



SERVICE & SUPPORT PHONE
03 3661090

PAPER ROLL SIZE: 57 x 38th
TO RE-ORDER:
PHONE: 03 366 1090
OR EMAIL:
ORDERS@TOTALPOS.CO.NZ

EFTPOS Operating Guide Ingenico IWL 2xx Paymark

*****IMPORTANT INFORMATION*****

In the Event of your Terminal displaying OFFLINE MODE, you must contact Totalpos immediately. Failure to contact us may result in loss of transactions.

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ON / OFF

To Turn On - Press the ENTER (green) key
To Turn Off - Press the CLEAR (yellow) and FUNC key together

LOGON

Press the MENU button and scroll down to select SUPERVISOR MENU – press ENTER
Scroll down to select LOGON and press ENTER

PURCHASE WITH DEBIT CARD

(Or a Purchase with a Credit Card where the customer enters a Pin)
Press F1 for Purchase
Enter amount of purchase and press ENTER (green) key
Swipe customer card or Insert Chip card
At Cash out prompt press ENTER
Customer selects account and enters PIN.

PURCHASE + CASH WITH DEBIT CARD (when activated)

Press F1 for Purchase
Enter amount of purchase and press ENTER (green) key, Enter Cash out and press ENTER.
Swipe customer card or Insert Chip card
Customer selects account and enters PIN

CASHOUT WITH DEBIT CARD

Press MENU and then select EFTPOS MENU
Select CASH
Enter amount of cash and press ENTER (green key)
Swipe customer card or Insert Chip card
Customer selects account and enters PIN

REPRINT LAST RECEIPT

Press the MENU button and scroll down to select SUPERVISOR MENU – press ENTER
Scroll down to select DUPL – press ENTER

PURCHASE WITH CREDIT CARD

Press F1 for Purchase
Enter amount of purchase and press ENTER (green) key
Customer presses CREDIT account key then either PIN or ENTER (green) key *(If Enter selected, Terminal may prompt for continue with Pin Bypass- Select Yes if wish to proceed)*
Customer signs receipt if required.
Check signature
Press YES or NO for signature verification

SETTLEMENT CUTOVER

Press the MENU button and scroll down to select ADMIN MENU – press ENTER
Scroll down to select CUT – press ENTER
Press ENTER key to confirm cutover

SETTLEMENT INQUIRY

Press the MENU button and scroll down to select ADMIN MENU – press ENTER
Scroll down to select INQ – press ENTER
Press the corresponding key to select the date or select OTHER to enter another settlement date.
If OTHER selected, enter date (DDMMYYYY) and press ENTER (green) key. (Max 14 days history)

PURCHASE WITH CREDIT CARD (Manual Pan)

Press MENU until EFTPOS MENU shows – press ENTER
Scroll down to select PUR – press ENTER
Enter \$\$ Purchase amount – press ENTER
Press ENTER to bypass cashout.
Press FUNC key at “PRESENT/INSERT OR SWIPE CARD”
Enter Credit card details – press Enter
Enter 4 digit Expiry – press Enter
If CSC number supplied- Press Enter (Yes) , If no Press Clear
Enter CSC number or select reason for not supplied
Select type – Select Single transaction 1
Select applicable option
Press CREDIT account key

REFUND

Press MENU until EFTPOS MENU shows – press ENTER
Scroll down to select RFUND – press ENTER
Swipe supervisor/refund card
Enter merchant PIN
Swipe customer card or Insert Chip card
Enter amount of refund and press ENTER (green key)
Customer selects account and enters PIN

EOV (EFTPOS OFFLINE VOUCHERS) OFFLINE MODE – refer attached

This facility must be approved by your merchant bank. Version 6.0/6.1 terminals have the ability to process and store transactions if the EFTPOS network is unavailable. A transaction will initially DECLINE – TRANSMISSION ERROR or CONNECT FAILED and then upon retrying a receipt may print with ACCEPT WITH SIGNATURE. These transactions must have signature verification. Once connection is re-established, these transactions should automatically upload.

In the event of phone line/comms issues, the terminal may also slip into Offline Mode. **The financial risks with accepting OFFLINE Transactions should be discussed with your merchant Bank as there are risks in accepting OFFLINE transactions.** Totalpos accepts no responsibility for transactions processed in OFFLINE mode.

Once in Offline Mode, Transactions will prompt for Customer signature on all transactions. This will continue until the terminal has re-established a connection to Paymark (Manual Logon required) .

Ordering paper

Call 03 3661090 to order paper Rolls. 57 x 38 Thermal
Payment Options +Charged to account if held
 +Payment by Credit card over the Phone

Paper Rolls can also be collected from our office at 100 Fitzgerald Ave – payment by cash, EFTPOS and Credit cards

Care and Maintenance and for your EFTPOS machine

Printer

1. The paper compartment needs to be cleaned approx once per month by either using a compressed Air can cleaner or by simply blowing to remove the paper dust particles.
2. The paper sensor should be cleaned approx once per month using a soft dry cloth. It is located on top of the thermal print head , 10mm to the left on top of the thermal printer(Looks like a figure 8).

Fault resolution

IMPORTANT – Do not disconnect any cables/plugs from the EFTPOS machine unless instructed by ourselves or our agents. The procedure for Pinpad error can be completed without contact to ourselves as long as the procedure is followed correctly.

Printer Offline

- Check paper is inserted correctly
- Clean the Paper sensor – refer to care and maintenance

Pinpad Error

- Remove power Cord from printer – ensure terminal is OFF. Disconnect Pinpad and then reconnect after approx 3 seconds. Reconnect power to printer. Complete a Manual Logon. If problem persists – call Service Number.

Transmission Error / Dial Failed

- Check that Phone line/ is connected to “LINE” on printer or Data Cable is still connected to the data port.
- Check that Phone line is connected to Phone outlet on wall etc or Data cable connected to Broadband Router.
- Is their dial tone on phone line (You may need to plug a phone into the EFTPOS line).

Pre-Authorisation for a Credit card

Press MENU
Press 2 HOSPITALITY
Press 1 AUTH
Swipe customer card or Insert Chip card
Enter amount of Auth and press ENTER (green) key
At Cash out prompt press ENTER
Customer selects account and enters PIN.

Pre-Authorisation Completion

Press MENU
Press 2 HOSPITALITY
Press 2 COMP
Press 1 TRANS NUMBER
Enter correct Transaction number – press ENTER
Press ENTER if correct transaction
Enter correct amount or press ENTER to leave at \$0.00
Transaction will print

Print Pre-Authorisation Transactions - ALL

Press MENU
Press 4 SUPERVISOR
Press 1 XTRAS
Press 5
Press 1 PRINT ALL
(alternatively, you can select 2 and print individual Pre-Auth transactions)

RESTART EFTPOS TERMINAL

Press the yellow **CLEAR** button and the **Func** button at the same time – unit will turn off. Press ENTER to restart. Ensure a LOGON is performed following a restart.