

Your CardPointe Terminal Quick Reference Guide



Telium Series | iCT220/iCT250

Your merchant ID is:

sale

1 ^QZ

- ▶ Press 1 for sale
- ▶ Press 1 for credit
- ▶ Enter sale amount and press **ENTER**
- ▶ Swipe or dip card or key enter card number (if key entering, press **ENTER** after)

return

2 ^A_CB

- ▶ Press 2 for return
- ▶ Select credit
- ▶ Enter refund amount and press **ENTER**
- ▶ Swipe, dip or key enter the customer's card number
- ▶ Confirm the refund amount and press **ENTER**
- ▶ Print customer receipt?
 - Yes **F1**
 - No **F4**

Expert Tip #1

- ▶ For swiped transactions, swipe a card directly from the idle screen for an expedited checkout process

void

3 ^D_FE

- ▶ Press 3 for void
- ▶ Select void; select no for pre auth
- ▶ Select appropriate search option and press **ENTER**
- ▶ Enter information and press **ENTER**
- ▶ Confirm and press **ENTER**

Expert Tip #2

- ▶ Before using the CardPointe Terminal, confirm ports 443, 6443 8443 and 8553 are enabled via your Internet Service Provider

force sale

4 ^G_H

- ▶ Press 4 for force sale
- ▶ Press 1 for credit
- ▶ Enter sale amount and press **ENTER**
- ▶ Swipe, dip or key enter the customer's card number
- ▶ Enter auth number and press **ENTER**

re-print receipt

7 ^P_SR

- ▶ Press 7 to re-print receipt
- ▶ Toggle to and select #3
- ▶ Select
 - #1 for last receipt
 - #2 to search
 - › Search pre auth number
 - › Select appropriate search option and press **ENTER**
 - › Enter info and press **ENTER**
 - › Select transaction and press **ENTER**
 - › Choose print option and press **ENTER**

settlement/batch

6 ^M_ON

- ▶ Press 6 for manual* settlement
- ▶ Press 1
- ▶ Enter sale amount and press **ENTER**

reports

.,#*

- ▶ Press **..#*** for reports
- ▶ Select 0 for reports menu
- ▶ Select report option
- ▶ Select 1 to print
- ▶ Select 2 to display



The CardPointe Terminal is an **EMV-enabled** device.

EMV Cheat Sheet

1. Dip card into the terminal with the chip facing up.
2. The terminal will prompt for the card to be removed and dipped again if the card is inserted the wrong way or if there is an issue with the chip itself.
3. The message, 'REMOVE CARD PLEASE' will display when the card should be removed.

**Please note: You cannot swipe chip cards*

Don't forget to download the **free** CardPointe Mobile app on the Apple or Google Play store!



Bring live transaction data right to your fingertips.

No internet? No problem. The CardPointe Mobile App functions as a reliable CardPointe Terminal backup.

If the Internet goes down, log into the app with your CardPointe credentials and use the Virtual Terminal screen to run transactions by key entering cardholder data.

Expert Tip #3

- ▶ Add the CardPointe Mobile Device to your payments arsenal so you can swipe cards for the ultimate on-the-go, mobile app experience.

Learn more at shop.cardconnect.com

For Your Reference

⚠ IP Connection

This is an IP device that connects directly to an Ethernet port (does not support phone line access)

⚠ NFC

NFC functionality (which allows for acceptance of Apple Pay) will be available in a future remote update

⚠ 7:30pm ET NDF Cutoff

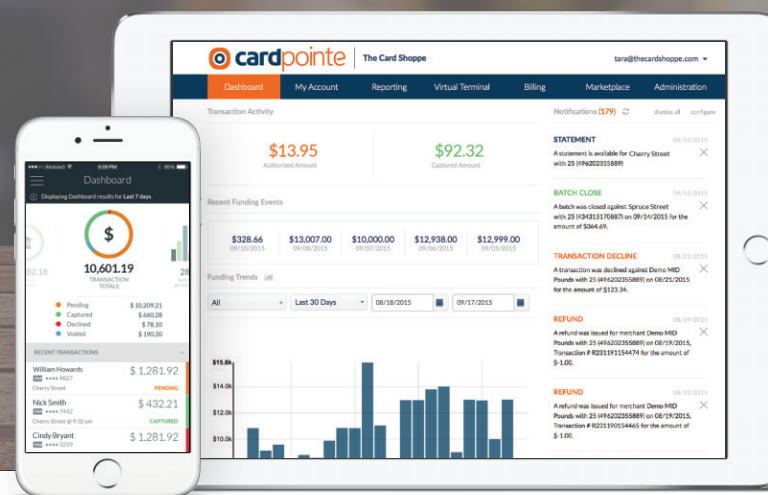
To ensure you receive next day funding, batch out your terminal by 7:30pm ET

Your Terminal Support Hub

- > For terminal display error messages or questions regarding your terminal, call 877.828.0720 > option 1 > option 1 or email cardpointesupport@cardconnect.com
- > For requests or questions regarding your processing account, call 877.828.0720 > option 0
- > Visit our online support site at support.cardconnect.com to download additional copies of this QRG



This terminal is integrated in
real-time with CardPointe



Fulfill all your payment needs

- › Virtual Terminal
- › iOS / Android app
- › Transaction management
- › Secure customer profiles
- › Bill plans / recurring billing
- › APIs
- › Premium integrations (shopping carts, QuickBooks, etc.)



Quick Reference Guide for the CardPointe Terminal with **Standard/Retail** Application