

HYPERCOM TERMINALS

CrossCheck supports the following terminals:

All T7 Models (except T7Q), T7Plus, ICE 5500 or great, ICE 5700/5700 Plus
Support varies per processing platform / network.

Hypercom Process Flow:

Please note bankcard processors must program all Hypercom terminals. The procedure to complete this varies by processor.

1. Fill out the STPR form and fax to CrossCheck at 800-211-8119.
2. CrossCheck will contact the bankcard processor to have CrossCheck added to the bankcard file.
3. Once CrossCheck is added by the processor, CrossCheck will contact the merchant.
 - a) CrossCheck will initialize and test the equipment.
 - b) If the processor is unable to add CrossCheck, due to compatibility issues, program limitations, memory restrictions, etc. CrossCheck will provide alternate solutions to the merchants where applicable.



HYPERCOM

PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician:	Date Recvd:	Date Comp:

Date: _____ **Store Number:** _____ **Sales Office:** _____ **State:** _____

Your Name: _____ **Extension:** _____ **Dept:** _____

Store DBA: _____ **Store Ph#:** _____

Contact Name: _____ **Contact Ph#:** _____

Terminal Manufacturer: _____ **Model #:** _____

Check Reader: Y / N **Model:** _____ **Manufacturer:** _____

Credit Card Processor: _____ **Phone #:** _____

Credit Card Merchant Number: _____ **Exchange Prefix:** _____

Hypercom T7 Terminals	Hypercom ICE 5000/5500/5700 Terminals
From the main screen: (press CANCEL to be sure) <ul style="list-style-type: none"> - Press FUNCTION, 2, ENTER - Enter Password: 0000, ENTER <ul style="list-style-type: none"> ~ If the above password doesn't work, try again using each of the following until it does: 1111, 1234, 0010, 4194, 5965, 5126, 7867 (TRF Maint password is 166831, second password is 1739) - The Screen will display the Terminal ID - Record the Terminal ID below <p style="text-align: center;">▼ ▼ ▼ ▼ ▼ ▼</p>	From the Main Screen: (press CANCEL to be sure) <ul style="list-style-type: none"> - Touch the Top Menu Bar on the screen. On the resulting Menu Screen <ul style="list-style-type: none"> - Touch Set Up on the screen - Touch Terminal on the screen - Type in the password 0000 then press <ENTER> <ul style="list-style-type: none"> ~ If the above password doesn't work, try again using each of the following until it does: 1111, 1234, 0010, 4194, 5965, 5126, 7867 (TRF Maint password is 166831, second password is 1739) - Touch ALL on the screen - The terminal will display the Terminal ID, - Record the Terminal ID below: <p style="text-align: center;">▼ ▼ ▼ ▼</p>

Terminal ID#:	
From the screen showing the Terminal ID: <ul style="list-style-type: none"> - Press ENTER - Record the Init Phone# below ▶▶▶ Press CANCEL (returns to main screen) ▼	From the screen showing the Terminal ID: <ul style="list-style-type: none"> - Press ENTER - The terminal will show the INIT Phone Number, - Record the INIT Phone Number below ▶▶▶ Touch the X in the upper right corner to return to the main screen. ▼

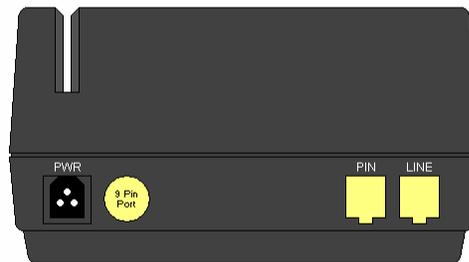
Init Phone#: _____

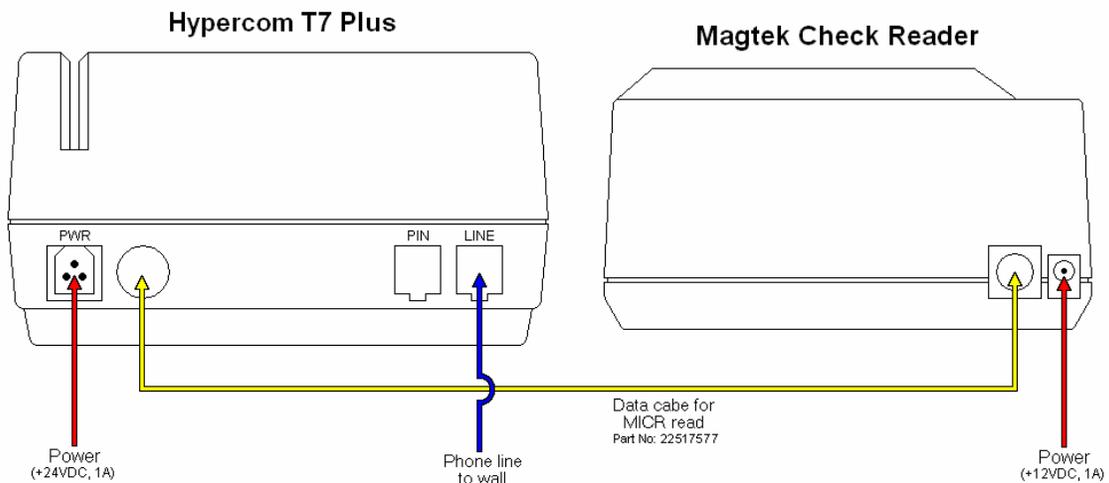
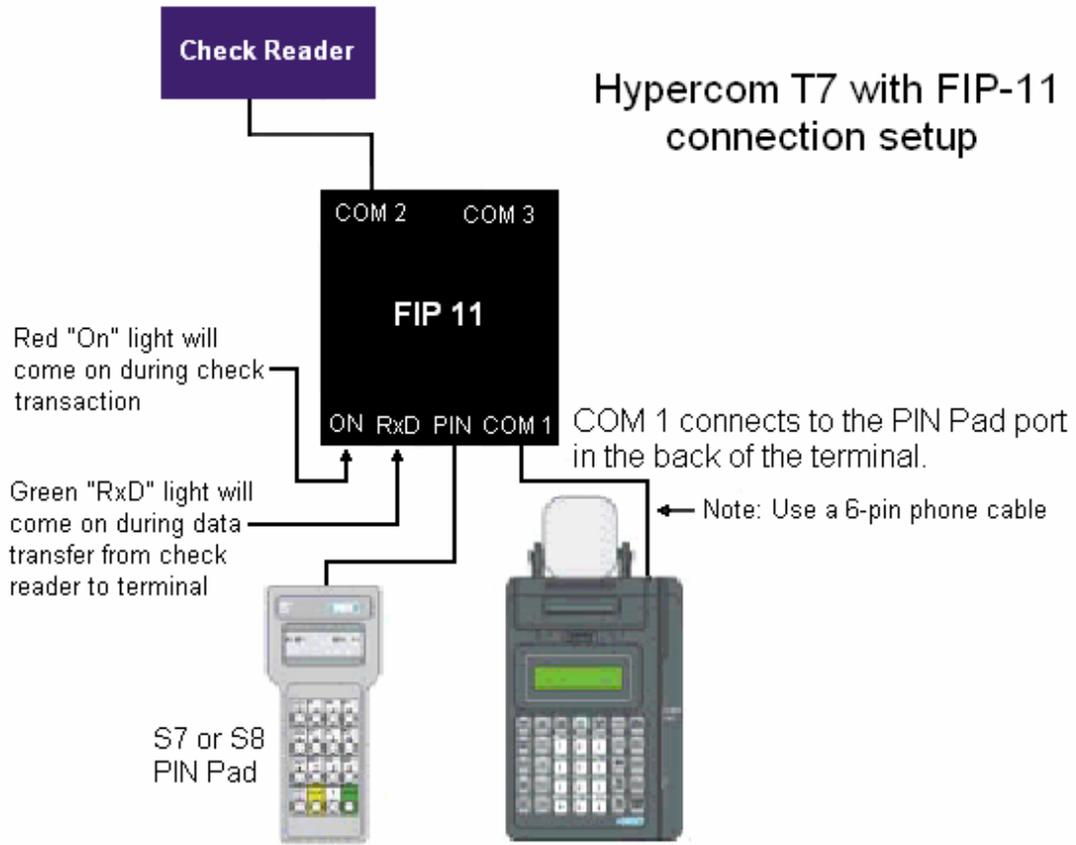
:: Notes For Tech Support ::

HYPERCOM T7 PLUS



Hypercom T7 Plus

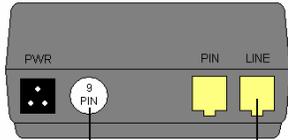




HYPERCOM ICE 5000, 5500, 5700



Hypercom ICE 5000, 5500, 5700



Connects to check reader (note: 5700's have built in check readers and do not have this port)

Connects to phone line



Connects to phone line in wall

Connects to Com 1 port on Pst-11

Connects to power outlet in wall