

Retail

Omni Vx510, Vx520, Vx570, Vx610

Quick Reference Card

Sale (SWIPE)

Swipe Card:
Enter Last 4 Digits of Card #: **Enter**

Choose Card Type

Credit: **F1**

Debit: **F2**

Amount of Sale: **Enter**

Sale (MANUAL)

Press: **F2**

Enter Account #: **Enter**

Choose Card Type:

Credit: **F1**

Debit: **F2**

Enter Exp Date (MM/YY): **Enter**

Card Present:

Yes: **F1**

No: **F2**

Enter Amount: **Enter**

V-Code: **Enter**

Zip Code: **Enter**

Settlement

Press: **F3**

Password: **Enter**

Press Enter to Confirm

Sales Amounts: **Enter**

Refund

Press 1 Time: **↓**

Press: **F1**

Swipe or Enter Account #: **Enter**

Choose Card Type:

Credit: **F1**

Debit: **F2**

Exp Date: (MM/YY) **Enter**

Enter Amount: **Enter**

Print Customer Copy?

Yes: **F1**

No: **F2**

Void

Press: **F4**

Void Last Trans?

Yes: **F1**

No: **F2**

If no Retrieve by Account # or Invoice #

Invoice # or Last 4 Digits: **Enter**

Press: **Enter**

Print Customer Copy?

Yes: **F1**

No: **F2**

Detail Report

Press: **Reports**

Press: **F3**

Password: **Enter**

Detail Report: **Enter**

Force

Press 1 Time: **↓**

Press: **F2**

Swipe or Enter Account #: **Enter**

Enter Exp Date (MM/YY): **Enter**

Enter Amount: **Enter**

Approval Code: **Enter**

Print Customer Copy:

Yes: **F1**

No: **F2**

Debit

Swipe Card:
Enter Last 4 Digits of Card #: **Enter**

Choose Card Type:

Credit: **F1**

Debit: **F2**

Amount of Sale: **Enter**

Enter Pin #: **Enter**

If using an External Pin Pad Enter Pin# on External Pin Pad Press Enter on Pin Pad

Reprint

Press 1 Time: **↓**

Press: **F3**

Last Receipt: **F2**

Any Receipt: **F3**

If any receipt Enter Invoice #

Enter Invoice #: **Enter**



U.S. 800.687.8505
Canada 800.588.7139
www.frontstream.com

AVS Response Codes

VISA Description

Y	Yes - Exact match on address and zip.
A	Address matches, zip code does not.
Z	Zip code matches, address does not.
N	Neither address nor zip code match.
U	Address information unavailable, or issuer does not support AVS.
R	Retry - Issuer's system unavailable or timed out.
E	Error - Transaction ineligible for AVS or edit error found.
S	AVS not supported by issuer.

Error Messages

BAD CARD NUMBER 503:	Account number length is invalid, contains non-numeric characters.
BAD CARD TYPE 504:	Card type is invalid, check account number and retry transaction
INVALID AMOUNT 507:	Invalid transaction amount, verify amount of sale, retry transaction.
CALL HELP CENTER 539:	Error occurred on the Host System, Please Contact Help Desk (800.687.8505)
RETRY-COMM ERROR 544:	Error occurred when uploading batch, retry batch Upload.
AUTH-DECLINED 200:	Request another form of payment.
AUTH-DECLINED 222:	Request another form of payment.
LOST OR STOLEN CARD 215:	The card was reported lost or stolen by the cardholder.
NO ANSWER:	The terminal does not detect a carrier tone from host.
NO CARRIER:	The terminal does not detect a carrier tone from host.
CALL VOICE OPERATOR:	Contact Visa/Mastercard voice authorization.

Instructions for Using Voice Authorization Line

American Express	Discover
800.528.2121	800.347.1111
ENTER MERCHANT ID #	Enter your merchant ID number (exp. 8990000) followed by the pound sign to confirm.
ENTER ACCOUNT #	Enter credit card number followed by the pound sign to confirm.
ENTER EXPIRATION DATE	Enter exp. date (MM/YY) followed by the pound sign to confirm.
ENTER TRANSACTION AMOUNT	Enter amount of sale.
PROCESSING.....	Six digit authorization number is issued.

WARNING

Please note that when obtaining an authorization number using the voice authorization line the sale is not automatically deposited to your account. The sale must be manually entered (FORCE / OFF LINE) to your terminal for the sale to be batched/deposited to your account.

24-7 Technical Support
support@frontstream.com
800.687.8505
www.frontstream.com