

LinkPoint 9100 GPRS Retail Quick Reference Card

Application Version: 1.07

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
ONLINE SALE (Swiped)	1. IDLE PROMPT	1. Swipe the card.
	2. ENTER LAST 4 ACC# DIGITS	2. Key in last four digits of credit card number and press [OK] .
	3. ENTER SALE AMOUNT	3. Key in the sale amount and press [OK] .
	4. CONNECTING...	4. If approved, a receipt will print.
	5. PRESS OK TO PRINT CUSTOMER COPY	5. Tear off the merchant receipt and press [OK] to print customer receipt.

NOTE: If card is **DECLINED**, request another card for payment.

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
ONLINE SALE (Keyed)	1. IDLE PROMPT	1. Press [OK] key.
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press the [1] key.
	3. 1 SALE 2 RETURN 3 VOID	3. Press the [1] key.
	4. 1 ONLINE 2 OFFLINE	4. Press the [1] key.
	5. SWIPE CARD OR KEY ACCOUNT #	5. Key in credit card number and press [OK] .
	6. ENTER EXPIRY DATE	6. Key in the four digit credit card expiration date and press [OK] .
	7. ENTER 3-DIGIT CVV2 NUMBER (optional)	7. Key in either the 3-digit CVV2 number, the 4-digit CID number or the 3-digit CVC2 number and press [OK] . Press [OK] key to bypass the prompt.
	8. PHONE ORDER TRANSACTION YES NO	8. Either press soft key under the YES prompt if processing a phone order or press the soft key under the NO prompt if not.
	9. MAKE IMPRINT IF CARD IS PRESENT (optional)	9. Imprint card if present.
	10. ENTER SALE AMOUNT	10. Key in the sale amount and press [OK] .
	11. ENTER AVS ADDRESS (optional)	11. Key in the AVS address and press [OK] .
	12. ENTER AVS ZIP CODE (optional)	12. Key in the AVS ZIP code and press [OK] .
	13. CONNECTING	13. If approved, a receipt will print.
	14. PRESS OK TO PRINT CUSTOMER COPY	14. Tear off the merchant receipt and press [OK] to print customer receipt.

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
OFFLINE SALE*	1. IDLE PROMPT	1. Press [OK] key.
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [1] key.
	3. 1 SALE 2 RETURN 3 VOID	3. Press [1] key.
	4. 1 ONLINE 2 OFFLINE	4. Press the [2] key.
	5. SWIPE CARD OR KEY ACCOUNT #	5. Swipe card or key in credit card number and press [OK] .
	6. ENTER EXPIRY DATE OR ENTER LAST 4 ACC # DIGITS	6. Either key in the four digit card expiration date and press [OK] or key in the last four digits of the card number and press [OK] .
	7. ENTER 3-DIGIT CVV2 NUMBER (optional)	7. Key in either the 3-digit CVV2 number, the 4-digit CID number or the 3-digit CVC2 number and press [OK] . Press [OK] key to bypass the prompt.
	8. PHONE ORDER TRANSACTION YES NO (optional)	8. Either press soft key under the YES prompt if processing a phone order or press the soft key under the NO prompt if not.
	9. MAKE IMPRINT IF CARD IS PRESENT (optional)	9. Imprint card if present.
	10. ENTER SALE AMOUNT	10. Key in the sale amount and press [OK] .
	11. ENTER AVS ADDRESS (optional)	11. Key in the AVS address and press [OK] .
	12. ENTER AVS ZIP CODE (optional)	12. Key in the AVS ZIP code and press [OK] .
	13. TOTAL OFFLINE SALES=XX	13. A receipt will print.
	14. PRESS OK FOR CUSTOMER COPY	14. Tear off the merchant receipt and press [OK] to print customer receipt.

***NOTE:** Only perform an offline transaction if you are out of the wireless coverage area or if no phone line is available. All offline transactions must be uploaded before they can be settled. Please see the upload transactions section.

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
AUTH ONLY	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [1] .
	3. 1 SALE 2 RETURN 3 VOID	3. Press [4] .
	4. SWIPE CARD OR KEY ACCOUNT #	4. Swipe card or manually enter the credit card number and press [OK] .
	5. ENTER LAST 4 ACC # DIGITS OR ENTER EXPIRY DATE MMY	5. Either key in the last four digits of the card number and press [OK] or key in the four digit card expiration date and press [OK] .
	6. ENTER 3-DIGIT CVV2 NUMBER (optional)	6. Key in either the 3-digit CVV2 number, the 4-digit CID number or the 3-digit CVC2 number and press [OK] . Press [OK] key to bypass the prompt.
	7. PHONE ORDER TRANSACTION YES NO (optional)	7. Either press soft key under the YES prompt processing a phone order or press the soft key under the NO prompt if not.
	8. MAKE IMPRINT IF CARD IS PRESENT (optional)	8. Imprint card if present.
	9. ENTER SALE AMOUNT	9. Key in the auth only amount and press [OK] .
	10. ENTER AVS ADDRESS (optional)	10. Key in the AVS address and press [OK] .
	11. ENTER AVS ZIP CODE (optional)	11. Key in the AVS ZIP code and press [OK] .
	12. CONNECTING...	12. If approved, a receipt will print.
	13. PRESS OK FOR CUSTOMER COPY	13. Tear off the merchant receipt and press [OK] to print customer receipt copy.
TICKET ONLY	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [1] .
	3. 1 SALE 2 RETURN 3 VOID	3. Press [5] .
	4. SWIPE CARD OR KEY ACCOUNT #	4. Swipe card or key in credit card number and press [OK] .
	5. ENTER LAST 4 ACC # DIGITS OR ENTER EXPIRY DATE MMY	5. Key in the last four digits of card number and press [OK] or key in the card expiration date and press [OK] .
	6. PHONE ORDER TRANSACTION YES NO (optional)	6. Either press soft key under the YES prompt processing a phone order or press the soft key under the NO prompt if not.
	7. MAKE IMPRINT IF CARD IS PRESENT (optional)	7. Imprint card if present.
	8. ENTER SALE AMOUNT	8. Key in the ticket only amount and press [OK] .
	9. ENTER AVS RESPONSE CODE (optional)	9. Key in the AVS response code and press [OK] or press [OK] key to bypass.
	10. ENTER AVS ACI (optional)	10. Key in the AVS ACI number and press [OK] or press [OK] key to bypass.
	11. ENTER AVS TID (optional)	11. Key in the AVS TID number and press [OK] or press [OK] key to bypass.
	12. ENTER APPROVAL CODE	12. Key in the previously obtained approval code and press [OK] .
	13. ACCEPTED...	13. When completed, a receipt will print.
	14. PRESS OK FOR CUSTOMER COPY	14. Tear off the merchant receipt and press [OK] to print customer receipt copy.
CREDIT RETURN	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [1] .
	3. 1 SALE 2 RETURN 3 VOID	3. Press [2] .
	4. ENTER PASSWORD (optional)	4. Key in the password and press [OK] .
	5. SWIPE CARD OR KEY ACCOUNT #	5. Swipe card or manually enter the credit card number and press [OK] .
	6. ENTER LAST 4 ACC # DIGITS OR ENTER EXPIRY DATE MMY	6. Either key in the last four digits of card number and press [OK] or key in four digit expiration date and press [OK] .
	7. ENTER SALE AMOUNT	7. Key in the return amount and press [OK] .
	8. ACCEPTED...	8. A receipt will print.
	9. PRESS OK FOR CUSTOMER COPY	9. Tear off the merchant receipt and press [OK] to print customer receipt copy.
REPRINT	1. IDLE PROMPT	1. Press the blue [F] key.
	2. ADMIN MENU 1 REPRINT 2 REVIEW	2. Press [1] .
	3. REPRINT 1 MERCHANT 2 CUSTOMER 3 BOTH	3. Either press the [1] key to reprint the merchant receipt, the [2] key to reprint customer receipt or the [3] key to reprint both.
	4. REPRINT ENTER ITEM #	4. Key in the item number and press [OK] or press [OK] for last transaction.

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
DEBIT SALE	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [2] .
	3. 1 SALE 2 RETURN	3. Press [1] .
	4. SWIPE CARD	4. Swipe debit card.
	5. ENTER SALE AMOUNT	5. Key in the sale amount and press [OK] .
	6. ENTER PIN	6. Have the customer key in PIN and press [OK] .
	7. CONNECTING...	7. If approved, a receipt will print.
	8. PRESS OK TO PRINT CUSTOMER COPY	8. Tear off merchant receipt copy and press [OK] to print customer receipt copy.
DEBIT RETURN	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [2] .
	3. 1 SALE 2 RETURN	3. Press [2] .
	4. ENTER PASSWORD	4. Key in the password and press [OK] key.
	5. SWIPE CARD	5. Swipe debit card.
	6. ENTER SALE AMOUNT	6. Key in the sale amount and press [OK] .
	7. ENTER PIN	7. Have the customer key in PIN and press [OK] .
	8. CONNECTING...	8. If approved, a receipt will print.
	9. PRESS OK TO PRINT CUSTOMER COPY	9. Tear off merchant receipt copy and press [OK] to print customer receipt copy.
REVIEW	1. IDLE PROMPT	1. Press the blue [F] key.
	2. 1 REPRINT 2 REVIEW	2. Press [2] .
	3. 1 ITEM NUMBER 2 TOTALS 3 OPERATOR ID	3. Either press the [1] key to review the batch by item number, the [2] key to review the batch by transaction totals or the [3] key to review the batch by operator ID.
	4. SELECT OFFLINE BATCH YES NO (optional)	4. To search offline batch, press the left soft key under the YES prompt. To bypass this request, press the right soft key under the NO prompt.
	5. ITEM REVIEW ENTER ITEM #	5. If item number was chosen, enter item number and press [OK] key.
	6. CARDS 1 MASTERCARD 2 VISA 3 AMEX	6. If totals review was chosen, press the [1] key to view the MasterCard totals, press [2] key to key to view the VISA totals or press the [3] key to review the AMEX totals and so on.
	7. OPERATOR TOTAL ENTER OPERATOR ID	7. If review by op ID was chosen, key in operator ID number and press [OK] key or press [OK] key for all operator totals.
REPORTS	1. IDLE PROMPT	1. Press the blue [F] key.
	2. ADMIN MENU 1 REPRINT 2 REVIEW	2. Press [3] .
	3. REPORT 1 DETAILS 2 SUMMARY 3 OPERATOR ID	3. Press the [1] key to print a detail report, press the [2] key to print a summary report or press the [3] key to print an operator ID report.
	4. DETAIL REPORT 1 ITEM NUMBER 2 CARD TYPE 3 TXN TYPE	4. If detail report was chosen, press either the [1] key to print a report in the item number order, press the [2] key to print a report in card type order or press the [3] key to print report in the transaction type order.
	5. SELECT OFFLINE BATCH YES NO (optional)	5. To search offline batch, press the left soft key under the YES prompt. To bypass this request, press the right soft key under the NO prompt.
	6. OP ID REPORT ENTER OPERATOR ID	6. If operator ID report was chosen, key in the operator ID number, press [OK] key or press [OK] key for all operator totals.
	7. ...REPORT PRINTING, PLEASE WAIT	7. Please wait for the report to print. Press [CLR] until idle prompt appears.
CHANGE COMM. MODE	1. IDLE PROMPT	1. Press the [9] key.
	2. ENTER PASSWORD	2. Key in the password and press [OK] key.
	3. COMMS TYPE...CHANGE? YES NO	3. To change mode, press the left soft key under the YES prompt. To bypass request, press the right soft key under the NO prompt.
	4. COMMS TYPE CHANGE CONFIRMED!	4. Please wait, terminal will return to idle prompt.

FUNCTION	DISPLAY MESSAGE	OPERATOR ACTION
VOID	1. IDLE PROMPT	1. Press [OK] .
	2. 1 CREDIT 2 DEBIT 3 EBT	2. Press [1] .
	3. 1 SALE 2 RETURN 3 VOID	3. Press [3] .
	4. ENTER PASSWORD	4. Key in the password and press [OK] .
	5. ENTER ITEM #	5. Key in the item number and press [OK] .
	6. VOID XXX TRAN TYPE X.XX NEXT	6. If the correct transaction information is displayed, press [OK] , if not press [CLR] .
	7. VOID VISA CARD XXXXXXXXXXXX XX/XX SWIPED	7. Press [OK] if the information is correct, if not, press [CLR] .
	8. VOID ITEM X PRESS OK...	8. Press [OK] to void transaction.
	9. ACCEPTED	9. A receipt will print.
	10. PRESS OK FOR CUSTOMER COPY	10. Tear off the merchant receipt and press [OK] to print customer receipt copy.
UPLOADING A SINGLE OFFLINE TRANSACTION	1. IDLE PROMPT	1. Press [OK] .
	2. MAIN MENU 1 CREDIT 2 DEBIT	2. Press [4] .
	3. BATCH MENU 1 CLOSE 2 INQUIRY	3. Press [4] .
	4. 1 ALL TRANS 2 SINGLE TXN	4. Press [2] to upload a single transaction.
	5. ...UPLOAD ENTER PASSWORD	5. Key in the password and press [OK] .
	6. BATCH UPLOAD ENTER ITEM #	6. Upload a single transaction by entering the transaction number, then pressing [OK] .
	7. BATCH UPLOAD XXX OFFLINE SALE \$XX.XX	7. If uploading a single transaction, the selected transaction information will display, press [OK] if the transaction is correct, if not, press [CLR] .
	8. CONNECTING...	8. A report will print.
NOTE: Please remember to close the batch after uploading the transactions.		
UPLOADING OFFLINE BATCH	1. IDLE PROMPT	1. Press [OK] .
	2. MAIN MENU 1 CREDIT 2 DEBIT	2. Press [4] .
	3. BATCH MENU 1 CLOSE 2 INQUIRY	3. Press [4] .
	4. BATCH UPLOAD 1 ALL TRANS	4. Press [1] key to upload all offline transactions.
	5. ...UPLOAD ENTER PASSWORD	5. Key in the password and press [OK] .
	6. BATCH UPLOAD...YES NO	6. To upload offline batch, press the left soft key under the YES prompt or to bypass the prompt press the right soft key under the NO prompt.
	7. CONNECTING...	7. Please wait.
	8. BATCH UPLOAD...	8. Terminal displays batch information and prints an upload report. Press the [CLR] key until the idle prompt appears.
NOTE: Please remember to close the batch after uploading it.		
CLOSING BATCH	1. IDLE PROMPT	1. Press [OK] .
	2. MAIN MENU 1 CREDIT 2 DEBIT	2. Press [4] .
	3. BATCH MENU 1 CLOSE 2 INQUIRY	3. Press [1] .
	4. BATCH CLOSE ENTER PASSWORD	4. Key in the password and press [OK] .
	5. BATCH CLOSE PRINT REPORT? YES NO	5. Print the batch report copy by pressing the left soft key under the YES prompt. Press the right soft key under the NO prompt to bypass.
NOTE: Please perform this procedure any day terminal transactions occur. Failure to do so could delay final payment.	6. BATCH CLOSE CREDIT \$XX.XX DEBIT/EBT \$XX.XX TOTAL \$XX.XX PRESS OK TO CONT	6. Press [OK] if batch totals are correct or press [CLR] if totals are not correct.
	7. CONNECTING...	7. Please wait.
	8. BATCH CLOSE CLOSED OK	8. When batch closes, terminal will print closing receipt. Press [CLR] until idle prompt appears.
BATTERY CHARGING TIPS	1. Before using the terminal for the first time, charge the battery at least five hours. Turn off the terminal when charging.	
	2. Make sure the battery icon (upper right corner of display) is flashing while charging.	
	3. When charging for the first time, use a wall outlet. Do not use a car charger for the first charge.	
	4. When charging the battery in a vehicle, use only a LinkPoint car charger plugged into the cigarette lighter. Do not use an "inverter" or other device that has not been approved by LinkPoint.	
	NOTE: The car charger is optional extra equipment.	
	5. Condition the battery. The battery will not reach full capacity until it has been conditioned by charging and discharging several times. To do this, fully charge the battery as described above. Then use the terminal until it starts to display the LOW BATTERY prompt during transactions. Then fully recharge it. Repeat this process several times.	
NOTE: The battery icon is only an approximate indicator of charge. The battery is not low until the words "LOW BATTERY" actually start to appear during usage.		
6. After conditioning, it is not necessary to fully discharge the battery before recharging it.		