

Payments

User Guide

Global Payments Rigger and Rigger Lite

A solution for the automotive and petroleum
industries



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1 – Introduction

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

This guide is your primary source of information for operating, setting up and installing the Global Payments Rigger – VX520 or Global Payments Rigger Lite – VX520 point-of-sale (POS) terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

2 – General Tips

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

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily; this ensures that your funds are constantly deposited into your bank account on a regular basis.
3. Change your supervisor password frequently. Your supervisor password is used to perform settlements and refunds; changing this

password frequently ensures you protect yourself from unauthorized use of your terminal.

4. If you have a problem with your terminal, attempt a reboot by powering off and powering on terminal.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your wireless service provider.
6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

3 – Basic Terminal Operations

Before you Begin

For unpacking and set-up instructions, refer to Section 18.

CAUTION: Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink and laundry tub nor near a swimming pool. Do not use terminal in flammable environments or near gas pumps.

How to Use this Guide

The terminal contains both ATM-style buttons for (screen function keys) for variable screen menu selection options and pre-configured numeric key pad & function buttons. Variable on-screen menus will appear in **bold** throughout this guide. Press the corresponding screen function key on the right side of the display to select that option. Pre-configured buttons will appear in CAPS.

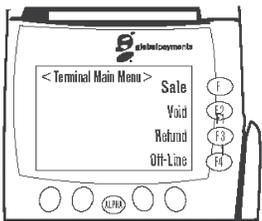
Accessing the Payment Application

Following power up, you may be requested to select SOFTPAY-GLOBAL using the corresponding screen function key on the right side of the display in order to access the payment application.

Changing the Supervisor or Manager Password

Your supervisor number is an important security feature of your terminal. It is used to access functions such as Returns, Voids, and Settlements. You should change your password periodically for maximum protection from fraud.

Press the Cancel to return to the main menu (see illustration).



At the main menu:

1. Press MENU ▼ (first purple key from left) until you see **Other Setup**.
2. Select **Other Setup** by pressing the appropriate function key.
3. Key in the current **Supervisor Password** and press ENTER.
4. Press MENU ▼ until you see **Terminal**.
5. Select **Terminal**.
 - a. Press **Next** until you see **Super Pwd** (to change the supervisor password) or
 - b. Press **Next** until you see **Manager Pwd** (to change the manager password).
6. Select **Edit**.
7. Enter the new password and press ENTER (5 to 9 digits).
8. Select **Exit**.
9. Select OK to save changes.
10. Press CANCEL/ANNUL (red cancel key) to return to main menu.

Locking the Terminal Keyboard

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

To lock the keyboard, from the main menu:

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

Unlocking the Terminal Keyboard

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

NOTE: You will be prompted to enter the supervisor password for every function until the keyboard is unlocked.

To unlock the keyboard, from the main menu:

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

4 – Change Terminal Language (English/French)

To select a language, from the main menu:

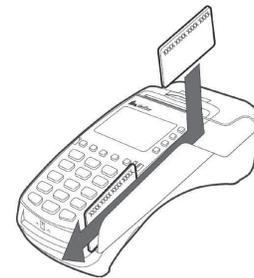
1. Press **8**.
2. Select language (**F1: English, F2: French**).

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

5 – Accepting Payment Cards

To Conduct a Magnetic Stripe Transaction

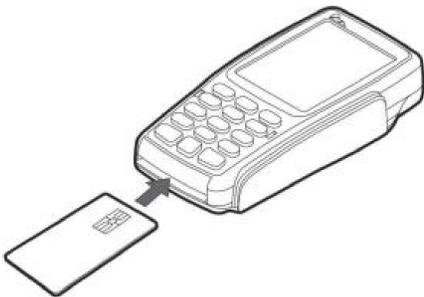
1. Select the transaction type on the terminal and follow the prompt accordingly.
2. Position a magnetic stripe card with the stripe outward, away from the keypad.
3. Swipe it through the magnetic card reader, as shown below.



NOTE: The location and direction of the card reader may vary depending on the PIN Pad model.

To Conduct a Chip Card Transaction (External PIN Pad)

1. Select the transaction type on the terminal and follow the prompt accordingly.
2. Position a chip card with the gold contacts facing upward, as shown below.
3. Insert it into the chip card reader slot in a smooth, continuous motion until it seats firmly.
4. If more than one application is available on the chip card, the PIN Pad will display the first application. If you want to accept the application displayed, press the function key below the word "Select" or press the function key below ">>>" to go to the next application.
5. Remove the card when the display prompts you to do so.



To Conduct a Magnetic Stripe Transaction (External PIN Pad)

1. Select the transaction type on the terminal.
2. Position a magnetic stripe card with the stripe outward, away from the keypad.
3. Swipe it through the magnetic card reader as shown below.



NOTE: The location and direction of the card reader may vary depending on the PIN Pad model.

To Conduct a Contactless Card Transaction (External PIN Pad)

1. After processing a transaction on the POS, ask the customer to wave or tap his/her card in close proximity to the PIN Pad screen so that maximum surface area is parallel to the antenna, as shown below.

2. A series of beeps and LED flashes will indicate that the card has been validated.
3. A receipt is printed with the purchase amount.



6 – Sale Transactions (Credit Or Debit)

Using the External PIN Pad

1. Press MENU ▼ until you see **Sale**.
2. Select **Sale** by pressing the appropriate function key.
3. Enter Invoice Number (optional).
4. Enter Employee Number (optional).
5. Select the appropriate products or fuel types and enter the appropriate quantities or amounts, as required.
6. Select **OK** to proceed to next step.
7. Confirm total amount.
8. Select **Yes** or **No** for prompting tip (optional).
9. Hand the PIN Pad to cardholder.
10. Swipe/insert card on the external PIN Pad.

11. Enter the verification code (3- or-4 digit code on the back or front of the card) (Optional).
12. If prompted, enter the last 4 digits of the card number. This extra step helps to reduce fraud and chargebacks (credit card only).
13. Enter tip amount (optional).
14. For chip cards, the cardholder must confirm the amount of the transaction and, if required, enter his/her PIN on the external PIN Pad.
15. For debit purchases, enter cashback amount (optional) and hand the PIN Pad to the cardholder.
16. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen.
17. Terminal prints receipt.
18. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant. A signature is not required for debit cards.

NOTE: For chip transactions, check the receipt to determine if a signature is required. Some chip cards may require:
(a) Both a PIN and signature, (b) signature only or (c) PIN only.

19. Hand the second copy to the cardholder. It does not need to be signed.

NOTE: If the terminal cannot read the card, you must enter the card number manually, and then use your imprinter to take an imprint of the card and retain a signed copy for your records.

If the chip card is not supported, you will see the message “Application not supported” or “Chip malfunction” on the screen. Press **Enter** to continue.

The following prompt will appear on the screen: “Override chip requirement.” Select **Yes** to continue. If **No** is selected, the transaction will be cancelled. The next message will be “Please remove card” followed by “Use mag stripe.” You may then attempt to process the transaction using the magnetic stripe.

NOTE:

To quickly reprint the last transaction, press **Reprint** and then select **Last Receipt**.

Tipping Options

Tipping can be completed in one transaction using the **Sale Transaction** if **Tipping** is enabled. The **Sale Transaction** will prompt the cardholder for a **Tip Amount** and send the full amount for authorization. This eliminates the need to perform a **Pre Auth** and **Completion** to capture the TIP amount.

Depending on the configuration, tipping can be completed by selecting either a percentage amount or dollar amount option. When percentage tipping options are enabled, the card holder will be presented with three default percentage amounts to choose from: 10%, 15% and 20%. These values can be customized by calling Global Payments, customer care centre. Should the cardholder not want to use any of the three default percentage options, the dollar amount tipping option allows the cardholder to enter a specific dollar amount for the tip.

Chip Error Processing

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

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

7 – Void (Credit Or Debit)

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

NOTE:

- Transactions can only be voided before they are settled
- The customer must be present for a debit void
- You can also search for transactions using the FIND feature; to do so, from the main menu, press **2**.

From the main menu:

1. Press **MENU ▼**
2. Select **Void** by pressing the appropriate function key.
3. Enter the supervisor password and press **ENTER**.
4. If you want to void the last transaction, press **F1**, and then go to *Step 5*. Otherwise, press **F2** to search for the transaction based on **Invoice#** or **Account#**. Select one of the following:
 - **Invoice # (F1)** and enter the invoice number.Or

- **Account # (F2)** and enter the last 4 digits of the account number.
5. Confirm that the screen displays the transaction you wish to void by selecting **Yes (F1)**
 6. To void a debit or chip transaction, hand the terminal or PIN Pad (if applicable) to the cardholder. Swipe or Insert the card when prompted.
 7. Printer prints receipt and receipt is signed (for credit cards) by the merchant.
 8. Provide the signed copy to the cardholder.

8 – Return (Credit or Debit)

Use the Return transaction to credit a cardholder. From the main menu:

1. Press **MENU ▼**.
2. Select **Refund** by pressing the appropriate function key.
3. Enter supervisor password and press **ENTER**.
4. Enter invoice number (optional).
5. Enter employee number (optional).
6. Select the appropriate products or fuel types, and enter appropriate quantities or amounts, as required.
7. Select **OK** to proceed to next step.
8. Follow the prompts on the screen. For a debit or chip transaction, hand the terminal or PIN Pad (if applicable) to the customer.

9. Printer prints receipt and receipt is signed (for credit cards) by merchant.
10. Provide the signed copy to the cardholder.

NOTE: The customer must be present for a debit return.

9 – Phone Order Sale (Credit Only)

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

NOTE: You must be approved by Global Payments before accepting mail/telephone order purchases.

1. Press MENU ▼ until you see **Phone Order**.
2. Select **Phone Order** by pressing the appropriate function key.
3. Enter the card number and follow the prompts on the screen.
4. After entering the amount, you may be asked to key in the address and postal code of the cardholder, or enter the verification code (3- or 4-digit code from the back or front of the card). This extra step helps you to make a better decision about the transaction.

NOTE: It is possible that the transaction is authorized, but the address and postal code and/or verification code did not match with information that the card issuer has. (See verification code response code on the receipt and Section 20 – Response Codes). This transaction may represent higher risk and you may choose to proceed as is, or to void it.

10 – Pre-Auth and Complete (Restaurants, Hotels & Car Rentals)

Using the pre-auth transaction allows you to enter a different amount at the end of the transaction.

For restaurants, if a chip card is presented, do not use pre-auth and completion. A purchase transaction with a tip is recommended because the cardholder will need to enter his/her PIN (similar to debit cards).

If you operate a restaurant, hotel or car rental, your terminal may be configured to display **Pre-auth (F3)** and **Completion (F4)** on the first page of the main menu.

NOTE: Special rules apply for hotels and car rentals. Please contact your sales representative or consult your merchant agreement for more details.

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

1. Press MENU ▼ until you see **Pre-Auth**.
2. Select **Pre-Auth** by pressing the appropriate function key.
3. Select merchant and enter merchant password (optional).
4. Enter invoice number (optional).
5. Enter employee number (optional).
6. Select the appropriate products or fuel types, and enter the appropriate quantities or amounts, as required.
7. Select **OK** to proceed to next step.
8. Confirm total amount.
9. Swipe/insert card.
10. Enter the verification code (3- or 4-digit code from the back or front of the card) (optional).
11. Hand the internal PIN Pad to the cardholder or hand the external PIN Pad to the cardholder.
12. If prompted, enter last 4 digits of the card number. This extra step helps to reduce fraud and chargebacks (credit card only).
13. For chip cards, the cardholder must confirm the amount of the transaction and if required enter his/her PIN on the terminal and then hand the terminal back to the merchant.
14. The terminal connects to Global Payments for an authorization and the response will be displayed on the screen.
15. Terminal prints receipt.

16. The first receipt (merchant's copy) is signed by the cardholder and retained by the merchant. After the cardholder has entered a tip amount, do a **Completion**.
17. For hotels, attach this receipt to the guest folio. When the guest checks out, do a **Completion**.
18. For car rentals, attach this receipt to the contract. You may be asked to enter the verification code (3- or 4-digit code from the back or front of the card). This extra step helps you to make a better decision about the transaction. When the customer returns the vehicle, do a **Completion**.

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

1. From the main menu, select **Completion** or press MENU ▼ until **Completion** is displayed.
2. Select the method that you would like to use to locate the transaction (**Inv # [F1]** or **Acct # [F2]**).
3. For restaurants, press ENTER when prompted for "new amount."
4. Add tip and press ENTER.
5. For hotels and car rental, key in the new amount and press ENTER.

NOTE: The new amount must not exceed the amount of the authorizations by more than 15%.

A receipt showing the details of the completion is optional for restaurants. Contact Global Payments' customer care centre to turn this feature ON or OFF.

NOTE:

- **Pre-Auth** is not a **Sale** transaction and it will not settle.
- **Completion** is similar to a **Sale** transaction and will settle.

11 – Performing a Settlement (End of Day & End of Shift)

The End of Day function will perform a full settlement, as well as selected fleet functions. The fleet functions are determined by the configuration created during the setup of the device.

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

End of Day

1. From the main menu, select **End of Day**.
2. Enter the supervisor password.
3. Confirm you would like to start *End of Day*.
4. Confirm the deposit totals by pressing ENTER.

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

End of Shift

The *End of Shift* function performs either a checkpoint or a full settlement, as well as selected fleet functions. The fleet functions are determined by the configuration created during the setup of the device.

1. From the main menu, select **End of Shift**.
2. Enter the supervisor password.
3. Confirm you would like to start *End of Shift*.
4. Confirm the deposit totals by pressing ENTER.

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

NOTE:

If the terminal displays **Out of Balance** at the end of the **Settlement** procedure, contact Global Payments' customer care centre.

12 – Offline Sale (Credit Only)

The **Offline Sale** transaction can be used when an authorization number has previously been obtained and needs to be entered in for the transaction (for example, if a previous **Sale Transaction** required a CALL FOR AUTH response).

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

13 – Demo Mode

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

NOTE:

- You must perform a settlement before you can enter **Demo Mode**.
- Do not use a chip card while in **Demo Mode**.

1. From the main menu, press MENU ▼ until you see **Other Setup**.
2. Select **Other Setup** by pressing the appropriate function key.
3. Key in the supervisor password.
4. Select **Demo**.
5. Select **On** or **Off**.

14 – Employee Setup

Employee IDs help to track the transactions processed by each employee. The employee configuration table can be accessed from the main menu by pressing MENU ▼ and selecting **Employee Setup** or from the main menu by pressing the number [7] key.

Employee IDs must be between 2 and 4 digits long, and must be pre-registered on the terminal. The terminal is pre-configured for employee IDs 1-99. Each employee ID is also assigned a password, which must be a numerical password that is 5-10 digits long.

To access the employee ID configuration, the manager level password is required. Using the employee setup allows you to do the following activities:

- **Log On Employee** Initiates the *employee log on* process
- **Log Off Employee** Initiates the *employee log off* process
- **Add Employee** Initiates the *add employee* process
- **Modify Employee** Initiates the modify employee information process
- **Delete Employee** Initiates the delete employee information process
- **Clear Employees** Initiates the clear all employees process

Default Employee ID Table

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

Employee ID	Employee PW
1	00001
2	00002
3	00003
...	...
97	00097
98	00098
99	00099

15 – Fleet Menu

The fleet menu is used to perform station management functions. Specific features may not be present based on configuration.

- **Price Change** Set fuel prices

- **Meter / Dip** Pump and tank inventory
- **Gas Drop** Records fuel delivery
- **Dealer Payment** Transaction used for station to pay head office
- **Site Close** Closes site and generates various enabled reports
- **Pumping Config** Records number of digits on pump meters

16 – Reports

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

The reports menu is accessed by pressing the reports "hot" key (4th purple key on the terminal). The following reports can be accessed from the reports menu:

- **Totals Report** Prints totals by card type
- **Detail Report** Prints detailed information for each transaction
- **Employee Reports:**
 - **Totals Report** Prints transaction totals by employee
 - **Detail Report** Prints transaction details by employee
 - **Employee Table** Prints login information
 - **Discount Tip** Prints tip information by employee
- **Shift Report** Prints transaction totals per shift
- **Pre-Auth Report** Prints the list of open pre-auths
- **Batch History** Prints settlement totals by date (last 30)
- **Terminal Parameters** Prints parameter data card type
- **Cards Report** Prints specific data for each card range and card type
- **Terminal Stats** Prints statistical and diagnostic information about the terminal by day or week
- **Merchant Report** Prints merchant information by merchant

- **Cash Totals Report** Prints the cash transaction totals by shift

17 – Handshake

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

1. Press MENU ▼ until you see **Handshake**.
2. Select **Handshake**.
3. The terminal will attempt to connect and synchronize with the PIN Pad.
4. If the handshake is successful, the terminal will display “Approved.”

18 – Terminal Setup

CAUTION: The terminal is not waterproof or dustproof, and is intended for indoor use only. Any damage to the unit from exposure to rain or dust may void any warranty.

CAUTION: Due to risk of shock or terminal damage, do not use the terminal near water, including a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool or in moist conditions.

Select a Location for the Terminal

When selecting a location, consider these important factors:

Ease of Use

- Select a location convenient for both merchant and cardholder
- Select a flat support surface, such as a countertop or table
- Select a location near a power outlet, a telephone/modem line connection
- For safety, do not string the power cable in a walkway or place across a walkway on the floor

Environment

- Do not use the terminal where there is high heat, dust, humidity, moisture or caustic chemicals or oils
- Select a flat support surface, such as a countertop or table
- Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or a motor
- Do not use the terminal outdoors

Electrical Considerations

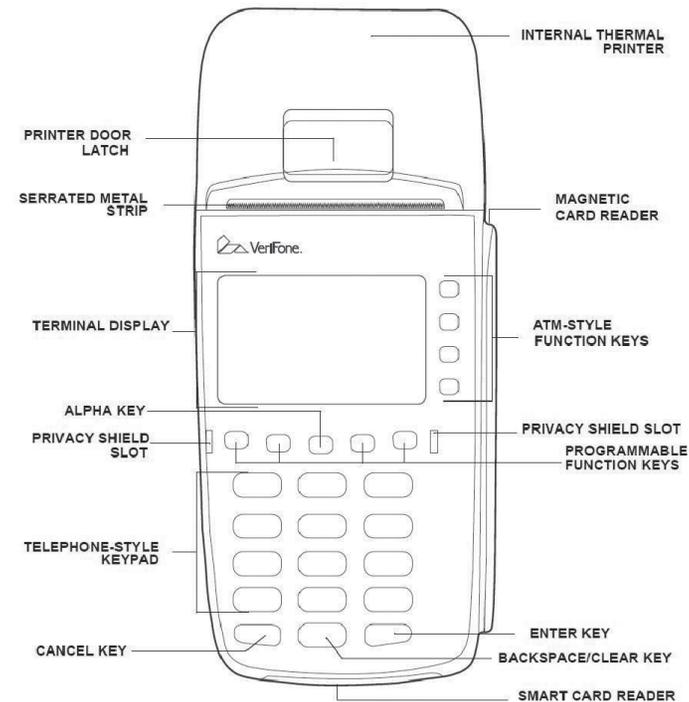
- Avoid using this product during electrical storms
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise (for example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices or computer equipment)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

Unpack the Shipping Carton

NOTE: Do not use a terminal that has been damaged or tampered with. The VX520 terminal comes equipped with tamper-evident labels. If a label or component appears damaged, please notify Global Payments Customer Care Centre at 1-800-263-2970.

1. Open the shipping carton and carefully inspect its contents for possible tampering or shipping damage:
 - VX520 terminal
 - Power pack and power cable
 - Ethernet cable
 - Ethernet cable
 - VX820 external PIN Pad
 - Roll of thermal printer paper
2. Remove all plastic wrapping from the terminal and other components.
3. Remove the clear protective film from the LCD screen (if present).
4. Save the shipping carton and packing material for future use.

Examine Terminal Features



General Features

Viewing from the top, notice the following features:

1. A terminal display, backlit LCD screen.
2. Five (5) types of keys:
 - A 12-key, telephone-style keypad
 - Four ATM-style function keys, labeled **F1** to **F4**, to the right of the LCD screen
 - Four (4) unlabeled, pre-programmed function keys above the keypad

- Three (3) colour-coded function keys below the keypad (from left to right: CANCEL/ANNUL, CORR, ENTER/OK)
- An ALPHA key centered at the top of the keypad



3. A magnetic card reader is built into the right side; the icon below shows the swipe direction (stripe down and facing inward, toward the keypad).
4. A green indicator LED indicates power is on.
5. An internal thermal printer.
6. A smart card reader, built into the front of the terminal; the icon below indicates proper card position and insertion direction.

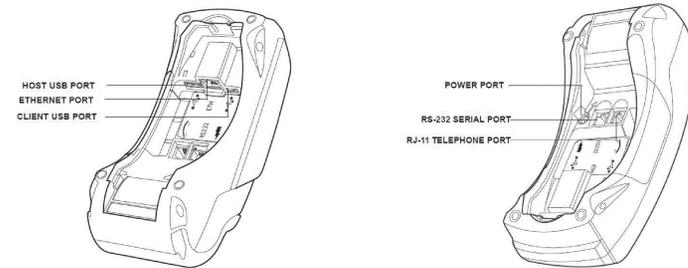


Connection Ports on the Back Panel

View the VX520 terminal from the back. Different ports are provided to connect the VX520 to a communications line, optional peripheral devices and the power supply (see below):

NOTE:

If your terminal has been programmed for dial backup, (i.e. the terminal switches to a telephone line in case the Internet is not available), you should connect your terminal to both the telephone line and the Internet, simultaneously.



RS232 PORT: For attaching optional peripheral devices and PIN Pads.

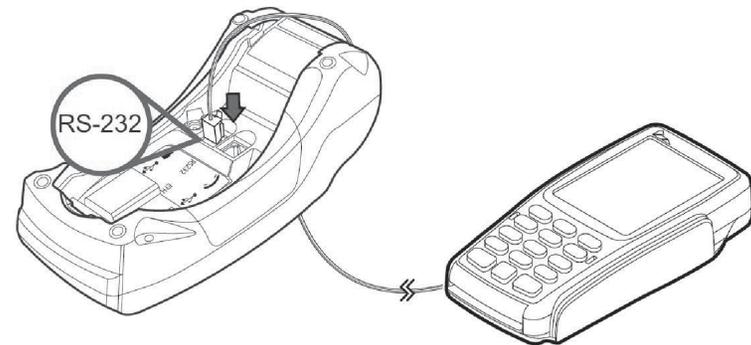
DIAL PORT: To connect to dial telephone line.

ETHERNET PORT: To connect to highspeed IP line.

Connecting the External PIN Pad

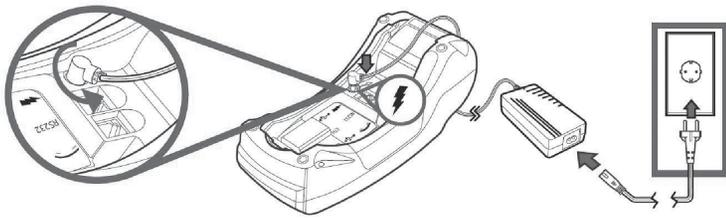
Use the following procedure to connect the end of the PIN Pad into the RS232 port:

1. Insert the RJ45 type connector on the end of the PIN Pad cable into the port on the bottom of the VX520 terminal, labeled RS232



CAUTION:

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

**CAUTION:**

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

Installing the Paper Roll

The internal thermal printer uses a roll of single-ply, thermal-sensitive paper that is 57 mm (2.24 in.) wide and 25 m (82 ft.) long. A pink, out-of-paper indicator line appears on the edge of the paper approximately 18 inches before the end of the roll. After this line appears, there is enough paper remaining on the roll to conclude at least one transaction.

CAUTION:

Poor-quality paper can jam the printer and create excessive paper dust. To order high-quality paper, call 1-800-263-2970. Thermal paper should be stored in a dry, dark area. Handle thermal paper carefully, as impact, friction, temperature, humidity and oils affect the colour and storage characteristics of the paper.

Never load a roll of paper with folds, wrinkles, tears or holes at the edges or in the print area.

1. Hook your finger under the latch and lift up to swing the paper roll cover open.
2. Swing the paper roll cover open.
3. Remove any partial roll of paper in the printer tray by lifting it up.

4. Loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper. Unwind the paper roll past any glue residue.
5. Hold the roll so the paper feeds from the bottom of the roll.
6. Drop the paper roll into the printer tray.
7. Close the paper roll cover by gently pressing directly on the cover until it clicks shut, allowing a small amount of paper past the glue residue to extend outside the printer door.
8. Tear the paper off against the serrated metal strip in the printer.



19 – Troubleshooting

NOTE: The VX520 terminal comes equipped with tamper-evident labels.

The VX520 and external VX820 PIN Pad contain no user serviceable parts. Do not, under any circumstance, attempt to disassemble them. Perform only those adjustments or repairs specified in this installation guide. For all other services, contact Global Payments' customer care centre.

Blank Display

If the VX520 terminal LCD screen is not readable:

1. Check all terminal power connections.
2. If the problem persists, contact Global Payments' customer care centre.

Terminal Does Not Connect to Global Payments

If the terminal does not communicate:

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

Printer Does Not Print

If the printer does not work properly:

1. Check all terminal power connections. The internal thermal printer receives power directly from the VX520 terminal. The green power-on indicator light must be on.
2. Check to make sure the paper roll is properly latched.
3. If the green power-on indicator is blinking on and off, the printer is out of paper.

4. Open the paper roll cover and install a new roll of printer paper, as described in section 18 – Install Paper Roll.
5. If the problem persists, contact Global Payments' customer care centre.

Other Common Messages

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

- "Invalid Sequence#"
- "Not Completed"
- "PIN Block Err"

Try to perform a handshake (section 17), and then try the transaction again.

20 – Response Codes

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

AVS response	
AVS	Definition
A	Address matches, but ZIP code does not match.
B	Street addresses match for international transaction. Postal code not verified due to incompatible formats. (Acquirer sent street address and postal code.)

C	Street address and postal code not verified for international transaction due to incompatible formats. (Acquirer sent street address and postal code.)
D	Street addresses and postal codes match for international transaction.
E	Error response for merchant category code.
F	Address does compare and five-digit ZIP code does compare (UK only).
G	Address information is unavailable; international transaction, non-AVS participant.
I	Address information not verified for international transaction.
M	Street addresses and postal codes match for international transaction.
N	Address and ZIP code do not match.
P	Postal codes match for international transaction. Street address not verified due to incompatible formats. (Acquirer sent street address and postal code.)
R	Retry; system unavailable or timed out.
S	Not applicable. If present, replace with "U" (for domestic) or "G" (for international) by V.I.P. Available for U.S. issuers only.
U	Address information is unavailable; domestic transaction.
W	Nine-digit ZIP code matches, but address does not match.
X	Exact match; address and nine-digit ZIP code match.
Y	Address and five-digit ZIP code match. (Applies to U.S. addresses only.)
Z	Five-digit ZIP code matches, but address does not match. (Applies to U.S. addresses only.)

21 – Abbreviations

The following list describes abbreviations used in reports and receipts:

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

Card Type	
VI	Visa
MC	MasterCard
AX	Amex
NV	Discover
JB	JCB
DB	Debit
Transaction Type	
S	Sale
P	Phone Order
R	Refund
VS	Void Sale
OS	Offline Sale
CP	Completion
Titles	
TT	Transaction Type
CT	Card Type
CB	Cash Back
Cnt	Count
Inv	Invoice
Emp	Employee
Acc	Account
Amt	Amount
Rfnd	Refund

Tran	Transaction
Crđ Typ	Card Type
Tip Disc	Tip Discount
Miscellaneous	
AVS	Address Verification Services
V-code	Verification Code

22 – Other Features

The following list describes some of the other available features:

- Cash transactions
- Suggested tips
- Quick Payment Service (QPS)
- Receipt header & footers
- Debit cashback
- And many more

NOTE: Please call Global Payments' customer care centre for more information.

23 – Service and Support

For product service and repair information regarding the Global Payments Rigger – VX520 & Global Payments Rigger Lite – VX520, please contact the Global Payments customer care centre at 1-800-263-2970.

Returning a Terminal for Service

NOTE: Unless otherwise instructed in this installation guide, do not, under any circumstances, attempt any service, adjustments or repairs on this product.

Contact Global Payments' customer care centre can be reached at 1.800.263.2970. Service conducted by parties other than authorized Global Payments representatives is NOT permitted.

24 – Cleaning

NOTE: Before cleaning the terminal, remove it from the charging base and ensure the power is off.

To clean the terminal, follow these instructions:

1. To remove dust from the terminal, wipe with a damp cloth.
2. For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers and charging base.

WARNING: Never use thinner, trichloroethylene, or ketone-based solvents, as they may deteriorate plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or LCD screen.

Do not attempt to clean the smart card reader.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth

25 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the Global Payments Rigger – VX520 & Global Payments Rigger Lite – VX520 POS terminals.

Technical Specifications & Standard Features

- 128 x 64 pixel LCD with backlighting; supports 8 lines x 21 characters
- 400 MHz ARM11 32-bit RISC microprocessor
- 3 x 4 numeric keypad, plus 8 soft-function keys and 4 screen addressable keys

Memory

- 160 MB (128 MB of Flash, 32 MB of SRAM)

Power

- VX520 terminal: 9.3 V DC; 4.0 A

Dimensions (Terminal)

- Length: 203 mm (8 in.)
- Width: 87 mm (3.4 in.)
- Depth: 76 mm (3 in.)
- Weight: 500 g (1.1 lbs.)

Dimensions (PIN Pad)

- Length: 173 mm (6.8 in.)
- Width: 87 mm (3.4 in.)
- Depth: 35 mm (1.4 in.)

- Weight: 308 g (0.68 lbs.)

Printer

- Integrated thermal printer with graphics capabilities
- 18 lines per second
- Standard roll paper 58 mm (2.25 in.) x 25M, single ply

Communications

- 10BaseT Ethernet/RJ11 Telcol

Security

- PCI POS PIN Entry Device Approved, Interac Approved

26 – Service and Support

For the Global Payments Rigger – VX520 & Global Payments Rigger Lite – VX520 POS terminal product service and repair information, contact Global Payments Customer Care at 1-800-263-2970.

Returning a Terminal for Service

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

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

NOTE:

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