

PAYMENT TERMINAL USER GUIDE

IWL220 GPRS/BLUETOOTH



**Customer support: 6711 444
(24/7)**

**Payment terminals department: 6711 411
(on business days 9:00-17:00)**

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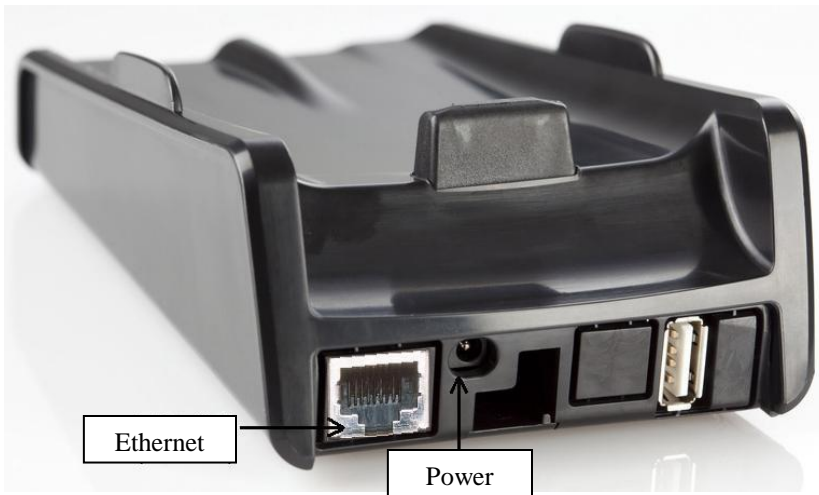
CONTENTS

1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION	3
2. SALES TRANSACTION WITH A CHIP CARD	4
2.1 SALES TRANSACTION.....	4
2.2 VERBAL AUTHORIZATION	5
2.3 REVERSAL	6
3. SALES TRANSACTION WITH A CONTACTLESS CARD	8
3.1 SALES TRANSACTION.....	8
3.2 VERBAL AUTHORIZATION	10
3.3 REVERSAL	10
4. SALES TRANSACTION WITH A MAGSTRIPE CARD	12
4.1 SALES TRANSACTION.....	12
4.2 VERBAL AUTHORIZATION	13
4.3 REVERSAL WITH A MAGSTRIPE CARD	13
5. REPEATED PRINTOUT	14
6. REPORTS.....	15
7. CLOSING THE DAY	15
7.1 AUTOMATIC SENDING OF TRANSACTIONS.....	15
7.2 SENDING TRANSACTIONS MANUALLY.....	16
8. REPLACEMENT OF THE PAPER ROLL	16

1. PREPARATION OF A NEW PAYMENT TERMINAL FOR OPERATION

- Take the terminal and the charging station out of the packaging
- **Your new payment terminal is already prepared for operation. There is no need to change any data in the terminal or upload any new software.**
- **In case of a BLUETOOTH terminal**, connect the computer network cable to ETHERNET slot on the charging station
- Connect the power source connector to the charging station. Connect the power source jack to the electricity network.

Connection slots on the charging station




Menu keys



Restart

To perform restart simultaneously press on the YELLOW and POINT buttons.

2. SALES TRANSACTION WITH A CHIP CARD
2.1 SALES TRANSACTION

ACTION	TERMINAL
The terminal is in the standby mode.	TERE TULEMAST
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the green key (ENTER).	SUMMA (EUR) Sisestage summa... 3.19
<p>The sum and the contactless payment logo are displayed on the screen.</p> <ul style="list-style-type: none"> Ask the customer to insert the chip card in the reader 	<p>Kasutage kaarti 3.19 EUR</p> 
Where the terminal prompts to select the language, the card owner shall use arrows on the key bar to select the suitable language and then press the green key (ENTER) to confirm.	<p>VALI KEEL</p> <p>English Estonian Russian Latvian</p>
<p>Where the card has several functions, they will be shown on the screen. The card owner shall use arrows on the key bar to select the suitable function and then press the green key (ENTER) to confirm. Where the card has only one function, no choice is presented on the screen.</p>	<p>VALI AID VISA CREDIT VISA DEBIT</p>
<p>Where the terminal asks for the PIN code the customer shall enter the PIN code using the keys.</p> <ul style="list-style-type: none"> Where the code was entered incorrectly, the yellow button may be used to delete the numbers and the PIN code then may be entered once again. Where the terminal does not ask for the PIN code, no respective message appears on the screen. 	<p>SIESTA PIN</p> <p>3.19 EUR -</p>

The terminal shall perform automatic control and the following information will appear on the screen:

Where the PIN code was entered correctly, the terminal connects to the control center and performs automatic control.	Pin korras ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.	Autoriseerimine OOTAN VASTUST...
Remove the card from the terminal.	Tehing sooritatud, VÕTA KAART
At the end of the transaction the terminal asks confirmation for printing of the receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

Seller's receipt

KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart

VISA
AID: A0000000012345
PAN: *****0017
CID: 40 TC:95D248A23412E422
TVR: 0000000000 TSI:0000 CVMR:000000

Tehing

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR

TEHING TEOSTATUD
PIN KONTROLLITUD

.....
PASS () JUHIL () ID () ()
NR:

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart

VISA
AID: A0000000012345
PAN: *****0017
CID: 40 TC:95D248A23412E422
TVR: 0000000000 TSI:0000 CVMR:000000

Tehing

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR

TEHING TEOSTATUD
PIN KONTROLLITUD
Säilita kviitung väljavõtte
kontrolliks
Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- After the terminal controls the PIN code the text "PIN KONTROLLITUD" is printed on the receipt.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

2.2 VERBAL AUTHORIZATION

Where for any reason authorization of the transaction fails (the terminal is unable to establish connection with the bank or receive the respective answer from the bank) the terminal may ask the seller "**Helistad pank?**"

If the seller selects "Jah" (presses the green button) the terminal prints out the necessary transaction details that should be provided to the customer service by calling Nets Estonia AS at 6 711 444.	Referral
	Helistad pank? Ei Jah
The customer service employee registers the transaction manually and responds with the authorization code that is to be entered into the terminal.	Autor. Kood 1234123412341234 - Kehtib: 1212 (kkaa)

The terminal receives an answer from the control center.	OOTAN VASTUST...
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The transaction is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
ADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
AID: A0000000012345	
PAN: *****0017	
CID: 40 TC:95D248A23412E422	
TVR: 0000000000 TSI:0000 CVMR:000000	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR

Buyer's receipt


Tere tulemast!	
KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
ADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
AID: A0000000012345	
PAN: *****0017	
CID: 40 TC:95D248A23412E422	
TVR: 0000000000 TSI:0000 CVMR:000000	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR
Säilita kviitung väljavõtte kontrolliks Kohtumiseni!	

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

3. SALES TRANSACTION WITH A CONTACTLESS CARD

3.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode.	TERE TULEMAST
Enter the sum of the transaction as a final sum. For instance, 319 (3.19 EUR) Then press the green key (ENTER).	SUMMA (EUR) Sisestage summa... 3.19
<p>The sum and the contactless payment logo are displayed on the screen.</p> <ul style="list-style-type: none"> In case of a contactless card transaction the card shall be touched against the pinpad's screen 	<p>Kasutage kaarti 3.19 EUR</p> 

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal connects to the control center and performs automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives response from the control center.	Autoriseerimine OOTAN VASTUST...
The terminal receives the transaction confirmation from the control center.	Tehing sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

The transaction is complete.

Notes:

Terminal can ask to use the card's chip. (For instance, where the sum exceeds the contactless transaction's limit).	<p><u>Info</u></p> <p>Kasutage kiipi</p>
Insert the chip card in the reader and perform the payment just as you would in case of an ordinary chip card transaction.	<p><u>Kaarditehing</u></p> <p>11.00 EUR</p> <p>Kasutage kaarti</p>

Seller's receipt

KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: IWL11111

Maksekaart
'Mastercard' Contactless

MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017

TEHING

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD

Buyer's receipt

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal

FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: IWL11111

Maksekaart
'Mastercard' Contactless

MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017

TEHING

Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1

SUMMA: 3.19 EUR

TEHING TEOSTATUD

Säilita kviitung väljavõtte kontrolliks
Kohtumiseni!

Notes:

THE FIRST RECEIPT IS FOR THE SELLER AND THE SECOND ONE IS FOR THE BUYER

- The transaction can be interrupted by pressing the RED button.
- In case of an error in entering the sum, corrections can be made using the YELLOW button.
- Where the receipt has no place for signature and the document number, the seller shall not ask for a signature and the document number of the card owner.

ACTION	SCREEN
Where the terminal prints a place for signature on the receipt, the seller shall ask for a signature and the document number of the card owner. After that the terminal asks to control correctness of the signature (its correspondence to the signature on the document).	Allkiri nõutud Võtke kviitung ja vajutage klahvi
If the signature is correct, press JAH . It completes the transaction. If the signature is incorrect, press EI . Terminal cancels the transaction and prints out an error notification.	Kas allkiri on õige? EI JAH

Where for some reason authorization of the payment terminal fails, the error message is printed out along with the error code and explanation.

```

VEATEADE
Terminal
FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: IWL11111
Maksekaart
'Mastercard' Contactless
MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017

Kviitung:123456 Aeg:12.09.2011 13:28:04
Pank: 121- Summa ületab limiiti
Tagasta kaart
TEHINGUT EI TOIMUNUD

```

3.2 VERBAL AUTHORIZATION

Verbal authorization is performed exactly as described for chip cards, see section 2.2

3.3 REVERSAL

In order to reverse the transaction, do the following:

ACTION	SCREEN
The terminal is in the standby mode. Press the leftmost key on the menu key bar.	TERE TULEMAST
From the menu select „Annulleerimine” (to navigate through the menu use ▼ ▲ keys or middle keys on the menu bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Enter the number of the receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall reverse the last transaction.	Annulleerimine Anna kviitungi nr. -
The terminal shall request confirmation for the reversal. To continue press <JAH> or the green key (ENTER). To cancel press <EI> or the red key (CANCEL).	Annulleerida? PAN:*****0001 3.19 EUR Tehing Nr.112233 Ei Jah

In case of contactless transaction, the terminal does not require the card for reversal!

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST...
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The transaction is complete.

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

Seller's receipt

```

KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: IWL11111
Maksekaart
'Mastercard' Contactless
MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017
TÜHISTUS
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1
SUMMA: -3.19 EUR

```

Buyer's receipt


```

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
ADDRESS
Reg: 12345673 Kassa: 101
Terminal: IWL11111
Maksekaart
'Mastercard' Contactless
MasterCard
AL: MASTERCARD
AID: A0000000012345
PAN: *****0017
TÜHISTUS
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223 T1
SUMMA: -3.19 EUR
Säilita kviitung väljavõtte kontrolliks
Kohtumiseni!

```

4. SALES TRANSACTION WITH A MAGSTRIPE CARD

4.1 SALES TRANSACTION

ACTION	SCREEN
The terminal is in the standby mode. Enter the sum of the transaction as a final sum, for instance 319 (3.19 EUR) and then press the green key (ENTER) to confirm. In order to correct the sum, press the yellow key. To cancel the transaction, press the red key.	TERE TULEMAST
Swipe the customer's card through the reader.	Kasutage kaarti 3.19 EUR 
	OODAKE PALUN
Enter the last four digits of the card's number. Press the green key (ENTER) to confirm. The terminal controls, whether the entered numbers correspond to the information on the magstripe.	Neli viimast numbrit: -

The terminal shall perform automatic control and the following information will appear on the screen:

The terminal dials the control center's number	ÜHENDUS PALUN OODAKE
The terminal has established connection with the control center and performs the automatic control.	Autoriseerimine OOTAN VASTUST...
The terminal receives an answer from the control center. The answer's code is shown on the screen.	Tehing Sooritatud
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja Vajuta klahvi

The transaction is complete.

Seller's receipt

```

KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
ADDRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart
VISA
PAN: *****0017
Tehing
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR
TEHING TEOSTATUD
Allkiri

.....
Id kaart( ) Juhiluba( ) Pass ( )
Muu nr:
    
```

Card name
 Card number

Number of the personal ID document, where the sum exceeds the control limit set for payment cards (filled in manually).

Buyer's receipt

```

Tere tulemast!
KAARDIMAKSE KVIITUNG
Terminal
FIRMA NIMI
ADDRESS
Terminal: HPC11111 Reg: 12345673 Kassa: 101
Maksekaart
VISA
PAN: *****0017
Tehing
Kviitung:123456 Aeg:12.09.2011 13:28:04
Autoris.nr.: 123223

SUMMA: 3.19 EUR
TEHING TEOSTATUD
Säilita kviitung väljavõtte
kontrolliks
Kohtumiseni!
    
```


The terminal shall request confirmation of the card's authenticity. To continue press < JAH > or the green key (ENTER). To cancel press < EI > or the red key (CANCEL).	Neli viimast numbrit: Kas 0001 on neli Viimast numbrit
The terminal confirms authenticity of the card.	Ei Jah Õige kaart

The terminal shall commence automatic control and the following information will be displayed:

The terminal dials the control center's number and performs the automatic control.	ÜHENDUS PALUN OODAKE
The terminal receives an answer from the control center.	OOTAN VASTUST
At the end of the transaction the terminal asks for confirmation for printing of the second receipt. When the red button is pressed the buyer's receipt is not printed.	Võta kviitung ja vajuta klahvi

The reversal is complete.

Seller's receipt

KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
ADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
PAN: *****0017	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR

Buyer's receipt

Tere tulemast!	
KAARDIMAKSE KVIITUNG	
Terminal	
FIRMA NIMI	
ADDRESS	
Terminal: HPC11111 Reg: 12345673 Kassa: 101	
Maksekaart	
VISA	
PAN: *****0017	
TÜHISTUS	
Kviitung:123456 Aeg:12.09.2011 13:28:04	
Autoris.nr.: 123223	
SUMMA:	-3.19 EUR
Säilita kviitung väljavõtte kontrolliks Kohtumiseni!	

Notes:

- Only transactions in the terminal's memory can be reversed.
- Where the transaction has already been reversed or is not in the terminal's memory (e.g. already sent to the bank along with the transactions for the previous day), the terminal shall display the notification: **KVIITUNG PUUDUB**

5. REPEATED PRINTOUT

Where necessary the terminal can print a copy of the receipt.

ACTION	SCREEN
The terminal is in the standby mode. Press the leftmost button on the key bar	TERE TULEMAST
From the menu select „Kviitungi koopia” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing

Enter the number of receipt that you wish to reverse and then press the green key (ENTER). Where the receipt number is not entered, the terminal shall print out the last receipt. Where no receipt is found "KVIITUNG PUUDUB" message is displayed.	Kviitungi koopia Anna kviitungi Nr: -
Tear off the receipt and press any key.	Võta kviitung ja vajuta klahvi

Note:

- Repeated printout is only possible with regard to transactions performed on the same day.

6. REPORTS

ACTION	SCREEN
The terminal is in the standby mode. Press the leftmost button on the key bar	TERE TULEMAST
From the menu select "Info" (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
Select SAATMISKOOND if you wish to receive a copy of the previous sending report Select HETKETEHINGUD if you wish to receive today's report, <u>without sending transactions</u> . Select VAATAN TEHINGUID if you wish to receive more information on a specific receipt.	Info 1-Saatmiskoond 2-Hetketehingud 3-Vaatan tehinguid

7. CLOSING THE DAY

7.1 AUTOMATIC SENDING OF TRANSACTIONS

Daily transactions can be sent to the bank either automatically or manually. Automatic sending is performed at the time programmed in the terminal. While automatic sending is in process no transaction can be performed!

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

SAATMISKOOND		
Nr 1		
Saatmise aeg: 01.01.2011 01:00:00		
FIRMA NIMI		
AADRESS		
Terminal: HPC11111 Reg: 12345673 Kassa: 101		
Valuuta: EUR (978)		
Set	"VISA"	
Tehingud	1	3.19
Tühistamisi	1	-3.19
Kokku	2	0.00
<hr/>		
Tehingud	1	3.19
Tühistamisi	1	-3.19
Kokku	2	0.00
Received 1 pcs, 0.00 units		
Tehingute saatmine OK		

NB! IF THIS REPORT IS NOT PRINTED OUT, APPARENTLY THE TRANSACTIONS HAVE NOT REACHED THE BANK!

Automatic sending is not performed where

- No transactions were made after the last report has been sent
- Sending was not successful, since the terminal was not plugged into the power network or the communication line used by the terminal was not available.

Where automatic sending fails:

- SEND TRANSACTIONS MANUALLY

NB! Where automatic sending fails, contact customer service of Nets Estonia.

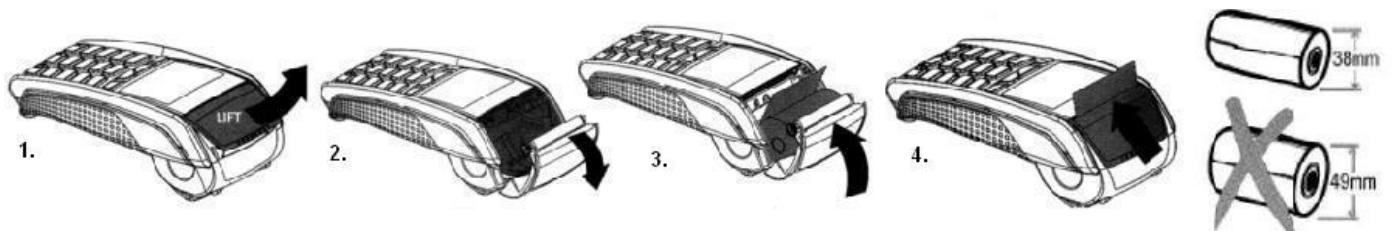
7.2 SENDING TRANSACTIONS MANUALLY

ACTION	SCREEN
The terminal is in the standby mode. Press the leftmost button on the key bar	TERE TULEMAST
From the menu select “Saatmine” (to navigate through the menu use ▼ ▲ key bar keys or central keys on the key bar) and then press the green key (ENTER) to confirm.	Tehingud 1-Saatmine 2-Annulleerimine 3-Kaarditehing 4-Käsitsitehing
If you wish to send transactions, press <JAH> or press the green key (ENTER).	Tehingud Saadan tehingud? Oled kindel? Ei Jah
The terminal shall dial the control center’s number.	ÜHENDUS PALUN OODAKE
The terminal sends transactions	SAATMINE

At the end of the communication session the terminal shall issue the report that demonstrates the number of transactions and the total sum.

8. REPLACEMENT OF THE PAPER ROLL

If a red line appears on receipts, the paper roll shall be replaced. Use only special thermal paper for the terminal.



- 1.-2. Open the paper roll cover
3. Place a new roll in place
4. Close the cover, tear off any excess paper