































POS User Guide






VX5xx




Menu	Action	Illustration
	COMPONENTS of ETHIX-POS Terminal:	ETHIX-POS Terminal - Adapter - Adapter power cable - Phone cable - Paper Roll
	Environment and Connections	<ul style="list-style-type: none"> - A 110/220V plug at a distance of less than 3 meters - Phone connection - A 15 x 25 cm space on desk - Temperatures between 10-30 degrees - not in direct sunlight
	ETHIX-POS Package	A3 size manual of 5 pages about the installation (connections) of ETHIX-POS terminal
	Terminal Keypad	Function Keys (F1, F2, F3 and F4) - Shortcut buttons (PURCHASE, REPRINT, ALPHA, REVERSAL and RECONC.)- Number Keys - ENTER button - CLEAR button - BK SPC button - YES button - NO button.
TRANSACTION Menu scenario	PURCHASE 	The Default transaction in Idle Mode is Purchase. <ul style="list-style-type: none"> - Press F3 "TRANSAC. MENU" in Idle Screen. - Press ALPHA button to change language if required. - Press F2 function key to select PURCHASE in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter the Purchase amount, and then press ENTER. - Enter the cardholder PIN. - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original receipt and the cardholder takes the copy.
	REFUND 	<ul style="list-style-type: none"> - Press F3 "TRANSAC. MENU" in Idle Screen. - Press ALPHA button to change language if required. - Press F3 function key to select REFUND in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter password, press ENTER. - Enter the transaction RRN, and then press ENTER. - Enter the Refund amount, and then press ENTER. - Enter the cardholder PIN, and then press ENTER. - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the copy and the cardholder takes the original receipt.

Menu	Action	Illustration
TRANSACTION Menu scenario	<p>REVERSAL</p> 	<p>Processing the reversal transaction requires that the transaction is approved and the reversal is initiated within sixty seconds after the transaction completion.</p> <ul style="list-style-type: none"> - Press F3 “TRANSAC. MENU” in Idle Screen. - Press ALPHA button to change language if required. - Scroll down using the  shortcut button corresponding to the Down  arrow displayed on the screen to go to the REVERSAL transaction. - Press F1 function key to select REVERSAL in Trans. Menu. - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original receipt and the cardholder takes the copy.
	<p>PRE-AUTHORIZATION</p> 	<ul style="list-style-type: none"> - Press F3 “TRANSAC. MENU” in Idle Screen. - Press ALPHA button to change language if required. - Scroll down using the  shortcut button corresponding to the Down  arrow displayed on the screen to go to the PRE-AUTHORIZATION transaction. - Press F2 function key to select PRE-AUTHORIZATION in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter the amount to be authorized, and then press ENTER . - Enter the cardholder PIN, and then press ENTER . - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original and copy receipts.
	<p>PURCHASE ADVICE</p> 	<ul style="list-style-type: none"> - Press F3 “TRANSAC. MENU” in Idle Screen. - Press ALPHA button to change language if required. - Scroll down using the  shortcut button corresponding to the Down  arrow displayed on the screen to go to the PURCHASE ADVICE transaction. - Press F3 function key to select PURCHASE ADVICE in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter authorization code obtained from previous purchase transaction. Press ENTER . - Enter the amount of purchase advice, and then press ENTER . - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original receipt and the cardholder takes the copy.

Menu	Action	Illustration
Transaction Menu scenario	<p>PURCHASE WITH CASH BACK</p> 	<ul style="list-style-type: none"> - Press F3 “TRANSAC. MENU” in Idle Screen. - Press ALPHA button to change language if required. - Scroll down using the  shortcut button corresponding to the Down  arrow displayed on the screen to go to the PURCHASE WITH CASH BACK transaction. - Press F1 function key to select PURCHASE WITH CASH BACK in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter the purchase amount, and then press ENTER . - Cardholder confirms purchase amount by pressing ENTER  again. - Enter the cash back amount, and then press ENTER . - Enter PIN if requested. - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original receipt and the cardholder takes the copy.
	<p>CASH ADVANCE</p> 	<ul style="list-style-type: none"> - Press F3 “TRANSAC. MENU” in Idle Screen. - Press ALPHA button to change language if required. - Scroll down using the  shortcut button corresponding to the Down  arrow displayed on the screen to go to the CASH ADVANCE transaction. - Press F2 function key to select CASH ADVANCE in Trans. Menu. - Swipe or Insert the card through the card reader. - Enter the Cash amount, and then press ENTER . - Enter the cardholder PIN, and then press ENTER . - The transaction is completed, and a receipt is printed with a copy. The retailer keeps the original receipt and the cardholder takes the copy
Supervisor Menu	Usage	<ul style="list-style-type: none"> - Press F4 “SUPERVISOR MENU” in Idle Screen. - Enter the Supervisor Password, press ENTER . The Supervisor Menu is displayed. - Use the  buttons corresponding to Up  and Down  arrows to navigate through Supervisor Menu operations.

Menu	Action	Illustration
Supervisor Menu	Menu Operations	
	1. SNAPSHOT BALANCES (press F2 to select)	
	2. RUNNING BALANCES (press F3 to select)	
	3. INITIALIZATION (Sub-menu: FULL/ PARTIAL) (Press F1 to select the Initialization process, then press F2 in the sub-menu to select Full TMS download or press F3 to select Partial TMS download)	
	4. RECONCILIATION (press F2 to select, and then select Yes  or No  button)	
	5. CHANGE LANGUAGE (press F2 to change to English or Arabic)	
	6. PRINT CONFIG. SYSTEM (press F3 to select and then change required data then press ENTER ).	
	7. TRANSACTION RECEIPT COPY (press F1 to select and then change required data then press ENTER ).	
	8. RECONCILIATION RECEIPT COPY (press F2 to select and then change required data then press ENTER ).	
9. SETTINGS (press F3, a submenu appears):		
<ul style="list-style-type: none"> • Vendor ID (press F2 to select) • Vendor Terminal Type (press F3 to select) • TRSM (press F1 to select) • Vendor Key Index (press F2 to select) • SAMA Key Index (press F3 to select) • TPDU (press F1 to select) • Connection Parameters (press F2 to select, a sub-menu appears): <ul style="list-style-type: none"> a. Swap Types b. Edit Connection Types, contains: <ol style="list-style-type: none"> 1. Primary connection: <ul style="list-style-type: none"> • Host Phone Number • Host IP Address • Host Port Number • Terminal IP • Subnet Mask • Gateway • Primary DSN • Secondary DSN • Access Point • ISP User Name • ISP User Password Secondary connection: <ul style="list-style-type: none"> • Host Phone Number • Host IP Address 		

Menu	Action	Illustration
Supervisor Menu	<ul style="list-style-type: none"> • Host Port Number • Terminal IP • Subnet Mask • Gateway • Primary DSN • Secondary DSN • Access Point • ISP User Name • ISP User Password 	
	• TMS Settings (press F3 to select, a sub menu appears):	
	<ul style="list-style-type: none"> • TMS Dialup Phone Number • TMS Host IP address 	
	1. REPRINT RECEIPT (press F1 to select)	
	2. CHANGE PASSWORD (press F2 to select)	
	3. CLEAR (press F3 to select)	
Trouble Shooting	4. CHANGE FONT (press F1 to select Sub-menu: DISPLAY FONT/ PRINTER FONT press F2 to change Display font or F3 to change Printer font)	
	5. APPLICATION UPGRADING (press F2 to select)	
	6. EXTERNAL PINPAD (press F3 to select)	
	No transactions can be performed or No Printing	Check battery as battery low causes power failure.
	Power Failure and receipt was not printed	Go to Supervisor Menu, select Trans Receipt Copy. Or press REPRINT shortcut button  on the key pad.
	No Reprinting	Check paper roll or check battery.
Trouble Shooting	Terminal does not detect the magnetic card	Make sure that the magnetic bar faces the inner side of the terminal. Make sure that the direction of swiping the card is from Up to Down.
	Inserted Card not recognized (smart chip)	Make sure that the card is inserted correctly facing upwards. If problem persists, check if merchant supports the card schema used (Visa, Master Card, etc.).
	Screen saver is On and the user wants to display a specific menu	Press any button on the keypad.

POS User Guide

VX5xx

