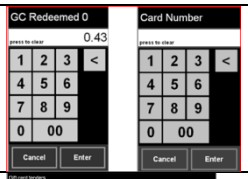
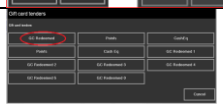
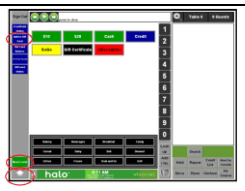
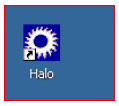
QUICK REFERENCE GUIDE **Support: 1.888.778.HALO (4256)**

VIVONET

Cashier Functions

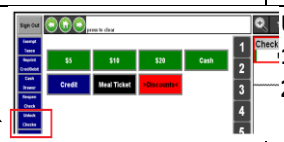
Post a Gift Card Payment		**1.** Select **Gift Card** tender key **2. Select Enter** to accept amount displayed or type an amount (e.g., a partial payment) **and select Enter**. A pop-up window displays for the card number.
Check Gift Card Balance		Click on the grey arrow on the bottom left, to access the blue manager keys: **1**. Go to the **fourth-level functions** and select **"Gift Card Balance"** and select **"GC Redeemed".** **2. Swipe the card through the reader**. Users are also able to manually type in the card number by using the pin pad, if the card does not read when swiping.
Add to Gift Card		Click on the grey arrow on the bottom left, to access the blue manager keys **1.** Go to the **fourth-level functions** (Blue Bar on Left side of screen) **2.** Select "**Add to Gift Card**". **3. Swipe the card** (or manually type the number on the pin pad) **4. Enter the Amount** that you wish to add to the Stored Value Card. **5. Select tender** to pay for the credit added on the card.
Keyword Look-up		Click on the grey arrow on the bottom left, to access the blue manager keys **1.** Press **Keyword Lookup** and type in part of the item description from the **Second-level menu functions**. (Blue Bar on Left side of screen) **2.** Press any item on the search results to add it to a check. **3.** Press **Cancel** to exit the search results window.
Cash Drawer (Assignment) Authorized Job Codes Only		Allow you to assign the cash drawer to an employee. The cash drawer will only open on cash transactions for the assigned employee. **1.** Press **Cash Drawer** from the Third-level menu functions. **2.** Choose **Cash Drawer 1 or 2** assign the drawer to the current cashier. (**The Cash Drawer will remain assigned to this user until it is un-assigned**). **3.** To un-assign the drawer, press **Cash Drawer**. **4.** Choose **Cash Drawer 1 or 2** to un-assign.
How To Restart Halo 		**1.** Go to the login screen (sign-in window) Press Cancel **2.** Press "1" and then "ENTER" **3.** Press "Yes – Shutdown" **4.** When prompted, Select "DESKTOP" **5.** Restart Halo by double tapping the icon from the desktop **NOTE**: Never power off the terminal with the on/off switch while the system is in use.
Connectivity		**Green**= Connected to the internet and able to process credit and stored value cards. **Yellow**= Weak Internet Signal. **Action**: Please check local internet connection. **Red**= No Internet Connectivity and/or Enterprise Manager is not connected. **Action**: Please check local internet connection. **If local internet connection is fine, please continue to process transactions. If the Connectivity Indicator light continues to stay red for longer than an hour, then please call HALO**

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VIVONET

Manager Functions

Close Day		**Step 1:** Click on "**Close Day**" and enter the **Manager's POS ID** on the number pad. **Step 2:** If there are no **OPEN CHECKS**, you will be able to click on "**Continue**" **Step 3:** Click on "**Yes**" to print out all listed employee Cash-out Reports **Step 4:** Click on "**Done**" to complete the Close Day. **Step 5:** The Terminal will reboot in 120 seconds. Please leave register on 24/7 to receive software updates.
Open Checks		During Close Day, if there is an **OPEN CHECK**, an **ALERT** will appear on the screen. **Next Step:** click on **CANCEL** **Next Step : GM/Manager** needs to sign-in and **click on each open check** and process the open checks so that they are closed out. **Next Step** : restart the "**Close Day**" process
Process a Return		Return Key is located on the 2nd Level Command Bar (Blue Bar on Left side of screen) **1.** Press **Return** and then choose an item. **2**. Enter **POS ID** of authorized employee **3.** The **item will appear in red text as a credit** on the receipt. **4.** Press **Return** and choose another item to be returned on the same check –or- **5.** Select a tender to finalize the check
Unlock Check		Use this to unlock a check that is open on a register. **1**. Login with your credentials **2**. Select **Unlock Checks** from Third-level functions.
Media Pickup		Select **Media Pickup** from the **Third-level menu functions**. Select "Pickup, Paid Out, or Deposit. **Pickup (Drop)** records excessive cash removed from an employee's cash. **Paid Out** records cash used to pay petty cash expenses, and requires the user to enter a reason. **Deposit** records the actual cash In drawer at the end of a shift (This function requires management authorization)
Media Loan		**1.** Select **Media Loan** from the **Third-level menu functions**. Select Start Bank or Paid in. **Start Bank** records a float given to an employee at the beginning of their shift. **Paid In** records cash added to an employee's cash (not generated from a sale). **3.** Enter the user ID of the employee accepting the cash. **4.** Enter the amount. (This function requires management authorization)
When Credit Processor prompts offline		If connection to Credit Card processor is lost, choose one of the following options **1. Process Transaction Offline:** offline transaction just for the current check. **2. Set the terminal to offline mode:** turn on offline mode for all going forward transactions. **3. Select a different Tender/Try again:** complete transaction with another tender.
Set the terminal to Credit offline mode (Manually)		**Step 1:** Go to Fourth-level command bar functions. **Step 2:** Hit the "Credit/Debit Online" key. (**To turn this mode off, hit the same key again**)