Handshake Test

1. Press the **Menu** key until you see **Test** on screen.
2. Press the button beside **Test** on screen.
3. Press the button beside **Handshake** on the screen. An approved message will appear once complete.

Paper Size

- 2 1/4 x 1 7/8 inch thermal paper

We're here to help.

Call us at **1-888-900-9192**
Email us at **support@paystone.com**

Verifone Vx820 Duet Quick Start Guide

This guide will help you understand how to use your Verifone Vx820 Duet terminal.

Debit Sale

1. Select **Sale** on your main menu screen
   Note: you may have to press **Menu** to find on second screen
2. Enter **Sale Amount $**
3. Pass terminal to customer. Customer can:
   a. Insert card
   b. Swipe card
4. Customer is prompted to confirm sale amount
5. Customer is prompted to select account and PIN
6. Terminal will display APPROVED or DECLINED
7. You will be prompted to select whether you would like to print a customer copy of the receipt

Credit Sale

1. Select **Sale** on your main menu screen
   Note: you may have to press **Menu** to find on second screen
2. Enter **Sale Amount $**
3. Pass terminal to customer. Customer can:
   a. Insert card
   b. Swipe card
4. Enter last four digits of the card number
5. Terminal will prompt APPROVED or DECLINED
6. You will be prompted to select whether you would like to print a customer copy of the receipt
7. Obtain customer signature on copy of merchant receipt

Void

1. Select Sale on your main menu screen
2. Enter password
3. You will be asked if you would like to void the last transaction. To confirm press **Yes.** To search a different transaction to void, press **No** and select if you would like to search by invoice number or the last 4 digits of the card
4. Swipe card (debit) and allow the customer to enter their PIN (debit)
5. Terminal will display APPROVED or DECLINED
6. You will be prompted to select whether you would like to print a customer copy of the receipt

Credit Pre-Auth

1. Select Pre-Auth on your main menu screen
2. Enter **Amount $**
3. Insert or swipe card
4. Enter the last four digits of the card number
5. Terminal will display APPROVED or DECLINED
6. When prompted to select wither you would like to print a customer copy of the receipt, select **Yes.** If necessary, your customer may then sign and record the tip amount on their receipt

Reports

1. Press **Reports** button (4th purple button from left)
2. Select the type of report you wish to print
3. Terminal will print selected report

Refund

1. Select **Refund**
2. Enter password
3. Insert or swipe card or manually enter card number
4. Enter **Refund Amount $** and press **Enter**
5. Receipt will print

Credit Pre-Auth Completion

1. Select **Completion**, or on your main menu screen, and search by:
   a. Account # - Enter last four digits of the card number
   b. Invoice # - Enter invoice number
2. Enter **Original Amount $**
3. Enter **Tip Amount $**
4. Terminal will display APPROVED or DECLINED

Reprint Receipt

1. Press **Reprint** button (3rd purple button from the left)
2. Select if from one of the following options to print:
   a. **Last Receipt.** This will print automatically.
   b. **Any Receipt**. Enter invoice number