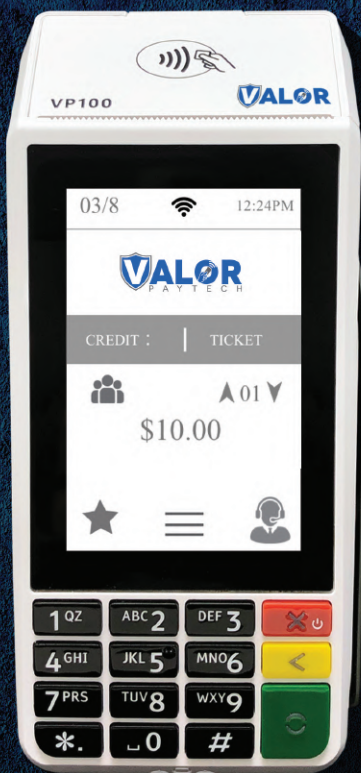


# Quick reference guide



Countertop POS  
**VP100**

# 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.

## 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.

## Main Menu Options



### REPRINT RECEIPT

Prints the receipt for last transaction performed.

### SETTLEMENT

Option for you to settle their current batch.

### TIP ADJUST

Adjust the tip amount on transactions performed within current batch.

### REPORTS

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

### CHANGE PASSWORD

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

### DOWNLOAD PACKAGE

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

### COMM CONFIG

Configure or change your internet connection type.

### REBOOT

Power cycles device.

### REMOTE DIAGNOSTICS

Allows ISO to perform troubleshooting on 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**.

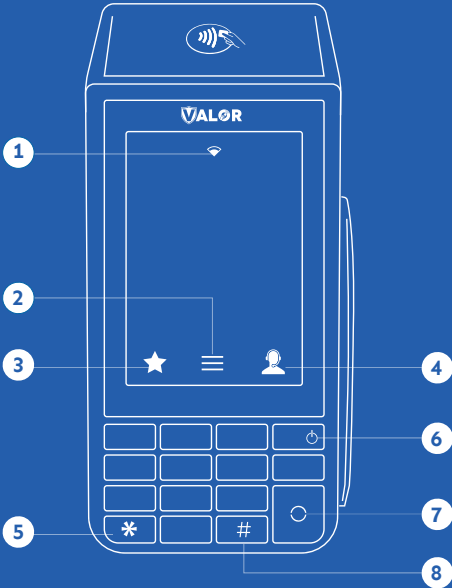
To quickly swap internet connection types, tap the Connection Icon and select the desired connection type (see terminal guide on last page). The current connection type will be highlighted green.

## Visit Our Knowledge Base

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



# Terminal Guide



- 1 Connection Icon
- 2 Main Menu
- 3 Favourite Icon
- 4 Contact Support

- 5 Press to feed paper
- 6 Hold to power down terminal
- 7 Enter / Confirm Selection
- 8 Main Menu on Keypad



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