



beyond
payment

Terminal User Guide



iCT220

Contents

Section	Title	Page
1.	Introduction	2
2.	Important Safety Instructions	2
3.	Declaration of Conformity	5
4.	Installing the Terminal	6
5.	Using the Terminal	8
6.	Sale (Inserting a Card)	10
7.	Sale (Swiping a Card)	11
8.	Voice Referrals	12
9.	Setting the Referral Password	13
10.	Refund	14
11.	Purchase with Cashback	15
12.	Cash Advance	15
13.	Add Gratuity as a Percentage	16
14.	Purchase with Gratuity (Restaurants)	16
15.	Refund with Gratuity	18
16.	Pre-Authorisation	18
17.	Completion	19
18.	Key Entering Card Details and Mail Order Transactions	20
19.	Reversal	22
20.	PIN Entry Failure	22
21.	Cancelling Transactions	23
22.	Clearing Mistakes	23
23.	Printing Duplicate Receipts	24
24.	X and Z Totals	24
25.	Waiter Totals	25
26.	End-of-Day Banking	25
27.	Entering Function Codes	26
28.	Waiter ID's (Restaurants)	27
29.	How to Change the Date and Time	29
30.	How to Print a Transaction Log	29
31.	How to Change a Paper Roll	30
32.	Security Warning Notice	30
33.	Helpful Hints	31
34.	Miscellaneous Prompts	32

1. Introduction

This guide will detail how you install and use your ICT220 terminal, including Safety Instructions and instructions on transaction processing, printing reports and general maintenance of the terminal.

2. Important Safety Instructions

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 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 detects any '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 immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

CAUTION: 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.

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 telecomms 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 Case

- DO NOT allow any water to enter inside the case. Remove any dust from the case 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, PBX 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:

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

PLEASE NOTE: It cannot be guaranteed that the Modem will operate correctly under all possible conditions of connection to PBX'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 PBX 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 EFT930G complies with the requirements of European Directive 1999/5/EC of 9th 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 respect to electromagnetic compatibility.

and complies with the following harmonised standards:

EN 60950-1 / 12-2001	According to	73/23/EEC	(Low Voltage Directive)
EN301489-1/7 / 08-2000	According to	89/336/EEC	(EMV Directive)
EN301511 / 12-2000	According to	1999 /5/ EEC	(R&TTE Directive)
EN50360 / 07-2001	According to	1999 /519/ EEC	(R&TTE Directive)

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)

- TS 103021-1/2/3 /09-2003
- TR 103000-1/2/3/4 /06-2003
- ES 201187 /03-1999

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 [<<contact us>>](http://www.ingenico.com) 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, ensure the mains supply is connected to the circular power port on the terminal's connector box.

Ensure the supplied telephone cable is connected to the telephone IN port on the terminal's connector box, and into your telephone socket.

Position the terminal in a clear area where the display can be read and the keypad and card reader are easily accessible. Ensure that you have a Merchant Number to hand. This can be found on your Welcome Letter.

Now switch the power on at the mains supply.

Dual Comms Mode

You should use the   keys to highlight the required option and then press the GREEN button. For PSTN installation select Telephone (PPP).

Terminal Installation
Plug in Phone Line

and then press ENTER

Dial Prefix Required ?

Enter=YES Clear=NO

1. Ensure the telephone line is connected to the terminal and to the wall socket and then press the GREEN button.

If your terminal is connected via a direct line select NO by pressing the YELLOW button.

2. If it is connected to a Switchboard/PABX select YES by pressing the GREEN button.

3. If you selected the Switchboard/PABX option, key in the number used to get an outside line (often 9) and then press the GREEN button.

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

Connection Method
Telephone (PPP)
Local Network

Key in the Number used to get
an Outside Line

and then press ENTER

Does the Tel. Line have
Call Waiting or 1571 ?

Enter=YES Clear=NO

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.

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

The terminal will start to dial the Host computer and a number of communication messages will be displayed.

6. The terminal may then contact any card acquirers it is configured to accept. Further communication messages will be displayed.

Terminal Installation
Key in Merchant No.

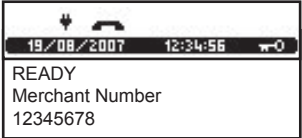
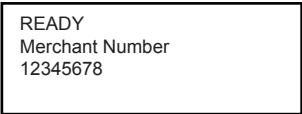
and then press ENTER

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

7. An installation report will then be printed displaying the card types that your terminal will accept.
8. Finally, the terminal will dial the Host computer to report the successful installation.

Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use.

Check the date and time on your terminal. If this needs to be corrected refer to **Section 29** of this guide for further details.



Installing the Terminal via Ethernet (IP)

Ensure the mains supply is connected to the circular power port on the terminal's connector box.

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 reader are easily accessible.

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

Dual Comms Mode

You should use the   keys to highlight the required option and then press the GREEN button to select.

For installation over IP select Local Network.

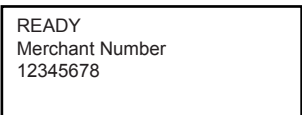
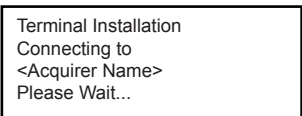
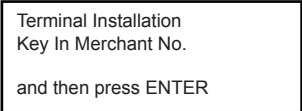
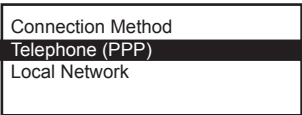
1. Ensure the Ethernet cable is connected to the terminal and press the GREEN button.
2. Key in your Merchant Number and press the GREEN button.

The terminal will attempt to connect to the Host computer and a number of communication messages will be displayed.

The terminal may then contact any acquirers it is configured to accept. Further communications messages will be displayed.

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

Finally, the terminal contact the Host computer to report the successful installation.



4. Installation is now complete and the terminal will display the READY prompt. Your terminal is now ready for use.

Check the date and time on your terminal, if this needs to be corrected refer to **Section 29** of this guide for details on how to do this.

5. Using the Terminal

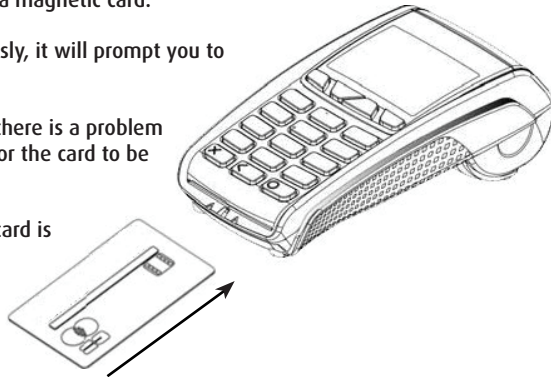
Inserting a Chip Card into the Terminal

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 inserted again.

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

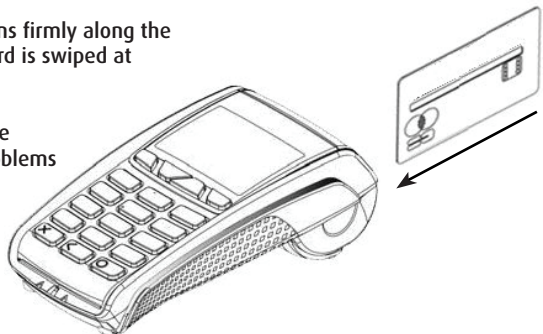


Swiping a Card

The card should be swiped with the black magnetic stripe facing the terminal and running along the bottom of the card.

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

Application Selection

Some cards support multiple card schemes and during the transaction flow the cardholder may be required to choose which card scheme to use. At this time you should hand the terminal to the Cardholder.

The cardholder should press the YELLOW button to scroll through the options and then press the GREEN button to select the appropriate one.

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

(Please refer to **Section 6** of this guide for instructions on how to complete a Sale.)

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
Refund
Purchase with Cashback
Force Sale

PLEASE NOTE: Only three options can be displayed on the terminal screen at any one time.



Use the   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
Totals
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 are denoted by this shaded display. At this time you should return the terminal to the customer and ask them to follow the instructions displayed.

Amount	55.00
PIN****	
Cardholder to key PIN	
Enter=OK	Clear=REKEY

Entering Letters

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

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

5^{J K L} 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 select the relevant number button again. 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.

6. Sale (Inserting a Card)

1. Depending on your terminal's configuration you will initiate a sale transaction either by keying in the transaction amount, or else inserting or swiping the customer's card. If your terminal is set up for amount entry first, and you insert the customer's card from the READY prompt, the message 'REMOVE CARD PLEASE' will be displayed on the terminal.

READY
Merchant Number
12345678

If the customer's card has been swiped, please see **Section 7 - Sale (Swiping a Card)**.

SALE
Checking Card
Please Wait...

2. The terminal will check the card. If the customer presents a card which supports multiple card schemes they may be required to choose which card scheme to use.

3. Enter the amount of the transaction and then press the GREEN button.

SALE
Key in Amount:
0.00
and then press ENTER

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

Your terminal may be configured to allow Cashback, if required press the GREEN button. If Cashback is not required press the YELLOW button and continue from step 4 below.

SALE
Cashback?
Enter=YES Clear=NO

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

PWCB
Key in Cash Amount
0.00
and then press ENTER

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

4. The customer should enter their PIN. As they do so asterisks will appear on the screen.

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

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

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

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

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.

9. Press the GREEN button and the terminal will return to the READY prompt. If a re-print is required press the MENU button.

PLEASE NOTE: Depending on the terminal configuration the full card number may not be printed on the receipts.

7. Sale (Swiping a Card)

1. The customer should hand their card to you to swipe through the terminal.

2. Once the card has been swiped the terminal will check the card. 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.

Amount £25.00
PIN:
Cardholder to key PIN
Enter=OK Clear=REKEY

SALE
AUTH CODE: nnnnn
<Acquirer Name>

Printing
CUSTOMER RECEIPT

Please Wait...

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

SALE
Please Remove Card

Printing
MERCHANT RECEIPT

Please Wait...

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

READY
Merchant Number
12345678

Key in last 4 digits
of Card Number

and then press ENTER

3. Enter the amount of the transaction and then press the GREEN button.

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

FOR CASHBACK PLEASE REFER TO PAGE 11

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

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

6. 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.

7. The terminal will now print the Customer receipt.

8. Pass this receipt to the Customer for their records.

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

SALE
Key in Amount: 0.00
and then press ENTER

SALE
AUTH CODE: nnnnn
<Acquirer Name>

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

SALE
Signature OK?

Printing
CUSTOMER RECEIPT
Please Wait ...

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

8. 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.

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

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

SALE
Please remove card for voice
referral
Please Wait...

You may be asked to swipe your Supervisor card or enter your Referral Password and then press the GREEN button to continue. If you have not set up your Referral Password please see **Section 9**.

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

If the YELLOW button is pressed, the terminal will display 'Not Authorised' and print a 'Not Authorised' receipt. If the GREEN button is pressed, enter the authorisation code provided by the Authorisation Centre and press the GREEN button.

The terminal will now print the receipts and then return to the READY prompt.

Incorrect Code/Password

If you enter an incorrect Password this screen will be displayed, press the YELLOW button to retry.

If an incorrect Password is entered at the second attempt this screen will be displayed, press the GREEN button for a final retry.

Once the number of tries has been exceeded the terminal will cancel the transaction, print 'Cancelled' receipts and return to the READY prompt.

9. Setting the Referral Password

At the READY prompt, press the MENU button twice. Use the arrow keys to view the available options and press the GREEN button when the SELECT FUNCTION option is highlighted.

Enter the number 23 and then press the GREEN button, the terminal will ask you to swipe the Supervisor card or enter your Supervisor code.

Now press the GREEN button to select the option to Set the Referral Password.

Selecting the YELLOW button will return the terminal to the READY prompt.

REFERRAL
MID: 12345678
CALL: nnnn nnnnnnn
and then press enter

Enter Referral Password

and then press enter
Please Wait...

SALE
Authorisation given?

Enter=YES Clear=NO

SALE
Key in Auth. Code <Auth Code>
and then press ENTER

INCORRECT REFERRAL
PASSWORD

Press CLEAR to retry

Enter Referral Password
LAST TRY

and then press ENTER

NUM TRIES EXCEEDED
Please call Help Desk
on: nnnn nnn nnnnnnn
Press CLEAR

SYSTEM MENU
Totals
Print Function Codes
Select Function

EFT
Set Referral Password?

Enter=YES Clear=NO

If this is the first time the Password has been set please enter 0000 and then press the GREEN button.

If the code is to be reset key the current code and then press the GREEN button.

Enter a new Referral Password and then press the GREEN button.

Re-key the new Referral Password to confirm and then press the GREEN button.

The terminal will print a receipt to confirm the Password has been changed and will return to the READY prompt.

Enter Current
Referral Password?

and then press ENTER

Enter New
Referral Password?

and then press ENTER

Confirm New
Referral Password?

and then press ENTER

10. Refund

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

2. Using the  key highlight REFUND and then press the GREEN button.

READY
Merchant Number
12345678

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

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.

TRANSACTION MENU
Refund
Purchase with Cashback
Force Sale

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

REFUND
Key in Amount

0.00
(or press Cancel key)

The terminal will check the card. If a customer presents a card that supports multiple card schemes, they may be required to choose which card scheme to use.

SALE
Checking Card

Please Wait...

You may be prompted to either swipe your Supervisor Card or key in your Supervisor code. PIN entry is not required on refunds. The transaction will proceed as a signature verified sale.

(Please refer to **Section 6** of this guide for instructions on how to complete a Sale.)


11. Purchase with Cashback

This menu option only needs to be used to provide Cashback when normal Sale transactions are performed with a gratuity. Selecting this option allows a transaction to be carried out with Cashback instead of with gratuity.

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

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

READY Merchant Number 12345678

2. Using the  key highlight PURCHASE WITH CASHBACK and then press the GREEN button.

TRANSACTION MENU Refund Sale Purch. with Cashback
--

3. Either key in the sale amount and then press the GREEN button, or swipe/insert card in the terminal and then key in the sale amount.

PWCB Key in Sale Amount: and then press ENTER	0.00
---	------

4. Key in the amount of cashback required and then press the GREEN button.

PWCB Key in Cash Amount: and then press ENTER	0.00
---	------

The transaction will now continue as a normal sale transaction. Please refer to Section 6 of this guide for how to complete a Sale transaction.

PLEASE NOTE: The full card number may not be printed on the merchant's receipt depending on the terminal configuration.

12. Cash Advance

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

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

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

READY Merchant Number 12345678

2. Using the  key highlight CASH ADVANCE and then press the GREEN button.

TRANSACTION MENU Refund Cash Advance Force Refund
--

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

Cash Advance
Key in Amount: 0.00
and then press ENTER

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 6** of this guide for how to complete a Sale transaction.

13. Add Gratuity as a Percentage

If the terminal is configured for gratuity this can be added as a percentage of the total or as an actual value.

Press the GREEN button if a gratuity is to be added.

Amount £10.00
Customer to
Enter a Gratuity
Press ENTER

If gratuity with percentage is enabled the following screen will be displayed:

Gratuity Percentage
1- 5 %
2- 10 %
3- 15 %
4- 20 %
5- Other

Select a “Fixed Percentage” from the available options or select “OTHER” to key in the an amount.

Total £10.50
Customer to
Confirm Total
Press ENTER to assist

14. 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 the GREEN button, or swipe/insert card in the terminal and then key in the transaction amount.

READY
Merchant Number
12345678

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. The terminal will check the card.

SALE
Checking Card
Please Wait...

[illegible]

Amount £20.00
Customer to
confirm Amount
Press ENTER to assist

Amount £20.00
Do you wish to
Add a GRATUITY?
Enter=YES Clear=NO

Amount	£20.00
Enter GRATUITY	
	£5.00
Enter=OK	Clear=REKEY

Amount £25.00
PIN:
Cardholder to key PIN
Enter=OK Clear=REKEY

Amount £25.00
Customer PIN entry
Press MENU to Bypass

Amount £25.00
PIN ACCEPTED
RETURN TERMINAL
Do NOT Remove Card

15. Refund with Gratuity

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

Using the  key highlight REFUND and then press the GREEN button.

2. Key in the total amount including any gratuity and press the GREEN button, or insert/swipe the customer's card and then key in the total amount.

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 terminal will check the card. If the customer presents a card that supports multiple card schemes, you may be required to choose which card scheme to use. You may also be prompted to swipe the Supervisor Card or key in your supervisor code.

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

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

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

The transaction will now proceed as a normal sale transaction. Please see **Section 6** for information on how to complete a sale transaction.

TRANSACTION MENU
Refund
Sale Refund
Force Sale

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

REFUND
Key in TOTAL Amount:
0.00
and then press ENTER

REFUND
GRATUITY Added?
Enter=YES Clear=NO

REFUND
Key in GRATUITY:
0.00
and then press ENTER

REFUND
Original Waiter ID
0.00
and then press ENTER

16. 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 an hotel) a further pre-authorisation may be required.

1. 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

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.

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. Key in the amount of the transaction and press the GREEN button.

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

The transaction will now continue as a normal sale transaction. Please refer to **Section 6** for information on how to complete a sale transaction.

17. Completion

Please Note: If the final bill is more than the total pre-authorised amount, a further pre-authorisation may be required for the difference which must be obtained prior to carrying out the completion transaction. This will be completed automatically by the terminal.

The following procedure will complete a pre-authorised 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.

TRANSACTION MENU
Pre-Auth
Completion
Cash Advance

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.

COMPLETION
Key in Final Amount: 0.00
and then press ENTER

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

COMPLETION
Key in Last Pre-Auth Code:
and then press ENTER

The transaction will now continue as a normal sale transaction. Please refer to **Section 6** for information on how to complete a sale transaction.

18. Key Entering Card Details and Mail Order Transactions

You may need to key enter a customers 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 customer's 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.

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

TRANSACTION MENU
Refund
Sale
Purch. with Cashback

2. Key in the amount of the transaction and then press the GREEN button, or key enter the customer's card number when you see this prompt. The card number will be displayed as it is keyed in.

<transaction type> Insert or Swipe Card to continue

3. The terminal will check the card number. Key in the card expiry date and press the GREEN button.

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

4. 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.

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

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

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.

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

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 customer's signature. If the signature is OK, press the GREEN button. If it is not, press the YELLOW button and the transaction will be voided.

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.

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.

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 may 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.

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

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

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

SALE
Signature OK?
Enter=YES Clear=NO

<transaction type>
Key in Security Code:
and then press ENTER

Key in Numerics From
The Post Code:
and then press ENTER

Key in First Five Digits
Of the Address:
and then press ENTER

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

The terminal will display the results of the address check and the result will be printed on the merchant receipt.

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

11. 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 messages>
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 GREEN button again and a void receipt will be printed for your records.

19. 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.

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

Using the  key highlight REVERSAL and then press the GREEN button.

TRANSACTION MENU
Refund
Duplicate Receipt
Reversal

2. 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.

REVERSAL
Dialling
<Acquirer Name>

3. 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 reprint is required press the MENU button.

20. PIN Entry Failure

If an incorrect PIN has been entered the terminal will display INCORRECT, RE-ENTER PIN.

The cardholder should enter their PIN again and press the GREEN button.

Incorrect - Re-enter
PIN: ****
Cardholder to key PIN
Enter=OK Clear=REKEY

The cardholder has three attempts to enter their PIN after which the terminal will display the message: PIN TRIES EXCEEDED.

If this message is displayed the customer will need to contact their card issuer.

The transaction will continue and seek authorisation with a signature verification. Press the GREEN button to continue the transaction.

PIN TRIES EXCEEDED
Contact Card Issuer
RETURN TERMINAL
Do NOT Remove Card

PIN TRIES EXCEEDED
Press ENTER to
Continue with
Signature

21. 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 the 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 30 for Reversal or Section 10 for Refund)

PLEASE 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 and return the terminal. You should then remove their card and press the GREEN button and the terminal will print out a receipt for the customer and one for your records.

22. 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.

23. Printing Duplicate Receipts

At the READY prompt press the MENU button.
Use the  key to view the available options and press the GREEN button when the Duplicate Receipt option is highlighted.

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.

TRANSACTION MENU
Print Chip Data
Reversal
Duplicate Receipt

EFT
Duplicate Receipt?
Enter = YES
Clear = NO


24. 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. Press the GREEN button and the TOTALS menu will be displayed.

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

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

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

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.

SYSTEM MENU
Totals
Print Function Codes
Select Function

TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals

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

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

25. Waiter Totals

- 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 arrow buttons to view the available options and press the GREEN button when the Waiter Totals option is highlighted.
- You will then be asked to swipe the Supervisor Card or enter your Supervisor code.
- 3. Press the GREEN button to print the totals.
- 4. 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
Totals
Print Function Codes
Select Function

TOTALS MENU
Z-Totals
X-Totals
Waiter Totals

EFT
Print Waiter - Totals
Enter = YES
Clear = NO

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

26. 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 arrow buttons to view the available options and press the GREEN button when the End of Day option is highlighted.
- You will then be asked to swipe the Supervisor Card or enter your Supervisor code.
- 3. Press the GREEN button to proceed.

SYSTEM MENU
Totals
Print Function Codes
Select Function

TOTALS MENU
End-of-Day Banking
Z-Totals
X-Totals

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

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

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

5. 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.

Please Note: This screen will only be displayed if your terminal is set up with more than one acquirer.

6. 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

7. 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.

8. 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.

27. 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.

1. At the READY prompt, press the MENU button twice. Use the arrow buttons to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. Key enter the function code required and then press the GREEN button.

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

The following codes are available for you to use:

Code	Title	Description
16	Print Transaction Log	Refer to Section 30
30	Set Date/Time	Refer to Section 29
40	Waiter Setup	Refer to Section 28

28. 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 to highlight the Select Function option and then press the GREEN button.
3. Enter the number 40 and then press the GREEN button.
4. Swipe the Supervisor Card or enter your Supervisor code.
5. If you want to proceed to the Waiter Setup menu,press the GREEN button. If not, press the YELLOW button to return to the READY prompt.
6. Using the  key, highlight Add and then press the GREEN button.

SYSTEM MENU
Totals
Print Function Codes
Select Function

EFT
Waiter Setup?
Enter=YES
Clear=NO

WAITER SETUP
Add
Delete
Print
Change Name
Delete All
Create Defaults

7. 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).

ADD Waiter	Code nn
Key in Waiter's Name	
	aaaaaaaaa
and then press ENTER	

(Please refer to **Section 5**, 'Entering Letters' of this guide for instructions on how to enter letters).

A total of 99 waiters can be added.

Deleting a Waiter ID

Follow steps 1 to 5 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.

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

2. If you want to proceed to delete the Waiter, press the GREEN button.

If not, press the YELLOW button.

```
DELETE Waiter nn
<name>

Enter=YES      Clear=NO
```

Changing a Waiter ID

Follow steps 1 to 5 of **Section 28** (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.

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

2. Amend the Waiter Name by using the RED and YELLOW buttons to erase letters. (Please refer to **Section 5** of this guide for instructions on how to enter letters). Press the GREEN button and the terminal will return to the Waiter Setup Menu.

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

Creating Default ID's

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

Follow steps 1 to 6 of **Section 28** (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 ENTER button.

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

29. 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.

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

Use the  key to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. 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.

Key in Function Code
and then press ENTER

3. The current date will be displayed. Re-key the correct date and press the GREEN button.

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

4. The current time will be displayed. Re-key the correct time and press the GREEN button.


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

The terminal will return to the READY prompt.

30. 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. Use

the  key to view the available options and press the GREEN button when the Select Function option is highlighted.

SYSTEM MENU
Totals
Print Function Codes
Select Function

2. 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.

Key in Function Code
and then press ENTER

3. To print a transaction log for the selected acquirer, press the GREEN button.

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

If not press the YELLOW button.

4. 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 will repeat for each acquirer.

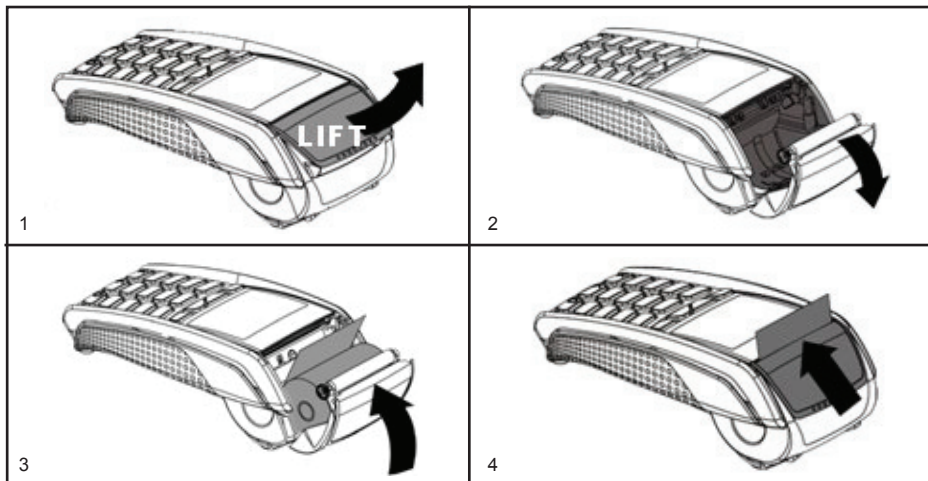
Print Transaction Log
Continue?

Enter=YES

Clear=NO

Once all have been printed, press the GREEN button and the terminal will return to the READY prompt.

31. How to Change a Paper Roll



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

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.

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 may perform un-authorised 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. 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.

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