



# Quick Reference Guide

Terminal Help Desk  
1-800-228-0210

Customer Service  
1-866-597-5721

Voice Authorization  
1-800-228-1122

Supply Desk  
1-855-295-8500

## Hypercom T7Plus — RETAIL/RESTAURANT

Credit Card Sale	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Swipe card.
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
BASE AMOUNT    \$0.00	Enter <b>SALE AMOUNT</b> , press <b>[ENTER]</b> .
TIP AMOUNT       \$0.00	Enter <b>TIP AMOUNT</b> , press <b>[ENTER]</b> or just press <b>[ENTER]</b> to adjust tip later.
TOTAL CORRECT   \$0.00	Enter <b>AMOUNT</b> , press <b>[ENTER]</b> .
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL    123456	<b>APPROVAL NUMBER</b> is displayed on screen, and printed on receipt.

Debit Card Sale	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[DEBIT]</b> .
SWIPE CUSTOMER CARD	Swipe card.
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
BASE AMOUNT    \$0.00	Enter <b>SALE AMOUNT</b> , press <b>[ENTER]</b> .
TIP AMOUNT       \$0.00	Enter <b>TIP AMOUNT</b> , press <b>[ENTER]</b> .
WAITING FOR PIN	Instruct customer to enter PIN via pin pad, press <b>[ENTER]</b> . <i>Do not ask customer for PIN.</i>
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL    123456	<b>APPROVAL NUMBER</b> is displayed on screen, and printed on receipt.

Credit Card Refund	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[REFUND]</b> .
SWIPE CUSTOMER CARD	Swipe card.
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
AMOUNT    \$0.00	Enter <b>REFUND AMOUNT</b> , press <b>[ENTER]</b> .
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL    123456	<b>APPROVAL NUMBER</b> is displayed on screen, and printed on receipt.

Debit Refund	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[DEBIT]</b> , press <b>[REFUND]</b> .
SWIPE CUSTOMER CARD	Swipe card.
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
AMOUNT    \$0.00	Enter <b>REFUND AMOUNT</b> , press <b>[ENTER]</b> .
WAITING FOR PIN	Instruct customer to enter PIN via pin pad, press <b>[ENTER]</b> . <i>Do not ask customer for PIN.</i>
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL    123456	<b>APPROVAL NUMBER</b> is displayed on screen, and printed on receipt.

Void	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[VOID]</b> .
ENTER INVOICE NUMBER	Enter <b>INVOICE NUMBER</b> , press <b>[ENTER]</b> .
XXXXXX    \$00.00 CORRECT?    YES OR NO	Press <b>[YES]</b> to void this transaction. Press <b>[NO]</b> if not correct transaction.
COMMS	Terminal communicates with host for approval.
TRANSACTION ACCEPTED	<b>VOID</b> is complete.

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

PRINTING A SECOND RECEIPT (THE CUSTOMER RECEIPT) IS AN OPTION FOR ALL TRANSACTIONS

Reprint Last Receipt	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[Function, 72]</b> , press <b>[ENTER]</b> .
1-MERCHANT RECPT 2-CUSTOMER RECPT	Press <b>[1]</b> to reprint <b>MERCHANT RECEIPT</b> Press <b>[2]</b> to reprint <b>CUSTOMER RECEIPT</b> Press <b>[ENTER]</b> to confirm.
REPRINT COMPLETE	<b>RECEIPT</b> is printed.

NOTE: SOME PROMPTS MAY VARY BASED ON THE TERMINAL SETUP.

Offline/Force Sale	
To capture transactions for voice authorization approvals.	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[OFFLINE]</b> .
**OFFLINE MODE** ENTER ACCOUNT NO.	Enter card number, press <b>[ENTER]</b> .
EXPIRATION DATE MMYY	Enter EXPIRATION DATE, press <b>[ENTER]</b> .
AMOUNT \$0.00	Enter AMOUNT, press <b>[ENTER]</b> .
ENTER APPROVAL CODE	Enter APPROVAL CODE, press <b>[ENTER]</b> .
TRANSACTION ACCEPTED	<b>OFFLINE/FORCE</b> is complete.

Batch Report (Audit or Summary)	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[REPORTS]</b> .
3-AUDIT 4-SUMMARY	Press the desired report to print.
HOST NUMBER	Enter Host Number or 0 for all hosts.
PRINTING	Terminal prints <b>REPORT</b> .

Batch Settle	
This is only necessary if Auto Close is disabled.	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[SETTLE]</b> .
HOST NUMBER	Enter Host Number or 0 for all hosts.
SCANNING BATCH	Terminal scans for batch totals.
SALES TOTAL CORRECT?	Press <b>[YES]</b> to confirm sales total.
REFUND TOTAL CORRECT?	Press <b>[YES]</b> to confirm refund total.
SCANNING BATCH	Terminal scans for batch totals.
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL 123456	Settlement is complete.
SCANNING BATCH	<b>SETTLEMENT REPORT</b> is printed.

Server Sign-On	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[Function, 77]</b> , press <b>[ENTER]</b> .
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
SIGN-ON? Y OR N	Press <b>[YES]</b> to add this <b>SERVER NUMBER</b>
TRANSACTION ACCEPTED	<b>SERVER SIGN-ON</b> is complete.

Open Tab	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[Function, 20]</b> , press <b>[ENTER]</b> .
1-OPEN 2-CLOSE 3-PRINT	Press <b>[1]</b> , then <b>[ENTER]</b> to open Tab.
SWIPE CUSTOMER CARD	Swipe card.
ENTER SERVER NUMBER	Enter <b>SERVER NUMBER</b> , press <b>[ENTER]</b> .
BASE AMOUNT \$0.00	Enter <b>SALE AMOUNT</b> , press <b>[ENTER]</b> .
TOTAL CORRECT \$0.00	Press <b>[YES]</b> to confirm adjusted total.
COMMS	Terminal communicates with host for approval.
RESPONSE APPROVAL 123456	<b>APPROVAL NUMBER</b> is displayed on screen, and printed on receipt.

Close Tab	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[Function, 20]</b> , press <b>[ENTER]</b> .
1-OPEN 2-CLOSE 3-PRINT	Press <b>[2]</b> , then <b>[ENTER]</b> to open Tab.
PRESS HERE FOR MENU	Touch menu bar at top of screen.
ENTER INVOICE NUMBER	Enter <b>INVOICE NUMBER</b> , press <b>[ENTER]</b> .
CORRECT?	Press <b>[YES]</b> if correct <b>INVOICE NUMBER</b> .
TOTAL CORRECT \$0.00	Press <b>[YES]</b> to confirm total is correct or <b>[NO]</b> to change.
TRANSACTION ACCEPTED	<b>CLOSE TAB</b> is complete.

Tip Adjust	
PROMPT	ACTION
SWIPE CUSTOMER CARD	Press <b>[ADJUST]</b> .
ENTER INVOICE NUMBER	Enter <b>INVOICE NUMBER</b> , press <b>[ENTER]</b> .
BASE AMOUNT \$0.00 ENTER TIP \$0.00	Enter <b>TIP AMOUNT</b> , press <b>[ENTER]</b> .
TOTAL CORRECT \$0.00	Press <b>[YES]</b> to confirm adjusted total.
TRANSACTION ACCEPTED	<b>TIP ADJUST</b> is complete.