

Quick User Guide

VEGA 3000 & MP200

Version 1.0

Merchant ID (MID): _____

Setting up/changing the manager passcode

By default, the Manager passcode is **1397139**

It is important to change your Manager passcode and keep it safe.

- Press **<Cancel>** to enter the **Manager menu**.
- Enter the default/current manager's passcode and press **<OK>**.
- Using **<Power/Up>** and **<Down>** keys, select **Change Passcode**. Press **<OK>** to confirm.
- Press **<Back>** to clear the current passcode as desired.
- Enter a new passcode and press **<OK>** to confirm.

End of Day (Z Report)

To close the sales batch and produce an End of Day (Z Report)

* You will need the **Manager Passcode** to perform a reversal.

- Press **<BACK>** to access the Transaction menu.
- Using the **<Power/Up>** and the **<Down>** keys, select **End of Day** and press **<OK>**.
- Enter the **manager passcode** and press **<OK>** to confirm.
- Press **<OK>** to confirm.
- Pay attention to any on-screen messages.



Help Desk

If you're having trouble, then we are here to help. You can contact us using the details below:

01933 201424 info@swipen.co.uk

Monday to Saturday - 08:00 to 23:00
Sunday & Bank Holidays - 10:00 to 17:00
Closed Christmas Day

Contactless

Contactless cards are tapped against the screen (above the contactless transactions logo) with no need for a PIN.

- Enter the sales amount using the keypad. There's no need to enter a decimal point, e.g. entering 2500 would be £25.00. You can use the **<BACK>** key to make any corrections.
- Press **<OK>** to confirm the amount.
- Place the payment card on or near the display. The card machine will emit a short audible tone to confirm that the contact was successful. Pay attention to any on-screen messages.
- When prompted select **<OK>** to print the cardholder's receipt or **<Cancel>** if they do not want a receipt.



Chip & PIN

For cards that do not support Contactless payments or where prompted by the machine, customers can pay by Chip & PIN.

- Enter the sales amount using the keypad. There's no need to enter a decimal point, e.g. entering 2500 would be £25.00. You can use the **<BACK>** key to make any corrections.
- Press **<OK>** to confirm the amount.
- Insert their card into the slot at the front of the card machine.
- The cardholder will be prompted to enter a **PIN**, and they must then press the **<OK>** key to complete the sale.
- The terminal will call the acquirer for authorisation. Pay attention to any on-screen messages.
- When prompted select **<OK>** to print the cardholder's receipt or **<Cancel>** if they do not want a receipt.



Manual Card Entry

If configured, the card machine can be used for sales where the cardholder is not physically present, e.g. over the telephone.

- ⤴ Enter the sales amount using the keypad. There's no need to enter a decimal point, e.g. entering 2500 would be £25.00. You can use the **<BACK>** key to make any corrections.
- ⤴ Press **<OK>** to confirm the amount.
- ⤴ Using the keypad, enter the 16-digit card number. Press **<OK>** to confirm.
- ⤴ Enter the card expiry date (MMYY). Press **<OK>** to confirm.
- ⤴ Enter the 3-digit security code. Press **<OK>** to confirm.
- ⤴ *** NOT ALL CARD MACHINES:** If prompted, enter the house number for the registered card address. Press **<OK>**.
- ⤴ *** NOT ALL CARD MACHINES:** If prompted, enter the numbers from the postcode for the registered card address. Press **<OK>**.
- ⤴ When prompted select **<OK>** to print the cardholder's receipt or **<Cancel>** if they do not want a receipt.

Refunds (if available)

A Refund returns an amount of money to the cardholder's account. It is not necessary to use the same card used for the initial purchase.

* You will need the **Manager Passcode** to perform a refund.

- ⤴ Press **<BACK>** to access the transaction menu.
- ⤴ Using the **<Power/Up>** and the **<Down>** keys, select **Start refund** and press **<OK>**.
- ⤴ Enter the **manager passcode** and press **<OK>** to confirm.
- ⤴ Enter the refund amount using the keypad. There's no need to enter a decimal point, e.g. entering 2500 would be £25.00. You can use the **<BACK>** key to make any corrections.
- ⤴ Insert, tap, swipe, or manually enter the card.
- ⤴ Pay attention to any on-screen messages
- ⤴ At the end of the transaction, the card reader will automatically print a merchant receipt. When prompted select **<OK>** to print the cardholder's receipt or **<Cancel>** if they do not want a receipt.

Reversals (available up to 30 seconds after transaction)

A reversal is a complete void of the last transaction performed using the same card used for the initial transaction. The cardholder will not see the transaction on their statement.

* You will need the **Manager Passcode** to perform a reversal.

- ⤴ Press **<BACK>** to access the transaction menu.
- ⤴ Using the **<Power/Up>** and the **<Down>** keys, select **Reverse last transaction** and press **<OK>**.
- ⤴ Enter the manager passcode and press **<OK>** to confirm.
- ⤴ Press **<OK>** to confirm the reversal.

Switching Comms Method

You can switch between connection types - useful for if your primary connection is unavailable and you need to switch to a back up.

- ⤴ From the main screen, press **<Back>**.
- ⤴ Using the **<Power/Up>** and the **<Down>** keys, select **Connectivity**. Press **<OK>** to confirm.
- ⤴ Press **<OK>** to enter the Switch Comms Mode.
- ⤴ Press **<OK>** to restart the card machine.
- ⤴ Once the card machine has rebooted, you will see a screen showing all of your connectivity options.

Changing the paper roll

The new Easy-Click technology makes the process of inserting a new paper roll into the printer simpler and faster. The end of roll is signalled by colouring on the paper.

- ⤴ Ensure that the leading edge of the paper is flat and smooth, and free of any adhesive protection tape used for transport.
- ⤴ Open the back cover of the terminal. Grasp by nails the protruding section pulling it gently towards the display. The printer cover will partially open.
- ⤴ Put the paper roll exactly in the space of the feed roller in such a way that the loose end of the roll unwinds along the inner edges upwards. Unroll some of the paper to form an overlap and using both thumbs simultaneously snap the back cover of the terminal back into its position.

