

Mobilescape Training Outline

1. How to turn on and off the Mobilescape
2. Overview of icons on main screen
3. Tools Icon
 - a. Calculator
 - b. Printer (# of receipts to print, print last receipt, print summary, paper feed)
4. Pending Icon
 - a. How to view pending transactions
 - b. How to move transactions out of pending
5. Maintenance Screen
 - a. How to access and exit the maintenance screen
 - b. How to change the contrast and calibrate the terminal
 - c. How to Reset Config the terminal
6. How to reset the Mobilescape if it locks up (do not reset in a non-coverage area)
7. How to process a credit card (Mobilescape 3000/5000)
 - a. Credit Card Icons (Sale/Return/Void/Pre-Authorize/Force)
 - b. How to swipe a credit card
 - c. How to run a manual credit card transaction
 - d. How to run a transaction in pending mode (potential risk to merchant)
8. How to process a check (Mobilescape 5000)
 - a. Check Icons (Conversion/Verification)
 - b. How to swipe a check (www.mobilescape.com/support/training/index.htm)
 - c. How to run manual check transaction
9. Drivers License
 - a. How to swipe a drivers license
 - b. How to manually enter a drivers license
10. How to change the paper and reattach printer door
11. Review of auto batch process
12. How to make firmware upgrades when prompted
13. LCD care and maintenance
14. Mobilescape Manager Overview