

INGENICO iWL25X SERIES - EFTPOS MERCHANT QUICK GUIDE

SINGLE/MULTI MERCHANT

LOG ON

Swipe or Insert the customer's card from the idle screen
OR simply press **F4** key on idle screen **OR**
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

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 **OR**
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

Simply press **F3** key on idle screen **OR**
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

Swipe or Insert the customer's card from the idle screen
OR simply press **3** key on idle screen **OR**
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 **OR**
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 **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**
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 simply press **F1** key on 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
ACCPETED
3. Then initiate a merchant logon to establish connectivity with
Paymark network

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

Simply press **F1** key on idle screen to select Purchase **OR**
Press **MENU** and scroll 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
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

Simply press **F1** key on idle screen to select Purchase **OR**
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

Simply press **F3** key on idle screen to select Refund **OR**
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

Simply press **F1** key on idle screen to select **Purchase** **OR** 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

PURE COMMERCE CSE

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 **OR**
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

Advise the cardholder to select the currency to process the payment through by pressing the corresponding key
Advise the cardholder to confirm the currency selected by pressing the corresponding key and accepts the exchange rate
Prompt customer to enter their PIN followed by **ENTER**

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	Press and hold down FUNC + CLEAR for 2 seconds

PURE COMMERCE CSE

Connection Test

Perform **FUNC 3025700** to test the connection test from the site to Pure Commerce host

BIN Table Download

Perform **FUNC 3025701** to download the BIN table from Pure Commerce host

Rates Table Download

Perform **FUNC 3025702** to download the Rates table from Pure Commerce host

Print Rates Table

Perform **FUNC 3025705** to print the receipt with the current rates table.

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SINGLE/MULTI MERCHANT

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**

Only applicable if Pure Commerce CSE is enabled

Advise the cardholder to select the currency to process the payment through by pressing the corresponding key

Advise the cardholder to confirm the currency selected by pressing the corresponding key and accepts the exchange rate

Receipt will be printed for cardholder to sign for acceptance

Terminal will process the payment with cardholder's home currency

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.

POWER ON TERMINAL

To power on the iWL250 terminal, simply press the **ENTER/Green Key**.



POWER OFF TERMINAL

To power off the iWL250 terminal, simply press and hold down the **CLEAR/Yellow** and **FUNC** key together. Ensure the terminal is not plugged to charger and off the base when perform this function.

