



# VERIFONE V<sup>x</sup> 570 SALES KIT



## TABLE OF CONTENTS

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Product Features and Benefits	3
Standard Peripherals	4
Contactless Peripherals	5
Value-added Applications	5
SoftPay 2.9 Application Features	6
Cash Receipt	7
Spanish Language	7
Reports	8
Adding Clerks and Servers/Tip Adjust	10
Tip Adjust Instructions	11
Download Instructions	11
MX830 and MX850 Set Up	13
Accessories	14
VeriFoneZONE.com	15



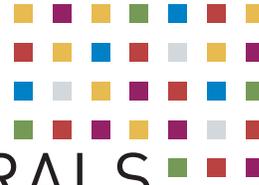
Available on [verifonezone.com](http://verifonezone.com) under Image Library

## V<sup>x</sup> 570 FEATURES AND BENEFITS

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VeriFone's V<sup>x</sup> 570 offers unparalleled performance, speed and flexibility, making it the perfect choice for ever-changing merchant environments.

<b>V<sup>x</sup> 570 Feature</b>	<b>Benefit</b>
2 <sup>nd</sup> generation IP product	Peace of mind buying a tested solution from the IP device innovator
White backlit screen	Easier to read in all lighting conditions
PED compliant	Device is tamper resistant
PCI compliant	Meets all industry standards; no data stored in device; more secure
True multiple application support	Provides options of numerous independent value-added service providers
ATM-style interface	Familiar and easy to use; more durable than touch screens
Read-only USB port	Prevents virus and hacker interference, making it more secure than the standard read/write USB ports; Allows for 4-second application downloads
Verix V proprietary OS	Proprietary OS less likely to be hacked than off-the-shelf Operating Systems
Optional larger paper roll available	Change paper less often
Dial backup standard	No interruption of service if IP connection goes down
Supports MX830 and MX850 customer-facing devices	Better customer experience, high-end look & feel; potential money saver with PIN-entered debit
Wall mounts and accessories available	Added convenience and saves countertop space
Ethernet port lights	Shows link and activity lights for IP connection for easier troubleshooting
Supports QX100 contactless solution	Faster transactions and increased revenues
6MB and 12MB memory versions available	Faster processing and the ability to support more value-added applications
Supports Comm Server Application	Handles all TCP/IP protocols in one application; in a multiple application device, memory is saved by not having to write this communication component in all applications; also allows users to configure Wi-Fi or wireless connection parameters and perform troubleshooting diagnostics



# STANDARD PERIPHERALS

The **PINpad 1000se** provides the perfect solution for merchants looking to capitalize on the rapid growth of debit, EBT, and other PIN-based transactions.

## Features

- Meets PED and Triple DES security requirements
- Supports Master/Session DUKPT
- Modern, sleek design
- Large rubber keys improve usability
- Fully backward-compatible



VeriFone's **MX830** is the robust payment device multi-lane retailers have waited for – a versatile, durable, economical performer tuned to multi-lane and integrated point-of-service environments. The consumer-facing device provides transaction speed, reliability, flexibility, and security – together with attention-getting brand reinforcement and promotional messages, delivered directly to the consumer.



## Features

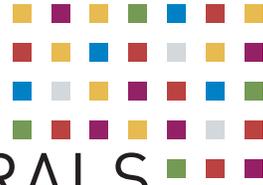
- Backlit, 16-shade grayscale 1/4 VGA resolution display
- Field-upgradable modular design
- Recessed tactile keypad for private PIN entry
- Familiar ATM-style screen addressable keys
- High-speed architecture
- MX operating system combines Linux-embedded platform with VeriFone's payment architecture
- High-speed processor
- 10/100 BaseT Ethernet connectivity (optional)

VeriFone knows multi-lane retailers compete in a demanding marketplace where consumers expect prompt service. VeriFone's **MX850** is designed specifically for these unforgiving multi-lane and point-of-service environments, with a powerful processing engine, an ultra-crisp color display, scratch-resistant touch screen, outstanding durability, and modularity for investment protection – making it the clear choice.



## Features

- Vibrant 65,536-color 1/4 VGA display
- Field-upgradable modular design
- Recessed tactile keypad for private PIN entry
- Familiar ATM-style screen addressable keys
- High-speed architecture
- MX operating system combines Linux-embedded platform with VeriFone's payment architecture
- High-speed processor
- 10/100 BaseT Ethernet connectivity



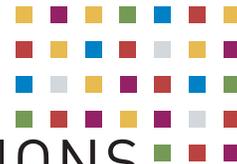
# CONTACTLESS PERIPHERALS

Versatile and highly reliable, the **QX100** from VeriFone is designed to appeal to merchants and consumers alike, while helping to conveniently capture an increasing share of small-value payments.



VeriFone's **QX100** offers flexibility through multiple form factors such as contactless smart cards, key fobs or a mobile device such as a cell phone or PDA.

VeriFone's **QX100** contactless reader functions as a stand-alone reader that is connected to the V<sup>x</sup> 570 via USB port or via a cable plugged into the RS-232 port. This solution works for merchants whose V<sup>x</sup> 570 POS solution sits away from the counter.



# VALUE-ADDED APPLICATIONS

VeriFone delivers true multi-application architecture to the point of sale, fostering the use of value-added applications worldwide. Value-added applications promote growth. And growth expands possibilities. VeriFone value-added solution bundles are bringing a wealth of possibilities to the point of sale.

## Benefits of Value-added Applications

- Improve merchant retention
- Increase customer loyalty
- Attract new customers
- Increase sales
- Generate new revenue streams
- Enhance operational efficiency
- Reduce risk and gain a competitive advantage

## Types of Value-added Applications Available for the V<sup>x</sup> 570

- |  |                                    |
|--|------------------------------------|
| • Check Authorization & Conversion       | • Gift & Loyalty                   |
| • Age Verification & ID Fraud Prevention | • Healthcare Insurance Eligibility |
| • Bill Pay / Money Transfer              | • Prepaid                          |
| • Background Check                       | • Return Abuse / Fraud Detection   |
|  | • Time & Labor Management          |

For more information on value-added applications through VeriFone, visit <http://www.verifone.com/navap>

## SOFTPAY 2.9 APPLICATION FEATURES

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SoftPay from VeriFone provides the application framework flexible enough to meet all merchant electronic payment needs and lower the cost of operating VeriFone devices. Designed to maximize merchant satisfaction and leverage your device investment, SoftPay is a powerful application that provides comprehensive payment capabilities.

### General Application Features:

- Credit, Debit, & EBT
- Internet Protocol (IP) or Dial Connectivity
- Dial Back-Up for IP Transactions
- Contactless Payment Support
- Demo Mode
- Spanish Language Support (Key 7)
- Quick Communication Set Up (Key 6)
- Account Number Truncation on Receipts
- Expiration Date Suppression on Receipts
- Auto Settlement
- Pre-dials for Authorization
- Pre-prints Receipt
- Address Verification (AVS)
- Card Verification (CVV2/CVC2)
- Password Protection on all Transactions & Reports
- American Express EDC
- American Express Split Dial and Reverse PIP (Dial Only)
- Purchase Card – Level 2
- Shift Reporting
- Pre-sale Cash Receipt

### Retail Features:

- Pre-sale Cash Receipt
- Retail Tip Setting
- Debit with Cash Back
- Clerk Log-in and Reporting
- Commercial Card Auto Detection
- Detail and Summary Reports by Card Type

### Restaurant Features:

- Server Log-in, Prompting, and Reporting
- Gratuity Table on Receipts
- Consecutive Tip Adjustment
- Counter Pay Tip
- Excessive Tip Adjustment Password Option
- Adjustable Bar Tab Defaults
- Open Tab Override
- Open Tab Receipt Print with Signature Line Option
- Close Tab Receipt
- Close Tab with Different Card
- Auto Settle with Open Tabs
- Server Total & Detail Report
- Unadjusted Tip Report
- Discount Tip Report
- IRS TRAC Reporting
- Receipt Suppression (QSR)
- Shift Reporting

### MOTO Features:

- ECI Indicator
- Address Verification (5 & 9 digit zip code)
- Card Verification (CVV2/CVC2)



# REPORT SELLING FEATURES

## Benefits of a Cash Receipt:

- Eliminate costly downgrades
- Authorization and settlement amounts always match
- Merchant time is reduced
- Fraud is eliminated

## To Generate a Cash Receipt:

- Press the "9" Key
- Enter the sale amount
- Present the cash receipt to the customer
- Customer completes receipt
- Merchant picks up the completed receipt and payment
- Swipe the card
- Enter the base amount in the device
- Device will then prompt for tip
- Device then calls out for an authorization
- Present approved receipt to customer for signature



\*The device needs to be configured to prompt for tip to support this function.

## Benefits of Spanish Language Support:

- Easier operation for Spanish-speaking merchants
- Simple toggle process supports needs of a multi-lingual staff
- No programming required. Function embedded in SoftPay application

## To Change the Prompts from English to Spanish:

- Press the "7" key
- Press "F2" to Select Spanish
- Process Transaction
- Toggle back to English the same way

\*Receipts print in English only





# TYPES OF REPORTING



32 Column



42 Column

## Configurable Receipt Printing

- Supports two printing sizes
- Receipts optimized for customer & merchant
- Disable customer receipt for telephone orders

## SoftPay Reports

Totals Report	Transaction totals by card type. This includes the grand total and transaction count.
Detail Report	Lists the detail for each transaction in the batch.
Server: Totals Report	Totals transaction by Clerk/Server.
Server: Detail Report	Transaction detail by Clerk/Server.
Server: Server Table	Lists the Clerks/Servers, indicates whether they are logged on or logged off the system and lists their passwords.
Server: IRS Tip Report	Sale and tip amounts for each Clerk/Server. When printed for an individual Clerk/Server, can include a signature line.
Server: Discount Tip	Lists transactions by invoice number (separated by Clerk/Server) displaying the total amount, tip amount, and discount tip amounts.
Shift Reports	Transaction detail by shift.
Unadjusted Tip Report	List of unadjusted sale transactions. This report lists all transactions that prompted for a tip and the tip was not entered at the time the transaction was set for approval.
Batch History	Report listing the stored settled batch reports. Can be printed by individual Date or All.
Device Parameters	Device parameters, transaction parameters such as Debit and Tip parameters for the merchant as well as for each dial parameter record.
Cards Report	Lists specific data for each card range/card type for each merchant.
Device Stats	Statistics and diagnostics information for the device.
<b>VMAC Reports</b>	
VMAC Summary Report	Lists device information including device OS version, serial number, available memory, and a list of applications stored in each Group ID (GID).

# REPORTS

## Report Glossary:

- V = Visa
- M = MasterCard
- NV = Discover
- AX = American Express
- S = Sale
- CT = Closed Tab
- R = Return (In bold)**
- V = Void (In bold)**
- \* = Adjusted Tips

Settlement Report

VeriFone SoftPav  
05-25-99 14:29:00  
040002  
SETTLEMENT REPORT  
DEMO

Batch Num: 02  
Host Name: [REDACTED]

Sales :	14	\$ 618.17
Refunds :	0	\$ 0.00
<b>Total :</b>	<b>14</b>	<b>\$ 618.17</b>

Settlement Successful  
Settle Success

Totals Report

VeriFone SoftPav  
05-25-99 11:00:04  
040002  
TOTALS REPORT  
DEMO

Shift # 1

Card	Count	Sale	Total Tip
VI	2	184.40	17.00
MC	4	176.00	21.00
Sale Total:		\$ 360.40	\$ 38.00
Tip Total:			\$ 38.00
Total:			\$ 73.00

Shift # 2

Card	Count	Sale	Total Tip
VI	1	66.00	6.00
MC	2	34.00	6.50
Sale Total:		\$ 100.00	\$ 12.50
Tip Total:			\$ 12.50
Total:			\$ 25.00

Grand Totals

Card	Count	Sale	Total Tip
VI	3	250.40	23.00
MC	6	210.00	27.50
Sale Total:		\$ 460.40	\$ 50.50
Tip Total:			\$ 50.50
Total:			\$ 101.00

Server Detail Report

VeriFone SoftPav  
05-25-99 18:12:00  
040002  
SERVER DETAIL REPORT  
DEMO

Server 1

TI Acct #	Inv #	Sale	Gross Total	Tip
S MC0076	002	58.07	58.57 *	0.50
S MC0076	002	12.00	17.00 *	5.00
S VISA034	003	45.63	49.63 *	4.00

Server 1 Totals

Sale Total:	3	\$ 115.76
Tip Total:	3	\$ 9.50
<b>Total:</b>	<b>3</b>	<b>\$ 125.26</b>

IRS Tip Report

VeriFone SoftPav  
05-25-99 14:45:29  
IRS TIP REPORT  
DEMO

Server 1

Tipped Sale Total:	\$ 115.76
Tip Total:	\$ 9.50
Tip Percent:	8.2 %
Cash Tip Amt:	\$ 4.56
Total Taxes:	\$ 14.06

Y  
Server 1

## EBT transaction types:

- ES = EBT Voucher
- FS = EBT Food Stamps
- CS = EBT Cash
- FR = Food Stamps Refund

## ADDING CLERKS AND SERVERS/TIP ADJUST

### Setting Up Servers and Clerks

To access the Server Setup function:

- 1 Press ↓ (left-most purple button) until Server Setup displays.
- 2 Select Server Setup.
- 3 Enter the manager, supervisor, or Clerk/Server password (Z66831).
- 4 Select the Server Setup menu option that corresponds to the parameter(s) that you want to update by pressing the appropriate key.

- When the device is in retail mode, “Clerk” appears on the device display, receipts, and reports. When in restaurant mode, “Server” appears instead.
- At the Clerk/Server password prompt, the manager, supervisor, or Clerk/Server password may be entered.

<b>Log On</b>	Prompts for the Clerk/Server and password. The Clerk/Server must already exist. After valid information is entered, the Clerk/Server may process transactions.
<b>Log Off</b>	Prompts for the Clerk/Server ID.
<b>Add Server</b>	Adds a Clerk/Server if the ID doesn't exist. You must enter the ID and the corresponding password. The Clerk/Server ID may be up to four characters and the password may be up to six characters. All passwords must be unique. If the merchant attempts to enter a password that has already been assigned to another Clerk/Server, the device displays PASSWORD EXISTS.
<b>Modify Server</b>	Modifies the password for an existing ID. The new password must be different from the current password. If the cash tip option is enabled, the device displays an option allowing the Clerk/Server to enter the cash tip total.
<b>Delete Server</b>	Deletes an existing Clerk/Server.
<b>Clear Servers</b>	Clears all Clerk/Server totals (the transaction records are still retained in the batch).

- The log on, log off, and clear all functions are only available if Clerk/Server mode is enabled. Refer to the Device Setup option under Other Setup to access this parameter.

## TIP ADJUST INSTRUCTIONS

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The SoftPay application is designed for consecutive tip adjusting which allows multiple transactions to be adjusted with one password entry. The most efficient way to adjust tips on the Vx 570 is to adjust all transactions at one time using the scrolling feature provided in the tip adjustment mode.

If Clerks/Servers are adjusting their own tips, each Clerk/Server should have an individual password set up for their Clerk/Server number so that they only have access to transactions related to their Clerk/Server number.

This limits fraud or keying errors and increases efficiency. Directions on how to set Clerk/Server numbers and passwords can be found in the "Setting Up Clerks & Servers" section above.

If an owner or manager is adjusting all transactions in a batch, a supervisor or manager level password is required. Transactions will always appear in sequential order by invoice number.

- 1 Press Tip Adjust Key
- 2 Enter a valid Clerk/Server, supervisor, or manager password
- 3 Make the selection for the retrieval method to use:
  - Clerk [F1]
  - Amount [F2]
  - Account [F3]
  - Invoice # [F4]
- 4 Enter appropriate value (clerk, amount, account #, invoice #) based on selected retrieval method
- 5 Press [F1] to adjust transaction
- 6 Enter the new tip amount with implied decimal and press the ENTER key
- 7 Screen displays the "New Tip Amount" and "Approved"
- 8 Press ENTER
- 9 Transaction overview (card type, transaction type, card #, and newly adjusted total) displays on the screen
- 10 Press [F2] and/or [F3] to view and adjust other transactions in the batch
- 11 To exit, press [F4]

## DOWNLOAD INSTRUCTIONS

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### Full Dial Download to a Device with no Existing Applications (The device will display "DOWNLOAD NEEDED/\*GO FILE NOT FOUND")

The Vx 570 is a true multi-application device. Two utility programs are required – VMAC and Comm Server. VMAC creates a menu to toggle between applications and makes sure other applications are co-existing without issues. Comm Server is the application to provide high-speed IP communication. Note: all IP downloads must be initiated from Comm Server. Therefore, if the device is empty and displaying DOWNLOAD NEEDED, the download must be via dial.

- 1 Press F2+F4 to enter system mode. Enter the system mode password (manufacturer's default is 1 [ALPHA] [ALPHA] 66831<sup>1</sup>) and press the enter (↵) key.
- 2 Press the ↓ key one time to access the SYS MODE MENU 2 screen.
- 3 Press F2 for DOWNLOAD.
- 4 Press the enter (↵) key to select FILE GROUP \_1, the default, GID1.
- 5 Enter the Group ID 1 password (Z66831), as shown in step 2. Press the enter (↵) key.
- 6 If prompted, press F4 for Multi-App. If not, go to step 8.
- 7 Press F3 for a FULL download.
- 8 Press F2 for MODEM.
- 9 Enter the first parameter as prompted, followed by the enter (↵) key.  
The following parameters (keys) are required for a full download:
  - \*ZP = the download phone number provided.
  - \*ZT = the TID to download.
  - \*ZA = \*MA

The device displays DOWNLOADING. A status indicator appears. Each asterisk represents a 10% increment of the download. When the download is complete, the device begins to validate all files loaded, load parameters, and returns to the VMAC idle menu. Allow the device to complete the parameter initialization.

## DOWNLOAD INSTRUCTIONS

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### Full Dial Download to a Device with Existing Applications (The device will display the SoftPay menu or a VMAC menu that includes Comm Server)

- 1 Press F2+F4 to enter system mode. Enter the system mode password (manufacturer's default is 1 [ALPHA] [ALPHA] 66831) and press the enter (↵) key.
- 2 Press the ↓ key to access the SYS MODE MENU 2 screen. Press F2 for DOWNLOAD.
- 3 Press the enter (↵) key to select FILE GROUP \_1, the default, GID1.
- 4 Enter the Group ID 1 password (Z66831), as shown in step 2. Press the enter (↵) key.
- 5 Press F4 for Multi-App.
- 6 Press F3 for FULL download.
- 7 Press F4 to clear application from Group 1, 2.
- 8 Press F2 for Modem download.
- 9 Confirm the download parameters. Press F3 to edit a parameter or F4 to start the download. Download parameters are:
  - \*ZP = the download phone number provided.
  - \*ZT = the TID to download.
  - \*ZA = \*MA
  - \*ZR = 6

The device displays DOWNLOADING. A status indicator appears. Each asterisk represents a 10% increment of the download. When the download is complete, the device begins to validate all files loaded, load parameters, and returns to the VMAC idle menu. Allow the device to complete the parameter initialization.

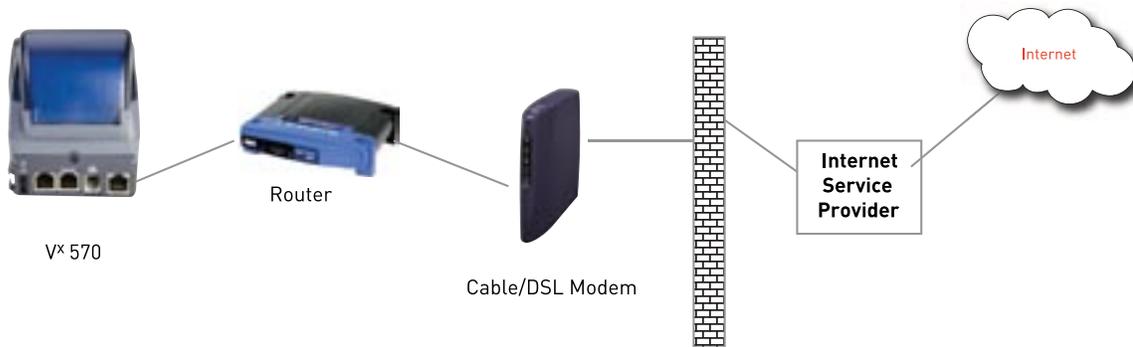
### Full IP Download to a Device with Existing Applications (The device will display the SoftPay menu or a VMAC menu that includes Comm Server)

- 1 Press \* to return to the VMAC menu.
- 2 Press F2 for Comm Server.
- 3 Press the far right purple key under the symbol for a device.
- 4 Press the ↓ key and Press F1 for DOWNLOAD.
- 5 Enter 1 and press the enter (↵) key to select GID 1.
- 6 Press F4 for a Multi-App download.
- 7 Press F3 for a FULL download.
- 8 Press F3 for SSL.
- 9 Confirm the download parameters. Press F3 to edit a parameter or F4 to start the download. Download parameters are:
  - \*ZP = the download URL:port number.
  - \*ZT = the TID to download.
  - \*ZA = \*MA

The device displays DOWNLOADING. A status indicator appears. Each asterisk represents a 10% increment of the download. When the download is complete, the device begins to validate all files loaded, load parameters, and returns to the VMAC idle menu. Allow the device to complete the parameter initialization.



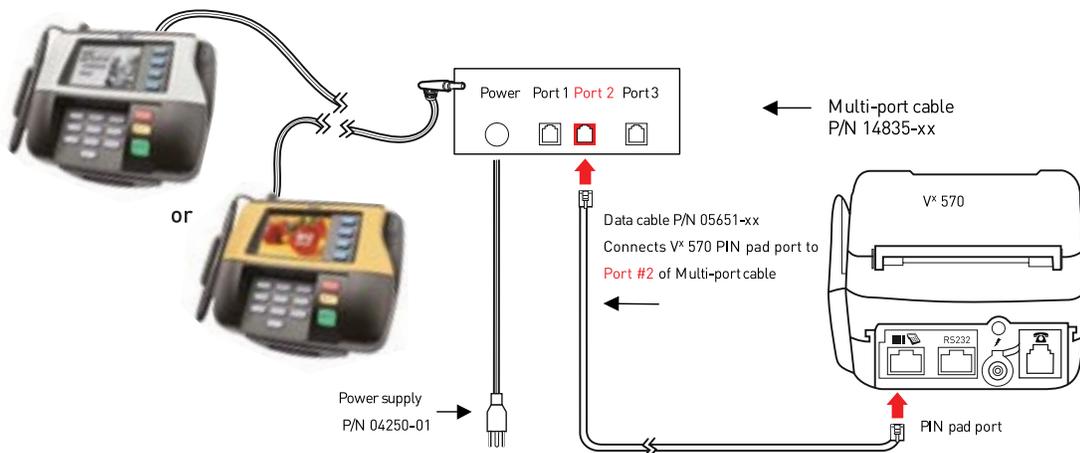
# SETTING UP THE MERCHANT LOCATION



## The VeriFone Internet Solution:

- Is designed to support “off the shelf” routers and modems
- Utilizes standard Ethernet and IP interfaces
- Supports DSL, Digital Cable, or other broadband connections
- Supports DHCP or Static IP connections

## MX830 AND MX850 CONNECTION DIAGRAM



## Notes:

- The data cable must be connected to the PIN pad port on the back of the Vx 570 and Port 2 on the multi-port cable.
- After connecting the two devices, make sure that the PIN pad is powered on and all components are connected before powering on the Vx 570. The device will attempt to detect the PIN pad during the initialization routine.
- Unlike the PINpad 1000SE, the MX830 and MX850 require a separate power supply, P/N 04250-01, which also plugs into the multi-port cable in the port marked “Power.”
- Ports 1 and 3 on the multi-port cable are never used. The Vx 570 does not support multiple PIN pad units.

## ACCESSORIES

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### Don't Forget to Accessorize!

Accessory	Part Number
Vx 570 Wall Mount	07859-01
Vx 570 Swivel Stand	07326-01
Vx 570 Water Resistant Overlay	08100-01R
Vx 570 to PP1000SE Cable (.8M coiled)	07042-06
Vx 570 to PP1000SE Cable (1.3M coiled)	07042-07
Vx 570 to PP1000SE Cable (1.8M coiled)	07042-08
PINpad 1000SE cradle	07354-01

Visit [VeriFoneZONE.com](http://VeriFoneZONE.com) to directly purchase accessories for all your merchant's needs.





# VERIFONEZONE.COM

For more information on VeriFone's V<sup>x</sup> 570, visit VeriFoneZONE.com. Access product collateral, software downloads and even order accessories online! Also, be sure to visit the ZONE to view the certification matrix for up-to-date information on processor certifications on the V<sup>x</sup> 570.

The screenshot shows the VeriFone ZONE website interface. At the top, there is a navigation bar with links for Home, Promotions, Certifications, Register, and Contact Us, along with a search box. Below the navigation bar is a menu with categories: About Us, Product Information, Solutions by Market, Partners & Programs, Training & Webinars, Buy Accessories, and Marketing Tools. The main content area is titled "V<sup>x</sup> 570" and includes an "Overview" section with a description of the countertop solution, a "Features" section with a bulleted list of technical specifications, and a "Product Collateral" sidebar with links to download brochures and documentation. An image of the Vx 570 device is also visible.

**VeriFone ZONE**  
Your Zone for Everything VeriFone

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About Us | Product Information | Solutions by Market | Partners & Programs | Training & Webinars | Buy Accessories | Marketing Tools

Home » Product Info & Downloads » V<sup>x</sup> Solutions » V<sup>x</sup> 570

## V<sup>x</sup> 570

### Overview

VeriFone's V<sup>x</sup> 570 countertop solution offers exceptional payment processing and significantly reduces transaction time. The V<sup>x</sup> 570 design meets all current requirements for PED devices for secure PIN-based transactions. It utilizes a 200MHz ARM processor to provide superior speed and performance for supporting value-added applications and EMV smart card transactions.

### Features

- 200 MHz, 32-bit ARM9 processor for exceptionally fast processing
- Up to 12 MB of memory allows for multi-application capabilities
- Dial communication module can be upgraded to dial and Ethernet without switching devices
- Integrated USB technology port allows for secure.

### Product Collateral

- Vx 570 Acquirer Sheet
- Vx 570 Merchant Brochure
- Vx 570 die-out brochure

### Downloads & Documentation

### Utilities & Tools

- Vx570 OS Version Q00006A3

### Order Accessories

Visit [www.VeriFoneZONE.com](http://www.VeriFoneZONE.com),  
your one-stop shop for everything VeriFone.

**Our solutions add value**, streamline processes, and provide comprehensive security, while generating new sources of revenue at the point of purchase. With VeriFone as your payment solutions partner, you have more choices, more services, unmatched global expertise, combined with unsurpassed product quality, security, technology and flexibility. You get the right payment solution to fit your precise needs... any time, any place, and in any market.

For information on VeriFone's full line of hardware, software and services and more specific details on VeriFone's payment solutions and market applications:

- Please visit [www.verifone.com/solutions](http://www.verifone.com/solutions)

