



## Your Quick Reference Guide

### GPRS Terminal

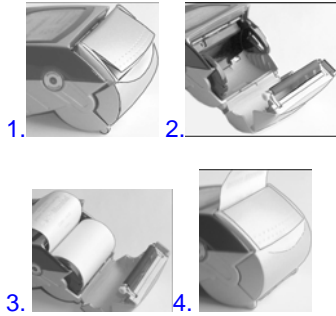
## 123 SEND GPRS TERMINAL


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## GETTING STARTED

In this pack you should have:-

1. GPRS Terminal
2. Mains charging lead (fits into base station)
3. Base station for terminal
4. 1 Full spare till roll (inside terminal)



1. Open the paper housing cover by pulling the catch upwards.
2. Remove the remaining roll or the inner tube
3. Un-stick the paper at the start of the new roll and insert as shown. Close the paper housing cover by pressing the cover closed to engage the two catches.
4. Press the paper feed  key when the terminal is showing the idle screen to feed the paper through the printer.

**Only use approved paper rolls supplied by your terminal supplier.**

### Battery info:

Charge the battery for approximately 6-8 hours before use.

The battery can only be recharged when in the terminal, using the supplied base unit or travel charger.


**Use only approved chargers provided by your terminal supplier**

While the battery is charging, an animated line will be shown below the  symbol.

For maximum efficiency, it is recommended to charge the battery at normal ambient temperatures (between 15 and 25 °C).

For maximum performance, it is recommended to change your battery pack every two years.

It is normal for the battery (and base, if used) to heat up slightly when charging.

If the battery symbol shows empty , and the terminal displays a “**Battery Low**” warning then you should recharge the terminal battery as soon as possible.

If the terminal displays a “**Battery too low**” warning and powers off, then the battery must be recharged before further use of your terminal is possible.

**DO NOT** attempt to use your terminal without its battery pack.

**DO NOT** attempt to open the battery pack. There are no user-serviceable components.

**DO NOT** remove the battery pack from the terminal for extended periods of time.

**DO NOT** discard old or broken battery packs. Return them to your terminal supplier for correct recycling.





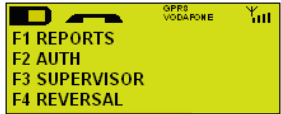



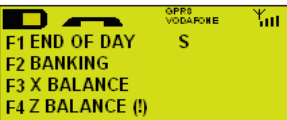


## PROCESSING A CHIP AND PIN SALE

Terminal Display	Action	Description
		Insert the Cardholder's CARD into the reader with the chip facing up and towards the keypad.
		The terminal will check the card type then display the screen shown. Key in the <b>amount</b> in pence (i.e. 1545 for £15.45) then press <b>OK</b>
		The screen will now display the amount entered for the customer to confirm and enter their PIN. Using the keypad request the customer to enter their <b>4 digit</b> PIN, then press <b>OK</b>
		The terminal will confirm the PIN entered is correct and then prompt the Customer to hand the terminal back to the merchant. If the Pin number entered is incorrect the terminal will prompt to re-enter. The customer has <b>3</b> attempts to get it right.
		The terminal will make connection to the Acquirers system to obtain an Authorisation code. Ensure the card is <b>not</b> removed during this process as it will <b>VOID</b> the transaction.
		The First receipt which the terminal will print is the <b>Merchant</b> copy, tear this off and then press <b>OK</b> to print the Customer copy
		Remove the card. Tear off the Cardholder's Copy. Check the transaction has been verified and <b>not Declined / Void or Cancelled</b>
		Terminal is now ready to take the next transaction.
		If the terminal shows "Call Auth Centre" Please call your acquirer. The telephone number will be displayed on the screen. Follow the on screen prompts.

## PROCESSING A MAIL ORDER / CUSTOMER NOT PRESENT (CNP) SALE





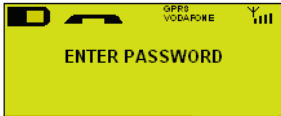

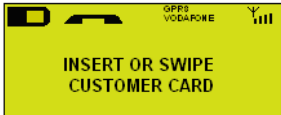



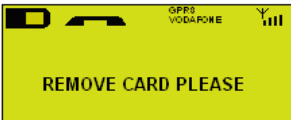



Terminal Display	Action	Description
		On the <b>Ready</b> screen press the <b>Menu</b> button once. This will bring up a list of options.
		Select Mailorder by pressing <b>F1</b> on the keypad.
		To complete a CNP Sale select <b>F4</b> on the keypad. You will be prompted to key in the long card number.
		Using the keypad enter the long number for the credit card. The terminal will check the card type and display it on the screen.
		Using the keypad enter the <b>4 digit</b> expiry date. If the expiry date appears as 11/08 on the card, then key in <b>1108</b> then press <b>OK</b>
		The CSC number can generally be found on the Signature Strip and is the last <b>3 digits</b> .
		Key in the numbers from the <b>CARDHOLDER'S Postcode</b> (i.e. for HA7 2JE key in <b>72</b> ) Then press <b>OK</b> .
		Key in the numbers from the <b>CARDHOLDER'S address</b> (i.e. <b>412</b> for 4A, 12 High Street) Then press <b>OK</b> . If there is no house number then leave blank and just press <b>OK</b> .
		<b>Key in the amount in pence</b> (i.e. 1545 for £15.45) then press <b>OK</b>
		The First receipt which the terminal will print is the <b>Merchant</b> copy, tear this off and then press <b>OK</b> to print the Customer copy
		Terminal is now ready to take the next transaction

## PROCESSING A RECONCILIATION REPORT



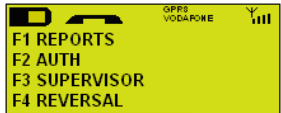



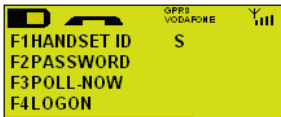

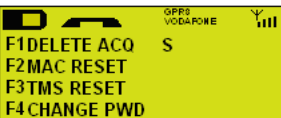

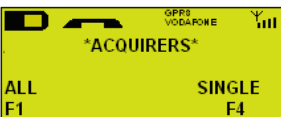

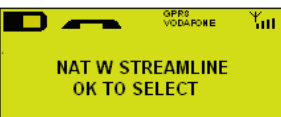




Terminal Display	Action	Description
		Press the <b>Menu</b> button twice to bring up a new menu on the screen
		Select <b>F1</b> for reports.
		You will be prompted to key in your password ( <b>You should change this for security purposes from the default</b> ) Press <b>OK</b> once the password is entered.
		Select <b>F1</b> for <b>End of Day</b> . The terminal will now make connection with the Acquirer system, if you have more than one Acquirer, the terminal will call them in Alphabetical order (Amex, Diners, Streamline). Once it has completed the reconciliation it will print off the report.
		Terminal is now ready to take the next transaction

**RECONCILIATION REPORTS:** A reconciliation should be completed at the end of each working day in your **Banking Window**. This is to ensure that all transactions taken are confirmed at your acquirer. If you are not sure of your **Banking Window** please contact your acquirer on the number listed at the back of this booklet.

## PROCESSING A CHIP AND PIN REFUND

Terminal Display	Action	Description
		On the Ready screen Press the <b>Menu</b> button once.
		Select <b>F2</b> for Refunds.
		You will be prompted to key in your password ( <b>You should change this for security purposes from the default</b> ) Press <b>OK</b> once the password is entered.
		Insert the Cardholder's <b>CARD</b> into the reader with the chip facing up and towards the keypad.
		<b>Key in the amount in pence</b> (i.e. 1545 for £15.45) then press <b>OK</b>
		The terminal will make connection to the Acquirers system to obtain an Authorisation code. Ensure the card is <b>not</b> removed during this process as it will <b>VOID</b> the refund.
		Once the terminal has got the authorisation from the acquirers system to complete the refund, the terminal will prompt you to remove the card.
		The first receipt the terminal will print is the <b>Merchant</b> copy, retain this and then press <b>OK</b> to print the <b>Customer</b> copy.
		Terminal is now ready to take the next transaction

## CLEARING A BAD MAC

Terminal Display	Action	Description
		Press the <b>Menu</b> button twice to bring up a new menu on the screen
		Select <b>F3</b> for the Supervisor Menu.
		You will be prompted to key in your password ( <b>You should change this for security purposes from the default</b> ) Press <b>OK</b> once the password is entered.
		Select <b>F2</b> for the Password Menu.
		In the Password Menu you will be presented with the screen shown. Select <b>F2</b> for MAC Reset.
		Select <b>F4</b> for Single Acquirer.
		The terminal will display the first acquirer loaded. (if you have Amex this will be shown first, in that case press <b>F4</b> until you see Natwest Streamline) Press <b>OK</b> to select.
		Once Natwest Streamline has been selected confirm the reset by pressing <b>F4</b> . The terminal will print a receipt to confirm the reset
		<b>Call 123 Send Helpdesk on 0870 20 90 123 and state you had a Bad Mac. Our helpdesk will reset the MAC at the Acquirer end and then talk you through a Logon Procedure. If you have any problems with the above steps please call our helpdesk immediately.</b>

**ONCE YOU HAVE FOLLOWED THE ABOVE PROCEDURE DO NOT USE THE TERMINAL UNTIL YOU HAVE SPOKEN TO OUR HELPDESK!**

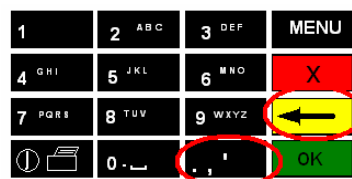
## TROUBLE SHOOTING

### ONSCREEN MESSAGES

COMMUNICATIONS NOT AVAILABLE	<p>The terminal is not able to communicate.</p> <p>Check the network coverage in the area, you maybe in an area of poor coverage. Try powering down the terminal and rebooting to try and establish a network connection.</p> <p>If the GPRS Status shows NO SIM, contact the Terminal Helpdesk.</p>
NOT ACCEPTED	<p>The card inserted is not configured for the selected transaction type. Ask the customer to pay by some other means.</p>
PROCESSING ERROR	<p>The selected operation is not allowed for the card presented, or the card is faulty. Ask the customer to pay by some other means and advise them to contact their Card Issuer.</p>
OPERATION NOT ALLOWED	<p>The selected operation is not allowed for the card presented, or the card is faulty. Ask the customer to pay by some other means and advise them to contact their Card Issuer.</p>
CALL AUTH CENTRE	<p>A referral has occurred. Call the Authorisation Centre on the number displayed or printed by the terminal for voice authorisation of this transaction</p>
DECLINED	<p>The card issuer has declined to authorise the transaction, ask the customer to pay by some other means.</p>
BAD MAC	<p>There is a security password mismatch between Terminal and Acquirer Host – please call the Terminal Helpdesk.</p>
CANNOT CALL HOST CHECK NETWORK	<p>The terminal has not successfully contacted the Acquirer Host within 3 dial attempts. The diagnostic codes printed on the subsequent receipt will show whether there is a problem with the network or the Acquirer Host system. Check signal strength and if network coverage is good but problem persists contact the helpdesk.</p>
INVALID CARD	<p>The card presented is a card type that is not supported, or is damaged and cannot be read by the terminal</p>
INVALID TRANSACTION	<p>You have attempted to perform a transaction but the acquirer has not set you up for this facility. E.g. Cashback, Customer Not Present Transaction.</p>

### OTHER HELPFUL TIPS

- If you are thinking of taking your terminal abroad, then please contact our helpdesk for advice about international roaming facility, and setting the terminal up.
- Power off the terminal when not being used for a long period of time, the terminal will go into Standby when not used within a 5 minute interval but this will mean the battery is still being drained of power. To fully power down the terminal press and hold the yellow arrow key and button with 3 dots at the same time.



## PERSONAL NOTES.

Use this space to make any notes...



**CONTACT NUMBERS**



- **123 Send Technical Helpdesk Call 0870 20 90 123**

**24 Hour Call Answering Service, with full  
Technical support available from:  
Monday – Saturday 08:00 – 23:00  
Sunday and Bank Holidays 08:00 – 18:00**

- **123 Sales Call 0870 20 30 123**

**Opening Hours for Sales  
Monday to Friday 09:00-17:30**

**For pricing and accessory orders (including till rolls) please call  
during sales office hours or email [accessories@123send.net](mailto:accessories@123send.net)**

**[www.123SEND.net](http://www.123SEND.net)**

**Additional Contact Numbers**

**Streamline: 08457 616263 – (Option 1) Reconciliation number**

**Streamline: 08457 600500 – Authorisation number**