

CALL ME BUTTON FUNCTIONS

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

Customer Service and Supplies1-800-618-4428

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	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 ENTER .
BASE AMOUNT \$0.00	Enter amount of sale, press ENTER .
TOTAL CORRECT? \$0.00	Press YES to confirm, NO 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 Debit button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER SERVER NUMBER	Enter Server number, press ENTER .
BASE AMOUNT \$0.00	Enter amount of sale, press ENTER .
TOTAL CORRECT? \$0.00	Press YES to confirm, NO 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 ENTER
Expiration Date MMY	Key in expiration date in MMY format, press ENTER .
Take Imprint of card	Manually imprint card, press ENTER .
CARD PRESENT? Y OR N	Verify if the card is present or not.
Enter Server Number	If prompted, key in Server number, press ENTER .
Base Amount \$0.00	Enter amount of sale, press ENTER .
Total Correct? \$0.00	Press YES to confirm NO to change amount.
Enter Address	Key in numerical part of address, press ENTER .
Enter Zip Code	Key in Zip Code, press ENTER .
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 YES to confirm, NO 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 Refund button.
SWIPE CUSTOMER CARD	Swipe card through card reader.
ENTER SERVER NUMBER	Enter server number, press ENTER .
AMOUNT \$0.00	Enter amount of refund, press ENTER .
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 Function, 77 , then ENTER .
ENTER SERVER NUMBER	Enter Server ID, press ENTER .
SIGN-ON? Y or N	Touch YES to add this Server ID to terminal.
TRANSACTION ACCEPTED	Server Sign-On is complete.

Open Tab

Terminal Display	Action
SWIPE CUSTOMER CARD	Press Function, 20 , and then ENTER .
1-OPEN 2-CLOSE 3-PRINT	Press 1 , then ENTER 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 ENTER .
BASE AMOUNT \$0.00	Enter amount of sale, press ENTER .
TOTAL CORRECT? \$0.00	Touch YES 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 Function, 20 , then ENTER .
1-OPEN 2-CLOSE 3-PRINT	Press 2 , then ENTER to close a Tab.
ENTER INVOICE NUMBER	Enter invoice number of Open Tab, press ENTER .
CORRECT?	Touch YES if this is correct Invoice Number.
TOTAL CORRECT? \$0.00	Touch YES to confirm, NO to change amount.
TRANSACTION ACCEPTED	Close Tab is complete.

Tip Adjustment

Terminal Display	Action
SWIPE CUSTOMER CARD	Press Adjust button.
ENTER INVOICE NUMBER	Enter invoice number of original sale, press ENTER .
[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 ENTER .
TOTAL CORRECT? \$0.00	Touch YES to confirm adjusted total amount.
TRANSACTION ACCEPTED	Tip Adjust is complete.

Void

Terminal Display	Action
SWIPE CUSTOMER CARD	Press Void button.
ENTER INVOICE NUMBER	Enter invoice number, press ENTER .
XXXXXX \$00.00 CORRECT? YES or NO	Press YES to void this transaction. Touch NO 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 Function, 72 , and then ENTER .
1-MERCHANT RECPT 2-CUSTOMER RECPT	Press 1 to reprint MERCHANT RECEIPT or press 2 to reprint CUSTOMER RECEIPT, and then ENTER .
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 ENTER .
1-Merchant Recpt 2-Customer Recpt	Press [1] to print Merchant Receipt or press [2] to print Customer Receipt, and then ENTER .
REPRINT COMPLETE	Receipt is printed.

Batch Reports

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

Batch Settlement

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