

Installing the Terminal

- Plug the power supply into the side of the terminal near the number 1 button.
- Turn the terminal on by pressing the power button labelled 6 on the diagram to the right.
- If prompted, enter the Merchant ID (MID)
- You will now be prompted to select your connection method, either Wi-Fi or Mobile.
- **Wi-Fi**
- Select Your Wi-Fi network
- Enter your Wi-Fi password
- The terminal will now connect to your Wi-Fi
- **Mobile**
- Your terminal will search for a network connection and connect automatically
- The terminal will now complete a short installation and will be ready for use.



MP200

1. LCD Display
2. Keyboard
3. Cancel Key
4. 0/Function Key
5. Contactless Landing Zone
6. Power Key
7. Up Key
8. Down Key
9. OK/Enter Key
10. Clear Key

Note: Your **Merchant ID** and **Manager Passcode** will be sent to you via email.

It is important that you change your Manager Passcode to a memorable number and keep it safe.

To change the Manager Passcode:

- From the idle screen, press the red key to enter the System Menu
- Enter the Manager Passcode provided to you and press OK.
- Scroll down using the # Key to '**Change passcode**' and press OK.
- Erase the existing **passcode** using the yellow Key.
- Now enter your chosen **New passcode**.
- **NOTE: Please keep your New passcode SAFE.**

Contactless Transactions

- From the idle screen, key in the transaction amount and press OK (green key).
- The terminal will display the contactless symbol
- Ask the customer to present their contactless card or device to the terminal screen. The Terminal will BEEP when it has read the card or device.
- The card terminal will then request an Authorisation and complete the transaction.

Chip and Pin Transactions

- From the idle screen, Key in the transaction amount and press OK (green key).
- Ask the customer to insert their card into the terminal.
- When prompted by the terminal the customer should enter their PIN and press OK.
- The device will then go online to authorise (or decline) the transaction.
- The customer should not remove their card until prompted to do so.
- The card terminal will then request an Authorisation and complete the transaction.

Refunds (if available)

- Press the yellow key to enter the Transaction Menu.
- Scroll down and select Refund.
- Enter the **Manager passcode** for the terminal and then press OK.
- Key in the amount and press OK.
- You will then be prompted for the customer to enter their card to complete the refund.
- The card terminal will then request an Authorisation and complete the transaction.

Transactions with Tips (if enabled)

- If this functionality has been activated on your terminal, the terminal will prompt you to enter a gratuity amount during the sale process.
- The customer can enter their desired Tip amount and press OK to confirm, or they can press OK to enter a £0.00 Tip.
- You will now be prompted to continue with Contactless/Chip & Pin transaction, as above.

Having Trouble? We are here to HELP!
Call our terminal support Helpdesk on:

01933 201 298

Monday to Saturday: 08:00 to 23:00
Sundays & Bank Holidays: 10:00 to 17:00
Closed on Christmas Day

(Please ensure you have your Merchant ID to hand before calling the Helpdesk)

End of Day

- Press the yellow key to enter the Transaction Menu.
- Scroll to the End of Day option and press OK.
- Enter the **Manager passcode** for the terminal and then press OK.
- Press OK to complete the End of Day submission.
- If you have any issues with your End of Day report (For example, 'not reconciling') please call your acquirer.

Reversals (available up to 30 seconds after a transaction)

- Press the yellow key to enter the Transaction Menu.
- Scroll down to **'Reverse Last Transaction'** and press OK.
- When prompted, enter the Manager passcode and press OK.
- When prompted to confirm the Reversal, press OK.
- The card terminal will then request an Authorisation and complete the transaction.

Keyed Transactions (if enabled)

- Key in amount and press OK (green key).
- When prompted to **'Insert, tap or swipe card'**, simply key in the customer's long card number and press OK.
- Key in Expiry Date and press OK.
- Key in CV2 and press OK. (This is the last 3 digits on the back of the card).
- If prompted, enter the house number from their address and the numbers from their postcode (note these items can be skipped e.g. if there is no house number in their address).
- The device will then go online to authorise (or decline) the transaction.
- The card terminal will then request an Authorisation and complete the transaction.

Switching Communications Method

- From the idle screen, press the yellow key.
- From the Transaction Menu, scroll down to Connectivity and press OK.
- From the Connection Status screen, press OK to switch communications.
- Press OK key again to proceed.
- The terminal will now restart.
- When the terminal has restarted it will ask you to select your preferred comms type.
- Scroll down to your preferred comms type and press OK.