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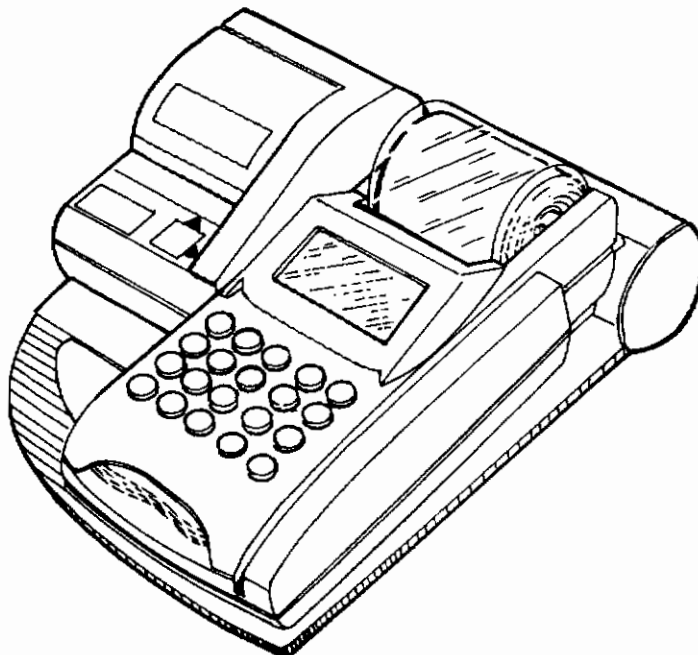
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## FOREWORD



Thank you for purchasing a ValuePak. You now own one of the most advanced electronic integrated point-of-sale (POS) Terminals and Check Readers used in the merchant processing industry today. This equipment is designed to ensure you, the merchant, with maximum performance when accepting any type of payment. Each ValuePak is has been designed with built-in features to minimize fraud and secure funds at maximum speeds, thus expediting customer checkout.

***Read before you begin....***

This manual explains ***how to use*** the terminal. To fully utilize the features of this equipment, take some time to familiarize yourself with the manual and the various components of the ValuePak terminal itself. Most of the information in this manual deals exclusively with the operational features ***after installation***.

The manual covers information regarding three different ValuePak models:

**VP700**

**VP710 [UPS]**

**VP720 [UPS/Wireless]**

**NOTE:** The *check reader component* in all models is identical.

Please store this manual in a safe place for future reference.

**NOTE**

***This publication could include technical or typographical errors. Changes are periodically made to our publications; these changes will be incorporated in future editions. All rights reserved.***

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# Chapter 1

## Introduction

### OPERATIONAL OVERVIEW

This chapter provides basic features, accessories, unpacking information and illustrations introducing the ValuePak user to the main components of the unit, including some installation connection pictorials required to operate the unit.

The ValuePak keypad allows for selecting specific transaction types, entering of data, and performing various functions.

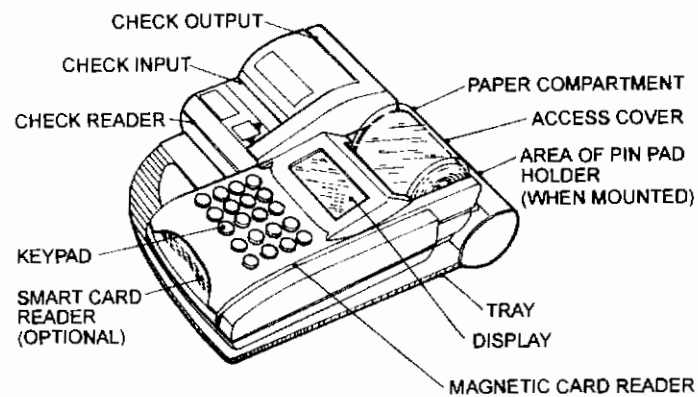
This manual details how to perform transactions and general operations, read checks, and facilitate specific functions available with the ValuePak.

### BASIC FEATURES

- Low-cost, integrated POS terminal and check reader card and check transactions performed on one platform
- Highly-reliable, ergonomically designed terminal providing a seamless interface between check, card readers and PIN pad
- Small footprint: occupies minimal counterspace
- Easy-to-read back-lit graphics display
- OS and dual-track 1 & 2 magnetic card reader (track 2

and 3 optional)

- Fast and quiet 12 line-per-minute thermal printer
- Very fast processor
- Application download via tel-line or RS-232 connection
- Built-in smart card interface (optional)
- Up to four (optional) SAM security modules (2 accessible)
- Built-in PIN pad (optional)
- External PIN pad port
- Easy-to-use check reader for automatic acquiring and transfer of MICR line data on personal or commercial checks to the integrated ValuePak POS terminal
- Very high first pass rate, "good read rate"; 99.5% first pass and 99.9% second pass rate
- Automatic (motorized) paper transport
- ValuePak powered by supplied UL approved AC/DC adapter or built-in rechargeable battery pack [models VP710 or VP720]



## **ACCESSORIES**

In addition to the User's Manual, your ValuePak package includes a Quick Reference Guide, Product Registration Card and the following items:

- One ValuePak terminal
- One standard telephone cord allowing for connection of terminal to the telephone system
- One AC/DC adapter that powers the terminal from a mains AC wall outlet
- One magnetic manager card
- One paper roll pre-mounted in POS terminal's thermal printer compartment
- One PIN pad holder (for use with an external PIN pad)
- Swivel mount & mounting hardware/instruction sheet (accessory supplied when ordering VP700 + built-in PIN pad)

## **Unpacking**

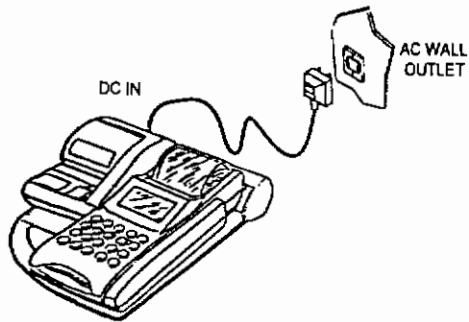
Upon opening the original shipping carton, carefully inspect the contents for any possible damage or missing components. ERN, LLC has taken all measures to provide you with a complete unit. If shipping damage is evident, file a claim with the shipping company. Please notify ERN, LLC concerning this damage and if any components are missing.

For your own personal safety, do NOT use a ValuePak showing any signs of damage.

## **For Your Information**

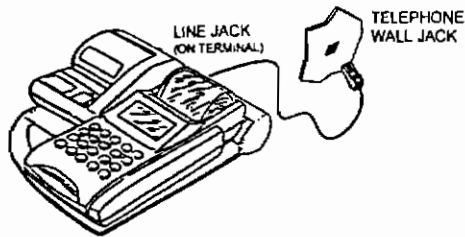
*Shipping & Technical Support: Tel. (1)-800-910-2265/Ext. 291*





### Connecting the AC/DC Adapter

Plug the AC/DC adapter's barrel-type plug into the DC input jack on the rear panel of the ValuePak and connect the other end of the adapter to a standard AC outlet. For safety purposes, use only the adapter supplied by ERN,LCC. If required, disconnect the adapter from the AC outlet *first* before removing the barrel plug.



### Connecting to Telephone Line and Peripherals

Access to the telephone (LINE) line, external telephone (TEL) and external PIN Pad (PIN) jacks is possible by easily removing the door directly behind the paper compartment. Connection to jacks is facilitated by first sliding cords thru the ValuePak's small rear bottom opening (directly underneath the area of the door located behind the paper compartment). For tel-line communication, plug one end of the supplied telephone cord to the LINE jack and the other end to a standard telephone wall plug.

# CHAPTER 2

## OPERATION

### ***Setting Time and Date***

If the time and date need to be adjusted in the ValuePak, it can be changed manually. Please refer to page 55 for the correct procedure.

### ***Performing a Sale***

To perform a credit card sale:

1. At the **CREDIT.....SALE, ACCOUNT ?** prompt, swipe the credit card, or manually key in the account number and expiration date.
2. The terminal will prompt to enter in the amount (**DO NOT PRESS THE DECIMAL POINT**).
3. The terminal will then dial, process, give an approval code, and print a receipt that reads **SALE** on top.

### ***Credit Return***

A refund to a customer's credit card account can be done if the original sale is from a different batch (if the sale and refund are in the same batch refer to page 17 - Voids ), otherwise, a refund is done as follows:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<RETURN>**. Terminal should read: **CREDIT.....RETURN, ACCOUNT ?**
2. Swipe the card, or key in the account number manually.
3. Key in the amount to be refunded, and press **<ENTER>**.
4. Terminal will then prompt you to enter an authorization number. Key in the original six-digit approval code on the sale receipt, and press **<ENTER>**.

5. The terminal prints a receipt that reads **RETURN** on top.

### **Verify**

This function is used to ensure that a customer has adequate funds on their credit card (THIS DOES NOT CHARGE THE CUSTOMER'S ACCOUNT).

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<VERIFY>**.  
Terminal should display: **CREDIT...VERIFY, ACCOUNT ?**
2. Swipe the credit card, or key in the account number and expiration date manually.
3. Type in the amount to be verified, and press **<ENTER>**.
4. The terminal will dial and process the transaction.
5. A receipt will print, and read **VERIFIED** on top.

**NOTE: The authorization number given during the verification can be used for a Forced Sale. There is no need to call for a second authorization.**

### **Forced Transaction**

When voice authorization has been obtained on a customer's credit card, a Forced Sale should be done to process the transaction.

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<FORCED>**.  
The terminal will display: **CREDIT..... FORCED, ACCOUNT ?**
2. Swipe the card, or key in the account number and expiration date manually. Terminal will display: **CREDIT FORCED AMOUNT?**
3. The terminal will then prompt to **ENTER AUTH. NO.** that was obtained through voice authorization.
4. Enter in the amount that has already been authorized (no need to press decimal point) and press **<ENTER>**.
5. The terminal will then display, "APPROVED." A receipt will print and read **TICKET ONLY** on top.

**NOTE: Since an authorization has already been obtained, there is no need for the terminal to dial out for a second approval. This is also dependent on the host protocols. However, the customer does have to sign the receipt.**

## **VOIDS**

### ***Void a Credit Sale***

A void of a credit card sale can be done, if the original sale was performed in the same batch. To void a transaction:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<VOID>**. Terminal should display: **CREDIT....VOID/SALE, ACCOUNT ?**
2. Swipe the credit card or key in the account number and expiration date manually.
3. Enter in the amount of the **SALE to be voided**, and press **<ENTER>**. Depending on how your terminal has been programmed, the terminal may, or may not dial for an approval.

### ***Void a Return***

A Void Refund is done, if the original return is from the same batch. If the refund is from a different batch, you will not be able to perform a void return, (check with your processing bank for instructions on handling the transaction), otherwise, a void refund is done as follows:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<VOID>** twice. Terminal will display: **CREDIT....VOID/ RTRN, ACCOUNT ?**
2. Swipe the credit card or key in the account number and expiration date manually.
3. Enter in the amount of the **RETURN** to be voided, and press **<ENTER>**.
4. The terminal will display "APPROVED" and print a receipt. Depending on how your terminal has been programmed, the terminal may or may not dial for an approval.

### ***Void a Forced Sale***

A void of a credit forced sale is done if the original forced sale was performed in the same batch. (If the forced sale is from a different batch refer to page 15 - RETURN ), otherwise, a Void

Forced Sale is done as follows:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<VOID>**. Terminal will display: **CREDIT.....VOID/FRCD, ACCOUNT ?**
2. Swipe credit card or key in account number and expiration date manually.
3. Enter in amount of **FORCED SALE** to be voided and press **<ENTER>**.
4. Terminal will display "APPROVED" and print a receipt. Depending on how your terminal has been programmed, the terminal may or may not dial in for an approval. Void Forced is used only to void a transaction with "TICKET ONLY" printed on top of the original receipt.

OR

Follow the steps in Chapter 3, on page 59 to void by transaction number.

## **DEBIT TRANSACTIONS**

A debit transaction can only be done using a bank issued debit card, and there must be a PIN pad connected to the terminal (if internal PIN Pad is not installed).

### ***Debit Sale***

Follow these steps to process a debit card:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<ENTER>** until your terminal displays: **DEBIT...SALE, ACCOUNT ?**
2. Swipe the debit card (debit account numbers can **NOT** be keyed in manually). It must be swiped.
3. Key in the amount of the sale, and press **<ENTER>**.
4. The terminal will prompt to enter in a **CASH BACK** amount. If the customer does not want to get cash back, press **<ENTER>** to bypass this option.
5. The terminal will display: **PLEASE ENTER PIN ON THE PIN PAD>>**. PIN pad will beep and prompt the customer to enter PIN number on the pad.

6. The terminal will dial, process, and print receipt.

#### **Debit Return**

Please keep in mind, that this transaction is host specific. Therefore, this transaction may not be available.

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<ENTER>** until your terminal displays: **DEBIT...SALE, ACCOUNT ?**
2. Press **<RETURN>**. Terminal will display: **DEBIT....RETURN, ACCOUNT**.
3. Swipe the debit card (debit account numbers can **NOT** be keyed in manually). It must be swiped.
4. Key in the amount of the return, and press **<ENTER>**.
5. The terminal will then prompt to enter the authorization from the original sale receipt. Key in six-digit code and press **<ENTER>**.
6. The terminal will display: **PLEASE ENTER PIN ON THE PIN PAD>**. PIN Pad will beep and prompt the customer to enter the PIN number on the pad.
7. The terminal will dial, process, and print receipt reading RETURN at the top.

#### **Debit Forced Sale, Void Sale/Return/Forced, and Verify**

These transaction types are not available with most host processors.

Enter in the amount that has already been authorized (no need to press decimal point) and press **<ENTER>**.

## CHECK TRANSACTIONS

### Manual Entry:

To perform a check transaction, follow these steps:

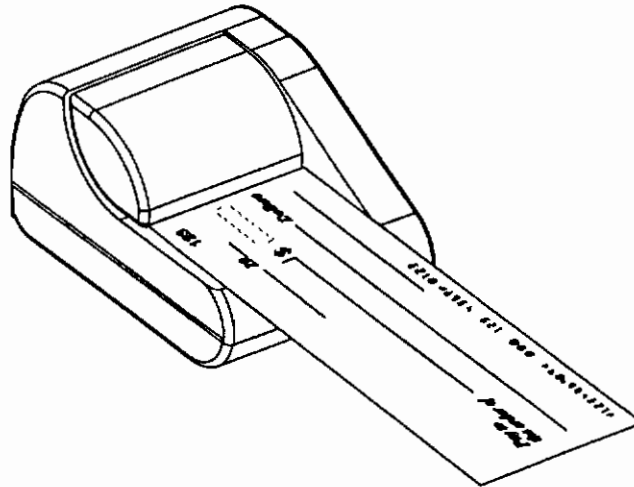
1. At **CREDIT.....SALE, ACCOUNT ?**, press **<ENTER>** until the terminal displays: **CHECK... VERIFY, AMOUNT ?**
2. Enter the amount of the check and press **<ENTER>**.
3. Enter the routing number and press **<ENTER>**.
4. Enter the account number and press **<ENTER>**.
5. Enter the check number and press **<ENTER>**.
6. Enter the customer's telephone number (include area code, without '1', and press **<ENTER>**).
7. Press **<ENTER>**. Terminal will print receipt.

### Automatic Entry:

#### NOTE:

The check reader component of the ValuePak 700 contains sensors that detect the proper physical placement of a check in the reader. Be sure that the check being entered has its MICR characters positioned so as they appear on the **TOP SURFACE**, along the **RIGHT HAND SIDE** of the check. Once you have entered the check into the reader, the internal paper sensors detect the presence of the check and activate the motorized transport mechanism. As soon as the check reader begins to draw the check into the reader, release the check from your hand. **Failure to release the check will affect the speed of the check read feature, possibly resulting in a misread.**

The check reader component appearing below has been removed from the Valuepak for illustration purposes only.



To perform a check transaction, follow these steps:

1. At CREDIT.....SALE, ACCOUNT ?, press **<ENTER>** until the terminal displays: CHECK... SALE, AMOUNT ?
2. Enter the amount of the sale (there is no need to press the decimal point). **"Swipe Check or Enter Routing #"** will appear on the display.
3. Swipe the check through the check reader or enter the routing number. Terminal will prompt for different information. Enter the necessary information. **"Enter Phone Num"** will appear on the display.
4. Enter the customer's telephone number (include the area code, without "1"). **"TRANS TYPE (1-4):"** will appear on the display (the terminal will not display this screen, for automatic selector).



- screen, for automatic selector).
5. Select the desired transaction type:
    1. Verification
    2. Conversion
    3. Guarantee
    4. Conversion/Guarantee"DIALING, PROCESSING, APPROVED" will appear on the display.
  6. Tear the slip and have the customer sign the receipt.

## **ELECTRONIC BENEFITS TRANSFER (EBT)**

A special EBT card must be used to perform a sale or receive cash. Follow these steps to process an EBT card:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<ENTER>** until your terminal displays: **EBT ...SALE, ACCOUNT?**
2. Swipe the EBT card, or manually enter the account number including the expiration date, or if required, the 'GEN' number.
3. Terminal will display:
  1. **FOODSTAMP**
  2. **CASH BENEFIT**
4. Make selection by pressing correct numbered key. Terminal will display: **EBT.....SALE, AMOUNT 0.00**
5. Enter in the amount of the sale and press **<ENTER>**.
6. If option 2, **CASH BENEFIT** was selected, terminal will prompt to enter in a cash back amount. If the customer does not want to receive cash back, press **<ENTER>** to bypass this option.
7. The terminal will display: **PLEASE ENTER PIN ON PIN PAD**, and PIN pad will beep to prompt the customer to enter the PIN number on the pad.
8. The terminal will dial, process, and print out a receipt.

## CASH TRANSACTIONS

The Cash EDC mode must be turned on, to perform cash transactions. Refer to Chapter 3, page 40.

### **To perform a Cash Sale:**

1. At CREDIT.....SALE, ACCOUNT ?, press <ENTER> until your terminal displays: CASH ...SALE, AMOUNT?
2. Key in the amount of the sale and press <ENTER>. Terminal will print receipt.

### **To perform a Cash Return:**

1. At CREDIT.....SALE, ACCOUNT ?, press <ENTER> until your terminal displays: CASH ...SALE, AMOUNT?
2. Press the <RETURN> key.
3. Key in the return amount. Terminal will print a receipt.

**NOTE:** Transaction types Void Sale, Void Return, Void Forced, Forced, and Verify are not applicable with Cash EDC.

### **Batching**

To perform a batch release, or settlement of transactions stored in the ValuePak memory, the following must be done at the end of each work day:

1. At CREDIT.....SALE, ACCOUNT ?, press <FUNC.>.
2. Terminal will display:  
CHOOSE A FUNCTION  
5. REPORT           7. REVIEW  
6. BATCH           8. FIND  
Press <ENTER> to see the list of hot keys.
3. Press <6>. Terminal will display:
  1. All
  2. Credit Host
4. Press the correct number corresponding to the host that need to be batched. Terminal will dial out to the host

- processor. If batch was approved, a batch response will print, and a current report will be generated.
5. Press **<ENTER>**.

### ***Auto Close***

If a terminal is programmed for auto batch, the host will automatically close the batch each night at a specific time, and print a batch report. However, the report will only clear at the time of the first attempted sale, after your set batch time. Although your terminal will be programmed for auto batch, you may still have the option to batch manually.

# CHAPTER 3

## MENU

The ValuePak has a menu with several options that control some of the terminal's basic operational functions, and can be manually changed. The menu is divided into main menus and sub-menus that can be accessed by pressing the **<MENU/ESC>** key.

1. At the **CREDIT.....SALE, ACCOUNT ?** prompt, press **<MENU/ESC>**.
2. Press the number of the Main Menu to be viewed (the terminal will automatically take you into the sub-menu), or you can use the **<RETURN>** and **<FORCED>** keys to scroll through the options and menus.

## REPORTS

The first menu in the ValuePak is the Report Menu which generates eight different types of reports; Default Report, Current Report, History Report, Display Transactions, and Last Receipt, Performance report, Tip report and Report Setup. Pressing **<MENU/ESC>** at the **CREDIT.....SALE, ACCOUNT ?** prompt, will access this menu.

### *Default Report*

This is a report of the terminal's daily transactions, which has been customized, or has set defaults from the Current Report (see Current Report on the following page).

1. Terminal will display:

#### **MENU SCREEN:**

1. **Reports**
2. **Merch. Params**

### 3. Merch. Options

2. You will notice that the first menu is already highlighted. The **<FORCED>** and **<RETURN>** keys can be used to scroll up and down the menu. To enter the Report menu, press **<ENTER>** to make selection. Terminal will display:  
**REPORTS:**
  1. Default Report
  2. Current Report
  3. History Report
- 3 Press **<ENTER>**. Terminal will print a defaulted current report.

#### **Current Report**

Current report will print the terminal's daily transactions, and can be customized with specific options. This is where the Default Report would be set.

1. At **MENU SCREEN: 1. REPORTS**, press **<ENTER>**.
2. Terminal will display  
**REPORTS:**
  1. Default Report
  2. Current Report
  3. History ReportUsing the **<FORCED>** key, scroll down to number **2. Current Report**
- 3 Press **<ENTER>**. Terminal will display:  
**CUR. REPORT TYPE:**
  1. Condensed Rprt
  2. Short Report
  3. Journal Report
4. The terminal will display four options; use the **<FORCED>** key to scroll through the options, or press the corresponding number:
  1. *Condensed Report* - will print transaction number, card type, transaction type, last four digits of the account number, and amount of sale.
  2. *Short Report* - will print type of transaction, and

amount of sale.

3. **Journal Report** - will print a full copy of transaction.
4. **Totals Only** - will print daily totals only
  
5. When you have highlighted the type of current report, press **<ENTER>**. Terminal will display:  
**CHOOSE EDC TYPE:**
  1. **ALL**
  2. **CREDIT**
  3. **DEBIT**Highlight the selection using the **<FORCED>** and press **<ENTER>** to make selection.
6. Terminal will display:  
**ENTER CARD TYPE:**
  1. **ALL**
  2. **VISA**
  3. **MasterCard**Use the **<FORCED>** key to highlight the selection needed and then press **<ENTER>**.
7. Terminal will display:  
**SORT METHOD BY:**
  1. **By Trans #**
  2. **By Card Type**
  3. **By Clerk ID**Use the **<FORCED>** key to highlight the selection and press **<ENTER>**.
8. Terminal will display:  
**CHOOSE TRAN. TYPE:**
  1. **ALL**
  2. **SALE**
  3. **FORCED**Use the **<FORCED>** key to highlight the selection and press **<ENTER>**. There will be eight different transaction types.
9. Terminal will display: **Set Cur. Defaults, ENTER=Yes, ESC=No.** This will customize the Default Report.

### **History Report**

This report will allow you to print previous batch totals from the last 30 days. You can print a total report of several batches, or you can print a report showing totals per batch. To do so, follow these steps:

1. At **MENU SCREEN: 1. REPORTS**, press **<ENTER>**.
2. Terminal will display:  
**REPORTS:**
  1. **Default Report**
  2. **Current Report**
  3. **History Report**

Using the **<FORCED>** key, highlight number 3. **HISTORY REPORT.**

3. Press **<ENTER>**. Terminal will display: **FROM BATCH DATE: MM/DD/YY.** Terminal will always display first of the month.
4. Press **<ENTER>** to keep date shown, or type in the date needed for a specific batch.
5. Terminal will display: **TO BATCH DATE: MM/DD/YY.**

6. Type in the desired date, and terminal will display:  
**HISTORY REPORTS:**

1. **Total**
2. **Per Batch**

Use the **<FORCED>** key to highlight desired selection, and press **<ENTER>**.

7. Terminal will display:  
**CHOOSE EDC TYPE:**

1. **ALL**
2. **CREDIT**
3. **DEBIT**

Use the **<FORCED>** key to highlight desired selection, and press **<ENTER>**.

8. Terminal will display:  
**ENTER CARD TYPE:**

1. **ALL**
2. **VISA**
3. **Master Card**

Use the **<FORCED>** key to highlight desired selection, and press **<ENTER>**.

- 9 Terminal will display:  
**ENTER TRAN. TYPE:**
  1. ALL
  2. TOTALS ONLY
  3. SALE

Use the **<FORCED>** key to highlight desired selection, and press **<ENTER>**.

### ***Display Transaction***

This option will allow you to view daily transactions on the terminal display. You can view these transactions several ways. To do so, follow these steps:

1. At **MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**Highlight **Reports**, and press **<ENTER>**.
2. Terminal will display:  
**REPORTS:**
  1. **Default Report**
  2. **Current Report**
  3. **History Report**Using the **<FORCED>** key to highlight number 4. **DISPLAY TRANS**, and press **<ENTER>**.
3. Terminal will display:  
**DISPLAY TRANS:**
  1. **Scroll All**
  2. **By Invoice #**
  3. **By Clerk #**Using the **<FORCED>** key highlight one of the options and press **<ENTER>** to make selection.



4. Terminal will display:  
**CHOOSE EDC TYPE:**
  1. CREDIT
  2. DEBIT
  3. EBTUse the **<FORCED>** key to highlight an EDC type, and press **<ENTER>** to make selection.
5. Terminal will display the following:  
#001 SL 1.00  
54997444444444400  
Terminal displays the transaction number, transaction type, transaction amount, and card number. Use the **<FORCED>** key to scroll through transactions.

### ***Last Receipt***

This option will print a copy of the last transaction. If a report was the last printed item, this option cannot be used to print a copy of last transaction. To print copy of last transaction:

1. At **MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
2. Press **<ENTER>**. Terminal will display:  
**REPORTS:**
  1. Default Report
  2. Current Report
  3. History Report
  4. Display TransactionUsing the **<FORCED>** key, scroll down to number 5. **LAST RECEIPT** and press **<ENTER>**.
3. Terminal will automatically print copy of last receipt.

### **Performance Report**

This option will print a report listing the percentages of denials, approvals, swipes, manual entries, etc.

1. At **MENU SCREEN**:
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
  4. **Host Params**Highlight **1. Reports** and press **<ENTER>**.
2. Terminal will display:  
**REPORTS**:
  1. **Default Report**
  2. **Current Report**
  3. **History Report**
  4. **Display Transaction**Using the **<FORCED>** key, scroll down to number **6. PERFORMANCE** and press **<ENTER>**.
3. Terminal will display:  
**CHOOSE EDC TYPE**:
  1. **CREDIT**
  2. **DEBIT**
  3. **EBT**Highlight a selection by using the **<FORCED>** key and press **<ENTER>**.
4. Terminal will display: **Reset perf. Rprt?**, **ENTER=Yes**, **ESC=No**. Terminal is prompting if you would like to reset performance report.
5. If **YES** is selected, terminal will display: **Manager Card** or **ESC for Password**.
6. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD**:
7. Type in a password, and press **<ENTER>**.

### **Tip Report**

Mainly used for tax (IRS) reporting purposes. Enables printing out a tip report having discounted rate deducted from the total.

### **Report Setup**

This menu provides the option of having Visa and MasterCard print together (Default) or separately.

1. At **MENU SCREEN**:
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
  4. **Host Params**Highlight 1. **Reports** and press **<ENTER>**.
2. Terminal will display:  
**REPORTS:**
  1. **Default Report**
  2. **Current Report**
  3. **History Report**
  4. **Display Transaction**Using the **<FORCED>** key, scroll down to number 7. **REPORT SETUP** and press **<ENTER>**.
3. Terminal will display:  
**Vis/Mstr Setup:**
  1. **Separately**
  2. **Together**Highlight a selection by using the **<FORCED>** key and press **<ENTER>**.
4. Terminal will return to the **MENU SCREEN**. Press **<MENU/ESC>** to return to idle prompt.

### **MERCHANT PARAMS**

This menu contains nine different functions that can be changed manually, if necessary. The first function available is Authorizations, which allows specific card and transaction types to be enabled and disabled.

### **Authorizations (Transaction Types)**

This allows transaction types, such as Sales, Returns, Voids, etc. to be turned off, or on. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**:

1. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
  4. Host Params
2. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS**
  1. Authorizations
  2. Security Level
  3. Edit Header
  4. Edit Trailer
3. Press **<ENTER>**. Terminal will display:  
1 - TRANS TYPES  
2 - CARD TYPES
4. Press **<1>**. Terminal will display:  
**Manager Card or ESC for Password**
5. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD**. Customer Service must be called to obtain the password.
6. Once password is entered, terminal will display:  
**CHOOSE EDC TYPE:**
  1. CREDIT
  2. DEBIT
  3. EBTUse **<FORCED>** to highlight selection; press **<ENTER>**.
7. Terminal will display:  
**CREDIT**
  1. **FORCED (EN), (DIS), or (MGR)**
  2. **VERIFY (EN), (DIS), or (MGR)**
  3. **RETURN (EN), (DIS), or (MGR)**
8. Use **<FORCED>** to highlight an option; press **<ENTER>**.

9. Terminal will display:  
**CREDIT FORCED**
  1. **Disabled** - transaction is disabled, and can not be performed
  2. **Always Enabled** - transaction is always enabled
  3. **Manager Only** - transaction can only be performed with a manager card.

Use **<FORCED>** key to highlight option and press **<ENTER>** to make selection. Terminal will always return to this prompt after every selection.
10. Scroll to next transaction type, and follow same procedure. When all changes are completed, press **<MENU/ESC>** *four times* to exit menu.

**Authorizations (Card Types)**

This allows card types, such as Visa, MasterCard, and Discover card to be disabled:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. **Authorizations**
  2. **Security Level**
  3. **Edit Header**
4. Press **<ENTER>**. Terminal will display:  
**1-TRANS TYPES**  
**2-CARD TYPES**
5. Press **<2>**. Terminal will display:  
**Technic. Card or ESC for Password**
6. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD**. Customer Service must be called to obtain password.
7. Once password is entered the terminal will display:  
**CHOOSE CARD TYPE:**

1. VISA(+) or (-)
2. Master Card (+) or (-)
3. AMEX (+) or (-)

Use the <FORCED> key to highlight the option and press <ENTER> to make selection.

8. Press <ENTER> to make selection, and terminal will display:

VISA+

1. Disabled (+) - credit card type is always enabled
2. Always Enabled (-) - credit card type is disabled, and can not be processed

Use the <FORCED> key to scroll to the option needed, and press <ENTER> to make selection.

9. Terminal will display: CREDIT 1. FORCED (+), or (-). Terminal will always return to this prompt, after every selection.

10. Scroll to next card type, and follow same procedure. When finished making all changes, press <MENU/ESC> three times. Terminal will return to: CREDIT....SALE ACCOUNT ?

### **Security Levels**

This option allows merchants to set security levels for the Menu, Batching, Card Security, Manual Entry of a credit card, and printing format of a credit card number.

To set a security level for the **MENU**:

1. At CREDIT....SALE, ACCOUNT ?, press <MENU/ESC>.

2. Terminal will display:

**MENU SCREEN:**

1. Reports
2. Merch. Params
3. Merch. Options

3. Press <2>. Terminal will display:

**MERCHANT PARAMS:**

1. Authorizations
2. Security Level
3. Edit Header

- Use the **<FORCED>** key to highlight number 2. **SECURITY LEVEL** and press **<ENTER>**.
4. Press **<ENTER>**. Terminal will display:  
**SECURITY SWITCH:**
    1. **Menu**- disables or enables access to the Menu
    2. **Batch** – disables/enables access to process batch.
    3. **Secure Card** – prompts for last 4 digits or all digits after swiping the card.
  5. Press **<ENTER>**. Terminal will display:  
**Menu:**
    1. **Always Enabled**
    2. **Manager Only**
  6. Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection. **Always Enabled** will allow access to the menu, and **Manager Only** will prompt for a manager card, or a password.
  7. Press **<MENU/ESC>** *three times* to return to **CREDIT...SALE ACCOUNT ?**

**To set a security level for *BATCHING*:**

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.  
Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
2. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. **Authorizations**
  2. **Security Level**
  3. **Edit Header**
Use the **<FORCED>** key to highlight number 2. **SECURITY LEVEL** and press **<ENTER>**.
3. Press **<ENTER>**. Terminal will display:  
**SECURITY SWITCH:**
  1. **Menu**
  2. **Batch**
  3. **Secure Card**

- Use the **<FORCED>** key to highlight number **2. BATCH** and press **<ENTER>**.
4. Terminal will display:  
**Batch:**
    1. **Always Enabled**
    2. **Manager Only**Use the **<FORCED>** key to highlight and option and press **<ENTER>** to make selection. **Always Enabled** will allow access to the menu. and **Manager Only** will prompt for a manager card, or a password
  5. Press **<MENU/ESC>** *three times* to return to **CREDIT...SALE ACCOUNT ?**

To set a security level for **SECURE CARD**:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.  
Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
2. Press **<2>**. Terminal will display.  
**MERCHANT PARAMS:**
  1. **Authorizations**
  2. **Security Level**
  3. **Edit Header**Use the **<FORCED>** key to highlight number **2. SECURITY LEVEL** and press **<ENTER>**.
3. Press **<ENTER>**. Terminal will display:  
**SECURITY SWITCH:**
  1. **Menu**
  2. **Batch**
  3. **Secure Card**Use the **<FORCED>** key to highlight number **3. Secure Card** and press **<ENTER>**.
4. Terminal will display:  
**Secure Card (1):**
  1. **No Security** -no security
  2. **Last 4 Digits** - terminal will prompt for last four digits of account number after card is swiped



3. All Digits - terminal will prompt for reentry of credit card number, after card is swiped  
Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection.
5. Press **<MENU/ESC>** *three times* to return to CREDIT...SALE ACCOUNT ?

To set a security level for the **CARD MAN. ENTRY**:

1. At CREDIT.....SALE, ACCOUNT ?, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. Authorizations
  2. Security Level
  3. Edit HeaderUse the **<FORCED>** key to highlight number 2. **SECURITY LEVEL** and press **<ENTER>**.
4. Terminal will display:  
**SECURITY SWITCH:**
  1. Menu
  2. Batch
  3. Secure CardUse the **<FORCED>** key to highlight number 4. **Card Man. Entry** and press **<ENTER>**.
5. Terminal will display:  
**CARD MAN ENTRY:**
  1. Disabled
  2. Always enabled.
6. Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection. **Always Enabled** will allow manual entries, and **Manager Only** will prompt for a manager card, or a password.
7. Press **<MENU/ESC>** *three times* to return to CREDIT...SALE ACCOUNT ?

To set a security level for the **PRINT ACCOUNT**:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. Authorizations
  2. Security Level
  3. Edit HeaderUse the **<FORCED>** key to highlight number 2. **SECURITY LEVEL** and press **<ENTER>**.
4. Press **<ENTER>**. Terminal will display:  
**SECURITY SWITCH:**
  1. Menu
  2. Batch
  3. Secure CardUse the **<FORCED>** key to highlight number 5. **PRINT ACCOUNT** and press **<ENTER>**.
5. Terminal will display:  
**PRINT ACCOUNT:**
  1. Always full
  2. Full on report
  3. Always short
6. Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection. **Always Full** will print full account number on receipt and report, **Full on Report** will print last 4 digits on receipt and full account number on report, and **Always Short** will print last 4 digits on both receipt and reports.
7. Press **<MENU/ESC>** *three times* to return to **CREDIT...SALE ACCOUNT ?**

### **Edit Header/Trailer**

The receipt header and trailer can be changed manually through the terminal. A specific line, character, or entire header/trailer can be changed, if needed. To make a change, follow these steps:

1. At CREDIT.....SALE, ACCOUNT ?, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. Authorizations
  2. Security Level
  3. Edit HeaderUse the **<FORCED>** key to highlight number 3. **EDIT HEADER**, or 4. **EDIT TRAILER**.
4. Terminal will display, **HEADER (TRAILER) TEXT 1N**, and the first line of your current receipt header will appear. The N stands for Normal print.
5. Use the **<VERIFY>** and **<VOID>** keys to move left and right, and use the **<RETURN>** and **<FORCED>** keys to move up and down.
6. Use the **<ALPHA/COPY>** key to change to alphanumeric characters.
7. When all changes are completed, press **<ENTER>**, and then press **<MENU/ESC>** *two times* to return to CREDIT...SALE ACCOUNT?

### **Set Cash EDC**

Cash will be an addition to your Payment Modes, and will record cash transactions, if necessary. To turn this option on, follow these steps:

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <2>. Terminal will display:  
**MERCHANT PARAMS:**
  1. Authorizations
  2. Security Level
  3. Edit Header
4. Use the <FORCED> key to scroll down to number 5.  
**SET CASH EDC.**
5. Terminal will display: **Manager Card**, or ESC for **Password**.
6. Press <MENU/ESC>. Terminal will display: **ENTER PASSWORD**. If password is unknown, call customer service.
7. Once password is entered, terminal will display:  
**CASH EDC SET:**
  1. WITH CASH
  2. WITHOUT CASHHighlight an options and press <ENTER> to make your selection.

### **Surcharge Rate**

This will allow a merchant to add a surcharge rate to a debit transaction. To add a surcharge rate:

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <2>. Terminal will display:  
**MERCHANT PARAMS:**
  1. Authorizations
  2. Security Level
  3. Edit Header

- Use the **<FORCED>** key to scroll down to number 6.  
**Surcharge Rate** and press **<ENTER>**.
4. Terminal will display: **Technic. Card or ESC for Password.**
  5. Press **<MENU/ESC >**. Terminal will display: **ENTER PASSWORD.** Type in password, and press **<ENTER>**.
  6. Terminal will display:  
**SURCHARGE: \$ 0.00**  
**NEW RATE: 0.00**
  7. Enter amount of surcharge rate and press **<ENTER>**.  
Terminal will display:  
**On CashBack Only**  
**ENTER=Yes, ESC=No**
  8. Make the proper selection and then press **<MENU/ESC>** *twice* to return to, **CREDIT...SALE ACCOUNT ?**

### **Set Batch Time**

This option will allow the batch time in the terminal to be set for a specific time. This will print a batch report, and will not actually dial to batch. To change the batch time:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. **Authorizations**
  2. **Security Level**
  3. **Edit Header**
Use the **<FORCED>** key to scroll down to number 7.  
**Set Batch Time.**
4. Press **<ENTER>**. Terminal will display: **Manager Card, or ESC for Password.**
5. Press **<MENU/ESC>**. Terminal will display: **ENTER**

**PASSWORD.** If password is unknown, call customer service.

6. Once password is entered, terminal will display: **SET BATCH TIME: HH:MM.**
7. Enter the desired time (military time), and press **<ENTER>**, and then press **<MENU/ESC>** twice to exit menu.

### **Server ID/Invoice**

This will allow the terminal to prompt for a server or invoice number, or both. This option can be used for both retail and restaurant applications. To turn this option on or off:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
  4. **Hosts Params**
3. Press **<2>**. Terminal will display:  
**MERCHANT PARAMS:**
  1. **Authorizations**
  2. **Security Level**
  3. **Edit Header**
  4. **Edit Trailer**Use the **<FORCED>** key to scroll down to number 8.  
**Server/Invoice** and press **<ENTER>**.
4. Terminal will display:  
**SERVER ID MODE:**
  1. **OFF**
  2. **ON**Use the **<FORCED>** key to scroll to highlight an options and press **<ENTER>** to make selection.
5. Terminal will then display:  
**INVOICE MODE:**
  1. **OFF**

2. ON
3. AUTO

Use the **<FORCED>** key to scroll to highlight an option and press **<ENTER>** to make selection.

***(In the Restaurant application, there are two more options after Invoice; Table #s and Guest #s. In the Bar application, there is Tab open. This will have a preset amount for a Tab, and it can be changed.)***

6. Then press **<MENU/ESC>** twice to exit menu.

#### **Site ID**

This option is used mainly for programming purposes, it allows customer service to view, or change the terminal number.

### **MERCHANT OPTIONS**

This Main Menu has ten options that can be enabled or disabled, manually through the terminal.

#### **Paper Type**

Changes paper type to double, single ply, or customized. Single ply prints two receipts, double ply prints one receipt, and customized prints two receipts for every transaction.

1. Press **<MENU/ESC>** at the CREDIT.....SALE, ACCOUNT ? prompt.
2. Terminal will display  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options

3. Press <3>. Terminal will display:  
**MERCH. OPTIONS:**
  1. Paper Type
  2. No-Paper Mode
  3. Buzzer Set
4. Press <ENTER>. Terminal will display:  
**PAPER TYPE:**
  1. Single Ply
  2. Double Ply
  3. Customized
5. Scroll through options, using the <FORCED> key, and press <ENTER> to make selection.
6. Press the <MENU/ESC> key *two times* to exit the menu.

### **No Paper Mode**

This option disables the printer, and will not print a receipt for any transaction. To disable a printer:

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <3>. Terminal will display:  
**MERCH. OPTIONS:**
  1. Paper Type
  2. No-Paper Mode
  3. Buzzer Set
  4. Operation Mode
4. Use the <FORCED> key to scroll to 2. No-Paper Mode and press <ENTER>.
5. Terminal will display: **Manager Card, or ESC for Password.**
6. Press <MENU/ESC>. Terminal will display: **ENTER PASSWORD.** If password is unknown, call customer



service.

7. Once password is entered, terminal will display:  
**NO PAPER MODE:**
  1. **YES** – disables the printer
  2. **NO** – enables the printer
8. Press **<ENTER>** to make selection. Terminal will display: **Are You Sure? ENTER=Yes, ESC=No.** Make selection. Press **<MENU/ESC>** *twice* to exit menu.

### **Buzzer Set**

Enables or disables tone when performing certain terminal functions. To turn on the buzzer:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<3>**. Terminal will display:  
**MERCH. OPTIONS:**
  1. **Paper Type**
  2. **No-Paper Mode**
  3. **Buzzer Set**
4. Use the **<FORCED>** key to scroll to 3. **BUZZER SET** and press **<ENTER>**.
5. Terminal will display:  
**BUZZER SET:**
  1. **OFF**
  2. **ON**Use the **<FORCED>** key to highlight option and press **<ENTER>** to make selection. Press **<MENU/ESC>** *twice* to exit menu.

### **Operation Mode**

This option allows the terminal to be set at two different modes, **Normal** or **Demo** (Demo mode for training; **Normal** mode for live transactions). If the terminal is set in Demo mode for training purposes, **revert back** to **Normal** mode for live transactions. To place terminal in Demo mode follow these steps:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<3>**. Terminal will display:  
**MERCH. OPTIONS:**
  1. **Paper Type**
  2. **No-Paper Mode**
  3. **Buzzer Set**
4. Use the **<FORCED>** key to scroll to **4. OPERATION MODE** and press **<ENTER>**.
5. Terminal will display:  
**OPERATION MODE**
  1. **Demo Mode**
  2. **Normal Mode**
6. Use the **<FORCED>** key to highlight an option and press **<ENTER>**.
7. Terminal will display: **Are You Sure? Enter=Yes, ESC=No.**
8. Press **<ENTER>**, and then **<MENU/ESC>** *twice* to exit menu.

### **Battery Saver**

This menu provides several battery options (available in the ValuePak 720 only) To select an option:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.

2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <3>. Terminal will display:  
**MERCH. OPTIONS:**
  1. Paper Type
  2. No-Paper Mode
  3. Buzzer SetUse the <FORCED> key to highlight 5. BATTERY SAVER and press <ENTER>.
4. Terminal will display:  
**PRT DSCLMR MODE**
  1. OFF- battery saver off
  2. Radio Only – will shut off only the radio after a specific amount of time is set in terminal
  3. Radio+Auto off – will shut off radio and terminal after a specific amount of time set in terminal
  4. Auto Off Only – only the terminal will shut off after a specific amount of time set in the terminal. Radio will stay on.Use the <FORCED> key to highlight an option, and press <ENTER>. Press <MENU/ESC> twice to exit menu.

#### ***Prints Disclaimer***

This option will print the following statement at the end of a credit card transaction:

**"I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)." To turn on this option:**

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params

3. **Merch. Options**
3. Press **<3>**. Terminal will display:  
**MERCH. OPTIONS:**
  1. **Paper Type**
  2. **No-Paper Mode**
  3. **Buzzer Set**
 Use the **<FORCED>** key to highlight 6. **PRT DISCLAIMER** and press **<ENTER>**.
4. Terminal will display:  
**PRT DSCLMR MODE**
  1. **OFF**
  2. **ON**
 Use the **<FORCED>** key to highlight an option, and press **<ENTER>**. Then press **<MENU/ESC>** twice to exit menu.

### **Set Menu Type**

The menu in the terminal can be set to scroll automatically, or manually. Follow these steps:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<3>**. Terminal will display:  
**MERCH. OPTIONS:**
  1. **Paper Type**
  2. **No-Paper Mode**
  3. **Buzzer Set**
4. Use the **<FORCED>** key to scroll highlighter to 7. **Set Menu Type**.
5. Press **<ENTER>**. Terminal will display:  
**CHOOSE MENU TYPE:**
  1. **Auto Scroll**
  2. **Manual Scroll**
6. Use the **<FORCED>** key to highlight an options and press **<ENTER>** to make selection. If auto scroll is

- selected terminal will prompt for scroll speed (1-9).  
Type in a speed and press **<ENTER>**.
7. Then press **<MENU/ESC>** twice to exit menu.

### **Set Halo**

This option sets a limit that the cashier should not exceed for sales, refunds, and cash back.

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<3>**. Terminal will display:  
**MERCH. OPTIONS:**
  1. Paper Type
  2. No-Paper Mode
  3. Buzzer SetUse the **<FORCED>** key to scroll to 8. **Set Halo** and press **<ENTER>**.
4. Terminal will display: **Manager Card, or ESC for Password.**
5. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD.** If password is unknown, call customer service.
6. Once password is entered, terminal will display:  
**HALO FOR SALE:**
  1. OFF
  2. ONUse the **<FORCED>** key to highlight an option and press **<ENTER>**.
7. If option 2, is selected, terminal will display:  
**Halo: \$0.00**  
**New Rate: 0.00**
8. Enter maximum amount for a sale, and press **<ENTER>**. Terminal will display:

#### **HALO FOR RETURN:**

1. OFF
2. ON

Use the **<FORCED>** key to select an option and press **<ENTER>**. Follow the same steps above for Return Halo and Cash Back Halo.

#### ***Print Setup***

This option will print a setup report. It will show all the options that have been turned on for the terminal. To print this report:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**
  2. Terminal will display:  
**MENU SCREEN:**
    1. Reports
    2. Merch. Params
    3. Merch. Options
  3. Press **<3>**, Terminal will display  
**MERCH. OPTIONS:**
    1. Paper Type
    2. No-Paper Mode
    3. Buzzer Set
- Use the **<FORCED>** key to scroll to **9. PRINT SETUP** and press **<ENTER>** to print.

#### ***Offline Mode***

This feature presently provides several options for offline transaction approvals, but is available with specific hosts only

### **HOST PARAMETERS**

This menu allows you to change host parameters, such as merchant numbers, terminal IDs, and authorization numbers. Each host has different individual parameters, and should only be changed, if advised by the processing bank, or ValuePak

technical support. There are three sub-menus in Host Parameters.

### **Host Parameters**

This allows you to edit merchant and/or terminal IDs for your host processor. To do so, follow these steps:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<4>**. Terminal will display:  
**HOST PARAMS:**
  1. **Hosts Params**
  2. **Hosts Phone**
  3. **Prnt EDC Setup**
4. Press **<ENTER>**. Terminal will display: **ENTER PASSWORD**. Type in password (if password is not known, call customer service), and press **<ENTER>**.
5. Terminal will display:  
**EDC PARAMETERS:**
  1. **Host Name CR**
  2. **Host Name DB**
  3. **Host Name CHK**Use the **<FORCED>** key to scroll through the different hosts. Highlight an option and press **<ENTER>** to make selection.
6. Terminal will display:  
**HOST NAME:**
  1. **MERCHANT ID** (Please keep in mind, this display will differ according to each host).  
Use the **<FORCED>** key to scroll through the options, and press **<ENTER>** to enter new information.
7. When changes are completed, press **<ENTER>** and then **<MENU/ESC>**.
8. Terminal will display:

Save Parameters?  
ENTER=Yes, ESC=No

9. Press **<ENTER>** and then **<MENU/ESC>** three times to exit menu.

### **Host Phones**

This option allows the changing of authorization phone numbers and batch phone numbers for the host processor. To make any phone number changes:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<4>**. Terminal will display:  
**HOST PARAMS:**
  1. **Hosts Params**
  2. **Hosts Phone**
  3. **Prnt EDC Setup**Use the **<FORCED>** key to scroll to 2. **Hosts Phone**, and press **<ENTER>**.
4. Terminal will display, **ENTER PASSWORD**. Type in password (if password is not known, call customer service), and press **<ENTER>**.
5. Terminal will display:  
**PHONE MENU:**
  1. **Host Name CR**
  2. **Host Name DB**
  3. **Host Name CHK**Use the **<FORCED>** key to highlight an option. Press **<ENTER>** to make selection.
6. Terminal will display:  
**PHONE TYPE:**
  1. **Auth. Phones:**
  2. **Batch Phones:**



Use the **<FORCED>** key to highlight an options and press **<ENTER>** to make a selection.

7. Press **<ENTER>**. Terminal will display:

**EDIT PHONE:**

1. Phone Number 1
2. Phone Number 2
3. Phone Number 3

Use the **<FORCED>** key to scroll through primary and secondary phone numbers and press **<ENTER>** to edit phone number.

8. When changes are completed, press **<ENTER>**, and then **<MENU/ESC>** until terminal displays: **Save Parameters?, ENTER=Yes, ESC=No.**
9. Press **<ENTER>** and then **<MENU/ESC>** *three times* to exit menu.

#### **Print EDC Setup**

This report prints host information such as merchant numbers, phone numbers, baud rates, and capture type. To print this report:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.

2. Terminal will display:

**MENU SCREEN:**

1. Reports
2. Merch. Params
3. Merch. Options

3. Press **<4>**. Terminal will display:

**HOST PARAMS:**

1. Hosts Params
2. Hosts Phone
3. Prnt EDC Setup

Use the **<FORCED>** key to scroll to 3. **Prnt EDC Setup.** and press **<ENTER>** to print.

4. Press **<ENTER>** and then **<MENU/ESC>** *three times* to exit menu.

### ***Protocol Version***

This displays the protocol/host version. Mainly viewed by programmers. To view:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<4>**. Terminal will display:  
**HOST PARAMS:**
  1. Hosts Params
  2. Hosts Phone
  3. Prnt EDC SetupUse the **<FORCED>** key to scroll to 4. Protocol Version, and press **<ENTER>** to view.
4. Press **<ENTER>** and then **<MENU/ESC>** *three times* to exit menu.

### ***Host Radio Address***

This feature may not be presently operational. Displays host radio address to service control center (VP720 only).

## **SYSTEM OPTIONS**

This menu consists of ten different functions that can be changed manually, however, **only** a customer service representative should make changes on six of these functions.

### ***Set Time and Date***

This allows the time and date to be changed, if needed. To

change the time and date:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  1. **Set Time/Date**
  2. **Edit PIN Key**
  3. **Sel. Mstr Key**
4. Press **<ENTER>**. Terminal will display the current time and date in terminal.
5. Press **<ENTER>**. Terminal will display:  
**Setting Date:**  
**MM/DD/YY**  
Type in the month, date, and year.
6. Terminal will automatically display:  
**Setting Time:**  
**HH:MM:00**  
Enter the correct time (military time)
7. Terminal will display the date and time entered. Press **<MENU/ESC>** *three* times to exit menu.

#### **Edit PIN Key**

This option allows the changing or viewing of the working key for the PIN pad (access to this menu is not available without an internal or external PIN pad). The only time a change should be made in this field is if instructed by customer service.

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**
3. Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  1. **Set Time/Date**

2. Edit PIN Key
3. Sel. Mstr Key

Use the **<FORCED>** key to scroll to 2. Edit PIN Key and press **<ENTER>**.

4. Terminal will display: **Technic. Card or ESC for Password.**
5. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD.** Type in password, and press **<ENTER>**.
6. Terminal will display:

EDIT WORKING KEY 000000000000000000
--

Type in the correct working key, and press **<ENTER>**. Then press **<MENU/ESC>** *twice* to exit menu.

### **Select Master Key**

This changes the Master key location (access to this menu is not available without an internal or external PIN pad). Again, this is a field that should only be changed if instructed by customer service.

To do so, follow these steps:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  1. Set Time/Date
  2. Edit PIN Key
  3. Sel. Mstr Key

Use the **<FORCED>** key to highlight 3. Sel. Mstr Key and press **<ENTER>**.

4. Terminal will display:  
**CHOOSE HOST:**

1. Host Name DB
2. Host Name EBT

Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection.

5. Terminal will display:

```
MASTER KEY LOCATION
0
```

6. Type in correct master key location (0-9), and press **<ENTER>**. Then press **<MENU/ESC>** twice to exit menu.

### **Set Batch Number**

This allows the batch number to be changed, if needed. This is also a field that should only be changed when instructed by customer service. To change the batch number:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:

**MENU SCREEN:**

1. Reports
2. Merch. Params
3. Merch. Options

3. Press **<5>**. Terminal will display:

**SYSTEM OPTIONS**

1. Set Time/Date
2. Edit PIN Key
3. Sel. Mstr Key

Use the **<FORCED>** key to scroll to 4. Set Batch No.

4. Press **<ENTER>**. Terminal will display: **Technic Card or ESC for Password.**

5. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD.** If password is unknown, call customer service.

6. Once password is entered, terminal will display:

**CHOOSE HOST:**

1. Host Name CR
2. Host Name DB

3. Host Name CHK

Use the <FORCED> key to the host needed and press <ENTER> to make selection.

7. Terminal will display:

New Batch No: XX
---------------------

8. Enter new batch number and press <ENTER>. Then press <MENU/ESC> twice to exit menu.

**Edit Database**

This sub-menu has two options, **Void Transaction**, and **Clear Database**. Void transaction will void a transaction by transaction number, and Clear Database will delete a batch and all its transactions in the terminal.

**To Void A Transaction:**

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <5>. Terminal will display:  
**SYSTEM OPTIONS**
  1. Set Time/Date
  2. Edit PIN Key
  3. Sel. Mstr KeyUse the <FORCED> key to highlight 5. EDIT DATABASE and press <ENTER>.
4. Terminal will display:  
**EDIT DATABASE:**
  1. Void Transact.
  2. Clear Database
5. Once password is entered, terminal will display:  
**CHOOSE EDC TYPE**
  1. CREDIT
  2. DEBIT

**3. EBT**

6. Press **<ENTER>**. Terminal will display: **Manager Card or ESC for Password**. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD**. If password is unknown, call customer service.

TRANSACTION # ? 1
----------------------

7. Terminal will display:  
#001 SL 1.00  
549974444444444400
8. If display is showing correct transaction to be voided, press **<ENTER>**.
9. Terminal will display: **VoidTrans. #1? ENTER=Yes, ESC=No**. Press **<ENTER>**. Terminal will print voided transaction. Press **<MENU/ESC>** *three* times to exit menu.

**To Clear Database**

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  1. Set Time/Date
  2. Edit PIN Key
  3. Sel. Mstr KeyUse the **<FORCED>** key to scroll to **5. Edit Database**.
4. Press **<ENTER>**. Terminal will display:  
**EDIT DATABASE:**
  1. Void Transact.
  2. Clear Database

Use the **<FORCED>** key to highlight option 2. **Clear Database** and press **<ENTER>**.

5. Terminal will display:  
**CHOOSE EDC TYPE:**
  1. ALL
  2. CREDIT
  3. DEBITUse the **<FORCED>** key to scroll through different EDC types.
6. Press **<ENTER>** to make selection. Terminal will display: **Technic Card or Esc for Password.**
7. Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD.** If password is unknown, call customer service.
8. Once password is entered, terminal will display: **ARE YOU SURE? ENTER=Yes, ESC=No.**
9. Press **<ENTER>** and terminal will print message that database has been cleared.

### ***Working Mode (Retail Application)***

This option places terminal in AVS mode. AVS (Address Verification) will prompt for a zip code, and street address. There are three options for AVS:

- OFF – no prompt for zip code, or street address
- ON MANUAL ONLY - will prompt for zip code and street address on a manual entry only
- ALWAYS – will prompt for zip code and street address on swiped and manual entries.

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params



### 3. Merch. Options

3. Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  1. **Set Time/Date**
  2. **Edit PIN Key**
  3. **Sel. Mster Key**Use the **<FORCED>** key to scroll to **6. Working Mode**.
4. Press **<ENTER>**. Terminal will display:  
**ASK FOR AVS:**
  1. **OFF**
  2. **ON**Use the **<FORCED>** key to scroll highlight an option and press **<ENTER>**.
5. After selection, terminal will display **Check Rates with Your Bank**. This is a warning that rates may be higher for manual entries without AVS.
6. Press **<MENU/ESC>** *three times* to exit menu.

#### **Working Mode (Restaurant Application)**

This option offers different tip options. There are as follows:

- **IN TIP MENU** - terminal will print a tip line on the receipt
  - **IN TRANSACTION** - terminal will prompt for tip amount during the transaction. If tip amount unknown, press **<ENTER>** to bypass, and terminal will print a tip line.
  - **PRINT PERCENT** – will add a percentage of the transaction amount for the tip. A percentage needs to be programmed.
1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
  2. Terminal will display:  
**MENU SCREEN:**
    1. **Reports**

2. Merch. Params
3. Merch. Options
3. Press <5>. Terminal will display:  
**SYSTEM OPTIONS]**
  1. Set Time/Date
  2. Edit PIN Key
  3. Sel. Mstr KeyUse the <FORCED> key to scroll to 6. Working Mode and press <ENTER>.
4. Terminal will display:  
**ASK FOR TIP:**
  1. In Tip Menu
  2. In Transaction
  3. Print PercentUse the <FORCED> key to highlight an option and press <ENTER>.
5. If option 3. Print Percent is selected, terminal will display, Percentage of Sum. Enter percentage amount, and press <ENTER>.
6. Press <MENU/ESC> *three times* to exit menu.

### **Test Mode**

Only ValuePak programmers use this menu for testing purposes.

### **Pre-dial Call**

Terminal can be programmed to start dialing once the credit card is swiped. If pre-dial is turned off, the terminal will start dialing after entering the dollar amount. The goal behind pre-dial, is to save transaction time. To turn on pre-dial:

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports

2. Merch. Params
3. Merch. Options
3. Press <5>. Terminal will display:  
**SYSTEM OPTIONS:**
  1. Set Time/Date
  2. Merch. Params
  3. Merch. Options
 Use the <FORCED> key to scroll to 7. PREDIAL CALL and press <ENTER>.
4. Terminal will display: Manager Card or Esc for Password.
5. Press <MENU/ESC>. Terminal will display: ENTER PASSWORD. If password is unknown, call customer service.
6. Once password is entered, terminal will display:  
**PREDIAL CALL:**
  1. OFF
  2. ON
 Use the <FORCED> key to highlight an option and press <ENTER> to make selection, and then press <MENU/ESC> twice to exit menu.

***PIN Pad's Optional Manual Encryption Function (Only for ValuePak terminal with internal PIN Pad)***

This menu gives option to encrypt terminal manually for the internal PIN Pad. To encrypt:

1. At CREDIT.....SALE, ACCOUNT ?, press <MENU/ESC>.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
3. Press <5>. Terminal will display:  
**SYSTEM OPTIONS:**
  1. Set Time/Date
  2. Merch. Params
  3. Merch. Options

- Use the **<FORCED>** key to scroll to 8. PIN Pad and press **<ENTER>**.
- Terminal will display scrolling arrows. Proceed with regular encryption process.
  - When encryption completed, press **<MENU/ESC>** *twice* to exit menu.

### ***PIN Pad Configuration***

Terminal can be programmed for internal PIN Pad, or an external PIN Pad. To change from internal to external:

- At CREDIT.....SALE, ACCOUNT ?, press **<MENU/ESC>**.
- Terminal will display:  
**MENU SCREEN:**
  - Reports
  - Merch. Params
  - Merch. Options
- Press **<5>**. Terminal will display:  
**SYSTEM OPTIONS:**
  - Set Time/Date
  - Merch. Params
  - Merch. OptionsUse the **<FORCED>** key to scroll to 9. PIN Pad Configuration and press **<ENTER>**.
- Terminal will display: **Technic Card or Esc for Password.**
- Press **<MENU/ESC>**. Terminal will display: **ENTER PASSWORD.** If password is unknown, call customer service.
- Once password is entered, terminal will display:  
**CHOOSE PIN PAD:**
  - Built-In
  - ExternalUse **<FORCED>** key to highlight an option. Press **<ENTER>** to select; press **<MENU/ESC>** *twice* to exit menu.

## **RADIO TEST (Relevant to ValuePak 720 ONLY)**

This menu is applicable to the ValuePak 720. It allows viewing of the radio information. The sub-menus are as follows:

### **Radio RSSI**

This shows the radio strength signal (coverage area). The RSSI should be a six or greater to obtain good reception, and base station will always differ, depending on location. To check radio signal:

1. At "CREDIT.....SALE, ACCOUNT ?", press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. Options
  4. Host ParamtUse the **<FORCED>** key to scroll to 6. **RADIO TEST** and press **<ENTER>**.
3. Terminal will display:  
**RADIO TESTS:**
  1. Radio RSSI
  2. Host Radio Ad
  3. Radio Info
  4. Battery Test
4. Press **<1>**. Terminal will depict a display similar to:  
**RADIO RSSI: 14**  
**BASE STN: 0**  
Keep in mind that Base Station and RSSI will vary according to location. Anything above 7 is good. Base station will always vary.
5. Press **<MENU/ESC>** three times to exit menu.

### **Radio Address**

This displays the radio's MAN number. This is needed when the radio signal provider (Bell South Wireless 1-800-662-4839) needs to contact the radio, or look up the account. An RSSI test must first be performed before displaying the MAN# (or else MAN# = 0). To view the MAN#:

1. At "CREDIT.....SALE, ACCOUNT ?", press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. Reports
  2. Merch. Params
  3. Merch. OptionsUse the **<FORCED>** key to scroll to 6. RADIO TEST and press **<ENTER>**.
3. Terminal will display:  
**RADIO TESTS:**
  1. Radio RSSI
  2. Host Radio Ad
  3. Radio Info
4. Use the **<FORCED>** key to scroll to 2. HOST RADIO ADDRESS and press **<ENTER>**.
5. Terminal will display:  
**MAN=15540000**  
Press any key.....  
The MAN# identifies the radio.
6. Press **<MENU/ESC>** three times to exit menu.

### **Radio Information**

Displays radio information and is only used by customer service.

### **Battery Test**

Displays battery power. To check battery strength:

1. At "CREDIT....SALE, ACCOUNT ?", press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**Use the **<FORCED>** key to scroll to 6. **RADIO TEST** and press **<ENTER>**.
3. Terminal will display:  
**RADIO TESTS:**
  1. **Radio RSSI**
  2. **Host Radio Ad**
  3. **Radio Info**Use the **<FORCED>** key to scroll to 4. **BATTERY TEST** and press **<ENTER>**.
4. Terminal will display:  
**AC POWER OK!**  
**GOOD BATTERY**
5. Press **<MENU/ESC>** *three times* to exit menu

### **DOWNLOAD PARAMETERS**

This menu is used for technical purposes only. When and if the terminal needs to be reprogrammed, an ERN, LLC customer service representative will direct you step by step through this operation.

### **COMMUNICATION**

This Main Menu has **four** sub-menus pertaining to communication. The sub-menus are as follows:

### **Minimum Retries**

The amount of times the terminal dials for authorization or batching can be programmed through the terminal. To program the amount of retries:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**Use the **<FORCED>** to scroll to **8. COMM MENU** and press **<ENTER>**.
3. Terminal will display:  
**COMM MENU:**
  1. **Min. retries>**
  2. **DIAL: TONE**
  3. **Exchange pref>**The first option **1. Min retries** should be highlighted. Press **<ENTER>** to make selection.
4. Terminal will display:

<b>Min Num Tries:</b> 1
----------------------------
5. Enter the number of retries needed, and press **<ENTER>**. Then press **<MENU/ESC>** *twice* to exit menu.

### **Dial: Tone/Pulse**

The terminal can be set to dial at a pulse or touch tone. To change to either option:

1. At **CREDIT.....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**Use the **<FORCED>** to scroll to **8. COMM MENU** and press



- <ENTER>**.
3. Terminal will display:  
**COMM MENU:**
    1. **Min. retries>**
    2. **DIAL: TONE**
    3. **Exchange pref>**Use the **<FORCED>** key to scroll to 2. **DIAL: TONE** and press **<ENTER>**.
  4. Terminal will display:  
**DIAL TYPE:**
    1. **Tone**
    2. **Pulse**Use the **<FORCED>** key to highlight an option press **<ENTER>** to make selection. Then press **<MENU/ESC>** *twice* to exit menu.

### ***Exchange Prefix***

The terminal can be programmed to dial an exchange prefix before a phone number, if needed. To add an exchange prefix:

1. At **CREDIT....SALE, ACCOUNT ?**, press **<MENU/ESC>**.
2. Terminal will display:  
**MENU SCREEN:**
  1. **Reports**
  2. **Merch. Params**
  3. **Merch. Options**Use the **<FORCED>** to scroll to: **8.COMM MENU**, and press **<ENTER>**.
3. Terminal will display:  
**COMM MENU:**
  1. **Min. retries>**
  2. **DIAL: TONE**
  3. **Exchange pref>**Use the **<FORCED>** to scroll to 3. **Exchange pref>** and press **<ENTER>**.
4. Terminal will display:  
**EXCHANGE PREFIX:**

1. No
2. Yes

Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection.

5. If option 2. Yes is selected, the terminal will display:

ENTER PREFIX:

6. Enter exchange prefix and press **<ENTER>**. Then press **<MENU/ESC>** *twice* to exit menu.

### **Gateway**

This menu is used for *technical purposes* only.

### **Suffix**

This field is used when a suffix is needed at the end of a phone number. To enter a suffix:

1. At **CREDIT....SALE, ACCOUNT ?**, press **<MENU/ESC>**.

2. Terminal will display:

**MENU SCREEN:**

1. Reports
2. Merch. Params
3. Merch. Options

3. Press **<8>**. Terminal will display:

**COMM MENU:**

1. Min Retries>
2. DIAL : TONE
3. Exchange pref.

Use the **<FORCED>** key to scroll to 5. SUFFIX and press **<ENTER>**.

4. Terminal will display:

**SUFFIX:**

1. No

2. Yes

Use the **<FORCED>** key to highlight an option and press **<ENTER>** to make selection.

5. If **YES** is selected, terminal will display:

ENTER SUFFIX:

6. Enter suffix, press **<ENTER>**, and then press **<MENU/ESC>** twice to exit menu.

#### **Via Line/Radio (for ValuePak 720 only)**

1. At **CREDIT....SALE, ACCOUNT ?**, press **<MENU/ESC>**

2. Terminal will display:

**MENU SCREEN:**

1. Reports

2. Merch. Params

3. Merch. Options

Use the **<FORCED>** to scroll to **6. VIA LINE/RADIO** and press **<ENTER>**.

3. Terminal will display:

**LINE / RADIO:**

1. Both:

2. Line Only

Use the **<FORCED>** key to highlight an option, and press **<ENTER>**.

4. Then press **<MENU/ESC>** twice to exit menu.

#### **DIAGNOSTICS**

This option allows the terminal to be controlled by customer service via remote control. Again, this is an option used for technical purposes only.

# C H A P T E R 4

## **BASIC TROUBLESHOOTING**

This section briefly describes how to troubleshoot some possible common problems that may rise during the normal operation of the ValuePak. Before requesting service for this unit, check the list below for a possible cause of the problem you are experiencing. Some simple checks on your part may solve the problem, and restore proper operation. If you are still unable to solve the problem, contact the technical support help desk at ERN, LLC. Do **NOT** try to solve the problem by opening the terminal yourself!

### **Terminal seems to have no power**

- If the terminals (VP710/720) battery is low, make sure the AC adapter is fully plugged into the wall mains outlet, and that its barrel connector mates properly with the terminal's DC power in jack (access to jack on rear panel).
- Try pressing the <ON/OFF> key on VP710 and VP720.
- Allow the battery to charge 1 or 2 hours with AC/DC adapter plugged into the mains voltage wall outlet.

### **"NO LINE" appears on the display**

- Make sure that you are receiving radio coverage in the area where you are located (VP720).
- If using a LAN, check that the telephone (RJ-11) connector is securely mated with the TEL LINE socket on the terminal [remove top rear door to access socket panel], and wall connection.
- ValuePak was designed for a dedicated phone line. It should not be on a splitter, or on a rollover phone system.
- An exchange prefix may or may not be needed. Make sure

terminal has correct settings for an exchange prefix.

**Printer does not function properly**

- Check that the paper has been fed to the printer properly (underhand). The ValuePak uses thermal paper *only*.
- Check if there is paper in the printer compartment. Replace if required.
- If printer continues working even though the paper has been used up, check that a small torn of piece of paper is not stuck in the printer compartment or mechanism. Disconnect the AC/DC adapter from the wall outlet. Carefully try to remove paper with fingers or tweezers.

**Magnetic card reader not working**

- Make sure that card has been swiped so that its magnetic strip is facing downward and to the right side of the terminal.
- Magnetic strip on credit or debit card possibly damaged.

**Possible optional external PIN pad error**

- Verify that the PIN pad is properly plugged into the PIN connector on back of terminal [rear panel must be removed to access connector panel].
- If a smart card is in use, be sure that it is inserted in the correct direction [chip side up and inserted first].

**Possible optional internal PIN pad error**

- If a smart card is in use, be sure that it is inserted in the correct direction [chip side up and inserted first].

**Receipt prints "CANCELED"**

- The terminal will display a host response, or some type of error message, as to why the transaction was canceled.

# APPENDIX A

## INSTALLING/REMOVING PAPER ROLL

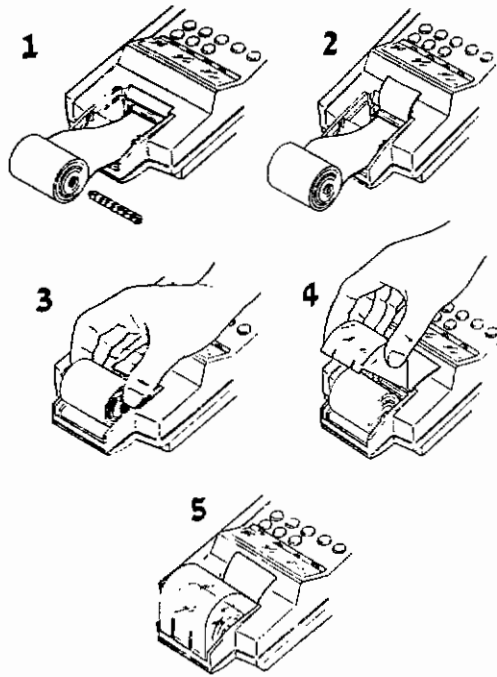
**NOTE:**

*See figure on the next page. The POS terminal component of the ValuePak has been removed for illustration purposes only. There is NO need to remove this component from the unit.*

### Removing an Empty Paper Roll:

1. Remove the paper compartment cover by grasping it on both sides and lifting it towards you and upwards.
2. Remove the paper roll core and spindle. Discard the core but save the spindle to be used with a new paper roll.
3. Remove any paper left in the printing mechanism by simultaneously pressing the <FUNC> and <CLEAR FEED> buttons in short increments.

**CAUTION:** DO NOT *pull the paper backward through the printer mechanism. This may damage the printer and void your product warranty.*



#### **Inserting a New Paper Roll:**

1. Unroll the new paper roll so that the imprinted side of the paper is facing you. Note that some paper manufacturers do **NOT** imprint on the roll. See illustration above
2. Using a scissors, cut the leading edge of the paper roll so that it is perpendicular to the paper feeder and **NOT** jagged.
3. Insert the leading edge of the paper underneath the printer

mechanism's rubber platen roller. The printer mechanism should automatically catch and feed the paper. Press the **<FUNC>** and **<CLEAR FEED>** buttons simultaneously in short increments until the paper exits a few more centimeters.

4. Lift up the paper roll and tighten up any excessive paper slack. Make sure that the paper unrolls from the bottom.
5. Slide the spindle into the paper roll and lower the paper roll into the spindle slots on each side of the paper compartment.
6. Replace the paper cover by first inserting the tabs on each side of the cover into their designated slots on each side of the paper cover. Be sure that the paper extends outside of the cover before closing.
7. Press down on the back of the cover until it snaps in place. You may now use your new paper roll.



## User Notes

## User Notes

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