

QUICK REFERENCE GUIDE

CREDIT SALE

- Press 1
- Select CREDIT
- Enter sale amount and press ENTER
- Swipe customer card
- Terminal connects and receipt prints

MAIL/PHONE SALE

- Press 1
- Select CREDIT
- Enter sale amount and press ENTER
- Enter card number and press ENTER
- Enter expiration date (MMYY) and press ENTER
- Select NO
- Enter V-code and press ENTER
- Enter order number and press ENTER
- Enter street address number and press ENTER
- Enter zip code and press ENTER
- Terminal connects and receipt prints

EMV SALE

- Press 1
- Select CREDIT
- Enter sale amount and press ENTER
- Ask customer to insert card
- Terminal connects
- Terminal will prompt to remove card
- Receipt prints

NFC SALE (contactless)

- Press 1
- Select CREDIT
- Enter sale amount and press ENTER
- Ask customer to tap card on terminal
- Terminal connects and receipt prints

REFUND

- Press 2
- Enter password: 1234562F and press ENTER
- Select (1) CREDIT
- Enter refund amount and press ENTER
- Swipe customer card (or insert/tap/hand key)
- Terminal displays *captured* and receipt prints

REPRINT RECEIPT

- Press 8
- Select REPRINT
- Select a search option
- Enter retrieval information and press ENTER
- Choose SELECT
- Select receipt type
- Receipt prints

REVERSAL (void)

**Only on sales within current batch*

- Press 3
- Select a search option
- Enter retrieval information and press ENTER
- Choose SELECT
- Press ENTER to accept transaction
- Terminal connects and receipt prints

REPORTS

- Press #
- Select REPORTS MENU
- Select report type:
 - SUMMARY (total amounts)
 - DETAIL (each transaction)
- Select PRINT
- Report prints

BATCH SETTLEMENT

- Press 7
- Select YES
- Select YES
- Settlement report prints

QUICK TROUBLESHOOTING TIPS:

1. Make sure your internet or phone line is working
2. Try a "hard reset" by unplugging the power and the phone/ethernet cord from the terminal for 10 seconds
3. Plug the phone/ethernet cord in first followed by the power cord

ProcessPoint: 877-365-5040 opt 1
Secondary Support: 800-552-8227

Ingenico iCT220

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