

# LET'S PARTNER FOR INNOVATION.



## V240m+ External User Manual

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**Verifone**<sup>®</sup>

**Verifone (U.K.) Ltd.**  
3 Roundwood Avenue, Stockley Park, Uxbridge, UB11 1AF  
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**Verifone (U.K.) Ltd.**  
**3 Roundwood Avenue**  
**Stockley Park**  
**Uxbridge**  
**UB11 1AF**  
**UK**

**[www.verifone.com](http://www.verifone.com)**

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## **REVISION HISTORY**

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

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

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# 1 INTRODUCTION

This guide is the primary source of the information for setting up, installing and screen messages that will be seen during transaction processing the Verifone V240m+payment device, when used in conjunction with the PAYWare Ocius Gateway.

## 2 GET TO KNOW THE V240m+DEVICE

### 2.1 OVERVIEW

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

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

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

## 2.2 TERMINAL FRONT

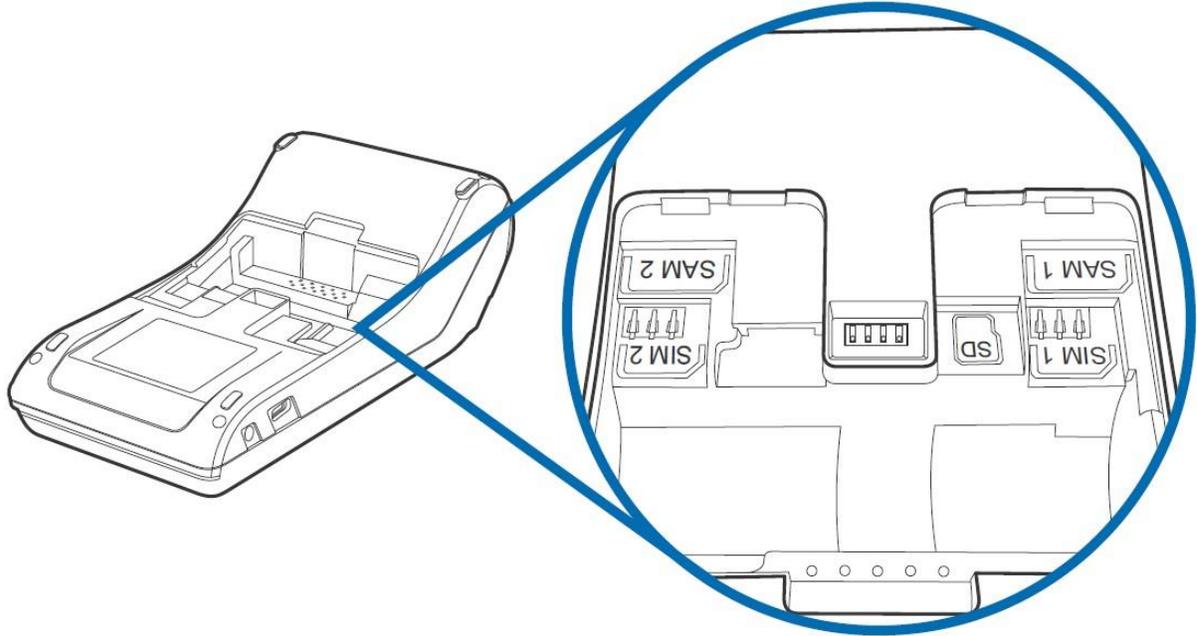


The V240m+ includes the following features: -

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

## 2.3 TERMINAL BACK

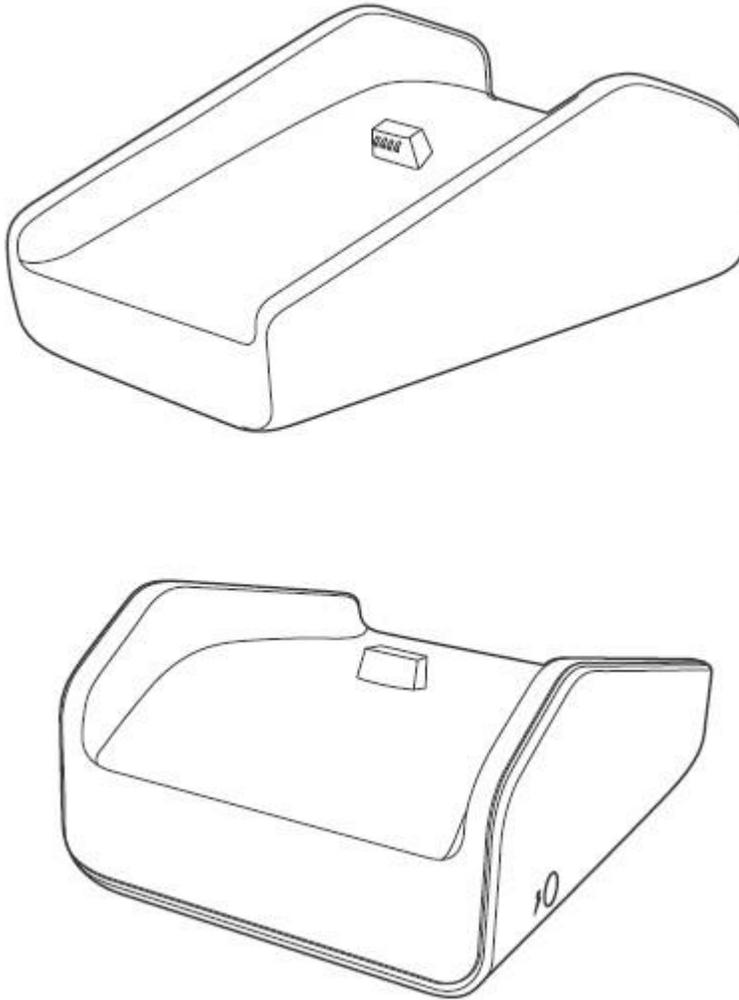
After removing the rear cover and battery, the underside of the V240m+ device shows the following:



A Micro SD slot

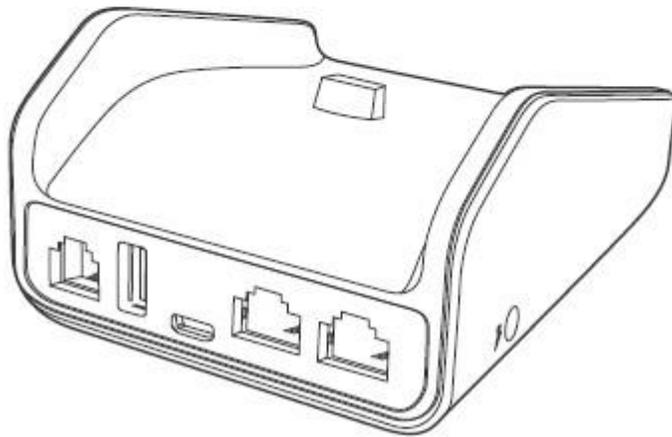
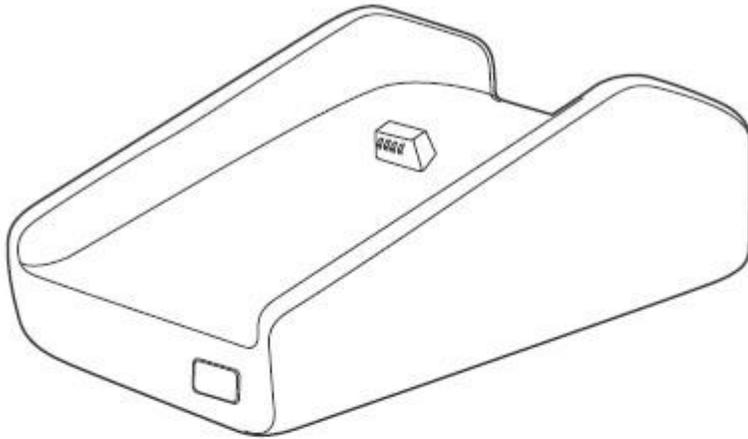
- Dual MSAM slots to support stored-value card programs or other merchant card requirements
- Dual **MICRO** SIM Card compartments

## 2.4 TERMINAL BASE STATION



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

## 2.5 FULL FEATURED TERMINAL BASE STATION



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

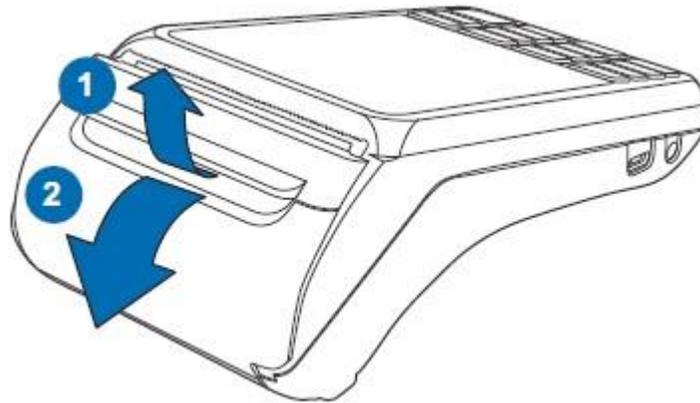
- Ethernet port RJ-45 socket (for connecting PINPad to LAN infrastructure)
- RS232 port RS232 socket (for connecting PINPad to LAN infrastructure),
- MOD-8 socket, Mini USB & DC-in jack
- USB ports Mini USB and type A USB

## 3 GENERAL USE

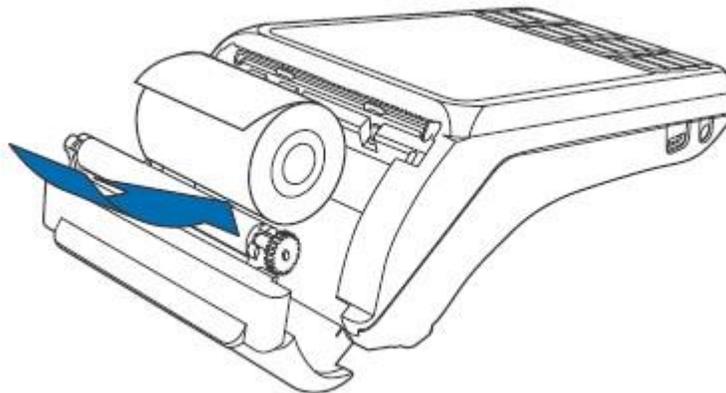
### 3.1 REPLACING PAPER ROLL

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

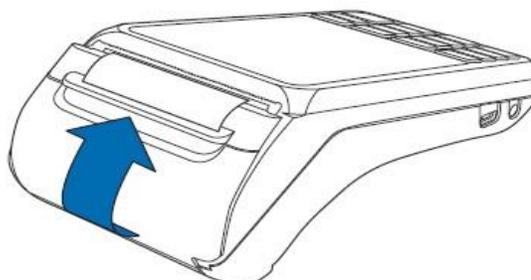
- 1) Unlock the paper compartment by pulling up the latch and swinging the door downwards.



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



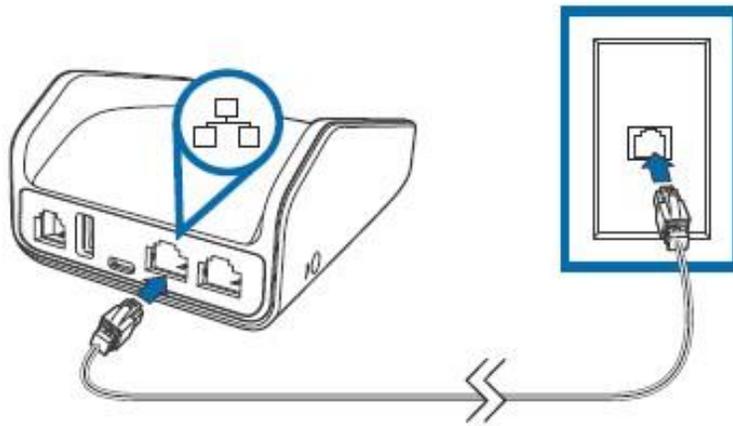
Pull a length of paper up over the serrated cutter and close the compartment door.



## 3.2 FULL FEATURED BASE CONNECTIONS

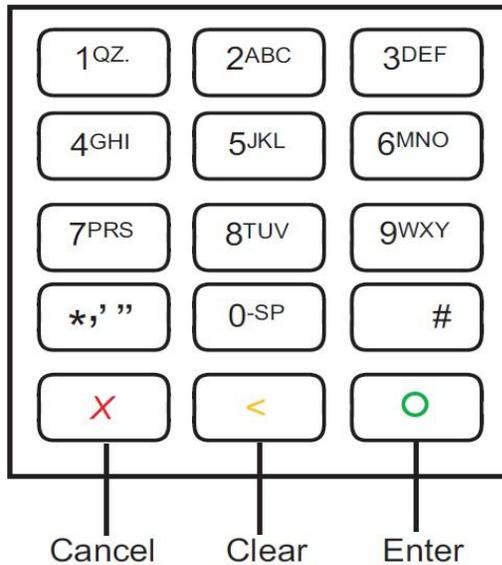
To connect the terminal to other devices via Ethernet, RS-232 use the V240m+full feature base. The full-featured Base provides a standard RJ-45 LAN socket, RS-232 port, a mini-USB port. The V240m+terminal must be docked on the base to utilize cable connectivity.

### Ethernet



### 3.3 UNDERSTANDING THE KEYPAD

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



Key	Characters
1	1 Q Z . q z
2	2 A B C a b c
3	3 D E F d e f
4	4 G H I g h i
5	5 J K L j k l
6	6 M N O m n o
7	7 P R S p r s
8	8 T U V t u v
9	9 W X Y w x y
*	Scroll up on the menus
0	0 * # . - + Space , ' " ! : ; @ = & / \ % \$ ( ) ^ _
#	Scroll down on the menus

## 3.4 ENVIRONMENTAL FACTORS

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

- Operating temperature: 0° to 50° C (32° to 122° F)
- Storage temperature: -20° to 70° C (-4° to 158° F)
- Relative humidity: 5% to 90% (RH non-condensing)

Subjecting the V240m+ to extreme environmental conditions will result in tamper events. Any temperatures above 100 °C ( $\pm 5$  degrees) or below -37 °C ( $\pm 5$  degrees) will result in a tamper condition. Additionally, should the battery voltage drift outside of the range of 2.2 VDC to 3.3 VDC, the unit will tamper as well.

## 3.5 POWER

Unit Rating: 5VDC, 1A/2.2A

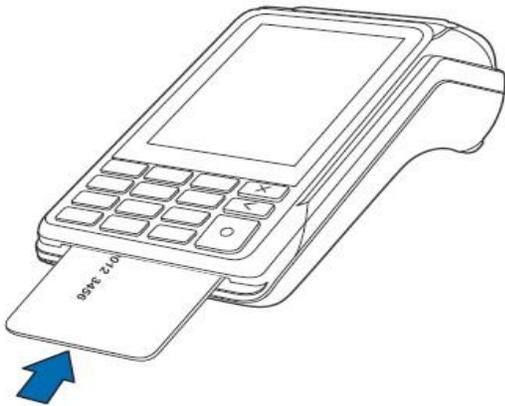
Power Adaptor:

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

### 3.6 HOW TO INSERT A CARD

To conduct a smart card transaction: -

- 1) Position the smart card with the gold contacts facing upward.
- 2) Insert the card into the smart card reader slot in a smooth, continuous motion until it seats firmly.
- 3) Remove the card when the display indicates the transaction is completed.



### 3.7 HOW TO SWIPE A CARD

To conduct a magnetic swipe transaction: -

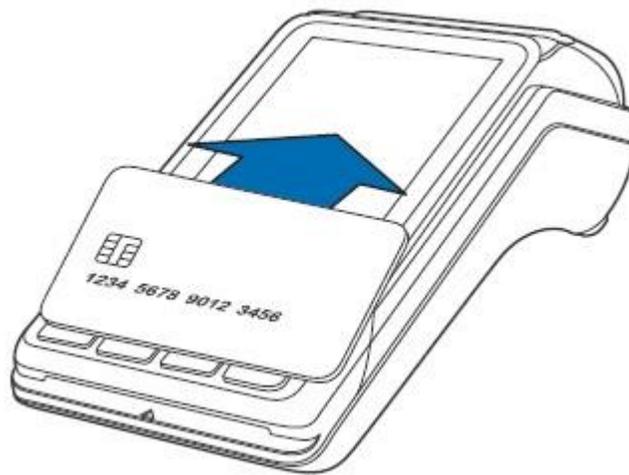
- 1) Position a magnetic card with the stripe facing the keypad.
- 2) Swipe it through the magnetic card reader.



## 3.8 HOW TO PROCESS A CONTACTLESS CARD

To perform a contactless smart card transaction: -

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



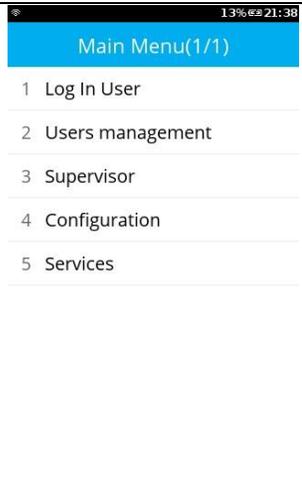
## 4 HOW TO CONNECT YOUR DEVICE

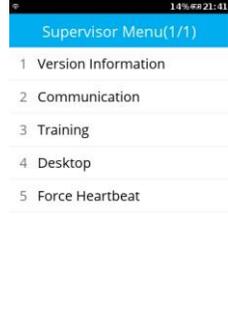
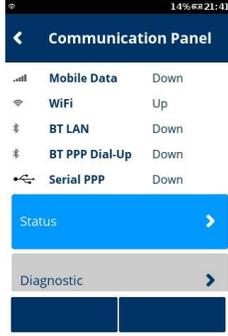
Please note that most option numbers do not have numbers assigned, however, the menu options will respond to the numbers in the guide. To navigate up and down the menus, the \* and # keys respectively should be used.

### 4.1 WI-FI

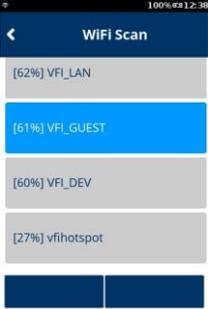
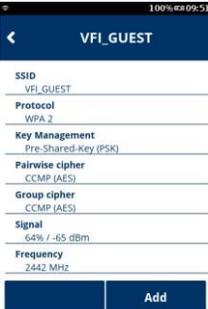
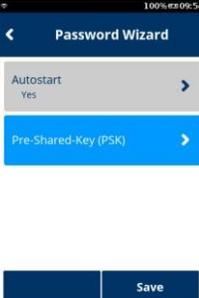
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden

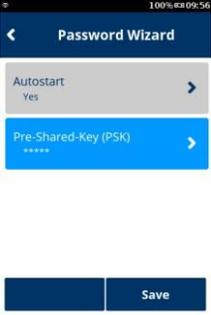
#### 4.1.1 Visible Wi-Fi Networks

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

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

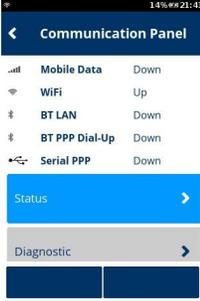
Step	Instruction	Screen Information
7	In the “Configuration” menu, select “Network Interface” option.	 <p>The screenshot shows a mobile application interface with a dark blue header titled 'Configuration'. Below the header, there is a list of menu items: 'Network Interface' (highlighted in blue), 'Bridges', 'Diagnostic', and 'Stop Network Interface'. Each item has a right-pointing chevron icon.</p>
8	In the “Network Interface” menu, select “WiFi” option.	 <p>The screenshot shows a mobile application interface with a dark blue header titled 'Network Interface'. Below the header, there is a list of menu items: 'WiFi' (highlighted in blue), 'Mobile Data', 'Bluetooth', and 'BT LAN'. Each item has a right-pointing chevron icon.</p>
9	In the “WiFi” Menu, select “WiFi Scan”.	 <p>The screenshot shows a mobile application interface with a dark blue header titled 'WiFi'. Below the header, there is a list of menu items: 'VodafoneMobileWiFi-E99356' (highlighted in blue) and 'EE-fapsr9'. Each item has a right-pointing chevron icon. At the bottom of the screen, there are two buttons: 'New' and 'WiFi Scan'.</p>
10	You will see that the device is now searching for the WiFi networks.	 <p>The screenshot shows a mobile application interface with a dark blue header titled 'WiFi Scan'. In the center of the screen, there is a large black circular loading spinner. Below the spinner, the text 'Scanning for WiFi networks' is displayed. At the bottom of the screen, there are two buttons.</p>

Step	Instruction	Screen Information
11	Selecting your desired WiFi network. In this example, the “VFI_GUEST” is selected.	 <p>The screenshot shows a 'WIFI Scan' interface with a list of networks: [62%] VFI_LAN, [61%] VFI_GUEST (highlighted), [60%] VFI_DEV, and [27%] vfi hotspot. There are back and forward navigation buttons at the bottom.</p>
12	Enter “Add” to continue.	 <p>The screenshot shows the configuration details for the 'VFI_GUEST' network, including SSID, Protocol (WPA 2), Key Management (Pre-Shared-Key (PSK)), Pairwise cipher (CCMP (AES)), Group cipher (CCMP (AES)), Signal strength (64% / -65 dBm), and Frequency (2442 MHz). The 'Add' button at the bottom right is highlighted.</p>
13	In the “Password Wizard”, press “Pre-Shared-Key (PSK)” to provide the password.	 <p>The screenshot shows the 'Password Wizard' screen with options for 'Autostart' (Yes) and 'Pre-Shared-Key (PSK)' (highlighted). A 'Save' button is visible at the bottom.</p>
14	Enter the WiFi’s password and press “OK” to continue.	 <p>The screenshot shows the 'Pre-Shared-Key (PSK)' screen with a password input field containing ten asterisks. The 'OK' button at the bottom right is highlighted.</p>

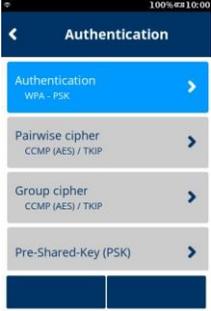
Step	Instruction	Screen Information
15	Press “Save” to save the WiFi’s configuration.	 <p>The screenshot shows the 'Password Wizard' screen. At the bottom, there is a dark blue button labeled 'Save'.</p>
16	Press “OK” to confirm.	 <p>The screenshot shows a green 'Saved' confirmation screen with a green checkmark icon and an 'OK' button at the bottom.</p>
17	Click “Yes” to apply the settings on the interface.	 <p>The screenshot shows a dialog box titled 'Apply?' with a question mark icon and the text 'Apply settings on interface?'. There are 'No' and 'Yes' buttons at the bottom.</p>
18	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	 <p>The screenshot shows the 'WiFi' menu screen. At the bottom, there are two buttons: 'New' and 'WiFi Scan'.</p>

## 4.1.2 Hidden Wi-Fi Networks

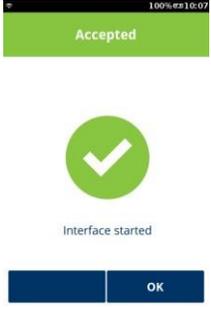
Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “3” to go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

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

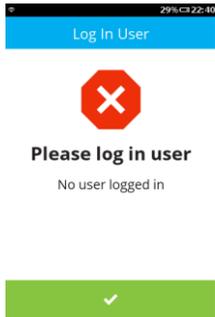
Step	Instruction	Screen Information
9	Tap “New” to manual setup the hidden WiFi network.	
10	Tap “SSID” to go to SSID menu.	
11	Enter “SSID” name.	
12	As an example, “VFI_GUEST” is entered. Then press “OK” to confirm.	

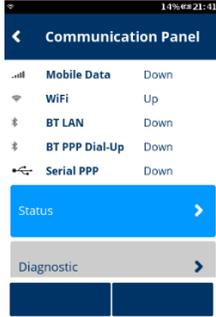
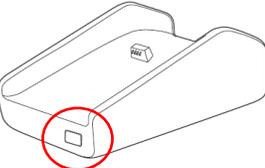
Step	Instruction	Screen Information
13	Under the SSID, you should see “VFI_GUEST”.	
14	Tap “Authentication” to set up the WiFi’s credential.	
15	In the “Authentication” menu, select the Authentication’s protocol accordingly. In this example, “WPA-PSK” is selected.	
16	Now Tap the “Pre-Shared-Key (PSK)”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

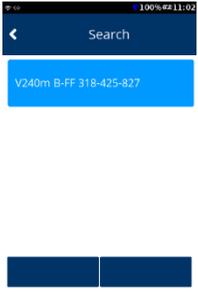
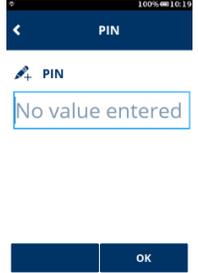
Step	Instruction	Screen Information
17	In “Pre-Shared-Key (PSK) menu, enter the WiFi’s credential.	
18	Tap “OK” to confirm and return to the previous menu.	
19	As shown under the “Pre-Shared-Key (PSK)” option, there are a number of Asterisk(s) shown below. Either press “X” or Tap on top of the screen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

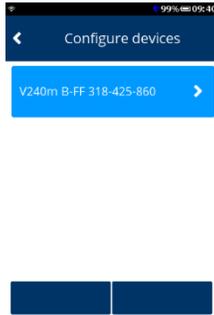
Step	Instruction	Screen Information
21	Click “Yes” to apply the settings on the interface.	
22	You will see that the device is updating the network interface.	
23	Press “OK” to confirm.	
24	Either Tap the top bar (WiFi) or press “X” button to exit “WiFi” menu.	

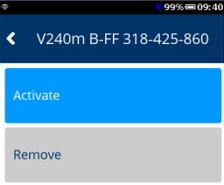
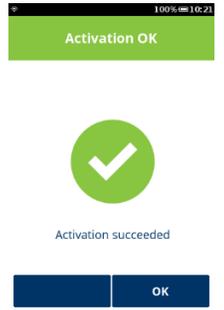
## 4.2 Bluetooth

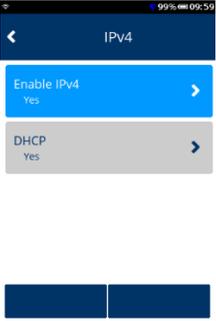
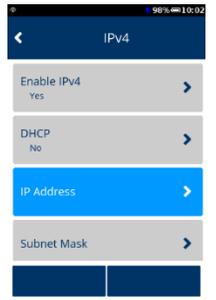
Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “3” to go to the “Supervisor” menu.	
3	Enter the Supervisor’s password.	
4	Press “2” to go to the “Communication” menu.	

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

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

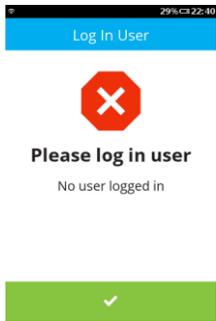
<p>16</p>	<p>You should see on the screen that device is pairing.</p>	
<p>17</p>	<p>Tap "OK" to acknowledge that the device has completed pairing successfully.</p>	
<p>18</p>	<p>To activate the Bluetooth connection if not done automatically go to the configuration screen again and select configure devices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

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

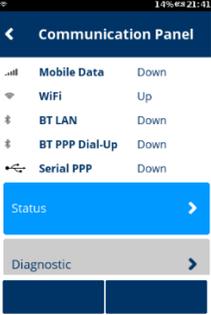
24	Please note, if you'd like to enter a static IP this can also be done here under DHCP setting select No	 <p>The screenshot shows the IPv4 configuration screen. At the top, it says 'IPv4'. Below that, there are two settings: 'Enable IPv4' with a value of 'Yes' and 'DHCP' with a value of 'Yes'. Both settings have a right-pointing arrow. At the bottom of the screen, there are two blue bars.</p>
25	By selecting no you will get additional menu options to add in IP address, subnet mask, Gateway IP Address, DNS 1 and DNS 2 which you can now enter.	 <p>The screenshot shows the IPv4 configuration screen. At the top, it says 'IPv4'. Below that, there are three settings: 'Enable IPv4' with a value of 'Yes', 'DHCP' with a value of 'No', and 'IP Address' with a right-pointing arrow. Below 'IP Address' is 'Subnet Mask' with a right-pointing arrow. At the bottom of the screen, there are two blue bars.</p>

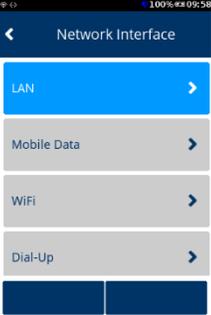
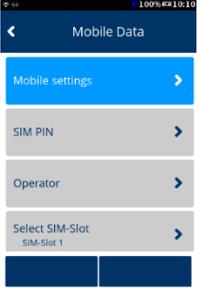
### 4.3 GPRS

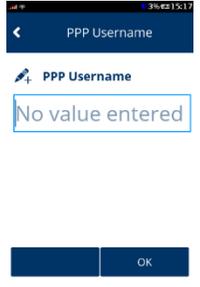
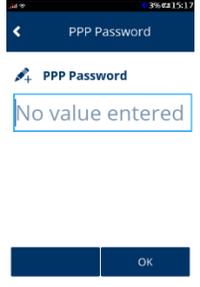
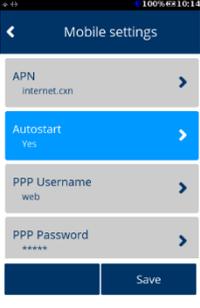
The below section will cover how to set up GPRS on your device. Prior to following these steps ensure there is a valid SIM card in your device. These instructions will provide the details for the Verifone default SIM cards.

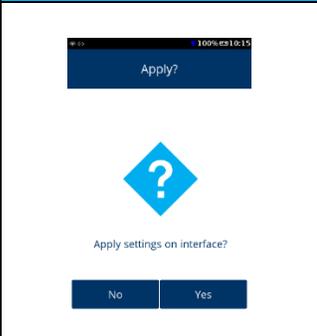
Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	 <p>The screenshot shows a login screen. At the top, there is a blue bar with the text 'Log In User'. Below that is a red octagon with a white 'X' inside. Underneath the octagon, the text reads 'Please log in user' and 'No user logged in'. At the bottom of the screen, there is a green bar with a white checkmark.</p>

Step	Instruction	Screen Information
2	Press "3" to go to the "Supervisor" menu.	 <p>Main Menu(1/1)</p> <ul style="list-style-type: none"> <li>1 Log In User</li> <li>2 Users management</li> <li>3 Supervisor</li> <li>4 Configuration</li> <li>5 Services</li> </ul>
3	Enter the Supervisor's password.	 <p>Password Required</p> <p><b>Enter Password</b> Please enter password</p> <p>*****</p> <p>X ✓</p>
4	Press "2" to go to the "Communication" menu.	 <p>Supervisor Menu(1/1)</p> <ul style="list-style-type: none"> <li>1 Version Information</li> <li>2 Communication</li> <li>3 Training</li> <li>4 Desktop</li> <li>5 Force Heartbeat</li> </ul>

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

Step	Instruction	Screen Information
8	In the network interface menu select “Mobile Data” option.	 <p>A screenshot of the 'Network Interface' settings screen. It features a back arrow at the top left and a title bar. Below the title bar are four menu items: 'LAN', 'Mobile Data', 'WiFi', and 'Dial-Up', each with a right-pointing chevron. The 'Mobile Data' item is highlighted in blue.</p>
9	In mobile data select “Mobile settings”	 <p>A screenshot of the 'Mobile Data' settings screen. It features a back arrow at the top left and a title bar. Below the title bar are four menu items: 'Mobile settings', 'SIM PIN', 'Operator', and 'Select SIM-Slot', each with a right-pointing chevron. The 'Mobile settings' item is highlighted in blue.</p>
10	In the mobile settings you will see the following screen	 <p>A screenshot of the 'Mobile settings' screen. It features a back arrow at the top left and a title bar. Below the title bar are five menu items: 'APN', 'Autostart', 'PPP Username', and 'PPP Password', each with a right-pointing chevron. The 'APN' item is highlighted in blue. At the bottom right, there is a 'Save' button.</p>
11	<p>Set the APN</p> <p>Verifone Telenor Sims - verifone.inc.cxn</p>	 <p>A screenshot of the 'APN' settings screen. It features a back arrow at the top left and a title bar. Below the title bar, there is a plus icon and the text 'APN'. A text input field contains the value 'verifone.inc.cxn'. At the bottom right, there is an 'OK' button.</p>

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

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

## 4.4 COMMUNICATIONS FALLBACK

Communications fallback is supported on the V240m+ in standalone mode only for WiFi, GPRS and Bluetooth communication types.

For example, if your WiFi connection is a primary connection and is lost, the next connection method available that has been setup (say GPRS) should be used to keep communications to Verifone gateway alive.

Regarding the recovery of lost communications, if your primary communication was set as WiFi and had been lost previous but came back available, then the terminal would look to re-connect to the primary communication method available.

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

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

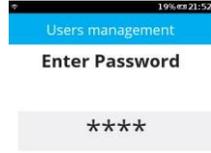
Priority Order Number	Interface Type
1	LAN
2	USB
3	WIFI
4	BLUETOOTH
5	GPRS

## 5 TRANSACTION PROCESSING

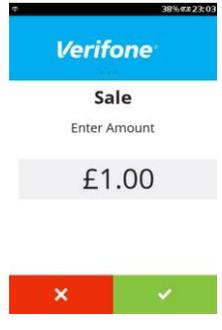
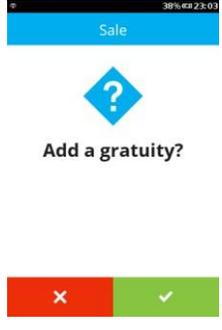
This section will cover the on-screen messages that you will see on the terminal. Please note messaging will be dependent on the settings enabled on the account and level of integration performed by your POS provider.

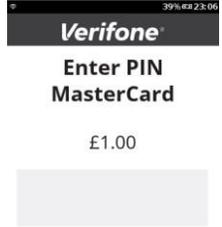
### 5.1 USER LOGON

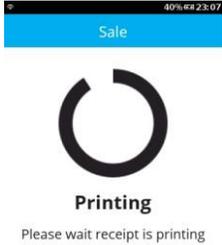
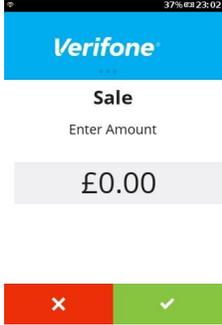
Step	Instruction	Screen Information
1	Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to enter the Main menu.	
2	Press “1” to go to the “Log In User” menu.	
3	Enter “User ID” and press “Enter” to continue.	

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

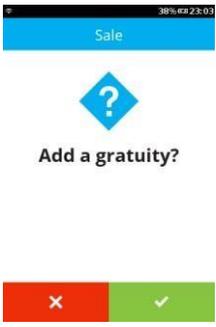
## 5.2 SALE ICC

Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount'. The amount entered is £0.00. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount'. The amount entered is £1.00. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, there is a blue diamond icon with a white question mark. Below the icon, it says 'Add a gratuity?'. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>

Step	Instruction	Screen Information
4	<p>On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we have chosen ICC transaction.</p>	
5	<p>After the card has been inserted, the device will prompt for the PIN. Enter the PIN.</p>	
6	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	
7	<p>Remove the card as prompted.</p>	

Step	Instruction	Screen Information
8	The terminal will display the printing message.	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale'. Below the header is a large black circular loading icon. Underneath the icon, the word 'Printing' is displayed in bold, followed by the text 'Please wait receipt is printing'.</p>
9	Once complete the terminal will return to the main menu	 <p>The screenshot shows a terminal screen with a blue header bar containing the Verifone logo. Below the header, the word 'Sale' is displayed in bold, followed by the text 'Enter Amount'. A text input field contains the value '£0.00'. At the bottom of the screen, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>

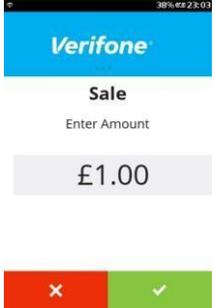
## 5.3 SALE SWIPE

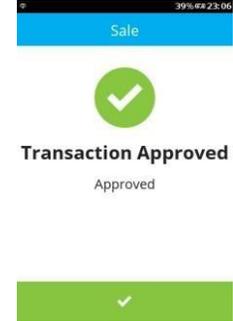
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount' and shows '£0.00' in a grey input field. At the bottom, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>
2	After amount entered, press the "Green" button or "Green Circle" button to start the transaction.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount' and shows '£1.00' in a grey input field. At the bottom, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>
3	Option to add the gratuity, Press "Green" to add gratuity or "Red" to skip.	 <p>The screenshot shows the Verifone interface for a sale. At the top, it says 'Verifone' and 'Sale'. Below that, there is a blue diamond icon with a white question mark and the text 'Add a gratuity?'. At the bottom, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>

<p>4</p>	<p>On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a swipe transaction.</p>	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with '99%' battery and '15:23:05' time. Below it is a blue header with the word 'Total'. The main area features three icons: a contactless tap icon, a card being swiped, and a card being inserted. Below the icons, the amount '£1.00' is displayed in bold, followed by the text 'Insert, Swipe or Tap Card'. At the bottom, there are four small square indicators, the first of which is green.</p>
<p>5</p>	<p>After the card has been swiped the device will prompt for signature verification (at this point a merchant receipt will be printed with a box for a signature)</p>	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with '100%' battery and '15:35' time. Below it is a blue header with the word 'Sale'. The main area features a large blue diamond icon with a white question mark. Below the icon, the text 'Signature Valid' is displayed in bold, followed by 'Check Customer Signature'. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
<p>6</p>	<p>You may see a screen where the terminal is “connecting”, this screen should only show for a couple of seconds while the terminal is establishing a connection.</p>	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with '100%' battery and '15:35' time. Below it is a blue header with the word 'Sale'. The main area features a large black curved arrow icon. Below the icon, the text 'Connecting 1/3' is displayed in bold, followed by 'Please wait'. At the bottom, there is a red button with a white 'X'.</p>

<p>7</p>	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale' and a battery indicator at 39%. Below the header is a green circle with a white checkmark. Underneath, the text reads 'Transaction Approved' followed by 'Approved' in a smaller font. At the bottom of the screen is a solid green bar with a white checkmark.</p>
<p>8</p>	<p>The terminal will display the printing message.</p>	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale' and a battery indicator at 40%. Below the header is a large black circular progress indicator. Underneath, the text reads 'Printing' followed by 'Please wait receipt is printing' in a smaller font.</p>
<p>9</p>	<p>When complete the terminal will return to the main menu.</p>	 <p>The screenshot shows a terminal screen with a blue header bar containing the 'Verifone' logo and a battery indicator at 37%. Below the header, the text reads 'Sale' followed by 'Enter Amount'. A grey input field displays '£0.00'. At the bottom of the screen are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>

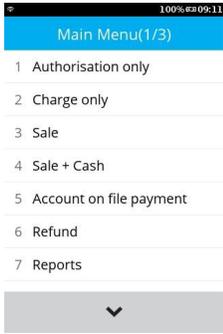
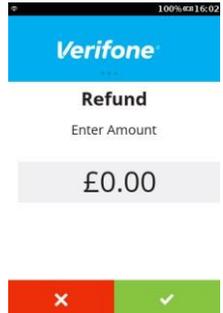
## 5.4 SALE CTLS

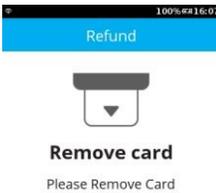
Step	Instruction	Screen Information
1	To initiate the Sale payment, just enter the required amount.	 <p>The screenshot shows the Verifone interface for a sale transaction. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount' and shows the amount '£0.00' entered in a grey input field. At the bottom, there are two buttons: a red one with an 'x' and a green one with a checkmark.</p>
2	After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	 <p>The screenshot shows the Verifone interface for a sale transaction. At the top, it says 'Verifone' and 'Sale'. Below that, it prompts 'Enter Amount' and shows the amount '£1.00' entered in a grey input field. At the bottom, there are two buttons: a red one with an 'x' and a green one with a checkmark.</p>
3	Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.	 <p>The screenshot shows the Verifone interface for a sale transaction. At the top, it says 'Verifone' and 'Sale'. Below that, there is a blue diamond icon with a white question mark inside, and the text 'Add a gratuity?'. At the bottom, there are two buttons: a red one with an 'x' and a green one with a checkmark.</p>

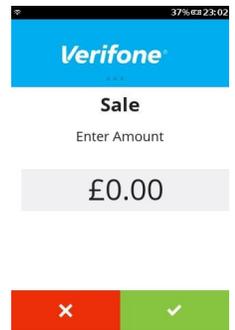
<p>4</p>	<p>On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe for MSR or Insert for ICC transaction. In this example, we are showing a CTLS transaction.</p>	 <p>The screenshot shows a payment screen with a blue header bar containing the word 'Total' and a status bar at the top right showing '39% 09:23:05'. Below the header, there are three icons representing different payment methods: a hand tapping a card, a hand swiping a card, and a hand inserting a card. The amount '£1.00' is displayed in bold, followed by the text 'Insert, Swipe or Tap Card'. At the bottom, there are four small square indicators, the first of which is green.</p>
<p>5</p>	<p>After the card has been tapped the device will show “card read ok”</p> <p>*unable to capture this screen as it only flashes up for a second</p>	 <p>This cell contains a placeholder for a screenshot that could not be captured because it only flashes up for a second.</p>
	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	 <p>The screenshot shows a confirmation screen with a blue header bar containing the word 'Sale' and a status bar at the top right showing '39% 09:23:06'. In the center, there is a large green checkmark icon. Below it, the text 'Transaction Approved' is displayed in bold, followed by 'Approved'. At the bottom of the screen, there is a wide green bar with a small white checkmark icon.</p>
	<p>The terminal will display the printing message.</p>	 <p>The screenshot shows a printing screen with a blue header bar containing the word 'Sale' and a status bar at the top right showing '40% 09:23:07'. In the center, there is a large circular progress indicator. Below it, the text 'Printing' is displayed in bold, followed by 'Please wait receipt is printing'.</p>

	<p>When complete the terminal will return to the main menu.</p>	 <p>The screenshot shows a Verifone terminal screen. At the top, the Verifone logo is displayed in a blue box. Below it, the word 'Sale' is centered. Underneath 'Sale', the text 'Enter Amount' is shown. A grey input field contains the value '£0.00'. At the bottom of the screen, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>
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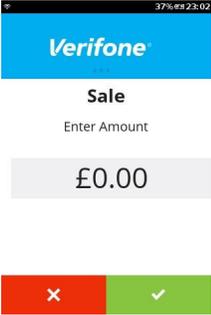
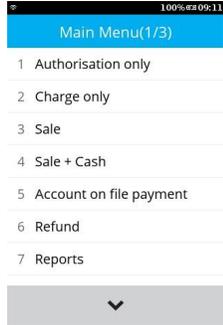
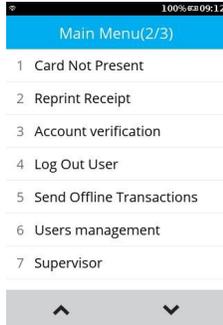
## 6.1 REFUND

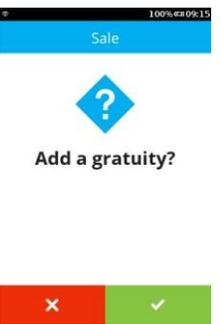
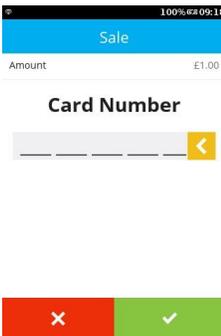
Step	Instruction	Screen Information
1	Tap the “Verifone” logo to access the Main menu.	
2	Press “2” to select “Refund”.	
3	To initiate the refund transaction, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	

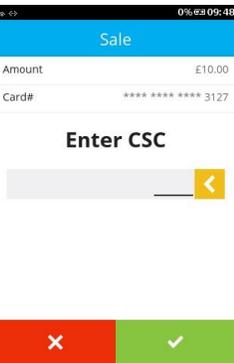
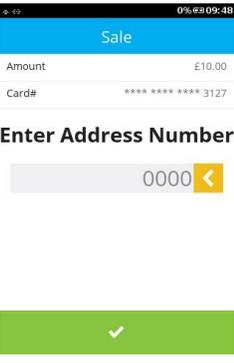
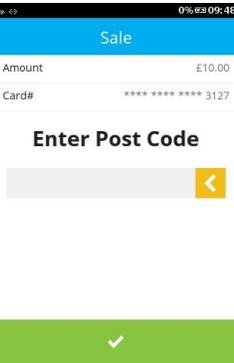
<p>4</p>	<p>On this screen, the user can choose the card payment method, i.e. Tap for contactless, Swipe or Insert. This example will follow Chip and PIN route.</p>	 <p>The screenshot shows a mobile payment interface. At the top, it says 'Total' and '100%#16:04'. Below that, there are three icons representing different payment methods: a hand tapping a card, a hand swiping a card, and a hand inserting a card. The amount '£1.00' is displayed, followed by the instruction 'Insert, Swipe or Tap Card'. At the bottom, there are four progress indicators, with the first one being green.</p>
<p>5</p>	<p>After the card has been inserted, the device will print the merchant receipt with signature prompt.</p>	 <p>The screenshot shows a 'Refund' screen with a large circular progress indicator. Below the indicator, it says 'Printing' and 'Please wait receipt is printing'.</p>
<p>6</p>	<p>Remove the card as prompted.</p>	 <p>The screenshot shows a 'Refund' screen with a card icon and a downward arrow. Below the icon, it says 'Remove card' and 'Please Remove Card'.</p>
<p>7</p>	<p>Press the "Green" button or "Green Circle" button to confirm the signature matched or else "Red" button or "Red Cross" button to cancel the transaction.</p>	 <p>The screenshot shows a 'Refund' screen with a question mark icon. Below the icon, it says 'Signature Valid' and 'Check Customer Signature'. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>

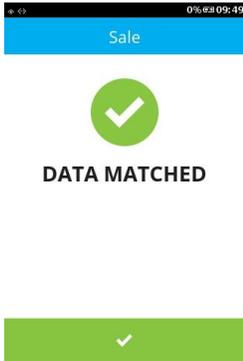
<p>8</p>	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	
<p>9</p>	<p>Once complete the terminal will return to the main menu</p>	

## 6.2 CUSTOMER NOT PRESENT – SALE MAIL ORDER

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

<p>4</p>	<p>In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Sale Mail Order” was selected.</p>	
<p>5</p>	<p>To initiate the Sale payment, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.</p>	
<p>6</p>	<p>Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.</p>	
<p>7</p>	<p>Use the keypad to enter the Card Number and press “Enter” to continue.</p>	

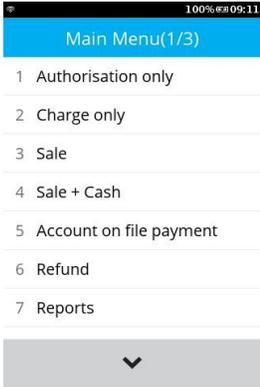
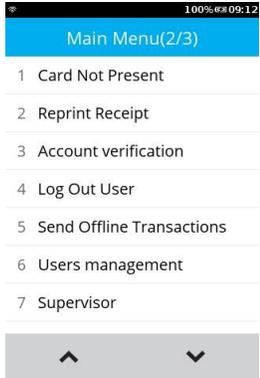
<p>8</p>	<p>Enter “Expiry Date” and press “Enter” to continue.</p>	
<p>9</p>	<p>Enter “CSC” and press “Enter” to continue.</p>	
<p>10</p>	<p>Enter “Address Number” and press “Enter” to continue.</p>	
<p>11</p>	<p>Enter “Postcode” and press “Enter” to continue.</p>	

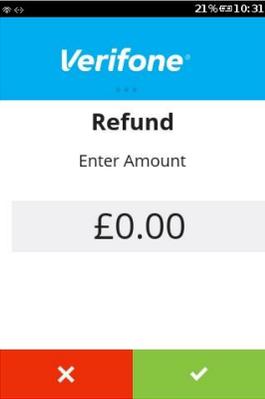
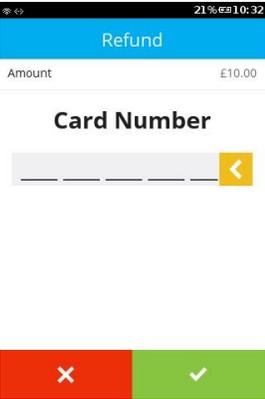
Step	Instruction	Screen Information
12	The device is showing transaction's processing status.	 <p>The screenshot shows a mobile device interface. At the top, there is a blue header with the text 'Processing Transaction'. Below the header is a progress bar that is partially filled. Underneath the progress bar is a large, dark grey curved arrow pointing clockwise. At the bottom of the screen, the text 'Please wait' is displayed in a bold, black font.</p>
13	The device is showing transaction's authorising message.	 <p>The screenshot shows a mobile device interface. At the top, there is a blue header with the text 'Sale'. Below the header is a large, dark grey circular arrow. Underneath the arrow is the text 'Authorising' in bold, followed by 'Please wait'. Below this, there are two lines of text: 'Amount £10.00' and 'Card# **** * 3127'. At the bottom of the screen, there is a red rectangular button with a white 'X' icon.</p>
14	The device is showing transaction's authorising message.	 <p>The screenshot shows a mobile device interface. At the top, there is a blue header with the text 'Sale'. Below the header is a large green circle containing a white checkmark. Underneath the circle is the text 'DATA MATCHED' in bold. At the bottom of the screen, there is a green rectangular button with a white checkmark icon.</p>

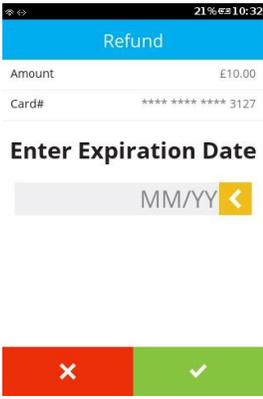
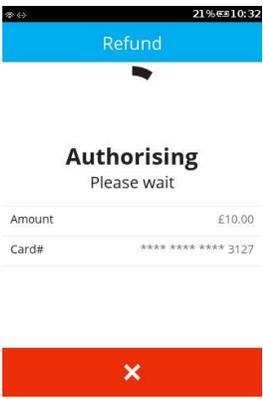
Step	Instruction	Screen Information
15	Press the “Green” button or “Green Circle” button to proceed or “Red” button or “Red Cross” button to cancel the transaction.	
16	The device is now connecting the server.	
17	After the transaction have been approved, the terminal will display a confirmation message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

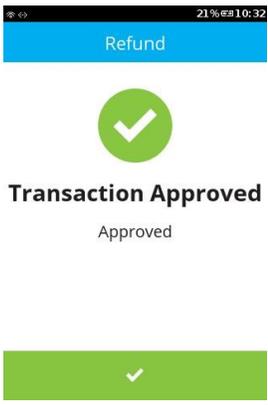
<p>18</p>	<p>After the card has been inserted, the device will print the merchant receipt with signature prompt.</p>	
<p>19</p>	<p>The device is showing the transactions processing status.</p>	
<p>20</p>	<p>Once complete the terminal will return to the main menu</p>	

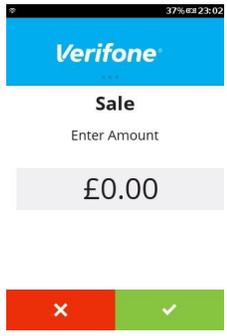
## 6.3 CUSTOMER NOT PRESENT – REFUND MAIL ORDER

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

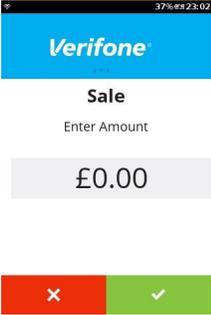
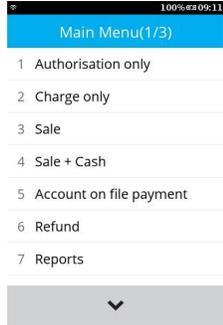
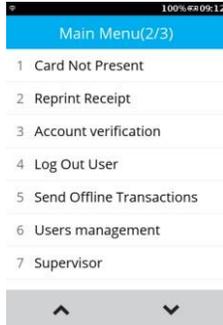
<p>4</p>	<p>In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Refund Mail Order” was selected.</p>	
<p>5</p>	<p>To initiate the Sale payment, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.</p>	
<p>6</p>	<p>Use the keypad to enter the Card Number and press “Enter” to continue.</p>	

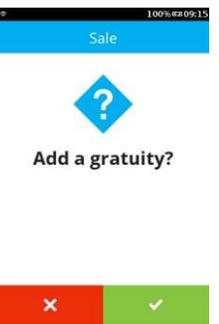
<p>7</p>	<p>Enter "Expiry Date" and press "Enter" to continue.</p>	 <p>The screenshot shows a mobile application interface for a refund transaction. At the top, it says 'Refund' in a blue header. Below that, the amount is listed as '£10.00' and the card number as '**** * 3127'. The main screen is titled 'Enter Expiration Date' and features a text input field with the placeholder 'MM/YY' and a yellow arrow icon to its right. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
<p>8</p>	<p>The device is now connecting the server.</p>	 <p>The screenshot shows the 'Refund' screen with a large black curved arrow indicating a transition. The text 'Connecting 1/3' is displayed in bold, with 'Please wait' underneath. At the bottom, there is a red button with a white 'X'.</p>
<p>9</p>	<p>The device is showing transaction's authorising message.</p>	 <p>The screenshot shows the 'Refund' screen with a large black curved arrow indicating a transition. The text 'Authorising' is displayed in bold, with 'Please wait' underneath. Below this, the amount '£10.00' and card number '**** * 3127' are visible. At the bottom, there is a red button with a white 'X'.</p>

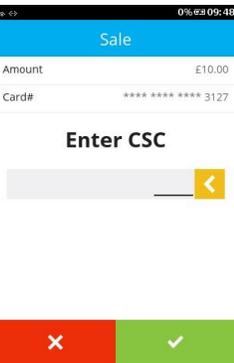
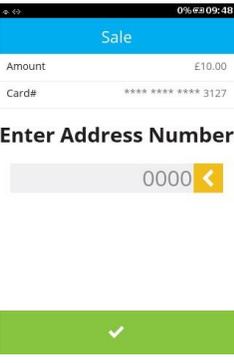
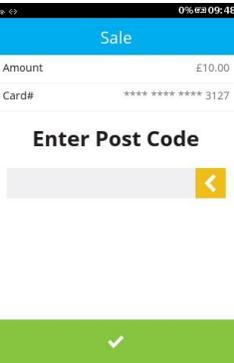
<p>10</p>	<p>The device is now connecting the server.</p>	 <p>The screenshot shows a mobile interface with a blue header bar labeled 'Refund'. Below the header is a large grey curved arrow pointing right. The text 'Connecting 1/3' is displayed in bold, followed by 'Please wait' in a smaller font. At the bottom of the screen is a solid red bar with a white 'X' icon in the center.</p>
<p>11</p>	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	 <p>The screenshot shows a mobile interface with a blue header bar labeled 'Refund'. Below the header is a green circle containing a white checkmark. The text 'Transaction Approved' is displayed in bold, followed by 'Approved' in a smaller font. At the bottom of the screen is a solid green bar with a white checkmark icon in the center.</p>
<p>12</p>	<p>After the card has been inserted, the device will print the merchant receipt.</p>	 <p>The screenshot shows a mobile interface with a blue header bar labeled 'Refund'. Below the header is a large grey curved arrow pointing right. The text 'Printing' is displayed in bold, followed by 'Please wait receipt is printing' in a smaller font. At the bottom of the screen is a solid red bar with a white 'X' icon in the center.</p>

13	Once complete the terminal will return to the main menu	 <p>The screenshot shows a mobile terminal interface. At the top, there is a status bar with the time '37:42' and '23:02'. Below that is a blue header with the 'Verifone' logo. The main screen displays 'Sale' in bold, followed by 'Enter Amount' in a smaller font. A grey input field contains the text '£0.00'. At the bottom, there are two buttons: a red button with a white 'X' and a green button with a white checkmark.</p>
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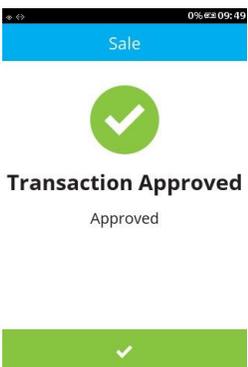
## 6.4 CUSTOMER NOT PRESENT – SALE TELEPHONE ORDER

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

<p>4</p>	<p>In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Sale Telephone Order” was selected.</p>	
<p>5</p>	<p>To initiate the Sale payment, just enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.</p>	
<p>6</p>	<p>Option to add the gratuity, Press “Green” to add gratuity or “Red” to skip.</p>	
<p>7</p>	<p>Use the keypad to enter the Card Number and press “Enter” to continue.</p>	

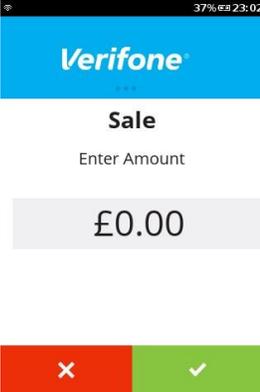
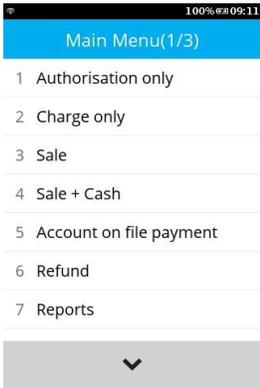
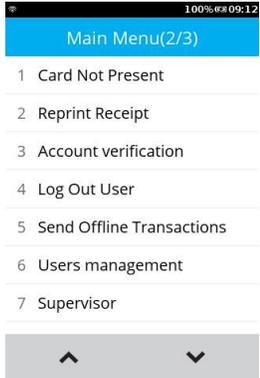
<p>8</p>	<p>Enter "Expiry Date" and press "Enter" to continue.</p>	
<p>9</p>	<p>Enter "CSC" and press "Enter" to continue.</p>	
<p>10</p>	<p>Enter "Address Number" and press "Enter" to continue.</p>	
<p>11</p>	<p>Enter "Postcode" and press "Enter" to continue.</p>	

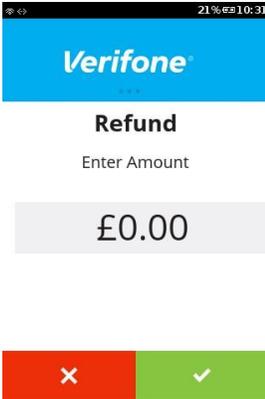
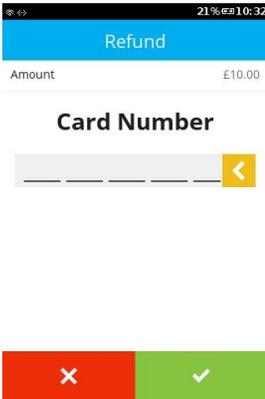
Step	Instruction	Screen Information
12	The device is showing transaction's processing status.	 <p>The screenshot shows a mobile device interface. At the top, there is a status bar with a signal strength indicator, a battery icon, and the time 09:50. Below the status bar is a blue header with the text 'Processing Transaction'. Underneath the header is a progress bar that is partially filled. Below the progress bar is a large, dark grey curved arrow pointing to the right. At the bottom of the screen, the text 'Please wait' is displayed in a bold, black font.</p>
13	The device is showing transaction's authorising message.	 <p>The screenshot shows a mobile device interface. At the top, there is a status bar with a signal strength indicator, a battery icon, and the time 09:49. Below the status bar is a blue header with the text 'Sale'. Underneath the header is a large, dark grey circular arrow icon. Below the icon is the text 'Authorising' in a bold, black font, followed by 'Please wait' in a smaller font. Below this text are two lines of transaction details: 'Amount £10.00' and 'Card# **** * 3127'. At the bottom of the screen is a red button with a white 'X' icon.</p>
14	The device is showing transaction's authorising message.	 <p>The screenshot shows a mobile device interface. At the top, there is a status bar with a signal strength indicator, a battery icon, and the time 09:49. Below the status bar is a blue header with the text 'Sale'. Underneath the header is a large green circular icon with a white checkmark inside. Below the icon is the text 'DATA MATCHED' in a bold, black font. At the bottom of the screen is a green button with a white checkmark icon.</p>

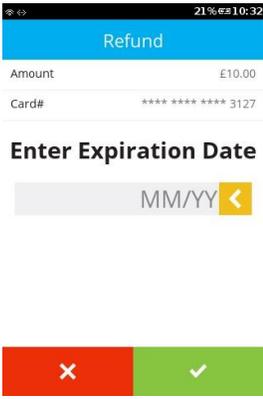
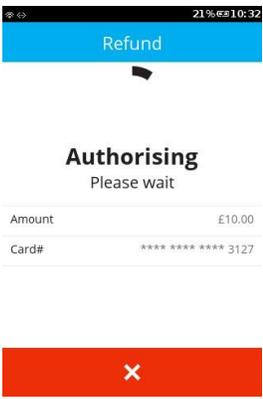
<p>15</p>	<p>Press the “Green” button or “Green Circle” button to proceed or “Red” button or “Red Cross” button to cancel the transaction.</p>	
<p>16</p>	<p>The device is now connecting the server.</p>	
<p>17</p>	<p>After the transaction have been approved, the terminal will display a confirmation message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

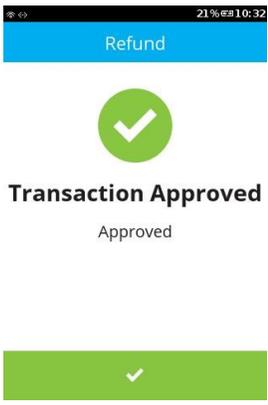
<p>18</p>	<p>After the card has been inserted, the device will print the merchant receipt with signature prompt.</p>	 <p>The screenshot shows a mobile device screen with a blue header bar containing the word "Sale". Below the header is a large black curved line representing a progress indicator. Underneath, the text "Printing" is displayed in bold, followed by "Please wait receipt is printing" in a smaller font.</p>
<p>19</p>	<p>The device is showing the transactions processing status.</p>	 <p>The screenshot shows a mobile device screen with a blue header bar containing the text "Processing Transaction". Below the header is a large black circular progress indicator. Underneath, the text "Please wait" is displayed in bold.</p>
<p>20</p>	<p>When complete the terminal will return to the main menu.</p>	 <p>The screenshot shows a mobile device screen with a blue header bar containing the "Verifone" logo. Below the logo, the word "Sale" is displayed in bold. Underneath, the text "Enter Amount" is shown above a grey input field containing "£0.00". At the bottom of the screen, there are two buttons: a red button with a white "x" and a green button with a white checkmark.</p>

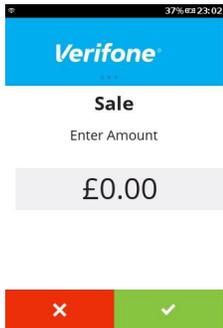
## 6.5 CUSTOMER NOT PRESENT – REFUND TELEPHONE ORDER

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

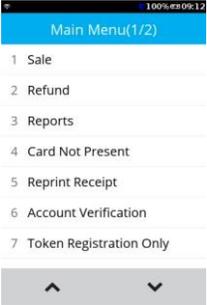
Step	Instruction	Screen Information
4	In the “Card Not Present” Menu, there are options of CNP Transaction. Choose one appropriately. In this example, the “Refund Telephone Order” was selected.	
5	To initiate the refund, enter the required amount. After amount entered, press the “Green” button or “Green Circle” button to start the transaction.	
6	Use the keypad to enter the Card Number and press “Enter” to continue.	

<p>7</p>	<p>Enter "Expiry Date" and press "Enter" to continue.</p>	 <p>The screenshot shows a mobile application interface for a refund transaction. At the top, it says 'Refund' in a blue header. Below that, the amount is listed as '£10.00' and the card number as '**** * 3127'. The main screen is titled 'Enter Expiration Date' and features a text input field with the placeholder 'MM/YY' and a yellow arrow icon to its right. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
<p>8</p>	<p>The device is now connecting the server.</p>	 <p>The screenshot shows the 'Refund' screen with a large black curved arrow indicating a transition. The text 'Connecting 1/3' is displayed in bold, with 'Please wait' underneath. At the bottom, there is a red button with a white 'X'.</p>
<p>9</p>	<p>The device is showing transaction's authorising message.</p>	 <p>The screenshot shows the 'Refund' screen with a large black curved arrow indicating a transition. The text 'Authorising' is displayed in bold, with 'Please wait' underneath. Below this, the amount '£10.00' and card number '**** * 3127' are visible. At the bottom, there is a red button with a white 'X'.</p>

<p>10</p>	<p>The device is now connecting the server.</p>	 <p>The screenshot shows a mobile interface with a blue header labeled 'Refund' and a status bar at the top showing 23% battery and the time 10:34. A large grey curved arrow indicates a loading or connecting state. Below the arrow, the text reads 'Connecting 1/3' and 'Please wait'. At the bottom of the screen, there is a prominent red bar with a white 'X' icon.</p>
<p>11</p>	<p>After the transaction have been approved, the terminal will display a confirmation message as shown. Either press “Green Bar” at the bottom of the screen” or press “Green Circle” or “Enter” button to complete.</p>	 <p>The screenshot shows the same 'Refund' interface with a status bar at the top showing 21% battery and the time 10:32. A large green circle with a white checkmark is centered on the screen. Below it, the text reads 'Transaction Approved' and 'Approved'. At the bottom of the screen, there is a prominent green bar with a white checkmark icon.</p>
<p>12</p>	<p>After the card has been inserted, the device will print the merchant receipt.</p>	 <p>The screenshot shows the 'Refund' interface with a status bar at the top showing 21% battery and the time 10:33. A large grey curved arrow indicates a loading or printing state. Below the arrow, the text reads 'Printing' and 'Please wait receipt is printing'. At the bottom of the screen, there is a prominent red bar with a white 'X' icon.</p>

13	When complete the terminal will return to the main menu.	 <p>The screenshot shows a mobile terminal interface. At the top, there is a status bar with the signal strength icon, a battery icon at 37%, and the time 23:02. Below the status bar is a blue header with the 'Verifone' logo. The main content area is white and contains the text 'Sale' in bold, followed by 'Enter Amount' in a smaller font. Below this is a grey input field containing the text '£0.00'. At the bottom of the screen, there are two buttons: a red button with a white 'X' icon and a green button with a white checkmark icon.</p>
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## 6.6 ACCOUNT VERIFICATION

Step	Instruction	Screen Information
1	Access the main menu via the * key, you should see the option of account verification if enabled.	
2	Terminal will prompt for the user to insert, swipe or tap the card. For this example we will swipe the card.	
3	If enabled you may be prompted for account on file	

<p>4</p>	<p>Account verification should be authorised and will show an auth code on screen</p>	 <p>The screenshot shows a mobile terminal screen with a blue header 'Account Verification'. Below the header is a green checkmark icon, followed by the text 'Account Verification' and 'ACCOUNT VALID'. At the bottom of the screen is a green bar with a white checkmark icon.</p>
<p>5</p>	<p>A merchant receipt will be printed with a space for signature</p>	 <p>The screenshot shows a mobile terminal screen with a blue header 'Account Verification'. Below the header is a large black circular progress indicator, followed by the text 'Printing' and 'Please wait receipt is printing'.</p>
<p>6</p>	<p>You will be prompted to validate the signature</p>	 <p>The screenshot shows a mobile terminal screen with a blue header 'Account Verification'. Below the header is a blue diamond icon containing a white question mark, followed by the text 'Signature Valid' and 'Check Customer Signature'. At the bottom of the screen are two buttons: a red one with a white 'x' and a green one with a white checkmark.</p>
<p>7</p>	<p>The customer receipt will then be printed and the terminal will return back to the idle screen</p>	 <p>The screenshot shows a mobile terminal screen with a blue header 'Account Verification'. Below the header is a large black circular progress indicator, followed by the text 'Printing' and 'Please wait receipt is printing'.</p>

## 7 FREQUENTLY ASKED QUESTIONS

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

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

### **Q: Blank Display**

**A:** Use the following steps to check the display panel: -

- 1) Check all the cable connections.
- 2) Check the terminals power supply to be sure the outlet is supplying sufficient power. Substitute the terminals power supply unit with another identical one if available. Contact the merchant helpdesk for assistance with this.
- 3) The terminals application program might not be loaded correctly. Contact your Merchant Helpdesk for support.
- 4) If the problem persists, Contact your Merchant Helpdesk for support.

### **Q: Keypad Does Not Respond**

**A:** Use the following steps to check the keypad: -

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

### **Q: Transactions Fail to Process**

**A:** There are several possible reasons why the unit may not be processing transactions. Use the following steps to troubleshoot failures.

- 1) Perform a test transaction using one or more different cards to ensure the problem is not a defective card.
- 2) Ensure that the card is being inserted/swiped/tapped the correct way. Refer to the Transaction section of this manual for more information.
- 3) Check for communication/connection errors.
- 4) If the problem persists, contact your Merchant Helpdesk.

## 8 CONTACT DETAILS

### VERIFONE U.K Ltd.

3 Roundwood Avenue  
Stockley Park  
Uxbridge  
UB11 1AF

### MERCHANT HELPDESK

T: 0333 323 6677

E: [Ocius.helpdesk@verifone.com](mailto:Ocius.helpdesk@verifone.com)

Monday – Saturday – 08:00 – 20:00  
Sunday – 10:00 – 17:00  
Bank Holidays – 08:00 -20:00 Closed  
Christmas Day.

### TECHNICAL SERVICES

T: 0333 323 6667

E: [uk.techservices@verifone.com](mailto:uk.techservices@verifone.com)

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

### CUSTOMER SERVICES

T: 0333 323 6676

E: [ocius.customer.services@verifone.com](mailto:ocius.customer.services@verifone.com)

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

### SALES ENQUIRIES

T: 08444 828 203

E: [Ocius.enquiries@verifone.com](mailto:Ocius.enquiries@verifone.com)