

Terminal Guide

Ingenico

- ICT250
- IWL220 Bluetooth
- IWL250 3G
- ICT220 with IPP320 PIN

Getting Started

The Ingenico Terminal Guide will help you set up your terminal, understand your terminal's functionality, and troubleshoot common payment application and terminal issues.

Please note that terminal options may vary depending on the device and application you are using.

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Navigating and Setting Up Your Ingenico Terminal

ICT250

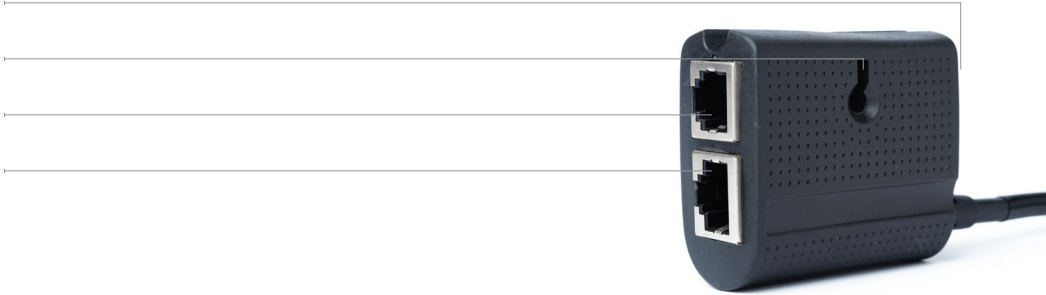


Function

- F1 Variable key
- F2 Scroll key
- F3 Scroll key
- F4 Variable key
- 1 **F** System Menu
- 2 **,#*** Admin Menu
- 3 **Red** Cancel Key
- 4 **Yellow** Clear/Back Key
- 5 **Green** Enter Key

How to plug in your ICT250:

- To Power Supply
- To Cable Mount
- To Phone Line
- To Internet



Note:
Connect to the phone line, Internet, or both. Insert the supplied zip tie, or screw (not provided), through the cable mount and affix the device to a flat surface.

IWL220 Bluetooth

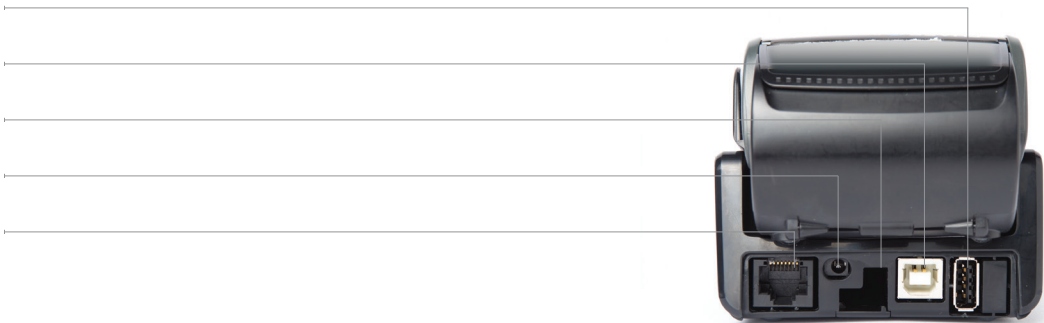


Function

- F1 Variable key
- F2 Variable key
- F3 Scroll key
- F4 Scroll key
- 1 **F** System Menu
- 2 ***,#*** Admin Menu
- 3 **Red** Cancel Key
- 4 **Yellow** Clear/Back Key
- 5 **Green** Enter Key

How to plug in your IWL220 Bluetooth:

- USB A (not applicable)
- USB B (not applicable)
- To Phone Line
- To Power Supply
- To Internet



Note:
Port to the phone line is located beneath the base.

IWL250 3G



Function

- F1 Variable key
- F2 Variable key
- F3 Scroll key
- F4 Scroll key
- 1 F System Menu
- 2 ,#* Admin Menu
- 3 Cancel Key
- 4 Clear/Back Key
- 5 Enter Key

How to plug in your IWL250 3G:

To Power Supply



Note:

To turn ON the terminal, press [Enter]. To turn OFF the terminal, press and hold [,#*] and the [Clear/Back] at the same time. To recharge the battery, connect a supported wall or car charger to the power supply port, or place the terminal on the charging base.

ICT220 with IPP320 PIN Pad



ICT220



IPP320 PIN Pad

Function

- F1 Variable key
- F2 Scroll key
- F3 Scroll key
- F4 Variable key
- 1 **F** System Menu
- 2 **#*** Admin Menu
- 3 **Red** Cancel Key
- 4 **Yellow** Clear/Back Key
- 5 **Green** Enter Key

How to plug in your ICT220 with IPP320 PIN Pad:

- To Power Supply
- To Cable Mount
- To Phone Line
- To Internet



Note:

Connect to the phone line, Internet, or both. Insert the supplied zip tie, or screw (not provided), through the cable mount and affix the device to a flat surface.

Main Menu

The main menu options on the terminal idle screen may vary depending on whether your terminal is running the Retail or Restaurant application. Take note of the differences in the menu options.

Retail Main Menu	Restaurant Main Menu
0 – Sale	0 – Sale
1 – Return	1 – Return
2 – Void	2 – Tab
3 – Force	3 – Void
4 – Gift	4 – Force
5 – RetailTip	5 – Gift
6 – TransAdjust	6 – TipAdjustment
7 – PreAuth	7 – TransAdjust
8 – Settlement	8 – PreAuth
9 – Reprint	9 – Settlement
10 – Reports	10 – Reprint
	11 – Reports

You can also customize the main menu to your preferred view by leveraging your terminals Menu Hide feature. This feature allows you to hide the Return, Tab, Gift, TipAdjustment, RetailTip, TransAdjust, PreAuth, and Reprint options from the main menu.

Transactions

Basic Transactions (Credit and Debit Cards)

Refer to this section for information on what transactions are available and when to use them.

Begin a Transaction


In general, to begin a transaction, press [F1] to access the Main Menu and then select the transaction type you wish to perform. Your terminal will guide you through the process

Sale

Perform a credit or debit card sale transaction when the card is present.

Display	ICT250/IWL220/IWL250/ICT220 w IPP320
Idle Screen	Press [F1] and [F2] to select Sale
SALE Enter Sale Amount: \$ 0.00	Key in amount and press [F1]

What the customer sees:


<div>CHASE Paymentech™</div> <div>Sale</div> <div>Swipe/Insert/Tap/Key</div> <div>Glisser/Insérer Carte/</div> <div>Présenter/Taper Carte</div> <div>Sale/Vente \$0.00</div> <div></div> <div>APPROVED XXXX</div> <div>Remove Card</div>	<div>Customer is prompted to Swipe/Insert/Tap/Key</div> <div><ol style="list-style-type: none">1. Customer confirms the sale amount2. Selects Chequing or Savings (Debit Only)3. Enter PIN and press [F1]4. While terminal connects, do not remove card</div> <div><i>For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.</i></div> <div>Receipt prints and approval is displayed</div> <div>Press [F1] to print the customer copy</div>
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Sale (With Tip)

Perform a credit or debit card sale transaction with a tip when the card is present.

Display	ICT250/IWL220/IWL250/ICT220 w IPP320
Idle Screen	Press [] and [] to select Sale
SALE Enter Sale Amount: \$ 0.00	Key in amount and press []

What the customer sees:

<div><div>CHASE Paymentech™</div><div>Sale Swipe/Insert/Tap/Key Glisser/Insérer Carte/ Présenter/Taper Carte Sale/Vente \$0.00</div><div></div><div>APPROVED XXXX Remove Card</div></div>	<div><div>Customer is prompted to Swipe/Insert/Tap/Key</div><div><div>1. Customer confirms the sale amount</div><div>2. Customer is prompted to select Tip Method (per cent, amount, no tip)</div><div>3. Selects Chequing or Savings (Debit Only)</div><div>4. Enter PIN and press []</div><div>5. While Terminal connects do, do not remove card.</div></div></div> <div><div>Receipt prints and approval is displayed</div><div>Press [] to print the customer copy</div></div>
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Return/Refund


Perform a return to refund money to a cardholder’s account from a sale completed in a closed batch (e.g., previous day). This function may also be used to adjust a previous transaction.

Display	ICT250/IWL220/IWL250/ICT220 w IPP320
Idle Screen	Press [Enter], scroll to Return then press [Enter] to select
RETURN Enter Supervisor Password: *****	Enter Supervisor password and press [Enter]
RETURN Enter Return Amount: \$ 0.00	Key in amount and press [Enter]

What the customer sees:

CHASE Paymentech™

Return
Swipe/Insert/Tap/Key
Glisser/Insérer Carte/
Présenter/Taper Carte
Return/Retour \$0.00



APPROVED XXXX
Press Enter

Customer is prompted to Swipe/Insert/Tap/Key

1. Customer confirms the refund amount

2. Selects Chequing or Savings (Debit Only)

3. Enter PIN and press [Enter]





4. While terminal connects, do not remove card

For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.

Receipt prints and approval is displayed
Press [Enter] to print the customer copy

Void

Perform a void to reverse a credit or debit sale, force, or return transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (e.g., same day).

Display		ICT250/IWL220/IWL250/ICT220 w IPP320
Idle Screen		Press [], scroll to Void, press [] to select
Void Pre-Auth (if applicable) Yes/No		Press [F1] for Yes to void an open pre-auth, or [F4] for No Note: This prompt appears even when there are no open pre-auth transactions.
SEARCH MENU 1 – All 2 – Reference # 3 – Clerk # 4 – Invoice #		Press [1] to search all the transactions in the batch Press [2] to search transactions by the reference number Press [3] to search transactions by the clerk/server number Press [4] to search transactions by the invoice number
Acct: XXXX	Ref: X	Review the transaction to delete
	Auth: XXXXXX	Press [F4] to select the transaction to void
TR: Credit Sale Total: XX.XX 1/4 [↓] Select		
Confirm Void \$XX.XX Yes/No		Confirm the amount to be voided Press [F1] for Yes or [F4] for No
APPROVED XXXXXX Press []		Receipt prints and approval is displayed Press [] to print the customer copy Terminal returns to Main Menu

Basic Transactions (Credit Card Only)

You can perform additional credit card sale transactions when the credit card is present.

Force*

Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction, or to finalize a Pre-Auth transaction. Contact your voice authorization center for an authorization code, and then force the transaction.

To force a sale press [F1], use the scroll keys to navigate to the Force option, and press [F1].

Pre-Auth/Pre-Auth Completion (for retail only)*

A pre-auth transaction provides an approval, but the consumer is not charged for the sale until a pre-auth completion is performed. The terminal stores up to 1,000 pre-auth transactions.

To perform a Pre-Auth/Pre-Auth Completion press [F1], use the scroll keys to locate the Pre-Auth option, and press [F1].

Open Tab (for restaurant only)

The Open Tab transaction enables you to preauthorize a transaction for a specific, pre-determined dollar amount.

To use the Open Tab function, press [F1], use the scroll keys to navigate to Tab and then press [F1]. Press [1] – Open.

Close Tab (for restaurant only)

To close an Open Tab and place it in the settlement batch file, a Close Tab transaction is required.

Press [F1] use the scroll keys and locate the Tab option and then press [F1]. Press [2] – Close.

* Purchase and Commercial cards are supported.

Contactless Payments Transactions

Your Ingenico terminal automatically accepts contactless payments. During a sale transaction, the terminal will display the "Tap/Insert/Swipe/Key" prompt and the contactless symbol. At this time, customers with contactless-enabled cards should touch/tap their card on or in close proximity to the top of the terminal screen for a few seconds. Your terminal will process contactless payment transactions as if a card were swiped or inserted. As an added security measure, the terminal will prompt for a card insert or swipe if the transaction amount is over a pre-set threshold.

Note: Contactless option can be disabled, please contact Merchant Support at [1.800.265.5158](tel:1.800.265.5158). Cashback and surcharge functions require the card to be inserted or swiped.

Gift Card and Stored Value Card Transactions (Optional)

Your Ingenico terminal supports gift card and stored value card (e.g. loyalty card) transactions. If you participate in a gift or stored value cards program your terminal is capable of performing various transactions for these types of cards. This guide outlines some of the most common transactions for gift and stored value cards. For more advanced transactions or additional details, contact your gift and/or store value cards program provider for assistance.

Note: The transactions and menu options outlined below may vary depending on your third party gift or stored value card program provider or application.

Begin a Gift or Stored Value Card Transaction

To start a gift or stored value card transaction, press [■] and use the scroll keys to navigate to Gift. Press [■] to access the Gift Card Menu.

Issuance/Add Value

This transaction adds value to the gift or stored value card account and can be used to issue and activate a new card, or to reload an active card with incremental value.

From the Gift Card Menu scroll to Issuance/Add Value and then press [■] to select.

Activation/Block Activation

The Activation function creates a consumer's gift or stored value card account by assigning a value to the gift or stored value card. The Block Activation function is used to activate up to 999 gift or stored value cards for a specific amount using one transaction flow. Activations/Block Activations can only be performed on cards that have not been previously activated.

From the Gift Card Menu use the scroll keys to locate Select Activation OR Block Activation and then press [■].

Redemption

The redemption transaction is performed when a consumer uses the gift or stored value card to purchase goods or services. The function decreases the value of the consumer's gift or stored value card account.

To perform a Redemption, from the Gift Card Menu use the scroll keys to navigate to Redemption and then press the [■].

Functions and Features

Basic Functions and Features

This section provides additional information on basic transactions, terminal functions and features, that you may want to use. Some options may vary depending on the device you are using.

Reprint a Receipt

The Reprint function is accessible through the Main Menu. Press [F5] to access the Main Menu.

Use the scroll keys to navigate to Reprint and press [F5]. You will be prompted to select last receipt, or enter criteria to search for another receipt to reprint.

Access the Clerk/Server Management Menu

Press [F4] to enter the Admin menu and then select [1] – Server Menu.

Review the Clerk Server Management section on page 18 for additional details.

Access the Reports Menu

Press [F5] to access the Main Menu, use the scroll keys to navigate to the Reports option and then press [F5] to access the Reports Menu. For your desired report or report category, press the corresponding key and follow the prompts to view or print your report.

Review the Reports section on page 19 for additional details.

Download Updates

Your terminal will automatically check for software updates every 60 days (which is the default setting). If an update is available, the terminal will schedule a time to perform the automatic download.


The terminal will not proceed with the download at the scheduled time if there are any transactions in your batch that need to be settled.

Set a Password

Call our 24/7 Merchant Support and we can outline your options for password settings and help you set-up passwords for your terminals. Once set-up, this security feature requires a password to be entered to perform specific transactions on the terminal such as refunds and voids.

Clerk/Server Management

To perform a variety of Clerk/Server Management functions access the Clerk/Server Management Menu.

Press [] to enter the Admin menu and then select [1] – Server Menu.

Add ID

To add a new clerk or server to your terminal navigate to the Server Menu and select [1] ADD ID. You will be prompted to create an ID and a password for each new clerk/server.

Delete IDs

To remove a single clerk/server from the terminal go to the Server Menu and select [3] DELETE IDs.

Print ID List

To print a report of clerk/servers currently signed on to the terminal navigate to the Server Menu and select [4] PRINT ID LIST

Auto Add Clerk/Server

This feature allows you to automatically add new clerks/servers during a transaction. If you toggle the feature off, then the terminal will not allow a transaction unless a valid clerk-server ID is entered.

To enable the Auto Add Clerk/Server option go to the Server Menu and select [5] Auto Add Clerk/Server.

Clerk Prompt

Enable this feature to have the terminal prompt for a clerk/server ID during each transaction.

To activate this feature go to the Server Menu and select [6] Clerk Prompt.

Clerk Wording

This feature allows you to alternate the terminals verbiage from “clerk”, “server” or “cashier”.

To use this feature go the Server Main Menu and select [7] Clerk Wording

Reports

A report is like a snap shot in time of business activities. Use this data to help you make crucial business decisions.

Access Reports

To get your reports press [F1] to go to the Main Menu, use the scroll keys to navigate to the Reports Menu and then press [F2] to enter the Reports Menu. For your desired report or report category, press the corresponding key and follow the prompts to view or print your report.

The following reports are available to you from the Reports Menu:

Reports: Main Menu	Description
Detail Report	Prints detail information for each transaction and a totals summary for each card type and issuer.
Summary Report	Prints totals by card type.
Clerk/Server Summary	Prints a summary report by all or one clerk/server.
Condensed Clerk Summary Report	Prints a summary report of a clerks daily totals.
Open Pre-Auth Report	Prints a list of all open pre-auth transactions stored in the terminal.
Unadjusted Tip Report	Prints a list of unadjusted transactions by clerk/server, if enabled.
OPEN TAB Report	Prints a list of current open tabs.
EMV Report	Prints reports related to EMV chip transactions, parameters, statistics and key settings.
Recent Error Report	Displays a log of recent terminal and/or transaction errors.
Terminal Config Report	Prints your terminal connectivity and application version details. You may be asked to print and refer to the Terminal Config Report when contacting Merchant Support for assistance with your terminal.

Gift and Stored Value Card Reports

Gift and stored value card program subscribers have access to a number of reports to assist with their end of day reconciliation process.

To access gift card reports press the [F1] to go to the Main Menu, scroll down to the Gift Reports Menu and then press [F1] to print one of the following reports:

Gift Card Reports	Description
[1] Gift Card Detail Report	Prints detailed information for each transaction and a summary report of transaction types.
[2] Gift Card Summary Report	Prints totals by transaction type.
[3] Clerk/Server Gift Card Report	Prints a gift card detail report by clerk/server that includes transaction type, amount and total.

Note: Contact your stored value card provider for information on how to access your stored value card (e.g. loyalty programs) reports.

Settling the Batch

Your terminal batch contains all the daily transactions that need to be settled. Settlement is the process of managing your electronic payment transactions so they clear through the payment brands and are funded to your account.

For the Ingenico terminals, there are two settlement options:

- Manual Settlement
- Auto Settlement

Manual Settlement

If your terminal is set to Manual Close, press [F1] to access the Main Menu, use the scroll keys to navigate to Settlement and press [F1] to select. Then follow the prompts displayed on the terminal display.

Timed Auto Settlement

If your terminal is set to Timed Auto Settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. If the terminal is unplugged or turned off before the set time, the auto settlement will occur when the terminal is turned on again.

Make sure the Ingenico IWL220 Bluetooth and IWL250 3G terminals are connected to their charging base or a power supply overnight when set to timed auto settlement.

Reference

Reference


Refer to this section to learn more about terminal hardware settings, and how to troubleshoot common error codes.

Adjusting Hardware Settings (e.g. Screen brightness & key beeps)

To adjust the backlight brightness on your terminal, and key beeps (the audio beeps that will sound during transaction errors), please follow these steps:

- 1. Press the [F1] - Admin Menu.
- 2. Press [3] - Setup Menu.
- 3. Enter your Manager Password as prompted then press [Enter].
- 4. Press [5] - Term Settings (Terminal Settings)
- 5. Scroll to TermHW (Terminal Hardware) then press [Enter].

From there you can scroll and select to adjust the following:

Hardware Settings		
Key Beep	Press [1] to disable all Key Beeps. Press [2] to enable all Key Beeps. Press [3] to enable Key Beeps on invalid entry's only.	
Sleep Timer (IWL220/IWL250 only)	Controls the amount of seconds of inactivity before the terminal goes into the sleep mode. Key in a value of 10-999 and press [Enter].	
Terminal Shutdown (IWL220/IWL250 only)	Press [3] and enter the amount of minutes of inactivity before the terminal automatically shuts down.	
Backlight	To disable the backlight press [1] - Always Off. To enable the backlight press [2] - Always On. To enable the backlight for 45 seconds press [3] - On/Key Press.	
Brightness Setting	Use Toggle Button to increase or decrease brightness.	

Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

Error Code	Description	Action
Batch near Max Settle Batch	The batch capacity of the terminal is nearly full.	Complete the transaction and settle as soon as possible.
Can't Read Chip Swipe Allowed Remove Card	A chip card was inserted in the chip reader, but could not be read.	The card can now be swiped on the terminal.
Tap Failed Please Insert or Swipe Card	A contactless chip card was tapped however the amount is over the contactless transaction limit or there is an issue with the card.	Insert the card.
Password Locked Out Press Enter	More than four invalid attempts have been made to enter the admin password.	The admin account will be locked out for 30 minutes or another admin account may reset the locked account.
PIN Tries Exceeded	The chip card has recorded too many invalid PIN entry attempts.	Request another form of payment.
Amount Exceeds Card Balance Limit = \$X.XX	Displayed if a prepaid card is used for Auth Only, Pre-auth or Open Tab, and is partially approved (or fully approved but with \$0 remaining balance on the card), during completion.	Process completion, close tab or force sale with the originally approved amount on the Auth Only, Pre-auth or Open Tab. A new transaction can be processed with another card to satisfy any balance owing.
Exceeds Amount Authorized Limit = \$X.XX	Displayed if the final amount exceeds the original amount authorized on an Open Tab or Pre-Auth transaction. This message may appear when closing the Open Tab or completing the Pre-Auth transaction.	Process completion or close tab with the originally approved amount on the Pre-auth or Open Tab, or void the original transaction and re-authorize for the full amount owing.
Invalid Amount	An amount greater than the cash back limit, or the ceiling limit for sale or offline transactions, will generate this error.	Retry the transaction with an amount within the limit.

If the code you are experiencing is not shown, retry the transaction. If the error persists, contact Merchant Support at [1.800.265.5158](tel:1.800.265.5158).

► Note:

To reduce chargeback risks and manage your processing costs, avoid keying transactions when the card is present. Instead, ask for another method of payment.

Notes

Handwriting practice lines consisting of multiple horizontal dotted lines for tracing and writing practice.

The Information You Need, When You Need it.

For Guides and Helpful Information:
chasepaymentech.ca/welcome

Call Merchant Support 24/7:
1.800.265.5158



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