User Guide

Android Trinity Terminal

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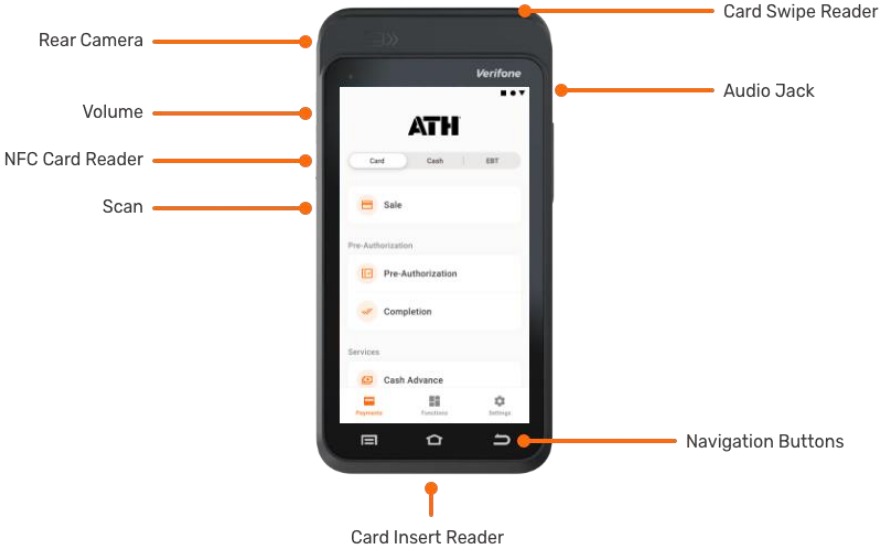
Getting Started

This guide is designed to provide you with the necessary information to operate the different functions of your new POS Terminal whether you are a first-time user or looking to deepen your understanding of the device. In the following sections, you will find detailed instructions on setting up your terminal, navigating through its various functions, and troubleshooting common issues.

Hardware Features

Verifone T650P Hardware Features

Verifone T650C Hardware Features

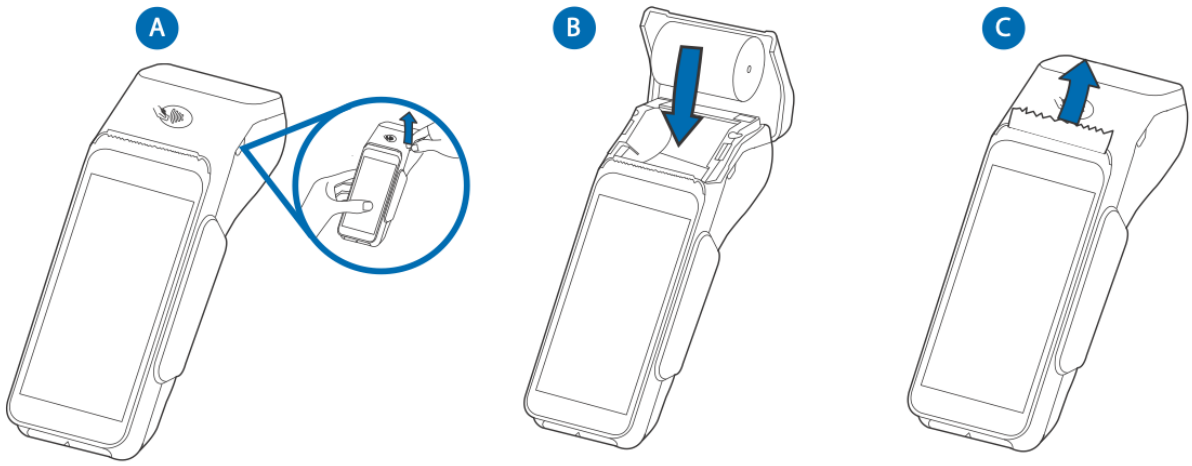


Verifone T650M Hardware Features

Paper Roll

The functionality of your POS Terminal is partially dependent on having paper available for receipt printing. If the terminal runs out of paper, it will not proceed with transactions until the paper roll is replenished. We recommend keeping a regular check on the paper supply and maintaining an adequate stock of receipt paper rolls to avoid any disruption in your business operations. To order new paper rolls you can contact us at 787-751-1401.

To replace the paper roll in your POS Terminal you should:



Verifone T650P Paper Roll Replacement

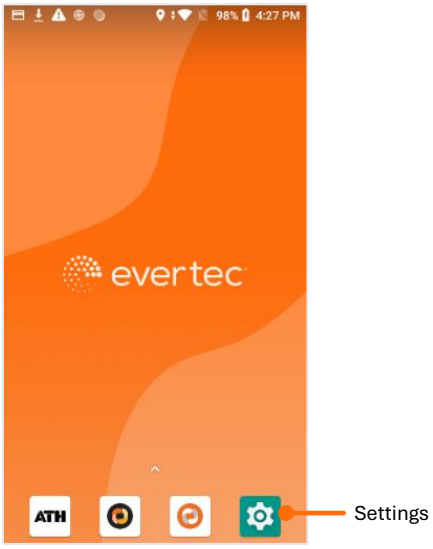
A. Hold both sides of the paper door, which is on the upper corner of the device and open the paper door by pulling outside.
B. Hold the roll so that paper feeds from the top of the roll. Align the printer paper to the tabs to the paper guides and hold the paper up when closing the door.
C. With the printer paper extending outside, close the printer door by swinging upward until the door clicks shut, allowing the printer paper to extend outside the printer door.

Internet Connection

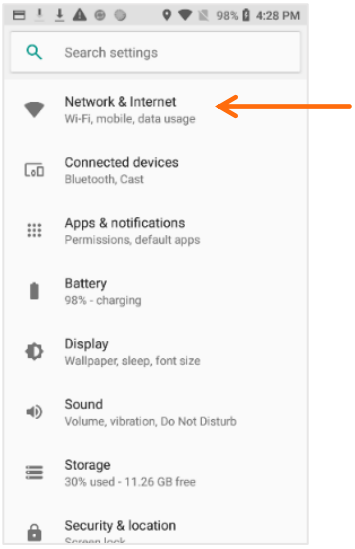
This POS terminal relies on internet connectivity, either through a mobile carrier or a Wi-Fi network, to process transactions, and synchronize data in real time. Without an active internet connection, the terminal's functionality will be significantly limited.

To connect your terminal to a Wi-Fi network:

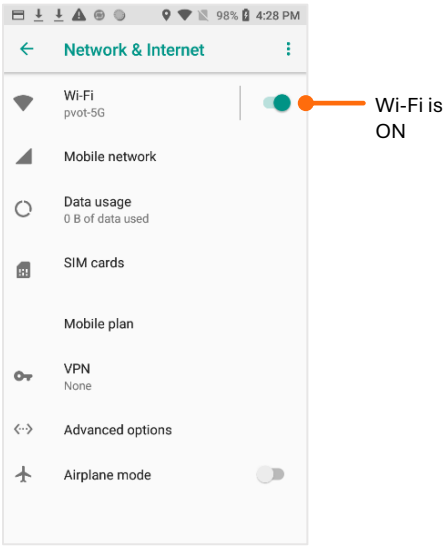
1. Select *Settings* at the main screen.



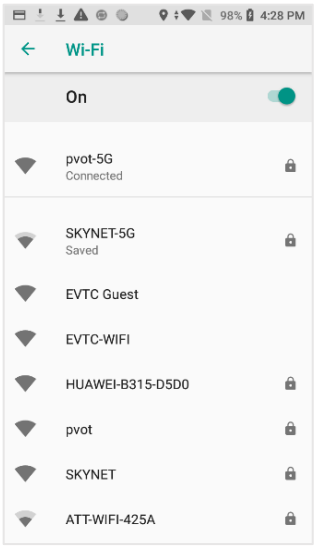
2. Press, *Network & Internet*.



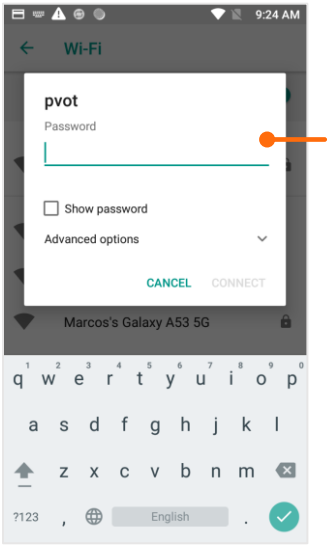
3. Ensure that *Wi-Fi* is turned on, and then, select *Wi-Fi*.



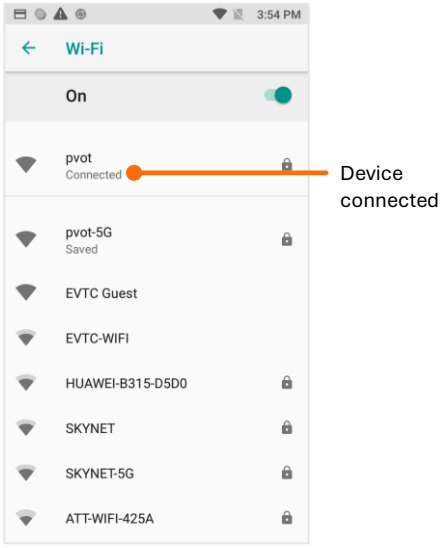
4. Choose your desired network from the list of available networks.



5 Enter the network password when prompted and select *Connect*.



6 A confirmation message will appear once you are successfully connected.



Regularly ensuring that your terminal maintains this connection is crucial for uninterrupted business operations. If your device is connected to a mobile carrier you don't need to perform any steps or connect it to a Wi-Fi network, but it is still recommended.

Payments

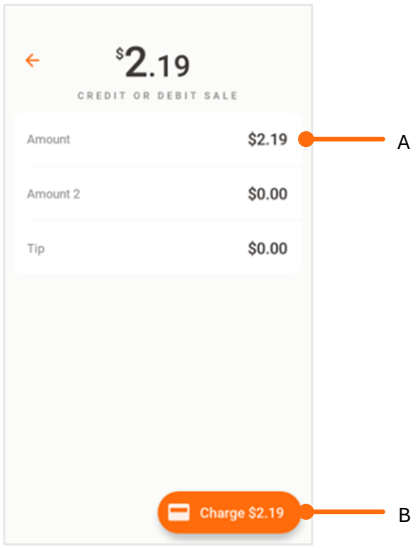
In this section, you will have information on how to make sales with a credit card, debit card, automatic taxes, manual taxes, split payment, and manual sales.

Card

Sale with Automatic Taxes

Below are the steps to perform a sales transaction with taxes calculated automatically.

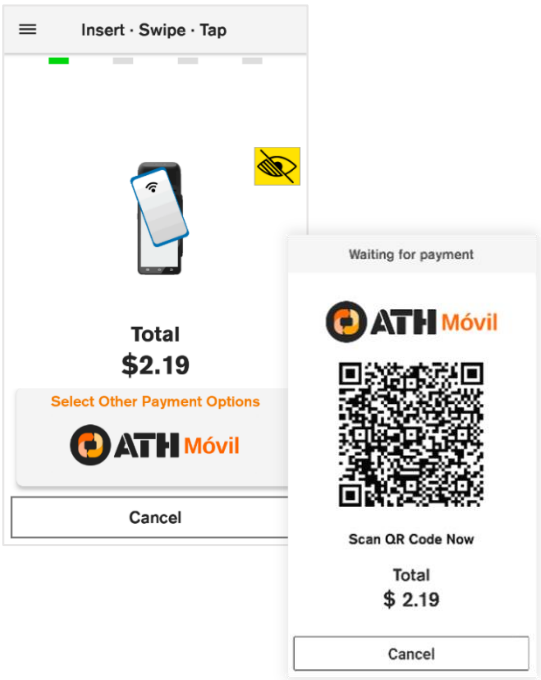
1. Enter the amounts that apply. Enter Tip or Cashback, if it applies. Then, press *Charge* to continue with the payment process.



Amount automatically applies the amount with State Tax (10.5%) and Municipal Tax (1%);

Amount 2 automatically applies the amount with Reduced State Tax (6%) and Municipal Tax (1%).

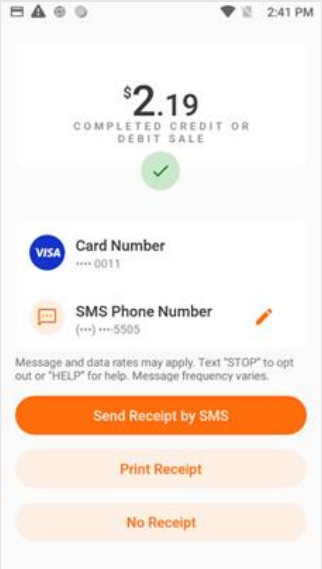
2. On the insert/swipe/tap screen, the customer can pay with a credit or debit card or select ATH Móvil as a payment method.



If ATH Móvil is selected, the terminal will display the QR code.

3 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.)

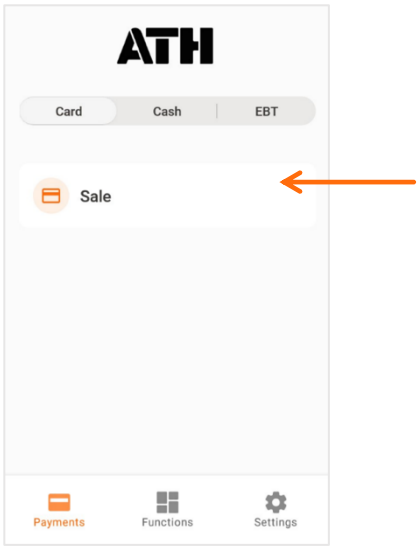
Select the method for customer's copy receipt: Send Receipt by SMS, Print Receipt or No Receipt.



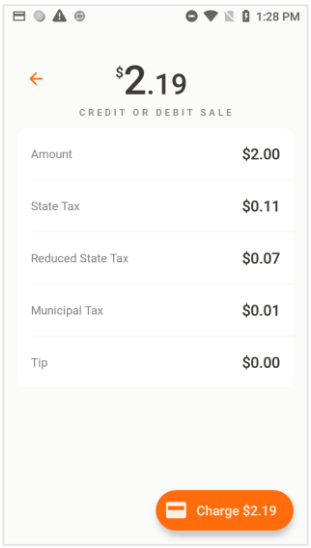
Sale with Manual Taxes

Below are the steps to perform a sales transaction with taxes entered manually.

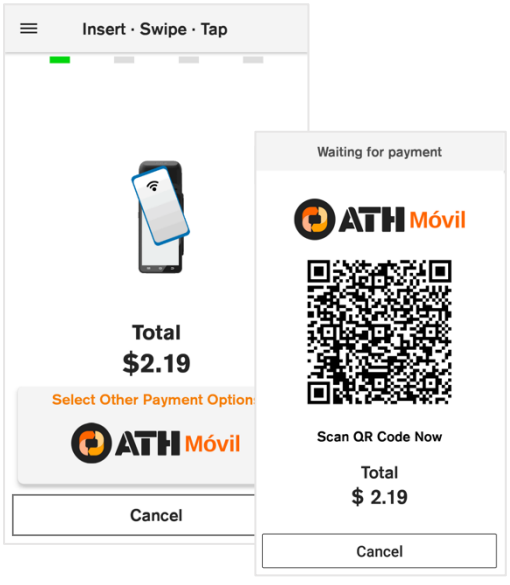
1. Press *ATH POS* located on the main menu. Press *Sale*.



2. Enter the total amount and taxes (if applies). Add *Tip* and *Cashback*, if apply. Then, press *Charge*.

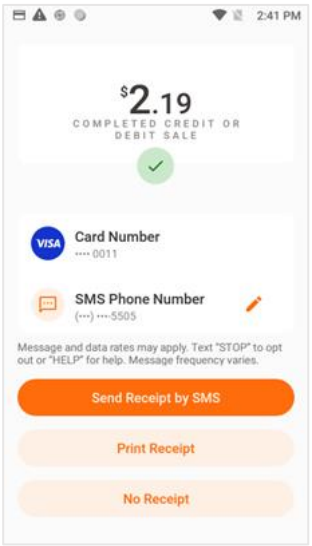


3. On the insert/swipe/tap screen, the customer can pay with a credit or debit card or select ATH Móvil as a payment method.



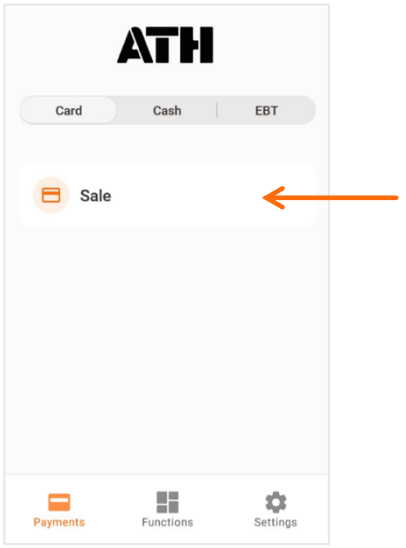
If ATH Móvil is selected, the terminal will display the QR code.

4. Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.) Select the method for customer's copy receipt: Send Receipt by SMS, Print Receipt or No Receipt.

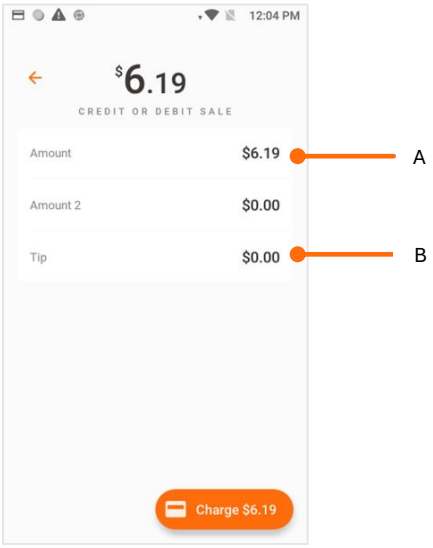


Sales with Tip

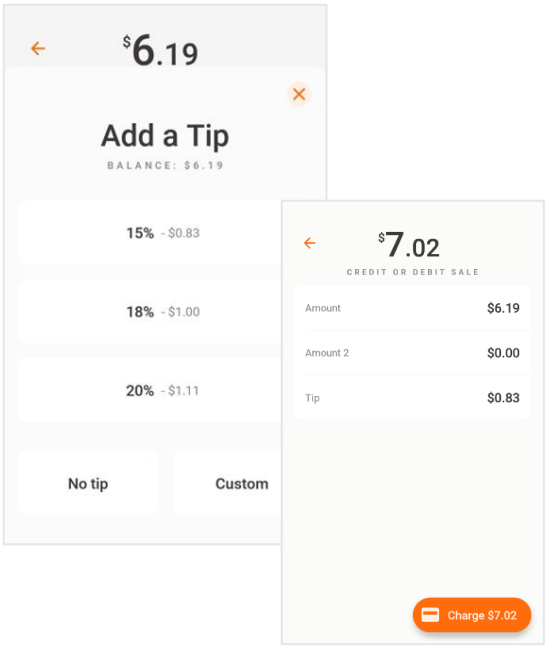
1. Press *ATH POS* located on the main menu. Then, press *Sale*.



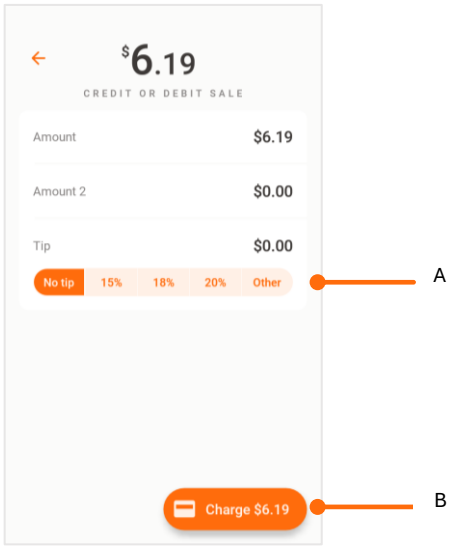
2. Enter the amounts that apply. Then, press *Tip*.



3. Choose between suggested percentage, custom amount, or no tip. Then, on the *Sales* screen, press *Charge*.

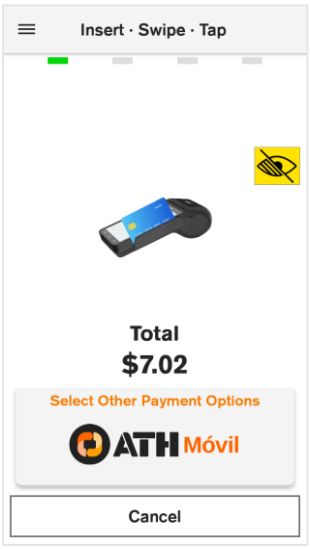


4. If the *Cashier Facing Tip** toggle is enabled, choose between the suggested percentage, custom amount, or no tip. Then, press *Charge*.

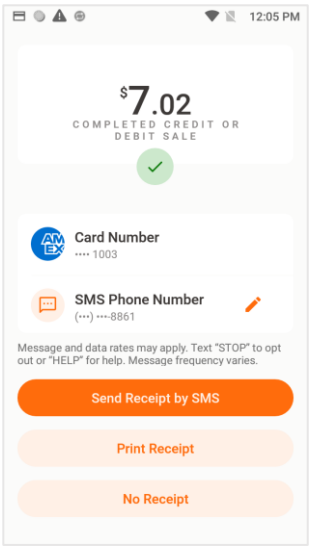


*If *Cashier Facing Tip* is not enabled, refer to *Cashier Facing Tip* on the *Settings* section.

5 On the insert/swipe/tap screen, the customer can pay with a credit or debit card or select ATH Móvil as a payment method.

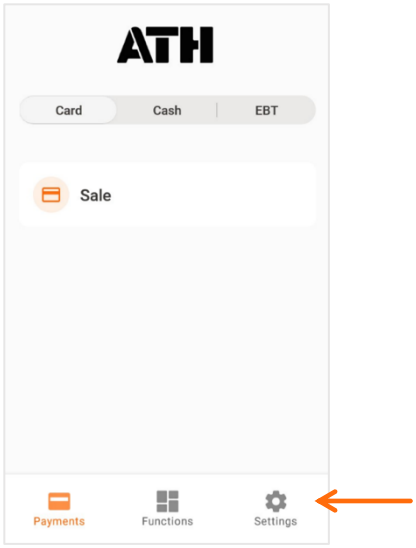


6 Once the transaction is completed, the terminal will display the payment result (Approved, Declined, etc.) Select the method for customer's copy receipt: Send Receipt by SMS, Print Receipt or No Receipt.

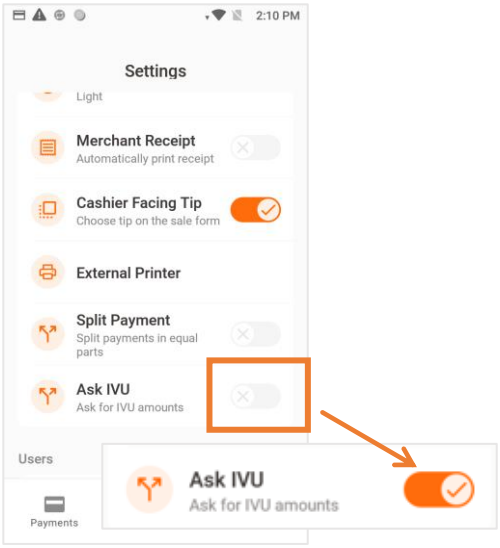


Ask IVU

1. If the function is not enabled, turn on the function, by going to *Settings* located on the ATH POS main menu.

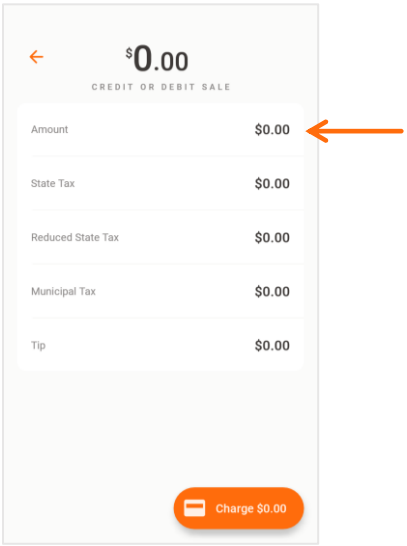


2. Press the toggle to enable the *Ask IVU* option. Then, press *Payments* to process a transaction.



3. The terminal will perform an update to apply the change.

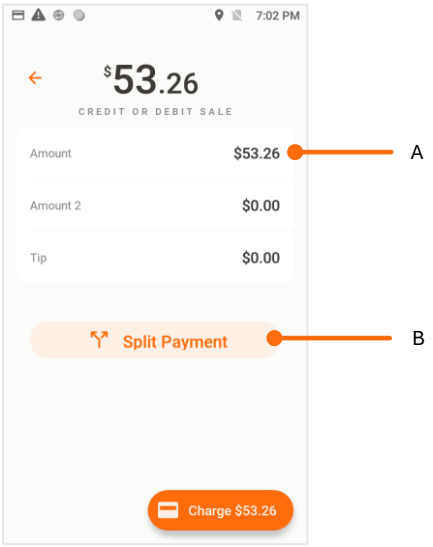
4. Press *Payments to go back to* the *Sales* section. The *Card* and *Cash* sections will display *Amount*, *State Tax*, *Reduced State Tax*, *Municipal Tax*.



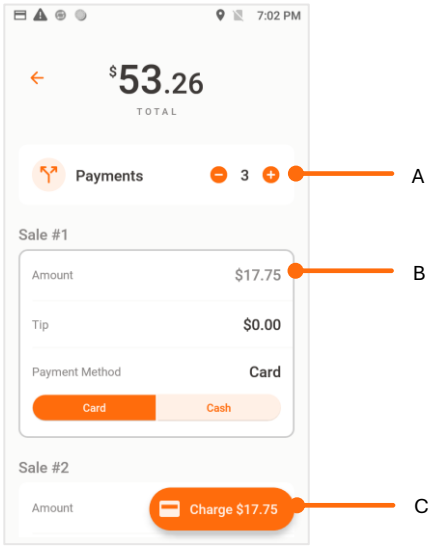
Split Payment

Below are the steps to complete a transaction with more than one payment method. **Note**: These transactions must be greater than $5.00. The terminal will automatically divide the payments equally.

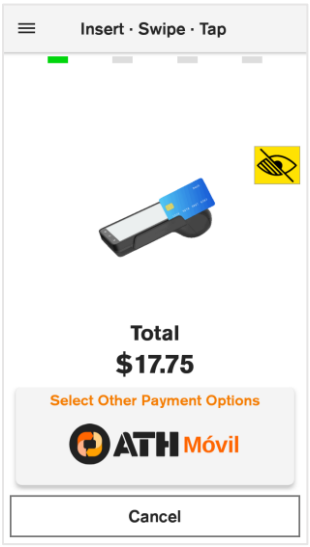
1. After entering the amounts that apply, press *Split Payments*. If the terminal has the *Tip* function enabled, enter the amount. Then, press *Split Payment*.



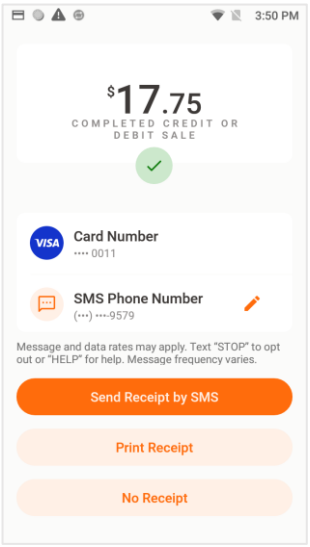
2. Add the number of payments in which the check will be divided (maximum of 5). The terminal will display the total amounts to be applied. Then, press *Charge*.



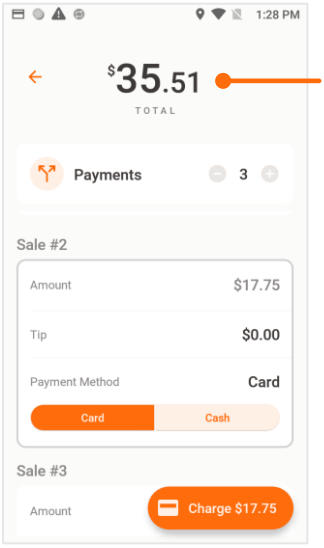
3. On the screen for insert/swipe/tap the card, the customer can pay with with a credit or debit card or select ATH Móvil as a payment method.



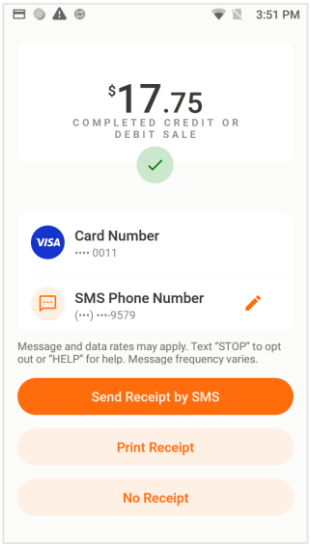
4. The terminal will display the result of the first transaction (Approved, Declined, etc.) The customer copy can be sent by SMS, printed, or no receipt.



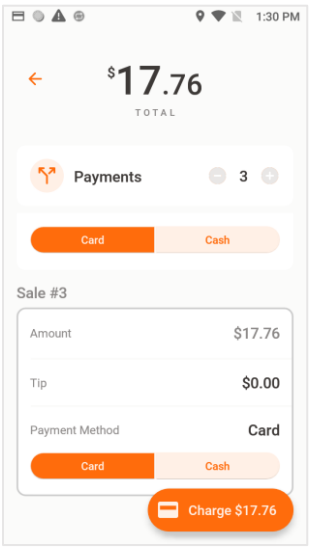
5 Then, the terminal will display the balance due. Press *Charge* to complete the second payment.



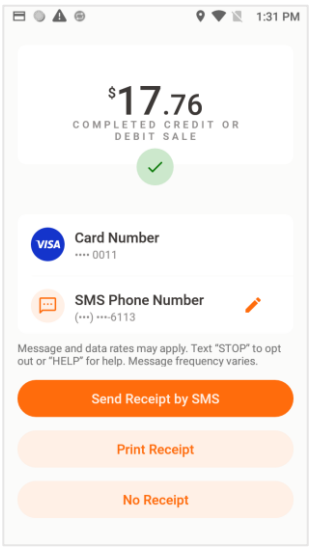
6 The terminal will display the result of the second transaction (Approved, Declined, etc.) The customer copy can be sent by SMS, printed, or no receipt.



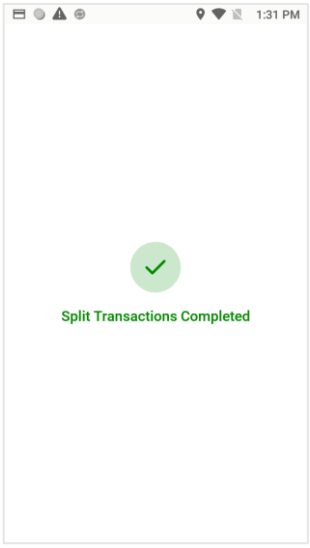
7 The terminal will display the remaining balance to close the check. Press *Charge* to complete the last payment.



8 The terminal will display the result of the last transaction (Approved, Declined, etc.) The customer copy can be sent by SMS, printed, or no receipt.



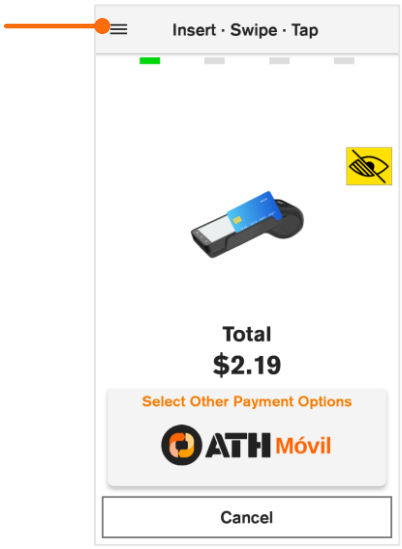
9 Once all the payments are completed, the terminal will display *Split Transactions Completed*.



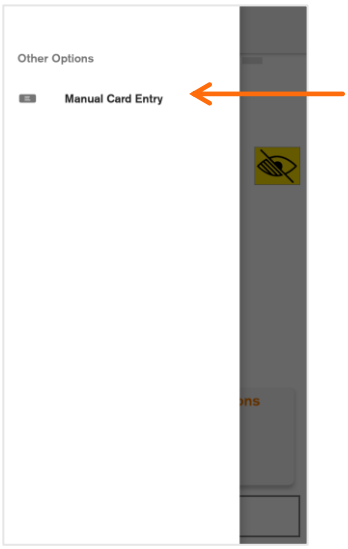
Sales Manual Entry Transaction

Below are the steps to complete a manual entry transaction with a credit card.

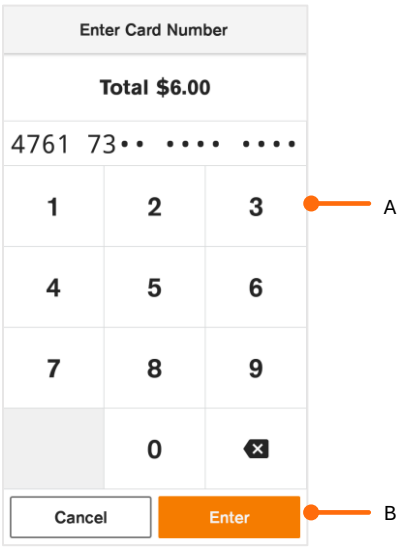
1. Follow the steps that apply depending on the sales transaction. On the screen for insert/swipe/tap the card, press the option of the three lines located on the top left of the screen.



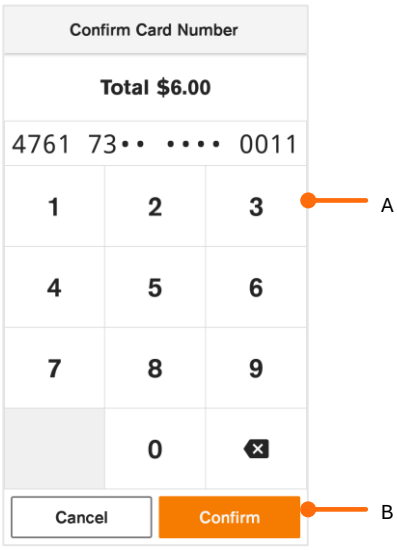
2. Press *Manual Card Entry*.



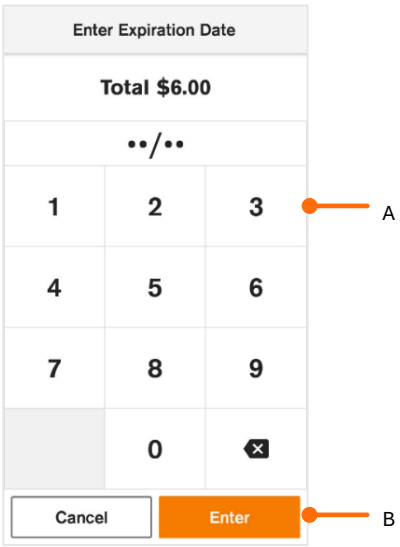
3. Enter the card number. Then, press *Enter*.



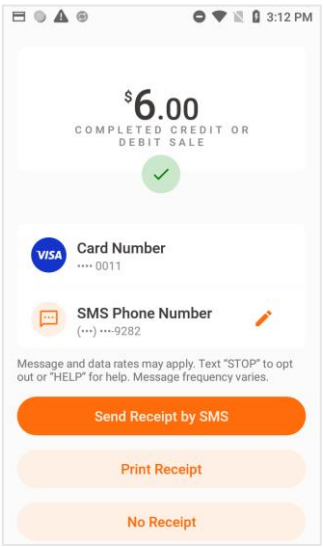
4. Confirm the card number. Then, press *Confirm*.



5 Enter the expiration date. Then, press *Enter*.



6 Once the payment is completed, the terminal will display the result of the transaction (Approved, Declined, etc.) The customer copy can be sent by SMS, printed, or no receipt.

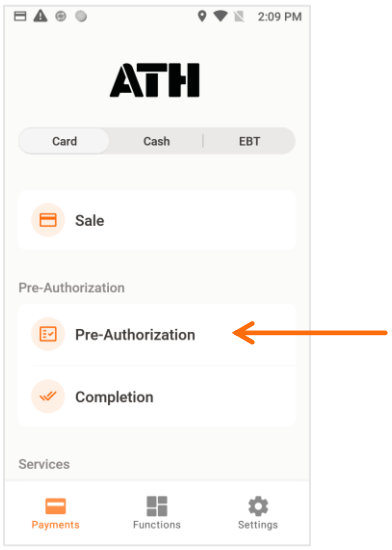


Pre-Authorization

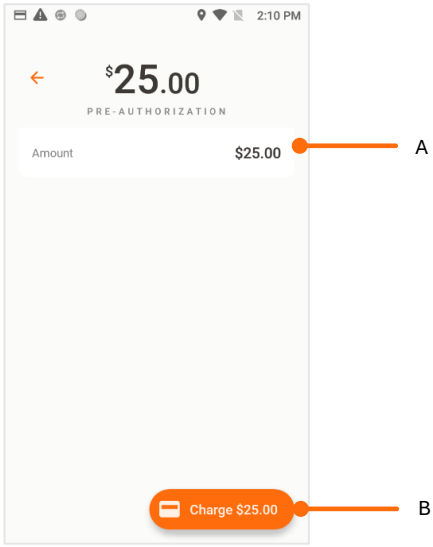
Below are the steps to perform a pre-authorized transaction with a credit card.

Pre-Authorization

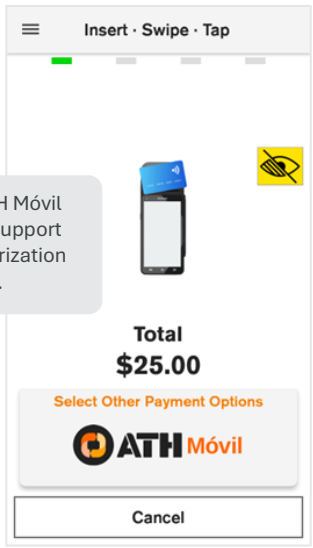
1. Press *ATH POS* located on the main menu. Press *Pre-Authorization* to perform a pre-authorization transaction.



2. Enter the total amount. Then, press *Charge*.

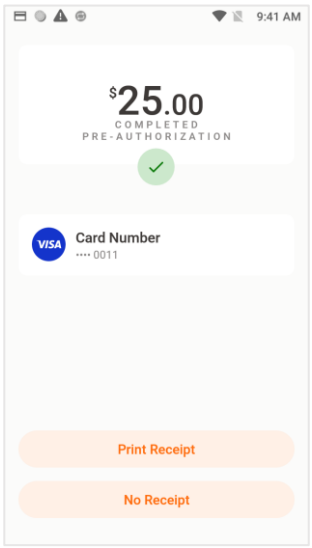


3. On the insert/swipe/tap screen, the customer can pay with a credit or debit card.



*Note: ATH Móvil does not support Pre-Authorization Payments.

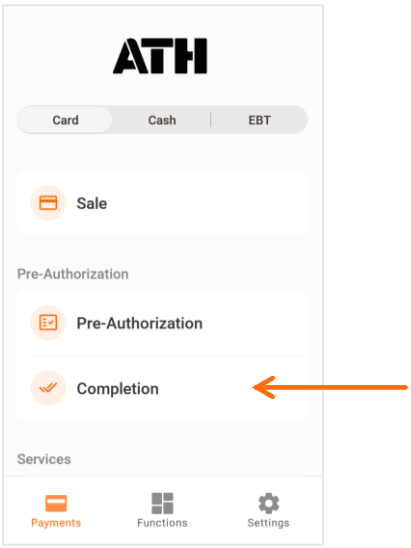
4. Once the transaction is complete, the terminal will display the payment result (Approved, Declined, etc.) Choose one of the receipt options: Print Receipt or No Receipt.



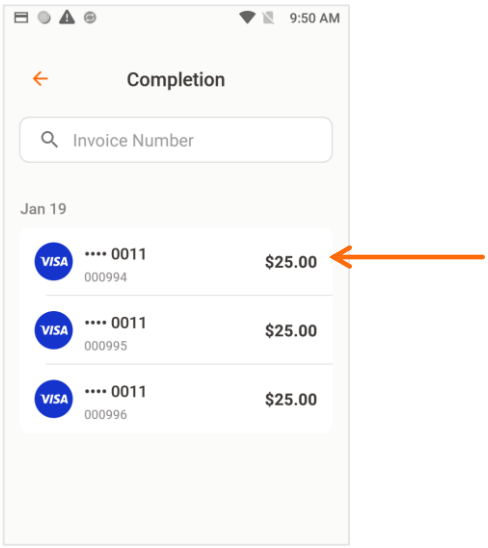
Completion

Below are the steps to complete a transaction related to a pre-authorization.

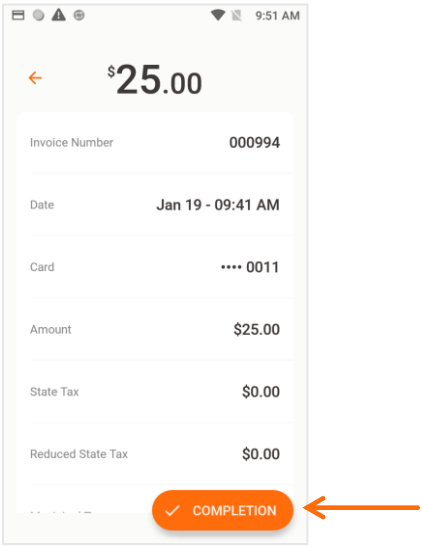
1. Press *ATH POS* located on the main menu. Press *Completion* to complete a pre-authorization transaction.



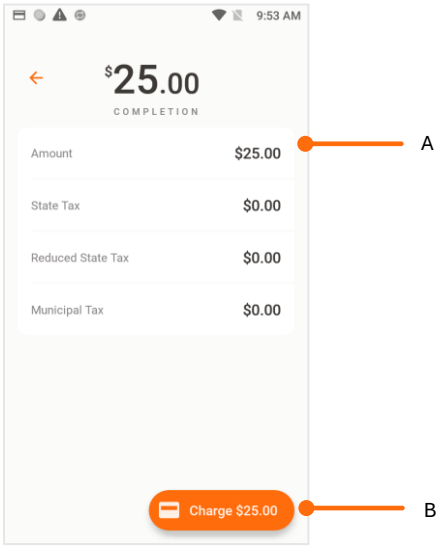
2. Enter the *invoice number* or select a transaction from the list.



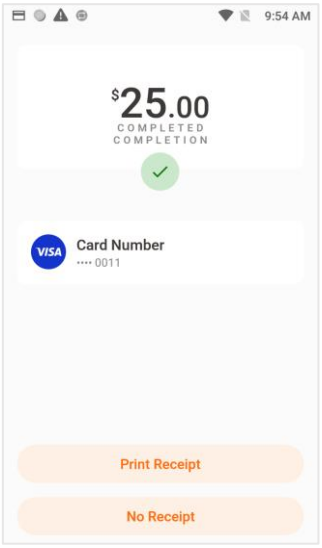
3. The terminal will display a summary of the transaction to be completed. Press *Completion* to continue.



4. Enter the amount and taxes that apply. Then, press *Charge*.



5 The terminal will complete the payment. The customer copy receipt for the *Completion* transaction can be printed or no receipt.

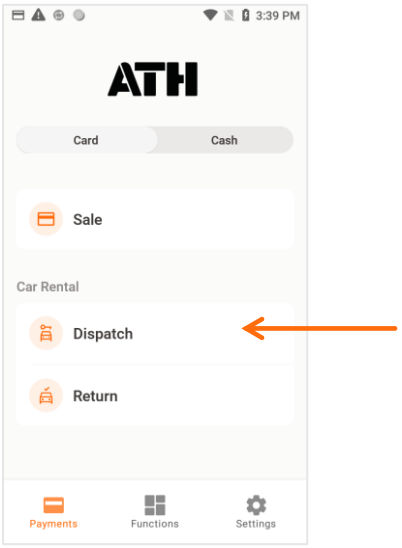


Car Rental

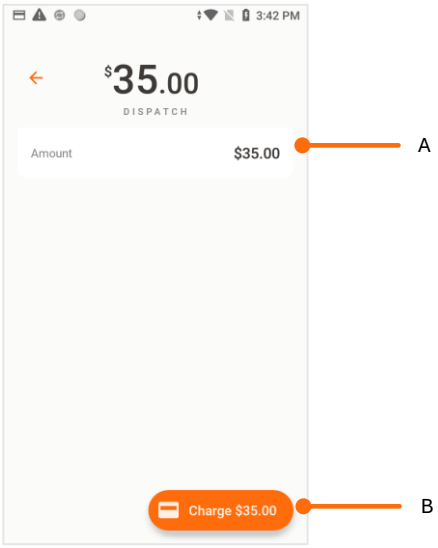
Below are the steps to perform a car dispatch (pre-authorized transaction) with a credit card and a car return related to a dispatch transaction.

Dispatch

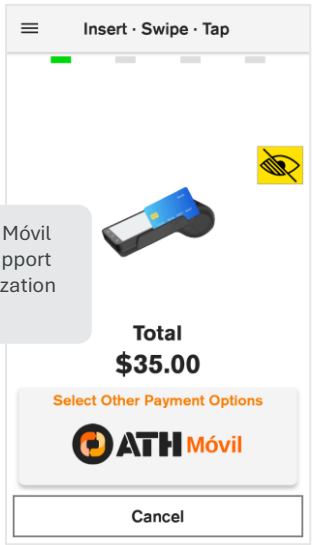
1. Press *ATH POS* located on the main menu. Press *Dispatch* for a pre-authorized transaction.



2. Enter the total amount. Then, press *Charge*.

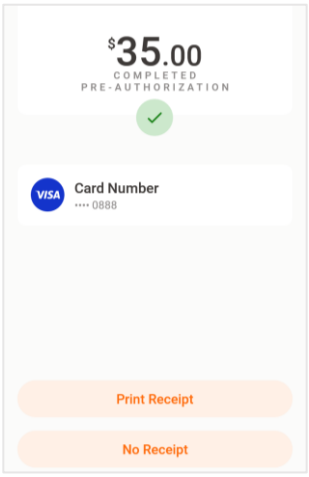


3. On the "Insert/Swipe/Tap" screen, the customer can process the payment with a credit or debit card.

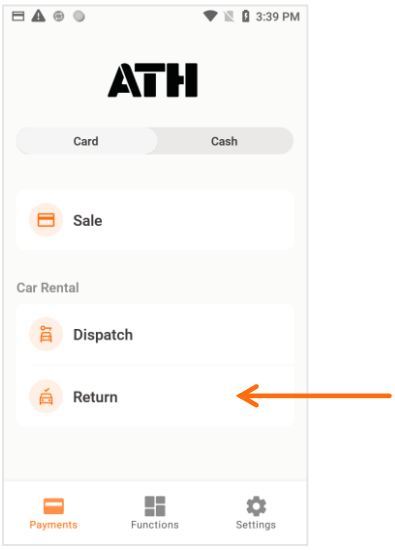


*Note: ATH Móvil does not support Pre-Authorization Payments.

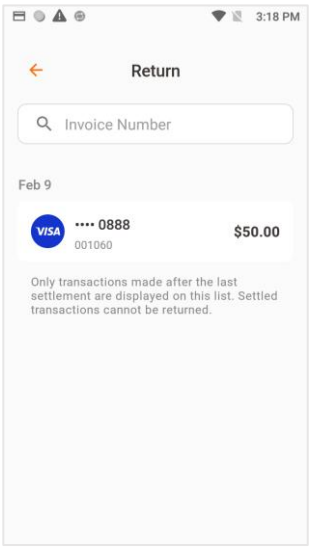
4. The terminal will complete the payment. The customer copy receipt for the *Pre-Authorization* transaction can be printed or no receipt.



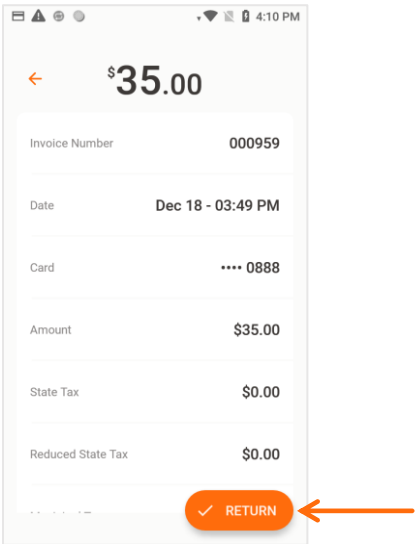
1 To complete a car return, press *Return*.



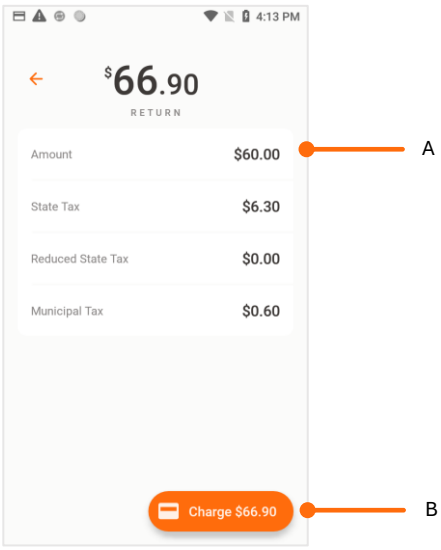
2 Choose a transaction from the list or search by *invoice number*.



3 The terminal will display a summary of the dispatch transaction. Press *Return* to continue.



4 Enter the amount and the taxes (if applied). Then, press *Charge*.



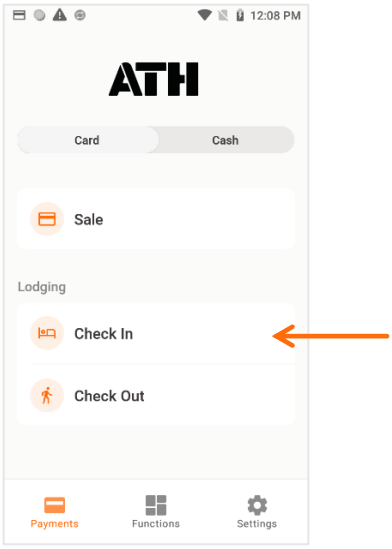
Once the transaction is processed, the terminal will display the result of the transaction (Approved, Declined, etc.) The customer can choose the type of receipt would like to receive.

Lodging *

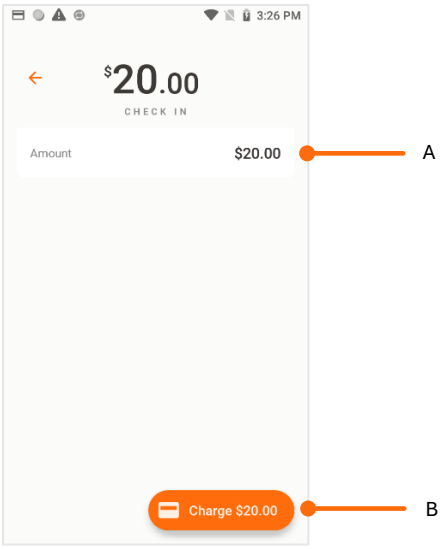
Below are the steps to perform a check-in (pre-authorized transaction) with a credit card and check out.

Check-In

1. Press *ATH POS* located on the main menu. Press *Check In* for a pre-authorized transaction.



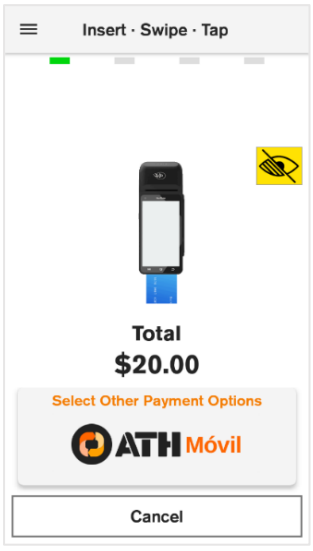
2. Enter the total amount. Then, press *Charge*.



3. On the "Insert-Swipe-Tap" card screen, the customer can pay with a credit card or debit card.

   Once the transaction is complete, the terminal will display the payment result (Approved, Declined, etc.)

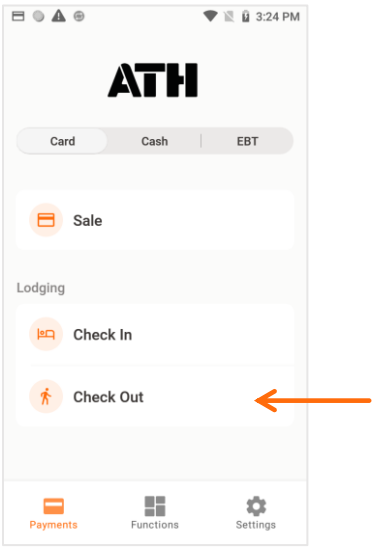
   Choose one of the receipt options:
   - Print Receipt
   - No receipt



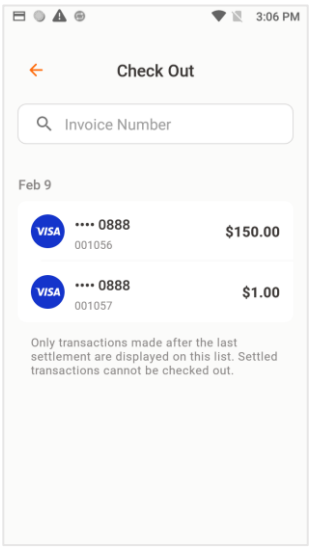
**Note: ATH Móvil does not support pre-authorization payments.*

Check-Out

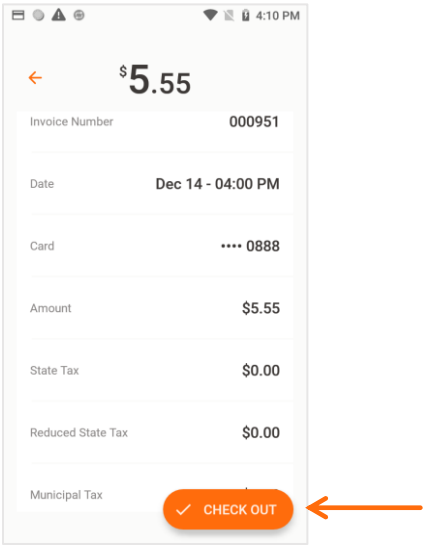
1 To complete a room, check out, press *Check Out*.



2 Choose or search by *Invoice Number* the transaction related to the Check Out.

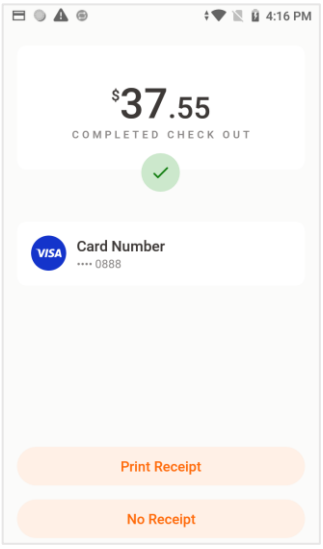


3 The terminal will display a transaction summary. Press *Check Out* to continue.



4 Once the transaction is complete, the terminal will display the payment result (Approved, Declined, etc.) Choose one of the receipt options:

- Print Receipt
- No receipt

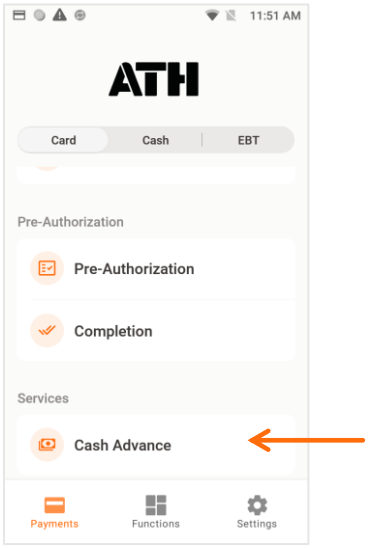


Services

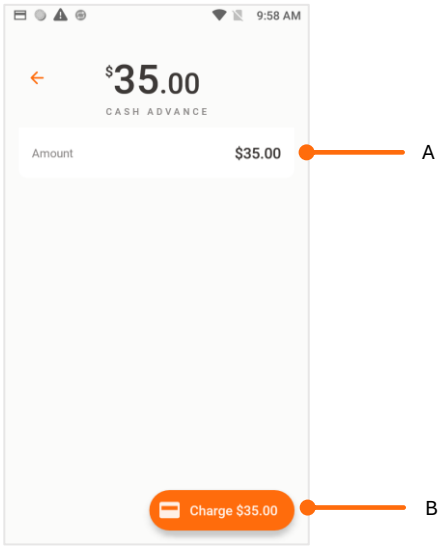
Cash Advance

Below are the steps to perform a cash-back transaction. This functionality is available if requested.

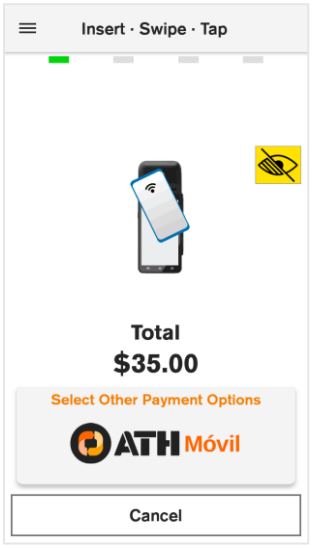
1. Press *ATH POS* located on the main menu. Press *Cash Advance* to complete a cash advance transaction.



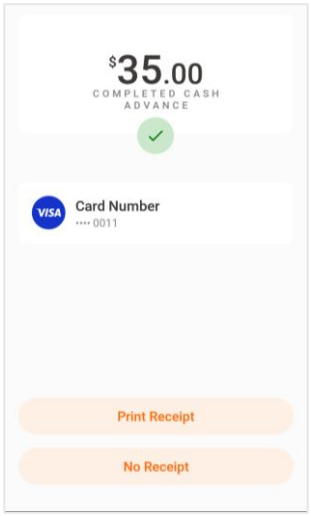
2. Enter the amount that apply. Then, press *Charge* to continue with the transaction process.



3. En la pantalla para insertar/deslizar/tocar la tarjeta, el cliente podrá pagar con tarjeta de crédito.



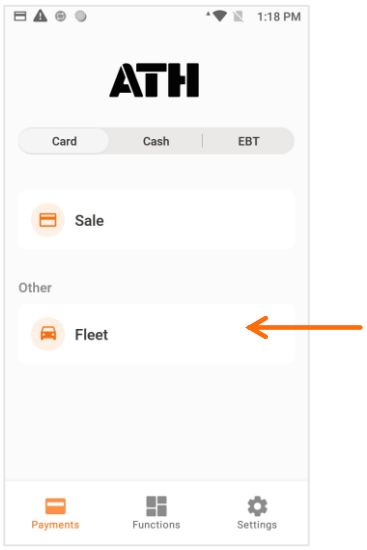
4. Once the transaction is complete, the terminal will display the payment result (Approved, Declined, etc.) Choose one of the receipt options:



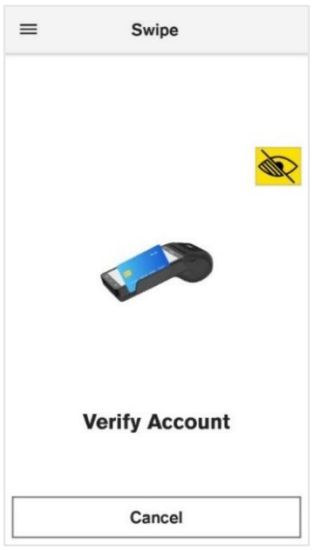
Fleet

In this section, you can view the steps to perform a fleet transaction.

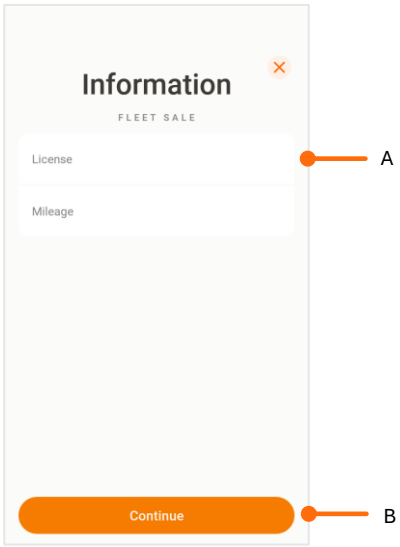
1. Press *ATH POS* located on the main menu. Press *Fleet*.



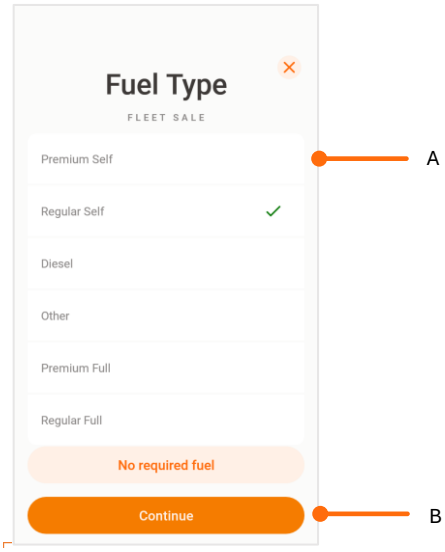
2. Swipe the card to verify the account.



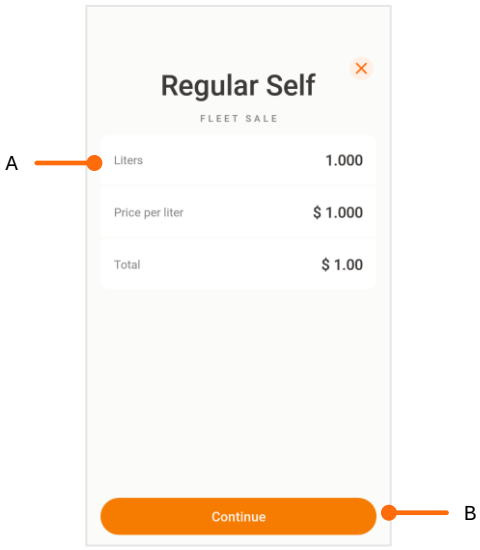
3. Enter *License Number and* the *Mileage Number*. Then, press *Continue*.



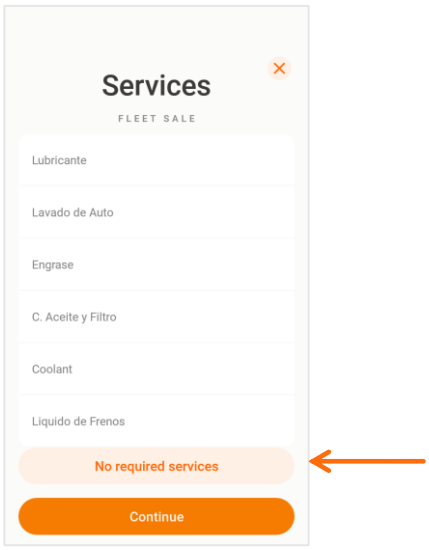
4. On the *Fuel Type* screen, select one option from the menu, then press *Continue*.



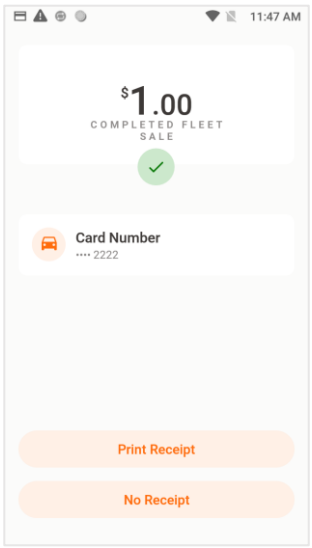
5 Enter liters, the price, and the total amount. Then, press *Continue*.



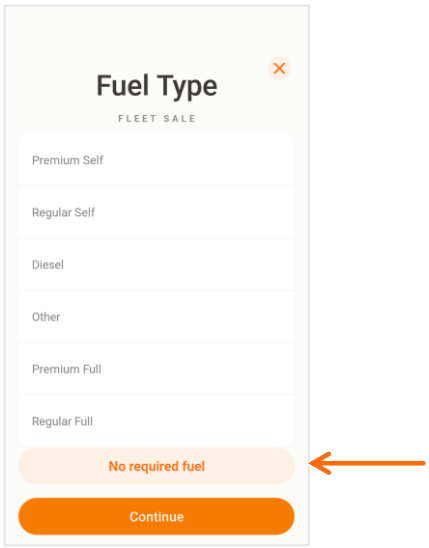
6 If no other services are required, press *No Required Services or Continue* to complete the transaction.



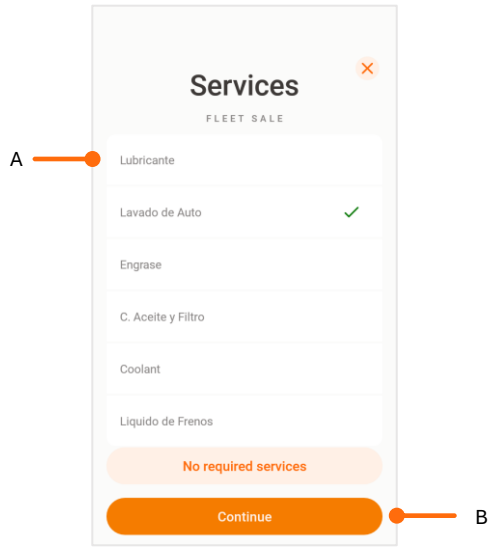
7 Once the transaction is completed, the terminal will display the result (Approved, Declined, etc.) Select the customer's receipt copy: Print Receipt or No Receipt.

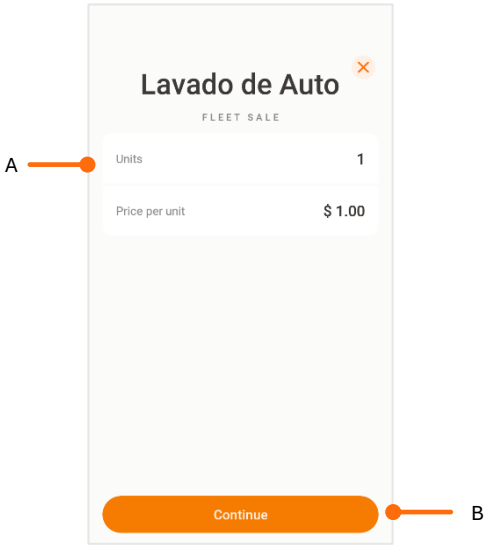


8 For *Other Service*, in the *Fuel Type* screen, press *No required fuel*.

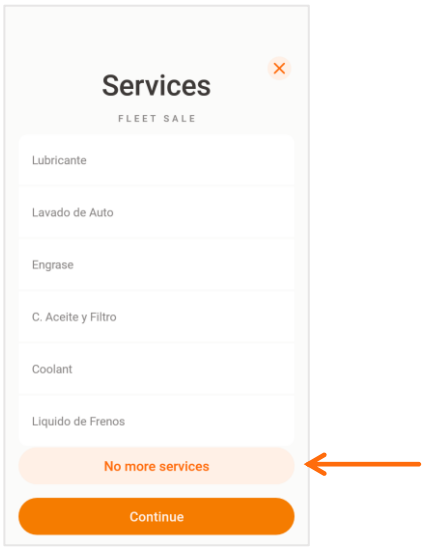


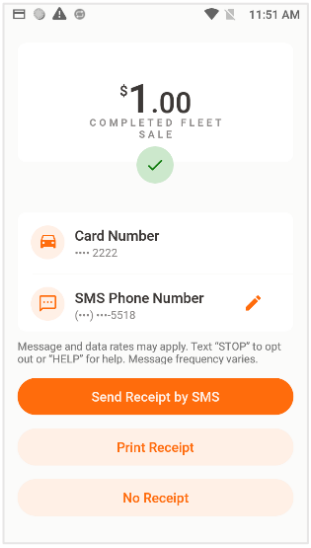
9 Select the one of the *Services* in the menu, then press *Continue*. Enter the number of units and the price, then press *Continue*.





10 Press *No more services*. Once the transaction is completed, the terminal will display the result (Approved, Declined, etc.)

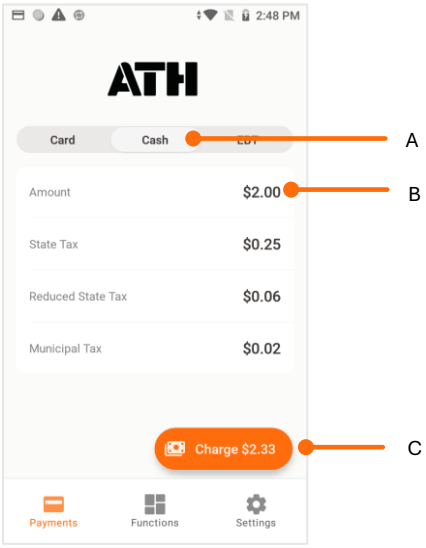




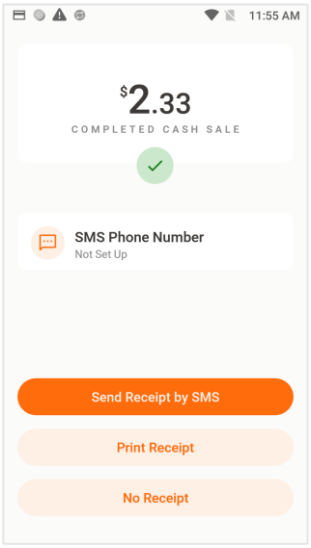
Cash Transaction

Below are the steps to perform a cash transaction.

1. Press *Cash*. Then, enter the amount and taxes, if applies. Press *Charge*.



2. The transaction will be completed. The terminal will print a merchant copy receipt automatically. The customer copy receipt can be printed, sent by SMS or no receipt.



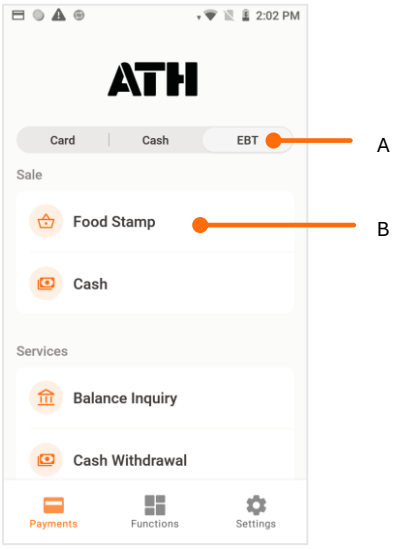
EBT

On this section, you will find the steps to perform the transactions for *Food Stamp*, *Cash*, Balance Inquiry, Cashback, and Vouchers for the EBT cards *Departamento de La Familia*, *Única*, and *Fondo*.

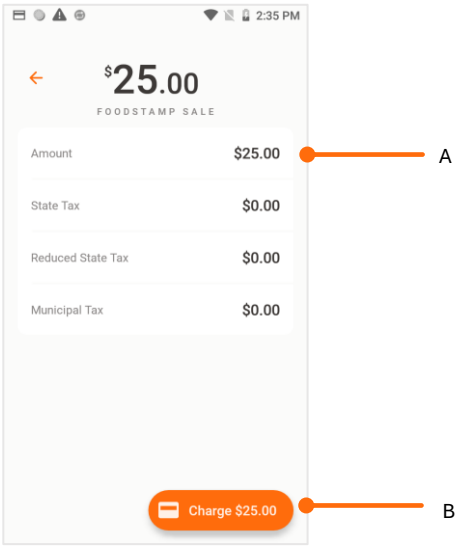
Note: *Taxes are not applied for EBT transactions, except for EBT Fondo ÚNICA.*

Food Stamp Sale

1. Press *ATH POS* located on the main menu. Select *EBT*. Press *Food Stamp*.

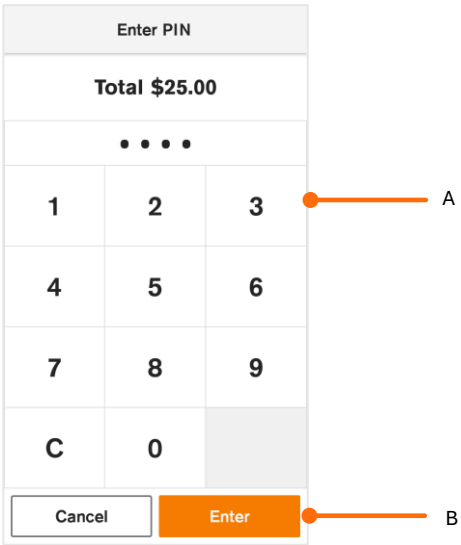


2. Enter the amount. Then, press *Charge*.

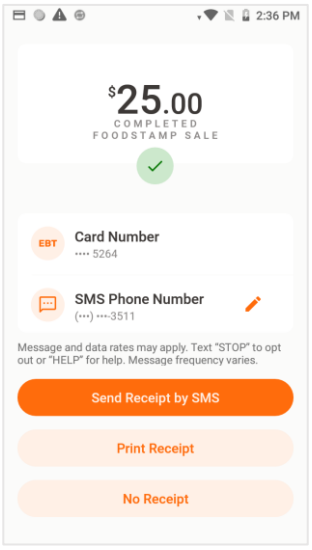


3. Swipe the card.

4. Enter the PIN number. Then, press *Enter*.

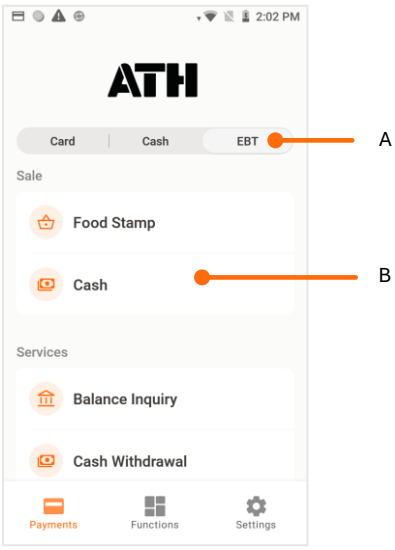


5 The terminal will display the result of the transaction (Approved, Declined, etc.) The customer copy can be printed only.

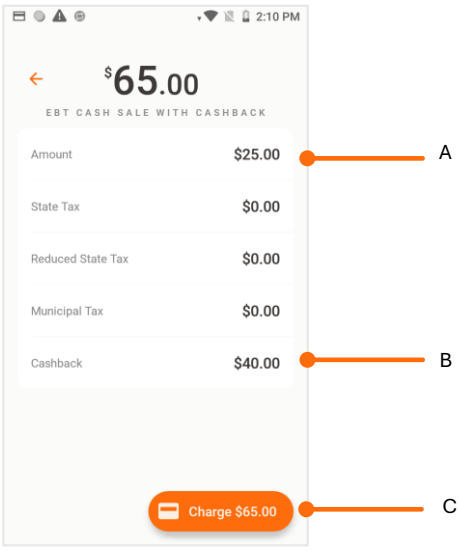


EBT Cash Sale

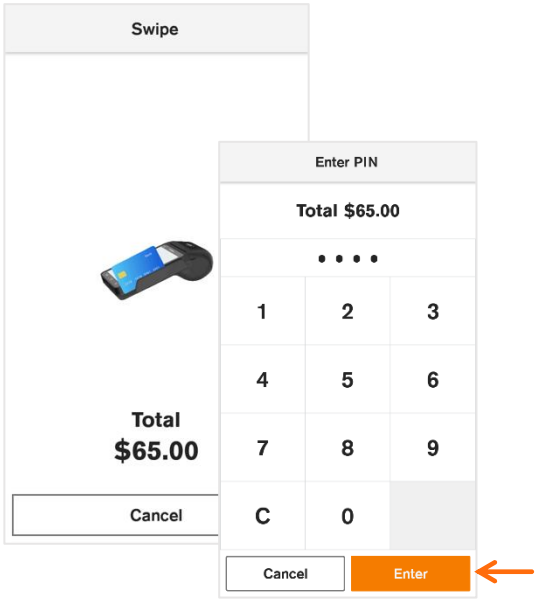
1. Select *EBT*. Press *Cash*.



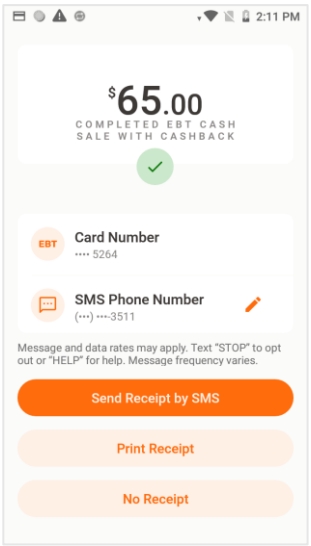
2. Enter the amount and *cashback*. Then, press *Charge*.



3. Swipe the card. Enter the PIN number. Then, press *Enter*.



4. The terminal will display the result of the transaction (Approved, Declined, etc.) and will print a merchant copy automatically. The customer copy can be printed only.

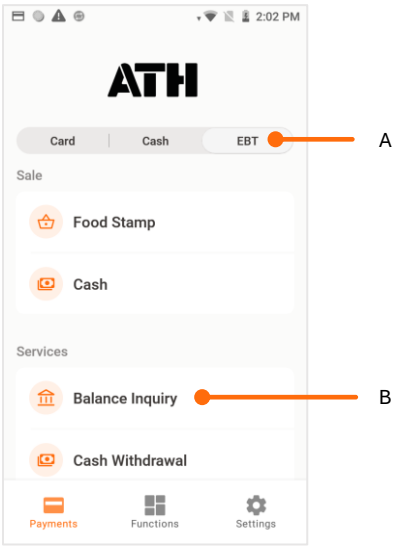


Services

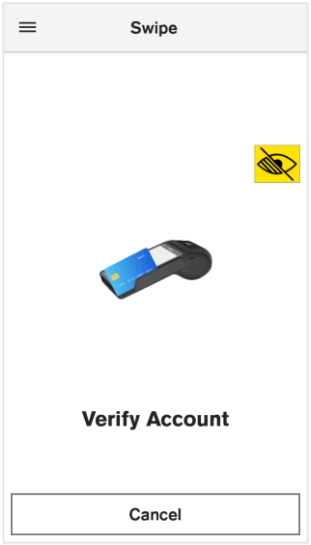
Balance Inquiry

Below are the steps to perform a Balance Inquiry for EBT card. The balance will be displayed on the customer's copy receipt.

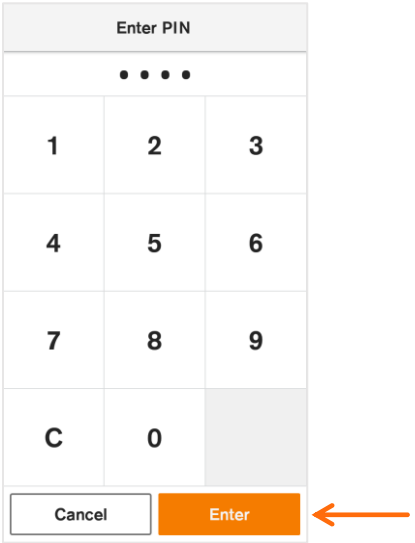
1. Select *EBT*. Then, press *Balance Inquiry*.



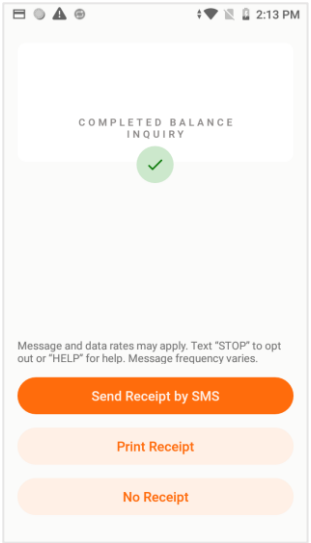
2. Swipe the card.



3. Enter the PIN number. Then, press *Enter*.



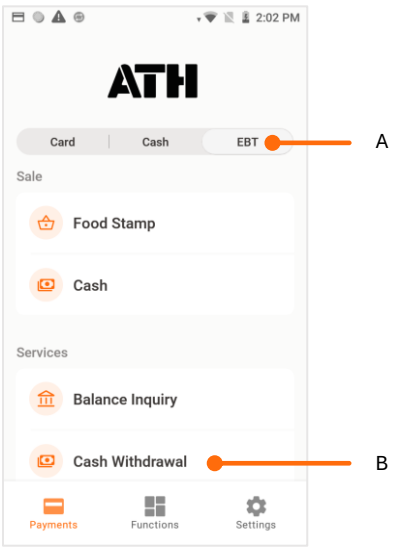
4. The EBT card balance will be printed on the customer's receipt.



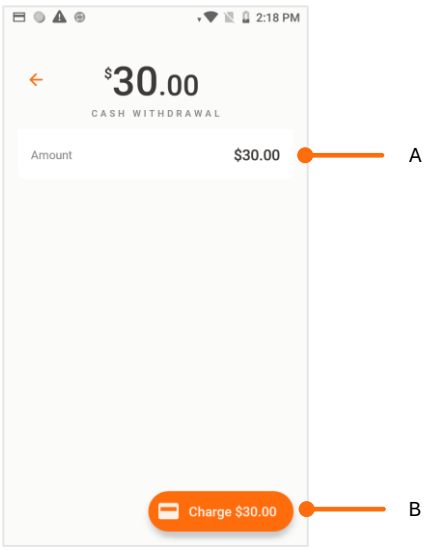
Cash Withdrawal

Below are the steps to perform a cash withdrawal. This can be done without performing an EBT sale transaction.

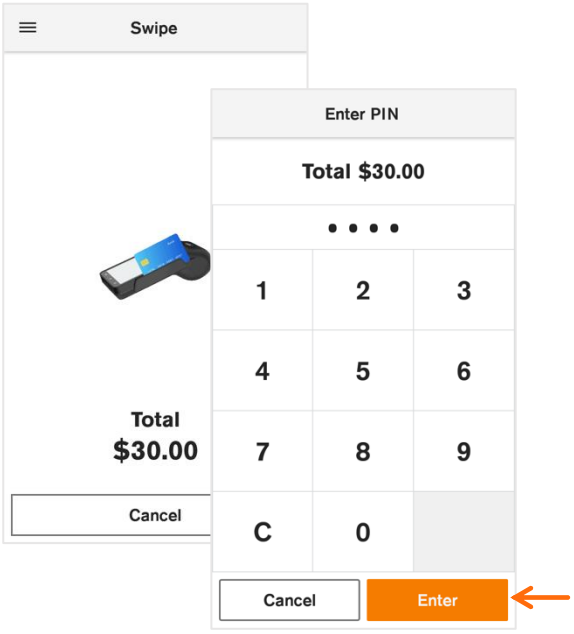
1. Select *EBT*. Then, press *Cash Withdrawal*.



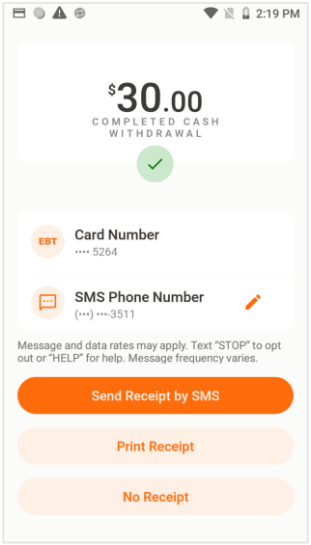
2. Enter the total amount. Then, press *Charge*.



3. Swipe the card. Enter the PIN number. Then, press *Enter*.



4. The terminal will display the result of the transaction (Approved, Declined, etc.) and will print a merchant copy automatically. The customer copy can be printed only.



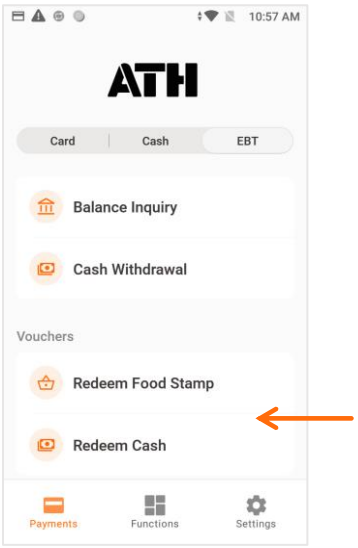
Vouchers

In this section, you can find the steps for customer transactions with Government Vouchers to be reissued.

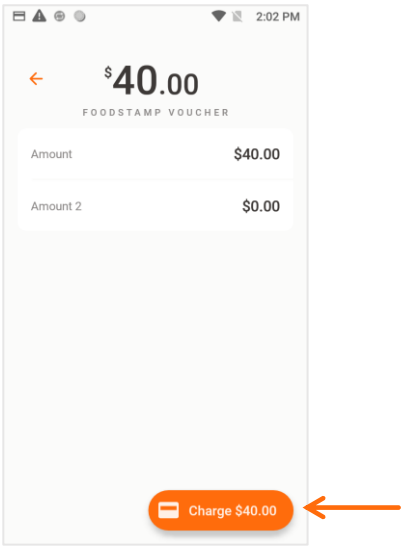
Redeem Food Stamp

Below are the steps to *Redeem Food Stamp*.

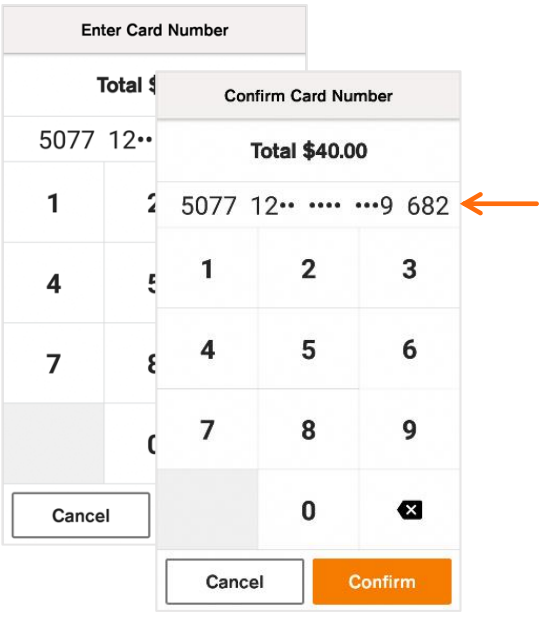
1. Press *ATH POS* located on the main menu. Select *EBT*. Press *Redeem Food Stamp*.



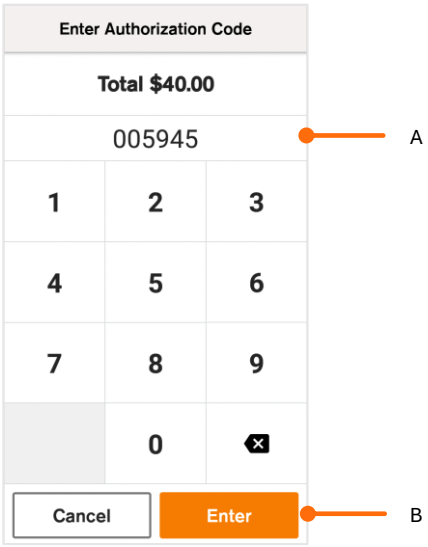
2. Enter the amount. Then, press *Charge*.



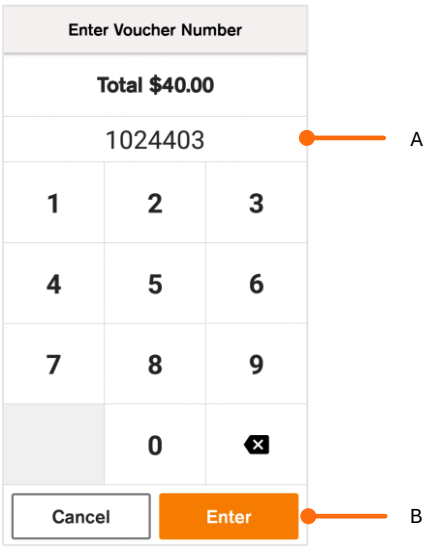
3. Enter the card number then press *Enter*. Press, *Confirm* to continue.



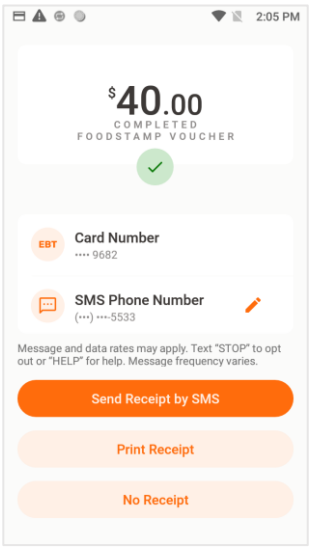
4. Enter the authorization code, then press *Enter*.



5 Then, enter the *Voucher* number and press *Enter*.



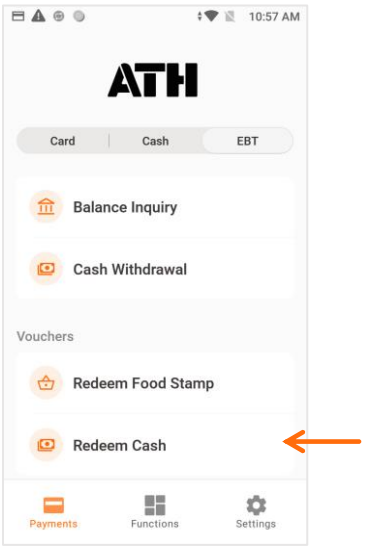
6 Once the transaction is completed, the terminal will display the result of the transaction. Select the receipt method for the customer's copy: send by SMS, printed, or no receipt.



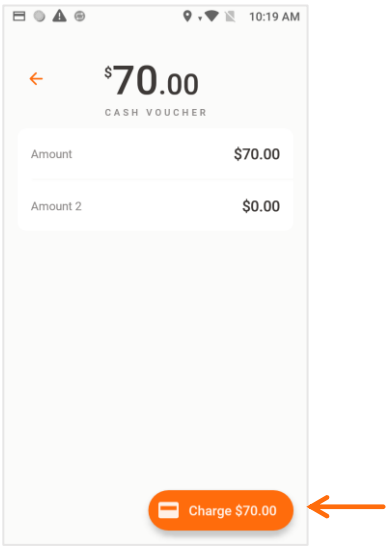
UNICA Card

Below are the steps for *Redeem Cash* with a *UNICA Card*.

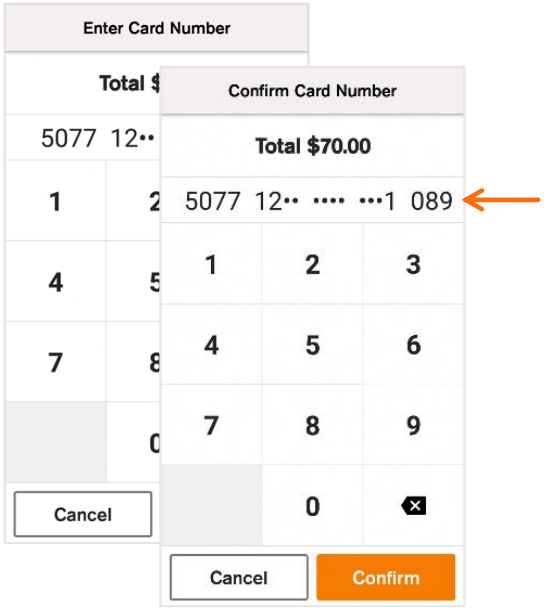
1. Press *ATH POS* located on the main menu. Select *EBT*. Press *Redeem Cash*.



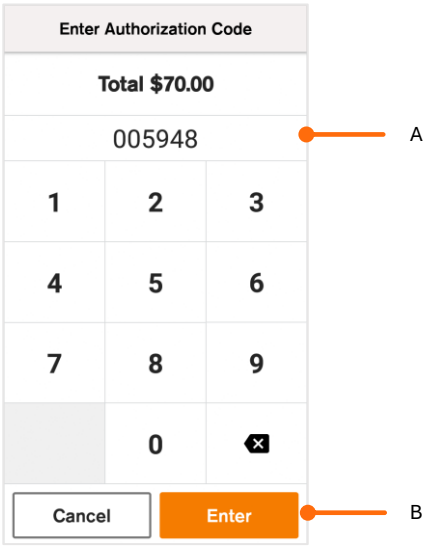
2. Enter the amount. Then, press *Charge*.



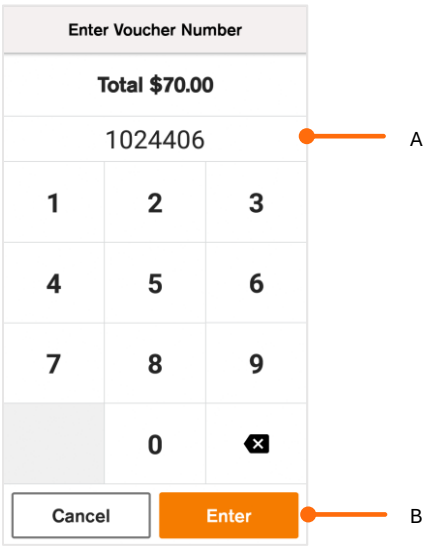
3. Enter the card number then press *Enter*. Press, *Confirm* to continue.



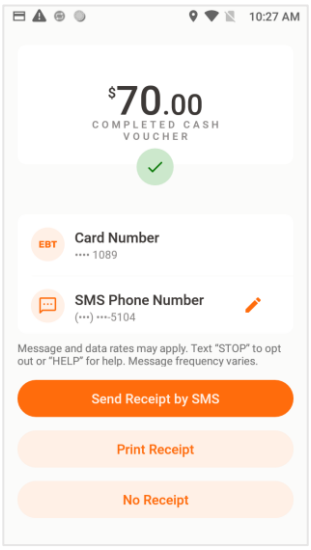
4. Enter the authorization code, then press *Enter*.



5 Then, enter the *Voucher* number and press *Enter*.



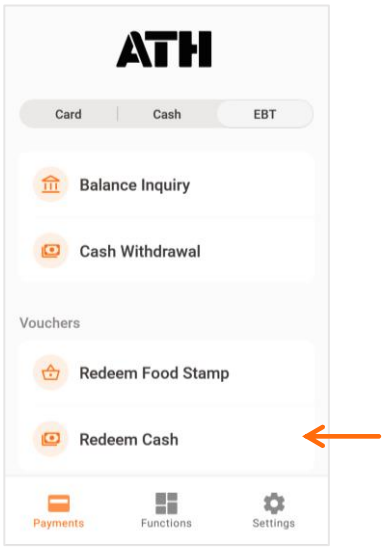
6 Once the transaction is completed, the terminal will display the result of the transaction. Select the receipt method for the customer's copy: send by SMS, printed, or no receipt.



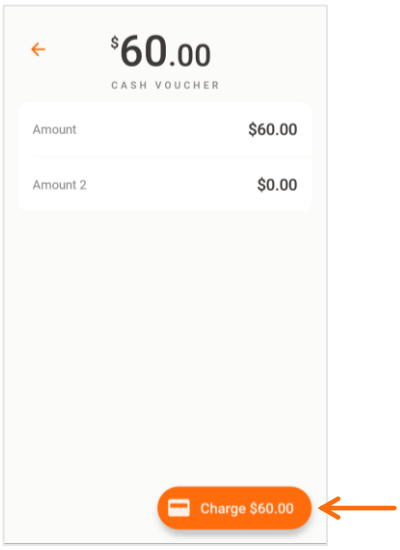
Redeem Cash

Below are the steps to *Redeem Cash Vouchers*.

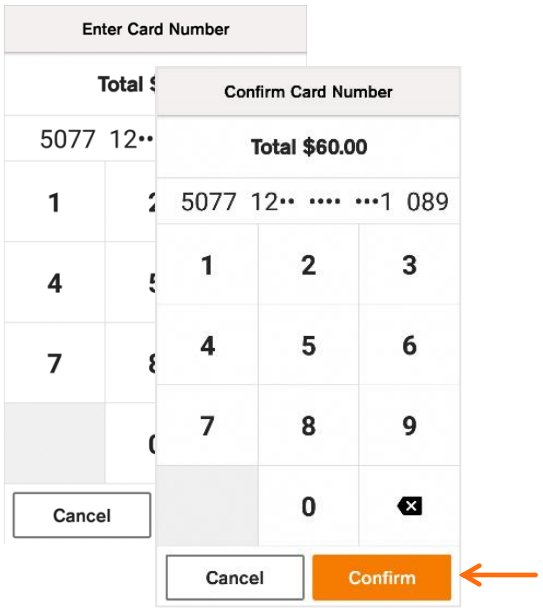
1. Press *ATH POS* located on the main menu. Select *EBT*. Press *Redeem Cash*.



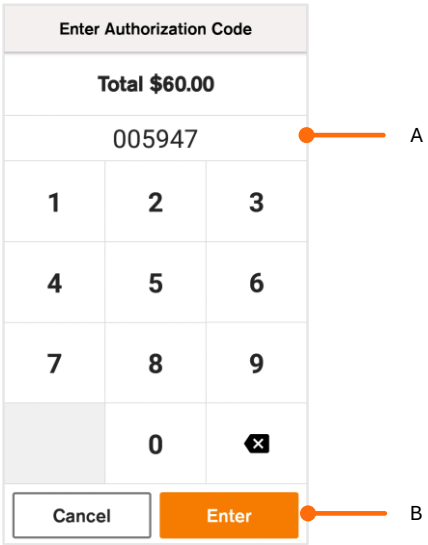
2. Enter the amount. Then, press *Charge*.



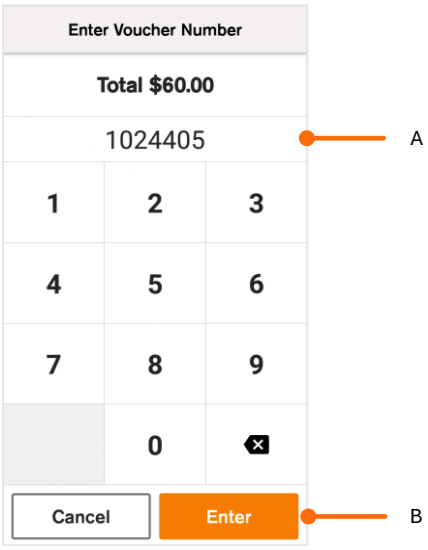
3. Enter the card number then press *Enter*. Press, *Confirm* to continue.



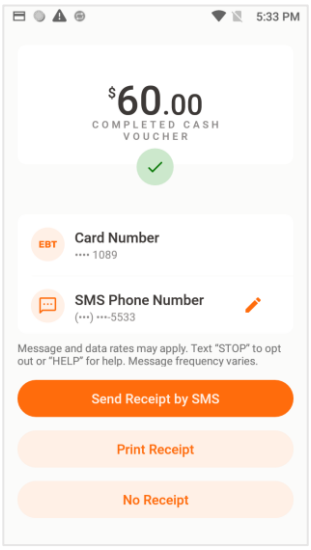
4. Enter the authorization code, then press *Enter*.



3 Then, enter the *Voucher* number and press *Enter*.



3 Once the transaction is completed, the terminal will display the result of the transaction. Select the receipt method for the customer's copy: send by SMS, printed, or no receipt.



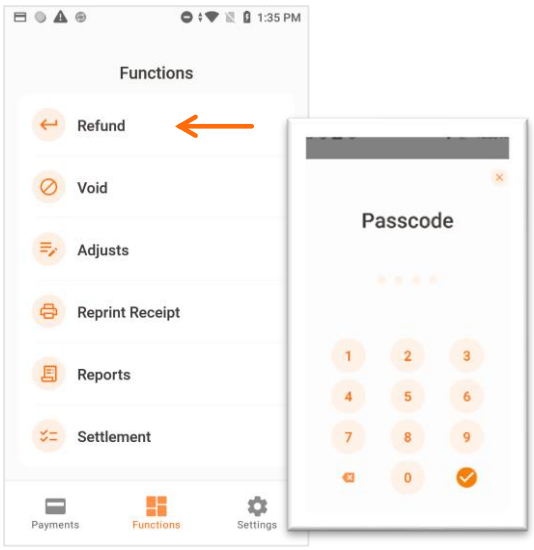
Functions

In this section, you will find the following functions: Refund, Return, Adjustments, Reprint Receipt, Reports, and Deposit.

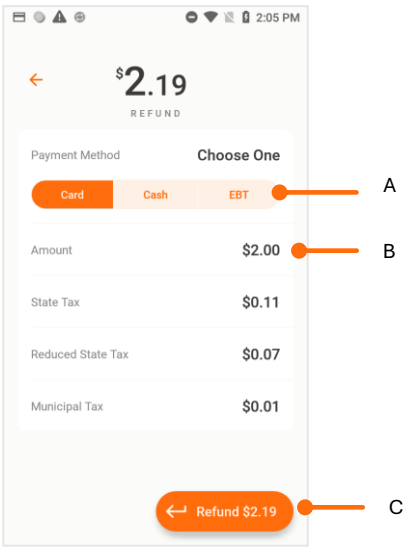
Note: For these functions, the terminal will request an administrator password.

Refund

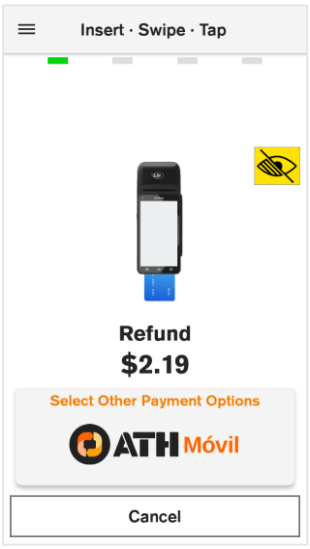
1. Press *ATH POS* located on the main menu. Press *Functions*. Then, press *Refund*. Enter the *Passcode*.



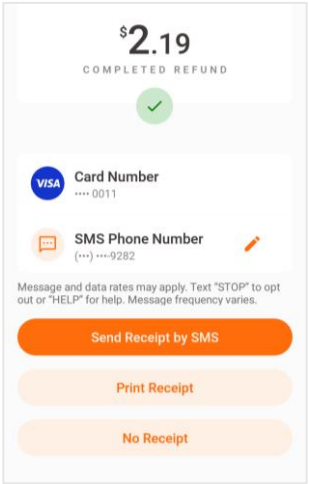
2. Press *Card*, *Cash*, or *EBT*. Enter the amount applied. Then, press *Refund*.



3. On the screen "Insert-Swipe-Tap" card, complete the refund with a credit or debit card.



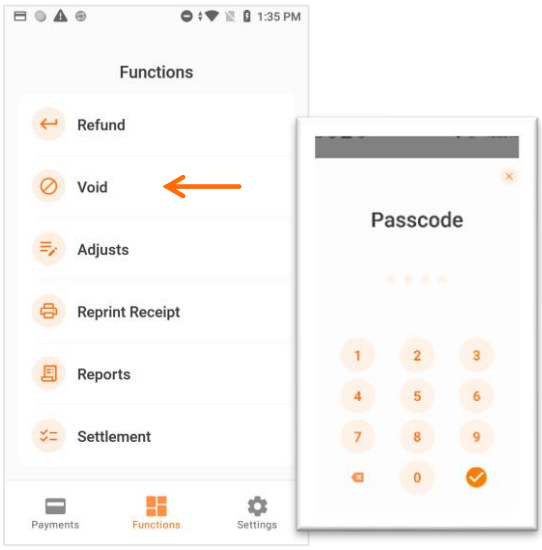
4. Once the transaction is completed, the terminal will display the result of the refund. Select the receipt method for the customer's copy: send by SMS, printed, or no receipt.



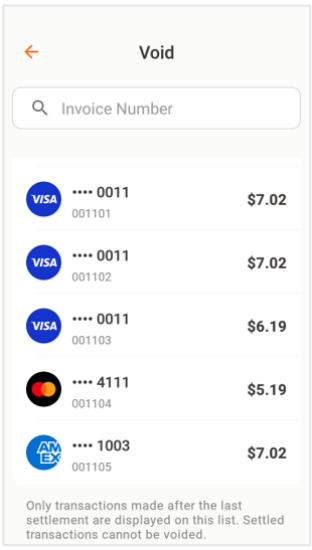
Void

Below are the steps to perform a void transaction to a credit card.

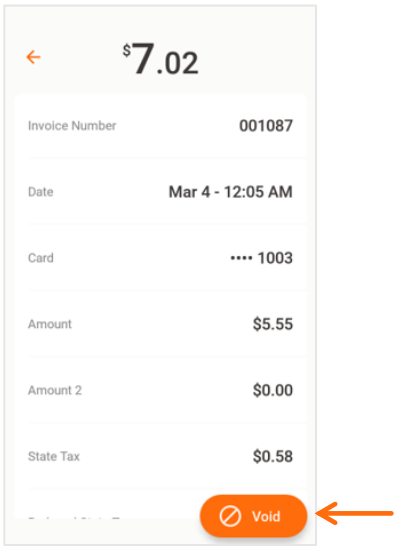
1. Press *ATH POS* located on the main menu. Press *Functions*. Then, press *Void*. Enter the *Passcode*.



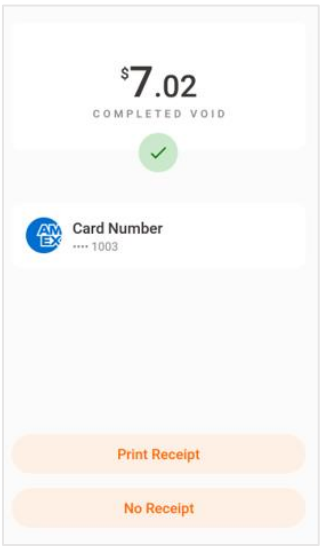
2. Enter the *invoice number* or select a transaction from the list.



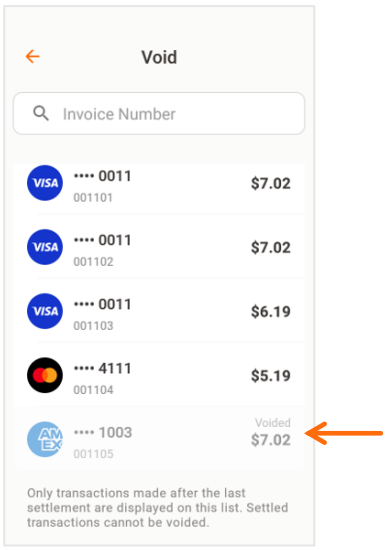
3. The terminal will display a summary of the void transaction. Press *Void* to continue.



4. Once the *void* is completed, the terminal will print a receipt automatically. The customer copy can be printed.



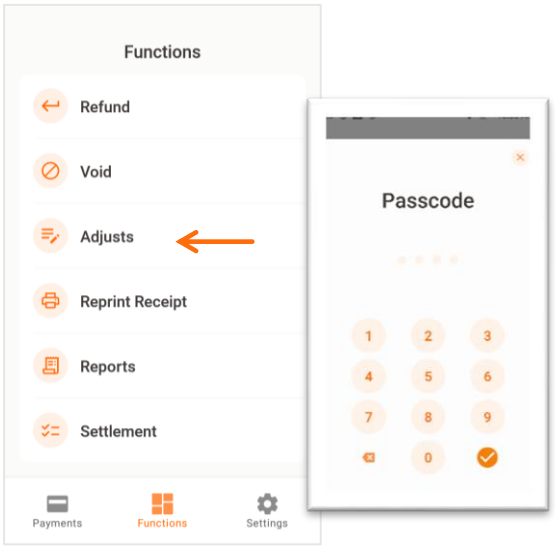
5 The transaction will be identified as *Voided* on the void transactions list.



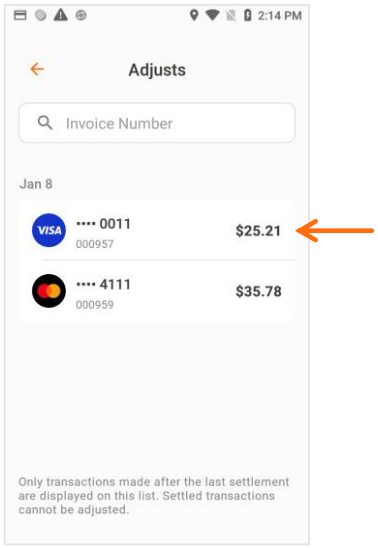
Adjusts

Below are the steps to perform a tip adjustment after completing a sales transaction.

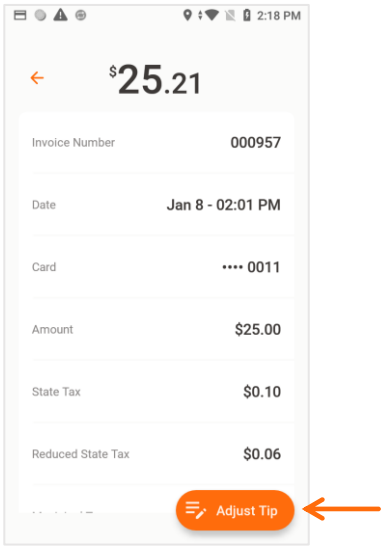
1. Press *Functions*. Then, select *Adjusts*. Enter the *Passcode*.



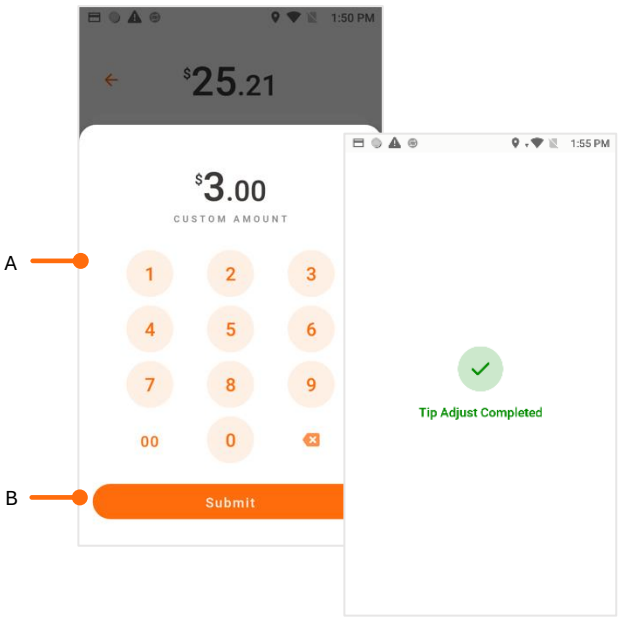
2. Select the transaction to adjust the tip.



3. Press *Adjust Tip*.



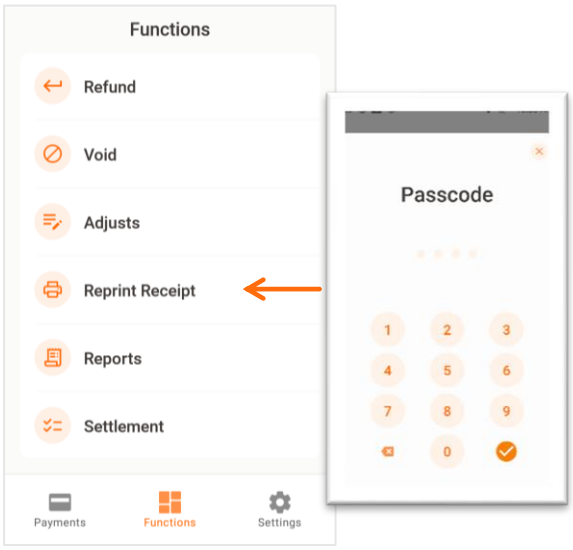
4. Enter the amount. Then, press *Submit*. The terminal will confirm the tip adjust.



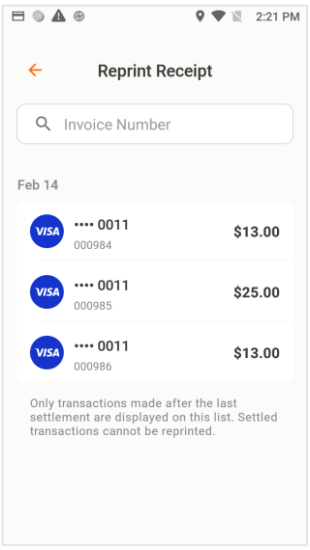
Reprint Receipt

Below are the steps to reprint a merchant or customer receipt.

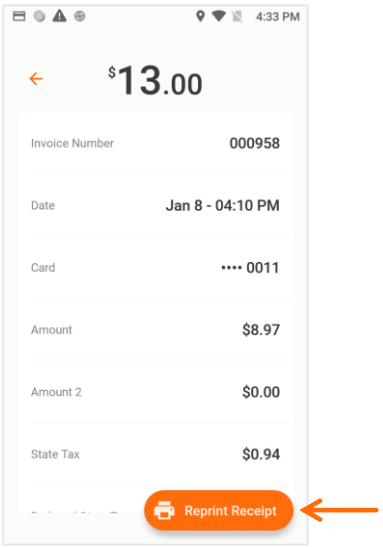
1. Press *ATH POS* located on the main menu. Select *Functions*. Then, *Reprint Receipt*. Enter the *Passcode*.



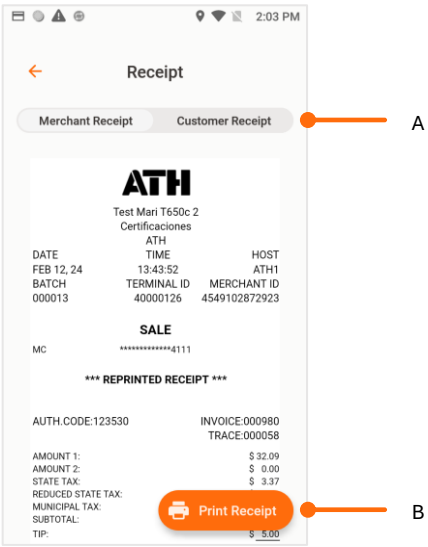
2. Enter *invoice number* or select a transaction from the list.



3. The terminal will display a summary of the transaction. Press *Reprint Receipt* to continue.



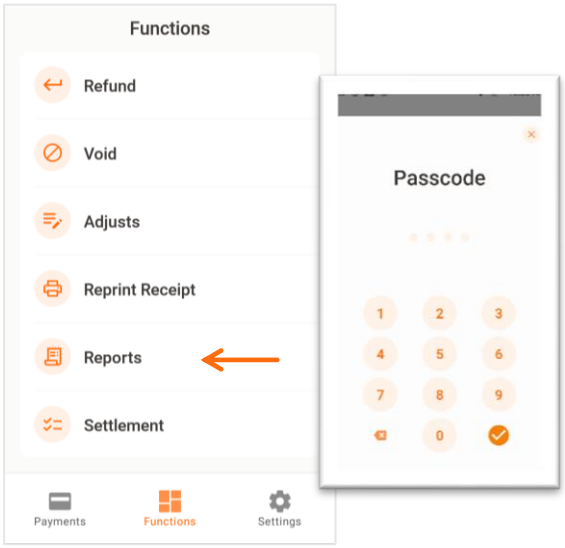
4. Select the type of receipt you would like to print: Merchant Receipt or Customer Receipt. Then, press *Print Receipt*. The terminal will print the receipt selected.



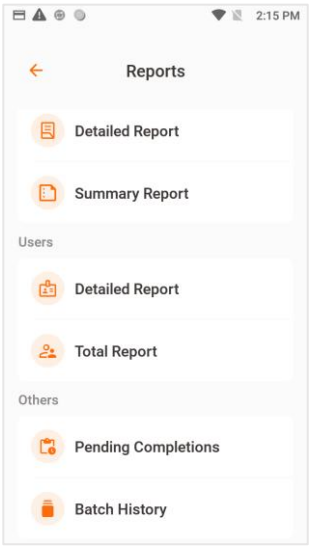
Reports

View and print a report by transactions, users, pending completions, or batch history.

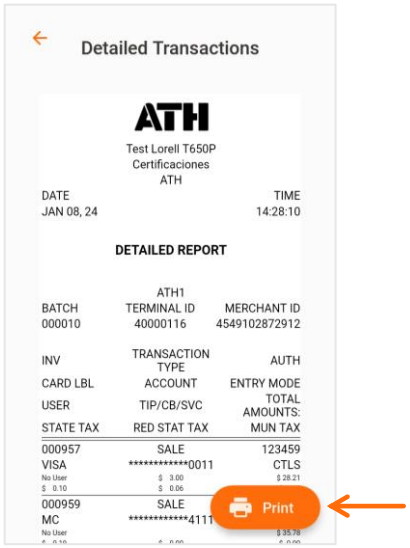
1. Press *ATH POS* located on the main menu. Select *Functions*. Then, *Reports*. Enter the *Passcode*.



2. Select the type of report you would like to view.



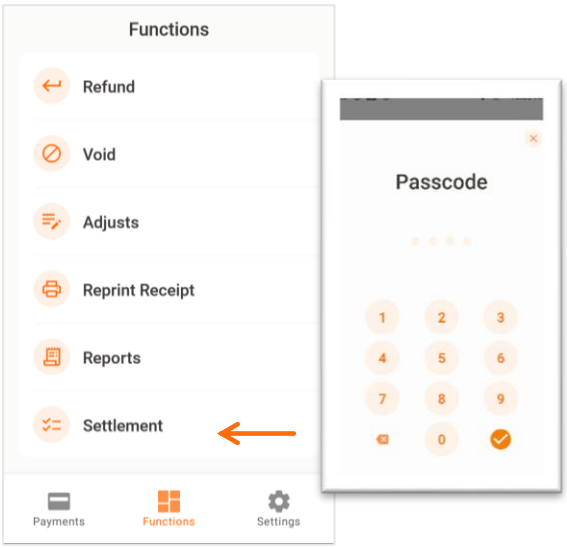
3. The terminal will display the report. Press *Print* if you would like a printed report.



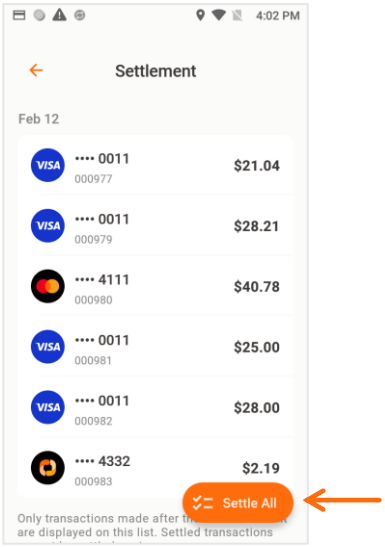
Settlement

Below are the steps to perform a settlement of the sales transactions. This can be set for a specific time to run automatically.

1. Press *ATH POS* located on the main menu. Select *Functions*. Then, *Settlement*. Enter the *Passcode*.



2. The terminal will display a list of transactions. Press *Settle All* to complete the settlement. The terminal will confirm if the deposit has been completed successfully.



Settings

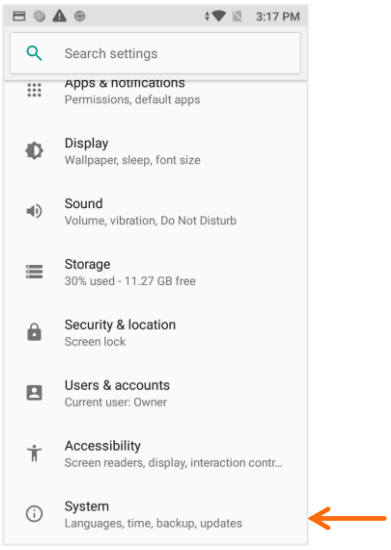
In this section, you will find the application programming settings, ATH POS.

Preferences

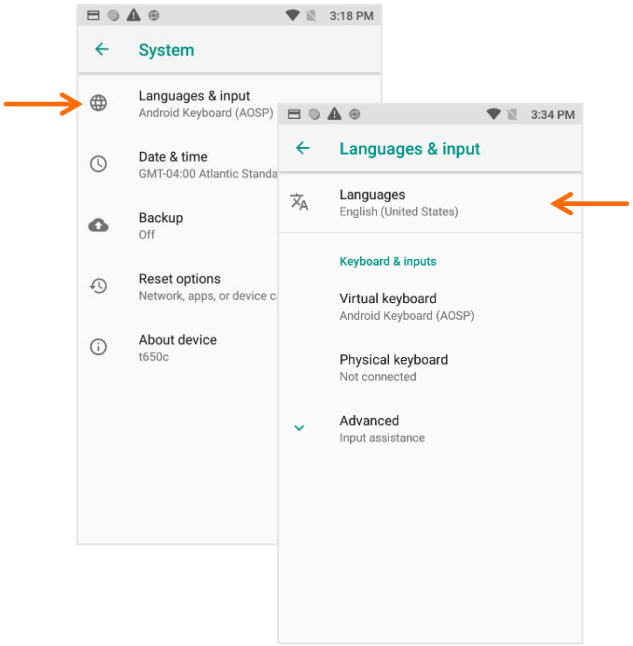
Language

1. Select *Settings* at the main screen.

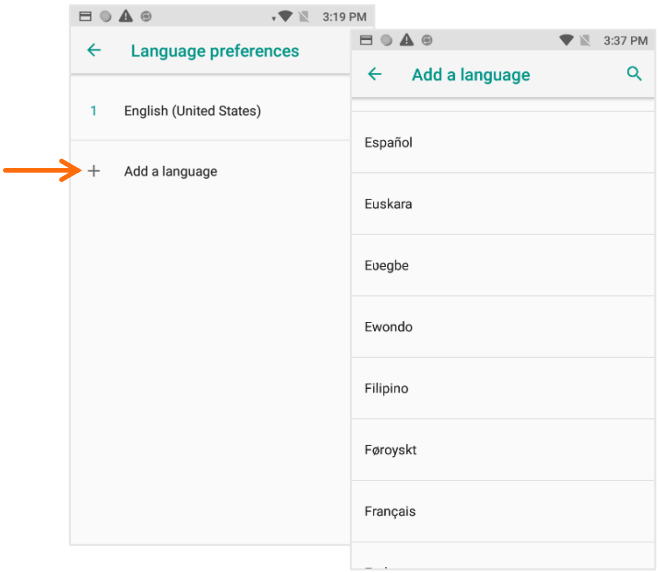
2. Press System.



3. Select, *Languages & Input. Then,* press, *Languages*.



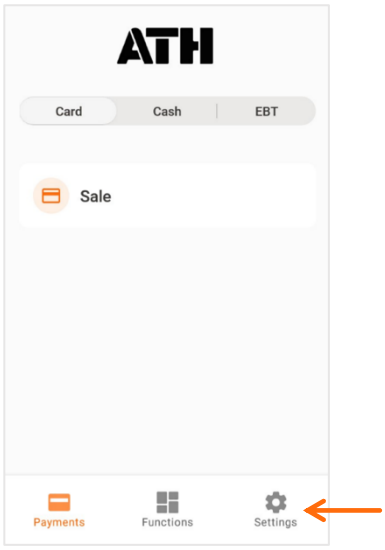
4. The screen will show the language preferences, press Add a language. Then, select the desired language from the list.



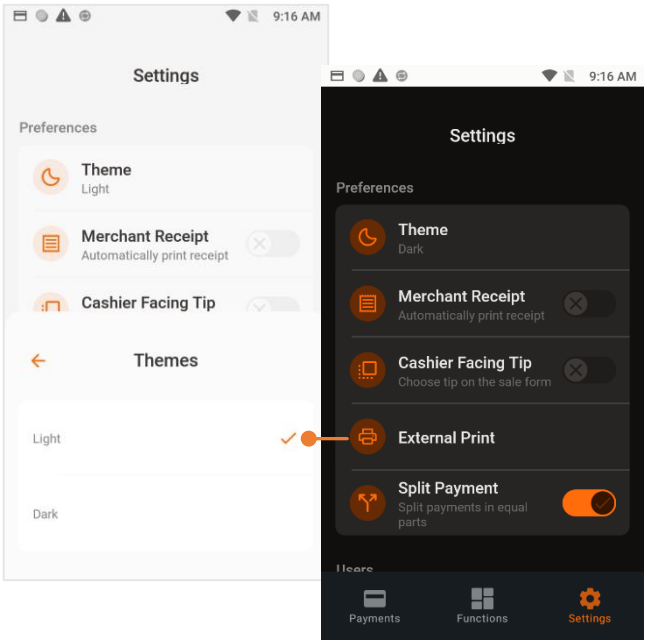
Theme

In this section, you will be able to enable dark mode for the payment application.

1. Press *ATH POS* located on the main menu. Select *Settings*.



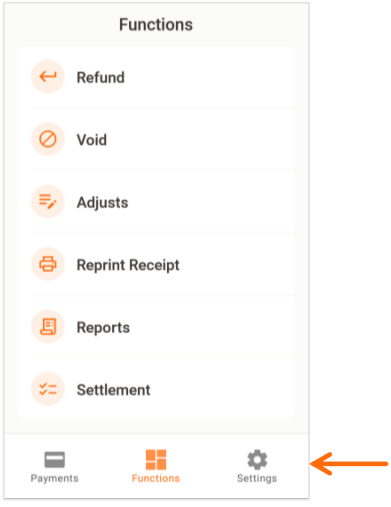
2. Press Theme. Select Dark to activate dark mode.



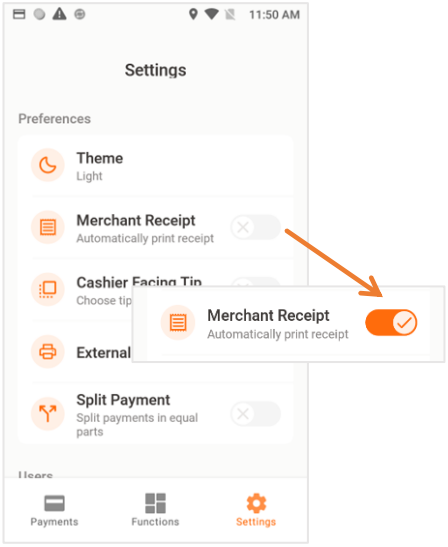
Merchant Receipt

This option can be enabled or disabled to print a merchant receipt automatically.

1. Press *ATH POS* located on the main menu. Select *Settings*.



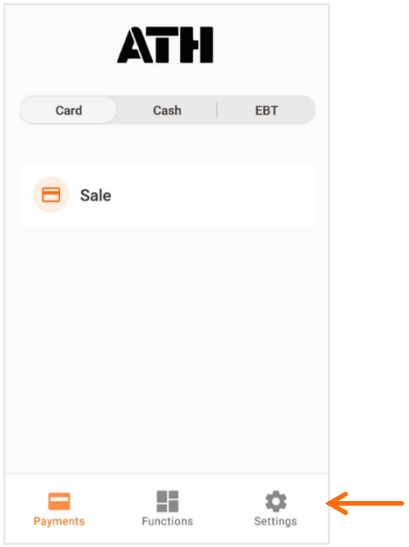
2. A merchant receipt can be printed after every transaction. Enable the toggle for this function.



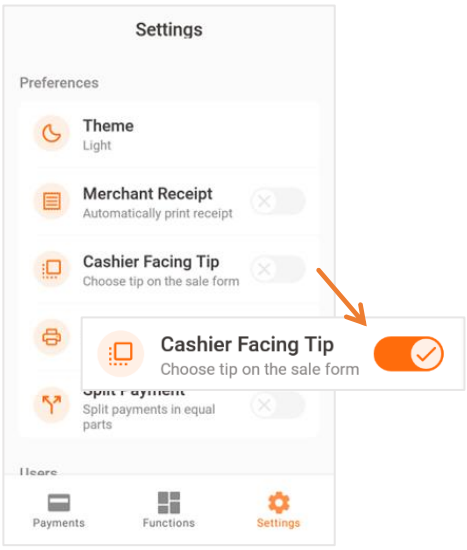
Cashier Facing Tip

This option can be enabled or disabled to display a tip percentage tip on the cash, credit, or debit sale screen.

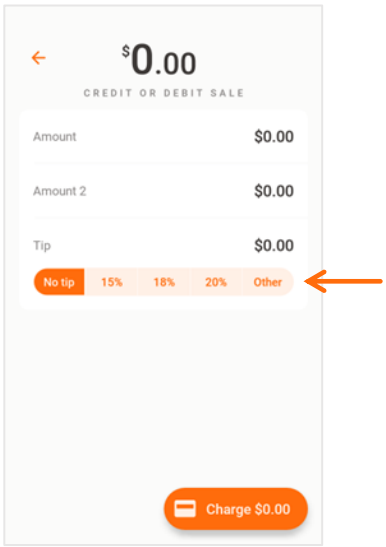
1. Press *ATH POS* located on the main menu. Select *Settings*.



2. The terminal provides a tip bar with the pre-defined percentages. Enable the toggle for this function.

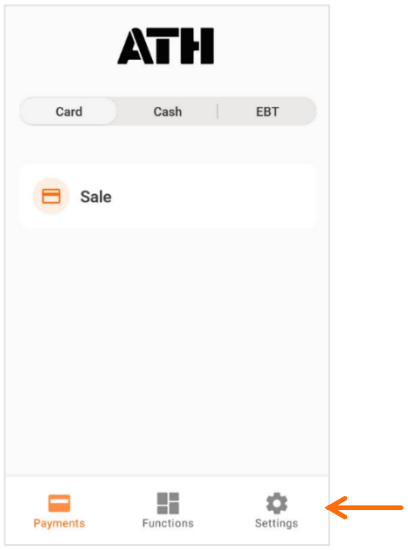


3. The toolbar will be displayed on the *Credit or Debit Sale* screen.

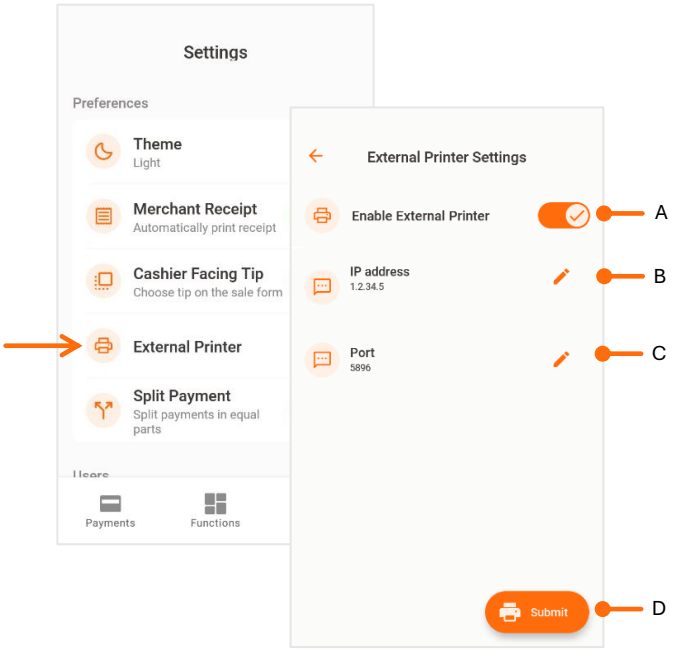


External Printer

1 Press *ATH POS* localizado en el menú principal. Then, press *Settings*.



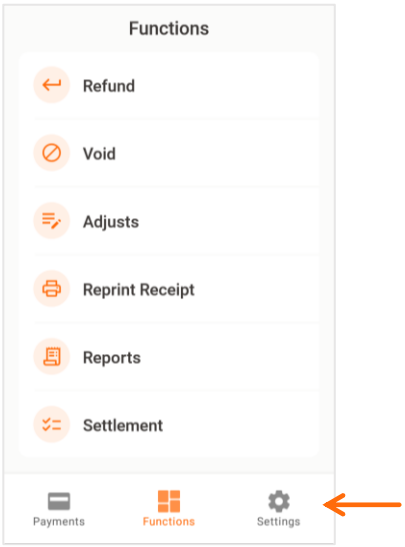
2 Press *External Print*. Then, press the toggle to enable an external printer. Enter *IP Printer* and *Port*. Press *Submit* to apply the configuration.



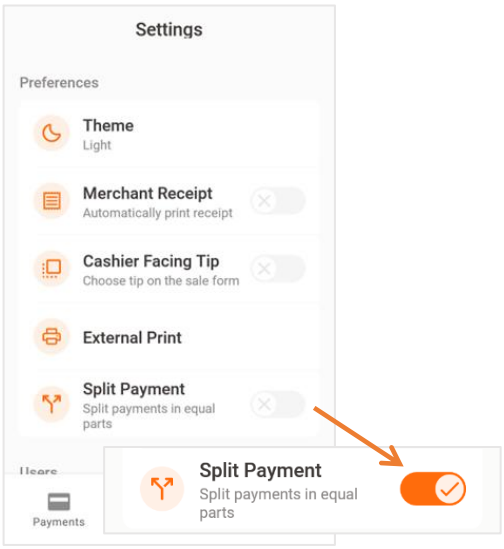
Split Payment

This function can be enabled or disabled to display the split payment option on the credit or debit sale screen.

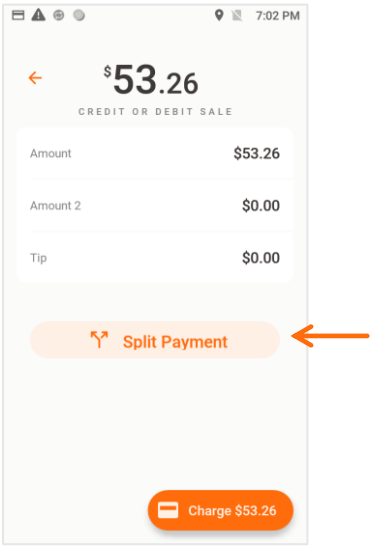
1. Press *ATH POS* located on the main menu. Select *Settings*.



2. Enable the toggle for the *Split Payment* function.



3. The function for *Split Payment* will be displayed on the *Credit or Debit Sale* screen.

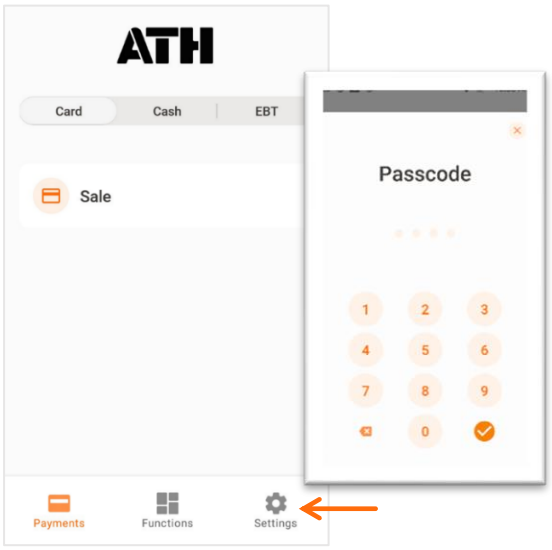


Users Configuration

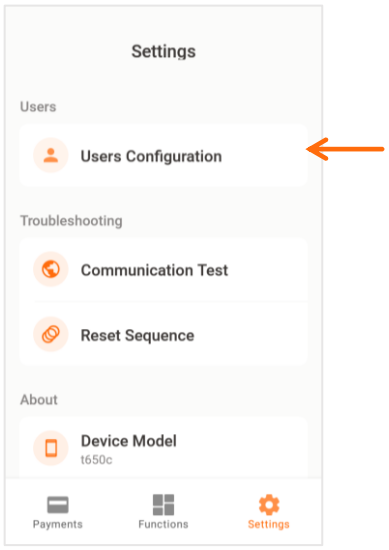
Below are the steps to add, edit, remove a user, and user report. You will need the Admin password to perform these changes.

Note: If there is a terminal replacement or inconvenience, all the users created from it will be lost.

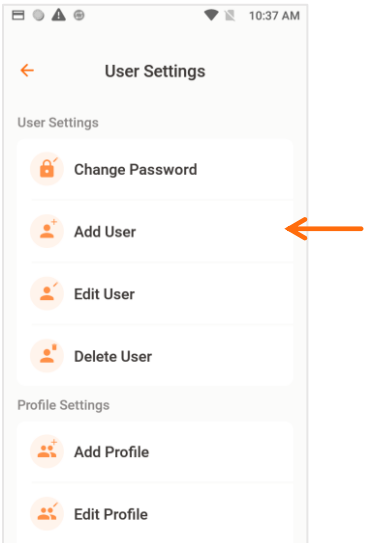
1. Press *ATH POS* located on the main menu. Select *Settings*.



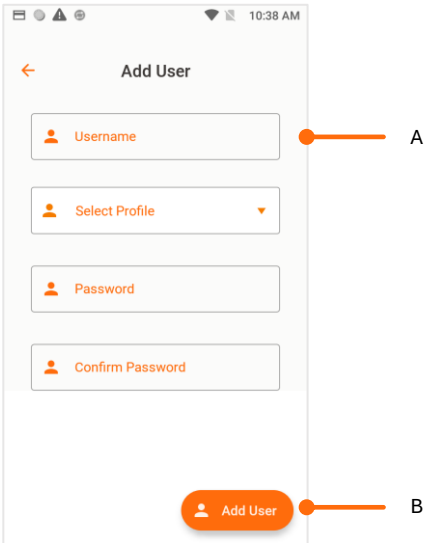
2. Press *User Configurations*.



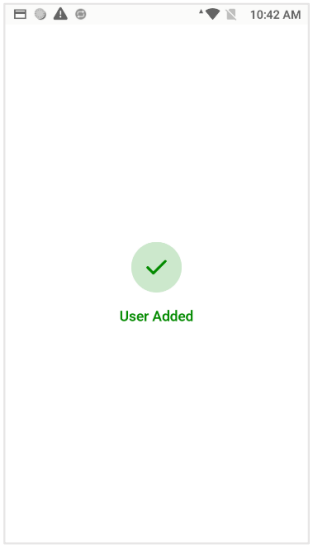
3. The terminal will display the following submenus: User Settings, Profile Settings, and Report. Press Add User.



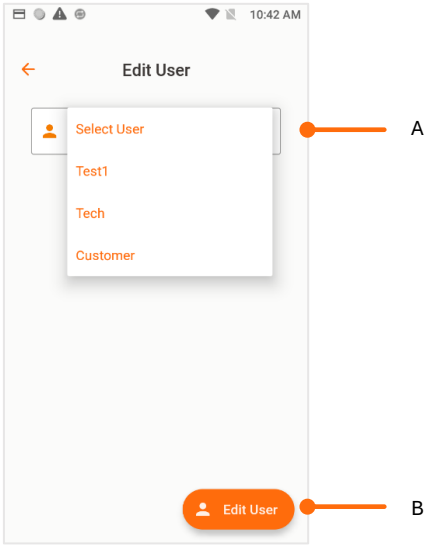
4. Enter username, select Profile, enter, and confirm password. Then, press Add User.



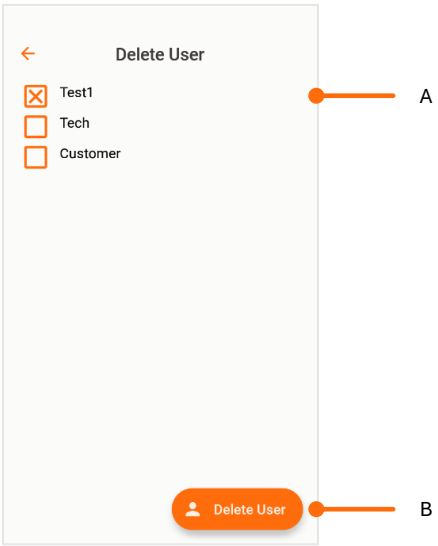
5 The terminal will display the added user. Then, the terminal will perform an update device configuration.



6 To edit an user, press *Edit User* on the *User Settings* menu. Select the user to be edited.



7 To delete a user, press Delete User. Select the user to be deleted and press Delete User. Then, confirm the change.



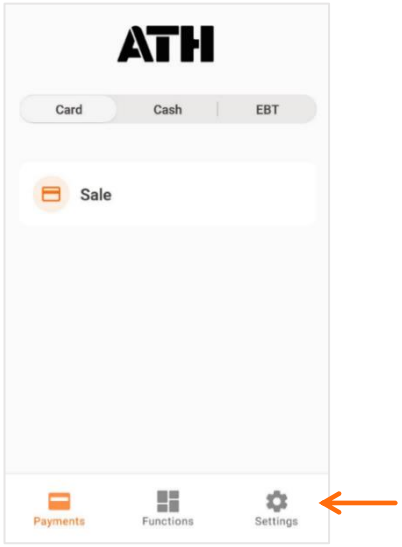
8 To view or print a User Report, press User Report.

Troubleshooting

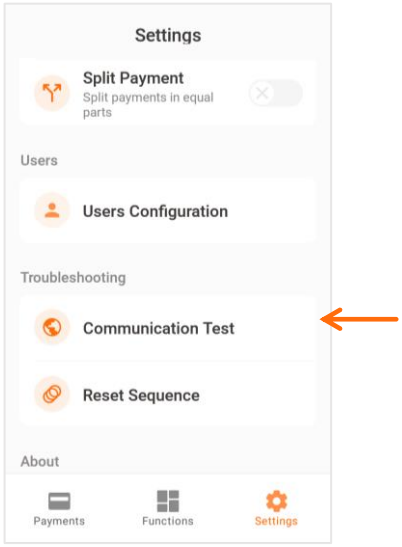
Communication Test

Below are the steps to perform a communication test to ensure the POS terminal is connected to the Internet correctly.

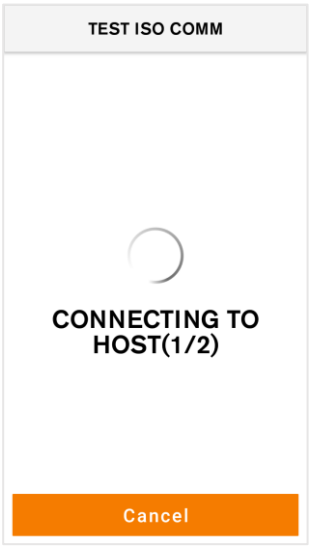
1. Press *ATH POS* located on the main menu. Select *Settings*.



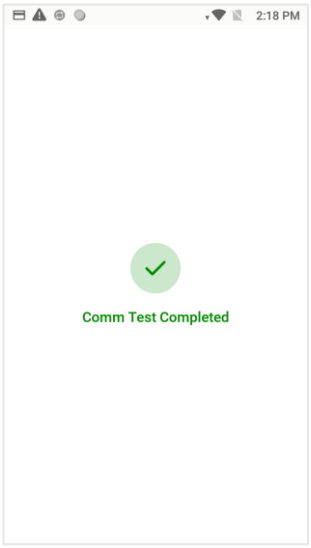
2. Press *Communication Test*.



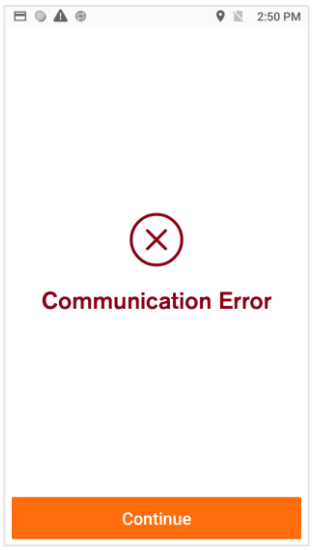
3. Then, the terminal will start to perform a communication test.



4. The terminal will display the result of the test (*Comm Test Completed*) and will print a receipt with the results.

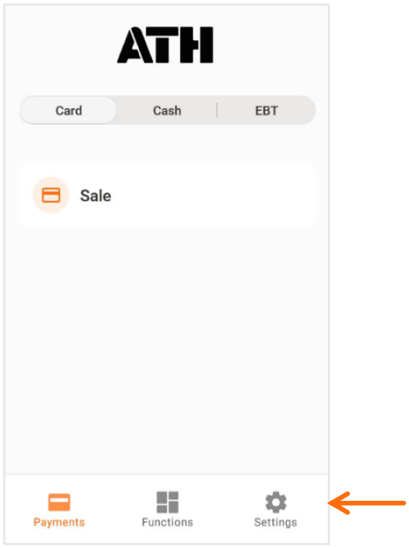


5 If the result is *Communication Error*, check the Wi-Fi connection and perform the test again.

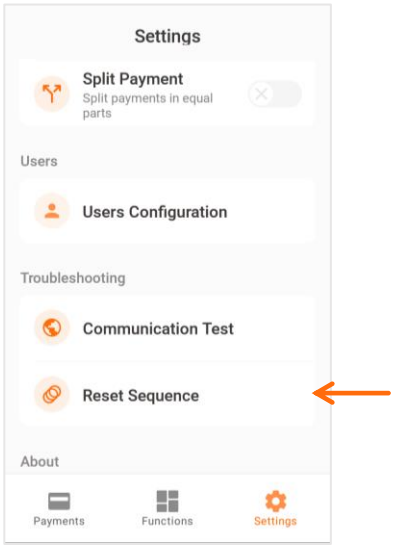


Reset Sequence

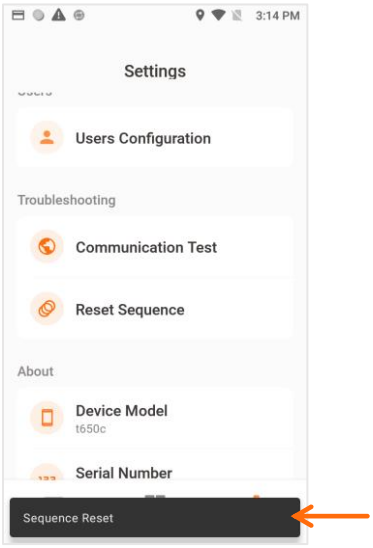
1. Press *ATH POS* located on the main menu. Select *Settings*.



2. Press *Reset Sequence*.

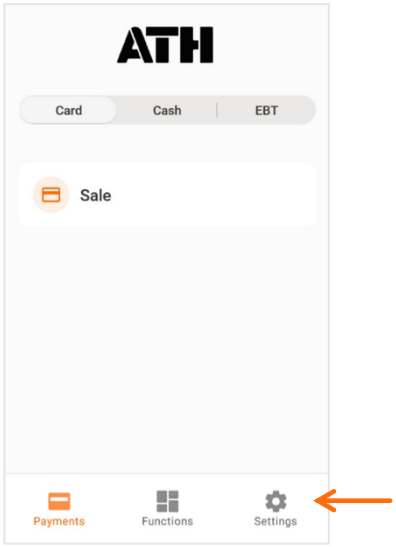


3. Then, the terminal will display the reset confirmation on the bottom of the screen.

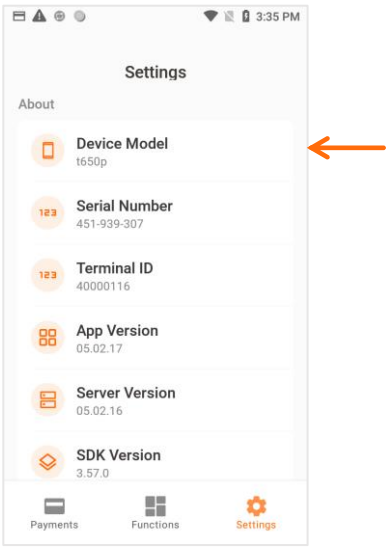


About

1. Press *ATH POS* located on the main menu. Select *Settings*.



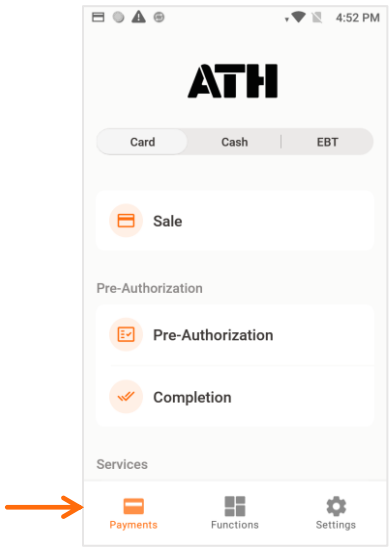
2. The terminal will display information about the application's device.



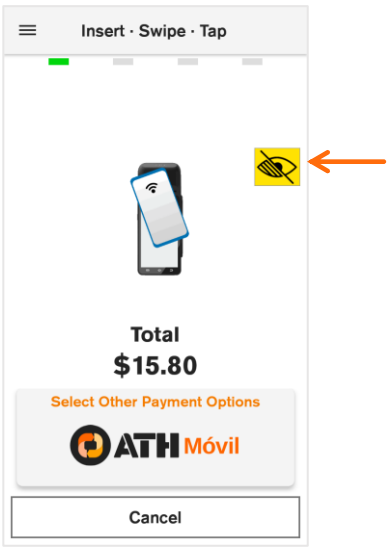
Visual Accessibility

Below are the steps to activate visual accessibility in the credit, debit, and EBT card payment section.

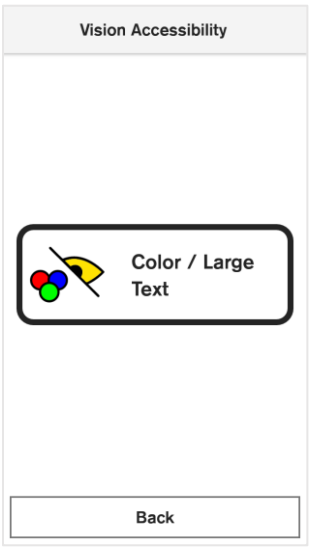
1. Press *ATH POS* located on the main menu. Press *Sale*. If it is an EBT transaction, press *EBT*.



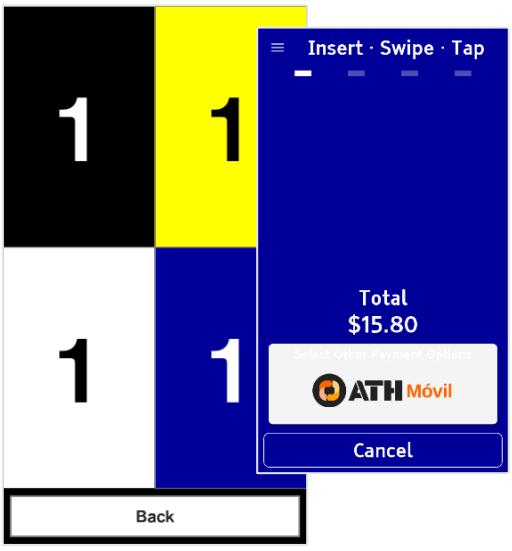
2. Press the *visual accessibility symbol* in yellow.



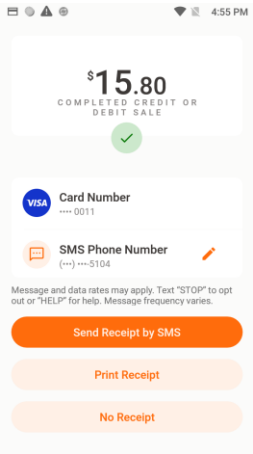
3. Press *Color/Large Text*.



4. Select any color to continue. The audio function will be activated for the next steps.



5 Once the transaction is completed, the terminal will display the result of the transaction. Select the receipt method for the customer's copy: send by SMS, printed, or no receipt.



Common Errors

In this section, some of the most common errors that may occur when using the terminal are described, along with their solutions. If the problem persists, please contact our Technical Support team at 787-751-1401.

1. *System error* 101- Message

DESCRIPTION	DETAIL
Problem	This occurs when, upon powering on the terminal, the components related to financial applications have not completed their initialization process.
Cause	The financial application was selected very quickly.
Resolution	To mitigate this error, allow the terminal a few seconds to execute the applications correctly. If the error persists, please restart the terminal and follow the previous process.

2. *Comm error* T003 - Message

DESCRIPTION	DETAIL
Problem	It occurs when the error *Comm Error T003* appears at the time of payment.
Cause	Communication problems.
Resolution	Please refer to the *Troubleshooting* section, *Communication Test*.

3. Error T201 – *Transaction timeout* - Message

DESCRIPTION	DETAIL
Problem	This happens when there is a delay in entering the PIN number.
Cause	The PIN number was not entered in time.
Resolution	Reprocess the payment.

4. *Communication error* T703 - Message

DESCRIPTION	DETAIL
Problem	Communication error: it may be due to a deactivated SIM card or Wi-Fi being turned off.
Cause	Conectivity Problems.
Resolution	Please refer to the Troubleshooting section, Communication Test, and Internet Connection section.

5. *Incorrect PIN* - Message

DESCRIPTION	DETAIL
Problem	This occurs when the customer enters the PIN number, and the incorrect PIN error appears.
Cause	When the customer enters the PIN incorrectly.
Resolution	Retry the payment and enter the PIN correctly.

6. *Warning under tamper* - Message

DESCRIPTION	DETAIL
Problem	The terminal displays a tamper message.
Cause	The terminal may be damaged.
Resolution	Terminal replacement. Please contact Technical Services at 787-751-1401.

7. *Decline – Settlement* - Message

DESCRIPTION	DETAIL
Problem	This occurs when the deposit cannot be processed.
Cause	Communication problem.
Resolution	Please refer to the Troubleshooting section, Communication Test, and Internet Connection section. If the problem persists, please contact Technical Services at 787-751-1401.

8. *Must Settle* - Message

DESCRIPTION	DETAIL
Problem	A must settle message appears when the terminal has not processed the deposit.
Cause	It occurs when the terminal has not processed the deposit for a considerable amount of time.
Resolution	To process the deposit, please refer to the Settlement section.

1. Does the terminal have an external PIN pad?

   Yes. Only the T650C terminal model can have an external PIN pad, which is the P200 PIN pad. The T650M and T650P terminal models do not support an external PIN pad.

2. Where is the IVU parameter configured?

   The IVU parameter should be configured in the Settings section under Ask IVU. Enable the parameter to manage taxes manually. If the option is disabled, the terminal handles taxes automatically.

3. Does the terminal manage users?

   No, the terminal does not manage users now. Although the ATH POS application has a section in Settings for user management, user creation may be erased when performing a download to the terminal.

4. Does the terminal require a password to process a manual transaction?

   No, the terminal does not require a password to process a manual transaction.

5. Can the date and time be updated on the terminal?

   No. Only the time zone can be updated through Settings > System > Date & Time.

6. How do you set the screen timer?

   To set a timer on the terminal, go to Settings > Display > Advanced > Sleep. Then, select the number of minutes after which you want the screen to turn off. The terminal will display the selected number of minutes.

7. How do you process a refund transaction with a tip and tax?

   If the sale includes tax and a tip, go to Functions and then select Refund. In the Amount field, add the subtotal of the sale and the amount of the tip that was added. The taxes should be entered in their respective fields.