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Thank you for choosing our iCT250 (SIPA) semi-integrated retail solution.

We recommend you read this guide carefully as it will provide you with the necessary safety precautions, installation and maintenance information.

What is Included in the Package?

**HARDWARE OPTIONS**

We recommend that you **USE ONLY THE POWER SUPPLY INCLUDED** in the box of supplies in the box with the product and only allowing an authorized person to perform maintenance on your terminal.

- Ingenico iCT250 Terminal (ICT250IPP)
- iCT250 Power Supply (IWLPWRSUP)
- iCT250 Quick Reference Card
- 1 roll of paper (PAPER-FD400)
- 1 standard 7 ft ethernet cable

If there is anything missing from your package or you would like to reorder additional items, contact **FIRST DATA MERCHANT SERVICES** at **1-888-263-1938**.

**VIEW MID, TID, SERIAL NUMBER AND IP ADDRESS**

1. From the First Data ADMIN | TRANS screen press the F key.
2. Scroll down and select First Data.
3. Enter password (the default is 222222) and press the green OK key.
4. Select F4 for SETTINGS.

The next screen will show the terminal’s TID, MID, SN and IP.
Setting up the Terminal

YOUR TERMINAL WAS LOCKED BEFORE IT WAS SHIPPED. To unlock the terminal, contact FIRST DATA MERCHANT SUPPORT between 8:00am – 11:00pm EST Monday to Saturday using the number located on your terminal.

The installation is depended on the integration with your RETAIL POS/ECR SYSTEM.

INSTALL THE PAPER ROLL

Your terminal is supplied with one paper roll. Use only the paper approved by the manufacturer. The use of unsuitable paper is likely to damage the printer of our terminal.

To order additional paper rolls, contact FIRST DATA MERCHANT SERVICES at 1-888-263-1938.

The terminal only prints a receipt when the terminal is in Stand-Alone Mode. When in Integrated Mode, the POS/ECR prints the receipts.

<table>
<thead>
<tr>
<th>Paper Type:</th>
<th>Paper thermal colour White</th>
</tr>
</thead>
<tbody>
<tr>
<td>Width:</td>
<td>56 mm (2.2 in.)</td>
</tr>
<tr>
<td>Length:</td>
<td>17 m (approx. 56 ft.)</td>
</tr>
<tr>
<td>Diameter:</td>
<td>40 mm max. (1.6 in)</td>
</tr>
<tr>
<td>SKU:</td>
<td>PAPER-FD400</td>
</tr>
</tbody>
</table>

To install the paper roll:

1. Open the paper compartment by lifting the catch located at the read of the terminal and pull the cover to the rear as seen in the diagrams below.

2. Pull the paper up to the top of the terminal and hold it in this position.
3. Hold the paper and close the lid.
4. Press the top of the lid in the center as shown by the arrow until it clips in position.

When the paper roll is nearing the end, a red line will appear on the paper, this indicates that the paper roll must be replaced.

INSTALL AND CONNECT

Install the terminal on a flat surface, with an easy access to an electrical outlet. Place the terminal away from any heat surface and protected from dust, video terminals, anti-shoplifting barriers, etc.

POWER ON AND POWER OFF YOUR TERMINAL

To power on or power down the iCT250, connect or disconnect the power supply from the electrical outlet.

Ensure you connect the iCT250 to an electrical outlet that:

- is located near the equipment and easily accessible and;
- meets Canadian standards and regulations.

RESTART YOUR TERMINAL

To restart your terminal, press the yellow (correct button) and the pound key (#).
Configuring Software Preferences

The terminal’s SERIAL NUMBER can be found on the sticker on the back cover of the terminal.

CHANGE YOUR ADMINISTRATOR PASSWORD

We HIGHLY RECOMMEND THAT YOU CHANGE THE DEFAULT ADMIN PASSWORD as soon as you can and keep the new password in a safe and secure place.

The terminal provides you the ability to password-protect certain functions that you do not wish your staff to access.

If you enter your ADMINISTRATOR password incorrectly 5 times in a row at any time, YOUR TERMINAL WILL LOCK and you will need to contact FIRST DATA MERCHANT SERVICES at 1-888-263-1938 to have the password reset.
TO CHANGE YOUR ADMINISTRATOR PASSWORD:

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Scroll down and select 9 - PWD CONFIG.
3. Select 2 - SET ADMIN PWD.
4. Enter your ADMIN password.
5. Enter a new 6 digit ADMIN password and press the green OK key.
6. To confirm your new password, enter the same 6 digit ADMIN password again on the SET ADMIN PWD REPEAT screen and press the green OK key.
   You will see the ADMIN PASSWORD CHANGED screen.
7. Press the green OK key to continue.

We suggest that you write your new ADMIN password in the back of this guide and lock the guide in a safe and secure place.

CHANGE YOUR MERCHANT PASSWORD

We HIGHLY RECOMMEND THAT YOU CHANGE THE DEFAULT MERCHANT PASSWORD as soon as you can and keep the new password in a safe and secure place.

To access the certain merchant specific functions such as REFUNDS or VVOIDS, you will need to enter your MERCHANT Password. **THE DEFAULT MERCHANT PASSWORD IS 0000.**

If you enter your MERCHANT PASSWORD incorrectly 5 times in a row at any time, YOUR TERMINAL WILL LOCK and you will need to contact one of our FIRST DATA MERCHANT SERVICES at 1-888-263-1938 to have the password reset.

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Scroll down and select 9 - PWD CONFIG.
3. Press 1. SET MERCH PWD and enter your Merchant Password (the default is 0000).
4. Enter your new Merchant Password and press the green OK key.
5. To confirm your new password, enter your new MERCHANT password again on the SET MERCH PWD REPEAT screen and press the OK key.
You will see the MERCHANT PASSWORD CHANGED screen.

6. Press the green OK key to continue.

   We suggest that you write your new MERCHANT password in the back of this guide and lock the guide in a safe and secure place.

7. Back all the way out to the First Data screen by pressing the red cancel button.

   You will be prompted for a password.

8. Enter your Administrator Password.

   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

**TURN ON TIP FUNCTIONALITY**

If you turn on the tip functionality, the terminal will prompt for the customer to enter a tip amount on each transaction entered.

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Select 3 for SETUP.
3. Select 1 of OPTIONS.

   Enter your Administrator password (the default is 222222) and press the green OK key.

4. Select YES (F4) for Tip Option.
5. Back all the way out to the First Data screen by pressing the red cancel button.

   You will be prompted for a password.

6. Enter your Administrator Password.

   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

**ADJUST TIP PERCENTAGES**

You are able to change the TIP presets. The current TIP presets are: Tip Preset 1 = 10% and Tip Preset 2 = 15%.

**To change the TIP percentages:**

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.

You will see the TIP OPTIONS screen.

3. Press the green OK key to change the TIP options.

4. For TIP PRESET 1, the default is 10%.

5. Use the keypad to change the Tip Preset.

Press the key with the number or letter you wish to use until you see the number/letter you need and then press the next number/letter until you have the name changed. To correct an entry, press the yellow correction key.

6. Press the green ENTER key to set the preset.

You will see the TIP PRESET 2 screen.

7. For the TIP PRESET 2, the default is 15%. Use the keypad to change the Tip Preset.

Press the key with the number or letter you wish to use until you see the number/letter you need and then press the next number/letter until you have the name changed. To correct an entry, press the yellow correction key.

8. Press the green OK key to set the second preset.

The percentages have been changed.

9. Back all the way out to the First Data screen by pressing the red cancel button.

You will be prompted for a password.

10. Enter your Administrator Password.

You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

SET THE TERMINAL’S STATIC IP INFORMATION

The POS/ECR solution uses TCP IP to communicate with the terminal therefore it is necessary that the terminal sets a static IP so that the POS/ECR can always communicate with the terminal.

Your IT Team will provide you with your IP information.

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.

2. Press 3 for SYSTEM SETUP.
3. Select 3 for SYSTEM SETUP
4. Enter your Administrator password (the default is 222222) and press the green OK key.
5. Press the green ENTER button and you will see the COMMS MODE.
6. Select F4 for ETHERNET and select 1 for DNS SETUP.
7. Select NO (F1) for Automatic DNS and press the green OK key.
8. Enter Primary DNS Address and press the green OK key.
9. Enter Secondary DNS Address and press the green OK key.
10. Select 2 for TERMINAL SETUP.
11. Select 3 for STATIC and enter the IP address and press the green OK key.
12. Enter your MASK ID and press the green OK key.
13. Enter your GATEWAY ADDRESS and press the green OK key.
14. Back all the way out to the First Data screen by pressing the red cancel button.
   You will be prompted for a password.
15. Enter your Administrator Password.
   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

**REMOVE REFUND AND VOID PASSWORD PROMPTS**

By default, Refund and Void transactions always prompt for a password before the transaction can be entered.

If you want to remove password prompts for Refund and/or Void transactions, follow the steps below:

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Scroll down and select 9 for PWD CONFIG.
3. Select #4 for FINAN PWD CFG
4. Enter your Administrator PWD.
5. Set Refund to NO (F1) and press the green OK key.
6. Set Void to NO (F1) and press the green OK key.
7. Back all the way out to the First Data screen by pressing the red cancel button.
   You will be prompted for a password.

8. Enter your Administrator Password.
   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

**UPDATE YOUR RECEIPT FOOTERS**

The terminal is programmed with the following default receipt footer:

Thank you.
Please come again.
www.firstdata.ca

**TO CHANGE THE FOOTER PRESETS:**

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.

2. Scroll down and select 5 for Print Setup.

3. Use the green OK key and scroll through until you see the Footer #1 + OK screen.

4. Use the keypad to change the preset.
   Press the key with the number or letter you wish to use until you see the number/letter you need and then press the next number/letter until you have the name changed. To correct an entry, press the yellow correction key.

5. Press green OK key when you are done.
   You will see the Footer #2 + OK screen.

6. Use the keypad to change the Preset.
   Press the key with the number or letter you wish to use until you see the number/letter you need and then press the next number/letter until you have the name changed. To correct an entry, press the yellow correction key.

7. Press green OK key when you are done.
   You will see the Footer #3 + OK screen.

8. Use keypad to type in text - press the key with the letter you wish to use until you see the letter you wish to use.

9. Press green enter key when you are done.
10. Back all the way out to the First Data screen by pressing the red cancel button. You will be prompted for a password.

11. Enter your Administrator Password. You will see the First Data Welcome | Bienvenue screen.

Daily Use

CORRECT KEY ENTRIES
If you make a mistake when entering numbers or letters on the terminal, press the YELLOW BACK key until the letters or numbers are removed and re-key the correct entry.

SWITCH TO FRENCH LANGUAGE MODE
1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
3. Enter your Admin Password and scroll using the green OK key until you see the MERCHANT LANG screen.
4. Press F4 to select FRENCH. The terminal’s menus will be switched to French.
5. Press the YELLOW BACK key to go back to the language options screen or press the RED CANCEL key repeatedly to take you back to the main menu.

CLEANING THE TERMINAL
Before you clean the terminal, make sure that you unplug all the wires from the terminal.

TO PROPERLY CLEAN THE TERMINAL:
» Use a soft cloth that is very slightly soaked with slightly soapy water to clean the outside of the terminal.
» Do not clean the electrical connections.
» Do not use solvents, detergents or abrasive products.
» Avoid exposing the terminal to the direct rays of the sun.
» Do not put anything into the slot of the smart card reader.
PRINT THE TERMINAL CONFIGURATION REPORT

The Terminal Configuration Report will print the terminal’s application and OS versions, ID and phone numbers, option settings, as well as password, printer and timeout settings.

TO PRINT A TERMINAL CONFIGURATION REPORT:

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Press 2 - Reports to enter the REPORTS menu.
3. Press the number 4 key to print the TERM CFG.
4. Enter your MERCHANT Password and press the GREEN OK key. The Reports section is password protected unless the default settings are changed.
   The Terminal Configuration Report will print.
5. Back all the way out to the First Data screen by pressing the red cancel button.
   You will be prompted for a password.
6. Enter your Administrator Password.
   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.

PRINT THE EMV PARAMETER REPORT

The EMV PARAMETER REPORT prints the EMV parameters that are associated with your terminal.

TO PRINT AN EMV PARAMETER REPORT:

1. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
2. Press 2. Reports.
3. Press 5. EMV PARAMETERS.
   The EMV PARAMETERS Report will print.
4. Back all the way out to the First Data screen by pressing the red cancel button.
   You will be prompted for a password.
5. Enter your Administrator Password.
   You will see the First Data Welcome | Bienvenue screen and your changes will take affect.
SWITCH TO STANDALONE MODE
FROM INTEGRATED MODE

To troubleshoot an issue, we recommend that you put it in Stand Alone Mode. If the terminal is able to perform its functions, then the problem you are encountering is related directly to the ECR/POS solution you are using.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press Green OK key, cycle through to INTEGRATED MODE, pressing YES. The terminal is now in Stand Alone Mode.

SWITCH TO INTEGRATED MODE
FROM STANDALONE MODE WITH POS INTEGRATION

Before you switch to Integrated Mode, ensure your POS provider is compatible.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press Green OK key, cycle through to INTEGRATED MODE, pressing YES.
5. Device will reboot into INTEGRATED MODE.

TURN ON CONTACTLESS

1. From the First Data ADMIN | TRANS screen, Press F key.
2. Select 0. TELIUM MANAGER.
4. Select Parameters.
5. Press F2 (down arrow) to Contactless.
6. Press Green OK button.
7. Press F2 to select Yes.
8. Press Green OK button for Internal.
9. Press Red X button to return to standalone mode.

**KEY EXCHANGE - DEBIT**
1. From the First Data ADMIN | TRANS screen, press F1 for ‘ADMIN’
2. Select 4 KEY EXCHANGE
3. The device will communicate with the First Data Network

**KEY EXCHANGE - EMV**
1. From the First Data ADMIN | TRANS screen, press F1 for ‘ADMIN’
2. Select 4 KEY EXCHANGE
4. Press 1. EMV KEY DLL
5. Press Green O button
6. The device will communicate with the First Data Network
7. A successful notification will be displayed on the screen and return to Standalone mode.

**Features only for Integrated Mode**

**SELECT YOUR POS**
When in integrated mode, you can select the POS your terminal will connect

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press the green OK key to cycle through to ENTER POS TYPE.
5. The ICT250 default integration with First Data. enter 8.
** For Sharp Cash Register Integration with First Data enter: 3

Check with your POS provider for integration and compatibility before setting the parameters below.

**ENABLE HEARTBEAT**

When in integrated mode, you can select to enable the terminal’s heartbeat.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press green OK key to cycle through to ENABLE HEARTBEAT YES| NO.

**AUTOSETTLEMENT**

When in integrated mode, you can select to autosettle your terminal.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press the green OK key to cycle through to AUTO SETTLEMENT.
5. By default this feature is turned off, indicated by 0000.
6. To enable, change to desired auto settlement time in the format of 24 hour clock.
   Example: HHMM
   0200 for 2:00AM
   1400 for 2:00PM
   2330 for 11:30 PM
PERFORM SOFTWARE DOWNLOAD

This feature should only be performed under the direction of your First Data representative.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press green OK key to cycle through to PERFORM SOFTWARE DOWNLOAD and press ENTER.
5. The device will reach out to the First Data terminal management system and download the scheduled package.

PRINT RECEIPTS ON TERMINAL

When in integrated mode, you can choose to print the receipt only on the POS or both the POS and the terminal.

1. From the Welcome | Bienvenue screen press F2 then F3 quickly. You will be prompted for a password.
2. Enter your Administrator password (the default is 222222) and press the green OK key.
3. Select F4 for Settings.
4. Press green OK key to cycle through to RECEIPT COPIES ON TERMINAL.
   » YES – To print on both the TERMINAL AND POS
   » NO - To print on the POS only

MANUAL SETTLEMENT STEPS

When in Integrated mode, the POS/ECR controls when the terminal is settled. If there is a problem, you can settle each terminal independently using the steps listed below.

5. From the First Data ADMIN | TRANS screen, press F1 for ADMIN.
6. Select 1 for SETTLEMENT.
7. Enter your Administrator Password.
8. Terminal will print Summary Report.
9. Terminal will prompt the option to print the Details Report.
10. Terminal will complete Settlement.
11. Terminal will reboot.

**UNLOCKING A LOCKED TERMINAL**

If you enter your ADMINISTRATOR or MERCHANT password incorrectly 5 times in a row, your terminal will lock and you will need to contact FIRST DATA MERCHANT SERVICES at 1-888-263-1938.

**Troubleshooting**

The table below includes the most common codes displayed on the terminal. If the code you see is not listed below, RETRY THE TRANSACTION.

To reduce chargebacks, avoid keying transactions when the card is present. Instead, ask for another method of payment.

<table>
<thead>
<tr>
<th>ERROR</th>
<th>DESCRIPTION</th>
<th>WHAT TO DO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Password locked out. Press Enter</td>
<td>More than 5 invalid attempts have been made to enter the ADMIN password.</td>
<td>To reset the password and unlock the terminal, contact FIRST DATA MERCHANT SUPPORT using the number located on the sticker on the back of your terminal.</td>
</tr>
<tr>
<td>Pin tries exceeded</td>
<td>The chip card has recorded too many invalid PIN entry attempts</td>
<td>Request another form of payment.</td>
</tr>
<tr>
<td>Batch near max settle batch</td>
<td>The batch capacity of the terminal is nearly full.</td>
<td>Complete the transaction and settle as soon as possible.</td>
</tr>
<tr>
<td>Can’t read chip swipe allowed remove card</td>
<td>A chip card was inserted in the chip reader but could not be read.</td>
<td>The card can now be swiped on the terminal.</td>
</tr>
</tbody>
</table>
PIN PAD, SETTLEMENT AND FUNDING SUPPORT
If you require assistance with your First Data pin pad, or you have funding and/or settlement questions, contact FIRST DATA MERCHANT SERVICES at 1.888.263.1938.

MISSING HARDWARE OR REPLACEMENTS
If there is anything missing from your package or you require a replacement or accessories, contact FIRST DATA MERCHANT SERVICES at 1-888-263-1938.

POS/ECR VENDOR, RESELLER OR DEALER
Your POS/ECR VENDOR, RESELLER OR DEALER is responsible for integrating the iCT250 terminal into your existing or new ECR/POS as well as providing support for your solution.

FOR BEST SUPPORT
Record the numbers below for your reference. If you need to contact First Data Support, these numbers will help the support team to better assist you.

Merchant ID (MID)

Terminal ID (TID)

Terminal Serial Number

ADMIN Password

MERCHANT Password

SERVER Numbers and Passwords (Optional)


