



**READ ME
FIRST!**

Installation Instructions

Ingenico iWL221 GPRS



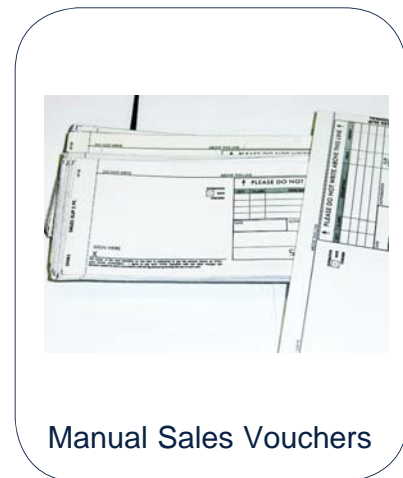
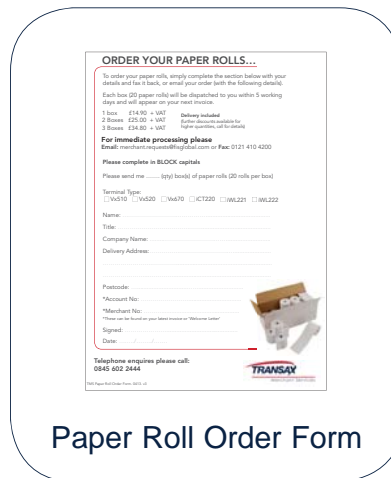
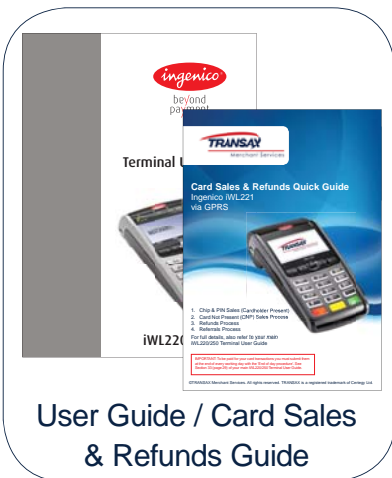
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Please store this document safely. You may need to refer to it again in the future. For more information on how to use your card machine, please also refer to your main iWL221 Terminal User Guide.
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1. List of Parts and Contents

Please find enclosed your Ingenico iWL221 GPRS Machine with:

- Charging Cradle
- Rechargeable Battery (within the machine)
- Roaming SIM Card (within the machine) - not shown
- Paper Rolls x2
- Power Lead
- Terminal Installation Instructions (this booklet)
- iWL220/250 Terminal User Guide
- Card Sales & Refunds Quick Guide
- Paper Roll Order Form
- Manual Sales Vouchers
- Supervisor Card - not shown



Note: If you have ordered additional accessories these may be sent separately.

2. Next Steps

You should have already received your TRANSAX Merchant Services Welcome Pack. If not, or if you require any assistance at any stage of the set-up process, please call our **Technical Helpdesk / Client Services** team on:

0845 600 8055 (UK) or 01 667 5152 (ROI)

In part 3 of this guide, you will be guided through the installation of your machine.

Please read all parts of this document, you will then be ready to start processing transactions. Please retain all box contents (including the original packaging).

Note: The functions described within the iWL220/250 Terminal User Guide (supplied with your TRANSAX Merchant Services machine) are generic and some may not be available. Please call our Technical Helpdesk / Client Services team on the above number, should you have any questions.

IMPORTANT:

To be paid for your card transactions you must submit them at the end of every working day by following the 'End of Day Procedure'. See part 6 of this guide, or Section 33, (page 29) of your main iWL220/250 Terminal User Guide.


Your machine comes equipped with a Supervisor Card. This card is used for protected functions on the machine which can impact how payments are processed. To prevent misuse, it is your responsibility to ensure that this card is only used / held by authorised personnel.

3. Terminal Installation (essential)

Your new iWL221 payment machine has the ability to process transactions over a mobile telephony GPRS network. The machine is equipped with a roaming GPRS SIM Card which enables the machine to automatically determine the best mobile network for consistent, high level performance. The following section will guide you through the process of initial set-up, should you require more information, please refer to your iWL220/250 Terminal User Guide starting in Section 5, (page 7).

Unpack all parts of your machine and check them against the List of Parts and Contents in Section 1 of these Installation Instructions.

SIM Card Insertion (if required)

Carefully remove the plastic cover on the underside of the machine. Insert your SIM card into the retainer marked SIM . Replace the plastic cover.

Battery Insertion (if required)

Carefully remove the plastic cover on the underside of the machine and connect the white battery connector onto the 3 pins beneath the printer. Ensure that the clip on the front of the battery connector faces forward - the machine should power up. Replace the plastic cover. Your battery should be charged for 3 hours prior to use. To do this, connect your power lead into the rear of the charging cradle and connect to the mains power supply. Place your terminal on the cradle to start charging.

Paper Roll Loading (if required)

The paper roll is stored in a 'well' at the top of the machine, above the screen. To load paper, lift the cover release catch by pulling it towards you and the lid will open. Drop a new **PAPER ROLL** into the 'well' ensuring that the end of the roll is towards the front. Pull the end of the roll up, so that the smooth, shiny side of the paper is facing you - with some protruding out of the top of the machine. Carefully close the lid, it will lock into place. To prolong the life of your paper roll please ensure that when tearing receipt copies from the machine, that the paper is torn from left to right, across the screen.

Your machine will power up as soon as the battery is inserted. The machine has already been configured for your use including your merchant number. The following sections will allow you to change pre-configured settings and understand the functions of the machine.


4. How Your Machine Connects to a GPRS Network

Your iWL221 machine is equipped with a GPRS roaming SIM. The machine will use this SIM in order to pass credit / debit card transactions to Elavon for authorisation. As a roaming SIM is included, the machine will automatically determine which of the following mobile networks are best suited for the most reliable connection at the time.

- O2
- T-Mobile
- Vodafone
- Orange (EverythingEverywhere - EE)

The default network for the SIM card is O2 but the machine will automatically adjust this to one of the other networks, should it be necessary.

You will know that your SIM has been successfully inserted when the machine display shows GPRS and a network, at the top of the screen.

Your machine is ready to conduct transactions once a network is displayed e.g. (GPRS O2-UK); the battery is showing a charge on screen () and the display reads READY.



5. Card Sales and Refunds

Once your machine has been set-up, successfully configured and has a GPRS signal, you can start to accept and process card payment transactions.

Most credit and debit cards issued in the UK and Ireland will be Chip and PIN (Personal Identification Number) type cards. For security reasons, the cardholder will need to confirm the transaction by typing their PIN into the machine.

For further information on how to process a Chip and PIN card transaction please refer to Section 13, (page 12) of your main iWL220/250 Terminal User Guide.

The iWL220/250 Terminal User Guide also provides information on how to process other types of card transaction.

6. End of Day Procedure (essential)

The End of Day procedure should be done at the end of every working day to ensure that your card transaction data is captured and that you will be paid ('settlement') for the transactions.

Step 1



From the Ready Screen, press the MENU key twice and select Totals by pressing the green ENTER key.

Note: You may need to scroll through the menu options by using the f2 and f3 keys before selecting Totals.

Step 2



Select End-of-DayBanking using the green ENTER key.

You may be required to swipe a Supervisor Card. If prompted to do so, swipe the card through the magnetic card reader on the right hand side of the machine.

Step 3

Press the green ENTER key to manually start your End of Day.

Step 4

A series of messages will appear on your machine as your End of Day Banking is completed.

Step 5

When the process is complete, the machine will print a Totals Receipt. You will see a 'Totals Agreed' message on the receipt.

This should be checked against your merchant copy transactions receipts (both Sale and Refund) to ensure you are paid in full.

However, if the Totals Receipt displays any of the following messages 'Totals Not Agreed' or 'Cannot Confirm / Totals Unconfirmed' please re-try the End of Day Procedure from Step 1. If you still do not see 'Totals Agreed' after a re-try, please call the Technical Helpdesk / Client Services on: **0845 600 8055 (UK) or 01 667 5152 (ROI)**.

Note: It is possible for your machine to be configured to complete this automatically. Please contact the Technical Helpdesk / Client Services on 0845 600 8055 (UK) or 01 667 5152 (ROI) should you require this functionality.

7. Troubleshooting

iWL221 GPRS model - Communication issues

The iWL221 GPRS machine communicates using a roaming SIM card over the following networks: O2, T-Mobile, Vodafone and Orange (EverythingEverywhere - EE).

Signal Gauge. When on the READY screen, at the top of the machine display there is a signal gauge which shows the strength of the signal. The machine will automatically switch to an alternate network should it deem necessary.

Transactions on the Move. Issues of this nature are minimised by the roaming SIM. If you use the machine whilst on the move it is possible that you can lose connection with the GPRS network and the transaction will have difficulties in completing as a result.

Enclosed Spaces. If you use the machine in enclosed spaces such as basements, office complexes etc, you may experience difficulty in obtaining any GPRS connection and processing transactions. Whilst the roaming SIM helps such issues, the strength of the GPRS signal in these environments can be limited. Try to ascertain these problem areas and do not use the machine here.

Battery Information

The battery used to power the iWL221 machine may not be fully charged upon delivery. Please charge this battery for 3 hours prior to use. Whenever the machine is not in use it is advisable that the machine is stored on the charging cradle and connected to the mains supply.

Power Save. If the machine is not used for a certain period of time the software will put the machine into a Power Save mode to conserve battery energy. The machine can be re-activated by pressing any key.

Extra Battery. If you find that the machine is being used at conferences, shows etc where there is little or no access to a power source it is worth considering purchasing an extra battery. Please contact the Technical Helpdesk / Client Services on the details below.

Should you require any further assistance please contact the Technical Helpdesk / Client Services on **0845 600 8055 (UK) or 01 667 5152 (ROI)**.

8. Manual Sales Procedure

If the service is temporarily unavailable, please follow the procedures below to process a manual card sale transaction.

1. Obtain possession of the cardholders' card.
2. Contact the Elavon Authorisation Centre for authorisation of the transaction by calling: **0845 850 0197 (UK) or 1 850 30 31 30 (ROI)**.
3. Place the manual sales voucher on top of the card with the card face up, on a flat hard surface.
4. Create an impression of the card, by rubbing a coin, or preferably the side of a pen, over the manual sales voucher.
5. Remove the manual sales voucher and check that all copies have been imprinted clearly with the full card details.
6. Complete the manual sales voucher using a ball point pen. Please write the card number along the top of the manual sales voucher as you may need to refer to this later. Ensure you enter in the authorisation code obtained from the Authorisation Centre.
7. Retain the card and watch the cardholder sign the manual sales voucher. Check that the signature agrees with that on the reverse of the card.
8. Check again that the details are correctly entered and appear on all copies of the manual sales voucher (if they do not, securely destroy the voucher and start again).
9. Hand the cardholder the top copy of the manual sales voucher and the card when you are satisfied that everything is in order.
10. Retain bank and merchant copies in a secure place until you can process it electronically through your machine.
11. When the machine is available, please re-enter the transaction using the 'Force' procedures.

RETAILER: CHECK THE SIGNATURE!
Cardholder signature: Please debit my account

CARDHOLDER: PLEASE RETAIN THIS COPY
CARDHOLDER'S DECLARATION: The issuer of the card identified on this form is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL. Supplier will any other charges that being subject to and in accordance with the agreement governing the use of such card.

Sales Voucher
Refund voucher can be filled out in the same way

- 1 Cardholders Signature
- 2 Complete when authorisation is obtained.
- 3 Total value of card transaction
- 4 Details of goods /services purchased
- 5 Transaction date

9. Paper Roll Ordering

Ordering more paper rolls

Your iCT221 machine is supplied with 2 paper rolls. The machine does not require a cartridge or ink. We strongly advise that you place your order for additional paper rolls well in advance.

For your convenience, we have enclosed spare copies of the paper roll order form. Please complete in block capitals and fax back to the number provided at the foot of the form, or email your request to **merchant.requests@fisglobal.com**.

Please include your merchant number and the quantity of paper rolls you would like to order.

You can also order your paper rolls online at www.transaxmerchantservices.co.uk in the Merchant Zone.

Each box contains 20 high quality paper rolls and the price quoted includes delivery (dispatched to you within 5 working days).

To prolong the life of your paper roll please ensure that when tearing receipt copies from the machine, that the paper is torn from left to right, across the screen.

10. Useful Contacts

TRANSAX Merchant Services

Technical Helpdesk (for terminal queries)	0845 600 8055 (UK)
Client Services (for general enquiries)	0845 602 2444 (UK)
Irish customers: Client Services (all enquiries)	01 667 5152 (ROI)
Email: merchant.requests@fisglobal.com	

TRANSAX Cheque Warranty

Cheque Operator Service	0800 110 999 (UK)
Irish customers: Cheque Operator Service	1 800 409 409 (ROI)

Elavon

Manual Authorisations:	0845 850 0197 (UK) or 1 850 30 31 30 (ROI)
Merchant Services (transaction queries)	0845 850 0195 (UK) or 1 850 20 21 20 (ROI)



If undelivered please return to:
TRANSAX Merchant Services
Certegy Ltd
Tricorn House
51– 53 Hagley Road
Birmingham
B16 8TU