

WAY Terminal Basics

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1. How to Logon



2. How to Make a Sale

1. To Logon...

1. To power the WAY (MTT) on or off, press and hold down the **Cancel/Power Key** for at least 1 second.
2. Select Menu by pressing the **Right Control Key**.
3. Scroll up to WAY2Pay by pressing the **Top Control Key**.
4. Select WAY2Pay by pressing the **Right Control Key**.
5. Select Logon by pressing the **Right Control Key**.
--This may take up to a minute to complete. During the process, it may return to the My Network or Logon screens. Please wait for it to complete.
5. When it shows the "Network Strength/Connect?" – select OK by pressing the **Right Control Key**.

2. To Make a Sale...

1. Select Sale by pressing the **Right Control Key**.
2. Swipe the Customer's credit card.
3. If prompted, enter the four digit security code for AMEX and select OK by pressing the **Right Control Key**.
4. Enter the amount by pressing the numbers on the key pad. Note: You must enter the entire amount in dollars and cents.
5. Select OK by pressing the **Right Control Key**.
6. Confirm the amount and select OK by pressing the **Right Control Key**.

1. How to Print a Receipt



2. How to Logoff (Deposit) and Get a Report

*Make sure you are in Online Mode -see next page

To Print a Receipt

1. Print the Receipt. (Make sure printer is turned on – to turn on, press the printer’s power button on the far left and a green power light will come on.) Note: If you are not using a printer, press the **Cancel/Power key** to skip printing and complete the sale.
2. To print the merchant copy which includes the signature line, point the WAY phone terminal directly at the infrared port on the receiver.
3. DO NOT MOVE the WAY phone terminal until the receipt begins to print.
4. To print the customer copy, select Customer Copy by pressing the **Right Control Key**.
5. Once the receipts have printed, select Main Menu by pressing the **Right Control Key**.

To Logoff/Deposit and Get a Report

1. To logoff, press the **Bottom Control Key** until Logoff appears in the menu.
2. Select Logoff by pressing **Right Control Key**. This will upload any offline transactions, print a Reconciliation Report and clear all transactions from the terminal.
3. To print out a Reconciliation Report, select OK by pressing the **Right Control Key**. Remember to point the terminal directly at the infrared port on the printer. (To skip printing, press the **Cancel/Power key**.)
4. Once the Reconciliation Report has printed, select Done by pressing the **Right Control Key**. (Again, This will clear the terminal of all transaction data.)
5. To complete Logoff, select OK by pressing the **Right Control Key**.
6. Note: Press the **Cancel/Power Key** twice to return to the main screen or press for 2 seconds to power off.

*****To Power Off**, press the Cancel/Power Key for 2+ seconds until you see the fish.

Offline Transactions - Offline to Logoff

1. To manually switch to “Offline,” scroll up to WAY2Pay by pressing the **Top Control Key**. Then press the **Right Control Key** to select.
2. Select Logon by pressing the **Right Control Key**. Network Signal Strength is displayed. Press the **Right Control Key** to select OK and wait until the screen says “Sale” “Other Transactions.”
3. Scroll down to Offline Mode. Press the **Right Control Key** to select.

IMPORTANT: After running transactions in Offline Mode, you must return to Online Mode to proceed. Scroll down to Online Mode by pressing the **Bottom Control Key**. Press the **Right Control Key** to select.

- You can now continue processing transactions online or you can scroll down to Logoff if you are done and ready to reconcile.

1. To Logoff, press the **Bottom Control Key** until Logoff appears in the menu.
2. Select Logoff by pressing the **Right Control Key**.

Voids - Returns - Forced Sales

Void: (when a transaction has been authorized but not yet been settled and sent to the bank)

1. On the Transactions display (when it shows Sale and Other Transactions) scroll down to Other Transactions and select OK (**OK is always the Right Control Key**)
2. Select Void by pressing the **Right Control Key**.
3. Enter 123 (for the AdminCode) and select OK again.
4. Enter 1234 (for the AdminPwd) and select OK again.
5. Enter transaction sequence number (found on receipt) and select OK again.
6. Confirm the amount and if this is the correct amount to void, select OK again.
7. Print as prompted.

Return: (when a transaction has been authorized, settled and sent to the bank – i.e. day later.)

1. On the Transactions display (when it shows Sale and Other Transactions) scroll down to Other Transactions and select OK (**Right Control Key**)
2. Scroll to Return and Select it by pressing the **Right Control Key**.
3. Swipe the card and enter the amount of the return, then select OK.
Note: If the card is not present or if it is unreadable, select manual entry and enter the card number on the keypad and select OK. Then enter the expiration date (MMYY and select OK.)
4. Confirm the amount, select OK and print receipt.

Forced Sale: (after you have called for a voice authorization and have an auth #)

1. Proceed as in Items 1 and 2 above (scrolling down and selecting Force.)
2. Follow the prompts.

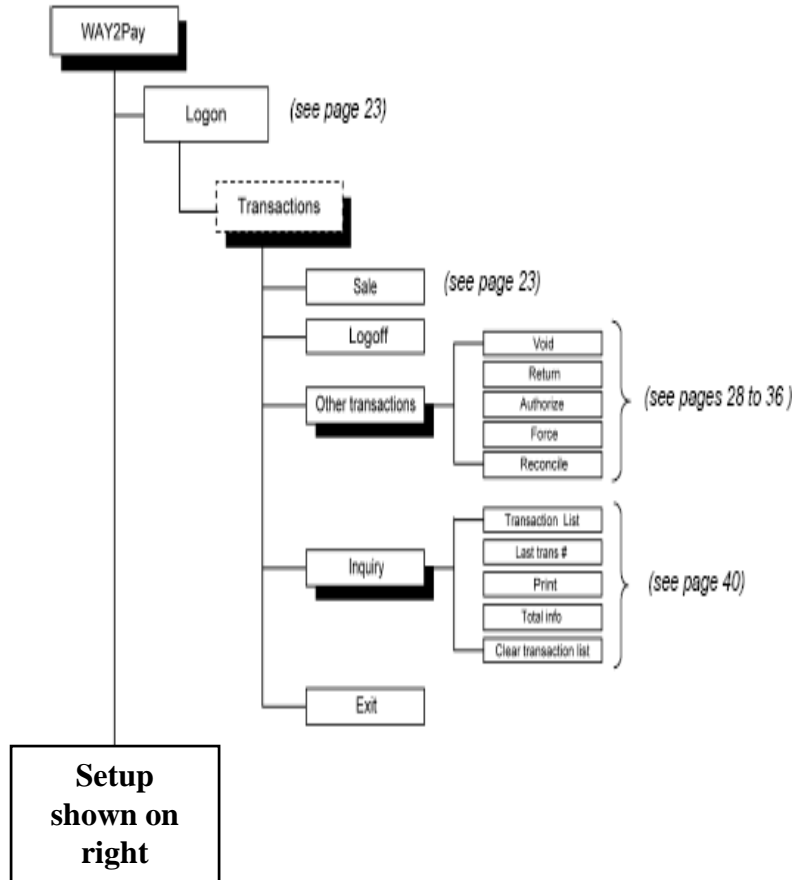
What if...?

1. **Lost Connection** – This appears if communication is lost after the merchant has confirmed the amount and sent the transaction but not gotten an approval. Press OK by pressing the **Right Control Button**. When the “Network Signal Strength” appears, select OK by pressing the **Right Control Button** again. (If the WAY terminal is not able to re-connect, it will prompt to print offline receipt and will put the terminal into the Offline Mode. Otherwise...select OK by pressing the **Right Control Button** again to retry the transaction – or if you do not want to retry, press the **Power/Clear Key**.) *If the transaction is successful*, the terminal will prompt for print receipt – proceed as usual. *If the transaction is not successful*, the terminal will proceed by displaying “Save as Offline Transaction?” Select OK by pressing the **Right Control Button** to save the transaction offline and continue to print the offline receipt.
2. **No signal for Logoff** – In order to reconcile, you must be in the Online Mode and find a signal strength that can handle the upload and settlement. If you are in a building that does not get service, this may require your taking the terminal and printer with you until the network strength is sufficient.
3. **The terminal cannot read the card** – you will be prompted for Manual Entry. Select Manual entry and follow the prompts.
4. **You want to change the header or footer for a personalized message?** Call the help desk and they will walk you through this or call your account rep.

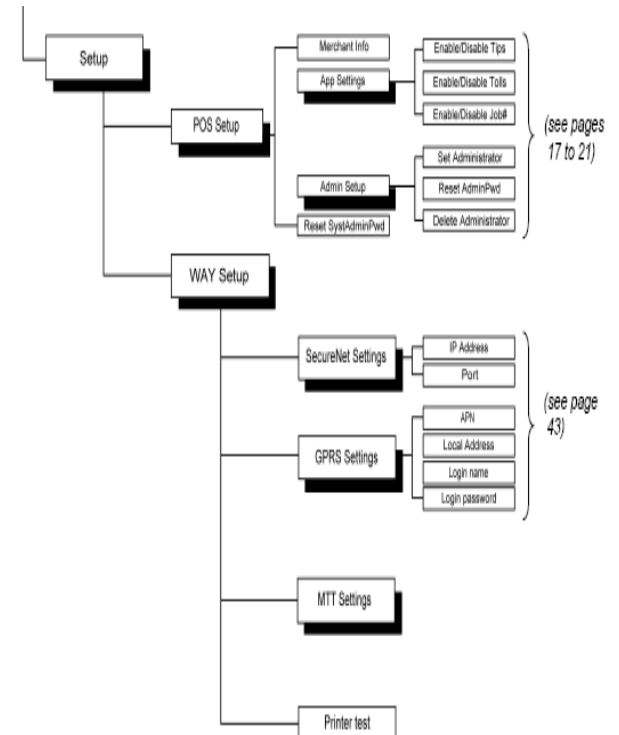
The Menu Structure

This can be used to get an overview of how the menus are organized or to quickly locate a specific function.

The basic structure for use by merchants.



The Setup Menu is the second option under Way2Pay and is shown below.



*Page #s are from the online MTT User Guide.