



## Proper Battery Usage\*

Merchant when you first plug in your unit allow the battery to charge for at least 12 hours before you unplug it, after that time we recommend allowing the unit to discharge ¾'s of the way, that is to say let the battery go ¾'s the way down before you charge it again. While we realize this is not always feasible we ask that you do it more often than not. This will give your battery a longer shelf life and keep you from experiencing battery issues. In order to let your unit discharge you must turn off battery-saver mode.

Screen Says	Do This
Credit ....Sale Account	Menu
Menu screen 1. Reports	Force down to #3 merchant options
Merchant Options 1. Paper Type	Force down to #5 Battery Saver
Battery Saver 1.off 2. Auto Off only	Enter on #1 to turn off (to turn back on go to auto off only press enter twice)

Menu back up to credit..... sale account

\* Batteries usually last about one year before you need to replace them.



## Installing / Removing Paper Roll

### **Removing an Empty Paper Roll:**

1. Remove the paper compartment cover by grasping it on both sides and lifting it towards you and upwards.
2. Remove the paper roll core and spindle. Discard the core but save the spindle to be used w/ a new paper roll.
3. Remove any paper left in the printing mechanism by simultaneously pressing the <FUNC> and <CLEAR FEED> buttons in short increments.

***CAUTION:** Do NOT pull the paper backward through the printer mechanism. This may damage the printer and void your product warranty.*

### **Inserting a New Paper Roll:**

1. Unroll the new paper roll so that the imprinted side of the paper is facing you. Note that some paper manufacturers do NOT imprint on the roll.
2. Using a scissors, cut the leading edge of the paper roll so that it is perpendicular to the paper feeder and NOT jagged.
3. Insert the leading edge of the paper underneath the printer mechanism's rubber platen roller. The printer mechanism should automatically catch and feed the paper. Press the <FUNC> and <CLEAR FEED> buttons simultaneously in short increments until the paper exits a few more centimeters.
4. Lift up the paper roll and tighten up any excessive paper slack. Make sure that the paper unrolls from the bottom.
5. Slide the spindle into the paper roll and lower the paper roll into the spindle slots on each side of the paper compartment.
6. Replace the paper cover by first inserting the tabs on each side of the cover into their designated slots on each side of the paper cover. Be sure that the paper extends outside of the cover before closing.
7. Press down on the back of the cover until it snaps in place. You may now use your new paper roll.



**NURIT 30XX / 8320 EASY USER GUIDE**

**APPLICATION 4.80 AND HIGHER. RETAIL AND RESTAURANT**

Cards are swiped with magnetic stripe **down** and to the **right**. They can be swiped either **top to bottom** or **bottom to top**.

**CREDIT CARD PURCHASE**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Swipe card or manually enter credit card number. <b>ENTER</b>
2.	Expiration date (manual)	Enter card expiration date (MMYY). <b>ENTER</b>
3.	Amount	Enter the amount of the sale. <b>ENTER</b>
4.	Server ID (optional)	Enter Server ID. <b>ENTER</b>
5.	Tip (3 tips optional)	Enter tip then <b>ENTER</b> or <b>ENTER</b> to bypass tips. (Tips can be added later for restaurant.)
6.	Second Receipt	Press any key to print second receipt.

**DEBIT CARD PURCHASE**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press <b>PAYMT</b> until terminal displays debit prompt.
2.	Debit Prompt	Swipe card.
3.	Amount	Enter the amount of the sale. <b>ENTER</b>
4.	Tip (3 tips optional)	Enter tip then <b>ENTER</b> or <b>ENTER</b> to bypass tips. (Tips cannot be added later.)
5.	Cash Back	Enter cash back amount then <b>ENTER</b> or <b>ENTER</b> to bypass.
6.	Server ID (optional)	Enter Server ID. <b>ENTER</b>
7.	PIN	Have the customer enter their PIN code. <b>ENTER</b>
8.	Second Receipt	Press any key to print the second receipt. Paper type must be set to custom for second debit receipt.

**CHECK PURCHASE**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press <b>PAYMT</b> until terminal displays check prompt.
2.	Check / Amount	Enter the amount of the sale. <b>ENTER</b>
3.	Swipe / Enter Check	Swipe the check through the check reader or manually enter MICR information on the check. <b>ENTER</b>
<b>Note: Depending upon the check host, the ABA, Account and Check numbers are entered together or separately. Follow the terminal prompts or contact your check host.</b>		
4.	Driver License	Enter the customer driver's license number. <b>ENTER</b> *
5.	Driver License State	Enter the license issuing state. <b>ENTER</b> (Use the ALPHA key to change numbers to letters.)*
6.	Tip (3 tips optional)	Enter tip then <b>ENTER</b> or <b>ENTER</b> to bypass tips. (Tips cannot be added later.)
7.	Second Receipt	Press any key to print the second receipt. Paper type must be set to custom for second check receipt.

\* Verification prompts vary the host. Enter requested information when prompted.

**CASH PURCHASE (to track your cash sales)**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press <b>PAYMT</b> until terminal displays cash prompt.
2.	Cash Prompt / Amount	Enter the amount of the sale. <b>ENTER</b>
3.	Tip (3 tips optional)	Enter tip then <b>ENTER</b> or <b>ENTER</b> to bypass tips.
4.	Server ID (optional)	Enter Server ID. <b>ENTER</b>
5.	Second Receipt	Press any key to print the second receipt. Paper type must be set to custom for second cash receipt



## VOID

<u>STEP</u>	<u>TERMINAL PROMPT</u>	<u>ACTION</u>
1.	Idle Prompt	Press <b>VOID</b> until terminal displays VOID/SALE, VOID/FRCD or VOID/RTRN prompt.
2.	Void	Swipe card or manually enter credit card number. <b>ENTER</b>
3.	Expiration date (manual)	Enter card expiration date (MMYY). <b>ENTER</b>
4.	Amount	Enter amount. <b>ENTER</b>
5.	Second Receipt	Press any key to print the second receipt.

**NOTE: Transactions that have batched cannot be voided, they must be returned. Debit transactions cannot be voided.**

## RETURN – CREDIT CARD

<u>STEP</u>	<u>TERMINAL PROMPT</u>	<u>ACTION</u>
1.	Idle Prompt	Press <b>RETURN</b> to display the RETURN prompt.
2.	Return	Swipe card or manually enter credit card number. <b>ENTER</b>
3.	Expiration date (manual)	Enter card expiration date (MMYY). <b>ENTER</b>
4.	Amount	Enter amount. <b>ENTER</b>
5.	Authorization Number	Enter the authorization number from the original receipt. <b>ENTER</b>
6.	Second Receipt	Press any key to print the second receipt.

## RETURN – DEBIT CARD

<u>STEP</u>	<u>TERMINAL PROMPT</u>	<u>ACTION</u>
1.	Idle Prompt	Press <b>PAYM FT</b> or the debit prompt.
2.	Debit Prompt	Press <b>RETURN</b> for the RETURN prompt.
3.	Return	Swipe card.
4.	Amount	Enter amount. <b>ENTER</b>
5.	Authorization Number	Enter the authorization number from the original receipt. <b>ENTER</b>
6.	PIN	Have the customer enter their PIN code. <b>ENTER</b>
7.	Second Receipt	Press any key to print the second receipt.

**The surcharge amount will be added to the Return if surcharge is set for Transaction not just Cash Back.**

## VERIFY

<u>STEP</u>	<u>TERMINAL PROMPT</u>	<u>ACTION</u>
1.	Idle Prompt	Press <b>VERIFY</b> to display verify prompt.
2.	Verify	Swipe card or manually enter credit card number. <b>ENTER</b>
4.	Expiration date (manual)	Enter card expiration date (MMYY). <b>ENTER</b>
5.	Amount	Enter amount. <b>ENTER</b>

## FORCED

<u>STEP</u>	<u>TERMINAL PROMPT</u>	<u>ACTION</u>
1.	Idle Prompt	Press <b>FORCED</b> until terminal displays forced prompt.
2.	Forced	Swipe card or manually enter credit card number. <b>ENTER</b>
3.	Expiration date (manual)	Enter card expiration date (MMYY). <b>ENTER</b>
4.	Amount	Enter amount. <b>ENTER</b>
5.	Authorization Number	Enter the Auth No received via voice authorization or from the Verify receipt. <b>ENTER</b>
6.	Second receipt	Press any key to print the second receipt.



**PRINT LAST MERCHANT RECEIPT**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>ALPHA</b> key.
2.	Receipt Menu	Press <b>3</b> to print the last merchant receipt.
3.	Not Available	The last receipt is not available to print. A cancelled or declined transaction can void this function.

**PRINT LAST CUSTOMER RECEIPT**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>ALPHA</b> key.
2.	Receipt Menu	Press <b>1</b> to print the last customer receipt.
3.	Not Available	The last receipt is not available to print. A cancelled or declined transaction can void this function.

**PRINT ANY RECEIPT**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>ALPHA</b> key.
2.	Receipt Menu	Press <b>2</b> to print any receipt.
3.	Choose EDC	Press the number that corresponds with the EDC type of original receipt.
4.	Transaction?	Enter the transaction number. <b>ENTER</b>

**ADD TIPS**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>FUNCTION</b> and <b>REVIEW</b> keys at the same time.
2.	Tab Menu	Press <b>1</b> to add tips.
3.	Add Tips Menu	Press u <b>3</b> to scroll through untipped transactions. *
4.	1 <sup>st</sup> Untipped trans info.	To add a tip, press <b>0</b> To <b>ENTER</b> .; To bypass and display next transaction, press <b>FORCED</b> .
5.	Tip Entry	Enter tip amount. <b>ENTER</b>
6.	Next trans info.	Enter tips or bypass as necessary. If last trans was tipped, terminal returns to Add Tips Menu. If last transaction should not be tipped, press <b>MENU</b> to return to Add Tips Menu.
7.	Add Tips Menu	<b>MENU</b> to exit.

\* Tips can also be added via 4. By Server#, 5. By Transaction#, 6. By Card Type and 7. By Card#. If one of these options is chosen, all transactions, tipped and untipped, are displayed.

**EDIT TIPS**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>FUNCTION</b> and <b>REVIEW</b> keys at the same time.
2.	Tab Menu	Press <b>1</b> to add tips.
3.	Add Tips Menu	Press the number that corresponds with the desired access method.
4.	1 <sup>st</sup> Transaction info.	To add a tip to this transaction or to edit an existing tip, press b <b>ENTER</b> . To bypass and display next transaction, press <b>FORCED</b> .
5.	Tip Entry	Enter tip amount. <b>ENTER</b>
6.	Next trans info.	Enter/edit tips or bypass as necessary. If last trans was tipped, terminal returns to Add Tips Menu. If last transaction should not be tipped, press <b>MENU</b> to return to Add Tips Menu.
7.	Add Tips Menu	<b>MENU</b> to exit.



**CLOSE CURRENT BATCH**

<b><u>STEP</u></b>	<b><u>TERMINAL PROMPT</u></b>	<b><u>ACTION</u></b>
1.	Idle Prompt	Press the <b>FUNCTION</b> key.
2.	Function Menu	Press <b>2</b> to start the batch process. You may be prompted that the terminal has open tabs or untipped transactions. Close all open tabs.
3.	Open Tab or Untipped	Scroll through untipped transactions adding tips where necessary. If all tips have been added, press to ignore. <b>2</b>
4.	EDC Choice	Depending upon the host and terminal setup, the terminal will start the batch process or offer a choice of EDC types to batch.
5.	EDC Choice	Presst <b>1</b> to batch all EDC types or choose the EDC type to be batched.

**GENERAL FUNCTIONS**

<b><u>DESIRED FUNCTION</u></b>	<b><u>ACTION</u></b>
Power On	Press <b>MENU</b> key.
Power Off	Press and hold the <b>MENU</b> key for five seconds. <b>NOTE:</b> The terminal will not power off if it is On external power.
Hot Keys	Press the <b>FUNCTION</b> key at the same time as the number assigned to the Hot Key function.
Print Default Report	Press the <b>FUNCTION</b> key followed by thee <b>1</b> key.
Lighten Screen Contrast	Hold down the <b>FUNCTION</b> key while tapping the <b>FORCED.</b>
Darken Screen Contrast	Hold down the <b>FUNCTION</b> key while tapping the <b>RETURN.</b>
Feed Paper	Hold down the <b>FUNCTION</b> key while tapping the e <b>FEED</b> key.







<b>TO TURN STORE AND FOWARD(AKA OFFLINE) ON AND OFF</b>	
<b>TERMINAL SCREEN SAYS</b>	<b>DO THIS</b>
Credit ...Sale Account --->	Press [Menu/ Esc] Key
<b>Menu Screen:</b> 1. Reports 2. Merchant Params	Press the [Force] Key til you see #3 Merchant Options, Then press [Enter].
<b>Enter Password:</b>	The password is the two digit day and two digit month of the current day. Ex. July 4th would be 0407 press [Enter].
<b>Store and Forward:</b> 1. S and F On / off 2. Mode Select	Press the [Force] Key til #2 Mode Select is highlighted, and press [Enter].
<b>Mode Select:</b> 1. Stay Online 2. Stay Offline	Choose option #2 to turn Offline mode on, or option #1 to turn Offline mode off press [Enter].
<b>Limit per Card?</b> Accept? Enter = Yes	Press [Menu/ Esc] Key.
<b>Enter Max Amount</b>	Press [Menu/ Esc] Key.
<b>Enter Max Total</b>	Press [Menu/ Esc] Key.
<b>Offline Anyway?</b> Accept? Enter = Yes	Press [Enter], the terminal prints out Offline Mode on paper, then press [Menu/Esc] 3 times to get back to Credit Sale Account.
<b>Credit ..... Sale Account Offline</b>	Terminal is ready to do Offline Transactions
<b>24 Hour Technical Support (FDR) 800-228-0210</b> <b>They'll ask for your Merchant ID# which is:</b>  <b>[[Merchant #:34]]</b>	
The FDR Technical Support desk can help you with regular sales, voids, returns and batches. They are not completely knowledged on the Store & Forward feature, so please contact one of the below cell phone numbers if you have ANY questions regarding that system.	
<b>Wireless Service Support (Cingular) 800-662-4839</b> <b>They'll ask for your MAN# which is located on the bottom of your terminal</b>  <b>[[Man #]]</b>	
If your signal strength is strong and you are processing slowly, please contact Cingular and ask them to "PING" your terminal. This will clear the line to your terminal and speed up the processing time.	
<b>Raul's Cell # 917-577-6237</b> <b>Michael's Cell # 917-327-6012</b>	<b>Josh's Cell # 917-577-3149</b> <b>Steven's Cell # 917-557-5398</b>

To check wireless coverage for an un-familiar area log on to: Cingular (Mobitex): [www.SynapseManager.com/carriers.asp](http://www.SynapseManager.com/carriers.asp)

\*For GPRS: <http://alliance.cingularinteractive.com/dev/cda/zip/>

AND: [www.attwireless.com/global/maps/coveragemap.jhtml?mapDisplay=datagsm/](http://www.attwireless.com/global/maps/coveragemap.jhtml?mapDisplay=datagsm/)

\*If you are unsure of which system you are on please feel free to call 1-877-964-1622



**TO UPLOAD STORED TRANSACTIONS FOR PROCESSING**

<b>TERMINAL SCREEN SAYS</b>	<b>DO THIS</b>
Credit ....Sale Account --->	Press Menu/ Esc Key
<b>Menu Screen:</b> 1. Reports 2. Merchant Params	Press the Force Key till you see #3 Merchant Options, Then press Enter.
<b>Merchant Options:</b> 1. Paper Type 2. No-Paper Mode	Press the [Force] Key till you see #10 Store and Forward, then press [Enter].
Enter Password:	The password is the two-digit day and two-digit month of the current day. I.E. July 4th would be 0407 press [Enter].
<b>Store and Forward:</b> 1. S and F On / off 2. Mode Select	Press the [Force] Key till #5 Upload Trans. is highlighted, and press [Enter].
<b>Upload Transactions:</b> 1)All at once? Enter = Yes	Press [Enter] to send all stored transactions for processing.

If screen does not then read **Credit Sale Account**, just simply press [Menu/Esc] until you see that screen.

**\*\*\*SIMPLY UPLOADING THE STORED TRANSACTION IS NOT ENOUGH TO GET THE FUNDS DEPOSITED TO YOUR ACCOUNT. YOU STILL HAVE TO SETTLE THE BATCH. IF YOU HAVE A NURIT 3010 UNIT, PRESS [FUNCTION], THEN PRESS [6] (NEWER APPLICATIONS WILL HAVE BATCH LISTED AS OPTION #2). THEN PRESS [ENTER], [ENTER]. THE TERMINAL WILL DIAL OUT (OR IF HAVING A WIRELESS SIGNAL WILL SEND OUT OVER THE SIGNAL) AND SETTLE THE BATCH. \*\*\***

**Programming terminal to send information through the phone line only, and therefore bypassing the wireless network.**

<b>TERMINAL SCREEN SAYS</b>	<b>DO THIS</b>
Credit ....Sale Account --->	Press Menu/ Esc Key
<b>Menu Screen:</b> 1. Reports 2. Merchant Params	Force down to option #8 Communication Menu, press Enter.
Communications Menu:	Force down to option #6 Via Line/Radio, press Enter
Via Line/Radio: 1. Both 2. Line Only	Force to option #2 Line only, press Enter. This will program the terminal to only look for a phone line connection.

The terminal will then go back to the previous screen. All you need to do is press Menu/ Esc til you get back to Credit Sale Account. To put it back to both mode follow directions, but press enter on option #1 Both, instead of option #2 Line Only.





TO ADD AN EXCHANGE PREFIX FOR DIALING OUT	
TERMINAL SCREEN SAYS	DO THIS
Credit ....Sale Account --->	Press Menu/ Esc Key
<b>Merchant Options:</b> 1. Paper Type 2. No-Paper Mode	Press the [Force] Key til you see #8 COMM MENU, then press [Enter].
<b>Comm Menu:</b> 1. Min. retries 2. DIAL: TONE	Press the [Force] Key til you see #3 Exchange pref>, then press [Enter].
<b>Exchange Prefix:</b> 1. No 2. Yes	Press the [Force] Key to #2 Yes, then press [Enter].
ENTER PREFIX:	Enter in the number that you need as the prefix to the number, then press [ENTER]. Then press [MENU/ESC] twice to exit.

Attention all Mobile  
And  
Store And Forward Merchants  
Extremely important!!

For all merchants using a manual imprinter, or using any terminal which performs store and forward, please be sure to obtain the following information to avoid any complications when obtaining authorizations:

- 1) Complete Credit Card # (Visa, MasterCard and Discover are 16 digits, American Express is 15 digits)
- 2) Expiration Date (4 digits only – mm/yy)
- 3) Complete Billing Address including Zip Code
- 4) CVV2 (or CID) This is the 3 digit number on the back of the Visa, MasterCard and Discover card, located on the back of the card, above or on the signature line. On Amex it is the 4 digit number above the card number
- 5) Also remember to get the card holders name and phone number



### Common Error Responses, and Quick Fixes\*

**\*Warning:** You may damage programming in terminal if directions are not followed correctly!

**Invalid Batch Sequence:**  
(All Nurit Terminals except for 8000 GPRS)

<u>Display</u>	<u>Do</u>
1. Credit Sale Account	Press Menu
2. Menu Screen	Press #4 (Host Params)
3. Host Params	Press #1 ( Host Params)
4. Enter Password	Two digit Day/Two digit Month (DD/MM)
5. EDC Parameters	Press #1 (FDR ETC PLU Cr)
6. FDR ETC PLU Cr	Press #2 (Device ID)
7. Device ID	Type in any 4 digit number other than the one being shown on screen Press Enter.
8. FDR ETC PLU Cr	Press Menu
9. Save Parameters?	Press Enter
10. EDC Parameters	Press Menu twice
11. Menu Screen	Press #5 (System Options)
12. System Options	Press #4 (Set Batch #)
13. Enter Password	Two digit Day/Two digit Month (DD/MM)
14. New Batch No:	Type in new batch number, just add one number to the one in there. Press Enter
15. Are You Sure?	Press Enter
16. System Options	Press Menu twice.
17. Credit Sale Account	Try running a card.

### 8000 GPRS Invalid Batch Sequence:

<u>Display</u>	<u>Do</u>
Credit Sale Account	Run Sale with any Credit Card for \$99,999.02 (This will reset your terminal, and get rid of Invalid Batch Sequence)

### Bad Credit Batch:

Simply Run any Credit Card for \$0.01, then batch out your terminal.

### Rad Fail/Rad Off:\*\*

Wireless Terminals Only

<u>Display</u>	<u>Do</u>
Credit Sale Account	Press Menu
Menu Screen	Press # 4 (Host Params)
Host Params	Press # 3 (Print EDC Setup)

\*\*If This Fails to regain signal strength, refer to Store and Forward Directions

If you are still having issues please call us at one of the following numbers:

**Office:** 877-964-1622

**Cell Phones:** (24 Hour)

Josh: 917-577-3149  
 Raul: 917-577-6237  
 Michael DiGiovanni: 917-327-6012  
 Steven Ballan: 917-577-5398