

TD Generation Quick Reference Guide

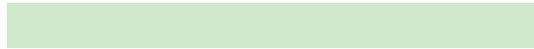
Also includes HSPA and Wi-Fi



* Image shown is the HSPA terminal

Merchant Number

The following is your merchant number.



How do I access the...

Desktop screen?

From the *Idle* screen:

- Press the left **Dash** key.
OR
- Press **OK**.



- The *Idle* screen has the TD logo on it. It's the default screen that is shown on the terminal when it isn't being used.

Main Menu screen?

From the *Desktop* screen:

- Press the right **Dash** key to move one full screen.

Action	Icon	Navigation
Logon/Logoff		Desktop -> Log Off
Purchase (Credit/Debit)		Desktop -> Purchase
Purchase (Phone/Mail)		Desktop -> Main Menu -> Debit/Credit -> Phone/Mail Purchase
Force Post		Desktop -> Main Menu -> Debit/Credit -> Force Post -> and then: Purchase, Pre-Auth/Open Tab, Incremental Auth/Top Up Tab or Phone/Mail Purchase
Void		Desktop -> Void
Refund		Desktop -> Main Menu -> Debit/Credit -> Refund
Start Pre-Authorization/ Open tab		Desktop -> Pre-Authorization or Open Tab
Increase Limit or Amount of Pre-Authorization/Tab		Desktop -> Incremental Authorization or Top Up Tab
Charge Pre-Authorization/ Tab		Desktop -> Pre-Auth Completion or Close Tab
Invoice Pre-Authorization/ Tab		Desktop -> Main Menu -> Debit/Credit -> Invoice Tab
Day Close		Desktop -> Day Close
Reporting		Desktop -> Main Menu -> Reporting -> and then: Business Day Reports, Batch Reports, Customized Reports or Gift Card Reports

Troubleshooting

If you encounter any issues please refer to the Merchant Guide for error code resolutions. If you encounter anything that can't be resolved by the Merchant Guide, or the onscreen instructions, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

How do I change the paper in the terminal?

1. On the terminal you will see a tab along the left side, just above where the paper comes out — circled in green on the image.
2. Press this tab. The panel will open on the top of the terminal.
3. Open the panel and remove the empty paper roll.
4. Place a new, unwrapped paper roll in the paper chamber. Be sure to insert it so that the loose end of the paper feeds up from under the paper roll towards you.
5. Pull out enough paper from the chamber so that it touches the top of the terminal screen.
6. Close the panel so that it clicks shut and there is a bit of loose paper sticking out from the chamber.



How do I order more paper?

If something is missing from your welcome kit or you require TD Generation supplies for your business, please contact TD Merchant Solutions Help Desk at **1-800-363-1163** to place an order.

How do I maintain the terminal?

To ensure that your terminal functions optimally, be sure to do the following:

- Ensure that the terminal is cleaned routinely with a damp cloth so that spills don't get into the inner workings.
- Use a card cleaner to ensure that the terminal can read customer cards.
- Don't place the terminal on a magnetized pad — this will cause the terminal to malfunction.
- Keep the terminal away from sources of extreme heat and cold.

How do I charge the terminal? (HSPA and Wi-Fi only)

At the end of the day, it's a good idea to do a quick check of the terminal to ensure that it will be ready for the next shift.



- Ensure that the battery has sufficient charge, or that it's charging if the battery icon turns red like this:
- When recharging the terminal, ensure that:
 - the charging cord is fully inserted into the back of the terminal
 - OR**
 - ensure the terminal is sitting properly in the charging base
- When the terminal is charging, you will see an icon in the top-right corner like this: