ingenico
GROUP

Quick Start Guide
iWL200 Series

GETTING STARTED

Base Cover

Release Clips

Ethernet Socket

Telephone Socket (Modem)

Power Socket
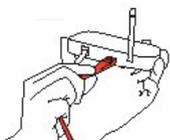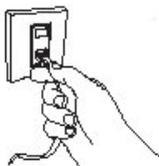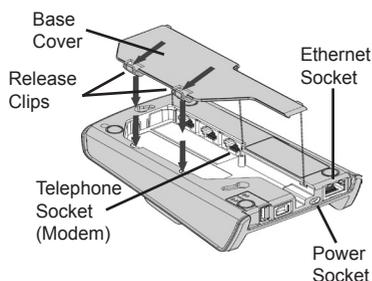
Connecting the Base Unit

1. Remove the base unit cover by pushing the release clips as shown.

2. Connect telephone cable to socket marked 'IN'.

3. Connect Ethernet Cable into Ethernet Socket at back of base.

4. Connect the other end of the telephone cable to a telephone wall socket or telephone extension cable.

5. Connect the other end of the Ethernet cable to a router or wall mounted Ethernet socket.

PLEASE NOTE: GPRS (Mobile) terminals do NOT have any cables. There is only a Power Supply and a charging base.

6. Finally, connect the Power Supply Unit jack plug into the power socket on the base unit and then insert the mains plug into a suitable mains power socket and switch on the power.

7. Place the Handset onto the base.

PLEASE NOTE: In order to complete the installation you will require your **Merchant ID**. This will be included in your welcome letter from your terminal provider.

Once you have powered up the unit, follow the on screen display messages. After a short initialisation process the terminal will display the READY prompt and is ready to use.

PLEASE NOTE: If you connect both the Telephone and Ethernet cables, the Ethernet connection will be used in preference. The Telephone connection may be used as a backup. Connecting the terminal to a phone line serving any call barring, waiting or alarm features is **not** recommended.

SUPERVISOR PASSWORD (if configured)

The default Supervisor Password is 0000. **PLEASE NOTE**: You will be prompted to change this.

FUNCTION KEYS

F1-F4 Keys: Function keys which enable scrolling up and down menus.

Menu Key: To enter the application menus press the Menu key from the READY prompt. Pressing the key again moves to the next menu (if available).

Correction Keys: When entering numbers or letters, the yellow CLEAR key deletes one character at a time, whilst the red CANCEL key deletes the entire line (this key also cancels transactions).

Confirmation Key: The green ENTER key is used to confirm anything that has been typed into the terminal.

Paper Feed Key: To test the feeding of the paper through the printer, press and hold the CLEAR key.

Please refer to the brochure enclosed with your terminal for important safety information regarding the equipment and its use, and to the terminal User Guide which you can find online at www.ingenico.co.uk for other relevant compliance information.
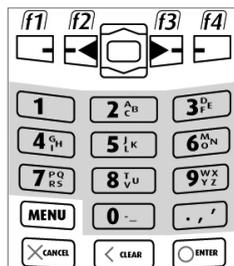
THE CHIP CARD READER

Customer cards must be inserted with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen. DO NOT remove the card until instructed to do so by the terminal.

If you see a BAD READ message, check the card orientation and try again. After three bad reads the terminal may prompt you to swipe the card.

PERFORMING A SALE TRANSACTION

A sale transaction may be initiated from the READY prompt by keying in the transaction amount and pressing ENTER. Follow the terminal prompts to Insert/Swipe/Present the customer's card. **PLEASE NOTE**: You will only be given the option to present the customer's card if the transaction value is below the maximum Contactless limit.

If your terminal is configured for 'Card Details First', please refer to the relevant section of the full User Guide available at www.ingenico.co.uk/userguides.

Insert/Swipe the customer's card or key in the card number. The customer must enter their PIN code if requested. **Important: Never ask the customer to divulge their PIN**.

The terminal will now dial out to the acquirer for authorisation. If the transaction is authorised then an 'Auth Code' will be displayed and printed on the receipt. The terminal will print two receipts. The Customer Copy will be printed first, then once you press ENTER the Merchant Copy will be printed.

REFUND TRANSACTIONS

From the READY prompt press the MENU button, then (F2) until REFUND is highlighted and press ENTER. Key in the refund amount and press ENTER. Enter the Supervisor Password and then press ENTER or swipe the Supervisor Card. Insert or swipe the customer's card. The terminal will dial out to the acquirer for authoristation, if the refund is authorised then REFUND ACCEPTED will be shown.

The terminal will print the Merchant Copy which the customer must sign. Remove the card. Check the signature on the Merchant Copy with that on the card. If the signature is valid press ENTER, otherwise press CLEAR. The terminal will then print the Customer Copy.

CONTACTLESS - SALE

From the READY prompt enter the sale amount for the transaction and press ENTER. A Contactless symbol will be displayed if the amount entered is below the maximum Contactless limit.

The cardholder should present their card over the Contactless symbol on the terminal display:

The terminal will now print the Merchant receipt. If the customer requests a receipt, this must be done before the next transaction takes place. From the idle screen, press the decimal point key to print a customer receipt.

END OF DAY REPORTS

To access the Totals sub menu:

1. Press the MENU key until the SYSTEM MENU is displayed.
2. Press ENTER to select Totals.
3. End-of-Day-Banking will be highlighted; press ENTER to select.
4. Key in your supervisor code and press ENTER or swipe your supervisor card. (Follow the display prompts or refer to the User Guide.)

The terminal will either go online to the acquirer to confirm the totals before printing the report, or will print out a report showing the totals. End-of-Day-Banking should be performed every day as this is your confirmation of the transaction totals that have been sent to the acquirer.

Z-Totals: Select Totals as above:

1. Press (F2) to highlight Z-Report and then ENTER to select.
2. Key in your supervisor code and press ENTER or swipe your supervisor card.

The terminal will print out a report showing the totals taken by the terminal since the last Z-Report and will print 'Totals Reset' at the bottom of the printout.

Please refer to the User Guide for a description of the contents of the report.

X-Totals: Select Totals as above:

1. Press (F2) to highlight X-Report and then ENTER to select.
2. Key in your supervisor code and press ENTER or swipe your supervisor card.

This report is an exact copy of the Z-Report except that the report will show 'Totals Not Reset' at the bottom of the printout. This will continue to accumulate until a Z-Report is run.

REPLACING THE PAPER ROLL

1. Hold the terminal firmly.

2. Open the paper roll compartment by hooking your fingertips under the flap at the rear of the terminal and gently lift away from the terminal body.
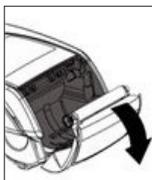
3. Remove the paper roll or used spool from the compartment.

4. Un-wrap the silver foil from the paper roll or un-stick the end of the paper roll if it is not wrapped in foil.

5. Place the paper roll into the compartment with the loop at the bottom.

6. Ensure that the paper roll end is at the front of the compartment.
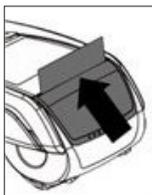
7. Lift the compartment lid forward whilst holding the top of the paper roll.

8. Ensure that the paper roll end is outside the compartment and gently close the lid trapping the paper roll between the rollers.

9. While on the idle screen press and hold the yellow CLEAR key to ensure that the paper feeds correctly.

ONLY OPEN THE PRINTER COVER AS SHOWN, DO NOT FORCE THE PRINTER COVER

ONLINE RESOURCES

To download a detailed User Guide for the iWL200 Series visit **www.ingenico.co.uk/userguides**
Frequently Asked Questions, including advice on installation, are available at **www.ingenico.co.uk/faqs**