

Manual de uso del POS Hypercom T4210



Ventas

Recomendaciones

- a) Antes de miciar cualquier proceso en el POS (datáfono), verifique si la tarjeta a utilizar es <u>únicamente de bonda magnética (imagen #1)</u> o si es uma <u>tarjeta chia con banda magnética (imagen #2)</u> Si la tarjeta es chia debe iniciar la transacción insertando la tarjeta en el POS (en la ranura que se ubica en la parte frontal) y no deslizando la banda magnética. El uso de la banda magnética chia en la ranura que se ubica en la parte frontal) y no la lectura del chia (ver punto 3 de este documento: "Error en lectura de chia").
- b) Cuando la transacción es con una tarjeta chip (imagen #2) y el POS solicita que el tarjetahabiente ingrese su clave de identificación personal (PINO), no se requiere que el tarjetahabiente firme el voucher (el mismo no contiene espacio para la firma), pero si la transacción no solicitó ingreso del PIN, el tarjetahabiente si debe firme el voucher, por la que encontrará un espacio para que su cliente la firme. Nunca solicite el número de PIN al tarjetahabiente, esta clave solomente la debe ingresor el.
- c) En las transacciones con chip, la tarjeta debe permanecer insertada en el POS hasta que un mensaje le avise que puede removerla.

Imagen #1. Tarjeta banda magnética únicamente



Invagen #2, Tarjeta chip y bonda magnética



1. Transacción por banda magnética

WEREIN

- Deslice la tarjeta (banda magnética hacia la izquierda):
- 2. Ingrese los últimos 4 digitos y presione la tecla ENTER
- 3. Ingrese el monto con decimales y presione la tecla ENTER
- 4. Presione la tecla ENTER para la copia del cliente

2. Transacción por chip

MENTA

- 2. Inserte la tarjeta chipi
- 2. Ingrese el monto con decimales y presione la tecla ENTER
- Si el POS solicita número de PIN, debe solicitar el ingreso al cliente y posteriormente presionar la tecla ENTER
- Espere el mensaje "remueva tarjeta" para finalizar la transacción.
- 5. Presione la tecla ENTER para la copia del cliente.

3. Error en lectura chip (Fallback)

En ciertos casas podría suceder que al intentar realizar una transacción vía chip, la lectura no pueda realizarse exitosamente por algún motivo externo o físico. En estos casos debe tomar en cuento los siguientes passos:

- Al intentor la lectura del chip y existir algún inconveniente, el POS mostrorá en pantalla la leyenda "Error: Fallo en tarjeta" o "ingrese tarjeta en el lector del chip", presione la tecla ENTER y remueva la tarjeta.
- Inserte nuevomente la tarjeta chip y presione la tecla ENTER.
 Asegürese de insertar la tarjeta con el chip bacia adellante y presionarla hasta el fondo de la ronura del POS.
- Si el problema persiste, en el tercer intento, el POS mostrará la leyenda "Fallback: deslice tarjeta", la que significa que puede realizar la transacción con la misma tarjeta pero vía banda magnética (deslizando por el lector de bandas).
- Remueva la tarjeta y presione la tecla ENTER. Continue con los pasos de la transacción que iba a realizar pero por banda magnética.
- Si el cliente prefiere etro medio de pago, presione la tecla. CANCEL + ENTER para cancelar la transacción.
- 6. Si en futuras transacciones de tarjetas con chip continúa teniendo problemas, por favor contacte al Centro de Atención a Clientes de Scotiobank.

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