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VeriFone Vx520

Verifone Vx520 EMV/Contactless Credit Card Terminal User Manual

Model: Vx520

1. INTRODUCTION

The Verifone Vx520 is a robust, countertop payment terminal designed for secure and efficient transaction processing. It supports EMV chip cards, magnetic stripe cards, and contactless (NFC) payments, providing a versatile solution for various business environments. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your Vx520 terminal.

2. SAFETY INFORMATION

- Use only the power supply provided with the terminal. Using an incorrect power supply may damage the device and void the warranty.
- Do not expose the terminal to extreme temperatures, humidity, or direct sunlight.
- Avoid dropping the terminal or subjecting it to severe impact.
- Do not attempt to open or service the terminal yourself. Refer all servicing to qualified personnel.
- Ensure proper ventilation around the terminal to prevent overheating.

3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Verifone Vx520 Terminal
- Power Cord

4. TERMINAL OVERVIEW

The Verifone Vx520 features a clear display, an intuitive keypad, and multiple card reading options for efficient transaction processing.

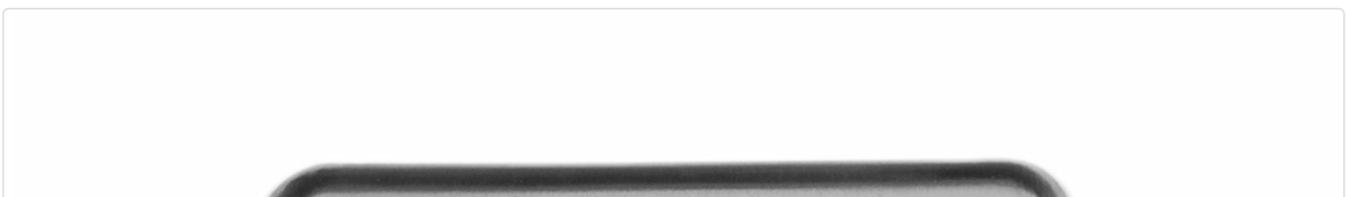




Figure 4.1: Front view of the Verifone Vx520 terminal, showing the display, keypad, and card reader slots. This image illustrates the primary user interface and card interaction points.

Key Components:

- **Display:** High-contrast screen for transaction details and menu navigation.
- **Keypad:** Alphanumeric keys for data entry and function keys for menu selection.
- **Magnetic Stripe Reader:** Located on the side for swiping traditional credit/debit cards.
- **EMV Chip Card Reader:** Slot at the bottom for inserting chip-enabled cards.
- **Contactless (NFC) Reader:** Integrated into the top of the terminal for tap-to-pay transactions.
- **Printer:** Integrated thermal printer for receipts.
- **Communication Ports:** Located at the rear for power, Ethernet, and other peripheral connections.

5. SETUP

5.1 Connecting Power

1. Connect the power cord to the power port on the back of the Vx520 terminal.
2. Plug the other end of the power cord into a standard electrical outlet.

5.2 Connecting to Network (Optional)

Depending on your service provider and setup, you may need to connect the terminal to a network.

- **Ethernet:** Connect an Ethernet cable from your network router/switch to the Ethernet port on the back of the terminal.
- **Dial-up:** Connect a telephone line to the TELCO port on the back of the terminal.

5.3 Loading Paper Roll

1. Gently lift the printer cover release latch, typically located at the top rear of the terminal, and open the printer cover.
2. Insert a new thermal paper roll into the compartment, ensuring the paper feeds from the bottom of the roll and the leading edge extends out of the top of the printer.
3. Close the printer cover firmly until it clicks into place.
4. Tear off any excess paper.

6. OPERATING INSTRUCTIONS

6.1 Powering On/Off

- **Power On:** Press the green **ENTER** key. The terminal will perform a self-test and display the idle screen.
- **Power Off:** Press and hold the red **CANCEL** key until the terminal powers down.

6.2 Processing Transactions

Follow the prompts on the terminal display for each transaction type.

- **EMV Chip Card:** Insert the chip card into the EMV slot at the bottom of the terminal with the chip facing up. Leave the card in place until prompted to remove it.

- **Magnetic Stripe Card:** Swipe the card through the magnetic stripe reader on the side of the terminal with the magnetic stripe facing the terminal.
- **Contactless (NFC) Transaction:** Hold the contactless card or device firmly and flat against the contactless symbol on the terminal's display until the transaction is approved.

6.3 Printing Receipts

The terminal will automatically print a merchant copy of the receipt upon transaction completion. It may then prompt you to print a customer copy. Use the integrated cutter or tear bar to separate the receipt.

6.4 Basic Menu Navigation

Use the function keys (F1-F4), arrow keys, and the green **ENTER** and red **CANCEL** keys to navigate through menus and confirm or cancel selections.

7. MAINTENANCE

7.1 Cleaning the Terminal

- Disconnect the power cord before cleaning.
- Use a soft, slightly damp, lint-free cloth to wipe the exterior of the terminal.
- Do not use abrasive cleaners, solvents, or aerosol sprays.
- For card reader slots, use a specialized card reader cleaning card if available.

7.2 Replacing Paper Roll

Refer to Section 5.3 for detailed instructions on loading a new paper roll.

7.3 Firmware Updates

Firmware updates are typically managed by your payment processor or service provider. Do not attempt to update the firmware without their guidance.

8. TROUBLESHOOTING

This section addresses common issues you might encounter with your Vx520 terminal.

Problem	Possible Cause	Solution
Terminal does not power on	Power cord disconnected; Power outlet issue	Check power cord connection to terminal and outlet; Try a different outlet.
Card read error (magnetic stripe)	Card swiped incorrectly; Damaged card; Dirty reader	Re-swipe the card smoothly and consistently; Try a different card; Clean the magnetic stripe reader.
Chip card not reading	Card inserted incorrectly; Damaged chip; Dirty reader	Ensure card is fully inserted with chip facing up; Try a different card; Clean the EMV chip reader.
Printer not printing	No paper; Paper jammed; Printer cover not closed properly	Load new paper roll (Section 5.3); Clear any paper jams; Ensure printer cover is securely closed.
Communication error	Network cable disconnected; Network issue	Check Ethernet or telephone line connection; Contact your network administrator or service provider.

9. SPECIFICATIONS

Technical specifications for the Verifone Vx520 terminal:

- **Model Name:** Vx520
- **Model Series:** Vx
- **Manufacturer:** Verifone
- **Item Weight:** 2.07 pounds
- **Package Dimensions:** 10.55 x 7.56 x 3.31 inches
- **Memory Storage Capacity:** 64 MB
- **Processor Count:** 1
- **Connectivity Technology:** NFC
- **Hardware Interface:** PCI
- **Control Method:** Touch
- **Printing Technology:** Thermal
- **Printer Output:** Monochrome
- **Printer Ink Type:** Thermal Transfer
- **Max Input Sheet Capacity:** 50
- **Supported Media Sizes:** A4
- **Maximum Media Size:** A4
- **Sheet Size:** 21.59 centimeters
- **Maximum Black and White Print Resolution:** 240 dpi
- **Print media:** Labels
- **Additional Printer functions:** Print Only
- **Dual-sided printing:** No
- **Duplex:** simplex
- **Special Feature:** Magnetic
- **Color:** Silver
- **Specific Uses For Product:** Business
- **Batteries:** 1 Lithium Ion batteries required.
- **UPC:** 669909984073
- **GTIN:** 669909984073

10. WARRANTY AND SUPPORT

The Verifone Vx520 terminal comes with a **limited warranty**. For specific details regarding warranty coverage, duration, and terms, please refer to the warranty documentation provided at the time of purchase or contact your reseller.

For technical support, service, or further assistance, please contact your payment processor or the authorized Verifone reseller from whom you purchased the device. You may also visit the official Verifone website for general product information and support resources: www.verifone.com