TD Luxe 6200m FAQs

How do I perform a void?

You perform a void to retrieve and cancel any transaction that has not yet been submitted (still in an open batch). If you have performed a day close since the transaction was completed, you must perform a refund (below).

1. Select **Debit/Credit** and then select **Void**.
2. Enter the **trace number*** (see receipt to the right) for the transaction to be voided and follow the onscreen instructions.

   *If you do not have the trace number, you can search for the transaction using the Transaction Recall function. Please refer to your device Quick Start Guide for more information.

How do I perform a refund?

You perform a refund to fully or partially refund any sale transaction that is in a settled batch. If the transaction has not yet been submitted by a day close, you must perform a void (see above) for the full amount of the transaction.

Debit refunds are disabled by default. If you wish to activate debit refunds on your terminal, please call the TD Merchant Solutions Help Desk at **1-800-363-1163**.

1. Select **Debit/Credit** and then select **Refund**.
2. Enter the amount to be refunded and follow the onscreen instructions.

How do I perform a Host 1 or Host 2 download?

You perform a Host 1 or Host 2 download to update your terminal for settings that have been changed by the TD Merchant Solutions Help Desk.

A **Host 1 Download** updates anything dealing with financial information such as card types, transaction types, and Interac keys.

A **Host 2 Download** updates anything dealing with non-financial information such as terminal settings.

1. Select **Downloads**.
2. Enter the **supervisor ID** and **password**.
3. Select **Host 1 Parameters** or **Host 2 Parameters**.
4. Follow the onscreen instructions.

Receipt:

```
                Merchant Name
             Address, Postal Code
                City, Province
                  ########
                LUXTD#######

****           PURCHASE           ****

06-18-2021                    16:19:59
Acct #    ************5097            C
Card Type  VI
A000000000003101001      VISA CREDIT
Trace # 010103
Inv. # 5
Auth # 75612             RRN 001003001
TVR8000000000               TSI 7800
TC 0E19785C8DAA97AC

Purchase                   $40.00 CAD
Tip                        $10.00 CAD
Total                    $50.00 CAD

       (001) APPROVED THANK YOU
            (PIN VERIFIED)

        Retain this copy for your
                 records
             Merchant Copy
```