TD Generation

Configuration and Troubleshooting Guide

For the TD Generation:

- Portal 2 with PINpad

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Who should use this guide?

You would use this guide if you perform transactions on a TD Generation Portal 2 with PINpad during the course of your daily business.

Configuration

The TD Generation with PINpad offers you numerous options to personalize the terminal while helping you to administer your business. Standard administration features are:

- User Management (creating, editing, deleting and unlocking locked user IDs)
- Parameter Updates (updating your settings on the terminal to reflect new information such as new accepted payment types)
- Communications (changes to your terminal's communication method)
- Training Mode (enable / disable this setting to safely train new employees how to use the terminal)
- Receipts (changes to how and when they are printed)

User management

By utilizing user types, you can help secure your terminal from fraudulent transactions and allows certain advanced functionality to trusted employees. Listed below are the user types available to you and what functionality is available to them.

User Type	Capabilities	Special Notes
Supervisor	• Can perform normal transactions • Can set up operator IDs	• Consists of an ID, password an user name • A maximum of 100 operators are allowed per terminal
Operator	• Can perform normal everyday financial transactions	• Consists of an ID, password an user name • A maximum of 100 operators are allowed per terminal

Supervisor is the highest level that can be granted and has access to various administration functions so be aware of who you grant this access to.

Login requirements for terminal functions

This option allows you to determine which functions require a supervisor to enter their login ID and password. Functions will only appear in the option list if they can be ID and password protected. The same steps are used to disable user id and password requirements. Please see the following list of available functions and reports:

Function	Settings	Explanation
Batch Reports Business Day Reports Customized Reports End of Day Force Post Gift Card Reports Manual Account Number Entry	On / Off	Enables / disables supervisor protection on this function.

Please call the Help Desk to have this feature enabled (**1-800-363-1163**) request these to be enabled.

Add user

Use this option to create a unique user ID for them with the appropriate level of access to terminal features.

1. Tap the **Home** key → **Control Panel** icon → User Management → Add User.
2. Enter the new **user name** and tap **OK**. This can be 13 characters in length.
3. Enter the new **user ID** and tap **OK**. This unique number can be up to five digits in length.
4. Enter the **new password** and tap **OK**. This can be up to seven digits in length.
5. Re-enter the **new password** and tap **OK**.
6. Select the authority level for this user: **Operator** or **Supervisor**.
7. The new user is added to the terminal.

Change password

This option allows you to change an existing password for security or personal reasons. It requires a higher level user to change it. For example, it would take a supervisor to change a supervisor or operator's password.

1. Tap the **Home** key → **Control Panel** icon → User Management → Change Password.
2. Enter the **ID** that you want to change the password for and tap **OK**.
3. Enter the **old password** and tap **OK**.
4. Enter the **new password** and tap **OK**. Passwords up to seven digits in length.
5. Re-enter the **new password** and tap **OK**.
6. The password is now changed.

Remove user

This option allows you to delete an existing user.

1. Tap the **Home** key → **Control Panel** icon → User Management → Remove User.
2. Select the **user** that you want to delete and tap **OK**. Only a Supervisor can delete a user from the terminal. You cannot delete the user that is logged into this terminal.
3. Confirm that you want to delete the user (**NO** or **YES**).
4. The user ID is now removed.

User list

This option creates a report that contains the user ID details with the option to print them.

1. Tap the **Home** key → **Control Panel** icon → User Management → User List.
2. Display the list on the screen or print it (**DISPLAY** or **PRINT**).
3. The user list report either displays or prints. Each user will be listed by user ID, user name and level.

Logon method

This option allows you to determine whether a log on is required to access the terminal.

1. Tap the **Home** key → **Control Panel** icon → Logon Method.
2. Tap one of the following options: **ID And Password** (most secure), **ID Only** or **No Logon** (least secure).
3. The screen will display what method that you selected and confirm the change.

Downloads

Parameter download

This option downloads parameters from the TD Hosts for the operation of the terminal.

Note: This function is automatically performed during the day close process. Below is what sort of information is contained by each host download.

Host 1 Params.DL

Use this option if you want to update anything dealing with financial information such as card types, transaction types.

Host 2 Params.DL

Use this option if you want to update anything dealing with non-financial information such as terminal settings.

1. Tap the **Home** key → **Control Panel** icon → Parameter Download.
2. Select which type of download you want to do: **Host 1 Parameters** or **Host 2 Parameters.**

   Host 1 Parameters

   a) Confirm that you want to start the download: **NO** or **YES**.

   b) The terminal begins the download and continues running until ***Parameter Download Completed*** appears on the screen. Go to step 3.

   Host 2 Parameters

   a) Select what type of download this is (**FULL** or **PARTIAL**).

   FULL: Performs a full download which takes longer than a partial. Partial: Only pulls down information changed by Help Desk.

   b) The terminal begins the download. It will show a percentage complete counter until complete when it shows the message ***Host 2 Download Completed***.

   c) Your terminal will automatically reboot. Go to step 3.
3. Your terminal starts up and the parameter download is complete.

Software download

This function allows the terminal to download a new software application from the TD remote host without the need for a technician on site.

- The device must remain powered on for the full process.
- You must close your business day on the terminal before downloading software.
- A software download can also be initiated via a notification. In this case, the software may be downloaded in the background within a defined time window (scheduled download).
- A software download must be done separately for each terminal.

1. Tap the **Home** key → **Control Panel** icon → Software Download.
2. Tap **CONTINUE** to proceed.
3. The download is complete and your terminal will automatically reboot.

Configuration reports

Use this report to print a report of all your configuration settings.

1. Tap the **Home** key → **Control Panel** icon → Configuration Report.
2. Select and automatically print one of the following reports:

   These reports can be large so print them at your own discretion.

   Merchant reports

   You can print these reports to compare settings between your different terminals.

   - **Communications** – A report will print with all of your communication settings. See page 5 for more on communication settings.
   - **Host 1 Settings** – A report will print with all of your Host 1 settings and their values. See page 3 for more on Host 1 settings.
   - **Host 2 Settings** – A report will print with all of your Host 2 settings and their values. See page 3 for more on Host 2 settings.

   Help Desk Reports

   The following reports are generally only printed when requested by the Help Desk.

   - **Card BIN Ranges** – A report will print with all of your BIN ranges accepted on the terminal.

     This option is only used when calling into Help Desk or to ensure that all your terminals have the same settings.

   - **EMV Parameters** – You would select **All**, **Contact** or **Contactless** EMV parameters and a report will print with all of the values for the selected profile.
   - **EMV Public Keys** – You would select an EMV profile and a report will print with all of your EMV values for the profile.

Communications

Use these options to change communication settings on your terminal.

> You must enter a valid supervisor ID and password to access this option.

Use this option to change the communications between direct dial-up and Ethernet.

1. Tap the **Home** key → **Control Panel** icon → Communications → Connection Type Setup.
2. Select the desired option: **Direct Dial-up** or **High-Speed Internet**. Direct Dial-up uses your phone line while High-Speed Internet uses your DSL or cable internet connection via a router.

   The new communication mode is now active and screens requesting information will now appear based on your selection.

   Direct Dial-up

   a) Enter the **Host 2 Phone #** and tap **OK**.

   b) Enter the **dialing prefix** and tap **OK**. Go to step 3.

   High Speed Internet

   a) Select the desired option: **STATIC IP** or **DHCP**. If it is STATIC IP, proceed to step b. If it is DHCP, go to step 3.

   b) Enter the **Terminal IP Address** and tap **OK**.

   c) Enter the **Terminal Subnet Mask** and tap **OK**.

   d) Enter the **Terminal Default Gateway** and tap **OK**.

   e) Enter the **Terminal DNS** and tap **OK**. Go to step 3.
3. Your communications are now updated.

General options

Use these options to configure your terminal's volume, brightness and other settings.

Training mode

This option allows a supervisor to sign in and train another user on the functions of the terminal without impacting any live transactions or totals on the terminal. When in training mode:

- The screen will display the word **DEMO**.
- Receipts and reports will be labelled with a **Training Mode** banner.
- You will be unable to make configuration changes,
- You will be unable to perform chip card transactions,

1. Tap the **Home** key → **Control Panel** icon → Training Mode.
2. Enter or exit training mode: **NO** or **YES**.
3. Training mode is now enabled / disabled depending upon your selection. You will return to the ***Idle*** screen and see the word **Training**. Perform these steps again when you wish to leave training mode.

Date / Time sync

This option corrects the date and time on the terminal by communicating with the TD host.

1. Tap the **Home** key → **Control Panel** icon → Date / Time Sync.
2. The terminal creates a connection to the server and syncs date and time information.

Terminal volume

This option allows you to increase or decrease the terminal speaker volume.

1. Tap the / **Terminal Volume** icon.
2. Drag the volume bar to the desired level and tap **TEST**.
3. When you're satisfied tap / **back arrow** to exit.

Terminal brightness

This option allows you determine how bright your terminal display is.

1. Tap the / **Brightness Level** icon.
2. Tap **-** or **+** to adjust the PINpad volume by one level (1 through 5).
3. When you're satisfied tap / **back arrow** to exit.

Priority mail

Priority mail is used to send important information to the merchant and should be checked daily. If there is any mail waiting for you, there will be an envelope icon in the top of the screen.

1. Tap the / **Mail** icon.
2. Select one of the following options: **Check Mail**, **Read Messages**, **Delete Messages** or **Delete All Messages**.
    a) **Check Mail –** Allows a user to download mail from the mail server.
    b) **Read Messages –** Allows the user to read messages downloaded from the mail server.
    c) **Delete Inbox Messages –** Allows a supervisor to delete a single message from the inbox. Once deleted they cannot be retrieved.
    d) **Delete All Messages –** Allows a supervisor to delete all messages in the inbox. Once deleted they cannot be retrieved.

PINpad volume

This option allows you to increase or decrease the PINpad speaker volume.

1. Press the / **Speaker Volume** button.
2. Select **-** or **+** to adjust the PINpad volume by 10%.
3. When you're satisfied with the new volume level press **cancel** to exit.

Language

This option allows a supervisor to change the language of a terminal to English or French.

1. Tap the **Home** key → **Control Panel** icon → Language.
2. Tap the desired language: **English** or **Français**.
3. The terminal language has now been set to your selection.

Voice prompts

The terminal has the ability to verbally provide certain audible prompts for the customer. The following voice prompts are available: ***Present card***, ***Transaction completed***, ***Remove card*** and ***Thank you for your business***.

You must call the Help Desk (**1-800-363-1163**) to request that the voice prompts be enabled.

Receipt options

Use these options to configure your receipts.

Receipt banner

This option allows you to add a short slogan or advertising to the bottom of all receipts printed from a terminal.

- The receipt banner must be added to each terminal that you want to use it on.
- The more lines you add to the banner, the more paper will be used when you print a receipt. If you print a large number of receipts daily, your paper usage may be significantly higher than what you're accustomed to.
- It's your responsibility to ensure that the content of any banner message complies with all applicable laws. By using this feature, you agree that you are solely responsible for any advertising messages displayed on the terminal.

1. Tap the **Home** key → **Control Panel** icon → Receipt Banner.
2. Enable the receipt banner: **NO** or **YES**.
3. Enter the number of lines to print on the receipt (**0 – 9**) and tap **OK**. If you set it to zero it will disable the receipt banner.
4. Select the **font size** for the displayed line (**SINGLE** or **DOUBLE**).
5. Single size can have 26 characters to a line and double will allow 20 characters.
6. Enter the **text** for the displayed line and when finished press **OK**.
7. If you press **OK** without entering anything, the line will be left blank.
8. Go to step 4 for each line in your receipt banner. When you tap **OK** after the final line, your changes are saved and will be applied to all future receipts.

Reset invoice #

Use this option to reset your invoice number to 1. This will be reflected on the printed receipts.

> You cannot reset the invoice number with an open batch. Close the existing batch and then reset the invoice number.

1. Tap the **Home** key → **Control Panel** icon → Reset Invoice #.
2. Confirm you want to reset the invoice number to 1: **NO** or **YES**.
3. The invoice number is now reset to 1.

Reprint last receipt

This option is used to reprint the last merchant or customer receipt before another transaction is processed.

1. Tap the **Home** key → Reprint → Last Receipt.
2. The last receipt reprints.

Reprint older receipt

This option is used to reprint a receipt printed before the last receipt since the last end of day close.

1. Tap the **Home** key → Reprint → Past Receipt.
2. Swipe the card that was used for the transaction or tap **Manual** and manually enter the account number.
3. Scroll to the desired transaction (if there is more than one) and tap **PRINT**.
4. The selected receipt reprints. The receipt will be a merchant copy with the word **REPRINT** displayed.

Other functionality

The following settings are available, but you must call the TD Merchant Solutions Help Desk to enable / disable them Any other functionality changes that you make on the terminal will be overwritten the next time that you perform a Host 1 or Host download after a settlement request. Please contact the TD Merchant Solutions Help Desk to make any other permanent changes to your terminal.

Function	Settings	Action
Auto Logoff Timer	Enabled / Disabled	Call in to change.
Cashback Prompt	Enabled / Disabled	Call in to change.
Cashback Type	Preset Merchant Entered	Call in to change.
Declined Credit Receipt	Print / Don't Print	Call in to change.
Invoice Number	On / Off	Call in to change.
Invoice Entry Method	Automatic / Manual	Call in to change.
Maximum Cash back Amount	Enter Value	Call in to change.
NSR Merchant Receipt	Never Print Print with Customer copy Always print	Call in to change.
Preset Cashback 1	Enter Value	Call in to change.
Preset Cashback 2	Enter Value	Call in to change.

Function	Settings	Action
Preset Cashback 3	Enter Value	Call in to change.
Purchase with Tip	On / Off	Call in to change.
Receipt Banner	On / Off	Call in or do it yourself. If you do it yourself your changes will be overwritten after a Host 2 download.
Receipt Order	Merchant Copy First Customer Copy First	Call in to change.
Tip Prompt	Enabled / Disabled	Call in to change.
Tip Type	Preset / Merchant Entered	Call in.

Troubleshooting

Error codes

"A" Error Codes	Explanation	Action Required
Already In Training Mode	The user tried to enter Training mode when they were already in it.	Either proceed with Training Mode or repeat the steps and exit Training Mode.
Amount $0.00 Not Allowed	An amount higher than 0.00 must be entered.	Please enter a new amount and press **OK**.

"B" Error Codes	Explanation	Action Required
Bad Communication	Terminal detected a communication failure after the transaction is initiated.	Check your connections and retry the transaction. Verify that your Internet connection or phone line is working. If the problem persists contact the Help Desk.
Bad Communication Press CANC key And Try Again	Terminal detected a communication failure after the transaction was initiated.	Press **cancel** and try again.
Batch Cannot Be Closed With Open Pre-Auths	The terminal is configured so that Pre-authorized Transactions must be completed before a Batch Close can be performed.	Please complete all open Pre-Auth transactions, then close the batch.
Batch Cannot Be Closed With Open Tabs	The terminal is configured so that Open Tabs must be completed before a Batch Close can be performed.	Please complete all open Tab transactions, then close the batch.
Business Day Full Close Business Day Now	The terminal has reached the maximum number of transactions that can be accumulated for a business day.	A Day Close must be processed to allow the terminal to continue processing. Once this message is displayed only administrative transactions and Pre-auth completions / Close Tab transactions can be performed.

"C" Error Codes	Explanation	Action Required
Cannot Reset Invoice # to 1 When Set to Manual	The terminal has invoice number entry set to manual entry, and this option is not allowed in this mode.	Please contact the Help Desk if you wish to change the entry mode to automatic.
Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try reinserting it, ensuring that it is entered correctly. If the problem persists, please ask the card holder for another form of payment.

"C" Error Codes	Explanation	Action Required
Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try inserting it again.
Card Error Use Magnetic Stripe	The terminal failed to read the chip on the inserted card.	Remove the card from the chip reader and swipe it through the magnetic strip reader.
Card Removed Too Soon Try Again	The chip card was removed from the terminal before the transaction was completed.	Process the transaction again, while instructing the cardholder not to remove the card until instructed by the terminal.
Cashback Amount Exceeds Limit	The cashback amount entered exceeds the maximum allowed for this terminal.	Please enter another amount within the cashback limit.
Check Printer	The printer is not ready for printing.	Verify that the printer has paper and that the cover is closed properly.
Close Batch Failed End Of Business Day Not Complete	The terminal failed to complete a Batch Close transaction during the Day Close.	Retry the Day Close transaction. If the problem persists please contact the Help Desk.
Close Batch Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a batch.	A Batch Close must be processed before the next 20 transactions to allow the terminal to continue processing.
Close Business Day Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a business day. **OR** The Day Close transaction has reached the maximum number of days that it can be left open.	A Day Close must be processed as soon as possible to allow the terminal to continue processing.
Customer to Insert Chip Card	The cardholder attempted to swipe a chip card on the terminal.	Please insert the card into the chip reader on the terminal.

"D" Error Codes	Explanation	Action Required
Download Host 1 Parameter First	The terminal requires a Host 1 Parameter Download to be performed.	Download the Host 1 Parameter.
Download Full Host 2 Params First	The terminal requires a full Host 2 Parameter Download to be performed.	Download the Host 2 Parameter.

"E" Error Codes	Explanation	Action Required
End of Business Day Already Completed	The Day Close transaction has already been completed successfully.	--
End of Day Process Cancelled	The Day Close transaction was cancelled.	--

"F" Error Codes	Explanation	Action Required
Faulty Card	The card was swiped too slowly.	Try swiping the card faster.
Function Not Allowed	The function selected is not setup for this terminal.	If you require the function, please contact the Help Desk.

"H" Error Codes	Explanation	Action Required
Host 1 Download Not Completed	The terminal attempted a Host 1 Download and it was successful.	Try the Host 1 Download again. If the problem persists, please contact the Help Desk.
Host 2 Download Not Completed	The terminal attempted a Host 2 Download and it was not completed successfully.	Try the Host 2 Download again. If the problem persists, please contact the Help Desk.

"I" Error Codes	Explanation	Action Required
ID Already Exists	The ID entered already exists on the terminal.	Please enter another ID.
ID Table Empty	There are no IDs defined in the terminal.	--
Inbox Empty	There are no messages in the Mail Inbox.	--
Input Must Be At Least 1 Character	No data was entered in a required field.	Please enter at least 1 character.
Input Must Be At Least 3 Characters	Less than 3 characters were entered.	Please enter at least 3 characters.
Input Must Be At Least 9 Characters	Less than 9 characters were entered.	Please enter at least 9 characters.
Input Must Be Greater Than Zero	Value entered must be greater than zero.	Value entered must be greater than zero.
Input Not In Valid Range	The data entered was not within the required values.	Please reenter the data.
Internal Error Call Help Desk AAAAAAAAAAAAA NNNNNNNNNNNNN CCCCCCCCCCCCC	The terminal has encountered a fatal error. AA stands for component name NN stands for application information CC stands for error code	Please contact the Help Desk and provide the information on the screen.

"I" Error Codes	Explanation	Action Required
Invalid Account #	The card used failed a security check or the card number length is invalid for the card type.	Enter the card again, if the problem persists ask the cardholder for another form of payment.
Invalid Date	The date entered on the terminal is not valid or occurs in the future.	Please enter a valid date.
Invalid Expiry Date	The expiry date on the card is invalid.	Please enter a valid expiry date. **OR** Ask the customer for a different card.
Invalid ID	The user ID was not found on the terminal.	Enter a valid ID.
Invalid ID / Password	The ID / Password combination entered does not match any in the terminal's record.	Re-enter or try another ID / password.
Invalid Password	The password is not valid for the User ID entered.	Re-enter the password or try another ID.
Invalid Time	The time entered is not valid.	Please enter a valid time.
Invoice Tab First	The Close Tab transaction has been attempted on a Tab that hasn't been invoiced.	Process an Invoice Tab transaction for the invoice number entered.

"M" Error Codes	Explanation	Action Required
Maximum # of Entries Reached	The maximum number of User IDs (100) has been reached.	To enter additional IDs, some IDs will have to be deleted.

"N" Error Codes	Explanation	Action Required
No Match	A match cannot be found for the data entered or selected.	Please retry or enter new data.
No Response From Host	Terminal times out the host response.	Tap the **cancel** key and try again. If the problem persists contact the Help Desk.
No Transactions Found	A transaction cannot be found with the criteria entered.	Please enter new data.
Not Accepted	The card type entered is not supported on this terminal.	Please select another card.
Not Accepted Use Magnetic Stripe	The card was inserted, but the terminal does not have the card type defined for chip.	Swipe the card on the terminal. If the card type is supposed to be setup for chip, please contact the Help Desk.

"N" Error Codes	Explanation	Action Required
Not Allowed	The transaction selected is not setup for this terminal or it is not allowed with the card being used.	Try another card type. If the transaction is supposed to be setup for the terminal, please contact the Help Desk.
Not Allowed To Reset Inv# with Open Batch	An attempt was made to reset the invoice number, however the batch was open.	Please close the batch and then Reset the Invoice #.
Not Allowed With Trans Outstanding	A function cannot be run if there are any transactions outstanding (pre-auth, transactions in the open batch, etc.).	Please process the outstanding transactions then try the function again.
Not Available	The item requested is not available.	Please make another selection.
Not Completed	The attempted transaction or function did not complete successfully.	Re-attempt the transaction or function. If the problem persists please contact the Help Desk.
Number Not In The Range 1 – 9	The input # does not fall in the range of print lines allowed for the receipt banner.	Please enter a valid number.
Number Not In The Range 1 — 65535	The entered host port number is not in a valid range.	Please enter a valid number.
Not In Training Mode	If the user is not in training mode and tries to exit it.	--

"P" Error Codes	Explanation	Action Required
Passwords Do Not Match	The password confirmation does not match the original password entered.	Please re-enter the password confirmation.
PINpad Has Been Replaced! Host 1 Parameter Download Is Required!	The terminal has detected that the PINpad has been replaced.	If a technician has not been onsite to replace the PINpad, please contact the Help Desk to report suspected tampering.
Processing Error	The terminal encountered an error when trying to process a chip transaction.	Try the action again. If the problem persists ask for another form of payment. If the problem occurs on multiple chip cards, please contact Help Desk.

"R" Error Codes	Explanation	Action Required
Receipt Not Printed! Imprint Card and Complete Sales Draft Manually	The transaction was approved however the terminal is unable to print a receipt.	Manually imprint the card, record the authorization code and have the customer sign the receipt.

"R" Error Codes	Explanation	Action Required
Reset Date And Time From Main Menu	The terminal requires the date to be synchronized with the host date and time.	Perform the Date / Time Sync function on the terminal.

"S" Error Codes	Explanation	Action Required
System Error Contact Help Desk	The terminal has encountered a system error.	Please call the Help Desk immediately to have your terminal replaced.

"T" Error Codes	Explanation	Action Required
Transaction Already Voided	Void transaction is attempted on a transaction that has already been voided.	--
Transaction Cancelled	The transaction has been cancelled by the user.	--
Transaction Not Allowed	The transaction type is not supported for the card entered.	Please select another card type or transaction.

Terminal information

This option displays the terminal ID of the device, the software version installed and the date it was installed / upgraded.

1. Tap the **Home** key → **Control Panel** icon → System Information.
2. Select how you would like the information to be displayed: **DISPLAY** or **PRINT**.
3. You will see the following information:
    - Device
    - Serial #
    - Application
    - Release Date
    - Release Status
    - System Software Version
    - O/S
    - EMV Kernel Version
    - Security Software Version
    - Free DRAM

Lost or stolen equipment

If your device has been lost or stolen, please:

1. Contact the TD Merchant Solutions Help Desk immediately to report the incident. (stolen or lost)
2. Contact the police to file a report. (stolen only)

What should I do when the police arrive regarding the stolen device?

If a police officer arrives on site please record the following:

- Officer's name
- Officer's jurisdiction
- Officer's contact information
- Stolen device's serial number

The officer should provide you with a **report number**. After obtaining the above from the officer, please contact the TD Merchant Solutions Help Desk and provide this information so that you can receive a replacement device. See below for an easy to use information card to record the required information.

Police information

Name: _____

Juridiction: _____

PH #: _____ ***EXT #:*** _____

FAX #: _____

Email: _____

Stolen device serial #: _____

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

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.