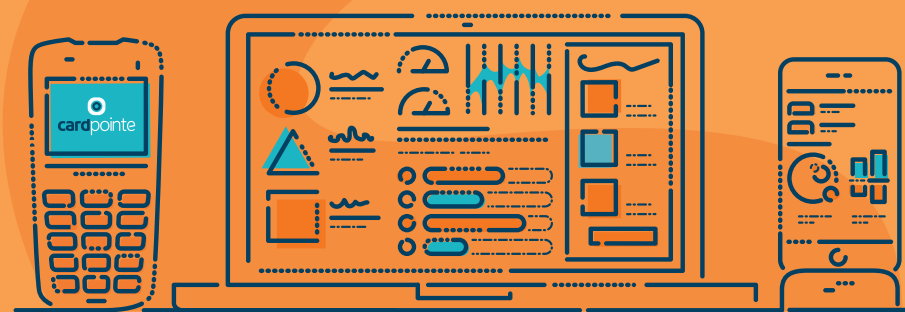# Connect with us always

877.828.0720

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support.cardconnect.com/cp-terminal

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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.

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SUPPORTS EMV & NFC

Quick Reference Guide for the CardPointe Terminal (TETRA Desk Series) with **Restaurant 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 Server ID and press ENTER.
4. Enter the sale amount and press ENTER.
5. Direct the customer to follow the remaining prompts on the PIN pad or pass the CardPointe Terminal to the customer to complete the transaction.
   a. The customer is prompted to confirm the amount.
   b. The customer is prompted to choose a tip option.
   c. The customer swipes, inserts, or taps their payment method.
   d. The customer may be prompted to confirm the new transaction total, if a tip has been added.
   e. The customer may be prompted to enter their PIN or press ENTER to bypass PIN entry.
6. (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.

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.

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.

Tip Adjust

Note: Tip Adjust is disabled for terminals that prompt for tip at the time of sale.

1. Press 5 for Tip Adjust.
2. Press 5 to search by card number, or choose from another available search option.
3. Enter the last 4 digits of the card number and press ENTER, or swipe the card.
4. Select the appropriate transaction using the arrow keys and press ENTER.
5. Enter the tip amount and press ENTER.
6. Press ENTER to confirm the tip adjustment.
7. Press 1 to exit tip adjustment, or press 2 to adjust the tip of another transaction.

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 Server

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