



TRINITY PAYATABLE



Version	Revision	Modified By	Date
1.0	Document Creation	Marivette Toro	June 10, 2024
1.1	Check Details and Network Info	Marivette Toro	October 4, 2024

Table of Contents

Introduction.....	4
Terminal Features	4
Paper Roll	6
Internet Connection	7
Sale.....	9
Pay in Full.....	9
Point of Sale (POS)	9
Verifone Trinity Terminal.....	11
Split Payment.....	13
Manual Sale Transaction	15
Refund	17
Point of Sale (POS)	17
Verifone Trinity Terminal.....	19
Point of Sale (POS)	21
Functions	22
Void	22
Point of Sale (POS)	22
Verifone Trinity Terminal.....	24
Reprint Receipt	25
Reports	26
Settlement	27
Settings	28
Preferences.....	28
Merchant Receipt	28
Check Details	29
Troubleshooting	30
Communication Test.....	30
Network Info.....	31
Update Aloha Connection	33
About.....	34
PayAtTable Troubleshooting.....	35

Introduction

This manual is designed to provide you with detailed instructions for using the *Verifone Trinity* payment terminal and the *PayAtTable* application. This guide simplifies the payment process in your restaurant, offering speed, security, and efficiency for every transaction.

In the following sections, you will find step-by-step instructions on how to set up and operate the payment terminal, as well as useful tips to solve common problems.

Terminal Features



Features of the Verifone T650P terminal

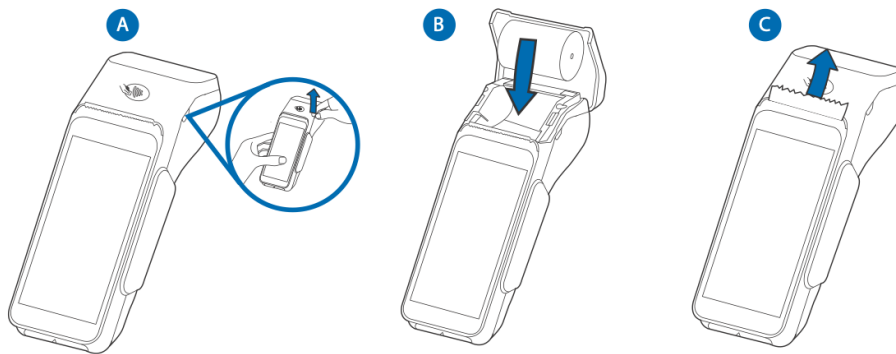


Features of the Verifone T650M terminal

Paper Roll

Some of the features of your Point of Sale (POS) terminal depend on the availability of paper for printing receipts. When the terminal runs out of paper, it will not process any more transactions until the paper roll is replaced. We recommend monitoring the paper supply regularly and maintaining a sufficient inventory of paper rolls for receipts to avoid disruptions to your business operations. To order new paper rolls, please call us at 787-751-1401.

Follow these steps to replace the paper roll in your POS system:



Verifone T650P Paper Roll Replacement

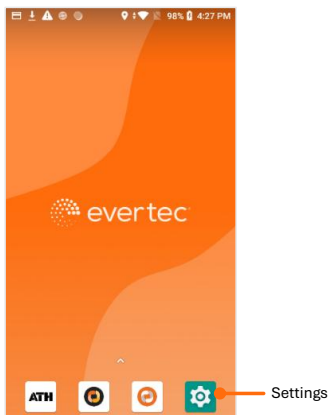
- A. Hold both sides of the paper roll cover located on the top of the device. Pull the cover outward to open it.
- B. Hold the roll so that the paper feeds into the device from the top of the roll. Align the edges of the paper with the paper guide tabs and lift the edge of the paper back as you close the cover.
- C. With the printer paper extending outward, close the printer cover by flipping it back to front until the cover clicks shut, allowing the paper to slide out of the printer cover.

Internet Connection

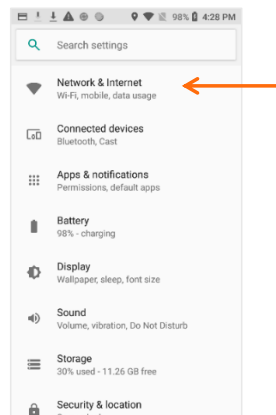
This POS terminal relies on Internet connectivity, either through a mobile carrier or a Wi-Fi network, to process transactions and sync data in real time. If there is no active Internet connection, the functionality of the terminal will be significantly limited.

To connect your terminal to a Wi-Fi network:

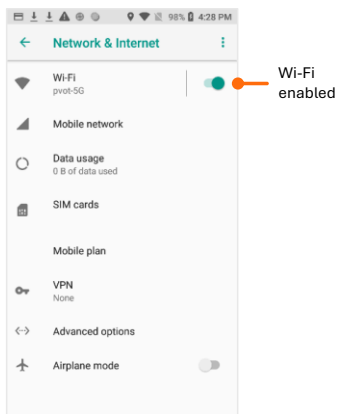
- 1 From the terminal main screen, select *Settings*.



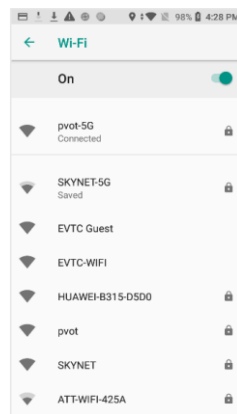
- 2 Select *Network & Internet*.



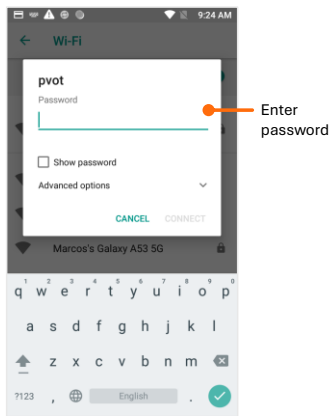
- 3 Make sure *Wi-Fi* is enabled and then, select *Wi-Fi*.



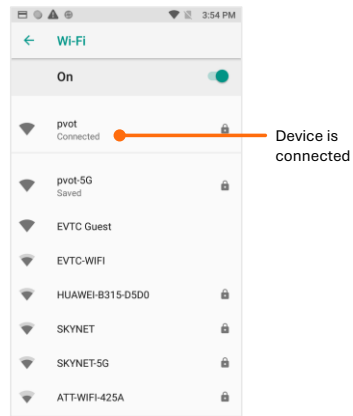
- 4 From the list of available networks, select the appropriate network.



- 5 Enter the network password when prompted and press *Connect*.



- 6 The terminal will indicate that it is connected correctly.



Check regularly to ensure that your terminal remains connected to avoid disruptions to your business operations. If your device is connected to a mobile network, you do not need to take any action or connect it to a Wi-Fi network, but it is still advisable.

Sale

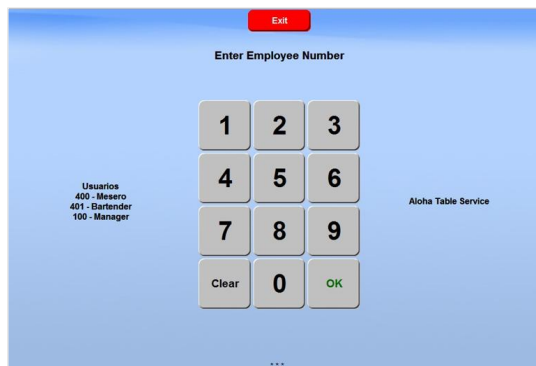
This section provides information on how to process credit cards, debit cards, split payments and manual sales from the Point of Sale and the *Verifone Trinity* terminal.

Pay in Full

Below are the steps to submit a payment in full.

Point of Sale (POS)

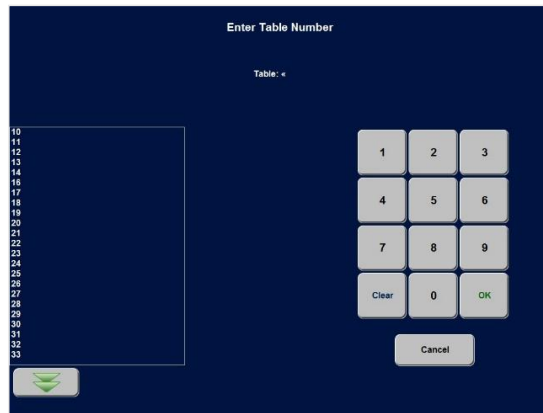
- 1 Enter the employee number on the POS main screen. Then, press **OK** to continue.



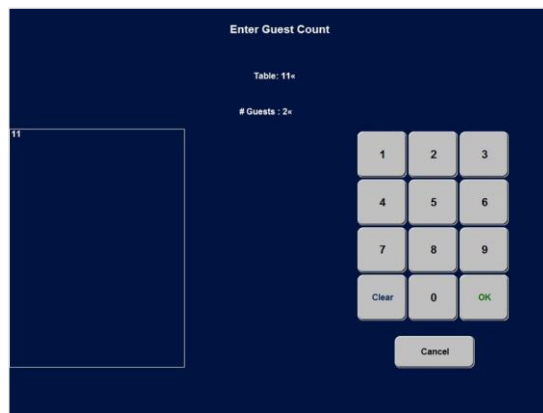
- 2 Press **New** to create a table.



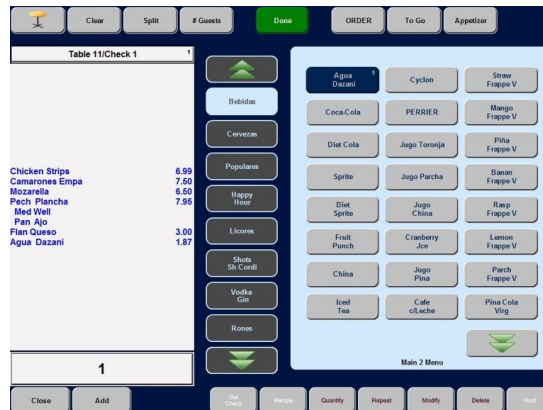
- 3 Enter the table number. Then, press OK.



- 4 Enter the number of guests. Press OK to continue.

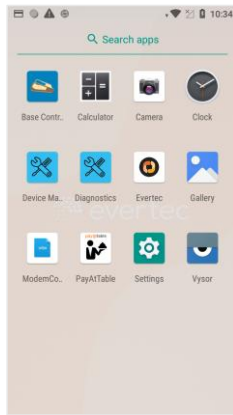


- 5 Select items being ordered. Then, press Done.

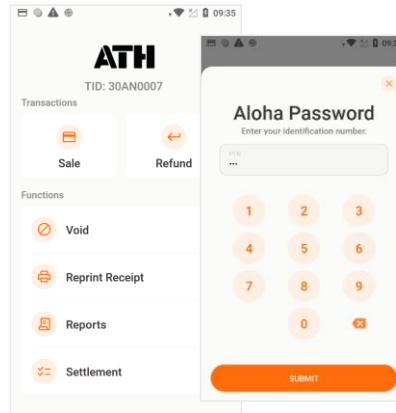


Verifone Trinity Terminal

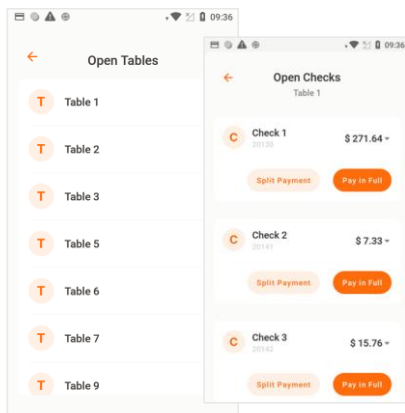
- 1 Select *PayAtTable* from the main menu.



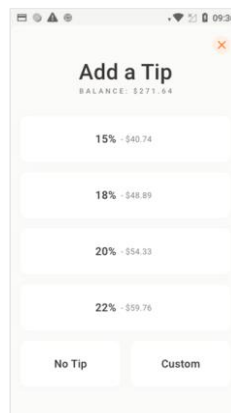
- 2 Press *Sale*. Enter the *Aloha* identification number. Then, press *Submit*.



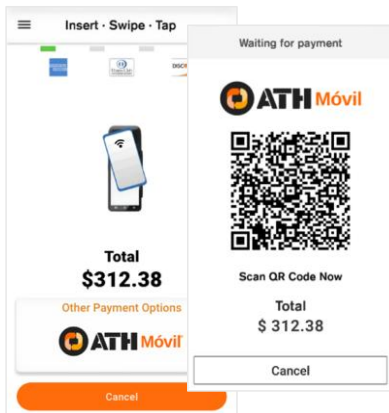
- 3 From the list, select the table and the check that you would like to close. Then, press *Pay in Full*.



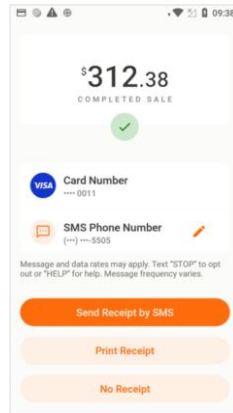
- 4 You may choose from a suggested tip percentage, no tip, or a custom tip amount.



- 5 On the insert/swipe/tap card screen, the customer can pay with a credit or debit card or select the ATH Móvil payment option.



- 6 Once the transaction is completed, the terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Send Receipt by SMS, Print Receipt, or No Receipt.*

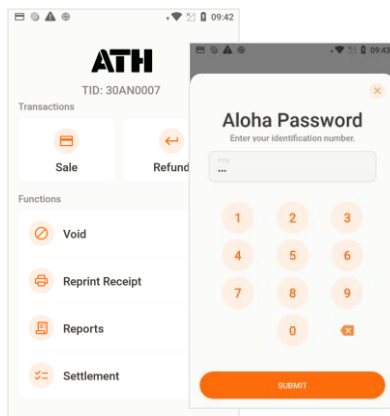


On the POS, enter the employee number on the main screen. Then, press *OK* to continue. Select the table for which payment has been completed. Then, press *Close* to finish closing the table.

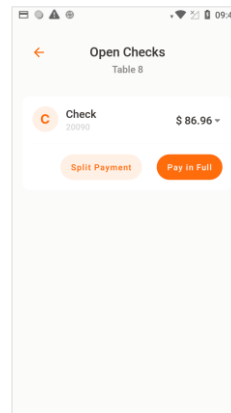
Split Payment

This section will guide you through the steps to perform split payments on the *Verifone Trinity* terminal.

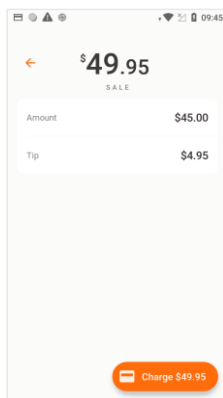
- 1 Press *Sale*. Enter the *Aloha* identification number. Then, press *Submit*.



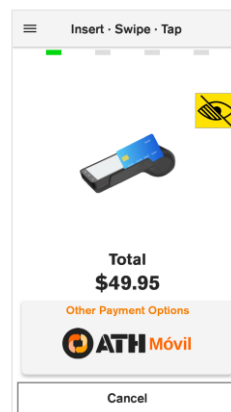
- 2 From the list, select the table and the check that you would like to close. Then, choose *Split Payment*.



- 3 Enter the amount for the partial payment. Press *Tip* to add a tip. You may choose from a suggested percentage, no tip, or a custom tip amount. Then, press *Charge*.

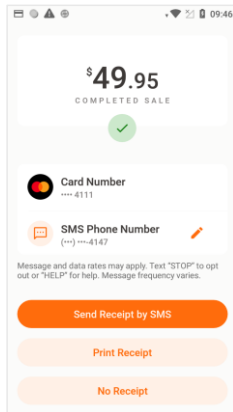


- 4 On the insert/swipe/tap card screen, the customer can pay with a credit or debit card or select the ATH Móvil payment option.

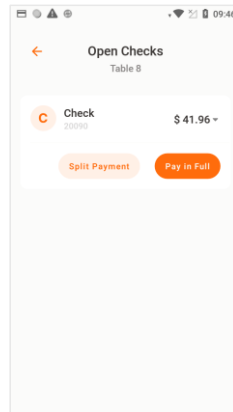


Commented [AS1]: Nota: Posible error del original
Esta oración se repite en esta parte. Aparece al final del paso 2.

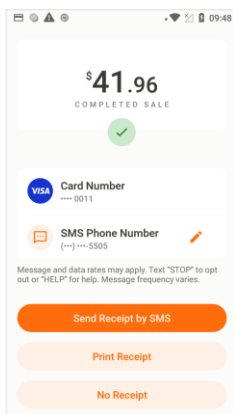
- 5 The terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Send Receipt by SMS*, *Print Receipt*, or *No Receipt*.



- 6 Then, the terminal will display the pending balance. Select *Split Payment* or *Pay in Full* to complete another partial payment or to finalize the transaction.



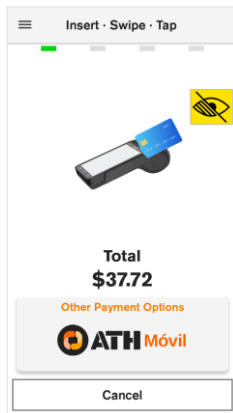
- 7 The terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Send Receipt by SMS*, *Print Receipt*, or *No Receipt*.



Manual Sale Transaction

Below are the steps to perform a manual sale.

- 1 From the Sale/Refund screen, select the hamburger menu (button with three horizontal lines) in the top left corner of the screen.



- 2 Select *Manual Card Entry*.



- 3 Input the card number and press *Enter*.

Enter Card Number		
Total \$37.72		
4761 73..		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Enter	

- 4 Confirm the card number. Then, press *Confirm*.

Confirm Card Number		
Total \$37.72		
4761 73.. 0011		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Confirm	

- 5 Enter the card expiration date and press *Enter*.

Enter Expiration Date		
Total \$37.72		
/		
1	2	3
4	5	6
7	8	9
	0	✕
Cancel	Enter	

- 6 The Terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Send Receipt by SMS*, *Print Receipt*, or *No Receipt*.

Message and data rates may apply. Text "STOP" to opt out or "HELP" for help. Message frequency varies.

Send Receipt by SMS
Print Receipt
No Receipt

Refund

This section will guide you through the steps to issue a credit or debit card refund, as appropriate.

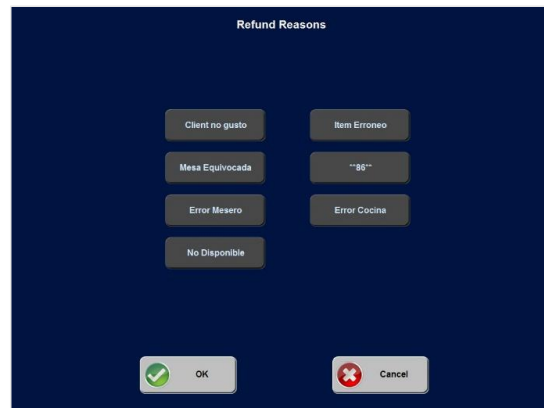
Note: The *Verifone Trinity* terminal will prompt you for a terminal password in order to access these functions.

Point of Sale (POS)

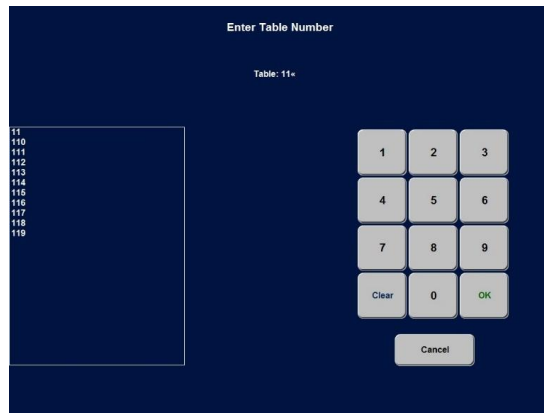
- 1 Press the *Refund* option at the bottom of the screen.



- 2 From the list, select the reason for the refund. Then, press *OK* to continue.



- 3 Enter the table number.
Then, press *OK*.

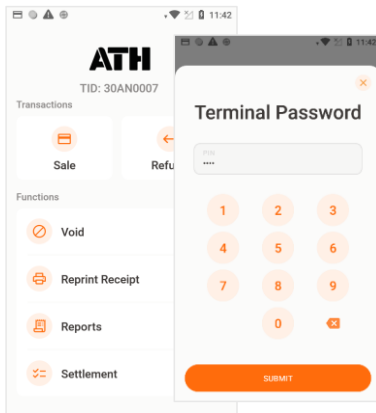


- 4 Select the items from
the initial order that you
want to refund.
Then, press *Done*.

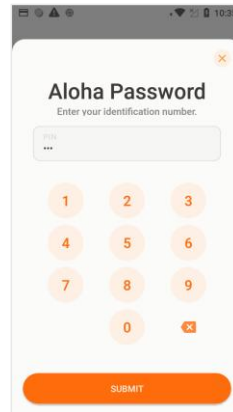


Verifone Trinity Terminal

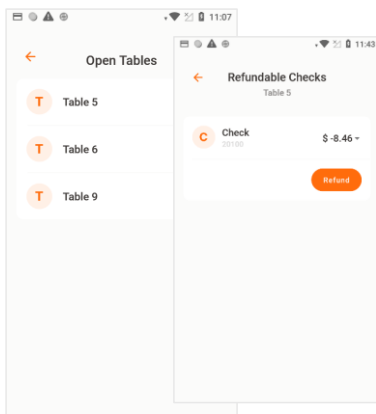
- 1 Select *PayAtTable* from the main menu. Press *Refund*. Then, enter the *Terminal Password*.



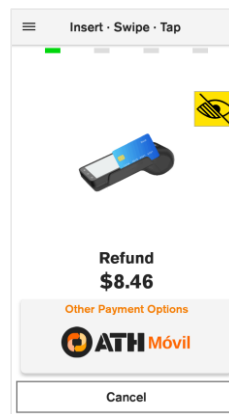
- 2 Enter the *Aloha* identification number. Then, press *Submit*.



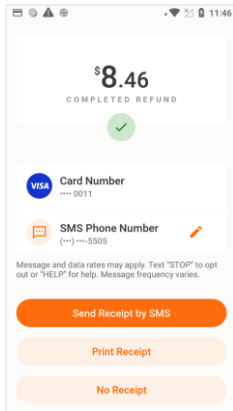
- 3 Select the table that will be issued the refund. Then, press *Refund*.



- 4 On the insert/swipe/tap card screen, the customer can pay with a credit or debit card or select the ATH Móvil payment option.

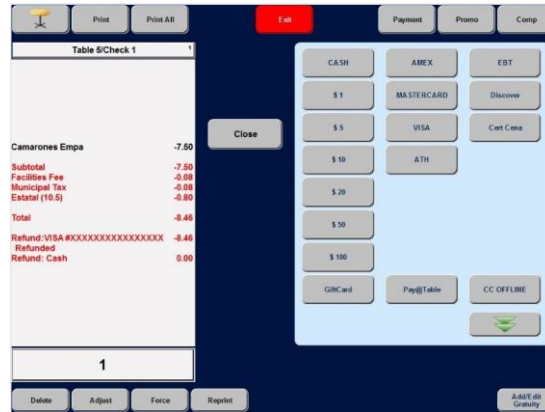


- 5 The Terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Send Receipt by SMS*, *Print Receipt*, or *No Receipt*.



Point of Sale (POS)

- 1 The POS screen will show the outcome of the refunded transaction.



Functions

This section covers the following system functions: Void, Reprint Receipt, Reports, and Settlement.

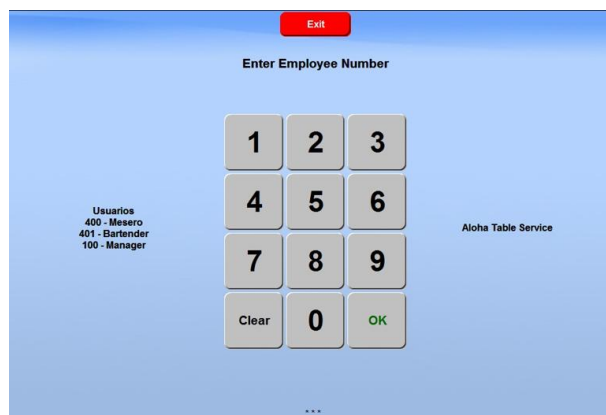
Note: The *Verifone Trinity* terminal will prompt you for a terminal password in order to access these functions.

Void

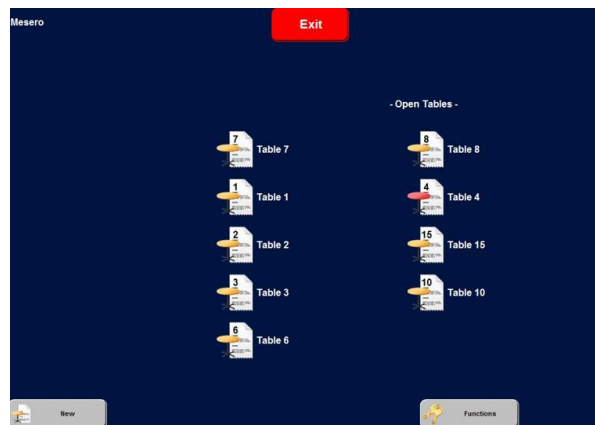
Below are the steps to void a credit card transaction.

Point of Sale (POS)

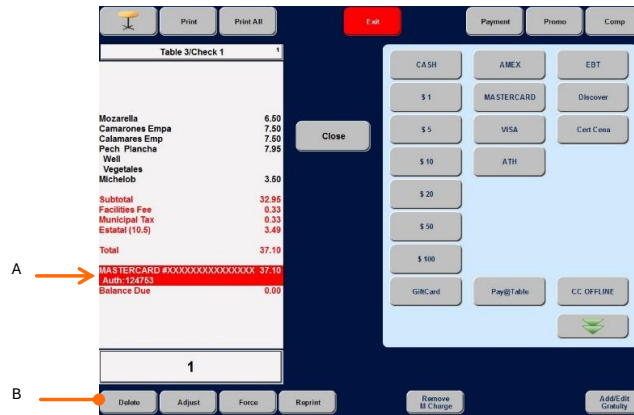
- 1 Enter the employee number on the main screen. Then, press *OK* to continue.



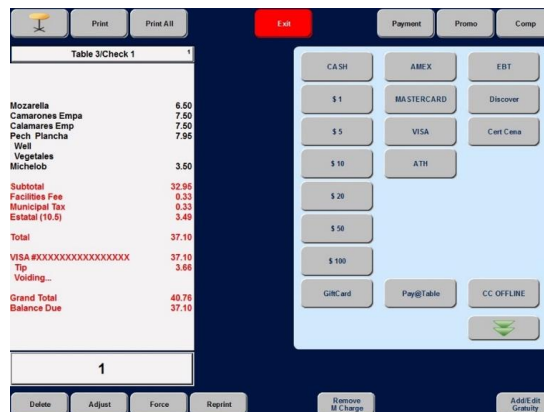
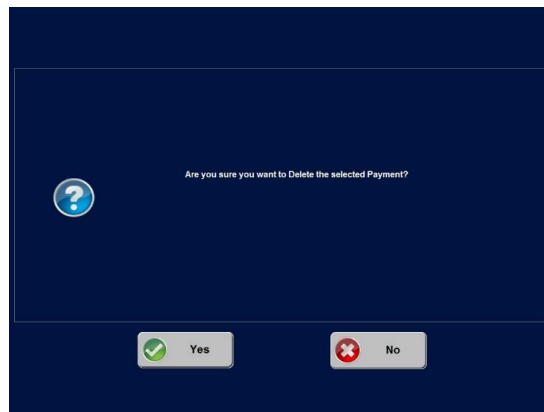
- 2 Select the table from the main screen. Then, press *Close*.



- 3 Press the payment or transaction authorization. Then, press *Delete*.

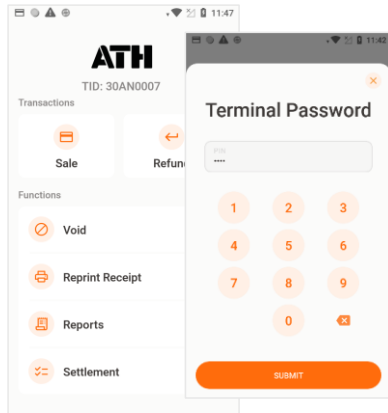


- 4 Select Yes to delete the payment. The screen will display the voided transaction (*Voiding*). Then, press *Exit* to return to the main screen.

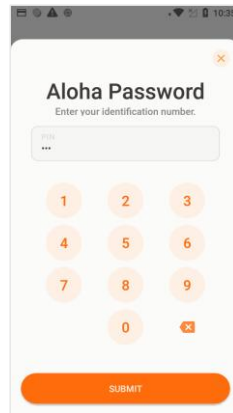


Verifone Trinity Terminal

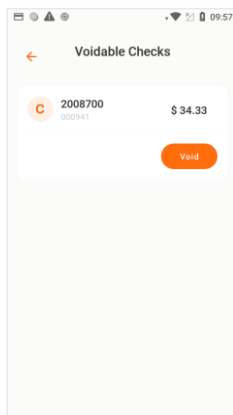
- 1 Select *Void*. Enter the *Terminal Password*. Then, press *Submit*.



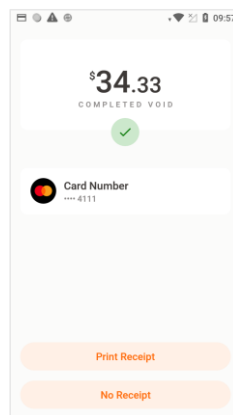
- 2 Enter the *Aloha* identification number. Then, press *Submit*.



- 3 Press *Void* to cancel the transaction displayed on screen.



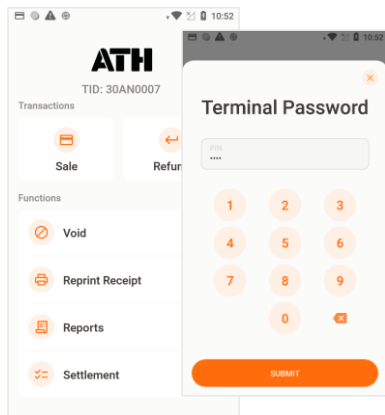
- 4 The Terminal will display the outcome (Approved, Denied, etc.) Select the customer receipt delivery method: *Print Receipt* or *No Receipt*.



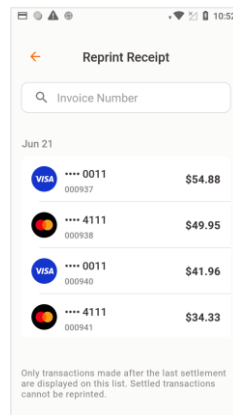
Reprint Receipt

Below are the steps to reprint merchant or customer receipts.

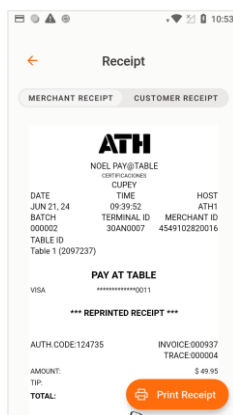
- 1 Select *PayAtTable* from the main menu. Then, *Reprint Receipt*. Enter the *Terminal Password*.



- 2 Enter the *Invoice Number* or select a transaction from the list.



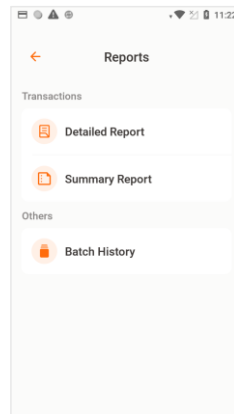
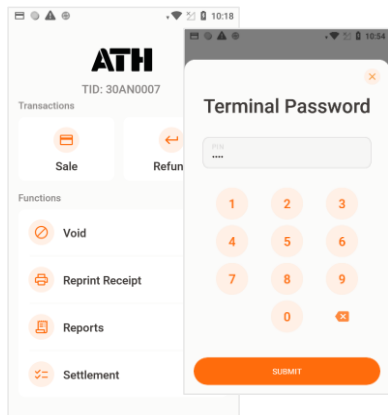
- 3 Select the type of receipt to print. Then, press *Print Receipt*. The terminal will automatically print the selected receipt.



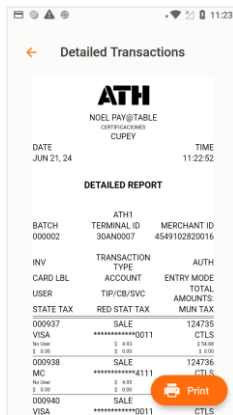
Reports

Below are the steps to view and print reports. You can select reports by transaction detail, summary, and more.

- 1 Select *PayAtTable* from the main menu. Then, *Reports*. Enter the *Terminal Password*.
- 2 Select the type of report to view.



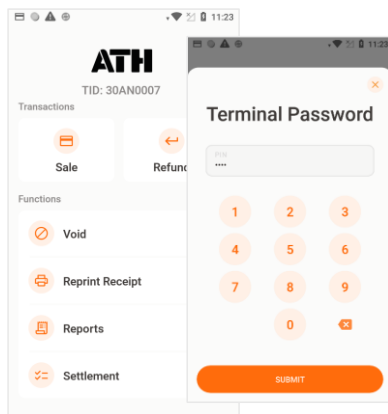
- 3 The terminal will display the selected report. Press *Print* to print the report.



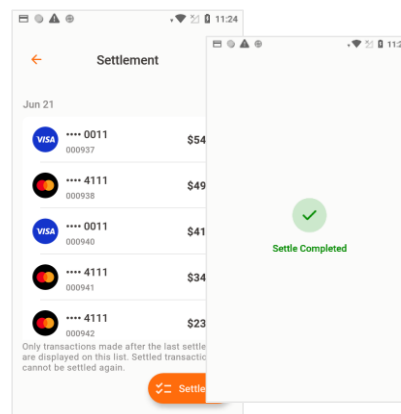
Settlement

Below are the steps to manually settle sales transactions.

- 1 Select *PayAtTable* from the main menu. Then, press *Settlement*. Enter the *Terminal Password*.



- 2 The screen displays a transaction list. Press *Settle All* to complete the settlement. The terminal will display the confirmation when the settlement is successfully completed.



Settings

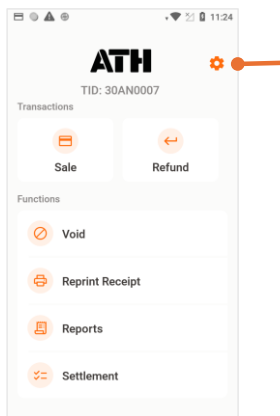
This section covers the settings to configure the *PayAtTable* application.

Preferences

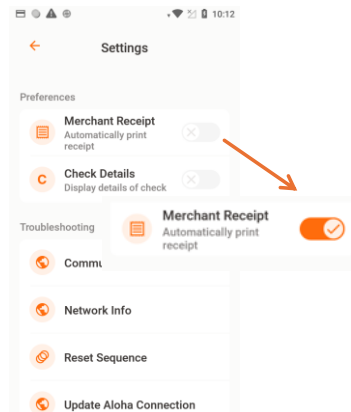
Merchant Receipt

This option allows you to enable and disable automatically printing the merchant receipt.

- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.



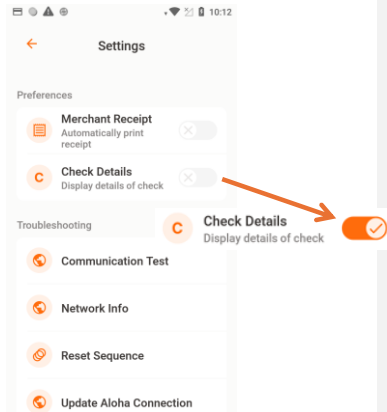
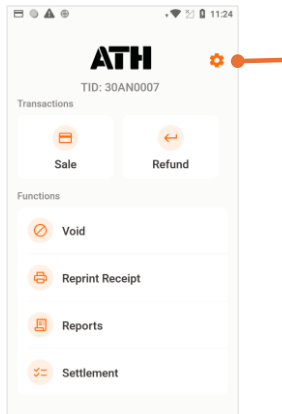
- 2 Use the toggle button on the right of the Merchant Receipts option to enable automatic receipt printing.



Check Details

This option allows you to enable or disable displaying check details on the sales screen.

- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.
- 2 Use the toggle button on the right to enable the Check Details option.

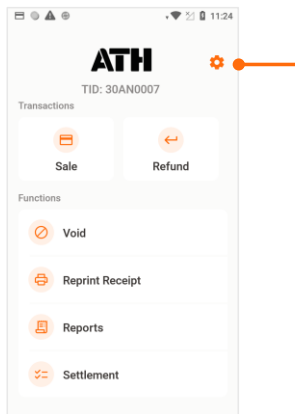


Troubleshooting

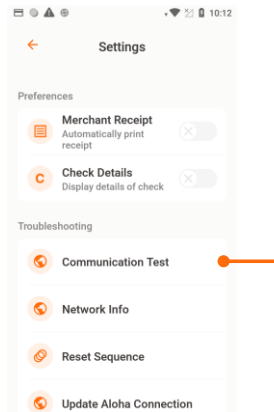
Communication Test

Follow the steps below to perform a communication test to verify that the POS terminal is connected to the Internet.

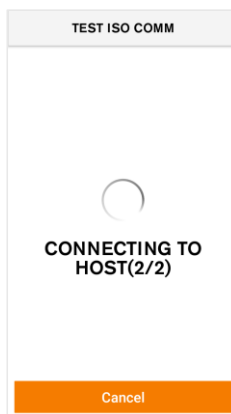
- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.



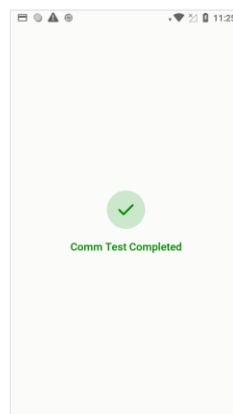
- 2 Select *Communication Test*.



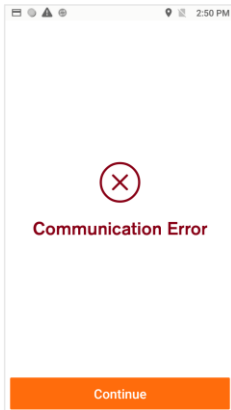
- 3 The terminal will then initiate the communication test.



- 4 The terminal will display the test outcome (*Comm Test Completed*) and print out a test receipt.



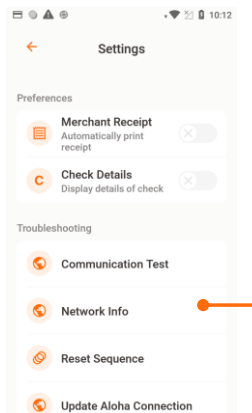
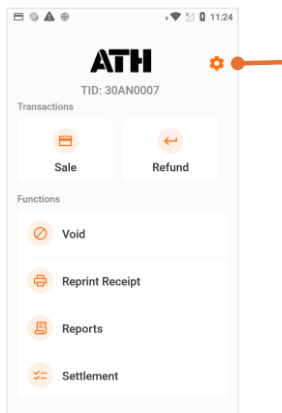
- 5 If the outcome shows *Communication Error*, check the Wi-Fi connection and run the test again.



Network Info

This section describes how to access the network information.

- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.
- 2 Select *Network Info* to view the of the communication network specifications.

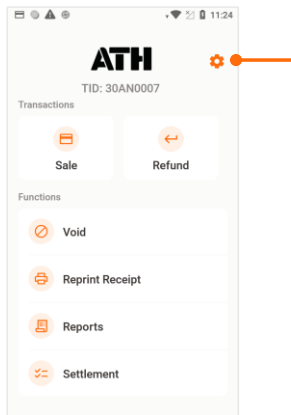


- 3 The terminal will display the network information.

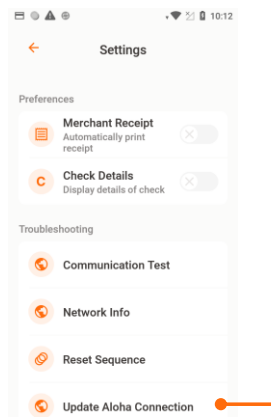


Update Aloha Connection

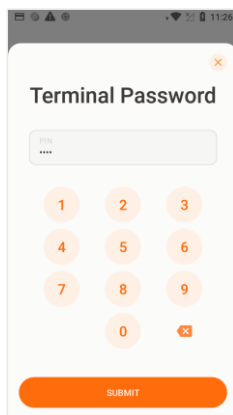
- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.



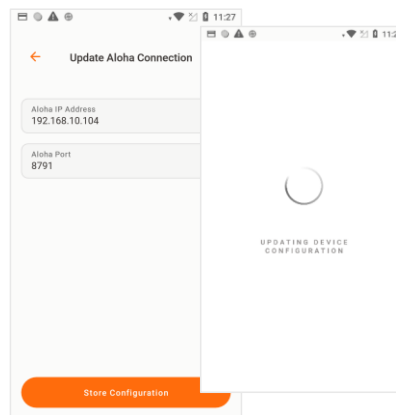
- 2 Select *Update Aloha Connection*.



- 3 Enter the *Terminal Password*. Then, press *Submit*.

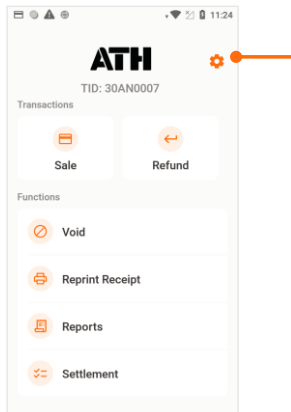


- 4 Enter the *Aloha IP address* and port. Then, select *Store Configuration*. The terminal will update the device configuration.

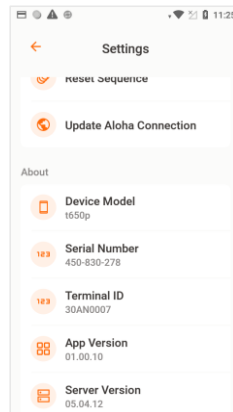


About

- 1 Select *PayAtTable* from the main menu. Then, press the gear icon.



- 2 The terminal will display the device application information.



PayAtTable Troubleshooting

1. Verifone Trinity terminal communication problems.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal cannot establish a connection with the Point of Sale or the payment host.
Cause	This may occur due to Wi-Fi network issues or if connection to the payment host is unavailable.
Solution	To check the <i>Wi-Fi</i> connection, go to the <i>Internet Connection</i> section of this guide.

2. Table for Refund message.

DESCRIPTION	DETAIL
Issue	When attempting to perform a <i>Refund</i> transaction, the <i>Verifone Trinity</i> terminal displays the message <i>Table for Refund</i> .
Cause	This may occur when the <i>Sale</i> option is mistakenly selected from the <i>Verifone Trinity</i> terminal main screen.
Solution	Process the refund transaction by selecting the <i>Refund</i> option from the <i>Verifone Trinity</i> terminal screen.

3. Table for Sale message.

DESCRIPTION	DETAIL
Issue	When attempting to perform a sale transaction, the <i>Verifone Trinity</i> terminal displays the message <i>Table for Sale</i> .
Cause	This may occur when the <i>Refund</i> option is mistakenly selected from the <i>Verifone Trinity</i> terminal main screen.
Solution	Process the sale transaction by selecting the <i>Sale</i> option from the <i>Verifone Trinity</i> terminal screen.

4. The POS screen displays the message *You are Currently Locked on Terminal APSInter1*.

DESCRIPTION	DETAIL
Issue	When the cashier tries to access the POS, it displays the message <i>You are Currently Locked on Terminal APSInter1</i> .
Cause	The POS screen displays this message when the same user is simultaneously logged into the <i>Verifone Trinity</i> system and a remote terminal.
Solution	Ensure that the user is logged out from the <i>Verifone Trinity</i> terminal.

5. The *Verifone Trinity* terminal displays the message *The employee is locked*.

DESCRIPTION	DETAIL
Issue	When the cashier tries to access the <i>Verifone Trinity</i> terminal, it displays the message <i>The employee is locked on another terminal</i> .
Cause	The <i>Verifone Trinity</i> screen displays this message when the same user is simultaneously logged into the system from any of the Point of Sale terminals.
Solution	Ensure that the user is logged out from the <i>Verifone Trinity</i> terminal.

6. The *Verifone Trinity* terminal displays the message *No Voidable Checks* when performing a *Void*.

DESCRIPTION	DETAIL
Issue	When attempting to perform a <i>Void</i> transaction from the <i>Verifone Trinity</i> terminal, the screen displays the message <i>No Voidable Checks</i> .
Cause	The POS will display this error if there are no existing transactions to <i>Void</i> .
Solution	Once a transaction is selected for voiding at the POS, the user must complete the void transaction at the <i>Verifone Trinity</i> terminal before the transaction timeout occurs. If this error message appears, the user must to log into the POS again to delete the transaction and complete the <i>Void</i> process.

7. The *Verifone Trinity* terminal displays the message *No Tables Available*.

DESCRIPTION	DETAIL
Issue	The message <i>No Tables Available</i> is displayed when a server accesses the terminal using their credentials to check for open tables.
Cause	The <i>Verifone Trinity</i> terminal screen displays this message when a server has no open tables at the POS.
Solution	Open a table at the POS using the cashier's credentials. Then, verify that the <i>Verifone Trinity</i> terminal displays the information for the newly opened table.

8. The *Verifone Trinity* terminal displays the message *Could Not Find the Employee with the supplied ID*.

DESCRIPTION	DETAIL
Issue	When a server accesses the terminal with their credentials to check for open tables, the message <i>Could Not Find the Employee with the supplied ID</i> is displayed.
Cause	The <i>Verifone Trinity</i> terminal displays this message when the server information entered is incorrect or does not match an existing server in the list.
Solution	Enter the correct information for the intended server.

9. The *Verifone Trinity* terminal displays the message *Login Failed*.

DESCRIPTION	DETAIL
Issue	When a server accesses the terminal with their credentials to check for open tables, the message <i>Login Failed</i> is displayed.
Cause	The <i>Verifone Trinity</i> terminal screen displays this message when a server has not yet opened a shift in the POS.
Solution	Log into the POS and open a shift to start the day.

10. No *Wi-Fi* signal on the *Verifone Trinity* terminal.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal shows that there is no <i>Wi-Fi</i> signal available.
Cause	There may be a problem with the <i>Wi-Fi</i> connection, or the terminal may be displaying the signal status incorrectly.
Solution	To check the <i>Wi-Fi</i> connection, go to the <i>Internet Connection</i> section of this guide.

11. The *Verifone Trinity* terminal displays the message *Check Aloha Terminal, Was Payment Applied?* when attempting to complete a sale transaction.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal displays the message <i>Check Aloha Terminal, Was Payment Applied?</i> when a sale transaction is in the process of being completed.
Cause	The <i>Verifone Trinity</i> terminal may lose connection to the POS while completing a transaction.
Solution	Follow the steps shown on the <i>Verifone Trinity</i> terminal. Verify that the transaction was registered at the POS terminal and that the <i>Verifone Trinity</i> terminal is showing the status of the transaction. Press <i>Yes</i> on the <i>Verifone Trinity</i> terminal if the transaction was completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password for confirmation and will print a copy of the receipt to complete the transaction. Press <i>No</i> on the <i>Verifone Trinity</i> terminal if the transaction was not completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password to confirm and update the database.

12. The *Verifone Trinity* terminal displays the message *Check Aloha Terminal, Was Refund Applied?* when attempting to complete a refund transaction.

DESCRIPTION	DETAIL
Issue	When a refund transaction is in the process of being completed, the <i>Verifone Trinity</i> terminal displays the message <i>Check Aloha Terminal, Was Refund Applied?</i>
Cause	The <i>Verifone Trinity</i> terminal may lose connection to the POS while completing a transaction.
Solution	Follow the steps shown on the <i>Verifone Trinity</i> terminal. Verify that the transaction was registered by the POS terminal and that the <i>Verifone Trinity</i> terminal is showing the status of the transaction. Press <i>Yes</i> on the <i>Verifone Trinity</i> terminal if the transaction was completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password for confirmation and will print a copy of the receipt to complete the transaction. Press <i>No</i> on the <i>Verifone Trinity</i> terminal if the transaction was not completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password to confirm and update the database.

13. The *Verifone Trinity* terminal displays the message *Check Aloha Terminal, Was Void Applied?* when attempting to complete a void transaction.

DESCRIPTION	DETAIL
Issue	When a <i>Void</i> transaction is in the process of being completed, the <i>Verifone Trinity</i> terminal displays the message <i>Check Aloha Terminal, Was Void Applied?</i>
Cause	The <i>Verifone Trinity</i> terminal may lose connection to the POS while completing a transaction.
Solution	Follow the steps shown on the <i>Verifone Trinity</i> terminal. Verify that the transaction was registered by the POS terminal and that the <i>Verifone Trinity</i> terminal is showing the status of the transaction. Press <i>Yes</i> on the <i>Verifone Trinity</i> terminal if the transaction was completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password for confirmation and will print a copy of the receipt to complete the transaction. Press <i>No</i> on the <i>Verifone Trinity</i> terminal if the transaction was not completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password to confirm and update the database.

14. The *Verifone Trinity* terminal displays the message *Check Aloha Terminal, Was Payment Applied?* when attempting to complete a sale transaction with ATH Móvil.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal displays the message <i>Check Aloha Terminal, Was Payment Applied?</i> when a sale transaction is in the process of being completed.
Cause	The <i>Verifone Trinity</i> terminal may lose connection to the POS while completing a transaction.
Solution	Follow the steps shown on the <i>Verifone Trinity</i> terminal. Verify that the transaction was registered at the POS terminal and that the <i>Verifone Trinity</i> terminal is showing the status of the transaction. Press <i>Yes</i> on the <i>Verifone Trinity</i> terminal if the transaction was completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password for confirmation and will print a copy of the receipt to complete the transaction. Press <i>No</i> on the <i>Verifone Trinity</i> terminal if the transaction was not completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password to confirm and update the database.

15. The *Verifone Trinity* terminal displays the message *Check Aloha Terminal, Was Refund Applied?* when attempting to complete a refund transaction with ATH Móvil.

DESCRIPTION	DETAIL
Issue	When a refund transaction is in the process of being completed, the <i>Verifone Trinity</i> terminal displays the message <i>Check Aloha Terminal, Was Refund Applied?</i>
Cause	The <i>Verifone Trinity</i> terminal may lose connection to the POS while completing a transaction.
Solution	Follow the steps shown on the <i>Verifone Trinity</i> terminal. Verify that the transaction was registered by the POS terminal and that the <i>Verifone Trinity</i> terminal is showing the status of the transaction. Press <i>Yes</i> on the <i>Verifone Trinity</i> terminal if the transaction was completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password for confirmation and will print a copy of the receipt to complete the transaction. Press <i>No</i> on the <i>Verifone Trinity</i> terminal if the transaction was not completed. The <i>Verifone Trinity</i> terminal will prompt you to enter the cashier's password to confirm and update the database.

16. Server is unable to log into the *Verifone Trinity* terminal or the POS.

DESCRIPTION	DETAIL
Issue	The server cannot log into the POS after the <i>Verifone Trinity</i> terminal displays a <i>Login Failed</i> error.
Cause	The <i>Verifone Trinity</i> terminal lost the connection and was unable to report the log off status to the POS.
Solution	Wait a few seconds until the timeout expires for the POS to release the connection session with the <i>Verifone Trinity</i> terminal.

17. The *Verifone Trinity* terminal displays the message *Transaction Timeout* when attempting to complete a transaction.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal displays the message <i>Transaction Timeout</i> and does not allow you to continue with the transaction process.
Cause	While performing a transaction, the server takes too long to proceed to the next step in the transaction process. The time limit is reached and the connection session is cancelled.
Solution	Press <i>Cancel</i> to return to the main screen. Re-enter the cashier's information into the <i>Verifone Trinity</i> terminal to start the transaction.

18. The *Verifone Trinity* terminal displays the message *Low Battery*.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal screen shows the message <i>Low Battery</i> .
Cause	The terminal is wireless and battery powered. After prolonged use, the battery may lose its charge.
Solution	It is recommended to connect the terminal to the charger when not in use. The terminal can continue to operate once connected to the charger.

19. The *Verifone Trinity* terminal displays the message *Trans Not Allowed* when attempting to perform a void transaction.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal displays <i>Trans Not Allowed</i> when attempting to perform a void transaction.
Cause	It is likely that the wrong <i>Void</i> transaction option was selected.
Solution	Make sure to select the <i>Void</i> option.

20. The *Verifone Trinity* terminal screen displays the message *Amount exceeds total balance* when entering an amount for a partial payment.

DESCRIPTION	DETAIL
Issue	The <i>Verifone Trinity</i> terminal displays the message <i>Amount exceeds total balance</i> when the amount for a partial payment is entered.
Cause	The amount entered is greater than the total amount for the table.
Solution	Enter an amount that is less than the total amount of the sale, or select the <i>Pay in Full</i> option to pay the full amount for the table's total sale.