

Global Payments Countertop – iCT250 Quick Reference Guide

Table of Contents

1 – Introduction	4
2 – General Tips.....	4
3 – Basic Terminal Operations	5
<i>Before You Begin</i>	5
<i>How to Use This Guide</i>	5
<i>Unpacking the Box</i>	5
<i>Terminal ON/OFF</i>	6
<i>Terminal Keyboard</i>	6
<i>Numeric Data Entry</i>	8
<i>Alphanumeric Data Entry</i>	9
<i>Access Administrator Menu</i>	11
<i>Password Management</i>	12
4 – Accepting Payment Cards.....	13
<i>To Conduct an EMV Chip Card Transaction</i>	13
<i>To Conduct an EMV Chip Card Transaction on the External PIN Pad (EPP)</i>	13
<i>To Conduct a Magnetic Stripe Transaction</i>	14
<i>To Conduct a Magnetic Stripe Transaction on the External PIN Pad (EPP)</i>	14
<i>To Conduct a Contactless Transaction</i>	15
<i>To Conduct a Contactless Transaction on the External PIN Pad (EPP)</i>	15
5 – Sale Transactions.....	16
6 – Void	23
7 – Return	25
8 – Performing a Settlement (Closing the Terminal)	26
9 – Reprint.....	27

10 – Server Settings.....	27
11 – Batch Menu	29
12 – Terminal Security	30
<i>Use Passwords for Protection</i>	30
<i>Terminal Security</i>	30
13 – Reports.....	31
14 – Installation Procedure.....	31
<i>iCT250 Countertop Connection to Magic Box Kit</i>	32
<i>iCT250 Countertop Connection to Ethernet</i>	32
<i>iCT250 Countertop Connection to the iPP320 External PIN Pad (Optional)</i>	33
<i>Attaching the Privacy Shield (Optional)</i>	34
15 – Replacing the Paper Roll.....	35
16 – Troubleshooting.....	36
<i>Receipt Paper is Jammed</i>	36
<i>Card Reader Does Not Work Properly (Cards are Not Read)</i>	36
<i>Terminal Does Not Work Properly</i>	37
<i>Receipt is Blank</i>	37
17 – Cleaning	37
18 – Terminal Specifications	38
19 – Service and Support.....	39

1 – Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This power combination allows us to deliver comprehensive solutions that are personalized to your needs.

This guide is your primary source of information for operating, setting up and installing the Global Payments Countertop Contactless point-of-sale (POS) iCT250 terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

2 – General Tips

The following tips provided will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily; this ensures that your funds are constantly deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently ensures you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, check your cabling and attempt a reset by unplugging and re-plugging the power supply.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your telephone company or your Internet service provider.
6. The Global Payments Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

3 – Basic Terminal Operations

Before You Begin

The iCT250 Countertop Contactless is a point-of-sale electronic payment terminal designed to process debit and credit card transactions via an Internet or standard dial connection. For terminal set-up instructions, refer to **Section 14**.

CAUTION: Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, and laundry tub or near a swimming pool. Do not use in flammable environments.

How to Use This Guide

The terminal contains both ATM-style buttons (screen function keys) for variable screen menu selection options and pre-configured numeric key pad and function buttons. Variable on-screen menus will appear in **bold** throughout this guide. Press the corresponding screen function key below the display to select that option. Pre-configured buttons will appear in CAPS.

Unpacking the Box

Carefully inspect the shipping carton and its contents for shipping damage. If the content is damaged, file a claim immediately with the shipping company and notify Global Payments. Do not try to use damaged equipment.

Remove the items from the carton. You should have the following items, according to what was ordered:

- An iCT250 Countertop Contactless terminal with paper roll installed
- Magic box kit connected with terminal
- An external power supply
- Roll of thermal printer paper
- Quick Reference Guide
- iPP320 External PIN Pad (Optional)

NOTE:

If you have ordered the iCT250 terminal with an iPP320 External PIN Pad. The External PIN Pad will be included in the box.

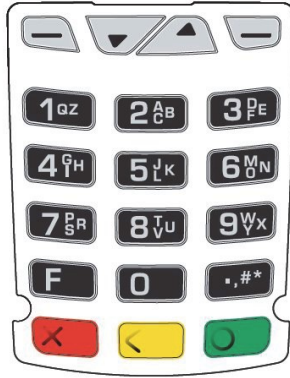
Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up, initiate an application check and then enter idle screen. To power off the iCT250, simply disconnect the power supply from the electrical outlet.








Terminal Keyboard

The terminal keypad contains 10 numeric keys (0-9), an up/down scroll key, a green **[Enter]** key, a red **[Cancel]** key, a yellow **[Correction]** key and a number of additional function keys. The exact number of additional function keys varies by terminal model.



Special function keys provide customers with quick and easy access to frequently used functions and tasks. The following special function keys are present on the terminal: **[F]**, **[F1]**, **[F2]**, **[F3]**, **[F4]**.

iCT250	Key Name
	F
	F1
	F2
	F3
	F4

NOTE: Throughout the Quick Reference Guide, to use the **[▼]** function, press the **[F2]** key; to use the **[▲]** function, press the **[F3]** key.

Numeric Data Entry

The terminal keypad will automatically default to a numeric-only keypad when entering data into numeric-only fields, such as card number and amount prompts. See the following examples:

Card number is a numeric data item. To enter the value “544619999,” press **[5]**, **[4]**, **[4]**, **[6]**, **[1]**, **[9]**, **[9]**, **[9]** and **[9]** on the keypad.

TRANSACTION NAME
Card Number
[544619999]

Then press **[Enter]** to confirm the data entered. The terminal then starts validation.

For amount entries, the terminal initially displays \$0.00. For example, to enter the value “\$5.30,” press **[5]**, **[3]** and **[0]**. No decimal point is entered.

TRANSACTION NAME
Enter Sale Amount
[\$5.30]

Then press **[Enter]** to confirm the data entered. The terminal then starts validation.

Text Data Entry

When performing data entry into text-only fields, the terminal keypad automatically defaults to all alpha characters.

Alphanumeric Data Entry

NOTE: When performing data entry on screens that accept both alpha and numeric characters, the method of using a shift key “F” to access the alpha characters and special characters is implemented. By pressing the numeric key first and then pressing the “F” key, you can scroll through all characters programmed on that key.

The **Administrator** key [.,#*] is also designated for other special characters; it is marked with a period, comma, # (pound) and * (asterisk). To select one of the special characters, press that key and then press the **[F]** key until the desired character appears.

An alphanumeric data entry example is shown below:

FOOTER S
Enter Footer 1 Amount <input style="width: 50px;" type="text"/>

Footer 1 is an optional alphanumeric data item from zero to 24 characters. The following example shows how to enter the message “Open 24HR” using multiple key presses.

Step	Terminal Display	Merchant Action		
1	<table border="1"> <tr> <td style="background-color: black; color: white; text-align: center;">FOOTERS</td> </tr> <tr> <td style="text-align: center;">Enter Footer 1 <input style="width: 50px;" type="text"/></td> </tr> </table>	FOOTERS	Enter Footer 1 <input style="width: 50px;" type="text"/>	No action.
FOOTERS				
Enter Footer 1 <input style="width: 50px;" type="text"/>				
2	<table border="1"> <tr> <td style="background-color: black; color: white; text-align: center;">FOOTERS</td> </tr> <tr> <td style="text-align: center;">Enter Footer 1 <input style="width: 50px;" type="text" value="[O]"/></td> </tr> </table>	FOOTERS	Enter Footer 1 <input style="width: 50px;" type="text" value="[O]"/>	Press [6] once. Press [F] key three times.
FOOTERS				
Enter Footer 1 <input style="width: 50px;" type="text" value="[O]"/>				

3	FOOTERS	Press [7] once. Press [F] four times.
	Enter Footer 1 [Op]	

4	FOOTERS	Press [3] once. Press [F] five times.
	Enter Footer 1 [Ope]	

5	FOOTERS	Press [6] once. Press [F] five times.
	Enter Footer 1 [Open]	

6	FOOTERS	Press [0] once. Press [F] two times.
	Enter Footer 1 [Open]	

7	FOOTERS	Press [2] once.
	Enter Footer 1 [Open 2]	

8	FOOTERS	Press [4] once.
	Enter Footer 1 [Open 24]	

9	FOOTERS	Press [4] once. Press [F] two times.
	Enter Footer 1 [Open 24H]	

10	FOOTERS	Press [7] onces. Press [F] two times. Press [Enter] to confirm data entry.
	Enter Footer 1 [Open 24HR]	

The following are data entry keys:

iCT250	Characters Accessed
	1, Q, Z, q, z
	2, A, B, C, a, b, c
	3, D, E, F, d, e, f
	4, G, H, I, g, h, i
	5, J, K, L, j, k, l
	6, M, N, O, m, n, o
	7, P, R, S, p, r, s
	8, T, U, V, t, u, v
	9, W, X, Y, w, x, y,
	0, hyphen, space
	Period, comma, #, *, underscore, @, /, \, ; (semi-colon), : (colon), \$, %, (,), &, and ' (apostrophe)

Access Administrator Menu

The Administrator Menu is the place where all merchant parameter information is stored. It can only be accessed with a valid administrator name and password. The administrator menu is displayed from the idle screen when the **Administrator** [.,#*] key is pressed. Before displaying the administrator menu, the terminal will prompt you to enter the administrator name and administrator password.

Password Management

The iCT250 Countertop Contactless offers multi-level passwords that can be used for different purposes. You can set up a maximum of four levels of passwords. These passwords – from the highest level to the lowest level – are: administrator password (being used by Global Payments only), manager password, supervisor password and Server password.

You should change your password periodically for maximum protection against fraud.

Manager/Supervisor/Server Passwords

The manager, supervisor and Server passwords are set up by the administrator in the administrator menu. There is only one manager, one supervisor and one Server password. There is no user name associated with any of these passwords.

The manager, supervisor and Server password length is seven alpha and numeric characters. The password can consist of any number of alpha or numeric characters.

Manager, supervisor and Server passwords cannot be locked out and do not expire.

Password Hierarchy

The password hierarchy is as follows:

- Administrator password
- Manager password
- Supervisor password
- Server password

A higher level password is accepted in the place of a lower level

password. Example: If the application prompts for the Server password, then the supervisor and manager passwords will also be accepted.

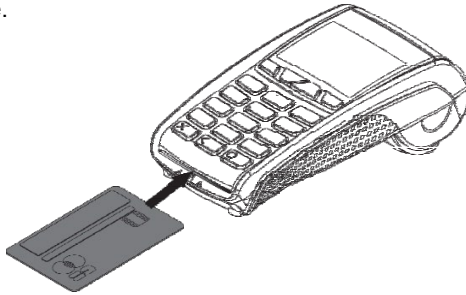
If you forget your password, please call Global Payments' Customer Care at **441-505-0785**.

For instructions on how to use each password level to protect sensitive information, please refer to **Section 12**.

4 – Accepting Payment Cards

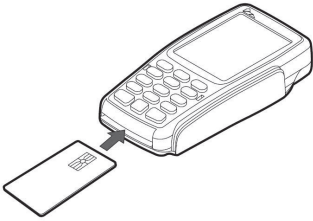
To Conduct an EMV Chip Card Transaction

1. Press the **[Enter]** key to enter main menu.
2. Select a transaction type and follow the prompts accordingly.
3. Position the chip card with the chip side facing upward, as shown below.
4. Insert the chip card into the smart card reader slot in a smooth, continuous motion until it seats firmly.
5. Remove the card only when the application indicates the transaction is complete.



To Conduct an EMV Chip Card Transaction on the External PIN Pad (EPP)

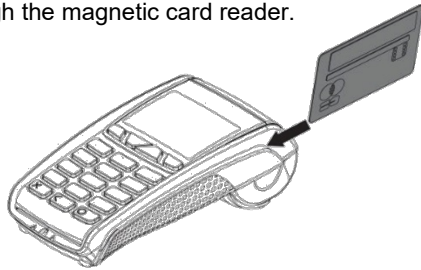
1. Select the transaction type on the terminal and follow the prompt accordingly.
2. Position a chip card with the chip contacts facing upward as shown in below diagram.
3. Insert it into the chip card reader slot in a smooth, continuous motion until it seats firmly.
4. If more than one card application is available on the chip card, the EPP will display the first application. If you want to accept the application displayed, Press the Enter key to proceed, otherwise scroll up/down to highlight the application that you want to process.
5. Follow the prompt on the EPP to complete the transaction.
6. Remove the card when the display prompts you to do so.



CAUTION: Leave the chip card in the reader until the transaction is complete. Premature card removal will invalidate the transaction.

To Conduct a Magnetic Stripe Transaction

1. Press the **[Enter]** key to enter the main menu.
2. Select a transaction type and follow the prompts accordingly.
3. Position a magnetic card with the stripe in the card reader facing inward, toward the keypad.
4. To ensure a proper read of the magnetic swipe card, the user should insert the magnetic card from the top of the unit, as shown below.
5. Swipe the card through the magnetic card reader.



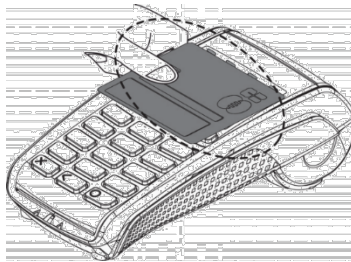
To Conduct a Magnetic Stripe Transaction on the External PIN Pad (EPP)

1. Select the transaction type on the terminal.
2. Position a magnetic stripe card with the stripe outward, facing away from the keypad.
3. Swipe it through the magnetic card reader as shown in the below diagram.



To Conduct a Contactless Transaction

1. Press the **[Enter]** key to enter the main menu.
2. Select a transaction type and follow the prompts accordingly.
3. Bring the card firmly up to the active zone above the display (at about 1 cm). Keep the card close to the display during the transaction.
4. Your contactless terminal has a row of four status lights that are visible on the display. When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless display is in use but a card is not being read.
5. When a contactless card is presented to the contactless active zone during a transaction, the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard.



To Conduct a Contactless Transaction on the External PIN Pad (EPP)

1. After processing a transaction on the terminal, ask the customer to confirm amount on PIN Pad.
2. Cardholder follows the prompts displayed on the EPP screen by pressing the keys on the PIN Pad.
3. Cardholder waves or taps their card in close proximity to EPP screen so that the maximum surface area is parallel to the antenna as shown in the below diagram.

-
4. A series of beeps and LED flashes will indicate that the card has been validated.
 5. A receipt is printed on terminal with the purchase amount.



5 – Sale Transactions

The sale transaction is the most common transaction for general retail applications.

NOTE: If you are presented with a card with a chip on it, insert the card in the chip reader on the terminal with the chip facing up and in. Leave the card in the reader until the transaction is completed.

For **Chip card** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. If Std Tip Only is enabled, terminal displays “Tip Required?” Press **[F1]** for **Yes** and **[F4]** for **No**.
 - a. If **Yes**, pass the terminal to Customer, the customer can select one of three pre-set tip percentage options, or select **Other Tip Amount** to key in a specific tip amount and press **[Enter]** to confirm.
 - b. If **No**, continue from step 8.

NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at **441-505-0785**.

7. The terminal displays “**Swipe/Insert/Tap/Key**” and the cardholder inserts the card, if tip amount is added, press **[F1]** to confirm the transaction amount.
8. The cardholder enters PIN.
9. Customer presses **[Enter]** and hands the terminal back to Server.
10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
11. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have an iPP320 external PIN Pad:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. On the PIN Pad displays “**Confirm Amount**”, the cardholder presses – **[F1] on the PIN Pad** to confirm the transaction amount. Press – **[F4] for No/Non** to cancel the transaction.
7. If Std Tip Only is enabled, PIN Pad displays “Pick TIP Method”.
 - a. On the PIN Pad, the customer can select one of **[F1]** for **%**(three pre-set tip percentage options), or select **[F3]** for **\$Amt (Other Tip Amount)**.
 - b. On the PIN Pad, press **[F4]** for **None**, continue from step 9.

NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at **441-505-0785**.

-
8. If tip amount is added, press **[F1]** to accept for confirming the transaction amount.
 9. The PIN Pad displays “**Swipe/Insert/Tap**” and the cardholder inserts the card.
 10. The cardholder enters PIN on the PIN Pad.
 11. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 12. Press **[Enter]** to print the customer copy of the receipt.

For **swiped/manual entry** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit** and **[2]** for **Debit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. Press **[F1]** to confirm the transaction amount.
7. If Std Tip Only is enabled, terminal displays “Tip Required?” Press **[F1]** for **Yes** and **[F4]** for **No**.
 - a. If **Yes**, pass the terminal to Customer, the customer can select one of three pre-set tip percentage options, or select **Other Tip Amount** to key in a specific tip amount and press **[Enter]** to confirm.
 - b. If **No**, continue from step 8.

<p>NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at 441-505-0785.</p>
--

8. The terminal displays “**Swipe/Insert/Tap/Key**” and the cardholder swipes / key the card then hands the terminal back to the Server. Continue from step 9 for swiped cards. Continue to step 10 for keyed cards.
9. Customer presses **[Enter]** and hands the terminal back to the Server.

-
10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 11. Press **[Enter]** to print the customer copy of the receipt. The following steps are for users that have an iPP320 external PIN Pad

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. On the PIN Pad displays “**Confirm Amount**”, the cardholder presses – **[F1] on the PIN Pad** to confirm the transaction amount. Press – **[F4] for No/Non** to cancel the transaction.
7. If Std Tip Only is enabled, PIN Pad displays “Pick TIP Method”.
 - a. On the PIN Pad, the customer can select one of **[F1]** for **%**(three pre-set tip percentage options), or select **[F3]** for **\$Amt** (Other Tip Amount).
 - b. On the PIN Pad, press **[F4]** for **None**, continue from step 9.

<p>NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at 441-505-0785.</p>

8. If tip amount is added, press **[F1]** to accept for confirming the transaction amount.
 9. The PIN Pad displays “**Swipe/Insert/Tap**” and the cardholder the cardholder swipes / key the card.
 10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 11. Press **[Enter]** to print the customer copy of the receipt.
-

NOTE: For credit cards only, the receipt is signed by the cardholder. A signature is not required for debit cards.

For **contactless** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. Press **[F1]** to confirm the transaction amount.
7. If Std Tip Only is enabled, terminal displays “Tip Required?” Press **[F1]** for **Yes** and **[F4]** for **No**.
 - a. If **Yes**, pass the terminal to Customer, the customer can select one of three pre-set tip percentage options, or select **Other Tip Amount** to key in a specific tip amount and press **[Enter]** to confirm.
 - b. If **No**, continue from step 8.

NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at 441-505-0785.

8. The terminal displays “**Swipe/Insert/Tap/Key**” and the cardholder taps the card, if tip amount is added, press **[F1]** to confirm the transaction amount.
9. Customer hands the terminal back to Server.
10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
11. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have an iPP320 external PIN Pad

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. On the PIN Pad displays “**Confirm Amount**”, the cardholder presses – **[F1] on the PIN Pad** to confirm the transaction amount. Press – **[F4] for No/Non** to cancel the transaction.
7. If Std Tip Only is enabled, PIN Pad displays “Pick TIP Method”.
 - a. On the PIN Pad, the customer can select one of **[F1]** for **%**(three pre-set tip percentage options), or select **[F3]** for **\$Amt** (Other Tip Amount).
 - b. On the PIN Pad, press **[F4]** for **None**, continue from step 9.

<p>NOTE: If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at 441-505-0785.</p>
--

8. If tip amount is added, press **[F1]** to accept for confirming the transaction amount.
9. The PIN Pad displays “**Swipe/Insert/Tap**” and the cardholder the cardholder taps the card.
10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
11. Press **[Enter]** to print the customer copy of the receipt.

For **offline credit** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[4]** to select **Force**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.

-
6. Press **[F1]** to confirm the transaction amount.
 7. If Std Tip Only is enabled, terminal displays “Tip Required?”
Press **[F1]** for **Yes** and **[F4]** for **No**.
 - a. If **Yes**, pass the terminal to Customer, the customer can select one of three pre-set tip percentage options, or select **Other Tip Amount** to key in a specific tip amount and press **[Enter]** to confirm.
 - b. If **No**, continue from step 8.
 8. The terminal displays “**Swipe/Insert/Tab/Key**” and the cardholder swipes / key the card then hands the terminal back to the Server. Continue from step 9 for swiped cards. Continue to step 10 for keyed / Tab / Insert cards.
 9. If tip amount is added, press **[F1]** to confirm the transaction amount.
 10. Enter **Approval Code** and press **[Enter]**.
 11. Terminal displays “**Captured**”.
 12. The terminal prints receipts.

The following steps are for users that have an iPP320 external PIN Pad:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[4]** to select **Force**.
2. Press **[1]** for **Credit**.
3. Enter the Server ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. On the PIN Pad displays “**Confirm Amount**”, the cardholder presses – **[F1]** on the PIN Pad to confirm the transaction amount. Press – **[F4]** for **No/Non** to cancel the transaction.
7. If Std Tip Only is enabled, PIN Pad displays “Pick TIP Method”.
 - a. On the PIN Pad, the customer can select one of **[F1]** for % three pre-set tip percentage options), or select **[F3]** for **\$Amt** (Other Tip Amount).
 - b. On the PIN Pad, press **[F4]** for **None**, continue from step 9.
8. If tip amount is added, press **[F1]** to accept for confirming the transaction amount.
9. The PIN Pad displays “**Swipe/Insert/Tab**” and the cardholder the cardholder swipes /key the card.

-
10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 11. Press **[Enter]** to print the customer copy of the receipt.

If the terminal cannot read the credit card, you must enter the card number manually and then use your imprinter to take an imprint of the card and retain a signed copy for your records. If a debit card cannot be swiped, you must ask for another form of payment. Debit cards cannot be entered manually.

6 – Void

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of **Refund**) wherever possible. Transactions that are voided will not appear on cardholder statements. **Customers must be present for a void transaction on a debit card.**

NOTE: Transactions can only be voided before they are settled.

1. At the idle screen, press **[Enter]** to enter the main menu.
2. Press **[3]** or use **[▼]** button to scroll down until **Void** is highlighted and press **[Enter]**.
3. Enter Admin password and press **[Enter]**.
4. If **Pre-Auth Void** is selected in **step 4**, merchant then selects **[F1]** for **All** or **[F4]** for **One**.
5. Void Last Transaction is displayed, press **[F1]** for **Yes** or **[F4]** for **No**.
 - a. If **Yes**, when the transaction to void is found, press **[F1]** for **Yes**. Terminal displays “Verify Void”, press **[F1]** for **Yes** or **[F4]** for **No**. Continue to step 8.
 - b. If **No**, press **[▼]** button to scroll down until an option is highlighted and press **[Enter]**.
6. Press **[F4]** for **Select** to confirm the transaction to be voided. Terminal displays “Verif Void, press **[F1]** for **Yes** or **[F4]** for **No**.”
7. Press **[Enter]** and the terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.

-
8. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have an iPP320 external PIN Pad

1. At the idle screen, press **[Enter]** to enter the main menu.
2. Press **[3]** or use **[▼]** button to scroll down until **Void** is highlighted and press **[Enter]**.
3. Enter Admin password and press **[Enter]**.
4. Void Pre-Auth displayed, press **[F1]** for **Yes** or **[F4]** for **No**, go to step 8.
5. If **Pre-Auth Void** is selected in **step 4**, merchant then selects **[F1]** for **All** or **[F4]** for **One**.
6. If **All** is chosen, a report will print for all open **Pre-Auth** in the batch.
 - a. The terminal screen prompted “Confirm Void All Pre-Auth”. The merchant then selects **[F1]** for **Yes** to delete all the Pre-Auths or **[F4]** for **No**.

If **One** is chosen, proceed to next step.

- a. Press the key that corresponds to the desired search option.
NOTE: *Cust PO # option is for commercial cards only.*
 - b. Enter the transaction number from the original receipt (top of the receipt) and press **[Enter]**.
 - c. Press **[F4]** to confirm the transaction
 - d. Confirm Void amount, press **[F1]** for **Yes** and **[F4]** for **No**.
7. Void Last Transaction is displayed, press **[F1]** for **Yes** or **[F4]** for **No**.
 - a. If **Yes**, when the transaction to void is found, press **[F1]** for **Yes**. Terminal displays “Verify Void”, press **[F1]** for **Yes** or **[F4]** for **No**. Continue to step 8.
 - b. If **No**, press **[▼]** button to scroll down until an option is highlighted and press **[Enter]**.
8. Press **[F4]** for **Select** to confirm the transaction to be voided. PIN Pad displays “Confirm Void, press **[F1]** for **Yes** or **[F4]** for **No**.”
9. The terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

7 – Return

Use the **Return** transaction to credit a cardholder.

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[2]** to select **Return**.
2. Enter manager password and press **[Enter]**.
3. Press **[1]** for **Credit**.
4. Enter the Server ID (if enabled) and press **[Enter]**.
5. Enter the invoice # (if enabled) and press **[Enter]**.
6. Key in the return amount (including tip) and press **[Enter]**.
7. The terminal displays “**Swipe/Insert/Tap/Key**” and the cardholder Inserts / swipes / key / tap the card then hands the terminal back to the Server.
8. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
9. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have an iPP320 external PIN Pad:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[2]** to select **Return**.
2. Enter manager password and press **[Enter]**.
3. Press **[1]** for **Credit**.
4. Enter the Server ID (if enabled) and press **[Enter]**.
5. Enter the invoice # (if enabled) and press **[Enter]**.
6. Key in the return amount (including tip) and press **[Enter]**.
7. The PIN Pad displays “**Return/Swipe/Insert/Tap/Key**” and the cardholder Inserts / swipes / key / tap the card.
8. Press **[F1]** on the PIN Pad to accept for confirming the return amount.
9. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

<p>NOTE: Transaction password protection is highly recommended for return transactions. please contact Global Payments Customer Care at 441-505-0785.</p>

8 – Performing a Settlement (Closing the Terminal)

You should perform a terminal settlement at least once per day. This ensures prompt payment and reduces the chance of chargebacks.

1. At the idle screen, press **[Enter]** to access the main menu.
2. Press **[▼]** button to scroll down to highlight **Settlement** and press **[Enter]**.
3. Press **[1]** for **Credit/Debit/EBT**.
4. Terminal displays “**Close Batch and Deposit Funds?**”; press **[F1]** to select **Yes** to close the current batch or **[F4]** to select **No**, or **[Cancel]** if you do not wish to settle at this time.
5. The terminal starts to communicate with Global Payments to close the batch.
6. Once the transaction is complete, terminal displays “**Print Reports?**” Press **[F1]** to print the report and **[F4]** to not print.
7. If not button pressed, a **Close Batch Settlement** report is printed, giving the status of the close batch operation. Confirm the receipt displays “**Batch ### Closed**” to verify that the settlement is complete.

These transactions will be processed and your account(s) will be credited. The funds will be available in your account(s) according to the arrangements you made with Global Payments.

CAUTION: If the terminal displays “**Out of Balance**” at the end of the settlement procedure, please contact Global Payments Customer Care at 441-505-0785.

NOTE: **Auto Settle** function is available on your terminal. To activate **Auto Settle**, please contact Global Payments Customer Care at **441-505-0785**.

9 – Reprint

This option allows you to reprint either the last transaction entered or search for the appropriate transaction.

1. At the idle screen, press **[Enter]** to access the main menu.
2. For retail merchants, use **[▼]** button to scroll down to highlight **Reprint** and press **[Enter]**.
3. Press **[1]** to reprint last transaction, or press **[2]** to search for the transaction you wish to reprint.
4. If **Search** is selected, select **Yes [F1]** to reprint the pre-auth receipt and **No [F4]** to reprint a non pre-auth receipt. If **Yes** is selected, terminal will search pre-auth batch.
5. Press the key that corresponds to the desired search option: **[1]-All**, **[2]- Reference #**, **[3]-Server #**, **[4]-Invoice #**, **[5]-Account #**, **[6]-Cust PO#** and **[7]-Approval Code**.
6. When the transaction to reprint is found, press **[F4] (Select)**. Press **[▼]** button to select the next transaction in the list.
7. Select which copy to reprint: **[1]-Merchant Copy**, **[2]-Customer Copy** and **[3]-Both**.

10 – Server Settings

The application allows you to track transactions by the Server. From the Server menu, the user has the option to **Add**, **Delete** or **Print a Server ID** list.

Add Server ID

This option allows you to add a Server ID up to six (6) digits long.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the manager name and password, and then press **[Enter]**.
3. Select **[1]** to highlight **Server Menu**.
4. Select **[1]** to highlight **Add ID**.
5. Enter new Server ID, and press **[Enter]**.
6. Enter new Server name, and press **[Enter]**.
7. Terminal will display **“Server ID Added”** if it is successfully added, and then prompt **“Add another?”**

-
8. Select **Yes** to add another Server ID, or **No** to return to the Server menu.

Delete Server ID

This option allows you to delete a previously entered Server ID. The Server ID can only be deleted if there are no pending (unsettled) transactions for that Server.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Select **[1]** to highlight **Server Menu**.
4. Select **[2]** to highlight **Delete ID**.
5. Enter Server ID and press **[Enter]**.
6. Terminal will display **"Server Deleted"** if it is successfully deleted.

Print Server ID List

This option allows you to print a list of the Servers. After the list completes printing, the terminal returns to the Server menu. Select **[3] Print ID List** to print the ID list.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and manager password, and then press **[Enter]**.
3. Select **[1]** to highlight **Server Menu**.
4. Select **[3]** to highlight **Print ID List**.

Server Prompt

This section is used to enable Server prompting. If Server prompting is enabled, you will be prompted for either the **ID** or **ID plus Name**. If there is at least one record in the open batch or pre auth batch, the error message **"Must Settle Batch"** or **"Pre-Auth Existing"** is shown and the user is not allowed to change this setting.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the manager name and manager password, and then press **[Enter]**.
3. Select **[1]** to highlight **Server Menu**.
4. Select **[5]** to highlight **Server Prompt**.
5. Select **[1]** for **Off**, **[2]** for **ID Only** or **[3]** for **ID & Name**.

Server Wording

This section sets the wording of the Server prompt.

1. At idle menu press [.,#*] for the administrator menu.
2. Key in the manager name and manager password, and then press **[Enter]**.
3. Select **[1]** to highlight **Server Menu**.
4. Select **[6]** to highlight **Server Wording**.
5. Select **[1]** for **Clerk**, **[2]** for **Server** or **[3]** for **Cashier**.

11 – Batch Menu

Using the Batch menu, you can display the batch totals and history, change the current batch number and delete the current batch.

Batch Total

This feature will allow you to view the current batch grand totals.

1. At idle menu press [.,#*] for the administrator menu.
2. Key in the manager name and manager password, then press the **[Enter]** key.
3. Select **[2]** to highlight **Batch Menu**.
4. Select **[1]** to highlight **Batch Total**.
5. Press **[Enter]** to return to **Batch Menu**.

View Batch History

This feature will allow you to view the batch number and totals of up to thirty previous batches settled.

<p>NOTE: This feature will not be available when the application is in demo mode; “Feature Disabled” will display.</p>
--

1. At idle menu press [.,#*] for the administrator menu.
 2. Key in the manger name and manger password, and then press **[Enter]**.
 3. Select **[2]** to highlight **Batch Menu**.
 4. Select **[2]** to highlight **View Batch History**.
 5. Select the batch you would like to view: **[1]** for **Batch #**, **[2]** for **All** and **[3]** for **Last Batch**.
-

Delete Batch

This feature will delete all transactions in the current batch.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the manager name and manager password, and then press **[Enter]**.
3. Select **[2]** to highlight **Batch Menu**.
4. Select **[3]** to highlight **Delete Batch**.
5. Enter administrator name and press **[Enter]**.
6. Enter administrator password and press **[Enter]**.
7. Terminal prints **Batch Delete** report and prompts **“Confirm Deletion?”**
8. Select **Yes** or **No**.
9. Terminal displays **“Deletion Complete”** after selecting **Yes**.
10. Terminal prints activity report and returns to **Batch Menu**.

<p>CAUTION: DO NOT delete the batch before the current batch is settled.</p>

12 – Terminal Security

Use Passwords for Protection

Set up passwords to protect the administrator menu options, transactions and reports menu options.

Terminal Security

To minimize fraud or theft, ensure that you keep the terminal securely located at your place of business. If there is a point in time when your device isn't secured, please check the serial number on the back of the terminal to confirm it is correct and please verify that all sales/refunds are authorized.

If your terminal is missing, or if it does not belong to you, please call Global Payments Customer Care to deactivate the terminal immediately. As well, please call the police to report the stolen terminal.

CAUTION: NEVER ask cardholders to divulge their PIN codes. Cardholders should be advised to ensure they are not being overlooked when entering their PIN codes.

13 – Reports

To generate reports, follow the steps below:

1. At idle menu press [.,#*] for the administrator menu.
2. Key in the manager name and manager password, then press the **[Enter]** key.
3. Select **[0]** to highlight **Reports Menu**.
4. Select the report you want to generate:
 - **[Details]** to print detailed information for each transaction.
 - **[Summary]** to print the terminal totals by card type.
 - **[Server]**, select **[All]**, or **[Server ID]** to print card type totals for the current batch for all Servers or by individual Server. If **[Server ID]** is selected, the terminal prompts for the Server ID to be entered in order to print the appropriate Server report.
 - **[Open Pre-Auth]**, select **[All]**, or **[Date]** to print incomplete pre-authorizations or just the ones from a specific date (YYYY/MM/DD).

NOTE: Settlement report will print after a successful batch.

14 – Installation Procedure

The iCT250 Countertop terminal should be placed near a power outlet, telephone jack and Ethernet port (if appropriate). The location should be convenient to the user and should offer adequate ventilation and protection.

Do not place the terminal in an area with high temperatures, vibrations, dust, dampness or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier, etc.).

To avoid accidental damage, secure cables and power cords.

The terminal requires the following environment:

- Operating temperature of +5° C to +45° C (41° F to 113° F)
- Relative humidity, non condensing of 85% RH at +40° C (113° F)
- Storage temperature of -20° C to +55° C (-4° F to 131° F)

iCT250 Countertop Connection to Magic Box Kit

In order to simplify the connection process, connect the terminal to the magic box (shown right). Follow the steps below to connect the magic box:

1. Place the terminal face down. Remove the top cover by using your fingers to press the indentions and pull the cover up and off.
2. Plug the magic box cables into the correct iCT250 ports (phone, power, RS232 and ETHERNET).



3. Place the top cover back on the terminal by pressing it into place.

NOTE: Your terminal is preconfigured with the magic box kit attached on. You can simply plug the power and cable into the magic box kit to start using your terminal.

It is strongly recommended to attach the magic box kit to the terminal's work area in order to reduce stress on the terminal and connection.

iCT250 Countertop Connection to Ethernet

To connect the iCT250 Countertop to Ethernet:

1. Plug one end of the Ethernet cable into the ETH port on the magic box kit.
2. Plug the other end of the Ethernet cable into an Ethernet jack.



iCT250 Countertop Connection to Power

To connect the iCT250 Countertop to power:

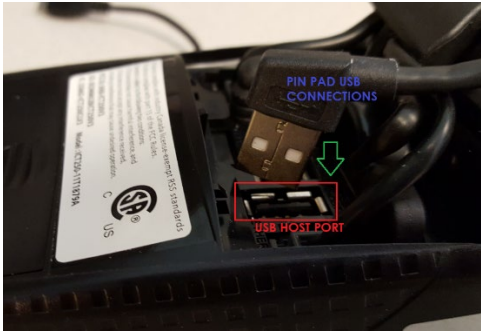
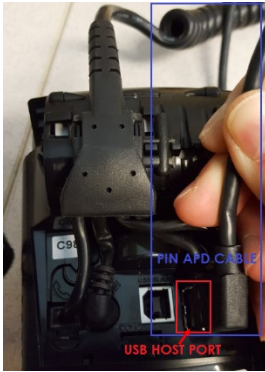
1. Plug the power supply into the power port on the magic box kit.
2. Plug the other end of the power supply into a surge protector attached to an electrical outlet.



NOTE: Use only the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and void the warranty.

iCT250 Countertop Connection to the iPP320 External PIN Pad (Optional)

1. Ensure the power is not connect to the terminal before proceeding to step 2.
2. Place the terminal face down. Remove the top cover by using your fingers to press the indentions and pull the cover up and off.
3. Plug the PIN Pad USB connection back to the **USB Host** port of the terminal as shown at pictures below. Hint: Cable is facing upward.



4. Place the top cover back on the terminal by pressing it into place

Attaching the Privacy Shield (Optional)

If the iCT250 Countertop terminal is key injected for EBT and you want more privacy for the customer while he/she enters his/her PIN, attach a privacy shield to the front of the terminal.

To attach the privacy shield to the iCT250 Countertop terminal:

1. Remove the adhesive from the back of the privacy shield.
2. Firmly press the privacy shield into place around the keypad on the iCT250 Countertop.



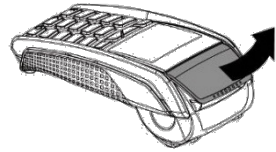
15 – Replacing the Paper Roll

When coloured stripes appear on a receipt, it is time to change the paper roll.

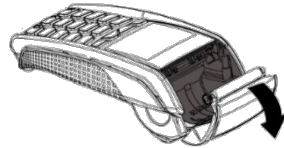
NOTE: Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.

To change the paper roll, follow the steps below:

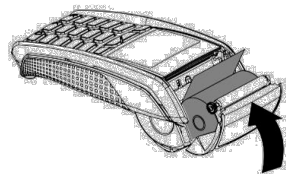
1. Pull up the flap at the top of iCT250 Countertop Contactless.



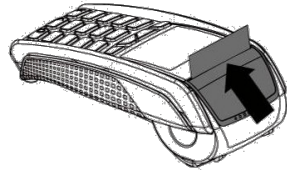
2. Pull the flap backwards to open the paper compartment.



3. Place the paper roll into the paper compartment. Make sure the end of the paper is inserted as shown below. Pull a little bit of paper out towards the top of the terminal. Close the paper compartment by pulling the flap up towards the terminal.



-
4. Close the paper compartment so that a little bit of the paper is coming out.



To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity (above 65%) or temperature (above 25° C or 77° F) for a long period of time. Do not place them near vinyl, plastics, adhesives, shrink-wraps, wet-toner copiers or carbon paper for prolonged periods.

Order thermal paper that meets the following specifications:

Roll Width: 58 mm (2 ¼")
Roll Diameter: 40 mm (1.57")
Roll Length: 17 m (55')

16 – Troubleshooting

Receipt Paper is Jammed

To avoid paper jams:

- Tear the receipt by pulling the paper forward.
- Press **[Correction]** for two (2) seconds to advance paper.

To clear a paper jam:

- Remove the paper roll and reinsert it.

Card Reader Does Not Work Properly (Cards are Not Read)

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the iCT250 Countertop Contactless or the iPP320 PIN Pad display screen.
2. Swipe the card at a faster or slower steady speed.
3. Swipe the card in the other direction.
4. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another terminal.

Terminal Does Not Work Properly

1. Make sure the power cable connector is fully inserted into the back of the terminal
2. To restart the terminal, unplug the power cable and then plug it back in or press **[Correction]** key and **[.,#*]** at the same time
3. Plug the terminal into another electrical outlet to see if it is an electrical problem
4. If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet

NOTE: Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.

Receipt is Blank

If the receipt is blank, confirm that the roll of paper has been properly inserted into the terminal and the correct paper type is being used.

17 – Cleaning

NOTE: Before cleaning the terminal, remove it from the charging base and ensure the power is off.

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal.
2. To remove dust from the terminal, wipe with a damp cloth.
3. For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers and charging base.
4. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth.

18 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the iCT250 Countertop Contactless.

Technical Specifications & Standard Features

- 128 x 64 pixel LCD with backlighting
- Crypto processor – RISC 32-bit ARM 7 running at 50 MIPS
- ARM 7 or ARM 8 digital processor
- Backlit keyboard with 15 keys, including four screen addressable keys

Communications

- Dial capability on RS232 port for telephone line
- Ethernet connection
- 120V 60Hz external power supply

Printer

- Integrated thermal printer

Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.

Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.

Do not clean the electrical connectors.

- 18 lines per second

Security

- PCI PTS 3.x Approved

Environmental

- Operating temperature: 5° to 45°C (41° to 113° F)
- Relative humidity, non condensing 85% RH at 40°C (104° F)

Terminal Dimensions

- Length: 185 mm (7.28 in.)
- Width: 83 mm (3.27 in.)
- Depth: 63 mm (2.48 in.)

Weight

- Terminal: 325 g (0.72 lbs.)

19 – Service and Support

For iCT250 Countertop Contactless product service and repair information, contact Global Payments Customer Care at **441-505-0785**.

<p>NOTE: Do not, under any circumstances, attempt service, adjustments or repairs to this product. Contact Global Payments Customer Care at 441-505-0785. Service conducted by parties other than authorized Global Payments representatives is not permitted.</p>
--

globalpayments