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Whilst every effort has been made to ensure that the content of this document is accurate, Sagem Matsui 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 Sagem Matsui products is subject to change without prior notice.

## **1. Introduction:**

### **Thank You**

Thank you for choosing a Sagem Matsu Payment Terminal.

Your terminal is the Sagem Matsu EFT930B Portable Payment Terminal.

Your terminal includes a variety of different functions and features 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.

### **Caring for Your Terminal**

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

You should clean the terminal with a soft clean cloth. The magnetic swipe and chip card readers should be cleaned regularly with a suitable cleaning card. To ensure safety, only clean your terminal when it is completely powered off.

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

### **Safety**

As a radio transmitter your terminal may interfere with health equipment, for example hearing aids, pacemakers, equipment within hospital environments, etc... you may, therefore not be able to use the terminal in areas where such devices are prohibited, such as in hospitals, etc...

## 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 card company.

## 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. You will 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 underneath the battery.

## Paper Rolls

You should only use approved paper rolls as supplied from your terminal supplier. Details on how to contact us to order supplies of paper rolls can be found on the contact sticker found on the underside of your terminal. You will also find these details on the inside cover of this User Guide.

## Supervisor Password




Your terminal's Supervisor functions can be accessed by means of a Supervisor password, and therefore it is not supplied with a Supervisor Card.


The default Supervisor password is 01483 and it is strongly advised to change the password from this default.

Please refer to the section entitled ***Supervisor Password*** for information on how to change the Supervisor password.

## How Do I ...

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

- **... set up my terminal?**  
Follow the simple step-by-step installation checklist in the next section.
- **... turn my terminal on and off?**  
Your terminal is powered on by pressing the  key. To turn your terminal off you must press and **hold** the  and the  keys until your terminal has powered off.
- **... do a Sale or a Refund?**  
Step-by-step instructions for all types of sales and refunds are given in the section entitled **Transactions**, these are provided with screenshots of the terminal.
- **... do my End of Day reports?**  
The section entitled **Reports** describes the End of Day procedures. It is important to note that you should perform your End of Day reports at the end of every trading day. This will provide you with a full record of all your transactions and ensure that your funds are processed in the fastest possible time frame.
- **... change my supervisor password?**  
Your terminal has a default Supervisor password of 01483, you are advised to change this password. Instructions on how to do so can be found in the section entitled **Supervisor Password**.
- **... change the paper roll?**  
Step-by-step instructions on how to load a new paper roll into your terminal are provided in the section entitled **Paper Loading**.

- **... feed the paper through the terminal?**  
Press the  key when the terminal is displaying the idle screen and the terminal will feed a small portion of paper through the printer.
- **... get my terminal polled?**  
Your terminal is an “online” terminal, which means that transactions are captured when you take them so there is no requirement for Polling the terminal. You must however ensure that you do your End of Day reports, to find out more refer to the section entitled **Reports**.
- **... solve any problems?**  
If, in the unlikely event that you encounter any problems or have any questions relating to the operation of the terminal, 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 terminal, please read all sections of this guide, together with any other documents that came with your terminal, carefully.
- Set up your terminal in a convenient location.
- Plug the power supply unit into a mains socket, and plug the power connector into the power socket on the base unit.
- Plug the telephone lead into the BT socket and the TEL IN socket on the base unit.
- If your telephone system requires a 9 (or similar) to get an outside line, you will need to program this prefix number into your terminal. Refer to the section entitled **Telephone Lines and Broadband** for more details.
- Ensure that a paper roll is in place in your terminal, and load one if this is not already the case.

- Familiarise yourself with the menu structure on your terminal.
- Your default supervisor password is **01483**, it is strongly advised that you change this from the default.
- Do an `END OF DAY` report from the `REPORTS` menu. This will check that your terminal can connect to and is set up on the Acquirer's Host System. You should refer to the section entitled **Reports** for more details.  
You should contact the terminal Helpdesk if you see any of the following:
  - If you receive a `CANNOT CONFIRM` result to the Banking section of the report;
  - If a Merchant Number on the Banking section of the report is incorrect;
  - If an Acquirer that you expected to be configured (such as American Express or Diners Club) is not on the Banking section of the report.

**Your terminal is now ready to use.**

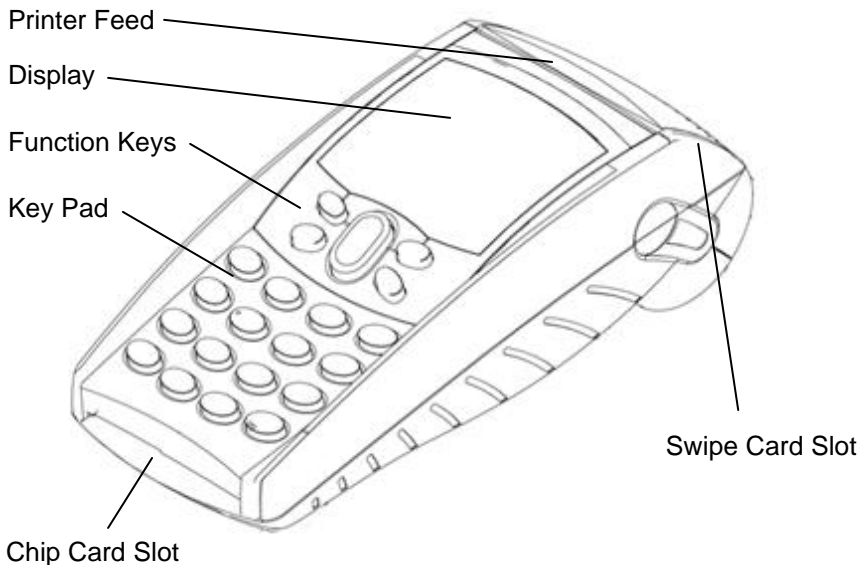
## 2. Your Terminal

### Terminal Model

The Sagem Matsu EFT930B Portable Payment Terminal is a compact and ergonomically designed terminal capable of processing card transactions. It is a portable Bluetooth terminal with a base unit that is connected to a telephone line.

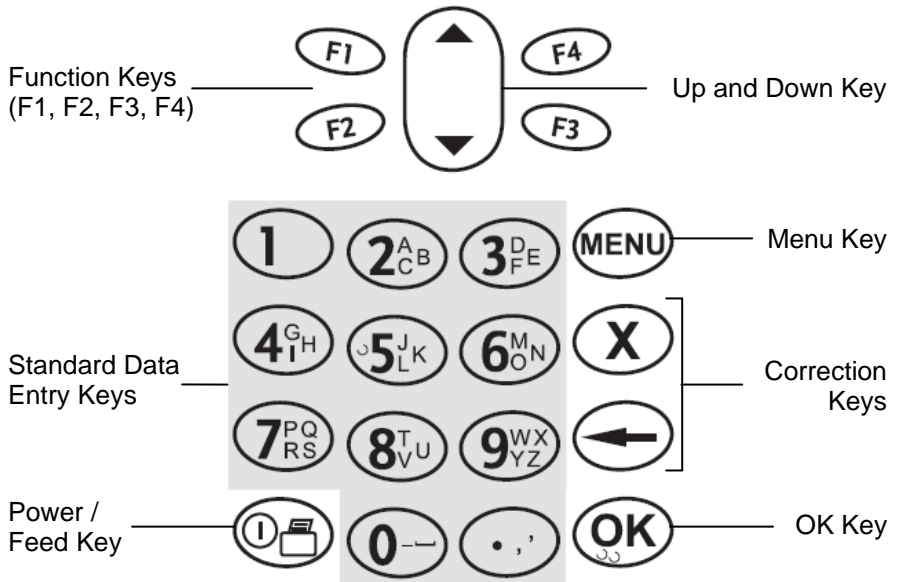
Approximately once a month your terminal will call the Terminal Management System (TMS) to receive any updates to the software, details of new card schemes, and any changes to your configuration. This call will take place automatically, normally outside of standard trading hours and therefore it is important that your terminal is left on the base unit and connected to a telephone line.

### Terminal Layout








## Terminal Keypad



The Sagem Matsu EFT930 key pad is laid out as below.



## Entering and Correcting Data

To enter numbers press the relevant keys. If you make a mistake you can correct this using the correction keys. Press the  key once to delete one character at a time. Press the  key once to delete the entire line, pressing the  key again will cancel the transaction.

When typing in an authorisation code, for example, you may need to enter letters as well as number. Where you see the  graphic on screen you can toggle the input mode by pressing . To enter uppercase letters use the ABC input mode, and to enter lowercase letters use the abc input mode.

When entering letters, you should press the number key repeatedly until the desired letter appears. If you want to type B then you must press , . To move on to next character either press another key, or wait for the flashing cursor to appear.

## Terminal Display

The Sagem Matsu EFT930 screen is laid out as below.



During normal operation the top row (showing the battery status and power status icons, the communication status icon, and the signal icon) is always displayed on the screen. Therefore all subsequent screen shots in this User Guide are shown without this top line.

When your terminal has been powered on and after a short initialisation process the terminal will display the terminal status of `READY`, this simply means that the terminal has initialised and is ready to use.

If your terminal displays the `NOT READY` status message then your terminal is not initialised. Press **(MENU)** once, and choose the `SETUP` menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS Call.

## Display Icons

You will see a variety of different icons and graphics on the screen of your terminal.



The battery symbol indicates the power left in the battery. The animated line under the battery symbol is shown when the battery is charging.



The plug symbol indicates that your terminal is on the base unit and connected to the power supply.



The inactive telephone symbol indicates that your terminal is not currently communicating.



The raised telephone icon indicates that your terminal is currently communicating. The method of communication will be shown under the telephone symbol.

The available communication method for your terminal is `PSTN`.

- `PSTN`

The terminal is connected to and communicating via a modem and the standard telephone network.



The signal icon represents the strength of the Bluetooth signal with the base unit. The fewer bars indicated represents poorer Bluetooth signal strength. Your terminal may not be able to communicate with the base unit (and so the acquirer) if the signal is very poor. The Bluetooth status shown next to the signal icon, indicates whether the paired base is powered on and in range.

The Bluetooth status will show `BLUETOOTH` together with the last eight digits of the Serial Number of the paired base unit (eg. `40099999`). The Serial Number for the base can be found on the label on the underside of the unit. If the base unit is not powered on or if it is out of range then the Serial Number will flash and the signal icon will show no signal strength bars. If no Serial Number is displayed the terminal is not paired with any base unit.



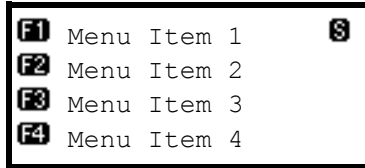
The labels shown on the screen indicate the choice that can be made by pressing the corresponding function key. This is seen in the standard menu screens and on choice screens.



**Your terminal can only use the telephone network (PSTN) connection when it is paired with the base unit.**

## Menu Screens

When you press the **MENU** key from the idle screen your terminal will enter the application menus. All the menu screens have the same layout.



To choose `Menu Item 1` you should press the **F1** key, and so on. If the **S** icon is visible then it indicates that the current menu is within the Supervisor menus.

When navigating around the menu structure: by pressing the **MENU** key you will move to the next menu screen (if available); by pressing the **X** key you will move back to the last menu screen (if available), or return to the idle screen.

A schematic of the menu structure is found in the section entitled **Menu Structure**.

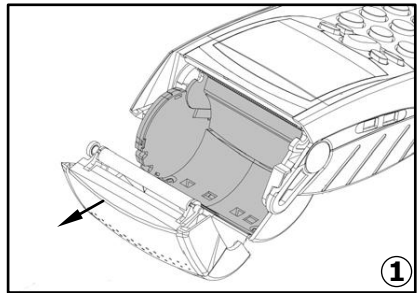
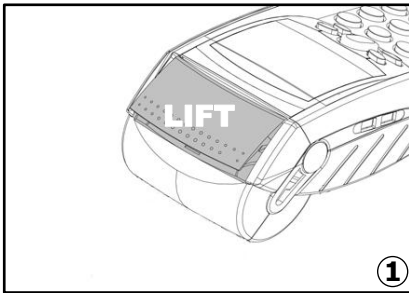
When you are required to make a choice between two options the screen will display the title or question, followed by the choices. The choices are always chosen by pressing either the **F1** or **F4** keys, as appropriately marked by the **F1** or **F4** labels on the screen.

## Paper Loading

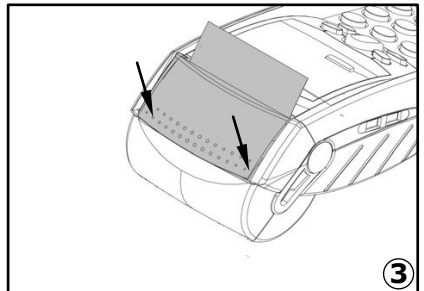
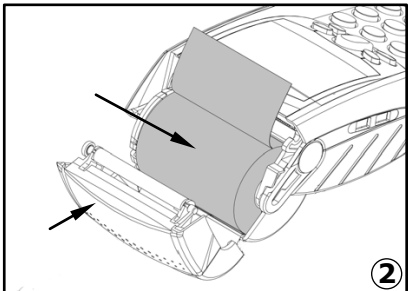
Your terminal is supplied with one paper roll already installed. When the paper roll is nearing the end a red line will appear on the paper, this indicates that the paper roll must be replaced.


To replace the paper roll:

1. Hold your 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 your terminal, close the printer cover carefully and push firmly until it locks.
4. While your terminal is displaying the idle screen, press the  key to ensure that the paper feeds correctly.

Only paper rolls that are 57mm wide and 40mm in diameter can be used in your terminal. Attempting to fit rolls of a different size may damage your terminal.

You should only use approved paper rolls as supplied from your terminal supplier. Details on how to contact us in order to order supplies of paper rolls can be found on the contact sticker found on the underside of your terminal. You will also find these details on the inside cover of this User Guide.

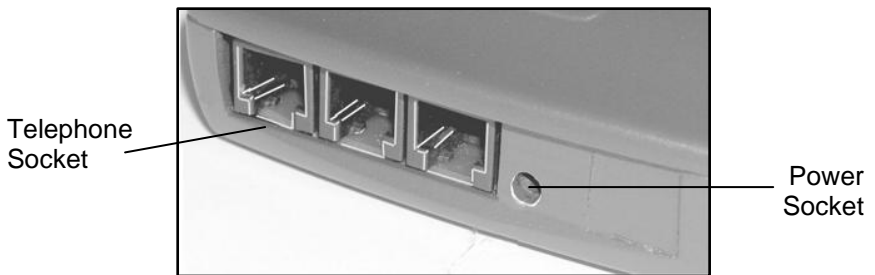


**Only use approved paper rolls as supplied from your terminal supplier. Attempting to fit rolls of a different size may damage your terminal.**

**Only open the printer cover as shown, do not force the printer cover.**

## Base Installation

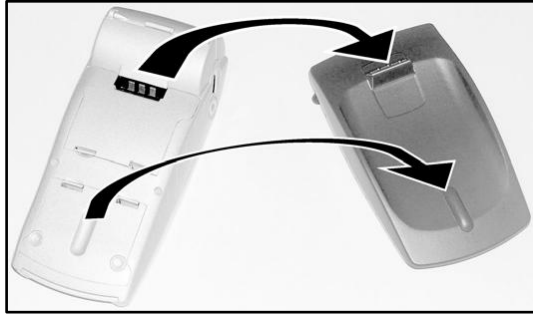
You should set up the base unit in a convenient location close to a power source and an analogue telephone line. Your terminal will be supplied already paired with the base unit provided.




The base unit has 5 sockets for connections: TEL (☎) IN, TEL (☎) OUT (not used), COM0 (not used), and POWER (⚡), together with a USB (🔌) socket (not used).

Connect one end of the Telephone Line Lead to the socket marked ☎ IN socket on the base unit, and connect the second end to the socket on the BT Converter (supplied), this should in turn be plugged into analogue telephone line BT socket.

Connect the power supply unit to the mains power and to the POWER socket on the base unit.



Place the terminal on to the base unit, ensuring that the terminal engages correctly with the base unit. The terminal will automatically turn on when placed on the base unit. To indicate that the terminal has power to it the power icon  will be displayed.

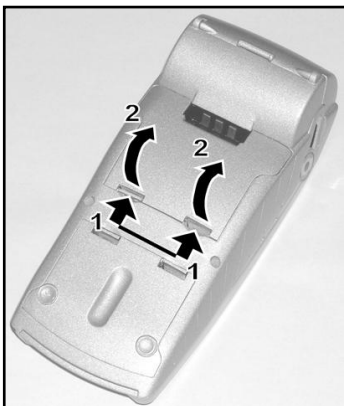
## Battery Installation



**You should charge new battery packs for at least 4 hours before first use.**

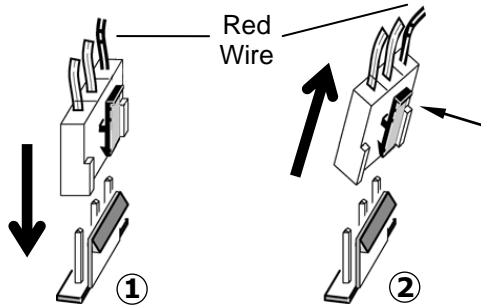
Your terminal is supplied with a rechargeable battery pack.

In order to access the battery pack you must first remove the battery compartment cover.




1. Unclip the catches with your finger nails as indicated.
2. Lift the cover as indicated. Remove the cover, ensuring that the retaining clips on the opposite side are free.

The battery connector is held into place with a moulded catch. This catch engages automatically when the connector is pushed into place until the moulded catch clicks into place (1).



You should ensure that connector is inserted correctly so that the red wire is towards the top of the terminal.

To remove the battery pack press the moulded catch in and pull away the connector (2).

If the terminal displays a battery status icon with a cross through it  then a battery pack is not installed or is installed incorrectly. You should check the battery is installed correctly before continuing. You will not be able to perform transactions if there is no battery in the terminal.



The battery pack can only be charged when it is in the terminal by using either the charger base or the optional travel charger. For maximum efficiency it is recommended that the battery is always charged at normal room temperature.

Your terminal intelligently charges the battery, to protect the battery if the terminal is placed on charge when the battery is more than half full the battery will be charged at a slower rate than if the battery is low.

Rechargeable batteries can deteriorate over time and for maximum performance you should replace your battery pack every two years.



**Only use battery packs supplied to you by your terminal supplier.**

When the battery is being charged the battery status icon will show an animated bar under . During normal use of the terminal the battery icon will show the battery status until the battery icon is empty . You should recharge the terminal as soon as possible.

If the terminal's battery power is low, you may find that the terminal turns itself off when displaying the screen saver; this is to preserve battery power.

When the battery level is critical your terminal will display a screen advising you to recharge the terminal immediately. The battery must be charged before further use of your terminal is possible.



**DO NOT attempt to open the battery pack. There are no user serviceable components and there may be a risk of explosion.**



**DO NOT discard old or broken battery packs. All battery packs should be returned to your terminal supplier.**

## Telephone Lines and Broadband

Your terminal can be used on a variety of telephone lines, however to use your terminal on some lines you may be required to change the telephone network (PSTN) setting in the terminal. Your terminal is pre-configured so that it may work on a direct telephone connection.

If your telephone line requires you to dial a 9 (for example) to get an outside line then you are on a telephone exchange or switchboard and will need to configure the 9 (for example) in the terminal so it is able to dial out of the telephone exchange.

To configure the PSTN prefix, press the **MENU** key **twice**, then choose **SUPERVISOR** by pressing the **F3** key. You will be asked to type your current supervisor password, and confirm this by pressing the **OK** key, and choose **CONFIG** by pressing the **F3** key, followed by the **SET PSTN** by pressing the **F3** key again. Type in the PSTN prefix (typically 9) followed by the **OK** key.

✓ **MENU, MENU, F3, [password], OK, F3, F3**

If your telephone line has Broadband (ADSL) active then you must use an ADSL micro-filter between your terminal's telephone line lead and your BT socket. For more information on, and to purchase additional ADSL micro-filters you should contact your ADSL internet service provider.

If your telephone line is shared with other equipment, such as a telephone or fax machine, then you will not be able to use your terminal while using the telephone line with the other equipment. It is recommended that your terminal should be used on a dedicated telephone line.

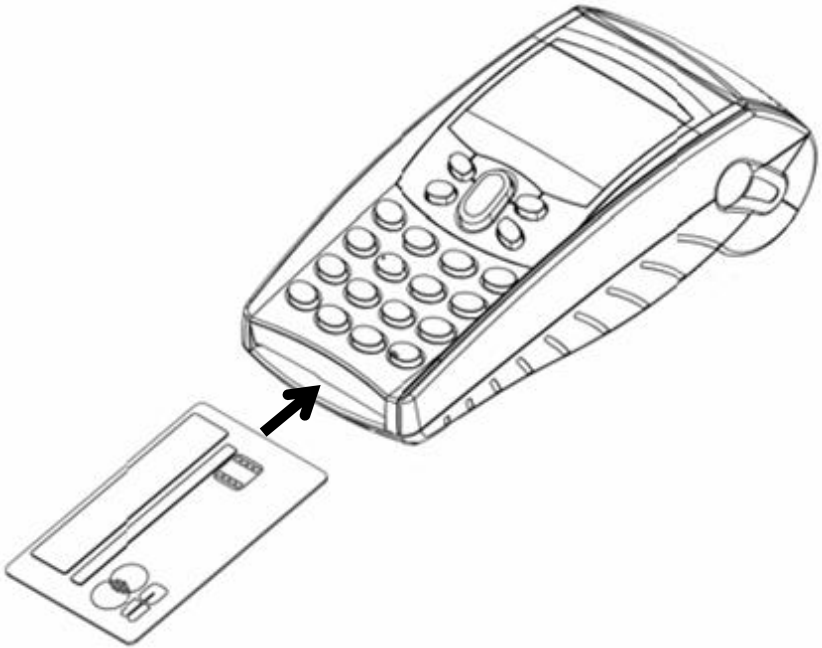
If your telephone line has a voicemail/answering service, call waiting, or shares with an alarm system (RedCare) then your terminal may not function correctly, it is recommended that these features are turned off or your terminal should be placed on a dedicated telephone line.



**Your terminal can only use the telephone network (PSTN) connection when it is paired with the base unit.**

## Inserting a Chip Card

Chip Cards should be inserted firmly into your terminal 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 will prompt you to swipe the card.



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

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.

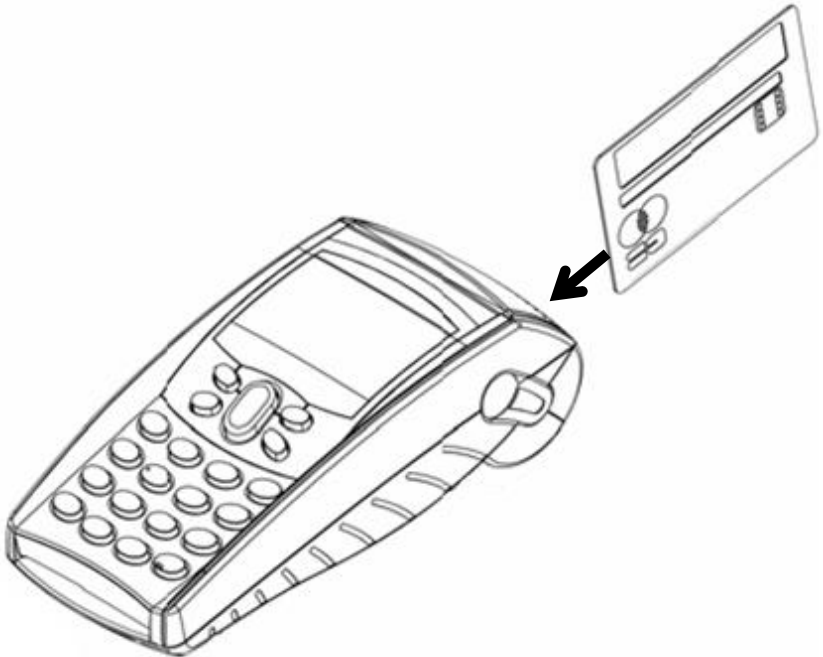


Press **F1** for Mastercard or  
Press **F2** for Maestro.

The payment application on a Chip Card may require confirmation after it is selected. If prompted to do so you should press the **OK** 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 on the right of your terminal. You should swipe the card in one continuous movement and at an even speed.



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 Chip Card is swiped, your terminal will request that you insert the same card into the Chip card reader.

```
CHIP CARD  
USE CHIP READER
```

### 3. Transactions

#### Sales - Inserted Cards

```
READY

Handset: 01
```

From the idle screen, insert the card into the card reader.

```
Enter Sale

£0.00
```

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

```
Amount:      £12.34
Enter PIN:
      ****
PRESS CANCEL OR OK
```

If a PIN is requested, the Customer must enter their PIN code followed by the **OK** key.

```
PIN OK

DO NOT REMOVE CARD
RETURN TERMINAL
```

After the customer has entered their PIN they will be prompted to return the terminal to you.

```
Please Wait
```

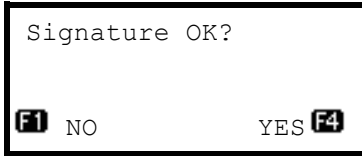
The terminal will dial out to the acquirer for authorisation.

```
AUTH CODE: nnnn
```

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

```
Printing
```

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



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



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

The terminal will return to the idle screen.



**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.



**DO NOT** remove the card until the terminal has prompted you 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 - Swiped Cards

**READY**  
Handset: 01

From the idle screen, swipe the card through the card swipe.

Enter Sale  
£0.00

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

Please Wait

The terminal will dial out to the acquirer for authorisation.

AUTH CODE: nnnn

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

Printing

The terminal will print the merchant copy for you to retain. The customer must sign this copy.

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.

The terminal will return to the idle screen.

---

## Sales with Gratuity (Tip Mode)

Your terminal can be enabled for Gratuity/Tip mode, therefore allowing the customer to add a tip to the final amount before completing the transaction.

If you would like Gratuity mode enabled on your terminal please contact the terminal Helpdesk.

For sales with inserted cards when Gratuity mode is enabled, your terminal will print an additional ticket for the customer to fill in with any gratuity and the final transaction amount.

Alternatively your terminal can be configured to allow the customer to enter a gratuity directly on the screen. If you wish your terminal to be configured in this way please contact the terminal Helpdesk.

For sales with swiped cards when Gratuity mode is enabled in this manner, the merchant copy will allow the customer to fill in with any gratuity and the final transaction amount. This is unaffected by the method of entering the gratuity for inserted cards.

When Gratuity mode is enabled, your terminal will only contact the acquirer for authorisation after the final transaction amount (including any gratuities) is known. For swiped cards this means that this is after the terminal has printed the merchant copy for signatures.

Due to the authorisation code being gained after the merchant copy is printed, the authorisation code will not be shown. The authorisation codes are printed on the transaction breakdown on the X and Z Balance reports.

If you wish, your terminal can be configured to print an additional receipt at the end of the transaction which shows the authorisation code and the gratuity entered. If you wish your terminal to be configured in this way please contact the terminal Helpdesk.

## Sales with Gratuity - Inserted Cards (On Ticket Method)

**READY**  
Handset: 01

From the idle screen, insert the card into the card reader.

Enter Sale  
£0.00

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

Printing

The terminal will print the Final Amount copy, which you should give to the customer to fill out.

Enter Final Amount:  
£0.00  
**fi** NO TIP

Enter the final amount of the sale in pence (eg. 1334 for £12.34 + £1.00 tip) and press the **OK** key.

Amount: £13.34  
Enter PIN:  
\*\*\*\*  
PRESS CANCEL OR OK

The final amount will be shown, the Customer must enter their PIN code followed by the **OK** key.

PIN OK  
DO NOT REMOVE CARD  
RETURN TERMINAL

After the customer has entered their PIN they will be prompted to return the terminal to you.

Please Wait

The terminal will dial out to the acquirer for authorisation.

AUTH CODE: nnnn

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

Printing

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

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.

The terminal will return to the idle screen.



**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.



**DO NOT** remove the card until the terminal has prompted you 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.



AUTH CODE: nnnn

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

Printing

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

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.

The terminal will return to the idle screen.



**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.



**DO NOT** remove the card until the terminal has prompted you 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 with Gratuity - Swiped Cards

**READY**

Handset: 01

From the idle screen, swipe the card through the card swipe.

Enter Sale

£0.00

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

Printing

The terminal will print the Merchant copy, which you should give to the customer to fill out.

Signature OK?

**F1** NO                      YES **F4**

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

Enter Final Amount:

£0.00

**F1** NO TIP

Enter the final amount of the sale in pence (eg. 1334 for £12.34 + £1.00 tip) and press the **OK** key.

Please Wait

The terminal will dial out to the acquirer for authorisation.

AUTH CODE: nnnn

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

The terminal will print the customer copy to give to the customer for them to retain, and will return to the idle screen.

## Refunds

**READY**  
Handset: 01

From the idle screen, press the **MENU** key once.

**F1** MAILORDER  
**F2** REFUND  
**F3** CASH  
**F4** SALE

Select the menu option **REFUND** by pressing the **F2** key.

Enter Password:  
\*\*\*\*\*

Enter the supervisor password followed by **OK**.

INSERT OR SWIPE  
CUSTOMER CARD

Insert or swipe the customer's card.

Enter Refund  
£0.00

Enter the refund amount in pence (eg. 1234 for £12.34) and press the **OK** key.

Please Wait

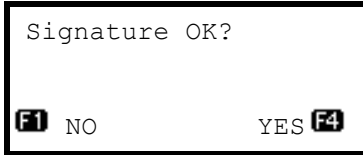
The terminal will dial out to the acquirer for authorisation.

REFUND ACCEPTED

If the transaction has been authorised then **REFUND ACCEPTED** will be displayed.



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



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



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

The terminal will return to the idle screen.



**DO NOT remove the card until the terminal has prompted you to do so.**



**You MUST retain the merchant copy for your records. This copy must be signed by the customer.**



**If your terminal has Gratuity/Tip mode enabled then the signature check will be done BEFORE the terminal dials the acquirer for authorisation.**

## Mailorder Transactions (Customer Not Present)

Your terminal is pre-configured for mailorder (Customer Not Present) transactions. If you wish to accept mailorder transactions you must ensure that this option is also enabled on your acquirers Merchant Account.

Mailorder transactions are performed without the customer or the card being present. All card details must be manually entered so please take note of what information will be asked for by your terminal.

If supported by your acquirer and by the card type taken, you will have the option of entering the CSC (Card Security Code) and using the AVS (Address Verification Service).

The CSC is the last three digits of the number printed on the signature strip on the back of the card.



**American Express cards have a four digit Card Security Code printed on the front of the card, any numbers on the signature strip should be ignored.**

To use AVS checking, you will be prompted to input the numerical digits only from the customer's postcode and address. The response from the acquirer will then give you the result of the security checks to help you decide if you wish to continue with the transaction.

### Mailorder - CSC/AVS Results

Please be aware that the CSC/AVS result is intended only to guide you in a decision to void or confirm an already authorised transaction. Contact your acquirer for more information and liability.

- |                  |                                  |
|------------------|----------------------------------|
| ▪ DATA MATCHED   | Both CSC and AVS data matches.   |
| ▪ AVS MATCH ONLY | Only the AVS data matches.       |
| ▪ CSC MATCH ONLY | Only the CSC data matches.       |
| ▪ DATA NON MATCH | Neither CSC or AVS data matches. |
| ▪ NOT CHECKED    | The data was not checked.        |

The data may not be checked if the service is not supported or if there is a temporary system failure.

## Mailorder - Sales & Refunds

**READY**

Handset: 01

From the idle screen, press the **MENU** key once.

**F1** MAILORDER  
**F2** REFUND  
**F3** CASH  
**F4** SALE

Select the menu option MAILORDER by pressing the **F1** key.

MAILORDER

**F1** REFUND                      SALE **F4**

Choose the required transaction:  
 Press **F1** for REFUND or  
 Press **F4** for SALE.

MAILORDER SALE  
 Key Card No:

Key in the customer's card number.

Expires (MMYY)

If you see this prompt enter the card expiry date as MMYY and press the **OK** key.

Start Date (MMYY)

If you see this prompt enter the card start date as MMYY and press the **OK** key.

Issue Number:

If you see this prompt enter the card issue number and press the **OK** key.

Enter CSC:

If you see this prompt enter the 3 or 4 digit Card Security Code (CSC) and press the **OK** key.

Postcode Num:

If you see this prompt enter the postcode numbers (eg. 71 for GU7 1LG) and press the **OK** key.

Address Num:

If you see this prompt enter the address numbers (eg. 27 for 27 Woodside Pk) and press the **OK** key.

Enter Sale

£0.00

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

Please Wait

The terminal will dial out to the acquirer for authorisation.

AUTH CODE: nnnn  
DATA MATCHED

**F1** VOID CONFIRM **F4**


If the transaction has been authorised then an auth code will be displayed, together with the CSC/AVS check result. You must decide whether to continue with the transaction:

Press **F1** to VOID the transaction or Press **F4** to CONFIRM and continue with the transaction.

Printing

The terminal will print the merchant copy for you to retain.

TEAR OFF TICKET  
AND RETAIN (OK)

Tear off the merchant copy and press the  key.

Printing

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

The terminal will return to the idle screen.



**The card Issue Number must be entered in the correct format; if the number is printed as 01 on the card then it must be entered as 01 and not as 1.**



**CSC and AVS checks are not mandatory for some acquirers, therefore if you do not wish to enter a value for, or do not know, the CSC or the Postcode Numbers, or Address Numbers then you can press the OK key without entering a value.**



**If the address does not have any numbers, ie. they have only a house name, then you should press the OK key without entering a value.**



**If the address contains a flat number and a house number, ie. Flat 3, 45 Acacia Avenue you should enter all the numbers in order. In this example you would type 345 followed by the OK Key.**

## Reversals

If a mistake in a transaction is identified immediately after the transaction has been completed, then the transaction can be completely reversed by selecting the REVERSAL function within 30 seconds of the completion of the transaction.

This function is particularly useful when the wrong transaction amount has been entered, and the mistake is only noticed on the customer copy.

To perform a reversal press the **MENU** key **twice**, then choose REVERSAL by pressing the **F4** key.

✓ **MENU, MENU, F4**

If the 30 second timer has not expired then your terminal will perform the reversal, contacting the acquirer if necessary.

When a reversal has been successfully performed the original transaction and the reversal **will not** appear on the customer's bank statement.

The original transaction and the reversal **will** appear on you Banking and X/Z Balance reports. Reversals are recorded as the opposite to the original transaction; if you reverse a Sale then the reversal will be shown as a Refund.

## Duplicate Receipts

Your terminal can produce a duplicate copy of the customer receipt for the last completed transaction.

To print a duplicate ticket press the **MENU** key **three times**, then choose DUPLICATE by pressing the **F4** key.

✓ **MENU, MENU, MENU, F4**

All duplicate copies will have the word DUPLICATE printed at the top of the receipt.

## Sales with Cashback

Your terminal is not pre-configured to allow for Sales with Cashback. If you would like Cashback mode enabled on your terminal please contact the terminal Helpdesk.

You must also ensure that this option is also enabled on your acquirers Merchant Account.

**READY**

Handset: 01

From the idle screen, insert or swipe the customer's card.

Enter Sale

£0.00

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

Enter Cashback

£0.00

If cashback is allowed for the customer's card the terminal will display a Cashback prompt: Enter the cashback amount in pence and press the **OK** key. If cashback is not required press the **OK** key without entering an amount.

The terminal will continue as per a normal sale, refer to the instructions for a Sale Transaction to complete the transaction.

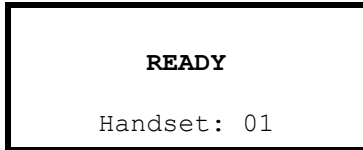



**Cashback is only available on Debit Cards, and normally has a limit of £50.00.**

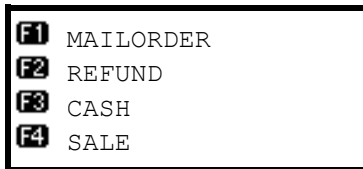
## Cash Advance


Your terminal is not pre-configured to allow for Cash Advance. If you would like Cash Advance mode enabled on your terminal please contact the terminal Helpdesk.

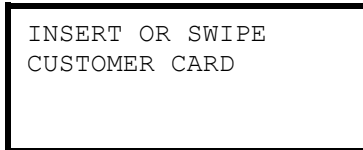
You must also ensure that this option is also enabled on your acquirers Merchant Account.



From the idle screen, press the  key once.




Select the menu option CASH by pressing the  key.



Insert or swipe the customer's card.



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

The terminal will continue as per a normal sale, refer to the instructions for a Sale Transaction to complete the transaction.

## Balance Enquiry

Your terminal is not pre-configured to allow for Balance Enquiry. If you would like Balance Enquiry mode enabled on your terminal please contact the terminal Helpdesk.

## Authorisation Only



An Authorisation Only transaction gives an authorisation code for a specific amount against a customer's card **without** the capture of the transaction details by the acquirer.

This facility is intended for merchants who wish to bank transactions using a different system, or to check that a customer's card is valid and/or the customer has enough credit for a transaction.





The transaction does **NOT** debit the customers bank account or credit your merchant account. The transaction value is **NOT** added to the terminal totals.

When an Authorisation Only transaction is done the **available credit** on the customers bank account will be reduced by the amount authorised.

Authorisation Only transactions may be submitted to the acquirer through the Forced Transaction function.

To perform a Authorisation Only transaction press the  key **twice**, then choose AUTH by pressing the  key.

✓ **MENU, MENU, F2**

	REFUND
	CHEQUE
	CASH
	SALE

Select the desired transaction type and perform the transaction as normal.

Authorisation Only transactions do not include gratuities.



**Authorisation Only receipts carry the extra text AUTHORISATION ONLY to indicate that the transaction details are not captured by the acquirer.**





**Authorisation codes given by Authorisation Only transactions expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customers available balance will be restored by the authorised amount.**





## Forced Transactions

The Forced Transaction function allows for the completion of a transaction following a referral or voice authorisation. It also provides the opportunity to capture the details of transactions authorised by means other than your terminal. For example, card transactions authorised using paper vouchers and calls to the authorisation centre during a power cut, or transactions previously authorised using the Authorisation Only function.

You **must** have a valid authorisation code before performing a Forced Transaction.

To perform a forced transaction press the  key **three times**, then choose `FORCE TRANS` by pressing the  key.


✓ **MENU, MENU, MENU, F2**


	MAILORDER
	REFUND
	CASH
	SALE

Select the desired transaction type.

INSERT OR SWIPE CUSTOMER CARD
----------------------------------

Insert, swipe or key the customer's card.

Enter Auth Code
—  123

Enter the authorisation code for the transaction and press the  key.

The terminal will continue as normal, refer to the instructions for transaction type that you chose to complete the transaction.

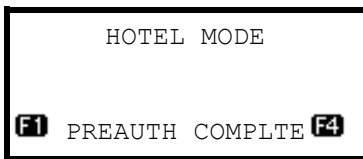
## Hotel Mode

When a large value transaction is expected (typically in a Hotel environment), a Pre-Authorisation can be made for the expected value, to check the customer's card is valid and the customer has enough credit available for the transaction.

If the expected value increases, then further Pre-Authorisations can be made. The final amount is fully authorised and captured by using the Completion function.

To perform a Hotel Mode transaction press the **MENU** key **three times**, then choose **HOTEL** by pressing the **F1** key.

✓ **MENU, MENU, MENU, F1**



Choose the required transaction:

Press **F1** for **PREAUTH** or

Press **F4** for **COMPLTE**.

A Pre-Authorisation (**PREAUTH**) transaction proceeds as for a Sale transaction, except that no gratuity is used (if enabled) and no signature check is required. If the customer's card number is keyed in, then you will be asked to confirm if the customer is present. The transaction details are not captured, so the customer's bank account is **NOT** debited, although the **available credit** on the customer's bank account will be reduced by the amount authorised.




**Authorisation codes given by Pre-Authorisation transactions expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.**

A Completion (**COMPLTE**) transaction requires the most recent authorisation code and the total amount of all pre-auths, in addition to the final amount to be debited from the customer's card. This transaction **will** require a signature check and **will** capture the transaction details.

## Declined Transactions

The acquirer or the customer's card issuer can decline to authorise any transaction.

A declined response from the acquirer's host system will display a message on your terminal in place of the usual AUTH CODE: nnnn message. This can be, for example, DECLINED, NOT AUTHORISED, or RETAIN CARD. This message will be displayed on the screen for 60 seconds, or until the  key is pressed.

A declined receipt will be printed which clearly indicates that the transaction has not been authorised. It will also show the message from the acquirer.

Transactions with an inserted Chip card may be declined by the card without the terminal contacting the acquirer's host system. You should advise the customer to contact their card issuer and request another means of payment.

If your terminal is unable to contact the acquirer for a transaction with an inserted Chip card, the transaction maybe declined by the card with the message COMMS FAILURE DECLINED.




**If the COMMS FAILURE DECLINED message is displayed there may be a problem with your telephone/network connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled *Diagnostic Codes* for more details.**



**If you are prompted to retain the customer card you should follow the standard procedures as laid down by your acquirer. There may be a cash reward from the card issuer for retaining a card after such prompt.**

## Referrals

A transaction may be referred for voice authorisation if an extra security check is required by the acquirer. The terminal will display or print instructions to call the acquirer. If a telephone number is not shown please use the standard voice authorisation number as supplied by that acquirer.

Once you have dialled or made a note of the telephone number press the  key to continue.

Please be ready to quote your merchant number, the full card number and any referral message that was displayed (such as REFERRAL B or CODE 10 REFER). The authorisation centre may need to speak to the customer.



**If the referred transaction is for an inserted Chip card and the terminal has not prompted you to remove the card, then you MUST NOT remove the card. If the card is removed prematurely, the transaction will be voided, and may mean that subsequent transactions on that card are declined.**



**If you are unable to answer a question from the authorisation centre operator, they will move on to the next security question.**

Your terminal will also refer transactions if it is unable to contact the acquirer. This can happen during exceptionally busy periods when the acquirer's host system cannot answer the authorisation request.



**If you experience a high volume of referrals there may be a problem with your telephone/network connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled *Diagnostic Code* for more details.**

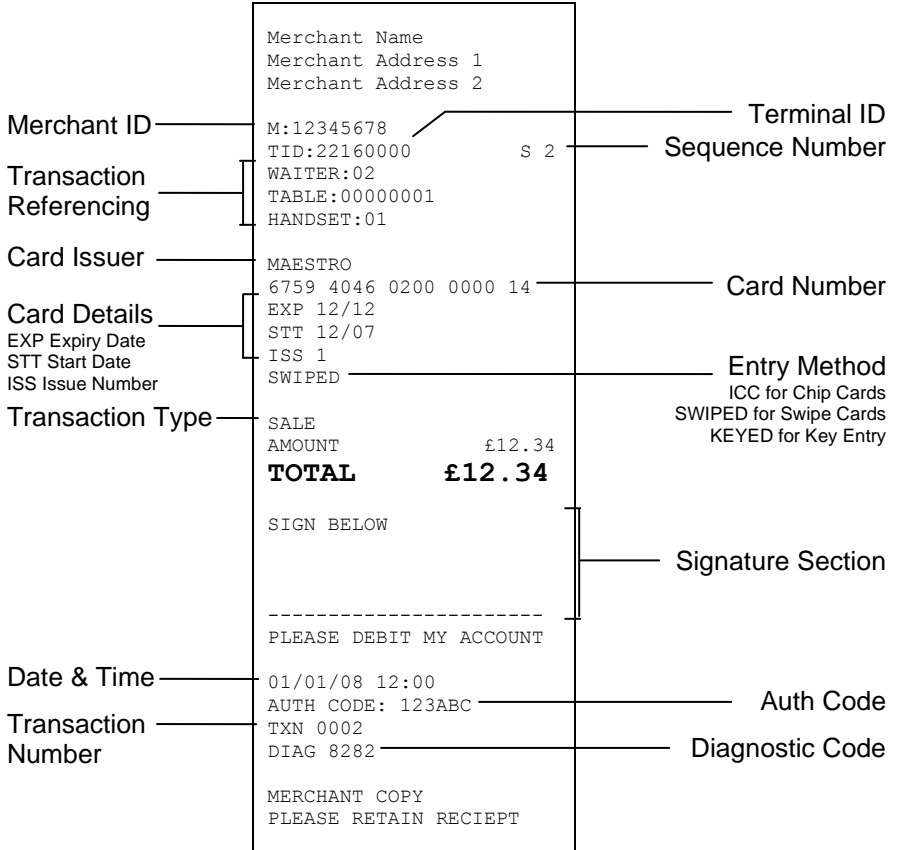


**FRAUD ALERT: If you receive a telephone call asking you to use a temporary authorisation centre telephone number for all card transactions. It is imperative that you contact your acquirer to confirm the validity of the request BEFORE the temporary number is used.**

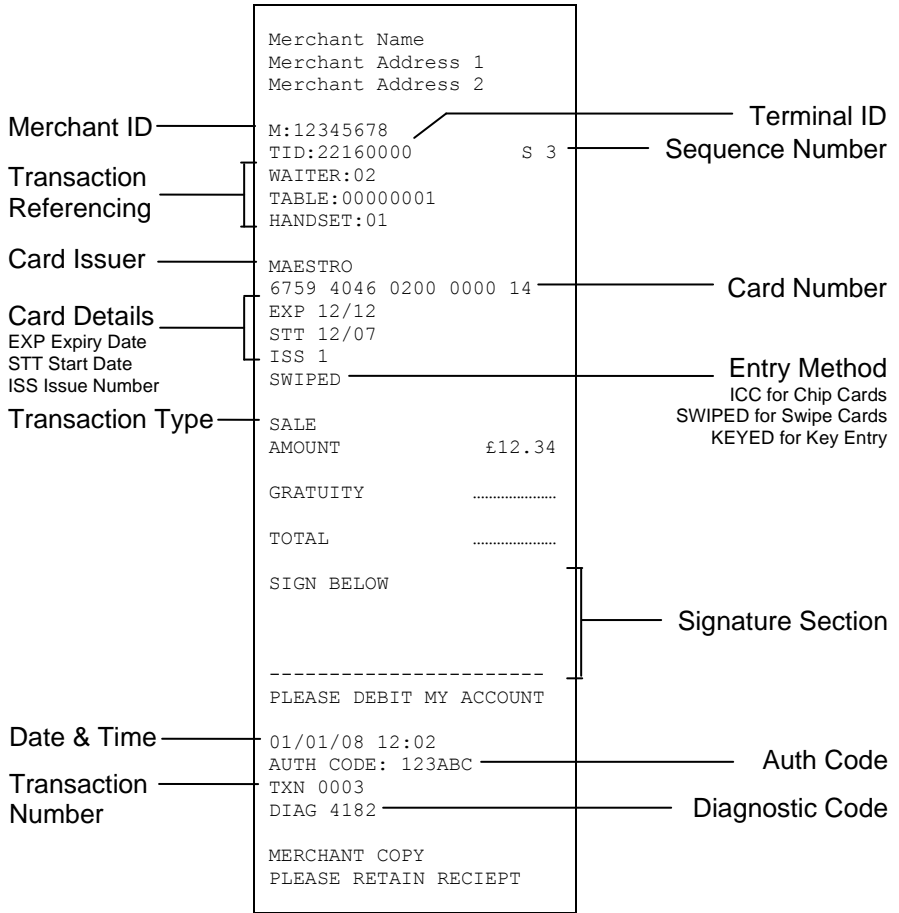
## 4. Transaction Receipts

### Merchant Copy - Signature Transactions

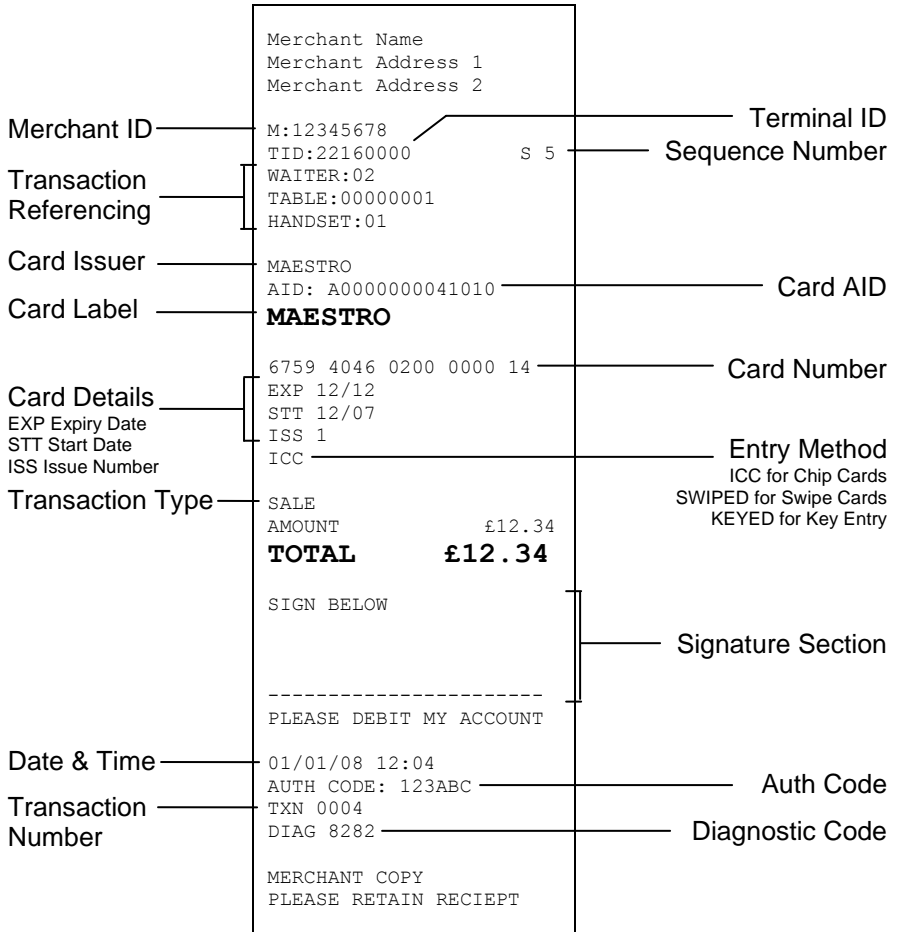
#### Swiped Cards with Signature (Merchant Copy)



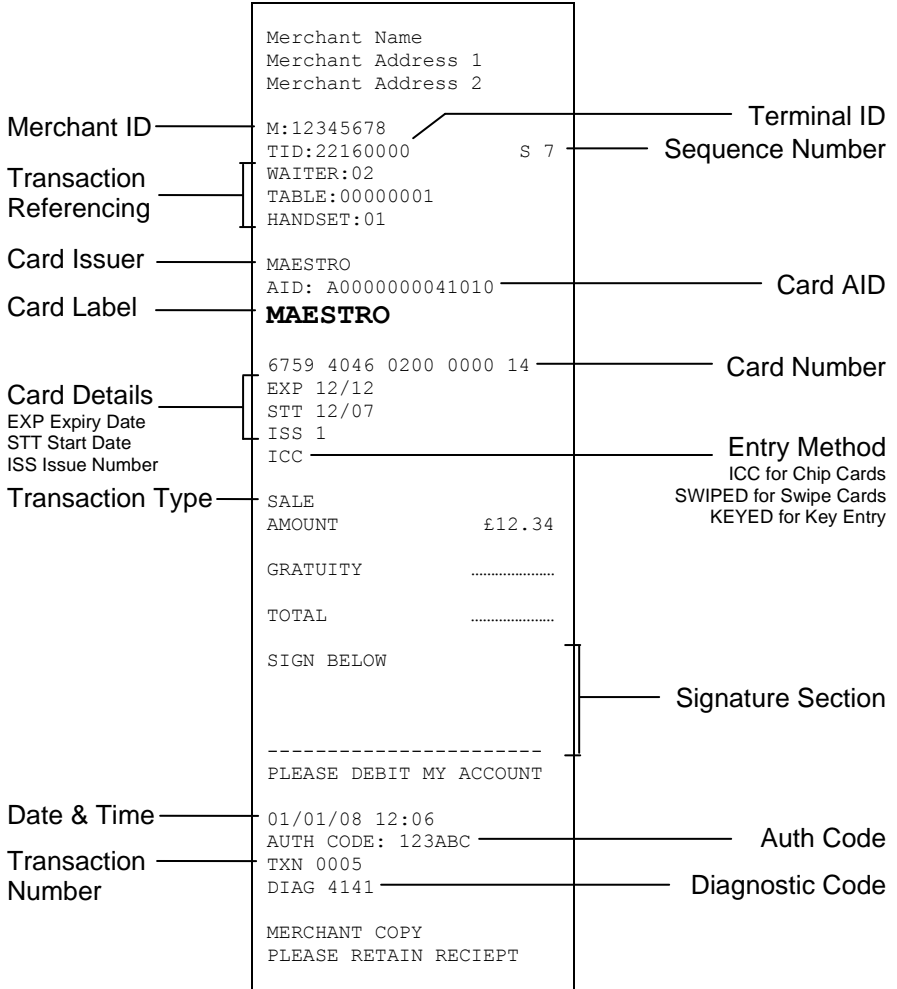
### Swiped Cards with Signature and Gratuity (Merchant Copy)



### Inserted Cards with Signature (Merchant Copy)

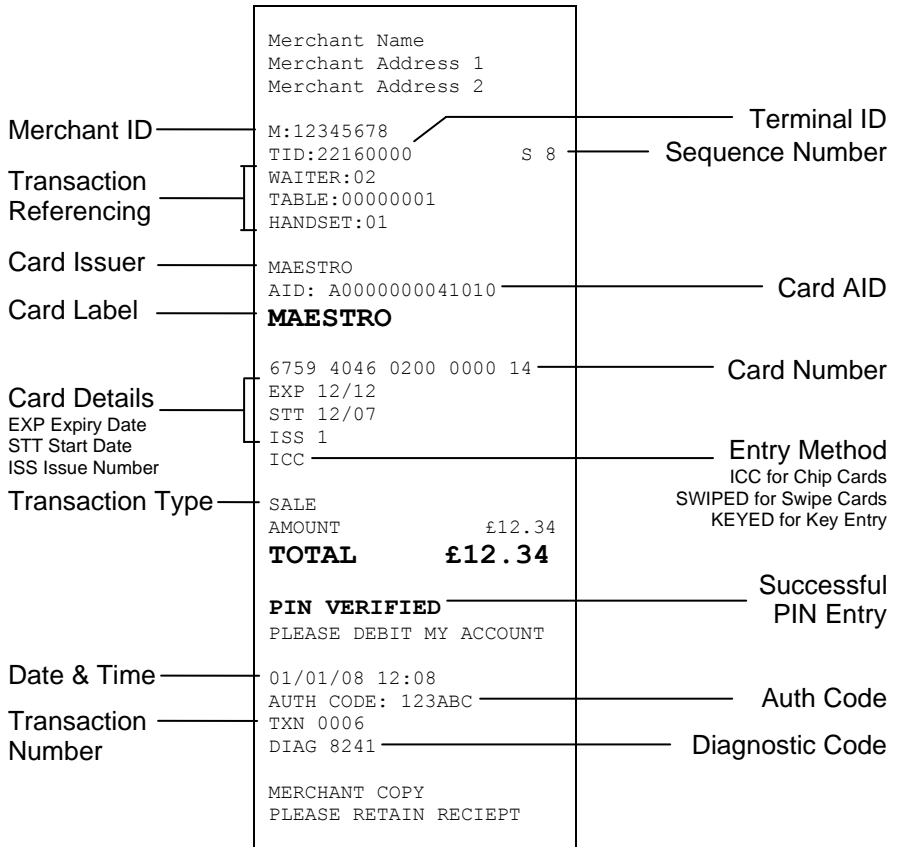


### Inserted Cards with Signature and Gratuity (Merchant Copy)

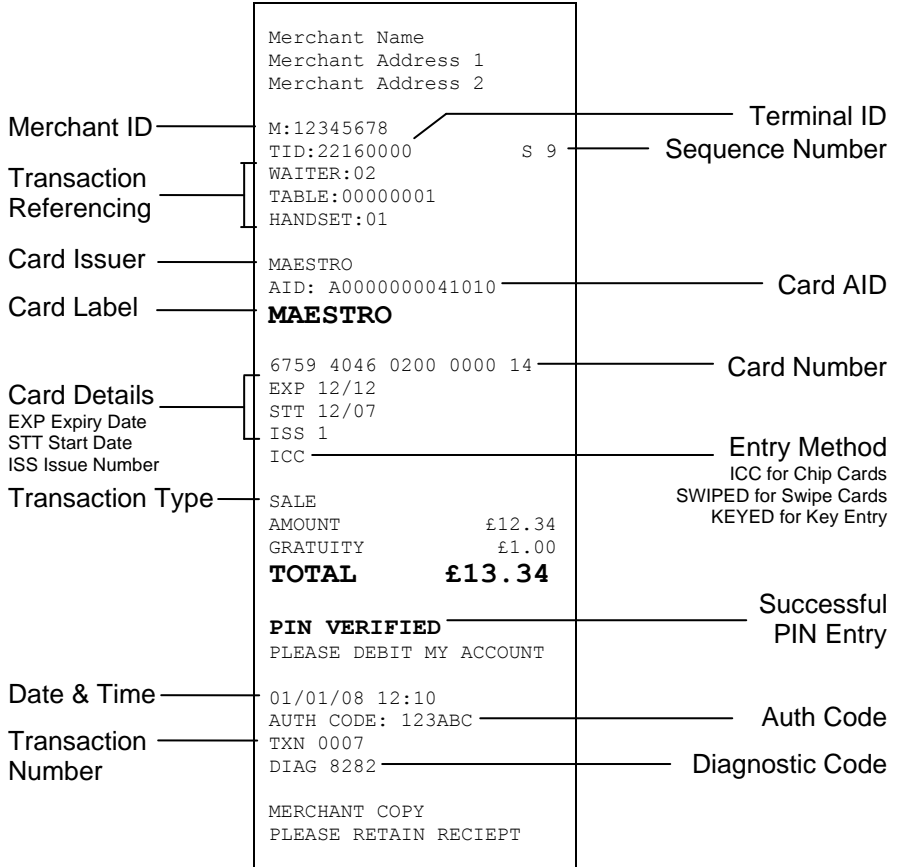


## Merchant Copy - PIN Transactions

### Inserted Cards with PIN (Merchant Copy)

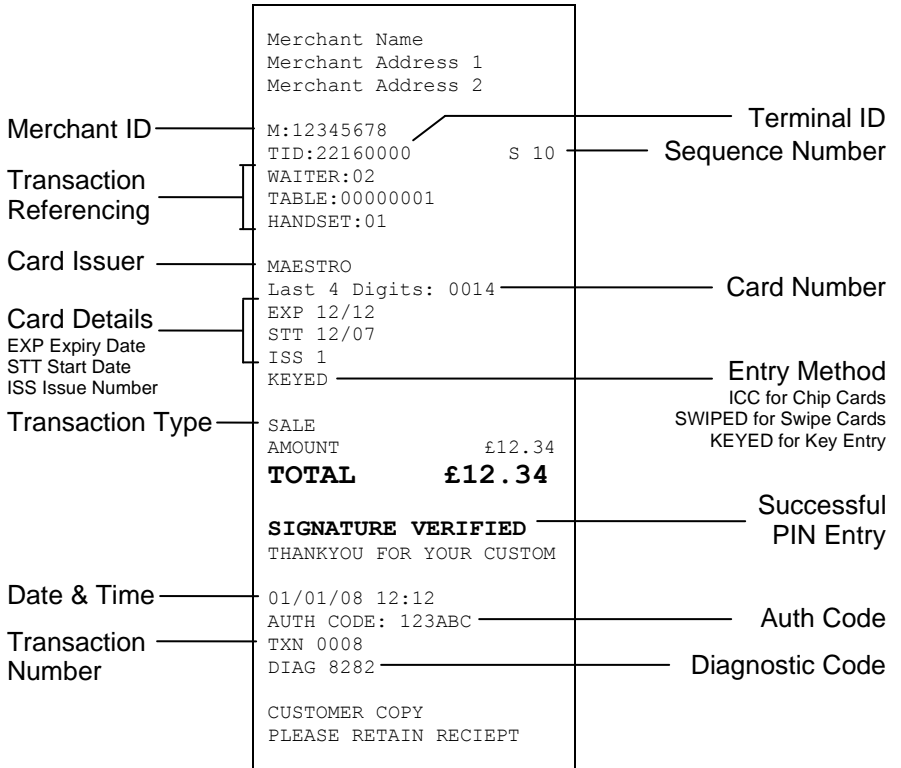



### Inserted Cards with PIN and Gratuity (Merchant Copy)



# Customer Copy

## Keyed Cards with Signature (Customer Copy)



 **For security the full card number is not displayed on the customer copy.**

## Inserted Cards with PIN (Customer Copy)

	Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:12345678	Terminal ID
	TID:22160000 S 11	Sequence Number
Transaction Referencing	WAITER:02 TABLE:00000001 HANDSET:01	
Card Issuer	MAESTRO	
Card Label	AID: A0000000041010 <b>MAESTRO</b>	Card AID
	Last 4 Digits: 0014	Card Number
Card Details	EXP 12/12 STT 12/07 ISS 1 ICC	Entry Method ICC for Chip Cards SWIPED for Swipe Cards KEYED for Key Entry
Transaction Type	SALE AMOUNT £12.34 <b>TOTAL £12.34</b>	
	<b>PIN VERIFIED</b> THANKYOU FOR YOUR CUSTOM	Successful PIN Entry
Date & Time	01/01/08 12:14	
Transaction Number	AUTH CODE: 123ABC TXN 0009 DIAG 4141	Auth Code Diagnostic Code
	CUSTOMER COPY PLEASE RETAIN RECIEPT	

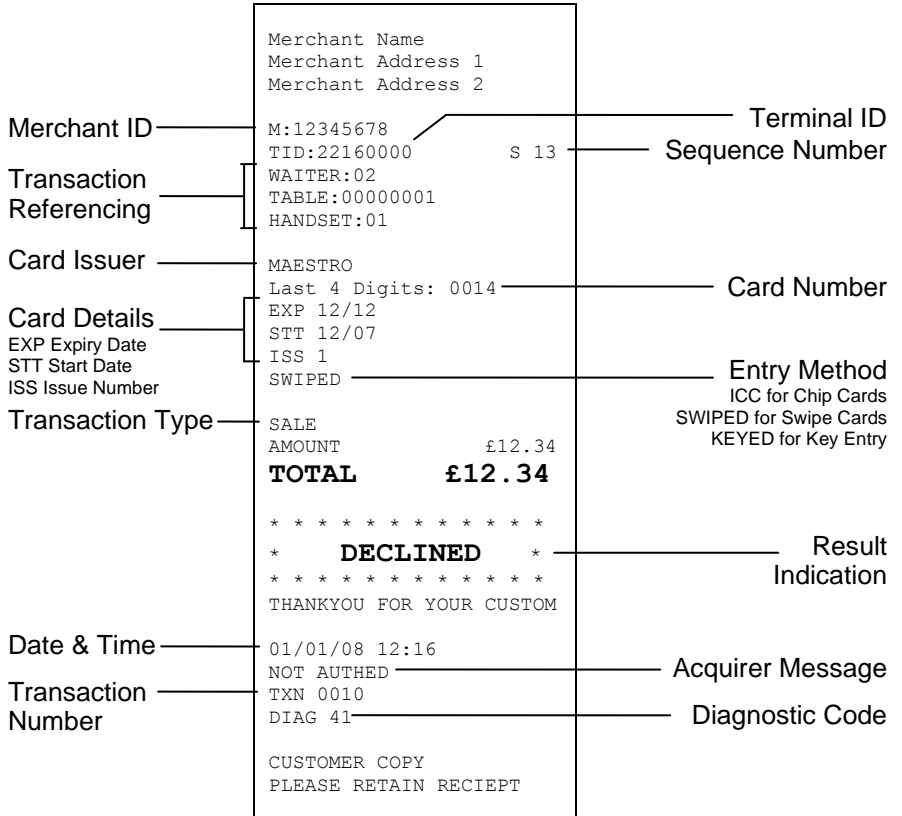



**For security the full card number is not displayed on the customer copy.**

## Declined and Void Receipts

If the transaction is declined by the acquirer or by an inserted Chip card, the terminal will print a declined receipt, as shown below. The text printed below the Date and Time is the response from message from the acquirer.

Example Declined Receipt (Customer Copy)



 **For security the full card number is not displayed on the customer copy.**

If the Result Indication shows VOID then the transaction has been cancelled by the operator.

If the transaction was cancelled by pressing the **(X)** key, then the message below the Date and Time will read CANCELLED.

If the transaction was cancelled by the operator selecting NO to the signature check, then the text below the Date and Time will read SIGNATURE INVALID.

## Transaction Referencing

Your terminal is not pre-configured to allow for Transaction Referencing. If you would like Transaction Referencing to be enabled on your terminal please contact the terminal Helpdesk.

Transaction Referencing can be used to reference each transaction's ticket to a specific terminal operator, or location. The most common use of Transaction Referencing is in the leisure industry for use by Waiters (operator) and Tables (location). However the labels for these references are completely customisable for your needs, so you could have Room Number (in a Hotel), or Invoice ID (in an office based business), or maybe Customer ID. Please contact the terminal Helpdesk if you wish to customise these labels.

Operator ID (Waiter ID) is printed on both the merchant and customer copy of the transaction receipts. You will also have a sub-report on your X/Z Balance reports which breakdown the transactions including gratuities (if enabled) by each operator.

Operator ID has a range from 1 to 99.

Location ID (Table ID) is printed on both the merchant and customer copy of the transaction receipts.

Location ID has a range from 1 to 99999999.

Handset ID is enabled by default, and allows you to simply reference which terminal was used to take the transaction from, when you have more than one terminal in use in your business. The default value of 01 can be changed, please refer to the section entitled **Supervisor Menu** for more details.

## 5. Reports

Your terminal can produce a number of reports to aid in banking and transaction management.

- END OF DAY            One touch End of Day procedure.
- BANKING                A reconciliation report with the acquirers.
- X BALANCE             A transaction total print without a reset.
- Z BALANCE (!)        A transaction total print with a reset.

The time span over which the X and Z Balance reports cover is defined simply when the reports are done, but it is important that a Banking or End of Day report is done at least once each trading day.



**At the end of each trading day you should perform an End of Day report (or a Banking and Z Balance report). This will give you a full record of all business done that day and will allow for the fastest possible processing of funds into your merchant account.**

**If you do not complete an End of Day report, monies may not be collected from the customer and will lead to a delay in you receiving funds.**

There are several common features across the totals and sub-totals on all of the reports that are available.

- DR indicates that the value of transactions shown is in your favour - the value shown will be debited from customers.
- CR indicates that the value of transactions shown is **not** in your favour - the value shown will be credited to customers.
- The number of transactions that add up to the total shown will always be shown on the left of the value.
- Any gratuity and cashback amounts are included in the TOTAL and SUB-TOTAL, as well as in the breakdown by transaction type (ie. Sales or Refunds).



**Always check that your paper roll is not about to run out, before doing any reports.**

## End of Day Report

Your terminal is provided with an End of Day report that allows you to print both the Z Balance and the Banking reports from the one place. This simplifies your end of day procedure and ensures that you do the correct reports each day.

The End of Day report prints first the Z Balance, followed by a Banking for all acquirers. After the report has printed you should ensure that the Banking report shows **TOTALS CONFIRMED** for each acquirer, and that the totals are consistent with the Z Balance report.

To perform an End of Day report press the **(MENU)** key **twice**, then choose **REPORTS** by pressing the **(F1)** key. You will be asked to type your supervisor password, then press **(OK)**, choose **END OF DAY** by pressing the **(F1)** key.

✓ **MENU, MENU, F1, [password], OK, F1**

Reports performed by the End of Day function will look exactly the same as if they were done separately, however above each report title will be the title **END OF DAY**.

Example End of Day report

```
END OF DAY
Z BALANCES
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

```
END OF DAY
BANKING

Merchant Name
Merchant Address 1
Merchant Address 2
```

Please refer to the following sections entitled **Banking** and **Z Balances** for more details on the contents of each report.

## Banking Report

Performing a Banking report reconciles the transaction totals held in the terminal with the totals held by each acquirer. The terminal may need to contact some or all of the acquirers to complete this report.

Transactions are listed by acquirer, and are also shown by card type under that acquirer. Reconciliations are done by sessions, these sessions are tracked by both the terminal and the acquirer.

The totals listed under `PREVIOUS SESSION` were carried out during the previous reconciliation session and have already been processed by the acquirer.

The totals listed under `CURRENT SESSION` were carried out during the current reconciliation session and will be processed by the acquirer at the end of the session.

To understand the concept of sessions, the `PREVIOUS SESSION` on today's reports will be the same as the `CURRENT SESSION` on yesterday's report, and so on. If these totals do not match then you may be doing your report outside of the acquirer's specified banking window.



**You should contact your acquirer(s) to find out when your specified banking window is, if you do your Banking report outside of this time then your reports may not reconcile correctly.**

The result for each acquirer's reconciliation is shown below the acquirer's name.

`TOTALS CONFIRMED` is shown if the totals held by the acquirer and the terminal agree.

`TOTALS NOT AGREED` is shown if the totals held by the acquirer and the terminal do **not** agree. The report will show the totals held by the terminal and the acquirer separately to show the difference. You should contact the acquirer to ensure that all expected funds have been transferred.

CANNOT CONFIRM TOTALS is shown when the terminal cannot contact the acquirer to check the totals. The diagnostic code printed will indicate the reason for the communications failure.

To perform a Banking report for ALL acquirers press the **MENU** key **twice**, then choose **REPORTS** by pressing the **F1** key. You will be asked to type your supervisor password, then press **OK**, choose **BANKING** by pressing the **F2** key, followed by the **F1** key to choose **ALL**.

✓ **MENU, MENU, F1, [password], OK, F2, F1**

To perform a Banking report for a **SINGLE** acquirer press the **MENU** key **twice**, then choose **REPORTS** by pressing the **F1** key. You will be asked to type your supervisor password, then press **OK**, choose **BANKING** by pressing the **F2** key, followed by the **F4** key to choose **SINGLE**. Press **F4** repeatedly for **NEXT** until the acquirer required is displayed, select this by pressing **OK**.

✓ **MENU, MENU, F1, [password], OK, F2, F4**



**The Banking report is a constitutional part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Banking report.**

**If you do not complete an End of Day report (or the Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds.**

### Example Banking report (Acquirer 1)

	<p><b>BANKING</b></p> <p>Merchant Name                  Merchant Address 1                  Merchant Address 2</p> <p>TID:22160001                  01/01/08 23:54                  HANDSET:01</p> <p>-----+o00o+-----</p> <p><b>ACQUIRER 1</b></p> <p><b>TOTALS CONFIRMED</b>                  01/01/08 23:54                  M:12345678                  TID:22160001</p> <p>PREVIOUS SESSION:                  TXN NOS           0025-0040                  Sales           13     £100.41                  Refunds          2     £20.00                  TOTAL           DR     £80.41</p> <p>CURRENT SESSION:           3                  TXN NOS           0041-0089                  Sales           47     £844.06                  Refunds          1     £5.00  <b>TOTAL           DR     £839.06</b></p> <p>VISA CREDIT                  PREVIOUS SESSION:                  Sales           8     £85.08                  Refunds          2     £20.00                  SUB-TOTAL DR     £65.08                  CURRENT SESSION:                  Sales           18     £319.83                  SUB-TOTAL DR     £319.83</p> <p>ELECTRON                  PREVIOUS SESSION:                  Sales           5     £25.33                  SUB-TOTAL DR     £25.33                  CURRENT SESSION:                  Sales           29     £524.23                  Refunds          1     £5.00                  SUB-TOTAL DR     £519.23</p> <p>SESSION NOW CHANGED                  New Session Number        4                  TXN 0090                  DIAG 76</p> <p>-----+o00o+-----</p>	
Acquirer Name		Terminal ID
Merchant ID		Print Date & Time
Transaction Range Previous Session		Acquirer Result TOTALS CONFIRMED The totals were agreed for this acquirer
Current session Number		Print Date & Time
Transaction Range Current Session relates to Z Balance transaction list		Previous Session Breakdown totals for the previous banking Session
Issuer Breakdown Previous and Current session totals for each issuer linked with that acquirer. If Acquirer has only one issuer breakdown not shown		Current Session Breakdown totals for the current banking Session All acquirer current session totals should equal the grand total on the Z Balance
Transaction Number		Session Message
		Diagnostic Code DIAG 76 indicates that a successful online banking was performed

Example Banking report continued (Acquirer 2)

<p>Acquirer Name</p> <p>Merchant ID</p> <p>Transaction Range Previous Session</p> <p>Current session Number</p> <p>Transaction Range Current Session relates to Z Balance transaction list</p> <p>Stored Trans. If any transactions are stored in the terminal and it was unable to go online they will be shown.</p> <p>Transaction Number</p>	<pre> -----+o000+----- <b>ACQUIRER 2</b> <b>TOTALS UNCONFIRMED</b> 01/01/08 23:55 M:87654321 TID:22160001  PREVIOUS SESSION: TXN NOS          0025-0038 Sales            8      £827.19 Refunds          2      £40.00 <b>TOTAL DR      £787.19</b>  CURRENT SESSION: TXN NOS          0039-0042 Sales            1      £10.00 Refunds          1      £20.00 <b>TOTAL CR      £10.00</b>  STORED TRANSACTIONS: TXN NOS          0043-0044 Refunds          1      £15.00 <b>TOTAL CR      £15.00</b>  TXN 0046 DIAG 828282 -----+o000+-----                 </pre>	<p>Acquirer Result TOTALS UNCONFIRMED The totals were not checked for this acquirer</p> <p>Print Date &amp; Time</p> <p>Previous Session Breakdown totals for the previous banking Session</p> <p>Current Session Breakdown totals for the current banking Session All acquirer current session totals should equal the grand total on the Z Balance</p> <p>Diagnostic Code DIAG 828282 indicates that the acquirer was unable to be contacted due to three communications errors</p>
---	--	---

**i** **TOTALS UNCONFIRMED means that the totals were in balance after the last online transaction so are probably correct, but they have not been checked during the reconciliation because, in this case, a communications error (see the Diagnostic Code). If the reconciliation is attempted again and the terminal again fails to contact the acquirer, the report will indicate CANNOT CONFIRM TOTALS.**

**i** **Stored Transactions are only printed if they are stored and the terminal could not contact the acquirer for reconciliation. They are only added to the session totals after they have been transmitted to the acquirer.**

**i** **This acquirer has only one issuer, so no breakdown by issuer is shown.**

Example Banking report continued (Acquirer 3)

<p>Acquirer Name</p>	<pre> -----+o00o+----- <b>ACQUIRER 3</b> <b>TOTALS NOT AGREED</b> <b>CALL ACQUIRER</b> 01/01/08 23:56 M:11223344 TID:22160001                 </pre>	<p>Acquirer Result</p> <p>TOTALS NOT AGREED The terminal totals did not match the acquirers records for this acquirer</p>
<p>Merchant ID</p>	<pre> -----*----- HOST AND TERMINAL TOTALS DO NOT AGREE:  ACQUIRER 3 Sales      8      £787.19 <b>TOTAL    DR    £787.19</b>  Merchant Name <b>NO BUSINESS</b>                 </pre>	<p>Print Date &amp; Time</p>
<p>Disputed Totals</p> <p>Only shown when totals are not agreed. The totals returned by the acquirer are printed together with the terminal totals for comparison</p>	<pre> -----*----- PREVIOUS SESSION: TXN Nos    0005-0015 Sales      2      £50.00 Refunds    1      £10.00 <b>TOTAL    DR    £40.00</b>  CURRENT SESSION: <b>NO BUSINESS</b>                 </pre>	<p>Previous Session</p> <p>Breakdown totals for the previous banking Session</p>
<p>Transaction Range</p> <p>Previous Session</p>	<pre> CURRENT SESSION: <b>NO BUSINESS</b>                 </pre>	<p>Current Session</p> <p>The current session totals indicate that there has been no transactions for this acquirer. The issuer breakdown is not shown for NO BUSINESS</p>
<p>Transaction Number</p>	<pre> TXN 0016 DIAG 7376                 </pre>	<p>Diagnostic Code</p> <p>DIAG 7376 indicates that the totals are out of balance (73) and a successful online banking was performed (76)</p>
<p>Report Summary</p> <p>If some or all of the acquirers give a response other than TOTALS CONFIRMED then the summary of the issues is shown</p>	<pre> -----+o00o+----- <b>CAUTION</b> Acquirers attempted  3 Agreed                1 Not Agreed           1 Unconfirmed          1  <b>REPORT COMPLETE</b>                 </pre>	

**i** The acquirer totals will match the current session totals if the Banking report is completed daily during the banking window, if it is not completed in this way then this total may differ.

**i** This acquirer has had no business, so no breakdown by issuer is shown.

## X Balance Report

The X Balance report is sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The X Balance may be printed at any time throughout the day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions and gratuities (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.



**The totals within the terminal will not be reset after printing a X Balance.**

To perform an X Balance report press the **MENU** key **twice**, then choose **REPORTS** by pressing the **F1** key. You will be asked to type your supervisor password, then press **OK**, choose **X BALANCE** by pressing the **F3** key.

✓ **MENU, MENU, F1, [password], OK, F3**

The X Balance report is exactly the same as the Z Balance excepting the totals **are not** reset.

Example X Balance report

```
X BALANCES
Totals Not Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

Please refer to the following section entitled **Z Balance Report** for more details on the contents of the X Balances report.

## Z Balance Report

The Z Balance report is sometimes referred to as an End of Day Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The Z Balance should be printed at end of each trading day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions and gratuities (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.



**The totals within the terminal will be reset after printing a Z Balance.**

To perform an Z Balance report press the **(MENU)** key **twice**, then choose **REPORTS** by pressing the **(F1)** key. You will be asked to type your supervisor password, then press **(OK)**, choose **Z BALANCE (!)** by pressing the **(F4)** key.

✓ **MENU, MENU, F1, [password], OK, F4**

The Z Balance report is exactly the same as the X Balance excepting the totals **are** reset in the terminal once the report is complete. The terminal will display **PLEASE WAIT** and a short progress indication while the totals are being reset.



**The Banking report is a constitutional part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Banking report.**

**If you do not complete an End of Day report (or the Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds.**

Example Z Balance Report (Totals and Breakdown by Issuer)

	<p><b>Z BALANCES</b> Totals Reset</p> <p>Merchant Name Merchant Address 1 Merchant Address 2</p> <p>TID:22160001 01/01/08 23:47 HANDSET:01</p> <p><b>GRAND TOTALS</b> Since 31/12/07 23:50</p> <table border="0"> <tr> <td>Sales</td> <td>48</td> <td>£854.06</td> </tr> <tr> <td>Refunds</td> <td>4</td> <td>£40.00</td> </tr> <tr> <td><b>TOTAL</b></td> <td><b>DR</b></td> <td><b>£814.06</b></td> </tr> </table> <p>Includes</p> <table border="0"> <tr> <td>Tips</td> <td>30</td> <td>£61.24</td> </tr> <tr> <td>Cashback</td> <td>5</td> <td>£50.00</td> </tr> </table> <p style="text-align: center;">-----+o00o+-----</p> <p><b>BREAKDOWN BY ISSUER</b> Since 31/12/07 23:50</p> <p>AMERICAN EXPRESS</p> <table border="0"> <tr> <td>Sales</td> <td>1</td> <td>£10.00</td> </tr> <tr> <td>Refunds</td> <td>1</td> <td>£35.00</td> </tr> <tr> <td>SUB-TOTAL</td> <td>CR</td> <td>£25.00</td> </tr> </table> <p>VISA CREDIT</p> <table border="0"> <tr> <td>Sales</td> <td>18</td> <td>£319.83</td> </tr> <tr> <td>SUB-TOTAL</td> <td>DR</td> <td>£319.83</td> </tr> </table> <p>ELECTRON</p> <table border="0"> <tr> <td>Sales</td> <td>29</td> <td>£524.23</td> </tr> <tr> <td>Refunds</td> <td>1</td> <td>£5.00</td> </tr> <tr> <td>SUB-TOTAL</td> <td>DR</td> <td>£519.23</td> </tr> </table> <p style="text-align: center;">-----+o00o+-----</p>	Sales	48	£854.06	Refunds	4	£40.00	<b>TOTAL</b>	<b>DR</b>	<b>£814.06</b>	Tips	30	£61.24	Cashback	5	£50.00	Sales	1	£10.00	Refunds	1	£35.00	SUB-TOTAL	CR	£25.00	Sales	18	£319.83	SUB-TOTAL	DR	£319.83	Sales	29	£524.23	Refunds	1	£5.00	SUB-TOTAL	DR	£519.23	
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SUB-TOTAL	DR	£319.83																																							
Sales	29	£524.23																																							
Refunds	1	£5.00																																							
SUB-TOTAL	DR	£519.23																																							
		Terminal ID																																							
		Print Date & Time																																							
Date of Last Z Balance Done																																									
Total		Grand Totals Details all business done since the last Z Balance																																							
Includes																																									
Shows the total value of Tips and Cashback (if enabled) included within the total shown above																																									
Date of Last Z Balance Done		Issuer Breakdown Breaks down all business done since last Z Balance for each issuer (card type) For clarity Tips and Cashback are not shown All SUB-TOTAL values add up to the TOTAL shown above Values shown as CR must be subtracted to give the final total																																							

## Example Z Balance Report continued (Breakdown by Waiter and Transaction Listing)

```

-----+o00o+-----
BREAKDOWN BY WAITER
Since 31/12/07 23:50

WAITER ID:          01
Sales              25    £562.68
Refunds           2     £35.00
SUB-TOTAL DR      £527.68
Includes
Tips              17    £38.50
Cashback          3     £30.00

WAITER ID:          02
Sales              23    £291.38
Refunds           1     £5.00
SUB-TOTAL DR      £286.38
Includes
Tips              13    £22.74
Cashback          2     £20.00

-----+o00o+-----

TRANSACTIONS
Seq Txn          RESULT
S35              AUTH CODE:27
T0041            £36.00
S36              AUTH CODE:00321
T0042            £15.00
S37              DECLINED
T0043            £9006.00
S38              CANCELLED
S39              AUTH CODE:16
T0044            £48.16
S40              CALL AUTH CENTRE
S41              REFERRAL B
T0039            £16.27

S93              AUTH CODE:19
T0086 A         £22.00
S94              VOID
                £50.00
S95              AUTH CODE:0227
T0087            £5.00
S96              AUTH CODE:28642
T0088            £17.86
S97              AUTH CODE:0693
T0089            £14.51

-----+o00o+-----

REPORT COMPLETE

```

**Waiter Breakdown**  
 Breaks down all business done since last Z Balance for each waiter or operator and includes any Tips and Cashback taken by each Only printed if transaction referencing is enabled

**Transaction Log**  
 Details the outcome of each transaction since the last Z Balance was done For each transaction the terminal prints a Sequence (S) number and the result Every receipt has a different S number even if the transaction was cancelled before any values were entered If a transaction went online a second line showing the Message (T) number The full transaction amount is always shown (inclusive of any tips or cashback) Message numbers are per acquirer so an American Express transaction (with a different S number) and a Visa transaction may have the same T number

S35, S36 & S39 represent authorised transactions

S37 represents a declined transaction by the acquirer

S40 received a voice referral response that was subsequently cancelled

S41 received a voice referral to quote Referral B

S93 represents an auth only type of transaction (A) not added to terminal totals

S94 was voided by operator on signature check

S95 - S97 represent authorised transactions

S38 represents a transaction cancelled before authorisation was requested by the terminal

## Stored Report

A Stored Transaction report may be printed to show how many transactions are stored in the terminal, awaiting transmission to the host.

Up to five transactions may be stored in the terminal per acquirer. A transaction may be stored after voice referral, or by using the Forced Transaction or Hotel Mode Completion functions.



**Do not print this report unless instructed to do so by the terminal Helpdesk.**

To perform a Stored report for ALL acquirers press the **MENU** key **twice**, then choose **REPORTS** by pressing the **F1** key. You will be asked to type your supervisor password, then press **OK**, press the **MENU** key **once more**, choose **STORED** by pressing the **F1** key, followed by the **F1** key to choose **ALL**.

✓ **MENU, MENU, F1, [password], OK, MENU, F1, F1**

To perform a Stored report for a **SINGLE** acquirer press the **MENU** key **twice**, then choose **REPORTS** by pressing the **F1** key. You will be asked to type your supervisor password, then press **OK**, press the **MENU** key **once more**, choose **STORED** by pressing the **F1** key, followed by the **F4** key to choose **SINGLE**. Press **F4** repeatedly for **NEXT** until the acquirer required is displayed, select this by pressing **OK**.

✓ **MENU, MENU, F1, [password], OK, MENU, F1, F4**

## TMS Report

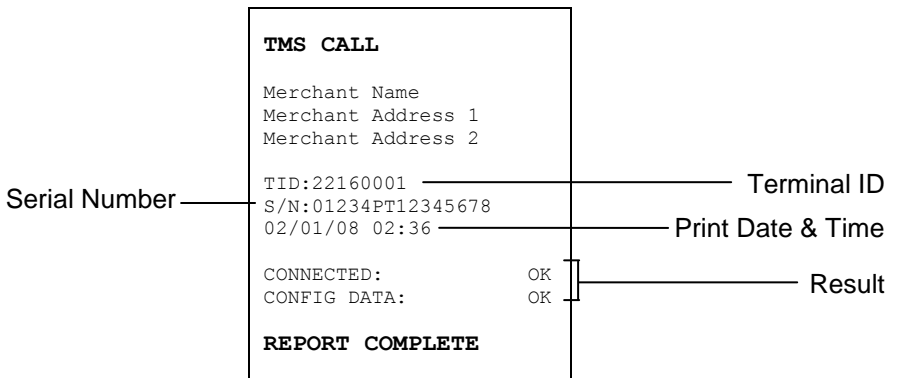
Approximately once a month your terminal will call the Terminal Management System (TMS) to receive any updates to the software, details of new card schemes, and any changes to your configuration. This call will take place automatically, normally outside of standard trading hours.

After the TMS call has taken place your terminal will print a TMS report, indicating if the communication was successful or has failed.

If the TMS call is interrupted part way through downloading a new or updated configuration file, for example due to a communications problem, the terminal will set it into a `NOT READY` state, and will not be usable until the file has been downloaded.

If your terminal displays the `NOT READY` status message then your terminal is not initialised. Press **MENU** once, and choose the `SETUP` menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS call.

Example successful TMS report



The status of `CONNECTED` may be; `OK` (if successfully connected to the TMS), or `FAIL` (if unable to connect to the TMS).

The status of `CONFIG DATA` may be; `OK` (if download was successful), `FAIL` (if download was not successful), or `NOT REQUIRED` (if no update was required).

## 6. Supervisor Functions

### Supervisor Password

The Supervisor password is designed to limit access to the Supervisor functions (such as the Supervisor Menu, or Refund transactions) on the terminal to those who have access to the password.

The terminal is shipped with an initial default password of **01483**. It is **strongly advised** that this password is changed when you first receive the terminal and start using it. If you forget your password, please contact the terminal Helpdesk who will be able to reset the password back to the default.



**It is strongly advised that the Supervisor password is changed when you first receive the terminal and start using it, even if you are the only person that will be using the terminal.**



**The Supervisor password allows entry into the Refund option on the terminal.**

To change your Supervisor password press the **MENU** key **twice**, then choose **SUPERVISOR** by pressing the **F3** key. You will be asked to type your current supervisor password (ie. 01483), then press **OK**, choose **PASSWORD** by pressing the **F2** key, followed by the **F4** key to choose **CHANGE PWD**.

✓ **MENU, MENU, F3, [password], OK, F2, F4**

You will need to enter your new numerical password (4 digits or more) **twice**, pressing the **OK** key after each input, before the Supervisor password is updated to this new value.



**If your terminal is lost or stolen you should contact the terminal Helpdesk immediately.**

## Supervisor Menus

The Supervisor menus allow access to various management functions in your terminal. To be able to access the Supervisor menu, you must use the Supervisor password.

To access the Supervisor menus press the **MENU** key **twice**, then choose `SUPERVISOR` by pressing the **F3** key. You will be asked to type your current supervisor password, and confirm this by pressing the **OK** key.

✓ **MENU, MENU, F3, [password], OK**

Once you have access to the Supervisor menus, press the **MENU** key to cycle through the various menu screens.

Below is a summary of the Supervisor functions and how to access them, and what they do.







**Some Supervisor functions must only be used when instructed to do so by the terminal Helpdesk.**





### First Supervisor Menu Screen

HANDSET ID	<b>F1</b>	Allows the <code>HANDSET ID</code> value displayed on the idle screen and printed on each ticket to be set. The default value is 01.
PASSWORD	<b>F2</b>	Allows the various passwords in the terminal to be reset or changed. Enters the <code>PASSWORD</code> menu - see next section.
CONFIG	<b>F3</b>	Allows the access to various extended configuration options. Enters the <code>CONFIG</code> menu - see next section.
LOGON	<b>F4</b>	Allows the terminal to make a test call to some or all of the acquirers loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

## Second Supervisor Menu Screen (Press once)

RINGS		Allows the number of rings before the terminal answers an incoming call to be set. Can be set between 0 and 10. Do not use this feature unless instructed to do so by the terminal Helpdesk.
TIPS		Allows the Gratuity/Tip mode to be switched on and off. Setting TIPS to ON, sets OP MODE to LATE.
OP MODE		Allows the setting of when the terminal will contact the acquirer for authorisation during the transaction. Gratuity/Tip mode is only available in LATE mode. Setting OP MODE to EARLY, sets TIPS to OFF.
CALL-TMS		Immediately sets off a configuration data call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

## Third Supervisor Menu Screen (Press twice)

INTL		Allows the international dialling code to be set. Do not use this feature unless instructed to do so by the terminal Helpdesk.
SALETYPE		Allows the default transaction type to be set, so the transaction type will begin as soon as a card is swiped or inserted from the idle screen. If REFUND is set then the Supervisor password check will <b>not</b> be done.
TERMPARAM		Allows the setting of internal terminal options. Do not use this feature unless instructed to do so by the terminal Helpdesk.
UPGRADE		Immediately sets off a software upgrade call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

**Fourth Supervisor Menu Screen (Press  three times)**

DATE/TIME	<b>F1</b>	Allows the date and time to be set. The date and time is automatically updated when a successful TMS call is made.
BACKLIGHT	<b>F2</b>	Allows the setting of the time taken after a key is pressed before the backlight turns off.
AUTO-OFF	<b>F3</b>	Allows the setting of the time taken after a key is pressed before the terminal enters power save mode.
RELEASE	<b>F4</b>	Prints a summary report of software versions loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

## Supervisor Sub-menus

There are two Supervisor sub-menus. They are the Password menu and the Config menu. They allow access to extended options within the Supervisor menus.

To access the Password menu press the **MENU** key **twice**, then choose **SUPERVISOR** by pressing the **F3** key. You will be asked to type your current supervisor password, and confirm this by pressing the **OK** key, and choose **PASSWORD** by pressing the **F2** key.

✓ **MENU, MENU, F3, [password], OK, F2**

Below is a summary of the functions within the Password menu and how to access them, and what they do.



**Some Supervisor functions must only be used when instructed to do so by the terminal Helpdesk.**

### Password Menu

DELETE ACQ	<b>F1</b>	Deletes all datasets for one or all acquirers from the terminals memory. Do not use this feature unless instructed to do so by the terminal Helpdesk.
MAC RESET	<b>F2</b>	Allows the Message Authentication Code (MAC) key to be reset to the initial value for one or all acquirers. Do not use this feature unless instructed to do so by the terminal Helpdesk.
TMS RESET	<b>F3</b>	Allows the secure password used for communications to the TMS to be reset to the initial value. Do not use this feature unless instructed to do so by the terminal Helpdesk.
CHANGE PWD	<b>F4</b>	Allows the Supervisor password to be changed. The new password must be used for all future password requests.

To access the Config menu press the **(MENU)** key **twice**, then choose `SUPERVISOR` by pressing the **(F3)** key. You will be asked to type your current supervisor password, and confirm this by pressing the **(OK)** key, and choose `CONFIG` by pressing the **(F3)** key.

✓ **MENU, MENU, F3, [password], OK, F3**

Below is a summary of the functions within the Config menu and how to access them, and what they do.



**Some Supervisor functions must only be used when instructed to do so by the terminal Helpdesk.**

### First Config Menu

PRINT EMV	<b>(F1)</b>	Prints EMV data loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
PRINT CERTS	<b>(F2)</b>	Prints Certificates loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
SET PSTN	<b>(F3)</b>	Allows the telephone network (PSTN) prefix number to be set. For further information refer to the section entitled <b>Telephone Lines and Broadband</b> .
SCAN NETWRK	<b>(F4)</b>	Prints a rolling data sheet of the mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

### Second Config Menu (Press **(MENU)** once)

SELECT N/W	<b>(F1)</b>	Allow the selection of a different mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.
------------	-------------	---

## 7. Troubleshooting

### Frequently Asked Questions

**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 **(X)** 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 would like to refer a transaction before I attempt a transaction on my terminal, as I am suspicious?

- You should contact the authorisation centre and ask for a `CODE 10 REFERRAL`, this alerts the operator why you are asking for the referral, without arousing suspicion with the customer.

**Q** My terminal displays `NOT READY` on the idle screen, what do I do?

- Your terminal is not initialised, or has failed an automatic TMS call. Press **(MENU)** once, and choose the `SETUP` menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS Call.

Q Every transaction that I take is producing a referral, am I doing something incorrectly?

- You should check that the base unit is correctly plugged into the BT telephone socket and that the telephone line being used is not in use, and works. You should refer to the sections entitled **Terminal Installation** and **Telephone Lines and Broadband** for further details. If the problem persists you should contact the terminal Helpdesk. If there is a problem with the telephone line you should contact your telecommunications supplier.
- You should check the Bluetooth status and Signal icon to ensure that there is a good Bluetooth signal with the base and that the base unit with the Serial Number displayed is powered on and in range.

Q What can I do if my terminal does not print anything on the paper, does the ink need replacing?

- Your terminal uses a thermal printer and so does not require any ink. You should ensure that the paper is inserted in the correct orientation, as thermal paper only prints on one side. Refer to the section entitled **Paper Loading** for more information. Printing can be tested by using the `DUPLICATE` function to produce a duplicate receipt. Only use approved paper rolls from your terminal supplier. If the printer housing or printer roller is damaged you should contact the terminal Helpdesk.

**Q** My totals on the Z Balance and Banking reports do not match, what do I do?

- The Z Balance report totals give you a total of all transactions done across all acquirers. The Banking report totals give you the total for each acquirer. You should try to add up all the individual totals across all acquirers on the Banking to try to reconcile with the Z Balance total. The current session totals on the Banking shows all transactions for that session - if you perform the Z Balance and Banking at the same time every trading day this should match the totals on the Z Balance. You should refer to the section entitled **Reports** for further details. If you still cannot match the totals you should contact the terminal Helpdesk. Please ensure that you have all relevant reports with you when you call. It is possible that you will be asked for the proceeding day's reports as well.

**Q** What should I do if my terminal shows a flashing number, or no number, under `BLUETOOTH` on the Bluetooth status on the screen?

- If the number is flashing ensure that the base unit with the Serial Number displayed is powered on and in range. If this is the case then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. If the problem persists you should contact the terminal Helpdesk.
- If there is no number displayed then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. If the problem persists you should contact the terminal Helpdesk.

**Q** What should I do if I have forgotten my Supervisor password?

- You should first try the default password of 01483, if this is not the password then please contact the terminal Helpdesk who will reset the password back to the default value.

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## Screen Messages

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.
NOT ACCEPTED	The card presented is not configured for the selected transaction type, you should ask for another means of payment.
PROCESSING ERROR	The selected operation is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
OPERATION NOT ALLOWED	The selected operation has been disabled, is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
INVALID TRANSACTION	The selected transaction type (eg. Cashback) may not be active on your merchant account, you should contact your acquirer.

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  
PHONE LINE

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

MEMORY xx%  
FULL DO Z  
BALANCE

The terminal's memory is becoming full and needs to be cleared. Do a Z Balance to clear the transaction log. Warning will only show when 90% full or more. You should perform the Z Balance at the end of every trading day. If the problem persists after a successful Z Balance, please contact the terminal Helpdesk.

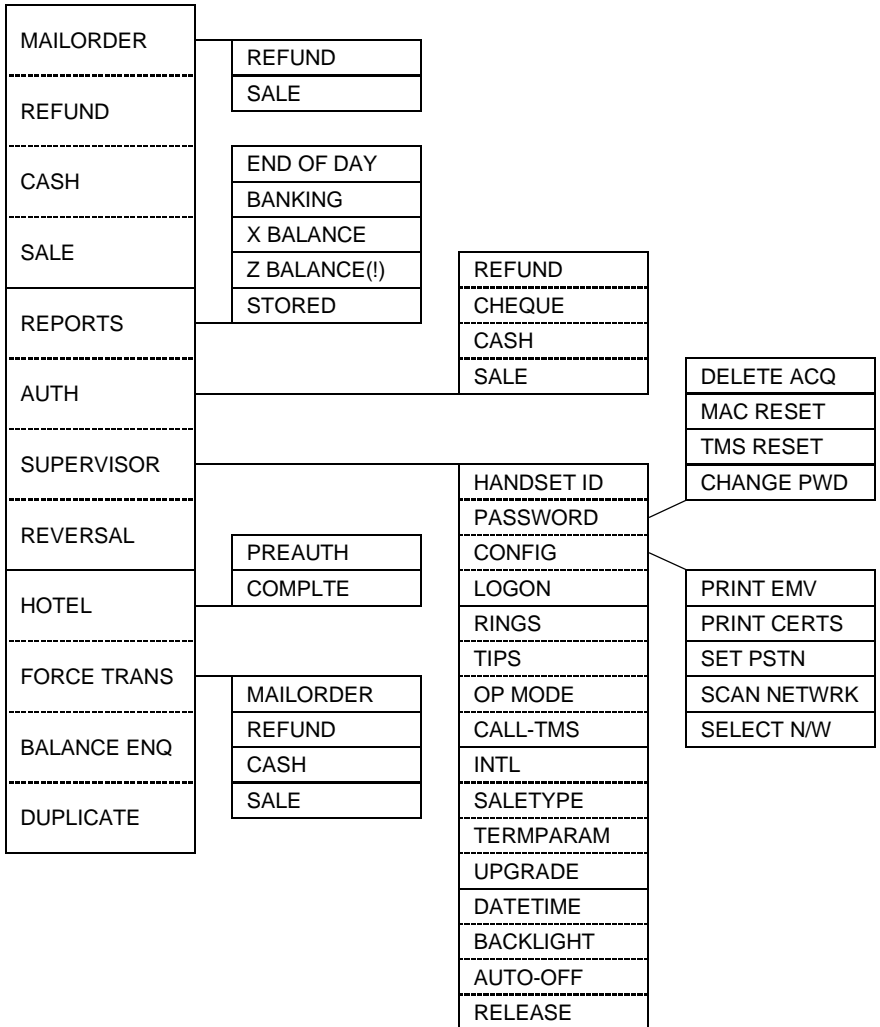
## Diagnostic Codes

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.

- 41 Call connected but End of Transmission response.  
or  
44 The acquirer maybe busy or there was a communication error. Retry transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
- Invalid message contents.  
49 The selected transaction type (eg. Cashback) may not be active on your merchant account, you should contact your acquirer. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
- 52 Offline or Forced Transaction.  
This is not an error and is for information only.
- Offline store is full.  
53 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.
- 73 Terminal and host totals do not agree.  
Do a Banking report, and contact the acquirer if advised to do so. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.

- 76 Terminal completed online reconciliation.  
This is not an error and is for information only.
- Modem or communications error.
- 82 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.
- Bad password on TMS call.
- 98 Contact the terminal Helpdesk quoting the diagnostic  
code.

## Menu Structure



## 8. Notes

### Certification

The CE marking certifies that the products from the EFT930 range (EFT930B, EFT930G, and EFT930S) comply with the essential requirements of the European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- the protection of the health and safety of the user and any other person;
- the protection requirements with general respect to electromagnetic compatibility;

and comply with the following harmonised standards:

- EFT930B EN 60950-1
- EFT930B EN 301489-1/7
- EFT930B EN 300328 v1.4.2
- EFT930G EN 60950-1
- EFT930G EN 301489-7
- EFT930G EN 301511
- EFT930G EN 50360
- EFT930S EN 60950-1
- EFT930S EN 55022 A2
- EFT930S EN 55024 A2

The whole range complies with the European approval specification on connecting terminal equipment (TE) with Dual Tone Multi Frequency (DTMF) dialling to the Public Switched Telephone Network (PSTN) (Council Decision 1998/482/EC, Council Decision 1999/303/EC):

- TS 103021-1/2/3
- TR 103000-1/2/3/4
- ES 201187

The manufacturer certifies that the products are manufactured in accordance with appendix iii of the R & TTE 1999/5/EC Directive.





