



Ingenico Manager Guide

Table of Contents

1. Reprint Receipt Security	2
2. Batch Uploads and Reports	3
3. Parameter Update.....	4
4. Terminal PIN number Information	5
5. Enable Multiple Supervisors, Managers and Cashiers.....	6
6. Manage Cashiers	7
TERMINAL SUPPORT	9
Contact Details	9
Hours Of Operation.....	9
BANKING SUPPORT	10

The information contained in this document is proprietary, confidential and the property of African Resonance Business Solutions (Pty) Ltd (“AR”). It may not be replicated in any manner for any third party, without the prior written consent of AR. AR is not responsible for any errors or omissions in this document, and is not liable for any damages resulting from the use of this document.

1. Reprint Receipt Security

Ability to enable or disable the requirement for a supervisor PIN entry when reprinting a receipt.

- At the READY Screen; Press the F Key
- Select the ABSA MENU; Press Enter (green key)
- Select the Manager Menu option; Press Enter
- Enter the Supervisor PIN (1-2-3-4-5)
- Select Local Set Up, Press Enter
- Select Reprint Logon, Press Enter
- Select Enable or Disable; Press Enter

- **Enable**
 - Terminal will request the Supervisor PIN to be entered before reprinting a receipt
 - Cashier is unable to reprint a receipt

- **Disable**
 - Terminal will NOT request the Supervisor PIN to be entered before reprinting a receipt
 - Cashier is able to reprint a receipt

2. Batch Uploads and Reports

Batch Upload

- At the READY Screen; Press the F key
- Select the ABSA MENU; Press Enter
- Select the Operator Menu option; Press Enter
- Scroll to Batch Upload; Press Enter
- Enter the Supervisor PIN; Press Enter
- The screen will display: Host Connection
- The terminal will print the Batch

Transaction Report (Batch Report)

- At the READY Screen; Press the F key
- Select the ABSA MENU; Press Enter
- Scroll to Reports; Press Enter
- Scroll to Transactions; Press Enter
- Two Options:
 - **Entries By Batch**
 - Enter Batch Number; Press Enter
 - Print Batch Slip
 - **Entries by Date**
 - Enter report start date; Press Enter
 - Enter report end date; Press Enter
 - Print Batch Slip

IMPORTANT NOTE:

- 1) **The terminal MUST be batched daily.**
- 2) **Ensure that the report is successful!**

3. Parameter Update

Partial Update - Partial Update is chosen if the terminal has been connecting daily and it just needs to update the latest hot cards and any small changes made at host level.

Full Parameter Update - Full Parameter Update is chosen if the terminal has not connected for a while and needs to be updated. In this case though the version numbers are passed to the host to request updates against the latest versions at host level.

Parameter Reload - Parameter Reload is chosen if the terminal is outdated and the quickest way would be to connect to the host, but not pass any version details to the host (i.e. 0 version) and let the host send all new versions in the reload.

Note - If a new terminal has been installed, please ensure that a full parameter update is done.

How to perform a Parameter Download

- At the READY Screen; Press the F key
- Select the ABSA MENU
- Select the Operator Menu option; Press Enter
- Scroll to Parameter Update; Press Enter
- Select the required download; Press Enter
 - Partial Update
 - Full Parm Update
 - Parameter Reload

4. Terminal PIN number Information

Supervisor PIN

- This PIN number is given to the merchant in order to restrict access to velocity checks, manual card entry, batch uploads, access to manager menus as well as reprint receipt abilities.
- The Supervisor PIN is not an authorisation code and cannot be used as such.

Refund PIN

- The Refund PIN prevents cashiers from performing refunds without approval.

IT IS VERY IMPORTANT TO CHANGE THE SUPERVISOR AND REFUND PIN NUMBERS REGULARLY AS WELL AS UPON RECEIPT OF THE TERMINAL!

The Default PIN number is 1-2-3-4-5

How to change PIN Numbers:

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select Change PIN
- **Supervisor PIN**
 - Enter the Supervisor PIN; Press Enter
 - Enter the new PIN number; Press Enter
 - Enter the new PIN number Again; Press Enter
- **Refund PIN**
 - Enter the Refund PIN number; Press Enter
 - Enter the new Refund PIN number; Press Enter
 - Enter the new PIN number Again; Press Enter

5. Enable Multiple Supervisors, Managers and Cashiers

Multiple Cashiers – This is selected if the merchant requires multiple cashiers to be loaded. If this functionality is not enabled the terminal will not prompt for a cashier.

Manager – Enable Manager allows for a higher level of functionality within the terminal. Specific functions will not be accessible to supervisors i.e. local settings, pin changes etc. To enable multiple supervisors the manager needs to be enabled.

Multiple Supervisors – By enabling this function there will be no cashiers but multiple users that have rights set up accordingly. Each user must be set up to either allow or disallow rights for perform refunds, release a batch or have supervisor functionality.

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select Local Setup option
- Select option
 - Enable Cashiers
 - Enable Manager
 - Enable Supv
- Select Enable

6. Manage Cashiers

1. Add Cashier

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select the Manage Cashiers option
- Select ADD CASHIER
- Enter the Cashier number, followed by Enter
- Enter the Cashier's Name, followed by Enter
- Enter the Cashier's New PIN (5 digits) followed by Enter
- Enter the Cashier's PIN again followed by Enter
- Confirm Entry by pressing the Green Enter Key

2. Set Cashier PIN

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select the Manage Cashiers option
- Select SET CASHIER PIN
- Enter the Cashier number, followed by Enter
- Confirm the Correct Cashier Name?
- Select Enter to continue
- Enter the Cashier's New PIN (5 digits) followed by Enter
- Enter the Cashier's New PIN again followed by Enter
- Confirm Entry by pressing the Green Enter Key

3. Delete Cashier

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select the Manage Cashiers option
- Select DELETE CASHIER
- Enter the Cashier number, followed by Enter
- Cashier Deleted

4. Print Cashier List

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select the Manage Cashiers option
- Select PRINT CASHIERS
- The terminal will print a list of the cashiers

5. Unblock Cashier

- At the READY Screen; Select the F key
- Select the ABSA Menu
- Select the Manager Menu option
- Enter the Supervisor PIN (1-2-3-4-5)
- Press Enter (green key)
- Select the Manage Cashiers option
- Select UNBLOCK CASHIER
- Enter the Cashier's number followed by Enter
- Confirm correct cashier selected
- Press Enter
- Terminal will confirm Access Unblocked

TERMINAL SUPPORT

Contact Details



Resonet Terminal Support

A division of African Resonance Business Solutions Pty Ltd

For All Terminal Related Queries Contact:

087 741 2193

Hours Of Operation

Hours of Operation and Support

Monday to Friday:	07:00 - 22:00
Saturday:	08:00 - 17:00
Sunday:	08:00 - 14:00
Public Holidays:	08:00 – 14:00

After Hours & Extended Support

Monday to Friday:	22:00 - 07:00
Saturday:	17:00 - 22:00
Sunday:	14:00 - 20:00
Public Holidays:	14:00 –20:00

Note

- Merchants can be added to the Resonet SMS notifications database to be notified of all communication and banking outages.
- Call Back Functionality Available

BANKING SUPPORT



For All Banking Related Queries Contact:

ABSA MERCHANT SERVICE CENTRE

0860 111 222