# Telium Series RETAIL Quick Reference Guide

## Credit Card Sale (Swiped)
- **Swipe/Tap Card** or press
  - > Select 1 - CREDIT
- Enter the Sale amount and press
- > If 1 key was pressed, Swipe/Tap Card
- > Additional optional prompts may appear depending on terminal configuration.

*Note: The option to Tap the card for various functions will be dependent on the hardware being used and the terminal's configuration for Contact-less processing.*

## Credit Card Sale (Key Entered)
- **Press**
  - > Select 1 - CREDIT
- Enter the Sale amount and press
- Manually enter the card number and press
- Enter the expiration date and press
- > CVC Code.
- > Card present? Choose Yes or No.
- > Address +
- > Zip Code +

## Credit Card Return
- **Press**
  - > Enter the password and press
  - > Select 1 - CREDIT
  - Enter the Return amount and press
  - Swipe/Tap* or Key Card and press
  - > Enter the expiration date and press

## Guide to Keys
- **F4** Use to Set Language
  - ENTER Key (Green)
  - Note: ENTER Key at Idle will also access a Main Menu of functions.
- **<** CLEAR Key (Yellow)
- **X** CANCEL Key (Red)
- **#** ADMIN Key
- **F** FUNCTION Key
  - Use F key to access the System Manager Menu and to create alpha characters. Press a number key then F repeatedly to create alpha characters when needed.

## Void
- **Press**
  - > Enter the password and press
  - Use Search Menu to locate transaction:
    - 1=All
    - 2=Reference #
    - 3=Clerk #
    - 4=Invoice #/PO #
    - 5=Account #
    - 6=Customer #
    - 7= RRN
    - 8=Approval Code
  - If ALL is selected, use the up/down arrows to scroll through the transactions and press the F4 key to select a transaction to be Voided.
  - Confirm Void $X.XX? Select Yes or No.
  - Terminal will display VOID response and print a VOID receipt.

## Auth Only
- **Press**
  - Select 2 – AUTH ONLY
  - Enter the amount and press
  - Swipe or Key Card and press
  - > Enter the expiration date and press
  - > CVC Code.
  - > Card present? Choose Yes or No.
  - > Address +
  - > Zip Code +

## Credit Card Force
- **Press**
  - Select 1 - CREDIT
  - Enter the Sale amount and press
  - Swipe/Tap* or Key Card and press
  - > Enter the expiration date and press
  - Enter Approval Code and press

## > Optional Prompts
- > Optional Prompts may include: Authentication for Datawire, password, clerk #, invoice/order number, card present, phone order or e-commerce, address, zip, CVC code, pass terminal, enter merchant number for multi-merchant, confirm amnt., tax amnt., customer code, imprint card, and enter last 4 digits. Not all optional prompts are shown.

## Authentication
- For IP communications, authentication with Datawire is required prior to processing any transactions. This is not required for dial communications.
  - To Authenticate:
    - Press the [.,#,*] key
    - Select 4- Maintenance
    - Select 3- Authenticate
  - If successful, Datawire will reply will an accepted response and user can proceed with transactions. If an error message is received, please call helpdesk for assistance.

## Reprint
- **Press**
  - Select 3 – REPRINT
  - Select 1 – Last Receipt or 2 - Search
  - Use Search Menu to select transaction to reprint. If ALL is selected, use the up/down arrows to scroll through the transactions and press the F4 key to select a transaction to be re-printed.
### Debit Sale
- **Swipe Card or press**
- **Select 2 - DEBIT**
- **Enter the Sale amount and press**
- **> If 1 key was pressed, Swipe/Tap Card**
- **> Confirm Amount? Select Yes or No.**
- **> Cash Back? Choose yes or no**
- **> Enter Cash back Amount and press**
- **> Confirm Amount $X.XX? Choose Accept or Change. Select Accept to proceed or Change to Cancel the transaction and begin again.**
- **Customer will Enter PIN # and press**

### Debit Return
- **Press**
- **> Enter the password and press**
- **> Select 2 - DEBIT**
- **Enter the Return amount and press**
- **Swipe or Tap Card**
- **> Confirm Amount $X.XX? Select Yes or No.**
- **Customer will Enter PIN # and press**

### Detail Report
- **Press**
- **> Enter the password and press**
- **Select 0 - Reports Menu**
- **Select 1 - Detail**
- **Select 1- Print or Select 2 - Display**
- **If choose 2 – Display, detail can be displayed in order of preference selected:**
  1. Reference #
  2. Invoice #
  3. Card Type
- **Use the F1 (Previous) and F4 (Next) keys to scroll through transactions.**

### Summary Report
- **Press**
- **> Enter the password and press**
- **Select 0 – Reports Menu**
- **Select 2 – Summary**
- **Select 1 - Print or Select 2 - Display**

### Credit Trans Adjust
- **Press**
- **Select 1 – TRANS ADJUST**
- **Use Search Menu to select transaction to adjust.**
- **If ALL is selected, use the up/down arrows to scroll through the transactions and press the F4 key to select a transaction to be Adjusted. Enter new Sale Amount and press**

### Batch Totals
- **Press**
- **> Enter the password and press**
- **Select 2 – Batch Menu**
- **Select 1 – Batch Totals**
- **Press to return to previous menu.**

### Settlement
- **Press**
- **Close Batch and Deposit Funds? Select Yes or No.**