



VX 820 Duet Series APACS 40

Quick Install Guide



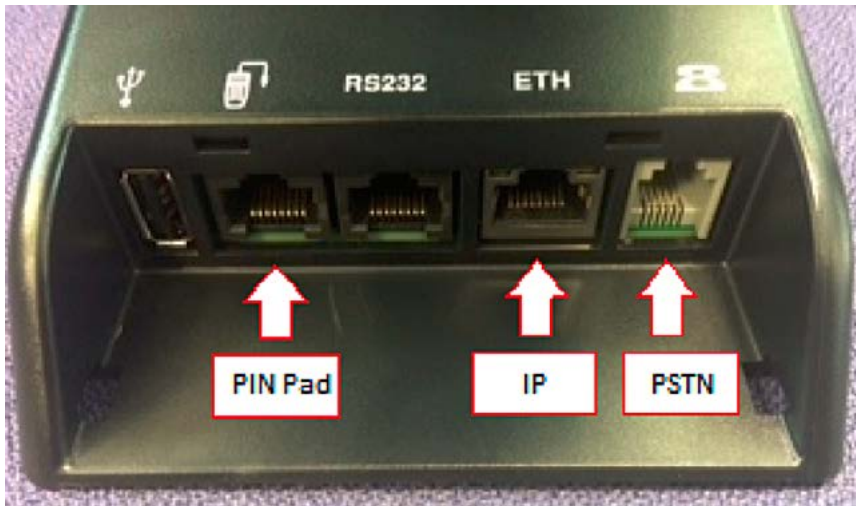
Installing Your Terminal

1. Carefully unpack the VX820 Duet terminal and all parts.
2. Connect the VX820 PIN-Pad to the PIN-Pad port on the Duet base (as per the diagram below).

Connecting via a Telephone Line: connect the supplied telephone cable to the telephone socket on the terminal (as per the diagram below) and connect the other end to your telephone wall socket.

Connecting via an IP Connection: connect the supplied Ethernet cable to the IP socket on the terminal (as per the diagram below) and connect the other end to your broadband router.

3. Plug the power cable into the power socket on the terminal and connect the other end into a mains wall socket.



If you experience any issues installing your VX820 Duet terminal then please contact the VeriFone helpdesk on: **0845 0761145**

Changing Manager Password

When you power up the VX820 Duet terminal for the first time you will be prompted to create a new manager password. As a security measure you will be required to enter this in order to access various functions on the terminal.

The process to change the password is as follows:

1. 'Change manager password' will be displayed on the screen.
2. Key in a six digit numerical password of your choice and press the green ENTER button.
3. 'Retype password' will now be displayed. Type in your chosen password again and press ENTER.
4. The terminal will now reboot and the main screen will be displayed.

If you forget your Manager password then please contact the VeriFone helpdesk on: **0845 0761145**

Adding a PABX (If Required)

If you are connecting the VX820 Duet terminal to a phone line that requires a PABX – i.e. you have to press '9' or another digit to get an outside line - then you will need to configure this on the terminal before you use it.

1. Ensure that the terminal is on the main screen.
2. Use the downward arrow key to scroll down until you see an option for 'CONFIG'. Press the green ENTER button to select this.
3. Key in your supervisor password and press ENTER.
4. Scroll down to 'Self Install' and press ENTER.
5. Press right using the touch screen button. 'PABX Access Digit' should now be highlighted. Press ENTER.
6. Key in the required PABX and press enter.
7. Press left using the touch screen button and Save Changes when prompted.
8. Press the red CANCEL key twice to return to the main screen

Sale Transaction

1. Insert a card into the terminal's smart card reader.
2. Key in the transaction amount and press ENTER.
3. The terminal will prompt to 'Present/Insert Card'
4. Hand the terminal to the cardholder to enter their PIN.
5. The terminal will now contact the acquirer's Host system to obtain an AUTH code.
6. A Merchant receipt copy will be printed, tear receipt and press ENTER to print a customer copy.

Refund Transaction

1. Select REFUND
2. Key in your Manager password when prompted and press ENTER.
3. Type in the Refund amount and press ENTER.
4. Insert card into the terminal's smart card reader.
5. The terminal will now communicate with the acquirer's Host system and obtain an AUTH Code.
6. A Merchant receipt copy will be printed, tear receipt and press ENTER to print a customer copy.

Reconciliation

1. Select 'Reports'
2. Key in your Manager password when prompted and press ENTER.
3. Choose 'Reconciliation'.
4. Select 'All'
5. The terminal will now contact the acquirer's Host system to reconcile the totals.
6. A report will be printed showing the transaction totals for the current session.
7. Press the red CANCEL button to return to the main screen.

Helpdesk Number

Enter Merchant ID for future reference

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