Instruction – PayEx iPP350 User Manual

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![PayEx logo - Experts in payments]

1 <u>Change Log</u>

Date	Change	Logged by
2020-06-30	Added additional clarification for cleaning cards	MR
2016-02-25	Creating document	MR

without notice. PayEx shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this interface manual.

2 Introduction

We congratulate you to choosing PayEx as a deliverer of your payment solution. We are confident that you will be satisfied with your new payment terminal iPP350 and that it will bring efficiency and prosperity to your company for a long time forward.

Read this user manual thoroughly and have it close to hands to maximize your terminal value.

3rd Party Support will help you with any questions you might have for your POS System, Terminal, transactions etc. You are welcome to call or send an e-mail to us:

Opening Hours
Week Days: 08.00 - 23.30
Weekends: 08.00 - 19.00

Deviation can occur

Phone Number
+46

If you are calling from outside your country add +46 prior to our phone number

E-Mail
kundsupport@xxx.se

Address
xxx

Sincerely

PayEx POS Team

> **Warning!** This symbol indicates a warning or an important message.

> **Tip!**   This symbol represents a tip or advisement from PayEx.

3 Content

3.1 Content in the package

Verify that your delivery from PayEx includes the following:

Payment terminal iPP350   **USB Communications cable**

> **Warning!** The communications cable that is delivered together with the terminal is specially designed for the Ingenico iPP350 PayEx terminal. Do not use any other communication cables that are not provided by PayEx. Usage of 3rd Party communication cables with the same characters can damage your payment terminal.

> **Tip!** Save the package. The package has to be used when the terminal is transported.

3.2 Payment terminal iPP350

Big graphic color display
Surface for Contactless transactions

Backlit buttons

Chip card reader

Magstripe card reader

| Weight	310g
Dimensions (L x W x H)	164,5 x 76 x 53,5mm
Power	In:100-240V/50-60Hz/150mA Ut: 5V/1000mA
External connection	μUSB AB serial connection

3.3 Keyboard
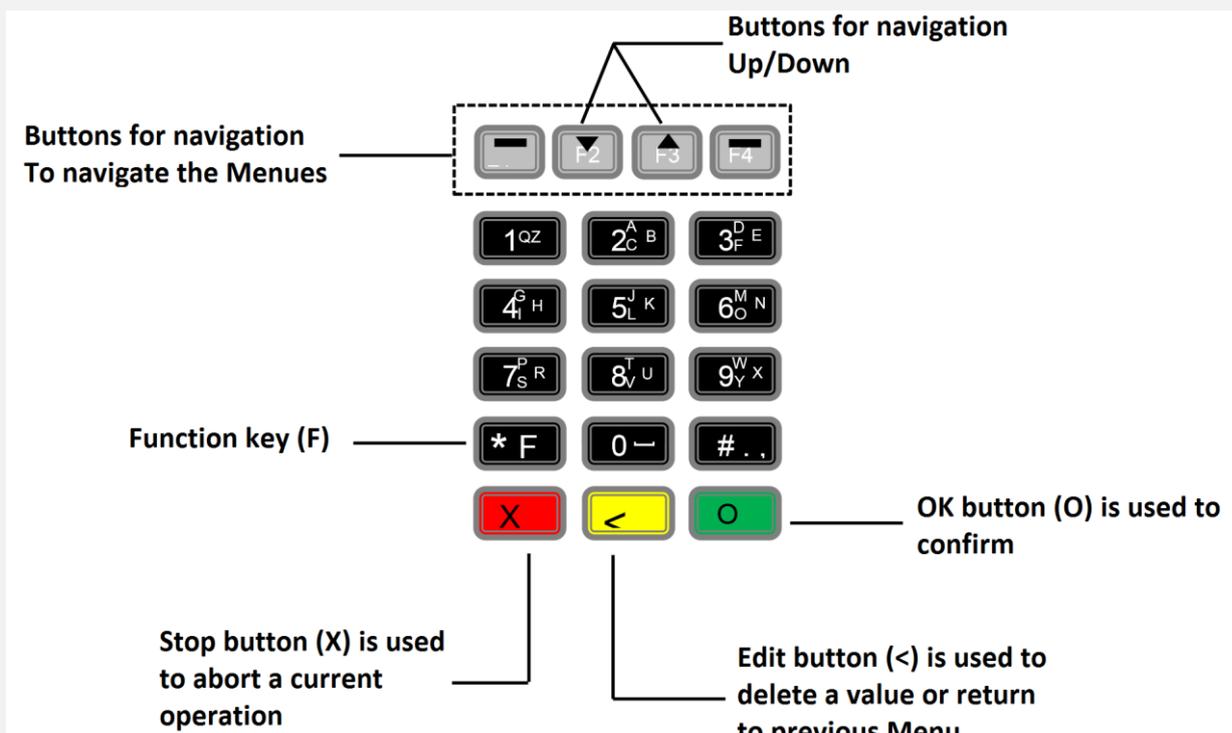
4 Installation

Follow these installations steps to connect your iPP350 payment terminal to your cash register.

4.1 Connect cable

1) Connect the communications cable on the backside of the payment terminal and put down the safety barrier.

![PayEx logo — Experts in payments]
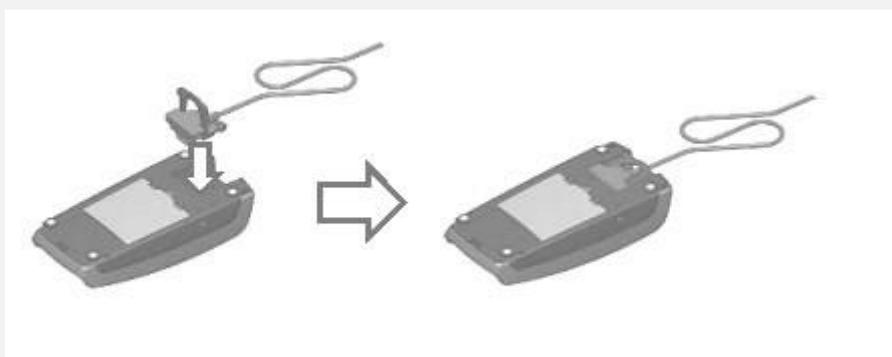
4.2 Attach the safety screws (Optional)

2) **Attach the safety screws to the head of the communications cable so that it is attached to the payment terminal.**
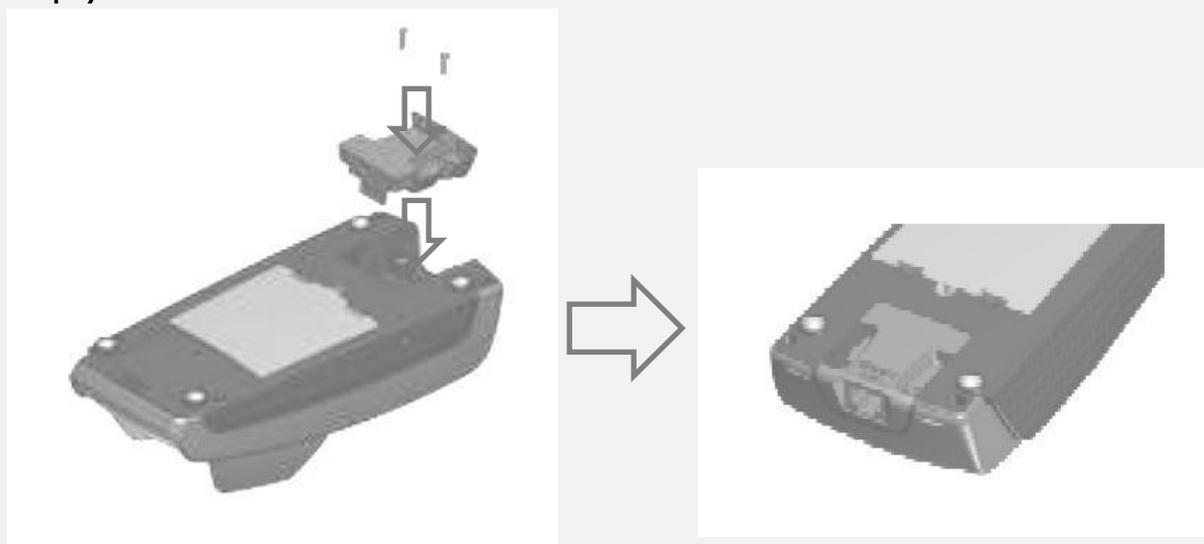
The screws that will be used needs to use the M2.5x8.
PS! **Screws are not part of the delivery from PayEx.**

> **Warning!** Chip card needs to be in the payment terminal during the whole transaction. A message will appear on the display when you can remove the card.

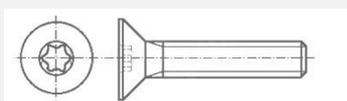> **Warning!** Chip card needs to be in the payment terminal during the whole transaction. A message will appear on the display when you can remove the card.

5 General features

5.1 Different card payments

Payment terminal iPP350 is able to handle magstripe, chip and contactless cards.

5.1.1 Chip card

Press in the chip card horizontally with the metal chip up in the card reader in the payment terminal.
Follow the instructions on the payment terminal.

PS!! If a payment card has Chip then the Chip has to be used.

5.1.2 Contactless

Contactless cards are added on the display of the terminal when the Contactless logo is visible.
Follow the instructions on the payment terminal.

5.1.3 Magstripe card

Magstripe cards are read when you swipe the magstripe track on the payment terminals right side. The card is either swiped from up to down or down to up and the card is best processed if

it is used with the same consistent speed but not too slow.

6 Usage of payment terminal

Payment terminal iPP350 is delivered with a ready to use payment.
All the transactions are started from ECR as this is an integrated terminal.
This chapter will describe all the operations that needs to be performed to being able to for example perform a transaction.

6.1 Choose of Meny in Display

When there are multiple choices in the display you can scroll to the desired option with the navigations buttons or press the assigned number next to the choice.

6.2 Purchase

A purchase is started from ECR, after this a set of messages will be displayed on the terminal which will inform the card owner what needs to be done and the results.
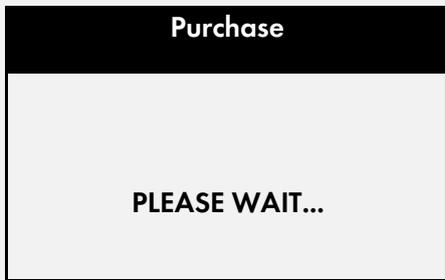
Customer dialogue will display the below steps

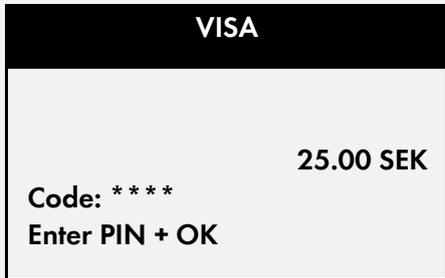| PURCHASE |
| --- |
| Insert card |
| 25.00 SEK |
| Abort |

Card holder is asked to insert the chip, put the Contactless or swipe their magstripe card.

PURCHASE
VISA

The cards brand will be displayed.

Purchase

PLEASE WAIT...

Payment terminal is processing the card data and performs verforms an authentisity check of the card.

VISA
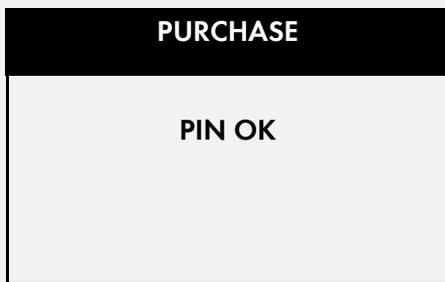
25.00 SEK

Code: * * * *
Enter PIN + OK

Card holder will Enter Pin and Press OK
. O OK . Korrigera
To correct value, press the < button

PURCHASE

PIN OK

PURCHASE

WRONG CODE

Some of the above messages will be shown, depending if the PIN CODE was entered correctly or not. When a wrong PIN Code is entered, the customer will be allowed a new chance as long as the card allows it.

PURCHASE

PLEASE WAIT...
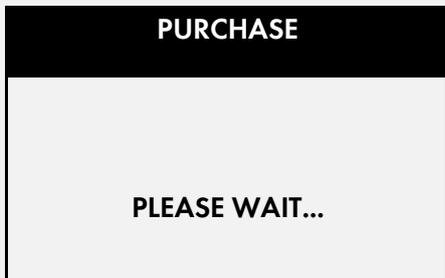
After the PIN Code is approved the payment terminal will contact the card holders bank or institution to verify the purchase.

PURCHASE

APPROVED
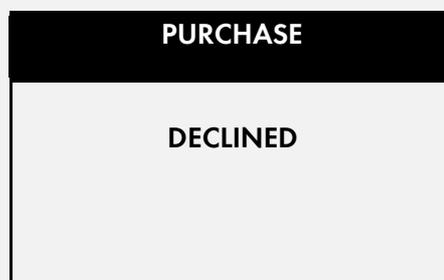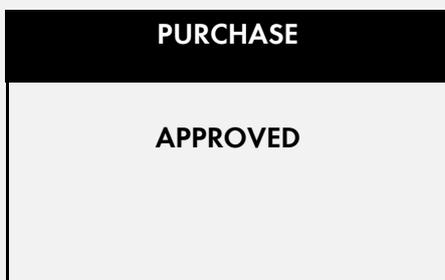
PURCHASE

DECLINED

Either display will be shown depending if the card holders bank or institution approved or declined the purchase.

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Tip! There are a large variety of reasons to why a purchase is declined and the reason is almost always related between the card holder and card holders bank or institution. As an operator you should not inform the card holder that their balance is too low.
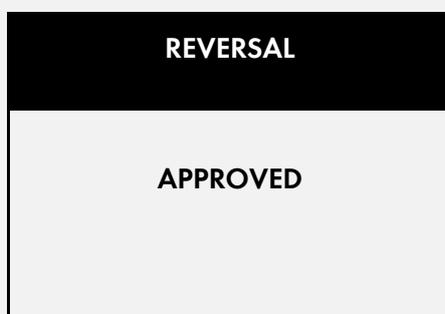
6.3 Reversal

A reversal is only possible to perform on **the latest approved** transaction. If a new purchase has been performed then it is only possible to perform reversal for the latest transaction and not the previous one. A reversal is always initiated from ECR and the following messages will be displayed on the

REVERSAL
VISA

The cards brand will be displayed.

REVERSAL
PLEASE WAIT...

Payment terminal is processing the card data.

REVERSAL
APPROVED

The message will inform that the Reversal is performed and approved.

6.4 Refund

A refund is performed if for example the customer does want to return a product, the refund is initiated from the ECR and the following messages will be displayed

REFUND
INSERT CARD/SWIPE CARD 25.00 SEK
Abort

Card holder is asked to insert the chip, put the Contactless or swipe their magstripe card.

REFUND
VISA

The cards brand will be displayed.

RETUR
PLEASE WAIT...

Payment terminal is processing the card data and performs an authenticity check of the card.

RETUR
APPROVED

The message will inform that the Reversal is performed and approved. A receipt needs to be printed.

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6.5 Error Situations

This chapter will go through some situations that the card holder might go through

PURCHASE
REMOVE CARD

Chip card is unreadable or is not insert correctly in the terminal. Remove the card, try again with the magnetic chip up towards the card holder as shown on picture on page 9. If the chip is not usable then this card cannot be used and the card holder needs to use another card for payment.

PURCHASE
USE CHIP
SEK 25.00
ABORT

The card has chip but has been read with the magstripe instead. Use the chip on the card.
Contactless cards will ask the card holder to verify that they are the owner by settings the card in by using chip and verifying with PIN Code.

PURCHASE
WRONG PIN

Card holder has entered the wrong PIN. Please try again.

PURCHASE
DECLINED

This message will indicate two things:

1.   Card holders bank or institution has declined the purchase. Please choose another card to perform the purchase.
2.   Purchase is declined since the terminal is offline.

PURCHASE

```
CARD REMOVED
```

Card holder has removed the chip card too early from the terminal. The transaction needs to be reperformed.

> **Warning!** If a purchase is declined and the Response Code is not available (Two characters on the receipt where it says "—") then there might be connection issues. This might mean that no other transactions will be approved.. **Please contact your 1ˢᵗ Line to help you troubleshoot this issue.**
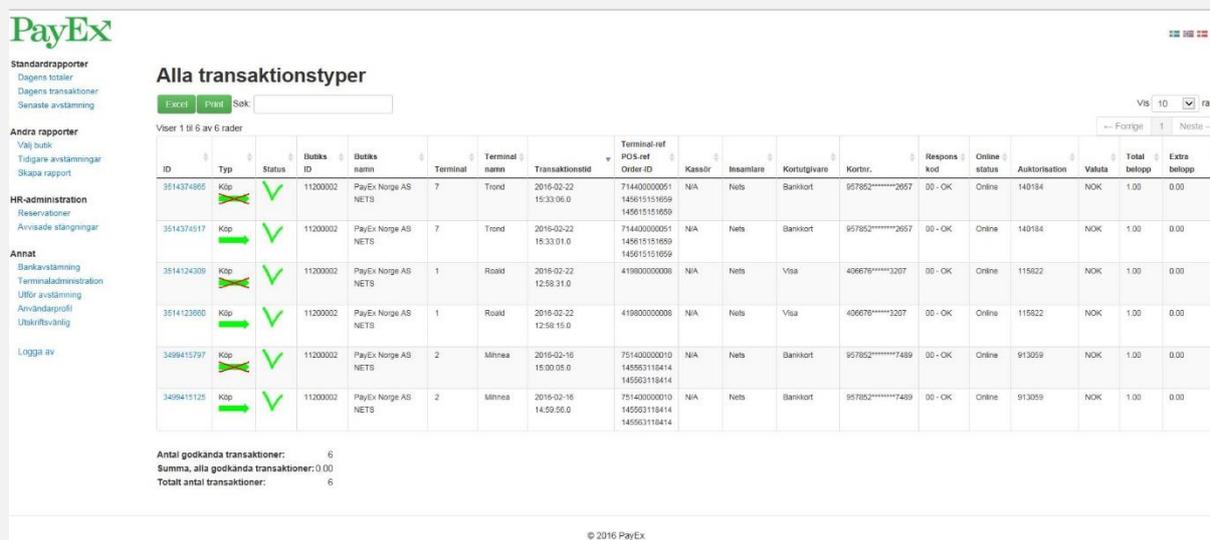
7 PayEx Web Reports

If you wish to see an overview of all your transactions and history then you can use PayEx Web Reports.
To access this site, please use the below URL:

https://pospay.payex.com/admin

If you need any help with accessing this site, contact PayEx Customer Operations at support.pos@payex.com

Below is example of how the PayEx Web Reports looks like:

8 Configurations

All configurations are normally set from your ECR. Here we will describe the settings that you can change locally on your payment terminal through the Menu GUI.

8.1 Change Security Code

It is recommended that you immediately change the code after setting the payment terminal in production or if you suspect that the code is.
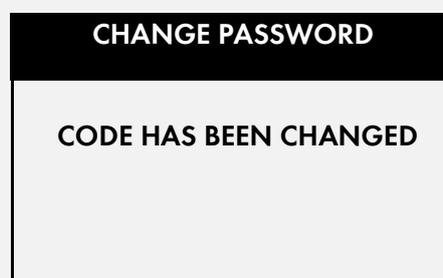
8.1.1 New Operator Code

- Press [F3 ▲] to access the Menu and write the current Operator password (Default is 1234) and confirm with [O]
- Press 2 (PayEx)
- Press 8 (Admin meny)

- Write the current Administrator password (Default is 1111) and confirm with [O]
- Press 6 (Operator code)
- Press 1 (Change Code)

- Write the new password (4 siffror) and confirm with [O]

- Rewrite the new password and confirm with [O]

8.1.2 New Administrator Code

- Press [F3 ▲] to access the Menu and write the current Operator password (Default is 1234) and confirm with [O]
- Press 2 (PayEx)
- Press 8 (Admin meny)

- Write the current Administrator password (Default is 1111) and confirm with [O]
- Press 7 (Set admin code)

- Write the new password (4 siffror) and confirm with [O]

- Rewrite the new password and confirm with [O]

After a successful change of either Operator or Administrator password the below message will be displayed as a confirmation:

```
CHANGE PASSWORD


CODE HAS BEEN CHANGED


```

8.2 Update of PayEx Terminal Software or Configuration

Payment terminal iPP350 is communicating to a central environment that will deliver actual software, configuration and crypto keys. To perform a manual update of the payment terminal, see the below steps in this :

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- Press ⬆️[F3] to access the Menu and write the current Operator password (Default is

  1234) and confirm with [O]
- Press 2 (PayEx)
- Press 7 (System Settings)
- Press 4 (Start TMS Update)

Paymen terminal will now download any new software or configuration that is available from the central TMS system.

The below pictures will show the progress of a terminal update during the different steps:

CONNECTION	Payment terminal is establishing a connection to TMS
ACTIVITY.INF /	Payment terminal has established a connection to the TMS and is uploading diagnostic files.
8294171201.AGN / 34 %	Payment terminal has started to download the new configuration files. Actual file that is being download is displayed and a percentage is also displayed.
TERMINAL WILL NOW REBOOT TO FINISH THE TERMINAL UPDATE	

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Warning! Do not disrupt the payment terminal while it is downloading new settings from TMS.

9 Cleaning

Always follow these instructions in this chapter to clean your payment terminal iPP350.

9.1 Cleaning of Chip Reader

If the chip reader is dirty, then it is only allowed to be cleaned with Swedbank Pay supplied cleaning cards specially designed for this purpose. Usage of any cleaning cards not supplied by Swedbank Pay might damage the chip reader and will be considered as customer abuse.

9.2 Cleaning of Magstripe Reader

If the magstripe reader is dirty, then it needs to be cleaned with Swedbank Pay supplied cleaning cards specially designed for this purpose. Usage of any cleaning cards not supplied by Swedbank Pay might damage the chip reader and will be considered as customer abuse.

9.3 Cleaning of payment terminal

- Always power the payment terminal down before cleaning (Remove the power supply).
- To remove dust from the payment terminal, use a slightly damp cloth.
- For more deep cleaning, combine a solution of soap and water or half water and rest window cleaner.
- Apply the solution on a lint free cloth and clean the display and payment terminal
- If the solution does not dry within one minute, dry the terminal with a dry lint free cloth.

Warning! Never spray or spil any liquid directly on the payment terminal. If the payment terminals electrical systems are exposed to liquids the equipment that result in serious damage. Never use solutions that might damage the plastic or the electrical parts in the terminal.

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10 Recycling

Payment terminal iPP350 from PayEx is subject to EU-directive WEEE (Waste Electrical and Electronic Equipment) and is showing the below symbol:

11 Contact Information

Contact	Mail	Phone no.