IWL255
Quick Merchant Operator Guide

IWL255 Terminal Features

Printer paper door

Integrated contactless reader

Magnetic strip reader

USB connector

iWL250

Navigation keys

Alphanumeric keys

Menu button

Function button

Cancel button

OK button

Smart card reader

Clear button

Key Functions

Power on/off

To power the terminal on/off, hold down both the [FUNC] and [CLEAR] keys at the same time. You can also press [CANCEL] then [OK] to confirm shutdown. This must only be done when the terminal is not plugged into power as it will cause the terminal to restart.

Terminal Power Setting – Sleep and Shutdown mode

1. Press the [MENU] key
2. Press [2] to enter the TERMINAL menu
3. Press [1] to enter the CONFIGURE menu
4. Press [F3] to scroll to the next page
5. Press [5] for POWER SETTING
6. Current power setting is displayed

7. Press [F1] to have terminal go into sleep mode or [F3] for shutdown. While in sleep mode, the terminal can still perform auto settlement and TMS logon. Press any key to return the terminal to idle state.

Purchase – Contactless (total purchase amount less than $100)

1. Initiate a transaction by entering the amount and press [OK]
2. Tap card on the contactless reader once **Present Card** sign is displayed
3. Transaction is approved and merchant receipt is printed
4. Press [YES] to print customer copy or [NO] to suppress

Can

Purchase – Contactless (total purchase amount greater than $100)

1. Initiate a transaction by entering the amount and press [OK]
2. Tap card on the contactless reader once **Present Card** sign is displayed
3. Enter PIN and press [OK]
4. Transaction is approved and merchant receipt is printed
5. Press [YES] to print customer copy or [NO] to suppress

Purchase – Swipe and EMV with PIN/Signature

1. Initiate transaction by swiping or inserting the card
2. If multiple merchant function is enabled, select the required account
3. Enter the amount of the transaction and press [OK]
4. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
5. Select the account by pressing the function keys below the CHQ, SAV, CR
6. Enter PIN or press [OK] for signature
7. Merchant receipt is printed
8. Remove card when prompted by the terminal
9. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
10. Press [YES] to print customer copy or [NO] to suppress

Purchase – with Cash out

1. Initiate a transaction by entering the purchase amount **DO NOT** press [OK]
2. Press [F2] key to add cash out
3. Enter the cash out amount and press [OK]
4. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
5. Swipe or insert the card
6. Select the account by pressing the function keys below the CHQ OR SAV
7. Enter PIN and press [OK]
8. Merchant receipt is printed
9. Remove card when prompted by the terminal
10. Press [YES] to print customer copy or [NO] to suppress

Purchase – Manual Entry

1. Initiate a transaction by pressing the [F3] yellow key below Other
2. Press Manual
3. Enter manager or operator password to authorise the manual entry transaction
4. Press [1] Purchase
5. Enter the amount of the transaction and press [OK]
6. Key in the card number on the keypad and press [OK]
7. Enter the card expiry date and press [OK]
8. Enter the CCV (optional) and press [OK]
9. Transaction type defaults to Credit, Validate amount and press [OK]
10. Enter PIN and press [OK]
11. Merchant receipt is printed
12. Remove card when prompted by the terminal
13. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
14. Press [YES] to print customer copy or [NO] to suppress

MOTO (Mail Order / Telephone Order)

MOTO is the ability to process credit card transactions when the card is not present

1. Initiate a transaction by pressing the [F3] yellow key below Other
2. Press MOTO
3. Enter manager or operator password to authorise the MOTO transaction
4. Press [1] Purchase
5. Enter the amount of the transaction and press [OK]
6. Enter the complete card number and press [OK]
7. Enter the card expiry date and press [OK]
8. Enter the CCV and press [OK]
9. Transaction type defaults to Credit, Validate amount and press [OK]
10. Approved, merchant receipt prints

Refund

1. Initiate a transaction by pressing the [F3] yellow key below Other
2. Press [1] to select a refund transaction from the menu
3. Enter the amount of the transaction and press [OK]
4. Enter the operator password or the manager password and press [OK]
5. Swipe, insert or tap the card
6. Note: Remainder of refund transaction flow is the same as that of a purchase transaction

Settlement – Manual Settlement

1. Press [MENU] key
2. Press [1] to enter EFTPOS menu
3. Press [2] for TOTALS
4. Enter the manager password and press [OK]
5. Press [1] for SETTLEMENT
6. Settlement report prints
7. Note: The terminal can also be set to settle automatically every day at a particular time

Cumulative Totals

Cumulative Totals indicate the amount transacted through the terminal since the last Settlement

1. Press [MENU] key
2. Press [1] to enter EFTPOS menu
3. Press [2] for TOTALS
4. Enter the manager password and press [OK]
5. Press [3] for CUMULATIVE TOTALS
6. Wait for processing to be completed
7. Settlement report prints

Merchant Choice Routing (MCR)

Follow the below steps to view the Merchant Choice Routing settings applied in the terminal.

1. Press [Menu] key
2. Press [1] to enter EFTPOS menu
3. Press [6] for MCR
4. Enter manager password and press [OK]
5. The screen will show if Merchant Choice Routing is YES (i.e. Enabled or NO (i.e. disabled). If enabled press [Next]
6. The screen will show the transaction threshold applied for Debit Mastercard®. Press [Next] to continue
7. The screen will show the transaction threshold applied for Visa Debit. Press [Done] to finish

To enable or disable Merchant Choice Routing, or to make changes to the transaction threshold, contact CommBank helpdesk 1800 230 177.

Tipping – On-Screen Tipping

1. Initiate transaction by swiping or inserting the card
2. If multiple merchant function is enabled, select the required account
3. Enter the amount of the transaction and press [OK]
4. Enter tip amount
5. Select the account by pressing the function key below the CHQ, SAV or CR
6. Enter PIN or press [OK] for signature
7. Merchant copy of the receipt is printed
8. Remove card when prompted by the terminal
9. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
10. Press [YES] to print customer copy or [NO] to suppress

Tipping – Contactless Tipping

1. Initiate transaction by entering the purchase amount and press OK
2. Enter tip amount and press OK
3. Tap card (if the total amount together with the tip is over contactless limit then PIN entry will be prompted)
4. Merchant copy of the receipt is printed
5. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation

1. Press the [F1] Yellow key to below AUTH
2. Press [1] to select PRE-AUTH
3. If multiple merchant function is enabled, select the required account
4. Enter the amount of the transaction and press [OK]
5. Swipe, insert or manually enter the card. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the **Credit account required** exception will occur.
6. Enter PIN or press [OK]
7. Merchant copy of receipt will print while processing is completed
8. Remove card when prompted
9. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
10. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation - Completion with Reference number

Use this completion method when the customer is present with their card and the transaction is being completed through the original terminal that processed the preauthorisation.

1. Press [F1] key to select the AUTH menu

2. Press [2] to select COMPLETION

3. Enter the manager password and press [OK]

4. Swipe/insert the card followed by expiry date and CCV. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the **Credit account required** exception will occur.

5. If multiple merchant function is enabled, select the required account

6. Enter the completion amount of the transaction and press [OK]

7. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]

8. Enter the Reference number which can be found on the top of your merchant receipt.

9. Terminal will display the correct completion transaction details after processing. Press [OK] to confirm the completion transaction and to print the completion receipt.

10. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)

11. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation - Completion with date, time and Auth number

Use this completion method when the customer is present with their card and the transaction is being completed through a different terminal to the one that originally processed the preauthorisation.

1. Press [F1] key to select the AUTH menu

2. Press [2] to select COMPLETION

3. Enter the manager password and press [OK]

4. Swipe/insert the card. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the **Credit account required** exception will occur.

5. If multiple merchant function is enabled, select the required account

6. Enter the completion amount of the transaction and press [OK]

7. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]

8. Enter Auth number which can be found near the bottom of your merchant receipt

9. Enter the date from the preauthorisation transaction receipt

10. Enter the time from the preauthorisation transaction receipt

11. Re-enter the Auth number

12. Terminal will prompt for the Reference number, press [OK] to skip.

13. Terminal will display the correct completion transaction details after processing. Press [OK] to confirm the completion transaction. Merchant receipt is printed.

14. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)

15. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation - Cardless Completion with Reference number

Use this completion method when the customer is not present to complete the transaction with their card (e.g. customer walk out scenario), and you have the original terminal that processed the preauthorisation.

1. Press [F1] key to select the AUTH menu

2. Press [3] to select CARDLESS COMPLETION

3. Enter the manager password and press [OK]

4. Enter the transaction amount and press [OK]

5. Enter the Reference number which can be found at the top of the merchant copy preauthorisation receipt and press [OK].

    If an invalid Reference number is entered, the following error message will appear on the terminal screen **INVALID REFERENCE**

    Press [RETRY] to enter the valid reference number or [CANCEL] to cancel the transaction

6. After a valid reference number is input, the terminal screen will display the Auth number, Reference number, Date and Amount details. Review that the transaction details displayed on the terminal screen are correct.

    After you have validated the transaction details are correct, press [OK] to complete the transaction and print a receipt.

Manager and Operator password

1. Press [Menu]

2. Press Option 2 - Terminal

3. Press Option 2 - Passwords

4. Enter the manager password

5. Select Option 1 - MANAGER, to change the Manager Password, or Option 2 - OPERATOR to create a new or change an existing operator password

6. Enter the password and press [OK]. Repeat to confirm the new password

Multiple Merchant Selection

Multiple merchant selection will occur for purchase, cash out, refund, preauthorisation and completion transactions when the multiple merchant function is enabled on the terminal. It will occur after the card details are captured or the entry of transaction amount and tips, whichever occurs first.

Store and Forward (SAF)

Store and Forward (SAF) is the ability to process offline transactions.

The PINpad will display **SAF** in the top right hand corner of the screen to indicate that one or more entries are in the store and forward memory of the terminal.

Settlement Sending Stored Transactions is displayed if a settlement is triggered and there are SAF entries that need to be forwarded to the Bank.

Sending Stored Transactions is displayed when a stored transaction is sent online after the idle timer has been triggered or the cumulative totals report has been requested.

When a transaction that exceeds your floor limit is performed in the SAF mode, an authorisation number will need to be obtained by calling the authorisation centre.

Charging the Battery

When does the battery need to be charged?

- On initial start-up, charge the battery for 16 hours.

- Thereafter, charge for 4 hours if charging by base and 6 hours if charging by USB cable.

- When used daily, the terminal recharges its batteries each time it is placed on its base, or each time the traveller charger is connected. Charging is automatic.

How can the battery be charged?

- Using the base

  » Place the terminal on its base

  » Check if the battery symbol is flashing or moving (=battery charging)

Note:

Make sure to switch off the terminal when not in use for extended periods but remember to power it back up when charging. Do not keep your terminal permanently connected to the mains power.

Support

For support, please call the dedicated CommBank merchant helpdesk on **1800 022 966**, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready.

- Terminal ID (located at the top of your merchant receipt)

- Trading name

- Trading address

- Trading phone number

For authorisations on all over floor limit manual debit card transactions, please call **1800 813 700**.

For authorisations on all over floor limit manual credit card transactions, please call **13 26 36**.

For stationery orders please visit **https://eftposstationery.evolveshop.com.au** or call **1800 230 177**.

For more information on this terminal and other CommBank merchant services, please visit **commbank.com.au/business/merchant-services**