

QUICK REFERENCE GUIDE

Equinox T4200 Series



This Quick Reference Guide will guide you through understanding your terminal's functionality and navigation, and will help you with troubleshooting.

CHASE ™
Paymentech

INDUSTRY

Retail and Restaurant

APPLICATION

Chase Paymentech's PNS32

TERMINALS

**Equinox T4220, T4210 and T4205
(formerly Hypercom Optimum)**

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Credit Transactions	To initiate
Credit Sale* A sale transaction using a credit card; the card may or may not be present.	Swipe the card or select Sale .
Phone/Mail Order* A credit sale transaction in which the card is not present.	Press [FUNCTION] , [6] , [5] and [ENTER] .
Auth Only* An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of an offline transaction.	Press [FUNCTION] , [9] and [ENTER] .
Offline* Perform an offline sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize an Auth Only transaction. Contact your voice authorization center for an authorization code, and then perform the transaction.	Select Offline .
Refund* Perform a refund to return money to a cardholder's account from a credit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.	Select Refund .
Void* Perform a void to reverse a credit sale, or refund transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).	Select Void .
Open/Close Tab (restaurant only) A pre-authorization transaction for a specific, predetermined dollar amount.	Press [FUNCTION] , [2] , [0] and [ENTER] .

Debit Transactions	To initiate
Debit Sale A sale transaction using a debit card and PIN; the card must be present.	Select Sale , then Debit .
Debit Refund Perform a debit refund to return money to a cardholder's account from a debit sale completed in a previous batch; the card must be present. May not be available for all card issuers.	Select Refund , then Debit .

Available Transaction Types

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available, when to use them, and how to begin the transaction.

**Purchase and Commercial cards are supported for this transaction type.*

Available Transaction Types

Continued

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available and when to use them.

Cashier and Server Setup

Cashier/server setup allows you to manage IDs.

Access the feature by pressing **[FUNCTION]**, **[7]**, **[8]** and **[ENTER]**.

EBT Transactions (Retail Only)	To initiate
EBT Sale An Electronic Benefits Transfer (EBT) card is a government-issued card tied to a specific government-assistance account. EBT transactions require PIN entry, as well as a trace number and balance amount printed on receipts. An EBT sale transaction may be a food stamp sale, or a cash benefit sale. The card must be present.	Select Sale , then EBT .
EBT Offline A sale transaction performed when the terminal cannot reach the host to authorize the transaction. Contact your voice authorization center for an authorization code, then perform an offline transaction with the EBT card.	Press [FUNCTION] , [4] , [3] and [ENTER] .
EBT Refund Perform this refund specifically to return funds to an EBT food stamp or EBT cash benefit card.	Select Refund , then EBT .
EBT Balance Inquiry Obtain a customer's remaining EBT account balance. Available for both food stamp and cash benefit.	Press [FUNCTION] , [7] , [5] and [ENTER] . Select EBT .

ADD/REMOVE

Used to log on cashiers/servers as their shifts begin, and log them off at the end of their shift.

REPORT

Prints a report of cashiers/servers currently signed on.

CLEAR

Clears the ID table of all signed-on cashiers/servers.

Available Reports

A report is like a snapshot in time of business activities. Use this data to help you make crucial business decisions.

Press the **[REPORTS]** hot key to launch the Reports menu.

Reports: Main Menu

Audit Report Prints detail information for each transaction and a totals summary for each card type and issuer.

Summary Report Prints totals by card type and card issuer.

Cashier/Server Report Launches Cashier/Server Reports menu options. (See **Reports: Cashier/Server Reports Menu**.)

Tips Report Prints tip totals by cashier/server, if enabled.

Tip Discount Report Prints tip and tip discount totals by cashier/server, if enabled.

Open Tabs Report Prints details of currently opened tabs, if enabled.

Settlement Report Prints settlement status and transaction totals.

Reprint Prints the last receipt or receipt by invoice.

Performance Report Prints a summary of transaction counts and communications statistics.

History Report Prints a summary of transaction totals from a set number of days (5, 10, 15, 30).

HCS Batch Inquiry Report Prints the status of the current batch as reported by the host (Chase Paymentech).

GC Cash Out Report Prints a list of cashed-out gift card redemptions by cashier/server.

GC Detail Prints gift card transaction details by transaction type.

GC Summary Prints gift card transaction details by cashier/server.

Reports: Cashier/Server Reports Menu

Detail Report Prints detail information on all transactions performed by all cashiers/servers, or a specific cashier/server.

Summary Report Prints totals by card type and issuer performed by all cashiers/servers, or a specific cashier/server.

Unadjusted Report Prints detail information on all unadjusted transactions performed by all cashiers/servers, or a specific cashiers/server.

GC Cash Out Report Prints a list of cashed-out gift card redemptions by cashier/server.

GC Detail Prints gift card transaction details by transaction type.

GC Summary Prints gift card transaction details by cashier/server.

Gift Card Transaction Types (Opt.)

If you are participating in Chase Paymentech's proprietary Gift Card program, your terminal supports various stored value card transaction types.

Refer to this section for information on what gift card transactions are available and when to use them.

Gift Card Transactions (Optional)	To initiate
<p>Issuance/Add Value Adds value to the gift card account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.</p>	<p>Select Gift Card, then select Issue/Add Value.</p>
<p>Activation Create a consumer's gift card account by assigning value to a card. One or more gift cards can be activated at one time. Activations can only be performed on cards that have not been previously activated.</p>	<p>Select Gift Card, then select Activation.</p>
<p>Redemption Decreases the value stored on the consumer's gift card account. This transaction is performed when a consumer uses the card to purchase goods or services.</p>	<p>Select Gift Card, then select Redemption.</p>
<p>Balance Inquiry Print a receipt that displays the customer's available stored value card balance (without changing it).</p>	<p>Select Gift Card, then scroll to and select Balance Inquiry.</p>
<p>Prior Perform a prior redemption, activation or issuance when the terminal cannot reach the stored value host with a valid approval code from the voice authorization center.</p>	<p>Select Gift Card, then scroll to and select Prior Redemption, Prior Issuance or Prior Activation.</p>
<p>Add Tip A gift card redemption transaction for the amount of the tip, if tip processing is enabled.</p>	<p>Select Gift Card, then scroll to and select Add Tip.</p>
<p>Deactivate When enabled, change the status of a card from active to inactive. Inactive cards may not be used for redemptions.</p>	<p>Select Gift Card, then scroll to and select Deactivate.</p>
<p>Reactivate When enabled, this transaction allows the merchant to change the status of a card from inactive to active. This transaction can only be used to activate "deactivated" cards.</p>	<p>Select Gift Card, then scroll to and select Reactivate.</p>

HOT KEYS

The terminal has six hot keys to the left and right of the display; these are used to scroll and make selections. The four hot keys below the display are :

[HOME] - Exits the PNS32 application and returns to the Terminal Applications menu.

[SETTLE] - Initiates a batch settlement.

[REPORTS] - Opens the Reports menu.

[FUNCTION] - Initiate 1- or 2-digit numbered terminal functions.

BEGIN A SALE

Swipe the card, select **Sale** or manually enter the card number and press **[ENTER]** to begin a sale transaction. Your terminal will guide you through the process. (Note: Debit cards must be swiped.)

BEGIN OTHER TRANSACTIONS

Use the hot keys at the main menu to navigate to the transaction type you wish to perform. If the desired transaction is not available via the main menu, press **[ENTER]** and select **Transaction**.

CASHIER/SERVER MENU

Press **[FUNCTION]**, **[7]**, **[8]** and **[ENTER]** to access the Cashier/Server menu.

BATCH REVIEW

Press **[FUNCTION]**, **[1]** and **[ENTER]** to review the current batch.

TIP ADJUSTMENTS

Press **[ENTER]**, select **Batch**, and then scroll to and select **Adjust**.

ABOUT SETTLEMENT

A Settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

Your Equinox terminal uses a Terminal Capture System (TCS), meaning it stores transactions throughout the day and sends batch totals of sales and refunds to the host (Chase Paymentech) after the close of business.

There are two settlement options:

1 - MANUAL SETTLEMENT

If your terminal is set to manually settle, select **Settle** from the main menu and follow the prompts displayed.

2 - AUTO SETTLEMENT

If your terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch.

For example, if auto settlement time is set to 22:30:00 (10:30 p.m.) then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time, and turned on again (usually the next morning), auto settlement occurs at that time.

Navigating Your Terminal

Refer to this section to find and begin the transaction or function you wish to use.

Settling the Batch

Your transactions must be "settled" daily. Read this section to ensure the settlement process operates smoothly.

Prompt Q&A

While navigating through transactions, you'll find that some prompts aren't as clear as others. This section clarifies those prompts.

Prompt	Description/Action
Select Merchant Merch 1 Merch 2 Merch 3	For multimerchant terminals, press the hot key to the left of the desired merchant.
[CARDTYPE] [Transaction] Take Imprint of Card	Imprint the card using a manual imprint machine and press [ENTER] .
VERIFICATION CODE Not Provided Present Illegible	Press the hot key to the left of the appropriate option. Press [ENTER] or scroll down to select Not Present . Press [CANCEL] to return to the main menu.
[CARDTYPE] [Transaction] CXXX from Card	Key the Card Verification Code from the card and press [ENTER] .
[CARDTYPE] [Transaction] Duplicate Trans Add?	Press [ENTER] if the duplicate transaction should be processed. Press [CLEAR] if the duplicate transaction should be cancelled.
[CARDTYPE] [Transaction] Enter Approval Code	Key in the approval code and press [ENTER] . Note: Terminal will only accept an approval code of six characters. Note: For alpha characters, use the [#] key on most devices.

Code	Description	VISA	MC	AMEX	Disc.
X	Match - Address and 9-digit ZIP code	✗	✓	✗	✓
Y	Match - Address and ZIP code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, ZIP code does not (for Discover, both address and ZIP match)	✓	✓	✓	✓
W	Partial - 9-digit ZIP code matches, address does not (for Discover, no data from issuer)	✗	✓	✗	✓
Z	Partial - ZIP code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor ZIP code match	✓	✓	✓	✓
U	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
R	Retry - Issuer's system unavailable or timed out	✓	✓	✓	✗
S	Not supported - AVS not supported by issuer at this time	✓	✓	✓	✗

AVS Response Codes

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The numeric portion of the customer's street address and the ZIP code are compared against the information on file with the card-issuing bank.

Use this chart to interpret domestic AVS Response Codes by card type.

Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction, or if possible, manually enter the account number.

If the error persists, contact your Help Desk for support.

Error Code	Description	Action
Error No Batch Totals	Cannot perform requested function - batch is empty	No action.
Invalid Card	The four digits keyed do not match the account number from the card's magnetic stripe.	Re-key the last four digits of the card number. If the problem persists, ask for another form of payment, as the card may be fraudulent.
Please Try Again - CE	Communications error.	Check the line or network, then retry the transaction.
Expired Card	The card's expiration date has passed.	Retry. If error persists, ask for another form of payment.
Settlement Required	The terminal has reached batch transaction capacity.	Perform Batch Settlement.
Paper Out	The terminal is out of paper.	Reload paper.
Unsupported Card	The terminal is not configured for the card type.	Request an alternate form of payment.

