# HYPERCOM T7 SERIES - RETAIL

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

## SALE

| TERMINAL DISPLAY | ACTION |
|---|---|
| DATE    TIME<br>Swipe Customer Card | Swipe card through reader. |
| [Card Type]    SALE<br>Amount         $$$$ | Key in the amount of sale and press **ENTER**. |
| Dialing Now<br>Processing Now | No action while terminal processes transaction. |
| Approval ####### | Receipt prints. |

## REFUND

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card<br>REFUND | Press **REFUND** key. |
| Swipe Customer Card<br>[Card Type] REFUND | Swipe card through reader. |
| Amount        $$$$$ | Key in the amount of the refund and press **ENTER**. |
| Dialing Now<br>Processing Now | No action while terminal processes the transaction. |

## OFFLINE SALE

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card | Press the **OFFLINE** key. |
| ***Offline Mode***<br>Enter Account Number | Swipe card or key in card number. |
| Card Type    Offline<br>Expiration Date MMYY | Enter expiration date (MMYY) and press **ENTER**. |
| Card Type    Offline<br>Take imprint of card | Take imprint of card and press **ENTER**. |
| Card Type    Offline<br>Amount $x.xx | Key in amount of sale and press **ENTER**. |
| Card Type    Offline<br>Enter approval code | Key in approval code and press **ENTER**. |
| Transaction Accepted | Transaction is stored. |

## BATCH REVIEW

| TERMINAL DISPLAY | ACTION |
|---|---|
| DATE              TIME<br>SWIPE CUSTOMER CARD | Press **REVIEW** key. |
| Inv: [Invoice#]<br>[Trans Type]      $$$$<br>Approval ###### | Press **ENTER** to view transactions by invoice number in descending order.<br>Press **CLEAR** to view transactions in ascending order. |
| Card Number<br>Sequence No: #### | Press **BACKSPACE (<-)** to view details of individual transactions. |
| DATE    TIME | Press **BACKSPACE (<-)** to view more details of the transaction. |

## DISPLAY TOTALS

| TERMINAL DISPLAY | ACTION |
|---|---|
| DATE              TIME<br>SWIPE CUSTOMER CARD | Press **TOTALS** key. |
| Scanning Batch<br>Please Wait | No action while terminal processes request. |
| TOTALS      SALES<br>##Items    $$$$ | Total values display. Press **BACKSPACE (<-)** to toggle between displays of Net Refund Totals and Net Sales Totals for card type. |
| TOTALS      REFUNDS<br>##Items    $$$$ | Press **ENTER** to review net sales for next card or **CLEAR** to review previous card type totals. |

## VOID

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card | Press **VOID** key. |
| Enter Invoice Number | Key in invoice number from original transaction and press **ENTER**. |
| [Invoice#]    $$$$<br>Correct? Yes or No | Invoice number and amount display. If correct, press **ENTER**. If not correct, press **CLEAR** to return to idle prompt. |
| Transaction Accepted | Receipt prints. |

**HARBOR**TOUCH

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## MANUAL SALE (KEYED IN)

| TERMINAL DISPLAY | ACTION |
|---|---|
| Date        Time<br>Swipe Customer Card. | Enter card number manually and press **ENTER**. |
| [Card Type]   [Sale]<br>Expiration Date MMYY | Enter the expiration date and press **ENTER**. |
| [Card Type]   [Sale]<br>Take imprint of card | Take imprint of customer's card. Press **ENTER**. |
| Card Present? | Confirm whether card is present. Press **ENTER** for Yes or **CLEAR** for No. |
| Amount        $$$$ | Key in amount of sale and press **ENTER.** |
| Verification code<br>0=Not provided<br>1=Present | Enter appropriate number. If (1) is selected, enter CVV2 code. |
| Card Type      Sale<br>Enter Address | If card is not present, you will be prompted to enter cardholder's address. Enter only the street number. |
| Card Type      Sale<br>Enter Address | Enter cardholder's zip code. |
| Dialing Now<br>Processing Now | No action while terminal processes transaction. |
| Approval ###### | Receipt prints. |

## BATCH SETTLEMENT

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card | Swipe card through reader. |
| Settle | Press **SETTLEMENT** key. |
| Enter Password | Key in your password (0000) and press **ENTER**. |
| Host Number (ID#) | To settle all card types, press **ENTER**. Key in host number and press **ENTER** (host number can be viewed by pressing **FUNCTION 8**). |
| Scanning Batch<br>Please Wait | No action while terminal processes request. |
| Sales Total    $$$$<br>Correct?   Yes or No | Press **ENTER** to confirm sale amount. |
| Refunds Total    $$$$<br>Correct?   Yes or No | Press **ENTER** to confirm refund amount. |
| Batch Number: ######<br>Reconcile Complete | Terminal connects to UBC to transmit. |

## REPRINT RECEIPT

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card | Press **REPRINT** key. |
| Enter Invoice Number | Key in invoice number of transaction. |
| 1. Merchant Copy<br>2. Customer Copy | Select desired receipt copy. |

## REPORTS

| TERMINAL DISPLAY | ACTION |
|---|---|
| Swipe Customer Card | Press REPORTS key. |
| 3. Audit<br>4. Summary | Select appropriate number and press **ENTER**. |
| Host Number | Type number or press ENTER to select all. |
| Amount        $$$$ | Key in amount of sale and press **ENTER.** |

## ERROR MESSAGE GUIDE

| TERMINAL DISPLAY | ACTION |
|---|---|
| Please Call: | A call to the authorization center is required to complete the transaction. Merchant must perform an offline/forced entry to create a transaction for settlement, after receiving an approval. |
| Please Call - CC/LC: | Card has been reported lost or stolen. Call authorization center. Obtain another form of payment. |
| Call Help - RE: | Card read error. Try re-swiping card. |
| Declined/Expired Card: | Transaction has been declined by bank or bank network, or the card is expired. Declines are often caused by insufficient card balance. Obtain another form of payment. |
| Invalid Transaction: | Transaction is not allowed at the terminal. |
| Please Wait: | Terminal is waiting for further instructions from host. |

**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.