Your CardPointe Terminal Quick Reference Guide
Telium Series | iCT220/iCT250
Quick Reference Guide for the CardPointe Terminal with Restaurant Application

Your merchant ID is:

Sale
- Press 3 for sale
- Press 4 for credit
- Enter Clerk ID (only use if Server ID is enabled) and press ENTER
- Enter sale amount and press ENTER
- Tip Required? - Yes 21, - No 22
- If Yes, choose tip options (see tip suggestions) if enabled: 0-25% 24, -25% 25, -10% 26, -5% 27, Other (enter tip amount) 28
*Enter amount, the transaction will ship with a tip
Tip amount will be visible
- Swipe or dip card or key enter card number (if key entering, press ENTER after)

Return
- Press 2 or 3
- Enter refund amount and press ENTER
- Enter refund amount and press ENTER
- Print customer receipt? - Yes 21, - No 22
- Select credit

Void
- Press 4 for void
- Select void
- Select no for no auth
- Select appropriate search option and press ENTER
- Enter information and press ENTER
- Confirm and press ENTER

Tip Adjust
- Press 5 for tip adjust
- Select appropriate search option and press ENTER
- Enter tip and press ENTER
- Confirm tip amount and press ENTER
- Redistributed receipt with tip will print out

Re-print Receipt
- Press 7 for re-print receipt
- Toggle tips and select #3
- Select
- #1 for last receipt
- #2 to search
- > See how to search
- > Select appropriate search option and press ENTER
- Enter tip amount, press ENTER
- Select transaction amount and press ENTER
- Enter card number and press ENTER
- Enter tip amount and press ENTER

Settlement/Catch
- Press 6 for manual settlement
- Press ENTER
- Enter card amount and press ENTER

Reports
- Press 8 for reports
- Select for reports menu
- Select report option
- Select to print
- Select to display

Adding a Server
- Press 9 for sales menu
- Select to add menu
- Select to add ID
- Enter clerk ID and press ENTER
- Enter clerk name and press ENTER

For Your Reference
- EMV Clocking: This is a 10-minute clock used to process a sale. The clock will default: 0> Swipe to enter, 2> Swipe to charge
- NFC: Use a smartphone or NFC enabled terminal to conduct a transaction. Be sure the terminal is configured to accept NFC
- 7:00 AM ET NDF Outreach: The outreach period is used for outreach between 7:00 AM - 9:00 PM EDT on the 1st of every month

Your Terminal Support Hub
- For terminal FAQs, sales messages or support regarding your terminal, call 877.826.0720 or option 1, option 2 or email sales@cardconnect.com
- For requests or questions regarding your processing account, call 877.826.0720 or option 0
- Visit our online support site at support.cardconnect.com to download additional copies of the QM

The CardPointe Terminal is an EMV-enabled device.

EMV Cheat Sheet
1. Dip card into the terminal with the chip facing up.
2. The terminal will prompt for the card to be removed and dipped again if the card is inserted the wrong way or if there is an issue with the chip itself.
3. The message, ‘REMOVE CARD PLEASE’ will display when the card should be removed.

*Please note: You cannot swipe chip cards

Don’t forget to download the free CardPointe Mobile app on the Apple or Google Play store!

Bring live transaction data right to your fingertips.
No interns? No problem: The CardPointe Mobile App functions as a clone of your CardPointe Terminal backup
If the internet goes down, log into the app with your CardPointe credentials and use the Virtual Terminal screen to run transactions by key entering cardholder data.

Expert Tip #3
- Add the CardPointe Mobile Device to your payment terminal so you can swipe cards for the ultimate walkthrough, mobile app experience.
Learn more at shop.cardconnect.com

Expert Tips
- For tip calculation, swipe a card directly from the chip screen for an expedited (front or back)
- Before using the CardPointe Terminal, confirm ports 443, 6443, 8001 and 8053 are enabled via your Internet Service Provider
This terminal is integrated in real-time with CardPointe

Fulfill all your payment needs

- Virtual Terminal
- iOS / Android app
- Transaction management
- Secure customer profiles
- Bill plans / recurring billing
- APIs
- Premium integrations (shopping carts, QuickBooks, etc.)