

way5000



QUICK REFERENCE GUIDE



way5000 KEYPAD



USB AND CHARGE INDICATOR LOCATION



To charge your way5000, use the included power supply or connect to a PC USB port (cable not included).

GETTING STARTED WAY2PAY



POWER

To turn the way5000 power on, press the **Power On/Off** key until the WAY logo appears and then release. To turn power off, press the **Power On/Off** key until “**Powering Off Please Wait**” appears.

UPDATES

Upon power up, the way5000 may display “*Check for updates?*”. Press F2 (No) to proceed directly to the idle screen. Press F1 (Yes) to check for updates. If there are updates scheduled, they will be downloaded. After the download, press the F1 key to continue to the way5000 idle screen. If no updates are scheduled, the way5000 will display “No scheduled download” and proceed to the idle screen.

WAY2PAY

To enter the Way2Pay (payments) main menu, press the 1 key or press the F2 key.

way5000 NAVIGATION

Press the number corresponding to the function that you want from the menu. Or, use the navigation button to move up and down through menus and then press the left or right screen addressable soft keys to operate the corresponding function.

CANCEL AN OPERATION OR EXIT TO THE PREVIOUS SCREEN

To back up to the previous menu level, select the Back function [F1] or press the red **Cancel [CANC]** key. To make a correction in a data entry field (card number, expiration date, amount, etc.), press the **Clear [CLR]** key.

way5000 POWER SAVE MODE

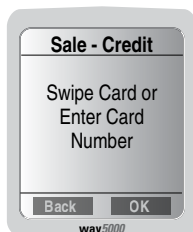
After approximately 4 minutes of not being used, the way5000 will go into power save mode. The screen will dim and no keys will be active until the **Power On/Off** key is pressed briefly and released. (This mode does not appear while plugged into a power supply.)

TRANSACTIONS NOTE

The following transactions are shown as basic transactions. Some processors may also select options for additional fields such as security code, zip code, invoice number and others. Please see the **Additional Fields** Section for more information.

SALE TRANSACTION CREDIT (SWIPED)

Hint: For a shortcut to a Sale transaction, cards can also be swiped through the reader from either the way5000 **Idle Screen** or from the **Transactions Menu** page.

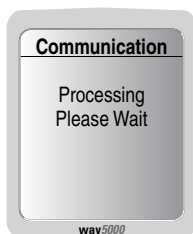


To enter the Way2Pay main menu, press the 1 key from the phone's idle screen.

1. Press the 1 key to select **Sale**.

2. Press the 1 key to select **Credit**.

If the way5000 is set up for Credit only, this step will not appear.

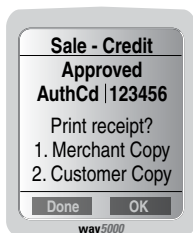


3. Swipe the card through the reader.

4. Enter the sale amount in dollars and cents (the decimal point automatically appears) and press the [F2] key.

5. Confirm the sale amount by pressing the [F2] key to select OK.

6. Please wait for processing.



7. To print a receipt, select Merchant Copy (1) or Customer Copy (2) and press [F2] to select Yes. To skip printing, press [F1] to return to the main menu

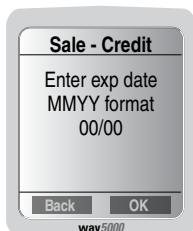
SALE TRANSACTION CREDIT (MANUAL)

1. Follow the steps for 1-2 above.

2. Enter the card number manually then press the [F2] key to select OK.

3. Enter the expiration date in the mm/yy format then press the [F2] key to select OK.

4. Follow steps 4-7 above.



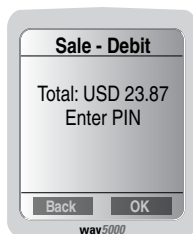
Depending on your configuration, debit may not be implemented. This option must be set up by your payment processor.

SALE TRANSACTION DEBIT

To enter the Way2Pay main menu, press the 1 key from the phone's idle screen.



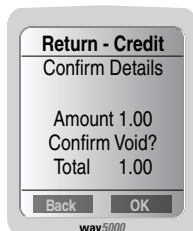
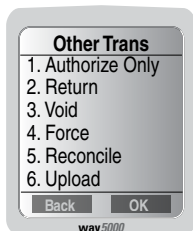
1. Press the 1 key to select **Sale**.
2. Press the 2 key to select **Debit**.
3. Swipe the card through the reader.
4. Enter the sale amount in dollars and cents (the decimal point automatically appears) and press the [F2] key.



5. Confirm the sale amount by pressing the [F2] key to select OK.
6. Please wait for processing.
7. To print a receipt, select Merchant Copy or Customer Copy and press [F2] to select OK. To skip printing, press [F1] to return to the main menu.

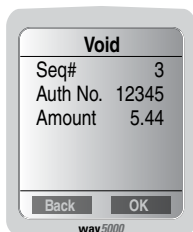
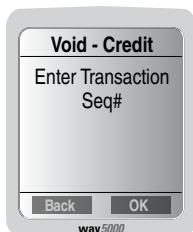
NOTE: Debit transactions do not allow manual entry of the card number.

RETURN (REFUND) CREDIT/DEBIT



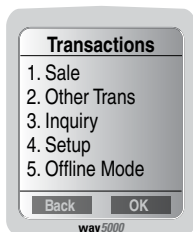
1. From the Transactions menu, press 2 to select **Other Transactions**.
2. Press the 2 key to select **Return**.
3. Press the 1 key to select **Credit** or the 2 key to select **Debit**.
If the way5000 is set up for Credit only, this step will not appear.
4. Swipe the customer's card (debit/credit) or enter the card number manually (credit only).
5. Enter the return amount in dollars and cents and press [F2] key to select OK.
6. Confirm the return amount by pressing the [F2] key to select OK. (Enter PIN for Debit.)
7. Please wait for processing.
8. To print a receipt, select Merchant Copy or Customer Copy and press [F2] to select OK. To skip printing, press [F1] to return to the main menu.

VOID CREDIT ONLY



1. From the Transactions menu, press 2 to select **Other Transactions**.
2. Press the 3 key to select **Void**.
3. Enter the sequence number of the transaction to be voided.
*The sequence number can be found on the receipt or can be looked up using the **Inquiry** function (see page 8).*
4. The transaction information will be displayed.
Confirm that this is the transaction to be voided by pressing the [F2] key.
6. Please wait for processing.
7. To print a receipt, select Merchant Copy or Customer Copy and press [F2] to select OK. To skip printing, press [F1] to return to the main menu.

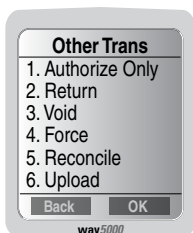
OFFLINE/ONLINE MODE



NOTE: Offline transactions are run at your risk. Final authorization does not occur until transactions are uploaded for approval.

1. If you are in a location where you cannot connect, from the **Transactions** menu, you may press 5 to enter Offline Mode.
2. When prompted, confirm that you want to enter Offline Mode by pressing the [F2] key.
3. Continue processing in Offline mode only until you can connect again.
4. Once you can connect again, select Online mode by pressing 5 from the **Transactions** menu.
5. Process your offline transactions as soon as possible by using the Upload function from the Other Transactions menu.

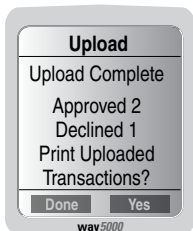
NOTE: Some transaction types are not available in Offline Mode.

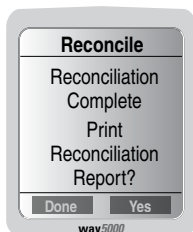


UPLOAD OFFLINE TRANSACTIONS

NOTE: You must be in Online Mode to Upload transactions for approval.

1. From the Transactions menu, press 2 to select Other Transactions.
2. Press the 6 key to select Upload.
3. The terminal displays the number of transactions to upload.
4. Press the [F2] key to select Upload.
5. Please wait for processing.





RECONCILE

NOTE: You must be in Online Mode to Reconcile.

At the end of the day, reconcile transactions in your way5000 to print a reconciliation report and clear the day's transactions from the terminal.

1. From the Transactions menu, press 2 to select **Other Transactions**.

2. Press the 5 key to select **Reconcile** then press the [F2] key to select OK.

NOTE: If there are Offline transactions in the way5000, you will be prompted to Upload for processing before Reconciling.

3. Please wait for processing.

4. To print a reconciliation report, press the [F2] key to select OK. Press the [F1] key to skip printing.

OTHER TRANSACTIONS

Select **Other Transactions** from the main menu to access these transactions.

VOID

Reverses a transaction currently in the terminal (credit)

RETURN

Credits a transaction that has already reconciled to a customer's account (credit/debit)

AUTHORIZE ONLY

Verifies funds are available and may hold them for 7-10 days depending on your processor (credit)

FORCE

Adds a transaction to the terminal after you have received a phone authorization or from an authorize transaction (credit)

RECONCILE

Prints a reconcile report and clears the transactions from the terminal

UPLOAD

Uploads offline transactions for authorization (without reconciling)

INQUIRY

From the **Inquiry** menu, the following functions are available:

TRANSACTION LIST	A list of all transactions currently in the terminal
LAST TRANS	Displays information on the last transaction and prompts an option to reprint the receipt
RE-PRINT TRANS	Searches for a specific transaction in order to reprint the receipt
TOTAL INFO	Displays the total # of transactions and how many were approved and declined
CLEAR TRANSACTIONS	This is a password protected function that clears the terminal of transactions without reconciling (Do this only if instructed by Helpdesk personnel)
REPORTS	Prints a detail or totals report for transactions in the terminal

ADDITIONAL FIELDS

DESCRIPTION:	You may be prompted to enter:
SECURITY CODES	The 3 digit code from the back of some cards or The 4 digit code from the front of American Express cards
ZIP CODE	The cardholder's zip code
BILLING ADDRESS	The cardholder's address number
INVOICE NUMBER	An invoice number
TOLL AMOUNT	A toll amount
PRINT TIP AMOUNT	If you want to print a tip receipt
TIP AMOUNT	To enter a tip amount

NOTES

For administrative functions, the default administrator code is 123 and the default password is 123123. If enabled for Return, Void, and Force transactions, the default administrator code is 123 and the default password is 123456.

If your terminal is set up to print cash receipts, select Cash from the Sale menu. You will then be prompted to enter a cash sale amount and the receipt will print.

GPRS COVERAGE MAP

GPRS is a packet-switched technology used by the Way2Pay system that enables high-speed wireless data communications. To see the GPRS coverage map, go to www.waysystems.com.

SUPPORT

Contact your ISO or payment processor for batch or reconciliation-related questions. This includes all questions regarding missing or incorrect deposits or any merchant statement related questions.

For questions regarding the operation of the way5000, support is available online at <http://www.waysystems.com> and via e-mail at support@waysystems.com

Technical support from WAY Support Center is available 7 days a week, 24 hours a day at 1-866-WAY-MTT3 (1-866-929-6883).

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