



GETTING STARTED

Set up the terminal in a convenient location. Plug the Power Supply Unit into a mains socket and plug the Power Connector into the power socket on the 'Magic Cable' connector unit. Plug the telephone lead into the BT socket and the IN socket on the 'Magic Cable' connector unit. To connect the Ethernet (Broadband) socket you will need a router or wall mounted Ethernet socket.

Once the mains power is connected your terminal will be powered on. After a short initialisation process the main READY prompt will be displayed, the terminal is now ready to use.

SUPERVISOR PASSWORD (if configured)

If your terminal is configured to use a 'Supervisor Password' instead of a 'Supervisor Card' you will be prompted to type in a four digit code. You will then be asked to type it in again to confirm that it is correct. Thereafter any time 'Supervisor Protection' is required you will be asked to enter your 'Supervisor Code'.

FUNCTION AND MENU KEYS

F1-F4 Keys: Function keys which enable scrolling up and down menus.

Menu Key: To enter the application menus press this key from the READY prompt. Pressing the key again moves to the next menu (if available).

Correction Keys: When entering numbers or letters, the yellow CLEAR key deletes one character at a time, whilst the red CANCEL key deletes the entire line (this key also cancels transactions).

Confirmation Key: The green ENTER key is used to confirm anything that has been typed into the terminal.

Paper Feed Key: To test the feeding of the paper through the printer, press and hold the CLEAR key.



THE CHIP CARD READER

Customer cards must be inserted with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen. DO NOT remove the card until instructed to do so by the terminal.

If you see a BAD READ message, check the card orientation and try again. After three bad reads the terminal may prompt you to swipe the card.

PERFORMING A SALE TRANSACTION

A sale transaction may be initiated from the READY prompt by keying in the transaction amount and pressing ENTER. Follow the terminal prompts to Insert/Swipe/Present the customer's card. **Note:** You will only be given the option to present the customer's card if the transaction value is below the maximum Contactless limit. If your terminal is configured for 'Card Details First' please refer to the relevant section of the full User Guide available at www.ingenico.co.uk/userguides.

Insert/Swipe the customer's card or key in the card number. The customer must enter their PIN code if requested. **Important: Never ask the customer to divulge their PIN.**

The terminal will now dial out to the acquirer for authorisation. If the transaction is authorised then an 'Auth Code' will be displayed and printed on the receipt. The terminal will print two receipts. The Customer Copy will be printed first, then once you press ENTER the Merchant Copy will be printed.

REFUND TRANSACTIONS

From the READY prompt press the MENU button, then (F2) until REFUND is highlighted and press ENTER. Key in the refund amount and press ENTER. Enter the Supervisor Password and press ENTER or swipe the Supervisor Card. Insert or swipe the customer's card. The terminal will dial out to the acquirer for authorisation, if the refund is authorised then REFUND ACCEPTED will be shown.

The terminal will print the Merchant Copy which the customer must sign. Remove the card. Check the signature on the Merchant Copy with that on the card. If the signature is valid press ENTER, otherwise press CLEAR. The terminal will then print the Customer Copy.

CONTACTLESS - SALE



From the READY prompt enter the sale amount for the transaction and press ENTER. A Contactless symbol will be displayed if the amount entered is below the maximum Contactless limit. The cardholder should present their card over the Contactless symbol on the terminal display.

The terminal will now print the Merchant receipt. If the customer requests a receipt this must be done before the next transaction takes place. From the idle screen press the decimal point key to print a customer receipt.

END OF DAY REPORTS

To access the reports menu press the MENU key until the System Menu is displayed. Press ENTER to select Totals. End-of-Day-Banking will be highlighted; press ENTER to select. Key in your supervisor code and press ENTER or swipe your supervisor card. (Follow the display prompts or refer to the User Guide.) The terminal will either go online to the acquirer to confirm the totals before printing the report or will print out a report showing the totals. End-of-Day-Banking should be performed every day as this is your confirmation of the transaction totals that have been sent to the acquirer.

Z-Totals: Select the TOTALS menu as above. Press (F2) to highlight Z-Report and then ENTER to select. Key in your supervisor code and press ENTER or swipe your supervisor card. The terminal will print out a report showing the totals taken by the terminal since the last Z-Report and will print 'Totals Reset' at the bottom of the printout. Please refer to the User Guide for a description of the contents of the report.

X-Totals: Select TOTALS MENU as above. Press (F2) to highlight X-Report and then ENTER to select. This report is an exact copy of the Z-Report except that the report will show 'Totals Not Reset' at the bottom of the printout. This will continue to accumulate until a Z-Report is run.

ADDITIONAL INFORMATION

DUPLICATES: To print a duplicate of the last transaction processed press the MENU button to display the TRANSACTION MENU and then (F2) until Duplicate Receipt is highlighted. Press ENTER to print the duplicate.

REFERRALS: If the terminal displays CALL AUTH CENTRE or PLEASE WAIT with a telephone number, then you must refer the transaction and phone for authorisation for that card. Do not complete the transaction until advised to do so by the referral team.

PIN TRIES EXCEEDED: If the terminal displays this message please follow the display prompts.

ONLINE RESOURCES

To download a detailed User Guide for the iCT200 series visit www.ingenico.co.uk/userguides

The Ingenico website also features Frequently Asked Questions at www.ingenico.co.uk/faqs which include further details on installation.