TD iCT250 and TD iWL252/255

Configuration and Troubleshooting Guide

For the:

- TD iCT250
- TD iCT250 with PINpad
- TD iWL252 (Bluetooth)
- TD iWL255 (3G Wireless)

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Who should use this guide?

You would use this guide if you want to learn about configuring or troubleshooting your terminal during the course of your daily business.

Configuration

The TD iCT250, TD iWL252, and TD iWL255 offers you numerous options to personalize it 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
Manager	Can access all features and functions, including transaction processing, all reports and all menus Can set up Supervisor and Operator IDs Only Managers have access to the Activity Log	A maximum of 10 Managers are allowed per terminal Be aware of who you grant Manager access to Consists of an ID, Password and optional Name
Supervisor	Can perform normal transactions Can set up Operator IDs	A maximum of 25 Supervisors are allowed per terminal Consists of an ID, Password an optional Name
Operator	Can perform normal everyday financial transactions	Consists of an ID, Password an optional Name A maximum of 100 Operators are allowed per terminal Operators (default) can be renamed by a Manager to Clerk, Server or Cashier

Add user

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

1. Press the **Admin** key → Setup Menu → User Setup → **Add User**.
   Enter the new **ID** and press **OK**. This unique number can be up to 7 digits in length.
2. Optional – Enter the new **User Name** and press **OK**. This 15 alpha-numeric character name is optional. Press **OK** without entering a user name to bypass this.
3. Enter the **new password** and press **OK**. Passwords are four to seven digits in length.
4. Re-enter the **new password** and press **OK**.
5. Select one of the following **user types**: Manager, Supervisor, or Operator/Clerk/Server/Cashier.
   Operator is the default user type for this level. See "Operator wording" on page 2 for more information.
6. The new ID 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 can change it. For example, it would take a manager to change a supervisor or operator's password.

1. Press the **Admin** key → Setup Menu → User Setup → **Change Password**.
2. Enter the **ID** that you want to change the password for and press **OK**.
3. Enter the **old password** and press **OK**.
4. Enter the **new password** and press **OK**.
5. Re-enter the **new password** and press **OK**.
6. The password is now changed.

View and delete

This option allows you to view all existing IDs and select one to delete. Repeat these steps for each ID you want to delete.

1. Press the **Admin** key → Setup Menu → User Setup → **View & Delete**.

   - Each ID will be listed by user id, user name (optional) and user type.
   - The user type remains operator and labelled as an **O** even if you change the operator wording to another label.
   - You cannot delete the original manager ID.

2. Select the **ID** that you want to delete and press **OK**.
3. Confirm that you want to delete the user (**Yes** or **No**).
4. The user ID is deleted.

Operator wording

This option allows you to rename the Operator (default) label to one of the options listed.

1. Press the **Admin** key → Setup Menu → User Setup → **Operator Wording**.
2. Select the **wording option** that you would like to use for the operator group (**1** Operator or **2** Clerk or **3** Server or **4** Cashier) and press **OK**.
3. The operator wording is now changed to your selection.

Unlock user

This option allows you to unlock a user who has incorrectly entered their password three times, which will cause their ID to lock. Only a user with higher ranking can unlock their ID.

1. Press the **Admin** key → Setup Menu → User Setup → **Unlock User**.
2. Enter the **locked ID** and press **OK**.
3. Confirm that you want to unlock the user (**Yes** or **No**).
4. Enter your **user ID** and press **OK**.
5. Enter the user's **new password** and press **OK**.
6. Re-enter the user's **new password** and press **OK**.
7. The user ID is unlocked and a new password created for it.

ID report

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

1. Press the **Admin** key → Setup Menu → User Setup → **ID Report**.
2. Display the list on the screen or print it (**Display** or **Print**).
3. The user ID report either displays or prints. Each user will be listed by user ID, user name (optional) and user type.

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 end of day process. Below is what sort of information is governed 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. Press the **Admin** key → **Maintenance**.
2. Select which type of download you want to do (**1** - Host 1 Param.DL or **2** - Host 2 Param.DL).
3. If you selected **Host 1 Param.DL** follow these instructions:
   a) Press **OK**.
   b) The terminal begins the download and continues running until ***Parameter Download Completed*** appears on the screen.
4. If you selected **Host 2 Param.DL** follow these instructions:
   a) Select what type of download this is (**Full** or **Partial**).
   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.
5. Your terminal starts up and the parameter download is complete.

Functions enabled/disabled by TD Merchant Solutions

The following settings are available, but you must call the TD Merchant Services Help Desk to enable/disable them.

Function	Settings	Explanation
Auto Logoff Timer	On/Off	Call in.
Declined Credit Receipt	Print/Don't Print	Call in.
Invoice Number	On/Off	Call in.
Invoice Entry Method	Automatic/manual	Call in.

Function	Settings	Explanation
Logon Method	Disable Enable Oper ID Enable Oper ID/Password	Call in.
NSR Merchant Receipt	Never Print Print with Customer copy Always print	Call in.
Purchase with Tip	On/Off	Call in.
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.
Supervisor Protection	Batch Reports Business Day Reports Customized Reports Day Close Manual Account # Recent Error Report	Call in.

Login requirements for terminal functions

This option allows you to determine which functions require a manager or 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. See the following list of available functions and reports:

Function	Settings	Explanation
End of Day Manual Account # Batch Reports Business Day Reports Customized Reports Batch Close Recent Error Report	On/Off	Enables/disables supervisor protection on this function.

1. Press the **Admin** key → Setup Menu → Customization → **Authority Setup**.
2. Select the **function** (see list below) you wish to change the login requirements for and press **OK**.
3. Confirm you want to change this function to require a user ID and password (**Yes** or **No**).
4. The user ID and password requirement is now enabled/disabled on this function.

Configuration reports

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

1. Press the **Admin** key → Setup Menu → Config. Reports and one of the following: **Communications**, **Customization**, **Host 1 Settings**, **Host 2 Settings** or **BIN Ranges**.

2. Confirm that you want to print the report (**Yes** or **No**).
    - **Communications** – A report will print with all of your communication settings.
    - **Customization** – A report will print with all of your customized settings that are protected by a supervisor ID and password and if your end of day process requires a user ID and password.
    - **Host 1 Settings** – A report will print with all of your Host 1 settings and their values.
    - **Host 2 Settings** – A report will print with all of your Host 2 settings and their values.
    - **BIN Ranges** – A report will print with all of your BIN ranges accepted on the terminal. This can be a large report so print this at your own discretion.

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

Communications (TD iCT250)

Use these options to change communication settings on your terminal.

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

Comms type

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

1. Press the **Admin** key → Setup Menu → Communications → **Comms Type Setting**.
2. Select the desired option (**1**- Ethernet Only or **2**- Dial Only or **3**- Eth w/dial F'back or **4**- Dial w/Eth F'back).
3. The new communication mode is now active.

IP Address type

Use this option to change the IP address for Ethernet communications.

1. Press the **Admin** key → Setup Menu → Communications → **IP Address Type**.
2. Select the desired option (**1**- Dynamic IP or **2**- Static IP).
3. If you selected **Dynamic IP** go to ***step 5***.
4. If you selected **Static IP**:
    a) Select the desired option (**1**- Terminal IP, **2**- Gateway IP, **3**- IP SubMask, **4**- Primary DNS IP or **5**- Secondary DNS IP).

    b) When you select any of the above options, enter the **IP address** and press **OK**. For a static IP address you must complete all of the above information.

    All of the addresses are 12 digits long and supplied by your Internet service provider (ISP). Leading zeros are not usually provided or required to be entered. It is four groups of 1 to 3 numbers separated by decimal points.

    Please ensure that you enter the decimal points in your IP addresses as they do not auto-populate.
5. The IP address is now saved.

Dial up

Use this option to change the dial up communications setting.

1. Press the **Admin** key → Setup Menu → Communications → **Dial Menu**.
2. Select the desired option (**1** - Prefix Code or **2** - LD Prefix or **3** – Pre-Dial or **4** - Dial Retry or **5** – DialTone **6** – Baud or **7** – Dial Mode).
    - **Prefix Code** – Enter the prefix code that may be required to access the telephone network and press **OK**. For example, some office buildings may require you press **9** before dialing out of the building.
    - **LD Prefix** – Enter the long distance prefix code that may be required and press **OK**.
    - **Predial** – Select whether it is **On** or **Off**. Setting it to **On** will reduce the time it takes to perform the transaction.
    - **Dial Retry** – enter how many times that you want to retry dialing the server if you don't connect on the first time and press **OK**. Do not set this higher than **3**.
    - **Dial Tone Check** – Select whether it is **On** or **Off**.
    - **Baud** – Select which baud rate you want to use to connect to the server (**1** – 300, **2** – 1200 or **3** – 2400) and press **OK**. Select **3** - 2400.
    - **Dial Mode** – Select which mode you want to use (**1** – Tone or **2** – Pulse).
3. The new dial up communication method is now active.

Communications (TD iWL252 Bluetooth)

Use these options to change communication settings on your Bluetooth terminal.

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

Comms type

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

1. Press the **Admin** key → Setup Menu → Communications → **Comms Type Setting**.
2. Select the desired option (**1**- Ethernet Only or **2**- Dial Only or **3**- Eth w/dial F'back or **4**- Dial w/Eth F'back).
3. The new communication mode is now active.

IP Address type

Use this option to change the IP address for Ethernet communications.

1. Press the **Admin** key → Setup Menu → Communications → **IP Address Type**.
2. Select the desired option (**1**- Dynamic IP or **2**- Static IP).
3. If you selected **Dynamic IP** go to ***step 5***.
4. If you selected **Static IP**:
    a) Select the desired option (**1**- Terminal IP, **2**- Gateway IP, **3**- IP SubMask, **4**- Primary DNS IP or **5**- Secondary DNS IP).
    b) When you select any of the above options, enter the **IP address** and press **OK**. For a static IP address you must complete all of the above information.

All of the addresses are 12 digits long and supplied by your Internet service provider (ISP). Leading zeros are not usually provided or required to be entered. It is four groups of 1 to 3 numbers separated by decimal points.

> Please ensure that you enter the decimal points in your IP addresses as they do not auto-populate.

5. The IP address is now saved.

Dial up

Use this option to change the dial up communications setting.

1. Press the **Admin** key → Setup Menu → Communications → **Dial Menu**.
2. Select the desired option (**1** - Prefix Code or **2** - LD Prefix or **3** – Pre-Dial or **4** - Dial Retry or **5** – DialTone **6** – Baud or **7** – Dial Mode).
   - **Prefix Code** – Enter the prefix code that may be required to access the telephone network and press **OK**. For example, some office buildings may require you press **9** before dialing out of the building.
   - **LD Prefix** – Enter the long distance prefix code that may be required and press **OK**.
   - **Predial** – Select whether it is **On** or **Off**. Setting it to **On** will reduce the time it takes to perform the transaction.
   - **Dial Retry** – enter how many times that you want to retry dialing the server if you don't connect on the first time and press **OK**. Do not set this higher than **3**.
   - **Dial Tone Check** – Select whether it is **On** or **Off**.
   - **Baud** – Select which baud rate you want to use to connect to the server (**1** – 300, **2** – 1200 or **3** – 2400) and press **OK**. Select **3** - 2400.
   - **Dial Mode** – Select which mode you want to use (**1** – Tone or **2** – Pulse).
3. The new dial up communication method is now active.

Bluetooth

Use this option when requested by the TD Merchant Solutions Help Desk. Normally you wouldn't use this option.

1. Press the **Admin** key → Setup Menu → Communications → **Bluetooth**.
2. Select the desired option (**1** - New Base or **2** - Remove base or **3** – Print Bases).

   New Base

   a) Dock the terminal onto the new base so that they can connect.

   b) When the base and terminal are successfully connected the screen will display **BASE ASSOCIATION OK**.

   Remove Base

   a) The Bluetooth base and terminal are now disconnected from one another.

   Print Bases

   a) The terminal prints the base name, serial number and Bluetooth address. The base name is the number that you see on the terminal screen under the Bluetooth icon .

Communications (TD iWL255 Wireless 3G)

The terminal communication settings are preset and it will not work correctly if you make any changes.

General options

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

Training mode

This option allows a Manager or Supervisor to sign in and train a new user on the functions of the terminal without impacting any live transactions or totals. While in Training Mode the user can perform all transactions except for any configuration changes or chip card transactions. When in training mode:

- The Idle screen will display the word **Training**.
- All screen names will have a (D) at the end to indicate that you are in demo/training mode – Sale (D), Main Menu (D), etc.
- You can create, edit and delete users that will be active after you exit training mode.
- Receipts will include **** Training Mode **** under the transaction type.

1. Press the **Admin** key → Other Functions → Training Mode.
2. Enter or exit training mode (**1** - Enter or **2** - Exit).
3. Training mode is now enabled/disabled depending upon your selection. You will return to the ***Idle*** screen with the word **Training**.

Keystroke sounds

This option allows you to enable or disable the beeps when keys are pressed.

1. Press the **Admin** key → Setup Menu → Customization → Hardware Options → **Key Beep**.
2. Select the desired option (**1** - All Off or **2** - All On or **3** - Invalid Only).
    - **All Off** – The terminal will beep on every key press. This is the default.
    - **All On** – The terminal won't beep when keys are pressed.
    - **Invalid Only** – The terminal will only beep when an invalid action is performed.
3. The new keystroke sounds are now changed to your selection.

Terminal backlight

This option allows you determine when the screen light is on.

1. Press the **Admin** key → Setup Menu → Customization → Hardware Options → **Backlight**.
2. Select the desired option (**1** - Always Off or **2** - Always On or **3** - On / Key Press).
    - **Always On** – The screen will always be lit. This is the default.
    - **Always Off** – The screen will always be off until a transaction is initiated.
    - **On / Key Press** – The screen will turn on when a key is pressed or a card is swiped.
3. The backlighting setting is now changed to your selection.

Idle timer

This option will dim the terminal after a set period of inactivity. This setting dictates how long a terminal will sit unused before returning to the idle screen. We recommend that this be set to 60 seconds otherwise you may experience more transactions timing out which will require you to restart from the beginning.

1. Press the **Admin** key → Setup Menu → Customization → **Idle Timer**.
2. Enter the desired **number of seconds** before your terminal enters idle mode and press **OK**. The default is 60 seconds.
3. The idle timer maximum is now set.

Reset invoice number

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

1. Press the **Admin** key → Maintenance → Reset Menu → **Reset Invoice #**.
2. Confirm you want to reset the invoice number to 1 (**Yes** or **No**).

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

3. The invoice number is reset to 1.

Cashback options

Use these options to configure preset cashback format and amounts.

> Whenever you do a Host 2 Download, you will overwrite the cashback options with what is on the server. To ensure that your cashback settings aren't overwritten, we suggest you call in to change them.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Options → Cashback Options → and select one of the following:

   Cashback

   Use this option to enable/disable cashback functionality.

   a) Cashback is enabled/disabled.

   MaxCashbackAmt

   Use this option to set the maximum allowable cashback amount that a customer can receive.

   a) Enter a **maximum allowable Cashback amount** and press **OK**.

   b) The maximum allowable cashback amount has been set.

   Enable Presets

   Use this option to enable preset cashback amounts.

   a) Cashback presets are enabled.

   Configure Presets

   Use this option to configure preset cashback amounts.

   a) Select the cashback preset option that best suits your needs. See below for all the cashback preset examples.

   b) Cashback presets are set.

Cashback presets

Use this option to configure preset cashback amounts.

> Whenever you do a Host 2 Download, you will overwrite the cashback options with what is on the server. To ensure that your tip settings aren't overwritten, we suggest you call TD Merchant Solutions Help Desk to change them.

Format	Display	Explanation
Preset Cashback $	$10 $20 $30	Cashback as three preset cash values.

Tip options

Use this option to configure preset tip format and amounts.

> Whenever you do a Host 2 Download, you will overwrite the tip options with what is on the server. To ensure that your tip settings aren't overwritten, we suggest you call TD Merchant Solutions Help Desk to change them.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Options → **Tip Options**.
2. Select the tip preset that best suits your needs (**1** – Percent (%) Tip, **2** – Amount ($) Tip or **3** - Other Tip Options).
3. If you selected **Percent (%) Tip**:
   - **a)** Press the number corresponding with the percentage you want to change.
   - **b)** Enter the new percentage and press **OK**.
   - **c)** Repeat for each percentage you want to change.
4. If you selected **Amount ($) Tip**:
   - **a)** Press the number corresponding with the dollar amount you want to change.
   - **b)** Enter the new dollar amount and press **OK**.
   - **c)** Repeat for each amount you want to change.
5. If you selected **Other Tip Options**:
   - **a)** Select the tip option you want to use.
   - **b)** Select the percentage/amount for the available options and press **OK** after each one.
     For a list of the **Other Tip Options**, see below.
6. The selected tip format is now active.

> **Quebec tip settings**
>
> Quebec merchants must comply with the Quebec Consumer Protection Act (Bill 72), which requires businesses that propose a tip amount at the point of sale to calculate a percentage tip on the price of goods and services excluding sales taxes. If your business uses tips, you can request the cardholder to tip a dollar ($) amount and avoid predetermined percentage (%) amounts. See www.assnat.qc.ca for more information about Bill 72.

Other tip options

There are numerous tip formats to choose from on the terminal. They are:

Tip Format	Display	Explanation
Percentage	%	The customer can enter a tip as a percentage of the overall sale. Enter **0%** to leave no tip.
Dollar Amount	$	The customer can enter a tip as a dollar amount. Enter **$0** to leave no tip.
Percentage or Dollar Entry	1 - % 2 - $ OR 1 - $ 2 - %	The customer can select whether they want to enter their tip as a dollar amount or a percentage of the overall sale. Enter **$0** or **0%** to leave no tip.
Percentage, Dollar Entry or No Tip	1 - % 2 - $ 3 – No Tip	The customer can select whether they want to enter their tip as a dollar amount or a percentage of the overall sale. Select **No Tip** to leave no tip.
Three Preset Percentages	1 - Preset% = $XX.XX 2 - Preset% = $XX.XX 3 - Preset% = $XX.XX	The customer can select a preset tip percentage (that you would have set ahead of time) with the amount of the tip already calculated. For example, you have decided that you want the preset tip options to be 10%, 20% and 30% and you have just made a sale for $20.00. The tip screen would look like this: 1 – 10% (of $20)= $2.00 2 – 20% (of $20) = $4.00 3 – 30% (of $20) = $6.00
Three Preset Dollar Amounts or Manual Dollar Amount	1 – Preset$ 2 – Preset$ 3 – Preset$ 4 - $	Same as above, but the customer has the option to enter the tip dollar amount. Select the last option and enter **$0** to leave no tip.
Three Preset Dollar Amounts	1 – Preset$ 2 – Preset$ 3 – Preset$	The customer can select a preset dollar value for the tip (that you would have set ahead of time). For example, if the preset tip options are $5.00, $7.50 and $10.00, the tip screen would look like this: 1 – $5.00 2 – $7.50 3 – $10.00
Three Preset Dollar Amounts or Manual Percentage Amount	1 - Preset% = $XX.XX 2 - Preset% = $XX.XX 3 - Preset% = $XX.XX 4 - %	Same as above, but the customer has the option to enter the tip percentage. Select the last option and enter **0%** to leave no tip.

Receipt options

Use these options to configure your receipts.

- Receipt banner
- Preprint receipt
- Receipt delay
- Receipt order
- Reprint last customer receipt
- Reprint last receipt
- Reprint older receipt

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. Press the **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Banner**.
2. Enable the receipt banner (**Yes** or **No**).
3. Enter the number of lines to print on the receipt (**1 – 9**) and press **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**).

   Single size can have 26 characters to a line and double will allow 20 characters.
5. Enter the **text** for the displayed line and when finished press **OK**. See the ***References*** section at the end of this document for help entering alpha-numeric characters.

   If you press **OK** without entering anything, the line will be left blank.
6. Go to step 5 for each line in your receipt banner. When you press **OK** after the final line, your changes are saved and will be applied to all future receipts.

Preprint receipt

Use this option to preprint part of the receipt while the terminal sends the financial transaction details to be verified by the financial servers.

1. Press the **Admin** key → Setup Menu → Customization → **Receipt Options and Preprint**.
2. Enable the preprint option (**Yes** or **No**). The default is off.
3. Preprint is now enabled/disabled.

Receipt delay

Use this option to add a time delay between printing receipt copies.

1. Press the **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Delay**.

2. Enter the **time delay** between printing the merchant and the customer receipts (1 to 99 seconds) and press **OK**. The default delay is three seconds.
3. The time delay is set.

Receipt order

Use this option to decide which receipt prints first, merchant or customer.

1. Press the **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Order**.
2. Select which receipt prints first (Merchant or Customer). By default the merchant receipt prints first.
3. The receipt order is set.

Reprint last customer receipt

This transaction is used to reprint the last customer receipt before another transaction is processed. This is a quick way to reprint the last customer receipt. If you need to reprint a merchant receipt see the transaction below.

1. Press the **0** key.
2. Confirm you want to reprint the last receipt (**Yes** or **No**).
3. The last customer receipt reprints.

Reprint last receipt

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

1. Press the **Admin** key → Reprint Menu → **Reprint Last**.
2. Select which receipt is to be reprinted (**1** – Merchant Copy, **2** – Customer Copy or **3** – Both).
3. 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. Press the **Admin** key → Reprint Menu → **Reprint Previous**.
2. Select how you would like to look up the receipt by (**1** – All, **2** – Operator ID, **3** – Invoice #, **4** – Account # or **5** – Approval Code).
    - **All** – Select the transaction that you want to reprint the receipts for.
    - **Operator ID** – Enter the Operator ID and press **OK**.
    - **Invoice Number** – Enter the Invoice Number and press **OK**.
    - **Account #** – Swipe the card used to make the sale or enter the card account number and press **OK**.
    - **Approval Code** – Enter the Approval Code and press **OK**.
3. Scroll to the desired transaction (if there is more than one) and press **OK**.
4. Confirm this is the correct receipt (**Yes** or **No**).
5. Select which receipt is to be reprinted (**1** – Merchant Copy, **2** – Customer Copy or **3** – Both).
6. The selected receipt or receipts reprint.

Transaction options

Use these options to fine tune your terminal to perform transactions exactly how you want it to.

- Card present
- Duplicate transaction check
- Partial authorization
- Transaction limit

Card present

This option displays a screen that allows the user to indicate whether a card is present or not for a manually entered transaction.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Prompts → **Card Present**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. The card present feature is enabled/disabled.

Duplicate transaction check

This option is a form of security against accidentally entering the same credit card transaction into the terminal twice. If the terminal detects an identical transaction being performed, it will raise a flag and ask you whether you wish to proceed.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Options → **Duplicate trans Check**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. Duplicate transaction check is enabled/disabled.

Partial authorization

A partial authorization occurs when a payment is attempted for a transaction and there are insufficient funds in the account to cover the full amount. The issuer returns an authorization for the amount available in the account, leaving the merchant to obtain an additional form of payment from the customer for the balance.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Prompts → **Partial authorization**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. The partial authorization feature is enabled/disabled.

Transaction limit

This option creates a transaction dollar amount limit for the terminal. This is a useful option to limit transaction amounts.

1. Press the **Admin** key → Setup Menu → Customization → Transaction Options → **High Amount Limit**.
2. Select the desired option (**1** - Off or **2** - Limit or **3** – Limit w/Password).
    - **Off** – This is the default setting. Go to ***step 5***.
    - **Limit** – This is a hard limit and no transactions are allowed above this amount. Go to step 3.
    - **Limit w/password** – This is a soft limit that requires a password to bypass. Go to step 3.
3. Enter the high amount limit and press **OK**. If you already have one set, it will be displayed in the bottom-right corner of the screen.
4. If you selected limit w/password, select the user type required to exceed the limit (**1** – Operator or **2** – Supervisor).
5. The transaction limit changes are now enabled/changed/disabled.

Troubleshooting

With any equipment, sometimes problems occur. With the terminal, error messages are displayed on screen with a short description. Below is a list of error messages that you could see and the actions required to resolve them.

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	You must enter an amount greater than $0.00.	Please enter a new amount and press **OK**.

"B" Error codes	Explanation	Action required
Bad Communication Press CANC key And Try Again	Terminal detected a communi-cation failure after the transaction was initiated to the host.	Press **Cancel** and try again.

"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.	Contact the TD Merchant Solutions 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 inserting it again. Allow three consecutive attempts of the card insertion.
Card Error Use Mag Strip	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 OK to Try Again	The cashback amount entered exceeds the maximum allowed for this terminal.	Enter another amount within the cashback limit.
Check Printer	The printer is not ready for printing.	Press **OK** to continue or **Cancel** to return to previous screen. 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 End of Business Day.	Retry the End of Business Day transaction.
Close Batch Now	The terminal has reached the maximum number of transactions that can be accumulated for a batch.	Perform a Batch Close immediately.

"C" Error codes	Explanation	Action required
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 as soon a possible in order to continue processing.
Connection Failure Press CANC Key And Try Again	Other issues can cause communication failure such as internal dialing errors.	Press **Cancel** and try again.
Customer to Insert Chip Card	The cardholder attempted to swipe a chip card on the terminal.	Press **OK** or **Cancel** to cancel the display. Insert the card into the chip reader on the terminal.

"D" Error codes	Explanation	Action required
Default Manager ID Update Failed	The manager ID was not properly updated during the Host 2 download.	Please call the TD Merchant Solutions Help Desk.
Download Host 1 Parameter First	The terminal requires a US BIN and Host 1 Parameter download to be performed.	Download US BIN Parameters and then download the Host 1 Parameters.
Download Full Host 2 Params First	The terminal requires a full Host 2 Parameter Download to be performed.	Download the Host 2 Parameters.
Download US BIN Params First	The required US BINs have not been downloaded to the terminal.	Download the US BINs.

"E" Error codes	Explanation	Action required
End of Business Day Already Completed	The end of day transaction has already been completed successfully.	Press **OK** or **Cancel** to return to idle screen.
End of Day Process Cancelled	The Day Close transaction was cancelled.	Retry the end of day process.

"F" Error codes	Explanation	Action required
Faulty Card	If a swiped mag card is deemed to be faulty, such as Track II data cannot be read or corrupted.	Try swiping the card again. If that fails, ask the cardholder to use another card.
Function Not Allowed	The function selected is not setup for this terminal.	If you require the function, please contact the TD Merchant Solutions Help Desk.
Function Not Allowed Under Training Mode	The function is not allowed in Training Mode.	Exit Training Mode and retry.

"H" Error codes	Explanation	Action required
Host 1 Download Not Completed	The terminal attempted a Host 1 Download and it was not completed successfully.	Try the Host 1 Download again.
Host 2 Download Not Completed	The terminal attempted a Host 2 Download and it was not completed successfully.	Try the Host 2 Download again.

"I" Error codes	Explanation	Action required
ID Already Exists	The ID entered already exists on the terminal.	Enter another ID.
ID Table Empty	There are no IDs defined in the terminal.	Add a new ID.
Input Must Be At Least 1 Character	No character was entered in a required field.	Add a new ID that is at least one character in length.
Input Must Be At Least 3 Characters	Less than three characters were entered.	Enter at least three characters.
Input Must Be At Least 9 Characters	Less than nine characters were entered.	Enter at least nine characters.
Input Must Be Greater Than Zero	Value entered must be greater than zero.	Enter a value greater than zero.
Input Not In Valid Range	The data entered was not within the required values.	Re-enter the data.
Insufficient Memory Do End Of Day Now	If there's no more memory for the business day or if the number of transactions in the current business day is equal to 2000.	Do the end of day now.
Internal Error Call Help Desk AAAAAAAAAAAA NNNNNNNNNNNN CCCCCCCCCCCCC	The terminal has encountered a fatal error. AA...component name NN...application info CC...error code	Please contact the TD Merchant Solutions Help Desk and provide the information on the screen.
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.	Enter a valid date.
Invalid Expiry Date	The expiry date on the card is invalid.	Enter a valid expiry date. OR Ask the cardholder for another form of payment.
Invalid ID	The user ID was not found on the terminal.	Enter a valid ID.
Invalid Password	The password is not valid for the User ID entered.	Re-enter the password or try another.
Invalid Tax Amount	The tax amount entered is not within the allowable range.	Re-enter an appropriate tax amount.
Invalid Time	The time entered is not valid.	Enter a valid time.
ISP Logon Failed Press Canc key and try again	The ISP host has responded with BAD AUTHORIZATION response. This means that access to ISP network is denied and you are being disconnected.	Check user name and password. Failing that, press Cancel and try again.

"L" Error codes	Explanation	Action required
Line is Busy Press CANC key And Try Again	Remote modem is busy.	Press **Cancel** and try again.
Line In Use Press CANC key And Try Again	The phone line is being used by others.	Press **Cancel** and try again.

"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.
Memory Almost Full Do End Of Day Soon	The terminal is close to the limit of transaction volume allowed for the current day. This warning is only displayed at the end of a financial transaction.	Perform an end of day.

"N" Error codes	Explanation	Action required
No Answer Press CANC key And Try Again	The call was unanswered.	Press **Cancel** and try again.
No Dial Tone Press CANC Key And Try Again	The phone line currently doesn't have dial tone.	Press **Cancel** and try again.
No Carrier Press CANC key And Try Again	The phone line is currently being used by others.	Press **Cancel** and try again.
No Last Receipt Available	If there is no last receipt (duplicate receipt) available for reprint.	There is not receipt to print as of yet.
No Match	A match cannot be found for the data entered or selected.	Retry or enter new data.
No Response From Host Press CANC key And Try Again	Terminal times out the host response.	Press **Cancel** and try again. If the problem persists contact the TD Merchant Solutions Help Desk.
No Receipt Available Press OK/Cancel	Printer failure was detected when the transaction started.	Press **OK** or **Cancel** and verify printer.
No Transactions Found	A transaction cannot be found with the criteria entered.	Enter new data.
Not Accepted	The card type entered is not supported on this terminal.	Request a different card.
Not Accepted Use Mag Stripe	The card was inserted, but the PINpad does not have the card type defined for chip.	Swipe the card on the PINpad. If the card type is supposed to be setup for chip, please contact the TD Merchant Solutions Help Desk.
Not Accepted Obtain Card	Card not accepted.	Request a different card.
Not Accepted Remove Card	The card was not accepted.	Request a different card.

"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.
Not Allowed Until EOD Completed & No Trans Outstanding	The TMS download cannot be performed if there are outstanding transactions and until an end of day is performed and before any new transaction is performed.	Perform end of day.
Not Allowed To Reset Invoice # With Open Batch	You cannot reset the invoice number to 1 while there are open batches.	Close all open batches and then reset the invoice number.
Not Completed	The attempted transaction or function did not complete successfully.	Re-attempt the transaction or function.
Not Completed Obtain Card	The terminal cancelled the transaction. The attempted transaction or function did not complete successfully.	Request a different card.
Not Completed Remove Card	Transaction was not completed.	Remove the card.
Number Not In The Range 1 – 9	The input # does not fall in the range of print lines allowed for the receipt banner.	Enter a valid number.
Number Not In The Range 1 — 65535	The entered host 2 port number is not in a valid range.	Enter a valid port number.
Not In Training Mode	You have tried to exit Training Mode when you weren't already in it.	N/A

"P" Error codes	Explanation	Action required
Parameter Init & Download Cancelled	The download was cancelled.	Restart the download.
Passwords Do Not Match	The password confirmation does not match the original password entered.	Re-enter the password confirmation.
Processing...	The terminal needs to carry out some processing in the background before the next prompt can be displayed.	Wait until the terminal finishes processing.
Processing Error OK to Re-select	The terminal/PINpad has timed out.	Press **Cancel** or press **OK** to go back to Application Selection.
Processing Error Re-select Application	The selected application cannot proceed due to an unsupported application.	Please contact the TD Merchant Solutions Help Desk.

"P" Error codes	Explanation	Action required
Processing Error! Transaction Not Completed	The terminal encountered an error when trying to process a chip transaction.	Remove card and press **Cancel**. Try the action again. If the problem persists ask for another form of payment. If the problem occurs on multiple chip cards, please contact the TD Merchant Solutions 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 cardholder sign the receipt.
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 TD Merchant Solutions Help Desk immediately to have your terminal replaced.

"T" Error codes	Explanation	Action required
Transaction Cancelled	You have cancelled the transaction.	N/A
Transaction Already Voided	Void transaction is attempted on a transaction that has already been voided.	N/A
Transaction Not Allowed	Transaction not allowed for that type of card.	Request a different card.

"U" Error codes	Explanation	Action required
Use Chip Reader	A chip card was swiped.	Insert card into chip reader.

Hardware troubleshooting

Problem	Action required
Chip cards cannot be processed	Try inserting a different card. If this card can be read, the problem is with the first card. Use a cleaning card to clean the card reader. If you need cleaning cards, contact the TD Merchant Solutions Help Desk to purchase. If problem persists, contact the TD Merchant Solutions Help Desk.

Problem	Action required
Display screen is black	Ensure that the power cables are firmly connected to the power ports and the wall jacks. If the PINpad screen is black, press any key on the terminal. If problem persists, contact the TD Merchant Solutions Help Desk.
Magnetic Stripe Card reader won't read cards	Try swiping the card more quickly or more slowly or from the front of the reader towards the back. Try swiping a different card. If this card can be read, the problem is with the first card. Request another form of payment. Use a cleaning card to clean the card reader. If you need cleaning cards, contact the TD Merchant Solutions Help Desk to purchase them. If problem persists, contact the TD Merchant Solutions Help Desk.
Printer does not print	Ensure there is paper in the device; if yes, ensure the paper roll is inserted correctly. If problem persists, contact the TD Merchant Solutions Help Desk.
Printer Jam	Open the printer and check that the paper feed is clear and that the paper roll is seated correctly. Close the printer lid and ensure that it is closed completely. If problem persists, contact the TD Merchant Solutions Help Desk.
Transaction not going through	Ensure that the data cables are connected to the terminal and PINpad. Check your Internet connection to ensure that it is working. If problem persists, contact the TD Merchant Solutions Help Desk.

Terminal information

This option displays the terminal ID of the device, the software version installed and the date it was installed or upgraded. This is generally only used when calling to the Help Desk.

1. Press the **Admin** key → Maintenance → **System Info**.
2. Press the **F** key to print the information.
3. The report will display.

Configuration reports

This option allows you to print a report that shows which configurable options have been enabled on a specific terminal. This is generally only used when calling to the Help Desk or if you want to compare settings between two or more of your terminals.

1. Press the **Admin** key → Setup Menu → **Config. Reports**.
2. Select one of the options (**1**- Communications, **2**- Customization, **3**- Host 1 Settings, **4**- Host 2 Settings or **5** - BIN Ranges).
3. Print the report (**Yes** or **No**).
4. The report prints.

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.

Authorizations:

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.