

# Hypercom T7P & T77 Quick Reference Guide



MERCHANT MANAGEMENT GROUP, LLC

## Retail Credit Card Sale

### 1 Swipe card through vertical slot as shown on terminal\*

\* If the magnetic stripe cannot be read by the terminal, a sales slip must be imprinted with the credit card information to verify that the card was present at the time of the transaction. Failure to imprint the card may result in a chargeback.

#### For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.  
(Example: for December 2008, enter 1208.)

### 2 Key in dollar amount of transaction, then press ENTER.

**NOTE** :Prompting messages vary based on card type and setup. Terminal may display the following prompts:

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

### 3 Transaction complete - Sale Captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Credit Return/ Refund

### 1 Press CREDIT key on the terminal.

### 2 Swipe card through vertical slot as shown on terminal\*.

#### For manual entry:

- Key in card number and press **ENTER**.
- Key in card expiration date press **ENTER**.  
(Example: for December 2008, enter 1208.)

### 3 Key in refund amount and press ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Tax Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Customer Code. Key the appropriate information, press **ENTER**.

### 4 Transaction complete - Return/Refund captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Credit Ticket Only

When given an approval code by an operator, you must complete a Credit Ticket Only transaction to enter item into terminal and print receipt for customer to sign.

### 1 Press OFFLINE key on the terminal.

#### Manually enter card information.

- Key in card number and press **ENTER**.
- Key in card expiration date and press **ENTER**.  
(Example: for December 2008, enter 1208.)

### 2 Key in dollar amount of transaction, then press ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Tax Amount. Key the appropriate information, press **ENTER**.
- Total Auth Amount. Key the appropriate information, press **ENTER**.
- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.
- Enter Auth Code. Key the appropriate information, press **ENTER**.

### 3 Transaction complete - Ticket Only captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

## Debit Sale

### 1 Press DEBIT key on the terminal.

Choose **DEBIT (ATM)** when prompted to select sale type.

### 2 Key in Debit Sale amount and press ENTER.

- Tax Amount? Key the appropriate information, press **ENTER**.
- Cash Back? Key the appropriate information, press **ENTER**.

### 3 Swipe card through vertical slot as shown on terminal.

**NOTE: All debit card transactions must be swiped; debit card numbers may not be entered manually.**

### 4 Customer enters PIN at the pinpad and presses ENTER.

**NOTE: Prompting messages vary based on card type and setup. Terminal may display the following prompts:**

- Operator ID: Key the appropriate information, press **ENTER**.
- Invoice Number. Key the appropriate information, press **ENTER**.

### 5 Transaction complete - Debit Sale captured.

- Receipt prints if transaction is approved. Wait till finished.
- Have customer sign receipt and place in cash register drawer.
- Terminal displays transaction response. Press Clear.

**NOTE: Debit card transactions cannot be edited or voided.**



## Close Batch

### Close Batch.

- Press **Transmit** key on the terminal.
- Total sales displayed if correct press **Enter**.
- Total credits displayed if correct press **Enter**.
- Batch will settle and report will print..

**NOTE:** All reports must be printed prior to settlement.  
If your terminal is set for **AUTO CLOSE**, it will automatically close and print a closing report at the preset time each day.

## Additional Terminal Functions

### Void A Credit Transaction.

- Press **VOID** key on the terminal.
- Enter item # and press **ENTER**.
- Terminal will display **ENTER** to confirm.
- Hit **ENTER** one more time to void transaction.

**NOTE:** Debit transactions cannot be edited or voided.

### Print Terminal Totals.

- Press **Reports** key, then **TWO** key for Audit report.

### Reprint a Receipt.

- Press **Reprint** key..
- Terminal will display Enter Item #.
- Key the appropriate information, then press the **ENTER** key.

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### Voice Approvals

For **CALL CENTER** response call the appropriate card issuing Company at the numbers below.

| Card Name                    | Merchant Number | Phone Number        |
|------------------------------|-----------------|---------------------|
| <b>Amex:</b>                 |                 | <b>800.528.2121</b> |
| <b>Diners:</b>               |                 | <b>800.525.9040</b> |
| <b>Discover:</b>             |                 | <b>800.347.1111</b> |
| <b>VISA/MC: 518089</b>       |                 | <b>800.228.1122</b> |
| <b>Local Terminal Help</b>   |                 | <b>850.747.0664</b> |
|                              |                 | <b>877.664.1122</b> |
| <b>24/7 Customer Support</b> |                 | <b>800.228.0210</b> |