

# VX 820 quick guide... at your fingertips

Record your merchant ID here:

Record your terminal ID here:

## Turning your device on/off

- POWER ON: Insert the power cable into the lightning port on the right hand side of the base.
- POWER OFF: Remove the power cord from the lightning port on the right hand side of the base.

Menu

3.5" Color touch screen

Enter amount

Contactless card screen

## Logging on

- To log on, select the 3 dots onscreen
- Select option 10 LOGON and press ENTER - a receipt will be printed letting you know if your logon was successful. If not, please contact Merchant Helpdesk on **1800 334 702**.

Power charging port

Swipe

## Need help?

For detailed instructions refer to the User Manual at [www.bendigobank.com.au/merchantservices](http://www.bendigobank.com.au/merchantservices) or get in touch:

**Merchant Help Desk**  
(For terminal troubleshooting)

1800 334 702  
24 hours a day  
7 days a week

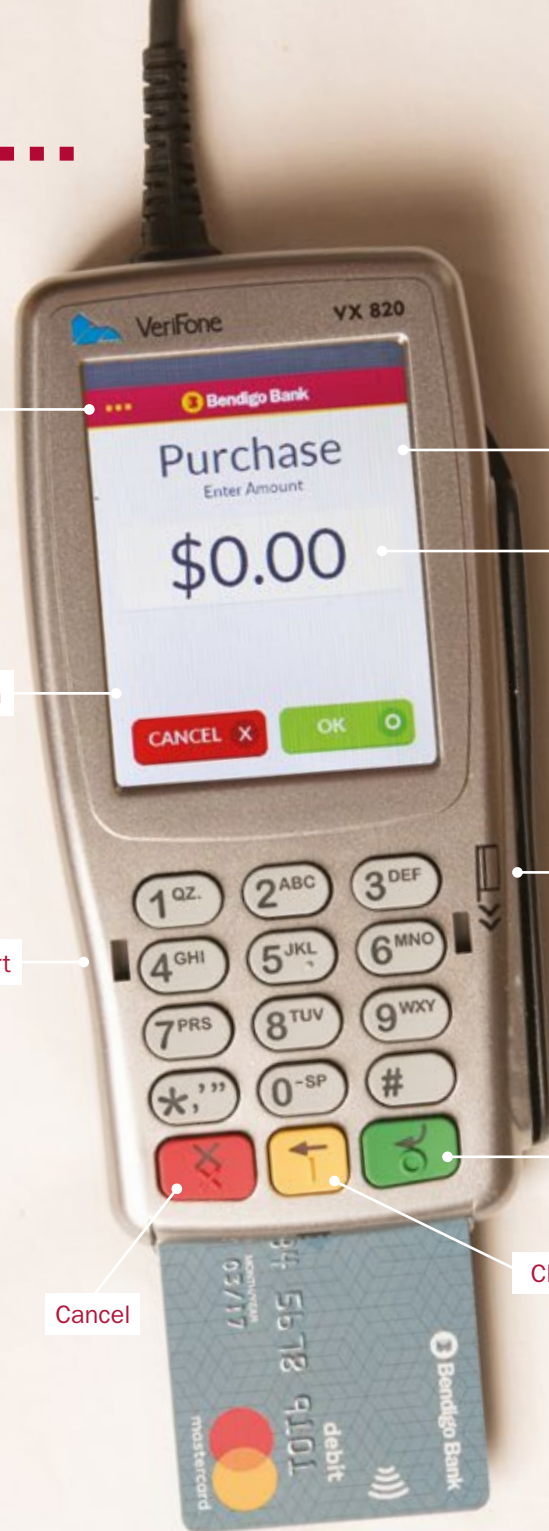
**Merchant Services**  
(For transaction enquiries)

1300 132 741  
8:30am – 5pm AEST  
weekdays

Cancel

ENTER/OK

Clear



# Common functions...

## Sales

- Touch the screen or press ENTER
- Enter the amount then press ENTER
- For **cash out** (not available for 'Contactless' or 'Credit'):
  - Enter the amount then press ENTER or just press ENTER to skip
- For **tipping**:
  - Enter Server ID then press ENTER
  - Add tip amount then press ENTER, or just press ENTER to skip
  - Confirm new transaction value, then YES or NO
- Contactless: hold card over screen until four green lights show
- For **Chip or magnetic stripe cards**: insert or swipe card and select account
- Follow prompts on screen

## Refunds

- Press the 3 Dots on screen (MENU Button) to bring up the menu.
- Select 3. REFUND and press ENTER
- Enter the REFUND password
- Enter AMOUNT you wish to refund and press ENTER
- Present card and follow prompts on screen

## Pre-settlement

- Press the 3 dots on screen (MENU Button) to bring up the menu
- Select 22. SUBTOTALS REPORT and press ENTER

## Manual settlement

- Press the 3 Dots on screen (MENU Button) to bring up the menu.
- Select 11. SETTLEMENT and press ENTER
- Enter SETTLEMENT password and press ENTER
- Confirm by pressing YES

## Reprinting receipts

- Press the 3 Dots on screen (MENU Button) to bring up the menu.
- Select 20. REPRINT LAST RECEIPT or 21. REPRINT ANY RECEIPT and press ENTER
- Enter the AUTH ID, STAN, AMOUNT or TIME which will appear on the original transaction and press ENTER
- Once transaction found press ENTER
- Press YES to print customer receipt or NO to skip

## Replacing receipt paper

1. Remove the terminal from the cradle
2. Open the printer cover by lifting the lever on the cradle. Remove the old receipt roll.
3. Lay the new receipt roll in the printer with the paper being fed from the bottom of the roll.
4. Paper feeds upwards from front of terminal.
5. Close the printer cover. Ensure the cover clicks into place, and the paper has been threaded through the gap between the cover.
6. To Confirm the receipt paper has been loaded correctly select the 3 dots on the screen (MENU Button) and select option 10. LOGON and press ENTER
7. If the receipt is not printing, remove the receipt roll, turn it over, reload and try again.