

Payments

Global Payments Countertop Duet – VX 820 Quick Reference Guide

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1 – Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This power combination allows us to deliver comprehensive solutions that are personalized to your needs.

This guide is your primary source of information for operating, setting up and installing the Global Payments Countertop Duet – VX820 point-of-sale (POS) terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

2 – General Tips

The following tips provided will ensure you always continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily; this ensures that your funds are deposited into your bank account on a regular basis.
3. Change your supervisor password frequently. Your supervisor password is used to perform settlements and refunds; changing this password frequently ensures you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, attempt a reboot by powering off and powering on terminal.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your wireless service provider.
6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

3 – Basic Terminal Operations

Before You Begin

For unpacking and set-up instructions, refer to **Section 19**.

<p>CAUTION: Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub or near a swimming pool. Do not use in flammable environments.</p>
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How to Use This Guide

The Global Payments Countertop Duet – VX820 terminal contains both ATM-style buttons for screen function keys for variable screen menu selection options and pre-configured numeric key pad and function buttons. Variable on-screen menus will appear in bold throughout this guide. Use the 5-way navigation key to select that option. Pre-configured buttons will appear in caps.

Accessing the Payment Application

Following power up, you may be requested to select **SOFTPAY-GLOBAL**, use the 5-way navigation key to select and access the payment application.

Function Keys

There are a total of 8 function keys built into the payment application: 4 on the right side of the screen and 4 on the bottom of the screen.

The four function keys to the right (F1 to F4) are used to select the menu options.

The four function keys on the bottom are used for the following:



The **Menu** key: to scroll down



The **Completion** hot key: to quickly add a tip for pre-auth transactions



The **Reprint** key: to find a transaction and reprint the receipt



The **Reports** key: to access the reports

Changing the Supervisor or Manager Password

Your supervisor number is an important security feature of your terminal. It is used to access functions such as returns, voids and settlements. You should change your password periodically for maximum protection from fraud. The password is a 5 to 9-digit number.

Press the **CANCEL** to return to the main menu (see illustration).

1. From the main menu, press **MENU** until **Other Setup** is displayed
2. Select **Other Setup** by pressing the appropriate function key
3. Key in the current supervisor password and press **ENTER**
4. Press **MENU** until **Terminal** is displayed
5. Select **Terminal**
6. Press **Next** until you see **Super Pwd** (to change the supervisor password) or,
7. Press **Next** until you see **Manager Pwd** (to change the Manager password)
8. Select **Edit**
9. Enter the new password and press **ENTER** (5 to 9 digits)
10. Select **Exit**
11. Select **OK** to save changes
12. Press **CANC/ANNUL** (red cancel key) to return to the main menu

Locking the Terminal Keyboard

If leaving your terminal unattended, it is recommended to lock the keyboard in order to prevent unauthorized use. For maximum security, terminals and PIN Pads should be stored in a secure location when not in use.

To lock the keyboard from the main menu:

1. Press **5**
2. Key in the current supervisor password and press **ENTER**
3. Select **Yes**

Unlocking the Terminal Keyboard

Select any function to unlock the terminal. Entering the correct password will unlock the terminal.

<p>CAUTION: You will be prompted to enter the supervisor password for every function until the keyboard is unlocked.</p>

To unlock the keyboard from the Main Menu:

1. Press **5**
2. Key in the current supervisor password and press **ENTER**
3. Select **No**

Reprinting a Receipt

The REPRINT function can be used to reprint a duplicate copy of the merchant and customer receipt.

The reprint function can be accessed by pressing the printer icon. Select one of the following:

- **Last Receipt**, or
- **Any Receipt**, and enter the invoice number

Find Feature

The FIND Feature can be used to locate a transaction to void or reprint a receipt.

- From the main menu, press 2.
- Search for the transaction based on employee #, transaction amount, account # or invoice #:
- Select one of the following:
 - **Empl** and enter the employee number
 - **Amt** and enter the transaction amount
 - **Acct** and enter the last 4 digits of the account number
 - **Inv#** and enter the invoice number

Once the transaction is located, you can select to void the transaction or press the printer icon to reprint the merchant copy receipt.

4 – Changing the Terminal Language

There are two options for terminal language: English and French. To select a language from the main menu:

1. Press **8**
2. Select language (**English, Français**)

NOTE: The cardholder language will be displayed as per the language indicator on the card where available.

5 – Optional Prompt Features

The Global Payments Countertop Duet – VX820 terminal is capable of utilizing specialized optional prompt features.

Invoice Prompt

The invoice number printed on the receipt is normally automatically generated for each transaction processed; however, if a manual invoice number is preferred, the Global Payments Countertop Duet – VX820 can be configured to allow a numeric number to be entered for each transaction processed.

When enabled, a numeric invoice number, 1 to 9-digits long, can be manually entered when the terminal prompts for invoice on the terminal display.

NOTE: When manual invoice prompting is enabled, the terminal will perform a check for duplicates to prevent the same invoice number from being used in the same batch.

Employee Prompt

When enabled, employee numbers allow the terminal to track the employees that processed the transaction. The employee number will also print on the receipt. Each employee ID can also have a named programmed to also print on the receipt. When enabled, a numeric

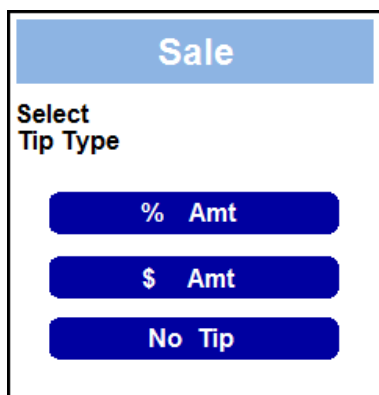
employee number, 1 to 5-digits long, can be manually entered when the terminal prompts for employee ID on the terminal display.

For more information on employee configuration, refer to **Section 15**.

Tipping Prompt

When enabled, tipping can be completed in one transaction using the sale transaction. The sale transaction will prompt the cardholder for a tip amount and send the full amount for authorization. This eliminates the need to perform a pre-auth and completion to capture the tip amount.

Tipping can be completed by the cardholder by selecting either a percentage or dollar amount option for the tip type.



The image shows a terminal screen with a blue header bar at the top containing the word "Sale" in white. Below the header, the text "Select Tip Type" is displayed in black. There are three blue rectangular buttons with white text arranged vertically. The first button says "% Amt", the second says "\$ Amt", and the third says "No Tip".

When suggested tipping options are also enabled, the cardholder will be presented with three default percentage amounts to choose from: 10%, 15% and 20%. These values can be customized by calling the Global Payments help desk.

Percentage Tip Screen

Select Tip Amt

10% = 10.00

15% = 15.00

20% = 20.00

Other %

Dollar Tip Screen

Select Tip Amt

10% = 10.00

15% = 15.00

20% = 20.00

Other \$

Should cardholders not want to use any of the three optional tip options, they can choose to select **Other \$** or **Other %** depending on the tip type they selected in the previous screen.

Selecting **Other** will allow the cardholder to input their own value for tipping.

Debit Cashback Prompt

Debit cashback is an added feature for debit transactions, which allows a merchant to offer the convenience of cash redemption to cardholders, added to their debit purchase.

All cashback prompts are for the merchant to select on the terminal. Once selected, the cashback amount is added to the transaction total before authorization on the Global Payments host.

Debit Surcharge Prompt

Debit surcharge is an added feature that allows a merchant to charge an amount for a debit transaction in order to recover the processing cost.

During the debit transaction, cardholders will be advised of the applicable surcharge fee that will be applied to the transaction total, and they have the option to agree to the fee to continue the transaction or to reject the fee and cancel the transaction.

NOTE: You **MUST** be approved by Global Payments before using debit surcharge. The official debit surcharge banners and prompts must be displayed advising cardholders that a surcharge will be applied to their debit transactions.

To apply for the debit surcharge program, contact your Global Payments sales representative.

CVV Prompts

CVV prompts are an added security feature to assist in validating a card against fraud. The V-Code is a 3 to 4-digit number printed on the back of the card usually to the right of the signature. The CVV is especially useful for merchants that perform manually keyed transactions where the cardholder and card is not present to allow for a chip or magnetic stripe read, usually a mail order or phone (MOPO) order transaction.

When CVV Prompting is enabled during a manually-keyed transaction, a message prompt asking "Card Present?" will be displayed on the terminal. If the physical card is not present for the transaction, then answer **NO**. The Terminal will prompt for the CVV (V-Code) of the card; selecting **YES**, will bypass the CVV prompt.

Refer to **Section 21** for CVV response codes.

AVS Prompts

Address Verification Services (AVS) are an added security feature to assist in validating a card against fraud. AVS is especially useful for merchants that perform manually-keyed transactions where the cardholder and card are not present to allow for a chip or magnetic stripe read, usually during a MOPO transaction.

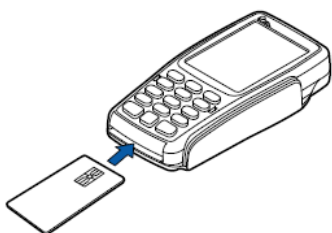
When AVS-prompting is enabled during a manually keyed transaction, a message prompt will appear allowing a merchant to enter the address, postal code or both, of a cardholder to perform an address lookup with the card issuer. AVS will provide a response on the address lookup.

Refer to **Section 21** for AVS response codes.

6 – Accepting Payment Cards

To Conduct a Chip Transaction

1. Select a transaction type and follow the prompts accordingly
2. Position the chip card with the contacts facing upward, as shown below
3. Insert the chip card into the chip card reader slot in a smooth, continuous motion until it seats **firmly**
4. Remove the card only when the application indicates the transaction is complete



NOTE: You **MUST** be approved by Global Payments before using debit surcharge. The official debit surcharge banners and prompts must be displayed advising cardholders that a surcharge will be applied to their debit transactions.

To apply for the debit surcharge program, contact your Global Payments sales representative.

To Conduct a Magnetic Stripe Transaction

1. Select a transaction type and follow the prompts accordingly
2. Position the magnetic card with the stripe in the card reader and facing inward, toward the keypad
3. To ensure a proper read of the magnetic swipe card, the user should insert the magnetic card from the top of the unit, as shown below
4. Swipe the card through the magnetic card reader



NOTE: When conducting a magnetic stripe transaction, it is best practice for the merchant to swipe the card in order to validate the last 4 digits of the card in addition to verifying the signature on the back of the card to the receipt.

To Conduct a Contactless Transaction

1. Select a transaction type and follow the prompts accordingly
2. Position the contactless card in order to wave or tap the card in close proximity to the contactless reader
3. To ensure a proper read of the contactless card, the user should wave or tap the card so that the maximum surface area is parallel to the antenna, as shown below



NOTE: When conducting a contactless transaction, it is best practice for cardholders to tap their card on the PIN Pad or terminal.

7 – Sale Transactions

NOTE:	If you are presented with a chip-enabled card, have the cardholder insert the card in the chip reader on the terminal with the chip facing up. Leave the card in the reader until the transaction is completed.
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1. At the main menu, press **MENU** until **Sale** is displayed
2. Select **Sale** by pressing the appropriate function key
3. Enter the invoice number (optional).
4. Enter the employee number (optional)
5. Key in the total purchase amount and press **ENTER**
6. Hand the Terminal to the cardholder
7. If tipping is enabled, the cardholder will enter the tip amount on the Terminal (optional)
8. Swipe/insert/tap the card on the Terminal
9. If prompted for cashback, select **Yes** if the cardholder would like debit cashback; otherwise select **No** (optional for debit cards only)
10. If cashback is selected, choose the cashback amount or enter the amount of cashback required on the terminal (optional for debit cards only)
11. If prompted, enter the last four digits of the card number (this extra step helps to reduce fraud and charge backs and is applicable for mag swipe credit cards only)
12. Enter the V-Code (3 or 4-digit code from the back or front of the card) (optional).
13. For debit purchases, if debit surcharge is enabled, the cardholder must confirm the surcharge amount (optional)
14. For chip cards, cardholders must confirm the amount of the transaction and, if required, enter their PIN on the Terminal
15. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen
16. Terminal prints the receipt
17. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant; a signature is not required for debit cards

NOTE:

For chip transactions, check the receipt to determine if a signature is required. Some chip cards may require:

- a) PIN and signature b) signature only c) PIN only

18. Provide the second copy of the receipt to the cardholder. It does not need to be signed.

Chip Error Processing

For chip cards, alternative processing using magnetic stripe or manual entry may be permitted under certain circumstances. Always follow the terminal prompts.

1. If you have swiped a chip card and the terminal displays **“Use Chip Reader,”** press **CANCEL** to restart the transaction. Select the transaction type then instruct the cardholder to insert the card into the chip reader.
2. If the terminal displays **“Application Not Available”** or **“Use Mag Stripe”** during the chip transaction, remove the card and then press **CANCEL** and proceed using the magnetic stripe. When the terminal displays **“Override Chip Requirement?”** select **YES**.

8 – Void (Credit or Debit)

If you have entered the wrong amount or need to cancel a transaction, use the void transaction (instead of refund) wherever possible.

NOTE:

- Transactions can only be voided before they are settled.
- The customer must be present for a debit void.
- You can also search for transactions by using the **FIND** feature.

1. From the main menu, press **MENU** until **Void** is displayed
2. Select **Void** by pressing the appropriate function key
3. Enter the supervisor password and press **Enter**
4. If you want to void the last transaction, select **YES**; otherwise select **NO** to search for the transaction based on invoice # or account #, selecting one of the following:
 - i. **Inv #** and enter the invoice number, or
 - ii. **Acct #** and enter the last four digits of the account number
5. Confirm that the screen displays the transaction you wish to void by selecting **YES**
6. To void a debit transaction, pass the Terminal to the cardholder to confirm
7. Printer prints the receipt and the merchant receipt is signed (for credit cards) by the cardholder
8. Provide the unsigned customer copy to the cardholder

NOTE:

You can also search for transactions by using the **FIND** feature.

NOTE:

- If the terminal cannot read the card, you must enter the card number manually, and then use your imprinter to take an imprint of the card. Retain a signed copy for your records.
- If the chip card is not supported, you will see a message "Application not supported" or "chip malfunction." Press **Enter** to continue. The following prompt will appear on the screen: "Override chip requirement". Select "yes" to continue. If "no" is selected, the transaction will be cancelled. The next message will be: "Please remove card" then "use mag stripe." You may then attempt to process the transaction using the magnetic stripe.

TIP:	To quickly reprint the last transaction, select reprint and then select last receipt.
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UnionPay Refund Void

It is not possible to perform a void of a refund processed on a UnionPay card. If you need to cancel a refund processed to a UnionPay card, please contact the Global Payments helpdesk.

9 – Refund (Credit or Debit)

Use the return transaction feature to credit a cardholder.

1. From the main menu, press **MENU** until **Refund** is displayed
2. Select **Refund** by pressing the appropriate function key
3. Enter the supervisor password and press **Enter**
4. Key in the refund amount and press **Enter**
5. Pass the Terminal to the cardholder
6. Swipe/insert card into the Terminal
7. If prompted, enter last four digits of the card number (this extra step helps to reduce fraud and chargebacks) (credit card only)
8. For debit chip cards, cardholders must confirm the amount of their transaction and, if required, enter their PIN on the Terminal
9. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen
10. Terminal prints the receipt
11. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant; a signature is not required for debit cards

10 – Phone Order Sale (Credit Only)

Use the phone order transaction to process a purchase that was received by phone or mail order.

NOTE:	You must be approved by Global Payments before accepting mail/telephone order (MOTO) purchases.
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1. From the main menu, press **MENU** until **Phone Order** is displayed
 2. Select **Phone Order** by pressing the appropriate function key
 3. Enter the account number, followed by the card expiration date
 4. Enter the supervisor password and press **Enter**
 5. Enter the transaction amount and press **Enter**
 6. Enter the invoice number (optional) and press **Enter**
 7. Enter the employee number (optional) and press **Enter**
 8. Enter the V-code if prompted (optional) and press **Enter**
 9. Enter the address if prompted (optional) and press **Enter**
 10. Enter the postal code if prompted (optional) and press **Enter**
 11. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen
 12. Terminal prints the receipt

NOTE: It is possible that the transaction is authorized, but the address and postal code did not match the information the card issuer has. This transaction may represent higher risk and you may choose to proceed as is or void it.

Refer to **Section 21** for more information on AVS and CVV response codes.

11 – Pre-Authorization and Completion (Credit Only)

Using the pre-auth transaction allows you to enter a different amount at the end of the transaction. For restaurants, if a chip card is presented, do not use pre-auth and completion. A **SALE** transaction with a tip is recommended because the cardholder will need to enter his/her PIN (similar to debit cards).

If you operate a restaurant, hotel or car rental, your terminal may be configured to display **Pre-auth** and **Completion** on the first page of the main menu.

Pre-Auth – Authorize the amount (before tip):

1. From the main menu, press **MENU** until **Pre-Auth** is displayed

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2. Select **Pre-Auth** by pressing the appropriate function key
 3. If an incremental auth is required for a previous pre-auth, select **YES**; if not, then select **NO**
 - If **YES** is selected, select one of the following:
 - i. **Inv#**, or
 - ii. **Acct#**
 - Confirm that the screen displays the transaction you wish to increment by selecting **YES**
 - New Amt: will show where you will enter the additional amount required on top of the original pre-auth
 4. Key in the invoice number (optional) and press **ENTER**
 5. Key in the employee number (optional) and press **ENTER**
 6. Key in the total purchase amount and press **ENTER**
 7. Hand the terminal to the cardholder
 8. Swipe/insert the card on/in the terminal
 9. Key in the V-code (three or four-digit code from the back or front of the card) (optional) and press **ENTER**
 10. If prompted, enter last four digits of the card number (this extra step helps to reduce fraud and chargebacks) (mag swipe credit card only)
 11. For chip cards, cardholders must confirm the amount of the transaction and, if required, enter their PIN on the terminal, and then pass the terminal back to the merchant
 12. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen
 13. Terminal prints the receipt
 14. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant. After the cardholder has entered a tip amount, do a **Completion**.
 15. For hotels, attach this receipt to the guest folio. When the guest checks out, do a **Completion**.
 16. For car rentals, attach this receipt to the contract. You may be asked to enter the V-code. (this extra step helps you to make a better decision about the transaction). When the customer returns the vehicle, do a **Completion**.

Completion – Complete the transaction for the final amount (including tip):

1. From the main menu, press **MENU** until **Completion** is displayed
2. Select **Completion** by pressing the appropriate function key

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3. Select the method that you would like to use to locate the transaction:
 - **INV#**, or
 - **ACCT #**
 4. Confirm transaction amount of the original pre-auth
 5. For restaurants, re-enter the original amount or press **OK** to confirm charge amount (Note: Original amount is indicated as new amount)
 6. Key in the tip amount and press **Enter**
 7. For hotels and car rentals, key in the new amount and press **Enter**

NOTE:	The new amount must not exceed the amount of the authorizations by more than 15%.
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A receipt showing the details of the completion is optional for restaurants. Contact Global Payments Customer Care to turn this feature on or off.

NOTE:	<ul style="list-style-type: none">• Pre-auth is not a sale transaction and it will not settle.• Completion is similar to sale transaction and will settle.
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NOTE:	For UnionPay Pre Authorizations, performing a Completion for \$0.00 will in effect void the Pre Authorization from UnionPay.
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Del Pre-Auth – If a pre-auth is no longer required and does not entail a completion, it should be deleted from the terminal transaction batch.

1. From the main menu, press **MENU** until **Del Pre-Auth** is displayed
2. Select **Del Pre-Auth** by pressing the appropriate function key
3. Select the method that you would like to use to locate the transaction:
 - a. **INV#**, or
 - b. **ACCT #**

Once the transaction is located, confirm the transaction amount of the original pre-auth; select **Yes** to delete the pre-auth from the batch

Selecting **No** will return the terminal to the main menu. It is also possible to select **Next** to scroll through all open pre-auths that have not yet been processed as a completion.

NOTE: A delete pre-auth will not print a receipt.

Deleting a UnionPay Pre-Auth – If a pre-auth for a UnionPay transaction is no longer required, a completion for an amount of \$0.00 should be performed.

NOTE: Do not use the delete auth. function to delete a pre auth. on a UnionPay card.

12 – Performing a Settlement (Closing the Terminal)

You should perform a terminal settlement at least once per day. This ensures prompt payment and reduces the chance of chargebacks.

1. From the main menu, select **Settlement** by pressing the appropriate function key
2. Enter the supervisor password and press **Enter**
3. Confirm the deposit totals by pressing **Enter**

These transactions will be processed and your account(s) will be credited. The funds will be available in your account(s) according to the arrangements you make with each card processor.

NOTE: If the terminal displays “Out of Balance” at the end of the settlement procedure, contact Global Payments’ Customer Care.

13 – Offline Sale (Credit Only)

The offline sale transaction can be used when an authorization number has previously been obtained and needs to be entered in for the transaction. For example, if a previous sale transaction required a CALL FOR AUTH response.

1. From the main menu, press **MENU** until **Offline Sale** is displayed
2. Select **Offline Sale** by pressing the appropriate function key
3. Follow the prompts on the screen
4. At the ACCT# prompt, key in the credit card number
5. At the EXP DATE prompt, key in the expiry date on the card
6. Enter the supervisor password (if prompted)
7. Enter the authorization code
8. The terminal connects to Global Payments to send the authorization and the response will be displayed on the screen
9. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant

14 – Demo Mode

To become more familiar with the terminal or to train new staff, use demo mode. All transactions in demo mode are simulated and are not actually processed. Remember to exit demo mode before processing real transactions. As an extra precaution, all transactions above \$5.00 are declined while you are in demo mode.

NOTE:

You must perform a settlement before you can enter demo mode. Do not use a chip card while in demo mode.

1. From the main menu, press **MENU** until **Other Setup** is displayed
2. Select **Other Setup** by pressing the appropriate function key
3. Key in the supervisor password
4. Select **Demo**
5. **Select ON or OFF**

15 – Employee Setup

Employee identifications and names help to track the transactions processed by each employee. Employee IDs must be between one (1) and five (5) digits long and must be pre-registered on the terminal. Employee names can be between 1 and 20 alphanumeric characters long. The terminal is pre-configured for employee IDs 1–99. Each EMPLOYEE ID is also assigned a password, which must be a numerical password that is five to ten (5-10) digits long.

To access the EMPLOYEE ID configuration, the manager level password is required.

The employee configuration table can be accessed from the main menu by pressing **MENU** until **Employee Setup** is displayed. Select **Employee Setup** by pressing the appropriate function key or from the main menu by pressing the number “7” key. Enter in your supervisor password.

Using the employee setup allows you to do the following activities:

- **Log On Employee**
 - Initiates the employee log-on process
- **Log Off Employee**
 - Initiates the employee log-off process
- **Add Employee**
 - Initiates the add employee process
- **Modify PW**
 - Initiates the modify employee password
- **Modify Name**
 - Initiates the modify employee name that appears on the receipt
- **Delete Employee**
 - Initiates the delete employee information process
- **Clear Employees**
 - Initiates the clear all employees process

To add or modify an employee name, a combination of numeric keystrokes and the “**ALPHA**” key (located at the bottom centre of the screen) is used.

For example, the letter “A” is obtained by pressing numeric key “2” and then the “ALPHA” key once.

The letter “B” is obtained by pressing numeric key “2” and then the “ALPHA” key twice.

The “SPACE” character is obtained by pressing the numeric key “0” and then the “ALPHA” key twice.

Default Employee ID Table

The table below outlines the default employee IDs and their corresponding pre-configured passwords and names on the terminal:

EMPLOYEE ID	EMPLOYEE PW	EMPLOYEE NAME
1	1	1
2	2	2
3	3	3
...
97	97	97
98	98	98
99	99	99

16 – Receipt Samples

Sample debit receipt format:

Certain fields are optionally printed based on the configuration of the terminal.

Merchant Information	MERCHANT NAME ADDRESS LINE 1 ADDRESS LINE 2 CITY, PROVINCE, POSTAL CODE TELEPHONE NUMBER OPTIONAL HEADER 2	
Terminal ID	TERM ID: A1234567	BATCH #: 001
Employee ID	EMPLOYEE ID: 1	SHIFT #: 001
Employee Name	CLERK NAME: JOHN SMITH	
	Sale	
Invoice Number	INV#: 000000001	
Card Type	INTERAC	Chip
Account Type	Account Type: Chequing	SEQ#: 000000000000
	Application Label: Interac	
	AID: A0000002771010	
	TVR: 00 00 00 80 00	
	TSI: E8 00	
Card Number	*****6789	
	Amount: \$	10.00
	Tip: \$	1.00
	Surcharge: \$	0.50
	Cashback: \$	2.00
	=====	
	Total: CAD\$	13.50
Transaction Response	APPROVED DEMO01 001/00	
	NO SIGNATURE REQUIRED	
Transaction Date	DD - MMM - YY	HH:MM:SS
Optional Footers	OPTIONAL FOOTER 1 OPTIONAL FOOTER 2 OPTIONAL FOOTER 3	

Sample Credit Receipt Format:

Certain fields are optionally printed based on the configuration of the terminal.

Merchant Information →	MERCHANT NAME ADDRESS LINE 1 ADDRESS LINE 2 CITY, PROVINCE, POSTAL CODE TELEPHONE NUMBER OPTIONAL HEADER 2	
Terminal ID →	TERM ID: A1234567	BATCH #: 001 ← Batch Number
Employee ID →	EMPLOYEE ID: 1	SHIFT #: 001 ← Shift Number
Employee Name →	CLERK NAME: JOHN SMITH	
	Sale	← Transaction Type
Invoice Number →	INV#: 000000001	
Card Type →	VISA	Chip ← Card Entry Method
		SEQ#: 000000000000 ← Sequence Number
	Application Label: Visa Credit AID: A0000000031010 TVR: 00 00 00 80 00 TSI: E8 00	
Card Number →	*****6789	
	Amount: \$ 100.00	← Merchant Input Transaction Amount
	Tip: \$ 20.00	← Tip Amount
	=====	
	Total:CAD\$ 120.00	← Total Transaction Amount
Transaction Response →	APPROVED DEMO01 001/00	← Transaction Response Code
	NO SIGNATURE REQUIRED	
Transaction Date →	DD - MMM - YY	HH:MM:SS ← Transaction Time
Optional Footers →	MERCHANT COPY OPTIONAL FOOTER 1 OPTIONAL FOOTER 2 OPTIONAL FOOTER 3	

17 – Reports

Terminal reports provide a quick and easy way to review the day's activities.

The reports menu is accessed by pressing the reports “hot” key . The following reports can be accessed from the reports menu:

- **Totals Report**
 - Prints totals by card type
- **Detail Report**
 - Prints detailed information for each transaction
- **Employee Reports:**
- **Totals Report**
 - Prints transaction totals per employee
- **Detail Report**
 - Prints transaction details per employee
- **Employee Table**
 - Prints log-in information
- **Shift Report**
 - Prints transaction totals per shift
- **Pre-Auth Report**
 - Prints the list of open pre-auths
- **Batch History**
 - Prints settlement totals by date (last 30)
- **Terminal Parameters**
 - Prints parameter data card type
- **Cards Report**
 - Prints specific data for each card range and card type

-
- **Terminal Stats**
 - Prints statistical and diagnostic information about the terminal by day or week
 - **Merchant Report**
 - Prints merchant information per merchant
 - **Cash Report**
 - Prints the cash transaction totals by shift
 - **Last EMV Trans**
 - Prints data regarding the last EMV transaction from troubleshooting

18 – Handshake

Use the handshake function to test the terminal connection with Global Payments.

1. From the main menu, press **MENU** until **Test** is displayed
2. Select **Test** by pressing the appropriate function key
3. Select **Handshake**
4. If the handshake was successful, the terminal should display “approved”
5. Press **Cancel** to go back to main menu

19 – Terminal Set-Up

CAUTION:

The terminal is not waterproof or dustproof.
Damage to the unit from exposure to rain or dust may void any warranty.

Environment

- Do not use the terminal where there is high heat, dust, humidity, moisture or caustic 23 chemicals or oils.
- Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or a motor.

Electrical Considerations

- Avoid using this product during electrical storms.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices or computer equipment).
- Do not use the terminal near water or in moist conditions.

Unpacking the Shipping Carton

NOTE:

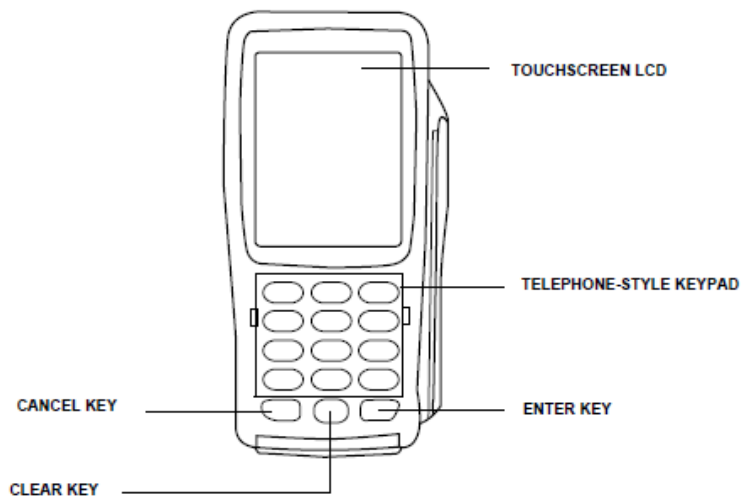
Do not use a terminal that has been damaged or tampered with. The Global Payments Countertop Duet – VX820 comes equipped with tamper-evident labels. If a label or component appears damaged, please notify Global Payments Customer Care at 1-800-263-2970.

1. Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage:
 - Global Payments Countertop Duet – VX820
 - Power pack and power cord
 - Roll of thermal printer paper
2. Remove all plastic wrapping from the terminal and other components
3. Remove the clear protective film from the LCD screen
4. Save the shipping carton and packing material for future use

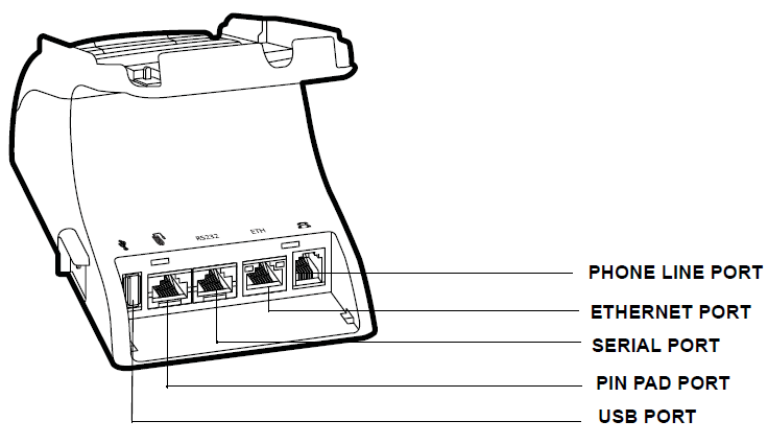
Global Payments Countertop Duet – VX820 Features

Before you continue with the installation process, familiarize yourself with the features of the Global Payments Countertop Duet – VX820:

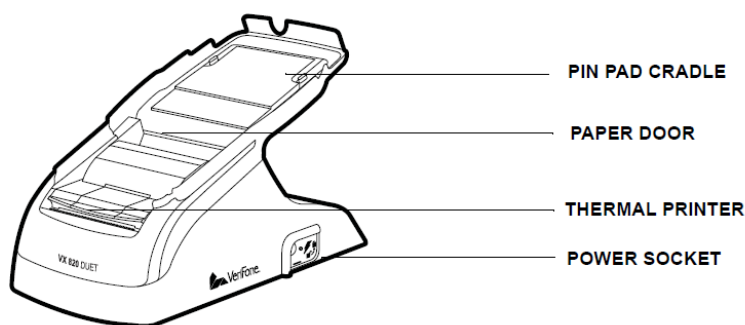
Top View



Rear View



Side View



General Features

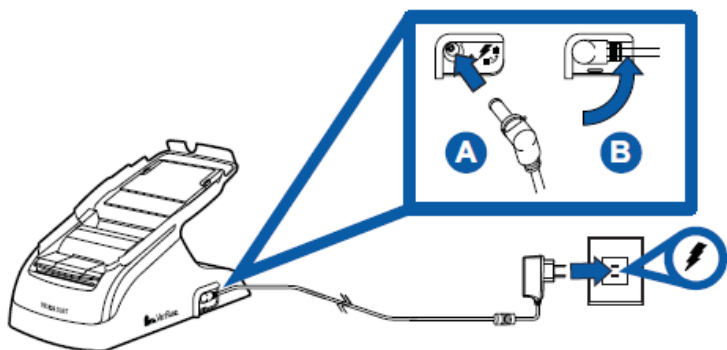
Notice the following features of the Global Payments Countertop Duet – VX820:

- LCD backlit terminal display touch screen
- Five types of keys:
 - a) 12-key, telephone-style keypad (keypads may vary in style)
 - b) Four ATM-style function keys, labeled F1 to F4, to the right on the LCD screen
 - c) Four programmable function keys above the keypad on the LCD screen
 - d) Three color-coded function keys below the keypad (cancel, clear, enter)
 - e) An alpha key centered at the top of the keypad on the LCD screen
- Magnetic card reader, built into the right side
- Internal thermal printer at the bottom of the terminal
- Smart card reader, built into the front of the terminal

Connecting the Power Cord

Every Global Payments Countertop Duet – VX820 terminal comes with a micro USB power adapter that can be used to plug into the Global Payments Countertop Duet – VX820 base or the terminal directly.

1. Insert the round barrel connector into the power port
2. Insert the AC power cord into the power pack
3. Plug the AC power cord into a wall outlet or powered surge protector



CAUTION:

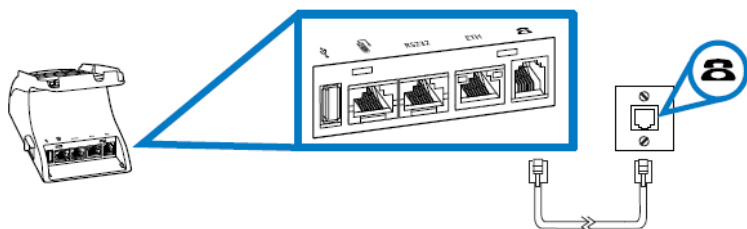
Using an incorrectly-rated power supply may damage the terminal or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the terminal matches the requirements outlined on the bottom of the terminal. Obtain the appropriately rated power supply before proceeding.

CAUTION:

Do not plug the power pack into an outdoor outlet. Disconnecting the power during a transaction may cause transaction data files not yet stored in the terminal memory to be lost.

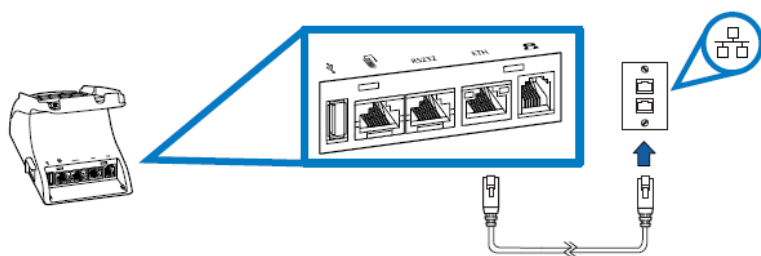
Connecting the Telephone Line

1. Insert one end of the phone line into the telephone wall jack
2. Connect the other end into the terminal RJ11 Telco Port



Connecting the Ethernet Cable

1. Insert one end of the RJ45 Ethernet cable into the router or modem
2. Connect the other end into the terminal RJ45 10BaseT Ethernet port, by inserting the Ethernet connector until the clip “clicks” in place.



CAUTION:

When unplugging the Ethernet cable, ensure that the cable clip is fully pressed down to unlock the cable before pulling the cable out; failure to do so can cause damage to the terminal's Ethernet port.

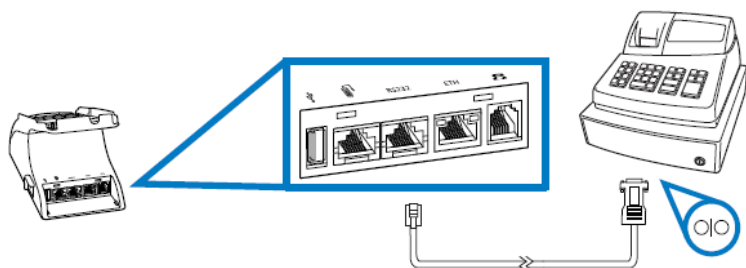
NOTE:

The terminal will support an RJ45 Ethernet CAT 5 cable. For more information, refer to the Connectivity Requirements for Global Payments IP and Dial-Up Point-of-Sale (POS) Terminals

document. If needed, you may contact the Global Payments Customer Care Centre to obtain a copy of this document.

Connecting an External Cash Register (Optional)

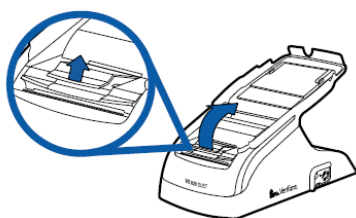
The Global Payments Countertop Duet – VX820 can be used in semi-integrated mode. Two connection ports are available for use from the terminal, USB and RS232.



Installing the Paper Roll

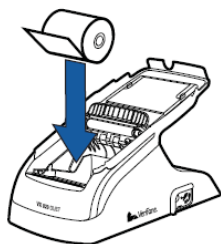
The internal thermal printer uses a roll of single-ply, thermal-sensitive paper 58mm wide (2.24 in.) and 25 m (82 ft.) long. A pink out-of-paper indicator line appears on the edge of the paper approximately 45 cm (18 in.) before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

1. Lift up the latch on the base to unlatch the paper roll cover.



2. Remove any partial roll of paper in the printer tray by lifting it up.
3. Loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper. Unwind the paper roll past any glue residue.

Drop the paper roll into the printer tray so that the leading edge of the roll faces the terminal screen.



CAUTION:

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

4. Pull paper up past the glue residue on the paper roll.
5. 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.



6. With the cover fully closed, gently tear off the excess paper.

CAUTION:

Never use thinner, trichloroethylene, or ketone-based solvents – they may deteriorate plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or LCD screen. Do not attempt to clean the smart card reader.

20 – Troubleshooting

NOTE:

The Global Payments Countertop Duet – VX820 comes equipped with tamper-evident labels. The terminal contains no user-serviceable parts. Do not, under any circumstance, attempt to disassemble the terminal. For all other services, contact Global Payments Customer Care.

Blank Display

If the Global Payments Countertop Duet – VX820 LCD screen is not readable:

1. Plug in terminal to power supply and check all cable connections.
2. If the problem persists, contact Global Payments Customer Care.

Terminal Does Not Connect to Global Payments

If the terminal does not communicate:

1. Check the Ethernet or telephone line connection
2. Check to make sure the telephone or Internet service is working by plugging in a working device (i.e. telephone for dial tone, PC for internet connectivity)
3. Replace the Ethernet or telephone cable that connects the terminal with a cable you know is working correctly
4. If the problem persists, contact Global Payments Customer Care for assistance

Printer Does Not Print

If the printer does not work properly:

1. Check all terminal power connections. The internal thermal printer receives power directly from the Global Payments Countertop Duet – VX820 terminal.
2. Check to make sure the paper roll cover is properly latched.
3. Open the paper roll cover and install a new roll of printer paper, as described in the Install Paper Roll section.
4. If the problem persists, contact Global Payments Customer Care.

Printer Paper Jam

If paper jams up inside the printer:

1. Lift up the latch on the base to unlatch the paper roll cover.
2. Remove the damaged paper from the paper roll and clear the feed mechanism.
3. Re-install the roll of printer paper, as described in the Install Paper Roll section.
4. If the problem persists, it may be due to poor paper quality or use of the wrong size paper roll. Install a new roll of the correct size and/or higher-quality paper.

Other Common Messages

If the terminal cannot complete a transaction, it may print or display any of the following messages:

- Invalid sequence#
- Not completed
- PIN Block Err

Try to perform a handshake, refer to **Section 18**, and then try the transaction again.

21 – Response Codes

The interpretation of response codes as they are printed on the receipt:

AVS	
AVS Response	Definition
A	Address matches, but postal code does not match.
E	The transaction was either not eligible for address verification or an error occurred while attempting to process the message.
G	Non-AVS participant outside U.S.; address not verified for international transaction. (Visa only)
N	Address and postal code do not match.
R	Retry; system unavailable or timed out.

S	AVS currently not supported.
U	No data from issuer/Authorization System.
W	For U.S. addresses, nine-digit postal code matches, address does not; for address outside U.S., postal code matches, address does not.
X	For U.S. addresses, all digits match, nine-digit postal code; for addresses outside U.S. postal code and address match.
Y	All digits match, five-digit postal code.
Z	Five-digit postal code matches, address does not.
Blank	Address verification information was not included in the transaction.
0	Address verification information was included in the transaction, but was not verified.

V-CODE		
V-Code Response	Result	Description
MATCH M	Pass	Card verification was performed and the V-code matched.
NO MATCH N	Fail	Card verification was performed and the V-code did not match.
NOT PROCESSED P	Fail	Card verification was performed and the V-code was not processed.
NOT CERTIFIED U	Fail	Card issuer is not registered to process V-code.
NOT PRESENT S	Fail	Card issuer indicates the V-Code should be present on the card, but merchant did not send the
MATCH Y	Partial Pass	In the case of a swipe transaction, CVV1 is invalid and V-code is valid.
Other	Other	

22 – Abbreviations

CARD TYPE		
VI	VISA	Visa
MC	MCARD	MasterCard
DB	INTERAC	Interac
UP	UNIONPAY	UnionPay
AX	AMEX	American Express
JB	JCB	JCB
DI	DSCVR	Discover

TRANSACTION TYPE	
S	Sale
P	Phone Order
R	Refund
VS	Void Sale
OS	Offline Sale
CP	Completion

TITLE	
TT	Transaction Type
CT	Card Type
CB	Cashback
Cnt	Count
Inv	Invoice
Emp	Employee
Acc	Account
Amt	Amount
Rfnd	Refund
Tran	Transaction
Crd Typ	Card Type
TT	Transaction Type
CT	Card Type

23 – Other Features

The following list describes some of the other available features:

- Contactless acceptance
- Percentage tip options
- Debit cashback
- Cash transactions
- Debit surcharge
- Receipt headers and footers
- Many more!

Please call Global Payments Customer Care for more information.

24 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the Global Payments Countertop Duet – VX820.

DC Power Pack

- AC input rated: 100V–240V AC, 50/60 Hz.
- DC output rated: 8.6V - 9.4V DC, 4.0Amp.

Modem

- RJ11 Telco modem / RJ45 TCP/IP Ethernet

Printer

- Integrated thermal printer with graphics capabilities; 18 lines per second; 24 or 32 columns
- Paper roll 58 mm (2.25 in.) x 25m (82 ft.), single ply

Security

- 3DES Encryption, Master/Session and DUKPT key management; VeriShiel file authentication; PCI PTS 3.0 approved

Environmental

- Operating temperature: 0° to 50°C (32° to 122° F)
- Relative humidity: 5% to 90%; no condensation

Terminal Dimensions

- Length: 209 mm (8 in.)

-
- Width: 102 mm (4 in.)
 - Depth: 78 mm (3.07 in.)

Weight

- Terminal: 735 g (1.62 lbs.)

25 – Service and Support

For Global Payments Countertop Duet – VX820 product service and repair information, contact Global Payments Customer Care at 1-800-263-2970.

Returning a Terminal for Service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account.

The Global Payments Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

NOTE:

Do not, under any circumstances, attempt any service, adjustments or repairs on this product. Contact Global Payments Customer Care at 1-800-263-2970. Service conducted by parties other than authorized Global Payments representatives is NOT permitted.

