

POS User Guide

Optimum T42xx/M42xx



Table of Contents

I. OVERVIEW	1
II. OPERATOR'S TRANSACTIONS	2
II-1. Purchase	2
II-1a. Purchase - Magnetic Stripe Card	2
II-1b. Purchase - Chip Card	4
II-2. Purchase with Cash Back	6
II-3. Reversal	10
II-4. Authorization	11
II-4a. Authorization - Magnetic Stripe Card	11
II-4b. Authorization - Chip Card	13
II-5. Purchase Advice	15
II-5a. Purchase Advice - Magnetic Stripe Card	15
II-5b. Purchase Advice - Chip Card	18
II-6. Cash Advance	20
II-6a. Cash Advance - Magnetic Stripe Card	20
II-6b. Cash Advance - Chip Card	22
II-7. Duplicate Print	24
II-7a. Last Transaction	24
II-7b. Invoice Number	25
III. SUPERVISOR OPERATIONS	26
III-1. Refund	26
III-1a. Refund - Magnetic Stripe Card	26
III-1b. Refund - Chip Card	29
III-2. Reconciliation	32
III-3. Snapshot Balances	34
III-4. Running Totals	35
III-5. Password Change	36
IV. IMPORTANT INFORMATIONS	38
V. RETRIEVAL REFERENCE NUMBER	39
VI. RECEIPT PAPER INSTALLATION	40
VII. COMMOM TERMINAL ERROR MESSAGES	41

I. OVERVIEW

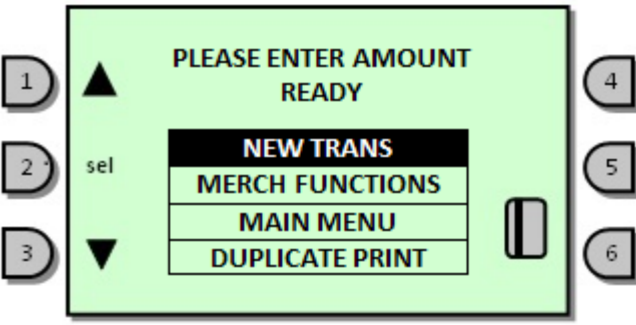
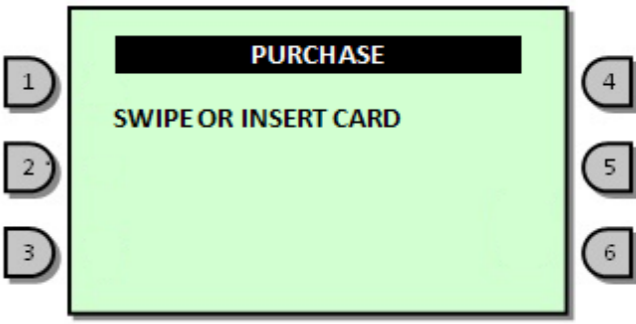
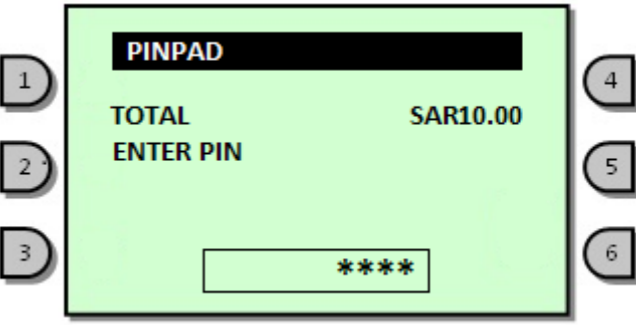

The T/M42xx has high-end features normally found in only more expensive IP and wireless models, such as 24MB of total memory, an ARM9 processor for fast transactions and also multi-application. The T/M42xx is also PCI PED approved so that you can support debit with or without an external PIN pad. Accept chip card transactions with the optional EMV-approved reader. This makes the Optimum T/M42xx ideal for magnetic stripe and chip card transactions worldwide. With one of the most slim form factors of any countertop device, it is also perfect for handover environments.

II. Operator's Transaction

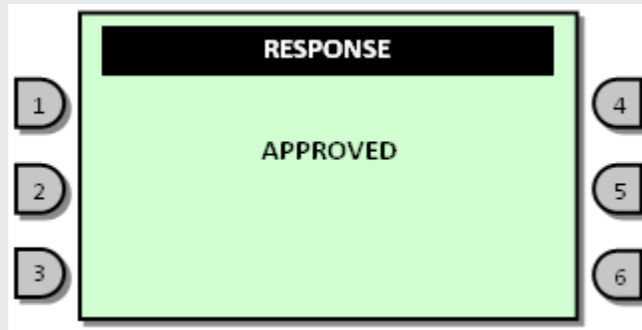
II-1. PURCHASE

A data capture transaction that debits a cardholder's account in exchange for goods or services.

II-1a. PURCHASE - Magnetic Stripe Card

STEP	ACTION	DISPLAY
1	Enter the Purchase amount. Example: SR10.00 Press ENTER.	
2	Swipe customer's card. Example: SPAN card	
3	Key-in customer's Personal Identification Number or PIN. Then press ENTER.	
4	Terminal will process the transaction. PROCESSING NOW ...	

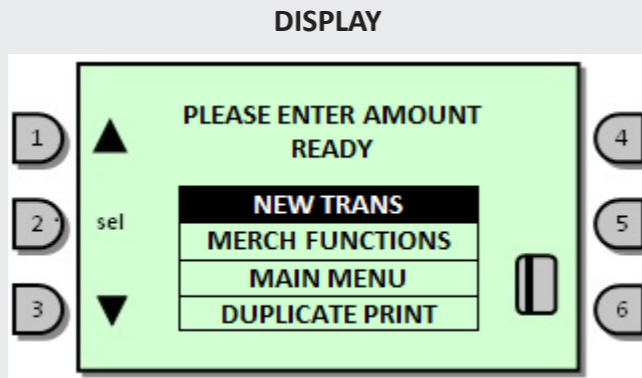
- 5 Transaction Approved.
 Printing 1st copy of the receipt.
 Tear-off paper.
 Press ENTER for duplicate copy.



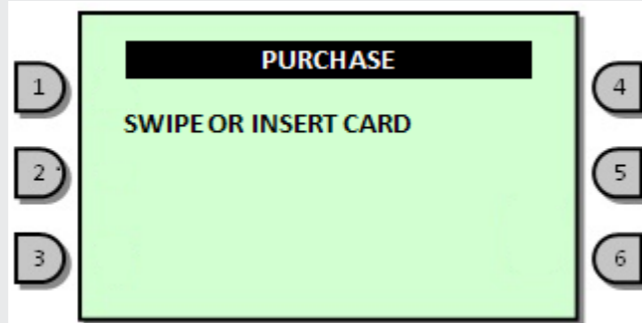
II-1b. PURCHASE - CHIP Card

STEP ACTION

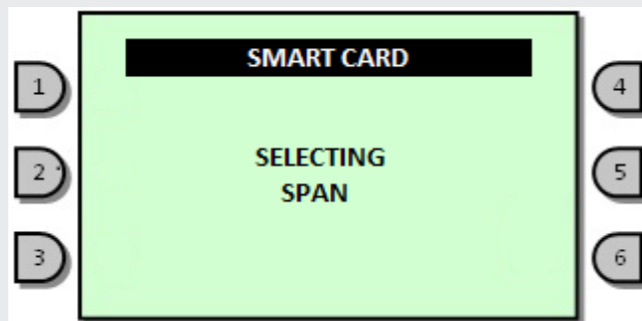
- 1 Enter the Purchase amount.
 Example: SR10.00
 Press ENTER.



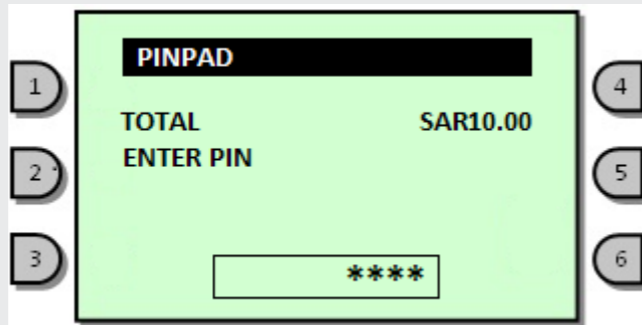
- 2 Insert customer's card.
 Example: SPAN card



- 3 Terminal will read the card.



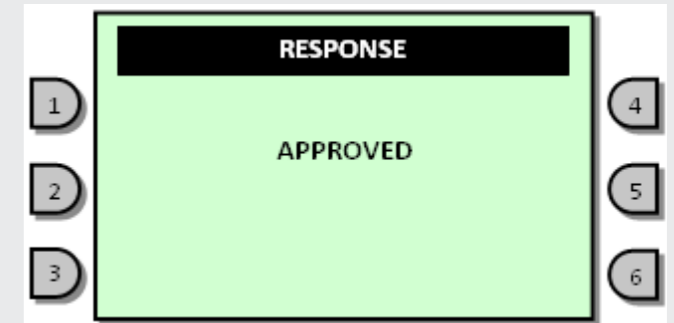
- 4 Key-in customer's Personal Identification Number or PIN.
 Example: 1234
 Then press ENTER key.



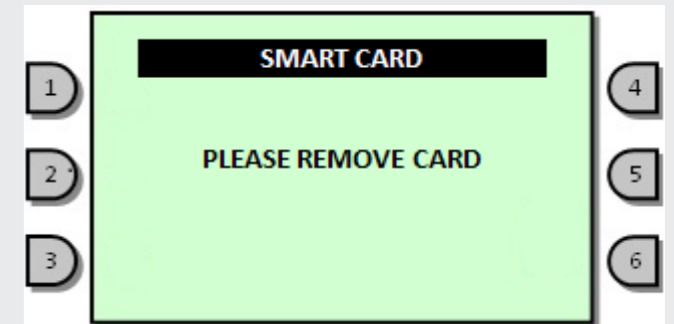
- 5 Terminal will process the transaction.
 PROCESSING NOW ...



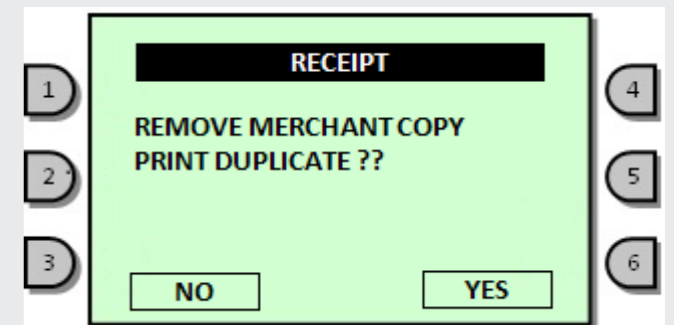
- 6 Transaction Approved.
 Printing 1st copy of the receipt.
 Tear-off paper.



- 7 Remove customer's chip card.



- 8 Print duplicate?
 Press YES to print 2nd copy.



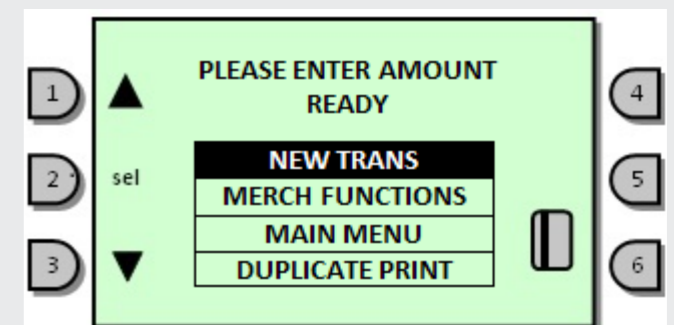
II-2. PURCHASE with CASH BACK

A Purchase transaction where the amount of the transaction represents both the value of the goods or services and of a Cash Amount requested by the Cardholder. The amount of the cash portion is identified in the transaction data as a separate item.

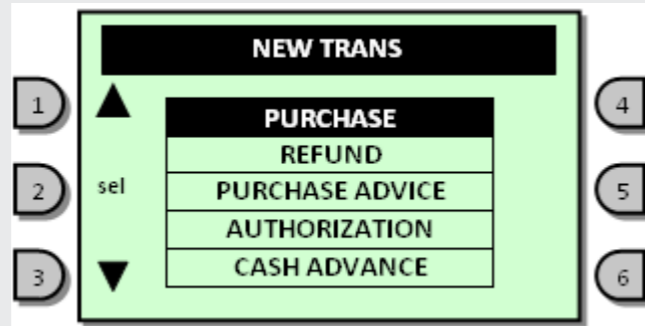
STEP ACTION

- 1 Select NEW TRANS then press ENTER key.

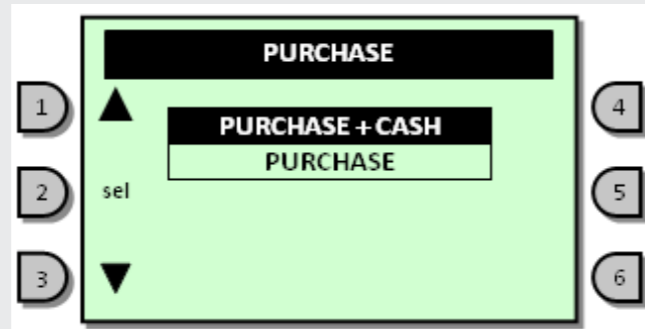
DISPLAY



2 Select PURCHASE then press ENTER key.



3 Select PURCHASE + CASH then press ENTER key.



4 Key-in PURCHASE amount.

Example: SAR100.00

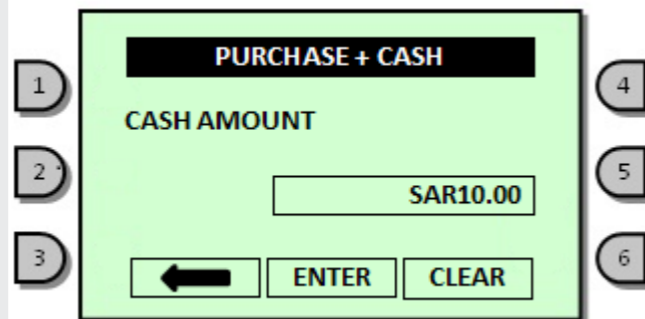
Then press ENTER key.



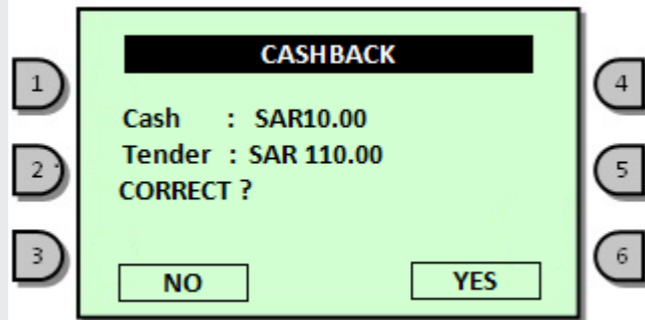
5 Key-in CASH amount.

Example: SAR10.00

Then press ENTER key.



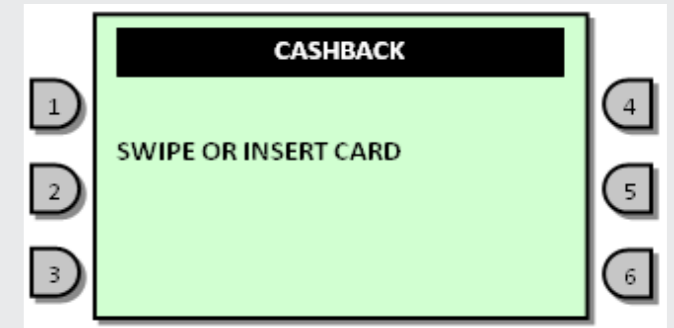
6 Press YES or ENTER key.



7 Insert customer's card.

Example: SPAN Card

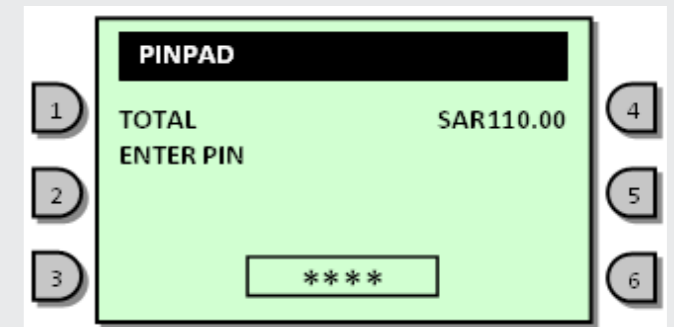
SELECTING ... SPAN



8 Key-in customer's Personal Identification Number or PIN.

Example: 1234

Then press ENTER key.



9 Terminal will process the transaction.

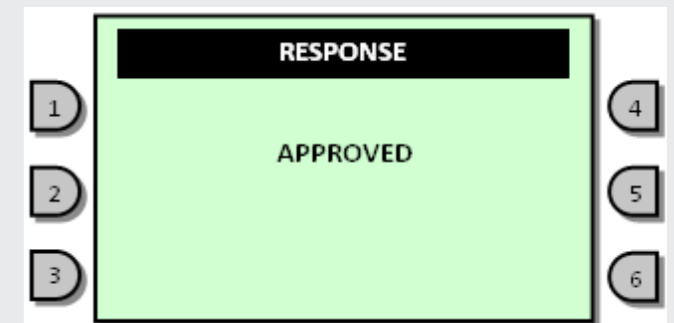
PROCESSING NOW ...



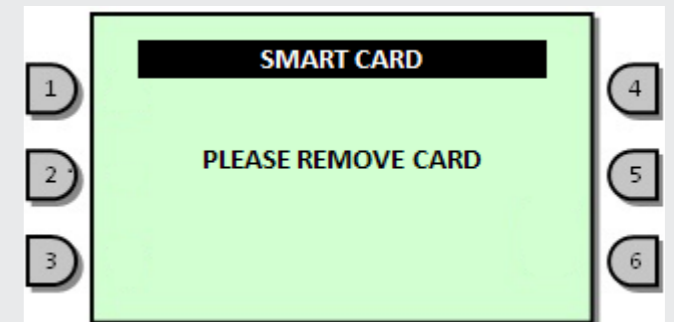
10 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

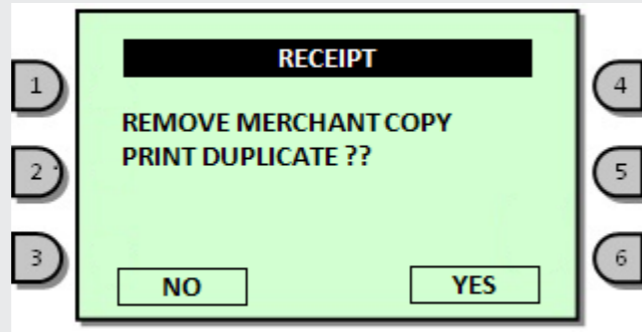


11 Remove customer's chip card.



12 Print duplicate?

Press YES to print 2nd copy.

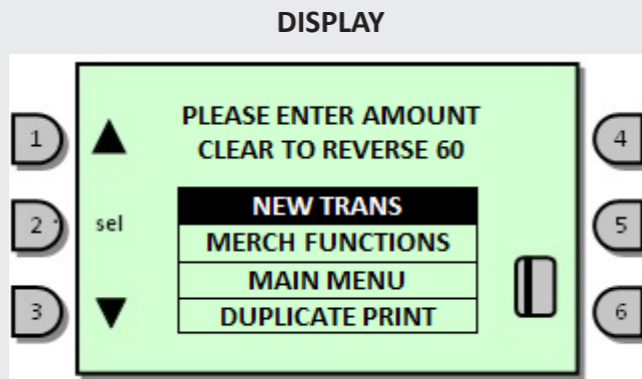


II-3. REVERSAL

Initiated by the Retailer as a CANCEL transaction to reverse the previous purchase transaction. The Retailer is allowed to cancel only after the last approval is completed within the reversal time limit of 60 seconds.

STEP ACTION

- 1 Press CLEAR to reverse.



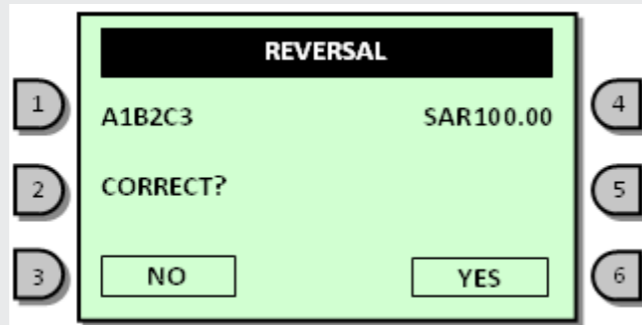
- 2 Key-in merchant password.

Example: 1111

Then press ENTER key.



- 3 Press YES or ENTER key.

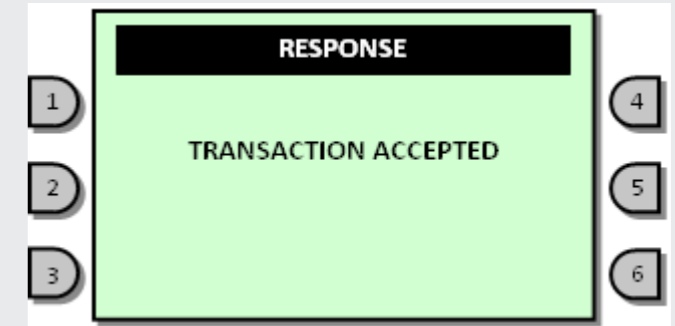


- 4 Transaction Accepted.

Printing 1st copy of the receipt.

Tear-off paper.

Press ENTER for duplicate copy.



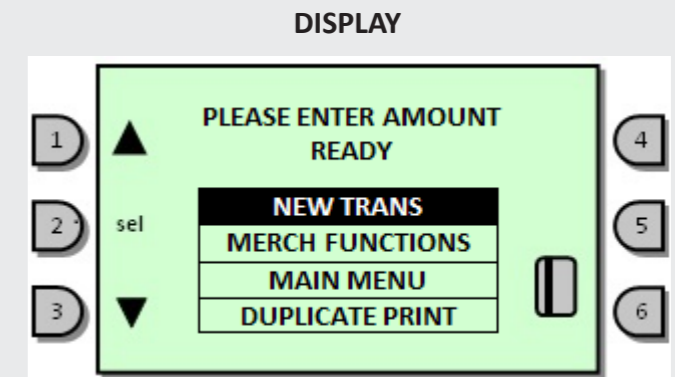
II-4. AUTHORIZATION

Online check of a cardholder's account before a purchase is made. The transaction is entered with an amount that is equal to that of the purchase or that is predetermined by the retailer. If approved, this transaction assumes a pre-authorization purchase completion will follow to finalize the purchase. The pre-authorized amount can optionally be held against the account until a pre-authorization completion occurs or the hold time expires.

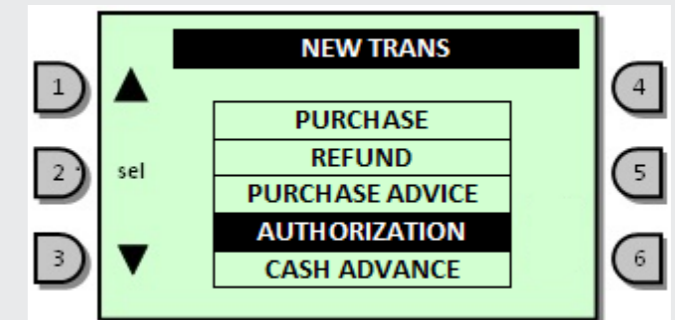
II-4a. AUTHORIZATION - Magnetic Stripe Card

STEP ACTION

- 1 Select NEW TRANS then press ENTER key.



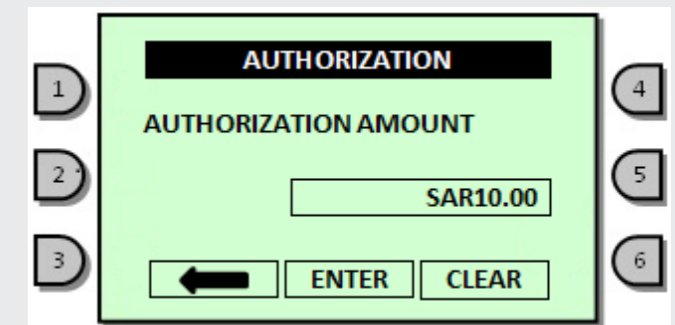
- 2 Select AUTHORIZATION by pressing arrow down key thrice (3X), then press ENTER key.



- 3 Key-in AUTHORIZATION amount.

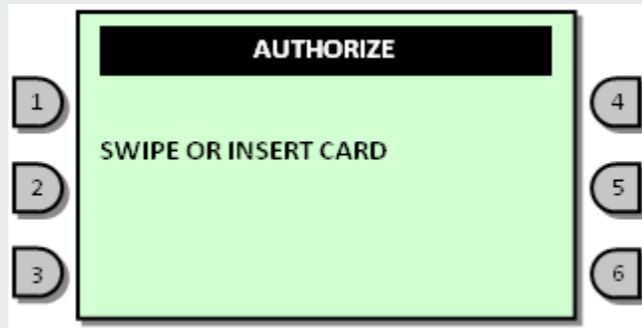
Example: SAR100.00

Then press ENTER key.



4 Swipe customer's card.

Example: VISA Card



5 Terminal will process the transaction.

PROCESSING NOW ...

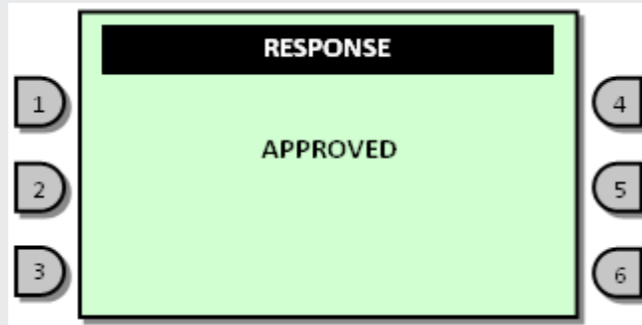


6 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

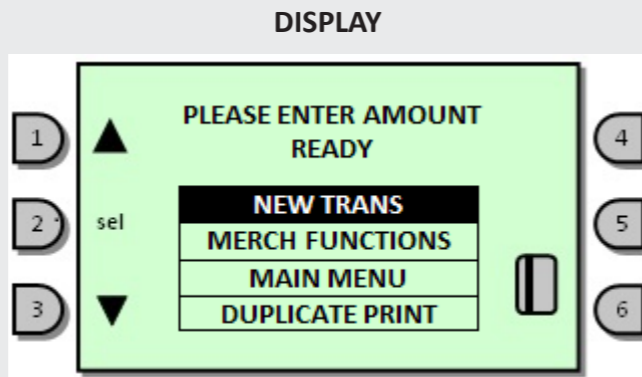
Press ENTER for duplicate copy.



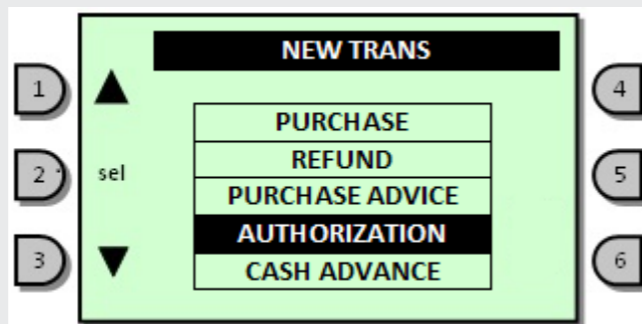
II-4b. AUTHORIZATION - CHIP Card

STEP ACTION

1 Select NEW TRANS then press ENTER key.



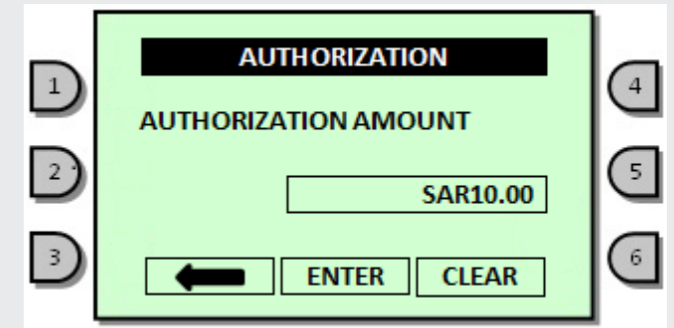
2 Select AUTHORIZATION by pressing arrow down key thrice (3X), then press ENTER key.



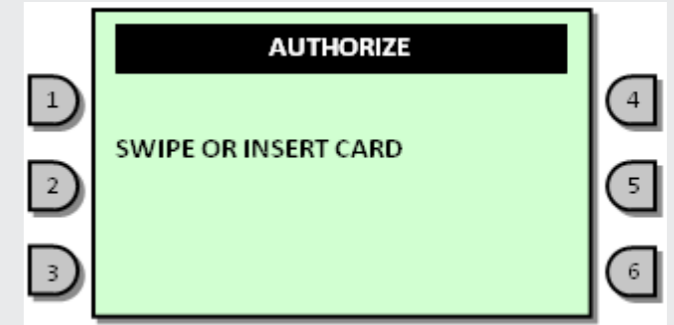
3 Key-in AUTHORIZATION amount.

Example: SAR100.00

Then press ENTER key.



4 Insert customer's card



5 Terminal will process the transaction.

Example: SPAN Card

SELECTING ... SPAN

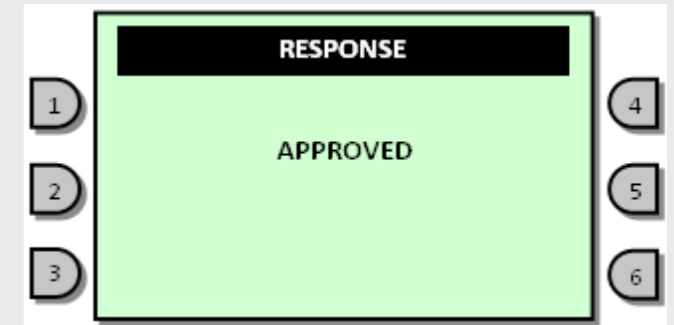
PROCESSING NOW ...



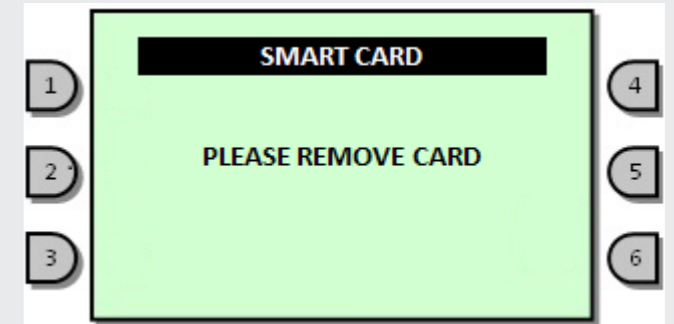
6 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

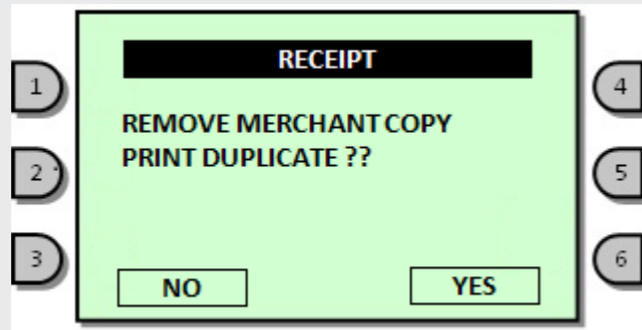


7 Remove customer's chip card.



8 Print duplicate?

Press YES to print 2nd copy.



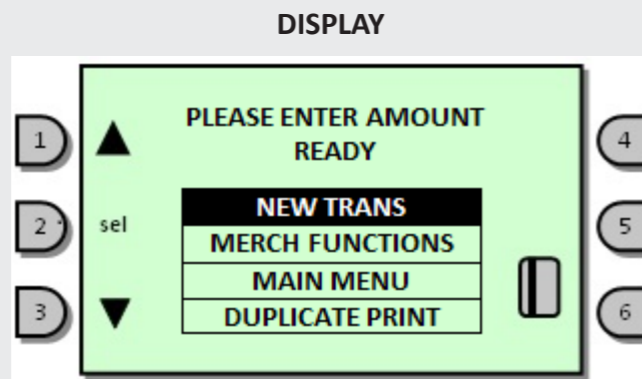
II-5. PURCHASE ADVICE

Follow-up to an approved pre-authorization purchase transaction. It is initiated after the cardholder received the purchased goods or services. The amount entered in this transaction supersedes that entered in the pre-authorization purchase.

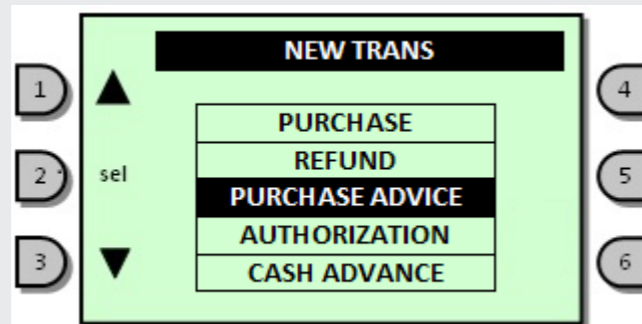
II-5a. PURCHASE ADVICE - Magnetic Stripe Card

STEP ACTION

1 Select NEW TRANS then press ENTER key.



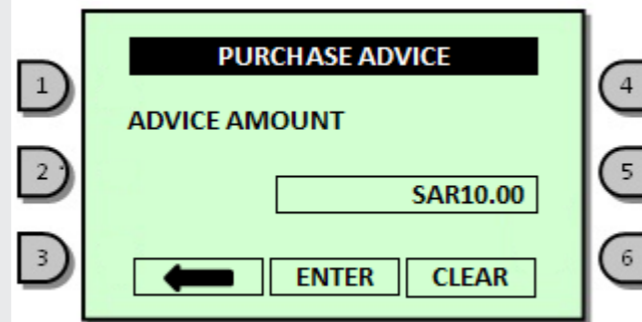
2 Select PURCHASE ADVICE by pressing arrow down key twice (2X), then press ENTER key.



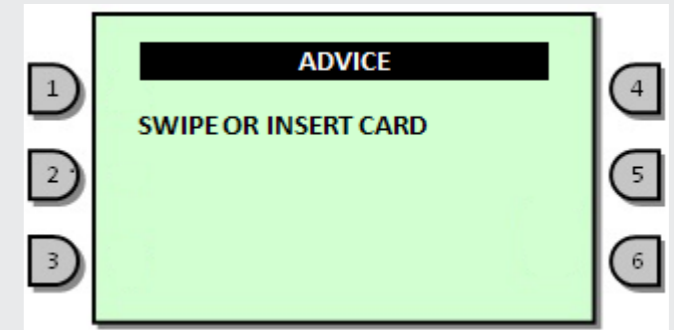
3 Key-in PURCHASE ADVICE amount.

Example: SAR10.00

Then press ENTER key.



4 Swipe customer's card.



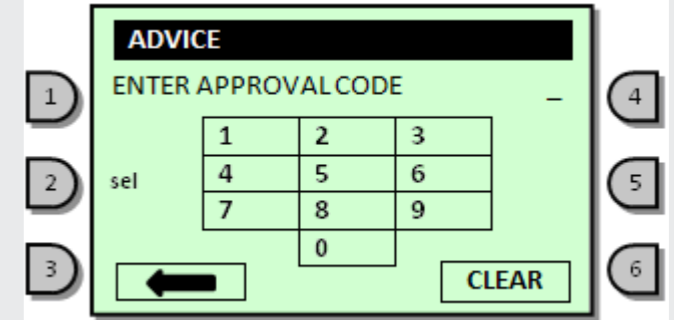
5 Key-in APPROVAL CODE *.

Example: A1B2C3

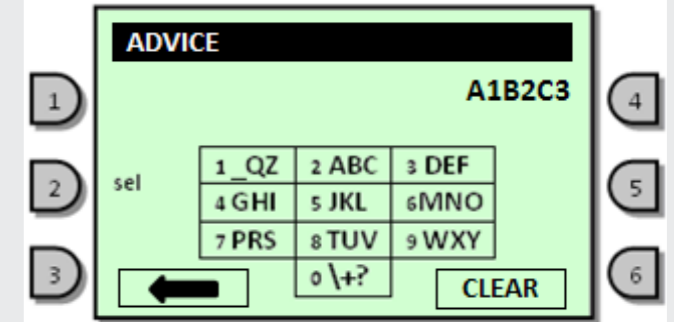
Then press ENTER key.

* Use the approval code from corresponding approved authorization transaction.

Note: Use button #2 (sel) to toggle from number to alphabet.

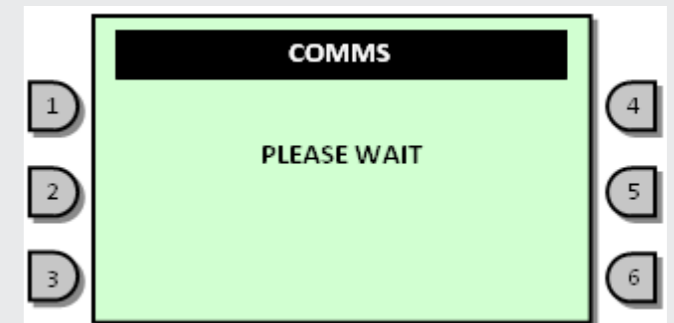
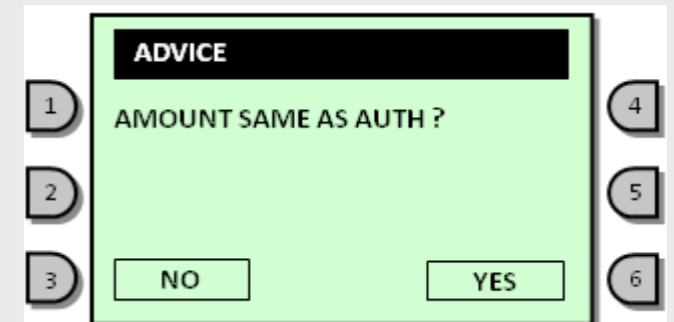


6 Press YES if the amount is the same in the approved authorization transaction, else press NO.



7 Terminal will process the transaction.

PLEASE WAIT ...

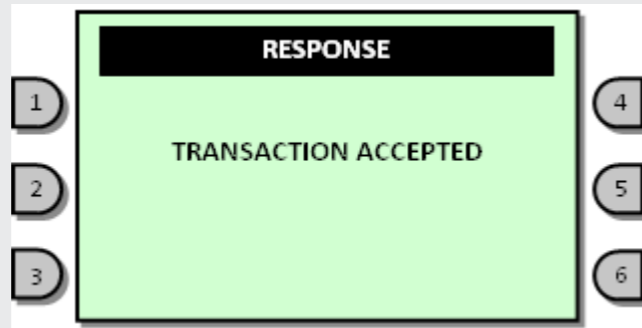


8 Transaction Accepted.

Printing 1st copy of the receipt.

Tear-off paper.

Press ENTER for duplicate copy.

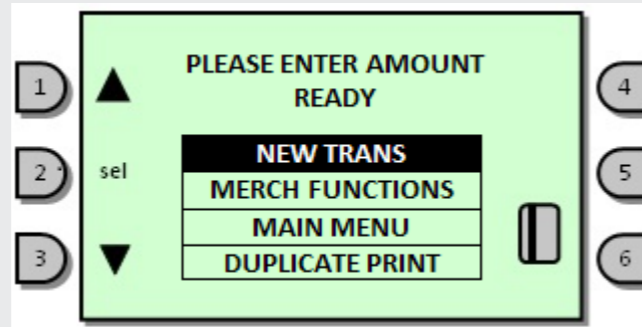


II-5b. PURCHASE ADVICE - CHIP Card

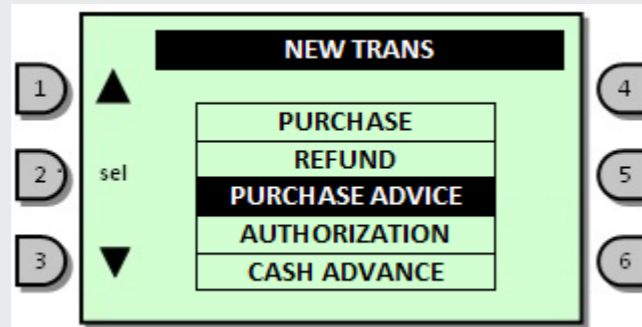
STEP ACTION

DISPLAY

1 Select NEW TRANS then press ENTER key.



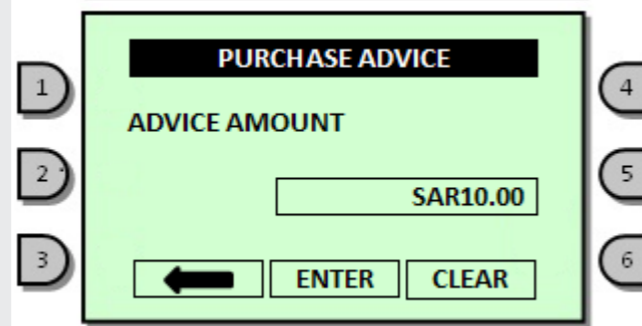
2 Select PURCHASE ADVICE by pressing arrow down key twice (2X), then press ENTER key.



3 Key-in PURCHASE ADVICE amount.

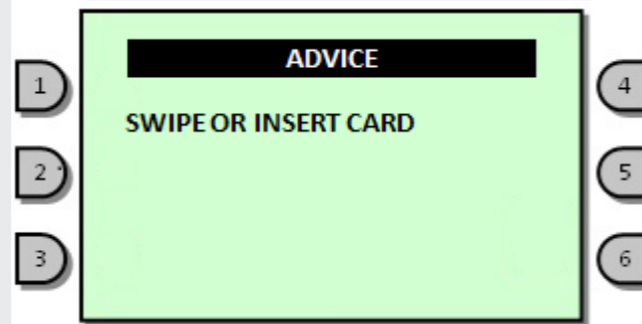
Example: SAR10.00

Then press ENTER key.



4 Insert customer's card.

SELECTING...VISA



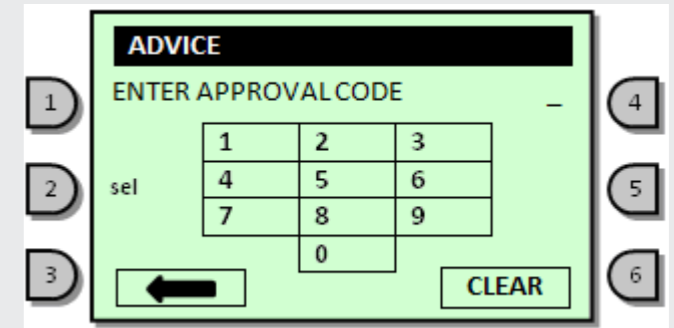
5 Key-in APPROVAL CODE *.

Example: A1B2C3

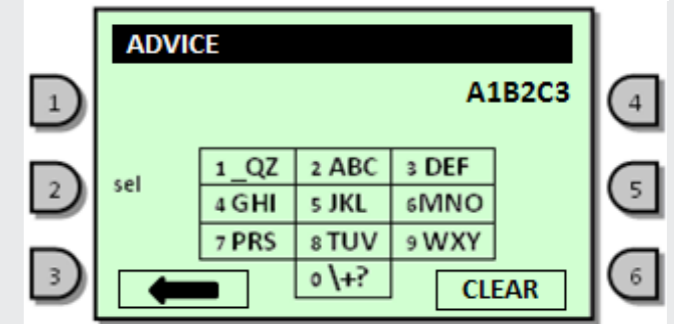
Then press ENTER key.

* Use the approval code from corresponding approved authorization transaction.

Note: Use button #2 (sel) to toggle from number to alphabet.



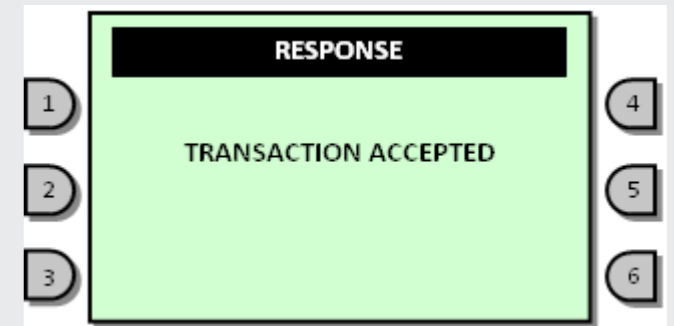
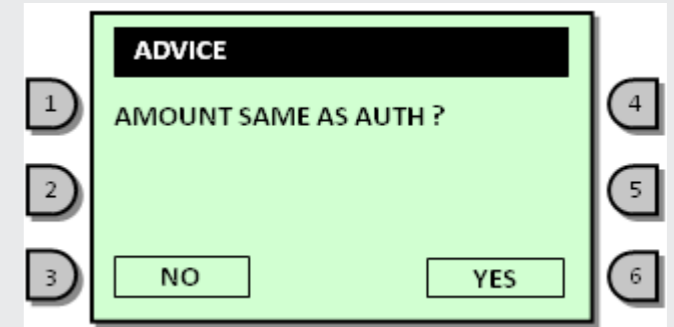
6 Press YES if the amount is the same in the approved authorization transaction, else press NO.



7 Transaction Accepted.

Printing 1st copy of the receipt.

Tear-off paper.



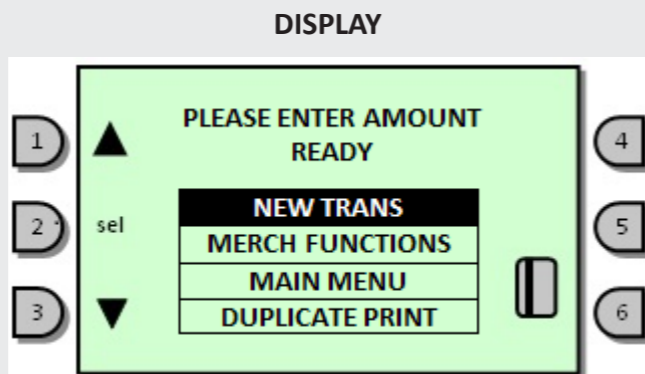
II-6. CASH ADVANCE

A manual cash disbursement, typically obtained at a bank's branch.

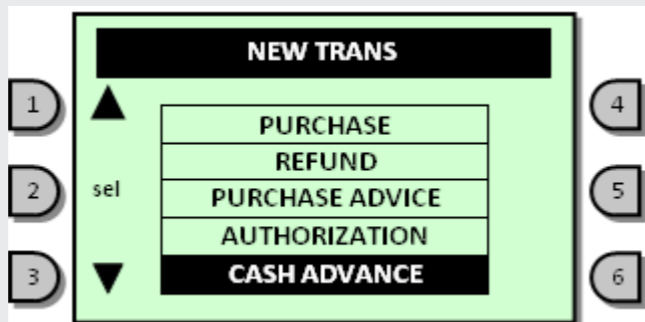
II-6a. CASH ADVANCE - Magnetic Stripe Card

STEP ACTION

1 Select NEW TRANS then press ENTER key.



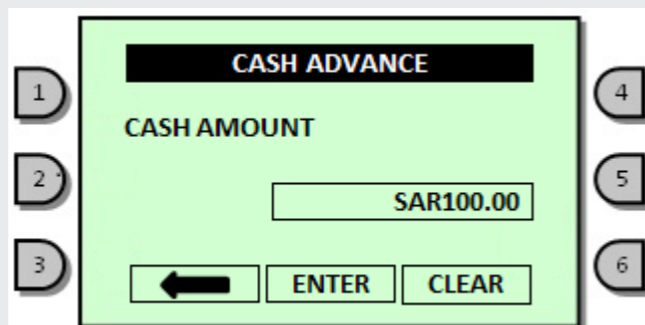
2 Select CASH ADVANCE by pressing arrow down key four times (4X), then press ENTER key.



3 Key-in CASH ADVANCE amount.

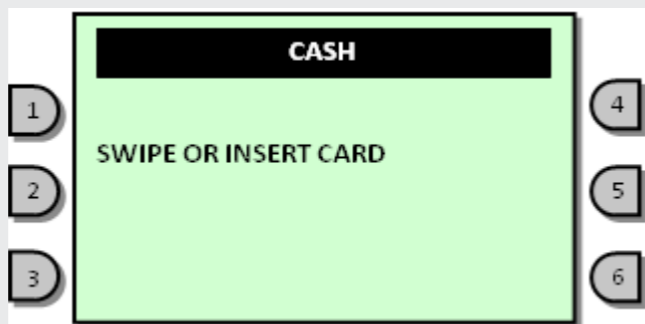
Example: SAR100.00

Then press ENTER key



4 Swipe customer's card.

Example: VISA



5 Terminal will process the transaction.

PROCESSING NOW ...

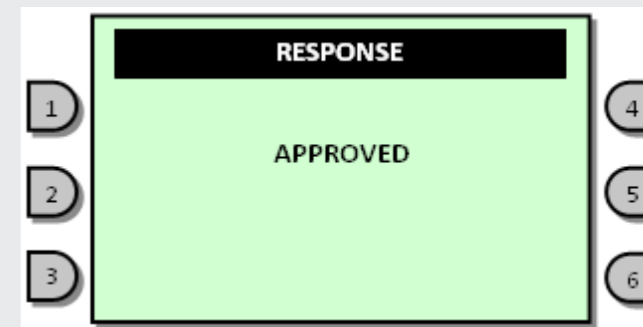


6 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

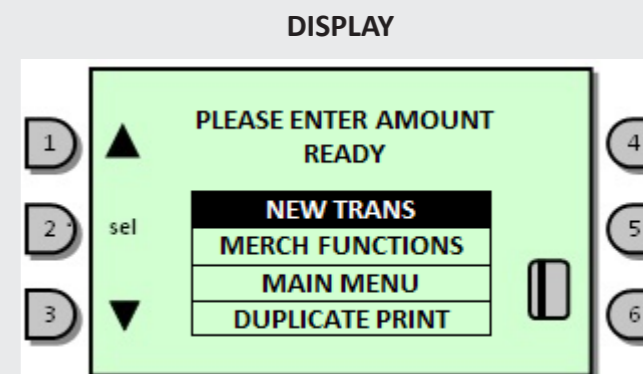
Press ENTER for duplicate copy.



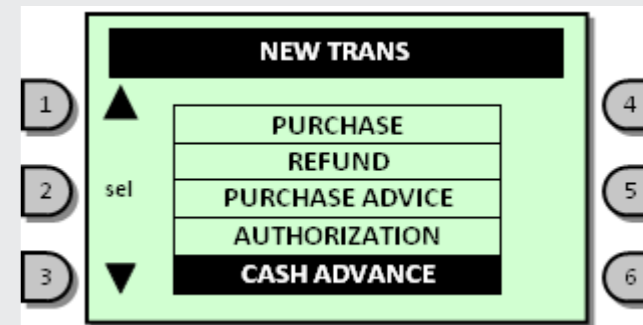
II-6b. CASH ADVANCE - CHIP Card

STEP ACTION

1 Select NEW TRANS then press ENTER key.



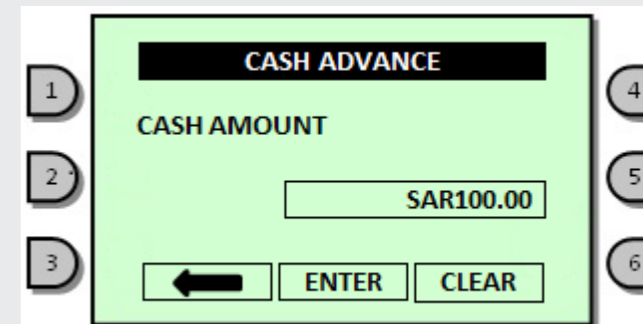
2 Select CASH ADVANCE by pressing arrow down key four times (4X), then press ENTER key.



3 Key-in CASH ADVANCE amount.

Example: SAR100.00

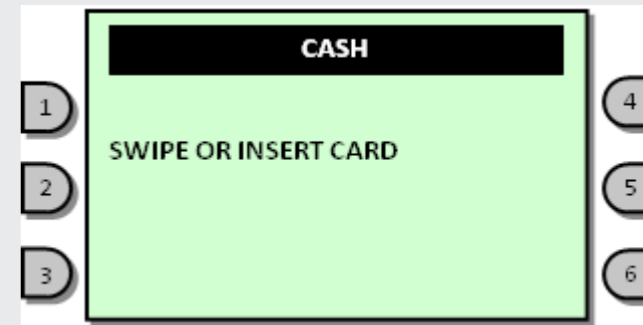
Then press ENTER key



4 Insert customer's card.

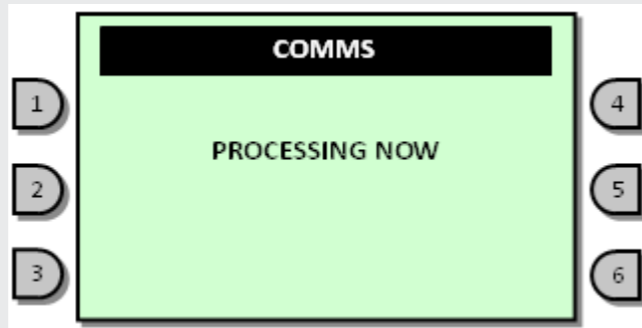
Example: VISA

SELECTING ... VISA



5 Terminal will process the transaction.

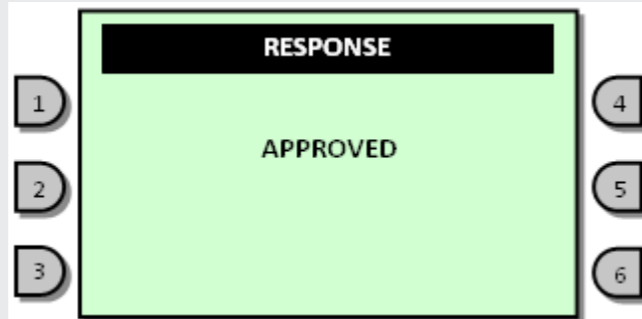
PROCESSING NOW ...



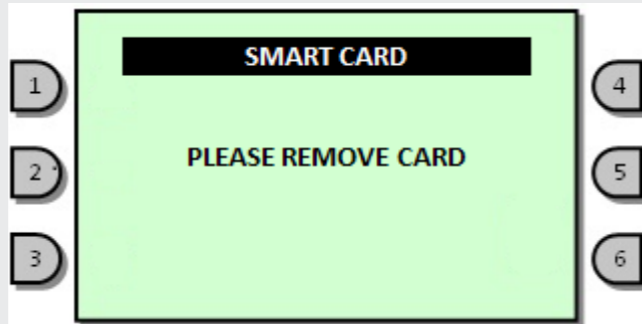
6 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

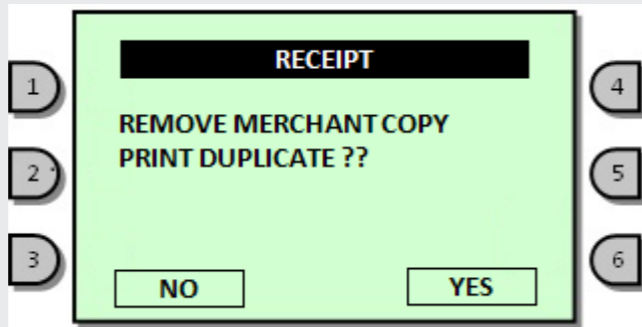


7 Remove customer's chip card.



8 Print duplicate?

Press YES to print 2nd copy.



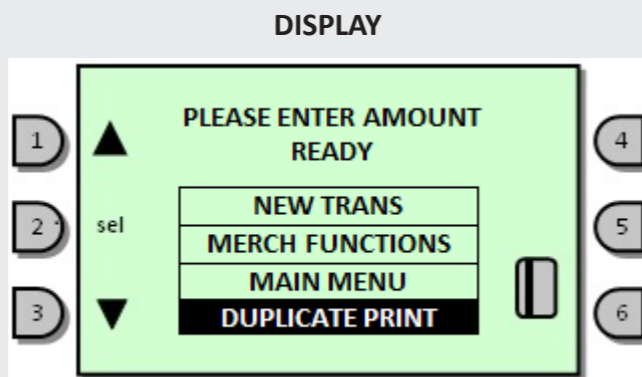
II-7. DUPLICATE PRINT

The operator can have more than one copy of the approved transaction receipt.

II-7a. LAST TRANSACTION

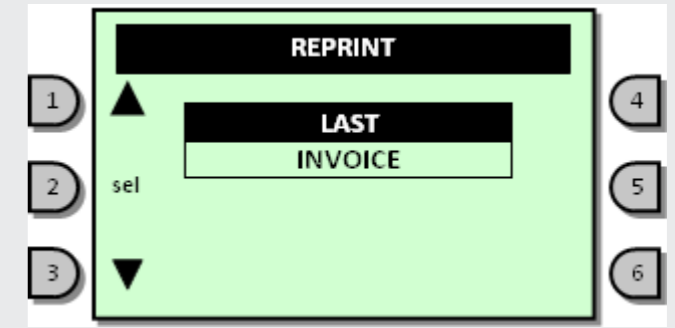
STEP ACTION

1 Select DUPLICATE PRINT then press ENTER key.



2 Select LAST then press ENTER key.

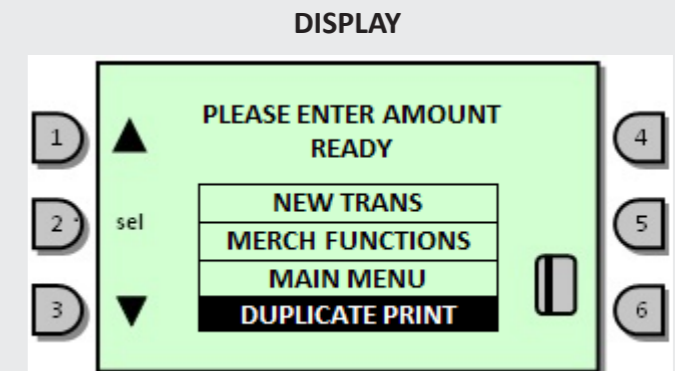
Printing the latest approved transaction receipt ...



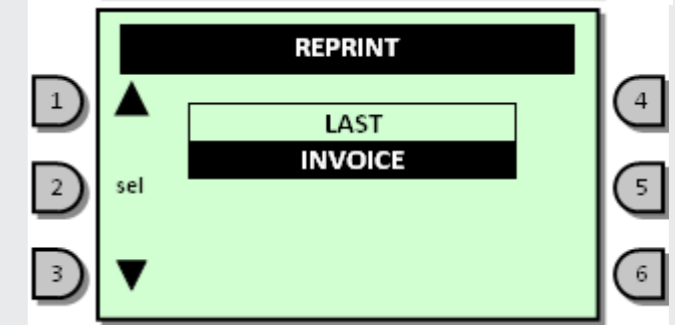
II-7b. INVOICE NUMBER

STEP ACTION

1 Select DUPLICATE PRINT then press ENTER key.



2 Select INVOICE by pressing arrow down key once then press ENTER key.



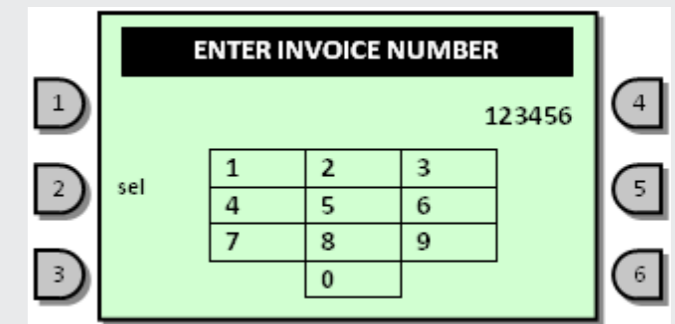
3 Key-in INVOICE NUMBER.

Invoice number is the last 6 digits of the RRN.

Example: 123456

Then press ENTER

PRINTING ...



III. SUPERVISOR OPERATIONS

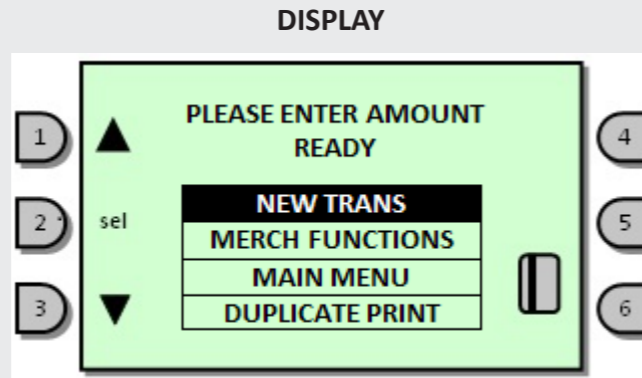
III-1. REFUND

A data capture transaction that is initiated by the Retailer to credit the cardholder for a refund of goods or services, and to debit the retailer's account accordingly. It requires the cardholder to enter the PIN and also requires the retailer's supervisor password and the retailer's signature.

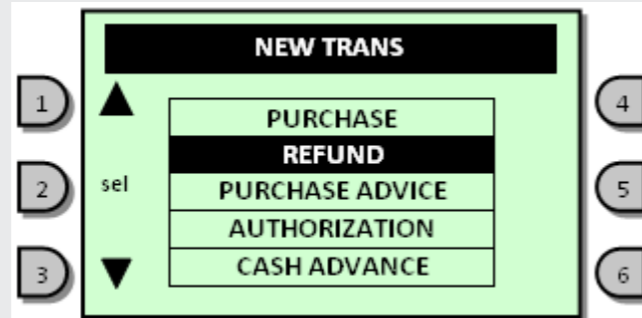
III-1a. REFUND - Magnetic Stripe Card

STEP ACTION

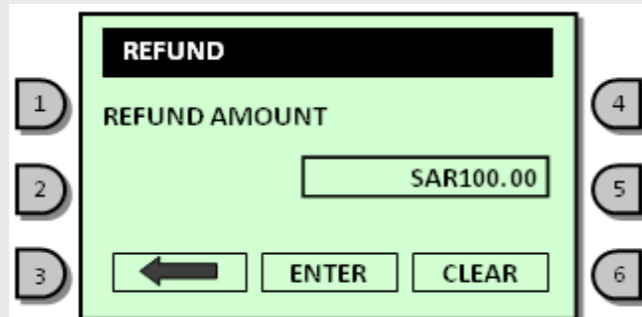
1 Select NEW TRANS then press ENTER key.



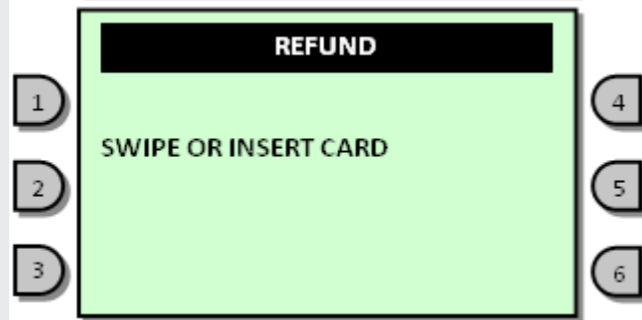
2 Select REFUND by pressing arrow down key once, then press ENTER key.



3 Key-in REFUND amount.
Example: SAR100.00
Then press ENTER key.



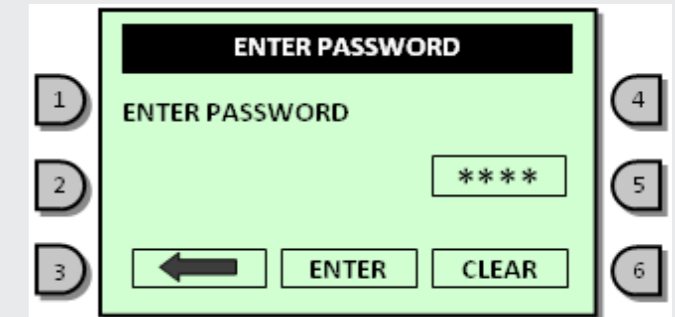
4 Swipe customer's card.
Example: SPAN Card



5 Key-in merchant password.

Example: 1111

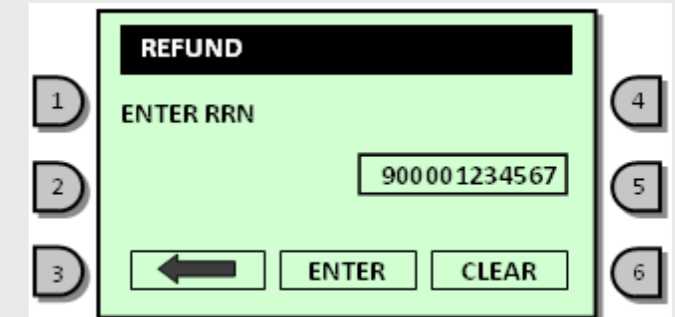
Then press ENTER key.



6 Key-in Retrieval Reference Number or RRN.

Example: 900001234567

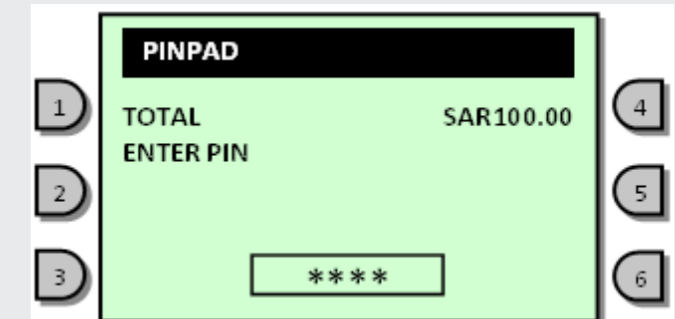
Then press ENTER.



7 Key-in customer's Personal Identification Number or PIN.

Example: 1234

Then press ENTER key.



8 Terminal will process the transaction.

PROCESSING NOW ...

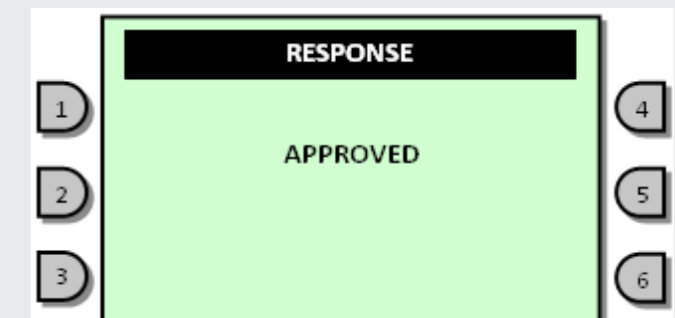


9 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

Press ENTER for duplicate copy.

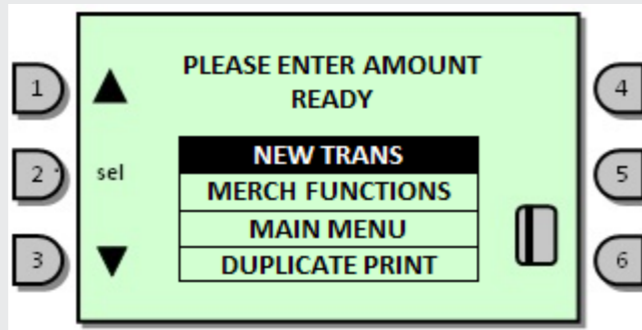


III-1b. REFUND - CHIP Card

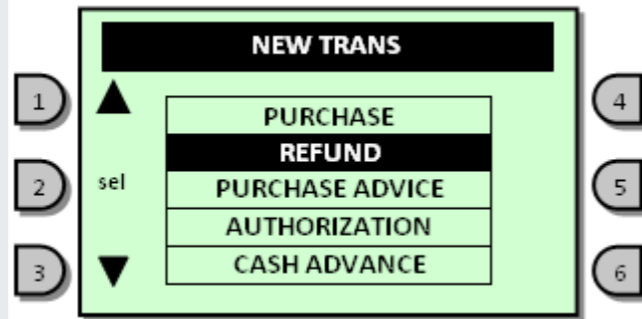
STEP ACTION

DISPLAY

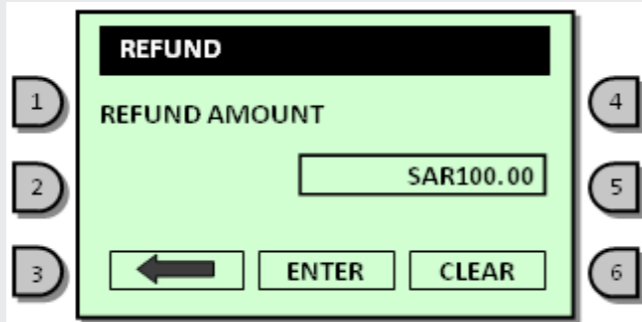
1 Select NEW TRANS then press ENTER key.



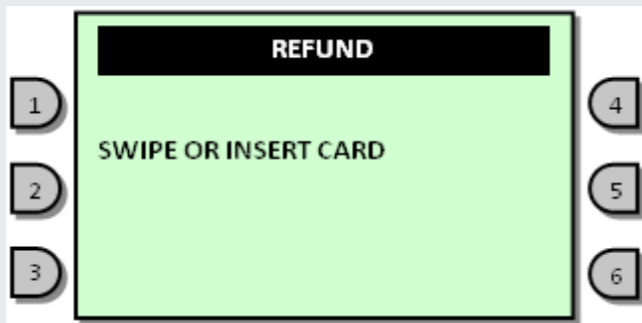
2 Select REFUND by pressing arrow down key once, then press ENTER key.



3 Key-in REFUND amount.
Example: SAR100.00
Then press ENTER key.



4 Insert customer's card.
Example: SPAN Card
SELECTING ... SPAN



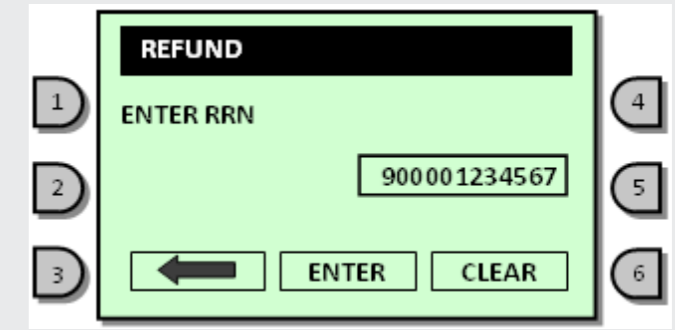
5 Key-in merchant password.
Example: 1111
Then press ENTER key.



6 Key-in Retrieval Reference Number or RRN.

Example: 900001234567

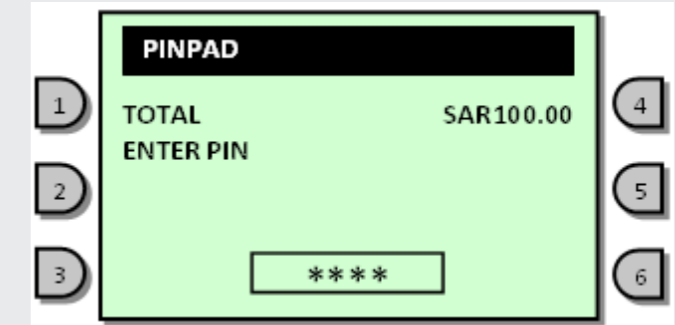
Then press ENTER key.



7 Key-in customer's Personal Identification Number or PIN.

Example: 1234

Then press ENTER key.



8 Terminal will process the transaction.

PROCESSING NOW ...



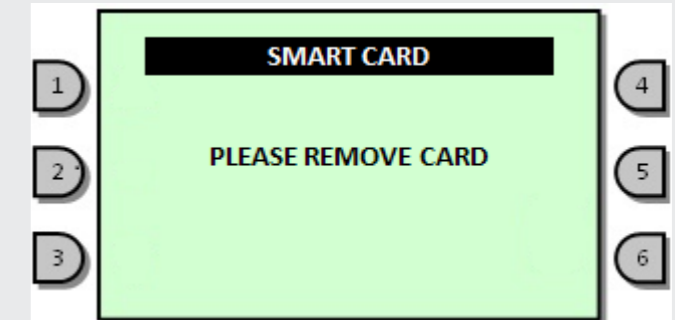
9 Transaction Approved.

Printing 1st copy of the receipt.

Tear-off paper.

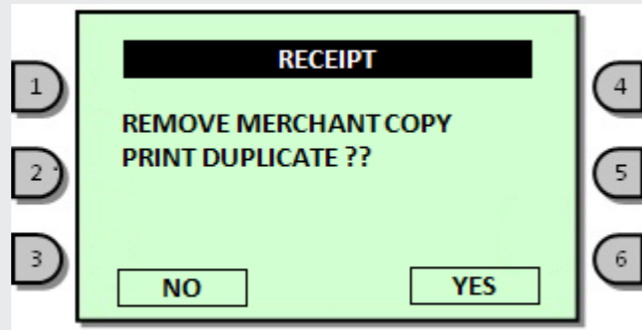


10 Remove customer's chip card.



11 Print duplicate?

Press YES to print 2nd copy.



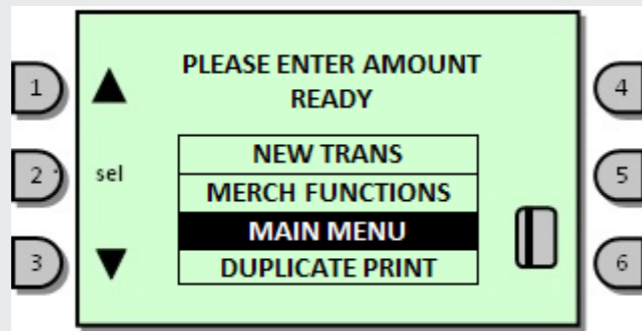
III-2. RECONCILIATION

The supervisor should select this operation at the end of day, so that the totals will be validated against the bank totals since the last reconciliation operation.

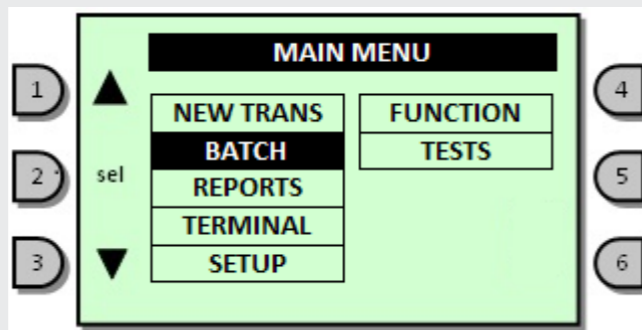
STEP ACTION

DISPLAY

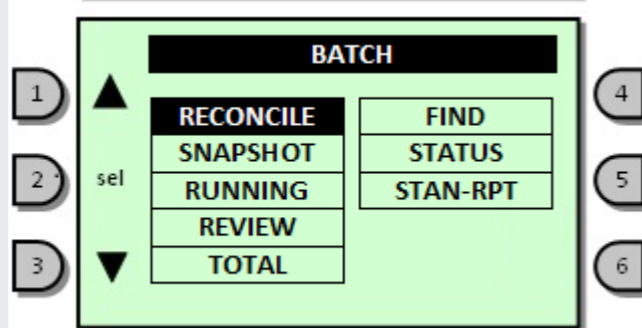
1 Select MAIN MENU by pressing arrow down key twice (2X) then press ENTER key.



2 Select BATCH by pressing arrow down key once then press ENTER key.



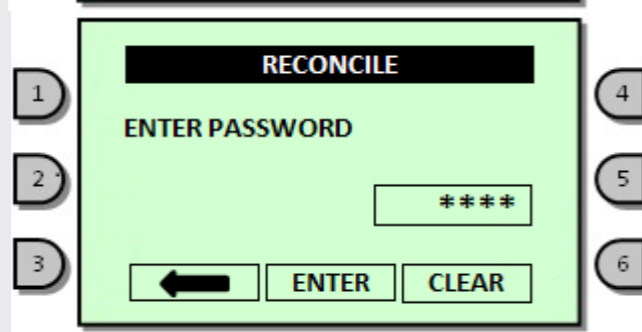
3 Select RECONCILE then press ENTER key.



4 Key-in merchant password.

Example: 1111

Then press ENTER key.



5 Terminal will process the reconciliation.

PROCESSING NOW ...

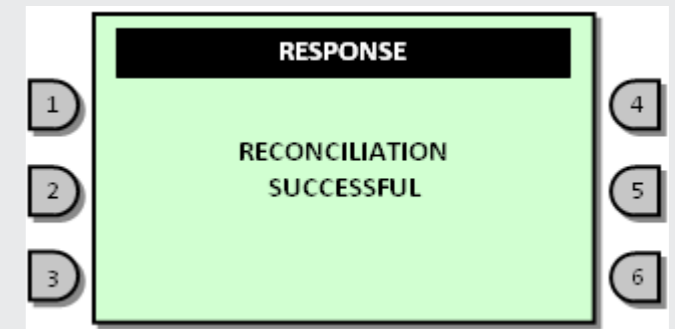


6 Reconciliation approved.

Printing 1st copy of the receipt.

Tear-off paper.

Press ENTER for duplicate copy.



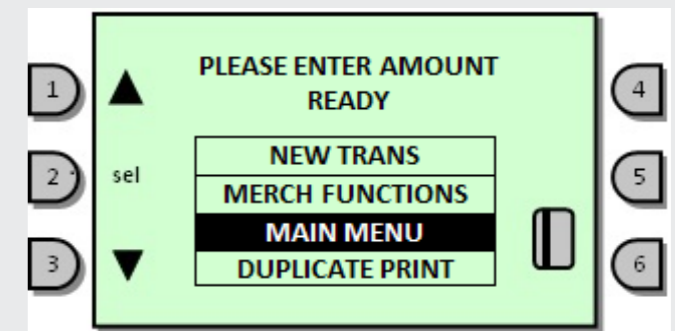
III-3. SNAPSHOT BALANCES

The supervisor can perform this operation at any time to print the totals without resetting the totals.

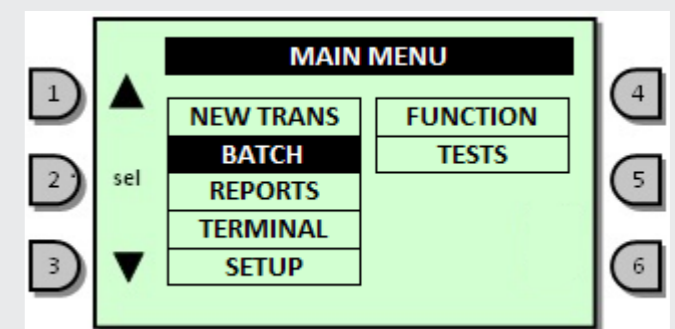
STEP ACTION

DISPLAY

1 Select MAIN MENU by pressing arrow down key twice (2X) then press ENTER key.



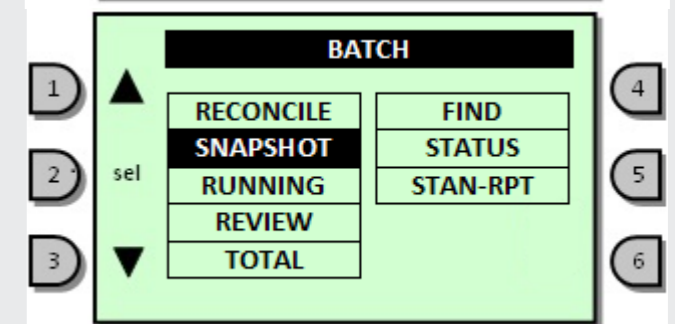
2 Select BATCH by pressing arrow down key once then press ENTER key.



3 Select SNAPSHOT by pressing arrow down key once then press ENTER key.

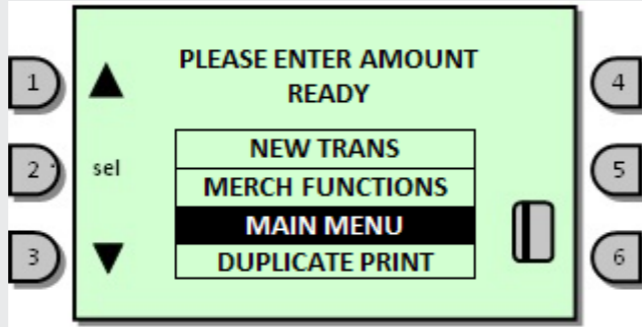
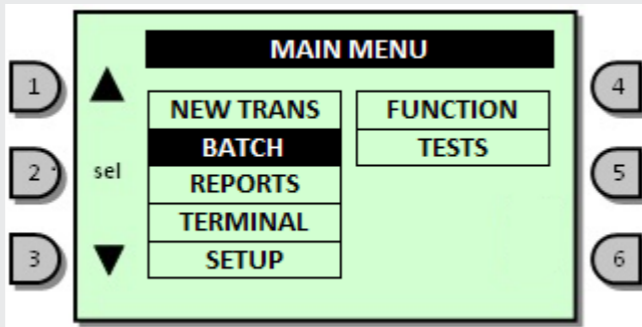
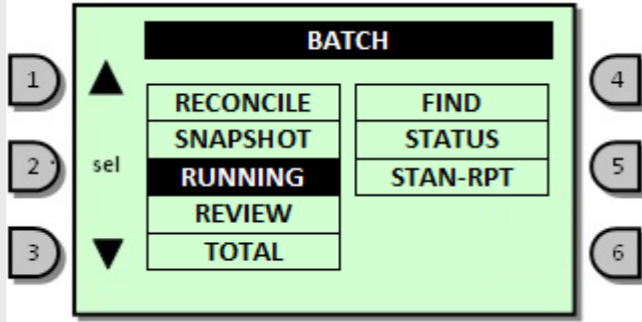
Printing SNAPSHOT receipt...

Tear-off paper.



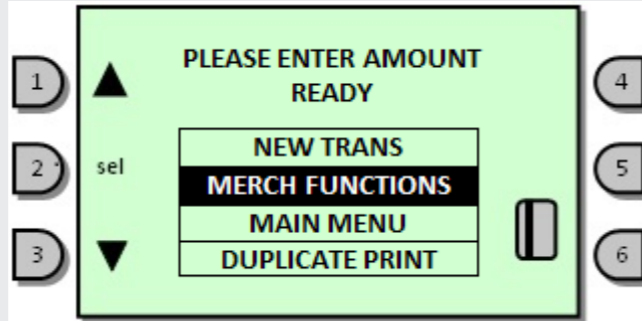
III-4. RUNNING TOTALS

The supervisor should perform this operation at the end of each shift, so the totals will be reset and a fresh account starts for the next shift.

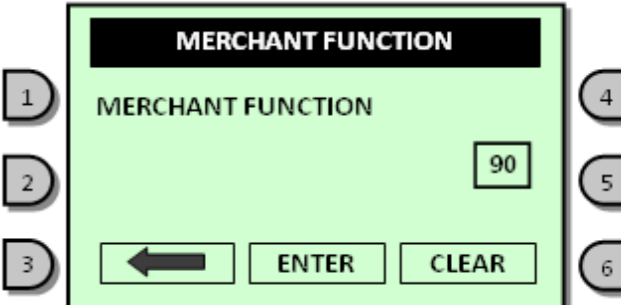
STEP	ACTION	DISPLAY
1	Select MAIN MENU by pressing arrow down key twice (2X) then press ENTER key.	
2	Select BATCH by pressing arrow down key once then press ENTER key.	
3	Select RUNNING by pressing arrow down key once then press ENTER key. Printing receipt... Tear-off paper.	

III-5. PASSWORD CHANGE

The supervisor can perform this operation at any time to change the merchant password.

STEP	ACTION	DISPLAY
1	Select MERCH FUNCTIONS by pressing arrow down key once then press ENTER key.	


2 Key-in 90 (nine and zero) then press ENTER key.



3 Key-in old password.

Example: 1111

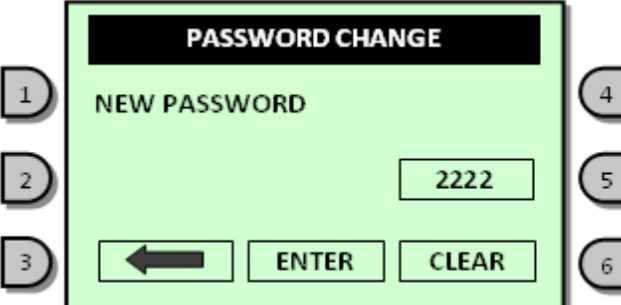
Then press ENTER key.



4 Key-in NEW password.

Example: 2222

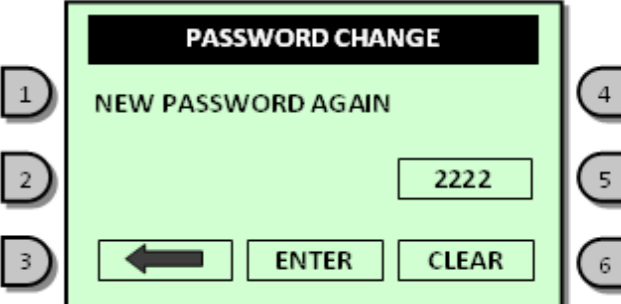
Then press ENTER key.



5 Key-in NEW password again.

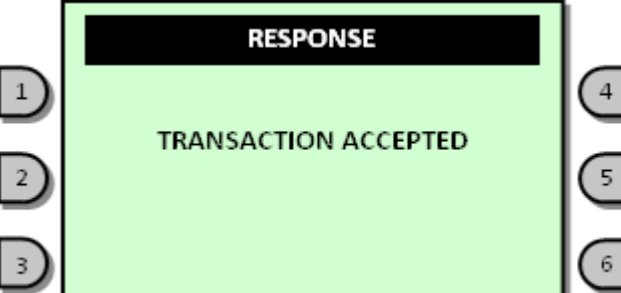
Example: 2222

Then press ENTER key.



6 Transaction accepted.

Password has been changed.



IV. IMPORTANT INFORMATIONS

1. REVERSAL transaction is always OFFLINE.
2. No REVERSAL transaction for International Card Scheme (ICS).
3. PURCHASE ADVICE transaction is always OFFLINE.
4. PURCHASE with CASH BACK is only for SPAN chip card.
5. CASH ADVANCE is not allowed for SPAN, MAESTRO and ELECTRON.





V. Retrieval Reference Number (RRN)

Retrieval Reference Number or RRN is a 12 Alphanumeric character reference supplied by the system retaining the original source information and used to assist in locating that information or a copy of it. This Data Element is mandatory for all financial transaction and reversal messages. The RRN should always be printed in full on the POS receipt.



VI. RECEIPT PAPER INSTALLATION

Installation of the receipt thermal paper in the terminal.

STEP	ACTION	DISPLAY
1	Remove terminal and paper roll from its packaging.	 <p>Optimum Paper Roll</p>
2	With your fingers, open the printer cover as shown.	 <p>Printer Cover</p>
3	Drop paper roll into paper holder as shown. Pull paper as shown. Close the printer cover.	 <p>Drop Paper Roll Pull Receipt Paper</p>
4	Pull and tear paper against the paper receipt tear bar as shown.	 <p>Paper Receipt Tear Bar</p>



VII. COMMON TERMINAL ERROR MESSAGES

MESSAGE	DESCRIPTION
* PAPER OUT	Displayed when paper failure has been detected by the terminal.
* WAITING FOR LINE / LINE IDLE	The telephone line is engaged or disconnected.
* CARD ERROR	The card is swiped incorrectly, or the card reader is defective.
* TRAN NOT ALLOWED FOR CARD SCHEME / CARD SCHEME NOT SUPPORTED / UNSUPPORTED CARD	Displayed when an attempt has been made to process a transaction which is not allowed by the bank card scheme represented by card account number.
* ALLOWABLE PIN TRIES EXCEEDED	Displayed when the cardholder has unsuccessfully entered a PIN the maximum number of times.
* MANUAL ENTRY NOT ALLOWED	Manually entered card numbers are not allowed in this operation.
* RETRY PIN / INCORRECT PIN / WRONG PIN	Displayed when an incorrect PIN has been entered.
* EXPIRED CARD, CONTACT YOUR BANK	The card is already expired, or the expiry date is incorrectly entered.
* APPLICATION BLOCKED	Displayed when the selected application is blocked.
* CARD BLOCKED	Displayed when the card is blocked.
* PIN BLOCKED	Displayed when the offline PIN has been blocked.
* TRIES LEFT : XX	Displayed when an offline PIN has been incorrectly entered. XX is the number of tries remaining.

POS User Guide

Optimum T42xx/M42xx

