



Hypercom T4100 Quick Reference Guide



Standard Functions:

Paper Feed: Press the star (*) key

Important Information:

In order to process gift or loyalty transactions, you must first press the HOME key then select the Opticard application using the screen button closest to the Opticard logo.

In order to return to credit card processing, press the HOME key and then select the SPOS application by pressing screen button closest to the SPOS logo.

Issuing a New Gift Card:

- Press the screen button next to Issue
- Swipe customer card
- Input *Issue Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Redeeming a Gift Card:

- Press the screen button next to Redeem
- Swipe customer card
- Select card summary using screen button
- Input *Sale Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Adding Value to a Gift Card:

- Press the screen button next to Add Value
- Swipe customer card
- Input *Add Value Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Retrieving Card Balances:

- Press the screen button next to Inquiry
- Swipe customer card
- Tear customer receipt

Transferring Card Balance(s) To a New Card:

- Press the screen button next to Transfer
- Swipe old customer card or type in card number then press Enter
- Swipe new customer card or type in card number then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Voiding a Transaction:

- Press the screen button next to Void
- Swipe customer card
- Input *Add Value Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Adding Points to a Loyalty Program:

- Press the screen button next to Add Points
- Swipe customer card
- Select appropriate program using screen button
- Input *Add Points Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Redeeming a Loyalty Balance:

- Press the screen button next to Redeem
- Swipe customer card
- Select appropriate program using screen button
- Input *Loyalty Redemption Amount* then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Print Daily Report for Today:

- Press the screen button next to Report
- Select Today using screen button
- Tear merchant receipt

Print Daily Report for Yesterday:

- Press the screen button next to Report
- Select Yesterday using screen button
- Tear merchant receipt

Gift/Loyalty Error Codes:

Amount Due-\$x.xx: This means that the card had insufficient funds for the purchase, the amount owed is displayed.

System Unavailable: This means that the OptiCard system is currently unavailable for processing, please contact support.

Invalid Priv – The clerk or terminal does not have the transaction privilege

Invalid Clerk – Clerk ID number is not in the system (If applicable)

No Line/Busy – Verify phone line is operational and cable is plugged into the proper jack on the terminal

No Eth Cable- Check cable connections to terminal and router and/or modem.

05 General Denial - Invalid expiration date, Max value exceeded, Company issue limit exceeded

Invalid Amount – The card was issued was more than the maximum or less than the minimum permitted

Invalid Card Number / Card Not Supported- The card number entered is not valid or incorrectly entered.

To install the paper roll:

1. Gently pull the clam shell printer lever and lift open the paper cover.
2. Place the paper roll into the holder so the paper feeds from under the roll. Pull the end of the paper roll over the printer.
3. While holding the end of the paper roll, close the paper cover. You will hear the paper cover click when properly latched.
4. Tear off Excess Paper



3 & 4.



ChecksOnDemand

Hypercom T4100 Quick Reference Guide



Standard Functions:

Paper Feed: Press the star (*) key

Important Information:

In order to process check transactions, you must first press the HOME key then select the Check application using the screen button closest to the Check logo.

In order to return to credit card processing, press the HOME key and then select the SPOS application by pressing screen button closest to the SPOS logo.

Checks must be batched the same day they are processed.

Any voids or corrections after batch out will require a merchant reversal. For assistance with this function please call Customer Care.

CHECKS NOT ELIGIBLE FOR GUARANTEE

The following check types may be accepted however, Guaranteed Funding is not available: Travelers Checks, Certified Checks, Government Checks, Temporary Checks, Money Orders, Third Party Checks, Cashier's Checks, Checks written to employees or self, or Checks drawn on banks outside of the USA.

Check Sale:

- Press the screen button next to ACH Check
- Input **Check Amount** then press Enter
- Input **DL or ID #** then press Enter
- Input **State Code** then press Enter
- Insert Check in imager (faced in towards the imager)
- Tear merchant receipt
- Press any key to print customer receipt

Void last Check Sale:

- Press the screen button next to Void
- Select **Last**
- Verify information on screen:
 - If the information is correct, press Enter.
 - If the information is incorrect press Clear and repeat this process.
- Press any key to print customer receipt

Void any Check Sale:

- Press the screen button next to Void
- Select **Invoice**
- Input **Invoice Number** then press Enter
- Verify information on screen:
 - If the information is correct, press Enter.
 - If the information is incorrect press Clear and repeat this process.
- Press any key to print customer receipt

Close Batch:

- Press the screen button next to Batch
- Press the screen button next to Settle
- Key in password 0000 then press Enter
- Confirm totals on display:
 - If the batch total information is correct, press Enter.
 - If the batch total information is incorrect, press Clear and review individual transactions.
- Press any key to print customer receipt

Upload Images:

- Press the HOME key
- Press the screen button next to IMAGEUPL
- Press the screen button next to Upload Images Now.
- Tear merchant receipt

State Codes									
01-AL	11-DC	19-IA	27-MN	35-NM	44-RI	53-WA	65-NF	60-AS	
02-AK	12-FL	20-KS	28-MS	36-NY	45-SC	54-WV	NS-NS	American Samoa	
04-AZ	13-GA	21-KY	29-MO	37-NC	46-SD	55-WI	68-ON	Virgin Is.	
05-AR	14-FR	22-LA	30-MT	38-ND	47-TN	56-WY	69-PE	78-VI	
06-CA	15-HI	23-ME	31-NE	39-OH	48-TX	61-AB	70-PQ	99-ML	
08-CO	16-ID	24-MD	32-NV	40-OK	49-UT	62-BC	72-YT	Military ID	
09-CT	17-IL	25-MA	33-NH	41-OR	50-VT	63-MB	66-GU		
10-DE	18-IN	26-MI	34-NJ	42-PA	51-VA	64-NB			

CHECK READER MESSAGES: (manager password needed)

RE-PRESENTED CHECK: This means that the check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print.

MANAGER NEEDED-DAY/LOC/AMT: This message alerts the merchant that the check amount has exceeded the normal ACH limits of guarantee. Press "ENTER". Terminal will prompt for OVERRIDE. Press "Clear" to return to main screen.

ERROR IN MICR: This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. The check cannot be verified. The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

ID FLAGGED: This message is to inform the Merchant that the check has been declined due to a problem with the customer's I.D. or account. OVERRIDE only for your most frequent customers. These checks are not guaranteed.

DECLINED CHECK: The message is to inform the merchant that the check has been declined due to a problem with the customer's I.D. or account. THIS CANNOT BE APPROVED OR OVERRIDDEN.

ERROR IN ID: Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#.

Required Information for check:

When processing ACH checks, it is required to have the customer fill out and sign the receipt and the below listed information is required on the face of the check.

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date 77058
Pay To The Order Of:			Dollars
Memo:	①②③④⑤⑥⑦⑧⑨⑩⑪⑫⑬⑭⑮⑯⑰⑱⑲⑳㉑㉒㉓㉔㉕㉖㉗㉘㉙㉚㉛㉜㉝㉞㉟㊱㊲㊳㊴㊵㊶㊷㊸㊹㊺		

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)	Driver's License #, Authorization #, and home phone # must be written on check.	Check series # must 101 or higher. No counter checks accepted.
---	---	--

Check must be written on U.S. account. No altered Checks.