iWL252 Bluetooth Overview

The iWL252 Bluetooth terminal is programmed to provide a secure, wireless payment solution that allows merchants to take payments via bluetooth anywhere within their restaurant or retail location.

You can use the terminal as a stand-alone terminal or integrate with a Restaurant Management System (RMS) or Point of Sale (POS) System.

If the terminal is to be used in an integrated solution, the RMS OR POS DEALER/VENDOR is responsible for integrating the iWL252 into the existing or new RMS/POS.

The First Data Semi-Integrated Solution includes the First Data Pay at the Table application loaded on the wireless iWL252 Bluetooth terminal, the terminal’s Bluetooth communication base and the RMS/POS configured with the TMC Gateway Interface (TGI).

This Quick Setup Guide will help you set up your terminal and understand your terminal’s features and functionality. For details about how to process the available transaction types, please refer to the Quick Reference Guide included in the terminal’s box.

Best Practices

- Use a power bar with surge protection to power your terminals.
- Ensure the terminal’s base is plugged into a dedicated Ethernet cable, and is powered up at all times. Failure to do so will prevent transactions from being processed and prevent your terminal from receiving important security updates during non-business hours.
- Keep your terminal away from areas that radiate heat, wet environments, metal objects such as mirrors or metal doors.
- If the terminal display is black, press any key to wake it.
What is Included in the Package?

HARDWARE OPTIONS

Up to 4 iWL252 terminals can be used with each Bluetooth communication base. The configuration and number of terminals and communication bases is dependent on your location’s configuration.

The items below can be reordered by calling your FIRST DATA MERCHANT SERVICES REPRESENTATIVE at 1-888-263-1938.

- iWL252 Bluetooth terminal (IWL252IPP)
- iWL252 Bluetooth terminal power supply (IWLPWRSUP)
  5VDC 1A AC power adapter
- iWL252 Bluetooth Communication Base (Cradle) (IWLBTBASE)
- iWL252 Bluetooth Communication Base power supply (19201062)
  Interchangeable International power supplies are also included.
- One standard Ethernet cable (7 feet in length)
- 5 replacement iWL252 paper rolls (PAPER-FD400)
- The iWL252 Bluetooth Pay at the Table Quick Reference Guide
- The iWL252 Bluetooth Pay at the Table Quick Setup Guide

If there is anything missing from your package, please call your FIRST DATA MERCHANT SERVICES REPRESENTATIVE at 1-888-263-1938.
Setting up the Hardware

THE TERMINAL IS SHIPPED IN A LOCKED STATE. You must call our FD Help Desk at 1-888-263-1938 to have the terminal unlocked before you can use it.

And, if you will be INTEGRATING your terminal with your existing or a new RMS/POS RESELLER/DEALER, the installation will be depended on the integration.

The instructions below are for merchants connecting a stand alone terminal.

1 CONNECT THE ROUTER
Plug one end of Ethernet cable into your router or into the network socket connected to your router. Plug the other end into the back of the Bluetooth communication base.

2 CONNECT THE POWER AND TURN ON THE DEVICE
1. Plug in the terminal base’s power cord into the terminal’s communication base. Plug the other end of the power cord into a power bar with surge protection and plugged into a wall outlet. By default, the device turns on in INTEGRATED MODE.
2. Press and hold the GREEN key to power on the device.
3. When turned on, you will see the TERM#0001 SWIPE/KEY SERVER screen. Press the F1 key to switch the terminal to Stand Alone mode (This mode is used without an RMS/POS system).
4. On the ENTER PASSWORD screen, enter the terminal’s ADMIN PASSWORD. The default admin password is 222222. Once entered correctly, the terminal will display the FIRST DATA WELCOME screen and the terminal will be in STAND ALONE mode.
5. To switch back to INTEGRATED MODE, press the RED CANCEL key on the device and enter the ADMIN PASSWORD.

3 PAIR THE TERMINAL WITH ITS BASE
Your terminal will arrive paired with its Bluetooth communication base. The serial number of the base that the device is currently paired can be found on the device’s status bar. For example, the serial number for our sample device is 21694610. This serial number can also be found on a sticker on the back of the base.
4 SET THE DEVICE’S DATE AND TIME

You will need to set the device’s time to match your time zone so that your receipt prints out correctly. The device’s time can ONLY BE SET TO MILITARY TIME (24 hour clock) and cannot be changed to standard time at this time.

The Time/Date procedures will not appear if there is a open batch on the terminal.

1. From the WELCOME screen, press the ADMIN key.
3. Enter your Administrator password. The default password is 222222. You will then see the SYSTEM SETUP screen.
4. Enter the updated date using the device’s keyboard, keeping the format YYYYMMDD and press the GREEN ENTER key.
5. Enter the time using the device’s keyboard, keeping the format HH:MM in military (24 hour) time and press the GREEN ENTER key.
6. Press the RED CANCEL key 3 times to return to the main Welcome screen.

5 CHARGE THE BATTERY COMPLETELY

Before using the terminal for the first time, charge the battery until the battery charge icon shows 5 bars, indicating the battery is fully charged. FULLY CHARGING THE TERMINAL FOR THE FIRST TIME TAKES APPROXIMATELY 4-6 HOURS.

We recommend you use only the battery pack and power adaptor supplied with your iWL252 terminal. Although some adaptors look like they fit and plug into the base properly, they may damage the base.

There are a NUMBER OF FACTORS THAT AFFECT HOW QUICKLY THE BATTERY DRAINS: length of time off the base; number of transactions; number of seconds before the SLEEP MODE activates; and time between transactions.

To charge the battery correctly:

1. Place the terminal on the base.
2. Ensure the base is plugged into a wall outlet.
It is also possible to charge the terminal using the Micro USB port on the terminal as seen in the image below.

BATTERY POWER

The battery delivers approximately 650 transactions on a single charge. If the battery status is too low, the terminal displays a low battery warning and it is not possible to perform any transaction or administrative functions.

The terminal displays a warning indicating a low battery when the battery level is approximately less than 7% and the terminal is not powered by the base or its charging cord. The terminal displays the battery status in the form of an icon containing from one to five bars:

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

1 bar represents from 1% to 20% of full capacity.
2 bars represent from 21% to 40% of full capacity.
3 bars represent from 41% to 60% of full capacity.
4 bars represent from 61% to 80% of full capacity.
5 bars represent from 81% to 100% of full capacity.

COMMUNICATION OR CHARGING BASE

When the iWL252 terminal is placed on a base, whether it is a communication base or charging base and the base is plugged in, or the terminal is plugged into its USB charger, a plug icon will display on the terminal to indicate the base is powered on. If the battery requires charging, the base will commence charging the battery.

**KEEP IN MIND:** Every one or two months, allow the terminal to show the low battery warning and shut down (exhaust the battery charge completely) and then fully charge the battery to extend the battery life.

Batteries that are not used for extended periods of time without charging
gradually self-discharge. To prolong the life of batteries not used for long periods of time, store them at room temperature and charged to 2 or 3 bars. Check the charge level every couple of months and recharge to 2 or 3 bars when needed.

6 CHANGING THE ADMINISTRATOR PASSWORD

The iWL252 Bluetooth terminal provides merchants the ability to password-protect certain functions they do not wish their staff to access.

To access the Administrative functions on the device such as TIP OPTIONS, you will need to enter the Administrator (ADMIN) Password. THE DEFAULT ADMIN PASSWORD IS 222222.

If you enter your ADMINISTRATOR password incorrectly 5 times in a row, YOUR TERMINAL WILL LOCK and you will need to contact the First Data Canada HELP DESK at 1-888-263-1938 to have the password reset.

To change your ADMIN password:

1. From the WELCOME screen, press the key to access the ADMIN menu and then select 9 - PWD CONFIG.
2. Press 2 key on your keyboard to access the SET ADMIN PWD screen.
3. Enter the current ADMIN password. A new terminal’s ADMIN password is 222222 by default. You will then see the following screen:

```
SET ADMIN PWD
NEW PASSWORD + OK
******
```

4. Enter your new 6 digit ADMIN password and press the GREEN ENTER key. You will be asked to re-enter your new password.
5. Enter your new 6 digit ADMIN password and press the GREEN ENTER key. You will briefly see a screen that confirms your ADMIN password has changed.

We suggest that you write your new ADMIN password in the For Your Reference section of this guide and lock the guide in a safe place.
7 CHANGING THE MERCHANT PASSWORD

To access the certain merchant specific functions such as REFUNDS or Voids, 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, **YOUR TERMINAL WILL LOCK** and you will need to contact the First Data Canada HELP DESK at 1-888-263-1938 to have the password reset.

1. From the WELCOME screen, press \(\text{ }\) to access the ADMIN menu and then 9 - PWD CONFIG.

2. Press 1. SET MERCH PWD and enter your current Merchant Password. A new terminal’s MERCHANT PASSWORD is 0000 by default. You will then see the following screen:

   SET MERCH PWD
   NEW PASSWORD + OK
   ******

3. Enter your new 4 digit Merchant Password and press the GREEN ENTER key. **You will be asked to re-enter your new password.**

4. Enter your new 4 digit Merchant Password and press the GREEN ENTER key. **You will briefly see a screen that confirms your Merchant Password has changed.**

   We suggest that you write your new MERCHANT Password in the For Your Reference section of this guide and lock the guide in a safe place.

8 ADDING, DELETING OR MODIFYING SERVER IDS

Each Server ID can contain from one to 6 numbers. And, each SERVER ID can also be password protected. These are not configured by default.

1. From the WELCOME screen, press \(\text{ }\) to access the ADMIN menu

2. Press 3. SETUP and press 4. SERVER SETUP.

3. Enter your MERCHANT PASSWORD and press the GREEN ENTER key. **The Server Setup section is password protected by default.**
To add a Server ID:

1. Press 1. ADD, enter the Server ID and press the GREEN ENTER key. In our example, we have added Server ID 8. Enter a Server Password (if required) and press the GREEN ENTER key. You will see a confirmation screen as seen below.

   ID 0000000008
   ADDED
   PRESS OK to CONT

To delete a Server ID:

Server IDs cannot be deleted when a batch is open. CLOSE THE BATCH and then delete the Server ID you want to delete.

1. Press 2. DELETE and press the GREEN ENTER key.
2. Enter the Server ID and press the GREEN ENTER key. In our example, we deleted Server ID 8. You will see a confirmation screen as seen below.

   ID 0000000008
   DELETED
   PRESS OK to CONT

To modify a Server ID:

SERVER IDS CANNOT BE MODIFIED. To modify a Server ID or Server Password, simply delete the Server ID you want to modify and then add another.

9 PRINTING DEFINED SERVER IDS

The PRINT function prints the Server IDs that have been defined on the terminal.

1. From the WELCOME screen, press  to access the ADMIN menu.
3. Enter your Merchant Password and press the GREEN ENTER key.
4. The Server Setup section is password protected unless the default settings are changed.
5. Press 3 on the keyboard to print the Server IDs you already have defined on your terminal. Below is a sample print of the report.

```
SERVER ID REPORT
Nov 6, 14
DEFINED SERVER IDS
-----------------------------
000001                000002
000003
```

10. **SETTING OR REMOVING SERVER ID PASSWORDS**

If you would like to password protect each Server’s transaction, you can activate the password function. Once activated, a SERVER PASSWORD will be requested when a server uses the device to process transactions.

1. From the WELCOME screen, press **µ** to access the ADMIN menu.
3. Enter your ADMIN PASSWORD and the GREEN ENTER key.
4. Press the GREEN ENTER key until you see the following screen:

```
OPTIONS
SERVER PASSWORD
NO       YES
YES
```

**TO ADD A SERVER PASSWORD REQUEST** before each transaction, press the **µ** key. Now, each time a server runs a transaction (sale, pre-auth, etc), the Server will be asked to enter his or her Server Password.

**TO REMOVE THE SERVER PASSWORD REQUEST** at each transaction, press the **µ** key.

11. **CHANGING THE DEFAULT TIP PERCENTAGES**

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

The third option that can be chosen by the customer is OTHER; allowing the customer to enter his or her own tip percentage.
To change the TIP percentages:

1. From the WELCOME screen, press \( \text{ \text{ } } \) to access the ADMIN menu.
3. Press 1. Options and key in your ADMIN Password + OK.
   
   You will see the TIP OPTIONS screen. The tip options are active.

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>TIP OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td>NO</td>
<td>YES</td>
</tr>
</tbody>
</table>

4. Press the GREEN ENTER key. You will see the following screen:

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>TIP PRESET 1 + OK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

5. Enter the percentage you wish for the first preset and press the GREEN ENTER key. You will see the following screen:

<table>
<thead>
<tr>
<th>OPTIONS</th>
<th>TIP PRESET 2 + OK</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15</td>
</tr>
</tbody>
</table>

6. Enter the percentage you wish for the second preset and press the GREEN ENTER key. The percentages have been changed.

7. Press the RED CANCEL key three times to return to the main Welcome screen.
Key Functions

Each iWL252 terminal is LABELED IWL250 as it is part of the Ingenico iWL250 series of terminals. The sticker on the back cover of the terminal will verify the device is an iWL252 Bluetooth terminal.

The iWL252 terminal SERIAL NUMBER can also be found on the sticker on the back cover of the terminal.
Getting Started

TO POWER ON THE TERMINAL
The device is in INTEGRATED MODE when it is powered up for the first time.

Press and hold the GREEN key to power on the device. You will see the TERM#0001 SWIPE/KEY SERVER screen.

Press the F1 key to switch to Stand Alone mode (to be used without a Restaurant Management System).

Enter the terminal’s ADMIN PASSWORD on the ENTER PASSWORD screen.

Once entered correctly, the terminal will display the FIRST DATA WELCOME screen and the terminal will be in STAND ALONE mode.

TIP: To switch back to INTEGRATED MODE, press the RED CANCEL key on the device and enter the ADMIN PASSWORD.

TO POWER OFF THE TERMINAL
Press and hold the YELLOW BACK key and the POUND key at the same time to power off the device.

SLEEP MODE
When the device is sitting in its base or plugged into an outlet, the terminal will always be powered on and will not fall into SLEEP MODE. When the device is not sitting in its base or plugged in using its USB charging cord, the terminal enters SLEEP MODE after being idle for approximately 40 seconds. Press any key to wake up the terminal. When the terminal wakes from sleep mode, the Bluetooth symbol will be red. Simply start the transaction and it will connect to its base as you run through the transaction.

The terminal will return to the Welcome screen after 40 seconds if you have not selected an option and then it will enter its SLEEP MODE.
FRENCH LANGUAGE MODE

1. Press the key under the ADMIN [F1] on the WELCOME screen.
3. Enter the device’s Admin Password and scroll using the GREEN ENTER key until you see the OPTIONS MERCHANT LANG screen.
4. Press the key to select FRENCH. The device’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.

CORRECTING 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.
The Status Bar

We recommend the Bluetooth communication base be installed in a central location; providing your restaurant with a reliable Bluetooth signal and, in turn, consistent transaction processing.

When the terminal is powered on, Status Bar will display as shown below.

<table>
<thead>
<tr>
<th>INFORMATION</th>
<th>INDICATOR</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contactless LED <em>NOT YET SUPPORTED</em></td>
<td><img src="image" alt="Contactless LED" /></td>
<td>The first LED, when continuously turned on (not flashing), indicates that contactless processing has been enabled.</td>
</tr>
<tr>
<td>Base Serial Number</td>
<td><img src="image" alt="Base Serial Number" /></td>
<td>The serial number of the base (cradle) that the device is currently paired. This serial number can also be found on the back of the base.</td>
</tr>
<tr>
<td>Green Network Icon</td>
<td><img src="image" alt="Green Network Icon" /></td>
<td>The base is connected to its Ethernet connection.</td>
</tr>
<tr>
<td>White Network Icon</td>
<td><img src="image" alt="White Network Icon" /></td>
<td>The base is not connected to its Ethernet connection. Ensure the cable is securely inserted to the back of the device.</td>
</tr>
<tr>
<td>Dial Up Modem Status</td>
<td><img src="image" alt="Dial Up Modem Status" /></td>
<td>The internal dial-up modem on the base is configured but not enabled. <strong>not yet supported</strong></td>
</tr>
<tr>
<td>Grey Bluetooth icon</td>
<td><img src="image" alt="Grey Bluetooth icon" /></td>
<td>The Bluetooth link is broken because the terminal is too far from its base. And, transactions cannot be completed.</td>
</tr>
<tr>
<td>Blue Bluetooth icon and bars</td>
<td><img src="image" alt="Blue Bluetooth icon and bars" /></td>
<td>These two icons indicate the status of the Bluetooth LINK between the base and the device. <strong>IMPORTANT:</strong> Recommended maximum operating distance for Bluetooth connectivity is 70m or 230 feet for indoor and up to 250m for outdoor/open space.</td>
</tr>
</tbody>
</table>
### INFORMATION | INDICATOR | DESCRIPTION

| Red Bluetooth icon | ![B] | The Bluetooth link has been interrupted and usually turns back to blue in a few moments if you are close enough to the base. Transactions cannot be completed. **NOTE**: When the terminal wakes from SLEEP MODE, the Bluetooth symbol will be red as it takes a few seconds for the terminal to reconnect to its Bluetooth base. |
| Green Network Icon | ![Ethernet] | The base is connected to its Ethernet connection. |
| White Network Icon | ![Ethernet] | The base is not connected to its Ethernet connection. Ensure the cable is securely inserted to the back of the device. |
| Security Status | ![Lock] | The security keys have been injected and the terminal data is secure. |
| Smart Base Indicator | ![2S] | The 2S indicates that the terminal is paired with a communication base. |
| Date and Time Indicator | ![Time] | This shows the current time and date. The default is Military time. **Currently there is no way to change to Standard time.** |
| Power Condition | ![Battery] | The terminal is connected to a power supply whether it be sitting on its base or using the Micro USB charger. |

### Processing Transactions

To begin a transaction, press the TRANS | F4 key to access the TRANS main menu and then select the transaction type you wish to perform. Your terminal will guide you through the process.

For detailed steps on how to perform each transaction on the terminal, refer to the **QUICK REFERENCE CARD** also provided with your terminal.
Processing Settlement Transactions

Complete a SETTLEMENT transaction at the end of each day and include your settlement report with your daily deposit form.

To process a SETTLEMENT transaction:

1. From the WELCOME screen, press the ADMIN key followed by the number 1 key.
2. Enter your MERCHANT Password and press the GREEN ENTER key. If there are outstanding PRE-AUTH transactions, you may want to complete them before you settle.
   The Settlement Report will print.

Reporting

From the WELCOME screen, press the ADMIN key followed by the number 2 to view the reports available.

SERVER REPORTS
You can print a DETAIL or SUMMARY report of your servers’ activities on the terminal.

To print a DETAILED SERVER REPORT:

1. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 1 key to see the SERVER REPORT menu.
3. Enter your MERCHANT Password and press the GREEN ENTER key.
   The Reports section is password protected unless the default settings are changed.
4. Press 1 to print a DETAILS REPORT.
   You can choose to print a report for one server by entering the server’s number or choose ALL to print a report for all servers using this terminal.
   The Detail Report will print.
To print a SUMMARY SERVER REPORT:

1. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 1 key to see the SERVER REPORT menu.
3. Enter your MERCHANT Password and press the GREEN ENTER key.
   The Reports section is password protected unless the default settings are changed.
4. Press 2 to print a SUMMARY REPORT.
   You can choose to print a report for one server by entering the server’s number or choose ALL to print a report for all servers using this terminal. The Summary Report will print.

PRE-AUTH REPORTS
You can print a report of all the pending Pre-Authorized transactions available on your terminal.

To print an Open Preauth Report:

1. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 2 key to see the PREAUTH REPORT menu.
   The OPEN PREAUTH REPORT will print.

BATCH REPORTS
The Batch Report will print details for all transactions since the last settlement or a summary of the completed transactions since the last settlement.

To print a Batch Report:

1. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 2 key to see the REPORTS menu.
3. Press 3 to print a BATCH REPORT.
4. Enter your MERCHANT Password and press the GREEN ENTER key.
   The Reports section is password protected unless the default settings are changed.
   You can choose to print a TERM DETAIL or TERM SUMMARY report for
the terminal. The chosen Report will print.

TERMINAL CONFIGURATION REPORTS

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. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 4 key to print the TERM CFG.
3. Enter your MERCHANT Password and press the GREEN ENTER key.
   The Reports section is password protected unless the default settings are changed.
   The Terminal Configuration Report will print.

EMV PARAMETER REPORT

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

To print an EMV Parameter Report:

1. Press the ADMIN key followed by the number 2 key to enter the REPORTS menu.
2. Press the number 5 key to print the EMV PARAMETERS.
   The EMV PARAMETERS Report will print.
For Your Reference

REPRINTING A RECEIPT

A REPRINT transaction prints a duplicate of the Cardholder Copy of the last financial transaction receipt that was printed.

If the last receipt printed was a report, you will need to go to Admin—Reports to reprint the report.

To REPRINT a receipt:

1. From the WELCOME screen, press the TRANS | F4 key.
2. Press the 6 key on the terminal. You will see the REPRINT RECEIPT screen.
3. Press YES. The last receipt will be reprinted.

HOW TO UNLOCK 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 the FIRST DATA CANADA HELP DESK at 1-888-263-1938.

PAIRING ADDITIONAL TERMINALS TO YOUR BASE

To process transactions successfully, EACH TERMINAL MUST BE PAIRED with a base.

TO PAIR ADDITIONAL TERMINALS TO YOUR BLUETOOTH BASE:

1. Restart the device by pressing the pound + yellow keys along with the green OK key.
2. As it is starting up, the pPay@table prompt comes up briefly. When you see the * begin to appear, press the F key on the keyboard TWICE.

You will see the FUNCTIONS Menu.

4. Press 1 - New Base and place the terminal on its base.

The terminal will assign itself to the base and you will see the “Base Assignment Successful” message.

5. If you are pairing another terminal to this base, start over at step 1.

6. When you are done, restart the device.
The Paper Roll

The terminal features an easy-loading printer for fast and easy replacement of paper rolls. As the paper roll is running out, you will see your receipts printing with red warning stripe. When the red stripe appears, it is time to replace the paper roll.

We recommend you only use *Ingenico* approved paper rolls in the iWL252 terminal. Contact your FIRST DATA MERCHANT SERVICES REPRESENTATIVE at 1-888-263-1938 to order any supplies you may require.

<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 (1.6 in)</td>
</tr>
<tr>
<td>SKU:</td>
<td>PAPER-FD400, 2 X 48 ft.</td>
</tr>
</tbody>
</table>

**INSERTING OR REPLACING THE PAPER ROLL**

Ensure that the paper roll has been unwrapped before placing it in the device.

1. Push lightly on the paper compartment cover and pull up to lift and open the paper cover.

2. Insert the new roll of paper. Pull up the paper when loaded so it can be seen when the flap is closed. Otherwise, there is a chance the paper will jam.

3. Close the paper compartment door.
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>The terminal will lock and you will need to call the First Data Help Desk to reset the password and regain access to 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>Tap failed please insert or swipe card</td>
<td>A contactless chip card was tapped however the amount is over the contactless transaction limit.</td>
<td>Insert the card.</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 & Funding Support

If you require assistance with your First Data pin pad, or you have funding and/or settlement questions, contact the FIRST DATA CANADA HELP DESK at 1-888-263-1938.

MISSING HARDWARE OR REPLACEMENTS

If there is anything missing from your package or you require a replacement or accessories, please speak with your FIRST DATA MERCHANT SERVICES REPRESENTATIVE at 1-888-263-1938.

RMS/POS SYSTEM VENDOR, RESELLER OR DEALER

Your RMS/POS VENDOR, RESELLER OR DEALER is responsible for integrating the iWL252 into your existing or new RMS/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)______________________

__________________________________________________________

__________________________________________________________