

# Verifone®



**EN**

**Verifone Android**  
**P630**  
Document Version 1  
Software Version: P630-Q-4.30.3

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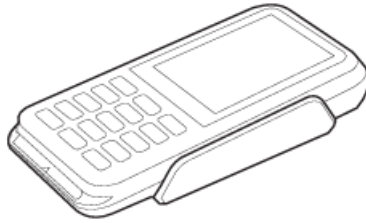
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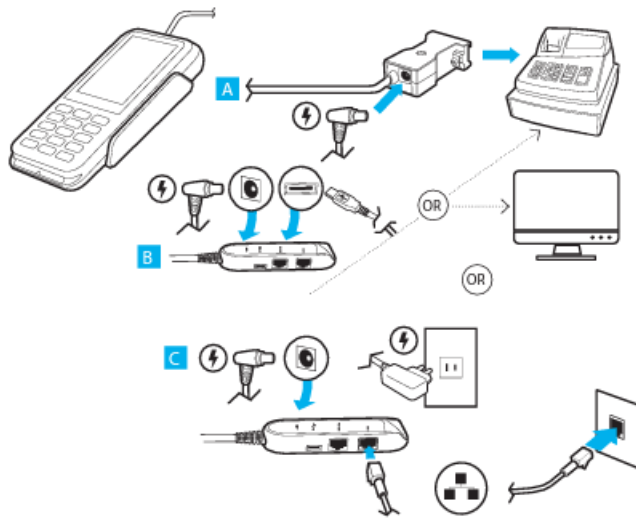
# TERMINAL USAGE BASICS

P630

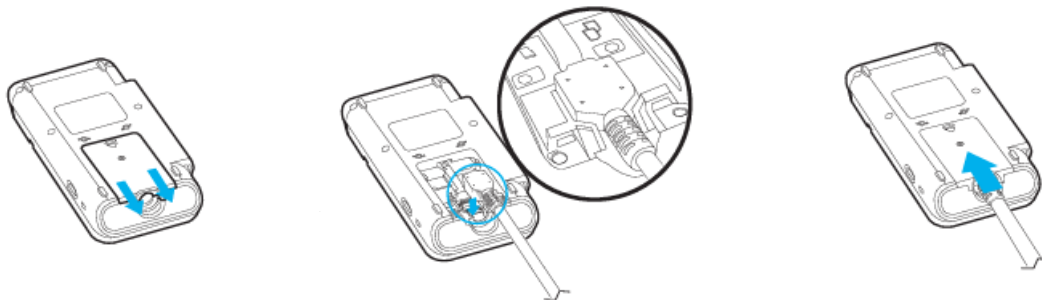
## Delivery content



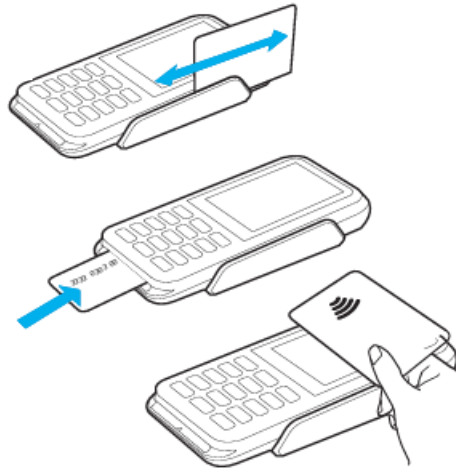
## Communication options



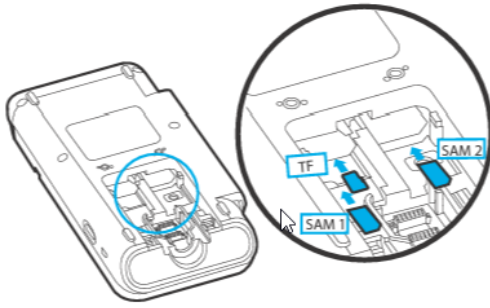
## Terminal charging options



Card reading interfaces



## SAM SETUP



### User action

To install or replace TF or SAM cards:

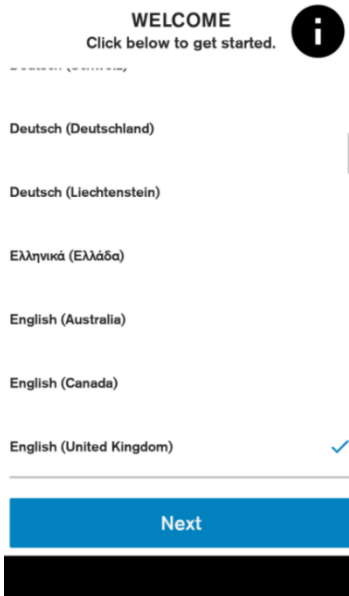
1. Place the terminal face down on a soft and clean surface to protect the lens from scratches.
2. Release the screw.
3. Slide out and lift the compartment cover. The TF and SAM cardholders are now accessible.
4. Install the TF or SAM card by carefully sliding it into the slot until fully inserted.

### Notes:

- Insert the card with the card's gold contacts facing away from you, towards the unit.

## OUT OF BOX SETUP

### Language selection



#### Description

When the device is first booted up, the language selection screen will be the first screen the user will see. Shows the list of supported languages with locales.

#### User action

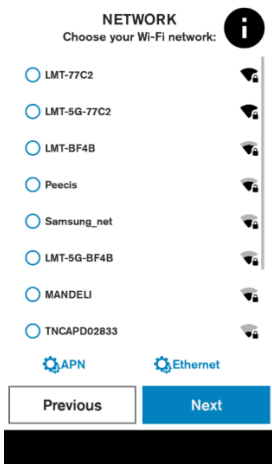
Language and Country can be selected here, where they will be applied to system and all applications which supports the selected language.

#### Information ( )

It shows a summary about the device, which can be used to validate software stack **before** starting the activation process:

- Model name
- Serial number
- Device manufacturer
- Battery level
- VHQ Customer ID
- Certificate Sponsor ID
- Android build version
- Engage ADK and VOS versions
- Information about installed warranty keys
- Battery voltage
- Current connection status
- SIM card status
- Android version
- Date & Time
- Part number
- URL of VHQ server
- Heartbeat frequency
- Current IP address.

Communication Setup



**Description**

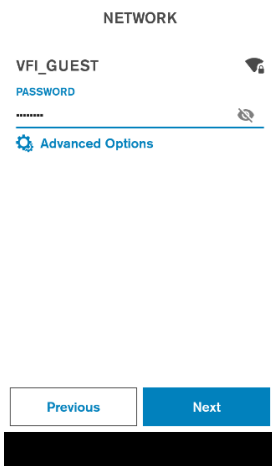
Displays list of available Wi-Fi Networks (SSID, strength). Unsecured or WEP network cannot be selected.

**User action**

If the SIM card and/or ETH cable is connected to the device the user can view the APN and the Ethernet settings by pressing on the corresponding buttons.

It is possible to move to the next screen if Ethernet or SIM is connected, otherwise wi-fi network must be selected.

The user can select secured access point, after selection credentials will be requested.

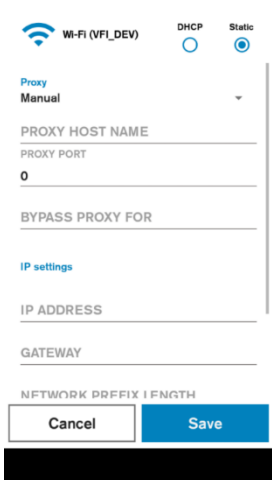


**Description**

Wi-Fi network credential input. If the password entered is correct a connection will be established automatically. There is an option to configure a static connection with help of “Advanced Options”.

**User action**

Requested to enter network credentials. The User can return to the previous screen or use the ‘Advanced Options’ to go to Static network configuration.



**Optional Static and/or Proxy configuration**

If **Advanced Options** are selected, then the user can enter the static network configuration information for the selected access point.

Proxy configuration (Manual or Auto-config) can be entered as well.

The same configuration setting options are available for Ethernet connection types.



### Network Detection



#### Description

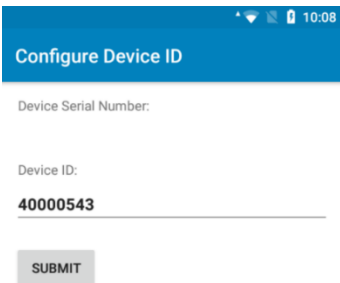
The terminal checks the internet availability and time configuration, these settings are used to communicate with Verifone servers.

#### User action

The user is not required to do any action at this stage.



### Configure Device ID



#### Description

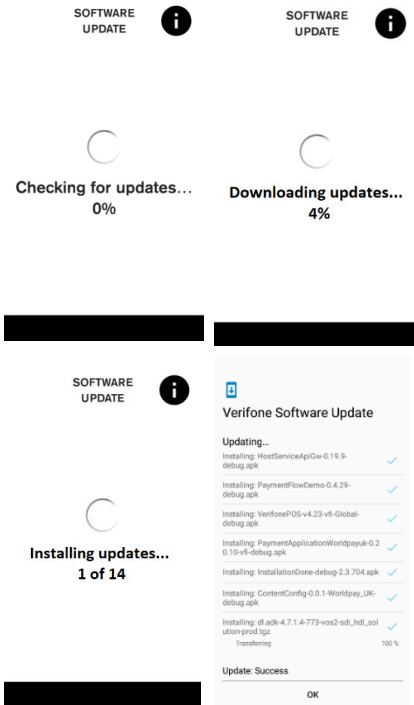
Device ID entry.

#### User action

Received Device ID (DID) must be entered in the corresponding field and the button “submit” must be pressed.



## Software Upgrade



### Description

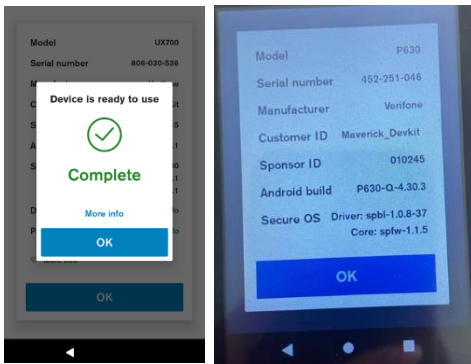
These are the different stages of VHQ update process as well as multiple Software package installations.

### User action

The user is not required to do any action at this stage and must wait until all the installation steps are completed.

As soon as the packages are downloaded, the installation will start. Multiple reboots may occur based on the package types involved.

## Installation Complete



### Description

The device is ready to use.

### User action

The user must click on the “OK” button to complete the Setup Wizard.

### Optional Info

If the “More info” is selected, a pop-up dialog will show summary about the device, which can be used to validate software stack.



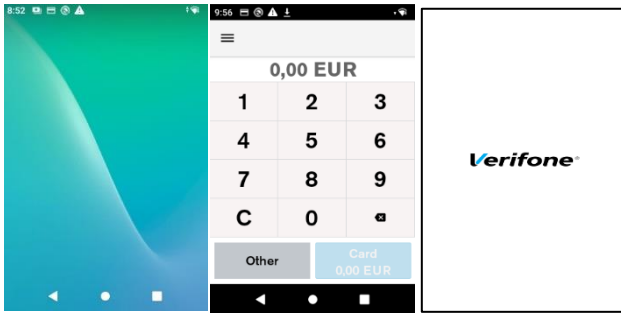
### Description

After the out of box (OOB) setup is completed, the user will see the screensaver if connected to the ECR.

### User action

The user has access to the full functionality of the terminal.

## PAYMENT DEVICE MODES



### Description

The Device modes allow the user to change the behaviour of the default or home application of the device, as well as lock the device to a particular application.

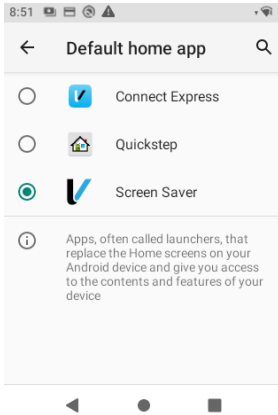
### Modes of Operation

- 1) Standard Android Mode
- 2) POS Mode
- 3) Screen Saver (ECR)

---

### Default Application

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### Description

To configure default application.

### User action

Go to Settings → Apps & notifications → Default apps → Home app.

Select your Home application.

---

### Standard Android Mode

---



### Description

If the device is set to the standard Android mode (in Home app Quickstep is selected), then it will boot into the standard home application.

### User action

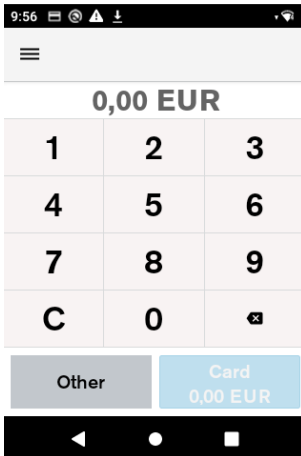
The user can access all applications by swiping up.

The user can enter the payment application by selecting the “Connect Express” icon from application list

---

## POS Mode

---



### Description

If the device home application is set to Connect Express, this will be the default (primary) application, the POS mode will start automatically when the device is switched on.

### User action

Whenever restarting the device, the device will return to the primary application "Connect Express".

---

## Screen saver mode

---



### Description

If the device home application is set to Screensaver, this will be the default image shown as the screensaver. This mode is mostly used Integrated terminals as a standby option. This user guide will concentrate on this mode.

### User action

Whenever restarting the device, the device will return to the primary application "Screensaver".

## USER MANAGEMENT

### Description

The user management component will require certain functions to request user authentication before proceeding.

There are three defined roles supported. Each role requires a passcode:

#### The Admin Role

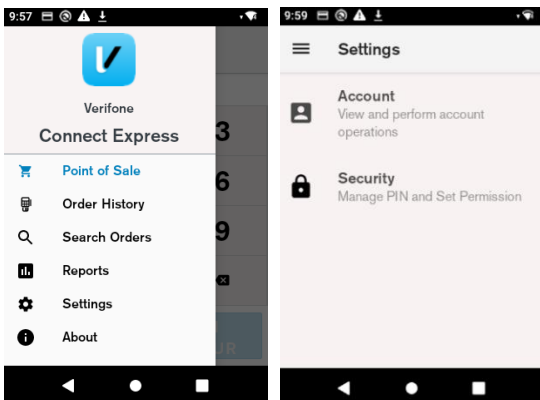
- The Admin can authorise all supported roles.
- The Admin can update the Manager and the Cashier passcodes.
- The Admin passcode is set by an algorithm.
- The algorithm will be known to both help desk and the terminal.
- The algorithm will incorporate a seed value specific to the acquirer.
- The algorithm will act as a daily passcode.

#### The Manager role

- The Manager can authorise the Manager and the Cashier.
- The Manager can update the Manager and the Cashier passcodes.

#### The Cashier role

- The Cashier can authorise only the Cashier.
- The Cashier cannot update the Cashier passcode.



### Description

The passcodes can be set up in Connect Express menu. The Settings menu allows the merchant to view and change certain settings. When accessing the settings menu for the first time the user can use default passcodes. Later, if needed, the passcodes can be changed there as well. The security menu is used to configure secure options.

### User action

Go to Connect Express menu and select Settings. Then select Security.

## Passcode Setup

Update Employee Passcode :

Enter Admin passcode

1	2	3
4	5	6
7	8	9
C	0	⌫

Cancel Enter

### Description

The passcode requirements:

- Cannot repeat same digit more than 3 times
- Cannot enter digits in sequential order
- The Manager passcode must be between 6 and 12 characters in length
- The Cashier passcode must be between 4 and 12 characters in length
- The Cashier and the Manager passcode cannot be the same

To set up the employee passcodes you need to request the daily admin passcode from Helpdesk.

Update Employee Passcode :      Set Up Employee Passcode

Enter Manager passcode      Reenter Manager passcode

1	2	3
4	5	6
7	8	9
C	0	⌫

Cancel Enter

1	2	3
4	5	6
7	8	9
C	0	⌫

Previous Enter

### Description

Create and confirm the passcode for the Manager.

### User action

Enter the Manager passcode.  
Re-enter the Manager passcode.

Set Up Employee Passcode      Set Up Employee Passcode

Enter Cashier passcode      Reenter Cashier passcode

1	2	3
4	5	6
7	8	9
C	0	⌫

Cancel Enter

1	2	3
4	5	6
7	8	9
C	0	⌫

Previous Enter

### Description

Create and confirm the passcode for the Cashier.

### User action

Enter the Cashier passcode.  
Re-enter the Cashier passcode.

### Passcode management

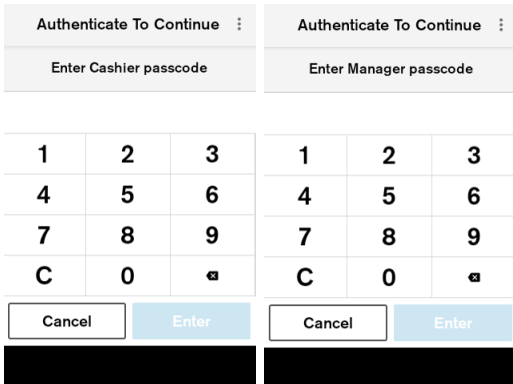
The passcode can be changed on the terminal if the current passcode is known. The Manager can change the Cashier passcode

The user can reset the passcode using the daily Admin password which can be obtained by calling Helpdesk.

The user can change refund and void limits for both cashier and manager.

The user can change authentication levels for different menu options.

User Authentication Management

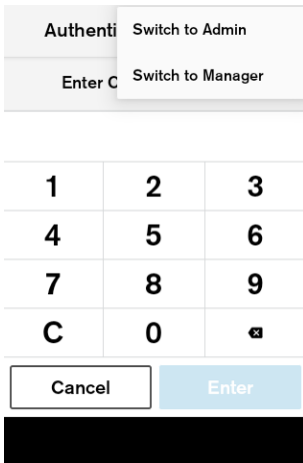


**Description**

The Manager and the Cashier authentication prompt.

**User action**

Enter the Manager (by default **159874**) or the Cashier (by default **268423**) passcode on the device for authentication.



**Description**

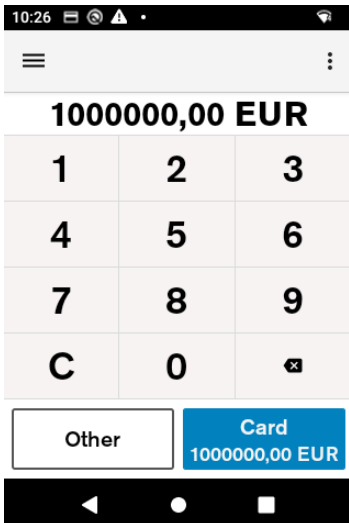
Select different role at the authentication prompt.

**User action**

To switch roles, select the three dots at the top right corner at the authentication prompt.

## PAYMENT FUNCTIONS

### Transaction Selection



The transaction selection step consists of two parts:

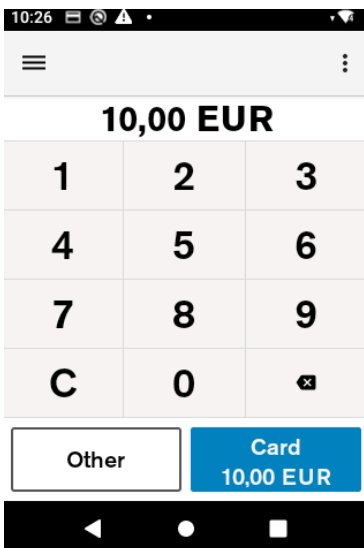
#### Amount Input

The maximum possible amount value can be configured and by default it is set to €1000000.

#### Transaction Type Selection

The terminal provides the merchant with the option to choose the transaction. The merchant can see the available transaction types by selecting the button “Other”.

### Purchase



#### Description

The merchant is prompted to enter the amount of the transaction. The transaction amount is validated to ensure that the maximum amount is not exceeded. Purchase transactions with amount 0.00 are not allowed.

#### User action

Selecting the “Card” button starts the card payment.

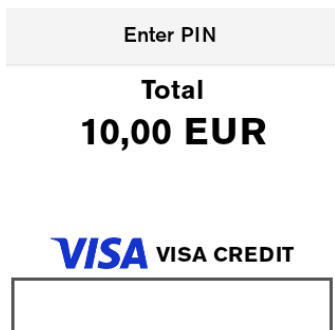
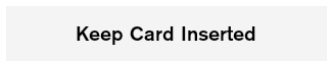
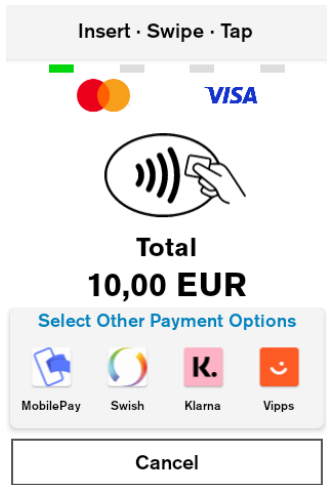
Selecting the “Other” button presents the user with other transaction options such as refund.

Pressing the “C” button will reset the current amount.

The top left menu gives access to administrative functions.

If device is connected with ECR, transaction must be initiated from ECR.





**Description**

After the amount has been entered, and the button “Card” has been selected the customer can insert, tap, or swipe the card.

**User Action**

The user inserts, taps or swipes payment card to proceed with payment processing.

**Description**

After the card is inserted, tapped, or swiped, the terminal indicates that it is processing card data, by showing “Please Wait...” screen.

**User Action**

The user is not required to do any action at this stage.

**Description**

If the CVM for the card is PIN, then the PIN will be prompted after the “Please Wait...” screen.

If the customer has entered an incorrect offline PIN and “Enter” has been selected, the terminal will display a warning message that an incorrect PIN has been entered.

The “Enter” key is not enabled until 4 digits are entered.

This dialogue will be displayed only for cards that use a PIN as the cardholder verification method, otherwise the terminal will skip this screen and move to authorisation of the card.

**User Action**

The user must enter the PIN and select the “Enter” button. The user can reset the PIN entry by pressing the “C” button.

Keep Card Inserted



Authorising...



**Description**

After the card data has been read, the device will display the message “Authorising...”. This indicates that the device is performing online authorisation by communicating with the acquirer’s host system.

**User Action**

The user is not required to do any action at this stage.

Please Remove Card



APPROVED

Transaction completed successfully



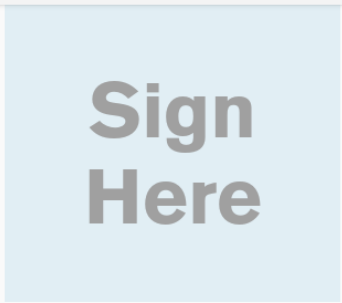
**Description**

When card data has been authorised, the terminal will show an “Approved” screen. This informs the customer that the payment has completed successfully. The customer is prompted to remove the card if it’s still inserted. The terminal will play a notification sound until the card is removed.

**User Action**

The customer must remove the card.

Enter Signature



Total: 10,00 EUR

I agree to pay the above total amount according to my card issuer agreement. **MASTERCARD** card ending in **0037**. Authorisation number **336750**



**Description**

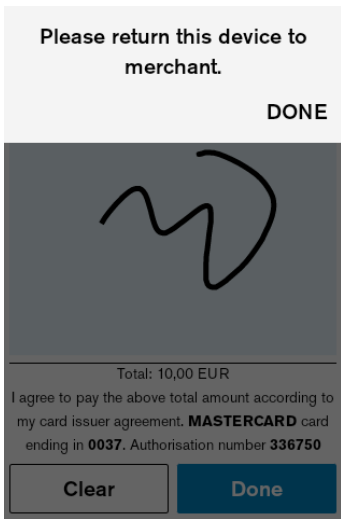
If the CVM for the card is Signature the device will prompt the customer to sign the receipt, otherwise the terminal will skip the signature validation and proceed with customer receipt printing. Signature entry is prompted when the transaction amount is higher than the signature required minimum amount.

**User Action**

The customer signs the receipt.

If the customer has made an error while signing the receipt, the signature can be cleared by pressing the “Clear” button.

The customer presses the “Done” button when the receipts has been signed.



**Description**

The device prompts the customer to return the device to the merchant, to verify signature.

**User action**

Customer gives back the terminal to the merchant. The merchant presses the “Done” button when the device has been returned.



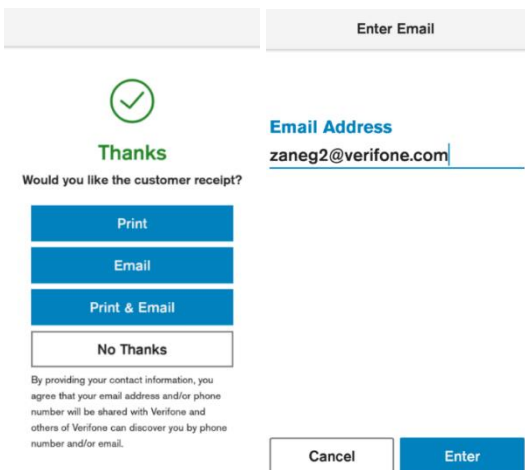
**Description**

The device prompts the merchant to approve or reject the signature.

**User action**

If the signature does not match with the signature on the card, the “No” button must be pressed. The transaction will be declined, and a reversal will be sent.

If the signature matched the signature on the card, the “Yes, Approve” button must be pressed.



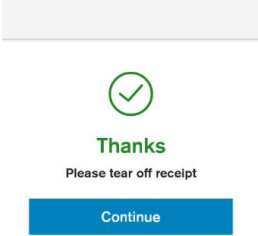
**Description**

When the transaction has been approved and the card removed the terminal will prompt the user to select the option to print the customer receipt if receipt printing has been enabled in device configuration.

**User action**

If the button “Print” is selected, then the customer receipt will be printed. If the button “Email” is selected, then the device will prompt the user to enter email address.

If the button “Print & Email” is selected, then the device will prompt the user to enter email address and after the customer receipt will be printed. If “No Thanks” is selected, the device will proceed with the merchant receipt printing.

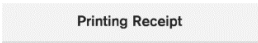


**Description**

In the event when terminal is configured to print two paper receipts back-to-back, this prompt will appear. It will give the user time to tear off the receipt before the next receipt is printed. If the tear off screen times out, the merchant receipt will be printed.

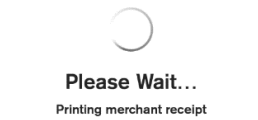
**User action**

The user presses the “Continue” button when customer receipt has been teared off.



**Description**

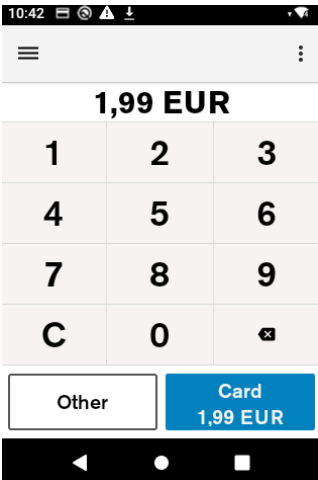
The device prints out merchant receipt. After the terminal prints receipts the full payment process is completed. The device returns to the default amount entry screen.




---

*Refund transaction*

---



**Description**

The merchant is prompted to enter the amount of the transaction. The transaction amount is validated to make sure it does not exceed the maximum amount. Refund transactions with an amount of 0.00 are not allowed.

Pressing the “C” button will reset the current amount.

The top right menu allows the merchant to clear the amount.

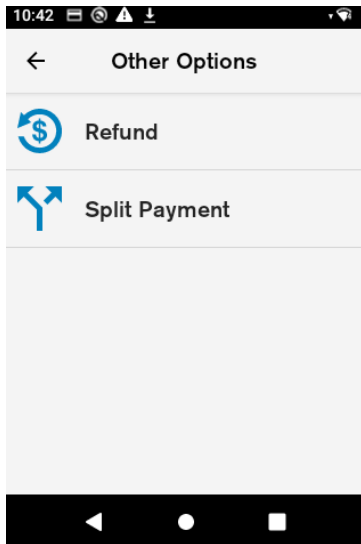
The top left menu gives access to administrative functions.

Selecting the “Other” button presents the user with other transaction options such as refund.

**User action**

The user must select the “Other” button to access the refund option.

If device is connected with ECR, transaction must be initiated from ECR.

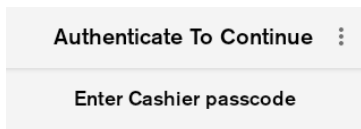


**Description**

By selecting the “Other” button, the terminal will display the non-purchase transaction types.

**User action**

The user must select “Refund”.



**Description**

If the user authentication feature is enabled, the user is prompted for the passcode before performing refund transaction.

**User action**

The user must enter the cashier, the merchant, or the admin passcode, to proceed with the processing of the refund transaction.

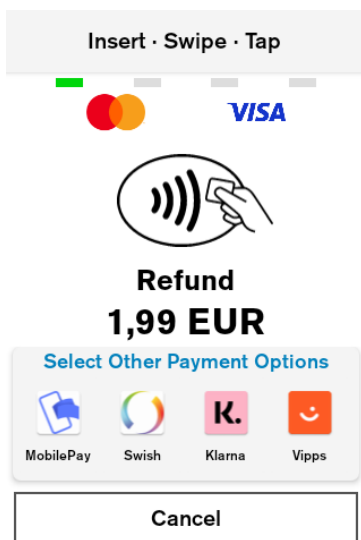


**Description**

After user authentication the customer can insert, tap, or swipe the card.

**User action**

The user inserts, taps or swipes payment card to proceed with payment processing.



Keep Card Inserted



**Please Wait...**



### Description

After the card is inserted, tapped, or swiped, the terminal indicates that it is processing card data, by showing “Please wait...”.

### User action

The user is not required to do any action at this stage

Keep Card Inserted



**Authorising...**



### Description

After the card data has been read, the device will display the message “Authorising...”. This indicates that the device is performing online authorisation by communicating with the acquirer’s host system.

### User action

The user is not required to do any action at this stage.

Please Remove Card

**VISA VISA CREDIT**



**APPROVED**

Transaction completed successfully

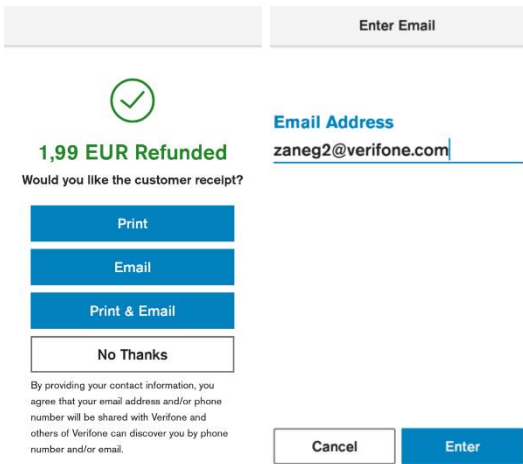


### Description

When card data has been authorised, the terminal will show an “Approved” screen. This informs the customer that the payment has completed successfully. The customer is prompted to remove the card, if it’s still inserted. The terminal will play a notification sound until the card is removed.

### User action

The customer must remove the card.



**Description**

When the transaction has been approved and the card removed the terminal will prompt the user to select the option to print the customer receipt if receipt printing has been enabled in device configuration.

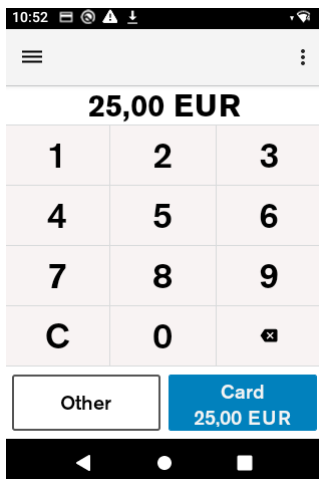
**User action**

If the “Print” button is selected, then the customer receipt will be printed. If “No Thanks” is selected, the device will proceed with the merchant receipt printing.

---

*Split Payment*

---



**Description**

The merchant is prompted to enter the transaction amount. The transaction amount is validated to make sure it does not exceed the maximum amount.

The merchant can reset the current item by pressing the “C” button.

The top right menu allows the merchant to clear the amount.

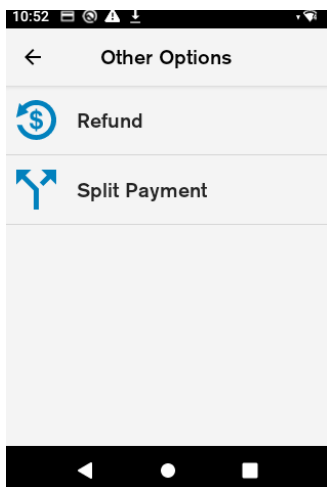
The top left menu gives access to administrative functions.

Selecting the “Other” button will show the various transaction type options such as split payment.

**User action**

The user must select the “Other” button to access the split payment option.

If device is connected with ECR, transaction must be initiated from ECR.

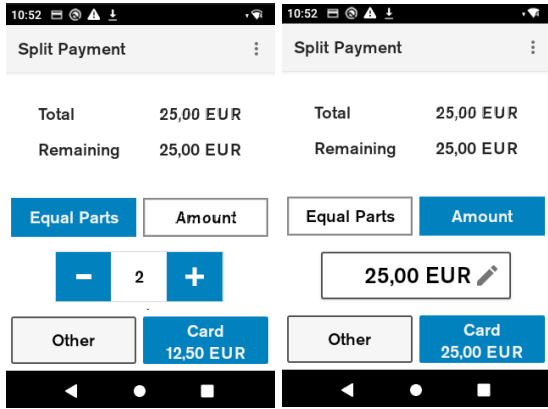


**Description**

By selecting the “Other” button, the terminal will display the non-purchase transaction types.

**User action**

The user must select “Split Payment”.



**Description**

If split payment is enabled the device allows the total amount to be paid with multiple payments.

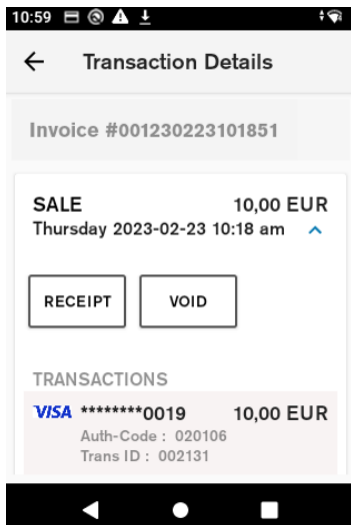
**User action**

Selecting the “Equal Parts” button will allow the total amount to be paid in two or more equal parts.

Selecting the “Amount” button will allow the total amount to be split by selecting the amount the user wants to pay.

After the “Card” button is pressed, the terminal will proceed with processing the purchase as described in pages 16-20.

*Void transaction*

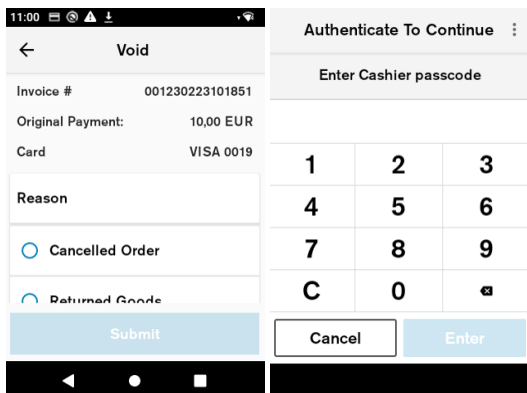


**Description**

To void a transaction, the user must go to Connect Express administration menu, then choose Order History and then the user must select a transaction which needs to be voided.

**User action**

The user selects the “Void” button.



**Description**

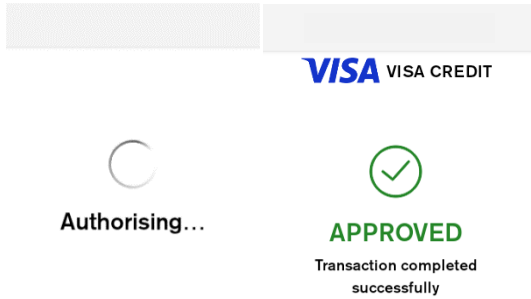
After the “Void” button is selected, the user is prompted to select a reason for void.

The user is prompted for the merchant or the cashier passcode before performing void transaction.

**User action**

The user must select a reason for void and authenticate user to continue the void processing.



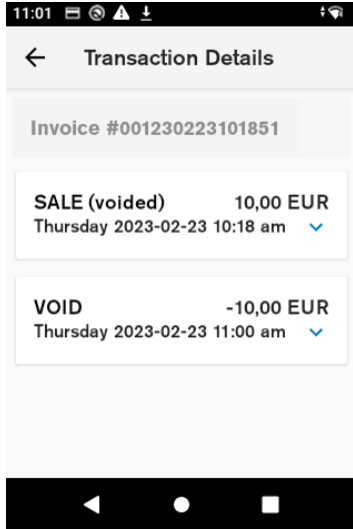


**Description**

The “Authorising...” screen displays that the device is doing an online authorisation by communicating to the host and completing the transaction successfully.

**User action**

After the transaction has been authorised, the user must choose whether to print the customer and merchant receipts.



**Description**

After the void transaction is completed, the user is lead back to the transaction details screen. The user can see the details of both the sale and the void transaction.

**User action**

The user can view transaction details. To get back to POS application, the user must press the back button.

## ERROR SCENARIOS

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### *For Chip cards*

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- Immediate Fallback to Card Swipe will be prompt after a single failed attempt for the following conditions: Card Expiry, EMV Blocked and when the terminal does not support chip transactions for the card type.
  - If there is a chip read error, the customer is asked to present the card again.
  - If the card is declined, the customer is notified that the card is declined and is asked to remove the card.
  - If the customer removes card while it is being processed (“Please Wait”, “Authorising” displays), the transactions will be cancelled, and a reversal will be generated.
- 

### *For Contactless cards*

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- In case of a fallback to use Chip, the customer is asked to insert the card instead.
  - In case other errors, the customer is asked to tap the card again.
  - If the card is declined, the customer is notified that the card is declined
- 

### *For MSR (Magnetic Stripe) cards*

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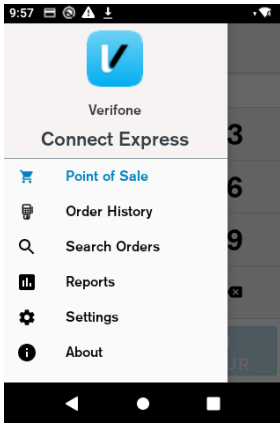
- If there is swipe read error, the customer is asked to present the card again.
  - If the service code indicates a chip is present and the service code check is enabled, the customer is prompted to insert the card instead.
  - If the card is expired and the expiry check is needed for this card range, the card is declined.
  - If the card number check fails and the card number check is needed for this card range, then the card is declined.
  - If the customer cancels the transaction, a **Transaction cancelled** message will be shown
  - If the screen times out, a **Transaction cancelled/Operation Timeout** message will be shown
  - If the device crashes or reboots while on card prompt screen, the payment application will restart. No power failure recovery will happen.
  - Based on the card range or the AIDs, the configuration is checked to determine whether the card supports the current transaction type. If the **transaction type** is not supported by the **card**, the transaction is declined.
- 

### *Other*

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- The payment configuration on the device contains card schemes that the **merchant** accepts. Customer cards will be checked against those schemes and if they are not accepted the transaction will be declined.
- If the payment application has crashed, or the device reboots while on “Please Wait...” screen, the payment application will perform a power failure recovery, this will decline the transaction and generate a reversal.

## ORDER HISTORY



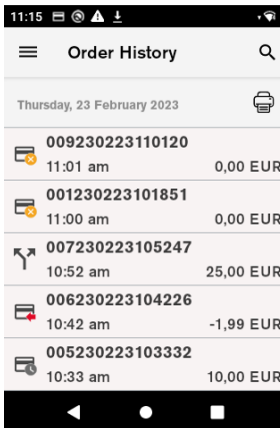
### Description

Through the administration menu the user can access the order history, account settings and view reports.

### User action

The user must click on the hamburger menu symbol at the top left corner to open the Connect Express administration menu.

The user must select “Order History”.



### Description

Order history displays the transaction history that is saved in the device. In Order History the user can see Transaction ID, Time stamp, Amount, Transaction type. The icon next to the transactions shows the transaction type whether it is a sale, refund, void, or split payment transaction.

List of transactions for each day can be printed by pressing the printer symbol next to the day.

Order History List Search can be accessed by tapping on the search symbol and the top right corner.

### User action

The user can view and print the list of order history per day.

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## *Search Transactions and Advanced search*

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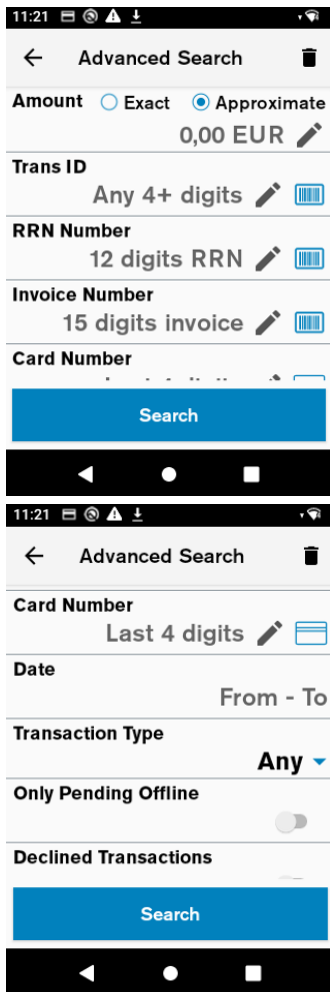
### Description

Allows the user to search for transactions using different variables. There are two types of transaction search:

1. Simple search
2. Advanced search

### User action

Simple search – the user enters 4 digits and the device searches for transactions where the last 4 digits of the card number match the digits entered. The user enters 5 or more digits and the device searched for the Order ID or Transaction ID that contains the digits entered.



## Description

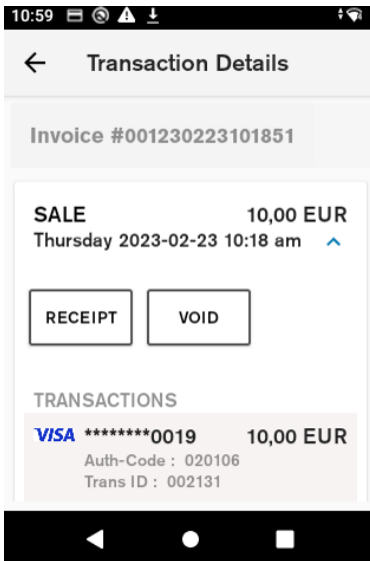
Advanced search can be accessed by pressing the “Advanced Search” button in Order History List Search view. When multiple search options have been entered in the view, the returned result will match all the specified options. Selected search criteria can be cleared by pressing the bin icon.

## User Action

The user can search for transaction using the following search options:

1. Exact amount. Finds orders with order amount exactly matching the entered value.
2. Approximate amount. Finds orders with order amount within 20% of the entered value.
3. STAN. Finds transactions with transaction ID containing the entered sequence.
4. RRN Number. Finds transactions with RRN Number containing the entered sequence.
5. Invoice Number. Finds transaction with invoice ID containing the entered sequence.
6. Card Number. Finds transactions with card number containing entered sequence.
7. Date. Finds transactions within the entered date range.
8. Transaction type. Finds transactions of the selected transaction type.
9. Only pending offline. Finds pending offline transactions (transactions performed offline that have not been confirmed online).
10. Declined transactions. Finds declined transactions.

## Transaction details and receipt reprint



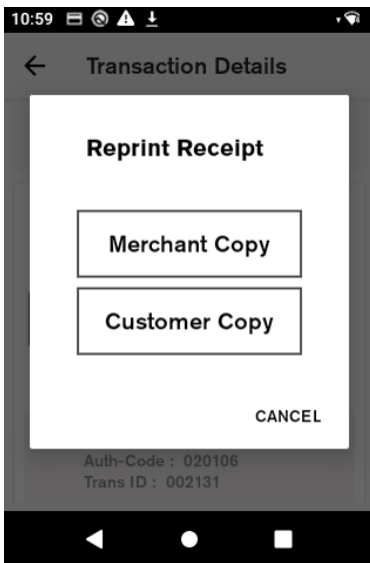
### Description

Transaction history details can be accessed by selecting an item in Connect Express Transaction History List. It shows more detailed information about each order.

### User action

The user can press the “Receipt” button to print copies of both the merchant and the customer receipts for the selected order.

The user can press the “Void” button to generate a reversal for the selected order. (Described in pages 24-25)



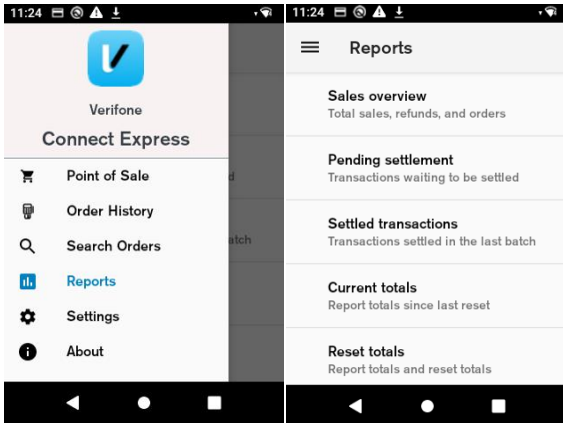
### Description

After the “Receipt” button is selected, the terminal prompts the user to select the which receipt copy needs to be printed.

### User action

The user selects which receipt copy is needed.

## REPORTS



### Description

The user can access the reports menu by selecting reports from the Connect Express administration menu. Reports menu consists of sales overview, current totals and reset totals. To access the reports, the user must enter the passcode.

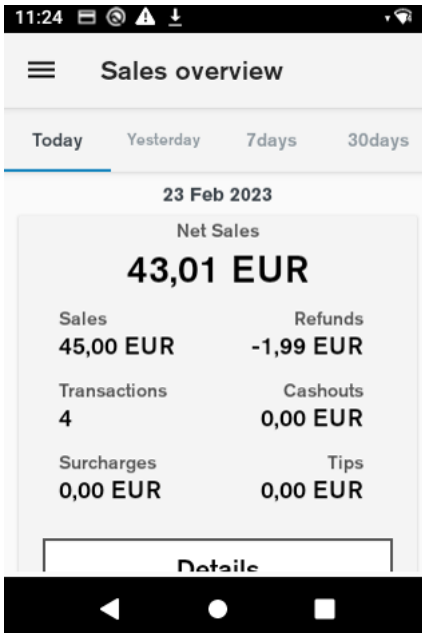
### User action

The user must select one of the available reports.

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### *Sales overview*

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### Description

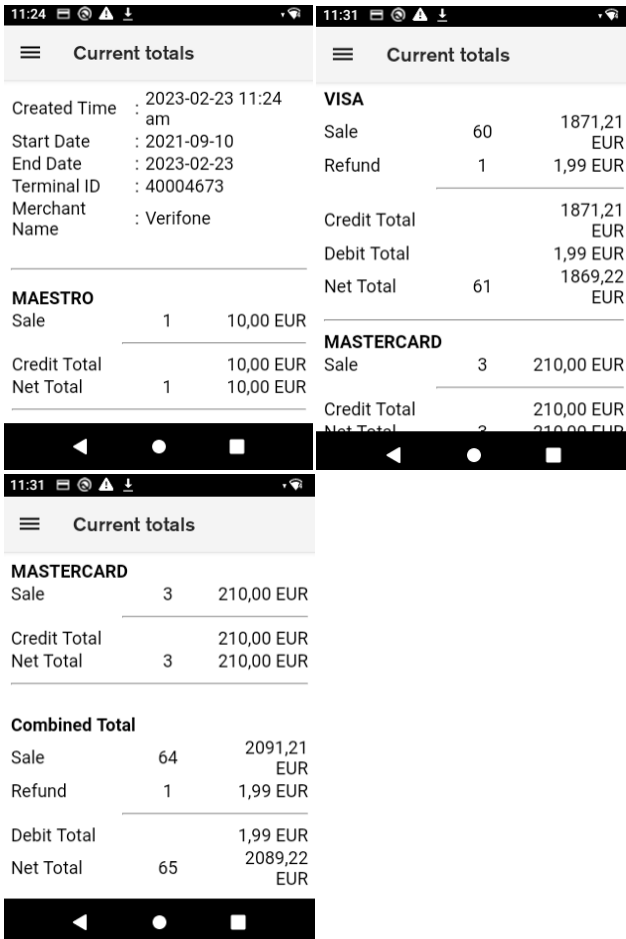
Sales overview shows the number of transactions and total amount for purchase, refund, tax, tip, and cash out. The overview also shows the net purchase amount summarising all orders.

There is an easy menu selection to show order summary for current day, yesterday, last 7 days and last 30 days.

### User action

The user selects the “Details” button. The terminal will show all orders that have been made that day (week, month). This will be displayed in the “Search Orders” menu.

*Current totals report*



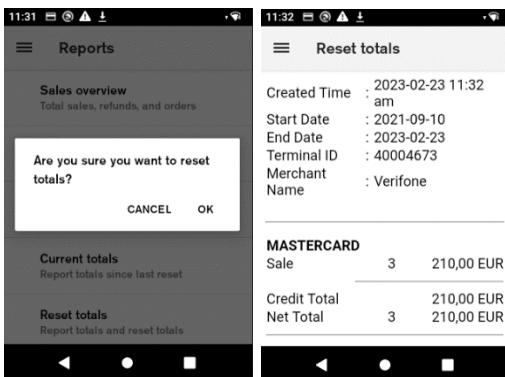
**Description**

Current totals show the list of all transaction types with total amounts grouped by card scheme and the combined totals since last reset. The current totals report is the X reports or end of shift report.

**User action**

The user can view the current totals report. The user can print the current totals report by pressing the printer symbol at the top right corner.

*Reset totals report*



**Description**

Before the user can reset totals, the terminal will ask for confirmation. On confirmation, the current totals are reset, and a report is shown. The reset totals report shows the list of all transaction types with total amounts grouped by card scheme and the combined totals. The reset totals report is the Z report, or end of day report.

**User action**

The user must press the "OK" button to reset totals. The user can view the reset totals report.

The user can print the reset totals report by pressing the printer symbol at the top right corner.