HYPERCOM T7 SERIES - RESTAURANT

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

SALE

TERMINAL DISPLAY	ACTION
DATE TIME Swipe Customer Card	Swipe card through reader.
Enter Server Number [Card Type] Sale	Key in server number, up to four digits and press **ENTER**.
Base Amount $$$$	Key in amount of sale and press **ENTER**.
Amount of Tip $$$$	Key in amount of tip and press **ENTER**.
Total Correct? Yes or No	Verify if total is correct
Dialing Now Processing Now	No action while terminal processes transaction.
Approval #######	Receipt prints.

REFUND

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **REFUND** key.
REFUND Swipe Customer Card	Swipe card through reader.
[Card Type] REFUND Enter Server Number	Key in server number (up to four digits) and press **ENTER**.
Amount $$$$$	Key in the amount of the refund and press **ENTER**.
Transaction Accepted	No action while terminal processes the transaction.

OFFLINE SALE

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

VOID

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **VOID** key.
Enter Invoice Number	Key in invoice number from original transaction and press **ENTER**.
[Invoice#] $$$$ 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.

MANUAL SALE (KEYED IN)

TERMINAL DISPLAY	ACTION
Date Time Swipe Customer Card.	Enter card number manually and press **ENTER**.
[Card Type] [Sale] Expiration Date MMYY	Enter the expiration date and press **ENTER**.
[Card Type] [Sale] 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 0=Not provided 1=Present	Enter appropriate number. If (1) is selected, enter CVV2 code.
Card Type Sale Enter Address	If card is not present, you will be prompted to enter cardholder's address. Enter only the street number.
Card Type Sale Enter Address	Enter cardholder's zip code.
Dialing Now Processing Now	No action while terminal processes transaction.
Approval ######	Receipt prints.

HARBORTOUCH

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ADJUST/ADD TIP

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **ADJUST** key.
ADJUST Enter Server Number	Key in server number (up to four digits) and press **ENTER**.
Enter Invoice Number	Key in invoice number from original transaction and press **ENTER**.
Card Type Invoice # Correct? Yes or No	Card type and invoice number displays. If correct, press **ENTER**. If not correct, press **CLEAR** to enter new amount.
Base Amount $$$ Enter Tip $$$ Total $$$	Key in tip amount and press **ENTER**.
Correct? Yes or No	Total amount displays, If correct, press **ENTER**. If not correct, **press** CLEAR to enter new amount.

SERVER SIGN ON/OFF

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **FUNCTION**, **77**, and then **ENTER**.
Enter Server Number	Key in server number and press **ENTER**.
Sign On? Y or N	Press **ENTER** for Yes, **CLEAR** for No.

OPEN TAB

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **FUNCTION**, **20**, and then **ENTER**.
1. Open Tab 2. Close Tab	Choose **1** to open tab.
Open Tab	Swipe card or enter card number.
Expiration Date MMYY	Enter card expiration date and press **ENTER**.
Enter Server Number	Enter server number and press **ENTER**.
Base Amount	Type amount of tab and press **ENTER**.
Total $xx.xx	Confirm total by pressing **ENTER** for Yes, **CLEAR** for No. If No, enter correct amount.

CLOSE TAB

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **FUNCTION**, **20**, and then **ENTER**.
1. Open Tab 2. Close Tab	Choose **2** to open tab.
Enter Server Number	Enter server number and press **ENTER**.
Enter Invoice Number	Enter invoice number from original receipt.

CLOSE TAB (continued)

TERMINAL DISPLAY	ACTION
Total $xx.xx	Confirm total by pressing **ENTER** for Yes, **CLEAR** for No. If No, enter correct amount.
Tip Amount	Enter tip amount if prompted.
Total $xx.xx	Confirm total with tip by pressing **ENTER** for Yes, **CLEAR** for No.

REPRINT RECEIPT

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

REPORTS

TERMINAL DISPLAY	ACTION
DATE TIME Swipe Customer Card	Press **REPORTS** key.
2=Cash 3=Audit 4=Summary 5=History 6=Perform 7=Reprint	Key in report number and press **ENTER**. Printer will generate a report. Press arrow to view more options.

SERVER REPORTS

TERMINAL DISPLAY	ACTION
DATE TIME Swipe Customer Card	Press **REPORTS** key.
2=Server 3=Audit 4=Summary 5=0 Tabs	Key in **2** and press **ENTER**.
1=Detail 2=Summary 3=Unadjusted?	Key in selection and press **ENTER**.
Enter Server Number	Key in server number (up to four digits) and press **ENTER** or press **ENTER** for all.
Scanning Batch	Printer generates report.

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BATCH SETTLEMENT

TERMINAL DISPLAY	ACTION
Swipe Customer Card	Press **SETTLEMENT** key.
Settle 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 Please Wait	No action while terminal processes request.
Sales Total $$$$ Correct? Yes or No	Press **ENTER** to accept batch amount.
Refunds Total $$$$ Correct? Yes or No	Press **ENTER** to confirm batch amount and number.
Batch Number: ###### Reconcile Complete	Terminal connects to UBC to transmit.

BATCH REVIEW

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

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 - NT/TR/SQ:	Terminal or network error. Call technical support for assistance..
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.