axept® S900
User Guide

Version 1.6.1 | March 2017

optomany
payment solutions

optomany
axept®

Contents

Welcome

Thank you for choosing your **axept**® S900 terminal from Optomany.

The **axept**® S900 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**® S900 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 83.

1   INITIAL SETUP

Before starting to use the axept® S900, please take a few moments to check the contents of the box; you should have received the following:

○ axept® S900 Terminal

○ External AC Power Adapter

○ External AC Power Cable

○ Thermal Paper Roll

○ Battery

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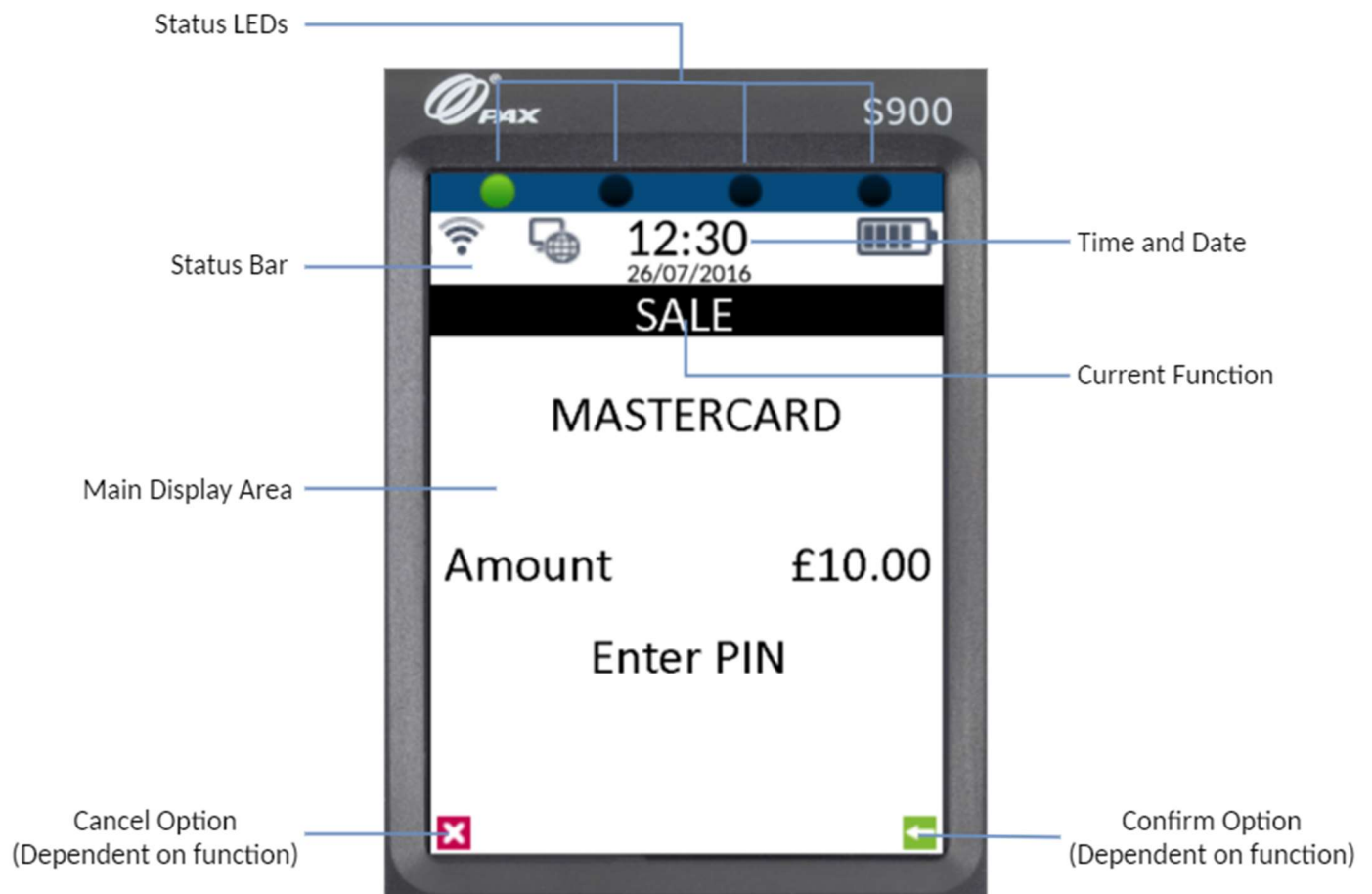020 8102 8102 or via email: customersupport@optomany.com

1.1 Terminal Overview

An overview of the axept® S900 terminal.

Receipt Printer

Contactless Card Reader

Card Slot (Magnetic Swipe)

Stylus

Up/Down Navigation

Menu

Alphanumeric (T9) Keypad

Power/Cancel

Back/Delete

Enter

Card Slot (Chip & PIN)

1.2   Screen Overview

An overview of the axept® S900 screen.

1.2.1   Screen Icons Overview

Descriptions of the axept® S900 screen icons.

Icon	Description
	Battery strength indicator (indicates battery is charging)
	Internet connection present
	No internet connection present
	GPRS signal indicator
	Wi-Fi signal indicator
	Flight mode enabled
	Transaction data stored on the terminal (not displayed once data uploaded)
	Terminal configuration download/update 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® S900 terminal.

Model	S900
Processor	32-bit ARM11 CPU, 400MHz
Memory	128MB Flash, 64MB DDR
Extended storage	Micro SD up to 32GB
Display	3.5 inch 240 x 320 pixel colour TFT LCD Touch screen
Keypad	10 numeric / letter keys, 8 function keys
Card Readers	• Magnetic Card Reader: Track 1 / 2 / 3, bi-directional • Smart Card Reader: EMV L1 & L2 • Contactless Card Reader: MasterCard PayPass & Visa payWave, American Express ExpressPay, Discover DPAS, ISO / IEC 14443 Type A/B, Mifare®, Felica, NFC
Communication	• GPRS / 3G (WCDMA / EVDO) • Wi-Fi
Peripheral Ports	• 1 x Mini USB • 1 x RS232 • 1 x power charge • 1 x base interface
Printer	Fast thermal printer (18 LPS) or faster depending on font size Paper roll width / diameter: 58mm / 38mm
Audio	Speaker, 90dB
Battery	Li-ion batteries 1850mAh, 7.4V
Voltage	Input: 100〜240VAC, 0.3A, 50Hz / 60Hz, Output: 9VDC, 1A
Operating Environment	0℃ to 50℃ (32°F to 122°F) operating temperature; 10% to 93% relative humidity, non-condensing
Storage Environment	-20℃ to 70℃ (-4°F to 158°F) storage temperature: 10% to 93% relative humidity, non-condensing
Physical	Length: 175mm, Width: 82mm, Height: 63mm
Weight	458g with Battery

1.4   Inserting Battery and Paper Roll

01

To Insert the thermal paper roll into the axept® S900 terminal:

Pull lever on the terminal to open the cover (as highlighted).

02

Insert paper roll leaving at least 1cm exposed and close the cover.

03

To insert the battery, turn the axept® S900 terminal over so the battery cover latch is visible.

Pull the latch down and towards you and carefully remove the battery cover away from the terminal.

04

Place the battery into the battery compartment making sure the contact points of the battery align with the connectors of the terminal (as highlighted).

05

Once the battery is in place, clip the battery cover back onto the terminal.
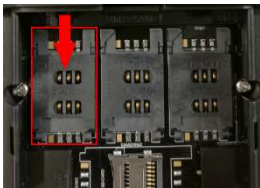
1.5   Inserting or replacing the SIM card

If the use of GPRS is required, a valid active SIM card will need to be inserted in the terminal. A SIM card will already be in place for orders which have requested GPRS functionality. The following steps describe the process of inserting or replacing the SIM card should this be necessary.

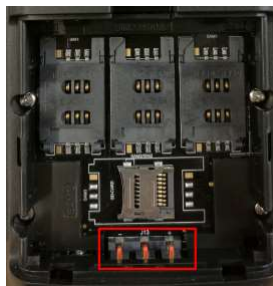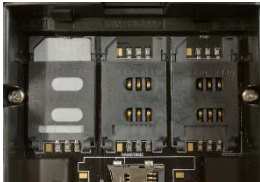|		
01		To insert or replace the SIM card in the terminal, turn the axept® S900 terminal over so the battery cover latch is visible. Pull the latch down and towards you and carefully remove the battery cover away from the terminal.
02		If the battery is already in place, remove the battery from the terminal by gently lifting the battery away from the terminal.
03		Slide in the direction indicated to open the SIM card latch and place the SIM card in the slot making sure the contacts of the terminal match the contacts of the SIM.
04		Place the new SIM card in the slot making sure the contacts of the terminal match the contacts of the SIM (the contacts of the sim should be at the base facing away from you) and close the latch.
05		Once the SIM is securely in place, put the battery back in position and place the cover back onto the terminal. To setup GPRS, see section 1.7.2 Connecting to GPRS

1.6　Switching the Terminal On

To switch the axept® S900 terminal on, hold the [X ⏻] key on the keypad for a few seconds until the terminal screen lights up (the start-up process may take a few minutes).

1.7　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.

The following describes the procedures to connect the terminal to a network either using Wi-Fi or GPRS (if applicable).

1.7.1　Connecting to Wi-Fi

The following steps describes the process for configuring the Wi-Fi Network Settings.

01

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

Highlight 'WIFI' using the ▲ and ▼ keys on the keypad and press the key on the keypad to continue.

02

axept® S900 will ask if manual configuration of Wi-Fi settings is required.

Press the key on the keypad to manually configure the settings or the [X ⏻] key on the keypad to automatically configure the settings.

1.7.1.1 Automatically Configure Wi-Fi Settings

The following steps describes the process for automatically configuring the Wi-Fi Network Settings.

| 01 | | If the option to manually configure Wi-Fi was not selected, axept® S900 will start to scan for available Wi-Fi networks. |

| 02 | | The Wi-Fi networks available are displayed.

Using the [up] and [down] keys on the keypad, select the network required and press the [enter] key on the keypad to continue. |

| 03 | | Enter the Wi-Fi password.

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

Press the [enter] key on the keypad to continue. |

| 04 | | axept® S900 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use DHCP, press the [enter] key on the keypad to continue.

If a fixed IP address is required rather than using DHCP, please refer to section 12.2.1.2 for more information. |

05

Please wait whilst the connection is validated.

06

If all the settings are valid, a confirmation that the network configuration has successfully completed will briefly be displayed.

axept® S900 will return to the 'Select Networking Type' screen.

INFO	• Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
	• axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
	• axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

1.7.1.2   Manually Configuring Wi-Fi Settings

The following steps describes the process for manually configuring the Wi-Fi Network Settings.

01

If the option to manually configure the network settings was selected, the SSID for the network will be required. Enter the SSID using the terminal's keypad.

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

Press the [key] key on the keypad to continue.

02

Use the [up] and [down] keys on the keypad to highlight the network security type required.

Press the [key] key on the keypad to continue.

03

Enter the Wi-Fi password.

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

Press the [key] key on the keypad to continue.

04

If the network security type selected is '**WEP**', enter the key index value (this step is not required if other network security types are used).

Press the [key] key on the keypad to continue.

05

axept® S900 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use DHCP, press the [key] key on the keypad to continue.

If a fixed IP address is required rather than using DHCP, please refer to section 12.2.1.2 in the axept® S900 User Guide for more information.

06

Please wait whilst the connection is validated.

07

If all the settings are valid, a confirmation that the network configuration has successfully completed will briefly be displayed.

axept® S900 will return to the '**Select Networking Type**' screen.

INFO	• Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
	• axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
	• axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

1.7.2   Connecting to GPRS

To use a GPRS connection, either as a back-up for Wi-Fi or in place of, configure axept® S900 using the procedure outlined below.

01		Once the loading process is complete, the Network Configuration menu will appear. Highlight 'GPRS' using the ▲ and ▼ keys on the keypad and press the key on the keypad to continue.
02		Please wait whilst the connection is validated.
03		axept® S900 confirms that the GPRS network configuration is successfully completed.

1.8   Activation

After successfully connecting to a network, axept® S900 needs to be registered with Optomany. Please follow the steps outlined below:

01		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.

02		Using the keypad, enter the Merchant Store Key provided by Optomany. Press the ⌨ key on the keypad to continue.

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

04		Once the activation process is complete, an **Activation Successful** message is displayed. axept® S900 now needs to download the account specific information from the Optomany axept® platform. Press the ⌨ key on the keypad to continue.

05

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

06

Once the configuration download has completed, axept® S900 will apply the configuration settings.

1.9   Switching the Terminal Off

To switch the axept® S900 terminal off, hold the [X ⏻] key on the keypad for a few seconds until the terminal is off (the display and the lights on the keypad will switch off).

INFO   The terminal should be switched off when not in use to conserve power in the battery.

2   LOGGING ON

Now set-up and activation are complete, axept® S900 is ready for the first logon.

01		
		Once axept® S900 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] key on the keypad to continue.

02		
		Enter the User ID sent to you by Optomany using the keypad and press the [key] key on the keypad to continue.

03		
		Enter the password sent to you by Optomany using the keypad and press the [key] key on the keypad to continue.

04		
		Please wait whilst axept® S900 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 [enter key] key on the keypad to continue.

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

Once entered, press the [enter key] key on the keypad to continue.

---

3   PROCESSING A CHIP AND PIN SALE

Once the logging on process has been completed, axept® S900 is ready to process transactions. The following describes the end-to-end operation of a Chip & PIN sale:

01

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

(Press the ⬚1 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.

02

Enter the amount of the sale using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the ⬚ key on the keypad to continue.

03

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.

04

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.

05

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.

06

Once the card is inserted, axept® S900 will process the card.

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

07

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.

08

If cashback is required, enter the cashback amount using the keypad. (axept® S900 will automatically enter the decimal place for you).

Press the ⊙↵ key on the keypad to continue.

09

The total amount of the sale and cashback will be displayed. Press the 1 key on the keypad to confirm the amount is correct or press the 2 ABC key on the keypad to cancel.

10

On the **Enter PIN** screen, pass the axept® S900 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.

11

axept® S900 will provide a **PIN OK** confirmation if the PIN has been correctly entered.

12

axept® S900 will attempt to authorise the transaction with your chosen acquirer.

13

axept® S900 will confirm that the payment is complete if authorisation is successful.

14

Once the payment is complete, axept® S900 will prompt for the card to be removed.

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

Merchant Receipt Printing

16		Tear off the receipt (after printing has completed) from the axept® S900 terminal and press the ⏎ key on the keypad to continue.

Please Tear Receipt
Press Enter

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

Cardholder Receipt Printing

18		The payment processing procedure is now complete and axept® S900 will return to the main menu.

Complete

4   PROCESSING A CONTACTLESS SALE

axept® S900 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:

01

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

(Press the [1] key on the keypad).

02

Enter the amount of the sale using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the [↵] key on the keypad to continue.

03

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.

04

axept® S900 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® S900 will attempt to authorise the transaction with your chosen acquirer.

| 08 | | axept® S900 will confirm that the payment is complete if authorisation is successful. |

| 09 | | The Merchant Receipt will begin printing. |

| 10 | | Tear off the receipt (after printing has completed) from the axept® S900 terminal and press the [key] key on the keypad to continue. |

| 11 | | The payment processing procedure is now complete and axept® S900 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® S900 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.

01		To print a customer/cardholder copy of the receipt, from the main menu, select option **4: Reprint** (Press the `4 GHI` key on the keypad).
02		From the Reprint menu, select option **2: Customer Copy** (Press the `2 ABC` key on the keypad).
03		The cardholder receipt will then begin printing and can be torn off once printing has completed and axept® S900 will return to the main menu.

5   PROCESSING A CHIP AND PIN REFUND

Processing a refund using axept® S900 follows a very similar procedure to that of a sale. However, the cardholder is not verified by PIN, but a signature is required instead.

The following describes how the refund process works:

01		From the main menu, select option **2: Refund**

From the main menu, select option **2: Refund**

(Press the [2 ABC] key on the keypad).

02		

Enter the amount of the refund using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the [⏎] key on the keypad to continue.

03		

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.

04

axept® S900 will prompt for the card to be presented.

05

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.

06

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.

07

axept® S900 will attempt to authorise and process the refund.

08

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.

09

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] key on the keypad to continue. If not, press the [key] key on the keypad to cancel.

10

If the signature is confirmed as valid, axept® S900 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® S900 will return to the main menu.

6   PROCESSING A CONTACTLESS REFUND

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:

01

From the main menu, select option **2: Refund**

(Press the [2 ABC] key on the keypad).

02

Enter the amount of the refund using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the [↵] key on the keypad to continue.

03

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).
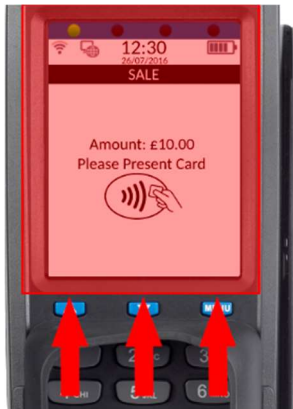
Press the [↵] key on the keypad to continue.

04

axept® S900 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® S900 will attempt to authorise and process the refund.

| 08 | | 'Refund Accepted' will be displayed once the refund is authorised. |

| 09 | | The merchant receipt will then be printed. A cardholder signature is not required on a refund using contactless. |

| 10 | | Tear off the receipt (after printing has completed) from the axept® S900 terminal and press the ⏎ key on the keypad to continue. |

| 11 | | The refund procedure is now complete and axept® S900 will return to the main menu. |

7   DECLINED TRANSACTIONS

There may some occasions where the acquirer does not authorise transactions and axept® S900 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:

01

In this example, axept® S900 displays the **Not Authorised** message, meaning the acquirer has not been able to authorise the transaction.

02

axept® S900 will prompt for the card to be removed.

03

axept® S900 will then print both the Merchant's and Cardholder's declined receipts.

04

axept® S900 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® S900 handles the referral, providing you with all of the information that will be requested.

01		
		Once the referral result has been received, axept® S900 will request that the card is removed.

Once the referral result has been received, axept® S900 will request that the card is removed.

axept® S900 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.

04

If authorised, axept® S900 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 icon] key on the keypad to continue.

05

axept® S900 will then print both the Merchant's and Cardholder's.

9   PROCESSING A CARDHOLDER NOT PRESENT (CNP) SALE

axept® S900 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® S900 will require the entry of the Card Security Code (CSC), House Number and Post Code (AVS).

The process for these transactions are detailed below.

| 01 | | From the main menu, select option **3: Other Transactions**

(Press the ⬛ **3 DEF** key on the keypad). |

| 02 | | 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 ⬛ **1** key on the keypad). |

| 03 | | Select option **1: Mail Order Sale**

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

04

Enter the amount of the sale using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the [key] key on the keypad to continue.

05

If required, enter the reference for the transaction. If a reference is not needed press the [key] 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).
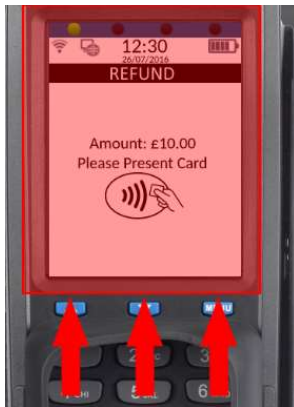
Press the [key] key on the keypad to continue.

06

axept® S900 will prompt for the card number (PAN).

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

07

axept® S900 will prompt for the card's expiry date (2-digit Month and Year). The / (slash) is automatically entered by axept® S900.

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

08

axept® S900 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] key on the keypad to continue.

09

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

Alternatively, press the [key] key on the keypad to skip if you do not wish to validate the information.

10

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

Alternatively, press the [key] key on the keypad to skip if you do not wish to validate the information.

11

axept® S900 will attempt to process and authorise the transaction with your acquirer.

12		axept® S900 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] key on the keypad to accept the transaction or the [key] key to reject.

See section 9.1 of this document for a breakdown of what the result symbols mean.

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

14		Tear off the receipt from the terminal and press the [key] 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.

The payment processing procedure is now complete and axept® S900 will return to the main menu.

16

The payment processing procedure is now complete and axept® S900 will return to the main menu.

9.1   Cardholder Not Present (CNP) – Results

As well as returning the results of the authorisation, the axept® S900 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® S900 has the facility to process refunds without the cardholder being present. The below details the Cardholder Not Present refund procedure:

01

From the main menu, select option **3: Other Transactions**

(Press the 3DEF key on the keypad).

02

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 1 key on the keypad).

03

Select option **2: Mail Order Refund**

(Press the 2 ABC key on the keypad).

04

Enter the amount of the refund using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the key on the keypad to continue.

05

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

06

axept® S900 will prompt for the card number (PAN).

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

07

axept® S900 will prompt for the card's expiry date (2-digit Month and Year). The / is automatically entered by axept® S900.

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

08

axept® S900 will attempt to process and authorise the transaction.

09

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

Press the [key] key on the keypad to continue.

10

axept® S900 will begin to print the Merchant's Refund Receipt.

11

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

12

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

13

| 12:30 |
| 26/07/2016 |
| REFUND |
| Complete |

The Cardholder Not Present (CNP) refund processing procedure is now complete and axept® S900 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® S900 provides functionality for the receipts to be printed again after the transaction. The following demonstrates how to reprint additional receipts.

01		From the main menu, select option **4: Reprint** (Press the ⬛ 4 GHI key on the keypad).

02		Select whether an additional Merchant or Customer receipt is required by pressing ⬛ 1 for **Merchant** or ⬛ 2 ABC for **Customer**.

03		The receipt will begin printing once a selection has been made. **DUPLICATE RECEIPT** will be printed near the bottom of the receipt.

04

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

05

axept® S900 will return to the reprint menu.

You can reprint another receipt or press the [red cancel key] key to return to the main menu.

12   THE TERMINAL

axept® S900 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   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.

Section 12.1.1 details what the reports show.

12.1.1 Available Reports

The following describes the available reports:

Report Name	Description	52
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® S900	

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® S900 (e.g. Ethernet configuration).

12.2.1 Network Settings

axept® S900 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.

If axept® S900 has been installed with both Wi-Fi and GPRS, settings for both communication modules are included.

01

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

(Press the [5 JKL] key on the keypad).

02

To display the Supervisor menu, select option **2: Supervisor**

(Press the [2 ABC] key on the keypad).

03

To enter the network settings, select option **1: Network Settings**

(Press the [1] key on the keypad).

04

Select the communication method which you wish to re-configure using the [▲] and [▼] keys on the keypad (or press the [1] or [2 ABC] key on the keypad depending on which method you require) and press the [⊙↵] key on the keypad to continue.

12.2.1.1 Wi-Fi (DHCP)

The following process shows how to configure the terminal for access to the Wi-Fi network when using DHCP (Dynamic Host Configuration Protocol) which configures the IP details automatically.

01

From the Network Settings menu, highlight 'WiFi' using the [▲] and [▼] keys on the keypad (or press the [2 ABC] key on the keypad) and press the [⊙↵] key on the keypad to continue.

02

axept® S900 will prompt if manual configuration of Wi-Fi settings is required.

Press the [✗] key on the keypad to automatically configure the settings.

Please see section 1.7.1.2 to manually configure Wi-Fi settings.

| 03 | | axept® S900 scans for available Wi-Fi networks. |

| 04 | | The Wi-Fi networks available are displayed.

Using the [up arrow] and [down arrow] keys on the keypad, select the network required and press the [enter] key on the keypad to continue. |

| 05 | | Enter the Wi-Fi password.

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

Press the [enter] key on the keypad to continue. |

| 06 | | axept® S900 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use this service, press the [enter] key on the keypad to continue. |

07

Please wait whilst the connection is validated.

08

axept® S900 confirms that the network configuration is successfully completed.

09

axept® S900 will automatically restart to configure the network settings.

INFO	• Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
	•
	• axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
	•
	• axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

12.2.1.2 Wi-Fi (Fixed IP)

The process for the configuration of a Wi-Fi connection using a fixed IP (rather than DHCP) follows the same flow as the previous section (12.2.1.1) until step 6.

01		To use a fixed IP rather than DHCP, press the [image] key.
02		Enter the IP address. (To enter a '.' [dot], press the [0] key twice on the keypad).
03		Enter the subnet mask for the network.
04		Enter the Gateway for the network.

05

Enter the IP address for the Preferred DNS server.

06

Enter the IP address for the Alternative DNS server.

07

axept® S900 confirms that the network configuration is successfully completed.

08

axept® S900 will automatically restart to configure the network settings.

INFO	• Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
	• axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
	• axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

12.2.1.3 GPRS

To reconfigure or add a GPRS connection, configure the axept® S900 using the procedure outlined below.

01

From the Network Settings menu, highlight 'GPRS' using the [▲] and [▼] keys on the keypad (or press the [1] key on the keypad) and press the [↵] key on the keypad to continue.

02

Please wait whilst the connection is validated.

03

axept® S900 confirms that the GPRS network configuration is successfully completed.

04

axept® S900 will automatically restart to configure the network settings.

12.2.1.4 Reset Network Settings

Reset Network Settings will remove all network settings from axept® S900.

01

From the Network Settings menu, highlight 'Reset Network Settings' using the [▲] and [▼] keys on the keypad (or press the [3 DEF] key on the keypad) and press the [⏎] key on the keypad to continue.

02

axept® S900 will ask for confirmation that you want to reset the network settings.

Press the [⏎] key on the keypad to confirm.

03

The network settings will be cleared and axept® S900 will return to the network settings menu. Once the terminal is restarted, the network settings will need to be configured again.

12.2.2 Date/Time Settings

The following describes the process of setting the Date and Time on the terminal.

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

To set the Date or Time on the terminal, select option **2: Date/Time Settings**

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

04

To set the Date, select option **1: Set Date** or to set the Time, select option **2: Set Time**.

(Press the ⬚ 1 key to set Date or ⬚ 2 ABC key to set Time on the keypad).

| 05 | | If setting the Date, enter the (numerical) date using the keypad in the format: YYYY/MM/DD (Year/Month/Day) for example: 2017/07/26 (26 July 2017). |

If setting the Date, enter the (numerical) date using the keypad in the format: YYYY/MM/DD (Year/Month/Day) for example: 2017/07/26 (26 July 2017).

(axept® S900 will automatically enter the forward slash (/) for you).

Press the ⬅ key on the keypad to clear the previous value, the ↵ key to confirm or the ✕ key to cancel the changes.

If setting the Time, enter the time using the keypad in the format: HH:MM:SS (Hours/Minutes/Seconds) for example: 15:30:45.

(axept® S900 will automatically enter the colon (:) for you).

Press the ⬅ key on the keypad to clear the previous value, the ↵ key to confirm or the ✕ key to cancel the changes.

INFO Please be careful when setting the date and time as an incorrect date and/or time may affect transactions being processed correctly.

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® S900 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.

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

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

(Press the `4 GHI` key on the keypad).

04
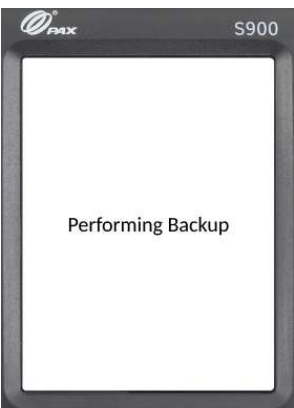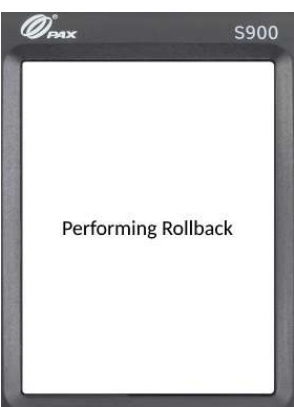
axept® S900 will prompt for confirmation. Press the [key] key on the keypad to perform the software rollback or press the [key] key to cancel.

05

If continuation of the software rollback was confirmed, axept® S900 will start to perform the backup process. Please be patient as this may take several minutes.

06

Once the backup process is complete, axept® S900 will start to perform the software rollback. Please be patient as this may take several minutes.

07

Once the rollback process is complete, axept® S900 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

axept® S900 has a flight mode feature, which when enabled, will de-activate all network connections. The following describes the process to enable/disable Flight Mode.

12.2.6.1 Enable Flight Mode

The following describes the process to enable Flight Mode.

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

To enter Flight Mode settings, select option **6: Flight Mode**

(Press the [6 MNO] key on the keypad).

04

To enable Flight Mode, select option **1: On**

(Press the ⬚1⬚ key on the keypad).

05

axept® S900 will ask for confirmation that you want to enable Flight Mode.

Press the ⬚↵⬚ key on the keypad to confirm or the ⬚✕⬚ key to cancel.

06

axept® S900 will confirm Flight Mode is enabled and the terminal will restart.

INFO The Flight Mode icon ✈ will be displayed on the status bar to indicate Flight Mode is enabled.

12.2.6.2 Disable Flight Mode

The following describes the process to disable Flight Mode.

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

To enter Flight Mode settings, select option **6: Flight Mode**

(Press the ⬡6 MNO key on the keypad).

04

To disable Flight Mode, select option **2: Off**

(Press the ⬡2 ABC key on the keypad).

05

axept® S900 will ask for confirmation that you want to disable Flight Mode.

Press the [ ] key on the keypad to confirm or the [ ] key to cancel.

06

axept® S900 will confirm Flight Mode is disabled and the terminal will restart.

12.2.7 Check For Updates

Updates, when available, can be assigned to axept® S900 using OCC (Please see the OCC User Guide on how this is achieved) allowing axept® S900 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

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® S900 will check for available software updates.

05

If an update is available and has been assigned to the terminal in OCC, axept® S900 will start to download the software update. Please be patient whilst this downloads as it may take several minutes.

06

After the download is complete, the update icon ⟳ will be displayed and axept® S900 will require you to logout and logon again.

07

After logging on, axept® S900 will start to prepare the update. Please be patient as this may take several minutes.

08

Once preparation is complete, axept® S900 will start to install the update. Please be patient as this may take several minutes.

09

During the update process, axept® S900 will perform a backup. Please be patient as this make take several minutes.

Once the backup is complete, the axept® S900 terminal will restart and the software update process is complete.

INFO	axept® 900 will only download a software update if one is available and has been assigned to the terminal in OCC.

axept® S900 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® S900 will check for available software updates. |

05

If a configuration update is available and has been assigned to the terminal in OCC, axept® S900 will start to download the configuration update. Please be patient whilst this downloads as it may take several minutes.

06

After the download is complete, the update icon ⟳ will be displayed and axept® S900 will require you to logout and logon again. axept® S900 will return to the main menu.

07

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

(Press the [6 MNO] key on the keypad).

08

After logging on, axept® S900 will start apply the configuration update. Please be patient as this may take several minutes.

09

Once the configuration update has been applied, axept® S900 displays a notification that a logout will be required to complete the process and will automatically logout.

| INFO | axept® 900 will only download a configuration update if one is available and has been assigned to the terminal in OCC. |

axept® S900 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® S900 temporarily stores transaction information encrypted on the terminal. This data is uploaded to the axept® platform automatically at the end of a transaction when axept® S900 is connected to the internet.

When axept® S900 is offline, this data remains securely stored on the terminal. axept® S900 screen shows that data is stored by displaying the stored transaction icon with the number of transactions shown underneath.

Once internet connectivity is restored, the data will begin uploading automatically. However, axept® S900 also allows this process to be started manually as described in the following steps:

01

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

(Press the 5 JKL key on the keypad).

02

To initialise the upload, select option **3: Upload Stored Data**

(Press the 3 DEF 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® S900 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:

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

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

03		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).

04

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® S900 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® S900 terminal.

13   USEFUL INFORMATION

This section provides various useful information which will assist in the setup and use of axept® S900.

13.1   Key Map (Alpha Characters)

The below map represents the available characters when entering free text fields (such as the merchant reference) into axept® S900.

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 Battery Care

To ensure the battery remains in optimum condition, the following guidelines are suggested:

Description
01 When using a new battery, please fully charge the battery and allow the battery to completely discharge (through normal usage) for 2-3 times (cycles) so the battery capacity is fully optimised.
02 The battery should be removed from the terminal if not it in use for extended periods of time (More than a week) and should be placed out of direct sunlight and heat sources in a dry, cool location. If the battery is to be stored long term, two key factors will affect the overall health of the battery: the environmental temperature and the percentage of charge on the battery when it's powered down for storage. Therefore, the following is advised: Do not fully charge or fully discharge the battery — charge it to around 50 per cent. If you store the battery when it is fully discharged, the battery could fall into a deep discharge state, which renders it incapable of holding a charge. Conversely, if you store it fully charged for an extended period, the battery may lose some capacity, leading to shorter battery life. Place the battery in a cool, dry environment that's less than 30° C. If you plan to store the battery for longer than two months, charge it to 50 per cent every 1 - 2 months to keep in in optimum condition.
03 The battery is designed to perform optimally at temperatures between 0°C and 40°C. and it is especially important to avoid exposing the battery to temperatures higher than 40°c which can permanently damage the battery. When using the battery in a very cold environment, you may notice a decrease in battery life, but this condition is temporary. Once the battery's temperature returns to its normal operating range, its performance will return to normal as well.

13.3 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.

CSC	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. 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	Online refers to a direct connection is available to the internet for authorisation or validation before a transaction can be executed. Offline means the connection is not available.
PAN	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.
Password	A string of characters that serve as an authenticator of the user.
Payment Processor	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.
PCI	Acronym for Payment Card Industry.
PCI DSS	Acronym for Payment Card Industry Data Security Standard.
PED	Acronym for PIN Entry Device.
PIN	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.
Real Time	The processing of instructions or data on an individual basis at the time they are received rather than at a later time.
TID	Terminal Identification is a unique number assigned to a terminal by Optomany.

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,
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