



Ingenico iWL200

Ingenico EFT930G

Quick reference how-to guide

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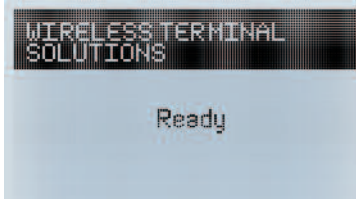
This guide covers use of the following mobile credit card terminals:

Ingenico iWL200 – **Ingenico EFT930G**

Transactions

Sales – inserted cards

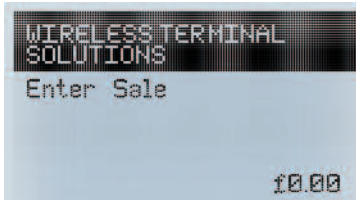
Use the following procedure to make **Chip and PIN** sales, where the customer inserts their card and enters their PIN.



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

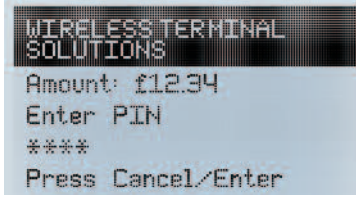
Enter the **sale amount** in pence [e.g. **1234** for **£12.34**] and press the **ENTER key**.

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



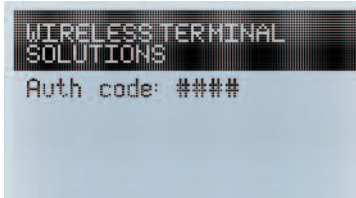
After the customer has entered their PIN they will be prompted to return the terminal to you.

The terminal will dial out to the acquirer for authorisation.



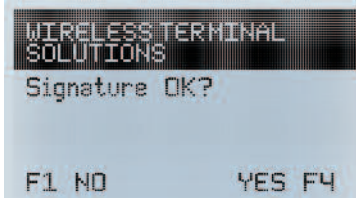
If the transaction has been authorised then an **authorisation code** will be displayed.

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



If signature is needed the customer must sign.

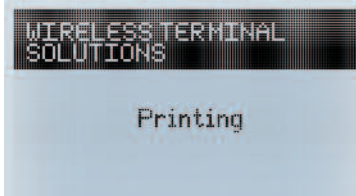
If required check the signature:
press F1 for an invalid signature
or **press F4 for a valid signature**.



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

The terminal will return to the **idle screen**.

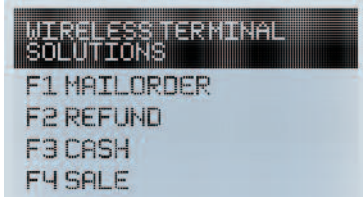
DO NOT remove the card until the terminal has prompted you to do so. You MUST retain the merchant copy for your records. This copy must be signed by the customer.



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

Mailorder Function – customer not present

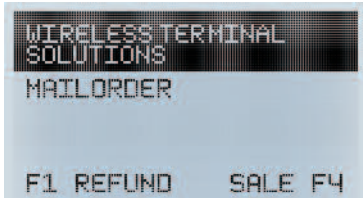
Use the following procedure for **mailorder** sales, when the customer is not present.



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

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

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



Key in the customer's **card number** and press the **ENTER** key.

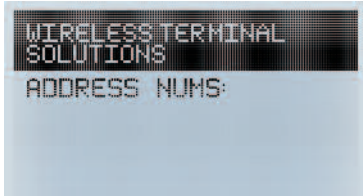
Key in the **card expiry date as MMY** and press the **ENTER** key.

Key in the **Card Security Number (CSN)** and press the **ENTER** key.



Key in the **Postcode numbers** (eg **27** for **GU2 7YB**) and press the **ENTER** key.

Key in the **address numbers** (eg **147** for **147 Cathedral Hill**) and press the **ENTER** key.

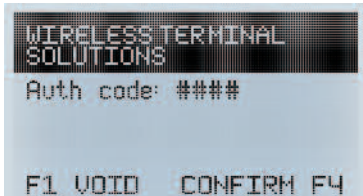


Enter the **sale amount** in pence [e.g. **1234** for **£12.34**] and press the **ENTER** key.

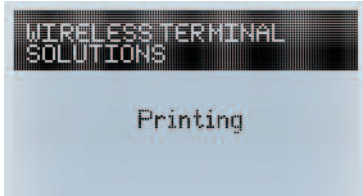
The terminal will dial out to the acquirer for authorisation. If the transaction has been authorised then an **authorisation code** will be displayed, together with the **CSC/AVS check result**.

Press **F4** to confirm and continue the transaction.

The terminal will print the **Merchant Copy** for you to retain. Tear off the Merchant Copy and press the **ENTER** key.



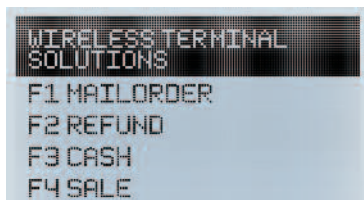
The terminal will print the **Customer Copy** to be forwarded on to the customer.



You MUST retain the merchant copy for your records.

Refunds – inserted cards

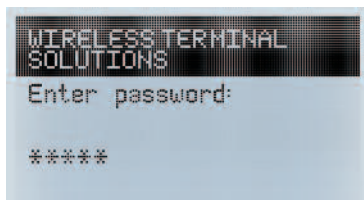
Use the following procedure to make **refunds**, when the customer is present, with their card.



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

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

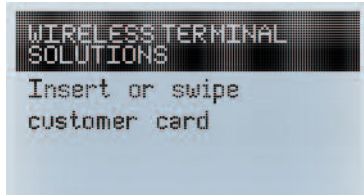
Enter the **supervisor password** followed by **ENTER**.



Insert or swipe the customer's card.

Enter the **refund amount** in pence [e.g. **1234** for **£12.34**] and press the **ENTER key**.

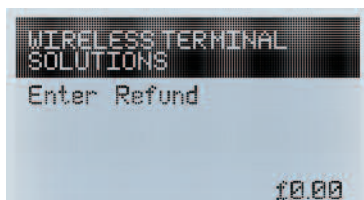
The terminal will dial out to the acquirer for authorisation. If the transaction has been authorised then **REFUND ACCEPTED** will be displayed.



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

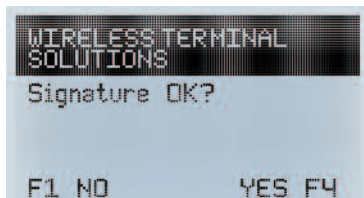
If a signature is needed the customer must sign.

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.

Reports

X Balance Report – end of shift balance report

Totals **will not be reset** after printing an X Balance Report

```
X BALANCES
Totals Not Reset
TID: #####
31/12/12 18:02
HANDSET: 01

TOTALS
Since 31/12/13 13:58

Sales      16    f 284.14
Refunds    0     f  0.00
TOTAL      DR    f 284.14
```

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 **ENTER**.

Choose **X BALANCE** by pressing the **F3 key**.

Z Balance Report – end of day balance report

Totals **will be reset** after printing a Z Balance Report

```
Z BALANCES
Totals Reset
TID: #####
01/01/13 23:47
HANDSET: 01

GRAND TOTALS
Since 31/12/13 23:50

Sales      48    f 854.06
Refunds    4     f  40.00
TOTAL      DR    f 814.06
```

To perform a 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 **ENTER**.

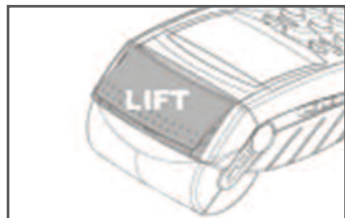
Choose **Z BALANCE** by pressing the **F4 key**.

Switching the terminal on and off

To switch the terminal OFF press:

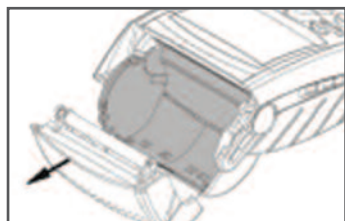


To switch the terminal ON press:



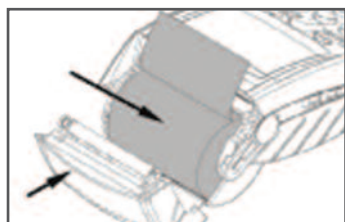
Paper loading

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.

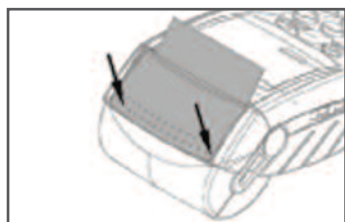


To replace the paper roll:

Hold your terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Full open the printer cover and remove the old roll of paper.



Unstick the end of the new roll. Leaving the end free, hold the paper roll and carefully place into the printer compartment.



Holding the free end of the paper and your terminal, close the printer cover carefully and push it firmly until it locks.

While your terminal is displaying the idle screen, press the power/feed key to ensure that the paper feeds correctly.

Only use approved paper rolls as supplied by Wireless Terminal Solutions. Attempting to fit rolls of a different size may damage your terminal.

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