V240m+ External User Manual

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REVISION HISTORY

Version	Author	Date	Changes
1.0	MKB	29/05/2018	First Release
1.1	AJW	03/04/2019	Minor corrections and updates for latest app release

1.2	CH	14/08/2019	Updated to include * Account Verification * CNP Telephone Order * Purchase * Refund * Signature Transaction
1.3	CH	03/09/19	Added in updates as per requests from helpdesk
1.4	CH	21/07/2020	Added in detail on how to set up GPRS
1.5	PW	15/09/2020	Added in detail on communications fallback Updated Sim Card details.

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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 V240m+payment device, when used in conjunction with the PAYWare Ocius Gateway.

2 GET TO KNOW THE V240m+DEVICE

2.1 OVERVIEW

The V240m+is a consumer-facing handheld device. The product's design is equally appealing as a handheld terminal for PIN entry and robust enough to look and function appropriately in a fixed mount setting.

The V240m+can utilize over-the-air connectivity, facilitating mobile telephony technology for sending and receiving data, using existing operator-provided Wi-Fi, Bluetooth, or 3G connectivity.

This guide provides an introduction and basic setup procedures for V240m+terminals.

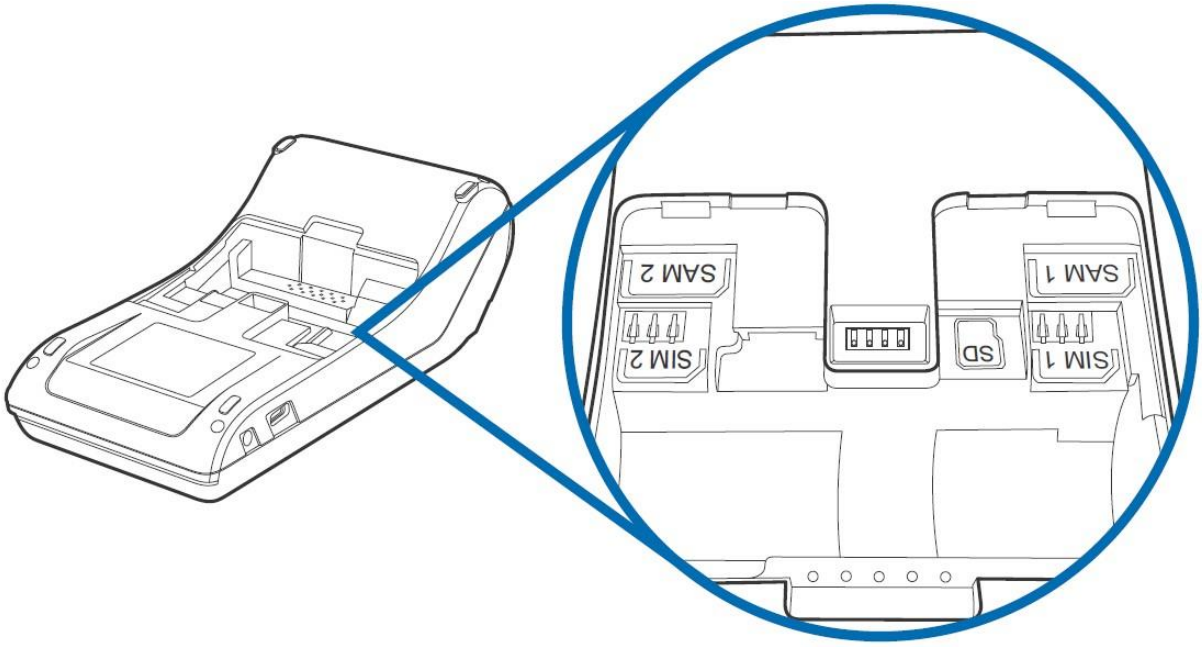
2.2 TERMINAL FRONT

The V240m+includes the following features: -

- Capacitive touch LCD display and CTLS tap area
- Smart card reader
- Magnetic card reader
- Integrated thermal printer
- Secure keypad supporting 3x5 matrix containing 0-9, *, #, Cancel (Red), Backspace/Clear (Yellow), and Enter (Green) keys.

2.3 TERMINAL BACK

After removing the rear cover and battery, the underside of the V240m+device shows the following:

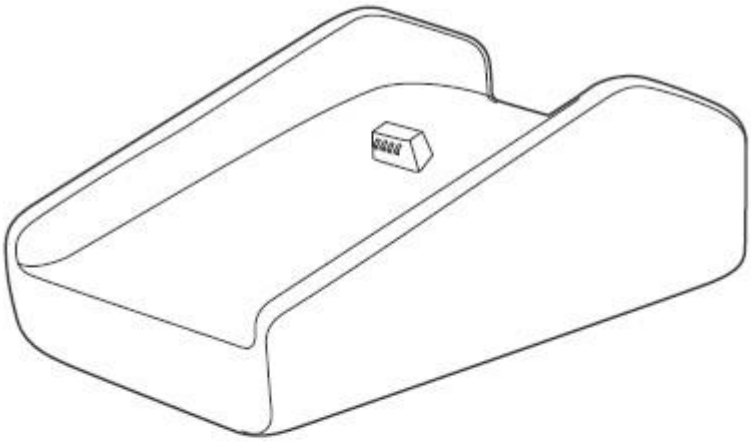


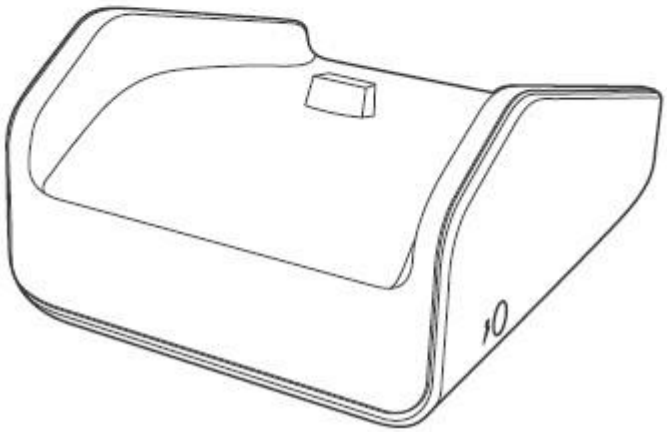
A Micro SD slot

• Dual MSAM slots to support stored-value card programs or other merchant card requirements

• Dual **MICRO** SIM Card compartments

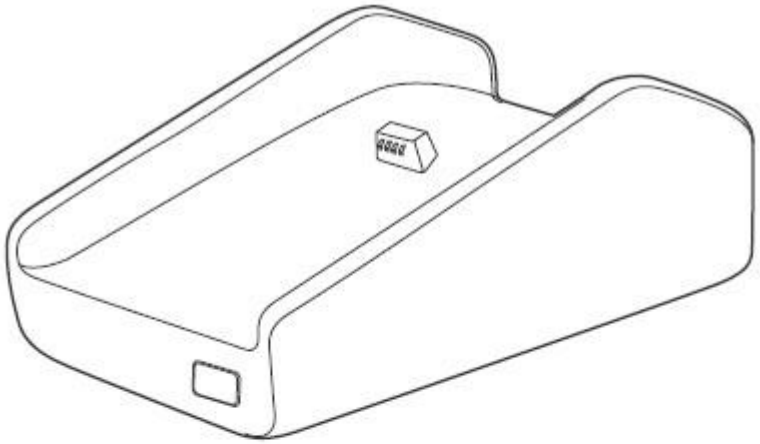
2.4 TERMINAL BASE STATION

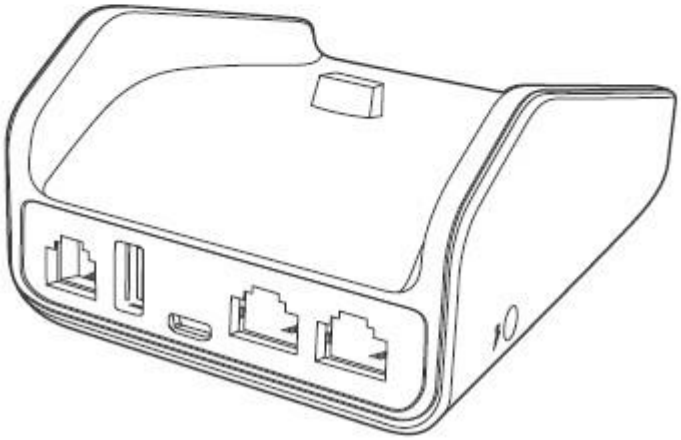




The V240m+Base provides a stable mounting platform for the V240m+terminal. The Charging Base supports charging only with no communication functionality. The Charging Base accommodates and supplies power to the V240m+portable terminals.

2.5 FULL FEATURED TERMINAL BASE STATION





In addition to charging the terminal the full-featured base also provides the following cable configurations: -

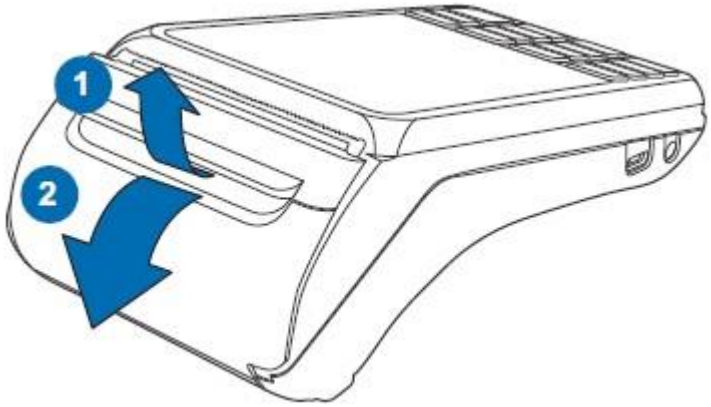
- Ethernet port RJ-45 socket (for connecting PINPad to LAN infrastructure)
- RS232 port RS232 socket (for connecting PINPad to LAN infrastructure),
- MOD-8 socket, Mini USB & DC-in jack
- USB ports Mini USB and type A USB

3 GENERAL USE

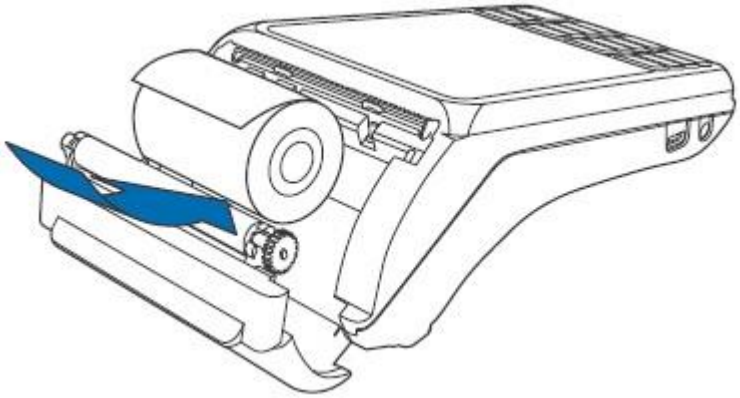
3.1 REPLACING PAPER ROLL

Use the following steps to load a roll of 57mm x 40mm thermal printer paper into the compartment.

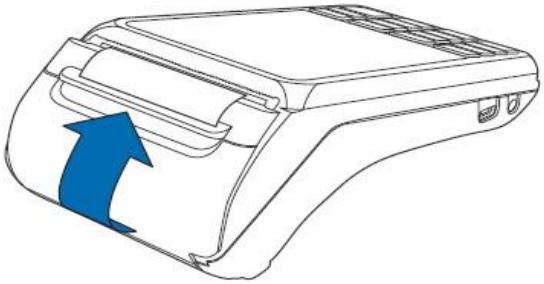
1) Unlock the paper compartment by pulling up the latch and swinging the door downwards.



2) Load the paper roll as shown in below, with the edge of the paper on the top of the roll.



Pull a length of paper up over the serrated cutter and close the compartment door.



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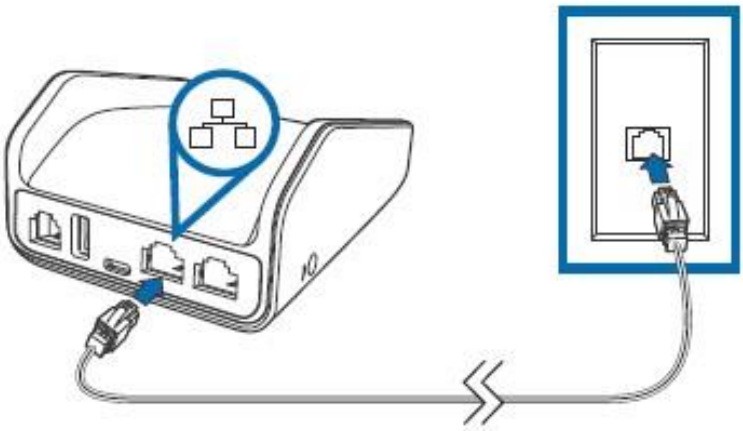
3.2 FULL FEATURED BASE CONNECTIONS

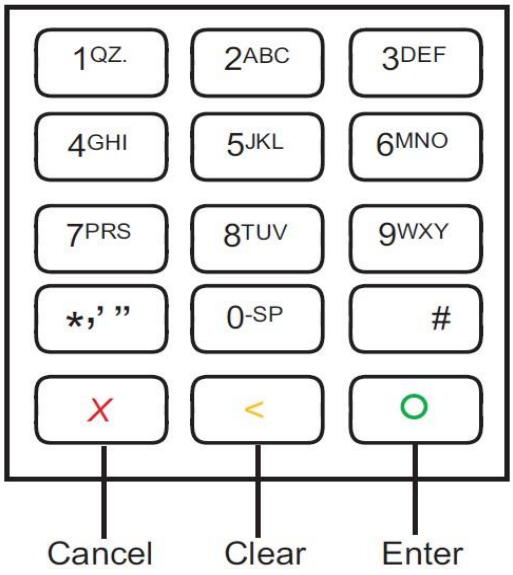
To connect the terminal to other devices via Ethernet, RS-232 use the V240m+full feature base. The full-featured Base provides a standard RJ-45 LAN socket, RS-232 port, a mini-USB port. The V240m+terminal must be docked on the base to utilize cable connectivity.

Ethernet



3.3 UNDERSTANDING THE KEYPAD

This section will explain which buttons will allow the operator to key in particular characters.



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
*	Scroll up on the menus
0	0 * # . - + Space , ' " ! : ; @ = & / \ % $ ( ) ^ _
#	Scroll down on the menus

3.4 ENVIRONMENTAL FACTORS

The following are the temperature and humidity specifications of the V240m:

- 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 V240m+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.

3.5 POWER

Unit Rating: 5VDC, 1A/2.2A

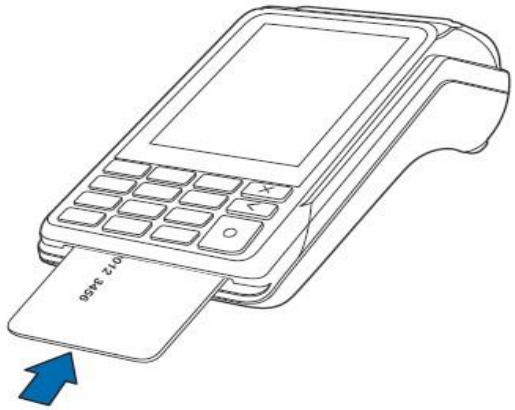
Power Adaptor:

- Input: 100 – 240V ~ 150mA 50 - 60Hz
- Output: 5.0V === 1.0A

3.6 HOW TO INSERT A CARD

To conduct a smart card transaction: -

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.
3) Remove the card when the display indicates the transaction is completed.



3.7 HOW TO SWIPE A CARD

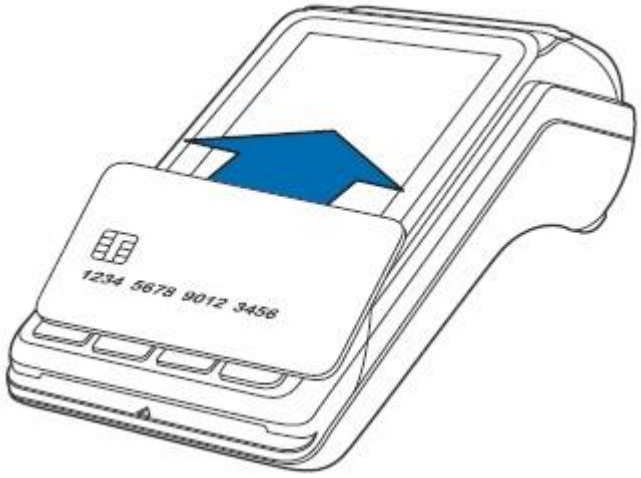
To conduct a magnetic swipe transaction: -

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

3.8 HOW TO PROCESS A CONTACTLESS CARD

To perform a contactless smart card transaction: -

1) Gently tap the card onto or hold the card (within 4 cm) against the surface of the display where the contactless logo appears.
2) An activated LED visual on the display accompanied by a short beeping sound indicates a successful transaction.



4 HOW TO CONNECT YOUR DEVICE

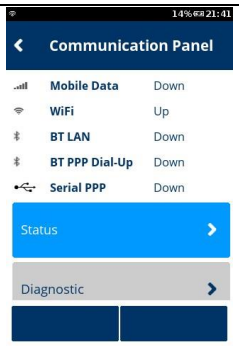
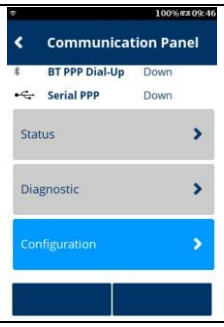
Please note that most option numbers do not have numbers assigned, however, the menu options will respond to the numbers in the guide. To navigate up and down the menus, the * and # keys respectively should be used.

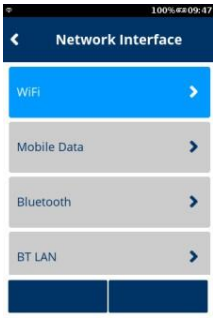
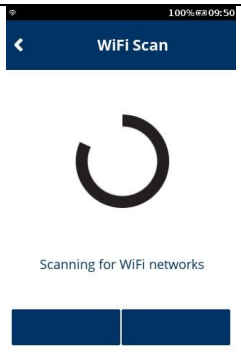
4.1 WI-FI

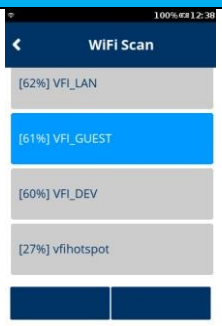
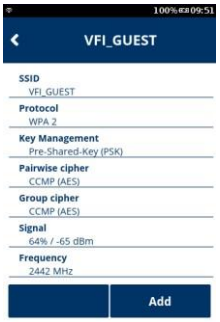
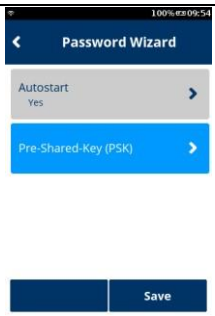
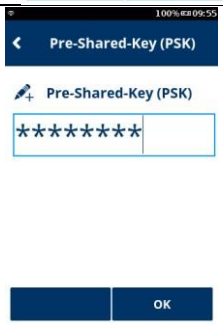
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden

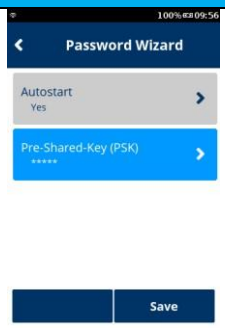
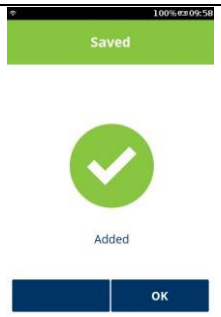
4.1.1 Visible Wi-Fi Networks

Step	Instruction	Screen Information
1	Either Tap “Green Bar” at the bottom of the screen or press “Green Circle” or ”Enter” button to enter to the Main menu.	
2	Press “3” to go to the “Supervisor” menu.	

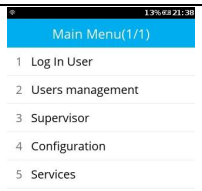
Step	Instruction	Screen Information
3	Enter the Supervisor's password.	
4	Press "2" to go to the "Communication" menu.	
5	In "Communication Panel" menu, slide the finger on the screen upward to view the remaining options.	
6	Select "Configuration" option. It should go to the "Configuration" menu.	

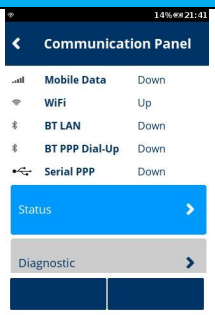
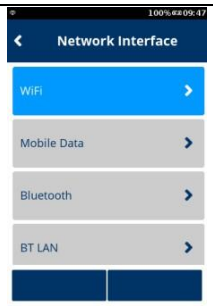
Step	Instruction	Screen Information
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” menu, select “WiFi” option.	
9	In the “WiFi” Menu, select “WiFi Scan”.	
10	You will see that the device is now searching for the WiFi networks.	

Step	Instruction	Screen Information
11	Selecting your desired WiFi network. In this example, the “VFI_GUEST” is selected.	
12	Enter “Add” to continue.	
13	In the “Password Wizard”, press “Pre-Shared-Key (PSK)” to provide the password.	
14	Enter the WiFi’s password and press “OK” to continue.	

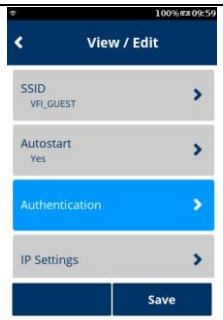
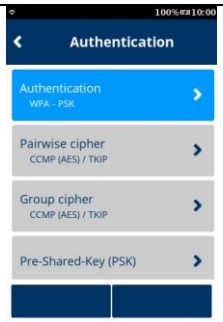
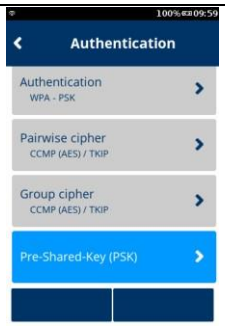
Step	Instruction	Screen Information
15	Press “Save” to save the WiFi’s configuration.	
16	Press “OK” to confirm.	
17	Click “Yes” to apply the settings on the interface.	
18	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	

4.1.2 Hidden Wi-Fi Networks

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “3” to go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

Step	Instruction	Screen Information
5	In “Communication Panel” menu, slide the finger on the screen upward to view the remaining options.	
6	Select “Configuration” option. It should go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” option, select “WiFi” option.	

Step	Instruction	Screen Information
9	Tap “New” to manual setup the hidden WiFi network.	
10	Tap “SSID” to go to SSID menu.	
11	Enter “SSID” name.	
12	As an example, “VFI_GUEST” is entered. Then press “OK” to confirm.	

Step	Instruction	Screen Information
13	Under the SSID, you should see “VFI_GUEST”.	
14	Tap “Authentication” to set up the WiFi’s credential.	
15	In the “Authentication” menu, select the Authentication’s protocol accordingly. In this example, “WPA-PSK” is selected.	
16	Now Tap the “Pre-Shared-Key (PSK)” option to provide the passkey.	

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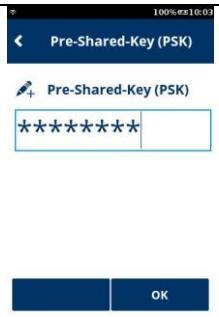
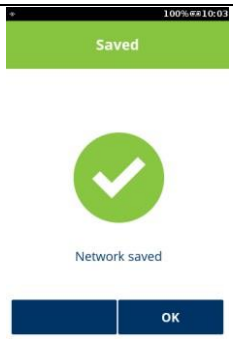
Step	Instruction	Screen Information
17	In “Pre-Shared-Key (PSK) menu, enter the WiFi’s credential.	
18	Tap “OK” to confirm and return to the previous menu.	
19	As shown under the “Pre-Shared-Key (PSK)” option, there are a number of Asterisk(s) shown below. Either press “X” or Tap on top of the screen bar “Authentication” to exit.	
20	Press “OK” to confirm.	

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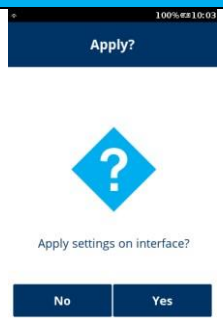
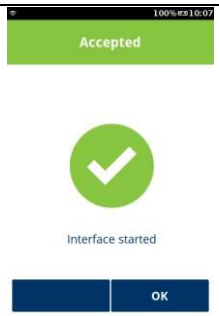
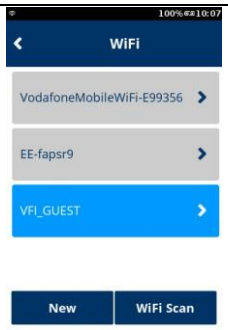
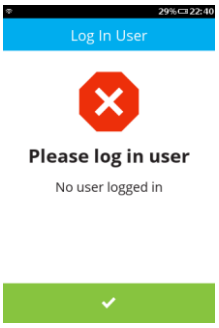
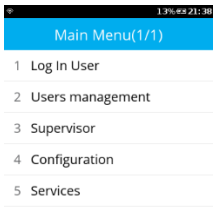
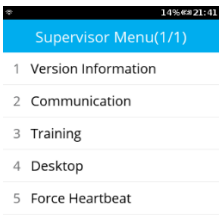
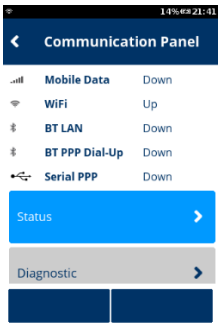
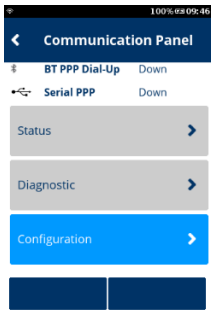
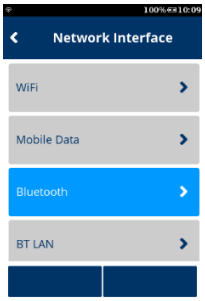
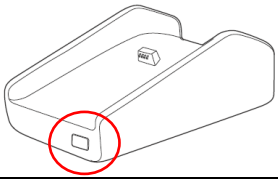
Step	Instruction	Screen Information
21	Click “Yes” to apply the settings on the interface.	
22	You will see that the device is updating the network interface.	
23	Press “OK” to confirm.	
24	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	

4.2 Bluetooth

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “3” to go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

5	In “Communication Panel” menu, slide the finger on the screen upward to view the remaining options.	
6	Select “Configuration” option. It should go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	
8	In the “Network Interface” menu, select “Bluetooth” option.	
9	Pair with Base – Either: 1. Dock the v240m+with the base, wait a few seconds then select Pair with Docked Base	

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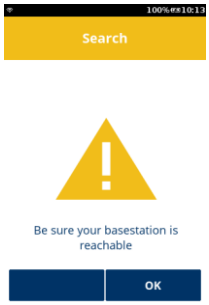
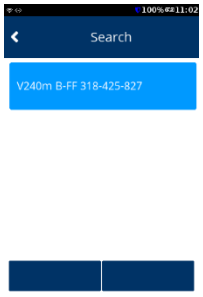
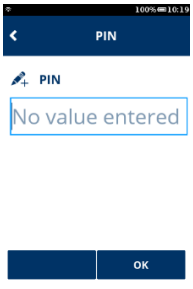
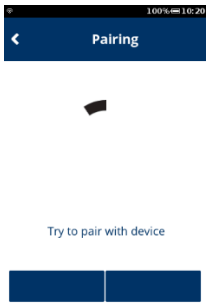
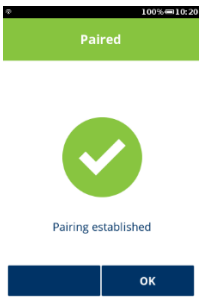
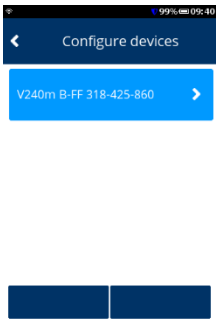
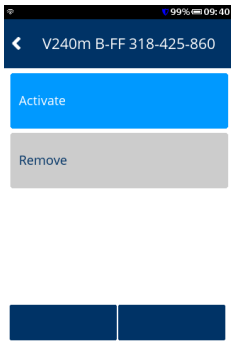
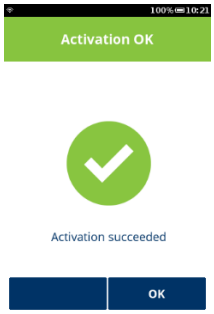
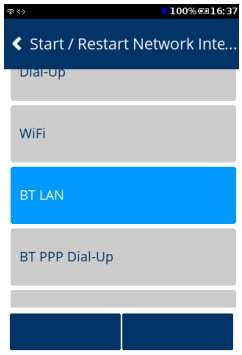
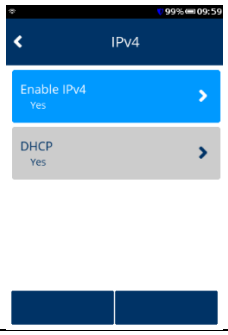
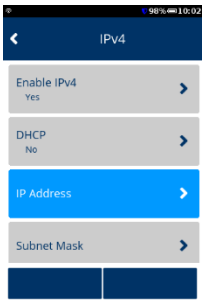
	Or 1. Press the button on the front of the base and select Search	
10	Tap “OK” to continue.	
11	Once the device has completed the scan, select your target device for paring.	
12	Tap “Yes” to confirm pairing.	
13	You will be prompted to add in the PIN of the base station (123456) Enter the PIN and Tap “OK” to continue.	

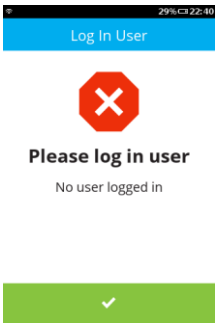
16	You should see on the screen that device is pairing.	
17	Tap “OK” to acknowledge that the device has completed paring successfully.	
18	To activate the Bluetooth connection if not done automatically go to the configuration screen again and select configure devices	
19	Select the base unit you’d like to activate	

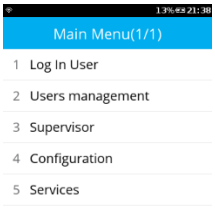
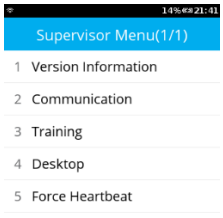
20	Select to activate	
21	Activation will show as succeeded, press ok.	
22	Now go back to the main network interface page and select BT Lan IPv4 or IPv6	
23	Select to enable, select yes	

24	Please note, if you'd like to enter a static IP this can also be done here under DHCP setting select No	
25	By selecting no you will get additional menu options to add in IP address, subnet mask, Gateway IP Address, DNS 1 and DNS 2 which you can now enter.	

4.3 GPRS

The below section will cover how to set up GPRS on your device. Prior to following these steps ensure there is a valid SIM card in your device. These instructions will provide the details for the Verifone default SIM cards.

Step	Instruction	Screen Information
1	Either press "Green Bar" at the bottom of the screen" or press "Green Circle" or "Enter" button to enter the Main menu.	

Step	Instruction	Screen Information
2	Press “3” to go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

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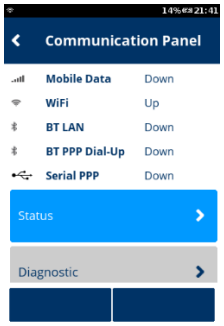
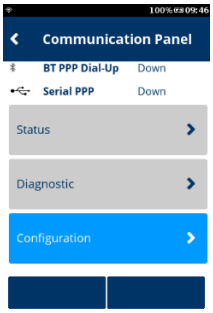
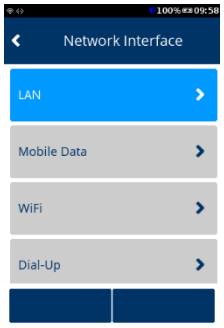
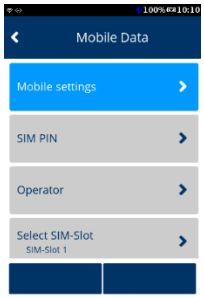
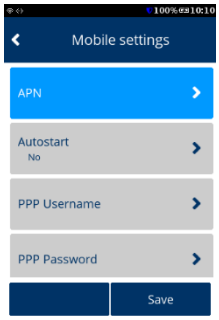
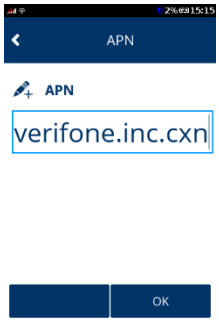
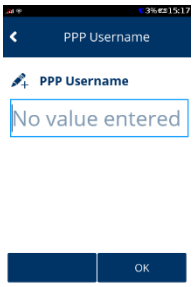
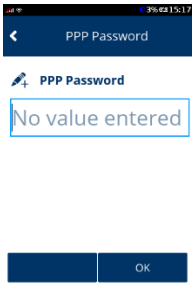
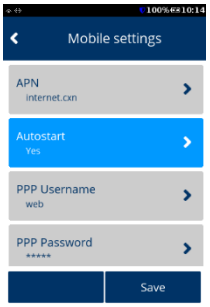
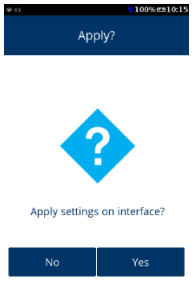
Step	Instruction	Screen Information
5	In “Communication Panel” menu, slide the finger on the screen upward to view the remaining options.	
6	Select “Configuration” option. It should go to the “Configuration” menu.	
7	In the “Configuration” menu, select “Network Interface” option.	

Step	Instruction	Screen Information
8	In the network interface menu select “Mobile Data” option.	
9	In mobile data select “Mobile settings”	
10	In the mobile settings you will see the following screen	
11	Set the APN Verifone Telenor Sims - verifone.inc.cxn	

Step	Instruction	Screen Information
12	Set the autostart to yes if you need it to always be on	
13	Set PPP username Verifone Telenor Sims - Blank	
14	Set PPP Password Verifone Telenor Sims - Blank	
15	Press save	

Step	Instruction	Screen Information
16	Device will then ask if you'd like to apply these settings on your interface, select yes Your GPRS is now setup and working	

4.4 COMMUNICATIONS FALLBACK

Communications fallback is supported on the V240m+ in standalone mode only for WiFi, GPRS and Bluetooth communication types.
For example, if your WiFi connection is a primary connection and is lost, the next connection method available that has been setup (say GPRS) should be used to keep communications to Verifone gateway alive.
Regarding the recovery of lost communications, if your primary communication was set as WiFi and had been lost previous but came back available, then the terminal would look to re-connect to the primary communication method available.

This recovery of connectivity to the primary communication can occur before and during the transaction process (before authorisation to Verifone gateway takes place).

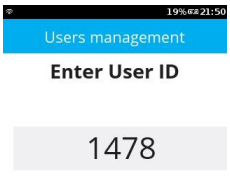
Communication Method Priority List - *Please note, this is a default configuration priority applied to all Engage terminal types*

Priority Order Number	Interface Type
1	LAN
2	USB
3	WIFI
4	BLUETOOTH
5	GPRS

5 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.

5.1 USER LOGON

Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “1” to go to the “Log In User” menu.	
3	Enter “User ID” and press “Enter” to continue.	

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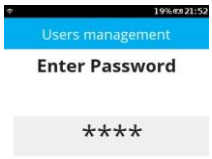
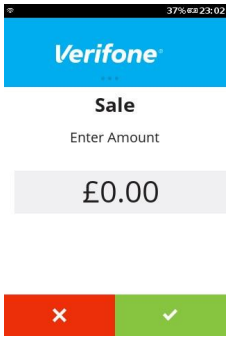
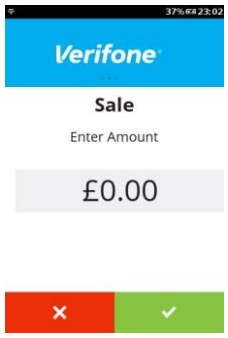
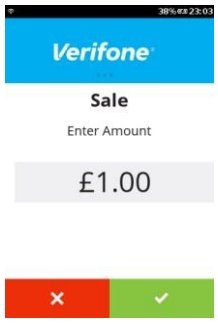
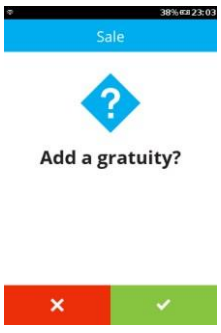
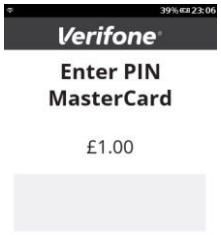
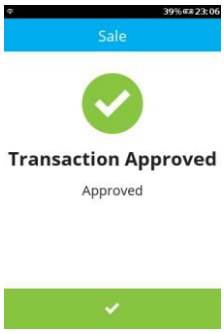
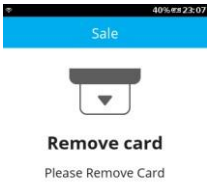
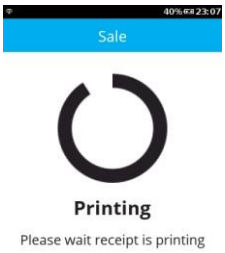
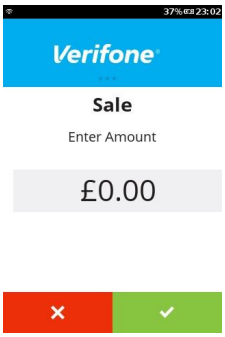
Step	Instruction	Screen Information
4	Enter “Password” and press “Enter” to continue.	
5	The device is now connecting the server.	
6	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
7	After the successful login, the device can accept the payment.	

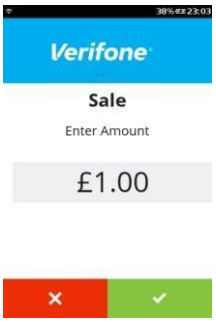
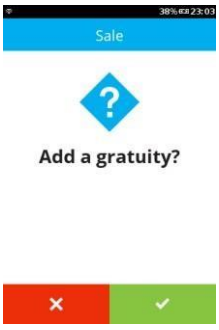
5.2 SALE ICC

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.	

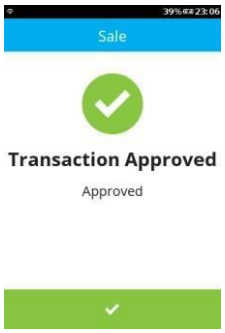
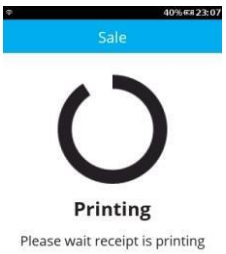
Step	Instruction	Screen Information
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we have chosen ICC transaction.	
5	After the card has been inserted, the device will prompt for the PIN. Enter the PIN.	
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	Remove the card as prompted.	

Step	Instruction	Screen Information
8	The terminal will display the printing message.	
9	Once complete the terminal will return to the main menu	

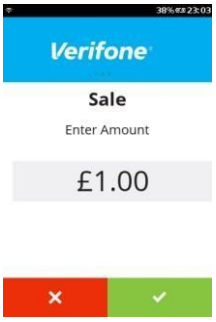
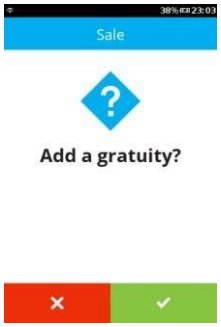
5.3 SALE SWIPE

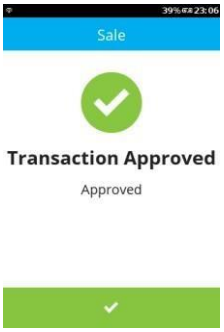
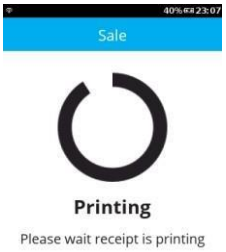
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	

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.	

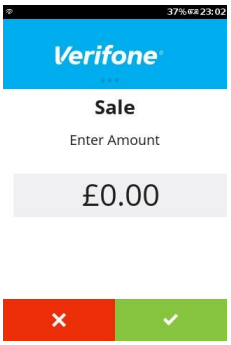
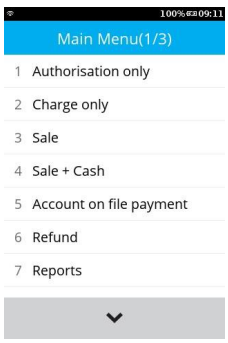
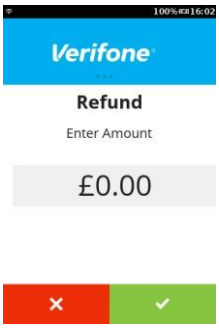
5.4 SALE CTLS

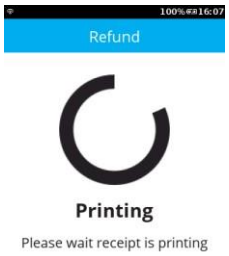
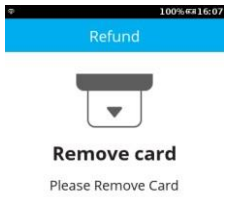
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	

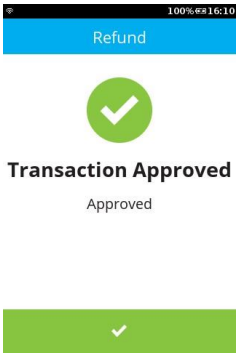
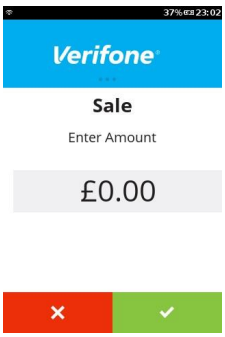
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a CTLS transaction.	
5	After the card has been tapped the device will show “card read ok” *unable to capture this screen as it only flashes up for a second	
	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.	
	The terminal will display the printing message.	

	When complete the terminal will return to the main menu.	

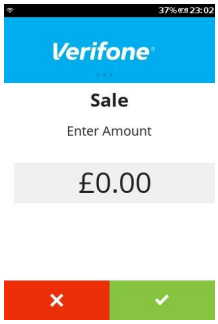
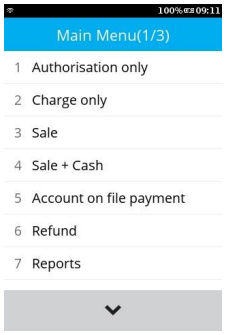
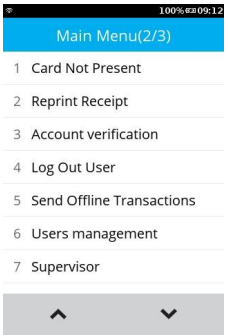
6.1 REFUND

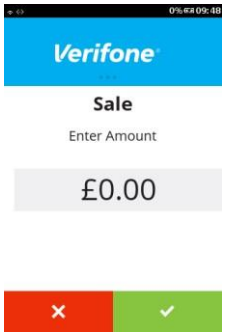
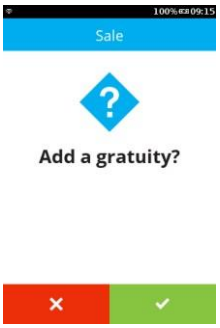
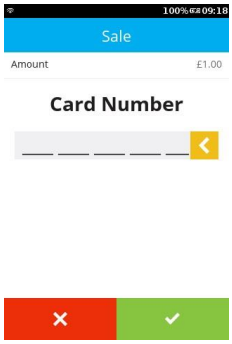
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Press “2” to select “Refund”.	
3	To initiate the refund transaction, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	

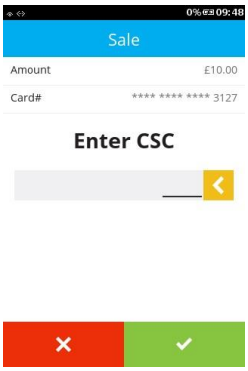
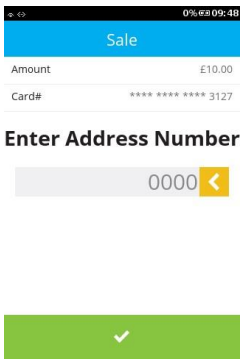
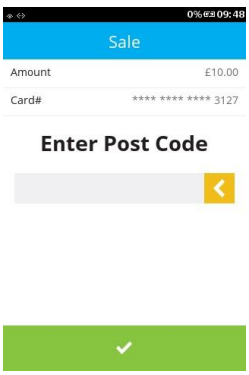
4	On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe or Insert. This example will follow Chip and PIN route.	
5	After the card has been inserted, the device will print the merchant receipt with signature prompt.	
6	Remove the card as prompted.	
7	Press the “Green” button or “Green Circle” button to confirm the signature matched or else “Red” button or “Red Cross” button to cancel the transaction.	

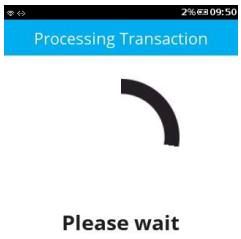
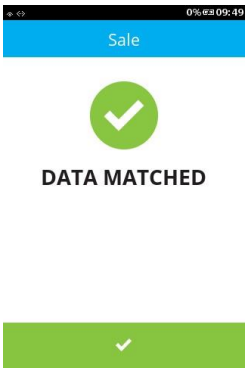
8	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	
9	Once complete the terminal will return to the main menu	

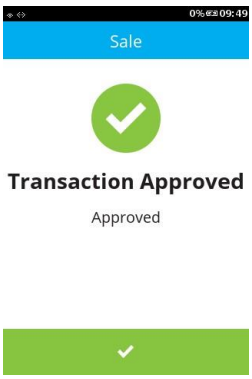
6.2 CUSTOMER NOT PRESENT – SALE MAIL ORDER

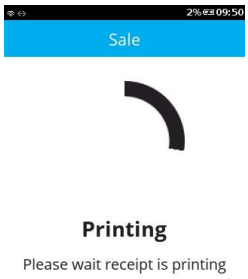
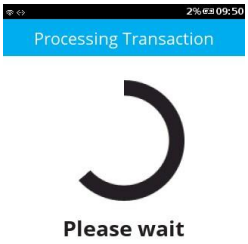
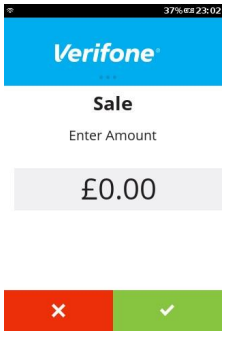
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	

4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Sale Mail 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.	

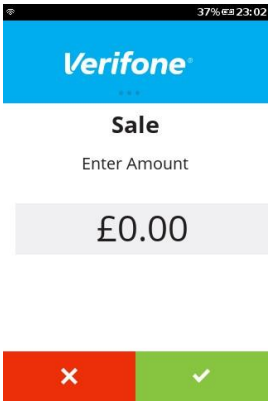
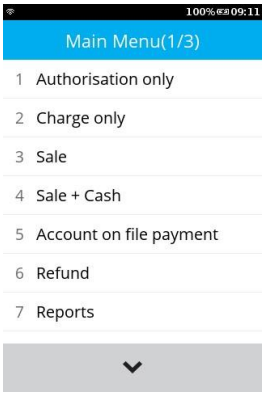
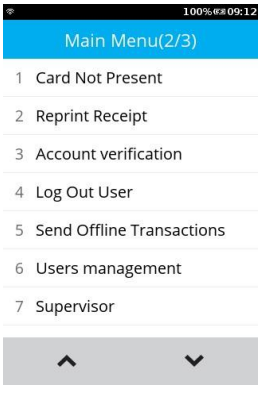
8	Enter “Expiry Date” and press “Enter” to continue.	
9	Enter “CSC” and press “Enter” to continue.	
10	Enter “Address Number” and press “Enter” to continue.	
11	Enter “Postcode” and press “Enter” to continue.	

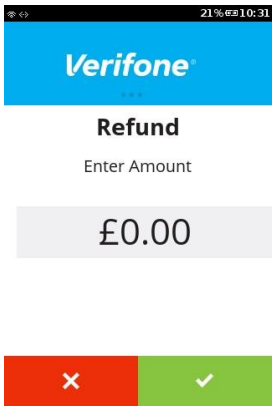
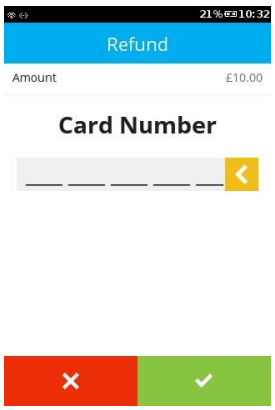
Step	Instruction	Screen Information
12	The device is showing transaction's processing status.	
13	The device is showing transaction's authorising message.	
14	The device is showing transaction's authorising message.	

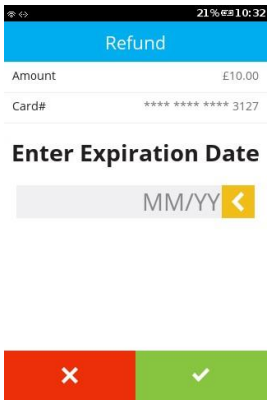
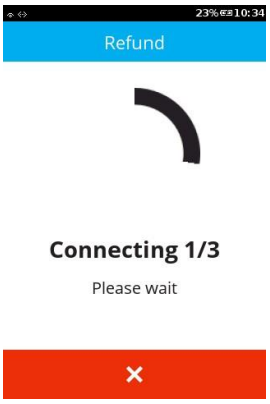
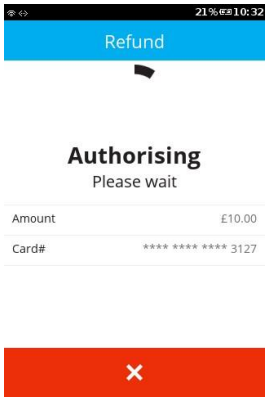
Step	Instruction	Screen Information
15	Press the “Green” button or “Green Circle” button to proceed or “Red” button or “Red Cross” button to cancel the transaction.	
16	The device is now connecting the server.	
17	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	

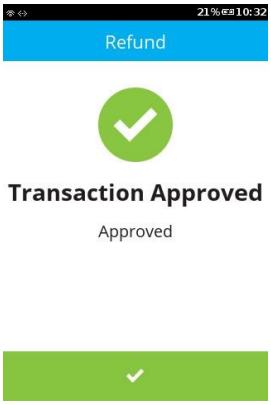
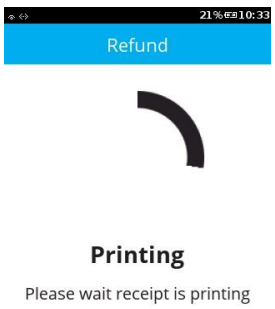
18	After the card has been inserted, the device will print the merchant receipt with signature prompt.	
19	The device is showing the transactions processing status.	
20	Once complete the terminal will return to the main menu	

6.3 CUSTOMER NOT PRESENT – REFUND MAIL 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.	

4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Refund Mail 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	Use the keypad to enter the Card Number and press “Enter” to continue.	

7	Enter “Expiry Date” and press “Enter” to continue.	
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.	
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.	

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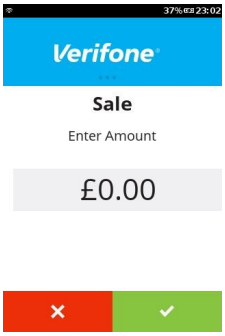
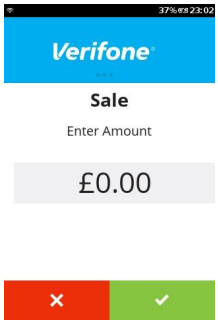
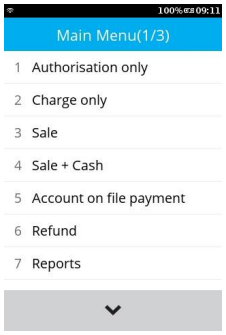
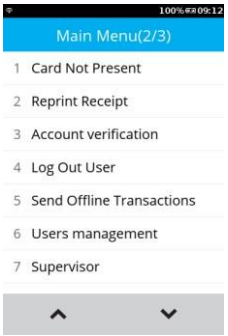
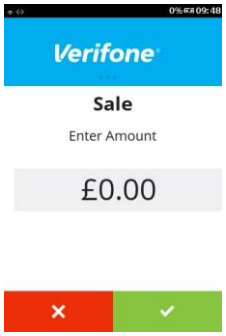
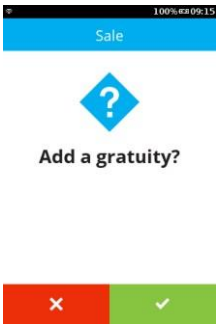
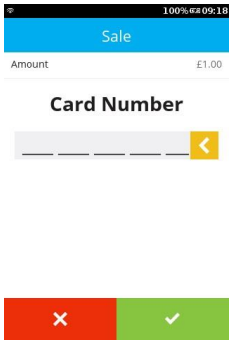
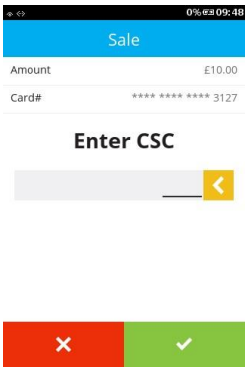
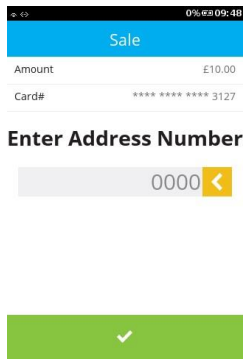
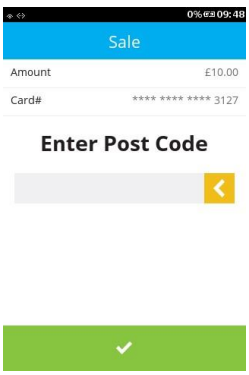
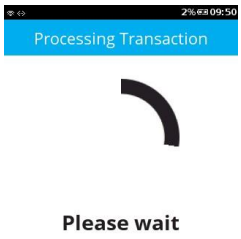
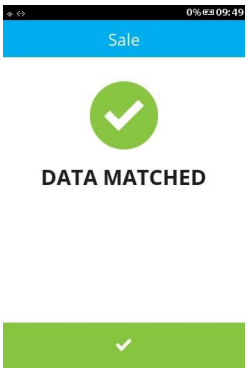
13	Once complete the terminal will return to the main menu	

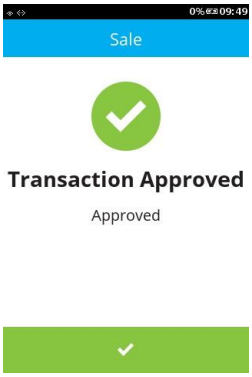
6.4 CUSTOMER NOT PRESENT – SALE TELEPHONE ORDER

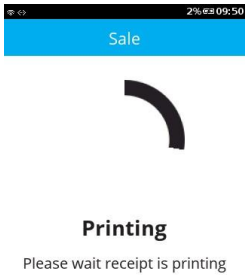
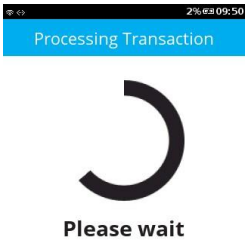
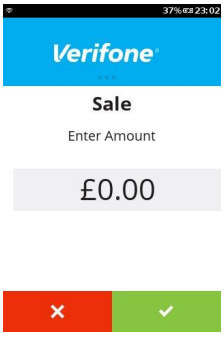
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Tap “Grey Bar” at the bottom of the screen” to view more options below.	
3	Press “4” for “Card Not Present” option.	

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.	

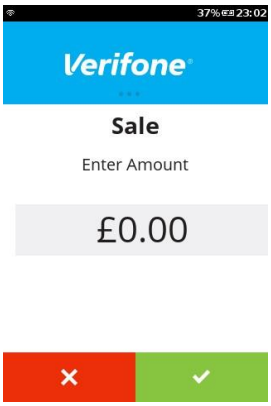
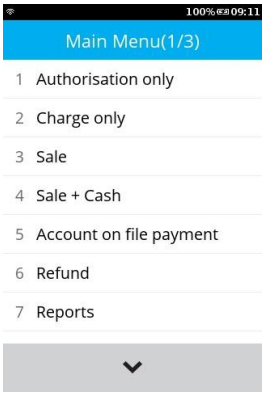
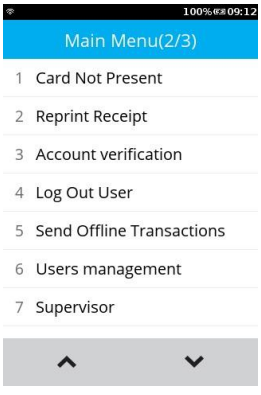
8	Enter “Expiry Date” and press “Enter” to continue.	
9	Enter “CSC” and press “Enter” to continue.	
10	Enter “Address Number” and press “Enter” to continue.	
11	Enter “Postcode” and press “Enter” to continue.	

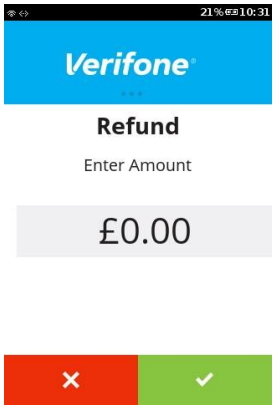
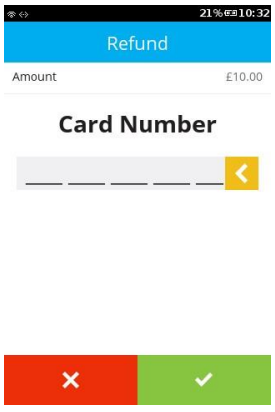
Step	Instruction	Screen Information
12	The device is showing transaction's processing status.	
13	The device is showing transaction's authorising message.	
14	The device is showing transaction's authorising message.	

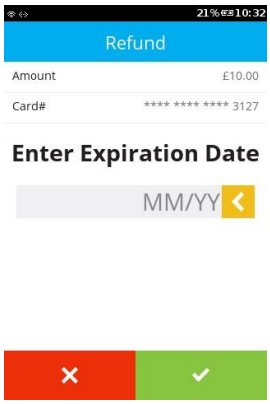
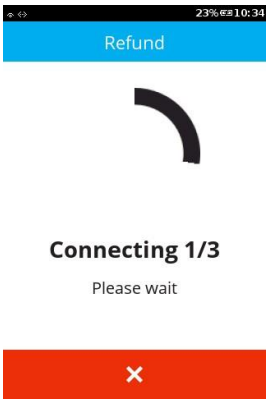
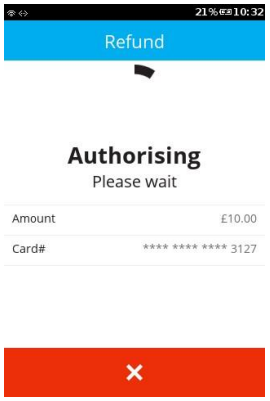
15	Press the “Green” button or “Green Circle” button to proceed or “Red” button or “Red Cross” button to cancel the transaction.	
16	The device is now connecting the server.	
17	After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.	

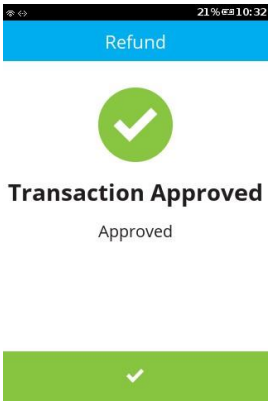
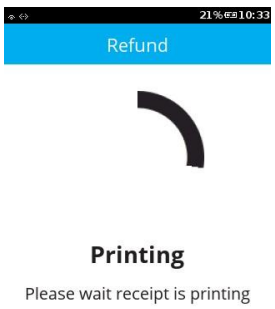
18	After the card has been inserted, the device will print the merchant receipt with signature prompt.	
19	The device is showing the transactions processing status.	
20	When complete the terminal will return to the main menu.	

6.5 CUSTOMER NOT PRESENT – REFUND 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 “Refund Telephone Order” was selected.	
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.	
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.	
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.	

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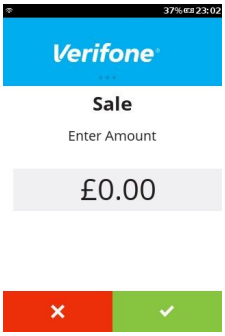
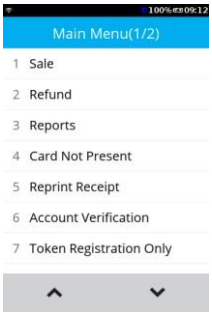
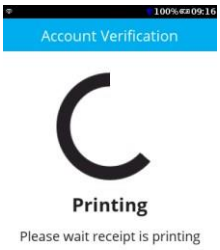
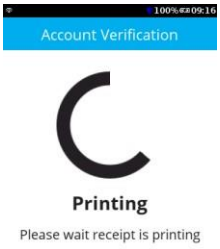
13	When complete the terminal will return to the main menu.	

6.6 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	

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	

7 FREQUENTLY ASKED QUESTIONS

This chapter lists typical problems that may occur while operating a V240m+device and the appropriate corrective action. If the problem persists – even after performing the outlined guidelines, or if the problem is not described, contact your merchant helpdesk for assistance *N.B.*

The V240m+device uses a tamper-evident case and contains no user-serviceable parts. Do not, under any circumstance, attempt to disassemble the unit. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local merchant helpdesk. Service conducted by parties other than authorized Verifone representatives may void any warranty.

Q: Blank Display
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 for support.

Q: Keypad Does Not Respond
A: Use the following steps to check the keypad: -

1) Check the display panel. If there are no characters, or the wrong characters are displayed, refer to Blank Display.
2) If the problem persists, contact your Merchant Helpdesk.

Q: Transactions Fail 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.

8 CONTACT DETAILS

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UB11 1AF

MERCHANT HELPDESK

T: 0333 323 6677
E: Ocius.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 6667
E: uk.techservices@verifone.com

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

CUSTOMER SERVICES

T: 0333 323 6676
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Monday – Friday – 09:00 – 17:30.
Saturday & Sunday – Closed.
Bank Holidays - Closed.

SALES ENQUIRIES

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