

Ingenico iCT250 Future Proof Terminal Merchant Manual for CPTU02 Application

JULY 2013

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Chase Paymentech Solutions, LLC
14221 Dallas Parkway, Building Two
Dallas, Texas 75254
(800) 824-4313

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Installation

Unpacking the Terminal



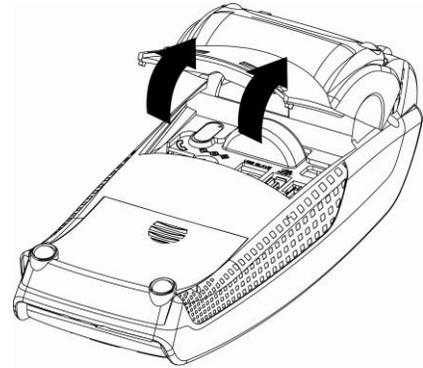
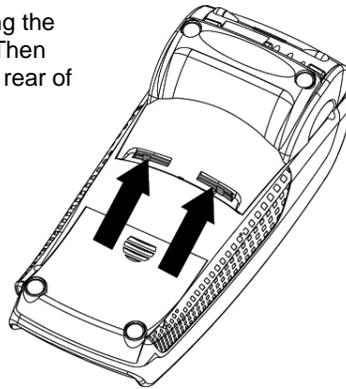
The iCT250 Terminal is shipped with the following items:

- iCT250 Terminal
- Paper roll
- Magic Box with attached cables
- Telephone cable
- 2 Piece power adapter with power cord
- An Ingenico installation guide

Connecting Power & Comms (Magic Box)

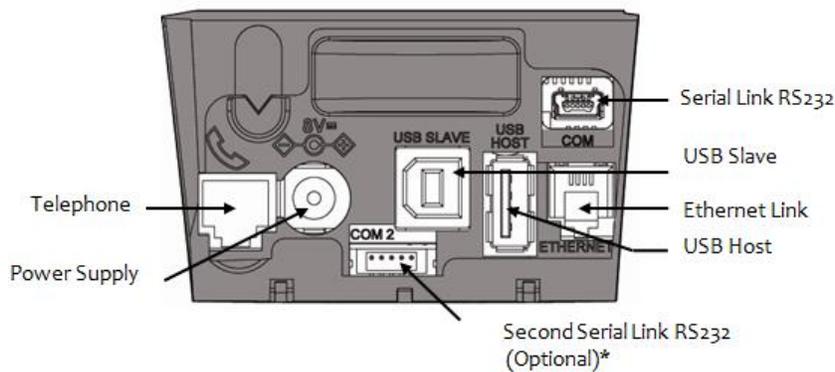
1. Opening the Cable Cover

Unclip the cover by pushing the two clips simultaneously. Then lift the cover up and to the rear of the terminal.



2. Connect the Magic Box to the Terminal

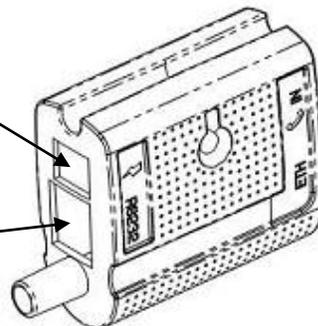
Attach the cable from the Magic Box to the comm ports located at the bottom of the device. Replace the cable cover once connections are in place.



3. Connect Power, Phone, and Internet Cables

Power – Connect the power cord from the power adapter to the power port on the Magic Box (lightning bolt symbol).

RS232 (not supported) – Connect a RS232 capable device such as a PIN pad, ECR, or card reader to the RS232 comm port.

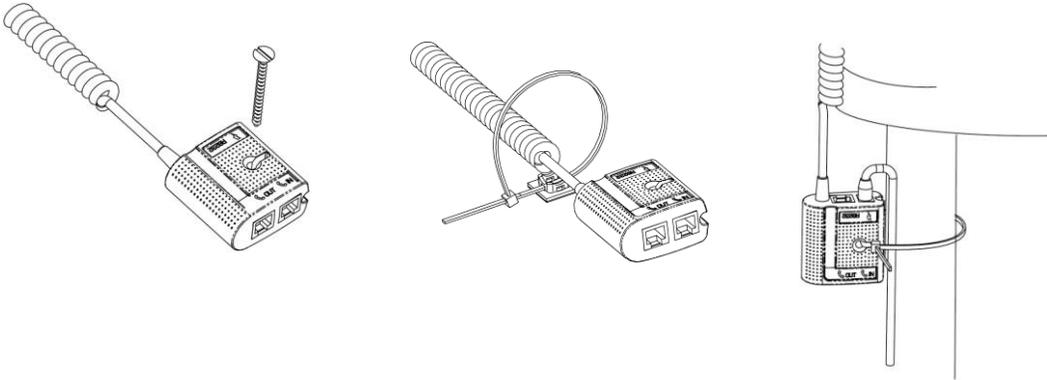


Phone Line – connect the phone line from the wall jack to the phone port.

Ethernet – connect the Ethernet cable from the switch or other internet access point to the ETH port.

4. Securing the Magic Box

Securing the Magic Box in a nearby location will reduce stress on the device and cable, prevent unintentional disconnection, and organize the work area. Below are some examples of ways to secure the Magic Box.



Note: Secure the Magic Box in a location which is accessible for future troubleshooting

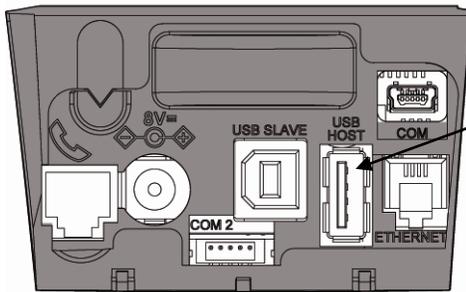
5. Connect the power adapter to a nearby outlet

Connecting a PIN pad

The iPP320 and iPP220 PIN pads are available as a customer facing PIN entry and/or card reader device. Both the iPP320 and iPP220 connect to the USB port on the bottom of the terminal.

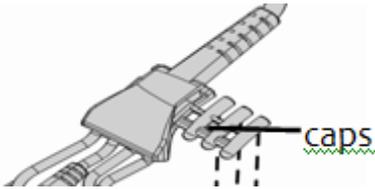
WARNING: Unplug the power from the terminal before connecting a PIN pad.

1. Open the Cable Cover ([see above](#))
2. Connect the USB PIN pad cable



Connect the PIN pad cable to the USB Host port on the bottom of the terminal.

3. Remove one of the caps from the Magic Box cable to insert to accommodate the additional PIN pad cable.



***With the power disconnected,** use scissors to remove one of the rubber 'caps' from the Magic Box

4. Reattach the cable cover and reconnect the power to the device.

iCT220 Example

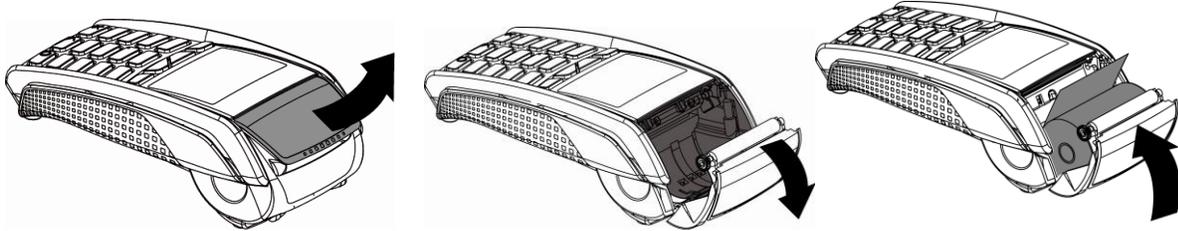


iCT320 Example



Installing Paper

Open the paper compartment by lifting the paper cover on the rear of the terminal. Place the roll of paper in the compartment with a small amount of paper pulled out of the compartment, then close the paper cover lid. Note: Press and hold the yellow [<] key to feed paper.



Transactions

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Transaction Overview

Every transaction (Sale, Refund, Void) may or may not present prompts the same depending on the terminal settings, the industry setting (retail vs restaurant), the card being presented, or the method by which the card was entered.

Below outlines the prompts that could be presented to a user. Each prompt below is shown as it would on the terminal "Display" with the expected "Action" a user should expect to take. Also provided is "Why?" the prompt is being presented. The information contained in the "Setting" column is so the Help Desk can reference the information during a software download.

Display	Action	Why?	Setting
Idle Menu / Screen Saver	Swipe the card or press [0] to initiate a sale.	N/A	N/A
1 – Credit 2 – Debit 3 – EBT	Press [1] for a credit transaction. Press [2] for a debit transaction. Press [3] for an EBT transaction.	EBT is Enabled	N/A
1 – Credit 2 – Debit	Select the card type for this transaction. Press [1] for Credit or press [2] for Debit.	EBT is Disabled	N/A
1 – Food Stamp 2 – Cash Benefit 3 – Balance Inquiry	Select the EBT transaction type. Press [1] for Food Stamp, press [2] for Cash Benefit, or press [3] for a balance inquiry.	EBT was selected	EBT
Enter Supervisor Password	Key the Supervisor/Manager/Clerk Password and press [Enter].	Password is required.	PWSALE
Enter Customer Ref #	Key the customer reference number and press [Enter].	Optional Prompt	CUSTRN
Enter Clerk/Server ID	Key the Clerk/Server ID and press [Enter].	Clerks/Servers are enabled	CLKPROMPT
Add Clerk ID = X? Yes No	A new clerk/server ID was entered. Press the far left hot key [F1] for yes to add the ID or press the far right hot key [F4] for no to reenter the ID.	A new clerk was entered.	AUTOADDCLERK
Enter Clerk Name	A new clerk/server ID was entered, key a name to associate with the ID and press [Enter].	A new clerk was entered	AUTOADDCLERK
Enter Table No.	Key the Table number and press [Enter].	Restaurant and Table # is enabled	TABLE
Enter Invoice Number	Key the invoice number and press [Enter].	Invoice numbers are enabled	INVOICE INVOICEKEY
Enter Sale Amount \$0.00	Key the sale amount and press [Enter].	N/A	N/A
Pass Terminal To Customer	Pass the terminal to customer for card entry.	EMV or Pass Terminal is enabled	PASSTERMINAL

Display		Action	Why?	Setting
	Enter Transaction Ref #	Key the Gift Card Transaction reference number and press [Enter].	Gift Card Transaction # is enabled	GCTRN
	Enter Last 4 Digits of Card #	Key the last four digits of the card and press [Enter].	Card verification for Fraud control is enabled.	FRAUD
Dialing.../Connecting...		Terminal connects to host. No action	N/A	N/A
	Enter Customer PO Number	Key the customer purchase order (PO) number and press [Enter]. <i>Note: This appears prior to Dial/Connecting during Amex Purchase card transactions.</i>	Commercial or Purchase Card	N/A
	Enter Tax Amount \$0.00	Key the Tax amount included in the sales total and press [Enter].	Commercial or Purchase Card	N/A
	Tax Exempt? Yes No	Key the Tax amount included in the sales total and press [Enter].	Commercial or Purchase Card	N/A
Approved 123456 Press Enter		Receipt prints and approval is displayed. Press [Enter] to print the Customer copy.	N/A	N/A
	Approved: \$XX.XX AMOUNT DUE \$X.XX Press Enter	The transaction amount was partially approved. Confirm the amount due and press [Enter].	Only a portion of the transaction total was approved.	N/A

Sale

Sale

Display	Action
Idle Menu / Screen Saver	Swipe the card or press [0] to initiate a sale.
1 – Credit 2 – Debit 3 – EBT	Press [1] for a credit transaction. Press [2] for a debit transaction. Press [3] for an EBT transaction.
Enter Sale Amount \$0.00	Key the amount of the sale and press [Enter]. Note: For Comm cards – Tax should be already included in the sale amount entered.
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the Customer copy.

Sale (Chip Card)

Display	Action
Idle Menu / Screen Saver	Press [0] to initiate a sale.
1 – Credit 2 – Debit 3 – EBT	Press [1] for a credit transaction.
Enter Sale Amount \$0.00	Key the amount of the sale and press [Enter]. Note: For Comm cards – Tax should be already included in the sale amount entered.
Pass Terminal To Customer	Hand the terminal to the customer for card entry.
Swipe / Insert / Tap / Key 	Customer will insert their card.
Visa Credit Selected Verifying Card	The card and terminal validate.
Confirm Amount \$XX.XX Yes No	The customer is prompted to confirm the sale amount. Press the far left hot key [F1] for Yes, or the far right hot key [F4] for No.
Enter PIN	The customer enters their PIN and presses [Enter].
Pass Terminal To Merchant Do Not Remove Card	Customer hands the terminal to the merchant with the card still inserted.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.
INSTRUCT CUSTOMER TO REMOVE CARD	The card can now be removed from the terminal.

Return

Display	Action
Idle Menu / Screen Saver	Press [1] to initiate a Return.
Enter [TYPE] Password	Key the appropriate password and press [Enter].
1 – Credit 2 – Debit 3 – EBT	Press [1] for a credit transaction. Press [2] for a debit transaction. Press [3] for an EBT transaction.
Enter Sale Amount \$0.00	Key the amount of the return and press [Enter].
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Captured Press Enter	The receipt prints and the transaction is stored in the batch. Press [Enter] to print the customer copy.

Void

Display	Action
Idle Menu / Screen Saver	Retail: Press [2] to initiate a void. Restaurant: Press [3] to initiate a void.
Void Pre-Auth Yes No	Press the far left hot key [F1] for Yes to void an open pre-auth, or the far right hot key [F4] for No. Note: This prompt appears even when there are no open pre-auth transactions.
1 – All 2 – Reference # 3 – Clerk/Server # 4 – Invoice #	Press [1] to search all the transactions in the batch. Press [2] to search transactions by the reference number. Press [3] to search transactions by the clerk/server number. Press [4] to search transactions by the invoice number.
5 – Account # 6 – Cust PO# 7 – RRN 8 – Approval Code	Press [5] to search transactions by the last 4 digits of the card number. Press [6] to search transactions by the PO number. Press [7] to search transactions by the RRN number. Press [8] to search transactions by the Approval code.
Enter Reference Number	Key the desired reference number and press [Enter].
Enter Clerk ID	Key the clerk/server ID and press [Enter].
Enter Invoice Number	Key the desired invoice number and press [Enter].
Enter Last 4 Digits of Card # or Swipe Card	Key the last 4 digits or swipe the card and press [Enter].
Enter Customer PO Number	Key the Purchase Order number and press [Enter].
Enter RRN	Key the desired transaction RRN number and press [Enter].
Enter Approval Code	Key the transaction Approval code and press [Enter].

Display	Action
Acct: 5454 Ref:1 Auth: 123456 TR: Credit Sale Total: XX.XX 1/4 ↓ Select	Review the transaction to delete. Use the scroll keys to page to each transactions. Press the far right hot key [F4] to select the transaction to void.
Confirm Void \$XX.XX Yes No	Confirm the amount to be voided. Press the far left hot key [F1] for Yes, or the far right hot key [F4] for No.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Force / Pre-Auth Completion

Display	Action
Idle Menu / Screen Saver	Retail: Press [3] to initiate a force transaction. Restaurant: Press [4] to initiate a force transaction.
1 – Credit 2 – Pre Auth Completion 3 – EBT	Press [1] to force a credit transaction. Press [2] to run a pre-auth completion. Press [3] to process an EBT transaction.
1 – All 2 – Reference # 3 – Clerk # 4 – Invoice #	Press [1] to search all the Pre-Auth transactions in the batch. Press [2] to search Pre-Auth transactions by the reference number. Press [3] to search Pre-Auth transactions by the clerk/server number. Press [4] to search Pre-Auth transactions by the invoice number.
Acct: 5454 Ref:1 Auth: 123456 TR: Credit Sale Total: XX.XX 1/4 ↓ Select	Review the transaction to delete. Use the scroll keys to page to each transactions. Press the far right hot key [F4] to select the transaction to void.
Confirm Sale Amount \$XX.XX Accept Change	Confirm the amount to be voided. Press the far left hot key [F1] to accept the original Pre-Auth amount, or the far right hot key [F4] for to change the amount.
Enter Sale Amount \$0.00	Key the sale amount and press [Enter].
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Enter Approval Code	Key the approval code and press [Enter]. Note: not required on pre-auth completion.
Captured Press Enter	The receipt prints and the transaction is stored in the batch. Press [Enter] to print the customer copy.

Pre-Auth

Similar to an auth-only transaction, however a pre-auth can be stored for several days and users will run a pre-auth completion to close the transaction.

Display	Action
Idle Menu / Screen Saver	Retail: Press [7] to initiate a Pre-Auth. Restaurant: Press [8] to initiate a Pre-Auth.
Enter Sale Amount \$0.00	Key the sale amount and press [Enter].
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

EBT Balance Inquiry

Display	Action
Idle Menu / Screen Saver	Press [0] to initiate a Sale.
1 – Credit 2 – Debit 3 – EBT	Press [3] for an EBT transaction.
1 – Food Stamp 2 – Cash Benefit 3 – Balance Inquiry	Press [3] for an EBT balance inquiry.
1 – Food Stamp 2 – Cash Benefit	Press [1] for a Food Stamp inquiry. Press [2] for a Cash Benefit inquiry.
Swipe / Insert Or Key Card	Swipe or key the card on the terminal.
Enter PIN	Customer keys PIN number on the terminal or PINpad and presses [Enter].
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Open Tab

Display	Action
Idle Menu / Screen Saver	Press [2] for the Tab menu.
1 – Open 2 – Close 3 – Force 4 – Delete	Press [1] for an Open Tab transaction.
Enter Tab Amount \$0.00	Key the amount of the tab and press [Enter].
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the Customer copy.

Close Tab

Display	Action
Idle Menu / Screen Saver	Press [2] for the Tab menu.
1 – Open 2 – Close 3 – Force 4 – Delete	Press [2] to close a tab.
1 – All 2 – Reference # 3 – Server # 4 – Invoice #	Press [1] to search all tab transactions in the batch. Press [2] to search tab transactions by the reference number. Press [3] to search tab transactions by the clerk/server number. Press [4] to search tab transactions by the invoice number.
5 – Account # 6 – Cust PO# 7 – RRN 8 – Approval Code	Press [5] to search tab transactions by the last 4 digits of the card number. Press [6] to search tab transactions by the PO number. Press [7] to search tab transactions by the RRN number. Press [8] to search tab transactions by the Approval code.
Acct: 5454 Ref:1 Auth: 123456 TR: Credit Sale Total: XX.XX 1/4 ↓ Select	Review the transaction to delete. Use the scroll keys to page to each transactions. Press the far right hot key [F4] to select the transaction to void.
Use Same Card? Yes No	Press the far left hot key [F1] for Yes to use the same card, or the far right hot key [F4] for No to process to a new card.
Close Tab Amount \$XX.XX Accept Change	Press the far left hot key [F1] to close the tab for the original amount or use the same card, or the far right hot key [F4] for No to process to a new card.
Enter Tab Amount	Key the amount of the tab and press [Enter].
Swipe / Insert / Tap / Key 	Swipe, insert, tap, or key the card on the terminal.
Captured	Receipt prints and approval is displayed. Press [Enter] to print the Customer copy.

Tip Adjust

Display	Action
Idle Menu / Screen Saver	Retail: Press [5] to initiate a tip adjustment. Restaurant: Press [6] to initiate a tip adjustment.
1 – All 2 – Reference # 3 – Server # 4 – Invoice #	Press [1] to search all transactions in the batch. Press [2] to search transactions by the reference number. Press [3] to search transactions by the clerk/server number. Press [4] to search transactions by the invoice number.
5 – Account # 6 – Cust PO# 7 – RRN 8 – Approval Code	Press [5] to search transactions by the last 4 digits of the card number. Press [6] to search transactions by the PO number. Press [7] to search transactions by the RRN number. Press [8] to search transactions by the Approval code.
Acct: 5454 Ref:1 Auth: 123456 TR: Credit Sale Total: XX.XX 1/4 ↓ Select	Review the transactions. Use the scroll keys to page to each transactions. Press the far right hot key [F4] to select the transaction to adjust.
Enter Tip Amount \$0.00	Key the tip amount and press [Enter].
Sale \$XX.XX Tip \$X.XX Total \$XX.XX Accept Change	Press the far left hot key [F1] to accept the tip and total, or the far right hot key [F4] to change the tip amount.
Captured	Receipt prints (if enabled) and approval is displayed.
Adjust Another? Yes No	Press the far left hot key [F1] to adjust another transaction, or the far right hot key [F4] to return to the main menu.

Reprint

Display	Action
Idle Menu / Screen Saver	Retail: Press [9] to reprint a receipt. Restaurant: Press [Enter] and scroll to Reprint from the main menu.
1 – Last Receipt 2 - Search	Press [1] to print the last receipt. Press [2] to search for the transaction to reprint.
1 – Merchant Copy 2 – Customer Copy 3 - Both	Press [1] to print the merchant copy. Press [2] to print the customer copy. Press [3] to print both merchant and customer copies.
Reprint Pre-Auth Yes No	Press the far left hot key [F1] to include Pre-auths in the search, or the far right hot key [F4] to not include Pre-auths in the search.
1 – All 2 – Reference # 3 – Server # 4 – Invoice #	Press [1] to search all transactions in the batch. Press [2] to search transactions by the reference number. Press [3] to search transactions by the clerk/server number. Press [4] to search transactions by the invoice number.
5 – Account # 6 – Cust PO# 7 – RRN 8 – Approval Code	Press [5] to search transactions by the last 4 digits of the card number. Press [6] to search transactions by the PO number. Press [7] to search transactions by the RRN number. Press [8] to search transactions by the Approval code.
Acct: 5454 Ref:1 Auth: 123456 TR: Credit Sale Total: XX.XX 1/4 ↓ Select	Review the transactions. Use the scroll keys to page through each transaction. Press the far right hot key [F4] to select the transaction to adjust.
Printing...	No action.

Gift Card

Issuance / Add Value

Display	Action
Idle Menu / Screen Saver	Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu.
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [0] for an issuance or add value transaction
Enter # of Gift Cards 1	Key the desired number of gift cards and press [Enter].
Enter Amount \$0.00	Key the amount to add to the gift card(s) and press [Enter].
Swipe / Key Card	Swipe or Key the card on the terminal.
1 – Credit 2 – Debit 3 – Cash / Comp	Press [1] for the issuance payment type as credit. Press [2] for the issuance payment type as debit. Press [3] for the issuance payment type as cash/comp. Note: Debit will only be an option when debit is enabled on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.
GC Cards Entered 1 Total Cards X Ok Cancel	If issuing or adding value to more than 1 card, press the far left hot key [F1] for Ok to continue to next card, or press the far right hot key [F4] to cancel processing more cards.
Swipe / Key Card	Swipe the next card to issue/add value.
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.
Amount Due \$XX.XX Press Enter To Continue	The amount due is displayed, press [Enter] to start the next transaction if Credit or Debit was selected as the payment type.

Redemption

Display	Action
Idle Menu / Screen Saver	Swipe the card or Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu.
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [1] for a Redemption.
Enter Amount \$0.00	Key the transaction amount and press [Enter].
Swipe / Key Card	Swipe or key the card.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Balance Inquiry

Display	Action
Idle Menu / Screen Saver	Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu..
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [2] for a Balance Inquiry.
Swipe / Key Card	Swipe or key the card.
Dialing.../Connecting...	Terminal connects to host. No action
Approved Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Force Issuance

Display	Action
Idle Menu / Screen Saver	Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu.
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [5] for Force Issuance.
Enter Amount \$0.00	Key the transaction amount and press [Enter].
Swipe / Key Card	Swipe or key the card.
Enter Approval Code	Key the approval code and press [Enter].
1 – Credit 2 – Debit 3 – Cash / Comp	Press [1] for the issuance payment type as credit. Press [2] for the issuance payment type as debit. Press [3] for the issuance payment type as cash/comp. Note: Debit will only be an option when debit is enabled on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Force Redemption

Display	Action
Idle Menu / Screen Saver	Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu.
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [6] for Force Redemption.
Enter Amount \$0.00	Key the transaction amount and press [Enter].
Swipe / Key Card	Swipe or key the card.
Enter Approval Code	Key the approval code and press [Enter].
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Activation

Display	Action
Idle Menu / Screen Saver	Retail: Press [4] for the gift card menu. Restaurant: Press [5] for the gift card menu.
0 – Issuance/Add 1 – Redemption 2 – Balance Inquiry 3 – Add Tip	Press [7] for Activation.
Enter # of Gift Cards 1	Key the desired number of gift cards and press [Enter].
Enter Amount \$0.00	Key the amount to add to the gift card(s) and press [Enter].
Swipe / Key Card	Swipe or Key the card on the terminal.
1 – Credit 2 – Debit 3 – Cash / Comp	Press [1] for the issuance payment type as credit. Press [2] for the issuance payment type as debit. Press [3] for the issuance payment type as cash/comp. Note: Debit will only be an option when debit is enabled on the terminal.
Dialing.../Connecting...	Terminal connects to host. No action
Approved 123456 Press Enter	Receipt prints and approval is displayed. Press [Enter] to print the customer copy.

Error Messages

Application Error Messages

Error	Explanation	Action
APPLICATION BLOCKED REMOVE CARD	All the applications on a chip card are blocked. Fallback to swipe is not permitted.	Remove Card. Try a different card.
APPLICATION NOT SUPPORTED	The transaction amount exceeds the limit for the card type.	Swipe or key the card.
APPLICATION NOT SUPPORTED PLEASE RE-SELECT	The chip card supports multiple applications. The first application the cardholder selected was not processed.	Cardholder should select a different card application or try another card.
APPLICATION NOT SUPPORTED SWIPE ALLOWED REMOVE CARD	The chip card entered is not supported by the terminal. Fallback to swipe is supported.	Swipe or key the card.
APPLICATION NOT SUPPORTED SWIPE NOT ALLOWED REMOVE CARD	The chip card entered is not supported by the terminal. Fallback to swipe is not supported.	Remove card. Try a different card.
BATCH EMPTY	No transactions are stored in the batch.	Retry the action when transactions are in the batch.
BATCH FULL SETTLE BATCH	The batch transaction amount limit has been reached. No more transactions can be processed.	Settle the batch.
BATCH LIMIT REACHED SETTLE BATCH	The batch limit has been reached. No more transactions can be processed.	Settle the batch.
BATCH NEAR MAX SETTLE BATCH	The batch is within 5% of the maximum allowed transactions or transaction total.	Settle the batch.
CANCELLED REMOVE CARD	A chip card transaction has been cancelled.	Remove card.
CAN'T READ CHIP REMOVE CARD	The terminal has received an approval from the host but the terminal cannot communicate the transaction to the chip card.	Remove card.
CAN'T READ CHIP SWIPE ALLOWED REMOVE CARD	The chip card entered is not readable. Fallback to swipe is supported.	Swipe or key the card.
CAN'T READ CHIP SWIPE NOT ALLOWED REMOVE CARD	The chip card entered is not readable. Fallback to swipe is not supported.	Remove card. Try a different card.
CARD BLOCKED REMOVED CARD	The chip card is blocked. This could result from too many PIN tries.	Remove card. Try a different card.
CARD NOT SUPPORTED SWIPE ALLOWED REMOVE CARD	The chip card type inserted is not enabled on the terminal. Fallback to swipe is supported.	Swipe or key the card.

Error	Explanation	Action
CARD REMOVED PRESS CANCEL	The chip card was removed during the transaction. The transaction is cancelled. If the an approval was received from the host, the transaction will be automatically reversed.	Restart the transaction.
CANNOT SETTLE WITH UNADJ TIPS	Attempted to settle with unadjusted tips in the batch.	Update the unadjusted tip transactions or disable the unadjusted tip parameter.
CARD NOT ALLOWED	The terminal is not configured for the card type	Retry with a different card.
CARD READ ERROR	Card swipe did not read correctly.	Retry the card swipe. If problem persists key the card.
CHECK LINE AND PRESS ENTER	No dial tone when terminal attempted to dial out.	Check the analog telephone line.
CLERK ID NOT ADDED	A new clerk was being added during a transaction however the user did not confirm the id.	Add a new clerk/server ID or reattempt with an existing ID.
DECLINED REMOVE CARD	The Host or card declined the transaction.	Remove card. Try a different card.
DEVICE NOT RECOGNIZED	A peripheral was attached that the terminal or application does not recognize.	Use only a supported peripheral device.
DOES NOT MATCH PRESS ENTER	When changing a password, the 2 nd entry or confirmation entry of the password does not match the initial password entered.	Retry with the correct password.
DUPLICATE ADMIN NAME PRESS ENTER	The Admin username entered already exists on the terminal.	Enter a new admin username.
DUPLICATE CLERK ID	The clerk/server ID being added already exists on the terminal.	Use a new clerk/server ID or delete the conflicting ID before adding.
DUPLICATE INVOICE	The invoice number entered already exists in the batch.	Use an invoice number not previously used.
DUPLICATE TRANSACTION ACCEPT CANCEL	A transaction with the same card number and same amount already exists in the batch.	Press the far left hot key [F1] to accept the transaction or the far right hot key [F4] to cancel the transaction.
EMV KEY UPDATE COMM ERROR PRESS OK	A comm error occurred while performing an EMV chip card key update.	Check the connection and retry.
ERR INVALID PASSWORD	An invalid password was entered.	Enter the correct password.
ERROR BATCH #	User attempted to access a batch in history that does not exist.	Enter a valid batch number from one of the last 30 batches.
FAILURE ON ALL COMM MODES	Primary and backup communications have failed.	Check connections and retry.
FEATURE DISABLED	User attempted to access a disabled feature.	Add the feature via a download where applicable.
INCORRECT PIN	The chip card determined the PIN entered is incorrect. If the PIN try counter is 1 the message PIN LAST CHANCE is displayed	Enter the correct PIN.
INSERT CARD IN CHIP READER	A chip capable card was swiped on the terminal.	Insert the card into the card reader.
INSERT CARD INTO PINPAD READER	A chip capable card was swiped on the PIN pad.	Insert the card into the card reader.
INVALID CARD XXXX	The incorrect last 4 digits of the card were entered.	Retry the entry, or try a new card.

Error	Explanation	Action
INVALID CLERK ID	The clerk/server ID entered does not exist in the terminal.	Enter a configured ID, or setup a new ID.
INVALID DATE	The date entered is not an acceptable date.	Check the date format DDMMYY.
INVALID PASSWORD PRESS ENTER	The password entered does not meet requirements.	Key a different password with at least 7 digits and 1 alpha and 1 numeric character.
INVALID TAX AMOUNT	The tax amount entered is outside of the valid tax amount range.	The amount must be within .1% - 22% of the sale amount.
INVALID TIME	The time entered is not an acceptable time.	Check the time format HHMM
INVALID USER	An invalid admin user name was entered.	Key the correct admin name.
LINE BUSY	Terminal attempted to dial out, but the line was busy.	Check the line and retry.
LOST COMMUNICATION WITH HOST	Terminal was disconnected from the host before transaction was complete.	Check the line and retry.
MANUALLY KEY CARD	After 3 consecutive bad card swipes.	Attempt a manual card entry.
MAX NUMBER OF CLERKS EXCEEDED	User is attempting to add more than the max allowed clerks/servers. The max is 100.	Delete existing clerks/servers prior to adding any new IDs.
MERCHANT SETUP INCOMPLETE	Transaction was attempted when there was merchant information missing from the terminal.	Ensure a merchant name, MID, BID, and TID are configured.
MUST SETTLE BATCH	A function is being attempted that requires an empty batch to take effect. Or a previous attempt to settle the batch failed.	Re-try batch settlement. If problem persists, delete the batch.
NETWORK ERROR TRYING SECONDARY COM MODE	An attempt to connect over TCP/IP failed.	Terminal automatically switches over to secondary comm. mode.
NO ANSWER	An attempt to connect to the host was made, however there was no answer.	Check the connection settings and numbers then retry the transaction.
NO DIAL TONE	Terminal attempted to dial out however it cannot detect a dial tone.	Check the line for a dial tone, then retry the transaction.
NO MID	The terminal is not programmed with a valid MID. The function being attempted cannot complete.	Check the configuration of the MID/TID.
NO RECORDS FOUND	User attempted to display or print a report however no transactions have been run for this report or the search criteria is not valid.	Verify the search criteria being used. Verify if there have been transactions of this type run.
NOT PROCESSED SWIPE ALLOWED REMOVE CARD	An error occurred while the chip card was being read. Fallback is supported.	Swipe or key the card.
NOT PROCESSED SWIPE NOT ALLOW REMOVE CARD	An error occurred while the chip card was being read. Fallback is not supported.	Try another card.
OUT OF BALANCE CHECK DETAIL REPORT	The settlement total entered by the user does not match the total in the batch.	Compare and verify transactions on the detail report.
OUT OF PAPER	The terminal is out of paper, the paper is not loaded correctly, or the paper cover is open.	Reload paper and close cover.
PASSWORD LOCKED OUT PRESS ENTER	More than 4 attempts have been made to enter the admin password with an incorrect password.	The admin will be locked out for 30 min. Another admin user can reset the username and password.

Error	Explanation	Action
PARTIAL DL CONFIG DO MANUAL DL	A scheduled download was attempted however the download URLs or Ports are empty.	Reconfigure the terminal download settings.
PHONE NUMBER FIELDS EMPTY	An attempt to perform a dial transaction was made, however there is no value entered for the host phone number.	Enter a host phone number or confirm that dial-up is the intended comm. type.
PIN LAST CHANCE PRESS OK	The chip card PIN try counter has only 1 PIN entry attempt remaining. If the next PIN entry attempt is invalid the card may be blocked.	Cardholder will need to reattempt the correct PIN or contact their issuer.
PIN TOO SHORT	The cardholder entered less than 4 digits for the PIN.	Reattempt using the correct PIN.
PIN TRIES EXCEEDED	The chip card has recorded too many invalid PIN entry attempts. The card may be blocked.	Try another card.
PINPAD OUT OF ORDER	The external PIN pad is not connected or the PIN pad type is not set correctly.	Verify PIN pad connection and PIN pad type settings.
PIN PAD NOT INJECTED	The PIN entry device is not injected with keys.	Device must be sent to injection facility.
PLEASE START FROM MENU REMOVE CARD	The chip card was inserted before a transaction was initiated.	Remove the card and initiate the transaction from the menu.
PRE-AUTH LIMIT REACHED. POST OR VOID PRE-AUTHS TO OPEN MORE	The batch limit of 100 pre-auth transactions has been reached.	Perform pre-auth completions of open pre-auths, or void the transactions.
PRE-AUTH EXISTING	User is attempting to edit merchant settings while there are pre-auth transactions in the terminal.	Perform pre-auth completions of open pre-auths, or void the transactions prior to editing merchant settings.
SYSTEM PROBLEM ALERT IRRUPTION	Device tamper error. Device could have been exposed to electro-static discharge, voltage fluctuations, or high temperatures.	Terminal must be replaced.
SYSTEM PROBLEM CALL HELP DESK	There are no parameters in the terminal or the parameters are not valid.	Perform a partial download.
TAP FAILED PLEASE INSERT OR SWIPE CARD	A contactless chip card was tapped however the amount is over the contactless transaction limit.	Insert the card.
TAP FAILED PLEASE RETRY	The contactless card was tapped too quickly or incorrectly read.	Retry card tap.
TIMEOUT REMOVE CARD	The transaction has reached the timeout limit.	Remove the card.
TRANSACTION FAILED	The connection to the host failed.	Confirm connectivity and retry.
TRANSACTION NOT ALLOWED	An adjustment transactions is being attempted on a chip card transaction.	Chip transactions cannot be adjusted.
UNREC CARD	The cardholder is using an unrecognized gift card.	Use an accepted gift card.
USER ABORTED	The cardholder has pressed cancel.	Retry the transaction.
WARNING: FOR CHANGE TO TAKE EFFECT TERMINAL WILL REBOOT	Changes such as PIN pad settings require a device reboot.	No Action.