Hypercom

T4100 Quick Reference Guide

Retail

Printer

6 Screen Buttons

Function keys

Home Key

Shift Button

Keypad

MAG stripe reader

Power Port

Serial Port (RS-232)

Pin Pad Port

Ethernet Port

Line Port

PWR

RS232

PIN

100BASET

LINE

Standard Functions:

Default Password: 0000

Paper Feed: Press the paper feed key

Important Information:

- Note: To process a Debit or EBT transaction, follow the credit sale procedures, but choose Debit or EBT accordingly.
- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code.
- If your screen displays icons that say GL and IP Diagnostics, press the screen button next to GL to return to the lodging application.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund
- To set date and time: 1.Press blue function key. 2.Input 10, *then* press enter.3. Input 0000 for the password. 4.Input date in MM/DD/YY format *then* press enter. 5.Input time in HH:MM format *then* press enter.

Credit Sale:

- **Swipe customer card**
- **Input Sale Amount then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Void Last Transaction:

- **Press the orange void key**
- **Choose Last**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Void by Invoice:

- **Press the orange Void key**
- **Choose Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Credit Refund:

- **Press the orange refund key**
- **Swipe customer card**
- **Input Return amount then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Void Credit Refund:

- **Press the orange void key**
- **Choose Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Offline Sale (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)

- **Press the orange offline key**
- **Swipe customer card**
- **Input Sale Amount then press Enter**
- **Input Approval Code then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Batch Review:

- **Press the Review key**
- **Press the screen buttons next to the Right or Left arrow to move through the transactions.**

Reprint Receipt:

- **Press the Reprint Key**
- **Press the screen button next to the appropriate option**
  - **Last:** This will reprint the last transaction receipt.
  - **Invoice:** This allow you to reprint a receipt by invoice number
- **Press the screen button next to the appropriate option**
  - **Customer Copy:** This will reprint the customer copy of the receipt.
  - **Merchant Copy:** This will reprint the merchant copy of the receipt.

Reports:

- **Press the reports key**
- **Choose appropriate report type**
  - **Audit Report:** This report will show all transaction details on the current batch.
  - **Summary Report:** This report will show you a basic summary of all existing sales in the current batch.

Close Batch: (run a report first if you need detailed batch information)

- **Press the Settle Key**
- **Input the password of 0000 then press Enter**
- **Confirm sales total then press Enter**
- **Confirm refund total then press Enter**

To install the paper roll:
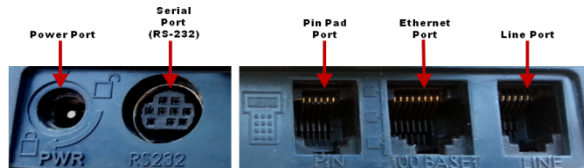**terminal uses 230ft x 2 1/4 in. thermal paper roll

1. Gently pull the clam shell printer lever and lift open the paper cover.
2. Drop paper roll into printer with the paper feeding from under the roll then pull paper up slightly as seen in image 2.
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

1.

2.

3 & 4.

To order paper call supplies at 1-866-498-2333 M-F 8am-8pm Central

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- If your screen displays icons that say GL and IP Diagnostics, press the screen button next to GL to return to the lodging application.

- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund

- To set date and time: 1.Press blue function key. 2.Input 10, *then* press enter.3. Input 0000 for the password. 4.Input date in MM/DD/YY format *then* press enter. 5.Input time in HH:MM format *then* press enter.

Credit Sale:
- **Swipe customer card**
- **Input *Sale Amount* then press Enter**
- **Input *Tip Amount* then press Enter**
- **Tear merchant receipt**
- **Press any key** to print customer receipt

Void Last Transaction:
- **Press the orange Void key**
- **Choose Last**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Void by Invoice:
- **Press the orange Void key**
- **Choose Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Credit Refund:
- **Press the orange Refund key**
- **Swipe customer card**
- **Input Return amount then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Void Credit Refund:
- **Press the orange Void key**
- **Choose Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Tip Adjust:
- **Press the orange Tip Adjust key**
- **Input invoice number then press Enter**
- **Input tip amount then press Enter**
- **Confirm total amount then press Enter**
- **Terminal will display Transaction Accepted.**

Offline Sale (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)
- **Press the orange Offline key**
- **Swipe customer card**
- **Input Sale Amount then press Enter**
- **Input Approval Code then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Open Tab
- **Press the white Tab key**
- **Press the screen button next to Open**
- **Swipe customer card**
- **Input Tab Amount then press Enter**
- **Verify Tab amount then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Close Tab
- **Press the white Tab key**
- **Press the screen button next to Close**
- **Input invoice number then press Enter**
- **Input Tab Amount then press Enter**
- **Verify Tab info then press Enter**
- **Verify Tab amount then press Enter,**
- **If the tab amount needs to be edited press Clear**
- **Input correct amount then press Enter**
- **Input tip amount or leave blank then press Enter**

Batch Review:
- **Press the Review key**
- **Press the screen buttons next to the Right or Left arrow to move through the transactions.**

Reprint Receipt:
- **Press the Reprint Key**
- **Press the screen button next to the appropriate option**
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Close Batch: (run a report first if you need detailed batch information)
- **Press the Settle Key**
- **Input the password of 0000 then press Enter**
- **Confirm sales total then press Enter**
- **Confirm refund total then press Enter**

Need help with your terminal? Call Chris at 1.800.518.6825 for assistance.