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ingenico®

Quick Start Guide - Ingenico P30

Getting Started

Set up the terminal in a convenient location.

Plug the power supply unit into the power ($\not\sim$) socket, and the phone lead into the **) IN** socket on the connector block.

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

01483 **SUPERVISOR PASSWORD:** The default Supervisor Password is 01483.
NB: We strongly suggest that you change the Supervisor Password from this default.

1 **F1-F4 Keys:** These four function keys enable you to choose the options on screen. The keys correspond to the to labels displayed on 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. The key also cancels transactions.

4 **OK Key:** The green key is used to confirm anything that has been typed into the terminal.

5 **Power/Feed Key:** To test the feeding of the paper through the printer press the key. **See page 4 for instructions to change the paper rolls.**
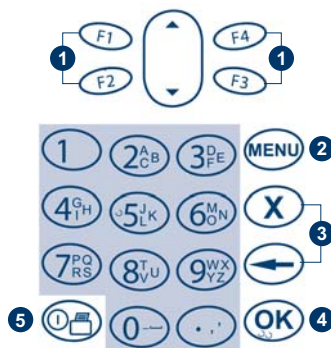
The Chip Card Reader

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.**
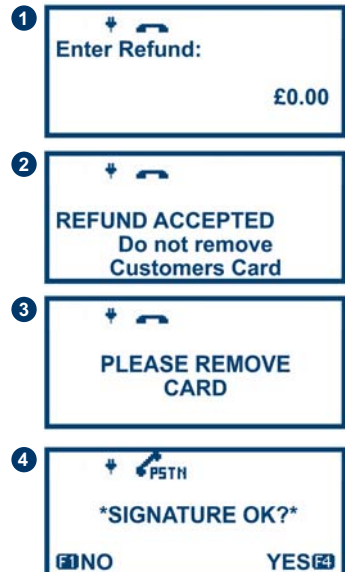
Chip And PIN Transactions - Sale

1 From the idle screen, insert the customers card into the card reader. Enter the sale amount for the transaction and press the green (OK) 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 (OK), they will be prompted to return the terminal to you.

4 The terminal will now dial out to Global Payments for authoristation, 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 (OK) key the Customer Copy will be printed.

1
```
  ✦  ☎
Enter Sale:

                    £0.00
```

2
```
  ✦  ☎
AMOUNT:          £12.34
ENTER PIN
        ****
      PRESS CANCEL OR OK
```

3
```
  ✦  ☎

      PIN OK
    RETURN TERMINAL
  » DO NOT REMOVE CARD «
```

4
```
  ✦  ☎PSTN

AUTH CODE: 0000
```

Chip And PIN Transactions - Refund

1 From the idle screen, press (MENU), then choose REFUND. (2). Enter the Supervisor Password and (OK). Then insert the customers card into the card reader. Enter the refund amount for the transaction and press (OK).

2 The terminal will now dial out to Global Payments 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

1
```
  ✦  ☎
Enter Refund:

                    £0.00
```

2
```
  ✦  ☎

REFUND ACCEPTED
  Do not remove
  Customers Card
```

3
```
  ✦  ☎

  PLEASE REMOVE
      CARD
```

4
```
  ✦  ☎PSTN

  *SIGNATURE OK?*

F1NO            YESF4
```

Mail Order Transactions - Sale

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

When prompted type the customers card number in and press (OK).

2 Enter the Expiry Date, the Start Date (if required), the Issue Number (if required), pressing (OK) 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 (OK) after each entry. If you do not know any of these then you can press (OK) without entering anything to bypass the check when appropriate.

3 Enter the sale amount and press (OK).

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
```
        ✝ ☎
      *MAILORDER*

F1 REFUND      SALE F4
```

2
```
     ✝ ☎
MAILORDER SALE
Key Card No.

_
```

3
```
     ✝ ☎
Enter CSC:

_
```

4
```
     ✝ ☎
Enter Sale:

              £0.00
```

5
```
     ✝  PSTN
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 (OK).

1 **END OF DAY:** One touch function that prints both the Z REPORT and the BANKING. 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 Global Payments.

3 **X REPORT:** Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the BANKING.

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 (!)
```

Printing And 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.

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

4. While on the idle screen press the 🔘 key to ensure that the paper feeds correctly.
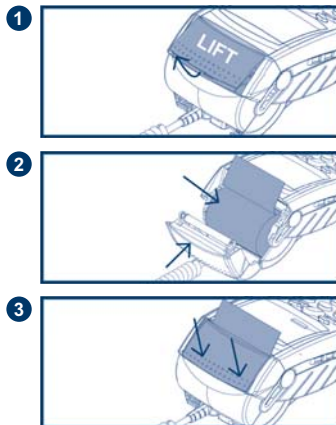
Tips And Advice

1. **DUPLICATES:** To print a duplicate of the last transaction done press the (MENU) key three times, then DUPLICATE.

2. **REFERALS:** 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.

CALL AUTH CENTRE

08457 700 600

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.

PIN TRIES EXCEEDED!

Contact Card Issuer
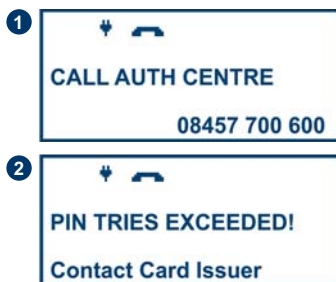
For Further Information
Global Payments 24 Hour Auth Centre: **0845 770 0600**
Global Payments Tally Rolls: **0845 702 3344**
Global Payments Terminal Helpdesk: **0845 702 3344**

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

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