

Freedom IV Quick Start Guide



For the Freedom IV

- Terminal
- with PINPad
- with contactless reader*

* Contactless reader not shown



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MERCHANT INFORMATION

Merchant Name

Merchant Number

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About this Guide

This Guide provides an introduction to your Freedom IV solution, hardware functionality, performing financial transactions, administration features and troubleshooting. For further information regarding its use and available features, please review our online documentation at www.TDMerchantSolutions.com/ResourceCentre.

Merchant Welcome Kit Contents

Quick Start Guide

Pamphlets

- *How to Help Prevent Fraud*
- *Payment Card Industry Data*
- *If you have a problem or concern*

Information sheets

- *What you need to know about chargebacks*
- *Payment card industry data security standard (PCI DSS)*

Miscellaneous

- Paper rolls (3 + 1 in the terminal)
- Cleaning card and instructions
- Card acceptance decals (Visa®, MasterCard®, Discover®, American Express®, Interac® Direct Payment, etc.)

The Freedom IV Solution

The terminal is solely for the you, the Merchant. You will use the terminal to initiate transactions for customer's using credit, debit, loyalty or gift cards. Depending on your settings, some card types may not be accepted by your terminal. For loyalty and gift card information, please go to our online documentation at www.TDMerchantSolutions.com/ResourceCentre.

There are four potential configurations for the Freedom IV solution with optional equipment. They are:

1. Terminal only



2. Terminal and PINPad



3. Terminal and contactless reader



4. Terminal, PINPad and contactless reader



Functionality

Name	Terminal	PINPad	Contactless Reader
Paper chamber button	✓	--	--
Function keys	✓	--	--
Navigation keys	✓	✓	--
Paper advance key		--	--
Command keys			--
F key		Present but not used	--
Chip card reader	✓	✓	--
Magnetic stripe reader	✓	✓	--
Contactless reader	--	--	✓
Communications	Via dial-up or DSL connection	Connected to the terminal	Connected to the terminal

The Terminal

1. Paper chamber button

2. Function keys

Use the function keys as shortcuts and to select onscreen options.

-  - Purchase shortcut
-  - Open Pre-authorization or Tab shortcut
-  - Close Pre-authorization or Tab shortcut
-  - Day shortcut (programmable)

Call the TD Merchant Solutions Help Desk at **1-800-363-1163** to reprogram the F4 key.

3. Navigation keys

Use the arrow keys to navigate the screens and menus.

4. Paper advance key

Press  to advance the paper roll in the terminal.

5. Command keys

-  = Cancel
-  = Correction
-  = OK or activate and shortcut to the *Transactions* screen.

6. F key

 is the shortcut to the *Main Menu* screen and used to switch between entering letters and numbers for certain functions like user names or receipt banners.



7. Card readers

- a) Insert chipped cards
- b) Swipe cards

Navigation

There are three ways to navigate screens and select onscreen options. They are:

- Navigation keys — use the arrows keys to scroll up and down menus. Once you find the desired icon or menu option, highlight it and press .
- F1 and F2 keys — use these keys to make on screen selections.

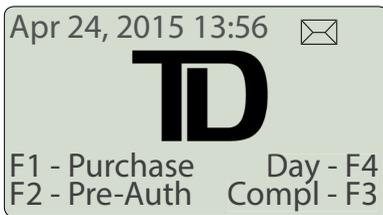
Changing the paper roll

1. Gently pull up on the gray **paper chamber button** along the top of terminal.
2. Unwrap a new paper roll and place it in the paper chamber so that the loose end of the paper feeds up from under the paper roll towards you.
3. Press down on the panel until it clicks shut and ensure there is a enough paper sticking out from the chamber that it touches the top of the terminal screen.

Screens

Idle screen and icons

The default screen is called the *Idle* screen. It displays a lot of important information and different ways to access your terminal's functionality.



Dial-up / Phone line



DSL

Icon	Name	Terminal	PINPad	Contactless reader
	DSL Communications	✓	-	-
	Mail	✓	-	-

Communications

This  indicates that your terminal is connected to the network via a DSL connection. If there is no icon, it means that you're connected by a dial-up / phone line or, if your terminal uses a DSL connection, is disconnected from the network.

Mail

Indicates that you have an email waiting.

Transactions screen

This terminal screen displays all the available financial transactions for your terminal. If your business does not offer some of these transactions the option will still appear here but is disabled.



Main Menu screen

This terminal screen displays various other menus and options regarding your solution's functionality. It contains the following menus of interest:

- **Business Day**
- **Receipt Reprint** – see page 11.
- **Transaction Recall** – see page 9.
- **Admin Functions** contains administration solution settings.
- **Customization** contains user management, receipt banner and language settings.



The PINPad

This is an optional piece of hardware. When connected to your terminal it is used by the customer to enter information and select options regarding the transaction. If you don't have a PINPad, the customer will use the terminal to enter information.

- 1. Navigation keys**
Use the gray keys to select an onscreen option.
- 2. Command keys**
 - = Cancel
 - = Correction
 - = OK or activate
- 3. Card readers**
 - a) Insert chipped cards
 - b) Swipe cards

If you use a PINPad, you must process all inserted chip cards on it. Swiped cards can be processed on both the terminal and the PINPad.

Navigation

Navigation keys — use these keys to select an on screen option.



The Contactless Reader

This is an optional piece of hardware. If you don't have a contactless reader you will be unable to accept contactless payments.

- 1. Contactless light**
This flashing green light indicates that the card reader is active.
- 2. Screen**
The screen will prompt the customer when they can tap their card on the reader.
- 3. Contactless card reader**
The customer taps their contactless card here for payment.



Cardholder Privacy and Security

Please refer to the *Cardholder Privacy* sheet in your Merchant Welcome Kit. It contains important information about your responsibilities to your customers and their personal and transaction information.

Terminal security

It is the Merchant's responsibility to secure the terminal, any user IDs or passwords and to prevent unauthorized use. In any event the Merchant will be liable for any unauthorized use of the terminal or any user IDs or passwords. There are three user security settings:

No security (Default)

- No access restriction to the terminal functionality listed below.

Medium Security

- Access is restricted to certain features by a supervisor or manager ID and password.

High Security

- Access is restricted to certain features by a manager ID and password.

The following functions can be protected medium or high security.

- Batch reports
- Customized reports
- Host 1 download
- Priority mail
- Manual card number entry
- Business day reports
- Day close
- Host 2 download
- Connection setup
- Gift card transactions

Please call the TD Merchant Solutions Help Desk at **1-800-363-1163** to change the security level on your terminal.

Fraud prevention

Please refer to the *How to Help Prevent Fraud* pamphlet in your Merchant Welcome Kit. You can also reduce fraudulent transactions on your terminal by enabling:

Force post fraud prevention

You can now enable/disable or password protect force post transactions on your terminal. If a force post transaction occurs the terminal react depending on whether this is enabled or not.

- Disabled — States that the transaction is not allowed and a different payment method is required.
- Password protected — Request a supervisor to enter their password.

Call for authorization fraud prevention

You can enable/disable call for authorization transactions.

If you want to use either of these fraud prevention features, you must enable them on each of your terminals. To do so, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

Financial Transactions

The Freedom IV solution can perform the following transactions:

- Purchase
- Purchase (Phone / Mail)
- Force post
- Refund
- Void
- Cash*
- Pre-authorization*
- Tab*
- Gift card*
- Loyalty card / Air Miles®*

* These optional transactions and others, such as pre-authorizations / tabs, cashback and tips, are covered in our online documentation at www.TDMerchantSolutions.com/ResourceCentre.

You may be required to enter a supervisor ID and password to proceed with any transaction and depends of your terminal security settings.

Accepted card types

The terminal will accept whatever cards you indicated when you signed your contract with TD. If you wish to adjust your accepted card list, please contact your sales rep to discuss.

Credit card purchase

- This transaction flow is used for credit card purchases where the credit card is present. If the purchase is via phone or mail, see *Phone or mail purchase*. If you use the incorrect purchase transaction you could incur extra charges.
- You must have a contactless reader in order to process contactless payments.

 OR  -> **Purchase**

1. Enter the **dollar amount** on the terminal and press .
2. Customer confirms the dollar amount and presses .
3. Perform one of the following payment methods: **Insert, Swipe, Contactless** or **Manual Entry**.

Insert

- a) The customer enters their **PIN** and presses . Go to step 4.

Swipe

- a) Verify the card info with what is on the screen and press .

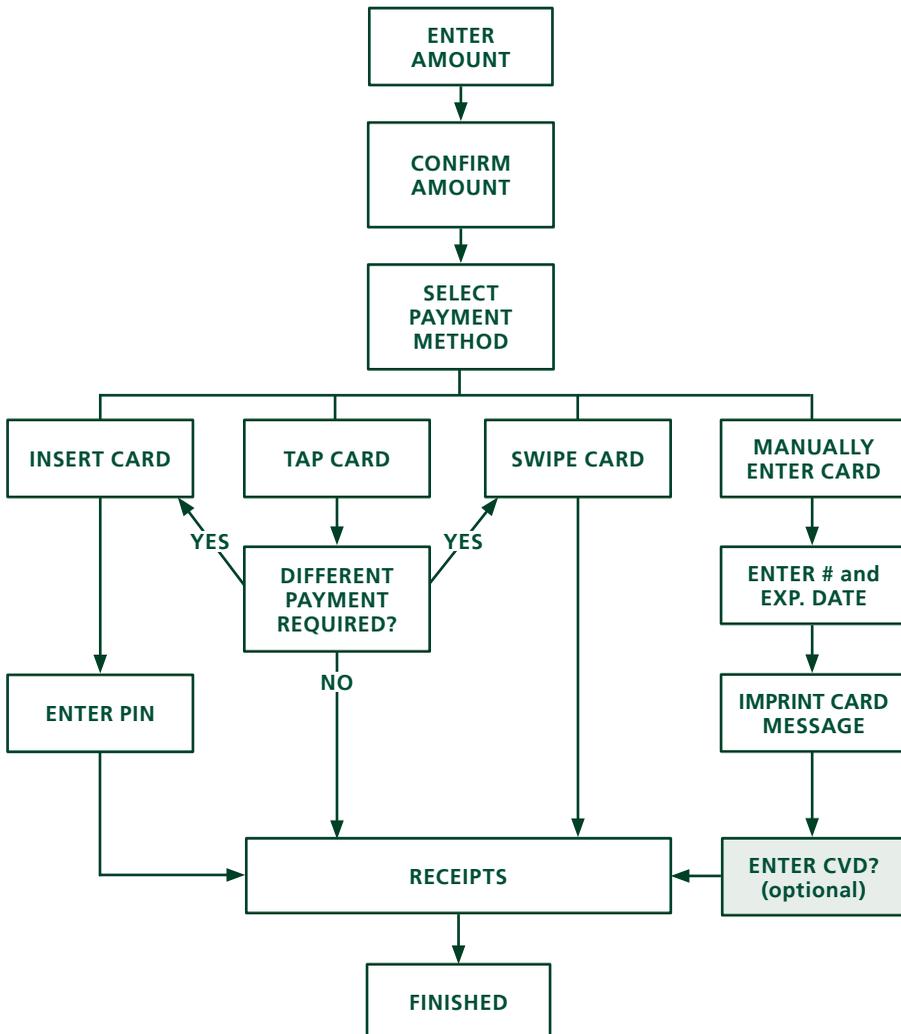
Contactless

- a) The customer **taps** their contactless-enabled credit card on the contactless card reader. In some cases the customer may be required to **swipe** or **insert** their card. Go to step 4.

Manual entry

- a) Enter the **account number** and press .
- b) Enter the **expiry date** and press .
- c) A manual imprint of the credit card is required. Make the imprint and press .
- d) Enter the **CVD number** and press . This number is generally located on the back of the credit card. This is can be an optional step depending on your settings. Go to step 4.

4. The screen shows that authorization number and the total amount for the transaction and the receipts print. If the credit card was manually entered or swiped, the customer **must** sign the receipt.



Debit card purchase

You must have a contactless reader in order to process contactless payments.

F1 OR **OK** → **Purchase**

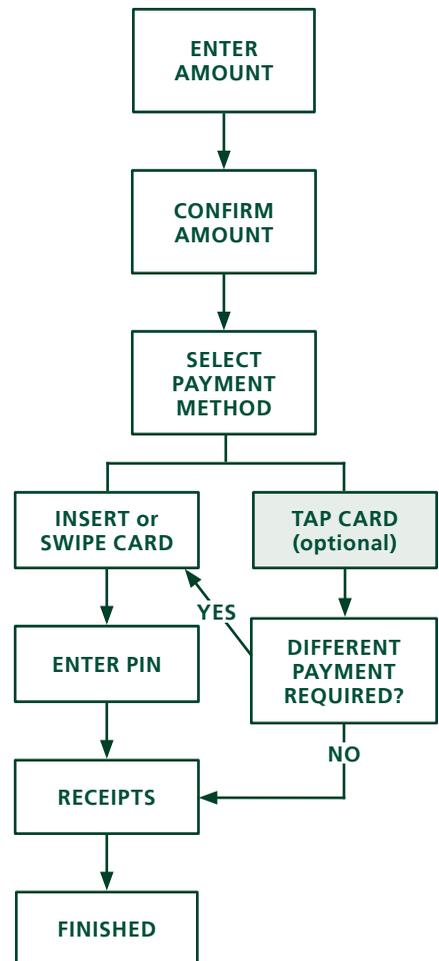
1. Enter the **dollar amount** and press **OK**.
2. Customer confirms the dollar amount and presses **OK**.
3. Perform one of the following payment methods:
Insert / Swipe or **Contactless**.

Insert / swipe

- a) The customer selects the account to use: **F1** - **CHQ** or **F4** - **SAV**.
- b) The customer enters their **PIN** and presses **OK**. Go to step 4.

Contactless

- a) The customer **taps** their contactless-enabled debit card on the contactless card reader. In some cases the customer may be required to **swipe** or **insert** their card. Go to step 4.
4. The screen shows that authorization number and the total amount for the transaction and the receipts print.



Phone or mail purchase

- These instructions are used for purchases where the card is **not** present. If the card is present at purchase, see *Credit card purchase*. If you use the incorrect purchase transaction you could incur extra charges.
- There are risks performing transactions when the credit card is not present. Ensure that you perform all of the available security checks for phone / mail purchases.

OK → **Phone / Mail Purchase**

1. Enter the **dollar amount** and press **OK**.
2. Enter the **account number** and press **OK**.
3. Enter the **expiry date** and press **OK**.
4. Enter the **CVD number** and press **OK**. This step is dependent upon your settings.
5. The screen shows the authorization number and the total amount for the transaction and the receipts print.

Force post purchase

This option is only used when you can't process a credit card purchase normally through the network whether due to communication problem or that the force post is requested via the terminal.

Before you perform this transaction you must call the TD Merchant Help Desk at **1-800-363-1163** and receive an authorization number.

-> Force Post -> Purchase

1. Enter the **dollar amount** and press .
2. Perform one of the following payment methods for the credit card in question: **Swipe** or **Manual entry**.

Swipe

- a) Verify the card info with what is on the screen and press . Go to step 3.

Manual entry

- a) Enter the **account number** and press .
 - b) Enter the **expiry date** and press .
 - c) A manual imprint of the credit card is required. Make the imprint and press .
 - d) Enter the **CVD number** and press . Go to step 3.
3. Then enter the authorization number and press . If you are required to enter letter as part of the authorization number, please go to page 15 to learn how.
 4. The the authorization number and the total amount for the transaction appears on the screen while the receipts print.

Void

This option recalls a transaction so that you can void it. The following instructions can access any transactions that were performed in the current open batch. If a day close has been completed you cannot recall transactions prior to the day close. If a day close has been performed you must do a refund, not a void.

-> Void

1. Enter the **trace #** from the receipt of the transaction to be voided and press .
2. Verify that the it is the correct transaction information on the screen and press  to cancel the transaction.
3. The authorization number and total transaction dollar amount are displayed while the receipts print.

Transaction recall

This option recalls a transaction so that you can view, void or complete / close it if it is a pre-authorization. The following instructions access any transactions that were performed in the current open batch. If a day close has been completed you cannot recall transactions prior to the day close. Pre-authorization and tab transactions are covered in our online documentation at www.TDMerchantSolutions.com/ResourceCentre.

-> Transaction Recall

1. Select one of the following options:

Trace

This only recalls the transaction connected to the trace # in the open batch.

- a) Enter the **trace number** that you want to recall and press .

Detail

This recalls the details all of transactions in the open batch.

- a) Scroll to the **desired transaction** and press . Go to step 3.

Amount

This recalls any transaction for the entered dollar amount in the open batch.

- a) Swipe the card or enter the **dollar amount** and press .
- b) If more than one transaction appears, select the desired one and press .

Account # (credit cards only)

This recalls any transaction for the entered card account number in the open batch.

- a) Enter the **card account number** and press .
- b) Select the **transaction** and press .

Invoice

This recalls the transaction for the entered invoice number.

- a) Enter the invoice number that you want to recall and press .
2. Verify that the it is the correct transaction information on the screen and do one of the following:
 - a) Press  - **Void** to cancel the transaction.
 - b) Press  - **Comp** to complete the pre-authorization.
 - c) Press  to exit the screen.
 3. If you press , the voided receipts will print.

Refund

You can only perform a refund on a transaction that has already been submitted for reimbursement.

Debit refunds are disabled by default. If you wish to activate debit refunds on your terminal please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

-> Refund

1. Enter the **dollar amount** and press .
2. Perform one of the following: **Insert** , **Swipe** or **Manual entry** the card in question.

Insert credit card

- a) Verify the card info with what is on the screen and press .
- b) The customer enters their **PIN** and presses . Go to step 3.

Swipe credit card

- a) Verify the card info with what is on the screen and press . Go to step 3.

Manually enter credit card

- a) Enter the **account number** and press .
- b) Enter the **expiry date** and press . This is four digits in length.
- c) Enter the **CVD number** and press . This can be up to four digits in length. Go to step 3.

Insert / swipe debit card

- a) The customer selects the account to use:  - **CHQ** or  - **SAV**.
 - b) The customer enters their **PIN** and presses . Go to step 3.
3. The refund is approved and the receipts print.

Receipts

Each transaction has a different receipt and most of the information is purely for record keeping. There are some points of **important information** you need to be aware of to ensure that your transactions have completed correctly.

Reprinting receipts

F -> Reprint -> and select one of the following:

Last Receipt

1. Select which copy you want to reprint (**Merchant Copy** or **Customer Copy**) and press .
2. Select the reprint language (**Same Language** or **Other Language**) and press .
3. If you selected **Other Language** select from the available languages and press .
4. The receipt reprints.

Past Receipt

1. Swipe the card that the transaction was performed on. Any transactions that were done on the terminal by the swiped card will appear on the screen.
2. Select the **transaction** that you want to reprint and press .

Receipt examples

Credit Card

Merchant Name 123 Any Street, M1A 1A1 Toronto, ON 2000000 N10000000205		
****	PURCHASE	****
12-21-2015		12:29:12
Acct # 452001****5097		C
Exp Date 10/19		Card Type VI
Name: John Q Public		
A00000000003101001		VISA CREDIT
Trace # 6		
Inv. # 5		
Auth # 75612		
TVR 000000000000TST	RRN 001006006	
TC 0E19785C8DAA97AC	F800	
Total		\$50.00
(00) APPROVED THANK YOU		
Retain this copy for your records Merchant Copy		
Receipt Banner Receipt Banner		

Debit Card

Merchant Name 123 Any Street, M1A 1A1 Toronto, ON 2000000 N10000000205		
****	PURCHASE	****
12-21-2015		12:29:12
Acct # 452001****5097		C
Account Chequing		Card Type DP
A00000000003101001		INTERAC
Trace # 9		
Inv. # 3		
Auth # 75612		
TVR 000000000000TST	RRN 001006006	
TC 0E19785C8DAA97AC	F800	
Total		\$50.00
(00) APPROVED THANK YOU		
Retain this copy for your records Merchant Copy		
Receipt Banner Receipt Banner		

The information that you will use the most is noted above and explained on the next page.

1. Transaction Type

- **C** — Online chip card transaction
- **CN** — Chip card No Signature Required transaction
- **CO** — Off-line chip card transaction
- **M** — Manually entered mag card transaction
- **MC** — Manually entered fall back of a chip card transaction
- **RF** — Contactless transaction
- **S** — Swiped mag card transaction
- **SC** — Swiped chip card fall back transaction
- **SN** — Swiped No Signature Required transaction

2. Card Type

- **AM** — American Express
- **DP** — Debit
- **DS** — Discover/Diners
- **JC** — JCB
- **MC** — MasterCard
- **RC** — RCS
- **VI** — Visa

3. Important Information

- **Trace #** — The trace number associated with the transaction.
- **Inv #** — The invoice number associated with the transaction.
- **Auth #** — The authorization number associated with the transaction.
- **Signature** — The card issuer determines when a signature is required for a transaction so ensure that the client signs these receipts.
- **Approved** — Always ensure that the transaction was approved as it could be **DECLINED**.

Business Day Functions

To start a business day, log onto a terminal that has had the day close function performed on it. Depending on the logon method, it may be as simple as a user performing transactions to entering a logon ID and password.

Performing a day close

You have a deadline to perform a day close. This is called your balancing window and it is set on the system. If your day close is done before your balancing window ends, you'll receive same or next business day deposit for credit and debit card totals. Otherwise, they will be forwarded to the next business day.

A day close is automatically performed on your terminal every three to five business days if one isn't performed sooner by you.

You must close your business day on **each terminal** in order to maintain accurate records and balance your accounts. Closing the business day is important as it:

- Sends any stored transactions (SAFs).
- Checks for mail, and downloads.
- Closes all open batches.
- Downloads available updates.
- Prints selected reports.
- Starts a new business day on the terminal by opening a new batch.

F -> Business Day -> **Close Business Day**

1. Confirm that this is correct **F1** - **Yes** or **F4** - **No**.
2. You will see the *Printing Business Day <Report name>* message as your end of day reports print.
3. When it is completed you will see the *Business Day Closed* message.

Reprinting the day close report

F -> Business Day -> Reprint -> **EOD Report**

1. The report prints.

Administration

Changing the terminal communication method

If you have changed your Internet connection at your place of business, you may have to change your terminal connection settings (dial-up only, DSL with dial-up backup or DSL only).

F -> Admin Function -> Connection Setup -> **Connection Type**

1. Select one of the following: **3101 Dial-up, TCP / IP -> Dial-up** or **TCP / IP DSL** and press **F1**.

Reporting

The following reporting options are split into different groups, **business day**, **batch** and **customized**. You have access to all of the business day and batch reports, and these will be covered in this Guide. Please see our online documentation for customized reports at www.TDMerchantSolutions.com/ResourceCentre.

Business day reports

F -> Business Day -> **Business Day Reports** and select a report.

Report	Instructions	Provides...
Terminal Detail	F1 - DISPLAY or F4 - PRINT your report.	... all transactions for the current business day.
Terminal Balancing	Same as above.	...transactions for the current business day.
Day Subtotals	Select whether the report is for an F1 - individual ID or F4 - all IDs . F1 - DISPLAY or F4 - PRINT your report.	...transactions by operator ID and for the current business day.
User Detail	Same as above.	...transactions by card type, operator ID for the current business day.
User Balancing	Same as above.	...transactions by card type, operator ID for the current business day.
Outstanding SAF	F1 - DISPLAY or F4 - PRINT your report.	...all stored transaction details that have not been sent for settlement.

Batch reports

F -> Business Day -> **Batch Reports** and select a report.

Report	Actions	Provides...
Batch Detail	Select which batch you want to review F1 - PREV or F4 - CURRENT and how you want to receive it F1 - DISPLAY or F4 - PRINTtransaction details by card type by current or previous batch.
Batch Balancing	Same as above.	...transaction details by card type by current or previous batch.

Troubleshooting

If you're unable to resolve the problem after performing the following steps, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

What problems can I easily resolve?

Problem	Action Required
Bad Communication	<ol style="list-style-type: none"> 1. There was a communication failure after the transaction was initiated. 2. Verify your connections. 3. Press  and try again.
Chip cards cannot be processed	<ol style="list-style-type: none"> 1. Try inserting a different card. If this card can be read, the problem is with the first card. 2. Use a cleaning card to clean the problem card reader.
Display screen is blank	<ol style="list-style-type: none"> 1. Ensure that the power cable is firmly connected to the power port and the electrical outlet.
Magnetic stripe card reader won't read cards	<ol style="list-style-type: none"> 1. Try swiping the card more quickly or more slowly or from the top of the reader towards you. 2. Request another form of payment. If this card can be read, the problem is with the first card. 3. Use a cleaning card to clean the problem card reader.
Printer does not print	<ol style="list-style-type: none"> 1. Is there is paper in the device? If there is, ensure that the paper is loaded correctly.
Printer jam	<ol style="list-style-type: none"> 1. Ensure that the paper feed is clear and that the paper roll is seated correctly. 2. Ensure the printer lid is completely closed.

* If the issue is not resolved after trying the above, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

Why isn't my terminal powering on?

1. Ensure that the terminal's power cord is properly inserted into the electrical outlet.
2. Ensure that the power cord is properly inserted into the terminal.

Why don't I see a connection icon on the Idle screen?

There are two communication methods for the Freedom IV: dial-up / phone line and DSL.

If you use a DSL connection, and don't see the  or you are having communication problems with your dial-up / phone line connection, you can quickly check the following:

Dial-up / phone line connection

1. Is your phone line working properly?
2. Ensure the terminal is securely plugged into a phone outlet.

DSL Internet connection

1. Is your Internet connection working properly? Verify this with another device.
 2. Is your Internet cable connected properly? Unplug it and plug it back in.
 3. Is your modem / router working correctly? Unplug and plug back in your modem / router and wait for three to four minutes.
-

Reference

Entering letters and special characters

Whenever you have are requested to enter a letter or special character, such as a receipt banner or creating a user ID, follow these steps. Press  to change any entry.

Letters

1. Press .
2. Press the key that has the desired letter on it. For example, press  to enter C.
3. Press the number key until the desired letter is displayed.

Spaces

1. Press  twice.

Special characters

1. Press .
 2. Press  three times.
 3. Scroll to the desired character with the  and  keys (left/right) and the arrow key (up/down) and press .
-

Financial transaction shortcuts

TRANSACTION SCREEN

Transaction	
	Purchase
	Pre-Auth / Open Tab
	Incremental Auth / Top Up Tab
	Invoice Tab
	Pre-Auth Compl / Close Tab
	Void
	Refund
	Phone / Mail Purchase
	Cash Purchase
	Force Post -----> Purchase
	Pre-Auth
	Incremental Auth / Top Up Tab
	Phone / Mail Purchase

Your terminal may display a different menu order and options that you don't use. These unused options will be disabled.

Menu structure

MAIN MENU

LEVEL 2

LEVEL 3

Business Day

Close Business Day	
Start Business Day	
Host Transaction ----->	Batch Subtotals
	Batch Close
Business Day Reports ----->	Terminal Detail
	Terminal Balancing
	Day Subtotals
	User Detail
	User Balancing
	Pre-Auth / Tab Status
	Open Pre-Auth / Tab
	Tip Totals
	Outstanding SAF
	Cashback Totals
	Store Reports
	Discount Totals
Batch Reports ----->	Terminal Detail
	Terminal Balancing
Customized Reports ----->	Transaction Details
	Totals
	Pre-Auth / Tab Status

Gift Card

Options vary by gift card program

--

Split Payment

--

--

Loyalty

Other options vary by loyalty program

--

Instant Credit	--	--
Receipt Reprint	EOD Report Last Receipt ----->	Merchant Copy Customer Copy
	Past Receipt	
Transaction Recall	Trace # Detail Amount Account # Invoice # Pre-Auth Open ----->	Invoice # Detail
Admin Function	Logon / Logoff Reset Invoice # ISP Connect / Discon Connection Setup ----->	Connection Type ISP Info Phone # Prefix
	Parameter Download ----->	Host 1 Params Host 2 Params
	Training Mode ----->	Enter Exit
	Reset Date / Time Configuration Report ----->	Communications Customization Host 1 Settings Host 2 Settings Card BIN Ranges EMV
	Software Download Diagnostics -----> System Info	Report
Priority Mail	Check Mail Read Messages Delete Inbox Message Delete All Messages	--
Customization	ID Setup ----->	Add Change Password View & Delete ID Report
	Receipt Banner PIN Pad Advertising Language User ID / Password ----->	Disable Enable ID Enable ID / Pwd

	Cashback ----->	Allow Cashback Disallow Cashback
	Dial Features ----->	Dial Mode Set Tonality
Service	--	--

Storing the terminal, PINPad and card reader

- They must be stored in temperatures between 0° and 50° Celsius.
- Do not leave them outdoors overnight, especially in the winter.

Maintaining the terminal, PINPad and card reader

- Don't place them on a magnetized pad — this will cause them to malfunction.
- Routinely clean them with a damp cloth so that spills don't get into the inner workings.
- Use TD-approved cleaning cards for the chip and magnetic card readers.

Call Centre Information

Please call the TD Merchant Solutions Help Desk at **1-800-363-1163**. We would be happy to answer any questions you may have.

Authorization:

24 hours a day, seven days a week

Terminal Inquiries:

24 hours a day, seven days a week

General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Documentation Portal

This Guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal.

www.TDMerchantSolutions.com/ResourceCentre

