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This User Guide (v3.1034) relates to terminal software APACS 40 97.11.01

Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss that may be incurred as a result of any errors or inaccuracies. The product is varied to suit acquirer's requirements and this document should be accepted as a guide only to the use of the product.

In the effort for continued improvements in design and quality, information regarding the setting up, initialisation and use of all Ingenico products is subject to change without prior notice.

1. Introduction

Thank You

Thank you for choosing an Ingenico PINPad.

Your PINPad is the Ingenico P30 PINPad and is compatible with your Ingenico Counter Top Payment Terminal.

Your PINPad has been designed to operate with your terminal to help you accept credit and debit card transactions in a speedy and efficient manner.

This User Guide

We recommend you thoroughly read this User Guide, together with any other documentation that came with your terminal, as this will help you to quickly make the best use of all the capabilities of your new terminal and PINPad.

Security of Your PINPad

Upon receipt of your terminal and PINPad you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

You should check, for example: that the security seals are in place and undamaged; the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal.

Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal.

Your terminal and PINPad have various tamper evident seals and your terminal detects any interruption to these seals by entering a "tampered state". In this state the terminal or PINPad will repeatedly flash the message `Alert Irruption!` and further use of the terminal will not be possible.

If you observe the `Alert Irruption!` message, you should contact the terminal helpdesk immediately.

Caring for Your PINPad

You should take care not to spill liquids on any part of your PINPad, terminal or any associated parts and equipment.

You should clean the PINPad with a soft clean cloth. To ensure safety, only clean your PINPad when it is completely powered off.

Do not use water or cleaning agents on your PINPad, doing so may lead to damage. Any damage incurred will be your responsibility and any repair or replacement costs will be charged as appropriate.

Keeping Records

Copies of all transaction receipts and your corresponding End of Day reports should be kept together in a safe place (preferably in date order) for a minimum of 6 months, or longer depending on the requirements of the Acquirer.

Helpdesk Information

Should you need to, details on how to contact the terminal Helpdesk can be found on the contact sticker found on the underside of your terminal. If appropriate, you may also find these details on the inside cover of this User Guide.

You may be asked for your terminal's TID (Terminal IDentification number) or your terminal's Serial Number. The TID can be found at the top of each receipt from your terminal; and the Serial Number (S/N) can be found at the top of some reports and on the label on the underside of your terminal.

The Serial Number (S/N) for your PINPad can be found on the label on the reverse of the unit.

How Do I ...

To help you familiarise yourself with your PINPad and to understand the basics, below is a list of frequently asked questions about the general operation of your PINPad.

- **... set up my terminal?**

Follow the simple step-by-step installation checklist in the next section.



- **... use the PINPad to take transactions?**

Step-by-step instructions for performing transactions with your PINPad are given in the section entitled ***Transactions***, these are provided with screenshots of both the terminal and the PINPad.

- **... solve any problems?**

If, in the unlikely event that you encounter any problems or have any questions relating to the operation of the terminal or PINPad, read through the section entitled ***Troubleshooting***. If you cannot resolve your problem you should call the terminal Helpdesk.

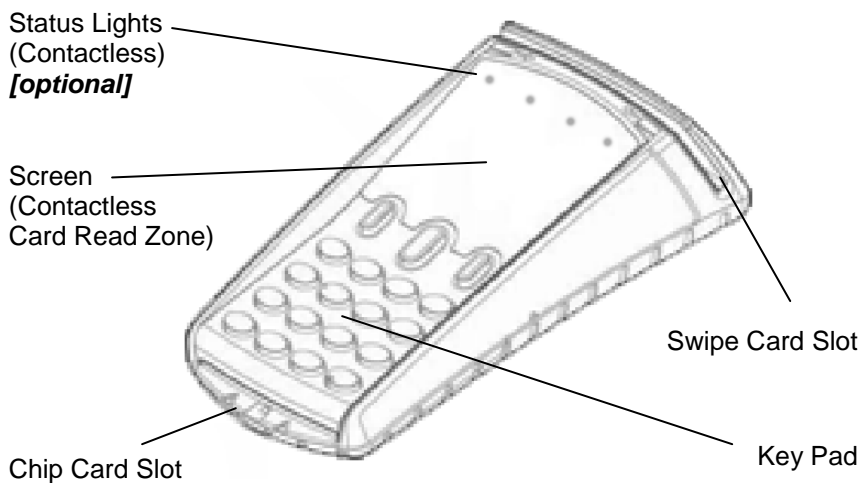
Quick Installation Checklist

- Before starting to use your PINPad, please read all sections of this guide, together with any other documents that came with your terminal, carefully. In particular you should also follow the **Quick Installation Checklist** which can also be found in the User Guide for your terminal.
- Set up your PINPad in a convenient location close to your terminal and in a customer facing position.
- Before installing your PINPad ensure that your terminal is completely powered off.
- If not already installed plug the Accessory USB  cable into the underside of your terminal. You should refer to the section entitled **Installation** for more details.
- Plug the USB  cable on your PINPad into the USB socket on the Accessory USB cable which is attached to your terminal.
- Power on your terminal and the PINPad should start up and display the `WELCOME` message.
- Familiarise yourself with the general operation of your terminal before attempting to use your terminal or PINPad.

Your terminal and PINPad are now ready to use.

2. Your PINPad

PINPad Layout



Optional Integrated Contactless Reader

Your PINPad may include an optional integrated contactless reader in order to process contactless transactions. Whilst this option is referred to in this User Guide it may not be available on your PINPad. If your PINPad includes the optional integrated contactless reader the legend below the screen will read **P30 Contactless**, if this option is not included the legend will read **P30**.

Contactless Status Lights

Your PINPad has a row of four status lights that are visible at the top of the display.

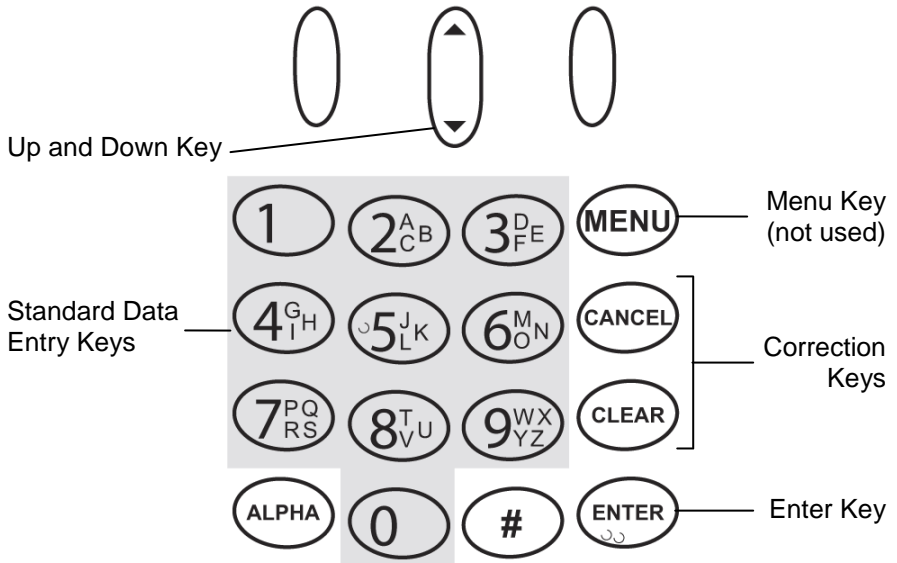
When in idle mode the first (left hand) status light will flash periodically (approximately every 5 seconds); this indicates that the PINPad is in idle mode and is awaiting a contactless transaction.

When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the PINPad is in use but a card is not being read.

When a contactless card is presented to the PINPad during a contactless transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard.

PINPad Keypad

The Ingenico PINPad key pad is laid out as below.



For clarity the convention used in this User Guide is that where buttons on your PINPad are referenced the text will be *double underlined*; and where buttons on your terminal are referenced the text will be *single underlined*.

- *enter* is the Enter key on your PINPad
- *enter* is the Enter key on your terminal

Entering and Correcting Data

The customer will enter their PIN into your PINPad. To enter numbers they should press the relevant keys. If a mistake is made then they can correct this using the correction keys. Pressing the *clear* key once will delete one character at a time. Pressing the *cancel* key will cancel the transaction.

PINPad Display

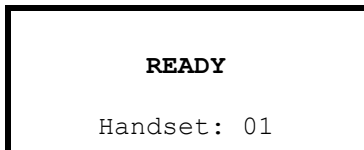
The idle screen for your PINPad is shown below.



When your PINPad is connected to your terminal and after a short initialisation process the PINPad will display the `WELCOME` message this simply means that the PINPad has initialised and is ready to use.

Your terminal will display the `READY` status message. Throughout this guide we will show screenshots of your PINPad with a grey background, and screenshots of your terminal with a white background.

In order to illustrate the screens of both your PINPad and your terminal, that are shown at the same time; the screenshot of your PINPad immediately follows the screenshot of your terminal. Below is an example.



Terminal Display
(shown with white background)




PINPad Display
(shown with grey background)

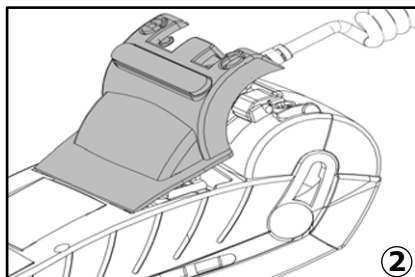
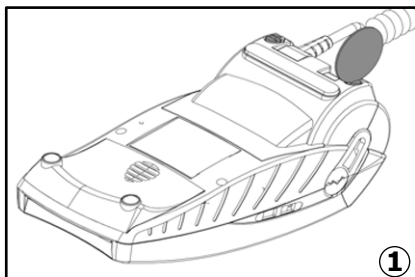


If your terminal displays a blank screen with `: -)` permanently after your PINPad has been connected to your terminal then please contact the terminal Helpdesk.

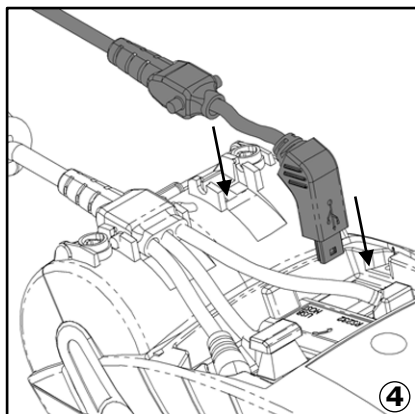
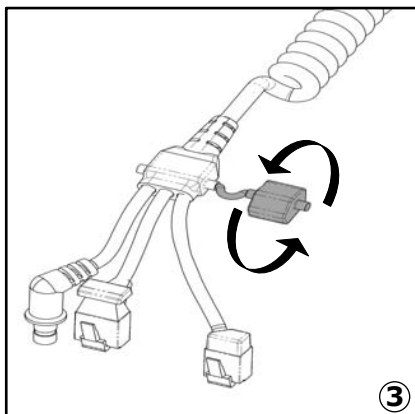
Installation - EFT930S Counter Top Terminals

If not already connected you should plug the Accessory USB  cable into the underside of your terminal. Ensure that your terminal is completely powered off before following the steps below.

1. Undo the two retaining lugs on the underside of your terminal using a coin or similar to turn the lugs 90 degrees.

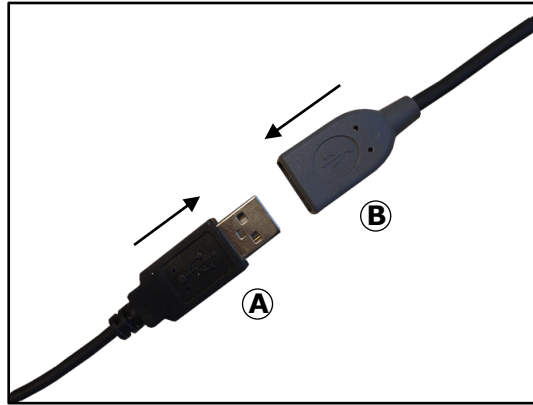


2. Lift the cover to reveal the cable bay.
3. Without removing the "Magic Cable" - twist off, as indicated, the blanking spacer from the "Magic Cable". Be careful not to damage the "Magic Cable" itself.



4. Plug in the Accessory USB cable as indicated and ensure that it is secured properly in the socket and the cable retaining clips. Replace the cover and secure it reversing the actions in steps 1 and 2.


Connect the USB cable from the PINPad (A) into the socket provided on the Accessory USB cable (B) installed in the terminal.



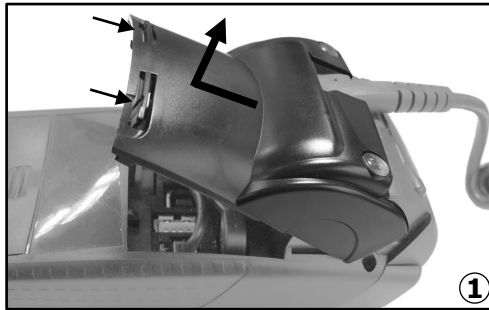
Setup your PINPad and your terminal in a convenient location, ensuring that both the "Magic Cable", and the socket on the Accessory USB cable, should be readily accessible for support and terminal helpdesk diagnosis purposes.

Power on your terminal and your PINPad should turn on during the terminal initialisation procedure.

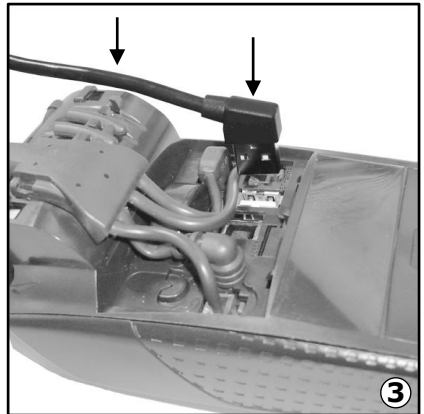
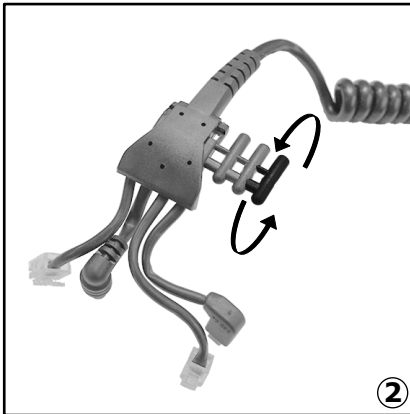
Installation - iCT200 Series Counter Top Terminals

If not already connected you should plug the Accessory USB  cable into the underside of your terminal. Ensure that your terminal is completely powered off before following the steps below.

1. Unclip the two retaining clips on the underside of your terminal using your fingernails and lift the cover upwards and away from the retaining lugs to reveal the cable bay.

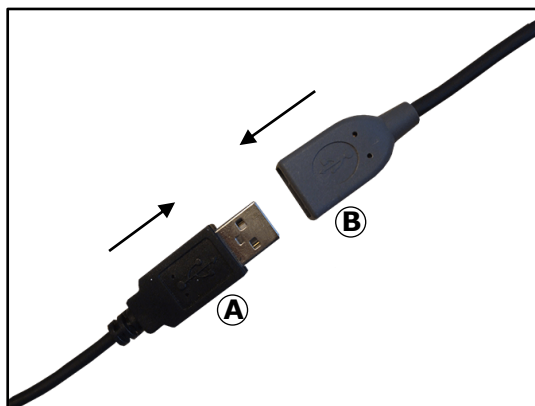


2. Without removing the "Magic Cable" - twist off, as indicated, the blanking spacer from the "Magic Cable". Be careful not to damage the "Magic Cable" itself.



3. Plug in the Accessory USB cable as indicated and ensure that it is secured properly in the socket and the cable retaining clip. Replace the cover and secure it reversing the actions in step 1.

Connect the USB cable from the PINPad (A) into the socket provided on the Accessory USB cable (B) installed in the terminal.

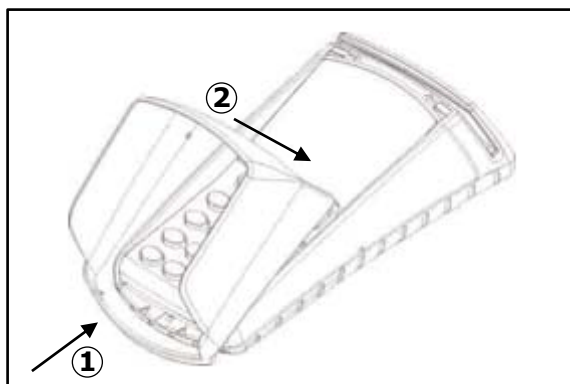


Setup your PINPad and your terminal in a convenient location, ensuring that both the "Magic Cable", and the socket on the Accessory USB cable, should be readily accessible for support and terminal helpdesk diagnosis purposes.

Power on your terminal and your PINPad should turn on during the terminal initialisation procedure.

Privacy Shield

Your PINPad is supplied with an optional privacy shield; this can be installed by following the steps below.



1. Engage the lugs on the base of the privacy shield into the small holes under the card reader.
2. Push down the top of the privacy shield until the side lugs engage into the small holes on the sides of your PINPad.

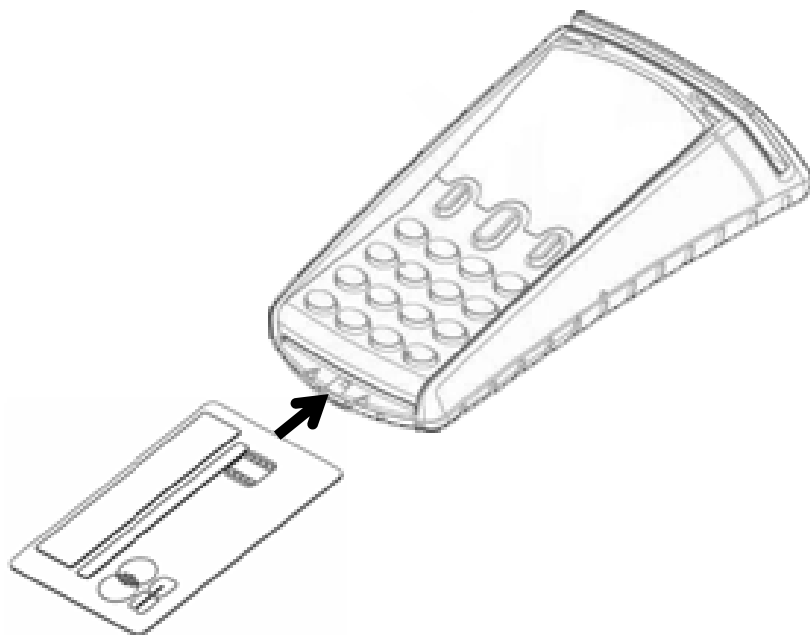
If you wish to remove the privacy shield you should reverse the above steps and may need to flex the sides of the privacy shield outwards to disengage the lugs that hold it into place.



NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

Inserting a Chip Card

Chip Cards should be inserted firmly into your PINPad as illustrated with the chip facing up and into the card reader.



If you see the prompt **BAD READ**, check the orientation of the card and try again. If the card cannot be read on the third attempt, your terminal and PINPad will prompt you or the cardholder to swipe the card.

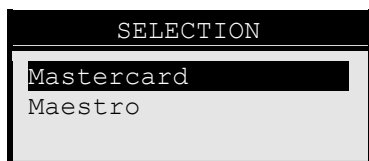


The card MUST remain inserted until your terminal and PINPad prompts you to remove the card. If the card is removed prematurely, the transaction will be cancelled.



The card reader on your terminal will NOT be active when your PINPad is connected and in operation. When your PINPad is disconnected the card reader on your terminal will be active.

Chip Cards can hold the details for more than one payment application (for example Mastercard and Maestro). If the `SELECT APPLICATION` screen is displayed after the card has been inserted, the cardholder should select the payment application that they wish to use for the transaction.



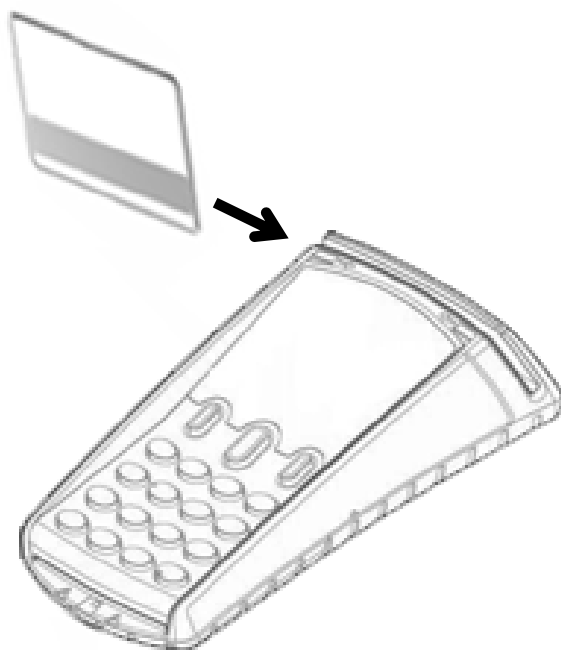
The cardholder should highlight the required application using the up or down key and then press the enter key to select the highlighted application.

The payment application on a Chip Card may require confirmation after it is selected. If prompted to do so the cardholder should press the enter key within 10 seconds.

Swiping a Card

With the magnetic stripe facing down and towards the screen as illustrated run the edge of the card along the bottom of the card swipe slot at the top of your PINPad. You should swipe the card in one continuous movement and at an even speed.

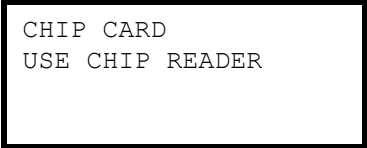
Alternatively, cards may be swiped through the card swipe slot on your terminal.



If you see the prompt `BAD SWIPE`, check the orientation of the card and try again. If the card cannot be read on the third attempt, your terminal will prompt you for manual key entry of the card number.

If a contactless card is not read three times it will prompt both you and the customer to insert or swipe the card so that it may be taken in the normal manner.

If a Chip Card is swiped, your terminal and PINPad will request that you or the cardholder insert the same card into the Chip card reader.



CHIP CARD
USE CHIP READER



USE CHIP READER

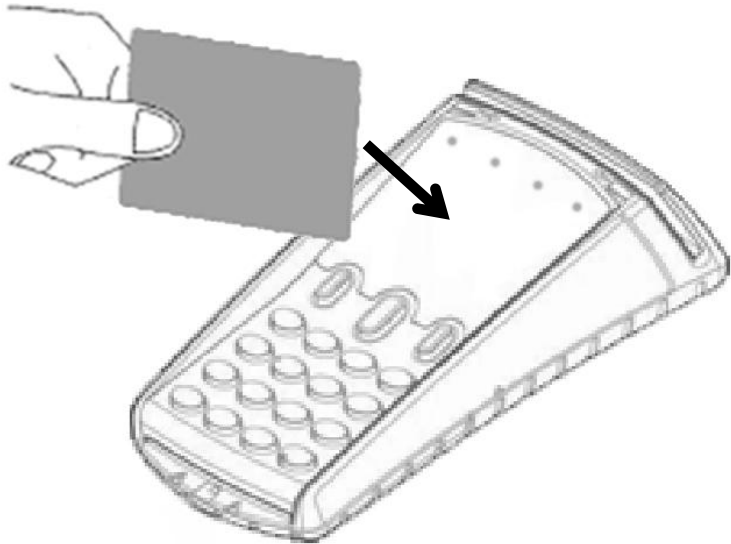


The card swipe on your terminal will be active when your PINPad is connected and in operation, so that swipe cards maybe processed through either device. When your PINPad is disconnected the card reader on your terminal will be activated.

Presenting a Contactless Card

A contactless card should be presented by the cardholder only when prompted to do so on the screen and the first status light is lit steadily.

The card should be presented towards the contactless logo shown on the screen - at the centre of the contactless card read zone.



The card read is successful when all four status lights are lit and the confirmation tone is heard. If the card is removed prior to this the card read will be unsuccessful and the cardholder will be prompted to re-present the card. A card read should take between 1 and 2 seconds.

If a contactless card is not read three times it will prompt both you and the customer to insert or swipe the card so that it may be taken in the normal manner.

3. Transactions

Performing Transactions

In order to perform a transaction in a quick and efficient manner you may type in the transaction amount from the idle screen. This method may be used to start any sale transaction, no matter what the card type is (ie. swipe cards or chip cards).

Enter the transaction amount while the idle screen is being displayed by typing in the amount in pence (ie. 1234 for £12.34) followed by the enter key.

If you consistently sell an item at the same price you can “recall” the last transaction amount by pressing the dot key while the idle screen is being displayed. Your terminal will allow you to confirm if this is the correct amount, and you can continue with the transaction by pressing the enter key.

If you make a mistake when entering the amount you can correct this using the correction keys. Press the clear key once to delete one character at a time. Press the cancel key to cancel the amount entry and return to the idle screen.

Alternatively the traditional method of starting the transaction by swiping or inserting the card first may be utilised if required. This will be particularly applicable when the cardholder inserts the card into the card reader of your PINPad before you have typed in the transaction amount.

Performing a Contactless Transaction

Contactless transactions can only be performed when the transaction value is under £15.00. Your PINPad will only prompt for a card to be presented when a contactless transaction is allowed.

When a contactless transaction is allowed your PINPad will display the following message.



In order to perform a contactless transaction you must type in the transaction amount from the idle screen on your terminal.

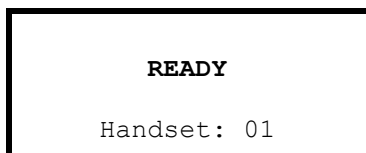
This method may also be used to start any sale transaction, no matter what the card type is (ie. swipe cards or chip cards). This means that should the cardholder not have a contactless card you can continue with the transaction as normal from this point.

Printing the Customer Copy (Duplicate)

Only the merchant copy is printed during the contactless transaction. Because the transaction value is low and fast transaction times are required for contactless the customer copy is not printed by default.

If the customer requires a receipt then the customer copy can be printed any time until another transaction is performed by pressing the F1 key. This prints a duplicate of the last transaction taken and is not restricted to contactless transactions.

Sales - Inserted Cards (Method One)

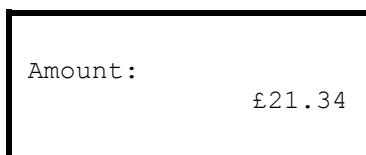


READY
Handset: 01

The idle screen will be displayed on both the terminal and the PINPad.

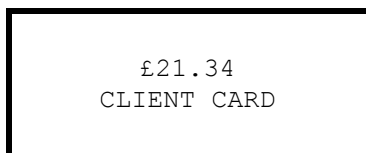


WELCOME



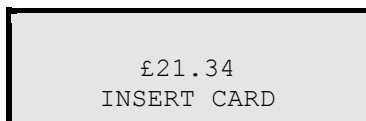
Amount: £21.34

Enter the sale amount in pence (eg. 2134 for £21.34) and press the enter key.

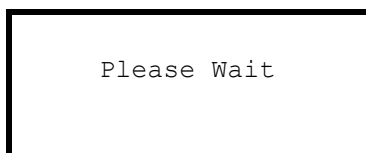


£21.34
CLIENT CARD

Confirm the sale amount is correct and invite the cardholder to insert their card into the PINPad.

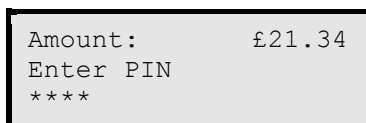


£21.34
INSERT CARD



Please Wait

If a PIN is requested, the customer must enter their PIN code followed by the enter key.



Amount: £21.34
Enter PIN



Connecting

The terminal will dial out to the acquirer for authorisation.



PLEASE WAIT




AUTH CODE: nnnn

If the transaction has been authorised then an auth code will be displayed.



COMPLETED

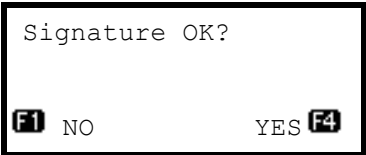


Printing

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign.



PLEASE WAIT




Signature OK?

F1 NO

YES **F4**

If required check the signature:
Press F1 for an invalid signature or
Press F4 for a valid signature.



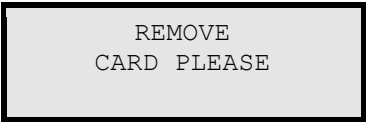
Printing

The terminal will print the customer copy to give to the customer for them to retain.



REMOVE
CARD PLEASE

If inserted, the customer should remove their card when prompted.



REMOVE
CARD PLEASE

The terminal and PINPad will return to their respective idle screens.



NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.



The customer MUST NOT remove the card until the PINPad has prompted them to do so.



You MUST retain the merchant copy for your records. If a signature is required then this copy must be signed by the customer.

Sales - Inserted Cards (Method Two)

READY
Handset: 01

The idle screen will be displayed on both the terminal and the PINPad. Insert or swipe the card.

WELCOME

Enter Sale:
£12.34

Enter the sale amount in pence (eg. 1234 for £12.34) and press the enter key.

PLEASE WAIT

Please Wait

If a PIN is requested, the customer must enter their PIN code followed by the enter key.

Amount: £12.34
Enter PIN



Connecting

The terminal will dial out to the acquirer for authorisation.



PLEASE WAIT




AUTH CODE: nnnn

If the transaction has been authorised then an auth code will be displayed.

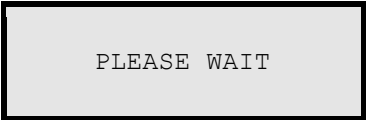


COMPLETED

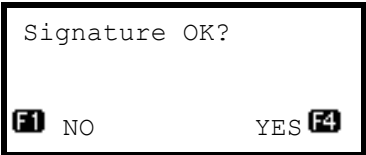


Printing

The terminal will print the merchant copy for you to retain. If a signature is needed the customer must sign.



PLEASE WAIT




Signature OK?

F1 NO

YES **F4**

If required check the signature:
Press F1 for an invalid signature or
Press F4 for a valid signature.



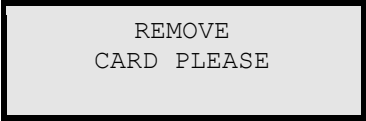
Printing

The terminal will print the customer copy to give to the customer for them to retain.



REMOVE
CARD PLEASE

If inserted, the customer should remove their card when prompted.



REMOVE
CARD PLEASE

The terminal and PINPad will return to their respective idle screens.



NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

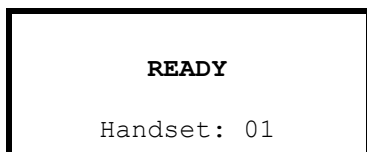


The customer MUST NOT remove the card until the PINPad has prompted them to do so.

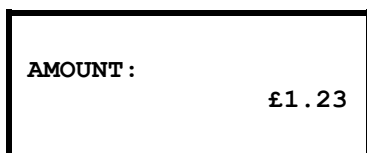


You MUST retain the merchant copy for your records. If a signature is required then this copy must be signed by the customer.

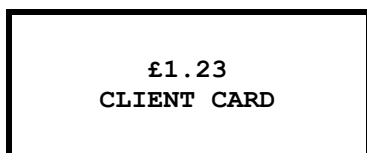
Sales - Contactless Cards



The idle screen will be displayed on both the terminal and the PINPad. The first light on the PINPad will flash intermittently.



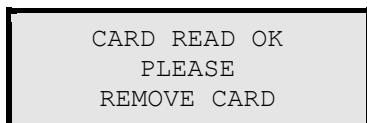
Enter the sale amount in pence (eg. 123 for £1.23) and press the enter key.



Confirm the sale amount is correct and invite the cardholder to present their card to the PINPad. The first light on the PINPad will be lit steadily.



During the card read the second, third and fourth lights on the PINPad will be lit steadily in turn. A confirmation tone and message will be displayed to the merchant. The card can be removed from the card read zone.



CONNECTING

The terminal will dial out to the acquirer (if required) and authorise the transaction.

AUTHORISING
PLEASE WAIT

APPROVED
PRINTING

The terminal and PINPad will show the transaction result. The terminal will print the merchant copy for you to retain.

APPROVED

THANK YOU

The terminal and PINPad will return to their respective idle screens.



The customer MUST NOT remove the card until the PINPad has prompted them to do so, sounded the confirmation tone, and all lights on the PINPad are lit steadily.



You MUST retain the merchant copy for your records. If a signature is required then this copy must be signed by the customer.

Dealing with Card Read Failures

A contactless card read may fail, and the customer will be prompted to re-present their card.

If the card is removed too soon - before all four contactless status lights are lit; before the confirmation tone is heard; or before prompted to remove the card - the card read will fail.

CARD READ FAILURE
RE-PRESENT CARD
OR PRESS CANCEL

CARD READ FAILURE
PRESENT CARD AGAIN

If the card is removed too soon the card read will fail. An alert tone will sound and the cardholder will be prompted to re-present the card.

You may cancel the transaction by pressing the cancel key.

£1.23
CLIENT CARD

Invite the cardholder to re-present their card to the contactless reader and not to remove the card until prompted to do so. The first light on the PINPad will be lit steadily.

£1.23

PRESENT CARD

The terminal will continue as per a normal contactless sale, refer to the instructions for **Sales - Contactless Cards** to complete the transaction.

If more than one contactless card is presented to the contactless card read zone together then the card read will fail. This may occur if the card is presented in a wallet with other contactless payment cards, or other contactless cards such as public transport smart cards.

PLEASE PRESENT
ONE CARD ONLY
OR PRESS CANCEL

If more than one card is presented the card read will fail. An alert tone will sound and the cardholder will be prompted to re-present one card only.

PLEASE PRESENT
ONE CARD ONLY

You may cancel the transaction by pressing the cancel key.

£1.23
CLIENT CARD

Invite the cardholder to re-present their card to the PINPad and to only present one card. The first light on the PINPad will be lit steadily.

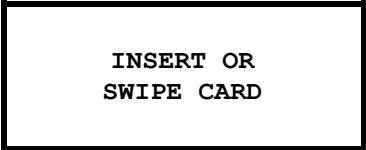
£1.23

PRESENT CARD

The terminal will continue as per a normal contactless sale, refer to the instructions for **Sales - Contactless Cards** to complete the transaction.

Dealing with Fallback Requests

Occasionally a contactless card will require a further security check - this is a routine operation. In this case your terminal and your PINPad will prompt you and the cardholder that the transaction must be completed with cardholder verification (PIN entry or Signature as appropriate).



INSERT OR
SWIPE CARD

If the card requires a further security check an alert tone will sound and you will be prompted to continue the transaction as if the card is not contactless enabled.



INSERT OR
SWIPE CARD

The terminal will continue as per a normal sale, refer to the instructions for ***Sales - Inserted Cards (Method One)*** to complete the transaction.



NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

4. Troubleshooting

Frequently Asked Questions

Q My PINPad does not display the `WELCOME` message on the idle screen, what should I do?

- Remove the power from the terminal until the PINPad is completely powered off. Reconnect the power to the terminal and after a short initialisation the PINPad should display the `WELCOME` message. You should contact the terminal Helpdesk if the problem persists.

Q When I insert a chip card into my terminal nothing happens?

- The chip card reader on your terminal is not active when your PINPad is attached and operational; please use the card reader on your PINPad to process transactions.

Q What do I do if the customer has forgotten their PIN code?

- If your acquirer allows it, you can perform a PIN Bypass to bypass the entry of the PIN code, by pressing the *cancel* key followed promptly by the *menu* key **twice**. If the card allows the PIN Bypass you may find that the acquirer declines the transaction. Transactions taken by PIN Bypass are subject to chargebacks so you should make other careful checks on the card and cardholder as laid out by your acquirer. For more information on the use of PIN Bypass please contact your acquirer.

Q What does it mean when my terminal displays `PIN TRIES EXCEEDED`?

- The card has been locked after too many failed PIN entry attempts. It may be possible to perform a PIN Bypass. The customer should contact their card issuer to change their PIN, or if they do know it they can unlock it at any ATM.

Q I am unable to take contactless transactions, am I doing something incorrectly?

- The contactless option will only become active when the transaction amount is under £15.00.
- Not all cards are enabled for contactless transactions, please ensure that the card presented to PINPad is a contactless card, the customer should contact their card issuer if they are unsure.
- Ensure that the contactless card is presented to the contactless card read zone until prompted to remove the card. You can check the card read by observing the lighting of the contactless status lights - the card is read when the confirmation tone is heard and all four lights are lit steadily.

Q A lot of contactless transactions prompt that the card should be inserted or swiped, is this normal?

- It is routine that a contactless card will require a further security check occasionally. If the card is used for a lot of contactless transactions then this should be expected. You should contact the terminal Helpdesk if every contactless card prompts you to do this.

Q Occasionally contactless transactions take longer to complete than normal, what is wrong?

- If your terminal takes a lot of contactless transactions consecutively then approximately once in every five or six transactions the terminal will go online for authorisation. Some cards may also require this type of transaction. If you perform other types of transaction then you may not notice this. You should contact the terminal Helpdesk if every contactless transaction does this.

For a full list of frequently asked questions that relate to other transaction types please refer to the User Guide for your terminal.

Screen Messages - Terminal

During normal operation you may come across a number of screen messages. Some indicate an error, where as others offer information. Below is a list of some of the messages that you may see on your terminal.

BAD MAC	The security password is mismatched between the terminal and the acquirer, please contact the terminal Helpdesk.
CALL AUTH CENTRE	The transaction has been referred, call the authorisation centre on the number provided on the screen or printed on the receipt.
CANCELLED	The terminal is displaying confirmation that you have cancelled the transaction.
DECLINED	The card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
BAD READ	The inserted card could not be read, check orientation of the card and try again.
BAD SWIPE	The swiped card could not be read, check orientation of the card and try again.
INVALID CARD	The card presented is of a type that is not supported, or is damaged and could not be read, you should ask for another means of payment.
EXPIRED CARD	The card presented is expired, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
PREVALID CARD	The card presented is not yet valid, you should ask for another means of payment. If the card is in date check the date and time on the terminal.

SORRY FOR
DELAY...
RETRYING

The terminal is unable to contact the acquirer due to a communications error. The terminal will make three dial attempts, if all three attempts should fail the transaction will be referred. You should check the phone line, and contact the terminal Helpdesk if the problem persists.

CANNOT CALL
HOST CHECK
NETWORK

The terminal is unable to contact the acquirer due to a communications error after three dial attempts. You should check the network, and contact the terminal Helpdesk if the problem persists.

For a full list of screen messages that relate to other transaction types please refer to the User Guide for your terminal.

Screen Messages - PINPad

Below is a list of the messages that you may see on the display of your PINPad.

COMPLETED	The transaction has been completed.
DECLINED	The card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
TRANSACTION CANCELLED	The PINPad is displaying confirmation that you or the customer has cancelled the transaction.
PROCESSING ERROR	The card has been removed from your PINPad before being prompted to. The transaction will be cancelled and you should retry the transaction.
PLEASE WAIT	The PINPad is awaiting an action on the terminal, or is connecting to the acquirer. The customer should wait and follow subsequent prompts.
INSERT OR SWIPE CUSTOMER CARD	The card could not be read (either swiped or inserted), check orientation of the card and try again.
REMOVE CARD PLEASE	The card should be removed from the card reader on your PINPad.

Below is a list of the messages that you may see on the display of your PINPad that specifically relate to contactless transactions.

APPROVED	The contactless transaction has been approved.
REFUSED	The contactless transaction has been refused, you should ask for another means of payment.
NOT AUTHORISED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
CANCELLED	The PINPad is displaying confirmation that you have cancelled the transaction.
CARD READ FAILURE REPRESENT CARD	The card was removed too soon and the card read has failed. The cardholder should re-present the card. They should not remove the card until prompted to do so.
PLEASE PRESENT ONE CARD ONLY	The card was presented with another contactless card and the card read has failed. The cardholder should re-present the card ensuring that it is the only card presented.
INSERT OR SWIPE CARD	The card requires a further security check. The transaction must be completed with cardholder verification (PIN entry or Signature as appropriate).
LOADING TPASS PARAMETERS...	The PINPad is being updated by your terminal. This message is displayed during start up, and after your terminal has performed a maintenance call. Please wait a few seconds for the <code>WELCOME</code> message to be displayed before starting a transaction.

Diagnostic Codes

You may see diagnostic (`DIAG`) codes at the bottom of transaction receipts and reports. Some indicate an error while others offer information. More than one diagnostic code may be printed. For example `DIAG 828282` would indicate three communication failure attempts during a transaction.

- 53 Offline store is full.
You should attempt an online transaction, if the problem persists check the phone line, and contact the terminal Helpdesk quoting the full diagnostic code.
- 61 PIN Bypass attempted.
This is not an error and is for information only.
- 62 PIN tries exceeded.
This is not an error and is for information only.
- 70xx Error in transaction security.
Normally indicates that the MAC code is invalid, contact the terminal Helpdesk quoting the full diagnostic code.
- 72 Merchant has indicated an invalid signature.
This is not an error and is for information only.
- 82 Modem or communications error.
Retry transaction. If the problem persists check the phone line, and contact the terminal Helpdesk quoting the diagnostic code.
- 93 Transaction cancelled by the operator.
This is not an error and is for information only.

For a full list of diagnostic codes that relate to other transaction types please refer to the User Guide for your terminal.

5. Notes

Certification

The CE marking certifies that the P30 PINPad complies with the essential requirements of:

- European Directive 89/336/EEC of 3 May 1989 (including amendments 92/31/EEC of 28 March 1992 and 93/68/EEC of 22 July 1993) on ElectroMagnetic Compatibility (EMC);
- European Directive 73/23/EEC on Low Voltage (including amendment 93/68/EEC of 22 July 1993)

and complies with the following harmonised standards:

- EN 60950-1
- EN 55022
- EN 55024
- EN 61000

The manufacturer certifies that the products are manufactured in accordance with annex iv of the Directive.



Operating Environment

Your PINPad (Class III Equipment) has the following electrical supply characteristics:

- Power Consumption: 220mA at 12V; 260mA at 5V

Your Terminal is designed to be operated and stored at the following temperatures:

- Operating Temperature: +5°C to +45°C
- Operating Relative Humidity (maximum): 85% at +40°C
- Storage Temperature: -20°C to +55°C
- Storage Relative Humidity (maximum): 85% at +55°C

