

Quick Start Guide

iWL2xx

GETTING STARTED

Set up your base unit in a convenient location close to a power source and a telephone socket and/or an Ethernet socket.

To connect the base unit to a telephone point, remove the back panel as shown in the diagram. Connect one end of the telephone cable to the modem socket on your base unit (marked IN), the other end should be plugged into an analogue telephone line socket. To connect the Ethernet cable, connect one side to your Ethernet socket or router and the other side to the socket (marked ETH) on your base unit.

Note: If you connect both the telephone and Ethernet cables, the Ethernet (Broadband) connection will be used in preference. The Telephone connection may be used as a backup. It is not recommended that the terminal is connected to a phone line with call barring, call waiting or alarm enabled.

Finally, connect the power supply unit into the power socket on your base unit and to the mains power. After a short initialisation process, the terminal will display READY or an idle logo. The terminal is ready to use.

Note: Press and hold the yellow clear key and the dot key together to turn the terminal off.

SUPERVISOR PASSWORD

The default Supervisor Password is 01483. **Please note:** The terminal will require you to change this to a new password of your choosing before you can process any transactions.

FUNCTION KEYS

F1-F4 Keys: The function keys enable you to choose options on screen and correspond to the labels displayed on the screen.

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

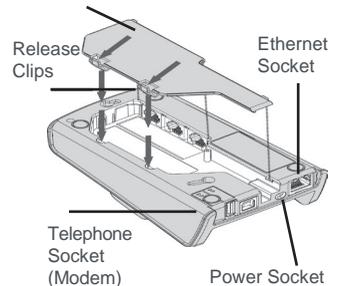
Correction Keys: When entering numbers or letters, the yellow clear key deletes one character at a time, while the red cancel key deletes the entire line (this key also cancels transactions).

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

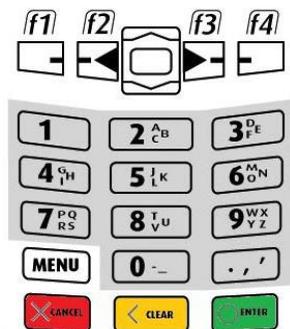
Paper Feed Key: To test the feeding of the paper through the printer press and hold the clear key.

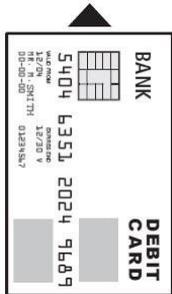
Connecting the Base Unit

Base Unit Cover



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THE CHIP CARD READER

Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen.

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

DO NOT remove the card until instructed to do so by the terminal.

CHIP & PIN TRANSACTIONS - SALE

From the idle screen, insert the customer's card into the card reader. Enter the sale amount for the transaction and press the green enter key. For example enter £12.34 as 1234.

The customer must enter their PIN code.

NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.

After the customer has entered their PIN and pressed enter they will be prompted to return the terminal to you.

The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an AUTH CODE will be shown.

The terminal will print two receipts. The merchant copy will be printed first, then once you press the enter key, the customer copy will be printed.



CHIP & PIN TRANSACTIONS - REFUND

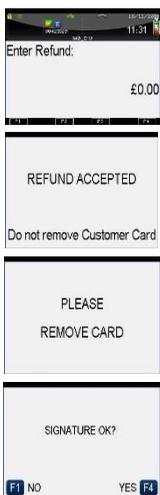
From the idle screen, press menu, then choose REFUND (F2). Enter the Supervisor Password and enter. Now insert the customer's card into the card reader. Enter the refund amount for the transaction and press enter.

The terminal will now connect 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 then choose YES (F4), otherwise choose NO (F1).

The terminal will then print the Customer Copy.





CONTACTLESS - SALE

From the idle screen, enter the sale amount for the transaction and press the enter key. For example enter £12.34 as 1234. If you make a mistake, press the clear key and re-enter the amount.

The cardholder should present their card against the contactless symbol on the terminal display.

The terminal will now print the Merchant receipt.

Note: If the customer requests a receipt this must be done before the next transaction takes place. From the idle screen press the (F1) key to print a customer receipt.

MAIL ORDER TRANSACTIONS - SALE

Press the menu key, then MAILORDER (F1). Choose either REFUND (F1) or SALE (F4). When prompted type in the customer's card number and press enter.

Enter the Expiry Date, the start date (if required), the issue number (if required), pressing enter after each entry. Enter the card security Code (CSC), the numbers from the cardholder's postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder's address (e.g. Flat 1, 28 High Street is 128), pressing enter after each entry. If you do not know any of these then you can press enter without entering anything to bypass the check when appropriate.

Enter the sale amount and press enter.

The terminal will connect to gain authorisation and will prompt you to choose VOID (F1) or CONFIRM (F4), the result of the CSC/AVS check is then shown.

The terminal will print off the two receipts.



END OF DAY REPORTS

To access the reports menu press the menu key twice, then REPORTS (F1). Enter the Supervisor Password and press enter.

END OF DAY: One touch function that prints both the Z REPORT and the BANKING report. This **MUST** be done at the end of each day that you trade.

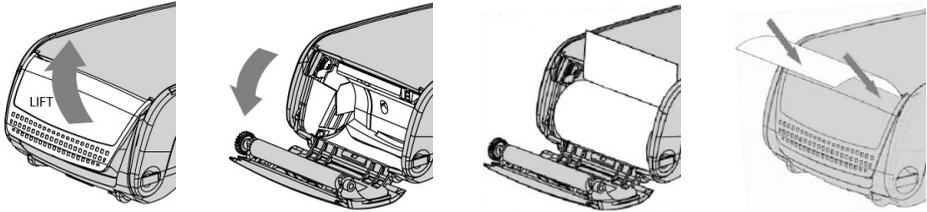
BANKING: Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the Acquirer.

X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the BANKING report.

Z REPORT: Exactly the same as the X REPORT, except that the Z REPORT resets the totals ready for the next days trade.



CHANGING THE PAPER ROLL



Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.

Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment.

Holding the free end of the paper and the terminal as shown, close the printer cover and push firmly until it locks. While your terminal is displaying the idle screen, press and hold the clear key to ensure that the paper feeds correctly.

ONLY OPEN THE PRINTER COVER AS SHOWN - DO NOT FORCE THE PRINTER COVER

TIPS AND ADVICE



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.

PIN TRIES EXCEEDED: If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they know the PIN.

DUPLICATES: To print a duplicate of the last transaction processed press the menu key three times, followed by DUPLICATE (F4).

For further information on the terminal functions provided in this Quick Start Guide please refer to your Terminal User Guide on our website at:
www.ingenico.co.uk/smart-terminals/user-guides

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