

VICTORY QUICK START USER GUIDE



GETTING STARTED



Turn terminal on by holding down **GREEN** Enter key until an image is displayed. The terminal will switch on and display the logon screen within ten seconds or so.



Login by entering your **User ID** and **PIN**. If you make a mistake, use the **YELLOW** key to delete your entry.

If your terminal is connected to a home charger or optional car charger, it will automatically switch on.

SWITCHING OFF



Press and hold the **RED** key for around five seconds - the terminal will beep and then shut down.

USING THE TERMINAL

The Victory terminal can be used via the keypad or the touchscreen. To select an option, either touch the screen or press the number indicated on the keypad

ACCEPTING A FARE



Select Option 1 **NEW TXN** followed by Option 1 **PURCHASE**. Enter the amount of the Fare and press the **GREEN** Enter key. *Continued >*

ACCEPTING A FARE (continued from page 1)



The decimal point is automatically inserted so enter the total fare in **pence** and press **Enter**. eg: For **£10** enter **1000**.



Hand the terminal to the **passenger**. The passenger will be presented with a **Tip** screen (Fig. 1).



The passenger taps or selects the corresponding number to leave a tip, or can select **OTHER** for a different amount or to enter '0', and then presses the **GREEN** Enter key.

The passenger will now be presented with the final confirmation screen which will display the **Amount** and **Tip** to be debited from the passengers account.



The passenger should then press the **GREEN** Enter key to confirm. They will then be prompted to insert or swipe their card (black stripe must face the terminal).



The terminal will prompt for a **PIN** - passenger should enter their PIN and then press the **GREEN** Enter key. The first receipt will print.



Remove the card and check you have an **Auth Code**.

Tear off your receipt (Fig. 2) and press the **GREEN** Enter key.

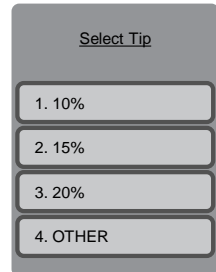


Fig. 1

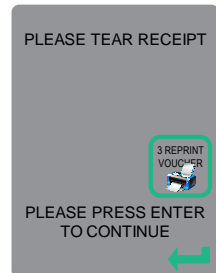


Fig. 2



IMPORTANT If the card has been swiped, make sure you obtain a signature. Confirm it matches the card and select **1.YES** - the **GREEN** ✓ (Fig. 3).

If the signature does not match, select **2.NO** - the **RED X**.

Tear off the second receipt, ensure it has an **Auth Code** and hand it to the passenger. If no **Auth Code** is shown, the **payment will not go through**.

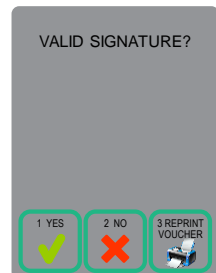


Fig. 3



IMPORTANT If either receipt shows **DECLINED**, the **payment will not go through**. You will need to request an alternative method of payment.

PROCESSING A REFUND

Select Option 1 **NEW TXN** then select Option 2 **REFUND**.

Enter the full amount to be refunded **INCLUDING** any **Tip**. The refund then works in exactly the same way as a normal payment.

UNABLE TO CONNECT TO SERVER

If you are in an area with a poor signal, the message **'UNABLE TO CONNECT TO SERVER'** may be displayed, and you will be given three options:

1

RECONNECT

The terminal will try and reconnect to the network.

2

WORK OFFLINE

You may be able to authorise the transaction without communicating with the bank.

3

CANCELS THE TRANSACTION

To manually submit a transaction completed offline follow the steps below:

Select Option 2 **MENU**

Select Option 1 **TXN MANAGEMENT**

Select Option 2 **SUBMIT TRANSACTION**



IMPORTANT Press **Enter** even if 'Nothing to Submit' is displayed, to ensure any offline transactions are processed.

REPORTS

To access Reports: Select Option 2 **MENU**
Select Option 1 **TXN MANAGEMENT**
Select Option 1 **REPORTS**



IMPORTANT

At the end of each shift, enter **212** before you turn off your Victory terminal to ensure that all your transactions have been submitted for processing.



FAQ

VICTORY

FREQUENTLY ASKED QUESTIONS

HOW DO I KNOW IF A CARD PAYMENT WENT THROUGH?

Check the Customer receipt for an **Auth Code** near the bottom. If it has an **Auth Code**, the transaction was successful. If the receipt says **DECLINED** in large letters, the transaction has failed and you need to obtain payment by another method.

HOW OFTEN DO I GET PAID?

London drivers are paid by Curb according to the option selected on their BACS form. Drivers in the regions are paid according to the arrangements made with the fleet operator. Contact your fleet for details. Standard payment schedules are in the **InfoBank** at www.gocurb.co.uk under the **Driver Services** tab.

WHAT IS THE MAXIMUM FARE I CAN TAKE?

£500 per transaction.

CAN I SEE MY TRANSACTIONS AND PAYMENTS ONLINE?

Go to www.gocurb.co.uk and click on **Account Login**. Select **Driver Login**. Use your login or badge number (PCO), change the Group to **VIC1** and enter your **eFleet** password to view your transactions and payments. If you cannot access eFleet, contact Curb Driver Services for assistance.

CAN I GET A CAR CHARGER OR CARRY CASE?

These are available from the Curb Operations Centre, by calling **0333 666 1000** [option 2] or by contacting your regional fleet operator.

WHAT CARDS CAN VICTORY TAKE?

Victory accepts all major credit and debit cards including 'contactless', Apple and Android Pay and Amex. New cards and formats will be added as appropriate.

WHAT IF I HAVE A QUESTION?

Call Curb on **0333 666 1000**, visit our website at www.gocurb.co.uk or email uk_driver_services@gocurb.com.

CHANGING THE PAPER ROLL

Periodically you will need to change the paper roll in your VX680 payment system.

1. Gently lay the VX680 on its front.
2. Pull up the clip to expose the paper roll compartment (Fig 1).
3. Remove the old roll and replace, ensuring that the new roll feeds from the bottom (Fig 2). The new roll just sits in the compartment.

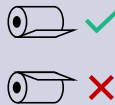


Fig 1

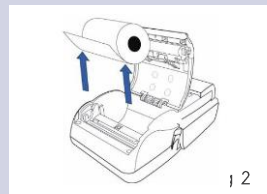


Fig 2

ORDERING ACCESSORIES AND NEW PAPER ROLLS

To order accessories including a car charger, carry case or new paper rolls go to: www.securetaxi.co.uk or phone **01530 511201**. Ask for a **VX680** paper roll.