swipen

Merchant Services

User Guide
VEGA 3000 & MP200

Version 1.0

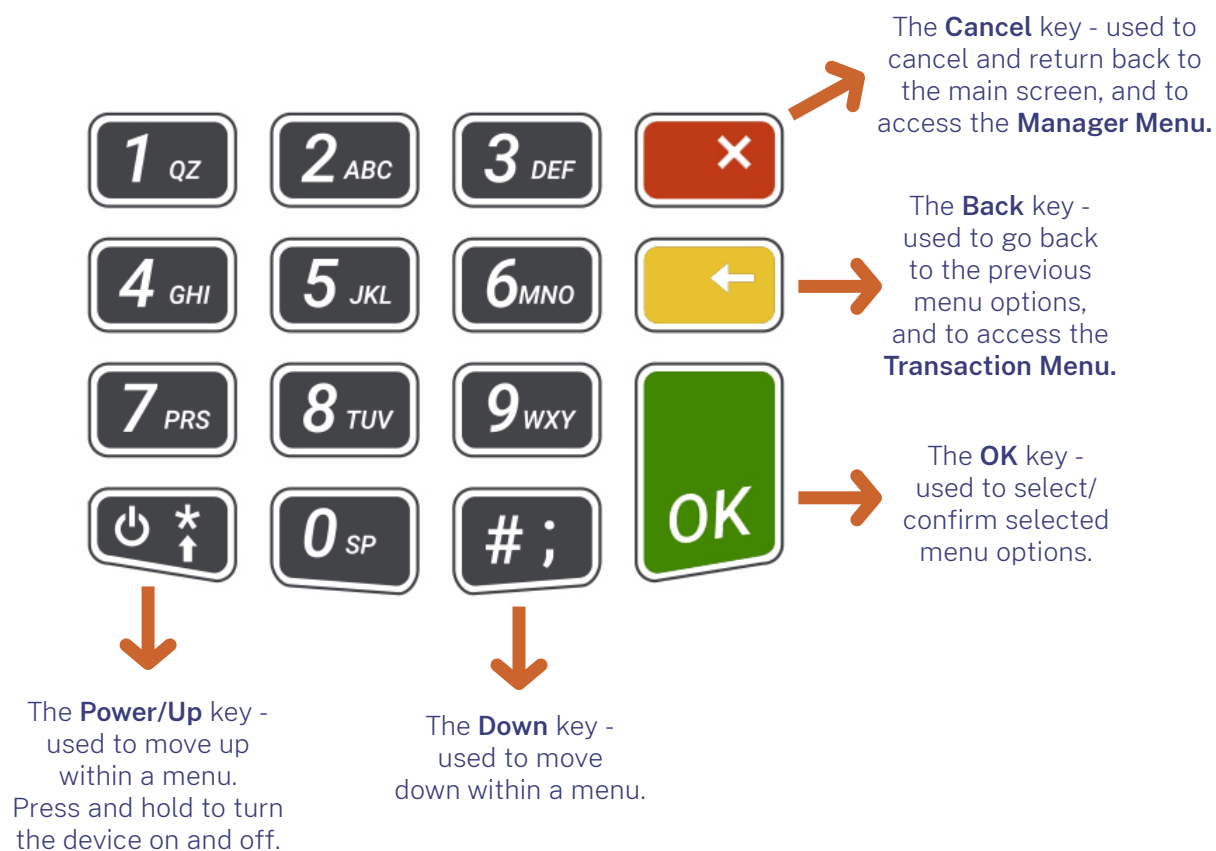Contactless   ICC   MSR   >   Printer   Touch screen   Battery

Enter amount to start...

swipen

Merchant Services
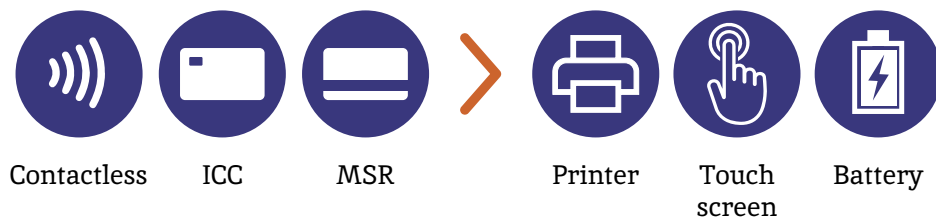
Payment Solutions
100% tailored to your business

Contents

Basic Functions

It's a good idea to familiarise yourself with the basic functions behind the four function keys: **Cancel**, **Back**, **OK**, **Power/Up**, and **Down**.

The **Cancel** key - used to cancel and return back to the main screen, and to access the **Manager Menu.**

The **Back** key - used to go back to the previous menu options, and to access the **Transaction Menu.**

The **OK** key - used to select/ confirm selected menu options.

The **Power/Up** key - used to move up within a menu. Press and hold to turn the device on and off.

The **Down** key - used to move down within a menu.

Note:
You will find several references to the **main screen** in this guide. This is the screen displayed when the device is not being used for a transaction or in the Transaction or Manager menus - it reads "Enter amount to start…"

Enter amount to start...
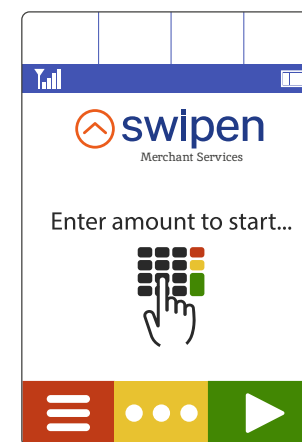
Practical Advice

Here we provide advice on **good** and **proper** use:

⌃ Never disconnect or turn off the card machine during a sale, refund, end of day or update.

⌃ Where possible, always keep your card machine plugged into the mains and charging, or returned to its charging base for charging.

⌃ Be careful when connecting and disconnecting the micro USB charging cable - if the micro USB charging port is damaged, then the whole terminal will need to be exchanged.

⌃ Where possible keep all liquids away from your payment terminal. Liquid spilled on the terminal can result in it having to be replaced.

⌃ Do not drop. If you drop the terminal, this may cause the internal 'Tamper/Security Alert' to be enabled. If this happens, the terminal will have to be replaced.

⌃ Always turn the card machine off before cleaning.

⌃ Do not use any abrasive cleaning solutions.

⌃ Before using the terminal, check that you have enough till roll in it.

⌃ Always keep spare till rolls nearby and readily available.

First Steps

The following section covers the first steps for using your new card machine:

⌃ **Step 1**: Turning the card machine on and off

⌃ **Step 2:** Charging

⌃ **Step 3:** Connecting to a network

⌃ **Step 4:** Setting up/changing the manager passcode

⌃ **Step 5:** Installing the paper roll (VEGA 3000)

Step 1

Turning the card machine on and off

⌃ To turn ON long press (at least 3 seconds) the **<Power/Up>** key until the screen turns on. Once the system has initialised, it is ready for use.

⌃ To turn OFF, long press the **<Power/Up>** key until the screen turns OFF. Once the screen goes blank, the terminal has been powered down.
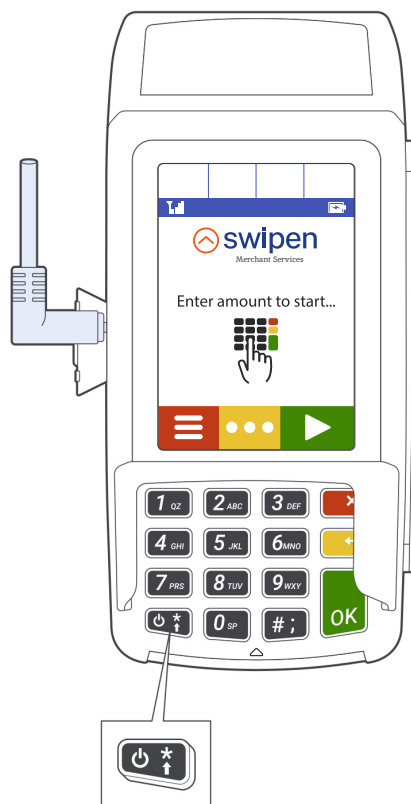
> **Mobile Devices:**
> To turn off mobile devices, press **<BACK>** to access the Transaction Menu and then press **<Power/Up>**

Step 2

Charging 🔋 🔋

If your card machine is battery powered, you must charge it from time-to-time using the supplied DC adaptor.

⌃ You can also use **Standby mode** to conserve power when the card reader is not in use. To do this, press **<Power/Up>** in the main screen. Alternatively, press **<BACK>** to enter the Transaction Menu and select **Standby mode**. Press any key to exit this mode.

> **Mobile Devices:**
> To enter standby mode on mobile devices, press **<Power/Up>** in the main screen. Press any key to exit this mode.

Step 3

Connecting to a network

First use:

If this is the first time you have used the card machine, you must connect it to an available network. Once done, the card machine will attempt to connect to the same network each time you use it. The connection types you can use depend on the card machine, but typically include:

- Wired Ethernet

- WiFi

- Mobile Connection

For the best possible network speed and availability, we recommend first trying an Ethernet connection, then a WiFi connection and lastly a mobile connection.

How to connect

- Turn on the card machine.

- Using the **<Power/Up>** and the **<Down>** keys, select one of the available network types, e.g.... WiFi, Ethernet.
  Press **<OK>** to confirm.

- Using the **<Power/Up>** and the **<Down>** keys, select one of the available networks, e.g. store_wifi
  Press **<OK>** to confirm.

- If the network requires a password, use the keypad to enter it.

  Select the desired character by repeatedly pressing the appropriate key. It is possible to write both uppercase and lowercase letters. For example, by repeatedly pressing the key "2" you can enter characters: 2 A B C a b c. Special characters can be found under the "0" key. Press **<Back>** to delete the last entered character if you make a mistake.

  When done, press **<OK>** to proceed.

- The card machine will now attempt to connect to the chosen network.

If the connection fails

The signal strength indicator 📶 in the top left-hand corner of the screen is an easy way to tell if the card machine is connected to a network. If no bars are shown, it is likely the card machine is not connected to a network. Try the following steps if you do not have a connection:

⌃ For Ethernet connections, check the port connection.

⌃ For mobile connections:
  • Check that the SIM is fully inserted.
  • Check with the operator that the SIM is activated and there are no problems with your account.

⌃ For all connection types:
  • Check the entered password.
  • Turn the card machine off and on again.

If the above options are unsuccessful, please contact your Help Desk for support.

⌃ **Note:**
  You can also check the connection status in the **Transaction** menu. To do this, from the main screen select the **<Back>** key to bring up the menu and then use the down key to move down to **Connectivity** and select **<OK>**.

Switching between connectivity options (Ethernet/WiFi/Mobile)

You can switch between connection types e.g. Ethernet to WiFi, or between WiFi networks, e.g. store_wifi to new_store_wifi. You might also need to do this if your Ethernet or WiFi connection is not available and you need to use a mobile connection as a backup.

⌃ 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. You can then follow the **How to Connect** instructions again (pg 6).

Disconnecting from a network

⌃ From the main screen, press **<Back>**.

⌃ Using the **<Power/Up>** and the **<Down>** keys, select **Connectivity**.

⌃ Press **<Back>**.

The card machine is now disconnected.

Step 4

Setting up/changing the manager passcode

Many of the card machine's management functions such as refunds, reversals and end of day reports, along with some of the basic settings, are only accessible by entering the 'manager passcode'.

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

However, this should be changed when you receive the card machine, and regularly thereafter to ensure the security of some of the card reader's functions, such as refunds.

To change the manager passcode

⌃ Press **<Cancel>.**

⌃ 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.

Step 5

Inserting the paper roll

The thermal printer is used to print receipts for transactions and other information. The new Easy-Click technology makes the process of inserting a new paper roll into the printer simpler and faster.

- 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.

- The approaching end of the roll is signalled by an end-of-roll colouring.
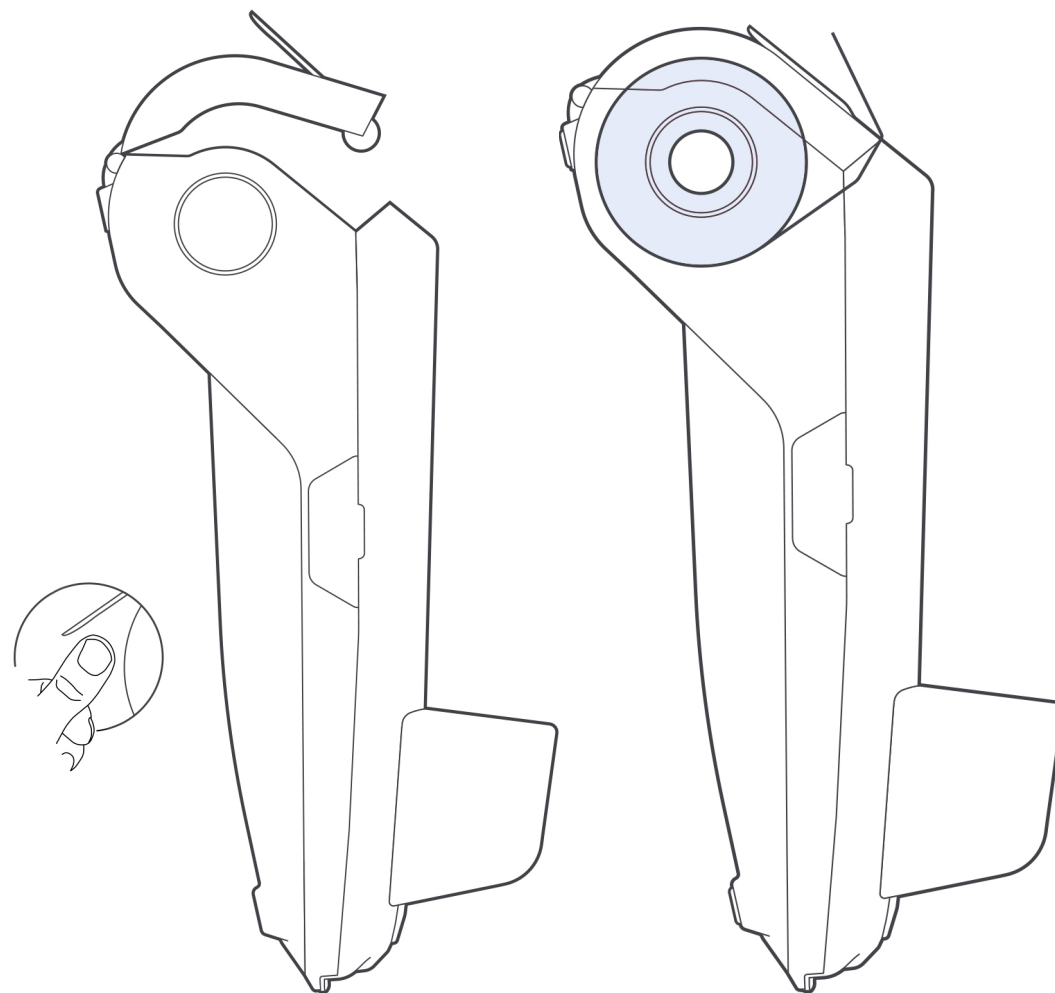
Handling Transactions

The following section covers the differing transaction functions:

⌄ **Sales -** Contactless, Chip & Pin, Card swipes, Manual entry

⌄ **Refunds**

⌄ **Reversals**

⌄ **Cashback**

⌄ **Printing Card Receipts**

⌄ **Donation Mode**

⌄ **Tips/Gratuities**

⌄ **Getting current totals**

⌄ **End of day tasks**

⌄ **Note:**
You can terminate any transaction for any reason right up until its authorised by the acquirer by pressing the red cancel button.

Sales

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. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need 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 prompts, e.g. Unable to authorise or Please retry.

⌄ When prompted select **<OK>** to print the cardholder's receipt or <Cancel> if you do not wish to print a receipt.

If the transaction exceeds the contactless limit (currently £45.00) or if a customer has paid using contactless many times in one day, you will be prompted by the card machine to insert the card.
The customer will then need to enter a PIN or provide a signature.

Chip & PIN

For cards that do not support Contactless payments or where prompted by the card machine, follow the steps below, inserting the card into the slot at the front of the card machine.

- Enter the sales amount using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need to make any corrections.

- Press **<OK>** to confirm the amount.

- Invite the cardholder to 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 then call the acquirer for authorisation.

- Pay attention to any on-screen prompts, e.g. Unable to authorise or Please retry.

- When prompted select **<OK>** to print the cardholder's receipt or <Cancel> if you do not wish to print a receipt.

Card Swipes

For cards that do not support Chip & PIN or Contactless payments or where prompted by the card machine, follow the steps below by swiping the card in the slot at the side of the card machine.

- Enter the sales amount using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need to make any corrections.

- Press **<OK>** to confirm the amount.

- Swipe the card through the slot at the side or top of the machine.

- The transaction will then process and, for the VEGA3000 devices, a receipt will print.

- The cardholder may be asked to provide a signature for verification.

Manual Card Entry

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

To perform a manual card entry, you will need to ask the customer for the following information:

- 16-digit card number

- Card expiry date

- 3-digit security code (from the signature strip)

- House name/number for registered card address (not all card machines)

- The *numerical* characters from the postcode for the registered card address (not all card machines).
  As an example, for postcode AL21 8EY, you would need digits 218.

- **Note:**
  Your merchant agreement defines your ability to be able to accept 'Cardholder Not Present' (CNP) transactions, as well as any upper limit for manual entry sales.

Follow the process below to complete manual card entry:

- Enter the sales amount using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need 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>** to confirm.

- *** NOT ALL CARD MACHINES:** If prompted, enter the numbers from the postcode for the registered card address. Press **<OK>** to confirm.

- Pay attention to any on-screen prompts, e.g. Unable to authorise or Please retry.

- When prompted select **<OK>** to print the cardholder's receipt or <Cancel> if you do not wish to print a receipt.

Refunds

A refund returns a given amount of money to the cardholder's account. It is not necessary to use the same card used for the initial transaction.

* 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 amount to refund using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need to make any corrections.

- Insert, tap, swipe, or manually enter the card and cardholder's details.

- Pay attention to any on-screen prompts.

- 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 you do not wish to print a receipt.

Reversals

Unlike refunds, which can be performed at any time after a sale, reversals can only be performed for a limited time after the last transaction and must be done before the next 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.

- Pay attention to any on-screen prompts.

After the reversal has timed out, you will have to perform a refund to return the sale amount to your customer.

Cashback

To have the Cashback facility, it must be part of your merchant agreement and supported by the customer's payment card. Please contact Swipen at info@swipen.co.uk if you need to add cashback facility to your Merchant Account.

If you have Cashback as part of your agreement, follow the process below:

- Enter the sales amount using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need to make any corrections.

- Press **<OK>** to confirm the amount.

- Insert the customer's card into the front slot. If the card allows it, the card machine will now display 'Cashback'.
  Press **<OK>** to confirm.

- The card machine will display the Cashback limit.

- Enter the Cashback amount. Press **<OK>** to confirm.

- Pay attention to any on-screen prompts.

Your merchant agreement defines the upper cashback limit.

You will need to call the Help Desk to change this limit.

Printing Card Receipts

You can reprint both the cardholder's or your merchant card receipt for the last completed transaction (sale, reversal, or refund.)

- Press **<BACK>** to access the transaction menu.

- Using the **<Power/Up>** and the **<Down>** keys, select **Reprint Customer Copy** or **Reprint Merchant Copy** and press **<OK>**.

Donation Mode

When enabled, your card machine can also be used in 'Donation Mode'. This function allows you to complete contactless 'fixed-amount' transactions.

When in donation mode all other card machine functions are disabled. This includes all payment methods, except Contactless.

If this mode is not enabled and you would like to use it, please contact Swipen at info@swipen.co.uk.

Follow the process below to turn on Donation Mode:

- Press **<CANCEL>**

- Enter the manager passcode and press **<OK>** to confirm.

- Using the **<Power/Up>** and the **<Down>** keys, select **Enter Donation Mode** and press **<OK>**.

- Set the donation amount using the keypad. By default, this is set at £5.00 or the last donation amount set. Use the **<BACK>** key to clear the amount and key in the new amount, e.g. press 200 to set the donation amount at £2.00.

- Press **<OK>** to confirm.

- Pay attention to any on-screen prompts.

The card machine is now in Donation Mode and 'Tap to Donate' is shown on the display. When a customer makes a donation, the card machine will automatically return to the previous screen, ready for the next donation.

- To **TURN OFF** Donation Mode, enter 12123636 from any screen.

Tips/Gratuities

When enabled, your card machine is able to prompt your customers to enter a tip/gratuity, if they wish.

⌃ Enter the sales amount using the keypad. All amounts entered are in the lowest currency denomination (pence), e.g. entering 250 would be £2.50, 2500 would be £25.00. You can use the **<BACK>** key if you need to make any corrections.

⌃ Press **<OK>** to confirm the amount. The sale amount is now reported as the 'Sub total'.

⌃ Enter the tip amount using the keypad. The tip amount is now added to the 'Sub total' for the final sale amount.

⌃ Pay attention to any on-screen prompts.

⌃ You can now complete the sale using any available payment method: Contactless, Chip & PIN, Swipe, etc.

Getting Current Totals (X report)

At any point during a working day, you may wish to get a printout of the current total from all sales on the card machine. This is commonly referred to as an X Report and includes the same data that is shown in the sales report in your End of Day.

⌃ Press **<BACK>** to access the Transaction menu.

⌃ Using the **<Power/Up>** and the **<Down>** keys, select **Current Totals** and press **<OK>**.

⌃ Press **<OK>** to confirm.

⌃ Pay attention to any on-screen prompts.

Getting current totals does not close the sales batch. To do this, you will need to perform an End of Day (page 17).

Performing End of Day Tasks

Once you're finished trading for the day or at the end of a shift,
we recommend you reconcile your takings. You can do this by performing
an **End of Day** on your card machine. This will close the sales batch
(debit and credit transactions for the current working day) and print
a sales report. This report is commonly referred to as a Z report:

⌃ 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 prompts.

The card machine will report:

      Transaction Result: **Close**

      Status: **Close Approved**
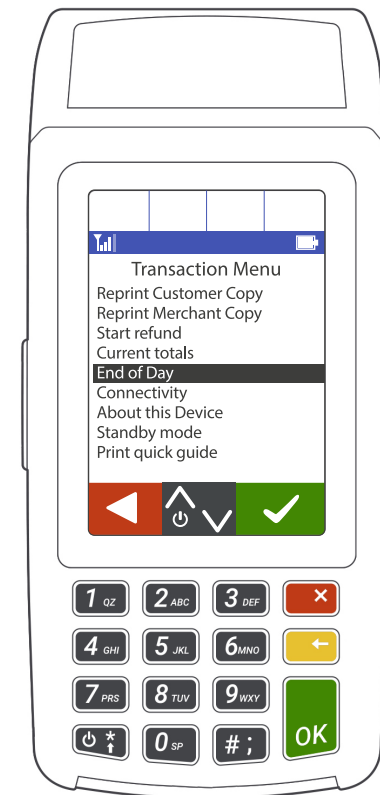
Advanced Features

The following section covers advanced functions, which are only accessible under the Manager menu (see below), and in some cases only when prompted by a member of your Help Desk team.

- **Updating your card machine**

- **Fetching settings**

- **Resetting the MAC Key**

- **Clearing local storage**

- **Clearing stored WiFi password**

- **Resetting auto update**

Follow the process below to access the **Manager menu**:

- Press **<CANCEL>.**

- Enter the manager passcode and press **<OK>** to confirm.

- Using the **<Power/Up>** and the **<Down>** keys, select the required menu item.

Updating your card machine

When prompted by the Help Desk or when ↓ is shown in the top left corner of your screen, you should update your card machine to ensure any recent software features, fixes and updates are installed.

⚠️ Do **NOT** turn off the card machine during an update.

Follow the process below to update your card machine:

- Press **<CANCEL>.**

- Enter the manager passcode and press **<OK>** to confirm.

- Using the **<Power/Up>** and the **<Down>** keys, select **Install Software Update** and press **<OK>**.

- The card machine will now update and restart. You may have to wait a few minutes for this process to complete. Do **NOT** turn off the machine during an update.

- **Note:**
  You can also check for updates manually by selecting **Check for Updates**. If an update is found, you can then install it.

Fetching Settings

Several of the options available in your card machine, such as Donation mode and Cashback, along with settings such as the receipt footer, are handled by the Help Desk. After a change has been made by this team, you will be asked to perform a function called '**Fetch settings**'.

- ⌃ Press **<CANCEL>.**

- ⌃ Enter the manager passcode and press **<OK>** to confirm.

- ⌃ Using the **<Power/Up>** and the **<Down>** keys, select **Fetch settings** and press **<OK>**.

- ⌃ The card machine will now connect to the Cloud and apply any settings that have been changed.

- ⌃ **Note:**
  The card machine will also automatically fetch settings each time it restarts.

Resetting the MAC Key

The MAC key is a very important encrypted series of characters that banks use to identify and authenticate card machines. If requested by the Help Desk, you can reset the card machine's MAC key.

⚠ Do **NOT** reset the MAC key unless instructed to do so by the Help Desk.

Follow the process below to reset the MAC Key:

- ⌃ Press **<CANCEL>.**

- ⌃ Enter the manager passcode and press **<OK>** to confirm.

- ⌃ Using the **<Power/Up>** and the **<Down>** keys, select **Reset MAC key** and press **<OK>**.

- ⌃ Press **<OK>** to confirm.

Clearing Local Storage

You may be asked by the Help Desk to clear the card machine's local storage. You can do this by following the steps below:

- Press **<CANCEL>.**
- Enter the manager passcode and press **<OK>** to confirm.
- Using the **<Power/Up>** and the **<Down>** keys, select **Clear local storage** and press **<OK>**.
- Press **<OK>** to confirm.

Resetting Auto Update

You may be asked by the Help Desk to reset the autoupdate. You can do this by following the steps below:

- Press **<CANCEL>.**
- Enter the manager passcode and press **<OK>** to confirm.
- Using the **<Power/Up>** and the **<Down>** keys, select **Reset autoupdate** and press **<OK>**.
- Press **<OK>** to confirm.

Clearing Stored WiFi password

If you have set your card machine to use a WiFi network, the card machine will store the entered password so that it can connect each time it is restarted. If the WiFi password changes, you can clear the stored password so that next time the card machine is started, you can enter the new password.

- Press **<CANCEL>.**
- Enter the manager passcode and press **<OK>** to confirm.
- Using the **<Power/Up>** and the **<Down>** keys, select **Clear stored WiFi password** and press **<OK>**.
- Press **<OK>** to confirm.

Transaction Menu Overview

The Transaction menu allows you to perform many different functions as highlighted in this guide. This overview provides you with a quick reference to each menu item and what they mean:

To access the Transaction menu:

⌃ Press **<BACK>.**
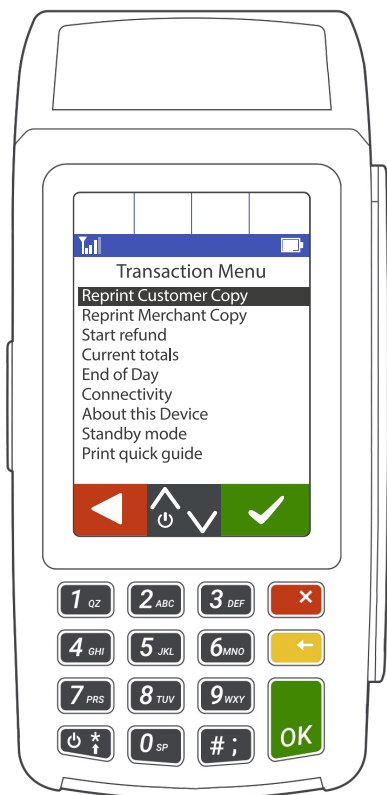
* Requires Manager passcode

+ Requested by Help Desk

Function	Description
Reprint Customer Copy	Prints a cardholder copy of the last sale.
Reprint Merchant Copy	Prints a merchant's copy of the last sale.
Start refund *	Performs a refund.
Current Totals	Provides a printout of the current total from all sales on the card machine - X Report.
End of Day *	Closes the sales batch and prints a sales report - Z Report.
Connectivity	Displays the current connection status and provides access to disconnect and switch between networks.
About this Device +	Displays important information about the card reader, including contact details for the Help Desk and the current IP address.
Standby Mode	Puts the card machine into a lower power mode.
Print Quick Guide	Prints a short guide to using the card reader.

Manager Menu Overview

To access the Manager menu:

⌃ Press **<CANCEL>**.

⌃ Enter the manager passcode and press **<OK>** to confirm for each menu item.

Manager Menu
- Check for update
- Install software update
- Fetch settings
- Change passcode
- Enter donation mode
- Reset MAC key
- Network settings
- Reset communication
- Clear local storage
- Clear stored WiFi password
- Reset autoupdate

＊ Should only be performed when prompted by the Help Desk

Function	Description
Check for update	Connects to the Cloud to look for software updates.
Install software update	Performs an update of the card machine's software, but only when the ↓ symbol appears or if prompted by Help Desk.
Fetch settings ＊	Updates the machine with any changes made by Help Desk.
Change passcode	Changes the manager passcode.
Enter Donation Mode	Allows fixed amount Contactless transactions/donations.
Reset MAC Key ＊	Resets the MAC Key.
Network settings ＊	Displays important information about the card reader's network setting, including IP and MAC addresses.
Reset communication	Disconnects the machine from the current network.
Clear local storage ＊	Removes any locally stored data.
Clear stored WiFi password	Removes the WiFi password from the card machine.
Reset autoupdate ＊	Clears the last update.

Getting Help

Should you require assistance in the use of your card machine, we recommend first printing/referencing the internal quick guide as a first step for the Vega 3000. You can do this from the Transaction Menu:

- Press **<BACK>** to access the Transaction Menu.

- Using the **<Power/Up>** and the **<Down>** keys, select **Print quick guide**
  Note: the guide will print on your receipt roll.

- Select **<OK>**

Help Desk

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

01933 201424

info@swipen.co.uk

We are open:
Monday to Saturday - 08:00 to 23:00
Sundays & Bank Holidays - 10:00 to 17:00
Closed on Christmas Day

Before calling or sending an email, please make sure you have your device details ready (**Transaction Menu > About this device**)