

Ingenico iWL 250/iCT 200 Series - Quick Reference Guide

CREDIT SALE

Enter sale amount, press OK
Press OK again and pass terminal to customer
Customer inserts/swipes/taps card and confirms sale amount
TIP: Customer chooses: %, AMT or Skip then inputs amount and confirms total
Customer enters PIN #
Terminal will process transaction, press OK
Terminal prints merchant copy and prompts to print customer copy

REFUND

Press TRANS to access Transaction Menu
Press 5 for Refund
Enter Merchant Password, press OK
Enter Host Invoice # of the transaction to be refunded, press OK
Enter refund amount, press OK
Press OK again and pass terminal to customer
Customer inserts/swipes card and confirms sale amount
Terminal will process refund, press OK
Terminal prints merchant copy and prompts to print customer copy

PRE-AUTHORIZATION

Press TRANS to access Transaction Menu
Press 2 for Pre-authorization function
Enter amount of pre-authorization, press OK
Press OK again and pass terminal to customer
Customer inserts/swipes card and confirms sale amount
Customer enters PIN #
Terminal will process transaction
Terminal prints merchant copy and prompts to print

PRE-AUTHORIZATION COMPLETION

Press TRANS to access Transaction Menu
Press 3 for (pre-authorization) Completion function, press OK
Enter Record #, press OK
Confirm correct transaction to be completed, press OK
Enter final total amount of sale, press OK
Confirm completion amount, press OK
Terminal prints merchant copy and prompts to print

FORCE CREDIT CARD TRANSACTION

Press TRANS to access Transaction Menu
Press 4 for Force Post, press OK
Enter Voice Authorization number, press OK
Customer swipes/inserts card
Enter amount of forced (manual) transaction, press OK
Customer enters PIN #
Terminal will process transaction
Terminal prints merchant copy and prompts to print customer copy



Menu Layout

For On/Off press yellow and ., #* buttons at the same time.

Terminal functions are arranged in two menus: Transaction and Administration

Scroll buttons are used to scroll through to display menu options.

Changing the Language

Press ADMIN to access Admin menu

Select 3 - Set-up

Select 1 - Options

Enter ADMIN password, press OK

Press OK until Merchant Language Menu

Choose Language

Press Cancel to return to main screen.



Innovative transaction processing

Ingenico iWL 250 & iCT 220

Quick Reference Guide

DEBIT CARD SALE

Enter sale amount, then press OK
Press OK again and pass terminal to customer
TIP: Customer chooses % or AMT, inputs tip and confirms total amount
Customer inserts/swipes/taps card
CASHBACK: Customer chooses cashback amount, confirms fee and total
Customer chooses Checking or Savings account
Customer enters PIN #
Terminal will process transaction
Terminal prints merchant copy and prompts to print customer copy

DEBIT REFUND

Press Trans to access Transaction Menu
Press 5 for Refund function
Enter Merchant Password, press OK
Enter Host Invoice # of the transaction to be refunded, press OK
Enter refund amount, press OK
Press OK again and pass terminal to customer
Customer inserts/swipes card and confirms refund amount
Customer chooses Checking or Savings account
Customer enters PIN #
Terminal will process transaction
Terminal prints merchant copy and prompts to print customer

CREDIT OR DEBIT CARD VOID

Press Trans to access Transaction Menu
Press 6 for Void function
Enter merchant password + OK
To Void last transaction press Yes
To Void other transaction press Other and enter Record #
Enter Record #, press OK
Confirm correct transaction and amount, press OK
Customer inserts/swipes card and confirms void amount
Customer enters PIN #
Terminal will process transaction

REPRINT RECEIPT

Press Trans to access Transaction Menu
Menu Press 7 for Reprint function
To Reprint receipt for last transaction press Yes
To Reprint other transaction press Other
Enter Record # and press OK to confirm
Terminal will print receipt

SETTLEMENT

Press Admin to access Admin Menu
Press 1 for Settlement, press OK
If you have pre-authorizations pending a pre-auth report will print
If you need to close any pending pre-authorizations:
Choose yes and follow pre-auth completion instructions
If you choose No pending pre-authorizations:
Confirm total Sales total, press OK
Confirm total Refunds, press OK
Confirm Net total press OK.
Confirm Totals match Settlement Batch, press OK
Print summary report.

Loading/Changing the Paper Roll

Pull tab at top of paper roll cover to release and open.

Place the paper roll in the compartment making sure the paper feeds from the underside of roll, towards the paper tear bar.

Pull the end of the paper out of the compartment beyond the tear bar and close cover.



Support

You will have to call your Payment Service Provider for support in case you need to do the following operations:

- Unlock terminal
- Clear pending reversal
- Clear pre-authorizations
- Clear batch

To manually authorize transactions please call the credit card issuer