

# Quick Start Guide - iCT220

## Getting Started

Set up the terminal in a convenient location.

Plug the power supply unit into a mains socket and plug the power connector 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.

Once the mains power is connected your terminal will be powered on.





After a short initialisation process the main idle screen will be displayed, the terminal is now ready to use.



### 01483

#### SUPERVISOR PASSWORD:

The default Supervisor Password is 01483. NB: You should change this password.

- 1 **F1-F4 Keys:** These four function keys enable you to choose the options on screen and correspond to the labels displayed on the screen.
- 2 **MENU Key:** To enter the application menus press the  key from the idle screen. Pressing the key again moves to the next menu (if available).
- 3 **Correction Keys:** When entering numbers or letters, the yellow  key deletes one character at a time, while the red  key deletes the entire line (this key also cancels transactions).
- 4 **ENTER Key:** The green  key is used to confirm anything that has been typed into the terminal.



## The Chip Card Reader

Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen.

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

**DO NOT remove the card until instructed to do so by the terminal.**



## Chip And Transactions - Sale



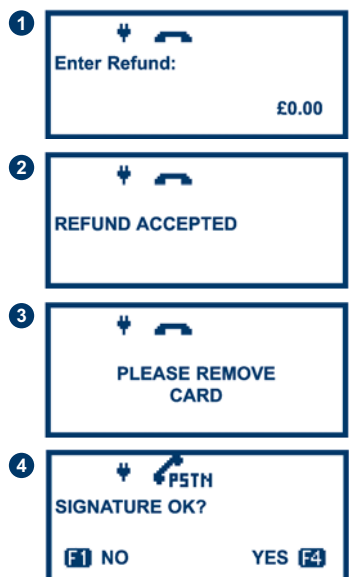
- 1 From the idle screen, insert the customers card into the card reader. Enter the sale amount for the transaction and press the green ENTER key.  
**OR**  
Press the MENU key, then select SALE (F4) and insert the customer's card into the card reader. Enter the sale amount for the transaction and press the green ENTER key.  
**For example enter £12.34 as 1234.**
- 2 The customer must enter their PIN code.  
**NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE**
- 3 After the customer has entered their PIN and pressed the green ENTER key, they will be prompted to return the terminal to you.
- 4 The terminal will now dial out to the acquirer for authorisation, if the transaction is authorised then an Auth Code will be shown.
- 5 The terminal will print two receipts. The Merchant Copy will be printed first, then once you press the green ENTER key the Customer Copy will be printed.



## Chip And Transactions - Refund



- 1 From the idle screen, press the MENU key, then choose REFUND (F2). Enter the Supervisor Password and press the green ENTER key. Now insert the customers card into the card reader. Enter the refund amount for the transaction and press the green ENTER key.
- 2 The terminal will now dial out to the acquirer for authorisation, if the refund is authorised then REFUND ACCEPTED will be shown.
- 3 The terminal will print the Merchant Copy which the customer must sign. Remove the card.
- 4 Check the signature on the Merchant Copy with that on the card. If the signature is valid then choose YES (F4), otherwise choose NO (F1).
- 5 The terminal will then print the Customer Copy.



## Mail Order Transactions - Sale



- 1 Press the MENU key, then select MAILORDER (F1). Choose either REFUND (F1) or SALE (F4).

When prompted type the customers card number in and press the green ENTER key .

- 2 Enter the Expiry Date, the Start Date (if required), the Issue Number (if required), pressing the green ENTER key after each entry.

Enter the Card Security Code (CSC), the numbers from the cardholders Postcode (GU7 1LG is 71), and the numbers from the cardholders Address (Flat 1, 28 High Street is 128), pressing the green ENTER key after each entry. If you do not know any of these then you can press the green ENTER key without entering anything to bypass the check when appropriate.

- 3 Enter the sale amount and press the green ENTER key.
- 4 The terminal will dial out to gain authorisation, and will prompt you to choose VOID (F1) or CONFIRM (F4), the result of the CSC/AVS check is shown.
- 5 The terminal will print off the two receipts.

- 1 

\*MAIL ORDER\*

F1 REFUND SALE F4
- 2 

MAIL ORDER SALE  
Key Card No.  
\_
- 3 

Enter Sale:

£0.00
- 4 

AUTH CODE: 0000  
DATA MATCHED

F1 VOID CONFIRM F4

## End Of Day Reports



To access the reports menu press the menu key twice, then REPORTS (F1).

Enter the Supervisor Password and press the green ENTER key.


- 1 **END OF DAY:** One touch function that prints both the Z REPORT and the BANKING report. This MUST be done at the end of each day that you trade.
- 2 **BANKING:** Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the Acquirer.
- 3 **X REPORT:** Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the BANKING report.
- 4 **Z REPORT:** Exactly the same as the X REPORT, except the (!) indicates that the Z REPORT resets the totals ready for the next days trade.

F1 END OF DAY  
F2 BANKING  
F3 X BALANCE  
F4 Z BALANCE

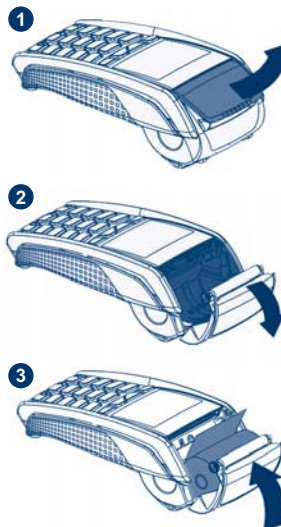
## Changing The Tally Roll



- 1 Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.
- 2 Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment.
- 3 Holding the free end of the paper and the terminal as shown, close the printer cover and push firmly until it locks.

While your terminal is displaying the idle screen, press and hold the  key to ensure that the paper feeds correctly.

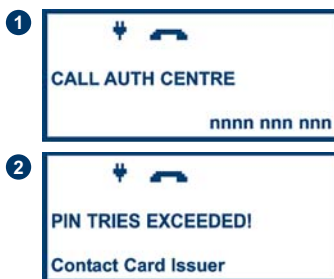
**ONLY OPEN THE PRINTER COVER AS SHOWN  
DO NOT FORCE THE PRINTER COVER**



## The Chip Card Reader



- 1 **DUPLICATES:** To print a duplicate of the last transaction processed press the MENU key three times, followed by DUPLICATE (F4).
- 2 **REFERRALS:** If the terminal displays CALL AUTH CENTRE or PLEASE WAIT with a telephone number, then you must refer the transaction and phone for authorisation for that card.
- 3 **PIN TRIES EXCEEDED:** If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they do know the PIN.



### For Further Information

Global Payments 24 Hour Auth Centre:	0845 770 0600
Global Payments Tally Rolls:	0845 702 3344
Global Payments Terminal Helpdesk:	0845 702 3344

(Lines open 8am to 11pm Monday to Saturday, 10am to 5pm Sundays and 10am to 4pm public holidays)