



Quick Start Guide

EFT930G/B

GETTING STARTED

EFT930G: Connect the base unit to the power supply; ensure it is switched off. Place the terminal onto the base and switch on the power. Leave to charge for a minimum of 2 hours before installing the terminal.

EFT930B: Connect the base unit to the power supply; ensure it is switched off. Connect one end of the telephone/network cables to the base unit and the other end to a suitable telephone/network socket. Place the terminal onto the base and switch on the power. Leave to charge for a minimum of 2 hours. Press the green ENTER button when prompted; a number of screens will be displayed whilst the terminal assigns to the base.

When prompted, key in your Merchant Number and press ENTER; the installation process will begin. A number of screens will be displayed whilst the terminal is being configured by the host computers. The terminal will confirm the status of the configuration to the host and will print a list of card types that are accepted. Your terminal is now ready to use. If any cards have failed to be configured the terminal will print these as 'Card Types Not Accepted'; contact the helpdesk.

SUPERVISOR PASSWORD (if configured)

The default Supervisor Password is 0000. **Note:** You will be prompted to change this.

FUNCTION KEYS

F1-F4 Keys: Function keys which enable scrolling up and down menus.

Menu Key: To enter the application menus press the Menu key from the READY prompt. Pressing the key again moves to the next menu (if available).

Correction Keys: When entering numbers or letters, the yellow CLEAR key deletes one character at a time, whilst the red CANCEL key deletes the entire line (this key also cancels transactions).

Confirmation Key: The green ENTER key is used to confirm anything that has been typed into the terminal.

Paper Feed Key: To test the feeding of the paper through the printer, press and hold the CLEAR key.

THE CHIP CARD READER

Customer cards must be inserted with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen. DO NOT remove the card until instructed to do so by the terminal. If you see a BAD READ message, check the card orientation and try again. After three bad reads the terminal may prompt you to swipe the card.

PERFORMING A SALE TRANSACTION

A sale transaction may be initiated from the READY prompt by keying in the transaction amount and pressing ENTER. Follow the terminal prompts to Insert/Swipe/Present the customer's card. **Note:** You will only be given the option to present the customer's card if the transaction value is below the maximum Contactless limit. If your terminal is configured for 'Card Details First', please refer to the relevant section of the full User Guide available at www.ingenico.co.uk/userguides.

Insert/Swipe the customer's card or key in the card number. The customer must enter their PIN code if requested. **Important: Never ask the customer to divulge their PIN.** The terminal will now dial out to the acquirer for authorisation. If the transaction is authorised then an 'Auth Code' will be displayed and printed on the receipt. The terminal will print two receipts. The Customer Copy will be printed first, then once you press ENTER the Merchant Copy will be printed.

REFUND TRANSACTIONS

From the READY prompt press the MENU button, then (F2) until REFUND is highlighted and press ENTER. Key in the refund amount and press ENTER. If prompted, enter the Supervisor Password and then press ENTER or swipe the Supervisor Card. Insert or swipe the customer's card. The terminal will dial out to the acquirer for authorisation, if the refund is authorised then REFUND ACCEPTED will be shown.

The terminal will print the Merchant Copy which the customer must sign. Remove the card. Check the signature on the Merchant Copy with that on the card. If the signature is valid press ENTER, otherwise press CLEAR. The terminal will then print the Customer Copy.

CONTACTLESS - SALE



From the READY prompt enter the sale amount for the transaction and press ENTER. A Contactless symbol will be displayed if the amount entered is below the maximum Contactless limit. The cardholder should present their card over the Contactless symbol on the terminal display.

The terminal will now print the Merchant receipt. If the customer requests a receipt this must be done before the next transaction takes place. From the idle screen press the decimal point key to print a customer receipt.

END OF DAY REPORTS

To access the reports menu press the MENU key until the System Menu is displayed. Press ENTER to select Totals. End-of-Day-Banking will be highlighted; press ENTER to select. Key in your supervisor code and press ENTER or swipe your supervisor card. (Follow the display prompts or refer to the User Guide.) The terminal will either go online to the acquirer to confirm the totals before printing the report or will print out a report showing the totals. End-of-Day-Banking should be performed every day as this is your confirmation of the transaction totals that have been sent to the acquirer.

COMMON PROMPTS

Prompt	Possible Cause	Remedy
CALL AUTH CENTRE	Assistance required	Call the Authorisation Centre on the number displayed by the terminal. Once you have spoken to the Authorisation Centre press ENTER and follow the prompts displayed.
CALL HELPDESK	Assistance required	Please contact your Helpdesk.
NOT AUTHORISED	The card issuer has declined to authorise the transaction	Ask the customer to pay by some other means and press the yellow CLEAR button.
REFERRAL	Assistance required	Call the Authorisation Centre on the number displayed by the terminal and quote the referral message and your Merchant Number.
UNABLE TO AUTHORISE	Transaction declined by the card	Ask the customer to pay by some other means and press the yellow CLEAR button.
UNABLE TO CONNECT	Terminal not connecting to host	Check the telephone line or network cable is connected properly. Call the Helpdesk for guidance.

ONLINE RESOURCES

To download a detailed User Guide for the EFT930 please visit www.ingenico.co.uk/userguides
Frequently Asked Questions, including advice on installation, are available at www.ingenico.co.uk/faqs