

# USER GUIDE Ezi-Pay Ingenico i5100



## Setting up

1. Your terminal should already have its cables under the back plate connected, so please connect the terminal's power pack and plug it into the wall, ensuring the wall socket is on.
2. Plug the phone adapter into a phone jack.

## Logging on

Your terminal will log you on automatically. To perform a manual log on:

1. Press CLEAR button 3 times
2. Select "INIT"
3. You should receive an "ACCEPTED" response

## Security

After a log on or settlement cutover, you'll be required to enter a PIN. The default PIN is 12369, which can be changed if required.

To change the PIN or the security level on your terminal, please contact Ezi-Pay customer care.

### PAYMENT FIRST

For your security, ensure you receive confirmed payment BEFORE processing any Ezi-Pay transaction.

## Selling mobile top ups

1. Press CLEAR button twice, then select VCHR by pressing the CHQ button
2. If "ENTER SIGNON PIN" is displayed, enter 12369
3. Press 1 for a Vodafone top up, 2 for a Telecom top up or 3 for a 2degrees top-up and press CHQ to scroll down and select more vouchers
4. Select the desired amount from the available amounts
5. The terminal will print the top up voucher. To print your copy of the receipt, press ENTER when prompted. If you do not want your merchant copy select CLEAR or CANCEL.



## Selling plastic phone cards

1. Bend the display backer at the fold and swipe the phone card through the terminal's magstripe reader
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. If this is a brand new card, select ISSUE and then choose a desired amount.
4. To top up a card that has previously been used select RECHARGE and then key in the desired amount, which can be from \$1 to \$50 and rounded to the nearest 5c and then press ENTER. To load a value greater than \$50, perform 2 transactions.
5. The terminal will respond 'Card Recharged' and will print the transaction receipt. Value will be added to the phone card within a few minutes
6. To print your copy of the receipt, press ENTER when prompted. If you do not want your merchant copy select CLEAR or CANCEL.

Ezi-Pay phone cards are identified with the Ezi-Pay logo

## Selling thermal phone cards

These phone cards print as a voucher from your terminal.

1. Press CLEAR button twice, then select VCHR by pressing the CHQ button
2. If "ENTER SIGNON PIN" is displayed, enter 12369
3. Press CHQ to scroll through available vouchers, select the brand that applies and press ENTER.
4. Select the desired amount from the available amounts
5. The terminal will print the top up voucher. To print your copy of the receipt, press ENTER when prompted. If you do not want your merchant copy select CLEAR or CANCEL.

## Selling gift cards

1. Bend the display backer at the fold and swipe the gift card through the terminal's magstripe reader
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. Select number 2, RECHARGE
4. Key in the desired amount (refer to the card backer for minimum and maximum amounts) and press ENTER
5. Terminal will respond ACCEPTED and print the receipt, showing the gift card balance

## Reprinting a receipt

You can print a duplicate copy of the previous transaction's receipt. To do this, press CLEAR three times, select ADMN by pressing "SAV" and then 1 for "Reprint Receipt".



## Reconciling your terminal

Settle the terminal at the end of each day's trading. This prints your total sales for the day and resets the total to \$0.

1. Press CLEAR twice
2. Select SETL by pressing "CR"
3. Select option 2 – Settlement Cutover
4. The terminal will display "COMPLETE" and print the Settlement.

## Print your weekly invoice every Monday

At the end of Monday's trading, carry out the settlement/cutover process above TWICE. The first process will print your invoice for the previous week and the second will settle your terminal for the day. *IMPORTANT: On every other day, carry out the cutover process ONCE only. More frequent cutovers will cause inaccurate data to be displayed.*

## Checking sales totals during the day

1. Press CLEAR twice
2. Select SETL by pressing "CR"
3. Select option 2 – Settlement Cutover. This function will print totals since the cutover, without resetting the totals.

## Checking sales totals for your shift

1. Press CLEAR twice
2. Select SETL by pressing "CR"
3. Select option 3 – Print Shift Totals. This will print the total sales since the last time shift totals were cleared.

## Clearing the shift totals

1. Press CLEAR twice
2. Select SETL by pressing "CR"
3. Select option 4 – Clear shift totals
4. This will reset the Shift Totals to \$0.



## Setting the PIN on your master merchant card

1. Swipe your master merchant card through the terminal's magstripe reader twice.
2. Enter your new PIN and press ENTER. The terminal will say "CARD ACTIVATED". Your master merchant card PIN is now set.

## Setting the PIN on your merchant card(s)

You must have set the PIN on your master merchant card before completing this process.

1. Swipe your master merchant card through the terminal's magstripe reader
2. Swipe your merchant card through the terminal's magstripe reader
3. Enter your new PIN and press ENTER. The terminal will say "CARD ACTIVATED". Your merchant card PIN is now set.

## Feeding paper through your terminal

1. Press the FEED button on the terminal

## Understanding error messages

### PLEASE TRY AGAIN

If presented with this error message, attempt a manual log on:

1. Press CLEAR three times
2. Select CHQ for "INIT"
3. After log on is ACCEPTED, attempt the transaction again.

If your log on attempt fails and you receive the message "PLEASE TRY AGAIN", your terminal has lost its connection to the Ezi-Pay server.

1. Check that your phone line is free; if your terminal and your phone share the same line, your Ezi-Pay transactions cannot proceed if someone is on the phone.
2. Check your phone line is firmly plugged in to your terminal and to your wall socket. Also inspect the phone line adapter is still connected correctly.
3. Check your phone line has dial tone.

If you have verified that your phone line is free and is working but your terminal still cannot connect, please contact Ezi-Pay customer care on 0800 960 000. Please have your Ezi-Pay account number and your 4 digit account security PIN handy to ensure we can help you as quickly as possible. Note that your account PIN is not the same as your terminal's PIN.



## **Invalid Amount**

This error message means that the amount you have selected is outside of the allowed range for the transaction. Please select another amount. For more information on allowed amounts, see the sections in this user guide on selling mobile top ups, phone and gift cards.

If the amount you have chosen is within the allowed range, this error may mean our server is unable to process your transaction at that time. Please try again. If the problem persists, please contact Ezi-Pay Customer Care on 0800 960 000.