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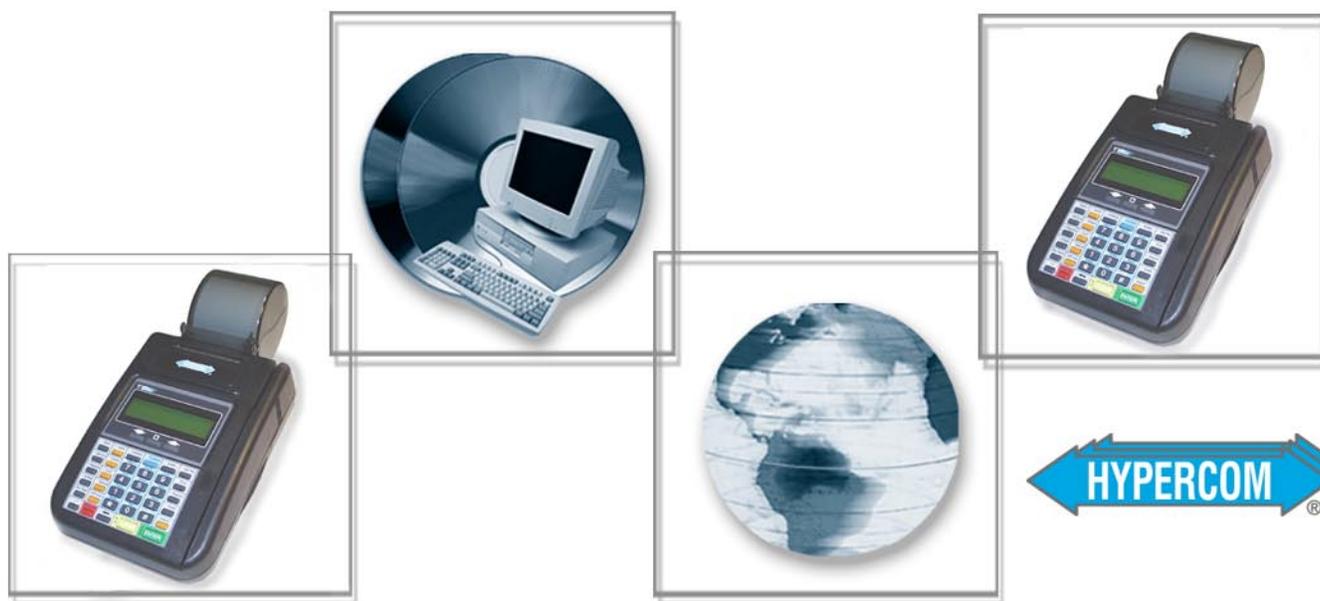
# **T7Plus**

## **HyperWare Retail and Restaurant Software Manual**

### **SPOS\_07A**

**Document Revision C**

**April, 22 2003**



The Global Leader in Electronic Transaction Solutions™

**WORLDWIDE  
PAYMENT SOLUTIONS**

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## FCC Part 15 (ICES-003)

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC (ICES-003) Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## FCC Part 68 Requirements Notice

This equipment complies with the Federal Communications Commission's (FCC) Rules and Regulations 47 CFR Part 68 and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria TIA/EIA/IS-968, Telecommunications – Telephone Terminal Equipment – Technical Requirements for Connection of Terminal Equipment To the Telephone Network, July 2001. On the bottom of this equipment is a label that contains the ACTA Registration number. You must, upon request, provide this information to your telephone company.

This equipment uses RJ11 jack.

A telephone cord and modular plug compliant with TIA/EIA/IS-968 are provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is Part 68 compliant. See installation instructions for details.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area. **(NOTE: REN are associated with loop-start and ground-start ports. Do not use for E&M or digital ports)**

If your telephone equipment causes harm to the telephone network, the telephone Company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

If you experience trouble with this telephone equipment, please contact your equipment supplier for information on obtaining service or repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

No user serviceable parts contains in this equipment.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs.

## CTR21

The equipment has been approved to Commission Decision, CTR21, for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTNs provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

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## Industry Canada (IC) Notice

**NOTICE:** The Industry Canada (IC) label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements described in the appropriate Terminal Equipment Technical Requirements documents. The department does not guarantee the equipment will operate to user satisfaction.

Before installing this equipment, ensure that it is acceptable for connection to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. Compliance with these conditions may not prevent degraded service in some situations.

A representative designated by the supplier should coordinate repairs to certified equipment. Any repairs or alterations to this equipment or any equipment malfunctions may cause the telephone communications company to request that the user disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. **Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or electrician, as appropriate.

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals that may be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject as long as the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

REN: 0.3B

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# Introduction

The *T7Plus HyperWare Retail and Restaurant Software Manual* is your comprehensive guide to working with the Hypercom T7Plus terminal and with the Hypercom HyperWare® software.

## How This Book Is Organized

This book provides information relevant to the HyperWare software application and Term-Master®. This book is divided into four chapters:

- **Chapter 1 Transactions:** step-by-step instructions for cardholder-initiated credit and debit card transactions
- **Chapter 2 Batch Functions:** step-by-step instructions for batch functions available for the T7Plus terminal
- **Chapter 3 Report Functions:** step-by-step instructions for printing and reprinting reports
- **Chapter 4 Terminal Functions:** step-by-step instructions for performing terminal functions
- **Chapter 5 Gift Card Functions:** step-by-step instructions for performing gift card transactions
- **Chapter 6 Loyalty Card Functions:** step-by-step instructions for performing loyalty card transactions
- **Chapter 7 Check Services:** information for check service certifications
- **Chapter 8 Report and Receipt Samples:** examples of standard reports and receipts

## Guide Conventions

This section provides information to help you understand the procedures and concepts presented in this guide. The following special terms and style conventions are used throughout this document:

**Component names:** Special bold text highlights certain items including the names of terminal keyboard keys and PIN pad keys. This bold text appears in instructions for specific actions such as pressing keys, typing in text boxes, and selecting from lists. Some examples are:

Press the key sequence **Function + 2 + 0 + ENTER**.

Type the password, then press **ENTER**.

**Emphasis:** Emphasis is indicated by indented text, as follows:

**NOTE:** A note contains neutral or positive information supplementing the main text. It is often information that applies only to special cases.

**IMPORTANT:** Important statements draw attention to information crucial to using the POS software successfully. Pay special attention to Important statements.

## Introduction

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**Procedures:** Numbered procedures have a special graphic appearing in the margin of the text. The words *Step-by-Step* also appear in bold at the beginning of the procedure. An example of procedure formatting follows:



### **Step-by-Step**

To perform a procedure:

1. Follow the steps outlined in the procedure.
2. Most procedures have at least two steps.
  - a. This is a substep.
  - b. Substeps must be completed in the order given.



### **Step-by-Step**

To perform a terminal procedure:

Step	Terminal response	Action
1	<b>This cell shows information from the terminal display.</b>	Follow the steps outlined in the procedure.
2	<b>Terminal response uses this font for menu items and prompts.</b>	Most procedures have at least two steps.

**Caution and Warning** boxes: When you see a Caution or Warning message, read the information promptly and carefully before proceeding. For example:

#### **CAUTION**

Caution advises you that a negative result such as a loss of data can occur if you do not follow the instructions provided.



#### **WARNING**

Warnings provide information that is essential to the safety of the user, the equipment, or both. Failure to do as instructed can result in physical damage.



# Transactions

---

This section includes an overview of the *T7Plus* terminal and procedures for financial transactions.

## T7Plus Terminal Overview

Financial transactions enable several types of terminal and transaction-related operations. The most common financial transactions appear on single keys, simplifying the user interface. However, you can access less-common functions through a **Function + xx + ENTER** combination key sequence.

**NOTE:** The xx in the combination key sequence is a numeric value.

*T7Plus* terminal supports standard electronic funds transfer (EFT) transactions for up to 32 card ranges. Settlement and reconciliation functions, merchant functions, and terminal statistics are available in addition to card-initiated transactions. External PIN pads, D8 (data entry pad), and keyboards can also be attached to the terminal. PIN pads support Master Session and DUKPT key encryption formats.

You can enable or disable these transactions, with the exception of Reversal, Balance Inquiry, and Settlement, using the initialization parameters. Financial transactions usually cause a funds transfer or accounting entry. Merchant functions are maintenance-related transactions or transactions specific to the individual merchant.

**NOTE:** Printing a second receipt, the customer receipt, is an option for all transactions.

This chapter describes step-by-step instructions for performing financial transactions.

# Transaction Summary

The T7Plus terminals support the following transactions:

- Credit Card Sale
  - CVV2, CVC, CID sale
  - AVS sale
  - Level II purchase card data
  - Manually entered card sale
- Debit
- Electronic Benefits Transfer (EBT) sale
- Balance inquiry
- Card verification
- Refund
- Offline sale
- Authorize (Auth Only)
- Mail order or telephone order (MOTO)
- Lodging (basic)
- Restaurant processing
- Void
- Adjust sale
- Reversal
- Cashback
- Sale plus cashback retail
- Sale plus cashback restaurant
- Settlement
- Gift Cards
- Loyalty Cards
- Prepaid phone cards

See Chapter 2, "Transactions", for a description of these transactions.

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# Financial Transactions

This section contains procedures for the various financial transactions processed for a retail merchant.

## Terminal-Initiated Transactions

The terminal automatically generates reversal transactions if it does not receive a valid response. Transmission of pending reversals occurs before online transaction and settlement processing.

**NOTE:** Only ISO8583/SDLC host modules support terminal-initiated transactions.

## User-Initiated Transactions

The procedures in the following paragraphs are step-by-step descriptions of the profile options. They show the typical flow of financial transactions on the *T7Plus* terminal. The terminal defaults to an Idle prompt displaying the text shown below as the starting point for all transactions.

<pre> line 1 SWIPE CUSTOMER CARD line 3 [DATE]           [TIME] </pre>
--

Certain displays do not appear due to certain user-selected options. The terminal does not have to dial when in a LAN environment or in leased-line mode, and therefore, the DIALING NOW display is absent.

**NOTE:** *T7Plus* terminals may have either a 2-line or 4-line display. Your display screen may differ from those illustrated in this guide.

**IMPORTANT:** Press the touch screen buttons firmly to ensure a correct response from the terminal.

The step-by-step procedures use the following abbreviations:

- [CARD]: Visa, MasterCard, Diners Club, American Express, or others received from the initialization host.
- [TRANS]: transaction type, for example, Sale, Refund, Void, Debit, and Check.



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## Credit Card Sale

Follow this procedure to perform a credit card sale transaction.



### Step-by-Step

To perform a credit card sale transaction:

Step	Terminal display	Action
1	<p><b>SWIPE CUSTOMER CARD</b></p> <p>[DATE] [TIME]</p>	Swipe the customer card through the card reader.
2	<p>[CARD] [SALE]</p> <p><b>AMOUNT</b></p> <p>-----\$XX.XX</p> <p>[DATE] [TIME]</p>	<p>The terminal display shows the card type [CARD], the type of transaction [SALE] and a prompt to enter the amount.</p> <p>Enter the transaction amount and verify that it is correct, then press <b>YES/ENTER</b>.</p> <p>The following four prompts are typical.</p>
	<p>[CARD] [SALE]</p> <p><b>DIALING NOW</b></p>	The terminal dials the host.
	<p>[CARD] [SALE]</p> <p><b>PROCESSING NOW</b></p>	The terminal connects to the host.
	<p>[CARD] [SALE]</p> <p><b>APPROVAL XXXXXX</b></p>	<p>This display, with an approval code from the host, indicates successful authorization or host capture.</p> <p>The Merchant receipt completes printing.</p>
	<p>[CARD] [SALE]</p> <p><b>APPROVAL XXXXXX</b></p>	
3	<p><b>PRINT SECOND RECEIPT</b></p> <p><b>CORRECT? YES OR NO</b></p>	<p>If you want a second receipt, press <b>YES</b>. The Customer receipt is printed.</p> <p>If you do not want a second receipt, press <b>NO</b>.</p>
	<p>[CARD] [SALE]</p> <p><b>APPROVAL XXXXXX</b></p>	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.

## Credit Card Sale with CVV2 Data

Manually enter the customer credit card information to initiate a credit card sale with CVV2 data.

**NOTE:** CVV2 is used for manually entered sales transactions only.



### Step-by-Step

To perform a credit card sale with CVV2 data:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Manually enter the customer card number, then press <b>ENTER</b> .
2	[CARD]                      [SALE] EXPIRATION DATE              MMY ---- [DATE]                      [TIME]	Enter the expiration date, then press <b>ENTER</b> .
3	0=Not Provided 1=Present 2=Illegible 9=Not Present	Enter the number for one of the selections, then press <b>ENTER</b> .
4	[CARD]                      [SALE]  CVV2 FROM CARD	Type the CVV2 three-digit security code that is on the back of the customer card, then touch or press <b>ENTER</b> .  <b>NOTE:</b> The code name is different for each processor: CVV2 - Card Verification Value 2, from Visa CVC - Card Validation Code, from MasterCard CID - Card Identification Digits, from AmericanExpress



# Credit Card Sale with AVS

Manually initiate a credit card sale with AVS (Address Verification System) enabled.

**NOTE:** The following AVS options must be enabled in Term-Master: AVS Enabled on sale, Prompt Address, and Prompt ZIP Code. Not all hosts support this transaction type.



## Step-by-Step

To perform a credit card sale with AVS:

Step	Terminal display	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE]                      [TIME]</p>	Enter the customer card number on the terminal keyboard, then press <b>ENTER</b> .
2	<p>[CARD]                      [SALE]</p> <p>EXPIRATION DATE              MMY</p> <p>  ----</p> <p>[DATE]                      [TIME]</p>	Enter the expiration date, then press <b>ENTER</b> .
3	<p>[CARD]                      [SALE]</p> <p>CARD PRESENT?              Y OR N</p>	Press <b>YES</b> or <b>NO</b> if the card is present.
4	<p>[CARD]                      [SALE]</p> <p>AMOUNT                      -----\$XX.XX</p> <p>[DATE]                      [TIME]</p>	Enter the amount and verify that it is correct, then press <b>ENTER</b> .
5	<p>[CARD]                      [SALE]</p> <p>ENTER ADDRESS</p>	Enter the address, then press <b>ENTER</b> .

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Step	Terminal display	Action
6	[CARD] [SALE]  ENTER ZIP CODE	Enter the zip code, then press <b>ENTER</b> . The Merchant receipt starts printing.
	[CARD] [SALE]  DIALING NOW	The terminal dials the host.
	[CARD] [SALE]  PROCESSING NOW	The terminal connects to the host.
	[CARD] [SALE]  APPROVAL XXXXXX	The transaction is approved. The Merchant receipt completes printing.
7	PRINT SECOND RECEIPT  CORRECT? YES OR NO	If you want a second receipt, press <b>YES</b> . The Customer receipt is printed. If you do not want a second receipt, press <b>NO</b> .
	[CARD] [SALE]  APPROVAL XXXXXX	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.

# Manually Entered Card

Enter the card number and expiration date if the magnetic stripe is unreadable or not encoded. Also use manual entry for cases when the card is not presented, such as mail or telephone orders. The terminal beeps and waits for more data if you enter a number that is too short. The terminal displays UNSUPPORTED CARD and returns to the Idle prompt if the number is longer than the defined range.

**NOTE:** Manual card entries are marked with an asterisk (\*) on reports.



## Step-by-Step

To manually enter a card:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE]                      [TIME]</p>	Enter the card number, verify that it is correct, then press <b>ENTER</b> .
2	<p>[CARD]                      [SALE]</p> <p>EXPIRATION DATE              MMY</p> <p>  ----</p> <p>[DATE]                      [TIME]</p>	<p>Enter the expiration date of the card (typically four digits), then press <b>ENTER</b>. If the expiration date is valid, the transaction continues.</p> <p>An invalid date entry displays an error message then prompts for the expiration date again. If the card is expired and you set the Check Expire Date Initialization options, the terminal indicates that the card is expired and prompts for the expiration date again.</p> <p><b>NOTE:</b> The Check Expire Data Initialization option only applies to offline transactions.</p>

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Step	Terminal response	Action
3	[CARD] [SALE] AMOUNT \$XX.XX	Enter the amount and verify that it is correct, then press <b>ENTER</b> . The Merchant receipt starts printing.
	[CARD] [SALE] DIALING NOW	The terminal sends the information to the host.
	[CARD] [SALE] PROCESSING NOW	This display, with an approval code from the host, indicates successful authorization or host capture.
	[CARD] [SALE] APPROVAL XXXXXX	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt. The Merchant receipt completes printing.
	SWIPE CUSTOMER CARD	The terminal returns to the Idle prompts.
	[DATE] [SALE]	

# Refund

Use Refund for transactions that have been processed in a batch that had already been settled.

**NOTE:** There are two types of refunds: credit refunds and debit refunds.



## Step-by-Step

To perform a Refund transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the <b>Refund</b> key.
2	REFUND SWIPE CUSTOMER CARD ----- [DATE]                      [TIME]	Swipe the card through the card reader.
3	[CARD]                      REFUND AMOUNT                      ----- \$X.XX [DATE]                      [TIME]	Enter the transaction amount, verify that it is correct, then press <b>ENTER</b> .
	[CARD]                      REFUND  AMOUNT                      \$XX.XX	The following four prompts are typical. The Merchant receipt starts printing if Preprint is enabled in Term-Master Suite.
	[CARD]                      REFUND  DIALING NOW	The terminal dials the host.
	[CARD]                      REFUND  PROCESSING NOW	The terminal connects to the host.
	[CARD]                      REFUND  APPROVAL                      XXXXXX	This display, with an approval code from the host, indicates successful authorization or host capture. The Merchant receipt completes printing.

NOTICE: This terminal is end of life. Your old machine may qualify for a generous trade in value. Visit: [www.HypercomT7Plus.com](http://www.HypercomT7Plus.com)

# Debit Transaction

Activate a debit transaction by pressing the **Debit** key.



## Step-by-Step

To perform a debit transaction:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the <b>Debit</b> key.
2	<p>[DEBIT]</p> <p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Swipe customer card through the card reader. The terminal display shows the type of transaction [DEBIT], and a prompt to enter the amount.
3	<p>[CARD] [DEBIT]</p> <p>SALE AMOUNT</p> <p>----\$XX.XX</p> <p>[DATE] [TIME]</p>	Enter the amount, verify that it is correct, then press <b>ENTER</b> .
4	<p>WAITING FOR PIN</p>	The customer enters the PIN, then presses <b>Enter</b> on the PIN pad. The Merchant receipt starts printing.
	<p>[CARD] [DEBIT]</p> <p>DIALING</p>	The terminal sends the information to the host.
	<p>[CARD] [DEBIT]</p> <p>PROCESSING</p>	This display, with an approval code from the host, indicates successful authorization or host capture.
	<p>[CARD] [DEBIT]</p> <p>APPROVAL XXXXXX</p>	Thirty seconds after the transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt. The Merchant receipt completes printing.
	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [DEBIT]</p>	The terminal returns to the Idle prompt.

# Tender Amount

The Tender Amount option is a debit transaction. Therefore, to activate Tender Amount, press the **Debit** key to calculate the cash back amount.

**NOTE:** The Tender/Cash Prompt on the Terminal Table and the Allow Cash Back option on the Debit Issuer Table in Term-Master must be enabled.



## Step-by-Step

To perform a Tender Amount transaction:

Step	Terminal response	Action
1	<b>SWIPE CUSTOMER CARD</b>  [DATE]                      [TIME]	Press the <b>Debit</b> key.
2	<b>DEBIT                      SAL+CSH</b> <b>SALE AMOUNT            \$XX.XX</b>	Enter the sale amount, then press <b>ENTER</b> .
3	<b>DEBIT                      SAL+CSH</b> <b>TENDER AMOUNT            ---\$XX.XX</b>  [DATE]                      [TIME]	Enter the tender amount, then press <b>ENTER</b> . The terminal should not allow the tender amount to be less than the sale amount.  Tender Amt - Sale Amt = Cash back  Examples: \$50.00 - \$23.99 = \$26.01 \$25.00 - \$25.00 = 0
4	<b>C=\$0.00                      T=\$0.00</b>  <b>CORRECT?                    YES OR NO</b>	If the tender amount is greater than the sale amount, the terminal displays this prompt.  C = Cash back  T = Tender (total) amount

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Step	Terminal response	Action
5	WAITING FOR PIN	The customer enters the PIN, then presses <b>Enter</b> on the PIN pad. The Merchant receipt starts printing.
	[CARD] SAL+CSH DIALING NOW	The terminal sends the information to the host.
	[CARD] SAL+CSH PROCESSING NOW	This display, with an approval code from the host, indicates successful authorization or host capture.
	[CARD] SAL+CSH APPROVAL XXXXXX	Thirty seconds after the transaction is completed or when you press the <b>Cancel</b> key, the terminal displays the Idle prompt. The Merchant receipt completes printing.

The terminal does not have to verify the cash back and tender amounts when the tender amount equals the sale amount ( $\$25.00 - \$25.00 = 0$ ).

# Debit Sale Plus Cash

Debit Sale Plus Cash Retail transactions run when you enable the Allow Cash Back and Allow Cash Only options on the Debit Issuer Table in Term-Master. This transaction enables the customer to specify an amount greater than the sale amount and receive cash back. Enter \$0.00 for a Cash Only transaction.



## Step-by-Step

To perform a Debit Sale Plus Cash transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Debit</b> key, then swipe the card through the card reader.
2	DEBIT SAL+CSH SALE AMOUNT ----\$XX.XX [DATE] [TIME]	Enter the sale amount, then press <b>ENTER</b> . For the cash only option, press <b>ENTER</b> without typing an amount.
3	DEBIT SAL+CSH CASH AMOUNT ----\$XX.XX [DATE] [TIME]	Enter the cash amount, then press <b>ENTER</b> .
4	TOTAL CORRECT? ----\$XX.XX  YES OR NO	If the total is not correct, press <b>NO</b> . If the total is correct, press <b>YES</b> . The terminal displays the following prompt.
5	WAITING FOR PIN	The customer enters the PIN, then presses <b>Enter</b> on the PIN pad.  The Merchant receipt starts printing.
	[CARD] SAL+CSH  DIALING NOW	The terminal sends the information to the host.
	[CARD] SAL+CSH  PROCESSING NOW	This display, with an approval code from the host, indicates successful authorization or host capture.
	[CARD] SAL+CSH  APPROVAL XXXXXX	Thirty seconds after the transaction is completed or when you press the <b>Cancel</b> key, the terminal displays the Idle prompt.  The Merchant receipt completes printing.

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## Debit Refund

Use Debit Refund for debit transactions you processed before the current batch.



### Step-by-Step

To perform a Debit Refund transaction:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the <b>Debit</b> key then the <b>Refund</b> key.
2	<p>[DEBIT REF]</p> <p>SWIPE CUSTOMER CARD</p>	<p>Swipe the card through the card reader.</p> <p>The customer enters their PIN on the PIN PAD.</p>
3	<p>[DEBIT] [DEBIT REF]</p> <p>AMOUNT</p> <p>----\$XX.XX</p> <p>[DATE] [TIME]</p>	Enter the transaction amount, verify that it is correct, then press <b>ENTER</b> .
	<p>[CARD] [DEBIT REF]</p> <p>AMOUNT</p> <p>----\$XX.XX</p> <p>[DATE] [TIME]</p>	<p>The following four prompts are typical.</p> <p>The Merchant receipt starts printing if Preprint is enabled in Term-Master.</p>
	<p>[CARD] [DEBIT REF]</p> <p>DIALING NOW</p>	The terminal dials the host.
	<p>[CARD] [DEBIT REF]</p> <p>PROCESSING NOW</p>	The terminal connects to the host.
	<p>[CARD] [DEBIT REF]</p> <p>APPROVAL XXXXXX</p>	<p>This display, with an approval code from the host, indicates successful authorization or host capture.</p> <p>The Merchant receipt completes printing.</p>

# Card Verification

Before processing a financial transaction, you can use Card Verification to verify that the host accepts the card. It is not a stored transaction, and the terminal does not print a receipt.



## Step-by-Step

To perform Card Verification before performing a transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Press the <b>Verify</b> key.
2	CARD VER SWIPE CUSTOMER CARD	Swipe the card through the card reader.
3	[CARD] CARD VER AMOUNT ----\$XX.XX [DATE] [TIME]	Enter the desired amount you want to verify and press <b>ENTER</b> .
	[CARD] CARD VER AMOUNT \$XX.XX	The following four prompts are typical. The merchant receipt starts printing if <b>Preprint</b> is enabled in Term-Master.
	[CARD] CARD VER DIALING NOW	The terminal dials the host.
	[CARD] CARD VER PROCESSING NOW	The terminal connects to the host.
	[CARD] CARD VER APPROVAL XXXXXX	This display, with an approval code from the host, indicates successful authorization or host capture.



Step	Terminal response	Action
7	[CARD] SAL+CSH  DIALING NOW	An incorrect PIN entry results in an error response, INVALID PIN, and displays a prompt, RE-ENTER PIN. The terminal remains online for two re-entry attempts. If both fail, the host declines the transaction and displays the message INCORRECT PIN.  The Merchant receipt starts printing.
	[CARD] SAL+CSH  PROCESSING NOW	The terminal connects to the host.
	[CARD] SAL+CSH  APPROVAL XXXXXX	Thirty seconds after the transaction is completed or when you press the <b>Cancel</b> key, the terminal displays the Idle prompt.  The Merchant receipt completes printing.

**NOTE:** Printing a second receipt, the customer receipt, is an option for all transactions.

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## Performing an Authorize (Auth Only) Transaction

Use Auth Only to reserve funds on a cardholder account and capture those funds at a later time. This typically occurs in a merchant environment when the merchant does not know the total amount to charge the cardholder at the time of the transaction. After the total amount is determined, the merchant forces the transaction.

**NOTE:** Not all hosts support this transaction type.



### Step-by-Step

To perform an authorize transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press <b>Function + 9</b> .
2	AUTHORIZE SWIPE CUSTOMER CARD  [DATE] [TIME]	Swipe the customers card.
3	[CARD] AUTHORIZER AMOUNT  ----\$XX.XX [DATE] [TIME]	Type the amount, then press ENTER.
	[CARD] [AUTHORIZER]  DIALING NOW	The terminal connects to the host.
	[CARD] [TIME]  APPROVAL XXXXXX	The terminal displays the response. The merchant receipt starts printing.

# Offline or Forced Transaction

Offline transactions enable the merchant to perform a capture transaction without communicating with the host. Offline transactions are stored in the current batch and uploaded to the host before settlement. In the initialization parameters, you can set Refund and Void transactions to default to offline.



## Step-by-Step

To perform an Offline transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Offline</b> key.
2	OFFLINE ** OFF-LINE MODE ** ENTER ACCOUNT NUMBER	Swipe the customer card.
3	[CARD] OFFLINE AMOUNT ----\$XX.XX [DATE] [TIME]	Enter the transaction amount, verify the amount, then press <b>ENTER</b> .
4	[CARD] OFFLINE ENTER APPROVAL CODE ----- [DATE] [TIME]	Enter the approval code of two to six digits, then press <b>ENTER</b> .  The Merchant receipt starts printing.
	[CARD] OFFLINE  TRANSACTION ACCEPTED	The transaction is approved.  The Merchant receipt completes printing.
5	PRINT SECOND RECEIPT CORRECT?  YES OR NO	If you want a second receipt press <b>YES</b> . The Customer receipt is printed.  If you do not want a second receipt, press <b>NO</b> .
	SWIPE CUSTOMER CARD  [DATE] [TIME]	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.

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## Mail or Phone Order

Follow this procedure to perform a Mail/Telephone Order transaction.



### Step-by-Step

To perform a mail or telephone order transaction:

Step	Terminal display	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press key sequence: <b>Function + 6 + 5 + ENTER.</b>
2	<p>MAIL ORDER</p> <p>ENTER CARD NUMBER</p> <p>[DATE] [TIME]</p>	Enter the account number, then press <b>ENTER.</b>
3	<p>[CARD] MAIL ORDER</p> <p>EXPIRATION DATE MMY</p> <p>----</p> <p>[DATE] [TIME]</p>	Enter the expiration date, then press <b>ENTER.</b>
4	<p>0=Not Provided</p> <p>1=Present</p> <p>2=Illegible</p> <p>9=Not Present</p>	Enter <b>9</b> , then press <b>ENTER.</b>
5	<p>[CARD] MAIL ORDER</p> <p>AMOUNT</p> <p>----\$XX.XX</p> <p>[DATE] TIME]</p>	Enter the amount, verify that it is correct, then press <b>ENTER.</b>
6	<p>[CARD] MAIL ORDER</p> <p>ENTER ADDRESS</p>	Enter the street address of the cardholder, then press <b>ENTER.</b> This prompt appears when you enable the AVS Address Prompt option in Term-Master.

Step	Terminal display	Action
7	[CARD] MAIL ORDER ENTER ZIP CODE	Enter the zip code of the cardholder, then press <b>ENTER</b> . This prompt appears when you enable the AVS Zip Code Prompt option in Term-Master.
	[CARD] MAIL ORDER  DIALING NOW	The terminal dials the host.  The Merchant receipt starts printing.
	[CARD] MAIL ORDER PROCESSING NOW	The terminal sends the information to the host.
	[CARD] MAIL ORDER  APPROVAL XXXXXX	This display, with an approval code from the host, indicates successful authorization or host capture.  Merchant receipt completes printing.
8	PRINT SECOND RECEIPT	If you want a second receipt press <b>YES</b> . The Customer receipt is printed.
	CORRECT? YES OR NO	If you do not want a second receipt, press <b>NO</b> .
	[CARD] MAIL ORDER APPROVAL XXXXXX  [DATE] [TIME]	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.

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# EBT Transactions

The T7Plus terminal uses the E-MAIL key, on the standard keypad overlay, to initiate EBT transactions when enabled in Term-Master.

## EBT Purchase, Food Stamps

Follow this procedure to perform an EBT food stamp purchase.



### Step-by-Step

To perform an EBT food stamp purchase:

Step	Terminal display	Action
1	<p><b>SWIPE CUSTOMER CARD</b></p> <p>[DATE] [TIME]</p>	Press the <b>E-Mail</b> key to start an EBT transaction.
2	<p><b>SWIPE CUSTOMER CARD</b></p> <p>[DATE] [TIME]</p> <p><b>EBT</b></p>	<p>Swipe the customer card through the card reader.</p> <p><b>NOTE:</b> Manual entry of EBT cards is allowed for only Prior EBT approved transactions, which are performed offline.</p>
3	<p><b>1-FOOD STAMP</b></p> <p><b>2-CASH BENEFIT</b></p>	Select <b>1</b> for Food Stamp, then press <b>ENTER</b> .



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## EBT Purchase, Cash Benefit

Follow this procedure to perform an EBT cash benefit purchase.



### Step-by-Step

To perform an EBT cash purchase transaction:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>E-Mail</b> key to start an EBT transaction.
2	SWIPE CUSTOMER CARD  [DATE] [TIME] EBT	Swipe the customer card through the card reader.
3	1=FOOD STAMP 2=CASH BENEFIT	Press <b>2</b> for cash benefit, then press <b>ENTER</b> .
4	EBT SALE AMOUNT  EBT \$XX.XX	Enter the amount, then press <b>ENTER</b> .
5	EBT CASH AMOUNT  [DATE] ----\$XX.XX [TIME] EBT	Enter the cash back amount, then press <b>ENTER</b> . This prompt appears if you enabled the Allow Cash Back option in Term-Master.
6	TOTAL CORRECT?  YES OR NO ----\$XX.XX	Press <b>YES</b> if the total is correct. If total is incorrect, press <b>NO</b> and return to step 5. The Merchant receipt starts printing.
	WAITING FOR PIN	This terminal display appears until the card holder enters a PIN on the PIN pad.
	EBT DIALING  EBT	The terminal dials the host.
	EBT PROCESSING NOW  EBT	The terminal sends the information to the host.
	EBT APPROVAL  EBT XXXXXX	This display, with an approval code from the host, indicates successful authorization or host capture. Merchant receipt completes printing.

## Balance Inquiry on Debit or EBT

Balance Inquiry initiates a transaction that returns the available balance on debit card accounts. The card holder must enter their PIN for Debit Balance Inquiry.



### Step-by-Step

To perform a Balance Inquiry:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Press the <b>Debit</b> or <b>E-Mail</b> key, then the <b>Bal Inq</b> key for Debit or EBT balances.
2	SWIPE CUSTOMER CARD [DATE] [TIME]	Swipe the card through the card reader. The customer enters their PIN on the PIN pad.
	[CARD] PROCESSING NOW	The terminal sends the information to the host.
	AVAIL BAL.            \$XX.XX TODAY            \$XX.XX	The terminal displays the available balance and a receipt is printed.



# Invoice Number Processing

Invoice Number Processing is a retailer option that enables you to associate EFT POS transactions with ECR or POS system records. You can activate this feature for a particular card. The terminal uses operator-entered invoice numbers instead of default terminal-generated invoice numbers.

**NOTE:** The Invoice Number must be enabled on the Issuer Table in Term-Master.



## Step-by-Step

To perform a transaction using the Invoice Number:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Swipe the customer card through the card reader.
2	<p>[CARD] [TRANS]</p> <p>INVOICE NUMBER XXXXXX</p> <p>[DATE] [TIME]</p>	Enter the one to six-digit invoice number, then press <b>ENTER</b> .
	<p>[CARD] [TRANS]</p> <p>AMOUNT [\$AMT]</p>	The following four prompts are typical. The Merchant receipt starts printing if Preprint is enabled in Term-Master.
	<p>[CARD] [TRANS]</p> <p>DIALING NOW</p>	The terminal dials the host.
	<p>[CARD] [TRANS]</p> <p>PROCESSING NOW</p>	The terminal connects to the host.
	<p>[CARD] [TRANS]</p> <p>APPROVAL XXXXXX</p>	This display, with an approval code from the host, indicates successful authorization or host capture. The Merchant receipt completes printing.
	3	<p>PRINT SECOND RECEIPT</p> <p>CORRECT? YES OR NO</p>
	<p>[CARD] [TRANS]</p> <p>APPROVAL XXXXXX</p>	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.



Step	Terminal response	Action
5	[CARD] AMEX PROGRAM ID [DATE] [TIME]	Enter the American Express Program ID. Valid AMEX Program IDs are numbers 1-6. The following four prompts are typical.
	[CARD] AMOUNT [TRANS] [\$AMT]	The Merchant receipt starts printing if Preprint is enabled in Term-Master.
	[CARD] DIALING NOW [TRANS]	The terminal dials the host.
	[CARD] PROCESSING NOW [TRANS]	The terminal connects to the host.
	[CARD] APPROVAL [TRANS] XXXXXX	This display, with an approval code from the host, indicates successful authorization or host capture. The Merchant receipt completes printing.

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## Restaurant Processing

Restaurant Processing mode provides additional facilities to assist restaurants and other service organizations in handling tips. This operating mode affects transactions by providing for two amount fields: the base amount and tip amount.



### Step-by-Step

To perform a transaction in Restaurant Processing mode:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Swipe the card through the card reader.
2	[CARD]                      SALE ENTER SERVER NUMBER  -- [DATE]                      [TIME]	Enter the server number, then press <b>ENTER</b> .
3	[CARD]                      SALE ENTER TABLE NUMBER  -- [DATE]                      [TIME]	Enter the table number, then press <b>ENTER</b> .
4	[CARD]                      SALE BASE AMOUNT  ----\$XX.XX [DATE]                      [TIME]	Enter the base amount, then press <b>ENTER</b> .
5	[CARD]                      SALE TIP AMOUNT  ----\$XX.XX [DATE]                      [TIME]	Enter the tip amount, then press <b>ENTER</b> . If you do not know the tip, press <b>ENTER</b> and adjust the transaction when you know the tip.



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# Settlement

A Settlement transaction causes the terminal to transmit its totals for comparison with the capture host totals.



## Step-by-Step

To perform a Settlement transaction:

Step	Terminal response	Action
1	<b>SWIPE CUSTOMER CARD</b> [DATE] [TIME]	Press the <b>Settle</b> key.
2	<b>ENTER PASSWORD</b> <b>SETTLE</b> [DATE]                    [TIME]	Enter the current password, then press <b>ENTER</b> .
3	<b>HOST NUMBER</b> <b>SETTLE</b> {DATE}                    -- [ID#] [TIME]	When there is more than one batch total present, the terminal requires a host ID number to determine which host to settle. Pressing <b>ENTER</b> at this prompt settles all hosts that have non-zero batch totals. The entry of a valid two-digit host ID number settles to that particular host.  Enter the host ID, then press <b>ENTER</b> .
	<b>SCANNING BATCH</b>  <b>PLEASE WAIT</b>	The initialization host assigns host ID numbers that you can view using the terminal Function 8, Display Batch Log.  The following displays appear when you set the Reconcile Totals Method options to <b>Confirm</b> . Otherwise, the <b>Enter</b> option is activated, and you must enter the totals at each prompt.
4	<b>TOTAL</b> <b>CORRECT?</b>  ----\$XX.XX YES OR NO	The terminal displays the sales total.  Press <b>YES</b> to confirm the value displayed or <b>NO</b> to exit to the Idle prompt.

Step	Terminal response	Action
5	REFUND TOTAL                   [\$AMT] CORRECT?                       YES OR NO	Press <b>YES</b> to confirm the value displayed, connect to the host, and transmit the batch information. Press <b>NO</b> to exit.
	SCANNING BATCH PLEASE WAIT	The terminal scans for transactions.
	<b>SETTLE</b>  DIALING NOW	The terminal dials the host.
	<b>SETTLE</b>  PROCESSING NOW	The terminal connects to the host.
	<b>SETTLE</b>  APPROVAL                        XXXXXX	The terminal displays this prompt when it completes the reconciliation. Settlement receipt prints.
	SCANNING BATCH  PLEASE WAIT	The terminal scans for transactions.
	<b>SETTLE</b>  APPROVAL                        XXXXXX	Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.



# Batch Functions

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The *T7Plus* terminal supports either terminal-based transaction capture or host-based capture backed up by a shadow file of transactions stored in the terminal. If an out-of-balance condition occurs between the host and the terminal, the terminal automatically uploads the shadow file to the host to aid in reconciliation.

This chapter includes the following topics:

- Transactions
- Function Keys
- Software Application Certification

# Transactions

The T7 Plus terminal supports the following transactions.

Table 2-1. Transaction and use

Transaction name	[Button] / Function Key	Use to
Refund, or Debit Sale	Function 76	Process a refund or debit card sale. The system calls out to verify the transaction and, on approval, stores a record in the journal.
Auth Only	Function 9	Verify funds availability and hold funds until the terminal receives a draft or capture transaction.
Sale plus Cash		Enable a debit cardholder to purchase goods or services and to obtain cash back.
Balance Inquiry	Function 75	Enable a cardholder to ascertain the current account balance.
Reversal		Perform an online correction of a communication or processing error. The terminal sends a reversal message if it sent a transaction request to the network but did not receive a valid response before the time-out period expired. The terminal sends this message persistently until it receives a valid response. This transaction is Host specific.
Card Verification	Function 74	Validate the card before processing the financial transaction.
Check Authorization	[Check]	Verify a check.
Void	[Void]	Cancel a transaction existing in the current batch. Voided transactions do not accumulate in the terminal totals. Process voids online or offline. Only Sale, Debit, and Refund transactions can be voided. For offline processing, the terminal uploads the cancellation to the host at settlement. The issuer can block voids.
Refund/Credit	[Refund]	Credit is issued back to a cardholder after batch settlement. Process refunds online or offline. You can configure a card to block refunds of a specific issuer.
Offline/ Force	[Offline]	Store offline transactions, (transactions that are captured without communicating with the host,) and upload them to the host at settlement.
Adjust	[Adjust]	Adjust or edit a transaction in the current batch. Common uses of the Adjust function are to correct an error or add a tip, late charge, or other charge. Only captured transactions support the Adjust function. The terminal uploads the change to the host at settlement.
Initialize	[Initialize] Function 2	Perform an initialization to receive terminal configuration. During a request for initialization, the terminal dials the initialization phone number you configured in the Setup function. The host or Term-Master downloads the Terminal Configuration Table, Issuer Table, Card Ranges, Product Codes, and Acquirer Table.
Batch Settlement	[Settle]	Reconcile terminal totals with host totals. If the totals do not agree, the terminal automatically uploads the entire batch to the host. The terminal uploads all offline transactions before reconciling with the host.

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Table 2-1. Transaction and use

Transaction name	[Button] / Function Key	Use to
<b>Batch Settlement Statistics</b>	<b>Function 99</b>	Send a <i>Statistics</i> message to the host after a successful Batch Settlement. This consists of terminal time-outs, communication errors, card reads, response times, transmission and reception errors, redials, and reversals.
<b>Batch Review</b>	<b>[Review]</b>	Review each captured transaction in the current batch. The transactions read from most recent to first and display invoice number, type of transaction, amount, approval code, PAN, sequence number, date, and time. Voided transactions and reversals are also included in Batch Review.
<b>Enhanced Communication Messages</b>		Enable or disable additional information displayed during communication processes or a line type change. The additional displays are <i>Waiting for line</i> , <i>Training modem</i> , <i>Dialing now</i> , and <i>Waiting for answer</i> .
<b>Find</b>	<b>[Find]</b>	Review a specific transaction by invoice number. Information includes invoice number, transaction type, amount, approval code, PAN, sequence number, date, and time. The Find function also displays voided transactions and reversals.
<b>Gift Card</b>	<b>Function 47</b>	Private Label prepaid electronic gift certificates.
<b>Reports</b>	<b>[Reports]</b>	View the Terminal Journal reports: Till report (1), Server report (2), Audit report (3), and Issuer report (4). SPOS, the acquirer name appears on all reports.
<b>Reprint</b>	<b>[Reprint]</b>	Reprint a receipt for any transaction in the current batch.
<b>Totals</b>	<b>[Totals]</b>	Review the Net Sale Totals, Net Refund Totals, Net Transaction Count, and totals and transaction count for each card used.

# Supported Host

This table displays the hosts support hosted in SPOS 07A software.

Table 2-2. Supported host

Supported Host	Credit	Debit	EBT	Gift	Loyalty	Phone
American Express	✓					
Blackstone						✓
Comtel (USB)						✓
Datamark				✓	✓	
FDR - CardNet*	✓	✓	✓			
FDR - Nashville*	✓	✓				
FDR - Omaha	✓	✓	✓			
Fifth Third	✓	✓	✓	✓		
Hypercom	✓	✓	✓			
Lynk	✓	✓	✓			
NDC (Global Payments Inc)	✓	✓				
NOVA	✓	✓				
Paymentech	✓	✓	✓			
Transaction Payment Systems				✓	✓	
VALULINK				✓		
VALUTEC				✓	✓	
Visa I	✓					
Visa D	✓	✓	✓			
Visa K	✓	✓				
Wells Fargo Bank	✓	✓				

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## Function Keys

The appropriate function sequence is as follows: press **Function**, the appropriate number, then press **Enter**. For example: press **Function + 1 + 0 + ENTER**. The following list describes each supported function.

Table 2-3. Function keys and use

Function key	Name	Use to
0	Test transaction	<p>Test the communications link to the selected acquirer. A single acquirer terminal dials the acquirer telephone number. A multiple acquirer terminal prompts for the host number and dials the selected host.</p> <p>This is a host-specific function.</p>
1	Batch scroll	<p>Review each captured transaction in a current batch. The transactions are available from most recent to first. Information displayed for review is invoice number, type of transaction, amount, approval code, PAN, sequence number, date, and time. You can also review, adjust, reprint, or void transactions during batch scroll.</p> <p>Touching <b>Adjust</b>, <b>Reprint</b> or <b>Void</b> from any of the transaction review displays starts the indicated function for that transaction. The first time one of these functions is called from the batch scroll, the terminal requests a password based on the Term-Master settings. When the function is complete, the terminal returns to batch scroll, and subsequent adjustments, reprints, or voids do not require another password entry.</p>
2	Merchant programming	<p>Enter configuration parameters. The terminal requires merchant programming to dial the initialization and NMS hosts and to receive initialization and programming.</p> <p>The terminal identification number consists of eight alphanumeric characters. The initialization telephone number is dialed when a request for initialization is executed. The NMS telephone number is dialed when a request for a program load is executed.</p> <p>Dial type: tone or pulse. Pulse dialing is for a rotary dial phone.</p> <p>Enter the appropriate PABX access code number when dialing within a PABX system.</p>
3	Terminal reset	<p>Reset the terminal and initiate the self-diagnostic tests. During reset, the software name, revision level, download program initialization number, and memory status are briefly displayed.</p>
4	Keyboard lock	<p>Lock the keyboard to prevent unauthorized use of the terminal. To unlock the keyboard, type the terminal password. The default is 0000.</p>
5	Display batch total by issuer	<p>Review the Net Sales totals, Net Refund totals, Net Transaction count, and totals and transaction count for each card type.</p>
6	NMS help	<p>Activate a call to Term-Master for uploading a snapshot of diagnostic statistics. The NMS telephone number in the terminal setup is the dial number.</p>
8	Display batch numbers	<p>Display current data batch numbers.</p>

Table 2-3. Function keys and use

Function key	Name	Use to
9	Auth only	Verify funds availability and hold funds until the terminal receives a draft or capture transaction.
10	Date and time	Adjust the date and time.
12	Training mode	Enable the terminal to operate in Training mode. Training mode enables you to perform all financial transactions including settlement but does not affect the live batch. The text <b>***TRAINING MODE***</b> prints on all receipts and the signature line is omitted.
20	Open/Close/Print tabs	Open, close, or print a tab transaction.
21	Journal search by invoice number	Review a specific transaction. Information displayed for review is invoice number, type of transaction, amount, approval code, PAN, sequence number, date, and time. Voided transactions and reversals are also displayed.
22	Shift	Reset and increment shift number.
25	Speed dial configuration	Program memory dialing in the terminal.
26	Receipt text	Add 40-characters of text on the receipt. This information appears as the 4th header line on the receipt. Initialization does not erase this text.
27	Print available host list	Prints the available host list table.
28	Print acquirer table	Prints the acquirer table.
29	Settlement status	Provide summary information of the last settlement attempt on all acquirers: <ul style="list-style-type: none"> <li>▪ Acquirer name, method of transmission, response code, date, time, and batch number</li> <li>▪ Sale items and amount</li> <li>▪ Refund items and amount</li> <li>▪ Current attempt number, response code, date, and time</li> <li>▪ Response text from the host</li> </ul>
30	Business day report	Dial the LYNK host for the retrieval of daily debit totals.
31	Toggle card swipe	Swipe the card through the S7C PIN pad instead of the terminal. This configuration enables a card swipe to occur at the S7C at the time of the transaction. If the customer decides to swipe the card at the terminal, press <b>Function 3 + 1 + ENTER</b> to indicate the swipe is at the terminal.
32	PIN pad software revision	View the version of the PIN pad software on a S7, S7C, S8, or ICE terminal.
33	Merchant controls	Perform a Batch Inquiry and a Batch Release. <b>NOTE:</b> Supported in the HOSTNBD module only.

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Table 2-3. Function keys and use

Function key	Name	Use to
34	Host totals	Dial Concord and FNBC for host totals.
35	Host totals	Dial designated host for totals.
37	Clear totals	Clear store and or terminal totals for the ABNCS host.
38	Gift card	Initiate a gift card transaction.
42	EBT transaction	Initiate an electronic benefit transfer (EBT) transaction for cash benefits and food stamps. You can also select <b>E-Mail</b> for EBT transactions.
43	Offline EBT	Initiate an offline EBT transaction.
44	Refund EBT	Initiate an EBT refund transaction.
45	Pre-authorize ACH check	Pre-authorize an electronic ACH check.
46	ACH check refund	Initiate an electronic ACH check refund.
47	Gift card activation	Activate gift cards.
48	Check card	Perform check card transactions.
49	ACH check	Perform ACH check transactions.
61	Tip discount setup	Establish discount percentage to apply to the tip.
62	Cancel last debit transaction	Cancel the last debit transaction in the current batch only. Supported by SPS only.
65	Mail/phone transaction	Initiate a mail/phone transaction. Supported in the Hypercom, VisaNet, and Wells Fargo host modules only.
71	Enable/disable printer	Enable or disable the printer without reinitializing the terminal.
72	Reprint last receipt	Reprint the last merchant or customer financial receipt.
73	Reprint receipt	Reprint a specific receipt. Use the invoice number to select a merchant or customer receipt.
74	Card verification	Pre-authorize transaction amounts. This process enables card validation before processing financial transactions. This is a host-specific function. <b>NOTE:</b> You can also select <b>Card Verify</b> for card verification. You can block a card from card verifications.
75	Balance inquiry	Enable an cardholder to ascertain the balance available in the credit card account.

Table 2-3. Function keys and use

Function key	Name	Use to
76	Debit	Initiate a debit transaction.
77	Server log-on/log-off	Log a server on or off. The terminal supports up to 100 servers.
78	Server Table	Print or delete all logged-on servers.
79	Terminal journal reports	Print a (1) Till, (2) Server/Cashier, (3) Audit, (4) Summary, or (5) Tab report. For Multiple Host Standard, the acquirer name appears on all reports. The Audit report prompts for the host number. If you enter <b>00</b> for the host number, a complete journal report prints. <b>NOTE:</b> Count = number of transactions for the specified issuer. Net column = sum of all issuer transactions.
81	Phone card transaction	Initiate a phone card transaction.
82	Printer test	Test the printer connection to the terminal. A receipt prints with alpha numeric characters of different font sizes. Firmware information also prints on the bottom of the receipt.
83	Display test	Test the display. The terminal will display all graphics and screens available on your terminal.
84	Keyboard test	Test the keyboard. The terminal displays the column and row of the key pressed.
85	Auto Batch Settle	Auto Close times for each host at the terminal level.
86	Check reader test	Test the check reader or scanner. Terminal prompts to swipe a check through attached check reader or scanner. MICR data is displayed when check is successfully read. This function works for Magtek check reader, Magtek check scanner, and RDM check scanner.
89	Card read test	Test the terminal card reader. The terminal prompts <i>Read Card Now</i> . Swipe the card. The terminal displays Tracks 1 and 2.
90	Password change	Change the current password. Initialization overwrites this change. To change the password, type the old password, followed by the new one.
91	Software name and revision	Enable a fixed display of the software name, release, subrelease letter, download release, and boot program name.
92	Request program load	Request a download of the program.
93	Logon	Log the terminal on to the host to request the encrypted working keys for the PIN pad. This is a host-specific function.
94	PIN pad test	Test the communication between the terminal and PIN pad and view the software version or the DUKPT key serial number.
95	Network statistics	Review the number of data transmission and reception errors for the terminal.

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Table 2-3. Function keys and use

Function key	Name	Use to
96	Response time monitor	Review the terminal-to-host response-time statistics. The terminal displays four time windows and the number of transactions for each window.
97	Local programming for Check Reader Port, Password Protection, Dialing options, and Tip Assist	<p>You can perform Local programming at the terminal level. You can enable or disable:</p> <ul style="list-style-type: none"> <li>▪ Select Check Reader Port: <ul style="list-style-type: none"> <li>– RS232</li> <li>– PIN</li> <li>– Default</li> </ul> </li> <li>▪ Password protection for: <ul style="list-style-type: none"> <li>– Void</li> <li>– Refund</li> <li>– Adjust</li> <li>– Reports</li> <li>– Offline</li> </ul> </li> <li>▪ Dialing options for: <ul style="list-style-type: none"> <li>– Handset</li> <li>– Toll</li> <li>– Memory (fast)</li> <li>– Referral</li> </ul> </li> <li>▪ Tip Assist for: <ul style="list-style-type: none"> <li>– Suggested tip percentage #1</li> <li>– Suggested tip percentage #2</li> <li>– Suggested tip percentage #3</li> </ul> </li> <li>▪ Truncate PAN</li> <li>▪ Truncate reports</li> <li>▪ Disable 2nd receipt</li> </ul>
98	Communication configuration	Enable or disable the display of additional information during the communication processes and change the line type. The additional displays are <i>Waiting For Line</i> , <i>Training Modem</i> , <i>Dialing Now</i> , and <i>Waiting For Answer</i> . The line types are leased, LAN, or dial. Select line modes; leased, dial, LAN 4800, LAN 19200, and CU Address.

Table 2-3. Function keys and use

Function key	Name	Use to
99	Maintenance	<p>The password for Function 99 is 028510. The program functions available are:</p> <p><b>9: Clear:</b></p> <ul style="list-style-type: none"> <li>Type 1: Everything - Clears all Init tables, cashiers, and setup</li> <li>Type 2: Batch - Clears batches only</li> <li>Type 6: Reversals - Clears reversals only</li> </ul> <p><b>31: Auto-Test:</b> Selects the number of times to run the auto-test. A value of 0 runs the test continually.</p> <p><b>32: A-Test Ans:</b> Displays the results of the Auto-Test.</p> <p><b>96: Available Host Report:</b> Prints the hosts available in the Comms module.</p> <p><b>97: Acquirer Table Report:</b> Prints the information contained in the Acquirer Table of Term-Master.</p> <p><b>98: TxRx Buffer Report:</b> Prints the contents of the Transmit and Receive Buffer.</p> <p><b>99: Init Table Report:</b> Prints contents of Init Table (Hex memory dump).</p>

## Finding a Transaction: Function 21

The Find function recalls specific transaction by the invoice number. After you press **Find**, the terminal requests an invoice number. When it locates the invoice number in the current batch, the terminal enters Batch Review mode and displays the specified transaction.

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# Adjusting the Tip

Use Tip Adjust to alter a transaction amount contained in the open batch of the terminal. Be cautious when performing this transaction because additional amount are not sent to the host for authorization, and a receipt is not printed. The invoice number reflected on the receipt is required for this transaction. The **Adjust Allowed** option must be enabled in Term-Master.



## Step-by-Step

To Void a transaction in the current batch:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the <b>Adjust</b> key.
2	ENTER PASSWORD <b>ADJUST</b>  ---- [DATE]                      [TIME]	Type the password, then press <b>ENTER</b> .
3	ENTER INVOICE NUMBER <b>ADJUST</b>  ----- [DATE]                      [TIME]	If you do <i>not</i> want to void the transaction amount, press <b>NO</b> . Otherwise, press <b>YES</b> .
4	<b>ADJUST</b>  <b>YES OR NO?</b>  XXXXXX	To adjust, press <b>YES</b> . To cancel this transaction, press <b>NO</b> .
5	TOTAL                      \$XX.XX CORRECT?                      YES OR NO	To adjust the total, press <b>NO</b> . If the total is correct, press <b>YES</b> .
6	TOTAL                      \$XX.XX NEW AMOUNT?                      \$XX.XX	Type the new amount, then press <b>ENTER</b> .
7	TOTAL                      \$XXX.XX CORRECT?                      YES OR NO?	Verify that the total is correct, then touch <b>YES</b> . The adjustment is complete.  If the amount is not correct, press <b>NO</b> and return to step 5.
8	TRANSACTION ACCEPTED	If you wish to adjust another transaction, return to step 3.  If you are finished adjusting, press <b>CANCEL</b> . The terminal displays the Idle prompt.

# Voiding a Transaction

Use Void to cancel a transaction that is currently captured in the terminal batch. The voided transaction does not appear on the cardholder credit card statement.



## Step-by-Step

To Void a transaction in the current batch:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Void</b> key.
2	VOID ENTER INVOICE NUMBER  [DATE] [TIME]	Enter the invoice number, then press <b>YES</b> .
3	XXXXXX \$XX.XX CORRECT? YES OR NO	If you do <i>not</i> want to void the transaction amount, press <b>NO</b> . Otherwise, press <b>YES</b> .
	[CARD] SALE  DIALING NOW	The terminal dials the host.
	[CARD] SALE  PROCESSING NOW	The terminal connects to the host.
	[CARD] OFFL  TRANSACTION ACCEPTED	The transaction is approved. <b>NOTE:</b> The voided transaction remains in the transaction log, but it has a <i>voided</i> marker. You can view the transaction but not alter it.

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# Reviewing a Transaction

Use Transaction Review to display and review the details of a transaction contained in the open batch. Within batch review you can void, adjust, or reprint the displayed transaction.

**NOTE:** You can also access this function by merchant *Function 1*, and pressing or touching **Enter**.



## Step-by-Step

To review a transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press <b>Review</b> .
2	REVIEW ENTER PASSWORD  [DATE]                      [TIME]	Type the password, then press <b>ENTER</b> .
3	REVIEW INV.#: 990008 SALE-\$XXX.XX APPROVAL                      XXXXXX	Press the <b>backspace</b> (←) key to scroll through the transactions.
	[CARD NUMBER] [TRANS DATE]      [TRANS TIME] SEQUENCE NO: XXXXXX HOST: HYPERCOM	Press <b>CANCEL</b> to exit the function and return to the Idle prompt.



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# Reviewing the Batch: Function 1

Use Batch Review to display and review the details of a transaction contained in the open batch. Within batch review you can void, adjust, or reprint the displayed transaction.

The review begins with the most current transaction. You toggle through the screens by pressing the **backspace** (←) key. Step through the batch by pressing **YES** to move forward and **NO** to move backward.

Restaurant transaction contain the following five screens of information:

- Invoice number, transaction type (SALE, DEBIT or voided [TRANS]), and amount.
- Invoice number and Server or Cashier Number if Server Processing is enabled.
- Tip amount and Approval Code used for the transaction.
- Card account number and Sequence Number for the transaction.
- Date and time of the transaction.

Retail transaction contain the following four screens of information:

- Invoice number, transaction type, and amount.
- Invoice number and Approval Code.
- Card account number, date, and time.
- Sequence Number for the transaction.

## Step-by-Step

To perform a Batch Review:

Step	Terminal display	Action
1	<p><b>SWIPE CUSTOMER CARD</b></p> <p>[DATE] [TIME]</p>	<p>Press the <b>Review</b> key. If you enabled Server processing, the terminal requests a server number.</p> <p><b>NOTE:</b> By entering the number of a server currently logged on, you can review the transactions performed only by that server.</p> <p>Press <b>ENTER</b> to bypass the server entry. The terminal then allows you to review all transactions in the current batch.</p>
2	<p><b>REVIEW</b></p> <p><b>ENTER SERVER NUMBER</b></p>	<p>Enter a server number and press <b>ENTER</b> or press <b>ENTER</b> without a server number to review the entire batch. The terminal displays the first review screen.</p>
3	<p><b>INV.#: [INVOICE]</b></p> <p>[TRANS] \$XX.XX</p>	<p>Press the <b>backspace</b> (←) key. The terminal displays the second review screen.</p>

Step	Terminal display	Action
4	INV.#: [INVOICE] SERVER #	Press the <b>backspace</b> (←) key. The terminal displays the third review screen.
5	TIP \$XX.XX APPROVAL 000000	Press the <b>backspace</b> (←) key. The terminal displays the fourth review screen. <b>NOTE:</b> The card number can have up to 20 digits.
6	24680045009988757744 SEQUENCE NO.: 000017	Press the <b>backspace</b> (←) key. The terminal displays the fifth review screen.
7	[DATE] [TIME]	The <b>backspace</b> (←) key scrolls through the five displays for a given transaction until you press either <b>ENTER</b> or <b>CLEAR</b> .  Pressing <b>ENTER</b> advances to the next transaction or the start of the batch. Pressing <b>CLEAR</b> moves back to the previous transaction.
8	START OF BATCH:  XXXXXX	If you miss the desired transaction and reach the beginning of the batch, the terminal displays this prompt for a short duration.  XXXXXX represents the batch number of the current batch. Press <b>CLEAR</b> to display previous log entries.
	END OF BATCH:  XXXXXX	Press the <b>Cancel</b> key to return to the Idle prompt.



# Performing a Settlement

Use Settlement to transmit the batch totals to the host for end-of-day processing.



## Step-by-Step

To perform a settlement:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press <b>Settle</b> .
2	ENTER PASSWORD <b>SETTLE</b>	Type your password, then press <b>ENTER</b> .
3	HOST NUMBER <b>SETTLE</b>  [DATE]                      [TIME]	Type the specific host number or press <b>0</b> for all hosts, then touch or press <b>ENTER</b> .
4	SCANNING BATCH PLEASE WAIT	The terminal scans the batch for totals. <b>NOTE:</b> The Confirm Batch totals field in Term-Master must be enabled for this function.
5	SALES TOTAL                      \$XX.XX CORRECT?                      YES OR NO	The terminal displays the sales total. If the total is correct, touch or press <b>ENTER</b> .  If the sales total is incorrect, touch <b>NO</b> . Check the batch listing for any discrepancies and return to step 1.

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## Viewing the Settlement Status: Function 29

To view the Settlement Status, press the key sequence **Function + 2 + 9 + ENTER**. Settlement Status displays five pages for each host as shown below. To see the settlement status of another host, use the **ENTER** or **CLEAR** keys. To see the next page for the current host, use the **Backspace** (←) key. The Settlement Status report is printed if you select **ENTER** at the initial PRINT REPORT prompt.

Terminal display	Field	Description
HOST [METHOD RR] [YY/MM/DD HHMM] [B#]	[HOST]	Host name
	[METHOD]	Settlement type: Manual, Auto, Group, Never
	[RR]	Response code
	[YY/MM/DD HHMM]	Settlement date and time
	[B#]	Batch #
SALE ITEMS [COUNT]	[COUNT]	Transaction count
AMOUNT [\$AMT]	[\$AMT]	Sale total
REFUND ITEMS [COUNT]	[COUNT]	Transaction count
AMOUNT [\$AMT]	[\$AMT]	Refund total
ATTEMPT # RESP [RR] [YY/MM/DD HHMM]	ATTEMPT #	Number of settlement attempts
	RESP [RR]	Response code
	[YY/MM/DD HHMM]	Settlement date and time
HOST TRANSMIT TEXT		
HOST TRANSMIT TEXT		

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# Report Functions

The chapter describes step-by-step instructions for performing reprint and report functions.

## Printing a Summary Report

The Summary report prints a summary report of all transaction totals by the issuer.

**NOTE:** You can also access this function by merchant **Function 79**.



### Step-by-Step

To print a Summary report:

Step	Terminal display	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the <b>Reports</b> key.
2	<p>3-AUDIT +</p> <p>4-SUMMARY</p> <p>5-HISTORY</p> <p>6-PERFORM</p>	Press <b>4</b> , then press <b>ENTER</b> .
3	<p>REPORTS</p> <p>ENTER PASSWORD</p>	Type the password, then press <b>ENTER</b> .
4	<p>REPORTS</p> <p>SCANNING BATCH</p> <p>PLEASE WAIT</p>	The terminal scans the batch.
	<p>PRINTING</p> <p>PLEASE WAIT</p>	The terminal prints the report, then returns to the Idle prompt.

# Printing an Audit Report

The Audit report prints all transactions in the current batch.

**NOTE:** You can also access this function by merchant *Function 79*.



## Step-by-Step

To print an Audit report:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Reports</b> key.
2	3-AUDIT + 4-SUMMARY 5-HISTORY 6-PERFORM	Press <b>3</b> , then press <b>ENTER</b> .
3	REPORTS  ENTER PASSWORD	Type the password, then press <b>ENTER</b> .
4	PRINT LIST HOST NUMBER  DATE] [TIME] --	Type the desired host number, then press <b>ENTER</b> .  <b>NOTE:</b> To print all of the host reports, type <b>00</b> , then press <b>ENTER</b> .
	PRINT LIST PRINTING PLEASE WAIT [DATE] [TIME]	The terminal prints the report, then returns to the Idle prompt.

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# Printing a Batch History Report

The Batch History report prints a report of all transaction totals by the host.

**NOTE:** You can also access this function by merchant *Function 79*.



## Step-by-Step

To print a Batch History report:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Reports</b> key.
2	3-AUDIT 4-SUMMARY 5-HISTORY 6-PERFORM	Press <b>5</b> , then press <b>ENTER</b> .
3	REPORTS  ENTER PASSWORD	Type the password, then press <b>ENTER</b> .
4	01-HYPERCOM 02-VISAK 03-SIGCAP 04-CHECKS	Select the desired host, then press <b>ENTER</b> .
5	START DATE ENTER DATE MMDDYY ,	Type the desired start date in a Month, Day, and Year format, then press <b>ENTER</b> .
	SCANNING BATCH PLEASE WAIT	The terminal scans the batch.
	PRINTING PLEASE WAIT	The terminal prints the report, then returns to the Idle prompt.

# Printing a Performance Report

Use Performance Report to print or reset performance details of selected, or all acquirers. Only swiped cards and manually entered PAN transactions are calculated in the report. The performance results are:

MANUALS - Number of manually PAN entered transactions

SWIPES - Number of card swipe transactions that were entered

APPROVALS - Number of MANUAL and SWIPE transactions that were approved

DENIALS - Number of MANUAL and SWIPE transactions that were denied

DISCONNECTS - Number of times transactions were stopped when terminal lost connection to host

USER ABORTS - Number of times user aborted transactions

**NOTE:** You can also access this function by merchant *Function 79*.



## Step-by-Step

To print a Performance report:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Reports</b> key.
2	3-AUDIT + 4-SUMMARY 5-HISTORY 4-PERFORM	Press <b>6</b> , then press <b>ENTER</b> .
3	REPORTS ENTER PASSWORD	Type the password, then press <b>ENTER</b> .
4	TRANS PERFORMANCE 1=PRINT 2=RESET	Press <b>1</b> . <b>NOTE:</b> To reset the performance statistics, press <b>2</b> .
5	00-ALL 01-HYPERCOM 02-VISAK 04-AMEX --	Select the desired host, then press <b>ENTER</b> . <b>NOTE:</b> To select all host, press <b>00</b> , then press <b>ENTER</b> .
	PRINTING PLEASE WAIT	The terminal prints the report, then returns to the Idle prompt.



# Reprint Receipt by Invoice Number: Function 73



## Step-by-Step

To reprint the receipt by invoice number.

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Reprint</b> key.
2	REPRINT INVOICE ENTER INVOICE NUMBER	Enter the invoice number for the transaction to be reprinted, then press <b>ENTER</b> .
3	1-MERCHANT RECPT 2-CUSTOMER RECPT	Press <b>1</b> or <b>2</b> for the receipt you want, then press <b>ENTER</b> .
	PRINTING PLEASE WAIT	The printer prints a receipt for the last transaction.
	REPRINT COMPLETE	The terminal returns to the Idle prompt.

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## Reports: Function 79

Terminal journal reports prints one of four reports.

- Audit report (report 3): prints all transactions in the current batch
- Summary report (report 4): prints a summary report of all transaction totals by the issuer
- History report (report 5): prints all transactions in the current batch performed by the specified cashier/server
- Perform report (report 6): prints a summary of all open tabs

This function can be password protected. See Chapter 4, "Access Control" to enable or disable password protection.

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# Terminal Functions

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The Merchant Functions enable several types of terminal and transaction-related operations. The most common merchant functions appear on single keys, simplifying the user interface.

This chapter describes step-by-step instructions for performing merchant functions.

## Initialization Options

The terminal receives its terminal options from the initialization host. These options determine the general procedures and data entry prompts. *Terminal profiles* refers to the set of options the terminal downloads from the host (Term-Master Suite).

For example, initializing the terminal with specific restaurant options, such as Tip Processing and Server Processing, implements restaurant processing. Some additional profile options include:

- Password protection
- Security features such as:
  - Verify last four PAN digits
  - Mod 10 PAN check
- Debit processing such as:
  - Signature not required
  - \*\*\* No refunds allowed
- Till processing
- Customer PIN entry required
- Cash back
- Print receipt
- Printer support
- PIN pad support
- Adjustment allowed
- Product descriptor codes
- Invoice number

Some of the options can require additional data entry steps.

As you or a customer swipes the card through the magnetic card reader, or as you enter the PAN (personal account number) manually, the terminal selects the transaction type and displays the name entered in the initialization options for the card range.

# Training Mode

When Training Mode is enabled, the terminal simulates all transaction types and functions. The terminal settles transactions as if it were a live terminal.

## Enabling/Disabling Training Mode: Function 12

Follow this procedure to enable or disable Training Mode.



### Step-by-Step

To enable Training Mode:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Press the key sequence <b>Function + 1 + 2 + ENTER</b> .
2	TRAIN MODE ENTER PASSWORD	Enter the password and press <b>ENTER</b> .
3	SWITCH TO TRAIN MODE YES OR NO?	Press <b>YES</b> to select Training Mode.
4	SWIPE CUSTOMER CARD ***TRAINING MODE***	The Training Mode screen appears.



### Step-by-Step

To disable Training Mode:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD ***TRAINING MODE***	At the Training Mode prompt, press the key sequence <b>Function + 1 + 2 + ENTER</b> .
2	TRAIN MODE ENTER PASSWORD	Enter the password, then press <b>ENTER</b> .
3	LEAVE TRAINING MODE YES OR NO?	Press <b>YES</b> to leave Training Mode.
4	SWIPE CUSTOMER CARD [DATE] [TIME]	The terminal returns to the Idle prompt.

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# Accessing Merchant Functions

The Merchant Functions enable several types of terminal and transaction-related operations. The most common merchant functions appear on single keys, simplifying the user interface. However, you access less common functions only through a **Function + xx + ENTER** combination key sequence.

**NOTE:** The xx in the combination key sequence is a numeric value.

## Open Tab: Function 20,1

Use the Open Tab function to open tabs. This function is only available while processing transactions in restaurant mode.



### Step-by-Step

To open a tab:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 2 + 0 + ENTER</b> .
2	1-OPEN TAB + 2-CLOSE TAB	Press <b>1 + ENTER</b> to open a tab.
3	OPEN TAB SWIPE CUSTOMER CARD	Swipe the customer card through the card reader.
4	[CARD] OPEN TAB ENTER SERVER NUMBER	If you enabled server processing, the terminal prompts for a server number.
5	[CARD] OPEN TAB BASE AMOUNT \$XX.XX	Enter the base amount, then press <b>ENTER</b> .
6	TOTAL CORRECT? \$XX.XX YES OR NO	Verify the invoice total. Press <b>YES</b> if correct. If the invoice amount is incorrect, press <b>NO</b> , adjust the amount, then enter the correct amount.
	[CARD] OPEN TAB  DIALING NOW	The terminal dials out for authorization.
	[CARD] OPEN TAB  PROCESSING NOW	The terminal waits for authorization.
	[CARD] OPEN TAB  APPROVAL XXXXXX	The tab is successful, authorized with an approval code from the host. The terminal prints the Merchant receipt.

## Close Tab: Function 20,2

Use the Close Tab function to close and adjust existing open tabs.



### Step-by-Step

To close a tab:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 2 + 0 + ENTER</b> .
2	1-OPEN TAB+ 2-CLOSE TAB	Press <b>2 + ENTER</b> to close a tab.
3	CLOSE TAB ENTER PASSWORD	Enter the password, then press <b>ENTER</b> . <b>NOTE:</b> This is an optional prompt.
4	CLOSE TAB ENTER SERVER NUMBER  --	If you enabled server processing, the terminal prompts for a server number.  By entering the number of a server currently logged on, you can adjust transactions performed only by that server. If you enter an invoice number of another server, the terminal displays <b>INVOICE NUMBER MISSING</b> .  Press <b>ENTER</b> to bypass the server entry and adjust any transaction in the batch.
5	ENTER INVOICE NUMBER	Enter the invoice number of the open tab you want to close, then press <b>ENTER</b> .
6	[CARD] CLOSE TAB CORRECT? \$XX.XX  YES OR NO	Press <b>YES</b> to close the tab or <b>NO</b> to keep it open.
7	TOTAL CORRECT? \$XX.XX YES OR NO	Verify the invoice total. If correct press <b>YES</b> . The Merchant receipt starts printing.  If the invoice total is incorrect press <b>NO</b> , enter a new base amount and tip amount, then verify the total again.
	TRANSACTION ACCEPTED	The terminal updates the transaction and briefly displays this prompt.  The Merchant receipt completes printing.
8	PRINT SECOND RECEIPT CORRECT: YES OR NO	Press <b>YES</b> to print the Customer receipt. Press <b>NO</b> to bypass this selection.
	[CARD] CLOSE TAB  TRANSACTION ACCEPTED	Press the <b>Cancel</b> key to return to the Idle prompt.

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## Open Tab Report: Function 20,3

Use the Open Tab Report function to open tab reports.



### Step-by-Step

To open a Tab Report:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 2 + 0 + ENTER.</b>
2	1-OPEN TAB 2-CLOSE TAB 3-TAB REPORT  [DATE] [TIME] SWIPE CUSTOMER CARD	Press <b>3 + ENTER.</b>  The terminal prints an open tab report then returns to the Idle prompt.

## Local Options Selection

Use the following procedure to set local options.



### Step-by-Step

To perform Local Options:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 9 + 7 + ENTER.</b>
2	LOCAL PROG LOCAL OPTIONS SELECT ENTER PASSWORD -----	Enter the password, then press <b>ENTER.</b>
3	SCANNER PORT: DFLT 0-DFLT 1-RS232 2-PIN	Enter the number of the reader port type, then press <b>ENTER.</b>
4	VOID PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO.</b>
5	REFUND PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO.</b>
6	ADJUST PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO.</b>

Step	Terminal display	Action
7	REPORT PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
8	OFFLINE PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
9	MERCHANT PASSWORD USED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
10	HANDSET DIAL ALLOWED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
11	TOLL DIAL ALLOWED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
12	MEMORY (FAST) DIAL YES OR NO?	Press <b>YES</b> or <b>NO</b> .
13	REFERRAL DIAL USED YES OR NO?	Press <b>YES</b> or <b>NO</b> .
14	SUGGESTED TIP% 1 - XX%	Enter the suggested tip percent, then press <b>ENTER</b> .
15	SUGGESTED TIP% 2 - XX%	Enter the suggested tip percent, then press <b>ENTER</b> .
16	SUGGESTED TIP% 3 - XX%	Enter the suggested tip percent, then press <b>ENTER</b> .
17	TRUNCATE PAN? YES OR NO?	Press <b>YES</b> or <b>NO</b> .
18	TRUNCATE REPORTS? YES OR NO?	Press <b>YES</b> or <b>NO</b> .
19	DISABLE 2nd RECEIPT YES OR NO?	Press <b>YES</b> or <b>NO</b> .
	TRANSACTION ACCEPTED	Terminal returns to the Idle prompt.

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## Add Shifts by Increments: Function 22,1

Use this function to add numbered shifts to the terminal.

**NOTE:** Shift Processing must be enabled in the terminal profile.



### Step-by-Step

To add shifts by increments:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]      S#              [TIME]	Press the key sequence <b>Function + 2 + 2 + ENTER</b> .
2	1-INCREMENTAL SHIFT 2-RESET SHIFT #	Press <b>1 + ENTER</b> to increment by one.
	SWIPE CUSTOMER CARD  [DATE]      S#              [TIME]	Terminal returns to the Idle prompt. <b>NOTE:</b> The Idle display changes. S# indicates the shift number.

## Reset Shift Numbers: Function 22,2

Use this function to reset the work shift numbers. One shift remains active.



### Step-by-Step

To reset Shift Numbers:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]      S#              [TIME]	Press the key sequence <b>Function + 2 + 2 + ENTER</b> .
2	1-INCREMENTAL SHIFT 2-RESET SHIFT#	Press <b>2 + ENTER</b> to reset the terminal to one shift.
	SWIPE CUSTOMER CARD  [DATE]      S1              [TIME]	Terminal returns to the Idle prompt. <b>NOTE:</b> S1 indicates one shift.

## Deployment: Function 0

Test Transaction tests communications and application-level connection to the host.

**NOTE:** This is a host-specific function.



### Step-by-Step

To test a transaction:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Press the key sequence <b>Function + 0 + ENTER</b> .
2	HOST NUMBER TEST [DATE] [TIME] --	Enter the Host number, then press <b>ENTER</b> .
	DIALING NOW TEST	The terminal dials the host.
	PROCESSING NOW TEST	The terminal waits for a response.
	TRANSACTION COMPLETE TEST	The terminal indicates the test transaction is successful. Press the <b>Cancel</b> key to return to the Idle prompt.

## Terminal Reset: Function 3

Terminal Reset, Function 3, resets the terminal and initiates the terminal self-diagnostic tests. During reset, the terminal briefly displays the software name, revision level, download program initialization number, and memory status.

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## Keyboard Lock: Function 4

Keyboard Lock enables the user to lock the keyboard, preventing unauthorized access.



### Step-by-Step

To perform a Keyboard Lock:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the key sequence <b>Function + 4 + ENTER</b> .
2	T E R M I N A L                      L O C K ? C O R R E C T ?                      Y E S O R N O	Press <b>YES</b> .
3	C L O S E D E N T E R P A S S W O R D	To unlock the terminal, enter the current password, then press <b>ENTER</b> . If the password is incorrect, the display does not change. Pressing the <b>Cancel</b> key has no effect. The default password is 0000.
	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	If the password is correct, the Idle prompt appears.

## Term-Master Suite Help: Function 6

Use Term-Master Suite Help to obtain terminal diagnostic information.



### Step-by-Step

To obtain Term-Master Suite help:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 6 + ENTER</b> .
2	NMS CALL  CORRECT ? YES OR NO [DATE] [TIME]	Press <b>YES</b> to start the NMS call.
	NMS CALL  DIALING NOW	The terminal dials out to host.
	NMS CALL  PROCESSING NOW	The terminal waits for a response.
	NMS CALL  APPROVAL XXXXXX	The call is successful, authorized with an approval code from the host.

## Toggle Card Swipe: Function 31

Function 31, Toggle Card Swipe, switches where the card swipe is used, from the S7C PIN pad or the terminal. The Term-Master Terminal Configuration Table downloads S7C support. This configuration allows a card swipe at the S7C at the time of the transaction. If the customer decides to swipe the card at the terminal, the operator enters Function 31 to toggle the swipe to the terminal.

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# Test Functions

This set of testing functions assures proper operation of the hardware. The following test functions produce displays and signals that indicate the status of terminal operation and assist in network testing:

- Printer test
- Display test
- Keyboard test
- Terminal card reader test
- PIN pad test

## Printer Test: Function 82

Printer Test, Function 82, tests the terminal printer. When the key sequence **Function + 8 + 2 + ENTER** is pressed, the terminal prints a font table then returns to the Idle prompt.

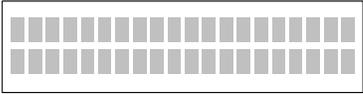
## Display Test: Function 83

Display Test enables the user to test the display. Two or four lines of 20 rectangles indicate that the display is functioning properly.



### Step-by-Step

To perform a display test:

Step	Terminal display	Action
1	<p><b>SWIPE CUSTOMER CARD</b></p> <p>[DATE] [TIME]</p> 	<p>Press the key sequence <b>Function + 8 + 3 + ENTER</b>. All segments should be active.</p> <p>The terminal lights the 4 x 20 or 2 x 20 ASCII display.</p> <p>Press the <b>Cancel</b> key to return to the Idle prompt.</p>

# Keyboard Test: Function 84

Keyboard Test enables the user to test the keyboard. The **Shift** and **Paper** keys are not included in the keyboard test.



## Step-by-Step

To perform a keyboard test:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the key sequence <b>Function + 8 + 4 + ENTER</b> .
	KEYBOARD TEST CANCEL TWICE TO END	As you press each key, the terminal sends out an audible key click and displays the column and row of the pressed key.
2	COL 03 ROW 01 CANCEL TWICE TO END	This display is the result of pressing the Function key.  Press the <b>Cancel</b> key twice to end the test.
	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	The Idle prompt is displayed.



## Terminal Card Reader Test: Function 89

The terminal reads the data encoded on Track 2.



### Step-by-Step

To perform a terminal card reader test:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 8 + 9 + ENTER</b> .
2	READ CARD NOW	Swipe a known card through the card reader.
	READ CARD NOW 541800100146153=8810 2	The card data appears.  Verify that the data shown on the card is displayed on the terminal.  Press the <b>Cancel</b> key to return to the Idle prompt.

## PIN Pad Test: Function 94

PIN Pad Test enables you to test the communication between the PIN pad and the terminal.



### Step-by-Step

To perform a PIN pad test:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 9 + 4 + ENTER</b> .
	PINPAD TEST PASSED	Three beeps from the terminal indicate a failed test and the following display appears.
	PINPAD TEST FAILED	Press the <b>Cancel</b> key to return to the Idle prompt.





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## STAT Call: Function 95

Network Statistics enables the user to review the number of data transmission and reception errors for the terminal.



### Step-by-Step

To view the network statistics:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the key sequence <b>Function + 9 + 5 + ENTER</b> .
	MERCHANT FUNCTION TX-ERR                      RX-ERR 0000                              0000	The number of transmission and reception errors are displayed.  Press the <b>Cancel</b> key to return to the Idle prompt.

## Response Time Monitor: Function 96



### Step-by-Step

To view transaction response times:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE]                      [TIME]	Press the key sequence <b>Function + 9 + 6 + ENTER</b> .
	---08---16---45---90 0000 0000 0000 0000	The number of transmission for each response time are displayed.  Press the <b>Cancel</b> key to return to the Idle prompt.

The top line of the display indicates response time windows in seconds. The bottom line indicates the number of transaction responses the respective windows have received.

# Access Control

These functions provide protection against unauthorized access. They provide utilities to change the password and enable or disable password protection for certain terminal operations. There are also provisions for limiting access to handset or telephone options.

## Password Change: Function 90



### Step-by-Step

To change the current password:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 9 + 0 + ENTER</b> .
2	ENTER PASSWORD ENTER OLD PASSWORD	Enter the current password, then press <b>ENTER</b> .
3	ENTER PASSWORD ENTER NEW PASSWORD	Enter the new password. You must enter four digits.  Verify that the desired password was entered, then press <b>ENTER</b> .
	TRANSACTION ACCEPTED	The terminal returns to the Idle prompt.

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# Reprint Functions

The Reprint function prints a copy of receipts for transactions in the current batch.

## Reprint Last Receipt: Function 72



### Step-by-Step

To reprint the last receipt:

Step	Terminal display	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the key sequence <b>Function + 7 + 2 + ENTER</b> .
2	<p>1-MERCHANT RECPT 2-CUSTOMER RECPT</p>	Enter <b>1</b> or <b>2</b> , then press <b>ENTER</b> .
	<p>PRINTING PLEASE WAIT</p>	The printer prints a Merchant or Customer receipt for the last transaction.
	<p>REPRINT COMPLETE</p>	The print completes, then the terminal returns to the Idle prompt.

# Reprint Receipt by Invoice Number: Function 73



## Step-by-Step

To reprint the receipt by invoice number.

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the <b>Reprint</b> key.
2	<b>REPRINT INVOICE</b> <b>ENTER INVOICE NUMBER</b>	Enter the invoice number, then press <b>ENTER</b> .
3	<b>1-MERCHANT RECPT</b> <b>2-CUSTOMER RECPT</b>	Enter <b>1</b> or <b>2</b> , then press <b>ENTER</b> .
	<b>PRINTING</b> <b>PLEASE WAIT</b>	The printer prints a Merchant or Customer receipt for the last transaction.
	<b>REPRINT COMPLETE</b>	The print completes, then the terminal returns to the Idle prompt.



## Server/Cashier Report/View/Clear: Function 78



### Step-by-Step

To view or clear a server or cashier report:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 7 + 8 + ENTER</b> . The terminal requests a password.
2	<b>MERCHANT FUNCTION</b> <b>ENTER PASSWORD</b>	Enter the password, then press <b>ENTER</b> . The terminal displays a list of three options.
3	<b>1-RPT</b> <b>2-VIEW</b> <b>3-CLEAR</b>	Enter the number of the desired function: 1-RPT prints a report of the servers currently logged on 2-VIEW displays the same information on the terminal 3-CLEAR clears the log (logoff) of all servers.  The terminal returns to the Idle prompt when the selected operation is complete.

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# Comms: Function 98

Use the Comms function to enable or disable the display of additional information about the communication processes and to review the line type and LAN polling address.



## Step-by-Step

To enable or disable communication information display:

Step	Terminal display	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 9 + 8 + ENTER</b> .
2	LOCAL CONF LOCAL CONFIG. SELECT ENTER PASSWORD	Enter the password, then press <b>ENTER</b> .
3	ENH. DIAL MSGS YES OR NO ?	Press <b>YES</b> to select this option or <b>NO</b> to disable it. The terminal displays the current communications line type followed by the current LAN polling address.
4	0-LL 1-DIAL 2,3-LAN CURRENTLY 01	Press <b>ENTER</b> .
5	CU ADDR CURRENTLY 30	Press <b>ENTER</b> .
	TRANSACTION ACCEPTED	The terminal returns to the Idle prompt.



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# Logon: Function 93

Log the terminal onto the host to request the encrypted working keys for the PIN pad.



## Step-by-Step

To log on to the terminal:

Step	Terminal display	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the key sequence <b>Function + 9 + 3 + ENTER</b> .
2	<p>ENTER PASSWORD</p> <p>[DATE] [TIME]</p> <p>LOGON</p> <p>----</p>	Enter the password, then press <b>ENTER</b> .
3	<p>HOST NUMBER</p> <p>[DATE] [TIME]</p> <p>LOGON</p> <p>--</p>	Enter the host number, then press <b>ENTER</b> .
	<p>DIALING NOW</p> <p>LOGON</p>	The terminal dials the host.
	<p>PROCESSING NOW</p> <p>LOGON</p>	The terminal connects to the host.
	<p>TRANSACTION ACCEPTED</p> <p>LOGON</p>	The transaction is approved. Thirty seconds after a transaction is completed or when you press the <b>Cancel</b> key, the terminal returns to the Idle prompt.





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# Gift Card Functions

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This section includes an overview of the procedures for gift card setup and usage.

## Gift Card Overview

The *T7Plus* terminal supports gift card programs. Gift card programs allow customers to purchase a gift card with a stored monetary value for shopping at a merchant's place of business. As customers use the gift card to purchase items or services from the merchant's place of business, the value on the card is reduced by the amount of each sale.

There are six functions used to support gift card programs: Activate, Add Value, Sale, Refund, Balance, Inquiry, and Transfer Balance. Some hosts may not support all of these functions. If a function is selected that is not supported by the host, the message 'ERROR-WRONG TRAN' is displayed.

Gift card receipts may be different for each host.

Gift cards cannot be swiped to initiate a transaction. You must enter the gift card screen to access the functions.

**NOTE:** You can also access gift card functions with merchant *Function 38*.



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## Performing a Gift Card Refund

Use this procedure to refund funds, or add the approved amount, to a customer's gift card from a previously approved transaction.



### Step-by-Step

To perform a gift card refund:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 8 + ENTER</b> .
2	1-ACTIVATE + 2-ADD VALUE 3-SALE 4-REFUND	Press <b>4</b> , then press <b>ENTER</b> .
3	GC REFUND SWIPE GIFT CARD ----- [DATE] [TIME]	Swipe the gift card through the card reader; or type the card number, then press <b>ENTER</b> .
5	GIFT CARD GC REFUND AMOUNT -----\$XX.XX [DATE] [TIME]	Type the amount, then press <b>ENTER</b> .
6	GIFT CARD GC REFUND  DIALLING NOW	The terminal dials the host.
	GIFT CARD GC REFUND  PROCESSING NOW	The terminal connects to the host.
	GIFT CARD GC REFUND  APPROVAL XXXXXX	The transaction is approved. The receipt finishes printing.

# Performing a Balance Inquiry on a Gift Card

Use this procedure to inquire the balance of funds on the gift card.



## Step-by-Step

To perform a gift card balance inquiry.

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 8 + ENTER</b> .
2	1-ACTIVATE + 2-ADD VALUE 3-SALE 4-REFUND	Press <b>backspace</b> (←) to view more options.
4	5-BAL INQUIRY 6-TRF BALANCE	Press <b>5</b> , then press <b>ENTER</b> .
5	BALANCE SWIPE CUSTOMER CARD ----- [DATE] [TIME]	Swipe the gift card through the card reader; or type the card number, then press <b>ENTER</b> .
	GIFT CARD BALANCE  DIALING NOW	The terminal dials the host.
	GIFT CARD BALANCE  PROCESSING NOW	The terminal connects to the host.
	[RESPONSE] AVAIL BAL: \$XX.XX TODAY: \$XX.XX	The transaction is approved. The terminal displays the available balance and a receipt is printed listing the available balance.
	SWIPE CUSTOMER CARD  [DATE] [TIME]	The terminal returns to the Idle prompt.

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# Activating a Gift Card

Use this procedure to activate a gift card for use and to place an initial amount of funds on the card.



## Step-by-Step

To activate a gift card:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 8 + ENTER</b> .
2	1-ACTIVATE + 2-ADD VALUE 3-SALE 4-REFUND	Press <b>1</b> , then press <b>ENTER</b> .
3	GC ACTIV SWIPE GIFT CARD ----- [DATE] [TIME]	Swipe the gift card through the card reader; or type the card number, then press <b>ENTER</b> .
4	GIFT CARD GC ACTIV AMOUNT \$XX.XX ----- [DATE] [TIME]	Type the amount of funds to be placed on the gift card, then press <b>ENTER</b> .
5	GIFT CARD GC ACTIV SWIPE GIFT CARD	Swipe the gift card through the card reader; or type the card number, then touch <b>ENTER</b> .
	GIF CARD GC ACTIV  DIALING NOW	The terminal dials the host.
	GIFT CARD GC ACTIV  PROCESSING NOW	The terminal connects to the host.
	GIFT CARD GC ACTIV  APPROVAL XXXXXX	The transaction is approved. The receipt finishes printing.

# Adding Funds to a Gift Card

Use this procedure to add funds to a gift card that has already been issued and activated.



## Step-by-Step

To add funds to a gift card:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the key sequence <b>Function + 3 + 8 + ENTER</b> .
2	<p>1-ACTIVATE +</p> <p>2-ADD VALUE</p> <p>3-SALE</p> <p>4-REFUND</p>	Press <b>2</b> , then <b>ENTER</b> .
3	<p>GC ADD VAL</p> <p>SWIPE GIFT CARD</p>	Swipe the gift card through the card reader; or type the card number, then touch <b>ENTER</b> .
4	<p>GIFT CARD GC ADD VAL</p> <p>AMOUNT \$XX.XX</p>	Type the amount of funds to be added to the gift card, then press <b>ENTER</b> .
5	<p>GIFT CARD GC ADD VAL</p> <p>DAILING NOW</p>	The terminal dials the host.
	<p>GIFT CARD GC ADD VAL</p> <p>PROCESSING NOW</p>	The terminal connects to the host.
	<p>GIFT CARD GC ADD VAL</p> <p>APPROVAL XXXXXX</p>	The transaction is approved. The receipt finishes printing.

NOTICE: This terminal is end of life. Your old machine may qualify for a generous trade in value. Visit: [www.HypercomT7Plus.com](http://www.HypercomT7Plus.com)

# Transferring a Gift Card Balance

Use this procedure to transfer any positive fund balance from an old, or damaged, gift card to a new activated gift card



## Step-by-Step

To add funds to a gift card:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 8 + ENTER</b> .
2	1-ACTIVATE + 2-ADD VALUE 3-SALE 4-REFUND	Press <b>backspace</b> (←) to view more options.
3	5-BAL INQUIRY 6-TRF BALANCE	Press <b>6</b> , then press <b>ENTER</b> .
4	GC TRNSFR KEY IN OLD CARD	Type the card number from the old or damaged gift card, then press <b>ENTER</b> .
5	GC TRNSFR SWIPE GIFT CARD	Swipe the new gift card through the card reader.
	GIFT CARD GC TRNSFR  DAILING NOW	The terminal dials the host.
	GIFT CARD GC TRNSFR  PROCESSING NOW	The terminal connects to the host.
	GIFT CARD GC TRNSFR  APPROVAL XXXXXX	The transaction is approved. The receipt finishes printing.

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# Loyalty Card Functions

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## Loyalty Card Overview

The *T7Plus* terminal supports loyalty card programs. Loyalty card programs are designed to reward their respective customers for continuing to do business with them. The program allows customers to gain points for shopping at a merchant's place of business. Points are gained based on the customer's spending. Each loyalty host has their own types of programs, like discounts on future purchases or free products. The hosts maintains the value of the cards.

The financial transaction related to the accumulation and use of points is not linked to the loyalty transaction. An additional transaction, using a magnetic-stripped loyalty card, is used for loyalty point management.

There are six functions used to support loyalty card programs: Accumulation, Issue, Redeem, Refund, Balance Inquiry, and Transfer Balance. Some hosts may not support all of these functions. If a function is selected that is not supported by the host, the message 'ERROR- WRONG TRAN' is displayed.

Loyalty card receipts may be different for each host.

Loyalty cards cannot be swiped to initiate a transaction. You must enter the loyalty card screen to access the functions.

**NOTE:** You can also access gift card functions with merchant *Function 39*.

# Issuing a Loyalty Card

Use this procedure to issue a loyalty card for use. Depending on the host, it may or may not put an initial value on the card.



## Step-by-Step

To issue a loyalty card:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 9 + ENTER</b> .
2	1-ACCUMALATION + 2-ISSUE 3-REDEEM 4-REFUND	Press <b>2</b> , then press <b>ENTER</b> .
3	LC ISSUE SWIPE LOYALTY CARD ----- [DATE] [TIME]	Swipe the loyalty card through the card reader; or type the card number, then touch <b>ENTER</b> .
4	LOYALTY LC ISSUE  DIALING NOW	The terminal dials the host.
	LOYALTY LC ISSUE  PROCESSING NOW	The terminal connects to the host.
	LOYALTY LC ISSUE  APPROVAL XXXXXX	The transaction is approved. The receipt finishes printing.





# Performing a Balance Inquiry on a Loyalty Card

Use this procedure to inquire the balance of points on the loyalty card.



## Step-by-Step

To perform a refund transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 9 + ENTER</b> .
2	1-ACCUMALATION + 2-ISSUE 3-REDEEM 4-REFUND	Press <b>backspace</b> (←) to view more options.
3	5-BAL INQUIRY 6-TRNSFR BALANCE	Press <b>5</b> , then press <b>ENTER</b> .
4	BALANCE SWIPE CUSTOMER CARD ----- [DATE] [TIME]	Swipe the loyalty card through the card reader; or type the card number, then press <b>ENTER</b> .
	LOYALTY BALANCE  DIALING NOW	The terminal dials the host.
	LOYALTY BALANCE  PROCESSING NOW	The terminal connects to the host.
	LOYALTY BALANCE AVAILABLE BAL \$XX.XX TODAY \$XX.XX	The terminal displays the available balance.
	LOYALTY BALANCE	The transaction is approved. The receipt finishes printing.
	APPROVAL XXXXXX	

# Adding Points to a Loyalty Card

Use this procedure to add points to a loyalty card that has already been issued.



## Step-by-Step

To add points to a loyalty card:

Step	Terminal response	Action
1	<p>SWIPE CUSTOMER CARD</p> <p>[DATE] [TIME]</p>	Press the key sequence <b>Function + 3 + 9 + ENTER</b> .
2	<p>1-ACCUMALATION</p> <p>2-ISSUE</p> <p>3-REDEEM</p> <p>4-REFUND</p>	Press <b>1</b> , then press <b>ENTER</b> .
3	<p>LC ACCUM</p> <p>SWIPE LOYALTY CARD</p> <p>-----</p> <p>[DATE] [TIME]</p>	Swipe the loyalty card through the card reader; or type the card number, then press <b>ENTER</b> .
4	<p>LOYALTY LC ACCUM</p> <p>AMOUNT</p> <p>----\$XX.XX</p> <p>[DATE] [TIME]</p>	Type the amount, then press <b>ENTER</b> .
5	<p>LOYALTY LC ACCUM</p> <p>DIALING NOW</p>	The terminal dials the host.
	<p>LOYALTY LC ACCUM</p> <p>PROCESSING NOW</p>	The terminal connects to the host.
	<p>LOYALTY LC ACCUM</p> <p>APPROVAL XXXXXX</p>	The transaction is approved. The receipt finishes printing.

# Transferring a Loyalty Card Balance

Use this procedure to transfer any positive point balance from an old, or damaged, loyalty card to a new loyalty card.



## Step-by-Step

To transfer points to a new loyalty card:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD  [DATE] [TIME]	Press the key sequence <b>Function + 3 + 9 + ENTER</b> .
2	1-ACCUMALATION + 2-ISSUE 3-REDEEM 4-REFUND	Press <b>backspace</b> (←) to view more options.
3	5-BAL INQUIRY 6-TRNSFR BALANCE	Press <b>6</b> , then press <b>ENTER</b> .
4	LC TRNSFR KEY IN OLD CARD ----- [DATE] [TIME]	Type the old loyalty card number, then press <b>ENTER</b> .
5	LOYALTY LC TRNSFR  SWIPE LOYALTY CARD	Swipe the new loyalty card through the card reader.
	LOYALTY LC TRNSFR  DIALING NOW	The terminal dials the host.
	LOYALTY LC TRNSFR  PROCESSING NOW	The terminal connects to the host.
	LOYALTY LC TRNSFR  APPROVAL XXXXXX	The transaction is approved. The receipt finishes printing.

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# Check Services

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## Check Services Overview

The *T7Plus* terminal supports Draft Capture, Check Verification and Guarantee, Authorization, and Debit functions. All terminal message formats are proprietary, and all protocols are async.

- RDM - models EC5003i and EC5004i
- MagTek - MICRImage (RS232 w/V.34 modem)

## Check Verification/Authorization

The merchant may provide a check authorization function. Data required for approval may involve check guarantee cards, driver license, MICR, check numbers, and others.

To initiate Check Authorization/Verification press the **Check** key. The terminal prompts for the required check guarantee data, determined by the initialization options. After you enter the appropriate check guarantee data, the terminal prompts for the sale amount and processing continues.

# Check Services Certification

Table 7-1. Check services certification

Check services	Host module	Paper	ACH	Imaging	imagers/ Scanners
ACCUCHECK	Telecredit	Yes			
AmeriCheck	JBS	Yes			
American Check Management	Telecredit	Yes			
CCV (Computer Check Verification)	Telecheck	Yes			
Check America	Telecheck	Yes			
Check King	Check King	Yes			
Check Network	JBS	Yes			
Checkcare	Checkcare	Yes			
Checkrite	Checkrite	Yes			
Checktech	JBS	Yes			
Checktronic	Checktronic	Yes			
Checkway	JBS	Yes			
Checkway	Checkway	Yes			
Cross Check	Telecredit	Yes	Yes	Yes	RDM
CSA (Credit Services of America)	CSA	Yes			
ECP	ECP	Yes	Yes		
Electro-check	RMRS	Yes	Yes		
Equifax (Telecredit)	Telecredit	Yes			
First Check	JBS	Yes			
Global Check	Telecheck	Yes			
Global eTelecom	RMRS/NCN	Yes	Yes	Yes	RDM
InstaCheck	InstaCheck	Yes			
JBS (NPC)	JBS	Yes			
NCT (National Check Trust)	Telecredit	Yes			
Nationwide Check Services	Nationwide		Yes		
NCN	RMRS/NCN	Yes	Yes	Yes	RDM and MagTek
NDC Check Services	NDCCHECK	Yes			

Table 7-1. Check services certification

Check services	Host module	Paper	ACH	Imaging	imagers/Scanners
Nextrans	Nextrans	Yes			
ACH Check	NPCACH		Yes		
PCM, Inc.	Telecheck	Yes			
Preferred Check	Telecredit	Yes			
Preferred Check Services	Telecredit	Yes			
Rocky Mountain Retail Systems (RMRS) (Also called NCN)	RMRS	Yes	Yes	Yes	RDM and MagTek
Rocky Mtn (Ogden)	Telecredit	Yes			
Secure Payment Systems	Telecredit	Yes			
Select Check	Telecredit	Yes			
Systems Techniques	Telecredit	Yes			
Telecheck	Telecheck	Yes			
TeleCheck B	Telecheck B	Yes			
TeleCheck ECA	Telecheck	Yes	Yes	Yes	RDM
Telecredit (Equifax)	Telecredit	Yes			
TOTAL Check	TOTALCheck	Yes	Yes		
ICS (International Check Service)	ICSACH		Yes		
ValiCheck	JBS	Yes			
Velocity Plus	Telecredit	Yes			
Welcome America	Telecheck	Yes			
World Check	Telecheck	Yes			
XACT!	Telecheck	Yes			

# Performing an ACH Electronic Check Conversion Transaction

During an Automated Clearing House (ACH) electronic check conversion transaction, the T7Plus terminal prompts for check data. The ACH Prior function is used for pre-authorized ACH transactions, similar to an offline transaction. The following prompts in Term-Master must be enabled: *ACH Check Prompt*, *ACH Prompt*, and *ACH Check Trans*.



## Step-by-Step

To perform an ACH electronic check conversion transaction:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Press <b>Check</b> .
2	STATE CODE ACH CHECK [DATE] [TIME]	Type the state code, then press <b>ENTER</b> .
3	ENTER MICR NUMBER ACH CHECK [DATE] [TIME]	Type the MICR number, then press <b>ENTER</b> .
4	AMOUNT ACH CHECK [DATE] ---\$XX.XX [TIME]	Touch <b>ACH Check</b> .
5	ENTER CHECK ACCOUNT ACH CHECK [DATE] [TIME]	Type the checking account number, or run the check through the check reader, then press <b>ENTER</b> . The following prompts vary depending on the <i>ACH Check Prompt</i> field settings in Term-Master.
6	ENTER TRANSIT NUMBER ACH CHECK [DATE] [TIME]	Type the transit number, then press <b>ENTER</b> .
7	ENTER CHECK NUMBER ACH CHECK [DATE] [TIME]	Type the check number, then press <b>ENTER</b> .
	[COMMS] DIALING NOW	The terminal dials the host.
	[COMMS] PROCESSING NOW	The terminal connects to the host.
	[RESPONSE] APPROVAL 123456	The transaction is approved. The merchant receipt finishes printing.

# Performing a Paper Check Verification (Authorization)

During a Paper Check Verification, or Authorization, the ICE terminal prompts for the required check guarantee data, which is determined by the *Check Service* field in Term-Master. Some examples of verification methods are check guarantee cards, driver’s license, and MICR check numbers. The following procedure describes a transaction requiring MICR information only. If a check reader is attached to the terminal, the *Check Reader Attached* option must be enabled in Term- Master. Contact your Client Services Manager for other verification prompts.



## Step-by-Step

To perform a paper check verification:

Step	Terminal response	Action
1	SWIPE CUSTOMER CARD [DATE] [TIME]	Touch <b>Press Here for Menu</b> on the terminal display.
2	[MAIN] More X New Trans Batch Reports Terminal Setup Tests	Touch <b>New Trans</b> .
3	[NEW TRANS] ← More X Sale Refund Force Authorize Mail Order Card Ver	Touch <b>Check</b> .
4	[TRANS] ← X Paper ACH Check ACH Prior	Touch <b>Paper</b> .
5	[TRANS] X Enter Micr Number ← XXXXXXXXXXXX Clear Enter	Type the MICR number located on the bottom of the check, or run the check through the check reader. Touch <b>Enter</b> on the terminal display, or press <b>ENTER</b> on the terminal keyboard. The following prompts vary depending on the <i>ACH Check Prompt</i> field settings in Term-Master.
6	[TRANS] [CARD] X Amount \$XX.XX ← Clear Enter	Type the amount, then touch or press <b>Enter</b> . The merchant receipt starts printing.
	[COMMS] Dialing now	The terminal dials the host.
	[COMMS] Processing now	The terminal connects to the host.
	[RESPONSE] APPROVAL 123456	The transaction is approved. The merchant receipt finishes printing. The terminal displays the Idle prompt.

# Setting the Check Reader Port

Use this procedure to set which port the check reader or imager is attached to on a terminal.



## Step-by-Step

To set the check reader port:

Step	Terminal response	Action
1	<pre>[Press Here for Menu] Swipe Customer Card NEW TRANS    BATCH MENU MENU REPORTS      TERMINAL MENU         MENU</pre>	Touch <b>Press Here for Menu</b> on the terminal display.
2	<pre>[MAIN]           ← More X New Trans        Batch Reports          Terminal Server           Tab Setup            Tests</pre>	Touch <b>Setup</b> on the terminal display. <b>NOTE:</b> Touch <b>More</b> , if necessary, to see the <b>Inquiry</b> selection.
3	<pre>[NEW TRANS]     ← More X Date            Time Terminal        Printer Comms           Dial Passwords       Speed Dial Card Reader     Loyalty Chk Reader      Browser</pre>	Touch <b>Chk Reader</b> .
4	<pre>[CHECK READER PORT]    X                         RS232 Currently               Default RS232 PIN</pre>	Touch the port where the check reader or imager is attached. The terminal displays the Idle prompt.



# Report and Receipt Samples

This chapter provides samples of receipts and reports in the 40-column format.

## Sales Receipts

Credit Sale (non-PAN Truncated)	Debit Sale (PAN Truncated)	EBT Sale (PAN Truncated)
HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000
TERMINAL I.D.: 58961313 MERCHANT #: HYPERCOM VISA CSH: 1 4446661234567892 SALE EXP: 12/03 BATCH: 000001 INVOICE: 194722 DATE: OCT 25, 03 TIME: 08:57 AUTH NO: 113272	TERMINAL I.D.: 58961313 MERCHANT #: HYPERCOM DEBIT CSH: 1 *****7892 SAL+CSH EXP: 12/03 BATCH: 000001 INVOICE: 194723 DATE: OCT 25, 03 TIME: 09:00 AUTH NO: 42 SALE AMT \$10.00 CASH BACK \$2.00 SURCHARGE \$0.50 TOTAL \$12.50	TERMINAL I.D.: 58961313 MERCHANT #: HYPERCOM EBT CSH: 1 *****7892 EBT EXP: 12/03 FOOD BENEFIT INVOICE: 194724 BATCH: 000001 INVOICE: 194724 DATE: OCT 25, 03 TIME: 09:01 RRN: 102599090143 AUTH NO: *TEST* TOTAL \$20.00
TESTCARD  X _____ I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER)  ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4  MERCHANT COPY	*** NO REFUNDS ALLOWED SIGNATURE NOT REQUIRED  X _____ I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT  ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4  MERCHANT COPY	SIGNATURE NOT REQUIRED  X _____ I AGREE TO PAY ABOVE TOTAL AMOUNT ACCORDING TO CARD ISSUER AGREEMENT  ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4  MERCHANT COPY

# Debit Receipts

## Debit with cash back and surcharge

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	
TERMINAL I.D.:	58961313
MERCHANT #:	HYPERCOM
DEBIT	
*****7892	
<b>SALE + CASH</b>	EXP: 12/03
BATCH: 000001	INVOICE: 194722
DATE: OCT 25, 03	TIME: 08:57
	AUTH NO: 113272
SALE AMT	\$5.00
CASH BACK	\$10.00
SURCHARGE	\$1.00
<b>TOTAL</b>	<b>\$16.00</b>
*** NO REFUNDS ALLOWED 9912000	
X _____	
I AUTHORIZE THE TRANSFER OF FUNDS FOR THE AMOUNT OF THIS TRANSACTION	
ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

## Debit Sale

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	
TERMINAL I.D.:	58961313
MERCHANT #:	HYPERCOM
DEBIT	
*****7892	
<b>DEBIT</b>	EXP: 12/03
BATCH: 000001	INVOICE: 194723
DATE: OCT 25, 03	TIME: 09:00
	AUTH NO: 113272
<b>TOTAL</b>	<b>\$12.50</b>
*** NO REFUNDS ALLOWED 9912000	
X _____	
I AUTHORIZE THE TRANSFER OF FUNDS FOR THE AMOUNT OF THIS TRANSACTION	
ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

## Debit Refund

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	
TERMINAL I.D.:	58961313
MERCHANT #:	HYPERCOM
DEBIT	
*****7892	
<b>DEBIT REF</b>	EXP: 12/03
BATCH: 000001	INVOICE: 194724
DATE: OCT 25, 03	TIME: 09:01
	AUTH NO: 113272
<b>TOTAL</b>	<b>-\$20.00</b>
***NO REFUNDS ALLOWED 9912000	
X _____	
I AUTHORIZE THE TRANSFER OF FUNDS FOR THE AMOUNT OF THIS TRANSACTION	
ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# EBT Receipts

## Sale, Cash

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	
TERMINAL I.D.:	58961313
MERCHANT #:	HYPERCOM
EBT *****4797	SRV: 1
<b>EBT</b> <b>CASH BENEFIT</b>	EXP.: 12/03
BATCH: 000001	INVOICE: 194722
DATE: OCT 25, 03	TIME: 08:57
	AUTH NO: 113272
<b>TOTAL</b>	<b>\$14.75</b>
<b>Food Bal.</b>	<b>\$xx.xx</b>
<b>Cash Bal.</b>	<b>\$xx.xx</b>

## Food Stamp

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000	
TERMINAL I.D.:	58961313
MERCHANT #:	HYPERCOM
VISA *****4797	
<b>EBT</b> <b>FOOD BENEFIT</b>	EXP.: 12/03
BATCH: 000001	INVOICE: 194723
DATE: OCT 25, 03	TIME: 09:00
	AUTH NO: 42
<b>TOTAL</b>	<b>\$12.50</b>
<b>Food Bal.</b>	<b>\$xx.xx</b>
<b>Cash Bal.</b>	<b>\$xx.xx</b>

# Check Receipts

## Drivers License, MICR Number

HYPERCOM RMS CERTIFICATION CHECK SERVICE	
TERMINAL I.D.:	58961313
MERCHANT #:	
ACHCHK DL: *****0711 AR 030603 MICR: *****123T9	
<b>ACH CHECK</b>	
BATCH: 000001	INVOICE: 000106
DATE: APR 25, 03	TIME: 08:57
	AUTH NO: 113272
<b>TOTAL</b>	<b>\$16.00</b>
X _____ I AUTHORIZE THE TRANSFER OF FUNDS FOR THE AMOUNT OF THIS TRANSACTION	
ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

## Drivers License, MICR, Check

HYPERCOM RMS CERTIFICATION CHECK SERVICE	
TERMINAL I.D.:	58961313
MERCHANT #:	
ACHCHK DL: *****0711 AR 030603 MICR: *****123T9 CHECK: 7019	
<b>ACH CHECK</b>	
BATCH: 000001	INVOICE: 000106
DATE: APR 25, 03	TIME: 08:57
	AUTH NO: 113272
<b>TOTAL</b>	<b>\$16.00</b>
X _____ I AUTHORIZE THE TRANSFER OF FUNDS FOR THE AMOUNT OF THIS TRANSACTION	
ADDITIONAL FOOTER LINE 1 ADDITIONAL FOOTER LINE 2 ADDITIONAL FOOTER LINE 3 ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# Open Tab Receipt

HYPERCOM	
2851 W KATHLEEN ROAD	
PHOENIX AZ 85053	
PHONE 602 504 5000	
TERMINAL I.D.: 70000002	
MERCHANT #: HYPERCOM	
VISA	SRV: 1
4446661234567892	
<b>OPEN TAB</b>	EXP: 12/03
BATCH : 00001	INVOICE: 992023
DATE: NOV 28, 03	TIME: 12:20
BASE	\$20.00
TIP	
<b>TOTAL</b>	_____
TIP GUIDE	
10%=\$2.00 15%=\$3.00 20%=\$4.00	
ADDITIONAL FOOTER LINE 1	
ADDITIONAL FOOTER LINE 2	
ADDITIONAL FOOTER LINE 3	
ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# Close Tab Receipt

HYPERCOM	
2851 W KATHLEEN ROAD	
PHOENIX AZ 85053	
PHONE 602 504 5000	
TERMINAL I.D.: 70000002	
MERCHANT #: HYPERCOM	
VISA	SRV: 1
4446661234567892	
<b>CLOSE TAB</b>	EXP: 12/03
BATCH : 00001	INVOICE: 992023
DATE: NOV 28, 03	TIME: 12:20
BASE	\$20.00
TIP	
<b>TOTAL</b>	_____
TIP GUIDE	
10%=\$2.00 15%=\$3.00 20%=\$4.00	
ADDITIONAL FOOTER LINE 1	
ADDITIONAL FOOTER LINE 2	
ADDITIONAL FOOTER LINE 3	
ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# Descriptors on Receipt

Descriptor 

HYPERCOM  
2851 W KATHLEEN ROAD  
PHOENIX AZ 85053  
PHONE 602 504 5000

TERMINAL I.D.: 70000002

MERCHANT #: HYPERCOM

VISA  
4446661234567892

**SALE** EXP: 2/03  
BATCH : 00001 INVOICE: 992023  
DATE: NOV 28, 03 TIME: 12:20  
AUTH NO: 43

**TOTAL \$1.00**

Food/Beverage

TEST CARD

X \_\_\_\_\_

I AGREE TO PAY ABOVE TOTAL AMOUNT  
ACCORDING TO CARD ISSUER AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

ADDITIONAL FOOTER LINE 1  
ADDITIONAL FOOTER LINE 2  
ADDITIONAL FOOTER LINE 3  
ADDITIONAL FOOTER LINE 4

MERCHANT COPY

# Gift Card Sale Receipt

GIFT HOST NAME	
GIFT HOST NUMBER	
TERMINAL I.D.:	70000002
MERCHANT #:	HYPERCOM
GIFTCARD	
1999988001000459	
<b>GIFT SALE</b>	INVOICE: 992023
BATCH : 00001	TIME: 10:17
DATE: NOV 28, 03	AUTH NO: XXX0
<b>TOTAL</b>	<b>\$1.00</b>
ADDITIONAL FOOTER LINE 1	
ADDITIONAL FOOTER LINE 2	
ADDITIONAL FOOTER LINE 3	
ADDITIONAL FOOTER LINE 4	

# Loyalty Card Redemption Receipt

LOYALTY HOST NAME	
LOYALTY HOST NUMBER	
TERMINAL I.D.:	70000002
MERCHANT #:	HYPERCOM
LOYALTY CARD	
4446661234567892	
<b>LC REDEEM</b>	
BATCH : 00001	INVOICE: 992023
DATE: AUG 24, 03	TIME: 07:35
	AUTH NO: XX
<b>REWARD BALANCE</b>	_____
ADDITIONAL FOOTER LINE 1	
ADDITIONAL FOOTER LINE 2	
ADDITIONAL FOOTER LINE 3	
ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# Training Receipt

**** TRAINING MODE ****	
2851 W KATHLEEN ROAD	
PHOENIX AZ 85053	
PHONE 602 504 5000	
TERMINAL I.D.:	58961131
MERCHANT #:	58961131
VISA	
4446661234567892	
<b>SALE</b>	EXP: 12/03
BATCH: 000002	INVOICE: 994728
DATE: OCT 25, 03	TIME: 09:16
	AUTH NO: 501606
<b>TOTAL</b>	<b>\$150.00</b>
TEST CARD	
**** TRAINING MODE ****	
ADDITIONAL FOOTER LINE 1	
ADDITIONAL FOOTER LINE 2	
ADDITIONAL FOOTER LINE 3	
ADDITIONAL FOOTER LINE 4	
MERCHANT COPY	

# Summary

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000			
TERMINAL I.D.: 58961313			
TRANSACTION TOTALS			
BY ISSUER		OCT 25, 03	
VISA			
SALES	5		
REFUNDS	0		-\$0.00
TOTAL	5		\$30.54
DEBIT			
SALES	2		
BASE		\$13.69	
SURC		\$0.50	
TIP		\$0.55	3%
CASH		\$2.00	
REFUNDS	0		-\$0.00
TOTAL	2		\$16.74
GRAND TOTALS			
SALES	10		\$104.80
BASE		\$101.11	
SURC		\$0.50	
TIP		\$1.19	1%
CASH		\$2.00	
REFUNDS	0		-\$0.00
TOTAL	10		\$104.80

# Audit

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000		
TERMINAL I.D.: 58961313		
AUDIT REPORT		OCT 25, 03
0002		58961313
HYPERCOM		
INV# TRANS	CASHR.	AUTH
CARD NUMBER		CARD TYPE
	CASHBK	
194725 SALE	1	
*****7892		VIS \$12.00
194726 SAL+CSH	1	47
*****7892		DEB \$19.50
	\$5.00	
194727 SALE	1	*TEST*
*****7892		SALE \$50.00
TIP TOTAL:		
	\$5.00	
CASH TOTAL:		
	\$5.00	
TRANS TOTAL:		
	\$81.50	
HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000		
TERMINAL I.D.: 58961313		
TRANSACTION TOTALS		
BY ISSUER		OCT 25, 03
VISA		
SALES	1	\$12.00
REFUNDS	0	-\$0.00
TOTAL	1	\$12.00
GRAND TOTALS		
SALES	3	\$81.50
BASE	\$76.00	
SURC	\$0.50	
CASH	\$5.00	
REFUNDS	0	-\$0.00
TOTAL	3	\$81.50

# Cashier Audit

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000			
TERMINAL I.D.: 58961313			
CASHR.AUDIT			OCT 25, 03
TERMINAL			58961313
ALL ACQUIRERS			
CASHIER : 1			
INV# TRANS CASHR.			AUTH
CARD NUMBER			CARD TYPE
	CASHBK		TOTAL
194725 SALE	1		113673
*****7892			VIS
			\$12.00
194726 SAL+CSH	1		47
*****7892			DEB
	\$5.00		\$19.50
194727 EBT	1		*TEST*
*****7892			EBT
			\$50.00
CASH TOTAL:			
	\$5.00		
TRANS TOTAL:			
	\$81.50		
TRANSACTION TOTALS			
BY ISSUER			OCT 25, 03
VISA			
SALES	1		\$12.00
REFUNDS	0		-\$0.00
TOTAL	1		\$12.00
DEBIT			
SALES	1		\$19.50
BASE		\$14.00	
SURC		\$0.50	
CASH		\$5.00	
REFUNDS	0		-\$0.00
TOTAL	1		\$19.50
EBT			
SALES	1		\$50.00
REFUNDS	0		-\$0.00
TOTAL	1		\$50.00
GRAND TOTALS			
SALES	3		\$81.50
BASE		\$76.00	
SURC		\$0.50	
CASH		\$5.00	
REFUNDS	0		-\$0.00
TOTAL	3		\$81.50

# Cashier Summary

HYPERCOM			
2851 W KATHLEEN ROAD			
PHOENIX AZ 85053			
PHONE 602 504 5000			
TERMINAL I.D.: 58961313			
TRANSACTION TOTALS			
BY ISSUER		OCT 25, 03	
CASHIER : 1			
VISA			
SALES	2		\$10.00
REFUNDS	0		-\$0.00
TOTAL	2		\$10.00
DEBIT			
SALES	1		\$12.50
BASE		\$10.00	
SURC		\$0.50	
CASH		\$2.00	
REFUNDS	0		-\$0.00
TOTAL	1		\$12.50
EBT			
SALES	1		\$20.00
REFUNDS	0		-\$0.00
TOTAL	1		\$20.00
GRAND TOTALS			
SALES	4		\$42.50
BASE		\$40.00	
SURC		\$0.50	
CASH		\$2.00	
REFUNDS	0		-\$0.00
TOTAL	4		\$42.50
TIP TOTAL:			
		\$2.00	
CASH TOTAL:			
		\$2.00	
TRANS TOTAL:			
		\$42.50	

# Cashier Unadjust

HYPERCOM			
2851 W KATHLEEN ROAD			
PHOENIX AZ 85053			
PHONE 602 504 5000			
TERMINAL I.D.: 70000002			
CASHR. UNADJ		MAR 17, 03	
		012345678901234	
ALL ACQUIRERS			
CASHIER : 1			
INV#	TRANS	CASHR.	AUTH
CARD NUMBER			CARD TYPE
TIP			TOTAL
065416 SALE	1		675723
*****7892			VIS
			\$1.10
TIP TOTAL:			
		\$0.00	
CASH TOTAL:			
		\$0.00	
TRANS TOTAL:			
		\$1.10	
TRANSACTION TOTALS			
BY ISSUER			
VISA			
SALES	1		
BASE		\$1.10	
TOTAL			\$1.10
REFUNDS	0		-\$0.00
TOTAL	1		\$1.10
GRAND TOTALS			
SALES	1		
BASE		\$1.10	
TOTAL			\$1.10
REFUNDS	0		-\$0.00
TOTAL	1		\$1.10



HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000		
TERMINAL I.D.: 70000002		
TRANSACTION TOTALS BY ISSUER		
CASHIER :		
TILL :1		
MASTERCARD		
SALES	0	\$0.00
REFUNDS	0	-\$0.00
TOTAL	0	\$0.00
GRAND TOTALS		
SALES	0	\$0.00
REFUNDS	0	-\$0.00
TOTAL	0	\$0.00

## Open Tab Report

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000			
TERMINAL I.D.: 70000002			
OPEN TABS			NOV 20, 03
000005			HYPERCOM
INV#	TRANS	SERVER	AUTH
CARD NUMBER			CARD TYPE
	TIP		TOTAL
990869	OPEN TAB	2	44
4446661234567892			VIS
			\$50.00

# Settlement Financial

HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000		
TERMINAL I.D.:		58961131
MERCHANT #:		1234567
HYPERCOM		
BATCH: 000001		
OCT 25, 03 09:18		
SALES	3	\$14520.20
REFUNDS	0	-\$0.00
HYPERCOM 2851 W KATHLEEN ROAD PHOENIX AZ 85053 PHONE 602 504 5000		
TERMINAL I.D.:		58961131
TRANSACTION TOTALS		
BY ISSUERS		OCT 25, 03 09:18
VISA		
SALES:	29	\$14520.20
REFUNDS:	0	\$-0.00
TOTAL:	29	\$14520.20
GRAND TOTALS		
SALES:	29	\$14520.20
REFUNDS:	0	\$-0.00
TOTAL:	29	\$14520.20

## Settlement-ERC (Successful)

```
MERCHANT #: 123456789012345
SIGCAP 58961131

AUG 24, 03 09:18

NOTIFICATION OF RECEIPT UPLOAD

APPROVAL

NUMBER OF RECEIPTS UPLOADED: 0114
```

## Settlement-ERC (Unsuccessful)

```
MERCHANT #: 123456789012345
SIGCAP 58961131

AUG 24, 03 09:18

NOTIFICATION OF RECEIPT UPLOAD

BATCH TRANSFER, WAIT
NUMBER OF RECEIPTS UPLOADED: 0000

Receipt Upload Failed:
1) Please settle manually
2) If upload fails again, please contact
helpdesk.
```

# Server, Open Tab Report

HYPERCOM  
 2851 W KATHLEEN ROAD  
 PHOENIX AZ 85053  
 PHONE 602 504 5000

TERMINAL I.D.: 70000002

OPEN TABS NOV 20, 03  
 000005 HYPERCOM

INV#	TRANS	SERVER	AUTH
CARD NUMBER			CARD TYPE
TIP			TOTAL
990869	OPEN TAB	1	46
4446661234567892			VIS
			\$50.00

# Server ID, Server Report

HYPERCOM  
 2851 W KATHLEEN ROAD  
 PHOENIX AZ 85053  
 PHONE 602 504 5000

TERMINAL I.D.: 70000002

SERVER LOG-ON REPORT NOV, 20, 03

-----

SRV: 2 SRV:1  
 SRV: 3

# Reprint

HYPERCOM  
 2851 W KATHLEEN ROAD  
 PHOENIX AZ 85053  
 PHONE 602 504 5000

TERMINAL I.D.: 70000002

MERCHANT #: HYPERCOM

VISA  
 4446661234567892

<b>SALE</b>	EXP:	12/03
BATCH : 00001	INVOICE:	992023
DATE: NOV 28, 03	TIME:	12:20

BASE	\$20.00
TIP	\$2.00
	-----
<b>TOTAL</b>	<b>\$22.00</b>

\*\*\*DUPLICATE\*\*\*

X \_\_\_\_\_  
 I AGREE TO PAY ABOVE TOTAL AMOUNT  
 ACCORDING TO CARD ISSUER AGREEMENT  
 (MERCHANT AGREEMENT IF CREDIT VOUCHER)

ADDITIONAL FOOTER LINE 1  
 ADDITIONAL FOOTER LINE 2  
 ADDITIONAL FOOTER LINE 3  
 ADDITIONAL FOOTER LINE 4

MERCHANT COPY

# Printer Test

```
HYPERCOM
2851 W KATHLEEN ROAD
PHOENIX AZ 85053
PHONE 602 504 5000

TERMINAL I.D.: 70000002

***** NORMAL FONT *****

ABCDEFGHIJ          KLMNOPQRST
                UVWXYZ
abcdefghijkl          klmnopqrst
                uvwxyz0123456789

!"#$%&'()*+,-./:;<=>?@
                [~^_`{|}

NORMAL                                DOUBLE
***** THE END *****

FTA10 Firmware Version:
FTA10106 - 981026
```

## We Welcome Your Comments

Please fax this page with your comments to Hypercom Corporation at 602.504.4990.

Document Number: 940365-005, rev. C

1. In one word, how would you describe this guide? \_\_\_\_\_
2. How do you use this guide?
  - I read it from beginning to end.
  - I read only the sections that relate to my immediate needs.
  - I read only the sections that relate to my job.
3. Where do you usually look first to find information in this guide?
  - Table of contents
  - Index
  - Search through the pages until I find what I am looking for
4. How easily can you find information in this guide?

1 (Not easily)	2	3	4	5 (Very easily)
----------------	---	---	---	-----------------
5. How clear is the information in this guide?

1 (Not clear)	2	3	4	5 (Very clear)
---------------	---	---	---	----------------
6. How easily can you follow the instructions described in this guide?

1 (Not easily)	2	3	4	5 (Very easily)
----------------	---	---	---	-----------------
7. How well did you understand the product before reading this guide?

1 (Not well)	2	3	4	5 (Very well)
--------------	---	---	---	---------------
8. How well do you understand the product after reading this guide?

1 (Not well)	2	3	4	5 (Very well)
--------------	---	---	---	---------------
9. The best aspect of this guide is \_\_\_\_\_.
10. The least useful aspect of this guide is \_\_\_\_\_.

**Additional comments:**

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NOTICE: This terminal is end of life. Your old machine may qualify for a generous trade in value. Visit: [www.HypercomT7Plus.com](http://www.HypercomT7Plus.com)

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