

The 2nd page of menu options are only available with a CR1000.

\*To access the 2nd page of menu options, press the **MORE** button that corresponds with the black arrow pointing down. ↓

### CONFIGURING CR1000

USER ACTION	TERMINAL RESPONSE
Press CONFIGURE CR1000 <b>F1</b>	Please Enter Password
Type <b>password</b> , then <b>Enter</b>	Configuring CR1000 Please be Patient... Config complete.

### UPLOADING IMAGES

USER ACTION	TERMINAL RESPONSE
Press UPLOAD IMAGES <b>F2</b>	Please Enter Password
Type <b>password</b> , then <b>Enter</b>	UPLOADING IMAGES PLEASE BE PATIENT IMAGE SENT X OF X UPLOAD COMPLETE

\*To access the 1st page of menu options, press the **RESERVED** button that corresponds with the black arrow pointing up. ↑

### STATE CODE TABLE

01-Alabama	30-Montana
02-Alaska	31-Nebraska
04-Arizona	32-Nevada
05-Arkansas	33-N. Hampshire
06-California	34-New Jersey
08-Colorado	35-New Mexico
09-Connecticut	36-New York
10-Delaware	37-N. Carolina
11-D.C.	38-N. Dakota
12-Florida	39-Ohio
13-Georgia	40-Oklahoma
15-Hawaii	41-Oregon
16-Idaho	42-Pennsylvania
17-Illinois	14-Puerto Rico
18-Indiana	44-Rhode Island
19-Iowa	45-S. Carolina
20-Kansas	46-S. Dakota
21-Kentucky	47-Tennessee
22-Louisiana	48-Texas
23-Maine	49-Utah
24-Maryland	50-Vermont
25-Massachusetts	51-Virginia
26-Michigan	53-Washington
27-Minnesota	54-West Virginia
28-Mississippi	55-Wisconsin
29-Missouri	56-Wyoming

Merchant Name

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Merchant ID#

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Sales Representative

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Sales Representative's Phone #

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Credit Card Processor

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Credit Card Processor's Phone #

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## QUICK REFERENCE GUIDE for the OMNI 3300, 3350, 3740, & 3750



222 W. Las Colinas Blvd. Suite 111  
Irving, TX 75039  
Tel: 877.888.CHEX Fax: 972.409.9162  
www.e-chex.net

Press the "\*" key to access the CHECK or CREDIT CARD program. Then the E-Chex program must be accessed by pressing the CHECK button (F4) before continuing with the following instructions.

## CHECK CONVERSION

USER ACTION	TERMINAL RESPONSE
Press CONVERSION <b>F1</b>	Please Scan Check F4 FOR MANUAL
Scan check through the reader	Enter Check Number:
Type in <b>check #</b> , press <b>Enter</b>	Enter Amount:
Type in <b>amount</b> , press <b>Enter</b>	Please Swipe DL F4 FOR MANUAL
Press <b>F4</b> and enter <b>DL #</b> , then press <b>Enter</b> OR just Swipe DL	Enter DL State:

\*\*You can not swipe the Driver's License in some states\*\*

Enter the <b>State Code</b> , press <b>Enter</b>	Waiting for line... Dialing primary... Transmitting Data... AUTH NUM 123-456 Receipt will print
Press <b>any</b> key	Customer Receipt will print Saving Image

\*If you get a **Manager Needed** response, refer to the section that explains these responses. If you wish to override the transaction, follow the instructions under **Overriding a Check Conversion**.\*

## OVERRIDING A CHECK CONVERSION

USER ACTION	TERMINAL RESPONSE
Transaction entered... <b>MANAGER NEEDED...</b>	OVER RIDE?  YES → F3 NO → F4
Press <b>F3</b>	Please Enter Password
Type <b>password</b> , then <b>Enter</b>	Waiting for line... Dialing primary... Transmitting Data... AUTH NUM 123-456 Receipt will print
Press <b>any</b> key	Customer Receipt will print Saving Image

## BATCHING OUT

USER ACTION	TERMINAL RESPONSE
Press BATCH OUT <b>F4</b>	CONTINUE?  YES → F3 NO → F4
Press <b>F3</b>	Please Enter Password
Type <b>password</b> , then <b>Enter</b>	Waiting for line... Dialing primary... Transmitting Data... ACCEPTED Batch Report will print out UPLOADING IMAGES PLEASE BE PATIENT IMAGESENT X OF X UPLOAD COMPLETE

## CHECK VERIFICATION

USER ACTION	TERMINAL RESPONSE
Press VERIFICATION <b>F2</b>	Please Scan Check F4 FOR MANUAL
Scan check through the reader	Enter Check Number:
Type in <b>check #</b> , press <b>Enter</b>	Enter Amount:
Type in <b>amount</b> , press <b>Enter</b>	Please Swipe DL F4 FOR MANUAL
Press <b>F4</b> and enter <b>DL #</b> , then press <b>Enter</b> OR just Swipe DL	Enter DL State:

Enter the <b>State Code</b> , press <b>Enter</b>	Waiting for line... Dialing primary... Transmitting Data... AUTH NUM 123-456 Receipt will print (Merchant Copy)
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## VOIDING A TRANSACTION

USER ACTION	TERMINAL RESPONSE
Press VOID <b>F3</b>	Please Enter Password
Type <b>password</b> , then <b>Enter</b>	Please Scan Check F4 FOR MANUAL
Scan check through the reader	Enter Check Number:
Type in <b>check #</b> , press <b>Enter</b>	Enter Amount:
Type in <b>amount</b> , press <b>Enter</b>	Waiting for line... Dialing primary... Transmitting Data... VOID ACCEPTED Receipt will print out
Press <b>any</b> key	Customer Receipt will print

\*Voids are not accepted if information does not match a transaction entered. It will say: No TXN to Void.\*

## SET DATE & TIME

USER ACTION	TERMINAL RESPONSE
Press <b>F2 &amp; F4</b> (same time)	SYSTEM MODE ENTRY PASSWORD
Type <b>password</b> , then <b>Enter</b>	CONTRAST F2 CLOCK F3 RESTART F4
Press <b>F3</b>	YEAR: _ _ _ _ MONTH: _ _ DAY: _ _
Type in <b>date</b> , then <b>Enter</b>	HOUR: _ _ MINUTE: _ _
Type in <b>military time</b> , then <b>Enter</b>	CONTRAST F2 CLOCK F3 RESTART F4
Press <b>F4</b>	Restarts and activates changes

## RE-PRINTING TRANSACTION RECEIPTS

USER ACTION	TERMINAL RESPONSE
Press <b>any</b> key	The Customer Copy Receipt for the last transaction will print

## TERMINAL RESPONSES

**DECLINED / ID IS FLAGGED** - Do not accept check. The ID is associated with a checking account that has a problem. Refer check writer to the phone number at the bottom of the receipt.

**ERROR IN MICR** - Check reader can't read check. Ask for another form of payment or keep check for deposit.

**ERROR IN ID** - There was a format error in the ID. Re-enter the DL number.

**NO ACH** - The bank is not signed up for ACH (usually small banks or credit unions), or the check writer has a block against ACH debits. The terminal will also give this response if the check reader did not pick up the full ABA number or the transaction was manually entered.

**BANK STOP** - The bank has stopped or closed the account.

**STLN/FRGD** - Someone has reported that checks drawn on this account have been stolen or forged.

## MANAGER NEEDED RESPONSES

\*You have the option to override any of these responses and process the check, however it will not be guaranteed. (Re-presented check is the only exception)\*

**RE-PRESENTED CHECK** - The check number has been processed once already. It can be overridden if it was not a successful transaction the first time.

**CHECK TOO LARGE** - The face amount of the check exceeds the merchant's guaranteed limit.

**YOUNG ACCOUNT** - Unrecognized check writer.

**WIN/LOC DAY/LOC** - Exceeds guarantee limit

## ERROR MESSAGES

Error Code	Definition	Error Code	Definition
100	No image files	400	Modem error
105	Image transfer failed	401	No phone # to dial
300	Download error	402	No line
350	FTP login failed	403	No answer
352	No Internet link	404	No dial tone
361	Connection refused	405	No carrier