

# CCV Mobile

User manual

Wi-Fi & 4G (V400M)

let's make  
payment  
happen



## The CCV mobile payment terminal

With the V400M payment terminal, you can process transactions with payment cards, savings and loyalty cards. Depending on your contract agreement, it's also possible to enable electronic and/or mobile payment on this versatile device. The payment terminal is future-proof and meets the most recent international security standards.

Our contact details can be found on page 75 of this user manual.

Faults caused by the non-observance of the user guide are not covered by the service agreement.

A description of what is meant by the service provided by CCV and the conditions under which it is provided can be found in the 'General Terms and Conditions CCV Group B.V., dated January 2018' and the service leaflet for the product concerned. These documents have been enclosed with the quotation you have received for the purchase.

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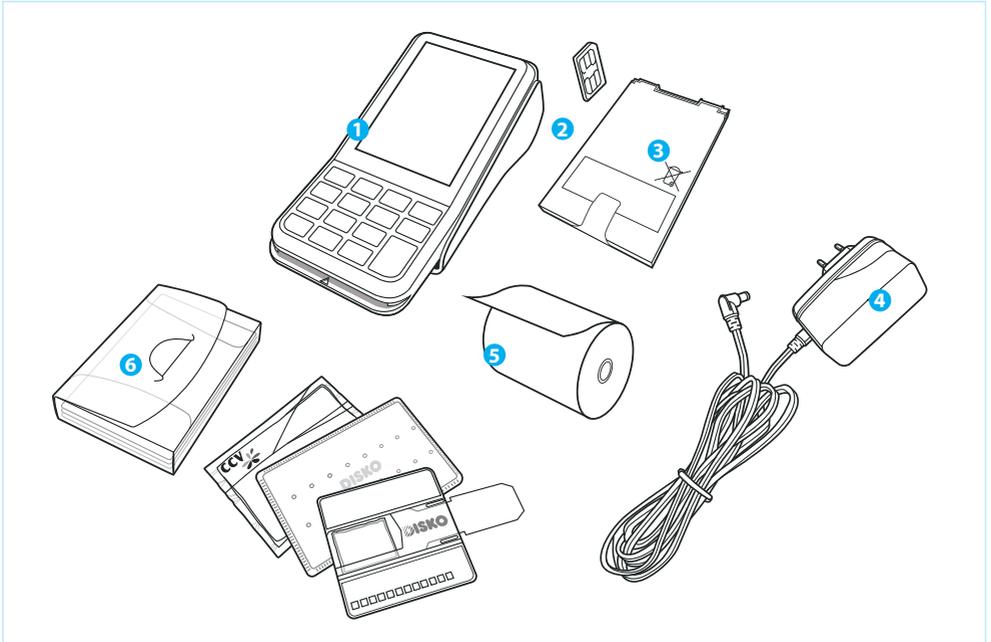
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# 1. Ready for use

## 1.1 Included in delivery

If the payment terminal was delivered to you as a Plug & Play package, then you will have received the following parts:



### ❶ V400M payment terminal

The payment terminal will be operated by both yourself and your customers when performing transactions.

### ❷ SIM card

You need to insert a SIM card in the payment terminal. You need to insert a SIM card in the payment terminal to enable communication via 4G networks. How to install the SIM card is described on pages 10 and 11.

### ❸ Battery

The battery powers the payment terminal.

#### **4 Power cable**

When the terminal battery requires charging, plug the power cable into the terminal and a power socket to recharge.

#### **5 Thermal paper roll**

You need to install a thermal paper roll in the payment terminal. How to install the paper roll is described on page 31.

#### **6 Cleaning set**

You can use this to clean the payment terminal. Cleaning is recommended when the payment terminal inconsistently reads the payment card.

### **Please note:**

Fully charge the battery before using it for the first time. This will help extend the lifespan of the battery. How to charge the battery is described on page 64.

## 1.2 Using the payment terminal

### 1.2.1 Conditions of use

The Dutch Payments Association is an organisation that focuses on the security of electronic payment transactions, among other things. To increase this security, the Dutch Payments Association has drawn up guidelines for the use of the payment methods.

- Make sure the customer can always see the payment card.
- Customers have to insert the payment card themselves.
- Show the customer how to insert the payment card if they cannot do it themselves.

### 1.2.2 Settings for optimal use of Wi-Fi

#### **Basic settings**

- Set your router/access point to mixed mode (Wi-Fi B/G/N/AC) or fixed mode (Wi-Fi B/G). The payment terminal supports Wi-Fi B/G. Consult your network administrator or supplier if you want to change these settings.
- We advise you to secure your network. The payment terminal supports several Wi-Fi security types. To ensure the best protection for your terminal, choose WPA2.
- The payment terminal supports both dynamic IP addresses (DHCP) and static IP addresses. We recommend using DHCP.
- Fully charge the terminal battery before using it.

#### **Network settings**

- We recommend using QoS (Quality Of Service) if your Wi-Fi network supports multiple Wi-Fi devices. This ensures that there is always enough bandwidth available and that the payment terminal is given priority in the network.
- You can set up multiple Wi-Fi networks on the payment terminal.

#### **Router settings**

- Place your router/access point within 30 meters of the area in which the terminal is used. Use repeaters if you are using the payment terminal in a larger area.
- In areas with a high level of Wi-Fi traffic (city centres, conference centres, etc.), check which Wi-Fi channel is used the least. We recommend setting up this channel in your network.
- If possible, use the 'G' standard.

## 1.2.3 Potential interference by surroundings

Surroundings may affect product performance. Keep this in mind when using the equipment. Your payment terminal can operate under the following circumstances:

- The ambient temperature is between 0°C and 50°C.
- The relative humidity is between 5% and 85%.

The range of your network is strongly influenced by the construction of the building in which the Wi-Fi router or access point is located. Effective reflectors for Wi-Fi signals that restrict the range are:

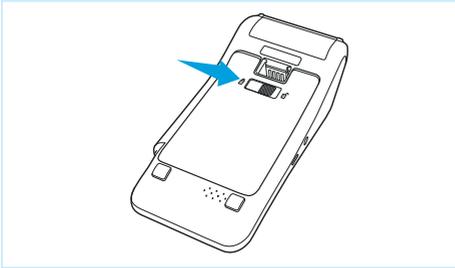
- thick reinforced concrete walls
- windows with metal coating
- underlays for parquet and laminate flooring with a metal layer

Avoid:

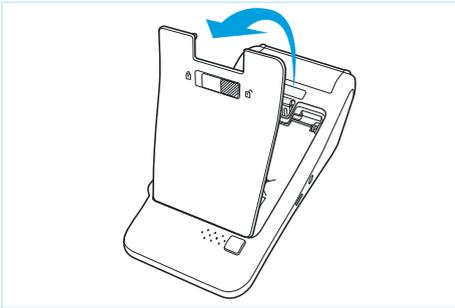
- shocks and vibrations
- direct sunlight or objects that produce heat
- excessive heat and dust
- oil and dirt
- water or condensation
- objects that cause excessive fluctuations in current and/or electromagnetic fields, for example, anti-theft systems and conveyor belt motors
- other sources that may interfere with the Wi-Fi network:
  - Bluetooth devices
  - microwave ovens
  - DECT phones
  - other Wi-Fi networks
  - ZigBee
  - car alarms (motion sensors)

## 1.3 Installing the SIM card and battery

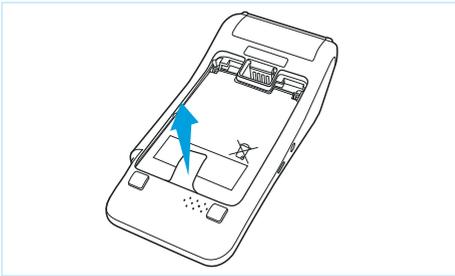
Take the following steps to prepare the terminal for use:



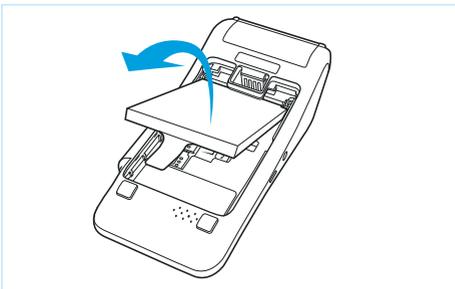
- 1** Slide the lock to the right to open the battery cover.



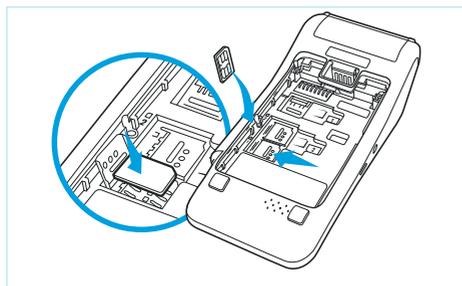
- 2** Pull the battery cover upwards.



- 3** Pull the tab upwards so the battery is lifted up.

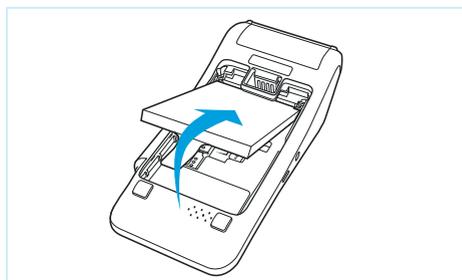


- 4** Remove the battery.



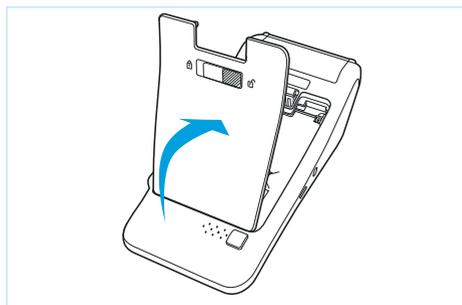
5

Slide the **bottom** SIM slot to the left to open the slot, and pull it up. Place the SIM card (chip facing down)/ Close the SIM slot.



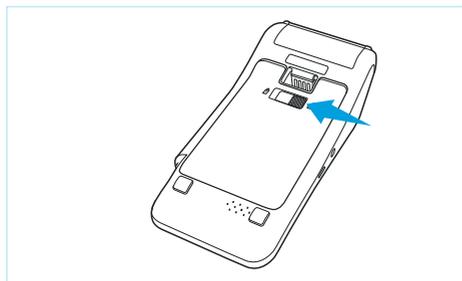
6

Place the battery.



7

Close the battery cover.



8

Slide the lock back to the left to secure the battery cover.

## 1.4 Communication settings

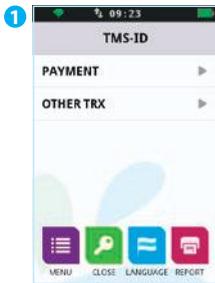
The V400M is a mobile terminal and communicates via Wi-Fi and 4G. This is necessary to forward transactions to an acquirer for processing, but also to communicate with our Terminal Management System. This communication is vital for maintenance and regular software updates.

### 1.4.1 Reviewing the communication settings

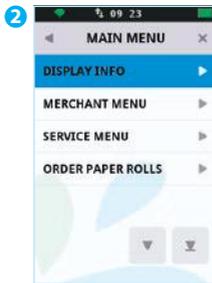
First switch on the payment terminal by pressing and holding down the  key until the screen lights up. Go to 1.4.1.1 for Wi-Fi or to 1.4.1.2 for 4G.

#### 1.4.1.1 Wi-Fi

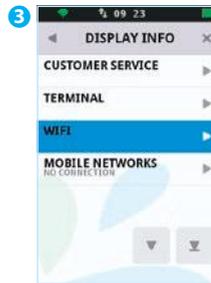
Take the following steps to review the current communication settings on your payment terminal:



Press  to open the menu.



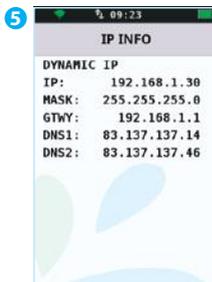
Select **DISPLAY INFO**.



Select **WIFI**.



Select **IP INFO**.

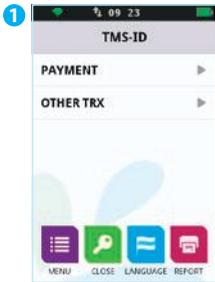


The IP address, gateway and subnet mask assigned by the Wi-Fi network to the payment terminal are displayed on the screen.

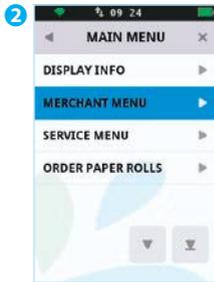
Press  several times to return to the start screen.

## 1.4.1.1.1 Connecting to a Wi-Fi network

Take the following steps to connect to a Wi-Fi network:



Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



Select **TERMINAL**.



Select **COMMUNICATION**.



Select **WIFI** and then select **TURN WIFI ON**.



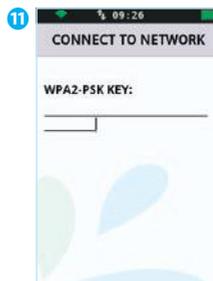
Select **SCAN FOR NETWORKS**.



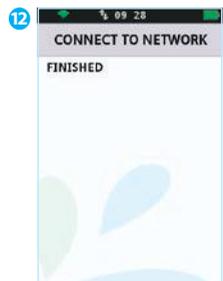
Select the desired network.



Press  in order to connect to the selected network.



Enter the password for the network and confirm by pressing . If you have to enter a password, a password screen will appear on the terminal. In that case, enter the password and confirm by pressing .



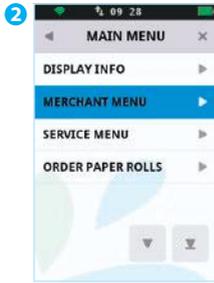
The payment terminal is connected to the Wi-Fi network.

## 1.4.1.1.2 Setting a static IP address

Take the following steps to set up a static IP address:



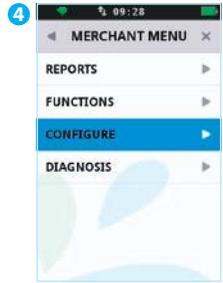
Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



Select **TERMINAL**.



Select **COMMUNICATION**.



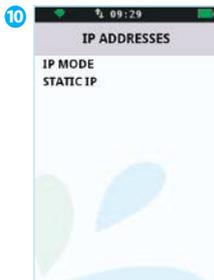
Select **WIFI**.



Select **IP SETTINGS**.



Select **CHANGE TO STATIC IP**.



The status changes to **IP MODE STATIC IP**.



Select **TERMINAL IP ADDRESS**.



Press  and enter the IP address. Confirm with .



Select **SUBNET MASK**.



Press  and enter the subnet mask. Confirm with .



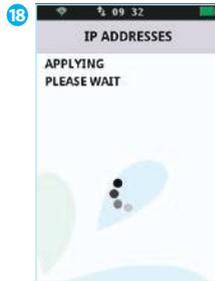
Select **GATEWAY**.



Press  and enter the gateway. Confirm with .



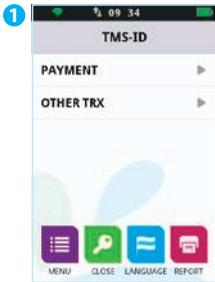
Confirm with .



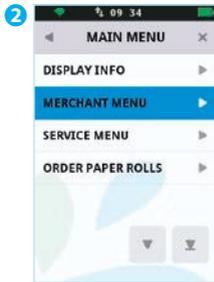
The data entered will be applied.  
Wait 10 to 15 seconds.  
The payment terminal automatically returns to the start screen.

### 1.4.1.1.3 Setting a dynamic IP address

Take the following steps to set up a dynamic IP address:



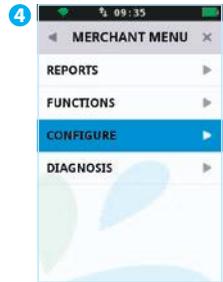
Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



Select **TERMINAL**.



Select **COMMUNICATION**.



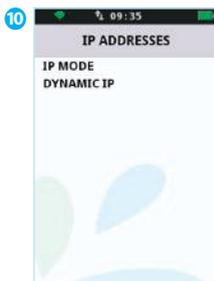
Select **WIFI**.



Select **IP SETTINGS**.



Select **CHANGE TO DHCP**.



The status changes to **IP MODE DYNAMIC IP**.



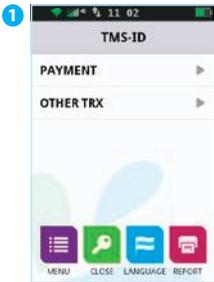
Press  and confirm with .



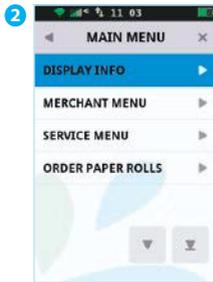
The entered data will be applied. Wait 10 to 15 seconds. The payment terminal automatically returns to the start screen.

## 1.4.1.2 4G

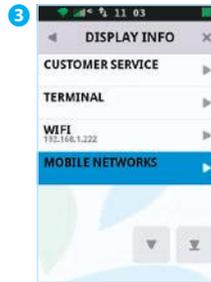
Take the following steps to review the current communication settings on your payment terminal:



Press  to open the menu.



Select **DISPLAY INFO**.



Select **MOBILE NETWORKS**.



Select **MOBILE NETWORKS INFO**.



The following information is displayed:

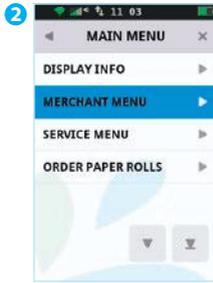
- the mobile data communications provider
- the number of the SIM card
- the signal strength
- the access point

## 1.4.1.2.1 Setting up an access point

Perform the following operations to set up an access point:



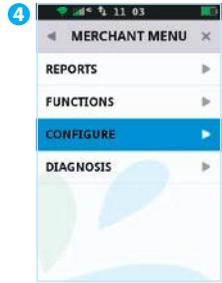
Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm with .



Select **CONFIGURE**.



Select **TERMINAL**.



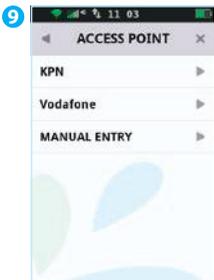
Select **COMMUNICATION**.



Select **MOBILE NETWORKS**.



Select **ACCESS POINT**.



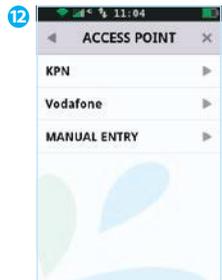
Select the desired access point.



Press  to connect to the selected access point.



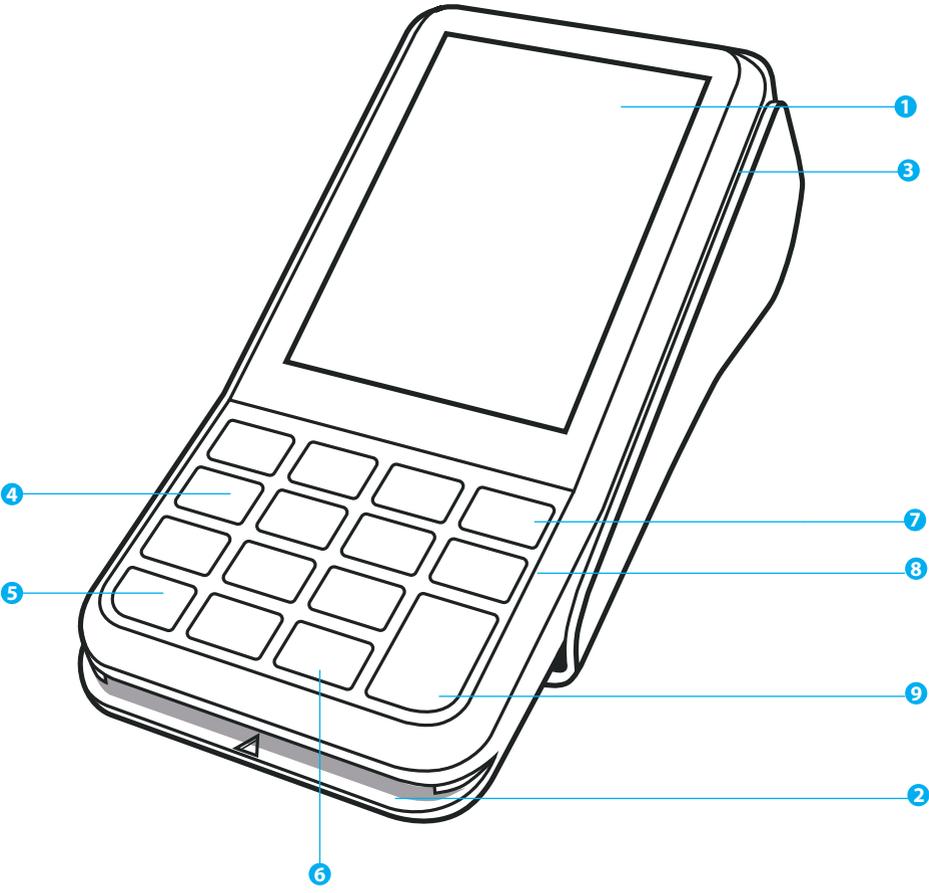
If the access point has been configured successfully, the message 'ACCESS POINT OK' will appear. If the message 'ACCESS POINT FAILED' appears, repeat steps 10, 11 and 12.



Press  to return to the start screen.



# 2. Working with the payment terminal



# 2.1 Overview of the payment terminal

- 1 Touchscreen
- 2 Chip card reader
- 3 Magnetic stripe reader

## 2.2 Operating the payment terminal

### 2.2.1 Keys on the payment terminal

- 4 **Numeric keys**  
Enter details, e.g. a transaction amount. Press the same key several times to enter letters and symbols (see page 22). The customer enters their PIN code using these keys.
- 5 **<\*> key**  
Symbols are programmed under this key (see page 22).
- 6 **<#> key**  
Symbols are programmed under this key (see page 22).
- 7 **<X> key**  
Cancel an operation.  
The customer uses this key to cancel a transaction.
- 8 **<<> key**  
Correct entered data.  
The customer uses this key to correct an entered PIN code.
- 9 **<O> key**  
Confirm entered data or an operation.  
The customer uses this key to confirm an entered PIN code and a transaction.

For the blind and visually impaired, a number of keys feature an auxiliary symbol.

Key	Auxiliary symbol
< 5 >	A dot (.)
< X > key	A cross (X)
< <> key	A vertical dash ( )
< O > key	A circle (O)

## 2.2.2 Entering letters and symbols

On the keys on your payment terminal, you can only see numbers. However, letters and symbols have also been programmed under the numeric keys and the <\*> and <#> keys. Depending on the letter or symbol you want to enter, press a key once or several times.

Key to press	Number of times you need to press the key														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	1	Q	Z	.	q	z	1								
2	2	A	B	C	a	b	c	2							
3	3	D	E	F	d	e	f	3							
4	4	G	H	I	g	h	i	4							
5	5	J	K	L	j	k	l	5							
6	6	M	N	O	m	n	o	6							
7	7	P	R	S	p	r	s	7							
8	8	T	U	V	t	u	v	8							
9	9	W	X	Y	w	x	y	9							
0	0	-	space	+	0										
*	*	,	'	"	(	)	<	>	[	]	_	{	}	~	*
#	#	!	?	:	;	@	=	&	/	\	%	\$		^	#

For example, to enter the word 'Pin', do the following:

- P** Press 7 twice
- i** Press 4 seven times
- n** Press 6 six times

### Please note:

After entering a letter or a symbol, wait 1 second before you enter the next character.

## 2.2.3 Touchscreen

The payment is equipped with a touchscreen for easy operation. More information about the touchscreen can be found below.

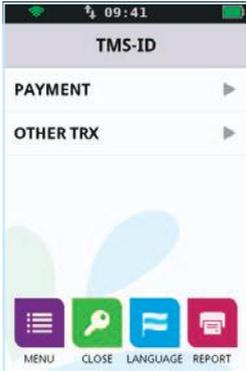
## 2.3 User interface

### 2.3.1 The start screen

Once the payment terminal is fully turned on, the start screen appears. This screen is structured as follows:

**Status bar** — The status bar displays the time and status indicators for the battery, network connection and external power supply. See pages 25 and 26 for more information about these indicators.

**Navigation bar** — The navigation bar consists of functions icons. Tap the icon to trigger its corresponding action(s). See page 30 for more information.



**TMS Terminal ID** — Unique identification number for your terminal.

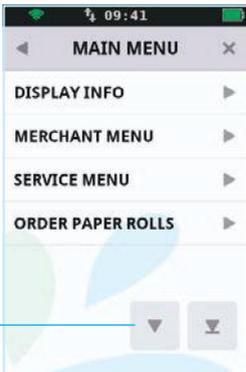
**Menu list** — Press PAYMENT to start a regular transaction or OTHER TRX if you want to select a transaction type first. See page 33 for more information about the various transaction types.

### 2.3.2 The menu screen

When you open the menu, the menu screen appears. The menu screen is structured as follows:

**Menu list** — The menu list displays all available menu options.

**Navigation bar** — The navigation bar displays navigation symbols if the menu list contains more options than can be displayed on the screen. Press one of these symbols to scroll through the menu list.



**Title bar** — The title of the menu is displayed in the title bar. Press ◀ to return to the previous menu or press ✕ to return to the start screen.

### 2.3.3 The customer screens

If a customer has to perform actions on the payment terminal, the screen has a blue background. For example, the screen below indicates that the cardholder must insert their payment card and choose a method of payment.

**Navigation bar**  
Function icons are displayed in the navigation bar. Tap the desired icon to perform the function.  
  
See the following section for more information about the available functions.



### 2.3.4 Symbols

Symbol	Function
	Open the main menu.
	Perform a day opening (see page 28).
	Perform a day closure (see page 29).
	Change the display language to Dutch, German or French.
	Print a copy of the receipt for the last performed transaction. You can use this function for 5 minutes after the transaction has been performed. After this time, the copy of the receipt will be deleted from the payment terminal.
	Manually enter card details for a manual credit card transaction (see page 36).

Symbol	Function
	Scroll back to the first menu option.
	Scroll up one line in the menu.
	Scroll down one line in the menu.
	Scroll to the last menu option.
	Return to the previous menu.
	Exit the menu and return to the start screen.

### 2.3.5 Battery status indicators

Symbol	Meaning
	No battery present.
	The battery is almost empty; the capacity is less than 5%.
	Battery capacity is between 5% and 20%.
	Battery capacity is between 21% and 40%.
	Battery capacity is between 41% and 60%.
	Battery capacity is between 61% and 80%.
	Battery capacity is between 81% and 100%.

### 2.3.6 Network status indicators

Symbol	Meaning
	The payment terminal is not connected to the network.
	The payment terminal is not connected to the network, but the signal strength is poor.
	The signal strength is moderate.
	The signal strength is sufficient.
	The signal strength is good.
	The signal strength is very good.
	There is a problem with the Wi-Fi network; communication is not possible.

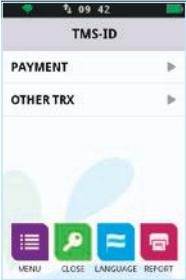
### 2.3.7 External power source status indicators

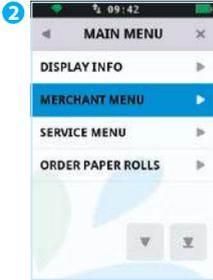
Symbol	Meaning
	The external power supply is not connected.
	The external power supply is connected.
	The external power supply is connected and the battery is charging.

## 2.4 The merchant password

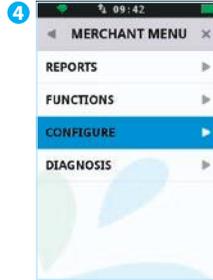
Access to the merchant menu on the payment terminal is secured with a merchant password. You also need to enter this password when performing certain actions, for example when performing a day opening. The merchant password is set to 99999 by default.

Take the following steps to change the merchant password:

- 

Press to open the menu.
- 

Select **MERCHANT MENU**.
- 

Enter the merchant password (the default setting is 99999) and confirm by pressing
- 

Select **CONFIGURE**.



Select **TERMINAL**.



Select **MERCHANT PASSWORD**.



Enter the current password and confirm with .



Enter a new five-digit password and confirm with .



Enter the new password again and confirm with .



The password has been changed successfully.

### Please note:

We recommend changing the merchant password. This prevents third parties from misusing your payment terminal.

Enter the new password during step 8. It is not possible to change the password to a weak one, such as 12345 or 11111. Once the password has been changed, you can no longer set it to the default password (99999).

## 2.5 Power on, power off and restart procedure

To turn the payment terminal on, take the following steps:

1. Press the  key until the screen light comes on.  
This may take 5 seconds.
2. Perform a day opening (see subsection 2.6.1).

To turn off the payment terminal, take the following steps:

1. Press the  key until the screen light goes out.  
This may take 5 seconds. The terminal will beep until the message 'shutting down' appears.

To restart the payment terminal, take the following steps:

1. Press the  key for a few seconds. Then select the menu option **RESTART**.

## 2.6 Locking and unlocking

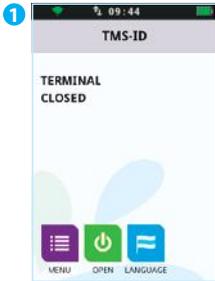
For security reasons, you can lock the payment terminal when it is turned on. To lock, press  followed by the  key. The display will immediately go dark. When you press any key, you will see a short animation illustrating how to unlock the payment terminal, namely by pressing  followed by the  key.



### 2.6.1 Performing a day opening

At the beginning of the day, you need to perform a day opening. A new period will then be opened for the financial reports. The transactions you perform will be recorded in these reports.

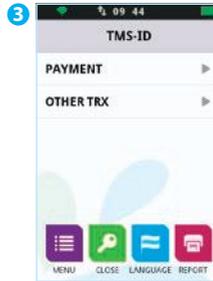
Take the following steps for a day opening:



Press 



Enter the merchant password (the default setting is 99999) and confirm by pressing 



The day opening is complete.

## 2.6.2 Performing a day closure

At the end of the day, you need to perform a day closure. The period for the financial reports will then be closed and the reports will be printed.

Take the following steps for a day closure:



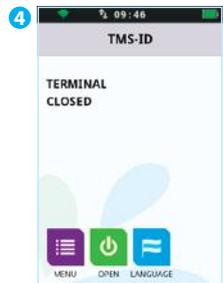
Press 



Enter the merchant password (the default setting is 99999) and confirm by pressing 



The journal and full report are printed out. Press  to complete the day closure or press PRINT to reprint the journal. Press DELETE to remove the journal.



The day closure is complete.

Which reports are printed during the day closure depends on the settings of your payment terminal. You can change the report settings yourself (see page 56).

### Please note:

It is possible that the thermal paper roll might run out while printing the reports. In that case, replace the thermal paper roll and reprint the reports.

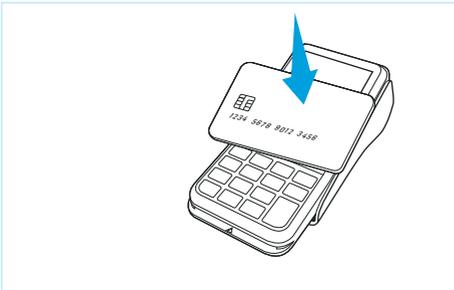
## 2.7 Putting the payment terminal in stand-by mode

In order to save energy, the payment terminal automatically switches off the background lightning after a while, after which the terminal goes into stand-by mode. Press  to reactivate the payment terminal.

If you don't do this, the payment terminal will switch itself off after another hour.

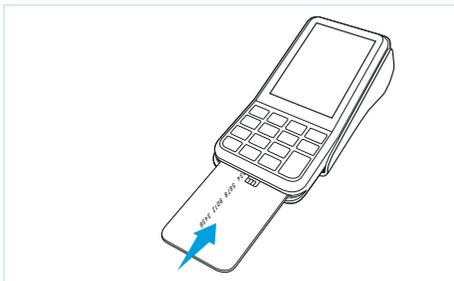
Please contact our Service Center if you would like to adjust the length of time before the payment terminal goes into sleep mode.

## 2.8 Using payment cards in the card readers



### Contactless payment card

The customer must hold a contactless payment card just above the terminal screen.



### Payment card with EMV chip

The customer must insert a payment card with an EMV chip into the chip card reader. Insert the card into the card reader with the chip facing upwards and towards the terminal.



### Payment card with magnetic stripe

The customer must swipe their payment card with a magnetic stripe in the magnetic stripe reader. Swipe the card in the card reader with the magnetic stripe facing downwards and towards the terminal.

## 2.9 Installing a thermal paper roll

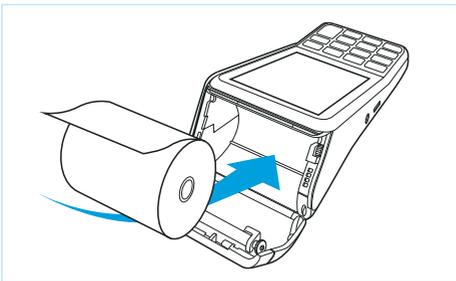
To install a thermal paper roll, proceed as follows:



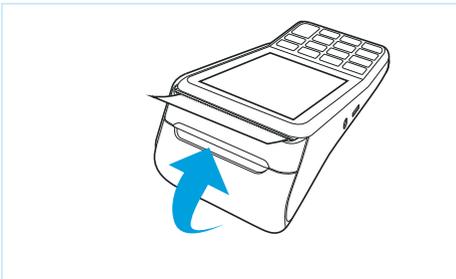
- 1** Pull up the printer button.



- 2** Open the printer cover. Remove the old thermal paper roll, if necessary.



- 3** Install the thermal paper roll as shown on the illustration. Make sure that a bit of paper from the roll sticks out.



- 4** Close the printer cover and then tear off the bit of paper sticking out along the cutting edge.

# 3. Performing transactions

## 3.1 Overview of the various types of transactions

The table below outlines the types of transactions you can perform. For each transaction type, the situation in which you perform that transaction is described.

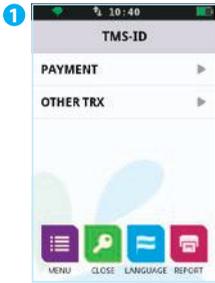
Overview of transaction types	
Payment	A customer pays with a payment card.
Cancellation	Cancel a previous transaction.
Cash advance	A customer gets cash back at a point of sale.
Reservation	Reserve a certain amount for a certain period of time.
Payment after reservation	Execute a payment with an authorisation code. You will have received this code during a previously executed reservation.
Refund	Refund money to a customer if they are returning a product.
Payment after reference	In this transaction you can enter an authorisation code you have obtained over the phone (telephone authorisation).
Cash advance after reference	A customer gets cash back at a point of sale. For these transactions you must enter an authorisation code you have obtained over the phone (telephone authorisation).
Card check	Check with the card issuer whether a payment card is still valid.
Extra reservation	Increase an amount you have already reserved before.
Mobile payment	Execute a payment with a QR code a payment app.

## 3.2 Payment transaction types

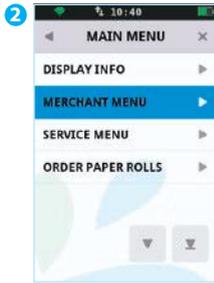
Your payment terminal supports multiple transaction types. The types of transactions you can perform depends on the acquirer and the customer's payment card.

To check which transactions are permitted by an acquirer for a payment card, you can print out an acquirer parameter report.

Perform the following operations to print out an acquirer parameter report:



Press  to open the menu.



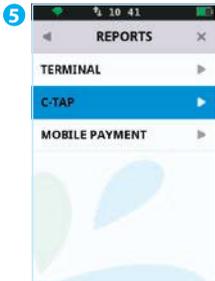
Select **MERCHANT MENU**.



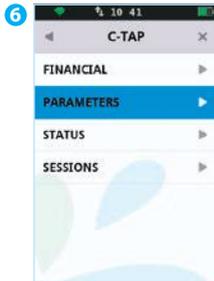
Enter the merchant password (the default setting is 99999) and confirm by pressing .



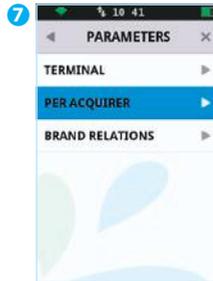
Select **REPORTS**.



Select **C-TAP**.



Select **PARAMETERS**.



Select **PER ACQUIRER**.



Select the desired acquirer. The acquirer parameter report will now be printed.

### Please note:

Contact your acquirer if you are unable to perform the type of transaction you want with a certain type of payment card.

**\*\* C-TAP ACQUIRER \*\*  
PARAMETER REPORT**

**\*\* CCV host \*\***

TMS TERM-ID: PKB5  
DATE: 24/08/2018 16:41:45  
ACQUIRER TERM-ID: CT370054  
ACQUIRER ID: 52600007  
ACQUIRER PARAM ID: 52600007  
ALLOWED TERM. MODE: FULL-ONLINE  
C-TAP IP ADDRESS: 194.104.96.42  
C-TAP TCP PORT: 10000  
CONNECTION TIMEOUT: 45 SEC.

ACQUIRER SHOP INFORMATION

BRAND NAME: VISA  
CARD BRAND PARAM ID: 00000007  
PCI CARD BRAND: NO  
SRED: NO  
MERCHANT ID: 455600707815  
MCC: 3314  
VOICE REFERRAL NO: 0000021206500600  
ACQUIRER ALLOWED SERVICES: B480  
USED SERVICES: CANCELLATION  
- REFUND  
- PAYMENT AFTER RSV  
- RESERVATION  
- PAYMENT  
- PAYMENT AFTER REF.  
- CANCEL LAST  
- 20  
MAX % EXTRA: 10000  
MAX AMOUNT EXTRA:  
ACCOUNT NUMBERS  
ACCOUNT LABEL:  
ACC. NO:

**END OF REPORT**

**TMS TERM-ID:** The TMS Terminal ID of the payment terminal.

**DATE:** the date and time the report was printed.

**CARD NAME:** name of the payment card.

**MERCHANT ID:** the unique number used to identify the Merchant's contract number.

**ACQUIRER ALLOWED SERVICES:** the types of transactions the acquirer allows for the payment card.

**MAX % EXTRA:** the maximum percentage that a customer can tip on the transaction amount.

**MAX AMOUNT EXTRA:** the maximum amount that a customer is allowed to tip.

In the example above you can see which transaction types the acquirer allows you to perform with a VISA payment card (if the customer's payment card supports it).  
With this payment card:

- payments, cancellations, refunds, reservations, payments after reservation and payments after reference are allowed. Cancelling the last transaction is also allowed.
- the customer is allowed to tip during a transaction. In this example, the tip amount may not exceed 20% of the transaction amount and may not be more than €10,000.00.

### 3.3 Entering a tip during a transaction

A tip can be added to a transaction amount. This is only possible if an acquirer allows it. If a customer is allowed to enter a tip during a transaction, the following screen appears.



### 3.4 Performing transaction

The following subsections describe the different transactions you can perform in further detail.

#### 3.4.1 Payment

You execute a payment if a cardholder is paying with a payment card.

To execute a payment, proceed as follows:



Select **PAYMENT**.



Enter the amount and confirm by pressing . Hand the payment terminal to the customer.



The customer inserts their payment card in the chip card reader or holds it above the payment terminal screen.



The customer enters the PIN code and confirms the transaction by pressing .



The customer removes their payment card.



The customer returns the payment terminal to you. Then press .

### 3.4.2 Manual credit card transaction

You can execute a payment manually with a credit card. The customer's payment card is not required during the transaction, as you enter the payment card details manually.

To perform a manual credit card transaction, proceed as follows:



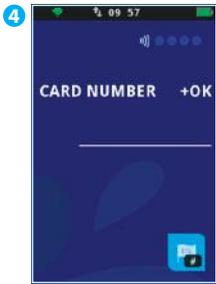
Select **PAYMENT**.



Enter the amount and confirm by pressing .



Press .



Enter the card number and confirm with .



Enter the expiry date and confirm with .

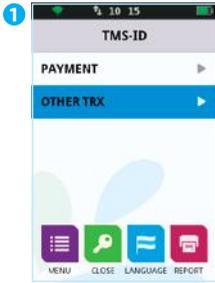


The manual credit card transaction has been executed successfully.

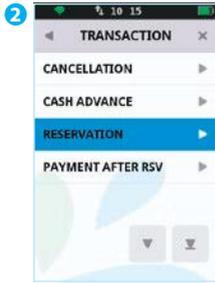
### 3.4.3 Reservation

You perform a reservation to reserve an amount for a certain period.

To execute a reservation, proceed as follows:



Select **OTHER TRX**.



Select **RESERVATION**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Enter the amount and confirm by pressing . Hand the payment terminal to the customer.



The customer inserts their payment card in the chip card reader or holds it above the payment terminal screen.



The customer enters the PIN code and confirms the transaction by pressing .



The customer removes their payment card.



The customer returns the payment terminal to you. Then press . The reservation has been executed successfully.

#### Please note:

The amount and duration of the period for which you can reserve the amount may vary per acquirer and payment card.

### Merchant's receipt

CCV Nederland  
Westervoortsedijk 55  
6827AT Arnhem

TERMINAL: 573201                      Merchant: 0019832  
PERIOD: 2241                          Transaction:  
02000473

CARD NAME (A00000000044571)  
NAME CARD ISSUER  
Card: xxxxxxxxxxxxxxx2317  
Card Sequence no.: 08

PAYMENT  
24/08/2018 16:41                      Auth. code: 534960

TOTAL:                                      EUR 0.01

**APPROVED**

Auth.code: an authorisation code is a unique code that you need to enter when performing the following transaction types: cancellations, payments after reservation, payments after reference, additional reservations and cash advance after reference.

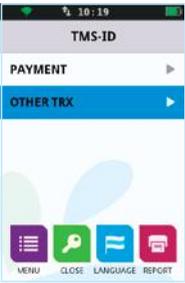
### Please note:

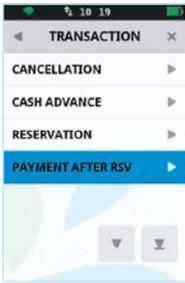
You will need an authorisation code to execute the payment for the reserved amount at a later date. You can find the authorisation code on the receipt that was printed out after making the reservation. Above is an example of a receipt with an authorisation code.

### 3.4.4 Payment after reservation

If you have performed a reservation to reserve an amount for a certain period, you can execute the payment later on.

To execute a payment after reservation, proceed as follows:

- 

Select **OTHER TRX**.
- 

Select **PAYMENT AFTER RSV**.
- 

Enter the merchant password (the default setting is 99999) and confirm by pressing .
- 

Enter the amount and confirm by pressing .
- 

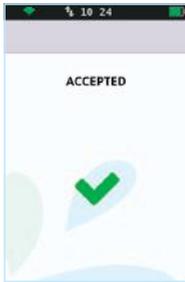
Enter the authorisation code and confirm with . Hand the payment terminal to the customer.
- 

The customer inserts their payment card in the chip card reader or holds it above the payment terminal screen.
- 

The customer presses  to confirm the transaction.
- 

The customer waits while the transaction is executed.
- 

The customer removes their payment card.
- 

The customer returns the payment terminal to you. Then press .
- 

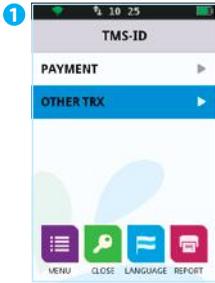
The payment after reservation has been executed successfully.

**Please note:** In step 5, you have to enter an authorisation code. You can find this code on the receipt for the reservation you performed earlier. For an example of a receipt with an authorisation code, see page 38. The code can consist of numbers and letters.

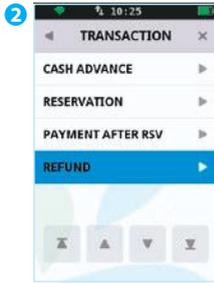
### 3.4.5 Refund

You perform a refund transaction if a customer returns a product and you want to refund money to the customer.

To execute a refund, proceed as follows:



Select **OTHER TRX**.



Select **REFUND**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Enter the amount and confirm by pressing . Hand the payment terminal to the customer.



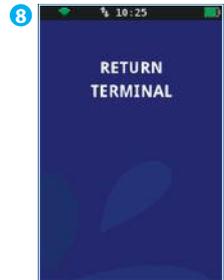
The customer inserts their payment card in the chip card reader or holds it above the payment terminal screen.



The customer presses  to confirm the transaction.



The customer waits while the transaction is executed.



The customer removes their payment card.

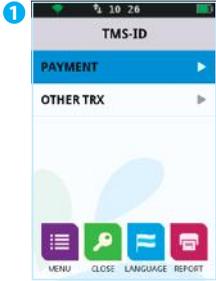
9 The customer returns the payment terminal to you. Then press .

10 The refund has been executed successfully. Tear off the first receipt and press .

### 3.4.6 Mobile payment

The customer executes a mobile payment using a QR code via a payment app which is installed on their phone.

To execute a mobile payment, proceed as follows:



Select **PAYMENT** and enter the amount and confirm with .



The customer selects the QR code key.



The customer selects the Payconiq service.



The QR code appears. The customer opens the Payconiq app on their mobile and scans the QR code.



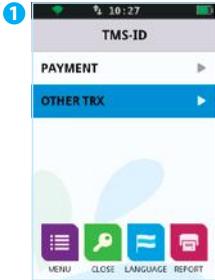
The payment has been executed successfully. Tear off the receipt and press .

## 3.5 Cancellling transaction

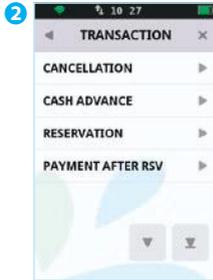
You perform a cancellation to cancel a previously executed transaction. The following subsections describe how to cancel the last executed or a previously executed transaction.

### 3.5.1 Cancellling the last transaction performed

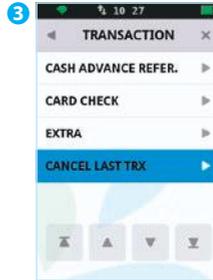
To cancel the last transaction performed, proceed as follows:



Select **OTHER TRX**.



Press  to scroll to the last line of the menu.



Select **CANCEL LAST TRX**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



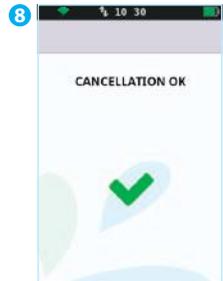
Press  to confirm the transaction.



Wait while the transaction is being executed.



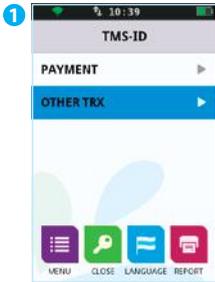
The last transaction has been cancelled successfully.



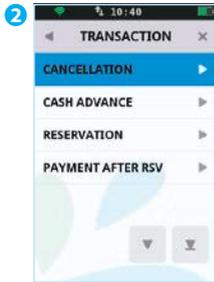
Press .

## 3.5.2 Cancelling a previously performed transaction

To cancel a previously performed transaction, proceed as follows:



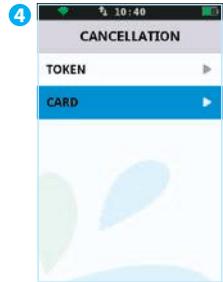
Select **OTHER TRX**.



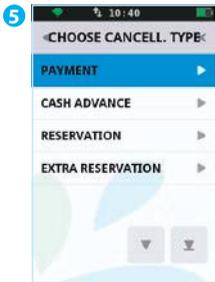
Select **CANCELLATION**.



Select the type of transaction you want to cancel and confirm with .



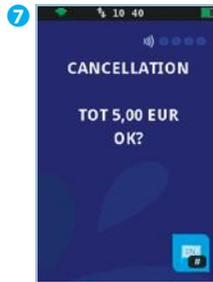
Enter the authorisation code and confirm with . Hand the payment terminal to the customer.



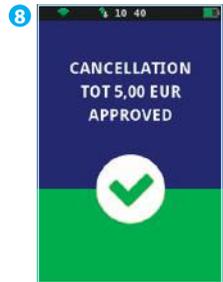
The customer inserts their payment card in the chip card reader or holds it above the payment terminal screen.



The customer presses  to confirm the transaction.



The customer waits while the transaction is executed.



The customer removes their payment card.



The customer returns the payment terminal to you. Then press .



The previously performed transaction has been cancelled successfully.

### Please note:

In step 4, you have to enter an authorisation code. You can find this code on the receipt for the transaction you want to cancel. For an example of a receipt with an authorisation code, see page 38. The code can consist of numbers and letters. On page 22 you can find more information about entering letters.

# 4. Settings for payment cards

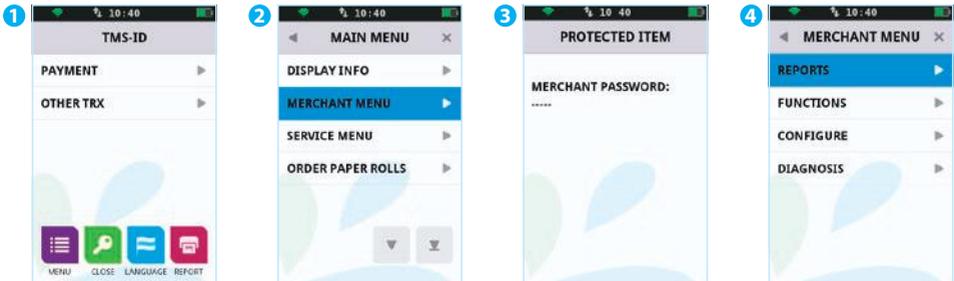
You can accept different payment cards on your payment terminal to perform transactions. For each payment card you want to accept, you have to sign a contract with an acquirer. The acquirer is the party that makes it possible for you to perform transactions on your payment terminal with payment cards.

It is up to you which acquirers you want to sign a contract with. For example, it is possible to switch to another acquirer at any time. To do this, you need to link a type of card, such as MasterCard, to the acquirer processor of your choice.

## 4.1 Reviewing settings for payment cards

Print a brand relations report to see which payment cards you can accept on your payment terminal and to which acquirer processors the cards are linked. We recommend that you always print a brand relations report and check this report whenever you change card settings.

Take the following steps to print out a brand relations report:

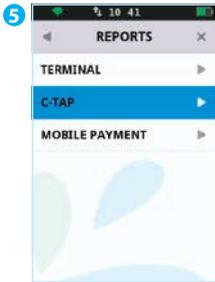


Press  to open the menu.

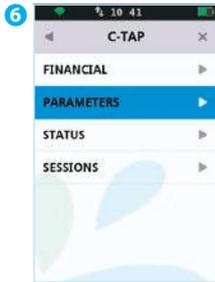
Select **MERCHANT MENU**.

Enter the merchant password (the default setting is 99999) and confirm by pressing .

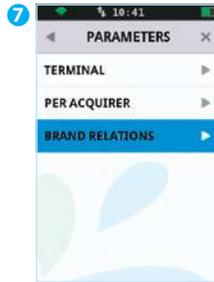
Select **REPORTS**.



Select **C-TAP**.



Select **PARAMETERS**.



Select **BRAND RELATIONS**.



Select the acquirer processor. The brand relations report will now be printed. On the next page you will find an example of this report.

**\*\* C-TAP \*\***  
**RELATION REPORT**

TMS TERM-ID: 1234567890  
DATE: 24/08/2018 16:41:35

APPLICATION VERSION: 10.2.0

**BRAND RELATIONS TABLE**

**\*\* CCV host \*\***

ACQUIRER TERM-ID: CT370054

BRAND	MERCHANT ID	REL.
<i>BRAND NAME</i>	20633731	YES
<i>BRAND NAME</i>	20466832	YES
<i>BRAND NAME</i>	1234	NO
<i>BRAND NAME</i>	1234	NO

**\*\* Equens host \*\***

ACQUIRER TERM-ID: CT04298

BRAND NAME	MERCHANT ID	REL.
<i>BRAND NAME</i>	4567	YES
<i>BRAND NAME</i>	4567	YES

**\*\* AWL host \*\***

ACQUIRER TERM-ID: CT04298

BRAND	MERCHANT ID	REL.
<i>BRAND NAME</i>	1234	NO
<i>BRAND NAME</i>	1234	NO

**END OF REPORT**

**TMS TERM-ID:** The TMS Terminal ID of the payment terminal.

**DATE:** the date and time the report was printed.

Acquirer processor is CCV.

The various types of payment cards. The Merchant ID (the unique number used to identify the Merchant's contract number) is displayed for each card.

You can also see if the card is linked to the acquirer processor.

Acquirer processor is Atos Worldline.

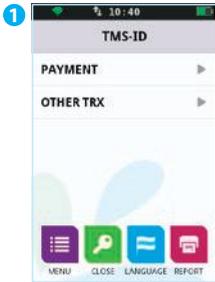
## 4.2 Changing settings for payment cards

The table below outlines the various changes you can make for payment cards and the information you need to make those changes. The table also indicates the subsection in which you will find detailed instructions on how to make the change.

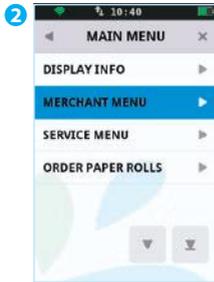
Change	Required information	Subsection
Add a payment card	<ul style="list-style-type: none"><li>The Merchant ID of the acquirer</li><li>The acquirer processor (CCV, Equens or Atos Worldline)</li></ul>	4.2.1
Delete a payment card	You do not need any information in order to make this change.	4.2.2
Accept a payment card via another acquirer and the current acquirer processor	<ul style="list-style-type: none"><li>The Merchant ID of the acquirer</li><li>The current acquirer processor (CCV, Equens or Atos Worldline)</li></ul>	4.2.3

## 4.2.1 Adding a payment card

Take the following steps to add a payment card:



1 Press  to open the menu.



2 Select **MERCHANT MENU**.



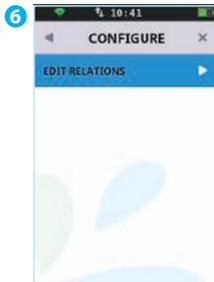
3 Enter the merchant password (the default setting is 99999) and confirm by pressing .



4 Select **CONFIGURE**.



5 Select **C-TAP**.



6 Select **EDIT RELATIONS**.

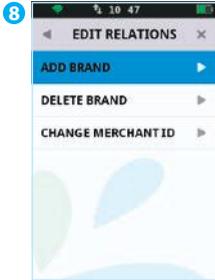


7 Select the acquirer processor (CCV, Equens or Atos Worldline) to which you want to link the payment card.

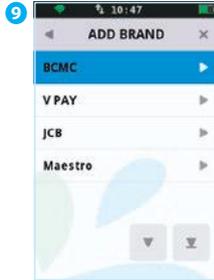
### Please note:

To make this change, you will need the specific Merchant ID for the payment card type. You also need to know which acquirer processor will process the transactions.

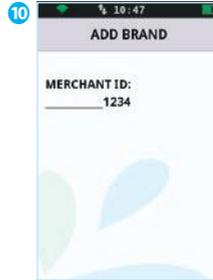
Contact your acquirer if you do not know this information.



Select **ADD BRAND**.



Select the payment card you want to add to the payment terminal.



Press  and enter the Merchant ID that you have received from the acquirer. Confirm with .

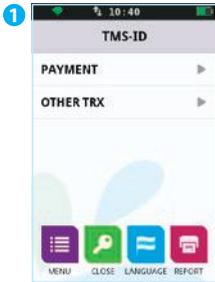
### Please note:

The notification shown in step 9 will only appear if the payment card you have selected is already linked to a transaction processor.

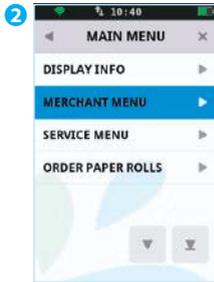
After entering a character, wait 2 seconds before entering the next character. This prevents incorrect entries.

## 4.2.2 Deleting a payment card

Perform the following operations to delete a payment card:



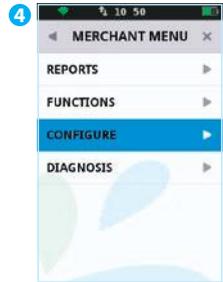
Press  to open the menu.



Select **MERCHANT MENU**.



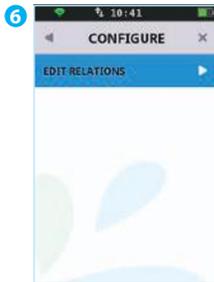
Enter the merchant password (the default setting is 99999) and confirm by pressing .



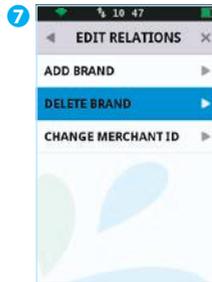
Select **CONFIGURE**.



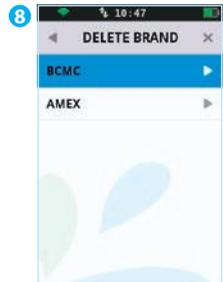
Select **C-TAP**.



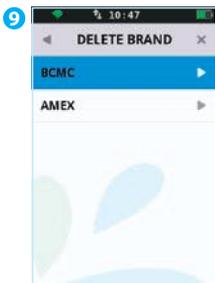
Select **EDIT RELATIONS**.



Select **DELETE BRAND**.



Select the payment card you want to delete.



Press  to return to the start screen.

10 If the card has been successfully removed, a receipt will be printed with the message: **'ACQUIRER PARAMETER SESSION SUCCESSFUL'**.

Please contact our Service Center if the following message is printed on the receipt: **'ACQUIRER PARAMETER SESSION FAILED'**.

### Please note:

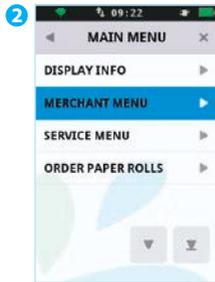
Before deleting a payment card, first perform a day closure (see page 29).

## 4.2.3 Changing the Merchant ID for a payment card

Take the following steps to change the Merchant ID for a payment card:



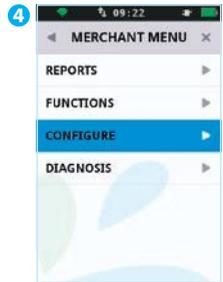
Press  to open the menu.



Select **MERCHANT MENU**.



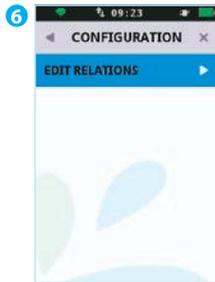
Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



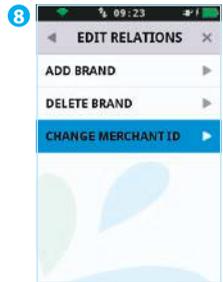
Select **C-TAP**.



Select **EDIT RELATIONS**.



Select the transaction processor.



Select **CHANGE MERCHANT ID**.



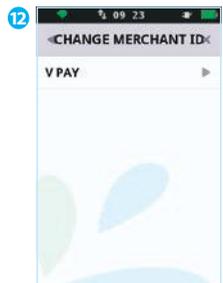
Select the payment card for which you want to change the Merchant ID.



Press  Enter the Merchant ID that you have received from the acquirer and confirm with .



Wait while the Merchant ID is being changed.



Press  to return to the start screen. After the acquirer parameter session, check whether the change has been successful (see page 54).

### 4.3 Checking whether changes for payment cards have been successful

After making a change for the payment cards, one of the following receipts will be printed. Check whether the payment card has been added successfully or whether the Merchant ID has been changed correctly.

```

** ACQUIRER **
* PARAMETER SESSION *
** SUCCESSFUL **

DATE: 24/08/2018 16:41:54

ACQUIRER TERM-ID: CT360341
ACQUIRER ID: 52800009

** CCV host **

ACQUIRER PARAMETER ID: 00000003
ALLOWED TERM. MODE: FULL-ONLINE
CARD: VISA (2002)
  MERCHANT ID: 4556313520
  ALLOWED SERVICES: B480
  CARD PARAMETER ID: 000000004
CARD: MASTERCARD (2003)
  MERCHANT ID: 455600707814
  ALLOWED SERVICES: B480
  CARD PARAMETER ID: 000000007

NEXT UPDATE: 06/02/2018 05:22:00

END OF REPORT

```

This receipt is printed if the change was successful. In this example, VISA and MasterCard payment cards can be processed by CCV (acquirer processor).

```

** ACQUIRER **
* PARAMETER SESSION *
** SUCCESSFUL **

DATE: 24/08/2018 16:41:54

ACQUIRER TERM-ID: CT360341
ACQUIRER ID: 52800009

** CCV host **

ACQUIRER PARAMETER ID: 00000003
ALLOWED TERM. MODE: FULL-ONLINE
CARD: VISA (2002)
CARD NOT ACTIVE
CHECK
CONTRACT
  HOST INCIDENT CODE: 0000
  CARD BRAND NOT SUPPORTED
CARD: MASTERCARD (2003)
  MERCHANT ID: 455600707814
  ALLOWED SERVICES: B480
  CARD PARAMETER ID: 000000007

NEXT UPDATE: 06/02/2018 05:22:00

END OF REPORT

```

This receipt is printed if the change has not been successful. In this example, the VISA card has not been added correctly or the Merchant ID has not been changed correctly. The message 'CARD NOT ACTIVE, CHECK CONTRACT' is printed on the receipt.

#### Please note:

Check with the acquirer processor whether the Merchant ID has already been activated if changing the Merchant ID fails. The acquirer processor may not yet know the Merchant ID. Check that you have entered the Merchant ID correctly if the ID is already active. To do this, you can print and check a brand relations report (see page 44).

# 5. Financial reports

## 5.1 Overview of the various reports

Your payment terminal records the transactions you perform during a certain period (day or service). This period starts after you have performed a day opening. The period closes after you have performed a day closure. The following reports will then be printed automatically:

Financial reports	
Journal	The journal contains copies of the receipts of each transaction that was performed during a certain period.
Full report	The full report is a report which includes the totals of all transactions you have performed during a certain period, per transaction type and card type.

## 5.2 Printing reports

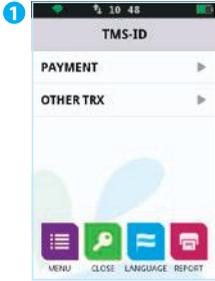
You can print reports before a certain period is closed. The following subsections describe how you can print each type of report.

### **Please note:**

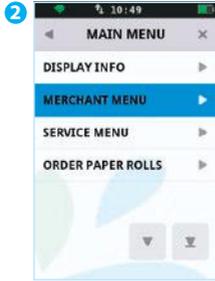
The journal is only printed after a day closure if the print settings for the journal are set to 'delayed printing' (see page 58).

## 5.2.1 Printing the full report

Perform the following operations to print out a full report:



Press  to open the menu.



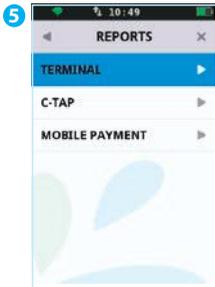
Select **MERCHANT MENU**.



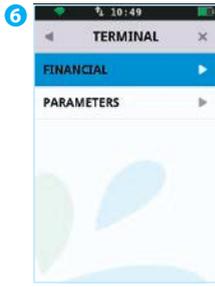
Enter the merchant password (the default setting is 99999) and confirm by pressing .



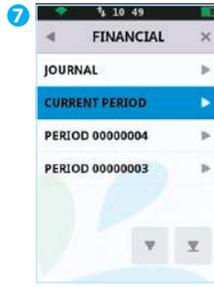
Select **REPORTS**.



Select **TERMINAL**.



Select **FINANCIAL**.



Select **CURRENT PERIOD**.



Select **GENERAL REPORT**.  
The full report will now be printed. You will find an example of a full report on the next page.

# Example of a full report

```

                CCV Nederland
                Westervoortsedijk 55
                6827AT Arnhem

DATE:                24/08/2018 16:41:35

                FULL REPORT
                INTERIM TOTALS

TMS TERM-ID:        CSL003
PERIOD NO:          2
PERIOD START:       24/08/2018 16:01:16
PERIOD END:         STILL OPEN

DATE FIRST TRX:     24/08/2018 16:02:47
DATE LAST TRX:      24/08/2018 16:32:20
=====

                EFT TOTALS

                #TRX    EUR
PAYMENT:          5      0.05
PAYMENT CANCELLATION: 1    -0.01
REFUND:           1    -0.01
                -----
TOTAL:                0.03
=====

                CCV

Maestro:          #TRX    EUR
PAYMENT:          2      0.02
                -----
TOTAL:                0.02

VPAY:             #TRX    EUR
PAYMENT:          1      0.01
                -----
TOTAL:                0.01

Mastercard:       #TRX    EUR
PAYMENT:          2      0.02
PAYMENT CANCELLATION: 1    -0.01
REFUND:           1    -0.01
                -----
TOTAL:                0.00
=====

                END OF REPORT
    
```



The date and time you printed the full report.



The TMS Terminal ID of the payment terminal and information about the period covered by the report.



Overview of all executed transactions listed by transaction type.



Overview of all executed transactions which were processed by the acquirer processor CCV.

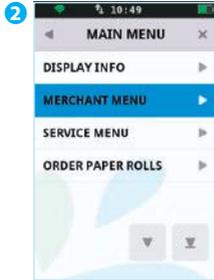
The different transaction types that have been executed are listed per type of payment card.

## 5.2.2 Printing the journal

Take the following steps to print out the journal:



Press  to open the menu.



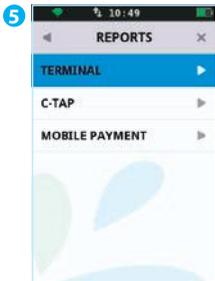
Select **MERCHANT MENU**.



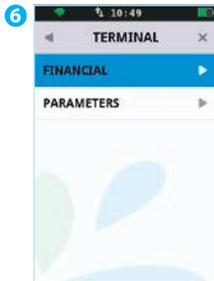
Enter the merchant password (the default setting is 99999) and confirm by pressing .



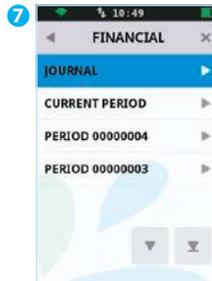
Select **REPORTS**.



Select **TERMINAL**.



Select **FINANCIAL**.



Select **JOURNAL**. The journal will now be printed. You will find an example of the journal on the next page.



Press  once the journal has been printed. Or press  to print the journal again.



The following message appears on the screen: **'JOURNAL IS DELETED'**.

### Please note:

The journal is deleted after printing.

CCV Nederland  
Westervoortsedijk 55  
6827AT Arnhem

**JOURNAL**

DATE: 24/08/2018 16:41:35  
TMS TERM-ID: CSL001  
=====

**JOURNAL**

TERMINAL: CT380071 MERCHANT: 423600707814  
PERIOD: 2166 TRANSACTION: 010000602

CARD NAME (A00002301)  
NAME CARD ISSUER  
Card: xxxxxxxxxxxx6015  
Card no.: 07

**PAYMENT**  
16/01/2018 16:41:35 Auth. code 180813

**Total: EUR 0.01**

**APPROVED**

ACQUIRER ID: 67300110  
TRANSACTION TERMINAL TREATMENT RES. 0000  
=====

**END OF JOURNAL**

The date and time at which you printed the journal and the TMS Terminal ID of the payment terminal.

The receipt for an executed payment.

### 5.3 Changing report settings

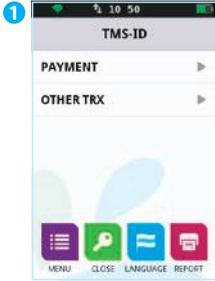
The journal is activated by default on your payment terminal. This means that the payment terminal will print one receipt after a completed transaction. The second receipt (for your administration) is temporarily stored in the payment terminal's memory. When you perform a day closure, all receipts are printed automatically.

If desired, you can change the settings for the journal to either print directly or later on. Refer to subsections 5.3.1 and 5.3.2 for more information.

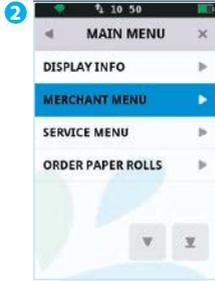
### 5.3.1 Printing the journal immediately

If you adjust the settings to print the journal straight away, two receipts will be printed after a transaction – one for the client and one for your administration.

Perform the following operations to apply the setting print the journal directly:



Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



Select **TERMINAL**.



Select **JOURNAL**.



Select **DIRECT PRINTING**.



Your print settings have been successfully adjusted.

#### Please note:

If, during step 7, the menu item **DIRECT PRINTING** is not available, then your terminal settings need to be adjusted. Please contact our Service Center.

If transactions are saved in the journal, the message that you can see in step 8 will appear.

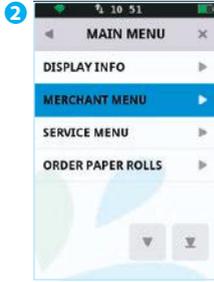
## 5.3.2 Delaying the printing of the journal

If you adjust the settings to delay the printing of the journal, one receipt will be printed after a transaction – the one for the customer. The receipt for your administration will only be printed after you have performed a day closure (see page 29).

Take the following steps to delay the printing of the journal:



Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



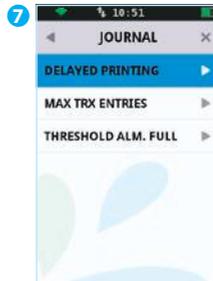
Select **CONFIGURE**.



Select **TERMINAL**.



Select **JOURNAL**.



Select **DELAYED PRINTING**.



Your print settings have been successfully adjusted.

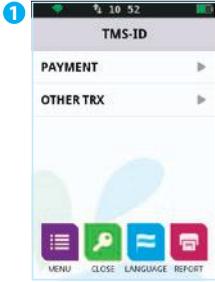
### Please note:

If, during step 7, the menu item **DELAYED PRINTING** is not available, then your terminal settings need to be adjusted. Please contact our Service Center.

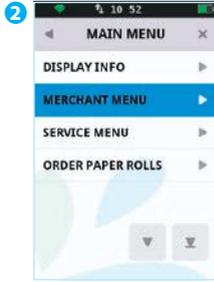
## 5.4 Deleting the journal

You can also delete the journal without printing it.

Take the following steps to delete the journal.



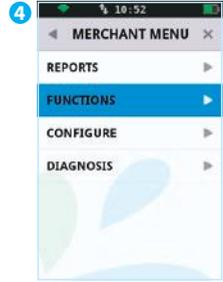
Press  to open the menu.



Select **MERCHANT MENU**.



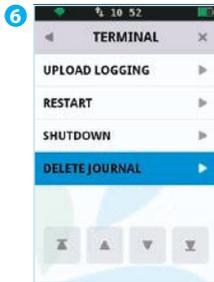
Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **FUNCTIONS**.



Select **TERMINAL**.



Scroll down until you see the **DELETE JOURNAL** menu item. Select **DELETE JOURNAL**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



The journal has been successfully deleted.

# 6. Maintenance and faults

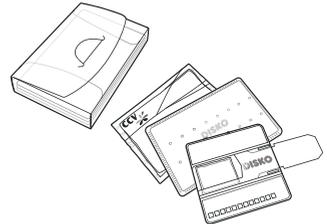
## 6.1 Cleaning the equipment

In order to prolong the service life of the equipment, it is advisable to clean it regularly. The regularity with which the equipment needs to be cleaned depends on the amount of transactions you perform and the environment in which you use the equipment.

Use the special cleaning cards to clean the card readers if you notice that they are not reading payment cards properly.

There is a special cleaning kit available that can be used to clean the equipment. This kit includes:

- antistatic and antibacterial cleaning pads
- a cleaning card for the chip card reader
- a cleaning card for the magnetic stripe reader



In chapter 7 (see page 74) you can read how to order the cleaning kit and other supplies.

Take the following steps to clean the equipment:

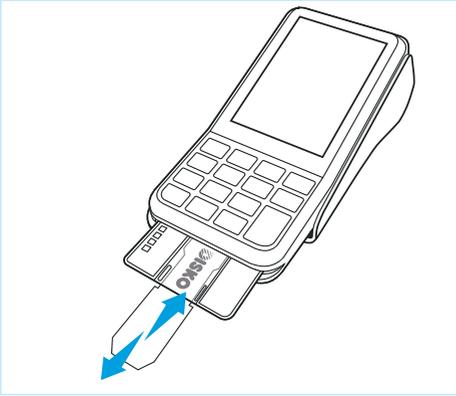


1

Use the cleaning pad to clean the unit, touchpad and screen. Pay extra attention to the touchpad. Just like a computer or phone keyboard, over time, a lot of bacteria can build up on the keys when used regularly.

## 6.1.1 Cleaning the chip card reader

Take the following steps to clean the chip card reader:

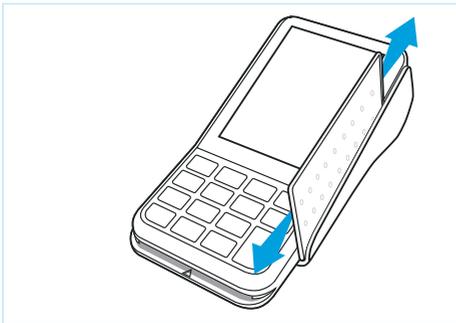


1

Insert the cleaning card into the chip card reader. Then slide the transparent slider back and forth a number of times with your other hand.

## 6.1.2 Cleaning the magnetic stripe reader

Take the following steps to clean the magnetic stripe reader:



1

Swipe the cleaning card in the magnetic stripe reader of the payment terminal at a constant speed, keeping the card straight. The cleaning card has cleaning stripes on each side. For best results, swipe the card in the magnetic stripe reader twice, without rotating it.

## 6.2 The payment terminal battery

The payment terminal is powered by a Li-ion battery and is also suitable for portable use. The number of transactions you can perform with a charged battery depends on the following factors:

- the age of the battery
- the stand-by mode; see page 30 for more information about stand-by mode
- the signal strength; if the signal is good, the payment terminal uses less energy

### 6.2.1 Guidelines for optimal battery usage

#### **Calibrating the battery**

- Completely discharge the battery at least once and then fully charge it. This aligns the capacity of the battery to the indicator. We recommend discharging only if icon calibration is required, other use made damage the battery.

#### **Charging the battery**

- Charge the battery as often as possible. A full charge cycle from 0% to 100% reduces the maximum capacity more than ten short charge cycles from 90% to 100%.
- Do not charge the battery if the ambient temperature is below 0°C. Chemical processes may cause an internal short circuit in the battery.
- Do not charge the battery if the ambient temperature is higher than 50°C. The battery may overheat and adversely affect the capacity of the battery.
- There is a temperature sensor in the battery. Thanks to this sensor, the terminal ensures that the battery will not be charged when the ambient temperature is below 0°C or above 60°C.

#### **Deep discharge of the battery**

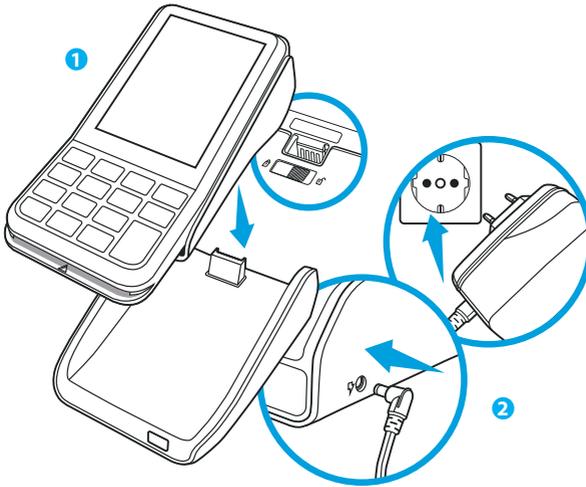
- Prevent deep discharge. In the event of a deep discharge (the remaining capacity is less than 10%), chemical processes can cause a short circuit in the battery. If the battery voltage drops below 5.5 volts, the payment terminal will no longer charge the battery. This is a safety feature to prevent the build-up of gas in the battery.
- The battery is also equipped with a safety mechanism which ensures that the power to the payment terminal is disconnected in the event of a deep discharge. If this occurs, it is no longer possible to charge the battery.
- If the payment terminal is not used, the battery charge decreases over time due to self-discharge.

### **Storing the battery**

- Store the battery in a dry and clean place without direct sunlight if you are not going to use it for a long period of time (more than one week). The ambient temperature of the storage area must be above 0°C and must not exceed 25°C. However, a lower ambient temperature is better for the battery.
- The battery should be about 40% charged. This will minimise the aging of the battery and prevent extreme deep discharge as a result of self-discharge.
- The rate of self-discharge of a Li-ion battery is at least 5% per month. This means that you can store a battery with 40% charge for up to six months. After this period, you will need to recharge the battery. Regularly charge a stored battery to approximately 40%.

## 6.2.2 Charging the battery with the docking station

Take the following steps to charge the battery with the docking station:



**1**

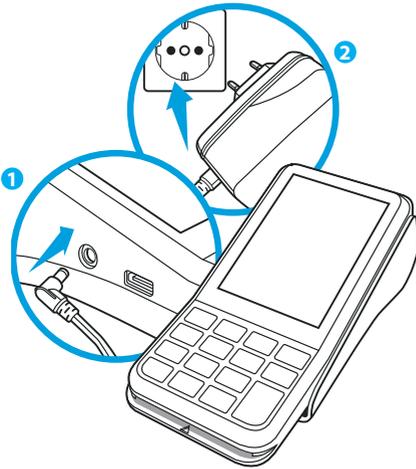
Put the payment terminal in the docking station.

**2**

Plug the power cable into a socket and connect to the docking station.

### 6.2.3 Charging the battery with the power cable

Take the following steps to charge the battery with the power cable:



**1**  
Connect the power cable to the payment terminal.

**2**  
Connect the power cable plug to a socket.

## 6.3 Scheduled software update check

Your payment terminal regularly contacts our Terminal Management System to check for new versions of the software. This happens automatically, during the night.

The software version used on the payment terminal is then checked. If a new version is available, the payment terminal will be updated. After a successful version check, a receipt will be printed with the message 'CONFIGURATION SUCCESSFUL'.

## 6.4 What to do in the event of a fault

### **Problems reading payment cards:**

- Insert the payment card again and press gently until you hear a click.
- Perform an acquirer parameter session (see page 68).
- Perform a €0.01 transaction with another payment card. If this transaction is successful, the customer's payment card may be defective. If the transaction with the other card does not succeed, there may be a problem with the terminal's card reader.
- Reset the payment terminal by disconnecting the power supply for 15 seconds. First switch off the payment terminal and then remove the battery.

### **Communication problems:**

#### **Wi-Fi**

- Reset the payment terminal by disconnecting the power supply for 15 seconds. First switch off the payment terminal and then remove the battery.
- Test the communication connections (see page 70).

If the previous steps do not solve the communication problem, perform the following steps:

- Check whether the Wi-Fi network is available (see page 72) if the payment terminal is not connected.
- Reset the Wi-Fi access point if the Wi-Fi network is not available.
- Check the Wi-Fi connection again (see page 72).

### **Please note:**

Make sure that the Ethernet connection and the cables of the external power supply are always correctly connected. Otherwise, it will not be possible to check the software version.

Resetting the Wi-Fi access point also affects other devices connected to the Wi-Fi network.

## 4G

- Reset the payment terminal by disconnecting the power supply for 15 seconds. First switch off the payment terminal and then remove the battery.
- Remove the SIM card from the V400M and clean it with a clean and dry cloth. Then reinsert the SIM card into the payment terminal and try performing a €0.01 transaction again.
- Remove the SIM card from the payment terminal and insert it in an unlocked mobile phone. Then try sending a text message with the mobile phone to check the signal.
- Test the communication connections (see page 68).
- Contact your data communications provider to see if they can identify a problem, for example, a defective SIM card.

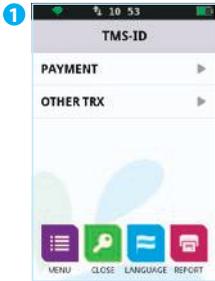
### 6.4.1 Performing an acquirer parameter session

If the terminal encounters problems when reading payment cards, conduct an acquirer parameter session to retrieve the parameters again.

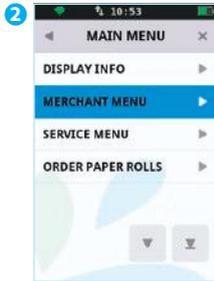
#### **Please note:**

Make sure you have the TMS Terminal ID or the payment terminal code to hand when you call our Service Center. This will help our staff in providing swift service. On page 73 you will find out how to look up this information.

Take the following steps to perform an acquirer parameter session:



Press  to open the menu.



Select **MERCHANT MENU**.



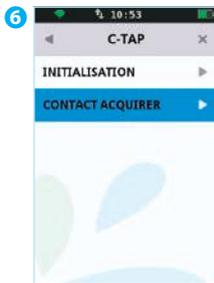
Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **FUNCTIONS**.



Select **C-TAP**.



Select **CONTACT ACQUIRER**.



Select the desired acquirer processor.



Wait until the parameter session is complete.



Press  to return to the start screen.

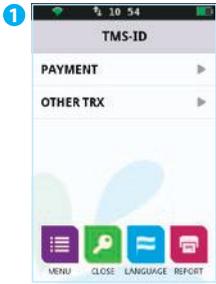


Wait while the parameters are being retrieved.

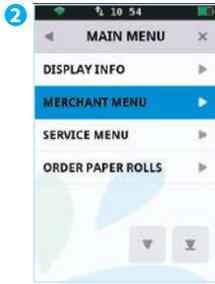
The parameters have been retrieved and the terminal returns to the start screen.

## 6.4.2 Testing the communication connections

Take the following steps to test the communication connections:



Press  to open the menu.



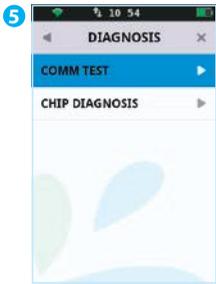
Select **MERCHANT MENU**.



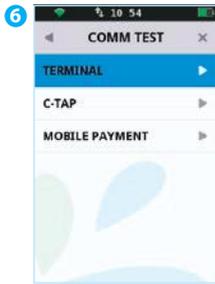
Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **DIAGNOSIS**.



Select **COMM TEST**.



Select **TERMINAL**.



Select **ALL CONNECTIONS**.

8 Check the printed report. You will find an example of this report on the next page.

CCV Nederland  
Westervoortsedijk 55  
6827AT Arnhem

**COMM TEST  
ALL CONNECTIONS**

DATE: 24/08/2018 16:41:58  
TMS TERM-ID: CLS052  
IP CONFIGURATION: DYNAMIC  
TERMINAL IP ADDRESS: 192.168.214  
SUBNET MASK: 255.255.255.0  
GATEWAY: 192.168.5.1  
DNS CONFIGURATION: DYNAMIC  
IP ADDRESS DNS1: 192.168.5.1  
IP ADDRESS DNS2: 0.0.0.0  
SSID: Thomson8A3B4C  
SIGNAL STRENGTH: 95%  
AUTHENTICATION: WPA2-PSK  
ENCRYPTION: AES

**TERMINAL**

TMS INSTALLATION  
194.104.96.44:15000  
CONNECTION: OK - TCP/IP SESSION: OK

TMS INSTALLATION  
194.104.96.44:15001  
CONNECTION: OK - TCP/IP SESSION: OK

TMS INSTALLATION  
194.104.96.44:15002  
CONNECTION: OK - TCP/IP SESSION: OK

**C-TAP**

CCV host  
82.195.48.7:50496  
CONNECTION: OK - TCP/IP SESSION: OK

CTAP Scheme 52800001  
82.195.48.7:50496  
CONNECTION: OK - TCP/IP SESSION: OK

**END OF REPORT**

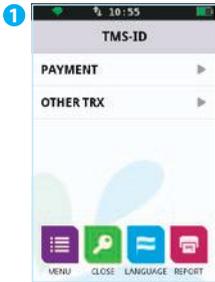
The TMS Term ID: your payment terminal is registered under this ID in our Terminal Management System.

Wi-Fi network information (name, signal strength and security)

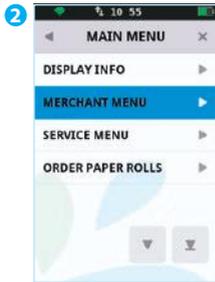
An overview of all connections that have been tested. If the connections are working correctly, the result will be OK. If they are not working correctly, the result will be NOK.

## 6.4.3 Checking whether a Wi-Fi network is available

Take the following steps to check whether a Wi-Fi network is available:



Press  to open the menu.



Select **MERCHANT MENU**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Select **CONFIGURE**.



Select **TERMINAL**.



Select **COMMUNICATION**.



Select **WIFI**.



Select **SCAN FOR NETWORKS**.

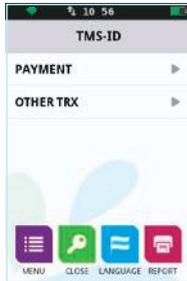


Check whether the Wi-Fi network used by your payment terminal is listed. The Wi-Fi network is not available if it does not appear in the list.

## 6.4.4 Locating the TMS Terminal ID and the payment terminal code

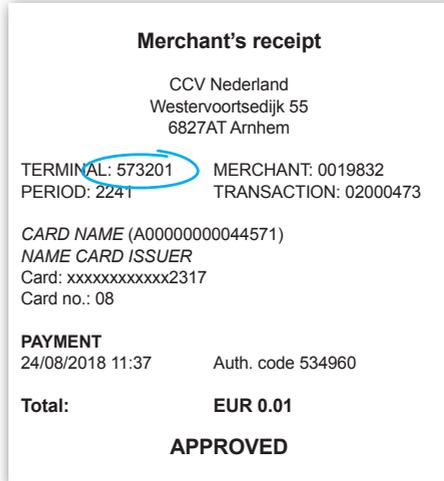
The TMS Terminal ID is the number by which your payment terminal is known in our Terminal Management System. You can look up the TMS Terminal ID yourself in your payment terminal.

### TMS Terminal ID



The TMS Terminal ID is displayed on the terminal's start screen (in this example 123456).

### Payment terminal code



If you cannot find the TMS Terminal ID, please refer to the payment terminal code of the payment terminal. You can find the payment terminal code on transaction receipts. In the example above, this code is circled.

# 7. Supplies for the payment terminal

## 7.1 Ordering supplies

You can order supplies for your payment terminal in the following ways:

- Online: [www.ccv.eu/nl](http://www.ccv.eu/nl)
- Via telephone: 088 228 9849
- Via the payment terminal (only thermal paper rolls)

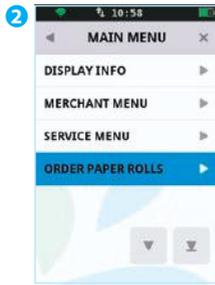
## 7.2 Ordering thermal paper rolls

Take the following steps to order thermal paper rolls via the payment terminal.

If this option is disabled, please contact the Service Center.



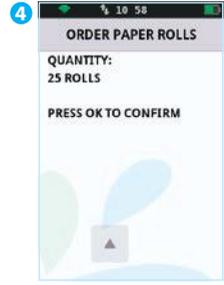
Press  to open the menu.



Select **ORDER PAPER ROLLS**.



Enter the merchant password (the default setting is 99999) and confirm by pressing .



Use the purple function keys below the symbols  and  to change the number of paper rolls you want to order.

- 5 Press  to confirm your order. A receipt will be printed with the confirmation of your order.

### Please note:

You can order a maximum of 200 rolls per order.

By ordering thermal paper rolls via your payment terminal, you authorise CCV to automatically debit the amount of the order from the bank account number that is known to us. Your order will be delivered to the address at which your payment terminal is registered. Check on the receipt, which is printed after placing the order, whether the address information is correct. If this is not the case, please contact our Service Center on 088 228 9849.

# 8. Contact details

## 8.1 CCV contact information

Service Center (for malfunction and ordering supplies)	088 228 9849
Ordering supplies online	<a href="http://www.ccv.eu/nl">www.ccv.eu/nl</a>
Sales department	088 228 9870
CCV Nederland B.V.	<b>T</b> 088 228 9911
PO Box 9226	<b>F</b> 088 228 9900
6800 KH Arnhem	<b>E</b> <a href="mailto:info@nl.ccv.eu">info@nl.ccv.eu</a>
	<b>I</b> <a href="http://www.ccv.nl">www.ccv.nl</a>

## 8.2 CCV opening hours

### Office hours:

Monday to Friday 8.30 a.m. – 5 p.m.

### Service Center:

Monday to Friday 7 a.m. – 10 p.m.

Saturday 8 a.m. – 6 p.m.

Sunday 9 a.m. – 5.30 p.m.

NB: 24-hour service is for emergencies only.

## 8.3 Card issuers' telephone numbers

European Merchant Services (EMS)	+31 20 66 03 120
BS Payone	+31 20 42 88 737
American Express	+31 20 50 48 333
Bank Card Company (BCC)	0032 22 05 85 85
China UnionPay	+31 30 28 37 333
Citibank	0032 27 74 55 55
ConCardis	0049 69 79 22 22 28
Diners Club	+31 20 65 45 524
JCB	+31 30 28 37 333
OmniPay	+31 30 28 37 333
PaySquare	+31 30 28 37 333
YourGift Card	+31 10 24 09 259



The CE logo indicates compliance with European Union (EU) Directives.

# 9. Appendices

## 9.1 Parties that facilitate transactions

Party	Explanation
Supplier payment terminals	You have purchased a payment terminal from a payment terminal supplier (in this case CCV).
Cashier	As a cashier, you operate the payment terminal when performing transactions.
Customer	The customer is the person to whom you charge a fee for a product or service. When performing a transaction, the customer also operates the payment terminal.
Wi-Fi network	Your transactions are sent via a Wi-Fi and data communication connection to an acquirer processor. Your payment terminal is therefore equipped with a Wi-Fi module.
Mobile data communication provider	Your transactions are transferred to a acquirer processor via a mobile connection. Depending on availability, it will connect via 2G, 3G or 4G. Your terminal is equipped with a modem and SIM card that support up to 4G connections.
Acquirer processor	The acquirer processor forwards the received transactions to acquirers (banks or credit card companies) for further processing.
Acquirer	The acquirer checks with the issuer of the payment card whether the transaction can be processed with the payment card used.

## 9.2 Glossary

Term	Definition
Acquirer Merchant ID	The unique number to identify a payment card. This number, also known as the Merchant ID, is required to accept a payment card on your payment terminal.
Acquirer	A payment institution or a bank that receives and processes transactions. This party also issues data for the acceptance of transactions.
Acquirer parameter session	A communication session with the acquirer host to retrieve acquirer parameters for the payment terminal. These parameters determine which card types your terminal accepts and how the terminal handles these card types.
Authorisation code	A unique code that you need to enter when performing the following transaction types: cancellations, payments after reservation, payments after reference, additional reservations and cash advance after reference.
Dutch Payments Association	An association which organises the collective tasks for its members in the national payment system. The members of the Dutch Payments Association are providers of payment services on the Dutch market: banks, payment institutions and electronic money institutions. The Dutch Payments Association coordinates the common tasks of its members in the field of infrastructure, standards and common product characteristics. These are designed to ensure optimal effectiveness, safety, reliability and efficiency in the payment system.
CVC2 code	A three- or four-digit code on the back or front of a payment card for security purposes.
Data communication connection	A communication connection (e.g. cable or ADSL) that enables data to be received and sent.
Journal	A financial report containing the receipts of all transactions performed during a certain period.
Brand relations report	A report that shows which types of payment cards you can accept on your payment terminal and to which transaction processor(s) these payment cards are linked.
Customer	The person to whom you charge a fee for a product and/or service and who pays for that product and/or service using a payment card.
Merchant password	The password that secures access to the merchant menu and must be entered when performing certain operations.

Term	Definition
Terminal Management System	System for managing and maintaining payment terminals.
TMS Terminal ID	A unique identification number for a payment terminal that serves as an access key for our Terminal Management System.
Full report	A financial report in which the total amounts of all executed transactions which were executed during a certain period are specified per transaction processor, type of payment card and transaction type.
Transaction processor	The party to which transactions are offered in accordance with the Common Terminal Acquirer Protocol. The transaction processor then forwards the offered transactions to the right acquirer.
Wi-Fi connection	A connection that can be used to connect devices in a network. Via the Wi-Fi connection, your payment terminal is connected to a data communication connection.





## **CCV Contact details**

### **Support in case of faults and ordering supplies**

Service Center – 088 228 9849

### **Ordering payment terminals**

Sales – 088 228 9870

### **Ordering online**

[www.ccv.eu/nl](http://www.ccv.eu/nl)

CID194/03092019