



Id	Property
1	Receipt printer / hatch for receipt printer
2	Status indicator (NFC, power etc.)
3	Display
4	Magnetic stripe card reader
5	Keyboard (0-9 + function buttons)
6	Chip card reader
7	Abort
8	Edit / Erase / Back / Signature purchase
9	Enter / Yes / Approve / Accept

## Installation

1. Flip the terminal over.
2. Remove the battery cover.
3. Insert the battery. Make sure that the bevelled corner on the battery aligns with the bevel in the terminal.
4. Refit the battery cover.
5. Start the terminal by holding down the red key for 4-5 seconds.
6. Insert receipt paper by opening the receipt hatch. Position (1) on the image to the left.
7. Connect the terminal to the network and configure the terminal-id according to the steps described in the full manual.

## Payment

1. Start a card payment by selecting option **[1] Purchase** on the terminal home screen.
2. Enter the amount with the keyboard that should be debited. Accept the value with the green key.
3. A separate screen will be shown if tipping is enabled. The customer is asked to enter the total amount (debit amount + tip).
4. Ask the customer to follow the instructions on the screen.
5. When a purchase has been approved two receipts will be printed. One for the customer and one for the merchant. Save the receipt for future reference.

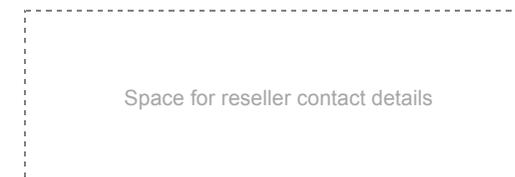
## Reversal

Reversal can only be carried out on the most recent transaction, provided that the batch has not been closed yet. If these requirements are not met then a refund will have to be used instead.

1. Select **[3] Reversal** from the menu.
2. Enter the password that you were handed along with the terminal-id.
3. When the password has been entered the reversal will be performed.
4. Two receipts will be printed. One for the customer and one for the merchant. Save the receipt for future reference.

## Refund

1. Select **[2] Refund** from the main menu.
2. Enter the password that you were handed along with the terminal-id.
3. Enter the amount with the keyboard that should be returned.
4. Ask the customer to follow the instructions on the screen.
5. When the refund has been approved two receipts will be printed. One for the customer and one for the merchant. Save the receipt for future reference.



## Reconciliation

1. Select **“more”** from the main menu.
2. Select **[1] Close batch**
3. Perform the close batch by pressing the **“OK”** button.
4. The reconciliation is performed and a report will be printed. Save the report for future use.

## Tip handling

Tipping is a function mainly used in the catering- and restaurant industry. Tip cannot be adjusted retrospectively; the customer can only register it during a card payment.

Follow below steps to activate tip in your terminal:

1. Select **“more”** from the main menu.
2. Select **[2] Terminal setup menu**
3. Select **“more”** once again
4. Now select **[1] Tipping**
5. A question is shown whether you want to activate or deactivate the function. Select **“Yes”** or **“No”** depending on what you want to achieve.

## Decimals: On or Off

1. Select **“more”** from the main menu.
2. Select **[2] Terminal setup menu**
3. Select **“more”** once again.
4. Now select **[2] Use decimals**
5. A question is shown whether you want to activate or deactivate the function. Select **“Yes”** or **“No”** depending on what you want to achieve.

## Change the receipt texts

Please contact your reseller. In the case where you have access to the administration portal you can change these settings there.

## Cleaning

Our recommendation is to clean your payment terminal at least once (1) a month. The cleaning should include:

- Cleaning of the magnetic stripe- and chip card reader, with a cleaning card for this purpose.
- Cleaning of the other terminal parts with an anti static cloth.

In cases where there are harder stains, they can be wiped up with a slightly damped cloth. Please note that cleaning liquids is not allowed.

### Important information

This terminal is approved according to PCI PA-DSS and it is therefore important that you take part of the implementation guide that describes how you implement and use the terminal accordingly.

The easiest way to access the implementation guide is by downloading it from the following webpage:  
<http://www.westint.se/pci>

If you have any questions related to this information then please contact your reseller.



## Quick guide WestInt T103P