


















Quick Reference Guide

Sale or Manual Sale	Debit	Refund
<ul style="list-style-type: none"> <li>› Swipe Card</li> <li>› Enter Last Four Digits* + </li> <li>› Or Enter Acct Number + </li> <li>› Exp. Date + </li> </ul> <p>On Manually Entered Sale Only:</p> <ul style="list-style-type: none"> <li>› CVV2*: 0 = Not Present, 1 = Present, 2 = Illegible, 9 = Absent</li> </ul> <p>Press 1 to enter the CVV2 value, or the option that applies if no CVV2.</p> <ul style="list-style-type: none"> <li>› Enter CVV2 Value From Card + </li> <li>› Sale Amount + </li> <li>› Enter Zip Code* + </li> </ul>	<ul style="list-style-type: none"> <li>› Press </li> <li>› Swipe Card</li> <li>› Sale Amount + </li> <li>› Cash Amount* + </li> <li>› Total Correct? + </li> <li>› To Accept Press </li> <li>› To Adjust Press </li> <li>› Enter PIN + </li> </ul>	<ul style="list-style-type: none"> <li>› Press </li> <li>› Swipe Card Or</li> <li>› Enter Acct Number + </li> <li>› Exp. Date + </li> <li>› Refund Amount + </li> </ul>
		Reprint
		<ul style="list-style-type: none"> <li>› Press </li> <li>› Invoice Number + </li> <li>› Or Press  for Last Transaction</li> </ul>
Off-Line Sale	Auth Only	Mail/Phone Order
<ul style="list-style-type: none"> <li>› Press </li> <li>› Enter Acct Number + </li> <li>› Exp. Date + </li> <li>› Sale Amount + </li> <li>› Approval Code + </li> </ul>	<ul style="list-style-type: none"> <li>› Press </li> <li>› Swipe Card Or Enter Acct Number + </li> <li>› Exp. Date + </li> <li>› Sale Amount + </li> </ul>	<ul style="list-style-type: none"> <li>› Press  </li> <li>› Enter Acct Number + </li> <li>› Exp. Date + </li> <li>› CVV2*: 0 = Not Present, 1 = Present, 2 = Illegible, 9 = Absent</li> </ul> <p>Press 1 to enter the CVV2 value, or the option that applies if no CVV2.</p> <ul style="list-style-type: none"> <li>› Enter CVV2 Value From Card + </li> <li>› Sale Amount + </li> <li>› Enter Address* + </li> <li>› Enter Zip Code* + </li> </ul>
	Void	
	<ul style="list-style-type: none"> <li>› Press </li> <li>› Invoice Number + </li> <li>› Correct?</li> <li>› To Void Press </li> </ul>	





**NOTE:**

- \* Some optional prompts are marked with a star and may include: last four digits if fraud control is ON, numeric address and zip code on manual entries and mail/phone orders, password, and clerk number and invoice number if those options are activated.
- \* CVV2 (also CVC2 and CID) codes are often requested for manually entered transactions. These codes normally appear on the back of the card as the last three digits on the right of the signature panel, directly below the mag stripe.
- Press to backspace if data has been entered incorrectly.
- Corporate, Business, and Purchasing Cards: may prompt for additional information after authorization is received, including tax amount (select option for exempt if not applicable) and customer code (enter a 1-17 digit code supplied by the customer, or enter a 9 if code is unknown).














































Batch Review	Settlement	Adjust
<p>› Press </p> <p>To Scroll Through the Batch:</p> <p>› Press  for Next Transaction</p> <p>› Or  for Previous</p> <p>For More Detail on Each Transaction</p> <p>› Press </p> <p>To End Review</p> <p>› Press </p>	<p>› Press </p> <p>› Password* + </p> <p>Sales Correct?</p> <p>› Press  to Accept</p> <p>› Or  to Reject</p> <p>Refunds Correct?</p> <p>› Press  to Accept</p> <p>› Or  to Reject</p>	<p>› Press </p> <p>› Invoice Number + </p> <p>Total Correct?</p> <p>› To Adjust Press </p> <p>› Enter New Amount + </p> <p>› Press  to Exit</p>
Reports	Totals	Clerk Log-On/Off
<p>› Press </p> <p>› Select Report:</p> <p>2 = Clerk 3 = Detail 4 = Summary } + </p> <p>› Host Number, press 00 + </p> <p>› Or Press  for All Hosts</p>	<p>› Press </p> <p>To See Subtotals:</p> <p>› Press </p> <p>Repeatedly Until Terminal Reads "No More Totals"</p> <p>To Exit Totals:</p> <p>› Press </p>	<p>› Press  + 77 + </p> <p>› Clerk Number + </p> <p>Sign On? Or Sign Off?</p> <p>› Press  for Yes</p> <p>› Or  for No</p> <p>› Press  to Exit</p>

**NOTE:**

\* Some optional prompts are marked with a star and may include: last four digits if fraud control is ON, numeric address and zip code on manual entries and mail/phone orders, password, and clerk number and invoice number if those options are activated.

- **BAM (Batch Authorization Mode)** is available by pressing  + 18 + . You will be prompted to enter a four digit floor limit or high point for BAM transactions. For example, enter 0020 to set a \$20 floor limit. Once BAM is activated, credit card transactions under the floor limit will not dial out for authorization. To send batch for authorization, press  + 18 + . New receipts will print for each transaction and reflect valid authorization or transaction failure message. Settle as normal. You will have to activate BAM via Function 18 for each new batch.

Quick Reference Guide

Sale	Debit	Refund
<p>› Swipe Card</p> <p>› Or Enter Acct Number + </p> <p>› Exp. Date + </p> <p>› Server Number + </p> <p>On Manually Entered Sale Only:</p> <p>› CVV2*: 0 = Not Present, 1 = Present, 2 = Illegible, 9 = Absent</p> <p>Press 1 to enter the CVV2 value, or the option that applies if no CVV2.</p> <p>› Enter CVV2 Value From Card + </p> <p>› Base Amount + </p> <p>› Tip Amount* + </p> <p>› Total Correct? + </p> <p><b>BAM Note:</b> Transactions under the pre-set BAM floor limit will not dial out for authorization at this time. Receipt will print with temporary approval and transaction will be authorized as part of settlement.</p>	<p>› Press </p> <p>› Swipe Card</p> <p>› Server Number + </p> <p>› Sale Amount + </p> <p>› Tip Amount* + </p> <p>› Cash Amount* + </p> <p>Total Correct?</p> <p>› To Accept Press + </p> <p>› To Adjust Press + </p> <p>› Enter PIN + </p> <p><b>BAM Note:</b> Debit transactions will dial out for authorization while terminal is in BAM mode.</p>	<p>› Press </p> <p>› Swipe Card Or</p> <p>› Enter Acct Number + </p> <p>› Exp. Date + </p> <p>› Server Number + </p> <p>› Refund Amount + </p> <p style="text-align: center;"><b>Counter Tip</b></p> <p>If counter tip is being utilized, each sales transaction will prompt for a counter tip immediately after an authorization is received. If no tip is entered, a blank tip line will print on the receipt. Simply use the  key to add a tip.</p>
<p><b>Off-Line Sale</b></p>	<p><b>Auth Only</b></p>	<p><b>Mail/Phone Order</b></p>
<p>› Press </p> <p>› Enter Acct Number + </p> <p>› Exp. Date + </p> <p>› Server Number + </p> <p>› Base Amount + </p> <p>› Tip Amount* + </p> <p>› Total Correct? + </p> <p>› Approval Code + </p>	<p>› Press </p> <p>› Swipe Card Or Enter Acct Number + </p> <p>› Exp. Date + </p> <p>› Server Number + </p> <p>› Base Amount + </p> <p>› Tip Amount* + </p> <p>› Total Correct? + </p> <p><b>Note:</b> Terminal will dial out for an authorization only. See OFFLINE instructions to add transactions to batch.</p>	<p>› Press </p> <p>› Enter Acct Number + </p> <p>› Exp. Date + </p> <p>› Server Number + </p> <p>› CVV2*: 0 = Not Present, 1 = Present, 2 = Illegible, 9 = Absent</p> <p>Press 1 to enter the CVV2 value, or the option that applies if no CVV2.</p> <p>› Enter CVV2 Value From Card + </p> <p>› Base Amount + </p> <p>› Tip Amount* + </p> <p>› Street Address* + </p> <p>› Zip Code* + </p> <p><b>BAM Note:</b> Terminal will not dial out for authorization for transactions under BAM floor limit.</p>

**NOTE:**

\* Some optional prompts are marked with a star and may include: last four digits if fraud control is ON, numeric address and zip code on manual entries and mail/phone orders, password, tip, and server number and invoice number if those options are activated.

\* CVV2 (also CVC2 and CID) codes are often requested for manually entered transactions. These codes normally appear on the back of the card as the last three digits on the right of the signature panel, directly below the mag stripe.

- **BAM:** Only credit card transactions over an assigned floor limit will dial out for authorization at the time of sale. All other credit card transactions will be assigned a temporary six digit approval number starting with 433XXX. These transactions will be authorized and print new receipts when settlement is initiated. New receipt will reflect valid authorization or transaction failure message.

Batch Review	Settlement	Adjust/Add Tip
<ul style="list-style-type: none"> <li>› Press <b>Batch Review</b></li> <li>› Server Number + <b>Enter</b></li> <li>To Scroll Through the Batch:</li> <li>› Press <b>Enter</b> for Previous Transaction</li> <li>› Or <b>Clear</b> for Next</li> <li>› To End Review Press <b>Cancel</b></li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Settle</b></li> <li>› Password* + <b>Enter</b></li> <li>Sales Correct?</li> <li>› Press <b>Enter</b> to Accept</li> <li>› Or <b>Clear</b> to Reject</li> <li>Refunds Correct?</li> <li>› Press <b>Enter</b> to Accept</li> <li>› Or <b>Clear</b> to Reject</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Adjust</b></li> <li>› Invoice Number + <b>Enter</b></li> <li>Total Correct?</li> <li>› To Adjust Press <b>Clear</b></li> <li>› Enter New Amount + <b>Enter</b></li> <li>› To Accept Press <b>Enter</b></li> </ul>
<b>Void</b>		
<ul style="list-style-type: none"> <li>› Press <b>Void</b></li> <li>› Invoice Number + <b>Enter</b></li> <li>Correct?</li> <li>› To Void Press <b>Enter</b></li> </ul>	<p><b>BAM Note:</b> Terminal will prompt "AUTH BAM"? Yes or No? At this point, press Enter for Yes to send all the unauthorized credit card transactions for authorization. Receipts will print for each approved transaction and for each declined transaction. Once complete, a detailed activity report will print along with a declined transaction report. Next, the User will be prompted to confirm the totals of the batch to send for settlement.</p>	
Reports	Totals	Server Log-On/Off
<ul style="list-style-type: none"> <li>› Press <b>Reports</b></li> <li>› Select Report: <ul style="list-style-type: none"> <li>2 = Server*</li> <li>3 = Detail</li> <li>4 = Summary</li> <li>5 = Open Tabs</li> </ul> </li> <li>Press <b>←</b> to see next option</li> <li>8 = Tips, then <ul style="list-style-type: none"> <li>1 = Discnt</li> <li>2 = IRS</li> </ul> </li> <li>*For Server Report, Select 1 = Detail or 2 = Summary</li> <li>› Host Number, press 00 + <b>Enter</b></li> <li>› Or Press <b>Enter</b> for All Hosts</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Totals</b></li> <li>To See Subtotals:</li> <li>› Press <b>Enter</b> Repeatedly Until Terminal Reads "No More Totals"</li> <li>To Exit Totals:</li> <li>› Press <b>Cancel</b></li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Func</b> + 77 + <b>Enter</b></li> <li>› Server Number + <b>Enter</b></li> <li>Sign On? Or Sign Off?</li> <li>› Press <b>Enter</b> for Yes</li> <li>› Or <b>Clear</b> for No</li> </ul>

**NOTE:**

Open/Close Tabs = Press **Func** + 20 + **Enter**. Then select 1 = Open Tab or 2 = Close Tab

\* Some optional prompts are marked with a star and may include: last four digits if fraud control is ON, numeric address and zip code on manual entries and mail/phone orders, password, tip, and server number and invoice number if those options are activated.

- **BAM (Batch Authorization Mode)** is available by pressing **Func** + 18 + **Enter**. You will be prompted to enter a four digit floor limit or high point for BAM transactions. For example, enter 0020 to set a \$20 floor limit. Once BAM is activated, credit card transactions under the floor limit will not dial out for authorization. To send batch for authorization, press **Func** + 18 + **Enter**. New receipts will print for each transaction and reflect valid authorization or transaction failure message. Settle as normal. You will have to activate BAM via Function 18 for each new batch.

Quick Reference Guide

Check In	Check Out	Purchase
<ul style="list-style-type: none"> <li>› <b>Swipe Card</b> Or Enter Acct Number + <input type="button" value="Enter"/></li> <li>› Exp. Date + <input type="button" value="Enter"/></li> <li>› Visa®Card Yes or No? Press <input type="button" value="Enter"/> if Yes Press <input type="button" value="Clear"/> if No</li> <li>› Clerk ID + <input type="button" value="Enter"/></li> <li>› Press 1 for card present</li> <li>› Or press 2 for card not present</li> <li>› Number of days staying + <input type="button" value="Enter"/></li> <li>› Press YES if room rate is correct</li> <li>› Or Press NO if not correct and enter correct rate + <input type="button" value="Enter"/></li> <li>› Amount + <input type="button" value="Enter"/></li> <li>› Folio number + <input type="button" value="Enter"/></li> <li>› Zip code + <input type="button" value="Enter"/></li> </ul>	<ul style="list-style-type: none"> <li>› Press <input type="button" value="Check Out"/></li> <li>› Folio number + <input type="button" value="Enter"/></li> <li>› Using same card? Press <input type="button" value="Enter"/> if Yes Press <input type="button" value="Clear"/> if No If No, swipe card or enter account number + <input type="button" value="Enter"/></li> <li>› Expiration date + <input type="button" value="Enter"/></li> <li>› Visa Card? Press <input type="button" value="Enter"/> if Yes Press <input type="button" value="Clear"/> if No</li> <li>› American Express® Card specific: Press 1 for Card Deposit, 2 for Delay Charge, 3 for Express, 4 for Assured Reservation or 5 for No Show</li> <li>› Press 1 for Card Present</li> <li>› Or press 2 for Card Not Present</li> <li>› Zip code + <input type="button" value="Enter"/></li> </ul>	<ul style="list-style-type: none"> <li>› Press <input type="button" value="Purchase"/></li> <li>› <b>Swipe Card</b> Or Enter Acct Number + <input type="button" value="Enter"/></li> <li>› Exp. Date + <input type="button" value="Enter"/></li> <li>› Visa Card? Press <input type="button" value="Enter"/> if Yes Press <input type="button" value="Clear"/> if No</li> <li>› Press 1 for Card Present</li> <li>› Or press 2 for Card Not Present</li> <li>› Clerk ID + <input type="button" value="Enter"/></li> <li>› Press 1 for Lodging, 2 for Retail or 3 for Restaurant</li> <li>› If Lodging, press 1 for Card Deposit or 2 for No Show.</li> <li>› American Express Card specific: Press 1 for Card Deposit, 2 for Delay Charge, 3 for Express, 4 for Assured Reservation or 5 for No Show</li> </ul>
<b>Credit</b>		
<ul style="list-style-type: none"> <li>› Press <input type="button" value="Credit"/></li> <li>› <b>Swipe Card</b> Or Enter Acct Number + <input type="button" value="Enter"/></li> <li>› Exp. Date + <input type="button" value="Enter"/></li> <li>› Clerk ID + <input type="button" value="Enter"/></li> <li>› Amount + <input type="button" value="Enter"/></li> <li>› Folio number + <input type="button" value="Enter"/></li> </ul>	<ul style="list-style-type: none"> <li>› Total is displayed Press <input type="button" value="Enter"/> if Correct Press <input type="button" value="Clear"/> if Not</li> <li>› New amount + <input type="button" value="Enter"/></li> </ul>	<ul style="list-style-type: none"> <li>› Amount + <input type="button" value="Enter"/></li> <li>› Folio number + <input type="button" value="Enter"/></li> <li>› Zip code + <input type="button" value="Enter"/></li> </ul>
<b>Void</b>		
<ul style="list-style-type: none"> <li>› Press <input type="button" value="Void"/></li> <li>› Folio number + <input type="button" value="Enter"/></li> <li>› Search again? Press NO if correct transaction Press YES if incorrect transaction</li> </ul>		

**Note:** *Italicized steps are optional and may not be prompted for*

Offline	Change	ATM Credit
<ul style="list-style-type: none"> <li>› Press <b>Offline</b></li> <li>› Press 1 for Purchase, 2 for Check in, 3 for Check out or 4 for ATM</li> <li>› Swipe Card Or Enter Acct Number + <b>Enter</b></li> <li>› Exp. Date + <b>Enter</b></li> <li>› Clerk ID + <b>Enter</b></li> <li>› Press 1 for Lodging, 2 for Retail or 3 for Restaurant</li> <li>› If Lodging, press 1 for Card Deposit or 2 for No Show.</li> <li>› American Express® Card specific: Press 1 for Card Deposit, 2 for Delay Charge, 3 for Express, 4 for Assured Reservation or 5 for No Show</li> <li>› Amount + <b>Enter</b></li> <li>› Folio number + <b>Enter</b></li> <li>› Approval code + <b>Enter</b></li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Change</b></li> <li>› Press 1 for Authorized Amount, 2 for Check Out Amount, 3 for Credit Card or 4 for ATM</li> <li>› Press 4 for More, 1 for Folio, 2 for Tip Amount, 3 for Dates, 4 for Room Number or 5 for Shift</li> <li>› For Change Check Out Amount choose reason 1 Restaurant 2 Gift 3 Mini Bar 4 Telephone 5 Other 6 Laundry (up to 6 choices may be made) Press <b>Enter</b> twice when complete</li> <li>› <i>Print customer receipt</i> Select Y or N</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>ATM</b></li> <li>› Press 2</li> <li>› Swipe card</li> <li>› Clerk ID + <b>Enter</b></li> <li>› Enter network ID from original receipt</li> <li>› Purchase amount + <b>Enter</b></li> <li>› Folio number + <b>Enter</b></li> <li>› Have cardholder enter PIN on PIN pad + <b>Enter</b></li> </ul>
<h3 style="text-align: center; background-color: #cccccc; margin: 0;">Authorization Only</h3> <ul style="list-style-type: none"> <li>› Press <b>Function</b> + 10 + <b>Enter</b></li> <li>› Swipe Card Or Enter Acct Number + <b>Enter</b></li> <li>› Exp. Date + <b>Enter</b></li> <li>› Clerk ID + <b>Enter</b></li> <li>› Amount + <b>Enter</b></li> <li>› Base amount + <b>Enter</b></li> <li>› Tip amount + <b>Enter</b></li> <li>› Folio number + <b>Enter</b></li> </ul>	<h3 style="text-align: center; background-color: #cccccc; margin: 0;">ATM Purchase</h3> <ul style="list-style-type: none"> <li>› Press <b>ATM</b></li> <li>› Press 1</li> <li>› Swipe card</li> <li>› Clerk ID + <b>Enter</b></li> <li>› Base amount + <b>Enter</b></li> <li>› Correct Yes or No? If correct amount displayed press Yes, If not press No and re-enter amounts</li> <li>› Folio number + <b>Enter</b></li> <li>› Have cardholder enter PIN on PIN pad and press <b>Enter</b> on PIN pad</li> </ul>	<h3 style="text-align: center; background-color: #cccccc; margin: 0;">ATM Offline</h3> <ul style="list-style-type: none"> <li>› Press <b>Offline</b></li> <li>› Press 4 for ATM</li> <li>› Press 1 for Purchase or 2 for Credit</li> <li>› Swipe card or manually enter account number + <b>Enter</b></li> <li>› Enter Network ID from original receipt</li> <li>› Clerk ID + <b>Enter</b></li> <li>› Enter original trace number + <b>Enter</b></li> <li>› Enter original settle date + <b>Enter</b></li> <li>› Enter original transaction date + <b>Enter</b></li> <li>› Enter original transaction time + <b>Enter</b></li> <li>› Enter retrieval number</li> <li>› Base amount + <b>Enter</b></li> <li>› Tip amount + <b>Enter</b></li> <li>› Correct Yes or No? If correct, press YES If not press NO and re-enter</li> <li>› Folio number + <b>Enter</b></li> <li>› Enter approval code + <b>Enter</b></li> </ul>

Find Transaction	Reports	Room Rate
<ul style="list-style-type: none"> <li>› Press <b>Find</b></li> <li>› Enter Folio number + <b>Enter</b></li> <li>› Search again? Y/N (If correct transaction is displayed press NO, if incorrect transaction is displayed press YES)</li> <li>› Press arrow for more information</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Reports</b></li> <li>› Select 1 for Clerk, 2 for Detail, 3 for Check Out or 4 for Management</li> <li>› Follow particular report prompts</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Func</b> 30 + <b>Enter</b></li> <li>› Enter new amount + <b>Enter</b></li> </ul>
<b>Find by Reference Number</b>	<b>Shift</b>	<b>Alpha</b> (Entering alpha characters)
<ul style="list-style-type: none"> <li>› <b>Find</b> + <b>Enter</b></li> <li>› Enter reference number + <b>Enter</b></li> <li>› Press arrow for more information</li> </ul>	<ul style="list-style-type: none"> <li>› To sign on: Press <b>Func</b> 32 and press <b>Enter</b> then enter Shift Number + <b>Enter</b></li> <li>› To sign off: Press <b>Func</b> 32 and press <b>Enter</b></li> </ul>	<ul style="list-style-type: none"> <li>› Press and hold <b>Alpha</b></li> <li>› Press key of letter desired</li> </ul>
<b>Reprint Receipt</b>	<b>Batch Hold</b>	<b>Card Types Accepted</b>
<ul style="list-style-type: none"> <li>› Press <b>Reprint</b></li> <li>› Press <b>Enter</b> + <b>Enter</b> twice for last receipt</li> <li>› Enter Folio number + <b>Enter</b> or press <b>Enter</b> and enter reference number + <b>Enter</b></li> <li>› Press 1 for Customer copy or 2 for Merchant Copy</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Func</b> 31 + <b>Enter</b></li> <li>› Press 1 to hold existing batch or press 2 to release held batch</li> </ul>	<ul style="list-style-type: none"> <li>› Visa®</li> <li>› MasterCard®</li> <li>› American Express®</li> <li>› Discover®</li> <li>› Carte Blanche®</li> <li>› Diners Club®</li> </ul>
<b>Trans Review</b>	<b>Transmit Batch</b>	
<ul style="list-style-type: none"> <li>› Press <b>Trans Review</b></li> <li>› Press <b>Enter</b> to go to next transaction</li> <li>› Press arrow for more information</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Transmit</b></li> <li>› Delete non-approvals? Press NO to cancel or Press YES to transmit and delete non-approvals</li> <li>› Should receive GB(NUMBER) response</li> <li>› For Failed Transmission [RB(NUMBER)] or [QD(NUMBER response)] Contact help desk</li> </ul>	
<b>Totals</b>	<b>Add Clerk ID</b>	
<ul style="list-style-type: none"> <li>› Press <b>Totals</b></li> <li>› Press arrow for more information</li> <li>› Press <b>Enter</b> for more transactions</li> </ul>	<ul style="list-style-type: none"> <li>› Press <b>Func</b> 77 + <b>Enter</b></li> <li>› Enter Clerk ID + <b>Enter</b></li> <li>› Enter Clerk Name + <b>Enter</b></li> <li>› Sign on Y or N? Press Yes or No</li> </ul>	

Terms/Messages	Terms/Messages	Terms/Messages
<ul style="list-style-type: none"> <li>› <b>APPROVAL CODE</b> A six-digit code number on right-hand side of display that indicates transaction approved</li> <li>› <b>CALL</b> Call Voice Authorization Center.</li> <li>› <b>HOLD/CALL or PICK UP CARD</b> Hold the card. Use Code 10 procedure. Call Voice Authorization Center.</li> <li>› <b>CALL HELP – IC, ID, OR IR</b> Call Help Desk for invalid response code, invalid downline load, or invalid response message</li> <li>› <b>CARD ERROR</b> Magnetic stripe did not read. Swipe card again or manually key-in account number.</li> <li>› <b>DUAL AUTO-CLOSE TRANSMISSION</b> Merchant should print Totals Reports before auto-close transmits times.</li> </ul>	<ul style="list-style-type: none"> <li>› <b>DUPLICATE CARD</b> Card number matches a card number already in the batch.</li> <li>› <b>ERROR TRANS MEMORY</b> Memory corruption in terminal</li> <li>› <b>ERROR WRONG TRAN</b> Transaction not supported</li> <li>› <b>FAILED TRANSMISSION (RB OR QD response)</b> RB(NUMBER) E(NUMBER) or QD(NUMBER) (MMDD). Stop and call Help Desk. Do not delete batch or continue without Help Desk. With Help Desk, press CANCEL to continue or follow Help Desk instructions to delete batch.</li> <li>› <b>HOST MESSAGES</b> Certain messages displayed by terminal are received directly from the Host. They can be up to 40 characters long and are displayed on both lines of the terminal.</li> </ul>	<ul style="list-style-type: none"> <li>› <b>OUT OF SERVICE CALL; CALL HELP – ME XXXX</b> Internal memory system error. Service may be required. XXXX is memory address.</li> <li>› <b>PLEASE TRY AGAIN – CE, LC, TO</b> Communications error. No answer received at number dialed. Communications error. Carrier was lost. Connection made, but timed-out since no host reply.</li> <li>› <b>REF NUMBER MISSING</b> Clerk that executed original transaction is not the clerk adjusting transaction. Terminal will not allow adjustment.</li> <li>› <b>V-CODE</b> Verification Code A 3 or 4 digit non-embossed number found on card signature panel or near embossed account number on front. May be prompted for during a manually-entered transaction.</li> </ul>