



**spire**  
PAYMENTS

Elavon



# User Manual

T/M4200 Family

## *Accessories available*



**S9-PCI PIN Pad**  
(Available for T4200 only)



**D4200 Charging Dock**  
(Available for M4200 only)



**Li-Ion Battery Module**  
(M4200 devices only)



**Privacy Shield**

### **Ethernet cable**

3m Ethernet cables are available for connecting your T4220 or M4240 (with AP110 Access Point) terminal to an Ethernet connection.

**To find out more information about these accessories and how to purchase them, please contact the helpdesk.**

# Introduction

Thank you for choosing your new Spire terminal, which combines cutting-edge looks, a small footprint and the ability to perform faster and easier transactions than ever before. Please take a moment to read through this guide, which contains important information you will need in order to install and use your new terminal.

## T/M4200 family models

The T4210, T4220 and T4230 countertop terminals are designed to sit on a desk/counter and are powered by the supplied mains cable.

<b>T4210</b>	Power supply: Mains cable Communication method: Dial
<b>T4220</b>	Power supply: Mains cable Communication method: IP with dial backup
<b>T4230</b>	Power supply: Mains cable Communication method: Wireless (GPRS) with dial backup

The M4230 and M4240 mobile terminals are designed to be portable and are powered by a battery, with wireless communications. These terminals can be charged by the supplied mains cable or an optional charging dock.

<b>M4230</b>	Power supply: Battery or Mains cable (optional Charging Dock available) Communication method: Wireless (GPRS)
<b>M4240</b>	Power supply: Battery or Charging Dock Communication method: Dial (with AP100 Access Point) IP (with AP110 Access Point) Communication with Access Point: Bluetooth

## Safety information

- Recharge battery only with Spire approved chargers designed for this product.
- Do not short circuit battery pack terminals.
- Do not use if visibly damaged.
- Do not expose to temperatures above 140°F or 60°C.
- Do not expose to moisture.
- Do not disassemble.
- Do not incinerate or crush.
- Keep out of reach of children.

## How to clean your terminal

**WARNING: DO NOT USE UNDILUTED AMMONIA OR ABRASIVE CLEANERS**

### Step 1

Disconnect all cables and make sure the terminal is powered off before beginning any cleaning.

### Step 2

Apply denatured alcohol to a clean, soft, non-abrasive, low-lint cloth. Carefully wipe the entire terminal.

### Step 3

As needed, use anti-static compressed air to clean in and around the terminal's printer mechanism.

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## Additional services available for your terminal

### Card types

As well as credit and debit cards, your terminal has the ability to accept other card types including American Express and JCB. For further details please contact your Acquirer

### Cashback / Tipping

Your terminal can be configured to offer a Cashback or Tipping service. Please contact your Acquirer for further details.

**(See pages 32 and 35 for more information).**

### Mobile phone Top Up

Your terminal can be updated to include a Mobile Phone Top Up application which offers your customers a valuable service and generates revenue for your business. Please contact your Acquirer for further details.



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## Important information

Please take note of the following before using your terminal:

### Merchant Number

Your Acquirer will assign you a Merchant Number, which you will find in your 'Welcome Pack'. You will be asked to quote this when contacting the helpdesk for technical support.

Before taking transactions, you should confirm that the Merchant Number stored in your Terminal (See Printer Test page 106 for a convenient method of seeing the merchant number stored in your terminal) matches the Merchant Number assigned to you by your Acquirer.

### *Terminal Identification (TID) Number*

Each terminal has a unique Terminal Identification (TID) Number programmed into its memory. This is printed on each receipt and you may be asked to quote this when contacting the helpdesk.

### *Settlement*

At the end of each business day, the Settlement procedure **must** be performed on the terminal.

If you do not complete this procedure you may experience delays in funds being transferred into your bank account.  
**(See page 89 for more information)**

### *Storing merchant receipts and reports*

Please note that it is the responsibility of the merchant to ensure the Merchant Copies of receipts and reports showing cardholder details are securely stored for the period of time specified by your Acquirer. Also please ensure they are disposed of in a secure manner. Failing to do so may result in charge-backs or fraudulent activity. For clarification or further details, please contact your Acquirer.



# Updates

Once a month, your terminal will connect to Spire to download new software and important changes\*. This update will typically occur during the night. For this reason, Spire suggests you leave your terminal powered on at all times. In the event of it being switched off when the update tried to take place, your terminal will notify you to leave its power on for another update attempt the following night.

\*In the UK, calls for updates will be charged at £0.10 per minute from a BT landline. In ROI, calls will be charged at €0.065 per minute from an eircom landline. The charges for other networks may vary<sup>1</sup>.

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\* Prices correct at the time of printing

# Understanding your equipment

## *Terminal overview*

### **Paper roll compartment**

More information about your printer and how to load a paper roll can be found on page 15



### **Chip Card reader**

Use when the cardholder presents a Chip Card. (see page 25).

### **Swipe card reader**

Use when the cardholder presents a debit or credit card **without** a chip on the front or if prompted by the terminal. (see page 26).

## ***Privacy Shield***

ISO9564 standards require protection against observation of the PIN during PIN entry. To comply with these regulations, your terminal may have come with a Privacy Shield for the keypad.

**You must have a Privacy Shield fitted to the terminal unless:**

- You only perform keyed transactions
- Your customers enter their PIN into an optional PIN Pad
- Your customers have the option to enter their PIN while holding the terminal in their hand



## ***Navigation Buttons***

In order to select an option on the screen, press the corresponding Navigation Button.

In the example (right), pressing the top left button would select the top left item on the screen, in this case **SALE**.



## Keypad buttons

### Home

Returns to the Desktop screen\*



### Settle

Starts the Settlement procedure when on the idle screen\*\*. *(See page 89 for more information)*

### Reports

Displays the Reports menu when on the idle screen\*\*. *(See page 91 for more information)*

### Function & ON/OFF

**All models:** The function button allows you enter terminal functions when on the idle screen\*\* and start the Application Manager when on the Desktop screen\*. *(See Appendix C on page 106 for information about terminal functions)*

**M4230 & M4240 only:** To turn the terminal on or off, hold down the function button for 8 seconds.

### \*(Paper Feed)

Feeds the paper by 1 cm when on the idle screen\*\*

### Enter

Press to accept on-screen options or prompts.

### Clear

Deletes editable information on the screen and can be used instead of pressing **NO** to on-screen options or prompts.

### Cancel

Terminates current action and returns to the idle screen\*\*

*\*See page 18 for information about the Desktop screen*

*\*\*See page 21 for information about the idle screen*

## Battery (M4230 & M4240 only)

If you have a mobile terminal, it will come fitted with a removable, rechargeable Li-Ion battery module. (See page 16 for information on battery installation and charging)



### Guarantee

- Please note that the battery is excluded from the warranty and is guaranteed for 1 year.
- Battery performance will degrade over time and you may eventually need to purchase a new one.

### Safety information

- The battery pack contains Li-Ion polymer which can explode if not properly replaced, handled, or disposed of.
- Return spent or faulty batteries to Spire for correct disposal.
- Use only batteries recommended by Spire as a replacement.

**PLEASE NOTE: for more information, call the helpdesk**

## Charging Dock (M4230 & M4240 only)

Mobile terminals (depending on your configuration) may come with an optional D4200 Charging Dock.

When the terminal is placed on a Charging Dock that is connected to a wall power socket, the dock will charge the terminal's battery module. It will also allow an M4240 Bluetooth terminal to configure to an Access Point when connected with a serial cable.



*(See page 17 for information on battery charging)*

*(See page 19 for information on Bluetooth configuration)*

**PLEASE NOTE: for more information, call the helpdesk**

## Bluetooth Access Points (M4240 only)

M4240 terminals are provided with an Access Point. The terminal connects to the Access Point via a Bluetooth wireless link. The Access Point then connects to Spire and your Acquirers using a dial or IP/Ethernet connection.

Your M4240 terminal will come configured to the Access Point provided. Should the terminal or Access Point be replaced or the link between the terminal and Access Point fail, reconfiguration may be needed.

**(See page 14 for Bluetooth information)**

**(See page 19 for Bluetooth configuration)**

The compact design of the Access Point allows it to be placed on a counter or shelf, or easily mounted on a wall.

**There are two models available:**

**AP100:** Dial (V.90 modem) port (for connecting to a telephone line)



AP100

**AP110:** Ethernet (10 Mbit) port (for connecting over IP)



AP110

## Communications information

### Dial (T4210/T4220/T4230)

All desktop models have a dial connection (**blue LINE** port) or dial backup (the M4230 can use dial backup if used with a suitable docking station). In the event of IP failure or GPRS signal loss, terminals with dial backup will automatically revert to dial if connected to a telephone line.

- These connections are designed for use on analogue telephone lines.
- Using double adaptors, extension cables and/or telephone cables not supplied by Spire may cause communication problems.
- Installing the terminal on a line using a 3rd party call service may cause communication problems.
- If your line requires a prefix number to dial externally the terminal will need to be configured to dial this (See *Appendix D on page 107*).

### Broadband

If connecting the terminal to a broadband line, ensure the line is fitted with a DSL filter (usually provided by your ISP) on **every** socket on that line.

Ensure the terminal is connected to the Modem (telephone) port of a DSL filter, **not** the ADSL port.

**PLEASE NOTE:** *Incorrect installation may cause communication problems. For assistance, please call the helpdesk.*

### IP/Ethernet (T4220 and M4240 only)

The T4220 and M4240 terminals can connect over IP using an Ethernet cable.

The T4220 connection is on the back of the terminal (**white NET** port).

The M4240 connection is on the AP110 Access Point (**white NET** port).

- Your terminal will be pre-configured for use on standard networks featuring DHCP (automatic allocation of IP addresses). In the unlikely event that your network does not have this feature, please call the helpdesk for assistance.
- Any security features (such as MAC address filtering) need to have the terminal added to their list of exceptions. The MAC address for the T4220 and M4240 is found on a label on the base of the terminal.
- Please ensure the specific IP addresses and TCP Ports provided by your terminal supplier are not blocked by a network firewall.

## GPRS (T4230 and M4230 only)

The T4230 and M4230 communicate primarily through the mobile telephone network using a GPRS SIM card (pre-installed by Spire). In the event of GPRS signal loss, the T4230 will revert to dial backup if connected to a telephone line **(the M4230 does not feature dial backup)**.

- **Do not remove the SIM unless instructed by the helpdesk. Unauthorised removal of the SIM may render your terminal inoperable and/or may result in late/non-payment of funds into your account.**
- **Spire reserves the right to charge for unauthorised use of your SIM. Spire may charge an administration fee for misuse or replacement of a lost or blocked SIM.**

## Bluetooth (M4240 only)

M4240 terminals connect to an Access Point via a Bluetooth wireless link. The Access Point then connects to Spire and your Acquirers using a dial or IP/Ethernet connection.

Each M4240 can communicate to one Access Point only, and each Access Point is set up to communicate with one terminal only. If you have more than one M4240 terminal, you will be provided with (and will need to use) a separate Access Point for each terminal.

Please keep the following guidelines in mind when choosing a location for the Access Point:

- **Select a location near a power outlet.**
- **Select a location near a telephone connection if you are installing the AP100 dial Access Point or near an Ethernet connection if you are installing the AP110 Ethernet Access Point.**
- **For best Bluetooth wireless range, minimise obstructions by positioning the Access Point where it is in line of sight to where the handset will be used. Position on wall (using fixing screws provided) for optimum Bluetooth coverage.**



## Hardware installation

### Cable connections

Cable connections vary depending on your terminal model and accessories. For specific instructions, please follow the Installation Instructions included in the box with your terminal.

### Paper roll installation

Your terminal uses thermal paper rolls to print receipts.

**PLEASE NOTE:** This paper will only print on one side. Only use Spire approved thermal paper rolls.

#### Step 1

With your fingers, pinch the Printer Cover clips and pull up firmly.



#### Step 2

Drop the paper roll into the roll holder with the paper feeding from underneath the roll.

Pull a short length of the paper over the screen.



#### Step 3

Shut the Printer Cover over the paper until you hear an audible 'click'. Pull and tear the paper over the serrated edge as shown.



## Battery installation (M4230 & M4240 only)

The battery module comes pre-fitted with the terminal but you may need to change the battery if you purchase a spare or are sent a replacement.

### Step 1

Turn the terminal over to find the battery compartment.



### Step 2

Put the left end of the battery module into the battery compartment.



### Step 3

Rotate the battery module into the terminal and push until the latch on the right hand side clicks.

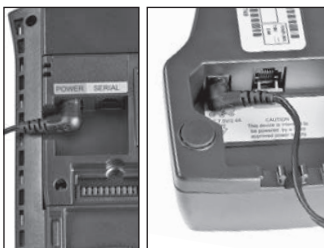


## Battery charging (M4230 & M4240 only)

Before turning on your mobile terminal for the first time you will need to charge the battery as follows:

### Step 1

Connect the power cable/Power Adaptor into the **red POWER** socket on the back of the terminal or underneath a D4200 Charging Dock.



### Step 2

If using a Charging Dock, place the terminal on the dock to begin charging.



### Step 3

The charging indicator light turns **red** as the battery charges and turns **green** when the battery is fully charged.

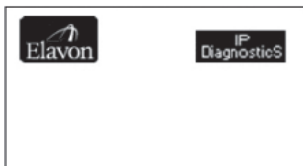


***PLEASE NOTE: Fully charge a new battery before turning the terminal on. To fully charge a new battery will typically take 2 - 4 hours.***

## Software setup

### Desktop

- The first time your terminal is powered on, “SEE INSTALL GUIDE” will be displayed on the Desktop. This indicates that the terminal has no application software loaded and the initial download is required. Follow the procedure on page 20 or on your Installation Instructions to perform the initial download.
- Once the initial download is complete, the screen will show icons for each application that was downloaded. This screen is known as the Desktop.



### Application Manager

The Application Manager software is pre-loaded on your terminal and it acts like the terminal’s operating system. The Application Manager contains all the terminal’s communication settings and controls the download of applications to your terminal.

- To access the Application Manager’s main screen (“Maintenance” menu),
  1. Display the Desktop (see below).
  2. Press the blue FUNCTION button on the keypad.
- To display the Desktop, press the Cancel button on the keypad repeatedly until the Desktop shows.



## **Adding a prefix/PABX digit(s) (All models)**

If you are connecting your terminal to a telephone line that requires a prefix/PABX digit(s) to be dialled in order to get an outside line, then the terminal must be configured with this setting.

***(To edit the prefix/PABX setting, see Appendix D on page 107)***

## **DHCP settings (T4220 and M4240 only)**

Most network servers assign IP Addresses automatically (DHCP), but certain networks require the use of "Static" IP Addresses. If your network requires this, please call the helpdesk.

## **Power saving settings (M4230 and M4240 only)**

By default, the M4230 and M4240 feature power saving settings that turn off the LCD backlight after 90 seconds of inactivity and power the terminal off after 60 minutes of inactivity.

***(To adjust these settings see Appendix E on page 110)***

## **Bluetooth configuration (M4240 only)**

In order for your terminal and Access Point to communicate with each other, they must be configured to recognise each other. Initially, your terminal and Access Point will be pre-configured. However, if your terminal or Access Point is replaced or changed, you must follow the configuration process.

***PLEASE NOTE:*** Refer to your Access Point installation instructions to ensure that the terminal and Access Point are ready for configuration.

The configuration procedure varies depending on which model of Access Point you have:

**AP100 dial Access Point: go to Appendix F on page 113**

**AP110 Ethernet Access Point: go to Appendix G on page 117**

***PLEASE NOTE: If your network does not use DHCP, do not attempt this procedure yourself. Please call the helpdesk for assistance.***

## Downloading software

The following steps are necessary to prepare your terminal for use:

### Step 1

From the Desktop, press the **blue FUNCTION** button on the keypad to run Application Manager.



### Step 2

Ensure "Deployment Config." is highlighted and press Enter on the keypad.

**PLEASE NOTE:** If it isn't highlighted, use the Navigation Buttons to change the selection.



### Step 3

Highlight "Download Now" and press Enter on the keypad.

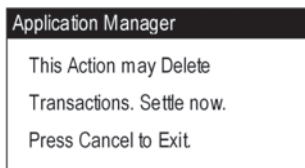
**PLEASE NOTE:** The option number varies depending on terminal model.



### Step 4

The Application Manager will display a warning.

Press **Enter** on the keypad to continue and perform the download process.

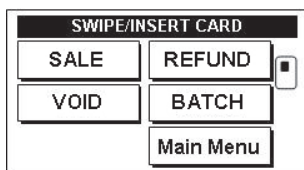


## Using your terminal

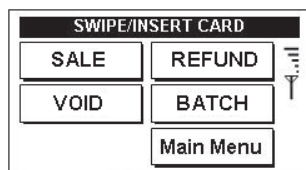
### Idle Screens

After the download is complete, the application will load and display the idle screen. This is your starting screen for general use. All models feature buttons specific to the terminal's configuration. In addition, the icons on the right-hand side may differ as shown:

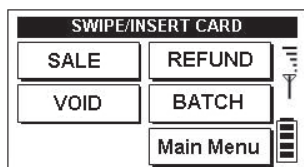
T4210/T4220



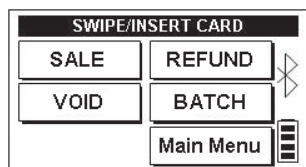
T4230



M4230



M4240



### Icons



A moving card icon indicates that this is a Countertop terminal (T4210/T4220 only)



This icon displays the GPRS signal strength (T4230/M4230 only). If there is no signal, it will display "n/a".



This icon indicates that this is a Bluetooth terminal (M4240 only)



This icon displays the battery status of your mobile terminal (M4230/M4240 only)

## Buttons

### **SALE**

Pressing SALE initiates a Sale transaction (**see page 29**).

### **REFUND**

Pressing REFUND initiates a Refund transaction (**see page 50**).

### **VOID**

Pressing VOID initiates a Void transaction (**see page 56**).

### **BATCH**

Pressing BATCH initiates the **Settlement** procedure (**see page 89**).

### **Main Menu**

Pressing **MAIN MENU** gives you options for performing other transactions, viewing/reprinting transactions and reports, changing settings and performing tests.



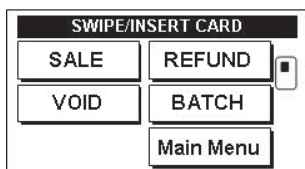
## Training Mode

Your terminal allows the operator to conduct training sessions by switching to Training Mode.

### How to switch to Training Mode

- Press **MAIN MENU > TERMINAL > TRAIN.MODE**
- Type in the local password (default is 0000) and press Enter
- The screen will display **SWITCH TO TRAIN MODE**
- Press **YES/Enter**

Once in Training Mode, the top of the screen will cycle between **SWIPE/INSERT CARD**, the date and time and **\*\*\*TRAINING MODE\*\*\***.



### Using Training Mode

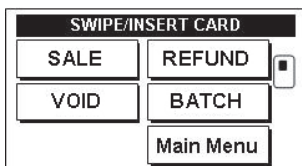
After switching to Training mode, you can make 'transactions' as described in this manual.

**PLEASE NOTE:** Ensure you do not attempt real transactions in Training Mode as the funds will not be transferred into your bank account.

## How to leave Training Mode

- Press **MAIN MENU > TERMINAL > TRAIN.MODE**
- Type in the local password (default is 0000) and press **Enter**
- The screen will display **LEAVE TRAINING MODE**
- Press **YES/Enter**

After you have completed the above procedure, please ensure the top of the screen no longer displays **\*\*\*TRAINING MODE\*\*\***.



***PLEASE NOTE:*** Ensure you do not attempt real transactions in Training Mode as the funds will **not** be transferred into your bank account.

# Transactions

## Transaction types

Your terminal is able to provide the following transaction types:

- Sale
- Sale + Tip
- Pre-Authorisation
- MOTO Sale (keyed)
- MOTO Refund (keyed)
- Sale + Cashback
- Forced (after Referral)
- Completion
- Refund
- Void

**PLEASE NOTE:** By default, your terminal will not be configured to accept all transaction types. Please contact your Acquirer for further details on how to add other transactions.

## Methods of performing transactions

### Inserting cards

For the majority of transactions, you will need to insert a Chip Card and the customer will need to enter a PIN (Personal Identification Number) on the terminal keypad or optional PIN Pad.

### How to insert a Chip Card

If the card has a chip on the front, insert the card with the chip facing up and towards the terminal.



When the card is inserted correctly, you should feel some resistance and hear a soft 'click' sound.

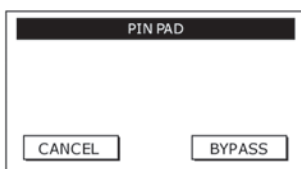
## What happens if the customer has forgotten their PIN?

The customer usually has 3 attempts to enter their PIN correctly.

If they enter it incorrectly 3 times in a row (even on different days and in different locations), the card will lock the PIN and the customer must contact their card issuer or have it unlocked at an ATM.

If the customer forgets their PIN and does not want to continue, you can cancel the transaction by pressing **Cancel** on the ENTER PIN screen. Alternatively, you may be allowed to continue and 'bypass' the PIN.

If you select **BYPASS**, the terminal will ask for the customer to sign the Merchant Copy of the receipt which you will be asked to verify.



**PLEASE NOTE:** Signature verification is not as secure as Chip and PIN and you may incur charge-backs from your Acquirer if you use it.

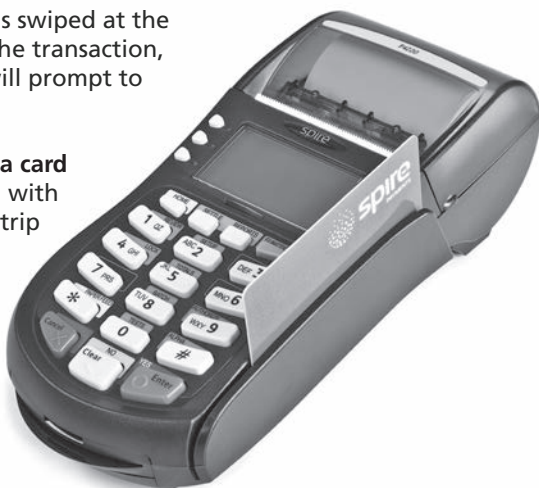
## Swiping cards

All Chip Cards feature a magnetic strip on the back. If your terminal cannot read the chip when it is inserted, you may be given the option to swipe the card and enter the last 4 digits of the card number.

If a Chip Card is swiped at the beginning of the transaction, the terminal will prompt to insert it.

## How to swipe a card

Swipe the card with the magnetic strip facing down and towards the terminal. Swipe the card quickly in either direction.

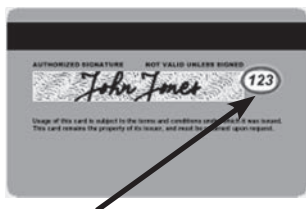


## Typing in card numbers

### Customer present

If the terminal cannot read the chip or the magnetic strip on the card, you can type in the long number on the front of the card.

If you select YES/Enter when the terminal asks if the customer is present, you will be asked to type in the 3 digit CVV2 code on the back of the card and the terminal will ask for the customer to sign the Merchant Copy of the receipt.



**PLEASE NOTE:** Signature verification is not as secure as Chip and PIN and you may incur charge-backs from your Acquirer if you use it.

### Customer NOT present

If the customer is not present (e.g. a mail order customer), you can also type in the long number on the front of the card.

*(See page 44 for information on how to do this)*

If you select NO/Clear when the terminal asks if the customer is present, you will be asked to type in the 3 digit CVV2 code and address details.

*(See page 45 for more information)*

### Clearing entered information

To clear the whole value to zero at once, press the Clear button on the keypad.

**PLEASE NOTE:** This applies to all screens that ask you to enter information except the **ENTER PIN** screen.

## Dynamic Currency Conversion (DCC)

### What is DCC?

**DCC** is a facility whereby the customer's home currency is determined from the payment card. If this home currency is not the same currency as that of the country that the payment is being made in, then assuming that

#### 1. DCC is enabled on the terminal and

#### 2. The customer's home currency is enabled for DCC

the customer must be offered the choice of whether he wishes to pay in his own currency, or the currency of the country he is currently in.

To enable him to make this choice, the amount is converted to his home currency and displayed on the terminal. Additionally, the amounts in both currencies may be printed to assist in the decision.

The customer may decide whether to pay in his own (home) currency, or the currency local to where he is making the purchase.

As exchange rates may vary from day to day, a new list of available exchange rates is downloaded from the acquiring bank to the terminal after the first transaction of each day.

As a security measure, the bank will check the exchange rate being used by the terminal during the authorisation process and will advise if a problem exists.

**For clarity purposes, DCC transactions are described separately in this user manual, (see pages 57 to 85).**

**\*\* RATE OF DAY \*\***

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890

Today's exchange Rate for  
SWISS FRANCS  
on 01/01/09  
**1.836777**

Transaction Conversion

Local Currency Amt GBP	£10.00
CONVERSION RATE	1.836777
Converted amount CHF	18.37

\*\*\*\*\*

## Sale (Inserting a Chip Card)

### Step 1

You can start a Chip and PIN sale transaction in one of two ways:

- Press **SALE** on the idle screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader or into the optional PIN Pad.



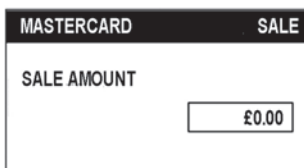
The terminal will read the chip on the card and display the card type.

### Step 2

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press **Enter**.

*Example:*

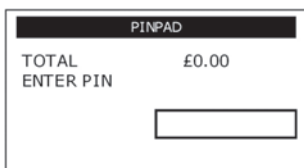
*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*



**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

### Step 3

The customer must type in their **PIN** (Personal Identification Number) on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press **Enter**.



**Please turn over to continue...**

The terminal will now attempt to connect to your Acquirer.  
**(See page 99 for troubleshooting communication problems)**

The terminal will then display a response. If the transaction is approved, the Approval Code will then be displayed and the terminal will print the Merchant Copy of the receipt.

**(See Appendix A on page 104 for possible transaction responses)**

RESPONSE	
APPROVAL	123456

#### Step 4

Remove the card and the Merchant Copy of the receipt and press **OK/Enter**.

RECEIPT
REMOVE MERCHANT COPY
<input type="button" value="OK"/>

The terminal will then print the Customer Copy of the receipt and display the response again.

RESPONSE	
APPROVAL	123456

#### Step 5

Tear off the Customer Copy and hand it to the customer along with their card. Then press Enter to return to the idle screen.



## Example of a Sale receipt

MERCHANT COPY

<p>Merchant's Name, Address &amp; Message</p> <p>Merchant ID _____</p> <p>Terminal ID _____</p> <p>Date &amp; Time _____</p> <p>Batch &amp; Invoice Nos. _____</p> <p>Auth Code _____</p> <p>Card Type _____</p> <p>Transaction Type _____</p> <p>Card Number (full) &amp; expiry date _____</p> <p>Signifies ICC Card used _____</p> <p>Transaction amount _____</p> <p>Cardholder Name _____</p>	<p><b>YOUR BUSINESS NAME</b> <b>YOUTOWN</b> <b>YOUR HEADER MESSAGE</b></p> <p>MERCHANT ID: 123456789 TERMINAL ID: 01234567890 DATE: JAN 01, 09      TIME: 12:00 BAT CH: 123456-78      INVOICE: 123456 URN: 1AA23BBB00      AUTH NO: 123456</p> <p><b>MASTERCARD</b>      <b>SALE</b> AID A1234567890123</p> <p><b>1234567812345678</b>      <b>ICC</b> EXP: 01/10</p> <p>SALE AMOUNT      £      10.00</p> <p>MR R. JONES</p> <p><b>VERIFIED BY PIN</b></p> <p>I agree to pay the above final amount according to the card/merchant Issuer Agreement</p> <p style="text-align: center;">MERCHANT COPY</p> <p>TC:XXXXXXXXXXXXXXXXXX</p>
--	---

Merchant copy of receipt

CUSTOMER'S COPY

<p>Card Number truncated for security _____</p> <p>Payment method: ICC—Chip Card used SWIPED—Card was swiped KEYED—Keyed entry</p>	<p><b>YOUR BUSINESS NAME</b> <b>YOUTOWN</b> <b>YOUR HEADER MESSAGE</b></p> <p>MERCHANT ID: 123456789 TERMINAL ID: 01234567890 DATE: JAN 01, 09      TIME: 12:00 BAT CH: 123456-78      INVOICE: 123456 URN: 1AA23BBB00      AUTH NO: 123456</p> <p><b>MASTERCARD</b>      <b>SALE</b> AID A1234567890123</p> <p>*****5678      <b>ICC</b> EXP: 01/10</p> <p>SALE AMOUNT      £      10.00</p> <p>MR R. JONES</p> <p><b>VERIFIED BY PIN</b></p> <p>I agree to pay the above final amount according to the card/merchant Issuer Agreement</p> <p style="text-align: center;">CUSTOMER COPY</p> <p>TC:XXXXXXXXXXXXXXXXXX</p>
--	---

Customer's copy of receipt

## Sale + Cashback (Inserting a Chip Card)

This is similar to a regular sale transaction, and if enabled replaces the simple **SALE** transaction described previously. It has the added ability of putting in an extra amount, which is then given to the customer as Cashback.

**PLEASE NOTE:** This is a service that must be requested from your Acquirer. Cashback is only allowed on Debit Cards, not Credit Cards.

### Step 1

You can start a Chip and PIN sale transaction in one of two ways:

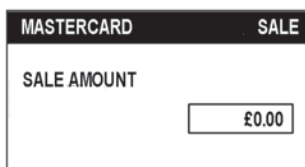
- Press **SALE** on the idle screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader or into the optional PIN Pad.



The terminal will read the chip on the card and display the card type.

### Step 2

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press **Enter**.



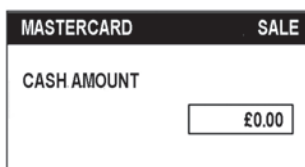
**Example:**

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

### Step 3

Type in the **CASH AMOUNT** in a similar manner to above.



## Step 4

Confirm the Total amount by pressing the button corresponding to **YES** (or **ENTER**).

Press the **NO** button (or **CLEAR**) to re-enter the amounts.

MASTERCARD		SAL+CSH
Cash	£	10.00
TOTAL		£20.00
CORRECT ?		
<input type="button" value="NO"/>		<input type="button" value="YES"/>

## Step 5

The customer must type in their PIN (Personal Identification Number) on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press **Enter**.

Pinpad	
TOTAL	£20.00
ENTER PIN	
<input type="text"/>	

The terminal then completes the transaction as described for the simple **SALE** transaction described earlier.

## Example of a Sale + Cashback receipt

Merchant's Name, Address & Message _____		<b>MERCHANT COPY</b>																			
Merchant ID _____ Terminal ID _____ Date & Time _____ Batch & Invoice Nos. _____ Auth Code _____ Card Type _____ Transaction Type _____ Card Number (full) & expiry date _____ Signifies ICC Card used _____ Transaction amounts _____  Cardholder Name _____		<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>YOUR BUSINESS NAME</b> <b>YOURTOWN</b> <b>YOUR HEADER MESSAGE</b></p> <table border="0" style="width: 100%;"> <tr> <td>MERCHANT ID:</td> <td>123456789</td> </tr> <tr> <td>TERMINAL ID:</td> <td>01234567890</td> </tr> <tr> <td>DATE: JAN 01, 09</td> <td>TIME: 12:00</td> </tr> <tr> <td>BATCH: 123456-78</td> <td>INVOICE: 123456</td> </tr> <tr> <td>URN: 1AA23BBB800</td> <td>AUTH NO: 123456</td> </tr> </table> <p><b>MASTERCARD</b> <span style="float: right;"><b>SALE</b></span>          AID A1234567890123</p> <hr/> <p>1234567812345678 ICC          EXP: 01/10</p> <table border="0" style="width: 100%;"> <tr> <td>SALE AMT</td> <td style="text-align: right;">£ 10.00</td> </tr> <tr> <td>CASH BACK</td> <td style="text-align: right;">£ 10.00</td> </tr> <tr> <td colspan="2"><hr/></td> </tr> <tr> <td><b>TOTAL</b></td> <td style="text-align: right;"><b>£20.00</b></td> </tr> </table> <p style="text-align: center;">MR R. JONES  <b>VERIFIED BY PIN</b></p> <p style="text-align: center; font-size: small;">I agree to pay the above final amount according to the card/merchant Issuer Agreement</p> </div>		MERCHANT ID:	123456789	TERMINAL ID:	01234567890	DATE: JAN 01, 09	TIME: 12:00	BATCH: 123456-78	INVOICE: 123456	URN: 1AA23BBB800	AUTH NO: 123456	SALE AMT	£ 10.00	CASH BACK	£ 10.00	<hr/>		<b>TOTAL</b>	<b>£20.00</b>
MERCHANT ID:	123456789																				
TERMINAL ID:	01234567890																				
DATE: JAN 01, 09	TIME: 12:00																				
BATCH: 123456-78	INVOICE: 123456																				
URN: 1AA23BBB800	AUTH NO: 123456																				
SALE AMT	£ 10.00																				
CASH BACK	£ 10.00																				
<hr/>																					
<b>TOTAL</b>	<b>£20.00</b>																				
Merchant copy of receipt _____		<b>MERCHANT COPY</b> <small>TC:XXXXXXXXXXXXXXXXXX</small>																			

		<b>CUSTOMER'S COPY</b>																			
Card Number truncated for security _____  Payment method: ICC—Chip Card used SWIPED—Card was swiped KEYED—Keyed entry		<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>YOUR BUSINESS NAME</b> <b>YOURTOWN</b> <b>YOUR HEADER MESSAGE</b></p> <table border="0" style="width: 100%;"> <tr> <td>MERCHANT ID:</td> <td>123456789</td> </tr> <tr> <td>TERMINAL ID:</td> <td>01234567890</td> </tr> <tr> <td>DATE: JAN 01, 09</td> <td>TIME: 12:00</td> </tr> <tr> <td>BATCH: 123456-78</td> <td>INVOICE: 123456</td> </tr> <tr> <td>URN: 1AA23BBB800</td> <td>AUTH NO: 123456</td> </tr> </table> <p><b>MASTERCARD</b> <span style="float: right;"><b>SALE</b></span>          AID A1234567890123</p> <hr/> <p>*****5678 ICC          EXP: 01/10</p> <table border="0" style="width: 100%;"> <tr> <td>SALE AMT</td> <td style="text-align: right;">£ 10.00</td> </tr> <tr> <td>CASH BACK</td> <td style="text-align: right;">£ 10.00</td> </tr> <tr> <td colspan="2"><hr/></td> </tr> <tr> <td><b>TOTAL</b></td> <td style="text-align: right;"><b>£20.00</b></td> </tr> </table> <p style="text-align: center;">MR R. JONES  <b>VERIFIED BY PIN</b></p> <p style="text-align: center; font-size: small;">I agree to pay the above final amount according to the card/merchant Issuer Agreement</p> </div>		MERCHANT ID:	123456789	TERMINAL ID:	01234567890	DATE: JAN 01, 09	TIME: 12:00	BATCH: 123456-78	INVOICE: 123456	URN: 1AA23BBB800	AUTH NO: 123456	SALE AMT	£ 10.00	CASH BACK	£ 10.00	<hr/>		<b>TOTAL</b>	<b>£20.00</b>
MERCHANT ID:	123456789																				
TERMINAL ID:	01234567890																				
DATE: JAN 01, 09	TIME: 12:00																				
BATCH: 123456-78	INVOICE: 123456																				
URN: 1AA23BBB800	AUTH NO: 123456																				
SALE AMT	£ 10.00																				
CASH BACK	£ 10.00																				
<hr/>																					
<b>TOTAL</b>	<b>£20.00</b>																				
Customer's copy of receipt _____		<b>CUSTOMER COPY</b> <small>TC:XXXXXXXXXXXXXXXXXX</small>																			

## Sale + Tip (Inserting a Chip Card)

This is much the same as a regular sale transaction, with the added ability of including a tip on top of the transaction amount.

**PLEASE NOTE:** This is a service that must be requested from your Acquirer. When activated, tipping will be set by default for all sale transactions.

### Step 1

You can start a Chip and PIN sale transaction in one of two ways:

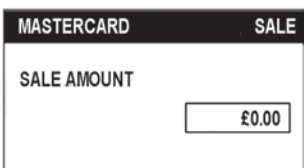
- Press **SALE** on the idle screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader, or into the optional PIN Pad.



The terminal will read the chip on the card and display the card type.

### Step 2

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press **Enter**.



**Example:**

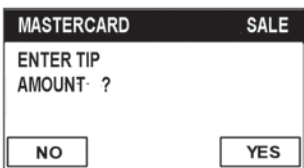
*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

### Step 3

Next, hand the terminal to the customer and let them choose if they wish to enter a tip.

**Please turn over to continue...**



If the customer chooses **YES/Enter**, he/she should then choose the percentage tip to apply. If none of the preset percentages are appropriate, he/she should choose Option 4, **OTHER**.

MASTERCARD		SALE
CHOOSE TIP OPTION		
10 %		1
15 %		2
20 %		3
OTHER		4
		<b>QUIT</b>

If the customer pressed **NO/Clear**, continue at Step 6.

#### Step 4

If the customer chose one of the fixed percentage tips, the amount is displayed and he/she should confirm the amount.

MASTERCARD		SALE
TIP AMOUNT	£ 10.00	
CORRECT ?		
<b>NO</b>	<input type="text"/>	<b>YES</b>

If the customer chose **OTHER**, then he/she should enter a **TIP AMOUNT** on the next screen and confirm it by pressing **Enter**.

MASTERCARD		SALE
TIP AMOUNT		
	<input type="text" value="£0.00"/>	

#### Step 5

The customer should confirm the total value of the transaction, by pressing **Yes/Enter**.

MASTERCARD		SALE
TOTAL	£ 10.00	
CORRECT ?		
<b>NO</b>	<input type="text"/>	<b>YES</b>

#### Step 6

Next, the customer must type in his/her PIN on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press **Enter**.

Pinpad	
TOTAL	£10.00
ENTER PIN	
<input type="text"/>	

The terminal will now attempt to connect to your Acquirer and the rest of the transaction will continue in the same way as a normal Chip and PIN sale.

*(See page 99 for troubleshooting communication problems)*

*(See Appendix A on page 104 for possible transaction responses)*

## Example of a Sale + Tip receipt

MERCHANT COPY	
Merchant's Name, Address & Message _____	<b>YOUR BUSINESS NAME</b> <b>YOURTOWN</b> <b>YOUR HEADER MESSAGE</b>
Merchant ID _____ Terminal ID _____ Date & Time _____ Batch & Invoice Nos. _____	MERCHANT ID: 123456789 TERMINAL ID: 01234567890 DATE: JAN 01, 09 TIME: 12:00 BATCH: 123456-78 INVOICE: 123456 URN: 1AA23BBB00 AUTH NO: 123456
Auth Code _____ Card Type _____ Transaction Type _____	<b>MASTERCARD</b> <b>SALE</b> AID A1234567890123
Card Number (full) _____ & expiry date _____ Signifies ICC Card used _____	<b>1234567812345678 ICC</b> EXP: 01/10
Transaction amounts _____	SALE AMOUNT £ 10.00 GRATUITY/TIP in £ 1.00 <b>TOTAL incl. TIP £11.00</b>
Cardholder Name _____	MR R. JONES <b>VERIFIED BY PIN</b> I agree to pay the above final amount according to the card/merchant Issuer Agreement
Merchant copy of receipt _____	<b>MERCHANT COPY</b> TC:XXXXXXXXXXXXXXXXXXXX

CUSTOMER'S COPY	
<b>YOUR BUSINESS NAME</b> <b>YOURTOWN</b> <b>YOUR HEADER MESSAGE</b>	
MERCHANT ID: 123456789 TERMINAL ID: 01234567890 DATE: JAN 01, 09 TIME: 12:00 BATCH: 123456-78 INVOICE: 123456 URN: 1AA23BBB00 AUTH NO: 123456	
<b>MASTERCARD</b> <b>SALE</b> AID A1234567890123	
Card Number truncated for security _____	*****5678 ICC EXP: 01/10
Payment method: ICC—Chip Card used SWIPED—Card was swiped KEYED—Keyed entry	SALE AMT £ 10.00 CASH BACK £ 10.00 <b>TOTAL £20.00</b>
Customer's copy of receipt _____	<b>CUSTOMER COPY</b> TC:XXXXXXXXXXXXXXXXXXXX

## Forced Sale (after a Referral call)

If during a Sale transaction, the terminal instructs you to call the **Authorisation Centre** for authorisation, then the transaction in progress will be aborted. Then if the Authorisation Centre approves the transaction, you will need to re-enter the details using the **Forced Sale** transaction. The Authorisation Centre will issue you with an **Approval Code** which you will use during the transaction.

### Step 1

Press **Main menu**, then **New trans** and then **Force** to select the transaction.

### Step 2

Swipe or Insert the payment card in the normal manner.

### Step 3

Key the transaction amount, and press **Enter**.

### Step 4

Key in the Approval Code you were given by the Authorisation Centre.

To toggle between the two screens which allow you to enter numeric or alpha values, press the **SELECT** button.

To delete the last character, press **←** the button.

MASTERCARD			OFFLINE
ENTER APPROVAL CODE			
1	2	3	
4	5	6	
7	8	9	
←			0 SELECT

MASTERCARD			OFFLINE
ENTER APPROVAL CODE			
1 QZ	2 ABC	3 DEF	
4 GHI	5 JKL	6 MNO	
7 PRS	8 TUV	9 WXY	
←			0 +? SELECT

Press **Enter** when complete.

This Approval Code will be printed as the AUTH No. on the receipt.

### Step 5

The transaction will continue to print out the Merchant and Customer receipts in the same way as a normal Chip and PIN sale.



## Pre-Authorisation

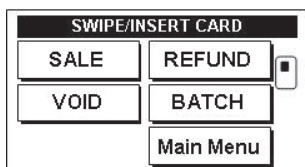
This transaction is particularly useful in a Hotel environment, where the **Pre-Authorisation** is performed when the guest checks-in. The final bill is estimated, and the customer's account is checked for sufficient funds, and the estimated amount is reserved in, but not taken from, his bank. The funds are eventually taken using a **Completion** transaction when the customer settles his bill on check-out. There are, of course, other situations where these transactions would be useful.

Your bank will be able to help you regarding the period that a pre-authorisation is valid, and the limits around which the pre-authorisation amount is valid, i.e. where the estimated amount falls too far short of the actual completion total.

### Step 1

You can start a Pre-Authorisation transaction as follows:

- Press Main Menu on the idle screen.
- Press New Trans on the resulting Main Menu screen.
- Press Pre Auth on the New Transaction screen.

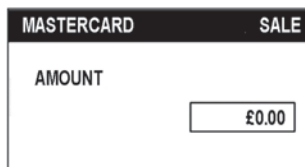


### Step 2

Insert or swipe the customer's payment card.

### Step 3

Key in the estimated final amount in pence (or cents in ROI) and press Enter.



*Example:*

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

## Step 4

Ask the customer to key in the PIN, and press **Enter**.

Pinpad	
TOTAL	£0.00
ENTER PIN	<input type="text"/>

The terminal will now attempt to connect to your Acquirer.  
 (See page 99 for troubleshooting communication problems)

The terminal will then display a response.  
 (See Appendix A on page 105 for possible transaction responses)

The terminal will print a Merchant receipt.

**Make sure you keep this receipt in a safe place as you will need to refer to the Host Ref. No. when you perform a Completion transaction.**

YOUR BUSINESS NAME	
YOUTOWN	
YOUR HEADER MESSAGE	
MERCHANT ID:	123456789
TERMINAL ID:	01234567890
DATE: JAN 01, 09	TIME: 12:00
BATCH: 123456-78	INVOICE: 123456
URN: 1AA238BBB00	AUTH NO: 123456
MASTERCARD	PRE AUTH
1234567812345678	
EXP: 01/10	
TOTAL	£ 10.00
Host Ref No.	12345678
-----	
FUNDS RELATED TO THIS TRANSACTION WILL NOT BE DEBITED FROM THE CARDHOLDER ACCOUNT UNTIL COMPLETION OF SALE	
MERCHANT COPY	

**Press Enter to return to the Idle screen.**

## Completion (of a pre-authorisation)

This transaction is designed to complete the transaction initiated by a Pre-Authorisation (see page 39).

### Step 1

Press **Main menu**, then **New trans** and then **Completion** to select the transaction (You may need to press **Next** on the **New Trans** menu to see the choice).

### Step 2

Swipe or Insert the payment card in the normal manner.

### Step 3

Key the final amount, in pence (or cents in ROI) and press **Enter**.

*Example:*

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

MASTERCARD	SALE
FINAL AMT.	
	<input type="text" value="£0.00"/>

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

### Step 4

Refer to the receipt for the Pre-Authorisation and note the Host Ref No. printed near the bottom. Key this Host Ref No, and press **Enter**.

MASTERCARD	SALE
ENTER HOST REF NO	
	<input type="text"/>

The terminal will now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

### Step 5

Remove the card and the Merchant Copy of the receipt and press **Enter**.

RECEIPT
REMOVE MERCHANT COPY
<input type="text" value="OK"/>

The terminal will then print the Customer Copy of the receipt.

### **Step 6**

Tear off the Customer Copy and hand it to the customer along with their card. Then press Enter to return to the idle screen.

### **What happens if the final amount exceeds the amount estimated on the Pre Authorisation transaction?**

Your bank allows a small percentage variation on the estimated amount.

If the final amount however exceeds the Pre Auth amount by more than this allowance, then the bank performs a second authorisation on the difference between the two amounts (see the example **Completion** receipts on the next page).

## Example of a Completion receipt

### MERCHANT COPY

Merchant's Name, Address & Message \_\_\_\_\_

Merchant ID \_\_\_\_\_  
Terminal ID \_\_\_\_\_  
Date & Time \_\_\_\_\_  
Batch & Invoice Nos. \_\_\_\_\_

Auth Code \_\_\_\_\_

Card Type \_\_\_\_\_

Transaction Type \_\_\_\_\_

Card Number (full) \_\_\_\_\_

& expiry date \_\_\_\_\_

Signifies ICC Card used \_\_\_\_\_

Transaction amounts \_\_\_\_\_

Authority for transaction on excess amount \_\_\_\_\_

Authority for transaction on Pre Auth amount \_\_\_\_\_

Merchant copy of receipt \_\_\_\_\_

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA23BBB00 AUTH NO: 123456

**MASTERCARD COMPLETION**

1234567812345678  
EXP: 01/10

**SALE AMOUNT £ 999.00**

AUTH NO: 654321  
(02/01/09 £ 989.00)  
PREVIOUS AUTHS: 123456  
(01/01/09 £ 10.00)

I agree to pay the above final  
amount according to the  
card/merchant Issuer agreement

MERCHANT COPY

### CUSTOMER'S COPY

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA23BBB00 AUTH NO: 123456

**MASTERCARD COMPLETION**

\*\*\*\*\*5678

**SALE AMOUNT £ 999.00**

AUTH NO: 654321  
(02/01/09 £ 989.00)  
PREVIOUS AUTHS: 123456  
(01/01/09 £ 10.00)

I agree to pay the above final  
amount according to the  
card/merchant Issuer agreement

CUSTOMER COPY

Card Number truncated for security \_\_\_\_\_

Customer's copy of receipt \_\_\_\_\_

## Keyed Sale – Customer Not Present

This method is used for taking transactions when the customer is **not** next to the terminal with their card, for example - a telephoned order.

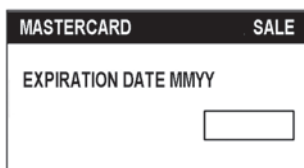
### Step 1

Press **SALE** and carefully type in the long number on the front of the card. As you type, you will notice that the message changes from **SWIPE/INSERT CARD** to **ENTER CARD NUMBER** and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press **Enter**.



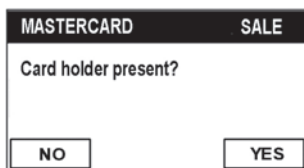
### Step 2

Type in the **EXPIRATION DATE** in the format shown, and press **Enter**.



### Step 3

You will then be asked if the card holder is present. Press **NO/Clear** to continue or **Cancel** to cancel the transaction.



### Step 4

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press **Enter**.



### Example:

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

*The remainder of the screens which ask for information may be present if the configuration of your terminal demands it.*

### Step 5

Type in the 3 digit CVV2 code (security code) on the back of the card and press **Enter**.



CVV2

MASTERCARD	SALE
CVV2 FROM CARD	
<input type="text"/>	

The terminal will now attempt to connect to your Acquirer.

*(See page 99 for troubleshooting communication problems)*

After the terminal connects, it will display the response from your Acquirer

MASTERCARD	SALE
DATA MATCHED CAPTURE TRANSACTION?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

### Step 6

Now you must decide if you are happy to continue with the transaction in light of the response displayed.

If you press **NO/Clear**, the terminal will print out the Reversal Copy of the receipt and connect to your Acquirer to reverse the transaction.

If successful, the terminal will display **REVERSAL ACCEPTED**. Press **Enter** to return to the idle screen.

If you press **YES/Enter**, the Approval Code will be displayed and the terminal will print the Merchant Copy of the receipt.

### Step 7

Remove the Merchant Copy of the receipt and press **OK/Enter**.

The terminal will then print the Customer Copy of the receipt and display the Approval Code.

### Step 8

Tear off the Customer Copy and press **Enter** to return to the idle screen.

## Example of a MOTO Customer Not Present Sale receipt

### MERCHANT COPY

Merchant's Name, Address & Message \_\_\_\_\_

Merchant ID \_\_\_\_\_  
 Terminal ID \_\_\_\_\_  
 Date & Time \_\_\_\_\_  
 Batch & Invoice Nos. \_\_\_\_\_

Card Type \_\_\_\_\_  
 Transaction Type \_\_\_\_\_  
 Card Number (full) & expiry date \_\_\_\_\_  
 Transaction amount \_\_\_\_\_

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
 TERMINAL ID: 01234567890  
 DATE: JAN 01, 09 TIME: 12:00  
 BATCH: 123456-78 INVOICE: 123456  
 URN: 1AA238BBB00 AUTH NO: 123456

**MASTERCARD SALE**

1234567812345678  
 EXP: 01/10

**TOTAL £ 10.00**

\* CUSTOMER NOT PRESENT \*

MERCHANT COPY

### CUSTOMER'S COPY

Card Number truncated for security \_\_\_\_\_

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
 TERMINAL ID: 01234567890  
 DATE: JAN 01, 09 TIME: 12:00  
 BATCH: 123456-78 INVOICE: 123456  
 URN: 1AA238BBB00 AUTH NO: 123456

**MASTERCARD SALE**

\*\*\*\*\*5678

**TOTAL £ 10.00**

\* CUSTOMER NOT PRESENT \*

CUSTOMER COPY



## Mail Order Sale (Keyed – Customer Not Present)

This method is used for taking transactions when the customer is **not** next to the terminal with their card, for example, Mailed Orders.

### Step 1

Press **Main Menu**, then **New trans**, and then **M/O Sale**, you may need to press **NEXT** on menus to display the required menu items (depending on the configuration of your terminal).

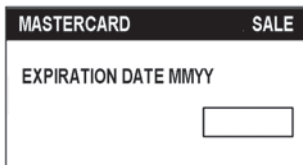
### Step 2

Carefully type in the long number on the front of the card. Once the number has been typed in correctly, press **Enter**.



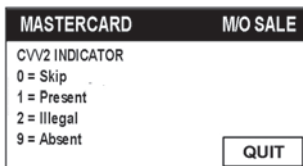
### Step 3

Type in the **EXPIRATION DATE** in the format shown, and press **Enter**.



### Step 4

Press the appropriate key for the presence or otherwise of the CVV2 code. If you press key 1, you will be asked to enter the number, see page 45.



### Step 5

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press **Enter**.



### Example:

**Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).**

The remainder of the screens which ask for information may be present if the configuration of your terminal demands it.

The terminal will now attempt to connect to your Acquirer.

*(See page 99 for troubleshooting communication problems)*

After the terminal connects, it will display the response from your Acquirer

RESPONSE	
APPROVAL	123456

#### **Step 6**

Remove the Merchant Copy of the receipt and press **OK/Enter**.

The terminal will then print the Customer Copy of the receipt and display the Approval Code.

#### **Step 7**

Tear off the Customer Copy and press **Enter** to return to the idle screen.

## Example of a Mail Order Sale receipt

Merchant's Name, Address & Message \_\_\_\_\_

Merchant ID \_\_\_\_\_

Date & Time \_\_\_\_\_

Auth Code \_\_\_\_\_

Card Type \_\_\_\_\_

Transaction Type \_\_\_\_\_

Card Number (full) & expiry date \_\_\_\_\_

Transaction amount \_\_\_\_\_

**MERCHANT COPY**

**YOUR BUSINESS NAME**

**YOURTOWN**

**YOUR HEADER MESSAGE**

MERCHANT ID:	123456789
TERMINAL ID:	01234567890
DATE: JAN 01, 09	TIME: 12:00
BATCH: 123456-78	INVOICE: 123456
URN: 1AA23BBB00	AUTH NO: 123456

**MASTERCARD**
**SALE**

1234567812345678

EXP: 01/10

**TOTAL**
**£ 10.00**

\* CUSTOMER NOT PRESENT \*

MERCHANT COPY

Card Number truncated for security \_\_\_\_\_

**CUSTOMER'S COPY**

**YOUR BUSINESS NAME**

**YOURTOWN**

**YOUR HEADER MESSAGE**

MERCHANT ID:	123456789
TERMINAL ID:	01234567890
DATE: JAN 01, 09	TIME: 12:00
BATCH: 123456-78	INVOICE: 123456
URN: 1AA23BBB00	AUTH NO: 123456

**MASTERCARD**
**SALE**

\*\*\*\*\*5678

**TOTAL**
**£ 10.00**

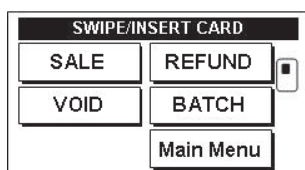
\* CUSTOMER NOT PRESENT \*

CUSTOMER COPY

## Refund (Inserting a Chip Card)

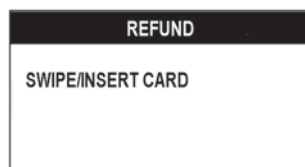
### Step 1

Choose **REFUND** from the Idle screen.



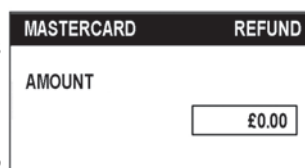
### Step 2

Insert the customer's Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.



### Step 3

Type in the **REFUND AMOUNT** in pence (or cents in ROI) and press **Enter**.



*Example:*

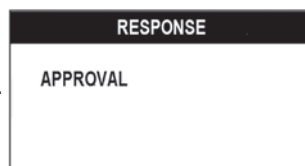
*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

The terminal may now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

The terminal will then display a response.

If the transaction is approved the terminal will display **APPROVAL** and the terminal will print the Merchant Copy of the receipt.

(See Appendix A on page 104 for possible transaction responses)



### Step 4

Remove the card and the Merchant Copy of the receipt.

### Step 5

Press **Enter** to confirm. The terminal will print the Customer Copy of the receipt Press **Enter** to return to the idle screen.

## Example of a Refund receipt

**MERCHANT COPY**

Merchant's Name, Address & Message \_\_\_\_\_

Merchant ID \_\_\_\_\_

Terminal ID \_\_\_\_\_

Date & Time \_\_\_\_\_

Batch & Invoice Nos. \_\_\_\_\_

Card Type \_\_\_\_\_

Transaction Type \_\_\_\_\_

Card Number (full) & expiry date \_\_\_\_\_

Transaction amount \_\_\_\_\_

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA238BBB00

**MASTERCARD REFUND**

1234567812345678  
EXP: 01/10

**TOTAL - £ 10.00**

X.....

MERCHANT COPY

**CUSTOMER'S COPY**

Card Number truncated for security \_\_\_\_\_

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA238BBB00

**MASTERCARD REFUND**

\*\*\*\*\* 5678

**TOTAL - £ 10.00**

CUSTOMER COPY

## Keyed Refund (Customer Not Present)

This method is used for refunding money to customers who are **not** next to the terminal.

### Step 1

Press **REFUND** and carefully type in the long number on the front of the card. As you type, you will notice that the message changes from **SWIPE/INSERT CARD** to **ENTER CARD NUMBER** and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press **Enter**.

REFUND	
ENTER CARD NUMBER	
<input type="text"/>	

### Step 2

Type in the **EXPIRATION DATE** in the format shown, and press **Enter**.

MASTERCARD	REFUND
EXPIRATION DATE MMY	
<input type="text"/>	

### Step 3

You will then be asked if the card holder is present. Press **NO/Clear** to continue or **Cancel** to cancel the transaction.

MASTERCARD	REFUND
Card holder present?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

### Step 3

Type in the **REFUND AMOUNT** in pence (or cents in ROI) and press **Enter**.

MASTERCARD	REFUND
AMOUNT	
<input type="text" value="£0.00"/>	

#### Example:

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

The terminal may now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

The terminal will then display a response.

If the transaction is approved the terminal will display **APPROVAL** and the terminal will print the Merchant Copy of the receipt.

(See Appendix **A** on page **104** for possible transaction responses)

#### **Step 4**

Remove the card and the Merchant Copy of the receipt.

#### **Step 5**

Press **Enter** to confirm. The terminal will print the Customer Copy of the receipt Press **Enter** to return to the idle screen.

### ***Keyed Refund receipt***

The receipts are identical to the normal **REFUND** receipt described on page 51.

## Mail Order Refund (Customer Not Present)

This method is used for refunding money to Mail Order customers.

### Step 1

Press **Main Menu** , then **New trans**, and then **M/O Refund**, you may need to press **NEXT** on menus to display the required menu items (depending on the configuration of your terminal).

### Step 2

Carefully type in the long number on the front of the card. Once the number has been typed in correctly, press **Enter**.

REFUND	
ENTER CARD NUMBER	
<input type="text"/>	

### Step 3

Type in the **EXPIRATION DATE** in the format shown, and press **Enter**.

MASTERCARD	REFUND
EXPIRATION DATE MMY	
<input type="text"/>	

### Step 4

Press the appropriate key for the presence or otherwise of the CVV2 code. If you press **key 1**, you will be asked to enter the number, see page 45.

MASTERCARD	M/O SALE
CVV2 INDICATOR	
0 = Skip	
1 = Present	
2 = Illegal	
9 = Absent	
<input type="button" value="QUIT"/>	

### Step 3

Type in the **REFUND AMOUNT** in pence (or cents in ROI) and press **Enter**.

MASTERCARD	REFUND
AMOUNT	
<input type="text" value="£0.00"/>	

### Example:

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

The terminal will now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)



The terminal will then display a response.

If the transaction is approved the terminal will display **APPROVAL** and the terminal will print the Merchant Copy of the receipt.

(See Appendix **A** on page **104** for possible transaction responses)

#### **Step 4**

Remove the card and the Merchant Copy of the receipt.

#### **Step 5**

Press **Enter** to confirm. The terminal will print the Customer Copy of the receipt Press **Enter** to return to the idle screen.

### ***Mail Order Refund receipt***

The receipts are identical to the normal **REFUND** receipt described on page 51.

## Void

Use this transaction to cancel a previous transaction.

**USE WITH CARE as no funds will be paid into your bank for the cancelled (voided) transaction.**

### Step 1

Key in the Invoice Number of the transaction you wish to VOID.

To toggle between the two screens which allow you to enter numeric or alpha values, press the **SELECT** button.

To delete the last character, press the **←** button.

ENTER INVOICE NUMBER		
1	2	3
4	5	6
7	8	9
←	0	SELECT

### Step 2

The invoice number and value are displayed.

Confirm that the displayed invoice is the one you want to Void.

VOID	
123456	£ 10.00
CORRECT ?	
NO	YES

**The terminal may now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)**

The terminal will then display a response.

If the transaction is approved the terminal will display **APPROVAL** and the terminal will print the Merchant Copy of the receipt.

(See Appendix A on page 104 for possible transaction responses)

### Step 3

Remove the card and the Merchant Copy of the receipt.

### Step 4

Press **Enter** to confirm. The terminal will print the Customer Copy of the receipt Press **Enter** to return to the idle screen.

## DCC TRANSACTIONS

**These pages are applicable if your terminal is configured for DCC (Dynamic Currency Conversion).**

Please refer to page 28 for a general description of the DCC process.

The following pages, which are marked with a black edge, describe the transactions which will occur if your customer uses a payment card which is eligible for **DCC** (Dynamic Currency Conversion).

You will generally not be aware if your customer's payment card is eligible for DCC, and therefore your terminal will make that decision for you. It will then automatically guide you through a normal (non-DCC) or a DCC transaction.

## DCC Sale

### Step 1

You can start a Chip and PIN sale transaction in one of two ways:

- Press **SALE** on the idle screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader or into the optional PIN Pad.



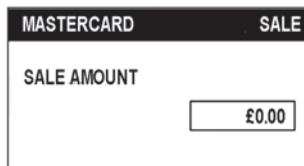
The terminal will read the chip on the card and display the card type.

### Step 2

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press Enter.

*Example:*

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*



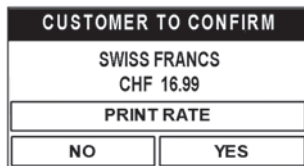
**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

If the terminal determines that the payment card is eligible for DCC, it will then proceed as follows, otherwise it will proceed as a non-DCC Sale (see page 29).

### Step 3

The terminal will display the Sale Amount in the customer's Home currency.

Press **PRINT RATE** to print a document showing the SALE amount in both currencies.



Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press No. A screen is then displayed in which you confirm that choice, press YES; the transaction will complete as in the non-DCC case, see page 29. or reconsider, press CONVERT and the conversion is re-offered.

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press Yes.

**\*\* RATE OF DAY \*\***

YOUR BUSINESS NAME  
YOURTOWN  
YOUR HEADER MESSAGE

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890

Today's exchange Rate for  
SWISS FRANCS  
on 06/04/09  
1.699101

Transaction Conversion

Local Currency Amt GBP £10.00  
CONVERSION RATE 1.699101  
Converted amount CHF 16.99  
\*\*\*\*\*

The customer must type in their PIN (Personal Identification Number) on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press Enter.

**PINPAD**

TOTAL £0.00  
ENTER PIN

The terminal will now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

The terminal will then display a response. If the transaction is approved, the Approval Code will then be displayed and the terminal will print the Merchant Copy of the receipt.

(See Appendix A on page 104 for possible transaction responses)

**RESPONSE**

APPROVAL 123456

#### Step 4

Remove the card and the Merchant Copy of the receipt and press OK/Enter.

**RECEIPT**

REMOVE MERCHANT COPY

OK

## Step 5

The terminal will print the Customer Copy of the receipt  
Press Enter to return to the idle screen.

### *Example of a DCC Sale receipt*

The DCC Sale Receipts are similar to their non-DCC equivalents except as shown

Conversion details

Transaction amount in 'foreign' currency

This text may vary, depending on Card type, etc.

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID:	123456789
TERMINAL ID:	01234567890
DATE: JAN 01, 09	TIME: 12:00
BATCH: 123456-78	INVOICE: 123456
URN: 1AA23888B00	AUTH NO: 123456
<b>MASTERCARD</b>	<b>SALE</b>

1234567812345678 ICC  
EXP: 01/10

SALE AMT	£ 10.00
CONVERSION RATE	1.699101
COMMISSION	0.00
EXCHANGE MARK-UP 2.5%	

TRANSACTION CURRENCY  
CHF 16.99

MR R. JONES

**VERIFIED BY PIN**

Currency Conversion Provided by  
Elavon Merchant Services

I accept that I have been offered a choice of currencies for payment. I accept the conversion rate amount & that the final selected transaction currency is  
SWISS FRANCS

I also accept that my choice of currency is final.

Reference Rate Provided by U.S. Bancorp  
Wholesale Rate

MERCHANT COPY

## DCC Sale + Cashback

If the customer asks for Cashback, then DCC will not be offered.. In other words, Cashback is not compatible with DCC.

In this event then the transaction proceeds as a local currency Sale + Cashback, see page 32.

## DCC Sale + Tip

This transaction is similar to the regular non-DCC Sale + Tip transaction. The Tip amount is always entered in the customer's chosen currency, i.e. after the decision whether to pay in his 'home' currency or your local currency.

**PLEASE NOTE:** This is a service that must be requested from your Acquirer. When activated, tipping will be set by default for all sale transactions.

### Step 1

You can start a Chip and PIN sale transaction in one of two ways:

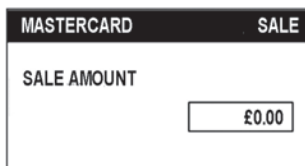
- Press SALE on the idle screen and insert a Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.
- Insert the Chip Card straight into the terminal's Chip Card reader, or into the optional PIN Pad.



The terminal will read the chip on the card and display the card type.

### Step 2

Type in the SALE AMOUNT in pence (or cents in ROI) and press Enter.



**Example:**

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

If the terminal determines that the payment card is eligible for DCC, it will then proceed as follows, otherwise it will proceed as a non-DCC Sale (see page 35).

### Step 3



The terminal will display the Sale Amount in the customer's Home currency.

Press **PRINT RATE** to print a document showing the **SALE** amount in both currencies.

Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press **No**. A screen is then displayed in which you confirm that choice, press **YES**; the transaction will complete as in the non-DCC case, see page 36. or reconsider, press **CONVERT** and the conversion is re-offered.

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press **Yes**.

#### Step 4

Next, hand the terminal to the customer and let him choose if he wishes to enter a tip.

If the customer chooses **YES/Enter**, he/she should then choose the percentage tip to apply. If none of the preset percentages are appropriate, he/she should choose Option 4, **OTHER**.

If the customer press **NO/Clear**, go to Step 6.

CUSTOMER TO CONFIRM	
SWISS FRANCS CHF 16.99	
<b>PRINT RATE</b>	
<b>NO</b>	<b>YES</b>

<b>** RATE OF DAY **</b>	
YOUR BUSINESS NAME YOURTOWN YOUR HEADER MESSAGE	
MERCHANT ID:	123456789
TERMINAL ID:	01234567890
Today's exchange Rate for SWISS FRANCS on 06/04/09 1.699101	
<u>Transaction Conversion</u>	
Local Currency Amt GBP	£10.00
CONVERSION RATE	1.699101
Converted amount CHF	16.99
*****	

MASTERCARD	SALE
<b>ENTER TIP AMOUNT ?</b>	
<b>NO</b>	<b>YES</b>

MASTERCARD	SALE
<b>CHOOSE TIP OPTION</b>	
10 %	1
15 %	2
20 %	3
OTHER	4
<b>QUIT</b>	

**Step 5**

If the customer chose one of the fixed percentage tips, the amount is displayed and he/she should confirm the amount.

MASTERCARD	SAL+CSH
TIP AMOUNT	CHF 10.00
CORRECT ?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

If the customer chose OTHER, then he/she should enter a TIP AMOUNT on the next screen and confirm it by pressing Enter.

MASTERCARD	SALE
TIP AMOUNT	
<input type="text" value="CHF 0.00"/>	

**Step 6**

The customer should confirm the total value of the transaction, by pressing Yes/Enter.

MASTERCARD	SALE
TOTAL	CHF 10.00
CORRECT ?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

**Step 7**

Next, the customer must type in his/her PIN on the terminal keypad or the optional PIN Pad. After the PIN has been typed in, the customer should press Enter.

Pinpad	
TOTAL	CHF 0.00
ENTER PIN	
<input type="text"/>	

The terminal will now attempt to connect to your Acquirer and the rest of the transaction will continue in the same way as a normal Chip and PIN sale.

*(See page 99 for troubleshooting communication problems)*

*(See Appendix A on page 104 for possible transaction responses)*

Please turn over to continue...

## Example of a DCC Sale + Tip receipt

The DCC Sale + Tip Receipt is similar to the non-DCC receipt, except as shown below.

MERCHANT COPY

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
 TERMINAL ID: 01234567890  
 DATE: JAN 01, 09      TIME: 12:00  
 BATCH: 123456-78      INVOICE: 123456  
 URN: 1AA23BBB00      AUTH NO: 123456  
**MASTERCARD                      SALE**

**1234567812345678    ICC**  
 EXP: 01/10

SALE AMT	£ 10.00
CONVERSION RATE	1.699101
COMMISSION	0.00
EXCHANGE MARK-UP 2.5%	
TRANSACTION CURRENCY	
CHF	16.99
GRATUITY/TIP in CHF	4.01
<b>TOTAL incl. TIP CHF</b>	<b>21.00</b>

MR R. JONES

**VERIFIED BY PIN**

Currency Conversion Provided by  
 Elavon Merchant Services

I accept that I have been offered a choice  
 of currencies for payment. I accept the  
 conversion rate amount & that the final  
 selected transaction currency is  
**SWISS FRANCS**  
 I also accept that my choice of currency  
 is final.

Reference Rate Provided by U.S. Bancorp  
 Wholesale Rate

MERCHANT COPY

Conversion details ————— }

Transaction amount in  
'foreign' currency ————— }

This text may vary, de-  
pending on Card type, etc. ————— }

## DCC Forced Sale

If during a DCC Sale transaction, the terminal instructs you to call the Authorisation Centre for authorisation, then the transaction in progress will be aborted. Then if the Authorisation Centre approves the transaction, you will need to re-enter the details using the Forced Sale transaction. The Authorisation Centre will issue you with an Approval Code which you will use during the transaction.

### Step 1

Press Main menu, then New trans and then Force to select the transaction.

### Step 2

Swipe or Insert the payment card in the normal manner.

### Step 3

Key the transaction amount, and press Enter.

### Step 4

If in the original transaction the customer chose to use his 'Home' currency, you should choose to do so again.

CUSTOMER TO CONFIRM	
SWISS FRANCS	
CHF 16.99	
PRINT RATE	
NO	YES

Key in the Approval Code you were given by the Authorisation Centre.

MASTERCARD		OFFLINE
ENTER APPROVAL CODE		
1	2	3
4	5	6
7	8	9
←	0	SELECT

To toggle between the two screens which allow you to enter numeric or alpha values, press the SELECT button.

MASTERCARD		OFFLINE
ENTER APPROVAL CODE		
1 QZ	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
←	0 +?	SELECT

To delete the last character, press the ← button.

Press Enter when complete. This Approval Code will be printed as the AUTH No. on the receipt.

## Step 5

The transaction will continue to print out the Merchant and Customer receipts in the same way as a normal Chip and PIN sale.

### *Example of a DCC Forced Transaction receipt*

The DCC Forced Transaction Receipt is similar to the non-DCC receipt, except as shown below.

		<p><b>YOUR BUSINESS NAME</b>  <b>YOURTOWN</b>  <b>YOUR HEADER MESSAGE</b></p> <p>MERCHANT ID: 123456789          TERMINAL ID: 01234567890          DATE: JAN 01, 09      TIME: 12:00          BATCH: 123456-78      INVOICE: 123456          URN: 1AA23888B00      AUTH NO: 123456  <b>MASTERCARD</b>      <b>OFFLINE</b></p> <p>1234567812345678 ICC          EXP: 01/10</p>
Conversion details	_____ {	<p>SALE AMT      £ 10.00          CONVERSION RATE      1.699101          COMMISSION      0.00          EXCHANGE MARK-UP 2.5%</p>
Transaction amount in 'foreign' currency	_____ {	<p>TRANSACTION CURRENCY          CHF      16.99</p> <p>GRATUITY/TIP in CHF      4.01</p> <p><b>TOTAL incl. TIP CHF      21.00</b>  <b>* OFFLINE ENTERED *</b></p>
This text may vary, depending on Card type, etc.	_____ {	<p>Currency Conversion Provided by          Elavon Merchant Services</p> <p>I accept that I have been offered a choice of currencies for payment. I accept the conversion rate amount &amp; that the final selected transaction currency is</p> <p><b>SWISS FRANCS</b></p> <p>I also accept that my choice of currency is final.</p> <p>Reference Rate Provided by U.S. Bancorp          Wholesale Rate</p> <p><b>MERCHANT COPY</b></p>

## DCC Pre-Authorisation

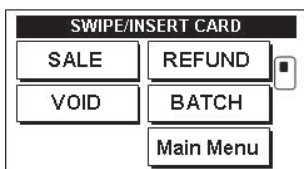
This transaction is particularly useful in a Hotel environment, where the Pre-Authorisation is performed when the guest checks-in. The final bill is estimated, and the customer's account is checked for sufficient funds, and the estimated amount is reserved in, but not taken from, his bank. The funds are eventually taken using a Completion transaction when the customer settles his bill on check-out. There are, of course, other situations where these transactions would be useful.

Your bank will be able to help you regarding the period that a pre-authorisation is valid, and the limits around which the pre-authorisation amount is valid, i.e. where the estimated amount falls too far short of the actual completion total.

### Step 1

You can start a Pre-Authorisation transaction as follows:

- Press Main Menu on the idle screen.
- Press New Trans on the resulting Main Menu screen.
- Press Pre Auth on the New Transaction screen.

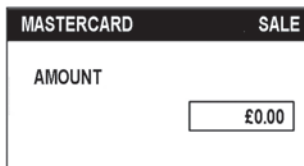


### Step 2

Insert or swipe the customer's payment card.

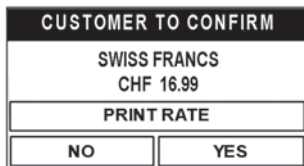
### Step 3

Key in the estimated final amount, and press Enter when complete.



### Step 4

The terminal will display the Sale Amount in the customer's Home currency.



Press **PRINT RATE** to print a document showing the **SALE** amount in both currencies.

Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press No. A screen is then displayed in which you confirm that choice, press **YES**; the transaction will complete as in the non-DCC case, see page 39. or reconsider, press **CONVERT** and the conversion is re-offered.

**\*\* RATE OF DAY \*\***

YOUR BUSINESS NAME  
YOURTOWN  
YOUR HEADER MESSAGE

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890

Today's exchange Rate for  
SWISS FRANCS  
on 06/04/09  
1.699101

Transaction Conversion

Local Currency Amt GBP £10.00  
CONVERSION RATE 1.699101  
Converted amount CHF 16.99  
\*\*\*\*\*

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press **Yes**.

#### Step 5

Ask the customer to key in the PIN, and press **Enter**.

The terminal will now attempt to connect to your Acquirer.  
(See page 99 for troubleshooting communication problems)

**Pinpad**

TOTAL CHF 0.00  
ENTER PIN

The terminal will then display a response. If the transaction is approved, the Approval Code will then be displayed and the terminal will print the Merchant Copy of the receipt.

(See Appendix A on page 104 for possible transaction responses)

**RESPONSE**

APPROVAL 123456

#### Step 6

Remove the card and the Merchant Copy of the receipt and press **OK/Enter**.

**RECEIPT**

REMOVE MERCHANT COPY

## Step 7

The terminal will print the Customer Copy of the receipt  
Press Enter to return to the idle screen.

### Example of a DCC Pre-Auth receipt

The DCC Pre-Auth Receipts are similar to their non-DCC equivalents except as shown

Conversion details

Transaction amount in  
'foreign' currency

This text may vary, depending  
on Card type, etc.

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA23BBBB00 AUTH NO: 123456  
MASTERCARD PRE AUTH

1234567812345678 ICC  
EXP: 01/10

SALE AMT £ 10.00  
CONVERSION RATE 1.699101  
COMMISSION 0.00  
EXCHANGE MARK-UP 2.5%

TRANSACTION CURRENCY  
CHF 16.99  
Host Ref No. 12345678

**VERIFIED BY PIN**

Currency Conversion Provided by  
Elavon Merchant Services

I accept that I have been offered a choice  
of currencies for payment. I accept the  
conversion rate amount & that the final  
selected transaction currency is

SWISS FRANCS

I also accept that my choice of currency  
is final.

In the event that I am not present at  
checkout, I accept that any final amount  
owed will be settled in the same currency  
and that the currency conversion will be  
performed using the rate in force on that  
date without further consultation with  
myself

Reference Rate Provided by U.S. Bancorp  
Wholesale Rate

MERCHANT COPY



## DCC Completion (of a DCC Pre-authorisation)

This transaction is designed to complete the transaction initiated by a Pre-Authorisation (see page 68).

### Step 1

Press Main menu, then New trans and then Completion to select the transaction (*You may need to press Next on the New Trans menu to see the choice*).

### Step 2

Swipe or Insert the payment card in the normal manner.

### Step 3

Key the final amount, and press Enter.

MASTERCARD	SALE
FINAL AMT.	
	£0.00

### Step 4

The terminal will display the Sale Amount in the customer's Home currency.

CUSTOMER TO CONFIRM	
SWISS FRANCS	
CHF 16.99	
PRINT RATE	
NO	YES

Press PRINT RATE to print a document showing the SALE amount in both currencies.

Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press No. A screen is then displayed in which you confirm that choice, press YES; the transaction will complete as in the non-DCC case, see page 41. or reconsider, press CONVERT and the conversion is re-offered.

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press Yes.

<b>** RATE OF DAY **</b>	
YOUR BUSINESS NAME	
YOUTOWN	
YOUR HEADER MESSAGE	
MERCHANT ID:	123456789
TERMINAL ID:	01234567890
Today's exchange Rate for SWISS FRANCS on 06/04/09 1.699101	
<u>Transaction Conversion</u>	
Local Currency Amt GBP	£10.00
CONVERSION RATE	1.699101
Converted amount CHF	16.99
*****	

Refer to the receipt for the Pre-Authorisation and note the Host Ref No. printed near the bottom. Key this Host Ref No, and press Enter.

MASTERCARD	SALE
ENTER HOST REF NO	
<input type="text"/>	

The terminal will now attempt to connect to your Acquirer.  
*(See page 99 for troubleshooting communication problems)*

#### Step 5

Remove the card and the Merchant Copy of the receipt and press Enter.

RECEIPT
REMOVE MERCHANT COPY
<input type="button" value="OK"/>

The terminal will then print the Customer Copy of the receipt.

## Example of a DCC Completion receipt

The DCC Completion Receipts are similar to their non-DCC equivalents except as shown

Conversion details

Transaction amount in  
'foreign' currency

This text may vary, depending  
on Card type, etc.

**YOUR BUSINESS NAME**  
**YOUTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA238BBB00 AUTH NO: 123456  
MASTERCARD COMPLETION

1234567812345678 ICC  
EXP: 01/10

SALE AMT £ 10.00  
CONVERSION RATE 1.699101  
COMMISSION 0.00  
EXCHANGE MARK-UP 2.5%

TRANSACTION CURRENCY  
CHF 16.99  
Host Ref No. 12345678

**VERIFIED BY PIN**

Currency Conversion Provided by  
Elavon Merchant Services

I accept that I have been offered a choice  
of currencies for payment. I accept the  
conversion rate amount & that the final  
selected transaction currency is  
SWISS FRANCS  
I also accept that my choice of currency  
is final.

Reference Rate Provided by U.S. Bancorp  
Wholesale Rate

MERCHANT COPY

## DCC Keyed Sale (Customer Not Present)

This method is used for taking transactions when the customer is not next to the terminal with their card, for example, telephoned orders.

### Step 1

Press **SALE** and carefully type in the long number on the front of the card. As you type, you will notice that the message changes from **SWIPE/INSERT CARD** to **ENTER CARD NUMBER** and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press Enter.

SALE
ENTER CARD NUMBER
<input type="text"/>

### Step 2

Type in the **EXPIRATION DATE** in the format shown, and press Enter.

MASTERCARD	SALE
EXPIRATION DATE MMYY	
<input type="text"/>	

### Step 3

You will then be asked if the card holder is present. Press **NO/ Clear** to continue or **Cancel** to cancel the transaction.

MASTERCARD	SALE
Card holder present?	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

### Step 4

Type in the **SALE AMOUNT** in pence (or cents in ROI) and press Enter.

SALE
BASE AMOUNT
<input type="text" value="£0.00"/>

### Example:

*Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).*

### Step 5

The terminal will display the Sale Amount in the customer's Home currency. Even if the customer is not present, there is still an opportunity to process the payment in his Home currency.

CUSTOMER TO CONFIRM	
SWISS FRANCS	
CHF 16.99	
PRINT RATE	
<input type="button" value="NO"/>	<input type="button" value="YES"/>

Press **PRINT RATE** to print a document showing the **SALE** amount in both currencies.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press **No**. A screen is then displayed in which you confirm that choice, press **YES**; the transaction will complete as in the non-DCC case, see page 44. or reconsider, press **CONVERT** and the conversion is re-offered.

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press **Yes**.

```

** RATE OF DAY **

YOUR BUSINESS NAME
YOURTOWN
YOUR HEADER MESSAGE

MERCHANT ID:      123456789
TERMINAL ID:      01234567890

Today's exchange Rate for
SWISS FRANCS
on 06/04/09
1.699101

Transaction Conversion

Local Currency Amt GBP      £10.00
CONVERSION RATE            1.699101
Converted amount CHF        16.99
*****
  
```

*The remainder of the screens which ask for information may be present if the configuration of your terminal demands it.*

#### Step 6

Type in the 3 digit **CVV2** code (security code) on the back of the card and press **Enter**.



CVV2

```

MASTERCARD      SALE
CVV2 FROM CARD

  
```

The terminal will now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

After the terminal connects, it will display the response from your Acquirer

```

MASTERCARD      SALE
DATA MATCHED
CAPTURE TRANSACTION?

 
  
```

**Step 7**

Now you must decide if you are happy to continue with the transaction in light of the response displayed.

If you press NO/Clear, the terminal will print out the Reversal Copy of the receipt and connect to your Acquirer to reverse the transaction.

If successful, the terminal will display REVERSAL ACCEPTED. Press Enter to return to the idle screen.

If you press YES/Enter, the Approval Code will be displayed and the terminal will print the Merchant Copy of the receipt.

**Step 8**

Remove the Merchant Copy of the receipt and press OK/Enter.

The terminal will then print the Customer Copy of the receipt and display the Approval Code.

**Step 9**

Tear off the Customer Copy and press Enter to return to the idle screen.

## Example of a DCC Keyed Sale receipt

The DCC MOTO Receipts are similar to their non-DCC equivalents except as shown

Conversion details

Transaction amount in  
'foreign' currency

This text may vary, depending  
on Card type, etc.

YOUR BUSINESS NAME	
YOURTOWN	
YOUR HEADER MESSAGE	
MERCHANT ID:	123456789
TERMINAL ID:	01234567890
DATE: JAN 01, 09	TIME: 12:00
BATCH: 123456-78	INVOICE: 123456
URN: 1AA23BBB00	AUTH NO: 123456
MASTERCARD	SALE
1234567812345678 ICC	
EXP: 01/10	
SALE AMT	£ 10.00
CONVERSION RATE	1.699101
COMMISSION	0.00
EXCHANGE MARK-UP 2.5%	
TRANSACTION CURRENCY	
CHF	16.99
MR R. JONES	
VERIFIED BY PIN	
Currency Conversion Provided by Elavon Merchant Services	
I accept that I have been offered a choice of currencies for payment. I accept the conversion rate amount & that the final selected transaction currency is SWISS FRANCS	
I also accept that my choice of currency is final.	
Reference Rate Provided by U.S. Bancorp Wholesale Rate	
MERCHANT COPY	

## DCC Mail Order Sale (Customer Not Present)

This method is used for taking transactions when the customer is not next to the terminal with their card, for example, telephoned orders.

### Step 1

Press Main Menu , then New trans, and then M/O Sale, you may need to press NEXT on menus to display the required menu items (depending on the configuration of your terminal).

### Step 2

Carefully type in the long number on the front of the card. Once the number has been typed in correctly, press Enter.

SALE	
ENTER CARD NUMBER	
<input type="text"/>	

### Step 3

Type in the EXPIRATION DATE in the format shown, and press Enter.

MASTERCARD	SALE
EXPIRATION DATE MMY	
<input type="text"/>	

### Step 4

Press the appropriate key for the presence or otherwise of the CVV2 code. If you press key 1, you will be asked to enter the number, see page 45.

MASTERCARD	M/O SALE
CVV2 INDICATOR	
0 = Skip	
1 = Present	
2 = Illegal	
9 = Absent	
<input type="button" value="QUIT"/>	

### Step 5

Type in the SALE AMOUNT in pence (or cents in ROI) and press Enter.

SALE	
BASE AMOUNT	
<input type="text" value="£0.00"/>	

### Example:

Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).

### Step 6

The terminal will display the Sale Amount in the customer's Home currency. Even if the customer is not present, there is still an opportunity to process the payment in his Home currency.

CUSTOMER TO CONFIRM	
SWISS FRANCS	
CHF 16.99	
<input type="button" value="PRINT RATE"/>	
<input type="button" value="NO"/>	<input type="button" value="YES"/>



Press **PRINT RATE** to print a document showing the **SALE** amount in both currencies.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press **No**. A screen is then displayed in which you confirm that choice, press **YES**; the transaction will complete as in the non-DCC case, see page 47. or reconsider, press **CONVERT** and the conversion is re-offered.

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press **Yes**.

```

**  RATE OF DAY  **

YOUR BUSINESS NAME
YOURTOWN
YOUR HEADER MESSAGE

MERCHANT ID:      123456789
TERMINAL ID:      01234567890

Today's exchange Rate for
SWISS FRANCS
on 06/04/09
1.699101

Transaction Conversion

Local Currency Amt GBP      £10.00
CONVERSION RATE            1.699101
Converted amount CHF        16.99
*****
  
```

*The remainder of the screens which ask for information may be present if the configuration of your terminal demands it.*

The terminal will now attempt to connect to your Acquirer.

*(See page 99 for troubleshooting communication problems)*

After the terminal connects, it will display the response from your Acquirer and print the Merchant Copy of the receipt.

RESPONSE	
APPROVAL	123456

#### Step 7

Remove the Merchant Copy of the receipt and press **OK/Enter**.

The terminal will then print the Customer Copy of the receipt and display the Approval Code.

#### Step 8

Tear off the Customer Copy and press **Enter** to return to the idle screen.

The receipts are similar to the non-DCC version described on page 49.

## DCC Refund

### Step 1

Choose REFUND from the Idle screen.

SWIPE/INSERT CARD	
SALE	REFUND
VOID	BATCH
Main Menu	

### Step 2

Insert the customer's Chip Card into the terminal's Chip Card reader or into the optional PIN Pad.

REFUND
SWIPE/INSERT CARD

### Step 3

Confirm whether you wish to proceed as a DCC Refund or a non-DCC refund.

If you choose Yes continue at Step 4.

MASTERCARD	REFUND
DCC REFUND ?	
NO	YES

If you choose No continue as described on page 50

### Step 4

Type in the REFUND AMOUNT in pence (or cents in ROI) and press Enter.

#### Example:

Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).

MASTERCARD	REFUND
AMOUNT	
£0.00	

**PLEASE NOTE:** If you make a mistake, you may clear the whole value to zero: press the Clear button on the keypad.

The terminal will display the Sale Amount in the customer's Home currency.

CUSTOMER TO CONFIRM	
SWISS FRANCS	
CHF 16.99	
PRINT RATE	
NO	YES

Press **PRINT RATE** to print a document showing the **REFUND** amount in both currencies.

Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press **No**. A screen is then displayed in which you confirm that choice, press **YES**; the transaction will complete as in the non-DCC case, see page 50. or reconsider, press **CONVERT** and the conversion is re-offered

```

**  RATE OF DAY  **

YOUR BUSINESS NAME
YOURTOWN
YOUR HEADER MESSAGE

MERCHANT ID:      123456789
TERMINAL ID:      01234567890

Today's exchange Rate for
SWISS FRANCS
on 06/04/09
1.699101

Transaction Conversion

Local Currency Amt GBP      £10.00
CONVERSION RATE            1.699101
Converted amount CHF        16.99
*****

```

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press **Yes**.

The terminal may now attempt to connect to your Acquirer. (See page 99 for troubleshooting communication problems)

The terminal will then display a response.

If the transaction is approved the terminal will display **APPROVAL** and the terminal will print the Merchant Copy of the receipt.

(See Appendix A on page 104 for possible transaction responses)

RESPONSE
APPROVAL

#### Step 4

Remove the card and the Merchant Copy of the receipt.

#### Step 5

Press **Enter** to confirm. The terminal will print the Customer Copy of the receipt Press **Enter** to return to the idle screen.

Please turn over to continue...

## Example of a DCC Refund receipt

The DCC Refund Receipts are similar to their non-DCC equivalents except as shown

Conversion details

Transaction amount in  
'foreign' currency

**YOUR BUSINESS NAME**  
**YOURTOWN**  
**YOUR HEADER MESSAGE**

MERCHANT ID: 123456789  
TERMINAL ID: 01234567890  
DATE: JAN 01, 09 TIME: 12:00  
BATCH: 123456-78 INVOICE: 123456  
URN: 1AA23BBB800 AUTH NO: 123456  
**MASTERCARD REFUND**

1234567812345678 ICC  
EXP: 01/10

REFUND AMOUNT £ 10.00  
CONVERSION RATE 1.699101  
COMMISSION 0.00  
EXCHANGE MARK-UP 2.5%

TRANSACTION CURRENCY  
CHF 16.99

Currency Conversion Provided by  
Elavon Merchant Services

Reference Rate Provided by U.S. Bancorp  
Wholesale Rate

MERCHANT COPY

## ***DCC Keyed Refund (Customer Not Present)***

This method is used for refunding money to customers who are not next to the terminal.

### **Step 1**

Press REFUND and carefully type in the long number on the front of the card. As you type, you will notice that the message changes from SWIPE/INSERT CARD to ENTER CARD NUMBER and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press Enter.

REFUND
ENTER CARD NUMBER
<input type="text"/>

### **Step 2**

Type in the EXPIRATION DATE in the format shown, and press Enter.

MASTERCARD	REFUND
EXPIRATION DATE MMY	
<input type="text"/>	

*The transaction then proceeds from Step 3 of the normal DCC Refund transaction, see page 80.*

## DCC Mail Order Refund

This method is used for refunding money to Mail Order customers.

This method is used for refunding money to Mail Order customers.

### Step 1

Press Main Menu , then New trans, and then M/O Refund, you may need to press NEXT on menus to display the required menu items (depending on the configuration of your terminal).

### Step 2

Carefully type in the long number on the front of the card. Once the number has been typed in correctly, press Enter.

REFUND	
ENTER CARD NUMBER	
<input type="text"/>	

### Step 3

Type in the EXPIRATION DATE in the format shown, and press Enter.

MASTERCARD	REFUND
EXPIRATION DATE MMY	
<input type="text"/>	

### Step 4

Press the appropriate key for the presence or otherwise of the CVV2 code. If you press key 1, you will be asked to enter the number, see page 45.

MASTERCARD	M/O SALE
CVV2 INDICATOR	
0 = Skip	
1 = Present	
2 = Illegal	
9 = Absent	
<input type="button" value="QUIT"/>	

### Step 3

Type in the REFUND AMOUNT in pence (or cents in ROI) and press Enter.

MASTERCARD	REFUND
AMOUNT	
<input type="text" value="£0.00"/>	

### Example:

Typing in 1000 would equate to a value of £10.00 (€10.00 in ROI).

The terminal will display the Sale Amount in the customer's Home currency.

CUSTOMER TO CONFIRM	
SWISS FRANCS CHF 16.99	
PRINT RATE	
NO	YES

Press **PRINT RATE** to print a document showing the **REFUND** amount in both currencies.

Tear off this document and hand it to your customer, and ask which currency to continue the transaction with.

If the customer wishes to proceed in your local currency (GB Pounds in this example), then press No. A screen is then displayed in which you confirm that choice, press YES; the transaction will complete as in the non-DCC case, see page 54. or reconsider, press **CONVERT** and the conversion is re-offered

<b>** RATE OF DAY **</b>	
YOUR BUSINESS NAME YOURTOWN YOUR HEADER MESSAGE	
MERCHANT ID:	123456789
TERMINAL ID:	01234567890
Today's exchange Rate for SWISS FRANCS on 06/04/09 1.699101	
<u>Transaction Conversion</u>	
Local Currency Amt GBP	£10.00
CONVERSION RATE	1.699101
Converted amount CHF	16.99
*****	

If the customer wishes to proceed using his Home currency (Swiss Francs in this example), then press Yes.

*The transaction then proceeds from after Step 3 of the normal Mail Order Refund transaction, see page 54.*

## Servers

This function is normally associated with serving staff in a restaurant, but may equally apply when the identity of the staff member performing each transaction needs to be identified, for example when distributing tips.

The **Servers** function needs to be enabled for terminals, and if you would like to enable it, please contact your Help desk in the first instance for advice.

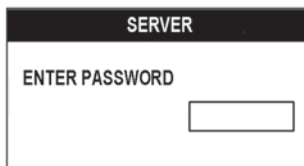
In order to use the **Servers** function,

- Each server needs to be identified with a unique **Server number** (1 - 9999).
- Each server needs to be enabled on each terminal he/she is likely to use.
- The server then enters his/her unique identification on each transaction.

### *Enabling/Disabling Servers on the terminal*

To enable (or disable) a server on a terminal, press **Main Menu** and then press **Server** - you may first need to press **Next** on the Main Menu, depending on your configuration.

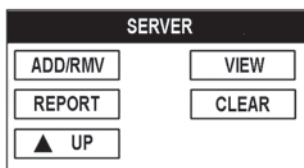
Enter the local password, the default is '0000', and press **Enter**.



SERVER

ENTER PASSWORD

Press **ADD/RMV**.



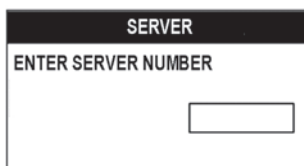
SERVER

ADD/RMV VIEW

REPORT CLEAR

▲ UP

Enter the **Server Number** you wish to enable (or disable).



SERVER

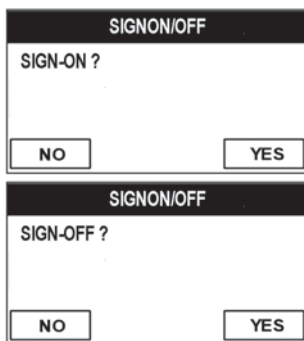
ENTER SERVER NUMBER



One of these two screens will be displayed, depending on whether the entered **Server Number** is currently enabled or disabled.

Press **Yes** or **No** as appropriate.

The terminal will then display **TRANSACTION ACCEPTED**.



Press Enter to return to the **Enter Server Number** screen.

## Other Functions Available From the Server Menu

### View

Displays all currently enabled Servers.

### Clear

Disables ALL servers.

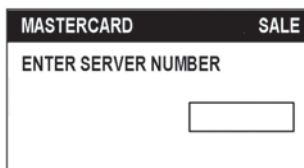
### Report

Prints all currently enabled Servers.

## Server Actions During a Transaction

When **Servers** is enabled on a terminal, then after the payment card has been inserted, swiped or typed the **Enter Server Number** screen will be displayed.

Type your **Server Number** and press **Enter** to proceed with the transaction.



The **Server Number** will appear on the printed transaction receipts.

## ***Tax Free Transactions***

Customers normally residing outside the E.U. may purchase items from you, in cash or by card, and request a form which they present to customs when they export the goods from the E.U. Provided that the transaction is above a predetermined minimum value, then your terminal will print the form. Customers can then reclaim most of the VAT that they pay for their goods.

### **Card Transactions**

At the end of a normal transaction, if a card is detected by the terminal as being from outside the E.U and if the value is above the prescribed minimum, the terminal will prompt

#### **Proceed TAX FREE?**

If you answer **YES**, the Tax Free Certificate will print.

### **Cash Transactions**

If the customer requests a Tax Free Certificate for a **Cash** transaction, you can provide one using your terminal.

On your terminal select

**Main Menu > New Trans > NEXT > TAX Free**

Key the **Sale amount** and press **Enter**. The Tax Free Certificate will print.

### **What to do next**

You must sign the certificate under **Retailer Declaration**, and hand it to the customer.

### **Reprinting a Tax Free Certificate**

If, for example, your paper roll runs out while printing a certificate, you can reprint it. Select

**Main Menu > Reports > Reprint> TAX Free**

### **At the End of Day**

You should print and keep the End of Day Summary report. This clears memory in the terminal for future transactions. Select

**Main Menu > Reports > NEXT > TAXFreeEOD**

See also: Set Tax Free Form Number on page 106

## Settlement

At the end of each business day, the Settlement procedure **must** be performed on the terminal.

**PLEASE NOTE:** *The terminal will store transactions if it cannot connect to your Acquirer and you have entered an Authorisation Code obtained from the relevant Authorisation Centre.*

*(See page 99 for troubleshooting communication problems)*

**PLEASE NOTE:**

- *If any transactions have been stored in the terminal, a successful Settlement will force them through to your Acquirer(s).*
- *If you do not complete this procedure, funds will not be paid into your bank.*

## Procedure

### Step 1

Ensure the idle screen displayed. Then press **SETTLE** button on the keypad.



### Step 2

The terminal will display the current total of Sales since the last Settlement. Check this total against your records and press **Yes** or **No** as appropriate.

If you choose **No**, then the Settlement procedure will be terminated whilst you check your records against the current Audit Report, see **Audit Report** on page 91.

ENDOFDAY	
SALES TOTAL	
£1234.56	
CORRECT ?	
NO	YES

### Step 3

The terminal will then display the current total of Refunds since the last settlement.. Check this total against your records and press **Yes** or **No** as appropriate.

ENDOFDAY	
REFUND TOTAL	
£1234.56	
CORRECT ?	
NO	YES

If you choose **No**, then the Settlement procedure will be terminated whilst you check your records against the current Audit Report, see **Audit Report on page 91**.

**The terminal will now attempt to connect to your Acquirer.  
(See page 99 for troubleshooting communication problems)**

When all transactions have been verified by the bank, the terminal will print a detailed Settlement report.

The Settlement report includes summaries of sales and refunds by card type and by currency (if applicable), in addition to a detailed report of all transactions since the last settlement.

***PLEASE NOTE: If you are unsure of any aspect relating to the Settlement procedure, please contact your Acquirer or the helpdesk.***

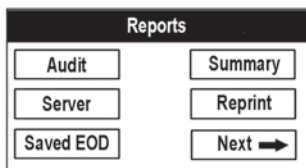
## Reports

There are a number of different reports that can be produced by the terminal, each with a different purpose.

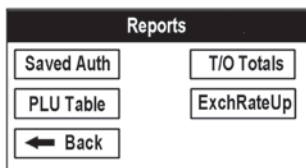
To access the reports menu, ensure the idle screen is displayed, and press the **REPORTS** button on the keypad.



The terminal will display the **Reports** menu.



The reports available will depend on the configuration of your terminal, and you can access continuation or previous menu screens by pressing the **Next** or **Back** arrows.



### Audit

Performing an Audit on the terminal will print out a report of each transaction that has been put through the terminal since the last Settlement. This can be used in the unlikely event of a Settlement error to allow you to check transactions in the terminal's Batch against the Merchant Copy of your receipts.

**Note: Card numbers will be truncated to the last 4 digits.**

A similar report with full card numbers is available using the **Supervisor** menu, available from the **Main Menu**. Contact the Helpdesk for more information.

### Summary

Performing a Summary on the terminal will print out a report of the amount and totals of each type of transaction performed for each Acquirer.

## Server

This option permits a Detailed or Summary report on the transactions by Server since the last Settlement.

In a situation where Tips are enabled, you can use either report to show what Tips are applicable to which employee.

## Reprint

This allows you to quickly reprint a copy of the last transaction receipt.

## Saved EOD

This allows you to quickly reprint a copy of the last **Settlement** (End-of-Day) report.

## Saved Auth

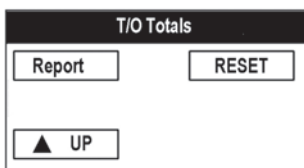
This allows you to quickly reprint a copy of the last Merchant and Customer **Pre Auth** receipts.

## T/O Totals

Press this button to display the **T/O Totals** report menu.

Pressing **Report** causes a report of **ALL** transactions since the last T/O Report Reset to print.

**Note: this report is NOT reset to zero by a successful Settlement.**



T/O Totals	
Report	RESET
▲ UP	

To reset the **Totals** to zero, press **RESET** on the **T/O Totals** menu.

## PLU Table

This report prints out the current **Price Look-up** table (where applicable).

## ExchRateUp

This report prints the current Foreign Exchange Rate Table which is used during DCC transactions.

## Reviewing transactions/Reprinting a receipt

T/M4200 family terminals maintain a Batch record of all transaction information since the last successful Settlement was performed. It is possible to review the Batch, find the appropriate transaction and, if required, reprint the receipt.

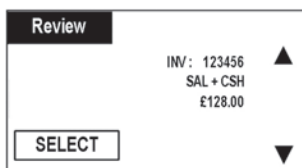
To reprint the last receipt, use the Reprint report, described on page 92.

To view any transaction that is in the current Batch, i.e. has not yet been through the Settlement procedure,

### Step 1

Press **Main Menu > Batch > Review**

The terminal will display details of one of the transactions in that batch.



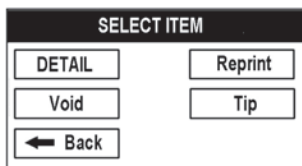
### Step 2

Press the **UP** or **DOWN** Arrows to display the transaction you are investigating.

### Step 3

Press **Select**.

The terminal will display a menu of options.



### **Detail**

This option displays more information about the transaction.

### **Void**

Use this option to **VOID** the transaction.

### **Reprint**

Use this option to **REPRINT** the merchant copy of the transaction.

### **Tip**

Use this option to add a **TIP** to an already completed transaction.

# Troubleshooting

## Error messages

(When inserting/swiping a card or keying in the card number)

When a Chip Card is inserted, swiped or the long card number is typed in, the terminal will check against a number of parameters downloaded from the Spire system. If the terminal rejects the card, it will display one of the following messages:

<b>CARD ERROR</b>	<p>The magnetic strip could not be read when the card was swiped. Check that it was swiped the correct way round and try again or try a different card.</p> <p>If problems persist, please contact the helpdesk.</p>
<b>PLEASE REMOVE CARD</b>	<p>The chip could not be read when the card was inserted. Check that it was inserted the correct way round or try a different card and press YES/Enter to the prompt. If problems persist, please contact the helpdesk.</p>
<b>CASHBACK NOT ALLOWED</b>	<p>Cashback is not allowed on the card type inserted.</p> <p><i>PLEASE NOTE: Cashback is only allowed on Debit Cards, not Credit Cards.</i></p>
<b>EXPIRED CARD</b>	<p>The card inserted is past its expiration date or the date on the terminal is incorrect.</p> <p><i>(See page 107 for how to change the date and time)</i></p>



INVALID CARD	The check digit (last digit) of the card number entered is incorrect. Double check that you have the correct number and try re-typing the number carefully.
MAN ENT NOT ALLOWED	Typing in the number of this type of card is not allowed by the Card Issuer. You must only insert or swipe it.
SETTLEMENT REQUIRED	If the Settlement procedure is not completed on a regular basis, the terminal's Batch record of totals will become full. The Settlement procedure must be performed before you can resume taking transactions. <i>(See page 46 for more information)</i>
UNSUPPORTED CARD	That card number is not allowed to be used on the terminal.  <i>PLEASE NOTE: This message is usually the result of typing in the card number incorrectly. Double check that you have the correct number and try re-typing the number carefully. If problems persist, please contact the helpdesk.</i>

## Terminal problems

<p><b>Terminal screen is blank</b></p>	<p><b>Countertop models (T4210/T4220/T4230)</b></p> <ul style="list-style-type: none"> <li>• Check that the power cable is plugged into a working power socket and that the socket is switched on.</li> <li>• Check that the power cable is connected to the Power Adaptor.</li> <li>• Check that the supplied Power Adaptor is connected and locked into the red socket on the back of the terminal labelled <b>POWER</b>.</li> </ul> <p><b>Mobile models (M4230/M4240)</b></p> <ul style="list-style-type: none"> <li>• Ensure a battery module is fitted.</li> <li>• Hold down the blue <b>FUNCTION</b> button on the terminal keypad for 8 seconds.</li> </ul> <p><b>If the terminal does not beep and turn on:</b></p> <ul style="list-style-type: none"> <li>• Connect the power cable/Power Adaptor into the red socket on the back of the terminal labelled <b>POWER</b>, or place on a powered Charging Dock.</li> <li>• Hold down the blue <b>FUNCTION</b> button on the terminal keypad for 8 seconds.</li> </ul> <p><b>If the terminal still does not beep and turn on:</b></p> <ul style="list-style-type: none"> <li>• Check that the power cable is plugged into a working power socket and that the socket is switched on.</li> <li>• Check that the power cable is connected to the Power Adaptor.</li> <li>• Hold down the blue <b>FUNCTION</b> button on the terminal keypad for 8 seconds.</li> </ul> <p><b>PLEASE NOTE:</b> If problems persist, please call the helpdesk.</p>
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<p><b>Battery not charging</b> (M4230/M4240 only)</p>	<p>If the battery is not charging when placed on a Charging Dock:</p> <ul style="list-style-type: none"> <li>• Check that the power cable is plugged into a working power socket and that the socket is switched on.</li> <li>• Check that the power cable is connected to the Power Adaptor.</li> <li>• Check that the Power Adaptor is plugged into the red socket on the underside of the Charging Dock labelled POWER.</li> </ul>
<p><b>Access Point doesn't turn on</b> (M4240 only)</p>	<p>If the Access Point power indicator light doesn't turn on when the Access Point is plugged in:</p> <ul style="list-style-type: none"> <li>• Check that the power cable is plugged into a working power socket and that the socket is switched on.</li> <li>• Check that the power cable is connected to the Power Adaptor.</li> <li>• Check that the Power Adaptor is plugged into the red socket on front of the Access Point labelled POWER.</li> </ul>
<p><b>PIN Pad screen is blank</b></p>	<p>If you have connected up the optional PIN Pad and the screen appears blank:</p> <ul style="list-style-type: none"> <li>• Check that it is securely connected into the yellow socket on the back of the main terminal labelled PIN PAD.</li> <li>• Turn the main terminal off and back on again by switching it off or unplugging it at the wall socket.</li> </ul>

<p>Receipts print out blank</p>	<p>Your terminal uses thermal paper rolls to print receipts. This paper will only print on one side.</p> <p>If the paper is feeding through but appears blank:</p> <ul style="list-style-type: none"> <li>• Check that you are using the Spire approved thermal paper rolls.</li> <li>• Check that the roll is loaded the correct way round (See <i>page 15 for more information</i>).</li> </ul>
<p>Screen appears frozen</p> <p>OR</p> <p>Terminal does not react to inserting a card</p>	<p>If the screen appears frozen and doesn't react to key presses or inserting a card:</p> <ul style="list-style-type: none"> <li>• Switch off the power by unplugging at the wall power socket.</li> <li>• Leave the terminal off for 10 seconds</li> <li>• Plug the terminal back in and wait for it to complete re-booting and return to the idle screen.</li> </ul>

***PLEASE NOTE: If the above suggestions do not solve the problem, please contact the helpdesk.***

## Communication problems

### T4210/ T4220 (dial only)

The normal sequence of messages displayed during a transaction using a dial connection is:

DIALING NOW,  
PROCESSING NOW,  
APPROVAL XXXXXX

#### **PROCESSING NOW**

This message indicates that the terminal has connected successfully.

In this case, the following response displayed will be from your Acquirer.

(See Appendix A on page **104** for common transaction responses)

***PLEASE NOTE: Please ensure you are using the telephone cable supplied with the terminal. 3<sup>rd</sup> party or telephone cables may not be compatible.***

## **T4220 (IP with dial backup)**

The normal sequence of messages displayed during a transaction using an IP/Ethernet connection is:

CONNECTING  
PROCESSING NOW,  
APPROVAL XXXXXX

### **PROCESSING NOW**

This message indicates that the terminal has connected successfully.

In this case, the following response displayed will be from your Acquirer.

(See Appendix A on page 104 for common transaction responses)

### **CONNECTING VIA DIAL**

The terminal has failed to connect using IP and has reverted to dial backup. The terminal will try to connect via dial and then void the transaction if it cannot connect.

If this happens, please call the helpdesk as soon as possible to ensure that your terminal operates at its optimum speed.

## T4230/M4230 (GPRS (with dial backup if T4230))

The normal sequence of messages displayed during a transaction using a GPRS connection is:

CONNECTING  
PROCESSING NOW,  
APPROVAL XXXXXX

### PROCESSING NOW

This message indicates that the terminal has connected successfully.

In this case, the following response displayed will be from your Acquirer.

(See Appendix A on page 104 for common transaction responses)

***PLEASE NOTE: GPRS terminals come with a SIM card pre-installed by Spire. If there is no SIM card installed, a warning will display at power up. If this happens, please call the helpdesk.***

### CONNECTING VIA DIAL

A T4230 has failed to connect using GPRS and has reverted to dial backup. The terminal will try to connect via dial and then void the transaction if it cannot connect.

If this happens, please call the helpdesk as soon as possible to ensure that your terminal operates at its optimum speed.

## M4240 (Bluetooth and dial)

The normal sequence of messages displayed during a transaction using a Bluetooth and dial connection is:

DIALING NOW,  
PROCESSING NOW,  
APPROVAL XXXXXX

### **PROCESSING NOW**

This message indicates that the terminal has connected successfully.

In this case, the following response displayed will be from your Acquirer.

(See Appendix **A** on page **104** for common transaction responses)

**If the terminal fails to connect, check the following (in this order):**

- The terminal may be out of the Bluetooth range of the Access Point. If possible, move the terminal closer to the Access Point.
- Check that the Access Point is turned on/plugged in (the green light on top of the Access Point will be illuminated if it is getting power).
- Ensure the supplied telephone cable is connected to the blue LINE port on the Access Point and to a working telephone wall socket.
- Test the line by connecting an analogue telephone to the phone line that the terminal is using. Make sure there is a normal dial tone.
- The terminal may not be properly configured to the Access Point.

(See Appendix **F** on page **113** for information on how to configure your terminal and Access Point).



## M4240 (Bluetooth and IP/Ethernet)

The normal sequence of messages displayed during a transaction using a Bluetooth and IP/Ethernet connection is:

DIALING NOW,  
CONNECTING...,  
APPROVAL XXXXXX

### **CONNECTING...**

This message indicates that the terminal has connected successfully.

In this case, the following response displayed will be from your Acquirer.

(See Appendix A on page **104** for common transaction responses)

**If the terminal fails to connect, check the following (in this order):**

- The terminal may be out of the Bluetooth range of the Access Point. If possible, move the terminal closer to the Access Point.
- Check that the Access Point is turned on/plugged in (the green light on top of the Access Point will be illuminated if it is getting power).
- Ensure the Ethernet cable is connected to the white NET port on the Access Point and to a working network port.
- If your terminal shares the same network as your internet, check that the internet connection is working.
- The terminal may not be properly configured to the Access Point.

(See Appendix G on page **117** for information on how to configure your terminal and Access Point).

# Appendices

## Appendix A: Transaction responses

<b>APPROVAL</b>	The word <b>APPROVAL</b> , plus a 2 to 6 digit Approval Code indicates that that the transaction was approved by the Card Issuer.
<b>CARD BLOCKED</b>	The Card Issuer has blocked the card from use.
<b>CALL AUTH CENTRE</b>	A call to the Authorisation Centre is required to complete the transaction.  <i>PLEASE NOTE: If this happens on successive transactions, please call the helpdesk.</i>
<b>DECLINED</b>	The transaction has been declined by your Acquirer or the Card Issuer.
<b>DECLINED BY CARD</b>	The chip on the card decided to decline the transaction.  <i>PLEASE NOTE: The card makes the final decision on whether to approve a transaction. If this happens on successive transactions, please call the helpdesk.</i>
<b>INVALID TRANSACTION</b>	The attempted type of transaction is not allowed on the terminal.

## Appendix B:

### CVV2 responses from your Acquirer

<b>DATA MATCHED</b>	The CVV2 code data supplied has matched the data held by the Card Issuer.
<b>DATA NOT MATCHED</b>	The CVV2 did not match the data held by the Card Issuer.

## Appendix C: Terminal functions

<b>Set/Change Local Password</b>	<b>MAIN MENU &gt; SETUP &gt; PASSWD</b> By default, the local password is set to '0000'. Use this option to set your own password.
<b>Keypad Lock</b>	<b>FUNCTION &gt; 4 &gt; Enter</b> Allows the user to lock the keypad to stop accidental or unauthorised use. Typing in the local password (default is 0000) unlocks the keypad.
<b>Training Mode</b>	<b>MAIN MENU &gt; TERMINAL &gt; TRAIN</b> Allows the user to conduct training sessions by switching to Training Mode. <i>(See page 24 for more information)</i>
<b>Change Date and Time</b>	<b>MAIN MENU &gt; SETUP &gt; Date/Time</b> Allows the user to change the current date and time.  <i>PLEASE NOTE: Enter the date in UK format (DDMMYY).</i>
<b>Printer Test</b>	<b>MAIN MENU &gt; NEXT &gt; TESTS &gt; PRINTER &gt; RECEIPT</b> Allows the user to test the printer.
<b>Paper Feed</b>	Press the * Button (only if on the idle screen)  OR  <b>MAIN MENU &gt; SETUP &gt; PRINTER &gt; PAPER FEED</b> Feeds the paper by 1cm.
<b>Set Tax Free Form Number</b>	If the software is reloaded in your terminal, the Tax free form number will NOT be preserved. Press the FUNCTION key and type 85 followed by Enter. Type the number of the NEXT form to be produced.

## Appendix D: Set a PABX digit(s)

Terminals with a dial connection come pre-configured with the option to dial a 9 prefix digit before dialling out. By default, this option is “bypassed” and therefore not active. To remove the bypass and activate the prefix, follow the procedure below.

**PLEASE NOTE:** If you require a digit(s) other than 9, please call the helpdesk.

**PLEASE NOTE:** At the time of writing, this feature is not implemented on the M4240. If you need to configure an M4240 to dial a prefix digit(s), please call the helpdesk.

### Step 1

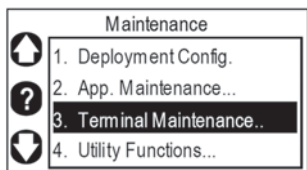
If your terminal is showing the the **white HOME** button on the to the Desktop.

When the terminal is showing the Desktop, press the **blue FUNCTION** button on the keypad to run the Application Manager.



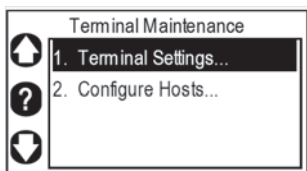
### Step 2

Use the Navigation Buttons to highlight “Terminal Maintenance...” and press **Enter** on the keypad.



### Step 3

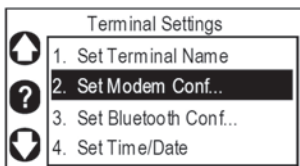
Highlight “Terminal Settings...” and press **Enter** on the keypad.



**Please turn over to continue...**

#### Step 4

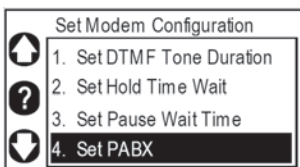
Highlight “Set Modem Conf...” and press **Enter** on the keypad.



#### Step 5

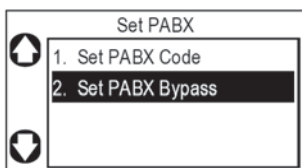
Highlight “Set PABX” and press **Enter** on the keypad.

**PLEASE NOTE:** The option number varies depending on terminal model. Use the left side Navigation Buttons to scroll down if needed.



#### Step 6

Highlight “Set PABX Bypass” and press **Enter** on the keypad.

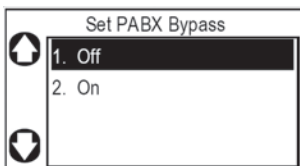


#### Step 7

By default, PABX bypass is set to “On”.

To remove the bypass and activate the 9 prefix digit, ensure “Off” is highlighted and press **Enter** on the keypad.

The screen will return to the “Set PABX” menu.



## Returning to the Desktop

### Step 1

To exit the "Set PABX" menu, press the **white HOME** button on the keypad.



### Step 2

If any settings were changed, you will be asked if you want to save changes. Press **Enter** on the keypad to select "Yes".



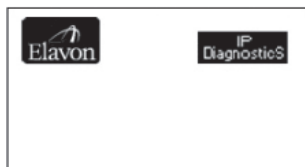
### Step 3

The screen will return to the "Maintenance" menu. Press **Cancel** on the keypad to return to the Desktop.

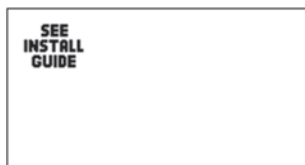


### Step 4

**Either:** Press the Navigation Button next to the "Elavon" icon to return to the idle screen.



**Or:** If the screen shows "SEE INSTALL GUIDE", follow the initial download procedure on page 20 or on your Installation Instructions.



## Appendix E: Power settings

### Step 1

If your terminal is showing the idle screen, press the **white HOME** button on the keypad to return to the Desktop.

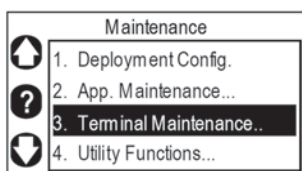


When the terminal is showing the Desktop, press the **blue FUNCTION** button on the keypad to run the Application Manager.



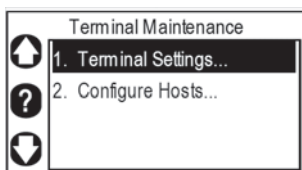
### Step 2

Use the Navigation Buttons to highlight "Terminal Maintenance.." and press **Enter** on the keypad.



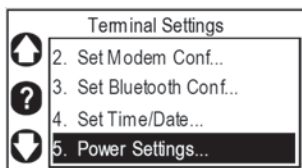
### Step 3

Highlight "Terminal Settings..." and press **Enter** on the keypad.



### Step 4

Highlight "Power Settings..." and press **Enter** on the keypad.



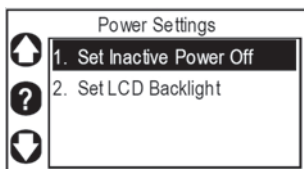


## Set Inactive Power Off

This option determines how many minutes of inactivity the terminal waits before automatically shutting down. The default value is 60 minutes.

### Step 1

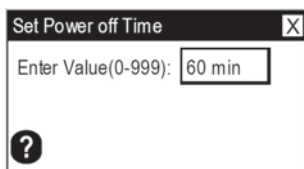
Highlight "Set Inactive Power Off" and press **Enter** on the keypad.



### Step 2

Type in the number of minutes desired and press **Enter** on the keypad.

The screen will return to the "Power Settings" menu.

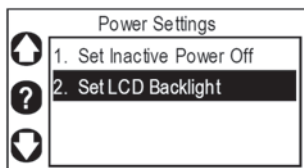


## Set LCD Backlight

This option determines how many seconds of inactivity the terminal waits before the LCD backlight turns off. The default value is 90 seconds.

### Step 1

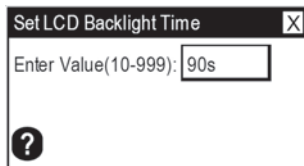
Highlight "Set LCD Backlight" and press **Enter** on the keypad.



### Step 2

Type in the number of seconds desired and press **Enter** on the keypad.

The screen will return to the "Power Settings" menu.



Please turn over to continue...

## Returning to the Desktop

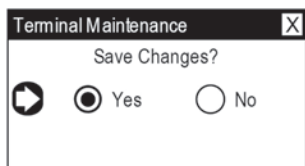
### Step 1

To exit the "Set PABX" menu, press the **white HOME** button



### Step 2

If any settings were changed, you will be asked if you want to save changes. Press **Enter** on the keypad to select "Yes".



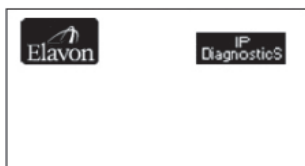
### Step 3

The screen will return to the "Maintenance" menu. Press **Cancel** on the keypad to return to the Desktop.

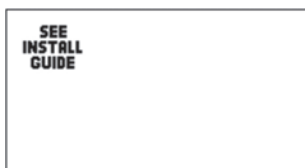


### Step 4

**Either:** Press the Navigation Button next to the "Elavon" icon to return to the idle screen.



**Or:** If the screen shows "SEE INSTALL GUIDE", follow the initial download procedure on page 20 or on your Installation Instructions.



## Appendix F: Bluetooth configuration (AP100 dial)

### Step 1

If your terminal is showing the idle screen, press the **white HOME** button on the keypad to return to the Desktop.

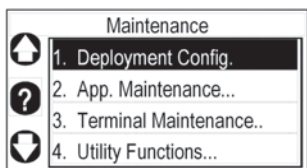
When the terminal is showing the Desktop, press the **blue FUNCTION** button on the keypad to run the Application Manager.



### Step 2

Ensure "Deployment Config." is highlighted and press **Enter** on the keypad.

**PLEASE NOTE:** If it's not highlighted, use the Navigation Buttons to change the selection



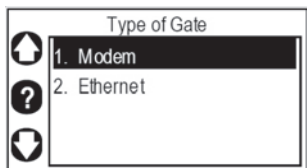
### Step 3

Highlight "Bluetooth Config." and press **Enter** on the keypad.



### Step 4

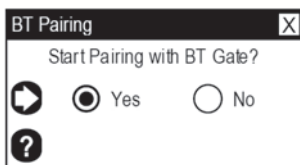
Highlight "Modem" and press **Enter** on the keypad.



Please turn over to continue...

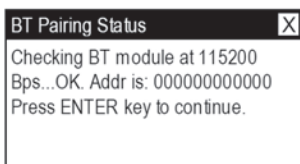
## Step 5

Ensure "Yes" Is highlighted and press **Enter** on the keypad.



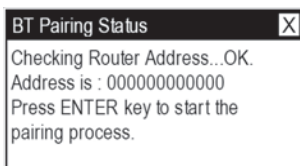
## Step 6

When the display shows "OK" and the module address, press **Enter** on the keypad.



## Step 7

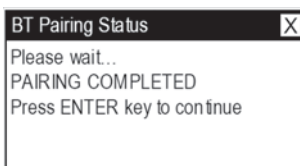
When the display shows "OK" and the router address, press **Enter** on the keypad to start the pairing process.



**PLEASE NOTE: If this step fails, see note at the bottom of the page.**

## Step 8

When the display shows "PAIRING COMPLETED", press **Enter** on the keypad.



**PLEASE NOTE: If the display shows "Router Module Detect Failed" or "PAIRING FAILED", press Enter.**

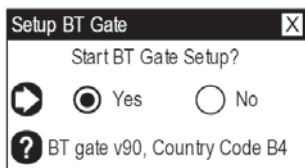
**Power off the Access Point and power it back on again. Ensure the terminal is connected to the Access Point with the provided serial cable using the SERIAL ports. Go back to Step 5 to re-try the pairing process.**

## Step 9

Check that the bottom line of text shows **BT Gate V90, Country Code B4\***.

If so, press **Enter** on the keypad.

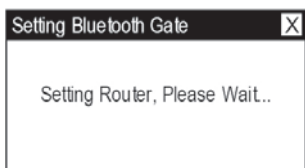
**\*Note: The Country Code should be 57 in Eire.**



**PLEASE NOTE: If not, highlight "No" and press Enter on the keypad. Call the helpdesk for further assistance.**

## Step 10

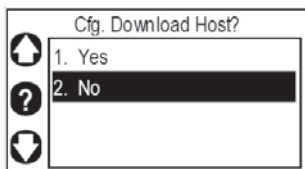
The terminal will upload its settings to the Access Point. The Access Point will then **beep 3 times**.



## Step 11

Highlight "No" and press **Enter** on the keypad.

The terminal will return to the "Deployment Config." screen.

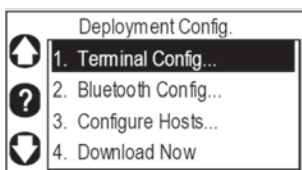


**Please turn over to continue...**

## Returning to the idle screen

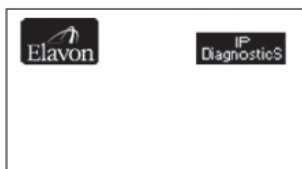
### Step 1

To exit the "Deployment Config." menu, press **Cancel** on the keypad 2 **times**. This will return you to the Desktop.

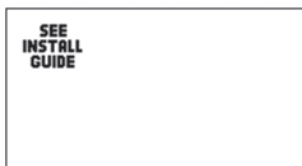


### Step 2

**Either:** Press the Navigation Button next to the "Elavon" icon to return to the idle screen.



**Or:** If the screen shows "SEE INSTALL GUIDE", follow the initial download procedure on page 20 or on your Installation Instructions.



## Appendix G: Bluetooth configuration (AP110 Ethernet)

### Step 1

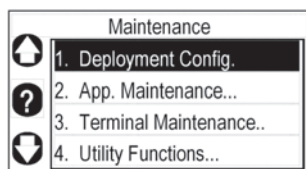
If your terminal is showing the idle screen, press the **white HOME** button on the keypad to return to the Desktop.

When the terminal is showing the Desktop, press the **blue FUNCTION** button on the keypad to run the Application Manager.



### Step 2

Ensure "Deployment Config." is highlighted and press **Enter** on the keypad.



**PLEASE NOTE:** If it's not highlighted, use the Navigation Buttons to change the selection

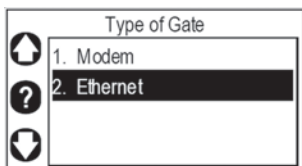
### Step 3

Highlight "Bluetooth Config." and press **Enter** on the keypad.



### Step 4

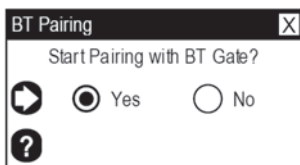
Highlight "Ethernet" and press **Enter** on the keypad.



Please turn over to continue...

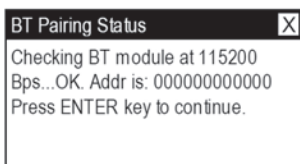
## Step 5

Ensure "Yes" Is highlighted and press **Enter** on the keypad.



## Step 6

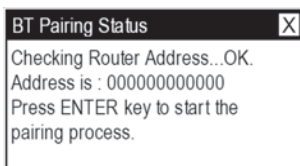
When the display shows "OK" and the module address, press **Enter** on the keypad.



## Step 7

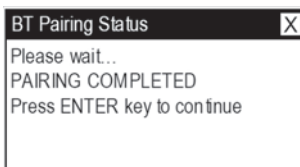
When the display shows "OK" and the router address, press **Enter** on the keypad to start the pairing process.

**PLEASE NOTE: If this step fails, see note at the bottom of the page.**



## Step 8

When the display shows "PAIRING COMPLETED", press **Enter** on the keypad.



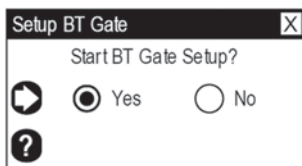
**PLEASE NOTE: If the display shows "Router Module Detect Failed" or "PAIRING FAILED", press Enter.**

**Power off the Access Point and power it back on again. Ensure the terminal is connected to the Access Point with the provided serial cable using the SERIAL ports. Go back to Step 5 to re-try the pairing process.**



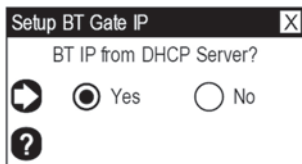
### Step 9

Ensure "Yes" Is highlighted and press **Enter** on the keypad.



### Step 10

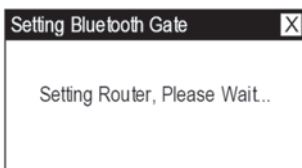
Ensure "Yes" Is highlighted and press **Enter** on the keypad.



**PLEASE NOTE: If your network does not use DHCP, do not attempt this procedure yourself. Please call the helpdesk for assistance.**

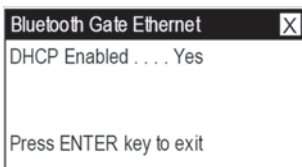
### Step 11

The terminal will upload its settings to the Access Point. The Access Point will then **beep 3 times**.



### Step 12

If DHCP is enabled, the display will show this. Press **Enter** on the keypad.

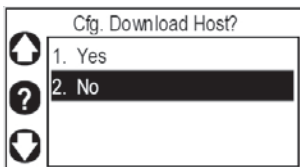


**Please turn over to continue...**

### Step 13

Highlight “No” and press **Enter** on the keypad.

The terminal will return to the “Deployment Config.” screen.



## Returning to the idle screen

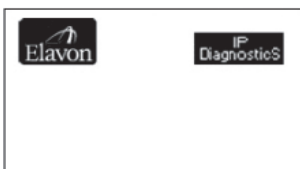
### Step 1

To exit the “Deployment Config.” menu, press **Cancel** on the keypad **2 times**. This will return you to the Desktop.

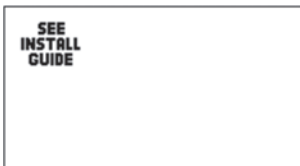


### Step 2

**Either:** Press the Navigation Button next to the “Elavon” icon to return to the idle screen.



**Or:** If the screen shows “SEE INSTALL GUIDE”, follow the initial download procedure on page 20 or on your Installation Instructions.



# Glossary

## Terminal operation

### **Merchant Number**

A 7-16 digit number assigned by your Acquirer to each merchant.

### **PIN**

Personal Identification Number. This is usually a 4 digit number entered at the point of sale to validate the cardholder.

### **AVS**

Address Verification System. The security method used for Customer Not Present transactions to help reduce fraud. This method confirms the house number and numbers from the post code of the card's registered address.

### **CVV2**

Card Security Code (also known as CVV, CV2, CVC, CVVC and CSC). This is usually used for Customer Not Present transactions to reduce fraud. The CVV2 code is a 3 digit number usually found on the reverse of a credit or debit card.

### **Cashback**

A value-add service which allows you to debit a customers debit card and hand over the equivalent value in cash.

### **Batch**

The store of transaction totals in the terminal.

### **Settlement**

The procedure whereby the terminal checks the totals it has stored in its Batch with the totals stored at your Acquirer.

## Communications

### Dial backup

The ability of a terminal to revert to the dial mode of communication in the event of an IP/Ethernet connection being unavailable.

### PABX

Private Automatic Branch eXchange. This is usually found as part of a larger telephone system, which requires the user to press a number on their telephone to make an external call.

### Broadband

A means of connecting to the internet. Broadband systems are typified by being “always on” and having faster connection speeds than dial-up. The most popular kinds of broadband include ADSL (Asynchronous Digital Subscriber Line) and Cable.

### DSL filter

A device that improves the quality of an ADSL (broadband) enabled telephone line by separating (the inherently interfering) data and voice signal frequencies from each other.

### IP

Internet Protocol. This is the method whereby data is transmitted over networks such as the Internet (may also be expressed as TCP/IP).

### Ethernet

A networking standard used to connect devices together. Networking protocols such as IP can be sent over Ethernet.

### IP address

A number represented in the form XXX.XXX.XXX.XXX which identifies a device on the Internet (for example: 193.129.71.130). These numbers are the networking equivalent of telephone numbers.

### TCP port

A number representing a service at a particular IP address (similar to a telephone extension number).

### MAC address

An individual address given to every piece of Ethernet networking equipment.

**DHCP**

Dynamic Host Control Protocol. This is a system whereby IP Addresses are assigned to networked equipment automatically.

**GPRS**

General Packet Radio Service. This is a method of communicating data via the mobile phone network.

**Bluetooth**

A wireless method of short range communication usually found in mobile phones and other handheld devices.

**Bluetooth pairing**

Before Bluetooth devices can communicate they need to go through a process called pairing.

See Appendices *F* (page **113**) and *G* (page **117**) for details.

**Access Point**

A device that allows a Bluetooth terminal to connect to a host or Acquirer. The Access Point can communicate with an external network either via dial or IP.







**spire**  
PAYMENTS

Terminal ID

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Merchant ID

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[www.spirepayments.com](http://www.spirepayments.com)