



AMEX iCT220 Terminal



Installation

AMEX iCT220 Terminal – Installation.

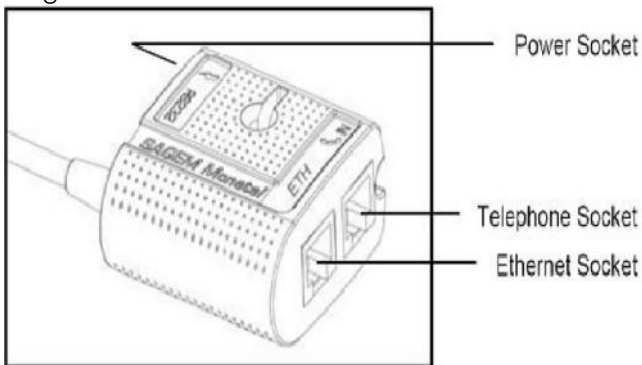
List of Parts:



Please find enclosed this AMEX iCT220 terminal with:

- Telephone Cable
- Terminal power supply
- Rolls of paper

Terminal Installation:

Magic Box

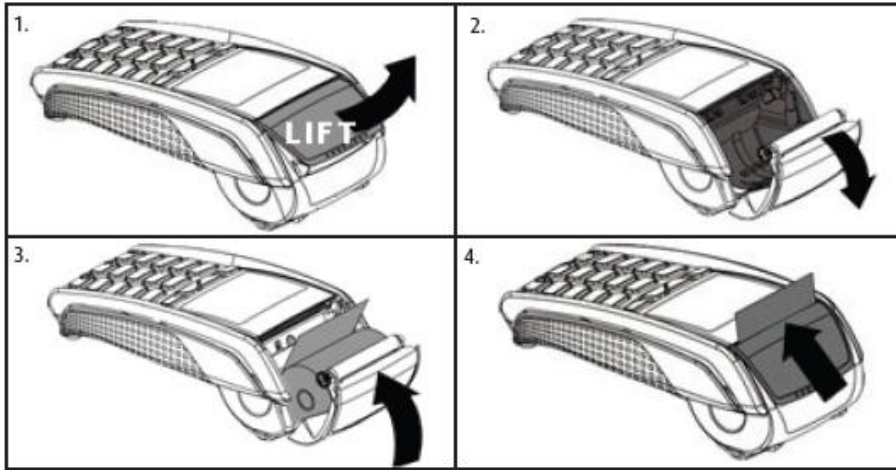


1. Connect the Telephone Cable (using the clear plastic end) if you will process Dial Up transactions, into the communication port marked  IN on the Magic Box (do not use the port marked 'RS232'). The other plastic end of the Telephone Cable connects into your telephone socket.
2. Connect the Ethernet Cable (not included), if you will process transactions via IP, into the communication port marked **ETH** on the Magic Box. The opposite end of the Ethernet cable will plug into a spare Ethernet socket on your broadband router/switch or computer network.
3. Connect the Power Cable to the Magic Box in the port marked  . Insert the electric plug into a power socket.

For Technical Support:
1-800-AXP-AMEX (297-2639)



AMEX iCT220 Terminal – How to change a Paper Roll.



1. Open the paper compartment by lifting the catch located at the rear of the terminal.
2. Pulls the cover to the rear of the terminal.
3. Insert the paper roll in the compartment following the directions shown on the figure above.
4. Pull the paper up to the top of the terminal and hold it in this position. Maintain the paper and close the lid.

Paper Roll Info.:



Product Specs	
Color	White
Style	Thermal
Width	58mm
Diameter	40 mm max
Size	2- 1/4" x 50'



For Technical Support:
1-800-AXP-AMEX (297-2639)



Management Functions - AMEX Terminal (iCT220 model).

The following are frequently used management functions. To active a function, press the **F** key , followed by the appropriate numeric key(s); then press the green [Enter] key  and follow the prompts.

F1 (*Scrolls through transactions*)

This option shows on the screen each transaction the machine has (including voids transactions).

Press **f2/f3**  buttons for scrolling.

F4 (*Lock*)

Lock the terminal keypad.

F5 (*Transaction Counter*)

Display the numbers of sale and refund transactions in the batch.

F29 (*Last message response*)

Display the last message response received from the host.

F73 (*Reprint ROC*)

Reprints any specified receipt by entering the ROC number (Record of Charge).

F74 (*Reprint SOC*)

Reprints up to the last five SOC's (Summary of Charges).

F79 (*Greetings*)

Allow you to enter personalized message on the receipt (Header and/or Footer).

F82 (*Print Test*)

Verify if the printer is working properly printing the merchant information, initialization phone numbers, PABX, terminal connection type (Dial or IP) and TID assigned.

F97 (*Enable/Disable password to options*)

Use to enable/disable password for the following type of transactions: Void, Refund, Offline transactions and manual entry.

Car Rental – User Quick Reference Guide – Administrative Reports.

REPRINT BATCH* (up to the last five previous Batches)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Press **ENTER** or press **0** button.
3. Scroll with **f2/f3▼/▲** buttons and select the batch to be reprinted. Press **ENTER**.
4. Wait for terminal to process transaction and print receipt.

* This option will not appear as part of the list if there is not previous batch closed.

REPRINT (Merchant or Customer copy Receipt)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPRINT** then press **ENTER** or press the number besides of this option.
3. Enter the **ROC NUMBER** (shown in the receipt of 6 digits) then Press **ENTER**.
4. Press **1** for **Merchant Copy** or press **1** for **Customer Copy**.
5. Wait for terminal to print a receipt.

REPORTS

PENDING Reports (Authorization transactions – Car Rental)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Select **PENDING** Press **ENTER** or press **0** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of Car Rental transactions.
5. For **DETAIL REPORT** press **1** button, this prints each Car Rental transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of Car Rental transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each Car Rental transaction, press **f2/f3▼/▲** buttons for scrolling.

SUBMISSION Reports (Transactions to be deposited for payment)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **SUBMISSION** or press **1** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of transactions (total amount) to be deposited.
5. For **DETAIL REPORT** press **1** button, this prints each transactions to be deposited like Rental Return, Refunds and offline transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of all the transactions to be deposited like Rental Return, Refund and offline transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each transaction to be deposited, press **f2/f3▼/▲** buttons for scrolling.

AUDIT DISPLAY (To view all the transactions)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **AUDIT DISPLAY** or press **2** button, this shows on the screen each transaction the machine has in the memory (including voids transactions). Press **f2/f3▼/▲** buttons for scrolling.

Car Rental – User Quick Reference for AMEX Terminal (iCT220 model).

CAR RENTAL (Authorization)

1. On *main Screen*, swipe, insert customer card or manually enter card number (15 digits).
2. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
3. Enter base amount. Press **ENTER**.
4. Enter rental date (MMDD). Press **ENTER**. For "today date" only press **ENTER**.
5. Enter agreement number. Press **ENTER**.
6. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
7. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

RENTAL RETURN

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **RENTAL RETURN** then press **ENTER** or press **1** button.
3. Press **0** for **ROC NUMBER** or press **1** for **Agreement Number**.
4. Enter the information according you selected on step 3. Press **ENTER** then **ENTER** again to confirm.
5. Enter Return date (MMDD). Press **ENTER**. For "today date" only press **ENTER**.
6. Enter final amount. Press **ENTER**.
7. If a reauthorization is required, press **ENTER** to proceed.
8. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

GAS FEE

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **GAS FEE** then press **ENTER** or press **2** button.
3. Swipe, insert the customer card or manually enter the card number (15 digits).
4. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
5. Enter amount. Press **ENTER** then **ENTER** again to confirm.
6. Enter rental date (MMDD) and press **ENTER**. For "today date" only press **ENTER**.
7. Enter returned date (MMDD) and press **ENTER**. For "today date" only press **ENTER**.
8. Enter agreement number. Press **ENTER**.
9. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
10. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

LATE RETURN FEE

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **LATE RETURN FEE** then press **ENTER** or press **3** button.
3. Swipe, insert the customer card or manually enter the card number (15 digits).
4. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
5. Enter amount. Press **ENTER** then **ENTER** again to confirm.
6. Enter rental date (MMDD) and press **ENTER**. For "today date" only press **ENTER**.
7. Enter returned date (MMDD) and press **ENTER**. For "today date" only press **ENTER**.
8. Enter agreement number. Press **ENTER**.
9. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
10. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

Car Rental – User Quick Ref. for AMEX Terminal iCT220 model (continued).

DROP FEE

11. On *main screen* press **f2/▼** button to go "Transactions Menu".
12. Scroll with **f2/▼** button and select **DROP FEE** then press **ENTER** or press **4** button.
13. Swipe, insert the customer card or manually enter the card number (15 digits).
14. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
15. Enter amount. Press **ENTER** then **ENTER** again to confirm.
16. Enter rental date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
17. Enter returned date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
18. Enter agreement number. Press **ENTER**.
19. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
20. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

VOID TRANSACTION

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **VOID** then press **ENTER** or press **5** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Press **0** for **ROC NUMBER** or press **1** for **Agreement Number (**)**.
5. Enter the information according you selected on step 4. Press **ENTER** then **ENTER** again to confirm.
6. Verify the amount and receipt number to be voided. Press **ENTER** to confirm.
7. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

(**) If there are more transactions with the same agreement number, press the **CANCEL** key to find the transaction to be voided then press **ENTER** to proceed.

REFUND (Credit)

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **REFUND** then press **ENTER** or press **6** button.
3. Enter password if transaction is password protected. Press **ENTER**.
4. Swipe customer card or manually enter card number (CHIP cards are not allowed for Refunds). Press **ENTER**.
5. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
6. Enter refund amount. Press **ENTER** then **ENTER** again to confirm.
7. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

OFFLINE TRANSACTIONS

CAR RENTAL OFFLINE:

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS.** then press **ENTER** or press **7** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **CAR RENT.OFFLINE** then Press **ENTER** or press **0** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter rental date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter returned date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter agreement number. Press **ENTER**.
11. Enter approval code. Press **ENTER**.
12. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

For Technical Support:
1-800-AXP-AMEX (297-2639)



OFFLINE TRANSACTIONS

GAS FEE OFFLINE:

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS.** then press **ENTER** or press **7** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **GAS FEE OFFLINE** then Press **ENTER** or press **1** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter rental date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter returned date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter agreement number. Press **ENTER**.
11. Enter approval code. Press **ENTER**.
12. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

LATE RETURN FEE OFFLINE:

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS.** then press **ENTER** or press **7** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **LATE RET.OFFL** then Press **ENTER** or press **2** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter rental date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter returned date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter agreement number. Press **ENTER**.
11. Enter approval code. Press **ENTER**.
12. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

DROP FEE OFFLINE:

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS.** then press **ENTER** or press **7** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **DROP FEE OFFL** then Press **ENTER** or press **3** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter rental date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter returned date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter agreement number. Press **ENTER**.
11. Enter approval code. Press **ENTER**.
12. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

CLOSE THE BATCH

1. On *main screen* press **f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **CLOSE BATCH** or press the number besides of this option.
3. Enter password and press **ENTER**.
4. Confirm the sales total and press **ENTER**.
5. The terminal will prompt to confirm the refund total. If it is ok then Press **ENTER**, if not press **CANCEL**.
6. The printer will print the batch reports; confirming the batch was received successfully by the processor.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

Lodging – User Quick Reference for AMEX Terminal (iCT220 model).

CHECK IN (Authorization)

1. On *main Screen*, swipe, insert customer card or manually enter card number (15 digits).
2. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
3. Enter base amount. Press **ENTER**.
4. Enter arrival date (MMDD). Press **ENTER**. For “today date” only press **ENTER**.
5. Enter folio number. Press **ENTER**.
6. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
7. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

CHECK OUT

1. On *main screen* press **f2/▼** button to go “Transactions Menu”.
2. Scroll with **f2/▼** button and select **CHECK OUT** then press **ENTER** or press **1** button.
3. Press **0** for **ROC NUMBER** or press **1** for **Folio Number**.
4. Enter the information according you selected on step 3. Press **ENTER** then **ENTER** again to confirm.
5. Enter Departure date (MMDD). Press **ENTER**. For “today date” only press **ENTER**.
6. Enter final amount. Press **ENTER**.
7. If a reauthorization is required, press **ENTER** to proceed.
8. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

NO SHOW

1. On *main screen* press **f2/▼** button to go “Transactions Menu”.
2. Scroll with **f2/▼** button and select **NO SHOW** then press **ENTER** or press **2** button.
3. Swipe, insert the customer card or manually enter the card number (15 digits).
4. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
5. Enter amount. Press **ENTER** then **ENTER** again to confirm.
6. Enter folio number. Press **ENTER**.
7. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
8. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

ROOM DEPOSIT

1. On *main screen* press **f2/▼** button to go “Transactions Menu”.
2. Scroll with **f2/▼** button and select **ROOM DEPOSIT** then press **ENTER** or press **3** button.
3. Swipe, insert the customer card or manually enter the card number (15 digits).
4. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
5. Enter amount. Press **ENTER** then **ENTER** again to confirm.
6. Enter arrival date (MMDD) and press **ENTER**. For “today date” only press **ENTER**.
7. Enter departure date (MMDD) and press **ENTER**. For “today date” only press **ENTER**.
8. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
9. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

VOID TRANSACTION

1. On *main screen* press **f2/▼** button to go “Transactions Menu”.
2. Scroll with **f2/▼** button and select **VOID** then press **ENTER** or press **4** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Press **0** for **ROC NUMBER** or press **1** for **Folio Number**.
5. Enter the information according you selected on step 4. Press **ENTER** then **ENTER** again to confirm.
6. Verify the amount and receipt number to be voided. Press **ENTER** to confirm.
7. Terminal displays: “TRANSACTION ACCEPTED” and a receipt prints. Press **ENTER** to print a customer copy.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

For Technical Support:
1-800-AXP-AMEX (297-2639)



REFUND (Credit)

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **REFUND** then press **ENTER** or press **5** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Swipe customer card or manually enter card number (CHIP cards are not allowed for Refunds). Press **ENTER**.
5. Enter 4DBC* (4-digit secure code in front of the card) and if manually, the expiration date (MMYY). Press **ENTER**.
6. Enter refund amount. Press **ENTER** then **ENTER** again to confirm.
7. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

RETAIL TRANSACTION

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **RETAIL TRANS.** then press **ENTER** or press **6** button.
3. Swipe, insert the customer card or manually enter the card number (15 digits).
4. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
5. Enter amount. Press **ENTER** then **ENTER** again to confirm.
6. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
7. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

RESTAURANT TRANSACTIONS

RESTAURANT SALE

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **RESTAURANT TRANS.** then press **ENTER** or press **7** button.
3. Select **RESTAURANT SALE** then Press **ENTER** or press **0** button
4. Swipe, insert the customer card or manually enter the card number (15 digits).
5. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
6. Enter amount. Press **ENTER**.
7. Enter tip amount. Press **ENTER** then **ENTER** again to confirm.
 - a. If tip is not known, press **ENTER** then **ENTER** again to confirm.
8. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
9. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

RESTAURANT ADJUSTMENT

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **RESTAURANT TRANS.** then press **ENTER** or press **7** button.
3. Select **ADJUSTMENT** then Press **ENTER** or press **1** button
4. Enter 6 digits receipt number (ROC#). Press **ENTER** then **ENTER** again to confirm.
5. Enter tip amount. Press **ENTER** then **ENTER** again to confirm.
6. Terminal displays: "ADJUST APPROVED."

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

OFFLINE TRANSACTIONS

CHECK IN OFFLINE:

1. On main screen **press f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **8** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **CHECK-IN OFFLINE** then Press **ENTER** or press **0** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter arrival date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter departure date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter folio number. Press **ENTER**.
11. Enter approval code. Press **ENTER**.
12. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

NO SHOW OFFLINE:

1. On main screen **press f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **8** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **NO SHOW OFFLINE** then Press **ENTER** or press **1** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter folio number. Press **ENTER**.
9. Enter approval code. Press **ENTER**.
10. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

ROOM DEPOSIT OFFLINE:

1. On main screen **press f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **8** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **ROOM DEP.OFFLINE** then Press **ENTER** or press **2** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter arrival date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
9. Enter departure date (**MMDD**) and press **ENTER**. For "today date" only press **ENTER**.
10. Enter approval code. Press **ENTER**.
11. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

RETAIL OFFLINE:

1. On main screen **press f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **8** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **RETAIL OFFLINE** then Press **ENTER** or press **3** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter approval code. Press **ENTER**.
9. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

OFFLINE TRANSACTIONS

RESTAURANT OFFLINE:

1. On *main screen* press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **8** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Select **REST. OFFLINE** then Press **ENTER** or press **4** button
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER**.
8. Enter tip amount. Press **ENTER** then **ENTER** again to confirm.
 - a. If tip is not known, press **ENTER** then **ENTER** again to confirm.
9. Enter approval code. Press **ENTER**.
10. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

CLOSE THE BATCH

1. On *main screen* press **f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **CLOSE BATCH** or press the number besides of this option.
3. Enter password and press **ENTER**.
4. Confirm the sales total and press **ENTER**.
5. The terminal will prompt to confirm the refund total. If it is ok then Press **ENTER**, if not press **CANCEL**.
6. The printer will print the batch reports; confirming the batch was received successfully by the processor.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

Lodging – User Quick Reference Guide – Administrative Reports.

REPRINT BATCH* (up to the last five previous Batches)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Press **ENTER** or press **0** button.
3. Scroll with **f2/f3▼/▲** buttons and select the batch to be reprinted. Press **ENTER**.
4. Wait for terminal to process transaction and print receipt.

* This option will not appear as part of the list if there is not previous batch closed.

REPRINT (Merchant or Customer copy Receipt)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPRINT** then press **ENTER** or press the number besides of this option.
3. Enter the **ROC NUMBER** (shown in the receipt of 6 digits) then Press **ENTER**.
4. Press **1** for **Merchant Copy** or press **1** for **Customer Copy**.
5. Wait for terminal to print a receipt.

REPORTS

PENDING Reports (Authorization transactions – Check In)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Select **PENDING** then Press **ENTER** or press **0** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of Check In transactions.
5. For **DETAIL REPORT** press **1** button, this prints each Check In transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of Check In transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each Check In transaction, press **f2/f3▼/▲** buttons for scrolling.

SUBMISSION Reports (Transactions to be deposited for payment)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **SUBMISSION** or press **1** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of transactions (total amount) to be deposited.
5. For **DETAIL REPORT** press **1** button, this prints each transactions to be deposited like Check Outs, Refunds and offline transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of all the transactions to be deposited like Check Out, Refund and offline transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each transaction to be deposited like Check Outs, Refunds and offline transactions, press **f2/f3▼/▲** buttons for scrolling.

AUDIT DISPLAY (To view all the transactions)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **AUDIT DISPLAY** or press **2** button, this shows on the screen each transaction the machine has in the memory (including voids transactions). Press **f2/f3▼/▲** buttons for scrolling.

Retail – User Quick Reference Guide – Administrative Reports.

REPRINT BATCH* (up to the last five previous Batches)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Press **ENTER** or press **0** button.
3. Scroll with **f2/f3▼/▲** buttons and select the batch to be reprinted. Press **ENTER**.
4. Wait for terminal to process transaction and print receipt.

* This option will not appear as part of the list if there is not previous batch closed.

REPRINT (Merchant or Customer copy Receipt)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPRINT** then press **ENTER** or press the number besides of this option.
3. Enter the **ROC NUMBER** (shown in the receipt of 6 digits) then Press **ENTER**.
4. Press **1** for **Merchant Copy** or press **1** for **Customer Copy**.
5. Wait for terminal to print a receipt.

REPORTS

SUBMISSION Reports (Transactions to be deposited for payment)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **SUBMISSION** or press **0** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of transactions (total amount) to be deposited.
5. For **DETAIL REPORT** press **1** button, this prints each transactions to be deposited like Sales, Refunds and offline transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of all the transactions to be deposited like Sales, Refund and offline transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each transaction to be deposited, press **f2/f3▼/▲** buttons for scrolling.

AUDIT DISPLAY (To view all the transactions)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **AUDIT DISPLAY** or press **1** button, this shows on the screen each transaction the machine has in the memory (including voids transactions). Press **f2/f3▼/▲** buttons for scrolling.

Retail/Restaurant – User Quick Reference for AMEX Terminal (iCT220 model).

SALE (Authorization and Capture)

1. On main Screen swipe, insert the customer card or manually enter the card number (15 digits).
2. If swiped, enter the 4DBC* (4-digit secure code in front of the card). If it is manually then enter the expiration date (MMYY) and the 4DBC*. Press **ENTER**.
3. Enter base amount of bill (amount before tip, if applicable). Press **ENTER** then **ENTER** again to confirm.
4. Enter tip amount, if available, then press **ENTER** then **ENTER** again to confirm.
 - a. If tip is not known, press **ENTER** then **ENTER** again to confirm.
5. If is a Chip Card and PIN is required, enter the PIN # and press **ENTER**.
6. Wait for terminal to process transaction and print receipt. Press **ENTER** to print a customer copy.

ENTRY OF TIP AT A LATER TIME (for Restaurant ONLY)

1. On main screen press **f2/▼** button to go "Transactions Menu"
2. Scroll with **f2/▼** button and select **ADJUST** then press **ENTER** or press **1** button.
3. Enter 6 digits receipt number (ROC#). Press **ENTER** then **ENTER** again to confirm.
4. Enter tip amount. Press **ENTER** then **ENTER** again to confirm
5. Terminal displays: "ADJUST APPROVED."

VOID TRANSACTION

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **VOID** then press **ENTER** or press **2** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Enter 6 digits receipt number (ROC#). Press **ENTER**.
5. Verify the amount and receipt number to be voided. Press **ENTER** to confirm.
6. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

REFUND (Credit)

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **REFUND** then press **ENTER** or press **3** button.
3. Enter password, if transaction is password protected. Press **ENTER**.
4. Swipe customer card or manually enter card number (CHIP cards are not allowed for Refunds). Press **ENTER**.
5. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
6. Enter refund amount. Press **ENTER** then **ENTER** again to confirm.
7. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

OFFLINE TRANSACTION

1. On main screen press **f2/▼** button to go "Transactions Menu".
2. Scroll with **f2/▼** button and select **OFF-LINE TRANS** then press **ENTER** or press **4** button.
3. Select **SALE** then Press **ENTER**.
4. Enter password, if transaction is password protected. Press **ENTER**.
5. Swipe customer card or manually enter card number (CHIP cards are not allowed for Offline Trans.). Press **ENTER**.
6. Enter 4DBC* (4-digit secure code in front of the card) and if is manually, the expiration date (MMYY). Press **ENTER**.
7. Enter amount. Press **ENTER** then **ENTER** again to confirm.
8. Enter tip amount, if available, then press **ENTER** then **ENTER** again to confirm.
 - a. If tip is not known, press **ENTER** then **ENTER** again to confirm.
9. Enter approval code. Press **ENTER**.
10. Terminal displays: "TRANSACTION ACCEPTED" and a receipt prints. Press **ENTER** to print a customer copy.

CLOSE THE BATCH

1. On main screen press **f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **CLOSE BATCH** or press the number besides of this option.
3. Enter password and press **ENTER**.
4. Confirm the sales total and press **ENTER**.
5. The terminal will prompt to confirm the refund total. If it is ok then Press **ENTER**, if not press **CANCEL**.
6. The printer will print the batch reports; confirming the batch was received successfully by the processor.

*4DBC is a four-digit, (non-embossed) number that is printed above the Cardmember Account Number on the face of the Card.

Restaurant – User Quick Reference Guide – Administrative Reports.

REPRINT BATCH* (up to the last five previous Batches)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Press **ENTER** or press **0** button.
3. Scroll with **f2/f3▼/▲** buttons and select the batch to be reprinted. Press **ENTER**.
4. Wait for terminal to process transaction and print receipt.

* This option will not appear as part of the list if there is not previous batch closed.

REPRINT (Merchant or Customer copy Receipt)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPRINT** then press **ENTER** or press the number besides of this option.
3. Enter the **ROC NUMBER** (shown in the receipt of 6 digits) then Press **ENTER**.
4. Press **1** for **Merchant Copy** or press **1** for **Customer Copy**.
5. Wait for terminal to print a receipt.

REPORTS

SUBMISSION Reports (Transactions to be deposited for payment)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **SUBMISSION** or press **0** button.
4. For **TOTAL REPORT** Press **ENTER** or press **0** button, this prints a summary of transactions (total amount) to be deposited.
5. For **DETAIL REPORT** press **1** button, this prints each transactions to be deposited like Restaurant Sales, Transactions Adjusted, Refunds and Offline Transactions, a summary of totals will be print at the end of this report.
6. For **TOTAL DISPLAY** press **2** button, this shows on the screen the summary of all the transactions to be deposited like Restaurant Sales, Transactions Adjusted, Refunds and Offline Transactions, press **f2/f3▼/▲** buttons for scrolling.
7. For **DETAIL DISPLAY** press **3** button, this shows on the screen each transaction to be deposited, press **f2/f3▼/▲** buttons for scrolling.

AUDIT DISPLAY (To view all the transactions)

1. On main screen **press f3/▲** button to go "Administrative Menu".
2. Scroll with **f2/▼** button and select **REPORTS** then press **ENTER** or press the number besides of this option.
3. Scroll with **f2/▼** button and select **AUDIT DISPLAY** or press **1** button, this shows on the screen each transaction the machine has in the memory (including voids transactions). Press **f2/f3▼/▲** buttons for scrolling.