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/posresources.

Welcome kit contents

We are pleased to provide Merchants new to TD Merchant Solutions with the included Welcome Kit from. The enclosed information was prepared with you in mind, and includes the following:

- Paper rolls for the terminal
- Cleaning card and instructions
- Card acceptance decals (Visa®, MasterCard®, Discover®, American Express®, Interac® Direct Payment, etc.)
- Information to help you protect your business and customers

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/posresources to learn how to use other cards.

There are two potential configurations for the TD iCT250 solution. They are:

Terminal only

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

Terminal and PINpad

If you use this configuration you, the Merchant, will use the terminal to enter your information and the customer uses the PINpad to enter their information.

Functionality

Name	Terminal	PINpad
Paper chamber button	Yes	No
Function keys	Yes	Yes
Navigation keys	Yes	Yes
Paper advance key		No
Command keys		CANC ANNUL CORR OK
F key	F	Present but not used
Chip card reader	Yes	Yes
Magnetic stripe reader	Yes	Yes
Contactless reader	Yes	Yes
Communications	Via dial-up or DSL connection	Connected to the terminal

The Terminal

1. **Paper chamber flap**
2. **Function keys**

   The / **F1** and / **F4** keys can be used as shortcuts and to select onscreen options. See page 3 for more information.
3. **Navigation keys**

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

   / **Cancel**

   / **Correction** or **Paper advance**

   / **OK** and shortcut to the *Transactions* screen.
5. **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:

Transaction	Key
Sale (default)	/ **F1**
Pre-Auth Initiation (default)	/ **F2**
Pre-Auth Completion (default)	/ **F3**
Phone/Mail Sale (default)	/ **F4**
Main Menu	/ **OK**
Admin Menu	.,#*
Reprint last receipt	0
Advance paper	/ **Correction**

Screens

Idle screen and icons

The default screen is called the ***Idle*** screen. On it are a number of important icons. They are, left to right:

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 lock 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.

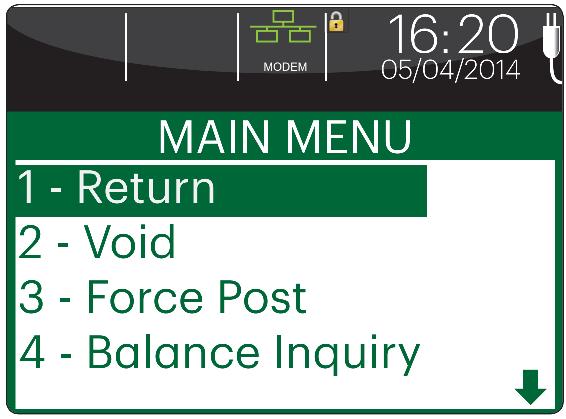
3. **Power**

   The plug 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:

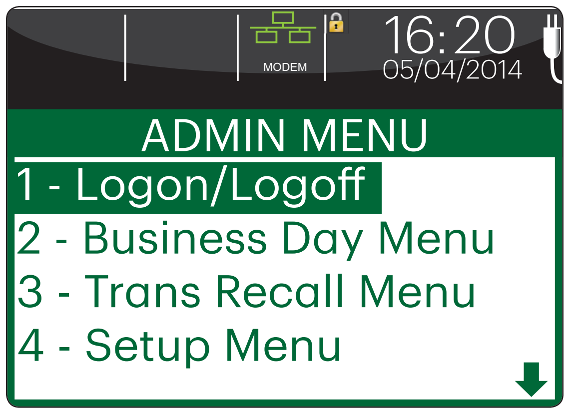
- Return
- Void
- Force Post
- Balance Inquiry



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 21 for a complete menu breakdown.

Navigation

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

- Press the **F2** or **F3** arrow keys to scroll down or up one menu selection
- Press the **F1** or **F4** 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

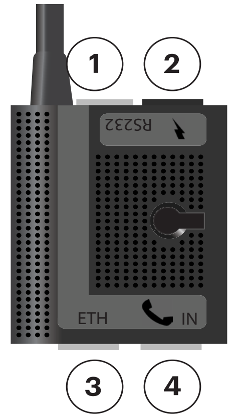
The communications adapter

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



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 19.

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.

> If you use a PINpad, you must process all inserted chip cards on it. Swiped cards can be processed on either the terminal or the PINpad.

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) Contactless cards

   c) Swipe cards

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.

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

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

Fraud prevention

Manually entered credit card numbers

This is the ability to manually enter a credit card number into the terminal for a purchase transaction when a customer is performing a ***card-not-present*** purchase.

Transaction type	Default settings
Manually entering a credit card number on the terminal This is the ability to manually enter a credit card number into the terminal for a purchase transaction when a customer is performing a ***card-present*** purchase.	Protected by supervisor ID and password
Mail order / Telephone order purchase This is the ability to manually enter a credit card number into the terminal for a purchase transaction when a customer is performing a ***card-not-present*** purchase.	Disabled
Force post purchase This is the ability to perform a transaction with a manually entered authorization number versus the transaction being authorized automatically through the terminal.	Disabled

Call for authorization

You can enable/disable call for authorization transactions.

> We understand that the default settings that come with this terminal may not fully meet your businesses' needs. Should you wish to amend these default settings, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163** to learn about your options.

Financial Transactions

The solution can perform the following transactions:

- Sale (purchase)
- Phone / Mail sale
- Force post
- Return (refund)
- Void
- Partial authorization
- Pre-authorization*

* These optional transactions are covered in our online documentation at www.tdmerchantsolutions.com/posresources.

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.
- If the receipt has a signature line on it, the customer **must** sign it.

Special transactions

Cashback

This option only works for debit cards. You can set this up yourself, but any changes done by you on terminal will be overwritten whenever a day close is performed. It's better if you call in to make these changes so that they are permanent.

Partial authorizations

This option allows for partial payments. If the institution that holds the card does not indicate that there are sufficient funds available for the sale, the terminal will indicate that a balance is required. In this case the customer would then have the option to offer a second form of payment for the balance or to cancel the entire transaction.

Tip

You can set this up yourself, but any changes done by you on terminal will be overwritten whenever a day close is performed. It's better if you call in to make these changes so that they are permanent.

Sale (credit card)

1. Press **F1**.
2. Enter the **total dollar amount** for the sale and press **OK**.
3. If you have tips enabled you will see the following steps.
   a) Customer confirms the dollar amount and presses **Yes** or **No**.
   b) Customer enters/selects the **tip** amount/option and presses **OK**.
   c) Customer confirms the dollar amount and presses **Accept** or **Change**.
4. Perform one of the following payment methods.

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

   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**.
   c) The screen shows that authorization number, the transaction total and the receipts print. The customer **must** sign the signature field on the merchant copy.

   Manual entry

   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 three or four-digit **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**. The customer **must** sign the signature field on the merchant copy.

5. If the payment type used has insufficient funds to pay the entire sale amount you may see the following:
    a) The receipt will print showing how much was applied to the sale.
    b) The screen shows a balance owed.
    c) The customer decides the how they will pay the balance (**Cash** or **Card**).

       If the customer selects card, follow the appropriate steps for the selected card type: credit or debit.

       > If the customer selects cash the transaction will end. Ensure that you receive the correct cash amount for the balance of the transaction.

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

   If the cardholder signature field appears on the merchant copy of the receipt, the customer **must** sign it.

Sale (debit card)

1. Press **F1**.
2. Enter the **dollar amount** and press **OK**.
3. If you have tips enabled you will see the following steps.
    a) Customer confirms the dollar amount and presses **Yes** or **No**.
    b) Customer enters/selects the **tip** amount/option and presses **OK**.
    c) Customer confirms the dollar amount and presses **Accept** or **Change**.
4. Perform one of the following payment methods.

   <u>**Contactless**</u>
    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**.

   <u>**Insert / swipe card**</u>
    a) The customer selects the account to use: **CHQ** or **SAV**.
    b) The customer enters their **PIN** and presses **OK**.
5. If you have cashback enabled you will see the following steps.
    a) Customer confirms if they want cashback or not: **YES** or **NO**.
    b) Customer enters / selects the **cashback** amount/option and presses **OK**.
    c) Customer confirms the new total amount: **Accept** or **Change**.
6. The screen shows that authorization number, the transaction total and the receipts print.

   If the cardholder signature field appears on the merchant copy of the receipt, the customer **must** sign it.

Sale (phone or mail)

These instructions are used for sales where the card is **not** present. If the card is present at sale, see ***Sale (credit card)***. 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 **F4** → 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. Indicate the order type; a **phone** or a **mail order**.
6. If it is a phone order, enter the three or four-digit **CVD number** and press **OK**.
7. 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.

   <u>Swipe card</u>

   a) Verify the card info with what is on the screen and press **OK**. Go to step 4.

   <u>Manually enter card</u>

   a) Enter the **account number** and press **OK**.

   b) Enter the **expiry date** and press **OK**.

   c) Indicate the order type; a **phone** or a **mail** order.

   d) A manual imprint of the credit card is required. Make the imprint and press **OK**.

   e) If it is a phone order, enter the **CVD number** and press **OK**. Go to step 4.
4. 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.

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 transactions are covered in our online documentation at www.tdmerchantsolutions.com/posresources.

1. Press **the 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.

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.

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 return payment methods.

   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.

   Manually enter card

   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 **the Admin** key → Reprint Menu and select a reprint option.
2. To reprint the **last receipt**, select which copy you want to reprint (**Merchant**, **Customer** or **Both**) and press **OK**.
3. The receipt reprints and is noted as a duplicate.

OR

2. To reprint a **previous receipt**, select one of the following options:

   <u>**All**</u>

   a) Scroll through the **available receipts**, select the desired one and press **OK**. Go to step 3.

   <u>**Invoice #**</u>

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

   <u>**Account #**</u>

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

   <u>**Approval Code**</u>

   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

Transaction type	
C	Online chip card transaction
CN	Chip card No Signature Required transaction
CO	Off-line chip card transaction
M	Manually entered mag card transaction
MC	Manually entered fall back of a chip card transaction
RF	Contactless transaction
S	Swiped mag card transaction
SC	Swiped chip card fall back transaction
SN	Swiped No Signature Required transaction

Card type	
AM	American Express
DP	Debit
DS	Discover/Diner
MC	MasterCard
VI	Visa

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**.

Credit Card

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

Debit Card

Merchant Name
Address
City, Province
Merchant Number
Terminal ID

SALE

06-16-2016 12:41:02
Acct # 476173******0010 **C**
Card Type DP
Name: nnnnnnnnn
A0000000980840

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

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 the 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.

  > 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.

- Prints selected reports.
- Checks for mail, and downloads.
- Downloads available updates.
- Starts a new business day on the terminal by opening a new batch.

1. Press the **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.

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/posresources.

Business day reports

1. Press **the Admin** 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 **Admin** 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

Customized reports

These reports are for all transactions performed for the business days currently stored in the terminal. These reports can only be accessed by supervisors or managers. The following chart shows what each report displays.

Report	Report details	
Transaction Details	By business day By card type By operator	Detailed transactions can be accessed for a maximum of 10 business days
Totals	By transaction type By card type	Totals can be accessed for a maximum of 45 business days

1. Press the **Admin** key → Business Day Menu → **Customized Reports**.
2. Enter the **Manager ID** and press **OK**.
3. Enter the **Manager Password** and press **OK**.
4. Select one of the following options:
    a) Transaction Details
    b) Totals
5. Do one of the following:
    a) Enter an **Operator ID** and press **OK**.
    b) Press **OK** for a report showing all operators.
6. Enter the **start date** for the report and press **OK**.
7. Enter the **start time** for the report and press **OK**.
8. Enter the **end date** for the report and press **OK**.
9. Enter the **end time** for the report and press **OK**.
10. Decide how to retrieve the report (**Display** or **Print**). If you select **Display**, you will be able to cycle through the details by selecting **Prev** or **Next**. If you select **Print**, your report will begin to print.

EMV reports

The EMV reports are used for troubleshooting and you only print these out if requested by the Help Desk. Also, if you do print these out, some can be quite long so repeated printings will make you use more paper than normal.

Recent error report log

This report will display all errors that occurred on the terminal in the past 10 days.

1. Press the **Admin** key → Other Functions → **Recent Error Rep**.

2. Select whether you want to print or save the errors (**Print** or **File**).
3. The recent error report will be printed or saved as per your selection.

Activity log

The activity log provides the ability to display, print or delete a report log showing all restricted access activity on the terminal.

1. Press the **Admin** key → Other Functions → **Activity Log**.
2. Enter the **Manager ID** and press **OK**.
3. Enter the **Manager Password** and press **OK**.
4. Select your report option (**Display**, **Print**, or **Delete**).

   Select **Display** if there aren't many transactions to go through. Otherwise the **Print** option is better for reviewing a large number of entries.

   > If you delete the log it cannot be retrieved.

Configuration

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
No	Yes	Ethernet Only
Yes	No	Dial Only
Yes	Yes	Eth w/dial F'back

1. Press the **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/posresources.

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 more troubleshooting tips at www.tdmerchantsolutions.com/posresources.
- If the issue is not resolved after trying the above, please contact the TD Merchant Solutions Help Desk at **1-800-363-1163**.

Why isn't my terminal powering on?

1. Ensure that the terminal's power cord is properly inserted into the communication adapter.
2. Ensure that the communication adapter power cord is properly inserted into an electrical outlet.

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 communication icon you can quickly check the following:

Dial-up / phone line connection	DSL Internet connection
1. Is your phone line working properly? 2. Ensure the terminal is securely plugged into the communication adapter. 3. Ensure the communication adapter is securely plugged into a phone outlet.	1. Is your Internet connection working properly? Verify this with another device. 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 terminal is securely plugged into the communication adapter. 4. Ensure the communication adapter is securely plugged into a phone outlet.

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** 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.

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.

Contact 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 which you can find at www.tdmerchantsolutions.com/posresources.