

Guidelines for setting up a Smart terminal and accepting card payments



Ingenico Link/2500 and iCMP

Contents

Setting up a Smart terminal

Ingenico Link/2500 3

Ingenico iCMP 4

On Android phone 5

On iOS phone 6

Acceptance of card payments 8

Cancellation of transaction 9

Cash receipt to account 10

Unpairing a terminal and a phone 11

How to switch on/off the terminal? 12

Response codes in the event of transaction failure 13

Setting up a Smart terminal

- Switch on **Bluetooth** on your phone or tablet (hereinafter "phone"). ①

Ingenico Link/2500

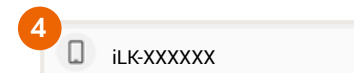
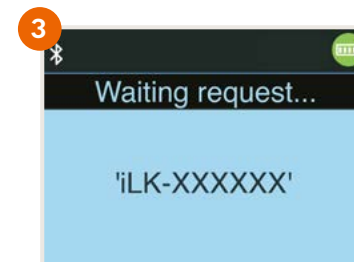
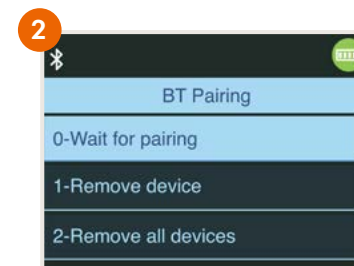


- Switch on the Smart terminal (hereinafter "terminal") by pressing the green button.
- To start pairing enter the code "0000" in the terminal and press the green button on the terminal keyboard. Code is not displayed on the terminal screen.
- Select "0" (Wait for pairing) from the menu. ②
- The terminal will display the "Waiting request..." message, the terminal code iLK-XXXXXX. ③
- Select on your phone the terminal named iLK-XXXXXX from the list of Bluetooth devices. ④
- A request for pairing the terminal through Bluetooth will be displayed on the phone screen.

The codes displayed on the phone and terminal should be the same. Confirm the code on your phone and then press the green button on the terminal keyboard. If the devices pairing has been successful, the terminal will display the message "OK/Paired. Press any key".

NB!

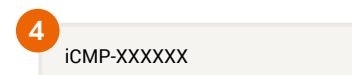
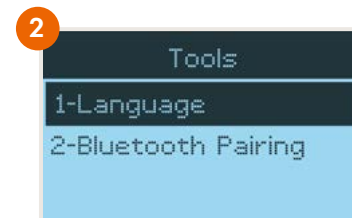
If phone and terminal connection will be interrupted, then all pairing process must be repeated.



Ingenico iCMP



- ▶ Press the button on the right side of the terminal.
- ▶ To start pairing enter the code "0000" in the terminal and press the green button on the terminal keyboard. Code is not displayed on the terminal screen.
- ▶ Select "2" (Bluetooth Pairing) from the menu. ②
- ▶ The terminal will show the text „Pair a new device?“ – choose from there „YES - F1 key“. ③
- ▶ The terminal shows the 4 digit PIN code to tune.
- ▶ Choose from the phone Bluetooth device what starts with ICMP + 6 numbers. ④
- ▶ Enter into the phone the code you get from the terminal.
- ▶ When adjusted correctly terminal shows „OK“.

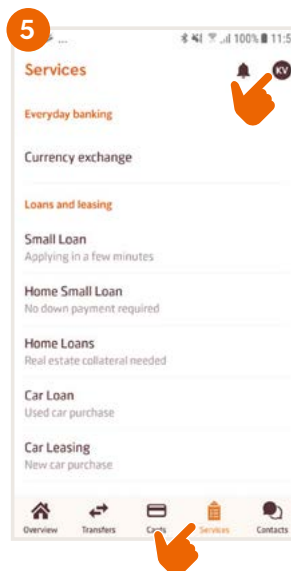


- Open the **Swedbank 2019** mobile bank on your phone.

NB!

If you don't have it, download the Swedbank application from Google Play or App Store.

- Select "**Services**" on the bottom menu. ⑤
- Log into the mobile bank. ⑤
- After login you can start terminal installation process.



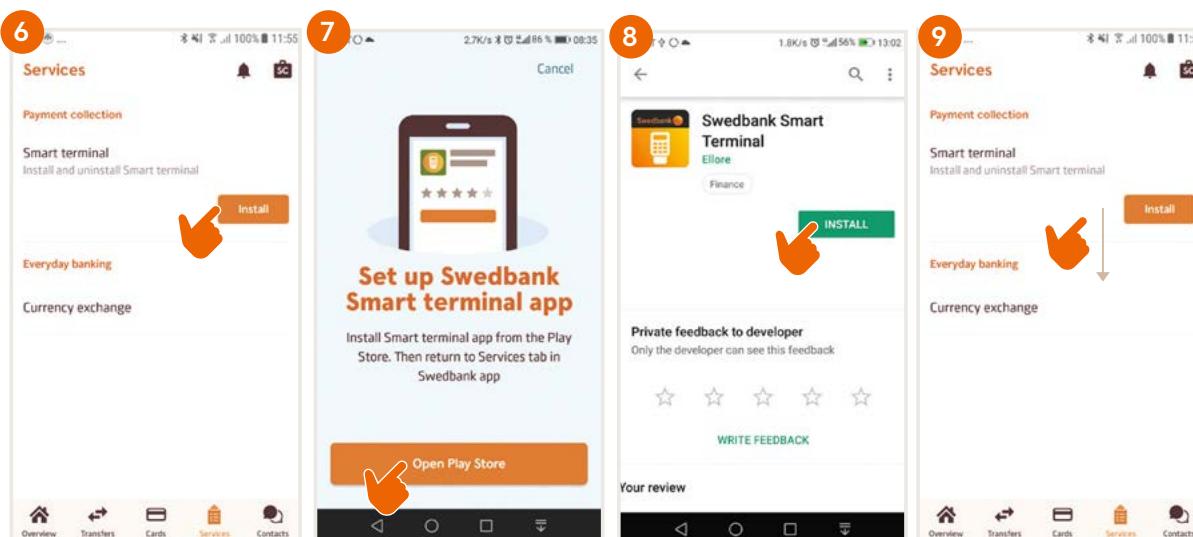
On Android phone

- Press „**Install**“ button. ⑥
- Press "**Open Play Store**" button to start setup of terminal. ⑦
- After you will be directed to Google Play, press „**Install**“ button for installation of terminal application. ⑧

NB!

If the application's download is complete, **do not open the application**, instead go back to the Swedbank mobile application.

- If "Install" button still there is seen, refresh status by swiping screen down. ⑨

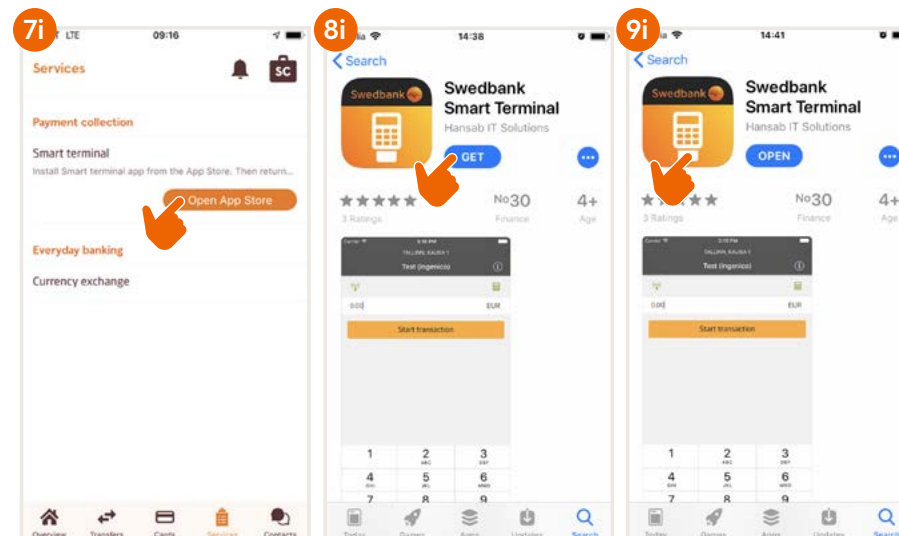


On iOS phone

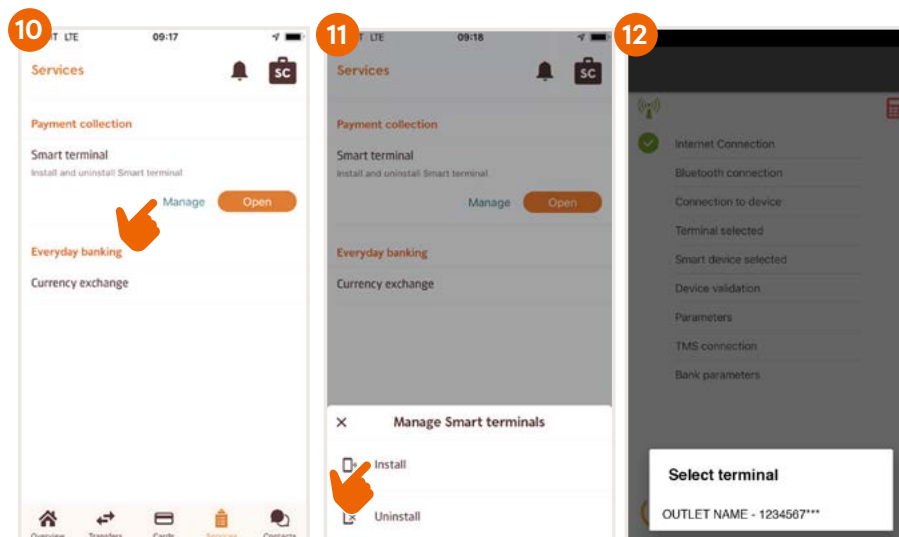
- ▶ Press „Open App Store“ button. (7i)
- ▶ Press „Download and install“ button. (8i)

NB!

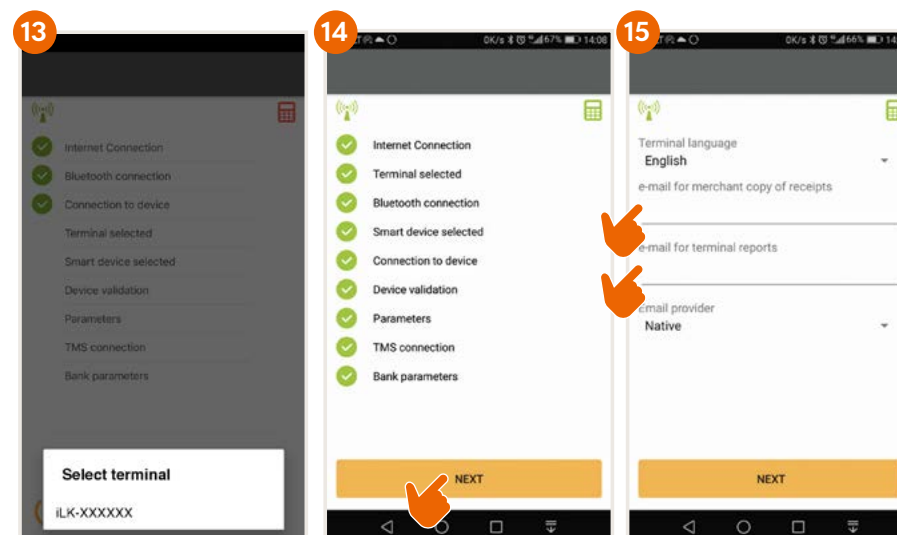
NB! If the application's download is complete, **do not open the application**, instead go back to the Swedbank mobile application. (9i)



- ▶ To start terminal managing process choose „Manage“. (10)
- ▶ To start terminal installation process choose „Install“. (11)
- ▶ Select the terminal identifier. If you have signed agreement for more than one terminal, select particular which you want to install. (12)



- D Select terminal device (eg. iLK-XXXXXX or iCMP-XXXXXX) to which installation of previously chosen terminal identifier should be done. 13
- D The terminal will be automatically paired with the company's data. This consists of several steps that can be followed on the phone screen.
- D Make sure that the phone is connected to the internet. If the setup is complete, select "Next" at the bottom of the screen. 14
- D Set up the company's email addresses: 15
 - 1) for receipts – the receipt of every transaction will be sent there to forward it to the client, as well as keep it for the company;
 - 2) for reports – the terminal reports on transactions transmitted to the bank will be sent there.
- D Select one of the following options for sending emails:
 - **Native** – after a transaction, the receipt is automatically displayed on the phone screen, but it has to be sent manually;
 - **Gmail** – after a transaction, the receipt is sent automatically, access to contacts has to be allowed and a Gmail account has to be chosen (suggested to use);
 - **Specific** – enter the email server and port (this you'll get from your e-mail server service provider).
- D After the email addresses are set up, a test email is sent – check that you have received it.
- D On Android phone, you have to enable access to photos, media, and files.
- D If the message "Terminal has been successfully installed / set up" is displayed on the phone screen, select "Finish".



The terminal is now set up and ready to receive payments!

NB!

If terminal must be connected with a new phone, then all pairing process must be repeated according to instructions.

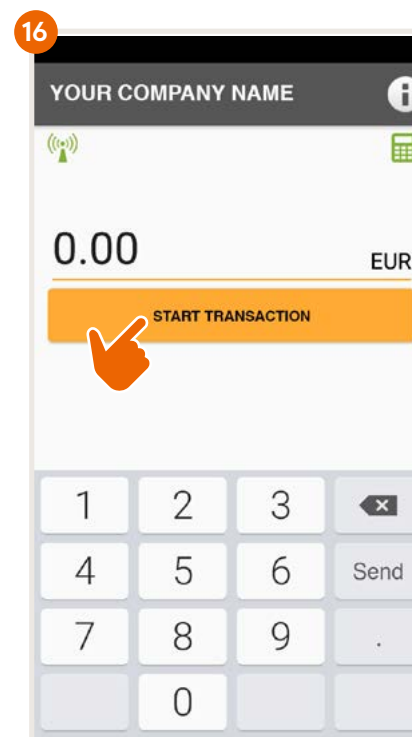
Acceptance of card payments

- ▶ Switch on the terminal by pressing the green button and open the Smart terminal application on your phone.
- ▶ Enter the amount to be paid on your phone and select “Start transaction”. 16 During the transaction, follow the instructions on the terminal screen.
- ▶ The result of the transaction will be displayed on your phone as “Transaction done” or “Transaction failed”.

NB!

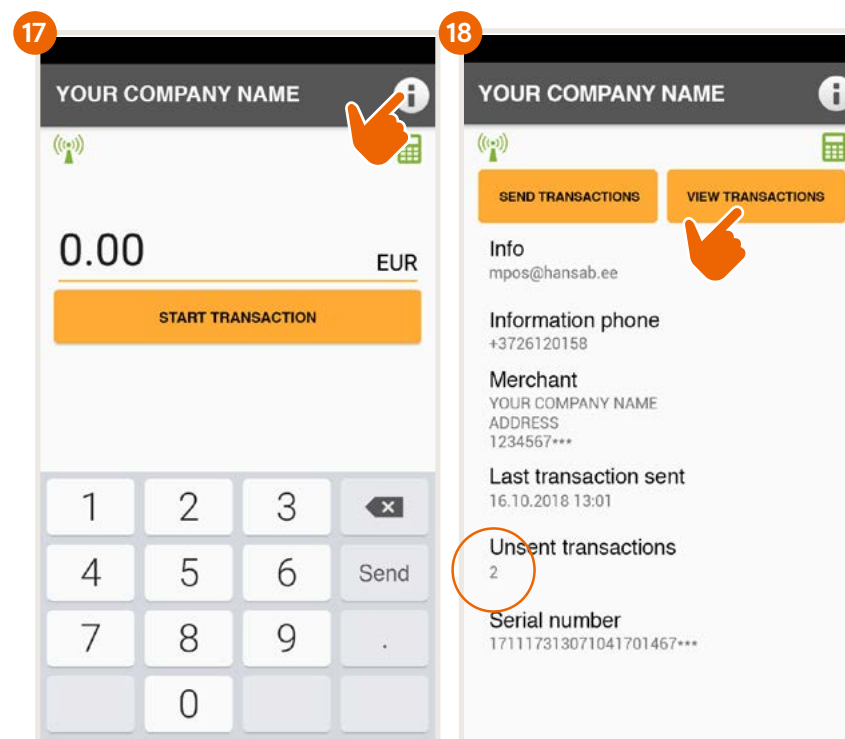
If the client requests a card payment receipt, it can be sent by email or SMS.

If the terminal screen displays that the client’s signature is needed, then draw up the receipt on paper and let the client sign the receipt.



Cancellation of transaction

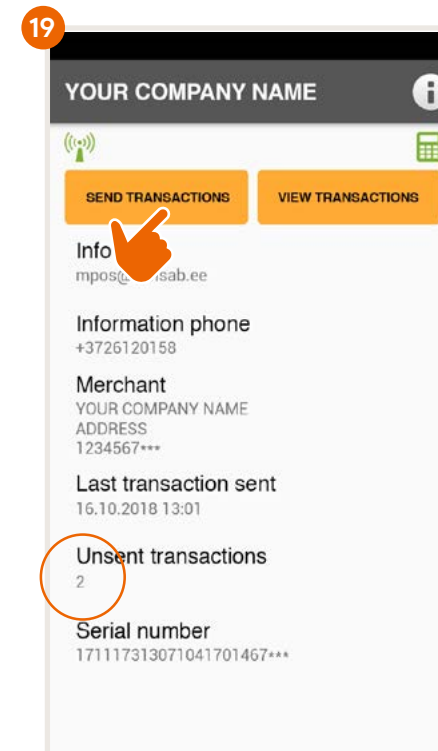
- ▶ Open the Smart terminal application on your phone.
- ▶ Select the information button “i” in the right upper corner of the screen and then “View transactions”. 17 18
- ▶ Select the transaction you want to cancel and press “Cancel”. Follow the instructions on the terminal and on the phone screen.
- ▶ The cancelled transaction receipt is sent the same way as during the payment transaction.



Cash receipt to account

- ▶ The transactions confirmation has to be sent to the bank by the end of the workday, or the day after the transactions, at the latest.
- ▶ Select the information button “i”. Information about unsent transactions and the option “Send transactions” will be displayed on the phone screen. **19**
- ▶ After the transactions have been sent to the bank, a report is sent to the company’s email.
- ▶ If the transaction confirmations were sent to the bank on time, the cash is received to the company’s account within two business days, at the latest.
- ▶ If the transaction confirmations are not sent to the bank by the end of the business day, the terminal will send them automatically next time before making a new transaction.
- ▶ If the transaction report is not sent to the bank on time, then receipt of the money is not guaranteed.

NB! If the transactions are not constantly carried out during the day, it is recommended to close the smart terminal application on the phone. Then the terminal will be on standby, saving your phone battery.



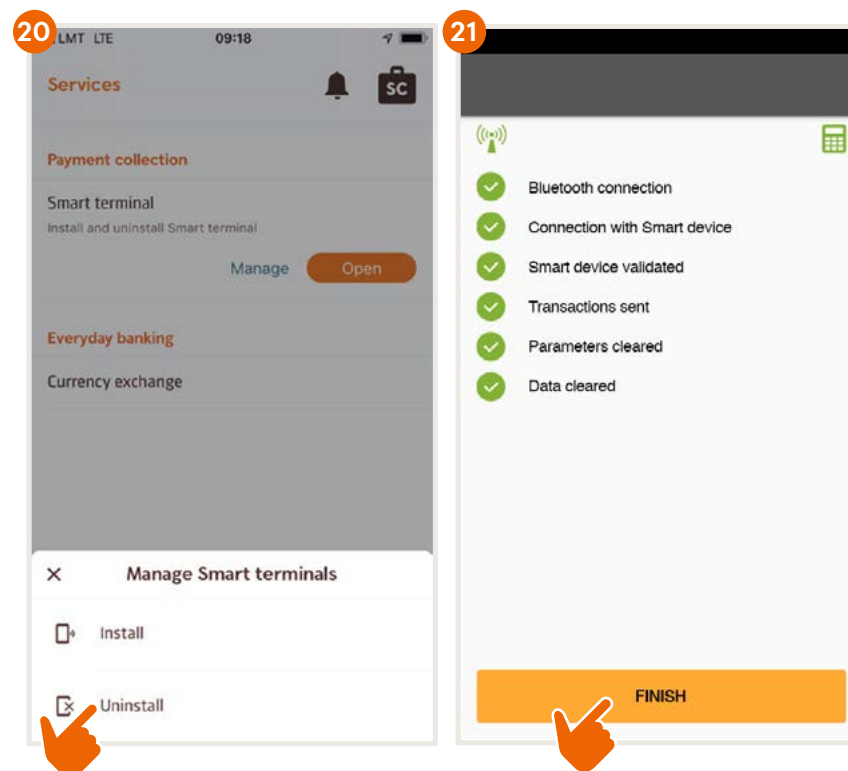
Unpairing a terminal and a phone

- ▶ Open the Swedbank mobile bank on your phone. The terminal has to be switched on.
- ▶ Select “Services” on the bottom menu. (5)
- ▶ Log into the mobile bank. (5)
- ▶ Press „Manage” button. (10)
- ▶ To unpair the terminal choose „Uninstall”. (20)
- ▶ The terminal will be automatically disconnected from the company. This consists of several steps that can be followed on the phone screen.
- ▶ If terminal is unpaired, select „Finish”. (21)



You can do unpairing until the agreement is active in Bank.

You must do unpairing, if you want install terminal for a new company, before closing agreement in Bank etc.



How to switch on/off the terminal?

Ingenico Link/2500

- ▶ To switch on the terminal press the green button.
- ▶ There is not separate button combination for restart. To restart the terminal it must be switched off and on.
- ▶ To switch off the terminal press and hold down at the same time the yellow button and the button next to green button.



Ingenico iCMP

- ▶ To switch on the terminal press the button on the right side of the terminal.
- ▶ To restart the terminal hold down the button on the right side of the terminal for a few seconds.
- ▶ To switch off the terminal press and hold down at the same time the yellow button and the button next to green button.



NB!

If the terminal is connected to the USB cable, it will restart instead of switching off.

After transaction batch file is sent, please switch off the terminal in order to save the battery.

Response codes in the event of transaction failure

1xx If the terminal prints a code starting with number "1", the card transactions are declined. The card must be returned to the client.		2xx If the terminal prints a code starting with number "2", the card is misused. Transaction cannot be performed. Card must be confiscated, if possible.		9xx If the terminal prints a code starting with number "9", there's a system error preventing performance of the transaction. Contact the customer support service.	
100	Declined	200	Declined	902	False transaction
101	Card expired	201	Card expired	903	System error. Contact the customer support service
102	Suspected card counterfeit	202	Suspected card counterfeit	904	Format error
104	Limited card	203	Card is no longer valid	905	No response from card issuer
105	Contact the customer support service	204	Limited card	906	System error
107	Contact the customer support service	205	Call the police	907	No connection to the card issuer
109	Invalid merchant. Contact the customer support service	208	Lost card	908	Unknown card
110	Wrong amount (too large)	209	Stolen card	909	System error
111	Invalid card number	210	Forged card	910	System error
112	PIN required			911	No response from card issuer
116	Insufficient funds			913	Dual transaction
118	Unknown card			939	Invalid seller. Contact the customer support service
119	Transaction is not allowed for card holder				
120	Transaction is not allowed for payment terminal				
121	Limit exceeded				
125	Card is not working				

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