

# User Guide – Hypercom ICE 5500

The BbOne™ Terminal User Guide provides comprehensive instructions for working with the Hypercom ICE 5500 and the BbOne POS software. BbOne POS software is designed to meet all of your merchant processing needs and supports the University ID Card and Credit Card processing.

## Sale

**Note:** In restaurant mode, tip and server process are enabled. Terminal will track server numbers and tip amounts. University ID cards require that you collect tip amount from cardholder before processing transaction (i.e. post-sale tip adjustment not supported).

**Step 1:** Swipe Card or Press [New Trans].

**Step 2:** Press [Sale] if Prompted

**Step 3:** Enter Card Number if Prompted

**Step 4:** Enter Server Number.

**Step 5:** If Prompted, Enter Card Expiration Date. Press [Enter].

**Step 6:** If Prompted, Press Desired Card Type (i.e. Univ ID, Credit Card, etc.).

**Step 7:** Enter Amount.

**Step 8:** Press [Enter].

**Step 9:** Enter Tip Amount if Prompted

**Step 10:** Press [Enter].

**Step 11:** If Prompted Confirm Total is Correct by Pressing [Yes] or [No].

**Step 12:** Receipt prints.

## Tip Adjust

**Note:** University ID cards require that you collect tip amount from cardholder before processing transaction (i.e. post-sale tip adjustment not supported).

**Step 1:** Press [Batch].

**Step 2:** Press [Adjust].

**Step 3:** Enter invoice number. Press [Enter].

**Step 4:** Enter the tip amount. Press [Enter].

**Step 5:** Confirm total is correct by pressing [Yes] or [No].

**Step 6:** Press [Continue].

**Step 7:** If you would like to adjust another transaction, return to step 3.

## Review Batch Totals

**Step 1:** Press [Batch].

**Step 2:** Press [Totals].

**Step 3:** Press [Terminal].

**Step 4:** Total for sales, refunds and open tabs are shown.

## Refund

**Step 1:** Press [New Trans].

**Step 2:** Press [Refund].

**Step 3:** Swipe Card or Enter Card Number. Press [Enter].

**Step 4:** Enter Server Number

**Step 5:** If Prompted, Press Desired Card Type (i.e. Univ ID, Credit Card, etc.).

**Step 6:** Enter Amount.

**Step 7:** Press [Enter].

**Step 8:** Receipt Prints.

## Transaction Summary Report

**Step 1:** Press [Reports].

**Step 2:** Press [Summary].

**Step 3:** Summary of totals prints.

## Re-Print Receipt - with invoice number

**Step 1:** Press [Reports].

**Step 2:** Press [Reprint].

**Step 3:** Press [By Invoice].

**Step 4:** Enter invoice number.

**Step 5:** Press [Enter].

**Step 6:** Receipt prints with “Duplicate” printed on bottom.

## Settle Batch

**Step 1:** Press [Batch].

**Step 2:** Press [Settle].

**Step 3:** Enter password.

**Step 4:** Confirm sales total by pressing [Yes] or [No].

**Step 5:** Confirm refunds total by pressing [Yes] or [No].

**Step 6:** Terminal will dial up to submit batch (may take 1 or 2 minutes).

**Step 7:** Batch report prints.

## Re-Print Receipt - without invoice number

**Step 1:** Press [Batch].

**Step 2:** Press [Review].

**Step 3:** Scroll to desired transaction using arrow keys.

**Step 4:** Press [Receipt].

**Step 5:** Receipt prints with “Duplicate” printed on bottom.

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## Server Sign On and Sign Off

**Note:** Report available if server processing is enabled.

**Step 1:** Go to main menu by pressing black bar at top of screen.

**Step 2:** Press [Server].

**Step 3:** Press [Add/Remove].

**Step 4:** Enter server number.

**Step 5:** Terminal will prompt either sign on or sign off.

**Step 6:** Press [Yes] or [No].

## Troubleshooting Steps

**Step 1:** Disconnect and reconnect the phone cord at both the wall jack and terminal port to ensure it is secure.

**Step 2:** Disconnect and reconnect the power cord to ensure it is secure.

**Step 3:** Verify phone line is not in use by another device (i.e. fax, modem, phone, etc.).

**Step 4:** Verify that the phone line is plugged into the “LINE” port, not the “PIN” port, on the back of terminal.

**Step 5:** Verify that the phone line is an analog line and not digital.

**Step 6:** Verify the phone system has not changed recently.

**Step 7:** Plug a telephone into the line and verify that the line is working properly.

## Change Date and Time

**Step 1:** Go to main menu by pressing black bar at top of screen.

**Step 2:** Press [+] at top for more menu options.

**Step 3:** Press [Setup].

**Step 4:** To change date, press [Date]. To change time, press [Time].

**Step 5:** Enter password.

**Step 6:** Press [Enter].

**Step 7:** Enter date or time.

## IMPORTANT CONTACT INFORMATION

**Merchant Contact Information** – Please contact us at the phone number below for questions about terminal or printer troubleshooting or support, monthly billing, or to order terminal or printer supplies:

**Phone: 800-576-9279**



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