TD iCT250
Quick Start Guide

For the TD iCT250

- with PINPad
- without PINPad

* PINPad not shown

MERCHANT INFORMATION

Merchant Name . . . .

Merchant Number . . . .

Contents

About this Guide

This Guide provides an introduction to your TD iCT250 solution, hardware functionality, performing financial transactions, administration features and troubleshooting. For further information regarding its use and available features, please review our online documentation at *www.TDMerchantSolutions.com/ResourceCentre*.

Merchant Welcome Kit Contents

**Quick Start Guide
Pamphlets**

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

Information sheets

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

Miscellaneous

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

The 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. They are:

1. Terminal only

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

2. 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	🟥 🟨 🟩	CANC ANNUL / CORR / OK
F key	F	Present but not used
Chip card reader	✓	✓
Magnetic stripe reader	✓	✓
Contactless reader	✓	✓
Communications	Via dial-up or DSL connection	Connected to the terminal

The Terminal

1. **Paper chamber flap**

2. **Function keys**

3. The ⬛/ **F1** and ⬛/ **F2** keys can be used as shortcuts and to select onscreen options. See page 3 for more information.

4. **Navigation keys**
   Use the **F2** and **F3** arrow keys to navigate the screens and menus.

5. **Command keys**
   🟥/ **Cancel**
   🟨/ **Correction** or **Paper advance**
   🟩/ **OK** and shortcut to the *Transactions* screen.

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)   ⬛/ **F1**
- Pre-Auth Initiation (default)   🔽
- Pre-Auth Completion (default)   🔼
- Phone/Mail Sale (default)   ⬛/ **F4**

- Main Menu   🟩/ **OK**
- Admin Menu   .#*
- Reprint last receipt   0
- Advance paper   🟨/ **Correction**

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.
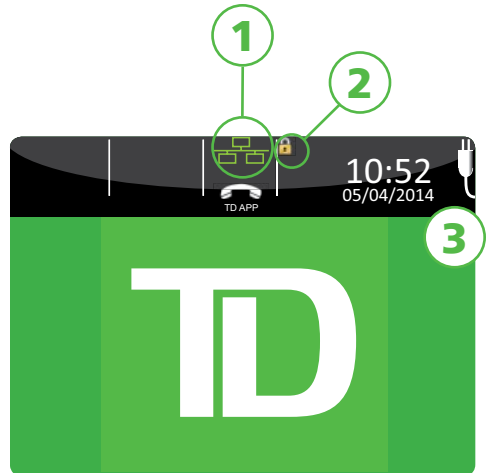
Main menu screen

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

- Return
- Void
- Force Post
- Balance Inquiry
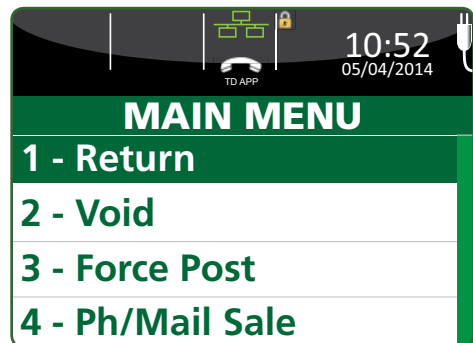
Admin menu screen

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

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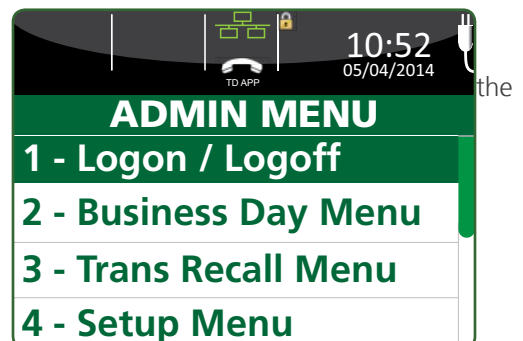
- Other Functions

For a list of all the admin functions on available on the terminal, refer to page 18 for a complete menu breakdown.

Navigation

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

- Press **Up** or **Down** arrow keys to scroll down or up one menu selection
- Press **F1** or **F2** keys 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

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.
4. Press **correction** to advance the paper to ensure it is loaded properly.

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

Cord to terminal
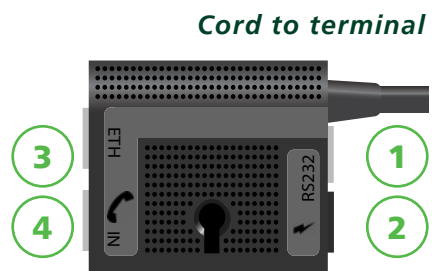
Communication options

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 page 15.

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 **F2** and **F3** arrow keys to navigate the screens and menus.

3. **Command keys**
   - **Cancel**
   - **Correction**
   - **OK** (or **Enter**)

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

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 individually protected:

- End of Day
- Manual Account #
- Batch Reports
- B.Day reports

- Customized Reports
- Batch Close
- Recent Error Report

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

Fraud prevention

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

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

- Disabled — States that the transaction is not allowed and a different payment method is required.

Call for authorization fraud prevention
You can enable/disable call for authorization transactions.

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

Financial Transactions

The TD iCT250 solution can perform the following transactions:

- Sale (purchase)
- Phone / Mail sale
- Force post
- Return (refund)

- Void
- Pre-authorization*
- Partial authorization*

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

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

PINPad transactions

When a PINPad is connected to the terminal the customer will use it exclusively to enter and 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.

Sale (credit card)

1. Press ▭ / **F1**.
2. Enter the **total dollar amount** for the sale and press **OK**.
3. Customer confirms the dollar amount.
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**.

   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**.

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**.

5.   The screen shows that authorization number, the transaction total and the receipts print if requested. If the card was swiped or manually entered, the customer **must** sign the signature field on the merchant copy.

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

ENTER AMOUNT → CONFIRM AMOUNT → SELECT PAYMENT METHOD

SELECT PAYMENT METHOD branches to:

- INSERT CARD → ENTER PIN → RECEIPTS
- TAP CARD → DIFFERENT PAYMENT REQUIRED?
  - YES → INSERT CARD / SWIPE CARD
  - NO → RECEIPTS
- SWIPE CARD → RECEIPTS
- MANUALLY ENTER CARD → ENTER # and EXP. DATE → IMPRINT CARD MESSAGE → ENTER CVD? (optional) → RECEIPTS

RECEIPTS → FINISHED

8
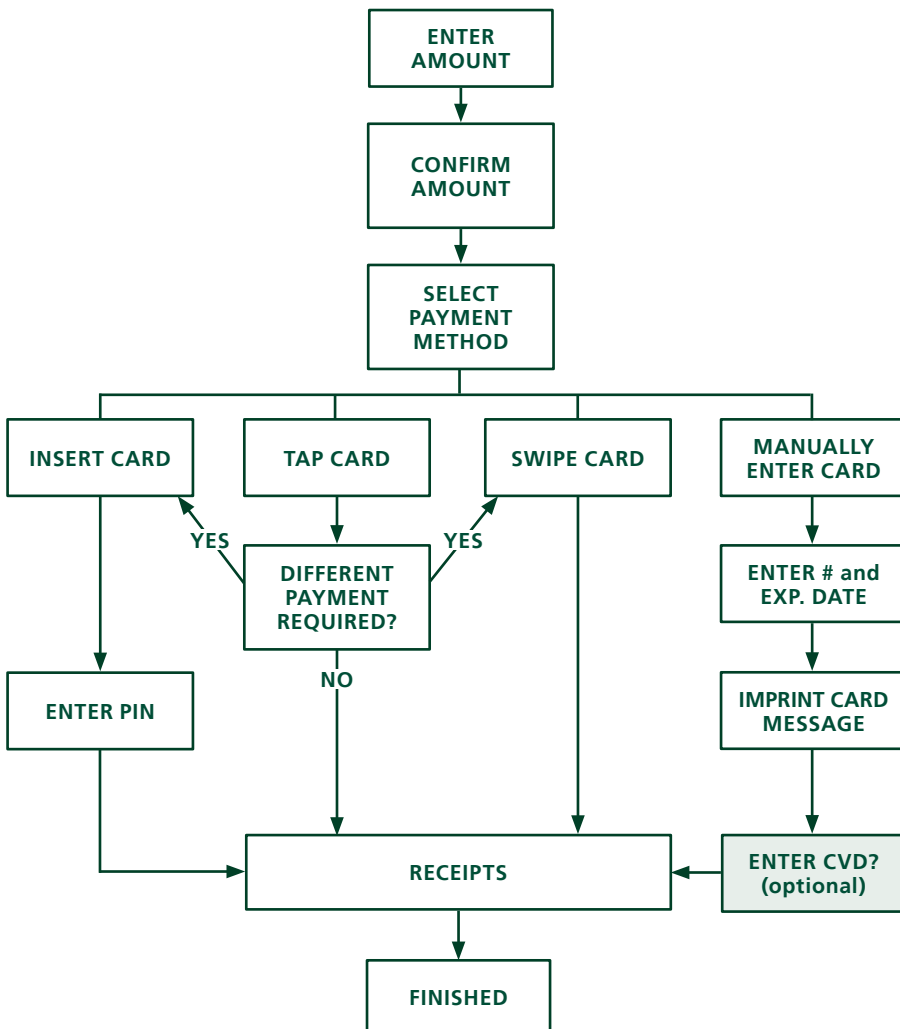
Sale (debit card)

1. Press ⬜ / **F1**.

2. Enter the **dollar amount** and press **OK**.

3. Customer confirms the dollar amount.

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

```
          ENTER
          AMOUNT
            |
            v
         CONFIRM
          AMOUNT
            |
            v
         SELECT
        PAYMENT
         METHOD
        /       \
  INSERT or    TAP CARD
  SWIPE CARD   (optional)
      |            |
      v            v
           YES  DIFFERENT
  ENTER PIN <-- PAYMENT
      |        REQUIRED?
      |            | NO
      v            v
  RECEIPTS <-------
      |
      v
  FINISHED
```
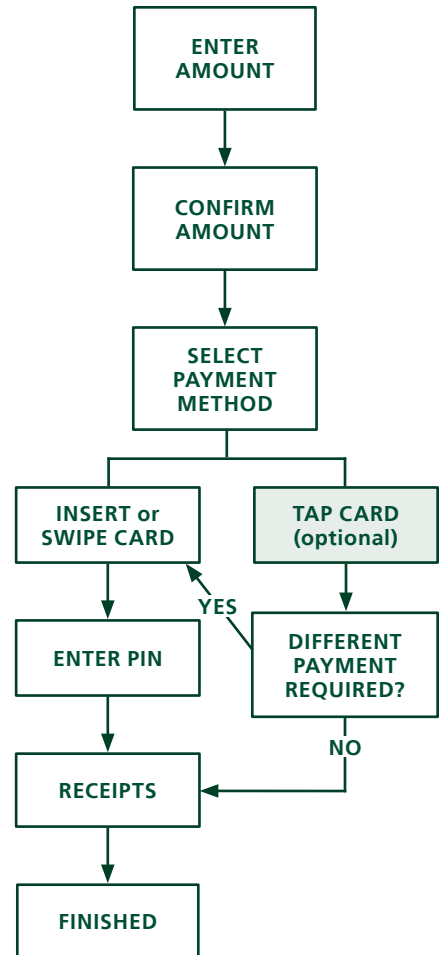
Sale (phone or mail)

> • 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 ⬜ **/ F1** → 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 4.

   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 4.

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 number.

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 number** 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 number to void.

4. The voided transaction receipts print.

Transaction recall

This option recalls a transaction so that you can view or void it for 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** key → 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 5.

   > **Swipe card**
   > a) Verify the card info with what is on the screen and press **OK**. Go to step 5.

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 5.

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 5.

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 #

a)   Enter the **invoice number** and press **OK**. Go to step 3.

Account #

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

Approval Code

a)   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 examples

Credit card	Debit card

The information that you will use the most is explained below.

Credit card receipt:

```
            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
```

Debit card receipt:

```
            Merchant Name
              Address
           City, Province
          Merchant Number
             Terminal ID

               SALE

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

Name: nnnnnnnn
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
```

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**.

Business Day Functions

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

Performing a day close

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

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

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

- Sends any stored transactions (SAFs).
- 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.

1. Press ⬛ **/Admin** key → Business Day Menu → End of Day.
2. Confirm that you want to close the business day: **Yes** or **No**.
3. The end of day reports print.

4. The terminal reboots.

> - This process may take a while if a lot of transactions have been conducted during the day, or you are using a dial-up connection.
> - Once the process is started, do not process any transactions, press any buttons or disconnect your Internet service on the terminal in question.

Administration

Changing the terminal communication method

If you have changed your Internet connection at your place of business, you may have to change your terminal connection settings so that you have a fall back connection in case your primary fails. Please refer to the chart below for the best option for your communications.

I have a dial connection	I have an Ethernet connection	Suggested communication setting
--	✓	Ethernet Only
✓	--	Dial Only
✓	✓	Eth w/dial F'back

1. Press ▪▪#▪ / **Admin** key → Setup Menu → Communications Menu → Comms Type Setting.
2. Select one of the following: **Ethernet Only**, **Dial Only**, **Eth w/dial F'back** or **Dial w/Eth F'back** and press **OK**.

More features and functionality

There are more ways to configure your terminal such as:

- User management
- Software downloads
- Communication options

- Terminal settings
- Transaction options

For more information, please visit our online documentation at *www.TDMerchantSolutions.com/ResourceCentre*.

Reporting

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

Business day reports

1.   Press **F** key → Business Day → Business Day Reports and then select a report.

Report	Instructions	Provides...
Terminal Detail	**DISPLAY** or **PRINT** your report.	... all transactions for the current business day.
Terminal Balancing	Same as above.	...transactions for the current business day.
Day Subtotals	Select whether the report is for an **individual ID** or **all IDs**. **DISPLAY** or **PRINT** your report.	...transactions by operator ID and for the current business day.
Operator Detail	Same as above.	...transactions by card type, operator ID for the current business day.
Operator Balancing	Same as above.	...transactions by card type, operator ID 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

1.   Press the **F** key → Business Day → Batch Reports and then select a report.

Report	Actions	Provides...
Terminal 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 by current or previous batch.
Terminal Balancing	Same as above.	...transaction details by card type by current or previous batch

Troubleshooting

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

What problems can I easily resolve?

Problem	Action Required
Bad Communication	**1.** There was a communication failure after the transaction was initiated.
	2. Verify your connections.
	3. Press **Cancel** and try again.
Chip cards cannot be processed	**1.** Try inserting a different card. If this card can be read, the problem is with the first card.
	2. Use a cleaning card to clean the problem card reader.
Display screen is blank	**1.** Ensure that the power cable is firmly connected to the power port and the electrical outlet.
Magnetic stripe card reader won't read cards	**1.** Try swiping the card more quickly or more slowly or from the top of the reader towards you.
	2. Request another form of payment. If this card can be read, the problem is with the first card.
	3. Use a cleaning card to clean the problem card reader.
Printer does not print	**1.** Is there is paper in the device? If there is, ensure that the paper is loaded correctly.
Printer jam	**1.** Ensure that the paper feed is clear and that the paper roll is seated correctly.
	2. Ensure the printer lid is completely closed.

- Please see our online documentation for for more troubleshooting tips at *www.TDMerchantSolutions.com/ResourceCentre*.
- If the issue is not resolved after trying the above, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

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

There are two communication methods for the TD iCT250 solution: dial-up / phone line and DSL. If you don't see the ⊞ you can quickly check the following:

Dial-up / phone line connection	DSL Internet connection
1. Is your phone line working properly?	1. Is your Internet connection working properly? Verify this with another device.
2. Ensure the terminal is securely plugged into the communication adapter.	2. Is your modem / router working correctly? Unplug and plug back in your modem / router and wait for three to four minutes.
3. Ensure the communication adapter is securely plugged into a phone outlet.	3. Ensure the terminal is securely plugged into the communication adapter.
	4. Ensure the communication adapter is securely plugged into a phone outlet.

Menu structure

Access all of the following menus by pressing the [.:#*] / **Admin** key.

Logon / Logoff	
Log ON	--
Log OFF	

Business Day Menu		
End of Day	--	
B. Day Reports	Terminal Detail	--
	Terminal Balancing	--
	Day Subtotals	--
	Operator Detail	--
	Operator Balancing	--
	Pre-Auth Status	--
	Open Pre-Auth	--
	Tip Totals	--
	Outstanding SAF	--
	Debit Reports	Cashback Totals
Customized Reports	Transaction Details	--
	Totals	
	Pre-Auth Status	
Batch Reports	Terminal Detail	--
	Terminal Balancing	

Business Day Menu

Host Transactions	Batch Subtotals	--
	Batch Close	

Trans Recall Menu

by Detail	--
by Amount	--
by Account #	--
by Invoice	--
by Trace #	--
PreAuthOpen-Inv.#	--
PreAuthOpen-Detail	--

Setup Menu

Customization	Receipt Options	Receipt Banner
		Preprint
		Receipt Delay
		Receipt Order
	Language Options	--
	Use ID / Password	--
	Authority Setup	End of Day
		Manual Account #
		Batch Reports
		B.Day Reports
		Customized Reports
		Batch Close
		Recent Error Report
	Transaction Options	Cashback Options
		High Amount Limit
		Duplicate Trans Check
		Tip Options
	Transaction Prompts	Split Tender
		Card Present
	Hardware Options	Key Beep
		Backlight
		PINPad Type
	Idle Timer	--
User Setup	Add User	--
	Change Password	
	View & Delete	
	Operator Wording	
	Unlock User	
	ID Report	

Setup Menu		
Communications	Comms Type Setting	--
	IP Address Type	Dynamic IP
		Static IP
	Dial Menu	Prefix Code
		Long Distance Prefix
		Predial
		Dial Retry
		Dial Tone
		Baud
		Dial Mode
Config. Reports	Communications	--
	Customization	
	Host 1 Settings	
	Host 2 Settings	
	BIN Ranges	

Reprint Menu		
Reprint Last	Merchant Copy	--
	Customer Copy	
	Both	
Reprint Previous	--	--

Maintanance Menu		
Host 1 Param DL	--	--
Host 2 Param DL	--	--
US BIN Download	--	--
Reset Menu	Reset Invoice #	--
System Info	--	--
Software Download		

Other Functions Menu		
Training Mode	--	--
Service Menu	--	--
EMV Reports	EMV Parameter Rpt	--
	EMV Statistics Rpt	
	EMV Last Trans	
	EMV Public Keys	
Recent Error Rep.	--	--
Activity Log	--	--

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 **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.

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