ingenico
GROUP

Terminal user guide

iWL200 Series

1. 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.

2. Your Terminal

Contents of Box

The contents of the box are shown below:

This User Guide

iWL200 Payment Terminal
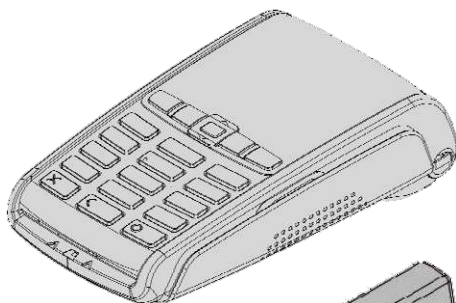
iWL200 Base Unit
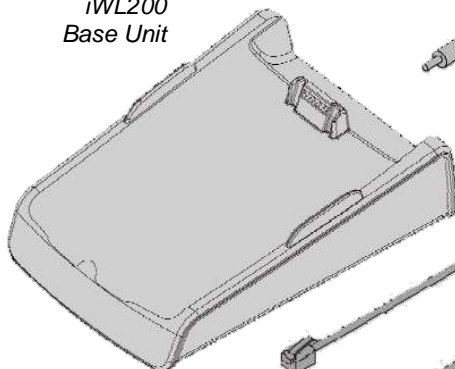
UK Power Supply Unit
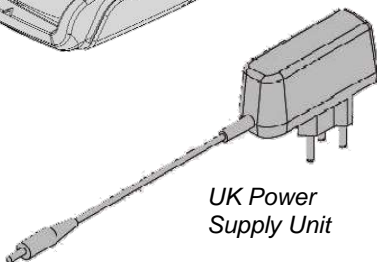
Ethernet Cable
Bluetooth Terminals only (optional)
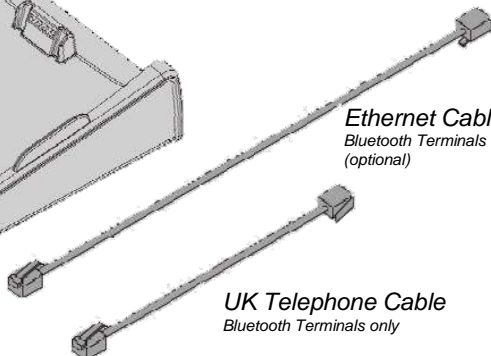
UK Telephone Cable
Bluetooth Terminals only
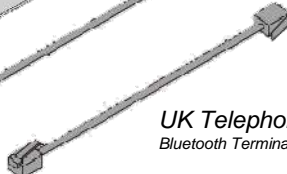
Your terminal comes pre-installed with:

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

Terminal Model

The Ingenico iWL200 Series Wireless Payment Terminal is a compact and ergonomically designed terminal capable of processing card transactions.

The iWL200 series comes in three variants:

- Bluetooth terminal with PSTN and IP communications
- Mobile terminal with GSM/GPRS communications
- 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:

Display

Contactless Status Lights

Keypad

Base Unit Charging Port

Chip Card Slot

Swipe Card Slot

Battery & SIM Access Cover
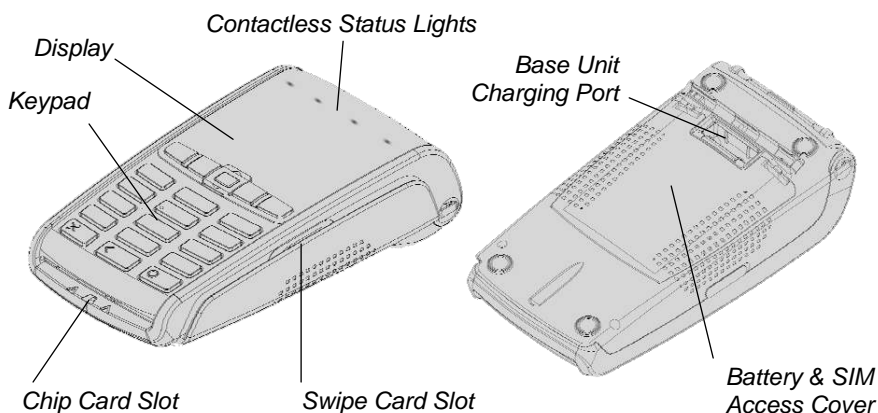
Base Overview

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

Terminal Guides

Terminal Charging Port
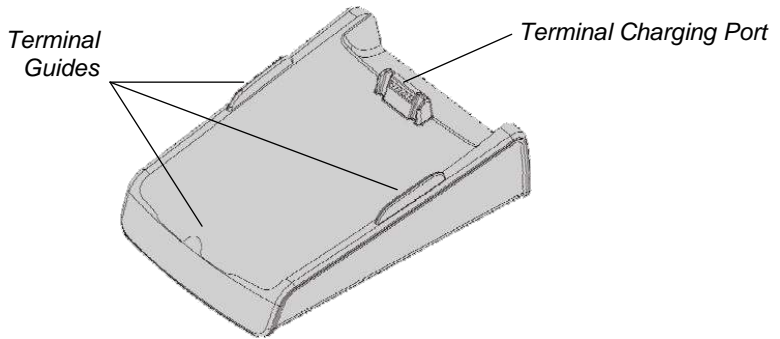
The connections available on the base are as follows:

Base Unit Cover

Cover Access Clips

Ethernet Socket

Telephone Socket
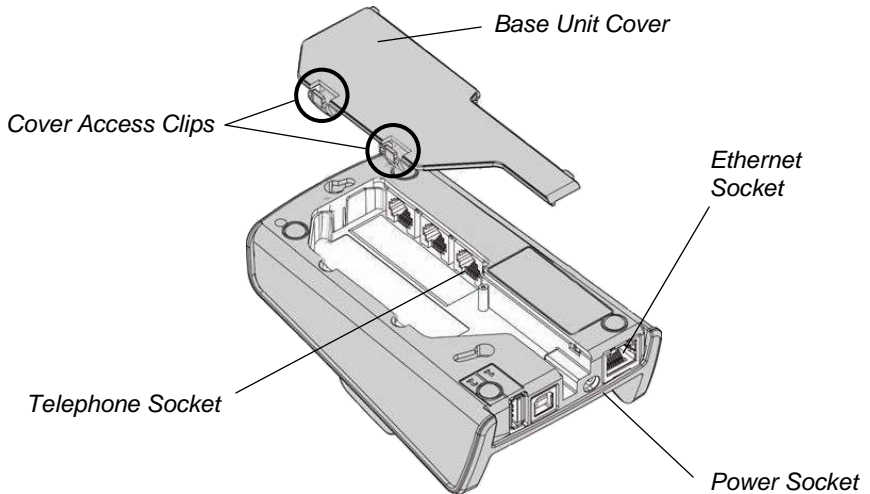
Power Socket

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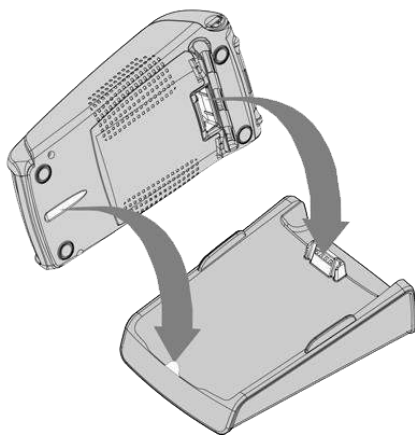
Your terminal will automatically turn on when placed on your base unit. To indicate that the terminal has power to it, the power icon will be displayed on the screen.

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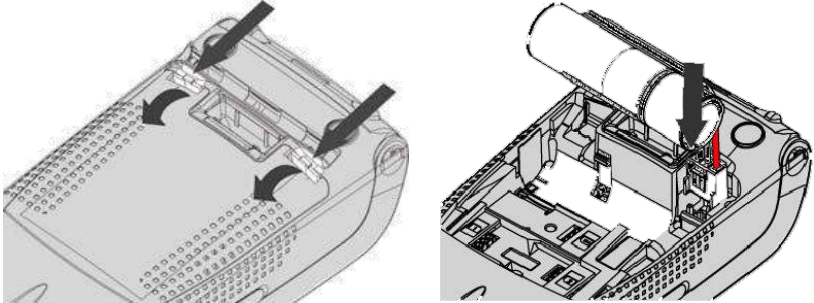
The battery connector is held into place with a moulded catch. This catch engages automatically when the connector is pushed into place; the moulded catch clicks into place (1). You should ensure that connector is inserted correctly so that the red wire is closest to the side of your terminal.

Red Wire

Fig. 1   **Fig. 2**
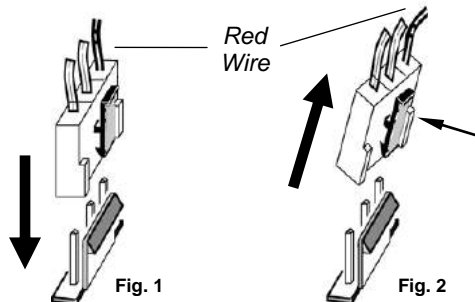
To remove the battery pack press the moulded catch in and pull away the connector (2).

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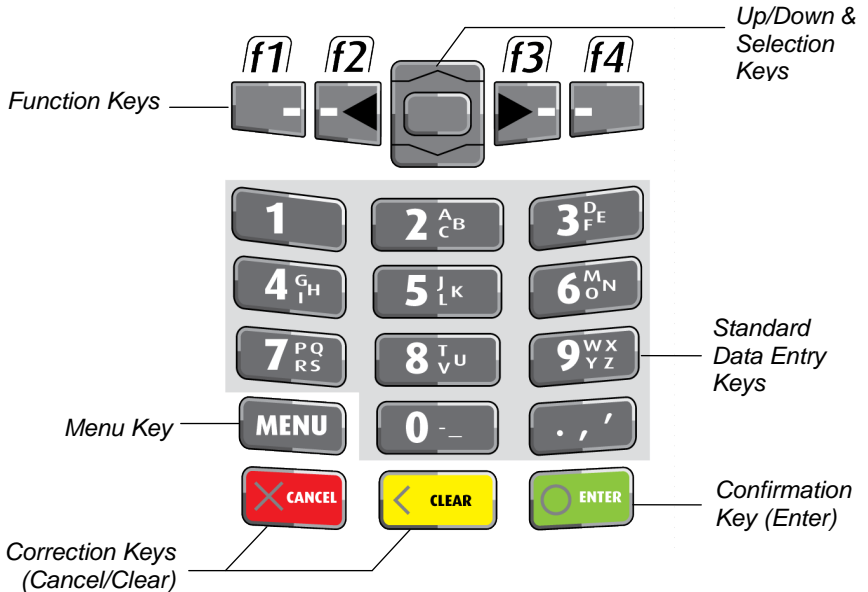
To enter numbers press the relevant keys. If you make a mistake you can correct this using the correction keys. Press the *clear* key once to delete one character at a time. Press the *cancel* key once to delete the entire line; pressing the *cancel* key again will cancel the transaction.

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.

The different terminal displays are laid out as shown below:

Bluetooth Status & Signal

LAN Status

Date

Battery & Power Icon

Terminal Status

Handset Number

Time
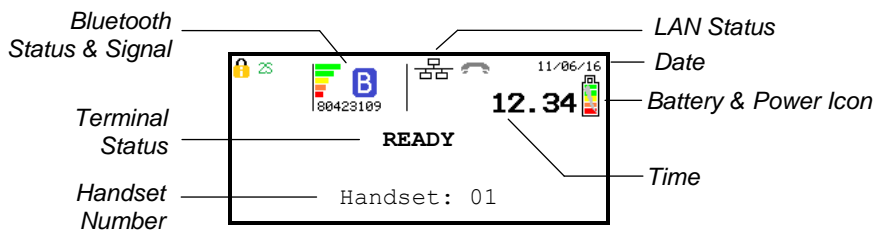
Fig. 1: iWL252 Bluetooth Terminals

Mobile Network Status & Signal

Communication Status

Date

Terminal Status

Battery & Power Icon

Handset Number

Time
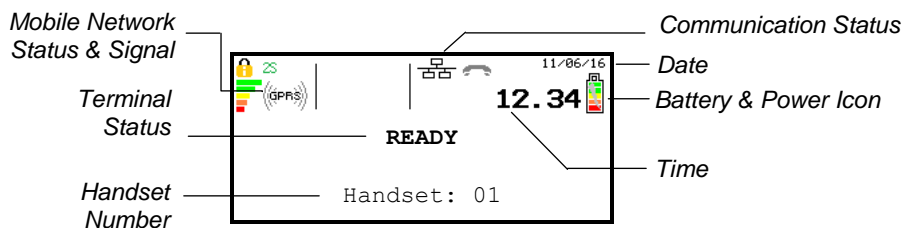
Fig. 2: iWL251 Mobile Terminals

Wi-Fi Network Status & Signal

LAN Status

Terminal Status

Battery & Power Icon

Handset Number

Date & Time
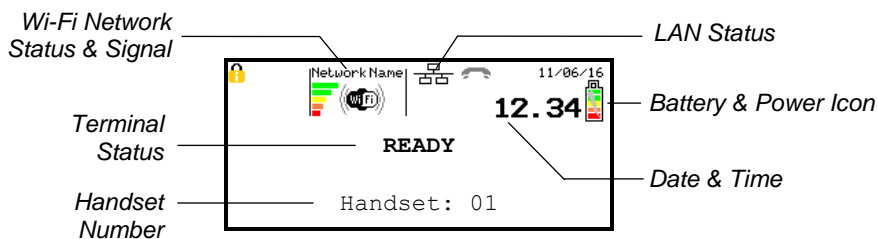
Fig. 3: iWL258 Wi-Fi Terminals

Battery Icon

Bluetooth Status & Signal

Terminal Status

Fig. 4: iWL222 Bluetooth Terminals

Battery Icon

Mobile Network Status & Signal

Communication Status

Handset No.

Date & Time

Fig. 5: iWL221 Mobile Terminals

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.

You will see a variety of different icons and graphics on the screen of your terminal.

The battery icon indicates the power left in the battery. The coloured bars indicate the health of the battery, with red being the lowest charge and green the highest.

The animated line under the battery icon is shown when the battery is charging.

Refer to section entitled

Battery Installation for more info.

The power icon indicates that your terminal on the base unit and connected to the power supply.

The communication status icon indicates whether your terminal is communicating. The possible communication methods for your terminal are, for Bluetooth terminals: PSTN; or for mobile terminals: GPRS and GSM.

- Grey lowered icon (as shown): not connected
- Yellow raised icon: connecting (PSTN only)
- Green raised icon: connected (PSTN, GPRS, or GSM)

PSTN is a dial-up communication method and so the PSTN legend will only be shown when the call has connected.

A GPRS session may be maintained longer than one transaction making subsequent connections quicker, therefore the GPRS legend may remain under the raised

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icon, even though no transaction is taking place.

GSM is a dial-up communication method and so the GSM legend will only be shown when the call has connected.

卡   The LAN status icon indicates the current availability of the network via an Ethernet cable or Wi-Fi.

- White icon: not connected
- Red icon: connected; communication not available (issue obtaining IP address from DHCP server)
- Green icon: connected; communication available

This symbol may show green even if your terminal is communicating via a different method.

Eth & ETH iWL22x models display the letters 'Eth' = connected and IP obtained or 'ETH' = cable connected but no IP obtained

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The signal icon indicates the status of either the Bluetooth, the mobile network or the Wi-Fi signal as appropriate, with red being the weakest signal and green being the strongest. Your terminal may not be able to communicate if the signal is very poor.

60234567

B

or

Ingenico
(GPRS)

or

Network Name
(WiFi)

For Bluetooth terminals, the last eight digits of the serial number from the paired based unit (i.e. 60234567) are shown with the signal icon. The serial number for the base can be found on the label on the underside of the unit. The accompanying B icon shows the status of the base pairing; it will show red if the base is not associated or is powered off, whereas blue indicates the base is associated and is powered on (you may additionally see a small 📧 icon in this case).

For mobile terminals, the mobile network name is shown with the signal icon.

For Wi-Fi terminals, the wireless network name is shown with the signal icon.

F1 F2

F3 F4

These labels indicate the option that can be selected by pressing the corresponding function key. These are most commonly seen on standard or choice menu screens.

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

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 may 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 (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.
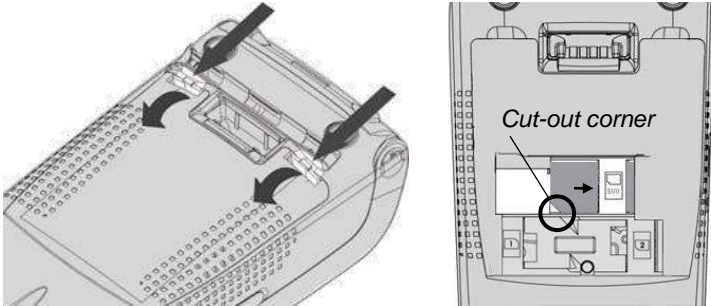
Cut-out corner

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.**

Wi-Fi Setup

> **PCI DSS (version 2) specifies that WEP must not be used for securing Wi-Fi networks used by payment terminals. PCI DSS compliance requires the use of robust encryption and authentication as provided by the IEEE 802.11i standard (i.e. WPA or WPA2).**

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, F1**

You 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.

```
Connection Method:
1-Automatic Scan
2-Manual Connection
```

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

```
Select Network:

      Scanning...
```

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

```
Select Network:
Network_1
Network_2
...
```

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.

```
Security Type:
Home Security
Enterprise Security
```

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

```
Cypher:
None
WEP64
WEP128
WPA/WPA2
```

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

```
Wi-Fi Password:

_
```

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

```
Priority:
  [low=0/high=20]

         1_
```

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`.

```
Active Profile:
[Automatic]
Network_1
Network_2
```

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`.

```
Modify Profile:
Network_1
Network_2
```

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.

```
Remove Profile:
Network_1
Network_2
```
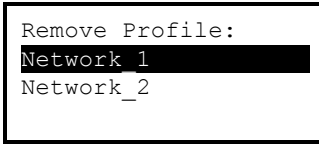
Use the *up* and *down* keys to select the Wi-Fi connection profile that you wish to delete and press the *enter* key.

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:
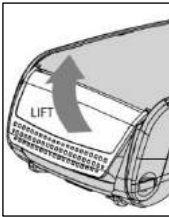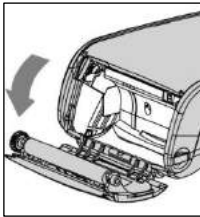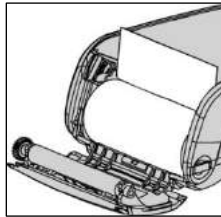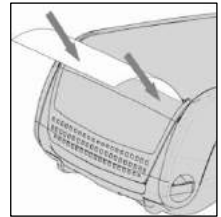
Fig. 1a   **Fig. 1b**   **Fig. 2**   **Fig. 3**

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.**

Reading Cards

Cards can be read in three different ways; these are explained below.

Magnetic Stripe Reader

Place the card with the magnetic stripe facing down and towards the screen as illustrated, run the edge of the card along the bottom of the card swipe slot on the right of your terminal. You should swipe the card in one continuous movement and at an even speed.
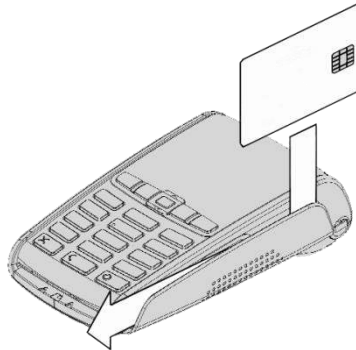
If you see the prompt BAD SWIPE, check the orientation of the card and try again.

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.

Chip Card Reader

Chip cards should be inserted firmly into your terminal as illustrated with the chip facing up and into the card reader.
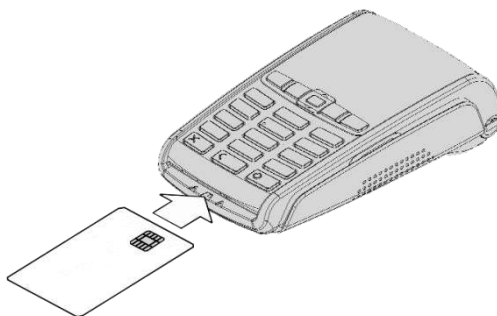
If you see the prompt BAD READ, check the orientation of the card and try again.

> **The card MUST remain inserted until your terminal prompts you to remove the card. If the card is removed prematurely, the transaction will be cancelled.**

Chip cards can hold the details for more than one payment application (for example MasterCard and Maestro). If the SELECT APPLICATION screen is displayed after the card has been inserted, the cardholder should select the payment application that they wish to use for the transaction.

```
F1 MasterCard
F2 Maestro

SELECT APPLICATION
```

Press *F1* for MasterCard; or
Press *F2* for Maestro.

The payment application on a chip card may require confirmation after it is selected. If prompted to do so you should press the *enter* key within 10 seconds.

Contactless Reader

Your Terminal includes an optional integrated contactless reader in order to process contactless transactions. Whilst this option is referred to in this User Guide it may not be available on your Terminal. Your Terminal will have four status lights above the screen if this option is available to you.

A contactless card should be presented by the customer only when prompted to do so on the screen and the first status light is lit steadily.

The card should be presented towards the contactless logo shown on the screen - at the centre of the contactless card read zone.
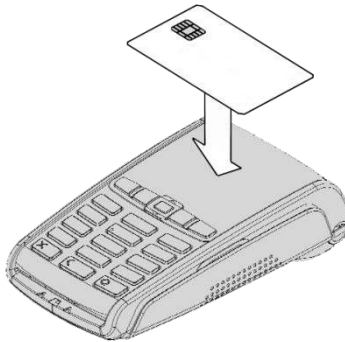
When a contactless card is presented to your terminal during a contactless transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard. If the card is removed prior to this the card read will be unsuccessful and the cardholder will be prompted to re-present the card. A card read should take between 1 and 2 seconds.

3. Transactions

Performing Transactions

In order to perform a transaction in a quick and efficient manner you may type in the transaction amount from the idle screen. 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 *enter* key. If you make a mistake when entering the amount you can correct this by using the correction keys. Press the *clear* key once to delete one character at a time. Press the *cancel* 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 symbol on the screen.

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 *enter* 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.

```
        £1.23
       ))))
     TRY AGAIN
```

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.

```
   PLEASE PRESENT
   ONLY ONE CARD
```
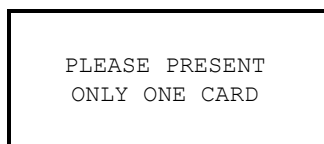
If more than one card is presented the card read will fail. An alert tone will sound and the customer will be prompted to re-present the card.

In both cases the terminal will continue as per a normal contactless sale, refer to the instructions for *Sales - Contactless Cards* 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. Contact terminal helpdesk if customer contactless receipts are required 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.

Sales - Inserted Cards (Method One)

```
        READY

     Handset: 01
```

The idle screen will be displayed.

```
 Amount:
              £21.34
```

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

```
        £21.34
Touch/ Insert or Swipe Here
       )))
```

Confirm that the amount is correct and insert the card into the card reader.

```
 Amount:      £21.34
 Enter PIN:

          ****
```

If a PIN is requested, the customer must enter their PIN code followed by the *enter* key.

```
        PIN OK

 RETURN TERMINAL
>>DO NOT REMOVE CARD<
```

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

```
     Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
 AUTH CODE: xxxxx
```

If the transaction has been authorised then an auth code will be displayed.

```
     Printing
```

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign this copy.

```
Signature OK?


F1 NO          YES F4
```

If required check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
      Printing
```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

Sales - Inserted Cards (Method Two)

```
      READY

   Handset: 01
```

The idle screen will be displayed, insert the card into the card reader

```
Enter Sale:

           £0.00
```

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

```
Amount:     £21.34
Enter PIN:

         ****
```

If a PIN is requested, the customer must enter their PIN code followed by the *enter* key.

The terminal will continue as per a normal sale, refer to the instructions for *Sales – Inserted Cards (Method One)* to complete the transaction.

> **NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.**
>
> **DO NOT remove the card until the terminal has prompted you to.**
>
> **You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.**

Sales - Contactless Cards

```
        READY

     Handset: 01
```

The idle screen will be displayed.

```
Amount:
            £1.23
```
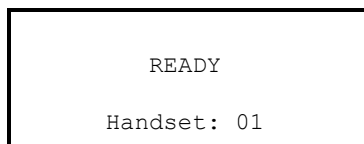
Enter the sale amount in pence (e.g. 123 for £1.23) and press the *enter* key.

```
         £1.23
Touch/ Insert or Swipe Here
```
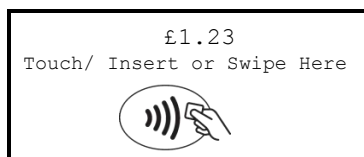
Confirm that the amount is correct and invite the customer to present their card to the screen. The first status light on the left will be lit.

```
     CARD READ OK
        PLEASE
     REMOVE CARD
```
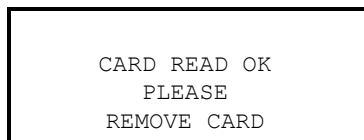
During the card read the second, third and fourth status lights will be lit in turn. A confirmation tone and message will be displayed. The card can be removed from the card read zone.

```
     CONNECTING
```

If required, the terminal will connect to the acquirer for authorisation.

```
      APPROVED
      PRINTING
```

The terminal will show the transaction result, and will print the merchant copy for you to retain.

The terminal will return to the idle screen.

The customer MUST NOT remove the card from the card read zone until the terminal has prompted them to do so, sounded the confirmation tone, and all status lights are lit steadily.

You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.

Sales - Swiped Cards

```
        READY

    Handset: 01
```

The idle screen will be displayed, swipe the card through the card swipe.

```
Enter Sale:

            £0.00
```

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

```
    Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
AUTH CODE: xxxxx
```

If the transaction has been authorised then an auth code will be displayed.

```
    Printing
```

The terminal will print the merchant copy for you to retain. The customer must sign this copy.

```
Signature OK?

F1 NO          YES F4
```

Check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
    Printing
```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

You MUST retain the merchant copy for your records; this copy must be signed by the customer when a signature is requested.

Sales with Gratuity (Tip Mode)

> 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.

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.

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.

Sales with Gratuity - Inserted Cards (On Screen Method)

```
      READY

   Handset: 01
```

The idle screen will be displayed, insert the card into the card reader

```
Enter Sale:

            £0.00
```

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

```
Amount:      £21.34
   Add Gratuity?

F1 NO         YES F4
```

The customer must confirm if a gratuity is to be added, or not.

```
Amount:      £21.34
Gratuity:
            £0.00
F1 NO TIP
```

If a gratuity is to be added, they must enter the amount of the tip in pence (e.g. 200 for £2.00) and press the *enter* key.

```
Amount:      £23.34
Enter PIN:

         ****
```

The final amount will be shown. If a PIN is requested, the customer must enter their PIN code followed by the *enter* key.

```
      PIN OK

RETURN TERMINAL
>>DO NOT REMOVE CARD<
```

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

```
   Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
AUTH CODE: xxxxx
```

If the transaction has been authorised then an auth code will be displayed.

```
            Printing
```

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign this copy.

```
Signature OK?


F1 NO           YES F4
```

If required check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
            Printing
```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

> **NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.**
>
> **DO NOT remove the card until the terminal has prompted you to.**
>
> **You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.**

Sales with Gratuity - Inserted Cards (On Ticket Method)

```
       READY

    Handset: 01
```

The idle screen will be displayed, insert the card into the card reader

```
Enter Sale:

           £0.00
```

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

```
      Printing
```

The terminal will print the Final Amount copy to give to the customer for them to fill out as appropriate.

```
Enter Final Amount:

           £0.00
F1 NO TIP
```

Enter the final amount of the sale in pence (e.g. 2334 for £21.34 + £2.00 tip) and press the *enter* key.

```
Amount:     £23.34
Enter PIN:
        ****
PRESS CANCEL / ENTER
```

The final amount will be shown. If a PIN is requested, the customer must enter their PIN code followed by the *enter* key.

```
      PIN OK

DO NOT REMOVE CARD
RETURN TERMINAL
```

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

```
    Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
AUTH CODE: xxxxx
```

If the transaction has been authorised then an auth code will be displayed.

```
            Printing
```

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign this copy.

```
Signature OK?


F1 NO              YES F4
```

If required check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
            Printing
```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

> **NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.**
>
> **DO NOT remove the card until the terminal has prompted you to.**
>
> **You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.**

Sales with Gratuity - Swiped Cards

```
      READY

    Handset: 01
```

The idle screen will be displayed, swipe the card through the card swipe.

```
Enter Sale:

              £0.00
```

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

```
      Printing
```

The terminal will print the merchant copy for you to retain. The customer must sign and fill out this copy.

```
Signature OK?

F1 NO          YES F4
```

Check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
Enter Final Amount:

              £0.00
F1 NO TIP
```

Enter the final amount of the sale in pence (e.g. 2334 for £21.34 + £2.00 tip) and press the *enter* key.

```
AUTH CODE: xxxxx
```

The terminal will connect to the acquirer for authorisation, if the transaction is authorised then an auth code will be displayed.

```
      Printing
```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.

Sales with Cashback

> **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 Sales with Cashback. If you would like Cashback mode enabled on your terminal please contact the terminal Helpdesk.

```
     READY

   Handset: 01
```

The idle screen will be displayed, insert or swipe the customer's card.

```
Enter Sale:

              £0.00
```

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

```
   Cashback?

F1 NO          YES F4
```

If cashback is allowed for the customer's card the terminal will display a cashback prompt:
Press _F1_ for No; or Press _F4_ for Yes.

```
Enter Cashback:

              £0.00
```

Enter the cashback amount in pence and press the _enter_ key.
If cashback is not required press the _enter_ 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.

> **Cashback is only available on Debit Cards, and normally has a limit of £50.00.**

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.

Refunds

```
        READY

    Handset: 01
```

The idle screen will be displayed, press the *menu* key once.
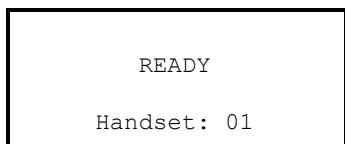
```
F1 MAILORDER
F2 REFUND
F3 CASH
F4 SALE
```
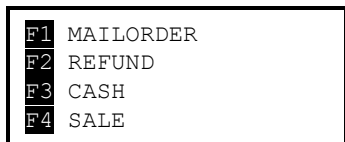
Select the REFUND menu option by pressing the *F2* key.

```
Enter Password:

*****
```
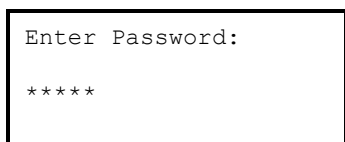
Enter the Supervisor password and press the *enter* key.

```
Enter Refund:

            £0.00
```

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

```
        £21.34
Touch/ Insert or Swipe Here

       ))))≋
```
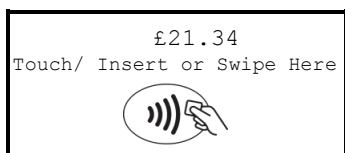
Confirm that the amount is correct and touch, insert or swipe the card.

```
    Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
  REFUND ACCEPTED
```
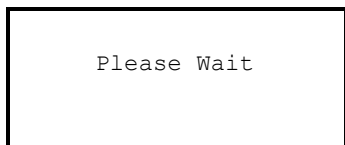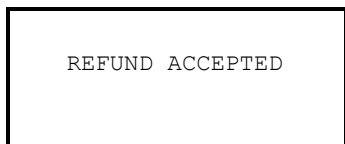
If the transaction has been successful then REFUND ACCEPTED will be displayed.
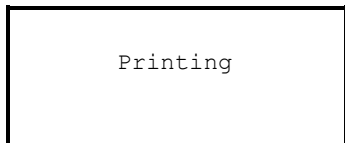
```
    Printing
```

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign.

```
Signature OK?



F1 NO            YES F4
```

If required check the signature:
Press *F1* for an invalid signature; or
Press *F4* for a valid signature.

```
      Printing


```

The terminal will print the customer copy to give to the customer for them to retain.

The terminal will return to the idle screen.

> **DO NOT remove the card until the terminal has prompted you to.**
>
> **You MUST retain the merchant copy for your records; this copy must be signed by the customer if a signature is requested.**
>
> **If your terminal has Gratuity/Tip mode enabled then the signature check will be done BEFORE the terminal dials the acquirer for authorisation.**

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.

> **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.**

To use AVS checking, you will be prompted to input the numerical digits only from the customer's postcode and address.

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 - Sales & Refunds

```
     READY

  Handset: 01
```

The idle screen will be displayed, press the *menu* key once.

```
F1 MAILORDER
F2 REFUND
F3 CASH
F4 SALE
```

Select the MAILORDER menu option by pressing the *F1* key.

```
     MAILORDER


F1 REFUND    SALE F4
```

Choose the required transaction type:
Press *F1* for REFUND; or
Press *F4* for SALE.

```
MAILORDER SALE
Key Card No:
_
```

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

```
Expires (MMYY):

_
```

If you see this prompt, enter the card's expiry date in an MMYY format and press the *enter* key.

```
Start Date (MMYY):

_
```

If you see this prompt, enter the card's start date in an MMYY format and press the *enter* key.

```
Issue Number:

_
```

If you see this prompt, enter the card's issue number and press the *enter* key.

```
Enter CSC:

_
```

If you see this prompt, enter the card's three or four digit Card Security Code (CSC) and press the *enter* key.

```
Postcode Nums:

_
```

If you see this prompt, enter the numbers from the card's billing address postcode (e.g. 16 for NW1 6XE) and press the *enter* key.

```
Address Nums:

_
```

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

```
Enter Sale:

            £0.00
```

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

```
     Please Wait
```

The terminal will connect to the acquirer for authorisation.

```
AUTH CODE: xxxxx
DATA MATCHED

F1 VOID   CONFIRM F4
```

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:
Press *F1* to VOID the transaction; or
Press *F4* to CONFIRM and continue with the transaction.

```
     Printing
```

The terminal will print the merchant copy for you to retain.

```
RETAIN RECEIPT
PRESS ENTER / OK
```

Tear off the merchant copy and press the *enter* key.

```
Printing
```

The terminal will print the customer copy to be sent to the customer for them to retain.

The terminal will return to the idle screen.

The card Issue Number must be entered in the correct format; if the number is printed as 01 on the card then it must be entered as `01` **and not as** `1`**.**

CSC and AVS checks are not mandatory for some acquirers, therefore if you do not wish to enter a value for, or do not know, the CSC or for the Postcode Numbers or Address Numbers, then you can press the *enter* **key without entering a value.**

If the address does not have any numbers, i.e. they have only a house name, then you should press the *enter* **key without entering a value.**

If the address contains a flat number and a house number, i.e. Flat 2, 29 Acacia Road you should enter all the numbers in order. In this example you would type `229` **followed by the** *enter* **Key.**

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 by pressing the *F3* key.

❖ **MENU, MENU, MENU, F3**

```
INSERT OR SWIPE
 CUSTOMER CARD
```

Insert, swipe or key the customer's card.

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.

> Account Verification may not be available on all card types.

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

Hotel Mode

> **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.**

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 by pressing the *F1* key.

❖ **MENU, MENU, MENU, F1**

```
        HOTEL MODE


F1  PREAUTH   COMPLTE  F4
```

Choose the required transaction type:
Press *F1* for PREAUTH; or
Press *F4* for COMPLTE.

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.

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 by pressing the *F4* key.

❖ **MENU, MENU, F4**

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.

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 by pressing the *F4* key.

❖ **MENU, MENU, MENU, F4**

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.

```
        READY

     Handset: 01
```

The idle screen will be displayed, press the *menu* key once.

```
F1  MAILORDER
F2  REFUND
F3  CASH
F4  SALE
```

Select the CASH menu option by pressing the *F3* key.

```
   INSERT OR SWIPE
    CUSTOMER CARD
```

Insert or swipe the customer's card.

```
Enter Cash Adv:

           £0.00
```

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

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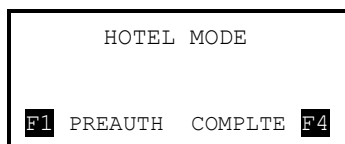
Authorisation Only

> **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 by pressing the *F2* key.

❖ **MENU, MENU, F2**

F1 REPORTS F2 AUTH F3 SUPERVISOR F4 REVERSAL	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.

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 *enter* 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 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.**

> **FRAUD ALERT: If you receive a telephone call asking you to use a temporary authorisation centre telephone number for all card transactions. Your acquirer will never contact you in this manner.**
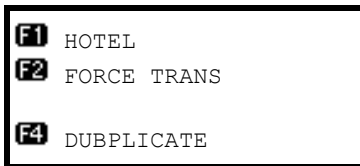
Forced Transactions

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.
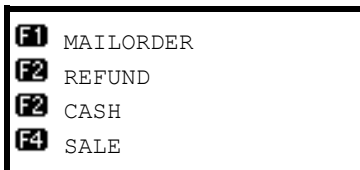
To perform a forced transaction press the *menu* key **three times**, then choose FORCE TRANS by pressing the *F2* key. You will be asked to type your supervisor password, and then press *enter*.

❖ **MENU, MENU, MENU, F2, [password], ENTER**
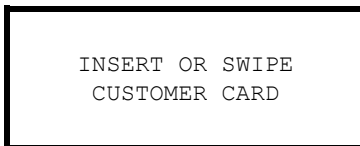
F1 HOTEL **F2** FORCE TRANS **F4** DUBPLICATE	Select the desired transaction type.
F1 MAILORDER **F2** REFUND **F2** CASH **F4** SALE	Select the desired transaction type.
INSERT OR SWIPE CUSTOMER CARD	Insert, swipe or key the customer's card.
Enter Auth Code _ **F4** 123	Enter the authorisation code for the transaction and press the *enter* key.

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

4. Transaction Receipts

Merchant Copy - Signature Transactions

Inserted or Swiped Cards with Signature (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000          S 2
WAITER:02
TABLE:00000001
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/16
STT 12/10
ISS 1
ICC

SALE
AMOUNT           £21.34
TOTAL            £21.34

SIGN BELOW


------------------------
PLEASE DEBIT MY ACCOUNT

01/01/11 12:00
AUTH CODE: 123ABC
TXN 0002
DIAG 8282

MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Labels (left):
- *Merchant ID* → M:12345678
- *Transaction Referencing*
- *Card AID & Label* — *Inserted Cards Only*
- *Card Details* — *EXP for Expiry Date / STT for Start Date / ISS for Issue Number*
- *Transaction Type*
- *Date & Time*
- *Transaction Number*

Labels (right):
- *Terminal ID*
- *Sequence Number*
- *Card Issuer*
- *Card Number*
- *Entry Method* — *ICC for Inserted Cards / SWIPED for Swiped Cards / KEYED for Keyed Cards / CONTACTLESS for Contactless Cards*
- *Signature Section*
- *Auth Code*
- *Diagnostic Code*

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

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000              S 4
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/16
STT 12/10
ISS 1
ICC

SALE
AMOUNT              £21.34

GRATUITY            ........

TOTAL               ........

SIGN BELOW


------------------------
PLEASE DEBIT MY ACCOUNT

01/01/11 12:04
AUTH CODE: 123ABC
TXN 0003
DIAG 4141

MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Merchant ID — M:12345678

Terminal ID — TID:22160000

Sequence Number — S 4

Transaction Referencing — WAITER:03 / TABLE:00000004 / HANDSET:01

Card Issuer — VISA DEBIT

Card AID & Label
Inserted Cards Only

Card Number — 4444 3333 2222 1111

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Transaction Type — SALE

Signature Section

Date & Time — 01/01/11 12:04

Auth Code — AUTH CODE: 123ABC

Transaction Number — TXN 0003

Diagnostic Code — DIAG 4141

Merchant Copy - PIN Transactions

Inserted Cards with PIN Entry (Merchant Copy)

Merchant ID —

Transaction Referencing

Card AID & Label

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

Transaction Type —

Date & Time —

Transaction Number —

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000          S 5
WAITER:01
TABLE:00000003
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT


4444 3333 2222 1111
EXP 12/16
STT 12/10
ISS 1
ICC

SALE
AMOUNT              £21.34
TOTAL               £21.34


PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

01/01/11 12:11
AUTH CODE: 123ABC
TXN 0004
DIAG 8241

MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Terminal ID
Sequence Number

Card Issuer

Card Number

Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Successful PIN Entry

Auth Code

Diagnostic Code

Inserted Cards with PIN Entry and Gratuity (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000          S 7
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/16
STT 12/10
ISS 1
ICC

SALE
AMOUNT                £21.34
GRATUITY               £2.00
TOTAL                 £23.34

PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

01/01/11 12:13
AUTH CODE: 123ABC
TXN 0005
DIAG 8282

MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Merchant ID ——— M:12345678

Terminal ID

Sequence Number

Transaction Referencing

Card Issuer

Card AID & Label

Card Number

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Transaction Type

Successful PIN Entry

Date & Time

Auth Code

Transaction Number

Diagnostic Code

Merchant Copy - Contactless Transactions

Contactless Cards (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000          S 9
WAITER:01
TABLE:00000003
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT


4444 3333 2222 1111
EXP 12/16
STT 12/10
ISS 1
CONTACTLESS

SALE
AMOUNT              £1.23
TOTAL               £1.23


NO CARDHOLDER
VERIFICATION

01/01/11 12:30
AUTH CODE: 123ABC
TXN 0006
DIAG 52

MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Labels (left):
- Merchant ID
- Transaction Referencing
- Card AID & Label
- Card Details — EXP for Expiry Date / STT for Start Date / ISS for Issue Number
- Transaction Type
- Date & Time
- Transaction Number

Labels (right):
- Terminal ID
- Sequence Number
- Card Issuer
- Card Number
- Entry Method — ICC for Inserted Cards / SWIPED for Swiped Cards / KEYED for Keyed Cards / CONTACTLESS for Contactless Cards
- Successful Contactless Read
- Auth Code
- Diagnostic Code

Customer Copy

Keyed Cards with Signature (Customer Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678
TID:****0000          S 10
WAITER:01
TABLE:00000003
HANDSET:01

VISA DEBIT
************1111
EXP 12/16
STT 12/10
ISS 1
KEYED

SALE
AMOUNT            £21.34
TOTAL            £21.34


SIGNATURE VERIFIED
THANKYOU FOR YOUR CUSTOM

01/01/11 12:32
AUTH CODE: 123ABC
TXN 0007
DIAG 8241


CUSTOMER COPY
PLEASE RETAIN RECEIPT
```

Merchant ID — M:****5678

Terminal ID — TID:****0000

Sequence Number — S 10

Transaction Referencing — WAITER:01 / TABLE:00000003 / HANDSET:01

Card Issuer — VISA DEBIT

Card Number — ************1111

Card Details — EXP for Expiry Date / STT for Start Date / ISS for Issue Number

Entry Method — ICC for Inserted Cards / SWIPED for Swiped Cards / KEYED for Keyed Cards / CONTACTLESS for Contactless Cards

Transaction Type — SALE

Confirmed Signature Prompt — SIGNATURE VERIFIED

Date & Time — 01/01/11 12:32

Auth Code — AUTH CODE: 123ABC

Transaction Number — TXN 0007

Diagnostic Code — DIAG 8241

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

Inserted Cards with PIN Entry (Customer Copy)

Merchant ID —

Transaction
Referencing

Card AID & Label —

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

Transaction Type —

Date & Time —

Transaction Number —

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678
TID:****0000              S 5
WAITER:03
TABLE:00000004
HANDSET:01


VISA DEBIT
AID: A0000000031010

VISA DEBIT


************1111
EXP 12/16
STT 12/10
ISS 1
ICC

SALE
AMOUNT            £21.34

TOTAL             £21.34


PIN VERIFIED
THANKYOU FOR YOUR CUSTOM

01/01/11 12:11
AUTH CODE: 123ABC
TXN 0004
DIAG 8241


MERCHANT COPY
PLEASE RETAIN RECEIPT
```

Terminal ID
Sequence Number

Card Issuer

Card Number

Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Successful PIN Entry

Auth Code

Diagnostic Code

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

Contactless Cards (Customer Copy)

	Receipt	
	DUPLICATE Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:****45678	Terminal ID
	TID:****60000 S	Sequence Number
Transaction Referencing	9 WAITER:01 TABLE:00000003 HANDSET:01	
		Card Issuer
Card AID & Label	VISA DEBIT AID: A0000000031010 VISA DEBIT	
		Card Number
Card Details *EXP for Expiry Date* *STT for Start Date* *ISS for Issue Number*	************1111 EXP 12/16 STT 12/10 ISS 1	
	CONTACTLESS	Entry Method *ICC for Inserted Cards* *SWIPED for Swiped Cards* *KEYED for Keyed Cards* *CONTACTLESS for Contactless Cards*
Transaction Type		
	SALE AMOUNT £1.23 TOTAL £1.23	
		Successful Contactless Read
	NO CARDHOLDER VERIFICATION	
Date & Time	01/01/11 12:30	Auth Code
Transaction Number	AUTH CODE: 123ABC	
	TXN 0006	Diagnostic Code
	DIAG 52	
	CUSTOMER COPY PLEASE RETAIN RECEIPT	

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

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 ID — M:****5678
Terminal ID — TID:****0000   S 5 — Sequence Number

Transaction Referencing —
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT — Card Issuer
Card AID & Label — AID: A0000000031010
VISA DEBIT

Card Number — ************1111

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number
EXP 12/16
STT 12/10
ISS 1
ICC — Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Transaction Type — SALE
AMOUNT   £21.34
TOTAL   £21.34

Pre-Paid Card Available Balance —
AVAILABLE:
£1000.00

PIN VERIFIED — Successful PIN Entry
THANKYOU FOR YOUR CUSTOM

Date & Time — 01/01/11 12:11
AUTH CODE: 123ABC — Auth Code
Transaction Number — 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.

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)

```
              Merchant Name
              Merchant Address 1
              Merchant Address 2

Merchant ID ——  M:****5678                    Terminal ID
                TID:***0000        S 11  ——   Sequence Number
Transaction     WAITER:02
Referencing     TABLE:00000010
                HANDSET:01
Card Issuer ——  VISA DEBIT
                ************1111  ——          Card Number
Card Details    EXP 12/16
EXP for Expiry Date  STT 12/10
STT for Start Date   ISS 1
ISS for Issue Number SWIPED ——               Entry Method
                                              ICC for Inserted Cards
Transaction Type  SALE                        SWIPED for Swiped Cards
                  AMOUNT         £21.34       KEYED for Keyed Cards
                                              CONTACTLESS for Contactless Cards
                  TOTAL          £21.34

                * * * * * * * * * * *
                *   D E C L I N E D   *  ——  Result Indication
                * * * * * * * * * * *
                THANKYOU FOR YOUR CUSTOM

Date & Time ——  01/01/11 12:40
                NOT AUTHED ——                Acquirer Message
Transaction Number  TXN 0008
                DIAG 41 ——                   Diagnostic Code

                CUSTOMER COPY
                PLEASE RETAIN RECEIPT
```

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 *cancel* 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, refer to the section entitled ***Supervisor Menus*** for more details.

5. Reports

Your terminal can produce a number of reports to aid in banking and transaction management.

END OF DAY	One-touch End of Day procedure.
BANKING	A reconciliation report with the acquirers.
X BALANCE	A transaction total print without a reset.
Z BALANCE (!)	A transaction total print with a reset.

The time span over which the X and Z Balance reports cover is simply defined by when the reports are done, but it is important that a Banking or End of Day report is done once each trading day.

> **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 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 by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, choose END OF DAY by pressing the *F1* key.

❖ **MENU, MENU, F1, [password], ENTER, F1**

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	Shown if the totals held by the acquirer and the terminal do **not** agree. 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.
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 a Banking report for ALL acquirers press the *menu* key **twice**, then choose REPORTS by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, choose BANKING by pressing the *F2* key, followed by the *F1* key to choose ALL.

❖ **MENU, MENU, F1, [password], ENTER, F2, F1**

To perform a Banking report for a SINGLE acquirer press the *menu* key **twice**, then choose REPORTS by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, choose BANKING by pressing the *F2* key, followed by the *F4* key to choose SINGLE. Press *F4* repeatedly for NEXT until the acquirer required is displayed, select this by pressing *enter*.

❖ **MENU, MENU, F1, [password], ENTER, F2, F4**

> **The Banking report is a constitutional 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 the 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)

Terminal ID ——

Print Date & Time ——

Acquirer Name ——

Acquirer Result
*TOTALS CONFIRMED
The totals were agreed for
this acquirer*

Merchant ID ——

Current Session Number ——

Transaction Range
*Current Session - relates to
the Transaction breakdown
on the Z Balance Report*

Current Session
*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*

Issuer Breakdown
*Current Session totals for each
Issuer linked to this acquirer.
This section will not appear this
acquirer has only one Issuer*

Transaction Range
Previous Session

Previous Session
*The breakdown of totals for the
previous banking session*

Issuer Breakdown
*Previous Session totals for each
Issuer linked to this acquirer.
This section will not appear this
acquirer has only one Issuer*

Session Message

Transaction Number ——

Diagnostic Code
*DIAG 76 indicates that a successful
online banking was performed*

```
BANKING

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
01/01/11 23:54
HANDSET:01

   --=++oooo++=--
ACQUIRER 1
TOTALS CONFIRMED
01/01/11 23:54
M:12345678
TID:22160001

CURRENT SESSION:        3
TXN NOs        0041-0089
Sales      47   £844.06
Refunds     1     £5.00

TOTAL       DR  £839.06

  VISA CREDIT
  Sales     18   £319.83
  SUB-TOTAL DR   £319.83

  ELECTRON
  Sales     29   £524.23
  Refunds    1     £5.00
  SUB-TOTAL DR   £519.23

PREVIOUS SESSION:
TXN NOs        0025-0040
Sales      13   £100.41
Refunds     2    £20.00
TOTAL       DR   £80.41

  VISA CREDIT
  Sales      8    £85.08
  Refunds    2    £20.00
  SUB-TOTAL DR    £65.08

  MAESTRO
  Sales      5    £25.33
  SUB-TOTAL DR    £25.33

SESSION NOW CHANGED TO 4
TXN 0090
DIAG 76
   --=++oooo++=--
```

Example Banking report continued (Acquirer 2)

Acquirer Name — **ACQUIRER 2**

```
    --==++oooo++==--
ACQUIRER 2
TOTALS UNCONFIRMED
01/01/11 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
    --==++oooo++==--
```

Acquirer Name

Merchant ID

Current Session Number

Transaction Range
Current Session - relates to
the Transaction breakdown
on the Z Balance Report

Transaction Range
Previous Session

Transaction Number

Acquirer Result
TOTALS UNCONFIRMED
The totals were not checked
for this acquirer

Current Session
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

Previous Session
The breakdown of totals for the
previous banking session

Diagnostic Code
DIAG 828282 indicates that the acquirer was
unable to be reached due to three
communications errors (82)

> 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)

Acquirer Name —

```
    --==++oooo++==--
ACQUIRER 3
TOTALS NOT AGREED
CALL ACQUIRER
01/01/11 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
    --==++oooo++==--

CAUTION
Acquirers attempted    3
Agreed                 1
Not Agreed             1
Unconfirmed            1

REPORT COMPLETE
```

Acquirer Result
TOTALS NOT AGREED
The terminal totals did not match the host's totals for this acquirer

Merchant ID —

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

Acquirer Totals
Number of transactions and amounts recorded by the host.

Terminal Totals
Number of transactions and amounts recorded by the terminal.

Current Session —

Current Session
The Current Session indicates that there have been 3 transactions for this acquirer recorded by the terminal.

Previous Session
The breakdown of totals for the previous banking session

Transaction Number —

Diagnostic Code
DIAG 7376 indicates that the totals are out of balance (73) and a successful online banking was performed (76)

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 by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, choose X BALANCE by pressing the *F3* key.

❖ **MENU, MENU, F1, [password], ENTER, F3**

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 by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, choose Z BALANCE(!) by pressing the *F4* key.

❖ **MENU, MENU, F1, [password], ENTER, F4**

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 a constitutional 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 the 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)

```
Z BALANCES
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
01/01/11 23:47
HANDSET:01

GRAND TOTALS
Since 31/12/10 23:50

Sales        48    £854.06
Refunds       4     £40.00
TOTAL       DR    £814.06
Includes
Tips         30     £61.24
Cashback      5     £50.00

   --=++oooo++=--

BREAKDOWN BY
ISSUER
Since 31/12/10 23:50

AMERICAN EXPRESS
Sales         1     £10.00
Refunds       1     £35.00
SUB-TOTAL    CR     £25.00

VISA CREDIT
Sales        18    £319.83
SUB-TOTAL    DR    £319.83

ELECTRON
Sales        29    £524.23
Refunds       1      £5.00
SUB-TOTAL    DR    £519.23

   --=++oooo++=--
```

Terminal ID — TID:22160001

Print Date & Time — 01/01/11 23:47

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

Total — TOTAL DR £814.06

Grand Totals
Summarises all transactions
performed since the last
Z Balance Report was printed

Includes
Shows the total value of Tips and
Cashback for example (if enabled)
included within the Grand Totals

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

Issuer Breakdown
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

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

```
    --==++oooo++==--

BREAKDOWN BY WAITER
Since 31/12/10 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

    --==++oooo++==--

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

    --==++oooo++==--

REPORT COMPLETE
```

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

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 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 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 by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, press the *menu* key **once more**, choose STORED by pressing the *F1* key, followed by the *F1* key to choose ALL.

❖ **MENU, MENU, F1, [password], ENTER, MENU, F1, F1**

To perform a Stored report for a SINGLE acquirer press the *menu* key **twice**, then choose REPORTS by pressing the *F1* key. You will be asked to type your supervisor password, then press *enter*, press the *menu* key **once more**, choose STORED by pressing the *F1* key, followed by the *F4* key to choose SINGLE. Press *F4* repeatedly for NEXT until the acquirer required is displayed, select this by pressing *enter*.

❖ **MENU, MENU, F1, [password], ENTER, MENU, F1, F4**

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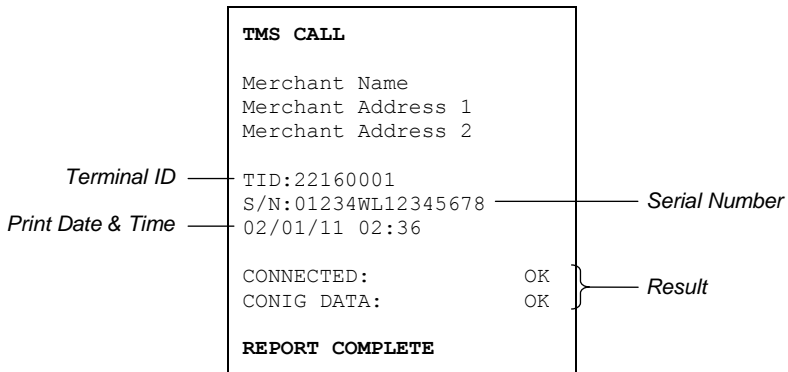
The status of CONNECTED may be; OK (if successfully connected to the TMS), or FAIL (if unable to connect to the TMS).

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).

6. Supervisor Functions

Supervisor Password

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 password.

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 forget your password, please contact the terminal Helpdesk who will be able to reset the password back to the default.

> **The following passwords are not valid choices for your Supervisor password:** 01483, 1234, 0000, **or** 9999.
>
> **Any other numerical password 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 by pressing the *F3* key. You will be asked to type your current supervisor password (i.e. 01483), then press *enter*, choose PASSWORD by pressing the *F2* key, followed by the *F4* key to choose CHANGE PWD.

> ❖ **MENU, MENU, F3, [password], ENTER, F2, F4**

You will need to enter your new numerical password (4 digits or more) **twice**, pressing the *enter* 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 password from the default during the transaction.

```
A New Password
Must Be Selected
```

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

```
ENTER NEW PASSWORD

****
```

Enter a new password and press the *enter* key.

```
RE-ENTER PASSWORD

****
```

Re-enter the new password and press the *enter* key.

```
Parameter Saved
```

A confirmation will be shown if the two entries match and the password 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 password 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 by pressing the *F3* key. You will be asked to type your current supervisor password, and confirm this by pressing the *enter* key.

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

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

HANDSET ID	F1	Allows the HANDSET ID value displayed on the idle screen and printed on each ticket to be set. The default value is 01.
PASSWORD	F2	Allows the various passwords in the terminal to be reset or changed. Enters the PASSWORD menu - see next section.
CONFIG	F3	Allows the access to various extended configuration options. Enters the CONFIG menu - see next section.
LOGON	F4	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	F1	Allows access to advanced configuration options. Enters the SHORT CUT menu - see next section.
TIPS	F2	Allows the Gratuity/Tip mode to be switched on and off. Setting TIPS to ON, sets OP MODE to LATE.
OP MODE	F3	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	F4	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	F1	Allows the international dialling code to be set. Do not use this feature unless instructed to do so by the terminal Helpdesk.
SALETYPE	F2	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	F3	Allows the setting of internal terminal options. Do not use this feature unless instructed to do so by the terminal Helpdesk.
UPGRADE	F4	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	F1	Allows the date and time to be set. The date and time is automatically updated when a successful TMS call is made.
BACKLIGHT	F2	Allows the setting of the time taken after a key is pressed before the backlight turns off.
AUTO-OFF	F3	Allows the setting of the time taken after a key is pressed before the terminal enters power save mode.
RELEASE	F4	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 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 PASSWORD by pressing the *F2* key.

❖ **MENU, MENU, F3, [password], ENTER, F2**

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	F1	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	F2	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	F3	Allows the secure password 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	F4	Allows the Supervisor password (and/or Refund password) to be changed. The new password must be used for all future password requests.

To access the Config menu 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, and choose CONFIG by pressing the *F3* key.

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

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	F1	Prints EMV data loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
PRINT CERTS	F2	Prints Certificates loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
PSTN PREFIX	F3	Allows the telephone network (PSTN) prefix number to be set. For further information refer to the section entitled ***PSTN & Ethernet Connectivity***.
GSM N/W TEST	F4	Prints a rolling data sheet of the mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Second Config Menu Screen (press *menu* once)

SEL GSM N/W	F1	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 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.

❖ **MENU, MENU, F3, [password], ENTER, MENU, F1**

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	F1	Configures the internal/external Contactless Reader support. Do not use this feature unless instructed to do so by the terminal Helpdesk.
PINPAD	F2	Configures the external PINPad support. Do not use this feature unless instructed to do so by the terminal Helpdesk.
EPOS INTERF	F3	Configures the EPoS (till) Interface functionality. Do not use this feature unless instructed to do so by the terminal Helpdesk.
BLUETOOTH	F4	Allows the terminal to be associated to a Bluetooth base. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Second Shortcut Menu Screen (press *menu* once)

WIFI SETUP	F1	Configures the Wi-Fi network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

7. 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 password of 01483, if this is not the password then please contact the terminal Helpdesk who will reset the password 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 Association*** 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 *Base Overview* and *PSTN & Ethernet 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 How do I adjust the contrast of the screen? (iWL221 & iWL222 only)

- While the terminal is displaying the idle screen press and hold the dot key and the down or up keys for at least 5 seconds.

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	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.

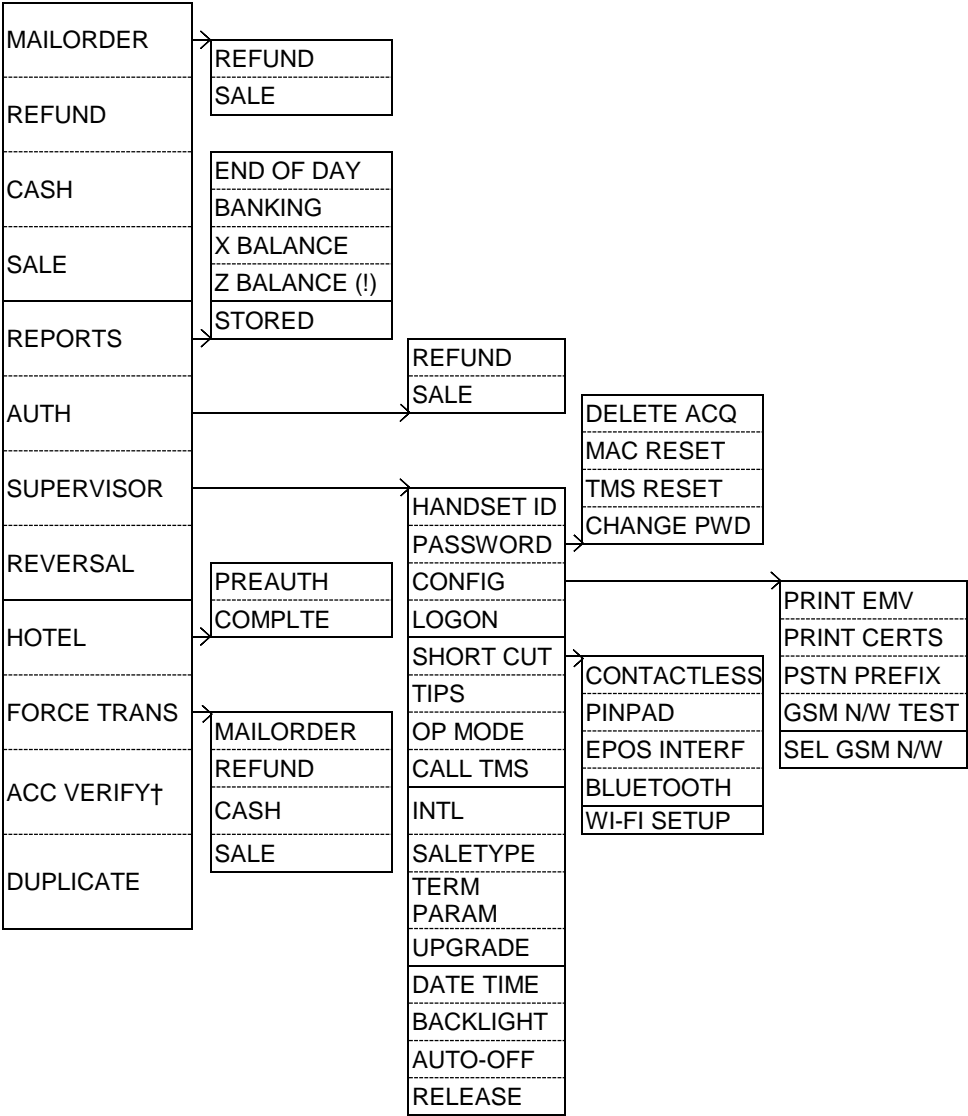|	
10 or 17	GPRS or IP connection error. Retry transaction. If the problem persists check the mobile network (mobile terminals) or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the diagnostic code.
15	Unexpected response after dialling. Check the telephone line; if a prefix is required to obtain an outside line refer to the section entitled *PSTN & Ethernet Connectivity* 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 quoting the diagnostic code.

Menu Structure

MAILORDER	
REFUND	REFUND
	SALE
CASH	
SALE	END OF DAY
	BANKING
REPORTS	X BALANCE
	Z BALANCE (!)
AUTH	STORED
SUPERVISOR	REFUND
REVERSAL	SALE
HOTEL	
FORCE TRANS	
ACC VERIFY†	
DUPLICATE	

PREAUTH
COMPLTE

MAILORDER
REFUND
CASH
SALE

HANDSET ID
PASSWORD
CONFIG
LOGON
SHORT CUT
TIPS
OP MODE
CALL TMS
INTL
SALETYPE
TERM PARAM
UPGRADE
DATE TIME
BACKLIGHT
AUTO-OFF
RELEASE

DELETE ACQ
MAC RESET
TMS RESET
CHANGE PWD

CONTACTLESS
PINPAD
EPOS INTERF
BLUETOOTH
WI-FI SETUP

PRINT EMV
PRINT CERTS
PSTN PREFIX
GSM N/W TEST
SEL GSM N/W

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

8. Notes

Certification

The CE marking certifies that the products from the iWL200 range (iWL220 and iWL250) comply with the essential requirements of the European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

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

And comply with the following harmonised standards:

- EN 60950-1   2006/95/EC
- EN 55022   2004/108/EC
- EN 55024 A2   2004/108/EC
- EN 301489-1/3/7/17   89/336/EEC
- EN 301511   1999/5/EC
- EN 62311 (2008)   1999/519/EEC
- EN 300328 v1.4.2   1999/5/EC
- EN 301357-1/2   1999/5/EC
- EN 50357   1999/5/EC
- EN 50364   1999/519/EC

The whole range complies with the European approval specification on connecting terminal equipment (TE) with Dual Tone Multi Frequency (DTMF) dialling to the Public Switched Telephone Network (PSTN):

- TS 103021-1/2/3
- TR 103000-1/2/3/4   1998/482/EC
- ES 201187   1999/303/EC
- ES 203021-1/2/3

The manufacturer certifies that the products are manufactured in accordance with appendix iii of the Radio and Telecommunications Terminal Equipment 1999/5/EC Directive.

Operating Environment

Your terminal (Class II Equipment) has the following electrical supply characteristics:

- Power Supply: 100-240 V (AC) 50-60 Hz
- Power Adapter: UK three pin 3 A plug
- Power Consumption: 5 V, 1 A

Your Terminal is designed to be operated and stored at the following temperatures:

- Operating Temperature: +5˚C to +45˚C
- Operating Relative Humidity (maximum): 85% at +40˚C
- Storage Temperature: -20˚C to +55˚C
- Storage Relative Humidity (maximum): 85% at +40˚C

DIV434675C

security   **smartcard**   **magstripe**   **contactless**   **color display**   **connectivity**

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