

Connect with us **always**

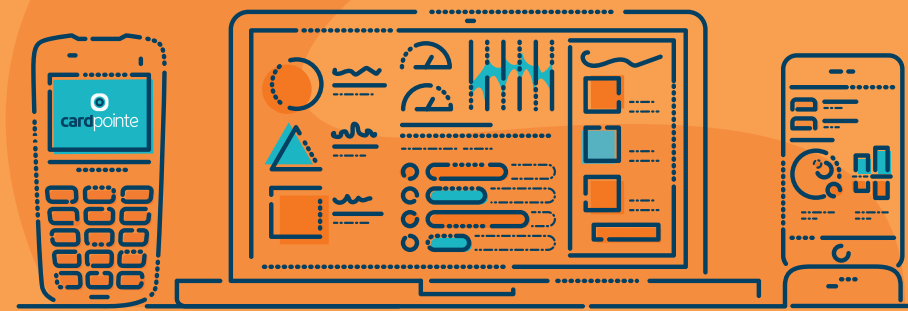


877.828.0720

cardpointesupport@cardconnect.com

support.cardconnect.com/cp-terminal

Don't miss the best
of CardPointe.



This terminal is integrated with the CardPointe desktop and mobile app so you can easily accept and manage transactions whenever, wherever your business takes you.

Visit cardpointe.com or download the app from the Apple App or Google Play stores.

 **cardpointe**
TERMINAL



POWERED BY
cardconnect.

 VISA



 SUPPORTS EMV & NFC

Quick Reference Guide for the CardPointe Terminal (TETRA Desk Series) with **Standard/Retail Application.**

Your CardPointe Terminal Quick Reference Guide

TETRA Desk Series

Sale

1. Press 1 for Sale.
2. Press 1 for Credit or press 2 for Debit (if enabled).
3. Enter the sale amount and press ENTER.
4. Swipe, insert, tap, or key in the customer's card number.
5. If prompted to enter a PIN, direct the customer to enter their PIN using the external PIN pad, or pass the terminal to the customer to complete PIN entry.
6. (Optional) Press 2 for a customer copy of the receipt.

Return

1. Press 2 for Return.
2. Press 1 for Credit.
3. Enter the return amount and press ENTER.
4. Swipe, insert, tap, or key in the customer's card number.
5. (Optional) Press 2 for a customer copy of the receipt.

Void

1. Press 3 for Void.
2. Press 1 to select No for Void Pre-Auth.
3. Press 5 to search by card number, or choose from another available search option.
4. Enter the last 4 digits of the card number and press ENTER, or swipe the card.
5. Select the appropriate transaction using the arrow keys and press ENTER.
6. Press 2 to confirm voiding the transaction.
7. (Optional) Press 2 for a customer copy of the receipt.

Reprint Receipt

1. Press 7 for Other.
2. Press 3 for Reprint.
3. Press 1 for Last Receipt, or press 2 to Search.

Last Receipt

- a. Press 1 for Merchant Copy, press 2 for Customer Copy, or press 3 for Both.

Search

- a. Press 1 to select No for Reprint Pre-Auth.
- b. Press 5 to search by card number, or choose from another available search option.
- c. Enter the last 4 digits of the card number and press ENTER.
- d. Select the appropriate transaction using the arrow keys and press ENTER.
- e. Press 1 for Merchant Copy, press 2 for Customer Copy, or press 3 for Both.

Settlement/Batch

1. Press 6 for Settlement.
2. Press 2 to close the batch and deposit funds.
3. Press 2 to print the report, or wait 15 seconds for it to print automatically.

Reports

1. Press ., #* for the Admin Menu.
2. Press 1 for the Reports Menu.
3. Select a report, and any subsequent options.
4. Press 1 to print the report, or press 2 to display the report.

Adding a Clerk

1. Press ., #* for the Admin Menu.
2. Press 2 for the Clerk Menu.
3. Press 1 for Add ID.
4. Enter a Clerk ID and press ENTER.
5. Press 2 to add another Clerk ID, or press 1 to return to the Clerk Menu.

Connecting the External PIN Pad

Visit support.cardconnect.com/cp-terminal to view the guide on connecting your iPP315 PIN Pad to the CardPointe Terminal.