axept® S900

Quick Start Guide

Version 1.5.5 | September 2017

optomany
payment solutions

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Welcome

Thank you for choosing your axept® S900 terminal from Optomany.

The axept® S900 is designed to process transactions as quickly as possible whilst providing valuable reporting and other functionality backed by the Optomany Control Centre (OCC) web portal.

This user guide is designed to provide users of axept® S900 with everything needed to set-up, register and process transactions.

Should you have any queries on anything in this guide, please do not hesitate to contact Optomany's customer support team using the details on page 30.

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1 INITIAL SETUP

Before starting to use the axept® S900, please take a few moments to check the contents of the box; you should have received the following:

- axept® S900 Terminal
- External AC Power Adapter
- External AC Power Cable
- Thermal Paper Roll
- Battery
- Quick Start Guide (This Document)

IMPORTANT

PLEASE CONFIRM THAT THE TAMPER BAG AND TERMINAL SERIAL NUMBER MATCHES EMAIL NOTIFICATION(S) FROM OPTOMANY.

If anything is missing or damaged or you experience issues during the installation/activation, please contact Optomany on 020 8102 8102 or via email: customersupport@optomany.com

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1.1 Terminal Overview

An overview of the axept® S900 terminal.

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1.2 Screen Overview

An overview of the axept® S900 screen.

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1.2.1 Screen Icons Overview

Descriptions of the axept® S900 screen icons.

Icon	Description
	Battery strength indicator (indicates battery is charging)
	Internet connection present
	No internet connection present
	GRPS signal indicator
	Wi-Fi signal indicator
	Flight mode enabled
	Transaction data stored on the terminal (not displayed once data uploaded) In cases where the icon remains on the screen for more than a minute after a payment completes, please select option '5: Menu' from the Main menu, then option '3: Upload Stored Data' to clear the stored data – Please see the Full Terminal Use Guide for further information.
	Terminal configuration download/update required
	Confirmation option
	Cancel option
	Ready for card (Chip and PIN, Contactless or Swipe)
	Green contactless LED (blinks when idle, incrementally lights up if card is being read)
	Contactless LED (unable to read card)

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1.3 Inserting Battery and Paper Roll

01

To Insert the thermal paper roll into the axept® S900 terminal:

Pull lever on the terminal to open the cover (as highlighted).

02

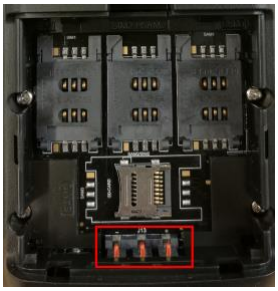
Insert paper roll leaving at least 1cm exposed and close the cover.

03

To insert the battery, turn the axept® S900 terminal over so the battery cover latch is visible.

Pull the latch down and towards you and carefully remove the battery cover away from the terminal.

04



Place the battery into the battery compartment making sure the contact points of the battery align with the connectors of the terminal (as highlighted).

05

Once the battery is in place, clip the battery cover back onto the terminal.

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1.4 Inserting or replacing the SIM card

If the use of GPRS is required, a valid active SIM card will need to be inserted in the terminal. A SIM card will already be in place for orders which have requested GPRS functionality. The following steps describe the process of inserting or replacing the SIM card should this be necessary.

01

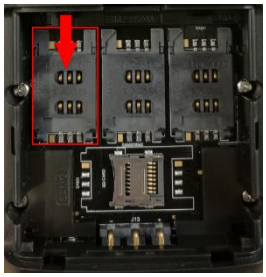
To insert or replace the SIM card in the terminal, turn the axept® S900 terminal over so the battery cover latch is visible.

Pull the latch down and towards you and carefully remove the battery cover away from the terminal.

02

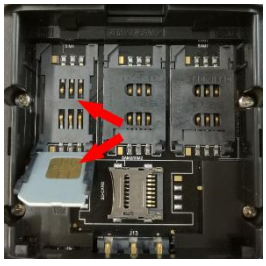
If the battery is already in place, remove the battery from the terminal by gently lifting the battery away from the terminal.

03



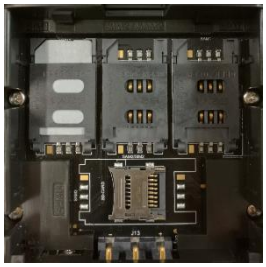
Slide in the direction indicated to open the SIM card latch and place the SIM card in the slot making sure the contacts of the terminal match the contacts of the SIM.

04



Place the new SIM card in the slot making sure the contacts of the terminal match the contacts of the SIM (the contacts of the sim should be at the base facing away from you) and close the latch.

05



Once the SIM is securely in place, put the battery back in position and place the cover back onto the terminal. To setup GPRS, see section 1.5.2 Connecting to GPRS

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1.5 Connecting to the Network

Before starting the activation process, please ensure that you have the installation/activation details sent by Optomany. If you do not have this information, please contact Optomany's Support Team.

Power on the axept® S900 by pressing and holding the key on the keypad for a few seconds until the terminal screen lights up (the start-up process may take a few minutes).

1.5.1 Wi-Fi

The following steps describes the process for configuring the Wi-Fi Network Settings.

01

Once the loading process is complete, the Network Configuration menu will appear.

Highlight 'WIFI' using the and keys on the keypad and press the key on the keypad to continue.

02

axept® S900 will ask if manual configuration of Wi-Fi settings is required.

Press the key on the keypad to manually configure the settings or the key on the keypad to automatically configure the settings.

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1.5.1.1 Automatically Configure Wi-Fi Settings

The following steps describes the process for automatically configuring the Wi-Fi Network Settings.

01

If the option to manually configure Wi-Fi was not selected, axept® S900 will start to scan for available Wi-Fi networks.

02

The Wi-Fi networks available are displayed.

Using the and keys on the keypad, select the network required and press the key on the keypad to continue.

03

Enter the Wi-Fi password.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

04

axept® S900 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use DHCP, press the key on the keypad to continue.

If a fixed IP address is required rather than using DHCP, please refer to the axept® S900 User Guide for more information.

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05

Please wait whilst the connection is validated.

06

If all the settings are valid, a confirmation that the network configuration has successfully completed will briefly be displayed.

axept® S900 will return to the '**Select Networking Type**' screen.

INFO

- Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
- axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
- axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

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1.5.1.2 Manually Configuring Wi-Fi Settings

The following steps describes the process for manually configuring the Wi-Fi Network Settings.

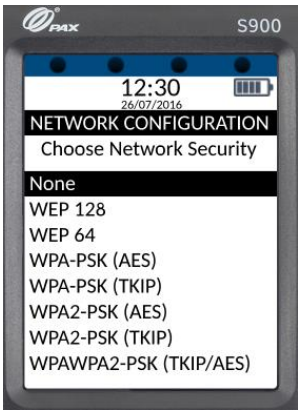
01

If the option to manually configure the network settings was selected, the SSID for the network will be required. Enter the SSID using the terminal's keypad.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

02



Use the and keys on the keypad to highlight the network security type required.

Press the key on the keypad to continue.

03

Enter the Wi-Fi password.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

04

If the network security type selected is '**WEP**', enter the key index value (this step is not required if other network security types are used).

Press the key on the keypad to continue.

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05

axept® S900 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use DHCP, press the key on the keypad to continue.

If a fixed IP address is required rather than using DHCP, please refer to the axept® S900 User Guide for more information.

06

Please wait whilst the connection is validated.

07

If all the settings are valid, a confirmation that the network configuration has successfully completed will briefly be displayed.

axept® S900 will return to the '**Select Networking Type**' screen.

INFO

- Optomany recommends that the Wi-Fi network used is secure and requires authentication as this will adhere to PCI DSS guidelines.
- axept® S900 supports WPA2 PSK encryption. WPA2 PSK is a method of securing your network using WPA2 with the use of the Pre-Shared Key (PSK) authentication.
- axept® S900 supports the use of the 802.11 B/G/N (2.4GHz) Wi-Fi Bands.

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1.5.2 GPRS

To use a GPRS connection, either as a back-up for Wi-Fi or in place of, configure the axept® S900 using the procedure outlined below.

01

Once the loading process is complete, the Network Configuration menu will appear.

Highlight 'GPRS' using the and keys on the keypad and press the key on the keypad to continue.

02

Please wait whilst the connection is validated.

03

axept® S900 confirms that the GPRS network configuration is successfully completed.

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1.6 Activation

After successfully connecting to a network, axept® S900 needs to be registered with Optomany. Please follow the steps outlined below:

01

Using the keypad, enter the Licence Key sent to you by Optomany.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

02

Using the keypad, enter the Merchant Store Key provided by Optomany.

Press the key on the keypad to continue.

03

Please wait for the activation procedure to complete as this may take a few minutes.

04

Once the activation process is complete, an **Activation Successful** message is displayed.

axept® S900 now needs to download the account specific information from the Optomany axept® platform.

Press the key on the keypad to continue.

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05

Please be patient whilst the **Configuration Download** starts as this may take a few minutes.

06

Once the configuration download has completed, axept® S900 will apply the configuration settings.

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2 LOGGING ON

Now set-up and activation are complete, axept® S900 is ready for the first logon.

01

If your account has been setup with multiple Departments, select the one you wish to use using the navigation keys (and) on the keypad and press the key on the keypad to continue.

02

Enter the User ID sent to you by Optomany using the keypad and press the key on the keypad to continue.

03

Enter the password sent to you by Optomany using the keypad and press the key on the keypad to continue.

04

Please wait whilst axept® S900 processes the log on details.

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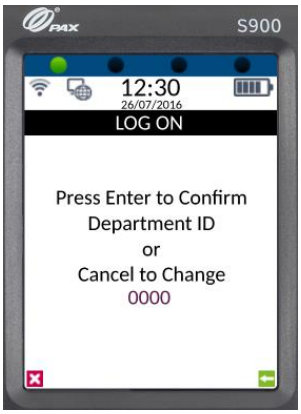
05

Once the log on has been completed, the main menu will be displayed.

INFO If a successful sign on has previously been completed, the Department ID will be stored during logon as shown below.



If this is still the correct Department ID, press the key on the keypad to continue.

If the Department ID needs to be changed, press the key on the keypad and enter the new Department ID.

Once entered, press the key on the keypad to continue.

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3 PROCESSING A CHIP AND PIN SALE

Once the logging on process has been completed, axept® S900 is ready to process transactions. The following describes the end-to-end operation of a Chip & PIN sale:

01

From the main menu, select option **1: Sale**

(Press the 1 key on the keypad).

Alternatively, ask the cardholder to insert their card into (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.

02

Enter the amount of the sale using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the key on the keypad to continue.

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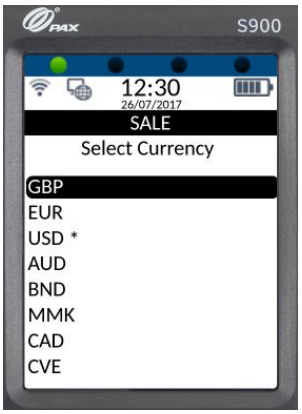
INFO Press the FUNC key to change to a different currency if required - The option to select different currencies is only available if specified on the order form and setup with the Acquirer.



Use the navigation keys (and) on the keypad to highlight the required currency and press the key on the keypad to confirm.

(* denotes the current default currency, press the ALPHA key on the keypad to change the default to the selected currency)

03

If required, enter the reference for the transaction. If a reference is not needed, press the key on the keypad to skip.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

04

If the card holder's card has been previously inserted, skip to Step 06, otherwise axept® S900 will prompt for the card to be presented.

05

Insert the card (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.

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06

Once the card is inserted, axept® S900 will process the card.

Please wait and do not remove the card whilst this is in progress.

07

Press the key on the keypad to confirm cashback is required or the key on the keypad to skip.

Only Merchants offering cashback and have this option setup will have the cashback facility.

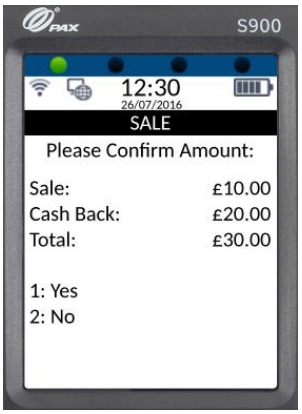
Skip to step 10 if cashback is not required.

08

If cashback is required, enter the cashback amount using the keypad. (axept® S900 will automatically enter the decimal place for you).

Press the key on the keypad to continue.

09



The total amount of the sale and cashback will be displayed. Press the 1 key on the keypad to confirm the amount is correct or press the 2 ABC key on the keypad to cancel.

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10

On the **Enter PIN** screen, pass the axept® S900 terminal to the cardholder and ask them to enter their PIN.

After the PIN has been keyed in, the cardholder will then need to press the key on the keypad to continue.

11

axept® S900 will provide a **PIN OK** confirmation if the PIN has been correctly entered.

12

axept® S900 will attempt to authorise the transaction with your chosen acquirer.

13

axept® S900 will confirm that the payment is complete if authorisation is successful.

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14

Once the payment is complete, axept® S900 will prompt for the card to be removed.

15

Once the card is removed, the Merchant Receipt will begin printing.

16

Tear off the receipt (after printing has completed) from the axept® S900 terminal and press the key on the keypad to continue.

17

The cardholder receipt will then begin printing and can be torn off once printing has completed.

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18

The payment processing procedure is now complete and axept® S900 will return to the main menu.

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4 PROCESSING A CONTACTLESS SALE

axept® S900 supports contactless payments (including technologies such as Android Pay, Apple Pay etc.) and can be used where a cardholder has the contactless feature enabled on their card or device. The following describes the end-to-end operation of a contactless payment sale:

01

From the main menu, select option **1: Sale**

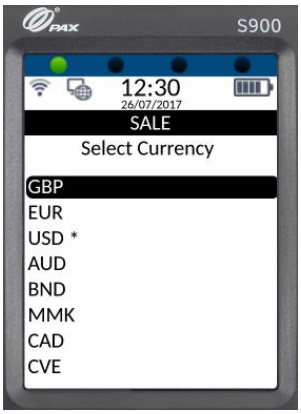
(Press the 1 key on the keypad).

02

Enter the amount of the sale using the keypad.
(axept® S900 will automatically enter the decimal place for you).

Press the key on the keypad to continue.

INFO Press the FUNC key to change to a different currency if required - The option to select different currencies is only available if specified on the order form and setup with the Acquirer.



Use the navigation keys (and) on the keypad to highlight the required currency and press the key on the keypad to confirm.

(* denotes the current default currency, press the ALPHA key on the keypad to change the default to the selected currency)

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03

If required, enter the reference for the transaction. If a reference is not needed, press the key on the keypad to skip.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the key on the keypad to continue.

04

axept® S900 will prompt for the card or device to be presented.

05

Position the (contactless enabled) card or device around the screen area of the terminal for a few seconds until a 'beep' sound confirms the card has been read (the green contactless LEDs will incrementally light up as the card is being read).

06

The 'Card Read OK' message will be displayed momentarily to confirm the card has been successfully read.

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07

axept® S900 will attempt to authorise the transaction with your chosen acquirer.

08

axept® S900 will confirm that the payment is complete if authorisation is successful.

09

The Merchant Receipt will begin printing.

10

Tear off the receipt (after printing has completed) from the axept® S900 terminal and press the key on the keypad to continue.

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11

The payment processing procedure is now complete and axept® S900 will return to the main menu.

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INFO A customer/cardholder copy of the receipt is not automatically printed for contactless transactions as it is not a mandatory requirement. However, axept® S900 provides a facility to print a customer/cardholder copy of the receipt if required.

The following steps describe the process for printing a customer/cardholder copy of the receipt for contactless transactions.

01

To print a customer/cardholder copy of the receipt, from the main menu, select option **4: Reprint**

(Press the 4 GHI key on the keypad).

02

From the Reprint menu, select option **2: Customer Copy**

(Press the 2 ABC key on the keypad).

03

The cardholder receipt will then begin printing and can be torn off once printing has completed and axept® S900 will return to the main menu.

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FURTHER READING

Should you need further information regarding the available functions of the terminal please access the full axept® S900 user guide at: www.optomany.com/resource/detail/axept-s900

CONTACT DETAILS

If you have any questions or require support, please get in touch with us using the details below:

Optomany Customer Support
Phone: +44 (0) 20 8102 8102
Email: customersupport@optomany.com

Customer Support Hours are:

Days	Hours Covered
Monday - Saturday	08:00 – 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to customersupport@optomany.com.

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm. Upon receipt, an Optomany helpdesk ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to customersupport@optomany.com.

A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact Optomany for something other than support, the details are below.

Optomany Head Office

Address: Optomany Ltd.
Vaughan Chambers,
4 Tonbridge Road,
Maidstone,
Kent,
ME16 8RP.

Phone: +44 (0) 20 8102 8000
Email: info@optomany.com

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