



Ingenico Telium TETRA Desk and Move

User Guide

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Contents

Introduction 5

Conventions Used in This Guide	5
"If prompted" instructions	5
Option selection	5
Functionality Tips.....	6
Device Keys	6

Authentication 9

Authenticate	9
Deactivate	9

Transactions 11

Authorization Only	11
Balance Inquiry - Credit/Debit.....	11
Sale - Credit or Debit Card	12
Sale - EBT	13
Sale - Keypad Card Number Entry (Mail or Phone) - Credit Card	14
Refund - Credit Card.....	15
Refund - Debit Card	15
Refund - EBT Card - Food Stamp	16
Functions	17
Reprint	17
Reversal	18
Tip adjust	18
Tabs	19
Open tab	19
Close tab	19
Delete tab	20
Offline and Re-enter Transactions.....	21
Offline Sale - Credit Card.....	21
Offline Refund	22
Reenter - Debit Card	23
Reenter - EBT Card	24
Optional Prompts	25
Card present	25
Cashback	26
Clerk or server.....	26
Corporate or purchasing card	26
Invoice	26
Multi-merchant	27
Surcharge	27
Tip processing	27

Batch Information **29**

End-of-Day Procedures	29
Display Batch Totals	29
Settlement.....	30
Reports	31
Display or Print Batch Details	31
Display or Print Summary Report.....	32
Open Tab Report.....	32
Unadjusted Tip Report.....	33
View History.....	33

Configuration Options **35**

Add Clerk/Server.....	35
Add or Remove Dialing Access Code.....	35
Configure Wi-Fi Security.....	36
Delete Clerk/Server	36
Set the Date and Time	37
Store and forward functions	38
Enable or disable store and forward functions	39

Device Messages **41**

Amount Due / Exceeds Card Balance	41
Approval Code	41
Address Verification Service (AVS)	41
Call.....	41
Hold/Call or Pick Up Card.....	41
Comm Error	41
CVV/CVC/CID.....	41
Declined	41
Manual Entry Not Allowed	42
QD (Number) or RB (Number).....	42
Record Not Found.....	42
Settle Failed, Retry.....	42

Reference Information **43**

Alpha Characters	43
Auto settle.....	43
Automatic Download.....	44
Contactless Objects.....	44
EMV Chip Cards.....	45
Power On and Off.....	45

Index **46**

Introduction

This user guide provides step-by-step instructions on how to perform various functions using the Ingenico Desk 3500, Desk 5000, and Move 5000 devices with the TETRA point-of-sale (POS) application, including how to:

- Activate and deactivate the POS application on your device.
- Process credit card payments and other transactions.
- Perform end-of-day procedures.
- Run reports.
- Configure the POS application on your device.

The guide also explains terminal messages and provides reference and contact information.

Conventions Used in This Guide

Common processes and functions referred to in this guide are described in this section.

"If prompted" instructions

Where a step instructs you to perform an action "if prompted," it indicates an option that might not be applicable to the transaction, in which case the prompt will not appear.



Option selection

Choose from these processes when the operator action column, in this guide, instructs to select an option:

- Press the keypad number displayed with your selection.
- Press the Up arrow or Down arrow to scroll to and highlight your selection, and then press **Enter**.
- For the Desk 5000 and Move 5000, touch your selection on the display screen.

You might need to scroll for more options. To scroll, press the arrow keys or on a touchscreen, slide your finger up or down the screen.

Sample of the Up arrow and Down arrow for each terminal model:

Terminal Model and Arrow Description	Image
Desk 3500 arrow keys	
Desk 5000 and Move 5000 arrows icons	
Note: Arrow icons display on the bottom of the touchscreen when a selection is available.	

Functionality Tips

This section includes device icon and key descriptions.


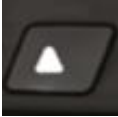
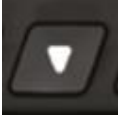

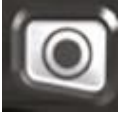
Device Keys






Terminal keys - 3500 Series

The Desk 3500 has 20 keys, including 10 numeric and 10 function keys



The following table describes the keys' functions.

Key image	Key name	Description
	Scroll Left	Scrolls left for some fields. For example, when entering a download URL, if some of the information is correct you can scroll past it and add values. This key can simplify correcting mis-keyed values.
	Scroll Up	Scrolls up items in a list or menu.
	Scroll Down	Scrolls down items in a list or menu.
	Scroll Right	Scrolls right for some fields. For example, when entering a download URL, if some of the information is correct you can scroll past it and add values. This key can simplify correcting mis-keyed values.
	Home	<p>Launches the Admin Mode option selection and menu when pressed from the idle screen, and then prompts for the admin password. The Admin mode enables TETRA administration functions of: Downloads, Set Date and Time, Configure Wi-Fi, Configure Backlight, and Screen Saver.</p> <p>Note: Admin Mode remains activate until activation of user mode or reboot, and screen options to activate don't display.</p>

Key image	Key name	Description
	Paper Feed	Advances the paper.
	#	Launches the ADMIN MENU when pressed from the idle screen. It enables menus for reports, server, batch, setup, maintenance, security, and terminal info.
	Cancel	Cancels a transaction or returns the screen to the previous menu.
	Clear	<ul style="list-style-type: none"> ▪ Deletes the previous character entered. ▪ Clears an existing value when pressed at the beginning of data entry.
	Enter	<ul style="list-style-type: none"> ▪ Launches the Main menu when pressed from the idle screen. ▪ Selects or confirms the option highlighted on a menu. ▪ Confirms the data entered.

Terminal keys - 5000 Series

The Desk and Move 5000 have a touchscreen and 16 keys, including 10 numeric and 6 function keys.



The following table describes the keys' functions.

Key image	Key name	Description
	Home	<p>Launches the Admin Mode option selection and menu when pressed from the idle screen, and then prompts for the admin password. The Admin Mode enables TETRA administration functions of: Downloads, Set Date and Time, Configure Wi-Fi, Configure Backlight, and Screen Saver.</p> <p>Note: Admin mode remains activate until activation of user mode or reboot, and screen options to activate don't display.</p>
	Paper Feed	Advances the paper.
	#	Launches the ADMIN MENU when pressed from the idle screen. It enables menus for reports, server, batch, setup, maintenance, security, and terminal info.
	Cancel	Cancels a transaction or returns the screen to the previous menu. Cancel might need to be pressed repeatedly to display the idle screen.
	Clear	<ul style="list-style-type: none"> Deletes the previous character entered. Clears an existing value when pressed at the beginning of data entry.
	Enter	<ul style="list-style-type: none"> Launches the Main menu when pressed from the idle screen. Selects or confirms the option highlighted on a menu. Confirms the data entered. Powers a wireless device on, when it is off (hold key down until it beeps).

Authentication

Your device must be authenticated after every application installation or update. This provides a layer of security when processing credit card transactions. Authenticate each merchant configured for your device.

Important: Keep your **Authentication Code** in a safe place. If you lose it, you must obtain a new code.

Authenticate

Authenticate when the screen displays "Authentication" after a full download. For multi-merchant, activate each merchant number individually. Activating one merchant number does not allow processing for the other merchant numbers.

Note: Keep your authentication code in a safe place. If you lose it, it cannot be retrieved, and you will need to obtain a new code.

- 1) Verify and correct the date and time if needed.
- 2) Press **#**, select **Maintenance**, and then select **Authenticate**.
- 3) Enter the authentication code, and then press **Enter**.
- 4) Enter the five-digit ZIP code, and then press **Enter**.

The Authentication report prints.

Deactivate

Deactivate an authentication to block all processing. For multi-merchant, deactivate each merchant number individually. Deactivating one merchant number does not stop processing for the other merchant numbers.

- 1) Press the **#** key, select **Maintenance**, and then select **Deactivate**.
- 2) Select **Yes** to deactivate the terminal.

-or-

Select **No** to cancel the deactivation.

The Deactivation report prints.

Transactions

This section describes how to perform various transactions using your device.

Authorization Only

Use this function to authorize a card for a specific dollar amount. The authorization code places a hold on the card holder's available line of credit for several days. Enter the transaction information as an **Offline** transaction within a few days to enable further processing.

- 1) Press **Enter** to access the Main menu, select **Other**, and then select **Auth Only**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Select **Amt Auth**.

Note: The **Card Validation** option is not supported.

- 3) Enter the sale amount, and then press **Enter**.
- 4) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
- 5) If prompted, have the customer key in their PIN, and then press **Enter**.
- 6) If prompted, key in the expiration date (MMYY), and then press **Enter**.
- 7) If prompted, ask the cardholder to key in their PIN, and then press **Enter**.
Optional prompt: **Card Present** (on page 25)
- 8) If prompted, instruct the cardholder to remove the card. The customer receipt prints.

Balance Inquiry - Credit/Debit

Note: This function is only available on certain card types; such as prepaid or electronic benefits transfer (EBT).

At the cardholder's request, use this function to inform the cardholder of their card's current balance; that is, the card's available line of credit.

- 1) Press **Enter** to access the Main menu, and then select **Balance Inquiry**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
- 3) If prompted, ask the cardholder to enter their PIN, and then press **Enter**.
- 4) If prompted, instruct the cardholder to remove the card.
The customer receipt prints.

Sale - Credit or Debit Card

To process a sale transaction using a presented credit or debit card that has a functioning magnetic stripe or chip:

- 1) Press **Enter** to access the Main menu, and then select **Sale**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Enter the sale amount, and then press **Enter**.

Optional prompts:

- ▶ **Surcharge** (on page 27)
- ▶ **Tip Processing** (on page 27)

- 3) Swipe, tap, or insert the card.

Note: For transactions which require the card number must be manually entered, follow the **Sale - Keypad Card Number Entry (Mail or Phone)** (see "**Sale - Keypad Card Number Entry (Mail or Phone) - Credit Card**" on page 13) transaction steps.

- 4) If prompted, select **US Debit** to process the sale as debit (with PIN), or **[card brand] Debit** to process it as a credit (without PIN).

- 5) If prompted, select from options:

- ▶ **Accept** if the total is correct.
- ▶ **Change** to change the amount.

- 6) If prompted, ask the customer to enter their PIN, and then press **Enter** or press **Cancel** to bypass.

Note: The PIN might be required, a transaction might decline if the PIN is bypassed.

Optional prompt: **Corporate or purchasing card** (on page 26)

- 7) If prompted with **Amount Due**, select **Accept** and ask for another payment for the remaining amount, or select **Cancel** to reject the partial payment.

Note: **Amount Due** indicates only part of a sale is authorized.

- 8) If prompted, remove the card.

The receipt prints.

Sale - EBT

Options available for EBT transactions:

- Food stamp sale: Available in retail mode only; cash back function not available.
- Cash benefit: Cash back with a sale, cash back only, and tipping functions available.

To process a transaction using EBT:

- 1) Press **Enter**, and then select **EBT**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) If prompted, select the EBT type:

- ▶ **Food Stamp**
- ▶ **Cash Benefits**

- 3) Enter the sale amount, and then press **Enter**.

Optional prompt: **Tip Processing** (on page 27)

- 4) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.

- 5) If prompted, select from options:

- ▶ **Accept** if the total is correct.
- ▶ **Change** to change the amount.

- 6) If prompted, ask the customer to enter their PIN, and then press **Enter**.

The receipt prints.

Sale - Keypad Card Number Entry (Mail or Phone) - Credit Card

If you accept a card number through mail, phone, or anytime you are unable to use input methods of magnetic stripe, chip, or contactless near field communication (NFC), use the keypad to manually enter the card number and expiration date. Manually entered transactions, prompt for extra information. To process a sale manually using the keypad to enter the card number:

- 1) Press **Enter** to access the Main menu, and then select **Sale**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Enter the sale amount, and then press **Enter**.

Optional prompts:

- ▶ **Surcharge** (on page 27)
- ▶ **Tip Processing** (on page 27)

- 3) Use the keypad to manually enter the card number and the expiration date.

- 4) Optional prompts to verify the total amount:

- ▶ **Accept** if the total is correct.
- ▶ **Change** to change the amount.

Optional prompt: **Corporate or purchasing card** (on page 26)

- 5) When prompted with "Card Present" select:

- ▶ **Yes** if the card was manually keyed because of an unusable magnetic stripe, chip and contactless NFC input method.
- ▶ **No** if you are processing a mail or phone transaction.

- 6) If prompted for "CVC", enter the three- to four-digit, non-embossed number on the card's signature panel (on the back) or near the embossed account number (on the front).

- 7) Optional prompts for Address Verification Service (AVS):

- ▶ **Street Address:** Enter the numeric part of the address.
- ▶ **ZIP Code:** Enter the five-digit ZIP Code.

- 8) If prompted with **Amount Due**, select **Accept** and ask for another payment for the remaining amount, or select **Cancel** to reject the partial payment.

Note: **Amount Due** indicates only part of a sale is authorized.

- 9) If prompted, remove the card.

The receipt prints.

Refund - Credit Card

Use the Refund transaction to return funds to a credit card. If the transaction is in the current batch perform a **Reversal** (on page 17) instead. Refund transactions are also referred to as Return or Credit transactions. Some card brands process refunds online and approval codes or decline responses result. Other card brands process refunds offline.

- 1) Press **Enter** to access the Main menu and then, select **Return**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)
- 2) Select **Credit**.
- 3) Enter the refund amount, and then press **Enter**.
- 4) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date, and then press **Enter** after each.
- 5) If prompted, remove the card. The receipt prints.

Refund - Debit Card

Use the Refund transaction to return funds to a debit card. If the transaction is in the current batch perform a **Reversal** (on page 17) instead. Refund transactions are also referred to as Return or Credit transactions. Refunds for debit cards are processed online.

- 1) Press **Enter** to access the Main menu, and then select **Return**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)
- 2) Select **Debit**.
- 3) Enter the refund amount, and then press **Enter**.
- 4) Enter the original transaction date (MMDD), and then press **Enter**.
- 5) Enter the original transaction time (HHMMSS), and then press **Enter**.
- 6) Swipe, tap, or insert the card.

Note: Debit transactions do not allow manual entry of the card number.

- 7) If prompted to confirm the amount, select from the options:
 - ▶ **Yes** if the amount is correct.
 - ▶ **No** if the amount is incorrect, the terminal will prompt to reenter the refund amount.
- 8) Ask the customer to enter their PIN, and then press **Enter**.
- 9) If prompted, remove the card.
The receipt prints.

Refund - EBT Card - Food Stamp

Use the Refund transaction to return food stamp funds to an EBT card. If the transaction is in the current batch perform a **Reversal** (on page 17) instead. Refund transactions are also referred to as Return or Credit transactions. Refunds for EBT cards are processed online.

- 1) Press **Enter** to access the Main menu and then, select **EBT**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Select **Food Stamp Return**.
- 3) Enter the refund amount, and then press **Enter**.
- 4) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date, and then press **Enter** after each.
- 5) If prompted to confirm the amount, select from the options:
 - ▶ **Yes**: if the amount is correct.
 - ▶ **No**: if the amount is incorrect, the terminal will prompt to reenter the refund amount.
- 6) Ask the customer to enter their PIN, and then press **Enter**.
- 7) If prompted, remove the card. The receipt prints.

Functions

This subsection describes functions to print or change transactions in the current batch. Search options for any function:

- **All:** Every transaction displays
- **Reference #:** Incremental number assigned to each transaction and printed on the receipt with the label: **REF#**

Note: When searching by reference number, all digits must be keyed in. This includes leading zeros.

- **Clerk or Server #:** Number assigned to an employee and entered during a transaction to print on the receipt (optional feature)
- **Invoice #/PO #:** Number assigned to a transaction; this number must be unique within the current batch (optional feature)
- **Account #:** Cardholder's credit card number, enter the last 4-digits of the card from the receipt, or swipe the card
- **Customer #:** Number assigned to a customer (only prompts during transaction and prints on the receipt when a corporate credit card is used for payment)
- **RRN:** Retrieval reference number printed on the receipt
- **Approval Code:** Six-digit alphanumeric code printed on the receipt with the label: **APPR CODE**

The numbers at the top of the search result screen indicates which transaction is displaying and the total number of identified transactions from your search criteria. For example: 1/1 displays for only one identified transaction, or 2/5 might display when the second of five transactions are displaying.

When search results include more than one transaction, scroll to display the needed one, and then press **Enter**.

Reprint

Use the Reprint function to print a duplicate copy of a receipt for a transaction from the current batch.

- 1) Press **Enter** to access the Main menu, select **Other**, and then, select **Reprint**.
Optional prompt: **Multi-merchant** (on page 27)
- 2) Select the from the options: **Last Receipt** or **Search** to reprint the receipt for another transaction.
- 3) If prompted **Reprint Open Tab**, select **Yes** if the receipt is an open tab, or select **No** for any other transaction type.
- 4) If prompted, select a search option and then enter the search information.
- 5) If the search found no results, **Search Again** prompts, select **Yes** to return to the Search menu, or select **No** to return to the idle prompt.
- 6) The first transaction identified by your search criteria might display. If multiple transactions result from the search, scroll to the needed transaction. Press **Enter** to select.
- 7) Select **Merchant Copy**, **Customer Copy**, or **Both**.to print one or two receipts.
- 8) If prompted, **Search Again**, select **Yes** to return to the Search menu, or select **No** to return to the idle prompt.

Reversal

Note: Partial reversals are not supported on American Express cards, EMV transactions, or Visa, Mastercard, and Discover refunds. Reversals are not supported on adjusted or offline transactions.

Use the Reversal function to cancel a transaction that has been captured and stored in the current batch. If the transaction is from a previous batch, you need to perform a refund, not a reversal.

A full reversal removes the transaction from the current batch and releases the hold on the cardholder's funds. A partial reversal reduces the total transaction amount in the batch and releases the hold on a partial amount of the cardholder's funds.

- 1) Press **Enter** to access the Main menu, and then select **Reversal**.
Optional prompt: **Multi-merchant** (on page 27)
- 2) Select the from the options: **Last Receipt** or **Search**.
- 3) If prompted, select a search option and then enter the search information.
- 4) If the search found no results, **Search Again** prompts, select **Yes** to return to the search menu, or select **No** to return to the idle prompt.
- 5) The first transaction identified by your search criteria might display. If multiple transactions result from the search, scroll to the needed transaction. Press **Enter** to select.
- 6) When prompted **Confirm Reversal** options vary because only some transactions types and card brands allow partial reversals:
 - ▶ Partial reversal option available: select **Accept** to reverse the full amount, or select **Change** to reverse a partial amount.
 - ▶ Full reversal only available: select **Yes** to reverse the full amount or select **No** to cancel the reversal attempt.
- 7) If performing a partial reversal, enter the reversal amount, and then press **Enter**.
The receipt prints.

Tip adjust

Use the **Tip Adjust** transaction to add a tip amount to a previously authorized credit card sale. This is an optional feature and used most often in the restaurant industry.

- 1) Press **Enter** to access the Main menu, and then select **Tip Adjust**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)The search menu screen displays.
- 2) Select a search option and then enter the search information.
- 3) If the search found no results, **Search Again** prompts, select **Yes** to return to the search menu, or select **No** to return to the idle prompt.
- 4) The first transaction identified by your search criteria might display. If multiple transactions result from the search, scroll to the needed transaction. Press **Enter** to select.
- 5) Enter the tip amount, and then press **Enter**, or press **Enter** to bypass.
- 6) Select **Accept** if the tip and total are correct, or select **Change** to correct the tip amount.
- 7) When prompted **Adjust Another**, select **Yes** if you have more tips to add, or select **No** to return to the Main menu.

Tabs

This subsection describes how to perform tab transactions at a restaurant.

Open tab

Use this function to authorize a card for a specific dollar amount and begin a tab for a food or beverage sale. Close or delete each Open Tab transaction before the end of day settlement.

- 1) Press **Enter** to access the Main menu, select **Tab**, and then **Open**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)
- 2) Select from options:
 - ▶ **Accept** if using the open tab default amount displayed.
 - ▶ **Change** if the open tab amount should be different, and then enter the new amount.
- 3) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
Optional prompt: **Card Present** (on page 25)
- 4) If prompted, remove the card.
The terminal prints the receipt.

Close tab

Use this procedure to recall an Open Tab transaction, change the credit card or dollar amount if needed, and finalize the credit card sale.

- 1) Press **Enter** to access the Main menu, select **Tab**, and then **Close Tab**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)The search menu screen displays.
- 2) Select a search option and then enter the search information.
- 3) If the search found no results, "Search Again" prompts. Select **Yes** to return to the Search menu or select **No** to return to the idle prompt.
- 4) The first transaction identified by your search criteria might display. If multiple transactions result from the search, scroll to the needed tab. Press **Enter** to select.
The screen displays "Use Same Card" with the options of **Yes** or **No**.
- 5) Select **Yes** to close the tab with the same card used to open the tab or select **No** to charge the transaction to another card.
- 6) The screen displays "Close Tab" and the open tab amount, select from options:
 - ▶ **Accept** if the tab amount is correct
 - ▶ **Change** if the tab amount should be different, and then enter the new amount.There might be additional prompts; respond as required, pressing **Enter** after each entry. The prompts might include the following:

- ▶ **Card Entry or Account Number:** Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
 - ▶ **Card Present** (on page 25)
 - ▶ **Enter PIN:** Card holder enters their PIN
- 7) If prompted, remove the card.
The device prints the receipt.

Delete tab

Use this procedure to delete an open tab transaction from the batch prior to settlement; for example, you might use this when the customer pays cash for a bar tab.

- 1) Select **Tab**, and then **Delete Tab**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

The Search menu screen displays.

- 2) Select a search option and then enter the search information.
- 3) If the search found no results, "Search Again" prompts, Select **Yes** to return to the Search menu or select **No** to return to the idle prompt.
- 4) The first transaction identified by your search criteria might display. If multiple transactions result from the search, scroll to the needed tab. Press **Enter** to select.
- 5) The transaction information displays. Select **Yes** to confirm that this is the transaction you want to delete, or select **No** to cancel the Delete Tab function.
The screen displays "Tab deleted", and then returns to the idle prompt.

Offline and Re-enter Transactions

This subsection describes how to enter authorized transactions which are not captured in the batch or settled. Common reasons for these transactions are:

- A Sale transaction resulted in a Call response, and the interactive voice response system or a voice authorization center provided an approval code.
- A batch was rejected or was deleted before settlement.

Use these transaction types when you have a valid authorization code and need to add the information into the batch.

Offline Sale - Credit Card

Process an offline sale when you have an approval code for the transaction. For example, after a call response, or to re-create a transaction that was lost due to an error. Offline sales are also referred to as Force or Re-enter transactions.

- 1) Press **Enter** to access the Main menu, and then select **Force**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Select **Credit** from the Force menu.

- 3) Enter the sale amount, and then press **Enter**.

Optional prompts:

- ▶ **Surcharge** (on page 27)
- ▶ **Tip Processing** (on page 27)

- 4) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.

Optional prompt: **Card Present** (on page 25)

- 5) Enter the approval code, and then press **Enter**.

Note: Ensure **alpha characters** (on page 43) are entered correctly.

- 6) Enter the Transaction ID, and then press **Enter**.

- 7) If prompted, remove the card. The receipt prints.

- 8) Select the transaction type for the next transaction, or press **Cancel** to exit.

Offline Refund

Process an offline refund when you have an approval code for the transaction. For example, after a call response, or to re-create a transaction that was lost due to an error. Offline refunds are also referred to as Force or Re-enter transactions, and standard Refund transactions as Return or Credit transactions. Offline refunds are used when the original refund receipt has an approval code printed on it, or if you received a call response and then received a voice approval.

- 1) Press **Enter** to access the Main menu, select **Force**, **Reenter**, **Credit**, and then, select **Return**.

Optional prompts:

- ▶ **Multi-merchant** (on page 27)
- ▶ **Clerk or server** (on page 26)
- ▶ **Invoice** (on page 26)

- 2) Enter the return amount, and then press **Enter**.

Optional prompts:

- ▶ **Surcharge** (on page 27)
- ▶ **Tip Processing** (on page 27)

- 3) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
- 4) Enter the original transaction date (MMDDYY), and then press **Enter**.
- 5) Enter the original transaction time (HHMMSS), and then press **Enter**.
- 6) If prompted, enter the order number, and then press **Enter**.
- 7) Enter the approval code, and then press **Enter**.

Note: Ensure *alpha characters* (on page 43) are entered correctly.

- 8) Enter the Transaction ID, and then press **Enter**.
- 9) If prompted, remove the card. The receipt prints.
- 10) Select the transaction type for the next transaction, or press **Cancel** to exit.

Reenter - Debit Card

Follow this procedure to re-enter a previously authorized but unsettled debit card transaction. For example, if it was lost due to an error. Refer to the original transaction receipt for the information you need to enter.

- 1) Press **Enter** to access the Main menu, select **Force, Reenter**, and then, select **Debit**.
- 2) Select the transaction type: **Sale** or **Return**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)
- 3) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
- 4) Enter the original transaction date (MMDD), and then press **Enter**.
- 5) Enter the original transaction time (HHMMSS), and then press **Enter**.
- 6) Enter the retrieval reference number (12 digits), and then press **Enter**.
- 7) Enter the trace number (six digits), and then press **Enter**.
- 8) Enter the Network ID code (one character), and then press **Enter**.

Note: The Network ID is an uppercase letter. If entered as a lowercase letter, it will cause a rejected batch during settlement.

- 9) Enter the settlement date (MMDD), and then press **Enter**.
- 10) Enter the approval code, and then press **Enter**.

Note: Ensure **alpha characters** (on page 43) are entered correctly.

- 11) Enter the transaction amount, and then press **Enter**.
Optional prompts:
 - ▶ **Surcharge** (on page 27)
 - ▶ **Tip Processing** (on page 27)
 - ▶ **Cashback** (on page 25)
- 12) Select the transaction type for the next transaction, or press **Cancel** to exit.

Reenter - EBT Card

Follow this procedure to re-enter a previously authorized but unsettled EBT card transaction. For example, if it was lost due to an error. Refer to the original transaction receipt for the information you need to enter.

- 1) Press **Enter** to access the Main menu, select **Force, Reenter**, and then select **EBT**.
- 2) Select the transaction type: **Cash Benefit Sale** or **Voucher**.
Optional prompts:
 - ▶ **Multi-merchant** (on page 27)
 - ▶ **Clerk or server** (on page 26)
 - ▶ **Invoice** (on page 26)
- 3) Swipe, tap, insert the card, or use the keypad to manually enter the card number and the expiration date.
- 4) Enter the original transaction date (MMDD), and then press **Enter**.
- 5) Enter the original transaction time (HHMMSS), and then press **Enter**.
- 6) Enter the retrieval reference number (12 digits), and then press **Enter**.
- 7) Enter the trace number (six digits), and then press **Enter**.
- 8) Enter the Network ID code (one character), and then press **Enter**.

Note: The Network ID is an uppercase letter. If entered as a lowercase letter, it will cause a rejected batch during settlement.

- 9) Enter the settlement date (MMDD), and then press **Enter**.
- 10) Enter the approval code, and then press **Enter**.

Note: Ensure **alpha characters** (on page 43) are entered correctly.

- 11) Enter the transaction amount, and then press **Enter**.
Optional prompts:
 - ▶ **Tip Processing** (on page 27)
 - ▶ **Cashback** (on page 25)
- 12) Select the transaction type for the next transaction: **Cash Benefit Sale, Voucher**, or press **Cancel** to exit.

Optional Prompts

Card present

The application might prompt **card present** when a card number has been manually keyed. Additional prompts for information depend on the card brand, the terminal configuration, and if the card is present. Possible prompts:

- Verification code: Three- or four- digit non-embossed card verification code number found on the card signature panel or near the account number on the front of the card. Verification code acronyms which prompt at the terminal include, card verification value (**CVV**), card verification code (**CVC**), and card identifier (**CID**). If necessary, bypass the prompt by pressing **Enter**. A bypassed verification code triggers a prompt for the reason: Unreadable, Not Present, or Not Provided.
- Purchase order number: Any number assigned to the customer or the sale

Note: The purchase order number can be the same as other transactions.

- Street address: Numeric part of the street address only, also referred to as the house number
- Zip code: Five digits only

Optional procedures include:

- 1) If prompted with "Card Present", select:
 - ▶ **Yes** if the card was manually keyed because of an unusable magnetic stripe, chip, and contactless NFC input method.
 - ▶ **No** if you are processing a mail or phone transaction.
- 2) If prompted **CVC**, enter the verification code, and then press **Enter**, or press **Enter** to bypass.
- 3) If you bypassed the verification code, select the reason:
 - ▶ **Unreadable:** Number on is illegible
 - ▶ **Not Present:** Number is missing
 - ▶ **Not Provided:** Number not given by cardholder
- 4) If the card is not present, select the option that describes the order type:
 - ▶ **Mail Order:** Received by mail
 - ▶ **Phone Order:** Received by phone

Note: Other order methods are unsupported by the TETRA application.

- 5) If prompted to "Enter PO#", enter the purchase order number, and then press **Enter**, or press Enter to bypass.
- 6) If prompted for "Customer Address", enter the house number from the cardholder's address and then press **Enter**, or press **Enter** to bypass.
- 7) If prompted for "ZIP/Postal Code", enter the five-, nine-digit ZIP Code, or international postal code, and then press **Enter**, or press **Enter** to bypass.

Cashback

The application might prompt for "Cashback" during a Sale, or Re-enter transaction.

- 1) Enter the cash back amount, and then press **Enter**.
-or-
Press **Enter** to bypass.
- 2) Select **Accept** if the amount is correct.
-or-
Select **Change** to correct the cash back total.

Clerk or server

If a prompt for "Clerk ID" or "Server ID" displays, key in the number assigned to the associate. A confirmation prompts when a new clerk or server number is keyed. The ID will print on receipts, reports, and might streamline the transaction search or tip adjustment processes. Optional procedures include:

- 1) Enter the clerk or server number, and then press **Enter**.
- 2) If the number is new, a confirmation prompt is displayed. Select **No** to enter a different number or **Yes** to confirm the addition of the new number.

Corporate or purchasing card

The application might prompt for additional information when the card type is an American Express corporate card or any card brand purchasing card:

- Customer code: Number assigned by the merchant to a business that purchases items
- Order number: Purchase order number assigned by the merchant to the sale
- ZIP Code or postal code: ZIP Code of the business' location
- Tax amount: The tax portion of the total sale amount; this amount is not added to the sale amount

Optional procedures include:

- 1) If prompted with **Enter Customer Code**, enter the assigned customer number, and then press **Enter**.
- 2) If prompted **Enter Order Number**, enter the assigned order number, and then press **Enter**.
- 3) If prompted **Enter the Ship-to Postal/ZIP Code**, enter the customer's five-, nine-digit ZIP Code or international postal code, and then press **Enter**
- 4) If prompted **Enter Tax Amount**, enter the tax amount, and then press **Enter**.

Note: The tax amount is printed on the receipt as part of the total sale amount. It is not added to the sale amount which was keyed at the beginning of the sale. For example: If the total sale is keyed as \$50.00 and the tax amount is keyed as \$2.50, the receipt shows Amount: \$47.50; Tax: \$2.50; Total: \$50.00

Invoice

If a prompt for "Invoice" displays, key in the number assigned to the transaction. Invoice numbers must be unique within each batch of transactions.

Note: A batch includes all the transactions entered before each settlement.

The invoice number will print on receipts, reports, and might streamline the transaction search or tip adjustment processes. If prompted, enter the invoice number, and then press **Enter**.

Multi-merchant

The application might prompt for a "Merchant Number"; this is the sequential number assigned to each merchant in a multi-merchant configuration. Follow these steps when prompted:

- 1) Enter the merchant number, and then press **Enter**.

-or-

Press **Enter** to display a list of merchants.

- 2) Select the desired merchant.

Surcharge

An "Enter Surcharge" prompt might be enabled for credit transactions. The surcharge fee will print on receipts and some reports.

If prompted, enter the surcharge fee amount, and then press **Enter**.

Tip processing

Tip prompting can be enabled for both retail and restaurant environments. It supports prompting the customer to enter an amount, and the automatic application of a tipping percentage to the customer's bill.

Suggested tip percentages might be enabled to print on receipts. Three percentage amounts are specified when your terminal is configured. Examples of options which might print on the receipt are:

- 10% = \$X.XX
- 15% = \$X.XX
- 20% = \$X.XX

These features determine how tips will function as part of a transaction.

Auto tip

When enabled, an Auto Tip uses the base sale amount multiplied by the configured, specified percentage as the tip amount and prompts during the transaction. If you select **No** when prompted for "Auto Tip", the tip amount prompts if it is enabled.

Optional procedures include:

- 1) If prompted with "Auto Tip" select:
 - ▶ **Yes** if the customer wants to add the calculated tip.
 - ▶ **No Tip** if the customer does not want to add the calculated tip.
- 2) If prompted with "Tip Amount", enter the amount to add as a tip, and then press **Enter**, or press **Enter** to bypass.
- 3) The sale, tip and total will display. Select from the options:
 - ▶ **Accept** if the amounts are correct.
 - ▶ **Change** to enter the tip amount and verify the totals again.

Excessive tip prompt

A prompt for "Excessive Tip" might be enabled. When it is enabled, a warning will display, and you can choose to accept or change the tip amount.

Optional procedures include:

- 1) If prompted with "Excessive Tip" select one of the options:
 - ▶ **Accept** if the tip amount is correct.
 - ▶ **Change** if the tip amount needs to be changed.
- 2) The sale, tip and total will display. Select from the options:
 - ▶ **Accept** if the amounts are correct.
 - ▶ **Change** to enter the tip amount and verify the totals again.

Tip prompt at time of sale

A prompt for "Tip Amount" during the sale transaction might be enabled.

Optional procedures include:

- 1) If prompted with tip options, select:
 - ▶ **Tip Amount** if the customer wants to add a tip.
 - ▶ **No Tip** if the customer does not want to add a tip.
- 2) If prompted with "Tip Amount", enter the amount to add as a tip, and then press **Enter**, or press **Enter** to bypass.
- 3) The sale, tip and total will display. Select from the options:
 - ▶ **Accept** if the amounts are correct.
 - ▶ **Change** if the tip amount needs to be changed, and you will be prompted to enter the tip amount and verify the totals again.

Batch Information

This section describes how to perform end-of-day procedures and print or view reports.

Batches should be settled on the same day as the transactions. Your terminal might be configured to automatically settle for you. If not, you must manually settle the batch.

If there is a problem with an automatic batch settlement, you might need to manually settle a batch after correcting the issue.

End-of-Day Procedures

Your end-of-day procedures might include reviewing totals, displaying, or printing reports, and batch settlement.

Display Batch Totals

Note: When tips are enabled, tip adjustments must be completed before the batch is settled.

Use the Batch Totals function to display batch totals for the current batch. Verify that the totals match the sales and return totals in accordance with your end of day balancing procedures. If additional detail is needed, access the *Display or Print Batch Details* (on page 31) report.

- 1) Press the **#** key, and then select **Batch Menu**.
- 2) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for *Multi-merchant* (on page 27) displays to select the needed merchant.
- 3) Select **Batch Totals**.
The batch information appears. Sample display:
BATCH TOTALS
Sales \$X.XX
Returns \$X.XX
Totals \$X.XX
- 4) Press **Enter**.
- 5) Press the **Cancel** key until the idle prompt displays.

Settlement

Note: Settlements cannot be performed in Semi-Integrated mode. Settlements must be performed in Standalone mode.

Use the Settlement function to close the current batch, which settles transactions to the host and clears them from the terminal.

- 1) Press **Enter** to access the Main menu, and then **Settlement**.
- 2) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for **Multi-merchant** (on page 27) displays to select the needed merchant.
- 3) Select **Yes** to settle the batch, or select **No** to return to the idle prompt.
- 4) If prompted to confirm the batch totals, press **Accept** if correct, or **Cancel** if the totals are not correct. If needed print the batch details to match the receipts and determine the discrepancy.
-or-
If prompted to enter the batch total, use the keypad to enter the batch amount, and then press **Enter**. The terminal connects to the host—and if the batch is accepted—displays **GB Accepted**. The batch is accepted.
- 5) If prompted to print reports, select **Yes** for a batch settlement report or **No** for no report. If automatically enabled, the report prints, and then returns to the idle prompt.

Reports

This subsection describes how to print or display various reports.

Display or Print Batch Details

The Detail Report function displays details for all transactions in the current batch. Sort transactions by reference numbers, invoice numbers, or card types. The following rules apply:

- Authorization Only transactions do not display.
- Pre-authorized Store and Forward transactions display in the list of transactions, but are not calculated in the totals. The authorization code is blank for these transactions.
- Full Reversal transactions display in the list of transactions, but are not calculated in the totals.

Follow the procedure:

- 1) Press the **#** key, select **Reports Menu**, and then select **Detail**.
- 2) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for **Multi-merchant** (on page 27) displays to select the needed merchant.
- 3) Select **Display**, or select **Print**.
- 4) Select the sort method: **Reference #**, **Invoice #**, or **Card Type**.

The Summary information displays or prints. Sample display:

```
1/10
ACCT: XXXX REF: XXXX
DATE: YYYY/MM/DD TIME: HH:MM:SS
TRANSACTION: CSALE AUTH CODE: XXXXXX
ACARD: XX CARD TYPE: CREDIT
AMT: $X.XX MERCHANT: Merchant1
```

If the print option was selected a Detail Report prints.

Note: After one minute with no key press, the display will return to the idle prompt.

Display or Print Summary Report

The Summary Report function displays or prints transaction totals for all transactions in the current batch. Authorization Only, pre-authorized Store and Forward, and Full Reversal transactions do not calculate into the batch totals.

- 1) Press the **#** key, select **Reports Menu**, and then select **Summary**.
- 2) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for **Multi-merchant** (on page 27) displays to select the needed merchant.
- 3) Select **Display** to view the batch totals on the screen, or **Print** for a report.
- 4) The summary information displays or prints. Sample display:

```
CARD: VI
#TR: XXXX
AMT: $X.XX  MERCHANT: Merchant1
```

Note: The summary lists card types in alphabetical order, the number of transactions and the total amount.

- 5) If prompted, select **Cancel** to return to the Reports menu, or **Next** to display the next card type.
"End of Records" displays when all card types have displayed.

Note: After one minute with no key press, the display will return to the idle prompt.

Open Tab Report

This report prints the open tab transactions in the current batch. A batch will not settle with open tabs. All tabs must be closed or deleted.

- 1) Press the **#** key, select **Reports Menu**, and then **Open Tabs**.
- 2) Select **All Clerks/Servers** to print all open tabs, or select **Single Clerk/Server** to print open tabs for one and enter their clerk/server ID.
- 3) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for **Multi-merchant** (on page 27) displays to select the needed merchant.
The device prints the report and the display returns to the Report menu.
- 4) Press **Cancel** to exit.

Unadjusted Tip Report

This report lists any transactions that do not have a tip in the current open batch. The transactions are listed by clerk/server.

- 1) Press the **#** key, select **Reports Menu**, and then select **Unadjusted Tip**.
- 2) Select **All Clerks/Servers** to print all transactions without tips, or select **Single Clerk/Server** to print transactions without tips for one and enter their clerk/server ID.
- 3) If the terminal is setup for multiple merchants, select **All Merchants** or **Single Merchant**.
If you selected to print only a **Single Merchant** report from your multi-merchant terminal, an optional prompt for **Multi-merchant** (on page 27) displays to select the needed merchant.
The device prints the report and the display returns to the Report menu.
- 4) Press **Cancel** to exit.

View History

Note: Batch history does not function when the terminal is in **Demo Mode**.

Use the View History function to display batch information for up to 30 previously settled batches.

- 1) Press the **#** key, and then select **Batch Menu**.
Optional prompt: **Multi-merchant** (on page 27)
- 2) Select **View History**.
- 3) Select the needed option: **Batch #**, **All**, or **Last Batch**.
- 4) If prompted, enter the batch number, and then press **Enter**.
The batch history appears. Sample display:
VIEW HISTORY
Batch # = XXXX
Total = \$X.XX
Host = TSYS
- 5) Scroll to view the next batch or previous batch, when done press the **Cancel** key until the idle prompt displays.

Configuration Options

This section describes how to adjust some of the common settings on your device.

Add Clerk/Server

Use this function to add an employee identifier (ID). The optional prompt for Clerk/Server must be enabled to perform this function. When used, an employee identifier prints on receipts and employee reporting features are available.

- 1) Press the **#** key, select **Clerk Menu/Server Menu**, and then **Add ID**.
- 2) Enter the clerk/server ID, and then press **Enter**.
- 3) If prompted that the clerk/server ID is a duplicate, enter a new clerk/server ID, and then press **Enter**.
- 4) If prompted to add another, select **Yes** to add more clerk/servers, or **No** when done.
- 5) Press the **Cancel** key until the idle prompt displays.

Add or Remove Dialing Access Code

Use the Add or Remove Dialing Access Code function to change the code used to access the analog phone line.

- 1) Press the **#** key, and then select **Setup Menu**.
- 2) Enter the admin password, and then press **Enter**.
- 3) Select **Communications**.
- 4) Select **Dial**.
- 5) Select **Access Code**.
- 6) If an incorrect value displays, press **Clear** to delete the existing value.
- 7) If needed, enter a new access code, and then press **Enter**. For example, enter **9** if the phone system requires a nine (9) to dial out of the building.
- 8) Press the **Cancel** key until the idle prompt displays.

Configure Wi-Fi Security

If your terminal has a Wi-Fi option, you can follow these instructions to configure it. Wi-Fi needs to be configured after any type of download, including **Automatic Downloads** (see "**Automatic Download**" on page 44). Anytime the Wi-Fi icon changes from green, perform the Configure Wi-Fi Security procedure to connect to a network.

It is important to delete all networks first. Next scan for Wi-Fi networks, select your network, and then enter the security information unique to your network.

- 1) Press the **Home** key.
- 2) If the option displays, select **Admin Mode**.
- 3) If prompted, enter the admin password, and then press **Enter**.
Admin Mode activated displays, and will stay active until the terminal is rebooted, or user mode is activated.
- 4) Select **Tetra Admin, Configure Wi-Fi, My Networks**, and then **Delete All**.

Note: Deleting all networks is required regardless if your current network displays.

- 5) Select **Scan Networks**, and when the network list displays, select your network.
- 6) Follow the prompts to provide the security information needed for your network. If needed, contact the network administrator to verify the information required. Possible prompts include:
 - ▶ **Enter Network Password:** Used for simple home networks, pass phrases are between 8 and 63 alphanumeric characters and they are case sensitive.
 - ▶ **User Name:** Used with advanced settings associated with businesses.
 - ▶ **CA certificate:** Used with advanced settings associated with businesses.
 - ▶ **Client certificate:** Used with advanced settings associated with businesses.
 - ▶ **Private key:** Used with advanced settings associated with businesses.

After the security information is accepted by the network, the terminal prompts, **New Profile OK**, and the Wi-Fi icon at the top of the terminal screen should turn orange while connecting, and then green when connected. This might display on the terminal for up to five minutes, depending on the network connection. When complete, the terminal returns to the Admin menu.

- 7) Select **User Mode**, and then press **Cancel**.
The idle prompt displays.

Delete Clerk/Server

Use this function to delete an employee identifier (ID). All transactions assigned to an ID must be settled before you can delete the ID.

- 1) Press the **#** key.
- 2) Select **Clerk Menu/Server Menu**.
- 3) Select **Delete ID**.
- 4) Select **All** to delete all clerk/server IDs, or **One** to delete one clerk/server ID and enter the clerk/server ID.
- 5) Press the **Cancel** key until the idle prompt displays.

Set the Date and Time

The date and time are automatically updated when an online transaction is completed. For devices using an Internet connection, the correct date and time is needed to ensure that the certificates are valid. For automatic downloads, the correct date and time is required to prevent multiple automatic downloads.

- 1) Press the **Home** key.
- 2) If the option displays, select **Admin Mode**.
- 3) if prompted, enter the admin password, and then press **Enter**.
"Admin Mode activated" displays, and will stay active until the terminal is rebooted, or User mode is activated.
- 4) Select **Tetra Admin, Set Date and Time**, and then **Set Date**.
- 5) Select **Set date**, or **Set time**.
- 6) Enter the current date (MMDDYYYY) or enter the current time (HHMM), and then press **Enter**.
- 7) Press the **Cancel** until the Admin Menu displays.
- 8) Select **User Mode**, and then press **Cancel**.
The idle prompt displays.

Store and forward functions

Store and Forward Description:

The Store and Forward feature allow you to input transactions into the device when no communication method (analog phone line, cellular signal, Ethernet, etc.) is available.

As the functionality is needed, it is recommended to enable Store and Forward with the option of **On Always**, and then Disable with the option of **Off** when the functionality is not needed. If configured as **On Always**:

- The terminal bypasses the communication method and functions in Store and Forward mode for all transactions.
- If you attempt a debit or EBT transaction, the terminal displays "FEATURE DISABLED."

Note: The option of **On/Comm Failure** is not supported.

There are risks when using the Store and Forward functionality:

- Approval of the stored transactions is not guaranteed. If a transaction is rejected, you might need to request an alternative payment method from the customer.
- You might not realize the terminal confirmation prompt to process the transaction offline indicates transaction approval is delayed, which could lead to transactions not being approved and loss of revenue. To verify if store and forward is enabled:
 - ▶ Begin a sale, if prompted with a warning: "Transaction will be processed off-line" the terminal has Store and Forward enabled.
 - ▶ View a recent receipt. A missing approval code, and the words "PENDING APPROVAL" printed above the signature line, indicates that the device was in Store and Forward mode when it printed the receipt.

While using Store and Forward functions:

- Receipts print with "PENDING APPROVAL" above the signature line and the approval code is missing.
- PIN debit and EBT transactions are not allowed. A debit card can be used if processed as a credit card transaction without PIN input.
- The batch details display, and report has a missing approval code for the transactions.
- The batch amount limit is set to a default value of \$999999.99.

When a communication method is available, you can then connect the device and begin batch settlement. During the first step of batch settlement, the terminal prompts to authorize the stored transactions, and if any authorizations fail, a rejected report prints, and removes the rejected transactions. The settlement process then proceeds with a confirmation prompt to "Close batch and deposit funds".

Enable or disable store and forward functions

This procedure enables or disables store and forward functionality:

- Enabled: Stores transaction information and prints customer receipts until a communication method is available to authorize and settle the transactions.
- Disabled: Authorizes transactions before a receipt print.

Follow steps:

- 1) Press **#**, select **Setup Menu, Transaction Options, Credit**, and then **Store Forward**.
- 2) Enter the admin password, and then press **Enter**.
- 3) Select from options:
 - ▶ **Off**: Disables store and forward.
 - ▶ **Always On**: Enables store and forward.

Note: The option of **On/Comm Failure** is not supported.

- 4) Press **Cancel** until the idle prompt displays.

Device Messages

This section describes the messages that might appear on your device display, and any required action you should take.

Amount Due / Exceeds Card Balance

Only part of a sale transaction is authorized. You may reject or accept the partial amount and ask for another form of payment for the remaining amount. You can select from the options:

- Accept to continue and ask the customer for another payment for the remaining amount.
- Cancel to reject the partial payment. A reversal for the authorized amount is processed and receipts print for the cancelled transaction and the reversal.

Approval Code

A six-digit code appearing on the display and printed on the receipt that indicates a transaction was approved.

Address Verification Service (AVS)

Verifies if the street address and the ZIP code match the customer's billing address when the card is not present.

Call

Call the Voice Authorization center.

Hold/Call or Pick Up Card

Hold the card. Use the Suspicious Card (Code 10) procedure. Call the Voice Authorization center.

Comm Error

A communications error has occurred. Check phone line or internet connection and try the transaction again.

CVV/CVC/CID

Enter the three- or four-digit non-embossed number found on the card signature panel or near the embossed account number on the front of the card. This may appear during a manually entered transaction.

Declined

The transaction has been processed and is not authorized by the card issuer. Ask for another form of payment or follow store policy.

Manual Entry Not Allowed

The current transaction will not allow manual entry. Debit cards may not be manually keyed.

QD (Number) or RB (Number)

This message indicates a Quit Duplicating or Rejected Batch error. Call the help desk; do not delete the batch or continue without help desk assistance. The help desk will compare your batch and transaction history on the network with your records and determine the next steps.

Record Not Found

The invoice number is not found in the terminal batch.

Settle Failed, Retry

Settlement failed—call the help desk.

Reference Information

This section provides reference information on device features and functionality.

Alpha Characters

To enter an alpha or a special character, press the corresponding number key repeatedly until the required character appears. Lower case alpha characters appear first, followed by upper case ones.

The following table lists the available characters for each key.

Key	Characters
1	q, z, Q, Z
2	a, b, c, A, B, C
3	d, e, f, D, E, F
4	g, h, i, G, H, I
5	j, k, l, J, K, L
6	m, n, o, M, N, O
7	p, r, s, P, R, S
8	t, u, v, T, U, V
9	w, x, y, W, X, Y
0	[space] + " _ '
., # *	., # * - : ? @

Note: Only alpha and numeric characters are supported for manager, supervisor, and administrative passwords.

Auto settle

If auto settle is enabled, the device is powered on, and connected to a phone line, Ethernet, or GPRS connection, the batch automatically settles, and the device prints a batch report at a specific time each night.

Note: Manual settlement can be performed at any time, regardless of whether auto settle is enabled. For a wireless device, the auto settle feature will not function when the device enters sleep mode, manual settlement is needed instead.

Automatic Download

Downloads are automatically initiated by the terminal to ensure the software application and features available are the most current. An automatic download is initiated every 45 days from the last full download.

Additional Download Information

- Terminals must have power and be connected to a working analog-dial or Ethernet line for the automatic download to occur.
- Automatic downloads cannot be manually configured.
- The time duration between automatic downloads is not configurable. It will always be 45 days from the date of the last full download.
- The automatic download will occur between 1:00 AM and 04:00 AM on the appropriate date.
- In the case of a failed download, the terminal will attempt to retry three times during the 01:00 AM to 04:00 AM window. If the download is not completed within this time frame, the terminal will print a report that the update was not completed. The terminal will attempt the automatic download again 45 days later.
- Any manual configurations performed on the terminal will be reset after a download.
- Some automatic downloads will require the terminal to be authenticated.

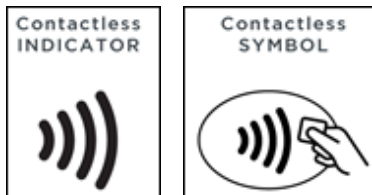
Contactless Objects

Contactless or NFC is a form of payment that does not require physical contact with the POS device. The payment and settlement processes are the same processes used when the consumer pays with a traditional magnetic stripe or EMV chip credit or debit payment card.

Some contactless (NFC) objects include:

- A mobile device with a payment app such as Apple Pay, Google Pay, or Samsung Pay
- A smart watch with a payment app such as Apple Pay, Google Pay, or Samsung Pay
- A contactless (NFC) card

Symbols which are used to indicate an object or device can be used for contactless payment include:



Reading a contactless object

Hold the contactless NFC object in the active zone, at about 1cm above the display. Keep the object close to the display during the transaction.

Indicator lights display on some devices

Some contactless devices have a row of four status lights that are visible above the display.

When a contactless transaction is started, the first status light turns on, indicating the contactless device is in use but an NFC object is not yet being read. When an NFC object is brought into in the contactless active zone during a transaction, the second, third, and fourth status lights turn on in sequence, and once the object is successfully read, all four lights remain turned on and the device emits a confirmation tone.

EMV Chip Cards

EMV is a standard that was created by Europay, Mastercard International, and Visa International. The standard is now managed by EMVCo, a consortium with control split equally among Visa, Mastercard, JCB, American Express, China UnionPay, and Discover. This consortium promotes the use of smart cards. A smart card is a payment card with an embedded microprocessor, or chip. Such cards are commonly known as chip cards. Because the chip can hold much more information than a magnetic stripe, it supports multiple methods of authentication. This makes the process more secure for both the merchant and the consumer, with fewer fraudulent transactions due to compromised data.

Security features include:

- **Card verification:** The card is verified during the transaction, protecting against counterfeit cards. Captured data cannot be used to execute new transactions.
- **Cardholder verification:** Verification ensures that the person attempting to make the transaction is the person to whom the card belongs. A signature line might print on receipts as part of the verification requirement.
- **Transaction authorization:** The transaction is authorized either online or offline. For online authorization, transactions proceed as they do with magnetic stripe cards. In an offline chip card transaction, the card and terminal communicate and use issuer-defined risk parameters that are set in the card to determine whether the transaction can be authorized.

Power On and Off

Desktop terminals are plugged into a power outlet and do not have an option to power on or off. To power off a desktop terminal, unplug the power cord.

Mobile terminals use a battery and include on and off functions:

- **On:** When the terminal is off, press the green **Enter** key until you hear a beep then release it to turn the terminal on.
- **Off:** When the terminal is on, press and hold the yellow **Clear** key and the **#** key until the screen shuts off—approximately five seconds—then release the key.

Note: The terminal will not power off if it is connected to the docking station—it will restart.

Index

A

- Add Clerk/Server • 35
- Add or Remove Dialling Access Code • 35
- Address Verification Service (AVS) • 41
- Alpha Characters • 21, 22, 23, 24, 43
- Amount Due / Exceeds Card Balance • 41
- Approval Code • 41
- Authenticate • 9
- Authentication • 9
- Authorization Only • 11
- Auto settle • 43
- Auto tip • 27
- Automatic Download • 36, 44

B

- Balance Inquiry - Credit/Debit • 11
- Batch Information • 29

C

- Call • 41
- Card present • 11, 19, 20, 21, 25
- Cashback • 23, 24, 26
- Clerk or server • 11, 12, 13, 14, 15, 16, 18, 19, 20, 21, 22, 23, 24, 26
- Close tab • 19
- Comm Error • 41
- Configuration Options • 35
- Configure Wi-Fi Security • 36
- Contactless Objects • 44
- Conventions Used in This Guide • 5
- Corporate or purchasing card • 12, 14, 26
- CVV/CVC/CID • 41

D

- Deactivate • 9
- Declined • 41
- Delete Clerk/Server • 36
- Delete tab • 20
- Device Keys • 6
- Device Messages • 41
- Display Batch Totals • 29
- Display or Print Batch Details • 29, 31
- Display or Print Summary Report • 32

E

- EMV Chip Cards • 45
- Enable or disable store and forward functions • 39
- End-of-Day Procedures • 29
- Excessive tip prompt • 28

F

- Functionality Tips • 6
- Functions • 17

H

- Hold/Call or Pick Up Card • 41

I

- Introduction • 5
- Invoice • 11, 12, 13, 14, 15, 16, 18, 19, 20, 21, 22, 23, 24, 26

M

- Manual Entry Not Allowed • 42
- Multi-merchant • 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 27, 29, 30, 31, 32, 33

O

- Offline and Re-enter Transactions • 21
- Offline Refund • 22
- Offline Sale - Credit Card • 21
- Open tab • 19
- Open Tab Report • 32
- Option selection • 5
- Optional Prompts • 25

P

- Power On and Off • 45

Q

- QD (Number) or RB (Number) • 42

R

- Record Not Found • 42
- Reenter - Debit Card • 23
- Reenter - EBT Card • 24
- Reference Information • 43

Refund - Credit Card • 15
Refund - Debit Card • 15
Refund - EBT Card - Food Stamp • 16
Reports • 31
Reprint • 17
Reversal • 15, 16, 18

S

Sale - Credit or Debit Card • 12
Sale - EBT • 13
Sale - Keypad Card Number Entry (Mail or
Phone) - Credit Card • 12, 14
Set the Date and Time • 37
Settle Failed, Retry • 42
Settlement • 30
Store and forward functions • 38
Surcharge • 12, 14, 21, 22, 23, 27

T

Tabs • 19
Terminal keys - 3500 Series • 6
Terminal keys - 5000 Series • 8
Tip adjust • 18
Tip processing • 12, 13, 14, 21, 22, 23, 24, 27
Tip prompt at time of sale • 28
Transactions • 11

U

Unadjusted Tip Report • 33

V

View History • 33