












MagIC³ X8

Quick User Guide

Processing a Chip and PIN Sale

I want to do a...	To get started...	For more information...
Sale	Insert Card	See page 1 for full process
Mail / Telephone Order	Enter Amount	See page 6 for full process
Completion		See page 2 for full process
Pre-authorisation/ Top-up Authorisation		See page 3 for full process
Refund		See page 4 for full process
Reconciliation Report		See page 5 for full process
Duplicate Receipt		See page 5 for full process
Enter / Exit Training Mode		Select YES or NO then press 
X - End of Shift		Follow the on screen prompts
Z - End of Day		Follow the on screen prompts

Merchant ID _____

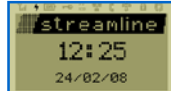














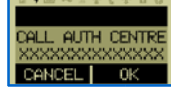


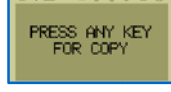


Terminal ID (TID) _____

Other Acquirers

.....ID _____

.....ID _____

.....ID _____

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
		Key in the amount in pence (i.e. 1545 for £15.45) and press the  key.
		Press the  key and hand the TERMINAL to the CARDHOLDER.
		The CARDHOLDER keys in their PIN and presses the  key (if they make a mistake they can press the  key and key again).
		TERMINAL displays 'PIN OK' and should be handed back to you. Press the  key and MERCHANT'S copy of receipt will print.
		If the TERMINAL shows 'Call Auth Centre' refer to your MOI* and press the  key, you will be prompted to remove the card.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.
		Remove card. Check transaction has been verified and not declined or cancelled.

*Merchant Operating Instructions

Processing a Completion (where functionality is configured)





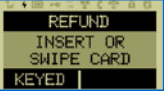




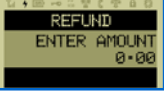








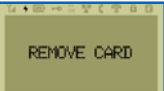
TERMINAL DISPLAY	ACTION	DESCRIPTION
		Press the key to access the main menu.
		Press the key to enter the TRANSACTIONS menu.
		Press the key until COMPLETION is highlighted then press the key.
	+	If the cardholder is not present key in the card number at this stage and follow the prompts.
		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
		The code you enter is the last code you were given for this transaction. If you have several top up-auths, enter the last code you were given.
		Key in the amount in pence (i.e. 1545 for £15.45) and press the key.
		The CARDHOLDER keys in their PIN and presses the key (if they make a mistake they can press the key and key again).
		TERMINAL displays 'PIN OK' and should be handed back to you. Press the key and MERCHANT'S copy of receipt will print.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.
		Remove card. Check transaction has been verified and not declined or cancelled.

Processing a Pre-authorisation/Top-up authorisation

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Press the key to access the main menu.
		Press the key to enter the TRANSACTIONS menu.
		Press the key so PRE AUTH is highlighted then press the key. *
	+	If the cardholder is not present key in the card number at this stage and follow the prompts (n.b. you will be asked for security code).
		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
		Key in the amount in pence (i.e. 1545 for £15.45) and press the key.
		Press the key and hand the TERMINAL to the CARDHOLDER.
		The CARDHOLDER keys in their PIN and presses the key (if they make a mistake they can press the key and key again).
		TERMINAL displays 'PIN OK' and should be handed back to you. Press the key and MERCHANT'S copy of receipt will print.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.
		Remove card. Check transaction has been verified and not declined or cancelled.








* Top Up Authorisation is functionally the same, but Top Up Authorisation must be selected and will be shown on subsequent screens.

Processing a Chip and PIN Refund

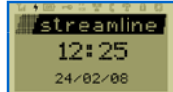






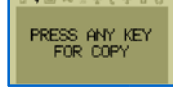

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Press the  key then select  (within 5 seconds).
		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
		Key in your access code and press the  key.
		Key in the amount in pence (i.e. 1545 for £15.45) and press the  key.
		If the TERMINAL shows 'Call Auth Centre' refer to your MOI* and press the  key, you will be prompted to remove the card.
		Tear off the MERCHANT'S copy. Ask CARDHOLDER to sign. Verify CARDHOLDER'S signature. Press the  key. Tear off the CARDHOLDER'S copy.
		Remove card. Check transaction has been verified and not declined or cancelled.

*Merchant Operating Instructions

Processing a Reconciliation Report

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Press the  key then select  (within 5 seconds).
		Key in your access code then press the  key. The TERMINAL will perform a Reconciliation and print the report. Tear off and keep the Reconciliation Report.

Processing a Duplicate Receipt

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Press the  key then select  (within 5 seconds).
		Key in your access code then press the  key. The TERMINAL will print a Duplicate Receipt.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.

Processing a Mail Order/Telephone Order Sale Report

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Key in first digit of the amount .
		Key in the remainder of the amount in pence (i.e. 1545 for £15.45) and press the key.
		Press the key to select KEYED.
		Key in the card number and press the key. Follow prompts for more information i.e. issue number, start date. Key dates in format MMY. (Delete mistakes with the key = backspace)
		Press the key to select NO.
		Ask the CARDHOLDER for the card security code . Key in the last 3 or 4 numbers. Press the key.
		Key in the numbers from the CARDHOLDER'S postcode (i.e. 75 for SS7 5DE). Press the key.
		Key in the numbers from the CARDHOLDER'S address (i.e. 412 for 4a, 12 High St, when no house number leave blank.) Press the key.
		If the TERMINAL shows 'Call Auth Centre' refer to your MOI* and press the key.
		Results of the security checks are displayed. See MOI* if unsure of results. Decide whether to accept the transaction. = cancel, = accept.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.
		Check the transaction has been verified and not declined or cancelled. The transaction is now complete.

*Merchant Operating Instructions

Processing a Gratuity or 'Tip' (where functionality is configured)

TERMINAL DISPLAY	ACTION	DESCRIPTION
		Insert the CARDHOLDER'S CARD into the reader with the chip facing towards the keyboard.
		Key in the amount in pence (i.e. 8510 for £85.10) and press the key.
		Press the key and hand the TERMINAL to the CARDHOLDER.
		The CARDHOLDER confirms the amount by pressing the key.
		The CARDHOLDER should press the key to leave a gratuity.
		The CARDHOLDER keys in the gratuity amount in pence and presses the key.
		The CARDHOLDER presses the key to confirm the total and the gratuity amount.
		The CARDHOLDER keys in their PIN and presses the key (if they make a mistake they can press the key and key again).
		TERMINAL displays 'PIN OK' and should be handed back to you. Press the key and MERCHANT'S copy of receipt will print.
		Tear off the MERCHANT'S copy. Press any key to print the CARDHOLDER'S copy.
		Remove card. Check transaction has been verified and not declined or cancelled.

Important Information

Please keep your Access Code secret.

Be sure to have plenty of Streamline terminal paper rolls in stock. NCR is a Streamline approved supplier and can be contacted on 0800 289 666 or visit **streamline.com**

Keep your terminal powered and connected at all times. This is important as your terminal software is updated automatically by us via your phone line on a monthly basis.

If the message "SECURITY ALERT CALL MAINTENANCE" is displayed contact the helpdesk.

If you intend to change your telephone system or to move your terminal to another site, please check with us first regarding compatibility.

Avoid pulling the paper roll from the printer. When at the idle screen always use 'Paper feed' - by pressing the * key.

Remember to change the paper roll when the red warning line appears, indicating end of roll.

Please ensure you perform a Reconciliation at the end of every day's trading, regardless of whether you have taken transactions or not.

Correct care and maintenance of the Terminal

Keep the device dry. Precipitation, humidity, and all types of liquids or moisture can damage the terminal.

Do not use or store the device in dusty, dirty areas. Its moving parts and electronic components can be damaged.
















Do not store the device in hot areas. High temperatures can shorten the life of electronic devices, and warp or melt certain plastics.

Do not store the device in cold areas. When the device returns to its normal temperature, moisture can form inside the device, and damage electronic circuit boards.

Do not attempt to open the device.

Do not drop, knock, or shake the device. Rough handling can break internal circuit boards and fine mechanics.

Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.

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Pre-authorisation/ Top-up Authorisation		See page 3 for full process
Refund	 	See page 4 for full process
Reconciliation Report	 	See page 5 for full process
Duplicate Receipt	 	See page 5 for full process
Enter / Exit Training Mode	 	Select YES or NO then press 
X - End of Shift	 	Follow the on screen prompts
Z - End of Day	 	Follow the on screen prompts

Merchant ID _____

Terminal ID (TID) _____

For the full version of this user guide go to:

www.streamline.com

MERCHANT HELPDESK 0845 7 61 62 63*

Open Monday to Friday 8am-8pm, Saturday 9am-6pm, Sunday 10am-4pm
Bank Holidays 9am-5pm.

*Max call charge from BT landline is 3p per minute. Call charges from other networks may vary.

Telephone calls may be monitored and recorded to improve our service.