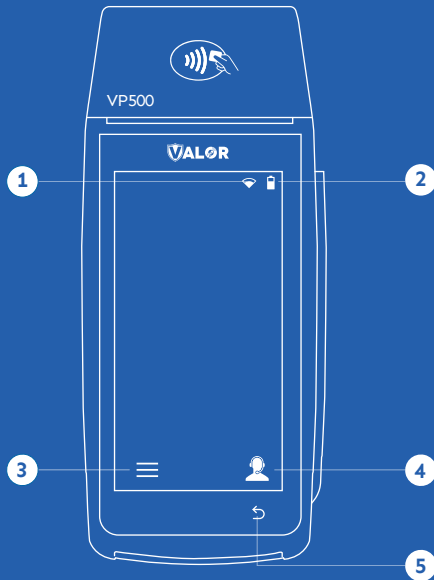


Terminal Guide



- 1 Connection Icon
- 2 Battery Level
- 3 Main Menu
- 4 Contact Support
- 5 Back

Technical/Device Support

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

Transaction Support

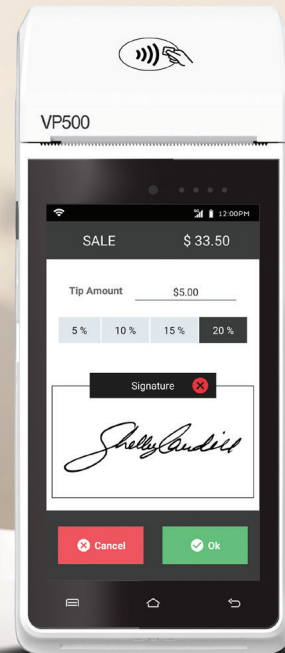
800-563-5981 opt #2
 Transaction support hours: 24/7



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Quick reference guide



Android POS
VP500



Transactions



CREDIT SALE

1. Enter **Transaction Amount** and tap **Enter**.
2. **Swipe/Insert/Tap** card on **Present Card** screen.
For **Manual Key Entry**, select the **Enter Manually** option.
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 tap **Enter**.
3. **Swipe/Insert/Tap** card on **Present Card** screen.
For **Manual Key Entry**, select the **Enter Manually** option.
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.
2. Enter the **Transaction Number** from the receipt or the **last 4 of the card number** and tap **Enter**.
3. When prompted enter **Password**.
4. Tap to confirm the transaction that needs to be voided.
5. Select receipt delivery method.

CREDIT REFUND

1. Tap **Sale** until **Refund** is displayed.
2. Enter **Transaction Amount** and tap **Enter**.
3. **Swipe/Insert/Tap** card on **Present Card** screen.
For **Manual Key Entry**, select the **Enter Manually** option.
4. Select receipt delivery method.

CREDIT PREAUTH

1. Tap **Sale** until **Preauth** is displayed.
2. Enter **Transaction Amount** and tap **Enter**.
3. **Swipe/Insert/Tap** card on **Present Card** screen.
For **Manual Key Entry**, select the **Enter Manually** option.
4. Select receipt delivery method.

CAPTURE PREAUTH

1. Tap **Sale** until **Ticket** is displayed.
2. Enter **Transaction Amount**, tap **Enter** and enter **Password**.
3. Enter the **Transaction Number** from the receipt or the **last 4 of the card number** and tap **Enter**.
4. **Sign** and **Tip** if prompted.
5. Select receipt delivery method.

PRE-SALE TICKET

1. Tap the **Main Menu** icon-tap the **Page Down** icon and select **Pre Sale**.
2. Enter the **Transaction Amount**, press the **Enter** Button and the pre-sale ticket will be printed.



Main Menu Options



REPORT

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

SETTLEMENT

Option to settle the current batch.

TIP ADJUST

Adjust the tip amount on transactions performed within current batch.

REPRINT RECEIPT

Prints the receipt for last transaction performed.

PRE SALE

Generates a Pre-Sale ticket.

REPRINT

Option to print receipt for the last transaction or any transaction receipt from current open batch selected by using the Tran No. or Last 4 digit of the card number.

UPDATES

Used to apply parameter changes or update the version on the device.

SETTINGS

Configure settings on the device such as Server/Clerk, Change Password, Wifi Config, SIM Config, and Utilities.

Connect to WiFi



1. From the **Home Screen**, tap the **Main Menu** icon.
2. Tap **Settings**, then **WiFi Config**
3. Tap **SSID**
4. Enter **WiFi Password** (Password is case sensitive)
5. Tap **Connect**

Visit Our Knowledge Base

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

