# Ingenico iWL250
## Product Release Kit

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# Product Overview

## Ingenico iWL250

As the industry leader in payment technology, Ingenico offers solutions that maximize security and performance, while adding real value for retailer and consumers alike. Fully EMV and PCI PTS V2 and V3 certified, Ingenico's iWL series delivers dependable mobile solutions to conquer your most exacting payment challenges.

## Specifications

| | |
|---|---|
| CPU | ARM 9 & ARM 7 |
| Memory | 32MB RAM // 128MB Flash |
| Display | 320x240 QVGA // Transmissive TFT-LCD |
| Keypad | 15 Backlit operational keys // 7 Navigation keys |
| Card Readers | Smartcard 1st & 2nd // Magstripe // Contactless |
| Communication | GPRS or 3G (HSPDA) |
| Printer | 30 lines per second |
| Power Suply | 5Volts 1Amp |
| Dimensions | Length: 150mm; Width: 78mm; Height: 44mm |
| Weight | 10.5 Ounces |

## Payment Options:

- Diners
- American Express
- Discover/NOVUS
- JCB
- MasterCard
- VISA

# Getting Started

## SIM Installation (Optional GPRS modem required)

Remove the battery cover and slide the SIM card into the slot marked "SIM" with the copper connectors face down as shown below.

# Loading Paper

Pull the top latch outward to open the paper roll compartment.



Insert a new paper roll, and then close the paper roll cover as show below:

# Quick Reference

NOTE:  Transactions that are manually entered (not swiped) will require you to enter the card number, expiration date, customer zip code and credit card CVV (on back of card) value.

## Credit Transactions

| | |
|---|---|
| Sale | • At the Idle Screen, swipe customer card.<br>• Press 1.<br>• Key Sale Amount, and then press Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Refund | • At the Idle Screen, press 2 (Return).<br>• Press 1 (Credit).<br>• Key Refund Amount, and then press Enter.<br>• Swipe customer card.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Adjust | • At the Idle Screen, press 9 (Other).<br>• Press 1 (TransAdjustment).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Key new sale amount, and then press Enter.<br>• Key new tip amount, and then press Enter.<br>• Press F1 (Accept).<br>• Merchant receipt is printed. |
| Void | • At the Idle Screen, press 3 (Void).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Press F1 (Yes).<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Force | • At the Idle Screen, press 5 (Force).<br>• Press 1 (Credit).<br>• Key Sale Amount, and then press Enter.<br>• Swipe customer card.<br>• Key Approval Code, and then press Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |

Please contact Apriva Customer Contact Center with questions about using your Ingenico iWL250 device.

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## Debit Transactions

| | |
|---|---|
| Debit Sale | • At the Idle Screen, press 1 (Sale).<br>• Press 2 (Debit).<br>• Key Sale Amount, and then press Enter.<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Debit Refund | • At the Idle Screen, press 2 (Return).<br>• Press 2 (Debit).<br>• Key Refund Amount, and then press Enter.<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Balance Inquiry | • At the Idle Screen, press 8 (Balance Inquiry).<br>• Press 2 (Debit).<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |

## Reports / Settlement

| | |
|---|---|
| Batch Summary | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 2 (Summary).<br>• Press 1 (Print) or 2 (Display). |
| Batch Detail | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 1 (Detail).<br>• Press 1 (Print) or 2 (Display). |
| Open Tab Report | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 4 (Open Tab). |
| Reprint Last Merchant Receipt | • At the Idle Screen, press 9 (Other).<br>• Press 2 (Reprint).<br>• Press 1 (Last Receipt).<br>• Press 1 (Merchant Copy). |
| Reprint Last Customer Receipt | • At the Idle Screen, press 9 (Other).<br>• Press 2 (Reprint).<br>• Press 1 (Last Receipt).<br>• Press 2 (Customer Copy). |
| Settlement | • At the Idle Screen, Press 4 (Settlement).<br>• Press 1 (Credit/Debit/EBT).<br>• Press F1 (Yes). |

# Credit Transactions

| | |
|---|---|
| Swiped Credit Sale | • At the Idle Screen, swipe customer card.<br>• Press 1.<br>• Key Sale Amount, and then press Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Manual Credit Sale | • At the Idle Screen, press 1 (Sale).<br>• Press 1 (Credit).<br>• Key Sale Amount, and then press Enter.<br>• Key Card Number, and then press Enter.<br>• Key Expiration Date (MM/YY), and then press Enter.<br>• Key CVV, and the press Enter.<br>• Press F1 (Yes - Card Present).<br>• Key customer House Number, and then press Enter.<br>• Key customer Zip Code, and then press Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Credit Refund | • At the Idle Screen, press 2 (Return).<br>• Press 1 (Credit).<br>• Key Refund Amount, and then press Enter.<br>• Swipe customer card.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Void Transaction | • At the Idle Screen, press 3 (Void).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Press F1 (Yes).<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Force | • At the Idle Screen, press 5 (Force).<br>• Press 1 (Credit).<br>• Key Sale Amount, and then press Enter.<br>• Swipe customer card.<br>• Key Approval Code, and then press Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Credit Adjust | • At the Idle Screen, press 9 (Other).<br>• Press 1 (TransAdjustment).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Key new sale amount, and then press Enter.<br>• Key new tip amount, and then press Enter.<br>• Press F1 (Accept).<br>• Merchant receipt is printed. |

# Debit Transactions

| | |
|---|---|
| Debit Sale | • At the Idle Screen, press 1 (Sale).<br>• Press 2 (Debit).<br>• Key Sale Amount, and then press Enter.<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Debit Refund | • At the Idle Screen, press 2 (Return).<br>• Press 2 (Debit).<br>• Key Refund Amount, and then press Enter.<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Balance Inquiry | • At the Idle Screen, press 8 (Balance Inquiry).<br>• Press 2 (Debit).<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |

# Restaurant Functions

| | |
|---|---|
| Enable Tips after transactions | • At the Idle Screen, press #.<br>• Enter manager password, and then press Enter.<br>• Press 5 (Setup Menu).<br>• Press 4 (Trans Options).<br>• Press 5 (Tip Options).<br>• Press 5 (TipAfterSale).<br>• Press F1 (On).<br>• Press Cancel until Idle Screen is displayed. |
| Tip Adjust | • At the Idle Screen, press 7 (Adjust).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Key Tip Amount, and then press Enter.<br>• Press F1 (Accept).<br>• Merchant receipt is printed.<br>• Press F1 (Yes) to adjust another transaction or press F4 (No). |
| Open Tab | • At the Idle Screen, press 6 (Tab).<br>• Press 1 (Open).<br>• Press F1 to accept default tab amount, or press F4 to change amount.<br>• Swipe customer card.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Close Tab | • At the Idle Screen, press 6 (Tab).<br>• Press 2 (Close).<br>• Press 1 (All).<br>• Locate transaction (using arrow keys), and then press F4 (Select).<br>• Press F1 to use the same card, or press F4 to use different card.<br>• Press F1 (Accept).<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |

# EBT Transactions

| | |
|---|---|
| EBT Sale - Food Stamp | • Swipe customer card.<br>• Press 3 (EBT).<br>• Press 1 (Food Stamp).<br>• Key Sale Amount, and then press Enter.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| EBT Sale - Cash Benefit | • Swipe customer card.<br>• Press 3 (EBT).<br>• Press 1 (Cash Benefit).<br>• Key Sale Amount, and then press Enter.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed.<br>• Print Customer Receipt F1 (Yes) or F4 (No). |
| Balance Inquiry - Food Stamp | • At the Idle Screen, press 8 (Balance Inquiry).<br>• Press 3 (Food Stamp).<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed. |
| Balance Inquiry - Cash Benefit | • At the Idle Screen, press 8 (Balance Inquiry).<br>• Press 4 (Cash Benefit).<br>• Swipe customer card.<br>• Customer keys PIN number on PIN pad, and the presses Enter.<br>• Merchant receipt is printed. |

# Settlement, Receipts & Reports

| | |
|---|---|
| **Batch Settlement** | • At the Idle Screen, Press 4 (Settlement).<br>• Press 1 (Credit/Debit/EBT).<br>• Press F1 (Yes). |
| **Batch Summary:**<br><br>Prints or displays a basic report of totals for all transactions in the current batch. | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 2 (Summary).<br>• Press 1 (Print) or 2 (Display). |
| **Batch Detail**:<br><br>Prints or displays a detail report of totals for all transactions in the current batch. | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 1 (Detail).<br>• Press 1 (Print) or 2 (Display). |
| **Open Tab Report.**<br><br>Prints a report all open tabs. | • At the Idle Screen, press #.<br>• Press 0 (Reports Menu).<br>• Press 4 (Open Tab). |
| **Reprint Last Merchant Receipt.**<br><br>Allows you to reprint the last merchant receipt. | • At the Idle Screen, press 9 (Other).<br>• Press 2 (Reprint).<br>• Press 1 (Last Receipt).<br>• Press 1 (Merchant Copy). |
| **Reprint Last Customer Receipt.**<br><br>Allows you to reprint the last customer receipt. | • At the Idle Screen, press 9 (Other).<br>• Press 2 (Reprint).<br>• Press 1 (Last Receipt).<br>• Press 2 (Customer Copy). |
| **Reprint Previous Batch Report**<br><br>Allows you to reprint the last settled batch report. | • At the Idle Screen, press 5.<br>• Press 3 (Previous Batch).<br>• Previous batch report is printed. |

# Apriva Customer Contact Center

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