



**Instruction Manual for:**

**VeriFone**

**Omni 3350**

**Omni 3740**

**Omni 3750**

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Password/ (Icelandic: Lykilorð): \_\_\_\_\_

Contract nr.: VISA \_\_\_\_\_

Contract nr.: Europay \_\_\_\_\_

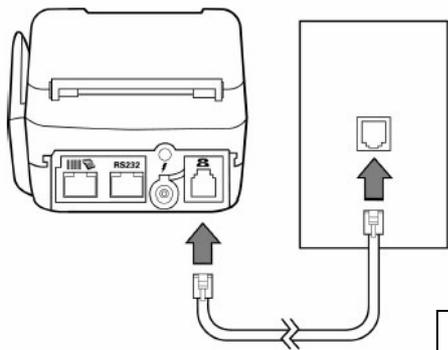
## Omni 3740/3750

Omni 3740/3750 terminal from VeriFone enables you to accept following cards:

- MAESTRO                      debet card
- MASTERCARD                credit card
- VISA                            credit card
- VISA ELECTRON            debet card

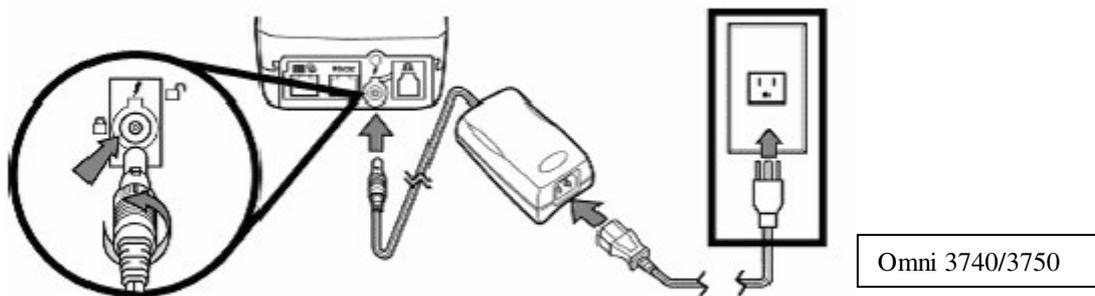
If you want the terminal to work properly you have to have 240V~ electricity outlet and phone line (analog). The terminal has internal printer and the accessories that goes with the terminal are electric cable and phone line cable. You have to plug the terminal with electricity and phone-line before you start to use your terminal.

### Telephone Line Connections



Back Panel: Connect the telephone cord to the communication port on the terminal then route it directly to a telephone wall jack. This is a direct connection, and the line is dedicated to the terminal.

### Connection with electricity



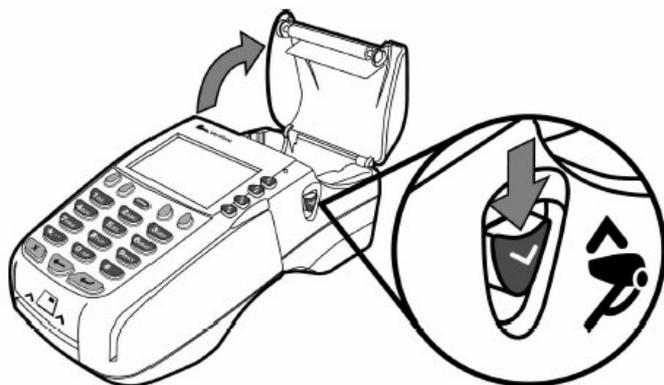
Back Panel: Insert the round barrel connector into the power port. The round barrel connector on the power pack cable has a plastic lock tab that secures the power cable to the terminal. To lock the connector into the power port, align the plastic lock tab so it points up. Insert the connector, and then twist it to the left. To unlock the connector, twist it to the right. Insert the power cable into the power pack. Plug the power pack cable into a wall outlet or surge protector. When the terminal has power, the LCD screen lights and the green LED indicator flashes on and off if the printer has no paper, or stays lit if paper is loaded.

## **Paper**

The paper for Omni 3740/3750 printer has to be thermal paper. You can get it in nearest bookstore. The width of the paper can not be more than 58 mm.

- The paper can not be more than 48 mm across. (ca. 30 metres, 55 gr paper).
- Minimum diameter is 12 mm.

## **To Install a Paper Roll**



Turn on the terminal. The green LED indicator will blink on and off, indicating that the printer needs paper. Press the button on the side of the terminal to unlatch the paper roll cover, and then rotate the cover up back on its hinges.



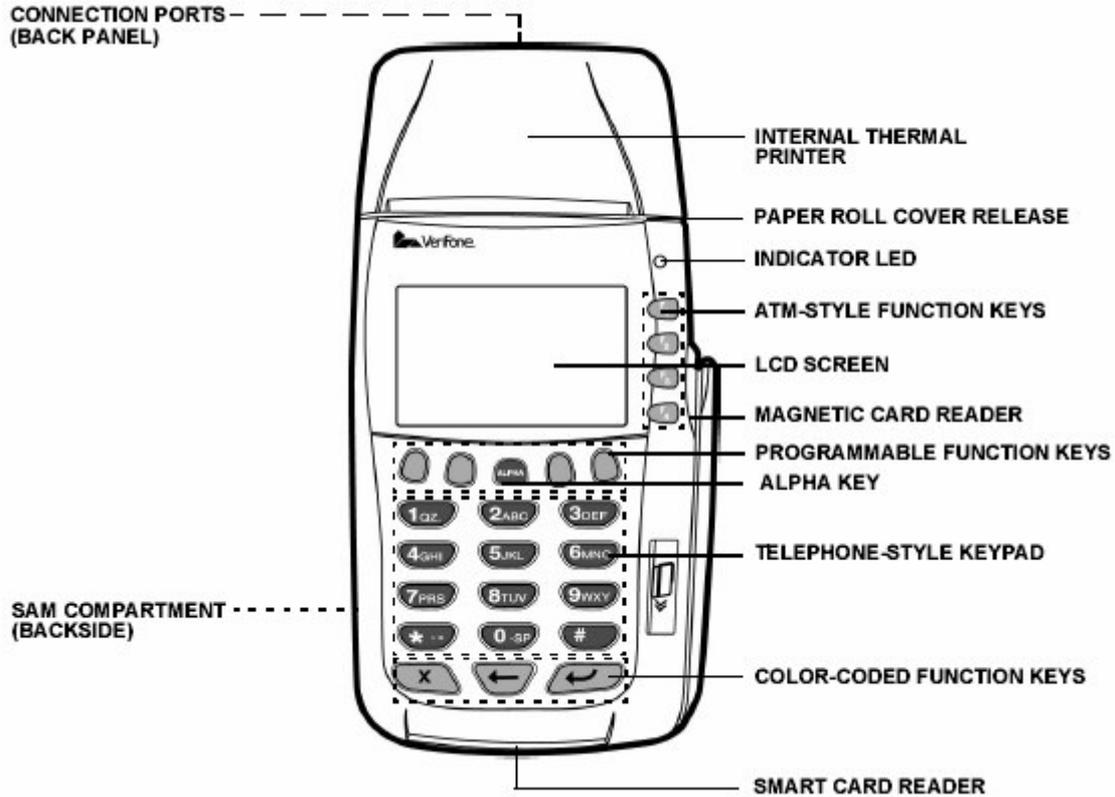
Loosen the glued leading edge of the paper, or remove the protective strip from the new roll of paper and cut a straight edge across its leading end. Hold the roll so the paper feeds from the *bottom* of the roll. Drop the paper roll into the printer tray, leaving 7 centimetres (about two inches) of paper sticking up past the serrated metal tear strip



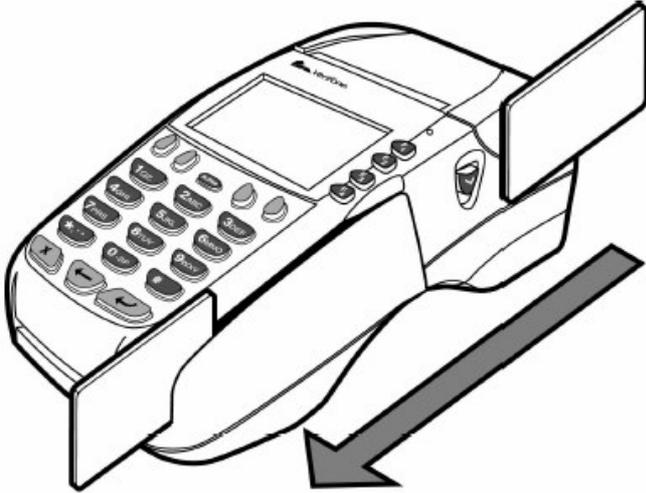
Close the cover by gently pressing directly on the paper roll cover until it clicks shut. Allow a small amount of paper to extend outside the cover.

**To prevent damage to the print roller on the paper roll cover, always close the cover by gently pressing down on the paper roll cover.**

## Omni 37xx Terminal Features (Front Panel)



## *To Conduct a Credit/Debit Card Transaction (Magnetic Cards)*



Position a magnetic card with the stripe facing down and inward, toward the keypad. Swipe it through the magnetic card reader.

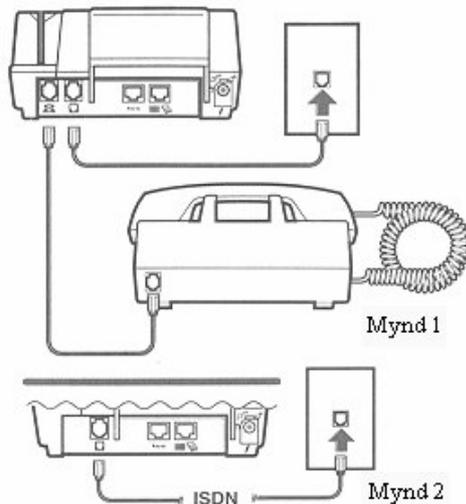
## Omni 3350

Omni 3740/3750 terminal from VeriFone enables you to accept following cards:

- MAESTRO debet card
- MASTERCARD credit card
- VISA credit card
- VISA ELECTRON debet card

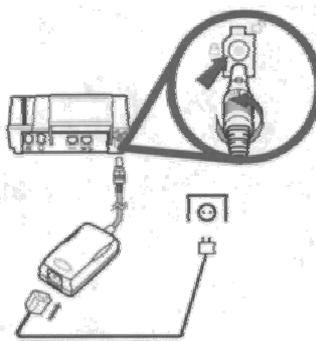
If you want the terminal to work properly you have to have 240V~ electricity outlet and phone line (analog). The terminal has internal printer and the accessories that goes with the terminal are electric cable and phone line cable. You have to plug the terminal with electricity and phone-line before you start to use your terminal.

## Telephone Line Connections



Back Panel: Connect the telephone cord to the communication port on the terminal (second from left) then route it directly to a telephone wall jack. This is a direct connection, and the line is dedicated to the terminal. (mynd 1)  
You can connect phone/fax to the port farthest to left (but it is not recommended).  
If you have ISDN connection you use the port farthest to left.(mynd 2).

## Connection with electricity



Back Panel: Insert the round barrel connector into the power port. The round barrel connector on the power pack cable has a plastic lock tab that secures the power cable to the terminal. To lock the connector into the power port, align the plastic lock tab so it points up. Insert the connector, and then twist it to the left. To unlock the connector, twist it to the right. Insert the power cable into the power pack. Plug the power pack cable into a wall outlet or surge protector. When the terminal has power, the LCD screen lights and the green LED indicator flashes on and off if the printer has no paper, or stays lit if paper is loaded.



On the left side of the terminal is a switch to turn the power on and off.

**It is preferred the terminal is switched on all the time.**

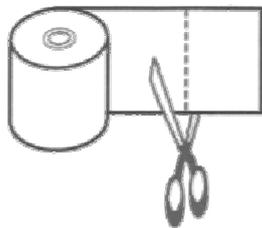
## **Paper**

The paper for Omni 3350 printer has to be thermal paper. You can get it in nearest bookstore. The width of the paper can not be more than 58 mm.

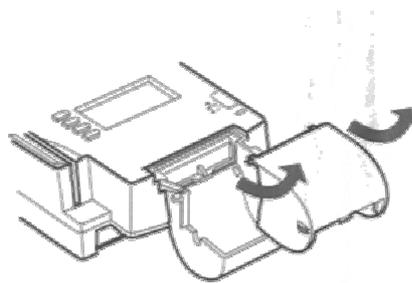
- The paper can not be more than 48 mm across. (ca. 30 metres, 55 gr paper).
- Minimum diameter is 12 mm.

## **To Install a Paper Roll**

Loosen the glued leading edge of the paper, or remove the protective strip from the new roll of paper and cut a straight edge across its leading end.



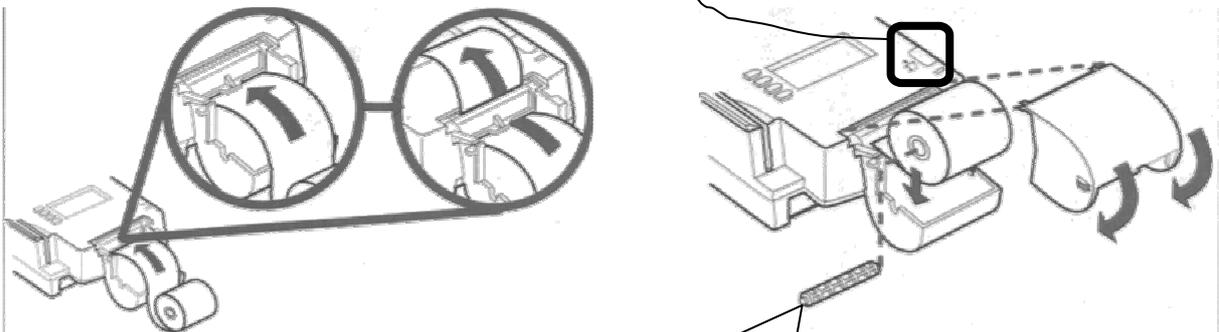
Loosen the paper-cover (as shown on picture below).



It is good to use the paper-feed button when the paper is thread.

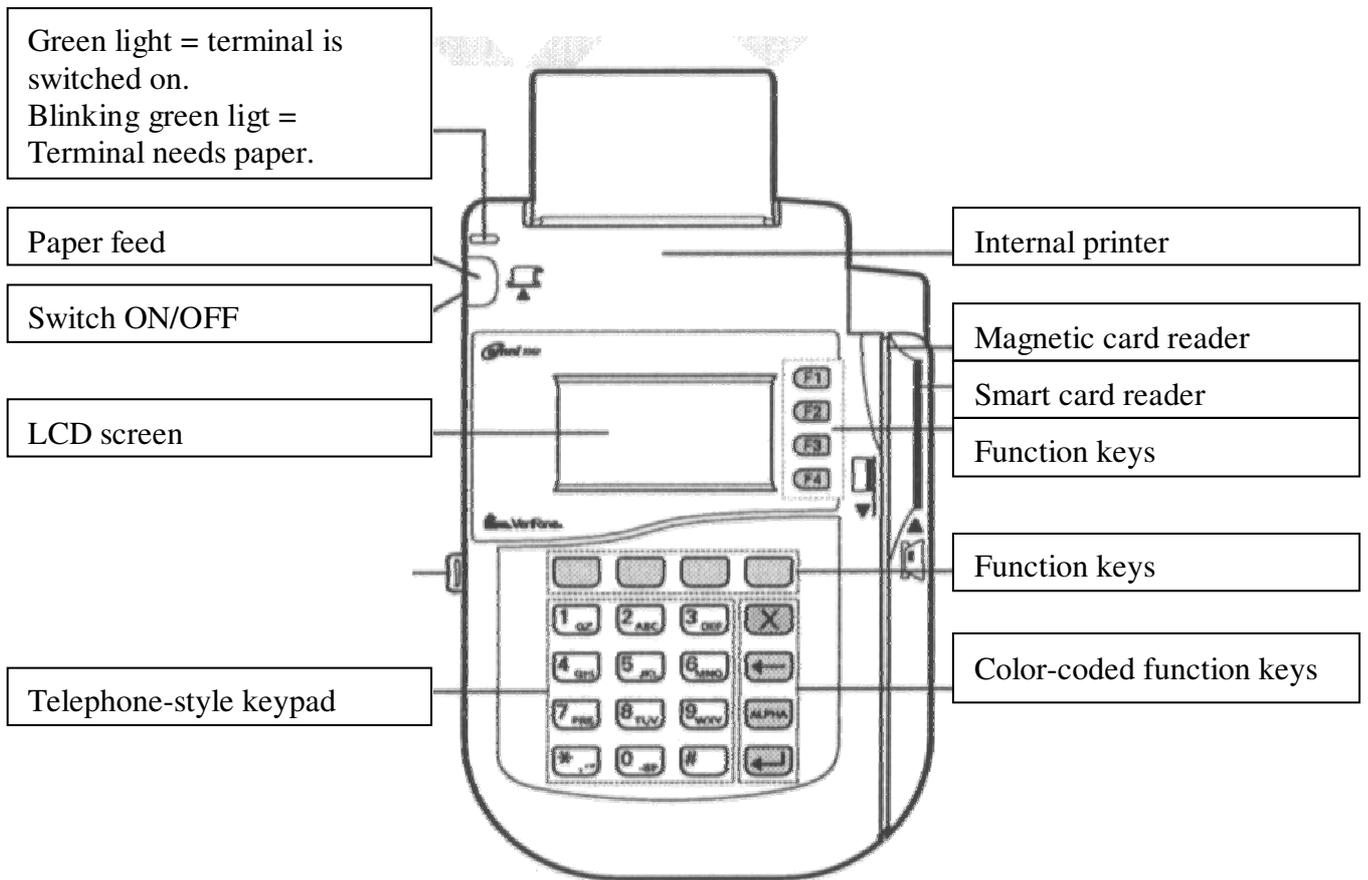
Hold the roll so the paper feeds from the *bottom* of the roll. Drop the paper roll into the printer tray. Thread the paper as shown on picture below.

When you have threaded the paper, put the pin in the middle of the roll. Close the cover by gently pressing directly on the paper roll cover until it clicks shut.

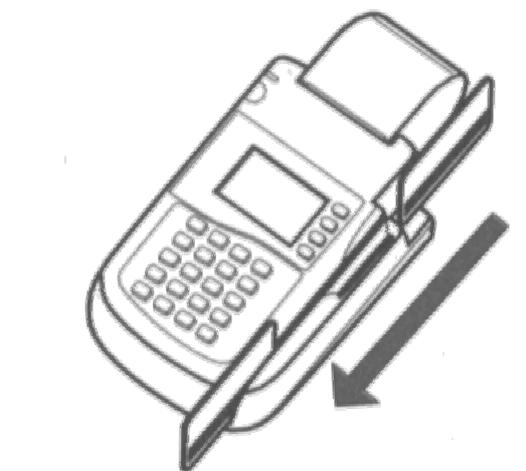


**Do not throw away the pin.**

## Omni 3350 Terminal Features (Front Panel)

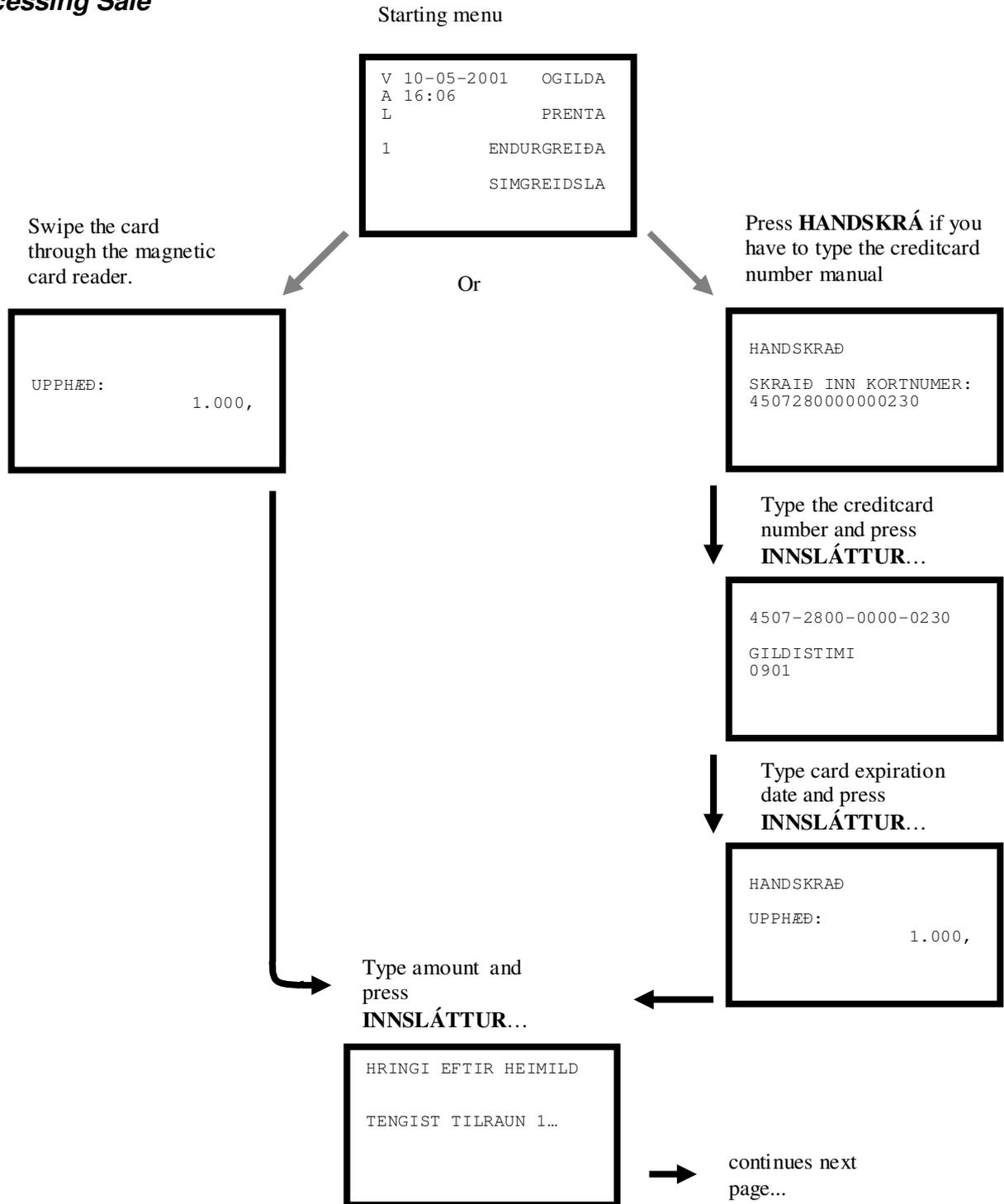


## To Conduct a Credit/Debit Card Transaction (Magnetic Cards)



Position a magnetic card with the stripe facing down and outward. Swipe it through the magnetic card reader.

## Processing Sale

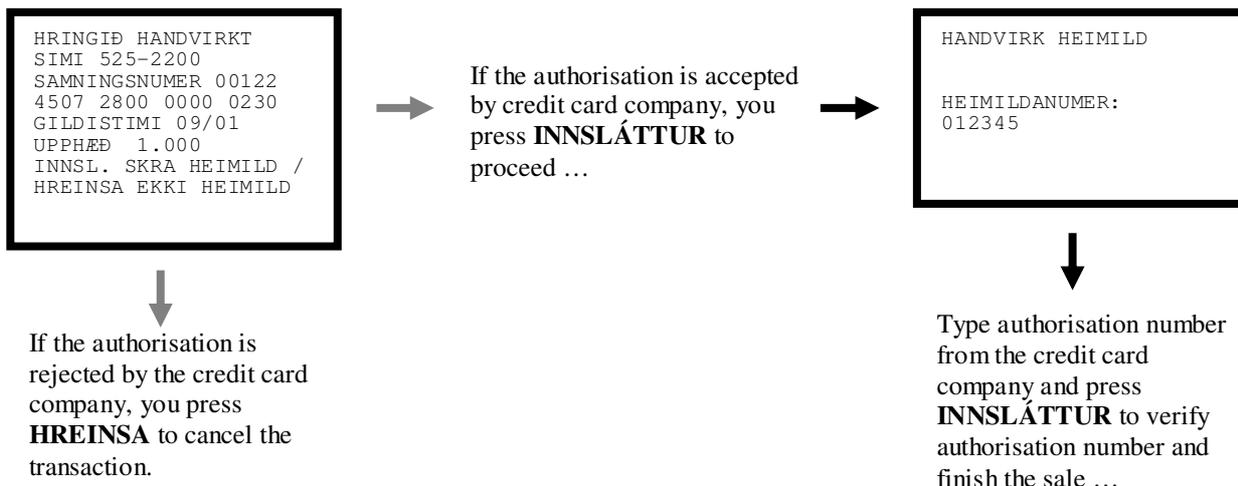




## Special incidents in sale

Call for authorisation (Icelandic: “Hringið handvirkt”)

If the authorisation system requests manual authorisation, the authorised retailer has to call for authorisation for the transaction. **The phone number that you should call appears on the terminal screen.** All the information that you need also appears on the screen, your contract number, credit card number and the amount.



### Authorisation rejected (Icelandic: Heimild hafnað)

If authorisation is rejected it appears on the screen, and the terminal prints out receipt. See details on page 32.

**(Icelandic “Ekki heimilað”)** authorisation rejected also means that nothing is taken from the card account.

Examples of receipt if authorisation is rejected.

(Icelandic: Ekki heimilað). Not enough money on account

(Icelandic: Vákort taka kort). Retailer must take the card from customer. (details page 29).

(Icelandic: Kerfi svara ekki). Try again. Contact help desk if it is not successful.



Void (Icelandic: Ógilding) is used when you are voiding debit- or credit card transaction. E.g. if wrong amount has been typed or the customer cancel his buying.

**You can only void the transaction the on same day it took place. You can not void transaction if you have sent the transactions from the terminal to the credit card companies.**

**Check out the “function” refund (Icelandic: “ENDURGREIÐA”) on page 17, if more than one day is from transaction took place or you have sent the transactions.**

## Process voiding

Starting menu

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
                ENDURGREIÐA
1                SIMGREIÐSLA
```

Press **F1** (Icelandic: ÓGILDA) to start voiding transaction...

```
OGILDA
SOLUADILA LYKILORÐ:
*****
```

Type your password (Icelandic: lykilorð) and press **INNSLÁTTUR...**

```
OGILDA
SKRAIÐ INN KORTNUMER:
4507280000000230
```

Type the creditcard number and press **INNSLÁTTUR...**

```
4507-2800-0000-0230
GILDISTIMI
0901
```

Type card expiration date and press **INNSLÁTTUR...**

Swipe the card through the magnetic card reader.

Or

```
OGILDA
FÆRSLUNUMER:
1010056
```

Type the transaction number and press **INNSLÁTTUR...**

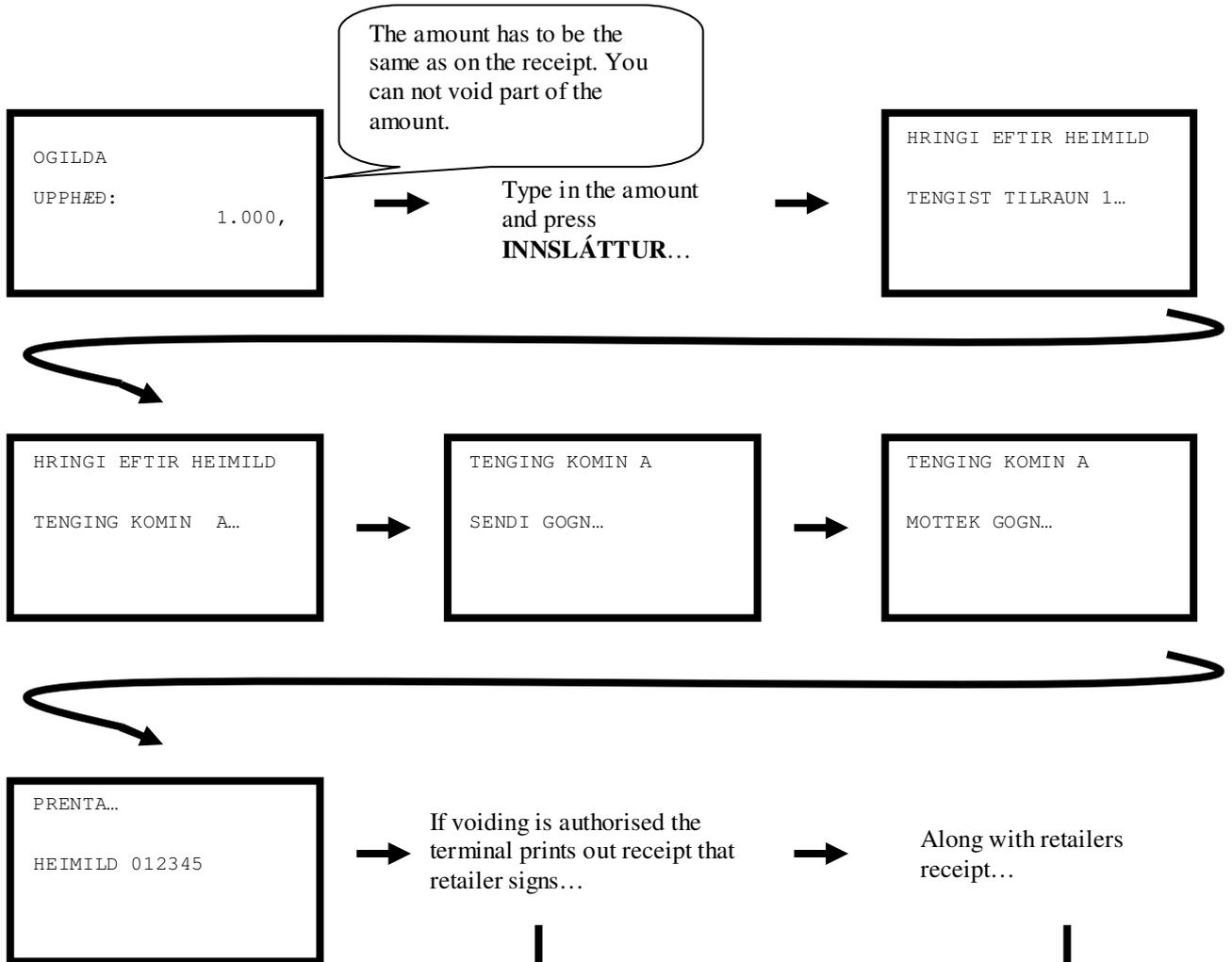
Transaction number is on the receipt you are voiding

continues on next page...



# Voiding (icel.: Ógilding)

Instructions for  
VeriFone Omni 3350, 3740 og 3750 terminals



# Sending (icel.:Senda bunka)

The action “Sending” (Icelandic: “SENDA BUNKA”) is used to send the transactions from the terminal to the credit card companies. When you have finished this action, the terminal memory is empty and it is ready to take with transactions again. The transactions are sent to Reiknistofu Bankanna were the are allocate to retailers account.

**It is preferred that you send every day**, (if you use the terminal daily).

The sending process can be done in two ways:

- Automatic, on time decided by the “RÁS-þjónustan” (help desk), when the terminal is programmed. **Nonetheless you have to go through the sending process, but instead of choosing “send now” (Icelandic: “SENDA BUNKA NUNA”) you choose “send later” (Icelandic: “SENDA BUNKA SEINNA”).**
- Manual, you choose “send now” (Icelandic: “SENDA BUNKA NUNA”) to send whenever you like.

## Process sending

Starting menu

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIDSLA
```

Press **Senda ...**

```
SENDA BUNKA
SOLUÐILA LYKILORÐ:
****
```

Type your password  
(icelandic: lykilorð)  
and press  
**INNSLÁTTUR...**

```
B
U
N
K
A
S
E
N
EKKI SENDA
SENDA BUNKA SEINNA
SENDA BUNKA NUNA
```

Press **F2** to stop  
sending...  
Press **F3** to send  
later...  
Press **F4** to start  
sending...

```
A
F
R
I
T
AUKA AFRIT
EKKERT AFRIT
```

Press **F2** to get extra  
copy  
Press **F4** for no extra  
copy

```
SENDI BUNKA
TENGI TILRAUN 1...
```

→

```
SENDI BUNKA
TENGI KOMIN A...
```

→

```
SENDI BUNKA
SENDI GOGN...
```

```
SENDI BUNKA
MOTTEK GOGN...
```

→

When you have finished  
the sending, the terminal  
prints out a list. Continues  
on next page...

# Sending (Icel. Senda Bunka)

Instructions for VeriFone  
Omni 3350, 3740 og 3750 terminals

E.g. of lists after you have sent the transactions:

Transactions accepted...

“HOST SVARAR EKKI” try  
again later...

“Innsending tókst ekki” call help  
desk...

Tilraunabúðin  
Tilraunagötunni  
101 Reykjavík

Dags: Fös 11. Maí 2001 Tími: 14:57

Samningsnúmer: 00122 - 9256684 0001 0001  
Bunkanúmer: 0101020

**Bunka innsending**

VISA	Fjöldi	Krónur
Sala	3	3.002
Ógilding	1	1.000
Samtals	3	3.002

-----

VISA Electron	Fjöldi	Krónur
Sala	1	500
Samtals	1	500

-----

MasterCard	Fjöldi	Krónur
Sala	1	1.000
Samtals	1	1.000

-----

Maestro	Fjöldi	Krónur
Sala	1	200
Samtals	1	200

-----

**Diners Club** - Engin viðsk.

-----

Öll kort	Fjöldi	Krónur
Sala	6	4.710
Ógilding	1	1.000
Samtals	6	4.710

\*\*\*\*\*

**Innsending**

Byrjaði: 11/05/2001 14:57:11  
Endaði: 11/05/2001 14:57:33

Svar:  
GB00020ACCEPTED

**Posinn er tómur og  
tilbúinn til notkunar**

Tilraunabúðin  
Tilraunagötunni  
101 Reykjavík

Dags: Fös 11. Maí 2001 Tími: 15:57

Samningsnúmer: 00122 - 9256684 0001 0001  
Bunkanúmer: 0101022

**Bunka innsending**

Byrjaði: 11/05/2001 15:55:35  
Endaði: 11/05/2001 15:57:25

Svar:  
HOST SVARAR EKKI

**Innsending tókst ekki**

Tilraunabúðin  
Tilraunagötunni  
101 Reykjavík

Dags: Fös 11. Maí 2001 Tími: 15:59

Samningsnúmer: 00122 - 9256684 0001 0001  
Bunkanúmer: 0101022

**Bunki læstur**

**Bunka innsending**

Byrjaði: 11/05/2001 15:58:51  
Endaði: 11/05/2001 15:59:16

Svar:  
QD00011100221315432100

**Innsending tókst ekki**

-----

Hringið í þjónustusíma:  
**525-2100**

Tilraunabúðin  
Tilraunagötunni  
101 Reykjavík

Dags: Fös 11. Maí 2001 Tími: 15:58

Samningsnúmer: 00122 - 9256684 0001 0001  
Bunkanúmer: 0101022

**Bunki læstur**

**Bunka innsending**

Byrjaði: 11/05/2001 15:58:09  
Endaði: 11/05/2001 15:58:34

Svar:  
RB00011100221315432100

**Innsending tókst ekki**

-----

Hringið í þjónustusíma:  
**525-2100**

### Important !!!

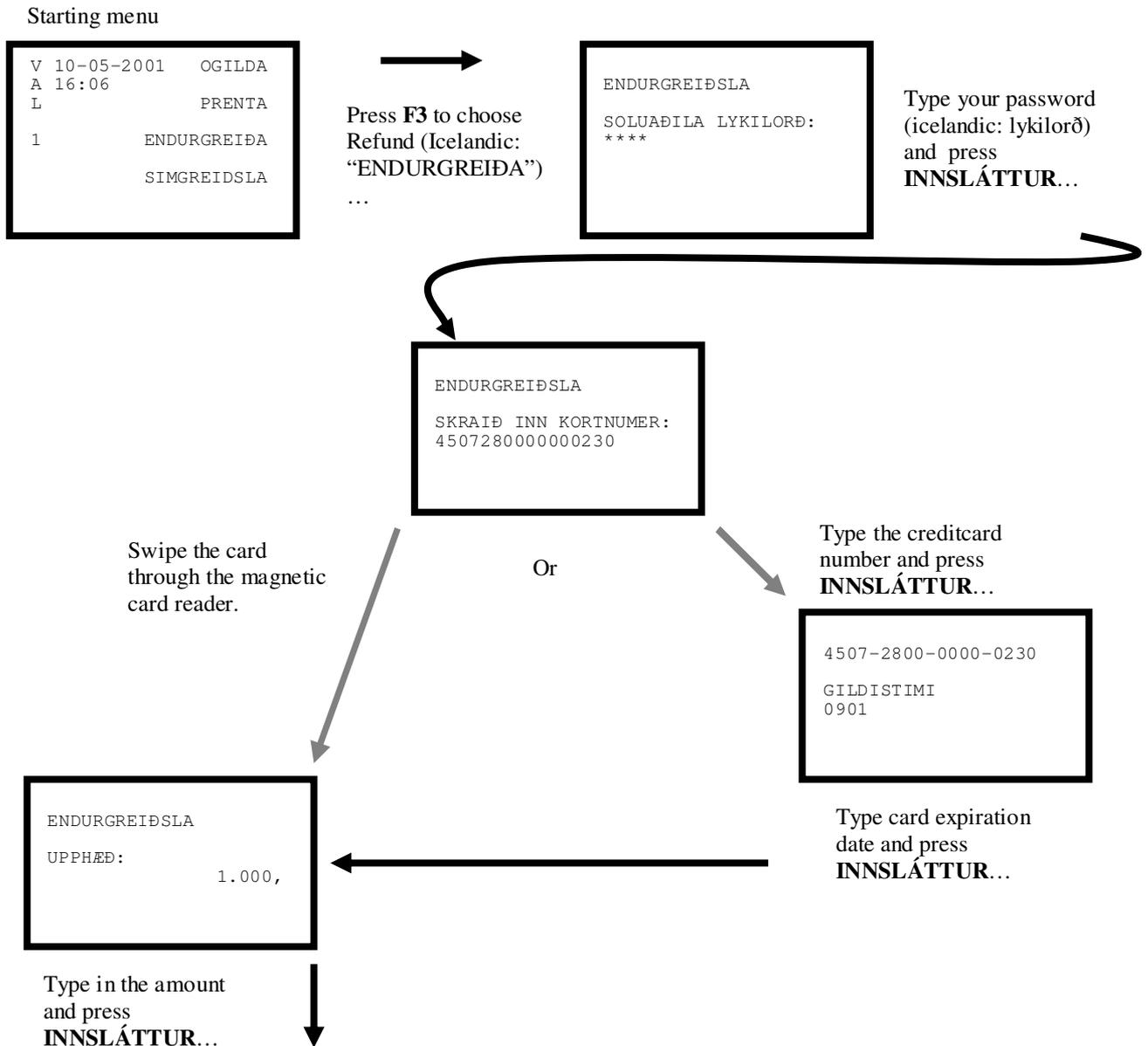
Check that the receipt says  
GB....ACCEPTED. It means that  
your transactions has been accepted.  
If not, call help desk.

# Refund (Icel.:Endurgreiða)

The action refund is used when you have to pay back goods or service to costumers. You can also use this action if you have can't use the void action (Icelandic: ÓGILDING).

**This action can only be used on credit cards.**

## Process Refund



Continues on  
next page...



The action “Print” (Icelandic:“PRENTA”) offers four actions:

- “AFRIT AF NOTU” copy of last transaction.
- “EFTIR FÆRSLUNR” receipt according to transaction number.
- “HEILDARLISTI” prints sum list of every type of cards “in” the terminal.
- “FÆRSLULISTI” prints list of every transactions “in” the terminal. There you can see transaction number, card number, card type, date and amount for every transaction.

## Copy of last transaction

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIDSLA
```

Press **F2** to get  
printing options...

```
P                AFRIT AF NOTU
R                EFTIR FÆRSLUNR.
E                HEILDARLISTI
N                FÆRSLULISTI
T
A
```

Press **F1** to get copy of  
last transaction...

E.g. of receipt.

```
Tilraunabúðin
Tilraunasötunni
101 Reykjavík

Dags: Fös 18. Maí 2001    Tími: 16:44

AFRIT
VISA
4507-2800-0000-0230    Gildir út 09/01

Viðskipti:
KR. 1.000

Greitt með greiðslukorti mínu

-----
Undirskrift korthafa
Eintak söluadila

0101024 12435613 00122-9256684 0001 0001
D13 Færslunr. 1010069 Heimildnr: 123450
```

```
Tilraunabúðin
Tilraunasötunni
101 Reykjavík

Dags: Fös 18. Maí 2001    Tími: 16:44

AFRIT
VISA
****-****-****-0230    Gildir út 09/01

Viðskipti:
KR. 1.000

Greitt með greiðslukorti mínu
** Eintak korthafa **

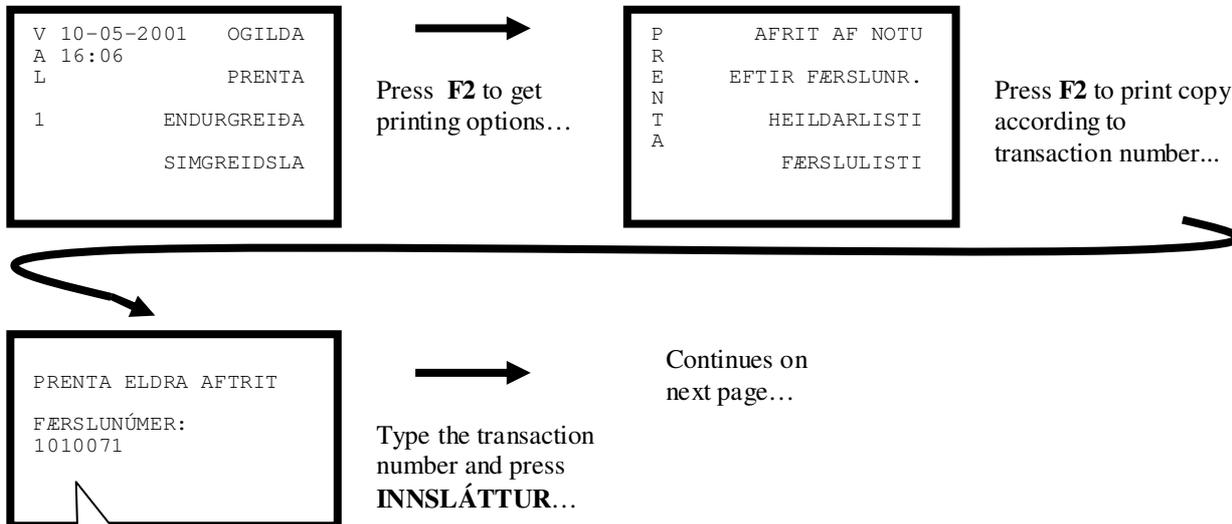
0101024 12435613 00122-9256684 0001 0001
D13 Færslunr. 1010069 Heimildnr: 123450
```

The only difference is  
that this line is printed  
on the copy.

## Print receipt according to transaction number

This action allows you to print copy of “special” transaction, voided transaction or refund according to transaction number.

**Take notice that you can not print transaction after you have sent the transactions.**



You can read the transaction number from the receipt that you want to copy or from the transaction list (Icelandic: færslulisti; page 23)...

Normal receipt



Transaction list





# Print (Icel.:Prenta)

Instructions for  
VeriFone Omni 3350, 3740 og 3750 terminals

## Print sum list of every type of cards

Take notice that you can not print sum list after you have sent the transactions.

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIDSLA
```

→  
Press **F2** to get  
printing options...

```
P                AFRIT AF NOTU
R                EFTIR FÆRSLUNR.
E                HEILDARLISTI
N                FÆRSLULISTI
T
A
```

→  
Press **F3** to print sumlist ...

E.g of sumlist (Icelandic: heildarlisti).

```
PRENTA HEILDARLISTA
SOLUADILA LYKILORÐ:
****
```

Type your password  
(icelandic: lykilorð)  
and press  
**INNSLÁTTUR...**

Attention. The sumlist does not  
equal the process of sending  
transactions. **It is necessary to  
send the transactions even if you  
have printed out the sumlist.**

```
Tilraunabúðin
Tilraunagötunni
101 Reykjavík

Dags: Mán 21. Maí 2001      Tími: 13:52

Samningsnúmer: 00122 - 9256684 0001 0001
Bunkanúmer: 0101024
```

**Heildarlisti**

VISA	Fjöldi	Krónur
Sala	3	2.500
Endurgreiðsla	2	-2.000
Ógilding	1	10
Samtals	5	500

---

VISA Electron	Fjöldi	Krónur
Sala	1	200
Samtals	1	200

---

MasterCard	Fjöldi	Krónur
Sala	1	550
Samtals	1	550

---

Maestro	Fjöldi	Krónur
Sala	1	800
Samtals	1	800

---

Diners Club - Engin viðsk.

---

Öll kort	Fjöldi	Krónur
Sala	6	4.050
Endurgreiðsla	2	-2.000
Ógilding	1	10
Samtals	8	2.050

\*\*\*\*\*

## Print transaction list

Take notice that you can not print transaction list after you have sent the transactions.

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIDSLA
```

Press **F2** to get  
printing options...

```
P                AFRIT AF NOTU
R                EFTIR FÆRSLUNR.
E                HEILDARLISTI
N                FÆRSLULISTI
T
A
```

Press **F4** to print transaction  
list...

```
PRENTA FÆRSLULISTA
SOLUÐILA LYKILORÐ:
****
```

Type your password  
(icelandic: lykilorð)  
and press  
**INNSLÁTTUR...**

E.g. of transaction list (Icelandic:færslulista)  
heildarlista...

```
Tilraunabúðin
Tilraunagötunni
101 Revkjavík

Dags: Mán 21. Maí 2001      Tími: 14:11

Samningsnúmer: 00122 - 9256684 0001 0001
Bunkanúmer: 0101024

Færslulisti

5010067 4507-2800-0000-0230 VISA
18/05 14:04 6D 5 010067          -1.000

5010068 4507-2800-0000-0230 VISA
18/05 14:17 6D 5 010068          -1.000

1010069 4507-2800-0000-0230 VISA
18/05 16:44 5D 1 123450          1.000

1010070 4507-2800-0000-0230 VISA
21/05 10:08 5D V1 123450          10

1010071 4507-2800-0000-0230 VISA
21/05 11:31 5D 1 123450          1.000

1010072 4507-2800-0000-0230 VISA
21/05 11:39 5D 1 123450          500

3010073 5411-3900-0000-2011 MasterCard
21/05 13:50 5D 3 010073          550

3010074 5893-2103-0600-0765 Maestro
21/05 13:51 3D 3 010074          800

1010075 4567-1601-9999-9995 VISA Electron
21/05 13:52 3D 1 123456          200

-----
Sala                6                4.050
Endurgreiðsla       2                -2.000
Ógilding            1                10
*****
Samtals              8                2.050
*****
```

The process Phone Sale (Icelandic: "SIMGREIÐSLA") can be used when product or service is bought by phone, that is the costumer is not able to pay e.g. in your store.

**You can only do Phone Sale with credit cards.**

## Processing sale through phone

Starting Menu

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIÐSLA
```

Press **F4** to start  
PhoneSale...

```
SIMGREIÐSLA
SKRAIÐ INN KORTNUMBER:
4507280000000230
```

Type the creditcard  
number and press  
**INNSLÁTTUR...**

```
4507-2800-0000-0230
GILDISTIMI
0901
```

Type card expiration  
date and press  
**INNSLÁTTUR...**

```
SIMGREIÐSLA
UPPHÆÐ:                1.000,
```

Type in the amount  
and press  
**INNSLÁTTUR...**

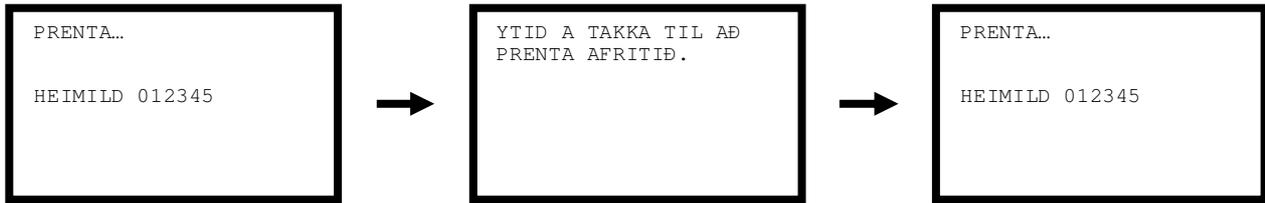
```
HRINGI EFTIR HEIMILD
TENGIÐ TILRAUN 1...
```

```
HRINGI EFTIR HEIMILD
TENGIÐ KOMIN A...
```

```
TENGIÐ KOMIN A
SENDI GOGN...
```

```
TENGIÐ KOMIN A
MOTTEK GOGN...
```

Continues on  
next page...



↓ If PhoneSale is authorised, the terminal print out receipt for the retailer...

↓ Along with costumers receipt...



# Late Registration (Icel.:Eftiráskráning)

The action Late Registration (Icelandic “EFTIRASKRANING”) can only be used for emergency. If the terminal fails or the phone lines or authorisation system is down.

You have to notify the “RÁS þjónusta” (help desk) if you have to use this action. The help desk will distribute daily password that is necessary for Late Registration.

During failures, the retailer uses the terminal for credit cards only.

**You can not process Late Registration with debet cards.**

Starting menu

```
V 10-05-2001  OGILDA
A 16:06
L                PRENTA
1                ENDURGREIÐA
                SIMGREIDSLA
```

Press **violet button**  
(arrow down) to get  
menu 2...

```
V                SÆKJA HEIMILD
A                EFTIRASKRANING
L                2
```

Press **F2** for late  
registration...

```
EFTIRASKRANING
DAGLEGT LYKILÖRD:
```

Type daily password and  
press **INNSLÁTTUR...**

Daily password is distributed  
by RÁS-þjónustan (help desk)  
tel. 525-2100

```
EFTIRASKRANING
SKRAIÐ INN KORTNUMBER:
4507280000000230
```

Type the creditcard  
number and press  
**INNSLÁTTUR...**

```
4507-2800-0000-0230
GILDISTIMI
0901
```

Type card expiration  
date and press  
**INNSLÁTTUR...**

Swipe the card  
through the magnetic  
card reader.

Or

```
EFTIRASKRANING
UPPHÆÐ:                1.000,
```

Type in the amount  
and press  
**INNSLÁTTUR...**

Continues on  
next page...

# Late Registration (Icel.:Eftiráskráning)

```

E
F
T
I
R
A
S
K
HEIMILDARN.
EKKERT HEIMILDARN.
    
```

Press **F2** to type  
authorisation number, if  
you have called for  
authorisation number...

```

EFTIRASKRANING
HEIMILDARNUMER:
012345
    
```

Type authorisation  
number and press  
**INNSLÁTTUR...**

Press **F4** to let the  
terminal give authorisation  
number ...

```

PRENTA...
HEIMILD 012345
    
```

```

YTID A TAKKA TIL AÐ
PRENTA AFRITID.
    
```

```

PRENTA...
HEIMILD 012345
    
```

Then you get receipt from the  
terminal that costumer  
signs...

Along with costumers  
receipt...

```

Tilraunabúðin
Tilraunasötuenni
101 Reykjavík

Dags: Þri 22. Maí 2001      Tími: 14:54

VISA
4507-2800-0000-0230      Gildir út 09/01

EFTIRÁSKRÁNING

Viðskipti:
KR.          1.000

Greitt með greiðslukorti mínu

-----
Undirskrift korthafa
Eintak söluaðila

0101024 12435613 00122-9256684 0001 0001
050 Færslunr. 5010080 Heimildnr: 010080
    
```

```

Tilraunabúðin
Tilraunasötuenni
101 Reykjavík

Dags: Þri 22. Maí 2001      Tími: 14:54

VISA
****-****-****0230      Gildir út 09/01

EFTIRÁSKRÁNING

Viðskipti:
KR.          1.000

Greitt með greiðslukorti mínu
** Eintak korthafa **

0101024 12435613 00122-9256684 0001 0001
050 Færslunr. 5010080 Heimildnr: 010080
    
```

# Collecting Authorisation(Ice:Sækjaheimild)

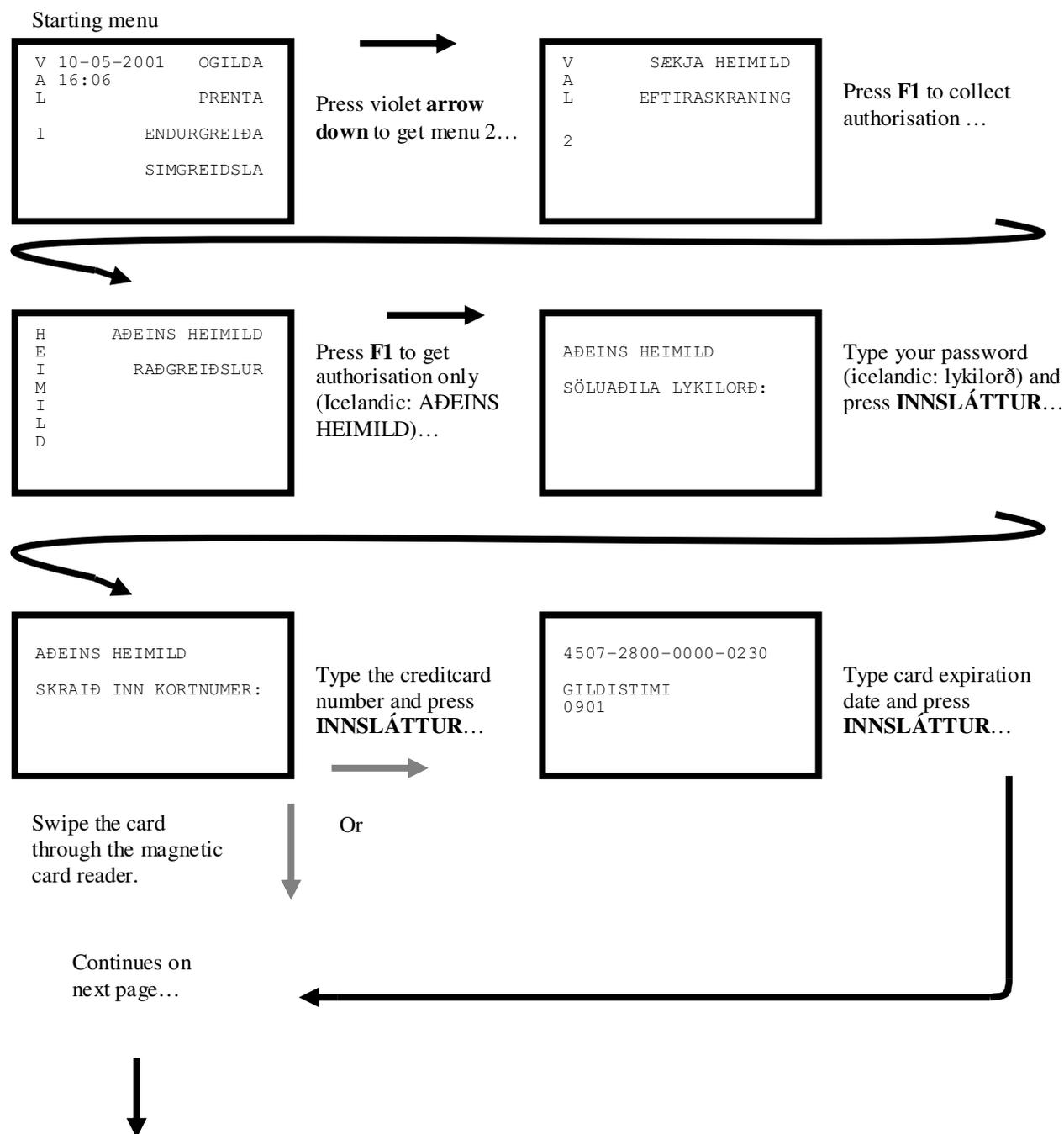
The action Collecting Authorisation (Icelandic: “SÆKJA HEIMILD”) is double-barrelled. You can search authorisation for specific amount and you can search authorisation for instalment payments (Icelandic: Raðgreiðsla).

**You can only collect authorisations for credit cards.**

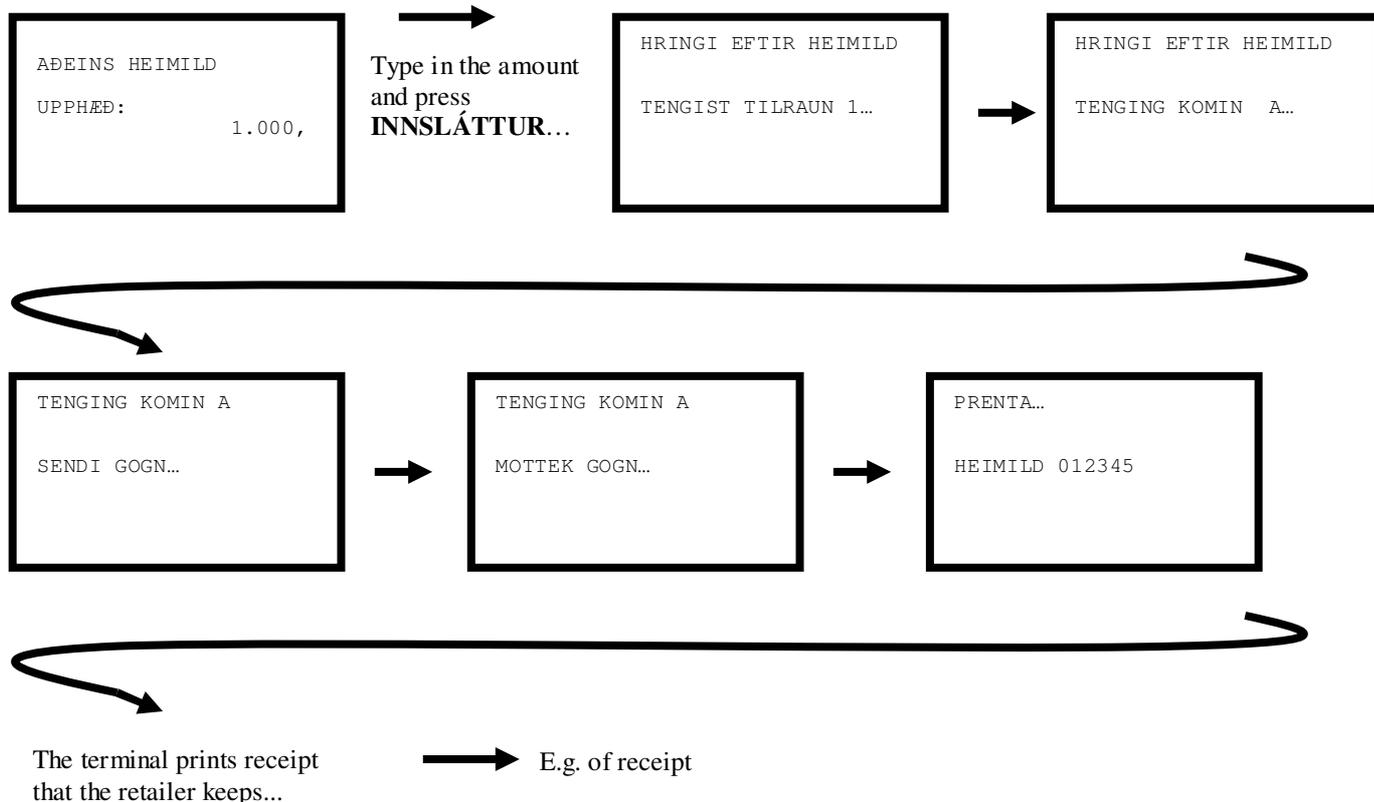
**Attention. This action does not withdraw from costumers account.**

## Collecting Authorisation

This action can be used to test the terminal (phone line and whether or not your contract is open). You can use your own credit card to test the terminal. This action does not withdraw from your account.



# Collecting Authorisation(Ice:Sækjaheimild)



## NO AUTHORISATION (ICELANDIC: EKKI HEIMILAÐ)

If you don't get authorisation, the terminal prints out receipt that says EKKI HEIMILAÐ (details page 32).

# Collecting Authorisation(Ice:Sækjaheimild)

## Instalment payments

This action is used to get authorisation for instalment payments. The retailer has to have instalment payments contract with credit card companies to be able to do this action.

**This action only gives you authorisation. The retailer has to fill out form for instalment payments and send it to the credit card company.**

Starting menu

```
V 10-05-2001  OGILDA
A 16:06
L              PRENTA
1             ENDURGREIÐA
              SIMGREIDSLA
```

Press violet **arrow**  
down to get menu 2...

```
V          SÆKJA HEIMILD
A
L          EFTIRASKRANING
2
```

Press **F1** to collect  
authorisation ...

```
H          AÐEINS HEIMILD
E
I          RAÐGREIÐSLUR
M
I
L
D
```

Press **F2** to choose  
instalment payments  
(Icelandic:  
RAÐGREIÐSLUR...

```
RAÐGREIÐSLUHEIMILD
SKRAIÐ INN KORTNUMER:
4507280000000230
```

Type the creditcard  
number and press  
**INNSLÁTTUR...**

```
4507-2800-0000-0230
GILDISTIMI
0901
```

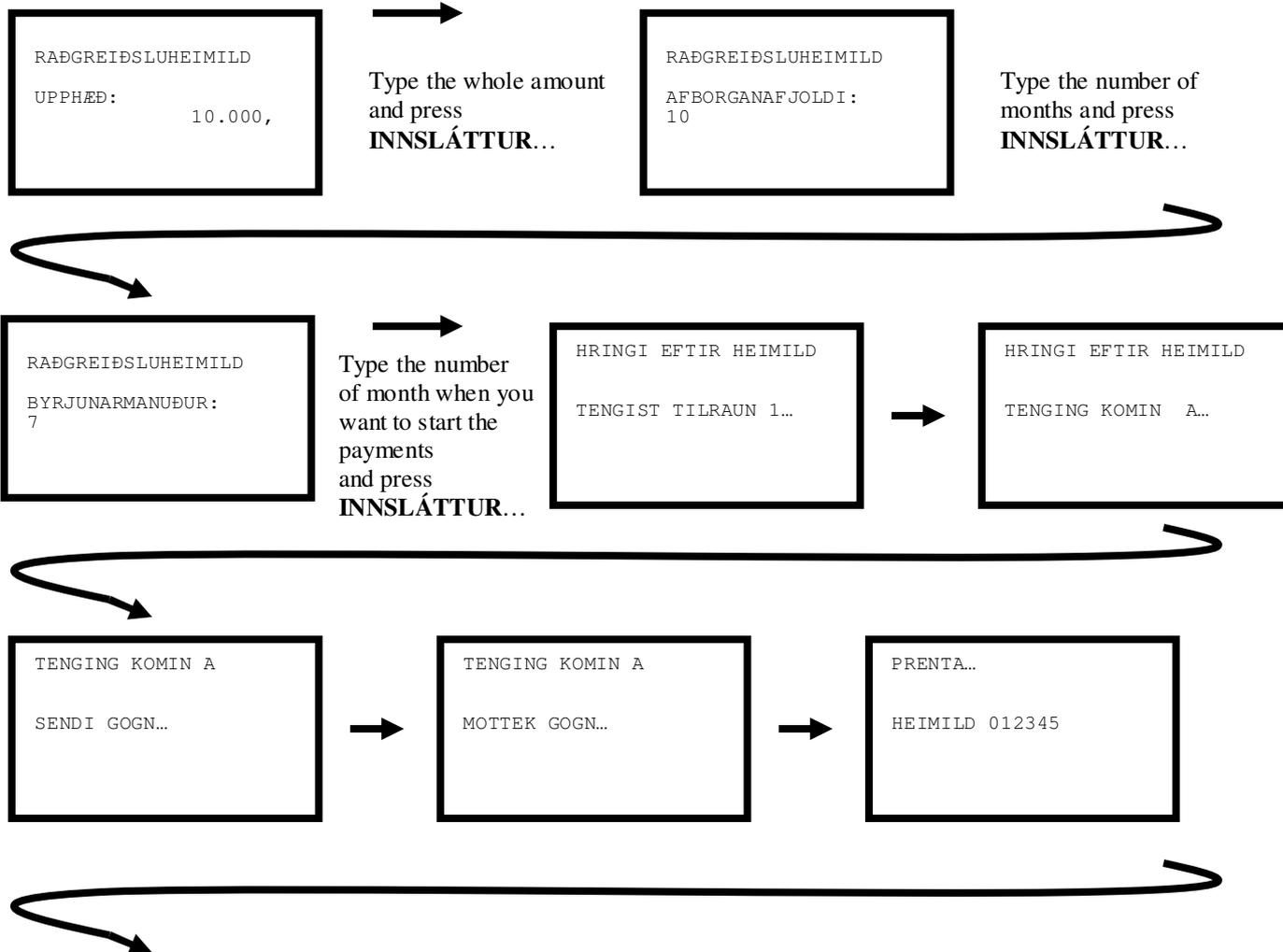
Type card expiration  
date and press  
**INNSLÁTTUR...**

Swipe the card  
through the magnetic  
card reader.

Or

Continues on  
next page...

# Collecting Authorisation(Ice:Sækjaheimild)



The terminal prints receipt that the retailer keeps...

E.g. of receipt



Authorisation number is registered on installment payment contract as (Icel.:Leyfisnúmer) if you have Eurocard creditcard or (Icel.:Staðfestingarnúmer) if you have VISA creditcard.

# Explanation

Instructions for  
VeriFone Omni 3350, 3740 og 3750 terminals

<b>Explanation</b>	<b>Possible solutions</b>
A TALÍ English = LINE BUSY	All the lines in the system are busy. It can also mean that the phone line is closed. Try again. Call help desk if that doesn't work.
“AÐEINS HEIMILD” EKKI LEYFÐ English = “AÐEINS HEIMILD” IS NOT AUTHORISED	The action (Icelandic: “AÐENS HEIMILD”) can not be done with Debet cards. You can only use credit cards for this action.
AÐGERÐ LOKUÐ English = ACTION CLOSED	The action you were trying to do is not open for the retailer. Contact help desk if you need more assistant.
BIÐ EFTIR LÍNU English = WAITING FOR PHONE-LINE	The terminal doesn't “find” the line. Check if there is any other device using the phone line. Also check the plug-ins (page 3 Omni 3740/3750 or page. 7 Omni 3350). You should also check the line for dial tone or whether it is closed.
BUNKI FULLUR SENDIÐ INN BUNKA English = TERMINAL FULL - SEND	You can not put more transactions in the terminal. You have to send the transactions. (See page 15 for more details).
BUNKI LÆSTUR English = TERMINAL LOCKED	You can not use the terminal. Call help desk (525-2100).
BUNKI OF GAMALL SENDIÐ INN BUNKA English = OLD TRANSACTIONS - SEND	You can not put more transactions in the terminal. You have to send the transactions. (See page 15 for more details).
DAGSETNING BREYST SENDIÐ INN BUNKA English = OLD DAY - SEND	The date in the terminal is not right. You have to send the transactions. (See page 15 for more details). When you have finished sending, the date will be correct.
DINERS CLUB	You can add Diners cards to your contract. Contact Europay.
EKKERT SVAR English = NO ANSWER	The system that accepts the authorisation or transactions does not answer. Try again. Contact help desk if nothing happens.
EKKI HEIMILAÐ English = NOT AUTHORISED	The transaction was not authorised.
ENGINN SONN English = NO DIAL TONE	The terminal doesn't find the phone line. Check the line with regular phone. Contact your phone company.
FÆRSLUNUMER FINNST EKKI English = TRANSACTION NUMBER CAN NOT BE FOUND	The transaction could not be found. Print transaction list (page. 23) to check if the transaction is on the list. Was the transaction number type in right?
GAT EKKI LESIÐ KORTIÐ English = COULD NOT READ CARD	Could not read card. Try to swipe it again. If that doesn't work press “HANDSKRÁ” to type inn the card number.
HRINGIÐ HANDVIRKT English = CALL FOR AUTHORISATION	The authorisation system has not accepted the transaction. You have to call the credit card company to get authorisation (see page 12).
ISDN SAMBAND Í ÓLAGI English = ISDN CONNECTION IS NOT WORKING PROPERLY	ISDN lines, sometimes “fall a sleep”. Then you have to turn the terminal off, and then on again.
KORT UTRUNNIÐ English = CARD HAS EXPIRED	Card expiration day has passed. You can not make transaction with this card.
KORTI HAFNAÐ English = CARD REJECTED	You can not use this card in this action.
OGILD DAGSETNING English = WRONG DAY	Check if the date in the terminal is right. Call help desk to change date.
POSINN VILL EKKERT GERA English = TERMINAL DOESN'T WANT TO DO ANYTHING	When the terminal doesn't want to do anything you could try to turn it off, and then on again. If nothing happens, call help desk.
POSI LÆSTUR English = TERMINAL LOCKED	The terminal has been locked by help desk. Contact help desk.
PRENTARI PRENTAR EKKERT English = PRINTER DOESN'T PRINT	Nothing prints on the receipt. Check if the paper is right in the terminal. Then try to print copy.
PRENTARA VILLA LITIÐ EFTIR AF PAPPÍR English = CHANGE PAPER	Change paper (see page 4 Omni 3740/3750 or page 8 Omni 3350).

PRENTARA VILLA PAPPÍR BUINN English = PAPER FINISHED	Change paper (see page 4 Omni 3740/3750 or page 8 Omni 3350).
UPPHÆÐ FINNST EKKI English = AMOUNT COULD NOT BE FOUND	The amount of void transaction doesn't fit with the receipt. You can only void exactly the same amount as the receipt, but not part of it.
UPPHÆÐ OF HA English = AMOUNT TO HIGH	The amount is too high. Check if you have typed in right amount. Contact help desk if nothing happens.
UPPHÆÐ OF LAG English = AMOUNT TO LOW	The amount is too high. Check if you have typed in right amount. Contact help desk if nothing happens.
UTRUNNIÐ KORT English = THE CARD HAS EXPIRED	Card expiration day has passed. You can not make transaction with this card.
VAKORT TAKA KORT English = TAKE THE CARD	The customer can not use his card any longer and cardholder's bank has demand the card. The card could also be in hands of a person who has got it illegally. You should cut the card in half and return it to nearest bank or credit card company. <b>For card like this you'll get reward if you have the receipt from the terminal.</b>