TD Generation
Quick Start Guide

For the TD Generation:

- Shared POS

TD

Merchant Information

Each device, and each Merchant who shares the device, will have a unique ID. Your device and Merchant IDs are listed below.

Device / Merchant Name	Device / Merchant ID
Master Device	
Merchant Name 1	Merchant ID1
Merchant Name 2	Merchant ID2
Merchant Name 3	Merchant ID3
Merchant Name 4	Merchant ID4
Merchant Name 5	Merchant ID5
Merchant Name 6	Merchant ID6

Contents

About this Guide

This Guide provides an introduction to your TD Generation 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.TDMerchantServices.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 TD Generation Shared POS

The terminal is solely for you, our 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.TDMerchantServices.com/ResourceCentre*.

The Terminal

1. **Paper chamber button**

2. **Touchscreen**

   All navigation is done through the touchscreen.

3. **Paper advance key**

   Tap ⬙ to advance the paper roll.

4. **Command keys**

   - CANC ANNUL = Cancel
   - CORR = Correction
   - OK = OK or activate

5. **Log out**

   Tap 🔒 to log off the current user.

   * This should not be confused with 🔓 on the touchscreen.

Navigation

- The terminal uses a touchscreen for navigation. You can navigate screens by swiping left / right or tapping an onscreen option.
- Only use your finger when using the terminal. Don't any objects on the touchscreen otherwise you may damage it.

Changing the paper

1. Press the **paper chamber button** on the top-left corner of the terminal to open the panel and remove the empty paper roll tube.

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 bit of paper sticking out from the chamber that it touches the top of the terminal screen.

The PINPad

The PINPad is used by the customer to enter make transaction selections and entries.

1. **Dash keys**

   Use the ▬▬ keys and the direction pad to navigate the screens and menus.

2. **Command keys**
   - ▬X▬ = Cancel
   - ▬<▬ = Correction
   - ▬O▬ = OK or activate

3. **Volume key**

   Use this key to adjust the PINPad volume.

4. **Card readers**
   a) Insert chipped cards
   b) Contactless cards
   c) Swipe cards

Navigation

- Dash keys — the two ▬▬ keys are used to select an on screen option.

Terminal and PINPad Screens

Idle screens 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. The PINPad screen has no interface icons.

Terminal

PINPad

Icon	Name	Idle	Home	Desktop and Main Menu
🔓	Access home screen	✓	-	✓
Patel	Active Merchant	-	-	✓
✺	Control Panel	✓	✓	-
❓	Help	✓	✓	✓
🏠	Home	-	-	✓
🖥	Internet connection status	✓	✓	✓
✉	Mail	✓	✓	✓
📟	PINPad connection status	✓	✓	✓

Access home screen
Tap 🔓 to access the *Home* screen and select a Merchant.

Active Merchant
A coloured box with the Merchant's name in the top-left corner of the *Desktop* and *Main Menu* screens.

Control Panel
Tap ✺ to access the *Control Panel*.

Help
Tap ❓ to access the *Help* screen.

Home
Tap 🏠 to return to the *Home* screen to select a new Merchant.

Internet status
🖥 indicates your terminal is connected to the Internet. If it isn't you will see ⛔ on top of the icon.

Mail
✉ indicates that you have an email waiting.

PINPad connection icon
📟 indicates your PINPad is connected to the terminal. If it isn't you will see ⛔ on top of the icon.

Home screen

This is the terminal screen where you will select which Merchant you want to perform a transaction for or access the *Control Panel*.

1. Tap the Merchant icon that you want to perform a transaction for. In this case, we'll select **Patel** and the *Desktop* screen appears.
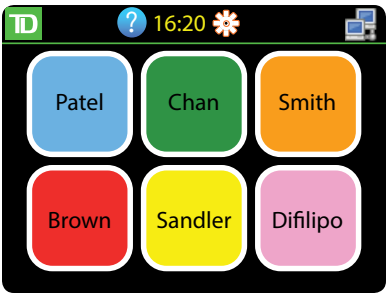
Desktop screen

This terminal screen always displays three or more icons that always include: **Purchase**, **Void** and **Day Close**.

- The 🌼 has changed to 🏠.

- The selected Merchant is displayed in the top-left corner of the screen. Tap it (Patel) to view the Merchant's ID number and terminal number.

- Tap 🏠 to go back to the *Home* screen and select a new Merchant.
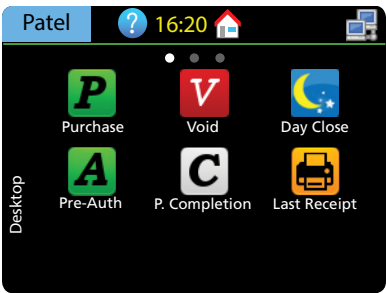
Main Menu screen

There may be more than one *Main Menu* screen on your terminal. The number of screens depend on the number of available icons.
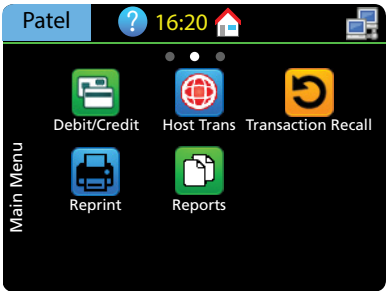
Cardholder Privacy and Security

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 their 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 options to secure the Shared POS:

Home Screen	Desktop Screen	Explanation
Not secured	All desktop screens protected	A good option where Merchants perform their own transactions.
Secured	Not protected	A good option where there is a single person performing transactions for all Merchants.
Secured	Some desktop screens secured	A customized option where Merchants perform their own transactions but some don't want password protection.
Not secured	Not secured	An option where there is a single person who manages an office for multiple Merchants. This option is the least secure and not suggested.

Locking your home screen

✳ **Control Panel** -> Settings -> Screen Lock

1. Confirm that you want to lock your Home screen (**YES**). Your home screen is now only be opened by your administrator password.

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 disable or password protect force post transactions on your terminal. If a force post transaction occurs the terminal will either:

- Disabled — State that the transaction is not allowed.

  OR

- Password protected — Request a supervisor or manager to enter their password.

Call for authorization fraud prevention
You can enable/disable call for authorization transactions. The default setting is OFF.

> 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 TD Generation terminal 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 are covered in our online documentation at *www.TDMerchantServices.com/ResourceCentre*.

> Depending how you have set up your terminal, you may be required to enter a supervisor ID and password to proceed with any transaction.

Accepted card types

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

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, use the *Phone or mail purchase* instructions. If you use the incorrect purchase transaction you could incur extra charges.

🔓 -> Home Screen -> Desktop -> 🖥 **Purchase**

1. Enter the **dollar amount** on the terminal and press OK.

2. Customer confirms the dollar amount and presses ⬤ O.

3. Perform one of the following payment methods: **Insert / Swipe**, **Contactless** or **Manual Entry**.

   `Insert`
   a) The customer enters their **PIN** and presses ⬤ O. Go to step 4.

   `Swipe`
   a) Verify the card info with what is on the screen and press ⬤ O. Go to step 4.

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

4. The screen shows that the transaction is completed with an authorization number or approved message. If the credit card was manually entered or swiped, the customer **must** sign the receipt.

5. You can **REPRINT** the receipt or **FINISH** the transaction.

```
                    ┌──────────────┐
                    │    ENTER     │
                    │    AMOUNT    │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │   CONFIRM    │
                    │    AMOUNT    │
                    └──────┬───────┘
                           │
                    ┌──────▼───────┐
                    │    SELECT    │
                    │   PAYMENT    │
                    │    METHOD    │
                    └──────────────┘
```

ENTER AMOUNT

CONFIRM AMOUNT

SELECT PAYMENT METHOD

INSERT CARD   TAP CARD   SWIPE CARD   MANUALLY ENTER CARD

YES   YES

DIFFERENT PAYMENT REQUIRED?

ENTER # and EXP. DATE

NO

ENTER PIN

IMPRINT CARD MESSAGE

RECEIPTS   ENTER CVD? (optional)

FINISHED
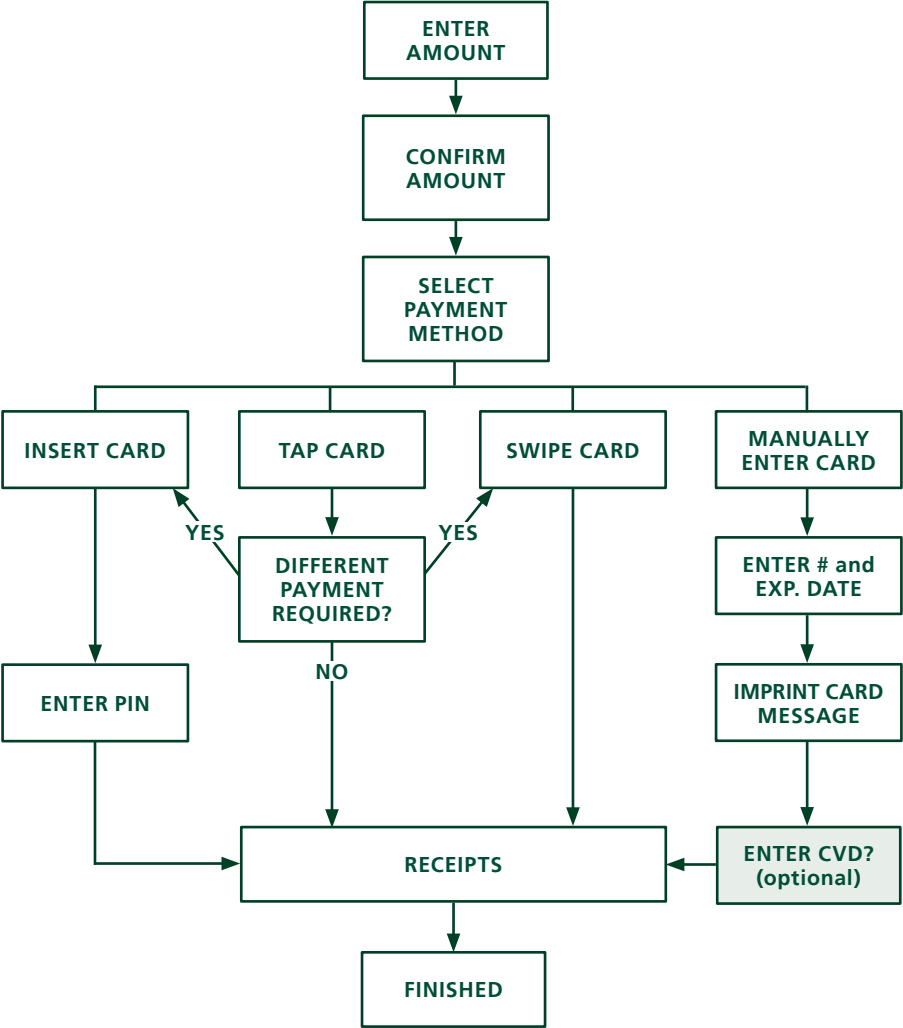
Debit card purchase
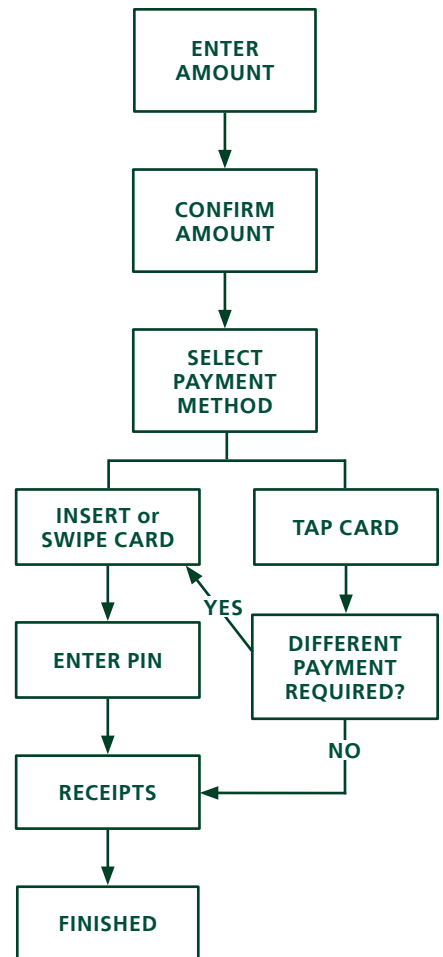
🔓 -> Home Screen -> Desktop -> 🖫 **Purchase**

1. Enter the **dollar amount** and tap [OK].

2. Customer confirms the dollar amount and presses ⬤O.

3. Select one of the following payment methods:
   Insert, **Swipe** or **Contactless**.

   ## Insert / swipe
   a) The customer selects the account to use: **CHEQUING** or **SAVINGS**.
   b) The customer enters their **PIN** and presses ⬤O. Go to step 4.

   ## 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.

4. The screen shows that the transaction is completed with an authorization number or approved message and the receipts print.

5. You can **REPRINT** the receipt or **FINISH** the transaction.

```
ENTER AMOUNT
    ↓
CONFIRM AMOUNT
    ↓
SELECT PAYMENT METHOD
    ↓
INSERT or SWIPE CARD          TAP CARD
    ↓                            ↓
ENTER PIN     YES←  DIFFERENT PAYMENT REQUIRED?
    ↓                     NO ↓
RECEIPTS  ←───────────────────
    ↓
FINISHED
```

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.

🔓 -> Home Screen -> Desktop -> Main Menu -> 📞 **Phone / Mail Purchase**

1. Enter the **dollar amount** and tap [OK].

2. Enter the **account number** and tap [OK].

3. Enter the **expiry date** and tap [OK].

4. Enter the **CVD number** and tap [OK]. This step is dependent upon your settings.

5. The screen shows that the transaction is completed with an authorization number and the receipts print.

6. You can **REPRINT** the receipt or **FINISH** the transaction.

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 Solutions Help Desk at **1-800-363-1163** and receive an authorization number.

🔓 -> Home Screen -> Desktop -> Main Menu -> 💾 **Debit / Credit** -> Force Post

1. Enter the **dollar amount** and tap OK.

   Phone / mail purchases
   a) Enter the **account number** and tap OK.
   b) Enter the **expiry date** and tap OK. Go to step 2.

   All other purchases
   a) Enter the **account number** and tap OK.
   b) Enter the **expiry date** and tap OK.
   c) Enter the **CVD number** and tap OK.
   d) Then enter / spell the authorization number and tap OK.

2. You can **REPRINT** the receipt or **FINISH** the transaction.

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.

🔓 -> Home Screen -> Desktop -> V **Void**

1. Enter the **trace #** from the receipt of the transaction to be voided and press ⬤O.
2. Confirm that the transaction is to be canceled (**NO** or **YES**).
3. The screen shows that the transaction is completed with an approved message and the receipts print.
4. You can **REPRINT** the receipt or **FINISH** the transaction.

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.TDMerchantServices.com/ResourceCentre*.

🔓 -> Home Screen -> Desktop -> Main Menu -> 🔄 **Transaction Recall**

1. Select one of the following:

   Recall by trace #
   a) Enter the **trace number** that you want to recall and tap OK. Go to step 3.

   Recall all
   a) A list of all transactions currently available on the terminal appear. Go to step 2.

Recall by amount

a) Enter the **dollar amount** and tap $\boxed{OK}$. Go to step 2.

Recall by account #

a) **Swipe** or **Manually enter** the card. Go to step 2.

Recall by invoice #

a) Enter the invoice number that you want to recall and tap $\boxed{OK}$. Go to step 3.

2. If there are multiple transactions, scroll to the desired one and tap $\boxed{OK}$.

3. Select **Void** to cancel the transaction or select **Completion** to close a pre-authorization. Tap $\boxed{\substack{CANC \\ ANNUL}}$ to leave this screen without making a selection.

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**.

$\boxed{🔓}$ -> Home Screen -> Desktop -> Main Menu -> $\boxed{R}$ **Refund**

1. Enter the **invoice number** and press .

2. Enter the **dollar amount** and tap $\boxed{OK}$.

3. Select one of the following payment methods: **Insert / Swipe**, **Contactless** or **Manual Entry**.

Insert / swipe credit or debit card

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

Contactless credit or debit card

a) The customer **taps** their contactless-enabled card on the screen. Go to step 4.

Manual credit card

a) Enter the **account number** and press $\boxed{OK}$.
b) Enter the **expiry date** and press $\boxed{OK}$. This is four digits in length.
c) Is a manual imprint required (**NO** or **YES**)? If you select **NO**, the transaction will be canceled.
d) Enter the **CVD number** and press $\boxed{OK}$. This can be up to four digits in length. Go to step 4.

4. You can **REPRINT** the receipt or **FINISH** to complete the refund 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

🔒 -> Home Screen -> Desktop -> Main Menu -> 🖨 **Reprint** and select one of the following:

Last Receipt

1. Confirm that this is correct (**NO** or **YES**). The most recent receipt will reprint.

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 the receipt for and taps OK.

3. Select **PRINT** if this is the correct transaction.

Receipt examples

Credit Card	Debit Card

The information that you will use the most is noted on the receipts below.

```
            Merchant Name
         Address, Postal Code
            City, Province
Merchant Label          Merchant Number
             Terminal ID

****        Transaction Type        ****

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
                        RRN 001006006
TVR 000000000000TST             F800
TC 0E19785C8DAA97AC


Total                       $50.00

       (00) APPROVED THANK YOU

    Retain this copy for your records
            Merchant Copy

           Receipt Banner
           Receipt Banner
```

```
            Merchant Name
         Address, Postal Code
            City, Province
Merchant Label          Merchant Number
             Terminal ID

****        Transaction Type        ****

12-21-2015                   12:29:12
Acct #   452001****5097              C
Account Chequing          Card Type  DP
A00000000003101001           INTERAC

Trace # 9
Inv. # 3
Auth # 75612
                        RRN 001006006
                                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 NSR transactions
   - **CO** — Off-line chip card transaction
   - **M** — Manually entered mag card transaction

   - **MC** — Manually entered fallback of a chip card transaction
   - **RF** — Contactless transaction
   - **S** — Swiped mag card transaction
   - **SC** — Swiped chip card fall back transaction
   - **SN** — Swiped NSR transaction

2. **Card Type**

   - **AM** — American Express
   - **DP** — Debit
   - **DS** — Discover/Diners
   - **JC** — JCB
   - **MC** — MasterCard
   - **MD** — MasterCard Debit

   - **PV** — Visa Debit
   - **RC** — RCS
   - **UP** — Union Pay*
   - **VI** — Visa

   * Union Pay is covered online at *www.TDMerchantServices.com/ResourceCentre*.

3. **Important Information**

   - **Merchant Label**
     This is the name on the selected Merchant's icon.
   - **Merchant Number**
     This is the selected Merchant's individual ID number.
   - **Terminal ID**
     This is the master device ID number.
   - **Transaction Type**
     This shows what type of transaction was done (Purchase, Void, etc.) and whether it is a duplicate receipt.
   - **Card Type**
     This shows what kind of card was used for the transaction.

   - **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 signatures is required for a transaction.
   - **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.

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

Performing 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. 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).
- Closes all open batches.
- Prints selected reports.

- Checks for mail, and downloads.
- Downloads available updates.
- Starts a new business day on the terminal by opening a new batch.

Control Panel -> Day Close

1. Select **All** or an **Individual Merchant** that you want to close the business day for. If you select All, every Merchant on the terminal will have their business day closed.

2. Confirm that this is correct (**NO** or **YES**).

3. When it is completed you will see the *Business Day Closed* message.

Reprinting the day close report

-> Home Screen -> Desktop -> Main Menu -> **Reprint**

1. Select **Day Close Report** and tap `OK`.

2. Confirm that this is correct (**NO** or **YES**).

Reporting

The following reporting options are split into two different groups, **business day** and **customized**. You have access to all of the business day reports, and these will be covered in this document. As well, the user can print for a single Merchant. Please see our online documentation for customized reports at *www.TDMerchantServices.com/ResourceCentre*.

Business day reports

-> Home Screen -> Desktop -> Main Menu -> **Reports** -> Business Day Reports and select a report.

Report	Instructions	Provides...
Terminal Detail	**DISPLAY** or **PRINT** your report.	...transactions by operator ID and for the current business day.
Terminal Balancing	**DISPLAY** or **PRINT** your report.	...transactions by operator ID and for the current business day.
Business Day Subtotals	**DISPLAY** or **PRINT** your report.	...transactions by operator ID and for the current business day.
Operator Detail	Select whether the report is for a individual ID (**Operator ID**) and tap `OK` or all IDs `0`. **DISPLAY** or **PRINT** your report.	...transactions by card type (including gift card totals and details) operator ID and for the current business day.

Report	Instructions	Provides...
Operator Balancing	Select whether the report is for a individual ID (**Operator ID**) and tap `OK` or all IDs **0**. **DISPLAY** or **PRINT** your report.	...transactions by card type (including gift card totals and details) operator ID and for the current business day.
Outstanding SAF	**DISPLAY** or **PRINT** your report.	...all stored transaction details that have not been sent for settlement.

Batch reports

🔓 -> Desktop -> Main Menu -> 📄 **Reports** -> Batch Reports and select a report.

Report	Actions	Provides...
Batch Detail	Select which batch you want to review (**PREV** or **CURRENT**) and how you want to receive it (**DISPLAY** or **PRINT**).	...transaction details by card type and for current or previous batch.
Batch Balancing	Select which batch you want to review (**PREV** or **CURRENT**) and how you want to receive it (**DISPLAY** or **PRINT**).	...transaction details by card type and for current or previous batch.

When creating reports, the user can print for a single Merchant. Each individual report will have the appropriate Merchant information printed on the top of the report.

Business day and batch reports

1. This is the selected Merchant's name and ID.
2. This is the master device ID number.

```
BATCH TERMINAL DETAIL REPORT
Patel  200-200000072        Terminal ID
1                                      2
        05-15-2014       19:48:149

BATCH: 1
Associated transaction details
```

Administration

Adjusting terminal volume

⚙ **Control Panel** -> Settings -> Speaker Volume

1. Tap the appropriate option to increase or decrease the terminal volume by 10%.

Adjusting PINPad volume

1. Press ◼◀ .
2. Press **-** or **+** to adjust the volume by 10%.

Changing user icons on the home screen

This option allows you to change the icon colour and text.

⚙ **Control Panel** -> Icon ID Management

1. Select **Change Colour** or **Change Label Text**.

Change Colour
- a) Tap the **icon** that you want to change the colour for. You have six colour options and each colour can only be used once.
- b) Tap the **new colour** that you want for your icon. Your changes are now saved.

Change Label Text
- a) Tap the **icon** that you want to change the text for. There is an eight character maximum.
- b) Clear the existing text, enter the new information and tap `OK`. Your changes are now saved.

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	
Chip cards cannot be processed	**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	**1.**	Ensure that the power cable is firmly connected to the electrical outlet.
Display lighting is too bright or too dark	**1.**	Adjust the brightness setting to work with the lighting at the terminal location.
Bad Communication Press CANC key And Try Again	**1.**	There was a communication failure after the transaction was initiated.
	2.	Press `CANC ANNUL` and try again.
Magnetic stripe card reader won't read cards	**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	**1.**	Is there is paper in the device? If there is, ensure that the paper is loaded correctly.
Printer jam	**1.**	Ensure that the paper feed is clear and that the paper roll is seated correctly.
	2.	Ensure the printer lid is closed completely.

Why isn't my terminal powering on?

1. Ensure that the electrical outlet has power.
2. Ensure that the power cord is fully inserted into the outlet.
3. Power on the terminal.

Why do I see the Internet disconnected icon?

The 🖥️ icon will only appear when there is an Internet communication problem.

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 again.
3. Is your modem / router working correctly? Unplug and plug back in your modem / router and wait for 3 to 4 minutes.

Why do I see the PINPad disconnected icon?

The 📱 icon will only appear when there is an communication problem between the PINPad and the terminal.

1. Is your PINPad disconnected from the terminal?
2. Reboot your terminal and see if this resolves the problem.

Reference

Storing the terminal and PINPad

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

Maintaining the terminal and PINPad

- 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.

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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

Resource Centre

This Guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore in our resource center.
www.TDMerchantServices.com/ResourceCentre