

# HyperWare® Restaurant Software

## Quick Reference Card for 19-Key Terminal

Optimum T4100 SPOS32, Version 1.4

**Note:** Printing a second receipt, the customer receipt, is an option for all transactions.

### Credit Sale

| Terminal Display                          | Action  |
|---|---|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Swipe the credit card through the card reader, tap the card on the contactless reader, or manually enter the card number. |
| ENTER SERVER NUMBER                       | Enter Server number, and then press <b>ENTER</b> .  |
| BASE AMOUNT \$0.00                        | Enter amount of sale, and then press <b>ENTER</b> .   |
| TIP AMOUNT \$0.00                         | Enter Tip amount, press <b>ENTER</b> ; or just press <b>ENTER</b> and complete tip adjust later.                          |
| TOTAL CORRECT? \$0.00                     | Press <b>YES</b> to confirm, <b>NO</b> to change amount.  |
| COMMS                                     | Terminal dials host.  |
| RESPONSE                                  | Approval number is displayed on screen, and printed on receipt.   |
| Approval 123456                           |   |

### Debit Sale

| Terminal Display                          | Action   |
|---|--|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>ENTER &gt; TRANSACTION &gt; SALE &gt; DEBIT</b> .   |
| SWIPE/TAP CUSTOMER CARD                   | Swipe the debit card through card reader, tap the card on the contactless reader, or manually enter the card number. |
| ENTER SERVER NUMBER                       | Enter Server number, and then press <b>ENTER</b> .   |
| BASE AMOUNT \$0.00                        | Enter amount of sale, and then press <b>ENTER</b> .  |
| TIP AMOUNT \$0.00                         | Enter Tip amount, and then press <b>ENTER</b> .  |
| Waiting for PIN                           | Customer enters PIN on attached PIN pad.   |
| COMMS                                     | Terminal dials host.   |
| RESPONSE                                  | Approval number is displayed on screen, and printed on receipt.  |
| Approval 123456                           |  |

### Credit Refund

| Terminal Display                          | Action  |
|---|---|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>ENTER &gt; TRANSACTION &gt; REFUND &gt; CREDIT</b> .   |
| SWIPE/TAP CUSTOMER CARD                   | Swipe the credit card through card reader, tap the card on the contactless reader, or manually enter the card number. |
| ENTER SERVER NUMBER                       | Enter server number, and then press <b>ENTER</b> .  |
| AMOUNT \$0.00                             | Enter amount of refund, and then press <b>ENTER</b> .   |
| COMMS                                     | Terminal dials host.  |
| RESPONSE                                  | Approval number is displayed on screen, and printed on receipt.   |
| Approval 123456                           |   |

### Debit Refund

| Terminal Display                          | Action   |
|---|--|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>ENTER &gt; TRANSACTION &gt; REFUND &gt; DEBIT</b> .   |
| SWIPE/TAP CUSTOMER CARD                   | Swipe the debit card through card reader, tap the card on the contactless reader, or manually enter the card number. |
| ENTER SERVER NUMBER                       | Enter server number, and then press <b>ENTER</b> .   |
| AMOUNT \$0.00                             | Enter amount of refund, and then press <b>ENTER</b> .  |
| Waiting for PIN                           | Customer enters PIN on attached PIN pad.   |
| COMMS                                     | Terminal dials host.   |
| RESPONSE                                  | Approval number is displayed on screen, and printed on receipt.  |
| Approval 123456                           |  |

### Server Sign-On

| Terminal Display                          | Action  |
|---|---|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>FUNCTION, 77</b> , and then <b>ENTER</b> . |
| ENTER SERVER NUMBER                       | Enter Server ID, and then press <b>ENTER</b> .      |
| SIGN-ON? Y or N                           | Touch <b>YES</b> to add this Server ID to terminal. |
| TRANSACTION ACCEPTED                      | Server Sign-On is complete.                         |

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## Open Tab

| Terminal Display                               | Action   |
|--|--|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD      | Press <b>FUNCTION, 20</b> , then <b>ENTER</b> .  |
| 1-OPEN 2-CLOSE 3-PRINT SWIPE/TAP CUSTOMER CARD | Press <b>1</b> , then <b>ENTER</b> to open a Tab.<br>Swipe the credit card through card reader, tap the card on the contactless reader, or manually enter the card number. |
| ENTER SERVER NUMBER                            | Enter Server number, press <b>ENTER</b> .  |
| BASE AMOUNT \$0.00                             | Enter amount of sale, press <b>ENTER</b> .   |
| TOTAL CORRECT? \$0.00                          | Touch <b>YES</b> to confirm adjusted total amount.   |
| COMMS  | Terminal dials host.   |
| RESPONSE                                       | Approval number is displayed on screen, and printed on receipt.  |
| Approval 123456                                |  |

## Close Tab

| Terminal Display                          | Action   |
|---|--|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>FUNCTION, 20</b> , then <b>ENTER</b> .          |
| 1-OPEN 2-CLOSE 3-PRINT                    | Press <b>2</b> , then <b>ENTER</b> to close a Tab.       |
| PRESS HERE FOR MENU                       | Touch Menu Bar at top of screen.                         |
| ENTER INVOICE NUMBER                      | Enter invoice number of Open Tab, press <b>ENTER</b> .   |
| CORRECT?                                  | Touch <b>YES</b> if this is correct Invoice Number.      |
| TOTAL CORRECT? \$0.00                     | Touch <b>YES</b> to confirm, <b>NO</b> to change amount. |
| TRANSACTION ACCEPTED                      | Close Tab is complete.                                   |

## Tip Adjust

| Terminal Display                          | Action   |
|---|--|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>ENTER &gt; BATCH &gt; ADJUST</b> .                          |
| ENTER INVOICE NUMBER                      | Enter invoice number of original sale, and then press <b>ENTER</b> . |
| BASE AMOUNT \$0.00                        | Enter tip amount, and then press <b>ENTER</b> .                      |
| ENTER TIP \$0.00                          |  |
| TOTAL CORRECT? \$0.00                     | Touch <b>YES</b> to confirm adjusted total amount.                   |
| TRANSACTION ACCEPTED                      | Tip Adjust is complete.  |

## Void

| Terminal Display                          | Action  |
|---|---|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>ENTER &gt; BATCH &gt; VOID</b> .   |
| ENTER INVOICE NUMBER                      | Enter invoice number, and then press <b>ENTER</b> .   |
| XXXXXX \$0.00                             | Press <b>YES</b> to void this transaction. Touch <b>NO</b> if this is not correct invoice number. |
| CORRECT? YES or NO                        |   |
| COMMS                                     | Terminal dials host.  |
| TRANSACTION ACCEPTED                      | Void is complete.   |

## Reprint Last Receipt

| Terminal Display                          | Action  |
|---|---|
| ENTER CARD NUMBER OR SWIPE/TAP CUST. CARD | Press <b>FUNCTION, 72</b> , and then <b>ENTER</b> .                 |
| 1-CUSTOMER RECPT                          | Press <b>1</b> to reprint CUSTOMER RECEIPT or                       |
| 2-MERCHANT RECPT                          | press <b>2</b> to reprint MERCHANT RECEIPT, and then <b>ENTER</b> . |
| REPRINT COMPLETE                          | Receipt is printed.   |



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