



## Thales e-Transactions Talento Restaurant Application

### SALE

Swipe card or  
Key card # **ENTER**  
and  
Enter exp. date (mm/yy): **ENTER**  
Enter server #: **ENTER**  
Enter amount: **ENTER**  
Select tip option: % **0** \$  
(Select 0 for no tip; % for percent-  
age; \$ for dollar amount)  
Enter desired  
tip percentage or amount: **ENTER**  
Confirm amount: **ENTER**  
*[Terminal dials for authorization.]*  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

### RETURN

If RETURN not displayed, press Scroll key: **Return**  
Select: **Return**  
Swipe card or  
Key card # **ENTER**  
and  
Enter exp. date: **ENTER**  
Enter server #: **ENTER**  
Enter amount: **ENTER**  
Confirm amount: **ENTER**  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

### DEBIT SALE

If DEBIT SALE not displayed, press Scroll key: **Debit Sale**  
Select: **Debit Sale**  
Swipe card.  
Enter server #: **ENTER**  
Enter amount: **ENTER**  
Select tip option: % **0** \$  
Enter cash back: **ENTER**  
Confirm amount: **ENTER**  
(Customer)  
Enter PIN: **ENTER**  
*[Terminal dials for authorization.]*  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

### DEBIT RETURN

If DEBIT RETURN not displayed, press Scroll key: **Debit Return**  
Select: **Debit Return**  
Swipe card.  
Enter server #: **ENTER**  
Select YES for Interlink, or NO for other: **Yes** **No**  
Enter date/time of orig. trans.: **ENTER**  
Enter amount: **ENTER**  
Confirm amount: **ENTER**  
(Customer)  
Enter PIN: **ENTER**  
*[Terminal dials for authorization.]*  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

## Thales e-Transactions Talento Restaurant Application

### OPEN TAB

Press: **8**  
Swipe card or  
Key card # **ENTER**  
and  
Enter exp. date (mm/yy): **ENTER**  
Enter server #: **ENTER**  
*[Default amount displays.]*  
Select: **New Amt** **Amt OK**  
Enter new amount: **ENTER**  
*[Terminal dials for authorization.]*  
*[Receipt prints.]*  
Tear off receipt.

### AUTH ONLY

If AUTH ONLY not displayed, press Scroll key: **Auth Only**  
Select: **Auth Only**  
Swipe card or  
Key card # **ENTER**  
and  
Enter exp. date: **ENTER**  
Enter server #: **ENTER**  
Enter amount: **ENTER**  
Select tip option: % **0** \$  
(Select 0 for no tip; % for percent-  
age; \$ for dollar amount)  
Enter desired  
tip percentage or amount: **ENTER**  
Confirm amount: **ENTER**  
*[Terminal dials for authorization.]*  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

### CLOSE TAB

Press: **9**  
Select tab retrieval method: **Ref#** **Card#** **All**  
Swipe card or  
Enter reference #: **ENTER**  
*[Transaction displays.]*  
Select: **View** **Close** **Next**  
Enter actual sale amount: **ENTER**  
Select tip option: % **0** \$  
(Select 0 for no tip; % for percent-  
age; \$ for dollar amount)  
Enter desired  
tip percentage or amount: **ENTER**  
Confirm amount: **ENTER**  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

*Note: If close amount is greater than open amount, close tab for \$0.00 and run a SALE transaction for the actual amount of the tab.*

### VOID

If VOID not displayed, press Scroll key: **Void**  
Select: **Void**  
Swipe card or  
Key card #: **ENTER**  
and  
Enter exp. date: **ENTER**  
Enter ref. # of transaction to void: **ENTER**  
Confirm amount: **ENTER**  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

## Thales e-Transactions Talento Restaurant Application

### FORCE

If FORCE not displayed, press scroll key: **Force**  
Select: **Force**  
Swipe card or  
Key card # **ENTER**  
and  
Enter exp. date: **ENTER**  
Enter server #: **ENTER**  
Enter amount: **ENTER**  
Select tip option: % **0** \$  
(Select 0 for no tip; % for percent-  
age; \$ for dollar amount)  
Enter desired  
tip percentage or amount: **ENTER**  
Confirm amount: **ENTER**  
Enter auth code: **ENTER**  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

### PRINT TERMINAL RPT

Select: **Term Report**  
*[Report prints.]*

### CHECK SERVICE

To select eCheck Check Conversion Program:  
Press: **4**  
Follow check service instructions.  
To select Check Authorization or Check Guarantee Service:  
Press: **7**  
Follow check service instructions.

### MOTO/ECOMMERCE

Select: **Sale**  
Key card #: **ENTER**  
and  
Enter exp. date: **ENTER**  
Enter server #: **ENTER**  
Select Yes if eCommerce order: **Yes** **No**  
Select Yes if mail/phone order (MOTO): **Yes** **No**  
Enter order #: **ENTER**  
Enter ZIP code: **ENTER**  
Enter numeric portion of street address: **ENTER**  
Enter card v-code: **ENTER**  
If no v-code, select reason: **ENTER**  
Enter amount: **ENTER**  
Select tip option: % **0** \$  
Confirm amount: **ENTER**  
*[Terminal dials for authorization.]*  
*[First receipt copy prints.]*  
Tear off receipt.  
Press: **ENTER**  
*[Second receipt copy prints.]*

## Thales e-Transactions Talento Restaurant Application

### REPRINT

Select: **Reprint Report**  
Select: **REF#** **LAST** **FIND**  
Enter reference number: **ENTER**  
Select **View** **Print** **Next**  
*[Receipt for last processed record prints.]*  
*[First record in batch displays.]*  
Select **View** **Print** **Next**

### PRINT SERVER RPT

Select: **Server/Clrk**  
Select: **All Trans** **Open Tips**  
Enter server #, or 0 for all servers: **ENTER**  
*[Report prints.]*

### CLOSE BATCH

Select: **Close**  
Select: **Yes** **No**  
*[Terminal dials host and uploads any offline transactions. Terminal settles. Batch close report prints.]*

### TIP ADJUST

Select: **Tip Adjust**  
Select retrieval method: **Ref#** **Serv#** **All**  
Enter ref. # or server #: **ENTER**  
*[Transaction displays.]*  
Select: **View** **Edit** **Next**  
Enter new tip amount: **ENTER**  
*[Next transaction displays for View, Edit, Next]*

To return to tip adjust menu, press: **Cancel**  
To return to idle, press: **Cancel**

# THALES

e-Transactions

# TALENTO

Quick-Reference Guide  
for  
**RETAIL**

## Thales e-Transactions Talento Retail Application

### SALE (SWIPED)

Swipe card, or select: **Sale**

Key card # and Enter exp. date: **ENTER**

Enter amount: **ENTER**

Confirm amount: **ENTER**

*[Terminal dials for authorization.]  
[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints]*

### RETURN

If RETURN not displayed, press Scroll key: **→**

Select: **Return**

Swipe card or Key card # and Enter exp. date: **ENTER**

Enter amount: **ENTER**

Confirm amount: **ENTER**

*[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

## Thales e-Transactions Talento Retail Application

### VOID

If VOID not displayed, press Scroll key: **→**

Select: **Void**

Swipe card or Key card #: **ENTER**

Enter ref. # of transaction to void: **ENTER**

Confirm amount: **ENTER**

*[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

### REPRINT

Press: **6**

Select: **Reprint**

Select: **REF#** **LAST** **FIND**

Enter reference number: **ENTER**

Select **View** **Print** **Next**

*[Receipt for last processed record prints.]*

*[First record in batch displays.]*

Select **View** **Print** **Next**

## Thales e-Transactions Talento Retail Application

### DEBIT SALE

If DEBIT SALE not displayed, press scroll key: **→**

Select: **Debit Sale**

Swipe card. Enter amount: **ENTER**

Enter cash back amount: **ENTER**

Confirm amount: **ENTER**

(Customer) Enter PIN: **ENTER**

*[Terminal dials for authorization.]  
[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints]*

### DEBIT RETURN

If DEBIT RETURN not displayed, press Scroll key: **→**

Select: **Debit Return**

Swipe card. Select YES for Interlink, or NO for other: **Yes** **No**

Enter amount: **ENTER**

Confirm amount: **ENTER**

(Customer) Enter PIN: **ENTER**

*[Terminal dials for authorization.]  
[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

## Thales e-Transactions Talento Retail Application

### TALENTO KEY REFERENCE

**↑** Select item, function, or option displayed above this key

**→** Scroll through parameters, select alpha characters, or change from "Next" to "Previous" within a menu.

**Cancel** Return to previous menu or cancel a transaction.

**Clear** Delete last digit or character entered during transaction entry.

**\*** Select between merchants in a multi-merchant terminal. Press ENTER to select the displayed merchant.

**Reprint** Reprint the receipt for a previous transaction.

**Term Rpt** Print the terminal batch report.

**Close** Close the current batch of transactions.

**Serv/Clrk** Print a server/clerk report.

**Tip Adjust** Initiate the tip-adjust function.

### COMMON ERROR MESSAGES

**No Carrier** Unable to connect to host. **Check the phone number the terminal is dialing.**

**No Tone** No dial tone on line. **Verify that the phone line the terminal is connected to has a dial tone.**

**Protocol Error Code - 0** Unknown or unrecognizable error occurred after the terminal connected to the host. **Try transaction again; if problem persists, contact Help Desk.**

**Protocol Error Code - 10** No acknowledgment from the host. **Try transaction again; if problem persists, contact Help Desk.**

**Protocol Error Code - 11** Connection lost while waiting for host acknowledgment. **Try transaction again; if problem persists, contact Help Desk.**

**Protocol Error Code - 17** No ENQ from host. **Try transaction again; if problem persists, contact Help Desk.**

**Protocol Error Code - 24** Terminal received NAK and was unable to resend transaction. **Try transaction again; if problem persists, contact Help Desk.**

**Protocol Error Code - 25** No response from the host. **Try transaction again; if problem persists, contact Help Desk.**

**Begin Position Bad ...Memory Error ...Batch Record Read ...Batch Record Write ...Parms Record Read ...Parms Record Write Contact Help Desk** Transaction or parameter update cannot be saved due to bad memory location. Typically, this happens in an older terminal, but can happen if an app error occurs. **Contact Help Desk.**

**Must Finish Closing Batch** A batch close has been started but did not complete. **Batch must close prior to any additional transactions. If batch close fails, contact Help Desk.**

**Error 01 MOD SWA** No application is loaded in the terminal. **Contact the help desk for an application load through FOS.**

**Error 02 MOD FSH** Internal flash memory failure. **Contact Help Desk for a replacement terminal.**

**Error 02 MOD SWA** Application loading error occurred. **Contact the Help Desk for an application load through FOS.**

### AUTH ONLY

If AUTH ONLY not displayed, press Scroll key: **→**

Select: **Auth Only**

Swipe card or Key card # and Enter exp. date: **ENTER**

Enter amount: **ENTER**

Confirm amount: **ENTER**

*[Terminal dials for authorization.]  
[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

### FORCE

If FORCE not displayed, press Scroll key: **→**

Select: **Force**

Swipe card or Key card # and Enter exp. date: **ENTER**

Enter amount: **ENTER**

Confirm amount: **ENTER**

Enter auth code: **ENTER**

*[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

### SALE (MANUAL)

Select: **Sale**

Key card # and Enter exp. date: **ENTER**

*\* See Offline Option*

Enter clerk #: **ENTER**

Select Yes if eCommerce order: **Yes** **No**

Select Yes if mail/phone order (MOTO): **Yes** **No**

Enter order #: **ENTER**

Enter ZIP code: **ENTER**

Enter numeric portion of street address: **ENTER**

Enter amount: **ENTER**

Confirm amount: **ENTER**

*[Terminal dials for authorization.]  
[First receipt copy prints.]*

Tear off receipt. Press: **ENTER**

*[Second receipt copy prints.]*

### PRINT TERMINAL RPT

Select: **Term Report**

*[Report prints.]*

### CLOSE BATCH

Select: **Batch Close**

Select: **Yes** **No**

*[Terminal dials host and uploads any offline transactions. Terminal settles. Batch close report prints.]*

