



- n the login string specifier. Valid entries are numbers 0 through 9.
- BAD LRC** The terminal displays this message during a cardreader test, when the card's Longitudinal Redundancy Character (LRC) does not match the LRC computed by the terminal.  
The cardreader may have had a problem reading the card. Slide the card through the cardreader again. You may try sliding the card faster or slower. If the problem persists, call your customer help desk.
- BAD RAM** The terminal has detected a bad RAM chip.  
Power-down the terminal, then power it up again. If the problem persists, call your help desk, or call the VeriFone MRA desk.
- BAD RX COMMUN** The number of NAKs (no acknowledgements) sent from the terminal has exceeded the specified number. This indicates that the terminal is not receiving information from the host computer. Check your telephone connections and call the help desk to determine if they are aware of any problems.
- BAD TX COMMUN** The number of NAKs (no acknowledgements) sent from the host has exceeded the specified number. This indicates that the host computer is not receiving information from the TRANZ 330 terminal. Check your telephone connections and call the help desk to determine if they are aware of any problems.
- BELOW MINIMUM** The amount of sale entered is less than the programmed floor limit. It is therefore considered too small to require authorization from the host.
- BIRTHDAY MMDDYY** Enter the cardholder's birth date, using two digits each for month, day and year.
- BUSY** The terminal has its busy detect enabled and detects a busy tone.
- CALLING CENTER** The terminal is dialing the call center to obtain a voice authorization.  
Wait until the terminal displays the "PICK UP HANDSET" prompt. Upon receiving this prompt, pick up the telephone handset and proceed with the voice authorization.
- CANNOT CONNECT** A failure of the terminal and host 1200 baud modems to get in sync.
- CARD ENTRY ONLY** The terminal is informing you it will only accept data from the cardreader.  
Slide the card through the cardreader to enter the account number and expiration date.

## Appendix C. Prompts and Error Messages

---

<b>CHECK</b>	This indicates a check authorization transaction. With the standard application, this prompt appears when you press the host check transaction keys 3, 6, or 9.
<b>COMMUNICATING</b>	The terminal is talking to ZONTALK.
<b>CONNECTED</b>	The unit has detected the carrier and is waiting for an ENQ.
<b>CREDIT CARD</b>	This indicates a credit card transaction. With the standard application, this prompt appears when you press host credit card transaction keys 1, 4 or 7.
<b>D.C. MEMORY ERROR</b>	The data capture memory is invalid. Contact your bank's service center for instructions.
<b>DEMO APP XXXXX</b>	The terminal is informing you it is performing a demonstration transaction. Press [CLEAR] to return to the idle state.
<b>DIALING</b>	The terminal is dialing a telephone number. Wait for the next prompt.
<b>DIAGNOSTICS</b>	The terminal is in the diagnostics mode. Press one of the diagnostic keys to begin a diagnostic test, or press [CLEAR] to return to the idle prompt. See Section 8 for the different diagnostics tests available.
<b>DIALING 2ND NUM</b>	The terminal is dialing the host's secondary telephone number. Wait for the next prompt.
<b>DOWNLOAD?</b>	The terminal wants confirmation that you wish to request a download. Press [FUNC/ENTER] to confirm you want a full download, or the [*] if you want a partial download. Press [CLEAR] to abort the operation. <i>Caution: A download will replace the information already stored in your terminal.</i>
<b>DOWNLOAD DONE</b>	The telephone download was successful.
<b>DWNLD CANCELED</b>	The telephone download was canceled. And, if the download computer is using ZONTALK software version 2.31 or earlier, the terminal's memory locations will be cleared. Use the RECALL function to verify that you have the correct download telephone number (location 000), the terminal serial number (location 001), and the application ID (location 019). Reenter the information if necessary and try the download again.
<b>&lt;EMPTY&gt;</b>	The recalled memory location is empty. If you are in the RECALL mode, you can press [BACKSPACE] and enter new information in the memory location. Press [CLEAR] to return to the idle state.

<b>ENTER ACCOUNT #</b>	Either slide the card through the cardreader, or manually enter the account number from the terminal's keypad.
<b>ENTER CARD</b>	Slide the card through the cardreader.
<b>ENTER DATE MMY</b>	Enter the expiration date on the card using two digits each for the month and year.
<b>ENTER ID NUMBER</b>	This is a fixed prompt that the terminal displays to request the entry of an identification number (i.e., driver's license or checking account number). Enter the appropriate identification number.
<b>ENTER LAST 4 NUM</b>	This is a fraud control feature. Use the keypad to enter the last four digits of the account number embossed on the card.
<b>ENTER NEW PASSWD</b>	The terminal is requesting a new system password to replace the existing one. Enter a new password followed by pressing the [FUNC/EDIT].
<b>ENTER OLD PASSWD</b>	The terminal is checking to see if you know the current password. Enter the password and press [FUNC/EDIT].
<b>ENTER PASSWORD</b>	You must enter the current password before you can continue. Enter the password or press [CLEAR] to cancel your operation.
<b>ENTER STATE CODE</b>	Enter the code for the desired state.
<b>ENTER TRAN CODE</b>	Enter the code for the desired transaction.
<b>ENT PASSWD AGAIN</b>	The terminal is confirming the password you just entered. Enter the password a second time.
<b>EXPIRY DATE MMY</b>	Enter the expiration date of the customer's card, using two digits each for the month and year.
<b>FUNCTION?</b>	You have selected the Function Menu. Press the desired terminal function key or press [CLEAR] to return to the idle prompt.
<b>HOST DISCONNECT</b>	The host sent an EOT (end of text) character before the transaction was complete. Press [CLEAR] and retry the transaction. Call the VeriFone Customer Service Hot ine if problems persist.

## Appendix C. Prompts and Error Messages

---

<b>INVALIDMEM SIZE</b>	This is a direct download message that signals an incompatible EPROM (firmware) version. Verify that the application you are downloading is intended for the firmware version in your terminal.
<b>INVALID PASSWORD</b>	The password entered in the terminal does not match the password in memory.
<b>KEY TEST</b>	The terminal is in the key test mode. Press any key except for [CLEAR]. The terminal will display the pressed key in all 16 characters of the display. Press [CLEAR] to abort the test.
<b>KEYBOARD ONLY</b>	The terminal will only accept data entered from the keypad.
<b>LOGGING IN</b>	The terminal is logging into a network. Wait for the next prompt.
<b>LOST COMM W/HOST</b>	The host has unexpectedly dropped the carrier. Check your telephone connections, then retry the transaction. If the problem persists, call the help desk to see if there's a problem with the host. If the host is okay, you may have trouble with your telephone lines.
<b>MEMORY TEST</b>	The terminal is performing a memory test. The terminal will display random characters as the test proceeds. Allow the test to continue, or press and hold [CLEAR] to abort the test. If a memory error is indicated, return the terminal to customer service for repair.
<b>MEMORY DIALER</b>	The terminal needs to know which telephone number to auto-dial. Enter the memory location containing the telephone number you want to auto-dial.
<b>MISMATCH DIGITS</b>	The last four digits of the manually entered account number do not match the digits secured by the cardreader. Retry the transaction. If you receive this message again, you may have a fraudulent card. Follow the fraud procedures outlined by the card provider.
<b>MULTI TRANS</b>	The multi-transaction feature is enabled. Press the host/transaction key for the first transaction you want to process.
<b>NO ANSWER</b>	The terminal does not detect a carrier tone from the host computer. Retry the transaction. If the problem persists, call the host center to see if there's a problem with the host.
<b>NO CARRIER</b>	The terminal auto answers and does not detect carrier within 30 seconds.

- NO COMM W/ HOST** This indicates that there is no communication with the host computer. Check your telephone connections, then retry the transaction. If the problem persists, call the help desk to see if there's a problem with the host. If the host is okay, you may have trouble with your telephone lines.
- NO <CR> FRM HOST** The terminal did not receive the expected carriage return from the network. Retry the transaction. If the problem persists, call the host center to see if there's a problem with the network.
- NO ENQ FROM HOST** The terminal did not receive the expected ENQ character from the host within the specified period.  
Retry the transaction again. If the problem persists, call the host center.
- NO ETX** The terminal displays this message during a cardreader test, informing you it failed to find the END SENTINEL on the customer's card.  
The cardreader may have had a problem reading the card. Slide the card through the cardreader again. You may try sliding the card faster or slower. If the problem persists, call the VeriFone MRA desk.
- NO @ FROM HOST** The terminal was trying to login to a network, but did not receive the characters it expected.  
Retry the transaction. If the problem persists, call the network center to see if there's a problem with the network.
- NO =FROM HOST** The terminal was trying to login to a network, but did not receive the characters it expected.  
Retry the transaction. If the problem persists, call the network center to see if there's a problem with the network.
- NO LOGIN MSG** The terminal did not receive a request to login when it was trying to access a network.  
Retry the transaction. If the problem persists, call the network center to see if there's a problem with the network.
- NO LOGIN SPEC** There is an "L" in the phone number and nothing after it. Use the RECALL or STORE function to add the number of the login string you want to access after the "L" in the phone number.
- NO MERCHANT ID** The terminal is informing you it cannot execute a transaction without the appropriate merchant ID.  
Use the RECALL function to view the memory location of the merchant ID for the host transaction key you are using. Ensure the ID is correct. If the location is empty, enter the merchant ID.

## Appendix C. Prompts and Error Messages

---

<b>NO PASSWORD</b>	<p>The password is missing from the login string. Use the RECALL or STORE function to include a login string with the correct password.</p>
<b>NO RESOURCE ID</b>	<p>The resource ID is missing from the login string. Use the RECALL or STORE function to include a login string with the correct resource ID. This prompt is used only for GEISCO network logins.</p>
<b>NO RESP FR HOST</b>	<p>The terminal is informing you it did not receive the required response from the host. Retry the transaction.</p>
<b>NO SERIAL NUMBER</b>	<p>The terminal's serial number is not correctly stored in the terminal's memory. Store the terminal serial number in the memory location 001.</p>
<b>NO STX</b>	<p>The cardreader did not detect the START SENTINEL on the card. The cardreader may have had a problem reading the card. Slide the card through the cardreader again. You may try sliding the card faster or slower. If the problem persists, call the VeriFone Customer Service Hot Line.</p>
<b>NO TEL NUM</b>	<p>No telephone number was stored for the host computer. Store the host telephone number in the appropriate memory location.</p>
<b>NO USERNAME</b>	<p>The username is missing from the login string. Use the RECALL function to view the login string and to store the correct login string.</p>
<b>NOT 2ND GEN RESP</b>	<p>The terminal is informing you that it received a response packet that was not programmed for second generation packet protocol. Ensure the message format flag is set to enable second generation protocol. Call the host center to see if the host is capable of performing second generation authorizations.</p>
<b>ON HOOK</b>	<p>The unit is currently on hook. If you are trying to make a call with the telephone, pick up the handset.</p>
<b>OUT OF MEMORY</b>	<p>There is not enough memory to store the data being entered. If you want to store new information, you must either clear out some of your data capture memory or some of the data in the memory locations. Remove any data you don't absolutely need (such as memory dial phone numbers) or unused login or control strings.</p>

<b>PARITY ERROR</b>	<p>The terminal displays this message during a cardreader test, informing you it detected a parity error in the card data.</p> <p>The cardreader may have had a problem reading the card. Slide the card through the cardreader again. You may try sliding the card faster or slower. If the problem persists, call the VeriFone Customer Service Hot Line.</p>
<b>PASSWORD?</b>	<p>The terminal's memory is password protected. You must enter the password before it will allow you enter the store mode. Enter the password.</p>
<b>PICK UP HANDSET</b>	<p>The terminal is informing you it has made the requested telephone connection. Pick up the handset.</p>
<b>PLEASE TRY AGAIN</b>	<p>The terminal could not read the card the first time it was swiped through the cardreader.</p> <p>The cardreader may have had a problem reading the card. Slide the card through the cardreader again. You may try sliding the card faster or slower. If the problem persists, call the VeriFone Customer Service Hot Line.</p>
<b>POST DIAL</b>	<p>The user has selected the option of having the terminal post dial.</p>
<b>PRIVATE CARD</b>	<p>This indicates a private credit card authorization transaction. With the standard application, this prompt appears when you press the host private card transaction keys 2, 5, or 8.</p>
<b>PROGRAMMING ERR X</b>	<p>The terminal has detected bad data in the terminal's memory and will remain frozen until either memory is re-initialized or a programming error override is performed.</p>
<b>READY</b>	<p>The terminal is informing you it is ready to perform a transaction. Press a key to initiate the next desired transaction.</p>
<b>RECALL WHAT?</b>	<p>The terminal needs to know which memory location it should recall. Enter the three digit memory location number.</p>
<b>RECEIVING</b>	<p>The terminal is receiving information from the host computer. Wait for the next prompt.</p>
<b>REDIALING</b>	<p>The terminal is redialing the telephone number because it did not get an answer the first time. Wait for the next prompt.</p>
<b>RESERVED</b>	<p>The user has recalled a reserved memory location. Press [CLEAR].</p>

## Appendix C. Prompts and Error Messages

---

<b>SERIAL # NOT FND</b>	The download computer has no record of you terminal's serial number. Use the RECALL function to verify that this number in location 001 matches the number on your terminal. After that, if you still receive this message, contact the person responsible for maintaining the download computer and the ZON-TALK software.
<b>STORE WHAT?</b>	The terminal needs to know which memory location you wish to store data in. Enter a three digit memory location number.
<b>SUCCESSFUL</b>	The terminal has received a complete download. Press [CLEAR] to return to the idle prompt.
<b>SWIPE CARD NOW</b>	The terminal is waiting for you to slide the card through the cardreader. Slide the card through the cardreader.
<b>TCK ID # OR CARD</b>	The terminal needs the ticket or card account number. Manually enter the ticket number at the terminal's keypad, or slide the card through the cardreader.
<b>TRANSMITTING</b>	The terminal is transmitting information to the host computer. Wait for the next prompt.
<b>TRANZ 330 (version number)</b>	This is the sign-on message. The alphanumeric code to the right of "TRANZ 330" is the firmware revision number. (model 212 "TRANZ 330 3E2CU2.10"; model 103 "TRANZ 330 3E2AU2.10") Wait for the terminal to display the idle prompt.
<b>UNIT RECEIVE</b>	The unit is ready to receive new memory contents from a master terminal.
<b>UNIT RECEIVING</b>	The unit is in process of receiving new memory contents.
<b>UNIT SEND</b>	The unit is ready to send all its memory contents to the slave terminal.
<b>UNIT SENDING</b>	The unit is in process of sending its memory contents.
<b>UNREADABLE CARD</b>	The cardreader cannot read the card's magnetic stripe because the card is damaged. Press [CLEAR] to return to the idle prompt. Sometimes, an unreadable card can be read by sliding it from the bottom to the top, rather than from the top to the bottom. If it is still unreadable, use the keypad to enter the account number manually .

### **UNSUCCESSFUL DL**

The attempted download was not successful.

Retry the download. If the download is still unsuccessful, call the operator at the download center.

### **WAITING FOR ANSWER**

The terminal has dialed a number and is waiting for the line to be answered.

Wait for the next prompt.

### **WAITING FOR LINE**

The terminal cannot dial because the telephone line is in use or is not connected to the terminal.

Ensure the telephone line is properly connected to the terminal. Check to see if the attached telephone is off-hook or in use.