Quick start
Stand alone card terminal
(WestPOS)

Version: 1.20.6.8

1. Version History

Version	Date	Notes
1.0	12-06-2014	Document created
1.1	18-06-2014	WiFi menu section added
1.2	07-07-2014	3G menu section added
1.3	12-08-2014	Close Batch section updated
1.20.6.8	25-05-2015	Updated for PA version 1.20.6.8

2. Terminal Components

2.1. WestInt T013

ID	Description
1	Receipt printer [1]
2	Status indicator for contactless cards
3	Status bar. Shows information about battery level, network connection, WiFi, 3G/GPRS [1]
4	Touch screen / Display / Reader for contactless cards
5	Reader for magnetic cards
6	Keyboard
7	Reader for chip cards
8	Abort button
9	Edit or back button
10	Approval or select button
11	Socket for power adapter [2]
12	Ethernet connection slot [2]
13	Power adapter [2]

[1] Function not available on 8006 model
[2] Connections, ports and peripherals vary between the different terminal models.

Terminal back

2.2. **WestInt T103P**

ID	Description
1	Receipt printer [1]
2	Status indicator for contactless cards
3	Status bar. Shows information about battery level, network connection, WiFi, 3G/GPRS [1]
4	Touch screen / Display / Reader for contactless cards
5	Reader for magnetic cards
6	Keyboard
7	Reader for chip cards
8	Abort button
9	Edit or back button
10	Approval or select button
11	Slot for SIM card [2]
12	Socket for power adapter
13	Battery Cover [2]
14	Battery [2]

[1] Function not available on 8006 model
[2] Connections, ports and peripherals vary between the different terminal models.

Terminal back
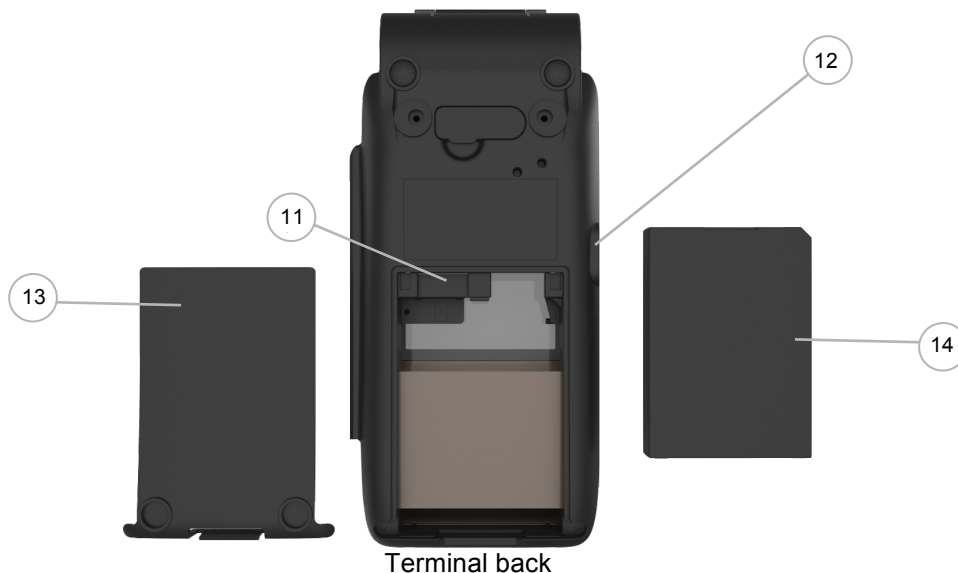
3. Important information

This terminal is approved according to PCI PA-DSS and it is therefore important that you take part of the implementation guide that describes how you implement and use the terminal accordingly.

The easiest way to access the implementation guide is by downloading it from the following webpage: http://www.westint.se/pci

If you have any questions or would like to have a copy sent then please contact us at either: pci@westint.se or by phone on 08-4700300

4. Getting started

4.1. Default settings

When the terminal is started for the first time it will ask you for some configuration settings. The addresses, which will be used for your specific card terminal are supplied by your terminal supplier.

The below steps are only required once per terminal installation. If the terminal for some reason is replaced in the future then these steps will have to be applied again.

Start the terminal by holding down the red button: **× X** for 4-5 seconds.

You have successfully started the terminal when a yellow screen is shown.

Loading SAIO OS
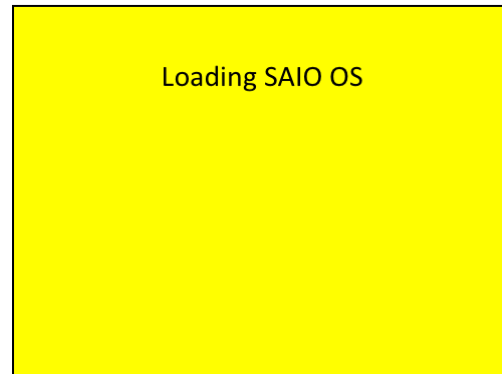
A grey screen will be shown as soon as the terminal has fully started.

On the screen shown you will be asked to enter a Terminal ID. To enter your id, press the **"Change button"** with your finger and then enter the id using the terminal keyboard.

Once you are done, save your entered information by pressing the OK button.

Press the Accept button to continue to the next setting.

If you need to correct an entered number you can erase using the yellow key.

WiFi ...ll

Terminal ID

Change | Accept

WiFi ...ll

Terminalid

Avbryt | OK
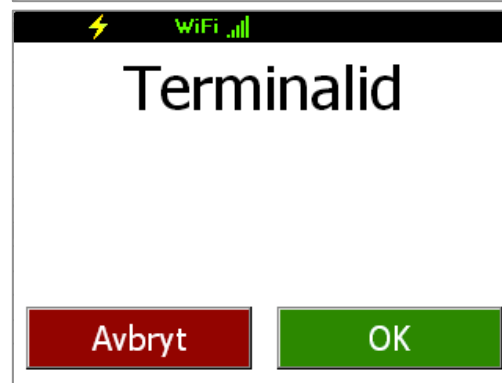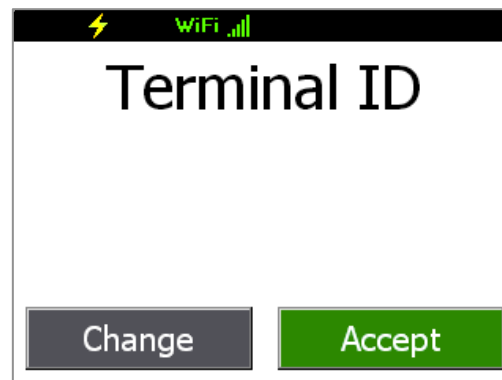
On the next screen shown you are asked to enter the IP-address for the PPL Server.
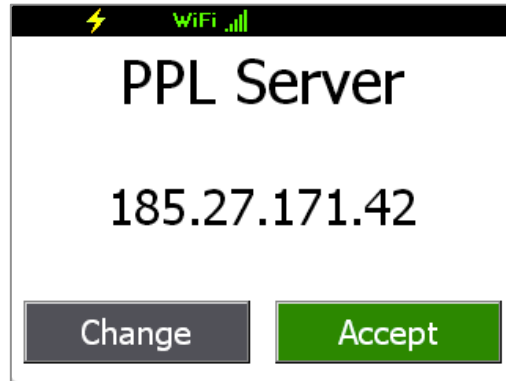
To change the address you press the change button and use the terminal keyboard to enter the required information.

The address should be entered in one cohesive string where numbers with one or two digits should also be filled with zeroes (0). Dots will be added automatically.

Example:
IP-Address: 192.168.0.1
Is entered like: 192.168.000.001

About PPL-Server
The PPL-Server is a service that supplies the terminal with its configuration. In other words the settings that makes the terminal unique for your business.

The next setting is for the PPL Server port.

To change the port you press the change button and use the terminal keyboard to enter the required information.

Next setting asks for SPDH-Server address. This is entered like previous settings in a cohesive string.
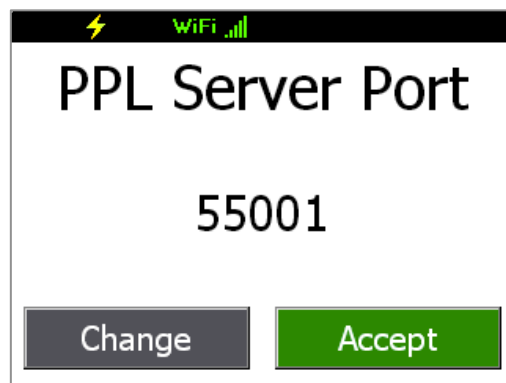
About SPDH-Server
This is the service to where the transactions is sent and approved by the acquirer.

The next setting is for the SPDH Server port.

To change the port you press the change button and use the terminals keyboard to enter the required information.
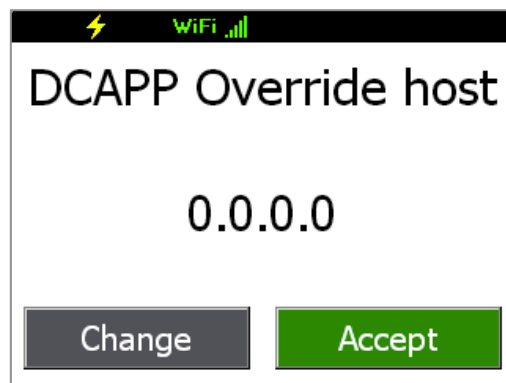
The last configuration option is:
"DCAPP Override host".

This option will only be required if you have received information that this should be used. The information is entered in the same way as previous settings.
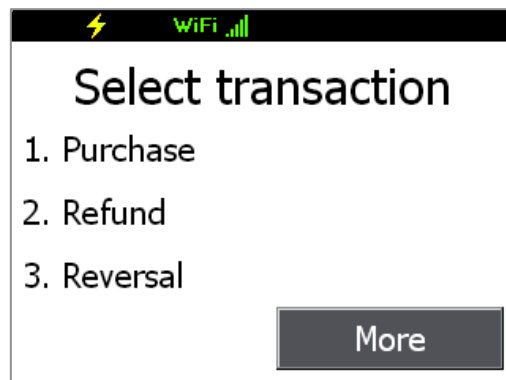
4.2. **Language settings**
All WestInt card terminals have multi lingual support. Follow the below steps to set the default language.

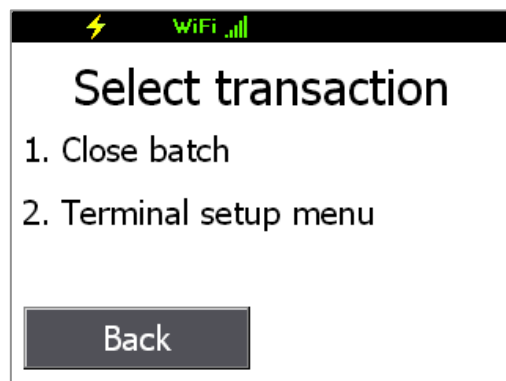From the terminals main menu, press the button **"More"**.

Now select menu option:
[2] Terminal setup menu

From the terminal menu select:
[1] Language.

Terminal setup menu

1. Language

2. Terminal parameters

3. Set close batch time

More
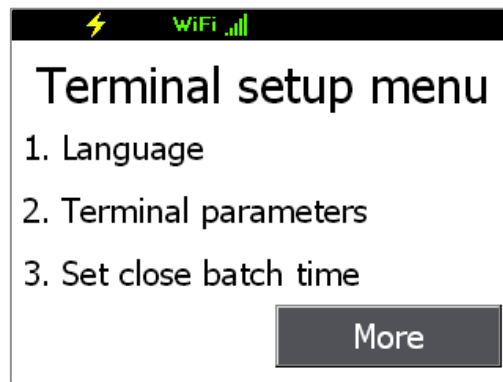
In the language menu, select the language you want to use as default by pressing the corresponding key on the terminal keyboard.

Available languages may vary depending on the terminal configuration.

Select language

1. English

2. Svenska

4.3. Network settings

Your terminal is, by default, delivered with its network settings set to "get assigned dynamically (DHCP)". Follow below steps to change the settings:

From the terminals main menu, press the button **"More"**.
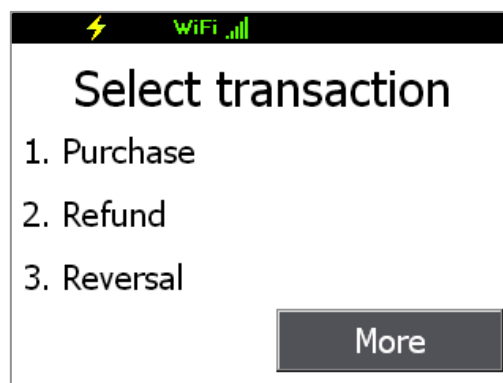
Select transaction

1. Purchase

2. Refund

3. Reversal

More

Now select menu option:
[2] Terminal setup menu.

Select transaction
1. Close batch
2. Terminal setup menu

Back

From the terminal menu select the **"More"**

Terminal setup menu
1. Language
2. Terminal parameters
3. Set close batch time

More

Select **"More"** once again

Terminal setup menu
1. Tipping
2. Use decimals
3. Sam4s mode

Back   More

Select the menu option: **[1] System functions**

Terminal setup menu
1. System functions

Back

From the system menu, press the right
button: **">"**

```
        ⚡      WiFi .ıll
1. -> Svenska
2. Status
3. View settings
4. Print settings
  [    <    ]  [    >    ]
```

Press the right button: **">"** once more.

```
        ⚡      WiFi .ıll
1. Host logon
2. Print S and F [0]
3. Print last txn
4. Get new parameters
  [    <    ]  [    >    ]
```
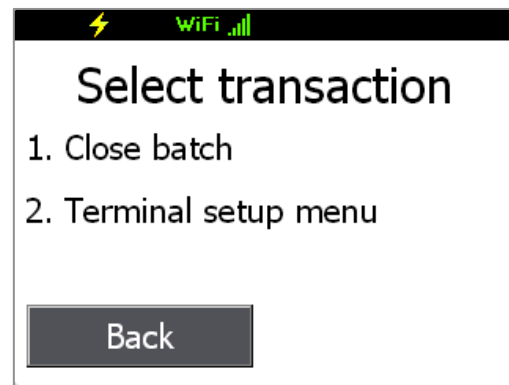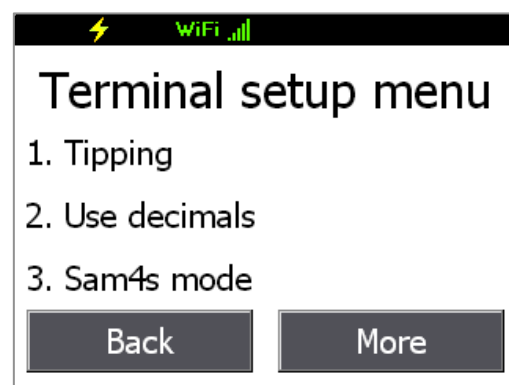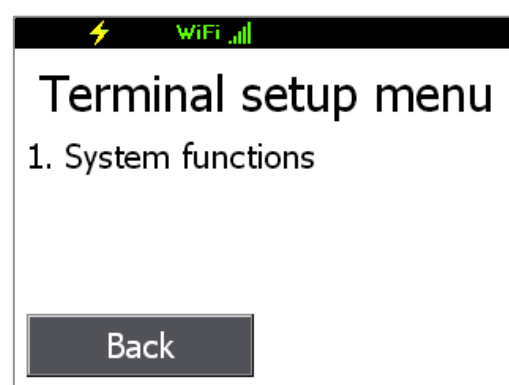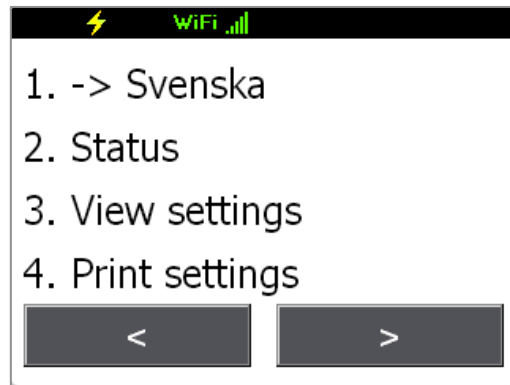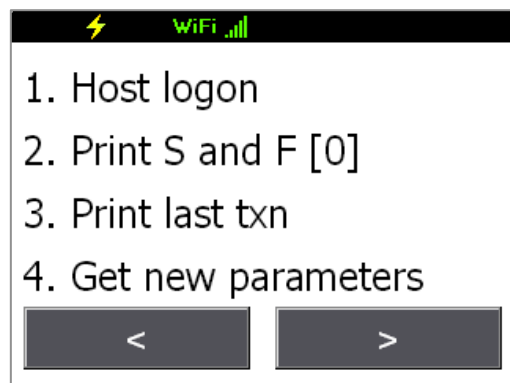
Now select menu option:
[1] Network settings

```
        ⚡      WiFi .ıll
1. Network settings
2. WiFi
3. 3G / GSM
4. Self test
  [    <    ]  [    >    ]
```
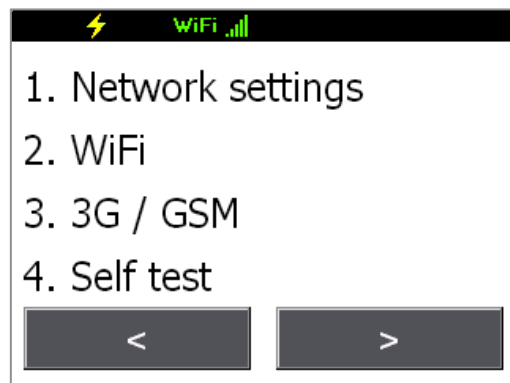
Now select the interface that you want to
configure.

The number of interfaces vary depending on
terminal model and configuration.

I the case where the terminal has two interfaces
they are displayed like the following:

1 = DM90001
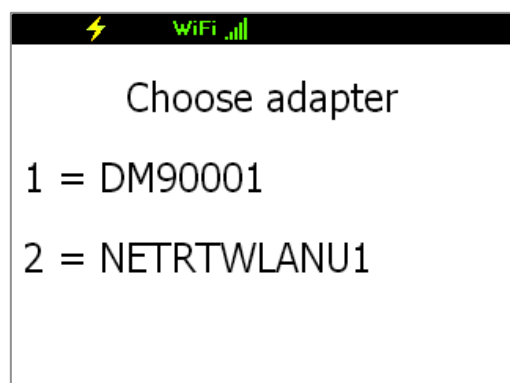(Cabled network connection)

2 = NETRTWLANU1
(Wireless network connection)

If there is only one interface on the terminal it will
automatically continue to the next screen.

```
        ⚡      WiFi .ıll
      Choose adapter

1 = DM90001

2 = NETRTWLANU1
```

The first configuration option displayed is if the terminal should use DHCP or not.

To activate DHCP select "Yes" in the information dialogue. (This is activated as standard)

If you select "No" then a new screen is displayed where you can specify the network settings that you will use.
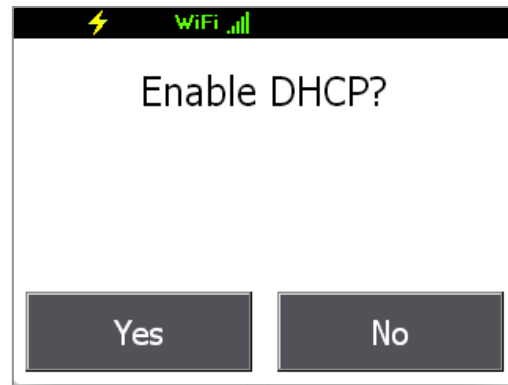
The next screen shows the different configuration options that are possible for the selected interface.

To change any of the listed settings press the corresponding key on the terminals keyboard.
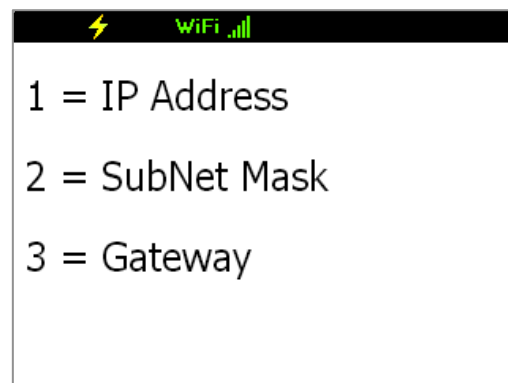
When an option has been selected a configuration screen is shown.

Enter the information required with the terminal keyboard.

The address should be entered in one cohesive string where numbers with one or two digits should, be filled with zeroes (0). Dots will be added automatically.
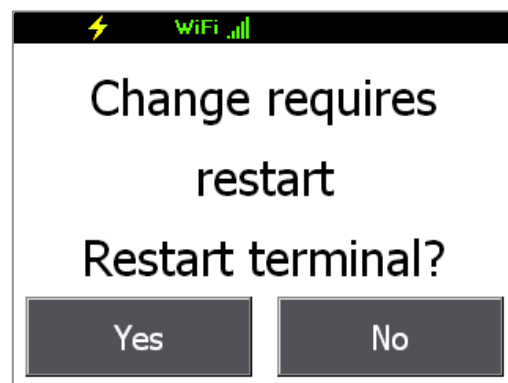
Complete the registration by pressing the green key on the keyboard:
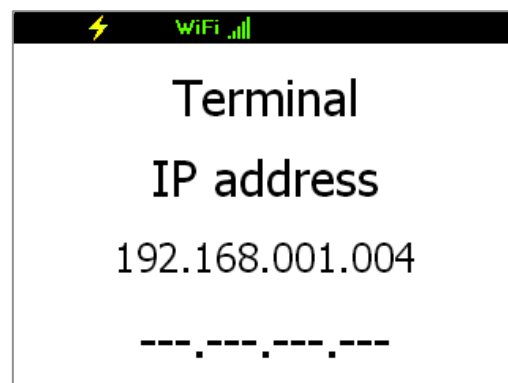
Once you are done with the configuration you press the red key: to return to the Systems menu.

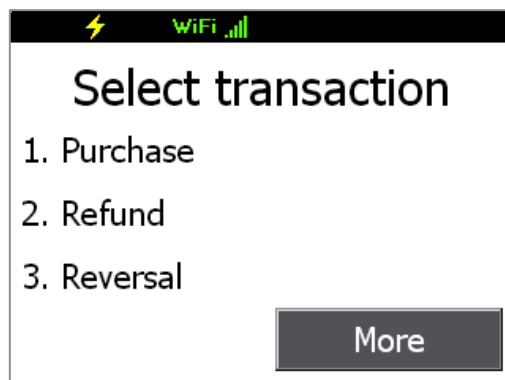If changes have been made then the terminal will require a restart.

Press "Yes" and the terminal will restart.
Your settings will not apply untill the terminal has restarted.

5. Use your card terminal
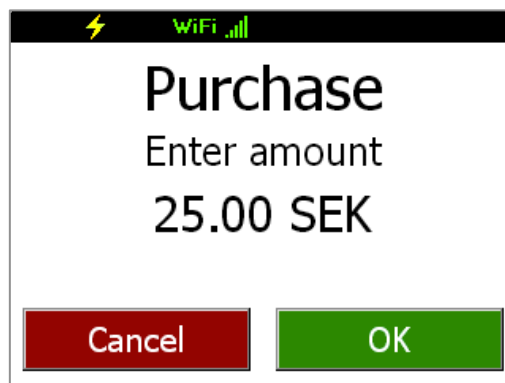
5.1. Perform a purchase

From the main menu select: **[1] Purchase**

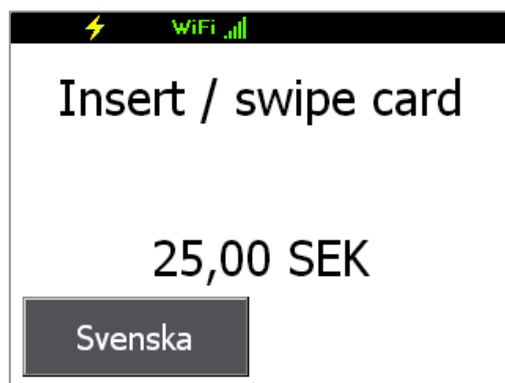Enter the amount for the purchase.

Accept your entry with the OK button or by the green key on the terminal keyboard.

Cancel, or the red button on the keyboard aborts the transaction.

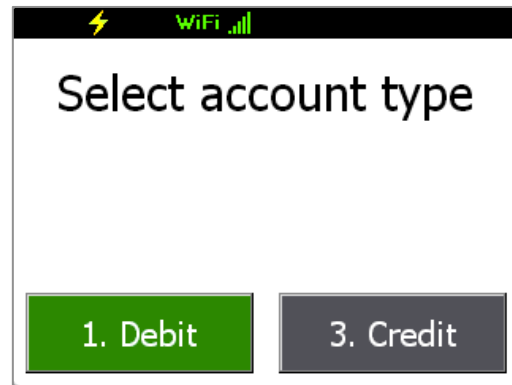
Insert or swipe the card.
Please note that a chip card should be facing up and towards the card terminal.

If the customer wants to change the current language there is a button for this in the windows left corner.

Depending on the card used there could be a supplementary question.

In this case the customer gets the option to select Debit or Credit

If the **"tipping"** function has been activated then the following screen will be displayed where you can enter the tip.

The amount is entered as a total sum.

Example:
Purchase: 95 SEK
Tip: 5 SEK
Sum: 100 SEK.

The amount in this case would be 100 SEK for purchase + tip

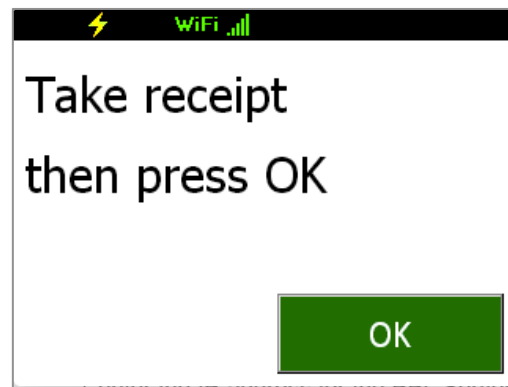Next screen asks for your PIN code (four digits). Enter the pin using the terminal keyboard.

Accept the entered PIN with the green button on the terminal keyboard.

If you need to correct the entered PIN you can start all over again by pressing the yellow key once.
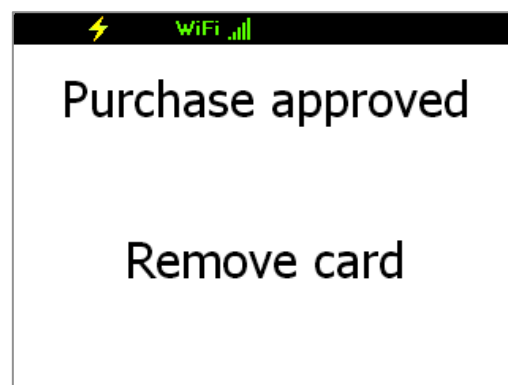
If you don't remember your pin you can select signature by pressing the yellow key if no pin has been entered.
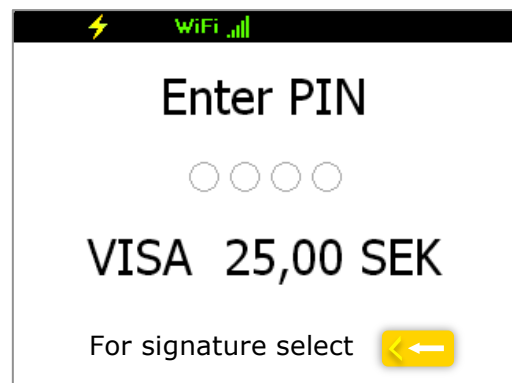
The purchase is approved. You are asked to take the receipt. Press OK to continue.

Take receipt

then press OK

OK

Remove the card and the terminal will return to the start menu.

Purchase approved

Remove card

Two receipts will be printed. One for the customer and one for the merchant to keep.

| CARDHOLDER COPY	MERCHANT COPY
WEST INTERNATIONAL TEST	WEST INTERNATIONAL TEST
TESTGATAN 22	TESTGATAN 22
11122 STOCKHOLM	11122 STOCKHOLM
000000	000000
Org.nr 123456-7788	Org.nr 123456-7788
HANDELSBANKEN	HANDELSBANKEN
Acq Ref: 33	Acq Ref: 33
Termid: 8181003214563309	Termid: 8181003214563309
01/07/2015 13:56:53	01/07/2015 13:56:53
PURCHASE	PURCHASE
SEK	SEK
Total:	Total:
PIN Used	PIN Used
**************0781	**************0781
VISA	VISA
Debit	Debit
Ca1 5 00 SHB 003 574611	Ca1 5 00 SHB 003 574611
Ref.nr: 145633097670	Ref.nr: 145633097670
AID: A000000031010	AID: A000000031010
TVR: 000000000	TVR: 000000000
TSI: F800	TSI: F800

5.2. Perform a refund

From the main menu select **[2] Refund**
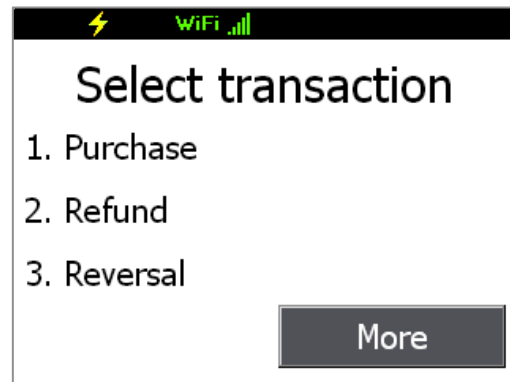
For security reasons this function is password protected.

Please enter the password that you were handed along with the terminal-id.

Enter the password with the terminals keyboard.
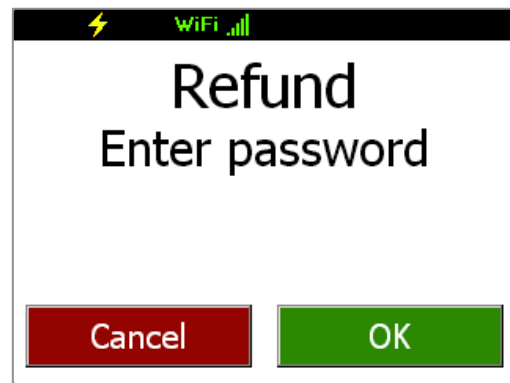
Enter the amount for the refund.

Accept your entry with the OK button or by the green key on the terminals keyboard.

Cancel, or the red button on the keyboard aborts the transaction.
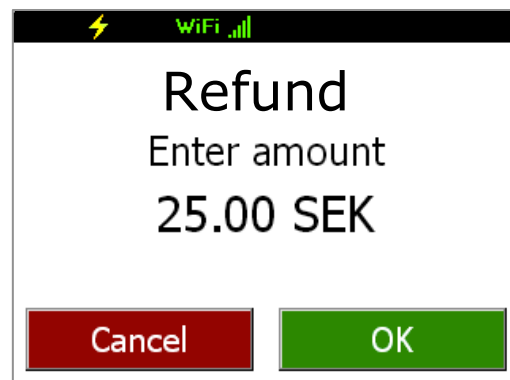
Insert or swipe the card.
Please note that a chip card should be facing up and towards the card terminal.

If the customer wants to change the current language there is a button for this in the windows left corner.

Depending on the card used there can be a supplementary question.

In this case the customer gets the option to select Debit or Credit

Remove the card and the terminal will return to the start menu.

Two receipts will be printed. One for the customer and one for the merchant to keep.

CARDHOLDER COPY

WEST INTERNATIONAL TEST
TESTGATAN 22
11122 STOCKHOLM
000000

Org.nr 123456-7788

HANDELSBANKEN
Acq Ref: 33
Termid: 8181003214563309
01/07/2015 13:56:53
REFUND
SEK
Total:

**************0781

VISA

Ca1 5 00 SHB 003 574611

Ref.nr: 145633097670

MERCHANT COPY

WEST INTERNATIONAL TEST
TESTGATAN 22
11122 STOCKHOLM
000000

Org.nr 123456-7788

HANDELSBANKEN
Acq Ref: 33
Termid: 8181003214563309
01/07/2015 13:56:53
REFUND
SEK
Total:

**************0781

VISA
Charged to bank account
Approved for crediting of
above account.

…………………………………
Merchant signature

…………………………………
Merchant name

Ca1 5 00 SHB 003 574611

Ref.nr: 145633097670

5.3. **Reversal**

From the main menu select **[3] Reversal**
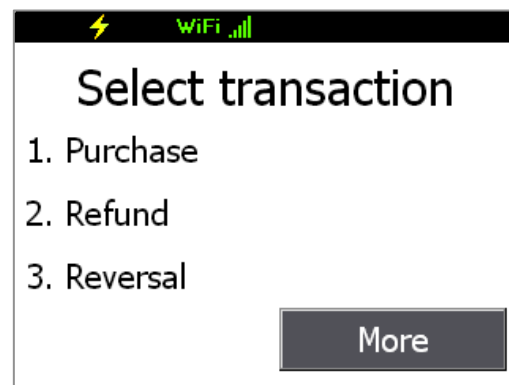
For security reasons this function is password protected.

Please enter the password that you were handed along with the terminal-id.
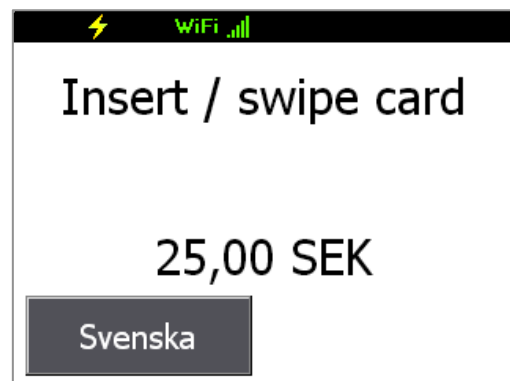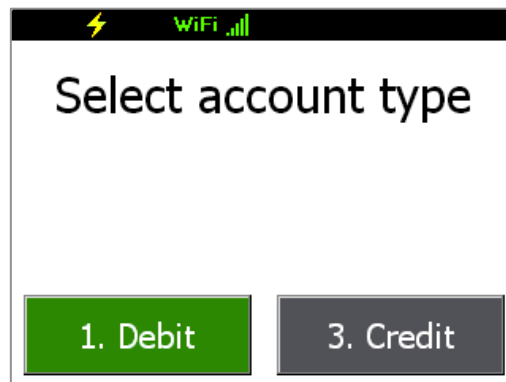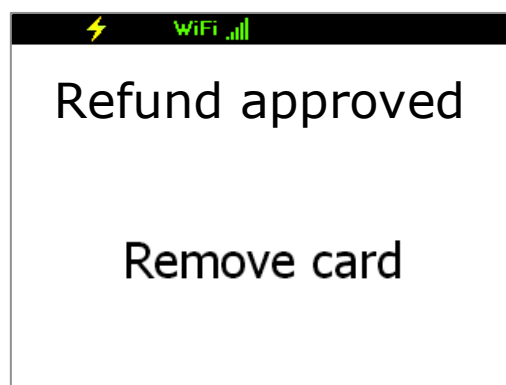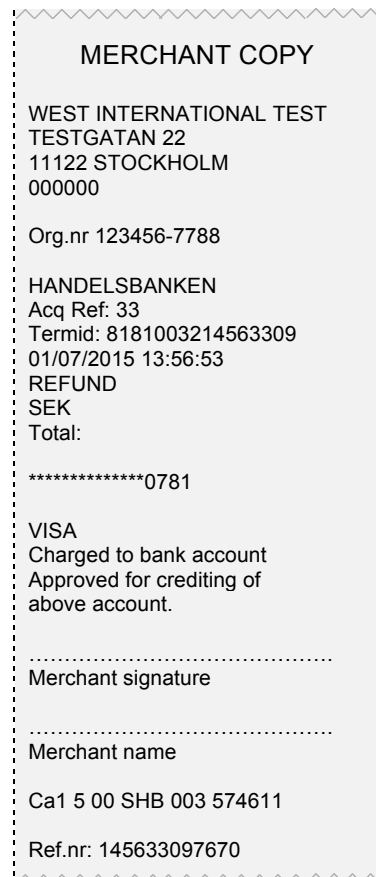
Enter the password with the terminals keyboard.
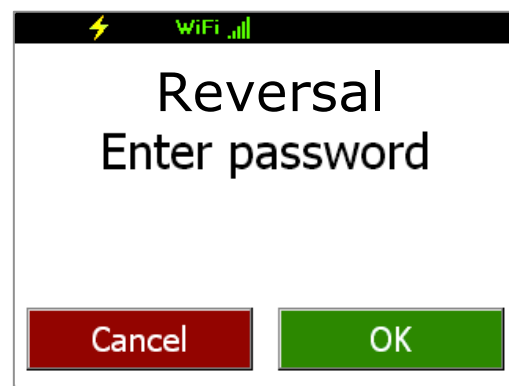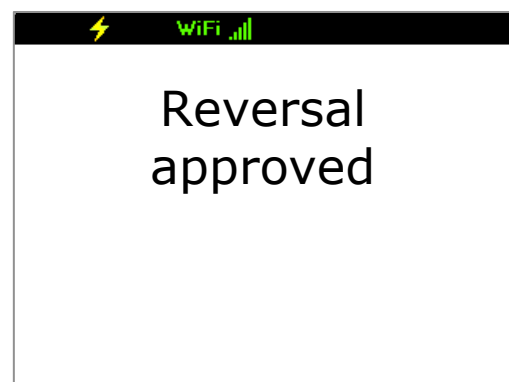
The terminal will automatically return to the main menu when the reversal is approved.

Two receipts will be printed.
One for the customer and one
for the merchant to keep.

```
CARDHOLDER COPY

WEST INTERNATIONAL TEST
TESTGATAN 22
11122 STOCKHOLM
000000

Org.nr 123456-7788

HANDELSBANKEN
Acq Ref: 33
Termid: 8181003214563309
01/07/2015 13:56:53
REVERSAL
SEK
Total:
**************0781

VISA
Debit

Ca1 5 00 SHB 003 574611

Ref.nr: 145633097670

AID: A000000031010
TVR: 000000000
TSI: F800
```

```
MERCHANT COPY

WEST INTERNATIONAL TEST
TESTGATAN 22
11122 STOCKHOLM
000000

Org.nr 123456-7788

HANDELSBANKEN
Acq Ref: 33
Termid: 8181003214563309
01/07/2015 13:56:53
REVERSAL
SEK
Total:
**************0781

VISA
Debit

Ca1 5 00 SHB 003 574611

Ref.nr: 145633097670

AID: A000000031010
TVR: 000000000
TSI: F800
```

5.4. **Reconciliation**

At the end of the day the terminal must perform reconciliation.
What this means is that the terminal verifies all transactions since the previous day.

The summarised value and transactions is sent to the bank for approval.

The terminal can be configured to automatically perform the reconciliation. Please read the full manual for further information.

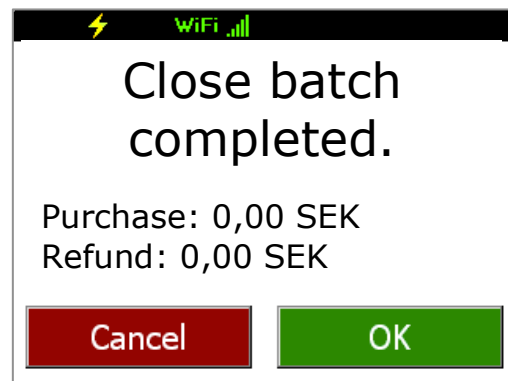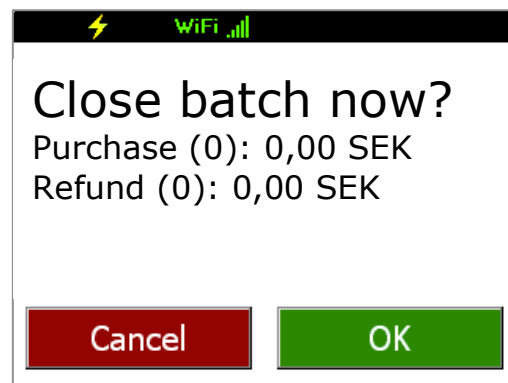From the terminals main menu, press: **"More"**
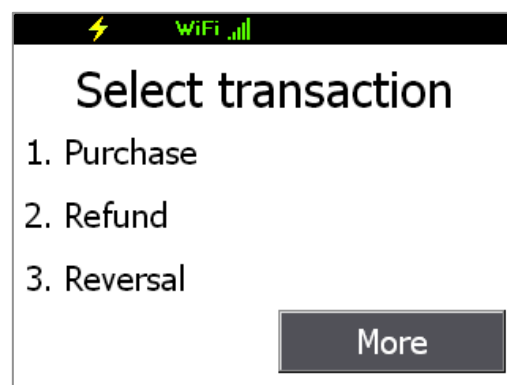
Now select menu option: **[1] Close batch**
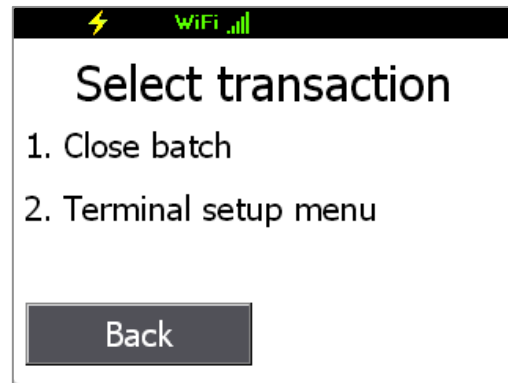
Before the batch is closed a summary screen is shown.

To confirm press the **"OK"** button.

The terminal will automatically return to the main menu and print out a report.

```
              BATCH REPORT

WEST INTERNATIONAL TEST
TESTGATAN 22
11122 STOCKHOLM
000000

Org.nr 123456-7788

HANDELSBANKEN
From: 2015-01-01 23:00
To: 2015-01-02 23:00

Batch number: 2
Termid: 8181003214563309
Batch closed: 2015-01-02


SHB
Purchase (0)
Refund (0)
Total (0)

TOTAL
Purchase (0)
Refund (0)
Total (0)

OK
```

6. Other settings

6.1. Wireless network – WiFi

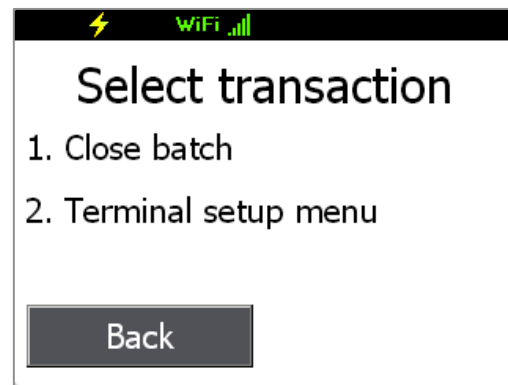From the terminals main menu, press the **"More"** button

Now select menu option:
[2] Terminal setup menu.

Select transaction

1. Close batch

2. Terminal setup menu

Back

From the terminal menu select: **"More"**

Terminal setup menu

1. Language

2. Terminal parameters

3. Set close batch time

More

Select **"More"** once again

Terminal setup menu

1. Tipping

2. Use decimals

3. Sam4s mode

Back   More

Select the menu option: **[1] System functions**

Terminal setup menu

1. System functions

Back
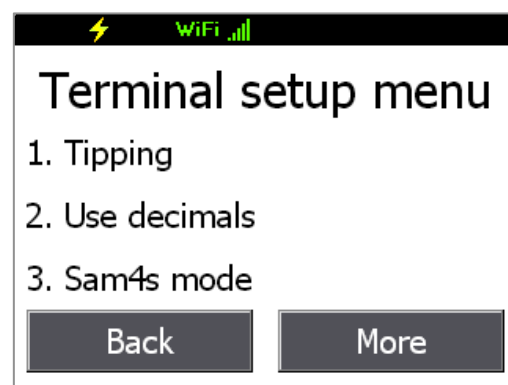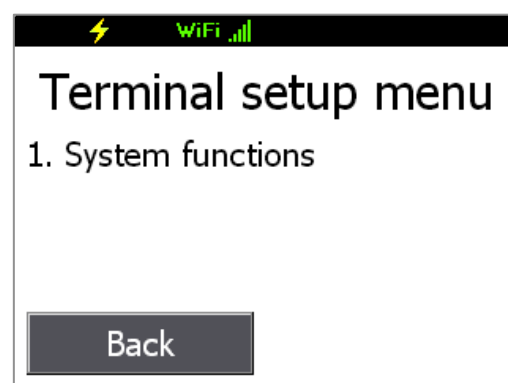
From the system menu, press the right arrow key "›" With your finger.

```
  ⚡        WiFi ⊿ll
1. -> Svenska
2. Status
3. View settings
4. Print settings
    [   <   ]  [   >   ]
```
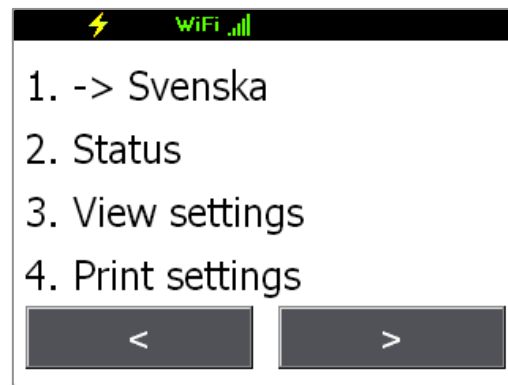
Press the right arrow key "›" once more.

```
  ⚡        WiFi ⊿ll
1. Host logon
2. Print S and F [0]
3. Print last txn
4. Get new parameters
    [   <   ]  [   >   ]
```

Now select menu option:
[2] WiFi

```
  ⚡        WiFi ⊿ll
1. Network settings
2. WiFi
3. 3G / GSM
4. Self test
    [   <   ]  [   >   ]
```
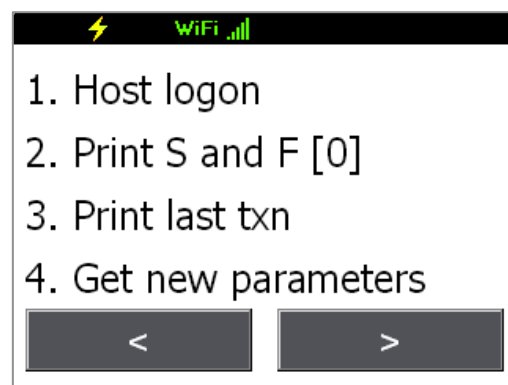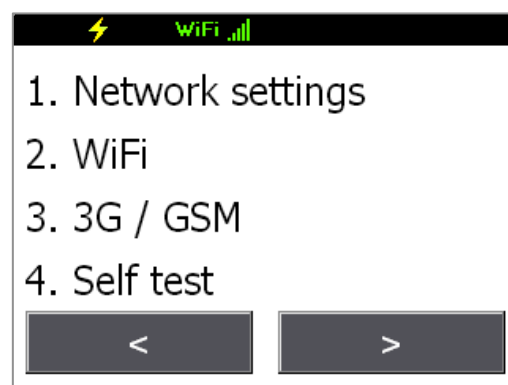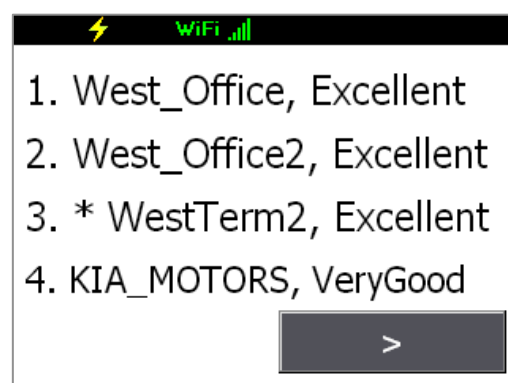
A list with available WiFi networks will be displayed.

Select the preferred one by pressing the corresponding key on the terminals keyboard.

```
  ⚡        WiFi ⊿ll
1. West_Office, Excellent
2. West_Office2, Excellent
3. * WestTerm2, Excellent
4. KIA_MOTORS, VeryGood
              [   >   ]
```
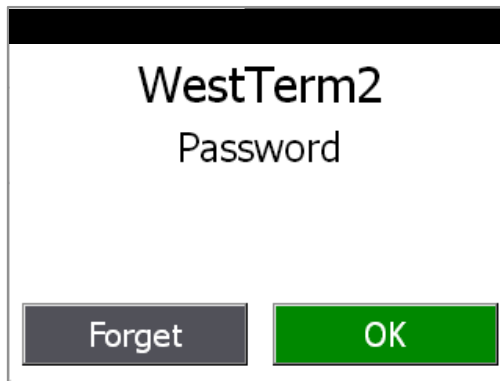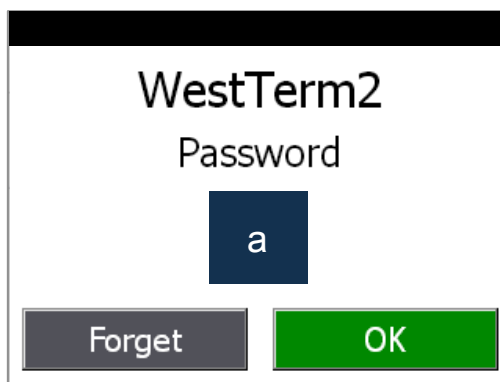
Enter the password for the network.

The password can include lowercase and uppercase letters from a-z, A-Z and digits from 0-9

The password can also includes a limited set of special characters: /@\;*#.,

To enter the lowercase "a" you hold the numbers (2) on the keypad until the correct letter is shown on the screen. To select it, release the key.

The special characters is located under the keys (1) and (0).

6.2. **Mobile network – 3G / GSM**

6.2.1. **General requirements**
To use 3G/GSM in a WestInt Card terminal it's required that the following is fulfilled:

1. The SIM card must be activated from the operator.
2. If the SIM card is prepaid you must make sure that it has a balance available.
3. The SIM card should not have PIN code activated.
4. The SIM card must of Mini-SIM type. (See below illustration)
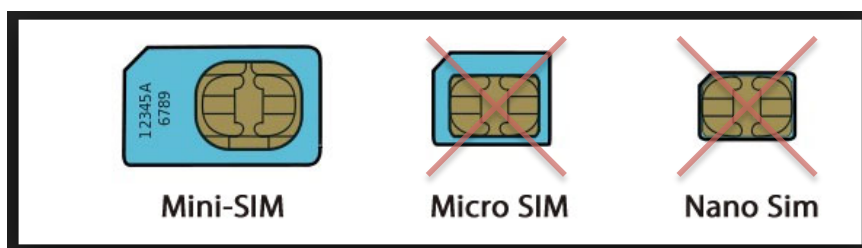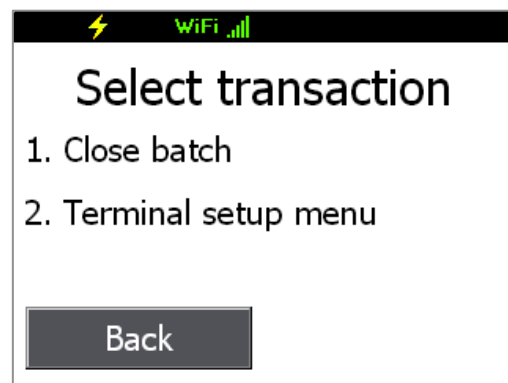
Please note that we cannot guarantee that all the Swedish operators will work. For support related to GSM settings we refer you to respective operator.
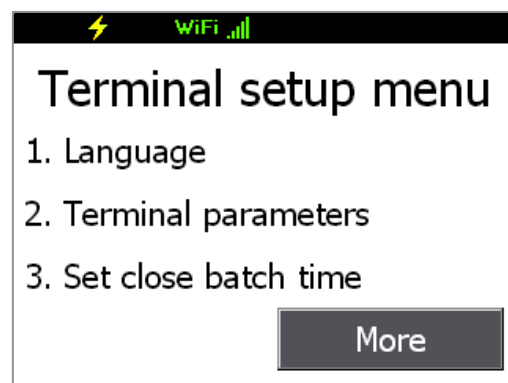
6.2.2. Operator settings
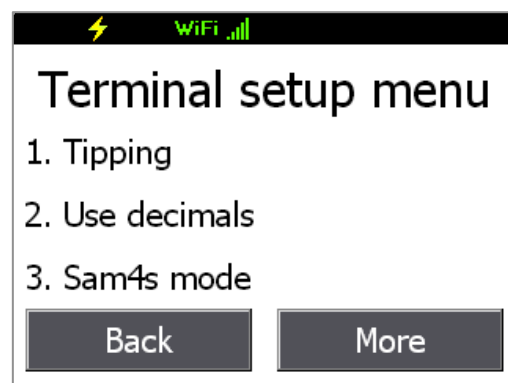
From the terminals main menu, press the button **"More"**.
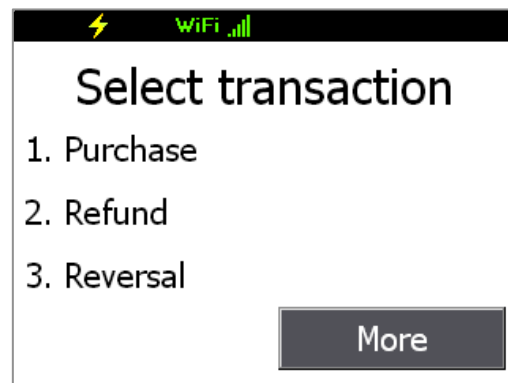
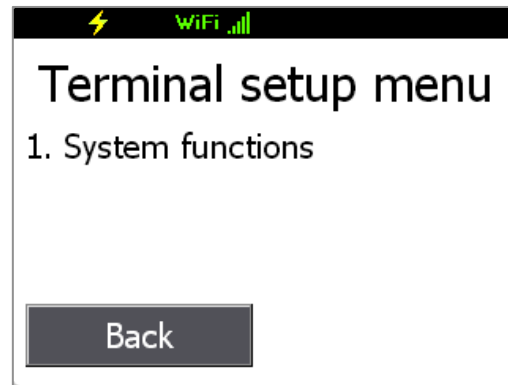Now select menu option:
[2] Terminal setup menu.

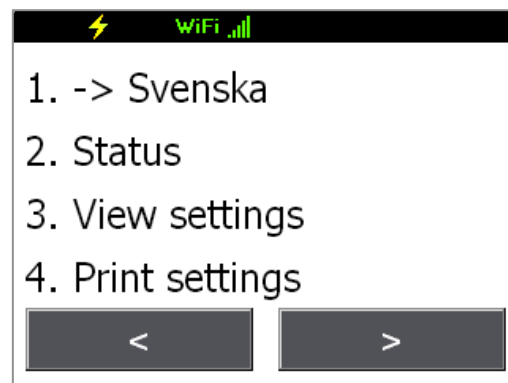From the terminal menu select the **"More"**

Select **"More"** once again

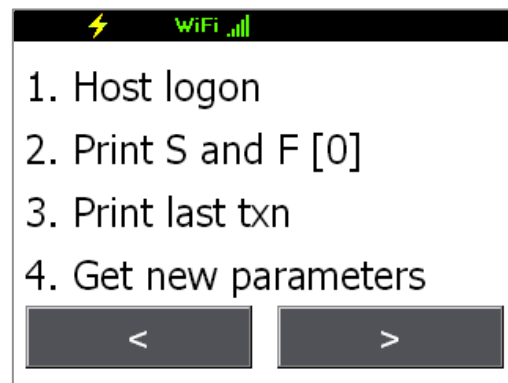Select the menu option: **[1] System functions**

Terminal setup menu
1. System functions

Back

From the system menu, press the right button: **">"**

1. -> Svenska
2. Status
3. View settings
4. Print settings

<   >

Press the right button: **">"** once more.

1. Host logon
2. Print S and F [0]
3. Print last txn
4. Get new parameters

<   >

Now select menu option: **[3] 3G / GSM**

1. Network settings
2. WiFi
3. 3G / GSM
4. Self test

<   >
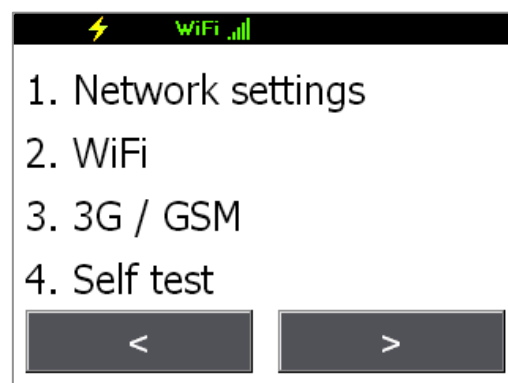
A list with a selection of pre-configured operators will be displayed. View the available ones by pressing the left and right arrows **"<" ">"**
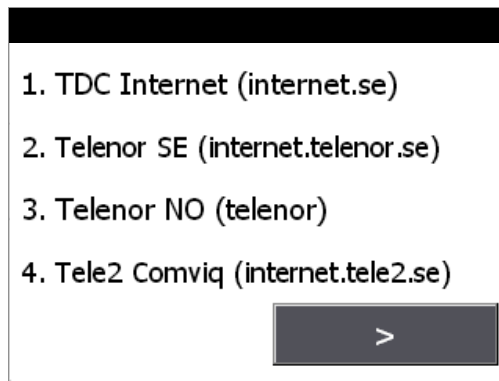
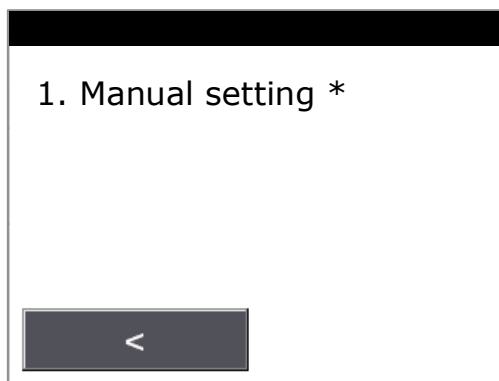Select the preferred operator with the terminal keyboard.

1. TDC Internet (internet.se)

2. Telenor SE (internet.telenor.se)

3. Telenor NO (telenor)

4. Tele2 Comviq (internet.tele2.se)

>

If your operator is not in the list then manual settings can be entered.

Browse until you see the **"Manual setting"** in the list and select it.
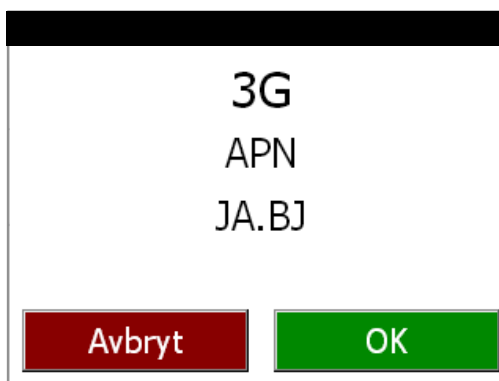
1. Manual setting *

<

Manual settings means that you will have to manually enter the APN address and dial-up number.

The first screen asks for the APN address. Enter the address with the keyboard and press the OK button when you are ready.

To get letters, hold down the key until the correct letter appears, select it by releasing the key.

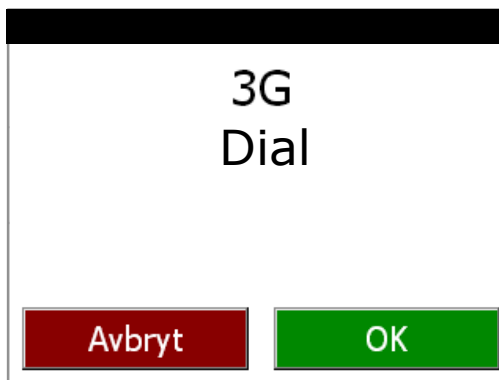If you need to correct the text then you can erase with the yellow key.

3G
APN
JA.BJ

Avbryt   OK

The next screen asks for the dial-up number. Enter the details in the same way as before.
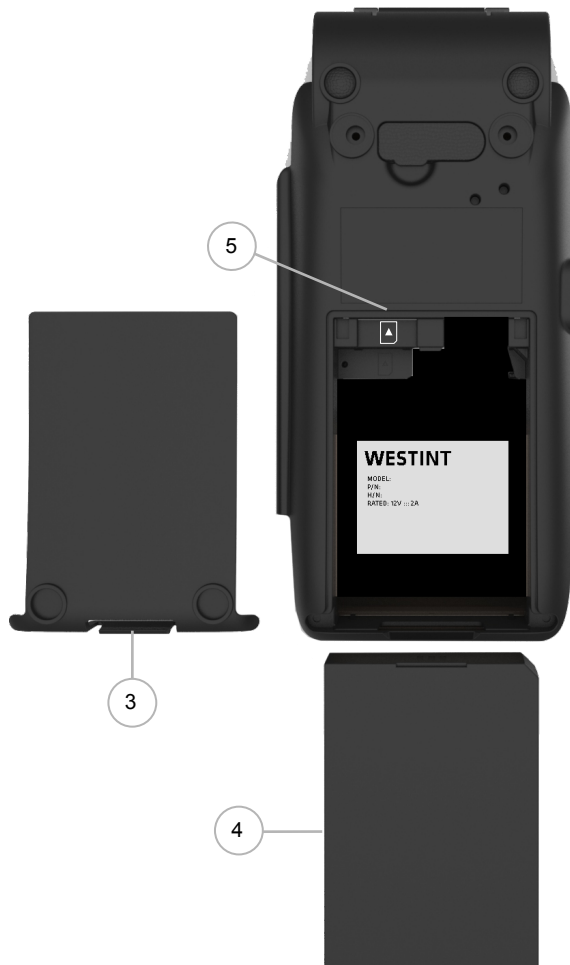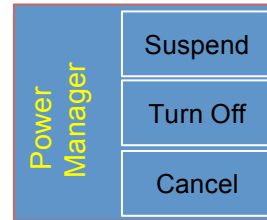
*The most commonly used dial-up number in Sweden is: ***99#***

3G
Dial

Avbryt   OK

6.2.3. **Install the SIM card – model T103P**

1. Shut down the terminal by holding down the red key until this screen appear:

   Press the: **"Turn Off"** button

2. Turn over the terminal so that you can see it's back.

3. Open the battery cover by pressing gently on the lock.

4. Remove the battery.

5. Find the slot for the SIM card

6. Insert the SIM card into the left slot. The Bevel on the card should be down to the right.

7. Insert the battery (4) again. Be sure to check that the bevelled corner on the battery aligns with the bevel in the terminal.

8. Refit the battery cover. The lock should click once fully in place.

9. Start the terminal by holding down the red key for 4-5 seconds.

6.2.4. **Install the SIM card – model T103**

Detailed image of the SIM slot

1. Shut down the terminal by holding down the red key until this screen appear:
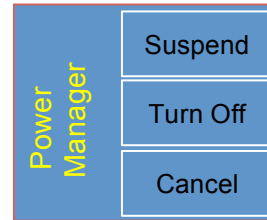
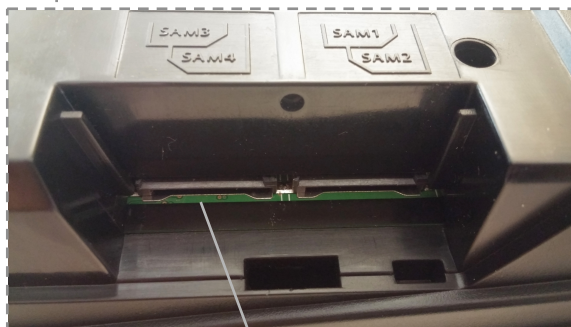| Power Manager | Suspend |
| | Turn Off |
| | Cancel |

Press the: **"Turn Off"** button

2. Turn over the terminal so that you can see it's back.

3. Open the back cover by pressing gently on the lock.

4. Locate the side cover marked in grey on the picture to the left.

5. Remove the cover by unscrewing the screw located on the side.

6. Locate the SIM slot

7. Insert the SIM card into the left bottom slot. The Bevel on the card should be down to the right.

8. Refit the back cover. The lock should click once fully in place.

9. Start the terminal by holding down the red key for 4-5 seconds.