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VX EVOLUTION

Listed here are the most popular VX 520 available part numbers. Please contact your distributor for the most current versions and availability.

VX 520 – Dual Com/EMV – M252-753-03-NAA-3
VX 520 – Dual Com/EMV/Contactless – M252-653-A3-NAA-3
VX 520 – Dual no EMV/CTLS – M252-153-03-NAA-3
VX 520 LE – Dial only/no EMV/CTLS – M252-103-03-NBB-3
VX 520 Dial no EMV/no CTLS – M252-103-03-NAA-3
VX 520 Dial with EMV/no CTLS – M252-703-03-NAA-3
VX 520 GPRS with Battery – M252-773-13-USA-3
VX 520 GPRS/CTLS, NAA, 128/32 MB, STD KPD with Battery – M252-773-D3-NAA-3
VX 520 Dial/Ethernet/Power Extend Coiled Cable (Male/Female) – CBL252-002-01-B
VX 520 Swivel Stand – PPL252-050-01-A
VX EVOLUTION

VX Evolution is a complete line of hardware, software and services that operates on the same platform. The products, applications and libraries are interoperable, compatible and consistent. Below you will find common features of all products in the VX Evolution line.

SYSTEM

• 400 MHz ARM11 32-bit RISC processor
• Internal PIN pad supports debit and other PIN-based applications
• Supports peripherals such as check readers and customer-facing PIN Pads
• Integrated thermal printer with drop-in paper loading
• Adheres to all of the latest industry security standards, including PCI
• Supports all payment types, including credit, debit and EBT transactions

USABILITY

• Intuitive ATM-style interface provides a familiar user experience while reducing training time and entry errors
• Four programmable keys allow quick access to commonly used functions
• Unique hand-over design for customer PIN entry
• Triple-track card reader handles most magnetic-stripe cards
• Graphical display can be seen in all lighting conditions

PRINTER

• Quiet, high-speed thermal printer (18 lines per second) results in faster transactions
• Easy drop-in loading prevents paper jams
• Hinged paper cover with release lever allows for quick and easy paper changes
• Thermal printer means no ribbon to change or ink to smudge
• Standard-sized paper roll minimizes inventory and costs
## VX 520 FEATURES AND BENEFITS

<table>
<thead>
<tr>
<th>VX 520 FEATURE</th>
<th>BENEFIT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ADVANCED SECURITY PROTECTIONS</strong></td>
<td>PCI PTS 3.X and EMV Level 1 and 2 approved – meets latest standards in compliance; protects merchants’ sensitive data</td>
</tr>
<tr>
<td><strong>FAMILIAR OPERATING SYSTEM</strong></td>
<td>Seamless fit with existing VeriFone countertop devices</td>
</tr>
<tr>
<td><strong>LANDED SMART CARD READER</strong></td>
<td>Built for 5x the life expectancy of friction readers</td>
</tr>
<tr>
<td><strong>OPTIONAL NFC SOFTWARE</strong></td>
<td>Enables full flexibility to manage multiple NFC mobile wallets, apps and programs</td>
</tr>
<tr>
<td><strong>METAL DOME KEYPAD</strong></td>
<td>Design delivers one of the most reliable keypads in the POS industry, withstanding more than one million key presses</td>
</tr>
<tr>
<td><strong>ERGONOMIC DESIGN</strong></td>
<td>Optimizes handover usage</td>
</tr>
<tr>
<td><strong>HIGH-SPEED INTEGRATED THERMAL PRINTER</strong></td>
<td>Reduce checkout wait times, less points of failure, reduced footprint, increased throughput</td>
</tr>
<tr>
<td><strong>TRUE MULTIPLE APPLICATION SUPPORT</strong></td>
<td>Provides options for numerous independent, value-added service providers, which generate new revenue streams</td>
</tr>
<tr>
<td><strong>PERIPHERAL SUPPORT</strong></td>
<td>PIN pads can be supported when used as countertop device</td>
</tr>
<tr>
<td><strong>32-BIT RISC PROCESSOR AND 160MB MEMORY</strong></td>
<td>Faster transaction processing times, multiple application capabilities</td>
</tr>
<tr>
<td><strong>INTEGRATED PIN PAD</strong></td>
<td>Hand over to customer for trouble-free PIN entry</td>
</tr>
<tr>
<td><strong>LARGE BACKLIT DISPLAY</strong></td>
<td>Enhances readability, even in low-light environments</td>
</tr>
</tbody>
</table>
MERCHANT BENEFITS

PROVEN PERFORMANCE

• Runs on the advanced VX Evolution platform – powered by the time-tested Verix operating system with millions of devices delivered
• The industry’s fastest processor moves more transactions for greater profits
• Built with higher-quality components for long-lasting durability
• Provides end-to-end encryption with VeriShield Total Protect, to maximize protection against fraud and misuse

PERFECT FOR SMALL BUSINESS

• Instant broadband connectivity for speedy transactions that won’t slow down your business
• Communication port area neatly connects cables under the device
• The latest, most reliable advances in security for maximum protection

NEXT-GENERATION FEATURES

• Huge boost in memory to support value-added applications such as loyalty and gift cards
• High-contrast, white backlit display and blue backlit keypad for high visibility in dim lighting
• Quick-release, transparent paper door designed to load paper quickly and efficiently
• Combines a compact, ergonomic design with a small footprint to optimize handover usage
VALUE-ADDED APPLICATIONS

PROVEN PERFORMANCE

Third party value-add applications are an important part of the VX Evolution product line.

Third party applications can be:
• Gift cards
• Loyalty cards
• Checks

VeriFone’s VX 520 has one RS-232 slot (powered) and one USB slot. A check application would need to use COM6. VeriFone recommends the check reader use the USB port via cable 08798-01-R RS-232-USB. This is the USB to RS-232 cable that will allow the check reader to plug into it and use COM6. Please visit your value-add application provider for their certified application.
SPONSOR CERTIFICATE INFORMATION

VX Evolution meets the highest security standards. Application certificates, like “keys” are one of the pieces in this solution, which are used to sign (or lock) applications to be authenticated in order to run. Application certificates have multiple benefits to the ISO and processor.

RETENTION

VX allows ISOs to lock their terminal base. Merchants will have to contact the ISO in order to move to a different merchant services relationship.

SUPERIOR SECURITY

VX devices cannot be re-downloaded when sponsor certifications are used. No rogue software can be downloaded. Nothing is more secure.

To provide the best support and to know if your applications will work properly in an existing merchant's device, review the following steps:

1. Identify what certificate is used in the application to be downloaded. You can check your download files if you have your own VeriCentre, or ask your service provider if you use someone else for this.

2. Check the merchant’s device before you download. Newer versions of the operating system display the certificate owner when you power cycle the device.

Error messages may present when the authentication fails due to the device already having a different application certificate compared to what certificates are included in the new application attempting to download. This secure approach allows processors and ISOs to have their own specific application certificate. In essence, all of the devices are “locked”. It is just a matter of whether they are locked with a VeriFone certificate or a customer-specific certificate.

For more information, contact your VeriFone sales representative or visit www.verifonezone.com
SOFTPAY APPLICATION FEATURES

SoftPay from VeriFone provides an application framework flexible enough to meet all merchant electronic payment needs and lower the cost of operating VeriFone devices. Designed to maximize merchant satisfaction and leverage your device investment, SoftPay is a powerful application that provides comprehensive payment capabilities. Exact features and functionality are determined by the actual processor certification. Please check with your processor for application details.

GENERAL APPLICATION FEATURES
- Credit, debit, and EBT
- Dial back-up for IP transactions
- Contactless payment support
- Demo mode
- Spanish language support
- Quick communication set up
- Account number truncation on receipts
- Expiration date suppression on receipts
- Auto settlement
- Pre-dials for authorization
- Pre-prints receipt
- Address verification (AVS)
- Card verification (CVV2/CVC2)
- Password protection on all transactions and reports
- Purchase card support
- Shift reporting
- Pre-sale cash receipt

RESTAURANT FEATURES
- Server log-in, prompting and reporting
- Gratuity table on receipts
- Consecutive tip adjustment
- Counter pay tip
- Excessive tip adjustment password option
- Adjustable bar tab defaults
- Open tab override
- Open tab receipt print with signature line option
- Close tab receipt
- Close tab with different card
- Auto settle with open tabs
- Server total and detail report
- Unadjusted tip report
- Discount tip report
- IRS TRAC reporting
- Receipt suppression (QSR)
- Shift reporting

RETAIL FEATURES
- Pre-sale cash receipt
- Retail tip setting
- Debit with cash back
- Clerk log-in and reporting
- Commercial card auto detection
- Detail and summary reports by card type

MOTO FEATURES
- Recurring billing indicator
- ECI indicator
- Deferred billing indicator
- Address verification (5 and 9 digit zip code)
- Card verification (CVV2/CVC2)

COMMSERVER – ENABLING VERIFONE SOLUTIONS FOR ENHANCED COMMUNICATIONS
CommServer is an independent application that allows any client application to work with any form of communications technology, providing you and your merchants a uniform product interface and maximizing ease of use. Plus, merchants can enjoy diagnostic reporting right from an individual unit.
TIP ADJUST INSTRUCTIONS

The SoftPay application is designed for consecutive tip adjusting which allows multiple transactions to be adjusted with one password entry. The most efficient way to adjust tips on the VX 520 is to adjust all transactions at one time using the scrolling feature provided in the tip adjustment mode.

If Clerks/Servers are adjusting their own tips, each Clerk/Server should have an individual password set up for their Clerk/Server number so that they only have access to transactions related to their Clerk/Server number. This limits fraud or keying errors and increases efficiency. Directions on how to set Clerk/Server numbers and passwords can be found in the “Setting Up Clerks and Servers” section on page 13.

If an owner or manager is adjusting all transactions in a batch, a supervisor or manager level password is required. Transactions will always appear in sequential order by invoice number.

1. Press Tip Adjust Key
2. Enter a valid Clerk/Server, supervisor or manager password
3. Make the selection for the retrieval method to use:
   • Clerk [F1]
   • Amount [F2]
   • Account [F3]
   • Invoice # [F4]
4. Enter appropriate value (clerk, amount, account #, invoice #) based on selected retrieval method
5. Press [F1] to adjust transaction
6. Enter the new tip amount with implied decimal and press the ENTER key
7. Screen displays the “New Tip Amount” and “Approved”
8. Press ENTER
9. Transaction overview (card type, transaction type, card # and newly adjusted total) displays on the screen
10. Press [F2] and/or [F3] to view and adjust other transactions in the batch
11. To exit, press [F4]
TYPES OF REPORTING

CONFIGURABLE RECEIPT PRINTING
- Supports two printing sizes
- Optimizes receipts for customer and merchant
- Disables customer receipt for telephone orders

SOFTPAY REPORTS

<table>
<thead>
<tr>
<th>REPORT TYPE</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL REPORT</td>
<td>Transaction totals by card type. This includes the grand total and transaction count.</td>
</tr>
<tr>
<td>DETAIL REPORT</td>
<td>Lists the detail for each transaction in the batch.</td>
</tr>
<tr>
<td>SERVER: TOTALS REPORT</td>
<td>Totals transaction by Clerk/Server</td>
</tr>
<tr>
<td>SERVER: DETAIL REPORT</td>
<td>Transaction detail by Clerk/Server</td>
</tr>
<tr>
<td>SERVER: SERVER TABLE</td>
<td>Lists the Clerks/Servers, indicates whether they are logged on or logged off the system and lists their passwords.</td>
</tr>
<tr>
<td>SERVER: IRS TIP REPORT</td>
<td>Sale and tip amounts for each Clerk/Server. When printed for an individual Clerk/Server, can include a signature line.</td>
</tr>
<tr>
<td>SERVER: DISCOUNT TIP</td>
<td>Lists transactions by invoice number (separated by Clerk/Server) displaying the total amount, tip amount and discount tip amounts.</td>
</tr>
<tr>
<td>SHIFT REPORTS</td>
<td>Transaction detail by shift.</td>
</tr>
<tr>
<td>UNADJUSTED TIP REPORT</td>
<td>List of unadjusted sale transactions. This report lists all transactions that prompted for a tip and the tip was not entered at the time the transaction was set for approval.</td>
</tr>
<tr>
<td>BATCH HISTORY</td>
<td>Report listing the stored settled batch reports. Can be printed by individual date or all.</td>
</tr>
<tr>
<td>DEVICE PARAMETERS</td>
<td>Device parameters, transaction parameters such as debit and tip parameters for the merchant as well as for each dial parameter record.</td>
</tr>
<tr>
<td>CARDS REPORT</td>
<td>Lists specific data for each card range/card type for each merchant.</td>
</tr>
<tr>
<td>DEVICE STATS</td>
<td>Statistics and diagnostics information for the device.</td>
</tr>
</tbody>
</table>
REPORT GLOSSARY:
V = Visa
M = MasterCard
NV = Discover
AX = American Express
S = Sale
CT = Closed Tab
R = Return (In bold)
V = Void (In bold)
* = Adjusted Tips

EBT TRANSACTION TYPES:
ES = EBT Voucher
FS = EBT Food Stamps
CS = EBT Cash
FR = Food Stamps Refund
ADDING CLERKS AND SERVERS

SETTING UP SERVERS AND CLERKS
To access the Server Setup function:
1. Press ↓ (left-most purple button) until Server Setup displays.
2. Select Server Setup.
3. Enter the Manager, Supervisor, or Clerk/Server password.
4. Select the Server Setup menu option that corresponds to the parameter(s) that you want to update by pressing the appropriate key.

- When the device is in retail mode, “Clerk” appears on the device display, receipts and reports. When in restaurant mode, “Server” appears instead.
- At the Clerk/Server password prompt, the manager, supervisor or Clerk/Server password may be entered.

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOG ON</td>
<td>Prompts for the Clerk/Server and password. The Clerk/Server must already exist. After valid information is entered, the Clerk/Server may process transactions.</td>
</tr>
<tr>
<td>LOG OFF</td>
<td>Prompts for the Clerk/Server ID.</td>
</tr>
<tr>
<td>ADD SERVER</td>
<td>Adds a Clerk/Server if the ID doesn’t exist. You must enter the ID and the corresponding password. The Clerk/Server ID may be up to four characters and the password may be up to six characters. All passwords must be unique. If the merchant attempts to enter a password that has already been assigned to another Clerk/Server, the device displays PASSWORD EXISTS.</td>
</tr>
<tr>
<td>MODIFY SERVER</td>
<td>Modifies the password for an existing ID. The new password must be different from the current password. If the cash tip option is enabled, the device displays an option allowing the Clerk/Server to enter the cash tip total.</td>
</tr>
<tr>
<td>DELETE SERVER</td>
<td>Deletes an existing Clerk/Server.</td>
</tr>
<tr>
<td>CLEAR SERVERS</td>
<td>Clears all Clerk/Server totals (the transaction records are still retained in the batch).</td>
</tr>
</tbody>
</table>

- The log on, log off and clear all functions are only available if Clerk/Server mode is enabled. Refer to the Device Setup option under Other Setup to access this parameter.

NOTE: VeriFone ships variants of the VX 520 terminal for different markets. Your terminal may have a different configuration. However, the basic processes described in this guide remain the same, regardless of terminal configuration.
CONNECTION PORTS

Turn the terminal upside down and remove the rear cover to view the connection ports. Notice that the ports are recessed. Different ports provide connections to a communications line, optional peripheral devices, and the power supply.

Figure 1 shows how to open the rear cover of the VX 520 terminal.

Figure 2 and Figure 3 show the connection ports for the VX 520 terminal.

WARNING: Do not connect the terminal to the power supply until all the peripherals are attached.
OPTIONAL DEVICE CONNECTIONS

When ordering a peripheral product such as VX 805/VX 820, request the XPI application load in addition to key injection. Check with your processor for the current supported version of XPI when ordering a VX 805/VX 820 PIN pad.

The VX 520 terminal has a port that can operate either as a PIN pad port or an RS-232 port, depending on the power source available.

Use the following procedures to connect a PIN pad or smart card reader.

CONNECTING THE PIN PAD OR SMART CARD READER TO THE VX 520

**NOTE:** When the VX 520 terminal is powered via the corded power supply, the terminal provides 4.0 A at 9.3V DC. This power will drive most VeriFone accessories. Contact your local VeriFone representative for more information.

1. Remove the VX 520 terminal rear cover.

2. Insert the RJ-45-type connector of the PIN pad or smart card reader into the port of the peripheral device.

   To install a PINpad 1000SE, position and insert the grommet to secure the cable connection.

   If a cable is not already connected to the smart card reader or PIN pad, insert the small modular plug on one end of the interface cable into the optional device’s modular jack.

3. Insert the larger RJ-45-type connector on the other end of the PIN pad cable into the PIN pad serial port on the terminal. Figure 4 provides an example of a smart card reader and PIN pad connection to the PIN pad serial port.

![FIGURE 4 – VX 520 Sample PIN Pad Connection](image)
VX 520 DOWNLOAD INSTRUCTIONS

This document is intended to give you an overview of the current VX 520 operating system. It is important to note that the Fx keys are not used in the new O/S. You will use the purple keys to scroll according to the arrows displayed on the screen. Or, you can use the appropriate number key to invoke the desired function.

The VX 520 system mode is now referred to as the Verix Terminal Manager. Menus are grouped by function and are pictured below:

Menu 1

Menu 2

Menu 3

Menu 4

EDIT PARAMETERS MENU:

The Edit Parameters menu is the same as the VerixV menu with the exception of the function keys. Instead of using the Fx keys, you will use the arrows or the number key next to the function you desire. For instance, to edit a parameter, you press the “3” key instead of “F3”.
DOWNLOAD MENU:
The download menu is where you will see the greatest changes. Downloads are performed via dial or IP. The VX 520 supports single-app or multi-app (*MA) downloads. Full and partial downloads are supported. Both dial and IP downloads are supported within Terminal Manager.

DIAL DOWNLOADS
Modem downloads are done the same as the VerixV downloads. If *ZP, *ZT and *ZA are empty, the terminal will prompt the user for the parameters. Once entered, they will be displayed. The user can choose to “Edit” those parameters if required, or “Start” the download.

IP downloads are performed through the Network Control Panel (NCP) within the Vx eOS extended menu. The terminal supports TCP/IP and SSL downloads. The UI is similar to the CommServer download UI. The following explains how to perform an IP download from NCP:

1. From the Terminal Manager menu, select “Download” (2).
2. Enter the group you wish to download (for *MA downloads, select Group ID “1”).
3. Enter the password when prompted.
4. Select “Single-app” (1) or “Multi-app” (2).
5. Select “Full download” (1) or “Partial download” (2).
6. For a Full download, choose “Yes” to clear the application from Group 1.
7. The terminal will request that the user confirm the deletion of the application(s). Press “1” for yes.
8. Choose the download method – “dial or TCP/IP” (1 = Modem. Scroll to the second screen. 3 = TCPIP).
9. Choose “Download” by pressing “Enter” when “Download” is highlighted.

10. Choose “Download” again.

11. Select “URL String”. Enter the URL. For TCP/IP, enter the IP address or URL for the VeriCentre you are calling (e.g., 192.30.100.52 or vc.verifone.com).

12. Press the purple key under “Edit” and enter the port (typically the port No. is 443, but check with your VeriCentre provider).
13. Select the download type: “SSL”=True, “TCP/IP”=False (NOTE: SSL or TCP/IP is determined by the network administrator who maintains the VeriCentre you are calling).

14. Press “Edit” to enter the Terminal ID, or press “Enter” if the Terminal ID is correct.

15. Press “Edit” to enter the application name, or “Enter” if the application is correct. NOTE: the application name is the name of the application as it is set up on the VeriCentre download system.

16. The terminal will display the download parameters. If correct, press “Enter” to continue. Continue pressing “Enter” until the download begins.

The Network Control Panel provides IP download support from System mode. Other functions within the Network Control Panel Menu include:

- Tools – Diagnostics, Network Maintenance (static vs. DHCP, Network Restore, etc.)
- Terminal Info – IP Status, Device versions.
PAPER SPECIFICATIONS & LOADING

Before you can process transactions that require a receipt or record, you must install paper in the printer. The VX 520 uses a roll of single-ply, thermal-sensitive paper for either the 38 mm or the 49 mm-diameter version. A pink out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

Due to the design of the VX 520-DC-EMV-CTLS, a larger paper roll cannot be used. But the VX 520-DC/EMV a larger paper roll can be used. Vendors offer larger paper rolls, up to 74 feet.

Paper vendors have a standard thermal roll that works with the VX 520 (non-contactless) that is 84 feet long. That would indicate that the 84 foot length paper roll will work in any non-contactless VX 520 (with EMV). If it is a CTLS capable terminal, only the small core 74 foot roll will work.

CAUTION: Poor-quality paper can jam the printer and create excessive paper dust. To order high-quality VeriFone paper, refer to Accessories and Documentation. Store thermal paper in a dry, dark area. Handle thermal paper carefully: impact, friction, temperature, humidity, and oils affect the color and storage characteristics of the paper. Never load a roll of paper with folds, wrinkles, tears, or holes at the edges.

TO INSTALL A PAPER ROLL
1. Hook your finger under the latch and lift up to swing the paper roll cover open (see Figure 5).

2. Remove any partial roll of paper in the printer tray by lifting it up.
3. Loosen the glued leading edge of the new paper roll or remove the protective strip. Unwind the paper roll past any glue residue.
4. Hold the roll so the paper feeds from the bottom of the roll.
5. Drop the paper roll into the printer tray.
6. Pull paper up past the glue residue.
7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door (see Figure 7).

**CAUTION:** To prevent the paper roll cover from damaging the print roller, always gently press down on the printer dust cover to close it.

8. Tear the paper off against the serrated metal strip in the printer.

**CAUTION:** Observe standard precautions when handling electrostatically sensitive devices. Electrostatic discharges can damage this equipment. VeriFone recommends using a grounded anti-static wrist strap.
This Quick Reference Card (QRC) refers to default settings for the SoftPay application running on the Verix or Verix V platform within your VeriFone device.

We strongly advise that you contact your card processor or merchant services before changing any settings, as this could interrupt the service or operation of your VeriFone device.

NOTE:

Your card processor or bank may have customized the SoftPay application installed on your VeriFone device to meet your specific needs, and may have also installed additional applications including those for gift cards, check cashing, etc.

If the menus on your device do not match those shown in the QRC, please contact your processor or merchant services provider for their customized version of this document. VeriFone does not maintain a library of custom QRCs.
### Phone/Web
- **Press:** Phone Order
- **Account #:** (Manual entry only) **ENTER**
- **Customer Number:** **ENTER**
- **Choose Card:** <Card Type> **ENTER**
- **Exp Date (MMYY):** **ENTER**
- **V-Code:** (MC/Visa only) **ENTER**
- **Ticket Number:** **ENTER**
- **Amount $:** **ENTER**
- **Address:** and/or **ENTER**
- **Zip Code:** (MC/Visa only) **ENTER**
- **Prnt Cust Copy?** Yes No

### Reports
- **Press:** Reports
- **Select report:**
  - Totals Report
  - Detail Report
  - Host Totals Rpt
  - Server Reports
  - IRS Tip Report
  - Discount Tip
  - Server Table
- **If Server Report, select report:**
  - Totals Report
  - IRS Tip Report
  - Detail Report
  - Discount Tip
  - Server Table
- **If Batch History, select:**
  - Date
  - All
- **If Merchant, Password:** **ENTER**
- **Report Key:** m = Manually keyed
  - * = Trans. adjusted

### Batch Review
- **Press:** Batch Review
- **Password:** **ENTER**
- **Retrieve by:**
  - Cirk
  - Amt
  - Acct
  - Inv#
  - [Terminal prompts for additional information]
  - [Transaction Displays]
- **Select:**
  - Adj
  - Void
  - Prev
  - Next
- **Adjust Option:**
  - Amt
  - Tip
  - Cirk
  - Appr
- **Void** Yes No Next
- **Prnt Cust Copy?** Yes No

**NOTE:** To scroll any menu, press until desired option appears. key changes the direction of the scrolling arrow.
### SoftPay Quick Reference Card – RETAIL (v 4.0 or later)

#### Sale
- Select
- Or Swipe Card
- Enter Amount
- Confirm Amount
- Select Card Type
  - [if Debit enabled]
  - [Debit Only]
    - Customer: Enter PIN
    - On PIN pad, then press
  - Manual Entry Only
    - Exp Date [MMYY]
    - Card Present?
    - Imprint Card
    - Clerk ID
    - V-Code [on back of card]
    - ZIP Code
- Debit Only
- Transaction processed, then merchant receipt prints...
- Print Cust Copy?  
  - Yes
  - No

#### Phone Order
- Select
- Enter Amount
- Confirm Amount
- Account #
- Exp Date [MMYY]
- PO Number
- Clerk ID
- V-Code [on back of card]
- Zip Code
- Transaction processed, then merchant receipt prints...
- Print Cust Copy?  
  - Yes
  - No

#### Force
- Select
- Enter Amount
- Confirm Amount
- Swipe Card or Enter
  - Account #, then press
  - Manual Entry Only
    - Exp Date [MMYY]
    - Select Tran Type
      - Sale
      - Phone
    - Imprint Card [Sale Only]
    - Clerk ID
    - Approval Code
    - Approval Code
- Transaction processed, then merchant receipt prints...

#### Refund
- Select
- Enter Amount
- Confirm Amount
- Password
- Swiper Card or Enter
  - Account #, then press
  - Select Card Type
    - [if Debit enabled]
    - Credit
    - Debit
  - Manual Entry Only
    - Exp Date [MMYY]
    - Imprint Card
- Transaction processed, then merchant receipt prints...
- Print Cust Copy?  
  - Yes
  - No

#### Void
- Void?
  - Yes
  - No
- Transaction processed, then merchant receipt prints...
  - Transaction ID, amount, and card number display
- Select
- Tran ID
- Print Cust Copy?  
  - Yes
  - No
### FAQ

**Q:** Who can I call for help?

**A:**

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication errors/no line detected</td>
<td>Check all connections</td>
</tr>
<tr>
<td>Help is the only option displayed on the menu.</td>
<td>Contact the Help Desk because your system is not initialized.</td>
</tr>
</tbody>
</table>
### SoftPay Quick Reference Card – RESTAURANT (v 4.0 or later)

<table>
<thead>
<tr>
<th><strong>Sale</strong></th>
<th><strong>Phone Order</strong></th>
<th><strong>Force</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Select</td>
<td>Select</td>
<td>Select</td>
</tr>
<tr>
<td>Or Swipe Card</td>
<td>Enter Amount</td>
<td>Enter Amount</td>
</tr>
<tr>
<td>Enter Server ID</td>
<td>Confirm Amount</td>
<td>Account #</td>
</tr>
<tr>
<td>Enter Amount</td>
<td>Exp Date [MMYY]</td>
<td>Exp Date [MMYY]</td>
</tr>
<tr>
<td>Enter Tip</td>
<td>V-Code [on back of card]</td>
<td>Swipe Card or Enter Account #, then press</td>
</tr>
<tr>
<td>Confirm Amount</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>If Card was not swiped:</strong></td>
<td><strong>Card Entry or Account Number:</strong></td>
<td><strong>Server ID:</strong></td>
</tr>
<tr>
<td><strong>Select Card Type:</strong></td>
<td><strong>Manual Entry Only:</strong></td>
<td><strong>Approval Code:</strong></td>
</tr>
<tr>
<td>[if Debit enabled]</td>
<td><strong>Exp Date [MMYY]:</strong></td>
<td>Transaction processed, then merchant receipt prints…</td>
</tr>
<tr>
<td><strong>Manual Entry Only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Exp Date [MMYY]</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Card Present?</strong></td>
<td><strong>V-Code [on back of card]:</strong></td>
<td><strong>Server ID:</strong></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Imprint Card</strong></td>
<td><strong>Zip Code:</strong></td>
<td><strong>Imprint Card [Sale Only]:</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Select Tran Type:</strong></td>
<td><strong>Credit</strong></td>
<td><strong>Select Tran Type:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Debit</strong></td>
<td><strong>Sale</strong></td>
</tr>
<tr>
<td><strong>Debit Only</strong></td>
<td><strong>Print Cust Copy?</strong></td>
<td><strong>Void</strong></td>
</tr>
<tr>
<td><strong>Customer: Enter PIN</strong></td>
<td>Yes</td>
<td><strong>Select</strong></td>
</tr>
<tr>
<td><strong>On PIN pad, then press</strong></td>
<td>Yes</td>
<td>Enter Tran ID</td>
</tr>
<tr>
<td><strong>Transaction processed, then merchant receipt prints…</strong></td>
<td>Yes</td>
<td><strong>Print Cust Copy?</strong></td>
</tr>
<tr>
<td><strong>Print Cust Copy?</strong></td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>No</strong></td>
<td>No</td>
<td>No</td>
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<td>No</td>
</tr>
</tbody>
</table>

**Credit**

**Debit**
### Detail Report

Select right-most key.

Select Report Prints.

### Totals Report

Select right-most key.

Select Totals Report

Select report by Transactions or Card Type

Report Prints.

### Settlement

Select Settlement

Optional Prompts: Confirm Balance or Enter Balance.

Enter or Confirm

Or

Total: $

### Navigation Keys

- X = Cancel or return to previous menu
-  = Accept keyed information
-  = Erase keyed information
-  = Return to Main menu

### FAQ

Q: Who can I call for help?
A:

### Troubleshooting

**Problem:** Communication errors/no line detected  
**Solution:** Check all connections

**Problem:** Help is the only option displayed on the menu.

**Solution:** Contact the Help Desk because your system is not initialized.
VERICENTRE ESTATE MANAGEMENT

VeriFone’s VeriCentre 3.0 and Estate Management Agent (EMA) device software provide a sophisticated solution for remotely automating and managing software downloads, remote diagnostics, information reporting and more — for highly efficient, cost-effective estate management.

AUTOMATION STREAMLINES APPLICATION DOWNLOADS

With EMA, you can use VeriCentre 3.0 to automate remote downloads of new applications and updates, scheduling them for times that will be the least disruptive and least costly for each business.

In addition, VeriCentre 3.0 with EMA lets you regularly poll payment devices to troubleshoot problems or determine if any software needs to be updated. During this poll, in addition to checking for software updates, the status of your devices is gathered, stored and used to create comprehensive reports to further refine your estate management tasks.

The information collected includes:

- A list of applications and versions on each device
- Operating system version used
- Download medium (dial, IP or wireless) used when sending software
- Basics such as device serial number, part number and time of contact

VeriCentre 3.0 and EMA will even report if rogue software is loaded on devices.
Thank you for supporting VeriFone's VX 520. Additional materials and updated approval matrices can be found at the following websites:

VeriFone Zone: www.verifonezone.com

Media Library: www.global.verifone.com/company/media-library

Mobile Site: http://m.verifone.com/vx-520