

Download Procedures

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Full Download Procedure

A download of the Tranz 380 terminal takes approximately 10 minutes to complete. Before a terminal can receive a download, you must prepare it to accept the download by performing the following steps.

When keying in the password, no numbers will appear on display.

If the terminal does not have its own phone line, instruct the merchant to hang up before pressing [ENTER].

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[8]
3	PASSWORD?	Key:	[Z] [6] [6] [8] [3] [1]
4	*****	Press:	[ENTER]
5	STORE WHAT?	Key:	[0] [0] [0] [0]
6	0000=	Key:	DOWNLOAD PH. #
7	0000=1800XXXXXXXX	Press:	[ENTER]
8	STORE WHAT?	Key:	[0] [0] [0] [1]
9	0001=	Key:	DOWNLOAD NAME
10	0001=XXXXXXXXXX	Press:	[ENTER]
11	STORE WHAT?	Key:	[0] [0] [1] [9]
12	0019=	Key:	APPLICATION NAME
13	0019=XXXXXXXXXX	Press:	[ENTER]
14	STORE WHAT?	Press:	[CLEAR]
15	IDLE PROMPT	Press:	[ENTER]
16	FUNCTION?	Press:	[0]
17	DOWNLOAD?	Press:	[ENTER]
18	DWNLD SPD?	Press:	[2]
19	2	Press:	[ENTER]
20	*-----	Downloading	
21	DOWNLOAD DONE	Press:	[CLEAR]

Key Functions:

The following are the keys on the PNS Tranz 380 TT8422R Retail application.

Key	Transaction Type
[1]	Sale
[2]	Authorization Only
[4]	Prior Authorized Sale
[6]	Debit
[7]	Check Service
[8]	EBT
[9]	Deposit
[ENTER] [1]	Return
[ENTER] [2]	Adjustment
[ENTER] [3]	Local Batch Review / Batch Reports
[ENTER] [4]	Clear Batch
[ENTER] [5]	Void
[ENTER] [6]	Review/Reprint Transactions
[ENTER] [7]	Recall What?
[ENTER] [8]	Store What?
[ENTER] [9]	Terminal Set Up


Terminal Set Up Mode

To access and make changes in the terminal set up mode, please use the following steps.

Access Initial Set Up Functions


Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	APPROPRIATE KEY

Key 0 - AMEX/Discover Split Dial

 The AMEX SE # is UD followed by the AMEX merchant number. The defaults for these fields are left blank because the Paymentech standard is to not split dial this card type.

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTER MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[0]
6	0	Press:	[ENTER]
7	AX SPLIT DIAL =	Press:	[ENTER]
8	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
9	AX PRI# =	Press:	[ENTER]
10	ENTER NEW VALUE	Key:	AMEX PRIMARY AUTH PHONE NUMBER
11	AX SEC# =	Press:	[ENTER]
12	ENTER NEW VALUE	Key:	AMEX SECONDARY AUTH PHONE NUMBER
13	AX SE # =	Press:	[ENTER]
14	ENTER NEW VALUE	Key:	AMEX SE NUMBER AS UD+ 10-DIGIT SE NUMBER
15	DS SPLIT DIAL =	Press:	[ENTER]
16	0=ON 1=OFF	Key:	[0] = ON [1] = OFF

Key 0 - AMEX/Discover Split Dial (Continued)


 The Discover primary auth number is 1-800-327-2884. The secondary auth number is 1-800-428-2884. The Discover Merchant ID is determined by Discover. The defaults for these fields are left blank because the Paymentech standard is to not split dial this card type.

Step	Display	Action	Key(s)
17	DS PRI# =	Press	[ENTER]
18	ENTER NEW VALUE	Key:	DISCOVER PRIMARY AUTH PHONE NUMBER
19	DS SEC# =	Press	[ENTER]
20	ENTER NEW VALUE	Key:	DISCOVER SECONDARY AUTH PHONE NUMBER
21	DS MERCH ID =	Press	[ENTER]
22	ENTER NEW VALUE	Key:	DISCOVER MERCHANT ID
23	ENTER 0 - 9	Press:	[CLEAR]

Key 1 - Printers/Headers/Footers

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTER MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[1]
6	1	Press:	[ENTER]
7	PRINTER =	Press:	[ENTER]
8	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
9	TIP LINE =	Press:	[ENTER]
10	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
11	ADJ PRINT =	Press:	[ENTER]
12	0=LNG 1=SH 2=OFF	Key:	[0] = LONG ADJUSTMENT RECEIPT [1] = SHORT ADJUSTMENT RECEIPT [2] = NO RECEIPT
13	HEADER 1 =	Press:	[ENTER]
14	ENTER NEW VALUE	Key:	MERCHANT NUMBER
15	HEADER 2 =	Press:	[ENTER]
16	ENTER NEW VALUE	Key:	MERCHANT NAME
17	HEADER 3 =	Press :	[ENTER]
18	ENTER NEW VALUE	Key:	MERCHANT ADDRESS
19	HEADER 4 =	Press :	[ENTER]
20	ENTER NEW VALUE	Key:	MERCHANT CITY, ST, ZIP

Key 1 - Printers/Headers/Footers (Continued)

Step	Display	Action	Key(s)
21	HEADER 5 =	Press:	[ENTER]
22	ENTER NEW VALUE	Key:	MERCHANT PHONE NUMBER
23	HEADER 6 =	Press:	[ENTER]
24	ENTER NEW VALUE	Key:	HEADER INFORMATION
25	DSCLM 1 =	Press:	[ENTER]
26	ENTER NEW VALUE	Key:	DISCLAIMER LINE 1
27	DSCLM 2 =	Press:	[ENTER]
28	ENTER NEW VALUE	Key:	DISCLAIMER LINE 2
29	DSCLM 3 =	Press:	[ENTER]
30	ENTER NEW VALUE	Key:	DISCLAIMER LINE 3
31	FOOTER 1 =	Press:	[ENTER]
32	ENTER NEW VALUE	Key:	FOOTER INFORMATION
33	FOOTER 2 =	Press:	[ENTER]
34	ENTER NEW VALUE	Key:	FOOTER INFORMATION
35	TRAILER 1 =	Press:	[ENTER]
36	ENTER NEW VALUE	Key:	TRAILER INFORMATION
37	ENTER 0 - 9	Press:	[CLEAR]

Key 2 - Report Layout


Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[2]
6	2	Press:	[ENTER]
7	PRINT RPT HDR =	Press:	[ENTER]
8	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
9	CARD # FMT =	Press:	[ENTER]

Key 2 - Report Layout (Continued)


Step	Display	Action	Key(s)
10	0=FULL 1=LAST 4	Key:	[0] = FULL CARD # [1] = LAST 4 DIGITS
11	COMBINE VI/MC=	Press:	[ENTER]
12	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
13	ENTER 0 - 9	Press:	[CLEAR]

Key 3 - Phone/Merchant Numbers

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[3]
6	3	Press:	[ENTER]
7	SELECT BAUD =	Press:	[ENTER]
8	0 = 1200 1 = 300	Key:	[0] = 1200 BAUD [1] = 300 BAUD
9	AUTH PH PREFIX=	Press:	[ENTER]
10	ENTER NEW VALUE	Key:	ACCESS CODE FOR AUTH PHONE NUMBERS
11	DEP PH PREFIX =	Press:	[ENTER]
12	ENTER NEW VALUE	Key:	ACCESS CODE FOR DEPOSIT PHONE NUMBERS
13	PNS AUTH PRI# =	Press:	[ENTER]
14	ENTER NEW VALUE	Key:	PNS PRIMARY AUTH PHONE NUMBER
15	PNS AUTH SEC # =	Press:	[ENTER]
16	ENTER NEW VALUE	Key:	PNS SECONDARY AUTH PHONE NUMBER
17	PNS DEP PRI #=#	Press:	[ENTER]
18	ENTER NEW VALUE	Key:	PNS PRIMARY DEPOSIT PHONE NUMBER
19	PNS DEP SEC#=#	Press:	[ENTER]
20	ENTER NEW VALUE	Key:	PNS SECONDARY DEPOSIT PHONE NUMBER

 The access code has to be manually added to the phone numbers in locations 700 and 701.

Key 3 - Phone/Merchant Numbers (Continued)

 The merchant number cannot be changed in an open batch.


Step	Display	Action	Key(s)
21	MERCH # = #####	Press:	[ENTER]
22	CLIENT # =	Press:	[ENTER]
23	ENTER NEW VALUE	Key:	4-DIGIT CLIENT NUMBER
24	MERCH # =	Press:	[ENTER]
25	ENTER NEW VALUE	Key:	12-DIGIT PNS MERCHANT NUMBER
26	TERM # =	Press:	[ENTER]
27	ENTER NEW VALUE	Key:	3-DIGIT TERMINAL ID NUMBER
28	ENTER 0 - 9	Press:	[CLEAR]


Key 4 - Prompts


Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[4]
6	4	Press:	[ENTER]
7	CLERK # =	Press:	[ENTER]
8	0=ON 1=OFF	Key:	[0] = ON [1] = OFF
9	INVOICE # =	Press:	[ENTER]
10	0=ALL 1=MOPO 2=OFF	Key:	[0] = PROMPT ON ALL CARDS [1] = PROMPT ON MAIL ORDER/PHONE ORDER [2] = OFF (DO NOT PROMPT)
11	CUST REF # =	Press:	[ENTER]
12	0=ALL 1=PURCRD 2=OFF	Key:	[0] = PROMPT ON ALL CARDS [1]= PROMPT ON PURCHASING CARDS [2] = OFF (DO NOT PROMPT)
13	ENTER 0 - 9	Press:	[CLEAR]

Key 5 - Industry Prompts (Not Used)

Key 6 - Debit Setup


 The terminal will verify that the attached pin pad matches the style chosen.

 An error message will display if this is a Track 1 terminal and the selection was 1000. The keypad will be locked while the pin pad tests the style. Display will follow.

 Debit Return Password prompt will only appear if Debit Return is turned on.

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[6]
6	6	Press:	[ENTER]
7	PINPAD TYPE =	Press:	[ENTER]
8	0=NO 1=101/1000 2=201/2000	Key:	[0] = NO PINPAD USED [1] = 101/1000 [2] = 201/2000
9	PINPAD PRMPT =	Press:	[ENTER]
10	ENTER NEW VALUE	Key:	PINPAD IDLE PROMPT
11	PIN PAD STYLE 0	Press:	[ENTER]
12	0=MASTER SESSION 1=DUKPT	Key:	[0] = MASTER SESSION [1] = DUKPT
13	CASHBACK =	Press:	[ENTER]
14	0 = ON 1 = OFF	Key:	[0] = ON [1] = OFF
15	CASHBACK LMT =	Press:	[ENTER]
16	ENTER AMOUNT =	Key:	MAXIMUM CASHBACK AMOUNT
17	DB RTN ACCESS =	Press:	[ENTER]
18	0 = ON 1 = OFF	Key:	[0] = ON [1] = OFF
19	DB RTN PSWD =	Press:	[ENTER]
20	0=NO 1=SUP 2=MGT	Key:	[0] = NO PASSWORD [1] = SUPERVISOR PASSWORD [2] = MANAGEMENT PASSWORD
21	ENTER 0 - 9	Press:	[CLEAR]

Key 7 - BIN Tables

 The BIN Tables only have two prompts for each card type. The next card type then automatically displays. Continue to set each flag for each card type or press CLEAR when finished.

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[7]
6	7	Press:	[ENTER]
7	AMER EXP	Press:	[ENTER]
8	ACCEPT FLAG =	Press:	[ENTER]
9	0=YES 1=NO	Key:	[0] = CARD ACCEPTED [1] = CARD NOT ACCEPTED
10	CORP TAX FLAG =	Press:	[ENTER]
11	0=PRMPT 1=EXMPT 2=OFF	Key:	[0] = PROMPT FOR TAX AMT [1] = MERCHANT IS TAX EXEMPT [2] = TAX PROMPT IS OFF
12	ENTER 0 - 9	Press:	[CLEAR]

Key 8 - Optional Information

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[8]
6	8	Press:	[ENTER]
7	IDLE PROMPT =	Press:	[ENTER]
8	ENTER NEW VALUE	Key:	IDLE PROMPT
9	MANUAL ENTRY =	Press:	[ENTER]
10	0=ON 1=SUP 2=MGT 3=OFF	Key:	[0] = MANUAL ENTRY ON, NO PASSWORD REQUIRED [1] = SUPERVISOR PASSWORD REQUIRED [2] = MANAGEMENT PASSWORD REQUIRED [3] = MANUAL ENTRY OFF
11	WAIT FOR TONE =	Press:	[ENTER]

Key 8 - Optional Information (Continued)

Step	Display	Action	Key(s)
12	0=ON 1=OFF	Key:	[0] - TERMINAL WAITS FOR DIAL TONE BEFORE DIALING [1] - TERMINAL DOES NOT WAIT FOR DIAL TONE BEFORE DIALING
13	DEP TIME =	Press:	[ENTER]
14	ENTER NEW VALUE	Key:	BATCH UPLOAD TIME IN MILITARY TIME
15	BALANCE DEP =	Press:	[ENTER]
16	0=ON 1=OFF	Key:	[0] = BALANCE DEPOSIT CHECKING ON [1] = BALANCE DEPOSIT CHECKING OFF
17	TIMED DEP =	Press:	[ENTER]
18	0=ON 1=OFF	Key:	[0] = TIMED DEPOSIT ON [1] = TIMED DEPOSIT OFF
19	ENTER 0 - 9	Press:	[CLEAR]


Key 9 - Keys/Passwords

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MANAGEMENT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[9]
6	9	Press:	[ENTER]
7	ENTER TRAN KEY	Press:	TRANSACTION KEY TO BE EDITED AND PRESS [ENTER].
8	TRAN # ACCESS = [# = Key Chosen]	Press:	[ENTER]
9	0=ON 1=OFF	Key:	[0] = KEY CHOSEN IS ON [1] = KEY CHOSEN IS OFF
10	TRAN # PRINT = [# = Key Chosen]	Press:	[ENTER]
11	0=ON 1=OFF	Key:	[0] = TRANSACTION WILL PRINT A RECEIPT [1] = TRANSACTION WILL NOT PRINT A RECEIPT
12	TRAN # PSWD = [# = Key Chosen]	Press:	[ENTER]

Key 9 - Keys/Passwords (Continued)

Step	Display	Action	Key(s)
13	0=NO 1=SUP 2=MGT	Key:	[0] = NO PASSWORD REQUIRED [1] = SUPERVISOR PASSWORD REQUIRED [2] = MANAGEMENT PASSWORD REQUIRED
14	ENTER TRAN KEY	Press:	PRESS ANOTHER TRANSACTION KEY OR [CLEAR] TO END. PRESS [ENTER] TO EDIT THE FUNCTION KEYS.
15	ENTER FUNC KEY	Press:	FUNCTION KEY TO BE EDITED AND PRESS [ENTER].
16	FUNC # ACCESS = [# = Key Chosen]	Press:	[ENTER]
17	0=ON 1=OFF	Key:	[0] = KEY CHOSEN IS ON [1] = KEY CHOSEN IS OFF
18	FUNC # PRINT = [# = Key Chosen]	Press:	[ENTER]
19	0=ON 1=OFF	Key:	[0] = TRANSACTION WILL PRINT A RECEIPT [1] = TRANSACTION WILL NOT PRINT A RECEIPT
20	FUNC # PSWD = [# = Key Chosen]	Press:	[ENTER]
21	0=NO 1=SUP 2=MGT	Key:	[0] = NO PASSWORD REQUIRED [1] = SUPERVISOR PASSWORD REQUIRED [2] = MANAGEMENT PASSWORD REQUIRED
22	ENTER FUNC KEY	Press:	PRESS ANOTHER FUNCTION KEY OR [CLEAR] TO END. PRESS [ENTER] TO EDIT THE MANAGEMENT PASSWORD.
23	MGMT PSWD =	Press:	[ENTER]
24	ENTER NEW VALUE	Key:	MANAGEMENT PASSWORD
25	ENTER 0 - 9	Press:	[CLEAR]

Key # - Demo Mode

 Entry to this function is only allowed if there is not an open batch or only if a demo batch is open.

Step	Display	Action	Key(s)
1	IDLE PROMPT	Press:	[ENTER]
2	FUNCTION?	Press:	[9]
3	ENTR MGMT PSWRD	Key:	MGMT PASSWORD
4	*****	Press:	[ENTER]
5	ENTER 0 - 9	Press:	[#]
6	#	Press:	[ENTER]
7	DEMO = 1	Press:	[ENTER]
8	0=ON 1=OFF	Key:	[0] = DEMO MODE ON [1] = DEMO MODE OFF
9	ENTER 0 - 9	Press:	[CLEAR]