

# Equinox/Hypercom T4220 Quick Reference Guide

## Lodging



## Standard Functions:

**Default Password:** 0000

**Paper Feed:** Press the star (\*) key

## Important Information:

- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code.
- If your screen displays icons that say GL and IP Diagnostics, press the screen button next to GL to return to the lodging application.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund
- To set date and time: 1. Press blue function key. 2. Input 10, then press enter. 3. Input 0000 for the password. 4. Input date in MM/DD/YY format then press enter. 5. Input time in HH:MM format then press enter.

## Lodging Definitions:

- Check-In:** This function is used when the customer arrives or calls ahead for check in and will pre-authorize the customer's card for the amount entered. Pin Debit cannot be used for check-in
- Check out:** This function is used when the customer is leaving and will close the pre-authorized check-in transaction for settlement.
- Quick Stay:** This function combines the check-in and check-out process and does not require adjustment or check-out to settle.

## Check-In:

- Press the screen button next to CHECK-IN
- Swipe customer card
- Press yellow "no" key for a regular check in
- Input Check-in date *then* press Enter
- Input # of nights stay *then* press Enter
- Input room number *then* press Enter
- Input folio number *then* press Enter
- Input room rate per night *then* press Enter
- Tear merchant receipt
- Press any key to print customer receipt

## Check-Out:

- Press the screen button next to CHECK-OUT
- Press the screen button next to the appropriate option,
  - Review- Allows the user to scroll through Open Check-Ins.
  - Invoice- Will require invoice from check-in receipt.
  - Folio #- Will require folio number used for room or set of rooms.
  - Room #- Will require room number of the customer.
- Input search criteria applicable to your selection then press Enter.
- Verify information on the screen then press the screen button next to CHECK-OUT
- Verify Room # then press Enter
- Verify Folio # then press Enter
- Input # of nights stay then press Enter
- Input total Check-Out amount then press Enter
- Press the screen button next to card to use:
  - Same Card- The card used at Check-In will be billed.
  - New Card- Customer would like to use a different card.
- Select Yes or No for Extra Charges
  - No- Customer was billed for room rate only.
  - Yes- Customer had additional charges. (laundry, telephone, etc)
- Select Extra Charges as applicable (if yes selected above) then press the screen button next to All Done.
- Verify Extra Charge categorie(s) then press Enter.
- Tear merchant receipt
- Press any key to print customer receipt

## Quick Stay:

- Press the screen button next to CHECK-IN
- Swipe customer card
- Press green "yes" key for Quick Stay
- Input # of nights stay then press Enter
- Input room number then press Enter
- Input folio number then press Enter
- Input room rate per night then press Enter
- Tear merchant receipt

## Advance Deposit (auth only):

(Retain Auth code and customer card info for use in offline sale upon check-in)

- Press the blue Function key
- Type in 9 then press enter
- Swipe customer card
- Input Sale Amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

## Update/Correct Check-In:

- Press the screen button next to UPDATE
- Press the screen button next to the appropriate option,
  - Review- Allows the user to scroll through Open Check-Ins.
  - Invoice- Will require invoice from check-in receipt.
  - Folio #- Will require folio number used for room or set of rooms.
  - Room #- Will require room number of the customer.
- Input search criteria applicable to your selection then press Enter.
- Verify information on the screen then press the screen button next to Update
- Verify or change Check-In date then press Enter
- Verify or change # of nights stay then press Enter
- Verify or change Room # then press Enter
- Verify or change Folio # then press Enter

## Void last Check-In/Check-Out transaction:

- Press the screen button next to Void
- Press the screen button next to Last
- Verify transaction information on the display then press Enter
- Tear merchant receipt

## Void Check-In/Check-Out by Invoice:

- Press the screen button next to Void
- Press the screen button next to Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

## Offline Check In (Force Transaction):

(Offline sales can only be processed once a valid authorization code is acquired see Advance Deposit.)

- Press the Enter key
- Press the screen button next to Lodging
- Press the screen button next to ChkIn Offl
- Swipe customer card
- Input Check-in date then press Enter
- Input # of nights stay then press Enter
- Input room number then press Enter
- Input folio number then press Enter
- Input room rate per night then press Enter
- Input Approval Code from advance deposit then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

**Close Batch:** (run a report first if you need detailed batch information and please remember only Checked out trans and quick stay transactions will be settled, See reports on reverse side for more information)

- Press the Settle Key
- Input the password of 0000
- Press Enter
- Confirm sales total then press Enter
- Confirm refund total then press Enter

# Equinox/Hypercom

## T4220 Quick Reference Guide

### Lodging-Retail/Restaurant Functions



### Standard Functions:

**Default Password:** 0000

**Paper Feed:** Press the star (\*) key

### Important Information:

- If you are processing a manual transaction, you can type the card number in place of swiping the card. You will need the expiration date, the CVV2 code from the back of the card, the numerical portion of the address, and the zip code.
- If your screen displays icons that say GL and IP Diagnostics, press the screen button next to GL to return to the lodging application.
- Refunds cannot be processed on Debit or EBT transactions. For Debit, process a refund as Credit. For EBT, contact your state EBT office for a customer refund
- To set date and time: 1. Press blue function key. 2. Input 10, then press enter. 3. Input 0000 for the password. 4. Input date in MM/DD/YY format then press enter. 5. Input time in HH:MM format then press enter.

### Credit Sale (Retail):

- Press the screen button next to Sale
- Press the screen button next to Credit
- Swipe customer card
- Input Sale Amount *then* press Enter
- Press the screen button next to Retail
- Input Room # *then* press Enter
- Input Folio # *then* press Enter
- Tear merchant receipt
- Press any key to print customer receipt

### Credit Sale (Restaurant):

- Press the screen button next to Sale
- Press the screen button next to Credit
- Swipe customer card
- Input Sale Amount then press Enter
- Press the screen button next to Restaurant
- Input Tip Amount or leave blank then press Enter
- Confirm Total Amount then press Enter
- Input Room # then press Enter
- Input Folio # then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

### Credit Refund:

- Press the Enter key
- Press the screen button next to Transaction
- Press the screen button next to Refund
- Swipe customer card
- Input Return amount then press Enter
- Press the screen button next to Retail, Restaurant, or Lodging accordingly. (This will depend on how the original sale was processed)
- Tear merchant receipt
- Press any key to print customer receipt

### Void last transaction:

- Press the screen button next to Void
- Press the screen button next to Last
- Verify transaction information on the display then press Enter
- Tear merchant receipt

### Void by Invoice:

- Press the screen button next to Void
- Press the screen button next to Invoice
- Input invoice number then press Enter
- Verify transaction information on the display then press Enter
- Tear merchant receipt

### Tip Adjust:

- Press the screen button next to Review
- Press the screen button next to All
- Verify transaction information on the display:
  - If correct, press Enter
  - If incorrect press the screen button next to > or < to locate the correction transaction
- Press the screen button next to Function until Adjust displays on the bottom left corner of the display.
- Press the screen button next to Adjust
- Input Tip amount then press Enter
- Verify new transaction amount then press Enter
- Tear merchant receipt
- Press any key to print customer receipt

### Batch Review:

- Press the screen button next to Review
- Press the screen button next to All
- Press the screen buttons next to the Right or Left arrow to move through the transactions.

### Reprint Receipt:

- Press the Report Key
- Scroll down then select Reprint
- Press the screen button next to the appropriate option
  - Last: This will reprint the last transaction receipt.
  - Invoice: This allows you to reprint a receipt by invoice number
- Press the screen button next to the appropriate option
  - Customer Copy: This will reprint the customer copy of the receipt.
  - Merchant Copy: This will reprint the merchant copy of the receipt.

### Reports:

- Press Report key
- Press the screen button next to appropriate report type
  - Audit Report:** Select report contents:
    - All- This report will print the audit report for all transaction types.
    - Financial- This report will print only the transactions that reside in the current batch. (Check-In's not included in this report)
    - Non-Ldg. Only- This report will print only the Sale transactions (Excludes Check-In's or Check-Out's)
    - Check-In- This report will print only the Checked-In transactions.
    - Check-Out- This report will print only the Checked-Out transactions.
  - Summary Report:** This report will show you a basic summary of all existing sales in the current batch.

**Close Batch:** (run a report first if you need detailed batch information and please remember only Checked out trans and quick stay transactions will be settled)

- Press the Settle Key
- Input the password of 0000
- Press Enter
- Confirm sales total then press Enter
- Confirm refund total then press Enter

### To install the paper roll:

\*\*terminal uses 85ft-180ft x 2 1/4 in. thermal paper roll

- Remove terminal and paper from its packaging.
- With your fingers, open the printer cover. (as shown below in image 2)
- Drop paper roll into printer with the paper feeding from under the roll then pull paper up slightly (as shown below in image 3a).
- Pull and tear paper against the paper receipt tear bar. Operate terminal as normal.



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