









# The most important Ingenico i5100 functions





## Prerequisites

All operations described in this guide are related to the payment application (ep2). It is activated automatically in case of terminal restart or usage of the card. If it is inactive, it can be activated this way:







1.	Push the <MENU> button. "Application" option is activated.	
2.	Push <1> or the <OK> button. "EP2" option is activated.	1 EP2 or 

## Purchase/Payment

1.	Push the <MENU> button. "Transactions" option is activated.	
2.	Push <1> or the <OK> button. "Payment" option is activated.	1 Purchase or 
3.	Enter the amount and confirm with <OK>. The amount is separated (e.g. euros/cents) with a comma.	Amount 
4.	Depending on the type of card, the card must be slipped through the magnetic swipe reader, inserted into the chip card reader or tapped to the external contactless reader. If the customer uses the wrong reader for his or her card, that person is instructed to use the proper reader.	
5.	The amount is displayed for the customer to read. When using a card with an associated PIN, the customer is instructed to enter the PIN code (4 to 12 digits) and confirm with <OK>. When using a card without a PIN, only the amount must be confirmed. The transaction can be interrupted by pressing <STOP>.	PIN 
6.	OPTIONAL: if CashBack is enabled and supported by card, cashback amount would be prompted. Amount can be entered (not greater than 200 PLN) or left empty and confirmed with <OK>.	CashBack amount 











7.	OPTIONAL: if DCC is enabled and the card is foreign, the cardholder would be prompted if he/she wants to pay in his/hers or local currency. The cardholder chooses the right option with <up/down> button and confirm with <OK>.	
8.	Payments are processed and, when appropriate, authorized online. Chip cards: The card must remain inserted in the chip reader during the transaction until the instructions appear to remove the card.	
9.	Receipt is printed out. Please follow the terminal's instructions: If the customer's signature is necessary, request that he or she provide one. If the transaction is contactless and the amount is below the defined limits, receipt is optional.	
10.	To print a copy of the receipt: Push the <OK>button. To not print a copy of the receipt: Push the <STOP> button. If no button is pushed, a copy is automatically printed after 10 seconds.	

## Reversal/Cancelation

1.	Push the <MENU> button. "Transactions" option is activated.	
2.	Push <2>. "Reversal" is activated.	2 Reversal
3.	Enter the terminal's password and confirm with <OK>. (Password is provided during the installation by the person installing terminal.)	Password 
4.	The amount of the previous transaction is displayed, and confirm it with <OK>.	
5.	Cancelation is processed and, when appropriate, authorized online.	
6.	Receipt is printed out.	
7.	To print a copy of the receipt: Push the <OK> button. To not print a copy of the receipt: Push the <STOP> button. If no button is pushed, a copy is automatically printed after 10 seconds.	




## Credit (Refund)

If a transaction can no longer be cancelled (see “Reversal” on previous page), a credit can be issued.

1.	Push the < MENU > button. “Transactions” option is activated.	
2.	Push <3>. “Credit” is activated.	3 Credit 
3.	Enter the terminal’s password and confirm with <OK>. (Password is provided during the installation by the person installing terminal.)	Password 
4.	Enter the amount and confirm with <OK>. The amount is separated (e.g. euros/cents) with a period.	Amount 
5.	OPTIONAL: if the DCC function is activated: Enter the date of the original transaction and confirm with <OK>.	Date 
6.	Depending on the type of card, the card must be slipped through the magnetic swipe reader, inserted into the chip card reader or tapped to the contactless reader. If the customer uses the wrong reader for his or her card, she/he is instructed to use the proper reader.	
7.	Credits are processed. Chip cards: The card must remain inserted in the chip reader during the transaction until the instructions appear to remove the card.	
8.	Receipt is printed.	
9.	To print a copy of the receipt: Push the <OK> button. To not print a copy of the receipt: Push the <STOP> button. If no button is pushed, a copy is automatically printed after 10 seconds.	 or 

## Daily settlement (close-out)

During the daily settlement, all processed transactions are delivered and closed out. During the daily settlement, all amounts are credited. A daily settlement should be performed at least once a day – the best time is after the store has closed.






1.	Push the <yellow C> button. "Administration" option is activated.	
2.	Enter the terminal's admin password and confirm with <OK>. (Admin password is provided during the installation by the person installing terminal.)	Admin Password 
3.	Push <1>. "Day Close" is activated.	1 Day Close
4.	Push <1>. "All Acquirers" is activated.	1 All Acquirers
5.	Daily settlement is processed. All transactions are submitted to the host and confirmation printout is printed.	

## Enquiries and settings

Enquiries (journal)	Settings
<p>Use the &lt;yellow&gt; button to get to the terminal's administrative menu. After entering admin password, the following options are available:</p> <ul style="list-style-type: none"> <li>– Day Report</li> <li>– Receipt copy</li> <li>– DCC Rates</li> </ul>	<p>Use the &lt;yellow&gt; button to get to the terminal's administrative menu. After entering admin password, the following options are available:</p> <ul style="list-style-type: none"> <li>– Language (change the language)</li> </ul>
<p>After choosing &lt;6&gt; (for parameters), following options are available:</p> <ul style="list-style-type: none"> <li>– Software Version</li> <li>– Print incorrect transactions</li> </ul>	<p>After choosing &lt;6&gt; (for parameters), following options are available:</p> <ul style="list-style-type: none"> <li>– Date/time</li> <li>– Comm. Device</li> <li>– Adres TMS</li> </ul>

## Notes about the unit

Note! If no transactions have been processed after a certain period of time, the payment terminal automatically switches to Standby mode. Please always keep the unit turned on so that the latest configuration parameters can be loaded.

Function	Description	Buttons
Administration > Admin password is requested	Call up the main menu with the <yellow> button. The following terminal-specific functions can be carried out. It is possible to reach this menu item only with the terminal password.	 Admin Password <OK>
Activation/Deactivation	The terminal is deactivated/activated. It cannot perform transactions when is deactivated.	 Admin Password <OK> <2>
Configuration	The terminal retrieves the latest configuration parameters.	 Admin Password <OK> <3>
Initialization	Individual or all card issuers are reinitialized.	 Admin Password <OK> <4>
Application update	The terminal loads the latest version of the software. Caution! Downloading the software can take several minutes. Never pull out the plug.	 Admin Password <OK> <5>

## Changing paper roll



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