

# Verifone Vx680 GPRS

## User Guide



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# Product Overview

## Verifone Vx680

VeriFone's VX 680 – the world's smallest full-function, portable payment device is packed with performance, contactless capability and a large color touch screen. And all on the proven VX platform – making it the perfect choice for businesses on the go.

## Specifications

CPU	400 MHz ARM11 32-bit RISC processor
Memory	192 MB (128 MB of Flash, 64 MB of SDRAM) standard
Display	240x320 pixel color TFT (QVGA) supports up to 26 lines x 26 characters
Keypad	3x4 numeric keypad, plus screen-addressable keys
Magnetic Card Reader	Triple track (tracks 1, 2, 3), high coercivity, bi-directional
Communication	Wide Area GSM/GPRS on 850/900/1800/1900 MHz
Printer	Integrated thermal with graphics capabilities, 18 lines per second
Power Supply	AC input 100-240 VAC, 50/60 Hz / DC output 12 VDC, 2.0 Amp
Dimensions	Length: 172mm; Max Width: 82mm; Height: 62mm
Weight	1.05 lbs

## Payment Options:

- Diners
- American Express
- Discover/NOVUS
- JCB
- MasterCard
- VISA
- Debit
- EBT

## Supported Transactions

Credit	Online Retail Sale Online Retail Sale with Tip Online Return Offline Sale (QSP) Verify Forced (Voice Authorization) Void (Sale/Forced/Return) Manual Entry with Card Present/Card Not Present, AVS, CVV/CW2, CID Store and Forward
Debit (PIN Based)	Online Sale Online Refund
EBT Types	Food Stamp Cash Benefit EBT Voucher
EBT Transactions	Online Sale with cash-back Verify (Balance Inquiry) Online Return (Refund) Online Void

# Getting Started

## SIM Installation

Remove the battery using the thumb tab at the base of the Vx680. Slide the SIM Card into the SIM slot in the battery compartment as shown below. Please note that the copper connectors on the SIM card must be face down.



## Keypad Layout

Touch Screen

Power off or Cancel Key

Backspace Key



Power On or Cancel Key

# Quick Reference

NOTE: Transactions that are manually entered (not swiped) will require you to enter the card number, expiration date, customer zip code and credit card CVV (on back of card) value.

## Credit Transactions

Sale	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter Amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li><li>• Enter CVV code, and then press Enter.</li></ul>
Void Sale	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Void when displayed.</li><li>• To void the last transaction processed, tap Yes. To void a different transaction tap No.</li><li>• Tap Inv# or Acct#.</li><li>• Enter the Invoice Number or Last 4 of the customer card, and then press Enter.</li><li>• Verify the transaction, and then tap Yes.</li></ul>
Forced Sale	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Force when displayed.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li><li>• Enter approval code, and then press Enter.</li></ul>
Refund	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Refund when displayed.</li><li>• Enter Amount, and then press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li></ul>
Auth Only	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Auth Only when displayed.</li><li>• Enter Amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li></ul>

## Debit Transactions

Debit Sale	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Debit.</li><li>• Tap No.</li><li>• Have customer enter PIN number, and then press Enter.</li></ul>
Debit Refund	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Refund when displayed.</li><li>• Enter Amount, and then press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Debit.</li><li>• Enter original transaction date (found on receipt).</li><li>• Have customer enter PIN number, and then press Enter.</li></ul>

## Settlement / Reports

Detail Report	<ul style="list-style-type: none"><li>• Tap the Report icon (bottom right of screen).</li><li>• Tap Detail Report.</li></ul>
Totals Report	<ul style="list-style-type: none"><li>• Tap the Report icon (bottom right of screen).</li><li>• Tap Totals Report.</li></ul>
Settlement	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Settlement when displayed.</li><li>• Confirm totals, and then press Enter.</li></ul>

## Need Help?

Please contact Apriva Customer Care with questions about using your Verifone Vx680 device.

**Apriva Customer Care**  
(866) 277-4828  
customer@apriva.com

# Credit Transactions

NOTE: Transactions that are manually entered (not swiped) will require you to enter the card number, expiration date, customer zip code and credit card CVV (on back of card) value.

Sale	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter Amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swip customer card.</li><li>• Tap Credit.</li><li>• Enter CVV code, and then press Enter.</li></ul>
Void Sale	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Void when displayed.</li><li>• To void the last transaction processed, tap Yes. To void a different transaction tap No.</li><li>• Tap Inv# or Acct#.</li><li>• Enter the Invoice Number or Last 4 of the customer card, and then press Enter.</li><li>• Verify the transaction, and then tap Yes.</li></ul>
Forced Sale	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Force when displayed.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li><li>• Enter approval code, and then press Enter.</li></ul>
Refund	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Refund when displayed.</li><li>• Enter Amount, and then press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li></ul>
Authorization Only	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Auth Only when displayed.</li><li>• Enter Amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Credit.</li></ul>
Settle Batch	<ul style="list-style-type: none"><li>• Tap the down arrow, and then tap Settlement when displayed.</li><li>• Confirm totals, and then press Enter.</li></ul>

# Debit Transactions

Debit Sale with Cash Back	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Debit.</li><li>• Tap Yes.</li><li>• Select Cashback amount.</li><li>• Have customer enter PIN number, and then press Enter.</li></ul>
Debit Sale	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Debit.</li><li>• Tap No.</li><li>• Have customer enter PIN number, and then press Enter.</li></ul>
Debit Sale	<ul style="list-style-type: none"><li>• Tap Sale.</li><li>• Enter amount, and then press Enter.</li><li>• Press Enter.</li><li>• Tap Yes.</li><li>• Swipe customer card.</li><li>• Tap Debit.</li><li>• Tap No.</li><li>• Have customer enter PIN number, and then press Enter.</li></ul>



## Receipts & Reports

<b>Totals Report:</b>  Prints a basic report that displays the totals of all transactions in the current batch.	<ul style="list-style-type: none"><li>• Tap the Report icon (bottom right of screen).</li><li>• Tap Totals Report.</li></ul>
<b>Detail Report:</b>  Prints a detailed report for the current batch.	<ul style="list-style-type: none"><li>• Tap the Report icon (bottom right of screen).</li><li>• Tap Detail Report.</li></ul>
<b>Batch History:</b>  Allows you to re-print reports for a particular date or the entire history.	<ul style="list-style-type: none"><li>• Tap the Report icon (bottom right of screen).</li><li>• Tap the down arrow, and tap Batch History when displayed.</li><li>• Tap Date to enter a date, or tap All.</li></ul>
<b>Reprint Last Receipt.</b>  Allows you to reprint the last transaction receipt.	<ul style="list-style-type: none"><li>• Tap the receipts icon (icon to the left of the reports icon).</li><li>• Tap Last Receipt to print the last transaction receipt.</li></ul>
<b>Reprint Any Receipt.</b>  Allows you to reprint a transaction receipt by invoice number.	<ul style="list-style-type: none"><li>• Tap the receipts icon (icon to the left of the reports icon).</li><li>• Tap Any Receipt.</li><li>• Enter Invoice Number, and then press Enter.</li></ul>

## Customer Care

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