

# Quick Start Guide



## Move/3500 BT/WiFi

### GETTING STARTED

Set up your base unit in a convenient location close to a power source and an Ethernet socket.

To connect the Ethernet cable, connect one side to your Ethernet socket or router and the other side to the socket located on the rear of your base unit.

To connect the power lead to your base, remove the back panel as shown in the diagram. Connect the right-angle adaptor and push it firmly into the socket.

#### Connecting the base unit

*Serial connection ports*



*Power socket*

*USB connection ports*



*Ethernet socket Cable compartment*

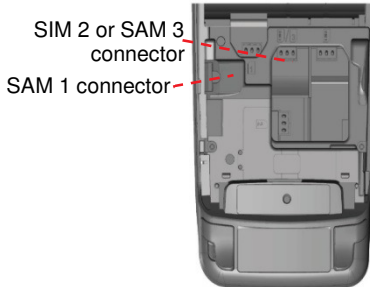
### Connectivity

The Move/3500 is a Multi-Comms terminal meaning you can connect via WiFi or Bluetooth to Ethernet base

The terminal will attempt to use all the available options.


It will start with WiFi as first preference. If that is unavailable or fails it will move to the Bluetooth/Ethernet connection



All of this operates seamlessly in the background and will not need any intervention beyond the initial set up.




### Function Keys

**Virtual Function Keys:** These appear on the Touchscreen interface when they may be used as to select options in terminal menus.

**Menu key:** To enter the application menus press the Menu key  from the idle screen. Pressing the key again moves to the next menu (if available).


**Correction keys:** When entering numbers or letters, the yellow key  deletes one character at a time; while the red key  deletes the entire line (this key also cancels transactions).

**Confirmation key:** The green key  is used to confirm anything that has been typed into the terminal.

**Paper feed key:** To test the feeding of the paper through the printer press and hold the paper feed key 

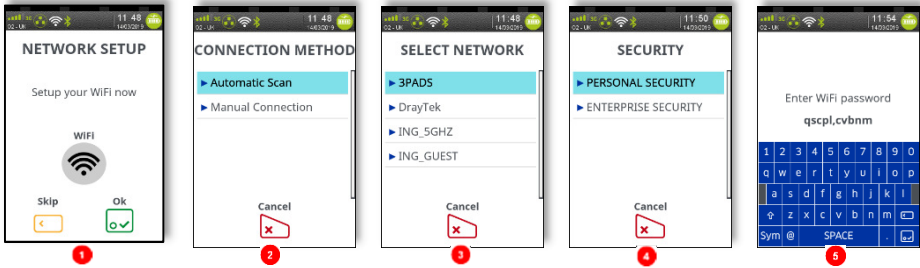


## WIFI SETUP

To setup your 'WiFi' connection, press  and follow the screens.

If you choose not to setup your 'WiFi' connection at this time, press  to skip the process.

Follow the steps shown in the images to choose a network.




The terminal will connect to the WiFi and the icon will turn green



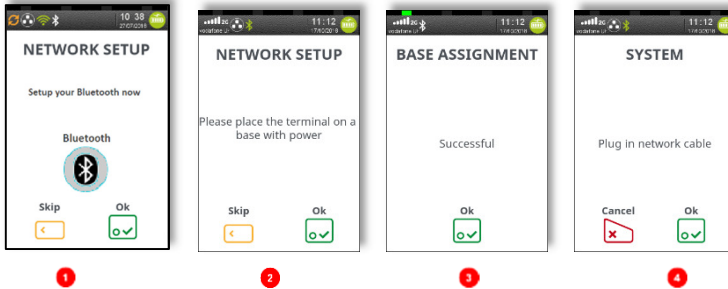
For security reasons the Wi-Fi network must comply with the PCI DSS v2 Wireless Guidance.

## BLUETOOTH BASE SETUP

Place the terminal on the base and press  or press  to run the setup at a later time.

If the base is Assigned but terminal cannot detect the network, you will be prompted to plug in the Ethernet cable. And press .

Please find the full process shown below:



Once the communication methods are connected, you will then see them enabled (green) in the terminal header bar eg.



## SUPERVISOR PASSWORD

The 'Supervisor Code' is designed to limit access to the 'Supervisor Functions' configured for certain transaction types or access to certain 'Function Codes' on the terminal to those who have access to the code.

If you forget your code, please contact the Helpdesk who will be able to provide you with a temporary code to allow you to reset it to a new value.



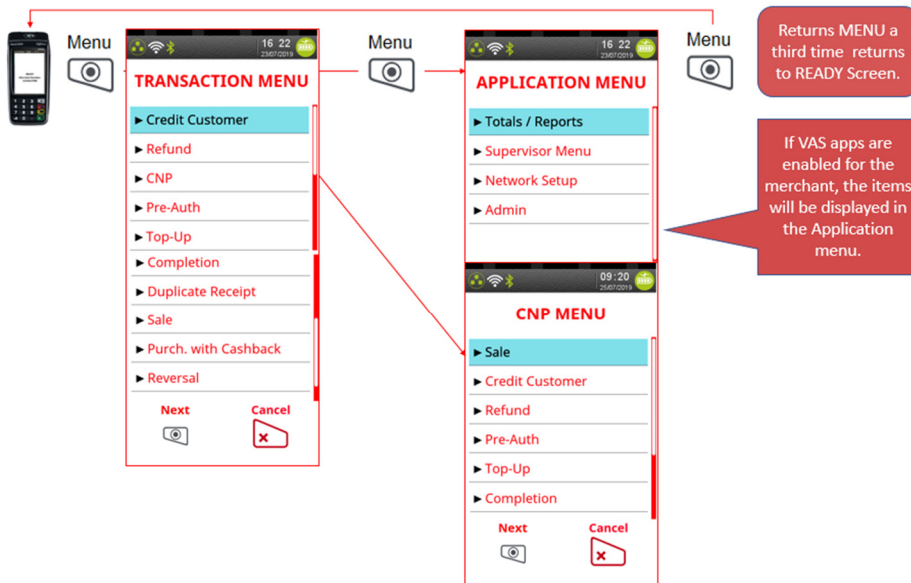
Default Supervisor Code is **999999**

## MENU SCREENS

The menu screens allow users to select Transaction types as well as perform supervisor functions on their Terminal. Additional actions can be selected directly by entering their Function Code on the HELPDESK menu.

Once the selected action is completed the terminal will return to READY Screen.

Pressing the Cancel Key will allow users to go back one level or return to Idle from the top level (Transaction) menu





Menu

Menu

16:22 24/07/2014

**TRANSACTION MENU**

- Credit Customer
- Refund
- CNP
- Pre-Auth
- Top-Up
- Completion
- Duplicate Receipt
- Sale
- Purch. with Cashback
- Reversal

Next Cancel

Menu

Menu

16:22 24/07/2014

**APPLICATION MENU**

- Totals / Reports
- Supervisor Menu
- Network Setup
- Admin

Cancel

Enter supervisor code

16:22 24/07/2014

**TOTALS MENU**

- End-of-Day Banking
- X-Totals
- Z-Totals
- Waiter-Totals
- Print Txn Log

Cancel

Displays MID & TID on next screen

Enter supervisor code

11:43 24/07/2014

**WAITER SETUP**

- Add
- Delete
- Print
- Change Name
- Delete All

Cancel

Enter supervisor code

16:26 24/07/2014

**Display**

- Screen saver settings
- Screen calibration
- Backlight setup
- Set Date/Time

Cancel

16:25 24/07/2014

**Terminal Information**

- Print Configuration
- Print H/W details
- Print applications

Cancel

16:24 24/07/2014

**Admin**

- Merchant Info Display
- Waiter Setup
- Reset MAC Key
- Terminal Information
- Display

Cancel



Menu

Menu

16:22 24/07/2014

**TRANSACTION MENU**

- Credit Customer
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Next Cancel

Menu

Menu

16:22 24/07/2014

**APPLICATION MENU**

- Totals / Reports
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- Network Setup
- Admin

Cancel

Enter supervisor code

16:23 24/07/2014

**Supervisor Menu**

- Supervisor Code
- Contact GEMS
- Resume self install
- Helpdesk Menu

Cancel

Enter supervisor code

16:23 24/07/2014

**Network Setup**

- Network Manager
- Connection Test

Cancel

16:23 24/07/2014

**MANAGE INTERFACES**

- WIFI
- Mobile
- Bluetooth
- Ethernet

Setup Cancel Disable Enable

16:23 24/07/2014

**Helpdesk Menu**

- Print Function Codes
- Select Function

Cancel




## THE CHIP CARD READER

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

If you see a “BAD READ” message, check the card orientation and try again. After three bad reads the terminal will prompt you to swipe the card.

**DO NOT remove the card until instructed to do so by the terminal.**


## CHIP & PIN TRANSACTIONS - SALE

From the idle screen, insert the customer's card into the card reader. Enter the sale amount for the transaction and press the  key.


For example enter £12.34 as 1234.

The customer must enter their PIN code.



**NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.**

After the customer has entered their PIN and pressed  key they will be prompted to return the terminal to you.

The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an “AUTH CODE” will be shown.

The terminal will print two receipts. The merchant copy will be printed first, then once you press the  key, the customer copy will be printed.

## CHIP & PIN TRANSACTIONS - REFUND

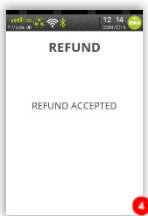
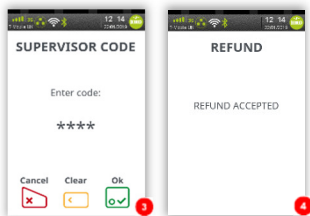
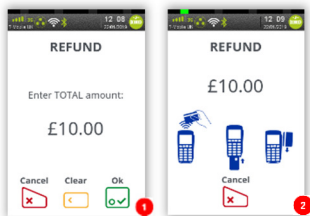
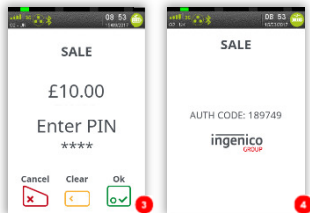
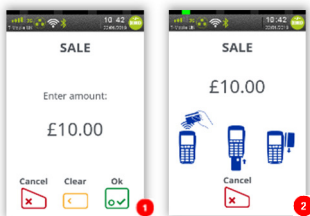
From the idle screen, press , then choose “REFUND”. Enter the refund amount for the transaction and press  key. Once the customers card is presented you will be prompted for the Supervisor Code.

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 copy 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.

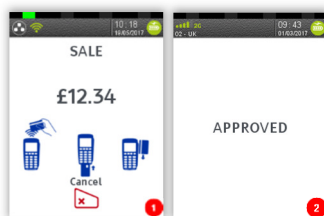


TRANSACTION RECEIPT – (MERCHANT COPY – CHIP & PIN CARD)

|                         |                            |                                   |
|-------------------------|----------------------------|-----------------------------------|
|                         | Merchant Name              |                                   |
|                         | Merchant Address 1         |                                   |
|                         | Merchant Address 2         |                                   |
| Merchant ID             | M:12345678                 | Terminal ID                       |
|                         | TID:22160000 S5            | Sequence Number                   |
|                         | SCH ID:1234567890123456789 | Scheme Reference ID               |
| Transaction Referencing | WAITER:12345 TABLE:12345   |                                   |
|                         | HANDSET:01                 |                                   |
|                         | VISA DEBIT                 | Card Issuer                       |
| Card AID & Label        | AID: A0000000031010        |                                   |
|                         | VISA DEBIT                 |                                   |
|                         | 4444 3333 2222 1111        | Card Number                       |
| Card Details            | EXP 12/20                  |                                   |
| EXP for Expiry Date     | STT 12/16                  |                                   |
| STT for Start Date      | ISS 1                      |                                   |
| ISS for Issue Number    | ICC                        | Entry Method                      |
| Transaction Type        | SALE                       | ICC for Inserted Cards            |
|                         | AMOUNT £21.34              | SWIPED for Swiped Cards           |
|                         | TOTAL £21.34               | KEYED for Keyed Cards             |
|                         |                            | CONTACTLESS for Contactless Cards |
|                         | PIN VERIFIED               | Successful PIN Entry              |
|                         | PLEASE DEBIT MY ACCOUNT    |                                   |
| Date & Time             | 01/04/20 12:11             |                                   |
|                         | AUTH CODE: 123ABC          | Auth Code                         |
| Transaction Number      | TXN 0004                   |                                   |
|                         | MERCHANT COPY              |                                   |
|                         | PLEASE RETAIN RECEIPT      |                                   |



Please refer to the main user guide for other examples of transaction receipts.



## CONTACTLESS - SALE

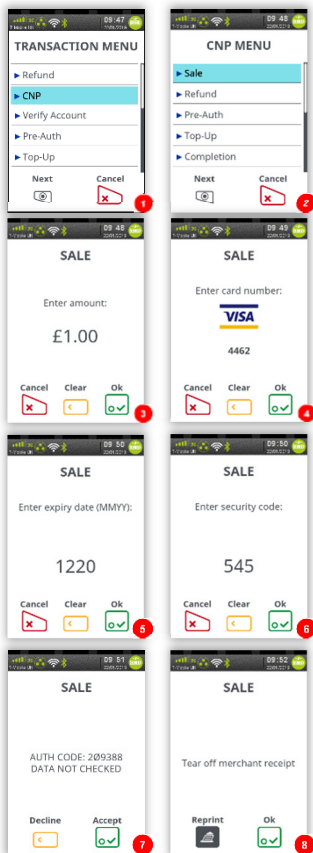
From the idle screen, enter the sale amount for the transaction and press the key. For example enter £12.34 as 1234. If you make a mistake, press the key and re-enter the amount.

The cardholder should present their card/payment device against the contactless symbol on the terminal display.

The terminal will now print the merchant receipt.

**Note:** If the customer requests a receipt this must be done before the next transaction takes place. Press the key to print a contactless receipt.

## MAIL ORDER TRANSACTIONS – SALE



Press the key, then “CNP”. Choose “SALE” then enter the transaction value. When prompted type in the customer’s card number and confirm by pressing the key.

The card scheme icon will be displayed once the first 6 digits are entered.

Enter the expiry date, the start date (if required), the issue number (if required), pressing key after each entry.

Enter the card security code (CSC), the numbers from the cardholder’s postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder’s address (e.g. Flat 1, 28 High Street is 128), pressing key after each entry.

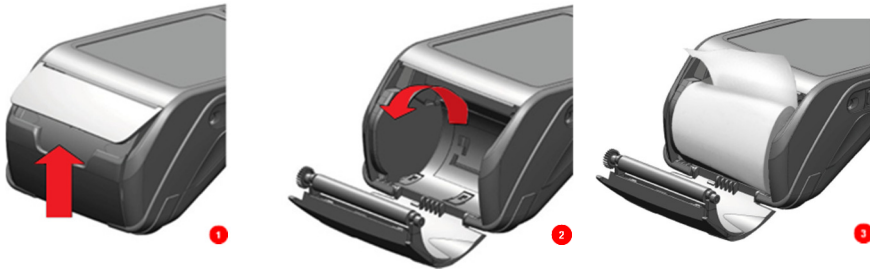
If you do not know any of these then you can press key without entering anything to bypass the check when appropriate.

Enter the sale/refund amount and press key.

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

The terminal will print off the two receipts.

## CHANGING THE PAPER ROLL



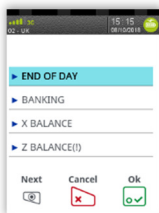
Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.



Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment.

Holding the free end of the paper and the terminal, close the printer cover and push it firmly until it locks. While your terminal is displaying the idle screen, press and hold the paper feed key to ensure that the paper feeds correctly.

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

## END OF DAY REPORTS



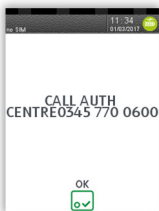
To access the reports menu press the  key twice, then "TOOLS/REPORTS". Enter the Supervisor password and press  key. **END OF DAY:** One touch function that prints both the "Z REPORT" and the "BANKING" report. This MUST be done at the end of each day that you trade.

**BANKING:** Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer.

**X REPORT:** Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the "BANKING" report.

**Z REPORT:** Exactly the same as the "X REPORT", except that the "Z REPORT" resets the totals ready for the next day's trade

## TIPS AND ADVICE



**REFERRALS:** If the terminal displays "CALL AUTH CENTRE" or "PLEASE WAIT" with a telephone number, then you must refer the transaction and phone for authorisation for that card.

**PIN TRIES EXCEEDED:** If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they know the PIN.



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This Quick Start Guide relates to Move3500 Tetra terminals – UT4.18.0x software

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