

VALOR VP550 USER GUIDE

Menu Options

From the terminal home screen, merchants can access:

- **Payment Screen (Idle Screen)** — Enter a sale amount directly from the home screen to begin any transaction. After entering the amount and pressing OK, the terminal will prompt you to select Credit, Debit, or Cash as the payment type.
- **(★) Favorites Menu** — Tap the star icon to quickly access settlement, receipt reprints, tip adjustments, package downloads, and void functions. Available on VL100, VL110, and VP100 models.
- **(≡) Menu / Other Options** — Tap the three-line menu icon to access additional transaction types and terminal functions such as Void, Refund, Reprint Receipt, Reports, Pre-Auth, Updates, and Settings. Available on all models; primary navigation menu on VL500, VL550, VP550, and VP800.
- **(⚙) Settings** — Access terminal configuration options including tip settings, receipt preferences, network/WiFi setup, SIM card management, and comm configuration. Some settings may require a manager password.
- **Remote Diagnostics** — Available from the second page of the main menu. Allows Payarc Support to troubleshoot your terminal remotely. Tap the menu icon, arrow down to the second page, and select Remote Diagnostics. Enter the password when prompted and provide it to your support representative.

How to Process a Sale

Standard Credit / Debit Sale (All Models)

1. From the Home Screen, enter the sale amount and press **OK**.
2. Present the card — swipe, insert (chip), or tap (NFC/contactless). For manual entry, type the card number when prompted.
3. Follow on-screen prompts (PIN entry, tip, or signature as applicable).
4. Select the receipt delivery method (paper, SMS, email, or paperless).
5. Transaction approved — provide the customer their receipt.

How to Void a Transaction

1. From the Home Screen, tap **Sale** until **Void** is displayed.
2. Press **OK** and enter the manager password when prompted.
3. Select **Tran Number** or **Card Number** to locate the transaction.
4. Enter the transaction number or the last 4 digits of the card.
5. Confirm the transaction on-screen and press **OK** to void.
6. Select receipt delivery method.

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How to Process a Refund

1. From the Home Screen, tap **Sale** until **Refund** is displayed.
2. Enter the refund amount and press **OK**.
3. Enter the manager password if prompted.
4. Swipe, insert, or tap the card (or enter manually).
5. Select receipt delivery method.

How to Process a Pre-Authorization (Pre-Auth)

1. From the Home Screen, tap **Sale** until **PreAuth** is displayed.
2. Enter the estimated authorization amount and press **OK**.
3. Present the card (swipe, insert, or tap).
4. Follow on-screen prompts.
5. Note the transaction number on the receipt — you will need this to capture or adjust the final amount.

Note: You need the receipt of the authorization to capture the payment. Contact Payarc Support if you need guidance on completing a Pre-Auth capture.

How to Batch Out

Batching out is the process of closing and sending the day's credit and debit card transactions to the processor for settlement, which triggers the deposit of funds to the merchant's bank account.

Note: Only Merchant Users are capable of closing open batches.

VL100 / VL110 / VP100

1. From the Home Screen, tap the **Favorites button (★)**.
2. Select option **1 — Settle Batch**.
3. You will be prompted to confirm. Tap **Yes** to proceed.
4. The terminal will print a Settlement Report confirming the batch is closed.

VL500 / VL550 / VP550 / VP800

1. From the Home Screen, tap the **Menu icon (≡)** in the bottom-left corner.
2. Select **Settlement**.

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3. A confirmation prompt will appear. Tap **Yes** to settle the batch.
4. The terminal prints a settlement confirmation receipt.

Via the Valor Online Portal

If you need to close a batch remotely or cannot access the terminal:

1. Log in to the Valor Portal at valorpaytech.com.
2. Navigate to **Transactions** in the Sidebar Menu.
3. Locate the most recent transaction from your terminal's EPI.
4. Select the **Vertical Ellipsis (:)** next to the transaction, then select **Open Batch**.
5. Tap the **Action Button**, then select **Close Batch**.

Setting Up Auto-Batch or Manual Batch

1. In the Valor Portal, navigate to **Device Management**.
2. Locate your terminal's EPI and select the **Vertical Ellipsis (:)** > **Edit Parameters**.
3. In the **Terminal & Transaction** section, toggle **Batch Out** to **Auto** and set your preferred Settlement Time. For manual settlement, toggle to **Manual**.
4. Save your changes and perform a Package Download on the terminal to apply.

How to Connect to WiFi

First-Time Setup (All Models)

Upon powering on the device for the first time, the screen will prompt: *"Do you want to Connect to WiFi?"*

1. Select **1. Yes, Connect**.
2. Select your WiFi SSID (network name) from the list.
3. Enter your WiFi password and select **OK**.
4. If configured correctly, your terminal will load to the Home Screen.

Tip: To enter lowercase letters or special characters in the WiFi password, press the corresponding key multiple times. For example, press the **2** key five times to type a lowercase **a**. Press the **#** key five times to enter a **%** sign.

Reconnecting to WiFi — VL100 / VL110 / VP100

1. From the Home Screen, tap the **Menu icon (≡)**.
2. Select **7. Comm Config**.
3. From the Configuration Menu, tap **Comm Config**, then **WiFi**.

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4. Select your network and enter the password if prompted.
5. To quickly swap connection types, tap the **Connection Icon** on the Home Screen and select the desired connection.

Reconnecting to WiFi — VL500 / VL550 / VP550

1. From the Home Screen, tap the **Menu icon** (≡).
2. Select **Settings**, then **WiFi Config**.
3. Toggle WiFi **On** and select your network.
4. Enter the password if prompted and confirm.

How to Connect to 4G/LTE Cellular

Cellular connectivity is available on select models (VL110, VL500). If WiFi is unavailable, follow the steps for your model below.

VL110

1. Tap the **Favorites button** (★), then select **7. Comm Config**.
2. Tap **2. Comm Config**, then select **GPRS**.
3. Tap **Connect** to activate the cellular connection.
4. Ensure WiFi is turned off for the cellular connection to take priority.

VL500

1. Tap the **Menu icon** (≡), then select **Settings > WiFi Config**.
2. Toggle WiFi **Off** to allow 4G/LTE to activate.
3. If 4G does not activate, navigate to **Settings > SIM Cards** and verify that SIM 2 is showing data and is toggled **On**.
4. Select the back arrow to return to **Settings**, then go to **More > Cellular Networks > SIM Slot 2 > Access Point Names > + New**.
5. Where it reads **APN**, enter **iot.kore.com** and then **Save**.
6. Make sure WiFi is **Off** — 4G should now activate.

How to Perform a Software / Package Download

Performing a Package Download on a Valor Paytech terminal is often necessary to ensure the terminal is functioning properly, is compliant with network standards, and has the latest tools for processing payments.

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Important: Settle any open batches before proceeding with the download. See: [How to Batch Out](#). If an open batch exists, the terminal will return an **Invalid Parameter** error and the download will fail.

VL100 / VL110 / VP100

1. Ensure all open batches are settled.
2. From the Home Screen, tap the **Favorites button (★)**.
3. Select **6. Package Download**.
4. Press **OK** to confirm and initiate the download.
5. The terminal will restart and load to the Home Screen when complete.

VL500 / VP500 / VL550 / VP550

1. Ensure all open batches are settled.
2. From the Home Screen, tap the **Menu icon (≡)**.
3. Select **Updates**, then press **Enter** to initiate the download.
4. The terminal will restart and apply the updated parameters.

Troubleshooting – Invalid Parameter error: Close the terminal's open batch via the Valor Portal, then reattempt the download. If the issue persists, contact Payarc Support at support.payarc.com.

How to Reprint a Receipt

VL100 / VP100

1. From the Home Screen, tap the **Favorites button (★)**.
2. Select option **1. Reprint Receipt**.
3. The terminal will print the receipt for the last transaction performed.

VL500 / VL550 / VP550

1. From the Home Screen, tap the **Menu icon (≡)**.
2. Select **Reprint Receipt**.
3. The terminal will print the receipt for the last transaction performed.

Receipt Delivery Options: Valor Paytech terminals support paper, SMS/text, email, and paperless (Go Green) receipt delivery. To enable or disable SMS or email receipts, navigate to **Device Management > Edit Parameters > Receipt** section in the Valor Portal, toggle the desired options, and perform a Package Download to apply.

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How to View a Closed Batch Report

VL100 / VL110 / VP100

1. From the Home Screen, tap the **Menu icon** (≡).
2. Select **Reports**.
3. Choose **Closed Summary** or **Detailed Report**.
4. Select the Referenced Batch you would like to review.
5. The terminal will print the selected report.

VL500 / VL550 / VP550

1. From the Home Screen, tap the **Menu icon** (≡).
2. Select **Report**.
3. Choose **Closed Batch** or **Detailed Report**.
4. The terminal will print the selected report.

Via the Valor Online Portal

1. Log in at valorpaytech.com.
2. Select **Reports** in the Sidebar Menu.
3. Choose **BatchOut Report**.
4. Enter the EPI in the Search field and select the Date Range for the report.
5. Download or print the report as needed.

How to Perform a Tip Adjust

Tip Adjust allows servers or cashiers to modify the tip amount on a transaction after the initial authorization — following the traditional receipt-based tipping workflow common in US restaurants. Tip Adjust must be performed before the batch is settled.

VL100 / VL110 / VP100

1. From the Home Screen, tap the **Favorites button** (★).
2. Select **Settle Batches**, then **Add Tip**.
3. Locate the transaction by entering the transaction number or the last 4 digits of the card number.
4. Enter the adjusted tip amount.
5. Select **Adjust Tip to Save**.

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VL500 / VL550 / VP550

1. From the Home Screen, tap the **Menu icon** (≡).
2. Enter the transaction number or the last 4 digits of the card to locate the transaction.
3. Enter the Tip Amount as written by the customer.
4. Confirm and save the adjustment.

To turn off Tip Receipt at Settlement: Navigate to **Device Management > Edit Parameters > Receipt** in the Valor Portal. Toggle **Settlement Report Tip (Print)** to **No**, then save and perform a Package Download.

How to Set Up the External Pin Pad (VL100 / VP100)

The VL100 and VP100 support an external pin pad (VL300) via a Y-Cable for debit and EBT transactions requiring PIN entry.

Note: Ensure the Pin Pad is properly connected before starting this process. If the Pin Pad does not power on, contact Payarc Support to enable External Pin Pad Support on your terminal.

Initial Connection

1. Power down the VL100.
2. Connect the micro-USB end of the Y-Cable into the **USB1** or **USB2** port on the VL100.
3. Connect the Pin Pad to the Y-Cable.
4. Power on the VL100.

RKI (Remote Key Injection) — "Keys Not Present"

If the Pin Pad displays a "**Keys Not Present**" message, follow these steps:

1. Connect an Ethernet cable to the Ethernet port on the Pin Pad (VL300) Y-Cable.
2. Power cycle the Pin Pad by pressing and holding the **Power button** until it restarts.
3. An RKI Download will trigger automatically.
4. Once completed, remove the Ethernet cable from the Y-Cable.
5. The Pin Pad is now ready for use.

Note: Ensure the terminal is connected to the internet (WiFi or Ethernet) before initiating an RKI download. Contact Payarc Support if the RKI download fails.

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How to Reset the Terminal

A terminal reset should only be performed when directed by Payarc Support. Resetting does not delete transaction history but may require a Package Download to restore parameters.

VL100

1. From the Home Screen, tap the **Menu icon** (≡).
2. Select **Host Utility**.
3. Select **Reset Terminal**.
4. Confirm when prompted.

VL550 / VP550

1. From the Home Screen, tap the **Menu icon** (≡).
2. Select **Settings**, then **Utilities**.
3. Select **Reset Terminal**.
4. Confirm when prompted.

Via the Valor Online Portal

1. Log in at valorpaytech.com.
2. Navigate to **Device Management**.
3. Locate your terminal's EPI and select **Vertical Ellipsis (⋮) > Edit Parameters**.
4. Follow portal prompts to reset or push a new parameter package.