

# UTP MAX

Quick start guide

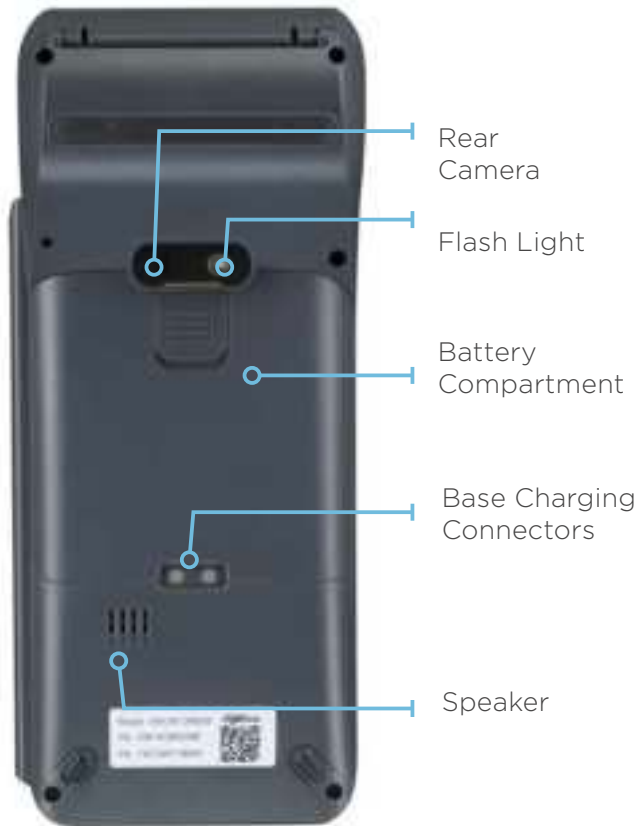


# Contents

Set up your UTP Max in a convenient location close to a power source.

Connect the power cable to the power supply and the USB connector socket of the terminal.





# Changing the paper roll

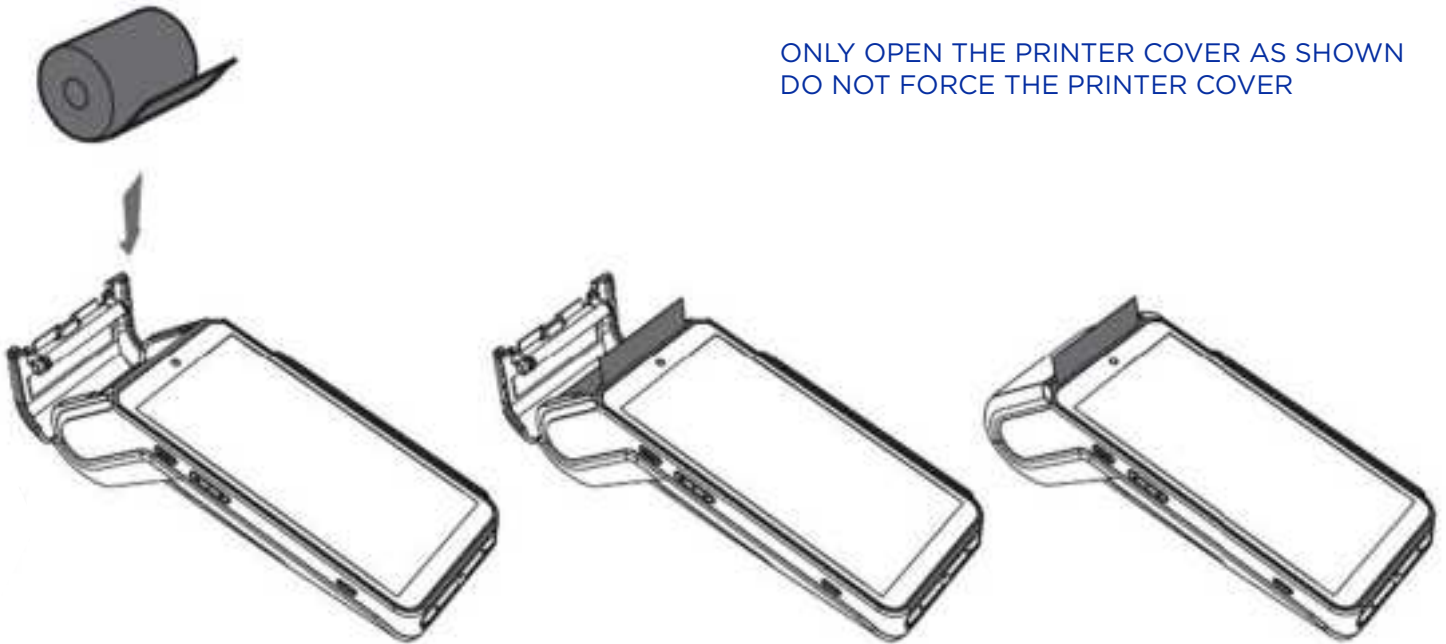
Hold the terminal in one hand. Open the paper roll compartment by lifting the catch located at the top of the UTP Max. Fully open the printer cover and remove the old paper roll.

Unstick the end of the new roll and insert the paper roll in the compartment as shown.

Pull the paper to the top of the terminal. Holding the free end of the paper, close the cover. Press simultaneously on both upper corners of the cover until it clips into position.



ONLY OPEN THE PRINTER COVER AS SHOWN  
DO NOT FORCE THE PRINTER COVER



# Installing the terminal



1. Power the terminal on by pressing the power key for 3 to 4 seconds. From the initial power on screen swipe right or left, then tap the NER PAY icon



2. Select Open settings



3. The terminal will scan for local available networks and provide a list to select from



4. Tap the Wifi network option that the terminal is to be connected to



5. Enter the relevant password of the network, then select CONNECT



6. A successful connection is indicated with the icon turning green. Select DONE, the terminal will return to the initial installation screen



7. Select NEXT. The terminal will connect to the configuration system. Please wait will be displayed during this phase




8. Enter the merchant number you have been provided with then select CONFIRM



9. You will be prompted to enter a supervisor code. Enter a supervisor code of your choice



10. Select  then select CONFIRM



11. Confirm the supervisor code by re-entering it, then select CONFIRM



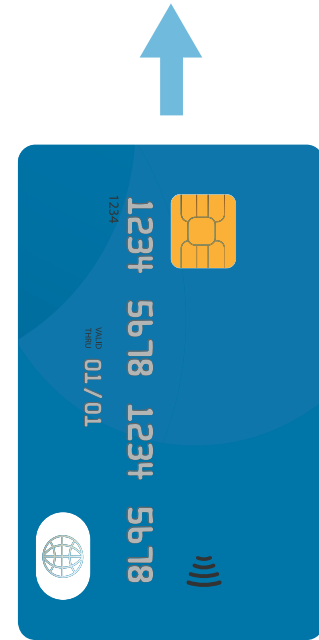
12. The application is now configured and will close. To start using the terminal for transactions tap the NER PAY icon to re-open the application

# The chip card reader

Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the screen and follow the instructions on screen.

If you see a “Please Insert Again” message, check the card orientation and try again.

**DO NOT REMOVE THE CARD UNTIL  
INSTRUCTED TO DO SO BY THE TERMINAL.**








# Chip & PIN Transactions

## Sale


Select SALE from the menu options.

Enter the sale amount for the transaction and tap .

For example, enter £12.34 as 1234

The customer's card should be inserted into the card reader.

The customer must enter their PIN code.

After the customer has entered their PIN and pressed , the terminal will connect to the acquirer for authorisation.

If the transaction is authorised the terminal will display 'Transaction Approved'.

The terminal will print two receipts. The merchant copy will be printed first. After confirming a successful print by selecting OK, the terminal will prompt for the card to be removed. The customer receipt will be printed after the card's removal.


NEVER ASK THE CUSTOMER  
TO DIVULGE THEIR PIN CODE.



# Chip & PIN Transactions

## Refund

Select REFUND from the menu options.

Enter the refund amount for the transaction and tap .

The customer's card should be inserted into the card reader.

Once the customer's card is presented you will be prompted for the Supervisor Code.

The terminal will now connect to the acquirer for authorisation, if the refund is authorised then "REFUND ACCEPTED" will be shown.

The terminal will print the merchant receipt which the customer must sign. Remove the card.

Check the signature on the merchant copy with that on the card. If the signature is valid then choose "YES", otherwise choose "NO".

The terminal will then print the customer copy.



# Contactless - Sale

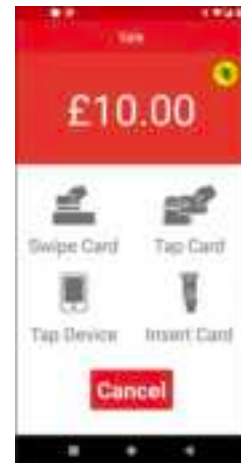
Select SALE from the menu options.

Enter the sale amount for the transaction and tap **Confirm**.

The cardholder should present their card/payment device to the top of the terminal where the contactless symbol is displayed.

The terminal will contact the acquirer for authorisation.

A merchant receipt will then be printed. The terminal will then present the option for a customer receipt to be printed, select No or Yes as appropriate.





# Transaction Receipt (Merchant Copy Chip & PIN card)





**MERCHANT NAME**

Merchant Address 1  
Merchant Address 2

MID: 12345678  
TID: 63800000  
AID: A100000001231010

VISA PREFIX: 0000000000000000

**VISA**

4444 3333 2222 1111

START 01/05 EXP 12/22

ICC FAN SEQ 1

SALE

**MERCHANT COPY**

**AMOUNT £10.00**

**VERIFIED BY PIN**

PLEASE DEBIT MY ACCOUNT  
WITH THE ABOVE AMOUNT

10:10:10 01/10/20

**AUTH CODE: 123ABC**

RECEIPT: 0001

Merchant ID

Terminal ID

Card AID & Label

Card Issuer

Card Number

Entry Method

Transaction Type

ICC for Inserted Cards  
SWIPED for Swiped Cards  
KEYED for Keyed Cards  
CONTACTLESS for Contactless Cards

Successful PIN Entry


Date & Time

Auth Code


Transaction Number

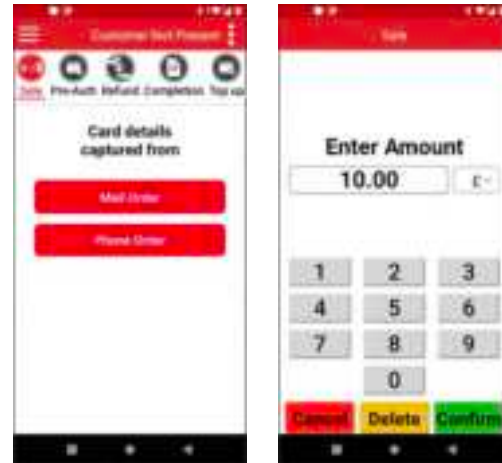
# Mail order - Sale

Change the selected service to 'Customer Not Present'.

This is achieved by tapping the  icon in the top right of the display. Tapping the Select Service option popup and selecting the Customer Not Present option presented.

Select the appropriate card capture detail option for the transaction.

Key in the amount for the transaction and select .



Type in the customer's card number expiry date and security code then select **Confirm**.

If there are numbers in the customer post code select **Confirm**.





Enter the numbers from the cardholder's postcode (e.g. NW1 6XG is 16), and the numbers from the cardholder's address (e.g. Flat 221b is 221) select **Confirm**.



The terminal will connect to gain authorisation. The result of the CSC/AVS check is then shown and will prompt you to choose “Decline” or “Accept”.

# End of day reports

To access the reports menu, press the  option at the top left of the screen, then tap “Totals / Reports”. Enter the Supervisor password and tap .

## End of day banking

It is advised that this be done at the end of each day that you trade.

## X-Totals

Can be printed at any time throughout the day and give a sub-total of all transactions performed. X totals do not reset the totals within the terminal.

## Z-Totals

Show the total transactions taken since the last Z balance was completed. Once completed the totals within the terminal are reset to zero.







**TAKE CONTACTLESS  
PAYMENTS IN UNDER  
TWO SECONDS**

# Sales & Support



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