



**FIRST PAYMENT**  
merchant services



# Ingenico ICT250 User Guide

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# 1. Introduction

This guide will detail how you install and use your ICT250 terminal including safety information and instructions on transaction processing, printing reports and general maintenance of the terminal.

# 2. Important Safety Instructions

Take care when unpacking, and inspect the product for any obvious external, or suspected internal damage. When in doubt, do not proceed to install or operate equipment. Contact your supplier.

## General Safety Information

This equipment has been designed and manufactured to meet international safety standards but, like any electrical apparatus, due care must still be taken.

- Do read and understand the instructions before using the equipment.
- Do Not expose this apparatus to rain or moisture. For indoor use only.
- Do Not remove any screws or non-operator accessible covers.
- Do Not insert any metallic objects.
- Do Not stack telephone splitters.
- Do Not allow liquid to spill into cabinet openings.
- Do Not allow anything to rest on the power or telecom cords and ensure all cables are routed to prevent damage or accidental contact.
- Do Not continue to operate the equipment if you are in any doubt about it working normally, or if it is damaged in any way. Switch off then withdraw the mains plug and consult your service agent.

## Service Requirements

### Operator Access (ESD Precaution)

This is an Electrostatic (ESD) sensitive area. As a minimum, the operator should be 'Electrostatically Discharged' via his/her hand to a suitable metallic earthing point prior to opening this area.

There are no other user serviceable parts inside. In the event of equipment malfunction, unplug the power supply. It is the responsibility of users requiring service to report the need for service to the authorised Service Agent.

## Maintenance

### Cleaning the Casing

- DO NOT allow any water to enter inside the casing. Remove any dust from the casing using a damp cloth. To clean off accumulated dirt and grime, use a damp cloth that has previously been dipped in mild soap and water. Wring out thoroughly to remove excess water before use.
- DO NOT use solvents, cleaning fluids or abrasives. These materials could damage the plastic housing and any exposed contacts.

## External Power Supply

- This apparatus is intended for use when supplied with power from a low voltage external power supply.
- Only an Ingenico approved power supply (CE Marked) specified for use with this Terminal may be used.
- Since this product does not have a disconnect device (ON/OFF switch), the Terminal and Power Supply must be installed near a suitable power socket which is easily accessible.
- In the event of a hazard or malfunction, the Power Supply Unit should be switched off at the socket before being unplugged from the mains.
- The power supply output lead should only be plugged into the product power input socket.
- The power supply will provide adequate power for the Terminal. The user should ensure that all other auxiliary apparatus, drawing power from the host, does not overload the power supply.
- Operate only from a power source as specified on the Power Supply Unit.
- A damaged mains cord (if not a replaceable type) or low voltage secondary input lead cannot be replaced by the user, the unit must be returned to the authorised service agent for essential repairs and/or replacement.

## Connections

Interconnection to other equipment via the externally accessible ports on the Terminal must only be made as follows:

**Power Supply Input:** Operates at Safety Extra Low Voltage (SELV). Connect only to an Ingenico approved Power Supply (CE Marked) specified for use with the Terminal.

**Port(s), 6 way:** The RS232 type port(s) operate at SELV and must only be connected to a module of the same type ie. SELV.

**Public Switched Telephone Network (PSTN) Line, 6 Way:** MUST only be connected to a PSTN socket e.g. Telephone wall socket, PABX etc.

Under no circumstances must the PSTN cable be inserted into the RS232 ports. Take due care when attaching cables.

## External Cables

DO NOT use any other external cables and/or cable lengths (must be less than 3 metres long) other than those specified and/or supplied by the manufacturer. Ensure all cables are routed to prevent damage or accidental contact.

# MODEM

## General Description

The Terminal has an integral modem that allows the Terminal to transfer transaction data to card companies host computer systems.

The internal modem supports: CCITT V22bis/V22/V21/V32, V32bis, V34 data transfer protocols. It has an automatic dialling facility.

## Disclaimer

This equipment has been designed for connection to the local Public Switched Telephone Network (PSTN). The apparatus must not be subjected to any modification, in any material way, unless authorised by Ingenico. Nor must it be used with:

- Internal Modem Software that has not been formally accepted by the manufacturer.
- External control Software or external control equipment which causes operation of the modem or associated call set up equipment to contravene the requirements of the PSTN Network.

## Systems to which the Modem may be connected

This Modem is only approved for connection to the following telecommunications systems:

- The Public Switched Telephone Network (PSTN).
- Any equivalent service run by any Licensed Telecommunications Network Operator.
- Private Branch Exchange (PABX) extensions, being a Branch Telecommunications System operating under a license.
- The Modem is not suitable for shared service or 1+1 carrier systems nor as an extension to a pay-phone.

**Note:** It cannot be guaranteed that the Modem will operate correctly under all possible conditions of connection to PABX's. Any cases of difficulty should be referred in the first instance to Ingenico.

## Connection

The modem is connected to the PSTN via a standard plug and flexible cord, which requires a suitable compatible socket (and adaptor if required).

Terminals connected to phone lines where a broadband service is present must be connected through an ADSL microfilter.

## Dialling

This modem is suitable only for connection to direct exchange and/or PABX lines which provide Dual Tone Multi Frequency (DTMF) dialling facilities.

## Ringer Equivalence Number (REN)

To determine the total number of items of apparatus that should be connected simultaneously to an exclusive PSTN line, the total REN values of each of the items of apparatus connected to the line should not exceed the maximum REN value 4.0. This value includes any Network operator provided instrument, each of which is assumed to have a REN value of 1.0 unless otherwise marked.

### 3. Declaration of Conformity

The CE marking indicates that the product supplied complies with the basic requirements of European Directive 1999/5/CE known as the R&TTE Directive concerning RF equipment and telecommunications terminals with respect to:

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

and complies with the following harmonised standards:

|                |        |                      |   |
|----------------|--------|----------------------|---|
| IEC/EN 60950 1 | Issued | Dec 2001             | Electrical safety of data processing equipment                            |
| EN 55022       | Issued | 1998/A1-2000/A2-2003 | Radio electric disturbance characteristics limits and measurement methods |
| EN 55024       | Issued | 1998/A1-2000/A2-2003 | Immunity characteristics limits and measurement methods                   |

And, for the whole range, complies with the European approval specification on connecting terminals with DTMF dialling to the Public Switched Telephone Network (Council Decision 1998/482/EC, Council Decision 1999/303/EC).

ETSI ES 203021  
ETSI TR 103000

The product supplied is designed to interwork with the following European analogue Public Switched Telephone Networks:

**Austria, Belgium, Denmark, Finland, France , Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, The Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom.**

### WEEE Directive

The product belongs to the family of electrical and electronic equipment. Therefore it is subjected to the WEEE Directive which requires the collection and recycling at the end of the life of the product.

Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.



The crossed through wheeled bin printed on the product gives information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To ensure that the product is collected and recycled with respect to the environment, you must contact your supplier (contact the Ingenico local office or the commercial head office in charge of your country on [www.ingenico.com](http://www.ingenico.com) <<contact us>> page).The abandonment or uncontrolled disposal of waste can harm the environment and human health.

So, by recycling your product in a responsible manner you contribute to the preservation of natural resources and the protection of human health.

### Batteries

If your product contains batteries they must be disposed of at the appropriate collection points.

# 4. Installing the Terminal

## Installing the Terminal via PSTN



Before switching the power on at the mains socket, plug the pre-connected telephone cable into your telephone wall socket.

Position the terminal in a clear area where the display can be read and the keypad and card swipe are easily accessible. Position the PINpad where it will be easily accessible to the cardholder.

Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter.

Now switch the power on at the mains supply and Installation will begin.

### Dual Comms Mode

1. You should use the   arrows to highlight the required option and then press ENTER to select Telephone (PPP) for PSTN.

|                        |
|------------------------|
| Connection Method      |
| <b>Telephone (PPP)</b> |
| LOCAL NETWORK          |

#### Terminal Displays

|   |
|---|
| Terminal Installation<br>Plug in Phone Line<br><br>and then press ENTER |
|---|

#### PINpad Displays

|  |
|--|
| <Software Version><br><Serial Number><br><br>Ready |
|--|

2. Ensure the telephone line is connected to the telephone IN port on the terminal's connector box and to the wall socket and then press the GREEN button.

|   |
|---|
| Dial Prefix Required ?<br><br>Enter=YES                  Clear=NO |
|---|

|  |
|--|
| <Software Version><br><Serial Number><br><br>Ready |
|--|

If your terminal it is connected to a Switchboard/PABX select YES by pressing the GREEN button. Key in the number used to get an outside line (often 9)and then press the GREEN button.

|  |
|--|
| Key in the Number used<br>to get an Outside Line<br><br>and then press ENTER |
|--|

|  |
|--|
| <Software Version><br><Serial Number><br><br>Ready |
|--|

If however your terminal is connected via a direct line and you selected NO by pressing the YELLOW button.

|  |
|--|
| Does the Tel. Line have<br>Call Waiting or 1571 ?<br><br>Enter=YES                  Clear=NO |
|--|

|  |
|--|
| <Software Version><br><Serial Number><br><br>Ready |
|--|

If your telephone line has Call Waiting or 1571 press the GREEN button.

**PLEASE NOTE:** If you have Call Waiting and select NO when prompted, the terminal will be unable to dial for authorisation when a call message is waiting.

3. Key in your Merchant Number and press the GREEN button.

Terminal Installation  
Key in Merchant No.  
  
and then press ENTER

<Software Version>  
<Serial Number>  
  
Ready

The terminal will start to dial Ingenico terminal configuration system (GEMS) and a number of communication messages will be displayed.

Terminal Installation  
Connecting to  
<Acquirer Name>  
Please Wait...

<Software Version>  
<Serial Number>  
  
Ready

Once the configuration call completes, the terminal will then contact each acquirer of the cards it is configured to accept. Further communications messages will be displayed.

Hardware Serial  
Validation  
Required  
Press ENTER

POWERING UP  
  
Please Wait...

An installation report will then be printed displaying the card types that your terminal will accept.

**PLEASE NOTE:** If the print out shows cards type not accepted please contact the Helpdesk.

The PINpad will now be installed; when you see the display below press the GREEN button.

The terminal will start to dial the GEMS to validate the PINpad serial number.

Once the call to GEMS has completed the installation of the PINpad is complete.

Installation of the terminal and the PINpad is now complete and the terminal will display the READY prompt. The terminal and PINpad are now ready for use.

READY  
Merchant Number  
12345678

<IDLE DISPLAY>

Before you start using the terminal confirm that the date and time are correct. If this needs to be amended refer to **Section 28** of this guide for details.



# Installing the Terminal via Ethernet (IP)

Before switching the power on at the mains supply, ensure that the Ethernet cable is connected to the ETH port on the terminal's connector box, and to your router or network point.

Position the terminal in a clear area where the display can be read and the keypad and card swipe are easily accessible. Position the PINpad where it will be easily accessible to the cardholder.

Ensure you have your Merchant ID to hand. This can be found on your Welcome Letter.

Now switch on the power at the mains supply and installation will begin.

## Dual Comms Mode

1. You should use the   keys to highlight the required option and then press the GREEN button when Local Network is selected.

|                        |
|------------------------|
| Connection Method      |
| <b>Telephone (PPP)</b> |
| LOCAL NETWORK          |

### Terminal Displays

|   |
|---|
| Terminal Installation<br>Plug in Network<br>Cable<br>and then press ENTER |
|---|

### PINpad Displays

|                                       |
|---------------------------------------|
| <Software Version><br><Serial Number> |
| Ready                                 |

Ensure the Network Cable is connected and then press the GREEN button.

2. Key in your Merchant Number and press the GREEN button.

|  |
|--|
| Terminal Installation<br>Key In Merchant No.<br><br>and then press ENTER |
|--|

|                                       |
|---------------------------------------|
| <Software Version><br><Serial Number> |
| Ready                                 |

The terminal will connect to the Ingenico's terminal configuration system (GEMS) and a number of communication messages will be displayed.

Once the configuration call completes, will then contact each acquirer of the cards it is configured to accept. Further communications messages will be displayed.

|   |
|---|
| Terminal Installation<br>Connecting to<br><Acquirer Name><br>Please Wait... |
|---|

|                                       |
|---------------------------------------|
| <Software Version><br><Serial Number> |
| Ready                                 |

3. An installation report will then be printed displaying the card types that your terminal will accept. The terminal will dial GEMS to validate the PINpad serial number.

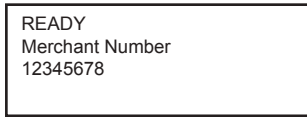
|  |
|--|
| Hardware Serial<br>Validation<br>Required<br>Press ENTER |
|--|

|                                   |
|-----------------------------------|
| POWERING UP<br><br>Please wait... |
|-----------------------------------|

**PLEASE NOTE:** If the print out shows cards type not accepted please contact the Helpdesk.

Once the call to GEMS has completed the installation of the PINpad is complete.

Installation of the terminal is now complete and the terminal will display the READY prompt. When you see the display below press the GREEN button.



Before you start using the terminal confirm that the date and time are correct. If this needs to be amended refer to **Section 28** of this guide for details.

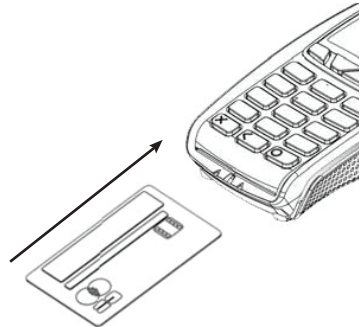
## 5. Using the Terminal

### Inserting a Chip Card into the PINpad

The card should always be inserted into the PINpad with the chip facing uppermost.

If the card is inserted the wrong way or there is a problem with the chip, the terminal will prompt for the card to be removed and re-inserted.

The PINpad will prompt you when the card is to be removed.



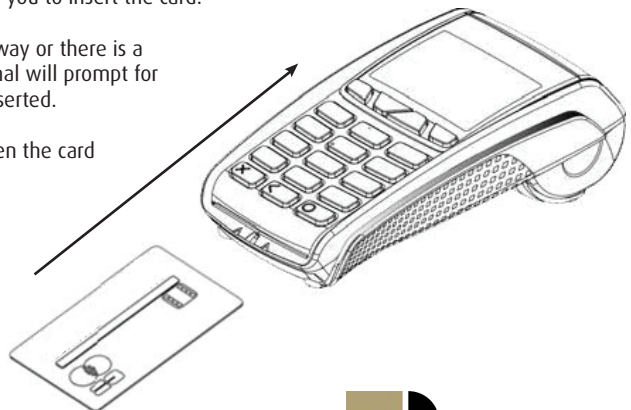
### Inserting a Chip Card into the Terminal

If the PINpad is inoperable for any reason and you have had your terminal re-configured to work in standalone mode, the card should be inserted into the terminal with the chip facing uppermost.

The terminal can detect if a chip card has been swiped as a magnetic card. If the card has not been inserted previously, it will prompt you to insert the card.

If the card is inserted the wrong way or there is a problem with the chip, the terminal will prompt for the card to be removed and re inserted.

The terminal will prompt you when the card is to be removed.

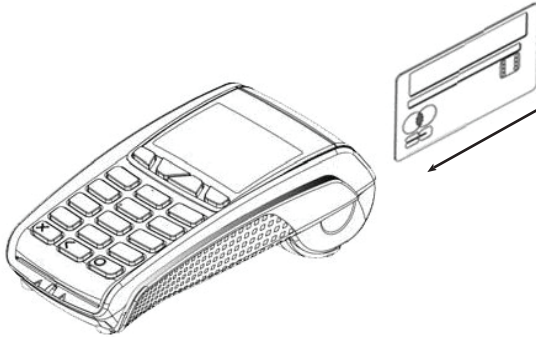


## Swiping a Card

The card should be swiped through the PINpad with the black magnetic stripe facing the terminal and running along the bottom of the card. You will be required to swipe the card if the chip cannot be read or if the customer has a card with only the magnetic swipe.

Make sure that the bottom of the card runs firmly along the bottom of the card swipe and that the card is swiped at an even speed.

The speed of the card swipe should not be too slow as this can sometimes cause problems when the terminal is reading the card.

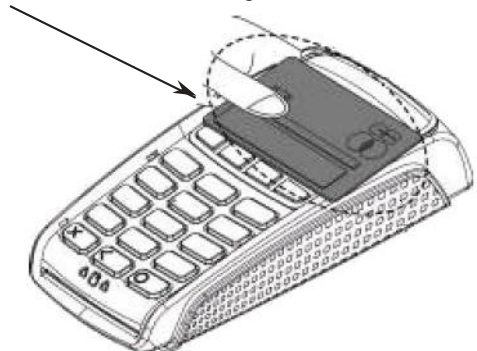


**PLEASE NOTE:** It is important to swipe cards correctly through the terminal so that they can be read by the card reader.

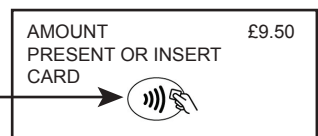
## Using a Card with the Contactless Reader

The Contactless Card Reader is located on the PINpad. If the terminal is allowed to process Contactless transactions the cardholder has the option to present their contactless card against the Contactless symbol when displayed on the PINpad.

If the card is removed too quickly a message will appear on the display and the cardholder will be asked to present the card again.



The cardholder should hold their card against the Contactless symbol for it to be read.



# Using the Menus



The **Transaction Menu** enables you to perform a transaction on the terminal.

At the READY prompt press the MENU button.

The first option on the list will be highlighted.

The actual options shown may differ from those shown here.

|                        |
|------------------------|
| TRANSACTION MENU       |
| <b>Refund</b>          |
| Purchase with Cashback |
| Force Sale             |



**PLEASE NOTE:** Only three options can be displayed on the terminal screen at any one time.   keys to view the available options.

Press the GREEN button to select a highlighted option. The terminal will return to the READY display if no option is selected within 30 seconds.

The **System Menu** enables you to perform an administration function on the terminal.

Select the System Menu by following the instructions below.

At the READY prompt press the MENU button until the System Menu is displayed. Other menu options may appear before/after depending on your configuration.

Use the   keys to view the available options and press the GREEN button when the required option is highlighted.

|                      |
|----------------------|
| SYSTEM MENU          |
| <b>Totals</b>        |
| Print Function Codes |
| Select Function      |

Throughout the transaction flows in this guide, all your instructions are denoted by this unshaded display.

|                 |
|-----------------|
| READY           |
| Merchant Number |
| 12345678        |

All instructions to be carried out by the customer on the PINpad are denoted by this shaded display. The customer should follow the instructions displayed by the PINpad.

|                       |       |
|-----------------------|-------|
| AMOUNT                | 55.00 |
| PIN ****              |       |
| CARDHOLDER TO KEY PIN |       |
| ENTER=OK CLEAR=RE-KEY |       |

## Re-Printing Receipts

After a transaction a customer/merchant receipt is printed, if a re-print is required press the MENU button and a re-print of the last receipt will be printed and the user will be asked to press ENTER.

Check to ensure receipt is correct, if another re-print is required press MENU to re-print.

**PLEASE NOTE:** This is not the same as printing a duplicate receipts.

## Entering Letters

You may need to enter letters using your terminal. Most numeric buttons have alphabetical characters allocated to them.



e.g. the number 2 button has A, B and C allocated to it



e.g. the number 5 button has J, K and L allocated to it

To enter a letter press the relevant number button and then the MENU button to scroll through the letters until you select the character required. To enter the next letter you must again select the relevant number button. To enter a space press the 0 button followed by the MENU key.

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed. Then re-key the correct entry.

Once all the numbers or letters have been entered press the GREEN button to accept the entry.

## Application Selection

Some cards support multiple card schemes and during the transaction flow the customer may be required to choose which card scheme to use. Alternatively the customer can ask you to assist them with this.

### Customer Control

If the customer wishes to select which application to use they should press the arrow key to scroll through the options when this screen is displayed. They should then press the GREEN button to select the appropriate application.

#### Terminal Displays

```
<Transaction Type>
Customer to Select
Method of Payment
Press ENTER to assist
```

#### PINpad Displays

```
SELECT:
<Application Name>
▼ TO SKIP
ENTER TO SELECT
```

### Merchant Control

1. If you press ENTER to assist you will be in control of selecting the application.

#### Terminal Displays

```
<Transaction Type>
Customer to Select
Method of Payment
Press ENTER to assist
```

#### PINpad Displays

```
SELECT:
<Application Name>
▼ TO SKIP
ENTER TO SELECT
```

- 2.

```
<Transaction Type>
Pay with ?
<Application Name>
Enter=YES          Clear=NO
```

Now press the YELLOW button to scroll through the options and then press the GREEN button to select the appropriate one.

(Please refer to **Section 7** of this guide for instructions on how to complete a **Sale Transaction**.)

# 6. Starting a Transaction

## IMPORTANT INFORMATION

Your terminal may be configured to start a transaction by either entering the transaction amount first or by inserting/swiping the payment card.

If your terminal is configured to accept Contactless payments it will always expect you to enter the transaction amount first for whichever type of transaction you are performing.

If your terminal is configured to request the card details first the customer will be required to insert their card into the PINpad rather than the terminal. Once this is done, enter the transaction amount and continue from the 'Checking Card' prompt for the chosen transaction type.

**PLEASE NOTE:** In this guide the PINpad displays are shown alongside the terminal displays so that you know what the customer is being asked to do.

1. At the READY PROMPT you may be asked to "Key in the amount" of the sale or to "insert or swipe" customer card.

### Terminal Displays

SALE  
Present, Insert, Swipe  
Card to Continue  
(or press Cancel key)

### PINpad Displays

AMOUNT £9.50  
PRESENT OR INSERT  
CARD 

If you make a mistake, press the YELLOW button and re-enter the correct amount.

If the card is a Chip card, please see **Sale (Inserting a Card) in Section 7.**

If the customers card is a Contactless card and is to be used for a Contactless transaction, please see **Sale (Contactless) in Section 7.**

If the customers card has been swiped, please see **Sale (Card Swiped) in Section 7.**

# 7. Sale Transactions

## Sale (Inserting a Card)

1. Customer will be prompted to insert card into the PINpad.

SALE £10:00  
Insert, Swipe Card  
to Continue  
(or press Cancel key)

INSERT CARD  
OR  
HAND CARD TO  
OPERATOR

2. The terminal will check the card. If the customer presents a card which supports multiple card schemes you may be required to chose which card scheme to use.(See Section 5, Application Selection.

SALE  
Checking Card  
Please Wait...

PROCESSING  
PLEASE WAIT  
DO NOT REMOVE  
CARD

3. Your terminal may be configured to allow Cashback, if Cashback is required press the GREEN button.

If Cashback is not required press the YELLOW button and continue from step 4.

If Cashback was required, enter the Cashback amount and press the GREEN button.

If Cashback is not configured, continue from step 4 below.

```
SALE
Cashback?
Enter = YES      Clear = NO
```

```
PWCB
Key in Cash Amount      0.00
and then press ENTER
```

4. Ask the customer to enter their PIN into the PINpad, as they do asterisks will appear on the screen. Now press the GREEN button.

If the PIN is entered incorrectly during this process use the YELLOW button to delete and then re-key the correct PIN.

```
Amount      £25.00
Customer PIN entry
Press MENU to Bypass
```

```
AMOUNT      £25.00
ENTER PIN
```

```
Amount      £25.00
Customer PIN entry
Press MENU to Bypass
```

```
PIN ****
ENTER TO ACCEPT
CLEAR TO CORRECT
```

```
Amount      £25.00
Customer PIN entry
PIN ACCEPTED
```

```
AMOUNT      £25.00
PIN ACCEPTED
DO NOT REMOVE
CARD
```

5. The terminal will now dial for authorisation and a number of messages will appear on the screen.

```
SALE
AUTH CODE: nnnnn
<Acquirer Name>
```

```
<Transaction Result>
PLEASE WAIT
DO NOT REMOVE
CARD
```

6. The terminal will now print a receipt which the CUSTOMER must retain for their records.

```
Printing
CUSTOMER RECEIPT
Please Wait...
```

```
<Transaction Result>
Please wait...
DO NOT REMOVE
CARD
```

7. Tear off the receipt and press the GREEN button to continue. Should you require a reprint of the receipt press the MENU button.

```
Tear Off
CUSTOMER RECEIPT
Press ENTER if OK
Press MENU to Reprint
```

```
<Transaction Result>
Please wait...
DO NOT REMOVE
CARD
```

8. You will now be prompted to remove the customer's card. The terminal will then print a MERCHANT receipt which must be kept for your records.

SALE  
Please Remove Card

REMOVE CARD

Printing  
MERCHANT RECEIPT  
Please Wait...

Tear Off  
MERCHANT RECEIPT  
Press ENTER if OK  
Press MENU to Reprint

9. Press the GREEN button and the terminal will return to the READY prompt.

**PLEASE NOTE:** For security reasons and depending on the terminal configuration the full card number may not be printed on the receipts.

## Sale (Contactless)

1. The customer should present their card to the Contactless symbol on the PINpad where the card will be read.

### Terminal Displays

SALE £9.50  
Present, Insert, Swipe  
Card to continue  
(or press Cancel key)

### PINpad Displays

AMOUNT £9.50  
PRESENT OR INSERT  
CARD 

2. The terminal will now print a Merchant receipt which should be kept for your records.


Printing  
MERCHANT RECEIPT  
Please Wait ...

APPROVED

Tear Off  
MERCHANT RECEIPT  
Press ENTER if OK  
Press MENU to Reprint

Processing  
Please wait...

If the customer requests a receipt this must be done before the next transaction takes place.

3. From the READY prompt press the  key and a customer receipt will be printed. Press the GREEN button to return to the READY prompt.

Printing  
CUSTOMER RECEIPT  
Please Wait ...

<IDLE DISPLAY>



# Sale (Swiping a card)

1. The customer should hand their card to you to swipe through the terminal. Once the card has been swiped the terminal will check the card.

## Terminal Displays

SALE  
Insert or Swipe Card  
to Continue  
(or press Cancel key)

2. You may be prompted to confirm the last four digits of the card number. Key in the last four numbers from the customer's card and then press the GREEN button.

Key in last 4 digits  
of Card Number  
  
and then press ENTER

3. The terminal will now dial for authorisation and a number of messages will appear on the screen.

SALE  
AUTH CODE: nnnnn  
<Acquirer Name>

4. The terminal will print a Merchant receipt, tear this off and ask the customer to sign it.

Printing  
MERCHANT RECEIPT  
  
Please Wait...

Tear Off  
MERCHANT RECEIPT  
Press ENTER if OK  
Press MENU to Reprint

5. Check the signature and, if it is OK, press the GREEN button and a Customer receipt will be printed. If the signature is not OK press the YELLOW button and the transaction will be cancelled.

SALE  
Signature OK?  
  
Enter=YES                      Clear=NO

6. The terminal will now print the Customer receipt.

Printing  
CUSTOMER RECEIPT  
  
Please Wait...

## PINpad Displays

INSERT CARD  
OR  
HAND CARD TO  
OPERATOR

PROCESSING  
PLEASE WAIT

PROCESSING  
PLEASE WAIT

PROCESSING  
PLEASE WAIT

PROCESSING  
PLEASE WAIT

<Transaction Result>  
PLEASE WAIT

7. Pass this receipt to the customer for their records.

Tear Off  
CUSTOMER RECEIPT  
Press ENTER if OK  
Press MENU to Reprint

<Transaction Result>  
PLEASE WAIT

8. The transaction is now complete and the terminal will return to the READY prompt.

## Voice Referrals

Sometimes transactions will require you to obtain a voice referral from the Authorisation Centre.

As a security measure your terminal may have been set up to request either the swipe of the Supervisor Card or the input of a Referral Password when this situation arises.

Please follow the process below if your terminal has been set up to ask for a Referral Password.

1. The following screens will be displayed if the transaction gets a referral message from the acquiring host:

<Transaction Type>  
<Voice Referral Message>  
<Acquirer Name>  
Press CLEAR

PROCESSING  
PLEASE WAIT...

**SALE**  
Please remove card  
for voice referral

**SALE**  
REMOVE CARD AND  
HAND TO OPERATOR

2. The card should be removed from the terminal and handed to the operator who will be contacting the Authorisation Centre.

REFERRAL  
MID: 12345678  
CALL: nnnn nnnnnn  
and then press ENTER

PROCESSING  
PLEASE WAIT

3. You may be asked to swipe your Supervisor card or enter your Referral Password and then press the GREEN button to continue.

Enter Referral Password  
and then press enter  
Please Wait...

PROCESSING  
PLEASE WAIT

Once you have spoken to the Authorisation Centre and if the transaction is authorised, press the GREEN button to continue with the transaction. If Authorisation is declined press the YELLOW button.

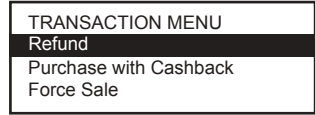
**PLEASE NOTE:** Please see **Section 8** on how to set a **Referral Password**.



## 9. Refunds

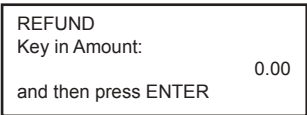
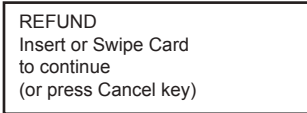
1. At the READY prompt, press the MENU button.

Use the  key to highlight REFUND and then press the GREEN button.

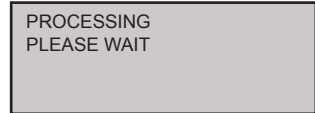


2. Either key in the amount of refund transaction and then press GREEN button or swipe/insert card into the PINpad and then key in the refund amount.

### Terminal Displays



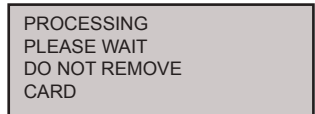
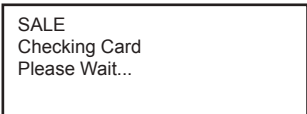
### PINpad Displays



If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customers card number and press the GREEN button.

The terminal will check the card. If a customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use. You may then be asked to remove the card and the transaction will continue as per a signature verified sale.

(Please refer to **Section 7** of this guide for instructions on how to complete a **Sale Transaction**.)

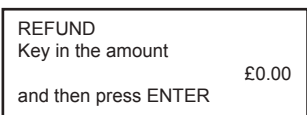


## Contactless Refund

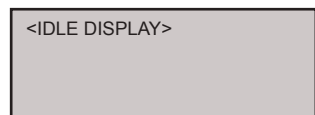
To perform a Contactless Refund “Amount Entry First” must be enabled; the card scheme must be configured to allow it and the transaction amount must be below the maximum contactless transaction limit:

**Note:** A “Contactless Refund” may be performed either by using credit/debit cards (if configured) or any other contactless devices such as “Fobs or Mobile Telephones”.The following screens will only be displayed if the transaction amount is below the Contactless transaction limit:

### Terminal Displays



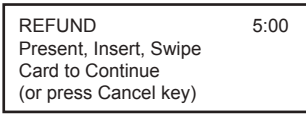
### PINpad Displays



If the transaction value is below the maximum Contactless Limit the following screen will be displayed:

- If the value is above the Contactless Limit you will be asked to swipe/insert card. Normal card checks will be performed.

If refunds are supervisor protected then you will be asked to swipe the supervisor card or key in the supervisor code.



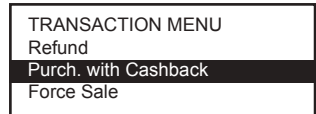
## 10. Purchase with Cashback

This option only needs to be selected when your terminal is configured to accept gratuities and you may wish to provide Cashback instead of adding a Gratuity. Selecting this option will result in the transaction being carried out with Cashback instead of Gratuity

**PLEASE NOTE:** Only certain types of debit cards allow Purchase with Cashback.

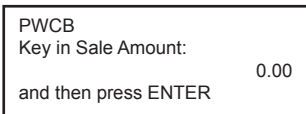
- At the READY prompt, press the MENU button.

Using the key, highlight PURCH. WITH CASHBACK and then press the GREEN button

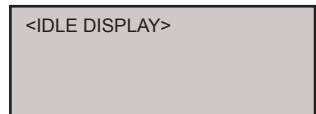


- Key in the amount of the sale and press the GREEN button.

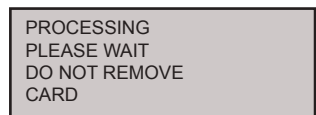
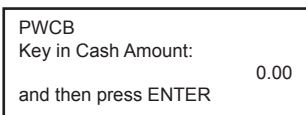
### Terminal Displays



### PINpad Displays



- Either key in the cashback amount and then press GREEN button or swipe/insert card in the terminal and then key in the cashback amount.



- The transaction will now continue as a normal sale transaction.

(Please refer to **Section 7** of this guide for how to complete a **Sale Transaction**.)


**PLEASE NOTE:** For security reasons and depending on the configuration of your terminal the full card number may not be printed on receipts.

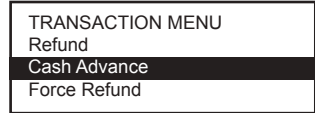
# 11. Cash Advance

Please note that this option is only available for certain types of business. Please contact Customer Services for further information.

PLEASE NOTE: Only certain types of cards allow Cash Advance.

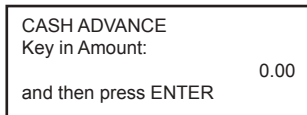
1. At the READY prompt, press the MENU button.

Using the  key, select Cash Advance and then press the GREEN button.



2. Either key in the transaction amount and then press GREEN button or swipe/insert card in the terminal and then key in the transaction amount.

### Terminal Displays



### PINpad Displays



3. If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

The transaction will now continue as a normal sale transaction.

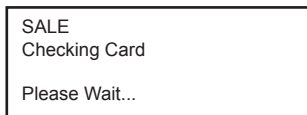
(Please refer to **Section 7** of this guide for how to complete a **Sales Transaction**.)

# 12. Purchase with Gratuity (Restaurants)

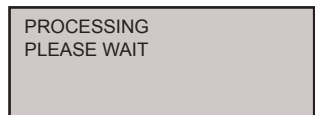
**Please Note:** This option is only available for certain types of business. Please contact Customer Services for further information.

1. At the READY prompt, either key in the transaction amount and then press GREEN button or swipe/insert the card in the terminal to start transaction. The terminal will check the card.

### Terminal Displays

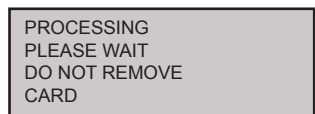
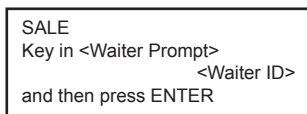


### PINpad Displays



If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

2. Your terminal may prompt you to enter the Waiter ID. If so, enter the relevant Waiter ID and press the GREEN button. You may also be prompted to enter the table number.  
(Please see **Section 27** for more information on **Waiter ID's**).



- The customer will be asked to confirm the amount. They should press the GREEN button to accept or the YELLOW button to reject.

|   |       |
|---|-------|
| Amount  | 20.00 |
| Customer to confirm Amount<br>Press ENTER to assist |       |

|                                    |        |
|------------------------------------|--------|
| AMOUNT                             | £20.00 |
| ENTER TO Accept<br>CLEAR TO Reject |        |

If the customer rejects the amount you will be prompted to press the GREEN button to re-enter the amount.

- The customer will be asked if they want to add a gratuity; if they do not want to do this they should press the YELLOW button and the transaction will continue from step 8.

If the customer wishes to add a gratuity they should press the GREEN button.

|   |        |
|---|--------|
| Amount  | £20.00 |
| Customer to Add a GRATUITY<br>Press ENTER to assist |        |

|  |       |
|--|-------|
| AMOUNT                                   | 50.00 |
| Add a GRATUITY?<br>Enter=YES<br>Clear=NO |       |

- The customer will now be prompted to key in the gratuity amount and then press the GREEN button.

|   |        |
|---|--------|
| Amount  | £20.00 |
| Customer to Add a GRATUITY<br>Press ENTER to assist |        |

|                                     |      |
|-------------------------------------|------|
| GRATUITY                            | 5.00 |
| ENTER TO ACCEPT<br>CLEAR TO CORRECT |      |

If terminal is configured for Gratuity percentage continue from step 6. If terminal is configured for Gratuity amount entry continue from step 7.

- If Gratuity with percentage is enabled the following screen will be displayed, either select a 'Fixed Percentage' from the available options or select 'OTHER' to key in the amount.

|                            |       |
|----------------------------|-------|
| <b>Gratuity Percentage</b> |       |
| 1-                         | 5 %   |
| 2-                         | 10 %  |
| 3-                         | 15 %  |
| 4-                         | 20 %  |
| 5-                         | Other |

- The customer will then be prompted to confirm the total transaction amount.

|  |        |
|--|--------|
| TOTAL  | £25.00 |
| Customer to Confirm Total<br>Press ENTER to assist |        |

|                                    |        |
|------------------------------------|--------|
| TOTAL                              | £25.00 |
| ENTER To Accept<br>CLEAR To Reject |        |

- The customer will be prompted to enter their PIN. Once the PIN has been entered, the customer should press the GREEN button to confirm.

|  |        |
|--|--------|
| Amount                                     | £25.00 |
| Customer PIN entry<br>Press MENU to Bypass |        |

|           |       |
|-----------|-------|
| AMOUNT    | 25.00 |
| ENTER PIN |       |

**PLEASE NOTE:** Removing the card at this point will VOID the transaction.


The terminal will dial for authorisation and a number of messages will appear on the screen.

If authorisation is obtained the terminal will print the customer's receipt. Press the GREEN button if the receipt has printed correctly. If the receipt is not correct, press the MENU button for a re-print. The customer will be prompted to remove their card.

The terminal will then print a MERCHANT receipt which should be retained for your records.

If the receipt has printed incorrectly, press the MENU button and the receipt will be re-printed. Press the GREEN button and the terminal will return to the READY prompt.

## 13. Refund with Gratuity

1. At the READY prompt, press the MENU button.
2. Using the  key, highlight REFUND and then press the GREEN button
3. Key in the total amount of the transaction to be refunded, including any gratuity and press the GREEN button. Alternatively insert/swipe the customer's card and then key in the total amount.

|                  |
|------------------|
| TRANSACTION MENU |
| Refund           |
| Sale             |
| Force Sale       |

### Terminal Displays

REFUND  
Key in TOTAL Amount                      0.00  
and then press ENTER

### PINpad Displays

<IDLE DISPLAY>

4. You may be asked to either present, insert or swipe the customer's card through the terminal. You may be prompted to swipe your supervisor card or enter your supervisor code.

REFUND  
Insert or Swipe Card  
to continue  
(or press Cancel key)

INSERT CARD  
OR  
HAND CARD TO OPERATOR

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

You may be prompted to swipe the Supervisor Card or enter the supervisor code through the terminal.

5. If a gratuity has been added, press the GREEN button. If no gratuity has been added, press the YELLOW button.

REFUND  
<Gratuity String> Added?  
Enter = YES                      Clear = NO

PROCESSING  
PLEASE WAIT



- If a gratuity has been added, enter the amount of the gratuity and press the GREEN button.

REFUND  
Key in <Gratuity String> 0.00  
and then press ENTER

PROCESSING  
PLEASE WAIT

- You may be asked to key in the Waiter ID from the original transaction and press the GREEN button.

REFUND  
Original Waiter ID:  
and then press ENTER

PROCESSING  
PLEASE WAIT

The transaction will now proceed as a normal refund transaction.

**NOTE:** Please see **Section 9** for information on how to complete a **Refund Transaction**.

## 14. Pre-Authorisation

**PLEASE NOTE:** this option is only available for certain types of business. Please contact Customer Services for further information.

Where there is the likelihood of a large value transaction, such as a hotel or car hire bill, a pre-authorisation transaction for the expected value can be made. If, following a pre-authorisation transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) a further pre-authorisation may be required.

- At the READY prompt, press the MENU button.

Using the  key, highlight PRE AUTH and then press the GREEN button.

TRANSACTION MENU  
Refund  
Purch. with Cashback  
Pre-Auth

- Key in the amount of the transaction and press the GREEN button, or insert/swipe the customer's card and then key in the transaction amount.

### Terminal Displays

PRE-AUTH  
Key in Amount: 0.00  
and then press ENTER

### PINpad Displays

PROCESSING  
PLEASE WAIT  
DO NOT REMOVE  
CARD

If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

- The transaction will now continue as a normal Sales Transaction.


**PLEASE NOTE:** (Please refer to **Section 7** for information on how to complete a **Sales Transaction**.)

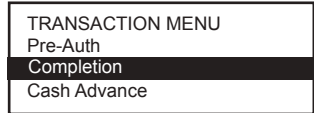
# 15. Completion

**PLEASE NOTE:** If the final bill is more than the total pre-authorized amount, a further pre-authorization may be required for the difference which must be obtained prior to carrying out the completion transaction.

The following procedure will complete a pre-authorized transaction when the final amount is confirmed with the customer.

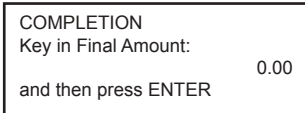
1. At the READY prompt, press the MENU button.

Using the  key, highlight COMPLETION and then press the GREEN button

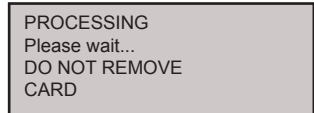


2. Key in the amount of the transaction and press the GREEN button, or insert/swipe the customer's card and then key in the transaction amount.

### Terminal Displays

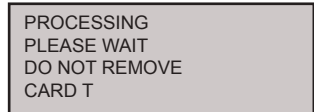
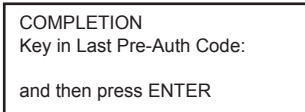


### PINpad Displays



If performing a swiped transaction, your terminal may prompt you to enter the last four digits of the card number. If so, key in the last four digits of the customer's card number and press the GREEN button.

3. You will then be prompted to enter the last Pre-Auth code and press the GREEN button.



The transaction will now continue as a normal sale transaction.

(Please refer to **Section 7** for information on how to complete a **Sale Transaction**.)

# 16. Key Entering Card Details and Mail Order Transactions

You may need to key enter a customer's card details if their card is faulty or if you are entering a mail order transaction where the customer is not present.

### A. Mail Order Transactions:

Begin at Step 1 if you are performing a Mail Order Transaction.


### B. Card Read Failure or Key Card Number:

Begin at Step 2 if:

You have swiped a customers card at the READY prompt and the terminal displays 'CARD READ FAILURE'

OR

If you have selected the Sale option from the Transaction menu and unsuccessfully swiped the card three times, and the terminal displays 'Key in Card Number.'

1. At the READY prompt press the MENU button.
2. Use the  keys to highlight SALE and then press the GREEN button.
3. Key in the amount of the transaction and then press the GREEN button, or key in the customer's card number when you see this prompt. The card number will be displayed as it is keyed in.  
  
The terminal will check the card number.
4. Key in the card expiry date and press the GREEN button.
5. You may be asked to enter the start date or issue number from the card. Enter them as they appear on the card and press the GREEN button.
5. If the customer is present, press the GREEN button. If this is a mail order transaction, press the YELLOW button and proceed from step 9 below.
6. If not entered earlier in the process, key in the amount of the transaction and press the GREEN button. The terminal will now dial for authorisation. The authorisation code will be displayed. Press the GREEN button.
7. A receipt will now be printed. Obtain the customers signature. If the signature is OK, press the GREEN button. If it is not, press the YELLOW button and the transaction will be voided.

|                      |
|----------------------|
| TRANSACTION MENU     |
| REFUND               |
| <b>Sale</b>          |
| Purch. with Cashback |

|  |
|--|
| <transaction type><br>Insert or Swipe Card<br>to continue<br>(or press Cancel key) |
|--|

|   |
|---|
| <transaction type><br>Key expiry date MMY<br>and then press ENTER |
|---|

|  |
|--|
| <transaction type><br>Key start date MMY<br>and then press ENTER |
|--|

|   |
|---|
| <transaction type><br>Key in issue number<br>and then press ENTER |
|---|

|  |
|--|
| <transaction type><br>Is customer present? |
| Enter = YES      Clear = NO                |

|  |
|--|
| <transaction type><br>Key in Amount:      0.00<br>and then press ENTER |
|--|

|                             |
|-----------------------------|
| SALE<br>Signature OK?       |
| Enter = YES      Clear = NO |

8. The signed receipt should be kept for your records. The terminal will now print a receipt for the customer.

Pass the receipt to the customer and the transaction is complete.

9. If this is a mail order transaction, the YELLOW button will be pressed when asked if the customer is present.

If not entered earlier in the process, key in the amount of the transaction and press the GREEN button.

```
<transaction type>
Is customer present?

Enter = YES      Clear = NO
```

**IF YOUR TERMINAL IS CONFIGURED FOR CSC/AVS (A CARDHOLDER VERIFICATION SERVICE) PROCEED AS FOLLOWS.**

If you see this prompt, key in the 3 digit security code, which can be found on the signature strip on the back of the customer's card. Now press the GREEN button.

```
<transaction type>
Key in Security Code:

and then press ENTER
```

**PLEASE NOTE:** The security code for American Express cards is a four digit code and can be found on the front of the card.

Your terminal will then prompt you to do the following:

Enter the numeric digits from the customer's Post Code, (i.e EH11 9YE would be entered 119) and then press the GREEN button.

```
Key in Numerics From
The Post Code:

and then press ENTER
```

Enter the customer's house number, ( i.e Flat 5, 29 High Street would be entered 529) and then press the GREEN button.

```
Key in First Five Digits
Of the Address:

and then press ENTER
```

10. The terminal will now dial out for authorisation and the authorisation code will be displayed. Press the GREEN button.

```
<transaction type>
AUTH CODE: nnnnn
<Acquirer Name>
press ENTER
```

The terminal will display the results of the address check. The result will be printed on the receipts.

The security message will advise the response for any information entered at the Security Code, Address and Post Code prompts.

| Message Text        | Result                              |
|---------------------|-------------------------------------|
| ALL MATCH           | ALL DATA ENTERED IS CORRECT         |
| SEC CODE MATCH ONLY | ONLY THE SECURITY CODE IS CORRECT   |
| ADDRESS MATCH ONLY  | ONLY THE ADDRESS IS CORRECT         |
| NO DATA MATCHES     | NONE OF THE DATA ENTERED IS CORRECT |
| DATA NOT CHECKED    | THE DATA HAS NOT BEEN CHECKED       |

- To accept the transaction press the GREEN button and a customer receipt will be printed. Press the GREEN button again and this will print a copy of the receipt for your records.


|                        |       |
|------------------------|-------|
| AUTH CODE:             | nnnnn |
| <security message>     |       |
| Press ENTER to Accept  |       |
| Press CLEAR to Decline |       |

To decline the transaction press the YELLOW button and a void receipt will be printed for the customer.

Press the YELLOW button again and a void receipt will be printed for your records.

## 17. Reversal

You can reverse the last previously authorised Sale or Refund transaction provided the reversal is carried out within 30 seconds of completing the original transaction.

- At the READY prompt, press the MENU button.
- Using the  key, highlight REVERSAL and then press the GREEN button

|                   |
|-------------------|
| TRANSACTION MENU  |
| Refund            |
| Duplicate Receipt |
| <b>Reversal</b>   |

- The terminal will dial the authorisation centre and display the message CONNECTION MADE. The terminal will now confirm the reversal is successful and print a receipt.

Tear off the receipt and give this to the customer as a copy of the transaction. Press the GREEN button.

The terminal will now print a copy of the receipt for you to retain for your records. Press the GREEN button and the terminal will return to the READY prompt.

If a re-print is required press the MENU button.

## 18. Verify Account

- Press the MENU button and then use the arrow keys to highlight the transaction type from the transaction menu and then Press GREEN.

|                       |
|-----------------------|
| TRANSACTION MENU      |
| <b>Verify Account</b> |
| Pre-Auth              |
| Refund                |

- Insert or Swipe Card the customer's card.

|                         |
|-------------------------|
| VERIFY ACCOUNT          |
| Insert or Swipe Card    |
| to continue             |
| ( or press Cancel key ) |

- Ask the customer to enter their PIN into the PINpad, as they do asterisks will appear on the screen. Now press the GREEN button.

|                       |              |
|-----------------------|--------------|
| <b>Amount</b>         | <b>£0.00</b> |
| PIN: ****             |              |
| Cardholder to key PIN |              |
| Enter=OK              | Clear=REKEY  |

- The terminal will contact the acquirer to verify that this is a valid account.

|                    |              |
|--------------------|--------------|
| <b>Amount</b>      | <b>£0.00</b> |
| PIN ACCEPTED       |              |
| RETURN TERMINAL    |              |
| Do NOT Remove Card |              |

## 19. PIN Entry Failure

If an incorrect PIN has been entered the PINpad and terminal will display 'INCORRECT PIN'.

1. The cardholder has three attempts to enter their PIN after which the terminal will display the message: 'PIN TRIES EXCEEDED'
2. If this message is displayed the customer will need to contact their card issuer.
3. The transaction will continue and seek authorisation with a signature verification. Press the GREEN button to continue the transaction.

INCORRECT PIN  
ENTER PIN

PIN TRIES  
EXCEEDED  
DO NOT REMOVE CARD

PIN TRIES EXCEEDED  
Press ENTER to  
Continue with  
Signature

## 20. Cancelling Transactions

### 1. CANCELLING BEFORE AUTHORISATION

A transaction can be cancelled at any time before authorisation has been obtained.

Press the RED button. The terminal will display CANCELLED and print a receipt for the customer which will be marked as cancelled.

Then press the GREEN button and the terminal will print a merchant receipt for your records.

Press and GREEN button again and the terminal will then return to the READY prompt.

### 2. CANCELLING AFTER AUTHORISATION BUT BEFORE COMPLETION

When carrying out a swiped transaction and the transaction requires cancelling after authorisation has been obtained, but before the transaction has been completed, press the YELLOW button at the 'SIGNATURE OK' prompt to select 'NO' and reject the signature. The transaction will be cancelled and a void receipt will be printed.

### 3. CANCELLING AFTER COMPLETION OF A TRANSACTION

If the transaction requires cancelling after the transaction has been completed a REVERSAL or a REFUND will need to be performed. (Please refer to **Section 17** for Reversal or **Section 9** for Refund)

**NOTE:** Reversal transactions can only be carried out within 30 seconds of the transaction taking place.

### 4. CANCELLING THE TRANSACTION BY THE CUSTOMER

If the customer selects to cancel a transaction, they will be asked to confirm if they wish to do so. The customer will only be prompted to remove their card after the cancellation receipt has been printed. If the receipt is correct press the GREEN button. A merchant cancellation receipt will then be printed.

## 21. Clearing Mistakes

If a mistake is made when entering numbers or letters, press the YELLOW button until the incorrect numbers or letters have been removed or press the RED button to erase all input. Now re-key the correct entry.

## 22. Printing Duplicate Receipts

1. At the READY prompt press the MENU button.

Using the  key, highlight DUPLICATE RECEIPT and then press the GREEN button.

|                          |
|--------------------------|
| TRANSACTION MENU         |
| Print Chip Data          |
| Reversal                 |
| <b>Duplicate Receipt</b> |

2. Press the GREEN button to print a duplicate receipt. It is not an exact copy of either a customer or merchant receipt and has Duplicate Receipt printed on it.

|   |
|---|
| EFT   |
| Duplicate Receipt?                          |
| Enter = YES                      Clear = NO |

## 23. X and Z Totals


**X Totals** can be printed at any time throughout the day and give a sub-total of all transactions performed. X totals **do not** reset the totals within the terminal.

**Z Totals** show the total of all transactions processed through the terminal for each card company since the last Z Totals were performed. Once Z Totals have been completed the totals within the terminal are reset to zero. X Totals will also be reset.

**Z Totals** are not connected to your Banking totals.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted and then press the GREEN button and the TOTALS MENU will be displayed.

|                      |
|----------------------|
| SYSTEM MENU          |
| <b>Totals</b>        |
| Print Function Codes |
| Select Function      |

2. Use the  keys and press the GREEN button when the X-TOTALS is highlighted.

|                    |
|--------------------|
| TOTALS MENU        |
| End-of-Day Banking |
| Z-Totals           |
| <b>X-Totals</b>    |

3. You will then be asked to swipe your Supervisor Card or enter your Supervisor code.


4. Press the GREEN button to proceed or the YELLOW button to cancel.

|   |
|---|
| EFT   |
| X-Totals? (or Z-Totals?)                    |
| Enter = YES                      Clear = NO |

5. The terminal will print the report. Press the MENU button if you wish to reprint the report. If not, press the GREEN button and the terminal will return to the READY prompt.

|                       |
|-----------------------|
| Tear Off              |
| TOTALS RECEIPT        |
| Press ENTER if OK     |
| Press Menu to Reprint |

## 24. Waiter Totals

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted and then press the GREEN button and the TOTALS menu will be displayed.
2. Use the  buttons to view the available options and press the GREEN button when the Waiter Totals option is highlighted.
3. You will then be asked to swipe your Supervisor Card or enter your Supervisor code.
4. Press the GREEN button to print the totals.
5. To reset the Waiter Totals press the GREEN button and the totals will be reset.

The terminal will now return to the READY prompt.

|                      |
|----------------------|
| SYSTEM MENU          |
| <b>Totals</b>        |
| Print Function Codes |
| Select Function      |

|                      |
|----------------------|
| TOTALS MENU          |
| Z-Totals             |
| X-Totals             |
| <b>Waiter Totals</b> |


|   |
|---|
| EFT   |
| Print Waiter - Totals                       |
| Enter = YES                      Clear = NO |

|   |
|---|
| WAITER TOTALS                               |
| Reset Waiter - Totals?                      |
| Enter = YES                      Clear = NO |

## 25. End-of-Day Banking

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

**PLEASE NOTE:** If your acquirer has set a cut-off time for end-of-day banking, please note the following: To ensure that your statement totals balance, it is important that you carry out your End-of-Day Banking before the cut-off time set by your acquirer. For information regarding these times please contact Customer Services.

1. At the READY prompt, press the MENU button twice. The TOTALS option will be highlighted. Press the GREEN button and the TOTALS MENU will be displayed.
2. Use the  key to highlight END of DAY and press the GREEN button.
3. You will then be asked to swipe your Supervisor Card or enter your Supervisor code.
4. Press the GREEN button to proceed.

|                      |
|----------------------|
| SYSTEM MENU          |
| <b>Totals</b>        |
| Print Function Codes |
| Select Function      |

|                           |
|---------------------------|
| TOTALS MENU               |
| <b>End-of-Day Banking</b> |
| Z-Totals                  |
| X-Totals                  |

|   |
|---|
| EFT   |
| End-of-Day Banking?                         |
| Enter = YES                      Clear = NO |



- You will now have the choice of selecting totals for ALL card types or selecting those card types you wish to bank.

Press the GREEN button to reconcile ALL card types and the terminal will contact each acquirer before printing the report or press the YELLOW button to select the acquirers you wish to reconcile.

Select card types to be banked  
Press ENTER for ALL  
Press CLEAR to SELECT

**PLEASE NOTE:** This screen will only be displayed if your terminal is set up with more than one acquirer.

- You will now be shown a list of the individual acquirers. Press the GREEN button to reconcile an acquirer or press the YELLOW button if you do not want to reconcile a particular acquirer.

End-of-Day Banking  
Bank <acquirer>  
  
Enter = YES      Clear = NO


Once the desired acquirers have been selected, the terminal will dial the selected acquirers. You will be prompted to wait while the terminal prints a banking report.

After all acquirers have been banked, tear off the receipt and press the GREEN button. The terminal will return to the READY prompt.

**PLEASE NOTE:** If 'Stored' or 'Session Totals Not Agreed' is printed on your End-of-Day receipt, please contact Customer Services.

## 26. Entering Function Codes

There may be occasions when you have further requirements of your terminal. These can be met through the use of **Function Codes**.

- At the READY prompt, press the MENU button twice.
- Use the  buttons to view the available options and press the GREEN button when the SELECT FUNCTION option is highlighted.
- Key enter the function code required and then press the GREEN button.

SYSTEM MENU  
Totals  
Print Function Codes  
Select Function

Once the function code has been entered, follow the prompts displayed by the terminal. You may be prompted to swipe your Supervisor Card or key in your Supervisor code.

The following codes are available for you to use:

| CODE | TITLE                     | DESCRIPTION         |
|------|---------------------------|---------------------|
| 16   | Print Transaction Log     | Refer to Section 29 |
| 23   | Setting Referral Password | Refer to Section 8  |
| 30   | Set Date/Time             | Refer to Section 28 |
| 40   | Waiter Setup              | Refer to Section 27 |

# 27. Waiter ID's (Restaurants)

## Default Waiter 0


A default waiter, **Waiter 0: SHARED** will be created automatically by the terminal. This can be used if you do not want to create individual Waiter ID's.

All Sale transactions with gratuity will add tips/gratuities to this waiter without the need for a waiter ID to be entered during transaction processing.


The total of all 'Waiter 0' tips/gratuities will be printed as part of the Waiter Totals Report showing the total value of tips/gratuities performed.

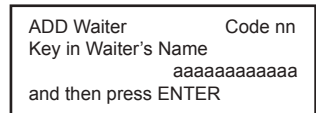
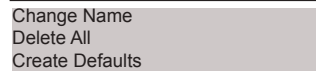
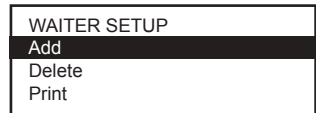
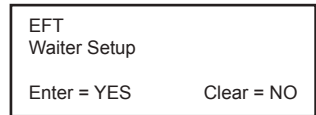
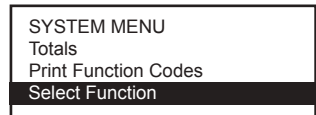
## Adding an Individual Waiter ID

Your terminal can be configured to recognise individual Waiter ID's. These make it possible to identify which staff member has dealt with the transaction. The Waiter ID will be printed on the receipt.

1. At the READY prompt press the MENU button twice.
2. Using the  key highlight the Select Function option and then press the GREEN button.
3. Enter the number 40 and then press the GREEN button.

Swipe your Supervisor Card or enter your Supervisor code. If you want to proceed to the Waiter Setup menu, press the GREEN button. If not, press the YELLOW button to return to READY prompt.

4. Using the  key, highlight Add and then press the GREEN button.
5. Your terminal will automatically allocate the next available Waiter ID. Key in the text/name description and press the GREEN button (this field is limited to 10 characters).



(Please refer to **Section 5** for instructions on how to Enter Letters).

A total of 99 waiters can be added.

## Deleting a Waiter ID

Follow steps one to five above and select Delete from the WAITER SETUP menu, now proceed as follows:

1. Key in the Waiter ID code that is to be deleted and then press the GREEN button.
2. If you want to proceed to delete the Waiter, press the GREEN button.  
  
If not, press the YELLOW button.

```
DELETE Waiter
Key in Code to Delete      nn
and then press ENTER
```

```
DELETE Waiter nn
<name>
Enter = YES      Clear = NO
```

### Changing a Waiter ID

Follow steps one to five of **Section 27** (Adding an Individual Waiter ID) and select Change Name from the WAITER SETUP menu. Now proceed as follows:

1. To change a Waiter Name, key in the Code of the Waiter that requires change and then press the GREEN button.
2. Amend the Waiter Name by using the RED and YELLOW buttons to erase letters. Press the GREEN button and the terminal will return to the Waiter Setup Menu.

```
CHANGE Name
Key in Code to Change      nn
and then press ENTER
```

```
CHANGE Name nn
Key in Waiter's Name
      <existing name>
and then press ENTER
```

(Please refer to **Section 5** for instructions on how to **Enter Letters**.)

### Creating Default ID's

When using the **Create Defaults** option, the terminal automatically creates numbered Waiters from 1-99 instead of named Waiters.

Follow steps one to five of **Section 27** (Adding an Individual Waiter ID) and select **Create Defaults** from the WAITER SETUP menu.

#### If Waiters do not yet exist

When asked whether you would like to create defaults on your terminal, press the GREEN button to accept. To decline, press the YELLOW button.

```
CREATE Defaults
Are You Sure?
Enter = YES      Clear = NO
```


#### If Waiters already exist

If Default Waiters exist on your terminal and you wish to add a named waiter, this screen will be displayed. You **MUST** delete a Default Waiter before a named waiter can be added. Press the GREEN button.

```
Waiters Already Exist
Delete ALL if you wish
to remove existing IDs
Press ENTER
```

## 28. How to Change the Date and Time

The terminal has a built in clock which maintains the current date and time. If necessary you can also change the date and time manually. Please note: This will need to be done twice a year when the clocks change.

1. At the READY prompt press the MENU button twice.
2. Using the  key highlight the SELECT FUNCTION option and then press the GREEN button.
3. Key enter the number 30 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in your Supervisor code.
4. The current date will be displayed. Re-key the correct date and press the GREEN button.
5. The current time will be displayed. Re-key the correct time and press the GREEN button.

The terminal will return to the READY prompt.

```

SYSTEM MENU
Totals
Print Function Codes
Select Function
  
```

```

Key in Function Code
and then press ENTER
  
```

```


SET DATE/TIME
Enter Current Date
                                     dd/mm/yy
and then press ENTER
  
```

```

SET DATE/TIME
Enter Current Time
                                     hh:mm
and then press ENTER
  
```

## 29. How to Print a Transaction Log

This function allows you to print a log of your last 100 transactions, should the need arise for example to check any financial discrepancies.

1. At the READY prompt, press the MENU button twice.
2. Using the  key highlight the SELECT FUNCTION option and then press the GREEN button.
3. Key enter the number 16 and press the GREEN button. You will then be asked to swipe the Supervisor Card or key in your Supervisor code.
4. To print a transaction log for the selected acquirer, press the GREEN button. If not, press the YELLOW button.
5. Press the GREEN button again and the transaction log for that acquirer will be printed. It will show the previous 20 transactions for that acquirer. Step 3 and 4 should be repeated for each acquirer.
6. Once all have been printed, press the GREEN button and the terminal will return to the READY prompt.

```

SYSTEM MENU
Totals
Print Function Codes
Select Function
  
```

```

Key in Function Code
and then press ENTER
  
```

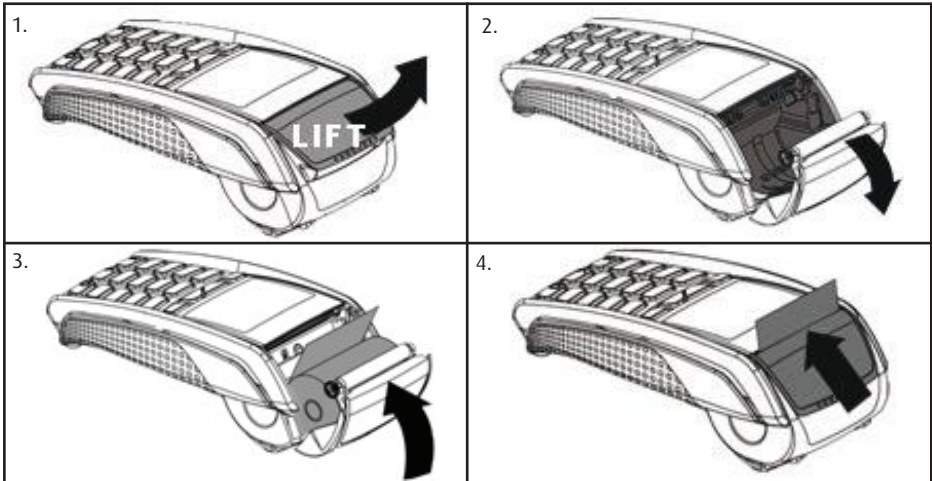
```

Print Transaction Log
<Acquirer Name>?
Enter = YES          Clear = NO
  
```

```

Print Transaction Log
Continue?
Enter = YES          Clear = NO
  
```

## 30. How to Change a Paper Roll



1. Hold the terminal securely in one hand. With the other hand using two fingers to lift the printer cover release as shown.
2. Unstick the end of the new roll. Leaving the end free, hold the paper roll and carefully place 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 YELLOW button to ensure that the paper feeds correctly. Only 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.

## 31. Insuring the Terminal

Although you rent your terminal for a monthly charge it is strongly recommended that you insure the terminal against loss or damage to a value as recommended by your acquirer.

## 32. Security Warning Notice

This terminal is used for the secure transfer of funds using credit and debit cards. As such it is designed as a high security device.

Should you suspect that the terminal might have been removed, stolen or apparently modified or replaced then you should advise your Bank immediately and stop using the terminal until advised by the Bank accordingly. This is to protect both your business and also the persons who have or will continue to use your terminal.

Please be vigilant at all times and check your terminal regularly.

## 33. Helpful Hints

### Terminal Tips

- Your terminal unit should be left in your retail premises and plugged into a 24 hour power supply and telephone line at all times.
- If the terminal display is blank, ensure the terminal is plugged into the power supply.
- If you have poor quality printing, change the paper roll.
- Keep your Supervisor card in a secure place. Anyone with access to this card or code may perform unauthorised refunds. If your terminal is configured for supervisor code do NOT write this down or give this to anyone.

### Financial Tips

- Always check you have keyed in the correct amount before going ahead with the transaction.
- If you are referred for an authorisation code, read the amount from the slip to ensure you have the correct amount (It has been known for the amount of 2,000.00 to be keyed instead of 200.00; A code is then obtained for the 200.00 but the cardholder is debited for the keyed amount of 2,000.00)
- Always check your bank statement on a regular basis to ensure you are receiving your credits and that the amounts are correct.
- Remember to reconcile the terminal each day as this will generate all the funds to your bank account.
- You will not be credited with 'Z Totals' as these are running totals for your records and do not generate funds to your account.
- Keep your copy transaction slips in a safe place. There may be occasions when you are asked to provide copies of these. Please ensure that Refund transactions show as REFUND ACCEPTED.
- If the terminal prints the message 'Totals not Agreed' when you carry out your End of Day Banking, please contact the Helpdesk.
- If 'Stored' is printed on your End Of Day report please contact the Helpdesk.

## 34. Miscellaneous Prompts

Below are explanations for some of the common prompts displayed by the terminal.

| PROMPTS             | CAUSE/REASON   | REMEDY  |
|---------------------|--|---|
| Call Auth centre    | Assistance required.                                       | Call the Authorisation Centre on the number displayed by the terminal.<br><br>Once you have spoken to the Authorisation Centre press the GREEN button and follow the prompts displayed by the terminal. |
| Call Helpdesk       | Assistance required.                                       | Please contact your Helpdesk.   |
| Not Authorised      | The card issuer has declined to authorise the transaction. | Ask the customer to pay by some other means and press the YELLOW button.  |
| Referral            | Assistance required.                                       | Call the Authorisation Centre on the number displayed by the terminal. When the call is answered quote the referral message and your Merchant Number.   |
| Unable to Authorise | Transaction declined by the card.                          | Ask the customer to pay by some other means and press the YELLOW button.  |
| Unable to Connect   | Terminal not connecting to host via a telephone line.      | Check the telephone line is connected properly. Call the Helpdesk for guidance.   |

## CONTACT INFORMATION

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If you have any questions or require support, please get in touch with us using the details below:

### First Payments Merchant Services Customer Support

Phone: 01276 605690

### Customer Support Hours:

| Days   | Hours Covered |
|--|---------------|
| Monday - Saturday                                  | 08:00 – 23:00 |
| Sunday and Bank Holidays (excluding Christmas Day) | 10:00 – 17:00 |

Non-urgent requests can be emailed to [customer.service@firstpayments.co.uk](mailto:customer.service@firstpayments.co.uk).

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm.

Should you need to contact First Payments Merchant Services for something other than support, the details are below.

### First Payments Merchant Services Head Office

Address: First Payments Merchant Services Ltd.  
3<sup>rd</sup> Floor, Norwich House,  
Knoll Road,  
Camberley,  
Surrey  
GU15 3SY.

Phone: +44 (0) 1276 605 690

Email: [customer.service@firstpayments.co.uk](mailto:customer.service@firstpayments.co.uk)