WORLDLINE

Payments to grow your world

## Quick guide

# Link/2500 Portable Flex

| Function | Description | Buttons |
|---|---|---|
| Switching on the terminal | Pressing and holding the green button switches the terminal on. | |
| Opening the main menu | Press F key to open the main menu. | F |
| Change communication type | Setting up from 4G to WLAN. | <4> <5> <Password> <1> <select comm type> <2> <WLAN> <1> <WLAN> <1> <Manage Networks> <1> <New Access Point> |
| Change communication type | Switching from WLAN to 4G. | <4> <5> <Password> <1> <Select comm type> <2> <GPRS> |
| Setup | It is possible to reach this menu item only with the terminal password. | <5> <Password> |
| Configuration | The terminal retrieves the latest configuration parameters. | <5> <Password> <1> |
| Initialisation | Individual or all card issuers are reinitialised. | <5> <Password> <2> |
| Software update | The terminal loads the latest version of the software. Caution! Downloading the software can take several minutes. Never pull out the plug. | <5> <Password> <3> |
| Terminal reset | This function is available only to service technicians and is protected with a special password. | <5> <Password> <4> |
| Info | The terminal ID and current version of the software are displayed. | <5> <Password> <5> |
| Information receipt | The current configuration is displayed on the terminal. | <5> <Password> <6> <1> basic / <2> detailed |
| Print Hardware info | This function is available only to service technicians and is protected with a special password. | <5> <Password> <8> |
| System | Use this function only if you are requested to do so by our hotline. | <5> <Password> <9> |
| Delete Pending Mails | Use this function only if you are requested to do so by our hotline. | <5> <Password> <9> <Password> <10> |
| Activate automatic key lock | The automatic key lock can be activated manually. | F <4> <2> <1> |
| Unlock key lock | After a certain period of inactivity, the terminal is automatically locked. Press 1 and ⎵ to unlock. | 1 ⎵ |

# Purchase

| | | |
|---|---|---|
| 1 | To switch the terminal on, press the green button. | |
| 2 | Enter the amount and confirm by pressing the green button. The amount is separated (e.g. euros/cents) with a period. Amounts less than “1” are registered with a “0.” at the beginning. | <Amount> |
| 3 | Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader or pulled through the magnetic swipe reader. If the customer uses the wrong reader for his or her card, that person is instructed to use the proper reader. | |
| 4 | 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 6 digits) and confirm by pressing the green button.<br>When using a card without a PIN, only the amount must be confirmed. Generally, customers do not need to do anything further for a contactless payment of a small amount.<br>The transaction can be interrupted by pressing . Please confirm the message “Please return terminal.” with the upper left function key , so that the terminal switches back to basic state. | <PIN> |
| 5 | Payments are processed and authorised online.<br>Chip cards: The card must remain inserted in the chip reader during the transaction until the instructions appear to remove the card. | |
| 6 | After a transaction, a screen with three options appears.<br>**If a receipt copy is not desired, press <1>.**<br>**To send a copy of the receipt via QR code, press <2>.**<br>**To send a copy of the receipt via email, press <3>.**<br>The cardholder receipt is displayed. Select “Send Cardholder Receipt” and either have the cardholder scan the QR code or enter the cardholder’s email address. | 1: No receipt<br>2: QR code<br>3: Mail |

# Reversal (cancellation)

With this function, the **last transaction** that was carried out is cancelled.

| | | |
|---|---|---|
| 1 | To switch the terminal on, press the green button. | |
| 2 | Press F key or menu button in the idle screen to open the transactions menu. | F |
| 3 | Pressing <1> opens the transaction menu. | 1 : Transactions |
| 4 | Push the <3> button. “Reversal” is activated. | 3: Reversal |
| 5 | Enter the terminal’s password and confirm by pressing the green button.<br>(For the password, see the configuration sheet.) | <Password> |
| 6 | The amount of the previous transaction is displayed, and confirm it by pressing the green button. | |
| 7 | Reversal is processed and authorised online. | |
| 8 | After a transaction, a screen with three options appears.<br>**If a receipt copy is not desired, press <1>.**<br>**To send a copy of the receipt via QR code, press <2>.**<br>**To send a copy of the receipt via email, press <3>.**<br>The cardholder receipt is displayed. Select “Send Cardholder Receipt” and either have the cardholder scan the QR code or enter the cardholder’s email address. | 1: No receipt<br>2: QR code<br>3: Mail |

# Re-send receipts

| | | |
|---|---|---|
| 1 | Press the green ok button to switch the terminal on. | |
| 2 | Press F Key to open the main menu. | F |
| 3 | Push the <2> button “Balances”. | 2: Balances |
| 4 | Press the <5> button “Receipts”. | 5: Receipts |
| 5 | There are two options shown.<br>Push the <1> button “Pending receipts”. | 1: Pending receipts<br>2: Sent receipts |
| 6 | There are again two options shown<br>Push the <2> button “Cardholder receipt”. | 1: Merchant receipts<br>2: Cardholder receipts |
| 7 | List of sent cardholder receipts is shown.<br>Select one cardholder receipt. | |
| 8 | Cardholder receipt is shown. Press “Send Cardholder Receipt” option. | Send Cardholder Receipt |
| 9 | Enter the cardholder email address and confirm by pressing the green button. | <Email address> |

# Transaction history

| | | |
|---|---|---|
| 1 | Pressing the green button switched the terminal on. | |
| 2 | Press F or menu button in the idle screen to open the main menu. | F |
| 3 | Press <6> to open the Transaction History or press “Transaction History” menu in the idle screen.<br>The Transaction History displays all the transactions of the last two days. | 6: Transactions |
| 4 | Select any transaction to see the details. You can also re-send a receipt by selecting “Cardholder receipt” and choosing the “Send Cardholder Receipt” option. | Cardholder receipt |
| 5 | When sending receipts by e-mail, the status “Cardholder Receipt pending/sent” is displayed. When sending a receipt via QR code, the status “Cardholder receipt QR displayed” appears. | |
| 6 | Click on the status of the cardholder receipt. | <Cardholder receipt pending/sent><br>or<br><Cardholder receipt – QR displayed (shown)> |
| 7 | Select option 2 <QR code> to re-send the cardholder receipt by QR code scan. You can also select option 3 <Mail> and resend the receipt by entering the cardholder’s email address. | 1: No receipt<br>2: QR code<br>3: Mail |

# Credit (refund)

If a **transaction** can **no longer be cancelled**, a **credit** can be issued.

| | | |
|---|---|---|
| 1 | Pressing the green button switches the terminal on. | |
| 2 | Press F or menu button in the idle screen to open the main menu. | F |
| 3 | Pressing <1> opens the transaction menu. | 1 : Transactions |
| 4 | Push the <4> button. “Credit” is activated. | 4: Credit |
| 5 | Enter the terminal’s password and confirm by pressing the green button. | <Password> |
| 6 | Enter the amount and confirm by pressing the green button.<br>The amount is separated (e.g. euros/cents) with a period.<br>Amounts less than “1” are registered with a “0.” at the beginning. | <Amount> |
| 7 | Only if the DCC function is activated:<br>Enter the date of the original transaction and confirm by pressing the green button. | <Date> |
| 8 | Depending on the card type, it must be inserted in the chip card reader or held up to the contactless reader.<br><br>**Optional digital signature**<br>Based on the card type and verification method, the “Digital Signature” option will be shown on the terminal screen. The cardholder can enter the signature on the terminal. | |

**Notes about the unit**

**Please note!** Worldline carries out software updates at night in order to enable you to use your payment terminal without interruption during the day. For this reason, **your payment terminal must be left switched on and plugged in to the power supply at night with a constant Internet connection.**

# Daily closing

During the daily closing, all processed transactions are delivered and closed. After the daily closing, all amounts are credited. A daily closing should be performed at least once a day – the best time is after the store has closed. The daily and shift counters are set to "0". During the shift handover, you can determine which transactions were carried out during this period (shift). The shift handover is provided strictly for information purposes and **does not replace a daily settlement.**

**Tips**

- Software updates take place at night and only when shifts are closed. Therefore, do not open a new shift in the evening after the daily closing is complete.
- After an "end of shift", reversals can no longer be carried out.

**Please note: Without daily closing there is no cash flow.**

| | |
|---|---|
| Pressing the green button switches the terminal on. | |
| Press F key or menu button in the idle screen to open the main menu. | F |
| The daily closing can be accessed via the icon in the idle screen. You can also access the daily closing by selecting <2> Balances and <3> daily closing. | <2> <3> |
| **Daily Closing**<br>After Daily Closing, a digital receipt will be automatically sent to your email address. | |
| **Shift start**<br>Press the F key to open the main menu. Select <2> Balances and then <1> Begin shift. | F <2> <1> |
| **Shift end**<br>Select the F key to open the main menu. Then press <2> Balances, then <2> End user shift. | F <2> <2> |

# Enquiries and settings

**Enquiries (journal)**

Use the F key to get to the terminal's main menu.
Select the function <3> Queries.

The following options are available:
- Shift counter (current status of the present shift)
- Daily counter (current status since the last daily settlement)
- Trx Log Info (current status of transactions following the last data transmission)
- Print DCC rate (optional)
- Print last ticket

**Settings**

Use the F button to get to the terminal's main menu.
Select the function <4> Settings.
Various options are available.

**Further information**
Are you looking for detailed information about your payment terminal?
Product flyers can be found on our website.
**worldline.com/merchant-services/terminals**

Your local point of contact can be found at: **worldline.com/merchant-services/contacts**

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