



# USER GUIDE Ingenico ICT220 or ICT250

## Setting up

1. Connect the terminal's power cable and plug it into the wall, ensuring the wall socket is on.
2. Plug the phone cable into the IN port.
3. Plug the Ethernet cable into the ETH port.

## Logging on

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

1. Select Menu
2. Select option 4 – ACTIVATA ADMIN MENU
3. Select option 1 – LOGON
4. After logon is accepted, press CANCEL

## Security

After a logon or settlement cutover, you'll be required to enter a PIN. If you have a merchant card, you'll be required to enter your PIN with every transaction. The default PIN is 12369, which can be changed if required. To change the PIN or the security level on your terminal, please contact Activata customer care.

### PAYMENT FIRST

For your security, ensure you receive confirmed payment BEFORE processing any Activata transaction.

## Selling mobile top ups

1. Press MENU from the idle screen
2. Select option 5 – ACTIVATA TRANS MENU
3. Select option 1 - VOUCHER
4. Select Voucher Type
5. Select the desired amount from the available amounts
6. The terminal will print the top up voucher. To print your copy of the receipt, select ENTER when prompted, else press CANCEL



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### Selling phone cards

1. Swipe the phone card through the terminal's magstripe reader
2. If this is a brand new card, select ISSUE or select RECHARGE to top up a card that has previously been used
4. If this is an ISSUE transaction, select the desired amount from the options displayed by pressing the corresponding numeric key and then press ENTER. If this is a RECHARGE, 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 'Recharge Supplied' 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, select ENTER when prompted, else press CANCEL

### Reprinting a receipt

1. Press MENU from the idle screen
2. Select option 4 – ACTIVATA ADMIN MENU
3. Select option 2 - ADMN
4. Select option 1 – REPRINT RECEIPT

### Reconciling your terminal and printing your weekly invoice

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 MENU from the idle screen
2. Select option 5 – ACTIVATA TRANS MENU
3. Select option 3 - SETTLE

### 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. Cutting over the terminal more frequently will cause inaccurate data to be displayed.*

### Loading paper into your terminal

The printer expects a roll of 57x38 thermal paper (that is, 57mm wide, and up to 38mm reel diameter).

1. Open the lid of the printer
2. Hold the paper reel, so that at least a few inches of the paper are feeding out from underneath the reel and coming towards you
3. Ensure the roll has located itself on the plastic hubs and can spin freely
4. Hold the flap of paper down over the screen, and close the lid of the printer
5. Release the paper, and make sure the printer lid is firmly pressed down