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Terminal User Guide

Move/5000

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Move/5000 User Guide   Copyright© 2019 Ingenico

Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend that you carefully read this user guide: It gives you the necessary information about safety precautions, unpacking, installation, and maintenance of your terminal.

⚠	This symbol indicates an important warning

💡	This symbol indicates a piece of advice

Contents of box

User Guide

Move/5000 terminal with a paper roll

Power Supply

Terminal Base

Stylus

Battery

⚠	The power supply unit provided with this equipment is specially designed for Ingenico terminals. Do not use any other power supply.

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Overview of Move/5000

3"5 LCD touch display
Easy loading printer
Contactless card reader
Backlit keyboard
Chip card reader
Magnetic card reader

		01/01/19
Weight ($^w/_o$ paper roll or battery)	310g	
Dimensions (L x w x h)	169x78x57 mm	
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment	
Terminal Connections	Micro USB AB serial link Power connector Contacts for Cradle	

Keyboard details and functionality

Red key cancels the procedure in progress
Yellow key cancels the last character
Green key validates input selections and information
It also switches the terminal on.

Paper feed (long press)

Some keys can have other functions depending on the applications on the terminal.

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Switching ON / OFF terminal

- To switch ON the terminal press ⬛ on the keyboard.
- To switch OFF the terminal press ⬛ and ⬛ for one second.

Before using the terminal, always check the paper roll is present.

Installation

Location of the Move/5000

Place the base on flat surface near an electric socket and if required near to the telephone or an Ethernet socket.

The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating Condition

Ambient temperature	0°C to +50°C
Max relative humidity	85% at +40°C
Max altitude	2000m

Battery charging conditions

Ambient temperature	0°C to +45°C

Storage conditions

Ambient temperature	0°C to +50°C
Max relative humidity	85% at +40°C

Terminal connections

µUSB

- There is a Micro-USB connector on the left side of the Move/5000 wireless terminal. (see picture). This connector manages Host and Slave connections.
- The terminal supports USB keys with FAT16 or FAT32 file systems
- The USB key has to be used with an USB adapter (refer to accessories section)
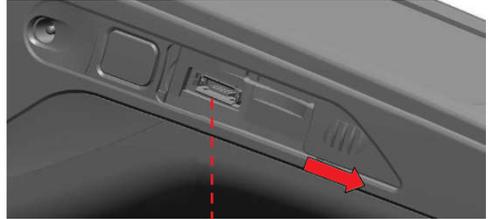
USB micro AB
Connector used for USB key etc.

µSD Memory Card

- Insert the MicroSD memory card into the connector slot as shown on the picture
- MicroSD connector is located on terminal side.
- The terminal supports MicroSD up to 32GB
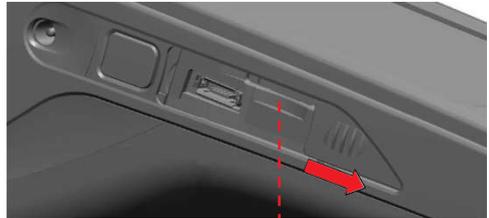
MicroSD Slot

⚠️ Switch off the terminal prior to installing a Micro SD

Stylus

Stylus pen is provided with the terminal to help operating touch screen. The stylus holder is located on the back cover of the terminal - shown on the picture.

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Opening the back cover

⚠️ Switch off the terminal before opening the back cover

Turn the terminal over and unclip the back cover by pushing on the clip as shown with the arrows in the picture

SAMs & SIMs

- The connector modules security SAM / SIM are located inside the terminal in a closed compartment
- SAMs / SIMs are identified by the engraved marks on the lower housing
- When introducing a SAM / SIM in its slot, be sure to put the cut corner as indicated on the engraved markings.

SIM 1 connector

SIM 2 connector or SAM 3 connector

SAM 1 connector

SAM 1 connector
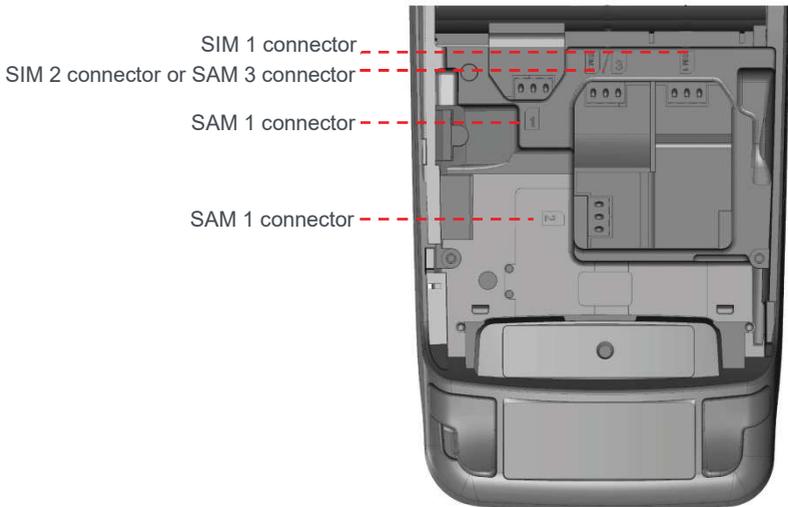
Battery
Main characteristics

Operating Condition

Characteristics	Li-ion 2900 mAh
Charge (power supply - 1.5A)	50% capacity in 1,5 h; full capacity in 4 hours
Battery Life	450 transactions in GPRS with fully charged battery, printing and backlight activated 150 hours powered ON with connected GPRS link and terminal in sleeping state starting with fully charged battery and without energy consumption related to backlit or radio link

The battery capacity depends on the model of terminal and its use

Installing the battery

⚠️ Check that the terminal is not connected to the mains electricity network

- Turn the terminal over and unclip the back cover by pushing on the clip
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment
- Plug the battery pack into the battery pack connector
- Verify that it locks
- Place the battery pack in its compartment.
- Close the back cover

Battery connector

Battery compartment
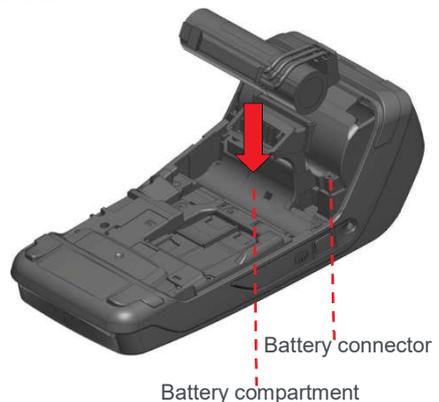
Charging the battery

When does the battery need to be charged?

- On initial startup, charge the battery for 16 hours under the environmental conditions stated earlier in this guide
- When used daily, the terminal recharges its batteries each time it is placed on its base. Charging is automatic
- When used with a terminal power supply: connect the power supply to Move/5000 power connector
- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)
- The optimal conditions are as follows:
  - Charge away from any external heat source (radiator, sun, enclosed area etc.)
  - The optimal temperature is between +15°C and +25°C

How can the battery be charged?

Using the base
- Place the terminal on its base
- Check the battery symbol is flashing or moving to indicate charging

Using the terminal power supply
- Connect the terminal power supply unit to the terminal charging port on the left of the terminal
- Check the battery symbol is flashing or moving to indicate charging

Replacing the battery

> ⚠️ It is imperative to use a battery authorized by Ingenico. There is danger of explosion if battery used is not approved by Ingenico

- Remove the terminal from its base
- Turn it off by pressing simultaneously the and ▬ keys ◄ for about one second
- Remove the back cover
- Carefully disconnect battery, following the instructions below

  a) Unlock the connector by pressing the locking mechanism as indicated by F1 arrow while pulling this connector (F2 arrow) Release traction on it as soon as the connector comes unclipped
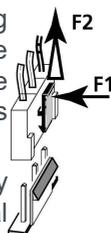
  b) Finish extracting connector by tilting it slightly (F3 arrow) to bring it away from the terminal housing

- Power on the terminal by placing it on its base, or connect the terminal to the power supply to reset the battery indicator
- Remove terminal from base or disconnect terminal power supply
- Connect and install the new battery by following the instructions in section "Installing the battery"
- Close the back cover and charge the new battery. As advised in the charging battery section
- In order to preserve the environment, dispose used battery at appropriate site in compliance with recycling legislation

Paper roll

Main characteristics of Ingenico paper roll

R40 Paper Roll

Colour	White
Width	58 mm
Diameter	40 mm
Length	About 18 meters

The battery capacity depends on the model of terminal and its use

The quality of the thermal paper can be reduced by poor storage conditions, so it is recommended the following are avoided:

- Storage in hot wet places (near air-conditioner, humidity above 85%)
- Exposure to direct sunlight or ultraviolet for long periods of time
- Contact with organic solvents (solvent type adhesive)
- Direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
- Direct contact with "diazo" papers
- Direct contact with water
- Rubbing or pressing the paper too strongly

For best performance use only heat sensitised paper roll approved by Ingenico. The use of non-approved paper is likely to damage the terminals printer

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![Ingenico Group logo]

Installing a paper roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal

- Insert the paper roll in the compartment following the directions shown in the picture
- Pull the paper up to the top of the terminal
- Hold the paper and close the lid
- Press simultaneously on both upper corners of the paper flap, until it clips into position

When a new paper roll is inserted, tear off the first length (one complete turn) to avoid printing on the adhesive tape footprint

Card reading

Magnetic Stripe Card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal.

Use a regular movement in order to ensure a reliable card reading.

Chip Card

Insert the card horizontally into the terminal, the chip facing upwards.

Leave the card in position throughout the transaction.

Contactless Card

Bring the card firmly up to the active zone above the contactless logo located on the paper trapdoor.

Keep the card close to the contactless logo during the transaction.

The 4 virtual LEDs will light sequentially during the transaction.

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Terminal Base Overview[1]

You should set up your base unit in a convenient location close to a power source and, for Bluetooth terminals, either a telephone socket and/or an Ethernet socket, as required.

To open the base unit cover, located on the bottom of the base unit, you must unclip an access clip and lift the cover from the base unit. To replace the cover, reverse these instructions being sure to engage all the retaining pins before the access clips.

[1] Please note some terminal types might have charging base option supplied which does not have any connection ports and it is solely used for charging the terminal.

Using the terminal keyboard & display

To enter numbers press the relevant keys. If you make a mistake you can correct this using the correction keys. Press the yellow button once to delete one character at a time. Press the red button once to delete the entire line; pressing the red button again will cancel the transaction or exit the menu.

When typing in an authorisation code, for example, you may need to enter letters as well as number. Where you see the 123 graphic (see below) on screen you can toggle the input mode by pressing *menu* button. To enter uppercase letters use the ABC input mode, and to enter lowercase letters use the abc input mode.

When entering letters, you should press the number key repeatedly until the desired letter appears. For example, if you want to type B then you must press 2, 2. To move on to next character either press another key or wait for the flashing cursor to appear.

 Terminal is in the lowercase letter mode, mode is changed by pressing *menu* button

 Terminal is in the uppercase letter mode, mode is changed by pressing *menu* button

 Terminal is in the numeric mode, mode is changed by pressing *menu* button

Supervisor Code

The default Supervisor Code is 01483. Please note: The terminal will require you to change this to a new code of your choosing before you can process any transactions.

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Display/Icons

Please note the terminal is using following colouring scheme:

No icon means the function is not present in the terminal or its switched off.
Grey icon represents an active feature but not connected.
Orange icon represents connection in progress
Green icon is used during connection when the terminal is ready to exchange data.

Following power icons will be displayed, depending on the battery charge.

Battery charge greater than 80%

Battery charge greater than 60% and less than 80%

Battery charge greater than 40% and less than 60%

Battery charge greater than 20% and less than 40%

Battery charge less than 20%

Terminal powered by external power supply, battery full charge

Icons displayed on your terminal display depend on your terminal type

Time displayed in 24-hour format with long date format

Time displayed in 12-hour format with long date format

Date and time formats can be changed to suit your preference. Please call helpdesk for further information

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GPRS Terminal

Your terminal might be 2G, 3G or combined 2G/3G capable

Before connection, the mobile network status is represented by:

No icon	No mobile network module or module not activated;
	Mobile network module is activated but not attached to a network.
	The terminal is connected to a mobile network but the GPRS session has not yet been established
	The terminal is connected to a mobile network and the GPRS session has been established
	Maximum reception level (100%)
	High reception level (75%)
	Medium reception level (50%)
	Low reception level (25%)
	Very low reception level (<5%)
	Network provider name is displayed underneath the signal indicator

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Bluetooth Terminal (IP/PSTN)

No icons	Network card not yet activated / Bluetooth not yet activated
	Ethernet cable not connected
	Ethernet cable connected. No IP address set/received from the network
	Ethernet connected and IP address set/received from the network
	Bluetooth present but not activated.
	Bluetooth connection is in progress.
	Terminal connected to at least one base.

Wi-Fi Terminal

No icons	Network card not yet activated / Wi-Fi not yet activated
	Not connected to the Wi-Fi network
	Wi-Fi connection is in progress. . No IP address set/received from the network
	Wi-Fi connected and IP address set/received from the network

Please note: Some terminals might have multiple comms capability; therefore you might see a combination of various comms icons on the display.

Transactions

To perform a transaction in a quick and efficient manner you may type in the transaction amount from the idle screen, insert the card to the card reader or press _menu_ key and select sale option. This method may be used to start any sale transaction, regardless of card type is (i.e. contactless cards or cards with, or without, a chip).

Enter the transaction amount while the idle screen is being displayed by typing in the amount in pence (i.e. `1234` for £12.34) followed by the _green_ key. If you make a mistake when entering the amount you can correct this by using the correction keys. Press the _yellow_ key once to delete one character at a time. Press the _red_ key to cancel the amount entry and return to the idle screen.

Contactless card transactions are performed by this method and when the transaction value is under the contactless card limit (e.g. £30.00). Your terminal will only prompt for a card to be presented when a contactless transaction is allowed. When a contactless transaction is allowed your terminal will show a contactless icon on the screen. The terminal will prompt for contactless card or contactless device to be presented depending on the amount.

Contactless transactions that are above a pre-set value (Floor Limit) may go online/dial for authorisation.

If you consistently sell an item at the same price you can 'recall' the last transaction amount by pressing the _dot_ key while the idle screen is being displayed. Your terminal will allow you to confirm if this is the correct amount, and you can continue with the transaction by pressing the _green_ key.

Alternatively the traditional method of starting the transaction by swiping or inserting the card first may be utilised if required.

Contactless High Value Payment (HVP) – Wallet Payments

High Value Payments are contactless payments that are above the limit for contactless cards (e.g. £30.00) but are protected by the cardholder verifying themselves to the mobile phone either using a scanned thumb/fingerprint in the case of Apple Pay, or by the entry of a pass code for other mobile phone manufacturers. This process is known as a Cardholder Device Cardholder Verification Method or CDCVM for short.

This means that once HVP is enabled, the contactless logo will be displayed on your terminal for all transactions rather than just those under the contactless card limit (e.g. £30.00).

Acceptance of normal contactless cards for transactions below the £30 limit will continue as normal and, if a cardholder taps a contactless card for a transaction above the £30 limit, the terminal will instruct them to complete the transaction using chip and PIN.

In some cases, a cardholder may need to tap their mobile phone against the contactless reader twice. This is because they have not pre entered their CDCVM on their device prior to starting the transaction and their device has prompted them to complete their CDCVM and tap the phone again. The cardholder should follow the instructions on their device to complete the transaction.

Dealing with Contactless Card Read Failures

A contactless card read may fail, and the customer will be prompted to re-present their card.

If the card is removed too soon, before all four contactless status lights are lit; before the confirmation tone is heard; or before prompted to remove the card, the card read will fail.

If the card is removed too soon the card read will fail. An alert tone will sound and the customer will be prompted to re-present the card.

If more than one contactless card is presented to the contactless card read zone together then the card read will fail. This may occur if the card is presented in a wallet with other contactless payment cards, or other contactless cards such as public transport smart cards. An alert tone will sound and the customer will be prompted to re-present the card.

In both cases the terminal will continue as per a normal contactless sale to complete the transaction.

Printing the Customer Copy (Duplicate)

Only the merchant copy is printed during a contactless transaction. Because the transaction value is low and fast transaction times are desired, the customer copy is not printed by default.

If the customer requires a receipt then a customer copy may be printed any time until another transaction is performed by pressing the *F1* key whilst the idle screen is displayed. This prints a duplicate of the last transaction taken and is not restricted to contactless transactions.

> For security reasons the full card number is not shown on the customer copy.

Sale – contactless

1 From the idle screen, enter the amount and press enter.

2 Insert / Swipe / Present screen is shown. Present the contactless card.

3 Contactless read is successful when all four status lights are lit and confirmation tone is heard.

4 Terminal connects to the acquirer.
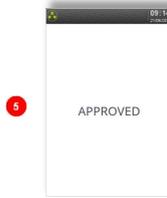
5 Transaction is approved.

6 Terminal will print the merchant receipt.

7 Tear off the merchant receipt, the terminal will return to ready screen
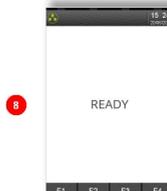
8 If the cardholder requires a receipt, press F1 to print a duplicate.

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Sale – inserted card (via menu)

1 Select SALE from the transaction menu.

2 Insert / Swipe screen is shown. Insert the card.
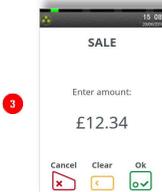
3 The card is read and will then proceed to the sale screen. Enter the sale amount and press the *green* key.
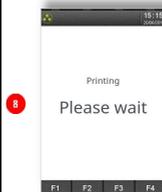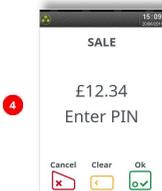
4 Cardholder to enter their PIN code and press the *green* key.

5 Cardholder is then prompted to return the terminal if the PIN is accepted

6 Terminal connects to the acquirer using mobile network.

7 Auth code is returned by the acquirer.

8 Terminal will print the merchant receipt

9 Tear off the receipt and remove the card, this will then initiate the printing of the customers receipt

10 Tear off the customer receipt, the terminal will return to ready screen

Sale – swiped card
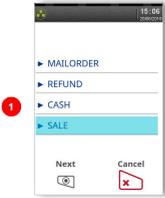
1 Select SALE from the transaction menu.

2 Insert/Swipe screen is shown.
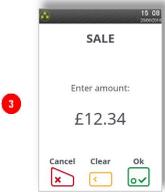
3 Once the card has been read by the Terminal, the sale screen is shown. Enter the sale amount and press the _green_ key.

4 Terminal connects to the acquirer.

5 Auth code is returned by the acquirer.

6 The merchant copy of the receipt is printed for the cardholder to sign.

7 If the signature on the card matches the one provided on the receipt, press the _green_ key.
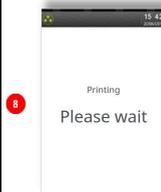
8 Terminal will print the merchant receipt. Tear this off and ask the cardholder to sign it,
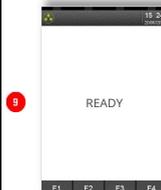
9 The customer copy of the receipt is printed and the Terminal returns to the Ready screen

Purchase with cashback (PWCB)

Your terminal is not pre-configured to allow for Sales with Cashback. If you would like Cashback mode enabled on your terminal please contact the terminal Helpdesk. Please note only debit cards can offer this functionality and the cashback limit is set by your acquirer.

You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types.
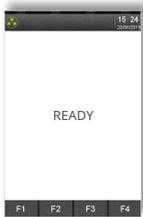
From the idle screen start the transaction by keying in the amount, inserting or swiping the customer's card or alternatively press *menu* key and select sale from the available options.

Enter the sale amount in pence (e.g. 2134 for £21.34) and press the *green* key.

If cashback is allowed for the customer's card the terminal will display a cashback prompt. Enter the cashback amount in pence and press the *green* key.
If cashback is not required press the *green* key without entering an amount.

The terminal will continue as per a normal sale, refer to the instructions for the appropriate sale transaction type to complete the transaction.

Sales with Gratuity (Tip Mode)

Your terminal is not pre-configured to allow for Gratuities (i.e. tips). If you would like the Gratuity mode enabled on your terminal please contact the terminal helpdesk.

You must ensure that this option is enabled on your acquirers Merchant Account.

Gratuity mode would commonly be used within the leisure industry to allow the customer to add a tip to the final amount before completing the transaction.

For sales with inserted cards, when Gratuity mode is enabled, your terminal will prompt for the customer to enter a gratuity on the screen.

Alternatively, your terminal can be configured to print an additional ticket for the customer to fill in with any gratuity and the final transaction amount. If you wish your terminal to be configured in this way, please contact the terminal helpdesk.

For sales with swiped cards when gratuity mode is enabled in this manner, the merchant copy will allow the customer to fill in with any gratuity and the final transaction amount. This is unaffected by the method of entering the gratuity for inserted cards.

If you wish, your terminal can be configured to allow the entry via the choosing of set monetary values, set percentages or a combination of the two; contact the helpdesk if you wish to enable tips in this manner

When gratuity mode is enabled, your terminal will only contact the acquirer for authorisation after the final transaction amount (including any gratuities) is known.

For swiped cards this means that this is after the terminal has printed the merchant copy for signature.

Due to the authorisation code being gained after the merchant copy is printed, the authorisation code will not be shown. The authorisation codes are printed on the transaction breakdown on the X and Z Balance reports.

If you wish, your terminal can be configured to print an additional receipt at the end of the transaction which shows the authorisation code and the gratuity entered. If you wish your terminal to be configured in this way please contact the terminal helpdesk.

Split Bills

Your terminal is not pre-configured to allow for Split Bills. If you would like the Split Bill functionality enabled on your terminal please contact the terminal Helpdesk.

The Split Bill functionality would commonly be used within the leisure industry in order to break down a bill associated with a table into amounts that can be paid by each person using differing payment methods.

The options available for Split Bills are:

PER PERSON	Allows the bill to be split equally between multiple customers.
PER COUPLE	Allows the bill to be split equally between multiple customers, but allows for one person to pay per couple.
VARIABLE SPLIT	Allows the bill to be split unequally between multiple customers.

Surcharging

Your terminal is not pre-configured to allow for Surcharging. If you would like the Surcharge functionality enabled on your terminal please contact the terminal Helpdesk.

The Surcharge functionality would commonly be used within the leisure & service industries to add a surcharge of a set amount or set percentage rate to the total of the bill automatically. For example you could automatically apply a surcharge of 10% to all transactions over £10.00, and a £1.00 surcharge to all transactions of £10.00 and less.

You can discuss your specific requirements by contacting the terminal Helpdesk.

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Refund
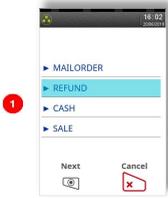
1	MAILORDER / REFUND / CASH / SALE — Next / Cancel	Select REFUND from the transaction menu.
2	SUPERVISOR CODE — Enter Password: — Cancel / Clear / Ok	Enter the supervisor password and press the <u>green</u> key.
3	REFUND — Enter amount: £12.34 — Cancel / Clear / Ok	The REFUND menu screen will be displayed Enter the sale amount and press the <u>green</u> key.
4	REFUND — £12.34 — Cancel	Insert / Swipe / Present card screen is displayed.
5	Please wait	Terminal will check the card.
6	Connecting to Global Payments via network cable	Terminal will connect to the host via the mobile network.
7	AUTH CODE:000641	Refund is accepted by the acquirer.
8	Printing Please wait — F1 F2 F3 F4	Terminal will print the merchant receipt
9	SIGNATURE OK? — NO / YES	Depending on the acquirer configuration the terminal might request to check the customer signature and press the <u>green</u> key.
10	READY — F1 F2 F3 F4	Terminal will print the merchant cardholder receipt and return to the Ready screen
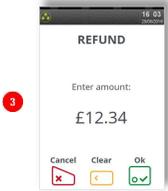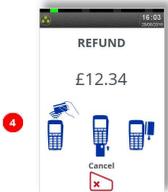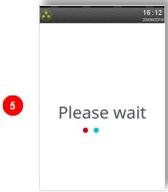
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Mailorder Transactions (Customer Not Present)

> You must ensure that this option is enabled on your acquirers Merchant Account.

Your terminal is pre-configured for Mailorder (Customer Not Present) transactions.

Mailorder transactions are performed without the customer or the card being present. All card details must be manually entered so please take note of what information will be asked for by your terminal. If supported by your acquirer and by the card type taken, you will have the option of entering the CSC (Card Security Code) and using the AVS (Address Verification Service).

The CSC is the last three digits of the number printed on the signature strip on the back of the card. To use AVS checking, you will be prompted to input only the digits from the customer's postcode and address.

> For American Express cards there is a four-digit Card Security Code printed on the front of the card, any numbers on the signature strip should be ignored.

The response from the acquirer will then give you the result of the security checks to help you decide if you wish to continue with the transaction.

Mailorder - CSC/AVS Results

Please be aware that the CSC/AVS result is intended only to guide you in a decision to void or confirm an already authorised transaction. Contact your acquirer for more information and details of liability.

DATA MATCHED	Both the CSC and AVS data matches.
AVS MATCH ONLY	Only the AVS data matches.
CSC MATCH ONLY	Only the CSC data matches.
DATA NON MATCH	Neither the CSC nor AVS data matches.
NOT CHECKED	The data was not checked.

The data may not be checked if the service is not supported or if there is a temporary system failure.

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Mailorder Transaction
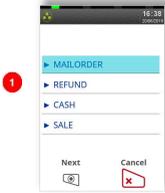
From the idle screen press the *green* key once and select Mailorder.

If you see this prompt, enter the numbers from the card's billing address postcode (e.g. 119 for KY11 9JU) and press the *green* key.

Select Sale

If you see this prompt, enter the numbers from the card's billing address (e.g. 221 for 221b Baker Street) and press the *green* key.
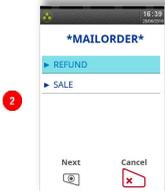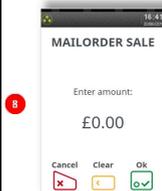
Key in the customer's card number and press the green key.

Enter the sale amount in pence (e.g. 2134 for £21.34) and press the *green* key.
The terminal will connect to the acquirer for authorisation.

Key in the expiry date in MMYY format (1217 for December 2017).
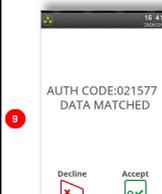
If the transaction has been authorised then an auth code will be displayed, together with the CSC/AVS check result. You must decide whether to continue with the transaction.

Enter three digit code at the back of the card Please note for AMEX four digits are required.
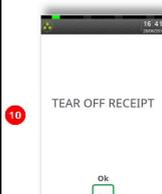
Tear off the merchant copy and press the green key.

● SEAMLESS PAYMENT

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Hotel Mode

When a large value transaction is expected (typically in Hotel or Rental environments), a Pre-Authorisation can be made for the expected value, to check the customer's card is valid and the customer has enough credit available for the transaction.

If the expected value increases, then further Pre-Authorisations can be made. The final amount is fully authorised and captured by using the Completion function.

To perform a Hotel Mode transaction press the _menu_ key three times, then choose HOTEL

Choose the required transaction type.

Then follow prompts on the screen.

A Pre-Authorisation (PREAUTH) transaction proceeds as for a Sale transaction. If the customer's card number is keyed in, then you will be asked to confirm if the customer is present. These transactions do not include gratuities.

The transaction details are not captured by the acquirer, so the customer's bank account IS NOT debited, although the available credit on the customer's bank account will be reduced by the amount authorised.

> Authorisation codes typically expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.

A Completion (COMPLTE) transaction requires the most recent authorisation code and the total amount of all pre-auths, in addition to the final amount to be debited from the customer's card. This transaction will require a signature check and the acquirer will capture the transaction details, so the customer's bank account is debited.

Pre-Auth

1 — ***HOTEL MODE*** ▶ PREAUTH ▶ COMPLTE — Next / Cancel
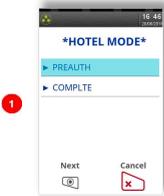
Select Hotel from the menu, then pre-auth.

6 — Connecting to Global Payments via network cable

Terminal will connect to the host via the mobile network.

2 — **PRE-AUTH** — Cancel
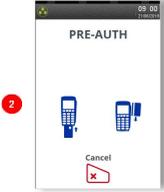
Insert or Swipe card screen is displayed.

7 — AUTH CODE:Ø21450

Pre-Auth is accepted by the acquirer.

3 — **PRE-AUTH** — Enter amount: £12.34 — Cancel / Clear / Ok

Enter the amount and press the *green* key.

8 — Printing / Please wait

Terminal will print the merchant receipt

4 — Please wait

Terminal will check the card.

9 — **Remove card**

Remove card.

5 — **PRE-AUTH** — £12.34 Enter PIN — Cancel / Clear / Ok

Cardholder enter the PIN code and press the *green* key.

10 — Printing / Please wait
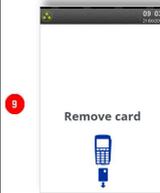
Terminal will print customer receipt, then return to the ready screen.

● SEAMLESS PAYMENT

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Completion

1	*HOTEL MODE* ▸ PREAUTH ▸ COMPLTE Next Cancel	Select "Complte" from the transaction menu.
2	COMPLETION Cancel	Insert / Swipe card screen is displayed, start keying in the card number if you are looking to perform customer not present transaction.
3	COMPLETION Enter final amount: £0.00 Cancel Clear Ok	Enter the final amount.
4	PRE-AUTH Enter total of all previous pre-auths: £0.00 Cancel Clear Ok	Key in sum of all pre-auths taken to date for this card.
5	First Auth Code:	Terminal will request the first pre-auth code to be entered.
6	COMPLETION £12.34 Enter PIN Cancel Clear Ok	Customer will be prompt for PIN entry.
7	APPROVED	The terminal displays approved/declined message.
8	Printing Please wait	Terminal will print the merchant receipt
9	Remove card	Remove card.
10	Printing Please wait	Terminal will print the customer receipt.
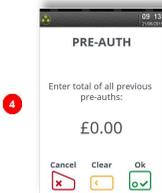
● SEAMLESS PAYMENT

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Reversals

If a mistake in a transaction is identified immediately after the transaction has been completed, then the transaction can be completely reversed by selecting the Reversal function within 30 seconds of the end of the transaction.

This function is particularly useful when the wrong transaction amount has been entered, and the mistake is only noticed on the customer copy.

To perform a Reversal press the menu key twice, then choose REVERSAL.

If the 30 second timer has not expired then your terminal will perform the Reversal, contacting the acquirer if necessary.

When a Reversal has been successfully performed the original transaction and the Reversal will not appear on the customer's bank statement.

The original transaction and the Reversal will appear on your Banking and X/Z Balance reports. Reversals are recorded as the opposite of the original transaction: if you reverse a Sale then the Reversal will be shown as a Refund; or if you reverse a Refund then the Reversal will be shown as a Sale.

> You have 30 seconds of the end of transaction to perform reversal. Once that elapsed the transaction cannot be reversed.

Duplicate Receipts

Your terminal can produce a duplicate copy of the customer receipt for the last completed transaction.

To print a duplicate ticket press the menu key three times, then choose DUPLICATE. All duplicate copies will have the word DUPLICATE printed at the top of the receipt.

> You can print a duplicate customer copy receipt quickly by pressing the F1 key when your terminal is displaying the idle screen.

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Cash advance

> You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types.

Your terminal is not pre-configured to allow for Cash Advance. If you would like Cash Advance mode enabled on your terminal please contact the terminal Helpdesk.

The idle screen will be displayed, press the *menu key* once.

Select the CASH menu and Insert or swipe the customer's card when prompted.
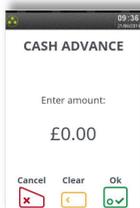
Enter the transaction amount in pence (e.g. 2134 for £21.34) and press the *green* key.

The terminal will continue as per a normal sale, refer to the instructions for the appropriate sale transaction type to complete the transaction.

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Account Verification

You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you

In order to check that a customer's card is valid an Account Verification can be performed. Typically this would be used before opening a bar tab, or any situation where a low value Pre-Authorisation would otherwise be performed. An Account Verification has no value and therefore does not affect the available balance on the customer's bank account.

To perform an Account Verification press the _menu_ key three times, then choose ACC VERIFY.
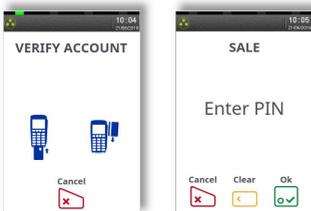
Insert, swipe or key the customer's card.

The terminal will continue as per a normal sale with the exception that an amount is not prompted for, refer to the instructions for the appropriate sale transaction type to complete the transaction.

When an Account Verification is successful then ACCOUNT VERIFIED will be displayed on the terminal and printed on the transaction receipts.

Account Verification receipts carry the extra text of ACCOUNT VERIFICATION to indicate that the transaction details are not captured by the acquirer.

If the ACC VERIFY option is not shown in the menu on your terminal then the Account Verification functionality is not available to you.

Account Verification many not be available for all card types.

SEAMLESS PAYMENT

Authorisation only transaction

> You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you

An Authorisation Only transaction gives an authorisation code for a specific amount against a customer's card without the capture of the transaction details by the acquirer.

This facility is intended for merchants who wish to bank transactions using a different system, or to check that the customer has enough credit for a transaction.

The transaction does NOT debit the customers bank account or credit your merchant account. The transaction value is NOT added to the terminal totals. When an Authorisation Only transaction is done the available credit on the customers bank account will be reduced by the amount authorised.

Authorisation Only transactions may be submitted to the acquirer through the Forced Transaction function. These transactions do not include gratuities.

To perform an Authorisation Only transaction press the _menu_ key twice, then choose AUTH
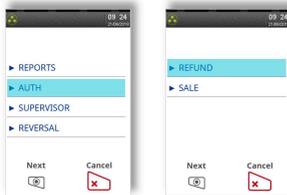
Select the desired Authorisation Only transaction type and perform the transaction as normal.

Authorisation Only receipts carry the extra text of AUTHORISATION ONLY to indicate that the transaction details are not captured by the acquirer.

> Authorisation codes typically expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.

● SEAMLESS PAYMENT

Declined Transactions

The customer's card, card issuer or the acquirer can decline to authorise any transaction.

A declined response from the acquirer's host system will display a message on your terminal in place of the usual AUTH CODE: xxxxx message. This can be, for example, DECLINED, NOT AUTHORISED, or RETAIN CARD. This message will be displayed on the screen for up to 60 seconds, or until the enter key is pressed.

A declined receipt will be printed which clearly indicates that the transaction has not been authorised. It will also show the message from the acquirer if such message is present.

Transactions with an inserted chip card may be declined by the card without the terminal contacting the acquirer's host system. You should advise the customer to contact their card issuer and request another means of payment.

If your terminal is unable to contact the acquirer for a transaction with an inserted Chip card, the transaction maybe declined by the card with the message COMMS FAILURE DECLINED.

> If the COMMS FAILURE DECLINED message is displayed there may be a problem with your telephone or LAN connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled Diagnostic Codes for more details.
>
> If you are prompted to retain the customer card you should follow the standard procedures as laid down by your acquirer.

Referrals

A transaction may be referred for voice authorisation if an extra security check is required by the acquirer. The terminal will display or print instructions to call the acquirer. If a telephone number is not shown please use the standard voice authorisation number as supplied by that acquirer.

Once you have dialled or made a note of the telephone number press the *green* key to continue.

Please be ready to quote your merchant number, the full card number and any referral message that was displayed (such as REFERRAL B or CODE 10 REFER). The authorisation centre may need to speak to the customer.

> If requested to do so by the authorisation centre operator, you may remove the card from your terminal after a referral request to do further visual checks on the card; at all other times, you should only remove the card when prompted to do so by your terminal.

If the transaction is authorised by the authorisation centre, your terminal will prompt you to enter both your supervisor password and the authorisation code. You should take care entering the authorisation code to avoid unnecessary chargebacks from your acquirer.

Your terminal will also refer transactions if it is unable to contact the acquirer. This can happen during exceptionally busy periods when the acquirer's host system cannot answer the authorisation request.

> If you experience a high volume of referrals there may be a problem with your connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled Diagnostic Codes for more details

> FRAUD ALERT: Your acquirer will never contact you via telephone call asking you to use a temporary authorisation centre telephone number.

Force transaction

You must ensure that this option is enabled on your acquirers Merchant Account. Contact your acquirer to ensure that this option is available to you; this option may not be available for all account types.

The Forced Transaction function allows for the completion of a transaction following a referral or voice authorisation. It also provides the opportunity to capture the details of transactions authorised by means other than your terminal. For example, card transactions authorised using paper vouchers and calls to the authorisation centre during a power cut, or transactions previously authorised using the Authorisation Only function.

You must have a valid authorisation code before performing a forced transaction.

To perform a forced transaction press the *menu* key three times, then choose FORCE TRANS. You will be asked to type your supervisor password, and then press enter.
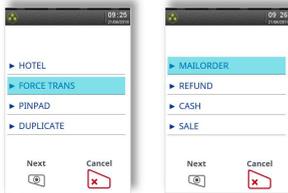
Select the desired transaction type, enter your supervisor password and then select the desired transaction type.
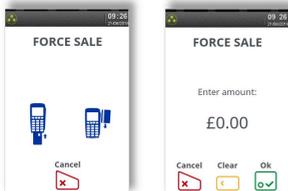
Insert, swipe or key the customer's card, then follow instructions on the screen.

Transaction Receipts

Merchant Copy - Signature Transactions

Inserted or Swiped Cards with Signature (Merchant Copy)

Merchant ID ---- M:12345678 ---- Terminal ID (TID)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678                      Terminal ID
TID:22160000            S2      Sequence Number

WAITER:02                       Transaction Referencing
TABLE:00000001
HANDSET:01

VISA DEBIT                      Card Issuer
AID: A0000000031010

VISA DEBIT                      Card AID & Label
                                Inserted Cards Only

4444 3333 2222 1111             Card Number
EXP 12/20                       Card Details
STT 12/17                       EXP for Expiry Date
ISS 1                           STT for Start Date
                                ISS for Issue Number
ICC                             Entry Method
                                ICC for Inserted Cards
SALE                            SWIPED for Swiped Cards
AMOUNT          £21.34          KEYED for Keyed Cards
                                CONTACTLESS for Contactless Cards
TOTAL           £21.34          Transaction Type


SIGN BELOW

                                Signature Section

------------------------
PLEASE DEBIT MY ACCOUNT

01/01/19 12:00                  Date & Time
AUTH CODE: 123ABC               Auth Code
TXN 0002                        Transaction Number
DIAG 8282                       Diagnostic Code

      MERCHANT COPY
   PLEASE RETAIN RECEIPT
```

Inserted or Swiped Cards with Signature and Gratuity (Merchant Copy)

Merchant ID ----
Terminal ID ----
Sequence Number ----
Transaction Referencing ----
Card Issuer ----
Card AID & Label ----
Inserted Cards Only
Card Number ----
Card Details ----
EXP for Expiry Date
STT for Start Date
ISS for Issue Number
Entry Method ----
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards
Transaction Type ----
Signature Section ----
Date & Time ----
Auth Code ----
Transaction Number ----
Diagnostic Code ----

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000               S4
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/20
STT 12/17
ISS 1
ICC

SALE
AMOUNT            £21.34

GRATUITY          ........

TOTAL             ........

SIGN BELOW


------------------------
PLEASE DEBIT MY ACCOUNT

01/01/19 12:04
AUTH CODE: 123ABC
TXN 0003
DIAG 4141

      MERCHANT COPY
   PLEASE RETAIN RECEIPT
```

SEAMLESS PAYMENT

Merchant Copy - PIN Transactions

Inserted Cards with PIN Entry (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000            S5
WAITER:01
TABLE:00000003
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT


4444 3333 2222 1111
EXP 12/20
STT 12/17
ISS 1
ICC

SALE
AMOUNT            £21.34
TOTAL             £21.34

PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

01/01/19 12:11
AUTH CODE: 123ABC
TXN 0004
DIAG 8241


     MERCHANT COPY
  PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:12345678
TID:22160000 ---- Terminal ID
S5 ------- Sequence Number

Transaction Referencing — WAITER:01 TABLE:00000003 HANDSET:01

VISA DEBIT ---- Card Issuer

Card AID & Label — AID: A0000000031010 VISA DEBIT

4444 3333 2222 1111 ---- Card Number

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

ICC ---- Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Transaction Type ---- SALE

PIN VERIFIED ---- Successful PIN Entry

Date & Time ---- 01/01/19 12:11
AUTH CODE: 123ABC ---- Auth Code
Transaction Number ---- TXN 0004
DIAG 8241 ---- Diagnostic Code

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Inserted Cards with PIN Entry and Gratuity (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000                S7
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
4444 3333 2222 1111
EXP 12/20
ICC

SALE
AMOUNT              £21.34
GRATUITY             £2.00
TOTAL               £23.34

PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

01/01/19 12:13
AUTH CODE: 123ABC
TXN 0005
DIAG 8282

    MERCHANT COPY
  PLEASE RETAIN RECEIPT
```

Merchant ID

Transaction Referencing

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

Terminal ID

Sequence Number

Card Issuer

Card Number

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

Successful PIN Entry

Date & Time

Auth Code

Transaction Number

Diagnostic Code

Merchant Copy - Contactless Transactions

Contactless Cards (Merchant Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:12345678
TID:22160000                  S9
WAITER:01
TABLE:00000003
HANDSET:01


VISA DEBIT
AID: A0000000031010

VISA DEBIT


4444 3333 2222 1111
EXP 12/20
STT 12/17
ISS 1
CONTACTLESS

SALE
AMOUNT              £1.23
TOTAL               £1.23


NO CARDHOLDER
VERIFICATION

01/01/19 12:30
AUTH CODE: 123ABC
TXN 0006
DIAG 52

    MERCHANT COPY
 PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:12345678

Terminal ID ---- TID:22160000

Sequence Number ---- S9

Transaction Referencing ---- WAITER:01 / TABLE:00000003 / HANDSET:01

Card Issuer ---- VISA DEBIT

Card AID & Label ---- AID: A0000000031010 / VISA DEBIT

Card Number ---- 4444 3333 2222 1111

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

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

Transaction Type ---- SALE

Successful Contactless Read ---- NO CARDHOLDER VERIFICATION

Date & Time ---- 01/01/19 12:30

Auth Code ---- AUTH CODE: 123ABC

Transaction Number ---- TXN 0006

Diagnostic Code ---- DIAG 52

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● SEAMLESS PAYMENT

Keyed Cards with Signature (Customer Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678
TID:****0000          S10
WAITER:01
TABLE:00000003
HANDSET:01

VISA DEBIT
***********1111
EXP 12/20
STT 12/17
ISS 1
KEYED

SALE
AMOUNT            £21.34
TOTAL             £21.34

SIGNATURE VERIFIED
THANKYOU FOR YOUR CUSTOM

01/01/19 12:32
AUTH CODE: 123ABC
TXN 0007
DIAG 8241

        CUSTOMER COPY
    PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:****5678

Terminal ID

Sequence Number

Transaction Referencing

Card Issuer ---- VISA DEBIT

Card Number

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

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

Transaction Type ---- SALE

Confirmed
Signature Prompt

Date & Time ---- 01/01/19 12:32

Auth Code

Transaction Number ---- TXN 0007

Diagnostic Code

For security reasons the full card number is not shown on the customer copy.

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Inserted Cards with PIN Entry (Customer Copy)

Merchant ID ----

Terminal ID

Transaction Referencing

Card Issuer

Card AID & Label

Card Number

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

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

Transaction Type ----

Sequence Number

Successful PIN Entry

Date & Time ----

Auth Code

Transaction Number ----

Diagnostic Code

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678
TID:****0000           S5

WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
AID: A0000000031010

VISA DEBIT


************1111
EXP 12/20
STT 12/17
ISS 1
ICC

SALE
AMOUNT            £21.34
TOTAL             £21.34


PIN VERIFIED
THANKYOU FOR YOUR CUSTOM

01/01/19 12:11
AUTH CODE: 123ABC
TXN 0004
DIAG 8241


    MERCHANT COPY
 PLEASE RETAIN RECEIPT
```

For security reasons the full card number is not shown on the customer copy.

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Contactless Cards (Customer Copy)

```
DUPLICATE
Merchant Name
Merchant Address 1
Merchant Address 2

M:****45678                        ------ Terminal ID
TID:****60000          S9          ------ Sequence Number
WAITER:01
TABLE:00000003
HANDSET:01


VISA DEBIT                         ------ Card Issuer
AID: A0000000031010

VISA DEBIT


************1111                   ------ Card Number
EXP 12/20
STT 12/17
ISS 1
CONTACTLESS                        ------ Entry Method

SALE
AMOUNT               £1.23
TOTAL                £1.23

NO CARDHOLDER                      ------ Successful
VERIFICATION                              Contactless Read

01/01/19 12:30
AUTH CODE: 123ABC                  ------ Auth Code
TXN 0006
DIAG 52                            ------ Diagnostic Code

        CUSTOMER COPY
   PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:****45678

Transaction Referencing ---- WAITER:01 TABLE:00000003 HANDSET:01

Card AID & Label ---- AID: A0000000031010 VISA DEBIT

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

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

Transaction Type ---- SALE

Date & Time ---- 01/01/19 12:30

Transaction Number ---- TXN 0006

For security reasons the full card number is not shown on the customer copy.

Please Note: Only the merchant copy is printed during a contactless transaction. If the customer requires a receipt then the customer copy can be printed by pressing the F1 key whilst the idle screen is displayed.

SEAMLESS PAYMENT

Pre-Paid Cards (Customer Copy)

```
                Merchant Name
                Merchant Address 1
                Merchant Address 2

Merchant ID     M:****5678                      Terminal ID
                TID:****0000         S5         Sequence Number
Transaction     WAITER:03
Referencing     TABLE:00000004
                HANDSET:01

                VISA DEBIT                      Card Issuer
Card AID &      AID: A0000000031010
Label           VISA DEBIT

                ************1111                Card Number
Card Details    EXP 12/20
EXP for Expiry Date   STT 12/17
STT for Start Date    ISS 1
ISS for Issue Number  ICC                       Entry Method
                                                ICC for Inserted Cards
                                                SWIPED for Swiped Cards
                                                KEYED for Keyed Cards
Transaction Type  SALE                          CONTACTLESS for Contactless Cards
                AMOUNT          £21.34
                TOTAL           £21.34

Pre-Paid Card   AVAILABLE:
Available Balance £1000.00

                PIN VERIFIED                    Successful PIN Entry
                THANKYOU FOR YOUR CUSTOM

Date & Time     01/01/19 12:11
                AUTH CODE: 123ABC               Auth Code
Transaction Number  TXN 0004
                DIAG 8241                       Diagnostic Code

                  MERCHANT COPY
                PLEASE RETAIN RECEIPT
```

For security reasons the full card number is not shown on the customer copy.

Please Note: The Pre-Paid Card available balance is shown only on the customer copy.

Declined and Void Receipts

If the transaction is declined by the acquirer or by an inserted Chip card, the terminal will print a declined receipt, as shown below. The text printed below the Date and Time is the response from message from the acquirer.

Example Declined Receipt (Customer Copy)

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678                    Terminal ID
TID:***0000           S11     Sequence Number
WAITER:02
TABLE:00000010
HANDSET:01

VISA DEBIT                    Card Issuer
************1111              Card Number
EXP 12/20
STT 12/17
ISS 1
SWIPED                        Entry Method

SALE
AMOUNT          £21.34
TOTAL           £21.34


  D E C L I N E D

THANKYOU FOR YOUR CUSTOM

01/01/19 12:40
NOT AUTHED                   Acquirer Message
TXN 0008
DIAG 41                      Diagnostic Code


    CUSTOMER COPY
 PLEASE RETAIN RECEIPT
```

Labels pointing to the receipt:
- **Merchant ID** → M:****5678
- **Transaction Referencing** → WAITER:02 / TABLE:00000010 / HANDSET:01
- **Card Issuer** → VISA DEBIT
- **Card Details** — *EXP for Expiry Date / STT for Start Date / ISS for Issue Number* → EXP 12/20 / STT 12/17 / ISS 1
- **Transaction Type** → SALE
- **Date & Time** → 01/01/19 12:40
- **Transaction Number** → TXN 0008
- **Terminal ID**
- **Sequence Number** → S11
- **Card Number** → ************1111
- **Entry Method** — *ICC for Inserted Cards / SWIPED for Swiped Cards / KEYED for Keyed Cards / CONTACTLESS for Contactless Cards* → SWIPED
- **Result Indication** → D E C L I N E D
- **Acquirer Message** → NOT AUTHED
- **Diagnostic Code** → DIAG 41

For security reasons the full card number is not shown on the customer copy. If you have had any voided transactions you must perform an End of Day report to ensure that the acquirer receives confirmation that the transaction(s) have been voided.

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VOID	If the Result Indication shows `VOID` then the transaction has been cancelled by the operator.
CANCELLED	If the transaction was cancelled by pressing the _cancel_ key, the message below the date/time will read `CANCELLED`.
SIGNATURE INVALID	If the transaction was cancelled by the operator selecting `NO` to the signature check, then the text below the Date and Time will read `SIGNATURE INVALID`.

Transaction Referencing

Your terminal is not pre-configured to allow for Transaction Referencing. If you would like Transaction Referencing to be enabled on your terminal please contact the terminal Helpdesk.

Transaction Referencing can be used to reference each transaction's ticket to a specific terminal operator, or location. The most common use of Transaction Referencing is in the leisure industry for use by Waiters (operator) and Tables (location).

The labels for these references are completely customisable for your needs, so you could have Room Number (in a Hotel), or Invoice ID (in an office based business), or maybe Customer ID. Please contact the terminal Helpdesk if you wish to customise these labels.

OPERATOR	Operator ID (Waiter ID) is printed on both the merchant and customer copy of the transaction receipts. You will also have a sub-report on your X/Z Balance reports which breakdown the transactions including gratuities (if enabled) by each operator. Operator ID has a range from `1` to `99`.
LOCATION	Location ID (Table ID) is printed on both the merchant and customer copy of the transaction receipts. Location ID can be up to twenty-five characters in length and formed of both letters and numbers if required.
HANDSET	Handset ID is enabled by default, and allows you to simply reference which terminal was used to take the transaction, when you have more than one terminal in use in your business. The default value of `01` can be changed within the supervisor menu

Reports

The terminal can produce several reports to aid banking:

End of Day Banking	Reconciliation report with the acquirers
X Balance	Transaction total print without a reset
Z Balance(!)	Transaction total print with a reset
Waiters Totals	Gratuity summary per waiter

At the end of each trading day you should perform an End of Day report (or a Banking and Z Balance report). This will give you a full record of all business done that day and will allow for the fastest possible processing of funds into your merchant account.

If you do not complete an End of Day report there will be a delay in you receiving funds. If you have had any voided transactions you must perform an End of Day report to ensure that the acquirer receives confirmation that the transaction(s) have been voided.

- There are several common features across all the totals and sub-totals on all of the reports that are available.
- DR indicates that the value of transactions shown is in your favour - the value shown will be debited from customers.
- CR indicates that the value of transactions shown is not in your favour - the value shown will be credited to customers.
- The number of transactions that add up to the total shown will always be shown on the left of the value.
- Any gratuity and cashback amounts are included in the TOTAL and SUB-TOTAL, as well as in the breakdown by transaction type (i.e. Sales or Refunds).

Always check that your paper roll is not about to run out, before doing any reports.

End of Day Report

Your terminal is provided with an End of Day report that allows you to print both the Z Balance and the Banking reports from the one place. This simplifies your end of day procedure and ensures that you do the correct reports each day.

The End of Day report prints first the Z Balance, followed by Banking for all acquirers. After the report has printed you should ensure that the Banking report shows TOTALS CONFIRMED for each acquirer, and that the totals are consistent with the Z Balance report.

To perform an End of Day report press the *menu key* **twice**, then choose REPORTS. You will be asked to type your supervisor password, then press *enter*, choose END OF DAY.

Reports performed by the End of Day function will look exactly the same as if they were done separately, however above each report title will be the legend of END OF DAY.

<div align="center">Example End of Day report</div>

```
END OF DAY
Z BALANCES
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

```
END OF DAY
BANKING

Merchant Name
Merchant Address 1
Merchant Address 2
```

Please refer to the following sections entitled Banking Report and Z Balance report for more details on the contents of each report.

Your terminal can be configured to automatically perform the End of Day report at a set time each day (or a specific range of days) to make this process even more streamlined. If you would like the Auto End of Day functionality enabled on your terminal please contact the terminal Helpdesk.

Banking Report

Performing a Banking report reconciles the transaction totals held in the terminal with the totals held by each acquirer. The terminal may need to contact some or all of the acquirers to complete this report.

Transactions are listed by acquirer, and are also shown by card type (issuer) under that acquirer. Reconciliations are done by sessions; these sessions are tracked by both the terminal and the acquirer.

The totals listed under CURRENT SESSION were carried out during the current reconciliation session and will be processed by the acquirer at the end of the session.

The totals listed under PREVIOUS SESSION were carried out during the previous reconciliation session and have already been processed by the acquirer.

To understand the concept of sessions, the PREVIOUS SESSION on today's reports will be the same as the CURRENT SESSION on yesterday's report, and so on. If these totals do not match then you may be doing your report outside of the acquirer's specified banking window.

> ⚠️ You should contact your acquirer(s) to find out when your specified banking window is, if you do your Banking report outside of this time then your reports may not reconcile correctly.

The result for each acquirer's reconciliation is shown below the acquirer's name.

TOTALS CONFIRMED	Shown if the totals held by the acquirer and the terminal agree.
TOTALS NOT AGREED	Shown if the totals held by the acquirer and the terminal do **not** agree. The report will show the totals held by the terminal and the acquirer separately to show the difference. You should contact the acquirer to ensure that all expected funds have been transferred.
CANNOT CONFIRM TOTALS	Shown when the terminal cannot contact the acquirer to check the totals. The diagnostic code printed will indicate the reason for the communications failure.

To perform banking report please follow the instructions below.

To perform a Banking report for ALL acquirers press the green key twice, then choose REPORTS.

You will be asked to type your supervisor password, then choose BANKING.

To perform a Banking report for ALL acquirers, choose ALL. If you are looking to select acquirer to be banked select SINGLE

If you selected SINGLE you will be asked to choose an acquirer from the list.
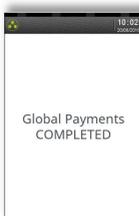
The terminal will contact the acquirer and display confirmation screen followed by the banking printout.

The Banking report is a constitutional part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Banking report.

If you do not complete an End of Day report (or the Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds

Terminal ID

Acquirer Name

Merchant ID

Current Session Number

Transaction Range
Current Session - relates to the Transaction breakdown on the Z Balance Report

Issuer Breakdown
Current Session totals for each Issuer linked to this acquirer. This section will not appear this acquirer has only one Issuer

Transaction Range
Previous Session

Issuer Breakdown
Previous Session totals for each Issuer linked to this acquirer. This section will not appear this acquirer has only one Issuer

Transaction Number

```
BANKING

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
01/01/19 23:54
HANDSET:01

  -=++oooo++=-
ACQUIRER 1
TOTALS CONFIRMED
01/01/19 23:54
M:12345678
TID:22160001

CURRENT SESSION:       3
TXN NOs        0041-0089
Sales      47    £844.06
Refunds     1      £5.00

TOTAL     DR   £839.06

  VISA CREDIT
  Sales     18    £319.83
  SUB-TOTAL DR   £319.83

  ELECTRON
  Sales     29    £524.23
  Refunds    1      £5.00
  SUB-TOTAL DR   £519.23

PREVIOUS SESSION:
TXN NOs        0025-0040
Sales      13    £100.41
Refunds     2     £20.00
TOTAL     DR    £80.41

  VISA CREDIT
  Sales      8     £85.08
  Refunds    2     £20.00
  SUB-TOTAL DR    £65.08

  MAESTRO
  Sales      5     £25.33
  SUB-TOTAL DR    £25.33

SESSION NOW CHANGED TO 4
TXN 0090
DIAG 76
  -=++oooo++=-
```

Print Date & Time

Acquirer Result
TOTALS CONFIRMED
The totals were agreed for this acquirer

Current Session
The breakdown of totals for the current banking session. Combining the Current Session totals for all acquirers should match the Grand Total on the Z Balance Report

Previous Session
The breakdown of totals for the previous banking session

Session Message

Diagnostic Code
DIAG 76 indicates that a successful online banking was performed

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Example Banking report continued (Acquirer 2)

```
     -==++oooo++==-
ACQUIRER 2
TOTALS UNCONFIRMED
01/01/19 23:55
M:87654321
TID:22160001

CURRENT SESSION:       2
TXN NOs        0039-0042
Sales      1     £10.00
Refunds    1     £20.00

TOTAL      CR    £10.00

PREVIOUS SESSION:
TXN NOs        0025-0038
Sales      8    £827.19
Refunds    1     £40.00
TOTAL      DR   £787.19

TXN 0046
DIAG 828282
     -==++oooo++==-
```

Acquirer Name — ACQUIRER 2

Merchant ID — M:87654321

Current Session Number

Transaction Range
Current Session - relates to the Transaction breakdown on the Z Balance Report

Transaction Range
Previous Session

Transaction Number

Acquirer Result
*TOTALS UNCONFIRMED
The totals were not checked for this acquirer*

Current Session
The breakdown of totals for the current banking session. Combining the Current Session totals for all acquirers should match the Grand Total on the Z Balance Report

Previous Session
The breakdown of totals for the previous banking session

Diagnostic Code
DIAG 828282 indicates that the acquirer was unable to be reached due to three communications errors (82)

TOTALS UNCONFIRMED means that the totals were in balance after the last online transaction so are probably correct, but they have not been checked during the reconciliation because, in this case, a communications error (see the section entitled Diagnostic Codes for more details). If the reconciliation is attempted again and the terminal again fails to contact the acquirer, the report will indicate CANNOT CONFIRM TOTALS.

This acquirer has only one issuer, so no breakdown by issuer is shown.

Acquirer Name

ACQUIRER 3
TOTALS NOT AGREED
CALL ACQUIRER

Acquirer Result
TOTALS NOT AGREED
The terminal totals did not
match the host's totals for this
acquirer

Date & Time

01/01/19 23:56

Merchant ID

M:11223344

TID:22160001

--==**==--

HOST AND TERMINAL TOTALS
DO NOT AGREE:

HOST: ACQUIRER 3

Disputed Totals

*Only shown when totals are not agreed.
The totals returned by the acquirer are
printed together with the terminal totals
for comparison*

Sales   8   £787.19

TOTAL   CR   £787.19

Acquirer Totals
Number of transactions and amounts
recorded by the host.

TERMINAL:
Sales   3   £500.00

TOTAL   CR   £500.00

Terminal Totals
Number of transactions and amounts
recorded by the terminal.

--==**==--

Current Session

CURRENT SESSION: 3
TXN NOs   0016-0019
Sales   3   £500.00
TOTAL   DR   £500.00

Current Session
The Current Session indicates that there
have been 3 transactions for this
acquirer recorded by the terminal.

PREVIOUS SESSION:
No Business

Previous Session
The breakdown of totals for the
previous banking session

Transaction Number

TXN 0020
DIAG 7376

Diagnostic Code
DIAG 7376 indicates that the totals
are out of balance (73) and a
successful online
banking was performed (76)

--==++oooo++==--

Report Summary

*If some or all of the acquirers do
not give TOTALS CONFIRMED
responses then a summary of the
issues is shown*

CAUTION
Acquirers attempted   3
Agreed   1
Not Agreed   1
Unconfirmed   1

REPORT COMPLETE

The acquirer totals will match the current session totals if the Banking report is completed daily during the banking window, if it is not completed in this way then this total may differ.

This acquirer has had no business, so no breakdown by issuer is shown.

X Balance Report

The X Balance report is sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The X Balance may be printed at any time throughout the day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions together with any gratuities or cashback (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.

> The totals within the terminal will not be reset after printing an X Balance.

To perform an X Balance report press the menu key **twice**, then choose REPORTS. You will be asked to type your supervisor password, then press *green* key, choose X BALANCE and press green key.

The X Balance report is exactly the same as the Z Balance excepting the totals **are not** reset.

Example X Balance report

```
X BALANCES
Totals Not Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

Please refer to the following section entitled Z balance report for more details on the contents of the X Balances report.

Z Balance Report

The Z Balance report is sometimes referred to as an End of Day Balance report. This is because it allows you to print a total of all transactions performed since the last Z Balance report. The Z Balance should be printed at end of each trading day.

Transactions are listed by card type, and by Operator ID (Waiter ID for example, if enabled) showing transactions together with any gratuities or cashback (if enabled) by each operator.

A list of all transactions done since the last Z Balance was completed is also shown.

> The totals within the terminal will be reset after printing a Z Balance.

To perform a Z Balance report press the menu key twice, then choose REPORTS. You will be asked to type your supervisor password, then press enter, then choose Z BALANCE(!)

The Z Balance report is exactly the same as the X Balance excepting the totals are reset in the terminal once the report is complete. The terminal will display PLEASE WAIT and a short progress indication while the totals are being reset.

> The Z Balance report is a constitutional part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Z Balance report.
>
> If you do not complete an End of Day report (or the Banking and Z Balance separately), money may not be collected from the customer and will lead to a delay in you receiving funds.

Example Z Balance Report (Totals and Breakdown by Issuer)

Terminal ID - - - -

Last Z Balance
The date & time when the last Z Balance Report was printed

Total - - - -

Includes
Shows the total value of Tips and Cashback for example (if enabled) included within the Grand Totals

Last Z Balance
The date & time when the last Z Balance Report was performed

```
Z BALANCES
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
01/01/19 23:47
HANDSET:01

GRAND TOTALS
Since 01/01/19 23:50

Sales       48    £854.06
Refunds      4     £40.00
TOTAL       DR    £814.06
Includes
Tips        30     £61.24
Cashback     5     £50.00

  -=-=++oooo++=-=--

BREAKDOWN BY
ISSUER
Since 01/01/19 23:50

AMERICAN EXPRESS
Sales        1     £10.00
Refunds      1     £35.00
SUB-TOTAL   CR     £25.00

VISA CREDIT
Sales       18    £319.83
SUB-TOTAL   DR    £319.83

ELECTRON
Sales       29    £524.23
Refunds      1      £5.00
SUB-TOTAL   DR    £519.23

  -=-=++oooo++=-=--
```

- - - - **Date & Time**

- - - **Grand Totals**
Summarises all transactions performed since the last Z Balance Report was printed

- - - - **Issuer Breakdown**
The breakdown of all transactions performed since the last Z Balance Report was printed, for each Issuer (i.e. card type). For clarity Tips and Cashback are not shown in this section. All SUB-TOTAL values add up to the TOTAL shown on the report; note that values shown as CR must be subtracted to give the final total

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Example Z Balance Report continued (Breakdown by Waiter and Transaction Log)

Last Z Balance
The date & time when the last Z Balance Report was printed

```
   --=++oooo++=--

BREAKDOWN BY WAITER
Since 01/01/19 23:50

WAITER ID:            01
Sales      25   £562.68
Refunds    2     £35.00
SUB-TOTAL  DR   £527.68
Includes
Tips       17    £38.50
Cashback   3     £30.00

WAITER ID:            02
Sales      23   £291.38
Refunds    1      £5.00




SUB-TOTAL  DR   £286.38
Includes
Tips       13    £22.74
Cashback   2     £20.00


   --=++oooo++=--

TRANSACTIONS

Seq  Txn           RESULT
S35         AUTH CODE:27
 T0041            £36.00
S36       AUTH CODE:00321
 T0042            £15.00
S37             DECLINED
 T0043          £9006.00
S38            CANCELLED
S39         AUTH CODE:16
 T0044            £48.16
```

Waiter Breakdown
The breakdown of all transactions performed since the last Z Balance Report was printed, for each Operator (i.e. Waiter). For convenience Tips and Cashback for example (if enabled) are shown with each Operator.
This section is only printed if Transaction Referencing is enabled

Example Transactions
S35 represents an authorised transaction
S36 represents an authorised transaction
S37 represents a transaction declined by the acquirer
S38 represents a transaction cancelled before connection to the acquirer
S39 represents an authorised transaction
S40 to S92 are not shown
S93 represents an Authorisation Only transaction shown by the (A) label -it is NOT added to the Grand Totals
S94 represents a transaction that was voided at the signature check
S95 represents an authorised transaction
S96 represents an authorised transaction
S97 represents an authorised transaction

```
S93         AUTH CODE:19
 T0086 A          £22.00
S94                 VOID
                  £50.00
S95        AUTH CODE:0227
 T0087             £5.00
S96       AUTH CODE:28642
 T0088            £17.86
S97        AUTH CODE:0227
 T0089            £14.51

   --=++oooo++=--

REPORT COMPLETE
```

Transaction Log
Detail of all transactions performed since the last Z Balance Report was printed.
For each transaction the Sequence Number of the transaction (S) together with the result. Each receipt has a different S number even if the transaction was cancelled before the amount was entered.
If a transaction went online second line showing the Transaction Number (T). The full transaction amount is also shown (inclusive of any Tips and Cashback for example). Transaction numbers are per acquirer meaning that the same T number could be shown for two different transactions, but the S number will not be the same

Stored Transaction Report

A Stored Transaction report may be printed to show how many transactions are stored in the terminal, awaiting transmission to the host.

Up to five transactions may be stored in the terminal per acquirer. A transaction may be stored after contactless transaction, voice referral, or by using the Forced Transaction or Hotel Mode Completion functions.

> ⚠️ Do not print this report unless instructed to do so by the terminal Helpdesk.

To perform a Stored report for ALL acquirers press the <u>menu</u> key twice, then choose REPORTS and press enter. You will be asked to type your supervisor password, then press enter, press the <u>menu</u> key once more, choose STORED followed by selecting ALL.

To perform a Stored report for a SINGLE acquirer press the <u>menu</u> key twice, then choose REPORTS. You will be asked to type your supervisor password, then press enter, press the <u>menu</u> key once more, choose STORED then choose SINGLE. Select from the list the required acquirer

TMS Report

Approximately once a month your terminal will call the Terminal Management System (TMS) to receive any updates to the software, details of new card schemes, and any changes to your configuration. This call will take place automatically, normally outside of standard trading hours.

After the TMS call has taken place your terminal will print a TMS report, indicating if the communication was successful or has failed.

If the TMS call is interrupted part way through downloading a new or updated configuration file, for example due to a communications problem, the terminal will be set into a NOT READY state and will not be usable until the file has been downloaded.

If your terminal displays the NOT READY status message then your terminal is not initialised. Press <u>menu</u> once and choose the SETUP menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS call.

Example successful TMS report

```
TMS CALL

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
S/N:01234WL12345678
01/01/19 02:36

CONNECTED:          OK
CONIG DATA:         OK

REPORT COMPLETE
```

Terminal ID ---- TID:22160001
Serial Number ---- S/N:01234WL12345678
Print Date & Time ---- 01/01/19 02:36
Result ---- CONNECTED / CONIG DATA
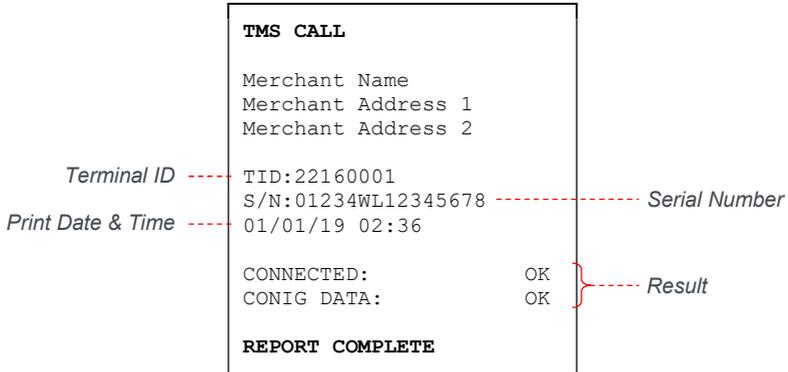
The status of CONNECTED may be; OK (if successfully connected to the TMS), or FAIL (if unable to connect to the TMS).

The status of CONFIG DATA may be; OK (if download was successful), FAIL (if download was not successful), or NOT REQUIRED (if no update was required).

Supervisor Functions

Supervisor password

Default supervisor password is **01483**

The Supervisor password is designed to limit access to the Supervisor functions (such as the Supervisor Menus, or Refund transactions) on the terminal to those who have access to the code.

Your terminal is shipped with an initial default code of 01483 but is configured so that a change of this code is required before you process any transactions. If you forget your code, please contact the terminal Helpdesk who will be able to reset the code back to the default.

The following codes are not valid choices for your Supervisor password: 01483, 1234, 0000, or 9999.

Any other numerical code of four or more digits will be a valid Supervisor password.

The Supervisor password allows entry into the Refund option on the terminal.

To change your Supervisor password press the menu key twice, then choose SUPERVISOR from the list. You will be asked to type your current supervisor password (i.e. 01483), then press *green* key, choose PASSWORD then CHANGE PWD.

You will need to enter your new numerical code (4 digits or more) twice, pressing the *green* key after each input, before the Supervisor password is updated to this new value.

If your terminal is lost or stolen you should contact the terminal Helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal (including access to the Supervisor password) is only granted to staff that have been independently verified as being trustworthy.

Supervisor password change – initial transaction

If you have not changed the Supervisor password before you process your first transaction the terminal will prompt you to change the code from the default during the transaction.
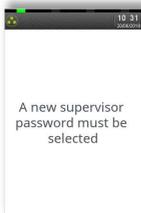
During the transaction, you will be prompted that the code needs to be changed, press any key to continue.

Enter a new code and press the *green* key.

Re-enter the new code and press the *green* key.

A confirmation will be shown if the two entries match and the code has been changed.

The terminal will continue as normal, refer to the instructions for transaction type that you chose to complete the transaction.

Refund Password

Your terminal is configured to use the Supervisor password to protect both the Refund and the Supervisor functions. If you would like a separate code enabled in order to protect the Refund function please contact the terminal Helpdesk.

This feature could be used to allow one member of staff the added ability to perform a Refund; while allowing another member(s) of staff the ability to perform the Supervisor functions.

Supervisor Menus

The Supervisor menus allow access to various management functions in your terminal. To be able to access the Supervisor menu, you must use the Supervisor password.

To access the Supervisor menus press the <u>menu</u> key twice, then choose SUPERVISOR and press the <u>green</u> key. You will be asked to type your current supervisor password and confirm this by pressing the <u>green</u> key.

Once you have access to the Supervisor menus, press the <u>menu</u> key to cycle through the various menu screens.

The following pages show a summary of the Supervisor functions and how to access them, and what they do.

> ⚠️ Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

First Supervisor Menu Screen

	PRINT CONF	Allows the terminal to print the configuration of any additional apps installed i.e. TruRating
	PASSWORD	Allows the various codes in the terminal to be reset or changed. Enters the PASSWORD menu - see next section.
	CONFIG	Allows the access to various extended configuration options. Enters the CONFIG menu - see next section.
	LOGON	Allows the terminal to perform a test with some, or all, of the acquirers loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

Second Supervisor Menu Screen (press *menu* once)
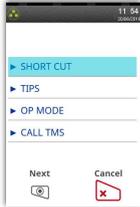
	SHORT CUT	Allows access to advanced configuration options. Enters the SHORT CUT menu - see next section.
	TIPS	Allows the Gratuity/Tip mode to be switched on and off. Setting TIPS to ON, sets OP MODE to LATE.
	OP MODE	Allows the setting of when the terminal will contact the acquirer for authorisation during the transaction. Gratuity/Tip mode is only available in LATE mode. Setting OP MODE to EARLY, sets TIPS to OFF.
	CALL TMS	Immediately sets off a configuration data call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

Third Supervisor Menu Screen (press *menu* twice)

	INTL	Allows the international dialling code to be set. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	SALETYPE	Allows the default transaction type to be set, so the transaction type will begin as soon as a card is swiped or inserted from the idle screen. If REFUND is set then the Supervisor password check will **not** be done.
	TERM PARAM	Allows the setting of internal terminal options. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	UPGRADE	Immediately sets off a software upgrade call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the terminal Helpdesk.

Fourth Supervisor Menu Screen (press *menu* three times)

	DATE TIME	Allows the date and time to be set. The date and time is automatically updated when a successful TMS call is made.
	BACKLIGHT	Allows the setting of the time taken after a key is pressed before the backlight turns off.
	AUTO-OFF	Allows the setting of the time taken after a key is pressed before the terminal enters power save mode.
	RELEASE	Prints a summary report of software versions loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.

● SEAMLESS PAYMENT

Supervisor Sub-Menus

There are three Supervisor sub-menus. They are the Password menu, the Config menu and the Shortcut menu. They allow access to extended options within the Supervisor menus.

To access the Password menu press the <u>menu</u> key twice, then choose SUPERVISOR and press <u>green</u> key. You will be asked to type your current supervisor password, and confirm this by pressing the <u>green</u> key, and choose PASSWORD.

Below is a summary of the functions within the Password menu and how to access them, and what they do.

> ⚠️ Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

Password Menu Screen

	DELETE ACQ	Deletes all datasets for one or all acquirers from the terminals memory. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	MAC RESET	Allows the Message Authentication Code (MAC) key to be reset to the initial value for one or all acquirers. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	TMS RESET	Allows the secure code used for communications to the TMS to be reset to the initial value. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	CHANGE PWD	Allows the Supervisor password (and/or Refund code) to be changed. The new code must be used for all future code requests.

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To access the Config menu press the <u>menu</u> key twice, then choose SUPERVISOR and press <u>green</u> key. You will be asked to type your current supervisor password, and confirm this by pressing the <u>green</u> key, and choose CONFIG.

Below is a summary of the functions within the Config menu and how to access them, and what they do.

⚠️ Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

First Config Menu Screen

	PRINT EMV	Prints EMV data loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	PRINT CERTS	Prints Certificates loaded on the terminal. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	PSTN PREFIX	Allows the telephone network (PSTN) prefix number to be set.
	GSM N/W TEST	Prints a rolling data sheet of the mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	SEL GSM N/W	Allow the selection of a different mobile network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

To access the Shortcut menu press the _menu_ key twice, then choose SUPERVISOR and press the _green_ key. You will be asked to type your current supervisor password and confirm this by pressing the _green_ key. Press the _menu_ key and choose SHORT CUT.

Below is a summary of the functions within the Shortcut menu, how to access them and what they do.

> ⚠️ Some Supervisor functions MUST only be used when instructed to do so by the terminal Helpdesk.

Shortcut Menu Screen

	CONTACTLESS	Configures the internal/external Contactless Reader support. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	PINPAD	Configures the external PINPad support. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	EPOS INTERF	Configures the EPoS (till) Interface functionality. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	BLUETOOTH	Allows the terminal to be associated to a Bluetooth base. Do not use this feature unless instructed to do so by the terminal Helpdesk.
	WIFI SETUP	Configures the Wi-Fi network. Do not use this feature unless instructed to do so by the terminal Helpdesk.

● SEAMLESS PAYMENT

Troubleshooting

Frequently Asked Questions

Q My terminal displays `NOT READY` on the idle screen, what do I do?

- Your terminal is not initialised or has failed an automatic TMS call. Press *menu* once and choose the `SETUP` menu option. You should contact the terminal Helpdesk if the problem persists after a successful TMS Call.

Q What can I do if the terminal does not print anything on the paper, does the ink need replacing?

- Your terminal uses a thermal printer and so does not require any ink. You should ensure that the paper is inserted in the correct orientation, as thermal paper only prints on one side. Refer to the section entitled **Loading a Paper Roll** for more information. Printing can be tested by using the `DUPLICATE` function to produce a duplicate receipt. Only use approved paper rolls from your terminal supplier. If the printer housing or printer roller is damaged you should contact the terminal Helpdesk.

Q What should I do if I have forgotten my Supervisor password?

- You should first try the default code of 01483, if this is not the code then please contact the terminal Helpdesk who will reset the code back to the default value.

Q What does it mean if my mobile terminal displays the message `ENTER SIM CODE`?

- Only use the SIM Card supplied to you by your terminal supplier. If you have been supplied with a replacement SIM Card (for example a faulty or lost SIM Card) your terminal will request a new activation code. Check the documentation which came with the SIM Card. If you cannot locate the SIM Code then please contact the terminal Helpdesk who will provide you with the appropriate SIM Code.

Q What does it mean when the terminal displays `PIN TRIES EXCEEDED`?

- The card has been locked after too many failed PIN entry attempts. It may be possible to perform a PIN Bypass. The customer should

contact their card issuer to change their PIN, or if they do know it they can unlock it at any ATM.

Q What should I do if my mobile terminal fails to display a mobile network name on the screen, even though the provided SIM is inserted correctly?

- Your terminal requires a good mobile network signal to operate, if you are in an area that mobile phones do not operate then the terminal will, also, not operate. You should move to an area of good mobile network signal.
- If you are in an area of good mobile network signal you should try to turn the terminal off, leave for about 30 seconds and turn the terminal back on. If the problem persists you should contact the terminal Helpdesk.

Q What should I do if my Bluetooth terminal shows a flashing number, or no number, on the Bluetooth status section of the screen?

- If the number is flashing ensure that the base unit with the Serial Number displayed is powered on and in range. If this is the case then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. If the problem persists you should contact the terminal Helpdesk.
- If there is no number displayed then power off the terminal and the base unit. Power back on the base unit and then place the terminal on that base unit and wait for the Bluetooth status to update. You should refer to the section entitled *Bluetooth Base Setup* for further details. If the problem persists you should contact the terminal Helpdesk.

Q What do I do if the customer has forgotten their PIN code?

- If your acquirer allows it, you can perform a PIN Bypass to bypass the entry of the PIN code, by pressing the _cancel_ key followed promptly by the _menu key_ **twice**. If the card allows the PIN Bypass you may find that the acquirer declines the transaction. Transactions taken by PIN Bypass are subject to chargebacks so you should make other careful checks on the card and cardholder as laid out by your acquirer. For more information on the use of PIN Bypass please contact your acquirer.

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Q I would like to refer a transaction before I attempt a transaction on the terminal as I am suspicious?

- You should contact the authorisation centre and ask for a 'Code 10 Referral', this alerts the operator why you are asking for the referral, without arousing suspicion with the customer.

Q Every transaction that I take is producing a referral, am I doing something incorrectly?

- Mobile terminals require a good mobile network signal in order to operate, if you are in an area that mobile phones do not operate then the terminal will, also, not operate. You should move to an area of good mobile network signal. If no mobile network is shown on the screen then you should check that the SIM is installed correctly. You should refer to the section entitled **SIM Card Installation** for further details. If the problem persists you should contact the terminal Helpdesk.
- Bluetooth terminals require either a telephone line or LAN in order to operate. You should check that the base unit is connected correctly and that the telephone line or LAN are working correctly. You should refer to the sections entitled **Terminal Base Overview** and **PSTN Connectivity** for further details. If the problem persists you should contact the terminal Helpdesk. If there is a problem with the telephone line or internet connection you should contact your telecommunications supplier.

Q My totals on the Z Balance and Banking reports do not match, what do I do?

- The Z Balance report totals give you a total of all transactions done across all acquirers. The Banking report totals give you the total for each acquirer. You should try to add up all the individual totals across all acquirers on the Banking to try to reconcile with the Z Balance total. The current session totals on the Banking shows all transactions for that session - if you perform the Z Balance and Banking at the same time every trading day this should match the totals on the Z Balance. If you still cannot match the totals you should contact the terminal Helpdesk. Please ensure that you have all relevant reports with you when you call. It is possible that you will be asked for the proceeding day's reports as well.

● SEAMLESS PAYMENT

Q A number of contactless transactions prompt that the card should be inserted or swiped, is this normal?

- It is routine that a contactless card will require a further security check occasionally. If the card is used for a lot of contactless transactions then this should be expected.

Q I am unable to take contactless transactions, am I doing something incorrectly?

- The contactless option will only become active when the transaction amount is under the contactless limit (e.g. £30.00).
- Not all cards are enabled for contactless transactions, please ensure that the card presented to terminal is a contactless card, the customer should contact their card issuer if they are unsure.
- Ensure that the contactless card is presented to the contactless card read zone until prompted to remove the card. You can check the card read by observing the lighting of the contactless status lights - the card is read when the confirmation tone is heard and all four lights are lit steadily.

Screen Messages

During normal operation you may come across a number of screen messages. Some indicate an error, whereas others offer information. Below is a list of some of the messages that you may see on your terminal.

BAD MAC	The security password is mismatched between the terminal and the acquirer, please contact the terminal Helpdesk.
CALL AUTH CENTRE	The transaction has been referred, call the authorisation centre on the number provided on the screen or printed on the receipt.
CANCELLED	The terminal is displaying confirmation that you have cancelled the transaction.
DECLINED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
BAD READ	The inserted card could not be read, check orientation of the card and try again.
BAD SWIPE	The swiped card could not be read, check orientation of the card and try again.
NOT ACCEPTED	The card presented is not configured for the selected transaction type, you should ask for another means of payment.
PROCESSING ERROR	The selected operation is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
OPERATION NOT ALLOWED	The selected operation has been disabled, is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
INVALID TRANSACTION	The selected transaction type (e.g. Cashback) may not be active on your merchant account; you should contact your acquirer.

INVALID CARD	The card presented is of a type that is not supported, or is damaged and could not be read, you should ask for another means of payment.
EXPIRED CARD	The card presented is expired, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
PREVALID CARD	The card presented is not yet valid, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
SORRY FOR DELAY… RETRYING	The terminal is unable to contact the acquirer due to a communications error. The terminal will make three dial attempts; if all three attempts should fail the transaction will be referred. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
PRESS ENTER TO RETRY PRESS ENTER TO RETRY (continued)	The first two dial attempts have failed, resolve the issue (e.g. ensure that the telephone line is not in use) and press _enter_ to continue for the third and final dial attempt. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
CANNOT CALL HOST CHECK PHONE LINE	The terminal is unable to contact the acquirer due to a communications error after three dial attempts. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the terminal Helpdesk if the problem persists.
MEMORY xx% FULL DO Z BALANCE	The terminal's memory is becoming full and needs to be cleared. Do a Z Balance to clear the transaction log. Warning will only show when 90% full or more. You should perform the Z Balance at the end of every trading day. If the problem persists after a successful Z Balance, please contact the terminal Helpdesk.

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Below is a list of the messages that you may see on the display of your terminal that specifically relate to contactless transactions.

APPROVED	The contactless transaction has been approved.
UNSUPPORTED CARD	The contactless card type is not enabled by the acquirer.
NOT AUTHORISED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
TRY AGAIN	The card was removed too soon and the card read has failed. The cardholder should re-present the card. They should not remove the card until prompted to do so.
PLEASE PRESENT ONLY ONE CARD	The card was presented with another contactless card and the card read has failed. The cardholder should re-present the card ensuring that it is the only card presented.
INSERT OR SWIPE CARD	The card requires a further security check. The transaction must be completed with cardholder verification (PIN entry or Signature as appropriate).
LOADING TPASS PARAMETERS…	The integrated contactless reader is being updated. This message is displayed during start up, and after your terminal has performed a maintenance call. Please wait a few seconds for the idle screen to be displayed before starting a transaction.

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Diagnostic Codes

You may see diagnostic (`DIAG`) codes at the bottom of transaction receipts and reports. Some indicate an error while others offer information. More than one diagnostic code may be printed. For example `DIAG 828282` would indicate three communication failure attempts during a transaction.

`10` or `17`	GPRS or IP connection error. Retry transaction. If the problem persists check the mobile network (mobile terminals) or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the diagnostic code.
`15`	Unexpected response after dialling. Check the telephone line; if a prefix is required to obtain an outside line refer to the section entitled "Supervisor functions" to programme this into the terminal. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
`22`	No dial tone. Check the telephone line and retry the transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
`31`	Line busy. Check the telephone line is not in use and retry the transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
`41` or `44`	Call connected but received an End of Transmission response. The acquirer maybe busy or there was a communication error. Retry transaction. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
`49`	Invalid message contents. The selected transaction type (e.g. Cashback) may not be active on your merchant account; you should contact your acquirer. If the problem persists contact the terminal Helpdesk quoting the diagnostic code.
`52`	Offline or Forced Transaction. This is not an error and is for information only.

53	Offline store is full. You should attempt an online transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the full diagnostic code.
61	PIN Bypass attempted. This is not an error and is for information only.
62	PIN tries exceeded. This is not an error and is for information only.
70xx	Error in transaction security. Normally indicates that the MAC code is invalid, contact the terminal Helpdesk quoting the full diagnostic code.
72	Merchant has indicated an invalid signature. This is not an error and is for information only.
73	Terminal and host totals do not agree. Do a Banking report and contact the acquirer if advised to do so. If the problem persists, contact the terminal Helpdesk quoting the diagnostic code.
76	Terminal completed online reconciliation. This is not an error and is for information only.
82	Modem or communications error. Retry transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the terminal Helpdesk quoting the diagnostic code.
93	Transaction cancelled by the operator. This is not an error and is for information only.
98	Bad on TMS call. Contact the terminal Helpdesk

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Menu Structure

MAILORDER				
REFUND	REFUND			
	SALE			
CASH				
	END OF DAY			
SALE	BANKING			
	X BALANCE			
REPORTS	Z BALANCE (!)			
	STORED			
AUTH		REFUND		
		SALE		
SUPERVISOR			DELETE ACQ	
			MAC RESET	
REVERSAL		PRINT CONF	TMS RESET	
	PREAUTH	PASSWORD	CHANGE PWD	
HOTEL	COMPLTE	CONFIG		PRINT EMV
		LOGON		PRINT CERTS
FORCE TRANS		SHORT CUT	CONTACTLESS	PSTN PREFIX
		TIPS	PINPAD	GSM N/W TEST
	MAILORDER	OP MODE	EPOS INTERF	SEL GSM N/W
ACC VERIFY†	REFUND	CALL TMS	BLUETOOTH	
	CASH	INTL	WI-FI SETUP	
DUPLICATE	SALE	SALETYPE		
		TERM PARAM		
TAXFREE		UPGRADE		
TRURATING	CONTACT HOST	DATE TIME		
	PRINT CONF	BACKLIGHT		
		AUTO-OFF		
		RELEASE		

† if the `ACC VERIFY` option is not shown in the menu on your terminal then the Account Verification functionality is not available to you.

● SEAMLESS PAYMENT

Recommendations

Safety

Powering down the Move/5000

- Disconnect the Move/5000 power supply block adapter from the electrical mains network

Lithium cell

- The Move/5000 is fitted with an internal lithium cell which can only be accessed by a qualified technician

Electrical power outlet

- The electrical power outlet must meet the following criteria:
- Must be installed near the equipment and easily accessible
- Must meet the standards and regulation in the country where used
- For type G plug the fuse rating must be 5A

Explosion areas

- Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

- The handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

- All external circuits connected to the Move3500 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950- 1:2005+/A1:2010 and EN60950-1:2006+/A11:2009+/A1:2010+/ A12:2011

. Cleaning

- To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections; do not use solvents, detergents or abrasive products.

The power supply contains the following symbols:

Double insulation symbol
Marking for Class II product. Such product does not require a safety connection to electrical earth

DC current output
This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current)

AC current input
This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency, max current)

DC power jack polarity
Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)

Indoor use only

Energy star level 6
International efficiency marking protocol

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2001/01/19 concerning Waste Electrical and Electronic Equipment (WEEE) and 2001/01/19 concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.

The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to assure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

Security of the terminal

This device fulfils current applicable PCI PTS security requirements. Upon receipt of the terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. Check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment, the chip card reader or any other part of the terminal. Such checks would provide warning of any unauthorised modifications to the terminal, and other suspicious behaviour of individuals that have access to your terminal. The terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Irruption!" and further use of the terminal will not be possible. If the "Irruption!" message is observed, contact the terminal helpdesk immediately.

It is strongly advised that privileged access to the terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

Fixed installation

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used without PIN shield, but it must be installed in the following manner:

- The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.

- The device must either be fitted in a swivel stand, so that the customer can position the device in the best angle to prevent oversight or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment   to which the device is installed.

- The device environment must be accompanied with conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.

- The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.

- The terminal is exclusively made for indoor use.If the above conditions are not fulfilled, a PIN shield must be used.

- Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

- Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and / or tilt it forwards / backwards to a position that makes visual observation of the PIN-entry process difficult.

- Positioning of in-store security cameras must be such a way that the PIN-entry keypad is not visible.

Standards

CE Mark

The CE marking indicates Move/5000 complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

EU Directives	According to harmonised EU standards			
	Product	Product Type	Standards	Issue date
1999/5/EC (R&TTE Directive)	Move 5000	All product type	EN 60950-1	2006 2009 (A11) 2010 (A1) 2011 (A12)
		Contactless	EN 302 291-1/2 EN301 489-1 EN 301 489-3 EN 50357 EN 50364	2005 2008 2002 2001 2001
		GSM/GPRS/ UMTS	EN 301 489-1 EN 301 489-7 EN 301 489-24 EN 301 511 EN 301 908-1 EN 62 311	2008 2005 2007 2003 2010 2008
2001/01/19 (RoHS Directive)		All product type	EN 50581	2012

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