



Payment Services

User guide

davinci PINPAD
davinci AUTONOM



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1 Security requirements

1.1 Electromagnetic compatibility

When connecting additional or other components the guidelines of the “Electromagnetic Compatibility Directive” (EMC) must be adhered to.

1.2 Where wireless technologies are used

While driving

Radio frequencies can interfere with electronic systems in vehicles, such as car radios or security devices, etc.

Vehicles equipped with airbags

An enormous force is released when airbags are activated. Therefore, do not place the terminal in the area above the airbag or in the space in which the airbag could deploy. Terminals that are improperly installed can cause serious injury upon deployment of an airbag.

Electronic devices

Most morn electronic devices, such as those used in hospitals and vehicles, are protected against radio frequencies. However, this is not the case with all electronic devices. Do not use your terminal in the proximity of medical equipment without obtaining prior permission.

Heart pacemaker/other medical devices

Terminals can affect the functioning of implanted heart pacemakers and other medically implanted devices. Patients with a heart pacemaker should be informed that the use of terminals in the immediate vicinity of a pacemaker can lead to malfunctions. Do not pass the terminal over the pacemaker. The risk of a malfunction however, is minor if a minimum distance of 15 cm between the terminal and the pacemaker is maintained. If you suspect that malfunctions are occurring, put the terminal aside. If necessary, consult your cardiologist. If other medical devices are used in or on the body, then the equipment manufacturer should be consulted as to whether such devices are sufficiently protected against radio frequency signals. Do not use the terminal where the devices are implanted.

Hearing aids

Under certain circumstances, terminals can cause some hearing aids to malfunction. Contact the dealer/manufacturer of your hearing aid.

Other medical equipment

If you use a medical device, please contact the manufacturer to determine whether it is sufficiently protected against electromagnetic waves. If necessary, your attending physician could be helpful in obtaining this information. Equipment is often used in hospitals, medical offices and other facilities which is highly sensitive to external electromagnetic waves. Do not use the terminal in such locations.

Airplanes

To avoid interfering with the communication systems, do not use the terminal during the flight. Only activate the terminal on the ground with permission from the ground personnel.

Potentially explosive areas

Do not use the terminal in explosive zones or areas bearing signs with “Switch off sending/receiving devices”. Do not use the terminal in such potentially explosive locations.

Appropriately marked locations

Follow instructions and do not use the terminal in locations with obvious signs and instructions prohibiting such use.

1.3 CE declaration of conformity

The CE declaration of conformity is found on the SIX Payment Services homepage at:
www.six-payment-services.com

Every effort has been made to ensure that the information in this document is complete and exact at the date of printing. Further developments in the field of electronic payment traffic and technological progress could result in changes that might deviate from the description in this user guide.

Consequently, SIX Payment Services Ltd accepts no responsibility for the information provided in the operating instructions being current, complete or correct. Furthermore, to the extent permitted under the relevant legal provisions, SIX Payment Services Ltd accepts no responsibility in connection with the operating instructions.

The menu navigation on the terminal has been designed to be self-explanatory, making this document necessary only in case of emergency.

The latest version of the user guide, together with any updates, can be found on our homepage at:
www.six-payment-services.com

2 Product info

2.1 Cash register terminal (davinci AUTONOM)



Thermal printer

Screen

The next step to be taken is always shown on the screen.

Navigation buttons

You can use these buttons to move up and down in the menu.

<STOP> button

Active procedures can be stopped using this button.

<CORR> button

Incorrect entries can be corrected using the <CORR> button.

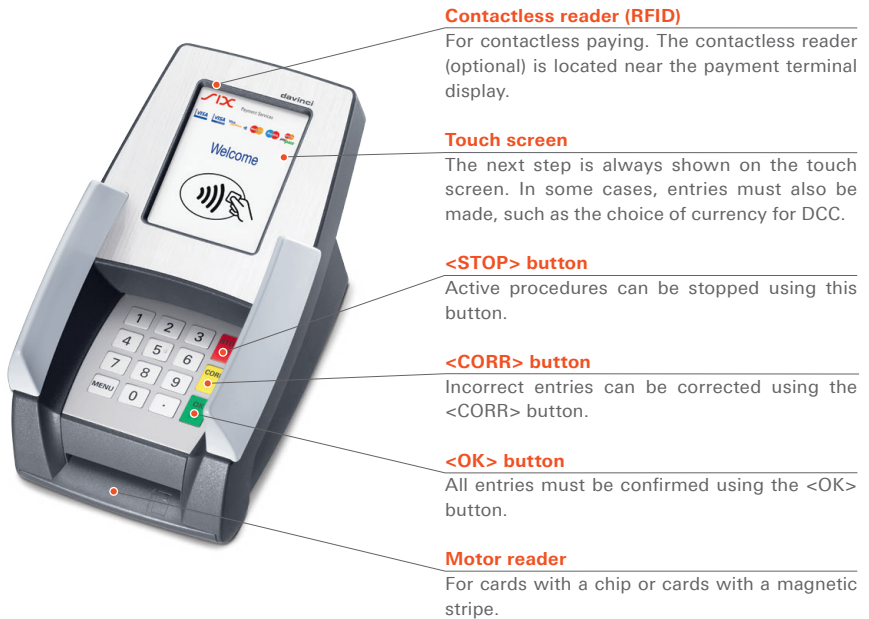
<OK> button

All entries must be confirmed using the <OK> button.

<F> button

The previous receipt will be printed out.

2.2 Customer terminal with motor reader



2.3 Abbreviations/Information

Cards with a chip	Cards which store the information needed for electronic payment on a chip must be inserted in a chip reader, depending on the terminal model. If the terminal is equipped with a motor reader, then the card is automatically drawn in and read.
Cards with a magnetic stripe	Cards which store the information needed for electronic payment on a magnetic stripe must be pulled through the swipe reader, depending on the terminal model. If the terminal is equipped with a motor reader, then the card is automatically drawn in and read.
CC	Computer center
CCC	Credit card company
CLP	Contactless payment
CrC	Credit cards
CVC/CVV	Card Verification Code/Card Verification Value number used to identify the card.
DCC	Dynamic Currency Conversion. Foreign cardholders can pay in their domestic currency.
EFT/POS	Electronic Funds Transfer at the Point Of Sale
EMV	Global specifications from Eurocard, MasterCard and Visa based on a chip card.
ep2	<EFT/POS 2000>, Swiss standard based on the EMV standard in electronic payment traffic.
GPRS	General Packet Radio Service (GPRS) is a packet-oriented transmission service that is used in the field of mobile telephone systems.
GSM	Global Standard for Mobile Communications
Online transaction	An online transaction is always directly authorized at the CCC.
Offline transaction	An offline transaction is authorized in interdependence with the card and terminal risk management (e.g., the transaction is OK if the total amount of the previous transactions is less than the card limit or if the amount is less than the terminal floor limit on the card, etc.).
PF	PostFinance (Switzerland)
PIN	Personal Identification Number
PIN-based transaction	For a PIN-based transaction, the customer must enter his/her PIN at the point of sale during the payment process.
PSTN	Analogue telephony
PW	Password
PUK	Personal Unblocking Key
RFID	radio-frequency identification
TIP	Tip
Trm	Terminal
Trx	Transaction
WLAN	A Wireless Local Area Network is a "wireless" local radio network, which generally refers to a standard within the IEEE 802.11 family.

2.4 Payment procedure with ep2

The payment process at the point of sale is standardised for all cards with ep2. A variety of card types are in circulation today. Many card issuers intend to provide their customers with EMV chip cards in the coming years.

Payment functions

ep2 offers a full range of transaction modes and functions. The transactions activated on your terminal are determined by the settings in the service centre as global parameters and by the individual card processors.

For example, TIP:

This transaction type is often used in the hotel and restaurant industry. In the retail business, however, it is unnecessary.

- Depending on the payment function and credit card processor, different minimum/maximum amounts, day limits, etc. can be defined.
- Functions are described in general in this document. Please note that some transaction modes and functions may be inactive on your device.

Caution for offline transactions!

Offline transactions are stored in the security section of your terminal and submitted to the card processor by means of the daily closing. This can be carried out manually by the terminal operator or automatically.

Should the security section of the device be defective, intentionally damaged or stolen, the stored transactions will be lost.

For this reason, we recommend that you:

- Meticulously retain all sales slips.
- Carry out a daily closing every day or more often.
- Always carry out a daily closing before making installation changes, etc.
- Always carry out a daily closing for anticipated longer absences from the business.
- A closing must be carried out for seasonal operations, at the end of the season.

2.5 Technical information

Operating temperature

0 °C to 55 °C

Humidity (non-condensing)

10% to 85%

Power supply

230 VAC 50 Hz/150 mA

Storage

-20 °C to 60 °C

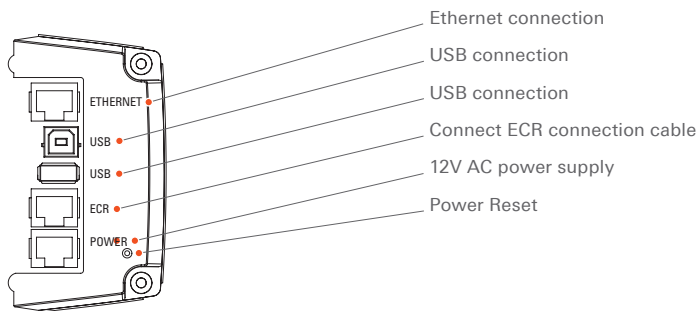
3 Start-up

3.1 Installation

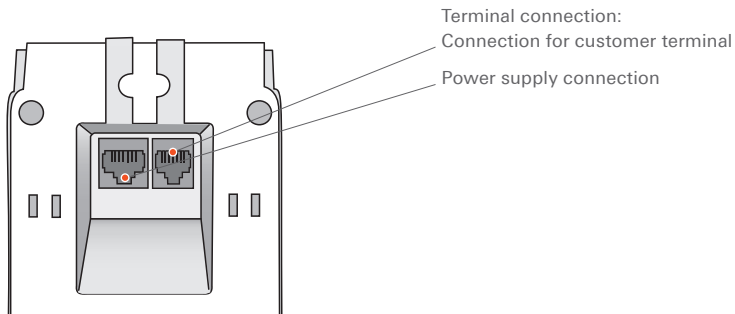
- Position the device at its intended location
- Connect the device.
Always plug in the power supply last!
- Cable:

 **Only the original cables delivered with the product should be used.**

Customer terminal



Cash register terminal (davinci AUTONOM)



The terminal starts up und reports with an acoustic signal when it is ready to operate. The

terminal can then be initialized in accordance with the separate configuration sheet.

3.2 Configuration/Initialization

Commissioning








The terminal is provided to you in a non-configured state and must be configured to be operable. Please read the configuration sheet delivered with the device. It contains all specific data for your terminal. The terminal configuration procedure is described in detail in the configuration sheet. Initialization requires several minutes. Wait until the terminal displays the welcome message.

Subsequent initialization

Should it be necessary to re-initialize a device for any reason, proceed as outlined on page 11.

Key

The following symbols are used in the descriptions in this document.

	Function selection by choosing the corresponding number or using the cursor and the <OK> button.
	Insert card. Depending on the terminal model, the card must either be pulled through the swipe reader, held up to the contactless reader or inserted into the chip reader or it will be automatically fed in by the motor reader.
	Remove card.
	Sales slip printout.
	Request the customer's signature.
	Processing and/or communication.
	Manual entry of the card data. Press function button.

3.3 Setup

<STOP> <5>

Setup → Password is requested

You can enter the terminal's main menu using the <STOP> button. Select the "Setup" function <5>. The following terminal-specific functions can be carried out. The following functions require a **password**.

<STOP> <5> <1>

Configuration

The terminal calls the service center and obtains the latest configuration parameters in the event that they have changed.

<STOP> <5> <2>

Initialization

You can re-initialize individual or all card issuers.

<STOP> <5> <3>

SW update

The terminal calls the service host and downloads the latest software version, if one exists. The software download may require several minutes. Please be patient and do not unplug the terminal.

<STOP> <5> <4>

Trm reset

This function is only available to the service technicians and is password-protected.

<STOP> <5> <5>

Info

The terminal ID and the current software version are displayed.

<STOP> <5> <6>

Print config

The current configuration can be printed out.

→ Please note that the detailed printout may require a great deal of paper.

<STOP> <5> <7>

Print error log

The error messages log can be printed out.

→ We recommend that you use this function only if prompted to do so by our hotline.

<STOP> <5> <8>

Print hardware info

This function is only available to service technicians and is password-protected.

<STOP> <5> <9>

System

This function is only available to the service technicians, and we recommend that you only use the function if requested to do so by our hotline.

4 Menu tree (diagram)

4.1 Main menu

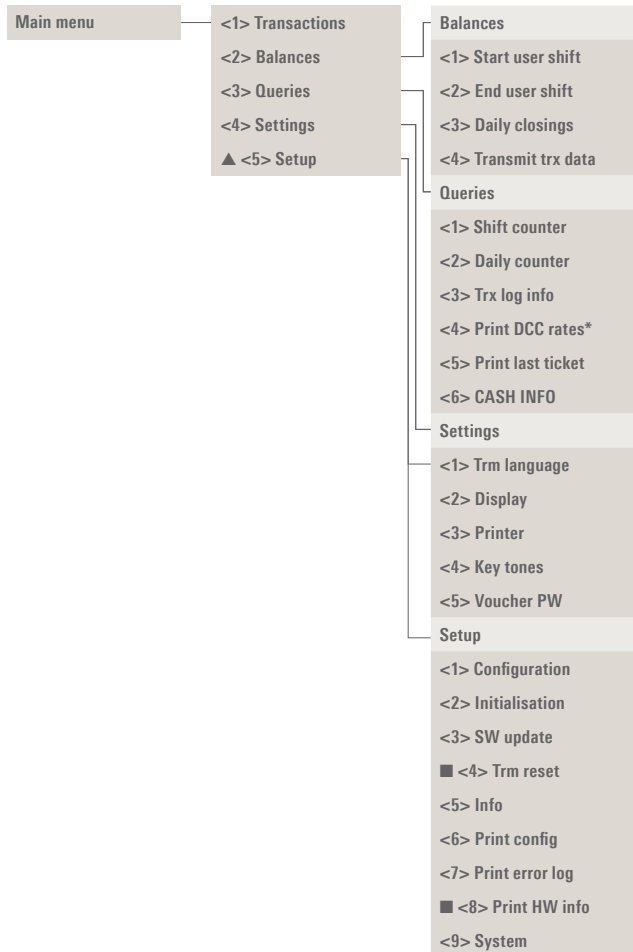
Depending on the configuration installed, you reach the menu tree as follows:

davinci AUTONOM: By pressing the <STOP> button on the cash register terminal

davinci PINPAD: By pressing the <MENU> button with the cash drawer closed

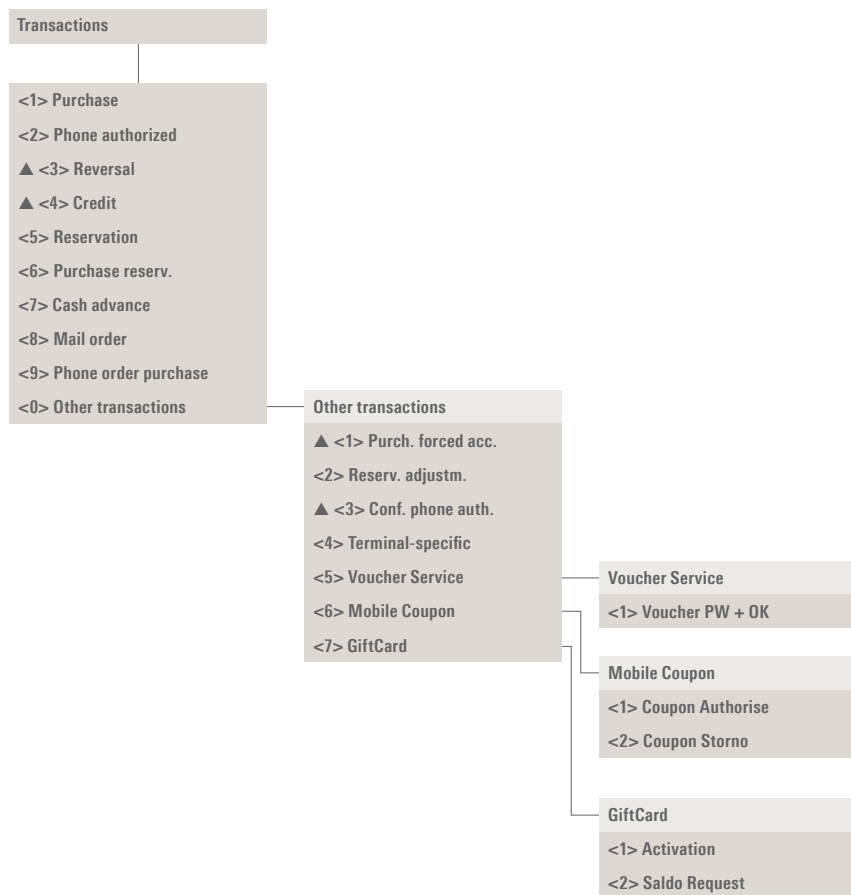
Notes regarding davinci PINPAD:

Your password must be entered to activate the system. Please note that the menu tree on the davinci PINPAD does not contain all the items, because these are activated via the ECR interface.



Individual menu items can differ from the original.

4.2 Transactions



▲ Access only with your password. You can find this on the configuration sheet delivered with your terminal.

■ Access only for service technicians.

* This function may not be activated depending on the CCC.

Individual menu items can differ from the original.

5 Functions

5.1 Cashier: Purchase

<1> Purchase

The purchase is the most common transaction type in electronic payment traffic.

– The “manual recording of card data” and “subsequent cancellation” functions are either activated or deactivated, depending on the CCC.

– Depending on the CCC, minimum/maximum amounts, day limits, etc. may vary.

Cashier handling

1.	Press “1”. “Purchase” will be activated.	1: Purchase
2.*	If the “foreign currency” function is activated on your terminal, you must select the desired currency. If DCC is activated, then CHF must be selected. * Menu only appears if 2 or more currencies are activated.	<Currency>
3.	Enter the amount and confirm with <OK>. The amount must be separated with a decimal point. For amounts below CHF 1, a zero “0” must be entered first (e.g., CHF 0.55).	Amount OK
3a	If the cardholder prefers to make a transaction in CHF, (DCC) ¹ this can be selected with the “CHF” function button.	
4.	Proceed with card processing as detailed on pages 16 and 17, or enter manually as detailed on page 15.	

¹ This menu item is only shown if DCC is activated. The terminal automatically recognizes if the card is one that is in a DCC-capable foreign currency and automatically chooses DCC. Otherwise, the transaction will be processed in CHF. If the cardholder prefers to make a transaction in CHF, this can be selected with the «CHF» function button. As soon as the card has been read in, CHF can no longer be selected!

Sample sales slip: Certain fields may differ according to the purchase type.

COMPANY EXAMPLE
EXAMPLE STREET 88
1234 EXAMPLE

Purchase
 Processing company

XXXX 123456 1234

DD.MM.YYYY HH.MM.SS

Trm-Id: 12345678
 Akt-Id: 00000001
 AID: A99999999999
 Trx. Seq-Nr.: 12345
 Trx. Ref-No: 999999999999
 Aut. Code: 123456
 EPF: ABC123ABC123ABC

Total-EFT CHF: 123.45

• Your company data, which will be printed out on the sales slip.

• Transaction date.

• Transaction time.

• Transaction information for unambiguous identification of the transaction.

• Amount

5.2 Cashier: Manual card data entry

Manual entering of the card data








Should a **credit card** be unreadable, the card data can be entered manually.

To do so, you need the card number, the expiry date, and for newer cards, the CVC/CVV (Card Verification Code/Card Verification Value). This

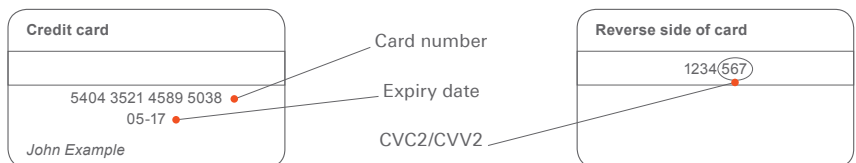
3-digit code is printed on the reverse side of the card (the last three numbers).

After you have chosen the transaction mode and confirmed this by pressing <OK>, manual entry can be activated using the corresponding function button.

Cashier handling

1.* If the "foreign currency" function is activated on your terminal, you must select the desired currency. * Menu appears only if two or more currencies are activated.	<Currency>
2. Enter the amount and confirm with <OK>. The amount must be separated with a decimal point. For amounts below CHF/EUR 1.00, a zero "0." must be entered first.	Amount 
3. Press the "Manual" button for manual recording.	MANUAL 
4. Enter the card number and press <OK>.	Card number 
5. Enter the card expiry date and confirm with <OK>.	Expiry date 
6. Enter the CVC2 respectively CVV2 and confirm with <OK>. Tip! For cards without a CVC, press <OK> without entering the CVC.	CVC2/CVV2 if present 
7. Payment is recorded and authorised online, if this function is activated.	
8. A sales slip is printed out. The sales slip must be signed by the customer.	
9. If a copy is desired → press 1. If no copy is desired → press 2. If no button is pressed, the copy will be automatically printed out after 10 seconds.	1 : Copy or 2 : No copy

Example:










5.3 Customer handling: Card without PIN

After the cashier enters the amount, the customer is prompted by the terminal to use his or her card. Depending on the card type, the two following procedures are possible:

- Customer handling: card without PIN.
- Customer handling: card with PIN (see p. 17).

Customer handling: Card without PIN








1.	The amount is shown.	
2.	Depending on the card and terminal type, the card must be pulled through a swipe reader, held up to the contactless reader or inserted in the chip card reader. If a chip-based card is pulled through the swipe reader, the customer will be prompted to insert it into the chip reader.	
2a	If the TIP function is activated, after the original amount is confirmed, (TIP) ¹ the option of entering a tip is also offered and confirmed by pressing <OK>. If the guest does not wish to give a tip, he/she can continue without entering an amount by pressing <OK>.	Tip: _____ 
2b	Customer chooses whether he/she wishes (<TIP> and the <OK> button) (DCC) ² to pay with DCC or in CHF (<1> button or touch screen).	
3.	The amount is shown. Confirm the amount with <OK>.	
4.	Payment is recorded and authorized online if necessary.	
5.	Remove the card.	
6.	The sales slip is printed out. The sales slip must be signed by the customer.	
7.	If a copy is desired → press 1. If no copy is desired → press 2. If no button is pressed, the copy will be automatically printed out after 10 seconds.	<input type="text" value="1 : Copy"/> or <input type="text" value="2 : No copy"/>

¹ This menu item is only shown if TIP is activated. This function is only activated for hotels and restaurants by the card organizations. In addition to the adjustments in the payment procedure, this modification also has an impact upon the payment receipt and the daily closing printout.

² This menu item is only shown if DCC is activated. The terminal automatically recognizes if the card is one that is in a DCC-capable foreign currency and automatically chooses DCC. Otherwise, the transaction will be processed in CHF. If the cardholder prefers to make a transaction in CHF, this can be selected with the «CHF» function button. As soon as the card has been read in, CHF can no longer be selected!

5.4 Customer handling: Card with PIN

Customer handling: Card with PIN

1.	The amount is shown.	
2.	Depending on the card and terminal type, the card must be pulled through a swipe reader, held up to the contactless reader or inserted into the chip card reader. If a chip-based card is pulled through the swipe reader, the customer will be prompted to insert it into the chip reader.	
2a	If the TIP function is activated, after the original amount is confirmed, (TIP) ¹ the option of entering a tip is also offered and confirmed by pressing <OK>. If the guest does not wish to give a tip, he/she can continue without entering an amount by pressing <OK>.	Tip: _____ 
2b	Customer chooses whether he/she wishes ("TIP" and the <OK> button) (DCC) ² to pay with DCC or in CHF ("1" button or touch screen).	
3.	The total is displayed and the customer is requested to enter the PIN code (4- to 6-digit) and to confirm with <OK>. If the amount is incorrect, the transaction can be aborted using <STOP>. Timeout: The process will be aborted if the processing does not occur within 30 seconds.	<PIN> 
4.	Payment is recorded and authorized online if necessary.	
5.	Remove the card.	
6.	The sales slip is printed out. The sales slip must be signed by the customer.	
7.	If a copy is desired → press 1. If no copy is desired → press 2. If no button is pressed, the copy will be automatically printed out after 10 seconds.	1 : Copy or 2 : No copy

¹ This menu item is only shown if TIP is activated. This function is only activated for hotels and restaurants by the card organizations. In addition to the adjustments in the payment procedure, this modification also has an impact upon the payment receipt and the daily closing printout.

² This menu item is only shown if DCC is activated. The terminal automatically recognizes if the card is one that is in a DCC-capable foreign currency and automatically chooses DCC. Otherwise, the transaction will be processed in CHF. If the cardholder prefers to make a transaction in CHF, this can be selected with the «CHF» function button. As soon as the card has been read in, CHF can no longer be selected!



6 Payment modes

6.1 Purchase authorized per phone

<2> Phone authorised

This purchase mode is used when the authorisation cannot be made automatically. The authorisation code is issued by a CCC representative by telephone. With the function "Phone authorised", the transaction will be recorded later.

Cashier handling

1.	Press "2". The "Phone authorized" function is activated.	2: Phone authorized
2.*	If the "foreign currency" function is activated on this terminal, then the desired currency must be select. If DCC is activated, then CHF must be selected. * Menu only appears if 2 or more currencies are activated.	<Currency>
3.	Enter the amount and confirm with <OK>. The amount must be separated with a decimal point. For amounts below CHF 1, a zero "0" must be entered first (e.g., CHF 0.55).	Amount 
3a	If the cardholder prefers to make a transaction in CHF, (DCC) ¹ this can be selected with the "CHF" function button.	
4.	Enter the authorization code and confirm with <OK>.	Authorization code 
5.	Card handling according to pages 16 and 17, or page 15 for manual entry.	





¹ This menu item is only shown if DCC is activated. The terminal automatically recognizes if the card is one that is in a DCC-capable foreign currency and automatically chooses DCC. Otherwise, the transaction will be processed in CHF. If the cardholder prefers to make a transaction in CHF, this can be selected with the «CHF» function button. As soon as the card has been read in, CHF can no longer be selected!

6.2 Cancellation

<3> Cancellation

- The purchase which has **just been made** can be cancelled using the “Cancellation” function.
- If a daily closing or shift-end has been carried out in the meantime, or if the data has been transmitted, then cancellation is no longer possible.
 - With some CCC’s this function may not be activated.

Cashier handling




1. Press “3” to activate the “Cancellation” function.	<input type="text" value="3: Cancellation"/>
2. Enter the terminal’s password and confirm with <OK>. (See configuration sheet for the password.)	Password 
3. The amount of the last transaction is shown. If the amount of the last transaction is correct, then confirm this by pressing the <OK> button.	
4. Cancellation is recorded and, if necessary, authorised online.	
5. A sales slip is printed out.	
6. If a copy is desired → press 1. If no copy is desired → press 2. If no button is pressed, the copy will be automatically printed out after 10 seconds.	<input type="text" value="1 : Copy"/> or <input type="text" value="2 : No copy"/>

6.3 Credit

<4> Credit

A purchase that has been made can be corrected using the "Credit" function. This is used if a cancellation is no longer possible.

Cashier handling

1.	Press "4". "Credit" will be activated.	<input type="text" value="4 : Credit"/>
2.	Enter the password and confirm with <OK>. (See the configuration sheet for the password)	Password 
3.*	If the "foreign currency" function is activated on this terminal, then the desired currency must be selected. * Menu only appears if 2 or more currencies are activated.	<Currency>
4.	Enter the amount and confirm with <OK>. The amount must be separated with a decimal point. For amounts below CHF 1, a zero "0" must be entered first (e.g., CHF 0.55).	Amount 
4a	If DCC is activated, then the date of the original transaction must also be entered.	<input type="text" value="Orig. Trx date"/> <input type="text" value="(YYYYMMDD)"/>
5.	The amount is shown and the card requested.	
6.	Card handling according to pages 16 and 17, or page 15 for manual entry. The cashier signs the sales slip!	

6.4 Additional transactions

In addition to the payment types described, your terminal also contains other functions that are generally only used very rarely. The operation of these additional functions corresponds to the

same logic as that used for the standard functions. Please follow the instructions issued by the terminal. Contact our hotline if you have difficulties with a function.

<5> Reservation

and

<6> Purchase reserv. (purchase of a previously made reservation)

With <5> Reservation (e.g., hotel, rental car, flight ticket, etc.) an amount can be booked to the credit card. The entire amount or even just a

partial amount can be subsequently purchased with <6>.

<7> Cash advance

The cash advance function enables the customer to obtain cash at the point of sale.

<8> Mail Order

Distance payment purchases are handled with Mail Order. In this case, the customer provides the card number, the expiry date (and the CVC, if needed) to the merchant by fax, mail or the Internet shop. If a contract for Mail Order has been signed, then the merchant generally

can no longer carry out any normal bookings (<1> function).

SIX Payment Services Ltd offers an ideal virtual solution for mail order under the Saferpay brand.

<9> Phone Order purchase

<0> Other transactions

<0><1> Purch. forced acc.

<0><2> Reserv. adjustm.

<0><3> Conf. phone auth.

7 Balances

7.1 Start user shift/end user shift, daily closing, data transmission

<STOP> <2>

Balances

You can enter the terminal's main menu using the <STOP> button. Select the "Balances" function <2>. You then have the following options:

<STOP> <2> <1>

Start user shift (o)

You can start a user shift autonomously when you begin working. If you attempt to make a transaction after the end of a shift or daily closing, then the terminal automatically starts a new shift.

<STOP> <2> <2>

End user shift (o)

With the "End user shift" function you end the current shift. Delivery of the transactions is carried out automatically. The daily closing, however, remains open.

→ **No further cancellations can be made after a shift end.**

→ **No further TIPS can be recorded after a shift end.**

<STOP> <2> <3>

Daily closing (m)

With the "Daily closing" function, all transactions that have been made are delivered to the card processors and completed. All amounts are credited to you upon the daily closing. A daily closing should be carried out at least once a day – preferably after the shop has closed. The day and shift counter is set to "0".

→ **No further cancellations can be made after a daily closing.**

→ **No further TIPS can be recorded after a daily closing.**

<STOP> <2> <4>

Transmit trx data (o)

With the "Transmit trx data" function, all transactions that have been conducted and stored in the terminal are transmitted. This function should always be used if a large number of transactions has been made.

→ **No further cancellations can be made after a "Transmit trx data".**

→ **No further TIPS can be recorded after a "Transmit trx data".**

o = Optional: You can use this function according to your requirements.

m = Mandatory

8 Queries (counters)

<STOP> <3>

Queries

You can enter the terminal's main menu using the <STOP> button. Select the "Queries" function <3>. You then have the following options:

<STOP> <3> <1>

Shift counter

The current status of the active shift is printed out.

<STOP> <3> <2>

Daily counter

The current status since the last daily closing is printed out.

<STOP> <3> <3>

Trx log info

The current status of transactions since the last data transmission is listed.

<STOP> <3> <5>

Print last ticket

A copy of the last ticket is printed out.

<STOP> <3> <6>

CASH INFO

9 Settings¹

<STOP> <4>

Settings

You can enter the terminal's main menu using the <STOP> button. Select the "Settings" function <4>. You then have the following options:

<STOP> <4> <1>

Trm language

The terminal language can be adjusted.

This language setting is only applicable until the next service call. During the service call, the service host's language setting will be reactivated. If you prefer a permanent adjustment of the language setting, then this can be set by calling our hotline.

The customer language corresponds to the card's language code.

<STOP> <4> <3>

Printer

The font size and the print intensity can be set here.

<STOP> <4> <4>

Key tones

Set the volume of the key tones

<STOP> <4> <5>

Service PW

Set to the service password

The settings can be separately adjusted on the customer terminal and the cash register terminal.

¹ Depending on the terminal, not all settings may be available.

10 Maintenance and handling

10.1 Care and maintenance

- Keep the product, its parts and accessories out of the reach of small children.
- Handle the device carefully and keep it in a clean, dust-free location.
- Do not place the device in a location with extremely low or high temperatures. Do not place the device in the proximity of burning candles, cigarettes, cigars, open fires, direct sunlight, etc.
- Do not drop, throw or bend the device. Careless handling can cause product damage or loss of the saved transactions.
- Do not paint the device.
- Do not attempt to open the device. Improper handling can cause damage or loss of the saved transactions. Only persons authorised by SIX Payment Services Ltd can carry out maintenance work.
- Do not use any accessories with this product that are not SIX Payment Services Ltd original accessories. The guarantee does not apply to errors caused by use of non-original accessories.
- Do not use any corrosive chemicals, cleansers or cleaning agents to clean the device. Clean the device using a soft, lint-free moist cloth with mild soap. The screen protector is made of plastic.
- **Cleaning the card reader:** To ensure smooth operation, it is important to clean the card reader regularly using a cleaning card. You are recommended to clean the terminal whenever read problems occur, but at least twice a month. To do so, you should use dry cleaning cards which you insert in the card reader three times on each side. You can order cleaning cards from our online store at: www.six-payment-services.com/shop

10.2 Identifying and solving errors

No display

Check that all the leads are properly connected.

Important: Always connect the power supply last.

Terminated, no connection

Check that the terminal is properly connected.

Check that the telephone line is active.

Host timeout

The corresponding computer center does not reply. Possible reason: network overload.

Reading error, card cannot be read

Clean the reading unit.

Card information can also be entered manually.

Status display and tool

1. Screen messages must be confirmed using the <OK> button.	All screen messages on the terminal must be confirmed with <OK>.
2. Special signal = 3 short acoustic signals in a row.	These must be confirmed by the cashier using the special signalling function button.
3. 12-pin telephone connector (analogue)	The four designated pins on the phone jack must be plugged in facing up.

10.3 Changing the paper roll (davinci AUTONOM)

1. Push the cover of the POS terminal up.

1



2. Open the printer cover.

2



3. Insert paper roll: The end of the paper must run from bottom to top.

3



4. Pull the paper gently towards yourself.
Close the printer cover.

4



Troubleshooting

If no print-out can be made, check whether the paper roll has been inserted backwards.

Do not pull the paper out if the printer cover is closed.

Ordering paper rolls

- www.six-payment-services.com/shop (for Switzerland)
- order form
- terminal hotline

Your local point of contact can be found at: www.six-payment-services.com/contact

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