

### CALL ME BUTTON FUNCTIONS

Terminal Display	Action
IDLE PROMPT	Press Function [2],[5] and then <b>ENTER</b> or activate the scrolling menu, then select <b>New Trans and Host Services</b>
HST Services Enter Password _____	Key in [0],[0],[0],[0] and press <b>ENTER</b>
<b>Paper Order</b> press [1] and <b>ENTER</b>	If approved, the approval number will display and a receipt will print <b>Your paper will be shipped to you promptly.</b>
<b>Merch Support</b> press [2] and <b>ENTER</b>	If approved, the approval number will display and a receipt will print. <b>You should receive a call from Crescent Client Services Support within 24 hours</b>
<b>Value Added Services</b> press [3] and <b>ENTER</b>	If approved, the approval # will display and a receipt will print. <b>Crescent Client Services will contact you within 24 hours.</b>
Comms	Terminal dials host
Approval Number Displays	

### Customer Service and Supplies .....1-800-618-4428

VISA/MASTERCARD MERCHANT# \_\_\_\_\_

Voice Authorization 1-800-291-4840

AMERICAN EXPRESS MERCHANT # \_\_\_\_\_

Voice Authorization 1-800-528-2121

DISCOVER MERCHANT # \_\_\_\_\_

Voice Authorization 1-800-347-1111

DINER'S  
MERCHANT# \_\_\_\_\_

Voice Authorization 1-800-525-9040



### Crescent Diamond Restaurant Instructions

#### Credit Sale

Terminal Display	Action
SWIPE CUSTOMER CARD	<b>Swipe</b> credit card through card reader.
ENTER LAST 4 NO. OF CUSTOMER CARD	Enter the last 4 digits of the customer's card.
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	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
SWIPE CUSTOMER CARD	Press <b>Debit</b> button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
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	Press <b>YES</b> to confirm, <b>NO</b> to change amount.
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	

#### Manual Sale

Terminal Display	Action
SWIPE CUSTOMER CARD	Key in Credit Card #, press <b>ENTER</b>
Expiration Date MMY	Key in expiration date in MMY format, press <b>ENTER</b> .
Take Imprint of card	Manually imprint card, press <b>ENTER</b> .
CARD PRESENT? Y OR N	Verify if the card is present or not.
Enter Server Number	If prompted, key in Server number, press <b>ENTER</b> .
Base Amount \$0.00	Enter amount of sale, press <b>ENTER</b> .
Total Correct? \$0.00	Press <b>YES</b> to confirm <b>NO</b> to change amount.
Enter Address	Key in numerical part of address, press <b>ENTER</b> .
Enter Zip Code	Key in Zip Code, press <b>ENTER</b> .
Dialing Now	Terminal dials host.
RESPONSE	Approval number is displayed on screen, and printed on receipt.
Approval 123456	
Print Second Receipt? Correct? Yes or No	If prompted, press <b>YES</b> to confirm, <b>NO</b> to cancel.

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

### Credit Refund

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Refund</b> button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER SERVER NUMBER	Enter server number, press <b>ENTER</b> .
AMOUNT \$0.00	Enter amount of refund, press <b>ENTER</b> .
COMMS	Terminal dials host.
RESPONSE	Approval number is displayed on screen, and printed on receipt.
Approval 123456	

### Server Sign-On

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Function, 77</b> , then <b>ENTER</b> .
ENTER SERVER NUMBER	Enter Server ID, 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.

### Open Tab

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Function, 20</b> , and then <b>ENTER</b> .
1-OPEN 2-CLOSE 3-PRINT	Press <b>1</b> , then <b>ENTER</b> to open a Tab.
SWIPE CUSTOMER CARD	Swipe credit card through card reader.
ENTER LAST 4 NO. OF CUSTOMER CARD	Enter the last 4 digits of the customer's card.
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
SWIPE CUSTOMER 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.
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 Adjustment

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Adjust</b> button.
ENTER INVOICE NUMBER	Enter invoice number of original sale, press <b>ENTER</b> .
[Type of Card]?	Verify that the type of card corresponds to the one written on the display.
Base Amount \$0.00 Enter tip \$0.00	Enter tip amount, press <b>ENTER</b> .
TOTAL CORRECT? \$0.00	Touch <b>YES</b> to confirm adjusted total amount.
TRANSACTION ACCEPTED	Tip Adjust is complete.

### Void

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>Void</b> button.
ENTER INVOICE NUMBER	Enter invoice number, press <b>ENTER</b> .
XXXXXX \$00.00 CORRECT? YES or NO	Press <b>YES</b> to void this transaction. Touch <b>NO</b> if this is not correct invoice number.
COMMS	Terminal dials host.
TRANSACTION ACCEPTED	Void is complete.

### Print Last Receipt

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

### Reprint Any Ticket

Terminal Display	Action
SWIPE CUSTOMER CARD	Select the Reprint Key
Enter Invoice Number	Key in Invoice number, and press <b>ENTER</b> .
1-Merchant Recpt 2-Customer Recpt	Press <b>[1]</b> to print Merchant Receipt or press <b>[2]</b> to print Customer Receipt, and then <b>ENTER</b> .
REPRINT COMPLETE	Receipt is printed.

### Batch Reports

Terminal Display	Action
SWIPE CUSTOMER CARD	Select the <b>Reports</b> key.
2 - Server 3 - Audit 4 - Summary 5 - History	Press <b>[3]</b> for detailed report, and press <b>ENTER</b> . press <b>[4]</b> for Summary report, press <b>ENTER</b> .
Host Number	If prompted, key in the appropriate host # and press <b>ENTER</b> .
Printing... Please wait	Transaction Prints.

### Batch Settlement

Terminal Display	Action
SWIPE CUSTOMER CARD	Press <b>SETTLE</b>
Enter Password Host Number	Key in [0] [0] [0] [0], press <b>ENTER</b> . If prompted, press <b>ENTER</b> to settle all Hosts or key in specified Host # to settle one Host, press <b>ENTER</b> .
Scanning Batch	Terminal scans batch for totals.
Sales Total Correct? Yes or No	Press <b>YES</b> to confirm sales total or press <b>NO</b> to cancel.
Refund Total Correct? Yes or No	Press <b>YES</b> to confirm sales total or press <b>NO</b> to cancel.
Dialing Now	Terminal Dials Host
Response OK #####	Settlement is Complete. OK # should print on Settlement followed by totals reports.