Welcome!

Trinity T650c Easy Setup Guide

Important: Please review the entire guide before you begin.

Do This First!

Important: The **Verifone Trinity T650c** installation setup can take up to an hour. Please allow ample time to complete before you need to begin processing.

Important: Before installing your new **Verifone Trinity T650c** terminal, please settle ("batch out") your existing terminal.

Deactivating your old terminal

- Make sure you have settled your old terminal first to ensure you receive funds for any transactions still in the device

- Disconnect plug from the power outlet

- Disconnect the telephone line or Ethernet cable

- Disconnect PIN pad (if you have one)

- Dispose of your existing terminal and/or PIN pad according to your company's secure disposal policy for electronic devices

Now Let's Get Started!

STEP 1:
Unbox and Connect Your New Trinity T650c Terminal

First, unpack your new **Trinity T650c** terminal.
A full packing list can be found in the Quick Start Guide.

Next, load paper into the **Trinity T650c** terminal.

- Locate the indentations on each side of the printer paper cover as shown in figure 1. Place your finger in each slot and pull up to access the paper roll tray.

Figure 1

Figure 2

- Place the roll into the tray, as shown in figure 2 and close the cover. Make sure the paper comes off the spool towards the bottom on the **T650c**.

- Next, remove the back cover to expose the USB and Ethernet ports by pressing the button and sliding down and then lifting off the cover as shown in figure 3.

Figure 3

STEP 1 (continued)

If you use an Ethernet connection, plug the cord into the port labeled "ETH" as shown in figure 4.

NOTE: If you plan to connect via Wi-Fi, see Step 3 for additional instructions.

If you plan to use a PIN pad, plug the provided PIN pad cable into the port labeled "USB".

Figure 4

Next, insert the power cord into the round port near the lightning bolt symbol as shown in Figure 4.

Lay all cords flat and feed into the channel guides provided as shown in figure 4 and reattach the back cover as shown in figure 5.

Figure 5

STEP 2:
Installing Your Trinity T650c Terminal

Turn on your terminal by pushing the on/off power button on the left side of the unit (as shown in figure 6) until you see the Verifone screen. Press for 3-4 seconds to power on.

Figure 6

At the Welcome screen (as shown in figure 7), select your preferred **Language** and then press the blue, **Next** button.

Figure 7

STEP 3:
Setting up your Connection

You can connect your **T650c** to either an Ethernet connection (wired) or Wi-Fi.

3a. Setting up an Ethernet Connection using Dynamic IP addresses (most common)

NOTE: If your company requires static IP (not common), then skip to 3b.

• If the Ethernet cord was properly connected in the ETH port in Step 1, you will see the option for Ethernet Setting above the blue **Next** button as shown in Figure 8.
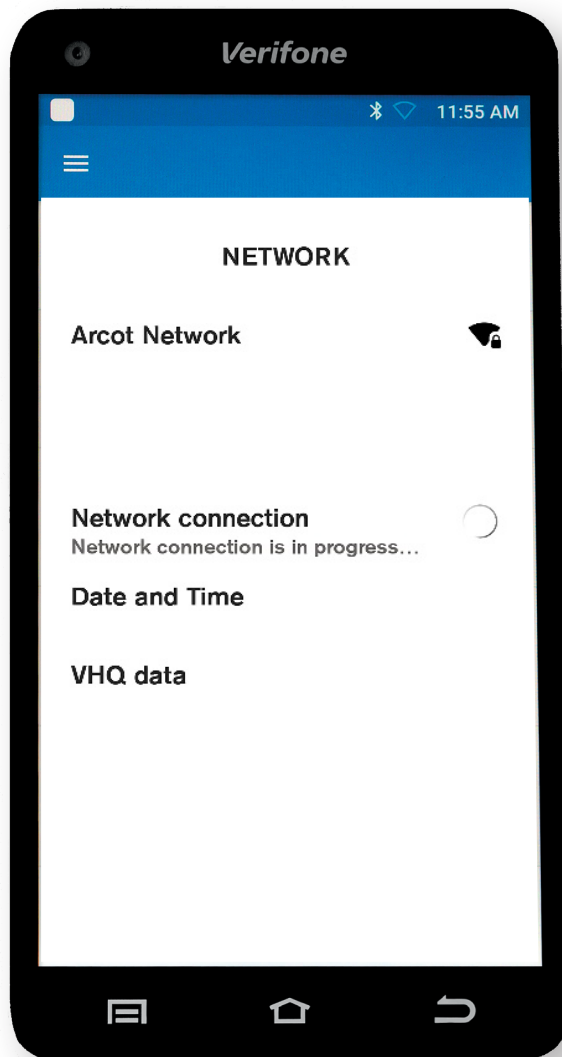
Figure 8

• Press the blue, **Next** button and once the Network connection is established (figure 9), the **T650c** will automatically configure the date and time. A screen prompt will confirm the internet connection, date and time and link to the VHQ data (Verifone Headquarters Network).

• Proceed to Step 4.

Figure 9

3b. Setting up Static IP Connection:

Utilize these steps only if your company requires the use of a specific IP address and connection for your terminal.

• If the Ethernet cord was properly connected to the ETH port in Step 1, you will see the Ethernet option above the **Next** button as shown in Figure 8. Select the Ethernet option and it will take you to the Ethernet configuration screen.

• Select Static radio button as shown in Figure 10 and enter all 5 IP Settings in the corresponding fields and Press the blue **Save** button to proceed. If you do not know these settings, please contact your internet service provider or your company IT support team.

• Once the Network Connection is established (figure 9), the **T650c** will automatically configure the date and time. A screen prompt will confirm the internet connection, date and time and link to the VHQ data (Verifone Headquarters Network).

• Proceed to Step 4.

3c. Setting up a Wi-Fi Connection:

Wi-Fi gives you untethered payment processing, allowing you the freedom for easier terminal placement. If you wish to connect via an Ethernet cord, return to Step 1.

On the next screen (figure 8), the **Trinity T650c** will scan for available Wi-Fi Networks. This may take a few moments.

• Select your Wi-Fi Network from the options listed by selecting the corresponding radio button on the touch screen. Press the blue, **Next** button. You will need a secure Wi-Fi Network and will be prompted to enter your password on the next screen.

• Once the network connection is established (figure 9), the **T650c** will automatically configure the date and time. A screen prompt will confirm the internet connection, date and time and link to the VHQ data (Verifone Headquarters Network).
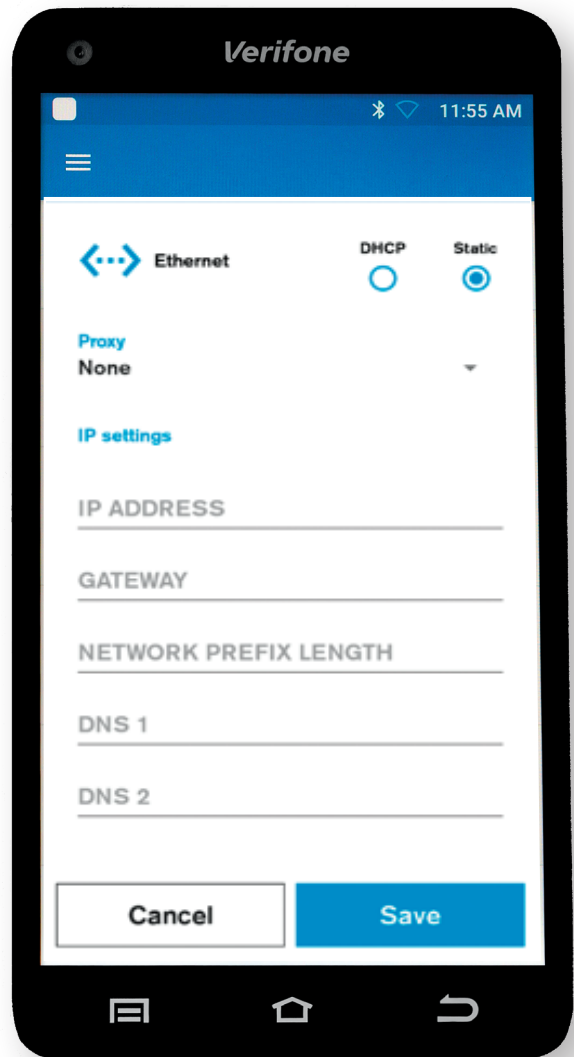
• Proceed to Step 4.

Figure 10

Update to Latest Software!

STEP 4:
Software Updates and Installation

Once connected, the terminal will automatically begin searching for software and firmware updates.

NOTE: Please be patient. Depending on the required software updates, the **Trinity T650c** terminal may automatically reboot multiple times.

During this process, you may see several Software Update "PLEASE WAIT" screen prompts (figure 11) as the device checks for and then downloads the new updates from the Verifone network.

Figure 11

The software installation will automatically begin once downloaded and show an in-progress update screen as the software is installed. (figure 12)

Figure 12

Now Let's Run a Test!

STEP 5:
Running a Test Transaction

You will see a prompt (figure 13) confirming that your terminal is ready to use, so let's run a test transaction. Click the blue, **OK** button to begin.
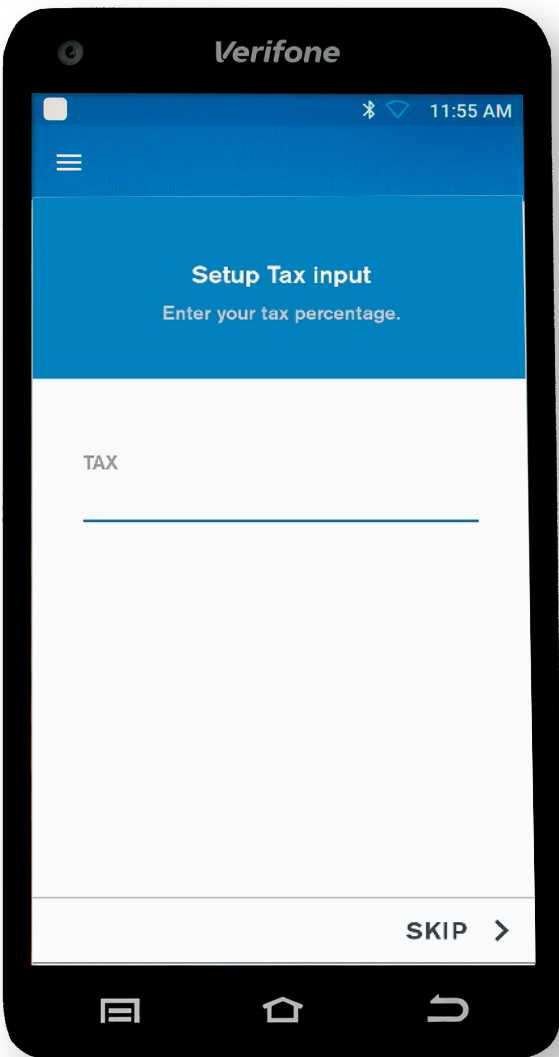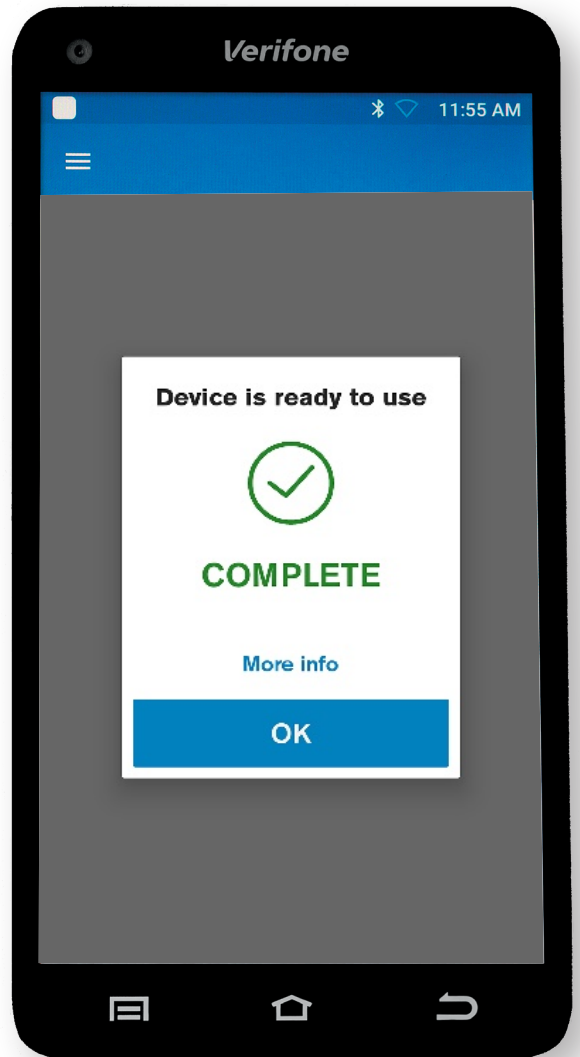
Figure 13

New Feature Now Available! Many merchants have requested the ability for a terminal to calculate the total sale including sales tax prior to authorization—The **Trinity T650c** has this capability.

Press Skip if you do not want the terminal to calculate sales tax.

When you see the "Setup Tax Input" screen, as seen in figure 14, enter your local sales tax rate to be added to each sale. For example, if your local sales tax rate is 7.5%, enter 7.50. You only need to do this once during your initial setup after which the tax rate will be calculated and added to each transaction. You can change this rate later in the Settings screen.

Figure 14

STEP 5 (continued)

Next, run test transaction

Enter a test transaction amount of $1.00 then follow the "Sale Simple" instructions from Table 1 (next page) to complete the transaction.

Figure 15 shows a $0.00 sale, but you can use $1.00 for this test. Use the instructions in the right-hand column of Table 1 to perform the test transaction.
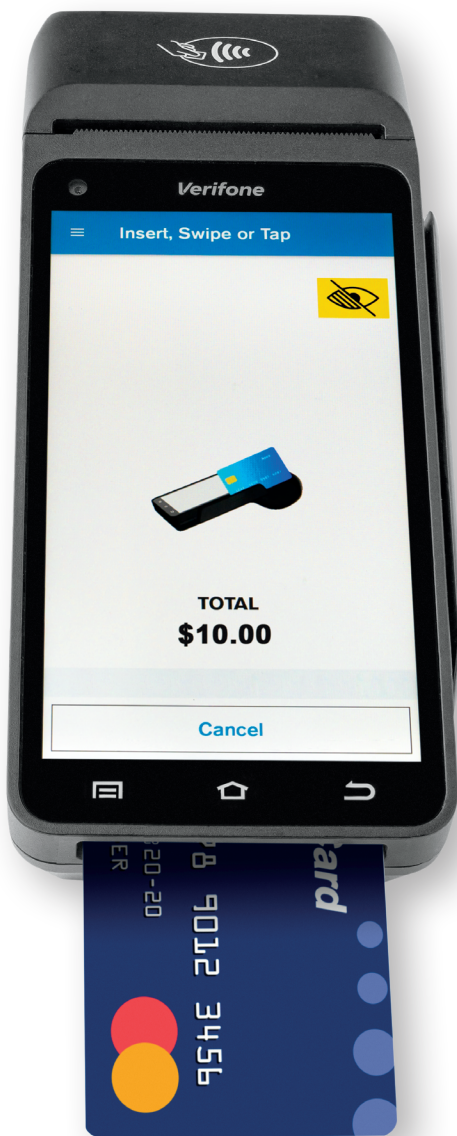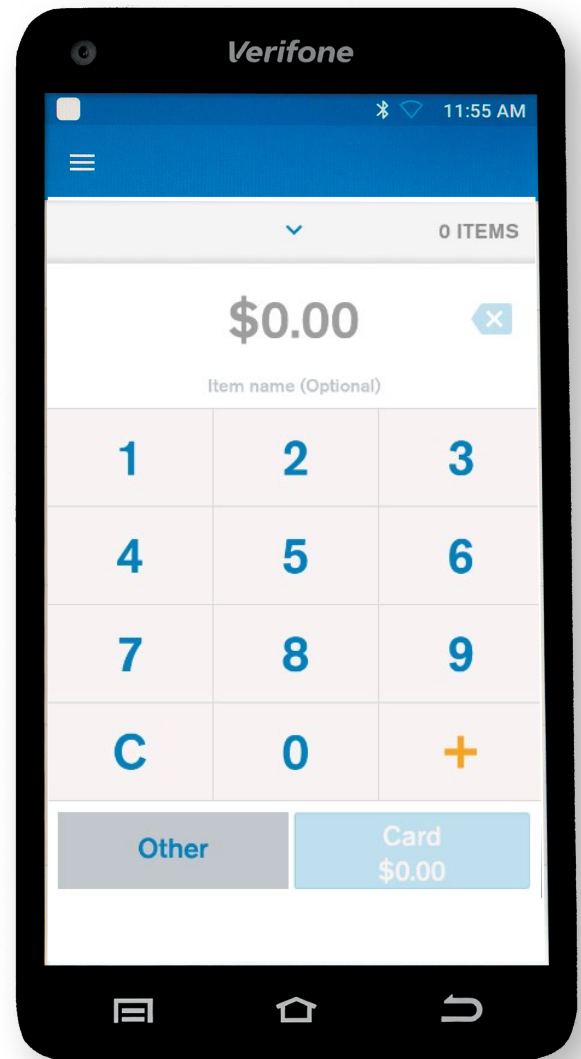

Figure 15

Figure 16

You can either insert card (figure 16) into the slot at the bottom of the screen, swipe the card if it does not have a chip, or for a contactless transaction place the card over the top of the screen if the card is enabled for contactless payments.

NOTE: Please test with an active credit/debit card, then void the transaction so that the charge does not settle.

When completed, the Test Sale returns you to the sale screen.

IMPORTANT: After the receipt has been printed, verify to ensure that the DBA Name, Phone # and date and time are all correct. If the information displayed is incorrect, please contact the support phone number on your terminal sticker.

SALE SIMPLE (NO CASH, SPLIT TICKET)	
Terminal Display	**Your Action**
Idle Screen	Key transaction amount then select Card.
Add Tip	(If enabled) Select desired option. Select Other to input custom tip amount. Select No Tip to bypass screen.
Insert, Swipe or Tap	Present payment.
Select Account	(If prompted) Select desired transaction type.
Enter PIN	(If prompted) Instruct cardholder to input their then press Enter or press Enter to bypass PIN prompt.
Remove Card	
Authorizing	
Enter Signature	(If prompted) Instruct Cardholder to sign screen then select Done. Screen times out in 60 seconds. If that happens a signature line in printed on the receipt.
Customer Receipt	Select desired option.
Transaction Summary	Select Done to proceed.

Table 1

STEP 7:
Start Processing with Worldpay from FIS

You're all set to start processing with your new **Verifone Trinity T650c**.

STEP 6:
Voiding your Test Transaction

Perform the following steps to void your test transaction. Use the "Reversal" instructions (below) in the right-hand column (Table 2) to void the test transaction.

You can also review the Quick Reference Guide that also comes with your **T650c** which shows how to reverse/void a transaction.

When completed, you return to a Summary screen. Press the **Back Arrow** in top left of the screen to return to **Order History** screen. Select the **Menu icon** (3 horizontal bars) and then **Point of Sale** to get back to the Sale screen.

REVERSAL (VOID/RETURN)	
Terminal Display	**Your Action**
Idle Screen	Tap hamburger icon (3 lines) in the upper left corner of the screen.
POS Menu	Select Search Orders.
Search Orders	Input desired search parameter. Note: Tap Card icon on search line for swipe retrieval option.
Search Order	Select desired transaction from results.
Transaction Detail	Select Return/Void. Note: Return is only an option after the transaction is settled.
Refund	Select Full or By Amount.
Amount	(Return - Amount) Input Amount then select green check box.
Reason	Select Reason, Select Submit
Insert, Swipe or Tap	Present payment.
Enter PIN	(If prompted) Instruct cardholder to input their then press Enter or press Enter to bypass PIN prompt.
Remove Card	
Authorizing	
Customer Receipt	Select desired option.

Table 2

FIS

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