

LAWPAY

CREDIT CARD PROCESSING

Hypercom 4205

Terminal Guide

Technical Support:

800.459.5798

Monday - Friday

7:00 am - 7:00 pm CST

LawPay.com

support@lawpay.com

CREDIT CARD PROCESSING

Common transactions processed on the Hypercom 4205:

Sale (Swipe)

1. Swipe card
2. Enter amount of sale
3. Press **ENTER**

Sale (Manual)

1. Press "Sale"
2. Press "Credit"
3. Enter credit card number
4. Card present?
If Yes, press: **ENTER**
If No, press: **CLEAR**
5. Enter expiration date (mmyy)
6. Is CVV present?
Select either "Not Provided" or "Present"
7. Enter in 3-4 digit code
8. Enter sale amount
9. Enter cardholders billing street address number
10. Enter cardholders billing zip code

Void

1. Press "Void"
2. Choose "Last Transaction" or invoice number
3. Transaction information will display, choose one of the two choices:
Confirm: **ENTER**
Cancel: **CLEAR**

Return

1. Press "Return"
2. Press "Credit"
3. Swipe or enter credit card number
4. Enter expiration date (mmyy)
5. Enter amount of sale

Force/Offline

Only for voice authorization

1. Press "Offline"
2. Enter credit card number
3. Enter expiration date (mmyy)
4. Enter sale amount
5. Enter authorization code

Reprint Receipt

Only available before transaction is batched

1. Press "Reports"
2. Press "Reprint"
3. Choose either "Last Transaction" or select the invoice you need to reprint from the list
4. Choose either "Customer" or "Merchant" copy

Settle/Batch

1. Press "Settle"
2. Enter password
3. Confirm sales and press **ENTER**
4. Confirm returns and press **ENTER**
5. Report will then print

Test Transaction

1. Press "Sale"
2. Press "Credit"
3. Enter test credit card number: 4111-1111-1111-1111
4. Card present?
If Yes, press: **ENTER**
If No, press: **CLEAR**
5. Enter test card expiration date: 1220
6. Is CVV present?
Select either "Not Provided" or "Present"
Note: Select "Present" for this test transaction
7. Enter test code: 123
8. Enter test sale amount: \$1.00
9. Enter test street address number: 123
10. Enter test zip code: 12345
11. Your terminal will print a receipt

Note: The machine will dial out for approval from the bank. Since this is not an actual credit card number you will get the decline message, "Invalid card number". With a valid transaction, the first receipt will be your copy. You can press any number on the keypad to print a customer copy.

Finding the CVV Code

Visa/MasterCard:

3-digit number to the right of the signature line on the back of the card.

American Express:

4-digit number on the front of the credit card.

How to enable your credit card machine:

Option 1

Connect directly into an analog phone line

1. Connect telephone cable into the "LINE" port on the back of the terminal
2. Connect the other end of the cord into a telephone jack
3. Connect power cord (see "How to Power Up")

Option 2

Share line with fax machine

1. Connect telephone cable into the "LINE" port on the bottom of the terminal
2. Connect the other end into the second phone jack available on the fax machine
3. Connect power cord (see "How to Power Up")

Note: The fax machine will have two phone ports: TEL/EXT and LINE. Ensure you have the credit card machine plugged into the TEL/EXT port in the back of the fax machine. The LINE port should have a telephone line going into the telephone jack on the wall.

Password

The password will be one of the four passwords below:

- A. "0" (8 times)
- B. "0" (4 times)
- C. "1" (8 times)
- D. "1" (4 times)

If You Require a Prefix to Dial Out

1. Press "FUNCTION 2" then press **ENTER**
2. Enter password
3. Enter prefix then press **ENTER**

Note: Number "1" is already programmed in the machine.

Setting Date & Time

1. Press "FUNCTION 10", then press **ENTER**
2. Enter the password, then press **ENTER**
3. Enter date (mmyy), then press **ENTER**
4. Enter time (in military time, i.e. 1500 is 3:00pm), then press **ENTER**

How to Power Up

To power up your machine, connect the AC power adapter into the terminal and turn the connector on the terminal 180° counter-clockwise to the "lock" position. To unlock, simply turn it clockwise.



Loading 2^{1/4} Thermal Paper

To load the thermal paper, lift the cover on top of the terminal and place the roll in the slot. Pull approximately two inches of the paper towards the screen and close the cover with the paper sticking out. Tear off the excess paper. Thermal paper is available at any office supply store.



Connections

Power & cables included with machine

Hypercom 4205



Telephone Cable



AC Power Adapter



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Error Messages

Below are common errors you may receive. The error message will display on the screen. Please contact technical support at 1.800.459.5798 if you have any additional questions.

Please Try Again CE	Basic communication error. Please contact Technical Support.
Call Voice Auth	Follow the steps in the MC/VISA authorization section of this guide.
04 Pick Up	Ask for another form of payment.
58 AMEX Not Allowed	If you have an AMEX account call technical support for further assistance.
401 Invalid Term/Merch ID	Contact Technical Support.
Paper Out	See "Loading Paper" (see page 2).
Expired Card	Ask for another form of payment.
Settlement Required	Settle/Batch the machine (see page 1).
Invalid Card Number	Verify the credit card number with the cardholder and try again.
Address or CVV Mismatch	Press "Enter" to submit the payment or "Clear" to cancel the transaction.
Decline	Advise the cardholder call the number on the back of their card or ask for another form of payment.

MC/VISA Voice Authorization Line

- Select Language**
*Press "1" for English or
Press "2" for Spanish*
- Enter Merchant ID**
*Enter last 12 digits of 3899
MerchID followed by "#"*
- Enter Zip Code**
*Enter your zip code (not client's
zip code)*
- Enter Transaction Code**
Press "1" for sale
- Enter Account Number**
Enter credit card number
- Enter Expiration Date**
*Enter the credit card expiration
date (mmyy)*
- Enter Transaction Amount**
Enter amount
- Confirm Transaction Amount**
*Press "9" to confirm, or
"6" to re-enter*
- Processing**
*6-digit authorization code will
then be issued*

Address Verification System Response Code

- Y** - Yes; Exact match on address and zip
- A** - Address matches, zip does not
- Z** - Zip code matched, address does not
- N** - Neither address nor zip code match
- U** - Address information is unavailable
- R** - Retry; Issuer's system is unavailable or timed out
- E** - Error; Transaction ineligible for AVS
- S** - AVS not supported by issuer

Voice Authorization Warning

When obtaining an authorization code from the Voice Authorization line, the sale is NOT automatically deposited. The sale must be manually entered (FORCE/OFFLINE) in your terminal to be batched/deposited into your bank account (see page 1).



Notes: _____

