

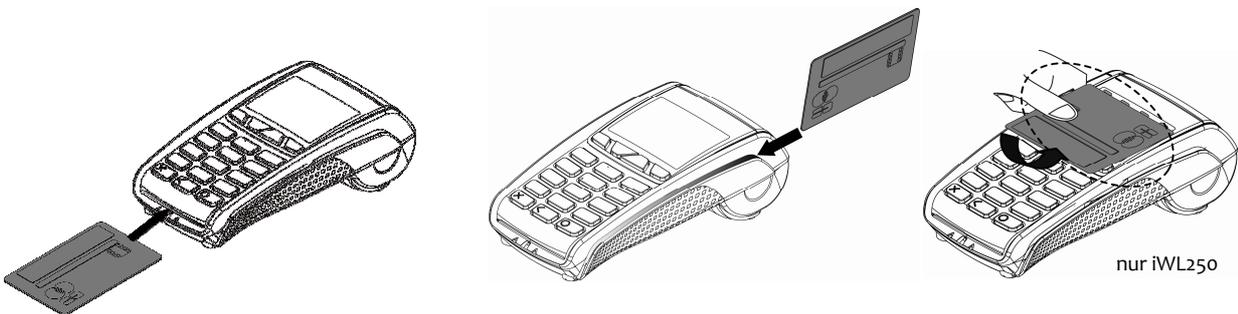


## Keyboard

	F1	F2	F3	F4	
<b>Function keys</b>					<b>F1 and F4</b> are used to confirm the current choice of the menu. The arrow-keys <b>F2</b> and <b>F3</b> allow to step up or down in the menu to point to the required item.
<b>The menu key F opens the menu choice.</b>					
<b>Stop key</b> is used to stop the current process or to go back to the last Step.					<b>The OK-key</b> used to confirm the current entry or menu choice.
					<b>The Clear-key</b> is used to clear the last entry. The second function in idle-mode is the paper feed.

To **switch off** the terminal press the keys and simultaneously for about two seconds. This works only if the terminal is not on the base. To switch it on, press the key or place it on the powered base.

## Card reading



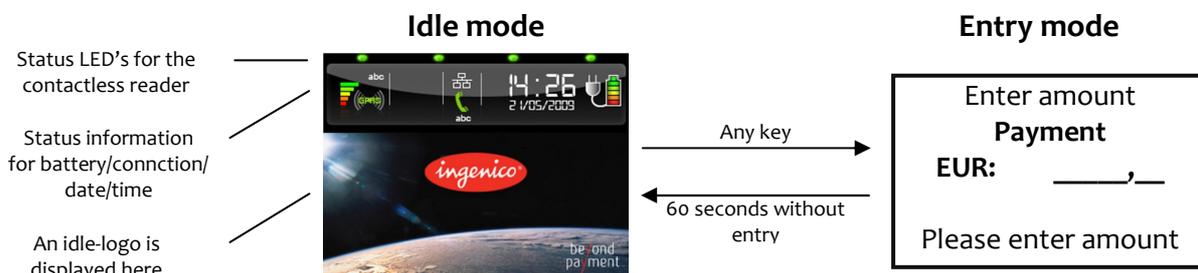
**Chip cards** should be inserted as illustrated above with the chip contacts facing up. The card has to remain until the end of the process.

**Magnetic stripe cards** are to be swiped as illustrated above with the magstripe down at the left side of the card. Swipe the card not too slow / not too fast with a constant speed for best reading accuracy.

**Contactless cards** are to be held above the display in a distance below 1.5 inch. It is recommended to arrive from the bottom of the display to watch the confirmation of the four LED's.

# Menu handling / Call of functions

The terminal has different modes like the idle mode or the entry mode. In the idle mode all system information regarding battery and signal strength, date and time are displayed on the top of the screen. After 60 seconds without user entry the terminal falls into the idle mode. Pressing any key leads to a change to the entry mode. In the entry mode a payment can be started or a menu entry can be called.



In the entry mode there are the following options to call menu and functions:

## 1. Direct access to the menu – press F-key once

In the main menu you can use the arrow-keys ▼ and ▲ to access the entry, and confirm it using the OK-key. For the sub-menu this works in the same way.



**Hints:** On the top of the display you can see, in which menu you are currently and how many options are offered in the menu. In case you are asked for a password please refer to the next page

Main Menu	
-	Transactiontype
-	Favourites
-	Measures
-	Settings
-	Added applications
-	Last selection

## 2. Direct access of favourites– press ▼-key once

The menu favourite is called by pressing the key ▼ once in the entry mode. In the usual setup the following three functions can be called: Reversal – Daily closing – Extended diagnosis  
Up to 5 functions can be placed individually by using extended functions.

**Please note:**  
The screens on this page are examples based on the standard settings. They vary according to the specific settings of the language and other parameters.

## 3. Direct access of transaction scheme– press ▲-key once

This function is used to start a certain transaction scheme such as Reversal or Credit. Pressing the ▲-key in the entry mode opens the menu „Transaction scheme“, you have a choice of the transaction you need.

## 4. Access by function code – press F-key twice

Every function can be called directly by using the fixed function code which has up to 3 digits. After pressing the F-key twice in the entry mode you need to enter the function code and confirm with the OK-key.

### Most important function codes

1	Payment	9	Extended diagnosis	21	Menu: Bonus card
2	Reversal	10	Menu: transaction scheme	53	Menu: Free
3	Credit	11	Menu: Special transactions	511	Display settings.
4	End of day	12	Menu: TIP	520	Automatically daily cut
5	Daily report	14	Menu: Reservation	521	Change password
7	Copy of last receipt	17	Menu: Remote authorisation	522	System information



**Hint:** A List of all available function codes can be printed by using the function 526 (Hotkeys). To do this, start the function as described above, key in your merchants password and confirm with the OK-key. Stop the following display message by pressing the STOP-key. A complete description (German) can be found here: [www.ingenico.de](http://www.ingenico.de).

## Passwords

To prevent unauthorised access the calling of dedicated functions is restricted. Three levels are provided, the Cashier password and the Merchant password have factory settings that may be changed by using the menu item 521 "Change password".



**Hint:** The factory settings of the passwords may vary depending on the network provider you are connected to. The network might help you in case of problems.

Password level	Description	Factory setting
1	Cashier password	„ 5 6 7 8 9 „
2	Merchant password	„ 1 2 3 4 5 „
3	Engineer password	Only for service use!

## Transaction process



**Hint:** The process of a transaction could vary according to the parameters of the card or the terminal, the dedicated limits and is influenced by the use of chip or magstripe.



**Hint:** In case a card supports more than one payment scheme it could happen that the card holder is asked to opt for the preferred payment scheme. The choice is to be done by using the Keys ▼ and ▲ and is to be confirmed with the OK-key.

### Card payment - Transaction with PIN

Cashier	Cashier/Card holder	Card holder	Terminal	
Enter amount + OK-key	Insert or swipe card	Enter PIN+ OK-key	Prints two receipts	1. Receipt for the Merchant 2. Receipt for the customer

### Card payment - Transaction with signature

Cashier	Cashier/Card holder	Terminal	
Enter amount + OK-key	Insert or swipe card	Prints two receipts	1. Receipt for the Merchant – to be signed by the card holder 2. Receipt for the card holder

### Reversal - Transaction with signature

Cashier	Cashier	Cashier	Card holder	Card holder	Terminal	
Call function Reversal	Enter cashiers password	Enter Trace-No or confirm last	Confirm amount	Insert or swipe card	Prints two receipts	1. Receipt for the merchant – to be signed by the card holder 2. Receipt for the card holder

### Reversal - Transaction with PIN

Cashier	Cashier	Cashier	Card holder	Card holder	Card holder	Terminal	
Call function Reversal	Enter cashiers password	Enter Trace-No or confirm last	Confirm amount	Insert or swipe card	Enter PIN + OK-key	Prints two receipts	1. Receipt for the merchant 2. Receipt for card holder

### Credit advice

Cashier	Cashier	Cashier	Card holder	Terminal	
Call function Credit	Enter cashiers password	Enter amount + OK-key	Insert or swipe card	Prints two receipts	1. Receipt for the merchant – to be signed by the card holder 2. Receipt for the card holder

### Contactless payment

Cashier	Card holder	Terminal	Terminal
Enter amount + OK-key	Hold card in front of the display	Confirms by lighting the 4 LED's and with an acoustic signal	Receipt printing depending on settings

## Example routines for functions

### Cut of open transactions

Cashier	Cashier	Terminal
Call function End of day (4)	Enter cashiers password	Sends transactions to Payment network Prints receipt of the cut

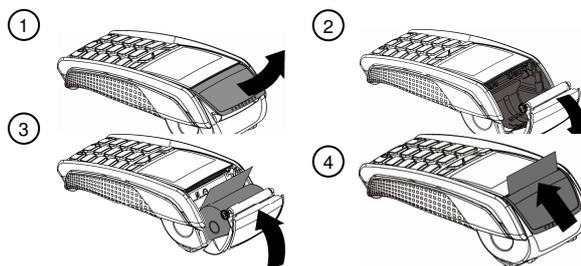
### Print copy of receipt

Cashier	Cashier	Cashier	Terminal
Call function Receipt Copy (7)	Enter cashiers password	Enter Trace –No or confirm latest	Prints receipt copy

## Changing the paper roll

A display message is displayed when the paper roll is detected as empty. Please proceed as described follows and confirm the display message.

1. Open the printer cover by lifting the flap up.
2. Remove the remaining part of the old paper roll.
3. Place the new paper roll in the way as shown in the graphics. Observe the right direction.
4. Close the cover flap until it is snapped in.



**Hint:** Please use paper rolls with a diameter of up to 40mm and a width of 58mm.

## Error messages

Display	Diagnose/Action
Disastrous error!	<ul style="list-style-type: none"><li>• Please call the hotline</li></ul>
Card unreadable	<ul style="list-style-type: none"><li>• It was not possible to read the card.</li><li>• The card was not correctly guided through the reader.</li><li>➔ Check for the correct position of the card when reading.</li><li>➔ Clean the card reader with a cleaning card.</li></ul>
Invalid card	<ul style="list-style-type: none"><li>• The card is not recognised as valid by the terminal.</li><li>➔ Check the valid card types with your payment service provider.</li></ul>
Invalid card data	<ul style="list-style-type: none"><li>• Wrong Card data</li><li>➔ Payment transactions are not possible with this card.</li></ul>
Processing error	<ul style="list-style-type: none"><li>• No answer from payment network</li><li>• Termination by user</li><li>• Technical problems</li><li>➔ Call the hotline.</li></ul>
Transaction not possible	➔ Call the hotline.
Please wait	➔ Please wait for system to be ready.

## Hotline

In case you call the hotline of your payment service provider you should have the Terminal-ID available.

Your Terminal-ID:

Your network provider: