



## Overview

- The Verifone Vx510 & Vx570 terminal has a different user interface to previous Ezi-Pay compatible terminals you may have used. The Verifone terminal requires the user to choose which application they wish to transact from.
- This difference is specifically for enhancing upgrade and security purposes, as both the financial (eftpos) and Ezi-Pay (secondary application) work independently of one another. This means that either Eftpos or Ezi-Pay software applications can be independently upgraded or altered. This brings additional benefits to you, the retailer, as each software application also handles its own merchant setup which prevents accidental removing of configuration data.
- To access either the Ezipay or Eftpos application the user must press the star key (✖). You will find this on the bottom left on terminal above the red 'Cancel' key (X). One pushed you will be offered on the screen the list of installed applications. Push the related button to commence your chosen service. It is imperative that you wait until either application loads and options are visible on the terminal screen (Eftpos may take up to a couple seconds to load). Please refer to the troubleshooting section should a load error present at this point.

## Setting up

1. Connect the terminal's power cable and plug it into the wall, ensuring the wall socket is on.
2. Plug the supplied phone cable into the terminal. On the Vx510 this is on the underneath, on the Vx570 it is on the rear of the unit. Ensure the other end of the cable is firmly connected to a phone jackpoint.
3. Press the asterisk button (bottom left, above the RED cancel button) and then F3 to enter the Ezi-Pay application

## Logging on

Your terminal will log you on automatically. To perform a manual log on:

1. Press the GREEN enter button
2. Select option 4 – Admin Menu
3. Select option 1 – Log On
4. You will receive the response "ACCEPTED"



## Security

After a log on or settlement cutover, you'll be required to enter a PIN. If you have a merchant card, you'll be required to enter your PIN with every transaction. The default PIN is 12369, which can be changed if required.

To change the PIN or the security level on your terminal, please contact Ezi-Pay Customer Care on 0800 960 000.

### PAYMENT FIRST

For your security, ensure you receive confirmed payment BEFORE processing any Ezi-Pay transaction.

## Selling mobile vouchers

1. Press the GREEN enter button, then select VOUCHERS from the list displayed
2. Press the far left PURPLE button to scroll through the various options, Vodafone, Telecom and 2degrees.
3. Select the desired amount from the available amounts
4. The terminal will print the top up voucher. To print your copy of the receipt, select the GREEN enter button when prompted "PRINT MERCHANT COPY?", otherwise press the YELLOW clear button.

Ezi-Pay phone cards  
are identified with the  
Ezi-Pay logo

## Selling phone cards

1. Bend the display backer at the fold and swipe the phone card through the terminal's magstripe reader
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. If this is a brand new card, select ISSUE (F3). Select RECHARGE (F2) to top up a card that has previously been used.
4. If this is an ISSUE transaction, select the desired amount from the options displayed by pressing the corresponding F key and then press the GREEN enter button. Press the far left PURPLE button to scroll down.
5. If this is a RECHARGE transaction, key in the desired amount, which can be from \$1 to \$50 and rounded to the nearest 5c and then press ENTER. To load a value greater than \$50, perform 2 transactions.



6. The terminal will respond 'Recharge Supplied' and will print the transaction receipt. Value will be added to the phone card within a few minutes. Please be aware that this load process can take up to 10 minutes.
7. To print your copy of the receipt, select the GREEN enter button when prompted, otherwise press the YELLOW clear button.

## **Selling gift cards**

1. Bend the display backer at the fold and swipe the gift card through the terminal's magstripe reader.
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. Select RECHARGE (F3)
4. Key in the desired amount (refer to the card backer for minimum and maximum amounts) and press the GREEN enter button
5. Terminal will respond ACCEPTED and print the receipt, showing the gift card balance

## **Reprinting a receipt**

You can print a duplicate copy of the previous transaction's receipt. To do this, from the stand by screen press the GREEN enter button, then select option 3 – Reprint Receipt.

## **Reconciling your terminal (Settlement Cutover)**

Settle the terminal at the end of each day's trading. This prints your total sales for the day and resets the total to \$0.

1. Press ENTER
2. Select option 4 – Admin Menu
3. Select option 2 – Settlement
4. Select option 2 – Settlement Cutover

## **Print your weekly invoice every Monday**

At the end of Monday's trading, carry out the settlement/cutover process above TWICE. The first process will print your invoice for the previous week and the second will settle your terminal for the day. ***IMPORTANT:** On every other day, carry out the cutover process ONCE only. Cutting over the terminal more frequently will cause inaccurate data to be displayed.*



## Checking sales totals during the day (Settlement Inquiry)

1. Press ENTER
2. Select option 4 - Admin Menu
3. Select option 2 - Settlement
4. Select option 1 – Settlement Inquiry. This function will print totals since the cutover, without resetting the totals.

## Checking sales totals for your shift

1. Press ENTER
2. Select option 4 – Admin Menu
3. Select option 2 – Settlement
4. Select option 3 – Print Shift Totals. This will print the total sales since the last time shift totals were cleared.

## Clearing the shift totals

1. Press ENTER
2. Select option 4 – Admin Menu
3. Select option 2 – Settlement
4. Select option 4 – Clear Shift Totals. The terminal will prompt “CLEAR SHIFT TOTALS?”, then press the GREEN enter button. This will print the total sales since the last time shift totals were cleared and will reset the total to \$0.

## Setting the PIN on your master merchant card

1. Swipe your master merchant card through the terminal’s magstripe reader
2. The screen will display “SWIPE OPERATOR CARD”. Swipe the master merchant card again.
3. Enter your new PIN and press ENTER. Your master merchant card PIN is now set.

## Setting the PIN on your merchant card(s)

You must have set the PIN on your master merchant card before completing this process.

1. Swipe your master merchant card through the terminal’s magstripe reader
2. The screen will display “SWIPE OPERATOR CARD”. Swipe your merchant card through the terminal’s magstripe reader.
3. Enter your new PIN and press ENTER. Your merchant card PIN is now set.



## Standalone mode

If you only use your Verifone for Ezi-Pay only, it is preferable to make the terminal a "Standalone". This means that the application will not timeout and return back to the EFTPOS screen. Please contact Ezi-Pay Customer Care on 0800 960 000 and they will inform you on how to complete this process.

## Understanding error messages

### **Unable to activate [Ezi-Pay or SoftPay]. One or more devices required by the application are unavailable**

If this error appears on the terminal window, please press the star key (✱) and select the Eftpos application. Once you can see Purchase/Purchase+Cash you can try to select the Ezi-Pay application again. If the error reappears, please repower the terminal. Unplug and replug the power from the underside of the terminal, or just switch off the power at the wall, wait 1 second, and switch it back on. This was caused by an application not being fully loaded before choosing a different application.

## Transmission Error

If presented with this error message, attempt a manual log on:

1. Press the GREEN enter button
2. Select option 4 – Admin Menu
3. Select option 1 – Log On
4. You should receive an ACCEPTED response

If your log on attempt fails, your terminal has lost its connection to the Ezi-Pay server.

1. Check that your phone line is free; if your terminal and your phone share the same line, your Ezi-Pay transactions cannot proceed if someone is on the phone.
2. Check your phone line is firmly plugged in to your terminal and to your wall socket.
3. Check your phone line has a dial tone by plugging another phone into the same telephone port.



If you have verified that your phone line is free and is working but your terminal still cannot connect, please contact Ezi-Pay Customer Care on 0800 960 000. Please have your Ezi-Pay account number and your 4 digit account security PIN handy to ensure we can help you as quickly as possible. Note that your account PIN is not the same as your terminal's PIN.

## **Invalid Amount**

This error message means that the amount you have selected is outside of the allowed range for the transaction. Please select another amount. For more information on allowed amounts, see the section in this user guide on selling mobile top ups, phone and gift cards.

If the amount you have chosen is within the allowed range, this error may mean our server is unable to process your transaction at that time. Please try again. If the problem persists, please contact Ezi-Pay Customer Care on 0800 960 000.