

TD Luxe 6200m

Configuration and Troubleshooting Guide

For the TD Luxe 6200m series:

- Standalone Wired and Wired with PINpad /
- Standalone Wireless (WiFi and 4G LTE/WiFi)
- Semi-integrated Wired
- Semi-integrated Wireless (WiFi)



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Who should use this guide?

You would use this guide if you use a TD Luxe 6200m terminal and wish to configure or troubleshoot it.

Configuration

The TD Luxe 6200m offers you a variety of options to personalize the terminal while helping you to administer your business. Some standard administration features are:

- User Management (creating, editing, deleting and unlocking locked user IDs)
- Parameter Updates (updating your settings on the terminal to reflect new information such as new accepted payment types)
- Training Mode (enable/disable this setting to train new employees on how to use the terminal)
- Receipts (changes to how and when they are printed)

User management

By utilizing the user types, you can help secure your terminal by setting what terminal functionality that each of your employees can access. Listed below are the user types and their functionality.

Note: There is a user hierarchy that determines who can access certain functionality:

- Supervisor
- User

User Type	Capabilities	Special Notes
Supervisor	<ul style="list-style-type: none">• Can perform normal transactions• Can add, edit, and remove operators and supervisors	<ul style="list-style-type: none">• A maximum of 100 supervisor IDs are allowed per terminal
User	<ul style="list-style-type: none">• Can perform normal everyday financial transactions	<ul style="list-style-type: none">• A maximum of 100 user IDs are allowed per terminal

Create a new user

Use this option to add a new administrator ID to the terminal. You log in as an administrator to initiate this process.

1. From the Desktop screen → **Users** → Add User.
2. Enter the **User Name** and press **OK**. The username can be up to 13 alphanumeric characters in length.
3. Enter the **User ID** and press **OK**. The User ID can be up to 5 digits in length.
4. Enter the **new password** and press **OK**. The password can be up to 7 digits in length.
5. Re-enter the **new password**.
6. Select **Operator** or **Supervisor**. This determines what level of access the user will have so be cautious about who you assign Supervisor level access to.

Change user password

Use this option change a user's password.

1. From the Desktop screen → **Users** → Change Password.
2. Enter the **User ID** that you want to change the password for and press **OK**.

3. Enter the **existing password** and press **OK**.
4. Enter the **new password** and press **OK**.
5. Re-enter the **new password** and press **OK**.

Remove user

Use this option to have a Supervisor delete an existing user IDs from a terminal. You cannot delete the user that is currently logged into this terminal.

1. From the Desktop screen → **Users** → Remove User.
2. Select the user that you wish to delete.
3. Confirm that you want to remove the user.

Display existing user IDs

Use this option to display or print a list of existing IDs on the terminal.

1. From the Desktop screen → **Users** → User List.
2. Select **DISPLAY** or **PRINT**. A list of all User IDs, User Names and their Authority Level will appear on the terminal or be printed off.

Change login method

Use this option to select the user logon method. The logon method will determine what sort of information is required for users to access the terminal. This can only be done by a supervisor.

1. From the Desktop screen → **Access** → Logon Method.
2. Select one of the following options:
 - **ID and Password** (most secure)
 - **ID Only**
 - **No Logon** (least secure)

General customization

Adjust speaker volume

Use this option to increase or decrease the volume by 10% increments.

1. From the Desktop screen → **Settings** icon → Speaker Volume.
2. Press the plus or minus icon to increase or decrease the volume.

Adjust backlight level

Use this option to increase or decrease the backlight intensity by 5%.

1. From the Desktop screen → **Settings** icon → Backlight.
2. Press the plus or minus icon to increase or decrease the brightness.

Change screen language

Use this option to change the language of a terminal to English or French. Only Supervisors may change the language settings.

1. From the Desktop screen → **Settings** icon → Language.
2. Select the desired **language (English or Français)**.

Set the time on the terminal

Use this option to change the date and time on the terminal by communicating with the TD host.

1. From the Desktop screen → **Settings** icon → Clock Adjustment.
2. Enter the **new date** (MM/DD/YYYY) and press **OK**.
3. Enter the **new time** (HH:MM:SS) and press **OK**.

Sync the time on the terminal

Use this option to sync the date and time on the terminal by communicating with the TD host.

1. From the Desktop screen → **Settings** icon → Date/Time Sync.
2. The terminal creates a connection to the server and syncs date and time information.

Reset invoice number

This option allows you to reset your invoice number that will be displayed on your receipts. If you select this option the invoice number is reset to “1”.

1. From the Desktop screen → **Cust. Receipt**.
2. Confirm you wish to reset the invoice number to 1.

Enable training mode

This option allows a supervisor to sign in and train another user on the functions of the terminal without impacting any live transactions or totals on the terminal. While in this mode the word DEMO will be displayed in the background of the terminal screen and a Training Mode banner will be printed on all receipts and reports.

While in Training Mode you will be unable to:

- Perform any configuration changes
- Perform any transactions

Note: The device supports swipe, insert, tap and manual entry.

To enable Training Mode:

1. From the Desktop screen → **Settings** icon → Training Mode.
2. Do you wish to enter or exit training mode?

To exit Training Mode, repeat the above steps. The message **Training Mode Ended** will appear and word **DEMO** will be removed from the background on the **Desktop** and **Main Menu** screens.

Tip settings

To make any permanent changes to your tip settings on your terminal(s), you must call the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Surcharge

The Payment Card Networks (PCNs) allow Merchants in Canada the ability to apply a surcharge on Credit Card and Debit Card transactions. There are a few restrictions as to how surcharge is enabled for your business:

Credit Surcharge

- The surcharge feature cannot be applied to Merchants located in the Province of Quebec.
- Surcharging is applicable to Credit Only (No Visa Debit or Mastercard Debit and No Prepaid transactions).
- A Merchant may apply a surcharge on in-store (card present), and MOTO (card not present) transactions.
- The maximum surcharge amount is the lower of 2.4% **or** the effective Merchant Discount Rate to zero percent. Merchants must not profit from surcharge i.e. surcharging should only offset the cost of acceptance.
- The same surcharge amount will be charged across all credit cards to which the Merchant is subscribed.
- Merchants must contact the respective PCNs to determine what is required to opt in for credit surcharge.
- To enable credit surcharge on your terminal, please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Debit Surcharge

- The surcharge feature cannot be applied to Merchants located in the Province of Quebec.
- A Merchant may apply a surcharge on in-store (card present) transactions only.
- Maximum surcharge amount is \$0.25.
- To enable debit surcharge on your terminal, please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Receipts

Reprint receipt

Use this option to reprint an existing receipt.

1. From the Desktop screen → **Reprint** icon and select one of the following:
2. Select one of the following options (**Last Receipt**, **Past Receipt** or **Day Close Report**).

Last Receipt

- a) Confirm that you want to reprint the last receipt.
- b) The last receipt is reprinted.

Past Receipt

- a) To reprint a receipt, **swipe the credit / debit card** that the transaction was performed on.
- b) **Select the transaction** that you want to reprint the receipt for and press **OK**.
- c) Select **BACK** or **PRINT**. If you select **PRINT**, the receipt is reprinted.

Day Close Report

- a) Confirm that you want to reprint the day close report.
- b) The day close report is reprinted.

Receipt banner

Use this option to add a short slogan or advertising to the bottom of all receipts printed from a terminal. The banner can be up to nine lines in length. The character options are alpha-numeric with a single or double font-size option.

- It is your responsibility to ensure that the content of any banner message complies with all applicable laws. By using this feature, you agree that you are solely responsible for any advertising messages displayed on the terminal.
- The receipt banner must be added to each terminal that you want to use it on.
- The more lines you add to the banner, the more paper will be used when you print a receipt.
- If you print a large number of receipts daily, your paper usage may increase.

1. From the Desktop screen → **Cust. Receipt** icon.
2. Confirm you wish to edit your receipt banner.
3. Enter the number of lines and press **OK**. Set the number to zero if you wish to remove the banner.

Line


- a) Select the font size for this line (**SINGLE** or **DOUBLE**). The single font has a 26 character limit per line while the double-sized font has a 20 character limit.
- b) Enter your **receipt banner message** and press **OK** when finished.
- c) This step will repeat as many times as you selected receipt banner lines. Once you're finished entering the receipt banner press **OK**, without entering a new character, to complete the entry.

Downloads

Software download

This function allows the terminal to download a new software application from the TD remote host without the need for a technician on site.

- The device must remain powered on for the entire process.
- You must close your business day on the terminal before downloading software.
- A software download can also be initiated via a notification. In this case, the software may be downloaded in the background within a defined time frame (scheduled download).
- A software download must be done separately for each terminal.

1. From the Desktop screen → **Downloads** icon → Software Download.
2. Select **CONTINUE** to proceed.
 - a) The download begins. Do not interrupt the download once it has begun as this may cause your terminal to stop working.
While a download in progress the  icon will appear along the top of the screen. When the download is complete the icon changes to a green checkmark. The downloaded software is not installed until the next end of day or reboot.
 - b) The terminal will print out a report.
 - c) When the terminal reboots, and the Idle screen appears, the download is complete and installed.

Parameter download

This option downloads parameters from the TD Hosts for the operation of the terminal.

1. From the Desktop screen → **Downloads** icon → and select an option:
2. Select one of the following options (**Host 1 Parameters** or **Host 2 Parameters**).

Host 1 Parameters

Host 1 Parameters updates anything dealing with financial information such as (card types, transaction types, Interac keys, etc.).

- a) Confirm you want to start the download.

Host 2 Parameters

Host 2 Parameters updates anything dealing with non-financial information such as (gift cards and loyalty cards).

- a) Select what type of download you wish to do (**FULL or PARTIAL**).

Full: Pulls down all information to the terminal.

Partial: Only pulls down information changed by the Contact Centre.

3. When it is finished you will see the **Download Complete** message.

Communications (4G LTE and WiFi)

TD can set your wireless terminal's communication priority list if you have more than one communication option on your available. This list determines the order in which the terminal connects to the payment card network. To change your terminal's communication priority please call the TD Merchant Solutions Contact Centre.

The following combinations are offered:

- WiFi only
- WiFi and 4G LTE (automatic failover)

Other functionality

Any functionality changes that you make on the terminal will be overwritten the next time that you perform a Host 1 or Host 2 download which is automatically done after a day close / settlement request. Please contact the TD Merchant Solutions Contact Centre to make any permanent changes to your terminal such as tips and cashback settings.

Reporting

The following reporting options are split into **business day**, **batch** and **customized**.

Business day reports

1. From the Desktop screen → **Reports** icon → Business Day Reports and select a report.

Report	Provides...	Instructions
Terminal Details	...transactions by User ID and for the current business day.	<ol style="list-style-type: none"> 2. Print your report (Yes or No).
Terminal Balancing	...transactions by User ID and for the current business day.	
Business Day Subtotals	...transactions by User ID and for the current business day.	
Outstanding SAF	...all stored transaction details that have not been sent for settlement.	
Cashback Totals	...a total of all cashbacks for the current business day.	
Tip Totals by Card	...all tips obtained from transactions (including gift cards and cash) in the current business day on the terminal by User ID.	
Transaction Fee Totals	...a total of, and number of, all transaction fees for the current business day.	
User Details	...transactions by card type (including gift card totals and details) User ID and for the current business day.	
User Balancing	...transactions by card type (including gift card totals and details) User ID and for the current business day.	
Tip Totals	...all tips obtained from transactions (including gift cards and cash) in the current business day on the terminal by User ID.	
Tip Details	...all tips obtained from transactions (including gift cards and cash) in the current business day on the terminal by User ID.	<ol style="list-style-type: none"> 2. Select whether the report is for an individual ID (User ID) or all IDs (0). 3. Correct or Print your report.

Batch reports

1. From the Desktop screen → **Reports** icon → Batch Reports and select a report.

Report	Provides...	Instructions
Batch Details	...transaction details by card type and for current or previous batch.	2. Select which batch you want to review (PREVIOUS or CURRENT).
Batch Balancing	...transaction details by card type and for current or previous batch.	3. Correct or Print your report.

Customized reports

1. From the Desktop screen → **Reports** icon → Customized Reports and select a report.

Report	Provides...	Instructions
Transaction Details	...transaction details by card type for a maximum of 10 days	2. Select whether the report is for an individual ID (User ID) or all IDs (0).
Transaction Totals	...transaction totals by transaction type and card type for a maximum of 45 days	3. Enter the From Date/Time . 4. Enter the To Date/Time .
Tip Totals	...all tips obtained from transactions (including gift cards and cash) in the current business day or up to 45 days in the past on the terminal by User ID.	5. Correct or Print your report.
Tip Details	...all tips obtained from transactions (including gift cards and cash) in the current business day on the terminal by User ID.	

Troubleshooting

With any equipment, sometimes problems occur. With the TD Luxe 6200m, error messages are displayed on screen with a short description. Below is a list of error messages that you could see on the terminal screen and the actions required.

Error codes

“A” Error codes	Explanation	Action required
Already In Training Mode	The user tried to enter Training mode when they were already in it.	Either proceed with Training Mode or repeat the steps and exit Training Mode.
Amount \$0.00 Not Allowed	An amount higher than 0.00 must be entered.	Please enter a new amount and press OK .

“B” Error codes	Explanation	Action required
Bad Communication	Terminal detected a communication failure after the transaction is initiated.	Check your connections and retry the transaction. If the problem persists call the Contact Centre. If there is no signal strength, reboot the access point by disconnecting and reconnecting the power cord. Wait 2 minutes and check then check the signal strength again. If the problem persists call the Contact Centre.
Bad Communication Press CANCEL key And Try Again	Terminal detected a communication failure after the transaction was initiated.	Press Cancel and try again.
Batch Cannot Be Closed With Open Pre-Auths	The terminal is configured so that pre-authorization transactions must be completed before a Batch Close can be performed.	Please complete all open pre-authorization transactions, then close the batch.
Business Day Full Close Business Day Now	The terminal has reached the maximum number of transactions that can be accumulated for a business day.	A Day Close must be processed to allow the terminal to continue processing. Once this message is displayed only administrative transactions and pre-authorization completions transactions can be performed.

“C” Error codes	Explanation	Action required
Cannot Reset Invoice # to 1 When Set to Manual	The terminal has invoice number entry set to manual entry, and this option is not allowed in this mode.	Please call the Contact Centre if you wish to change the entry mode to automatic.

“C” Error codes	Explanation	Action required
Card Error Please Try Again	The terminal failed to read the chip on the inserted card.	Remove the card and try reinserting it, ensuring that it is entered correctly. If the problem persists, please ask the card holder for another form of payment.
Card Error Use Magnetic Stripe	The terminal failed to read the chip on the inserted card.	Remove the card from the chip reader and swipe it through the magnetic strip reader.
Card Removed Too Soon Try Again	The chip card was removed from the terminal before the transaction was completed.	Process the transaction again, while instructing the cardholder not to remove the card until instructed by the terminal.
Cashback Amount Exceeds Limit	The cashback amount entered exceeds the maximum allowed for this terminal.	Please enter another amount within the cashback limit.
Printer Failure	The printer is not ready for printing.	Verify that the printer has paper and that the cover is closed properly.
Close Batch Failed End Of Business Day Not Complete	The terminal failed to complete a Batch Close transaction during the Day Close.	Retry the Day Close transaction. If the problem persists please call the Contact Centre.
Close Batch Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a batch.	A Batch Close must be processed before the next 20 transactions to allow the terminal to continue processing.
Close Business Day Soon	The terminal has almost reached the maximum number of transactions that can be accumulated for a business day. OR The Day Close transaction has reached the maximum number of days that it can be left open.	A Day Close must be processed as soon as possible to allow the terminal to continue processing.
Customer to Insert Chip Card	The cardholder attempted to swipe a chip card on the terminal.	Please insert the card into the chip reader on the terminal.

“D” Error codes	Explanation	Action required
Day Cannot Be Closed With Open Pre-Auths	The terminal is configured so that pre-authorized transactions must be completed before a Day Close can be performed.	Please complete all open Pre-Auths transactions, then close the day.
Download Host 1 Parameter First	The terminal requires a Host 1 Parameter Download to be performed.	Download the Host 1 Parameter.

“D” Error codes	Explanation	Action required
Download Full Host 2 Params First	The terminal requires a full Host 2 Parameter Download to be performed.	Download the Host 2 Parameter.

“E” Error codes	Explanation	Action required
End of Business Day Already Completed	The Day Close transaction has already been completed successfully.	—
End of Day Process Cancelled	The Day Close transaction was cancelled.	—

“F” Error codes	Explanation	Action required
Faulty Card	The card was swiped too slowly.	Try swiping the card faster.
Function Not Allowed	The function selected is not setup for this terminal.	If you require the function, please call the Contact Centre.

“H” Error codes	Explanation	Action required
Host 1 Download Not Completed	The terminal attempted a Host 1 Download and it was not completed successfully.	Try the Host 1 Download again. If the problem persists, please call the Contact Centre.
Host 2 Download Not Completed	The terminal attempted a Host 2 Download and it was not completed successfully.	Try the Host 2 Download again. If the problem persists, please call the Contact Centre.

“I” Error codes	Explanation	Action required
ID Already Exists	The ID entered already exists on the terminal.	Please enter another ID.
ID Table Empty	There are no IDs defined in the terminal.	—
Inbox Empty	There are no messages in the Mail Inbox.	—
Input Must Be At Least 1 Character	No data was entered in a required field.	Please enter at least 1 character.
Input Must Be At Least 3 Characters	Less than 3 characters were entered.	Please enter at least 3 characters.
Input Must Be At Least 9 Characters	Less than 9 characters were entered.	Please enter at least 9 characters.
Input Must Be Greater Than Zero	Value entered must be greater than zero.	Please enter a value greater than zero.

“I” Error codes	Explanation	Action required
Input Not In Valid Range	The data entered was not within the required values.	Please reenter the data.
Internal Error Call Help Desk AAAAAAAAAAAAA NNNNNNNNNNNN CCCCCCCCCCCCC	The terminal has encountered a fatal error. AA..... stands for component name NN..... stands for application information CC.....stands for error code	Please call the Contact Centre and provide the information on the screen.
Invalid Account #	The card used failed a security check or the card number length is invalid for the card type.	Enter the card again, if the problem persists ask the cardholder for another form of payment.
Invalid Date	The date entered on the terminal is not valid or occurs in the future.	Please enter a valid date.
Invalid Expiry Date	The expiry date on the card is invalid.	Please enter a valid expiry date. OR Ask the customer for a different payment method.
Invalid ID	The user ID was not found on the terminal.	Enter a valid ID.
Invalid ID/Password	The ID/Password combination entered does not match any in the terminal's record.	Re-enter or try another ID/password.
Invalid Password	The password is not valid for the User ID entered.	Re-enter the password or try another ID.
Invalid Time	The time entered is not valid.	Please enter a valid time.
Invoice Tab First	The Close Tab transaction has been attempted on a Tab that hasn't been invoiced.	Process an Invoice Tab transaction for the invoice number entered.

“M” Error codes	Explanation	Action required
Maximum # of Entries Reached	The maximum number of User IDs (100) has been reached.	To enter additional IDs, some IDs will have to be deleted.

“N” Error codes	Explanation	Action required
No Match	A match cannot be found for the data entered or selected.	Please retry or enter new data.
No Response From Host	Terminal times out the host response.	Press CANC (X) key And Try Again. If the problem persists call the Contact Centre.
No Transactions Found	A transaction cannot be found with the criteria entered.	Please enter new data.

“N” Error codes	Explanation	Action required
Not Accepted	The card type entered is not supported on this terminal.	Please select another card.
Not Accepted Use Magnetic Stripe	The card was inserted, but the terminal does not have the card type defined for chip.	Swipe the card on the terminal. If the card type is supposed to be setup for chip, please call the Contact Centre.
Not Allowed	The transaction selected is not setup for this terminal or it is not allowed with the card being used.	Try another card type. If the transaction is supposed to be setup for the terminal, please call the Contact Centre.
Not Allowed To Reset Inv# with Open Batch	An attempt was made to reset the invoice number, however the batch was open.	Please close the batch and then Reset the Invoice #.
Not Allowed To Reset Invoice # With Open Pre-Auths	An attempt was made to reset the invoice number however there are open pre-auths in the terminal.	Please complete the pre-auths and then Reset the Invoice #.
Not Allowed With Trans Outstanding	A function cannot be run if there are any transactions outstanding (pre-auth, transactions in the open batch, etc.).	Please process the outstanding transactions then try the function again.
Not Available	The item requested is not available.	Please make another selection.
Not Completed	The attempted transaction or function did not complete successfully.	Re-attempt the transaction or function. If the problem persists please call the Contact Centre.
Number Not In The Range 1 – 9	The input # does not fall in the range of print lines allowed for the receipt banner.	Please enter a valid number.
Number Not In The Range 1 – 65535	The entered host port number is not in a valid range.	Please enter a valid number.
Not In Training Mode	If the user is not currently in training mode and then tries to exit it.	—

“P” Error codes	Explanation	Action required
Passwords Do Not Match	The password confirmation does not match the original password entered.	Please re-enter the password confirmation.
PIN pad Has Been Replaced! Host 1 Parameter Download Is Required!	The terminal has detected that the PIN pad has been replaced.	If a technician has not been on-site to replace the PIN pad, please call the Contact Centre to report suspected tampering.

“P” Error codes	Explanation	Action required
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Processing Error	The terminal encountered an error when trying to process a chip transaction.	Try the action again. If the problem persists ask for another form of payment. If the problem occurs on multiple chip cards, please call the Contact Centre.
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“R” Error codes	Explanation	Action required
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Receipt Not Printed! Imprint Card and Complete Sales Draft Manually	The transaction was approved however the terminal is unable to print a receipt.	Manually imprint the card, record the authorization code and have the customer sign the receipt.
Reset Date And Time From Main Menu	The terminal requires the date to be synchronized with the host date and time.	Perform the Date/Time Sync function on the terminal.

“S” Error codes	Explanation	Action required
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System Error Contact Help Desk	The terminal has encountered a system error.	Please call the Contact Centre immediately to have your terminal replaced.
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“T” Error codes	Explanation	Action required
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Tab Already Closed	Close Tab transaction is attempted on an open tab transaction that has already been closed.	—
Tab Already Invoiced	Invoice Tab transaction is attempted on a transaction that has already been invoiced.	—
Transaction Already Voided	Void transaction is attempted on a transaction that has already been voided.	—
Transaction Already Completed	Pre-auth completion is attempted on a pre-auth that has already been completed.	—
Transaction Cancelled	The transaction has been cancelled by the user.	—
Transaction Not Allowed	The transaction type is not supported for the card entered.	Please select another card type or transaction.

Lost or stolen equipment

If your device has been lost or stolen, please:

1. Contact the TD Merchant Solutions Contact Centre immediately to report the incident. (stolen or lost)
2. Contact the police to file a report. (stolen only)

What should I do when the police arrive regarding the stolen device?

If a police officer arrives on site please record the following:

- Officer's name
- Officer's jurisdiction
- Officer's contact information
- Stolen device's serial number

The officer should provide you with a **report number**. After obtaining the above from the officer, please contact the TD Merchant Solutions Contact Centre and provide this information so that you can receive a replacement device. See below for an easy to use information card to record the required information.

Police information

Name: _____

Jurisdiction: _____

PH #: _____ **EXT #:** _____

FAX #: _____

Email: _____

Stolen device serial #: _____

Contact Information

Please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**. We would be happy to answer any questions you may have.

Authorization:

24 hours a day, seven days a week

Terminal Inquiries:

24 hours a day, seven days a week

General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Documentation Portal

This guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal which you can find at www.tdmerchantsolutions.com/posresources.

Below is a list of the available Luxe 6200m documentation:

- Quick Start Guide
- Configuration and Troubleshooting Guide
- Pre-authorization Guide
- Givex Gift Card Guide
- More Rewards Guide
- UnionPay Guide
- and more

