



## AXALTO X1000 ONLINE **GPRS** TERMINAL

### YOUR QUICK REFERENCE GUIDE



# AXALTO X1000 ONLINE GPRS TERMINAL

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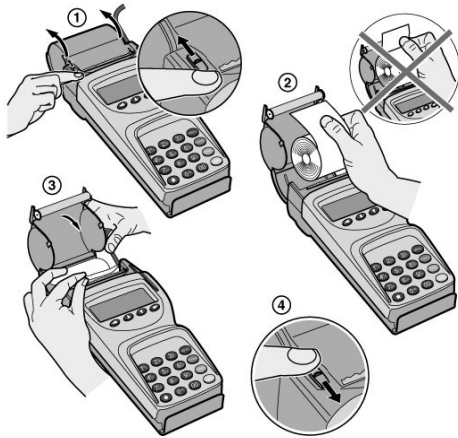
# GETTING STARTED

In this pack you should have:-

GPRS Terminal  
Mains charging unit (2 Parts)  
1 full spare till roll

Please ensure you charge your terminal for a minimum of 4-5 hours.

Make sure the paper is loaded in correctly. See diagram below.



(Pic1) Unlock the printer cover, and then rotate the cover open.

(Pic2) Place the new paper roll in the housing, as shown in picture 2.

(Pic3) Close the printer cover ensuring that the leading edge of the paper is correctly located as shown in picture. Please make sure at least 1cm of paper is extended beyond the serrated edge.

(Pic4) Lock the printer cover. By pushing the lock towards the screen.

## Please complete a test transaction.

If the terminal is not on, press **ENTER**. (If this fails to turn on the terminal please re-set the terminal. See Page 10)

When the terminal displays the spinning globe, process a chip and PIN transaction for a penny using the instructions on **page 3**.

If you get an Auth code, your terminal has completed the configuration process and is now ready to use.





**Note:** On the printed receipt please check your **MERCHANT NUMBER** and **TILL ROLL TEXT** is correct. The merchant number is printed on the top left hand corner of a receipt. (See page 9 for example)



If your terminal displays the message **Bad Mac**. This means the password in the terminal and at **YOUR ACQUIRER** are not synchronised. To correct these please follow the simple steps on page 9 and then complete the test transactions again.

**\*ACCESS CODE:** If you do not know your access code please call our helpdesk and quote your merchant number. Please keep this confidential code separate from your terminal.

# PROCESSING A CHIP AND PIN SALE

Terminal Display	Action	Description
<div style="border: 1px solid black; padding: 10px; text-align: center;">           Date      Time         </div>		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           CHECKING CARD         </div>		Please wait while the card is checked.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           SALE            ENTER AMOUNT      15.45         </div>		Key in the <b>amount</b> in pence (i.e. 1545 for £15.45) and press <b>ENTER</b> .
<div style="border: 1px solid black; padding: 10px; text-align: center;">           HAND TERMINAL TO            CARDHOLDER             ENTER         </div>	<div style="border: 1px solid black; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">             ENTER           </div>	Press <b>ENTER</b> and hand the TERMINAL to the CARDHOLDER.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           SALE....             ENTER PIN            CLEAR                  ENTER         </div>		The CARDHOLDER keys in their <b>PIN</b> and presses <b>ENTER</b> . (If they make a mistake they can press CLEAR and rekey.)
<div style="border: 1px solid black; padding: 10px; text-align: center;">           PIN OK            HAND TERMINAL            TO MERCHANT             ENTER         </div>	<div style="border: 1px solid black; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">             ENTER           </div>	The TERMINAL displays 'PIN OK' and should be handed back to you. Press <b>ENTER</b> . The TERMINAL will now dial out for Authorisation.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           PRESS ANY KEY            FOR COPY         </div>		Tear off MERCHANT COPY. Press <b>any key</b> to print the CARDHOLDER'S COPY.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           REMOVE CARD         </div>		Remove card. Tear off CARDHOLDER'S COPY. Check the transaction has been verified and not declined or cancelled.
<div style="border: 1px solid black; padding: 10px; text-align: center;">           CALL AUTHORISATION            CENTRE             ENTER         </div>	<div style="border: 1px solid black; padding: 5px; text-align: center; width: 50px; margin: 0 auto;">             ENTER           </div>	 If the TERMINAL shows ' <b>Call Authorisation Centre</b> ' please call your Acquirer Authorisation Centre, the number is listed on <b>Back page</b> . Press <b>ENTER</b> to hold Transaction while you phone.

# PROCESSING A MAIL ORDER/TELEPHONE ORDER SALE





Terminal Display	Action	Description
<div style="border: 1px solid black; padding: 5px; text-align: center;">           Date      Time         </div>		Key in <b>card number</b> and press <b>ENTER</b> . Follow prompts for more information i.e. issue number, start date. Key <b>dates</b> in format MMY. (Delete mistakes with BS = backspace.)
<div style="border: 1px solid black; padding: 5px; text-align: center;">           SALE            CARDHOLDER            PRESENT?            CAN    NO    YES         </div>		Press <b>ARROW KEYS</b> to select NO.
<div style="border: 1px solid black; padding: 5px; text-align: center;">           SALE            SECURITY CODE            BS         </div>		Key in the last 3 numbers from the <b>security code</b> on back of the card. Press <b>ENTER</b> .
<div style="border: 1px solid black; padding: 5px; text-align: center;">           SALE POSTCODE            NUMBERS            BS         </div>		Key in the numbers from the <b>CARDHOLDER'S postcode</b> . (i.e. <b>75</b> for SS7 5DE.) Press <b>ENTER</b> .
<div style="border: 1px solid black; padding: 5px; text-align: center;">           SALE            ADDRESS NUMBERS            BS         </div>		Key in the numbers from the <b>CARDHOLDER'S address</b> . (i.e. <b>412</b> for 4a, 12 High St, when no house number leave blank.) Press <b>ENTER</b> .
<div style="border: 1px solid black; padding: 5px; text-align: center;">           SALE            ENTER AMOUNT            BS      15.45         </div>		Key in the <b>amount</b> in pence (i.e. 1545 for £15.45) and press <b>ENTER</b> . The <b>TERMINAL</b> will now dial out for Authorisation.
<div style="border: 1px solid black; padding: 5px; text-align: center;">           AVS / CV2            DATA MATCHED            CANCEL                  OK         </div>		Results of the AVS / CV2 security checks are displayed. See <b>Merchant Operating Instructions (MOI)</b> if unsure of the results. Decide whether to accept the transaction. <b>LEFT ARROW</b> = cancel, <b>RIGHT ARROW</b> = accept.
<div style="border: 1px solid black; padding: 5px; text-align: center;">           PRESS ANY KEY            FOR COPY         </div>		Tear off <b>MERCHANT COPY</b> . Press <b>any key</b> to confirm transaction and print <b>CARDHOLDER'S COPY</b> .
<div style="border: 1px solid black; padding: 5px; text-align: center;">           Date      Time         </div>		Check the transaction has been verified and not declined or cancelled. The transaction is now complete.
<div style="border: 1px solid black; padding: 5px; text-align: center;">           CALL AUTHORISATION            CENTRE            ENTER         </div>		If the <b>TERMINAL</b> shows 'Call Authorisation Centre' please call your Acquirer Authorisation Centre, the number is listed on <b>Back page</b> . Press <b>ENTER</b> to hold Transaction while you phone.



**Note:** If the screen displays **data not matched** this means that the information keyed in is not the same as the information registered against the card.





# PROCESSING A SALE WITH GRATUITY OR 'TIP'

(PLEASE NOTE: THIS IS NOT AVAILABLE AS STANDARD – PLEASE CALL OUR HELPDESK FOR FURTHER INFO)

Terminal Display	Action	Description
<div style="border: 1px solid black; padding: 5px; text-align: center;">Date      Time</div>		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
<div style="border: 1px solid black; padding: 5px; text-align: center;">CHECKING CARD</div>		Wait while the card is being checked
<div style="border: 1px solid black; padding: 5px; text-align: center;">SALE ENTER AMOUNT 15.45 BS</div>		Key in the <b>amount</b> in pence (i.e.1545 for £15.45) and press <b>ENTER</b>
<div style="border: 1px solid black; padding: 5px; text-align: center;">HAND TERMINAL TO CARDHOLDER  ENTER</div>	<div style="border: 1px solid black; padding: 5px; text-align: center; background-color: #4CAF50; color: white;">ENTER</div>	Press <b>ENTER</b> and hand TERMINAL to CARDHOLDER
<div style="border: 1px solid black; padding: 5px; text-align: center;">SALE 15.45 CONFIRM AMOUNT  CANCEL      ENTER</div>	<div style="border: 1px solid black; padding: 5px; text-align: center; background-color: #4CAF50; color: white;">ENTER</div>	The CARDHOLDER confirms the amount by pressing <b>ENTER</b>
<div style="border: 1px solid black; padding: 5px; text-align: center;">SALE 15.45 LEAVE A GRATUITY  NO                      YES</div>	<div style="border: 1px solid black; padding: 5px; text-align: center; background-color: #4CAF50; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto;">▶</div>	The CARDHOLDER should press the <b>RIGHT ARROW KEY</b> to leave a gratuity - or – <b>LEFT ARROW KEY</b> if they do not wish to leave a gratuity
<div style="border: 1px solid black; padding: 5px; text-align: center;">SALE 15.45 GRATUITY AMOUNT 5.00 CLEAR      ENTER</div>		The CARDHOLDER keys in the <b>gratuity amount</b> and presses <b>ENTER</b>
<div style="border: 1px solid black; padding: 5px; text-align: center;">TOAL 15.45 CONFIRM TOTAL (GRATUITY TOTAL=5.00) CANCEL      ENTER</div>	<div style="border: 1px solid black; padding: 5px; text-align: center; background-color: #4CAF50; color: white;">ENTER</div>	The CARDHOLDER presses <b>ENTER</b> to confirm the total and the gratuity amount
<div style="border: 1px solid black; padding: 5px; text-align: center;">TOTAL 20.45 ENTER PIN CLEAR      ENTER</div>		The CARDHOLDER keys in their <b>PIN</b> followed by <b>ENTER</b> (If they make a mistake they can press <b>CLEAR</b> and rekey.)
<div style="border: 1px solid black; padding: 5px; text-align: center;">PIN OK HAND TERMINAL TO MERCHANT  ENTER</div>	<div style="border: 1px solid black; padding: 5px; text-align: center; background-color: #4CAF50; color: white;">ENTER</div>	TERMINAL displays 'PIN OK' and should be handed back to MERCHANT. The TERMINAL will now call in for Authorisation. Press <b>ENTER</b> and MERCHANT COPY of receipt will print
<div style="border: 1px solid black; padding: 5px; text-align: center;">PRESS ANY KEY FOR COPY</div>		Press <b>any key</b> to print the CARDHOLDER'S COPY
<div style="border: 1px solid black; padding: 5px; text-align: center;">REMOVE CARD</div>		Remove card. Check the transaction has been verified and not declined or cancelled

# PROCESSING A CHIP AND PIN SALE WITH TRANSACTION REFERENCING

(PLEASE NOTE: THIS IS NOT AVAILABLE AS STANDARD – PLEASE CALL OUR HELPDESK FOR FURTHER INFO)

Terminal Display	Action	Description						
<div style="border: 1px solid black; padding: 5px; text-align: center;">Date      Time</div>		<b>STEP 1.</b> Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.						
<div style="border: 1px solid black; padding: 5px; text-align: center;">CHECKING CARD</div>		<b>STEP 2.</b> Please wait while the card is checked. You will next be prompted to enter the reference. For alpha reference follow step 3 and then step 6. For a numerical reference follow step 4 onwards.						
<div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">SALE</td> <td style="text-align: left;">REF #</td> </tr> <tr> <td style="text-align: right;">BS NUM</td> <td style="text-align: left;">SEND</td> </tr> <tr> <td style="text-align: right;">LOW</td> <td style="text-align: left;">SPE</td> </tr> </table> </div>	SALE	REF #	BS NUM	SEND	LOW	SPE		<b>STEP 3.</b> Completing an alpha reference press the button that has the letter that you wish to appear on the receipt. For example to have "SEND" appear as the reference press 7 and the letter P will appear on the screen immediately press the <b>STAR</b> button twice to change the P to S. Press 3 then <b>STAR</b> once for the letter E. Press 6 then <b>STAR</b> for the letter N. Press 3 for the letter D.
SALE	REF #							
BS NUM	SEND							
LOW	SPE							
<div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">SALE</td> <td style="text-align: left;">REF #</td> </tr> <tr> <td style="text-align: right;">BS NUM</td> <td style="text-align: left;">SPE</td> </tr> </table> </div>	SALE	REF #	BS NUM	SPE		<b>STEP 4.</b> Terminal will prompt to enter a reference for the transaction. To enter a numerical reference press <b>UP ARROW KEY</b> .		
SALE	REF #							
BS NUM	SPE							
<div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">SALE</td> <td style="text-align: left;">REF#</td> </tr> <tr> <td style="text-align: right;">BS ALP</td> <td style="text-align: left;">1234</td> </tr> <tr> <td style="text-align: right;">SPE</td> <td></td> </tr> </table> </div>	SALE	REF#	BS ALP	1234	SPE			<b>STEP 5.</b> Key in the numerical reference (e.g. 1234), then press <b>ENTER</b> .
SALE	REF#							
BS ALP	1234							
SPE								
<div style="border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right;">SALE</td> <td></td> </tr> <tr> <td style="text-align: right;">ENTER AMOUNT</td> <td style="text-align: left;">15.45</td> </tr> </table> </div>	SALE		ENTER AMOUNT	15.45		<b>STEP 6.</b> Once the transaction reference number has been entered, complete the chip & PIN sale as normal (see page 3). Key in the <b>amount</b> in pence (i.e. 1545 for £15.45) and press <b>ENTER</b> .		
SALE								
ENTER AMOUNT	15.45							

## Example Numeric Receipt:

```

* MERCHANT COPY *
  123 Send Ltd
  Elliot House
  London
98765432      24271234
24/07/06 08:56      0002
Maestro Dom      ICC
A0000000050001
6759402016547899645
EXP: 11/09 Start:11/05 04

      SALE
TOTAL          £15.45

      Verified by PIN
AUTH CODE: 00034
TC:9F7624F739E33938
Ref# 1234 ←
* MERCHANT COPY *
    
```

Transaction Reference will appear  
on the bottom of both the  
Merchant Copy and Customer  
Copy.

## Example Alpha Receipt:













```

* MERCHANT COPY *
  123 Send Ltd
  Elliot House
  London
98765432      24271234
24/07/06 08:56      0002
Maestro Dom      ICC
A0000000050001
6759402016547899645
EXP: 11/09 Start:11/05 04

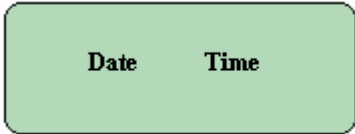








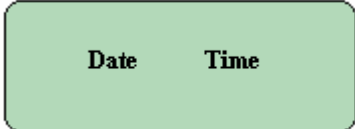

      SALE
TOTAL          £15.45

      Verified by PIN
AUTH CODE: 00034
TC:9F7624F739E33938
Ref# SEND
* MERCHANT COPY *
    
```








# PROCESSING A CHIP AND PIN REFUND

Terminal Display	Action	Description
Date Time		Press the <b>MENU</b> key to access the main menu.
MAIN MENU MER SYS APP TRA		Press the <b>RIGHT ARROW</b> key to select TRA (transaction).
TRANSAC MENU 1. DUPLICATE 2. SPLIT BILL 3. REFUND	 	Press <b>3</b> for a refund then press <b>ENTER</b> .
REFUND INSERT OR SWIPE CARD KEYED		Insert the CARDHOLDER'S card into the reader with the chip facing towards the keyboard.
ACCESS CODE CANCEL ENTER		Key in the <b>access code*</b> then press <b>ENTER</b> . (*see page 2 for access code information)
REFUND ENTER AMOUNT 15.45		Key in the <b>amount</b> in pence (i.e. 1545 for £15.45) then press <b>ENTER</b> .
HAND TERMINAL TO CARDHOLDER ENTER		Press <b>ENTER</b> and hand the TERMINAL to the CARDHOLDER.
REFUND ENTER PIN CLEAR ENTER		The CARDHOLDER keys in their <b>PIN</b> and presses <b>ENTER</b> . (For mistakes press CLEAR and re-key.)
PIN OK HAND TERMINAL TO MERCHANT ENTER		The TERMINAL should be handed back to you. Press <b>ENTER</b> and the MERCHANT COPY of the receipt will print. The TERMINAL will now dial out for Authorisation.
PRESS ANY KEY FOR COPY		Press <b>any key</b> to confirm the transaction and to print the CARDHOLDER'S COPY.
REMOVE CARD		Remove card. Tear off and check that the transaction has been verified and not declined or cancelled.
CALL AUTHORISATION CENTRE ENTER		 If the TERMINAL shows 'Call Authorisation Centre' please call your Acquirer Authorisation Centre, the number is listed on <b>Back page</b> . Press <b>ENTER</b> to hold Transaction while you phone.

# PRODUCING A RECONCILIATION REPORT

Terminal Display	Action	Description
		Open the cover and make sure that you have enough paper to print your Reconciliation.
		Press the <b>MENU</b> key to display main menu.
		Press the <b>LEFT ARROW</b> for MER (MERCHANT) Menu.
		Press <b>2</b> for BANKING and press <b>ENTER</b> .
		Key in the <b>access code*</b> and press <b>ENTER</b> . The TERMINAL will print the Reconciliation Report, dialing out to card acquirers. (*see page 2 for access code information)
		After printing the report, press <b>CANCEL twice</b> . The TERMINAL reverts to the DATE/TIME screen. Tear off and keep the Reconciliation Report.

# CLEARING A BAD MAC ON THE TERMINAL

Terminal Display	Action	Description
<div style="border: 1px solid black; padding: 5px; text-align: center;">Date      Time</div>		Press <b>Menu</b> to access the Main Menu.
<div style="border: 1px solid black; padding: 5px; text-align: center;">MAIN MENU MER SYS APP TRA</div>		Press the <b>Down Arrow</b> key to select APP
<div style="border: 1px solid black; padding: 5px; text-align: center;">ACCESS CODE CANCEL      ENTER</div>		Key in your <b>access code*</b> and then press <b>ENTER</b> (*see page 2 for access code information)
<div style="border: 1px solid black; padding: 5px; text-align: center;">APACS 40 MENU 3. RECONCILE 4. REPRINT 5. SEEDKEY</div>		Press the number <b>5</b> on your keypad and then press <b>Enter</b> .
<div style="border: 1px solid black; padding: 5px; text-align: center;">AQUIRER 1. STREAMLINE</div>		STREAMLINE should be high lighted on the screen. Press <b>Enter</b> (if not then scroll to Streamline using the arrow keys)
<div style="border: 1px solid black; padding: 5px; text-align: center;">RESET SEEDKEY ARE YOU SURE? CAN      NO      YES</div>		Press the <b>Right arrow</b> indicating <b>YES</b> . Screen will display Processing, and go back to the APACS40 Menu. The Reset is now complete on the terminal.
<div style="border: 1px solid black; padding: 5px; text-align: center;">Date      Time</div>		Press <b>cancel</b> until you get the spinning globe on the screen.



## CALL YOUR ACQUIRER

Once you have completed the above steps call **Your Acquirer** from the numbers listed below. Quote you have a "**Bad MAC**" and Require a "**MAC Reset**" You will be asked for your Terminal ID. This can be found on any of your receipts or reconciliation reports and starts with **2427XXXX**. See below

Barclays Merchants Call:  
**0870 60 600 60 Select Option 1**

HBoS Merchants Call:  
**0845 964 5055 Select Option 1**

Lloyds Cardnet Call:  
**01268 567100**

Streamline Merchants Call:  
**08457 61 62 63 Select Option 2 Then 1**

Merchant ID	123 Send Ltd London T: 0870 20 30 123	Terminal ID
98765432		24271234

# UNDERSTANDING THE ERROR CODES/MESSAGES

Error Code Displayed	What It Means	What To Do
113	The terminal is struggling with the network coverage in the area. This may be due to high volume of users or general poor coverage in that area.	<ul style="list-style-type: none"> <li>Press <b>Reset</b> button located underneath the battery. This will reestablish connection to the network.</li> <li>If you find you are in a good area for network coverage, then you may find that your local mast is down temporarily.</li> </ul>
206	Terminal has disconnected from the bank system due to the timeout while waiting for a response.	Press <b>Reset</b> button located underneath the battery. This will reestablish connection to the network. Try the transaction again.
<b>210 / Max Connection Attempts Made</b>	The terminal is not fully configured on the Streamline system.	Please call the 123 Send helpdesk.
<b>Invalid Merchant</b>	There may be a configuration problem.	Please call the 123 Send helpdesk.
<b>Check SIM</b>	The SIM Card may have come loose from the SIM slot.	The SIM is located in the battery compartment. Lift the battery out and remove and replace the SIM. Press <b>Reset</b> button. Try a test transaction.

## OTHER HELPFUL TIPS

Please be aware you should always carry your paper fallback. If you do not have a paper fallback please contact you acquirer.

If you find your terminal does not turn on, disconnect from all power sources (including battery) and then reconnect them starting with the battery then the mains charging unit. Reset the terminal following the instructions below, and charge the terminal for as long as possible before you need to use it again.

If you have not used your terminal for a lengthy period, do not assume the battery will have kept the charge. Always re-charge your terminal before you need it. If you are a seasonal trader try to recharge your battery once a month.

### Resetting the terminal:

IF you need to reset the terminal follow the steps below:

1. Remove the battery cover from the back of the terminal.
2. Lift the battery out (DO NOT disconnect the battery)
3. Using a pen press the **Reset** button. (This is located in the top right hand corner close to where the battery is connected to the terminal)

### **Coverage:**

You can check the coverage of the network by entering the postcode of where you are going to trade on our website. Go To: <http://www.123send.net> – Click on Technical Support and then the link to Coverage.

## CONTACT NUMBERS



- **123 Send / 123 Hire Helpdesk call 0870 20 30 123 Option 1**

**Opening Hours for Helpdesk:**

**Monday to Friday 8am - 8pm**

**Saturday 9am - 6pm**

**Sunday 10am - 4pm**

**Bank Holidays 9am - 5pm**

- **123 Send / 123 Hire Sales call 0870 20 30 123 Option 2**

**Opening Hours for Sales:**

**Monday to Friday 9am - 5.30pm.**

**For pricing of any accessories (including till rolls) please call during sales office hours.**

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

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

**Barclays Authorisation Number – 0870 24 24 240**

**HBoS Authorisation Number – 0870 22 44 880**

**Lloyds Cardnet Authorisation Number –**

**01268 822 822 (Customer Present)**

**01268 278 278 (Customer NOT Present)**

**Streamline Authorisation Number – 08457 600 500**