

TD Generation Quick Start Guide



For the TD Generation:

- All-In-One
- HSPA
- and Wi-Fi



** Image shown is the HSPA terminal*

COPYRIGHT © 2016 by The Toronto-Dominion Bank

This publication is confidential and proprietary to The Toronto-Dominion Bank and is intended solely for the use of Merchant customers of TD Merchant Solutions. This publication may not be reproduced or distributed, in whole or in part, for any other purpose without the written permission of an authorized representative of The Toronto-Dominion Bank.

NOTICE

The Toronto-Dominion Bank reserves the right to make changes to specifications at any time and without notice. The Toronto-Dominion Bank assumes no responsibility for the use by the Merchant customers of the information furnished in this publication, including without limitation for infringements of intellectual property rights or other rights of third parties resulting from its use.

MERCHANT INFORMATION

Merchant Name

Merchant Number

Contents

About this Guide	1
Merchant Welcome Kit Contents	1
The TD Generation Terminals.....	1
Differences between the terminals.....	1
The Terminal	2
Navigation	2
Changing the paper	2
Terminal Screens.....	3
Idle screen and icons.....	3
Desktop screen	4
Main menu screen.....	4
The Access Point / Repeater	4
The Charger Base.....	5
Cardholder Privacy and Security	5
Terminal security	5
Fraud prevention.....	5
<i>Force post fraud prevention</i>	<i>5</i>
<i>Call for authorization fraud prevention.....</i>	<i>5</i>
Financial Transactions.....	6
Accepted card types	6
Credit card purchase	6
Debit card purchase	8
Phone or mail purchase	8
Force post purchase	9
Void	9
Transaction recall	9
Refund	10
Receipts	10
Reprinting receipts.....	10
Receipt examples.....	11

Continued on next page

Business Day Functions	12
Performing day close	12
Reprinting the day close report	13
Reporting	13
Business day reports.....	13
Batch reports	14
Administration.....	14
Adjusting screen brightness and volume.....	14
Troubleshooting.....	14
What problems can I easily resolve?	14
Why won't my HSPA terminal connect?	15
Why isn't my terminal powering on?	15
Why do I see the Internet disconnected icon?	15
Why is the terminal signal strength low?	15
Reference.....	16
Entering letters and special characters	16
Storing the terminals	16
Maintaining the terminals.....	16

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 Terminals

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.


Differences between the terminals

#	Name	All-in-One	HSPA	Wi-Fi
1	Paper chamber button		--- Same ---	
2	Dash keys and direction pad		--- Same ---	
3	Paper advance key			
4	Power key			
5	Command keys		--- Same ---	
6a	Chip card reader		--- Same ---	
6b	Contactless reader		--- Same ---	
6c	Magnetic stripe reader		--- Same ---	
--	Access Point / Repeater	No	No	Yes / Optional
--	Charger Base	No	Optional	Optional
--	Communications	Hub via phone line or Ethernet	Cell towers	Access point



The Terminal

1. Paper chamber button


2. Dash keys and direction pad

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

3. Paper advance key




Press  or  to advance the paper roll in the terminal.

4. Power key

Press  or  to power the terminal on.

Press and hold for 3 seconds to power the terminal off.

5. Command keys

-  = Cancel
-  = Correction
-  = OK or activate




6. Card readers

- a) Insert chipped cards
- b) Contactless cards
- c) Swipe cards



Navigation

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

- Dash keys — the two  keys are used to:
 - » Move between the *Idle*, *Main Menu* and the *Desktop* screens.
 - » Quickly take you to the top or bottom menu option.
 - » Select an on screen option.
- Direction pad — use the direction pad to navigate screens and menus. Once you find the desired icon or menu option, highlight it and press .
- Icon number — press the number assigned to the icon on the screen. For example, press  to select **Purchase** in the image to the right.

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.

Terminal Screens

Idle screen and icons

The default screen is called the *Idle* screen. It displays important information and different ways to access your terminal's functionality. If your terminal has a blank screen it has gone to sleep mode. Press any key to wake it and the *Idle* screen will display.



All-in-One



HSPA



Wi-Fi

Icon	Name	All-in-One	HSPA	Wi-Fi
	Access desktop screen	✓	✓	✓
	Battery charging	-	✓	✓
	Battery level	-	✓	✓
	Help	✓	✓	✓
	Internet status	✓	-	✓
	Mail	✓	✓	✓
	Signal	-	✓	-
	Signal strength	-	✓	✓

Access desktop screen

Press the left to access the *Desktop* screen where your transaction icons are located.

Help

Press the right to access the *Help* screen.

Mail

Indicates that you have an email waiting.

Battery charging

Indicates that the terminal is charging.

Battery level

Indicates the terminal power level.

Internet status

Indicates whether your terminal is connected to the Internet. If it isn't you will see on top of the computer icon.

Signal

Indicates whether the terminal is:

- Not connected (**red**),
- Trying to connect (**orange**), or
- Connected (**green**).

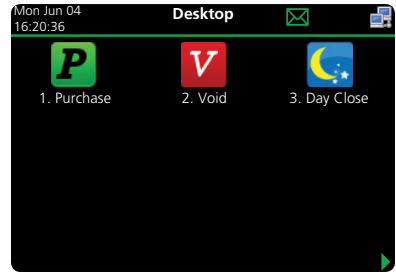
Signal strength

You need at least two bars in order to reliably process transactions.

Desktop screen

This screen displays three icons: **Purchase, Void** and **Day Close**. Any other icons that you will use will be displayed on the *Main Menu* screen.

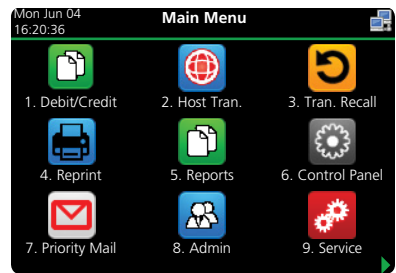
- Only the HSPA and Wi-Fi terminals can have more than three icons on this screen.
- The icon bar along the top will show different icons for each terminal type.



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.

- The icon bar along the top will show different icons for each terminal type.



The Access Point / Repeater

The access point acts like a router that connects your Wi-Fi terminal to the network. Repeaters are additional routers extend the terminal's range over larger areas.

Light	Activity	Explanation
PWR	Solid blue	The access point / repeater is powered.
WAN	Solid blue	The access point has a connection.
Access Point	Quick flashing blue light and a pause.	The access point is searching for a connection.
WPS	Slow flashing blue light.	The access point is connected.
Repeater WPS	Slow flashing blue light and a pause	The number of flashes indicates the strength of the signal reaching the repeater. Five flashes is the strongest and one is the weakest.



The Charger Base

This is an option that allows you to recharge a HSPA or Wi-Fi terminal by placing it in the charger base.



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 two user security settings:

No security (Default)

This setting does not use user IDs and passwords. Merchants that choose to use no security still have the option to setup a store/manager override ID and password to access areas of the terminal that have a mandatory requirement for supervisor password.

Security

This option allows the user to setup supervisors and operators with an ID login. The supervisor setup requires you to create a password. You can activate this by going to Desktop -> Main Menu ->  **Control Panel** -> Logon Method.

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 and others such as split payment, cashback and tip 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, see *Phone or mail purchase*. If you use the incorrect purchase transaction you could incur extra charges.

Left  -> Desktop ->  **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 .

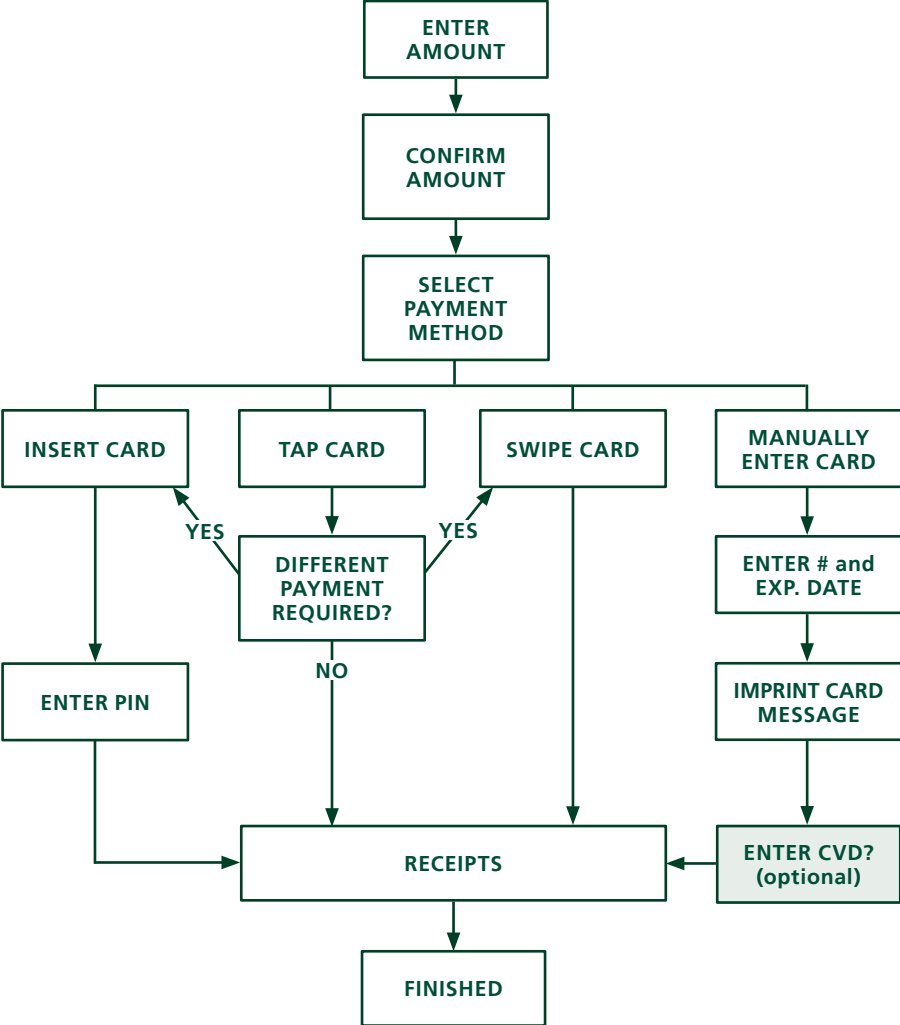
Contactless

- 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 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.




Debit card purchase

Left  -> Desktop ->  **Purchase**

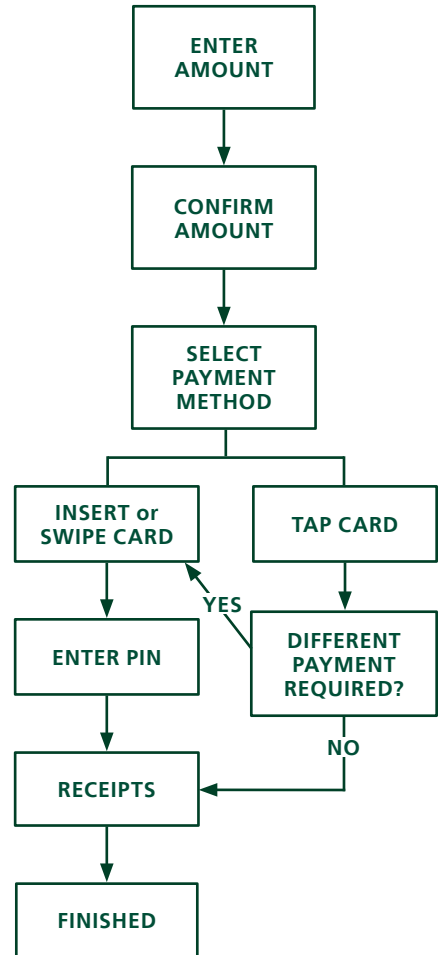
1. Enter the **dollar amount** and press .
2. Customer confirms the dollar amount and presses .
3. Select one of the following payment methods: **Insert, Swipe** or **Contactless**.

Insert / swipe

- a) The customer selects the account to use: **CHEQUING** or **SAVINGS**.
- b) The customer enters their **PIN** and presses .

Contactless





- a) The customer **taps** their contactless-enabled debit card on the screen. In some cases the customer may be required to enter their **PIN**.
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.



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.



Left  -> Desktop -> Main Menu ->  **Phone / Mail Purchase**

1. Enter the **dollar amount** and press .
2. Enter the **account number** and press .
3. Enter the **expiry date** and press .
4. Enter the **CVD number** and press . 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.





Left  -> Desktop -> Main Menu ->  **Debit / Credit** -> Force Post

1. Enter the **dollar amount** and press .

Phone / mail purchases

- a) Enter the **account number** and press .
- b) Enter the **expiry date** and press  and **go to step 2**.

All other purchases


- a) Enter the **account number** and press .
- b) Enter the **expiry date** and press .
- c) Enter the **CVD number** and press .
- d) Then enter / spell the authorization number and press . See page 16 to learn how to enter letters or special characters.

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.

Left  -> Desktop ->  **Void**

1. Enter the **trace #** from the receipt of the transaction to be voided and press .
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.

Left  -> 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 press . 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 press . 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 press . Go to step 3.
2. If there are multiple transactions, scroll to the desired one and press .
3. Select **Void** to cancel the transaction or select **Completion** to close a pre-authorization. Press  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**.

Left  -> Desktop -> Main Menu ->  **Debit / Credit** -> Refund

1. Enter the **invoice number** and press .
2. Enter the **dollar amount** and press .
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 .
 - b) Enter the **expiry date** and press . 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 . This can be up to four digits in length.
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

Left  -> 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 press .
3. Select **PRINT** if this is the correct transaction.

Receipt examples

Credit Card Purchase

Merchant Name Address, Postal Code City, Province 2000000 N10000000205		
****	PURCHASE	****
12-21-2015		12:29:12
Acct # 452001****5097		C
Exp Date 10/19		Card Type VI
Name: John Q Public		
A0000000003101001		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		

Debit Card Purchase

Merchant Name Address, Postal Code City, Province 2000000 N10000000205		
****	PURCHASE	****
12-21-2015		12:29:12
Acct # 452001****5097		C
Account Chequing		Card Type DP
A0000000003101001		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 below and 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 in our online documentation at www.TDMerchantServices.com/ResourceCentre.

3. Important Information

- **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 signature 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.

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.

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.

Left  -> Desktop ->  **Day Close**


1. Confirm that you want to **Continue**. Once the process is started ensure that the terminal is not

used until the day close is completed.

2. Select your report delivery method (**DISPLAY** or **PRINT**). Depending on how you have set up your day close, certain reports will print.
3. When it is completed you will see the *Business Day Closed* message.

Reprinting the day close report

Left  -> Desktop -> Main Menu ->  **Reprint**





1. Select **Day Close Report** and press .
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. Please see our online documentation for customized reports at www.TDMerchantServices.com/ResourceCentre.

Business day reports

Left  -> 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) or all IDs () and press  . DISPLAY or PRINT your report.	...transactions by card type (including gift card totals and details) operator ID and for the current business day.
Operator Balancing	Select whether the report is for a individual ID (Operator ID) or all IDs () and press  . 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


Left  -> 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.

Administration

Adjusting screen brightness and volume


Left  -> Desktop -> Main Menu ->  **Control Panel** -> Backlight or Speaker Volume

1. Press the appropriate  to increase or decrease the brightness / volume by 5% / 10%.

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	<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.
Display lighting is too bright or too dark	<ol style="list-style-type: none"> 1. Adjust the brightness setting to work with the lighting at the terminal location.
Bad Communication Press CANC key And Try Again	<ol style="list-style-type: none"> 1. There was a communication failure after the transaction was initiated. 2. Press  and try again.
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.

Problem	Action Required
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 closed completely.

Why won't my HSPA terminal connect?


The HSPA wireless network signal is represented by the  in the top-right corner of the screen. If the icon is red it means it can't connect to the network. If you can't establish a connection:

1. Has your environment has changed? Physical changes to your place of business, such as adding a new wall or installing an electronic device may have reduced the wireless signal strength and prevent the connection.
2. It may be that something has happened outside you place of business that is impacting the signal strength such as a new building. Try moving your terminal around your place of business to see if it can connect in a new location. The will turn green when it's connected.

Why isn't my terminal powering on?

All-in-One	HSPA and Wi-Fi
<ol style="list-style-type: none"> 1. Ensure that the electrical outlet has power. 2. Ensure that the power cord is fully inserted into the outlet. 3. Re-insert the power cable into the hub's power port and twist it gently to the right until it clicks. 4. Power on the terminal. 	<ol style="list-style-type: none"> 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 / charging base. 3. Verify that the charging icon appears on the terminal screen.

Why do I see the Internet disconnected icon?

The  icon will only appear on the All-in-One and Wi-Fi terminal screen 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 three to four minutes.

Why is the terminal signal strength low?

Your HSPA and Wi-Fi terminal should always show at least one bar in order to be able to complete transactions, but it should be a minimum two bars to complete transactions reliably.

Ideal signal strength



Low signal strength



No signal




If your terminal is experiencing low or no signal strength, check the following:



1. Has your environment changed? (HSPA and Wi-Fi)
Changes to your place of business, such as adding a new wall or installing an electronic device near your terminal or between the access point and terminal, could reduce its wireless signal strength.
2. Is your access point / repeater working? (Wi-Fi only)
 - a) Ensure the access point is securely plugged into an electrical outlet.
 - b) Finger tighten the antenna into the antenna port on the back of the access point / repeater.
 - c) Adjust the antenna angle to see if this provides a better signal to the terminal.

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 the **number key** that has the desired letter on it. For example, press  to enter C.
2. Scroll to **desired letter** and press .

Spaces

1. Press the **left**  to create a space.

Special characters

1. Press the **right** .
2. Scroll to the desired character and press .

Storing the terminals

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

Maintaining the terminals

- 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.

This page intentionally left blank

This page intentionally left blank

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

