

User Guide

MATSU OMERO XP

Mobile Payment Terminal



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1. Welcome

Thank you for choosing a Matsu Omero XP Mobile Payment Terminal.

This terminal is streamlined for speed and efficiency in the acceptance of credit and debit card payments.




We recommend that you read this guide carefully, as it will help you to quickly make best use of all the capabilities of your Matsu Omero XP Mobile Payment Terminal.

This User Guide describes Apacs40 software version 97.07.01 and kernel version 1.5.9

Information is correct at the time of printing, but is subject to change without notice.

Revision 1.3

2. How Do I...?

- .. set up my terminal?
 - Follow the step-by-step Installation Checklist in the next section.
- .. turn my terminal on and off?
 - Your terminal is powered on by pressing the power  key. It is powered off by pressing the power  key when on the Idle screen. It cannot be powered off when charging.
- .. do Sales and Refunds?
 - Step-by-step instructions for all types of sales are given in the section entitled [Performing Transactions](#), together with example screenshots of what will be displayed on the terminal screen.
- .. do my End-of-day?
 - At the end of your trading day you should do a Z Balance Report and a Banking report. The section entitled [Reports](#) describes how to do these and explains the information on them.
- .. change the paper roll?
 - Instructions for loading new paper rolls are given in the section entitled [Paper Loading](#).
- .. charge the battery?
 - If your terminal has been supplied with a base, ensure that the base is powered and leave the terminal on the base when not in use.
 - If your terminal has been supplied with a travel charger, ensure that the travel charger is powered and plug it into the terminal when not in use.
- .. have my terminal polled?
 - Your terminal is an “Online” terminal. All transactions are captured by the Acquirer when authorised, so no polling is required.
- .. solve problems?
 - If you have problems using your Matsu Omero XP Terminal, read the section entitled [Troubleshooting](#). If you cannot resolve your problem, call the Terminal Helpdesk.
- .. feed paper?
 - Press the paper feed  key when the terminal is displaying the Idle screen

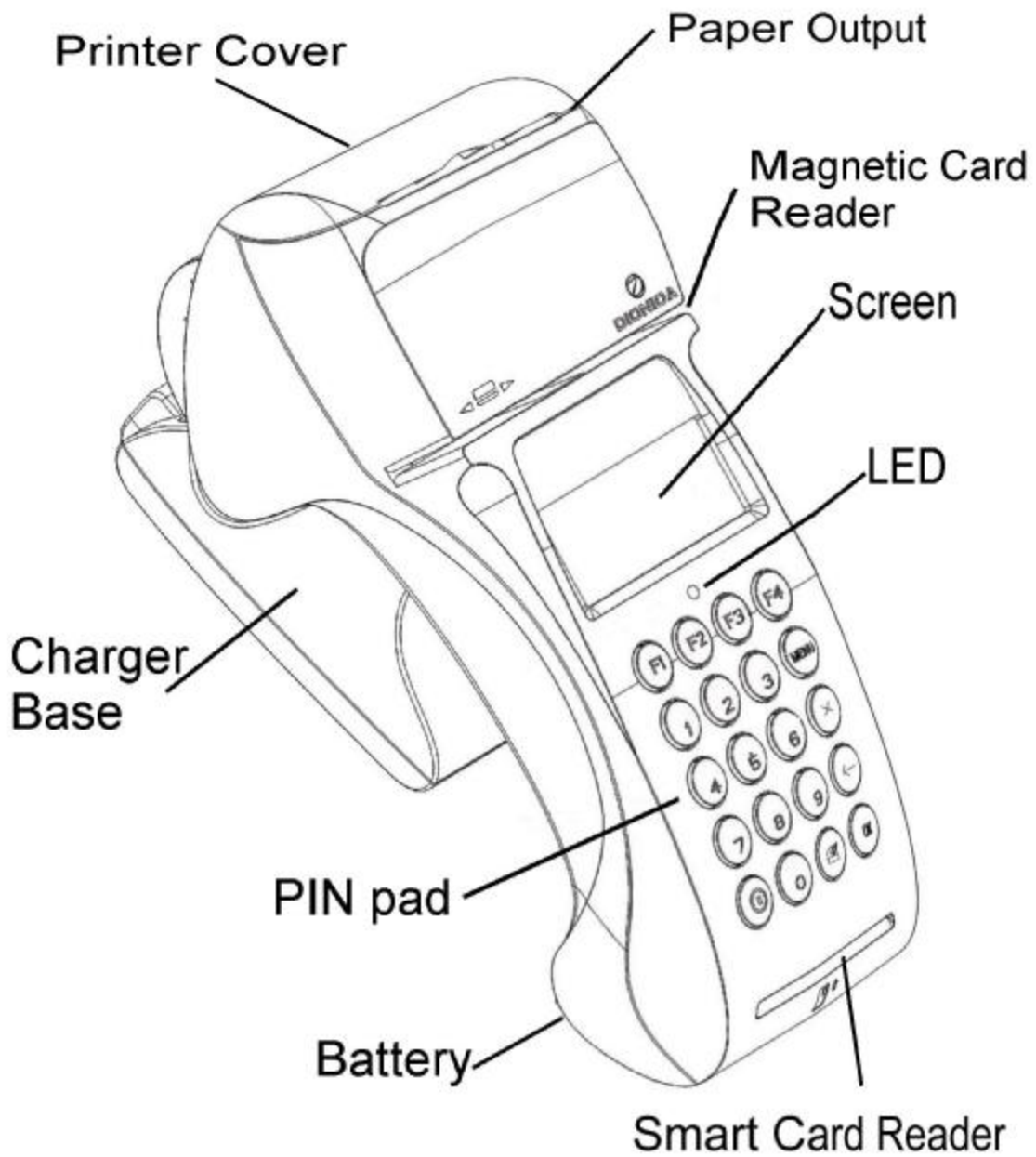
3. Your Terminal

3.1 Installation Checklist

- Before starting to use your Matsu Omero XP Mobile Payment Terminal, please read all sections of this manual carefully.
- If supplied, set up the base unit in a convenient location.
- Load the terminal with a paper roll if one is not already in place.
- Install your GSM SIM card if one is not already installed.
- Fit the battery, and leave to charge for 4 hours before use.
- On the GSM terminal, enter your SIM PIN code if required.
- On the GSM terminal, check that the SIM has logged on to the GSM network.
- On the GSM terminal, enter your SIM activation code if required.
- Familiarise yourself with the menus
- Do a Banking for All Acquirers (from the REPORTS menu). This will check that your terminal can connect to the Acquirer Host systems, and check that your terminal is set up on the Acquirer Host systems.
 - If you get a CANNOT CONFIRM result, please contact the Terminal Helpdesk
 - If the Merchant number for an Acquirer is incorrect on the Banking Report, please contact the Terminal Helpdesk
 - If an expected Acquirer (AMEX or Diners) is not on the Banking report, please contact the Terminal Helpdesk

Your Matsu Omero XP Mobile Payment Terminal is now ready for use.

3.2 Terminal Components



3.3 Paper Loading

When the paper in your Matsu Omero XP terminal is nearing the end of the roll a red line will appear on the paper.

Only rolls of heat-sensitised paper, 57mm wide and 45mm in diameter can be used in your Matsu Omero XP terminal. Attempting to fit paper rolls of a different size may damage your terminal.

Do not use any tools when installing or removing paper rolls

Follow these instructions to install a paper roll in your Matsu Omero XP terminal.




1. Pull open the paper housing cover using the paper output slot.

2. Push down on the print roller lever to raise the print roller. Remove the remaining roll if it has not completely run out.


3. Insert the new paper roll between the retaining clips, making sure that the paper roll is facing the correct direction.

4. Unstick the paper at the start of the new roll and put the end underneath the print roller. Pull up the print roller lever to lower the print roller and hold the paper in place.



5. Press the paper feed  key when the terminal is showing the Idle screen to feed the paper through the printer.



6. If the paper is not correctly aligned in the printer, one edge will be creased. Push down on the print roller lever to raise the print roller and straighten the paper, then pull up the print roller lever to lower the print roller and press the paper feed  key to feed paper again.

7. Close the paper housing cover by pressing behind the paper roll to engage the two catches.

Only use approved paper rolls supplied by your terminal supplier.

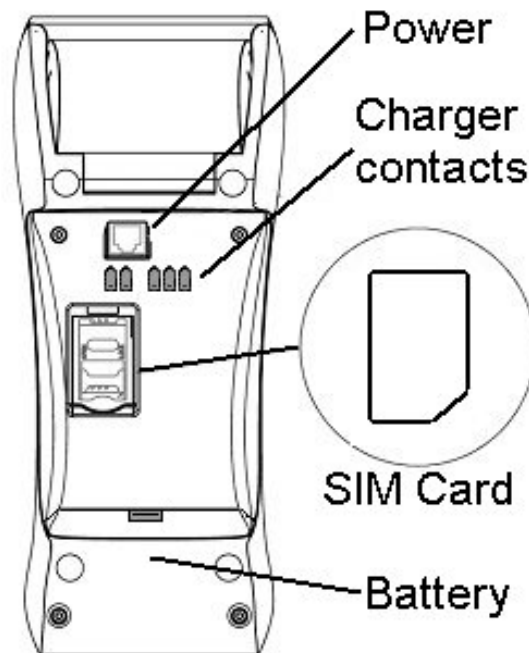
3.4 SIM Card Installation

For a GSM terminal to be able to communicate via the GSM Network, your terminal must have a valid SIM (Subscriber Identity Module) card correctly installed.

Only use the SIM card supplied by your terminal supplier. If your SIM card is lost, stolen or damaged, contact your terminal supplier immediately.

The Matsu Omero XP terminal SIM cardholder is mounted on the underside of the terminal. It can only be accessed when the battery has been removed.

Do not use any tools when installing or removing SIM cards.



Follow these instructions to install your SIM card in your Matsu Omero XP terminal.

1. Remove the battery pack
2. Slide open the SIM card cover
3. Unlock the SIM card holder by moving the silver catch in the direction shown on it as 'UNLOCK' and hinge it upwards by gently lifting the end nearest the battery.
4. Insert your SIM card into the holder with the bevelled corner as shown
5. Close the SIM card holder and lock it into place, taking care that the SIM card is correctly positioned and the holder is fully closed.
6. Slide closed the SIM card cover
7. Replace the battery pack

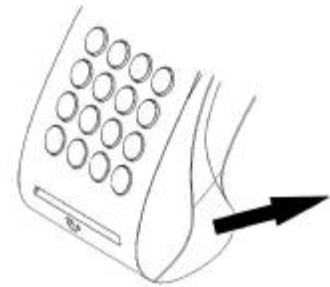
3.5 Installing & Removing the Battery

Your terminal is supplied with a rechargeable battery pack. Only use batteries supplied by your terminal supplier.

New battery packs should be charged for 4 hours before first use.

To insert or remove the battery:

1. Remove the battery cover by holding the terminal in one hand, grasping the cover across its width and firmly pulling away from the terminal.



2. The battery is held in place by two plastic clips. Gently bend these apart to remove or insert a battery. The battery must be inserted so that the metal contacts are against the sprung contacts on the terminal.

3. Replace the cover by locating the two round prongs into the corresponding guides on the terminal and press the cover back into place.

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


Use only approved chargers provided by your terminal supplier

While the battery is charging, the  symbol will be animated. When the battery pack is fully charged, the animation stops.

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

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

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

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

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

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

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

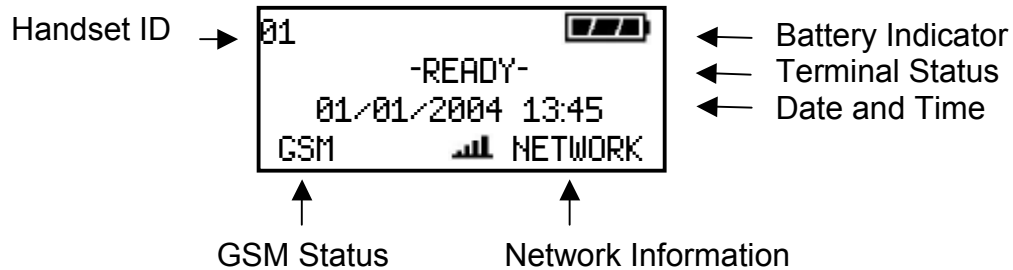
DO NOT discard old or broken battery packs. Return them to your terminal supplier for correct recycling.



3.6 Idle Screen


After powering up and initialising, the terminal displays the Idle screen. Do not attempt to use your terminal for transactions until it has successfully logged on to the GSM network, and is displaying the GSM network name.

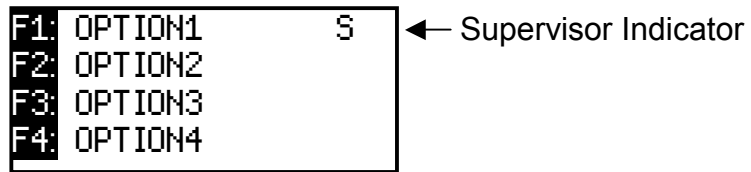
The Idle screen shows information on four lines:



Name	Description
Handset ID	Number from 01 to 99 that is printed on each transaction ticket. Can be changed from the Supervisor Menus
Battery Indicator	Shows battery level and scrolls when battery is charging
Terminal Status	If the status is READY, your terminal is ready for use. If the status is NOT READY then the terminal is not initialised. Please use the SETUP function on the first menu screen. Contact the Terminal Help Desk if the problem persists after a successful TMS call or if SETUP is not displayed when the menu key is pressed
Date and Time	The current Terminal Clock Date and Time.
GSM Status	<p>GSM GSM communications are available.</p> <p>NO SIM The SIM card is absent or seated Incorrectly.</p> <p>SIM BLOCKED The PIN code has been entered incorrectly more than three times. Contact the Terminal Helpdesk.</p> <p>GSM ERROR There is a problem with the SIM card. Contact the Terminal Helpdesk.</p> <p>ERROR INIT There is a problem with the GSM communications. Contact the Terminal Helpdesk</p>
Network information	Signal strength from 0 to 4 bars and GSM Network name. Signal strength is only displayed when the terminal has logged on to the GSM Network.


3.7 Menu Screen


Pressing the menu key  on the Idle Screen enters the application menus. All application Menu Screens have this layout:



The labels **F1:** to **F4:** correspond to keys F1  to F4 .

If “S” is displayed in the top right-hand corner of the screen, the current menu is part of the Supervisor options.

Pressing the menu  key moves to the next menu screen (if available).


Pressing the cancel  key goes back to the last menu screen (if available) or exits to the Idle screen.


A schematic of all the menus screens is included in the section titled Menu Structure.

3.8 Choice Screen

When the terminal requires you to make a choice between two options, a screen with this layout is displayed:

```
*TITLE/QUESTION*
F1 CHOICE1 CHOICE2 F4
```

CHOICE1 is selected by pressing the F1  key

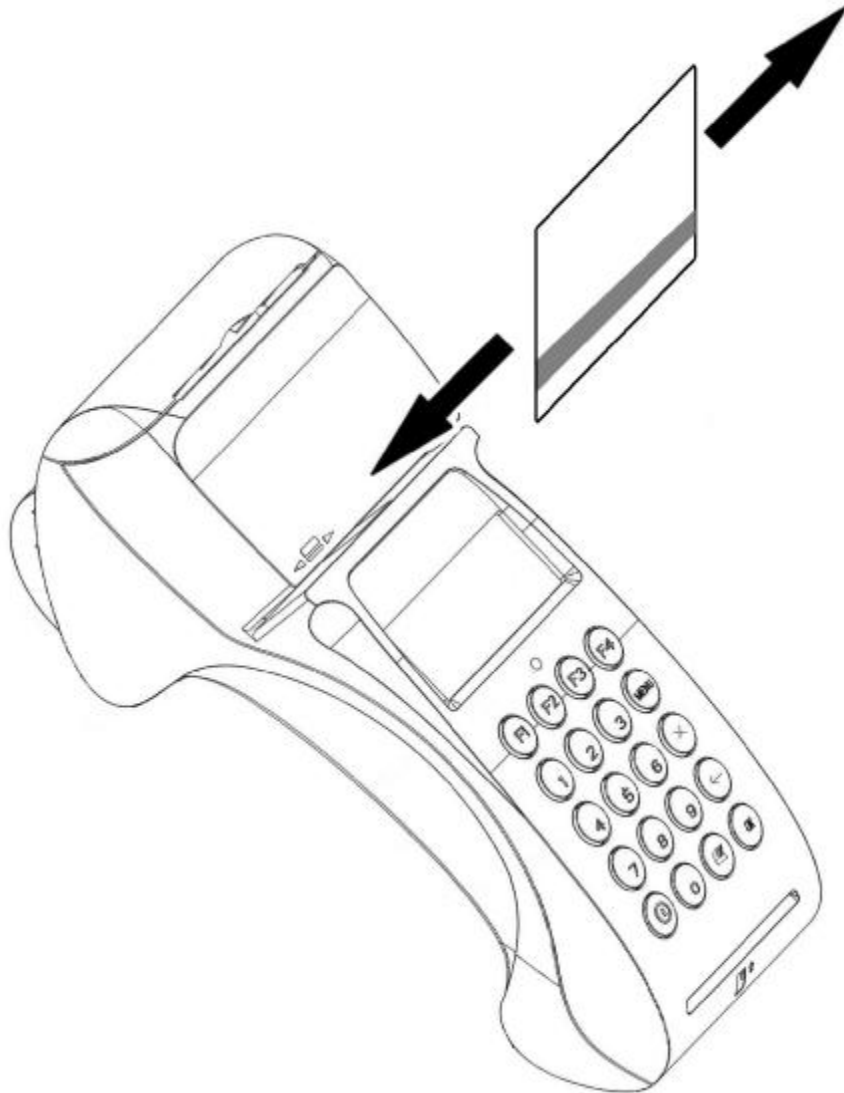
CHOICE2 is selected by pressing the F4  key

4. Performing Transactions

4.1 Swiping Cards

Customer cards can be swiped from Left to Right or Right to Left.

The magnetic strip on the back of the card must be at the bottom of the card reader slot, and facing the keypad, as shown:



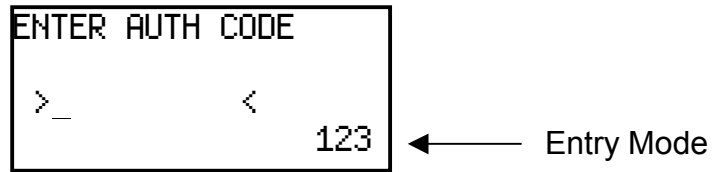
Run the card along the bottom of the slot, and swipe with one continuous movement.

If you see a “BAD SWIPE” message then try again.

If the card cannot be read after three bad swipes the terminal will prompt for manual entry of the card number.

4.2 Entering Non-numeric Characters

Authorisation codes may contain the letters A to Z as well as the numeric characters 0 to 9.




The Entry Mode indicates which characters will be entered on a keypress.

123	Numeric characters only
ABC	Upper case letters and Numeric characters
abc	Lower case letters and Numeric characters

When entering letters, pressing a key will display the available characters as printed on the key.


To move to the next character, press a different key, or wait for the flashing cursor to appear.

Press the green  key when you have entered all characters.

**Authorisation codes must contain only letters and numbers.
No spaces or special characters are allowed.**

4.3 Clearing Mistakes & Cancelling Transactions

If a mistake is made when entering numbers or letters or you wish to cancel the transaction...

Press the yellow  correction key to delete one character at a time.


Press the red  cancel key ONCE to delete the entire line.

Press the red  cancel key TWICE to cancel the transaction.

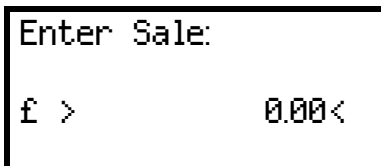
When a transaction is cancelled the terminal will produce a VOID receipt This has the word VOID in large letters to clearly indicate that the transaction has been voided and *will not* be processed


4.4 Sales



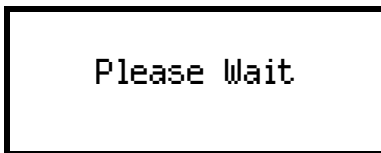
If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised

Please wait until the GSM Network name is displayed

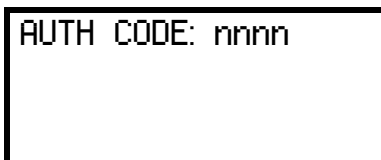


Swipe the customer's card with the magnetic strip facing down and towards you. Enter the Amount for the transaction and press the green  key.

Example: Press 1234 for amount £12.34



The terminal will dial out to the Acquirer for authorisation.

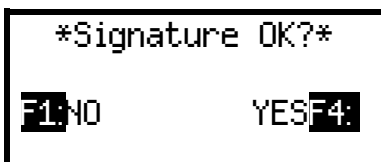


The terminal will display the Authorisation Code (If the transaction is not authorised, follow the instructions displayed on the screen).





The terminal will print the Merchant receipt. Ask the customer to sign this receipt.

You must retain this receipt for your records.



Check the signature;

If it is valid choose YES by pressing the F4  key.

If it is not valid choose NO by pressing the F1  key.




The terminal will print the Customer receipt, which you will give to the Cardholder.



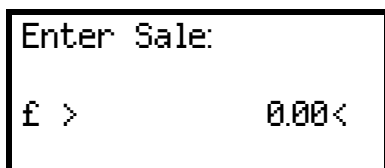
The terminal will return to the idle screen, ready for the next transaction.


4.5 Sales with Gratuities (Restaurant Mode)



If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised

Please wait until the GSM Network name is displayed

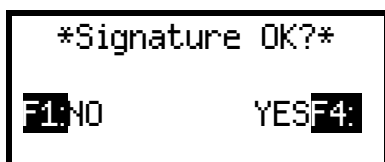




Swipe the customer's card with the magnetic strip facing down and towards you. Enter the Amount for the transaction and press the green  key.

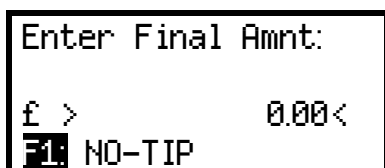
Example: Press 1234 for amount £12.34




The terminal will print the Merchant receipt. Ask the customer to sign this receipt.
You must retain this receipt for your records.



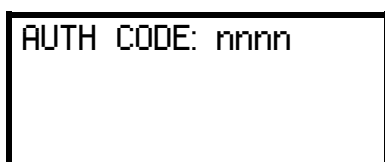
Check the signature;
If it is valid choose YES by pressing the F4  key.
If it is not valid choose NO by pressing the F1  key.



You will be prompted to enter the Final Amount.
If no gratuity was added you can select the NO-TIP option using the F1  key.



The terminal will dial out to the Acquirer for authorisation.




The terminal will display the Authorisation Code (if the transaction is not authorised, follow the instructions displayed on the screen).



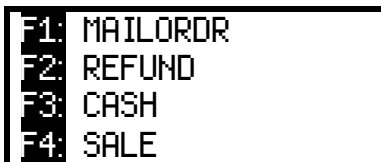
The terminal will print the Customer receipt, which you will give to the Cardholder. The terminal will return to the idle screen, ready for the next transaction.



4.6 Refunds

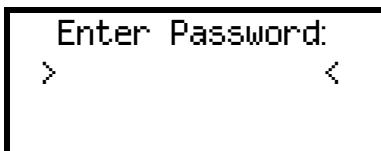



If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised

Please wait until the GSM Network name is displayed



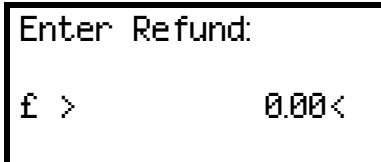
From the idle screen press the Menu  key. From the Menu Options select REFUND by pressing the F2  key.




Enter the supervisor password and press the green  key.



Swipe the customer's card with the magnetic strip facing down and towards you.



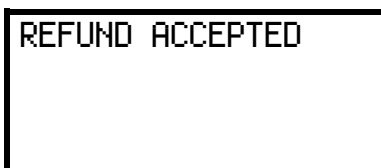
Enter the Amount for the transaction and press the green  key.

Example: Press 1234 for amount £12.34



The terminal will dial out to the Acquirer for authorisation.

Note: If your terminal is set up for Restaurant Mode, then Signature Check will be done BEFORE dialling for authorisation



The terminal will display Refund Accepted (If the transaction is not accepted, follow the instructions displayed on the screen).





The terminal will print the Merchant receipt. Ask the customer to sign this receipt.

You must retain this receipt for your records.

```
*Signature OK?*
F1: NO          YES F4:
```

Check the signature;

If it is valid choose YES by pressing the F4  key.

If it is not valid choose NO by pressing the F1  key.

```
PRINTING
```

The terminal will print the Customer receipt, which you will give to the Cardholder.

```
01 
      -READY-
01/01/2004 13:45
GSM  NETWORK
```


The terminal will return to the idle state, ready for the next transaction.

4.7 Mailorder Sale & Refund (Customer Not Present)

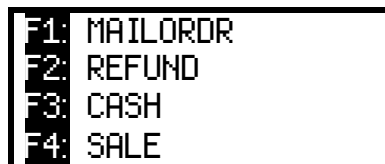
The Matsu Omero XP Software is configured for mailorder transactions. If you wish to accept Customer Not Present transactions please ensure that this option is also enabled on your Acquirer Merchant Account.



These transactions are performed without the customer or card being present. All card details will have to be manually entered so please take note of what information is being asked for by the terminal





If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised

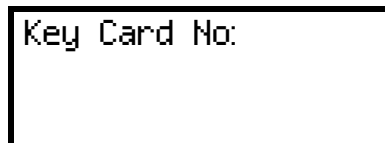
Please wait until the GSM Network name is displayed




From the idle screen press the Menu  key. From the Menu Options select MAILORDR by pressing the F1  key.

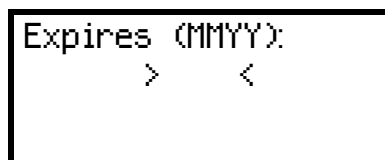



From the Menu Options select either REFUND by pressing the F1  key or SALE by pressing the F4  key

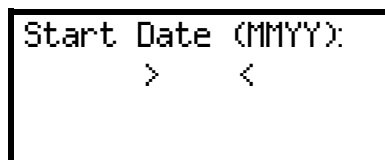



Key in the card number using the keypad and then press the green  key.

Note: The swipe card facility is disabled during Customer Not Present transactions.




If you see this prompt, enter the card expiry date in the format MMY Y and then press the green  key.




If you see this prompt, enter the card start date in the format MMY Y and then press the green  key.

```
Issue Number:
  > <
```

If you see this prompt, enter the card Issue Number and then press the green  key. The Issue Number must be entered as printed on the card. "01" must be entered as "01", not "1".

```
Enter Sale:
£ >          0.00<
```

Enter the Amount for the transaction and press the green  key.

Example: Press 1234 for amount £12.34


```
PLEASE WAIT
```

The terminal will dial out to the Acquirer for authorisation.

```
AUTH CODE: nnnn
```

The terminal will display the Authorisation Code (if the transaction is not authorised, follow the instructions displayed on the screen).

```
TEAR OFF TICKET
AND RETAIN (ok)
```

The terminal will print the Merchant receipt. Press the green  key after tearing off the Merchant receipt.

You must retain this receipt for your records.

```
PRINTING
```

The terminal will print the Customer receipt, which you will attach to the Customer's Invoice.

```
01 
  -READY-
01/01/2004 13:45
GSM  NETWORK
```


The terminal will return to the idle screen, ready for the next transaction.

4.8 Sales with Cashback

The Matsu Omero XP Software can be configured for Sales with Cashback.


If you wish to offer Cashback with transactions please contact the Terminal Help Desk who will enable it on your system. Please ensure this option is also enabled on your Acquirer Merchant Account



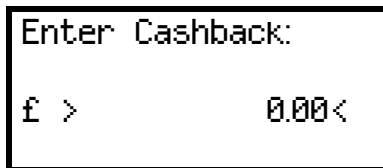
If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised


Please wait until the GSM Network name is displayed



Swipe the customer's card with the magnetic strip facing down and towards you. Enter the Amount for the transaction and press the green  key.

Example: Press 1234 for amount £12.34



If Cashback is allowed for the customer's card the terminal will display a Cashback prompt. Enter the Cashback Amount and press the green  key.

The transaction will now continue as normal.


Please refer to **Sales** for instructions on how to complete a sale.

4.9 Cash Advance

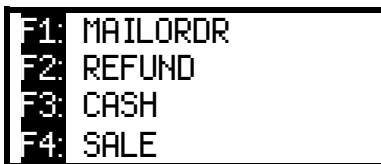
The Matsu Omero XP Software can be configured for Cash Advance transactions



If you wish to offer Cash Advance please contact the Terminal Help Desk who will enable it on your system. Please ensure this option is also enabled on your Acquirer Merchant Account.

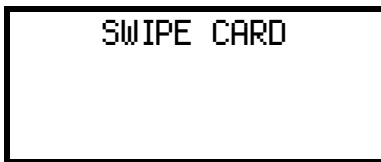


If the display is blank, press the power  key. The idle screen will be displayed after the terminal has powered up and initialised

Please wait until the GSM Network name is displayed




From the idle screen press the Menu  key. From the Menu Options select CASH by pressing the F3  key.



Swipe the customer's card with the magnetic strip facing down and towards you.



Enter the Amount for the transaction and press the green  key.
Example: Press 1234 for amount £12.34
The transaction will now continue as normal.

Please refer to **Sales** for instructions on how to complete a sale.

4.10 Reversals

If a mistake in a transaction is identified immediately after the transactions has been completed, the transaction can be completely reversed by selecting the REVRSAAL function within 30 seconds of completion.

This function is particularly useful when the wrong transaction amount has been entered, and the mistake is only noticed on the Customer receipt.

To perform a Reversal select:

MENU→ MENU→ REVRSAAL

If the 30 second timer has not expired then the terminal will perform the reversal, contacting the Acquirer if necessary.

When a Reversal has been successfully performed the original transaction and the Reversal **will not** appear on the customers bank statement.

The original transaction and the Reversal **will** appear on your Banking and X/Z Balance reports. Reversals are recorded as the opposite of the original transactions; if you reverse a Sale, the Reversal will be recorded on your reports as a Refund.

4.11 Authorisation Only

An Authorisation Only transaction gives an authorisation code for a specific amount against a customer card **without** capture of the transaction details by the Acquirer.

This facility is intended for Merchants who wish to bank transactions using a different system, or to check that a Customer card is valid and the Customer has enough credit for a transaction.

The transaction does **NOT** debit the Customers bank account or credit your bank account. The transaction value is **NOT** added to the terminal totals.

When an Authorisation Only transaction is done, the available credit on the customers account will be reduced by the amount authorised.

Authorisation Only transactions can be submitted to the Acquirer via the Matsu Omero XP terminal using the **Force Transaction** function.

To perform an Authorisation Only transaction display the Auth Only menu by selecting:

MENU→ MENU→ AUTH

F1:	REFUND
F2:	CHEQUE
F3:	CASH
F4:	SALE

Select the desired transaction type and perform the transaction as normal.

Authorisation Only transactions do not include Gratuities.

The printed receipts will have the extra text 'AUTHORISATION ONLY' to indicate that the transaction details will not be captured by the terminal or the Acquirer.

4.12 Hotel Mode

When a large value transaction is expected, a Pre-Authorisation transaction can be made for the expected value, to check that the Customer card is valid and the Customer has enough credit for the transaction.

If the expected value increases further Pre-Authorisation transactions can be made.

The final amount is authorised and captured using the Completion function.

To perform a Hotel Mode transaction select:

MENU→ MENU→ MENU→ HOTEL

<pre>*HOTEL MODE* F1:PREAUTH COMPLT F4:</pre>

Select the desired transaction type.

A Pre-Authorisation (PREAUTH) transaction proceeds as for a Sale transaction, except that no gratuity component is used (if enabled) and no signature check is required. If the card number is keyed in, you will be asked to confirm is the Customer Present.

Transaction details are not captured, so the Customers bank account **will not** be debited, although the pre-authed amount will be deducted from their available credit balance.

The authorisation code is valid for 7 days (3 days for Switch cards). If the transaction has not been submitted to the Acquirer by this time, the customers available credit balance is restored by the authorised amount.

A Completion (COMPLT) transaction requires the most recent Authorisation Code and the **total** amount of all Pre-Auths, in addition to the final amount to be debited from the customer's account. This transaction will require a signature check, and **will** capture the transaction details.

4.13 Balance Enquiry

The Matsu Omero XP Software is not automatically configured for Balance Enquiry. If you wish to use this mode of operation please contact the Terminal Help Desk.

4.14 Forced Transactions

The Forced Transaction facility allows the Supervisor to complete a transaction following a referral and voice authorisation. It also provides the facility to capture the details of transactions authorised by means other than the terminal. For example, card transactions authorised using paper vouchers and calls to the authorisation centre during a power cut or transactions previously authorised using the Authorisation Only function.

You **must** have a valid Authorisation Code before performing a forced transaction.

Select the **FORCE TR** menu option to begin entering a forced transaction.

```
F1: MAILORDR
F2: REFUND
F3: CASH
F4: SALE
```

The transaction types listed may be performed as a forced transaction.

```
SWIPE CARD
```

Select the correct option and either swipe the card, or enter its number manually. Enter the transaction amount.

```
ENTER AUTH CODE


>_      <
        123
```

Enter the transaction Authorisation Code.

The transaction then completes as normal. Refer to the appropriate section in this guide.

4.15 Declined Transactions

The Acquirer or Card Issuer can decline to authorise a transaction.

A 'Declined' response from the Acquirer host will display a message on the terminal screen in place of the usual 'AUTH CODE:xxxx'. This can be 'DECLINED', 'NOT AUTHORISED' or 'RETAIN CARD'. This message will be displayed for 60 seconds, or until the green  key is pressed. A DECLINED receipt will be printed which clearly indicates that the transaction has not been authorised. This receipt will also show the message from the Acquirer.

If you are prompted to retain the customer card, you should follow the standard procedures laid down by the Acquirer.

4.16 Referrals

A transaction may be referred for voice authorisation if an extra security check is required by the Acquirer. The terminal will display or print instructions to call the Acquirer. If a telephone number is not shown, please use the standard voice authorisation number for that Acquirer.

Please be ready to quote your Merchant Number, the full card number and any Referral code that may have been displayed – (such as 'REFERRAL B').

The Payment Terminal will also generate a referral for a transaction if it is unable to contact the Acquirer host. This can happen during exceptionally busy periods when the Acquirer host cannot answer the telephone call.

NOTE: If you experience a high number of referrals there may be a problem with your network connection. This will be indicated by the diagnostic codes printed on the receipt (please see the 'Diagnostic Codes' section for details)

4.17 Duplicate Receipts

The terminal can produce a duplicate copy of the customer receipt from the last completed transaction.

To perform a Duplicate Receipt Print select: -

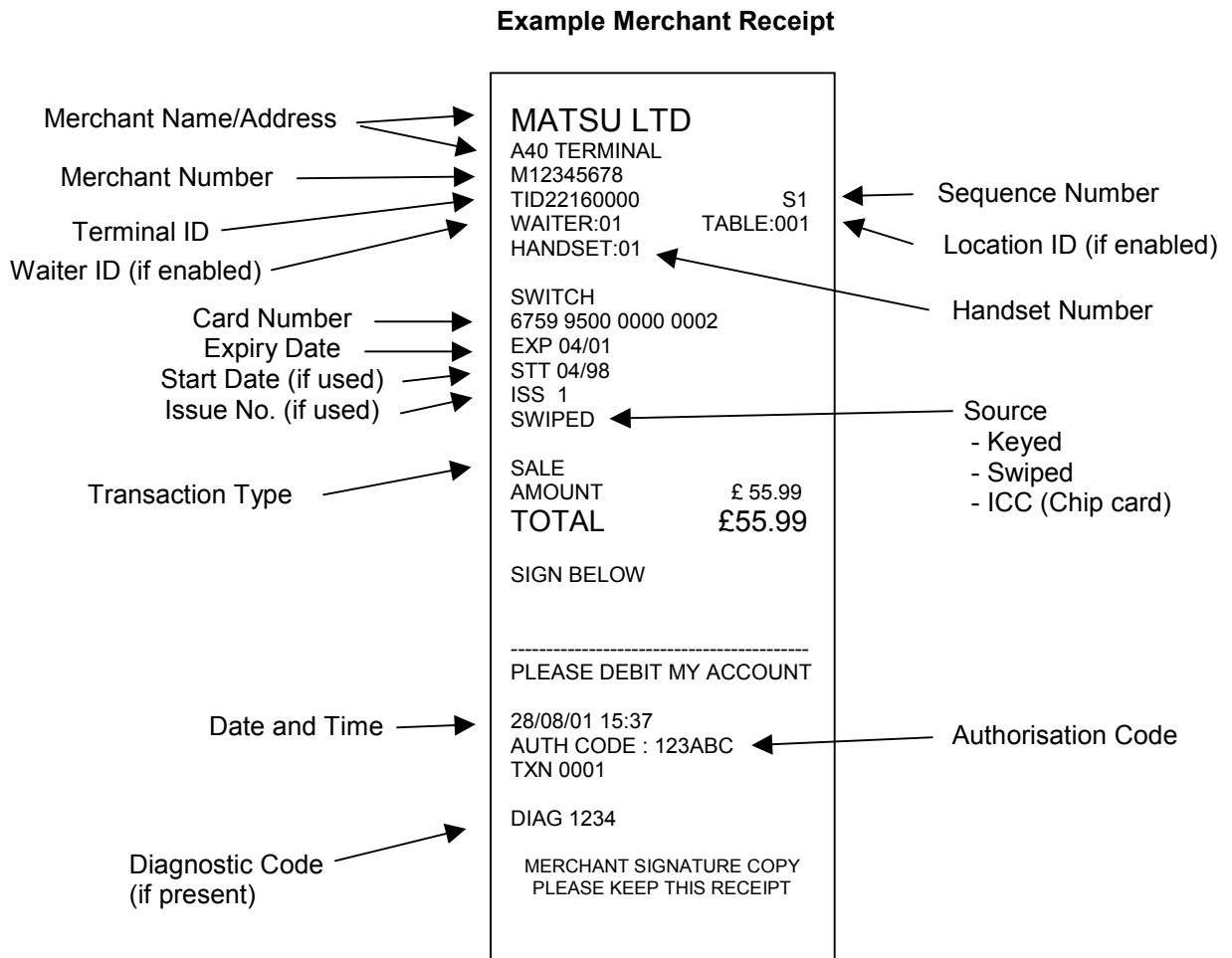
MENU → MENU → MENU → DUPLIC

Note: All duplicate copies have the word “**DUPLICATE**” printed at the top of the receipt.

5. Transaction Receipts

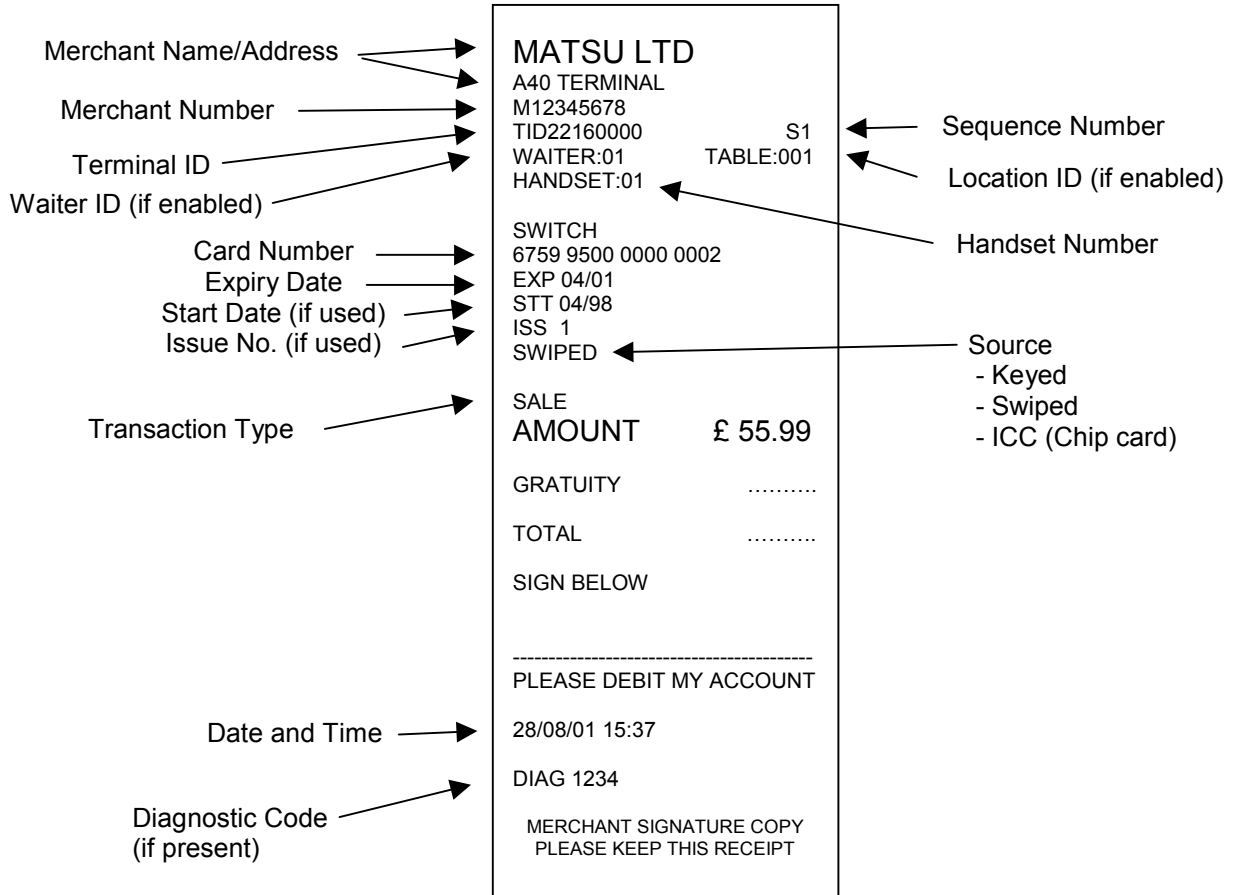
For each transaction made, two receipts are printed, one for the customer and one for the merchant's records. The merchant's copy is always the first receipt printed and contains a field for the customer's signature when the customer is present. Below are examples of the merchant receipt with and without gratuities, and one customer receipt

5.1 Merchant Receipt



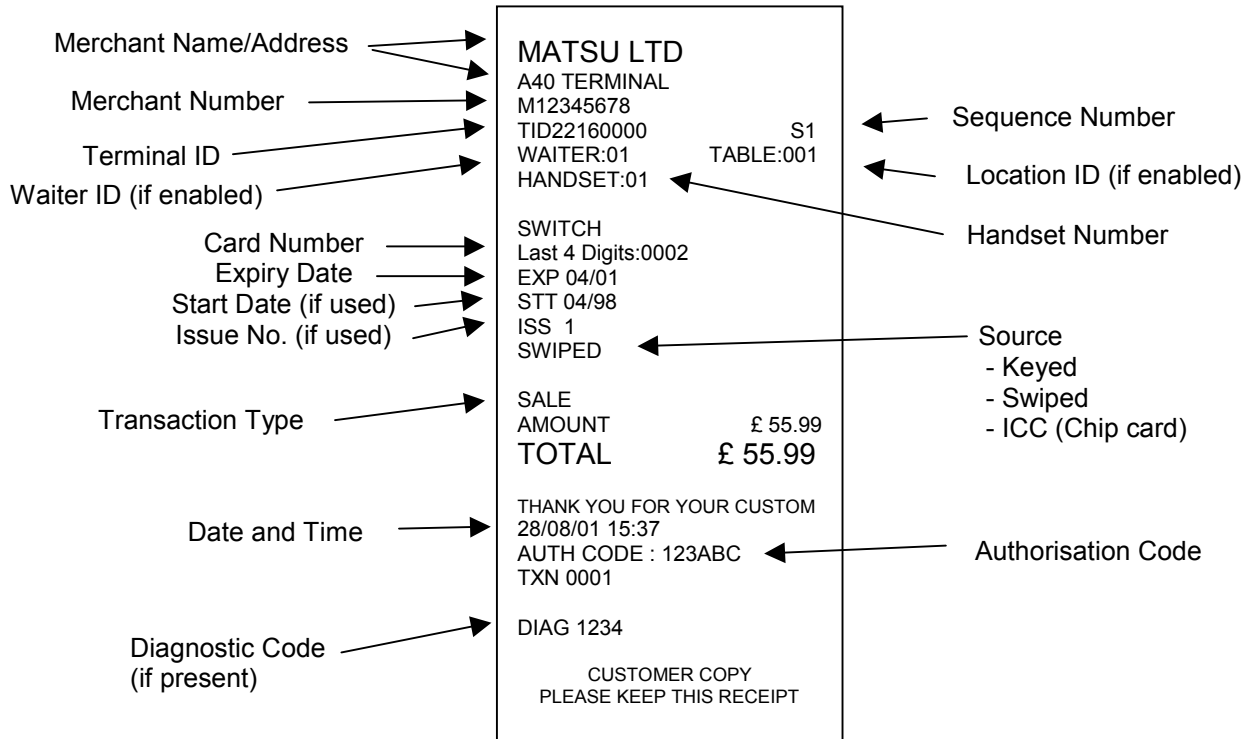
5.2 Merchant Receipt with Gratuity

Example Merchant Receipt with Gratuity



5.3 Customer Receipt

Example Customer Receipt

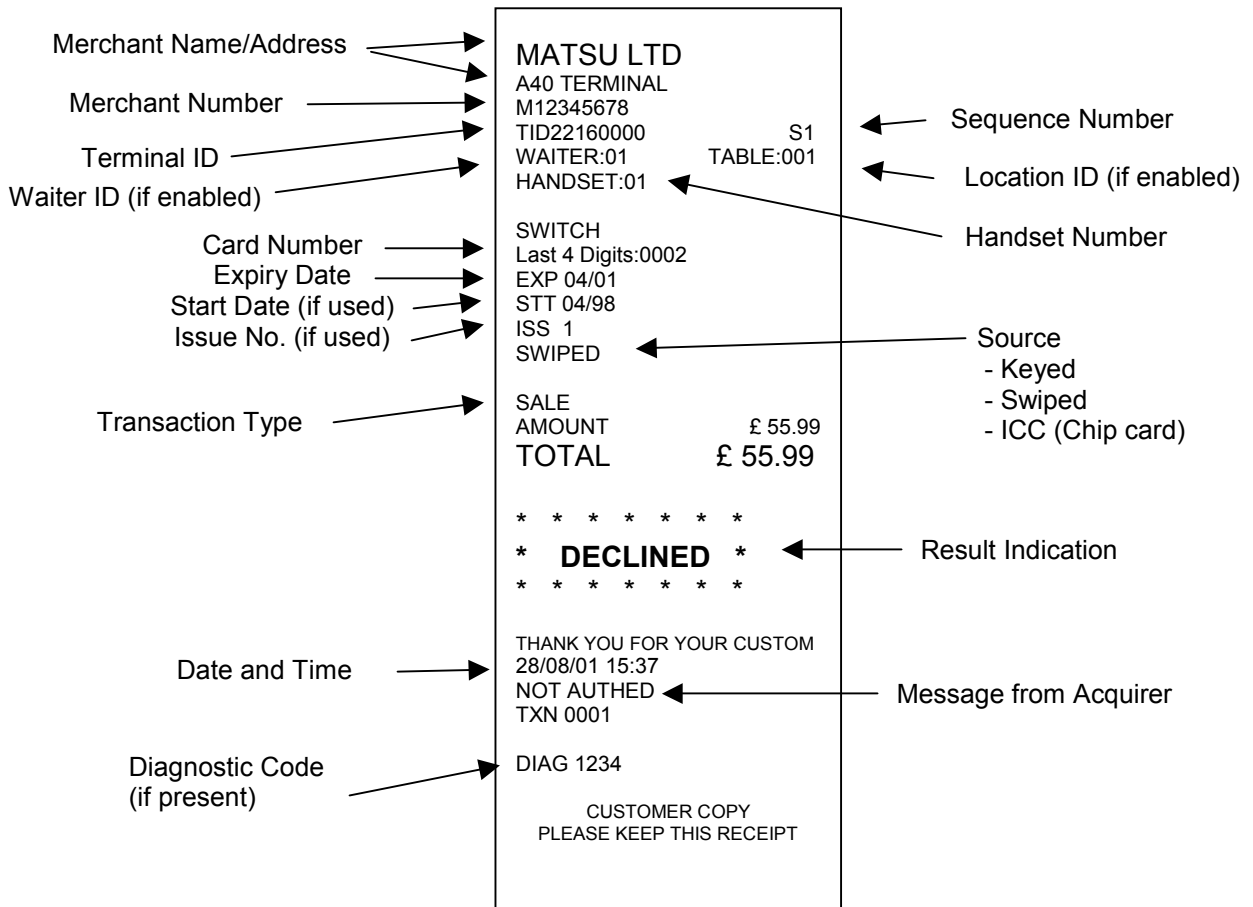


Note: For security, the full card number is not printed on the customer copy.

5.4 Declined and Void Receipts

If a transaction is declined by the Acquirer Host, the terminal will print a DECLINED receipt, as below. The text printed below the Date and Time is the response message from the Acquirer.

Example Declined Receipt



If the Result Indication shows “VOID” then the transaction has been cancelled by the operator. If the transaction was cancelled by pressing the red **X** key, then the text below the Date and Time will read “CANCELLED”. If the transaction was cancelled by the operator answering “NO” to the Signature Check, then the text below the Date and Time will read “SIGNATURE INVALID”.

6. Reports

The Matsu Omero XP Software has a number of reports to aid banking and transaction management.

Common features in Totals and Sub-Totals on all Reports:

- Tip and CashBack amounts are INCLUDED in the value given as "TOTAL" or "SUB-TOTAL" and INCLUDED in the values in Sales and Refunds.
- **DR** indicates that the overall value of transactions is in the Merchants favour - the value shown is the amount debited from Customers
- **CR** indicates that the overall value of transactions is NOT in the Merchants favour - the value shown is the amount credited to Customers.
- The number of transactions of a particular type is indicated before the amount.

6.1 Banking

Performing a Banking Report reconciles the transaction totals held in the terminal with the totals held by each Acquirer. The terminal may need to contact some or all of the Acquirers to confirm the totals or complete the report.

Transactions are listed by Acquirer, and also shown per card type. Those shown under PREVIOUS were carried out during the previous banking session and will have already been processed by the Acquirer. Those shown under CURRENT were carried out during the current banking session and will be processed by the Acquirer at the close of the session.

If you trade after 9pm you should contact your Acquirer(s) to arrange an appropriate banking window.

- If the totals held by an Acquirer and the Terminal agree, the report will show "TOTALS CONFIRMED"
- If the totals held by an Acquirer and the Terminal do not agree, the report will show "TOTALS NOT AGREED" – this will be followed by the totals held on the terminal and the host, to show the difference. You should contact that Acquirer to resolve the problem.
- If the Terminal cannot contact the Acquirer to check the totals, the report will show "CANNOT CONFIRM" – The Diagnostic code will indicate the reason for the communications failure.

To perform a Banking Report for all Acquirers select: -

MENU → MENU → REPORTS → (password+OK**) → BANKING → ALL**

To perform a Banking Report for a specific Acquirer select: -

MENU → MENU → REPORTS → (password+OK**) → BANKING → SINGLE → (Press **F4** **F4** for NEXT until name of Acquirer is displayed, then **F1** **F1** for OK to select)**

BANKING
Matsu Bar & Grill
Surrey
TID:22160000
HANDSET:01
 -----+OOOO+-----

ACQUIRER1
TOTALS
CONFIRMED

06/12/02 23:47
 M:1234567890
 TID:22160000

PREVIOUS SESSION:
 Sales 13 £100.41
 Refunds 2 £20.00
 TOTAL DR £80.41
 Txn Nos 0025-0040

CURRENT SESSION: 3
 Sales 47 £844.06
 Refunds 1 £5.00

TOTAL DR £839.06
 Txn Nos 0041-0089

VISA CREDIT
 PREVIOUS SESSION:
 Sales 8 £85.08
 Refunds 2 £20.00
 SUB-TOTAL DR £65.08
 CURRENT SESSION:
 Sales 18 £319.83
 SUB-TOTAL DR £319.83

ELECTRON
 PREVIOUS SESSION:
 Sales 5 £25.33
 SUB-TOTAL DR £25.33
 CURRENT SESSION:
 Sales 29 £523.05
 Refunds 1 £5.00
 SUB-TOTAL DR £519.23

SESSION NOW CHANGED
 New Session Number 4
 TXN 0090
 DIAG 76

Title

Terminal info: Merchant name and address,
 Terminal ID number
 ID of Handset used for printing.

Result: Acquirer name and result of reconciliation with that Acquirer.
 TOTALS CONFIRMED Totals agreed with Acquirer
Date & Time: Of Banking for this Acquirer
Merchant Number (M): For this Acquirer
TID: Printed for each Acquirer for quick reference.

Acquirer Session Totals:
 Sales and Refunds are shown for the CURRENT banking session and the PREVIOUS. The **Txn Nos** correspond to the "T" numbers shown on the TRANSACTIONS listing on the X and Z Balances.
 The Banking Session Number is shown for the Current Session. This is from 0-6 and goes back to 0 after 6. The Banking Session is the Banking day set up on an Acquirer Host. A session change occurs when the "Banking Window" closes. Merchants should ensure that All Acquirers have the Banking Window set up to close AFTER their trading day. This should ensure that the Current Session TOTALS for each Acquirer from an end of day Banking report add up to equal the GRAND TOTALS on the end of day Z Balance.

Issuer Session Totals:
 Previous and Current totals are shown for each Issuer that is Acquired through this Acquirer.
 If an Acquirer only has one Issuer (e.g AMEX and Diners) then no breakdown is shown, as the totals are the same as for the Acquirer.

Report Details:
 The Host can indicate a session change on the response to a Banking. If this happens, it is indicated here. When the terminal is notified of a session change, it moves CURRENT totals to PREVIOUS and zeros the CURRENT. The message number of the Banking report is shown here. Any diagnostic codes are printed here (diag 76 indicates a successful online reconciliation with the Acquirer)

```

ACQUIRER2
TOTALS
UNCONFIRMED

06/12/01 23:48
M:20406080
TID:22160000

PREVIOUS SESSION:
Sales      8      £852.88
Refunds    2      £40.00
TOTAL      DR      £787.19
Txn Nos    0025-0038

CURRENT SESSION:      2
Sales      1      £10.00
Refunds    1      £20.00

TOTAL      CR      £10.00
Txn Nos    0039-0042

STORED TRANSACTIONS:
Txn Nos    0043-0044
Refunds    1      £15.00
TOTAL      CR      £15.00

TXN 0046
DIAG 222222
-----+o000+-----

```

Result: Acquirer name and result of reconciliation with that Acquirer.
TOTALS UNCONFIRMED Totals were in balance after last transaction, so are probably correct, but have not been checked online (in this example, due to a communications failure – see diag code below). If Banking is attempted again for this Acquirer and the terminal again fails to contact the Host, the report will indicate CANNOT CONFIRM and no Totals will be printed.
Date & Time: Of Banking for this Acquirer
Merchant Number (M): For this Acquirer
TID: Printed for each Acquirer for quick reference.

Acquirer Session Totals:
 Previous and Current totals are shown for this Acquirer.
 This Acquirer only has one Issuer so no Issuer breakdown is shown.

Stored Transaction Totals:
 If the Banking report shows UNCONFIRMED, the terminal has not been able to contact the Acquirer Host. If any transactions are stored in the terminal waiting for transmission to the Host they will be printed here.
 Stored transaction values are only added to the Banking Totals AFTER they are sent to the Host.
 Transactions are stored if they are below the floor limit set by the Acquirer, if they have been entered using the FORCE TR option, or if they are HOTEL completions.

Diag Code:
 In this example the terminal has been unable to contact the Host on 3 dial attempts. The diag code shows 3 dial attempt failures (22 is “No Dial Tone” see User Guide for more Diag Codes)

**ACQUIRER3
TOTALS NOT
AGREED CALL
ACQUIRER**

06/12/02 23:50
M:5678901234
TID:22160000

-----*-----

HOST AND TERMINAL TOTALS
DO NOT AGREE:

ACQUIRER3

Sales 8 £787.19

TOTAL DR £787.19

**Matsu Bar & Grill
Surrey**

NO BUSINESS

-----*-----

PREVIOUS SESSION:

Sales 2 £50.00
Refunds 1 £10.00
TOTAL DR £40.00
Txn Nos 0005-0015

CURRENT SESSION: 3

NO BUSINESS

TXN 0016
DIAG 7376

-----+oooo+-----

CAUTION

Acquirers Attempted	3
Agreed	1
Not Agreed	1
Unconfirmed	1

**REPORT
COMPLETE**

Result: Acquirer name and result of reconciliation with that Acquirer.
TOTALS NOT AGREED Totals sent back by Acquirer do not match the totals held by the Terminal.
Date & Time: Of Banking for this Acquirer
Merchant Number (M): For this Acquirer
TID: Printed for each Acquirer for quick reference.

Disputed Totals:
This is only printed for a "NOT AGREED" Banking outcome. The Totals returned from the Acquirer Host are printed, and the Totals held by the terminal are printed below.
The Totals are the values and number of sales and refunds done since the last Banking was performed. If a Banking is performed daily, then these Totals should be the same as the CURRENT SESSION Totals. If a Banking is not performed daily, then these Totals can be much greater.
In this example, the Host has indicated that it has records of 8 sale transactions, but the terminal totals indicate that no business has been done.

Acquirer Session Totals:
Previous and Current totals are shown for this Acquirer.
This Acquirer shows NO BUSINESS in the Current Session, so no Issuer breakdown is shown.

Diag Code:
This indicates that a totals mismatch has occurred (73 - "out of Balance") and that a successful online Banking has been performed (76 - The terminal has successfully contacted the Host and performed a Banking)

Report Summary:
"REPORT COMPLETE" indicates the end of the Banking Report.
If there have been any problems when trying to Reconcile any Acquirers, the problems are summarised here. This summary is not printed if all were successful and all agreed.

6.2 X-Balances (End of Shift)

An X-Balances Report may be carried out at any time throughout the day to give a total of all transactions performed since the last Z Balance, shown by Acquirer, card type and Waiter ID (if enabled). Gratuity amounts will be shown if Gratuities are enabled.

A list of each transaction done since the last Z-Balances will be printed, indicating the transaction sequence number (S1 to S99999999), the result, the Acquirer message number (TXN number), an "A" if the transaction was an Auth Only and the total transaction value. Some common results are shown below:

RESULT	Meaning
AUTH CODE:xxxxxx	The transaction was authorised.
VOID	The transaction was voided after requesting authorisation from the Acquirer
CANCELLED	The transaction was cancelled before requesting authorisation from the Acquirer
DECLINED	The transaction was not authorised by the Acquirer
NOT AUTHORISED	The transaction was not authorised by the Acquirer
<Other message>	The Acquirer sent this message in response to a transaction.

The totals will not be reset within the terminal after printing.

To print the X-Balance Report select: -

MENU → MENU → REPORTS → (password+) → X BAL

```

X BALANCES
TOTALS NOT RESET
06/12/02 23:39
Matsu Bar & Grill
Surrey
TID:22160000
HANDSET:01

GRAND TOTALS
Since 05/12/02 23:37

Sales      48      £852.88
Refunds    3        £40.00
TOTAL DR  £812.88
Includes
Tips       30      £61.24
CashBack   5        £50.00

--====+oooo+====--

BREAKDOWN
BY ISSUER
Since 05/12/02 23:37

VISA CREDIT
Sales      18      £319.83
SUB-TOTAL DR  £319.83

ELECTRON
Sales      29      £523.05
Refunds    1        £5.00
SUB-TOTAL DR  £518.05

AMERICAN EXPRESS
Sales      1        £10.00
Refunds    2        £35.00
SUB-TOTAL CR  £25.00

--====+oooo+====--

```

Title: Shows if totals have been cleared after report is printed. Date & Time is start of report printing.

Terminal info: Merchant name and address, Terminal ID number ID of Handset used for printing.

Grand Totals:
Total of all business done on terminal since last Z report

Breakdown by Issuer Name:
Total of all business done on terminal since last Z report shown per Issuer (Card Type)
For clarity, Tips and CashBack are not shown in this section of the report.
Values shown as "SUB-TOTAL" add up to give value shown as "TOTAL" above.
Values shown as CR must be SUBTRACTED to give the final Total

BREAKDOWN BY WAITER

Since 05/12/02 23:37

Waiter ID: 01

Sales	25	£561.50
Refunds	2	£35.00
SUB-TOTAL DR		£526.00
Includes		
Tips	17	£38.50
CashBack	3	£30.00

Waiter ID: 02

Sales	23	£291.38
Refunds	1	£5.00
SUB-TOTAL DR		£286.38
Includes		
Tips	13	£22.74
CashBack	2	£20.00

-----+oooo+-----

TRANSACTIONS

TRANS NO.	RESULT
S35 T0041	AUTH CODE:27 £36.00
S36 T0042	AUTH CODE:00321 £15.00
S37 T0043	DECLINED £9006.00
S38	CANCELLED
S39 T0044	AUTH CODE:27 £36.00
S40	CALL AUTH CENTRE
S41 T0039	REFERRAL B £36.00

S93 T0086 A	AUTH CODE:19 £22.00
S94	VOID £50.00
S95 T0087	AUTH CODE:0227 £5.00
S96 T0088	AUTH CODE:28642 £17.86
S97 T0089	AUTH CODE:0693 £14.51

-----+oooo+-----

REPORT COMPLETE

Breakdown by Waiter ID:

Total of all business done on terminal since last Z report shown per Waiter ID

This section is optional. If your terminal is not configured to use Waiter ID this section will not be printed.

The Waiter IDs are manually entered during the start of each transaction (if configured). If an ID is mis-keyed then unexpected Waiter IDs may appear. For example, if waiter "1" accidentally presses the "1" key twice at the start of one transaction, an unexpected "Waiter ID:11" entry will be printed.

Waiter ID SUB-TOTAL values add up to give the value shown as TOTAL in the GRAND TOTALS section at the start of the report

Transaction Listing:

This section shows the outcome of each transaction started on the terminal since the last Z Balance was done.

For each transaction, the terminal prints the Sequence (S) number and the result. Every receipt that the terminal prints has a different S number, even if the transaction was cancelled before any values were entered.

If the transaction went online to the Acquirer host, a second line is printed showing the Message Number (T – appears on receipts as TXN) and the full transaction amount (INCLUDING any tip or CashBack amount).

Message Numbers are per ACQUIRER, so the same Number may appear for different transactions (e.g. If S12 is a Visa transaction, and S13 is an AMEX transaction authorisation is done by different Acquirers so Message Number T0010 could be shown for both). The Banking report also shows the Message Numbers used by Banking Session.

S35, S36 – Authorised transactions.

S37 – Transaction Declined by Acquirer Host.

S38 – Transaction cancelled (red cancel key pressed) on terminal after card details entered, but before authorisation sought.

S39 – Authorised Transaction

S40 – Terminal has been unable to contact Acquirer Host and has prompted the operator to carry out a voice referral. This transaction has been cancelled, and the operator prompted to use the FORCE TR facility to re-enter the transaction later if authorised by the Acquirer Authorisations centre.

S41 – Response for Acquirer Host has prompted the operator to carry out a voice referral and quote "Referral B".

(Transactions S42 to S92 not shown)

S93 – Authorised Transaction – "A" after the message number indicates that the transaction is of the "Auth Only" type and the amount is not added to the terminal totals.

S94 – Transaction Voided by operator (answered "NO" to "Signature check OK?")


S94, S96, S97 – Authorised transactions

6.3 Z-Balances (End of Day)

A Z-Balances Report should be carried at the end of each trading day to obtain a total of the day's card transactions.

The report is identical to an X-Totals report but the totals are reset within the system once the report is complete. The terminal will display 'Please Wait' and a progress indication while the totals are being reset.

To perform the Z-Balances Report select: -

MENU → MENU → REPORTS → (password+) → Z BAL (!)

The Z-Balance layout is identical to the X-Balance, except the Title, which will read:



6.4 Stored

A Stored Transactions report may be printed to show how many transactions are stored in the terminal, waiting for transmission to the host.

Up to five transactions may be stored per Acquirer.

**Do not use this function unless instructed to do so by
the Terminal Help Desk**

To perform a Stored Transactions Report for all Acquirers select: -

MENU → MENU → REPORTS → (password+OK) → STORED → ALL

To perform a Stored Transactions Report for a specific Acquirer select: -

MENU → MENU → REPORTS → (password+OK) → STORED → SINGLE → (Press F4 F4 for NEXT until name of Acquirer is displayed, then F1 F1 for OK to select)

6.5 TMS Report

The terminal will automatically dial-in to the Terminal Management System (TMS) periodically, to check for any updates to the credit/debit card information.

After this has been done, the terminal will automatically print out a TMS Report, indicating if the communication was successful or failed.

If a credit/debit card information update is available, the terminal will download a configuration file. If this fails part way, due to a communications problem, then the terminal will not be usable until the complete file has been downloaded.

**If your terminal has produced a TMS Report which indicates
“Config Data FAIL”, please contact the Terminal Helpdesk**

7. Supervisor Functions

7.1 Supervisor Menus

The Supervisor Menus allow access to various management functions. To access the Supervisor Menus you will need to know the supervisor password. The terminal is shipped with an initial default password of 01483. It is **strongly advised** to change this password when you first start using the system (See Password management, below). If you forget your password, please contact the Terminal Help Desk.

To access the supervisor options select: -

MENU → MENU → SUPRVSR → (password+)

Once in the Supervisor Menus, press the MENU button to cycle through the menu screens.

Displayed	Description	Notes
HST DUPLI	Allows Supervisor to set the Handset ID value that is printed on each transaction ticket	The default value is 01
PASSWRD	Allows Supervisor to reset terminal passwords	See below for details.
POLL-NOW	Opens the terminal polling window, which allows one call to be answered. Once a call has been received, the window will be closed	This feature is mainly used for maintenance purposes
LOGON	Sends a message to the selected Acquirer to log the terminal on to the Acquirer Host	Do not use this function unless instructed to do so by the Terminal Help Desk

(continued...)

Displayed	Description	Notes
RINGS	Sets the number of rings before the terminal will answer an incoming call. Range is between 0 and 10.	The modem will only answer if the call is received in the terminal's polling window.
TIPS	Allows Supervisor to set/unset Gratuity mode.	Setting Tips ON sets the op mode to 'late'
OP MODE	Sets when in a transaction the terminal will contact the Acquirer Host for authorisation	Tips are only available when the terminal is in 'late' mode. Setting the op mode to 'early' will set tips to OFF
CALL-TMS	Immediately sets off a call to the Terminal Management System	Do not use this function unless instructed to do so by the Terminal Help Desk
INTL	Sets the Internal Code	Do not use this function unless instructed to do so by the Terminal Help Desk
SALETYPE	Allows Supervisor to set which transaction type will begin when a card is swiped from the Idle screen: Sale or Refund	If refund is set as the default action then no password check is done
TERMPRM	Used for setting internal terminal options	Do not use this function unless instructed to do so by the Terminal Help Desk
TMS WIND	Sets the time window within which the terminal will answer an incoming call from the Terminal Management System	Do not use this function unless instructed to do so by the Terminal Help Desk

(continued...)

Displayed	Description	Notes
DATEIME	Resets the terminal clock to the entered value	The new date and time entered must be 12 digits long
BCKLIGHT	Allows Supervisor to set the delay (in seconds) that the backlight stays on for.	The minimum backlight off time is 5 seconds.
AUTO-OFF	Allows Supervisor to set the delay (in seconds) that the terminal stays on for.	The terminal will only power-off if it is not on charge. The minimum power-off time is 5 seconds.
RELEASE	Prints details of the terminal, application and GSM module.	Do not use this function unless instructed to do so by the Terminal Help Desk
UPGRADE	Immediately sets off a call to the Terminal Management System for a software upgrade	Do not use this function unless instructed to do so by the Terminal Help Desk
SUSPEND	Allows the Supervisor to set the terminal into suspend mode. No further operations can be done on the terminal until it is brought out of suspend mode	This function is for long-term storage of the terminal only. Contact the Terminal Help Desk before using this function.

7.2 Password Management

Selection of the PASSWRD option will display the Password Management sub-menu.

Summary	Displayed	Description	Notes
Resets MAC to initial value	MAC RST	Resets the Message Authentication Code used to secure messages between an Acquirer Host and the terminal	Do not use this function unless instructed to do so by the Terminal Help Desk
Removes Acquirer data from the terminal	ACQ DEL	Deletes all data for selected acquirers from the terminal memory	Do not use this function unless instructed to do so by the Terminal Help Desk
Resets TMS password to initial value	TMS RST	Resets the password used to secure communications between the Terminal Management System and the terminal	Do not use this function unless instructed to do so by the Terminal Help Desk
Change the Supervisor Password	CHNG PW	Change the supervisor password on the terminal. The new password must be used for all future password requests.	Follow the instructions on screen to confirm your password. Your new password must be between 4 and 8 digits.

8. Transaction Options

8.1 Gratuities

The Matsu Omero XP Software can be configured to include a Gratuity component in sale transactions.

When Gratuities are enabled, the terminal will only contact the Acquirer for authorisation **after** the gratuity amount has been entered. This is **after** the customer has signed the first receipt.

If you operate with Gratuities, then the transaction Authorisation Code will not be printed on the Merchant Receipt. The Authorisation Codes are printed in the Transaction Breakdown on the X/Z Balance Reports.

If you wish to use this option please contact the Terminal Help Desk who will enable it on your system.

8.2 Operator (Waiter) ID

The Matsu Omero XP Software can be configured to use an Operator (Waiter) ID on transaction receipts and X/Z Balance reports.

The Operator (Waiter) ID has a range from 1 to 99
The Operator (Waiter) ID is printed on both the Merchant and Customer receipts.

When Operator (Waiter) ID is enabled the X/Z Balance reports will break down the transactions including gratuities (if enabled) by Operator.

If you wish to use this option please contact the Terminal Help Desk who will enable it on your system.

8.3 Location (Table) ID

The Matsu Omero XP Software can be configured to use a Location (Table) ID on transaction receipts.

The Location (Table) ID has a range from 1 to 99999999
The Location (Table) ID is printed on both the Merchant and Customer receipts.

If you wish to use this option please contact the Terminal Help Desk who will enable it on your system.

9. Troubleshooting

9.1 Onscreen Messages

Call Auth Centre

A referral has occurred. Call the Authorisation Centre on the number displayed or printed by the terminal for voice authorisation of this transaction

DECLINED

The card issuer has declined to authorise the transaction, ask the customer to pay by some other means.

NOT AUTHORISED

The card issuer has declined to authorise the transaction, ask the customer to pay by some other means.

REFERRAL B

Call the Authorisation Centre for voice authorisation of this transaction. Quote 'REFERRAL B' when the call is answered

BAD MAC

There is a security password mismatch between Terminal and Acquirer Host – please call the Terminal Help Desk.

CANNOT CALL HOST

CHECK NETWORK

The terminal has not successfully contacted the Acquirer Host within 3 dial attempts. The diagnostic codes printed on the subsequent receipt will show whether there is a problem with the network or the Acquirer Host system.

OPERATION NOT

ALLOWED

The selected operation is not allowed for the card presented, or the card is faulty. Ask the customer to pay by some other means.

INVALID CARD

The card presented is a card type that is not supported, or is damaged and cannot be read by the terminal

9.2 Frequently Asked Questions

Q1. The terminal displays a NOT READY message on the Idle screen.

A1. The terminal is not initialised. Please use the SETUP function on the first menu screen. Contact the Terminal Help Desk if the problem persists or SETUP is not displayed when the menu key is pressed.

Q2. Each transaction produces a referral.

A2. Please check that SIM ABSENT is not displayed in the bottom left hand side of the Idle screen. If this is displayed, check that your SIM card is correctly inserted.

If the SIM card is in place please check that the terminal is displaying at least 2 bars of signal strength with the network name.

If the signal is too low, or the terminal has not been able to register with a network no data calls can be made.

If ERROR INIT is displayed in the bottom left hand side of the Idle screen, the GSM module has not been able to initialise properly. Remove your terminal from the charger and power it off. Power on after 30 seconds.

If these steps do not resolve your problems, please call the Terminal Help Desk and be ready to quote the diagnostic codes from referred transactions.

Q3. The End-of-Day Totals from the Z Balance and Banking do not match.

A3. The Z-Balance totals include all transactions done, the Banking totals only give the transactions for a specific Acquirer.

The Current Session totals on the Banking report show all transactions done in the Banking Session. The Banking Session ends when the Acquirer Banking window closes. The time that the window closes is set by the Acquirer.

If you cannot match the totals by adding together Banking totals for all Acquirers, please contact the Acquirers and confirm that the Banking window is set to close **after** the end of your trading day.

Q4. The terminal displays “ENTER SIM CODE”.

A4. Only the SIM cards supplied by your terminal supplier are enabled for processing credit card transactions. If you are changing a faulty SIM card you will need a new activation code for the new SIM card. Please contact the Terminal Help Desk.

Q5. The terminal displays “Error init” in place of “GSM”.

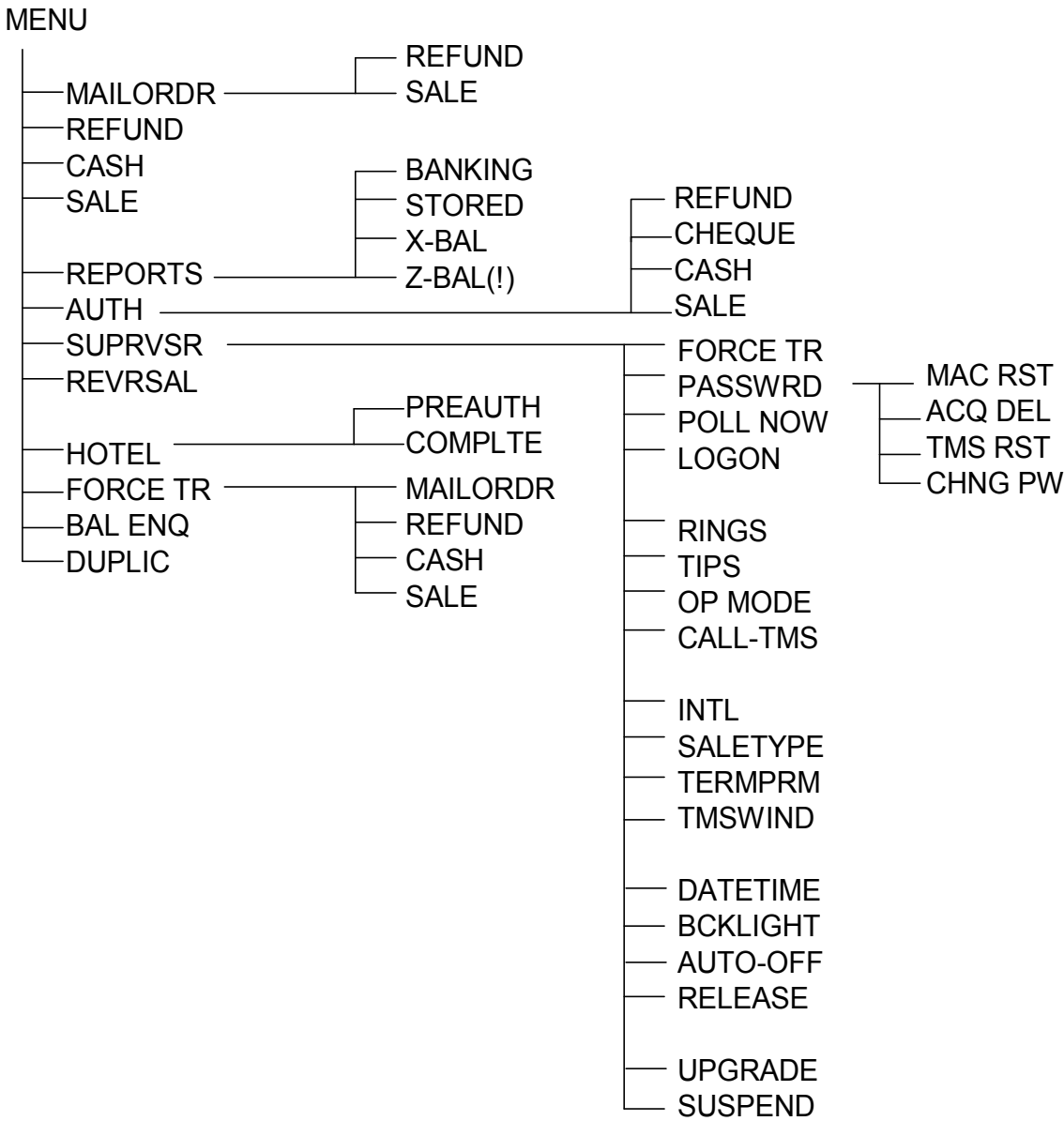
A5. The internal GSM module has failed to start up correctly. Power off the terminal, wait 5 seconds and power on the terminal again. Contact the Terminal Help Desk if the problem persists.

9.3 Diagnostic Codes

Below is a list of diagnostic codes that may be printed on transaction or banking tickets. More than one code may be printed (e.g. 222222 would indicate 3 failed dial attempts):

Error Code	Description	Action to take
19	Transaction failed due to power failure	Ensure Battery is charged
20	Modem carrier failed before end of transaction	Check network and signal strength then retry. If problem persists call Terminal Help Desk and quote diag code 20
31	Line busy or Network Error	Bank Host is busy. Check network and signal strength then retry. If problem persists call Terminal Help Desk and quote diag code 31
40	Modem carrier detected but no PAD response	Bank Host is busy. Retry transaction. If problem persists call Terminal Help Desk and quote diag code 40
41 or 44	Call connected but EOT received	Bank Host is busy. Retry transaction. If problem persists call Terminal Help Desk and quote diag code 41 or 44
45	Message cannot be sent due to too many errors on the line	Check network and signal strength then retry. If problem persists call Terminal Help Desk and quote diag code 45
52	Indicates a Forced Transaction	Informative only – not an error
70	Error in received MAC	Call Terminal Help Desk
72	Retailer has indicated an invalid signature	Informative only – not an error
76	Terminal did Banking online	Informative only – not an error
82	Modem Error	If problem persists call Terminal Help Desk
93	Transaction cancelled by operator	Informative only – not an error
95	No GSM signal	Adjust position for higher GSM signal

9.4 Menu Structure



10. Warnings & Safety Information

Below is a set of important safety rules and recommendations to be followed to protect the user.

In no case will the manufacturer be held liable in case of non-compliance with these recommendations or improper use of the terminal.

ELECTRICAL SAFETY

- Use only appropriate chargers. Use of another charger may be dangerous and invalidates the terminal warranty.
- The mains power outlet must be easily accessible.
- The mains voltage must correspond to the information shown on the charger nameplate or on the power supply unit.
- The power supply must be monophased alternate current type to the exclusion of installations with IT drawings defined in the NF EN 60-950 standard.

Warning: the network voltage is classed excessive according to NF EN 41-003 standard.

SAFETY IN AIRPLANES

- When in an airplane, your terminal **must** be put into Suspend Mode. See Extended Storage below.
- Its use in aircraft is illegal; non-compliance with these safety rules may result in legal proceedings and/or a ban on later access to cellular network services.

EXPLOSION HAZARD AREAS

- When near a petrol pump, you should not use your terminal.
- Regulations limit the use of radio equipment in chemical product plants, fuel depots and any place where there is blasting. These regulations must be complied with.

ELECTRONIC HEALTH APPLIANCES

- Your GSM terminal is a radio transmitter which may interfere with health appliances, for example hearing aids, pacemakers, equipment in hospital environments, etc. It must not be used in areas where GSM devices are prohibited.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

ENVIRONMENT OF USE


Do not expose your terminal to:

- electromagnetic sources (screen, power inverter, ...),
- direct sunlight,
- dampness or rain,
- extreme temperatures, whether hot or cold.

BATTERIES

- There is a risk of explosion if the battery is incorrectly replaced or disposed of in fire.
- The battery does not contain any user-serviceable components.
- Do not short-circuit.
- Do not attempt to open the battery case.
- Only use the appropriate chargers and batteries listed in the manufacturer's catalogue.
- In order to preserve the environment, used batteries must be collected at appropriate sites.

CLEANING

- In order to service your terminal in complete safety, disconnect all the cords, the power supply unit or the charger, and turn your terminal off by pressing the power  key.
- Use a soft cloth to clean the screen and keypad. Use an appropriate cleaning card to clean the Magnetic Swipe Reader.
- Certain chemical products may damage the plastic. Avoid products in spray-dispensers, cleaning products which indicate that they are unsuitable for plastics, corrosive products, solvents, alcohol and detergents.

TRANSPORTING YOUR TERMINAL

The best way to transport your terminal and its accessories is in the original packaging. To prepare your terminal and its accessories for transport:

- Do your normal End-of-Day procedures.
- Put the terminal into Suspend Mode.
- Protect each item with a plastic bag.
- Pack all the items in the original packaging, or another box, using foam or another suitable packing material to protect each item from impacts and vibrations.

EXTENDED STORAGE

To store your terminal for an extended period:

- Do your normal End-of-Day procedures
- Put the terminal into Suspend Mode.
- Protect each item with a plastic bag.
- Pack all the items in the original packaging, or another box, using foam or another suitable packing material to protect each item from impacts and vibrations.
- Store away from dampness, at normal ambient temperature.

When putting your terminal back in service, you must fully recharge the battery before use.

11. Certification Information

The CE [EC] marking certifies product conformity with essential requirements of article 3 and other relevant provisions of the Directive 1999/5/EC, when used for its intended purpose.

Health and safety requirements pursuant to Article 3.1.a
Standards applied.

EN 60950:2000

Protection requirements concerning electromagnetic compatibility pursuant to article 3.1.b

Standards applied:

EN 301 489-7:V.1.1.1

Measures for the efficient use of the radio frequency spectrum pursuant to article 3.2

Standards applied:

EN 301 419-1:V.4.1.1

EN 301 511:V.7.0.1

The manufacturer certifies that the products are manufactured in accordance with APPENDIX III of the R & TTE 1999/05/CE directive.

