TD iCT250 and TD iWL252/255 FAQs

How do I perform a void?

You perform a void to retrieve and cancel any transaction that has not yet been submitted (still in an open batch). If you have performed a day close since the transaction was completed (manual), or if you have your batches scheduled to close (automatic), you must perform a return (see below).

1. Press the green **OK** key → **Void**.
2. Enter the **trace number*** (see receipt to the right) for the transaction to be voided and follow the onscreen instructions.

   **If you do not have the trace number, you can search for the transaction using the device. Please refer to your device Quick Start Guide for more information on how to perform a Transaction Recall.*

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

SALE

06-16-2016 12:41:02
Acct # 455763******1632 S
Card Type VI

Name: nnnnnnn
Trace # 010103
Inv # 109
Auth #089090 RRN 001003099

Sale $9.00

TOTAL $9.00

++++++++++++++++++++++++
00 APPROVED-THANK YOU
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Retain this copy for your records
Merchant copy

How do I perform a return / refund?

You perform a return to fully or partially refund a sale transaction that is in a settled batch. If the transaction has not yet been submitted by a day close, you must perform a void (see above) for the full amount of the transaction.

Debit returns are disabled by default. If you wish to enable debit returns on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

1. Press the green **OK** key → **Return**.
2. Enter the amount to be returned and follow the onscreen instructions.

How do I perform a Host 1 or Host 2 download?

You perform a Host 1 or Host 2 download to update your terminal for settings that have been changed by the TD Merchant Solutions Help Desk.

Note: Depending on your settings, you may be required to enter an administrator ID and password to perform a download.

A **Host 1 Download** updates anything dealing with financial information such as card types, transaction types, and Interac keys.

A **Host 2 Download** updates anything dealing with non-financial information such as terminal settings.

1. Press the **Admin** . , # * / . , # * key → **Maintenance Menu** → **Host 1 Param.DL** or **Host 2 Param.DL. 2**.
2. Follow the onscreen instructions.

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