User Manual

CCV Mobile

Faults caused by a failure to adhere to the instructions in this User Manual are not covered by the Service Agreement.

The scope of the services provided by CCV and the applicable terms and conditions are set out in the General Terms and Conditions of CCV Holland B.V. (version of August 2012) and the service leaflet of the relevant product. These documents were enclosed with the quotation you received from CCV.

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1 INTRODUCTION

1.1 The CCV Mobile payment terminal

The VX 680 payment terminal allows you to process transactions with payment cards, loyalty cards and customer cards. The payment terminal is future-proof and conforms to the latest national security standards as well as the EMV standard. The EMV standard was developed by the credit card companies Europay, MasterCard, Visa and JCB to prevent payment card fraud. The security of the transaction process is enhanced because the payment terminal reads the EMV chip on the payment card, rather than a magnetic strip.

1.2 Parties facilitating the transaction process

This User Manual makes frequent reference to the different parties involved in the processing of transactions. An overview of these parties is provided below.
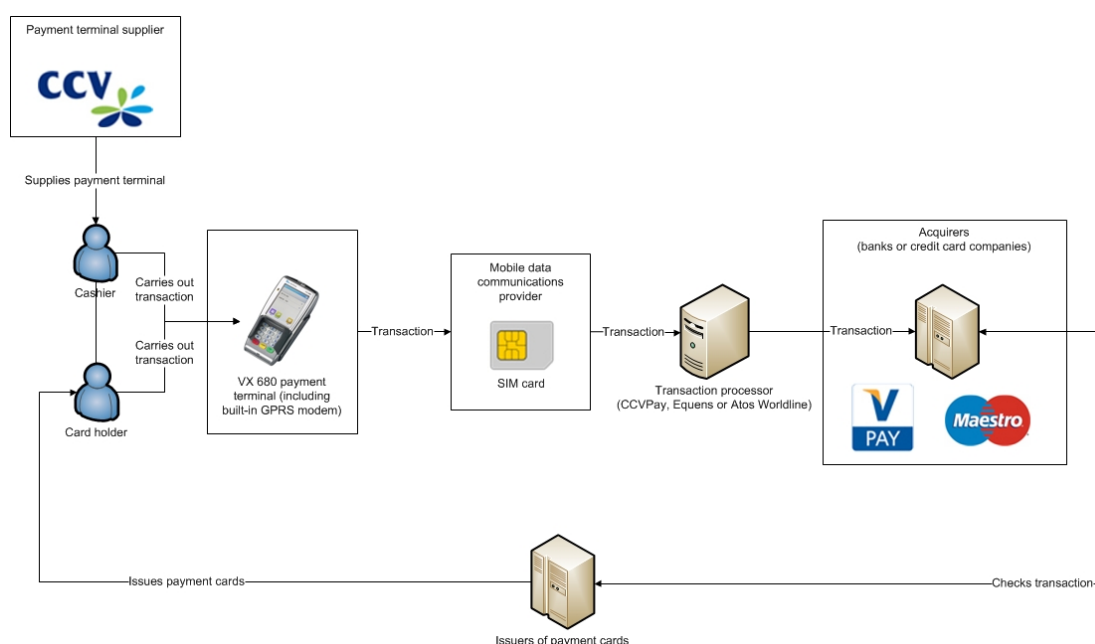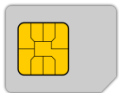
Party	Explanation
Payment terminal supplier	You purchased your payment terminal from a payment terminal supplier (in this case CCV).
Cashier	The cashier operates the payment terminal during the transaction.
Card holder	The card holder is the person to whom you charge an amount for a product or service. The card holder also operates the payment terminal during the transaction.
Mobile data communications provider	Your transaction data are sent to a transaction processor via a GPRS connection. For this purpose, your payment terminal has been equipped with a GPRS modem and a Subscriber Identity Module (SIM) card.
Transaction processor	The transaction processor forwards the transaction data to acquirers for further processing. Acquirers are banks or credit card companies.
Acquirer	The acquirer contacts the issuer of the payment card to check if the payment card transaction can be processed.
Issuer of payment card	Payment cards are usually issued by a bank or financial institution. Payment cards are used by card holders to carry out transactions.

2 INSTALLATION OF PAYMENT TERMINAL

2.1 Components supplied

If the payment terminal was delivered as a plug & play pack, you should have received the following components.

Overview of components supplied		
1	VX 680 payment terminal	Both you and the card holder operate the payment terminal in order to carry out a transaction.
2	Power supply cable	You can plug the power supply into a wall socket (230 Volt) using the power supply cable.
3	Power supply	Connect the power supply to the power supply cable and the power supply adapter.
4	Power supply adapter	Using the power supply adapter, you can connect the power supply to the payment terminal.
5	Battery	The battery supplies power to the payment terminal. **Important:** Make sure the battery is fully charged when you use it for the first time. This will extend the life of the battery. Subsections 8.2.2 and 8.2.3 describe how you can charge the battery using the power supply or the base station.
6	Subscriber Identity Module (SIM) card	You must install a SIM card in the payment terminal to enable the terminal to communicate. Refer to section 2.3 for instructions on installing the SIM card.

2.2 Installation guidelines

The Dutch Payments Association (*Betaalvereniging Nederland*) is an organisation that aims to maintain and improve the security of electronic payment transactions in the Netherlands. In order to enhance the security of such transactions, the Association has drawn up the following guidelines concerning the use of the card reader:

- Make sure that the payment card is never out of the card holder's sight.
- You should always let the card holder insert the card in the chip card reader or swipe it through the magnetic card reader.
- If it is not practicable for the card holder to insert or swipe the payment card, you should make sure the card holder is watching while you insert the card in the chip card reader or swipe it through the magnetic card reader.

2.2.1 Environmental factors

Environmental factors can affect the operation of the equipment. You must therefore take them into consideration when installing the equipment. Your payment terminal will operate correctly under the following environmental conditions:

- Ambient temperature between 0 and 50°C
- Relative atmospheric humidity between 5 and 85%

Avoid:

- Shocks and vibrations
- Direct sunlight and heat-emitting objects
- Excessive heat and dust
- Oil and dirt
- Water and condensate
- Installing the terminal near objects that cause excessive power fluctuations and/or generate electromagnetic fields
- Thick walls may affect the payment terminal's ability to send and receive data

2.3 Installation of equipment

Place a SIM card with the chip facing downward in the designated slot and connect the battery.
Important: Make sure the battery is fully charged when you use the payment terminal for the first time (see section 8.2).

2.4 Data communication

The VX 680 payment terminal is a mobile terminal and communicates by means of a SIM card via a GPRS connection. An Internet connection is required to forward transaction data to an acquirer for processing. You also need it to communicate with the CCV Terminal Management System, so that new software can be installed on your payment terminal, for instance.

2.4.1 View current communication settings

Complete the following steps to view the current communication settings of your payment terminal:
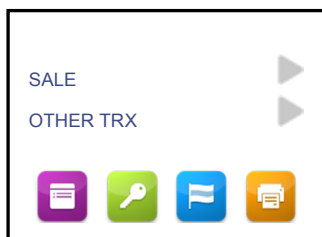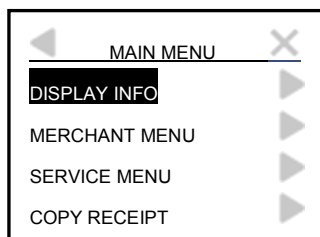
SALE ▶ OTHER TRX ▶ ▤ 🔑 🚩 🖨	◀ MAIN MENU ✕ DISPLAY INFO ▶ MERCHANT MENU ▶ SERVICE MENU ▶ COPY RECEIPT ▶	◀ DISPLAY INFO ✕ CUSTOMER SERVICE ▶ TERMINAL ▶ COMMUNICATION ▶ HW INFO ▶
1. Press the menu symbol ▤ to open the menu.	2. Select DISPLAY INFO.	3. Select COMMUNICATION.

```
        COMMUNICATION
GSM:              GPRS
PROVIDER:     Vodafone NL
SIM:        203542010126910
SIGNAL:            56%
APN:    M2M.PINNEN.VODAFO
```
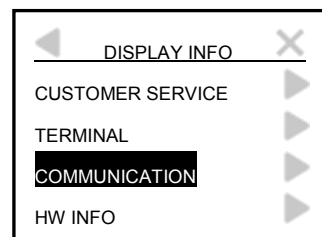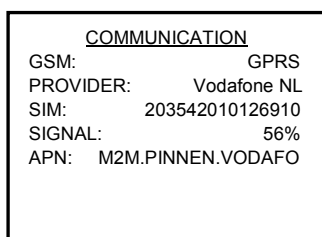
4. The following information is displayed on screen:
- Mobile data communications provider
- SIM card number
- Signal strength
- Access Point Name (APN)

The Access Point Name identifies the external network that can be accessed by the payment terminal.

3 WORKING WITH THE PAYMENT TERMINAL

3.1 Overview of payment terminal

Components of payment terminal		
1	Touchscreen	Messages, menu options and symbols are displayed on the touchscreen, depending on the actions performed. You can operate the payment terminal by touching the required menu option or symbol.
2	Privacy shield	The privacy shield is a protective shield around the keypad. The card holder can use this shield and his/her own hand to hide the payment terminal's keypad from view when entering the PIN code. This reduces the risk of third parties observing the entry of the code.
3	Chip card reader	The card holder can insert a payment card in the chip card reader to conduct a transaction. The card must always be inserted in the card reader with the chip facing up and towards the payment terminal.
4	Magnetic card reader	The card holder can swipe his/her payment card through the magnetic card reader to conduct a transaction. The card must always be swiped through the card reader with the magnetic strip facing down and towards the payment terminal.

3.2 Operating the payment terminal

You can use the keypad and the touchscreen to operate the payment terminal. Symbols and menu options are displayed on the touchscreen, depending on the actions performed. You can operate the payment terminal by touching the required menu option or symbol. Section 3.3 provides more information about the user interface of the payment terminal.

Keypad of payment terminal		
1	Numeric keys	You can use the numeric keys to enter data, e.g. a transaction amount. The numeric keys have also been pre-programmed for the entry of letters and punctuation marks (see subsection 3.2.1). The card holder can use the numeric keys to enter a PIN code.
2	Asterisk key <*>	You can use this key to enter a number of pre-programmed punctuation marks. Refer to subsection 3.2.1 for more information about entering punctuation marks.
3	Hash key <#>	You can use this key to enter a number of pre-programmed punctuation marks. Refer to subsection 3.2.1 for more information about entering punctuation marks.
4	<STOP> key	Press the red <STOP> key to cancel an action. For instance, you can press <STOP> to cancel a transaction.
5	<CORR> key	Press the yellow <CORR> key to correct numbers, letters or punctuation marks after entry. You can also use this key to change the settings of your payment terminal.
6	<OK> key	Press the green <OK> key to confirm entered data or an action. The card holder can use this key to approve the transaction amount and the PIN code, for instance.

A number of keys have a symbol in relief for the benefit of blind and visually impaired users.

Key	Symbol in relief
<5>	Dot (.)
<STOP> key	Cross (X)
<CORR> key	Vertical line (|)
<OK> key	Circle (O)

3.2.1 Entering letters and punctuation marks

Only numbers are printed on the keys of your payment terminal. However, the numeric keys have also been pre-programmed for the entry of letters and punctuation marks. Press the corresponding numeric key one or multiple times to enter a letter or punctuation mark.

Key to be pressed	Number of times that key must be pressed														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	1	Q	Z	.	q	z	1								
2	2	A	B	C	a	b	c	2							
3	3	D	E	F	d	e	f	3							
4	4	G	H	I	g	h	i	4							
5	5	J	K	L	j	k	l	5							
6	6	M	N	O	m	n	o	6							
7	7	P	R	S	p	r	s	7							
8	8	T	U	V	t	u	v	8							
9	9	W	X	Y	w	x	y	9							
0	0	-	space	+	0										
*****	*	,	'	"	(	)	<	>	[	]	_	{	}	~	*
#	#	!	?	:	;	@	=	&	/	\	%	$	|	^	#

If you want to enter the word 'PIN', for instance, you can do so as follows:

P   Press numeric key 7 twice

I   Press numeric key 4 four times

N   Press numeric key 6 three times

3.3 User interface of the payment terminal

3.3.1 Start screen
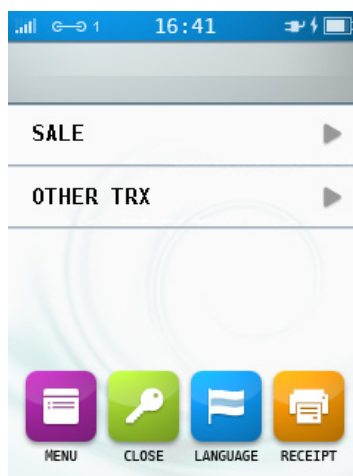
The screen shown below is displayed when the payment terminal is inactive.

Status bar
The status bar displays the time and the status indicators for the battery, the network connection and the external power supply. Refer to section 3.4 for more information about the status indicators.

Menu list
Press SALE to start a transaction, or OTHER TRX if you want to select a transaction type first. Refer to section 4.1 for more information about the different transaction types.

Navigation bar
Function symbols are displayed at the bottom of the screen. Press the symbol to perform the corresponding function. Refer to section 3.4 for more information about the available functions.
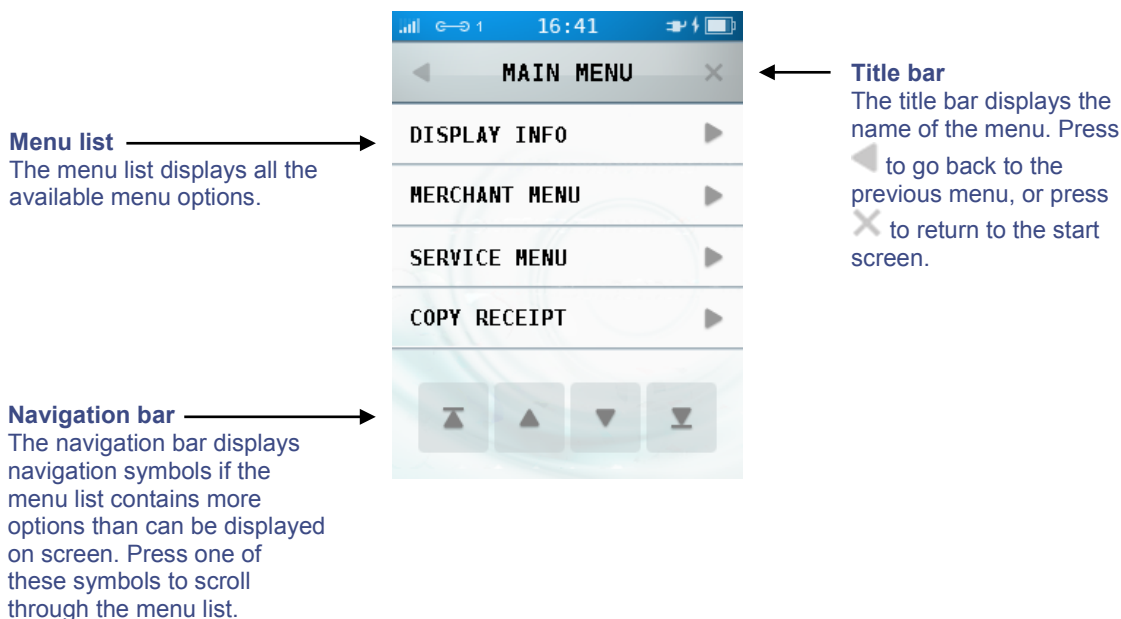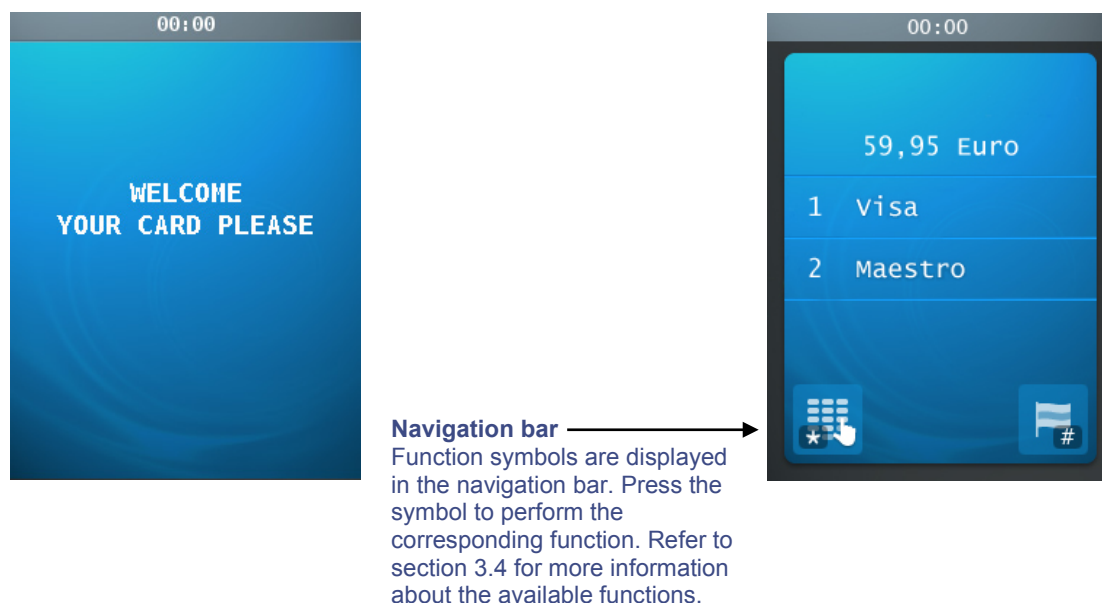
3.3.2 Menu screen

If the payment terminal menu is opened, the following screen is displayed.

Menu list
The menu list displays all the available menu options.

Navigation bar
The navigation bar displays navigation symbols if the menu list contains more options than can be displayed on screen. Press one of these symbols to scroll through the menu list.

Title bar
The title bar displays the name of the menu. Press ◀ to go back to the previous menu, or press ✕ to return to the start screen.

3.3.3 Card holder screens

During a transaction, both you and the card holder must perform actions on the payment terminal. The background colour of the screen changes to blue if an action has to be performed. In the two screens shown below, for instance, the card holder must insert his/her payment card and select a payment method.

Navigation bar
Function symbols are displayed in the navigation bar. Press the symbol to perform the corresponding function. Refer to section 3.4 for more information about the available functions.

3.4   Symbols

3.4.1   Function symbols and navigation symbols

Symbol	Function
	Opens the main menu.
	This symbol indicates that the terminal has not yet been activated. Press the symbol to activate the terminal (see subsection 3.6.1).
	This symbol indicates that the terminal has been activated. Press the symbol to deactivate the terminal (see subsection 3.6.2).
	Changes the language used in the payment terminal display to English, French or German.
	Print a copy receipt of the most recent transaction. You can use this feature for up to five minutes after the transaction is completed. After this period, the copy receipt is deleted from the payment terminal memory.
	Manual entry of payment card details.
	Scroll to the first line in the menu.
	Scroll up one line.
	Scroll down one line.
	Scroll to the last line in the menu.
	Go back to a previous menu.
	Exit the menu.

3.4.2   Battery status indicators

Symbol	Definition
	No battery present
	Battery almost empty, capacity is less than 5%
	Battery capacity between 5% and 20%
	Battery capacity between 21% and 40%
	Battery capacity between 41% and 60%
	Battery capacity between 61% and 80%
	Battery capacity between 81% and 100%

3.4.3 Network status indicators

Symbol	Definition
	Modem not registered in network
⣀⣄⣤⣿	Modem registered in network, but signal strength is poor
⣀⣄⣿⣿	Moderate signal strength
⣀⣤⣿⣿	Sufficient signal strength
⣀⣿⣿⣿	Good signal strength
⣿⣿⣿⣿	Excellent signal strength
⣀⣄⣤⣿✗	There is a problem with the modem or SIM card; no communication is possible

3.4.4 Status indicators for external power supply

Symbol	Definition
	The terminal is not connected to the external power supply
🔌	The terminal is connected to the external power supply
🔌⚡	The terminal is connected to the external power supply and the battery is being recharged

3.5 Merchant password

Access to the merchant menu of the payment terminal is protected by a password. You must also enter this merchant password in order to perform certain actions, for instance to activate the terminal.

Important: The default merchant password is 99999. We advise you to change the merchant password to prevent abuse of your payment terminal by third parties.

Complete the following steps to change the merchant password:
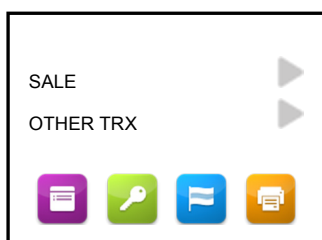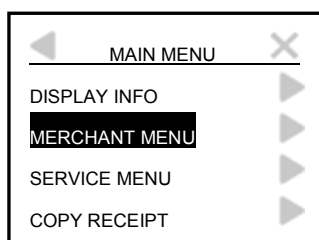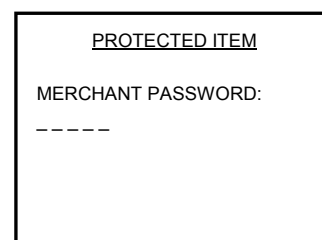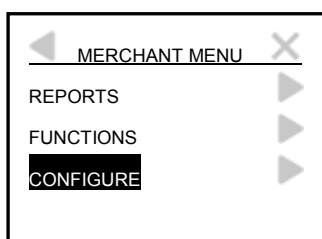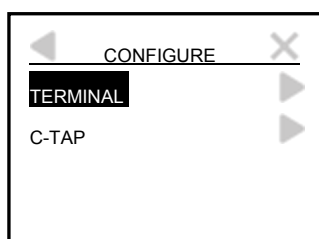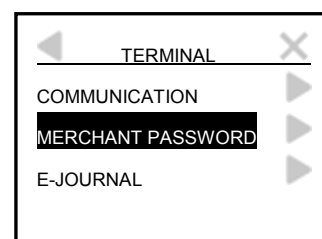
SALE ▶ OTHER TRX ▶ ▫ 🔑 ▣ 🖨	◀ MAIN MENU ✕ DISPLAY INFO ▶ MERCHANT MENU ▶ SERVICE MENU ▶ COPY RECEIPT ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol ▣ to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS ▶ FUNCTIONS ▶ CONFIGURE ▶	◀ CONFIGURE ✕ TERMINAL ▶ C-TAP ▶	◀ TERMINAL ✕ COMMUNICATION ▶ MERCHANT PASSWORD ▶ E-JOURNAL ▶
4. Select CONFIGURE.	5. Select TERMINAL.	6. Select MERCHANT PASSWORD.
PROTECTED ITEM CURRENT PASSWORD: _ _ _ _ _	PROTECTED ITEM NEW PASSWORD: _ _ _ _ _	◀ TERMINAL ✕ COMMUNICATION ▶ MERCHANT PASSWORD ▶ E-JOURNAL ▶
7. Enter the current password and confirm by pressing <OK>.	8. Enter a new five-digit password and confirm by pressing <OK>.	9. Press the cross symbol ✕ to return to the start screen.
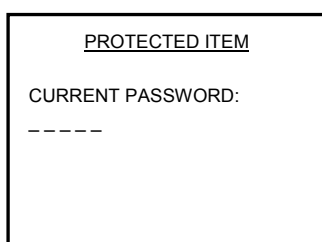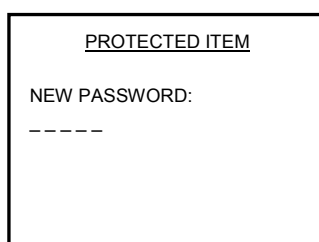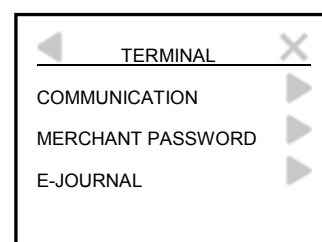
Important: It is not possible to change the default password to a non-secure password such as 12345 or 11111. Once you have changed the password, you cannot change it back to the default value (99999).

3.6 Activating and deactivating the payment terminal

Complete the following steps to activate the payment terminal:
1. Press the <OK> key until the display lights up. This may take some time.
2. Activate the payment terminal (refer to subsection 3.6.1) in order to carry out transactions.

Complete the following steps to deactivate the payment terminal:
1. Deactivate the payment terminal (refer to subsection 3.6.2)
2. Press the <STOP> key until the display no longer lights up. This may take some time.

3.6.1 Activating the terminal

The payment terminal must be activated at the start of business. This procedure will open a new financial reporting period. The terminal keeps track of all transactions that you carry out and records them in financial reports.

Complete the following steps to activate the payment terminal:
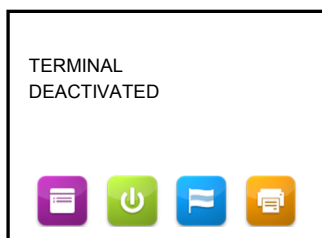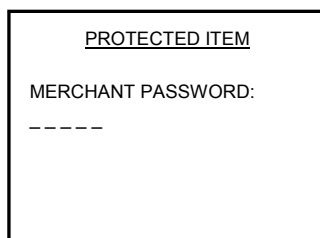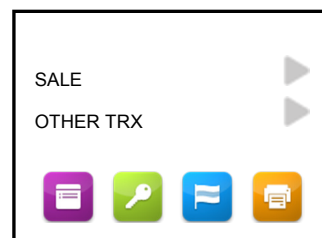
TERMINAL DEACTIVATED	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _	SALE ▶ OTHER TRX ▶
1. Press ⏻.	2. Enter the merchant password and confirm by pressing <OK>.	3. The terminal has now been activated. You can now carry out transactions on the payment terminal.

3.6.2 Deactivating the terminal

You must deactivate the payment terminal at the close of business. The financial reporting period will be closed.

Complete the following steps to deactivate the payment terminal:
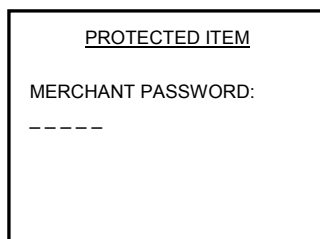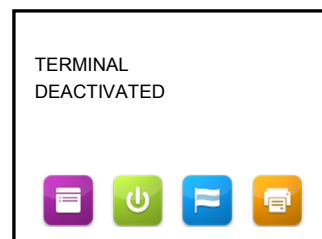
SALE ▶ OTHER TRX ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _	TERMINAL DEACTIVATED
1. Press 🔑.	2. Enter the merchant password and confirm by pressing <OK>.	3. The payment terminal is now deactivated. The terminal will automatically print the financial reports of all transactions completed during the period.

Important: Which reports are printed depends on the settings of your payment terminal. You can change the report settings yourself (see section 6.4). The printer roll may run out while the reports are being printed. In that case you must replace the printer roll and print the reports again.

3.7   Sleep mode

To save energy, the payment terminal will switch off the background lighting of the display after one hour of inactivity and go into sleep mode. You can reactivate the terminal by pressing <OK>. If you do not press <OK>, the payment terminal will switch off automatically after another hour has passed.

If you want to change the sleep mode time settings of the payment terminal, please contact the CCV Service Center.

3.8   Use of payment cards

The type of card determines whether the holder should insert or swipe the card.

A payment card with an embedded EMV chip must be inserted in the chip card reader. The card must be inserted in the chip card reader with the chip facing up and towards the payment terminal.

A payment card with a magnetic strip must be swiped through the magnetic card reader. The card must be swiped through the magnetic card reader with the magnetic strip facing down and towards the payment terminal.

3.9   Replacing a printer roll

Complete the following steps to replace a printer roll. Always be careful during this procedure! The cutting edge is sharp and the printer may be hot.

1. Press the release button and open the printer cover. Remove the old printer roll.

2. Insert the new printer roll as indicated in the above photograph. Make sure to leave a strip of paper sticking out and close the printer cover. Tear off the strip of paper along the cutting edge.

4 CARRYING OUT TRANSACTIONS

4.1 Overview of transaction types

Your payment terminal supports several different transaction types. However, not all transaction types are supported by all payment cards. The acquirer and the type of payment card determine which types of transactions you can carry out.

Important: Contact your acquirer if you are unable to carry out a transaction with a particular type of payment card.

Overview of transaction types	
Sale	The card holder pays using a payment card.
Cancellation	Cancellation of a previous transaction.
Cash advance	The card holder withdraws cash at a point-of-sale terminal.
Reservation	Reservation of a specific amount of money for a specific period of time.
Sale after reservation	Complete a sale following an earlier reservation.
Refund	Refunding money to a card holder when a product is returned.
Sale referral	A transaction in which you enter an authorisation code that you have obtained by telephone.
Cash advance after referral	The card holder withdraws cash at a point-of-sale terminal. During this transaction, an authorisation code must be entered which has been obtained by telephone.
Card check	Contacting the card issuer to check if the payment card is still valid.
Extra reservation	Increase a previously reserved amount.

4.2 Sale

You carry out a sale when a card holder pays you using a payment card.

Complete the following steps to carry out a sale:
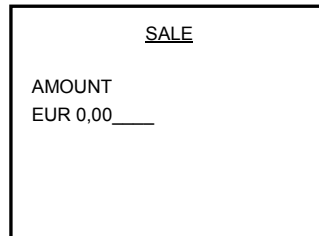
```
SALE
OTHER TRX
```

1. Select SALE.

```
SALE

AMOUNT
EUR 0,00____
```

2. Enter the amount and confirm by pressing <OK>. Hand the payment terminal to the card holder.

```
TOT EUR 0,01
YOUR CARD PLEASE
```

3. The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.

```
SALE
TOT EUR 0,01
ENTER PIN + OK
PIN _____
```

4. The card holder enters his/her PIN code and approves the transaction by pressing <OK>.

```
APPROVED
REMOVE CARD
```

5. The card holder removes the payment card.

```
PLEASE RETURN UNIT
TO ATTENDANT
```

6. The card holder returns the payment terminal to you. Press <OK>.

```
TRANSACTION OK
```

7. The sale is now successfully completed.

4.2.1 Manual credit card transactions

You can carry out manual credit card transactions on the payment terminal. Because you enter the card details manually, no card needs to be inserted during the transaction.

Important: You may need the CVC2 code during the transaction. This is a three- or four-digit code which is usually printed on the back of the card.

Complete the following steps to carry out a manual credit card transaction:
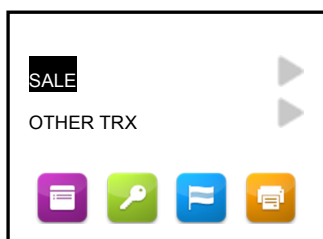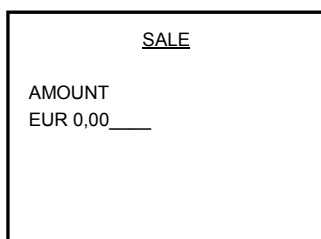
SALE OTHER TRX	SALE AMOUNT EUR 0,00____	TOT EUR 0,01 YOUR CARD PLEASE
1. Select SALE.	2. Enter the amount and confirm by pressing <OK>. Hand the payment terminal to the card holder.	3. Press [icon].
SALE CARD NUMBER + [OK] _____	SALE EXPIRY DATE + [OK] ____ (MMYY)	SALE BRAND: VISA VALIDATION CODE 2: – – –
4. Enter the card number and confirm by pressing <OK>.	5. Enter the expiry date and confirm by pressing <OK>.	6. Enter the CVC2 code and confirm by pressing <OK>. Press <OK> if no CVC2 code is printed on the card.
TOT EUR 0,01 OK?	PLEASE RETURN UNIT TO ATTENDANT	TRANSACTION OK PRESS OK TO CONTINUE
7. Press <OK> to approve the transaction.	8. The card holder returns the payment terminal to you. Press <OK>.	9. The manual credit card transaction is now successfully completed. Tear off the copy receipt and press <OK>.
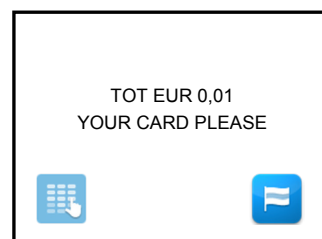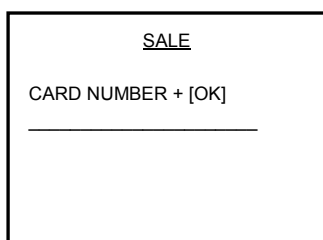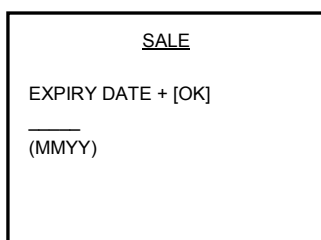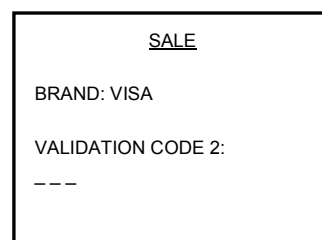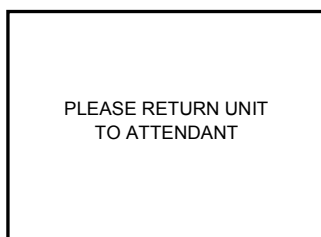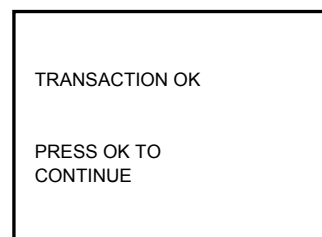
Important: Are you carrying out a transaction with a chipless credit card (card holder does not need to enter a PIN code)? In that case, the terminal will automatically print two copy receipts immediately after the transaction. One copy is for the card holder and the other is for your records. Always make sure that the card holder signs the copy for your records.

4.3 Cancellation

You can cancel a previous transaction if necessary.

Important: You need an authorisation code to cancel a previous transaction. The authorisation code is printed on the copy receipt of the transaction you wish to cancel. See the next page for an example of a copy receipt with an authorisation code.

Complete the following steps to carry out a cancellation:

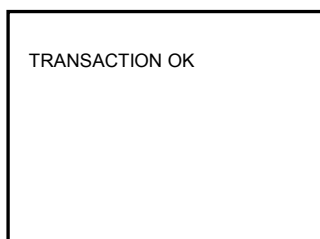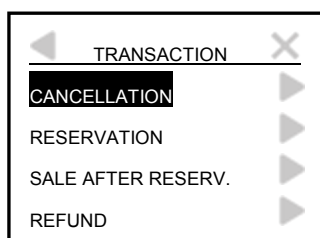|		
SALE **OTHER TRX** ▶ ▶	◀ TRANSACTION ✕ **CANCELLATION** ▶ RESERVATION ▶ SALE AFTER RESERV. ▶ REFUND ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Select OTHER TRX.	2. Select CANCELLATION.	3. Enter the merchant password and confirm by pressing <OK>.
CANCELLATION AMOUNT EUR 0,00____	◀ CHOOSE CANCELL. TYPE ✕ SALE ▶ CASH ADVANCE ▶ RESERVATION ▶ EXTRA RESERVATION ▶	CANCELLATION AUTHORISATION CODE _____
4. Enter the amount and confirm by pressing <OK>.	5. Select the transaction type that you wish to cancel.	6. Enter the authorisation code and confirm by pressing <OK>.
TOT EUR 0,01 YOUR CARD PLEASE	CANCELLATION TOT EUR 0,01 OK?	APPROVED REMOVE CARD
7. The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.	8. The card holder must press <OK> to approve the transaction.	9. The card holder removes the payment card.
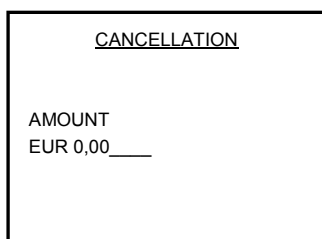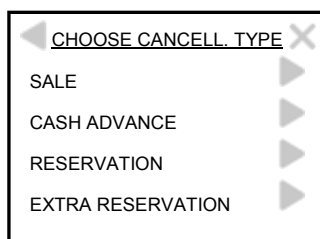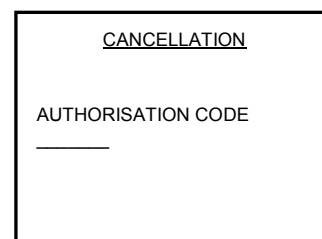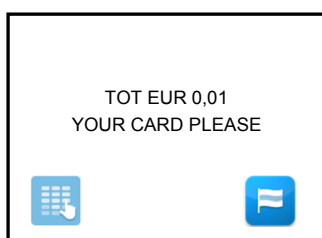
```
┌─────────────────────┐        ┌─────────────────────┐
│                     │        │  TRANSACTION OK     │
│                     │        │                     │
│  PLEASE RETURN UNIT │        │                     │
│    TO ATTENDANT     │        │                     │
│                     │        │                     │
│                     │        │                     │
└─────────────────────┘        └─────────────────────┘
```

10. The card holder returns the payment terminal to you. Press <OK>.

11. The cancellation is now successfully completed.

```
┌──────────────────────────────────────┐
│                Journal                │
│                                       │
│            CCV Holland B.V.           │
│           Westervoortsedijk 55        │
│             6827 AT Arnhem            │
│                                       │
│  Terminal: CT380071                   │
│  Merchant: 423600707814               │
│                                       │
│  Period: 2166                         │
│  Transaction: 00000002                │
│                                       │
│  MASTERCARD (A00002301)               │
│  Card: xxxxxxxxxxxx6015               │
│  Card Sequence Nr: 00                 │
│  Valid thru: 30/04/14                 │
│                                       │
│  RESERVATION                          │
│  Date: 14/06/2012 11:05               │
│  Auth. Code: 425544 ◄─────────────────┼──── Authorisation code
│                                       │
│                                       │
│  Total:                   EUR 0,01    │
│                                       │
│                                       │
│            YOU HAVE PAID              │
│                                       │
└──────────────────────────────────────┘
```

4.4   Reservation

You can reserve an amount for a specific period of time.

Important: The amount you can reserve and the duration of the reservation period depend on the acquirer and the payment card.

Complete the following steps to carry out a reservation:
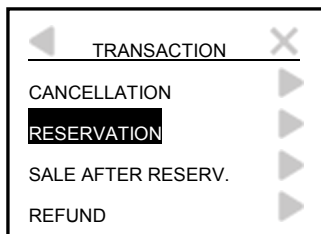
SALE ▶ OTHER TRX ▶	◀ TRANSACTION ✕ CANCELLATION ▶ RESERVATION ▶ SALE AFTER RESERV. ▶ REFUND ▶	RESERVATION AMOUNT EUR 0,00____
1. Select OTHER TRX.	2. Select RESERVATION.	3. Enter the amount and confirm by pressing <OK>.
TOT EUR 0,01 YOUR CARD PLEASE	RESERVATION TOT EUR 0,01 ENTER PIN + OK PIN _____	APPROVED REMOVE CARD
4. The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.	5. The card holder enters his/her PIN code and approves the transaction by pressing <OK>.	6. The card holder removes the payment card.
PLEASE RETURN UNIT TO ATTENDANT	TRANSACTION OK	
7. The card holder returns the payment terminal to you. Press <OK>.	8. The reservation is now successfully completed.	
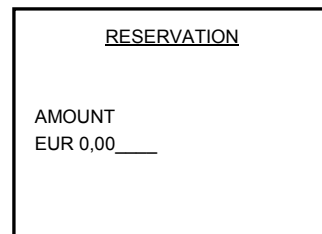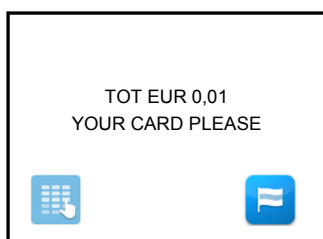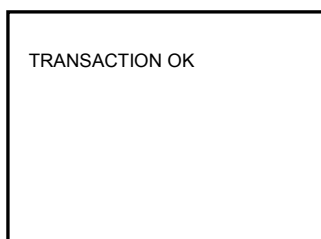
Important: You need an authorisation code to actually complete the sale at a later time, based on the earlier reservation. You can find the authorisation code on the copy receipt which is printed after the reservation has been completed. See section 4.3 for an example of a copy receipt with an authorisation code.

4.5　Sale after reservation

If you reserved an amount for a specific period of time, you must complete the actual sale at a later time.

Important: You need an authorisation code to complete this transaction. You can find the authorisation code on the copy receipt of the previously completed reservation. See section 4.3 for an example of a copy receipt with an authorisation code.

Complete the following steps to complete a sale after a reservation:

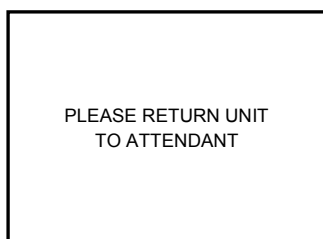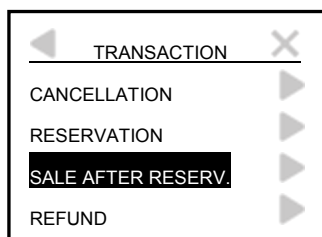|		
SALE OTHER TRX	◀ TRANSACTION ✕ CANCELLATION ▶ RESERVATION ▶ SALE AFTER RESERV. ▶ REFUND ▶	SALE AFTER RESERV. AMOUNT EUR 0,00____
1.　Select OTHER TRX.	2.　Select SALE AFTER RESERV.	3.　Enter the amount and confirm by pressing <OK>.
SALE AFTER RESERV. AUTHORISATION CODE _____	TOT EUR 0,01 YOUR CARD PLEASE	SALE TOT EUR 0,01 OK?
4.　Enter an authorisation code and confirm by pressing <OK>.	5.　The card holder inserts the payment card in the chip card reader or swipes it through the magnetic card reader.	6.　The card holder must press <OK> to approve the transaction.
APPROVED REMOVE CARD	PLEASE RETURN UNIT TO ATTENDANT	TRANSACTION OK
7.　The card holder removes the payment card.	8.　The card holder returns the payment terminal to you. Press <OK>.	9.　The sale after reservation is now successfully completed.
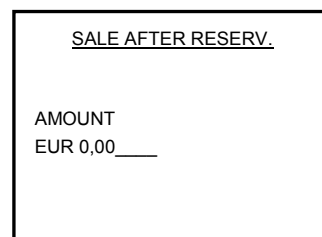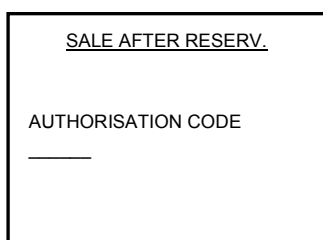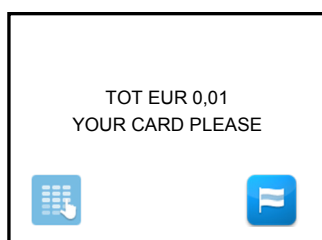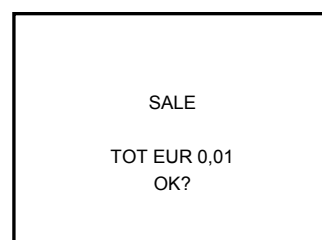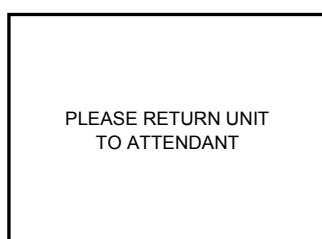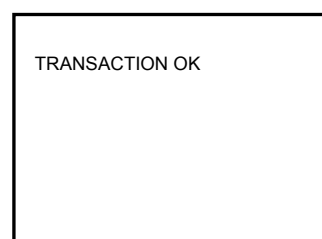
5   PAYMENT CARDS

You can accept a number of different payment cards on your payment terminal. You must conclude a contract with an acquirer for each payment card you wish to accept. An acquirer is a party that facilitates payment card transactions on your payment terminal.

You yourself can select the acquirers you wish to conclude a contract with. For instance, at any time you can switch to another acquirer that charges lower rates. To do so you must allocate a card (e.g. MasterCard) to the acquirer of your choice.

5.1   Viewing settings

You can print a card allocation report to gain an overview of the payment cards currently accepted by your payment terminal, and the acquirer to which each card is allocated.

We advise you always to print out a card allocation report and check it after you have changed the payment card settings.

Complete the following steps to print a card allocation report:
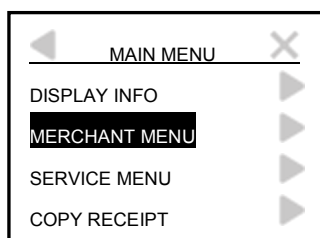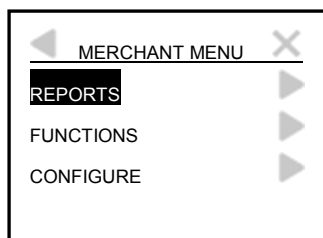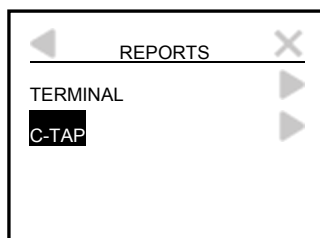
SALE ▷ OTHER TRX ▷	◀ MAIN MENU ✕ DISPLAY INFO ▷ MERCHANT MENU ▷ SERVICE MENU ▷ COPY RECEIPT ▷	PROTECTED ITEM MERCHANT PASSWORD: – – – – –
1. Press the menu symbol ▨ to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS FUNCTIONS ▷ CONFIGURE ▷	◀ REPORTS ✕ TERMINAL ▷ C-TAP	◀ C-TAP ✕ FINANCIAL ▷ PARAMETERS ▷ STATUS ▷
4. Select REPORTS.	5. Select C-TAP.	6. Select PARAMETERS.
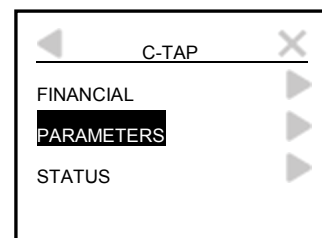
◀ PARAMETERS ✕ TERMINAL ▷ PER ACQUIRER ▷ BRAND RELATIONS ▷
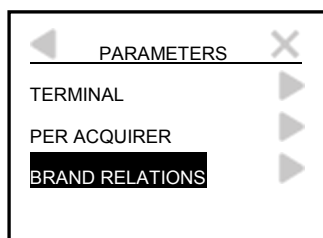
7.   Select BRAND RELATIONS. The terminal will now print the card allocation report.

See the next page for an example of a card allocation report.

```
                ** C-TAP **
              RELATION REPORT

TMS TERM-ID:                    1234567890
DATE:                    12/06/2012 13:00:26

APPLICATION VERSION:                 09.17

              CARD BRAND TABLE

                 ** CCV **

ACQUIRER TERM-ID:               CT003298

BRAND       MERCHANT ID:            REL.

---------------------------------------------------------

Maestro     20633731                 YES

VPAY        20466832                 YES

VISA        1234                     NO

Mastercard  1234                     NO


             ** Equens host **

ACQUIRER TERM-ID:               CT042298

BRAND       MERCHANT ID:            REL.

---------------------------------------------------------

VISA        4567                     YES

Mastercard  4567                     YES


               ** AWL NL **

ACQUIRER TERM-ID:

BRAND       MERCHANT ID:            REL.

---------------------------------------------------------

Maestro     20844721                 NO

VPAY        20844721                 NO


              REPORT END
```

TMS Terminal ID: this is the identification number of your payment terminal in the CCV Terminal Management System.

Date and time when the report was printed

Transaction processor CCV

The report includes an overview of the various types (brands) of payment cards. The report also specifies the Merchant ID of each card. The third column specifies if the card is allocated to the transaction processor.

Transaction processor Equens

The report includes an overview of the various types (brands) of payment cards. The report also specifies the Merchant ID of each card. The third column specifies if the card is allocated to the transaction processor.

Transaction processor Atos Worldline

The report includes an overview of the various types (brands) of payment cards. The report also specifies the Merchant ID of each card. The third column specifies if the card is allocated to the transaction processor.
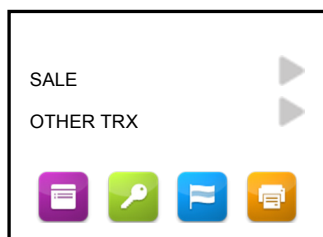
5.2 Changing settings

The table below lists the various changes you can make to the payment card settings, and the information you need to make each change. The table also states the subsection in this document where you can find detailed instructions on carrying out the change concerned.

Change	Required information	Subsection
Accepting a payment card	• Merchant ID of acquirer • Transaction processor (CCV, Equens or Atos Worldline)	5.2.1
Terminating acceptance of a payment card	You do not need any specific information to make this change.	5.2.2
Allocating a payment card to a different acquirer while retaining the current transaction processor	• Merchant ID of acquirer • Current transaction processor (CCV, Equens or Atos Worldline)	5.2.3
Allocating a payment card to a different acquirer and a different transaction processor	• Merchant ID of acquirer • New transaction processor (CCV, Equens or Atos Worldline)	5.2.1

5.2.1 Adding a payment card

Important: You need the Merchant ID for the payment card in order to carry out this change. You also need to know which transaction processor will process the transactions. If you do not have this information at your disposal, please contact your acquirer.

Complete the following steps to add a payment card:
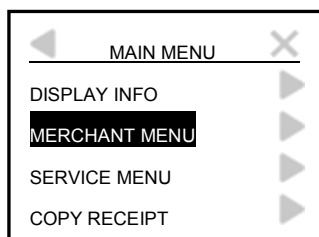
SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ MERCHANT MENU ▶ SERVICE MENU ▶ COPY RECEIPT ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol 🔲 to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS ▶ FUNCTIONS ▶ CONFIGURE ▶	◀ CONFIGURE ✕ TERMINAL ▶ C-TAP ▶	◀ CONFIGURATION ✕ EDIT RELATIONS ▶
4. Select CONFIGURE.	5. Select C-TAP.	6. Select EDIT RELATIONS.

```
    ◄   SELECT ACQUIRER   ✕
CCV                        ►
Equens host                ►
AWL NL                     ►
```
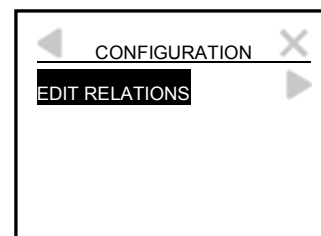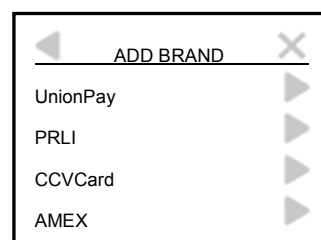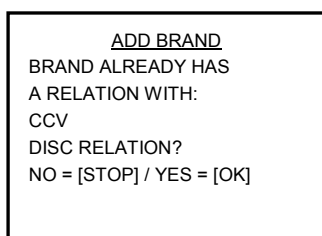
7. Select the transaction processor to which you wish to link the payment card.

```
    ◄   EDIT RELATIONS   ✕
ADD BRAND                  ►
DELETE BRAND               ►
CHANGE MERCHANT ID         ►
```

8. Select ADD BRAND.

```
    ◄   ADD BRAND   ✕
UnionPay                ►
PRLI                    ►
CCVCard                 ►
AMEX                    ►
```
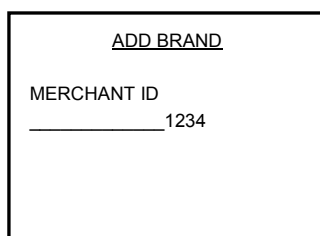
9. Select the payment card you wish to add on your payment terminal.

```
        ADD BRAND
BRAND ALREADY HAS
A RELATION WITH:
CCV
DISC RELATION?
NO = [STOP] / YES = [OK]
```
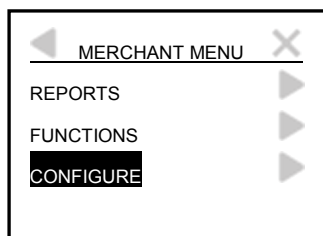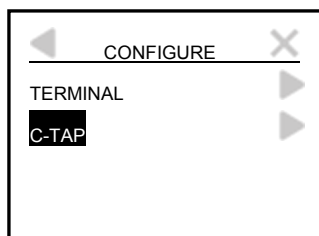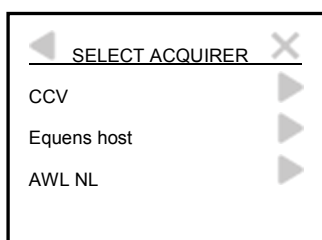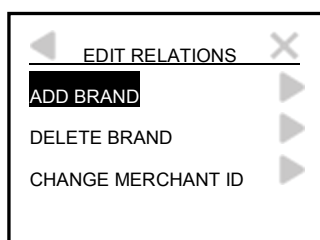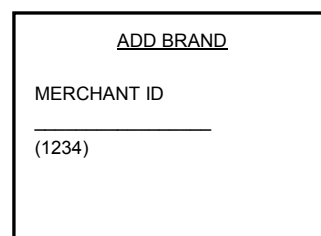
10. This message appears on screen if the card you selected is already allocated to a transaction processor.
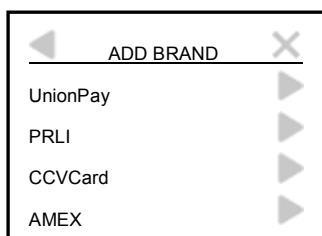
    Press <OK> to allocate the card to the new transaction processor.

```
        ADD BRAND

MERCHANT ID
_____1234
```

11. Press <CORR>.

```
        ADD BRAND

MERCHANT ID
_____
(1234)
```

12. Enter the Merchant ID you received from the acquirer, and confirm by pressing <OK>.

```
    ◄   ADD BRAND   ✕
UnionPay                ►
PRLI                    ►
CCVCard                 ►
AMEX                    ►
```

13. Press the cross symbol ✕ to return to the start screen.

If the card has been successfully added, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'.

Important: If you did not succeed in adding the payment card, the Merchant ID may be unknown to the transaction processor. Always contact the acquirer first to check if the Merchant ID has been activated. If the Merchant ID has been activated, you should check if you have entered the Merchant ID correctly. You can do so by printing a card allocation report and checking the Merchant ID (see section 5.1).

5.2.2 Deleting a payment card

Important: You must deactivate the terminal (see subsection 3.6.2) before deleting a payment card.

Complete the following steps to delete a payment card:
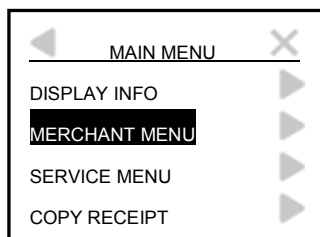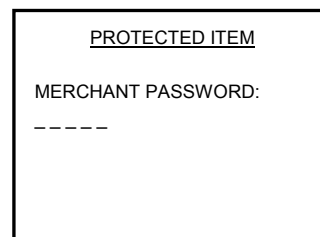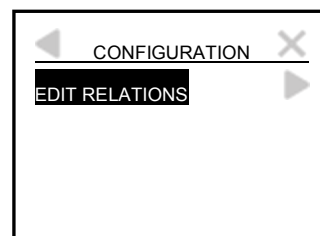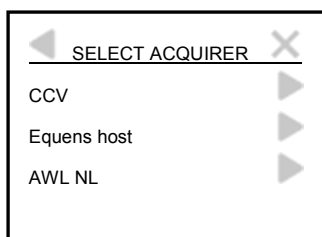
SALE **OTHER TRX**	**MAIN MENU** DISPLAY INFO MERCHANT MENU SERVICE MENU COPY RECEIPT	PROTECTED ITEM MERCHANT PASSWORD: – – – – –
1. Press the menu symbol to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
MERCHANT MENU REPORTS FUNCTIONS CONFIGURE	**CONFIGURE** TERMINAL C-TAP	**CONFIGURATION** EDIT RELATIONS
4. Select CONFIGURE.	5. Select C-TAP.	6. Select EDIT RELATIONS.
SELECT ACQUIRER CCV Equens host AWL NL	**EDIT RELATIONS** ADD BRAND DELETE BRAND CHANGE MERCHANT ID	**DELETE BRAND** UnionPay PRLI CCVCard AMEX
7. Select the transaction processor allocated to the card that you wish to delete.	8. Select DELETE BRAND.	9. Select the payment card you wish to delete.
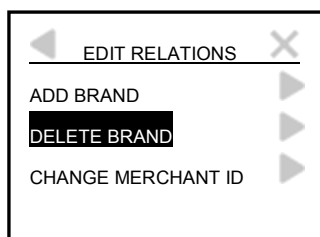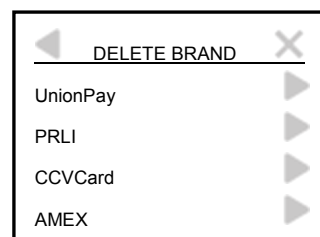
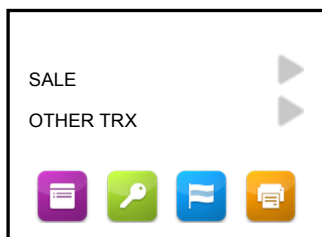| |
|---|
| **DELETE BRAND**
UnionPay
PRLI
CCVCard
AMEX |
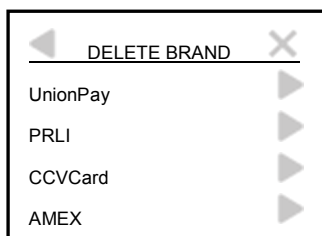
10. Press the cross symbol to return to the start screen.

If the card has been successfully added, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'. If the receipt states 'ACQUIRER PARAMETER SESSION FAILED', please contact the CCV Service Center.

5.2.3 Changing the Merchant ID for a payment card

Important: You must deactivate the terminal (see subsection 3.6.2) before changing the Merchant ID for a payment card.

Complete the following steps to change the Merchant ID for a payment card:

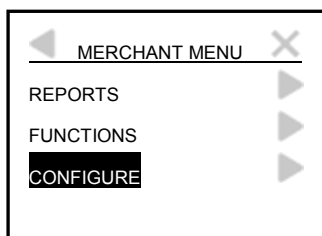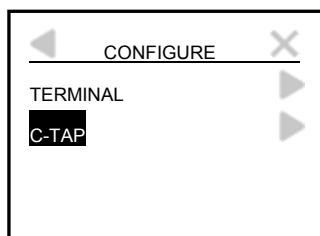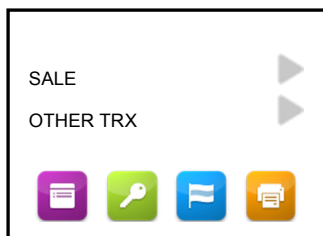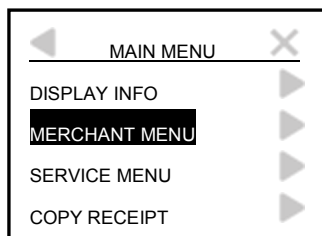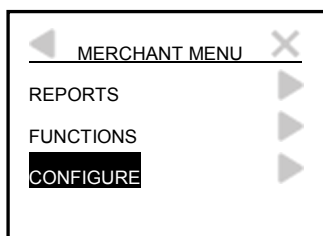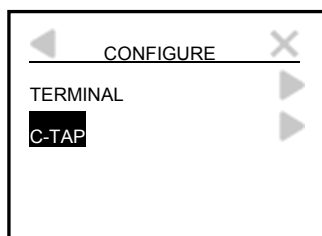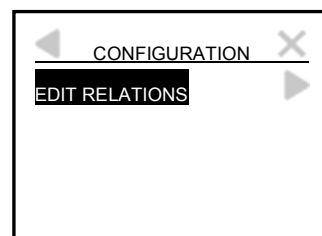|		
SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ **MERCHANT MENU** ▶ SERVICE MENU ▶ COPY RECEIPT ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS ▶ FUNCTIONS ▶ **CONFIGURE** ▶	◀ CONFIGURE ✕ TERMINAL ▶ **C-TAP** ▶	◀ CONFIGURATION ✕ **EDIT RELATIONS** ▶
4. Select CONFIGURE.	5. Select C-TAP.	6. Select EDIT RELATIONS.
◀ SELECT ACQUIRER ✕ CCV ▶ Equens host ▶ AWL NL ▶	◀ EDIT RELATIONS ✕ ADD BRAND ▶ DELETE BRAND ▶ **CHANGE MERCHANT ID** ▶	◀ CHANGE MERCHANT ID ✕ UnionPay ▶ VISA ▶ Maestro ▶ VPAY ▶
7. Select the transaction processor allocated to the payment card that you wish to change.	8. Select CHANGE MERCHANT ID.	9. Select the payment card of which you wish to change the Merchant ID.
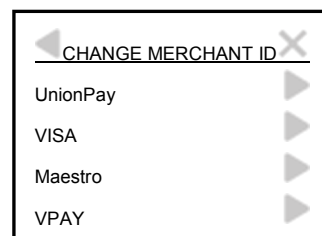
MERCHANT ID:	MERCHANT ID:	CHANGE MERCHANT ID
MERCHANT ID ____100600000034	MERCHANT ID _____ (100600000034)	UnionPay ▶ VISA ▶ Maestro ▶ VPAY ▶

10. Press <CORR>.

11. Enter the Merchant ID you received from the acquirer, and confirm by pressing <OK>.

12. Press the cross symbol ✕ to return to the start screen.

If the Merchant ID for the card has been successfully changed, the payment terminal will print a receipt with the message: 'ACQUIRER PARAMETER SESSION SUCCEEDED'.

Important: If you did not succeed in adding the payment card, the Merchant ID may be unknown to the transaction processor. Always contact the acquirer first to check if the Merchant ID has been activated. If the Merchant ID has been activated, you should check if you have entered the Merchant ID correctly. You can do so by printing a card allocation report and checking the Merchant ID (see section 5.1).

6 FINANCIAL REPORTS

6.1 Types of financial reports

Your payment terminal keeps track of the transactions completed during a specific period (day or shift). This period starts when you activate the terminal, and ends when you deactivate the terminal. The terminal will print the following financial reports (depending on the settings):

Financial reports	
E-Journal	If the E-Journal is printed, a copy receipt is printed of every transaction completed during the period. **Important:** The payment terminal will only print the E-Journal if the E-Journal feature has been activated on the terminal (see subsection 6.4.1).
Totals report	The totals report is a report listing the period totals of all transactions that you completed during the period, specified according to transaction type and card type.

6.2 Automatically printing reports when the terminal is deactivated

The payment terminal automatically prints reports when you deactivate the terminal (see subsection 3.6.2). Which reports are printed depends on the settings of your payment terminal.

6.3 Printing interim reports

Do you want to print an interim report before the end of the period? The subsections below describe how to print an interim totals report and an interim E-Journal, respectively.

6.3.1 Printing an interim totals report

Complete the following steps to print an interim totals report:

SALE ▶	◀ MAIN MENU ✕	PROTECTED ITEM
OTHER TRX ▶	DISPLAY INFO ▶	MERCHANT PASSWORD:
🟪 🔑 🏳 🖨	**MERCHANT MENU** ▶	_ _ _ _ _
	SERVICE MENU ▶	
	COPY RECEIPT ▶	

1. Press the menu symbol 🟪 to open the menu.

2. Select MERCHANT MENU.

3. Enter the merchant password and confirm by pressing <OK>.

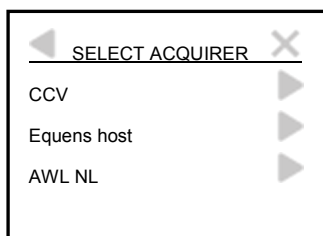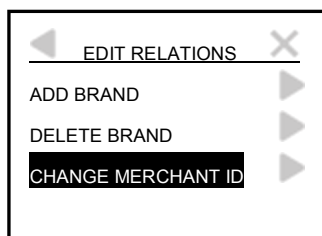| ◀ MERCHANT MENU ✕	◀ REPORTS ✕	◀ TERMINAL ✕
REPORTS ▶	**TERMINAL** ▶	**FINANCIAL** ▶
FUNCTIONS ▶	C-TAP ▶	PARAMETERS ▶
CONFIGURE ▶		
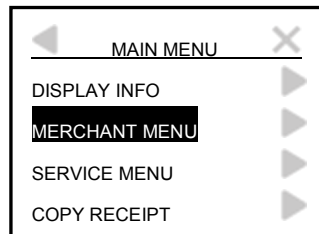
4. Select REPORTS.

5. Select TERMINAL.

6. Select FINANCIAL.

◀ FINANCIAL ✕	◀ CURRENT PERIOD ✕
E-JOURNAL ▶	**GENERAL** ▶
CURRENT PERIOD ▶	PER ACQUIRER ▶
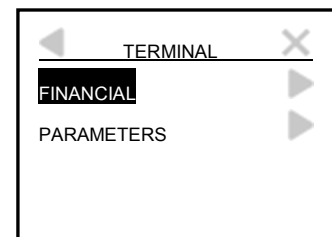
7. Select CURRENT PERIOD.
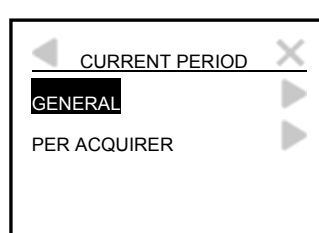
8. Select TOTALS REPORT. The terminal will now print the totals report.

See the next page for an example of an interim totals report.

```
                Westervoortsedijk 55
                  6827 AT Arnhem

DATE:                    01/06/2012  10:09:20


              TOTAL REPORT
            INTERIM TOTALS

TMS TERM-ID:                        CSL003
PERIOD ID:                               2
PERIOD START:            01/06/2012  10:01:16
PERIOD END:                     STILL OPEN


====================================

              EFT TOTALS

                         #TRX        EUR
SALE:                       5        0,05
CANCELLATION SALE:          1       -0,01
REFUND:                     1       -0,01
                         --------   --------
TOTAL:                               0,03


====================================

                  CCV

Maestro                  #TRX        EUR
SALE:                       2        0,02
                         --------   --------
TOTAL:                               0,02

VPAY                     #TRX        EUR
SALE:                       1        0,01
                         --------   --------
TOTAL:                               0,01

MasterCard               #TRX        EUR
SALE:                       2        0,02
CANCELLATION SALE:          1       -0,01
REFUND:                     1       -0,01
                         --------   --------
TOTAL:                               0,00


====================================


              REPORT END
```

Date and time when the totals report was printed

TMS Terminal ID of the payment terminal and information about the reporting period

Overview of all completed transactions, specified according to transaction type

Overview of all completed transactions processed by the transaction processor CCV

The different types of transactions are specified according to the card type

6.3.2 Printing an interim E-Journal

Important: The E-Journal is deleted from the terminal's memory after printing.

Complete the following steps to print an interim E-Journal:
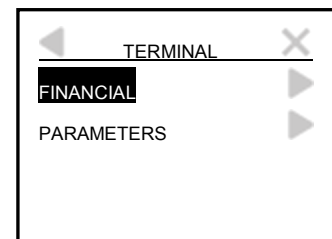
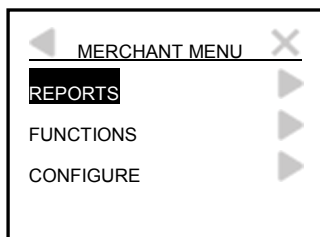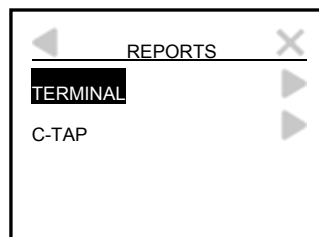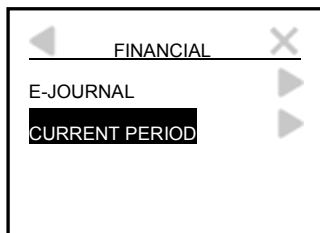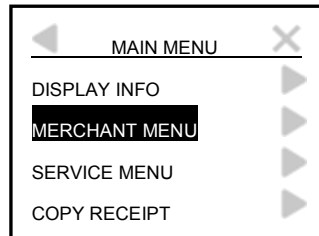|		
SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ **MERCHANT MENU** ▶ SERVICE MENU ▶ COPY RECEIPT ▶	<u>PROTECTED ITEM</u> MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ **REPORTS** ▶ FUNCTIONS ▶ CONFIGURE	◀ REPORTS ✕ **TERMINAL** ▶ C-TAP ▶	◀ TERMINAL ✕ **FINANCIAL** ▶ PARAMETERS ▶
4. Select REPORTS.	5. Select TERMINAL.	6. Select FINANCIAL.
◀ FINANCIAL ✕ **E-JOURNAL** ▶ CURRENT PERIOD ▶	E-JOURNAL PRINTED AGAIN? [STOP] / [OK]	E-JOURNAL IS DELETED
7. Select E-JOURNAL. The terminal will now print the E-Journal. See the next page for an example of an E-Journal.	8. Press <STOP> if the E-Journal has been printed.	9. The screen will display the following message: 'E-JOURNAL IS DELETED'.
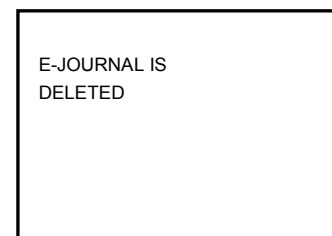
Westervoortsedijk 55
6827 AT Arnhem

E-JOURNAL
Date: 01/06/2012 10:09:20
TMS TERM-ID: CSL001
=======================================
JOURNAL:

Terminal: CT380071
Merchant: 423600707814

Period: 2166
Transaction: 00000002

MASTERCARD (A00002301)
Card: xxxxxxxxxxxx6015
Card Sequence Nr: 00
Valid thru: 30/04/14

SALE
Date: 01/06/2012 10:05:15
Auth. code: 180813

Total: **EUR 0,01**

YOU HAVE PAID
ACQUIRER ID   67300110
TRANSACTION TERMINAL TREATMENT RES.   0000
=======================================
JOURNAL

Terminal: CT380071
Merchant: 423600707814

Period: 2166
Transaction: 00000003

MASTERCARD (A00002301)
Card: xxxxxxxxxxxx6015
Card Sequence Nr: 00
Valid thru: 30/04/14

CANCELLATION
Date: 01/06/2012 10:08:15
Auth. code: 180813

Total: **EUR 0,01**
CANCELLATION
AUTHORISED
ACQUIRER ID   67300110
TRANSACTION TERMINAL TREATMENT RES.   0000
=======================================
END OF E-JOURNAL

Data and time when you printed the E-Journal; TMS Terminal ID of the payment terminal

Receipt of a completed transaction

Receipt of a cancellation

6.4 Report settings

The E-Journal feature on your payment terminal is activated by default. As standard, the payment terminal will print one receipt upon completion of a transaction. The second receipt (i.e. the copy receipt for your records) is temporarily saved in the payment terminal memory. The terminal will automatically print all copy receipts when you deactivate the terminal.

You can activate and deactivate the E-Journal feature yourself. The subsections below provide detailed instructions on activating and deactivating the E-Journal feature.

6.4.1 Activating the E-Journal feature

In order to activate the E-Journal feature, you must:
- Enter the maximum number of transactions to be saved in the E-Journal memory
- Define the 'threshold', i.e. the number of transactions when you want to receive a warning that the E-Journal memory is almost full

Complete the following steps to activate the E-Journal feature:

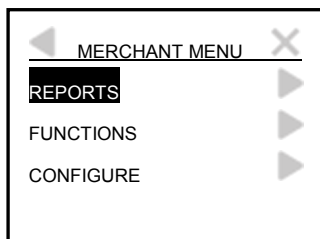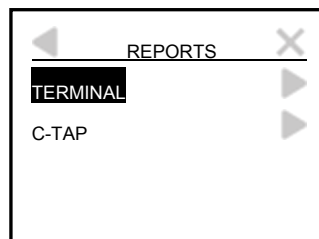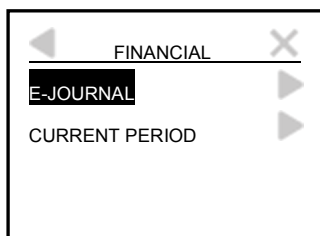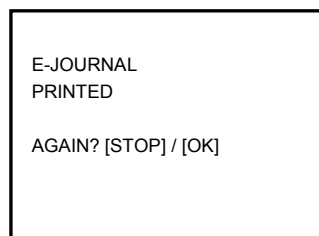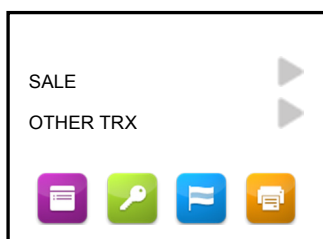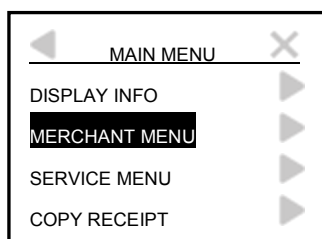|		
SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ **MERCHANT MENU** ▶ SERVICE MENU ▶ COPY RECEIPT ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS ▶ FUNCTIONS ▶ **CONFIGURE** ▶	◀ CONFIGURE ✕ **TERMINAL** ▶ C-TAP ▶	◀ TERMINAL ✕ COMMUNICATION ▶ MERCHANT PASSWORD ▶ **E-JOURNAL** ▶
4. Select CONFIGURE.	5. Select TERMINAL.	6. Select E-JOURNAL.

```
        E-JOURNAL                          E-JOURNAL                          E-JOURNAL

MAX TRX ENTRIES                    MAX TRX ENTRIES                   MAX TRX ENTRIES
                                   0                                 ____
THRESHOLD ALM. FULL                (0)                               (0)
```
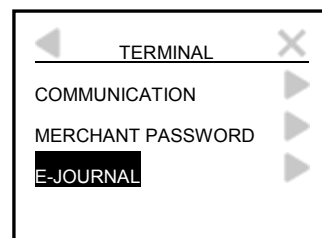
7. Select MAX TRX
    ENTRIES.
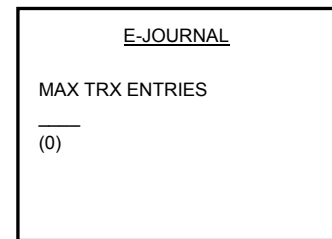
8. Press <CORR>.

9. Enter the maximum
    number of transactions
    to be saved in the E-
    Journal memory, and
    confirm by pressing
    <OK>.

    Important: You can
    save up to 500
    transactions in the E-
    Journal memory.

```
        E-JOURNAL                          E-JOURNAL                          E-JOURNAL

MAX TRX ENTRIES                    THRESHOLD ALM. FULL               THRESHOLD ALM. FULL
                                   0
THRESHOLD ALM. FULL                (0)                               ____
                                                                     (0)
```
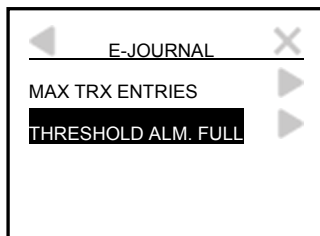
10. Select THRESHOLD
    ALM. FULL.
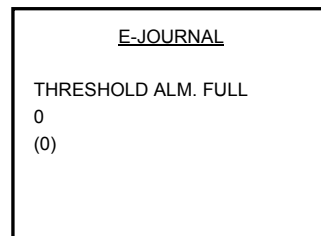
11. Press <CORR>.
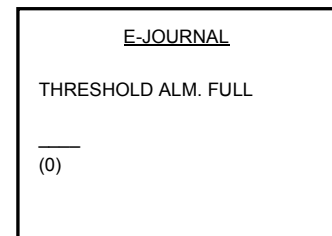
12. Enter the 'threshold'
    number of transactions
    when the terminal should
    issue a warning that the
    E-Journal memory is
    almost full, and confirm
    by pressing <OK>.

```
CHANGE E-JOURNAL
SUCCESSFUL
```
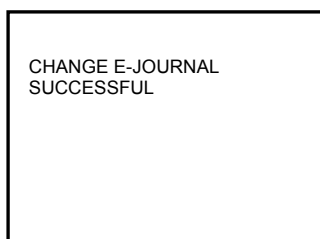
13. If the E-Journal feature
    has been successfully
    activated, the following
    message will appear on
    screen: 'CHANGE E-
    JOURNAL
    SUCCESSFUL'.

6.4.2 Deactivating the E-Journal feature

You can deactivate the E-Journal feature by entering zero as the maximum number of transactions to be saved in the E-Journal memory.

Complete the following steps to deactivate the E-Journal feature:
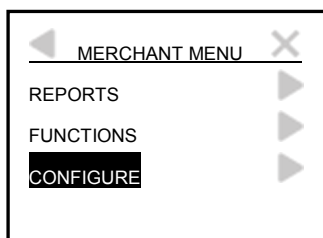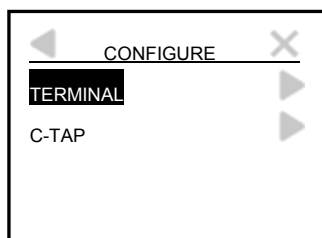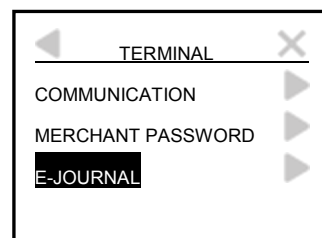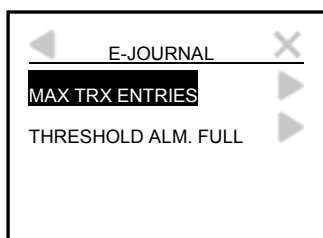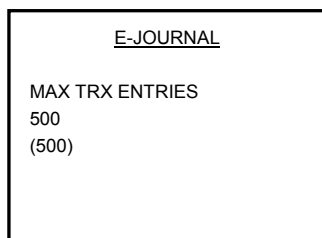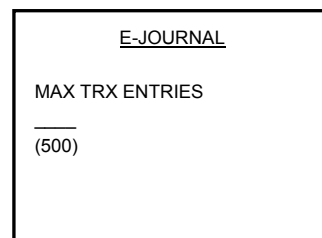
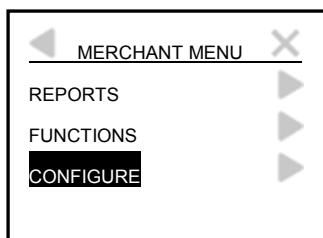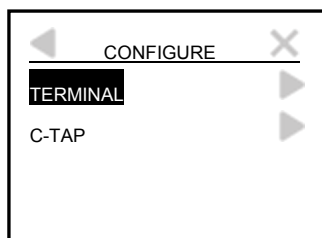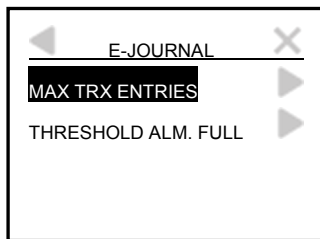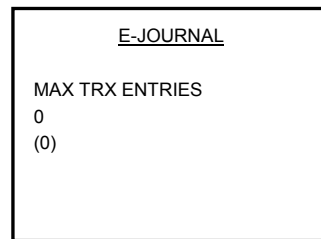|		
SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ **MERCHANT MENU** ▶ SERVICE MENU ▶ COPY RECEIPT ▶	<u>PROTECTED ITEM</u> MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol to open the menu.	2. Select MERCHANT MENU.	3. Enter the merchant password and confirm by pressing <OK>.
◀ MERCHANT MENU ✕ REPORTS ▶ FUNCTIONS ▶ **CONFIGURE** ▶	◀ CONFIGURE ✕ **TERMINAL** ▶ C-TAP ▶	◀ TERMINAL ✕ COMMUNICATION ▶ MERCHANT PASSWORD ▶ **E-JOURNAL** ▶
4. Select CONFIGURE.	5. Select TERMINAL.	6. Select E-JOURNAL.
◀ E-JOURNAL ✕ **MAX TRX ENTRIES** ▶ THRESHOLD ALM. FULL ▶	<u>E-JOURNAL</u> MAX TRX ENTRIES 500 (500)	<u>E-JOURNAL</u> MAX TRX ENTRIES ____ (500)
7. Select MAX TRX ENTRIES.	8. Press <CORR>.	9. Enter zero (0) and confirm by pressing <OK>.
CHANGE E-JOURNAL SUCCESSFUL		
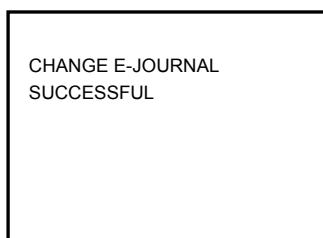
10. If the E-Journal feature has been successfully deactivated, the following message will appear on screen: CHANGE 'E-JOURNAL SUCCESSFUL'.

Important: If the message 'E-JOURNAL MEMORY NOT EMPTY / FIRST DELETE OR PRINT' appears on screen, you must first print the E-Journal (see subsection 6.3.1) or delete the E-Journal (see section 6.5).

6.5   Deleting the E-Journal

You can delete the E-Journal without printing it.

Complete the following steps to delete the E-Journal:
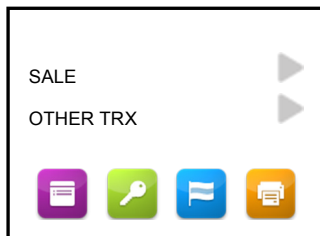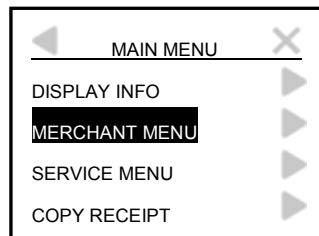
```
 SALE                    ▶
 OTHER TRX               ▶

 [menu] [key] [flag] [print]
```
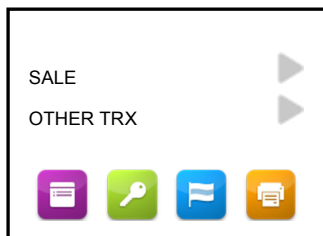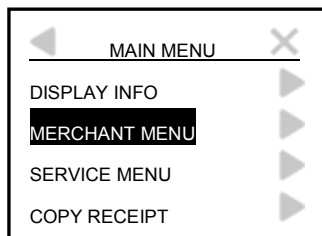
1. Press the menu symbol
   [icon] to open the menu.

```
◄     MAIN MENU      ✕
DISPLAY INFO          ▶
MERCHANT MENU         ▶
SERVICE MENU          ▶
COPY RECEIPT          ▶
```

2. Select MERCHANT
   MENU.

```
     PROTECTED ITEM

MERCHANT PASSWORD:
_ _ _ _ _
```

3. Enter the merchant
   password and confirm
   by pressing <OK>.

```
◄    MERCHANT MENU   ✕
REPORTS               ▶
FUNCTIONS             ▶
CONFIGURE             ▶
```

4. Select FUNCTIONS.

```
◄      FUNCTIONS     ✕
TERMINAL              ▶
C-TAP                 ▶
```

5. Select TERMINAL.
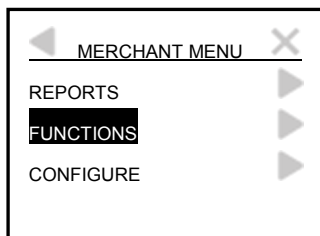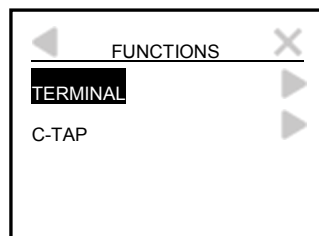
```
◄      TERMINAL      ✕
CONTACT TMS           ▶
RESTART TERMINAL      ▶
DELETE E-JOURNAL      ▶
```
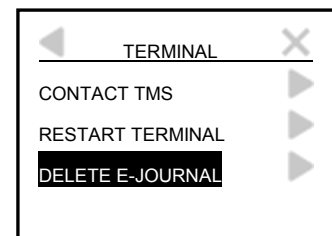
6. Scroll down and select

   DELETE E-JOURNAL.

```
     PROTECTED ITEM

MERCHANT PASSWORD:
_ _ _ _ _
```

7. Enter the merchant
   password and confirm
   by pressing <OK>.

```
       E-JOURNAL

E-JOURNAL IS
DELETED
```
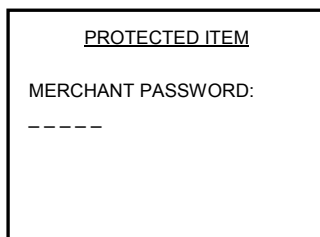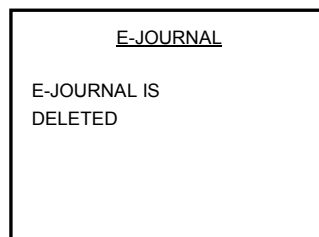
8. The E-Journal has now
   been deleted.

7 OPTIONAL FEATURES

7.1 Overview of optional features

Your payment terminal offers a number of optional features. You can have some of these features activated by the CCV Service Center, while others are only available if permitted by the acquirer.

Feature	Description	Availability
Dynamic Currency Conversion	With Dynamic Currency Conversion, you can offer foreign customers the option of paying in their own currency.	If permitted by acquirer
Transaction reference	This feature allows you to assign a reference (e.g. a number or description) to a particular transaction while the transaction is being carried out. The reference is then stated on the copy receipt.	Activation by CCV Service Center
Employees	The Employees feature provides insight into the transactions completed by your employees during a shift. • After the close of business, the terminal can print a report specifying the transaction totals according to the employee(s) who completed the transactions. • The copy receipt will state the name of the employee who completed the transaction. • An employee can also print a report of the transactions he/she has completed.	Activation by CCV Service Center

7.2 Instruction cards for optional features

Instruction cards for optional features are available on our website www.ccv.nl, Service, Handleidingen.

Important: The instruction cards are only available in Dutch!

8 MAINTENANCE AND TECHNICAL PROBLEMS

8.1 Cleaning the payment terminal

In order to extend the service life of your equipment, it is advisable to clean your payment terminal regularly. This depends on the number of transactions you carry out and the environment in which the payment terminal has been installed.

For instance, if you notice that the performance of the card readers is deteriorating, you can use the special-purpose cleaning cards to clean the readers.

A special cleaning set is available for cleaning the payment terminal. The cleaning set includes the following items:

- Anti-static and anti-bacterial cleaning pads
- A cleaning card for the chip card reader
- A cleaning card for the magnetic card reader

Chapter 9 describes how you can order the cleaning set and other supplies.

8.1.1 Cleaning the payment terminal

Thoroughly wipe the housing, keypad and screen of the payment terminal with a cleaning pad. Pay particular attention to the keys. As with computer keyboards and telephones, the keys may contain a lot of bacteria as a result of regular use over a long period of time.

8.1.2 Cleaning the chip card reader

1. Insert the cleaning card in the chip card reader of the payment terminal.

2. Keep hold of the dark-grey section of the card with one hand as depicted in the above photograph. Then move the transparent section back and forth several times with your other hand.

8.1.3 Cleaning the magnetic card reader

Swipe the cleaning card through the magnetic card reader of the payment terminal. Hold the cleaning card in an upright position and swipe at a constant speed. The cleaning card has two cleaning strips on both sides. The best result is obtained when you swipe the cleaning card through the magnetic card reader twice, without turning the card over.

8.2 Payment terminal battery

The payment terminal is powered by a lithium-ion battery and can be used as a mobile terminal. The number of transactions you can complete on a fully charged battery depends on the following factors:

- The period of time before the payment terminal goes into 'sleep mode' (default setting: 1 hour)
- Signal strength: the payment terminal consumes less energy if coverage is good

8.2.1 Charging the battery

It takes approximately six hours to recharge an empty battery. You can recharge the battery using the power supply or the base station.

Observe the following guidelines to extend the life of the battery:

- Do not use the battery when the capacity has fallen below 10%
- Do not recharge the battery until the capacity has fallen below 30%
- Make sure that the payment terminal is not connected to the power supply or a base station when the battery is fully charged
- If you do not expect to use the battery for a period of one month or more, make sure the battery is charged to 40% of its total capacity. Remove the battery from the payment terminal and store it in a dark, clean and dry place at room temperature (approximately 20°C).

8.2.2   Recharging the battery using the power supply

Connect the terminal as shown below if you want to recharge the battery using the power supply.

Plug into wall socket
(230 Volt)

8.2.3 Recharging the battery using the base station

You can purchase a base station for the payment terminal. You can place the payment terminal on the base station when it is not being used. The base station will recharge the payment terminal battery. Complete the following steps to connect the payment terminal to the base station:

Plug into wall socket
(230 Volt)

1. Connect the base station as shown above.

2. Place the payment terminal on the base station as shown above.

8.3 Calibrating the battery

You can calibrate the battery to make sure that the battery status indicator on the payment terminal indicates the actual capacity of the battery.

Important: You should only calibrate the battery when you are replacing the payment terminal battery, or if you have noticed that the battery status indicator does not indicate the battery's actual capacity.

If you want to calibrate the battery as a preventive measure, we advise you to do so not more than once every three months. The battery calibration procedure can take 10 to 30 hours. You cannot use the payment terminal during this period.

Complete the following steps to calibrate the battery:

SALE ▷ OTHER TRX ▷ ▣ 🔑 🏳 🖨	◀ MAIN MENU ✕ DISPLAY INFO ▷ MERCHANT MENU ▷ SERVICE MENU ▷ COPY RECEIPT ▷

1. Connect the payment terminal to the power supply or the base station.

2. Press the menu symbol ▣ to open the menu.

3. Select MERCHANT MENU.

PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _	◀ MERCHANT MENU ✕ REPORTS ▷ FUNCTIONS ▷ CONFIGURE ▷	◀ FUNCTIONS ✕ TERMINAL ▷ C-TAP ▷

4. Enter the merchant password and confirm by pressing <OK>.

5. Select FUNCTIONS.

6. Select TERMINAL.

◀ TERMINAL ✕ CONTACT TMS ▷ RESTART TERMINAL ▷ DELETE E-JOURNAL ▷ CALIBRATE BATTERY ▷	CALIBRATE BATTERY NOTE: THIS MAY TAKE 10 - 15 HOURS NO = [STOP] / YES = [OK]	CALIBRATE BATTERY SUCCESSFUL

7. Select CALIBRATE BATTERY.

8. Press <OK> to start the calibration process.

9. If the calibration process has been successfully completed, the following message will appear on screen: 'SUCCESSFUL'.
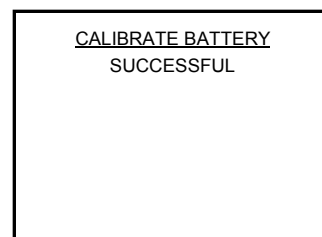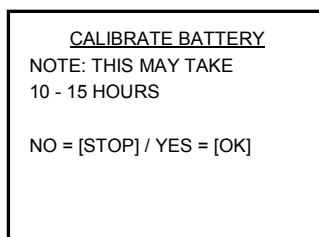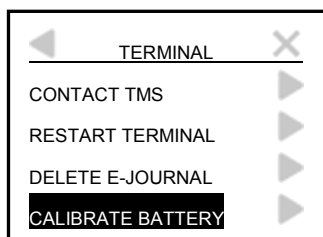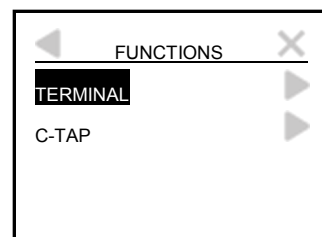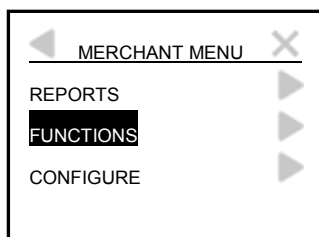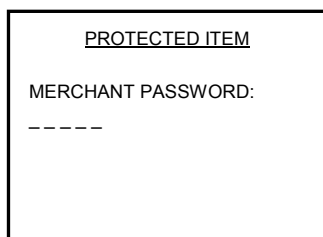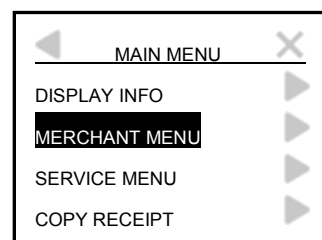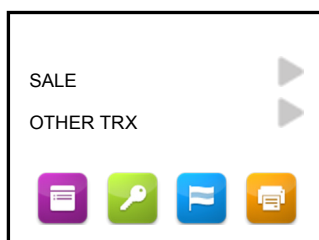
8.4 Periodic software version control

Your payment terminal will periodically contact the CCV Terminal Management System for version control purposes. This procedure is carried out automatically and at night. The Terminal Management System checks the version of the payment terminal software. If a new software version is available, it is installed on the payment terminal. If the version control procedure has been successful, the terminal will print a receipt with the message 'CONFIGURATION SUCCESSFUL'.

Important: The payment terminal can only communicate with the Terminal Management System if it is connected to the power supply or the base station. The version control procedure will only be carried out if the payment terminal is connected to the power supply or the base station.

8.5 What to do in the event of faults / technical problems

This section describes what you can do to resolve any faults or technical problems that may occur.

Problems with reading payment cards:
- As a test, try to complete a transaction for one euro cent (€ 0.01) using another payment card. You should preferably use a payment card issued by another bank. If the test transaction is successful, this may be an indication that the card holder's payment card is not working properly. If the test transaction is unsuccessful, there may be a problem involving the card reader of the payment terminal.
- You can reset the payment terminal by interrupting the power supply for approx. 15 seconds. To do so, you must first switch off the payment terminal and then remove the battery.

Communication problems:
- You can reset the payment terminal by interrupting the power supply for approx. 15 seconds. To do so, you must first switch off the payment terminal and then remove the battery.
- Remove the SIM card from the payment terminal and clean it with a dry, clean cloth. Place the SIM card back in the payment terminal and try to carry out a transaction.
- Remove the SIM card from the payment terminal and place it in a mobile telephone without a SIM lock. To test coverage, try to send a text message with this phone.
- Contact your mobile data communications provider to check if they can detect a problem (e.g. a faulty SIM card).

If none of the preceding steps were successful in resolving the problem, please contact the CCV Service Center for technical support.

Important: Make sure that you have the TMS Terminal ID or payment terminal code to hand. This will enable our staff to assist you more quickly. The next page describes where you can find this information.
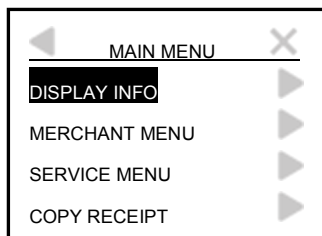
8.5.1 Looking up the TMS Terminal ID and payment terminal code

The TMS Terminal ID is the identification number of your payment terminal in the CCV Terminal Management System. You can look up the TMS Terminal ID in your payment terminal.

Complete the following steps to look up the TMS Terminal ID:

SALE ▶ OTHER TRX ▶ 🟪 🔑 🏳 🖨	◀ MAIN MENU ✕ DISPLAY INFO ▶ MERCHANT MENU ▶ SERVICE MENU ▶ COPY RECEIPT ▶	◀ DISPLAY INFO ✕ CUSTOMER SERVICE ▶ TERMINAL ▶ COMMUNICATION ▶ HW INFO ▶
1. Press the menu symbol 🟪 to open the menu.	2. Select DISPLAY INFO.	3. Select TERMINAL.

```
           TERMINAL
TMS TID:            CSL001
CONF TYPE:       VX680NLSW
CONF VERS.:          09.19
SOFTW VERS.:         09.19
PINPAD VERS.:         0312
14/06/2012        10:50:37
```
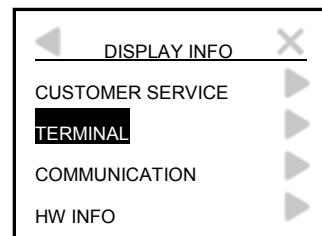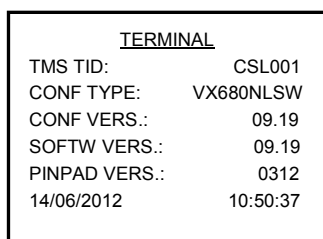
4. Write down the TMS Terminal ID (CSL001 in this example).

If you are unable to look up the TMS Terminal ID, you can also refer to the payment terminal code. The payment terminal code is printed on the copy receipts of the transactions.

Payment terminal code (573201 in this example) ————▶

```
           Merchant's Copy

           CCV Holland B.V.
           Westervoortsedijk 55
             6827 AT Arnhem

Terminal: 573201
Merchant: 0019832

Period: 2241
Transaction: 02000473

MAESTRO (A00000000044571)
ING
Card: xxxxxxxxxxxxxxx2317
Card Sequence Nr: 08
Valid thru: 31/07/14

SALE
Date: 01/06/2012 10:09
Auth. Code: 534960

TOTAL:                  EUR 0,01


         YOU HAVE PAID
```

9 SUPPLIES FOR THE PAYMENT TERMINAL

9.1 Ordering supplies

You can order supplies for your payment terminal in several different ways:

- Ordering online: www.ccv.nl, Web Shop
- Ordering by telephone: +31 88 228 9849
- Ordering on your payment terminal (printer rolls only)

9.2 Ordering printer rolls on your payment terminal

You can order printer rolls directly on your payment terminal.
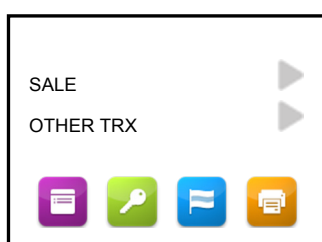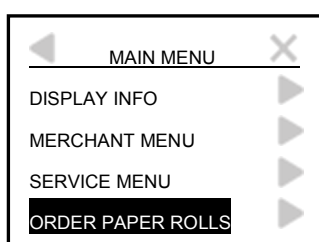
Complete the following steps to order printer rolls on your payment terminal:

SALE ▶ OTHER TRX ▶	◀ MAIN MENU ✕ DISPLAY INFO ▶ MERCHANT MENU ▶ SERVICE MENU ▶ ORDER PAPER ROLLS ▶	PROTECTED ITEM MERCHANT PASSWORD: _ _ _ _ _
1. Press the menu symbol to open the menu.	2. Scroll down and select ORDER PAPER ROLLS.	3. Enter the merchant password and confirm by pressing <OK>.
ORDER PAPER ROLLS QUANTITY: 25 ROLLS PRESS OK TO CONFIRM ▲	ORDER PAPER ROLLS QUANTITY: 50 ROLLS PRESS OK TO CONFIRM ▲ ▼	
4. Press ▲ and ▼ to adjust the number of printer rolls you wish to order. You can order printer rolls in one or more boxes containing 25 rolls each.	5. Press <OK> to confirm your order. The terminal will now print out a receipt to confirm your order.	
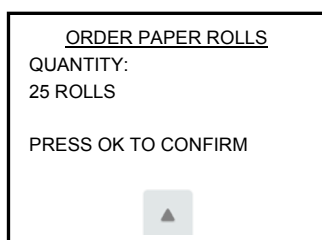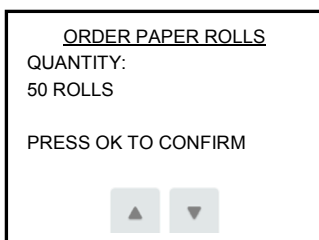
Important: You can order a maximum of 200 printer rolls per order.

When you order printer rolls using your payment terminal, you are authorizing CCV to debit the amount due from your account number as known to CCV. Your order will be delivered to the physical location of your payment terminal. Please check if the address details are correct on the receipt that is printed after you have placed your order.

10 TERMS AND DEFINITIONS

Term	Definition
Acquirer	A payment institution or bank that receives and processes transactions. An acquirer also issues information required for the acceptance of transactions.
Acquirer Merchant ID	The Merchant ID for a payment card. You need this number to accept a payment card on your payment terminal.
Acquirer parameter session	A communication session with the acquirer host for the purpose of retrieving acquirer parameters for your payment terminal. These parameters determine which cards are accepted by your terminal and how the terminal handles these cards.
Authorisation code	A unique code that you are required to enter when carrying out the following transaction types: cancellation, sale after reservation, sale referral, extra reservation, and cash advance after referral.
Card allocation report	A report listing the types of payment cards accepted by your payment terminal, and specifying the transaction processor(s) to which these payment cards are allocated.
Card holder	A person to whom you charge money for a specific product and/or service, and who pays for that product and/or service with a payment card.
Currence	An organisation that certifies data communication providers with respect to transactions with 'Chipknip' stored-value cards.
CVC2 code	A three- or four-digit code printed on the front or back of a payment card for security purposes.
Dutch Payments Association	The Dutch Payments Association (*Betaalvereniging Nederland*) organises collective activities in the national payment system on behalf of its members. The Association's members are providers of payment services in the Dutch market, i.e. banks, payment institutions and electronic money institutions. The Association coordinates the collective activities of its members in the area of infrastructure, standards and shared product features. These activities are aimed at ensuring an effective, secure, reliable and efficient payment system.
Dynamic IP address	An automatically assigned IP address that can change over time.
E-Journal	A financial report consisting of copy receipts of all transactions completed during a specific period.
EMV standard	An international standard for payment transactions and cash advances using payment cards.
Ethernet connection	A connection used to interconnect devices in a network. Your payment terminal must be connected to the Internet via an Ethernet connection.
Internet Service Provider	An organisation that provides facilities to private individuals and/or enterprises for the purpose of connecting a computer or other device to the Internet.
Merchant password	A password that restricts access to the merchant menu and that must be entered to perform specific actions.
Static IP address	An assigned IP address that is not subject to change over time.
Terminal Management System	A system for the management and maintenance of payment terminals.
TMS Terminal ID	A unique payment terminal identification number that serves as a key providing access to the CCV Terminal Management System.
Totals report	A financial report listing the totals for all transactions carried out during a particular period, specified according to transaction processor, type of payment card and transaction type.

Term	Definition
Transaction processor	The party to which transaction data are sent in accordance with the Common Terminal Acquirer Protocol (C-TAP). The transaction processor then forwards the transaction data to the correct acquirer for further processing.

11 CONTACT INFORMATION

11.1 CCV phone numbers

CCV Service Center (reporting faults and ordering supplies)	+31 88 228 9849
Ordering supplies online www.ccv.nl, Web Shop	
CCV Sales Department	+31 88 228 9870

11.2 CCV opening hours

CCV office hours:

Monday through Friday	8:30 – 17:00 hrs

CCV Service Center:

Monday through Friday	7:00 – 22:00 hrs
Saturday	8:00 – 18:00 hrs
Sunday	9:00 – 17:30 hrs

N.B.: The 24-hour service is only available for technical problems that need to be resolved urgently.

11.3 CCV general address details

CCV Holland B.V.
P.O. Box 9226
NL-6800 KH Arnhem
The Netherlands

T   +31 88 228 9911
F   +31 88 228 9900
E   info@nl.ccv.eu
I   www.ccv.nl

11.4 Acquirer phone numbers

European Merchant Services (EMS)	+31 20 660 3120
B+S Card Service	+31 20 428 8737
American Express	+31 20 504 8333
Bank Card Company (BCC)	+32 22 05 85 85
China UnionPay	+31 30 283 7333
Citibank	+32 27 74 55 55
ConCardis	+49 69 79 22 22 28
Diners Club	+31 20 654 5524
JCB	+31 30 283 7333
OmniPay	+31 30 283 7333
PaySquare	+31 30 283 7333
YourGift Cards	+31 10 240 9259