

INGENICO ICT2XX SERIES - EFTPOS MERCHANT QUICK GUIDE

SINGLE/MULTI MERCHANT

LOG ON

Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**

Scroll down to select **LOGON** and press **ENTER** or simply press **F4** key on idle

(Select the merchant to initiate logon and press ENTER - FOR MULTI-MERCHANT ONLY)

PURCHASE WITH DEBIT/CREDIT CARD WITH PIN

Swipe or Insert the customer's card from the idle screen **OR** simply press **F1** key on idle screen.

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **PURCHASE** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the purchase amount and press **ENTER**

Enter the cash out amount or press ENTER to bypass

Prompt customer to **PRESENT/INSERT OR SWIPE** their card

Prompt customer to select account type and enter their PIN followed by **ENTER**

PURCHASE WITH CREDIT CARD WITHOUT PIN

Swipe or Insert the customer's card from the idle screen

OR simply press **F1** key on idle screen

Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **PUR** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the purchase amount and press **ENTER**

Enter the cash out amount or press ENTER to bypass

Prompt customer to **PRESENT/INSERT OR SWIPE** their card

Prompt customer to select account type and enter their PIN followed by **ENTER**

Customer signs receipt

Check customer signature

Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

REFUND

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **RFND** and press the **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Swipe the Merchant Refund Card

Enter the Merchant PIN

Swipe or Insert the customer's card

Enter the amount to refund and press **ENTER**

Prompt customer to select account type and enter their PIN followed by **ENTER**

REPRINT LAST CARDHOLDER RECEIPT

Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**

Scroll down to select **DUPLICATE** and press **ENTER**

(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)

PURCHASE + CASH OUT WITH DEBIT CARD

Swipe or Insert the customer's card from the idle screen

OR simply press **F1** key on idle screen.

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **PURCHASE** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the purchase amount and press **ENTER**

Enter the cash out amount and press **ENTER**

Swipe or Insert the customer's card

Prompt customer to select account type and enter their PIN followed by **ENTER**

CASH OUT WITH DEBIT CARD

Press **MENU** and scroll to select **EFTPOS MENU** followed by

ENTER or simply press **F2** key on idle screen

Scroll down to select **CASH** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the cash out amount and press **ENTER**

Swipe or Insert the customer's card

Prompt customer to select account type and enter their PIN followed by **ENTER**

SHIFT TOTAL

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**

Scroll down to select **TOTAL** followed by **ENTER**

(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)

Press **ENTER** to reset totals or **CLEAR** to exit

SETTLEMENT INQUIRY

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**

Scroll down to select **INQUIRY** and press **ENTER**

(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)

Press the corresponding key to select the date shown or select

OTHER to enter another settlement period date in the format

DDMMYYYY and press **ENTER**

NOTE: Settlement inquiry data can be retrieved retrospectively to a maximum of 14 days.

SETTLEMENT CUTOVER

Press **MENU** and scroll down to select **ADMIN MENU** followed by **ENTER**

Scroll down to select **CUTOVER** and press **ENTER**

(Select the merchant and press ENTER - FOR MULTI-MERCHANT ONLY)

Press **ENTER** to carry out cutover or **CLEAR** to cancel the cutover selection

NOTE: Terminal will prompt for any stored Electronic Offline

Voucher/Contactless to be transmitted. Press ENTER to transmit

Electronic Offline Voucher/Contactless or CLEAR to proceed with settlement cutover.

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EMV CHIP CARD TRANSACTION PIN ENTRY TRANSACTION

Swipe or Insert the customer's card from the idle screen
OR simply press **F1** key on idle screen
Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Press **ENTER** to bypass "CASH OUT"
Insert the customer's chip card into the chip card reader, facing the chip upwards
Prompt customer to select account type and enter their PIN followed by **ENTER**
Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

SIGNATURE TRANSACTION

Swipe or Insert the customer's card from the idle screen
OR
Press **MENU** and then scroll down to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Press **ENTER** to bypass "CASH OUT"
Insert the customer's chip card into the chip card reader, facing the chip upwards
Prompt customer to select account type and enter their PIN followed by **ENTER**
NOTE: If the cardholder does not have a PIN (or cannot remember their PIN), the merchant has the option to allow a signature transaction
Prompt customer to press **ENTER** on the pinpad to proceed with the **PIN BYPASS**
Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed
Tear off the receipt and give it to the customer for signature
Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline

Paymark Key Management System (PKMS)

The merchant must perform the PKMS (RKI) process to logon to the Paymark network.

Once the terminal is sent to operator, the operator is required to remotely download the keys to the terminal to obtain connectivity with Paymark network. To perform the PKMS (RKI) process, which are available through the dial up, broadband and GPRS mode. The operator needs to program the terminal for preferred comms mode and then simply initiate a PKMS (RKI) logon to remotely download keys by performing the following steps:

1. Press **FUNC** and then key in **87** followed by RKI password **6987**
2. Terminal will display **REMOTE INIT IN PROGRESS** while downloading the keys. When successful, terminal will display **ACCEPTED**
3. Then initiate a merchant logon to establish connectivity with Paymark network

CARD NOT PRESENT TRANSACTION WITH CSC (CARD SECURITY CODE) AVAILABLE

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER** or simply press **F1** key on idle screen

Scroll down to select **PUR** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press ENTER to bypass
Press **FUNC** at "PRESENT/INSERT OR SWIPE CARD"
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
At "CSC on Card" prompt, press **ENTER** for **YES**
Key in CSC number and press **ENTER**
Press the corresponding number key to select type
Press the corresponding number key to select applicable option
Press **CR** to select account to process the transaction

CARD NOT PRESENT TRANSACTION WITH NO CSC (CARD SECURITY CODE) AVAILABLE

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER** or simply press **F1** key on idle screen to select **PURCHASE**
Scroll down to select **PURCHASE** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Enter the purchase amount and press **ENTER**
Enter the cash out amount or press ENTER to bypass
Press **FUNC** at "PRESENT/INSERT OR SWIPE CARD"
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
At "CSC on Card" prompt, press **CLEAR** for **NO**
Press the corresponding number key to reason type
Press the corresponding number key to select type
Press the corresponding number key to select applicable option

CARD NOT PRESENT REFUND TRANSACTION

Press **MENU** and scroll to select **EFTPOS MENU** followed by **ENTER**
Scroll down to select **REFUND** and press **ENTER**
(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)
Swipe the Merchant Refund Card
Enter the Merchant PIN
Key in the amount to refund and press **ENTER**
Press **FUNC** at "SWIPE OR INSERT CARD"
Key in the card number and press **ENTER**
Key in the expiry date and press **ENTER**
Press the corresponding number key to select type
Press the corresponding number key to select applicable option
Press **CR** to select account to process the transaction

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INSTANT TIPPING QUICK GUIDE

PURCHASE WITH INSTANT TIP

Press **MENU** and scroll down to select **EFTPOS MENU** followed by **ENTER**

Scroll down to select **PURCHASE** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the purchase amount and press **ENTER**

DO YOU WISH TO ADD A TIP Y/N will be displayed. Press

ENTER for **YES** to add a tip or **CLEAR** for **NO**

If **ENTER** is pressed, then ask the customer how much they would like to add the tip amount **(Tip amount will be less than 50% of the purchase amount)**

Enter the cash out amount and press **ENTER**

Swipe or Insert the customer's card

Prompt customer to select account type and enter their PIN followed by **ENTER (FOR PIN ENTRY ONLY)**

OR

Prompt customer to select account type and press **ENTER**

(FOR SIGNATURE ONLY)

Customer signs receipt

Check customer signature

Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

OR

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**

Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

Tear off the receipt and give it to the customer for signature

Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline

EXTRA TERMINAL FUNCTION

XTRA

Press **MENU** and scroll down to select **SUPERVISOR MENU** followed by **ENTER**

Scroll down to select **XTRA** and then press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Enter the **Terminal Functions** by pressing the corresponding number key

Option 0 – Print Stored Transaction Totals

Prints the record of all stored transactions awaiting transmission in the terminal

Option 1 – Restart Terminal

Press **ENTER** to restart the terminal or **CLEAR** to return to idle screen

Option 2 – Display KVC and Print Terminal Configuration

Terminal displays KVC. Press **ENTER** to print the terminal configuration or **CLEAR** to return to **ADMIN** menu

Option 3 – Print EMV Public Keys and CTL Public keys

Select the option to print by pressing the corresponding number key

Option 5 – Print Pending Transactions

Select the option to print by pressing the corresponding number key

Option 8 – Date and Time

Set date in the **DDMMYY** format and time in the **HHMM** format

SHORTCUT KEY

DESCRIPTION	SHORTCUT KEYS
PURCHASE	F1
CASHOUT	F2
REFUND	F3
LOGON	F4
PRINT PENDING TRANSACTION LIST	0
DUPLICATE RECEIPT	3
RESTART TERMINAL	FUNC + CLEAR for 2 seconds

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CREDIT CARD HOSPITALITY QUICK GUIDE

AUTHORISATION

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER** key

Scroll down to **AUTH** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Swipe or Insert the customer's credit card

Enter the purchase amount and press **ENTER**

Prompt customer to select account type and enter their PIN followed by **ENTER (PIN ENTRY ONLY)**

OR

Prompt customer to select account type and press **ENTER (FOR SIGNATURE ONLY)**

Customer signs receipt

Check customer signature

Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

OR

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**

Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

Tear off the receipt and give it to the customer for signature

Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline

COMPLETION

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER**

Scroll down to select **COMP** followed by **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Press corresponding number key to retrieve transaction

Enter required transaction details and press **ENTER**

Press **ENTER** to confirm the required transaction or **CLEAR** to return to previous screen

Enter the **Final Amount** and press **ENTER**

TOP-UP AUTHORISATION

Press **MENU** and scroll down to select **HOSPITALITY MENU** followed by **ENTER**

Scroll down to **UTIL** and press **ENTER**

(Select the merchant to transact with and press ENTER - FOR MULTI-MERCHANT ONLY)

Select **TOP-UP AUTH** by pressing the corresponding number key

Swipe or Insert the customer's card

Enter the purchase amount and press **ENTER**

Prompt customer to select account type and enter their PIN followed by **ENTER (FOR PIN ENTRY ONLY)**

OR

Prompt customer to select account type and press **ENTER (FOR SIGNATURE ONLY)**

Customer signs receipt

Check customer signature

Press **ENTER** to confirm signature, or **CLEAR** to void the transaction

OR

EMV CHIP CARD SIGNATURE TRANSACTION

Prompt customer to select account type and press **ENTER**

Remove card from chip card reader at the end of the transaction when **REMOVE CARD** prompt is displayed

Tear off the receipt and give it to the customer for signature

Verify the signature on the receipt with the signature on the back of the card, if matches, press **ENTER** to accept the transaction or **CLEAR** to decline

EFTPOS OFFLINE VOUCHERS (EOV)

Merchants that have obtained specific approval from their acquirer also have the option of being able to process transactions despite certain EFTPOS system failure events.

Such transactions are called EFTPOS Offline Voucher (EOV) transactions, where transactions using certain cards can be approved and stored locally on the terminal until the EFTPOS system is restored.

In such instances, the merchant will be prompted by the terminal to confirm that they wish to process a transaction in EOV mode. The cardholder will be unaware of the offline nature of the transaction.

Care must be taken when using EOV, since there is always a risk that if the terminal is prevented from uploading EOV transaction data (e.g. the terminal is damaged), then the value of these transactions may be lost.