

dnapayments



Your Verifone V240M installation and user guide

Getting Started

123send



optomany

AP Active
Payments

FIRST PAYMENT
merchant services

Card Cutters

K kwalitas Ltd
"Customer focused - service driven"

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Step 1

Welcome to DNA Payments!

Thank you for ordering the Verifone V240m payment terminal. In this guide you will find instructions on how to set up and use your V240m terminal. For security reasons, your terminal is locked. This guide explains how to unlock and activate your terminal, and how to perform transactions.



NOTE

You will require your Merchant Number, which can be found within your welcome pack or e-mail



Step 2

Unboxing Your Terminal

A durable, affordable and portable device with integrated printer, the V240m expands the definition of point of sale. With flexible connectivity options to accommodate any business need, this smart and affordable touchscreen portable payment device is the perfect on-the-go solution.

It is available from DNA Payments for use throughout the UK & Ireland.

Before starting to use your terminal, it is recommended that you take a few moments to check the contents of the box. Every V240m package should include:

- V240m Terminal
- Docking Station
- UK Power cable and adaptor
- Ethernet Cable (Only required if using Bluetooth)
- Thermal Paper Roll x2 (One will be pre-installed)



Step 3

How to use this guide

The next few pages are designed to get your new terminal activated, connected to Wifi (optional) and processing your first transaction(s).

We know that not everything goes according to plan first time, so if you experience any problems at all with your new terminal, please contact our customer support team on the details below.

Customer Support Hours

Days:	Monday - Saturday	Sunday & Bank Holidays	Christmas Day
Hours Covered:	08:00 – 23:00	10:00 – 17:00	Closed

Should you need any additional equipment, such as another docking station, more receipt rolls or an ethernet cable, then please do not hesitate to get in touch.

For some FAQ's on how to use the terminal, you can head to our Main Website.

DNA Payments Customer Support

Phone: 0208 102 81000

Email: support@dnapaymentsgroup.com



Step 4

Power Up and Activate



1

Plug the power supply into the power slot of the V240m base unit



2

Place the V240m terminal onto the base unit, and switch power on



3

The V240m will initialise



4

When you see the "Terminal Locked" screen, key in your Merchant Number as the password and press the green



Please enter your password to unlock the terminal



key



5

Press this key twice more until the Sale screen is displayed



SALE

Please enter amount

£0.00



TERMINAL READY

You are now ready to Process Transactions

Step 5

Connecting to WiFi

Your V240m terminal is pre-configured to use 3G mobile network for communications. This will allow you to authorise sales immediately.

You can also enable Wi-Fi as the primary communications method. This will allow the device to use Wi-Fi in preference to 3G.

To enable Wi-Fi, please follow the steps below:



Verifone®

SALE

Please enter amount

£0.00



1

Press the main logo at the top of the screen to enter the **Main Menu**



- 1 Onetime-Transactions
- 2 Pre-Auth
- 3 Reversal
- 4 Reports
- 5 Duplicate

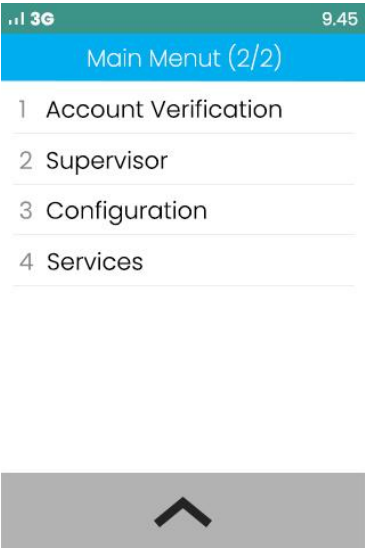
2

On **Main Menu (1/2)** press the down arrow



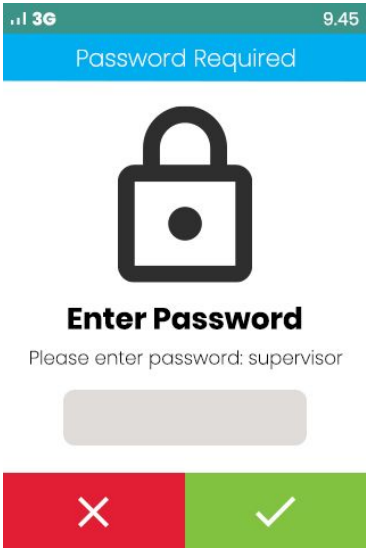
Step 5

Connecting to WiFi (continued)



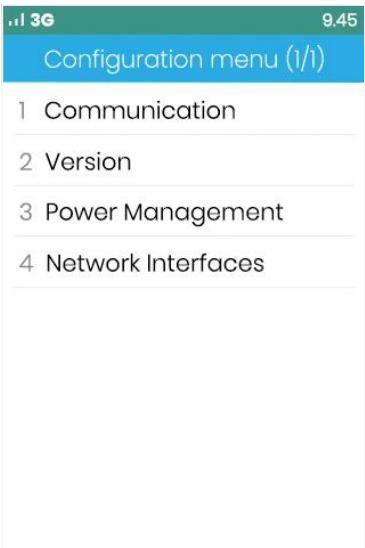
3

Press 1 on the keypad, or select **Configuration** using the touchscreen



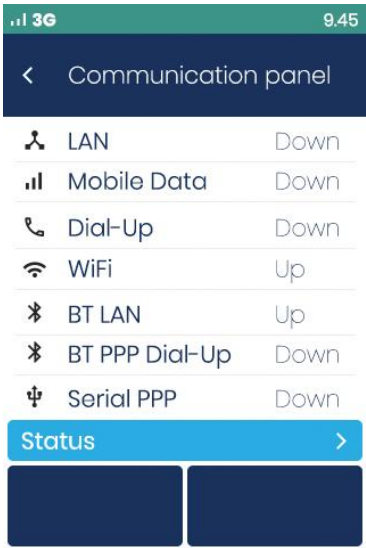
4

Enter the Supervisor Password. The default is 1234



5

Press 1 on the keypad, or select **Communication** using the touchscreen



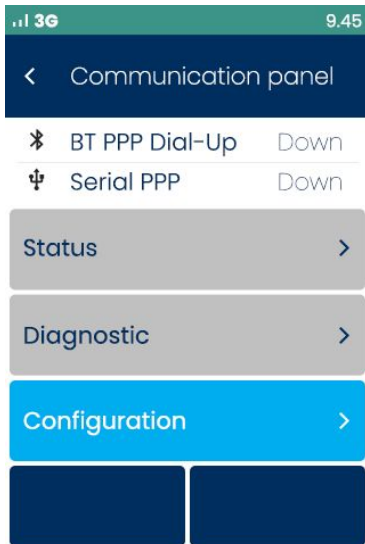
6

You should now see the **Communication Panel**

This is a long menu with multiple options

Step 5

Connecting to WiFi (continued)



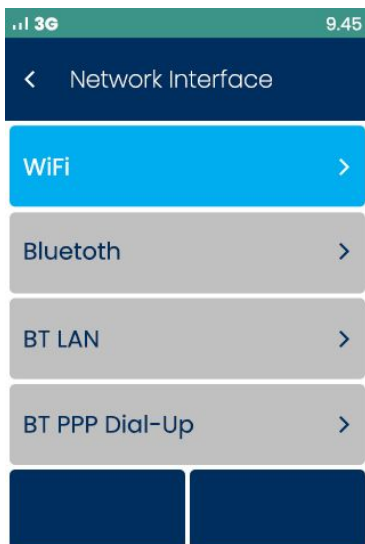
7

Drag the screen downwards (swipe up from bottom to top) until you see **Configuration**. Select this using the touchscreen



8

Select **Network Interface** using the touchscreen



9

Select **Wi-Fi** using the touchscreen



10

Select **Wi-Fi Scan**

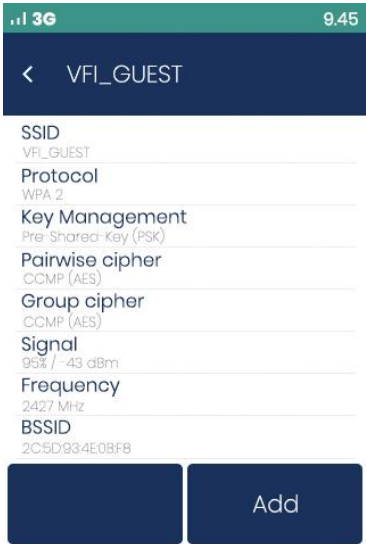
Step 5

Connecting to WiFi (continued)



11

Select your desired network from the list of networks that have been found



12

Select **Add**



13

Select **Pre-Shared Key (PSK)**



Step 5

Connecting to WiFi (continued)

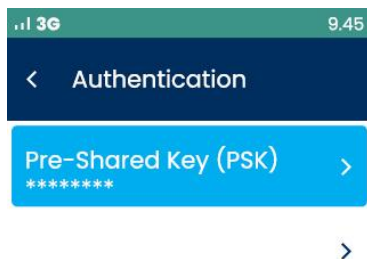


14

Using the terminal keypad, enter the WiFi password and press OK on the touchscreen to submit it.

You will need to press a key several times to cycle through all assigned letters. Remember that this password will be case-sensitive.

Check the network details are correct and press Add on the touch screen



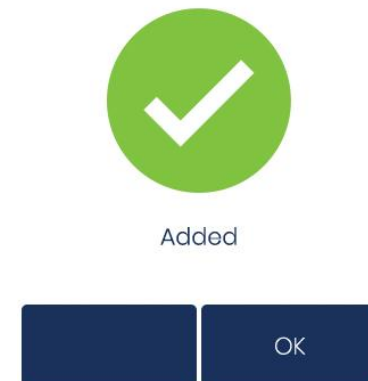
15

Select **Save**



16

Select **OK**



Step 5

Connecting to WiFi (continued)



17

Select **Yes**



Apply settings on interface?



18

Select **OK**



Interface started



19

Press the RED Cancel button **6 times** until you reach the Sale screen



Please enter amount

£0.00



Step 6

Processing Transactions

Once you have powered up and activated your V240m, charged it sufficiently and established a connection, you are now ready to take your first payment. To do so, please follow the steps outlined below:

Sale Process

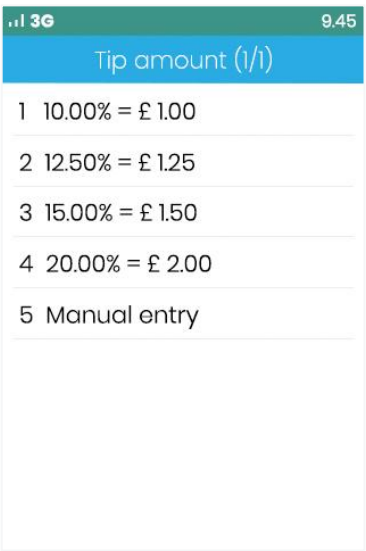


1

While the terminal is on the main screen, key in the amount for the sale and press



key



2

If Tip is configured, select if tip required. This screen will not be shown if tip is not enabled.

Step 6

Sale Process (continued)

3G

9.45

Tip amount (1/1)

1

10.00% = £ 1.00

2

12.50% = £ 1.25

3

15.00% = £ 1.50

4

20.00% = £ 2.00

5

Manual entry

3

If you selected it, enter the tip amount

3G

9.45

Sale

Sale

£ 10.00

Tip amount

£ 1.00

4

Total = Amount + Tip

Total: £ 11.00

×

✓

3G

9.45

Sale

⋯

⋯

⋯

⋯

⋯

⋯

⋯

⋯

£10.00

Present/insert or swipe card

■

■

■

■

5

Insert chip card or swipe card or tap contactless card.

The remainder of these steps assume that a chip card has been presented. The contactless process will be quicker, and swiped cards will need you to verify the cardholder's signature

3G

9.45

Sale

?

Cashback Required

Please select if cashback is required

×

✓

6

If Cashback is enabled, you will be prompted to ask if Cashback is required.

This will only show if it is enabled AND if the inserted card is configured to allow Cashback

Step 6

Sale Process (continued)

3G9.45

Sale

Amount£ 10.00

7

If selected, enter
Cashback amount

Enter Cash Amount

£0.00

×

✓

3G9.45

Verifone®

Enter Pin
MasterCard
£ 10.00

Cancel × | Enter ○

9

If the card was
inserted, enter the
PIN number

3G9.45

Sale

Card#6799 **** *0641

Sale£ 10.00

Cash
Amount£ 1.00

8

Total = Amount +
Cashback

Total: £ 11.00

×

✓

3G9.45

Sale

✓

Approved
Transaction Approved

Amount£ 10.00

Authorisation
Code1584j

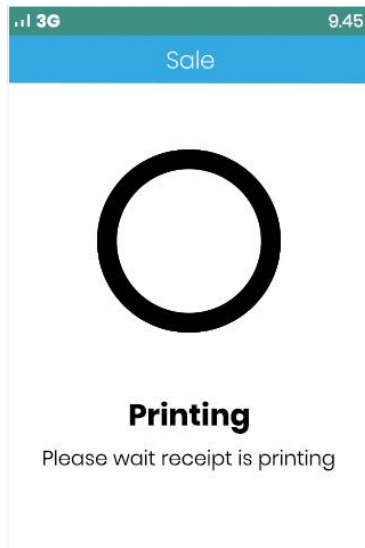
✓

10

The terminal
connects to your
Acquirer and
provides a result of
the Authorisation;
Approved, Declined
etc

Step 6

Sale Process (continued)



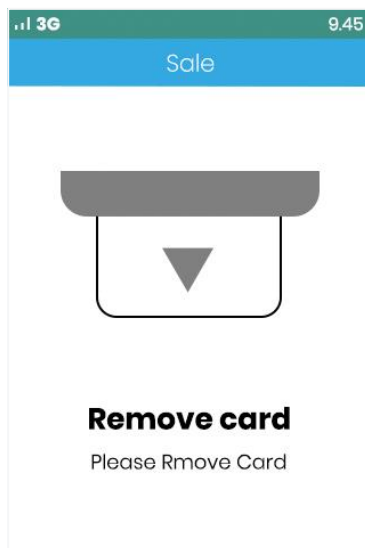
11

The first receipt printed is your Merchant Copy, which should be retained for your records



12

You can then choose whether to print a Cardholder Copy



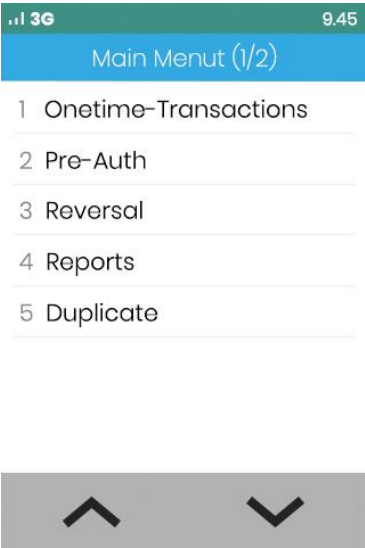
13

When all required receipts have been confirmed and printed, the terminal will prompt to remove the card.

When this is done, the transaction is complete

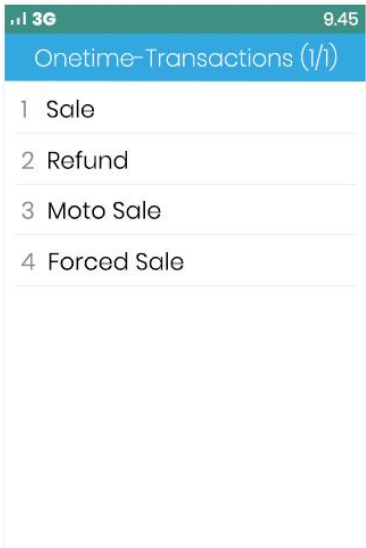
Step 6

Refund Process



1

Touch the main logo at the top of the screen



2

This will show the main menu, select **Onetime Transactions** then Select **Refund**



3

Enter the Supervisor password



4

Enter the Refund amount and press



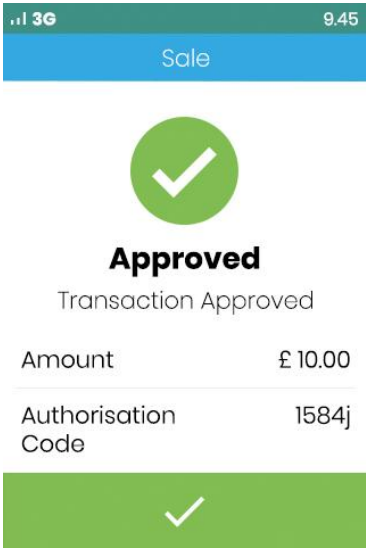
Step 6

Refund Process (continued)



5

Present, insert or swipe the payment card, or, key enter the card number for MOTO



6

The refund will be presented to the Acquirer and approved



7

You will need to retain the first receipt for your records

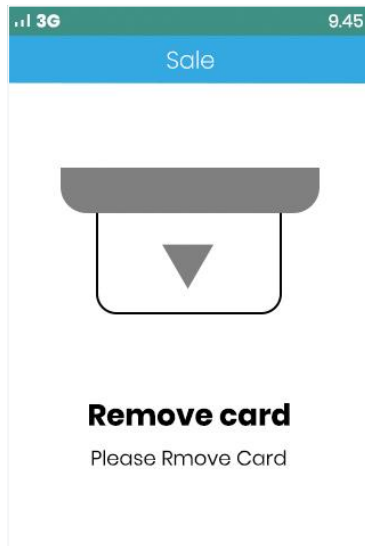


8

If selected, the second receipt is to be given to the customer

Step 6

Refund Process (continued)



9

If the card was inserted, it should now be removed



10

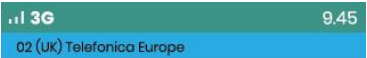
The terminal will return to the main screen

Performing a Reconciliation



BEST PRACTICE

You should complete a Reconciliation at the end of every trading day. This will help to ensure that the transactions you have processed are settled into your bank account as quickly as possible



Verifone®

SALE

Please enter amount

£0.00



1

Touch the main logo at the top of the screen



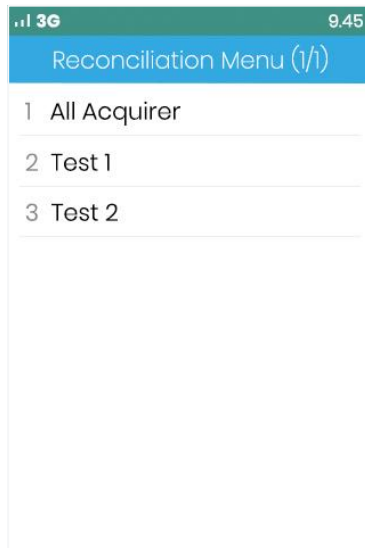
2

Select **Reports** from the menu and enter the Supervisor password



Step 6

Refund Process (continued)



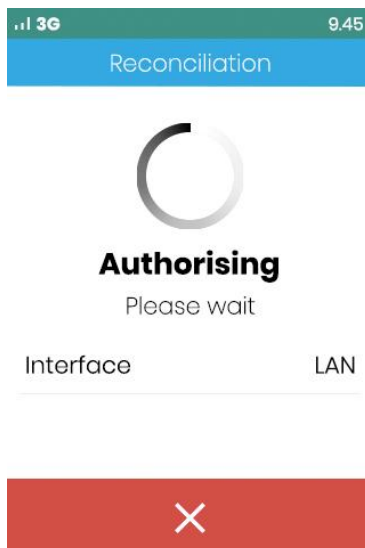
3

Select the Acquirer(s)
to reconcile



4

The terminal will
connect to each of
the Acquirers...



5

... and will transmit
your totals in turn



6

A summary report
will then be printed
for your records

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AP **Active
Payments**

1 **FIRST PAYMENT**
merchant services

Card Cutters 

K **kwalitas** Ltd
'Customer focused - service driven'

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DNA Payments Limited is authorised by the Financial Conduct Authority under the Payment Service Regulations 2017 for the provision of payment services

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