



WAY Systems, Inc. Mobile Merchant Solution

Mobile Payment Solutions for 100 Million new Merchants

MTT 1500 User Guide

Product Release 1.0



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Introduction

WAY System's Mobile Transaction system is a credit card payment processing system that operates within WAY's SecureNet environment. The Mobile Transaction system consists of a mobile point-of-sale transaction terminal (MTT), located at a merchant site, and the SecureNet and Mobile Transaction servers, located at a WAY Systems Network Operation Center (WAYNOC).

What is a Mobile Transaction Terminal (MTT)?

The MTT is an electronic device that consists of a mobile phone, smart card reader, and magnetic stripe card reader and is used to perform payment transactions. An external printer with a wireless infrared interface is provided to print transaction receipts. The MTT is intended for use in either a stationary location (such as a store) or a mobile environment (such as a taxi).



The merchant enters payment card transactions at the MTT. All major magnetic stripe credit cards are supported, including Visa, MasterCard, American Express, Discover, and Diner's Club. The transaction data is then encrypted and transmitted securely over the GPRS/GSM wireless network to SecureNet server and Mobile Transaction server. The role of Mobile Transaction server is to:

- ❑ Maintain a secure communication channel with both the bank or third party's payment processing system and the MTT
- ❑ Transfer transactions securely to the payment processing system for final authorization.

If poor GPRS network coverage or other problems disrupt access to Mobile Transaction server, the MTT allows you to continue to input transactions in offline mode and then upload them to the server when GPRS coverage or server access is restored.

Using this Guide

This guide explains how to set up and use your MTT 1500 to process transactions in both online and offline mode. It also describes more advanced MTT 1500 administrative and troubleshooting topics.

Quick Start

If you just need to learn the essentials of how to set up and use your MTT 1500, follow the instructions in these sections:

- ❑ MTT 1500 Menu Structure, on page 16
- ❑ Setting Up and Managing MTT Administrators, on page 17
- ❑ Performing Transactions in Online Mode, on page 22
- ❑ Performing Transactions in Offline Mode, on page 37

For an introduction to basic MTT 1500 menu/window navigation and text entry, see page 3. For MTT printer basics, see page 12.

Additional Topics

For a description of additional administrative and troubleshooting features, see:

- ❑ Performing Transaction Inquiries, on page 40
- ❑ Deleting Stored Transactions, on page 42
- ❑ WAY Setup Menu Settings, on page 43
- ❑ Error Messages and Troubleshooting, on page 44

MTT 1500 Basics

This section describes the basic functions and maintenance of the MTT 1500, including:

- ❑ MTT 1500 transaction storage capacity
- ❑ Powering the MTT 1500 on and off
- ❑ Keys used to access functions, cancel operations, navigate through windows, and enter text and numeric values
- ❑ Selecting a GPRS network manually
- ❑ GPRS inactivity timeout and reconnection
- ❑ Recharging the battery
- ❑ Removing and installing the back cover of the MTT 1500
- ❑ Removing and installing the battery
- ❑ Removing and installing a Subscriber Identity Module (SIM)

The main components of the MTT 1500 are shown below.



MTT 1500 Transaction Storage Capacity

The MTT 1500 can store a maximum of :

- ❑ 120 online mode-only transactions
- ❑ 60 offline mode-only transactions

- ❑ 120 online and offline mode transactions *combined* (of which no more than 59 can be offline)

If you exceed these limits in a session, the MTT automatically prompts you to upload (in the case of offline mode) and reconcile the stored transactions with the payment processor. You must perform this reconciliation before you can process additional transactions. For more on reconciliation, see page 34.

Powering the MTT 1500 On and Off

To power the MTT 1500 on or off, press and hold down the **Cancel/Power** key for at least one full second. If you are already logged on to the MTT 1500, you must log off first before you can power off the MTT 1500.

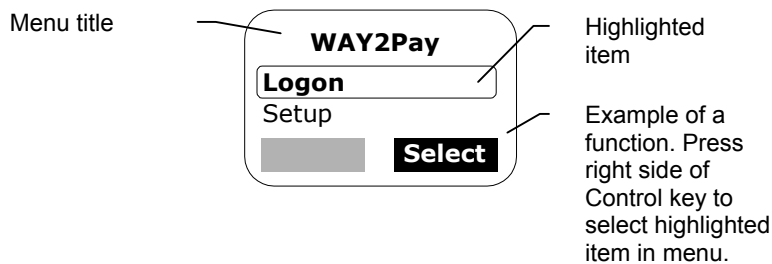
Control Key

You can use the four-way Control key to:

- ❑ Select an item from a menu or list
- ❑ Select a function in the display window

Choosing a Menu or List Item

Press the top or bottom side of the key to scroll up or down a menu or list of commands or items. The currently highlighted item in the menu or list is in **bold** type.

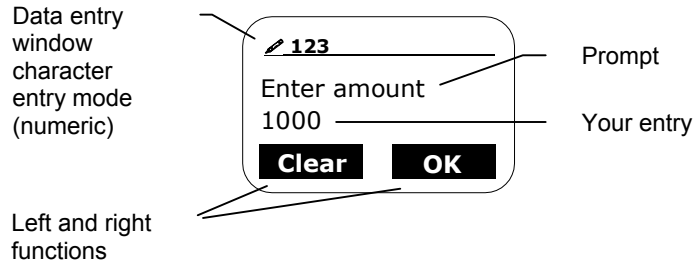


To select the highlighted item, press the right side of the Control key.

Choosing a Function

Functions appear as labels within black rectangles in the lower right and left portions of the display window (an unlabeled gray rectangle indicates there is no function available).

The functions shown depend on the type of window displayed. Menus, as shown in the example above, display a single **Select** function. When you enter information in a data entry window, shown below, the window displays both **Clear** and **OK** functions.



To select a function displayed on the lower right corner of the window, press the right side of the Control key and press the left side of the key for a function on the lower left. Possible functions are:

- ❑ **Select**—Selects the currently highlighted item in a menu or list.
- ❑ **OK**—In a data entry window, this accepts the text that you entered or that is currently displayed. In other windows, **OK** processes the current request and moves on to the next window.
- ❑ **Cancel**—For most windows, this function allows you to exit the current operation without saving information and return to the previously displayed window. The **Cancel/Power** key performs the same function (see the next section).
- ❑ **Clear** (Backspace and Edit function)—Allows you to backspace and delete previously entered text in data entry windows. You can then retype the text from the keypad.
- ❑ **Info**—Provides information about the number of characters required for a text entry.

Canceling and Navigating Through Windows

To cancel an operation and exit from the current window to the previous window, press the **Cancel/Power** key. With the exception of the Transactions, Print Receipt, and Print Report menus, you can press this key repeatedly to move back through previous windows.

To exit the Transactions menu, you must select **Logoff** and log off the system. To temporarily suspend the logon session and use other phone functions, use **Exit** (see page 36). To exit the Print Receipt menu, select **Main Menu**. To exit the Print Report menu, select **Done**.

Entering Text and Numeric Values

Use the keypad to enter alphabetic or numeric characters in data entry windows. The upper left corner of the window indicates the character entry mode currently in effect. For example, 123 means that typing a key produces a numeral. For entries such as card numbers, expiration dates, sequence numbers, and amounts the default character entry mode is numeric.

However, certain transaction entries such as authorization codes, reference codes, and job numbers are case sensitive and may require both alphabetic and numeric characters. To switch between character modes during data entry:

1. Press the Pound (#) key repeatedly until you see the desired character entry mode displayed in the upper left corner of the window:
 - ❑ **Abc**—Initial capital, then lower case
 - ❑ **ABC**—All upper case
 - ❑ **abc**—All lower case
 - ❑ **123**—All numeric
2. When the correct character entry mode is displayed, press the keypad key containing the character once and a popup list displays all of the characters and numerals available on that key.
3. Press the same key repeatedly until the correct character is highlighted in the popup list. After a brief pause, the selected character is then displayed in the data entry window. If you do not select the correct character, press the left side of the Control key to delete the character and select it again.

Shortcut for Numeric Entries

To enter a numeral quickly as part of an authorization code, reference code, or job number *without* using the # key to switch between character entry modes, press the key corresponding to the numeral and hold it down for one second until you hear an audible click. This generates a numeral regardless of the displayed character entry mode.

Selecting a GPRS Network Manually

By default, the MTT 1500 phone roams for a GPRS network provider in the local service area and connects to it automatically. However, you may want to disable roaming and manually select the provider, as follows:

1. From the MTT 1500 phone's main menu, scroll down and select **Setup**.
2. From the Setup menu, scroll down and select **Network**.
3. From the Network menu, scroll down and select **Auto network**. It should no longer be checkmarked.
4. From the same menu, scroll up and select **Choose netwrk**.
5. At the prompt **Choose Network?**, select **Yes**.
6. From the Network Selection menu, select the appropriate GPRS network. The selected GPRS provider's name displays on the MTT 1500 phone's main menu.

To re-enable roaming:

1. From the MTT 1500 phone's main menu, scroll down and select **Setup**.
2. From the Setup menu, scroll down and select **Network**.
3. From the Network menu, scroll down and select **Auto network**. It should now be checkmarked.
4. Press the **Cancel/Power** key repeatedly to return to the MTT 1500 phone's main menu.

GPRS Inactivity Timeout and Reconnection

If the MTT 1500 experiences at least ten minutes of inactivity (for example, you are interrupted for at least ten minutes in the middle of a transaction), it will drop the GPRS connection. However, when you resume MTT activity, the MTT 1500 will automatically prompt you to reconnect to the GPRS network and then continue the task from the point of interruption.

Recharging the Battery

Whenever you are not using the MTT 1500, you should recharge the battery as follows:

1. Plug one end of the battery charging cable into the mating power connector on the bottom edge of the MTT 1500 below the keypad and the other end into an AC power receptacle.
2. If the battery is not fully discharged, a blinking arrow displays in the charging progress bar in the upper-right corner of the MTT 1500 screen, indicating that the MTT 1500 is recharging. If the battery is fully discharged, the blinking arrow does not display until later in the charging cycle, typically two hours or less. When the MTT 1500 is fully charged, the charge progress bar is solid black.

For longer battery life between charges, it is recommended that you fully discharge and recharge the battery at least five times.

Removing and Reinstalling the Back Cover

You may need to remove the back cover of the MTT 1500 to access or replace the battery or SIM card. You may also need to reinstall the cover if it loosens due to rough handling or impact.

To remove the back cover:

1. Using a Philips-head screwdriver, remove the cover anchor screw from the back of the MTT.



2. Using a slotted screwdriver, press the tip of the screwdriver down on the recessed area near the tab and then push gently upward to release the cover.

Caution: Do not attempt to remove the back cover without using the screwdriver or you may damage the MTT backpack.



Push down on recessed area and then up in direction of arrow to release cover.

3. You can now slide the back cover off. Do not remove or stretch the flex connector that connects the two covers.

To reinstall the back cover:

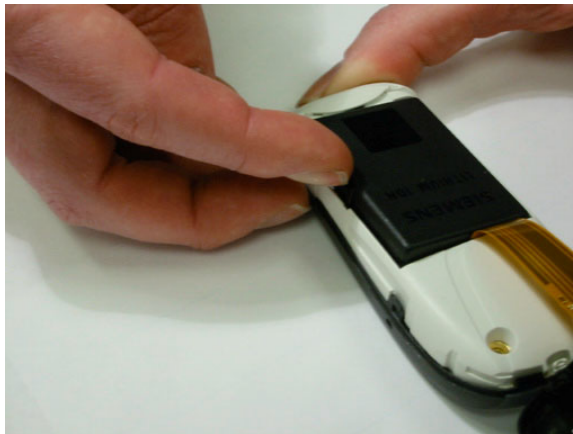
1. Reposition the back cover loosely on the MTT 1500 and align it with the front cover. Make sure that the flex connector folds directly over the battery and does not protrude outside the edges of the back cover.
2. Slide the back cover toward the bottom of the MTT 1500 while pressing downward until the cover tab snaps securely into position.
3. Re-insert and tighten the anchor screw to secure the cover.

Removing and Installing the Battery

If you need to install a new battery in the MTT 1500, or resolve a card error (see page 50), follow the instructions below.

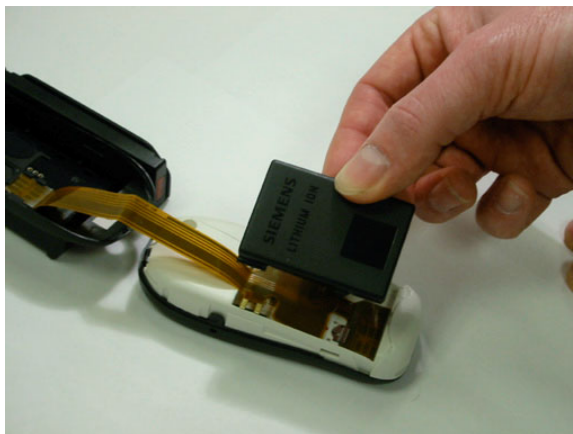
To remove the MTT 1500 battery:

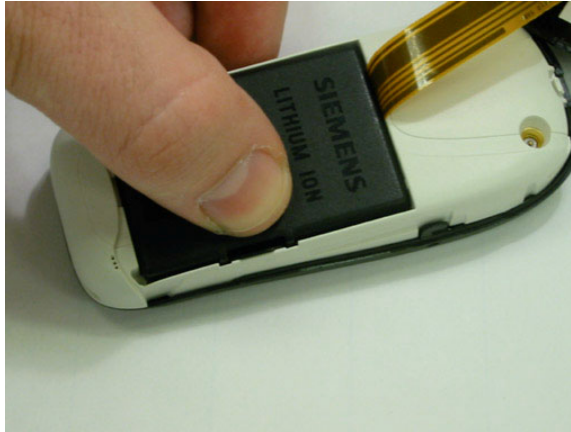
1. Remove the MTT 1500's back cover to access the battery, as described in the previous section.
2. Press the tab on the side of the battery to unlatch it and remove the battery from the case.



To install a battery:

1. Insert the left side of the battery in the case and latch down the right side of the battery until it snaps securely into place.





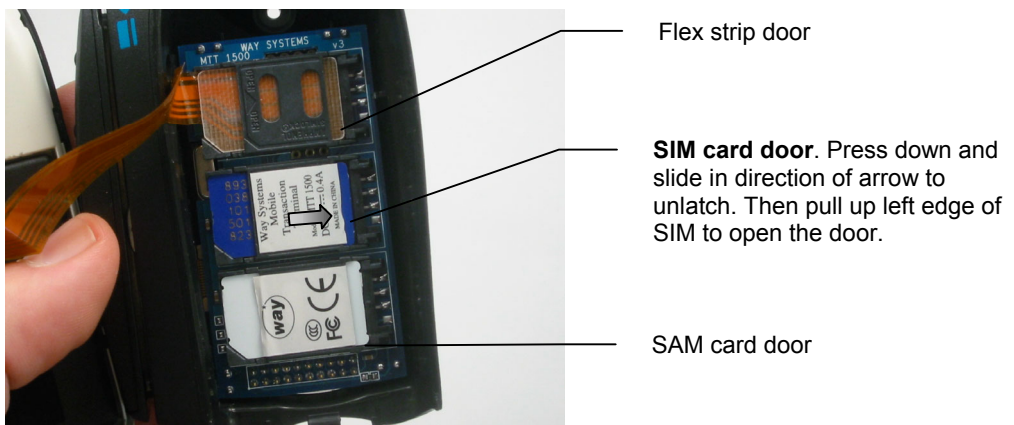
2. Reinstall the back cover on the MTT 1500 as described in the previous section.

Removing and Installing a SIM

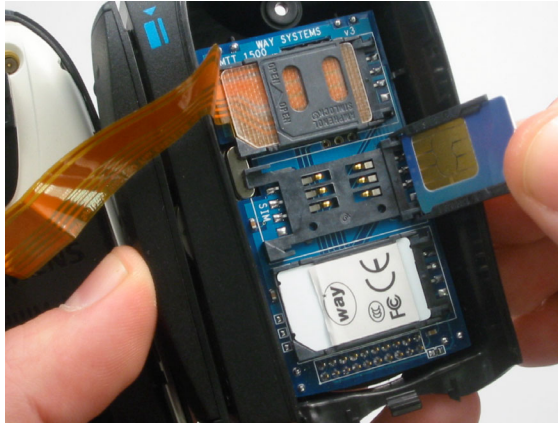
If you ever need to install a new SIM card in the MTT 1500, follow the instructions below:

1. Remove the MTT 1500's back cover, as described in the section starting on page 7.
2. Position the MTT 1500 backpack with the SIM/SAM card doors facing up. Press down on the label on the middle door and slide it to the right to unlatch it. Then pull up the left edge of the SIM to open the door.

Caution: When installing a new SIM card, do not disconnect the flex strip (preferred) or make sure you reconnect it to the backpack before reassembling the MTT 1500. Also do not remove the SAM card from the bottom door slot. Removal of either component will cause the MTT 1500 to not operate properly.



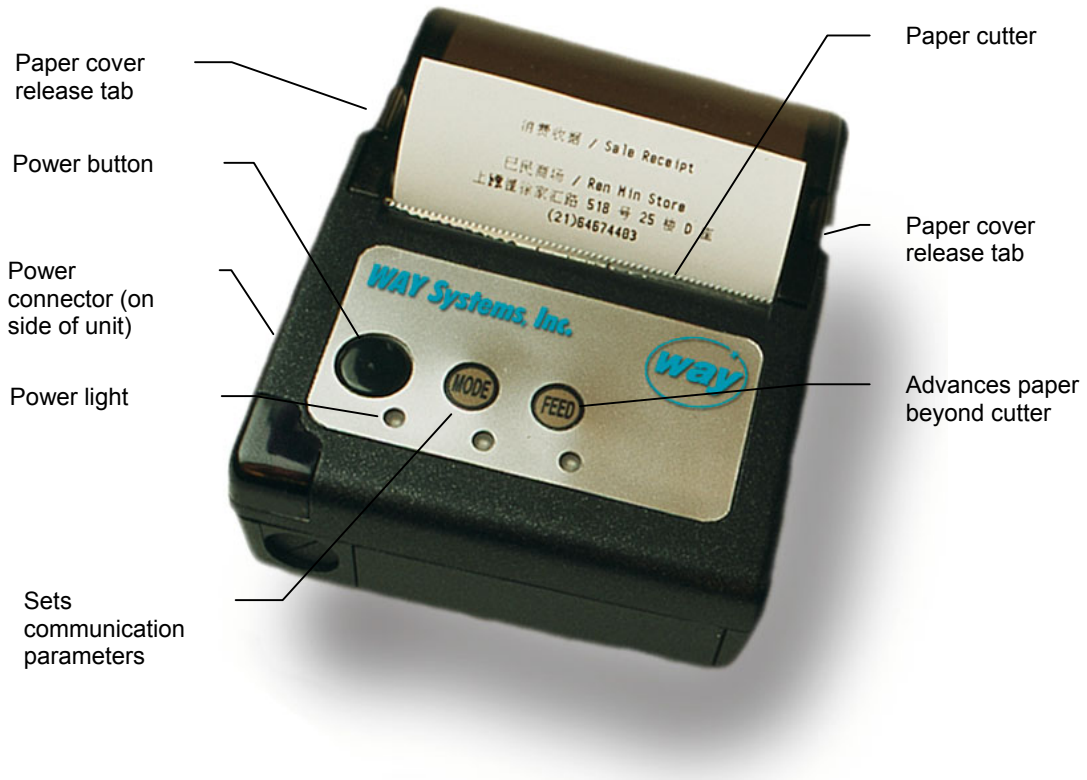
3. Remove the old SIM from the door slot and slide the new SIM card in the same slot with the same orientation as shown below.



4. Close the SIM door. Press down on the door label and slide it to the left to latch the door.
5. Reinstall the back cover on the MTT 1500, as described in the section starting on page 8.

Using the MTT Receipt Printer

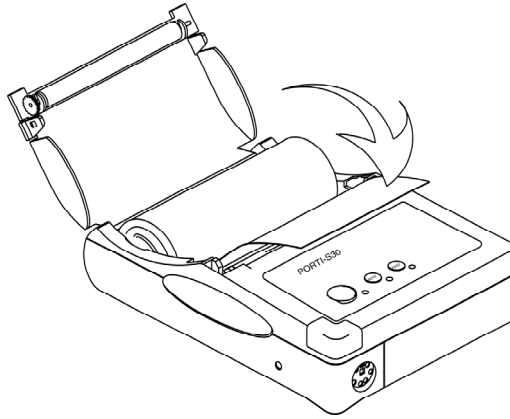
The MTT receipt printer is a miniature thermal printer with a wireless infrared (IrDA) interface.



Loading Paper

The printer uses 2.25" wide by 50 foot long rolls of thermal paper. To install a new roll of paper:

1. To open the paper roll cover, simultaneously squeeze the tabs on either side of the paper roll cover while pulling upward.
2. If there is a used paper roll core inside, remove it.
3. Install the new roll as shown. Make sure to position the roll with the paper exiting from the bottom of the roll rather than the top.



4. Pull a small amount of paper beyond the paper cutter line, then close the cover and push down on both tabs until the cover snaps shut.

Printing Receipts or Reports

To print receipts or reports:

1. Make sure that there is sufficient paper in the printer.
2. Press the **Power** button. The green Power light is now lit.
3. When the printing prompt or menu displays on the MTT 1500, select **OK** and point the MTT 1500 directly at the front of the printer.

Important: When printing, point the MTT 1500 directly at and no more than 20 inches away from the front of the printer. Do not move the MTT 1500 until the receipt or report begins to print. Also, you must select either **OK** or **Cancel** to exit the printing prompt; there is no automatic time-out for this function.

Sleep Mode

When the printer is idle for more than a few minutes, it temporarily shuts down (the Power light turns off) to reduce battery power consumption. This is Sleep mode. When the printer is in Sleep mode and you need to print a receipt, simply print from the MTT 1500 as you normally would and the printer will automatically switch back on.

Feed Button

Press the **Feed** button once to advance the paper one line above the cutter. Press and hold the **Feed** button to advance the paper continuously.

Mode Button

The **Mode** button is used to set up communication parameters between the printer and the MTT 1500. These parameters are preset by WAY Support and normally do not require adjustment. *Do not* attempt to change them.

To print out the communication parameters, press the **Power** button. While the lights are blinking, immediately press and hold down the **Feed** button until the printer starts to print. The correct settings for use with the MTT 1500 are:

Setting	Value(s)
MODE	Protocol IrDA
SERIAL	38400 baud 8 data bits No parity 1 stop bit
DENSITY	Medium

If you are experiencing printer problems and the settings in the printout do not match those shown in the table above, contact WAY Support for assistance.

Testing the Printer

To perform a quick test of the printer from the MTT 1500:

1. Make sure that there is sufficient paper in the printer.
2. Press the printer's **Power** button. The green Power light is now lit.
3. From the MTT 1500's main phone menu, select **WAY2Pay**.
4. From the WAY2Pay menu, select **Setup**.
5. From the Setup menu, select **WAY Setup**.
6. From the WAY Setup menu, select **Printer test**. and point the MTT 1500 directly at the printer. This should print the current mode and communication settings.
7. If the test page printed, select **Done**. To reprint it, select **Reprint**.

Recharging the Battery

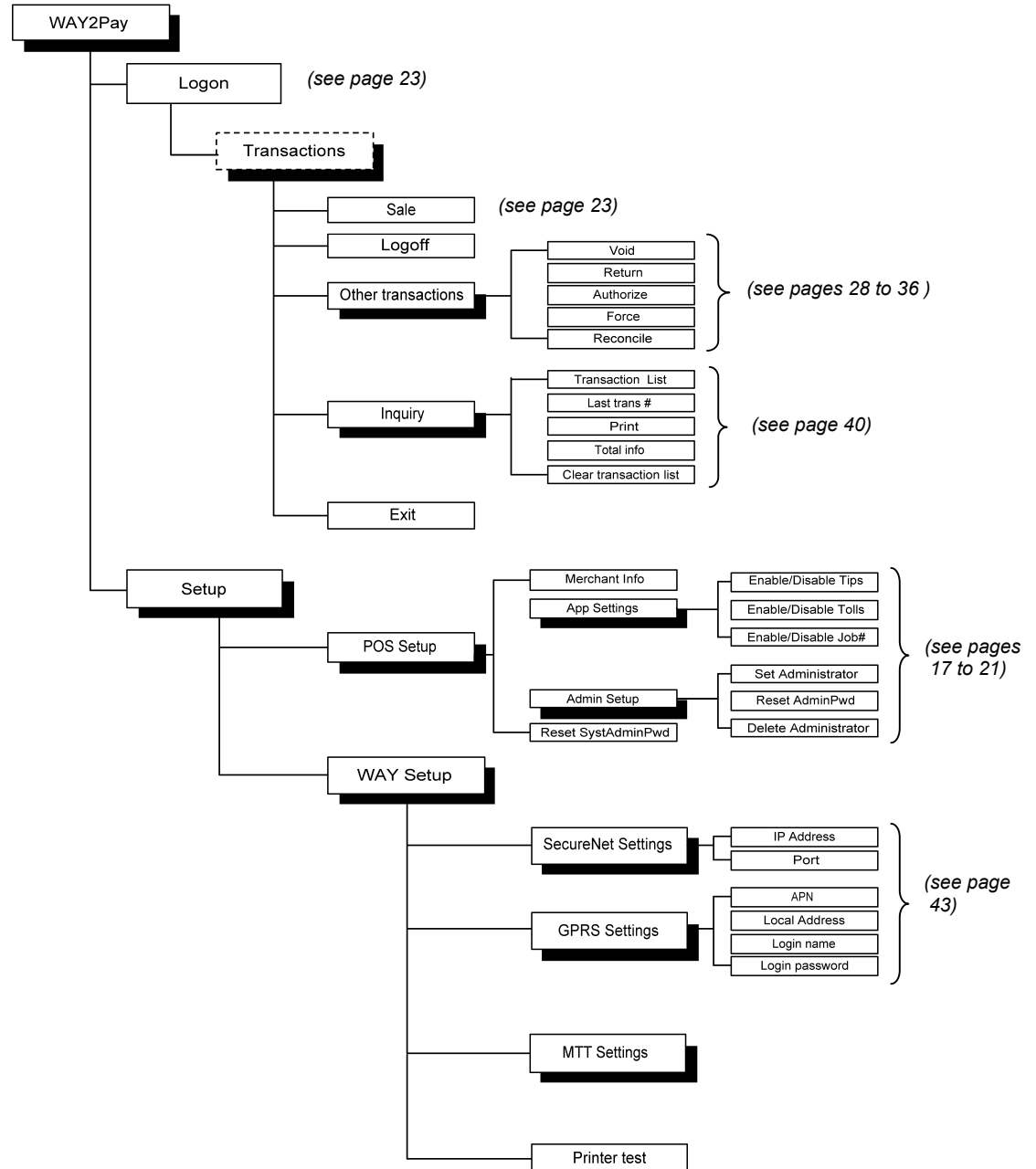
When the Power light begins to alternately blink red and green, this indicates that the battery is depleted and you should recharge it. You should also recharge the printer battery whenever it is not in use. To recharge the battery:

1. Plug one end of the battery charging cable into the mating power connector on the left side of the printer and the other end into an AC power receptacle.
2. The indicator on the cable box glows red while the battery is charging. When it glows green, the battery is fully charged and you can disconnect the cable.

To conserve battery life, you can use the same cable to run the printer on AC power.

MTT 1500 Menu Structure

The following diagram presents the structure of all menus in the MTT 1500's Mobile Transaction System payment application. You can use this to get an overview of how the menus are organized or to quickly locate a specific function in the application and in this guide.



Setting Up and Managing MTT Administrators

MTT 1500s are initially delivered with one active *system administrator* ID code and password for access. Because this account can be used to change MTT 1500 configuration information, you should assign the system administrator account to only one trusted individual and should not reveal the password to anyone else.

No logon ID code or password is required for anyone to enter or process a transaction *except* for Void and Force, which require an MTT administrator logon to complete. For this reason, when preparing an MTT 1500 for use, your first task is to log on to the Admin Setup menu as a system administrator and create one or more MTT administrators who can authorize Void or Force transactions. The differences between the system administrator's and MTT administrator's privileges are summarized below.

Role	Can do this...
System administrator	<ul style="list-style-type: none"> <input type="checkbox"/> Create and delete MTT administrators <input type="checkbox"/> Change the system administrator password and any MTT administrator passwords <input type="checkbox"/> Display and edit merchant information such as name, address, and phone number <input type="checkbox"/> Enable or disable Tip, Toll, and Job# functionality for Sale transactions <input type="checkbox"/> Perform any payment transaction without a logon ID, <i>except</i> Void and Force
MTT administrator	<ul style="list-style-type: none"> <input type="checkbox"/> Authorize Void and Force transactions <input type="checkbox"/> Perform all other payment transactions without a logon ID
Anyone	<ul style="list-style-type: none"> <input type="checkbox"/> Perform any payment transaction without a logon ID, <i>except</i> Void and Force

Creating MTT Administrators

Only a system administrator can create a new MTT administrator account. To do so:

1. From the main phone menu, select **WAY2Pay**.
2. From the WAY2Pay menu, select **Setup**.
3. From the Setup menu, select **POS Setup**.

4. Enter SysAdminPwd

Enter the system administrator password (supplied by WAY with delivery of the MTT 1500) and select **OK**.

5. From the POS Setup menu, select **Admin Setup**.

6. From the Admin Setup menu, select **Set Administrator**.

7. Enter New Code

Enter a three-digit ID code for the new MTT administrator and select **OK**.

8. Enter New Password

Enter a four-digit password for the new MTT administrator and select **OK**.

9. Confirm Password

Re-enter the password for the new MTT administrator and select **OK**.

10. Complete

The MTT administrator account is now created. Select **OK** to return to the Admin Setup menu.

Changing Passwords

If a system administrator or MTT administrator forgets their password, you can use the MTT 1500 to issue a new one. Also, for security purposes, it is good practice to change passwords periodically.

For MTT Administrators

Only a system administrator can change an MTT administrator's password.

1. From the main phone menu, select **WAY2Pay**.

2. From the WAY2Pay menu, select **Setup**.

3. From the Setup menu, select **POS Setup**.

4. Enter SysAdminPwd

Enter your system administrator password and select **OK**.

5. From the POS Setup menu, select **Admin Setup**.

6. From the Admin Setup menu, select **Reset AdminPwd**.

7. Enter AdminCode

Enter the ID code of the MTT administrator whose password you want to change and select **OK**.

8. Enter New Password

Enter a new four-digit password and select **OK**.

9. Confirm Password

Re-enter the new password and select **OK**.

10. Complete

The new password is now in effect. Select **OK** to return to the Admin Setup menu.

For the System Administrator

Only the system administrator can change their own password:

1. From the main phone menu, select **WAY2Pay**.

2. From the WAY2Pay menu, select **Setup**.

3. From the Setup menu, select **POS Setup**.

4. Enter SysAdminPwd

Enter your system administrator password and select **OK**.

5. From the POS Setup menu, select **Reset SysAdminPwd**.

6. Enter Old Password

Enter the old password you want to change and select **OK**.

7. Enter New Password

Enter a new four-digit password and select **OK**.

8. Confirm Password

Re-enter the new password and select **OK**.

9. Complete

The new password is now in effect. Select **OK** to return to the POS Setup menu.

Deleting MTT Administrators

Only the system administrator can delete an MTT administrator account:

1. From the main phone menu, select **WAY2Pay**.

2. From the WAY2Pay menu, select **Setup**.
3. From the Setup menu, select **POS Setup**.
4. **Enter SysAdminPwd**

Enter your system administrator password and select **OK**.

5. From the POS Setup menu, select **Admin Setup**.
6. From the Admin Setup menu, select **Delete Administrator**.
7. **Enter AdminCode**

Enter the MTT administrator ID code you want to delete and select **OK**.

8. **Complete**

The MTT administrator account is now deleted. Select **OK** to return to the Admin Setup menu.

Tip, Toll, and Job Number Functions

The system administrator can enable or disable Tip, Toll, or Job Number functions for Sale transactions. These functions allow an MTT operator to do the following:

- Tip**—Include a tip amount specified by the customer in a Sale.
- Toll**—Include a toll amount, such as that charged for highway use, in a Sale.
- Job Number**—Assign a job number relevant to the Sale. Examples of job numbers are purchase orders and invoice numbers.

If enabled, the tip/toll amounts and the job number are all printed on the Sale receipt.

Enabling the Functions

1. From the main phone menu, select **WAY2Pay**.
 2. From the WAY2Pay menu, select **Setup**.
 3. From the Setup menu, select **POS Setup**.
 4. **Enter SysAdminPwd**
- Enter your system administrator password and select **OK**.
5. From the POS Setup menu, select **App Settings**.
 6. From the App Settings menu, select **Enable Tips**, **Enable Tolls**, or **Enable Job#** as appropriate.

Note: If the menu item displays as *Disable* Tips, Tolls, or Job# then the function is already enabled and no further action is needed.

7. Complete

Select **OK** to return to the App Settings menu.

Disabling the Functions

1. Perform steps 1-5 in the Enabling the Functions section above.
2. From the Selection menu, select **Disable Tips**, **Disable Tolls**, or **Disable Job#** as appropriate.

Note: If the menu item displays as *Enable* Tips, Tolls, or Job# then the function is already disabled and no further action is needed.

3. Complete

Select **OK** to return to the App Settings menu.

Displaying and Changing Merchant Information

The system administrator can display or edit merchant name, address, and phone information configured for this MTT 1500. This is the same information that is printed on receipt headings:

1. From the main phone menu, select **WAY2Pay**.
2. From the WAY2Pay menu, select **Setup**.
3. From the Setup menu, select **POS Setup**.
4. **Enter SysAdminPwd**
Enter your system administrator password and select **OK**.
5. From the POS Setup menu, select **Merchant Info**.
6. From the Merchant Info menu, select the type of information you want to display or change.
7. To change an entry, press the **Clear** function repeatedly to backspace over and delete existing text and then retype the new entry from the keypad.
8. Select **OK** to return to the Merchant Info menu.

Performing Transactions in Online Mode

This section describes how to perform payment transactions interactively in online mode—that is, when the MTT 1500 is connected and logged on to the Mobile Transaction server. You can also perform the same transactions when the MTT 1500 is not connected to Mobile Transaction server and then upload them to the payment processor when the communication channel is re-established (see page 37 for more information).

Transaction Definitions

There are two main categories of transactions, depending on whether you have MTT administrator privileges.

Transaction	Who Can Perform It	What It Does
Sale	Anyone (no logon ID required)	Charges a specified amount to a credit card account. Can include a tip or toll amount, or enter a job number, if these functions are enabled by the system administrator (see page 20.)
Return		Returns (adds) a specified amount to a credit card account. Unlike a Void, you can process a Return against previously reconciled transactions.
Authorize		Verifies that a specified amount is available on a credit card account and holds that amount for seven to ten days.
Reconcile		In online mode, this closes out WAY's current batch of unreconciled transactions. This includes calculating the net total monetary amount for all transactions in the batch and reconciling that amount with Mobile Transaction server. Offline mode is similar except that all transactions entered in offline mode are first uploaded to Mobile Transaction server and removed from MTT 1500 memory before WAY's batch is reconciled.

Transaction	Who Can Perform It	What It Does
Void	MTT administrator	Reverses a transaction processed on a credit card number. You can only use a Void on transactions in WAY's current batch that have <i>not</i> been reconciled. You cannot void transactions that are already reconciled.
Force		Charges a specified amount to a credit card account after you have received an authorization code from the payment processor, either through an MTT 1500-initiated Authorize transaction or from a customer service representative (voice authorization).

Logging On to Access Transaction Menus

Before performing any transaction, you must log on to the MTT 1500 and Mobile Transaction server and access the transaction menus:

1. From the main phone menu, select **WAY2Pay**.
2. From the WAY2Pay menu, select **Logon**. The system initializes.
3. **Network Signal Strength: x of 5. Connect?**

Select **OK**.

Note: Signal strength indicates the relative strength of the GPRS signal, where *x* is a value from 0 (no signal) to 5 (strong signal).

4. The WAY2Pay menu displays again briefly. Do not select **Logon** again, but wait a few seconds until the verification and processing messages are displayed. If the logon is successful, a completion prompt displays:

Logon Completed

To proceed to the Transactions menu, select **OK**.

Note: If the logon fails, the message **Unable to establish a network connection. Please try later.** is displayed. However, you can still enter transactions in offline mode and process them later. See page 37 for more information.

Sale Transaction

Anyone can enter and process a Sale transaction. If the Tip or Toll function is enabled by the system administrator (see page 20), you can also include a tip or toll

in the Sale amount. If the Job # function is enabled, you can also assign a job number to the Sale:

1. From the Transactions menu, select **Sale**.
2. **Please swipe your card...**

Wait two seconds and then swipe the customer's magnetic stripe payment card through the card reader from top to bottom. The stripe on the card must face toward the phone.

3. If the MTT 1500 is unable to read the card, a signal sounds and the Card Info menu displays. Select **Swipe Again** and swipe the card again.

If the MTT 1500 still cannot read the card:

- a. Select **Manual Entry** and enter the card number manually from the keypad and select **OK**.
 - b. Enter the card expiration date in MMY format and select **OK**.
4. If the Job# function is enabled, you see:

Enter Job#

This allows you to assign any number that is relevant to the Sale, such as a purchase order or invoice number. Enter the number, then select **OK**. To bypass this function, select **OK** without entering a number.

Tip: To enter a numeral quickly as part of the job number without using the # key to switch between character entry modes, press the key corresponding to the numeral and hold it down for one second until you hear an audible click.

5. If the Toll function is enabled, do the following:

- a. **Enter Toll amount**

This allows you to add a toll to the Sale, such as toll charges for use of a highway. Enter the amount of the toll, then select **OK**. For U.S. currency, you would enter the amount in cents (at least 100). The MTT 1500 automatically converts this to USD. *For example, enter 100 for 1.00 USD.*

- b. **Confirm amount: ******

If the amount is correct, select **OK**. If not, press the **Cancel/Power** key and re-enter the correct amount, then select **OK**.

6. **Enter Amount(with tolls included)**

Enter the monetary amount of the Sale transaction in cents (if U.S. currency) including tolls (if any) and select **OK**. *For example, if the Sale is for 10.00 USD plus 1.00 in tolls, enter 1100.*

7. Confirm amount: ****

If the amount is correct, select **OK**. If not, press the **Cancel/Power** key and re-enter the correct amount, then select **OK**.

8. If the Tip function is enabled, do the following:**a. Print tip receipt?**

This prints the tip receipt so that the customer can enter the tip and total amounts. Point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the receipt begins to print.

b. Print Ok? (Cancel to reprint)

If the receipt printed correctly, select **OK**. To reprint the receipt, press the **Cancel/Power** key.

c. Ask the customer to write the tip and total amount of the Sale (including tip) in the spaces provided and to sign the receipt.**a. Enter Tip Amount**

After the customer signs the receipt, enter the monetary amount of the tip in cents (if U.S. currency) in the MTT 1500 and select **OK**.

e. Confirm amount: **, tip: ****, total: ******

The MTT 1500 displays the amount of the Sale including the toll (if any), the tip amount (if any), and the final total amount (Sale plus toll plus tip). If the tip amount is correct, select **OK**. If not, press the **Cancel/Power** key and re-enter the correct tip amount, then select **OK**.

9. Processing, please wait...

The MTT 1500 sends the transaction to the payment processor for processing. Do not press any keys during transmission. If the payment processor successfully completes the transaction, it returns an authorization code and a completion prompt displays:

Sale#** Approved Auth#**** Print receipt(s)?**

where Sale# is the most recent consecutively numbered WAY transaction, also known as a Seq. No., within a session and the Auth# is the payment processor's authorization code for this transaction.

To print the *merchant copy* of the receipt, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the receipt begins to print.

Note: If Tips is enabled, the first receipt printed is the customer copy and the second receipt is the merchant copy. Also, there is no need for the customer to sign the merchant copy, because their signature is already on the Tip receipt that they signed earlier.

10. If the merchant copy of the receipt printed correctly, have the customer sign and return the receipt for your records. (To reprint the merchant copy of the receipt, select **Merchant Receipt** from the Print Receipt menu.)
11. From the Print Receipt menu, select **Customer Receipt** to print the *customer copy* of the receipt. If the customer copy of the receipt printed correctly, give the receipt to the customer. (To reprint the customer copy of the receipt, select **Customer Receipt** from the Print Receipt menu.)
12. From the Print Receipt menu, select **Main Menu** to return to the Transactions menu.

Sale Receipt Information

The example below describes information that is printed on the merchant copy of the Sale transaction receipt, including a toll and tip amount, and job number:

Transaction type	Sale Receipt	Merchant name, address, and contact information
Transaction date in MM/DD/YYYY format	ABCD Mart, Inc. P.O. Box 555, Anywhere, MA 02111 555-555-5555	
	11/05/2004	10:13:23
	Merchant ID	000000000000011
	Terminal ID	00000315
	Operator ID	444
	Job #	123
	Batch No.	22/16
	Seq. No.	1/1
	Card Type	Visa
	Acct No.	1234 5678 9012 3456
	Exp. Date	05/07
	Reff#	12345
	Auth#	VITAL2
	Toll	1.00
	Amount (with tolls)	11.00
	Tip	2.00
	Total	USD 13.00
	----- Card Holder Signature I agree to pay above total amount according to card issuer agreement.	

Remaining fields:

- ❑ **Merchant ID**—WAY Systems' internal identification number for the merchant. This corresponds to, but is not the same as, the merchant's bank account number.
- ❑ **Terminal ID**—Identification number for the Mobile Transaction payment client application stored on the MTT 1500.
- ❑ **Operator ID**—Default operator ID code (operator ID codes are not required to log on to the MTT 1500).

- ❑ **Job #**—If the Job# function is enabled by the system administrator, this displays any relevant number that you assigned to the Sale, such as a purchase order or invoice number.
- ❑ **Batch No.**—A batch is a set of transactions identified by a unique code in the format x/y , where x is WAY Systems' internal batch number and y is the payment processor's batch number. Typically all payment transactions within a logon session, including reconciliation, are assigned the same batch number. If you reconcile, or log off and log on, and then perform any subsequent transactions, those transactions are all assigned a different batch number from that used before the reconciliation or logoff.
- ❑ **Seq. No.**—On receipts, each transaction within a logon session is assigned a sequence number in the format x/y , where x is WAY Systems' internal transaction sequence number and y is the payment processor's transaction sequence number. For example, the first transaction may be assigned Seq. No. 1/1, the second transaction 2/2, and so on. In transaction completion prompts, WAY's portion of the Seq. No. for the transaction appears after the transaction type and # sign, such as Sale #2. Each new logon session resets the first transaction to WAY Seq. No. 1.

The Seq No. is important in a Void transaction, because you must enter WAY's portion of the Seq. No. of the original Sale to void the transaction (for more on Voids, see page 29).

- ❑ **Card Type**—Type of payment card, such as Visa, MasterCard, American Express, etc.
- ❑ **Acct No.**—Account number on payment card. The full account number is printed on the merchant copy of the receipt. Only the last four digits of the account number are printed on the customer 's copy.
- ❑ **Exp. Date**—Expiration date of payment card in MM/YY format.
- ❑ **Ref#**—An optional reference code that the payment processor may send to the MTT 1500 after processing certain transactions. The Ref# corresponds to a specific transaction on the payment processor's system. In a Force transaction, if the original Authorize receipt contains a Ref#, you may need to enter the code to complete the Force (for more information on Force transactions, see page 31).
- ❑ **Auth#**—The code that the payment processor returns to the MTT 1500, approving an amount. The Auth# is important in a Force transaction, because you must enter the Auth# from the original Authorize transaction to complete the Force.
- ❑ **Amount (with tolls)**—Amount of the transaction, including any toll but excluding any tip.
- ❑ **Tip**—Amount of any tip.
- ❑ **Total**—The currency and total amount of the transaction, including any tip *and* toll amounts.

- ❑ **Card Holder Signature**—Line where the customer signs the merchant copy of the receipt.

Return and Authorize Transactions

The steps for entering and processing a Return or Authorize transaction are similar:

1. From the Transactions menu, select **Other transactions**.
2. Select **Return** or **Authorize**, as appropriate.
3. **Please swipe your card...**

Wait two seconds and then swipe the customer's magnetic stripe payment card through the card reader from top to bottom. The stripe on the card must face toward the phone.

4. If the MTT 1500 is unable to read the card, a signal sounds and the Card Info menu displays. Select **Swipe Again** and swipe the card again.

If the MTT 1500 still cannot read the card:

- a. Select **Manual Entry** and enter the card number manually from the keypad and select **OK**.
- b. Enter the card expiration date in MMY format and select **OK**.

5. **Enter Amount**

Enter the monetary amount of the transaction and select **OK**. For U.S. currency, you would enter the amount in cents (at least 100). The MTT 1500 automatically converts this to USD. *For example, enter 2000 for 20.00 USD.*

6. **Confirm amount: ******

If the amount is correct, select **OK**. If not, press the **Cancel/Power** key and re-enter the correct amount, then select **OK**.

7. **Processing, please wait...**

The MTT 1500 sends the transaction to the payment processor for processing. Do not press any keys during transmission. If the payment processor successfully completes the transaction, a completion prompt displays. For example, this prompt displays for a Return:

Return#** Approved Print receipt(s)?**

where Return# is the most recent consecutively numbered transaction, also known as WAY's Seq. No., within a session. If this were an Authorize transaction, the Auth# (the payment processor's authorization code for this transaction) would also display.

To print the *merchant copy* of the receipt, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the receipt begins to print.

8. If the merchant copy of the receipt printed correctly, have the customer sign and return the receipt for your records. (To reprint the merchant copy of the receipt, select **Merchant Receipt** from the Print Receipt menu.)
9. From the Print Receipt menu, select **Customer Receipt** to print the *customer copy* of the receipt. If the customer copy of the receipt printed correctly, give the receipt to the customer. (To reprint the customer copy of the receipt, select **Customer Receipt** from the Print Receipt menu.)
10. From the Print Receipt menu, select **Main Menu** to return to the Transactions menu.

Return and Authorize Receipt Information

The Authorize and Return receipts are very similar to the Sale receipt, but do not include Job#, Toll, Amount (with tolls), or Tip fields.

Return Receipt		
ABCD Mart, Inc. P.O. Box 555, Anywhere, MA 02111 555-555-5555		
11/05/2004		10:13:23

Merchant ID		00000000000011
Terminal ID		00000315
Operator ID		444
Batch No.		22/16
Seq. No.		1/1
Card Type		Visa
Acct No.		1234 5678 9012 3456
Exp. Date		05/07
Ref#		12345
Auth#		VITAL2
Total	USD	13.00

Card Holder Signature I agree to pay above total amount according to card issuer agreement.		

Void Transaction

To void a Sale, you must have MTT administrator privileges. You must also have the customer's original Sale receipt and payment card. You can only void unreconciled transactions:

1. From the Transactions menu, select **Other transactions** and then select **Void**.
2. **Enter AdminCode**

Enter your MTT administrator ID code and select **OK**.

3. Enter AdminPwd

Enter your MTT administrator password and select **OK**.

4. Enter transaction sequence number

Enter WAY's portion of the transaction sequence number to the left of the slash character in the Seq. No. field of the original *Sale* receipt (for example, the **2** in 2/5), then select **OK**.

5. Confirm amount: ****

If the amount of the sale is correct, select **OK**.

6. Processing, please wait...

The MTT 1500 sends the transaction to the payment processor for processing. Do not press any keys during transmission. If the payment processor successfully completes the transaction, a completion prompt displays:

Void#** Approved Auth#**** Print receipt(s)?**

where Void# is the most recent consecutively numbered transaction, also known as WAY's Seq. No., within a session and the Auth# is the payment processor's original authorization code for the voided transaction.

To print the *merchant copy* of the receipt, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the receipt begins to print.

7. If the merchant copy of the receipt printed correctly, have the customer sign and return the receipt for your records. (To reprint the merchant copy of the receipt, select **Merchant Receipt** from the Print Receipt menu.)
8. From the Print Receipt menu, select **Customer Receipt** to print the *customer copy* of the receipt. If the customer copy of the receipt printed correctly, give the receipt to the customer. (To reprint the customer copy of the receipt, select **Customer Receipt** from the Print Receipt menu.)
9. From the Print Receipt menu, select **Main Menu** to return to the Transactions menu.

Void Receipt Information

The Void receipt is similar to the Return or Authorize receipt (see page 29), but contains three additional fields:

Void Receipt		
ABCD Mart, Inc. P.O. Box 555, Anywhere, MA 02111 555-555-5555		
11/05/2004	10:13:23	

Merchant ID	00000000000011	
Terminal ID	00000315	
Operator ID	444	
Admin ID	123	
Seq No. Voided	1/1	
Auth# Voided	VITAL9	
Batch No.	22/16	
Seq. No.	2/2	
Card Type	Visa	
Acct No.	1234 5678 9012 3456	
Exp. Date	05/07	
Ref#	12345	
Auth#	VITAL9	
Total	USD	2.00

Card Holder Signature I agree to pay above total amount according to card issuer agreement.		

Three additional fields for Void receipt

- ❑ **Admin ID**—Logon code of the MTT administrator who performed the Void transaction
- ❑ **Seq. No. Voided**—Original sequence number of the Sale that was voided
- ❑ **Auth# Voided**—Original authorization code from the payment processor of the Sale that was voided

Force Transaction

The Force transaction charges a previously approved amount. It assumes you either performed an Authorize transaction (see page 28) or received verbal authorization from the payment processor. You must have MTT administrator privileges to authorize a Force. You must also have the customer's original Authorize receipt and payment card:

1. From the Transactions menu, select **Other transactions** and then select **Force**.
2. **Enter AdminCode**
 Enter your MTT administrator ID code and select **OK**.
3. **Enter AdminPwd**
 Enter your MTT administrator password and select **OK**.
4. **Enter Auth#**

Enter the payment processor's authorization code from the original *Authorize* receipt and select **OK**.

Tip: To enter a numeral quickly as part of the authorization code or reference code without using the # key to switch between character entry modes, press the key corresponding to the numeral and hold it down for one second until you hear an audible click.

5. Enter Ref#

The payment processor may have specified an optional reference code that identifies the *Authorize* transaction on their system. If the original *Authorize* receipt lists a Ref#, enter it and select **OK**. If there is no Ref#, select **Cancel**.

6. Enter transaction date(MMDD)

Enter the date of the original *Authorize* transaction in MMDD format (located in the upper left corner of the receipt) and select **OK**.

7. Please swipe your card...

Wait two seconds and then swipe the customer's magnetic stripe payment card through the card reader from top to bottom. The stripe on the card must face toward the phone.

8. If the MTT 1500 is unable to read the card, a signal sounds and the Card Info menu displays. Select **Swipe Again** and swipe the card again.

If the MTT 1500 still cannot read the card:

- a. Select **Manual Entry** and enter the card number manually from the keypad and select **OK**.
- b. Enter the card expiration date in MMY format and select **OK**.

9. Enter Amount

Enter the monetary amount of the original *Authorize* transaction and select **OK**. For U.S. currency, you would enter the amount in cents (at least 100). The MTT 1500 automatically converts this to USD. *For example, enter 2000 for 20.00 USD.*

10. Confirm amount: ****

If the amount of the *Authorize* transaction is correct, select **OK**. If not, press the **Cancel/Power** key and re-enter the correct amount, then select **OK**.

11. Processing, please wait...

The MTT 1500 sends the transaction to the payment processor for processing. Do not press any keys during transmission. If the payment processor successfully completes the transaction, a completion prompt displays:

Force#** Approved Auth#**** Print receipt(s)?**

where Force# is the most recent consecutively numbered transaction, also known as WAY's Seq. No., within a session and the Auth# is the payment processor's authorization code for the Force transaction.

To print the *merchant copy* of the receipt, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the receipt begins to print.

- 12. If the merchant copy of the receipt printed correctly, have the customer sign and return the receipt for your records. (To reprint the merchant copy of the receipt, select **Merchant Receipt** from the Print Receipt menu.)
- 13. From the Print Receipt menu, select **Customer Receipt** to print the *customer copy* of the receipt. If the customer copy of the receipt printed correctly, give the receipt to the customer. (To reprint the customer copy of the receipt, select **Customer Receipt** from the Print Receipt menu.)
- 14. From the Print Receipt menu, select **Main Menu** to return to the Transactions menu.

Force Receipt Information

The Force receipt is similar to the Return or Authorize receipt (see page 29), but contains one additional field:

Force Receipt	
ABCD Mart, Inc. P.O. Box 555, Anywhere, MA 02111 555-555-5555	
11/05/2004	10:13:23
Merchant ID	00000000000011
Terminal ID	00000315
Operator ID	444
Orig. Auth#	VITAL9
Batch No.	22/16
Seq. No.	1/1
Card Type	Visa
Acct No.	1234 5678 9012 3456
Exp. Date	05/07
Ref#	12345
Auth#	VITAL9
Total	USD 2.00
Card Holder Signature I agree to pay above total amount according to card issuer agreement.	

One additional field
for Force receipt

- ❑ **Orig. Auth#**—Authorization code of the original Authorize transaction

Reconcile Function

In online mode, the Reconcile function closes WAY's current batch of transactions, then requests, receives, and prints out the following information from Mobile Transaction server for the current logon session:

- ❑ A list by WAY's transaction sequence number of each transaction that was processed, including type, amount, whether a credit or debit, and authorization code.
- ❑ A summary by type of the number of Sale, Void, Return, and Force transactions, the monetary amount of each, whether a credit or debit, and the total number and net amount of all transactions.

Summary by types of transactions reconciled.

Count column indicates number of each type of transaction

In C/D column, C=Credit and D=Debit.

In the Total *column* is the total monetary amount for each type of transaction.

In the Total *row* is the total for each column.

Reconciliation Report

ABCD Mart, Inc.
P.O. Box 555, Anywhere, MA 02111
555-555-5555

11/05/2004 10:13:23

Merchant ID 000000000000011
Terminal ID 00000315
Operator ID 444

Batch No. 2516

Type	Count	C/D	Total
Sale	3	C USD	42.00
Void	1	D USD	12.00
Return	0	D USD	0.00
Force	0	C USD	0.00
Total	4	C USD	30.00

Transaction List

Seq No.	T	Card#	Amount	Auth#
1	S	*2222	12.00 C	VITAL9
2	V	*2222	12.00 D	VITAL9
3	S	*5123	10.00 C	VITAL3
4	S	*4422	20.00 C	VITAL4

Total net amount of reconciliation must match that of your net total receipts.

List by WAY sequence number of each transaction.

In T column, S=Sale, V=Void, R=Return, F=Force.

In Amount column, C=Credit and D=Debit.

The total net amount of all transactions shown on the Reconciliation Report must equal the net total from all of your individual transaction receipts. If the totals do not match, contact the payment processor or WAY Support to resolve the discrepancy.

Additionally, each reconciliation is assigned a unique WAY batch number which is printed on the Reconciliation Report. You may need to provide the batch number to either WAY Support or the payment processor when resolving reconciliation discrepancies.

Because merchants typically reconcile transactions at the end of the business day, the MTT 1500 also automatically invokes the Reconcile function when you log off the MTT 1500 (see the next section).

In offline mode, the Reconcile function prints the same Reconciliation Report as in online mode. However, it first uploads any transactions to the payment processor that

were stored locally on the MTT 1500 but not sent to Mobile Transaction server for processing, due to poor GPRS coverage, a server outage, or another problem. For more on offline mode, see page 37.

To perform the Reconcile function:

1. From the Transactions menu, select **Other transactions** and then select **Reconcile**.
2. This closes out WAY's current batch of transactions. The MTT 1500 requests and the Mobile Transaction server sends a summary of all transactions and totals in this logon session to the MTT 1500. Do not press any keys during transmission.

Reconciliation Completed Print Report?

To print the Reconciliation Report, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the report begins to print.

3. To reprint the report, select **Reprint** from the Print Report menu or select **Done** to return to the Transactions menu.

The next transaction performed after the reconciliation is assigned Seq. No. 1.

Note: If you attempt to store more than 60 offline-only, 120 online-only, or 120 online and offline transactions combined (of which a maximum of 59 are offline) on the MTT during a session, the MTT automatically prompts you to perform a reconciliation before you can process additional transactions.

Logging Off the MTT 1500

When you are finished processing transactions, you can log off the MTT 1500 session. This allows you to reconcile all transactions within the logon session and then disconnects you from Mobile Transaction server:

1. From the Transactions menu, select **Logoff**.
2. This closes out WAY's current batch of transactions. The MTT 1500 requests and Mobile Transaction server sends a summary of all transactions in this logon session to the MTT 1500. Do not press any keys during transmission.

Reconciliation Completed Print Report?

To print the Reconciliation Report, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the report begins to print. For more information on the Reconcile function, see page 34.

3. To reprint the report, select **Reprint** from the Print Report menu or select **Done** to exit.
4. **Logoff Completed**

Select **OK**. The MTT 1500 disconnects from Mobile Transaction server.

If you start a new logon session, the first WAY transaction Seq. No. is reset to 1.

Suspending an MTT 1500 Session

You may want to temporarily suspend an MTT 1500 session and use normal phone functions without disconnecting from Mobile Transaction server.

1. From the Transactions menu, select **Exit**.

2. Completed

Select **OK**. The main phone menu displays.

3. To re-open the session from the main phone menu, select **WAY2Pay**.

4. From the WAY2Pay menu, select **Logon** to return to the Transactions menu.

Performing Transactions in Offline Mode

Normally, you enter transactions on the MTT 1500 and communicate interactively with Mobile Transaction server to process them in online mode. However, in some cases, you may not be able to process or complete transactions interactively. For example, the MTT 1500 may be temporarily out of the GPRS coverage area and can no longer communicate with Mobile Transaction server.

Offline mode allows you to complete or enter new transactions and store them on the MTT 1500. When the connection is restored, you can then upload those locally stored transactions through the Mobile Transaction server to the payment processor.

Entering Offline Mode

If the MTT 1500 is unable to connect to Mobile Transaction server, the following prompt displays:

Unable to connect. Would you like to continue offline?

Select **OK**. You are now in offline mode and can complete any interrupted transaction or start entering new transactions.

Entering New Transactions Offline

With the exception of the Reconcile function, entering new transactions in offline mode is nearly the same as in online mode. When you select a transaction type from the Transactions menu in offline mode, the MTT 1500 first asks if you want to connect to the GPRS network.

If you are able to re-establish a connection and log on to Mobile Transaction server, you are now back in online mode and can complete the transaction as you normally would online. If you cannot connect, you enter the transaction in offline mode as shown in the Sale example below.

Important: After the server connection is restored, use the Reconcile function to upload any unprocessed transactions to the server, as described on page 38.

Example of an Offline Sale Transaction

For simplicity, Job#, Tip, and Toll functions are not used in this example:

1. From the Transactions menu, select **Sale**.
2. **Network Signal Strength: x of 5. Connect?**

Select **Cancel**.

Note: Signal strength indicates the relative strength of the GPRS signal, where x is a value from 0 (no signal) to 5 (strong signal).

3. Current mode - offline

You are now in offline mode. Select **OK**.

4. At the Swipe prompt, wait two seconds and swipe the customer's payment card.
5. Enter and confirm the amount of the transaction.
6. The MTT 1500 stores the transaction and displays a completion prompt. The authorization code of 0 indicates that the transaction was stored offline for later transmission:

Sale#** Approved Auth#0 Print receipt(s)?**

Select **OK** to print a merchant receipt and ask the customer to sign and return it as you normally would. The offline receipt information is the same as that shown in online mode, except that the header identifies the transaction as Offline and authorization and reference codes are not shown.

7. Select **Customer Receipt** to print the customer copy of the receipt, give it to the customer, and then select **Main Menu** to return to the Transactions menu.

To upload and reconcile transactions entered in offline mode, see the next section.

Uploading and Reconciling Offline Transactions

To upload and reconcile any offline transactions with the payment processor via Mobile Transaction server:

1. From the Transactions menu, select **Other transactions** and then select **Reconcile**.

2. Network Signal Strength: x of 5. Connect?

Select **OK** to re-establish the server connection.

3. Would you like to logon?

Select **OK** to log on to the server.

Note: In some circumstances, although the MTT 1500 is in offline mode, you will still be logged on to Mobile Transaction server. If this is the case, you will not be required to log on again and will not see a logon prompt.

4. Logon Completed

Select **OK**.

5. **** transaction(s) to upload. Continue?**

The MTT 1500 prompts you with the number of transactions that you stored in offline mode and that you now need to upload to the server for processing. Select **OK** to start the upload.

6. The MTT 1500 uploads all of the transactions to the payment processor via Mobile Transaction server. When the upload is finished, you see the following prompt:

Would you like to reprint all uploaded transactions?

Select **OK** to print receipts for all uploaded and successfully completed transactions. Point the MTT 1500 directly at the printer and do not move the MTT 1500 until all of the receipts are printed. The print prompt re-displays after every five transactions.

Note: The date and time when each transaction was uploaded, the authorization code (if any), the reference code (if any), and the Mobile Transaction server's and payment processor's batch numbers are included on receipts for offline transactions.

7. To reprint the receipts, select **Reprint** from the Print Report menu or select **Done** to continue.

8. **Reconciliation Completed Print Report?**

The MTT 1500 requests a reconciliation of all uploaded transactions in this session. You can then print a Reconciliation Report, which is identical to that printed for online transactions. To print the Reconciliation Report, point the MTT 1500 directly at the printer, select **OK**, and do not move the MTT 1500 until the report begins to print. For more information on the Reconcile function, see page 34.

Performing Transaction Inquiries

The MTT 1500's Inquiry feature allows you to display and print information about any selected transaction entered in either online or offline mode within the current session. To access the Inquiry menu, select **Inquiry** from the Transactions menu. Inquiry functions are described in this section.

Displaying the Transaction List

To display a list of online or offline transactions entered in the current logon session, select **Transaction list** from the Inquiry menu. The window can display a maximum of four transactions. If there are more than four, select **Next** or **Previous** from the list to display the next or previous four transactions in the list.

Here is an example of a transaction list:

```
#1 15/21:14:21
#2 15/21:15:00
#3 15/21:16:00
```

For each transaction, the list displays WAY's sequence number, day of month the transaction was processed, and the time it was processed (in HH:MM:SS format). The day and time are separated by a / character.

Printing a Receipt from the Transaction List

To print two copies of a receipt for a transaction:

1. Highlight the transaction in the list and select **Select**.
2. The window displays WAY's sequence number, whether the transaction was approved (processed online) or entered offline, the last four digits of the payment card number, and the amount. Here is an example of a Sale transaction:

```
Sale#2-Approved Card#**8301 USD 1.00 Print receipt(s)?
```

To print the receipts for the selected transaction, select **OK**.

Printing a Receipt for the Most Recent Transaction

To display and print the same information for the most recently entered transaction:

1. From the Inquiry menu, select **Last trans#***, where * is WAY's sequence number for the most recent transaction.

The window displays the same information as described in the previous section.

2. To print the receipts for the transaction, select **OK**.

Printing a Receipt for a Specified Sequence Number

To print a receipt for a transaction sequence number that you specify:

1. From the Inquiry menu, select **Print**.
2. **Enter transaction sequence number**

Enter WAY's sequence number for the transaction and select **OK**.

Displaying the Total Number of Transactions

To display the total number of transactions either processed in online mode or entered in offline mode but not yet uploaded to the payment processor, select **Total info** from the Inquiry menu. Here is an example of what is displayed:

Total count-3
complete-2
rejected-1

In the example, a total of three transactions were entered in the current logon session. Two were completed—that is, processed by the payment processor—and one was rejected by the payment processor. If the transactions were entered offline and not yet uploaded, the window would display:

Total count-3
offline-3

Deleting Stored Transactions

Any online or offline transaction information that you enter during a logon session is stored on the MTT 1500. You can use the Inquiry function (see page 40) to retrieve or print the information. Because the MTT 1500 has a limit on the amount of transactions it can retain in memory, this information is normally automatically deleted from the MTT 1500 when you either perform a reconciliation or log off.

However, if you cannot reconcile the transactions successfully after several attempts, the transactions remain stored in MTT 1500 memory. You would need to print all of the receipts and call the payment processor to reconcile the transactions verbally. After verbal reconciliation, there is no need to retain the stored transactions on the MTT 1500 and you should delete them.

Caution: It is recommended that you contact WAY Support for assistance before deleting transactions, because you will lose all transaction information, including any transactions entered in offline mode but not yet uploaded to the MTT 1500.

You must have MTT administrator privileges to perform this function. To delete all transaction information from the MTT 1500:

1. From the Transactions menu, select **Inquiry**.
2. From the Inquiry menu, select **Clear transaction list**.
3. **Enter AdminCode**

Enter your MTT administrator ID code and select **OK**.

4. **Enter AdminPwd**

Enter your MTT administrator password and select **OK**.

5. **Completed**

All stored transactions are now deleted from the MTT 1500. Select **OK** to go to the WAY2Pay menu.

WAY Setup Menu Settings

The WAY Setup menu is used by WAY Support to set up initial GPRS network and SecureNet communication parameters as well as internal MTT 1500 settings and printer testing. To display the menu:

1. From the main phone menu, select **WAY2Pay**.
2. From the WAY2Pay menu, select **Setup**.
3. From the Setup menu, select **WAY Setup**.

Caution: Other than the GPRS Access Point Name (APN) and SecureNet IP address described in the next section, do not change any setting in this menu unless directed to do so by WAY Support. Incorrectly entered settings may cause communication problems between the MTT 1500, the GPRS network, or SecureNet server.

SecureNet and GPRS Settings

The MTT 1500's GPRS network APN setting and SecureNet server IP address setting are preset to the correct values for your location. You would only have to modify these settings if your mobile phone network APN changed or you needed to access a different SecureNet server IP address, and then *only* under the direction of WAY Support. Both functions are available from the Setup menu.

To access the GPRS APN setting:

1. From the WAY Setup menu, select **GPRS Settings**.
2. From the GPRS Settings menu, select **APN**.

To access the SecureNet server IP address setting:

1. From the WAY Setup menu, select **SecureNet Settings**.
2. From the SecureNet Settings menu, select **IP Address**.

Error Messages and Troubleshooting

Occasionally, either a WAY-specific or ISO 8583 error or status message may display on the MTT 1500 during operation. For example, if you attempt to log off and a problem prevents successful processing of the logoff request within a specified timeout period, you will see:

Logoff incomplete

The cause of the problem in this case is unclear and may require resolution with WAY Support. Other error messages are self explanatory, such as:

Expired card, decline

Many error messages are informational only and no corrective action is required (other than possibly to repeat the operation until successful). Sometimes an error code number is included with the error message. The most common error code numbers are described at the end of this section.

If you see an error message whose meaning is not obvious, you should follow these guidelines to correct the problem:

1. Record the error message and any error code number(s) that accompany it. If you contact WAY Support, they may need the message and code number for troubleshooting purposes.
2. The MTT 1500 first attempts to recover from the error condition and prompts you for any required entries.
3. If the MTT 1500 is unable to recover from the error, it automatically logs off and exits the Mobile Transaction payment system application. In this case, try to log back on to the MTT 1500. If the system is operating normally, you should be able to log on to the MTT 1500 and all transactions entered before the error condition should be recovered. If the same or other error messages display, or the logon fails with an error message, record the message, record the error code numbers (if any), and contact WAY Support for further assistance.

WAY-Specific Error Messages

WAY Error Type	Error Code	What It Means
MTT 1500	0x22	The parameters are incorrect.
	0x24	Empty response packet received.
	0x25	SAM cannot be accessed.

WAY Error Type	Error Code	What It Means
MTT 1500	0x26	Invalid data received.
	0x27	An internal module cannot be accessed.
	0x29	Unable to establish the WRUDP connection.
	0x2A	Unable to retrieve the current operator info.
	0x2B	Incorrect input data length.
	0x2C	MTT is in an invalid state.
	0x2D	The operation was terminated by user request.
	0x2E	Error encrypting data.
	0x2F	Error encrypting data.
	0x32	The data is invalid.
	0x33	The batch number is incorrect.
	0x34	The transaction sequence number is incorrect.
	0x35	The message type is incorrect.
	0x36	Data error (cyclic redundancy check).
	0x37	The transaction was rejected.
	0x38	Unable to start uploading: MTT is in an invalid state.
	0x39	Unable to start uploading: Failed to create the data.
	0x3B	The transaction type is incorrect.
0x3C	The amount in BCD is invalid.	
0x50	The operation timed out.	

WAY Error Type	Error Code	What It Means
SecureNet and SMAP	0x1046	No service is operating at the destination WSN endpoint on the remote system.
	0x1047	Another instance of the application is connected.
Mobile Transaction server	0x132FF	Transaction error (most likely an error during reconciliation).
	0x13002	Payment processor denied the transaction.
	0x13003	Payment processor server timeout.
	0x13004	Terminal not registered.
	0x13005	Decryption error.
	0x13006	Signature verification error.
	0x13007	Bad session state.
	0x13008	Bad checksum.
	0x13009	Unknown message.
	0x1300A	Bad track1 data.
	0x1300B	Bad processor response.

ISO 8583 Status and Error Messages

ISO 8583 Error or Status Code	What It Means
0x13200	Approved or completed successfully/approve.
0x13201	Refer to card issuer/decline.
0x13202	Refer to card issuer special conditions.
0x13203	Invalid merchant.
0x13204	Pick-up/pick-up.
0x13205	Do not honor.
0x13206	Error.
0x13207	Pick-up card, special condition/pick-up.
0x13208	Honor with identification/approve.
0x13209	Request in progress.
0x1320A	Approved for partial amount/approve.
0x1320B	Approved (VIP)/approve.
0x1320C	Invalid transaction.
0x1320D	Invalid amount.
0x1320E	Invalid card number (no such number).
0x1320F	No such issuer/decline.
0x13210	Approved, update track 3/approve.
0x13211	Customer cancellation.
0x13212	Customer dispute.
0x13213	Re-enter transaction/decline
0x13214	Invalid response.
0x13215	No action taken.

ISO 8583 Error or Status Code	What It Means
0x13216	Suspected malfunction.
0x13217	Unacceptable transaction fee/decline.
0x13218	File action not supported by receiver.
0x13219	Unable to locate record on file.
0x1321A	Duplicate file action record, old record replaced.
0x1321B	File action field edit error.
0x1321C	File action file locked out.
0x1321D	File action not successful/contact acquirer.
0x1321E	Format error.
0x1321F	Bank not supported by switch/decline.
0x13220	Completed partially.
0x13221	Expired card/pick-up.
0x13222	Suspected fraud/pick-up.
0x13223	Card acceptor contact acquirer/pick-up.
0x13224	Restricted card/pick-up.
0x13225	Card acceptor call acquirer security/pick-up.
0x13226	Allowable PIN tries exceeded/pick-up.
0x13227	No credit account/decline.
0x13228	Requested function/not supported/decline.
0x13229	Lost card/pick-up.
0x1322A	No universal account/decline.
0x1322B	Stolen card, pick-up/pick-up.
0x1322C	No investment account/decline.

ISO 8583 Error or Status Code	What It Means
0x13233	No sufficient funds/decline.
0x13234	No check account/decline.
0x13235	No savings account/decline.
0x13236	Expired card/decline.
0x13237	Incorrect PIN/decline.
0x13238	No card record.
0x13239	Transaction not permitted to cardholder/decline.
0x1323A	Transaction not permitted to terminal/decline.
0x1323B	Suspected fraud/decline.
0x1323C	Card acceptor contact acquirer/decline.
0x1323D	Exceeds withdrawal amount limit/decline.
0x1323E	Restricted card/decline.
0x1323F	Security violation.
0x13240	Original amount incorrect/decline.
0x13241	Exceeds withdrawal frequency limit/decline.
0x13242	Card acceptor call acquirer's security department/decline.
0x13243	Hard capture (requires that card be picked up at ATM/pick-up).
0x13244	Response received too late.
0x1324B	Allowable number of PIN tries exceeded/decline.
0x1325A	Cut-off is in process (Switch ending a day's business and starting the next. Can send the transaction again in a few minutes).
0x1325B	Issuer or switch is inoperative/decline.

ISO 8583 Error or Status Code	What It Means
0x1325C	Financial institution or intermediate network facility cannot be found for routing/decline.
0x1325D	Transaction cannot be completed. Violation of law/decline.
0x1325E	Duplicate transmission.
0x1325F	Reconcile error.
0x13260	System malfunction.

Resolving Card Errors

If you see a message on the MTT 1500 regarding a card error, it means that you may need to reset the MTT 1500's processor due to a power problem or other error. To correct this:

1. First, power off and then power on the MTT 1500. If the card error message no longer displays, the problem is resolved.
2. If the card error message persists, remove the MTT 1500's back cover as described on page 7.
3. Remove the battery and then reinstall it, as described on page 9.
4. Reinstall the back cover on the MTT 1500 as described on page 8.

Glossary

This section defines key terms used in this guide. For transaction definitions, including Reconcile, see page 22.

Authorization Code—The code that the payment processor returns to the MTT 1500, approving an amount. The authorization code is important in a Force transaction, because you must enter the code from the original Authorize transaction receipt to complete the Force.

Batch—A group of transactions that is assigned a unique batch number. On receipts this appears in the format x/y , where x is WAY's batch number and y is the payment processor's batch number. When you log off the MTT 1500 or reconcile, this closes out the batch and reconciles the transactions with Mobile Transaction server. A new logon session initiates a new batch and batch number.

GPRS and GSM—Two widely used standards and protocols for mobile phone networks. The Mobile Transaction system supports these standards.

Inquiry—An MTT 1500 function that allows you to display a list of all transactions in the current batch and print a receipt for a selected transaction.

Mobile Transaction Client—An application in MTT 1500 firmware that manages the interface between the mobile phone, the MTT 1500's card readers, and the MTT 1500 printer. Mobile Transaction client provides the menu-driven user interface on the mobile phone and maintains a secure, encrypted communication channel with other elements of the payment processing system.

Mobile Transaction Server—A payment processing server application that establishes a secure communication channel with a bank's payment processing system or gateway, converts transactions entered from the MTT 1500 into the appropriate data format, and transfers them in a secure manner to the payment processing system for final authorization.

MTT—Mobile Transaction Terminal. An electronic device that consists of a mobile phone, smart card reader, and magnetic stripe card reader and that is used to perform payment transactions.

Offline Mode—The MTT 1500 automatically switches to this mode when a problem disrupts communication between the MTT 1500 and Mobile Transaction server. This allows you to continue entering and storing transactions on the MTT 1500. The transactions are uploaded to the payment processor when communication is restored.

Online Mode—The default MTT 1500 mode in which you enter a transaction and receive authorization for the payment processor interactively in real time.

Reference Code—An optional code that the payment processor may send to the MTT 1500 after processing certain transactions and that may appear on receipts. The code corresponds to a specific transaction on the payment processor's system. In a Force transaction, if the original Authorize receipt contains a Ref.#, you may need to enter the code to complete the Force.

SecureNet Server—A highly secure routing server that authenticates and manages the encrypted communication channels for multiple MTT 1500s, enabling secure, encrypted, authenticated transactions across wireless and wired networks.

Sequence Number—Each transaction within a logon session is assigned a consecutive sequence number (not including logon or logoff). In transaction completion prompts, this displays as a number after the transaction type and # sign, such as Sale #2. On receipts, Seq. No. is in the format x/y , where x is WAY's internal transaction sequence number as described above and y is the payment processor's transaction sequence number. The WAY portion of the Seq. No. is important in a Void transaction, because you must enter the sequence number of the original Sale to void the transaction.

Terminal ID—Receipt field representing the identification number for the Mobile Transaction client application stored on the MTT 1500. *See also* Mobile Transaction Client.