

HYPERCOSM T4210/T4220 LODGING

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

CHECK IN

DESCRIPTION

TO INITIATE

This transaction will create a folio for the guest and authorize, but not yet charge, a specific amount on a credit card; the card may or may not be present.

Select **CHECK-IN**.

CHECK OUT

DESCRIPTION

TO INITIATE

This transaction will close the guest's folio and charge the original card. You may also use this option to authorize and charge a different credit, debit or gift card.

Select **CHECK-OUT**.

RE-AUTH

DESCRIPTION

TO INITIATE

A re-authorization must be performed if the guest's charges exceed the amount originally authorized on the card, but the guest is not ready to check out.

Select **RE-AUTH**.

RE-CHECK IN

DESCRIPTION

TO INITIATE

Perform this transaction to re-open a previously closed folio.

Press **FUNCTION**.
 Press **16**.
 Press **ENTER**.

UPDATE

DESCRIPTION

TO INITIATE

An update should be performed to modify the check-in date, check-out date, folio number or room number of a guest's folio.

Select **UPDATE**.

CREDIT SALE

DESCRIPTION

TO INITIATE

A sale transaction using a credit card. Card may or may not be present.

Select **SALE**.

AUTH ONLY

DESCRIPTION

TO INITIATE

An authorization-only transaction provides an approval code, but does not charge the customer until the transaction has been added to the batch by way of a force transaction.

Press **FUNCTION**.
 Press **9**.
 Press **ENTER**.

FORCE SALE

DESCRIPTION

Perform a force sale when an authorization has already been obtained.

TO INITIATE

Press **ENTER**.
Select **TRANSACTION**.
Scroll down to **FORCE** and press corresponding key.

FORCE CHECK IN/CHECK OUT

DESCRIPTION

Perform force check-in or check-out to finalize an Auth Only transaction.

TO INITIATE

Press **ENTER**.
Select **TRANSACTION**, then **LOGGING**.
Scroll through list to select either **FORCE CKIN** or **FORCE CKOUT**.

REFUND

DESCRIPTION

Perform a refund to return money to a cardholder's account from a credit sale completed in an already closed batch. (i.e., a previous batch).

TO INITIATE

Press **ENTER**.
Select **TRANSACTION**.
Select **REFUND**.

VOID

DESCRIPTION

Perform a void to remove a check-in, check-out, credit sale, force, or refund transaction and prevent any funds from transferring from the cardholder's account. *Only available for transactions in the current batch (i.e., same day).

TO INITIATE

Select **VOID**.

DEBIT SALE

DESCRIPTION

A sale transaction using a debit card and PIN. The card must be present.

TO INITIATE

Select **SALE**.

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 through 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.