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Ingenico iwl222 manual

Posted on 02.04.2018 | Added in Credit Debit Card Machines 1. Introduction This guide has been produced to assist terminal installers and field engineers with their understanding of the Ingenico terminal range. The guide details the standard installation process, as well as listing some of the most common issues likely to be reported by merchants. 2. Glossary Term Meaning PSTN Public Switched Telephone Network IP Internet Protocol GEMS Global Estate Management System MAC Message Authentication Code MID Merchant Identification Number TID Terminal Identification Number DHCP Dynamic Host Configuration Protocol TMS Terminal Management System GPRS General Packet Radio Service GSM Global System for Mobile communications 3.1. IWL222/ IWL252 The IWL222 and 252 are portable Bluetooth terminals offering a compact design, extended battery life and a high speed printer. Communication can be achieved using either PSTN or IP through the terminal's base. The Bluetooth solution is ideal for restaurants or any retail outlet where a flexible payment card payment location is required. The handset to base Bluetooth range is approximately 100 metres with a direct line of sight. The IWL222 is a mono screen Bluetooth terminal, while the IWL252 is the contactless, colour screen version. The ICT220 is a countertop terminal with mono display, while the ICT250 has a contactless, colour screen. Communication from this hard wired terminal is possible via PSTN or IP. This terminal type is suitable for merchants who only need to process card payments at a static location where power and telephone / network connections are available in close proximity. Looking identical to the IWL252 Bluetooth terminal, the IWL251 is a mobile option offering connectivity over GPRS and GSM using a roaming SIM and is colour contactless enabled. This terminal type is ideal for merchants who have a requirement to accept card payments in a variety of locations. Supplied with a colour display, this terminal also has extended battery life and a high speed printer, and can accept all standard payment types including contactless. The handset is supplied with a charging base. 4. Installation Process – GEMS Terminals The following section details the recommended steps to follow when attempting to install GEMS configured Ingenico terminals. This terminal type will need to connect to GEMS to download the appropriate merchant configuration during installation. The merchant should ensure that they have their merchant number to hand, which can usually be found on their welcome letter. 4.1. IWL222/252 Terminals Ensure that the power and telephone or network cables have been connected to the appropriate ports on the base unit before powering on the terminal. If the telephone cable has not already been fitted then you should remove the base cover by releasing the retaining clips as shown in the diagram below. Plug the appropriate connector into the telephone port on the base (labelled Telephone In) and the white BT connector into a standard telephone socket. The terminal can share a phone line with the merchant's telephone using a phone double adaptor if required. If connecting over IP, plug in an Ethernet cable to the network port on the back left of the base unit and the other end to the merchant's router or network switch. Finally, connect the terminal's power adaptor to a power socket nearby. Bluetooth terminals may have a sticker attached advising that the handset should be charged for two hours before operation. As the handset's battery charge may be low on first installation you may find that Bluetooth signal and printing performance are impacted until the handset charge reaches a reasonable level (ideally 50% or more). This will not prevent the terminal from being installed with the handset sitting on the base. Note: If you install a terminal with both telephone and Ethernet cables attached then the terminal will use the back-up connection method on the third connection attempt when the primary connection method (configured at the time of installation) is not available. Installation Steps a) If you have not already done so, you will be prompted to place the handset on the base and press ENTER. b) 'Base Assignment Successful' will then be shown. Also, on the handset's header bar the 'B' symbol will turn blue, a Bluetooth signal bar will appear, and the serial number of the base the handset is assigned to will be shown. c) You will then be prompted to select a 'Connection Method'. Select 'Telephone (PPP)' for PSTN or 'Local Network' for IP. IP – you will then be prompted to connect your network cable. PSTN - you will then be prompted to plug in the phone cable, set a dial prefix (if required), and set call waiting (if configured on the phone line). d) Key in the merchant number provided then press ENTER. e) The terminal will now connect to GEMS to pick up its configuration download. f) Once complete, the terminal will power cycle then contact the acquirer(s) to perform a log-on check with the authorisation host. g) After this call completes the terminal will print a list of card types accepted. If a 'Card Types Not Accepted' list is printed, then the installer will need to contact the helpdesk to resolve the issue, as it is likely that the terminal has not been setup correctly on the authorisation host. h) Finally, the terminal will make another call to GEMS to provide the result of the logon test. i) Once this call completes the terminal will restart then display the 'READY' screen. The terminal is now ready for use. Tips - The Bluetooth symbol needs to turn blue before it will allow you to use the terminal. - The number in the top corner indicates the base unit it belongs to. - No more than three terminals can be allocated to one base. - 'Enter' is the power on button- press and hold. - 'Clear' and '.' will power down the terminal- press and hold together. perform a log-on check with the authorisation host. g) After this call completes the terminal will print a list of card types accepted. If a 'Card Types Not Accepted' list is printed, then the installer will need to contact the helpdesk to resolve the issue, as it is likely that the terminal has not been setup correctly on the authorisation host. h) Finally, the terminal will make another call to GEMS to provide the result of the logon test. i) Once this call completes the terminal will restart then display the 'READY' screen. The terminal is now ready for use. 5. Common Display Messages Below are listed some of the most common terminal display messages. Please contact customer services if any of these messages occur. - 'Bad MAC/ Invalid MAC - Remove Card Please - Alert Irruption - Unable to Connect For an ICT220/250 terminal the merchant should check that the telephone or network cable is connected to the appropriate port on the terminal's connector block, and also to the external connection point. (See Section 7 'Communication Issues' below for more details) For an IWL222/252 Bluetooth terminal, in addition to the above checks, the merchant should also confirm that they have a Bluetooth connection between the handset and the base. (See Section 6 'Bluetooth signal issues' below for more details) 6. Bluetooth Signal Issues If a merchant complains of Bluetooth signal problems with their IWL222/252 terminal, first of all check that the handset is assigned to the base that the merchant is claiming. In the handset's header bar the 'B' symbol will be shown blue when a Bluetooth signal is established, and red when its assigned base is out of range. A five bar signal strength indicator is also shown in this header. Above these icons is displayed the serial number of the base unit the handset is assigned to. This number should match the last eight digits of the serial number printed on the underside of the base unit, beneath the left hand barcode. If a merchant needs to assign a handset to a new base unit carry out the following steps with the handset sitting on the base. a) From the 'Ready' prompt press the MENU button twice. b) Use the arrow keys to highlight 'Select Function' then press ENTER. c) Key in function code 36 and press ENTER, then swipe your Supervisor Card when prompted. d) At the 'Radio Setup' prompt press ENTER. e) Select 'Assign to base' then press ENTER. f) After a few seconds the display will inform you that assignment was successful. g) Now press the CANCEL button until the display returns to the 'Ready' screen Tip: If a merchant has several Bluetooth terminals it is highly recommended that all handsets and bases are labelled to show their assignment setup to help prevent any mixups. Also, although a Bluetooth handset and base are supplied as a pair, when connecting over IP you can assign up to three handsets per base if required. Unlike PSTN a number of transactions can communicate over IP at the same time, so there would be no need to wait until one terminal completes a transaction before initiating a transaction on another handset. 7. Communication Issues / Connection Tests Communication problems generate the highest number of calls to the helpdesk by far. Below are some tips which can be used to assist the merchant in resolving these issues. 7.1. Connecting over PSTN For all terminal types connecting over PSTN the following checks should be made. □ Is the telephone cable connected to the correct port on the terminal and to the phone socket? □ Does the phone line have a dial tone? □ Does the terminal need a dial prefix to access an external line? (Function Code 44 – Dial Parameters) □ Does the merchant have broadband on the line? If so, the terminal will need to connect into an ADSL filter which should then be plugged into the phone line. 7.2. Connecting over IP For all terminal types connecting over IP the following checks should be made. □ Is the network cable connected to the correct port on the terminal and to the router / network port? □ Is the network symbol lit green on the terminal's display header? A network icon lit green indicates an active network connection and that the terminal has been allocated an IP address. A network icon that is grey (i.e. not lit) indicates that no network connection is detected. A network icon lit red indicates an active network connection, but that the terminal has not been allocated an IP address. □ If the network icon is not lit green, check whether the merchant's network is set up for DHCP (Dynamic IP addressing) or static IP addressing. (Contact customer services for help with this.) 7.3. Connection Tests The connection test detailed below will test whether a connection can be made to the front end of either GEMS or the acquiring host. While the log-on test will perform a connection test to the acquiring host, and also confirm that the terminal ID (TID) is logged on for authorisation. In this instance, please contact customer services or the helpdesk. 8. Common Function Codes To perform certain functions and enter settings on a GEMS terminal you may on occasion be required to select one of the terminal's function codes. You can select a function code by performing the following steps from the 'Ready' screen:- READY For SALE Enter Amount Press the MENU key twice. SYSTEM MENU Totals Print Function Codes Select Function Using the up/down arrow keys immediately below the terminal display, highlight 'Select Function' then press the ENTER key to confirm. Key in Function Code and then press ENTER Key in the required function code number then press the ENTER key. Some of the most common function codes are as follows:- Code Title Description 16 Print Transaction Log Allows you to print a log of the last 100 transactions 30 Set Date / Time Allows the clock to be changed manually (i.e. for summer/winter clock change) 32 Reset Mac Key To resolve 'Bad MAC' issues. This must be performed with the assistance of the helpdesk 36 Radio Setup To assign a handset to a base (Bluetooth terminals only) 44 Dial Parameters Allows you to set a dial prefix or call waiting after installation 75 Log-on Test Performs a log-on test to the acquirer. 81 Contact GEMS To connect to GEMS to pick up a configuration change 86 Connection Test Tests whether a connection can be made to the front end of GEMS or the acquirer 87 Switch Comms To switch a previously configured terminal from PSTN to IP or vice versa If any of the additional features are missing from the terminal in terms of gratuities, cashback or the merchant requires a change of receipt details, please contact customer 9. TMS Terminals In addition to the GEMS configured terminals detailed above, Ingenico also supply these same Bluetooth, Countertop and Mobile terminals in a version configured by a system called TMS (Terminal Management System) rather than GEMS. These terminals have a different menu structure from the GEMS terminals, however, any new TMS terminal supplied for installation will always be sent out with the merchant's details pre-configured. This means that the only settings that the installer may need to make on an installation is to insert a dial prefix if the terminal connects through a PABX phone system, assign a Bluetooth handset to a new base, or set static IP address details if dynamic IP addressing (DHCP) is not being used by the merchant. The most common settings and tests are listed below. 9.1. Adding a Dial Prefix If required, a dial prefix can be added to a TMS terminal as follows. a) From the 'Ready' screen press the MENU key twice b) Select F3 Supervisor c) Key in the Supervisor code (default is 01483) then press ENTER d) Select F3 Config e) Select F3 PSTN Prefix f) Key in the dial prefix (usually 9) then press ENTER to accept g) Press the CANCEL key twice to return to the 'Ready' screen 9.2. Adding a Dial Pause If after adding a dial prefix you find that the terminal still fails to connect, due to there being a delay between the prefix being dialled and the dial tone being heard, then a dial pause (or several pauses if necessary) can be inserted as follows. a) Follow steps a) to e) above b) Key in the dial prefix (usually 9) then press the F4 key c) This will change the keypad selections from numbers (shown on the display as '123', to letters (shown on the display as 'ABC') d) Press the 'Dot' key which has the dot and comma symbol on it. This will insert a comma on the display after the prefix and signifies a dial pause e) Now press ENTER to accept f) Press the CANCEL key twice to return to the 'Ready' screen 9.3. Performing a Log-on Test Performing a log-on test is an ideal way to test that a terminal can connect successfully to the acquirers. This should be carried out as follows. a) From the 'Ready' screen press the MENU key twice b) Select F3 Supervisor c) Key in the Supervisor code (default is 01483) then press ENTER d) Select F4 Logon e) Select either F1 for all acquirers or F4 to select each available acquirer individually f) If F4 is selected, press ENTER when the required acquirer is displayed g) The results of the log-on tests will be printed, showing either 'Pass' or a diagnostic code relating to a failed connection attempt 9.4. Changing the Supervisor Code TMS terminals have been configured to use a supervisor code rather than a supervisor card to perform certain functions, such as refunds and end of day bankings. The supervisor code can be changed as follows. a) From the 'Ready' screen press the MENU key twice b) Select F3 Supervisor c) Key in the Supervisor code (default is 01483) then press ENTER d) Select F2 Password e) Select F4 Change Password f) Key in the new password then press ENTER g) Re-enter the new password to confirm then again press ENTER h) Press the CANCEL key twice to return to the 'Ready' screen 9.5. Assigning a Handset to a New Base Assigning a handset to a new base can only be performed through the hidden Telium Manager menu. To perform this process place the handset on the new base unit then follow the steps below. a) Press the down arrow key between the four function keys (F1 to F4) b) Press ENTER to select Telium Manager c) Press 3 to select Initialization d) Press 2 to select Hardware e) Press 4 to select Cradle Setup f) Press 1 to select Association g) Press 1 to select New Base h) If the handset assigns to the base the display will show 'Association Successful' i) Press the CANCEL key until the display returns to the 'Ready' screen j) The serial number of the newly assigned base unit should now appear beneath the word 'BLUETOOTH' on the terminal's header bar 9.6. IP Connection Settings Unlike the GEMS version, TMS configured terminals can switch between IP and PSTN as the primary connection method without the need for a configuration download. Also, if both Ethernet and telephone connections are available to the terminal then it will automatically choose IP, then revert to PSTN if IP ever becomes unavailable. When a network connection is provided for the terminal the display header will show 'ETH' or 'Eth'. The differences are as follows:- □ ETH - indicates an active network connection, but that the terminal has not been allocated an IP address. □ Eth - indicates an active network connection and that the terminal has been allocated an IP address. If 'Eth' is displayed when a network cable is connected during initial installation this suggests that the merchant is using dynamic IP addressing (DHCP), while 'ETH' suggests that static IP addressing is in use. For static IP addressing the network administrator will need to supply you with the IP address to be assigned to the terminal, the default gateway address, and the subnet mask. To set this information in the terminal please contact the helpdesk who will talk you Terminal Overview & Common Issues / Resolutions Page 19 of 20 Copyright Ingenico UK 2014 through the steps involved. This setup process is identical for both TMS and GEMS terminal types. 10. Helpdesk Number Initially telephone support will be available through the Ingenico contact centre in Northwich, although longer term front line support will be provided by PaymentSense. Support from Ingenico will be available 24 hours a day, 7 days a week. Ingenico Contact Number – 0844 874 6743 or diverted from PaymentSense Helpdesk Number – 0208 962 5445 The Ingenico number will take you straight through to an advisor without the need for making any further selections. Ideally you should have both the Merchant ID (MID) and Terminal ID (TID) ready when calling the helpdesk, as you are likely to be asked for this information. 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