Hypercom

T4220 Quick Reference Guide

Retail

PRINTER
DISPLAY
6 SCREEN BUTTONS
3 FUNCTION KEYS
HOME KEY
ALPHANUMERIC KEYPAD
SMART CARD READER
MAG STRIPE READER
CABLE CLAMP
COMMUNICATIONS MODULE
3 SAM CHIP SLOTS

Standard Functions:

Default Password: 0000

Paper Feed: Press the star (*) 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:
- **Press the screen button next to Sale**
- **Press the screen button next to Credit**
- **Swipe customer card**
- **Input Sale Amount then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Void Last Transaction:
- **Press the screen button next to Void**
- **Press the screen button next to Last**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Void by Invoice:
- **Press the screen button next to Void**
- **Press the screen button next to Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

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

Void Credit Refund:
- **Press the screen button next to Void**
- **Press the screen button next to 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 Enter Key**
- **Press the screen button next to Transaction**
- **Press the screen button next to Offline**
- **Press the screen button next to Sale (Offline)**
- **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 Enter Key**
- **Press the screen button next to Batch**
- **Press the screen button next to Review**
- **Press the screen buttons next to the Right or Left arrow to move through the transactions.**

Reprint Receipt:
- **Press the Report Key**
- **Scroll down then Press the screen button next to Reprint**
- **Press the screen button next to the appropriate option**
    - **Last:** This will reprint the last transaction receipt.
    - **Invoice:** This allows 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 Report key**
- **Press the screen button next to 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**
- **Press Enter**
- **Confirm sales total then press Enter**
- **Confirm refund total then press Enter**

To install the paper roll:
**terminal uses 85ft-180ft x 2 1/4 in. thermal paper roll
1. Remove terminal and paper from its packaging.
2. With your fingers, open the printer cover. (as shown below in image 2)
3. Drop paper roll into printer with the paper feeding from under the roll then pull paper up slightly (as shown below in image 3a).
4. Pull and tear paper against the paper receipt tear bar. Operate terminal as normal.

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

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- 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:
- **Press the screen button next to Sale**
- **Press the screen button next to Credit**
- **Swipe customer card**
- **Input Sale Amount then press Enter**
- **Input Tip Amount (If applicable) then press Enter**
- **Tear merchant receipt**
- **Press any key to print customer receipt**

Void Last Transaction:
- **Press the screen button next to Void**
- **Press the screen button next to Last**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Void by Invoice:
- **Press the screen button next to Void**
- **Press the screen button next to Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

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

Void Credit Refund:
- **Press the screen button next to Void**
- **Press the screen button next to Invoice**
- **Input invoice number then press Enter**
- **Verify transaction information on the display then press Enter**
- **Tear merchant receipt**

Tip Adjust:
- **Press the screen button next to Tip Adjust**
- **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 Enter Key**
- **Press the screen button next to Transaction**
- **Press the screen button next to Offline**
- **Press the screen button next to Sale (Offline)**
- **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 Function Key**
- **Input 20 then press Enter**
- **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 Function Key**
- **Input 20 then press Enter**
- **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**
- **put tip amount or leave blank then press Enter**

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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**
- **Press Enter**
- **Confirm sales refund total by pressing Enter**
- **Tear merchant report**