

Hypercom M4230 Quick Reference Guide

Retail



Standard Functions:

Default Password: 0000

Paper Feed: Press the star (*) key

Important Information:

- To power the terminal on or off simply press and hold the Power/Function button for 10 seconds or until the terminal beeps.
- Note: To process a Debit or EBT transaction, follow the credit sale procedures, but choose Debit or EBT accordingly.
- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code. Manual entry **CANNOT** be performed on Debit transactions.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund
- If your screen displays icons that say SPOS32 and IP Diagnostics, press the screen button next to SPOS32 to return to the credit card processing application.
- To set date and time: 1. Press blue function key. 2. Input 10, then press enter. 3. Input 0000 for the password. 4. Input date in MM/DD/YY format then press enter. 5. Input time in HH:MM format then press enter.

If insufficient cellular signal is available your terminal can enter an offline mode. Once entering offline mode, you accept risk for all disputed and/or declined/rejected transactions. When your terminal has sufficient signal it will automatically enter online mode. To check coverage areas go to

<http://www.wireless.att.com/coverageviewer/#?type=data>.

Credit Sale:

- Press the screen button next to Sale
- Select Credit
- Swipe customer card
- Input Sale Amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Void Last Transaction:

- Press the screen button next to Void
- Choose Last
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Void by Invoice:

- Press the screen button next to Void
- Choose Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Credit Refund:

- Press the screen button next to Refund
- Swipe customer card
- Input Return amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Void Credit Refund:

- Press the screen button next to Void
- Choose Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Offline Sale (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)

- Press the Enter Key
- Press the screen button next to Transaction
- Press the screen button next to Offline
- Press the screen button next to Sale (Offline)
- Swipe customer card
- Input Sale Amount then press Enter
- Input Approval Code then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Batch Review:

- Press the Enter Key
- Press the screen button next to Batch
- Press the screen button next to Review
- Press the screen buttons next to the Right or Left arrow to move through the transactions.

Reprint Receipt:

- Press the Report Key
- Scroll down then select Reprint
- Press the screen button next to the appropriate option
 - Last: This will reprint the last transaction receipt.
 - Invoice: This allows you to reprint a receipt by invoice number
- Press the screen button next to the appropriate option
 - Customer Copy: This will reprint the customer copy of the receipt.
 - Merchant Copy: This will reprint the merchant copy of the receipt.

Reports:

- Press Report key
- Press the screen button next to appropriate report type
 - Audit Report: This report will show all transaction details on the current batch.
 - Summary Report: This report will show you a basic summary of all existing sales in the current batch.

Close Batch: (run a report first if you need detailed batch information)

- Press the Settle Key
- Input the password of 0000
- Press Enter
- Confirm sales total then press Enter
- Confirm refund total then press Enter

To install the paper roll:

**terminal uses 85ft-180ft x 2 1/4 in. thermal paper roll

- Remove terminal and paper from its packaging.
- With your fingers, open the printer cover. (as shown below in image 2)
- Drop paper roll into printer with the paper feeding from under the roll then pull paper up slightly (as shown below in image 3a).
- Pull and tear paper against the paper receipt tear bar. Operate terminal as normal.



To order paper call supplies at 1-866-498-2333 M-F 8am-8pm Central

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Restaurant



Standard Functions:

Default Password: 0000

Paper Feed: Press the star (*) key

Important Information:

- To power the terminal on or off simply press and hold the Power/Function button for 10 seconds or until the terminal beeps.
- Note: To process a Debit or EBT transaction, follow the credit sale procedures, but choose Debit or EBT accordingly.
- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code. Manual entry **CANNOT** be performed on Debit transactions.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund
- If your screen displays icons that say SPOS32 and IP Diagnostics, press the screen button next to SPOS32 to return to the credit card processing application.
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Credit Sale:

- Press the screen button next to Sale
- Select Credit
- Swipe customer card
- Input Sale Amount then press Enter
- Input Tip Amount (If applicable) then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Void Last Transaction:

- Press the screen button next to Void
- Choose Last
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Void by Invoice:

- Press the screen button next to Void
- Choose Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Credit Refund:

- Press the screen button next to Refund
- Swipe customer card
- Input Return amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Void Credit Refund:

- Press the screen button next to Void
- Choose Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

Tip Adjust:

- Press the screen button next to Tip Adjust
- Input invoice number then press Enter
- Input tip amount then press Enter
- Confirm total amount then press Enter
- Terminal will display Transaction Accepted.

Offline Sale (Force Transaction): (Offline sales can only be processed once a valid authorization code is acquired.)

- Press the Enter Key
- Press the screen button next to Transaction
- Press the screen button next to Offline
- Press the screen button next to Sale (Offline)
- Swipe customer card
- Input Sale Amount then press Enter
- Input Approval Code then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Open Tab:

- Press the Function Key
- Input 20 then press Enter
- Press the screen button next to Open
- Swipe customer card
- Input Tab Amount then press Enter
- Verify Tab amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

Close Tab:

- Press the Function Key
- Input 20 then press Enter
- Press the screen button next to Close
- Input invoice number then press Enter
- Input Tab Amount then press Enter
- Verify Tab info then press Enter
- Verify Tab amount then press Enter,
- If the tab amount needs to be edited press Clear
- Input correct amount then press Enter
- put tip amount or leave blank then press Enter

Batch Review:

- Press the Enter Key
- Press the screen button next to Batch
- Press the screen button next to Review
- Press the screen buttons next to the Right or Left arrow to move through the transactions.

Reprint Receipt:

- Press the Report Key
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Close Batch: (run a report first if you need detailed batch information)

- Press the Settle Key
- Input the password of 0000
- Press Enter
- Confirm sales refund total by pressing Enter
- Tear merchant report