

Payments

Global Payments Wireless – iWL255 Quick Reference Guide

November 2019

Table of Contents

1 – Introduction	6
2 – General Tips	6
3 – Basic Terminal Operations	7
<i>Before You Begin</i>	<i>7</i>
<i>How to Use This Guide</i>	<i>7</i>
<i>Unpacking the Box</i>	<i>7</i>
<i>Terminal ON/OFF</i>	<i>7</i>
<i>Terminal Keyboard</i>	<i>8</i>
<i>Numeric Data Entry</i>	<i>9</i>
<i>Text Data Entry</i>	<i>9</i>
<i>Alphanumeric Data Entry</i>	<i>10</i>
<i>Administrator Menu</i>	<i>12</i>
<i>Password Management</i>	<i>13</i>
<i>Administrator Password</i>	<i>13</i>
<i>Manager/Supervisor/Clerk Passwords</i>	<i>13</i>
<i>Password Hierarchy</i>	<i>14</i>
<i>Set Up Your Passwords</i>	<i>14</i>
4 – Changing the Terminal Language	15
5 – Accepting Payment Cards	15
<i>To Conduct a Chip Card Transaction</i>	<i>15</i>
<i>To Conduct a Magnetic Stripe Transaction</i>	<i>16</i>
<i>To Conduct a Contactless Transaction</i>	<i>16</i>
6 – Sale (Credit and Debit)	17
7 – Auth Only (Credit)	20

8 – Void (Credit or Debit)	21
9 – Pre-Auth and Completion (Optional)	22
10 – Return	23
11 – Performing a Settlement (Closing the Terminal)	24
12 – Reprint	25
13 – Demo Mode	26
14 – Clerk Settings.....	27
<i>Add Clerk ID.....</i>	<i>27</i>
<i>Delete Clerk ID.....</i>	<i>27</i>
<i>Print Clerk ID List.....</i>	<i>27</i>
<i>Clerk Prompt.....</i>	<i>28</i>
<i>Clerk Wording.....</i>	<i>28</i>
15 – Batch Menu	28
<i>Batch Total.....</i>	<i>28</i>
<i>View Batch History.....</i>	<i>29</i>
16 – Reports	30
17 – Terminal Security	30
<i>Use Passwords for Protection</i>	<i>30</i>
<i>Administrator Menu Password Protection</i>	<i>30</i>
<i>Reports Menu Password Protection</i>	<i>31</i>
<i>Transaction Password Protection</i>	<i>32</i>
<i>Terminal Security.....</i>	<i>33</i>
18 – Key Beep and Backlight.....	34
19 – Installation Procedure	34
<i>Connecting the Terminal on the Base</i>	<i>35</i>
<i>Power Connection on the Charging Base</i>	<i>35</i>
<i>Installing the Subscriber Identification Module (SIM)</i>	
<i>Card</i>	<i>35</i>

20 – Replacing The Paper Roll36

21 – Troubleshooting38

Receipt Paper is Jammed..... 38

Card Reader Does Not Work Properly (Cards are Not Read) 38

Low Battery 39

Receipt is Blank 39

22 – Cleaning.....39

23 – Terminal Specifications40

24 – Service and Support.....41

Returning a Terminal for Service 41

1 – Introduction

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

This guide is your primary source of information for operating, setting up and installing the iWL255 3G Long-Range Wireless point-of-sale (POS) terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

2 – General Tips

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

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily; this ensures that your funds are constantly deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently ensures you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, attempt a reboot by powering off and powering on terminal.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your wireless service provider.
6. The Global Payments Canada Customer Care Centre is open 24 hours a day, 7 days a week, to assist you.

3 – Basic Terminal Operations

Before You Begin

For terminal set-up instructions, refer to page 11.

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

How to Use This Guide

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

Unpacking the Box

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

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

- An iWL255 3G Long-Range Wireless terminal with paper roll installed
- Charging base
- An external power supply for the base
- Roll of thermal printer paper
- Quick Reference Guide

Terminal ON/OFF

Press the green **[Enter]** key to power on the device; the terminal will initiate an application check and then enter the idle screen. To power off the device, press the yellow **[Correction]** key and the **[Administrator]** button simultaneously for one second.



Terminal Keyboard

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

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



NOTE: Throughout the Quick Reference Guide, the [▼] navigator key indicates scroll down and the [▲] navigator key indicates scroll up.

Numeric Data Entry

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

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

TRANSACTION NAME
Card Number [544619999]

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

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

TRANSACTION NAME
Enter Sale Amount [\$5.30]

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

Text Data Entry

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

Alphanumeric Data Entry

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

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

An alphanumeric data entry example is shown below:

FOOTER S
Enter Footer 1
Amount
<input type="text"/>

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

Step	Terminal Display	Merchant Action
1	FOOTERS	No action.
	Enter Footer 1 <input type="text"/>	
2	FOOTERS	Press [6] once.
	Enter Footer 1 <input type="text"/>	Press [F] key three times.

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

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

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

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

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

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

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

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

		Press [Enter] to confirm data entry.
--	--	---

The following are data entry keys:

iWL255 3G	Characters Accessed
	1, Q, Z, q, z
	2, A, B, C, a, b, c
	3, D, E, F, d, e, f
	4, G, H, I, g, h, i
	5, J, K, L, j, k, l
	6, M, N, O, m, n, o
	7, P, R, S, p, r, s
	8, T, U, V, t, u, v
	9, W, X, Y, w, x, y,
	0, hyphen, space
	Period, comma, #, *, underscore, @, /, \, ; (semi-colon), : (colon) , \$, %, (,), &, and ' (apostrophe)

Administrator Menu

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

Service. Driven. Commerce

the administrator menu, the terminal will prompt you to enter the administrator name and administrator password.

Password Management

The iWL255 3G Long-Range Wireless offers multi-level passwords that can be used for different purposes. You can set up a maximum of four levels of passwords. These passwords – from the highest level to the lowest level – are: administrator password, manager password, supervisor password and clerk password.

Administrator Password

Your administrator password is an important security feature of your terminal. It is used to access the administrator menu. Your default administrator name is 1, and the terminal is pre-programmed with a default administrator password. Before you start using the terminal, please call Global Payments Customer Care at 1-800-263-2970 to set up your personalized password

The administrator password is between 7 and 12 alpha and numeric characters (min=7, max=12). **At least 1 alpha and 1 numeric character must be used.**

If the wrong administrator password is entered more than four (4) consecutive times while trying to access the administrator menu, the user will be locked out. At this point, please call Global Payments Customer Care for help at 1-800-263-2970.

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

Manager/Supervisor/Clerk Passwords

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

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

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

Password Hierarchy

The password hierarchy is as follows:

- Administrator password
- Manager password
- Supervisor password
- Clerk password

A higher level password is accepted in the place of a lower level password. Example: If the application prompts for the clerk password, then the supervisor, manager and administrator passwords will also be accepted.

Set Up Your Passwords

NOTE:	Your default administrator name is 1 . To set up your administrator password, please call Global Payments Customer Care at 1-800-263-2970.
--------------	--

To set up or change the manager password, supervisor password or clerk password:

1. At the idle menu, press the administrator [.,#*] key for the administrator menu.
2. Key in the administrator name and press [Enter].
3. Enter the administrator password and press [Enter].
4. Press [▼] button to scroll down until **Security** is highlighted and press [Enter].
5. Press [▼] button to scroll down to highlighted **PWParams** and press [Enter].
6. Select the password to be changed (**1- PWManager** for manager password; **2- PWSup** for supervisor password; **3 - PW Clerk** for clerk password) and then press [Enter].
7. Terminal prompts "**Enter Password**".
8. Enter new password and press [Enter].
9. Press [Cancel] to return to the idle screen.

If you forget your password, please call Global Payments' Customer Care at 1-800-263-2970.

For instructions on how to use each password level to protect sensitive information, please refer to **Section 17**.

4 – Changing the Terminal Language

1. Press **[Cancel]** to return to the idle screen.
2. At the idle screen, press **[F4]**.
3. The idle screen is re-displayed in the alternate language (English or French).

5 – Accepting Payment Cards

To Conduct a Chip Card Transaction

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



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

To Conduct a Magnetic Stripe Transaction

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



To Conduct a Contactless Transaction

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



6 – Sale (Credit and Debit)

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

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

For **Chip card** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Enter the clerk ID (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.
4. Key in the transaction amount and press **[Enter]**.
5. Terminal displays “**Pass Terminal to Customer,**” the cardholder presses **[F1]** to confirm the transaction amount.
6. If tip is enabled, customer can select either **[1]-Tip percentage, [2]-Tip amount,** or **[3]-No Tip**. If tip percentage is selected, cardholder then can select one of three pre-set tip percentage options, or select **Other%** to key in a specific tip percentage and press **[Enter]** to confirm. If tip amount is selected, cardholder can enter dollar amount for tip and press **[Enter]** to confirm.

NOTE:	If the pre-set tip percentage option is not enabled, simply key in the tip percentage. To activate the pre-set tip percentage option, please contact Global Payments Customer Care at 1-800-263-2970.
--------------	---

7. The cardholder presses **[F1]** for **Yes** to confirm the total amount.
8. Terminal displays “**Swipe/Insert/Tap Card**” and the cardholder

inserts the card.

9. Select language (if enabled).
10. The cardholder processes customer EMV prompts.
11. For debit transactions, enter the cashback amount (if enabled).
12. For debit transactions, enter the surcharge amount (if enabled).
13. The cardholder presses **[F1]** for **Yes** to confirm the total transaction amount.
14. For debit card transactions, customer selects **[CHQ]** or **[SAV]** and then enters PIN.
15. For credit card transactions, if the card is issued outside Canada and eligible for HomeCurrencyPay (HCP), the terminal will calculate the total transaction amount in the home currency of the country where the card is issued, based on HCP's real-time currency exchange rate. The cardholder decides whether to pay in his/her home currency or Canadian dollars (CAD). Press **[F1]** to accept the currency conversion, or press **[F4]** to decline HCP and pay in CAD.
16. Customer presses **[Enter]** and hands the terminal back to clerk.
17. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
18. Press **[Enter]** to print the customer copy of the receipt.

<p>NOTE: If the chip card is not supported, one of the following messages will display: "Application Not Supported Swipe Allowed Remove Card," "Can't Read Chip Swipe Allowed Remove Card," "Not Processed Swipe Allowed Remove Card." You may then attempt to process the transaction using the magnetic stripe.</p>
--

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

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Enter the clerk ID (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.
4. Key in the transaction amount and press **[Enter]**.
5. Terminal displays **"Pass Terminal to Customer,"** the cardholder presses **[F1]** to confirm the transaction amount.
6. If tip is enabled, customer can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, cardholder then can select one of three pre-set tip percentage

options, or select **Other** to key in a specific tip percentage and press **[Enter]** to confirm. If tip amount is selected, cardholder can enter dollar amount for tip and press **[Enter]** to confirm.

7. The cardholder presses **[F1]** for **Yes** to confirm the total amount
8. Terminal displays **“Swipe/Insert/Tap Card,”** the cardholder swipes the card or manually enters the card number.
9. For debit transactions, enter the cashback amount (if enabled).
10. For debit transactions, enter the surcharge amount (if enabled).
11. The cardholder presses **[F1]** for **Yes** to confirm the total transaction amount.
12. For debit card transactions, customer selects **[CHQ]** or **[SAV]** and then enters PIN.
13. For credit card transactions, if the card is issued outside Canada and eligible for HomeCurrencyPay (HCP), the terminal will calculate the total transaction amount in the home currency of the country where the card is issued, based on HCP's real-time currency exchange rate. The cardholder decides whether to pay in his/her home currency or Canadian dollars (CAD). Press **[F1]** to accept the currency conversion, or press **[F4]** to decline HCP and pay in CAD.
14. For credit cards, enter the last four digits of the card number (if enabled) and then press **[Enter]**. (This extra step helps to reduce fraud and chargebacks.)
15. Customer presses **[Enter]** and hands the terminal back to clerk. Press **[Enter]** and the terminal starts to communicate with Global Payments.
16. Once the transaction is complete, the merchant copy of the receipt is printed.

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

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

For **contactless** sale transactions:

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[1]** to select **Sale**.
2. Enter the clerk ID (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.

-
4. Key in the transaction amount and press **[Enter]**.
 5. Terminal displays “**Pass Terminal to Customer,**” the cardholder presses **[F1]** to confirm the transaction amount.
 6. If tip is enabled, customer can select either **[1]-Tip percentage, [2]-Tip amount,** or **[3]-No Tip**. If tip percentage is selected, cardholder then can select one of three pre-set tip percentage options, or select **Other** to key in a specific tip percentage and press **[Enter]** to confirm. If tip amount is selected, cardholder can enter dollar amount for tip and press **[Enter]** to confirm.
 7. The cardholder presses **[F1]** for **Yes** to confirm the total amount.
 8. Terminal displays “**Swipe/Insert/Tap Card,**” the cardholder swipes the card or manually enters the card number.
 9. Cardholder taps his/her card if the card is a contactless card.
 10. Terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 11. Press **[Enter]** to print the customer copy of the receipt.

7 – Auth Only (Credit)

An auth only transaction is used to reserve an amount against a card holder’s available credit limit for a certain period of time. Note that auth only is a non-draft capture transaction and will not settle transactions.

1. At the idle screen, press **[Enter]** to enter the main menu, and then press **[0]** to select **Auth only**.
2. Key in the total auth only amount and press **[Enter]**.
3. Terminal displays “**Pass Terminal to Customer,**” and then hand the terminal to the cardholder.
4. The cardholder swipes his/her card/manually enters card number/inserts the chip card/taps the card.
5. The cardholder processes customer EMV prompts and enters PIN.
6. Enter the last four digits of the card number (if enabled) and then press **[Enter]**. (This extra step helps to reduce fraud and chargebacks.)
7. Terminal will connect with host and print auth only receipt.

8 – Void (Credit or Debit)

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of **Refund**) wherever possible.

Transactions that are voided will not appear on cardholder statements.

Customers must be present for a void transaction on a debit card.

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

1. At the idle screen, press **[Enter]** to enter the main menu.
2. Press **[3]** or use **[▼]** button to scroll down until **Void** is highlighted and press **[Enter]**.
3. Enter manager password and press **[Enter]**.
4. Terminal prompts **Void Pre-Auth**; press **[F1]** for **Yes** and proceed to **Step 5**, or **[F4]** for **Non Pre-Auth void** and proceed to **Step 7**.
5. If **Pre-Auth Void** is selected in **step 4**, merchant then selects **[F1]** for **All** or **[F4]** for **One**.
6. If **All** is chosen, a report will print for all open **Pre-Auth** in the batch. If **One** is chosen, proceed to next step.
7. Press the key that corresponds to the desired search option.
NOTE: Cust PO # option is for commercial cards only.
8. Enter the transaction number from the original receipt (top of the receipt) and press **[Enter]**.
9. When the transaction to void is found, press **[F4]** for **Select**. Press the **[▼]** button to select the next transaction in the list.

NOTE: A credit card or non-chip debit card can also be swiped instead of choosing a search option.

10. For credit card, proceed to **Step 15**.
11. For debit card, pass the terminal to the cardholder. The cardholder swipes/inserts his/her debit card. *NOTE: Debit cards cannot be manually entered.*
12. The cardholder presses **[Enter]** to confirm the transaction amount.
13. The cardholder selects **[CHQ]** or **[SAV]**.
14. The cardholder enters the PIN and presses **[Enter]**.

-
15. The cardholder hands the terminal back to the clerk.
 16. Press **[Enter]** and the terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 17. Press **[Enter]** to print the customer copy of the receipt.

9 – Pre-Auth and Completion (Optional)

Pre-auth is used at restaurants for credit transactions when the terminal is NOT brought to the patron. Using the pre-auth transaction allows you to enter a different amount at the end of the transaction. The original authorization is for the amount before tip (pre-auth) and the final amount (completion) includes the tip.

Pre-Auth – Authorize the amount before tip:

1. At the idle screen, press **[Enter]** to access the main menu.
2. For retail merchants, press **[6]** or use **[▼]** button to highlight **Pre-Auth** and press **[Enter]**; for restaurant merchants, press **[5]** or use **[▼]** button to highlight **Pre-Auth** and press **[Enter]**.
3. Enter the clerk ID (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Enter the transaction amount and press **[Enter]**.
6. Press **[Enter]** and hand the terminal to cardholder.
7. Cardholder swipes/inserts or merchant manually enters the credit card.
8. Enter the **Expiry Date** if the card is manually entered.
9. Select language (if enabled).
10. The cardholder enters the PIN and presses **[Enter]**.
11. For credit cards, if the card is issued outside Canada and eligible for HomeCurrencyPay (HCP), the terminal will calculate the total transaction amount in the home currency of the country where the card is issued, based on HCP's real-time currency exchange rate. The cardholder decides whether to pay in his/her home currency or Canadian dollars (CAD). Press **[F1]** to accept the currency conversion, or press **[F4]** to decline HCP and pay in CAD.
12. The cardholder passes the terminal back to the merchant.
13. Press **[Enter]** and the terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
14. Press **[Enter]** to print the customer copy of the receipt.

<p>NOTE: HCP is not supported in pre-auth transactions if the merchant is in restaurant profile. HCP is <i>only</i> enabled in pre-auth transactions for retail merchants.</p>

Completion – Complete the transaction for the final amount including tip:

1. At the idle screen, press **[Enter]** to access the main menu.
2. Use **[▼]** button to highlight **r Pre Auth Completion**.
3. Press the key that corresponds to the desired search option.
NOTE: Cust PO # option is for commercial cards only.
4. Press **[F4] (Select)** once the transaction is located.
5. Confirm the pre-auth amount and press **[Enter]** to confirm, or **[F4]** to change the amount.
6. Enter new amount and press **[Enter]**.
7. The terminal starts to communicate with Global Payments (or HCP host for an HCP completion). Once the transaction is complete, the merchant copy of the receipt is printed.
8. Press **[Enter]** to print the customer copy of the receipt or press **[Cancel]** if the customer copy is not required.

<p>NOTE: Pre-auth will not settle transactions. Completion will settle transactions.</p>

<p>NOTE: HCP completions are only available in retail mode. The RRN and authorization code from the original HCP pre-authorization must be used for the completion request.</p>
--

10 – Return

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

-
1. At the idle screen, press **[Enter]** to access the main menu.
 2. Press **[2]** or use **[▼]** button to highlight **Return** and press **[Enter]**.
 3. Enter manager password and press **[Enter]**.
 4. Enter total return amount (including tip and cashback) and press **[Enter]**.
 5. Press **[Enter]** and hand the terminal to cardholder.
 6. The cardholder swipes or inserts the credit card.
 7. For debit card, pass the terminal to the cardholder. The cardholder swipes or inserts his/her debit card. *NOTE: Debit cards cannot be manually entered.*
 8. The cardholder presses **[Enter]** to confirm the transaction amount.
 9. The cardholder selects **[CHQ]** or **[SAV]**.
 10. The cardholder enters PIN, presses **[Enter]** and hands the terminal back to clerk.
 11. The terminal starts to communicate with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
 12. Press **[Enter]** to print the customer copy of the receipt.

<p>NOTE: Transaction password protection is highly recommended for return transactions. Please refer to Section 17 for password setup. The cardholder must be present for a debit return.</p>

11 – Performing a Settlement (Closing the Terminal)

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

1. At the idle screen, press **[Enter]** to access the main menu.
2. For retail merchants, press **[7]** or use **[▼]** button to scroll down to highlight **Settlement** and press **[Enter]**; for restaurant merchants, press **[6]** or use **[▼]** button to scroll down to highlight **Settlement** and press **[Enter]**.
3. Enter the manager password and press **[Enter]**.
4. Press **[F1]** to select **Yes** to close the current batch or **[F4]** to select **No**, or **[Cancel]** if you do not wish to settle at this time.
5. Press **[F1]** to confirm the batch totals.

-
6. The terminal starts to communicate with Global Payments to close the batch.
 7. Once the transaction is complete, a **Close Batch Settlement** report is printed, giving the status of the close batch operation. Confirm the receipt displays "**Batch ### Closed**" to verify that the settlement is complete.

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

CAUTION: If the terminal displays "**Out of Balance**" at the end of the settlement procedure, please contact Global Payments Customer Care at 1-800-263-2970.

NOTE: **Auto Settle** function is available on your terminal. To activate **Auto Settle**, please contact Global Payments Customer Care at 1-800-263-2970.

12 – Reprint

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

1. At the idle screen, press **[Enter]** to access the main menu.
2. For retail merchants, press **[8]** or use **[▼]** button to scroll down to highlight **Reprint** and press **[Enter]**; for restaurant merchants, press **[7]** or use **[▼]** button to scroll down to highlight **Reprint** and press **[Enter]**.
3. Press **[1]** to reprint last transaction, or press **[2]** to search for the transaction you wish to reprint.
4. If **Search** is selected, select **Yes [F1]** to reprint the pre-auth receipt and **No [F4]** to reprint a non pre-auth receipt. If **Yes** is selected, terminal will search pre-auth batch.

-
5. Press the key that corresponds to the desired search option: **[1]-All**, **[2]-Reference #**, **[3]-Clerk #**, **[4]-Invoice #**, **[5]-Account #**, **[6]-Cust PO#** and **[7]-Approval Code**.
 6. When the transaction to reprint is found, press **[F4] (Select)**. Press **[▼]** button to select the next transaction in the list.
 7. Select which copy to reprint: **[1]-Merchant Copy**, **[2]-Customer Copy** and **[3]-Both**.

13 – Demo Mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. *Remember to exit demo mode before processing real transactions.*

NOTE: You must perform a settlement before you can enter demo mode.
--

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Select **[3]** or use **[▼]** button to scroll down to highlight **Setup Menu**.
4. Use **[▼]** button or press **[6]** to highlight **Demo** and press **[Enter]**.
5. Select **Yes** to enable/disable demo mode and then press **[Enter]**.
6. Press **[Cancel]** to go to the training idle screen.

NOTE: The terminal must be removed from demo mode before conducting live transactions. To return to “live” mode, repeat the procedure in the steps above.
--

14 – Clerk Settings

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

Add Clerk ID

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

1. At idle menu press [.,#*] for the administrator menu.
2. Select **[1]** to highlight **Clerk Menu**.
3. Select **[1]** to highlight **Add ID**.
4. Enter new clerk ID, and press **[Enter]**.
5. Enter new clerk name, and press **[Enter]**.
6. Terminal will display **“Clerk ID Added”** if it is successfully added, and then prompt **“Add another?”**
7. Select **Yes** to add another clerk ID, or **No** to return to the clerk menu.

Delete Clerk ID

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

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

Print Clerk ID List

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

1. At idle menu press [.,#*] for the administrator menu.

-
2. Key in the administrator name and administrator password, and then press **[Enter]**.
 3. Select **[1]** to highlight **Clerk Menu**.
 4. Select **[3]** to highlight **Print ID List**.

Clerk Prompt

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

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

Clerk Wording

This section sets the wording of the clerk prompt.

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

15 – Batch Menu

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

Batch Total

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

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and administrator password, then press the **[Enter]** key.

-
3. Select **[2]** to highlight **Batch Menu**.
 4. Select **[1]** to highlight **Batch Total**.
 5. Press **[Enter]** to return to **Batch Menu**.

View Batch History

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

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

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

CAUTION: DO NOT delete the batch before the current batch is settled.
--

This feature will delete all transactions in the current batch.

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

CAUTION: DO NOT delete the batch before the current batch is settled.

16 – Reports

To generate reports, follow the steps below:

1. At the idle screen, press **[Enter]** to access the main menu
2. Use **[▼]** to scroll down to highlight **Report** and press **[Enter]**.
3. Select the report you want to generate:
 - **[Details]** to print detailed information for each transaction.
 - **[Summary]** to print the terminal totals by card type.
 - **[Clerk]**, select **[All]**, or **[Clerk ID]** to print card type totals for the current batch for all clerks or by individual clerk. If **[Clerk ID]** is selected, the terminal prompts for the clerk ID to be entered in order to print the appropriate clerk report.
 - **[Open Pre-Auth]**, select **[All]**, or **[Date]** to print incomplete pre- authorizations or just the ones from a specific date (YYYY/MM/DD).

NOTE: A report will print after a successful batch settlement.

17 – Terminal Security

Use Passwords for Protection

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

Administrator Menu Password Protection

Administrator menu options will be configured to prompt for an administrator, manager, supervisor or clerk password. Administrator menu options that are set up to be password protected will not require entry of a user name. The application will accept the required password

and any qualified higher level passwords as shown in the password hierarchy.

The table below shows a list of the administrator menu options that can be password protected and the associated parameters:

Administrator Menu Option	Associated Parameter
Reports Menu	PWReports
Clerk Menu	PWClerkMenu
Batch Menu	PWBatch
Setup Menu	PWSetup

1. At idle menu press [.,#*] for the administrator menu.
2. Key in the administrator name and administrator password, and then press [Enter].
3. Press [6] or use [▼] button to scroll down until **Security** is highlighted.
4. Press [4] or use [▼] button to scroll down to highlight **Administrator Menu PWs** and press [Enter].
5. Press [▼] button to scroll down to highlight the associated parameter and press [Enter].
6. Select which password ([1]-Off, [2]-Supervisor, [3]-Manager, [4]-Administrator or [5]-Clerk) you want to use for protection of the selected administrator menu option.

Reports Menu Password Protection

All menu options in the reports menu can be password protected and can be configured at the terminal level.

Reports menu options will be configured to prompt for an administrator, manager, supervisor or clerk password. Reports menu options that are set up to be password protected will not require entry of a user name. The application will accept the required password and any qualified higher level passwords as shown in the password hierarchy.

The table below shows a list of the reports menu options that can be password protected and the associated parameters:

Report Menu Option	Associated Parameter
Clerk Report	PWClerkRpt
Detail Report	PWDetail
Summary Report	PWSummary
Open Pre-Auth Report	PWPreAuthRpt

The password protection screen will be presented to the user upon accessing one of the above reports menu options from the reports menu.

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Press **[6]** or use **[▼]** button to scroll down to highlight **Security**.
4. Press **[5]** or use **[▼]** button to scroll down to highlight **Reports Menu PWs**, press **[Enter]**.
5. Press **[▼]** button to scroll down to highlight the associated parameter and press **[Enter]**.
6. Select which password (**[1]-Off**, **[2]-Supervisor**, **[3]-Manager**, **[4]-Administrator** or **[5]-Clerk**) you want to use for protection of the selected report menu option.

Transaction Password Protection

All transactions, regardless of tender type, can be password protected and can be configured at the terminal level.

Transactions that are set up to be password protected will not require entry of a user name. The transaction will be configured to prompt for an administrator, manager, supervisor or clerk password. The application will accept the required password and any qualified higher level passwords as shown in the password hierarchy.

The table below shows a list of the transactions that can be password protected and the associated parameters:

Main Menu Option	Associated Parameter
Sale	PWSale
Return	PWReturn
Void	PWVoid
Force	PWForce
Settlement	PWSettle
Reprint	PWReprint

The password protection screen will be presented to the user upon initiating a transaction

1. At idle menu press [.,#*] for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Press **[6]** or use **[▼]** button to scroll down until **Security** is highlighted.
4. Press **[3]** or use **[▼]** button to scroll down until **Main Menu PWs** is highlighted, press **[Enter]**.
5. Press **[▼]** button to scroll down to highlight the associated parameter and press **[Enter]**.
6. Select which password (**[1]-Off**, **[2]-Supervisor**, **[3]-Manager**, **[4]-Administrator** or **[5]-Clerk**) you want to use for protection of the selected main menu option.

<p>NOTE: The password protection for transactions in the UnionPay application will inherit the password setting in the payment application.</p>
--

Terminal Security

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

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

<p>CAUTION: NEVER ask the cardholder to divulge his/her PIN code. Cardholders should be advised to ensure they are not being overlooked when entering their PIN codes.</p>

18 – Key Beep and Backlight

Through the terminal setting menu, you configure the **Key Beep** setting based on your customized needs:

1. At idle menu press **[.,#*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Select **[3]** to highlight **Setup Menu**.
4. Use **[▼]** button or press **[5]** to highlight **Term Settings** and press **[Enter]**.
5. Select **[5]** to access the terminal hardware setting options.
6. Press **[1]** to highlight **Key Beep**.
7. Select **[1]** for **All Off**, **[2]** for **All On** or **[3]** for **Invalid Only**.
8. Press **[Cancel]** to return to the idle menu.

To change backlight setting:

1. Follow **steps 1-5** above.
2. Press **[2]** to highlight **Backlight**.
3. Select **[1]** for **All Off**, **[2]** for **All On** or **[3]** for **On/Key Press**.
4. Press **[Cancel]** to return to the idle menu.

19 – Installation Procedure

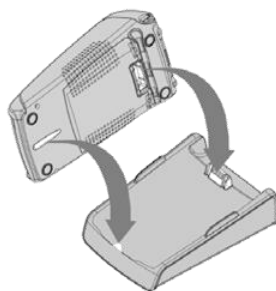
Do not place the terminal in an area with high temperatures, vibrations, dust, dampness or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier, etc.).

To avoid accidental damage, secure cables and power cords. The terminal requires the following environment:

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

Connecting the Terminal on the Base

Place the iWL255 3G Long-Range Wireless between the flanges on its base so that the contacts on the iWL255 3G Long-Range Wireless engage with the contacts provided on the base.



Power Connection on the Charging Base

Power Jack

Installing the Subscriber Identification Module (SIM) Card

The SIM card slot is located inside the terminal in a closed compartment.

- Turn the terminal and unclip the trapdoor by pushing on the clips.
- SIM is identified by the engraved marks "SIM" on the lower housing.
- When introducing the SIM card into the slot, be sure to insert the cut corner as indicated.

-
- Close the trapdoor.



Please note that the 3G signal bar will display at the lefthand top corner on the terminal screen once the 3G network is connected.



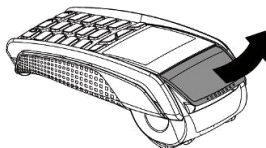
20 – Replacing The Paper Roll

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

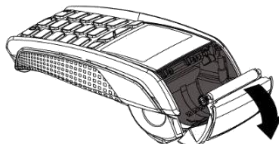
NOTE:	Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 1/4", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.
--------------	--

To change the paper roll, follow the steps below:

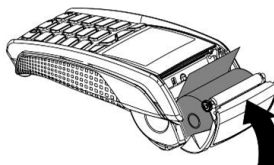
1. Pull up the flap at the top of iWL255 3G Long-Range Wireless.



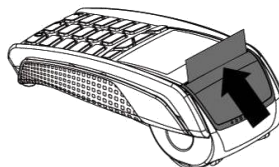
2. Pull the flap backwards to open the paper compartment.



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



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



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

Order thermal paper that meets the following specifications:

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

21 – Troubleshooting

Receipt Paper is Jammed

To avoid paper jams:

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

To clear a paper jam:

- Remove the paper roll and reinsert it.

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

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the iWL255 3G Long-Range Wireless display screen.
2. Swipe the card at a faster or slower steady speed.
3. Swipe the card in the other direction.
4. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another terminal.

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

Low Battery

The terminal displays a warning indicating a low battery when the battery level is approximately less than seven per cent (7%) and the terminal is not powered by the base.

If the battery status is low, the terminal displays low battery warning and it is not possible to perform any transaction or administrator function. Please return the terminal to its base to recharge the device.

Receipt is Blank

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

22 – Cleaning

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

To clean the terminal, follow these instructions:

1. To remove dust from the terminal, wipe with a damp cloth.
2. For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers and charging base.

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

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

Do not clean the electrical connectors on the charging base.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth

23 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the iWL255 3G Long-Range Wireless.

Technical Specifications & Standard Features

- QVGA 320 x 240 pixel TFT-LCD
- ARM 7 & ARM 9 digital processor
- Keyboard with 15 keys, including seven function and navigation keys

Memory

- 32 MB RAM with 128 MB Flash

Battery

- Li-Ion 2050mAh – 3,6V

Dimensions (PIN Pad)

- Length: 185 mm (7.28 in.)
- Width: 83 mm (3.27 in.)
- Depth: 63 mm (2.48 in.)
- Weight: 325 g (0.72 lbs.)

Printer

- Integrated thermal printer
- 30 lines per second

Communications

- 3G or GPRS network wireless connectivity

Security

-
- PCI PTS V3 Certified

24 – Service and Support

For iWL255 3G Long-Range Wireless product service and repair information, contact Global Payments Customer Care at 1-800-263-2970.

Returning a Terminal for Service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account. The

Global Payments Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

NOTE:

Do not, under any circumstances, attempt any service, adjustments or repairs on this product. Contact Global Payments Customer Care at 1-800-263-2970. Service conducted by parties other than authorized Global Payments representatives is NOT permitted.

