

# Retail

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

### Sale (SWIPED)

Swipe Card

Enter

*Card # will display  
press enter to confirm*

Enter Last Four  
Digits of Card#:

Enter

Enter Server #:

Enter

Amount of Sale:

Enter

### Debit

Press:

Debit

Swipe Card:

Enter

Amount of Sale:

Enter

Enter Pin #:

Enter

*Enter Pin # on PinPad...  
Press Enter Key on PinPad...*

### Off-Line / Forced

Press:

Off-Line

Swipe Card or  
Enter Account #:

Enter

Expiration Date:  
(MM/YY)

Enter

Enter 6 Digit  
Approval Code:

Enter

### Card Verify

Press:

Card Verify

Swipe Card or  
Enter Account #:

Enter

Exp. Date  
(MM/YY):

Enter

Amount of Sale:

Enter

### Sale (MANUAL)

Enter Account #:

Enter

Exp Date  
(MM/YY):

Enter

Card Present?

Yes

Enter

No

Clear

Enter Server #:

Enter

Enter Base Amount:

Enter

Tip Amount:

Enter

Correct?

Yes

Enter

No

Enter

Enter Address:

Enter

Enter Zip Code:

Enter

Enter CVV2:

Enter

### Void

Press:

Void

Enter Invoice #:

Enter

Correct?

Yes

Enter

No

Enter

### Refund

Press:

Refund

Swipe Card or  
Enter Account #:

Enter

Expiration Date:  
(MM/YY)

Enter

Amount of  
Refund:

Enter

### Reprint Receipt

Press:

Reprint

Enter Invoice #:

Enter

Merchant  
Receipt:

1

+

Enter

Customer  
Receipt:

2

+

Enter

## Settlement (Batch)

Press:

Enter Password:

Press:

*Scanning Batch Please Wait...  
Sales totals will display on the screen*

To Confirm Press:

Correct?  
Yes:

No:

*Return totals will display  
on the screen*

To Confirm Press:

Correct?  
Yes:

No:

## Print Reports

Press:

Press:

Press:

## Print Summary Report

Press:

Press:

Press:

## 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

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

## Instructions of Using MC/VISA Voice Authorization Line

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