

# TD Luxe 6200m

## Quick Start Guide



### For the TD Luxe 6200m series:

- Standalone Wired and Wired with PINpad
- Standalone Wireless (WiFi and 4G LTE/WiFi)
- Semi-integrated Wired
- Semi-integrated Wireless (WiFi)
- Image of TD Luxe 6200m Wired shown



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**MERCHANT INFORMATION**

Merchant Name .....

Merchant Number .....

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# About this Guide

This guide introduces the TD Luxe 6200m solution. It includes hardware functionality, performing financial transactions, and basic configuration / troubleshooting. For further information regarding its use and available features, please review our online documentation at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

## Welcome Kit contents

We are pleased to provide Merchants new to TD Merchant Solutions with the included Welcome Kit. The enclosed information was prepared with you in mind, and includes the following:

- Paper rolls for the terminal
- Cleaning card and instructions
- Card acceptance decals (Visa®, MasterCard®, Discover®, American Express®, Interac® Direct Payment, etc.)
- Information to help you protect your business and customers from fraud

## The TD Luxe 6200m Terminal

The terminal allows you, and sometimes the customer, to enter financial transaction information. Refer to the diagram below to familiarize yourself with the terminal layout.

### The terminal

- 1. Paper chamber**
- 2. Power key**  
Press to power the terminal on.  
Press and hold for 3 seconds to power the terminal off.
- 3. Command keys**  
In order left to right, **Cancel**, **Correction**, and **OK / Enter**.
- 4. Card readers**
  - a) Swipe cards
  - b) Insert chipped cards
  - c) Contactless cards



## Accessibility features

The terminal has numerous accessibility features which reflect TD's commitment to our customers. It has such features as:

- Backlit keypad and adjustable screen brightness to create visual contrast
- Adjustable key stroke sound when a key is pressed
- Voice prompts throughout the transaction
- A raised identifier on the:
  - **5** key,
  - **Cancel** key,
  - **Correction** key, and
  - **OK** key

## Idle screen and icons

The default screen is called the Idle screen. It displays important information and different ways to access your terminal's functionality. If your terminal has a blank screen it has gone to sleep mode. Press the **Power** key to wake it and the **Idle** screen will display.

**Wired**



**4G LTE and WiFi**



Icon	Name	Wired	4G LTE	WiFi
	Battery charging	No	Yes	Yes
	Battery level	No	Yes	Yes
	Connection status	Yes	No*	No*
	Signal	No	Yes	No
	Signal strength	No	Yes	Yes

\* You will see this icon if certain features are enabled on your terminal.

Tap the  icon to access the Desktop screen. See below for more information.

The  icon accesses the Help screen. This menu contains features used by the TD technician or information that could be requested by the TD Merchant Solutions Help Desk.

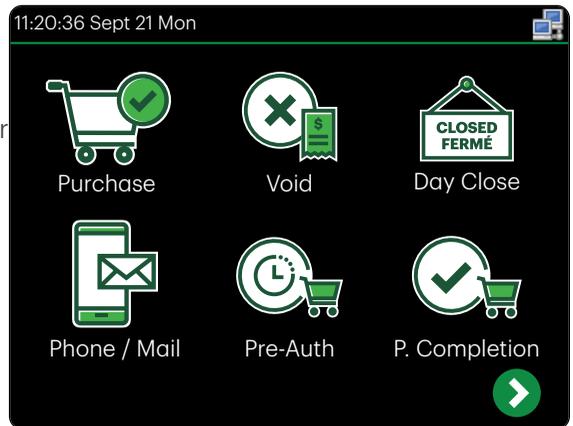
## Desktop screen

This screen always displays the following three icons: **Purchase, Void and Day Close.**

You can replace the bottom three icons on this screen. Any icons beyond this will appear on other screens. You will know if there is another screen if there is a navigation arrow in the bottom right corner.

### Screen navigation

Tap the navigation arrows along the bottom of the screen.



## The PINpad (wired only)

The Luxe terminal with PINpad is another configuration option. When a PINpad is connected to your terminal, the PINpad is used by the customer to enter payment information regarding the transaction. If you don't have a PINpad, the customer will use the terminal to process payment transactions.

When a Luxe terminal and PINpad configuration is used, all card transactions must be processed on the PINpad.

### 1. Command keys

In order left to right, **Cancel**, **Correction**, and **OK / Enter**.

### 2. Card readers

- a) Swipe cards
- b) Insert chipped cards
- c) Contactless cards



## *The TD Hub (wired only)*

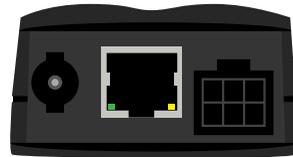
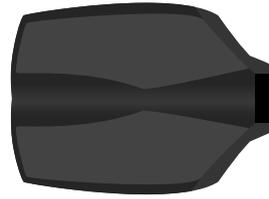
The terminal can come with one of two hubs to allow for easy power and Internet connection. If you only have a terminal, you will use the single port hub. If you have a terminal and PINpad you will use the dual port hub.

The single port hub includes:

- A power cable
- A power port
- An Ethernet comm port and ethernet cable

The dual port hub includes:

- A power cable
- A power port
- Ethernet comm port and ethernet cable
- PINpad connector port and PINpad cable



## *The charger base (4G LTE and WiFi only)*

This allows you to recharge the wireless terminal by placing it in the charger base. The charging icon will appear when the terminal is properly seated.

## *Changing terminal modes (semi-integrated only)*

You can change modes on your terminal between semi-integrated and standalone. You would only do this if you are experiencing issues with your POS software solution provider that prevents you from processing transactions. To change to standalone mode please contact the TD Merchant Solutions Help Desk.



# Cardholder Privacy and Security

## Terminal security

It is the Merchant’s responsibility to secure the terminal, any user IDs or passwords to prevent unauthorized use. In any event the Merchant will be liable for any unauthorized access of the terminal or any user IDs or passwords. There are two user security settings:

### No security (Default)

This setting does not support user IDs and passwords. Merchants that choose to use no security still have the option to setup a store/manager override ID and password to access areas of the terminal that have a mandatory requirement for supervisor password.

### Security

This option allows the user to setup supervisors and operators with an ID login. The supervisor setup requires you to create a password.

## Protecting terminal functionality

You can secure various terminal functions by enabling/disabling them or protecting them with a Supervisor ID or an Override Passcode. Override Passcode allows the business owner to setup a passcode to access protected functionality.

Please contact TD Merchant Solutions Help Desk to enable/disable any of the following security options on your terminal.

Functionality	Disable Function	Supervisor ID	Override Passcode
<b>Generic settings</b>			
Voice prompts	Yes	-	-
<b>Financial Transactions</b>			
Call for authorization	Yes	Yes	Yes
Cash transaction	Yes	Yes	Yes
Force post (disabled)	Yes	Yes	Yes
Manual entry (credit card)	Yes	Yes	Yes
Manual entry (gift card)	Yes	Yes	Yes
Credit Surcharge	Yes	-	-
Debit Surcharge	Yes	-	-

Functionality	Disable Function	Supervisor ID	Override Passcode
Cashback prompt	Yes	-	-
Purchase with tip	Yes	-	-
Split bill	Yes	-	-
Transaction recall	Yes	-	-
Void	Yes	-	-
<b>Receipt settings</b>			
Cash transaction receipts	Yes	-	-
Print operator name	Yes	-	-
<b>Day close</b>			
Close batch with open pre-authorizations	Yes	-	-
Terminal auto-close	-	-	-
Access day close	-	Yes	-
<b>Reporting</b>			
All reports	-	Yes	-
<b>End of day reports</b>			
All reports	-	Yes	-

## User management

By utilizing the user types, you can help secure your terminal by limiting access to certain terminal functionality. Listed below are the user types and their functionality.

We strongly recommend that you review your security settings to ensure that you are comfortable with the access provided to supervisors and operators.

**Note:** There is a user hierarchy that determines who can access certain functionality:

- Administrator (TD Technician only),
- Supervisor, and
- Operator.

For more information on user management, please review the **Configuration and Troubleshooting Guide** at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

## Fraud prevention

The following information will help you protect your business from fraudulent transactions.

## Manually entered credit card transactions

There is an inherent risk associated with these transactions as they have an increased risk of fraud and merchant liability. If you do manually enter a credit card transaction which is deemed fraudulent, you will be held responsible for any chargebacks associated with it. Manually entered credit card transactions include mail order and telephone order transactions.

To avoid the risk of fraud and chargebacks you can request another form of payment (another credit card, debit card, cash, etc.).

## Force post transactions are disabled by default

The force post function allows prior authorization numbers to be manually keyed in. For your protection, this capability is disabled by default on your terminal. If you need to process a force post transaction, please call the TD Merchant Solutions Help Desk at **1-800-363-1163** to enable the capability after being authenticated.

We strongly recommended that you protect the Force Post function with a password or override passcode.

## Call for authorization

Sometimes, due to a communication or security issue, a transaction cannot or should not be completed. See the list of messages and events below that will require you to call for authorization.

You must call for authorization for **every** force post transaction performed on your terminal. Force Post transactions are considered high risk transaction with increased risk of fraud and merchant liability. To avoid exposure to Force Post transactions merchants should request alternative forms of payment.

Whenever	Action
...the card number on the screen does not match the number embossed on the card.	<ol style="list-style-type: none"><li>1. Call for a voice authorization immediately.</li><li>2. Request a <b>CODE 10</b> authorization. In this situation, you may be dealing with a fraudulent card and <b>CODE 10</b> will alert the financial institution to this possibility.</li></ol> <p>Even with a CODE 10 authorization, you are still exposed to a higher fraud and chargeback risk. <b>Code 10 authorizations do not eliminate this risk.</b></p>
<b>OR</b> ...the cardholder signature on the receipt does not match the signature on the reverse of the card.	
<b>OR</b> ...you have any doubts about the validity of a card or a transaction.	

## Storing cardholder receipts

Merchants are responsible for retaining all receipts to respond to cardholder inquiries. The following are storage guidelines to ensure their integrity.

Please store your receipts:

- ***In a dark, cool, secure area for at least 18 months***
- ***As long as you retain cash register tapes for direct payment transactions***

If TD needs a receipt copy, please send it within eight (8) days and retain a copy for your records.

The required storage and response times are for TD Merchant Solutions only and may vary by financial institution.

Your receipts could become unreadable if they are stored in plastic coated containers or exposed to direct heat or cold sources.

- ***File receipts in envelopes, arranged by date, in a secured filing cabinet***  
If you have several terminals use a different envelope for each terminal.

## Financial Transactions

- Depending how you have set up your terminal, you may be required to enter a supervisor ID and password to proceed with any transaction.
- If the customer's receipt has a signature line on it, the customer **must** sign it.

The TD Luxe 6200m terminal can perform the following transactions:

- Purchase
- Purchase (Phone / Mail)
- Force post
- Refund
- Void
- Pre-authorization / Pre-authorization Completion\*
- Gift card (Issuance/Activation, Increment, Balance Inquiry, Batch Close)\*
- Loyalty\*

\* These optional transactions and others are covered in our online documentation at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

## Accepted card types

The terminal will accept whatever cards you indicated when you signed up. If you wish to adjust your accepted card list, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

# Purchase

- This transaction is used for purchases where the credit card is present. If the purchase is via phone or mail, see **Telephone order** or **Mail order**. If you use the incorrect purchase transaction you could incur extra charges.
- If you accept UnionPay cards, please review the **UnionPay Guide** at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

1. From the Desktop screen → **Purchase** icon.
2. Enter the **dollar amount** on the terminal.
3. **Split Payment**

This option will only appear if split payment is enabled on your terminal.

Select **SPLIT** or **PAY**. If the customer is paying the entire amount with one payment select **PAY** and go to **Full payment** below. Otherwise, select **SPLIT** and proceed to **Split payment**.

- a) **Full payment** - Select the payment method. If you accept gift cards, then the option will appear here as well. Otherwise it will only be cash or credit / debit. Go to step 4.

**OR**

- a) **Split payment** - Enter the **payment amount**.
- b) Correct or confirm the amount: **back arrow** or **OK**.
- c) Select the payment method. If you accept gift cards, then the option will appear here as well. Otherwise it will only be cash or credit / debit. Go to step 4.

4. The customer confirms or declines the amount.
5. **Credit / Debit Surcharge (optional)**

It is the Merchant's responsibility to inform the customer that a surcharge will be applied.

If your business uses Credit or Debit Surcharge, the customer will see a message informing them that a debit and / or credit surcharge will be applied. The customer selects **decline** or **agree**. If they decline, you can suggest that they use a different payment method.

6. Select payment method: **Credit** or **Debit**.
7. **Tip (optional)**

This option will only appear if tips are enabled on your terminal.

- a) The customer selects one of the **tip options** offered on screen.
- b) The customer confirms the amount.

8. **Cashback (optional - debit only)**

This option will only appear if cashback is enabled on your terminal.

- a) The customer indicates whether they want cashback.
- b) The customer enters or selects the cashback amount.

9. The customer confirms that the amount is correct.
10. Perform one of the following payment methods: **Insert, Swipe, Contactless** or **Manual Entry**.

### Insert

- a) The customer inserts their card, enters their PIN. If a debit card is used the customer must select the account to use. Go to step 11.

### Swipe (credit only)

- a) The customer swipes their card.
- b) You verify the card info with what is on the screen. Go to step 11.

### Contactless

- a) The customer **taps** their card on the contactless card reader. In some cases, the customer may be required to **swipe** or **insert** their card. Go to step 11.

### Manual entry (credit only)

On the TD Luxe Wired with PINpad, you must enter a Supervisor ID and password in order to perform a manual card entry transaction on the PINpad.

- a) Enter the **account number**.
- b) Enter the **expiry date**.
- c) Enter the **CVD number**. This number is generally located on the back of the credit card. Go to step 11.

11. The screen shows that the transaction is completed with an authorization number or approved message.

The receipts will print. If the customer's copy has a signature line on it, the customer **must** sign the receipt. You can **REPRINT** the receipt or **FINISH** the transaction.

12. If split payment is enabled, and there is a balance left owing, go to the **Split Payment** instructions in step 3.

- The amount paid by the customer may only be partially authorized depending on the credit card company. If a partial authorization occurs, the screen will display the amount still outstanding. The transaction will then request another payment method for the balance.
- If the purchase was for a low amount, you may be offered the option to print the receipt. This receipt threshold can be set by calling the TD Merchant Solutions Help Desk at **1-800-363-1163**.
- To enable credit or debit surcharge on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

## Phone or Mail purchase

- There are risks performing transactions when the credit card is not present. Ensure that you perform all of the available security checks for phone / mail purchases.
- These transactions can be password protected.

These instructions are used for purchases where the card is **not** present. If the card is present at purchase, see **Credit card purchase**. If you use the incorrect purchase transaction you could incur extra charges.

1. From the Desktop screen → **Phone / Mail Purchase** icon. If you have both Phone Orders and Mail Orders enabled, you will have the option to select which one you want to use: **PHONE** or **MAIL**.
2. Enter the **invoice number** (if enabled).
3. Enter the **dollar amount and press OK**.
4. **Credit Surcharge (optional)**

If your business uses Credit Surcharge, you must inform the customer of this added surcharge prior to any transactions and provide the customer the option to accept or decline the surcharge.

To enable credit surcharge on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

5. Enter the **account number**.
6. Confirm the correct credit card type. (optional)
7. Enter the **expiry date**.
8. If this is a phone order, enter the **CVD**.
9. Enter customer's **house number** (if enabled).
10. Enter the customer's **postal code** (if enabled).
11. The screen shows that the transaction is completed with an authorization number and the receipts print.
12. You can **REPRINT** the receipt or **FINISH** the transaction.

- The amount paid by the customer may only be partially authorized depending on the credit card company. If a partial authorization occurs, the screen will display the amount still outstanding. The transaction will then request another payment method for the balance.
- If the purchase was for a low amount, you may be offered the option to print the receipt. This receipt threshold can be set by calling the TD Merchant Solutions Help Desk at **1-800-363-1163**.
- To enable credit or debit surcharge on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

## Void

This option recalls a transaction so that you can void it. The following instructions can access any transactions that were performed in the current open batch. If a day close has been completed, you cannot recall transactions prior to the day close. If a day close has been performed you must do a refund, not a void.

1. From the Desktop screen → **Void** icon.
2. Enter the **trace #** from the receipt of the transaction to be voided.
3. Confirm that the transaction is to be cancelled.
4. If this is a debit card, the customer inserts their card and enters their **PIN**.
5. The screen shows that the transaction is completed with an approved message and the receipts print.
6. You can **REPRINT** the receipt or **FINISH** the transaction.

## Refund

You can only perform a refund on a transaction that has already been submitted for reimbursement.

- Debit refunds are disabled by default. If you wish to activate debit refunds on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.
- If your business uses credit or debit surcharge, a new surcharge cannot be applied to a refund transaction. You can only refund the surcharge from the original transaction.

1. From the Desktop screen → **Debit / Credit** icon → Refund.
2. If refunds have been password protected on your terminal, or this is a debit card refund, you must:
  - a) Enter a **Supervisor ID**.
  - b) Enter the **Supervisor Password**.
3. Enter the **dollar amount**.

If your business uses Credit or Debit Surcharge, you must also refund the proportional amount of the credit surcharge. For example, if you have a \$10.00 sale with a \$1.00 credit surcharge for a total of \$11.00. The customer makes a return, and you must refund \$5.00, you must also refund \$0.50 of the credit surcharge for a total refund transaction of \$5.50.
4. Select one of the following payment methods: **Insert, Swipe, Contactless** or **Manual Entry**.

### Insert credit or debit card / swipe credit card

- a) The customer enters their **PIN**. Go to step 5.

### Contactless credit or debit card

- a) The customer **taps** their contactless-enabled card on the screen. Go to step 5.

### Manual credit card

- a) Enter the **account number**.

- b) Enter the **expiry date**. This is four digits in length.
  - c) Enter the **CVD number**. This can be up to four digits in length. Go to step 5.
5. Press **Continue**.
  6. You can **REPRINT** the receipt or **FINISH** to complete the refund and the receipts print.

## Transaction recall

The following instructions access any transactions that were performed in the current open batch. This option recalls a transaction so that you can view or void an existing transaction. If a day close has been completed, you cannot recall transactions prior to the day close.

This option can also be used to complete an open pre-authorization. You must have pre-authorizations enabled on your terminal to have this functionality. Pre-authorization transactions are covered in our **Pre-authorization Guide** at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

1. From the Desktop screen → **Transaction Recall** icon.
2. Select one of the following:

### Recall by trace #

- a) Enter the **trace number** that you want to recall. Go to step 3.

### Recall all

- a) A list of all transactions currently available on the terminal appear. Go to step 3.

### Recall by amount

- a) Enter the **dollar amount**. Go to step 3.

### Recall by account #

- a) **Swipe** or **Manually enter** the card. Go to step 3.

### Recall by invoice #

- a) Enter the **invoice number** that you want to recall. Go to step 3.
3. If there are multiple transactions, scroll to the desired one.
  4. Select **Void** to cancel the transaction or select **Completion** to close a pre-authorization. Press **Cancel** to leave this screen without making a selection.

## Force post purchase

Before you perform this transaction, you must call the TD Merchant Solutions Help Desk at **1-800-363-1163** and receive an authorization number.

This option is only used when you can't process a credit card purchase normally through the network whether due to communication problem or that the force post is requested via the terminal.

1. From the Desktop screen → **Debit / Credit** icon → Force Post → Purchase.
2. Enter the **dollar amount**.
3. The customer confirms the amount.
4. **Credit Surcharge (optional)**

It is the Merchant's responsibility to inform the customer that a surcharge will be applied.

If your business uses Credit Surcharge, the customer will see a message informing them that a credit surcharge will be applied. The customer selects **decline** or **agree**. If they decline, you can suggest that they use a different payment method.

To enable credit surcharge on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

5. Select one of the following payment methods: **Insert, Swipe, Tap, or Manual Entry**.

**Insert or swipe credit card**

- a) Insert or swipe the credit card. Go to step 6.

**Manual credit card**

- a) Press **OK**.
- b) Enter the **account number**.
- c) You may be requested to confirm your card type (Visa, Mastercard, UnionPay, etc.) by tapping the icon on the screen.
- d) Enter the **expiry date**. This is four digits in length.
- e) Enter the **CVD number**. This can be up to four digits in length. Go to step 6.
6. Call for authorization and enter the authorization code and click **OK**.
7. Confirm or correct the authorization code.
8. You can **REPRINT** the receipt or **FINISH** the transaction.

## Force post phone / mail purchase

Before you perform this transaction, you must call the TD Merchant Solutions Help Desk at **1-800-363-1163** and receive an authorization number.

This option is only used when you can't process a credit card purchase normally through the network whether due to communication problem or that the force post is requested via the terminal.

1. From the Desktop screen → **Debit / Credit** icon → Force Post → Phone/Mail Purchase.
2. Confirm if this is a phone order or mail order: **PHONE** or **MAIL**.
3. Enter the **dollar amount and press OK**.
4. **Credit Surcharge (optional)**

If your business uses Credit Surcharge, you must inform the customer of this added surcharge prior to any transactions and provide the customer the option to accept or decline the surcharge.

To enable credit surcharge on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

5. Enter the **account number**.
6. Enter the **expiry date**.
7. If this is a phone order, enter the **CVD**. This can be up to four digits in length.
8. Call for authorization and enter the authorization code and click **OK**.
9. Confirm or correct the authorization code.
10. You can **REPRINT** the receipt or **FINISH** the transaction.

## Receipts

Each transaction has a different receipt and most of the information is purely for record keeping. There are some points of **important information** you need to be aware of to ensure that your transactions have completed correctly.

### *Receipt example*

The information that you will use the most is noted and explained below.

#### Card entry method

C	Chip card transaction
CN	Chip card NSR transactions
CO	Off-line chip card transaction
M	Manually entered transaction and the card was present.
MC	Manually entered fallback of a chip card transaction
RF	Contactless transaction
S	Swiped mag card transaction
SC	Swiped chip card fall back transaction
SN	Swiped NSR transaction

#### Card Type

AM	American Express	DP	Debit
DS	Discover / Diners	JC	JCB
MC	MasterCard	MD	MasterCard Debit
PV	Visa Debit	UP	UnionPay
VI	Visa		

## Important Information

Transaction Type	This shows what type of transaction was done (Purchase, Void, etc.) and whether it is a duplicate receipt.
Card Type	This shows what kind of card was used for the transaction.
Trace #	The trace number associated with the transaction.
Inv #	The invoice number associated with the transaction.
Auth #	The authorization number associated with the transaction.
Transaction Fee	If you use credit or debit surcharge, this is the amount charged for the transaction.
Signature	The card issuer determines when a signature is required for a transaction.
Approved	Always ensure that the transaction was approved as it could be <b>DECLINED</b> .

## Receipt print options

You can select which receipts print and when by calling the TD Merchant Solutions Help Desk. The options available to you are:

### Customer receipts:

- Print for every transaction (default)
- Individual receipts can be declined by the Merchant
- Do not print any customer receipts

### Merchant receipts:

- Print for every transaction (default)
- Print for every approved transaction
- Print for transactions over a set amount
- Print only for a transaction that requires a signature

Merchant Name		
Address, Postal Code		
City, Province		
#####	LUXTD#####	
****	<b>PURCHASE</b>	****
03-21-2020		16:19:59
Acct # *****5097		<b>C</b>
<b>Card Type VI</b>		
A0000000003101001		VISA CREDIT
<b>Trace # 6</b>		
<b>Inv. # 5</b>		
<b>Auth # 75612</b>		RRN 001003001
TVR8000000000		TSI 7800
TC 0E19785C8DAA97AC		
Purchase		\$40.00
Transaction Fee		\$0.60
Tip		\$10.00
<b>Total</b>		<b>\$50.00</b>
(001) <b>APPROVED</b> THANK YOU (PIN VERIFIED)		
Retain this copy for your records Merchant Copy		

## Reprinting receipts

1. From the Desktop screen → **Reprint** icon and select one of the following:

### Last Receipt

- a) Confirm that this is correct: **NO** or **YES**. The most recent receipt will reprint.

## Past Receipt

- a) Swipe the card that the transaction was performed on. Any transactions that were done on the terminal by the swiped card will appear on the screen.
- b) Select the **transaction** that you want to reprint the receipt for.
- c) Select **PRINT** if this is the correct transaction.

# Business Day Functions

To start a business day, log onto a terminal that has had the day close function performed on it. Depending on the logon method, it may be as simple as a user performing transactions to entering a logon ID and password.

## Performing the day close

You have a deadline to perform the day close. This is called your balancing window and it is set on the system. If your day close is done before your balancing window ends, you'll receive same or next business day deposit for credit and debit card totals. Otherwise, they will be forwarded to the next business day.

A day close is automatically performed on your terminal every three to five business days if one isn't performed sooner by you.

You must close your business day on **each terminal** in order to maintain accurate records and balance your accounts. Closing the business day is important as it:

- Sends any stored transactions (SAFs)
- Closes all open batches
- Prints selected reports
- Checks for mail, and downloads available updates
- Starts a new business day on the terminal by opening a new batch

1. From the Desktop screen → **Day Close** icon.
2. Confirm that you want to Continue. Once the process is started ensure that the terminal is not used until the day close is completed.
3. Select your report delivery method (**DISPLAY** or **PRINT**). Depending on how you have set up your day close process, certain reports will print.
4. When it is completed you will see the **Business Day Closed** message and the terminal will restart.

## Reprinting the day close report

1. From the Desktop screen → **Reprint** icon.
2. Select **Day Close Report**.
3. Confirm that this is correct.

# Reporting

Please refer to the online **Configuration and Troubleshooting Guide**.

# Configuration

## Adjusting the brightness and volume

1. From the Desktop screen → **Settings** icon → Backlight or Speaker Volume.
2. Press the plus / minus icon to increase / decrease the brightness / volume.

## Other functionality

For more information regarding your terminal's use and available features, please review our online **Configuration and Troubleshooting Guide** at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

# Troubleshooting

If you're unable to resolve the problem after performing the following steps, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

## Error codes

Error codes are explained in the online **Configuration and Troubleshooting Guide** at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

## What do I do if the terminal displays a security alert?

If your terminal displays the message **Security Alert**, it means that your terminal has been damaged and must be replaced. Contact the TD Merchant Solutions Help Desk immediately at **1-800-363-1163**.

## What problems can I easily resolve?

Problem	Action Required
Bad Communication Press CANC key And Try Again	<ol style="list-style-type: none"><li>1. There was a communication failure after the transaction was initiated.</li><li>2. Press <b>Cancel</b> and try again.</li></ol>
Chip cards cannot be processed	<ol style="list-style-type: none"><li>1. Try inserting a different card. If this card can be read, the problem is with the first card.</li><li>2. Use a cleaning card to clean the card reader.</li></ol>

Problem	Action Required
Display is too bright or too dark	<ol style="list-style-type: none"> <li>1. Adjust the brightness setting to work with the lighting at the terminal location.</li> </ol>
Magnetic stripe card reader won't read cards	<ol style="list-style-type: none"> <li>1. Try swiping the card more quickly or more slowly or from the top of the reader towards you.</li> <li>2. Request another form of payment. If this card can be read, the problem is with the first card.</li> <li>3. Use a cleaning card to clean the problem card reader.</li> </ol>
Printer does not print	<ol style="list-style-type: none"> <li>1. Is there is paper in the device? If there is, ensure that the paper is loaded correctly.</li> </ol>
Printer jam	<ol style="list-style-type: none"> <li>1. Ensure that the paper feed is clear and that the paper roll is loaded correctly.</li> <li>2. Ensure the printer lid is closed completely.</li> </ol>

## Why isn't my terminal powering on?

1. Press any button on the terminal to see if it is in power saving mode.
2. Ensure that the electrical outlet has power.
3. Ensure that the power cord is properly inserted into the outlet.
4. Re-insert the power cable into the hub's power port. Ensure that the power cable plug is aligned with, and fully inserted into the power port on the hub.
5. Power on the terminal.

## Checking battery level

1. From the Desktop screen → **Settings** icon and enter your **Supervisor ID** and **password**.
2. Select **Battery Level**.
3. The current battery level is displayed as a percentage. It will also display your threshold amount for an orange and red battery icon.

If you wish to change the threshold percentages for the orange and red icons, you must contact TDMS Help Desk.

## Charging terminals (4G LTE and WiFi)

At the end of the day, it's a good idea to do a quick inspection of the terminal to ensure that it will be ready for the next business day.

1. Ensure that the battery has sufficient charge, or that it's charging if the battery icon turns red. When the terminal is charging, you will see an animated icon in the top-right corner. The animation shows the icon filling up.
2. When recharging the terminal, ensure that:



- the charging cord is fully inserted into the back of the charger base or terminal
- OR**
- the terminal is seated properly in the charging base.
3. When the terminal is charging, you will see a plug icon in the top-right corner. 

### Why does my Internet status icon have a red dot?

The Connection status icon with the red dot will only appear when the terminal is experiencing a communication problem.

### Wired

1. Is your Internet connection working properly? Verify this with another device.
2. Is your Internet cable connected properly? Unplug it and plug it back in again.
3. Is your modem / router working correctly? Unplug and plug back in your modem / router and wait for three to four minutes.

### Wireless

1. You will only see this if certain features are enabled. If you see this icon please call the TD Merchant Solutions Help Desk.

### Why is my terminal signal strength low? (4G LTE and WiFi)

Your **4G LTE** and **WiFi** terminal should always show at least one bar in order to be able to complete transactions, but it should be a minimum two bars to complete transactions reliably.



Check the following to troubleshoot the issue:

1. Has your environment changed? (**4G LTE and WiFi**)  
Changes to your place of business, such as adding a new wall or installing an electronic device near your terminal or between the access point and terminal, could reduce its wireless signal strength.
2. Is your modem / router working? (**WiFi only**)  
Ensure your modem / router is securely plugged into an electrical outlet.

### Why won't my terminal connect? (4G LTE)

The **4G LTE** wireless network signal is represented by the  in the top-right corner of the screen. If the icon is red it means it can't connect to the network.

## Has your environment has changed?

1. Physical changes to your place of business, such as adding a new wall or installing an electronic device, may reduce the wireless signal strength and prevent the connection.
2. Physical changes outside your place of business may impact the signal strength such as a new building or infrastructure. Try moving your terminal in your place of business to see if it can connect in a new location. The icon will turn green when it's connected.

# Reference

## Storing the terminal

- They must be stored in temperatures between 0° and 50° Celsius.
- Do not leave them outdoors overnight, especially in the winter.

## Maintaining the terminal

- Don't place the terminal on a magnetized pad — this will cause them to malfunction.
- Routinely clean it with a damp cloth so that any spills don't get into the inner workings.
- Use TD-approved cleaning cards for the chip and magnetic card readers.

## Changing the paper

1. If the paper runs out during a transaction or printing a report, do not press **Yes** or **No** on the screen and continue replacing the paper roll.
2. Gently pull up on the paper chamber panel along the top of terminal and remove the old paper roll.
3. Unwrap a new paper roll and place it in the paper chamber so that the loose end of the paper feeds up from under the paper roll towards you.
4. Press down on the panel until it clicks shut and ensure there is a enough paper sticking out from the chamber that it touches the top of the TD logo.
5. Confirm **Resume Printing** to continue.



# Contact Information

Please call the TD Merchant Solutions Help Desk at **1-800-363-1163**. We would be happy to answer any questions you may have.

## Authorization:

24 hours a day, seven days a week

## Terminal Inquiries:

24 hours a day, seven days a week

## General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

## Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Visit [www.maxwellmedia.com/td](http://www.maxwellmedia.com/td)

# Documentation Portal

This guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal which you can find at [www.tdmerchantsolutions.com/posresources](http://www.tdmerchantsolutions.com/posresources).

Below is a list of the available Luxe 6200m documentation:

- Quick Start Guide
- Configuration and Troubleshooting Guide
- Pre-authorization Guide
- Givex Gift Card Guide
- More Rewards Guide
- UnionPay Guide
- and more

