

# USER GUIDE

## PAYMENT TERMINALS



iCT250E



iPP350



iWL250G  
iWL250B

# TABLE OF CONTENTS

<b>1 GETTING STARTED</b>	<b>3</b>
1.1 Package contents	3
1.2 Installing iCT250E	4
1.3 Installing iPP350	5
1.4 Installing iWL250B/G	6
1.5 Inserting a receipt roll – iCT250E and iWL250B/G only	8
<b>2 MERCHANT CARD</b>	<b>9</b>
<b>3 USING PAYMENT CARDS</b>	<b>9</b>
<b>4 THE TERMINALS' KEYPADS</b>	<b>10</b>
4.1 iCT250E	10
4.2 iPP350	10
4.3 iWL250B/G	11
<b>5 HEADER – DESCRIPTIONS</b>	<b>11</b>
5.1 Ethernet	11
5.2 Bluetooth	12
5.3 GPRS / 3G	12
5.4 Battery and clock	12
<b>6 QUICK MENU</b>	<b>13</b>
<b>7 TERMINAL MENU STRUCTURE</b>	<b>14</b>
<b>8 TERMINAL FEATURES – DAILY OPERATION</b>	<b>15</b>
8.1 Purchase	15
8.2 Purchase with manual entry of card data	16
8.3 Copy of the last receipt	17
8.4 Cancellation (reversal) of the last transaction	17
8.5 Return of goods	18
8.6 Tips	19
8.7 Purchase with tips	20
<b>9 OFFLINE TRANSACTIONS</b>	<b>22</b>
9.1 Offline transaction list	22
<b>10 RECONCILIATION (DAILY STATEMENT)</b>	<b>23</b>
10.1 Manual reconciliation	23
10.2 Automatic reconciliation	23
10.3 Copy of last reconciliation	23
<b>11 REPORTS</b>	<b>24</b>
11.1 Transaction list	24
11.2 X-Total	25
11.3 Z-Total	25
11.4 Copy of last Z-Total	26
11.5 Operator X-Total	26
11.6 Operator Z-Total	27
<b>12 OPERATORS</b>	<b>28</b>
12.1 Creating a new operator	28
12.2 Delete operator	29
12.3 Print operator list	30
12.4 Using Operator ID	30
<b>13 MULTITERMINAL</b>	<b>31</b>
13.1 Purchases with multi-users	31
<b>14 ERRORS AND TROUBLESHOOTING</b>	<b>32</b>
<b>15 SUBMITTING PAYMENT TERMINAL FOR SERVICE OR TERMINATION</b>	<b>33</b>

# 1 GETTING STARTED

## 1.1 Package contents



**iCT250E**  
(Countertop, broad-band)

- Power cable
- Network cable RJ9 to RJ45
- Merchant card
- Receipt roll
- Quick guide



**iPP350**  
(Countertop, integrated with till)

- Integration cable
- Power cable (if not integrated via USB cable)
- Merchant card
- Connection cable to the till/ Ethernet cable



**iWL250G**  
(Mobile, GPRS/3G)

- Power cable
- Charging unit
- Merchant card
- Receipt roll
- Quick guide
- SIM card \*



**iWL250B**  
(Mobile, Bluetooth)


- Power cable
- Charging unit
- Merchant card
- Receipt roll
- Quick guide

\*SIM cards are supplied by Nets unless otherwise agreed.



You must perform manual reconciliation before the terminal is used for the first time. Reconciliation of one terminal reconciles all the terminals under the same merchant number. Check that your firewall is open to addresses 91.102.24.142 and 193.214.20.21 and ports 9670 and 9681.

### Manual reconciliation:


<p>Main menu <b>6 Reconciliation</b></p>
<p>Print Pending</p>

Press MENU.

Press numeric key 6 or scroll down using the arrow key to Reconciliation and press OK.

The terminal prints out a receipt showing the number of transactions per card type and amount. If the terminal is integrated, a reconciliation receipt is printed out via the till system.

## 1.2 Installing iCT250E

### Installing iCT250E with broadband communication

In order to connect an iCT250E to the power supply and broadband communication, do as follows:



The terminal and modem must be turned off when you connect the network cable.

Open the cable cover by pressing the clips upwards.



Lift the cover in the direction of the arrow.



When the cover has been removed, connect the terminal power cable (1) and Ethernet cable (2).



To close the cover again replace the top part, first ensuring that the cover clips are in place on the terminal. Then press the cover down towards the back of the terminal.



### 1.3 Installing iPP350

iPP350 communicates with the till using either USB-, RS232-cable or via IP Ethernet. If using IP Ethernet communication, the ethernet cable is connected to either a LAN port or Router and the till IP address is inserted in the terminal settings. All the cables must be connected to the iPP350 as follows.

Insert the integration cable as shown in the image.



## 1.4 Installing iWL250B/G

iWL251 Uses GPRS **iWL255** Uses 3G

iWL250B Uses Bluetooth communication to the base station. The base station is connected to broadband.

To install and charge an iWL250, do as follows:

Connect the power cable to the base station.



Place the terminal on the base station.  
The terminal will connect and is then ready for use.



The battery must be fully charged for the terminal to perform optimally.

### Connecting the base station to Ethernet (broadband) or wireless router (only iWL250B)

The base station needs to be connected with an Ethernet cable to either a LAN port or a router. The base station communicates with the terminal via Bluetooth.

Connect the Ethernet cable (1) and power cable (2) as shown in the image. Place the terminal on the base station; the terminal will connect and is then ready for use.



For an iWL250B to work, it must be associated with a base station within range. To change which base station iWL250B is connected to, do as follows:

1. Press the button at the far left under the screen.
2. Select 0 – Telium manager
3. Enter code 4302+OK
4. Select Initialization > Hardware > Cradle setup > Association
5. Now you can choose to add a new base station, select a base station, or delete a base station.

## Inserting a SIM card (iWL250G only)

If iWL250G is not supplied with a SIM card already installed, do as follows to insert a SIM card:

Open the cable cover by pressing the clips downwards.



Insert the SIM card under the flap labelled "SIM".



## 1.5 Inserting a receipt roll – iCT250E and iWL250B/G only

Nets recommends only using receipt rolls suitable for the terminal. Receipt rolls and other accessories can be ordered from [www.netskauppa.fi](http://www.netskauppa.fi).

How to insert the receipt roll in the terminal:

Lift the flap in the direction of the arrow.



Then slide the cover downwards in the direction of the arrow to open it.



Insert the paper in the terminal as shown. Then close the cover again in the direction of the arrow. Approx. 5 cm. of the paper should stick out when the cover is closed. The receipt printer is now ready for use.



## 2 MERCHANT CARD

Along with the payment terminal you will receive a Merchant Card. The Merchant Card is used to activate individual terminal functions. Merchants with several terminals can use the same Merchant Card for all terminals.

The Merchant Card is used to activate the following functions in the payment terminal:

- Cancel the most recent transaction
- Reconciliation (if protected)
- Terminal status printout
- Offline transactions printout
- Administration of operator ID
- Changes to terminal parameters
- Manual updating of terminal software

If you do not have a Merchant Card or if you have a defective card, you can order a new one from Nets' customer service.

**NB: The Merchant Card makes it possible to cancel transactions performed on the terminal. Make sure the Merchant Card is kept in a safe place.**



## 3 USING PAYMENT CARDS

### With chip

Insert the card in the front of the terminal with the chip facing up:



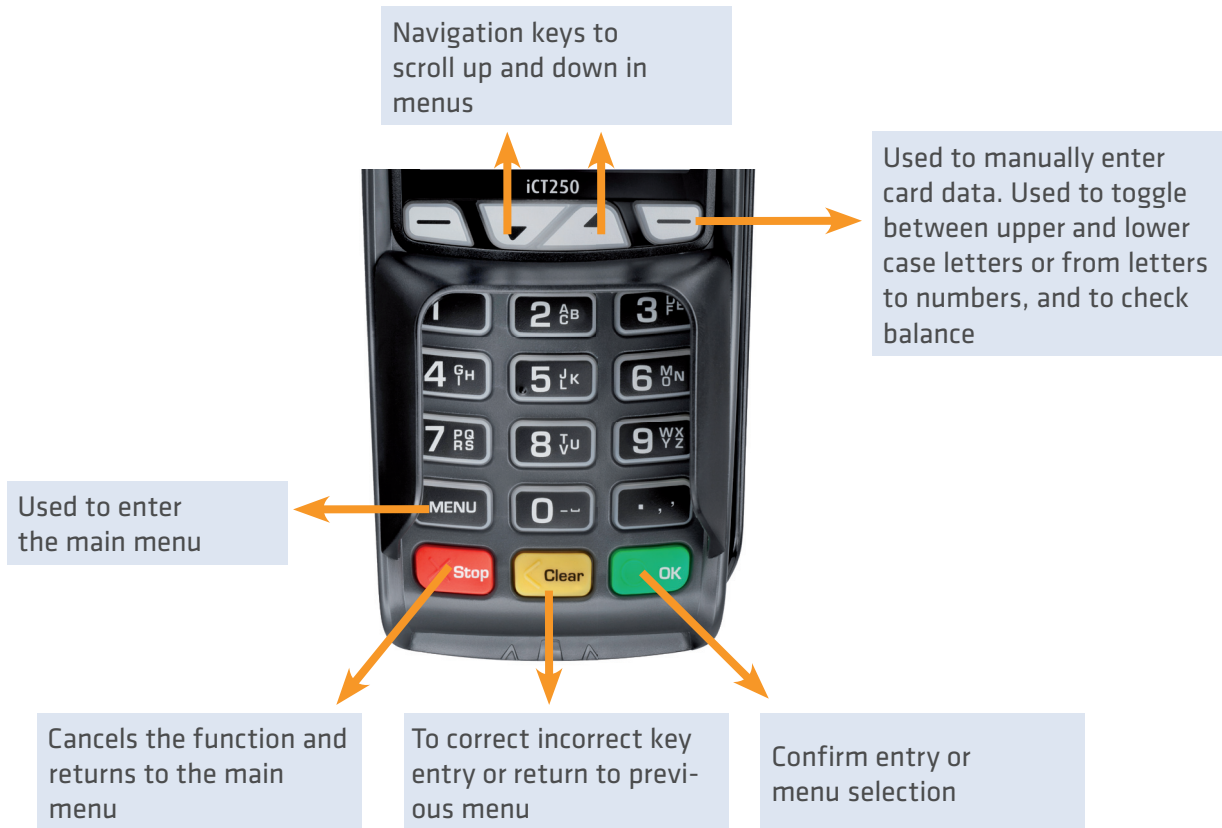
### With magnetic strip

Swipe the card with the magnetic strip facing left:  
**NB:** If contactless is activated, press F2 (down arrow) to activate the magnetic strip reader.

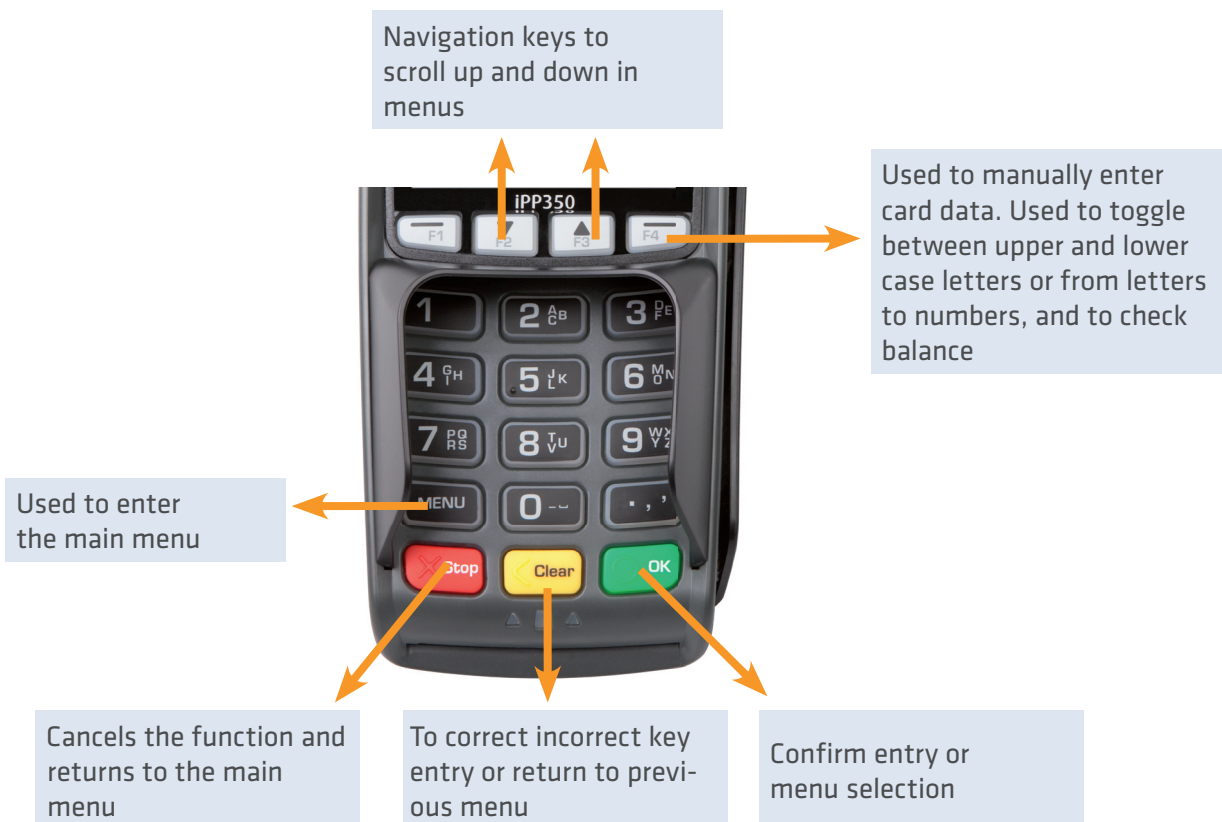


## 4 THE TERMINALS' KEYPADS

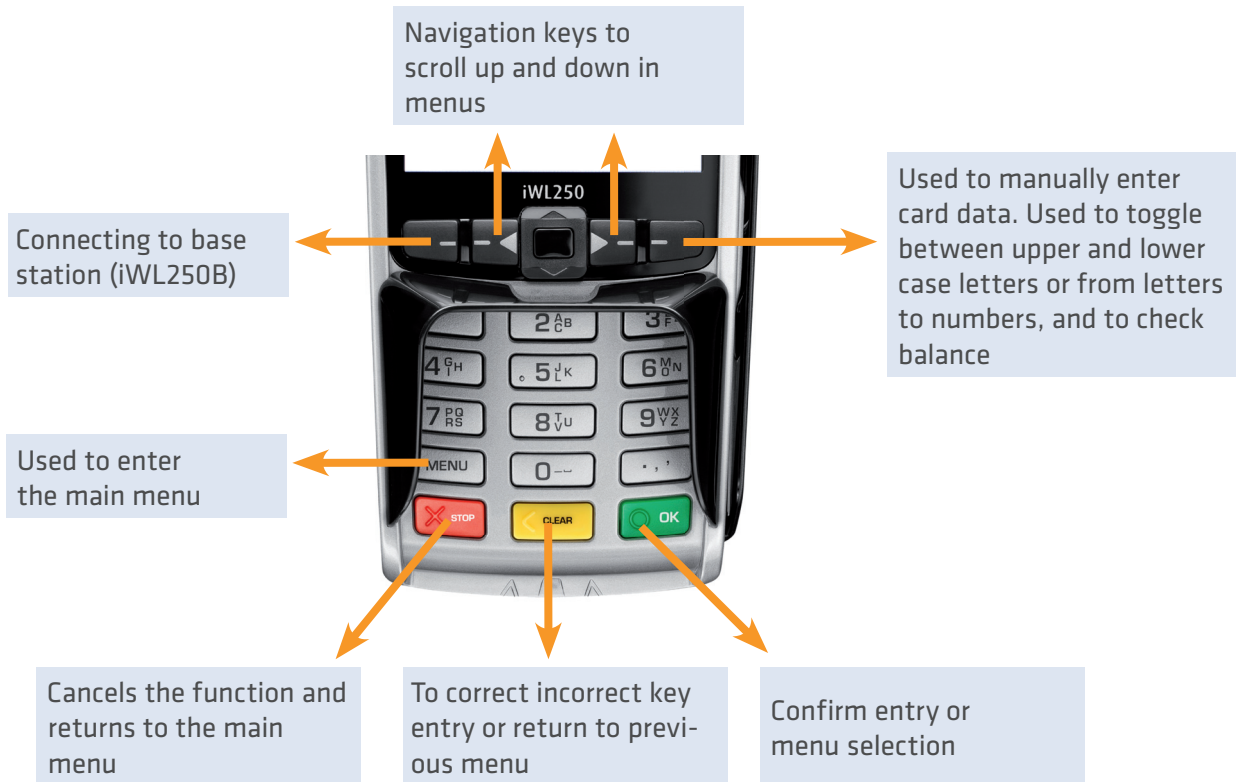
### 4.1 iCT250E



### 4.2 iPP350



## 4.3 iWL250B/G



## 5 HEADER - DESCRIPTIONS

The header in the upper part of the terminal's display provides information on the status of communication and available hardware.



### 5.1 Ethernet



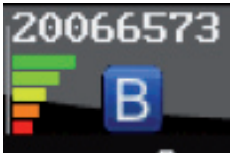
This symbol indicates whether the terminal has access to Ethernet:


**White symbol:** The terminal has an Ethernet port


**Green symbol:** The terminal has an Ethernet port and is connected to a network

**Red symbol:** The terminal has an Ethernet port but has not been assigned IP over DHCP

## 5.2 Bluetooth



 Indicates whether the terminal has Bluetooth support. If the symbol is not visible, Bluetooth is not supported. If the Bluetooth symbol is grey or red, the terminal is outside the base station's coverage range.

 Is the serial number of the base station to which the terminal is connected. The signal strength is indicated with 5 levels where red is the weakest and green is the strongest signal.

## 5.3 GPRS / 3G



The symbol on the screen indicates whether the terminal has GPRS/3G connection available.

- If the symbol is white, it is not connected to network
- If the symbol is green, the terminal is connected to network. And next to the symbol is the name of the service provider.
- The signal strength is indicated with 5 levels where red is the weakest and green is the strongest signal.

Shows the name of the telephone line provider to which the terminal is connected.

The signal strength is indicated with 5 levels where red is the weakest and green is the strongest signal.

## 5.4 Battery and clock



This field shows the date and time. The clock is updated every time the terminal connects to Nets to submit transactions. The battery symbol indicates that the battery is installed and how much charge the battery has. The socket symbol shows that the terminal or the terminal's charging base is connected to mains power.

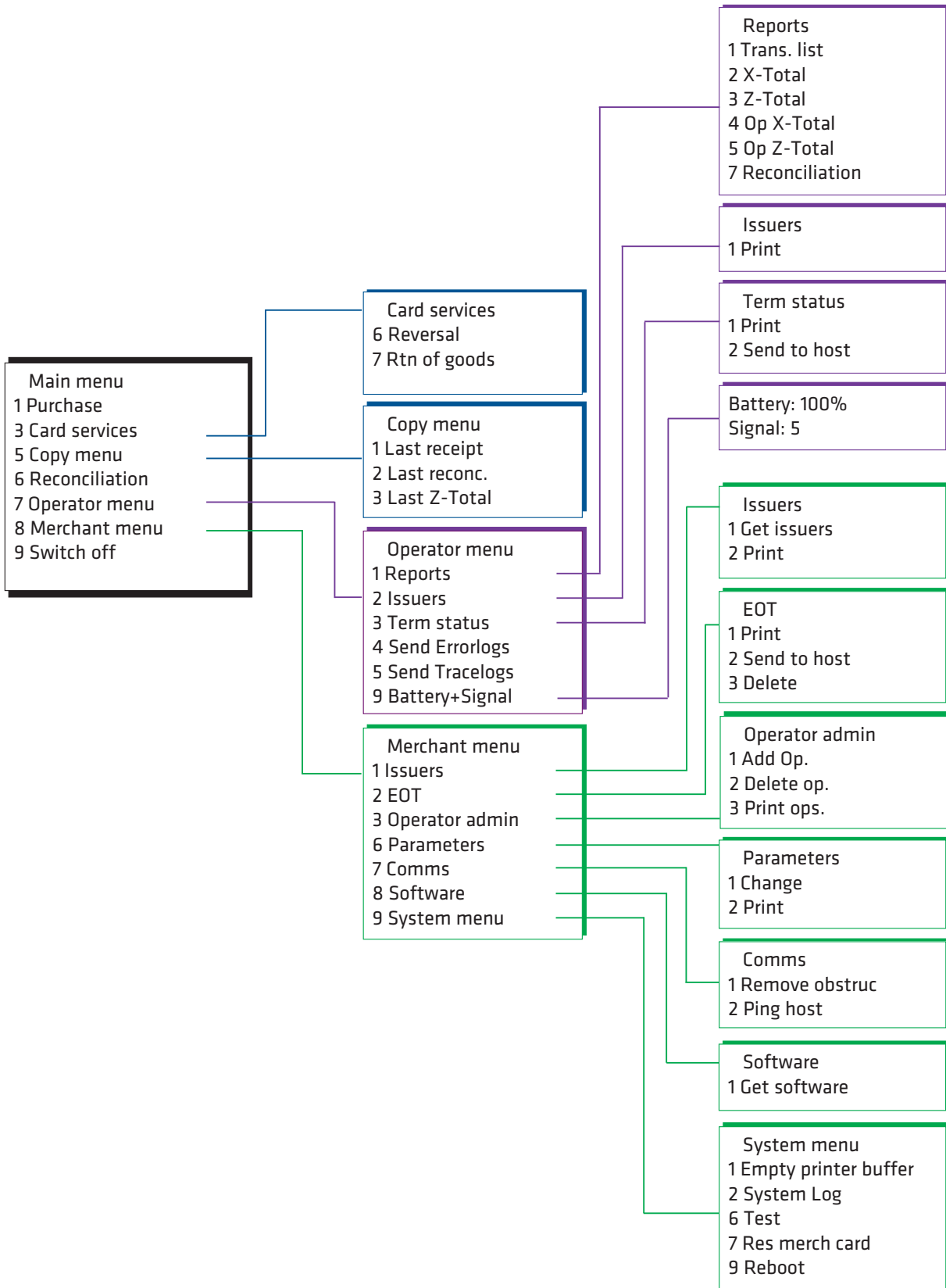
## 6 QUICK MENU

This chapter explains the most common terminal functions. By using this guide, you will not have to scroll through menus and confirm using OK, but can go directly to your selection. When the terminal display says 'Swipe the Merchant Card', swipe the Merchant Card with the strip facing left. A detailed description of each feature is contained in separate chapters.

On integrated terminals: Start all commands with MENU or swipe the Merchant Card. When you are in the menu, press numbers to go directly to your selection or use the arrow keys. In the menus you can also proceed directly by using numbers of your choices or use arrow keys.

Function	Keys (does not apply to iPP350)
Purchase	Enter the amount
Purchase + cash (C/B)	Press MENU and 2
Reconciliation	Press MENU and 6
Cancel the last transaction	Press MENU and 3+6
Return of goods	Press MENU and 3+7
Copy of the last receipt	Press MENU and 5+1
Transaction list	Press MENU and 7+1+1
X-Total	Press MENU and 7+1+2
Z-Total	Press MENU and 7+1+3
Operator X-Total	Press MENU and 7+1+4
Operator Z-Total	Press MENU and 7+1+5
Printing out EOT	Swipe the Merchant Card and press 2+1



# 7 TERMINAL MENU STRUCTURE



## 8 TERMINAL FEATURES – DAILY OPERATION




This chapter describes the terminal's features in detail. The software and features are identical in all payment terminals from Nets.

### 8.1 Purchase

	
Amount + OK	Enter amount. Press OK.
Insert card Chip up Awaiting card	Ask the customer to enter card.
EUR = Code + OK Hide PIN entry	Ask the customer to enter code and press OK (for credit card with signature, press only OK to confirm amount).
 APPROVED	If authorised, the terminal display will show APPROVED and print a receipt.


## 8.2 Purchase with manual entry of card data

It is possible to enter the card number manually if the card cannot be read. This function can be used to purchase and return goods. Enter card data on the terminal instead of the customer using his/her card. This feature is only available for credit cards with signature check.

	<p>Press MENU.</p>
<p>Main menu  <b>1 Purchase</b>          3 Card services</p>	<p>Press OK for Purchase.</p>
<p>Amount + OK  <span style="float: right;">100.00</span></p>	<p>Enter amount of purchase and press OK.</p>
<p>EUR = <span style="float: right;">100.00</span>          Awaiting card</p>	<p>Press the  key (the key at the top right of the terminal).</p>
<p>Enter card no.:</p>	<p>Enter the customer's card number (from the front of the customer's card) and press OK.</p>
<p>Expiry date:  <span style="text-align: center;">/</span></p>	<p>Enter card expiry date mm/yy and press OK.</p>
<p>Enter CVC:</p>	<p>Enter the card's CVC number and press OK. CVC is the last three digits of the number that can be found on the back of the card next to the customer's signature.</p>
<p>Amount = <span style="float: right;">100.00</span>          OK or STOP</p>	<p>The amount is verified by pressing OK.          Cancel the transaction by pressing STOP.</p>
 <p>APPROVED</p>	<p>If the amount is authorised, the terminal display will show APPROVED and print a receipt.</p>



### 8.3 Copy of the last receipt

This function is used to extract a copy of the most recently authorised transaction.

	<p>Press MENU.</p>
<p>Main menu 3 Card services 4 Optional Func <b>5 Copy menu</b></p>	<p>Press numeric key 5 or scroll down to Copy Menu and press OK.</p>
<p>Copy menu <b>1 Last receipt</b> 2 Last reconc. 3 Last Z-Total</p>	<p>Press numeric key 1 or OK.</p>
<p>Print Pending</p>	<p>Wait for receipt.</p>




### 8.4 Cancellation (reversal) of the last transaction

Cancellation can only be carried out for the most recently authorised purchase transaction.

	<p>Press MENU.</p>
<p>Main menu 1 Purchase <b>3 Card services</b></p>	<p>Press numeric key 3 or scroll down to Card services and press OK.</p>
<p>Card services <b>6 Reversal</b></p>	<p>Press numeric key 6 or scroll down to Reversal and press OK.</p>
<p><b>7 Rtn of goods</b> Swipe Merchant card</p>	<p>Swipe the Merchant Card, magnetic strip facing left.</p>
<p>Return amount + OK OK or Cancel</p>	<p>Press OK to confirm cancellation, or STOP to cancel.</p>
	<p>Wait for receipt.</p>

## 8.5 Return of goods

Used when goods that have been paid for by credit card are returned. Product refunds are not available for purchases made with debit cards (bank cards).


	<p>Press MENU.</p>
<p>Main menu 1 Purchase <b>3 Card services</b></p>	<p>Press numeric key 3 or scroll down to Card Services and press OK.</p>
<p>Card services 6 Reversal <b>7 Rtn of goods</b></p>	<p>Press numeric key 7 or scroll down to Return of goods and press OK.</p>
<p>Swipe Merchant card</p>	<p>Swipe the Merchant Card, magnetic strip facing left.</p>
<p>Return amount + OK</p>	<p>Enter amount on the customer's receipt and press OK.</p>
<p>Insert card Awaiting card</p>	<p>Ask the customer to insert/swipe the card, or press the  key (the key at the top right of the terminal) to enter the card number manually.</p>
 APPROVED	<p>If the product refund is authorised, the terminal display will show APPROVED and print a receipt. Approved receipt corresponds to purchase receipt.</p>

## 8.6 Tips

Tips is an optional service. Contact your terminal dealer to gain access to the tip function. Tips can be used in the following way.



- The cardholder enters the total amount including tips directly on the terminal.

### Tips separately:



	Press MENU.
Main menu <b>1 Purchase</b> 3 Card services	Press OK for Purchase.
Amount + OK	Enter amount and press OK.
Amount Total Currency: EUR	Enter tip amount.
Awaiting card.	
APPROVED	If authorised, the terminal display will show APPROVED and print receipt.

## 8.7 Purchase with tips

This function is used for purchases that include tips.

	<p>Press MENU.</p>
<p>Main menu  <b>1 Purchase</b>          3 Card services</p>	<p>Press OK for Purchase.</p>
<p>Amount + OK</p> <p style="text-align: right;">120.00</p>	<p>Enter amount and press OK.</p>
<p>Amount =        120.00          Total =         150.00</p>	<p>Enter total amount including tips. If a receipt is not used, the merchant can ask the customer to enter the total amount on the terminal.</p>
<p>EUR =            150.00</p> <p>Awaiting card</p>	<p>Ask the customer to enter card.</p>
<p>Amount =        150.00          Code + OK          Hide PIN entry</p>	<p>Ask the customer to enter code and press OK (for credit card with signature, press only OK to confirm amount).</p>
 <p>APPROVED</p>	<p>If authorised, the terminal display will show APPROVED and print a receipt.</p>

## Tip in the total

	Main menu
1 Purchase	Press OK for Purchase
Amount + OK	Enter amount and press OK.
Amount Total Currency: EUR	Enter total amount including tips. If a receipt is not used, the merchant can ask the customer to enter the total amount on the terminal.
Awaiting card	Ask the customer to enter card. Ask the customer to enter code and press OK.
 APPROVED	If authorised, the terminal display will show APPROVED and print a receipt.

## 9 OFFLINE TRANSACTIONS

If the payment terminal cannot connect to the Nets host or card issuer, then the transaction can be approved in offline state. Offline transaction is possible if the card rules allow offline handling and the amount of the transaction does not exceed the permissible value for an offline transaction.

Offline transactions are automatically sent to the Nets host as soon as the connection is restored.

### Processing of offline transactions:

- If the payment terminal asks to call for the transaction for manual verification number, enter provided number to the terminal when prompted.
- Please retain your receipt for future reference.

### 9.1 Offline transaction list

If you suspect that the payment terminal has not sent offline transactions, you can print a list of the offline transactions stored in the terminal as follows:

- Swipe the merchant card.
- Press numeric key 2 or scroll down to Offline and press OK.


Press OK, the payment terminal prints the list, if it has offline transactions.

## 10 RECONCILIATION (DAILY STATEMENT)

Reconciliation finalizes the batch that includes all the transactions since the last reconciliation. Batches will be forwarded to the acquirer. The acquirer transfers the transactions to the settlement account. The reconciliation is performed by one terminal on behalf of all the terminals of the place of business and it includes all the transactions that have been transferred to the server from the place of business. There is no need to perform the reconciliation with other payment terminals.

### 10.1 Manual reconciliation

The terminal should be reconciled every day. If seven days have elapsed since the last reconciliation, the terminal must be reconciled before it can be used.


	Press MENU.
Main menu 5 Copy menu <b>6 Reconciliation</b>	Press numeric key 6 or scroll down using the arrow key to Reconciliation and press OK. (Swipe the Merchant Card if the payment terminal asks for it)
Print Pending	The terminal prints out a receipt showing the number of transactions per card type and amount.

### 10.2 Automatic reconciliation

Automatic reconciliation involves the terminal carrying out reconciliation at a fixed time every day. If the merchant has several terminals, automatic reconciliation will take place from the same terminal every time. Automatic reconciliation is on by default.

### 10.3 Copy of last reconciliation


This function is used to extract a copy of the most recent reconciliation receipt.

	Press MENU.
Main menu 3 Card services 4 Optional Func <b>5 Copy menu</b>	Press numeric key 5 or scroll down to Copy Menu and press OK. (Swipe the Merchant Card if the payment terminal asks for it)
Copy menu 1 Last receipt <b>2 Last reconc.</b> 3 Last Z-Total	Press numeric key 2 or scroll down to Last Reconciliation and press OK. Wait for receipt.
Print pending	The terminal prints out a receipt.

# 11 REPORTS


## 11.1 Transaction list

Used to print out a list of all transactions stored in the terminal.

	<p>Press MENU.</p>						
<p>Main menu            5 Copy menu            6 Reconciliation  <b>7 Operator menu</b></p>	<p>Press numeric key 7            or scroll down to Operator Menu and press OK.</p>						
<p>Operator menu  <b>1 Reports</b>            2 Issuers            3 Term status</p>	<p>Press OK or numeric key 1.</p>						
<p>Reports  <b>1 Trans. list</b>            2 X-Total            3 Z-Total</p>	<p>Press OK or numeric key 1.</p>						
<p>Trans. list  <b>1 Print</b>            2 Delete</p>	<p>Press OK or numeric key 1 to print.</p>						
<p>Select session</p> <table border="0" data-bbox="156 1131 462 1243"> <tr> <td>Session 490:</td> <td>2</td> </tr> <tr> <td>Session 489:</td> <td>10</td> </tr> <tr> <td>Session 488:</td> <td>1</td> </tr> </table>	Session 490:	2	Session 489:	10	Session 488:	1	<p>Scroll down using the arrow key to the required reconciliation and press OK.            The option All is shown at the bottom of the list and provides a print-out of all transactions stored in the terminal.</p>
Session 490:	2						
Session 489:	10						
Session 488:	1						
<p>Print Pending</p>	<p>The terminal prints out the report.</p>						


## 11.2 X-Total

The report shows sales on the terminal since the previous Z-Total was printed out. Figures are not reset when a list is printed out.

	<p>Press MENU.</p>
<p>Main menu 5 Copy menu 6 Reconciliation <b>7 Operator menu</b></p>	<p>Press numeric key 7 or scroll down to Operator Menu and press OK.</p>
<p>Operator menu <b>1 Reports</b> 2 Issuers 3 Term status</p>	<p>Press OK for Reports.</p>
<p>Reports 1 Trans. list <b>2 X-Total</b> 3 Z-Total</p>	<p>Press numeric key 2 or scroll down to X-Total and press OK.</p>
<p>Print Pending</p>	<p>Wait for receipt.</p>


## 11.3 Z-Total

The report shows sales on the terminal since the previous Z-Total was printed out. Figures are reset when a list is printed out.

	<p>Press MENU.</p>
<p>Main menu 5 Copy menu 6 Reconciliation <b>7 Operator menu</b></p>	<p>Press numeric key 7 or scroll down to Operator Menu and press OK.</p>
<p>Operator menu <b>1 Reports</b> 2 Issuers 3 Term status</p>	<p>Press OK for Reports.</p>
<p>Reports 1 Trans.list 2 X-Total <b>3 Z-Total</b></p>	<p>Press numeric key 3 or scroll down to Z-Total and press OK.</p>
<p>Print Pending</p>	<p>The terminal prints out the report.</p>


## 11.4 Copy of last Z-Total

This function is used to extract a copy of the most recent Z-Total.

	Press MENU.
Main menu 3 Card services 4 Optional Func <b>5 Copy menu</b>	Press numeric key 5 or scroll down to Copy meenu and press OK.
Copy menu 1 Last receipt 2 Last reconc. <b>3 Last Z-Total</b>	Press numeric key 3 or scroll down to Last Z-Total and press OK.
Print Pending	Wait for receipt.


## 11.5 Operator X-Total

The report shows all transactions carried out on the terminal for one or all operators since the last Operator Z-Total was printed out. Figures are not reset when a list is printed out.

	Press MENU.
Main menu 5 Copy menu 6 Reconciliation <b>7 Operator menu</b>	Press numeric key 7 or scroll down to Operator menu and press OK.
Operator menu <b>1 Reports</b> 2 Issuers 3 Term status	Press OK for Reports.
Reports 2 X-Total 3 Z-Total <b>4 Op X-Total</b>	Press numeric key 4 or scroll down to Operator X-Total and press OK.
Op X-Total 1 Cur operator 2 All	Press OK to print out X-Total for a selected operator. Press 2 to print out X-Total for all operators.
Print Pending	Wait for the report.

## 11.6 Operator Z-Total

The report shows all transactions carried out on the terminal for one or all operators since the last Operator Z-Total was printed out. Figures are reset when a list is printed out.

	Press MENU.
Main menu 5 Copy menu 6 Reconciliation <b>7 Operator menu</b>	Press numeric key 7 or scroll down to Operator Menu and press OK.
Operator menu <b>1 Reports</b> 2 Issuers 3 Term status	Press OK for Reports.
Reports 3 Z-Total 4 Op X-Total <b>5 Op Z-Total</b>	Press numeric key 5 or scroll down to Operator Z-Total and press OK.
Oper Z-Total 1 Cur operator 2 All	Press OK to print out Z-Total for a selected operator. Press 2 to print out Z-Total for all operators. NB: Requires Merchant Card.
Print Pending	Wait for the report.



## 12 OPERATORS

This function is used to register and delete operators using the terminal. Operators are registered with a unique operator ID (up to 10 digits) and name. Each operator must be registered on each terminal that they use.

It is possible to access-protect operators by activating a four-digit code. The first operator to register with his/her code becomes the Administrator. The Administrator Operator is the only person who can create or delete registered operators. If the Administrator Operator is not known, a list of registered operators can be printed out. The Administrator is marked with an \*.


### 12.1 Creating a new operator

Used for registering a new operator on the terminal.

	Swipe the Merchant Card, magnetic strip facing left.
Merchant menu 1 Issuers 2 EOT <b>3 Operator admin</b>	Press numeric key 3 or scroll down to Operator admin.
Operator admin <b>1 Add Op.</b> 2 Delete Op. 3 Print ops.	Press OK to register a new operator.
Operator Id:	Enter operator number and press OK.
Operator Name: ABC	Enter operator name. Use the  key (the key at the top right of the terminal) to toggle to lower case.
Operator PIN:	Enter the optional four-digit PIN and press OK. If a PIN is not required, the field may be left empty. Simply press OK.
Operator added	


## 12.2 Delete operator

Used to delete a registered operator.

	
Merchant menu 1 Issuers 2 EOT <b>3 Operator admin</b>	Press numeric key 3 or scroll down to Operator admin.
Operator admin 1 Add Op. <b>2 Delete Op.</b> 3 Print ops.	Press numeric key 2 or scroll down to Delete Operator and press OK.
PIN + OK	Appears only if the registered operator has a PIN. Only the administrator can delete operators.
Operator ID:	Enter the operator number that is to be deleted and press OK.
Delete Operator?	Press OK to confirm deletion of operator.
Operator deleted	

## 12.3 Print operator list

Used to print out a list of all operators registered on the terminal.

	
Merchant menu 1 Issuers 2 EOT <b>3 Operator admin</b>	Press numeric key 3 or scroll down to Operator admin.
Operator admin 1 Add Op. 2 Delete Op. <b>3 Print ops.</b>	Press numeric key 3 or scroll down to Print List and press OK to print out a list of operators.
Print Pending	The terminal will print out a list of all operators registered on the terminal. If the registered operator has a PIN, the Administrator is marked with an *.

## 12.4 Using Operator ID

The Operator ID can be used in five different ways:

1. Without operator – the terminal never asks for Operator ID.
2. Z-Total – the terminal asks for Operator ID after each Z-Total.
3. O report – the terminal asks for Operator ID after each Operator X and Z-Total.
4. Reconciliation – the terminal asks for Operator ID after each reconciliation.
5. Always – the terminal asks for Operator ID after each transaction.

This is set in the function parameters on the terminal.



## 14 ERRORS AND TROUBLESHOOTING

Questions	Solution
Purchases, reconciliation, backup solution in the past 7 days	Please contact Nets customer service tel. 0600 41 42 43 or tuki-fi@nets.eu
Problems with reconciliation or with card transactions.	Please contact Nets customer service tel. 0600 414 243.
Several terminals with the same error	Please contact your network provider or shop/chain manager.
To order credit card agreements	Please contact the credit card company.
To order automatic reconciliation <ul style="list-style-type: none"> <li>• Not connected to network</li> <li>• No contact with centre</li> <li>• I only get backup solutions</li> </ul>	<p>Please contact Nets customer service.</p> <p><b>General:</b> The terminal cannot establish contact with the network. Restart the terminal by holding down the yellow “Clear” button and the full stop/comma button simultaneously. Let go and wait until the terminal starts up (approx. 30 seconds). Try again.</p> <p><b>GPRS:</b> In order for the terminal to be online, the signal strength with antenna signal must first be displayed at the top of the display. If the signal or antenna do not show after restarting, contact the network provider to check coverage and subscriptions/SIM cards or call Nets’ customer service for additional troubleshooting of the terminal.</p> <p><b>Ethernet/Broadband:</b> Check that the network cable is connected to the terminal and the network socket in the wall, switch or router/modem. Contact your network provider to check the network, or contact Nets’ Customer service for troubleshooting the terminal.</p>
The terminal freezes. None of the keys work	Restart the terminal by holding down the yellow “Clear” button and the full stop/comma button simultaneously. Let go and wait until the terminal starts up (approx. 30 seconds). Try again. If the terminal is still frozen, remove the power cable or battery and ensure that the display goes dark. Replace the power cable/battery. If the terminal is still frozen, contact Nets’ customer service.
The terminal stopped working when we were carrying out a transaction. Did the purchase go through?	Take a copy of the last transaction (Menu – 5 – 1) to see if the purchase went through OK. If this is still uncertain, call Nets customer service.
Problems with the terminal modem	Check whether the modem is lit up. Check that all cables are in the right position on the terminal, in the modem and in the wall socket. Take out the line and power cables on the modem. Replace the line in the modem first (the one with a clip). Then replace the power cable. Contact Nets customer service if required.
Why can’t the terminal connect to the server?	Check that your firewall is open to addresses 91.102.24.142 and 193.214.20.21 and ports 9670 and 9681.

Response codes	Explanation
Resp 05 and 51 – Rejected	The transaction is rejected by the bank or card issuer.
Resp 55 – Incorrect PIN	The customer has entered an incorrect PIN code; get them to try again.
Resp 87 – The terminal must be reconciled	More than seven days have passed since the last reconciliation and you must reconcile the terminal (Menu – 6) before it can be used.
Resp 91 – No contact with card issuer	A data centre is down and the terminal cannot establish contact with the customer’s card issuer. Try again, try another card or settle in cash. The amount is reserved on the customer’s account but will be reversed as soon as the data centre is up again. It is important to explain that the cardholder will not be charged and the transaction must be performed again.

## 15 SUBMITTING PAYMENT TERMINAL FOR SERVICE OR TERMINATION

Check that the terminal has been reconciled before sending it to the Nets repair service. Pack the terminals securely and separately. If there are several terminals, wrap them individually. Remember to include associated cables. The package must be traceable; keep the tracking number. Enter the terminal-ID (TID) clearly outside of the package. You can find the terminal number from all the terminal print-outs.

Do not return the ADSL modem to the Nets repair service. When sending terminals for service, please include a return schedule.

Terminals should not be sent for repair/service until the error has been reported to Nets customer service. Terminals received by the Nets repair service which have not been reported to Nets customer service will be stored until a service report has been received from Nets.

When terminating the lease of a terminal, the terminal should not be returned until the merchant has terminated the existing lease agreement. Merchants that buy a new terminal from a different supplier must terminate their lease agreements with the bank before they return the old terminal. The lease agreement will run and the merchant will be invoiced until notice of termination has been received by the merchant’s bank.

Please contact Nets customer service about return enquiries.

