



# V<sup>x</sup> 810 DUET

## Quick User Guide

## Before you start using your V<sup>x</sup> 810 DUET...

Read this “Quick User Guide”	<ul style="list-style-type: none"> <li>To help you to understand how to use your terminal.</li> </ul>
Read the “Important Do’s & Don’ts (page 13 & 14)	<ul style="list-style-type: none"> <li>To give you general help using your terminal.</li> </ul>
Ensure that no cables are trailing around the floor	<ul style="list-style-type: none"> <li>Think about the health &amp; safety of your staff &amp; customers</li> </ul>
Check that you are not in training mode (Demo)	<ul style="list-style-type: none"> <li>“Demo” will be displayed on the left of the screen when in training/demo mode.</li> <li>To take out of training/demo mode refer to “training mode” (page 11)</li> <li>“Training” will be printed on receipts if in training mode.</li> </ul>

Common issues	<i>How can I try to fix this?</i>
My tally roll is not printing correctly.	1. Check that <ul style="list-style-type: none"> <li>• The “tally roll” is inserted correctly - see page 11</li> </ul>
The display shows “Host comms error”	1. Is there anything else on the same telephone line that could interfere with the connectivity? such as: fax/phone/alarm system <ul style="list-style-type: none"> <li>• YES - We recommend, where possible, that they are removed.</li> <li>• NO - Go to 2.</li> </ul> 2. Have there been any changes with your telecom provider? <ul style="list-style-type: none"> <li>• Has the “pre-fix” changed, if YES you will need to call the helpdesk and advise them.</li> </ul> 3. Make sure that all cables are securely connected to the terminal & sockets.           4. Check your telephone line is “working” (To do this, remove the terminal, plug in a working telephone to the socket and ensure you can make a phone call) <ul style="list-style-type: none"> <li>• Was this successful?               <ul style="list-style-type: none"> <li>• YES - Call helpdesk for assistance.</li> <li>• NO - Contact your “telephone line” provider to check the line.</li> </ul> </li> </ul>
My screen has “frozen”	1. Try turning your terminal off/on To do this turn the power off at the mains supply and leave for 10 seconds then turn the power back on. <ul style="list-style-type: none"> <li>• If this does not work, call the helpdesk</li> </ul>
The display shows a “Bad Mac” message?	<ul style="list-style-type: none"> <li>• You need to call the helpdesk to have this re-set</li> </ul>
The display shows a “Tamper Detect” message?	<ul style="list-style-type: none"> <li>• Call the helpdesk for assistance.</li> </ul>















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## How to do a Chip and PIN SALE

DEVICE DISPLAY	ACTION	DESCRIPTION
<i>Date</i> <i>Time</i> <div style="float: right;">           Sale Refund Reports         </div>		Insert cardholder's card into the card reader.
Card Type Acct ( <i>Card Number</i> ) Amount           £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Card Type Acct ( <i>Card Number</i> ) Amount           £15.45 Enter PIN		Hand device to customer for entry of PIN (correct mistakes with CLEAR) and confirm amount by pressing ENTER.
Card Type Acct Amount           £15.45 Dial Primary		The device will now communicate with the bank for authorisation.
<i>Call auth centre</i> <i>0845 xxxxxxx</i>		If the terminal displays call auth centre, call the number on the screen to obtain a manual authorisation Press ENTER.
Card Type <div style="text-align: right;">             Yes              No           </div> Print Customer Copy Auth Code		YES press F1 No Press F2 Please tear off receipt.
Card Type Please Remove Card		Please remove the card and check transaction has been verified and not declined or cancelled.

## How to process a REFUND

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Time Sale Refund Reports		Press F2
Refund Password:		Key in manager's password to proceed.
Refund Insert Swipe or Enter Account #:		Insert cardholder's card into the card reader, or key in card details as prompted by device
Card Type Acct # (Card Number) Amount £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Card Type Acct Amount £15.45 Dialling Primary ...		The device will now communicate with the bank for authorisation
Card Type Please remove card		Remove the card and the terminal will print the Merchant's receipt. Tear off.
Card Type Refund Accepted Yes No Signature Valid		YES press F1 NO press F2
Card Type Refund Accepted Yes No Print Customer Copy		YES press F1 No press F2  Check transaction has been verified and not declined or cancelled.

## How to do a RECONCILIATION report

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Time            Sale Refund Reports		Press F3 to select reports
Password		Key in supervisor password and press ENTER.
Reports Reconciliation X Report Z Report Terminal Stats		Please select F1 for reconciliation.
Reconciliation    One Reconcile?        All		Select F2 to reconcile all acquirers.
Reconciliation Streamline Dialling Primary		Your terminal will now communicate with the bank and complete its reconciliation.

### Important!

#### WHY... do I need to do a reconciliation?

- To ensure all transactions are received for processing
- To confirm totals of processed transactions
- To assist with successful reconciliation of your “bank statements”

#### WHEN... do I need to do a reconciliation?

- Within the allocated “banking window time”









#### **Please note:**

If you have any queries regarding your reconciliation, call the helpdesk on 0845 7616263 on the next working day. This is to ensure they have received your totals from the system.








A reconciliation report does NOT confirm funds will be credited to your bank account. Please ensure that you reconcile your daily totals to your bank account

You can change your allocated “banking window time” to suit your business needs, or if you do not know when this is, please call the helpdesk for assistance with this. (0845 7 616263).






## How to do a **CNP** transaction (Customer Not Present)

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale Time Refund Reports		Press F1 for sale
Sale Insert Swipe or Enter Account #:		Key in card details as prompted by device. Press Enter
Card Type Acct # (card no.) Amount £0.00		Key in the amount and press ENTER.
Card Type Yes No Customer Present		YES press F1 NO press F2
Card Type Enter CSC		Key in CSC (3 digit security No. on back of card) - -press ENTER Key in Address: numbers only - ENTER Key in POSTCODE: numbers only Press ENTER.
Card Type Acct #(card no) Amount Dialing Primary		Your device will now communicate with the bank and obtain an authorisation.
Card Type Data Matched Press Any Key		Results of AVC/CV2 are displayed. Press any key to continue.
Card Type Proceed with TXN Yes No		YES press F1 NO press F2 Tear off receipt.
Print Customer Copy Auth Code xxxx Yes No		YES press F1 NO press F2 Check transaction has been verified and not declined or cancelled.

## How to do a **GRATUITY** transaction - restaurant mode (Only available if requested)

DEVICE DISPLAY	ACTION	DESCRIPTION
Date Sale Time Refund Reports		Insert Cardholder's card into the card reader or press F1 for sale.
Card Type Acct (Card Number) Amount £0.00		Key in amount in pence (i.e. 1545 for £15.45) and press ENTER.
Press any key Then pass to customer Amount £15.45		Press any key then pass device to the customer.
Yes No Sale: £ 15.45 Do you want to add a gratuity?		YES press F1. NO press F2.
Please select Gratuity amount 5% 10% 15% Other		5% press F1 10% press F2 15% press F3 Other Press F4
Summary Sale £15.45 Gratuity £01.00 Total £16.45		Yes Press F1 No press F2
<b>Is this correct?</b>		
Card Type Amount gratuity Total £16.45 Enter PIN		Enters PIN (correct mistakes with CLEAR) and confirm amount by pressing ENTER
Card Type Acct# (card No.) Sale Gratuity Total £16.45 Dialing Primary...		The device will now communicate with the bank and obtain an authorisation.
Card Type Yes No Print Customer Copy? Auth code		Yes press F1 No press F2. Tear off Receipt
Card Type Please Remove Card		Please remove the card and check transaction has been verified and not declined or cancelled.

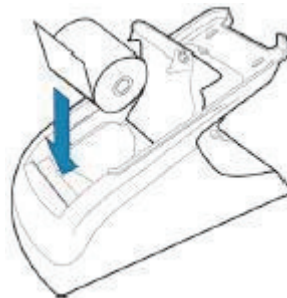
### How to set **TRAINING** mode

DEVICE DISPLAY		ACTION	DESCRIPTION
Date Time	Sale Refund Reports		Press 1 <sup>st</sup> purple key on the left to scroll down to next screen.
	Duplicate Supervisor Configuration Services		Press F2 to Select Supervisor Menu
Password:			Key in supervisor password to proceed. Press ENTER
Supervisor	Training About		Select F1 to enter training mode setting
Training	On		F1 -training mode ON F2 - training mode OFF
Supervisor	Training About		Press Cancel to return to main sale screen. If successful DEMO will be displayed on your main screen
<p><b>Please note:</b>            Before entering TRAINING / DEMO mode, a successful reconciliation must be completed (please refer to page 8). To remove training mode follow the steps as shown above selecting the relevant option. (training mode OFF). Whilst in training mode, TRAINING will be printed on the receipts. You must turn off training mode to take live transactions.</p>			

### HOW TO FIT A NEW TALLY ROLL

The printer is located at the front of the base of the terminal. Pull the cover upwards and the lid will open.

Install paper roll as shown in diagram. Unwind an inch or two of paper and close the lid ensuring there is a click. Ensure the paper is feeding correctly by pressing the paper feed (2<sup>nd</sup> Purple function key from the left) and tear off residue paper.



## Correct care & maintenance of the V<sup>x</sup> 810 DUET

- Keep the device dry. Humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits
- Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged
- Do not store the device in extreme hot/cold temperatures or in wet areas. Doing so will result in device damage and/or failure. Terminal operating range 0° to 40° C (32° to 104° F)
- Do not attempt to open the device
- Do not drop, knock or shake the device. Rough handling can break internal circuit boards and fine mechanics.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.

## Important do's

1. Do be sure to have plenty of terminal tally rolls in stock. NCR are an approved supplier and can be contacted on 0800 289666 or visit [streamline.com](http://streamline.com)
2. Do please check with us first, if you intend to change your telephone system or move your terminal to another site/line.
3. Do remember to change the paper roll when the red warning line appears indicating end of the roll.
4. Please ensure you perform a reconciliation at the end of every days trading, within your “banking window”, regardless of whether you have taken transactions or not.



## Important don'ts

1. Don't pull the paper roll from the printer as this will cause damage. Always use "paper feed" 2<sup>nd</sup> purple key from the left.
2. Don't place terminals under optics or near other wet areas.
3. Do not store the device in extreme hot/cold temperatures or in wet areas. Doing so will result in device damage and/or failure. The terminal should be located in a clean, dry area at room temperature away from other electrical equipment. The terminals operating temperature range is 0 to 40C (32 to 104F)







Merchant ID

For further information about streamline  
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**HELPDESK 0845 761 62 63\***

Monday to Friday 8am-8pm

Saturday 9am-6pm

Sunday 10am-4pm

Bank holidays 9am-5pm

\*Max call charge from BT landline is 3p per minute. Calls from other networks may vary.  
Telephone calls may be monitored and recorded to improve our service.