LinkPoint 3000

REFERENCE MANUAL
RETAIL/AVS/PURCHASING CARD
APPLICATION ID LFRET43

LinkPoint® INTERNATIONAL

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LinkPoint 3000 Reference Manual—Retail/AVS/Purchasing Card
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Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide a reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Caution: Danger of explosion if lithium battery is incorrectly replaced. Replace battery only with the same of equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

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INTRODUCTION

Congratulations on your choice of the LinkPoint 3000 point-of-sale (POS) terminal. The LinkPoint 3000 is ideal for the retail needs of you and your merchants. Scientifically engineered to exceed the quality found in current terminal technology, the LinkPoint 3000 combines user-friendly operation with soft programmable functions. The screen addressable keys and an innovative backlit display make the terminal operation quick and easy. With expanded serial ports, the LinkPoint 3000 is compatible with all major printers. The terminal also contains additional serial ports for PINpads, check readers, and other peripherals.

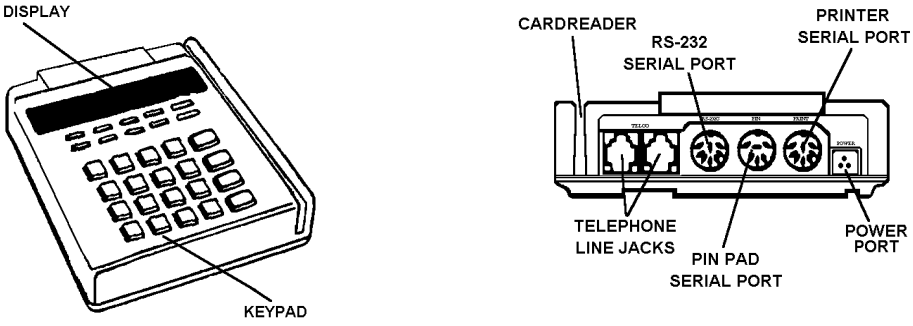


Figure 1

This manual includes step-by-step guides through specific transactions and operations, and shows how to keep the terminal in peak operating condition. Words that appear in capital letters and brackets, [LIKE THIS], stand for keys on the terminal keypad. Words that appear in capital letters without brackets, LIKE THIS, stand for display messages.

Printers

The LinkPoint 3000 terminal supports all major terminal printers. The terminal is compatible with: LinkPoint's PrintPoint 1000, PrintPoint 3000, VeriFone's P250, P900, PrintPak350, and Citizen's iDP3530 and iDP562 printers. Printers attach easily to the LinkPoint 3000 terminal with a connecting cable. If a merchant does not use an electronic printer, a manual imprinter is normally provided to produce transaction records for both the merchant and the customer.

PINpad Devices

The LFRET43 Retail/AVS/Purchasing Card application programmed in the LinkPoint 3000 terminal supports VFI PINpads 101, 1000, 201, and 2000 for Debit transactions. PINpads attach easily to the PINpad connector on the back of the terminal (please refer to the PINpad manual for installation and operating instructions). The Master/Session encryption method is supported.

GETTING STARTED

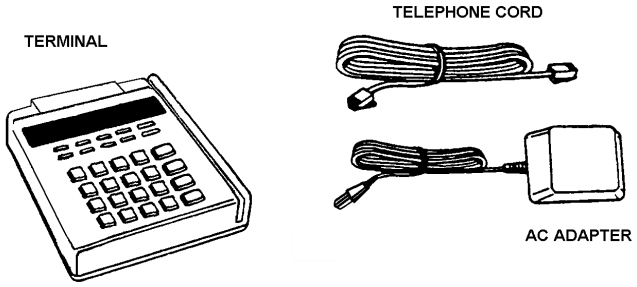
Unpacking

Carefully inspect the shipping carton and its contents for any damage that may have occurred during shipping. If the terminal is damaged, file a claim immediately with the shipping company or carrier and notify LinkPoint International.

Do not try to use a damaged terminal!

To unpack the LinkPoint 3000:

1. With the shipping carton right side up, open the carton's lid.
2. Lift the terminal, its AC adapter and line cord with modular plugs up and out of the box.
3. Remove the terminal from its protective bubble wrap and place the bubble wrap back in the shipping carton. Remove the AC adapter from its protective box and return the box to the shipping carton. Close the shipping carton and save the shipping materials so that the unit can be repacked for shipping or moving in the future.
4. Place the terminal on a desk or tabletop. When choosing a place for the LinkPoint 3000 terminal, avoid areas with:
   - Direct sunlight or objects that radiate heat
   - Excessive dust
   - Electrical devices that cause excessive voltage variations such as air conditioners, space heaters, fans, or high-frequency security devices



Shipping Carton Contents
Figure 2

Installation

Installing the LinkPoint 3000 terminal is simple and requires no tools.

1. Connect the AC adapter's triangular end to the power input at the rear of the LinkPoint 3000 terminal (Figure 3).

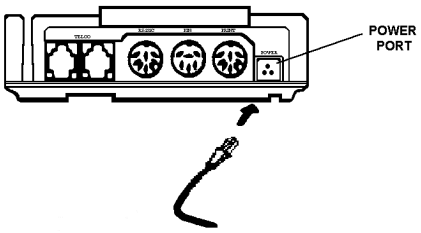


Figure 3

2. Plug the adapter into a 120V electrical outlet (Figure 4) or into a quality surge suppressor.

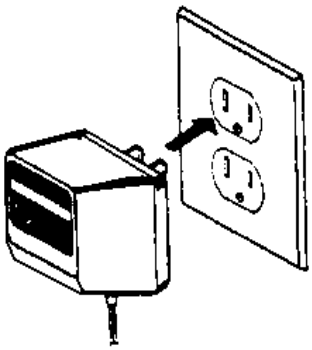


Figure 4

3. Insert one end of the telephone line cord into one of the modular jacks at the rear of the terminal. Insert the other end of the line cord into a modular telephone wall jack, just as one would connect a telephone (See Figure 5). The modular plug may be inserted directly into the wall jack, or use a 4-prong adapter (not included) for older 4-prong jacks.

Note: A standard telephone may be connected to the other modular jack at the rear of the terminal.

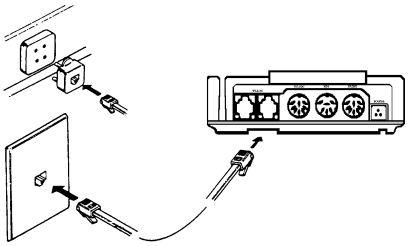


Figure 5

4. If the PrintPoint 1000, PrintPoint 3000, VeriFone P250, P900, PrintPak350, and Citizen iDP562 and iDP3530 or other compatible printer is used with the LinkPoint 3000 terminal, please refer to the manual packaged with the printer for installation and operating instructions.

5. When the terminal is plugged in, it will display the message APP. NOT AVAILABLE (unless an application is pre-downloaded).

Maintenance

The LinkPoint 3000 system does not need preventive maintenance. However, LinkPoint International does recommend periodic cleaning of the keypad, using a soft brush to remove any dust. Because the terminal can be damaged by liquids, do not spray liquid cleaners directly on the terminal. Always apply the cleaner to the cloth before cleaning the terminal. To avoid costly downtime, LinkPoint International also recommends using a surge protector with the AC adapter whenever possible.

Returning the Terminal for Service

LinkPoint International has both warranty and non-warranty LinkPoint 3000 services. Refer to your sales agreement for specific details on coverage. Contact LinkPoint International to either repair or replace the LinkPoint 3000 terminal.

TERMINAL FEATURES

Software Features

The LinkPoint 3000 LFRET43 retail application includes:

- An item review feature with the capability of reviewing all transaction details, including the actual date and time of each transaction
- The ability to view the terminal's totals by card type or individual transaction details by item number
- The numbering of all captured transactions for easy review
- A READY message on line 1 of the display that tracks the number of transactions available in the current batch
- Six custom header lines for receipts and reports, as well as three flexible customer agreement lines and two trailer message lines
- Easy-to-read descriptions of the transaction details, displayed through item review, detail, or summary reports
- Address Verification Service (AVS) availability compliant with Direct Marketing interchange programs
- Customized display message on line 1 and / or line 2
- Operator Identification (up to four-digits) for employees who operate the terminal
- Pre-print function that prints after the user slides the card or manually enters the card number information.
- Pre-print does not include the cardholder information for confidentiality purposes—such information prints only when a transaction is accepted or approved.
- The ability to view and enter Dial Prefix or Dial Suffix from the terminal keypad.
- The ability to read both track 1 and track 2 card data which allows printing of the cardholder's name under the signature line on credit card receipts. This feature also enables the terminal to accept ATM / Debit cards.
- Added PINpad 201 capability, configured through the download.
- CASHBACK and tiered TRANSACTION FEE options available with ATM / Debit processing.
- Debit card receipt reprinting.
- Special instructional reminders on the display and on the receipts.
- Compatibility with PrintPoint 1000, PrintPoint 3000 VeriFone's P250, PrintPak 350, P900 and Citizen's iDP 562 and iDP 3530.

- A summary report that prints separate bankcard, credit card, ATM/Debit, and check processing transactions.
- Batch Summary Report printing or subtotal displays for each card type.
- A view-only capability of Merchant ID, Device ID, and credit card host phone number.
- Added capability to change the Device ID (when the batch is closed or cleared) and the host telephone number.
- Fraud control features (i.e., required entry of the last four digits of a credit card and AVS).
- Password protect feature.
- Double entry requirement to confirm amounts entered for $1,000.00 or greater.
- Calculator functions.
- Telecheck and Equifax check warranty services.
- Purchasing Card acceptance capability that is compliant with level 2 requirements.
- Function to display the last response sent from the host to the terminal, i.e. AUTH/TKT XXXXXX, DECLINED, etc.
- The ability to process 500 transactions in one batch.
- Special Dial String Codes to enable the terminal to dial out under special circumstances such as many terminals on one phone line or multiple phone line systems.

Hardware Features

The most important hardware components of the LinkPoint 3000 terminal are the display panel, the cardreader and the keypad. Their features are detailed below in the description of each component.

The Display Panel

Each LinkPoint 3000 terminal has a built-in display panel capable of displaying up to 20 letters or numbers (See Figure 8). The backlit characters and plastic screen enhance readability while reducing glare. The 20-character, two-line display easily accommodates most display messages. The LinkPoint 3000 terminal also supports a scrolling feature that allows users to read messages longer than 20 characters.

Figure 8

The Cardreader

The LinkPoint 3000 terminal comes with a Dual Track magnetic cardreader, so the terminal can read both track 1 and track 2. The cardreader reads the cardholder's account number, expiration date, name (track 1 only) and security data from the magnetic stripe on the back of all major credit and bankcards.

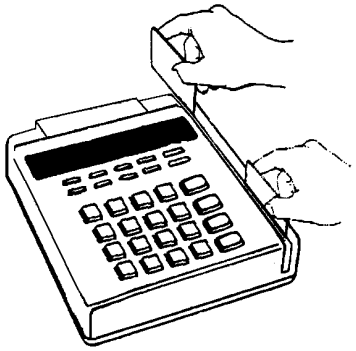
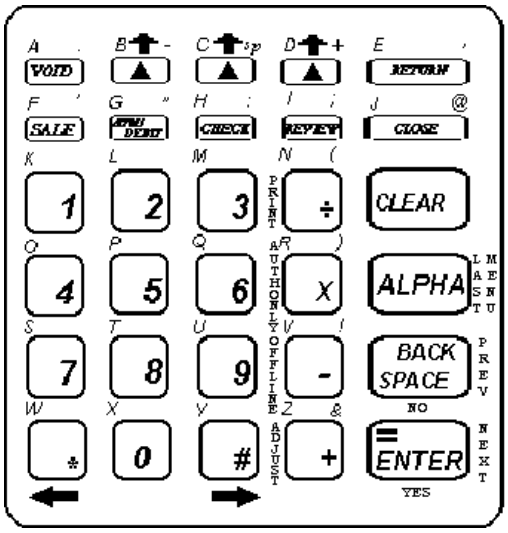


Figure 9

Note: When sliding the card (bidirectional), face the magnetic stripe down and *away* from the keypad.

The Keypad and Key Functions

Transactions are performed via the terminal's keypad (See Figure 10). The keypad allows users to select transaction types and information. The three green arrow keys are an updated feature on the LinkPoint 3000. This change assists both the merchant and the Help Desk when processing transactions, printing reports and troubleshooting.



LinkPoint 3000 Terminal Keypad
Figure 10

As Figure 10 illustrates, the LinkPoint 3000 terminal keypad has 30 keys that can be used to select numbers or letters, choose functions, or enter data. During transactions, the number keys and the "soft" [▲] keys are used to respond to prompts or to enter alphanumeric data.

Entering Alphanumeric Data from the Keypad

The LinkPoint 3000 keypad has 30 keys that can be used to enter as many as 47 different alphanumeric characters (please see chart on next page). To enter numbers and special characters (i.e., +) simply press the appropriate key. Alpha characters can be entered in one of two modes: single or locked. The "single" mode is selected by pressing the [ALPHA] key once followed by the corresponding character key. For example, to enter the letter "A" press [ALPHA] [A]. The "locked" mode is selected by pressing the [ALPHA] key twice followed by the corresponding character keys. For example, to enter the word "LINKPOINT" press [ALPHA] [ALPHA] [L] [I] [N] [K] [P] [O] [I] [N] [T]. To release the "locked" upper case mode, press the [ALPHA] key once.

LINKPOINT 3000 ALPHA / SYMBOL ASSIGNMENTS		
Key Assignment	**ALPHA MODE [ALPHA] is depressed once or twice prior to pressing the corresponding key**	**Symbol displayed when pressing the corresponding key directly (NO ALPHA KEY)**
Void	A	. (period)
Left ▲	B	- (hyphen)
Center ▲	C	Space
Right ▲	D	+
Return	E	, (comma)
Sale	F	‘ (apostrophe)
ATM / Debit	G	“ (quote)
Check	H	: (colon)
Review	I	; (semi-colon)
Close	J	@ (“at”)
1	K	1
2	L	2
3	M	3
÷	N	(
4	O	4
5	P	5
6	Q	6
×	R	)
7	S	7
8	T	8
9	U	9
–	V	!
*	W	* (asterisk)
0	X	0
#	Y	# (pound)
+	Z	& (ampersand)

LinkPoint 3000 Specifications

Microprocessor	Z180 CPU operating at 12.288 MHz
Memory	128k EPROM and 256k battery-backed RAM (standard); up to 1 megabyte (optional)
Display	Two-line 20 character LCD back-lit display
Keypad	30 key alphanumeric keypad Audio feedback tone (short tone for legal key entry, longer tone for illegal key entry)
Cardreader	Track 1 and track 2, bidirectional magnetic stripe cardreader
Communications	Internal modem with modular jack Standard Bell 103/212A series, V.21 and V.22 high-speed dial-up modem, 300 and 1200 baud
Peripheral Ports	3x RS232 serial ports for PINpad, roll printers, slip printers, bar code wands, etc.
Power Connector	Three-pin male-DIN power connector
Telco Connector	Six-position modular jack
Operating Environment	32º to 104º F, 0º to 40º C Humidity: 5% to 90% relative humidity; no condensation
Power Requirements	Voltage: 120 volts AC, 60 HZ Power: 10W
Dimensions	Height: 1.98 in (50.4 mm) Width: 5.60 in (143.1 mm) Depth: 6.50 in (165.4 mm)
Weight	Shipping Weight: 2.74 lb. (1.24 kg)

BOOT MODE FUNCTIONS

The LinkPoint 3000 boot mode allows access to certain Operating System, Hardware, and Diagnostic functions, including: date and time setup, terminal diagnostics, clear memory (application and data), port setup, and application download. Application download procedures are covered in detail beginning on page 23. This section explains how to:

1. Set the correct date and time
2. Use terminal diagnostics
3. Setup ports
4. Erase the RAM

✓ **If the LP3000 displays APP. NOT AVAILABLE on line 1 of the screen and TIME LOAD SETUP on line 2, it is already in boot mode. When in boot mode with an application already loaded, line 1 displays CLEAR TO RESUME, while the display on line 2 is also TIME LOAD SETUP.**

Boot Mode Passwords

- If an application is already downloaded into the LinkPoint 3000 terminal (i.e. display reads READY XXX), the procedure to gain access to the boot mode is: **hold down [ALPHA], press [7] [1] [3] [9] and release [ALPHA]**.

- While in the boot mode, if the LinkPoint 3000 terminal prompts for password entry, key in the password: **[4] [6] [5] [1] [0] [7] [0] and press [ENTER]**.

Cold Boot

The cold boot feature can be used to clear the terminal's memory (RAM). This feature should always be used under the guidance of a qualified service representative, and should only be done to clear a corrupted application or to perform download tests. To access this feature, with the terminal's power off, hold down the [CLEAR] key and plug in the power cord:

Display Message	**Operator Action**
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
CLEAR to cold start Any other to resume [▲] [▲] [▲]	Press the [CLEAR] key to erase the memory (RAM) or any other key to reboot the terminal.
LP-3000,3.*X*,*MMDDYY* Select Test Number [▲] [▲] [▲]	Press the [*] key to reset the terminal to the "App Not Available" display.

Date and Time Setup

To set the correct date and time follow the procedures outlined below.

Display Message	Operator Action
READY XXX JAN-04-98 SUN 10:30P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the left [▲] key to select TIME.
01/04/98 10:30:41 Date Time [▲] [▲] [▲]	Press the left [▲] key to select DATE.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank/ISO or FDMS Help Desk and press [ENTER].
Enter new date MM/DD/YY [▲] [▲] [▲]	Key in the correct date and press [ENTER].
01/04/99 10:30:41 Date Time [▲] [▲] [▲]	Press the right [▲] key to select TIME.
Enter new time HH:MM [▲] [▲] [▲]	Key in the correct time using 24-hour format (3:30p.m.=15:30) and press [ENTER].
01/04/99 12:00:01 Date Time [▲] [▲] [▲]	Press [CLEAR] twice to reboot terminal and return to the Ready prompt.

Printer Port Setup

To change the printer port factory defaults follow the steps outlined below. The default settings are compatible for use with most LinkPoint, VeriFone, and Citizen printers. **There is usually no need to change these settings**. Standard Default: Baud= 9600, Parity= Even.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the left [▲] key to select PRINTER.
Printer setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD to change the printer baud rate.
Current baud: 9600 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate. Press the [▲] key below your choice to select it and press [CLEAR].
Printer setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: Even Even None Odd [▲] [▲] [▲]	Select the correct parity. Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

RS232 Port Setup

To change the RS232 port factory defaults follow the steps outlined below. The default settings are designed to be used for direct RS232 and Master-Slave (POS-to-POS) downloads. Standard Default: Baud= 19200, Parity= None. **There is usually no need to change these settings**.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the middle [▲] key to select RS232.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 19200 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate (default is 19200). Press the [#] key to see other options. Press the [▲] key below your choice to select it and press [CLEAR].
RS232 setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: None Even None Odd [▲] [▲] [▲]	Select the correct parity (default is None). Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

PINpad Port Setup

To change the PINpad port factory defaults follow the steps outlined below. The standard default settings are: Baud= 1200, Parity= Even. **There is usually no need to change these settings**.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the left [▲] key to select PORTS.
Port setup Printer RS232 Pinpad [▲] [▲] [▲]	Press the right [▲] key to select PINPAD.
Pinpad setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 1200 1200 2400 [▲] [▲] [▲]	Select the correct baud rate (default is 1200). Press the [▲] key below your choice to select it and press [CLEAR].
Pinpad setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: Even Even None Odd [▲] [▲] [▲]	Select the correct parity (default is Even). Press the [▲] key below your choice to select it and press [CLEAR] five times to reboot the terminal.

Model Number

Follow the procedures outlined below to find out the terminal model (version) of the ROM and RAM.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the middle [▲] key to select MODEL.
Model 256k ROM <ver> RAM [▲] [▲] [▲]	Press the left [▲] key to select ROM.
ROM Version: OS 3.0 [▲] [▲] [▲]	Terminal displays ROM version. Press [CLEAR].
Model 256k ROM <ver> RAM [▲] [▲] [▲]	Press the left [▲] key to select RAM.
RAM Version: V00.00B [▲] [▲] [▲]	Terminal displays the application (in RAM) version. Press [CLEAR] four times to reboot the terminal.

Clear Memory

This irreversible function erases the terminal's memory (RAM) and should only be accessed with the assistance of a qualified service representative. Follow the procedures outlined below to erase the terminal's RAM.

WARNING: After erasing the RAM, a full download must be performed to restore the application to the terminal's memory.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the right [▲] key to select TEST.
Test Mem Clear Diags [▲] [▲] [▲]	Press the left [▲] key to select MEM CLEAR.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
Clear: Are you sure? Yes No [▲] [▲] [▲]	Press the left [▲] key to select YES and confirm memory clear.
App. not available Time Load Setup [▲] [▲] [▲]	The memory was successfully cleared.

TERMINAL DIAGNOSTICS

The LinkPoint 3000 diagnostics option tests the different hardware components of the terminal. Follow the procedures outlined below to initiate the diagnostics menu. Diagnostics are intended for use primarily by repair depots, technicians, and for POS support service centers.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key and press [7] [1] [3] [9]. Release the [ALPHA] key to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the right [▲] key to select SETUP.
Setup Ports Model Test [▲] [▲] [▲]	Press the right [▲] key to select TEST.
Test Mem Clear Diags [▲] [▲] [▲]	Press the right [▲] key to select DIAGS.
Enter password: [▲] [▲] [▲]	Key in the default password of [4] [6] [5] [1] [0] [7] [0] or the password assigned by the bank / ISO or FDMS Help Desk and press [ENTER].
LP-3000,3.0,01/29/99 Select Test Number [▲] [▲] [▲]	At this point, the LinkPoint 3000 terminal prompts the user to choose from the ten tests it can perform. To select a test simply press the appropriate number key.

Display Test —Press [1]

Display Message	Operator Action
Display Test [▲] [▲] [▲]	Please wait...
0123456789ABCDEFGHIJ KLMNOPQRSTUVWXYZ{\}^ [▲] [▲] [▲]	Please wait...
#################### #################### [▲] [▲] [▲]	At this point this you can press [ENTER] to continue the diagnostics testing or press [CLEAR] to exit the testing.

Keyboard Test — Press [2]

Display Message	Operator Action
Keyboard Test Left>Right, Top>Bot [▲] [▲] [▲]	Press every key starting from the top-left section and working to the bottom-right.
Keyboard Test All Keys Are OK! [▲] [▲] [▲]	Press [CLEAR] to end keyboard test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Clock Test — Press [3]

Display Message	Operator Action
Clock Test 12/31/99 23:59:55 [▲] [▲] [▲]	Please wait five seconds as clock changes to 01/01/00.
Clock Test 01/01/00 00:00:00 [▲] [▲] [▲]	Press [CLEAR] to end clock test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Dialer Test — Press [4]

Display Message	Operator Action
Dialer Test Pulse Tone [▲] [▲] [▲]	Press the left [▲] key to select PULSE.
Dialer Test Dialing With Pulse [▲] [▲] [▲]	Please wait while test is performed.
Dialer Test Dialing Complete [▲] [▲] [▲]	Please wait...

Display Message	Operator Action
Dialer Test Pulse Tone [▲] [▲] [▲]	Press the right [▲] key to select TONE.
Dialer Test Dialing With Tone [▲] [▲] [▲]	Please wait while test is performed.
Dialer Test Dialing Complete [▲] [▲] [▲]	Please wait...
Dialer Test Pulse Tone [▲] [▲] [▲]	Press [CLEAR].
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Line Voltage Test — Press [5]

Display Message	Operator Action
Line Voltage Test In Works [▲] [▲] [▲]	Please wait.
Line Voltage Test Line Free [▲] [▲] [▲]	Test was successful. Press [CLEAR] to end Line Voltage Testing.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Modem Originate Test — Press [6]
(Diagnostics #6 and #7 are interactive. Test #6 requires a dial up to a separate LP 3000 terminal.)

Display Message	Operator Action
Modem Originate Test Enter Tel # To Dial [▲] [▲] [▲]	Key in telephone number to dial.
Modem Originate Test	Please wait…

Display Message	Operator Action
Wait for DTD [▲] [▲] [▲]	
Modem Originate Test Dialing [▲] [▲] [▲]	Please wait...
Modem Originate Test Carrier Det [▲] [▲] [▲]	Please wait...
Modem Originate Test Connect 1200 [▲] [▲] [▲]	Please wait...
Modem Originate Test RS-232 9600, N , 8 , 1 [▲] [▲] [▲]	Test was successful. Press [CLEAR] to end Modem Originate Test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Modem Answer Test — Press [7]

(Diagnostics #6 and #7 are interactive. Test #7 requires that a separate LP3000 terminal dial to the terminal being used.)

Display Message	Operator Action
Modem Answer Test Wait for Ring [▲] [▲] [▲]	The modem is waiting for a call.
Modem Answer Test Connect 1200 [▲] [▲] [▲]	When a call is received, the modem tries to connect.
Modem Answer Test No Carrier [▲] [▲] [▲]	Press [CLEAR] to end Modem Answer Test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Cardreader Test — Press [8]

Display Message	Operator Action
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the left [▲] key to test the cardreader's ability to read track 1 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
%B0227271714569^CARD Track 2 absent S:04 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively or press [CLEAR] to end cardreader track 1 testing.
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the middle [▲] key to test the cardreader's ability to read track 2 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
Track 1 absent S:07 ;0227271714569-9612 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively OR press [CLEAR] to end cardreader track 2 testing.
Clear to Restart TK1 TK2 TK1&2 [▲] [▲] [▲]	Press the right [▲] key to test the cardreader's ability to read both track 1 and track 2 data.
Swipe Card S:00 [▲] [▲] [▲]	Swipe card.
%B0227271714569^CARD ;0227271714569-9612 [▲] [▲] [▲]	To auto scroll right/left hold down the [#] key and the [*] key respectively OR press [CLEAR] to end cardreader track 1 & 2 testing.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Serial Port Test — Press [9]

Display Message	Operator Action
Serial Port Test PRN PIN 232 [▲] [▲] [▲]	Please wait...
PRN PIN 232 OK! OK! OK! [▲] [▲] [▲]	Terminal will display status of ports and beep. Press [CLEAR] to end test.
Exit diags? Yes No [▲] [▲] [▲]	Press the right [▲] key to perform another diagnostics test or press the left [▲] key to exit diags and return to the Boot Mode main menu.

Memory Analysis — Press [0]

Display Message	Operator Action
Installed Memory ROM: 128K RAM: 256K [▲] [▲] [▲]	Please wait…
Testing ROM LRC's [▲] [▲] [▲]	The terminal begins a ROM (Read Only Memory) analysis.
ROM: 64 128 TEST *** *** [▲] [▲] [▲]	
ROM: 64 128 TEST OK! OK! [▲] [▲] [▲]	
Testing RAM CRCs [▲] [▲] [▲] *(optional)*	The terminal automatically begins a RAM (Random Access Memory) analysis. (This analysis is performed only when there is NO application loaded.)
RAM: LOW HIGH TESTCOM1/BANKBANK [▲] [▲] [▲] *(optional)*	

Display Message	**Operator Action**
RAM: LOW HIGH TEST OK!/OK! OK! [▲] [▲] [▲] *(optional)*	
LP-3000,3.3,03/24/99 Select Test Number [▲] [▲] [▲]	Press any number key to resume diags testing. Press [CLEAR] to exit diags mode.

DOWNLOAD PROCEDURES

There are three methods of downloading the application into the LinkPoint 3000: 1) remotely via telephone, 2) PC-to-POS, and 3) POS-to-POS. Unless an application has been pre-downloaded, the terminal will initially display the message APP. NOT AVAILABLE. If a full or a partial download is selected, the terminal will prompt the user to enter any missing fields (i.e., application ID) and will automatically return to the first empty field.

Telephone Download (No application loaded)

The telephone download requires the use of a remote PC with the software necessary to accept incoming download requests (i.e., Zontalk 3000™). Follow the procedures outlined below to setup the LinkPoint 3000 terminal for a modem download. **When the terminal displays 'APP. NOT AVAILABLE' on line 1 of the display, a FULL download must be initiated.**

Display Message	Operator Action
App. not available Time Load Setup [▲] [▲] [▲]	Press the middle [▲] key to select LOAD.
Enter password: *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
Download Set port [▲] [▲] [▲]	Press the right [▲] key to select SET PORT.
Select download port Modem RS232 [▲] [▲] [▲]	Press the left [▲] key to select MODEM.
Modem settings Baud/par Dial Mode [▲] [▲] [▲]	Press right [▲] to select Dial Mode.
Select dial mode Tone Pulse [▲] [▲] [▲]	Select the phone line type. Press the left [▲] key to select TONE (standard) or press the right [▲] key to select PULSE.
Tone dial selected Tone Pulse [▲] [▲] [▲]	A "...dial selected" message will display momentarily. Press [CLEAR] twice to return to DOWNLOAD SET PORT prompt.
Download Set port [▲] [▲] [▲]	Press the left [▲] key to select DOWNLOAD.

Enter phone number _ [▲] [▲] [▲]	Press [ENTER] to accept the current telephone number or key in the new telephone number and press [ENTER].

Display Message	**Operator Action**
Enter Appl. ID. LFRET43 [▲] [▲] [▲]	Key in the application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Key in the terminal ID and press [ENTER].
Modem Download Full Partial [▲] [▲] [▲]	Press the left [▲] key for a "Full" download
DIALING... [▲] [▲] [▲]	Please wait...
CONNECTED 1200 AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait...
*---------- AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait, the download time is approximately 12-14 minutes.
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	The terminal is ready for operation when it displays READY XXX and the date and time.

Telephone Download (Shortcut with Application already loaded)

To perform a Telephone Download using the terminal's default communication settings, follow the steps below. This shortcut method can only be performed when an application has been pre-downloaded into the terminal. **This procedure is used to change the application ID, upgrade to a new revision, and to perform partial downloads to change parameters or features for a client.**

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].

Display Message	Operator Action
FUNCTION _ [▲] [▲] [▲]	Press [BACKSPACE].
Enter password: [▲] [▲] [▲] *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
Enter Appl. ID. LFRET43 [▲] [▲] [▲]	Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER].
Modem Download Full Partial [▲] [▲] [▲]	Select the type of download. Press the left [▲] key for a "Full" download or press the right [▲] key for a "Partial" download.
DIALING... [▲] [▲] [▲]	Please wait...
CONNECTED 1200 AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait...
*---------- AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait, the download will last approximately 12-14 minutes. After it is completed, the terminal will configure the application.
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	The terminal is ready for operation when it displays READY XXX and the date and time.

Direct PC-to-POS Download

The direct PC-to-POS download requires the use of a local PC with the software necessary to perform a local download (i.e., Zontalk 2000™). Use the following procedures to setup the LinkPoint 3000 terminal for a local download. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

Display Message	Operator Action
App. not available Time Load Setup [▲] [▲] [▲]	Press the middle [▲] key to select LOAD.
	OR if there is already an application loaded…
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Hold down the [ALPHA] key while pressing [7] [1] [3] [9] to enter the boot mode.
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press the middle [▲] key to select LOAD.
Enter password: *(optional)*	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
Download Set port [▲] [▲] [▲]	Press the right [▲] key to select SET PORT.
Select download port Modem RS232 [▲] [▲] [▲]	Press the right [▲] key to select RS232.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the left [▲] key to select BAUD.
Current baud: 19200 1200 2400 9600 [▲] [▲] [▲]	Select the correct baud rate, press [CLEAR] to accept the default of 19200. Press the [▲] key below your choice and press [CLEAR] OR press the [#] key to see other options.
RS232 setup Baud Parity [▲] [▲] [▲]	Press the right [▲] key to select PARITY.
Current parity: None Even None Odd [▲] [▲] [▲]	Select the correct parity (default is None). Press the [▲] key below your choice and press [CLEAR] three times.
Download Set port [▲] [▲] [▲]	Press the left [▲] key to select DOWNLOAD.

Display Message	Operator Action
Enter Appl. ID. LFRET43 [▲] [▲] [▲]	Key in the application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Key in the terminal ID and press [ENTER].
Full Partial [▲] [▲] [▲]	Select the type of download. Press the left [▲] for a "Full" download or press the right [▲] for a "Partial" download.
WAITING ON ENQ… [▲] [▲] [▲]	Please wait…
* - - - - - - - - - - AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait...
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press [CLEAR] to allow the program to finish loading.

Direct PC-to-POS Download (Shortcut)

To perform a direct PC-to-POS Download using the terminal's default settings, follow the steps below. The shortcut method can only be performed when an application has been pre-downloaded into the terminal. A serial cable with a DB-9 female to the PC male connector and 8-pin DIN male connector to the terminal's RS-232C port, such as VeriFone cable part #00446-04 REV. E, is required.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Press [BACKSPACE].
Enter password:	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank / ISO or FDMS

(optional) Help Desk.

Display Message	Operator Action
Enter Appl. ID. LFRET43 [▲] [▲] [▲]	Press [ENTER] to accept the current application ID or type in the new application ID and press [ENTER].
Enter Terminal ID. [▲] [▲] [▲]	Press [ENTER] to accept the current terminal ID or type in the new terminal ID and press [ENTER].
Direct Download Full Partial [▲] [▲] [▲]	Select the type of download. Press the left [▲] key for a "Full" download or press the right [▲] key for a "Partial" download.
WAITING ON ENQ... [▲] [▲] [▲]	Please wait...
* - - - - - - - - - - AP-LFRET43 T-SAMPLE [▲] [▲] [▲]	Please wait...
CLEAR to resume Time Load Setup [▲] [▲] [▲]	Press [CLEAR] to allow the program to finish loading.

POS-to-POS (Master/Slave) Download

The POS-to-POS download transfers all application and transaction data from the master terminal to the slave terminal. Therefore, it is important to ensure the integrity of the master device. This includes ensuring that: (a) there are no transactions in the master, (b) all parameters are set to the default settings, (c) the date/time and hardware settings are correct. To perform a POS-to-POS download connect one end of a standard VeriFone 8-pin DIN back-to-back download cable (p/n 00490-00 REV C) to the master terminal's RS232 port and the opposite end to the RS232 port of the slave terminal. The master terminal must be fitted with an EPROM (OS) version of 1.4 or higher to perform this type of download. Follow the steps below to setup the master and slave terminals for a POS-to-POS download.

Master Display	Master Action	Slave Display	Slave Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [*] [6].	App. not available Time Load Setup [▲] [▲] [▲]	Press [#] [6].

Master Display	**Master Action**	**Slave Display**	**Slave Action**
		Enter Password	If prompted, key in the password and press [ENTER]. The password may be obtained through the bank/ISO or FDMS Help Desk.
BEGIN POS SEND MODE? YES NO [▲] [▲] [▲]	Press the left [▲] key.	BEGIN POS RCV MODE? YES NO [▲] [▲] [▲]	Press the left [▲] key.
SEND IN PROGRESS [▲] [▲] [▲]	Please wait...	RECEIVE IN PROGRESS [▲] [▲] [▲]	Please wait...
Terminal displays various screens			
SEND COMPLETE [▲] [▲] [▲]	Please wait...	RECEIVE COMPLETE [▲] [▲] [▲]	Please wait...

Press [CLEAR] to reboot the terminal.

DOWNLOAD PARAMETERS

Download parameters are used for programming or updating a terminal's profile. These parameters may be added or modified through the standard Zontalk Edit Procedures. As mentioned in the previous section, downloads may be performed by three methods: modem-to-terminal in the field, computer-to-terminal, or terminal-to-terminal via the RS232C serial port. The following list contains the available parameters (sometimes referred to as memory locations) for the LFRET43 Retail application. The list is organized into four columns containing the memory location, the type of field, maximum field length, and the description of the field's contents.

Field Type Codes

N = numeric
Q = question, Y or N
P = phone number field (0-9, A-Z, -, *, #, semicolon, comma, and space)
X = Alphanumeric
B = Binary (0 = no, 1=yes)

Memory Locations

Parameter	Field Type	Field Length	Description of Field
#ACLSE	Q	1	Enable auto close: Y or N
#ACTME	X	4	Auto close time HHMM (24 hour format)
#ARPT	Q	1	Auto report at Batch Close: Y or N
#BMAX	N	3	Max. # items in batch
#CBMAX	X	8	Maximum amount for Debit cash back
#CBMIN	X	8	Minimum amount for Debit cash back
#CKMID	X	11	Check Guarantee Merchant ID
#CKPNP	P	20	Check Guarantee Primary phone number
#CKPNS	P	20	Check Guarantee Secondary phone number
#CKSVC	N	1	Check Service: 0 = CSI, 1 = Equifax, 2 = Telecheck
#CLOCK	Q	1	12 hour format flag: Y or N
#CSWD	X	8	Card swipe default: SALE, AUTH or TICKET
#DCBSC	X	4	Surcharge—Debit cash back (e.g., 50 = .50¢)
#DEBCB	Q	1	Ask for cash back for Debit: Y or N
#DEVID	X	4	Device ID
#DOPT1	X	20	Custom optional field 1 prompt
#DOPT2	X	20	Custom optional field 2 prompt
#DPOSC	X	4	Surcharge—Debit purchase only (e.g., 50 = .50¢)
#DRCRE	Q	1	Disable credit on RETURNS: Y or N
#DRDEB	Q	1	Disable debit on RETURNS: Y or N
#DWKEY	X	16	Debit working key
#FLEX1	X	40	Receipt flex prompt line 1 (below signature line)
#FLEX2	X	40	Receipt flex prompt line 2 (below signature line)
#FLEX3	X	40	Receipt flex prompt line 3 (below signature line)
#H1	X	40	Header line 1
#H2	X	40	Header line 2
#H3	X	40	Header line 3
#H4	X	40	Header line 4
#H5	X	40	Header line 5

Parameter	Field Type	Field Length	Description of Field
#H6	X	40	Header line 6
#IDLE1	X	20	Custom Idle Prompt for display line 1
#IDLE2	X	20	Custom Idle Prompt for display line 2
#IDRC	Q	1	Print Item Detail Report at Close: Y or N
#INV	Q	1	Invoice number enable flag: Y or N
#KBCLK	Q	1	Keyboard beep: Y or N
#KBOUT	N	2	Keyboard time out: 0 to 60 seconds (0 = must press CLEAR to return to the idle prompt; 1 - 60 = terminal automatically returns to the idle prompt after the set number of seconds)
# KEYED	Q	1	Disable manual entry of card: Y or N
#L4DIG	Q	1	Last four digit entry flag: Y or N
#MIDC	N	16	Merchant ID
#MKEY	N	1	Location of Master key for PINpad
#OPID	Q	1	Operator ID enable flag: Y or N
#PABX	P	12	Prefix required for dialing
#PAVS	Q	1	Enable AVS: Y or N Activates Phone order indicator, AVS prompts, and Order number prompts
#PCARD	Q	1	Enable Purchasing card option: Y or N Activates Customer Code and Tax prompts
#PCPNC	P	20	Host Primary Close phone number
#PDS	N	4	Modem speed: 300 or 1200
#PDT	X	1	Tone = T Pulse = P
#POPT1	Q	1	Enable optional field 1: Y or N
#POPT2	Q	1	Enable optional field 2: Y or N
#PP201	Q	1	PIN pad 201: Y or N
#PPNC	P	20	Host Primary phone number
#PREPR	Q	1	Pre-print receipt: Y or N
#PRLF	N	1	Printer line feeds
#PRREC	Q	1	Printer enable flag: Y or N
#PSUFF	P	12	Dial suffix, if required for dialing
#PSWD0	X	6	Manager password
#PSWD1	X	24	Bit map for password protected transactions and functions. 1 for protect, 0 for off
#PTAX	Q	1	Sales Tax prompt (separate from Purchasing card)
#RETRY	N	3	Number of retries to call Host
#SACCT	Q	1	Show swiped account number on display: Y or N
#SCPNC	P	20	Host Secondary Close phone number
#SPNC	P	20	Host Secondary phone number
#T1	X	40	Receipt trailer line 1 (below flex lines)
#T2	X	40	Receipt trailer line 2 (below flex lines)
#TAAC	Q	1	Ask for total dollar amount at Close: Y or N
#TCMAP	B	12	Telecheck prompt options bit map 1=ON , 0=OFF (refer to the Telecheck Information segment)

DOWNLOAD PARAMETERS

The following table contains certain Default Settings that will be automatically downloaded with the LFRET43 application. These Default Parameters may be overridden through Zontalk Edit Procedures.

Parameter	Default Setting	Comments
#ACLSE	Y	
#ACTME	0130	
#ARPT	N	
#BMAX	300	
#CBMAX	00000	
#CBMIN	0000	
#CKMID	0000000000	
#CKPNP	00000000000	
#CKPNS	00000000000	
#DEBCB	N	
#DRCRE	N	
#DRDEB	Y	Generally, Debit returns are disabled
#DWKEY	0000000000000000	
#FLEX1	I AGREE TO PAY ABOVE AMOUNT ACCORDING	
#FLEX2	TO CARD ISSUER AGREEMENT	
#FLEX3	(MERCHANT AGREEMENT IF RETURN)	
#IDRC	N	
#INV	N	
#KBCLK	Y	
#KBOUT	00	
#KEYED	N	N = Keyed transactions allowed
#L4DIG	Y	
#MIDC	022009001234566	FDC Omaha test Merchant ID
#MKEY	1	
#OPID	N	Operator ID
#PCPNC	9501324	
#PDT	T	
#PORDR	Y	
#PP201	N	
#PPNC	9501324	
#PREPR	Y	
#PRLF	7	
#PRREC	Y	
#PSWD0	123123	
#PSWD1	00000000010010000	Refer to page 33 for bit map details
#RETRY	5	
#SACCT	N	
#SCPNC	18002289074	
#SPNC	18002289074	
#TAAC	N	
#TCMAP	111000100000	Refer to the Telecheck section

Password Protect Settings

The password keyword (field name) for Manager's Password is #PSWRD0. The field name #PSWRD1 is used to enable a password prompt for the transactions and functions as noted in the table below.

#PSWRD1: 00000000000000000 (Where 0=NO & 1=YES) The 17 positions correspond to the following 17 transactions or functions:

Position	Password Protects
1	Sale
2	ATM / Debit
3	Check
4	Void
5	Return
6	Review
7	Close (except on Auto Settle)
8	Auth Only
9	Ticket Only / Offline
10	Manual Clear Batch
11	POS to POS Transfer
12	Technical Specification Printout
13	Demonstration Mode ON / OFF
14	Printer ON / OFF
15	Dial Prefix Entry
16	Dial Suffix Entry
17	View Merchant Information

Telecheck Check Service

The following Zontalk parameters (memory locations) are used when establishing Telecheck using the LinkPoint 3000 LFRET43 Retail / AVS application:

- #CKSVC- Check Service type: Telecheck is "2"
- #CKPNP- Check Guarantee Primary Phone number: Default is 950-5666
- #CKPNS- Check Guarantee Secondary Phone number: Default is 1-800-366-8950
- #CKMID- Check Guarantee Merchant ID: No default
- #TCMAP- Telecheck prompt options (SEE BELOW)

Telecheck Check Service Prompt Options

#TCMAP: 111000100000 (Where 0=NO & 1=YES) The 12 positions correspond to the following 12 Telecheck prompts and are activated when the #CKSVC field is filled with "2 (Telecheck Service):"

Position	Prompt
1	Amount of Sale
2	Driver's License #
3	State Code
4	Micr #
5	Check #
6	Check type
7	Date of Birth
8	Driver's License Expiration Date
9	Driver's License Zip Code
10	Cashback Amount
11	Home Phone #
12	Business Phone #

A standard part of the Zontalk download files that LinkPoint International provides to any client will include a "TELECHECK" terminal record in the Edit Terminal pick list. The Zontalk user/administrator can then invoke the USES utility to add all TELECHECK-related information, with the exception of the Merchant ID.

Equifax Check Service Information

The following Zontalk parameters (memory locations) are used when establishing the Equifax check service using the LinkPoint 3000 LFRET43 Restaurant application:

- #CKSVC- Check Service type: Equifax is "1"
- #CKPNP- Check Guarantee Primary Phone number: Default is 1-800-628-5637
- #CKPNS- Check Guarantee Secondary Phone number: Default is 1-800-237-2626
- #CKMID- Check Guarantee Merchant ID: No default— as supplied by Equifax

A standard part of the Zontalk download files that LinkPoint International provides to any client will include a "EQUIFAX" terminal record in the Edit Terminal pick list. The Zontalk user/administrator can then invoke the USES utility to add all EQUIFAX-related information, with the exception of the Merchant ID.

DIAL STRING CODES SPECIFIC TO LP3000

The following table contains a list of codes and their uses for special telephone dialing circumstances. These can be keyed directly into the locations reserved for entering telephone numbers.

CODE	DESCRIPTION	ENTRY POSITION
-	Hypen: One (1) second pause	Where the pause is required
,	Comma: Two (2) second pause	Where the pause is required
Y	Additional dial tone required	Where the dial tone is required
L	Location in dial string to open the dial tone listen window	The point at which the terminal needs to check for tone
M	Indicates the presence of multiple terminals using same phone; must be in dial string of each terminal	Anywhere in dial string
P	Used only when the 'M' code is supplied and there is a dial prefix. When this code is present, the "listening" of sound energy between tone digits is suppressed until the position of the 'P' code is reached. This code is used in the multi-terminal same-line setup where a second dial tone is produced after a dial prefix. If the 'P' code is not used, then the second dial tone will cause supply enough energy which may appear as if a different terminal is dialing.	Where the "listening" is to be enabled
S	A '.2' second pause	Where the pause is required
T	Listens for energy between dialing each digit. This is only used with the 'M' code.	Anywhere in dial string
U	If this character is NOT supplied anywhere in the dial string, then a LINE STATUS TEST of 'line busy' will cause a return code of '6' to the application, and a "no-dial-tone" condition will return a '7' to the application. If the 'U' code is supplied in the dial string, then both "line busy" and "no-dial-tone" conditions will return a '6' to the application, and '7' will never be returned to the application.	Anywhere in dial string
V	Suppresses LINE STATUS TEST	Anywhere in dial string
W	Skips dial tone requirement	Anywhere in dial string
X	Slow dial speed: 100 milliseconds on/off	Anywhere in dial string

BASIC OPERATION

Transaction Keys

The LinkPoint 3000 has ten (10) transaction keys. Seven of these keys are located directly below the terminal display and are labeled [VOID], [SALE], [ATM/DEBIT], [CHECK], [REVIEW], [CLOSE], and [RETURN]. The other three transaction keys are located to the right of the numbered keys, the [÷] (REPRINT/PRINT) key, [X] (AUTH ONLY) key, and the [-] (TKT ONLY/OFFLINE) key. These ten keys are used to perform the various dedicated standard retail transactions. Transactions can be initiated any time the terminal is in the idle state (i.e., displays the READY message).

1. Check the display for the READY message. If it is not displayed, press [CLEAR] to cancel the current operation and display the READY message.
2. Press the desired transaction key to begin the transaction.
3. Follow the instructions given by the prompts on the display panel to complete the transaction.
4. Press [CLEAR] to return to the READY message when the transaction is completed (the terminal is programmed to return to idle in one minute).

Using the Cardreader

1. Check the display for the READY message. If it is not displayed, wait until the current operation has ended and then press [CLEAR] to return to the READY message.
2. Initiate the correct transaction type (i.e., press [SALE] to initiate a sale).
3. Insert the credit or debit card into the rear of the cardreader slot with the magnetic stripe facing down and away from the keypad (see Figure 9 on page 5).
4. Slide the card through the slot without stopping. If the terminal beeps, check the position of the magnetic stripe and slide the card through the slot again. If the beep persists, the card may be damaged. Type the account number directly on the keypad.
5. Complete the transaction by following the display messages.

The Calculator

The LinkPoint 3000 includes a built-in calculator capable of performing simple arithmetic calculations. To access the calculator, from the idle prompt (READY message) press the desired numeral and associated math symbols and press [ENTER] to obtain the result. For example, to calculate the result of the sum of two plus two, press [2] [+] [2] [ENTER] and the terminal will display the sum, in this case “4.” For a decimal point, please press the [*] key.

LOCAL FUNCTIONS

Printer Enable/Disable

To enable or disable the printer follow the instructions outlined below.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [1] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
PRINTER ENABLE? YES NO [▲] [▲] [▲]	Press the left [▲] key to enable the printer or press the right [▲] key to disable the printer.
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Dial Prefix (PABX)

To enter, view, or change the current PABX Dial Prefix that the terminal dials before connecting with the host.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [2] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].

Display Message	Operator Action
ENTER DIAL PREFIX _ [▲] [▲] [▲]	Key in the necessary prefix for the terminal to dial out and press [ENTER].
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Dial Suffix

To enter, view, or change any Dial Suffix. This would be used for situations in which a dial out password is required, or when post-dial delays are necessary.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [3] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
ENTER DIAL SUFFIX [▲] [▲] [▲]	Key in the desired suffix for the terminal to dial and press [ENTER].
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Demo Mode Enable/Disable

To enable / disable the terminal's demonstration mode follow the procedures outlined below. The demo mode enables users to experiment with the different LinkPoint 3000 features without processing credit cards. To continue the demonstration after any message display, simply press [ENTER].

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].

Display Message	Operator Action
FUNCTION _ [▲] [▲] [▲]	Key in [4] [5] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲]	If prompted, key in the password (the default is 123123) and press [ENTER].
DEMO MODE YES NO [▲] [▲] [▲]	Press the left [▲] key to enable the demo mode or press the right [▲] key to disable the demo mode.
CHANGE ACCEPTED [▲] [▲] [▲]	Terminal returns to the idle prompt.

Technical Specification Printout

This terminal function will print the terminal's settings. To print the current technical specifications follow the procedures outlined below.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [6] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].

Batch Number Setting

To change the current batch number follow the procedures outlined below. This function should be used only under proper supervision.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].

Display Message	Operator Action
FUNCTION _ [▲] [▲] [▲]	Key in [4] [7] and press [ENTER].
CURRENT BATCH#: 0 [▲] [▲] [▲]	Press [ENTER] to clear the batch.
NEW BATCH # - [▲] [▲] [▲]	Key in the new batch number (one digit, 0-9) and press [ENTER].
BATCH # CHANGED [▲] [▲] [▲]	Press [CLEAR] to return to the idle prompt.

View Merchant ID, Device ID, Primary Phone/Change Phone Numbers and Device ID

To view only the programmed Merchant ID, Device ID and Primary Phone number.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [8] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
MERCHANT ID XXXXXXXXXXXXX [▲] [▲] [▲]	Press [ENTER] to continue.
DEVICE ID XXXX [▲] [▲] [▲]	Press [ENTER] to continue or to change, key in the new 1-4 digit ID and press [ENTER]. **Note**: This cannot be changed unless the batch is empty.
PRIMARY PHONE # XXXXXXX [▲] [▲] [▲]	Either key-in the new host phone number and press [ENTER] or simply press [ENTER] to go to the next field. This phone number can be changed even with an open batch.

Display Message	Operator Action
SECONDARY PHONE # XXXXXXX [▲] [▲] [▲]	Either key-in the new host phone number and press [ENTER] or simply press [ENTER] to go to the next field. This phone number can be changed even with an open batch.
PRIMARY CLOSE # XXXXXXX [▲] [▲] [▲]	Either key-in the new host phone number and press [ENTER] or simply press [ENTER] to go to the next field. This phone number can be changed even with an open batch.
SECOND CLOSE PHONE # [▲] [▲] [▲]	Either key-in the new host phone number and press [ENTER] or simply press [ENTER] to go to the next field. This phone number can be changed even with an open batch.

Clear Batch

To clear the current batch follow the procedures outlined below.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [9] and press [ENTER].
ENTER PASSWORD - _ [▲] [▲] [▲]	If prompted, key in the password (the default is 123123) and press [ENTER].
PRESS ENTER TO CLEAR BATCH [▲] [▲] [▲]	Press [ENTER] to clear the batch.
BATCH CLEARED [▲] [▲] [▲]	Press [CLEAR] to return to the idle prompt.

View Last Response From Host

To view the host response (approved, declined, etc.) from the most recent transaction, follow the procedures below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press [ENTER].
FUNCTION _ [▲] [▲] [▲]	Key in [4] [0] and press [ENTER].
LAST HOST REPSONSE: Approved XXXXXX [▲] [▲] [▲]	Press [CLEAR] after reviewing this information.

STANDARD KEY OPERATIONS

Retail transactions are transactions that all personnel can perform. These transactions include Sale, Debit Sale, Return, Void, Ticket Only / Offline, Authorization Only, and Close Batch. Standard Retail Credit and Debit card, Direct Marketing, and Purchasing Card program are supported.

The LinkPoint 3000 READY message estimates the number of transactions that can be performed before the batch is full. For example, READY 30 indicates there is space to store approximately 30 more transactions in the current batch. Overflowing the terminal with transactions can compromise data integrity.

When the memory is full, the screen displays "BATCH FULL-PLS CLOSE" and no further transactions can be stored until the batch is closed and the memory is cleared from the terminal. This is a safety feature that advises the merchant to close the batch when the batch is almost full.

The procedures for each transaction type include most optional prompts. These options are designated with the note "*(optional)*" directly below the displayed message. Depending on the user's needs, the features might either be enabled or disabled.

Key Name	Explanation
[SALE]	Obtains credit card authorization and captures the transaction for later deposit.
[ATM / DEBIT]	Obtains ATM/Debit card authorization and captures the transaction for later deposit.
[RETURN]	Initiates a return/credit.
[X] (AUTH ONLY)	Used to authorize a transaction without ticket capture.
[–] (TKT ONLY / OFFLINE)	Captures a previously authorized transaction.
[VOID]	Voids any captured transaction in an open batch.
[REVIEW]	Used to review or print information about captured transaction details and/or totals prior to batch close.
[÷] (REPRINT / PRINT)	Prints a duplicate copy of a captured transaction.
[CLOSE]	Closes the terminal batch and initiates the deposit of funds.

SALE

A sale is a monetary transaction that transfers funds from a cardholder's credit line to the merchant's bank account. This transaction is the normal procedure used to authorize and capture a credit card sale for deposit.

Retail Credit Card Sale — Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER].
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER].
XXXXXXXXXXXX [▲] [▲] [▲] *(optional)*	The swiped card number displays for approximately 2 seconds.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal, then press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
AUTH / TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

Credit Card Sale — Manual Entry

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
SALE: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
AUTH/TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished credit card Sale receipt will look like this:

SALE RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA SALE: / SWIPED Acct: XXXXXXXXXXXXX EXP: 1299 JOHN DOE Invoice XXXXXXXX OP ID: XXXX	-Item #, card and trans. type, entry method -Card number, expiration date -Cardholder name (if magnetic stripe read) -Invoice #; Operator ID (optional)
AMOUNT: $ 120.00	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name (prints if card is swiped)
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: AUTH/TKT XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

Credit Card Sale — Manual Entry With AVS prompts

The Address Verification Service (AVS) provides the Direct Marketing merchant with one measure of security by verifying that the account number presented actually belongs to the individual who is placing the order.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
SALE: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM / YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
AVS ADDRESS [▲] [▲] [▲]	Key in the customer's numeric address (up to 5-digits) and press [ENTER].
AVS ZIP [▲] [▲] [▲]	Key in the customer's 5- or 9-digit zip code and press [ENTER]. For example, to enter the address "123 Main St. #4," key in "1234."
ORDER NUMBER [▲] [▲] [▲]	Key in order number (up to 25 alphanumeric characters) [ENTER].

Display Message	Operator Action
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
AUTH/TKT XXXXXX Y [▲] [▲] [▲]	When the transaction is approved, the terminal displays the authorization and AVS codes and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

Address Verification Service (AVS) Response Code Definitions			
A	Address Match Only	U	Address Information Not Available
E	Not eligible for AVS	W	9-digit Zip Code OK
N	No Match	X	Exact Match
R	Retry, System Unavailable	Y	Exact Match
S	Service Not Supported	Z	5-digit Zip Code OK

The finished Sales receipt with AVS will look like this:

SALE RECEIPT	-Transaction type specification
MAIL ORDER INC 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item: 001 VISA SALE / KEYED Acct: XXXXXXXXXXXXX EXP: 1299 Order Number: 1234567890	-Item #, card & trans type, entry method -Card number, expiration date -Order #
AVS Address: 12345 AVS Zip Code: 90210	-AVS numeric address information -AVS Zip Code
AMOUNT: $ 120.00	-Purchase amount
X_____ Signature	-Cardholder's signature
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: AUTH/TKT XXXXXX Y AVS: Exact Match TID: 123456789012345 ACI: V	-Date, day, and time of transaction -Response from host terminal -AVS Response description -Transaction ID, Authorization Characteristic Indicator
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

Sale: Purchasing Card — Card Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ENTER LAST 4 DIGITS _ [▲] [▲] [▲]	Key in the last four digits of the account number and press [ENTER].
XXXXXXXXXXXX [▲] [▲] [▲] *(optional)*	The swiped card number displays for approximately 2 seconds.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal, then press [ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲]	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
CUSTOMER CODE _ [▲] [▲] [▲]	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight digits) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait—the terminal is communicating with the host computer.

Display Message	Operator Action
AUTH / TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

Sale: Purchasing Card — Manual Entry

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [SALE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
SALE: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲]	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
CUSTOMER CODE _ [▲] [▲] [▲]	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.]
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight digits) and press [ENTER] OR simply press [ENTER] to skip this field.

Terminal displays several messages	Please wait — the terminal is communicating with the host computer.

Display Message	**Operator Action**
AUTH/TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished Purchasing Card Sale receipt will look like this:

SALE RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA SALE: / KEYED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice XXXXXXXX OP ID: XXXX CUSTOMER CODE: 01234567890123456789012345	-Item #, card and trans. type, entry method -Card number, expiration date -Cardholder name (if magnetic stripe read) -Invoice #; Operator ID (optional) -Customer code (up to 25 characters)
AMOUNT $ 120.00 **TAX $ 9.00** **======** **TOTAL $ 129.00**	- Amount (before tax) - Sales tax amount -Total purchase amount (with tax)
X_____ JOHN DOE (Signature) I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder's signature -Cardholder's name (prints if card is swiped) -Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: AUTH/TKT XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ATM/DEBIT CARD SALE

ATM/Debit is a monetary function that transfers funds from the Cardholder's ATM/Debit account to the Merchant's bank account.

Card swipe via terminal (with a PINpad 101/1000)

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [ATM/DEBIT].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
CASH BACK? YES NO [▲] [▲] [▲] *(optional)*	Press the left [▲] key if the cardholder wants cash back or press the right [▲] key if the cardholder does not want cash back.
CASH BACK AMOUNT? $0.00 [▲] [▲] [▲] *(optional)*	If YES was selected, enter the amount of cash to be given back to the cardholder and press [ENTER].
SWIPE CARD [▲] [▲] [▲]	Advises for the card to be swiped on the terminal.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
WAITING FOR PIN [▲] [▲] [▲]	No operator action required as the terminal displays this message.

PINpad 101/1000 Display	**Cardholder instructions**
TOTAL $0.00	No operator action required as the PINpad scrolls the three display messages to the left. The first message being the total amount of the sale.
ENTER PIN	The customer should then enter his/her PIN number on the PINpad.
PUSH ˇENTERˇ	Completing the instructions on the PINpad, the customer should press [ENTER].

Terminal Display	**Operator Action**
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight digits) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait—the terminal is communicating with the host computer.
AUTH/TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

Card swipe via the PIN pad (PINpad 201/2000)

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [ATM / DEBIT].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
CASH BACK? YES NO [▲] [▲] [▲] *(optional)*	Press the left [▲] key, if the cardholder wants cash back, or press the right [▲] key, if the cardholder does not want cash back.
CASH BACK AMOUNT? $0.00 [▲] [▲] [▲] *(optional)*	If YES was selected, enter the amount of cash to be given back to the cardholder and press [ENTER].
OPERATOR ID? _ [▲] [▲] [▲]	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER]; OR simply press [ENTER] to skip this field.
Customer swipes card _ [▲] [▲] [▲]	Instruct the customer to swipe their ATM / Debit card through the PINpad.

PINpad 201 or 3000 Display	Cardholder instructions
SWIPE CARD	Customer swipes card through the cardreader of the PINpad device.
PROCESSING PIN PAD	No action necessary as these display messages flash.
TOTAL $0.00 ENTER PIN, PUSH #	The customer should enter his / her PIN number and push # as the two messages to the left alternate on the display panel of the PINpad device.
PROCESSING	No customer action as these messages display.

PINpad 201 or 3000 Display	**Cardholder instructions**
THANK YOU	
Terminal Display	**Operator Action**
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight digits) and press [ENTER] OR simply press [ENTER] to skip this field.
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
AUTH / TKT XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished ATM / Debit sales receipt will look like this:

ATM/DEBIT SALE RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Customer ID -Terminal ID
Item:002 ATM/DEBIT SALE Acct: XXXXXXXXXX1234 Exp: 12/00	-Item #, card and tran. Type -Card number, expiration date
Invoice XXXXXXXX OP ID: XXXX	-Invoice # and Operator ID (optional)
AMOUNT $ 120.00 **CASH BACK $ 20.00** **TRANSACTION FEE $ 0.00** **=======** **TOTAL: $ 140.00**	-Purchase amount -Cash back amount *(optional)* -Transaction fee*(optional)* -Total sale amount.
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: AUTH/TKT XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

RETURN

A Return is a monetary transaction used to reverse a previous day's or batch's transaction and initiate a credit to the cardholder's account.

Credit Card Return — Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER].
XXXXXXXXXXXX [▲] [▲] [▲] *(optional)*	Please wait a few seconds while the terminal displays the card number.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the return without the decimal, then press [ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲] *(optional)*	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

Display Message	Operator Action
CUSTOMER CODE _ [▲] [▲] [▲] *(optional)*	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

Credit Card Return — Manual Entry

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.

Display Message	Operator Action
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the return without the decimal and press[ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲]	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
CUSTOMER CODE _ [▲] [▲] [▲]	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished Return receipt will look like this:

RETURN RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:003 VISA RTRN / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice XXXXXXXX OP ID: XXXX CUSTOMER CODE: 01234567890123456789012345	-Item #, card, tran. type, entry method -Card number, Expiration date -Cardholder name (if card swiped) - Invoice # and Operator ID (optional) -Customer Code (for Purchasing Card transactions
AMOUNT $ 120.00 **TAX $ 9.00** **======** **TOTAL $ 129.00**	-Amount of sale -Tax amount (required for Purchasing Card transactions) -Total Purchase amount
X_____ JOHN DOE (Signature)	-Cardholder's signature -Cardholder's name (if card swiped)
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:05P Response: ACCEPTED 003	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

ATM / DEBIT CARD RETURN

An ATM/Debit Return is a monetary function that transfers funds from the merchant's bank account to the cardholder's account. A PINpad and a printer are required to process an ATM/Debit card. THIS TRANSACTION IS DISABLED AS THE DEFAULT, DUE TO RESTRICTIONS PLACED BY MANY REGIONAL POS DEBIT NETWORKS.

Swipe Only *(Manual entry of Debit cards is not allowed.)*

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [RETURN].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
RETURN: CREDIT DEBIT [▲] [▲] [▲]	Select the right [▲] key for Debit. (This screen displays only when Debit Card Returns are enabled)
ENTER OPERATOR ID _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric Characters) and press [ENTER] OR simply press [ENTER] to skip this field.
RETURN AMOUNT? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
SWIPE CARD [▲] [▲] [▲]	Slide card through the cardreader.
WAITING FOR PIN [▲] [▲] [▲]	No operator action required as the terminal displays this message.

PINpad Display	**Cardholder Instructions**
TOTAL $0.00 [▲] [▲] [▲]	No operator action required as the PINpad scrolls the three display messages to the left. The first message is the total amount of the sale.

PINpad 101 or 1000 Display	**Cardholder instructions**
ENTER PIN [▲] [▲] [▲]	The customer should then enter his/her PIN on the PINpad.
PUSH ˇENTERˇ [▲] [▲] [▲]	Completing the instructions on the PINpad, the customer should press [ENTER].
Display Message	**Operator Action**
INVOICE NUMBER? [▲] [▲] [▲] *(optional)*	Key in the guest check number and press [ENTER]. (This is an optional prompt.)
PLEASE WAIT... [▲] [▲] [▲]	Please wait as the terminal communicates with the host computer**.**
RETURN XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished ATM / Debit Return receipt will look like this:

ATM/DEBIT RECEIPT	-Transaction type specification
RETAIL CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:999 ATM/DEBIT RTRN Acct: XXXXXXXXXXNNNN EXP: 12/00	-Item #, card & trans type -Card number, expiration date
Invoice ID: XXXXX Operator ID: XXXX	-Operator ID (optional), Invoice ID (optional)
AMOUNT $ 120.00	- Return amount
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: RETURN XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

AUTHORIZATION ONLY

An Authorization Only is a nonmonetary function that checks the availability of the cardholder's credit and reserves the authorized amount without actually charging the cardholder. Follow the steps below to authorize a transaction without ticket data capture. After obtaining an authorization only, a TICKET ONLY/OFFLINE transaction must be performed in order to capture and deposit the transaction.

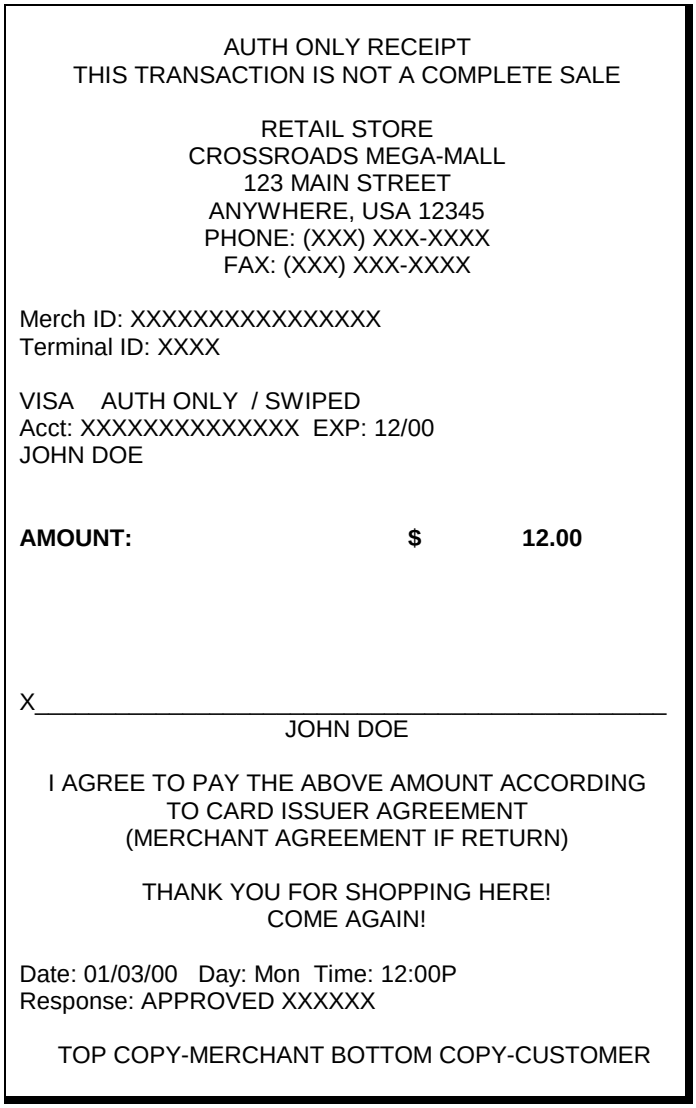
Authorization Only — Card Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [X] key labeled [AUTH ONLY].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER].
XXXXXXXXXXXX [▲] [▲] [▲] *(optional)*	Please wait a few seconds while terminal displays card number.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal, then press [ENTER].
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

Authorization Only — Manual Entry

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [AUTH ONLY].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
Terminal displays several messages	Please wait—the terminal is communicating with the host computer.
APPROVED XXXXXX [▲] [▲] [▲]	When the transaction is approved, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished Auth Only receipt will look like this:



AUTH ONLY RECEIPT THIS TRANSACTION IS NOT A COMPLETE SALE	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
VISA AUTH ONLY / SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE	-Card type, tran. type, entry method -Card number, Expiration date -Cardholder name (if card is swiped)
AMOUNT: $ 12.00	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name (if card is swiped)
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: APPROVED XXXXXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

Authorization Only — Manual Entry With AVS

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [AUTH ONLY].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM / YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
AVS ADDRESS [▲] [▲] [▲]	Key in the customer's numeric address (up to 5- digits) and press [ENTER].
AVS ZIP CODE [▲] [▲] [▲]	Key in the customer's 5- or 9-digit Zip Code and press [ENTER].
Terminal displays several messages	Please wait— the terminal is communicating with the host computer.
APPROVED XXXXXX Y [▲] [▲] [▲]	When the transaction is approved, the terminal displays the authorization and AVS codes and the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Authorization Only receipt with AVS will look like this:

AUTH ONLY RECEIPT	-Transaction type specification
MAIL ORDER INC 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item: 001 VISA AUTH ONLY / KEYED Acct: XXXXXXXXXXXXX EXP: 12/00 Order Number: 1234567890	-Item #, card & trans type, entry method -Card number, expiration date -Order #
AVS Address: 12345 AVS Zip Code: 90210	-AVS numeric address information -AVS Zip Code
AMOUNT: $ 120.00	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: MON Time: 12:00P Response: APPROVED XXXXXX Y AVS: Exact Match TID: 123456789012345 ACI: V	-Date, day, and time of transaction -Response from host terminal -AVS Response -Transaction ID, Authorization Characteristic Indicator
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

TICKET ONLY/OFFLINE

The Ticket Only procedure is a monetary function used to capture a previously authorized transaction and initiate its deposit. If an Auth Only was previously performed or a voice authorization obtained, follow the steps below to complete the transaction.

Ticket Only/Offline — Card Swipe

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [-] key labeled (TKT ONLY / OFFLINE).
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
TICKET ONLY MUST FIRST RECV AUTH [▲] [▲] [▲]	Please wait a few seconds while terminal displays this reminder message.
TICKET ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Slide the card through the cardreader.
ENTER LAST 4 DIGITS _ [▲] [▲] [▲] *(optional)*	Key in the last four digits of the account number and press [ENTER].
XXXXXXXXXXXX [▲] [▲] [▲] *(optional)*	Please wait a few seconds while the terminal displays the card number.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal, then press [ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲]	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

Display Message	**Operator Action**
CUSTOMER CODE _ [▲] [▲] [▲] *(optional)*	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
APPROVAL CODE _ [▲] [▲] [▲]	Key in the approval code previously obtained via voice authorization or through an AUTH ONLY transaction. Press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After the printing stops, press [CLEAR] to return to the READY message.

Ticket Only/Offline — Manual Entry

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [-] key labeled [OFFLINE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
TICKET ONLY MUST FIRST RECV AUTH [▲] [▲] [▲]	Please wait a few seconds while terminal displays this reminder message.
AUTH ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
TAX AMOUNT? $0.00 [▲] [▲] [▲] *(optional)*	Key in the tax amount without the decimal, then press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.
CUSTOMER CODE _ [▲] [▲] [▲] *(optional)*	Key in the Customer Code (up to 25 alphanumeric characters) as provided by the purchasing agent and press [ENTER]. THIS IS A REQUIRED FIELD FOR PURCHASING CARDS.

Display Message	Operator Action
APPROVAL CODE _ [▲] [▲] [▲]	Key in approval code previously obtained via voice authorization or through an AUTH ONLY transaction and press [ENTER].
INVOICE NUMBER? _ [▲] [▲] [▲] *(optional)*	Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
ACCEPTED XXX [▲] [▲] [▲]	When the transaction is accepted, the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

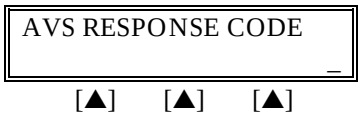
The finished Ticket Only receipt will look like this:

TICKET ONLY RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA TKTO/SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice XXXXXXXX OP ID: XXXX CUSTOMER COE: 01234567890123456789012345 APPROVAL CODE: XXXXXX	-Item #, card and tran. type entry method -Card number, expiration date -Cardholder name -Invoice # and Operator ID (optional) -Customer Code (Purchase card only) -Approval code previously received via Call Center or Auth Only
AMOUNT $ 120.00 **TAX $ 9.00** **======** **TOTAL $ 129.00**	-Amount of sale -Tax amount (Purchase Card only) -Total purchase amount
X_____ JOHN DOE (Signature)	-Cardholder's signature -Cardholder's name (if card is swiped)
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 11:00A Response: ACCEPTED XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

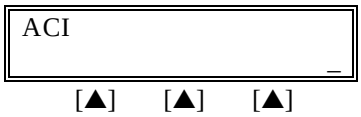
Ticket Only/Offline — Manual Entry With AVS

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [-] key labeled [OFFLINE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
TICKET ONLY MUST FIRST RECV AUTH [▲] [▲] [▲]	Please wait a few seconds while terminal displays this reminder message.
TICKET ONLY: ENTER ACCOUNT # [▲] [▲] [▲]	Key in the cardholder's account number and press [ENTER].
EXPIRY DATE? (MMYY) MM/YY [▲] [▲] [▲]	Key in the four-digit expiration date using two digits each for month and year (e.g., 0999 for September 1999) then press [ENTER].
IMPRINT REQUIRED.. IF CARD IS PRESENT!! [▲] [▲] [▲]	If a card is present, make an imprint of the card with a manual imprinter.
OPERATOR ID? _ [▲] [▲] [▲] *(optional)*	Key in the Operator ID (up to four alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.
AMOUNT OF SALE? $0.00 [▲] [▲] [▲]	Key in the amount of the sale without the decimal and press [ENTER].
ORDER NUMBER _ [▲] [▲] [▲]	Key in order number (up to 25 digits) and press [ENTER].
TOTAL AUTH AMOUNT $0.00 [▲] [▲] [▲]	Key in total authorized amount and press [ENTER].

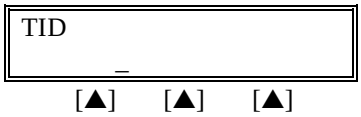
Display Message	Operator Action



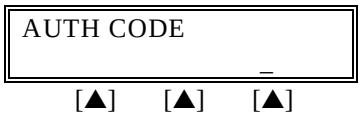
Key in previously obtained AVS response code and press [ENTER].



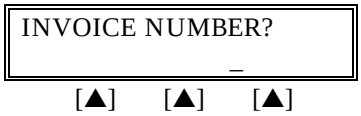
Key in the letter V and press [ENTER].



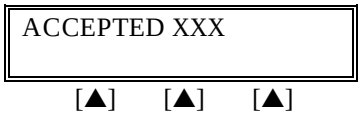
Key in the Transaction ID number if previously obtained and press [ENTER].



Key in approval code previously obtained via voice authorization or through an AUTH ONLY transaction and press [ENTER].



Key in the invoice number (up to eight alphanumeric characters) and press [ENTER] OR simply press [ENTER] to skip this field.



When the transaction is accepted, the printer (if available) prints a receipt of the transaction. Press [CLEAR] to return to the idle prompt.

The finished Ticket Only receipt with AVS will look like this:

TICKET ONLY RECEIPT	-Transaction type specification
MAIL ORDER INC 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item: 001 VISA TICKET ONLY / KEYED Acct: XXXXXXXXXXXXX EXP: 12/00 Order Number: 123456789012345678901234 5	-Item #, card & trans type, entry method -Card number, expiration date -Order #
AVS Address: 12345 AVS Zip Code: 90210	-AVS numeric address information -AVS Zip Code
AMOUNT: $ 120.00	-Purchase amount
X_____ Signature	-Cardholder's signature -Signature
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: Accepted XXX AVS: Exact Match TID: 123456789012345 ACI: V	-Date, day, and time of transaction -Response from terminal -AVS Response -Transaction ID, Authorization Characteristic Indicator
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

VOID

A Void is a monetary transaction used to eliminate a transaction completed earlier in the batch. The transaction will continue to appear in the totals and detailed reports as having been voided.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [VOID].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
VOID..ENTER ITEM # _ [▲] [▲] [▲]	Key in the item number displayed on the receipt, or found in the item review and press [ENTER] OR press [ENTER] for the first item.
001 SALE: $ 10.00 PREV NEXT NEW [▲] [▲] [▲] *Alternates w/Display Below* 001 SALE: $ 10.00 To select Push ENTER [▲] [▲] [▲]	The first line displays the item number, the transaction type, and the dollar amount. Press the left [▲] key to see the previous item, the middle [▲] key to choose the next item number, the left [▲] key to enter a new item number, or press [ENTER] to select the displayed item.
001 SALE: $ 10.00 VOID VIEW [▲] [▲] [▲]	Press the right [▲] key to display more information regarding this transaction or press the left [▲] key to initiate the void.
Void Item 001...Press ENTER to confirm! [▲] [▲] [▲]	Press [ENTER] to confirm the void.
Item #001 VOIDED! [▲] [▲] [▲]	The transaction is voided and the printer (if available) prints a receipt of the transaction. After printing stops, press [CLEAR] to return to the READY message.

The finished Void receipt will look like this:

VOID RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merch ID: XXXXXXXXXXXXXXX Terminal ID: XXXX	-Merchant ID -Terminal ID
Item:001 VISA VSALE/SWIPED Acct: XXXXXXXXXXXXX EXP: 12/00 JOHN DOE Invoice: XXXXXX OP ID: XXXXXXXX	-Item #, card and tran. type, entry method -Card number, expiration date -Cardholder name -Invoice # and Operator ID (optional)
AMOUNT: $ 12.00	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF RETURN)	-Customized cardholder agreement
THANK YOU FOR SHOPPING HERE! COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon. Time: 12:00P Response: VOID SALE XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

REVIEW

The review function enables the reviewing and printing of transactions currently stored in the batch. The review function includes a variety of options: Item Review, Totals Review for Card and Operator ID totals (when applicable), Item Detail Report, and Totals Reports for Card and Operator ID totals (when applicable). Reports can be displayed on the LinkPoint 3000 display panel or, if a printer is available, printed.

VIEW (WITHOUT PRINTING)

Item Review

The procedures outlined below show how to display detailed transaction information.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT | | | [▲] [▲] [▲]	Press the left [▲] key to select ITEM.
ENTER ITEM # [▲] [▲] [▲]	Key in the item number to review and press [ENTER] OR press [ENTER] for the first selection.
001 SALE: $ 10.00 PREV NEXT NEW [▲] [▲] [▲]	Press the left [▲] key to see the previous item, the middle [▲] key to choose the next item or press the right [▲] key to view the selected item.
ITEM NUM: 008 <--- --->[▲] [▲] [▲]	Press the right [▲] key or the left [▲] key to scroll through the transaction information (i.e., date, time, amount). Press [CLEAR] when done.

Total Review (Card Totals)

The procedures outlined below show how to display card totals information.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the middle [▲] key to select TOTAL.
CARD OP ID [▲] [▲] [▲]	Press the left [▲] key to select CARD.
ENTER CARD TYPE [▲] [▲] [▲]	Select card type: 1=MasterCard 2=VISA 3=AMEX 4=Discover / NOVUS 5=Diners Club 6=JCB 7=FDC 8=Debit and press [ENTER] OR press [ENTER] for all cards.
MASTERCARD $ 0.00 [▲] [▲] [▲]	The terminal displays the totals for the selected card.
or	*or*
BATCH TTL $ 200.00 [▲] [▲] [▲]	The terminal displays the grand total for all cards (batch total). Press [CLEAR] to return to the READY message.

Total Review (Operator Totals)

This is an optional report. If entry of an Operator ID is enabled, this report can be reviewed by following the procedures outlined below.

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the middle [▲] key to select TOTAL.
CARD OP ID [▲] [▲] [▲]	Press the right [▲] key to select OP ID.
ENTER OPERATOR ID [▲] [▲] [▲]	Key in the individual Operator's ID number (up to four alphanumeric characters) and press [ENTER] OR press [ENTER] to view the total for all Operator IDs.
OP 0001 $ 10.00 PREV ID NEXT ID [▲] [▲] [▲]	The terminal displays the total for the individual Operator's ID. Press the right [▲] key to select the next ID, or press the left [▲] key to select the previous ID.
or	*or*
OP TOTALS $ 10.00 [▲] [▲] [▲]	If [ENTER] was pressed, the terminal displays the grand total for all operators. After reviewing the Operator ID totals, press [CLEAR] to return to the READY message.

PRINTING REPORTS

Item Detail Report

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM OP ID SUMMARY [▲] [▲] [▲]	Press the left [▲] key to select ITEM.
ITEM DETAIL PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR simply press [CLEAR] to return to the READY message.

The finished Item Detail Report will look like this:

ITEM DETAIL REPORT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345 PHONE: (XXX) XXX-XXXX FAX: (XXX) XXX-XXXX	-Customized header (up to 6 lines)
Merchant ID: XXXXXXXXXXXX	-Merchant ID,
Terminal ID: XXXX	-Terminal ID
Date: 01/03/00 Day: Mon Time: 11:30P	-Date, day, time of sale
CREDIT TRANSACTIONS ----------	
Item#: 001 VISA SALE/SWIPED	-Item #, card type, transaction type, entry method
Acct#: XXXXXXXXXXXX EXP DATE: 10/99	-Account #, expiration date
Invoice: XXXXXXXX OP ID: XXXX	-Invoice #, OP ID
Date: 01/02/00 Time: 12:40P	-Date of transaction, time of transaction
RESP: AUTH/TKT XXXXXX	-Approval code
AMOUNT: $50.00	-Amount
DEBIT TRANSACTIONS ----------	
ITEM#: 999 DEBIT SALE	-Item #, card type, transaction type, entry method
Acct#: XXXXXXXXXXXX	-Account number, expiration date
Invoice: XXXXXXXX OP ID: XXXX	-Invoice #, OP ID
Date: 12/30/99 Time: 12:30P	-Date of transaction, time of transaction
RESP: AUTH/TKT XXXXXX	-Approval code
AMOUNT CASHBACK SURCHARGE TOTAL $12.00 $ 0.00 $0.00 $ 12.00	-Amount
END OF BATCH	

Summary Report (Card Totals)

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM OP ID SUMMARY [▲] [▲] [▲]	Press the right [▲] key to select SUMMARY.
TOTALS PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report; OR simply press [CLEAR] to return to the READY message.

The finished Summary Report will look like this:

```
                BATCH SUMMARY REPORT

                     RETAIL STORE
                CROSSROADS MEGA-MALL
                    123 MAIN STREET
                  ANYWHERE, USA 12345

Merchant ID: XXXXXXXXXXXXXXXX
Terminal ID: XXXX

 Date: 01/03/00  Time: 11:30P

              MASTERCARD/VISA SUMMARY
CARD  ITEM  TRAN  ACCT#        TOTAL

MC    002   SALE  4-4444       $    12.00

                                =========
                  MC    TTLS:   $    12.00

VISA  001   SALE  4-6666       $    15.00
                VISA    TTLS:  $    15.00
                                =========
             MC/VISA TOTALS:   $    27.00

              MISC. CREDIT CARD SUMMARY
CARD  ITEM  TRAN     ACCT#        TOTAL
AMEX                 NO TRANS
DC                   NO TRANS
DISC                 NO TRANS
OTHR                 NO TRANS
   MISC. CREDIT CARD BATCH TOTAL:  0000.00

@@@@@@@@@@@@@@@@@@@@@@@@@@
CREDIT CARD GRAND TOTAL          $  000.00      @
@@@@@@@@@@@@@@@@@@@@@@@@@@

                DEBIT CARD SUMMARY
CARD  ITEM  TRAN  ACCT#          TOTAL
DBT   004   SALE  xxx4444         10.00
                                  =====
                DEBIT   TTLS:     10.00

              CHECK GUARANTEE SUMMARY
        Check Guarantee Customer ID: XXX.XXXXXX

ITEM#  APPRVL CODE  DL #        AMOUNT
XXX    XXXXXXX      XXXXXXXXX  $0000.00

TOTAL CHECKS FOR 01/03/00        $0000.00
```

-Transaction type specification

-Customized header (up to 6 lines)

-Merchant ID
-Terminal ID

-Date, time of sale

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), and transaction total for each MasterCard and Visa transaction in the batch

-This section contains the card type, item number, transaction type, truncated account number (first and last 4 digits), tip amount (restaurant only), and transaction total for other cards (i.e., AMEX, Discover, etc.) currently in the batch

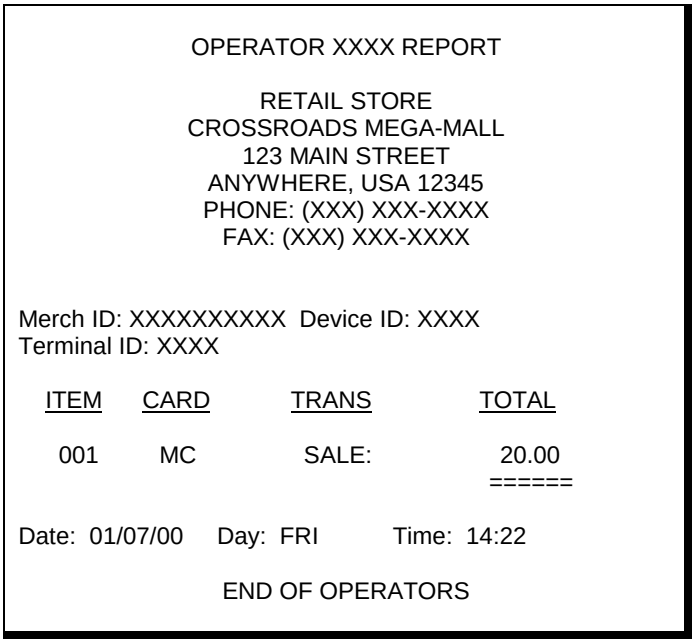
-This section will print if ATM/Debit service is enabled

-This section will print if a check approval service is enabled

Summary Report (Operator Totals)

Display Message	**Operator Action**
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [REVIEW].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
ITEM TOTAL PRINT [▲] [▲] [▲]	Press the right [▲] key to select PRINT.
ITEM OP ID SUMMARY [▲] [▲] [▲]	Press the middle [▲] key to select OP ID.
OPERATOR ID? [▲] [▲] [▲]	Key in the individual Operator's ID number (up to four alphanumeric characters) and press [ENTER] OR press [ENTER] to print the total for all Operator IDs.
OP ID #0002 PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR press [CLEAR] to return to the READY message.
or	*or*
All Operator totals PRINTING... [▲] [▲] [▲]	After printing stops, users can choose to print another report OR press [CLEAR] to return to the READY message.

The finished Summary Report for a single Operator's total will look like this:



```
                OPERATOR XXXX REPORT

                    RETAIL STORE
              CROSSROADS MEGA-MALL
                  123 MAIN STREET
                ANYWHERE, USA 12345
               PHONE: (XXX) XXX-XXXX
                FAX: (XXX) XXX-XXXX


Merch ID: XXXXXXXXXX  Device ID: XXXX
Terminal ID: XXXX

  ITEM    CARD        TRANS          TOTAL

   001     MC          SALE:           20.00
                                      ======

Date:  01/07/00    Day:  FRI       Time:  14:22

                END OF OPERATORS
```

-Report type specification

-Customized header (up to 6 lines)

-Merchant ID, terminal ID
-Terminal ID

-Item number, card type, transaction type and total amount of sale

-Date and time

REPRINT

The reprint function prints a duplicate copy of a captured transaction before the batch is closed. This feature cannot be used to reprint an Auth Only transaction.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the [÷] key labeled [REPRINT/PRINT].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
Reprint...Enter Item # _ [▲] [▲] [▲]	Key in the item number to print a duplicate receipt and press [ENTER].
001 SALE: $10.00 [▲] [▲] [▲]	If the item number is found, the printer will print a duplicate receipt. After printing stops, press [CLEAR] to return to the READY message.

A duplicate receipt will look like this:

VOID RECEIPT	-Transaction type specification
RETAIL STORE CROSSROADS MEGA-MALL 123 MAIN STREET ANYWHERE, USA 12345	-Customized header (up to 6 lines)
DUPLICATE	
Merch ID: XXXXXXXXXXXXXXX	-Customer ID
Terminal ID: XXXX	-Terminal ID
Item:001 VISA VSALE / SWIPE	-Item #, card type, transaction type, entry method
Acct: XXXXXXXXXXXXX EXP: 1299	-Card number, expiration date
JOHN DOE	-Cardholder name (if card is swiped)
AMOUNT: $12.00	-Purchase amount
X_____ JOHN DOE	-Cardholder's signature -Cardholder's name
I AGREE TO PAY THE ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (CUSTOMER AGREEMENT IF RETURN)	-Customized Cardholder agreement
COME AGAIN!	-Custom message
Date: 01/03/00 Day: Mon Time: 12:00P Response: VOID SALE XXX	-Date, day, and time of transaction -Response from host
TOP COPY-MERCHANT BOTTOM COPY-CUSTOMER	

CLOSE BATCH

The Close Batch procedure is a monetary transaction used to summarize daily transactions for electronic deposit into the merchant's bank account. Follow the steps below to summarize transactions for electronic deposit.

Display Message	Operator Action
READY XXX JAN-03-00 MON 12:00P [▲] [▲] [▲]	Press the key labeled [CLOSE].
ENTER PASSWORD - [▲] [▲] [▲] *(optional)*	If prompted, key in the password (the default is 123123) and press [ENTER]. (This prompt is optional.)
PRINT REPORT? YES NO [▲] [▲] [▲] *(optional)*	Press the left [▲] key to print a report or the right [▲] key to skip this step.
ENTER TOTAL AMOUNT $0.00 [▲] [▲] [▲] *(optional)*	Key in the total batch amount and press [ENTER].
Terminal displays several messages	Please wait—the terminal is communicating with the host computer.
CLOSE 000000.00 _ [▲] [▲] [▲]	After printing stops, press [CLEAR] to return to the READY message.

The completed Batch receipt will look like this:

BATCH CLOSED	
MERCH ID: XXXXXXXXXXXXXX TERMINAL ID: XXXX	-Merchant ID -Terminal ID
DATE 01/03/00 TIME 11:00P	-Date and time of close
# ITEMS: XXX RESP: CLOSE 00000.00	-Total number of items in batch -Response from host, total dollar amount of transactions in batch

APPENDIX A—PROMPTS

This appendix explains the meaning of the different terminal prompts.

ALREADY VOIDED	The selected item in the batch was already voided.
APPROVAL CODE	This message prompts for the entry of the authorization code during a Ticket Only transaction.
BATCH SUMMARY	Displays during the printing of a report which includes: individual bankcard transactions and totals, credit card transactions and totals and ATM / Debit card totals.
BATCH FULL-PLS CLOSE	This message displays just before the terminal buffer is completely full to prevent the terminal from locking up; instructs the user to close the batch before being able to continue.
CALL CENTER	Contact the voice authorization center and request a verbal approval.
CASHBACK?	This message prompts after AMOUNT OF SALE during an ATM / Debit sale.
CASHBACK AMOUNT?	This message prompts after YES is selected at the CASH BACK? prompt.
CLEAR TO RESUME	This is the main menu display in the boot mode.
COMM FAILURE	(1) Displays when the terminal attempts to dial out after the maximum number of allowable times (customizable). (2) Displays when no telephone line is detected.
CONNECT ERROR	The terminal has detected an error while connecting to the host computer. Please try the transaction again.
CONNECTED!	This message displays when the terminal connects to the host computer.
CUSTOMER CANCELED	The cardholder pressed [CLEAR] on the PINpad and canceled the transaction.
DECLINED	The card has been declined by the host computer.
DEMONSTRATION ONLY! NOT AN ACTUAL SALE	Prompts at the beginning of each demo transaction.
DIALING...	This message is displayed when the terminal begins dial out.
ENTER APPL. ID	This message prompts during the download request.

ENTER LAST 4 DIGITS	Card fraud protection prompt displayed after a card is swiped.
ENTER PASSWORD	This message prompts when a password is required to access a function or transaction.
ENTER PHONE NUMBER	This message prompts during the download request.
ENTER TERMINAL ID	This message prompts during the download request.
ERROR!...NO MATCH	The 4 digits entered do not match the last 4 digits encoded on the magnetic stripe of the card. Attempt to re-enter the last 4 digits. If there is no match again, the terminal will return to the READY message.
EXPIRED CARD	The expiration date sent with the authorization request indicates that the card has expired. If the card is not expired, the terminal may be programmed with the incorrect date.
EXPIRY DATE? (MMYY)	This message prompts after the keyed entry of the cardholder's account number.
IMPRINT REQUIRED IF CARD IS PRESENT	This message prompts for approximately four seconds after the card number and the expiration date are keyed.
INCORRECT AMOUNT	The terminal allows a maximum amount entry of nine positions including the decimal point ($123456.78) or a minimum amount entry of $.01. The amount entered does not fall within these parameters.
INVALID AMOUNT	This message displays when a zero amount is entered for credit card transactions or when an amount less than $1.00 is entered for a Check Guarantee request.
INVALID CARD NUMBER	The cardholder's account information transmitted to the host computer is not valid (i.e., sending incorrect magnetic stripe data).
INVALID EXP DATE	The expiration date entered was formatted incorrectly. The correct date format is MMYY (i.e., for January 1999, 0199 should be entered).
INVALID PIN	The transaction was DECLINED because the customer entered an incorrect PIN.
INVALID SERVICE	Optional service is not enabled.
INVALID TERM ID	The terminal has been programmed incorrectly.
INVALID TRAN TYPE	The terminal may not be programmed to accept this transaction (i.e., terminal may not be setup to accept this card type).

INVALID ZIP CODE	The zip code was entered incorrectly. The correct format is a 5- or 9- digit zip code.
ITEM NOT FOUND!	The terminal could not locate the particular item number selected. Try a different item number.
KEY NOT ACTIVE	This message displays when an unavailable key is pressed.
LINE ERROR	There may be a communication problem between the terminal and the host computer.
MOD-10 CHECK	The account number of the swiped / keyed card is invalid.
MODEM ERROR	The terminal has detected a problem with its modem. Try the transaction again.
MUST FIRST RECV AUTH	This message prompts for approximately three seconds each time the [OFFLINE] key is pressed.
MUST PERFORM FULL DOWNLOAD FIRST	This message prompts when a partial download is requested but the application is not yet loaded into the terminal.
NO CARRIER	This message displays when a modem / RS232 error occurs.
NO DIAL TONE	This message displays when the phone line is not detected.
NO GUAR/OVER LIMIT	Too many checks or large checks have been authorized and put the merchant over a pre-established check approval limit.
NO LINE	The terminal cannot detect a telephone line connection. Make sure that the telephone cord is securely plugged into the terminal.
NO PIN PAD	A PINpad is not connected to the terminal or it is not activated. An ATM / Debit sale cannot be performed without a PINpad.
NO PHONE NUMBER	The message displays when the primary host and / or the secondary host phone number(s) were not downloaded into the terminal.
NO TOTALS FOUND!	No transactions were found for the card type selected.
NOT FOUND!...	The terminal displays this message when it cannot find the information requested (i.e., there is no item number 99 in the current batch).
PICK UP CARD	The host computer has detected that the card used is no longer valid or it may be lost or stolen.
PLEASE ATTEMPT TO CLOSE BATCH LATER!	The terminal may be having problems closing the batch at this particular time. Please attempt to close the batch later.

PREV NEXT NEW	This message displays on line 2 during a VOID request.
PRINTER DISABLED! CHECK PRINTER!	User may not have a printer or it may not be installed properly. Check that the printer is securely connected to the back of the terminal, that the power is turned on, and that it is enabled via the terminal setup.
PRINTER REQUIRED FOR DEBIT CARD SALES	This message prompts when the [ATM/DEBIT] key is pressed but a printer is not connected/enabled. A printer must be connected, enabled, and powered on to perform an ATM/Debit sale.
PROMPTS FILE	Displays during initialization of the terminal after a full or a partial download.
READY XXX	The line 1 default idle prompt displays the number of transactions left in the batch.
RECEIVING...	This message displays when the terminal is receiving a response from the host computer via modem.
SWIPE ONLY	(1) User attempted to key in an ATM/Debit sale. ATM/Debit sales must be swiped. (2) User attempted to key in a transaction when the terminal is downloaded with the KEYED parameter disabled.
SWIPE CARD AGAIN NOW	The card was swiped incorrectly or another card error condition exists.
TO SELECT PUSH ENTER	Alternate display with the PREV NEXT NEW message.
TRANSMITTING...	This message displays when the terminal is sending transaction data to host via modem.
TRY AGAIN	The card may have been improperly swiped through the cardreader--attempt to swipe the card again.
UNDEFINED CARD TYPE	The card number does not match the required account range settings. If the account number is valid, the terminal is not properly setup to accept that particular card type.
UNREADABLE CARD	The magnetic stripe of the swiped card may be damaged or the cardreader may be obstructed or otherwise requires cleaning.
VOID VIEW	This message displays on line 2 when an item is selected to be voided.
WAITING FOR ANSWER	This message displays when the terminal is waiting to connect to the host computer or when the phone number programmed is incorrect and cannot connect to the host.

WAITING FOR PIN	Prompts on the PINpad while it waits for the customer to enter his/her PIN number.

APPENDIX B—TROUBLESHOOTING GUIDELINES

This appendix identifies some problems that may be encountered and the actions necessary to correct them.

DISPLAY PANEL MALFUNCTION

If the LinkPoint 3000 displays incorrect information, such as an unreadable message or nothing at all, it may have a power problem or be a defective terminal. The terminal application may not have been properly loaded.

KEYPAD MALFUNCTION

Check the display panel. If it displays the wrong characters or nothing at all, refer to the section "Display Panel Malfunction" above. Press several keys; a "beep" should be heard each time. If the "beep" works, make sure the correct data is being entered.

PRINTER MALFUNCTION

Check that the printer paper is properly loaded in the printer. The printer will not operate unless a roll of paper is correctly installed. Check the terminal for signs of power failure. Press the [CLEAR] key and try the operation again; an improper command may have been used.

GLOSSARY

12 Hour Clock Downloaded feature which allows the display of time in 12 or 24 hour format.

AC Alternating Current is used as a primary source of power by AC adapters and power supplies.

AC Adapter A device that converts AC electrical current to a different DC current so that it can be used by a particular device.

Account Number (1) A unique series or group of digits used to numerically identify each cardholder. (2) The unique identification number assigned to the account of a specific party, within a given institution.

Alphanumeric Capable of using both alphabetic and numeric characters, as in a display panel, keypad, or a computer keypad.

Application A software program designed with special codes, stored in the memory for a specific purpose or customer.

ATM/Debit A monetary function that transfers funds from the cardholder's ATM / Debit account.

Authorization The process used by card issuers to approve or decline a transaction request.

Authorization Only A nonmonetary function that verifies the availability of the cardholder's credit and reserves the authorized amount.

Baud Signaling speed equal to the number of signal events per second.

Cardreader The slot on the terminal that automatically reads the magnetic stripe or bar code on the back of an encoded card (bankcard or credit card).

Carrier A frequency signal or tone sent over the telephone or communication line and modulated by the modem to transmit / receive data.

Cashback Minimum Downloaded feature to establish the minimum amount of cash back allowed by the.

Cashback Maximum Downloaded feature to establish the maximum amount of cash back allowed by the merchant.

Close (host response) The batch was successfully closed and the transactions sent to the host computer.

Close Batch A monetary transaction used to summarize the day's transactions for electronic deposit to the Merchant's bank account.

CPU Central Processing Unit. The brain of the computer or terminal that controls either directly or indirectly every function and device associated with the computer/terminal.

Customer ID Number A number used by merchants to identify themselves to the host computer at their bank or financial institution.

Data Information prepared in a particular format for use by the terminal or host computer for a specific transaction or operation.

Display The small screen on the terminal that displays messages to guide users through different operations and to alert users when errors or problems occur.

EPROM Erasable Programmable Read-Only Memory. A type of memory chip permanently stored in the terminal. Contains the standard application, operating system, and fixed prompts.

File A collection of related data.

Force (host response) There was a discrepancy between the transactions sent to the host and the transactions stored in the host computer. The terminal forced closure, the batch was successfully closed, and the transactions sent to the host computer.

Fraud Control Measures taken to prevent unauthorized use of a credit or debit card.

Host Computer A computer used to process credit card and debit card transactions.

Invalid (host response) One or more credit card numbers sent to the host computer were invalid. The terminal forced closure, the batch was successfully closed, and the information sent to the host computer.

Keypad The key panel used for entering data and performing operations.

Telephone Line Cord A type of cord with modular plugs for connecting a device to another device or outlet.

Manual Transaction Transaction using account information entered from the keypad rather than automatic reading devices such as the cardreader.

PIN Personal Identification Number. A four to sixteen digit confidential code or electronic signature used by the Cardholder to identify themselves to the host computer as the proper user of a credit or debit card.

PINpad A Personal Identification Number pad is an encrypted input device used for entering a private identification code that validates a transaction.

Reprint A nonmonetary transaction used to print a duplicate copy of a captured transaction before the batch is closed.

Return A monetary transaction used to reverse a previous day's transaction. This transaction credits the cardholder's account.

Review A nonmonetary function used to review and print individual items and batch totals as an aid in reconciling a given day's transactions.

Sale A monetary transaction that initiates the transfer of funds. A Sale can be transacted either by card swipe (magnetic cardreader) or by manual entry of the information.

Scroll To move text across a display screen.

Serial Port A connector used to communicate with host computers, other terminals, and printers.

Swipe The action of sliding a card through a terminal's cardreader.

Terminal A device used to perform transactions. The transactions are processed by the terminal itself or by a host computer. These devices have a display panel, keypad, and cardreader, and are used to enter transaction information.

Ticket Only A.K.A. OFFLINE, Force or Post Auth. A monetary transaction used to initiate a deposit in two situations: (1) following an Authorization Only transaction, and (2) to complete a transaction initiated by voice authorization.

Track 1 Data The information stored on track 1 of the card's magnetic stripe includes the cardholder's name, account number, expiration date, and security data.

Track 2 Data American Bankers Association information stored on track 2 of the card's magnetic stripe. Includes the cardholder's account number, expiration date and security data.

Void A monetary transaction used to eliminate a prior "current batch" sale. A receipt is generated to be included with that day's drafts and tickets.

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