



Quick user guide for: Ingenico iWL250 3G Ingenico iWL250 WIFI Ingenico ICT220+IPP320

Purchase

| | |
|---|--|
| 1. Pressing the green button  switches the terminal on. |  |
| 2. The <F> button opens the main menu. |  |
| 3. Pressing <1> opens the transaction menu. | 1: Transactions |
| 4. Push the <1> button. "Purchase" is activated. | 1: Purchase |
| 5. Enter the amount and confirm with  . When you press 1, the amount is 1 EURO. Amounts less than "1" have to be preceded by the decimal mark, comma via the "." key. | <Amount>  |
| 6. Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader, swiped through the magnetic swipe reader or entered manually after pressing F4 for PAN key entry. |  |
| 7. The amount is displayed for the customer to read. When using a card with an associated PIN, the customer is instructed to enter the PIN code (4 to 6 digits) and confirm with  . When using a card without a PIN, only the amount must be confirmed. Generally, customers do not need to do anything further for a contactless payment of a small amount. The transaction can be interrupted by pressing   . Timeout: If a transaction is not concluded within 30 seconds, the process is aborted. | <PIN>  |
| 8. Payments are processed and, when appropriate, authorised online. Chip cards: The card must remain inserted in the chip reader during the transaction until the instructions appear to remove the card. |  |
| 9. Receipt is printed out. Please follow the terminal's instructions: If the customer's signature is necessary, please request and check the customer's signature. |  |
| 10. To print a copy of the receipt: Push the <1> button. To not print a copy of the receipt: Push the <2> button. If no button is pushed, a copy is automatically printed after 30 seconds. | 1: Copy or 2: No copy |

Reversal (Cancellation)

With this function, the **last transaction** that was carried out is cancelled.

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|--|---|
| 1. Pressing the green button  switches the terminal on. |  |
| 2. The <F> button opens the main menu. |  |
| 3. Pressing <1> opens the transaction menu. | 1: Transactions |
| 4. Push the <3> button. "Reversal" is activated. | 3: Reversal |
| 5. Enter the terminal's password and confirm with  . (For the password, see the configuration sheet.) | <Password>  |
| 6. The amount of the previous transaction is displayed, and confirm it with <OK>. |  |
| 7. Reversal is processed and, when appropriate, authorised online. |  |
| 8. Receipt is printed out. |  |
| 9. To print a copy of the receipt: Push the <1> button. To not print a copy of the receipt: Push the <2> button. If no button is pushed, a copy is automatically printed after 10 seconds. | 1: Copy or 2: No copy |

Credit (Refund)

If a transaction can no longer be cancelled, a credit can be issued.

| | |
|---|---|
| 1. Pressing the green button  switches the terminal on. |  |
| 2. The <F> button opens the main menu. |  |
| 3. Pressing <1> opens the transaction menu. | 1: Transactions |
| 4. Push the <4> button. "Credit" is activated. | 4: Credit |
| 5. Enter the terminal's password and confirm with  . | <Password>  |
| 6. Enter the amount and confirm with  . The amount is separated (e.g. euros/cents) with a period. Amounts less than "1" are registered with a "0." at the beginning. | <Amount>  |
| 7. Only if the DCC function is activated: Enter the date of the original transaction and confirm with  . | <Date>  |
| 8. Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader or swiped through the magnetic stripe reader. |  |
| 9. The cashier signs the receipt as a confirmation. |  |

Reservation

In addition to the transactions described above, terminal allows dedicated transaction type for amount reservation used e.g. by hotel, rental car, flight ticket, other check in services etc.

The operation of these additional functions corresponds to the same logic as that used for the standard functions.

Terminal allows following reservation transactions:

A <5> Reservation

Transaction type to book amount on the Cardholder card.

B <6> Reservation completion

Transaction type to book a Reservation amount that was previously made.
The entire amount or even just a partial amount can be booked.

C <0> <3> Reservation adjustment

To increase the amount of the reservation.

How to process reservation transactions:

A Reservation

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|--|---|
| 1. Select the transaction type <5> Reservation | 5: Reservation |
| 2. Enter the reservation amount. | <Reservation amount> |
| 3. Use the card at the terminal or press F4 key to enter manually card PAN, expiry date and CVV. |  |
| ▶ Keep the terminal receipt, transaction reference number is needed to complete transaction. | |

B Reservation completion

| | |
|--|----------------------|
| 1. Select the booking type <6> "Purchase reserv." | 6: Purchase reserv. |
| 2. Enter the final transaction amount. | <Transaction amount> |
| 3. Enter the original reservation amount. | <Reservation amount> |
| 4. Enter the transaction reference number from original reservation receipt. | <Reference number> |
| 5. The card does not have to be scanned at the terminal. | |
| ▶ After this transaction final amount is booked. | |

C Reservation adjustment

| | |
|---|--------------------------|
| 1. Under <0> Other transactions, select the booking type <3> Reserv adjustment | 3: Reserv adjustment |
| 2. Enter the new reservation amount by which the underlying reservation is to be increased. This amount is then authorized. | <New reservation amount> |
| 3. Enter the transaction reference number from original reservation receipt. | <Reference number> |
| ▶ Keep the terminal voucher (original transaction ref number is required), this is needed again. | |

Additional reference text

The terminal supports additional functionality to transport additional merchant data (e.g. a bill/invoice number, a sale reference etc.) with the transaction data. This additional merchant data is returned to the merchant in the reimbursement notice of this transaction.

Up to 50 alphanumeric characters can be entered by the merchant manually on the terminal.

Cashier handling:

| | |
|---|---|
| 1. Push F <1> "Transactions" and <1> "Payment" | F |
| 2. Enter amount and confirm with  . The amount is separated (e.g. euros/cents) with a comma. Amounts less than "1" have to be preceded by the decimal mark, comma via the "." key. |  |
| 3.A Screen prompt to enter "Transaction ref text". To process without text, leave empty and press  . |  |
| 3.B Screen prompt to enter "Transaction ref text". After entering whole text confirm with  . |  |
| 3. Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader, swipped through the magnetic swipe reader or entered manually after pressing F4 for PAN key entry. |  |

Functions is activated or deactivated, depending on the contract. Once activated Transaction reference screen appear on terminal for all Purchase transactions.

Multiple account

The functionality Multi account enables payments to different Merchant accounts, initiated by multiple merchants sharing one terminal. A merchant may add an account index to a transaction, based on this account index a specific, preconfigured merchant account (settlement account) will be triggered during billing processing.

Account index is limited to 0 to 9 values.

Cashier handling:

| | |
|--|---|
| 1. Push F <1> "Transactions" and <1> "Payment" | F |
| 2. Enter amount and confirm with  . The amount is separated (e.g. euros/cents) with a comma. Amounts less than "1" are registered with a "0," at the beginning. |  |
| 3.A Screen prompt to enter "Account index". To process without text, leave empty and press  . |  |
| 3.B Screen prompt to enter "Account index". After entering number confirm with  . |  |
| 3. Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader, swipped through the magnetic swipe reader or entered manually after pressing F4 for PAN key entry. |  |

Functions is activated or deactivated, depending on the contract. Once activated Transaction reference screen appear on terminal for all Purchase transactions.

Daily closing

During the daily closing, all processed transactions are delivered for crediting and closed. After the daily closing, all amounts are credited. A daily closing should be performed at least once a day – the best time is after the store has closed. The daily and shift counters are set to “0”. During the shift handover, you can determine which transactions were carried out during this period (shift). The shift handover is provided strictly for information purposes and **does not replace a daily closure**.

Tips

- Software updates take place at night and only when shifts are closed.
Therefore, do not open a new shift in the evening after the daily closing is complete.
- After an “end of shift”, reversals can no longer be carried out.

Pressing the green button  switches the terminal on.



The  button opens the main menu.



Select Function <2> Balances and afterwards <3> Daily closing.

<2> <3>

Special button

Special button with “please return terminal”: Merchant notifications are not displayed automatically in customer mode. When the merchant presses the function button on the top left  extended messages are displayed to the merchant.

Enquiries and settings

Enquiries (journal)

Use the   buttons to get to the terminal's main menu. Select the function <3> Queries.

The following options are available:

- Shift counter (current status of the present shift)
- Daily counter (current status since the last daily settlement)
- Trx Log Info (current status of transactions following the last data transmission)
- Print DCC rate (optional)
- Print last ticket

Settings

Use the   buttons to get to the terminal's main menu. Select the function <4> Settings.

Various options are available.

Eco-mode for power saving

Eco-mode allows to save battery life by shortening standby delay time. By default your terminal is preconfigured with default standard values for Eco-mode.

You can change Eco-mode setting by pressing the dot button , terminal will display Power Management screen. You can chose from two options:

Backlight

Parameter setup in seconds. When setup, after e.g 5 seconds terminal display and keyboard switch off backlighting. As soon as the user presses any button terminal backlighting is back.

Standby

Parameter setup in minutes. When setup, after e.g 1 minute terminal automatically switch power off. As soon as the user presses any button terminal power is back. Standby is only available on terminals containing a battery.

Notes about the unit



PLEASE NOTE! SIX carries out software updates at night in order to enable you to use your payment terminal without interruption during the day. For this reason, **your payment terminal must be left connected to electricity mains during at night with an internet connection.**

| Function | Description | Buttons |
|--------------------------------|--|-----------------------------|
| Setting up and activating WLAN | Set up WLAN. | F <4> <5> <Password> |
| Setup > password is requested | Call up the main menu with the F buttons. Select <5> for the Setup function. The following terminal-specific functions can be carried out. It is possible to reach this menu item only with the password. | F <5> <Password> |
| Configuration | The terminal retrieves the latest configuration parameters. | F <5> <Password> <1> |
| Initialisation | Individual or all card issuers are reinitialised. | F <5> <Password> <2> |
| SW update | The terminal loads the latest version of the software. Caution! Downloading the software can take several minutes. Never pull out the plug AC adaptor cable. | F <5> <Password> <3> |
| Trm reset | This function is available only to SIX technicians and is protected with a special password. | F <5> <Password> <4> |
| Info | The terminal ID and current version of the software are displayed. | F <5> <Password> <5> |
| Print config | The current configuration is printed out. Note: This detailed printout requires a good deal of paper. | F <5> <Password> <6> |
| Print HW info | This function is available only to SIX technicians and is protected with a special password. | F <5> <Password> <8> |
| System | Use this function only if you are requested to do so by SIX hotline. | F <5> <Password> <9> |

Further information

Are you looking for detailed information about your payment terminal?

Videos and product flyers can be found on our website.

www.six-payment-services.com

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

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