

## **Verifone V200 Error Codes, Meanings, and Solutions**

### **Communication Errors**

Error 1060: Transaction did not complete normally at terminal

Solution: Retry the transaction. If persistent, check the terminal's connection.

Error 9113: Duplicate transmission

Solution: Wait a few minutes and retry the transaction.

Error 9116: MAC incorrect

Solution: Check the terminal security settings and update if necessary.

Error 9117: MAC key sync error

Solution: Contact your payment processor to resync the terminal's security keys.

### **Card-Related Errors**

Error 1045: Card verification data failed

Solution: Ask the customer to re-enter their card details or try a different card.

Error 1061: Transaction not supported by the card issuer

Solution: Suggest an alternative payment method to the customer.

Error 1802: New Card Issued

Solution: Inform the customer to use their new card or contact their issuing bank.

## **Transaction Errors**

Error 1016: Not sufficient funds

Solution: Ask the customer to use a different payment method or reduce the transaction amount.

Error 1019: Transaction not permitted to cardholder

Solution: Advise the customer to contact their card issuer for clarification.

Error 1062: Cashback not allowed

Solution: Process the transaction without cashback or use a different card.

## **Terminal Errors**

Error 1805: Terminal date-time error

Solution: Check and correct the terminal's date and time settings.

Error 9280: Invalid token scope

Solution: Verify the terminal's configuration and update token settings if necessary.

## **Download Errors**

Error: Download Disrupted

Solution: Press Cancel, restart the download. If persistent, check the phone line or change download parameters.

## **Error: Password Issues**

Solution: Try entering the factory default password (1-alpha-alpha-66831) or contact the processor for the correct password.

## General Troubleshooting

1. Restart the Terminal: For many errors, including tamper errors, restarting the V200c can resolve the issue.
2. Hold the green power button for about 8 seconds to restart.
3. Alternatively, unplug the power cable, wait a few seconds, and reconnect.
4. Check Connections: Ensure all cables are securely connected and the terminal has a stable internet or phone line connection.
5. Update Software: Regularly update the terminal's software to prevent errors and improve functionality.
6. Contact Support: For persistent errors or issues not resolved by basic troubleshooting, contact Verifone support or your payment processor for assistance.
7. Remember to always keep your terminal software up-to-date and maintain secure connections to minimize errors and ensure smooth transactions.