FIS

EBT
PIN Select Terminal
Manual

VeriFone® V^{x}510/510LE, V^{x}570, Omni™ 3730, 3750

Help Desk

www.ebtEDGE.com

ID Number

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Chapter 1

Introduction

This manual describes the procedures necessary for office staff to perform various PIN select procedures using the eFunds software and the VeriFone® Omni™ equipment.

Equipment

Location Considerations

It is important to consider the following guidelines when selecting a location for the POS terminal.

- Place the equipment in a location that is convenient for both the office staff and the client. The PINpad should be placed so the client can easily enter his or her 4-digit personal identification number (PIN).

- Place the terminal in a location where it can lie flat, near a telephone line and power outlet. Moving the equipment creates a high risk of damage.

Equipment

NOTE: The telephone line and jack must be installed prior to
             POS equipment installation.

- Avoid using power outlets that are currently used for other
  devices as this can cause voltage fluctuations or electrical noise.

- Avoid locating the POS terminal in areas:

    o With excessive noise, heat sources (direct sunlight), oil,
      moisture, and dust.

    o Near devices that can cause voltage fluctuations or
      electrical noise, such as air conditioners, electric motors,
      fans, neon signs, or high frequency security equipment.

    o Where electrical outlets are not grounded. (Do not use
      adaptor plugs or outdoor outlets.)

Components

Two main pieces of equipment are provided: the terminal with an
integrated printer and the PINpad. Make sure the components
arrive with all of their parts. The following items (as shown in Figure
1) should be included in the package:

- Terminal
- Power pack
- Telephone cord
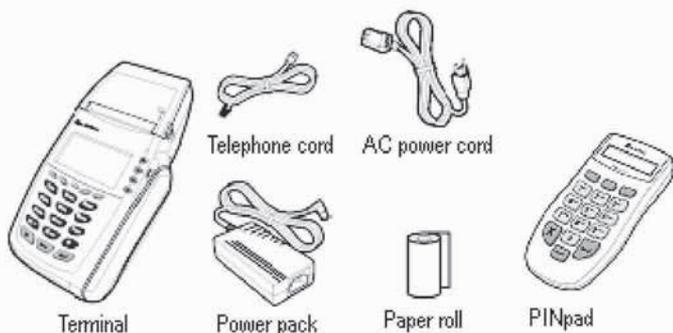- AC power cord
- Paper roll
- PINpad

Figure 1   Equipment Components

If a part is damaged or missing, call the Help Desk at
1-800-831-5235.

Requirements and Installation

Terminal equipment installation requires one power outlet and one
telephone line with a modular telephone company jack. No special
wiring is needed. The power pack cables are approximately six (6)
feet long, and the telephone cable runs up to seven (7) feet.

IMPORTANT:	Do **not** plug any of the equipment into a power source until instructed to do so to avoid possible damage.

Install the equipment as follows:

1. Insert one end of the telephone cord into the telephone port
   (☎) on the terminal.
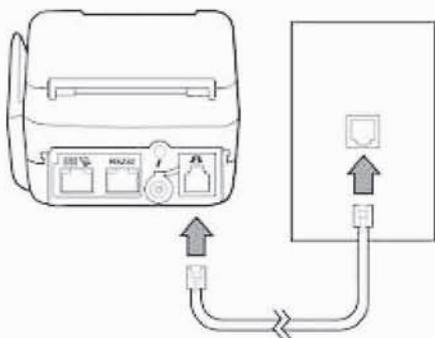
Equipment

Figure 2   Connecting the Telephone Cord

NOTE: Your terminal may have a different configuration than
the examples shown in this manual. However, the port
symbols remain the same.

---

2. Insert the other end of the telephone cord into the wall jack
designated for the terminal.

To connect the PINpad:

NOTE: Before connecting the PINpad, make sure the green
indicator LED is not lit. The terminal should not have
power until after the PINpad is connected.

---

1. If it is not already connected, insert the PINpad cable grommet
into the PINpad device.

2. Insert the connector into the PINpad port (📱) on the terminal.

Figure 3   Connecting the PINpad

To connect the power pack cable:

1. Insert the barrel-shaped connector into the power port (⚡) on
    the terminal. Turn the connector to the locking position.

NOTE:	The power port location varies depending on the model of your POS device.	
	Model	Location
	Omni V^X570	Right side
	Omni $V^X510/3730$(LE)	Bottom
	Omni 3750	Back

2. If available, route the cable through the cable retainer to secure
    the position of the power cord.

3. Insert the AC power cord into the power pack.

Parts Identification

4. Plug the AC power cord into an indoor electrical outlet.

Figure 4   Connecting the Power Pack

Your POS terminal is now ready for operation. When the terminal has power, the LCD screen lights up and the green LED indicator remains lit.

Parts Identification

Terminal

The terminal (as shown in Figure 5) is used for swiping a client's EBT card and performing clerk and supervisor transactions.
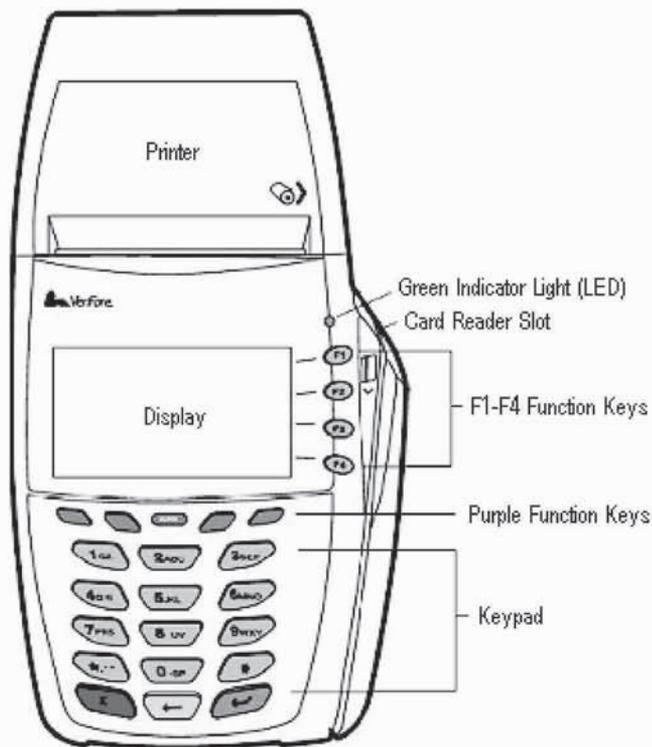

Figure 5   Terminal Parts Identification

EBT Card

Office staff may perform a PIN select transaction using a client's EBT card. To initiate PIN selection and ensure the card and PIN work, the EBT card is slid through the card reader slot identified in Figure 5 on page 7.
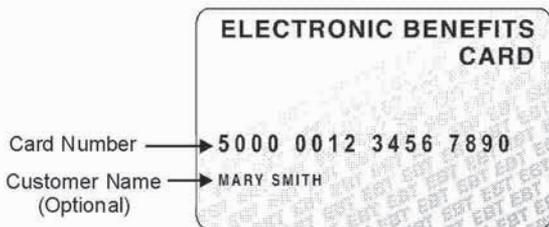

ELECTRONIC BENEFITS CARD

Card Number ——▶ 5000 0012 3456 7890

Customer Name ——▶ MARY SMITH
(Optional)

Figure 6   Front of EBT Card

A magnetic stripe is located on the back of the card (as shown in Figure 7).
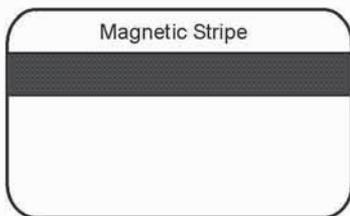

Magnetic Stripe

Figure 7   Back of EBT Card

1. Make sure the magnetic stripe faces down and toward the terminal keypad.

2. Swipe the card through the card reader slot (as identified in Figure 5 on page 7) using a quick, smooth motion.

PINpad
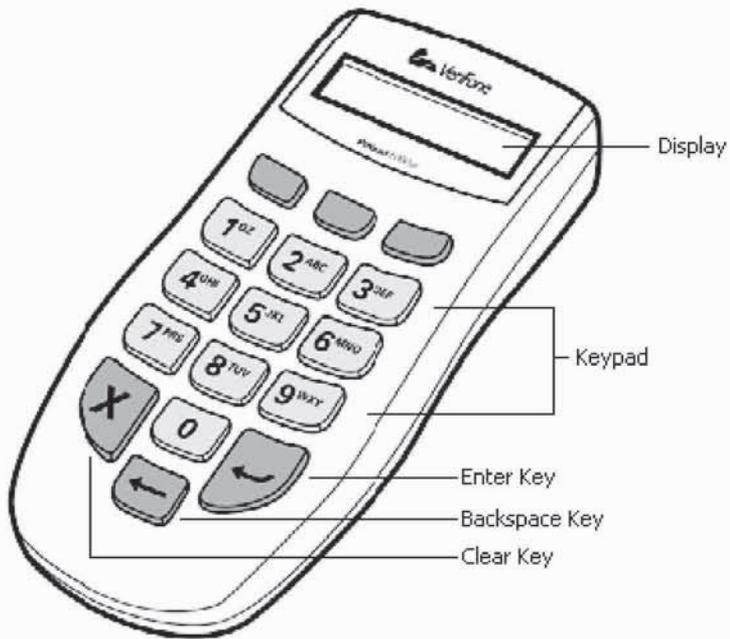
A client uses a PINpad to enter his or her PIN.

Figure 8   PINpad Identification

NOTE: The three blue keys directly below the PINpad display screen do not have a function.

Function Keys

Function keys allow you to perform clerk and supervisor transactions. The large display screen on the terminal provides helpful prompts for guidance through every transaction. Use the function keys by following the displayed prompts to initiate and complete transactions.

F1 - F4

Function keys are located to the right of the terminal display screen, as shown in Figure 5 on page 7. Each function key (F1 - F4) corresponds to a line of text displayed on the terminal screen. When the terminal is signed on, the date and time appear on the first line of the display screen.
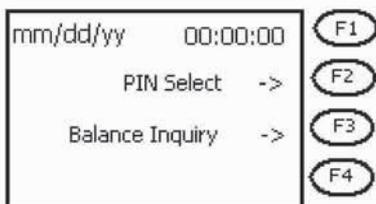

Figure 9   Main Menu With F1 – F4 Function Keys

The display on the terminal screen shown in Figure 9 is the main menu. As you move through the transaction, an arrow symbol (->) points to the numbered key corresponding to that transaction option.

Purple

Purple function keys are located directly below the terminal screen. In addition to the purple function keys, the other function keys are identified in Figure 10.
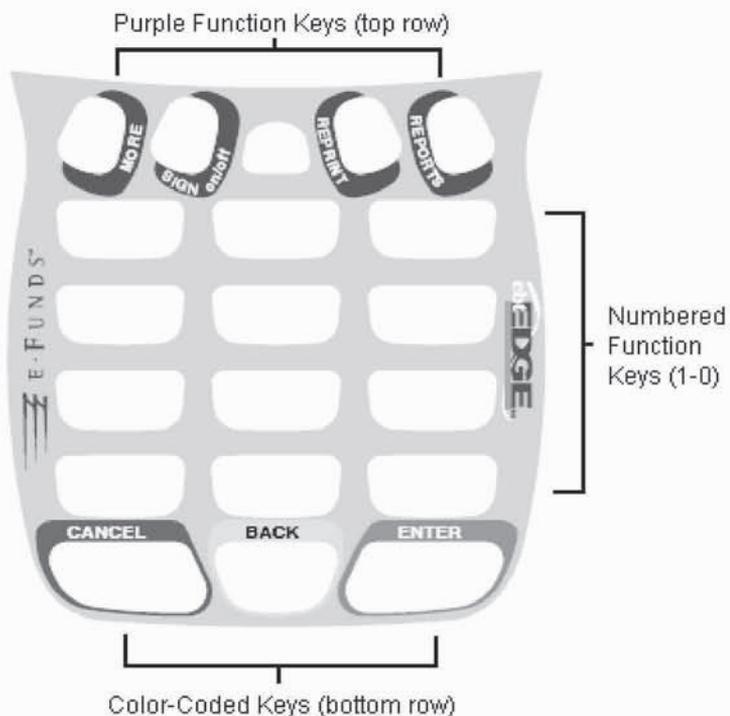

Figure 10   Purple Function Keys

The purpose of each purple function key follows.

MORE

Press the **MORE** function key to display the options shown in
Figure 11.

Figure 11   MORE Function Key Options

SIGN on/off

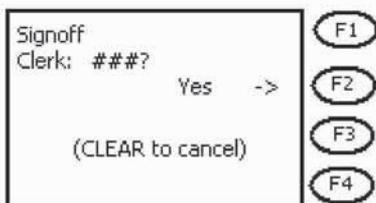Press the **SIGN on/off** key to display the options shown Figure 12.

Figure 12   SIGN on/off Function Key Options

REPRINT

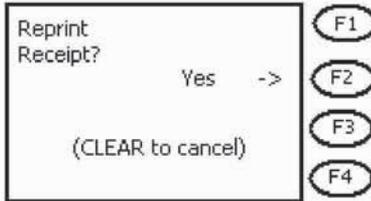Press the **REPRINT** key to display the options shown in Figure 13.

```
┌──────────────────────────┐  ⬭ F1
│ Reprint                  │
│ Receipt?                 │  ⬭ F2
│              Yes    ->    │
│                          │  ⬭ F3
│      (CLEAR to cancel)   │
│                          │  ⬭ F4
└──────────────────────────┘
```

Figure 13   REPRINT Function Key Options

REPORTS

There are no reports available by pressing the **REPORTS** function key at this time. (See Figure 14.)

```
┌──────────────────────────┐  ⬭ F1
│ mm/dd/yy      00:00:00    │
│                          │  ⬭ F2
│                          │
│ Transaction not          │  ⬭ F3
│ Allowed                  │
│                          │  ⬭ F4
└──────────────────────────┘
```

Figure 14   REPORTS Function Key Options

NOTE: The ALPHA key is located between the purple function keys. The ALPHA key is used to change a number entered to one of the corresponding alphabetic characters found on that numbered key.

It also is used for troubleshooting situations. If needed, a Help Desk representative is available to walk you through the procedure.

Numbered (1 - 0)

The keys numbered 1 through 0 are located below the purple function keys (shown in Figure 10 on page 11).

Color-Coded

The keys located on the bottom of the keypad (as shown in Figure 10 on page 11) are used as follows:

Key	Description
CLEAR (Red)	Clears the display, and returns the user to the main menu from any point in a transaction.
BACKSPACE (Yellow)	Deletes the previously keyed character.
FUNC/ENTER (Green)	Enters the information.

Receipts

Purpose

A Customer Receipt (as shown in Figure 15) prints first and contains a message indicating whether the transaction is approved or denied. Tear off this receipt and give it to the client.
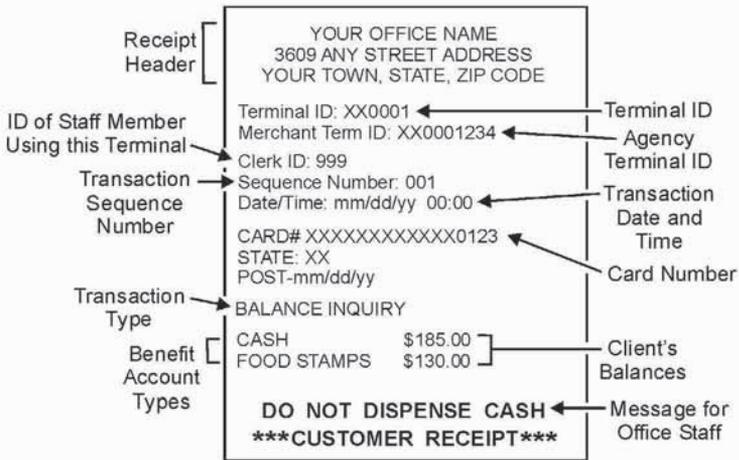
```
Receipt ┌           YOUR OFFICE NAME
Header  └        3609 ANY STREET ADDRESS
                 YOUR TOWN, STATE, ZIP CODE

ID of Staff Member      Terminal ID: XX0001 ◄──────────── Terminal ID
Using this Terminal ──► Merchant Term ID: XX0001234 ◄──── Agency
                                                           Terminal ID
        Transaction     Clerk ID: 999
        Sequence  ────► Sequence Number: 001
        Number          Date/Time: mm/dd/yy 00:00 ◄────── Transaction
                                                           Date and
                        CARD# XXXXXXXXXXXX0123 ◄─────────  Time
                        STATE: XX
                        POST-mm/dd/yy ──────────────────  Card Number

        Transaction ──► BALANCE INQUIRY
        Type
                        CASH            $185.00 ┐
        Benefit ┌       FOOD STAMPS     $130.00 ┘ ──────  Client's
        Account └                                         Balances
        Types

                     DO NOT DISPENSE CASH ◄───── Message for
                     ***CUSTOMER RECEIPT***      Office Staff
```

Figure 15   Receipt Components

NOTE: Only the last 4-digits of the client's card number print on the receipt.

Messages

Printed on Receipts

Bolded items, such as: ****DECLINED****,
****DUPLICATE RECEIPT****, and ****DEMO MODE****, are
important to look for on a receipt when performing transactions.

Demo Mode

DEMO MODE is printed on the receipt when you are performing
transactions in the demo mode. For more information on this topic,
see "Demo Mode" on page 41.

Declined Codes

When a transaction is denied, **DECLINED** displays on the terminal
screen, the terminal beeps, and a message prints on the receipt.
The most common denial codes and solutions are:

Code	Description	Solution
AF	Invalid card prefix	Try entering the client's EBT card number again. If the same message prints, call the Help Desk at 1-800-831-5235.
CB	PIN not selected	Have the client select a PIN.
CC	Card not active	Check the card status.
CF	PIN already selected	Client previously selected PIN. If the client remembers his or her PIN, do a balance inquiry. If he or she does not remember it, have the client select a new PIN.

Code	Description	Solution
I	Invalid PIN	Have the client enter his or her PIN again. If the same message prints, have the client re-select a PIN.
N	Host unavailable/Cannot process	Try the transaction again. If it still does not work, call the Help Desk.
NR	PIN tries exceeded	Have the client re-select a PIN.
P	Client not on file	Swipe the card again. If the same message prints, the card may be damaged or not in the system.
PW	Invalid password	Enter your password again. If the same message prints, call the Help Desk.
PX	Invalid ID	Enter your ID again. If the same message prints, call the Help Desk.
PZ	System problems	Call the Help Desk.
S	Account not on file	Client did not receive any benefits yet.

NOTE: For all other declined messages or error codes printed on the receipt, call the Help Desk.

Duplicate

When this message is printed on the receipt, it indicates the clerk or supervisor reprinted a receipt for the last transaction performed at a particular POS terminal. (See "Reprint Receipt" on page 28.) For further explanation, call the Help Desk.

Displayed on Terminal Screen

The following messages may display on the terminal screen during a transaction.

Displayed	Explanation
APPROVED	Transaction is accepted.
CLOSED	Terminal is not signed on.
CONNECTED	Host answered.
DECLINED	Transaction is denied.
DEMO MODE	Terminal is in training mode.
DIALING PRIMARY	Terminal is dialing telephone number.
LINE CHECK	Terminal is checking for dial tone.
PLEASE WAIT	Terminal is processing.
RECEIVING	Terminal is receiving transaction data from host.
TRANSMITTING	Terminal is sending transaction data to host.

Using the Terminal

Sign On Procedure

Before signing on, make sure the terminal displays **CLOSED**. To sign onto the POS terminal:

Display	Action
CLOSED F1 F2 F3 F4	Press the purple **SIGN on/off** key (2nd purple function key from the left) on the terminal.
Signon Enter Clerk ID: ### F1 F2 F3 F4	Enter your 3-digit ID number using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Signon Enter Clerk Password: **** F1 F2 F3 F4	Enter your 4-digit password using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Clerk XXX Signon Pending Host Verification F1 F2 F3 F4	**NOTE:** Terminal sign on is pending host verification.

NOTE:	Once a staff member is signed onto a terminal, if another staff member tries to sign on, the terminal asks if the previous user wishes to sign off. Select **Yes**, and sign onto the terminal.

You are signed on when the terminal displays the balance inquiry and PIN selection options main menu, as shown in Figure 9 on page 10. A receipt prints when the first transaction is attempted.

If the user incorrectly enters his or her ID or password, **EDIT ERROR** displays on the terminal screen.

Figure 16   Edit Error Message

If an edit error occurs, a declined receipt prints.

Figure 17   Signon Receipt - Declined

NOTE:	The sample receipt shows that an invalid ID was entered. If the user enters an incorrect password at sign on, **PW-INVALID PASSWORD** prints on the receipt.

Sign Off Procedure

The user must sign off the terminal if leaving the terminal for any reason. The procedure closes the terminal, preventing any unauthorized person from performing transactions.

Display	Action
mm/dd/yy 00:00:00 (F1) PIN Select -> (F2) Balance Inquiry -> (F3) (F4)	Press the purple **SIGN on/off** key (2nd purple function key from the left) on the terminal.
Signoff (F1) Clerk: ###? Yes -> (F2) (CLEAR to cancel) (F3) (F4)	Press the **F2** key on the terminal to sign off, OR Press the red **CLEAR** key to cancel.

Once signed off, CLOSED displays on the terminal screen.

Using the Terminal

Chapter 2

Clerk Transactions

Instructions for the clerk transactions: PIN Select, Balance Inquiry, and Reprint Receipt are provided in this section. A sample of the receipt accompanying each transaction is provided.

Before you begin any transaction, sign on to the terminal following the instructions in "Sign On Procedure" on page 19.

WARNING:	Ask your supervisor to exit the demo mode before performing an actual transaction. Make sure **DEMO MODE** is not printed at the top of the receipt when you complete the first transaction.

Keep the following in mind when performing clerk transactions:

- Always check the receipt for an approved or declined message.
- Look at the client's EBT card.
- Have the client enter his or her own PIN.
- Give the receipt marked CUSTOMER RECEIPT to the client.

PIN Select

To have the client select a PIN for his or her card:

Display	Action

mm/dd/yy 00:00:00 F1 PIN Select -> F2 Balance Inquiry -> F3 F4	Press the **F2** key on the terminal.
PIN Select F1 F2 Swipe Card or Enter Card Number F3 >############## F4	Slide the card through the card reader slot.
PIN Select F1 F2 Prompt Customer to Enter PIN F3 F4	Have the client enter the PIN he or she chose for his or her card, using the gray keys (1-0) on the PINpad. Press the green **ENTER** key on the PINpad.
PIN Select F1 F2 Prompt Customer to Re-Enter PIN F3 F4	Have the client re-enter his or her PIN for verification, and press the green **ENTER** key on the PINpad.

Display	Action

Display

Action

NOTE: This message displays whether the transaction is approved or denied.

Examples of PIN select receipts are shown in Figure 18. If the transaction is denied, tear off the receipt, and attempt the transaction again.

PIN Select Receipt - Approved

```
         YOUR OFFICE NAME
       3609 ANY STREET ADDRESS
     YOUR TOWN, STATE, ZIP CODE

Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

CARD# XXXXXXXXXXXX0123
STATE: XX
PIN SELECT ACCEPTED



    DO  NOT  DISPENSE  CASH
   ***CUSTOMER  RECEIPT***
```

PIN Select Receipt - Declined

```
         YOUR OFFICE NAME
       3609 ANY STREET ADDRESS
     YOUR TOWN, STATE, ZIP CODE

Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

      ***DECLINED***

CARD# XXXXXXXXXXXX0123
STATE: XX
PIN SELECT REJECTED
CF-PIN ALREADY SELECTED

    DO  NOT  DISPENSE  CASH
   ***CUSTOMER  RECEIPT***
```

Figure 18   PIN Select Receipts

Balance Inquiry

The office staff performs a balance inquiry transaction after a PIN is selected to verify the card and PIN are working properly. This transaction shows a client the current benefit balance of his or her benefit authorizations.

Display	Action
mm/dd/yy 00:00:00 PIN Select -> Balance Inquiry -> F1 F2 F3 F4	Press the **F3** key on the terminal.
Balance Inquiry Swipe Card or Enter Card Number >############## F1 F2 F3 F4	Slide the card through the card reader slot.
Balance Inquiry Prompt customer to enter PIN: F1 F2 F3 F4	Have the client enter his or her PIN using the gray keys (1-0) on the PINpad. Press the green **ENTER** key on the PINpad.
(Processing displays) F1 F2 F3 F4	**NOTE:** The message APPROVED or DECLINED displays on the screen. The main menu displays after processing is complete.

NOTE: The client's balance is not displayed on the terminal
screen. If the balance inquiry is approved, the card
and PIN are active.

A receipt (as shown in Figure 19) prints, indicating whether the
transaction is approved or denied. Tear off and give this receipt to
the client.

Balance Inquiry Receipt - Approved

```
            YOUR OFFICE NAME
         3609 ANY STREET ADDRESS
        YOUR TOWN, STATE, ZIP CODE

Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

CARD# XXXXXXXXXXXX0123
STATE: XX
POST-m/dd/yy

BALANCE INQUIRY

CASH              $185.00
FOOD STAMPS       $130.00

     DO  NOT  DISPENSE  CASH
     ***CUSTOMER  RECEIPT***
```

Balance Inquiry Receipt - Declined

```
            YOUR OFFICE NAME
         3609 ANY STREET ADDRESS
        YOUR TOWN, STATE, ZIP CODE

Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

       ***DECLINED***

CARD# XXXXXXXXXXXX0123
STATE: XX
BALANCE INQUIRY DECLINED

AF-CANNOT PROCESS
CALL CUSTOMER SERVICE

     DO  NOT  DISPENSE  CASH
     ***CUSTOMER  RECEIPT***
```

Figure 19   Balance Inquiry Receipts

NOTE: If funds are not available at the time of the balance
inquiry, **S-NO FUNDS AVAILABLE** prints on the
receipt. Instruct clients to keep their last receipt so
they know their account balance prior to going to the
store.

Reprint Receipt

When a receipt is damaged or does not print upon completion of a transaction, the Reprint Receipt transaction allows you to print a receipt for the last transaction performed at a terminal. To perform this transaction:

Display	Action
mm/dd/yy 00:00:00 (F1) PIN Select -> (F2) Balance Inquiry -> (F3) (F4)	Press the purple **REPRINT** key (3rd purple function key from left) on the terminal.
Reprint Receipt? (F1) Yes -> (F2) (CLEAR to cancel) (F3) (F4)	Press the **F2** key on the terminal. OR Press the red **CLEAR** key on the terminal to cancel.

The Customer Receipt (as shown in Figure 20) prints. Tear off and give this receipt to the client. Press any key to print the Merchant Receipt.

```
              YOUR OFFICE NAME
            3609 ANY STREET ADDRESS
            YOUR TOWN, STATE, ZIP CODE
            ***DUPLICATE RECEIPT***

         Terminal ID: XX0004
         Merchant Term ID: XX0002330

         Clerk ID: 999
         Sequence Number: 016
         Date/Time: mm/dd/yy  00:00

         CARD # XXXXXXXXXXXX6647
         STATE: XX
         POST-mm/dd/yy

         BALANCE INQUIRY

         CASH              $148.00
         FOOD STAMPS       $135.00

           DO NOT DISPENSE CASH
          *** CUSTOMER RECEIPT ***
```

Figure 20   Reprint Receipt

NOTE: If a reprint is not successful, call the Help Desk at
              1-800-831-5235.

Chapter 3

Supervisor Transactions

Instructions for the supervisor transactions: Add a Clerk or Supervisor ID, Delete a Clerk or Supervisor ID, Change a Password, and Demo Mode are provided in this section. A sample of the receipt accompanying each transaction is provided.

ID and Password Setup

Only a supervisor is able to set up a new clerk or supervisor ID, delete an ID, and change a password. Follow these guidelines:

- Add your own ID, using the master ID. (See "Add a Clerk or Supervisor ID" on page 32.)

- Sign off and sign on to the terminal again using your own ID, not the master ID. (See "Using the Terminal" on page 19.)

- Assign a separate ID to each clerk or supervisor using the POS terminal.

- Make sure each ID is three digits: 900 to 998 for a supervisor and 001 to 899 for a clerk.

- Assign each password using four digits, but not four zeroes (0000).

Add a Clerk or Supervisor ID

To begin adding an ID for a clerk or supervisor:

Display	Action

```
mm/dd/yy      00:00:00   (F1)

        PIN Select    ->  (F2)

    Balance Inquiry   ->  (F3)

                          (F4)
```

Press the purple **MORE** key (1st purple function key from the left) on the terminal.

```
mm/dd/yy      00:00:00   (F1)

        Add Clerk   ->    (F2)

   Change Password   ->   (F3)

       Delete Clerk  ->   (F4)
```

Press the **F2** key on the terminal.

```
Add Clerk              (F1)

                       (F2)

                       (F3)

Enter Supervisor       (F4)
ID:
```

Enter your supervisor ID using the gray keys (1-0) on the terminal.

Press the green **FUNC/ENTER** key on the terminal.

```
Add Clerk              (F1)

                       (F2)

                       (F3)

Enter Supervisor       (F4)
Password:
```

Enter your supervisor password using the gray keys (1-0) on the terminal.

Press the green **FUNC/ENTER** key on the terminal.

To complete adding an ID for a clerk or supervisor:

Display	**Action**
Add Clerk Enter Clerk ID: F1 F2 F3 F4	Enter the 3-digit ID for the new clerk or supervisor using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Add Clerk Enter Clerk Password: F1 F2 F3 F4	Enter the 4-digit password for the new clerk or supervisor using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Add Clerk Re-enter Password: F1 F2 F3 F4	Verify the password by re-entering the 4-digits previously entered using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Clerk: XXX Successfully Added. F1 F2 F3 F4	**NOTE:** This message displays to confirm the clerk or supervisor ID is added to the database.

Add a Clerk or Supervisor ID

If the ID is successfully added to the system, a confirmation receipt (as shown in Figure 21) prints. If the ID is not successfully added, a message prints on the receipt to indicate the reason.

```
        YOUR OFFICE NAME
      3609 ANY STREET ADDRESS
     YOUR TOWN, STATE, ZIP CODE

  Terminal ID: XX0001
  Merchant Term ID: XX0001234

  Clerk ID: 999
  Sequence Number: 001
  Date/Time: mm/dd/yy  00:00

  PASSWORD/ID HAS BEEN ADDED
  FOR EMPLOYEE XXX


   ***MERCHANT  RECEIPT***
```

Figure 21   Add an ID Receipt - Confirmation

Delete a Clerk or Supervisor ID

The clerk or supervisor must be signed off before you can delete his or her ID from the system. To begin this transaction:

Display	Action
mm/dd/yy 00:00:00 F1 PIN Select -> F2 Balance Inquiry -> F3 F4	Press the purple **MORE** key (1st purple function key from the left) on the terminal.
mm/dd/yy 00:00:00 F1 Add Clerk -> F2 Change Password -> F3 Delete Clerk -> F4	Press the **F4** key on the terminal.
Delete Clerk F1 F2 F3 Enter Supervisor ID: F4	Enter your supervisor ID using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Delete Clerk F1 F2 F3 Enter Supervisor Password: F4	Enter your supervisor password using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.

Delete a Clerk or Supervisor ID

To complete deleting an ID for a clerk or supervisor:

Display		Action
Delete Clerk Enter Clerk ID:	F1 F2 F3 F4	Enter the 3-digit ID for the clerk or supervisor being deleted using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Delete Clerk: ###? Yes -> (CLEAR to cancel)	F1 F2 F3 F4	Press the **F2** key on the terminal to delete the clerk or supervisor ID. OR Press the red **CLEAR** key on the terminal to cancel the procedure.
Clerk: ### Successfully Deleted.	F1 F2 F3 F4	**NOTE:** This message displays to confirm that the clerk or supervisor is deleted from the database.

If the ID is successfully deleted from the system, a confirmation receipt (as shown in Figure 22) prints. If the ID is not successfully deleted, a message prints on the receipt to indicate the reason.

```
          YOUR OFFICE NAME
        3609 ANY STREET ADDRESS
        YOUR TOWN, STATE, ZIP CODE


Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

PASSWORD/ID HAS BEEN DELETED
FOR EMPLOYEE XXX


   ***MERCHANT  RECEIPT***
```

Figure 22   Delete an ID Receipt - Confirmation

Change a Password

To change a password for a clerk or supervisor:

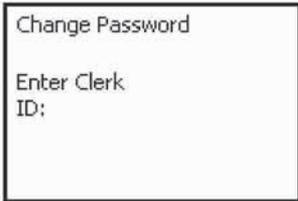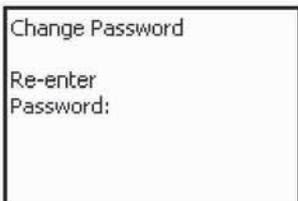| Display	Action
mm/dd/yy 00:00:00 — F1 PIN Select -> F2 Balance Inquiry -> F3 F4	Press the purple **MORE** key (1st purple function key from the left) on the terminal.
mm/dd/yy 00:00:00 — F1 Add Clerk -> F2 Change Password -> F3 Delete Clerk -> F4	Press the **F3** key on the terminal.
Change Password — F1 F2 F3 Enter Supervisor ID: — F4	Enter your supervisor ID using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Change Password — F1 F2 F3 Enter Supervisor Password: — F4	Enter your supervisor password using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.

To complete changing a password for a clerk or supervisor:

Display		Action

Change Password Enter Clerk ID:	F1 F2 F3 F4	Enter the 3-digit ID of the clerk or supervisor whose password is being changed using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Change Password Enter Clerk Password:	F1 F2 F3 F4	Enter the new 4-digit password for the clerk or supervisor using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.
Change Password Re-enter Password:	F1 F2 F3 F4	Enter the new 4-digit password again to confirm, and press the green **FUNC/ENTER** key on the terminal.
Clerk XXX Password Successfully Changed	F1 F2 F3 F4	**NOTE:** This message displays to confirm the password is changed in the database.

Change a Password

If the password is successfully changed in the system, a receipt (as shown in Figure 23) prints to confirm the password has been changed. If the password is not successfully changed, a message prints on the receipt to indicate the reason.

```
           YOUR OFFICE NAME
         3609 ANY STREET ADDRESS
       YOUR TOWN, STATE, ZIP CODE

Terminal ID: XX0001
Merchant Term ID: XX0001234

Clerk ID: 999
Sequence Number: 001
Date/Time: mm/dd/yy  00:00

PASSWORD HAS BEEN CHANGED
FOR EMPLOYEE XXX


***MERCHANT  RECEIPT***
```

Figure 23   Change Password Receipt - Confirmation

Demo Mode

CAUTION: Demo Mode is for training only. Clients cannot use a PIN selected in Demo Mode.

Sign on to the terminal in Demo Mode to allow a staff member to practice a transaction.

Display	Action

Display   **Action**

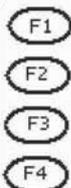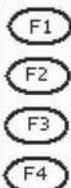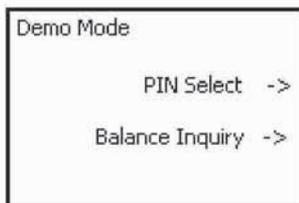|	
mm/dd/yy 00:00:00 F1 PIN Select -> F2 Balance Inquiry -> F3 F4	Press the green **FUNC/ENTER** key on the terminal.
Function? F1 F2 F3 F4	Press the **9** key on the terminal.
Enter Demo Mode Password: F1 F2 F3 F4	Enter the demo mode password **0723** using the gray keys (1-0) on the terminal. Press the green **FUNC/ENTER** key on the terminal.

Demo Mode

Display	Action
	NOTE: IN DEMO MODE displays for a few seconds on the display screen.
IN DEMO MODE	
F1 F2 F3 F4	When CLOSED displays, sign on again in demo mode.
Demo Mode	Practice transactions in demo mode.
PIN Select ->	
Balance Inquiry ->	
F1 F2 F3 F4	

The Customer Receipt (as shown in Figure 24) prints, specifying the transaction was performed in Demo Mode. Tear off receipt and discard.

```
            YOUR OFFICE NAME
          3609 ANY STREET ADDRESS
        YOUR TOWN, STATE, ZIP CODE
              ***DEMO MODE***
    Terminal ID: XX0001
    Merchant Term ID: XX0001234

    Clerk ID: 999
    Sequence Number: 001
    Date/Time: mm/dd/yy  00:00

    CARD # XXXXXXXXXXXX0123
    STATE: XX
    POST-mm/dd/yy
    BALANCE INQUIRY

    CASH              $185.00
    FOOD STAMPS       $130.00

        DO  NOT  DISPENSE  CASH
       ***CUSTOMER  RECEIPT***
```
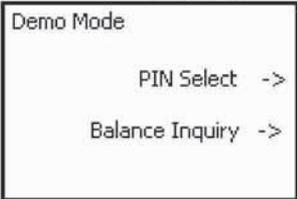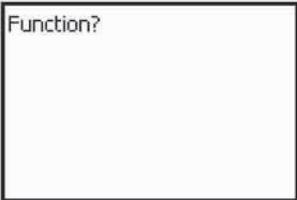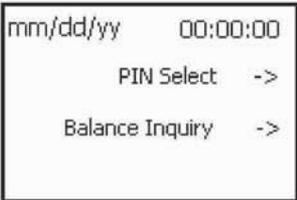
Figure 24   Receipt in Demo Mode

IMPORTANT: When a transaction is practiced in Demo Mode, **DEMO MODE** prints at the top of the receipt as shown in Figure 24.

Demo Mode

Make sure to exit the Demo Mode before allowing a user to sign on to the terminal and begin an actual transaction. To exit the Demo Mode:

Display	Action
Demo Mode PIN Select -> Balance Inquiry -> [F1] [F2] [F3] [F4]	Press the green **FUNC/ENTER** key on the terminal.
Function? [F1] [F2] [F3] [F4]	Press the **9** key on the terminal.
IN LIVE MODE [F1] [F2] [F3] [F4]	**NOTE:** IN LIVE MODE displays on the screen for a few seconds.
mm/dd/yy 00:00:00 PIN Select -> Balance Inquiry -> [F1] [F2] [F3] [F4]	When the main menu (as shown here) displays, you may begin an actual transaction or sign off the terminal.

Chapter 4

Maintenance and Troubleshooting

This section provides instructions for contacting the Help Desk, daily preparation before beginning transactions, paper replacement for each terminal, and guidelines when problems arise while using the POS terminal.

Contact Information

Help Desk

The Help Desk provides the office with customer service 24 hours a day, 7 days a week. To contact the Help Desk, dial 1-800-831-5235.

Have this information ready before calling:

- Office name
- ID number
- Terminal or PINpad type
- Description of problem or error

OR

• Quantity of paper or supplies needed, if ordering supplies

Maintenance

Daily Preparation

Each day, check the POS terminal and printer to make sure they are ready when the office opens.

To prepare the POS terminal and printer:

• Make sure the PINpad, terminal, power pack cables, and telephone line are connected properly.

NOTE:	If the telephone line is not connected, **WAITING FOR LINE** displays on the terminal screen. If the PINpad is not connected, **PIN PAD REQUIRED TO CONTINUE** displays.

• Make sure the terminal is plugged into the power outlet.

  o A moving arrow should appear on the PINpad screen.

  o The terminal screen should either display CLOSED or the main menu shown in Figure 9 on page 10. (If neither of these displays, refer to "Troubleshooting" on page 49.)

• Check the printer's paper supply, and replace the paper if low by following the instructions for "Paper Replacement" on page 47.

Paper Replacement

This section describes how to replace the paper roll in the V^X570, $V^X510/3730$(LE) and 3750 POS terminals.

IMPORTANT:	When the terminal is on, the green indicator light blinks to indicate the printer needs paper. A pink line will also appear on the receipt paper to indicate the need for replacement.
	Make sure the shiny side of the paper is on the outside of the roll once it is installed.

To install a paper roll in the terminal, proceed as follows:

1. Press the button on the side of the terminal to unlatch the paper roll cover, and rotate the cover up and back.

Figure 25   Opening the Cover

2. Remove any partial roll of paper in the printer tray by lifting up and out.

Figure 26   Removing the Paper Roll

3. Loosen the glued leading edge of the paper or remove the protective strip from the new roll of paper, and unwind the paper roll past any glue residue.

4. Hold the paper roll so the paper feeds from the bottom of the roll.

5. Drop the roll into the paper tray, and pull the paper up past the glue residue.

Figure 27   Loading the Paper Roll

NOTE: For best results and ease in feeding the new paper roll into the printer, do **not** tear the leading edge of the paper.

6. Close the paper roll cover by gently pressing directly on the cover until it clicks shut. Allow a small amount of paper to extend outside the cover.

Figure 28   Closing the Paper Roll Cover

7. Tear the paper off against the serrated metal strip in the printer.

Troubleshooting

The following are basic troubleshooting guidelines for each piece of POS equipment. If a message or a problem is not discussed in this section, call the Help Desk at 1-800-831-5235 for assistance.

Terminal

Problem	Possible Solution
Incorrect screen display	• Check all cable connections, and verify the telephone cable is properly connected. • Make sure the terminal is plugged in. • Make sure the correct steps for the transaction were followed.
Keypad does not work	• If the terminal does not beep, call the Help Desk.

Troubleshooting

Problem	Possible Solution
Unable to perform a transaction	• Make sure there are two cables plugged into the back of the terminal. • Make sure the EBT card is properly swiped through the card reader slot. • Perform a manual transaction. If it does not work, call the Help Desk.
Blank screen	• Make sure both cables are plugged into the back of the terminal. • Make sure the power pack is plugged in. • Plug an adding machine or small appliance into the power outlet to test it. • Try another outlet. • Make sure the terminal is plugged in and the green light is on.
Card does not swipe	• Make sure the card reader slot is clear. If not, swipe a piece of paper through it.
Message displays: Invalid supervisor or clerk ID	• Check the ID and re-enter it. • See "Add a Clerk or Supervisor ID" on page 32 if an ID is missing.

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PINpad

Problem	Possible Solution
PINpad does not work	• Check cable connections. • Check the terminal power pack cable.
Number stuck or the display does not change on PINpad	• Press the green **ENTER** key, then the red **CLEAR** key on the PINpad. • Call the Help Desk.
Blank screen	• Make sure the PINpad cable is plugged into the terminal. • Make sure the PINpad is connected. • Unplug the power cable from behind the terminal, and plug it back in.
Message displays: Invalid "M" key	• Call the Help Desk.
Message displays: Packet error 2 or 3	• Press any key, and retry the transaction.

Telephone Line

Problem	Possible Solution
Telephone line does not work	• Check phone lines by using another standard telephone line to test. If the test line works, have the defective line replaced. • If the telephone line on the terminal is working, call the Help Desk to verify the system is operating.

Printer

Problem	Possible Solution
Printer does not work (green light is on)	• Check all cable connections. • Make sure the printer has enough paper and is feeding from the bottom of the roll.
Green light is blinking	• Printer is out of paper. Follow the instructions in "Paper Replacement" on page 47.
Green light is on, and the paper is stuck	• Follow the instructions in "Paper Replacement" on page 47 to make sure the paper roll is properly installed. • Re-install the paper roll. If the problem persists, discard the roll, and replace with a new roll of paper.
Receipt did not print after an approved transaction	• Make sure the printer paper is installed with the shiny side up. • Follow the instructions for "Reprint Receipt" on page 28. If the receipt still does not print, call the Help Desk.

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