

axept[®] S800

User Guide

Version 1.5.1 | March 2017



optomany
payment solutions

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Welcome

Thank you for choosing your **axept**[®] S800 terminal from Optomany.

The **axept**[®] S800 is designed to process transactions as quickly as possible whilst providing valuable reporting and other functionality backed by the Optomany Control Centre (OCC) web portal.

This user guide is designed to provide users of **axept**[®] S800 with everything needed to set-up, register and process transactions.

Should you have any queries on anything in this guide, please do not hesitate to contact Optomany's customer support team using the details on page 63.

1 INITIAL SETUP

Before starting to use the **axept® S800**, please take a few moments to check the contents of the box; you should have received the following:



- axept® S800 Terminal
- External AC Power Adapter
- External AC Power Cable
- Thermal Paper Roll
- Ethernet Cable
- Quick Start Guide

IMPORTANT

PLEASE CONFIRM THAT THE TAMPER BAG AND TERMINAL SERIAL NUMBER MATCHES EMAIL NOTIFICATION(S) FROM OPTOMANY.

If anything is missing or damaged or you experience issues during the installation/activation, please contact Optomany on

020 8102 8102 or via email: customersupport@optomany.com

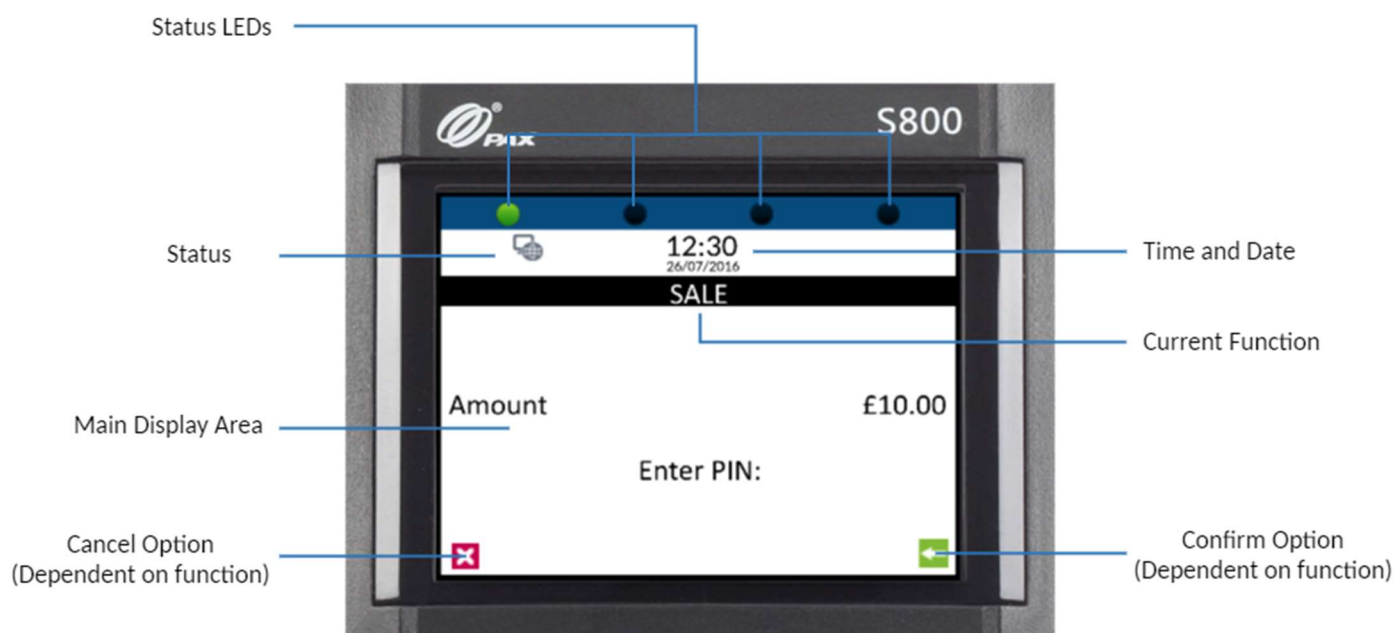
1.1 Terminal Overview

An overview of the axept® S800 terminal.












1.2 Screen Overview

An overview of the **axept®** S800 screen.



1.2.1 Screen Icons Overview

Descriptions of the **axept®** S800 screen icons.

Icon	Description
	Internet connection present
	No internet connection present
	Transaction data stored on the terminal (not displayed once data uploaded)
	Terminal configuration download required
	Confirmation option
	Cancel option
	Ready for card (Chip and PIN, Contactless or Swipe)
	Green contactless LED (blinks when idle, incrementally lights up if card is being read)
	Contactless LED (unable to read card)

1.3 Terminal Technical Specifications

Technical Specifications of the **axept®** S800 terminal.

Model	S800
Processor	32-bit ARM11 CPU, 400MHz
Memory	128MB Flash, 64MB DDR
Extended storage	Micro SD up to 32GB
Display	2.8 inch 320 x 240 pixels TFT colour LCD
Keypad	10 numeric / letter keys, 7 function keys
Card Readers	<ul style="list-style-type: none"> • Magnetic Card Reader: Track 1 / 2 / 3, bi-directional • Smart Card Reader: 1, EMV2000, PBOC3.0 • Contactless Card Reader (optional): ISO / IEC 14443 Type A/B, FeliCa
Communication	<p>Modem</p> <ul style="list-style-type: none"> • Sync: (HDLC up to 1200/2400/9600bps), • Asnc: (V.92, up to 56Kbps) <p>LAN: 10 / 100Mbps</p>
Peripheral	<ul style="list-style-type: none"> • Serial Port: 1 x RS232-A (RJ45), 1 x RS232-B (RJ45)* • PINPAD: 1 x (RJ11) • LAN: 1 x LAN (RJ45)* • phone: 1 x Line (RJ11) • USB: OTG (Mini USB) <p>* NOTE: RS232 - B and LAN to reuse the same physical port, set at factory, not adaptive</p>
Printer	Thermal printer, speed: 25 lines per second Paper roll width / diameter: 50mm
Audio	Speaker, 90dB
Voltage	Input: 100~240VAC, 0.3A, 50Hz / 60Hz, Output: 9VDC, 1A
Operating Environment	0°C to 50°C (32°F to 122°F) operating temperature; 10% to 93% relative humidity, non-condensing
Storage Environment	-20°C to 70°C (-4°F to 158°F) storage temperature: 10% to 93% relative humidity, non-condensing
Physical	Length: 203mm, Width: 86mm, Height: 70mm (with Privacy shield)
Weight	454g

1.4 Initial Terminal Setup

01



Insert the thermal paper roll into the axept® S800 terminal.

- Pull lever on the terminal to open the lid (as highlighted)
- Insert paper roll leaving at least 1cm exposed
- Close Lid

02



Turn the axept® S800 over so the connections on the underside are visible.

Connect the power supply into the socket labelled 'Power' (as highlighted).

Connect the Ethernet cable (providing internet connectivity) to the port labelled 'LAN/RS232B' (as highlighted).

03



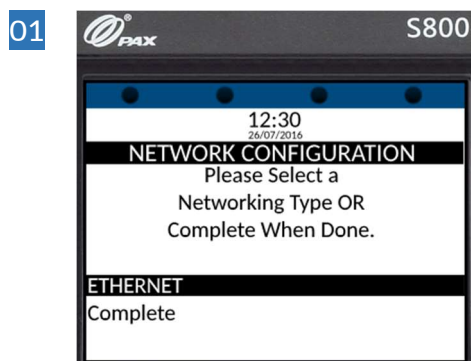
Once connected, run the cables through the cable management sections of the axept® S800 (as shown left).

This ensures that the cables are protected and the axept® S800 terminal will sit flat on the desk/counter.




1.5 Connecting to the Network

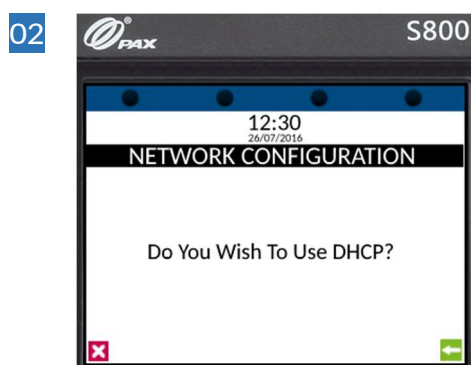
Before starting the activation process, please ensure that you have the installation/activation details sent by Optomany. If you do not have this information, please contact Optomany's Support Team.

Power on the **axept**® S800 by pressing and holding the  key on the keypad for a few seconds until the terminal screen lights up (the start-up process may take a few minutes).



Once the loading process is complete, the Network Configuration menu will appear.

Highlight 'ETHERNET' using the  and  keys on the keypad and press the  key on the keypad to continue.



axept® S800 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.


To use this service, press the  key on the keypad to continue.



axept® S800 validates the network connection and communicates with the DHCP server to obtain an IP address and other network settings.



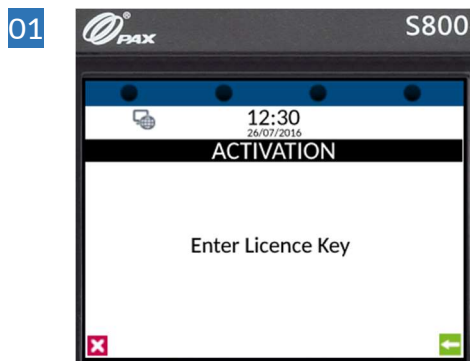
A confirmation screen will briefly be displayed once all network settings have been successfully configured.

An  icon will be displayed on the status bar afterwards to show **axept**® S800 is connected via Ethernet.


INFO Please see section 12.2.1.1 to manually configure Ethernet settings if you do not wish to use DHCP.

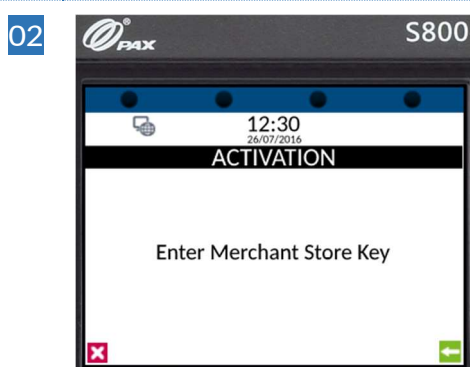
1.6 Activation

After successfully connecting to a network, **axept**® S800 needs to be registered with Optomany. Please follow the steps outlined below:




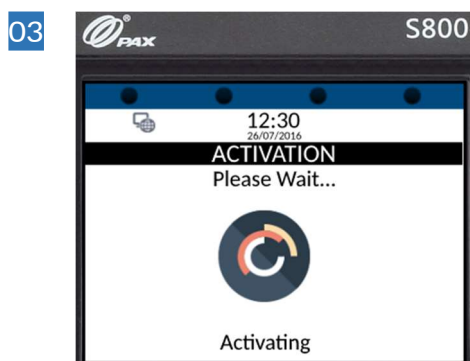
Using the keypad, enter the Licence Key sent to you by Optomany (to use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the  key on the keypad to continue.

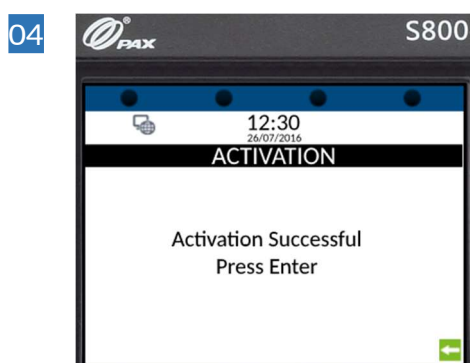


Using the keypad, enter the Merchant Store Key provided by Optomany.

Press the  key on the keypad to continue.




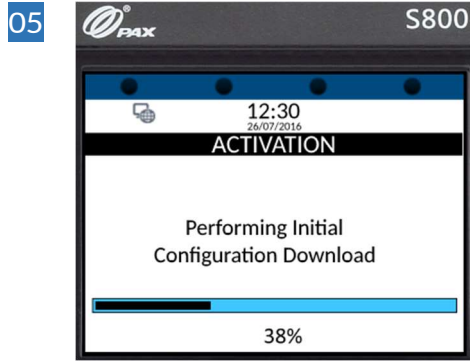
Please wait for the activation procedure to complete as this may take a few minutes.



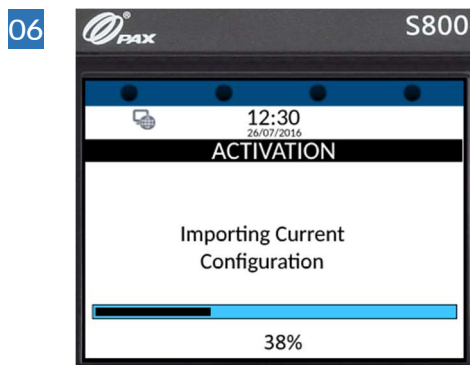
Once the activation process is complete, an **Activation Successful** message is displayed.

axept® S800 now needs to download the account specific information from the Optomany **axept**® platform.

Press the  key on the keypad to continue.



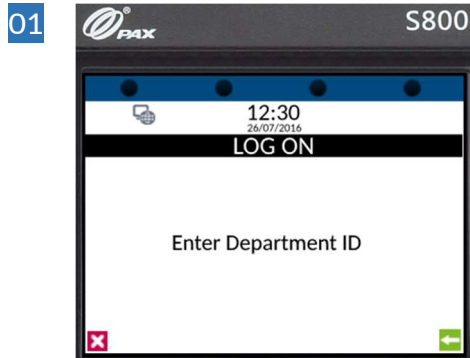
Please be patient whilst the **Configuration Download** starts as this may take a few minutes.




Once the configuration download has completed, **axept**® 800 will apply the configuration settings.

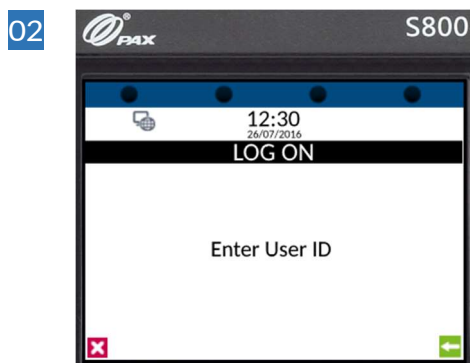
2 LOGGING ON


Now set-up and activation are complete, **axept**[®] S800 is ready for the first logon.

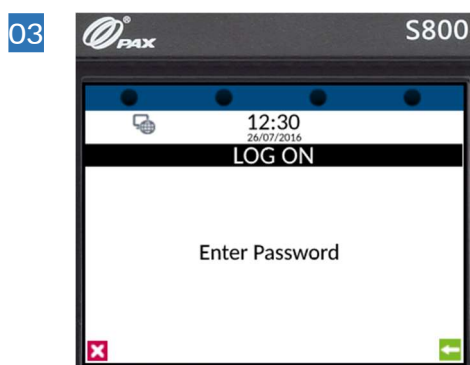



Once **axept**[®] S800 has completed the start-up process, it will prompt for the entry of the Department ID.

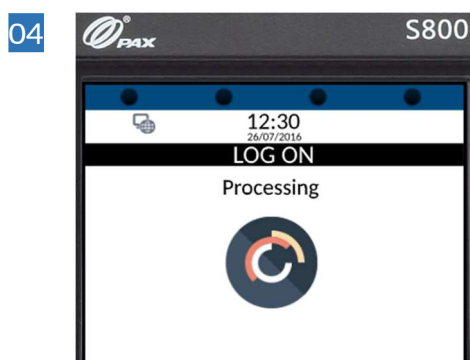
Enter the Department ID sent to you by Optomany using the keypad and press the  key on the keypad to continue.



Enter the User ID sent to you by Optomany using the keypad and press the  key on the keypad to continue.

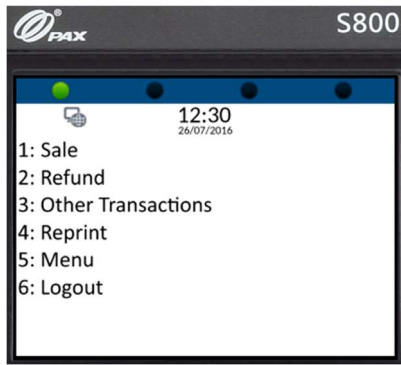


Enter the password sent to you by Optomany using the keypad and press the  key on the keypad to continue.



Please wait whilst **axept**[®] S800 processes the log on details.

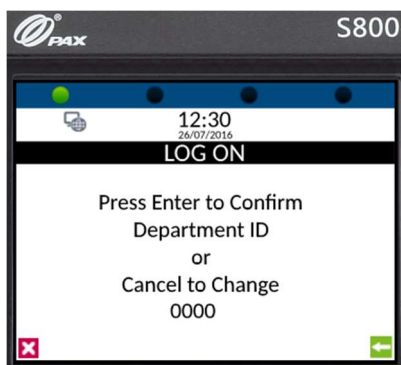
05





Once the log on has been completed, the main menu will be displayed.

INFO

If a successful sign on has previously been completed, the Department ID will be stored during logon as shown below.



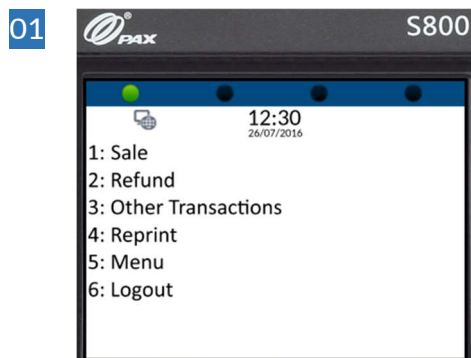
If this is still the correct Department ID, press the  key on the keypad to continue.

If the Department ID needs to be changed, press the  key on the keypad and enter the new Department ID.

Once entered, press the  key on the keypad to continue.

3 PROCESSING A SALE (CHIP AND PIN)

Once the logging on process has been completed, **axept**® S800 is ready to process transactions. The following describes the end-to-end operation of a Chip & PIN sale:

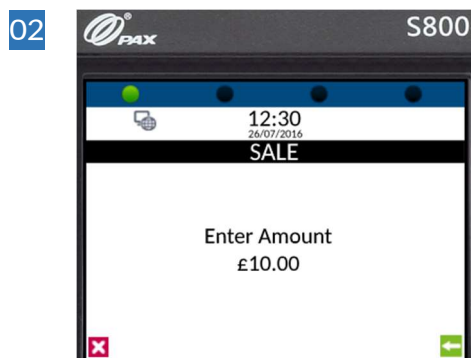


From the main menu, select option **1: Sale**


(Press the  key on the keypad).

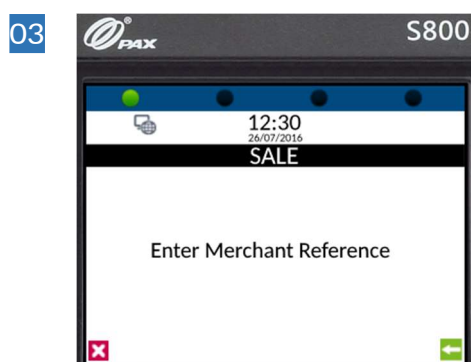



Alternatively, ask the cardholder to insert their card into (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.




Enter the amount of the sale using the keypad.
(**axept**® S800 will automatically enter the decimal place for you).

Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed, press the  key on the keypad to skip.

To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

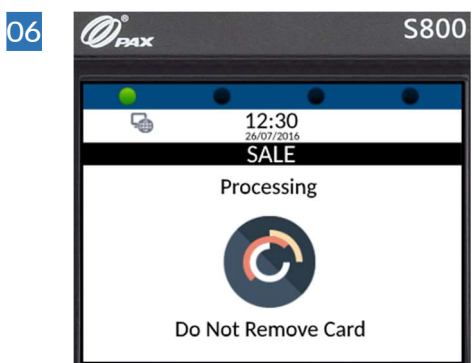
Press the  key on the keypad to continue.



If the card holder's card has been previously inserted, skip to Step 06, otherwise **axept**® S900 will prompt for the card to be presented.

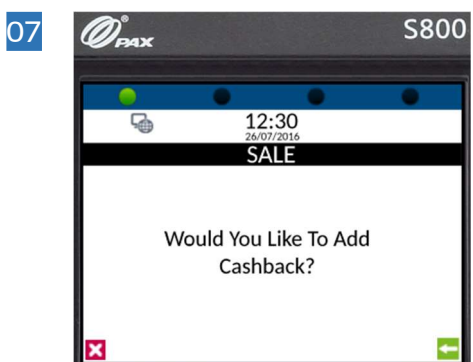




Insert the card (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.



Once the card is inserted, **axept**® S800 will process the card.

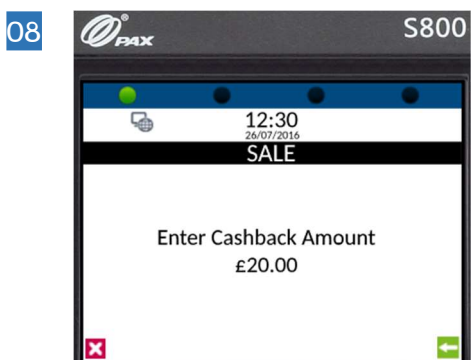
Please wait and do not remove the card whilst this is in progress.




Press the  key on the keypad to confirm cashback is required or the  key on the keypad to skip.

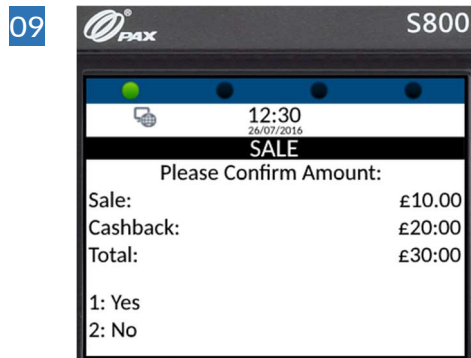
Only Merchants offering cashback and have this option setup will have the cashback facility.



Skip to step 10 if cashback is not required.

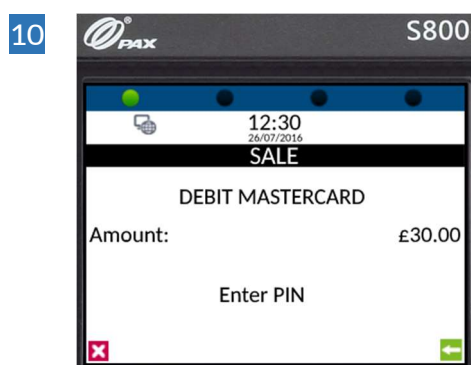


If cashback is required, enter the cashback amount using the keypad. (**axept**® S800 will automatically enter the decimal place for you).


Press the  key on the keypad to continue.

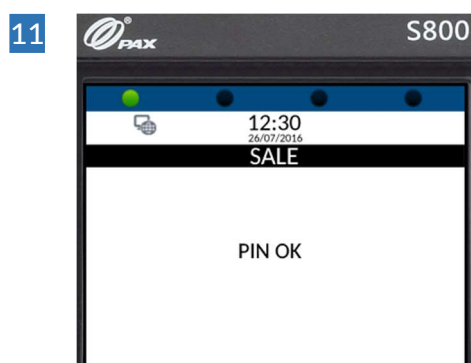


The total amount of the sale and cashback will be displayed. Press the  key on the keypad to confirm the amount is correct or press the  key on the keypad to cancel.

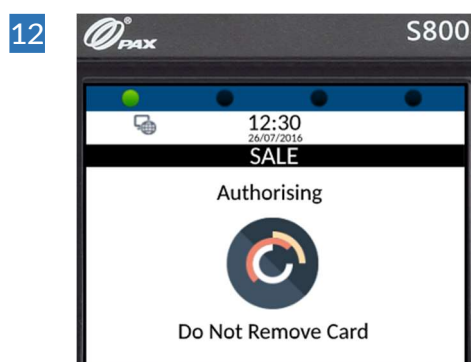


On the **Enter PIN** screen, pass the **axept®** S800 terminal to the cardholder and ask them to enter their PIN.

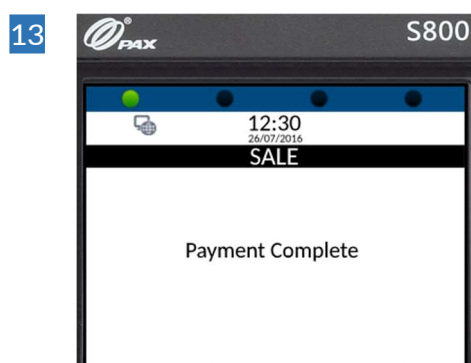
After the PIN has been keyed in, the cardholder will then need to press the  key on the keypad to continue.



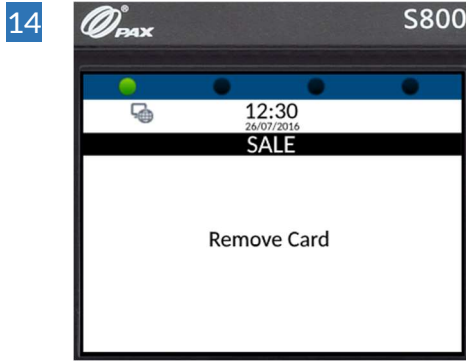
axept® S800 will provide a **PIN OK** confirmation if the PIN has been correctly entered.



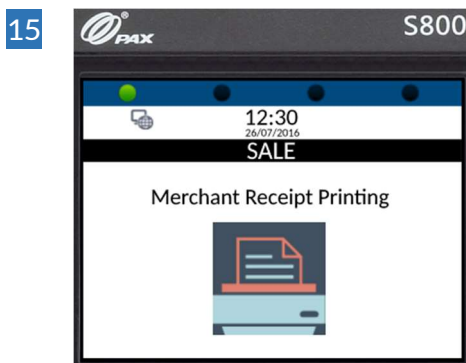
axept® S800 will attempt to authorise the transaction with your chosen acquirer.



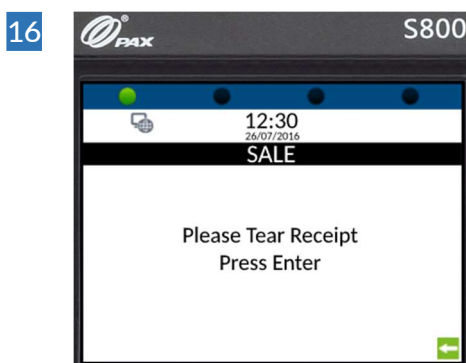
axept® S800 will confirm that the payment is complete if authorisation is successful.



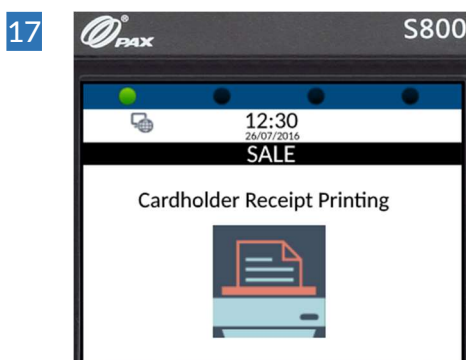
Once the payment is complete, **axept®** S800 will prompt for the card to be removed.



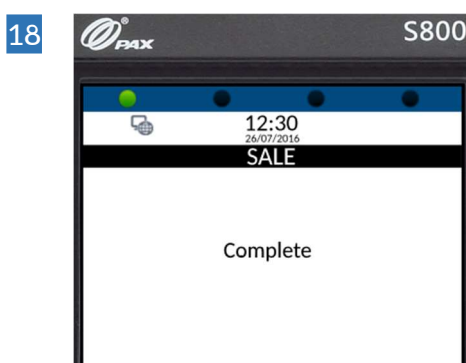
Once the card is removed, the Merchant Receipt will begin printing.



Tear off the receipt from the **axept®** S800 terminal and press the  key on the keypad to continue.



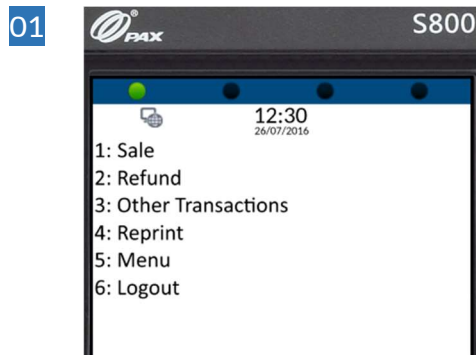
The cardholder receipt will then begin printing and can be torn off once printing has completed.



The payment processing procedure is now complete and **axept®** S800 will return to the main menu.

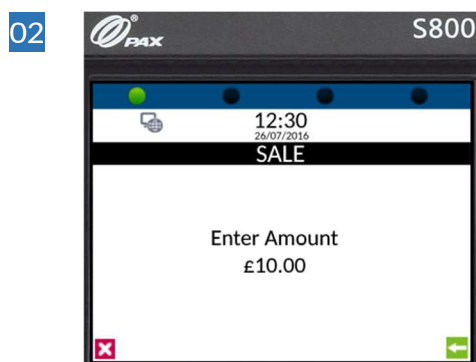
4 PROCESSING A SALE (CONTACTLESS)

axept® S800 supports contactless payments (including technologies such as Android Pay, Apple Pay etc.) and can be used where a cardholder has the contactless feature enabled on their card or device. The following describes the end-to-end operation of a contactless payment sale:




From the main menu, select option **1: Sale**

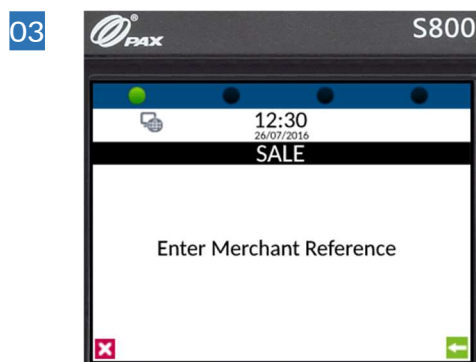
(Press the  key on the keypad).




Enter the amount of the sale using the keypad.


(axept® S800 will automatically enter the decimal place for you).

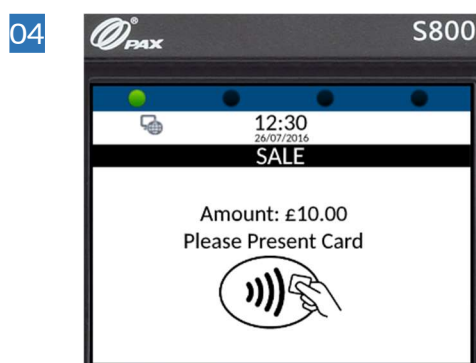
Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed, press the  key on the keypad to skip.

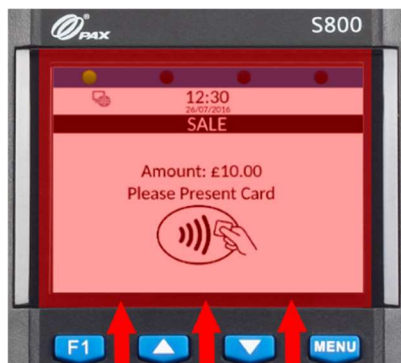
(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the  key on the keypad to continue.



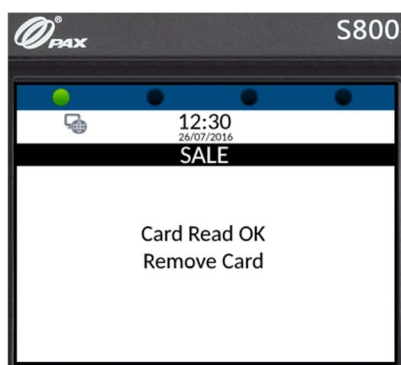
axept® S800 will prompt for the card or device to be presented.

05



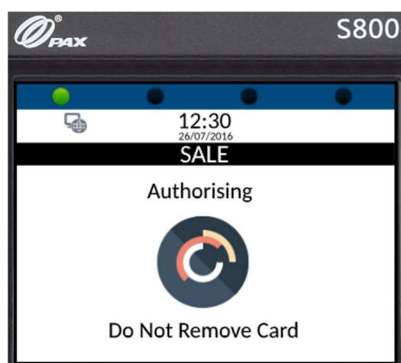
Position the (contactless enabled) card or device around the screen area of the terminal for a few seconds until a 'beep' sound confirms the card has been read (the green contactless LEDs will incrementally light up as the card is being read).

06



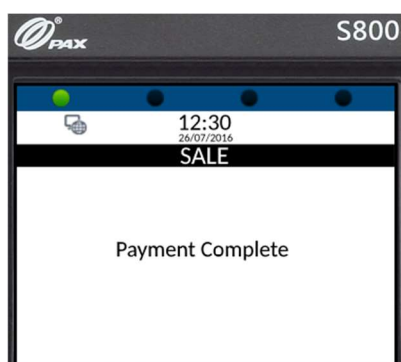
The 'Card Read OK' message will be displayed momentarily to confirm the card has been successfully read.

07



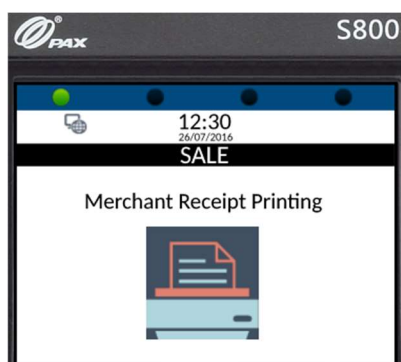
axept® S800 will attempt to authorise the transaction with your chosen acquirer.

08



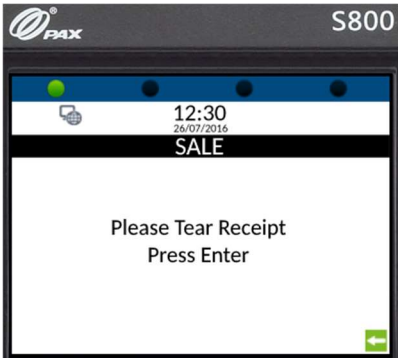
axept® S800 will confirm that the payment is complete if authorisation is successful.

09




The Merchant Receipt will begin printing.

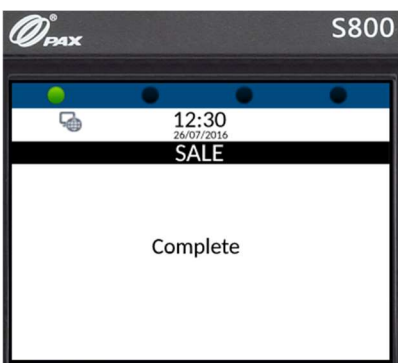
10



The screenshot shows the axept S800 terminal screen. At the top left is the 'FAX' logo, and at the top right is 'S800'. Below the status bar, the time '12:30' and date '26/07/2016' are displayed. The word 'SALE' is shown in a black bar. The main screen area contains the text 'Please Tear Receipt' and 'Press Enter'. A green arrow icon is visible in the bottom right corner of the screen.

Tear off the receipt (after printing has completed) from the axept® S800 terminal and press the  key on the keypad to continue.

11

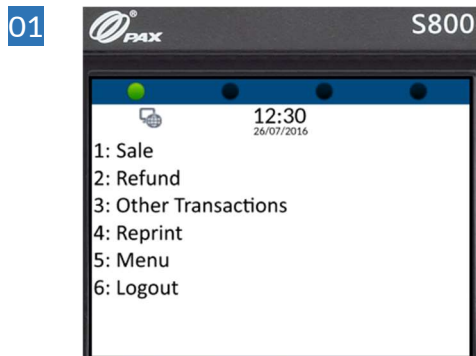


The screenshot shows the axept S800 terminal screen. At the top left is the 'FAX' logo, and at the top right is 'S800'. Below the status bar, the time '12:30' and date '26/07/2016' are displayed. The word 'SALE' is shown in a black bar. The main screen area contains the text 'Complete'.

The payment processing procedure is now complete and axept® S800 will return to the main menu.

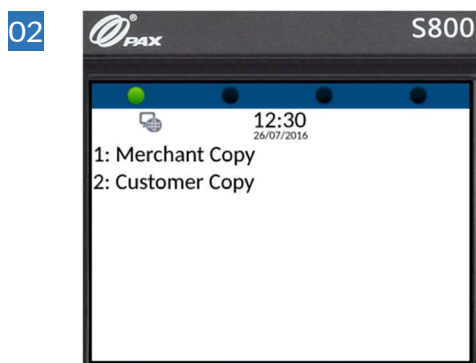
INFO A customer/cardholder copy of the receipt is not automatically printed for contactless transactions as it is not a mandatory requirement. However, axept® S800 provides a facility to print a customer/cardholder copy of the receipt if required.

The following steps describe the process for printing a customer/cardholder copy of the receipt for contactless transactions.



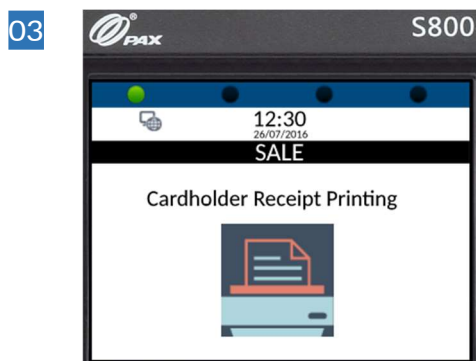
From the main menu, select option **1: Sale**

(Press the **1** key on the keypad).



From the Reprint menu, select option **2: Customer Copy**

(Press the **2 ABC** key on the keypad).

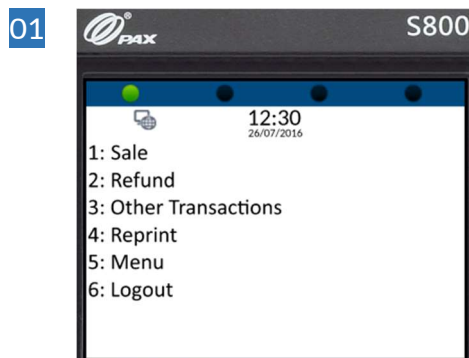



The cardholder receipt will then begin printing and can be torn off once printing has completed and axept® S800 will return to the main menu.

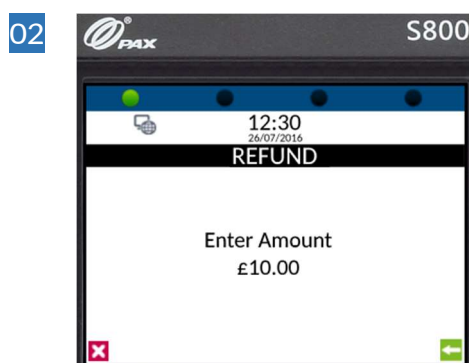
5 PROCESSING A REFUND (CHIP AND PIN)

Processing a refund using **axept**® S800 follows a very similar procedure to that of a sale. However, the cardholder is not verified by PIN, but a signature is required.


The following describes how the refund process works:

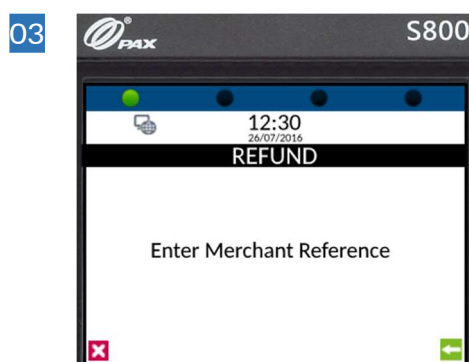



From the main menu, select option **2: Refund**
(press the  key on the keypad)




Enter the amount of the refund using the keypad.
(**axept**® S800 will automatically enter the decimal place for you).

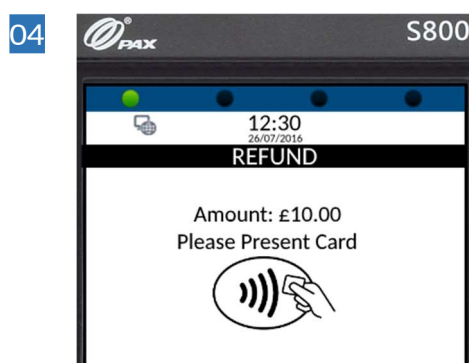
Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed press the  key on the keypad to skip.

To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

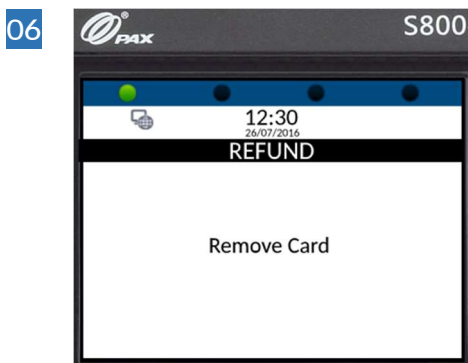
Press the  key on the keypad to continue.



axept® S800 will prompt for the card to be presented.

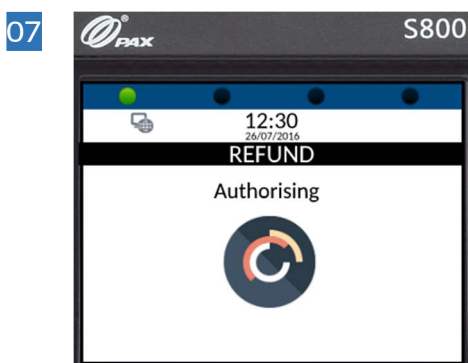


Insert the card (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.

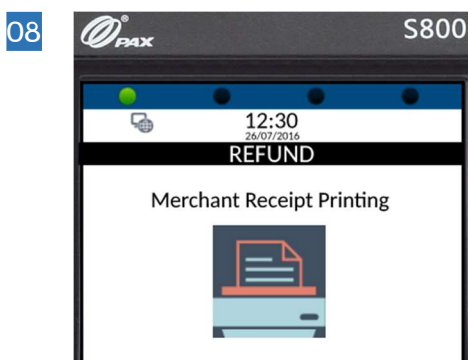


As the refund is verified by validating the cardholder's signature, the card needs to be removed from the terminal.

The transaction will continue once the card is removed.

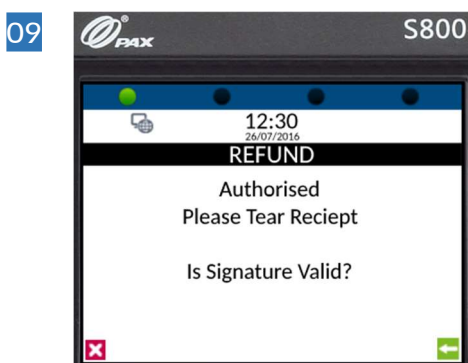


axept® S800 will attempt to authorise and process the refund.





The merchant receipt will then be printed.

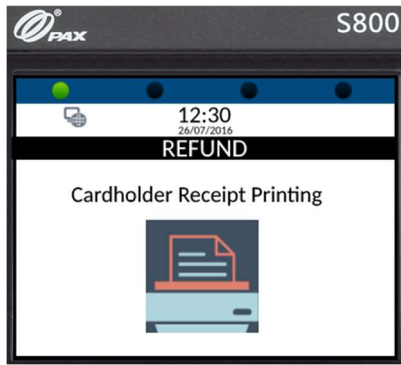
Tear off the receipt (after printing has completed) and ask the cardholder to sign where indicated on the receipt.



Once the cardholder has signed the receipt, check that it matches the signature on the back of the card.

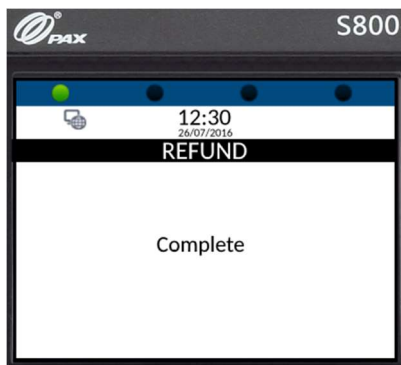
If it matches, press the  key on the keypad to continue. If not, press the  key on the keypad to cancel.

10



If the signature is confirmed as valid, axept® S800 will begin to print the cardholder's refund receipt. Tear off the receipt (after printing has completed).

11

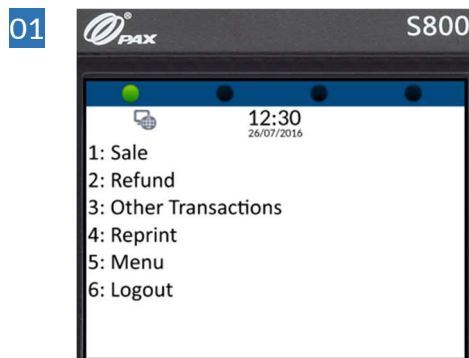



The refund procedure is now complete and axept® S800 will return to the main menu.

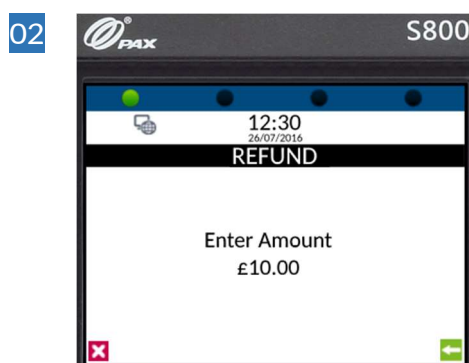
6 PROCESSING A REFUND (CONTACTLESS)

Processing a refund using contactless follows a very similar procedure to that of a refund using Chip and PIN, however, a signature from the cardholder is not required.


The following describes how the refund process works if the cardholder has a contactless enabled card or device:

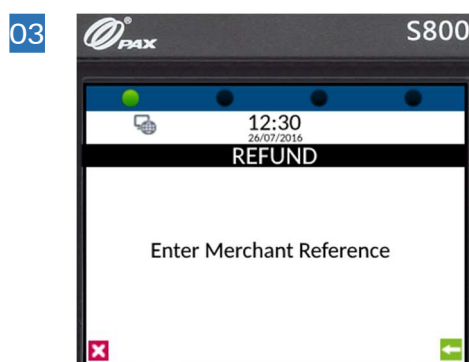



From the main menu, select option **2: Refund**
(press the  key on the keypad)




Enter the amount of the refund using the keypad.
(axept® S800 will automatically enter the decimal place for you).

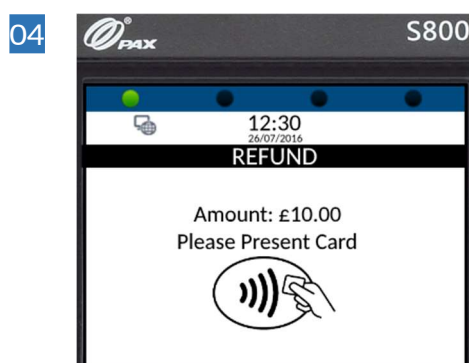
Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed press the  key on the keypad to skip.

To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

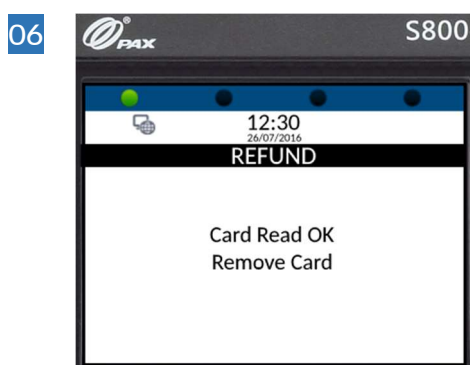
Press the  key on the keypad to continue.



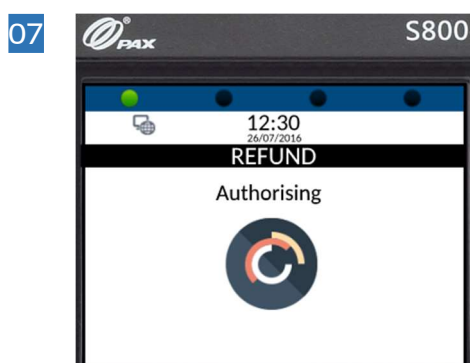
axept® S800 will prompt for the card to be presented.



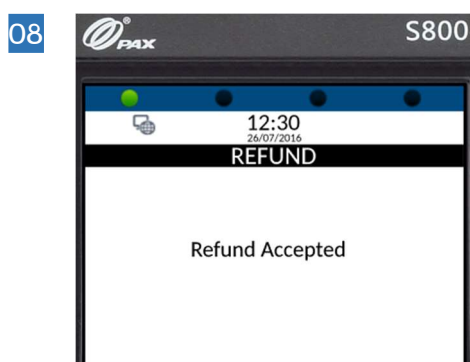
Position the (contactless enabled) card or device around the screen area of the terminal for a few seconds until a 'beep' sound confirms the card has been read (the green contactless LEDs will incrementally light up as the card is being read).



The 'Card Read OK' message will be displayed momentarily to confirm the card has been successfully read.



axept® S800 will attempt to authorise and process the refund.

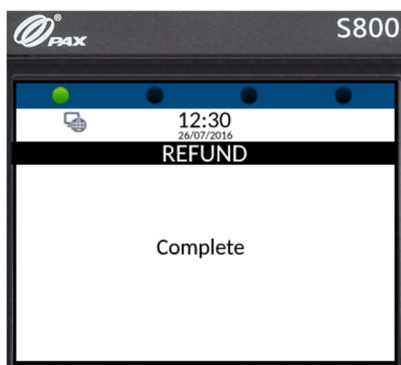


'Refund Accepted' will be displayed once the refund is authorised.



The merchant receipt will then be printed. A cardholder signature is not required on a refund using contactless.

10



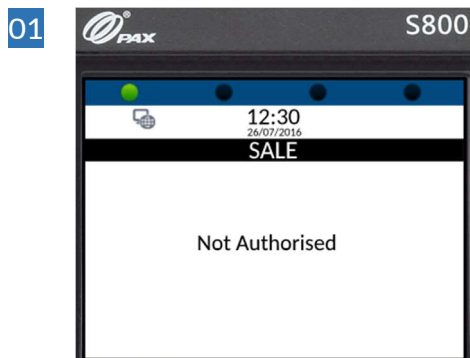
The refund procedure is now complete and **axept**® S800 will return to the main menu.

7 DECLINED TRANSACTIONS

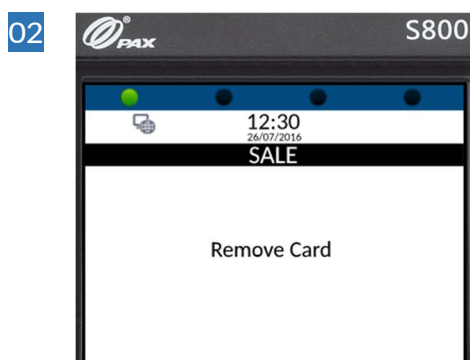
There may be some occasions where the acquirer does not authorise transactions and **axept**[®] S800 will report the declined result.

There are various reasons for transactions being declined such as lack of funds in the cardholder's account or that the card may have been reported as stolen.

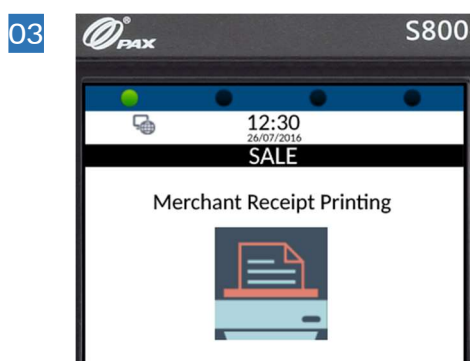
The below shows the screens that will appear during a declined transaction:



In this example, **axept**[®] S800 displays the 'Not Authorised' message, meaning the acquirer has not been able to authorise the transaction.



axept[®] S800 will prompt for the card to be removed.



axept[®] S800 will then print both the Merchant's and Cardholder's declined receipts.

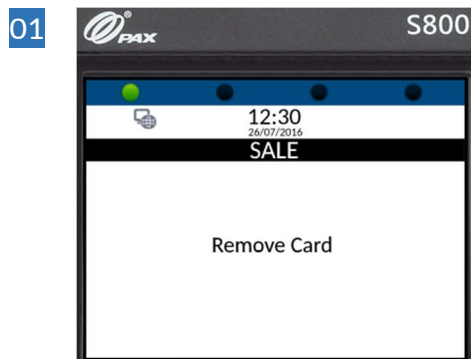


axept[®] S800 will prompt for the card to be presented again.

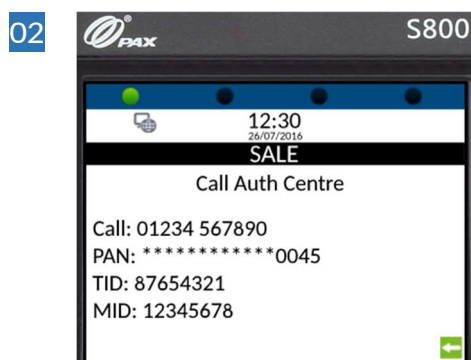
8 VOICED REFERRED TRANSACTIONS

On some occasions, a transaction may require you to obtain a manual authorisation from the acquirer's Authorisation Centre. This could be for a number of reasons such as the fact the card issuer wants to speak to the cardholder before approving the transaction.


The **axept**® S800 handles the referral, providing you with every bit of information that will be requested.

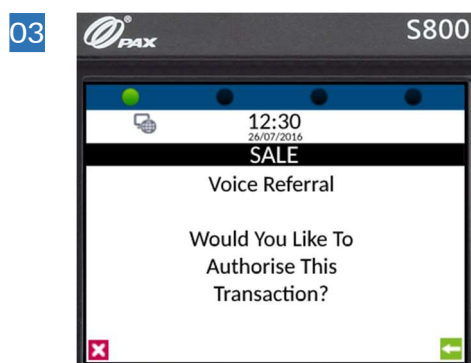



Once the referral result has been received, **axept**® S800 will request that the card is removed.




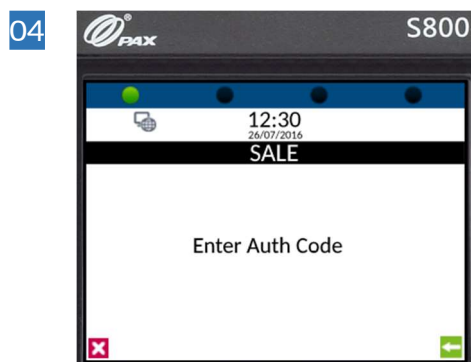
axept® S800 will display a summary of the referral details.

Once the Authorisation Centre has been contacted and the details provided, press the  key on the keypad to continue.




If the acquirer gives authorisation, press the  key on the keypad to continue.

If authorisation is not given or you do not want to continue with the referral, press the  key on the keypad to cancel the transaction.

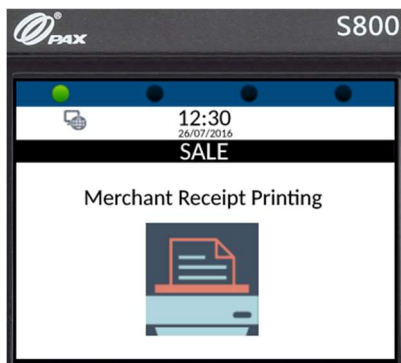


If authorised, **axept**® S800 will require the Authorisation Code to be entered.

To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

Press the  key on the keypad to continue.

05



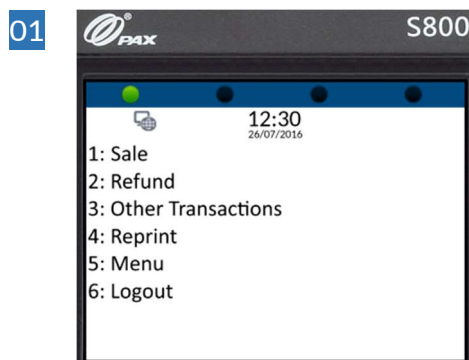
axept® S800 will then print both the Merchant's and Cardholder's receipts.


9 PROCESSING A CARDHOLDER NOT PRESENT (CNP) SALE

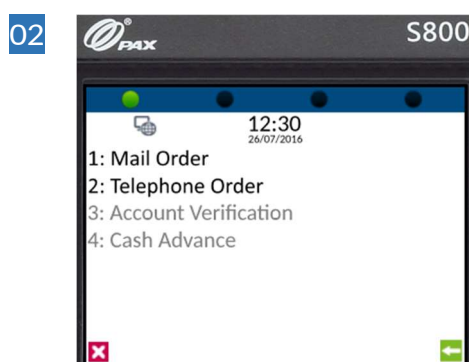
axept® S800 supports the processing of transactions when the cardholder is not present and details are supplied over the phone or via the mail.

In order to ensure that these transactions are processed as securely as possible, axept® S800 will require the entry of the Card Security Code (CSC), House Number and Post Code (AVS).

The process for these transactions are detailed below.

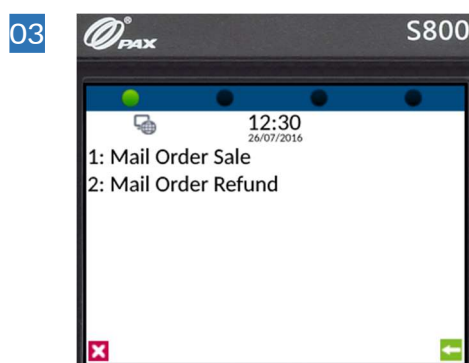


From the main menu, select option **3: Other Transactions**
(Press the  key on the keypad)

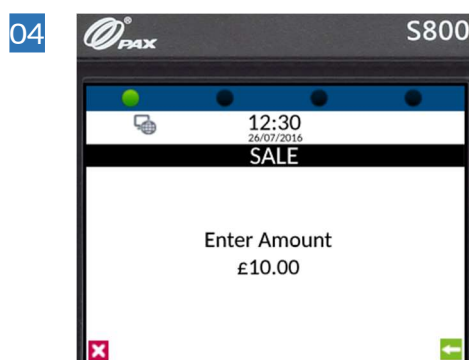


Select the type of order that is being processed. This example will use **Mail Order**, but the process is the same no matter which option is selected.


Select option **1: Mail Order**
(Press the  key on the keypad)

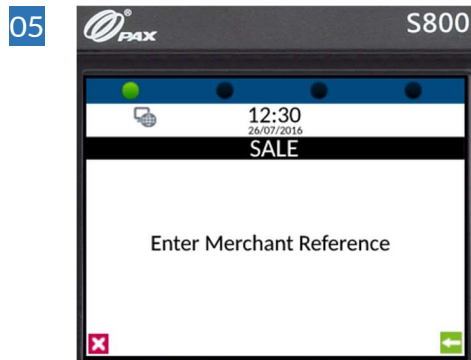



Select option **1: Mail Order Sale**
(Press the  key on the keypad)




Enter the amount of the sale using the keypad.
(axept® S800 will automatically enter the decimal place for you).

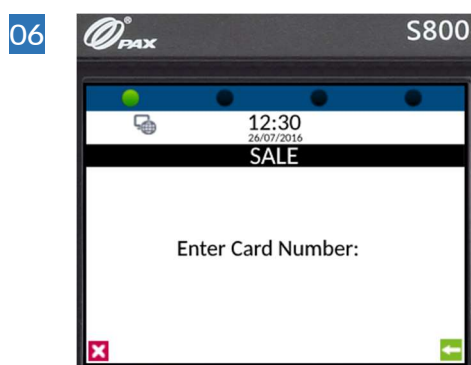
Press the  key on the keypad to continue.




If required, enter the reference for the transaction. If a reference is not needed press the  key on the keypad to skip.

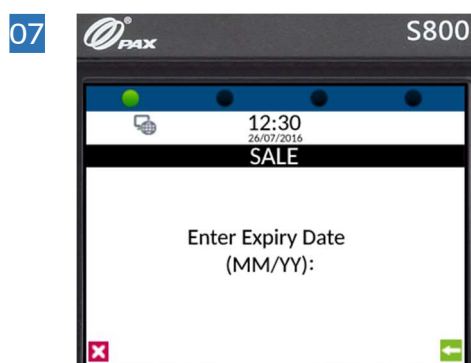
To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

Press the  key on the keypad to continue.




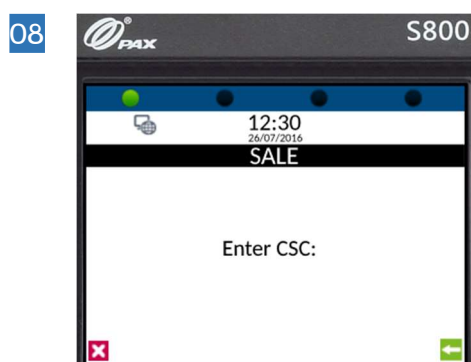
axept® S800 will prompt for the card number (PAN).

Enter the card number (no spaces) and press the  key on the keypad to continue.



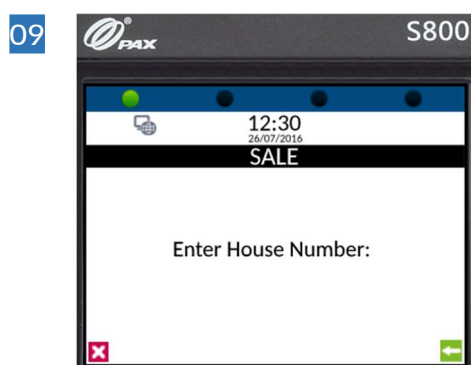
axept® S800 will prompt for the card's expiry date (2-digit Month and Year).


Enter the card's expiry date and press the  key on the keypad to continue.




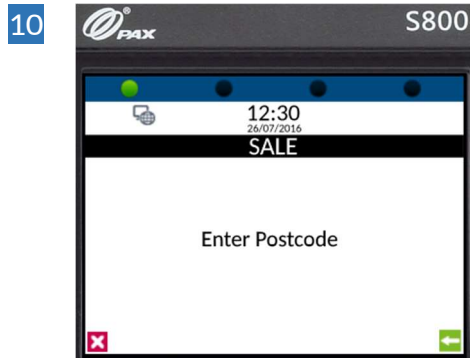
axept® S800 will prompt for the card's CSC (Card Security Code), usually a 3-digit number on the signature strip of the card (this is a four-digit number located on the front of the card for AMEX cards)


Enter the card's CSC and press the  key on the keypad to continue.




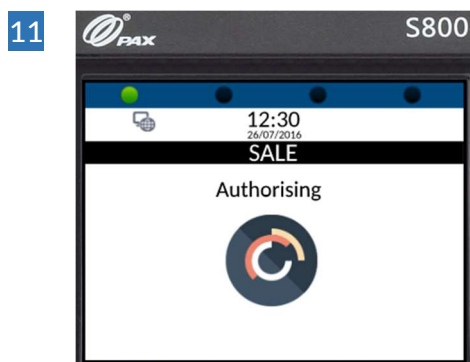
Enter the House Number of the cardholder's billing address and press the  key on the keypad to continue.

Alternatively, press the  key on the keypad to skip if this does not need to be checked.

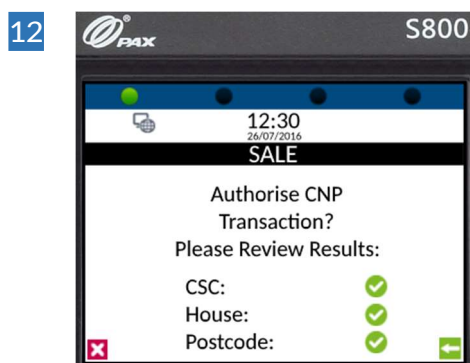


Enter the numbers of the Post Code in the cardholder's billing address and press the  key on the keypad to continue.



Alternatively, press the  key on the keypad to skip if this does not need to be checked.

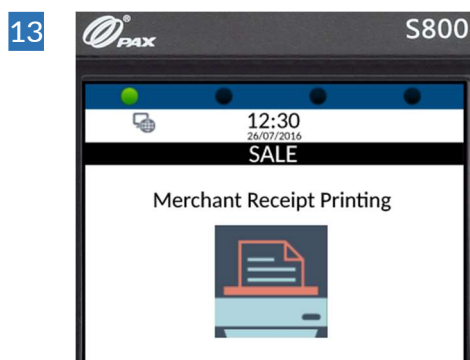


axept® S800 will attempt to process and authorise the transaction with your acquirer.

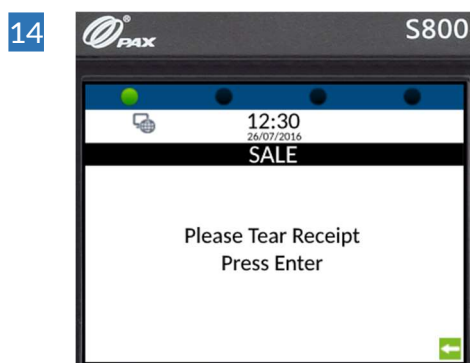



axept® S800 will provide a summary of the results of the checks so that a decision can be made as to whether the transaction should be accepted or rejected.

Press the  key on the keypad to accept the transaction or the  key to reject.

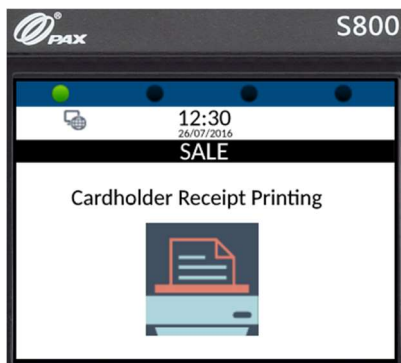


The Merchant's Approved or Declined receipt will begin printing (depending on whether the transaction was approved or rejected).



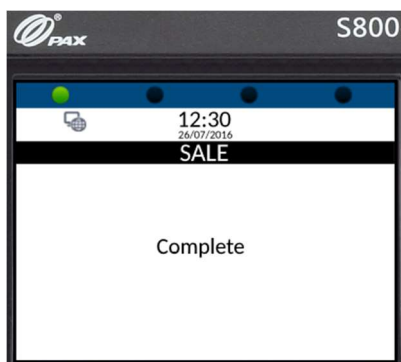
Tear off the receipt from the terminal and press the  key on the keypad to continue.

15



The Cardholder's Approved or Declined receipt will begin printing (based on whether the transaction was approved or rejected) and can be torn off once printing has completed.

16







The payment processing procedure is now complete and **axept**® S800 will return to the main menu.

9.1 Cardholder Not Present (CNP) – Results

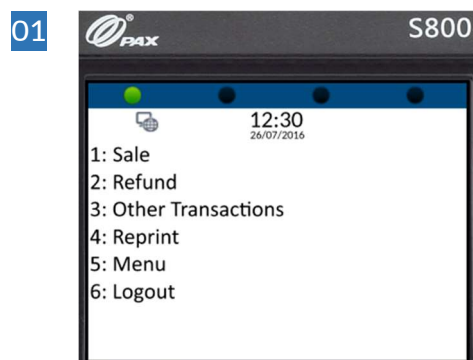
As well as returning the results of the authorisation, the **axept**® S800 also displays the outcome of the CSC and AVS checks. This allows the accept or reject decision to be made by the user with all the required information.


The results are displayed using a symbol to portray the result of each check. Below are the symbols you may encounter and their meaning.

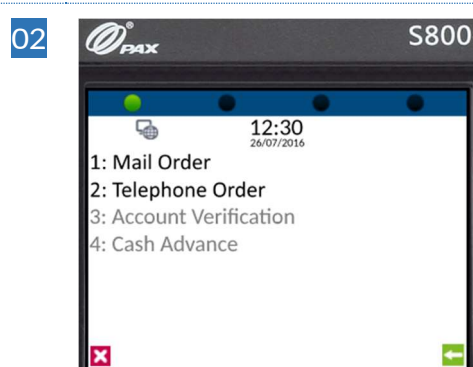
	Data Matched
	Data Partially Matched
	Data Not Checked
	Data Does Not Match

10 PROCESSING A CARDHOLDER NOT PRESENT (CNP) REFUND

axept® S800 has the facility to process refunds without the cardholder being present. The below details the Cardholder Not Present refund procedure:



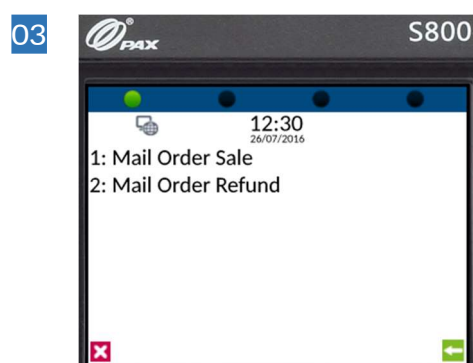
From the main menu, select option **3: Other Transactions**
(Press the  key on the keypad)



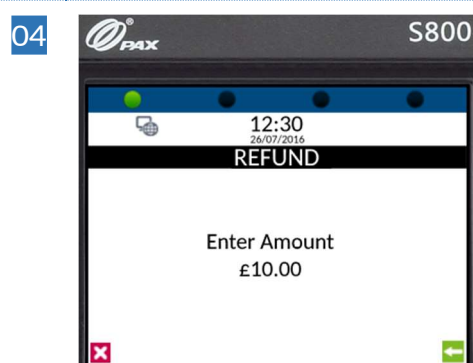
Select the type of order that is being processed.

This example will use Mail Order, but the process is the same no matter which option is selected.


Select option **1: Mail Order**
(Press the  key on the keypad)

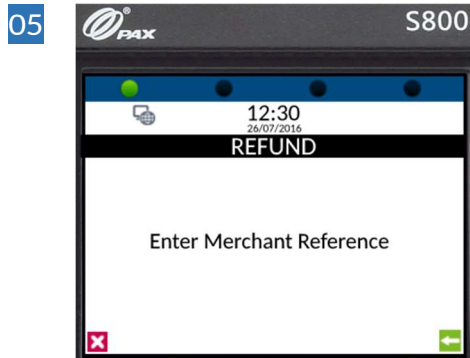



Select option **2: Mail Order Refund**
(Press the  key on the keypad)




Enter the amount of the refund using the keypad.
(axept® S800 will automatically enter the decimal place for you).

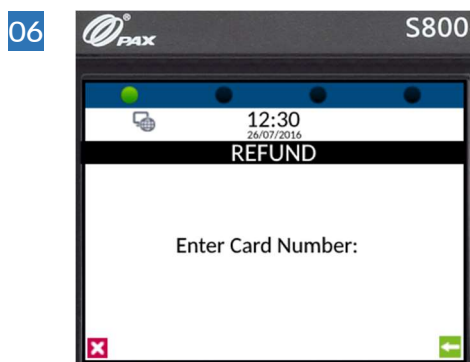
Press the  key on the keypad to continue.




If required, enter the reference for the transaction. If a reference is not needed press the  key on the keypad to skip.

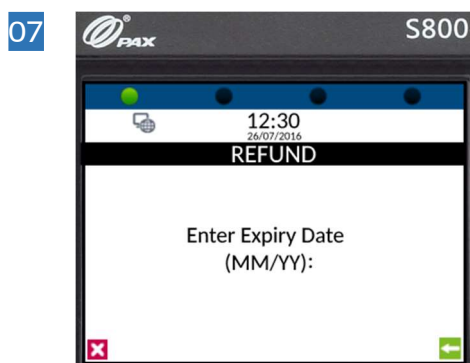
To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

Press the  key on the keypad to continue.




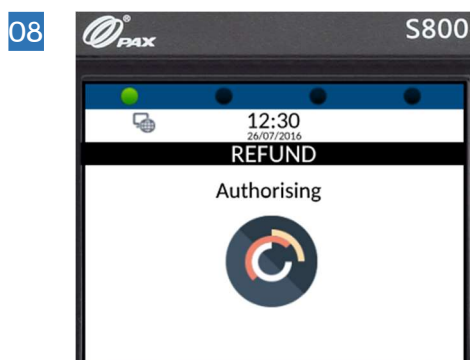
axept® S800 will prompt for the card number (PAN).

Enter the card number (no spaces) and press the  key on the keypad to continue.

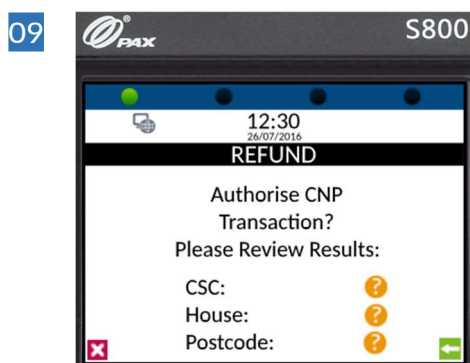


axept® S800 will prompt for the card's expiry date (2-digit Month and Year).


Enter the card's expiry date and press the  key on the keypad to continue.



axept® S800 will attempt to process and authorise the transaction with your acquirer.

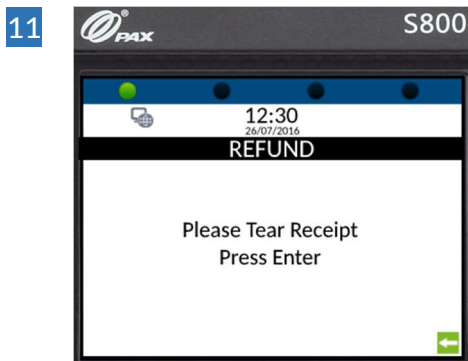



Since the refund is performed offline, there are no CSC and AVS results available (this is shown as not checked).

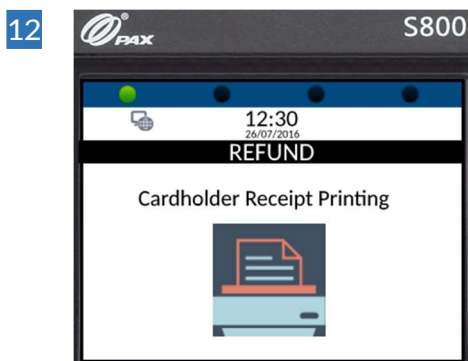
Press the  key on the keypad to continue.



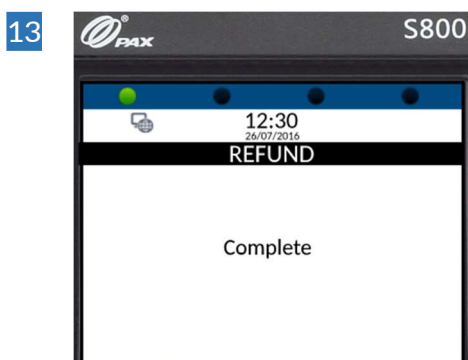
axept® S800 will begin to print the Merchant's Refund Receipt.



Tear off the receipt from the terminal and press the  key on the keypad to continue.



The cardholder's refund receipt will then begin printing and can be torn off once printing has completed.

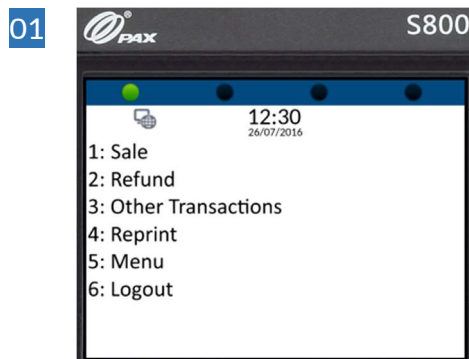



The Cardholder Not Present (CNP) refund processing procedure is now complete and axept® S800 will return to the main menu.

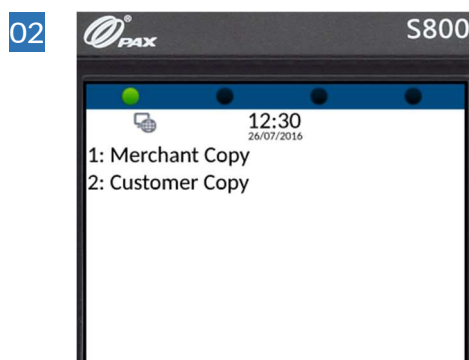
11 REPRINTING RECEIPTS



There may be occasions where the customer or merchant may require an additional copy of one of the receipts generated during the transaction.

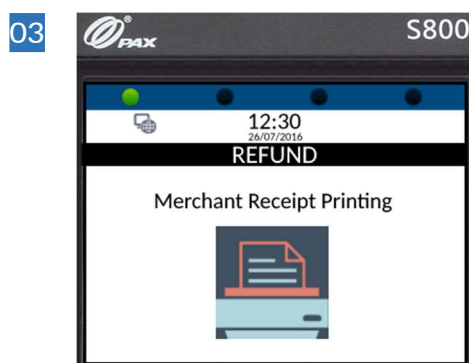
axept® S800 provides functionality for the receipts to be printed again after the transaction. The following demonstrates how to reprint additional receipts.



From the main menu, select option **4: Reprint**
(press the  key on the keypad)

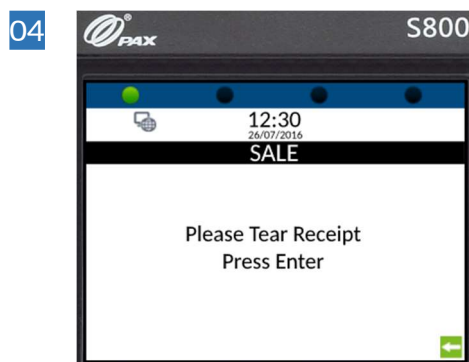



Select whether an additional Merchant or Customer receipt is required by pressing  for **Merchant** or  for **Customer**.



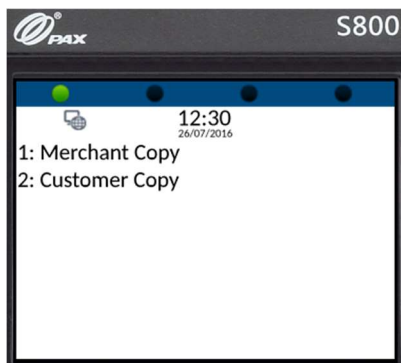
The receipt will begin printing once a selection has been made.

DUPLICATE RECEIPT will be printed near the bottom of the receipt.




Once printing has completed, please tear off the receipt and press the  key on the keypad to continue.

05



axept® S800 will return to the reprint menu.

You can reprint another receipt or press the  key to return to the main menu.

12 THE TERMINAL MENU

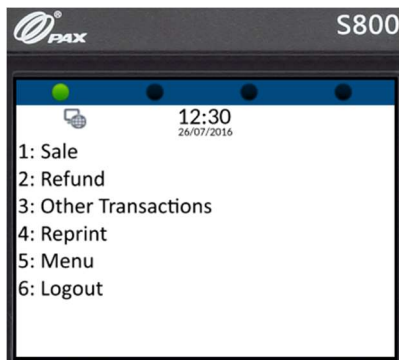
axept® S800 provides a number of different functions and settings beyond transaction processing. These functions and settings can be accessed from the main menu.

The following provides an overview of the functions and settings available.

12.1 12.1 Reports

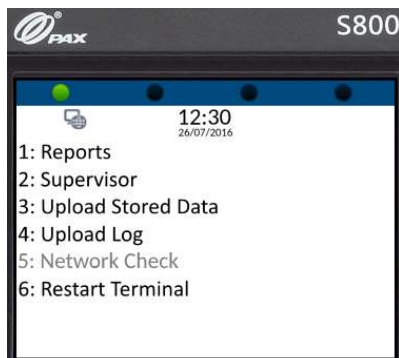
A number of default reports are available to allow reconciliation to be performed via the terminal.

01



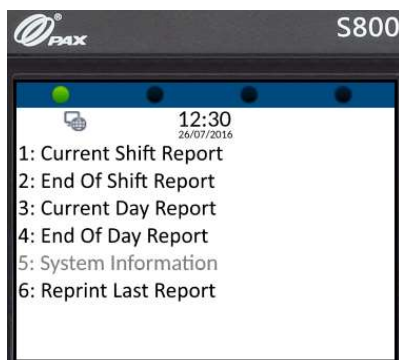
To access the reports, from the main menu, select option **5: Menu** (Press the **5 JKL** key on the keypad).

02



To display the available reports, select option **1: Reports** (Press the **1** key on the keypad)

03



Press the corresponding number key (1-6) on the keypad for the required report.

12.1.1 Available Reports

The following describes the available reports:

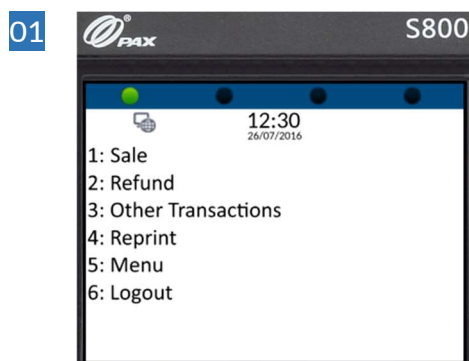
Report Name	Description
Current Shift Report	Report which provides totals of the transactions processed during the Current Shift. Running this report provides a running total and does not clear down the totals.
End Of Shift Report	Report which provides totals of the transactions processed during the Current Shift. Running this report provides a total for the shift and will clear down the totals.
Current Day Report	Report which provides totals of the transactions processed during the Current Day. Running this report provides a running total and does not clear down the totals.
End of Day Report	Report which provides totals of the transactions processed during the Current Day. Running this report ends the trading day and will clear down the totals.
System Information	Report currently not available
Reprint Last Report	Reprints the last report printed by axept ® S800

12.2 Supervisor

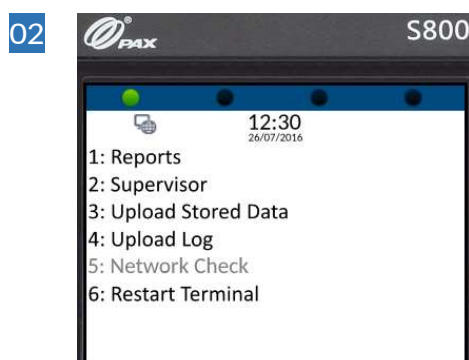
The supervisor sub-menu contains settings and features that should only be accessed by staff with sufficient privileges as changes to items here could affect the operating of **axept**® S800 (e.g. Ethernet configuration).

12.2.1 Network Settings

axept® S800 will have been configured to connect to the chosen network(s) during the installation. However, should these details need to be updated (e.g. Network updated) this can be reconfigured within the '**Network Settings**' menu.



From the main menu, select option **5: Menu**
(Press the **5 JKL** key on the keypad).



To display the Supervisor menu, select option **2: Supervisor**
(Press the **2 ABC** key on the keypad).






To enter the network settings, select option **1: Network Settings**
(Press the **1** key on the keypad).

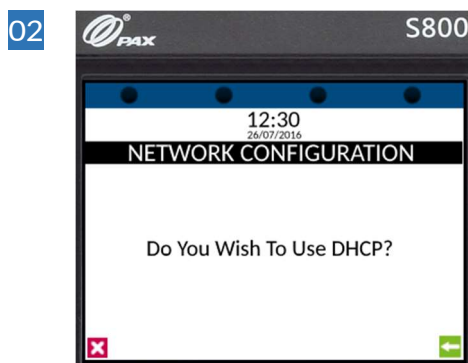
The procedure to set the network settings using DHCP are the same as those described in section 1.5 of this guide. Section 12.2.1.1 describes configuring the network settings manually.

12.2.1.1 Manually Configuring Ethernet Settings

The following process shows how to manually configure the Ethernet settings if you do not wish to use DHCP:



From the Network Settings menu, highlight **'Ethernet'** using the  and  keys on the keypad (or press the **1** key on the keypad) and press the  key on the keypad to continue.




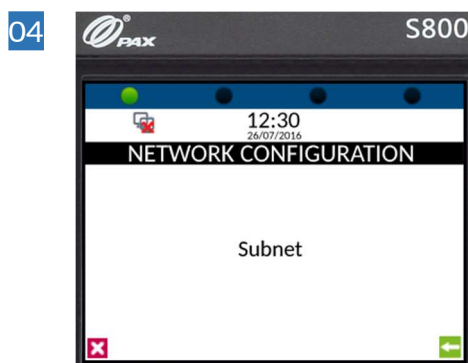
To use a fixed IP rather than DHCP, press the  key.




Enter the IP address.


(To enter a '.' [dot], press the **0** key twice on the keypad).

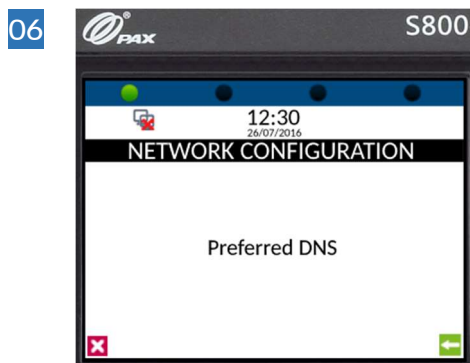
Press the  key on the keypad to continue.




Enter the Subnet mask for the network. Press the  key on the keypad to continue.




Enter the Gateway for the network. Press the  key on the keypad to continue.



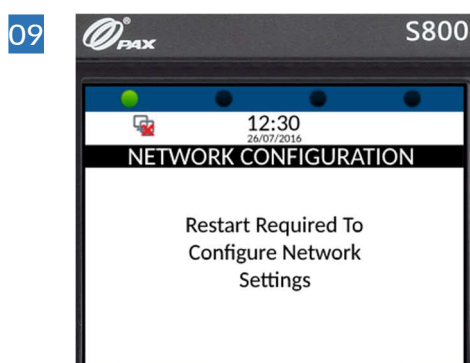
Enter the IP address for the Preferred DNS. Press the  key on the keypad to continue.



Enter the Alternative DNS. Press the  key on the keypad to continue.



axept® S800 confirms that the network configuration is successfully completed.



axept® S800 will automatically restart to configure the network settings.

12.2.2 Terminal Update

This feature is currently not available for use.

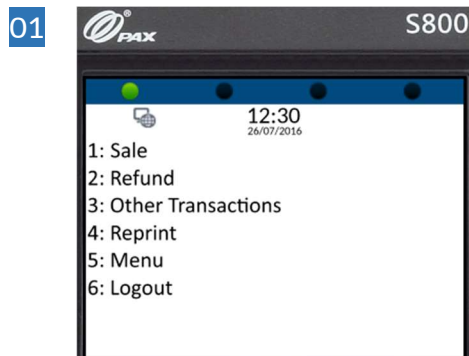
12.2.3 Deactivate Terminal

This feature is currently not available for use.

12.2.4 Software Rollback

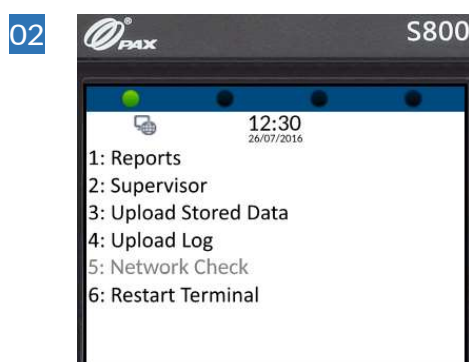
The Software Rollback feature will allow **axept**® S800 to return to the previous version of software if one is available on the terminal (this feature will only work if a previous software version is stored on the terminal).

The following describes the process of using Software Rollback:



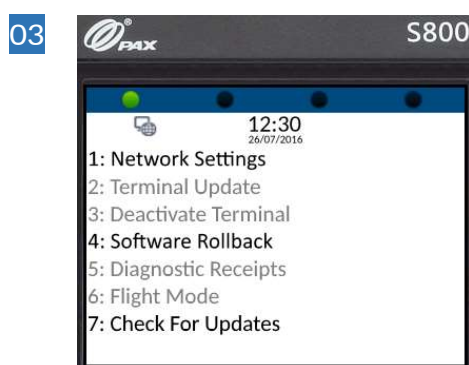
From the main menu, select option **5: Menu**

(Press the  key on the keypad).



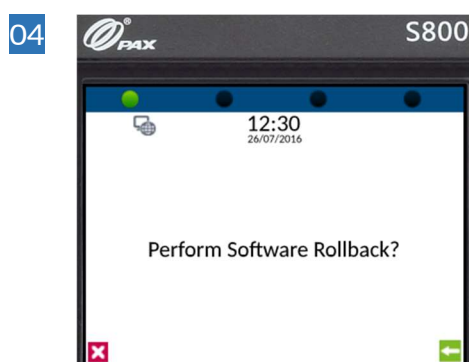
From the Terminal menu, select option **2: Supervisor**



(Press the  key on the keypad).

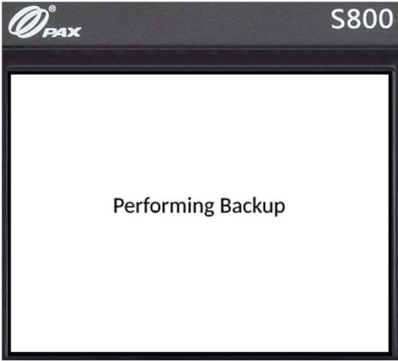
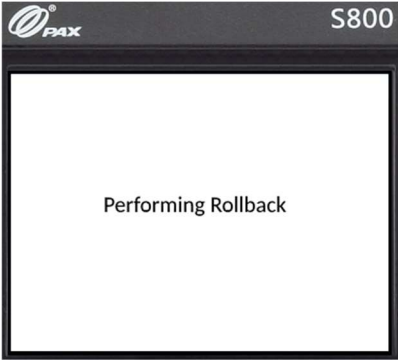
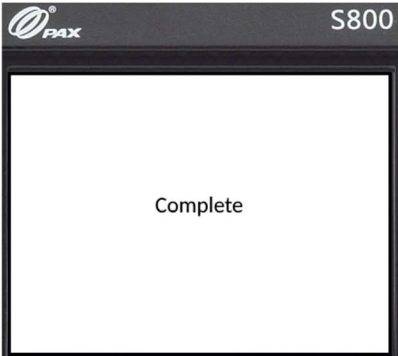


To use Software Rollback, select option **4: Software Rollback**

(Press the  key on the keypad).



axept® S800 will prompt for confirmation. Press the  key on the keypad to perform the software rollback or press the  key to cancel.

- 05**  **S800**
Performing Backup
- If continuation of the software rollback was confirmed, **axept**® S800 will start to perform the backup process. Please be patient as this may take several minutes.
-
- 06**  **S800**
Performing Rollback
- Once the backup process is complete, **axept**® S800 will start to perform the software rollback. Please be patient as this may take several minutes.
-
- 07**  **S800**
Complete
- Once the rollback process is complete, **axept**® S800 will display 'Complete' and the terminal will restart.
-

12.2.5 Diagnostic Receipts

This feature is currently not available for use.

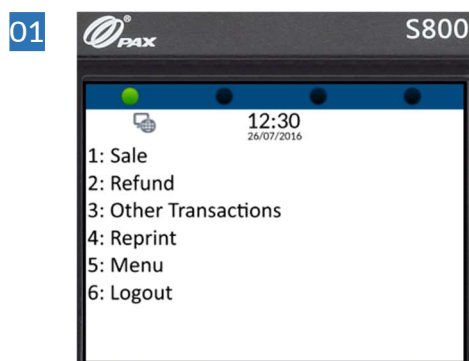
12.2.6 Flight Mode

This feature is currently not available for use.

12.2.7 Check For Updates

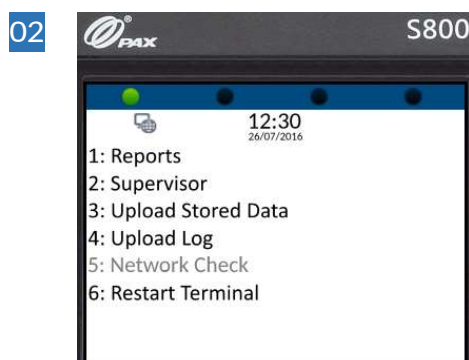
Updates, when available, can be assigned to axept® S800 using OCC (Please see the OCC User Guide on how this is achieved) allowing axept® S800 will download and install the update. The following describes the process of downloading and installing software updates or terminal configuration updates which have been assigned in OCC.

12.2.7.1 Terminal Software Updates



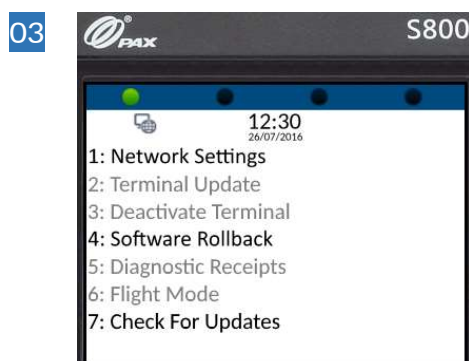
From the main menu, select option **5: Menu**

(Press the **5 JKL** key on the keypad).



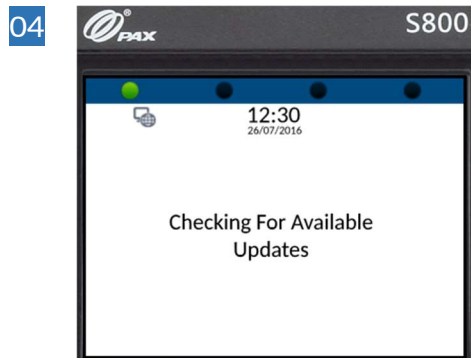
From the Terminal menu, select option **2: Supervisor**

(Press the **2 ABC** key on the keypad).

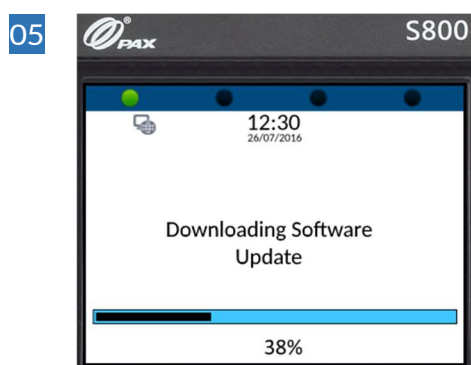


Check for updates, select option **7: Check For Updates**

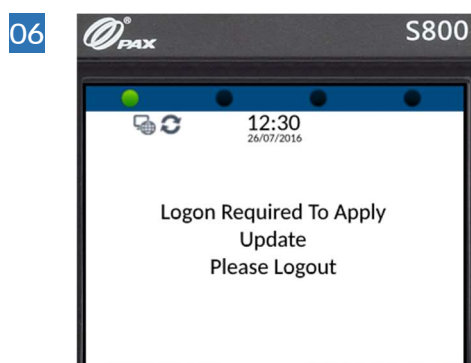
(Press the **7 PQRS** key on the keypad).




axept® S800 will check for available software updates.



If an update is available and has been assigned to the terminal in OCC, axept® S800 will start to download the software update.



After the download is complete, the update icon  will be displayed and axept® S800 will require you to logout and logon again.



After logging on, axept® S800 will start to prepare the update. Please be patient as this may take several minutes.



Once preparation is complete, axept® S800 will start to install the update. Please be patient as this may take several minutes.

09

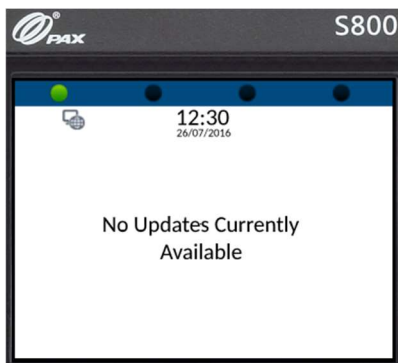


During the update process, axept® S800 will perform a backup. Please be patient as this may take several minutes.

Once the backup is complete, the axept® S800 terminal will restart and the software update process is complete.

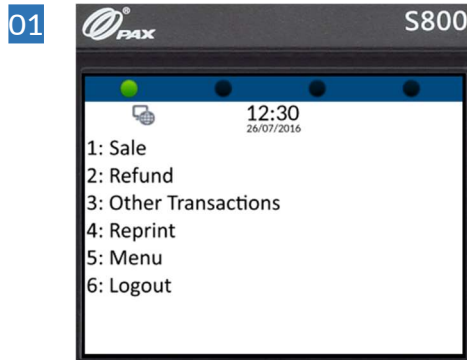
INFO

axept® 800 will only download a software update if one is available and has been assigned to the terminal in OCC.



axept® S800 will display 'No updates Currently Available' if no updates are available or has not been assigned to the terminal.

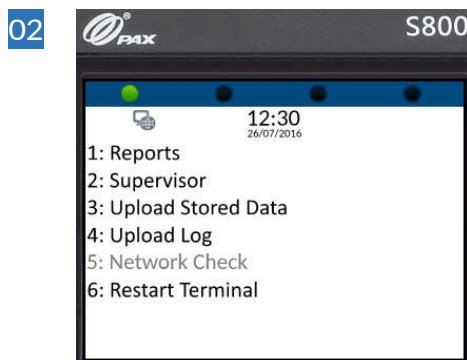
12.2.7.2 Terminal Configuration Updates



01

From the main menu, select option **5: Menu**

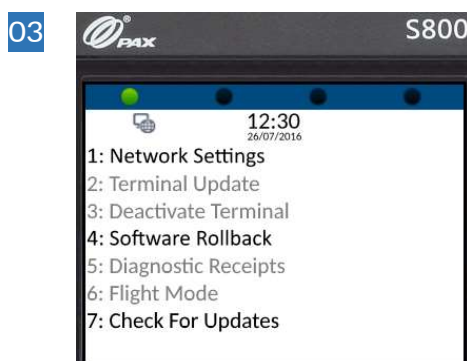
(Press the **5 JKL** key on the keypad).



02

From the Terminal menu, select option **2: Supervisor**

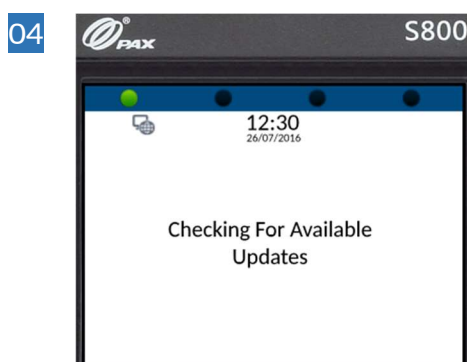
(Press the **2 ABC** key on the keypad).



03

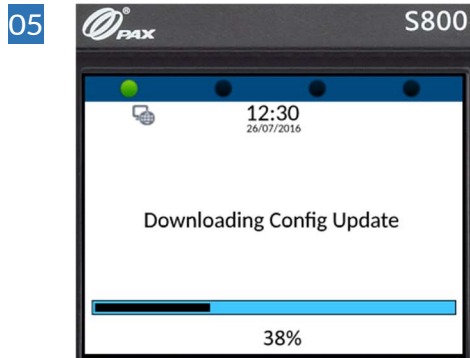
Check for updates, select option **7: Check For Updates**

(Press the **7 PQRS** key on the keypad).

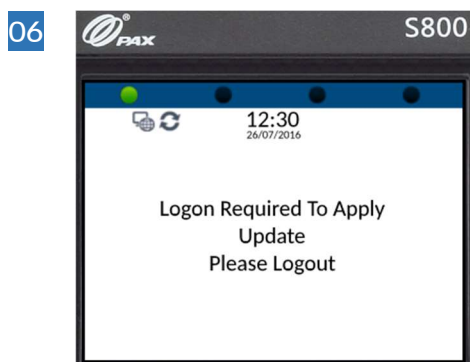



04

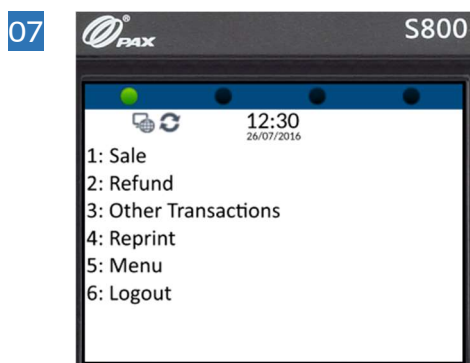
axept® S800 will check for available software updates.



If a configuration update is available and has been assigned to the terminal in OCC, **axept**® S800 will start to download the configuration update. Please be patient whilst this downloads as it may take several minutes.

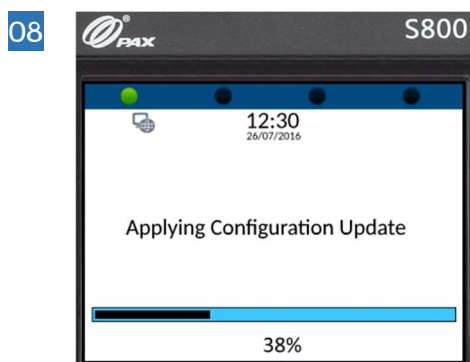


After the download is complete, the update icon  will be displayed and **axept**® S800 will require you to logout and logon again.

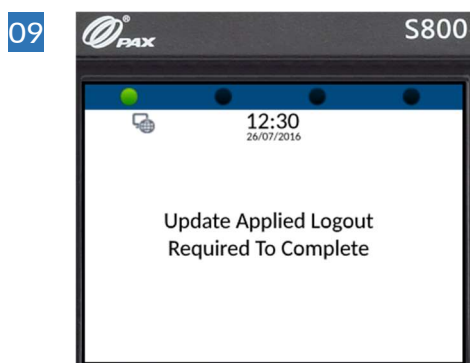


From the main menu, select option **6: Logout** to logout and then logon again.

(Press the  key on the keypad).

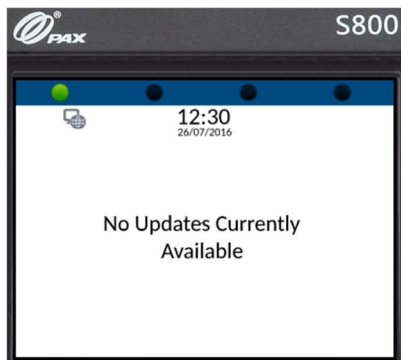


After logging on, **axept**® S800 will start apply the configuration update. Please be patient as this may take several minutes.



Once the configuration update has been applied, **axept**® S800 displays a notification that a logout will be required to complete the process and will automatically logout.


INFO axept® 800 will only download a configuration update if one is available and has been assigned to the terminal in OCC.



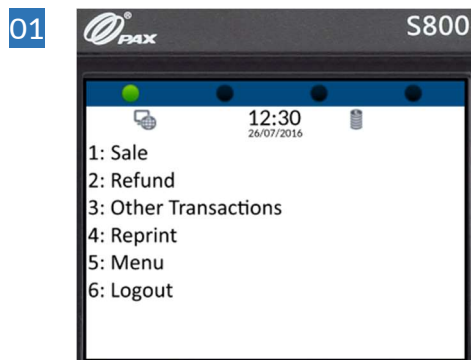
axept® S800 will display '**No updates Currently Available**' if no updates are available or has not been assigned to the terminal.


12.3 Upload Stored Data

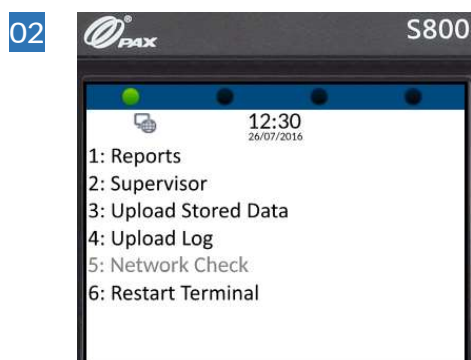
As part of the transaction process, **axept**® S800 temporarily stores transaction information encrypted on the terminal. This data is uploaded to the **axept**® platform automatically when **axept**® S800 is connected to the internet.


When **axept**® S800 is offline, this data remains securely stored on the terminal. **axept**® S800 screen shows that data is stored by displaying the offline transaction icon  with the number of transactions shown underneath.


Once internet connection is restored, the data will begin uploading automatically. However, **axept**® S800 also allows this process to be started manually as described in the following steps:



From the main menu, select option **5: Menu**
(Press the  key on the keypad).



To initialise the upload, select option **3: Upload Stored Data**
(Press the  key on the keypad).

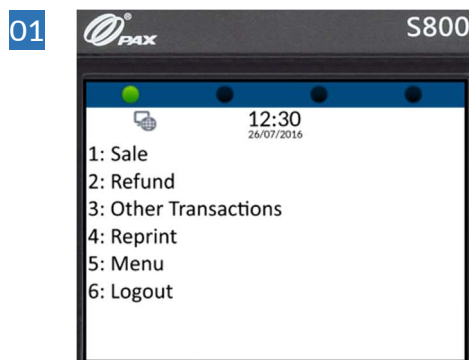
Once the upload has completed, the stored transaction icon  will no longer be displayed.

12.4 Upload Log

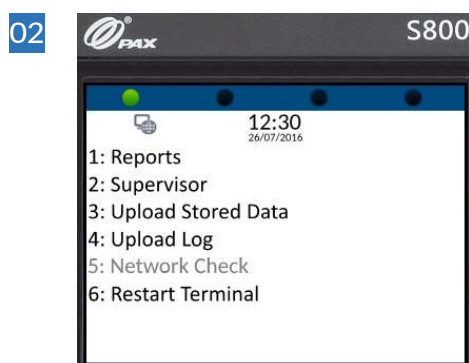
To enable Optomany to support customers as quickly and efficiently as possible, **axept**® S800 allows log file data to be uploaded from the terminal directly to the **axept**® platform.

Once the logs have been uploaded, Optomany's support team are able to view the information via the support portal. Logs should only be uploaded when requested by Optomany as part of a support case.

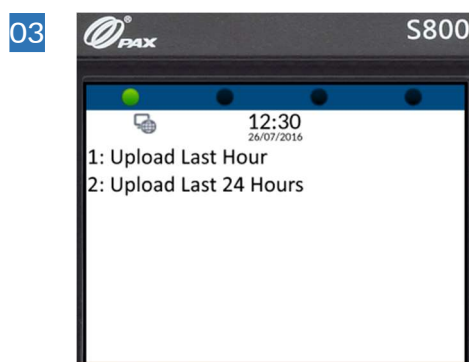
The following steps describe how to upload the log data if required:



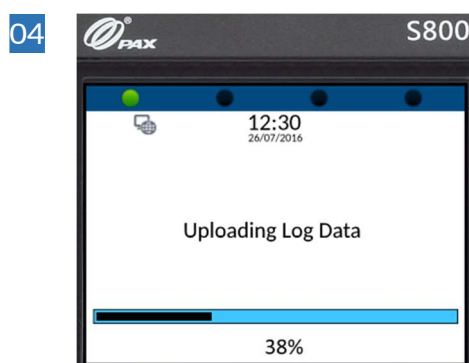
From the main menu, select option 5: Menu
(Press the **5 JKL** key on the keypad).



Select option 4: Upload Log
(Press the **4 GHI** key on the keypad).



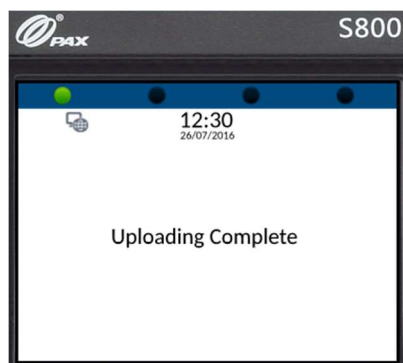
Select either option '1: Upload Last Hour' or option '2: Upload Last 24 Hours' depending on the requirement.
(Press the **1** or **2 ABC** key on the keypad).



The progress of the upload will be displayed once an option is selected.

The time required for the upload will depend on your connection speed and the amount of data to be transferred.

05



The Log Upload Complete message will be displayed and **axept**[®] 800 will return to the Upload Log menu.

12.5 Network Check

This feature is currently not available for use.

12.6 Restart Terminal

This will restart the **axept**[®] 800 terminal.

13 USEFUL INFORMATION

This section provides various useful information which will assist in the setup and use of **axept® S800**.

13.1 Key Map (Alpha Characters)

The below map represents the available characters when entering free text fields (such as the merchant reference) into S800.

Key	Number of Key Presses/Output											
	1	2	3	4	5	6	7	8	9	10	11	12
1	1	!	"	\$	%	^	&	*	()		
2	2	A	B	C	a	b	c					
3	3	D	E	F	d	e	f					
4	4	G	H	I	g	h	i					
5	5	J	K	L	j	k	l					
6	6	M	N	O	m	n	o					
7	7	P	Q	R	S	p	q	r	s			
8	8	T	U	V	t	u	v					
9	9	W	X	Y	Z	w	x	y	z			

The zero (0) key allows a greater number of characters and these are:

Key	Number of Key Presses/Output											
	1	2	3	4	5	6	7	8	9	10	11	12
0	0	.	_	'	,	/	\		-	+	@	~

Key	Number of Key Presses/Output											
	13	14	15	16	17	18	19	20	21	22	23	24
0	?	<	>	#	=	:	;	[]	{	}	'

13.2 Glossary

Term	Definition
Acquirer	Optomany authorise your transactions with your chosen Acquirer.
AVS	Acronym for Address Verification Service , is a system used to verify the address of the cardholder. The system checks the billing address of the credit/debit card provided by the cardholder with the address on file with the card issuer. If the card issuer does not support AVS it will not be included in the transaction response.
Cardholder	Non-consumer or consumer customer to whom a payment card is issued to or any individual authorized to use the payment card.
Cardholder Data	At a minimum, cardholder data consists of the full PAN. Cardholder data may also appear in the form of the full PAN plus any of the following: cardholder name, expiration date and/or service code See Sensitive Authentication Data for additional data elements that may be transmitted or processed (but not stored) as part of a payment transaction.
Chip Card	Also known as an IC (integrated circuit) card. A card containing one or more computer chips or integrated circuits for identification, data storage or special purpose processing used to validate personal identification numbers (PINs), authorise purchases, verify account balances and store personal records. In some cases, the memory in the card is updated every time the card is used (e.g. an account balance is updated).
CNP	Customer Not Present - A feature that enables merchants to take transactions over the telephone or by mail order. You must ensure you have all of the relevant customer details before proceeding with this type of transaction. Processing CNP transactions is subject to your merchant services agreement and this type of transaction may incur additional charges. Please speak with your payment processing provider if you require confirmation.
Contactless Card	A card that does not require physical contact between the card and the card reader or terminal to process a transaction.
Credit Card	A card indicating that the holder has been granted a line of credit. It enables the holder to make purchases and/or withdraw cash up to a prearranged ceiling; the credit granted can be settled in full by the end of a specified period or can be settled in part, with the balance taken as extended credit. Interest is charged on the amount of any extended credit and the holder is sometimes charged an annual fee.

Acronym for **Card Security Code** also known as **Card Validation Code** or **Value**, refers to either: (1) magnetic-stripe data, or (2) printed security features.

CSC

1. Data element on a card's magnetic stripe that uses secure cryptographic processes to protect data integrity on the stripe, and reveals any alteration or counterfeiting. Referred to as CAV, CVC, CVV, or CSC depending on payment card brand. The following list provides the terms for each card brand:
 - CAV - Card Authentication Value (JCB payment cards)
 - PAN CVC - Card Validation Code (MasterCard payment cards)
 - CVV - Card Verification Value (Visa and Discover payment cards)
 - CSC - Card Security Code (American Express)

2. For Discover, JCB, MasterCard, and Visa payment cards, the second type of card verification value or code is the rightmost three-digit value printed in the signature panel area on the back of the card. For American Express payment cards, the code is a four-digit number printed above the PAN on the face of the payment cards. The code is uniquely associated with each individual piece of plastic and ties the PAN to the plastic. The following list provides the terms for each card brand:
 - CID - Card Identification Number (American Express and Discover payment cards)
 - CAV2 - Card Authentication Value 2 (JCB payment cards)
 - PAN CVC2 - Card Validation Code 2 (MasterCard payment cards)
 - CVV2 - Card Verification Value 2 (Visa payment cards)

Debit Card

A card enabling the holder to have his purchases directly charged to funds on his account at a deposit-taking institution (may sometimes be combined with another function, e.g. that of a cash card or cheque guarantee card)

DHCP

Dynamic Host Configuration Protocol is a client/server protocol that automatically provides an Internet Protocol (IP) host with its IP address and other related configuration information such as the subnet mask and default gateway.

Encryption

Process of converting information into an unintelligible form except to holders of a specific cryptographic key. Use of encryption protects information between the encryption process and the decryption process (the inverse of encryption) against unauthorized disclosure.

Merchant

For the purposes of the PCI DSS, a merchant is defined as any entity that accepts payment cards bearing the logos of any of the five members of PCI SSC (American Express, Discover, JCB, MasterCard or Visa) as payment for goods and/or services.

Note that a merchant that accepts payment cards as payment for goods and/or services can also be a service provider, if the services sold result in storing, processing, or transmitting cardholder data on behalf of other merchants or service providers. For example, an ISP is a merchant that accepts payment cards for monthly billing, but also is a service provider if it hosts merchants as customers.

MID

Merchant Identification – This is a unique number that is assigned to your Organisation by your payment processing provider.

Online/Offline	<p>Online refers to a direct connection is available to the internet for authorisation or validation before a transaction can be executed.</p> <p>Offline means the connection is not available.</p>
PAN	<p>Acronym for Primary Account Number and also referred to as account number. A unique payment card number (typically for credit or debit cards) that identifies the issuer and the particular cardholder account.</p>
Password	<p>A string of characters that serve as an authenticator of the user.</p>
Payment Processor	<p>Sometimes referred to as Payment Gateway or Payment Service Provider (PSP). Entity engaged by a merchant or other entity to handle payment card transactions on their behalf. While payment processors typically provide acquiring services, payment processors are not considered acquirers unless defined as such by a payment card brand.</p>
PCI	<p>Acronym for Payment Card Industry.</p>
PCI DSS	<p>Acronym for Payment Card Industry Data Security Standard.</p>
PED	<p>Acronym for PIN Entry Device.</p>
PIN	<p>Acronym for Personal Identification Number. A secret numeric password known only to the cardholder. The PIN is used by the cardholder to provide authentication prior to an authorisation being attempted.</p>
Real Time	<p>The processing of instructions or data on an individual basis at the time they are received rather than at a later time.</p>
TID	<p>Terminal Identification is a unique number assigned to a terminal by Optomany.</p>

CONTACT INFORMATION

If you have any questions or require support, please get in touch with us using the details below:

Optomany Customer Support

Phone: +44 (0) 20 8102 8102
Email: customersupport@optomany.com

Customer Support Hours:

Days	Hours Covered
Monday - Saturday	08:00 – 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to customersupport@optomany.com.

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm. Upon receipt, an Optomany helpdesk ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to customersupport@optomany.com.

A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact Optomany for something other than support, the details are below.

Optomany Head Office

Address: Optomany Ltd.
 Vaughan Chambers,
 4 Tonbridge Road,
 Maidstone,
 Kent,
 ME16, 8RP.

Phone: +44 (0) 20 8102 8000
Email: info@optomany.com