

How To

Quick Reference Guide



FD150

Need Your Statement?

Log in to your merchant portal at:
<https://www.merchantbackoffice.net>

Terminal Messages

AVS (ADDRESS VERIFICATION SERVICE) Check if the street address and ZIP code entered match the customer's billing address

CHIP/CARD SWIPE ERROR Chip or Magnetic stripe did not read. Insert or Swipe card again or manually key in the cardholder's account number

COMM ERROR A communication error has occurred. Check line connections, and call Client Services at 1.800.787.4105

MANUAL ENTRY NOT ALLOWED Current transaction will not allow manual entry. Debit cards may not be manually keyed in

OD (NUMBER) OR RB (NUMBER) Quit Duplicating or Rejected Batch. Call Client Services at 1.800.787.4105

RECORD NOT FOUND Invoice number is not found in terminal batch.

BATCH CLOSE ERROR Settlement failed. Call Client Services at 1.800.787.4105

Credit Sale

- ❖ Tap 'Sale' on the screen
- ❖ Enter the sale amount and press the green [↵] button to confirm
- ❖ (Optional) If prompted, enter a tip, and press the green [↵] button to confirm
- ❖ Insert an EMV chip card, swipe a magnetic stripe card, or hold an NFC card or device near the terminal or a connected PIN pad
- ❖ Wait for the business copy of the sales receipt to automatically print
- ❖ Tap 'Yes' to print a customer receipt or 'No' for no receipt

* Cash transactions cannot be run on the FD150 terminal

Void (Only Pre-Batch CREDIT Transactions Can Be Voided)

On the idle screen, select Other. Then select Void. Key in sequence number and press [ENTER].

- ❖ When finished, touch OK
- ❖ Touch desired Option.
- ❖ Touch Other.
- ❖ It will say successful and print a receipt

Refund (After Settlement/for Debit)

On the idle screen, select Other. Then select Refund.

- ❖ Type in the Refund amount and tap OK
- ❖ Tap, dip, or swipe the card that was used or type in the card number
- ❖ Press OK to Confirm and complete the Return

Batch Settlement with Tip Adjustment

You **must** go in and adjust your tips BEFORE you settle your terminal at the end of the day. If you do not adjust your tips prior to batching, those tips will not be processed. You cannot adjust tips after batching the terminal.

To Add a tip amount to transactions:

- ❖ Select the Other icon
- ❖ Select Enter Tip
- ❖ Key sequence number and press [ENTER]
- ❖ Touch Edit Tip.
- ❖ Add tip amount to transaction
- ❖ Press Cancel (X) to return to idle prompt

*Once you do that with all your transactions, you can go in and batch.

continued on back

Batch Settlement NO Tip Adjustment

- ❖ Tap 'Other' on the screen
- ❖ Select 'Close Batch'
- ❖ Follow the on-screen prompts to enter tips, if necessary.
- ❖ Wait for 'Batch close complete' to appear on screen, indicating the batch is closed. The terminal will also automatically print a report summarizing the transactions in the batch

Reprint Receipt

Use this function to reprint the last transaction or any transaction stored in the terminal's memory.

- ❖ Press (Other)
- ❖ Press (Reprint)
- ❖ Enter the Sequence Number found on the receipt
- ❖ Receipt will print
- ❖ Select (Yes) or (No) Screen will return to Idle Prompt

Power On the Terminal

Take the power supply and plug it into the back of the terminal, it should be about halfway down on the right side. Then take the other end and plug it into the wall. The terminal will power up and stop on the Idle screen that shows the options of **swipe** or **insert card**. At the bottom of the screen there are the options of Sale or Other.

Reports

Various types of detail and totals reports can be generated for transactions in the current batch (transactions that have not yet been settled).

- ❖ Press (Other)
- ❖ Press (Report)
- ❖ Press (Print Report)
- ❖ Press the desired report to print
- ❖ Press the red [X] key 3 times to return to Idle Prompt

EBT Sale

- ❖ Press (Other)
- ❖ Press (More)
- ❖ Press (EBT)
- ❖ Press (Sale, Cash Only, Balance Inquiry)
- ❖ Enter the sale amount and press the green [↵] button to confirm. ...

- ❖ Enter PIN when/if prompted
- ❖ Receipt will print
- ❖ Select (Yes) or (No) Screen will return to Idle Prompt

Connect to Wi-Fi

Press the **Tools** Icon on the home screen. Then touch Wi-Fi and then **Security**. Verify that the security mode matches your Wi-Fi system's settings. To change, touch the drop-down arrow and select a new option. Look for your Wi-Fi network and select and enter your password (key).

Connecting the Terminal to Ethernet

Turn the terminal over and connect one end of the **ethernet cord** to the **Ethernet port (Yellow)** located in the middle of the backside of the terminal.

Connecting the Terminal When Using Dial Up

Turn the terminal over and connect one end of the **phone cord** to the **Telephone port (Blue)** located in the middle of the backside of the terminal.

Thank You

for being a valued
customer!

