

# Terminal Guide



- |                    |                                |
|--------------------|--------------------------------|
| 1. Connection Icon | 5. Press to feed paper         |
| 2. Main Menu       | 6. Hold to power down terminal |
| 3. Favorites Icon  | 7. Enter / Confirm Selection   |
| 4. Contact Support | 8. Main Menu on Keypad         |

#### Technical/Device Support

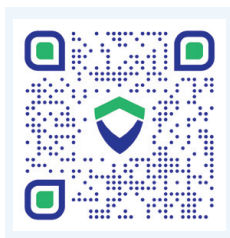
1-877-358-6797 opt #2  
customerservice@retailers.com

#### Transaction Support

800-563-5981 opt #2  
Transaction support hours: 24/7

## Visit Our Knowledge Base

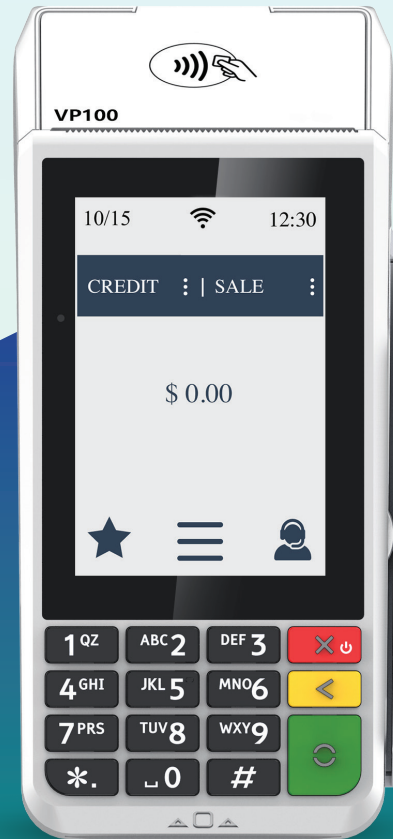
Scan the QR Code with your mobile device to search for troubleshooting articles.



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# Quick Reference Guide



## VP100 Countertop POS

valorpaytech.com

THE FUTURE OF PAYMENT TECHNOLOGY

## Pre-Sale Ticket

1. Tap the **Main Menu** icon (≡) tap the **Page Down** icon (↓) and select **Host Utility**.
2. Enter the password and select **Pre-Sale Ticket**
3. Enter **dollar amount**, press the **OK** button and the pre-sale ticket will be printed.

## ★ Favorites Menu

**REPRINT RECEIPT** | Print receipt for last transaction

**SETTLEMENT** | Option for you to settle their current batch.

**TIP ADJUST** | Adjust the tip amount on transactions performed within current batch.

**REPORT** | See summary reports for current open batch, the last settled batch, and the detailed reports of the last 5 batches settled.

**CHANGE PASSWORD** | Set one general password **OR** create custom passwords for settlements, voids/refunds & removing custom fee.

**DOWNLOAD PACKAGE** | Applies parameter changes or updates version on device.

**COMM CONFIG** | Configure your internet connection settings.

**REBOOT** | Power cycles device.

**REMOTE DIAGNOSTICS** | Allows ISO to remotely troubleshoot the device.

## 📶 Connect to WiFi

1. From the Home Screen, tap (★) **7 Comm Config**.
2. Tap **Comm Config**, tap **WiFi**, tap the **SSID**, then tap **Configure**.
3. Enter **WiFi Password**. Please note WiFi Password is case sensitive.
4. Tap **OK** to confirm, press the **Cancel** button, then tap **Connect**.

To quickly swap internet connection types, tap the Connection Icon and select the desired connection type (see terminal guide on last page). The current connection type will be highlighted green.



## Transactions

### CREDIT SALE

1. Enter **Transaction Amount** and press **OK**.
2. **Swipe/Insert/Tap** card on **Present Card** screen or start typing card number for **Manual Entry**.
3. **Sign** and **Tip** if prompted.
4. Select receipt delivery method.

### DEBIT SALE

1. Tap **Credit** until **Debit** is displayed.
2. Enter **Transaction Amount** and press **OK**.
3. **Swipe/Insert/Tap** card on **Present Card** screen or start typing card number for **Manual Entry**.
4. Enter **PIN** and **Tip** if prompted.
5. Follow prompts until receipt prompt - select receipt delivery method.

### CREDIT VOID

1. Tap **Sale** until **Void** is displayed. Press **OK** and enter password
2. Select **Tran Number** or **Card Number**. If **Tran Number**, enter transaction number. If **Card Number**, enter last 4 digits of card.
3. Transaction will appear on screen. Press **OK** to void transaction.
4. Select receipt delivery method.

### CREDIT REFUND

1. Tap **Sale** until **Refund** is displayed. Enter Refund amount and press **OK** and enter password if prompted.
2. **Swipe/Insert/Tap** card on **Present Card** screen or start typing card number for **Manual Entry**.
3. Select receipt delivery method.

### CREDIT PREAUTH

1. Tap **Sale** until **PreAuth** is displayed. Enter dollar amount and press **OK**.
2. **Swipe/Insert/Tap** card on **Present Card** screen or start typing card number for **Manual Entry**.
3. Select receipt delivery method.

### CAPTURE PREAUTH (Credit)

1. Tap **Sale** until **Ticket** is displayed. Enter dollar amount and press **OK** and enter password.
2. Select **Tran Number** or **Card Number**. If **Tran Number**, enter transaction number. If **Card Number**, enter last 4 digits of card.
3. **Sign** and **Tip** if prompted.
4. Select receipt delivery method.