



iWL 25x

Wireless Series

User Guide



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Introduction

Thank You

Thank you for choosing an Ingenico iWL200 Series Wireless Payment Terminal. Your terminal includes a variety of different functions and features to help you accept credit and debit card transactions in a speedy and efficient manner.

This User Guide

We recommend you thoroughly read this User Guide, together with any other documentation that came with your terminal, as this will help you to quickly make the best use of all the capabilities of your new terminal.

The conventions used with this User Guide are as follows:

enter - This is a button on the terminal (i.e. the 'Enter' key in this case).

❖ **THIS IS A SHORTCUT TO A MENU OPTION.**



This is a piece of important advice.

Keeping Records

Copies of all transaction receipts and your corresponding End of Day reports should be kept together in a safe place (preferably in date order) for a minimum of 6 months, or longer depending on the requirements of the card company.

Helpdesk Information

Details on how to contact the Helpdesk can be found in the Quick Start Guide that accompanies your terminal.

You may be asked for your terminal's Terminal Identification Number (TID) or your terminal's Serial Number (S/N).

The TID can be found at the top of each receipt produced by the terminal; and the Serial Number can be found at the top of some reports, on the reverse of your terminal and on the label underneath the battery.

Security of Your Terminal

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

You should check, for example: that the security seals are in place and undamaged; the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal.

Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal.

Your terminal has various tamper evident seals; detecting any interruption to these seals your terminal will enter a 'tampered' state. In this state the terminal will repeatedly flash the message Alert Irruption! and further use of the terminal will not be possible.

If you observe the Alert Irruption! message, you should contact the terminal Helpdesk.

Caring for Your Terminal

You should take care not to spill liquids on any part of your terminal or any associated parts and equipment.

You should clean the terminal with a soft clean cloth. The magnetic swipe and chip card readers should be cleaned regularly with a suitable cleaning card. To ensure safety, only clean your terminal when it is completely powered off. Do not use water or cleaning agents on your terminal, doing so may lead to damage.

Any damage incurred will be your responsibility and any repair or replacement costs will be charged as appropriate. We therefore recommend that you insure your terminal accordingly.

Terminal Management System

Approximately once a month your terminal will call the Terminal Management System (TMS) to receive any updates to the software, details of new card schemes, and any changes to your configuration. This call will take place automatically, normally outside of standard trading hours and therefore it is important that your terminal is powered on. For Bluetooth or Wi-Fi terminals, it should remain connected to a telephone line or Local Area Network (LAN); for mobile terminals, it should remain in an area of good mobile network signal.

Supervisor Password

Your terminal's Supervisor functions can be accessed by means of a Supervisor password, and therefore you are not supplied with a Supervisor Card.

Your terminal is shipped with an initial default password of **01483**, but is configured so that a change of this password is required before you process any transactions.

If you wish to do this before performing a transaction you should refer to the section entitled **Supervisor Password** for information on how to change the Supervisor password.

You are strongly advised to ensure that privileged access to your terminal (including access to the Supervisor password) is only granted to staff that have been independently verified as being trustworthy.

End of Day Process

Your terminal is an 'online' terminal, which means that transactions are captured when you take them so there is no requirement for 'polling' the terminal. You must however ensure that you perform your End of Day reports, to find out more refer to the section entitled **Reports**.

Paper Rolls

You should only use approved paper rolls as supplied by your terminal supplier. Details on how to contact us to order supplies of paper rolls can be found on the contact sticker on the underside of your terminal. If appropriate, you may also find these details on the inside cover of this User Guide.

Starting to Use Your Terminal

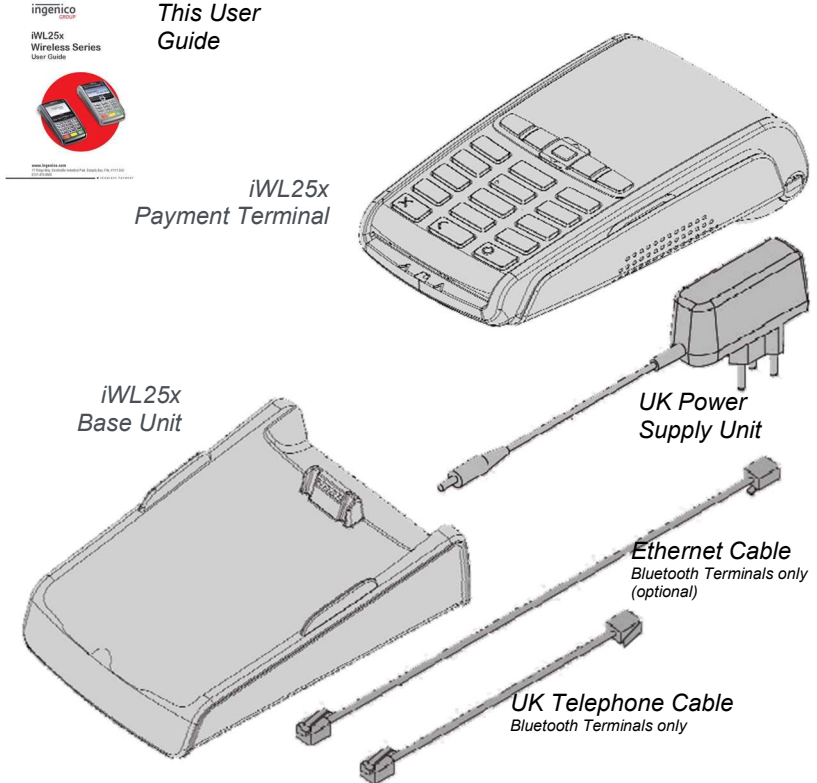
In order to get up and running as quickly as possible your terminal is pre-configured to work out of the box. There are some basics that you should cover before using your terminal:

- Before starting to use your terminal, please read all sections of this guide carefully, together with any other documents that came with your terminal.
- You should ensure that the terminal you have received is the model you were expecting, and that the terminal has been configured as per your requirements, for example:
 - The text on the receipt header is correct;
 - Your Merchant Number is correct;
 - No acquirers (such as American Express or Diners), that you requested, are missing.
- Set up your terminal in a convenient location and familiarise yourself with the basics. The following section, entitled *Your Terminal*, will cover all of the detail required to install and understand the basic operation of your terminal.
- Step-by-step instructions for all types of sales and refunds are given in the section entitled **Transaction**; for clarity these are provided with screenshots of the terminal to guide you.
- If, in the unlikely event that you encounter any problems or have any questions relating to the operation of the terminal, read through the section entitled **Troubleshooting**.
- If you cannot resolve your problem, you should call the terminal Helpdesk.

Your Terminal

Contents of Box

The contents of the box are shown below:



Your terminal comes pre-installed with:

- A rechargeable battery pack;
- A paper roll;
- A SIM card (mobile terminals only).

Terminal Model

The Ingenico iWL25x Series Wireless Payment Terminal is a compact and ergonomically designed terminal capable of processing card transactions.

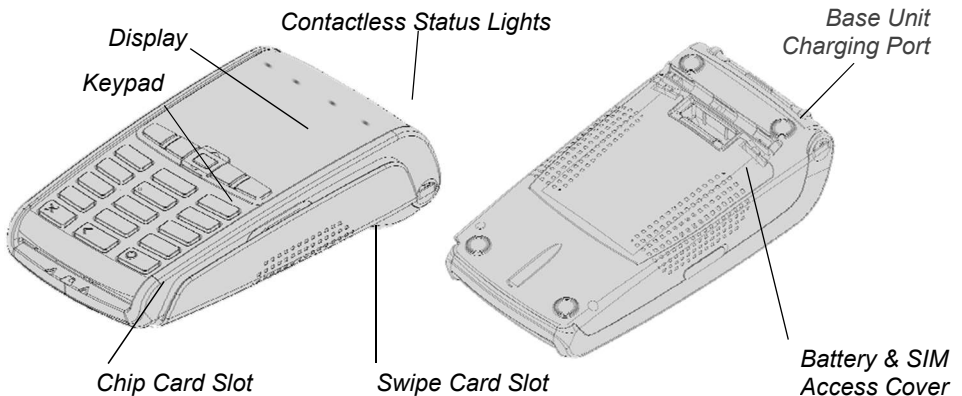
The iWL25x series comes in three variants:

- iWL 251 Mobile terminal with GSM/GPRS communications
- iWL 252 Bluetooth terminal with PSTN and IP communications
- iWL 258 Wi-Fi terminal with Wi-Fi communications

This User Guide covers all variants so you should read this guide carefully in order to understand the features of your particular terminal.

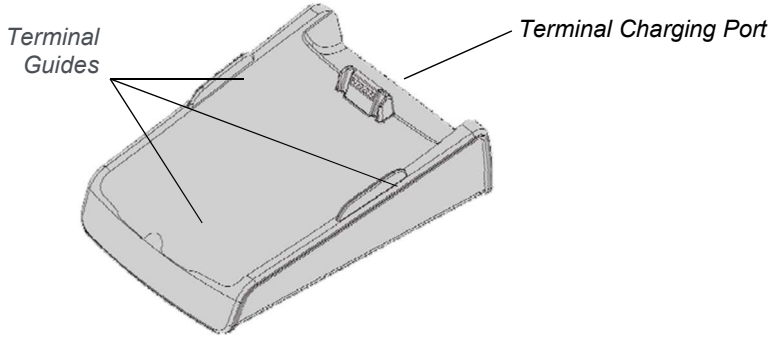
Terminal Overview

An overview of your terminal is shown below:

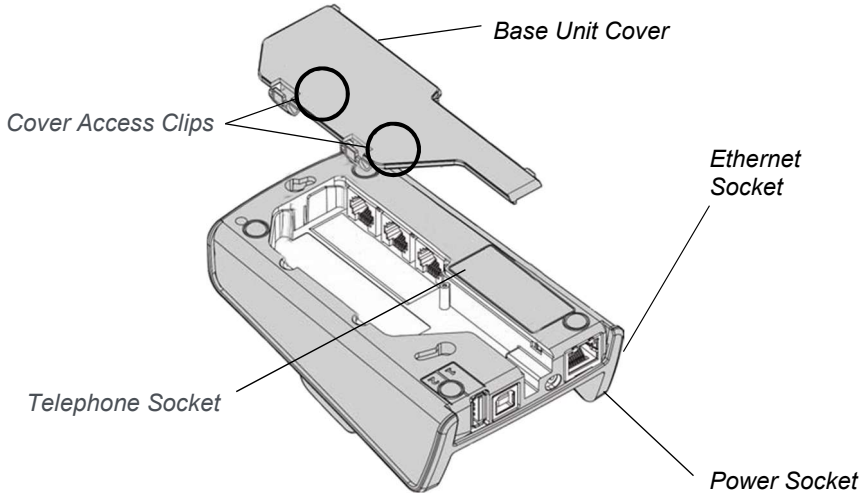


Base Overview

An overview of your terminal's base unit is shown below:



The connections available on the base are as follows:



Mobile terminals come with a base unit which has charging capabilities only; the power socket is the only working connection in this case.

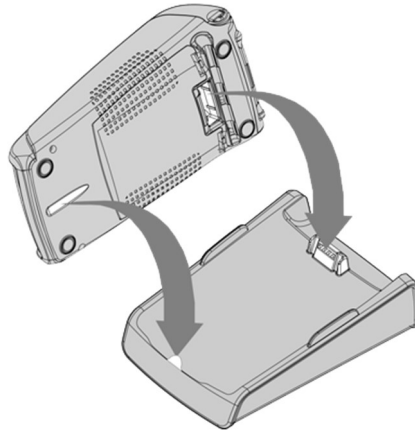
You should set up your base unit in a convenient location close to a power source and, for Bluetooth terminals, either a telephone socket and/or an Ethernet socket, as required.


To open the base unit cover, located on the bottom of the base unit, you must unclip both access clips (as shown above) and lift the cover from the base unit. To replace the cover reverse these instructions being sure to engage all the retaining pins before the access clips.

In order to use a telephone connection, connect one end of the UK Telephone Cable to the telephone socket on your base unit (marked MODEM / TEL IN); the other end should be plugged into an analogue telephone line (BT) socket.

In order to use a LAN connection, connect one end of an Ethernet cable into the Ethernet socket on your base unit; the other end should be connected to a corresponding socket on your LAN/router.

Finally connect the UK Power Supply Unit into the power socket on your base unit and to the mains power. Your terminal is charged by placing it, securely, on to your base unit. Your base unit must be connected to the power supply in order to charge your terminal.

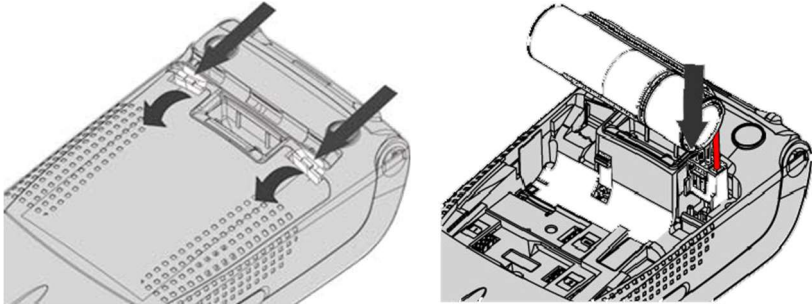


Your terminal will automatically turn on when placed on your base unit. To indicate that the terminal has power to it, the power icon  will be displayed on the screen.

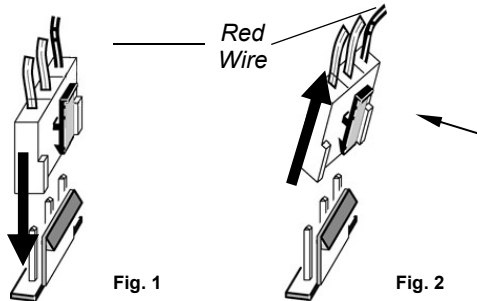
Battery Installation

Your terminal is supplied with a rechargeable battery pack.

In order to access the battery pack you must first remove the battery access cover by unclipping the catches and lifting the cover as shown.



The battery connector is held into place with a moulded catch. This catch engages automatically when the connector is pushed into place; the moulded catch clicks into place (1). You should ensure that connector is inserted correctly so that the red wire is closest to the side of your terminal.



To remove the battery pack press the moulded catch in and pull away the connector (2).

If the terminal displays a battery status icon with a cross in it then a battery pack is not installed or is installed incorrectly. You will not be able to perform transactions if there is no battery in the terminal.

The battery pack can only be charged when it is in the terminal by using either the charger base or the optional travel charger. For maximum efficiency it is recommended that the battery is always charged at normal room temperature.

Your terminal intelligently charges the battery. To protect the battery if the terminal is placed on charge when the battery is more than half full, the battery will be charged at a slower rate than if the battery is low.

Rechargeable batteries can deteriorate over time. In the event that you experience any issue with your battery please contact the Helpdesk.

The battery icon assists you in identifying the current status:



Animated battery icon: Terminal on charge, battery charging; any bars shown steadily indicate the current battery charge.

Steady Battery icon: Terminal on charge, battery fully charged.



Steady battery icon: The bars shown steadily indicate the current battery charge.



Steady battery icon: The battery charge is very low; you should charge the battery as soon as possible.

Flashing Battery icon: The battery charge is critical; you should charge the battery immediately.



Flashing Battery icon: Battery is not installed or installed incorrectly; normal use of your terminal will not be possible until the battery is installed correctly.

If the battery power is low, you may find that the terminal turns itself off when displaying the screen saver; this is to preserve battery power.

When the battery level is critical your terminal will display a screen advising you to recharge the terminal immediately. The battery must be charged before further use of your terminal is possible.



You should charge new battery packs for at least 4 hours before first use.

Only use battery packs supplied to you by your terminal supplier. DO NOT attempt to open the battery pack; there are no user serviceable components and there may be a risk of explosion. DO NOT discard old or broken battery packs; all battery packs should be returned to your terminal supplier.

Terminal Keypad & Display

The terminal keypad is laid out as shown below:



To enter numbers press the relevant keys. If you make a mistake you can correct this using the correction keys. Press the clear key once to delete one character at a time. Press the cancel key once to delete the entire line; pressing the cancel key again will cancel the transaction.

When typing in an authorisation code, for example, you may need to enter letters as well as number. Where you see the **F4** 123 graphic on screen you can toggle the input mode by pressing F4 key. To enter uppercase letters use the ABC input mode, and to enter lowercase letters use the abc input mode.

When entering letters, you should press the number key repeatedly until the desired letter appears. For example, if you want to type B then you must press 2, 2. To move on to next character either press another key, or wait for the flashing cursor to appear.

During normal operation the top row (showing the battery status and power status icons, the communication status, and the signal icon) is always displayed on the screen. Therefore all subsequent screen shots in this User Guide are shown without this top row.

When your terminal has been powered on and after a short initialisation process the terminal will display the terminal status of READY, this simply means that the terminal has initialised and is ready to use.

If your terminal displays the NOT READY status message then your terminal is not initialised. Press menu once, and choose the SETUP menu option by pressing the F4 key. You should contact the terminal Helpdesk if the problem persists after a successful TMS Call.

Menu System

When you press the menu key from the idle screen your terminal will enter the menu system. All the menu screens have the same layout. To select an option press the F1, F2, F3, or F4 keys as indicated on the screen.

When navigating around the menu structure: by pressing the menu key you will move to the next menu screen (if available); by pressing the cancel key you will move back to the last menu screen (if available), or return to the idle screen.

A schematic of the whole menu structure is found in the section entitled **Menu Structure**.

Bluetooth Association

Bluetooth terminals will be supplied already paired with the base unit provided; your terminal can only use the telephone and Ethernet connections when it is paired to the base unit.

To associate your terminal to a Bluetooth base, press the *menu* key **twice**, then choose SUPERVISOR by pressing the F3 key. You will be asked to type your current supervisor password, and confirm this by pressing the enter key. Press the *menu* key and choose SHORT CUT by pressing the F1 key, followed by the BLUETOOTH by pressing the F4 key.

MENU, MENU, F3, [password], ENTER, MENU, F1, F4 01/01/19 You can then use the up, down and enter keys to select the desired option:

NEW BASE	Pair your terminal to a new base unit.
SELECT BASE	Select base unit from list of paired bases units.
REMOVE BASE	Remove the association with an old base unit.
PRINT BASES	Print a confirmation of paired base units.



Bluetooth terminals can only be paired with a compatible Bluetooth base unit that is powered on.

PSTN & Ethernet Connectivity

Bluetooth terminals require either a telephone line or a LAN connection in order to communicate.

Your terminal can be used on a variety of telephone lines, however to use your terminal on some lines you may be required to change the telephone network (PSTN) setting in the terminal. Your terminal is pre-configured so that it will work on a direct telephone connection.

If your telephone line requires you to dial a 9 (for example) to obtain an outside line then you are on a telephone exchange or switchboard and will need to configure the 9 (for example) in the terminal so it is able to dial out of the telephone exchange.

To configure the PSTN prefix, press the menu key **twice**, and then choose SUPERVISOR by pressing the F3 key. You will be asked to type your current supervisor password, and confirm this by pressing the enter key, and choose CONFIG by pressing the F3 key, followed by the PSTN PREFIX by pressing the F3 key again. Type in the PSTN prefix (typically 9) followed by the enter key.

❖ MENU, MENU, F3, [password], ENTER, F3, F3

If your telephone line is shared with other equipment, such as a telephone or fax machine, then you will not be able to use your terminal while using the telephone line with the other equipment. It is recommended that your terminal should be used on a dedicated telephone line.

If your telephone line has a voicemail/answering service or call waiting, it is recommended that these features are turned off. It is also strongly recommended that your terminal does not share with an alarm system (eg RedCare line). Your terminal may not function correctly, and it may invalidate your alarm/insurance policy.

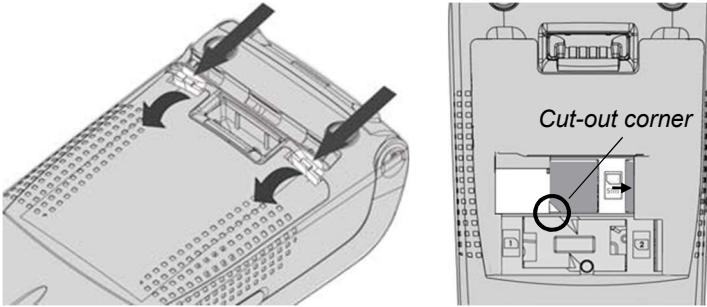
If your telephone line has Broadband (ADSL) activated on it then you must use an ADSL micro-filter between your terminal's telephone line lead and your BT socket. For more information on, and to purchase additional ADSL micro-filters you should contact your ADSL internet service provider.

Your terminal has been pre-configured to work on a LAN that has Dynamic Host Configuration Protocol (DHCP) enabled; this means your terminal will automatically be assigned an IP address on your LAN.

SIM Card Installation

Mobile terminals require a SIM card in order to communicate. The SIM card will be supplied already installed.

In order to access the SIM card you must first remove the SIM access cover by unclipping the catches and lifting the cover as shown.



The SIM card should be inserted into the holder marked SIM. Take care to ensure that the SIM card is inserted in the correct manner; the chip should be facing downwards with the cut-out corner of the SIM card as shown.



DO NOT use any tools when installing or removing your SIM card. To avoid damage to the SIM card holder, ensure that when installing the SIM card you do not apply undue pressure or push the SIM card beyond the natural limits of the SIM card holder. Only use the SIM card supplied to you by your terminal supplier; if your SIM card is lost, stolen, or damaged you should contact the terminal Helpdesk immediately.

WiFi Setup

Wi-Fi terminals **must** only be connected to a Wi-Fi network operating with either WPA or WPA2 Wi-Fi security standards; you should contact your IT provider if you wish to check or amend your Wi-Fi network's configuration.

To enter the Wi-Fi configuration tool, press the menu key **twice**, and then choose SUPERVISOR by pressing the F3 key. You will be asked to type your current supervisor password and confirm this by pressing the enter key. Press the menu key, choose SHORT CUT by pressing the F1 key, press the menu key **once** more and choose WIFI SETUP by pressing the F1 key.

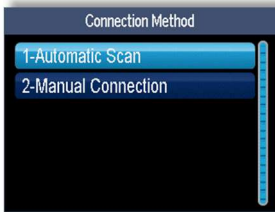
MENU, MENU, F3, [password], ENTER, MENU, F1, MENU, F101/01/19ou can use the up, down and enter keys to select the desired option:

NEW PROFILE	Create a new saved Wi-Fi connection profile.
ACTIVE PROFILE	Selects an existing saved Wi-Fi connection profile.
MODIFY PROFILE	Edit an existing saved Wi-Fi connection profile.
REMOVE PROFILE	Remove an existing saved Wi-Fi connection profile.

Multiple Wi-Fi connection profiles (for different Wi-Fi networks) may be saved in your terminal, allowing the most appropriate Wi-Fi network to be used, at any given time, based on availability and the priority weighting associated to each Wi-Fi connection profile.

Create a Wi-Fi Connection Profile

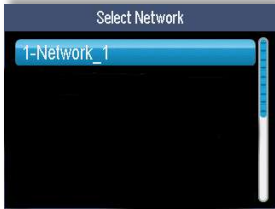
To create a new saved Wi-Fi connection profile select NEW PROFILE.



To scan for available Wi-Fi networks use the up and down keys to select Automatic Scan and press the enter key to begin.



Your terminal will scan for all available Wi-Fi networks that are in range.



All available Wi-Fi networks that are in range will be displayed. Use the up and down keys to select the required Wi-Fi network name and press the enter key.



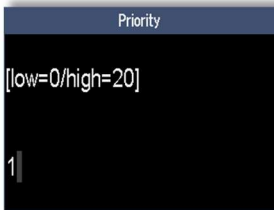
The security type associated with the chosen Wi-Fi network will be automatically selected; press the enter key to confirm this selection.



The cypher associated with the chosen Wi-Fi network will be automatically selected; press the enter key to confirm this selection.



Enter the password associated with the selected Wi-Fi network and press the enter key to confirm.



If accepted, enter the priority weighting you wish to associate to this Wi-Fi connection profile and press the enter key.

You will receive a confirmation that the Wi-Fi connection profile has been saved.



If you wish to create a Wi-Fi connection profile manually you should choose Manual Connection; for this you will need to enter the Wi-Fi network name (ESSID), security type and cypher manually.

Selecting a Wi-Fi Connection Profile

If you have multiple saved Wi-Fi connection profiles you can manually select which Wi-Fi connection profile to use by selecting ACTIVE PROFILE.



Use the up and down keys to select the Wi-Fi connection profile that you wish to use and press the enter key.

You will receive a confirmation that the Wi-Fi connection profile has been selected.

Selecting [Automatic] will allow the most appropriate Wi-Fi network to be used based on availability and the priority weighting associated to each Wi-Fi connection profile.

Editing a Wi-Fi Connection Profile

If you need to change the security type, cypher, password or priority associated to a saved Wi-Fi connection profile you should select MODIFY PROFILE.



Use the up and down keys to select the Wi-Fi connection profile that you wish to edit and press the enter key.

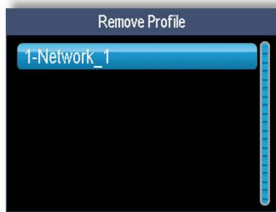
Follow the on-screen prompts, changing whichever attribute that you wish to edit. You will receive a confirmation that the Wi-Fi connection profile has been saved.



If you edit a saved Wi-Fi connection profile you will always be asked to re-enter the password associated with the Wi-Fi network.

Removing a Wi-Fi Connection Profile

If you need to delete a saved Wi-Fi connection profile you should select REMOVE PROFILE.



Use the up and down keys to select the Wi-Fi connection profile that you wish to delete and press the enter key.

You will receive a confirmation that the Wi-Fi connection profile has been deleted.

Loading a Paper Roll

Your terminal is supplied with one paper roll already installed. When the paper roll is nearing the end a red line will appear on the paper, this indicates that the paper roll must be replaced.

To replace the paper roll:

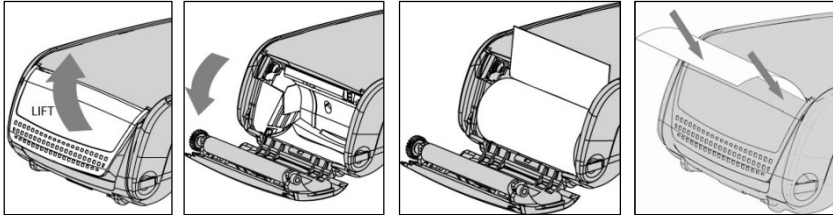


Fig. 1a

Fig. 1b

Fig. 2

Fig. 3

1. Hold your 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.
2. Unstick the end of the new roll, leaving the end free; carefully place the paper roll into the printer compartment.
3. Holding the free end of the paper and your terminal, close the printer cover carefully and push firmly until it locks.
4. While your terminal is displaying the idle screen, press and hold the clear key to ensure that the paper feeds correctly.



You should only use approved paper rolls as supplied by your terminal supplier. Only thermal paper rolls that are 57mm wide and 40mm in diameter can be used in your terminal; attempting to fit rolls of a different size may damage your terminal.

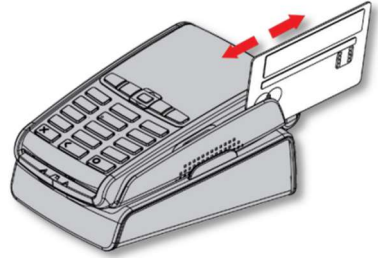
If you see the prompt BAD SWIPE, check the orientation of the card and try again. If a chip card is swiped, your terminal will request that you insert the same card into the chip card reader by displaying the prompt USE CHIP READER.

Card Reading

Magnetic Stripe Card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal.

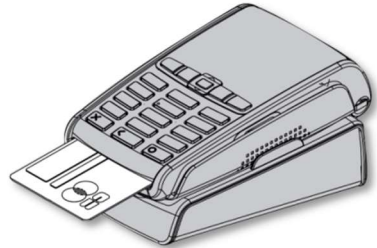
Use a regular movement in order to ensure a reliable card reading.



Chip Card

Insert the card horizontally into the terminal with the chip facing upwards.

Leave the card in position throughout the transaction.



Contactless Card

Bring the card firmly up to the active zone above the contactless logo located on the paper trapdoor.

Keep the card close to the contactless logo during the transaction.

The 4 virtual LEDs will light sequentially during the transaction.



Transactions

In order to perform a transaction in a quick and efficient manner you may type in the transaction amount from the idle screen, insert the card to the card reader or press menu key and select sale option. This method may be used to start any sale transaction, regardless of card type is (i.e. contactless cards or cards with, or without, a chip).

Enter the transaction amount while the idle screen is being displayed by typing in the amount in pence (i.e. 1234 for £12.34) followed by the green key. If you make a mistake when entering the amount, you can correct this by using the correction keys. Press the yellow key once to delete one character at a time. Press the red key to cancel the amount entry and return to the idle screen.

Contactless card transactions are performed by this method and when the transaction value is under the contactless card limit (e.g. £30.00). Your terminal will only prompt for a card to be presented when a contactless transaction is allowed. When a contactless transaction is allowed your terminal will show a contactless icon on the screen. The terminal will prompt for contactless card or contactless device to be presented depending on the amount.



Contactless transactions that are above a pre-set value (Floor Limit) may go online/dial for authorisation.

If you consistently sell an item at the same price you can 'recall' the last transaction amount by pressing the dot key while the idle screen is being displayed. Your terminal will allow you to confirm if this is the correct amount, and you can continue with the transaction by pressing the green key.

Alternatively, the traditional method of starting the transaction by swiping or inserting the card first may be utilised if required.

Contactless High Value Payment (HVP) – Wallet Payments

High Value Payments are contactless payments that are above the limit for contactless cards (e.g. £30.00) but are protected by the cardholder verifying themselves to the mobile phone either by the use of a scanned thumb/fingerprint in the case of Apple Pay, or by the entry of a pass code for other mobile phone manufacturers. This process is known as a Cardholder Device Cardholder Verification Method or CDCVM for short.



This means that once HVP is enabled, the contactless logo will be displayed on your terminal for all transactions rather than just those under the contactless card limit (e.g. £30.00).

Acceptance of normal contactless cards for transactions below the £30 limit will continue as normal and, if a cardholder taps a contactless card for a transaction above the £30 limit, the terminal will instruct them to complete the transaction using chip and PIN.

In some cases, a cardholder may need to tap their mobile phone against the contactless reader twice. This is because they have not pre entered their CDCVM on their device prior to starting the transaction and their device has prompted them to complete their CDCVM and tap the phone again. The cardholder should follow the instructions on their device to complete the transaction.

Dealing with Contactless Card Read Failures

A contactless card read may fail, and the customer will be prompted to re-present their card.

If the card is removed too soon, before all four contactless status lights are lit; before the confirmation tone is heard; or before prompted to remove the card, the card read will fail.

If the card is removed too soon the card read will fail. An alert tone will sound and the customer will be prompted to re-present the card.



If more than one contactless card is presented to the contactless card read zone together then the card read will fail. This may occur if the card is presented in a wallet with other contactless payment cards, or other contactless cards such as public transport smart cards. An alert tone will sound and the customer will be prompted to re-present the card.

In both cases the terminal will continue as per a normal contactless sale to complete the transaction.

Printing the Customer Copy (Duplicate)

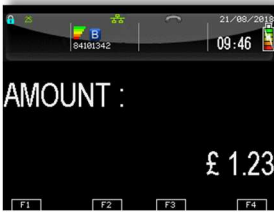
Only the merchant copy is printed during a contactless transaction. Because the transaction value is low and fast transaction times are desired, the customer copy is not printed by default.

If the customer requires a receipt then a customer copy may be printed any time until another transaction is performed by pressing the F1 key whilst the idle screen is displayed. This prints a duplicate of the last transaction taken and is not restricted to contactless transactions.

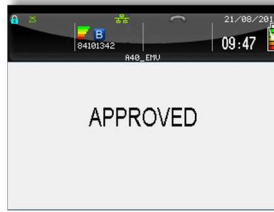


For security reasons the full card number is not shown on the customer copy.

Sale-Contactless



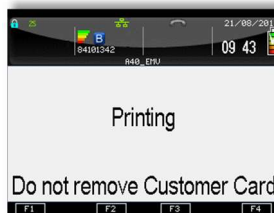
From the idle screen, enter the amount and press enter.



Transaction is approved.



Insert / Swipe / Present screen is shown. Present the contactless card.



Terminal will print the merchant receipt, tear off when complete.



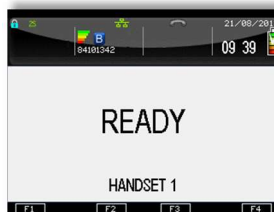
Contactless read is successful when all four status lights are lit and confirmation tone is heard.



The terminal will return to the ready screen.



Terminal connects to the acquirer.

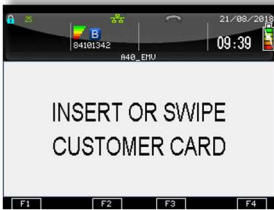


If the cardholder requires a receipt, press F1 to print a duplicate.

Sale – inserted card (via menu)



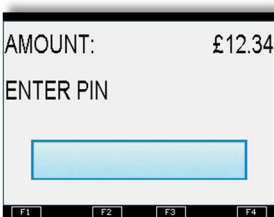
Select SALE from the transaction menu.



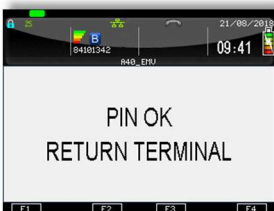
Insert / Swipe screen is shown. Insert the card.



The card is read and will then proceed to the sale screen. Enter the sale amount and press green key.



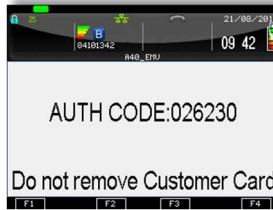
Cardholder to enter their PIN code and press green key.



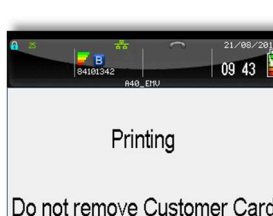
Cardholder is then prompted to return the terminal if the PIN is accepted



Terminal connects to the acquirer using available network.



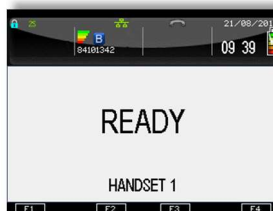
Auth code is returned by the acquirer.



Terminal will print the merchant receipt. Tear off when complete.



Removing the card will then initiate the printing of the customers receipt



Tear off the customer receipt, the terminal will return to ready screen

Sale – swiped card



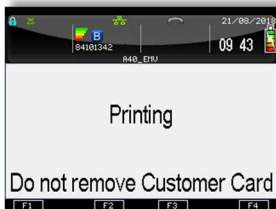
Select SALE from the transaction menu.



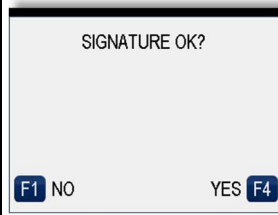
Insert/Swipe screen is shown.



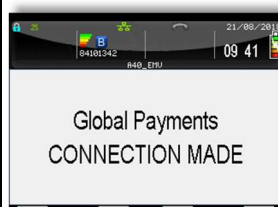
Once the card has been read by the Terminal, enter the sale amount and press green key.



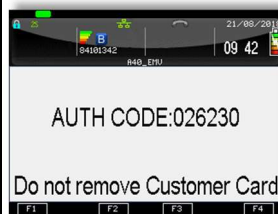
The merchant copy of the receipt is printed for the cardholder to sign.



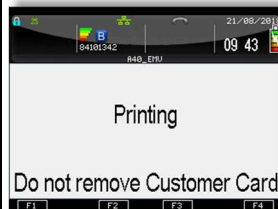
If the signature on the card matches the one provided on the receipt, press F4



The terminal connects to the acquirer



Auth code is returned by the acquirer



The customer copy of the receipt is printed and the Terminal returns to the Ready screen

Purchase with cashback (PWCB)

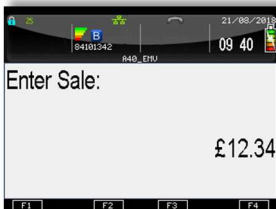
Your terminal is not pre-configured to allow for Sales with Cashback. If you would like Cashback mode enabled on your terminal please contact the terminal Helpdesk. Please note only debit cards can offer this functionality and the cashback limit is set by your acquirer.



Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types



From the idle screen start the transaction by keying in the amount, inserting or swiping the customer's card or alternatively press menu key and select sale from the available options.

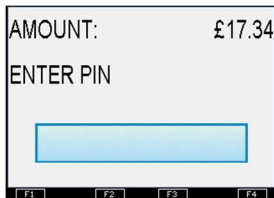


Enter the sale amount in pence (e.g. 2134 for £21.34) and press the green key.



If cashback is allowed for the customer's card the terminal will display a cashback prompt. Enter the cashback amount in pence and press the green key.

If cashback is not required press the green key without entering an amount.



The terminal will continue as per a normal sale, refer to the instructions for the appropriate sale transaction type to complete the transaction.

Sales with Gratuity (Tip Mode)

Your terminal is not pre-configured to allow for Gratuities (i.e. tips). If you would like the Gratuity mode enabled on your terminal please contact the terminal helpdesk.



You must ensure that this option is enabled on your acquirers Merchant Account.

Gratuity mode would commonly be used within the leisure industry in order to allow the customer to add a tip to the final amount before completing the transaction.

For sales with inserted cards, when Gratuity mode is enabled, your terminal will prompt for the customer to enter a gratuity on the screen.

Alternatively your terminal can be configured to print an additional ticket for the customer to fill in with any gratuity and the final transaction amount. If you wish your terminal to be configured in this way please contact the terminal helpdesk.

For sales with swiped cards when gratuity mode is enabled in this manner, the merchant copy will allow the customer to fill in with any gratuity and the final transaction amount. This is unaffected by the method of entering the gratuity for inserted cards.

If you wish, your terminal can be configured to allow the entry via the choosing of set monetary values, set percentages or a combination of the two; contact the helpdesk if you wish to enable tips in this manner

When gratuity mode is enabled, your terminal will only contact the acquirer for authorisation after the final transaction amount (including any gratuities) is known. For swiped cards this means that this is after the terminal has printed the merchant copy for signature.

Due to the authorisation code being gained after the merchant copy is printed, the authorisation code will not be shown. The authorisation codes are printed on the transaction breakdown on the X and Z Balance reports.

If you wish, your terminal can be configured to print an additional receipt at the end of the transaction which shows the authorisation code and the gratuity entered. If you wish your terminal to be configured in this way please contact the terminal helpdesk.

Split Bills

Your terminal is not pre-configured to allow for Split Bills. If you would like the Split Bill functionality enabled on your terminal please contact the terminal Helpdesk.

The Split Bill functionality would commonly be used within the leisure industry in order to break down a bill associated with a table into amounts that can be paid by each person using differing payment methods.

The options available for Split Bills are:

PER PERSON	Allows the bill to be split equally between multiple customers.
PER COUPLE	Allows the bill to be split equally between multiple customers, but allows for one person to pay per couple.
VARIABLE SPLIT	Allows the bill to be split unequally between multiple customers.

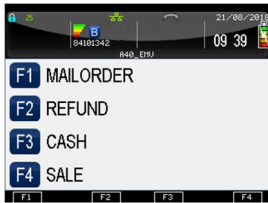
Surcharging

Your terminal is not pre-configured to allow for Surcharging. If you would like the Surcharge functionality enabled on your terminal please contact the terminal Helpdesk.

The Surcharge functionality would commonly be used within the leisure & service industries in order to add a surcharge of a set amount or set percentage rate to the total of the bill automatically. For example you could automatically apply a surcharge of 10% to all transactions over £10.00, and a £1.00 surcharge to all transactions of £10.00 and less.

You can discuss your specific requirements by contacting the terminal Helpdesk.

Refund



Select REFUND from the transaction menu.



Enter the supervisor password and press the green key.



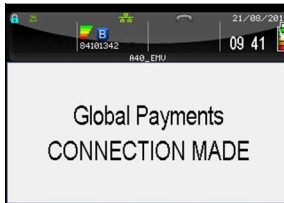
Enter the sale amount and press green key.



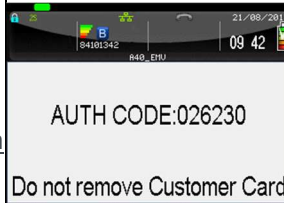
Insert / Swipe / Present card screen is displayed.



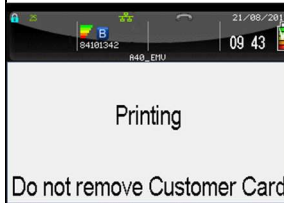
Terminal will check the card.



Terminal will connect to the host via the available network.



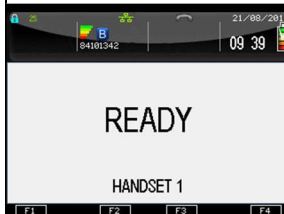
Refund is accepted by the acquirer.



Terminal will print the merchant receipt. Ask the customer to sign the receipt.



The acquirer may also request to check the customer signature.



Terminal will print the cardholder receipt and return to the Ready screen

Mailorder Transactions (Customer Not Present)



You must ensure that this option is enabled on your acquirers Merchant Account.

Your terminal is pre-configured for Mailorder (Customer Not Present) transactions. Mailorder transactions are performed without the customer or the card being present. All card details must be manually entered so please take note of what information will be asked for by your terminal. If supported by your acquirer and by the card type taken, you will have the option of entering the CSC (Card Security Code) and using the AVS (Address Verification Service).

The CSC is the last three digits of the number printed on the signature strip on the back of the card. To use AVS checking, you will be prompted to input only the digits from the customer's postcode and address.



For American Express cards there is a four digit Card Security Code printed on the front of the card, any numbers on the signature strip should be ignored.

The response from the acquirer will then give you the result of the security checks to help you decide if you wish to continue with the transaction.

Mailorder - CSC/AVS Results

Please be aware that the CSC/AVS result is intended only to guide you in a decision to void or confirm an already authorised transaction. Contact your acquirer for more information and details of liability.

DATA MATCHED	Both the CSC and AVS data matches.
AVS MATCH ONLY	Only the AVS data matches.
CSC MATCH ONLY	Only the CSC data matches.
DATA NON MATCH	Neither the CSC nor AVS data matches.
NOT CHECKED	The data was not checked.

The data may not be checked if the service is not supported or if there is a temporary system failure.

Mailorder Transaction



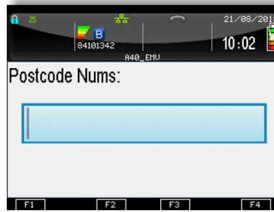
From the idle screen press the green key once and select Mailorder.



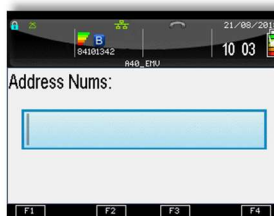
Select Sale



Key in the customer's card number and press green key.



If you see this prompt, enter the numbers from the card's billing address postcode (e.g. 119 for KY11 9JU) and press the green key.



If you see this prompt, enter the numbers from the card's billing address (e.g. 221 for 221b Baker Street) and press the green key.



Enter the sale amount in pence (e.g. 1234 for £12.34) and press the green key.

The terminal will connect to the acquirer for authorisation.



Key in the expiry date in MMY format (1217 for December 2017).



Enter three digit code at the back of the card. Please note for AMEX four digits are required.



If the transaction has been authorised then an auth code will be displayed, together with the CSC/AVS check result. You must decide whether to continue with the transaction.



Tear off the merchant copy and press the green key.

Hotel Mode

When a large value transaction is expected (typically in Hotel or Rental environments), a Pre-Authorisation can be made for the expected value, to check the customer's card is valid and the customer has enough credit available for the transaction.

If the expected value increases, then further Pre-Authorisations can be made. The final amount is fully authorised and captured by using the Completion function.

To perform a Hotel Mode transaction press the menu key three times, then choose HOTEL



Choose the required transaction type.

Then follow prompts on the screen.

A Pre-Authorisation (PREAUTH) transaction proceeds as for a Sale transaction. If the customer's card number is keyed in, then you will be asked to confirm if the customer is present. These transactions do not include gratuities.

The transaction details are not captured by the acquirer, so the customer's bank account IS NOT debited, although the available credit on the customer's bank account will be reduced by the amount authorised.



Authorisation codes typically expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.

A Completion (COMPLTE) transaction requires the most recent authorisation code and the total amount of all pre-auths, in addition to the final amount to be debited from the customer's card. This transaction will require a signature check and the acquirer will capture the transaction details, so the customer's bank account is debited.

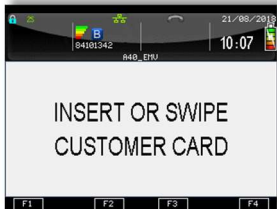
Pre-Auth



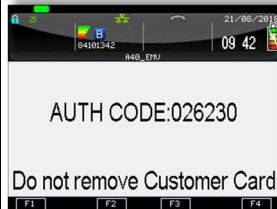
Select Hotel from the menu, then pre-auth.



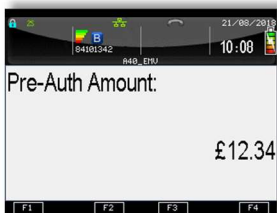
Terminal will connect to the host via the mobile network.



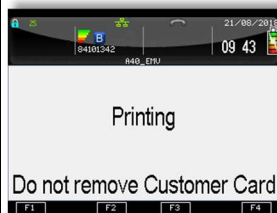
Insert or Swipe card screen is displayed.



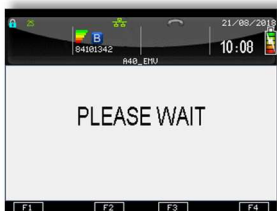
Pre-Auth is accepted by the acquirer.



Enter the amount and press green key.



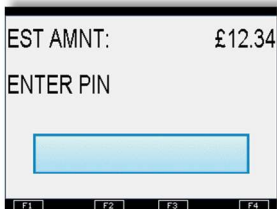
Terminal will print the merchant receipt



Terminal will check the card.



Remove card.



Cardholder enter the PIN code and press the green key.

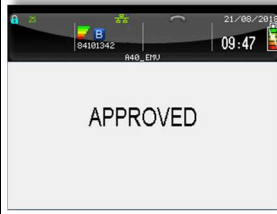


Terminal will print customer receipt, then return to the ready screen.

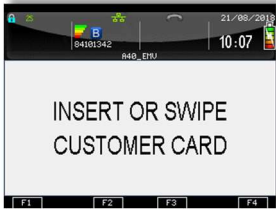
Completion



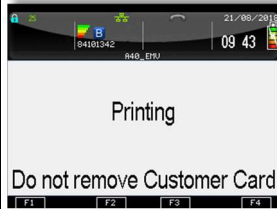
Select "Complete" from the transaction menu.



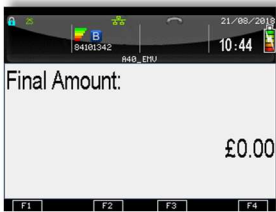
The terminal displays approved/declined message.



If customer is not present, start keying in the card number.



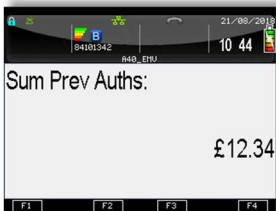
Terminal will print the merchant receipt



Enter the final amount.



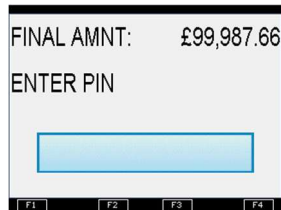
Remove the customers Card



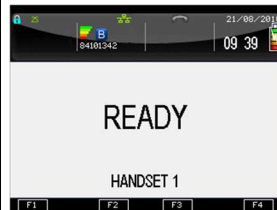
Key in sum of all pre-auths taken to date for this card.



Terminal will print the customer receipt.



Customer will be prompted for PIN entry.



Terminal will return to the Ready screen.

Reversals

If a mistake in a transaction is identified immediately after the transaction has been completed, then the transaction can be completely reversed by selecting the Reversal function within 30 seconds of the end of the transaction.

This function is particularly useful when the wrong transaction amount has been entered, and the mistake is only noticed on the customer copy.

To perform a Reversal press the menu key twice, then choose REVERSAL.

If the 30 second timer has not expired then your terminal will perform the Reversal, contacting the acquirer if necessary.

When a Reversal has been successfully performed the original transaction and the Reversal will not appear on the customer's bank statement.

The original transaction and the Reversal will appear on your Banking and X/Z Balance reports. Reversals are recorded as the opposite of the original transaction: if you reverse a Sale then the Reversal will be shown as a Refund; or if you reverse a Refund then the Reversal will be shown as a Sale.



You have 30 seconds of the end of transaction to perform reversal. Once that elapsed the transaction cannot be reversed.

Duplicate Receipts

Your terminal can produce a duplicate copy of the customer receipt for the last completed transaction.

To print a duplicate ticket, press the menu key three times, then choose DUPLICATE. All duplicate copies will have the word DUPLICATE printed at the top of the receipt.



You can print a duplicate customer copy receipt quickly by pressing the F1 key when your terminal is displaying the idle screen.

Cash advance



You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types.

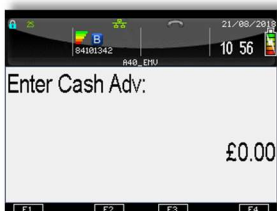
Your terminal is not pre-configured to allow for Cash Advance. If you would like Cash Advance mode enabled on your terminal please contact the terminal Helpdesk.



Press the *menu* key then F3 to select a Cash Advance transaction.



Select the CASH menu and Insert or swipe the customer's card when prompted.



Enter the transaction amount in pence (e.g. 2134 for £21.34) and press the *green* key.

The terminal will continue as per a normal sale, refer to the instructions for the appropriate sale transaction type to complete the transaction.

Account Verification



You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you

In order to check that a customer's card is valid an Account Verification can be performed. Typically this would be used before opening a bar tab, or any situation where a low value Pre-Authorisation would otherwise be performed. An Account Verification has no value and therefore does not affect the available balance on the customer's bank account.

To perform an Account Verification press the menu key three times, then choose ACC VERIFY.



Insert, swipe or key the customer's card.



Customer to enter Pin

The terminal will continue as per a normal sale with the exception that an amount is not prompted for, refer to the instructions for the appropriate sale transaction type to complete the transaction.

When an Account Verification is successful then ACCOUNT VERIFIED will be displayed on the terminal and printed on the transaction receipts.

Account Verification receipts carry the extra text of ACCOUNT VERIFICATION to indicate that the transaction details are not captured by the acquirer.



If the ACC VERIFY option is not shown in the menu on your terminal then the Account Verification functionality is not available to you.

Account Verification may not be available for all card types.

Authorisation only transaction



You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you

An Authorisation Only transaction gives an authorisation code for a specific amount against a customer's card without the capture of the transaction details by the acquirer.

This facility is intended for merchants who wish to bank transactions using a different system, or to check that the customer has enough credit for a transaction.

The transaction does NOT debit the customers bank account or credit your merchant account. The transaction value is NOT added to the terminal totals. When an Authorisation Only transaction is done the available credit on the customers bank account will be reduced by the amount authorised.

Authorisation Only transactions may be submitted to the acquirer through the Forced Transaction function. These transactions do not include gratuities.

To perform an Authorisation Only transaction press the menu key twice, then choose AUTH



Select the desired Authorisation Only transaction type and perform the transaction as normal.

Authorisation Only receipts carry the extra text of AUTHORISATION ONLY to indicate that the transaction details are not captured by the acquirer.



Authorisation codes typically expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.

Declined Transactions

The customer's card, card issuer or the acquirer can decline to authorise any transaction.

A declined response from the acquirer's host system will display a message on your terminal in place of the usual AUTH CODE: xxxxx message. This can be, for example, DECLINED, NOT AUTHORISED, or RETAIN CARD. This message will be displayed on the screen for up to 60 seconds, or until the enter key is pressed.

A declined receipt will be printed which clearly indicates that the transaction has not been authorised. It will also show the message from the acquirer if such message is present.

Transactions with an inserted chip card may be declined by the card without the terminal contacting the acquirer's host system. You should advise the customer to contact their card issuer and request another means of payment.

If your terminal is unable to contact the acquirer for a transaction with an inserted Chip card, the transaction maybe declined by the card with the message COMMS FAILURE DECLINED.



If the COMMS FAILURE DECLINED message is displayed there may be a problem with your telephone or LAN connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled Diagnostic Codes for more details.



If you are prompted to retain the customer card you should follow the standard procedures as laid down by your acquirer

Referrals

A transaction may be referred for voice authorisation if an extra security check is required by the acquirer. The terminal will display or print instructions to call the acquirer. If a telephone number is not shown please use the standard voice authorisation number as supplied by that acquirer.

Once you have dialled or made a note of the telephone number press the *green* key to continue.

Please be ready to quote your merchant number, the full card number and any referral message that was displayed (such as REFERRAL B or CODE 10 REFER). The authorisation centre may need to speak to the customer.



If requested to do so by the authorisation centre operator, you may remove the card from your terminal after a referral request in order to do further visual checks on the card; at all other times, you should only remove the card when prompted to do so by your terminal.

If the transaction is authorised by the authorisation centre, your terminal will prompt you to enter both your supervisor password and the authorisation code. You should take care entering the authorisation code to avoid unnecessary chargebacks from your acquirer.

Your terminal will also refer transactions if it is unable to contact the acquirer. This can happen during exceptionally busy periods when the acquirer's host system cannot answer the authorisation request.



If you experience a high volume of referrals there may be a problem with your connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled Diagnostic Codes for more details



FRAUD ALERT: Your acquirer will never contact you via telephone call asking you to use a temporary authorisation centre telephone number.

Force Transaction

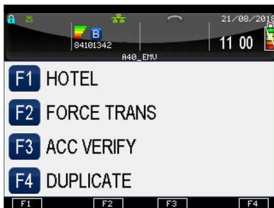


You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types.

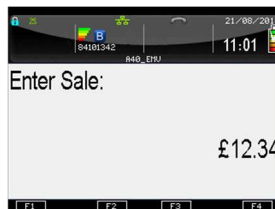
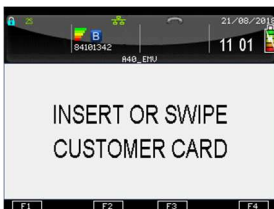
The Forced Transaction function allows for the completion of a transaction following a referral or voice authorisation. It also provides the opportunity to capture the details of transactions authorised by means other than your terminal. For example, card transactions authorised using paper vouchers and calls to the authorisation centre during a power cut, or transactions previously authorised using the Authorisation Only function.



You must have a valid authorisation code before performing a forced transaction.



Select the Force Trans option, enter your supervisor password and then select the desired transaction type.



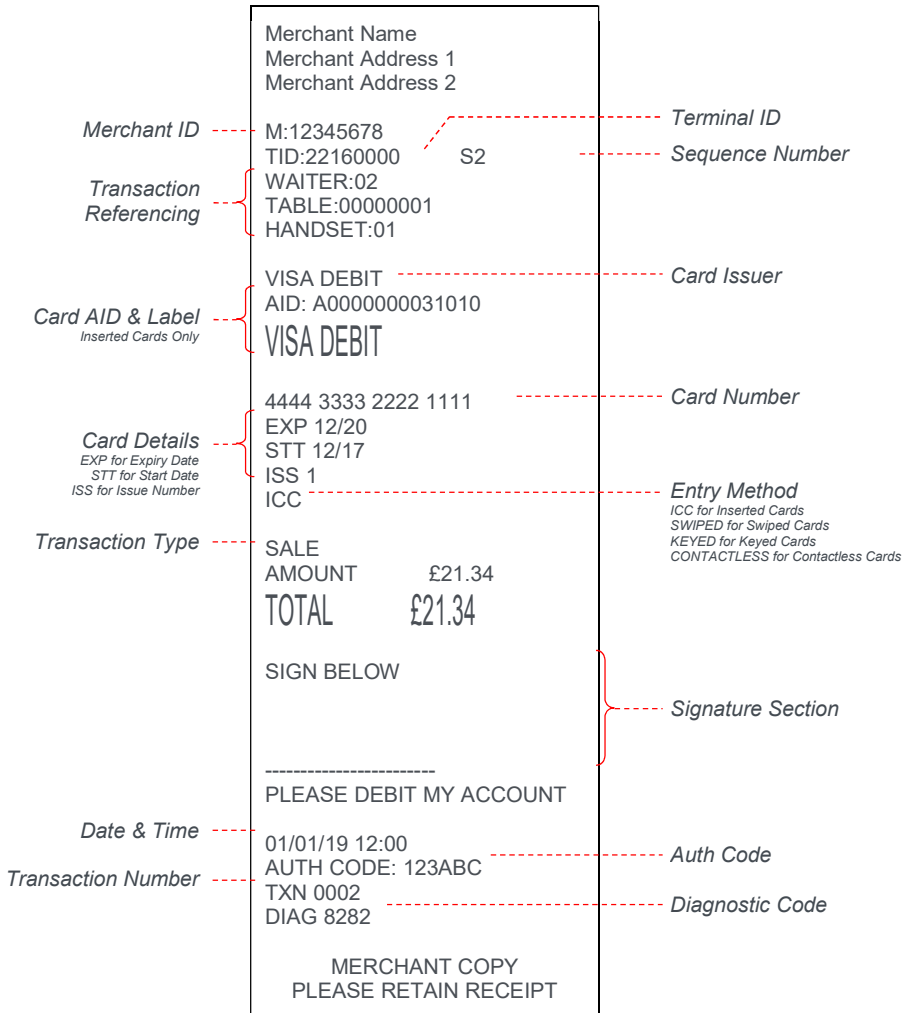
Insert, swipe or key the customer's card, then follow instructions on the screen.

To perform a forced transaction press the Menu key three times, then choose FORCE TRANS. You will be asked to type your supervisor password, and then press enter.

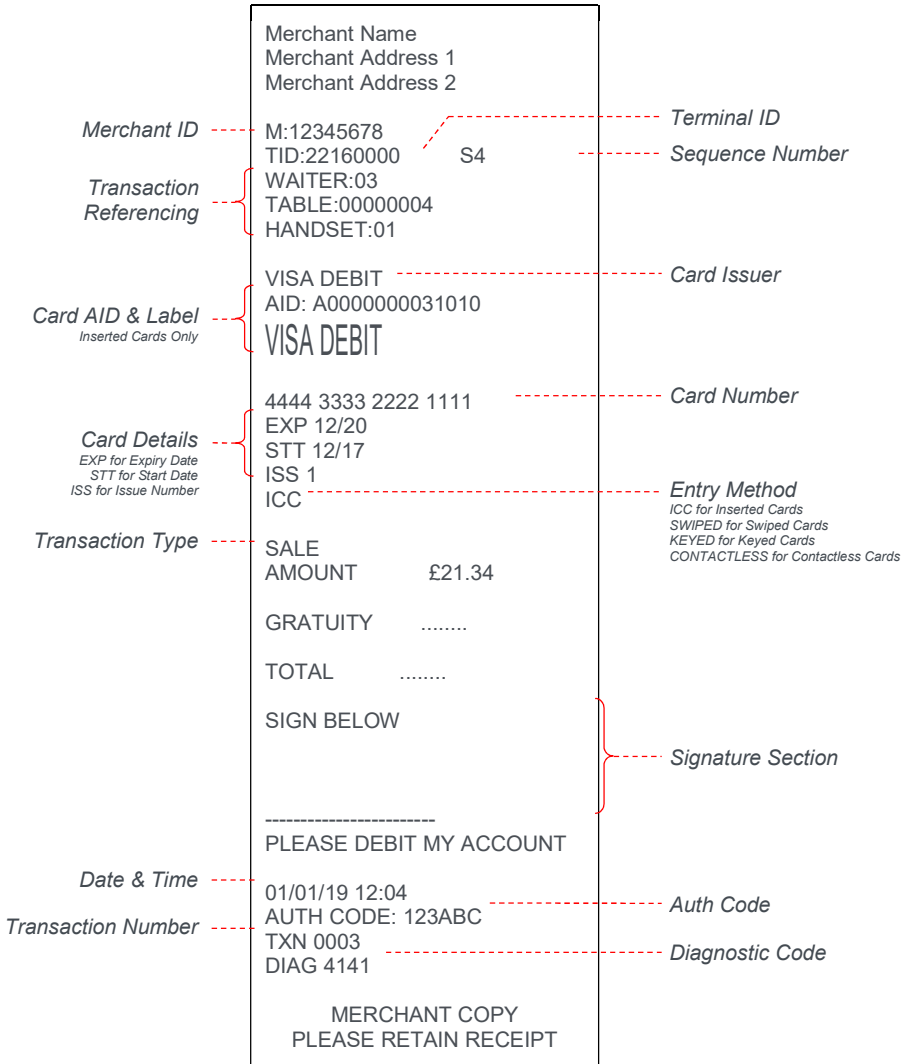
Transaction Receipts

Merchant Copy - Signature Transactions

Inserted or Swiped Cards with Signature (Merchant Copy)

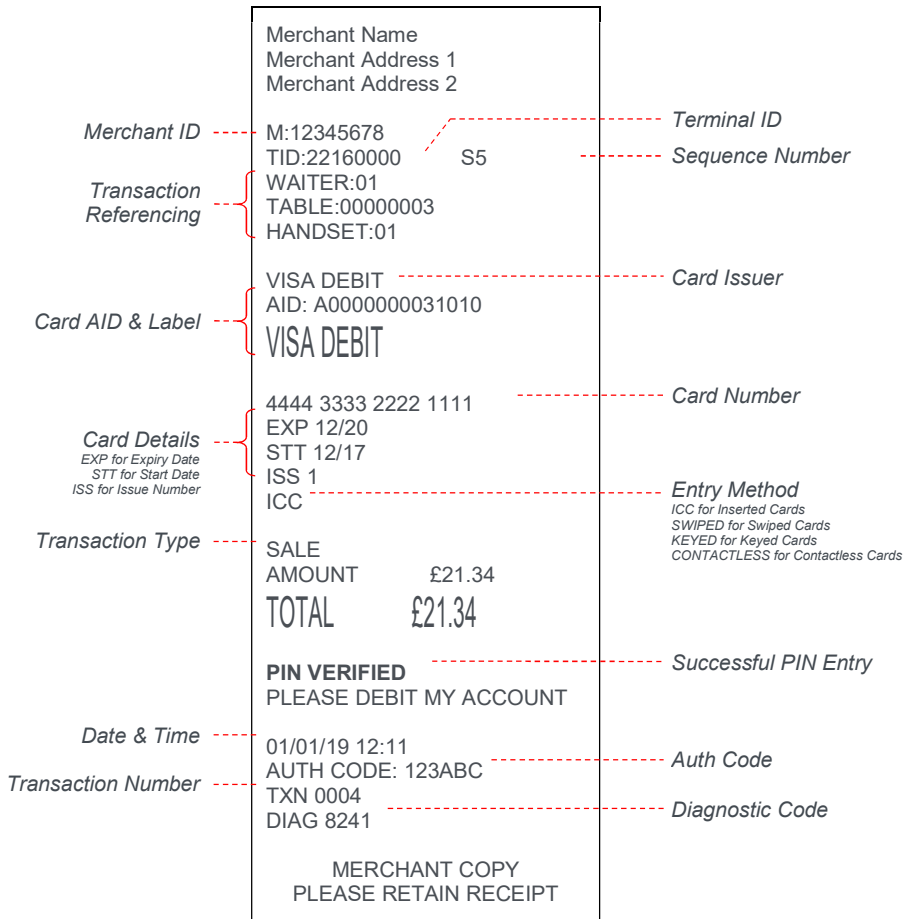


Inserted or Swiped Cards with Signature and Gratuity (Merchant Copy)

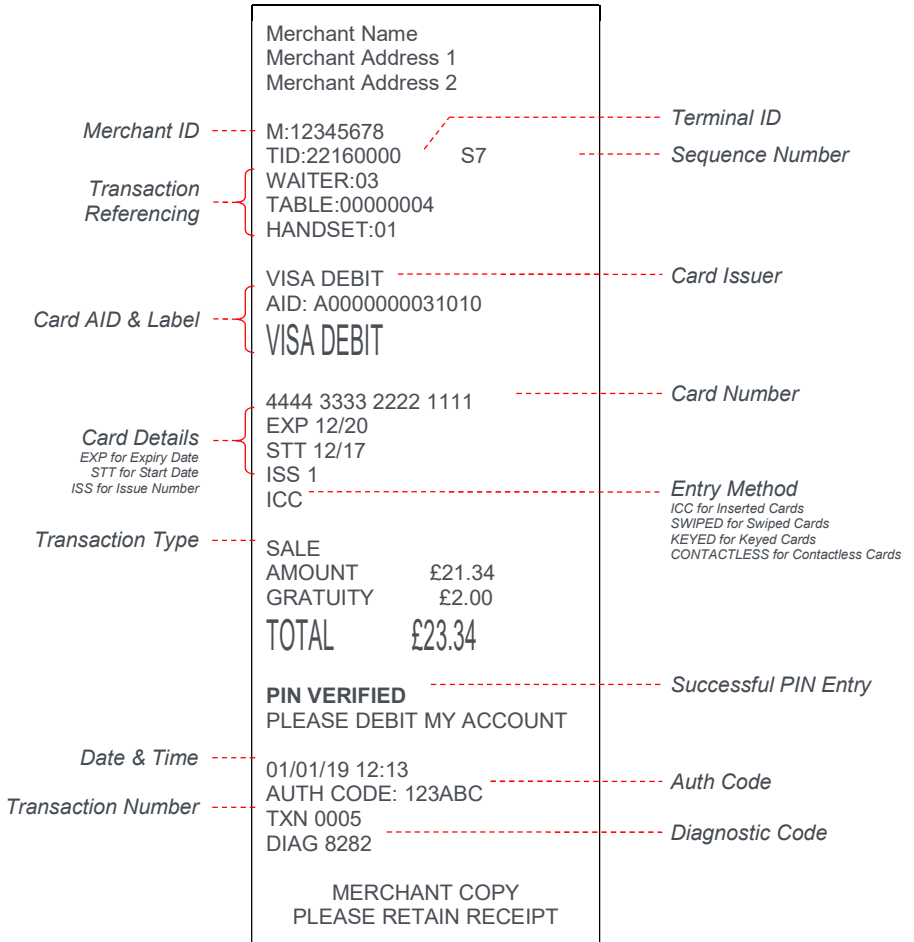


Merchant Copy - PIN Transactions

Inserted Cards with PIN Entry (Merchant Copy)

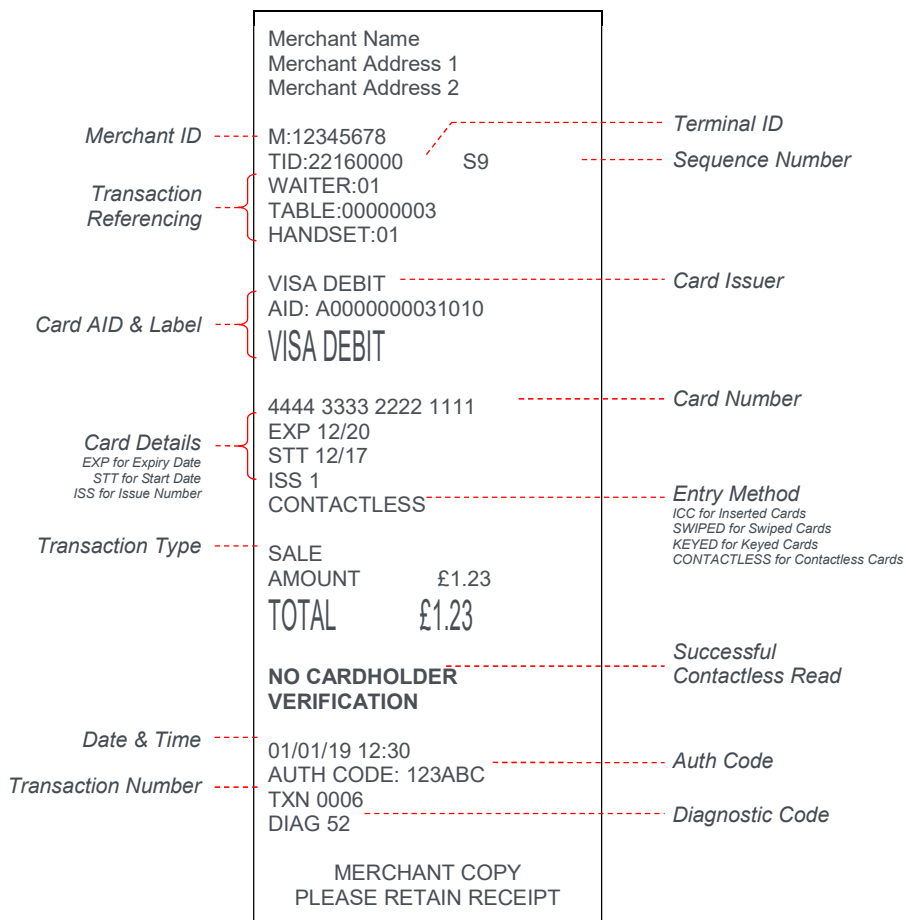


Inserted Cards with PIN Entry and Gratuity (Merchant Copy)



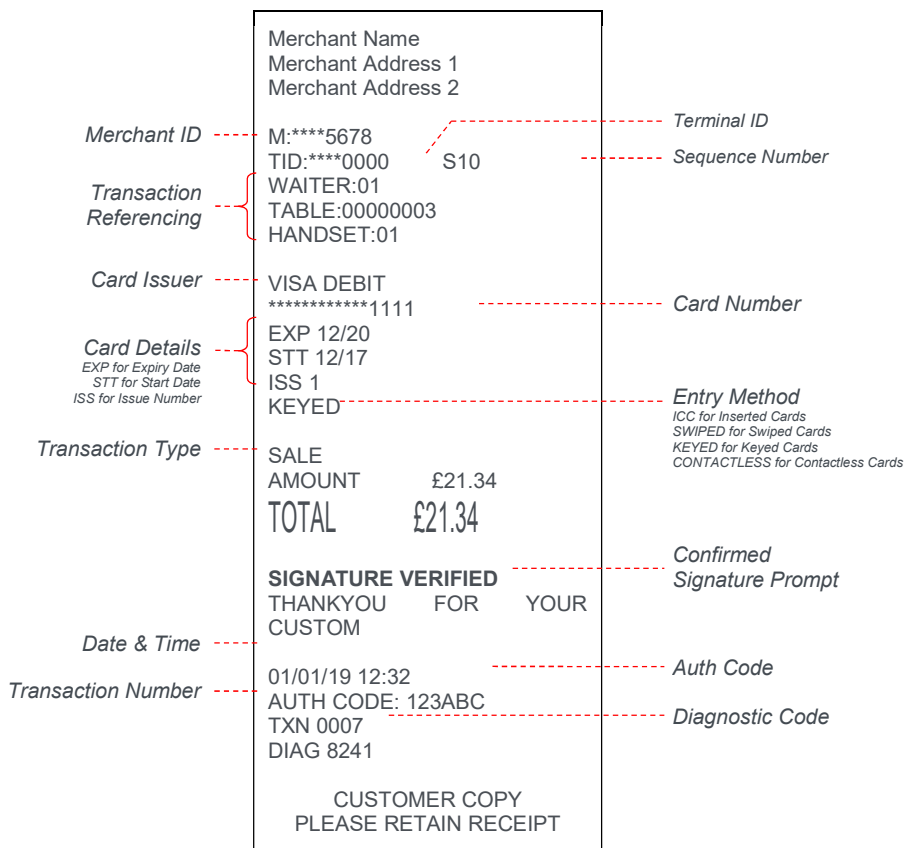
Merchant Copy - Contactless Transactions

Contactless Cards (Merchant Copy)



Customer Copy

Keyed Cards with Signature (Customer Copy)



For security reasons the full card number is not shown on the customer copy.

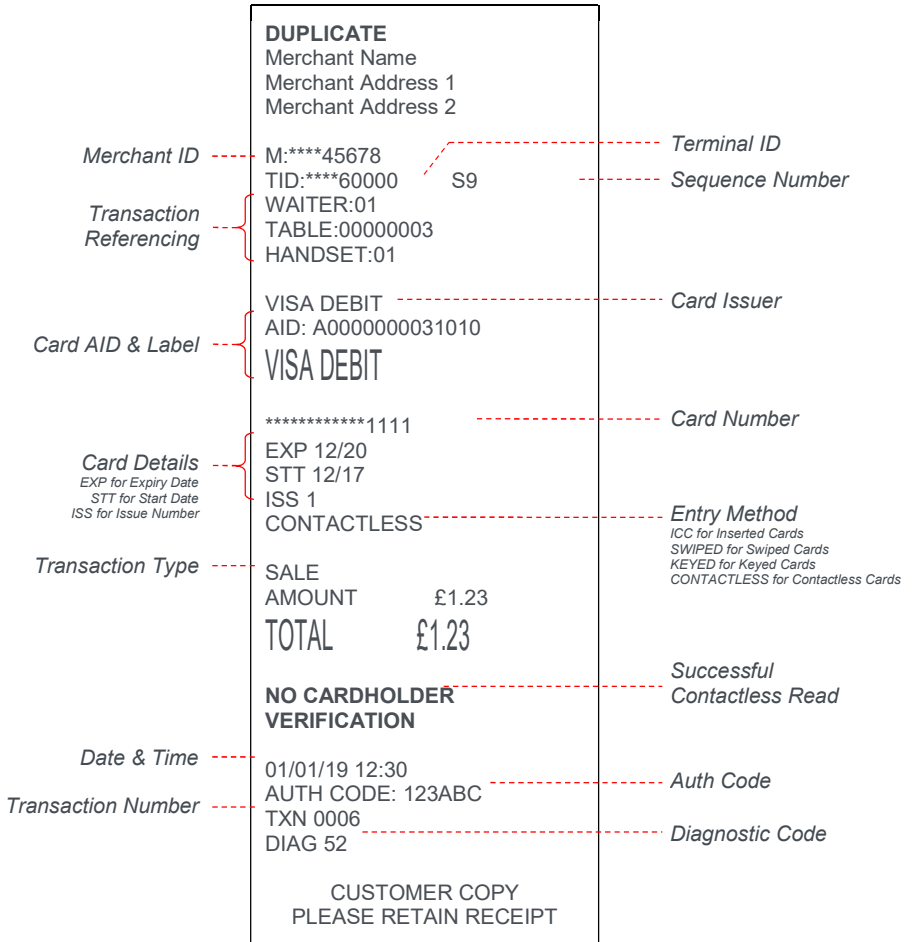
Inserted Cards with PIN Entry (Customer Copy)

	Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:****5678	Terminal ID
	TID:****0000 S5	Sequence Number
Transaction Referencing	WAITER:03 TABLE:00000004 HANDSET:01	
Card AID & Label	VISA DEBIT AID: A0000000031010 VISA DEBIT	Card Issuer
Card Details	*****1111	Card Number
	EXP 12/20 STT 12/17 ISS 1 ICC	Entry Method <small>ICC for Inserted Cards SWIPED for Swiped Cards KEYED for Keyed Cards CONTACTLESS for Contactless Cards</small>
Transaction Type	SALE AMOUNT £21.34 TOTAL £21.34	
	PIN VERIFIED	Successful PIN Entry
Date & Time	THANKYOU FOR YOUR CUSTOM	
Transaction Number	01/01/19 12:11 AUTH CODE: 123ABC TXN 0004 DIAG 8241	Auth Code Diagnostic Code
	MERCHANT COPY PLEASE RETAIN RECEIPT	



For security reasons the full card number is not shown on the customer copy.

Contactless Cards (Customer Copy)



For security reasons the full card number is not shown on the customer copy.



Please Note: Only the merchant copy is printed during a contactless transaction. If the customer requires a receipt then the customer copy can be printed by pressing the F1 key whilst the idle screen is displayed.

Pre-Paid Cards (Customer Copy)

	Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:****5678	Terminal ID
	TID:****0000 S5	Sequence Number
Transaction Referencing	WAITER:03 TABLE:00000004 HANDSET:01	
Card AID & Label	VISA DEBIT AID: A0000000031010 VISA DEBIT	Card Issuer
Card Details	*****1111	Card Number
	EXP 12/20 STT 12/17 ISS 1 ICC	Entry Method <small>ICC for Inserted Cards SWIPED for Swiped Cards KEYED for Keyed Cards CONTACTLESS for Contactless Cards</small>
Transaction Type	SALE AMOUNT £21.34 TOTAL £21.34	
Pre-Paid Card Available Balance	AVAILABLE: £1000.00	
	PIN VERIFIED THANKYOU FOR YOUR CUSTOM	Successful PIN Entry
Date & Time	01/01/19 12:11	Auth Code
Transaction Number	AUTH CODE: 123ABC TXN 0004 DIAG 8241	Diagnostic Code
	MERCHANT COPY PLEASE RETAIN RECEIPT	



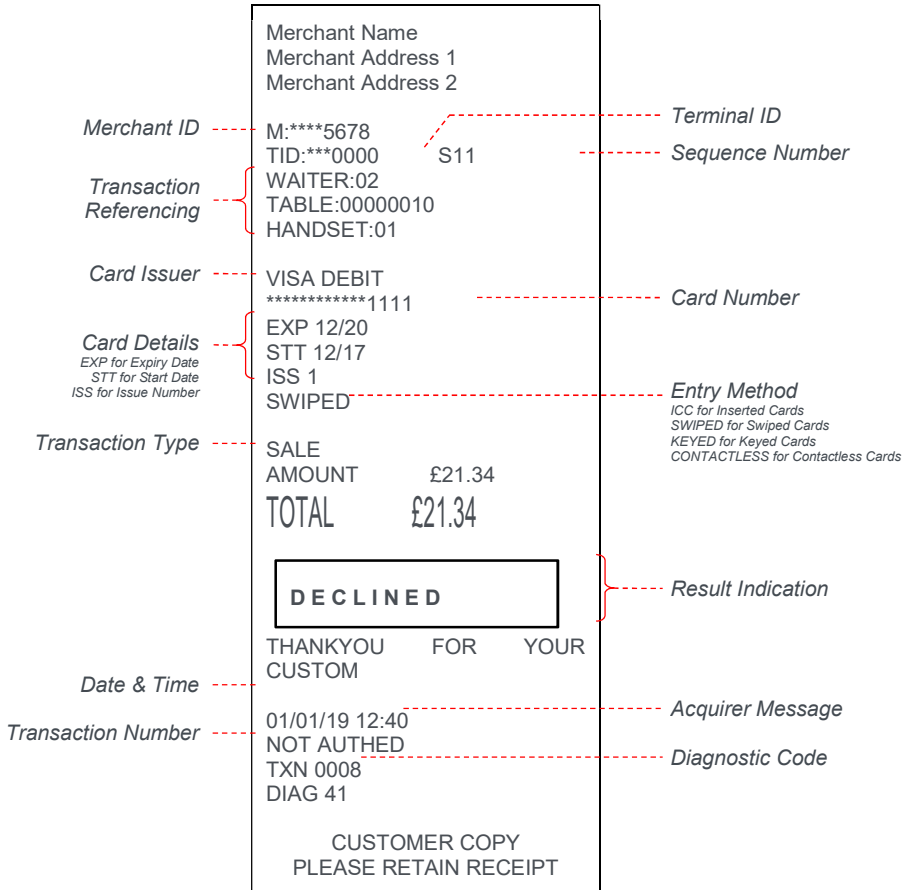
For security reasons the full card number is not shown on the customer copy.

Please Note: The Pre-Paid Card available balance is shown only on the customer copy.

Declined and Void Receipts

If the transaction is declined by the acquirer or by an inserted Chip card, the terminal will print a declined receipt, as shown below. The text printed below the Date and Time is the response from message from the acquirer.

Example Declined Receipt (Customer Copy)



For security reasons the full card number is not shown on the customer copy. If you have had any voided transactions you must perform an End of Day report to ensure that the acquirer receives confirmation that the transaction(s) have been voided.

VOID	If the Result Indication shows VOID then the transaction has been cancelled by the operator.
CANCELLED	If the transaction was cancelled by pressing the <u>cancel</u> key, the message below the date/time will read CANCELLED.
SIGNATURE INVALID	If the transaction was cancelled by the operator selecting NO to the signature check, then the text below the Date and Time will read SIGNATURE INVALID.

Transaction Referencing

Your terminal is not pre-configured to allow for Transaction Referencing. If you would like Transaction Referencing to be enabled on your terminal please contact the terminal Helpdesk.

Transaction Referencing can be used to reference each transaction's ticket to a specific terminal operator, or location. The most common use of Transaction Referencing is in the leisure industry for use by Waiters (operator) and Tables (location).

The labels for these references are completely customisable for your needs, so you could have Room Number (in a Hotel), or Invoice ID (in an office based business), or maybe Customer ID. Please contact the terminal Helpdesk if you wish to customise these labels.

OPERATOR	Operator ID (Waiter ID) is printed on both the merchant and customer copy of the transaction receipts. You will also have a sub-report on your X/Z Balance reports which breakdown the transactions including gratuities (if enabled) by each operator. Operator ID has a range from 1 to 99.
LOCATION	Location ID (Table ID) is printed on both the merchant and customer copy of the transaction receipts. Location ID can be up to twenty-five characters in length and formed of both letters and numbers if required.
HANDSET	Handset ID is enabled by default, and allows you to simply reference which terminal was used to take the transaction, when you have more than one terminal in use in your business. The default value of 01 can be changed within the supervisor menu

Reports

The terminal can produce a number of reports to aid banking

End of Day Banking	Reconciliation report with the acquirers
X Balance	Transaction total print without a reset
Z Balance(!)	Transaction total print with a reset
Waiters Totals	Gratuity summary per waiter



At the end of each trading day you should perform an End of Day report (or a Banking and Z Balance report). This will give you a full record of all business done that day and will allow for the fastest possible processing of funds into your merchant account.



If you do not complete an End of Day report there will be a delay in you receiving funds. If you have had any voided transactions you must perform an End of Day report to ensure that the acquirer receives confirmation that the transaction(s) have been voided.

- There are several common features across all the totals and sub-totals on all of the reports that are available.
- DR indicates that the value of transactions shown is in your favour - the value shown will be debited from customers.
- CR indicates that the value of transactions shown is not in your favour - the value shown will be credited to customers.
- The number of transactions that add up to the total shown will always be shown on the left of the value.
- Any gratuity and cashback amounts are included in the TOTAL and SUB-TOTAL, as well as in the breakdown by transaction type (i.e. Sales or Refunds).



Always check that your paper roll is not about to run out, before doing any reports.

End of Day Report

Your terminal is provided with an End of Day report that allows you to print both the Z Balance and the Banking reports from the one place. This simplifies your end of day procedure and ensures that you do the correct reports each day.

The End of Day report prints first the Z Balance, followed by Banking for all acquirers. After the report has printed you should ensure that the Banking report shows TOTALS CONFIRMED for each acquirer, and that the totals are consistent with the Z Balance report.

To perform an End of Day report press the *menu key* **twice**, then choose REPORTS. You will be asked to type your supervisor password, then press enter, choose END OF DAY.

Reports performed by the End of Day function will look exactly the same as if they were done separately, however above each report title will be the legend of END OF DAY.

Example End of Day report

**END OF DAY
Z BALANCES**
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2

**END OF DAY
BANKING**

Merchant Name
Merchant Address 1
Merchant Address 2

Please refer to the following sections entitled Banking Report and Z Balance report for more details on the contents of each report.

Your terminal can be configured to automatically perform the End of Day report at a set time each day (or a specific range of days) to make this process even more streamlined. If you would like the Auto End of Day functionality enabled on your terminal please contact the terminal Helpdesk.

Banking Report

Performing a Banking report reconciles the transaction totals held in the terminal with the totals held by each acquirer. The terminal may need to contact some or all of the acquirers to complete this report.

Transactions are listed by acquirer and are also shown by card type (issuer) under that acquirer. Reconciliations are done by sessions; these sessions are tracked by both the terminal and the acquirer.

The totals listed under CURRENT SESSION were carried out during the current reconciliation session and will be processed by the acquirer at the end of the session.

The totals listed under PREVIOUS SESSION were carried out during the previous reconciliation session and have already been processed by the acquirer.

To understand the concept of sessions, the PREVIOUS SESSION on today's reports will be the same as the CURRENT SESSION on yesterday's report, and so on. If these totals do not match then you may be doing your report outside of the acquirer's specified banking window.



You should contact your acquirer(s) to find out when your specified banking window is, if you do your Banking report outside of this time then your reports may not reconcile correctly.

The result for each acquirer's reconciliation is shown below the acquirer's name.

TOTALS CONFIRMED	Shown if the totals held by the acquirer and the terminal agree
TOTALS NOT AGREED	<p>Shown if the totals held by the acquirer and the terminal do not agree.</p> <p>The report will show the totals held by the terminal and the acquirer separately to show the difference. You should contact the acquirer to ensure that all expected funds have been transferred.</p>
CANNOT CONFIRM TOTALS	Shown when the terminal cannot contact the acquirer to check the totals. The diagnostic code printed will indicate the reason for the communications failure.

To perform banking report please follow the instructions below.



To perform a Banking report for ALL acquirers press the green key twice, then choose REPORTS.

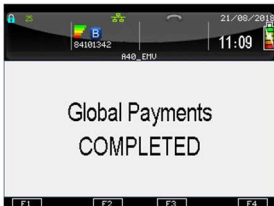


You will be asked to type your supervisor password, then choose BANKING.



To perform a Banking report for ALL acquirers choose ALL. If you are looking to select acquirer to be banked select SINGLE

If you selected SINGLE you will be asked to choose an acquirer from the list.



The terminal will contact the acquirer and display confirmation screen followed by the banking printout.



The Banking report is a integral part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Banking report.



If you do not complete an End of Day report (or activate Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds

Example Banking report (Acquirer 1)

	BANKING	
	Merchant Name	
	Merchant Address 1	
	Merchant Address 2	
<i>Terminal ID</i>	TID:22160001	
	01/01/19 23:54	<i>Print Date & Time</i>
	HANDSET:01	
	--==++0000+==--	
<i>Acquirer Name</i>	ACQUIRER 1	
	TOTALS CONFIRMED	<i>Acquirer Result</i>
	01/01/19 23:54	TOTALS CONFIRMED
<i>Merchant ID</i>	M:12345678	<i>TOTALS CONFIRMED</i>
	TID:22160001	<i>The totals were agreed for this acquirer</i>
<i>Current Session Number</i>		
	CURRENT SESSION: 3	
<i>Transaction Range</i>	TXN NOs 0041-0089	
<i>Current Session - relates to the Transaction breakdown on the Z Balance Report</i>	Sales 47 £844.06	<i>Current Session</i>
	Refunds 1 £5.00	
	TOTAL DR £839.06	<i>The breakdown of totals for the current banking session. Combining the Current Session totals for all acquirers should match the Grand Total on the Z Balance Report</i>
	VISA CREDIT	
	Sales 18 £319.83	
	SUB-TOTAL DR £319.83	
<i>Issuer Breakdown</i>		
<i>Current Session totals for each Issuer linked to this acquirer. This section will not appear this acquirer has only one Issuer</i>	ELECTRON	
	Sales 29 £524.23	
	Refunds 1 £5.00	
	SUB-TOTAL DR £519.23	
	PREVIOUS SESSION:	
<i>Transaction Range</i>	TXN NOs 0025-0040	
<i>Previous Session</i>	Sales 13 £100.41	<i>Previous Session</i>
	Refunds 2 £20.00	
	TOTAL DR £80.41	<i>The breakdown of totals for the previous banking session</i>
	VISA CREDIT	
	Sales 8 £85.08	
	Refunds 2 £20.00	
	SUB-TOTAL DR £65.08	
<i>Issuer Breakdown</i>		
<i>Previous Session totals for each Issuer linked to this acquirer. This section will not appear this acquirer has only one Issuer</i>	MAESTRO	
	Sales 5 £25.33	
	SUB-TOTAL DR £25.33	
<i>Transaction Number</i>	SESSION NOW CHANGED TO 4	<i>Session Message</i>
	TXN 0090	
	DIAG 76	<i>Diagnostic Code</i>
	--==++0000+==--	<i>DIAG 76 indicates that a successful online banking was performed</i>

Example Banking report continued (Acquirer 2)

<p>Acquirer Name</p> <p>Merchant ID</p> <p>Current Session Number</p> <p>Transaction Range <i>Current Session - relates to the Transaction breakdown on the Z Balance Report</i></p> <p>Transaction Range <i>Previous Session</i></p> <p>Transaction Number</p>	<pre> =====+0000+===== ACQUIRER 2 TOTALS UNCONFIRMED 01/01/19 23:55 M:87654321 TID:22160001 CURRENT SESSION: 2 TXN NOs 0039-0042 Sales 1 £10.00 Refunds 1 £20.00 TOTAL CR £10.00 PREVIOUS SESSION: TXN NOs 0025-0038 Sales 8 £827.19 Refunds 1 £40.00 TOTAL DR £787.19 TXN 0046 DIAG 828282 =====+0000+===== </pre>	<p>Acquirer Result <i>TOTALS UNCONFIRMED The totals were not checked for this acquirer</i></p> <p>Current Session <i>The breakdown of totals for the current banking session. Combining the Current Session totals for all acquirers should match the Grand Total on the Z Balance Report</i></p> <p>Previous Session <i>The breakdown of totals for the previous banking session</i></p> <p>Diagnostic Code <i>DIAG 828282 indicates that the acquirer was unable to be reached due to three communications errors (82)</i></p>
---	---	--



TOTALS UNCONFIRMED means that the totals were in balance after the last online transaction so are probably correct, but they have not been checked during the reconciliation because, in this case, a communications error (see the section entitled Diagnostic Codes for more details). If the reconciliation is attempted again and the terminal again fails to contact the acquirer, the report will indicate **CANNOT CONFIRM TOTALS**.



This acquirer has only one issuer, so no breakdown by issuer is shown.

Example Banking report continued (Acquirer 3)

<p>Acquirer Name -----</p> <p>Date & Time -----</p> <p>Merchant ID -----</p>	<p>ACQUIRER 3 TOTALS NOT AGREED CALL ACQUIRER 01/01/19 23:56 M:11223344 TID:22160001 ----**----- HOST AND TERMINAL TOTALS DO NOT AGREE: HOST: ACQUIRER 3 Sales 8 £787.19 TOTAL CR £787.19 TERMINAL: Sales 3 £500.00 TOTAL CR £500.00 ----**----- CURRENT SESSION: 3 TXN NOs 0016-0019 Sales 3 £500.00 TOTAL DR £500.00 PREVIOUS SESSION: No Business TXN 0020 DIAG 7376 ----++0000+---- CAUTION Acquirers attempted 3 Agreed 1 Not Agreed 1 Unconfirmed 1 REPORT COMPLETE</p>	<p>Acquirer Result TOTALS NOT AGREED The terminal totals did not match the host's totals for this acquirer</p> <p>Acquirer Totals Number of transactions and amounts recorded by the host.</p> <p>Terminal Totals Number of transactions and amounts recorded by the terminal.</p> <p>Current Session The Current Session indicates that there have been 3 transactions for this acquirer recorded by the terminal.</p> <p>Previous Session The breakdown of totals for the previous banking session</p> <p>Diagnostic Code DIAG 7376 indicates that the totals are out of balance (73) and a successful online banking was performed (76)</p>
---	---	---

Disputed Totals
*Only shown when totals are not agreed.
 The totals returned by the acquirer are
 printed together with the terminal totals
 for comparison*

Report Summary
*If some or all of the acquirers do
 not give TOTALS CONFIRMED
 responses then a summary of the
 issues is shown*



The acquirer totals will match the current session totals if the Banking report is completed daily during the banking window, if it is not completed in this way then this total may differ.



This acquirer has had no business, so no breakdown by issuer is shown.

X Balance Report

The X Balance report is sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The X Balance may be printed at any time throughout the day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions together with any gratuities or cashback (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.



The totals within the terminal will not be reset after printing an X Balance.

To perform an X Balance report press the menu key **twice**, then choose REPORTS. You will be asked to type your supervisor password, then press green key, choose X BALANCE and press green key.

The X Balance report is exactly the same as the Z Balance excepting the totals **are not** reset.

Example X Balance report

```
X BALANCES
Totals Not Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

Please refer to the following section entitled Z balance report for more details on the contents of the X Balances report.

Z Balance Report

The Z Balance report is sometimes referred to as an End of Day Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The Z Balance should be printed at end of each trading day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions together with any gratuities or cashback (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.



The totals within the terminal will be reset after printing a Z Balance.

To perform a Z Balance report press the menu key twice, then choose REPORTS. You will be asked to type your supervisor password, then press enter, then choose Z BALANCE(!)

The Z Balance report is exactly the same as the X Balance excepting the totals are reset in the terminal once the report is complete. The terminal will display PLEASE WAIT and a short progress indication while the totals are being reset.



The Z Balance report is an integral part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Z Balance report..



If you do not complete an End of Day report (or activate Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds

Example Z Balance Report (Totals and Breakdown by Issuer)

	<p>Z BALANCES Totals Reset</p> <p>Merchant Name Merchant Address 1 Merchant Address 2</p> <p><i>Terminal ID</i> --- TID:22160001 01/01/19 23:47 --- <i>Date & Time</i> HANDSET:01</p> <p>GRAND TOTALS Since 01/01/19 23:50</p> <p>Sales 48 £854.06 Refunds 4 £40.00</p> <p><i>Total</i> --- TOTAL DR £814.06</p> <p><i>Includes</i> --- Includes Tips 30 £61.24 Cashback 5 £50.00</p> <p style="text-align: center;">--===+0000+===--</p> <p>BREAKDOWN BY ISSUER Since 01/01/19 23:50</p> <p>AMERICAN EXPRESS Sales 1 £10.00 Refunds 1 £35.00 SUB-TOTAL CR £25.00</p> <p>VISA CREDIT Sales 18 £319.83 SUB-TOTAL DR £319.83</p> <p>ELECTRON Sales 29 £524.23 Refunds 1 £5.00 SUB-TOTAL DR £519.23</p> <p style="text-align: center;">--===+0000+===--</p>	
<p><i>Last Z Balance</i> <small>The date & time when the last Z Balance Report was printed</small></p>		<p><i>Grand Totals</i> <small>Summarises all transactions performed since the last Z Balance Report was printed</small></p>
<p><i>Total</i></p>		
<p><i>Includes</i> <small>Shows the total value of Tips and Cashback for example (if enabled) included within the Grand Totals</small></p>		
<p><i>Last Z Balance</i> <small>The date & time when the last Z Balance Report was performed</small></p>		<p><i>Issuer Breakdown</i> <small>The breakdown of all transactions performed since the last Z Balance Report was printed, for each Issuer (i.e. card type). For clarity Tips and Cashback are not shown in this section. All SUB-TOTAL values add up to the TOTAL shown on the report; note that values shown as CR must be subtracted to give the final total</small></p>

Example Z Balance Report continued (Breakdown by Waiter and Transaction Log)

Last Z Balance
 The date & time when the last Z Balance Report was printed

```

    -----+-----
    BREAKDOWN BY WAITER
    Since 01/01/19 23:50

    WAITER ID:      01
    Sales 25 £562.68
    Refunds 2 £35.00
    SUB-TOTAL DR £527.68
    Includes
    Tips 17 £38.50
    Cashback 3 £30.00

    WAITER ID:      02
    Sales 23 £291.38
    Refunds 1 £5.00

    SUB-TOTAL DR £286.38
    Includes
    Tips 13 £22.74
    Cashback 2 £20.00

    -----+-----

    TRANSACTIONS

    Seq Txn      RESULT
    S35          AUTH CODE:27
    T0041        £36.00
    S36          AUTH CODE:00321
    T0042        £15.00
    S37          DECLINED
    T0043        £9006.00
    S38          CANCELLED
    S39          AUTH CODE:16
    T0044        £48.16

    -----+-----

    S93          AUTH CODE:19
    T0086 A      £22.00
    S94          VOID
    £50.00
    S95          AUTH CODE:0227
    T0087        £5.00
    S96          AUTH CODE:28642
    T0088        £17.86
    S97          AUTH CODE:0227
    T0089        £14.51

    -----+-----

    REPORT COMPLETE
    
```

Waiter Breakdown

The breakdown of all transactions performed since the last Z Balance Report was printed, for each Operator (i.e. Waiter). For convenience Tips and Cashback for example (if enabled) are shown with each Operator. This section is only printed if Transaction Referencing is enabled

Example Transactions

- S35 represents an authorised transaction
- S36 represents an authorised transaction
- S37 represents a transaction declined by the acquirer
- S38 represents a transaction cancelled before connection to the acquirer
- S39 represents an authorised transaction
- S40 to S92 are not shown
- S93 represents an Authorisation Only transaction shown by the (A) label -it is NOT added to the Grand Totals
- S94 represents a transaction that was voided at the signature check
- S95 represents an authorised transaction
- S96 represents an authorised transaction
- S97 represents an authorised transaction

Transaction Log

Detail of all transactions performed since the last Z Balance Report was printed. For each transaction the Sequence Number of the transaction (S) together with the result. Each receipt has a different S number even if the transaction was cancelled before the amount was entered. If a transaction went online second line showing the Transaction Number (T). The full transaction amount is also shown (inclusive of any Tips and Cashback for example). Transaction numbers are per acquirer meaning that the same T number could be shown for two different transactions, but the S number will not be the same

Stored Transaction Report

A Stored Transaction report may be printed to show how many transactions are stored in the terminal, awaiting transmission to the host.

Up to five transactions may be stored in the terminal per acquirer. A transaction may be stored after contactless transaction, voice referral, or by using the Forced Transaction or Hotel Mode Completion functions.



Do not print this report unless instructed to do so by the terminal Helpdesk.

To perform a Stored report for ALL acquirers press the menu key twice, then choose REPORTS and press enter. You will be asked to type your supervisor password, then press enter, press the menu key once more, choose STORED followed by selecting ALL.

To perform a Stored report for a SINGLE acquirer press the menu key twice, then choose REPORTS. You will be asked to type your supervisor password, then press enter, press the menu key once more, choose STORED then choose SINGLE. Select from the list the required acquirer

TMS Report

Approximately once a month your terminal will call the Terminal Management System (TMS) to receive any updates to the software, details of new card schemes, and any changes to your configuration. This call will take place automatically, normally outside of standard trading hours.

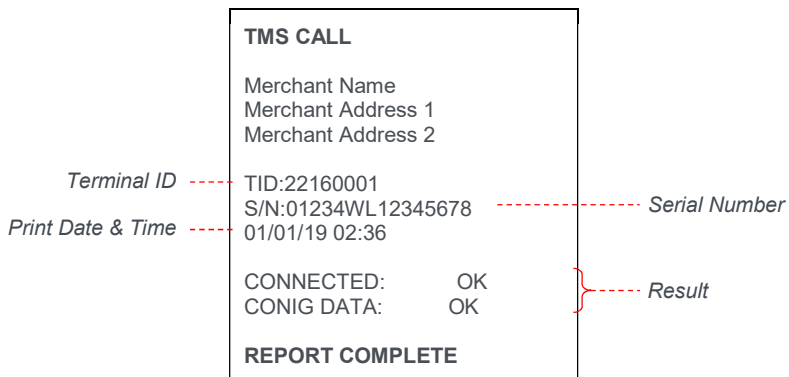
After the TMS call has taken place your terminal will print a TMS report, indicating if the communication was successful or has failed.

If the TMS call is interrupted part way through downloading a new or updated configuration file, for example due to a communications problem, the terminal will be set into a NOT READY state, and will not be usable until the file has been downloaded.

If your terminal displays the NOT READY status message then your terminal is not initialised. Press menu once, and choose the SETUP menu option. You

should contact the terminal Helpdesk if the problem persists after a successful TMS call.

Example successful TMS report



The status of CONNECTED may be; OK (if successfully connected to the TMS), or FAIL (if unable to connect to the TMS).

The status of CONFIG DATA may be; OK (if download was successful), FAIL (if download was not successful), or NOT REQUIRED (if no update was required).

Supervisor Functions

Supervisor password

Supervisor password



Default supervisor password is **01483**

The Supervisor password is designed to limit access to the Supervisor functions (such as the Supervisor Menus, or Refund transactions) on the terminal to those who have access to the code.

Your terminal is shipped with an initial default code of 01483, but is configured so that a change of this code is required before you process any transactions. If you forget your code, please contact the terminal Helpdesk who will be able to reset the code back to the default.

The following codes are not valid choices for your Supervisor password: 01483, 1234, 0000, or 9999.



Any other numerical code of four or more digits will be a valid Supervisor password.

The Supervisor password allows entry into the Refund option on the terminal.

To change your Supervisor password press the menu key twice, then choose SUPERVISOR from the list. You will be asked to type your current supervisor password (i.e. 01483), then press green key, choose PASSWORD then CHANGE PWD.

You will need to enter your new numerical code (4 digits or more) twice, pressing the green key after each input, before the Supervisor password is updated to this new value.



If your terminal is lost or stolen you should contact the terminal Helpdesk immediately.

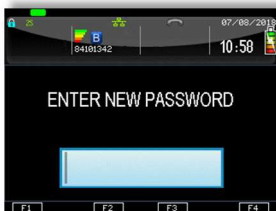
You are strongly advised to ensure that privileged access to your terminal (including access to the Supervisor password) is only granted to staff that have been independently verified as being trustworthy.

Supervisor password change – initial transaction

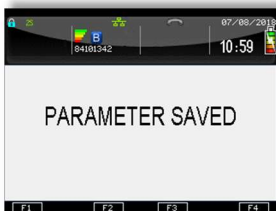
If you have not changed the Supervisor password before you process your first transaction the terminal will prompt you to change the code from the default during the transaction.



During the transaction, you will be prompted that the code needs to be changed, press any key to continue.



Enter a new code and press the green key.



Re-enter the new code and press the green key.

A confirmation will be shown if the two entries match and the code has been changed.

The terminal will continue as normal, refer to the instructions for transaction type that you chose to complete the transaction

Refund Password

Your terminal is configured to use the Supervisor password to protect both the Refund and the Supervisor functions. If you would like a separate code enabled in order to protect the Refund function please contact the terminal Helpdesk.

This feature could be used to allow one member of staff the added ability to perform a Refund; while allowing another member(s) of staff the ability to perform the Supervisor functions.

Supervisor Menus

The Supervisor menus allow access to various management functions in your terminal. To be able to access the Supervisor menu, you must use the Supervisor password.

To access the Supervisor menus press the menu key twice, then choose SUPERVISOR and press green key. You will be asked to type your current supervisor password, and confirm this by pressing the green key.

Once you have access to the Supervisor menus, press the menu key to cycle through the various menu screens.

The following pages show a summary of the Supervisor functions and how to access them, and what they do.



Some Supervisor functions **MUST** only be used when instructed to do so by the terminal Helpdesk.

First Supervisor Menu Screen



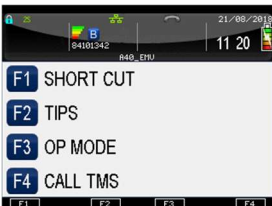
PRINT CONF Allows the terminal to print the configuration of any additional apps installed i.e. TruRating

PASSWORD Allows the various codes in the terminal to be reset or changed. Enters the PASSWORD menu - see next section.

CONFIG Allows the access to various extended configuration options. Enters the CONFIG menu - see next section.

LOGON Allows the terminal to perform a test with some, or all, of the acquirers loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Second Supervisor Menu Screen (press Menu once)



SHORT CUT Allows access to advanced configuration options. Enters the SHORT CUT menu - see next section.

TIPS Allows the Gratuity/Tip mode to be switched on and off. Setting TIPS to ON, sets OP MODE to LATE.

OP MODE Allows the setting of when the terminal will contact the acquirer for authorisation during the transaction. Gratuity/Tip mode is only available in LATE mode. Setting OP MODE to EARLY, sets TIPS to OFF.

CALL TMS Immediately sets off a configuration data call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

Third Supervisor Menu Screen (press *Menu* twice)



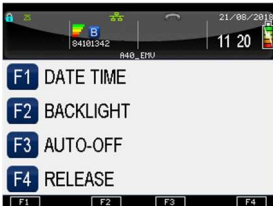
INTL Allows the international dialling code to be set. Do not use this feature unless instructed to do so by the terminal Helpdesk.

SALETYPE Allows the default transaction type to be set, so the transaction type will begin as soon as a card is swiped or inserted from the idle screen. If REFUND is set then the Supervisor password check will **not** be done.

TERM PARAM Allows the setting of internal terminal options. Do not use this feature unless instructed to do so by the terminal Helpdesk.

UPGRADE Immediately sets off a software upgrade call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

Fourth Supervisor Menu Screen (press *Menu* three times)



DATE TIME Allows the date and time to be set. The date and time is automatically updated when a successful TMS call is made.

BACKLIGHT Allows the setting of the time taken after a key is pressed before the backlight turns off.

AUTO-OFF Allows the setting of the time taken after a key is pressed before the terminal enters power save mode.

RELEASE Prints a summary report of software versions loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Supervisor Sub-Menus

There are three Supervisor sub-menus. They are the Password menu, the Config menu and the Shortcut menu. They allow access to extended options within the Supervisor menus.

To access the Password menu press the *Menu* key twice, then choose SUPERVISOR and press green key. You will be asked to type your current supervisor password, and confirm this by pressing the green key, and choose PASSWORD.

Below is a summary of the functions within the Password menu and how to access them, and what they do.



Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

Password Menu Screen

DELETE ACQ	Deletes all datasets for one or all acquirers from the terminals memory. Do not use this feature unless instructed to do so by the terminal Helpdesk.
MAC RESET	Allows the Message Authentication Code (MAC) key to be reset to the initial value for one or all acquirers. Do not use this feature unless instructed to do so by the terminal Helpdesk.
TMS RESET	Allows the secure code used for communications to the TMS to be reset to the initial value. Do not use this feature unless instructed to do so by the terminal Helpdesk.
CHANGE PWD	Allows the Supervisor password (and/or Refund code) to be changed. The new code must be used for all future code requests.



To access the Config menu press the Menu key twice, then choose SUPERVISOR and press green key. You will be asked to type your current supervisor password, and confirm this by pressing the green key, and choose CONFIG.

Below is a summary of the functions within the Config menu and how to access them, and what they do.



Some Supervisor functions **MUST** only be used when instructed to do so by the terminal Helpdesk.

First Config Menu Screen



PRINT EMV Prints EMV data loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

PRINT CERTS Prints Certificates loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

PSTN PREFIX Allows the telephone network (PSTN) prefix number to be set.



GSM N/W TEST Prints a rolling data sheet of the mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

SEL GSM N/W Allow the selection of a different mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

To access the Shortcut menu press the Menu key twice, then choose SUPERVISOR and press green key you will be asked to type your current supervisor password, and confirm this by pressing the green key. Press the Menu key and choose SHORT CUT.

Below is a summary of the functions within the Shortcut menu, how to access them and what they do.



Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

Shortcut Menu Screen



CONTACTLESS

Configures the internal/external Contactless Reader support. Do not use this feature unless instructed to do so by the terminal Helpdesk.

PINPAD

Configures the external PINPad support. Do not use this feature unless instructed to do so by the terminal Helpdesk.

EPOS INTERF



Configures the EPoS (till) Interface functionality. Do not use this feature unless instructed to do so by the terminal Helpdesk.

BLUETOOTH

Allows the terminal to be associated to a Bluetooth base. Do not use this feature unless instructed to do so by the terminal Helpdesk.

WIFI SETUP

Configures the Wi-Fi network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Troubleshooting

Frequently Asked Questions

Q My terminal displays NOT READY on the idle screen, what do I do?

- Your terminal is not initialised, or has failed an automatic TMS call. Press *menu* once, and choose the SETUP menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS Call.

Q What can I do if the terminal does not print anything on the paper, does the ink need replacing?

- Your terminal uses a thermal printer and so does not require any ink. You should ensure that the paper is inserted in the correct orientation, as thermal paper only prints on one side. Refer to the section entitled **Loading a Paper Roll** for more information. Printing can be tested by using the DUPLICATE function to produce a duplicate receipt. Only use approved paper rolls from your terminal supplier. If the printer housing or printer roller is damaged you should contact the terminal Helpdesk.

Q What should I do if I have forgotten my Supervisor password?

- You should first try the default code of 01483, if this is not the code then please contact the terminal Helpdesk who will reset the code back to the default value.

Q What does it mean if my mobile terminal displays the message ENTER SIM CODE?

- Only use the SIM Card supplied to you by your terminal supplier. If you have been supplied with a replacement SIM Card (for example a faulty or lost SIM Card) your terminal will request a new activation code. Check the documentation which came with the SIM Card. If you cannot locate the SIM Code then please contact the terminal Helpdesk who will provide you with the appropriate SIM Code.

Q What does it mean when the terminal displays PIN TRIES EXCEEDED?

- The card has been locked after too many failed PIN entry attempts. It may be possible to perform a PIN Bypass. The customer should contact their card issuer to change their PIN, or if they do know it they can unlock it at any ATM.
-

Q What should I do if my mobile terminal fails to display a mobile network name on the screen, even though the provided SIM is inserted correctly?

- Your terminal requires a good mobile network signal in order to operate, if you are in an area that mobile phones do not operate then the terminal will, also, not operate. You should move to an area of good mobile network signal.
- If you are in an area of good mobile network signal you should try to turn the terminal off, leave for about 30 seconds and turn the terminal back on. If the problem persists you should contact the terminal Helpdesk.

Q What should I do if my Bluetooth terminal shows a flashing number, or no number, on the Bluetooth status section of the screen?

- If the number is flashing ensure that the base unit with the Serial Number displayed is powered on and in range. If this is the case then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. If the problem persists you should contact the terminal Helpdesk.
- If there is no number displayed then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. You should refer to the section entitled **Bluetooth Base Setup** for further details. If the problem persists you should contact the terminal Helpdesk.

Q What do I do if the customer has forgotten their PIN code?

- If your acquirer allows it, you can perform a PIN Bypass to bypass the entry of the PIN code, by pressing the cancel key followed promptly by the menu key **twice**. If the card allows the PIN Bypass you may find that the acquirer declines the transaction. Transactions taken by PIN Bypass are subject to chargebacks so you should make other careful checks on the card and cardholder as laid out by your acquirer. For more information on the use of PIN Bypass please contact your acquirer.

Q I would like to refer a transaction before I attempt a transaction on the terminal as I am suspicious?

- You should contact the authorisation centre and ask for a 'Code 10 Referral', this alerts the operator why you are asking for the referral, without arousing suspicion with the customer.

Q Every transaction that I take is producing a referral, am I doing something incorrectly?

- Mobile terminals require a good mobile network signal in order to operate, if you are in an area that mobile phones do not operate then

the terminal will, also, not operate. You should move to an area of good mobile network signal. If no mobile network is shown on the screen then you should check that the SIM is installed correctly. You should refer to the section entitled ***SIM Card Installation*** for further details. If the problem persists you should contact the terminal Helpdesk.

- Bluetooth terminals require either a telephone line or LAN in order to operate. You should check that the base unit is connected correctly and that the telephone line or LAN are working correctly. You should refer to the sections entitled ***Terminal Base Overview*** and ***PSTN Connectivity*** for further details. If the problem persists you should contact the terminal Helpdesk. If there is a problem with the telephone line or internet connection you should contact your telecommunications supplier.

Q My totals on the Z Balance and Banking reports do not match, what do I do?

- The Z Balance report totals give you a total of all transactions done across all acquirers. The Banking report totals give you the total for each acquirer. You should try to add up all the individual totals across all acquirers on the Banking to try to reconcile with the Z Balance total. The current session totals on the Banking shows all transactions for that session - if you perform the Z Balance and Banking at the same time every trading day this should match the totals on the Z Balance. If you still cannot match the totals you should contact the terminal Helpdesk. Please ensure that you have all relevant reports with you when you call. It is possible that you will be asked for the proceeding day's reports as well.

Q A number of contactless transactions prompt that the card should be inserted or swiped, is this normal?

- It is routine that a contactless card will require a further security check occasionally. If the card is used for a lot of contactless transactions then this should be expected.

Q I am unable to take contactless transactions, am I doing something incorrectly?

- The contactless option will only become active when the transaction amount is under the contactless limit (e.g. £30.00).
- Not all cards are enabled for contactless transactions, please ensure that the card presented to terminal is a contactless card, the customer should contact their card issuer if they are unsure.
- Ensure that the contactless card is presented to the contactless card read zone until prompted to remove the card. You can check the card read by observing the lighting of the contactless status lights - the card

is read when the confirmation tone is heard and all four lights are lit steadily.

Screen Messages

During normal operation you may come across a number of screen messages. Some indicate an error, whereas others offer information. Below is a list of some of the messages that you may see on your terminal.

BAD MAC	The security password is mismatched between the terminal and the acquirer, please contact the terminal Helpdesk.
CALL AUTH CENTRE	The transaction has been referred, call the authorisation centre on the number provided on the screen or printed on the receipt.
CANCELLED	The terminal is displaying confirmation that you have cancelled the transaction.
DECLINED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
BAD READ	The inserted card could not be read, check orientation of the card and try again.
BAD SWIPE	The swiped card could not be read, check orientation of the card and try again.
NOT ACCEPTED	The card presented is not configured for the selected transaction type, you should ask for another means of payment.
PROCESSING ERROR	The selected operation is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
OPERATION NOT ALLOWED	The selected operation has been disabled, is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
INVALID TRANSACTION	The selected transaction type (e.g. Cashback) may not be active on your merchant account; you should contact your acquirer.

INVALID CARD	The card presented is of a type that is not supported, or is damaged and could not be read, you should ask for another means of payment.
EXPIRED CARD	The card presented is expired, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
PREVALID CARD	The card presented is not yet valid, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
SORRY FOR DELAY... RETRYING	The terminal is unable to contact the acquirer due to a communications error. The terminal will make three dial attempts; if all three attempts should fail the transaction will be referred. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
PRESS ENTER TO RETRY PRESS ENTER TO RETRY (continued)	The first two dial attempts have failed, resolve the issue (e.g. ensure that the telephone line is not in use) and press enter to continue for the third and final dial attempt. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
CANNOT CALL HOST CHECK PHONE LINE	The terminal is unable to contact the acquirer due to a communications error after three dial attempts. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
MEMORY xx% FULL DO Z BALANCE	The terminal's memory is becoming full and needs to be cleared. Do a Z Balance to clear the transaction log. Warning will only show when 90% full or more. You should perform the Z Balance at the end of every trading day. If the problem persists after a successful Z Balance, please contact the terminal Helpdesk.

Below is a list of the messages that you may see on the display of your terminal that specifically relate to contactless transactions.

APPROVED	The contactless transaction has been approved.
UNSUPPORTED CARD	The contactless card type is not enabled by the acquirer.
NOT AUTHORISED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
TRY AGAIN	The card was removed too soon and the card read has failed. The cardholder should re-present the card. They should not remove the card until prompted to do so.
PLEASE PRESENT ONLY ONE CARD	The card was presented with another contactless card and the card read has failed. The cardholder should re-present the card ensuring that it is the only card presented.
INSERT OR SWIPE CARD	The card requires a further security check. The transaction must be completed with cardholder verification (PIN entry or Signature as appropriate).
LOADING TPASS PARAMETERS...	The integrated contactless reader is being updated. This message is displayed during start up, and after your terminal has performed a maintenance call. Please wait a few seconds for the idle screen to be displayed before starting a transaction.

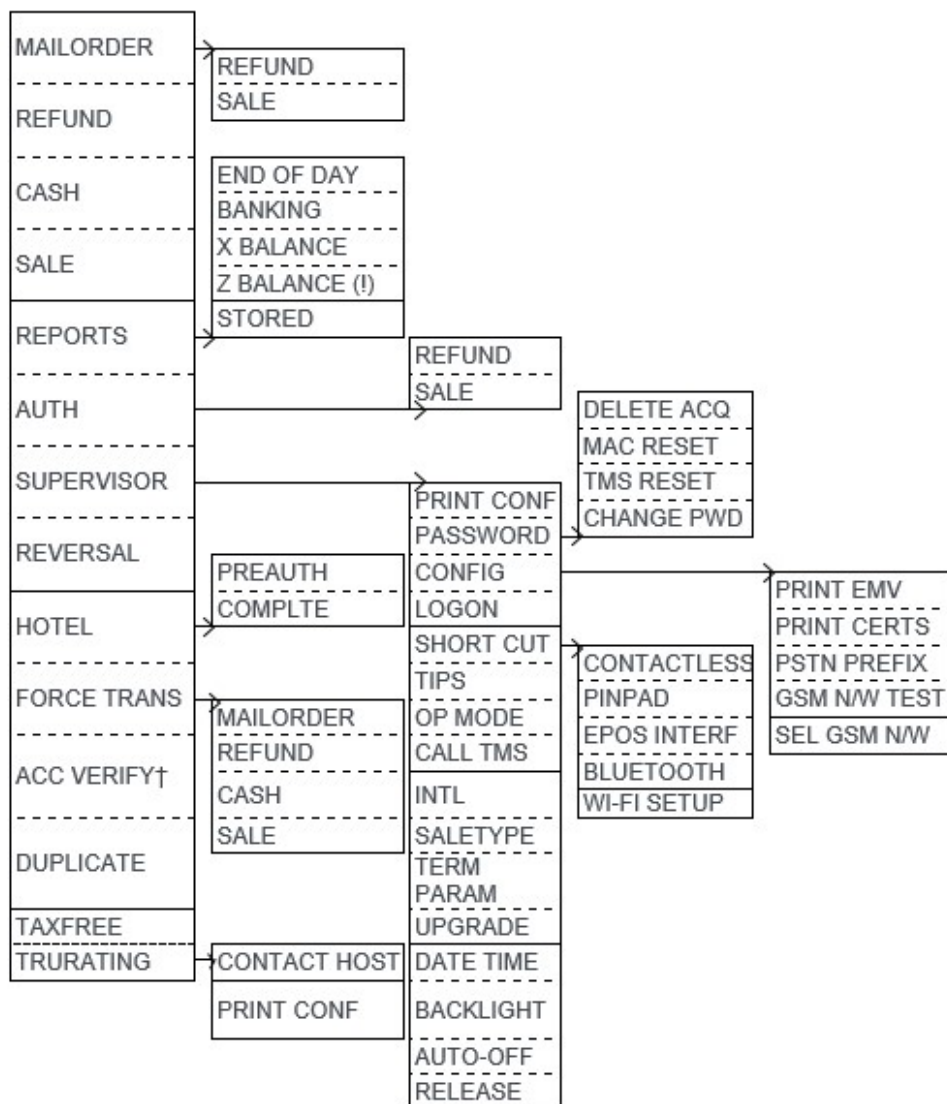
Diagnostic Codes

You may see diagnostic (DIAG) codes at the bottom of transaction receipts and reports. Some indicate an error while others offer information. More than one diagnostic code may be printed. For example DIAG 828282 would indicate three communication failure attempts during a transaction.

10 or 17	GPRS or IP connection error. Retry transaction. If the problem persists check the mobile network (mobile terminals) or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the diagnostic code.
15	Unexpected response after dialling. Check the telephone line; if a prefix is required to obtain an outside line refer to the section entitled "Supervisor functions" to programme this into the terminal. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
22	No dial tone. Check the telephone line and retry the transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
31	Line busy. Check the telephone line is not in use and retry the transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
41 or 44	Call connected but received an End of Transmission response. The acquirer maybe busy or there was a communication error. Retry transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
49	Invalid message contents. The selected transaction type (e.g. Cashback) may not be active on your merchant account; you should contact your acquirer. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
52	Offline or Forced Transaction. This is not an error and is for information only.
53	Offline store is full. You should attempt an online transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the full diagnostic code.

61	PIN Bypass attempted. This is not an error and is for information only.
62	PIN tries exceeded. This is not an error and is for information only.
70xx	Error in transaction security. Normally indicates that the MAC code is invalid, contact the terminal Helpdesk quoting the full diagnostic code.
72	Merchant has indicated an invalid signature. This is not an error and is for information only.
73	Terminal and host totals do not agree. Do a Banking report, and contact the acquirer if advised to do so. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
76	Terminal completed online reconciliation. This is not an error and is for information only.
82	Modem or communications error. Retry transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the diagnostic code.
93	Transaction cancelled by the operator. This is not an error and is for information only.
98	Bad Password on TMS call. Contact the terminal Helpdesk

Menu Structure



† if the ACC VERIFY option is not shown in the menu on your terminal then the Account Verification functionality is not available to you.

Reccomendations

Safety

Powering down the iWL250

- Disconnect the iWL250 from the base and then hold the yellow and dot key to power off the terminal

Electrical power outlet

The electrical power outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible
- Must meet the standards and regulation in the country where used
- For type G plug the fuse rating must be 5A

Explosion areas

- Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

- The handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

- All external circuits connected to the iWL250 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950- 1:2005+/A1:2010 and EN60950-1:2006+/A11:2009+/A1:2010+/ A12:2011

Cleaning

- To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections; do not use solvents, detergents or abrasive products.

The power supply contains the following symbols:



Double insulation symbol

Marking for Class II product. Such product does not require a safety connection to electrical earth



DC current output

This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current)



AC current input

This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency, max current)



DC power jack polarity

Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)



Indoor use only



Energy star level 6

International efficiency marking protocol

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2001/01/19 concerning Waste Electrical and Electronic Equipment (WEEE) and 2001/01/19 concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to assure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

Security of the Terminal

This device fulfils current applicable PCI PTS security requirements. Upon receipt of the terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. Check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment, the chip card reader or any other part of the terminal. Such checks would provide warning of any unauthorised modifications to the terminal, and other suspicious behaviour of individuals that have access to your terminal. The terminal detects any “tampered state”. In this state the terminal will repeatedly flash the message “Irruption!” and further use of the terminal will not be possible. If the “Irruption!” message is observed, contact the terminal helpdesk immediately.

It is strongly advised that privileged access to the terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

Fixed installation

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used without PIN shield, but it must be installed in the following manner:

- a) The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.
- b) The device must either be fitted in a swivel stand, so that the customer can position the device in the best angle to prevent oversight or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment to which the device is installed.
- c) The device environment must be accompanied with conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.
- d) The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.
- e) The terminal is exclusively made for indoor use.

If the above conditions are not fulfilled, a PIN shield must be used.

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and/ or tilt it forwards / backwards to a position that makes visual observation of the PIN-entry process difficult.

Positioning of in-store security cameras must be such a way that the PIN-entry keypad is not visible.

Standards

CE Mark

The CE marking indicates IWL250 complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

EU Directives	According to harmonised EU standards			
	Product	Product Type	Standards	Issue date
1999/5/EC (R&TTE Directive)	IWL250	All product type	EN 60950-1	2006 2009 (A11) 2010 (A1) 2011 (A12)
		Contactless	EN 302 291-1/2 EN301 489-1 EN 301 489-3 EN 50357 EN 50364	2005 2008 2002 2001 2001
		GSM/GPRS/ UMTS	EN 301 489-1 EN 301 489-7 EN 301 489-24 EN 301 511 EN 301 908-1 EN 62 311	2008 2005 2007 2003 2010 2008
2001/01/19 (RoHS Directive)		All product type	EN 50581	2012

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This User Guide (x053) relates to terminal software APACS40 97.12.01

Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any such errors or inaccuracies. The product is varied to suit acquirer's requirements and as such some features may vary or be disabled, this document should be accepted as a guide only to the use of the product.

In an effort for continued improvements in design and quality; products, features and information regarding the setting up, installation and use of all Ingenico products is subject to change without prior notice.