HARBORTOUCH

HYPERCOM OPTIMUM T4100 - RETAIL

Customer Service: 800-201-0461
24-Hour Technical Support: 800-632-1888

CREDIT SALE

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Swipe card through reader or manually enter card number and press **ENTER**.
Card present?	**Press ENTER** for Yes, **CLEA**R for No.
Expiration Date MMYY	**Enter expiration date (MMYY)
Take imprint of card	**Take imprint of card and press **ENTER** to continue.
Base Amount $0.00	Enter amount of sale and press **ENTER**.
Total correct? Yes or No	Press **YES** to confirm or **NO** to change amount.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen and printed on receipt.

**Prompted if manually entered.

DEBIT SALE

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **DEBIT** button.
SWIPE CUSTOMER CARD	Swipe card through reader.
AMOUNT $0.00	Enter amount of sale and press **ENTER**.
Waiting for PIN	Customer enters PIN on attached PIN pad.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen and printed on receipt.

REPRINT LAST RECEIPT

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **REPRINT** button.
1-LAST 2-INVOICE	Press **1** for last transaction or press **2** to select transaction, then **ENTER**.
1-CUSTOMER RECPT 2-MERCHANT RECPT	Press **1** for CUSTOMER RECEIPT or press **2** for MERCHANT RECEIPT, then **ENTER**.
REPRINT COMPLETE	Receipt is printed.

EBT SALE

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **EBT** button.
SWIPE CUSTOMER CARD	Swipe card through reader.
1-FOOD STAMP 2-CASH BENEFIT	Press **1** for FOOD STAMP or **2** for CASH BENEFIT and press **ENTER**.
SALE AMOUNT $0.00	Enter amount of sale and press **ENTER**.
Waiting for PIN	Customer enters PIN on attached PIN pad.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen and printed on receipt.

CREDIT REFUND

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **REFUND** button.
1. Debit 2. Credit	Choose Credit, then swipe card.
AMOUNT $0.00	Enter amount of refund and press **ENTER**.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Approval number is displayed on screen and printed on receipt.

OFFLINE/FORCE

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **OFFLINE** button.
SALE <OFFL> SWIPE CUSTOMER CARD	Swipe card or enter card number.
EXPIRATION DATE MMYY	Enter expiration date, press **ENTER**.
AMOUNT $0.00	Enter amount of sale, press **ENTER**.
ENTER APPROVAL CODE	Enter approval code.
TRANSACTION ACCEPTED	Offline/Force is complete.

BATCH REPORT (SUMMARY)

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **REPORTS** button.
3-AUDIT 4-SUMMARY	Press menu key corresponding to **SUMMARY**.
SCANNING BATCH	Terminal scans for Batch Totals and prints Summary Report.

BATCH REPORT (AUDIT)

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **REPORTS** key.
3-AUDIT 4-SUMMARY 5-REPRINT	Press menu key corresponding to **AUDIT**.
HOST NUMBER	Enter Host Number or '0' for all hosts.
PRINTING	Audit report is printed.

BATCH SETTLEMENT

TERMINAL DISPLAY	ACTION
SWIPE CUSTOMER CARD	Press **SETTLE** button.
ENTER PASSWORD	Enter password, press **ENTER**.
HOST NUMBER	Enter Host Number or '0' for all hosts, then press **ENTER**.
SCANNING BATCH	Terminal scans for batch totals.
SALES TOTAL CORRECT?	Press **YES** to confirm sale.
REFUND TOTAL CORRECT?	Press **YES** to confirm refund total.
SCANNING BATCH	Terminal scans for batch totals.
COMMS	Terminal dials host.
RESPONSE Approval 123456	Settlement is complete.
SCANNING BATCH	Settlement report is printed.

IMPORTANT "VoIP" NOTICE

ONLY IP CREDIT CARD TERMINALS ARE ABLE TO SUPPORT "VOICE OVER IP" (VoIP).
DIAL-UP TERMINALS WILL NOT WORK WITH VoIP SINCE THEY REQUIRE A LANDLINE.

Changes made to your telephone system, such as converting to digital telephone service or Voice Over Internet Protocol (VoIP), can adversely affect the ability of your credit card terminal to function properly. Dial-up terminals do not work though VoIP. You must use a landline for dial-up terminals to function properly. If a dual communication terminal is present, a router must be used in conjunction with a DSL/cable modem to obtain a high speed connection.

If you plan on making any changes to the telephone system at the location where your terminal is used or if you have any questions in regards to your current terminal's capabilities, please contact technical support at 800-632-1888.