

## Terminal Self-Help Guide

### Setting Language

1. Press: **# Key**
2. Press: Arrow down, select **Setup Menu**
3. Key In: **1234562 F, Enter** (iCT) **123456A** (Tetra)
4. Select: **Terminal Settings**
5. Select: **Language**
6. Select: **English, French** or **Spanish**
7. Select: **Red Key** until at **Main Screen**

### Setting the Date/Time for iCT Series

1. Press: **F Key**
2. Key In: **1234562 F, Enter**
3. Select: **Tellium Manager**
4. Select: **Initialization**
5. Select: **Parameters**
6. Select: **Date/Time**
7. Select: **Set Date** or **Set Time**
8. Key In: **Correct Info**
9. Press: **Red Key** until at **Main Screen**

### Setting the Date/Time for Tetras

1. Press: **Silver Round Home Key** on Right
2. Select: **Admin Mode**
3. Key In: **123456A** for Capital A, press the **2 key** until it appears
4. Select: **Tetra Admin**
5. Select: **Date/Time**
6. Select: **Set Date** or **Set Time**
7. Key In: **Correct Info**
8. Press: **Red Key** until at **Main Screen**

### Password Protect Options

1. Press: **# Key**
2. Select: **Security**
3. Key In: **1234562 F, Enter** (iCT) **123456A** (Tetra)
4. Select: **Main Menu PWS**
5. Select: **Function you want on Password**
6. Select: **Supervisor**
7. Press: **Red Key** until at **Main Screen**
8. Select: Option to **test for Password**
9. Keep terminal password, **do not change it!**

- *This is temporary and will go back to the default of no password protect when the terminal does its next REMOTE UPDATE. You will need to contact a relationship manager for them to make it permanent on the download system.*

## Reports at Settlement

1. Press: # Key
2. Select: Setup Menu
3. Key In: 123456A
4. Select: Trans Options
5. Select: Settlement
6. Select: Settle Report
7. Select: Detail or Summary
8. Press: Red Key until at Main Screen

- *This is temporary and will go back to the default of no password protect when the terminal does its next REMOTE UPDATE. You will need to contact a relationship manager for them to make it permanent on the download system.*

## Changing Font Size

1. Press: # Key
2. Select: Setup Menu
3. Key In: 1234562 F, Enter (iCT) 123456A (Tetra)
4. Select: Reports
5. Select: Fonts
6. Select: Small, Normal or Large
7. Press: Red Key until Main Screen

- *This is temporary and will go back to the default of no password protect when the terminal does its next REMOTE UPDATE. You will need to do this after every REMOTE UPDATE as there is no permanent setting on our system.*

**Alpha Characters** – Sometimes when keying in a credit card number, like 5526, that 2<sup>nd</sup> 5 will turn into a letter if you key it in too fast. You will need to key in 5, pause 1 second, and then continue.

## Terminal Functions:

**Sale – Card Present:** Either insert the card 1<sup>st</sup>, then follow screen, or press ENTER, select Sale and follow screen, be sure to answer all prompts for best rates.

**Sale – Card Not Present:** Whenever keying a transaction always select CARD NOT PRESENT and answer every prompt for 2<sup>nd</sup> best rate.

**Refunds vs Reversals:** Select refund if sale was from the previous day or older. Select reversal for same day transactions.

**Contactless Transaction:** Hold phone or card directly over the sticker on the paper lid UNTIL it beeps, then pull it away and proceed.

## Offline/Force

1. This function is used when an attempted transactions gives a message on the terminal that says CALL or CALL CENTER. The issuing bank wants you to call for a voice authorization over the telephone.
2. That phone # is on your Help Desk sticker under your terminal or on the side of the terminal.
3. The telephone # is **800-291-4840**, they will either DECLINE the transaction or APPROVE the transaction and give you a 6-digit # to write down.
4. On your terminal, you will complete an OFFLINE/FORCE transaction by pressing the **green enter key** and selecting OFFLINE or FORCE and following the prompts. *(You do not need to key in the transaction ID).*
5. Sometimes the APPROVAL # has an ALPHA character at the end. To make an ALPHA character, you will press the number that the letter is listed on until that capital letter appears, then press **ENTER**.

## Replacing Paper Roll - See [VIDEO](#) for tutorial

1. Access the paper roll by opening the printer on the top of the device.
2. Remove the empty paper roll and replace it with a fresh one.
3. Thread the paper through the opening and close the printer.
4. Feed some paper through by pressing the "Print" button in the lower left-hand corner of the keypad to confirm the paper is loaded correctly.

## Setting Up Your Terminal - See [VIDEO](#) for tutorial

1. Plug in the power supply to the black box attached to the terminal.
  - a. If your terminal is processing over WiFi, plug the power supply into a wall outlet to power up the device.
  - b. If your terminal is processing over an ethernet connection, plug in an ethernet cable to the black box, and plug the other end into a wall switch or router. The ethernet must be plugged directly into an ethernet port, not a computer.
2. Plug in the power supply to a wall outlet. Your device will now power up.



## Connecting Your Terminal to WiFi

1. With the device turned on, press the silver **round home key**
2. Select: **Tetra Admin**
3. Enter: the admin password, **123456A**
4. Select: **Tetra Admin**
5. Select: **3- Configure WiFi**
6. Select: **1-Scan Networks**. Your terminal will scan all available WiFi Networks.
7. Select your network from the list and enter your WiFi password with the **green button** on the screen highlighted.
8. Press the **green button** on your keypad. You will see a message saying **New Profile OK** and the WiFi icon in the upper left corner of your screen will turn green. You are now connected to your WiFi network.

## Attaching PIN Pad- See [VIDEO](#) for tutorial.