TD iCT250

Merchant Guide

For the TD iCT250

- with PINpad
- without PINpad

** PINpad not shown*

MERCHANT INFORMATION

Merchant Name . . . .

Merchant Number . . . .

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Welcome to TD Merchant Solutions

This is a new and exciting product that offers new functionality for you, the merchant. The following materials will provide helpful information about the equipment, its features and TD Merchant Services. Please ensure you read this guide so that you become familiar with the capabilities of the TD iCT250 and how it can support your business needs.

By now your terminal will be installed, initialized and configured. Now it's time for you to learn more about its features and capabilities. Section 1 outlines the terminal's basic functions. In section 2 you will learn about your responsibilities as a merchant. Financial transactions are covered in section 3 and section 4 covers reporting. Section 5 covers administration and the configuration of your terminal and troubleshooting steps are in section 6.

Who should use this guide?

You would use this guide if you perform transactions on a TD iCT250 terminal during the course of your daily business.

The TD iCT250 Solution

The terminal is solely for the you, the Merchant. You will use the terminal to initiate transactions for customer's using credit or debit cards. Depending on your settings, some card types may not be accepted by your terminal. Please please go to our online documentation at *www.TDMerchantSolutions.com/ResourceCentre* to learn how to use other cards. There are two potential configurations for the TD iCT250 solution.

Terminal only

If you use this configuration you must hand the terminal to the customer whenever they must enter their information.

Terminal and PINpad

If you use this configuration you, the Merchant, will use the terminal to enter your information and the customer use the PINpad to enter their information.

Functionality

Name	Terminal	PINpad
Paper chamber button	✓	--
Function keys	✓	✓
Navigation keys	✓	✓
Paper advance key		--
Command keys		
Chip card reader	✓	✓
Magnetic stripe reader	✓	✓
Contactless reader	✓	✓
Communications	Via dial-up or DSL connection	Connected to the terminal

Hardware

The Terminal

1. Paper chamber flap

2. Function keys
The / **F1** and / **F2** keys can be used as shortcuts and to select onscreen options.

3. Navigation keys
Use the arrow keys to navigate up and down the screens and menus.

4. Command keys
/ **Cancel**
/ **Correction** or **paper advance**
/ **OK** and shortcut to the *Transactions* screen.

5. F key
The F 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.

6. Card readers
- a) Insert chipped cards
- b) Swipe cards
- c) Contactless cards

Default shortcut keys

To access a specific menu or function, use the following shortcuts:

- Sale (default)
- Pre-Auth Initiation (default)
- Pre-Auth Completion (default)
- Phone/Mail Sale (default)
- Main Menu
- Admin Menu . , # *
- Reprints last receipt 0
- Advances paper

Changing the paper roll

1. Gently pull up on the paper chamber panel along the top of terminal and remove the old paper roll.
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. On it there are numerous important icons. They are:

1. **Communication icon**
   The icon indicates whether the terminal is connected to the network. It will be one of two colours:
   - Green (connected) or
   - White (disconnected).
2. **Lock (security)**
   The icon will be closed or open. If you don't see the closed lock, do not use this terminal and contact the TD Merchant Solutions Help Desk to report it as a tampered device.
3. **Power**
   The icon in the top-right corner indicates that the terminal is powered.

Navigation

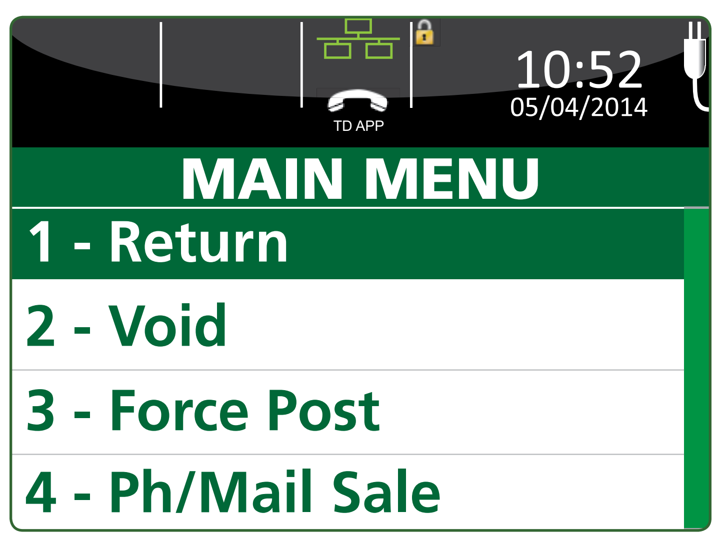
Once you get to the desired screen, use the following keys to navigate it:

- Press / **F2** or / **F3** to scroll down or up one menu selection
- Press or to select an on screen option
- Press / **Cancel** to go back one screen
- Press / **Correction** to change an entry
- Press / **OK** to confirm your menu selection or entry
- Press the number associated with the desired menu item

Main menu screen

From the Idle screen, press **OK** and the Main Menu screen appears. The Main Menu screen displays the following transactions:

- Return
- Void
- Force Post
- Balance Inquiry

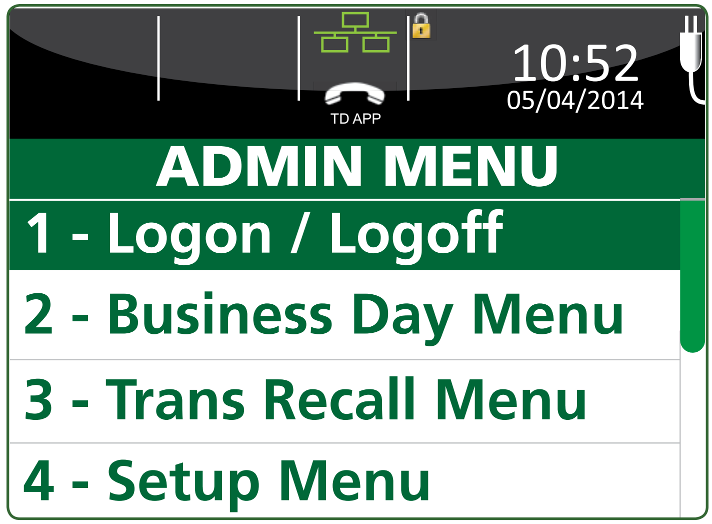


Admin menu screen

From the Idle screen, press / **Admin** and the *Admin Menu* screen appears. It displays the following options:

- Logon / Logoff
- Business Day Menu
- Trans Recall Menu
- Setup Menu
- Reprint Menu
- Maintenance
- Other Functions

For a list of all the admin functions on available on the terminal, refer to the Quick Start Guide for a complete menu breakdown.



The Communications Adapter

The communication adapter is the bridge between your terminal and its power and data in one connection.

Ports

The adapter has four ports and they are:

1. Data cable to the TD iCT250
2. Power
3. Internet In
4. Phone Line In

Communication options

The TD iCT250 solution offers two options for communications: dial-up or Ethernet. You as the merchant can set this however you wish to suit your existing place of business' setup. To learn more about Communication options see "Communications" on page 23.

Cord to terminal

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. **Function keys**
   The / **F1** and / **F4** keys can be used to select onscreen options.
2. **Navigation keys**
   Use the and keys to navigate the screens and menus.
3. **Command keys**
   » / **Cancel**
   » / **Correction**
   » / **OK** or **activate**
4. **Card readers**
   » Insert chipped cards
   » Swipe cards
   » Contactless 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

Once you get to the desired screen, use the following keys to navigate it:

- Press / **F2** or / **F3** to scroll down or up one menu selection.
- Press / **OK** to select an on menu screen option.
- Press / **F1** or / **F4** to select an on screen option.

Accepted card types

Your terminal(s) will accept whichever cards you indicated when you signed your contract with TD Merchant Solutions. If you wish to adjust your accepted card list, please contact your sales rep to discuss.

Accessibility features

The TD iCT250 has numerous accessibility features which reflect TD's commitment to our customers. Such things as:

- An adjustable key stroke sound that sound when a key is pressed. See "Keystroke sounds" on page 25 for more information.
- Adjustable screen brightness to create visual contrast. See "Terminal backlight" on page 25 for more information.
- A bump or nub on the bottom-left corner of the / **5** key to establish a central point on the keypad for navigation.
- A raised identifier on the:
  » / **Cancel** key = X,
  » / **Correction** key = < and
  » / **OK** key = O

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
- Business day reports
- Day close
- Host 2 download
- Connection setup

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

User types

This option allows the user to setup: managers, supervisors, and operators with an ID login in User Setup by going to .,#* / **Admin** → Setup Menu → Customization → **Use ID/Password**. See *Section 5 – Administration and Configuration* for more information on creating user IDs and setting their security levels.

The supervisor setup requires you to create a 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 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**.

Call for authorization

Sometimes, due to a communication or security issue, a transaction cannot or should not be completed. This transaction may require that you call for authorization to ensure that the card is in good standing and that the transaction can be completed. See the list of messages and events below that will cause you to call for authorization.

Whenever	Action
…the CALL FOR AUTH message is seen. (No comm error seen)	**1.** Don't attempt the transaction again. **2.** Call for a voice authorization immediately.
…the CALL FOR AUTH message is seen. (Comm error seen)	**1.** Try again the transaction again. OR **2.** Press the **OK** or **Cancel** key and call for a voice authorization.
…the card number on the screen does not match the number embossed on the card.	**1.** Press the **Cancel** key and call for a voice authorization immediately. **2.** Request a **CODE 10** authorization. In this situation, you may be dealing with a fraudulent card and **CODE 10** will alert the financial institution to this possibility.
…the cardholder signature on the receipt does not match the signature on the reverse of the card.	**1.** Call for a voice authorization. **2.** Request a **CODE 10** authorization. The financial institution will be able to advise whether or not the correct individual is using the card. They will also tell you how to proceed.
…you have any doubts about the validity of a card or a transaction.	**1.** Call for a voice authorization. **2.** Request a **CODE 10** authorization. The financial institution will be able to advise whether or not the correct individual is using the card. They will also tell you how to proceed.

Imprinters

Whenever	Action
…you're unable to use the cards chip or swipe the card through the terminal due to a problem with the card's magstripe or a problem with the terminals reader.	**1.** Key in the transaction manually. **2.** Take an imprinted draft as per the instructions on the terminal. **3.** Indicate the transaction details in the imprinted copy and staple the printer receipt to the signed copy.
…your printer is not working.	**1.** Take an imprinted draft as per the instructions on the terminal. **2.** Indicate the transaction details on the imprinted copy.
…the system is down, the terminal does not ask for an authorization number and you receive a telephone authorization.	**1.** Take an imprinted draft. **2.** Note all transaction details on the draft. **3.** Call for authorization. **4.** When the system becomes available, enter all manually imprinted transaction by going to: Main Menu → Force Post, then staple all printed transactions to the imprinted sales draft(s).

Transaction records

The terminal can store up to:

- 10 business days of detailed transactions
- 45 days of totals
- 999 transactions per batch and
- 2000 transactions per business day

Storing cardholder receipts

Merchants are responsible for retaining all receipts to respond to cardholder inquiries. The following are guidelines you should use when storing them. Store receipts:

- ...in a dark, secure area with limited access for at least one year
- ...in envelopes arranged by date in a secured filing cabinet work well. If you have several terminals use a separate envelope(s) for each terminal.
- ...as long as you retain cash register tapes for direct payment transactions

> You receipts could become unreadable if you:
> - store receipts in plastic coated containers
> - expose them to direct heat or cold sources

- If TD needs a receipt copy, please send it within eight days and retain a copy for your records.
- The required storage and response times are for TD Merchant Solutions only and may vary by financial institution.

Financial Transactions

The TD iCT250 solution can perform the following transactions:

- Sale
- Sale with tip
- Sale with cashback
- Sale with partial authorization
- Sale with split tender
- Phone / Mail sale
- Force post
- Refund
- Void

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

PINpad Transactions

When a PINpad is connected to the terminal the customer will use it exclusively to enter information and make selections. For the transactions in this document we show the customer PINpad key options. If you only have a terminal, the customer will also use the terminal to enter information.

- Depending on your security settings, you may be required to enter a supervisor ID and password to proceed with any transaction.
- Press 0 on the terminal to reprint the most recent customer receipt.

Special transactions

Cashback
This option only works for debit cards. You can set this up yourself, but any changes done by you on terminal will be overwritten whenever a day close is performed. It's better if you call in to make these changes so that they are permanent.

Partial authorizations
This option allows for partial payments. If the institution that holds the card does not indicate that there are sufficient funds available for the sale, the terminal will indicate that a balance is required. In this case the customer would then have the option to offer a second form of payment for the balance or to cancel the entire transaction.

Tip
You can set this up yourself, but any changes done by you on terminal will be overwritten whenever a day close is performed. It's better if you call in to make these changes so that they are permanent.

Accepted card types

Your terminal(s) will accept whatever cards you indicated when you signed your contract with TD Merchant Solutions. If you wish to adjust your accepted card list, please contact your sales rep to discuss.

Sale (credit card)

1. Press ⎯ / **F1**.
2. Enter the **total dollar amount** for the sale and press **OK**.
3. If you have tips enabled you will see the following steps.

Tip (optional)

a) Customer confirms the dollar amount and presses **Yes** or **No**.
b) Customer enters/selects the **tip** amount/option and presses **OK**.
c) Customer confirms the dollar amount and presses **Accept** or **Change**.

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

Contactless

a) The customer **taps** their contactless-enabled credit card on the contactless card reader.

> The customer may be required to **swipe** or **insert** their card in some cases.

b) Ask the customer if they would like a receipt: **Yes** or **No**.
c) The screen shows that authorization number, the transaction total and the receipts print if requested.

Insert card

a) The customer inserts their credit card.
b) The customer enters their **PIN** and presses **OK**.
c) The screen shows that authorization number, the transaction total and the receipts print.

Swipe card

a) The customer swipes their credit card.
b) Verify the card info with what is on the terminal screen and press **OK**.
c) The screen shows that authorization number, the transaction total and the receipts print. The customer **must** sign the signature field on the merchant copy.

Manually enter card

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 can be an optional step depending on your settings.
e) Indicate if the card was present for the transaction: **Yes** or **No**. The customer **must** sign the signature field on the merchant copy.

5. If the payment type used has insufficient funds to pay the entire sale amount you may see the following:

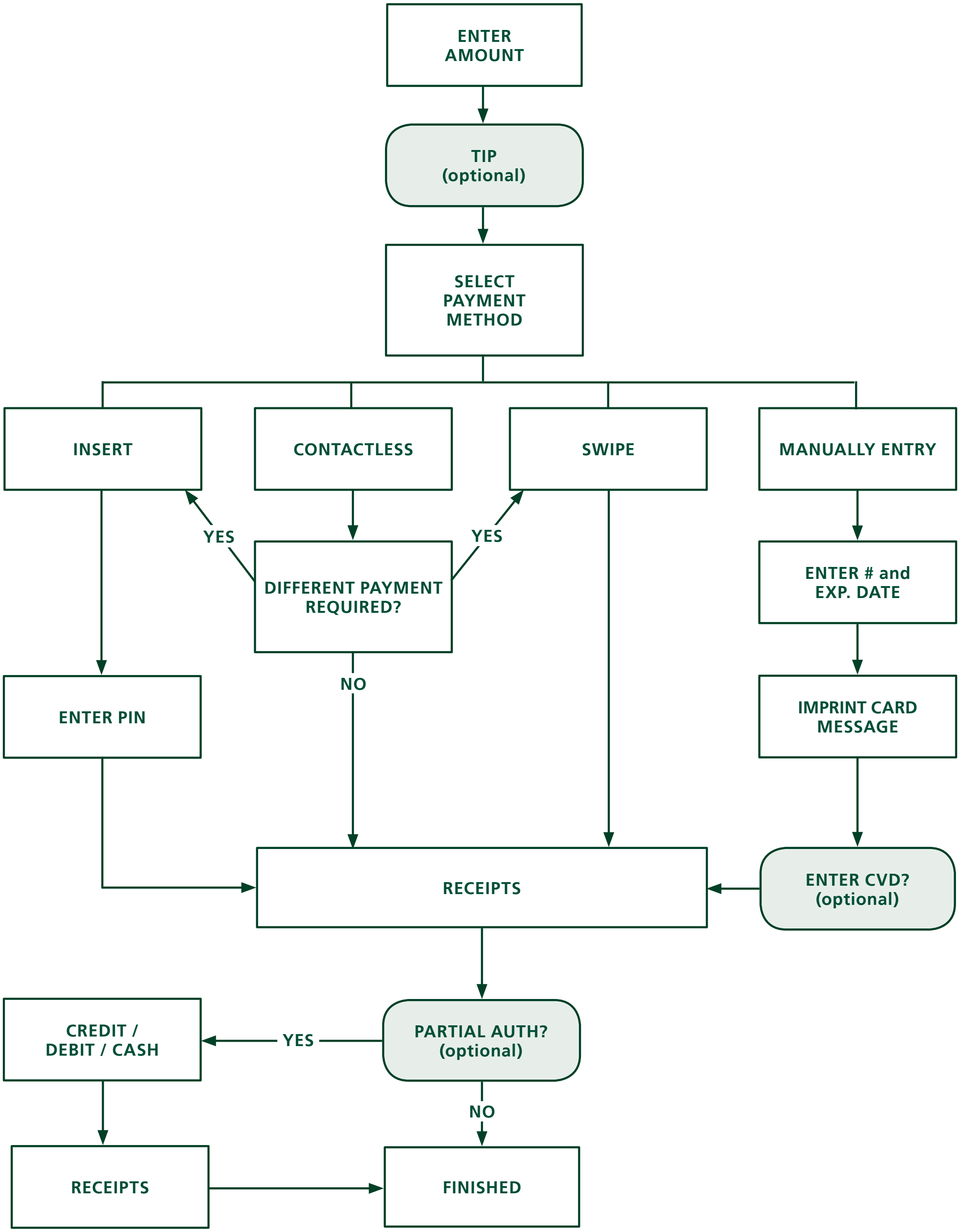
Partial authorization (optional)

a) The receipt will print showing how much was applied to the sale.
b) The screen shows a balance owed.
c) The customer decides the how they will pay the balance (**Cash** or **Card**).

If the customer selects card, follow the appropriate steps for the selected card type: credit or debit.

> - If the customer selects cash the transaction will end. Ensure that you receive the correct cash amount for the balance of the transaction.

6. The screen shows that authorization number, the transaction total and the receipts print. If the receipt is from a swipe or manual card entry transaction, the customer **must** sign the signature field on the merchant copy.


ENTER AMOUNT
TIP (optional)
SELECT PAYMENT METHOD
INSERT
CONTACTLESS
SWIPE
MANUALLY ENTRY
YES
YES
DIFFERENT PAYMENT REQUIRED?
NO
ENTER # and EXP. DATE
ENTER PIN
IMPRINT CARD MESSAGE
RECEIPTS
ENTER CVD? (optional)
CREDIT / DEBIT / CASH
YES
PARTIAL AUTH? (optional)
NO
RECEIPTS
FINISHED

Sale (debit card)

1. Press [key] / **F1**.
2. Enter the **dollar amount** and press **OK**.
3. If you have tips enabled you will see the following steps.

Tip (optional)

a) Customer confirms the dollar amount and presses **Yes** or **No**.
b) Customer enters/selects the **tip** amount/option and presses **OK**.
c) Customer confirms the dollar amount and presses **Accept** or **Change**.

4. Perform one of the following payment methods: **Insert** / **Swipe** or **Contactless**.

Contactless

a) The customer **taps** their contactless-enabled debit card.

> The customer may be required to **swipe** or **insert** their card in some cases.

b) Ask the customer if they would like a receipt: **Yes** or **No**.

Insert / swipe card

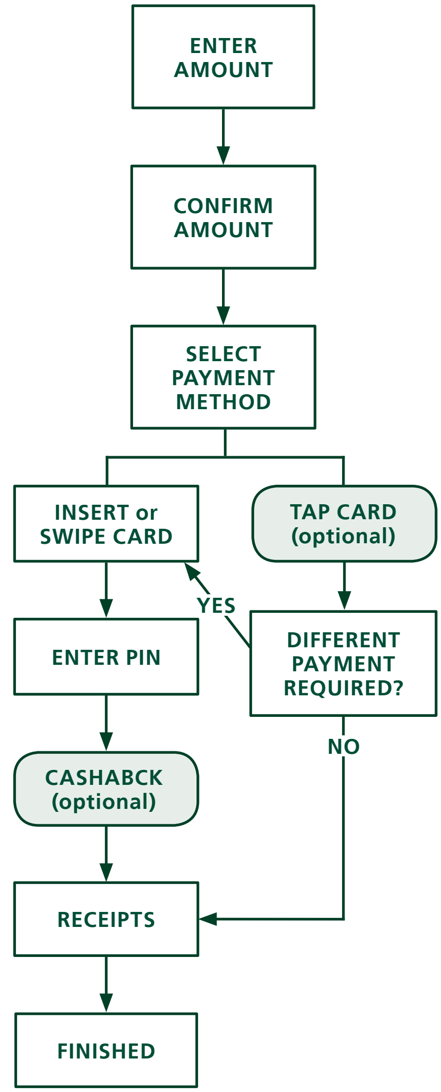
a) The customer selects the account to use: **CHQ** or **SAV**.
b) The customer enters their **PIN** and presses **OK**.

5. If you have cashback enabled you will see the following steps.

Cashback (optional)

a) Customer confirms if they want cashback or not: **YES** or **NO**.
b) Customer enters / selects the **cashback** amount/option and presses **OK**.
c) Customer confirms the new total amount: **Accept** or **Change**.

6. The screen shows that authorization number, the transaction total and the receipts print.



Sale (phone or mail)

> - These instructions are used for sales where the card is **not** present. If the card is present at sale, see *Credit card sale*. If you use the incorrect sale 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 sale.

1. Press [key] / **F4** → **Phone / Mail Sale**.
2. Enter the **dollar amount** and press **OK**.
3. Enter the **account number** and press **OK**.
4. Enter the **expiry date** and press **OK**.
5. Enter the **CVD number** and press **OK**. This step is dependent upon your settings.
6. The screen shows that authorization number, the transaction total and the receipts print.

Force post (sale or phone / mail)

This option is only used when you can't process a credit card sale 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.

1. Press **OK** → Force Post → **Force Sale** or **Force Ph/Mail**.
2. Enter the **dollar amount** and press **OK**.
3. Perform one of the following payment methods for the credit card in question: **Swipe** or **Manual entry**.

Swipe card

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

Manually enter card

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**. Go to step 3.

4. Then enter the authorization number and press **OK**.
5. The screen shows that authorization number, the transaction total and the receipts print. The customer **must** sign the signature field on the merchant copy for a force post sale transaction.

Void

This transaction is used to correct a previously entered transaction from the terminal in the current, open business day. You can also use Transaction Recall to recall and cancel/void a transaction based on information other than the trace #.

If you have closed the business day that the transaction was performed in, you can only perform a return. The option to void the transaction is no longer available.

1. Press **OK** → **Void**.
2. Enter the **trace #** for the transaction to be voided and press **OK**.
3. Verify that this is the correct transaction: **Void** or **Back**. If you select back, you can enter a new trace # to void.
4. The voided transaction receipts print.

Transaction recall

This option recalls a transaction so that you can view or void it. The following instructions access any transactions that were performed in the current open batch. If a day close has been completed you can only recall transactions after the last day close or batch close. Pre-authorization and tab transactions are covered in our online documentation at *www.TDMerchantSolutions.com/ResourceCentre*.

1. Press .,#* / **Admin** → Trans Recall Menu.
2. Select one of the following options:

by Detail

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

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

by 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 **OK**.
b) If more than one transaction appears, scroll to the desired one and press **Select**. Go to step 3.

by Account # (credit cards only)

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

a) Swipe the credit card or enter the **card account number** and press **OK**.
b) Scroll to the **transaction** and press **Select**. Go to step 3.

by Invoice #

This recalls the transaction for the entered invoice number.

a) Enter the invoice number that you want to recall and press **OK**. Go to step 3.

by Trace #

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

a) Enter the **trace number** that you want to recall and press **OK**. Go to step 3.

3. 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 and print the voided receipts.
   b) Press **Back** to select a different transaction.
   c) Press **Cancel** to exit the screen.

Return

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

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

1. Press **OK** → **Return**.
2. Enter the **dollar amount** and press **OK**.
3. Customer confirms the dollar amount and presses **Yes** or **No**.
4. Perform one of the following: **Insert** , **Swipe** or **Manual entry** the card in question.

Insert card

a) Verify the card info with what is on the screen and press **OK**.
b) The customer may be required to enter their PIN. Go to step 3.

Swipe card

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

Manually enter card

a) Enter the **account number** and press **OK**.
b) Enter the **expiry date** and press **OK**. This is four digits in length.
c) Indicate if the return is for a phone / mail sale: **Yes** or **No**. Go to step 3.

Insert / swipe card

a) The customer selects the account to use: **CHQ** or **SAV**.
b) The customer enters their **PIN** and presses **OK**. Go to step 3.

5. The screen shows that authorization number, the transaction total and the receipts print.

Receipts

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

Reprinting receipts

1. Press .,#* / **Admin** key → Reprint Menu and select a reprint option.

Reprint Last

2. Select which copy you want to reprint (**Merchant**, **Customer** or **Both**) and press **OK**.
3. The receipt reprints and is noted as a duplicate.

Reprint Previous

2. Select one of the following options:

   All
   a) Scroll through the **available receipts**, select the desired one and press **OK**. Go to step 3.

   Invoice #
   b) Enter the **invoice number** and press **OK**. Go to step 3.

   Account #
   c) Swipe the card or enter the **account number** and press **OK**. Go to step 3.

   Approval Code
   d) Enter the **approval code** and **OK**. Go to step 3.
3. Select which receipt to reprint (**Merchant**, **Customer** or **Both**) and press **OK**.
4. The receipt reprints and is noted as a duplicate.

Receipt codes

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

Card type			
AM	American Express	**MC**	MasterCard
DP	Debit	**VI**	Visa
DS	Discover/Diner		

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 signatures 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**.

Receipt examples

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

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

SALE

06-16-2016 12:41:02
Acct # 455763******1632 **S**
Card Type VI
Name: nnnnnnn
Trace # 010103
Inv # 109
Auth #089090 RRN 001003099

Sale $9.00

TOTAL $9.00

++++++++++++++++++++++
00 APPROVED-THANK YOU
++++++++++++++++++++++

Retain this copy for your
records
Merchant copy

ADVERTISEMENT LINE 1
ADVERTISEMENT LINE 2
ADVERTISEMENT LINE 3
ADVERTISEMENT LINE 4
ADVERTISEMENT LINE 5

Credit card

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

SALE

06-16-2016 12:41:02
Acct # 476173******0010 **C**
Card Type DP
Name: nnnnnnnnn
A00000000980840

Trace # 060072
Inv # 124
Auth #008635 RRN 001003099
TVR 8000048000 TSI 6800
TC 98952D8874F69BD1

Sale $25.00

TOTAL $25.00

++++++++++++++++++++++
00 APPROVED-THANK YOU
++++++++++++++++++++++

Retain this copy for your
records
Merchant copy

ADVERTISEMENT LINE 1
ADVERTISEMENT LINE 2
ADVERTISEMENT LINE 3
ADVERTISEMENT LINE 4

Debit card

Business Day Functions

To start a business day simply perform a close business day.

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).
- 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.

A batch is a group of transactions that you must submit to the issuer to accept in order for you to be paid. Once you close the batch or perform and end of day, these transactions are sent to the issuer for settlement and then they will deposit the funds into your account.

Press [.,#*] / **Admin** key → Business Day Menu → **End of Day**.

1. Confirm that you want to close the business day: **Yes** or **No**.
2. The end of day reports print.
3. The terminal reboots.

- If a lot of transactions have been performed during the day, or you are using a dial-up connection, this process may take a while.
- Once the process is starts, do not:
- process any transactions
- press any buttons or
- disconnect your Internet service on the terminal in question.

Reporting

Business day reports

The following chart shows what each report displays. These reports are for all transactions performed in the **current business day** regardless of the number of batches that were closed.

Report	Report details
Terminal Detail	• By card type
Terminal Balancing	• By card type
Day Subtotals	• Number of transactions • Total amounts
Operator Detail	• By card type • By operator ID
Operator Balancing	• By card type • By transaction type • By operator ID
Tip Totals	• Totals of all tips • By operator ID
Outstanding SAF	• Details on all stored transactions sent to the Host for settlement

1. Press [.,#*] / **Admin** key → Business Day Menu → B.Day Reports and select one of the following options:
   a) Operator Detail, Operator Balancing, or Tip Totals and go to step #2.
   OR
   b) Terminal Detail, Terminal Balancing, Day Subtotals, Outstanding SAF, and go to step #3.

2. Do one of the following:
   a) Enter an **Operator ID** and press **OK**.
   b) Press **OK** for a report of all operators. Go to step 3.
3. Decide how to retrieve the report (**Display** or **Print**).
   a) If you selected **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**.
   b) If you selected **Print**, the your report will begin to print.

Batch reports

These reports are for all transactions performed within a particular batch. This is generally used when you have multiple shifts using the same terminal. This allows you to pull reports at the end of a particular shift and acts like a shift close function, but it does not close the day on the terminal. It then prints a report showing transactions performed on the terminal since the last Day Close.

The following chart shows what each report displays.

Report	Report details	
Terminal Detail	• By card type	• For current or previous batch
Terminal Balancing	• By card type	• For current or previous batch

1. Press .,#* / **Admin** key → Business Day Menu → Batch Reports and select one of the following options: **Terminal Detail** or **Terminal Balancing**.
2. Select the desired batch you want to retrieve (**Prev** or **Current**).
3. Decide how to retrieve the report (**Display** or **Print**).
   a) If you selected **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**.
   b) If you selected **Print**, the your report will begin to print.

Customized reports

These reports are for all transactions performed for the business days currently stored in the terminal. These reports can only be accessed by supervisors or managers. The following chart shows what each report displays.

Report	Report details	
Transaction Details	• By business day • By card type • By operator	• Detailed transactions can be accessed for a maximum of 10 business days
Totals	• By transaction type • By card type	• Totals can be accessed for a maximum of 45 business days

1. Press .,#* / **Admin** key → Business Day Menu → **Customized Reports**.
2. Enter the **Manager ID** and press **OK**.
3. Enter the **Manager Password** and press **OK**.
4. Select one of the following options:
   a) Transaction Details
   b) Totals
5. Do one of the following:
   a) Enter an **Operator ID** and press **OK**.
   b) Press **OK** for a report showing all operators.
6. Enter the **start date** for the report and press **OK**.
7. Enter the **start time** for the report and press **OK**.

8. Enter the **end date** for the report and press **OK**.
9. Enter the **end time** for the report and press **OK**.
10. Decide how to retrieve the report (**Display** or **Print**).
    a) If you selected **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**.
    b) If you selected **Print**, the your report will begin to print.

EMV reports

The EMV reports are used for troubleshooting and you only print these out if requested by the Help Desk. Also, if you do print these out, some can be quite long so repeated printings will make you use more paper than normal.

Recent error report log

This report will display all errors that occurred on the terminal in the past 10 days.

1. Press .,#* / **Admin** key → Other Functions → **Recent Error Rep**.
2. Select whether you want to print or save the errors (**Print** or **File**).
3. The recent error report will be printed or saved as per your selection.

Activity log

The activity log provides the ability to display, print or delete a report log showing all restricted access activity on the terminal.

1. Press .,#* / **Admin** key → Other Functions → **Activity Log**.
2. Enter the **Manager ID** and press **OK**.
3. Enter the **Manager Password** and press **OK**.
4. Select your report option (**Display**, **Print**, or **Delete**).
   Select **Display** if there aren't many transactions to go through. Otherwise the **Print** option is better for reviewing a large number of entries.

   > If you delete the log it cannot be retrieved.

Administration and Configuration

The TD iCT250 offers you numerous options to personalize the terminal while helping you to administer your business. Standard administration features are:

- User Management (creating, editing, deleting and unlocking locked user IDs)
- Parameter Updates (updating your settings on the terminal to reflect new information such as new accepted payment types)
- Communications (changes to your terminal's communication method)
- Training Mode (enable/disable this setting to safely train new employees how to use the terminal)
- Receipts (changes to how and when they are printed)

Administering the terminal

By utilizing user types, you can help secure your terminal from fraudulent transactions and allows certain advanced functionality to trusted employees. Listed below are the user types available to you and what functionality is available to them.

User Type	Capabilities	Special Notes
Manager	• Can access all features and functions, including transaction processing, all reports and all menus • Can set up Supervisor and Operator IDs • Only Managers have access to the Activity Log	• A maximum of 10 Managers are allowed per terminal • Be aware of who you grant Manager access to • Consists of an ID, Password and optional Name
Supervisor	• Can perform normal transactions • Can set up Operator IDs	• A maximum of 25 Supervisors are allowed per terminal • Consists of an ID, Password an optional Name
Operator	• Can perform normal everyday financial transactions	• Consists of an ID, Password an optional Name • A maximum of 100 Operators are allowed per terminal • Operators (default) can be renamed by a Manager to Clerk, Server or Cashier

User management

Add user
Use this option to create a unique user ID for them with the appropriate level of access to terminal features.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **Add User**.
   Enter the new **ID** and press **OK**. This unique number can be up to 7 digits in length.
2. Optional – Enter the new **User Name** and press **OK**. This 15 alpha-numeric character name is optional. Press **OK** without entering a user name to bypass this.
3. Enter the **new password** and press **OK**. Passwords are four to seven digits in length.
4. Re-enter the **new password** and press **OK**.
5. Select one of the following **user types**: Manager, Supervisor, or Operator/Clerk/Server/Cashier.
   Operator is the default user type for this level. See “Operator wording” on page 21 for more informarion.
6. The new ID is added to the terminal.

Change password
This option allows you to change an existing password for security or personal reasons. It requires a higher level user can change it. For example, it would take a manager to change a supervisor or operator’s password.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **Change Password**.
2. Enter the **ID** that you want to change the password for and press **OK**.
3. Enter the **old password** and press **OK**.
4. Enter the **new password** and press **OK**.
5. Re-enter the **new password** and press **OK**.
6. The password is now changed.

View and delete
This option allows you to view all existing IDs and select one to delete. Repeat these steps for each ID you want to delete.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **View & Delete**.
   - Each ID will be listed by user id, user name (optional) and user type.
   - The user type remains operator and labelled as an **O** even if you change the operator wording to another label.
   - You cannot delete the original manager ID.
2. Select the **ID** that you want to delete and press **OK**.
3. Confirm that you want to delete the user (**Yes** or **No**).
4. The user ID is deleted.

Operator wording

This option allows you to rename the Operator (default) label to one of the options listed.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **Operator Wording**.
2. Select the **wording option** that you would like to use for the operator group (**1** Operator or **2** Clerk or **3** Server or **4** Cashier) and press **OK**.
3. The operator wording is now changed to your selection.

Unlock user

This option allows you to unlock a user who has incorrectly entered their password three times, which will cause their ID to lock. Only a user with higher ranking can unlock their ID.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **Unlock User**.
2. Enter the **locked ID** and press **OK**.
3. Confirm that you want to unlock the user (**Yes** or **No**).
4. Enter your **user ID** and press **OK**.
5. Enter the user's **new password** and press **OK**.
6. Re-enter the user's **new password** and press **OK**.
7. The user ID is unlocked and a new password created for it.

ID report

This option creates a report that contains the user ID details with the option to print them.

1. Press .,#* / **Admin** key → Setup Menu → User Setup → **ID Report**.
2. Display the list on the screen or print it (**Display** or **Print**).
3. The user ID report either displays or prints. Each user will be listed by user ID, user name (optional) and user type.

Downloads

Parameter download

This option downloads parameters from the TD Hosts for the operation of the terminal.

Note: This function is automatically performed during the end of day process. Below is what sort of information is governed by each host download.

Host 1 Params.DL
Use this option if you want to update anything dealing with financial information such as card types, transaction types.

Host 2 Params.DL
Use this option if you want to update anything dealing with non-financial information such as terminal settings.

1. Press [key] / **Admin** key → **Maintenance**.
2. Select which type of download you want to do (**1** - Host 1 Param.DL or **2** - Host 2 Param.DL).
3. If you selected **Host 1 Param.DL** follow these instructions:
    a) Press **OK**.
    b) The terminal begins the download and continues running until *Parameter Download Completed* appears on the screen.
4. If you selected **Host 2 Param.DL** follow these instructions:
    a) Select what type of download this is (**Full** or **Partial**).
    b) The terminal begins the download. It will show a percentage complete counter until complete when it shows the message *Host 2 Download Completed*.
    c) Your terminal will automatically reboot.
5. Your terminal starts up and the parameter download is complete.

Functions enabled/disabled by TD Merchant Solutions

The following settings are available, but you must call the TD Merchant Services Help Desk to enable/disable them.

Function	Settings	Explanation
Auto Logoff Timer	On/Off	Call in.
Declined Credit Receipt	Print/Don't Print	Call in.
Invoice Number	On/Off	Call in.
Invoice Entry Method	Automatic/manual	Call in.
Logon Method	Disable Enable Oper ID Enable Oper ID/Password	Call in.
NSR Merchant Receipt	Never Print Print with Customer copy Always print	Call in.
Purchase with Tip	On/Off	Call in.
Receipt Banner	On/Off	Call in or do it yourself. If you do it yourself your changes will be overwritten after a Host 2 download.
Receipt Order	Merchant Copy First Customer Copy First	Call in.
Supervisor Protection	Batch Reports Business Day Reports Customized Reports Day Close Manual Account # Recent Error Report	Call in.

Login requirements for terminal functions

This option allows you to determine which functions require a manager or supervisor to enter their login ID and password. Functions will only appear in the option list if they can be ID and password protected. The same steps are used to disable user id and password requirements. See the following list of available functions and reports:

Function	Settings	Explanation
End of Day **Manual Account #** **Batch Reports** **Business Day Reports** **Customized Reports** **Batch Close** **Recent Error Report**	On/Off	Enables/disables supervisor protection on this function.

1. Press / **Admin** key → Setup Menu → Customization → **Authority Setup**.
2. Select the **function** (see list below) you wish to change the login requirements for and press **OK**.
3. Confirm you want to change this function to require a user ID and password (**Yes** or **No**).
4. The user ID and password requirement is now enabled/disabled on this function.

Configuration reports

Use this report to print a report of all your configuration settings.

1. Press / **Admin** key → Setup Menu → Config. Reports and one of the following: **Communications**, **Customization**, **Host 1 Settings**, **Host 2 Settings** or **BIN Ranges**.
2. Confirm that you want to print the report (**Yes** or **No**).
   - **Communications** – A report will print with all of your communication settings.
   - **Customization** – A report will print with all of your customized settings that are protected by a supervisor ID and password and if your end of day process requires a user ID and password.
   - **Host 1 Settings** – A report will print with all of your Host 1 settings and their values.
   - **Host 2 Settings** – A report will print with all of your Host 2 settings and their values.
   - **BIN Ranges** – A report will print with all of your BIN ranges accepted on the terminal. This can be a large report so print this at your own discretion.

   This option is only used when calling into Help Desk or to ensure that all your terminals have the same settings.

Communications

Use these options to change communication settings on your terminal.

You must enter a valid supervisor ID and password to access this option.

Comms type

Use this option to change the communications setting type between dial-up and Ethernet.

1. Press / **Admin** key → Setup Menu → Communications → **Comms Type Setting**.
2. Select the desired option (**1**- Ethernet Only or **2**- Dial Only or **3**- Eth w/dial F'back or **4**- Dial w/Eth F'back).
3. The new communication mode is now active.

IP Address type

Use this option to change the IP address for Ethernet communications.

1. Press / **Admin** key → Setup Menu → Communications → **IP Address Type**.
2. Select the desired option (**1**- Dynamic IP or **2**- Static IP).
3. If you selected **Dynamic IP** go to *step 5*.
4. If you selected **Static IP**:

a) Select the desired option (**1**- Terminal IP, **2**- Gateway IP, **3**- IP SubMask, **4**- Primary DNS IP or **5**- Secondary DNS IP).

b) When you select any of the above options, enter the **IP address** and press **OK**. For a static IP address you must complete all of the above information.

All of the addresses are 12 digits long and supplied by your Internet service provider (ISP). Leading zeros are not usually provided or required to be entered. It is four groups of 1 to 3 numbers separated by decimal points.

> Please ensure that you enter the decimal points in your IP addresses as they do not auto-populate.

5. The IP address is now saved.

Dial up

Use this option to change the dial up communications setting.

1. Press / **Admin** key → Setup Menu → Communications → **Dial Menu**.

2. Select the desired option (**1** - Prefix Code or **2** - LD Prefix or **3** – Pre-Dial or **4** - Dial Retry or **5** – DialTone **6** – Baud or **7** – Dial Mode).

- » **Prefix Code** – Enter the prefix code that may be required to access the telephone network and press **OK**. For example, some office buildings may require you press **9** before dialing out of the building.
- » **LD Prefix** – Enter the long distance prefix code that may be required and press **OK**.
- » **Predial** – Select whether it is **On** or **Off**. Setting it to **On** will reduce the time it takes to perform the transaction.
- » **Dial Retry** – enter how many times that you want to retry dialing the server if you don't connect on the first time and press **OK**. Do not set this higher than **3**.
- » **Dial Tone Check** – Select whether it is **On** or **Off**.
- » **Baud** – Select which baud rate you want to use to connect to the server (**1** – 300, **2** – 1200 or **3** – 2400) and press **OK**. Select **3** - 2400.
- » **Dial Mode** – Select which mode you want to use (**1** – Tone or **2** – Pulse).

3. The new dial up communication method is now active.

General options

Use these options to configure your terminal's volume, screen brightness and other general settings.

Training mode

This option allows a Manager or Supervisor to sign in and train a new user on the functions of the terminal without impacting any live transactions or totals. While in Training Mode the user can perform all transactions except for any configuration changes or chip card transactions. When in training mode:

- The Idle screen will display the word **Training**.
- All screen names will have a (D) at the end to indicate that you are in demo/training mode – Sale (D), Main Menu (D), etc.
- You can create, edit and delete users that will be active after you exit training mode.
- Receipts will include **** Training Mode **** under the transaction type.

1. Press / **Admin** key → Other Functions → Training Mode.

2. Enter or exit training mode (**1** - Enter or **2** - Exit).

3. Training mode is now enabled/disabled depending upon your selection. You will return to the *Idle* screen with the word **Training**.

Keystroke sounds
This option allows you to enable or disable the beeps when keys are pressed.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Hardware Options → **Key Beep**.
2. Select the desired option (**1** - All Off or **2** - All On or **3** - Invalid Only).
   » **All Off** – The terminal will beep on every key press. This is the default.
   » **All On** – The terminal won't beep when keys are pressed.
   » **Invalid Only** – The terminal will only beep when an invalid action is performed.
3. The new keystroke sounds are now changed to your selection.

Terminal backlight
This option allows you determine when the screen light is on.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Hardware Options → **Backlight**.
2. Select the desired option (**1** - Always Off or **2** - Always On or **3** - On / Key Press).
   » **Always On** – The screen will always be lit. This is the default.
   » **Always Off** – The screen will always be off until a transaction is initiated.
   » **On / Key Press** – The screen will turn on when a key is pressed or a card is swiped.
3. The backlighting setting is now changed to your selection.

Idle timer
This option will dim the terminal after a set period of inactivity. This setting dictates how long a terminal will sit unused before returning to the idle screen. We recommend that this be set to 60 seconds otherwise you may experience more transactions timing out which will require you to restart from the beginning.

1. Press .,#* / **Admin** key → Setup Menu → Customization → **Idle Timer**.
2. Enter the desired **number of seconds** before your terminal enters idle mode and press **OK**. The default is 60 seconds.
3. The idle timer maximum is now set.

Reset invoice number
Use this option to reset your invoice number to 1. This will be reflected on the printed receipts.

1. Press .,#* / **Admin** key → Maintenance → Reset Menu → **Reset Invoice #**.
2. Confirm you want to reset the invoice number to 1 (**Yes** or **No**).

   > You cannot reset the invoice number with an open batch. Close the existing batch and then reset the invoice number.

3. The invoice number is reset to 1.

Cashback options
Use these options to configure preset cashback format and amounts.

> Whenever you do a Host 2 Download, you will overwrite the cashback options with what is on the server. To ensure that your cashback settings aren't overwritten, we suggest you call in to change them.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Transaction Options → Cashback Options → and select one of the following:

   Cashback
   Use this option to enable/disable cashback functionality.
   a) Cashback is enabled/disabled.

MaxCashbackAmt

Use this option to set the maximum allowable cashback amount that a customer can receive.

a) Enter a **maximum allowable Cashback amount** and press **OK**.
b) The maximum allowable cashback amount has been set.

EnablePresets

Use this option to enable preset cashback amounts.

a) Cashback presets are enabled.

Configure Presets

Use this option to configure preset cashback amounts.

a) Select the cashback preset option that best suits your needs. See below for all the cashback preset examples.
b) Cashback presets are set.

Cashback presets

Use this option to configure preset cashback amounts.

> Whenever you do a Host 2 Download, you will overwrite the cashback options with what is on the server. To ensure that your tip settings aren't overwritten, we suggest you call TD Merchant Solutions Help Desk to change them.

Format	Display	Explanation
Preset Cashback $	$10 $20 $30	Cashback as three preset cash values.

Tip options

Use this option to configure preset tip format and amounts.

> Whenever you do a Host 2 Download, you will overwrite the tip options with what is on the server. To ensure that your tip settings aren't overwritten, we suggest you call TD Merchant Solutions Help Desk to change them.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Transaction Options → **Tip Options**.
2. Select the tip preset that best suits your needs (**1** – Percent (%) Tip, **2** – Amount ($) Tip or **3** - Other Tip Options).
3. If you selected **Percent (%) Tip**:
   a) Press the number corresponding with the percentage you want to change.
   b) Enter the new percentage and press **OK**.
   c) Repeat for each percentage you want to change.
4. If you selected **Amount ($) Tip**:
   a) Press the number corresponding with the dollar amount you want to change.
   b) Enter the new dollar amount and press **OK**.
   c) Repeat for each amount you want to change.
5. If you selected **Other Tip Options**:
   a) Select the tip option you want to use.
   b) Select the percentage/amount for the available options and press **OK** after each one.
   For a list of the **Other Tip Options**, see below.
6. The selected tip format is now active.

Other tip options

There are various tip formats that you can use on the TD iCT250. They are:

Tip Format	Display	Explanation
Percentage	%	The customer can enter a tip as a percentage of the overall sale. Enter **0%** to leave no tip.
Dollar Amount	$	The customer can enter a tip as a dollar amount. Enter **$0** to leave no tip.
Percentage or Dollar Entry	1 - % 2 - $ OR 1 - $ 2 - %	The customer can select whether they want to enter their tip as a dollar amount or a percentage of the overall sale. Enter **$0** or **0%** to leave no tip.
Percentage, Dollar Entry or No Tip	1 - % 2 - $ 3 – No Tip	The customer can select whether they want to enter their tip as a dollar amount or a percentage of the overall sale. Select **No Tip** to leave no tip.
Three Preset Percentages	1 - Preset% = $XX.XX 2 - Preset% = $XX.XX 3 - Preset% = $XX.XX	The customer can select a preset tip percentage (that you would have set ahead of time) with the amount of the tip already calculated. For example, you have decided that you want the preset tip options to be 10%, 20% and 30% and you have just made a sale for $20.00. The tip screen would look like this: 1 – 10% (of $20)= $2.00 2 – 20% (of $20) = $4.00 3 – 30% (of $20) = $6.00
Three Preset Dollar Amounts or Manual Dollar Amount	1 – Preset$ 2 – Preset$ 3 – Preset$ 4 - $	Same as above, but the customer has the option to enter the tip dollar amount. Select the last option and enter **$0** to leave no tip.
Three Preset Dollar Amounts	1 – Preset$ 2 – Preset$ 3 – Preset$	The customer can select a preset dollar value for the tip (that you would have set ahead of time). For example, if the preset tip options are $5.00, $7.50 and $10.00, the tip screen would look like this: 1 – $5.00 2 – $7.50 3 – $10.00
Three Preset Dollar Amounts or Manual Percentage Amount	1 - Preset% = $XX.XX 2 - Preset% = $XX.XX 3 - Preset% = $XX.XX 4 - %	Same as above, but the customer has the option to enter the tip percentage. Select the last option and enter **0%** to leave no tip.

Receipt options

Use these options to configure your receipts.

- Receipt banner
- Preprint receipt
- Receipt delay
- Receipt order
- Reprint last customer receipt
- Reprint last receipt
- Reprint older receipt

Receipt banner

This option allows you to add a short slogan or advertising to the bottom of all receipts printed from a terminal.

- The receipt banner must be added to each terminal that you want to use it on.
- The more lines you add to the banner, the more paper will be used when you print a receipt. If you print a large number of receipts daily, your paper usage may be significantly higher than what you're accustomed to.
- It's your responsibility to ensure that the content of any banner message complies with all applicable laws. By using this feature, you agree that you are solely responsible for any advertising messages displayed on the terminal.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Banner**.
2. Enable the receipt banner (**Yes** or **No**).
3. Enter the number of lines to print on the receipt (**1 – 9**) and press **OK**. If you set it to zero it will disable the receipt banner.
4. Select the **font size** for the displayed line (**Single** or **Double**).
   Single size can have 26 characters to a line and double will allow 20 characters.
5. Enter the **text** for the displayed line and when finished press **OK**. See the *References* section at the end of this document for help entering alpha-numeric characters.
   If you press **OK** without entering anything, the line will be left blank.
6. Go to step 5 for each line in your receipt banner. When you press **OK** after the final line, your changes are saved and will be applied to all future receipts.

Preprint receipt

Use this option to preprint part of the receipt while the terminal sends the financial transaction details to be verified by the financial servers.

1. Press .,#* / **Admin** key → Setup Menu → Customization → **Receipt Options and Preprint**.
2. Enable the preprint option (**Yes** or **No**). The default is off.
3. Preprint is now enabled/disabled.

Receipt delay

Use this option to add a time delay between printing receipt copies.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Delay**.
2. Enter the **time delay** between printing the merchant and the customer receipts (1 to 99 seconds) and press **OK**. The default delay is three seconds.
3. The time delay is set.

Receipt order

Use this option to decide which receipt prints first, merchant or customer.

1. Press .,#* / **Admin** key → Setup Menu → Customization → Receipt Options → **Receipt Order**.
2. Select which receipt prints first (Merchant or Customer). By default the merchant receipt prints first.
3. The receipt order is set.

Reprint last customer receipt

This transaction is used to reprint the last customer receipt before another transaction is processed. This is a quick way to reprint the last customer receipt. If you need to reprint a merchant receipt see the transaction below.

1. Press **0** key.
2. Confirm you want to reprint the last receipt (**Yes** or **No**).
3. The last customer receipt reprints.

Reprint last receipt

This option is used to reprint the last merchant or customer receipt before another transaction is processed.

1. Press / **Admin** key → Reprint Menu → **Reprint Last**.
2. Select which receipt is to be reprinted (**1** – Merchant Copy, **2** – Customer Copy or **3** – Both).
3. The last receipt reprints.

Reprint older receipt

This option is used to reprint a receipt printed before the last receipt since the last end of day close.

1. Press / **Admin** key → Reprint Menu → **Reprint Previous**.
2. Select how you would like to look up the receipt by (**1** – All, **2** – Operator ID, **3** – Invoice #, **4** – Account # or **5** – Approval Code).
   - » **All** – Select the transaction that you want to reprint the receipts for.
   - » **Operator ID** – Enter the Operator ID and press **OK**.
   - » **Invoice Number** – Enter the Invoice Number and press **OK**.
   - » **Account #** – Swipe the card used to make the sale or enter the card account number and press **OK**.
   - » **Approval Code** – Enter the Approval Code and press **OK**.
3. Scroll to the desired transaction (if there is more than one) and press **OK**.
4. Confirm this is the correct receipt (**Yes** or **No**).
5. Select which receipt is to be reprinted (**1** – Merchant Copy, **2** – Customer Copy or **3** – Both).
6. The selected receipt or receipts reprint.

Transaction options

Use these options to fine tune your terminal to perform transactions exactly how you want it to.

- Card present
- Duplicate transaction check
- Partial authorization
- Transaction limit

Card present

This option displays a screen that allows the user to indicate whether a card is present or not for a manually entered transaction.

1. Press / **Admin** key → Setup Menu → Customization → Transaction Prompts → **Card Present**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. The card present feature is enabled/disabled.

Duplicate transaction check

This option is a form of security against accidentally entering the same credit card transaction into the terminal twice. If the terminal detects an identical transaction being performed, it will raise a flag and ask you whether you wish to proceed.

1. Press / **Admin** key → Setup Menu → Customization → Transaction Options → **Duplicate trans Check**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. Duplicate transaction check is enabled/disabled.

Partial authorization

A partial authorization occurs when a payment is attempted for a transaction and there are insufficient funds in the account to cover the full amount. The issuer returns an authorization for the amount available in the account, leaving the merchant to obtain an additional form of payment from the customer for the balance.

1. Press  / **Admin** key → Setup Menu → Customization → Transaction Prompts → **Partial authorization**.
2. Select the desired option (**On** or **Off**). The default setting is off.
3. The partial authorization feature is enabled/disabled.

Transaction limit

This option creates a transaction dollar amount limit for the terminal. This is a useful option to limit transaction amounts

1. Press  / **Admin** key → Setup Menu → Customization → Transaction Options → **High Amount Limit**.
2. Select the desired option (**1** - Off or **2** - Limit or **3** – Limit w/Password).
   - **Off** – This is the default setting. Go to *step 5*.
   - **Limit** – This is a hard limit and no transactions are allowed above this amount. Go to step 3.
   - **Limit w/password** – This is a soft limit that requires a password to bypass. Go to step 3.
3. Enter the high amount limit and press **OK**. If you already have one set, it will be displayed in the bottom-right corner of the screen.
4. If you selected limit w/password, select the user type required to exceed the limit (**1** – Operator or **2** – Supervisor).
5. The transaction limit changes are now enabled/changed/disabled.

Troubleshooting

With any equipment, sometimes problems occur. With the TD iCT250 terminal, error messages are displayed on screen with a short description. Below is a list of error messages that you could see on the terminal screen and the actions required to resolve them.

Error codes

"A" Error codes	Explanation	Action required
Already In Training Mode	The user tried to enter Training mode when they were already in it.	Either proceed with Training Mode or repeat the steps and exit Training Mode.
Amount $0.00 Not Allowed	You must enter an amount greater than $0.00.	Please enter a new amount and press **OK**.

"B" Error codes	Explanation	Action required
Bad Communication Press CANC key And Try Again	Terminal detected a communication failure after the transaction was initiated to the host.	Press **Cancel** and try again.

"C" Error codes	Explanation	Action required
Cannot Reset Invoice # to 1 When Set to Manual	The terminal has invoice number entry set to manual entry, and this option is not allowed in this mode.	Contact the TD Merchant Solutions Help Desk if you wish to change the entry mode to automatic.
Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try inserting it again. Allow three consecutive attempts of the card insertion.
Card Error Use Mag Strip	The terminal failed to read the chip on the inserted card.	Remove the card from the chip reader and swipe it through the magnetic strip reader.
Card Removed Too Soon Try Again	The chip card was removed from the terminal before the transaction was completed.	Process the transaction again, while instructing the cardholder not to remove the card until instructed by the terminal.
Cashback Amount Exceeds Limit OK to Try Again	The cashback amount entered exceeds the maximum allowed for this terminal.	Enter another amount within the cashback limit.
Check Printer	The printer is not ready for printing.	Press **OK** to continue or **Cancel** to return to previous screen. Verify that the printer has paper and that the cover is closed properly.
Close Batch Failed End Of Business Day Not Complete	The terminal failed to complete a Batch Close transaction during the End of Business Day.	Retry the End of Business Day transaction.
Close Batch Now	The terminal has reached the maximum number of transactions that can be accumulated for a batch.	Perform a Batch Close immediately.
Close Batch Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a batch.	A Batch Close must be processed as soon a possible in order to continue processing.

"C" Error codes	Explanation	Action required
Connection Failure Press CANC Key And Try Again	Other issues can cause communication failure such as internal dialing errors.	Press **Cancel** and try again.
Customer to Insert Chip Card	The cardholder attempted to swipe a chip card on the terminal.	Press **OK** or **Cancel** to cancel the display. Insert the card into the chip reader on the terminal.

"D" Error codes	Explanation	Action required
Default Manager ID Update Failed	The manager ID was not properly updated during the Host 2 download.	Please call the TD Merchant Solutions Help Desk.
Download Host 1 Parameter First	The terminal requires a US BIN and Host 1 Parameter download to be performed.	Download US BIN Parameters and then download the Host 1 Parameters.
Download Full Host 2 Params First	The terminal requires a full Host 2 Parameter Download to be performed.	Download the Host 2 Parameters.
Download US BIN Params First	The required US BINs have not been downloaded to the terminal.	Download the US BINs.

"E" Error codes	Explanation	Action required
End of Business Day Already Completed	The end of day transaction has already been completed successfully.	Press **OK** or **Cancel** to return to idle screen.
End of Day Process Cancelled	The Day Close transaction was cancelled.	Retry the end of day process.

"F" Error codes	Explanation	Action required
Faulty Card	If a swiped mag card is deemed to be faulty, such as Track II data cannot be read or corrupted.	Try swiping the card again. If that fails, ask the cardholder to use another card.
Function Not Allowed	The function selected is not setup for this terminal.	If you require the function, please contact the TD Merchant Solutions Help Desk.
Function Not Allowed Under Training Mode	The function is not allowed in Training Mode.	Exit Training Mode and retry.

"H" Error codes	Explanation	Action required
Host 1 Download Not Completed	The terminal attempted a Host 1 Download and it was not completed successfully.	Try the Host 1 Download again.
Host 2 Download Not Completed	The terminal attempted a Host 2 Download and it was not completed successfully.	Try the Host 2 Download again.

"I" Error codes	Explanation	Action required
ID Already Exists	The ID entered already exists on the terminal.	Enter another ID.
ID Table Empty	There are no IDs defined in the terminal.	Add a new ID.

"I" Error codes	Explanation	Action required
Input Must Be At Least 1 Character	No character was entered in a required field.	Add a new ID that is at least one character in length.
Input Must Be At Least 3 Characters	Less than three characters were entered.	Enter at least three characters.
Input Must Be At Least 9 Characters	Less than nine characters were entered.	Enter at least nine characters.
Input Must Be Greater Than Zero	Value entered must be greater than zero.	Enter a value greater than zero.
Input Not In Valid Range	The data entered was not within the required values.	Re-enter the data.
Insufficient Memory Do End Of Day Now	If there's no more memory for the business day or if the number of transactions in the current business day is equal to 2000.	Do the end of day now.
Internal Error Call Help Desk AAAAAAAAAAAA NNNNNNNNNNNN CCCCCCCCCCCCC	The terminal has encountered a fatal error. AA…component name NN…application info CC…error code	Please contact the TD Merchant Solutions Help Desk and provide the information on the screen.
Invalid Account #	The card used failed a security check or the card number length is invalid for the card type.	Enter the card again, if the problem persists ask the cardholder for another form of payment.
Invalid Date	The date entered on the terminal is not valid or occurs in the future.	Enter a valid date.
Invalid Expiry Date	The expiry date on the card is invalid.	Enter a valid expiry date OR ask the cardholder for another form of payment.
Invalid ID	The user ID was not found on the terminal.	Enter a valid ID.
Invalid Password	The password is not valid for the User ID entered.	Re-enter the password or try another.
Invalid Tax Amount	The tax amount entered is not within the allowable range.	Re-enter an appropriate tax amount.
Invalid Time	The time entered is not valid.	Enter a valid time.
ISP Logon Failed Press Canc key and try again	The ISP host has responded with BAD AUTHORIZATION response. This means that access to ISP network is denied and you are being disconnected.	Check user name and password. Failing that, press **Cancel** and try again.

"L" Error codes	Explanation	Action required
Line is Busy Press CANC key And Try Again	Remote modem is busy.	Press **Cancel** and try again.
Line In Use Press CANC key And Try Again	The phone line is being used by others.	Press **Cancel** and try again.

"M" Error codes	Explanation	Action required
Maximum # of Entries Reached	The maximum number of User IDs (100) has been reached.	To enter additional IDs, some IDs will have to be deleted.
Memory Almost Full Do End Of Day Soon	The terminal is close to the limit of transaction volume allowed for the current day. This warning is only displayed at the end of a financial transaction.	Perform an end of day.

"N" Error codes	Explanation	Action required
No Answer Press CANC key And Try Again	The call was unanswered.	Press **Cancel** and try again.
No Dial Tone Press CANC Key And Try Again	The phone line currently doesn't have dial tone.	Press **Cancel** and try again.
No Carrier Press CANC key And Try Again	The phone line is currently being used by others.	Press **Cancel** and try again.
No Last Receipt Available	If there is no last receipt (duplicate receipt) available for reprint.	There is not receipt to print as of yet.
No Match	A match cannot be found for the data entered or selected.	Retry or enter new data.
No Response From Host Press CANC key And Try Again	Terminal times out the host response.	Press **Cancel** and try again. If the problem persists contact the TD Merchant Solutions Help Desk.
No Receipt Available Press OK/Cancel	Printer failure was detected when the transaction started.	Press **OK** or **Cancel** and verify printer.
No Transactions Found	A transaction cannot be found with the criteria entered.	Enter new data.
Not Accepted	The card type entered is not supported on this terminal.	Request a different card.
Not Accepted Use Mag Stripe	The card was inserted, but the PINpad does not have the card type defined for chip.	Swipe the card on the PINpad. If the card type is supposed to be setup for chip, please contact the TD Merchant Solutions Help Desk.
Not Accepted Obtain Card	Card not accepted.	Request a different card.
Not Accepted Remove Card	The card was not accepted.	Request a different card.
Not Allowed	The transaction selected is not setup for this terminal or it is not allowed with the card being used.	Try another card type.
Not Allowed Until EOD Completed & No Trans Outstanding	The TMS download cannot be performed if there are outstanding transactions and until an end of day is performed and before any new transaction is performed.	Perform end of day.
Not Allowed To Reset Invoice # With Open Batch	You cannot reset the invoice number to 1 while there are open batches.	Close all open batches and then reset the invoice number.

"N" Error codes	Explanation	Action required
Not Completed	The attempted transaction or function did not complete successfully.	Re-attempt the transaction or function.
Not Completed Obtain Card	The terminal cancelled the transaction. The attempted transaction or function did not complete successfully.	Request a different card.
Not Completed Remove Card	Transaction was not completed.	Remove the card.
Number Not In The Range 1 – 9	The input # does not fall in the range of print lines allowed for the receipt banner.	Enter a valid number.
Number Not In The Range 1 — 65535	The entered host 2 port number is not in a valid range.	Enter a valid port number.
Not In Training Mode	You have tried to exit Training Mode when you weren't already in it.	N/A

"P" Error codes	Explanation	Action required
Parameter Init & Download Cancelled	The download was cancelled.	Restart the download.
Passwords Do Not Match	The password confirmation does not match the original password entered.	Re-enter the password confirmation.
Processing...	The terminal needs to carry out some processing in the background before the next prompt can be displayed.	Wait until the terminal finishes processing.
Processing Error OK to Re-select	The terminal/PINpad has timed out.	Press **Cancel** or press **OK** to go back to Application Selection.
Processing Error Re-select Application	The selected application cannot proceed due to an unsupported application.	Please contact the TD Merchant Solutions Help Desk.
Processing Error! Transaction Not Completed	The terminal encountered an error when trying to process a chip transaction.	Remove card and press **Cancel**. Try the action again. If the problem persists ask for another form of payment. If the problem occurs on multiple chip cards, please contact the TD Merchant Solutions Help Desk.

"R" Error codes	Explanation	Action required
Receipt Not Printed! Imprint Card and Complete Sales Draft Manually	The transaction was approved however the terminal is unable to print a receipt.	Manually imprint the card, record the authorization code and have the cardholder sign the receipt.
Reset Date And Time From Main Menu	The terminal requires the date to be synchronized with the host date and time.	Perform the **Date / Time Sync** function on the terminal.

"S" Error codes	Explanation	Action required
System Error Contact Help Desk	The terminal has encountered a system error.	Please call the TD Merchant Solutions Help Desk immediately to have your terminal replaced.

“T” Error codes	Explanation	Action required
Transaction Cancelled	You have cancelled the transaction.	N/A
Transaction Already Voided	Void transaction is attempted on a transaction that has already been voided.	N/A
Transaction Not Allowed	Transaction not allowed for that type of card.	Request a different card.

“U” Error codes	Explanation	Action required
Use Chip Reader	A chip card was swiped.	Insert card into chip reader.

Hardware troubleshooting

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 card reader. If you need cleaning cards, contact the TD Merchant Solutions Help Desk to purchase. **3.** If problem persists, contact the TD Merchant Solutions Help Desk.
Display screen is black	**1.** Ensure that the power cables are firmly connected to the power ports and the wall jacks. **2.** If the PINpad screen is black, press any key on the terminal. **3.** If problem persists, contact the TD Merchant Solutions Help Desk.
Magnetic Stripe Card reader won’t read cards	**1.** Try swiping the card more quickly or more slowly or from the front of the reader towards the back. **2.** Try swiping a different card. If this card can be read, the problem is with the first card. **3.** Request another form of payment. **4.** Use a cleaning card to clean the card reader. If you need cleaning cards, contact the TD Merchant Solutions Help Desk to purchase them. **5.** If problem persists, contact the TD Merchant Solutions Help Desk.
Printer does not print	**1.** Ensure there is paper in the device; if yes, ensure the paper roll is inserted correctly. **2.** If problem persists, contact the TD Merchant Solutions Help Desk.
Printer Jam	**1.** Open the printer and check that the paper feed is clear and that the paper roll is seated correctly. **2.** Close the printer lid and ensure that it is closed completely. **3.** If problem persists, contact the TD Merchant Solutions Help Desk.
Transaction not going through	**1.** Ensure that the data cables are connected to the terminal and PINpad. **2.** Check your Internet connection to ensure that it is working. **3.** If problem persists, contact the TD Merchant Solutions Help Desk.

Terminal information

This option displays the terminal ID of the device, the software version installed and the date it was installed or upgraded. This is generally only used when calling to the Help Desk.

1. Press .,#* / **Admin** key → Maintenance → **System Info**.
2. Press F to print the information.
3. The report will display.

Configuration reports

This option allows you to print a report that shows which configurable options have been enabled on a specific terminal. This is generally only used when calling to the Help Desk or if you want to compare settings between two or more of your terminals.

1. Press .,#* / **Admin** key → Setup Menu → **Config. Reports**.
2. Select one of the options (**1**- Communications, **2**- Customization, **3**- Host 1 Settings, **4**- Host 2 Settings or **5** - BIN Ranges).
3. Print the report (**Yes** or **No**).
4. The report prints.

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Appendices

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 Correction to change any entry.

Letters	Spaces	Special characters
1. Press the key that has the desired letter on it. For example, press 2 / **2 key** to enter C. 2. Press the **F** key until the desired letter is displayed.	1. Press **0** key. 2. Press the **F** key twice.	1. Press the .,#* **/Admin** key. 2. Press the **F** key until the desired special character appears on the screen.

Lost or stolen equipment

If your device has been lost or stolen, please:

1. Contact the TD Merchant Solutions Help Desk immediately to report the incident. (Stolen or lost)
2. Contact the police to file a report. (Stolen only)

What should I do when the police arrive regarding the stolen device?
If a police officer arrives on site please record the following:

- Officer's name
- Officer's jurisdiction
- Officer's contact information
- Stolen device's serial number

The officer should provide you with a **report number**. After obtaining the above from the officer, please contact the TD Merchant Services Help Desk and provide this information so that you can receive a replacement device. See below for an easy to use information card to record the required information.

Police Information	
Name	______________________
Jurisdiction	______________________
Contact Information	*PH#*______________ *EXT #*_______
	FAX# ______________________
	Email ______________________
Report Number	______________________
Device Information	
Stolen Device Serial Number	______________________

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.

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.

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*