

## Verifone VX520 Quick Reference Guide



**MERCHANT MANAGEMENT GROUP**

**Retail**

**Credit Card Sale**

### Sale

**1** Press **F2** key, then enter amount of sale \$0.00 then press **GREEN** Button  
Total sale displayed: Press **F1** for **YES**

**2** Insert/ Tap/ Swipe or Manually key card

**If card needs to manually entered:**

Key in card number & press **GREEN** key  
Key in Expiration date & press **GREEN** key  
(Example: December 2025, enter 1225)

**Key in amount of Sale**

**Card Present? Answer NO**

**Phone Order? Answer YES**

**CVV2 =Answer Present**

(Key in 3 digit on back of card)

**Address** (Street # of card billing address)

**Zip** (Zip code of card billing address)

**If terminal prompts for "CUSTOMER CODE" enter 4 digits or press GREEN key to bypass**

The Customer Code/PO number is a four digit number that appears on the cardholders statement that allows the cardholder to track purchases.

**3** Once approved receipts will print.

Do not remove the card until transaction is complete and prompts to be removed.

### Credit Return/ Refund

**1** Press **F3** key, then enter amount of **refund** then press **GREEN** Button  
Total sale displayed: Press **F1** for **YES**

**2** Insert/ Tap/ Swipe or Manually key

**If card needs to manually entered:**

Key in card number & press **GREEN** key

Key in Expiration date & press **GREEN** key

(Example: December 2025, enter 1225)

**3** Once completed receipts will print.

### VOID

Press **F4** key

**Password 123456**, then **GREEN** key

**Enter item #** then press **GREEN** Button

**Void** displayed: Press **F1** for **YES**



## Close Batch

Press Left Top **PURPLE** key  
then press **F2** key,

**Batch will close**

**close report prints**

Place label here

Visa/ MasterCard Voice approval # 800.228.1122

Discover Voice approval # 800.347.1111

American Express Voice approval # 800.528.2121

Local Terminal Help 850.747.0664

877.664.1122

24/7 Customer Support 800.228.0210

## Additional Terminal Functions

### Reprint:

Press **PURPLE** key to the right  
of the Alpha key.

### Reports:

Press **PURPLE** key on far right  
then select desired reports

### Error Messages:

**VXN ERROR 53  
SEND ERROR**

**Internet not detected and  
lan line is disconnected.**

(Verify internet modem and cable are  
working and /or power off terminal  
with ethernet cable plugged in and  
power unit back on.)

**VXN ERROR 13  
AUTHENTICATION  
FAILED**

**Datawire not set up.  
Datawire is the internet host.**

**VXN ERROR 1001  
VXN TID  
NOT FOUND**

**Not provisioned for Datawire.  
Terminal not set up for internet.**