

User guide

iCT2xx Terminals



PayEx
EXPERTS IN PAYMENTS

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Introduction

Thank you for choosing PayEx as vendor for your payment solution. We hope that you will be fully satisfied with your new terminal iCT2xx and that the terminal will provide great value for your company.

Read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.

Technical support is available Monday – Friday 08:00-19:00 and Saturdays 10:00-16:00 by telephone **+46 498207878** or by E-mail **support.pos@payex.com**

Best regards,

PayEx POS-team



Warning! This symbol indicates an important Warning



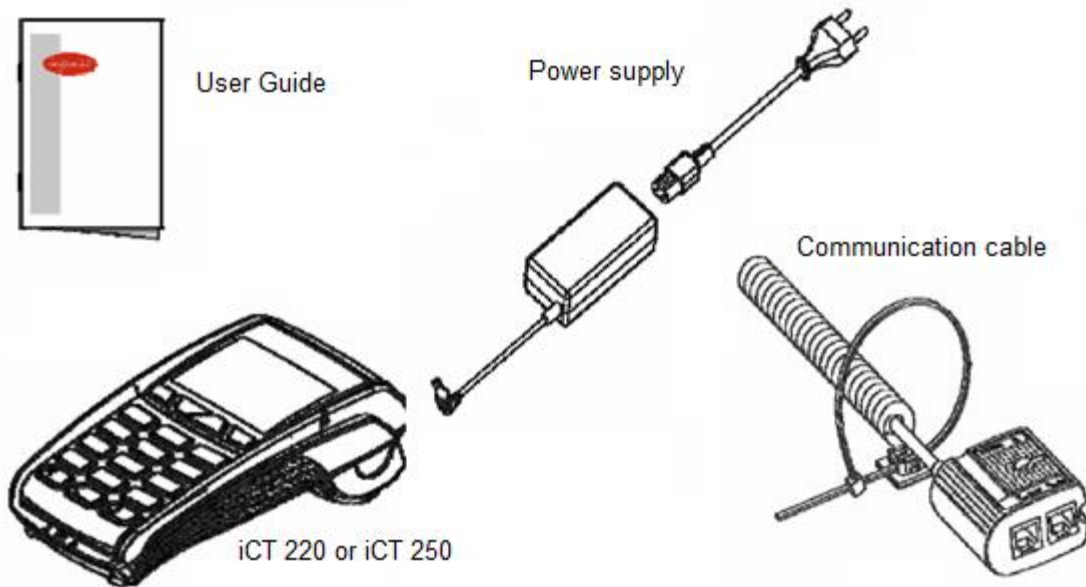
Advice! This symbol indicates a piece of advice.



Content

Content of the box

Verify that the delivery from PayEx contain the following:



- Terminal iCT2xx
- Power supply
- Communication cable («Magic Box»)
- 2 extra receipt rolls
- User guide



Warning! The power supply included in the delivery is specially designed for PayEx terminals. Do not use any other power supply with apparently same specifications, it can damage your terminal.



Advice! Keep the packaging. It must be re-used whenever the terminal is shipped.

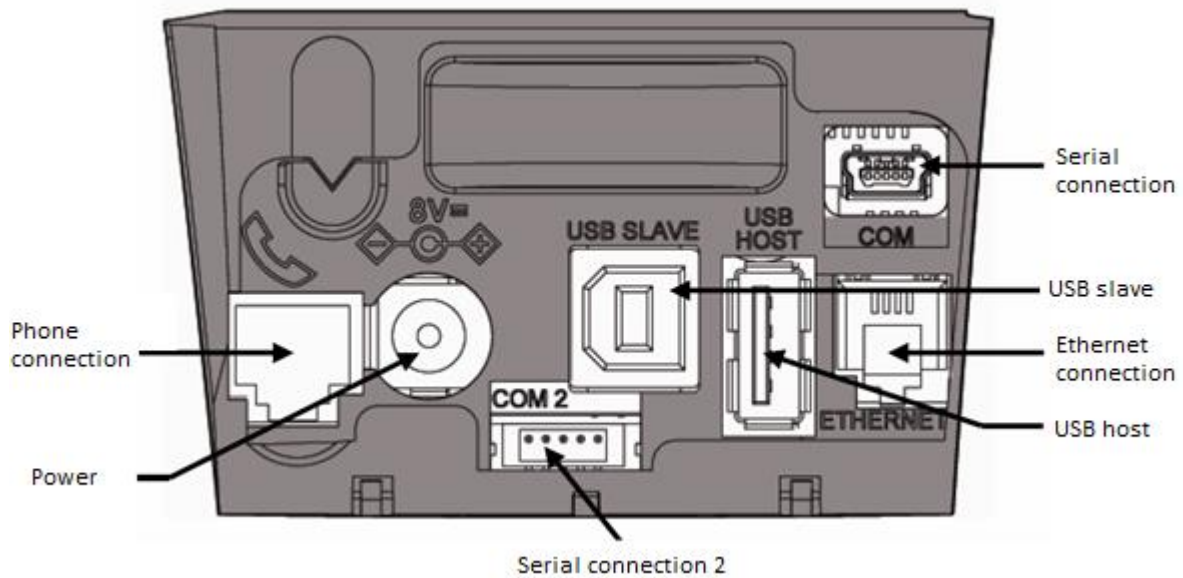
iCT2xx Terminal

Specifications

Weight (without paper roll)	325 to 350 gram
Dimensions (L x B x H)	185 x 83 x 63 mm
Network	120-240 VAC/50-60 Hz – Class II equipment

Connections

On the rear side of the terminal on the top compartment is the following connections:



Keyboard



- 1) Navigation buttons for navigation in menus
- 2) Function key (F)
- 3) Stop key (X)
- 4) Correction key (<)
- 5) OK key (O) is used to confirm input
- 6) Dot key

Some terminals have MENU instead of F and text on the color buttons: OK (Green key), CLEAR (yellow key), STOP (red key). **All instructions described in this document is based on those terminals that have the F key as menu button.**

Installation

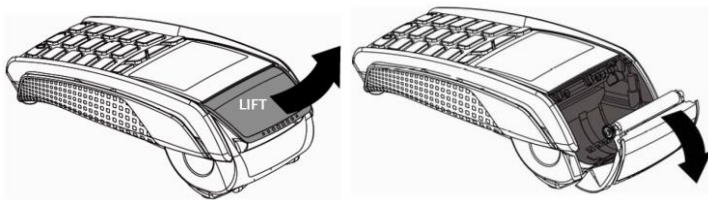
Paper roll

Installing paper roll

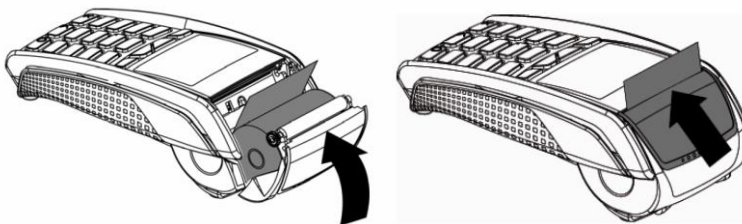
Follow the instructions in this chapter to replace a paper roll in the terminal.

Warning! Switch off the terminal before replacing the paper roll. Only use original paper rolls from PayEx. If other types of paper rolls are used it can damage the printer. This is not covered by the manufacturer's warranty.

Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover forward as shown on the picture.



Insert the new paper roll in the compartment following the directions shown on the picture. Pull the paper up to the top of the terminal, close the cover and maintain the paper.



Ordering

Paper rolls that fulfill the requirements can be ordered from PayEx.

Telephone: +46 498207878

E-mail: support.pos@payex.com

Using the terminal



Advice! Before using the terminal, always check if the paper roll is present.

Switching off/on the terminal

iCT2xx terminals can be switched off by removing/disconnecting the power supply. When reconnecting the power supply, the terminal will automatically start. The terminal can be restarted with the following key combination:

Comma key and yellow key (<) → Reboot the terminal  + 

Card readers

The terminal iCT2xx can handle both magnetic stripe cards and chip cards.

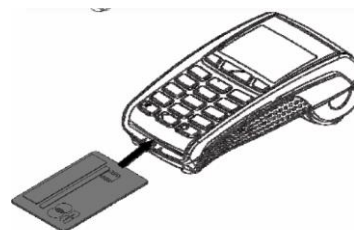
Magnetic stripe cards

A magnetic stripe card is read by swiping the card on the terminal's right side. The magnetic stripe shall face the terminal and can be swiped either up-down or down-up. The magnetic stripe card is best read by swiping it with a constant speed, not too slow.



Chip card

The chip card (smart card) reader is located at the front of the terminal. Insert the chip card horizontal with the chip faced up.



If a card has chip, it shall always be read by the chip card reader first. If the terminal fails to read the chip three (3) times in a row, the terminal requests “fallback”. This means that the card must be swiped. The terminal will display “Use magstripe” in the display.



Warning! When performing a transaction with a chip card, the card must be left in the reader during the whole transaction cycle. A message will be displayed when the card can be removed.

Using the iCT2xx Terminal

The iCT2xx Terminal is delivered with preinstalled software ready to use. This chapter describes the functions and operations that is possible to perform on the terminal.

Menu selection in display

When multiple selections are displayed, navigate to the preferred selection with the navigation keys followed by green key, or by pressing the number on the left side of the selection.

Password protected menu selections

The terminal is delivered with standard safety codes that are necessary for performing certain routines. These codes should be changed as soon as the terminal is deployed to prevent unauthorized access. The Support (operator) code is default 1234 and the Administrator code is default 1111.



Warning! If one or both safety codes are forgotten, Technical Support must be contacted by telephone **994 01 150** or E-mail **support.pos@payex.com**.

Menu

The Terminal has two keys that accesses the menu from idle screen, F and F3 (Arrow up, followed by operator code).

F: This key presents the Mynt application menu for the user.

F3: This key accesses the menu of the terminal where the manager, key injection and Mynt application are available. By using this key to access the menu, operator code is required.

This menu displays::

0 – TELIUM MANAGER (Only support/administrator)

1 – RKI (Only support/administrator)

2 – MYNT

Mynt application menu

Below is the idle screen of the terminal before a transaction is initialized or menu is entered:



Start transaction

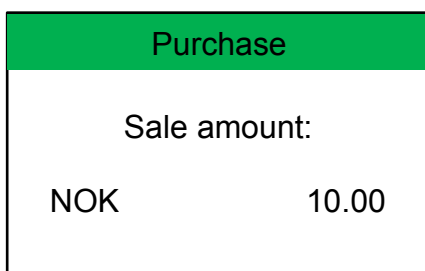
In this menu it is possible to perform transactions, i.e. purchase, purchase with cash back and refund. This chapter shows the normal transaction flow for the most used transactions.

1.1 Purchase

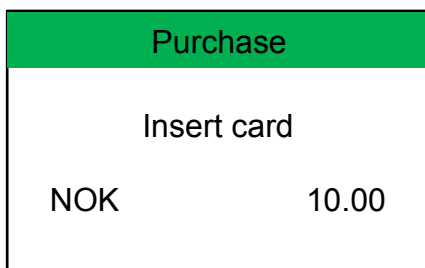
Initiate a sale by pressing + +

A sale can also be initiated by:

- Inputting a purchase amount followed by
- Inserting a chip card, inputting purchase amount followed by
- Swiping a magnetic stripe card, inputting purchase amount followed by



Input purchase amount. Based on cent configuration, amount is inputted by either KR (or EUR) or KR + cents. Input is confirmed by pressing



The customer shall insert the card, alternatively swipe magstripe card. If the card has chip, chip shall be used.

VISA	
	NOK 10.00
PIN:****	
Enter PIN/Enter	

The card name is displayed in the header and the customer shall now enter PIN and confirm with green button. Use yellow key to correct PIN input.

VISA	
	NOK 10.00
PIN:	
Enter PIN	SIGN.

For terminals configured with PIN bypass, the customer can bypass the PIN by pressing F4 on the terminal. The customer must sign the receipt.



Tips! Look away from the terminal when the customer is requested to enter PIN, the customer might get an impression that the PIN code input is being observed.

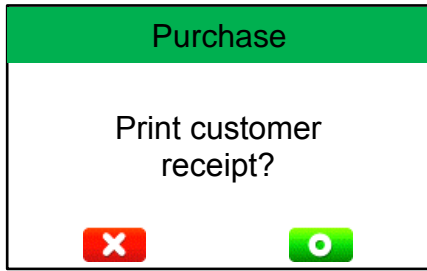
Purchase
Please wait

The terminal is now connecting to host for authorization.

Purchase
Approved
Remove card

Purchase
Declined
Remove card

One of the displays above will be displayed , depending if the purchase was approved or declined by the bank. Remove card is displayed if the customer has used a chip card.

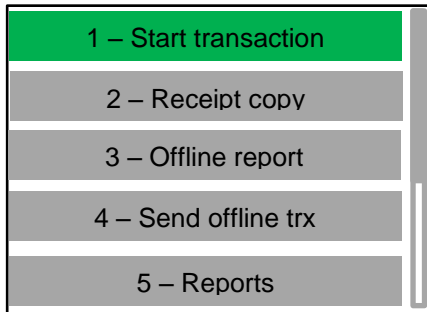


A customer receipt can be printed after merchant receipt has been printed. Press green button to print customer receipt

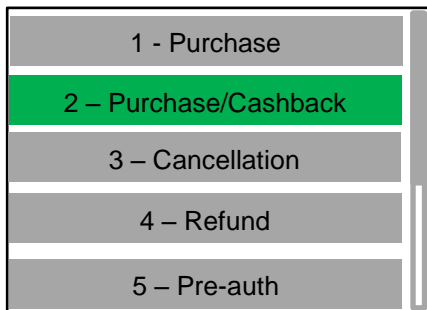
The terminal will return to the start screen when all receipts have been printed.

1.2 Purchase/ Cashback

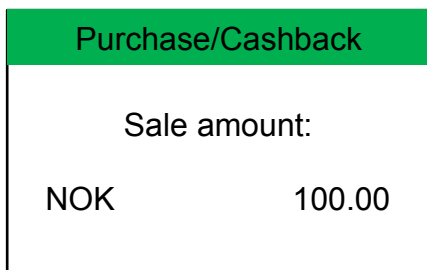
Start a purchase with the possibility to withdraw cash in the same transaction. Purchase with cashback is normally displaying the following display screens:



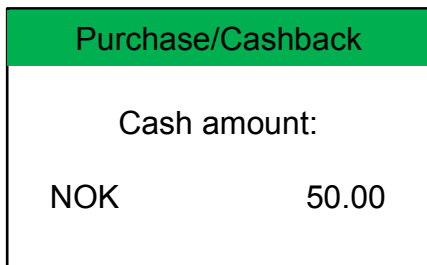
Press **F** + **1** to enter transaction menu.



Press **2** to select Purchase/Cashback



Input purchase amount followed by **0**



Input cash amount followed by **0**

Purchase/Cashback	
Insert card	
NOK	150.00

The customer shall insert the card, alternatively swipe magstripe card. If the card has chip, chip shall be used.

VISA	
NOK 150.00	
PIN:****	
Enter PIN/Enter	

The card name is displayed in the header and the customer shall now enter PIN and confirm with green button. Use yellow key to correct PIN input.



Tips! Look away from the terminal when the customer is requested to enter PIN, the customer might get an impression that the PIN code input is being observed.

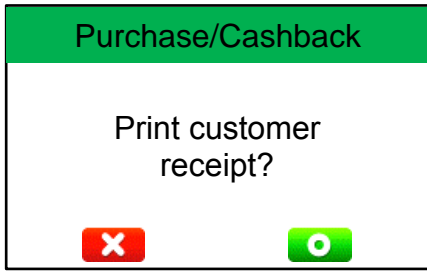
Purchase/Cashback	
Please wait	

The terminal is now connecting to host for authorization.

Purchase/Cashback	
Approved	
Remove card	

Purchase/Cashback	
Declined	
Remove card	

One of the displays above will be displayed , depending if the purchase was approved or declined by the bank. Remove card is displayed if the customer has used a chip card.



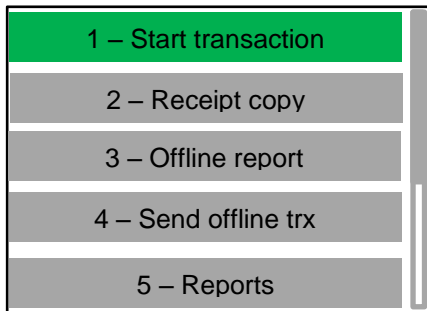
A customer receipt can be printed after merchant receipt has been printed. Press green button to print customer receipt



The terminal will return to the start screen when all receipts have been printed.

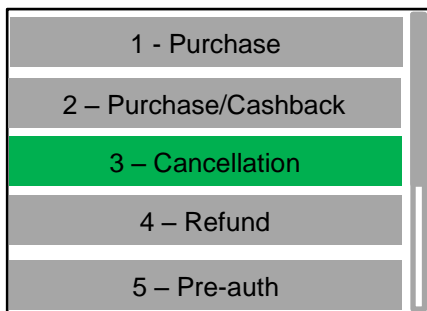
1.3 Cancellation


Cancel the last performed transaction. Cancellation (also known as manual reversal) requires operator code. The terminal can be configured to require card present during cancellation of last transaction.

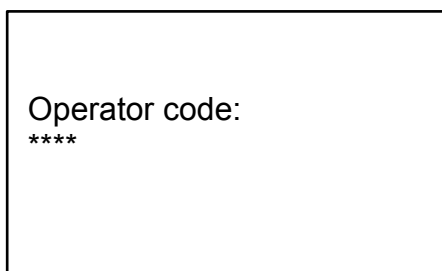
A cancellation displays the following screens:




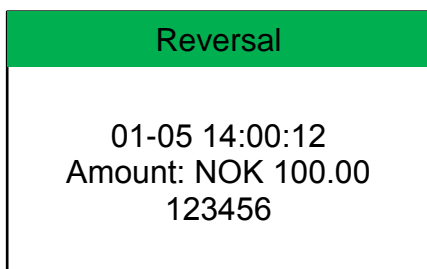
Press  +  to enter transaction menu.




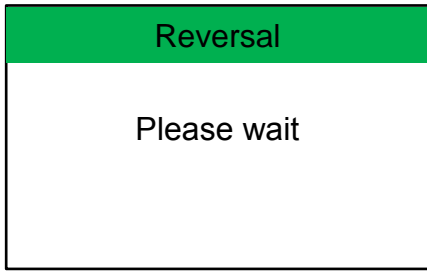
Press  to select Cancellation



Enter operator code followed by 



The information of the last transaction is displayed (Date and time, amount and authorization code). Press  to perform the cancellation.



The terminal is now connecting to host for authorization.



The transaction has been approved

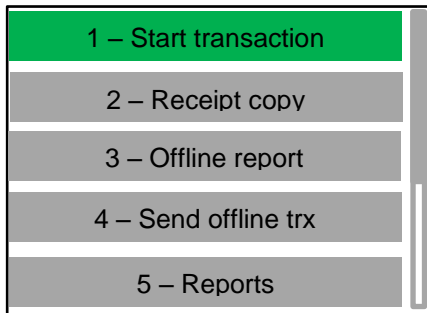


A customer receipt can be printed after merchant receipt has been printed. Press green button to print customer receipt

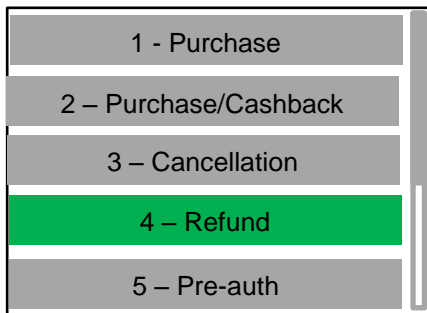
The terminal will return to the start screen when all receipts have been printed.

1.4 Refund

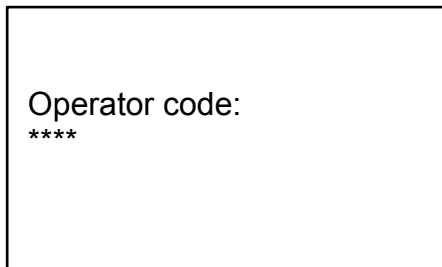
Refund can be performed when a customer i.e. returns a merchandise. Refund requires operator code. Refund displays the following screens:



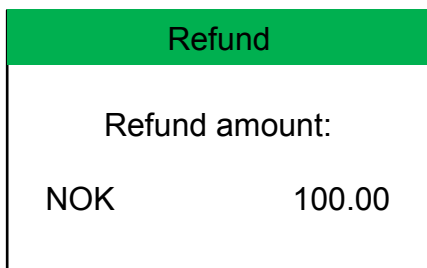
Press **F** + **1** to enter transaction menu.



Press **4** to select Refund



Enter operator code followed by **O**



Input refund amount followed by **O**

Refund

Insert card
NOK 150.00

The customer shall insert the card, alternatively swipe magstripe card. If the card has chip, chip shall be used.

Refund

Please wait

The terminal is now connecting to host for authorization.

Refund

Remember signature

The terminal displays a message to remember signature.

Reversal

Approved

The transaction has been approved

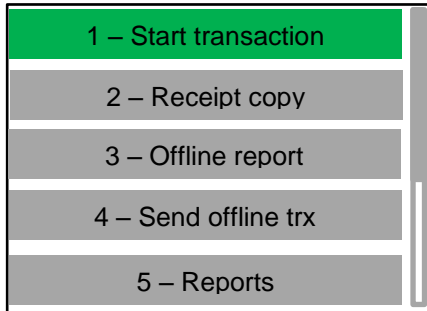


Warning! The merchant is required to sign the customer receipt.

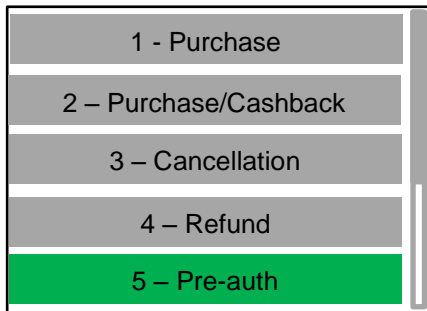
1.5 Preauthorization

Preauthorize an amount from the customer's card, i.e. when a guest checks in on a hotel.
 NB! Not all merchants can perform this transaction type.

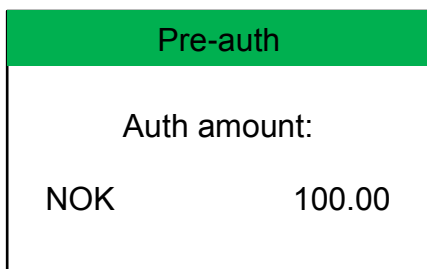
A preauthorization will display the following screens:



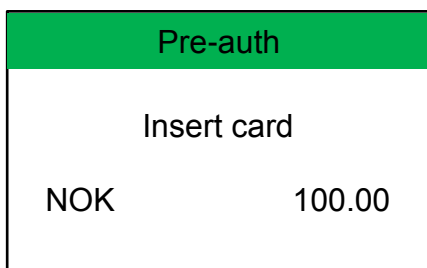
Press **F** + **1** to enter transaction menu.



Press **5** to select Preauthorization



Input preauthorization amount followed by



The customer shall insert the card, alternatively swipe magstripe card. If the card has chip, chip shall be used.

VISA
NOK 150.00
PIN:****
Enter PIN/Enter

The card name is displayed in the header and the customer shall now enter PIN and confirm with green button. Use yellow key to correct PIN input.



Tips! Look away from the terminal when the customer is requested to enter PIN, the customer might get an impression that the PIN code input is being observed.

Pre-auth
Please wait

The terminal is now connecting to host for authorization.

Pre-auth
Approved
Remove card

Pre-auth
Declined
Remove card

Pre-auth
Print customer receipt?
<input type="button" value="X"/> <input type="button" value="O"/>

A customer receipt can be printed after merchant receipt has been printed. Press green button to print customer receipt

The terminal will return to the start screen when all receipts have been printed.



Tips! Remember to save the preauthorization receipt. It contains a reference number (ARN) that must be inputted when performing cancel, adjust and complete of the preauthorization.

1.6 Delete

This transaction type deletes a preauthorization transaction.

Press + + . Enter reference number from the original preauthorization and confirm with .

1.7 Adjust

This transaction type adds an amount to a preauthorization..

Press + + . Enter reference number from the original preauthorization, then input amount to be adjusted followed by .

1.8 Completion

This transaction type completes a preauthorization.

Press + + . Enter reference number from the original preauthorization, then input amount to be completed followed by .

1.9 Late Debit

This transaction type debits the customer's card an additional amount after completed preauthorization.

Press + + . Enter reference number from the original preauthorization, then input amount to be debited followed by .

1.10 Late Credit

This transaction type credits the customer's card after completed preauthorization.

Press + . Navigate up or down to Late Credit with the navigation keys followed by . Enter reference number from the original preauthorization, then input amount to be debited followed by .

1.11 Balance

This transaction type displays available funds on a card/account.

Press + . Navigate up or down to Balance with the navigation keys followed by .

1.12 Withdrawal

This transaction type gives the cardholder to withdraw cash without performing a purchase.

Press + . Navigate up or down to Withdrawal with the navigation keys followed by .




2 Receipt copy

This menu gives the possibility to print a receipt copy.



2.1 Last transaction

Print out a receipt copy of the **last** transaction by pressing  +  + 

3 Offline report

This menu displays a report of offline transactions in the terminal, if any. It displays number of transaction and total amount. Press  + . Press  to print this report.

4 Send offline trx





If any transactions are stored in the terminal, these can be sent by pressing  +  if the terminal has (re)connected to the network.

5 Reports

This menu provides possibility to print reports. Report examples are located in Report examples on page 35. Report functionality must be configured for each terminal. Contact PayEx Support if report functionality is desired, but not activated in the terminal.

5.1 Cashiers






5.1.1 Print one report

Press  +  +  +  + select operator-ID. A report is printed.

This report contains an overview over:

- Purchase – Number of transactions and sum
- Refund – Number of transactions and sum
- Cash – Sum
- Fee – Sum
- Extra – Sum
- Total – Number of transactions and sum

5.1.2 Print total report

Press  +  +  + . This prints an individual report for all users, and a total report. When this report is printed, the operator can confirm deletion by pressing .

5.1.3 Clear reports





This menu clears operator reports, regardless if they have been printed or not.

Press  +  +  + 

5.2 Sales report

5.2.1 Print report

This menu prints sales report. The sales report is cleared after each printout. This report contains an overview over all card issuers (i.e. VISA, MasterCard, American Express,).

Press  +  +  + 

5.2.2 Delete report

This menu deletes the sales report.

Trykk  +  +  + 

5.3 Transaction list.

The transaction list holds an overview over all transactions performed in the terminal. If automatic printing of the transaction list is enabled, the terminal must be turned on and inactive (no transactions must be performed). The transaction list contains the following data:

- Date and time
- Transaction type
- Total amount
- Card data
- Transaction result
- Report number.

When the transaction list is printed automatically, it will delete itself. All transactions are indexed. When a report is printed, the next transaction will be indexed by 1 (one) even if it has been deleted, i.e. transaction 1-10 are printed and report is deleted. The next transaction will have index 11. The transaction list can index 1500 transactions. When the transaction list is printed, the first transaction performed will be printed first, and the last transaction will be printed last. If the terminal is out of paper during the transaction list printout, the operator is requested to change paper roll.



Tips! Make it a good habit to insert a new paper roll at the end of the day if you have automatic printing of transaction list enabled.

5.3.1 Print reports

Press + + + and input number of transactions to print followed by .

5.3.2 Print all reports

Press + + + to print all reports.

5.3.3 Delete reports

Press + + + to delete the transaction list.

6 Cashier management

This menu gives the possibility to add, delete or change a cashier. This menu requires operator code.

6.1 Add cashier

Press + + operator code(1234) + and follow these steps:

- Enter a user ID for the new operator.
- Enter a user name for the new operator.
- Enter user text.
- Select user role.

6.2 Delete cashier

Delete a cashier that is no longer in use.

Press + + operator code + . Select the cashier's ID to be deleted.

6.3 Edit cashier

A cashier can be edited; you can edit everything except the ID.

Press + + operator code(1234) + and follow the same steps as in 6.1

6.4 Print cashier info

Print cashier info, cashier ID and name is printed.

Press + + operator code + .

6.5 Single cashier mode

Select single cashier mode if only one cashier is in use. This is standard setting in the terminal. Press + + operator code(1234) + . Press for single cashier off, press for single cashier on.

7 System

This menu provides the possibility to change basic system settings or print system information.

7.1 Adjust date/time

- Set date:

Press + + + Set date. Input date on format DD/MM/YYYY.

- Set time:

Press + + + Set time. Input time on format TT:MM

- Date format:

Press + + + Date format. Select preferred date format

7.2 Adjust backlight

Adjust backlight to day or nighttime.

Press + + + to select daytime.

Press + + + to select nighttime.

7.3 System info

Print a report of Telium system information and mynt software version. This is also displayed on the terminal. Serial number, terminal model and PED version is also displayed. Press + +

7.4 Start TMS-update

This menu provides the possibility to update the terminal, e.g. new application version, keys, operating system etc. The terminal will restart after finished update.

Press + +

NB! The terminal will not initiate a TMS update if offline transactions exists. These must be sent (F+4) before TMS update can be initiated.

7.5 Restart terminal

Restart the terminal. Press + + .

8 Advanced settings

This menu provides different advanced settings. This menu requires administrator code.(1111).

8.1 Extra setup

8.1.1 Turn on/off

Turn on or off the possibility to give Extra (gratuity/tips) when performing a purchase. If activated, the terminal asks for total amount after purchase amount is entered and card is inserted.

Press + + password(1111) + + + . Press to activate extra, press to disable extra.

8.1.2 Tip percent

Change the extra percent .The extra limit set in this menu is how much percentage of the purchase amount that is possible to tip..

Press + + password(1111) + + + . Input tip limit (max 99) and confirm with .

8.2 Cents

Enable or disable cents when performing a transaction.

Press + + password(1111) + + + to enable cents.

Press + + password(1111) + + + to disable cents.

8.3 VAT management.

8.3.1 Turn on/off.

Press + +password(1111) + + + .

Press to activate VAT, to deactivate VAT.

8.3.2 VAT %

Press + +password(1111) + + + .

Change VAT percentage and confirm with .

8.4 Change language

Press + +password(1111) + + .

Select language. Velg språk i terminalen. Supported languages are English, Norwegian, Danish, Swedish and Finnish. Navigate to preferred language and confirm with .

8.5 Load initial key

This menu selection shall not be accessed unless PayEx has explicitly instructed to load keys.

8.6 Operator code

8.6.1 Set code

Press + +password(1111) + + + .

Enter new operator code, 4 digits and confirm with .

Confirm the code by re-entering the code and confirm with .

A message is displayed if the code has been changed

8.6.2 Disable

Disable the operator code (Not recommended).

Press + +password(1111) + + + .

8.6.3 View code

View the current operator code.

Press + +password(1111) + + + .

8.7 Set admin code






Set a new administrator password


Press + +password(1111) + + + .

Enter new administrator code, 4 digits and confirm with . Confirm the code by re-entering the code and confirm with . A message is displayed if the code has been changed







8.8 Sounds

8.8.1 Beep after trx






Press  +  +password(1111) +  +  + .


Select if the terminal shall beep after a transaction. Confirm with .

8.8.2 Beep on PIN input

Press  +  +password(1111) +  +  + . Select if the terminal shall beep on PIN input. Confirm with .

8.8.3 Beep on entries

Press  +  +password(1111) +  +  + . Select if the terminal shall beep when the customer inputs data on the terminal, i.e. extra.

Confirm with .

9 Support

The support menu is only accessible for support personnel.

Special scenarios

Fallback to magnetic stripe

The terminal accepts the magnetic card stripe on smart cards if the terminal can't read the chip on the card.

If a card has chip, it shall always be inserted in the chip reader first. If the terminal fails to read the card three times, purchase with magnetic stripe is allowed. The terminal will display "USE MAGSTRIPE".

Offline transactions

If the terminal loses or can't connect to host the terminal will enter offline modus and perform offline sales for the card types that support this type of transactions. The respective card issuers have limits and restrictions. These cannot be overridden by the terminal.

An offline transaction is stored in the terminals memory until the terminal (re)connects to host. Within five minutes after reestablished connection, the terminal will send the stored offline transactions. If the terminal has stored offline transactions, this might temporary prevent reconciliation.

Manual flushing of stored offline transaction is performed by menu function **F+4** (Send offline trx)

Receipt examples

Purchase receipt

<p>Store Store boulevard 1 1234 City (+47) 12 34 56 78 ORG: 123456789</p> <p>Merchant ID: 123 Terminal ID: 00000001 User: Bjarne</p> <p>01.09.2012 10:54</p> <p>Purchase NOK 25.00 ----- TOTAL 25.00 -----</p> <p>1234 56** **** **12 34 VISA</p> <p>Approved</p> <p>Ca1 _ 000 SWE 012345 TVR 0123456789 REF: 012345678901 AID A0123456789012 TSI 1800 ATC 00001 AED 091201 ARC 00 PSN: 01</p> <p>Save receipt</p>	<p>} Merchant information</p> <p>} Identification of the merchant, terminal and cashier.</p> <p>} Date and time</p> <p>} Transaction type, currency, amount and total amount</p> <p>} Masked PAN and card name</p> <p>} Transaction status</p> <p>} Technical data</p>
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Cancellation receipt

<p>Butikken Handelsveien 1 1234 Byen (+47) 12 34 56 78 ORG: 123456789</p> <p>Merchant ID: 123 Terminal ID: 00000001 User Bjarne</p> <p>01.09.2012 10:54</p> <p>Cancellation NOK 25.00 ----- TOTAL 25.00 -----</p> <p>1234 56** **** **12 34</p> <p>VISA</p> <p>Approved</p> <p>Ca1 _ 000 012345 TVR REF: 012345678901 AID A0123456789012 ARC 00</p> <p>Save receipt</p>	<p>} Merchant information</p> <p>} Identification of the merchant, terminal and cashier.</p> <p>} Date and time</p> <p>} Transaction type, currency, amount and total amount</p> <p>} Masked PAN and card name</p> <p>} Transaction status</p> <p>} Technical data</p>
--	--

Report examples

Transaction list

Store		
Store boulevard 1		} Merchant information
1234 City		
Phone (+47) 12 34 56 78		
Org: 123456789		
Merchant ID: 123		} Identification of the merchant, terminal and cashier.
Terminal-ID: 00000001		
01.06.2013 10:54		
Transaction list		
F.O.M	1	} Transaction list, from, to
T.O.M	2	

01..06.2013	14:00	} Transaction type, currency, amount and total
Purchase		
NOK	200	} Masked PAN, card name
Extra	50	
TOTAL	250	
**** * 1234		} Transaction status.
BankAxept		
Approved		} Number and response code
CA1_000 SWE 012345		
No:	1	} Transaction type, currency, amount and total
ARC:	00	

01..06.2013	14:00	} Transaction type, currency, amount and total
Purchase/Cashback		
NOK	200	} Masked PAN, card name
Cash	300	
TOTAL	500	
**** * 1234		} Transaction status
BankAxept		
Approved		} Number and response code
CA1_000 SWE 012346		
No:	2	
ARC:	00	

Cashiers report – all cashiers

Store		
Store boulevard 1234 Byen Phone (+47) 12 34 56 78 Org: 123456789 Butikknr: 123 Terminal-ID: 00000001 01.06.2013 10:54		
Cashier report		
Cashier: (00)		
TYPE	ANT.	SUM

Purchase	4	245.00
Refund	0	0.00

CASHBACK		25.00
FEE		0.00
EXTRA		50.00
TOTAL		320.00

Cashier :Hilde (02)		
TYPE	ANT.	SUM

Purchase	4	245.00
Refund	0	0.00

CASHBACK		25.00
FEE		0.00
EXTRA		50.00
TOTAL		320.00

ALL CASHIERS		
TYPE	ANT.	SUM

Purchase	8	490.00
Refund	0	0.00

CASHBACK		50.00
FEE		0.00
EXTRA		100.00
TOTAL		640.00

Merchant information

Information about the cashier, purchases performed, sum and total.

Total report for all cashiers.

Sales report

Store		
Handelsveien 1		
1234 Byen		
Phone (+47) 12 34 56 78		
Org: 123456789		
Merchant ID: 123		
Terminal-ID: 00000001		
01.06.2013 10:54		
Sales report		

BankAxept	1	

Amount	25.00	
Fee	0.00	
Extra	50.00	
Total	75.00	

VISA	1	

Amount	300.00	
Fee	0.00	
Extra	50.00	
Total	350.00	

All issuers	2	

Amount	300.00	
Fee	0.00	
Extra	50.00	
Total	350.00	

Merchant information

Information pr issuer

Information all issuers

Notes
