



ePay Merchant
Services
PAYMENTS MADE EASY

Ingenico ICT200 Quick Start Guide



Quick Start Guide

iCT200 Series / with iPP PIN Pad

GETTING STARTED

Set up the terminal and PIN Pad in a convenient location. Plug the **Power Supply Unit** into a mains socket and plug the **Power Jack Plug** into the power socket on the 'Magic Cable' connector unit. Plug the telephone lead into the BT socket and the IN socket on the 'Magic Cable' connector unit. To connect the Ethernet (Broadband) socket you will need a router or wall mounted Ethernet socket.

Switch on the mains power and follow the display prompts. After a short initialisation process the main READY prompt will be displayed, the terminal is now ready to use.

SUPERVISOR PASSWORD (if configured)

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

FUNCTION AND MENU KEYS

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

Menu Key: To enter the application menus press this 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.



THE CHIP CARD READER

Customer cards must be inserted into the PIN Pad (iPP) with the chip facing 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.

If you see a BAD READ message, check the card orientation and try again. After three bad reads, the terminal (iCT) 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. Cards may be inserted or presented on the PIN Pad but may only be swiped on the terminal. **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 the customer's card into the PIN Pad or Swipe the card/Key in the card number on the terminal. 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. Insert the customer's card into the PIN Pad or swipe it on the terminal. If requested, enter the Supervisor Password and then press ENTER or swipe the Supervisor Card. The terminal will dial out to the acquirer for authorisation, 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 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 reports menu press the MENU key until the System Menu is displayed. Press ENTER to select Totals. End-of-Day-Banking will be highlighted; press ENTER to select. 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 the TOTALS menu as above. Press (F2) to highlight Z-Report and then ENTER to select. 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 MENU as above. Press (F2) to highlight X-Report and then ENTER to select. 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.

ADDITIONAL INFORMATION

Duplicates: To print a duplicate of the last transaction processed press the MENU button to display the TRANSACTION MENU and then press the (F2) until Duplicate Receipt is highlighted. Press ENTER to print the duplicate. **Note:** Duplicate receipts can only be printed for transactions.

Referrals: If the terminal displays CALL AUTH CENTRE or PLEASE WAIT with a telephone number, you must phone for authorisation for that card. Do not complete the transaction unless advised by the referral team.

PIN tries exceeded: If the terminal displays this message then please follow the display prompts.

ONLINE RESOURCES

To download a detailed User Guide for the iCT200 series visit www.ingenico.co.uk/userguides

The Ingenico website also provides Frequently Asked Questions at www.ingenico.co.uk/faqs which include further details on installation.