

Restaurant

Quick Reference Card For HyperCom T7P, T77 and T7-Plus Terminals

Sale (SWIPED)

Swipe Card

Enter Server #:

Base Amount:

Tip Amount:

Sale (SWIPED)

Enter Account #:

Exp Date (MM/YY):

Card Present?
Yes

No

Enter Server #:

Base Amount:

Tip Amount:

Correct?
Yes

No

Enter Address:

Enter Zip Code:

Debit

Press:

Swipe Card

Enter Server #:

Base Amount:

Tip Amount:

Correct?
Yes

No

Waiting for Pin...
Enter Pin # on PinPad...
Press Enter Key on PinPad...

Card Verify

Press:

Swipe Card

If Manual Entry
Enter Account #, Then Press:

Exp. If Manual:
(MM/YY)

Amount:

Refund

Press:

Swipe Card or
Enter Account #:

Exp. if Manual
(MM/YY):

Enter Server #:

Amount of Refund:

Off-Line / Forced

Press:

Swipe Card

If Manual Entry,
Enter Account # Then Press:

Exp. if Manual
(MM/YY):

Enter Server #:

Base Amount:

Tip Amount:

Correct?
Yes

No

Enter Approval Code:

Void

Press:

Enter Invoice #:

Correct?
Yes

No

Tip Adjustment

Press:

Enter Server #:

Adjust?
Yes

No

Enter New Base
Amount or Press:

Enter Tip Amount:

Total Correct?
Yes

No

Settlement

Press:

Enter Password:

Scanning Batch Please Wait...
Displays Total Sales

Correct?
Yes

No

If "NO", Settlement is canceled.
If "YES", the Terminal Displays
refund Totals.

Correct?
Yes

No

If "NO", Settlement is canceled.
If "YES", the Terminal Will
Dial Out to Close the Batch.

Reprint Receipt

Press:

Enter Invoice #:

Merchant Receipt:

Press:

Customer Receipt:

Press:

Print Reports

Press:

Select Report Type:

Server:

Press:

Summary:

Press:

If Server Report:

Detail:

Press:

Summary:

Press:

Unadjusted:

Press:

Open Tabs:

Press:

Settlement

Press:

Enter Password:

*Scanning Batch Please Wait...
Displays Total Sales*

Correct?
Yes

No

If "NO", Settlement is canceled.
If "YES", the Terminal Displays
refund Totals.

Correct?
Yes

No

If "NO", Settlement is canceled.
If "YES", the Terminal Will
Dial Out to Close the Batch.

AVS Response Codes

VISA Description

Y	Yes - Exact Match on Address and Zip.
A	Address Matches, Zip Code Does Not.
Z	Zip Code Matches, Address Does Not.
N	Neither Address nor Zip Code Match.
U	Address Information Unavailable, or Issuer Does Not Support AVS.
R	Retry - Issuer's System Unavailable or Timed Out.
E	Error - Transaction Ineligible for AVS or Edit Error Found.
S	AVS Not Supported by Issuer.

Error Messages

ERROR CALL HELP ND :	Terminal is not detecting a dial tone, please retry transaction.
ERROR CALL HELP FE :	Authorization declined
COMMS ERROR :	Communication Error, please retry transaction.
CALL HELP CENTER 539 :	Error occurred on the Host System please contact Help Desk. (1-800-865-1164).
RETRY-COMM ERROR 544 :	Error occurred when uploading Batch, retry batch upload.
PLEASE CALL LC:	This Particular credit card has been reported lost card.
ERROR CALL HELP TR :	Invalid Transaction, please check card number and retry transaction.
PLEASE CALL CC :	This Particular credit card has been reported stolen.
CALL HELP CM :	Invalid card. The credit card number is not recognized as a valid card number.
CALL HELP AM :	Invalid amount, retry processing transaction with a valid amount.
CALL VOICE OPERATOR :	Contact Visa/Master Card voice authorization.

Instructions of Using MC/VISA Voice Authorization Line

DIAL	1-800-897-7530
ENTER MERCHANT ID #	Enter your merchant ID number (exp.8990000) followed by the pound sign to confirm.
ENTER ACCOUNT #	Enter credit card number followed by the pound sign to confirm.
ENTER EXPIRATION DATE	Enter EXP DATE (MM/YY) followed by the pound sign to confirm.
ENTER TRANSACTION AMOUNT	Enter amount of sale.
PROCESSING.....	Six digit authorization number is issued.

WARNING

Please note that when obtaining an authorization number using the voice authorization line the sale is not automatically deposited to your account. The sale must be manually entered (FORCE/OFFLINE) to your terminal for the sale to be batched/deposited to your account.