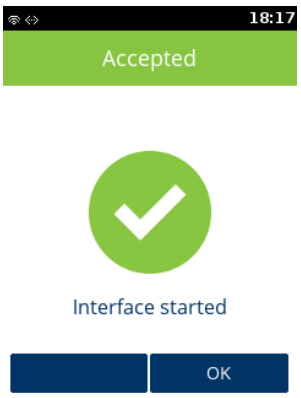
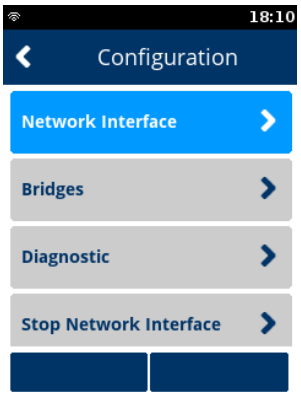
Step	Instruction	Screen Information
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the use of the navigation buttons to be used or press 3.	
7	Select option 1, Network Interface	

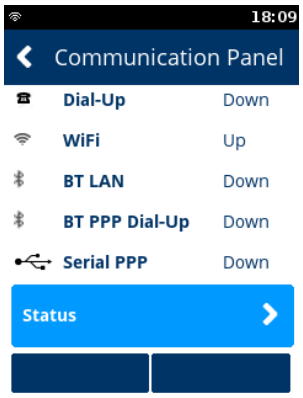
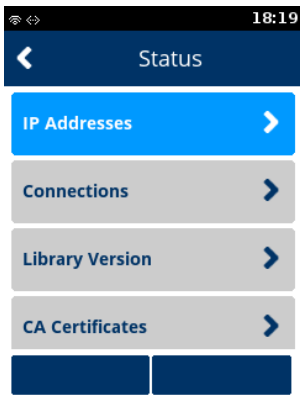
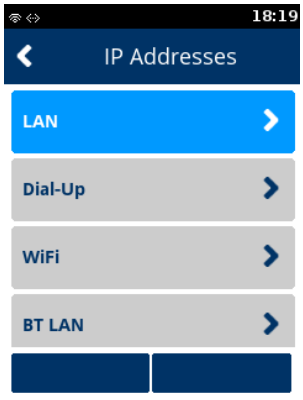
Step	Instruction	Screen Information
8	Select option 1, LAN	
9	Select Option 1, Autostart	
10	Select Option 1, Yes	

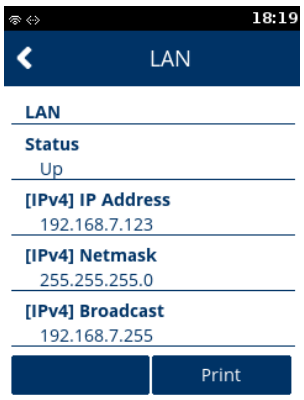
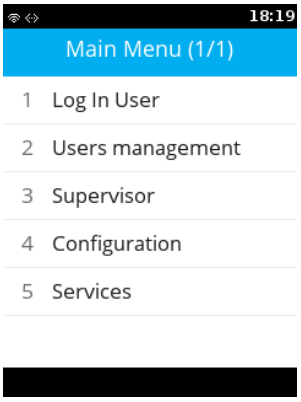
Step	Instruction	Screen Information
11	Select Option 2, IPv4	
The default is DHCP, if you require static IPs then follow steps 12-18 if not, skip to step 18		
12	Select Option 2, DHCP	
13	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	

Step	Instruction	Screen Information
14	Select Option 3, IP Address	
15	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
16	Repeat steps 15 and 16 for Subnet Mask, Gateway IP Address and DNS 1	
17	Press the red cross button.	

Step	Instruction	Screen Information
18	Press Save using the top right hand button.	
19	When “Saved” is displayed press the green circle button.	
20	Select Yes to “Apply settings on interface?”	

Step	Instruction	Screen Information
21	Select Yes to “Interface started”	
23	Press the red cross button.	
24	Press the red cross button.	

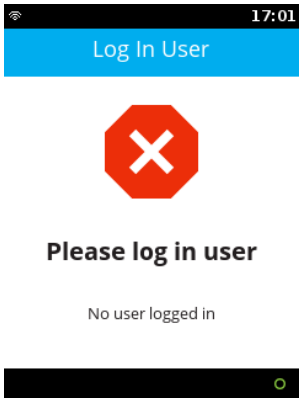
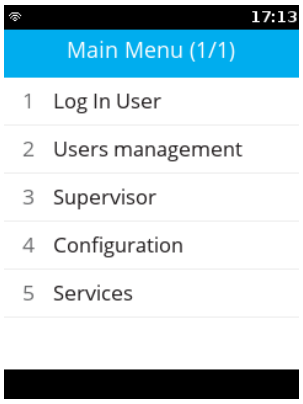
Step	Instruction	Screen Information
25	Select Option 1, Status	
26	Select option 1, IP Addresses	
27	Select option 1, LAN	

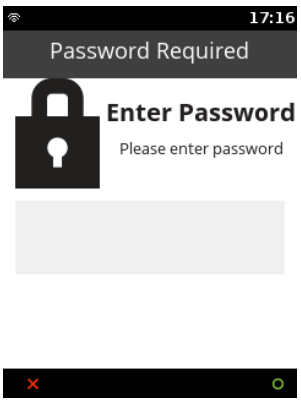
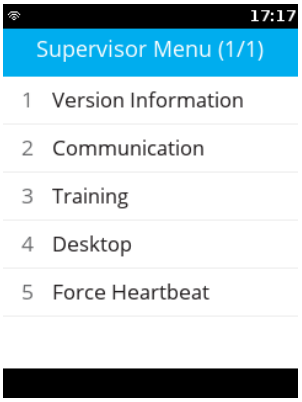
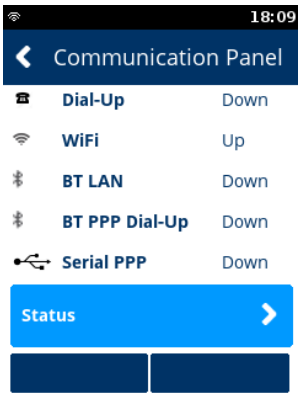
Step	Instruction	Screen Information
28	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	
29	Press the red cross button until you are back at the Login screen.	

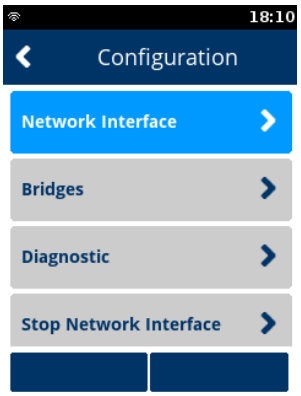
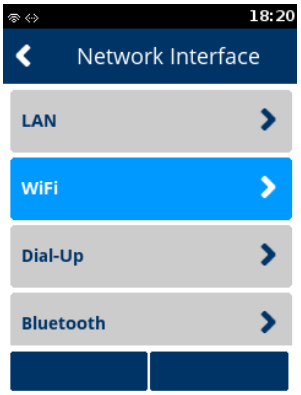
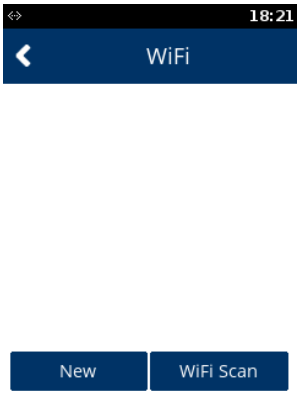
3.2 WI-FI

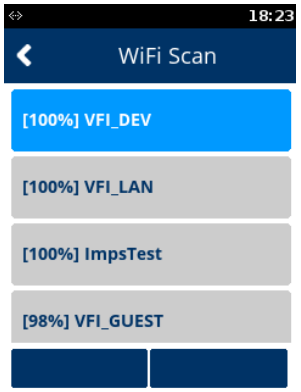
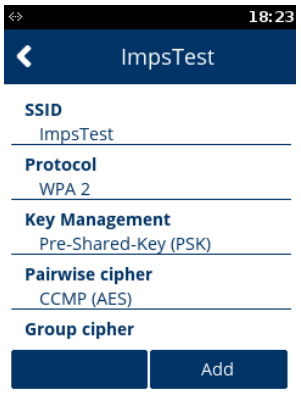
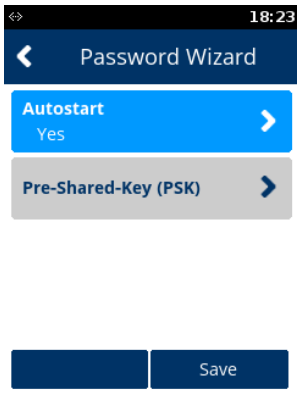
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden. Note the Wi-Fi connection type can only be used on the V200c+ model, the V200c doesn't contain the ability to connect to a Wi-Fi connection.

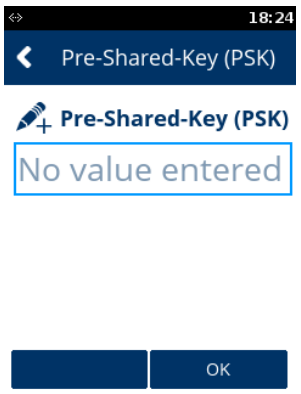
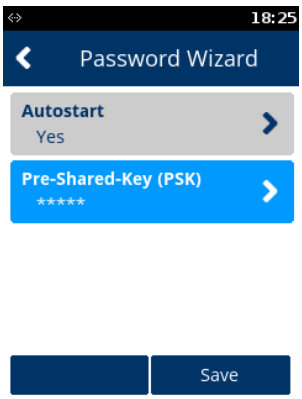
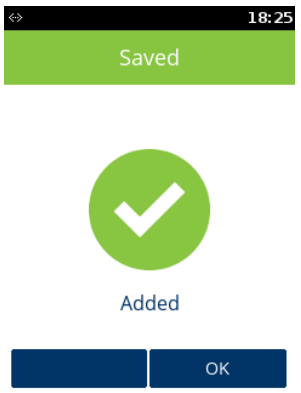
3.2.1 Visible Wi-Fi Networks

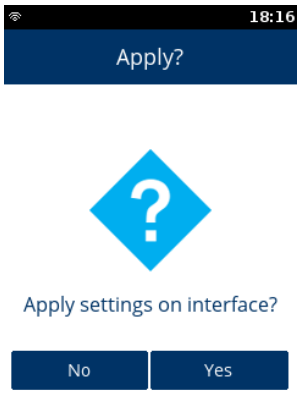
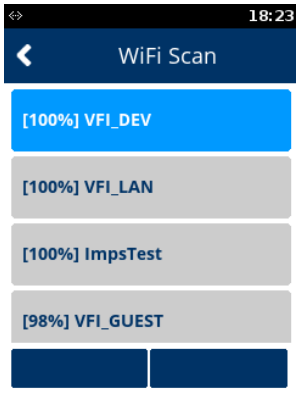
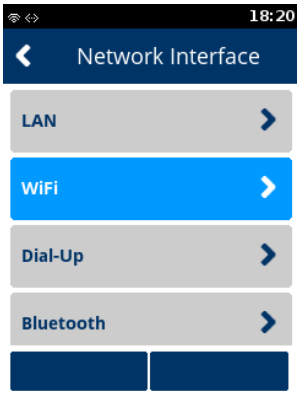
Step	Instruction	Screen Information
1	Turn on the device, by plugging the device in.	
2	At the *Please log in user* screen press the red cross.	
3	Select option 3, Supervisor.	

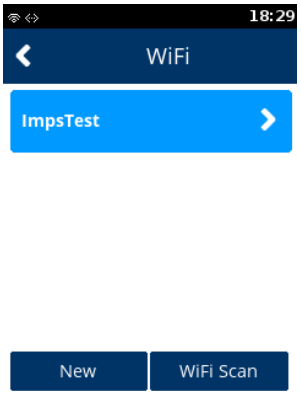
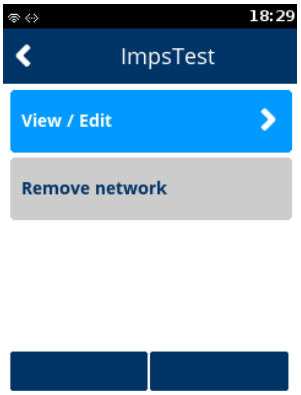
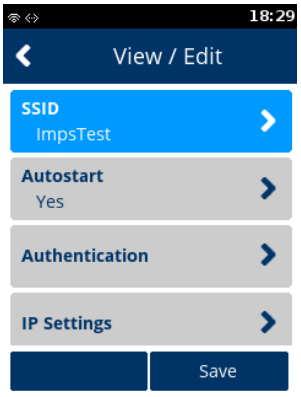
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the use of the navigation buttons to be used or press 3.	

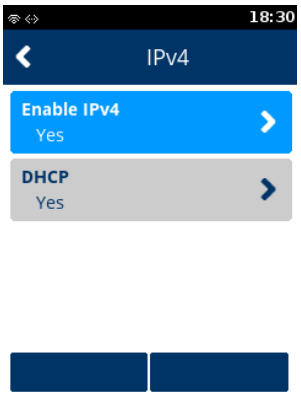
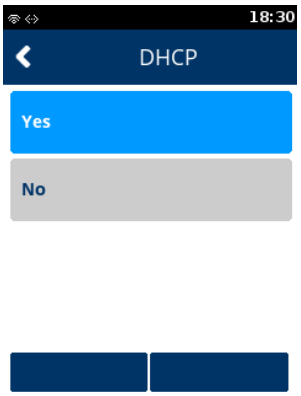
Step	Instruction	Screen Information
7	Select option 1, Network Interface	
8	Select option 2, WiFi	
9	Select option 1, WiFi Scan (assuming the network is visible) If the network is hidden please refer to section 3.2.2	

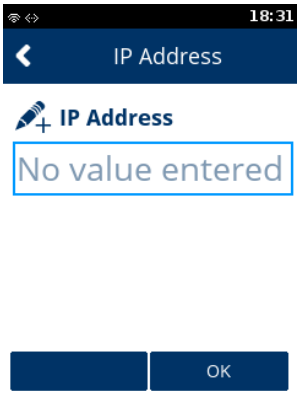
Step	Instruction	Screen Information
10	Select your chosen network, * button scrolls up, # button scrolls down, green circle button selects the highlighted option.	
11	Press Enter to add the network.	
12	Select option 2, Pre-Shared-Key (PSK)	

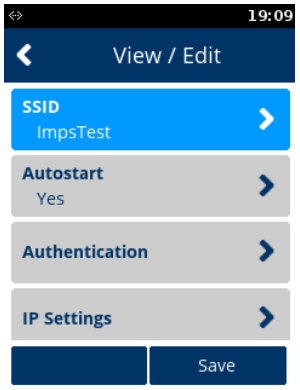
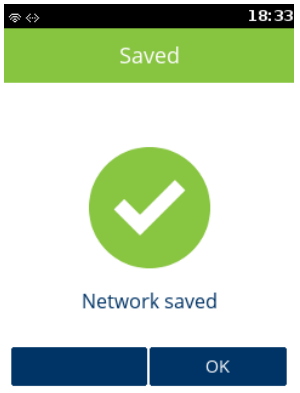
Step	Instruction	Screen Information
13	Update the Pre-Shared-Key (network key) with the one for the chosen network. Multiple presses will result in upper and lower-case letters and numerics. Once inserted press the green circle key.	
14	The terminal will return to the screen in step 11, however, the Pre-Shared-Key will now show as being entered. Note. The number of * doesn't equal the number of characters in the key. Press the right-hand navigation key to save.	
15	Once added successfully select OK	
The default is DHCP, if you require static IPs then follow steps 16-28 if not, skip to step 28		

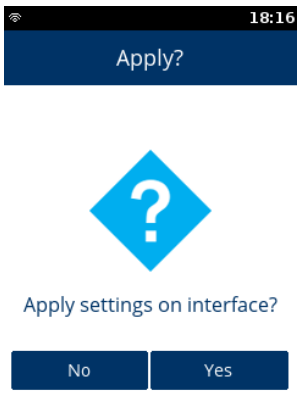
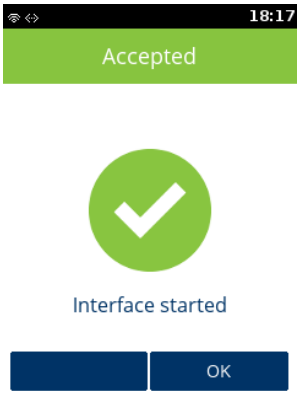
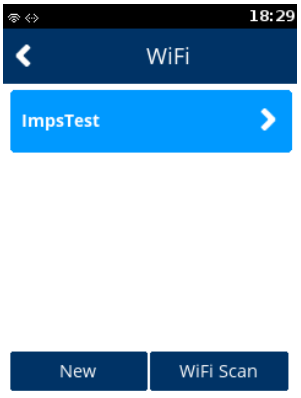
Step	Instruction	Screen Information
16	Select no through the left-hand navigation key, and press the green circle key.	
17	Press the red cross button when the results of the scan are returned.	
18	Select option 1, WiFi	

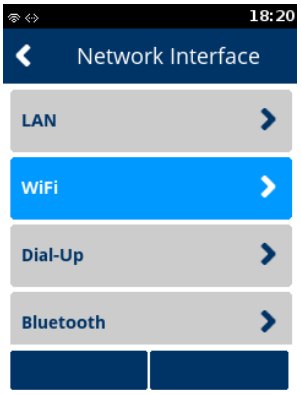
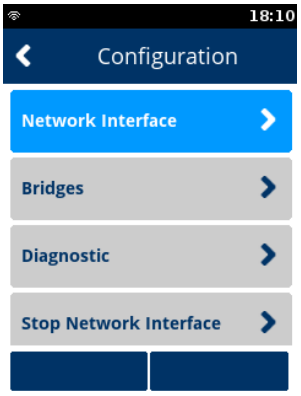
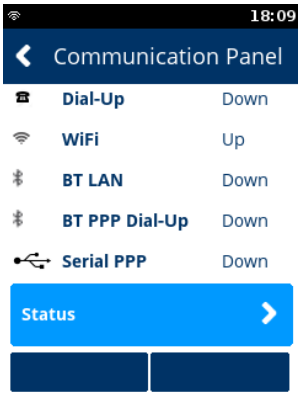
Step	Instruction	Screen Information
19	Ensure that the chosen network is now highlighted. Press the green circle key.	
20	Ensure that View / Edit is highlighted and press the green circle key.	
21	Select Option 4, IP settings	

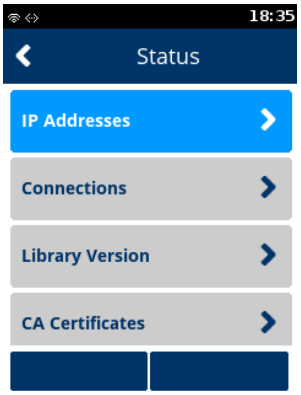
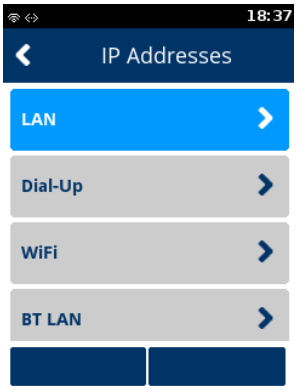
Step	Instruction	Screen Information
22	Select Option 1, IPv4	
23	Select Option 2, DHCP	
24	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	

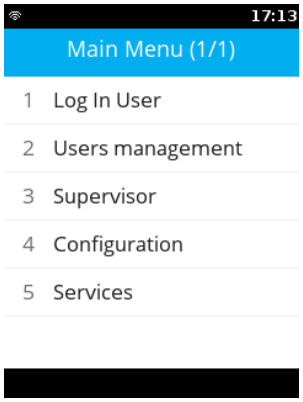
Step	Instruction	Screen Information
25	Select Option 3, IP Address	
26	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
27	Repeat steps 25 and 26 for Subnet Mask, Gateway IP Address and DNS 1	
28	Press the red cross button.	

Step	Instruction	Screen Information
29	Press the red cross button.	
30	Press Save, using the top right-hand navigation button.	
31	When “Network Saved” is displayed press the green circle button.	

Step	Instruction	Screen Information
32	Select Yes to “Apply settings on interface?”	
33	Select Yes to “Interface Started”	
34	Press the red cross button.	

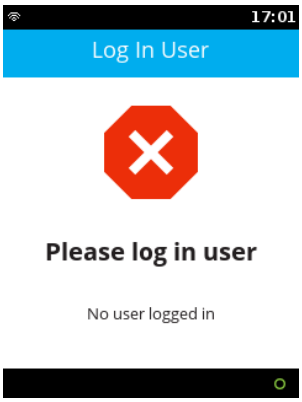
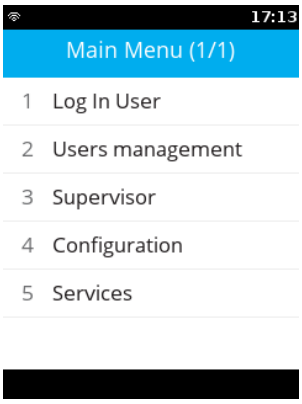
Step	Instruction	Screen Information
35	Press the red cross button.	
36	Press the red cross button.	
37	Select Option 1, Status	

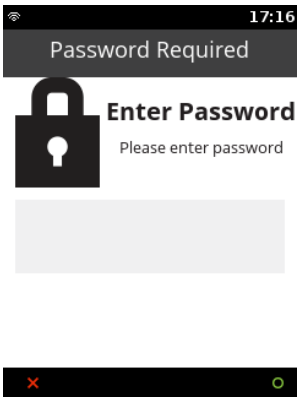
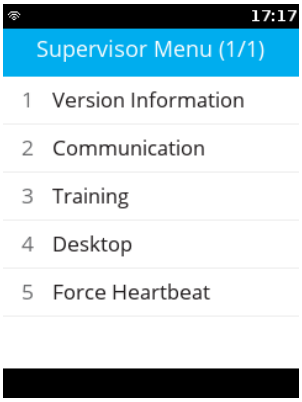
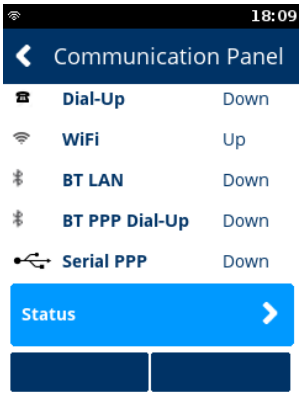
Step	Instruction	Screen Information
38	Select option 1, IP Addresses	
39	Select option 3, WiFi	
40	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	

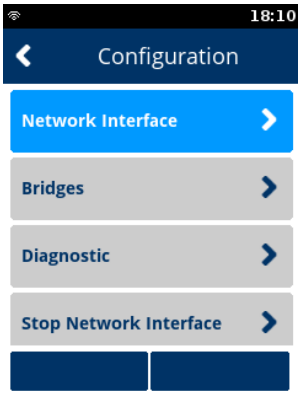
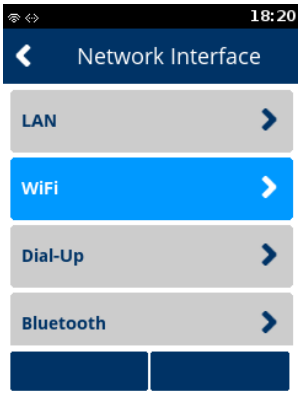
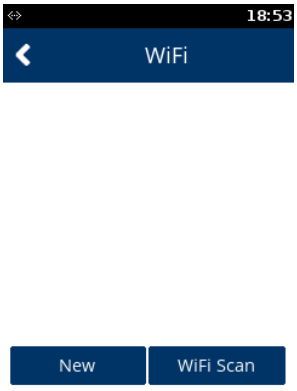
Step	Instruction	Screen Information
41	Press the red cross button until you are back at the Login screen.	

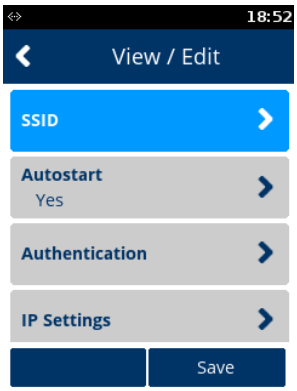
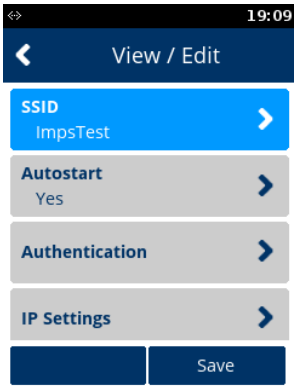
3.2.2 Hidden Wi-Fi Networks

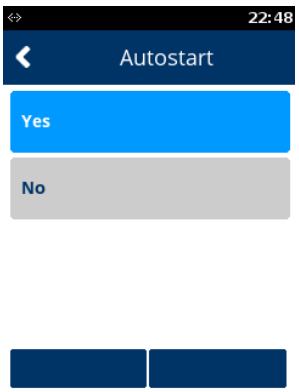
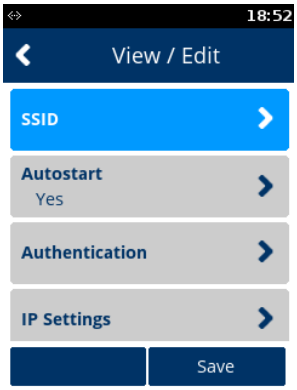
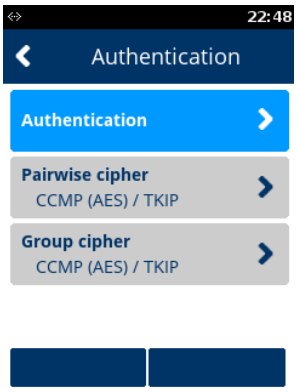
This section will cover setting up the terminal on a hidden Wi-Fi network using WPA2-PSK as the network configuration. This will not cover the other options that are supported by the terminal.

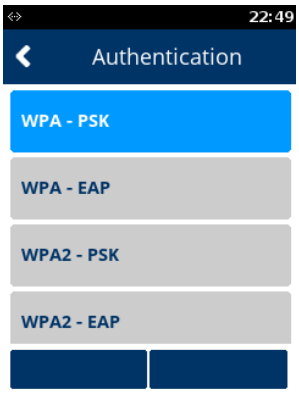
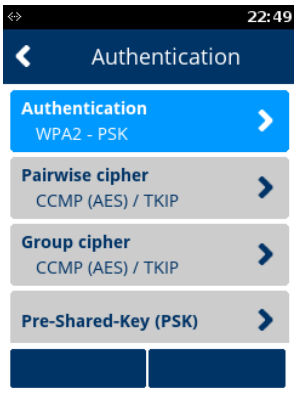
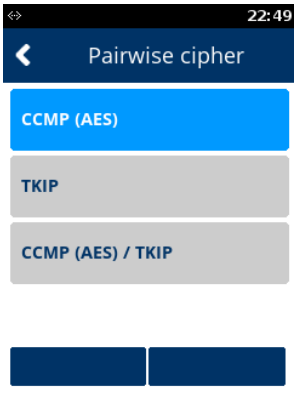
Step	Instruction	Screen Information
1	Turn on the device, by pressing the green circle button or plugging the device in.	
2	At the *Please log in user* screen press the red cross.	
3	Select option 3, Supervisor.	

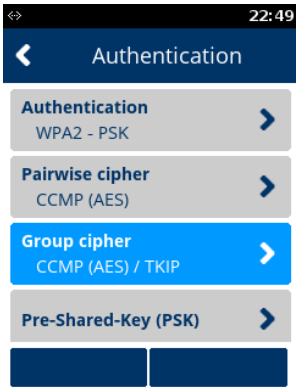
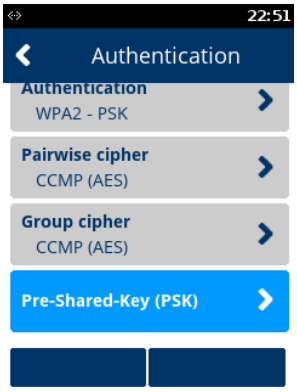
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the use of the navigation buttons to be used or press 3.	

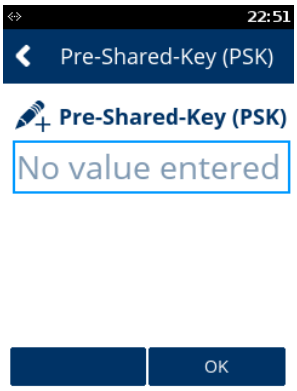
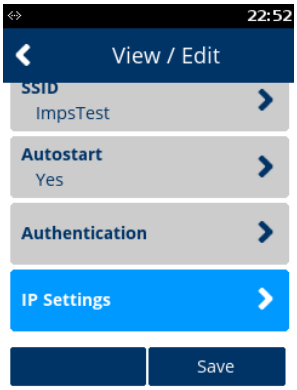
Step	Instruction	Screen Information
7	Select option 1, Network Interface	
8	Select option 2, WiFi	
9	Select New, Using the top left navigation button.	

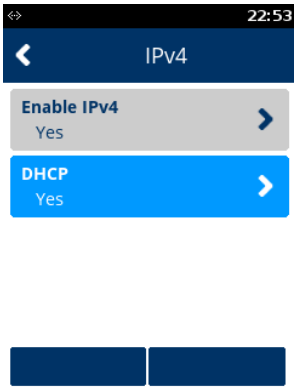
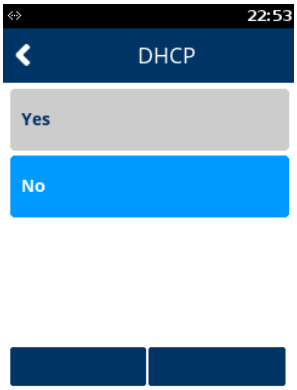
Step	Instruction	Screen Information
10	Select Option 1, SSID	
11	Enter the SSID. The possible characters can be found in section 2.3 Press the right-hand navigation key to save.	
12	Select Option 2, Autostart.	

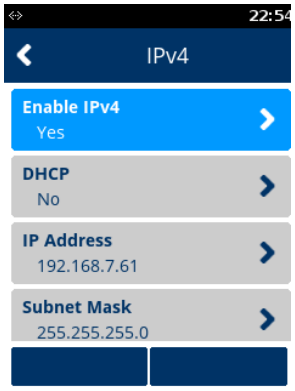
Step	Instruction	Screen Information
13	Select the required autostart setting for the chosen Wi-Fi network. Default - Yes	
14	Select Option 3, Authentication	
15	Select Option 1, Authentication	

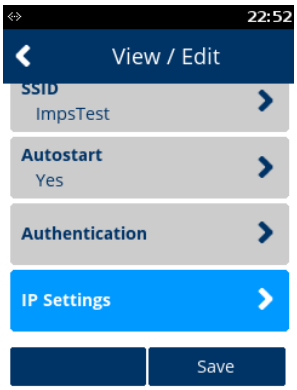
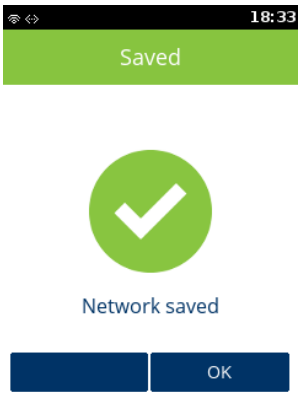
Step	Instruction	Screen Information
16	Select Option 3, Authentication. Select the required authentication for the chosen Wi-Fi network.	
17	Select Option 2, Pairwise cipher	
18	Select the chosen cipher for the chosen Wi-Fi Network.	

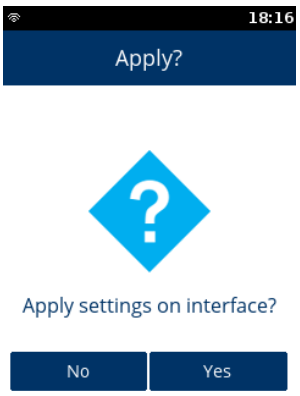
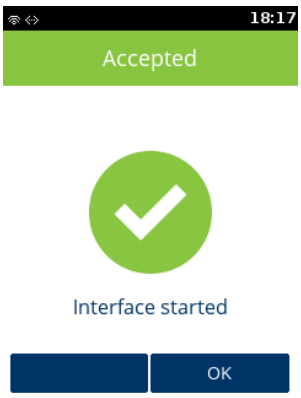
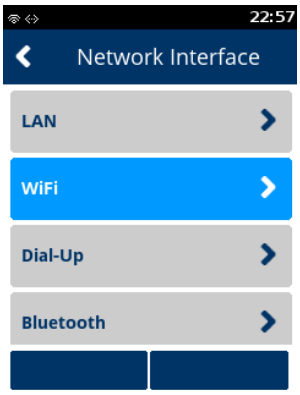
Step	Instruction	Screen Information
19	Select Option 3, Group cipher	
20	Select Option 5, Group Cipher Select the chosen cipher for the chosen Wi-Fi Network.	
21	Select Option 3, Pre-Shared-Key (PSK)	

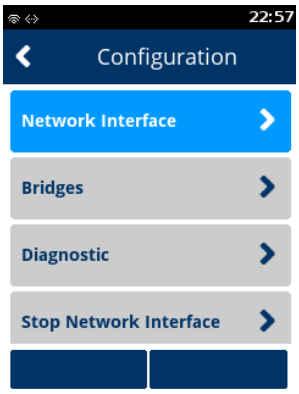
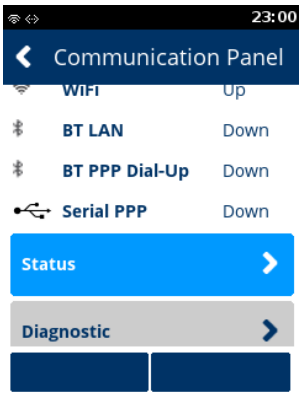
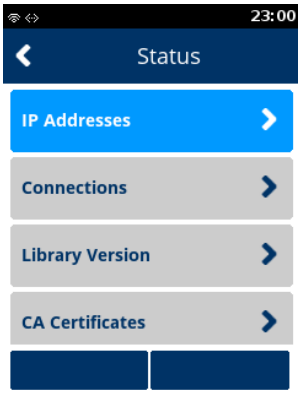
Step	Instruction	Screen Information
22	Enter the SSID. The possible characters can be found in section 2.3 Multiple presses will result in upper and lower-case letters and numerics. Once inserted select Save and press the green circle button.	
23	Press Cancel.	
24	Select Option 4, IP settings	

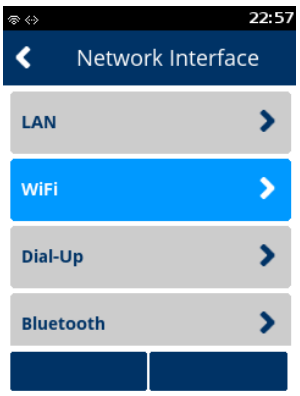
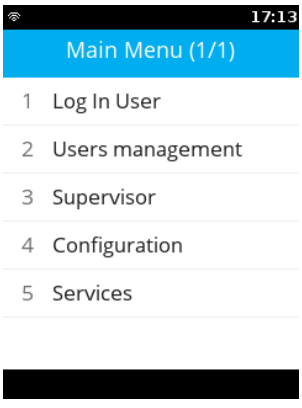
Step	Instruction	Screen Information
25	Select Option 1, IPv4	
The default is DHCP, if you require static IPs then follow steps 26-30 if not, skip to step 31		
26	Select Option 2, DHCP	
27	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	

Step	Instruction	Screen Information
28	Select Option 3, IP Address	
29	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
30	Repeat steps 25 and 26 for Subnet Mask, Gateway IP Address and DNS 1	
31	Press the red cross button.	

Step	Instruction	Screen Information
32	Press the red cross button.	
33	Press Save, using the top right-hand navigation button.	
34	When “Network Saved” is displayed press the green circle button.	

Step	Instruction	Screen Information
35	Select Yes to “Apply settings on interface?”	
36	Select Yes to “Settings applied to interface”	
37	Press the red cross button	

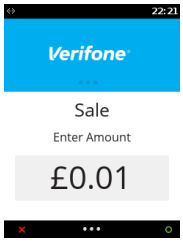
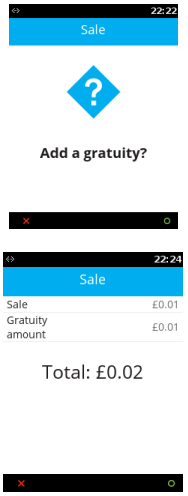
Step	Instruction	Screen Information
38	Press the red cross button.	
39	Select Option 1, Status	
40	Select option 1, IP Addresses	

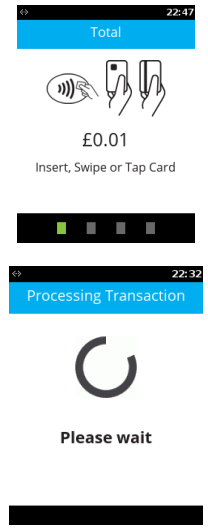
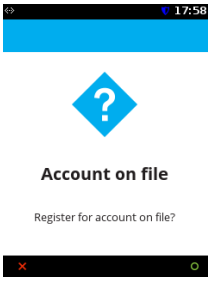
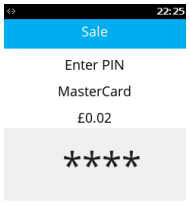
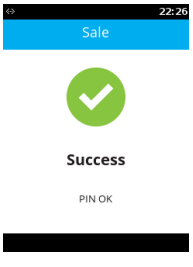
Step	Instruction	Screen Information
41	Select option 2, WiFi	
42	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	
43	Press the red cross button until you are back at the Login screen.	

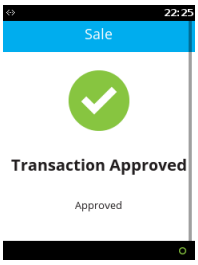
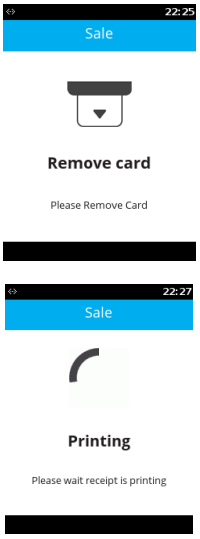
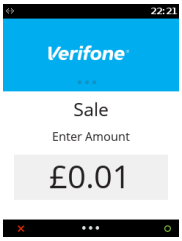
4 TRANSACTION PROCESSING

This section will cover the on-screen messages that you will see on the terminal. Please note messaging will be dependent on the settings enabled on the account and level of integration performed by your POS provider.

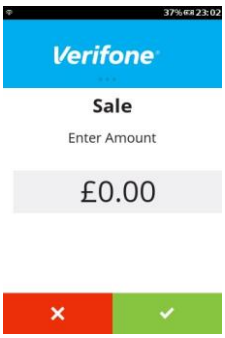
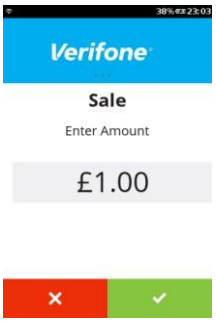
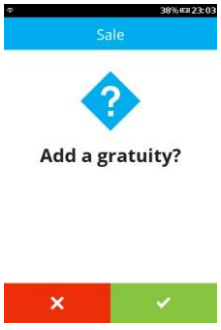
4.1 CUSTOMER PRESENT – SALE ICC

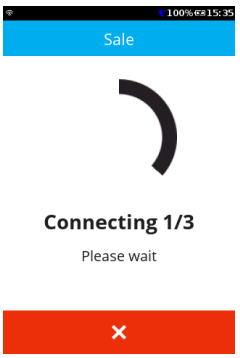
Step	Instruction	Screen Information
1	Plug the device in using the supplied power supply and log in using the login credentials	
2	While the terminal is on the main screen, key in the amount of the sale and press the green enter key	
3	Enter the gratuity amount if required. If not then press please the red x button	

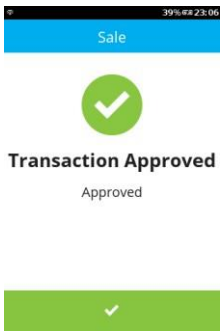
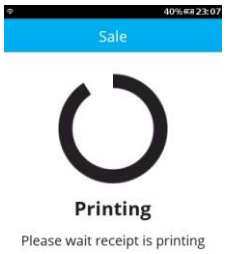
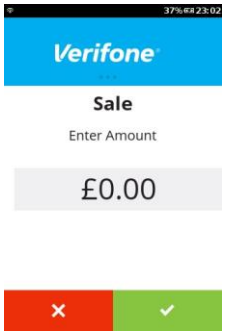
Step	Instruction	Screen Information
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we have chosen ICC transaction.	
5	Register for account on file if required	
6	Enter the PIN only if the card was inserted. Not needed for contactless or if the card was swiped	
7	A success message is displayed if PIN ok	

Step	Instruction	Screen Information
8	The terminal attempts to connect to the PAYWare Ocius gateway, following a successful response a Transaction Approved message appears	
9	The terminal will then prompt of removal of card followed by printing the receipts. You will need to retain the first receipt printed for your records and the second receipt is to be given to the customer	
10	The terminal will return to the main menu once completed.	

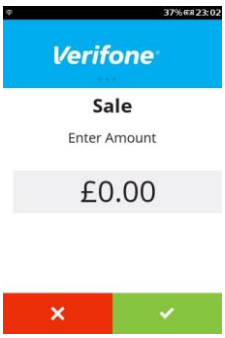
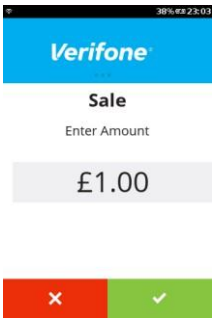
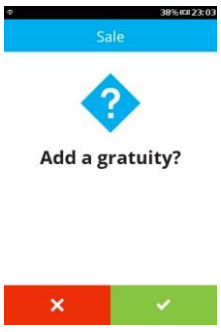
4.2 SALE SWIPE

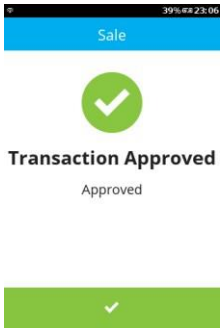
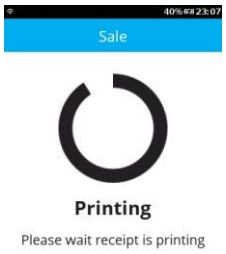
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	

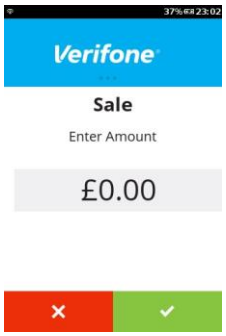
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a swipe transaction.	
5	After the card has been swiped the device will prompt for signature verification (at this point a merchant receipt will be printed with a box for a signature)	
6	You may see a screen where the terminal is “connecting”, this screen should only show for a couple of seconds while the terminal is establishing a connection.	

7	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
8	The terminal will display the printing message.	
9	When complete the terminal will return to the main menu.	

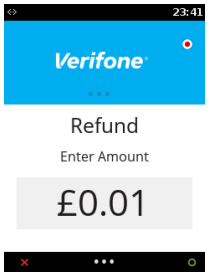
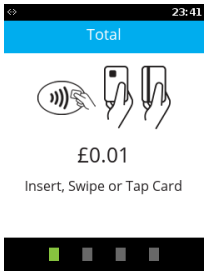
4.3 SALE CTLS

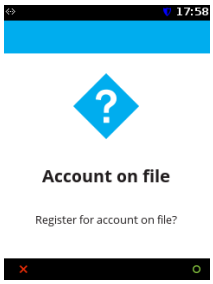
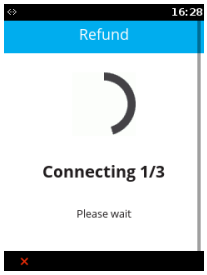
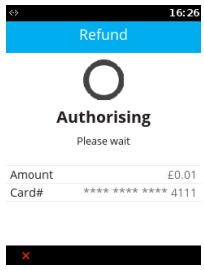
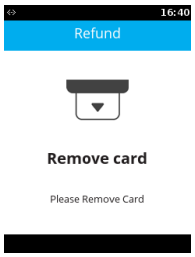
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	

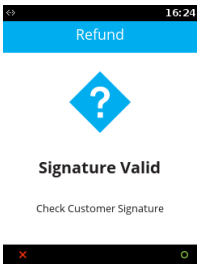
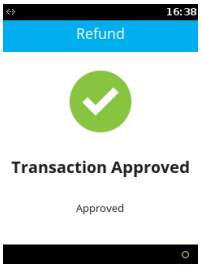
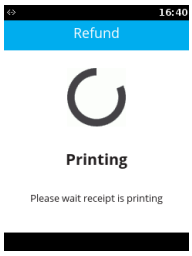
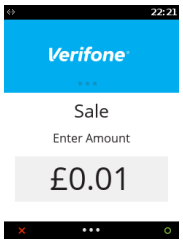
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a CTLS transaction.	
5	After the card has been tapped the device will show “card read ok” *unable to capture this screen as it only flashes up for a second	
6	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
7	The terminal will display the printing message.	

8	When complete the terminal will return to the main menu.	

4.4 CUSTOMER PRESENT - REFUND

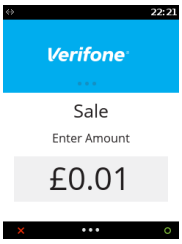
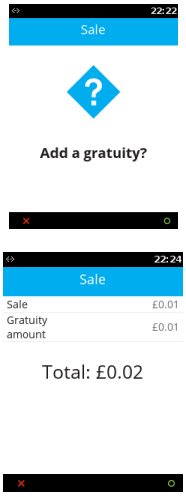
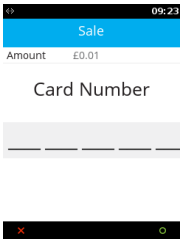
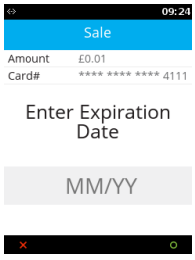
Step	Instruction	Screen Information
1	Plug the device in using the supplied power supply and log in using the login credentials	
2	Select Refund or type 2 from the Main menu (select * to get to the main menu) and enter the amount to be refunded when the screen is presented	
3	Insert, swipe, tap or key enter the card to be refunded	

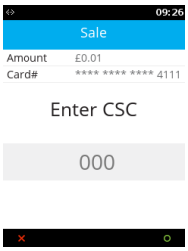
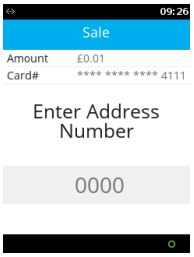
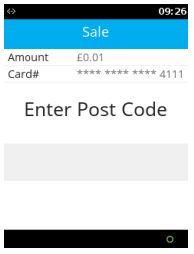
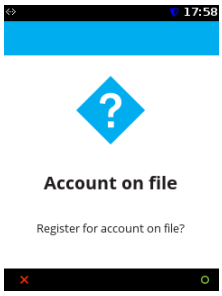
Step	Instruction	Screen Information
4	Register for account on file if required	
5	The V200c is connecting to the Verifone PAYWare Ocius Gateway and seeking authorisation.	 
6	A prompt to remove the card	

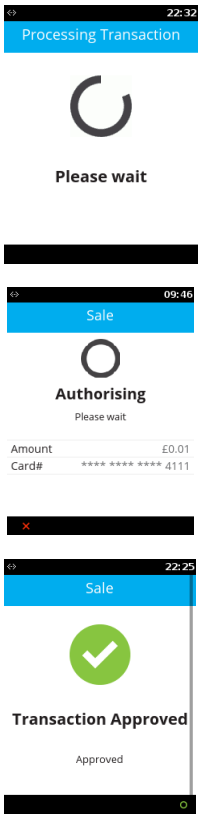
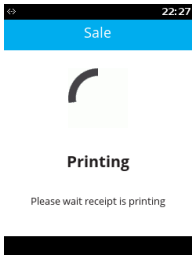
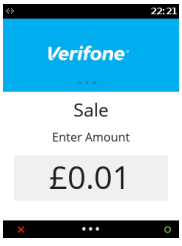
Step	Instruction	Screen Information
7	A prompt to check that the customer's signature is valid	
8	If all ok the terminal will connect to the gateway and approve the refund transaction	
9	A receipt will be printed, one for the customer and one for your records	
10	The terminal will return to the main idle screen once completed.	

4.5 CUSTOMER NOT PRESENT – SALE MAIL ORDER

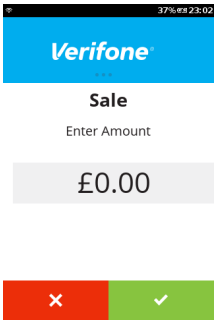
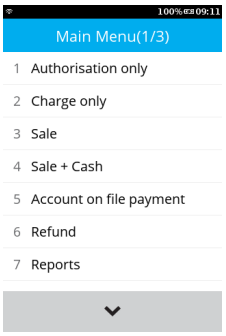
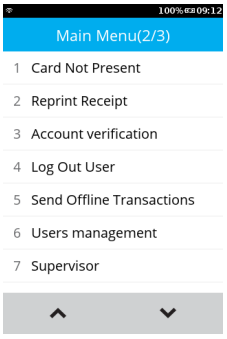
Step	Instruction	Screen Information
1	Plug the device in using the supplied power supply and log in using the login credentials	

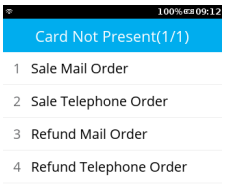
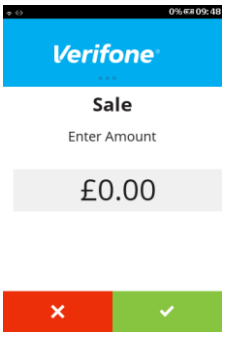
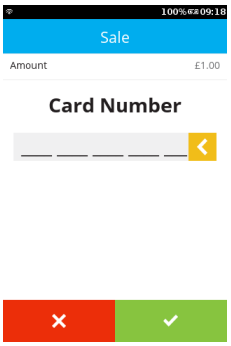
Step	Instruction	Screen Information
2	Go to the Main Menu and scroll to the next screen and select Card Not Present or enter 4. At the next screen select Sale Mail Order. When the Sale screen is presented enter the Sale amount	
3	Enter the gratuity amount if required. If not then press please the red x button	
4	The screen will switch to manual entry screen. Once the long card number is complete, press the green enter key to continue	
5	Next, key in the cards expiry date and press the green enter key.	

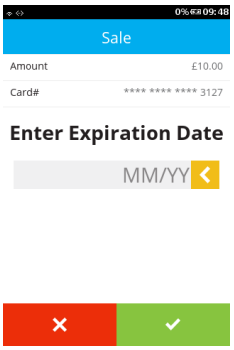
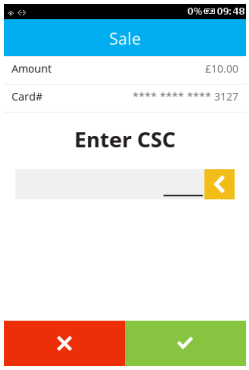
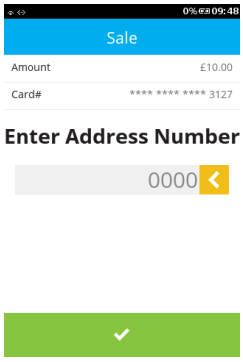
Step	Instruction	Screen Information
6	Enter the 3-digit security code (CSC) from the back of the card and press the green enter button	
7	Enter the house number and press the green enter key	
8	Enter the just the numbers from the Postcode and press the green enter key	
9	Register for account on file if required	

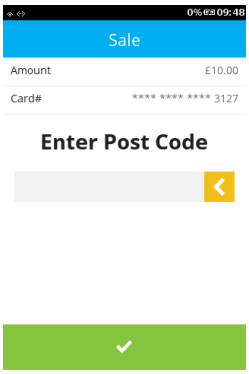
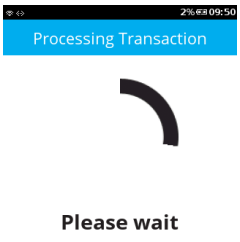
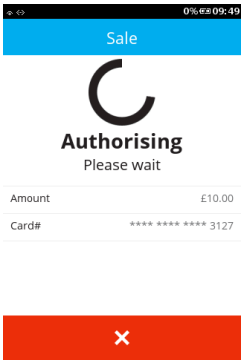
Step	Instruction	Screen Information
10	At this stage, the terminal will contact the PayWare Ocius gateway and will provide a result of either Approved or Declined	
11	A receipt will then be printed for the merchant and a second copy for the customer	
12	The terminal will return to the main menu once completed.	

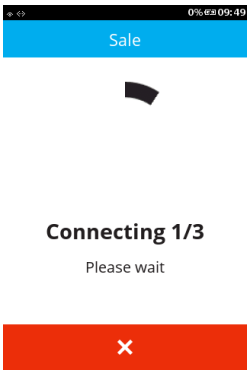
4.6 CUSTOMER NOT PRESENT – SALE TELEPHONE ORDER

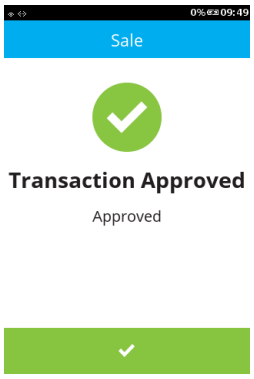
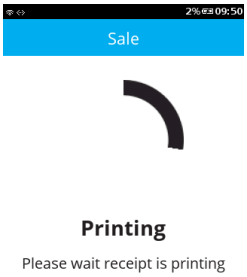
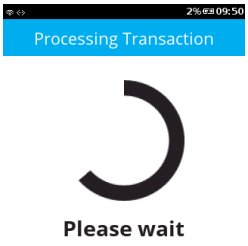
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	

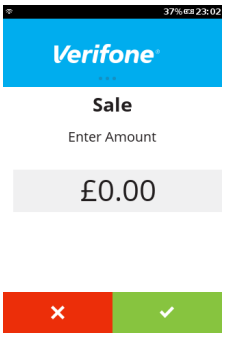
Step	Instruction	Screen Information
4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Sale Telephone Order” was selected.	
5	To initiate the Sale payment, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
6	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	
7	Use the keypad to enter the Card Number and press “Enter” to continue.	

Step	Instruction	Screen Information
8	Enter “Expiry Date” and press “Enter” to continue.	
9	Enter “CSC” and press “Enter” to continue.	
10	Enter “Address Number” and press “Enter” to continue.	

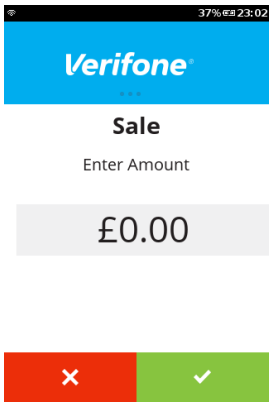
Step	Instruction	Screen Information
11	Enter “Postcode” and press “Enter” to continue.	
12	The device is showing transaction’s processing status.	
13	The device is showing transaction’s authorising message.	

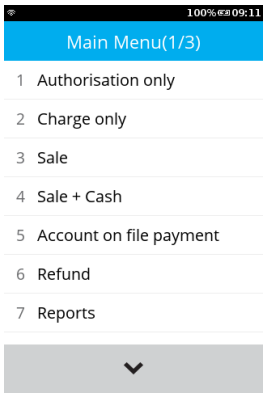
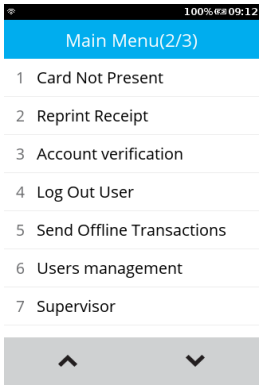
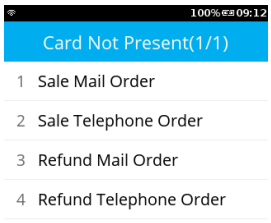
Step	Instruction	Screen Information
14	The device is showing transaction's authorising message.	
15	Press the "Green" button or "Green Circle" button to proceed or "Red" button or "Red Cross" button to cancel the transaction.	
16	The device is now connecting the server.	

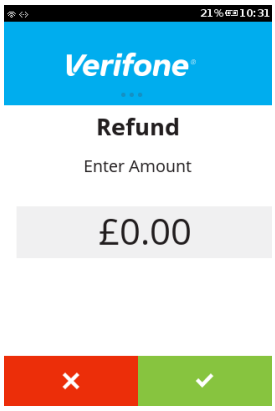
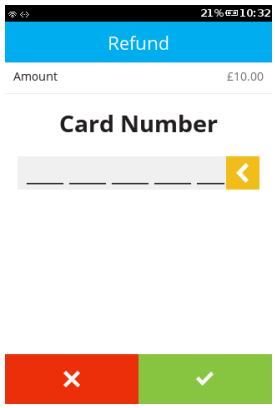
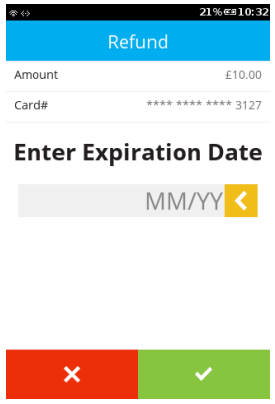
Step	Instruction	Screen Information
17	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
18	After the card has been inserted, the device will print the merchant receipt with signature prompt.	
19	The device is showing the transactions processing status.	

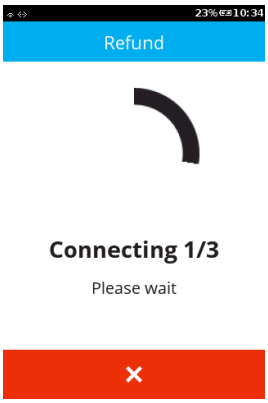
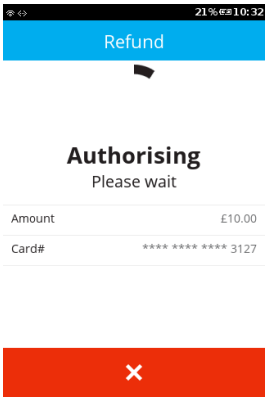
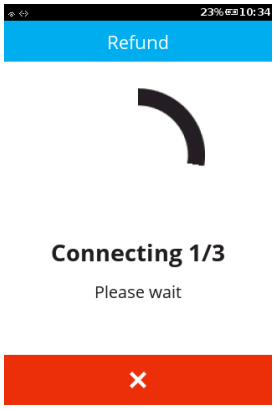
Step	Instruction	Screen Information
20	When complete the terminal will return to the main menu.	

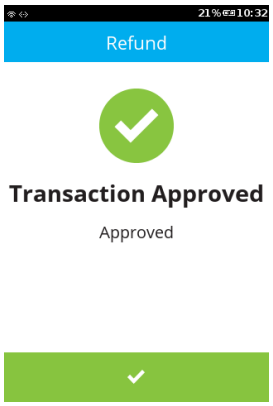
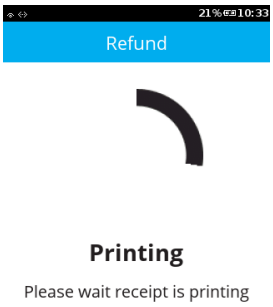
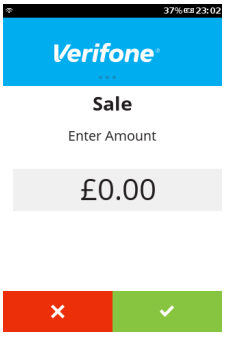
4.7 CUSTOMER NOT PRESENT – REFUND TELEPHONE ORDER

Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	

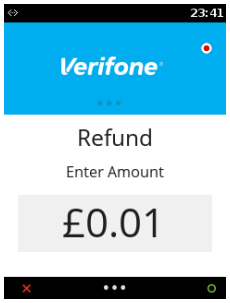
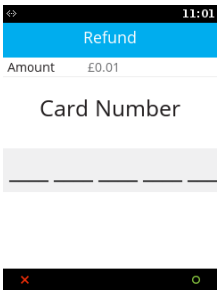
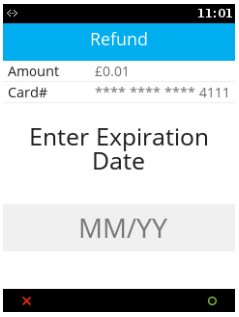
Step	Instruction	Screen Information
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	
4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Refund Telephone Order” was selected.	

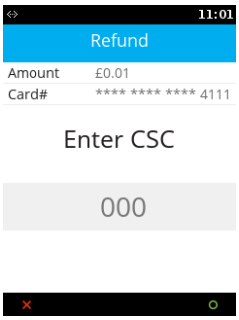
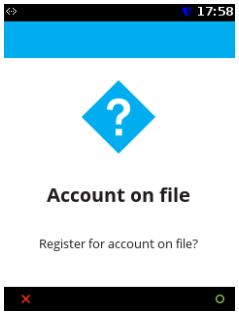
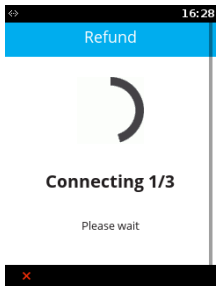
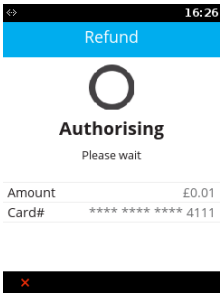
Step	Instruction	Screen Information
5	To initiate the refund, enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
6	Use the keypad to enter the Card Number and press “Enter” to continue.	
7	Enter “Expiry Date” and press “Enter” to continue.	

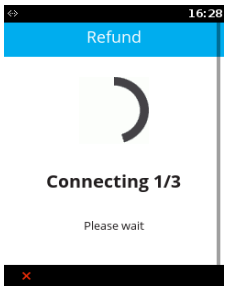
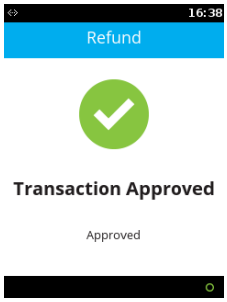
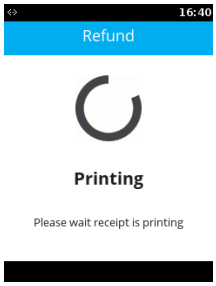
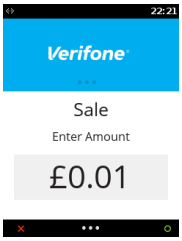
Step	Instruction	Screen Information
8	The device is now connecting the server.	
9	The device is showing transaction's authorising message.	
10	The device is now connecting the server.	

Step	Instruction	Screen Information
11	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
12	After the card has been inserted, the device will print the merchant receipt.	
13	When complete the terminal will return to the main menu.	

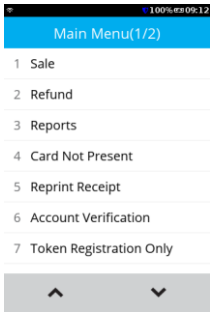
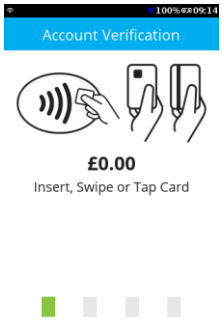
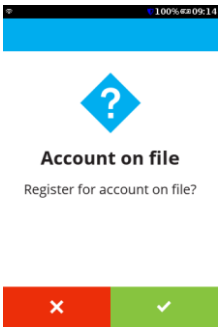
4.8 CUSTOMER NOT PRESENT – REFUND MAIL ORDER

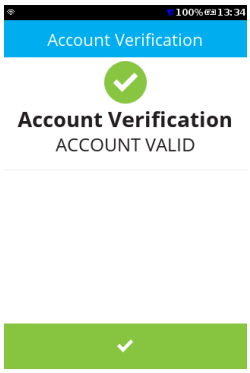
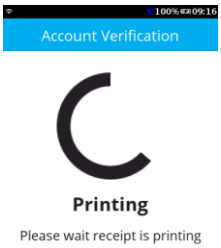
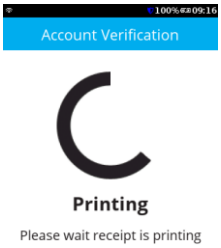
Step	Instruction	Screen Information
1	Plug the device in using the supplied power supply and log in using the login credentials	
2	Navigate to the Main Menu and scroll to the next screen and select Card Not Present or enter 4. At the next screen select Refund Mail Order When the Refund screen is presented enter the amount to be refunded	
3	The screen will switch to manual entry screen. Once the long card number is complete, press the green enter key to continue	
4	Next, key in the cards expiry date and press the green enter key.	

Step	Instruction	Screen Information
5	Enter the 3-digit security code (CSC) from the back of the card and press the green enter button	
6	Register for account on file if required	
7	The terminal will connect to the PayWare Ocius gateway and authorise the transaction	 

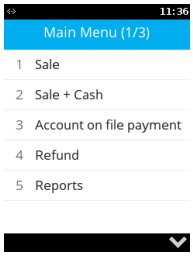
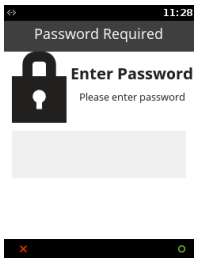
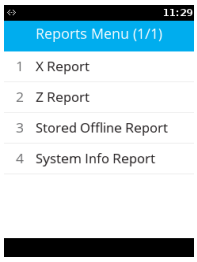
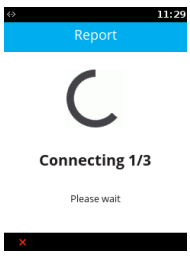
Step	Instruction	Screen Information
8	If all ok the terminal will connect to the gateway and approve or decline the refund transaction	 
9	A receipt will be printed, one for the customer and the other for the merchant	
10	The terminal will return to the main menu once completed.	

4.9 ACCOUNT VERIFICATION

Step	Instruction	Screen Information
1	Access the main menu via the * key, you should see the option of account verification if enabled.	
2	Terminal will prompt for the user to insert, swipe or tap the card. For this example we will swipe the card.	
3	If enabled you may be prompted for account on file	

Step	Instruction	Screen Information
4	Account verification should be authorised and will show an auth code on screen	
5	A merchant receipt will be printed with a space for signature	
6	You will be prompted to validate the signature	
7	The customer receipt will then be printed and the terminal will return back to the idle screen	

5 REPORTS

Step	Instruction	Screen Information
1	Plug the device in using the supplied power supply and log in using the login credentials	
2	Go to the Main Menu (select *) and enter 3	
3	Enter the supervisor password	
4	Select X or Z Report or enter 1 or 2 as required	
5	Connecting to the Ocius gateway	

8	A receipt will be printed with the details of the X or Z report	

6 FREQUENTLY ASKED QUESTIONS

Q,The terminal display is blank

A. Use the following steps to check the display panel: -

1) Check all the cable connections.
2) Check the terminals power supply to be sure the outlet is supplying sufficient power. Substitute the terminals power supply unit with another identical one if available. Contact the merchant helpdesk for assistance with this.
3) The terminals application program might not be loaded correctly. Contact your Merchant Helpdesk for support.
4) If the problem persists, contact your Merchant Helpdesk.

Q, Transactions are failing to process

A, There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

1) Perform a test transaction using one or more different cards to ensure the problem is not a defective card.
2) Ensure that the card is being inserted/swiped/tapped the correct way. Refer to the Transaction section of this manual for more information.
3) Check for communication/connection errors.
4) If the problem persists, contact your Merchant Helpdesk.

Q, Why can't I set up a Wi-Fi Connection?
A, Ensure that you have a V200c+ device, as this is not an available connection on the P400

Q, What PTS is device?
A, The V200c/V200c+ is a PTS 5.

Q, What is the Micro SD Slot for?
A, This is for internal Verifone use only, do not insert anything in to this slot.

Q, Can I have multiple networks setup on the device at once?
A, Yes, if you have a V200c+ device and the relevant cables, then you can make use of the Wi-Fi and the Ethernet adapter at the same time.

7 CONTACT DETAILS

VERIFONE SERVICES UK & IRELAND

100 Eureka Park
Ashford
Kent
TN25 4AZ

PAYWARE OCIUS MERCHANT HELPDESK

T: 0333 323 6677
E: UK.Helpdesk@verifone.com

Monday – Saturday – 08:00 – 20:00
Sunday – 10:00 – 17:00
Bank Holidays – 08:00 -20:00
Closed Christmas Day.

TECHNICAL SERVICES

T: 0333 323 6677
E: uk.techservices@verifone.com

Monday – Friday 09:00 – 17:30
Saturday & Sunday – Closed
Bank Holidays - Closed

CUSTOMER SERVICES

T: N/A
E: uk.customer.services@verifone.com

Monday – Friday – 09:00 – 17:30.
Saturday & Sunday – Closed.
Bank Holidays - Closed.

SALES ENQUIRIES

T: 0333 323 6666
E: Uk.contact@verifone.com