

POS User Guide

MagIC<sup>3</sup> X-Series



# Table of Contents

<b>I. Overview</b>	<b>2</b>
<b>2. Transaction Menu</b>	<b>3</b>
2.1 PURCHASE	3
2.2 REVERSAL	3
2.3 AUTHORIZATION	5
2.4 ADVICE	9
2.5 REFUND	11
2.6 CASH ADVANCE	13
2.7 RECONCILIATION	15
2.8 SNAPSHOT TOTAL	17
2.9 RUNNING TOTALS	19
2.10 CHANGING PASSWORD	19
2.11 DUPLICATE COPY	19
2.12 RESET PASSWORD	19
<b>3. PASSWRDS</b>	<b>19</b>
3.1 Troubleshooting Guide	19

## I. Overview

MagIC3 X-series is the future-proof solution for payment transactions.

MagIC3 X-series offers very high-speed transactions as well as unrivalled flexibility of connection and communication without compromising security.

The central processing unit is based on a microprocessor ARM 9 (Full 32 bit architecture), clocked at 200 MHz and a secure 32 bit microprocessor performing algorithms functions and keys storage.

Compact design, icons, relevant shortcuts and animated pictures will make the use of menus simple and fast, like on a mobile phone.



## II. Transaction Menu

### II.1 PURCHASE

A data capture transaction that debits a card holder's account in exchange for goods or services.

A purchase transaction where the amount of the transaction represents both the value of the goods (or services) and of a cash amount requested by the Card holder. The amount of the cash portion is identified in the transaction data as a separate item.

#### Way – 1:

Swipe Card / Insert Card directly into Terminal to do the transaction

OR

#### Way – 2:

Select Main Menu from the Terminal and choose "PURCHASE"

Press  button

Swipe / Insert customer card

Or Key in Card number manually.

If the card number entered manually it will prompt to enter the expiry date of the customer card

Eg: Expires End of 12/10  
Year: 10(2010)  
Month: 12(December)

READY

MENU  
PURCHASE  
REVERSAL  
AUTHORIZATION

SWIPE / INSERT

ENTER CARD  
NUMBER  
  
555267982650400014

EXP. DATE MM/YY



Enter the Purchase Amount  
And  
Press

Ex. SAR 100.00

If  customers needs cash back amount enter the Amount and  
Eg: SAR 50.00  
Press  button

or

Press button without cash back amount  
SAR 0.00

Select language to print the receipt for the Customer,

To switch between English and Arabic  
press  button (MENU)

press  button (ENTER) to select desired language

Press  button (ENTER)  
to confirm Amount

Ask customer to enter PIN Code

and press  button (ENTER)

Terminal will start Dialing the Host

Once the transaction is completed  
It will print receipt with Total Amount

Merchant copy of this receipt

PURCHASE AMOUNT  
SAR 0.00

PURCHASE AMOUNT  
SAR 0.00

SELECT CUSTOMER  
LANGUAGE  
ARABIC CPY  
ENGLISH COPY

AMOUNT OK?  
SAR 0.00  
YES / NO

TOTAL AMOUNT  
0.00  
ENTER PIN  
\*\*\*\*

PLEASE WAIT

APPROVED  
AUTH CODE

DUPLAICATE COPY

## II.2 REVERSAL

Reversal can only be done for the last purchase of transaction within 60 seconds. A Reversal advice shall be used to nullify the effects of a previous financial or authorization transaction. SPAN expects to receive a Reversal advice from the POS terminal when a transaction does not complete successfully.

Select MAIN MENU and choose REVERSAL and

Press  button (ENTER)

MENU  
PURCHASE  
REVERSAL  
AUTHORIZATION

Enter merchant Password

ENTER PASSWORD  
\*\*\*\*

Press  Button for YES  
Or

 Button for NO

REVERSE LAST  
TRANSACTION ?

Terminal will start Dialing the Host

PLEASE WAIT

Select language to print the receipt for the Customer, to switch between English and

Arabic  press button (MENU)

press  button (ENTER)  
to select desired language

APPROVED  
ARABIC CPY  
ENGLISH COPY

## II.3 AUTHORIZATION

Authorization transactions are used within the network to request authorization and approval for funds without applying the transaction to the cardholder's account and to request authorization from the Card Issuer Bank where the final outcome is not known at the time authorization is granted

Select MAIN MENU and choose AUTHORIZATION and

Press  button (ENTER)

MENU  
PURCHASE  
REVERSAL  
AUTHORIZATION

Swipe / Insert card

SWIPE / INSERT

If the card number entered manually it will prompt to enter the customer's card expiry date

EXP. DATE MM/YY

Enter Authorization Amount and

Press  button or (ENTER)

AUTHORIZATION  
AMOUNT  
0.00

Select language to print the receipt for the Customer,  
To switch between English and

Arabic press  button (MENU)

press  button (ENTER)  
to select desired language

SELECT CUSTOMER  
LANGUAGE  
ARABIC CPY  
ENGLISH COPY

Press  button (ENTER)  
to confirm Amount

 button for NO

AMOUNT OK?  
SAR 0.00  
YES / NO

Terminal will start Dialing the Host

PLEASE WAIT

Receipt is printed and transaction is processed

APPROVED  
AUTH CODE

To print merchant copy of receipt

DUPLICATE COPY

## II.4 ADVICE

Follow-up to an approved pre-authorization purchase transaction. It is initiated after the cardholder received the purchased goods or services. The amount entered in this transaction supersedes that entered in the pre-authorization purchase.

Select MAIN MENU and choose ADVICE and

Press  button (ENTER)

Press  button for YES or button  for NO

Swipe / Insert customer card

If the card number entered manually it will prompt to enter card expiry date on customer card

Enter the Authorization code

Enter the transaction Invoice Amount

Press ENTER to confirm if the amount is same

Select language to print the receipt for the Customer, to switch between English and

Arabic press  button (MENU)

press  button (ENTER) to select desired language

MENU

REVERSAL  
AUTHORIZATION  
ADVICE

CARD PRESENT  
YES / NO ?

SWIPE / INSERT

EXP. DATE MM/YY

ENTER AUTH CODE

ADVICE AMOUNT  
PURCHASE  
SAR 0.00

SAME AMOUNT  
YES / NO

SELECT CUSTOMER  
LANGUAGE  
ARABIC CPY  
ENGLISH COPY

Press  button to confirm amount

 or button for NO

Transaction is processed  
and receipt is printed

AMOUNT OK ?  
SAR 0.00  
YES / NO

APPROVED  
AUTH CODE

## II.5 REFUND

A data capture transaction that is initiated by the Retailer to credit the cardholder for a refund of goods or services, and to debit the retailer's account accordingly. It requires the cardholder to enter the PIN and also requires the retailer's supervisor password and the retailer's signature. Customer should have copy (Receipt) of Purchase transaction.

RRN: The number of customer's purchase receipt

Select MAIN MENU and choose REFUND and

 Press button (ENTER)

Swipe / Insert card customer card

Enter Merchant password

the original RRN number and RRN number  
will be printed in customer purchase receipt

Enter refund amount and

press  button

(ENTER)

Select language to print the output for the  
Customer, to switch between English and

Arabic press  button (MENU)

press  button (ENTER)  
to select desired language

Press  button to confirm amount

or  button for NO

MENU  
AUTHORIZATION  
ADVICE  
REFUND

SWIPE / INSERT

ENTER PASSWORD  
\*\*\*\*

ORIG TRANS  
ENTER RRN

REFUND AMOUNT  
SAR 0.00

SELECT CUSTOMER  
LANGUAGE  
ARABIC CPY  
ENGLISH COPY

AMOUNT OK ?  
SAR 0.00  
YES / NO

Total Amount and ask the Customer to enter the PIN number

TOTAL AMOUNT 0.00  
ENTER PIN  
\*\*\*\*

Terminal starts dialing the Host

PLEASE WAIT

Transaction is processed and Receipt is printed

APPROVED  
AUTH CODE

Merchant copy of this receipt

DUPLAICATE COPY

## II.6 CASH ADVANCE

A manual bank's cash disbursement, typically obtained at a

Select MAIN MENU and choose CASH ADVANCE and Press  button (ENTER)

MENU  
ADVICE  
REFUND  
CASH ADVANCE

Swipe / Insert card

SWIPE / INSERT

Enter the Cash Amount

CASH AMOUNT  
SAR 0.00

Select language to print receipt for the Customer, to switch between English and

Arabic press  button (MENU)

SELECT CUSTOMER  
LANGUAGE  
ARABIC CPY  
ENGLISH COPY

press  button (ENTER) to select desire language

Press  button for YES

AMOUNT OK ?  
SAR 0.00  
YES / NO

 button for NO

PLEASE WAIT

Terminal starts dialing the host

Transaction is processed and receipt is printed

APPROVED  
AUTH CODE

Merchant copy

DUPLAICATE COPY

## II.7 RECONCILIATION

The POS Terminal Reconciliation process calculates the counts and amounts of the transactions processed by the terminal. The terminal then sends the figures to the SPAN to check if they match SPAN's view on what is processed during the business day.

A manual cash disbursement, typically obtained at a bank's branch.

Select MAIN MENU and choose MERCHANT and

Press  button (ENTER)

MENU  
REFUND  
CASH ADVANCE  
MERCHANT

In Merchant Menu choose Reconciliation

MERCHANT MENU  
DUPLICATE  
RECONILIATION  
CHANGE PASSWORD

Terminal starts dialing the Host

PLEASE WAIT

Transaction is processed you will get the this display and receipt will be printed

RECONILIATION  
COMPLETED  
ARABIC COPY  
ENGLISH COPY

## II.8 SNAPSHOT TOTAL

Select MAIN MENU and choose MERCHANT and

Press  button (ENTER)

MENU  
REFUND  
CASH ADVANCE  
MERCHANT

In Merchant Menu choose Snapshot Total

MERCHANT MENU  
CHANGE PASSWORD  
RESET PASSWORD  
SNAP SHOT TOTALS

Select language to print the output for the Customer, to switch between English and

Arabic  press button (MENU)

press  button (ENTER)  
to select desired language

ARABIC COPY  
ENGLISH COPY

## II.9 RUNNING TOTALS

Select MAIN MENU and choose MERCHANT and

Press  button (ENTER)

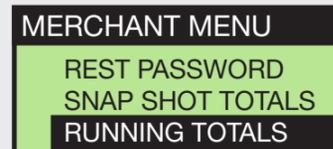


In Merchant Menu choose Running Totals

Select language to print the output for the Customer, to switch between English and

Arabic  press button (MENU)

press  button (ENTER)  
to select desired language



## II.10 CHANGING PASSWORD

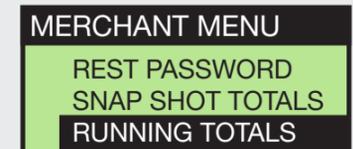
Allows the merchant to set new password

Select MAIN MENU and choose MERCHANT and

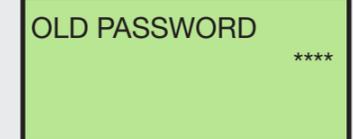
Press  button (ENTER)



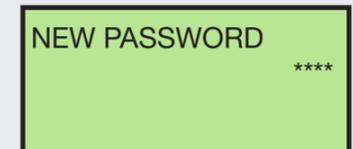
You will get inside Merchant Menu and choose Change Password



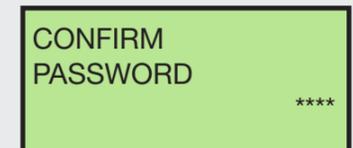
Enter the Old Password



Enter the New Password



Re enter the New Password again for confirmation



## II.11 DUPLICATE COPY

Select MAIN MENU and choose MERCHANT and

Press  button (ENTER)

MENU  
REFUND  
CASH ADVANCE  
MERCHANT

In Merchant Menu choose Duplicate Copy

MERCHANT MENU  
DUPLICATE  
RECONCILIATION  
CHANGE PASSWORD

A duplicate of the previous transaction receipt is printed

DUPLICATE CPY  
ARABIC COPY  
ENGLISH COPY

## II.12 RESET PASSWORD

Go to Merchant Menu  
Select Reset Password

Press 

Password is reset

MERCHANT MENU  
RECONCILIATION  
CHANGE PASSWORD  
RESET PASSWORD

PASSWORD RESET

## 3. PASSWRDS

All Transaction related Passwords are set to :**1234**

E.g.  
Refund  
Reversal etc

### III.1 Troubleshooting Guide:

Problem	Corrective Action
No response from the terminal	<ul style="list-style-type: none"> <li>a) Ensure that the power cable is securely connected to the terminal.</li> <li>b) Power off the terminal for 10 seconds.</li> <li>c) Power on the terminal.</li> <li>d) Retry the transaction.</li> <li>e) Call Merchant Helpdesk if the problem persists.</li> </ul>
Terminal not reading cards	<ul style="list-style-type: none"> <li>a) Re-insert/swipe the card.</li> <li>b) If there is still no response from the card reader power off the terminal for 10 seconds.</li> <li>c) Power on the terminal.</li> <li>d) Attempt transaction again.</li> <li>e) Call Merchant Helpdesk if the problem persists.</li> </ul>
Paper jamming Or Not feeding Or Not printing	<ul style="list-style-type: none"> <li>a) Remove the paper roll from the printer to ensure that there is no paper caught.</li> <li>b) If the existing paper roll is damaged in any way then replace this with a new roll.</li> <li>c) If the problem continues power off the terminal for 10 seconds.</li> <li>d) Power on the terminal.</li> <li>e) Re-test the printer using the feed button (*).</li> <li>f) Call Merchant Helpdesk if the problem persists.</li> </ul>
Terminals using dialup cannot connect	<ul style="list-style-type: none"> <li>a) Check that phone line is connected correctly and cables are not disconnected and has no disruption.</li> <li>b) If still have «HOST BUSY» message check that there is no other devices connected to the same phone line (headset or fax device,...)</li> <li>c) Check that the cables are in good condition and not worn-out.</li> <li>f) Call Merchant Helpdesk if the problem persists.</li> </ul>
Terminals using TCP connection cannot connect	<ul style="list-style-type: none"> <li>a) If all devices are disconnected, then it could be a general problem with service provider network (INet or Skyband) or there is a problem with main connection modem or switch.</li> <li>b) If not all devices disconnected, please check the device condition and cables.</li> <li>c) Call Merchant Helpdesk if the problem persists.</li> </ul>
Terminals using GPRS connection cannot connect	<ul style="list-style-type: none"> <li>a) Check the signal indicator, and make sure the screen show the sign «GPRS».</li> <li>b) If the sign on screen is «GSM», please check the service is allowed for the GPRS SIM, and there is no problem with the bill payment.</li> <li>c) Call Merchant Helpdesk if the problem persists.</li> </ul>

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