

# HYPERCOM ICE

## Terminal Guide

John Smith 123 Anywhere Street America, USA 12345	Home Phone # Work Phone #	Auth Code Driver's License #	Date	77058
Pay To/ The Order Of:				
				Dollars
Memo:				

Name must be imprinted by bank and signature must match. No P.O. box (write physical address if necessary.)

Driver's License #, Authorization #, and home phone # must be written on check.

Check series # must be 101 or higher. No counter checks accepted.

Check must be written on U.S. account. No altered checks.

### CHECKS NOT ACCEPTED FOR ELECTRONIC PROCESSING

- \*Temporary Checks
- \*Cashier's Checks
- \*Third Party Checks
- \*Credit card checks
- \*Money Orders
- \*Payroll Checks
- \*Checks written to employees or self
- \*Payable Through/Equity Line/Loan Checks
- \*Checks drawn on banks outside of USA.
- \*Corporate checks that are not ACH-able (terminal will determine eligibility).

### HOW TO SCAN A CHECK

- Select *Sale* from the default screen.
- Select *New Trans.*
- Select *Check*.
- Select *ACH Check*.
- Terminal will Display "Drivers License Number".
- Type in the Customer's Driver's License Number, including any alpha characters. Then press or select *Enter*.  
(To make letters: select the "ABC" option from the display then select appropriate letter from the Display. Select "123" to go back into numeric mode).
- The terminal will then prompt to "Enter Micr Number." Insert the check into check reader, numbers facing inside.
- The terminal will display "State Code."
- Key the Numeric Value for the corresponding state, press *Enter*.  
(See State code list on this guide i.e. Florida = 12).
- Terminal will prompt for amount.
- Key the amount and press *Enter*.
- Terminal will dial out for approval.
- Receipt will print.
- Terminal will return to original prompt.

### IMPORTANT

- \* Customer must print their name and phone number on the signed receipt.
- \*If using an imager the phone # & authorization # must be on check before imaging.

### TO VOID A CHECK

- Select the "Main Menu" (displayed as Date & Time Bar).
- Select *Batch*, and then *Void*.
- Terminal will give the option of "Last Receipt" or "By Invoice."
- Select "By Invoice."
- Key the invoice number from the Sale receipt and press *Enter*.
- The terminal will prompt to verify the void amount. If correct, select "Yes" from the display.
- The terminal will then prompt to Enter MICR #. Swipe Check through check reader.
- Terminal will dial and void the sale (a Reprint must be done for Customers copy).

### IMPORTANT

Any Voids or corrections after batch out will require a merchant reversal.

Customer Service: 888-481-0757 Fax: 850-337-9518  
 Technical Support: 877-438-3249 Fax: 850-337-9539

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### HOW TO BATCH and IMAGE UPLOAD

#### Batch Close

- Select *Settlement* from the default screen.
- Terminal will prompt for a password. Press *0000*, and then *Enter*.
- Terminal will display the Sales Total to verify. If the amount is correct, select or press *Enter*. (If incorrect, press the clear key and reconcile the transactions).
- Terminal will display the Refund Total. Verify and then select or press *Enter*, if correct.
- Terminal will dial and close the batch. A Batch Summary report will print and the terminal will then return to its original display.

### IMPORTANT

\*ANY VOIDS OR CORRECTIONS AFTER BATCH OUT WILL REQUIRE A MERCHANT REVERSAL.

\*TERMINAL MUST BE BATCHED OUT EVERY NIGHT PRIOR TO MIDNIGHT.

#### Image Upload (For use w/Check Imager)

- Select *Function* from the default screen.
- Terminal will display "Merchant Function".
- Press *80* and then press *Enter*. Terminal will then prompt To Send Images or Clear Images.
- Select *Send Images*.
- The terminal will display: "Sending, Amber...Blinking = Running"
- The Scanner will upload the images and then return to its original display.

### CHECK READER MESSAGES

**MANAGER NEEDED-RE-PRESENTED CHECK:** This means that the check was already seen by the system or has been processed. Merchant needs to override the transaction for a receipt to print.

**MANAGER NEEDED-DAY/LOC/AMT:** This message alerts the merchant that the check amount has exceeded the normal ACH limits of guarantee. Press, "ENTER". Terminal will prompt for OVERRIDE. Press "Clear" to return to main screen.

**NO ACH:** This message indicates that Financial Institution does not participate in the Federal Reserve/ACH network **OR** the reader was unable to read the check number. The check has been verified by the system **IF** you receive an authorization number. However, the merchant **Must** deposit the check in their bank.

**ERROR IN MICR:** This message informs the merchant that the terminal cannot read the check numbers by the magnetic ink provided. **The check cannot be verified.** The merchant has the option to manually deposit the check if they choose to. If this consistently happens with several checks by different banks, please contact technical support. It should also be noted that other electronic devices emit an electromagnetic field that may interfere with the reader's ability to read the magnetic ink. It is recommended to place the check reader one foot away from any other device.

**ID FLAGGED:** This message is to inform the Merchant that the check has been declined due to a problem with the customer's I.D or account. **OVERRIDE** only for your most frequent customers. **These checks are not guaranteed.**

**DECLINED CHECK:** The message is to inform the merchant that the check has been declined due to a problem with the customer's I.D or account. **THIS CANNOT BE APPROVED OR OVERRIDDEN.**

**ERROR IN ID:** Check default state to ensure the correct state code was entered. Check to see if DL# has a letter and enter the corresponding letter with the DL#.

### STATE CODES

01 AL	10 DEL	17 IL	25 MA	33 NH	40 OK	49 UT	61 AB	69 PE
02 AK	11 DC	18 IN	26 MI	34 NJ	41 UT	50 VT	62 BC	70 PQ
04 AZ	12 FL	19 IA	27 MN	35 NM	42 PA	51 VA	63 MB	72 YT
05 AR	13 GA	20 KS	29 MO	36 NY	45 SC	53 WA	64 NB	66 GU Guam
06 CA	14 PR	21 KY	30 MT	37 NC	46 SD	54 WV	65 NF	78 VI Virgin Islands
08 CO	15 HI	22 LA	31 NE	38 ND	47 TN	55 WI	NS NS	99 Mil. ID
09 CT	16 ID	24 MD	32 NV	39 OH	48 TX	56 WY	68 ON	

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