

## Troubleshooting Guide

Problem	Possible Causes	Solution
Screen doesn't light up or display anything when connected to power.	<ul style="list-style-type: none"> <li>Power pack/power cables not plugged in correctly</li> <li>Faulty power cable</li> <li>Faulty power pack</li> <li>Faulty terminal</li> </ul>	<ol style="list-style-type: none"> <li>Check that the cable running from the power pack to the terminal is fully plugged in and secured by rotating the plug counter-clockwise (when facing the rear of the terminal). <b>NOTE: There is no power switch on the VeriFone 3750 terminal.</b></li> <li>Check that the cable running from the power pack to the power outlet is plugged in correctly and that the outlet is switched on.</li> <li>If the screen still remains blank after checking the above items then please contact support.</li> </ol>
Screen displays something other than the Local Heroes application main menu, which can be recognized by the word "MAIN-1" appearing in the top left corner of the screen.	<ul style="list-style-type: none"> <li>Software error</li> <li>Faulty terminal</li> </ul>	<ol style="list-style-type: none"> <li>Unplug the terminal and then turn it back on to reset it.</li> <li>If problem persists, please contact support.</li> </ol>
Terminal does not respond to key presses.	<ul style="list-style-type: none"> <li>Software error</li> <li>Faulty terminal</li> </ul>	<ol style="list-style-type: none"> <li>Unplug the terminal and then turn it back on to reset it.</li> <li>If still no response, please contact support.</li> </ol>
Terminal reports "No Answer" or "Connect Failed" within 30-60 seconds of initiating any Gift Card related transaction.	<ul style="list-style-type: none"> <li>Wrong host phone number configured in application</li> <li>Host communications failure</li> </ul>	<ol style="list-style-type: none"> <li>Please contact support.</li> </ol>
Receipt will not print.	<ul style="list-style-type: none"> <li>Out of paper</li> <li>Cover not shut tight</li> <li>Software error</li> <li>Faulty Terminal</li> </ul>	<ol style="list-style-type: none"> <li>Check paper roll. If no paper is loaded, load paper roll in terminal.</li> <li>Ensure that the cover is shut tight.</li> <li>Unplug the terminal and then turn it back on to reset it.</li> <li>If receipt still does not print, please contact support.</li> </ol>

## Troubleshooting Guide

Problem	Possible Causes	Solution
Terminal reports "No Dial tone" or "Connect Failed" within 10-15 seconds of initiating any Gift Card related transaction.	<ul style="list-style-type: none"> <li>Phone cable not connected to terminal</li> <li>Phone cable not connected to telephone outlet</li> <li>Interference from another device connected to the same phone line (eg. Fax or another POS terminal)</li> <li>Incorrect chaining of telephone equipment</li> <li>Phone line bar</li> <li>Faulty cable</li> <li>Non-analogue phone line</li> <li>Faulty phone line</li> <li>Faulty terminal</li> </ul>	<ol style="list-style-type: none"> <li>Check that the phone cable is securely connected to the correct socket on the terminal which is usually identified by a phone symbol and the letters "H S", or by the label "Line".</li> <li>Check that the other end of the phone cable is plugged into a regular telephone outlet or, if the terminal is "chained" off another device, that the other device is plugged into a regular telephone outlet.</li> <li>If the terminal is "chained" off another device, check that the phone line is plugged into the "Line" socket of the other device and that the cable running from that device to the VeriFone 3750 terminal is plugged into the "Phone" socket on the other device.</li> <li>If the terminal is "chained" off another device, check that the other device isn't off hook or, in the case of some fax machines, that the option to chain additional devices hasn't been disabled.</li> <li>If there are more than two devices chained, try removing one or more devices. Most telephone equipment manufacturers do not advise chaining more than three devices off one telephone line.</li> <li>If a spare telephone cable is available, try swapping out the existing telephone cable, just in case the existing cable is faulty.</li> <li>Confirm that the phone line into which the terminal is being connected is NOT a digital PABX system. Most modern multi-line PABX phone systems are digital, so if in doubt, test the terminal on a phone line that is known to be a "regular" analogue phone line.</li> <li>If a "regular" analogue phone line is being used, connect a regular analogue phone, lift the receiver and check for a dial tone. A lack of dial tone usually indicates a problem with the phone line.</li> <li>Confirm that there are no outbound call-barring options enabled for the phone line.</li> <li>If the problem can still not be identified after checking each of the above items, then please contact support.</li> </ol>

Business ID \_\_\_\_\_

Customer Service \_\_\_\_\_

Sales Rep \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



**LOCAL HEROES**  
FRIENDS • FAMILY • COMMUNITY

Local Heroes Advanced  
Loyalty System

Quick  
Reference  
Guide

VeriFone Omni 3750  
Terminal



25662 Birchleaf Court

Valencia, California 91381

Telephone: 661-287-3344

Fax: 661-2873444

After Hours Technical Support: 1-434-906-1599

## Terminal Set-Up

### 1. Cord and Line Connections

1. The RJ jack typically located furthest right on the back of the terminal \* and is labeled with the letters "H S". Simply insert the RJ-11 plug on the telephone wire into the RJ jack labeled with the letters "H S". The telephone should now be able to operate through the terminal. On Ethernet/IP models, the RJ jack is located underneath the terminal.
2. If your terminal is an Ethernet/IP model, connect the CAT-5 cable into the port labeled "10BaseT".

### 2. Terminal Power Pack

1. Attach the small plug on the power pack to the power jack in the terminal.
2. Rotate the power plug to the right in order to keep it secure.
3. Plug the AC connector from the power pack into an AC outlet.

### 3. Loading Paper into Printer

If there is no paper roll installed in the terminal when you receive it, you should install the paper roll in the following way:

1. Remove the paper roll cover by pressing down on the cover release lever (located on the upper right side of the terminal) and lifting the cover up.
2. Place the roll into the plastic paper roll holder with the loose end on the bottom of the roll.
3. Pull the loose end of the roll toward the terminal screen and close the plastic cover.
4. Ensure that the paper extends through the slot on top of the printer.

### 4. Using the Magnetic Swipe

When swiping a magnetic stripe card, the magnetic strip should be placed downward into the slot and facing the terminal. The magnetic card reader is bi-directional so that you can swipe the card either upwards or downwards.

## Terminal Functions

The OMNI 3750 comprises a single unit with an 8 line display, a keypad, magnetic stripe reader, an integrated thermal printer, a built-in modem, a smart card reader, and an AC power adaptor.



The keypad on the terminal performs the following functions:

- The function keys select the menu options displayed on the terminal screen.
- The or Cancel key will abort the transaction and return you to the Main Menu.
- The menu scroll keys on the terminal allow the operator to scroll through the menu options on the terminal display. The first two keys from the left scroll the menu upwards while the third and fourth keys scroll the menu options downward.
- The key will delete the last digit entered.
- The or Enter key will confirm a transaction procedure.

## Loyalty Purchase

1. From the main menu, select F2-LOYALTY:  
**LOYALTY**
2. When the loyalty option is selected, the terminal will display the loyalty card options. Select F1-SALE AMOUNT.  
**SALE AMOUNT**
3. The card number may be entered manually by using the terminal keypad or by swiping the card through the magnetic stripe reader.  
**Swipe/Enter Card #:**
4. If the "Phone # Entry" option is enabled in the terminal settings, the following option will also be displayed:  
**ENTER PHONE # →**
5. After the card number is entered, the Amount prompt will display as shown below:  
**Amount:**
6. Use the keypad to enter an amount and press .
7. You may be prompted to enter a payment method.
8. Receipt(s) will print showing the sale and indicate whether a reward/discount was triggered. The points balance will also be updated, if applicable.

## Redeem Points

1. From the main menu, select F2-LOYALTY:  
**LOYALTY**
2. When the loyalty option is selected, the terminal will display the loyalty card options. Select F2-REDEEM POINTS.  
**REDEEM POINTS**
3. The card number may be entered manually by using the terminal keypad or by swiping the card through the magnetic stripe reader.  
**Swipe/Enter Card #:**
4. After the card number is entered, the Amount prompt will display as shown below:  
**Amount:**
5. Use the keypad to enter the dollar amount that you are redeeming with points and press .
6. You may be prompted to enter a payment method. If so, select POINTS as the payment method.
7. Receipt(s) will print showing the sale and display the updated points balance.

## Balance Option

1. To initiate the balance process, select F3 – BALANCE from the Main Menu.  
**BALANCE**
2. The card number may be entered manually by using the terminal keypad or by swiping the card through the magnetic stripe reader:  
**Swipe/Enter Card #:**
3. If the "Phone # Entry" option is enabled in the terminal settings, the following option will also be displayed:  
**ENTER PHONE # →**
4. The terminal will complete the balance inquiry and print a receipt with the card's current value.

## Reverse Transactions

1. From the main menu, select F4-REVERSAL:  
**REVERSAL**
2. Select what type of transaction to reverse.
3. The terminal will prompt you to enter the transaction reference number from the original receipt:  
**Transaction Ref #:**
4. The card number may be entered manually by using the terminal keypad or by swiping the card through the magnetic stripe reader:

## Swipe/Enter Card #:

5. If the "Phone # Entry" option is enabled in the terminal settings, the following option will also be displayed:  
**ENTER PHONE # →**
6. After the card number or the phone number is entered, the Purchase Amount prompt will display as shown below:  
**Amount:**
7. Use the keypad to enter an amount and press .
8. At this point, the terminal may present the payment methods. Select the appropriate payment method that was used in the original transaction and press .
9. The terminal will complete the reversal and print a receipt.

## Reports

This administrative option allows the manager to have access to the shift report, detail report, reprint transactions, and access to print the configuration report.

1. To access these reports, use the menu scroll keys to scroll down to MAIN-2.
2. From that menu, select F1-REPORTS:  
**REPORTS**
3. Select the type of report to access and follow the terminal prompts to complete the transaction.