ingenico
GROUP

Move/3500

Telium TETRA

Table of contents

Table of contents 2
Introduction 6
Contents of box 6
Overview of Move/3500 7
Keyboard details and functionality 8
Switching ON / OFF terminal 8
Installation 9
- Location of the Move/3500 9
- Operating Condition 9
- Battery Charging Conditions 9
- Storage Conditions 9
- Terminal Connections 10
- µUSB 10
- µSD Memory Card 10
- Opening the back cover 11
- SAMs & SIMs 11

Battery 12
- Main Characteristics 12
- Installing the battery 12
- Charging the battery 13
- Replacing the battery 14

R40 Paper Roll 15
- Installing a Paper Roll 16

Card Reading 17
- Magnetic Stripe Card 17
- Chip Card 17
- Contactless Card 17

Terminal Base Overview 18

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Display/Icons 19
Terminal Operation Icons 19
GPRS Terminal 20
Supervisor Functions 21
Supervisor Code 21
Voice Referral Password 22
Terminal Configuration 23
Transaction Selection 25
Data Input 26
Sale – Card Details Keyed 27
Sale – Swiped Card 28
Sale – Inserted Card 29
Sale – Contactless 30
Contactless High Value Payment (HVP) – Wallet Payments 31
Sale with Gratuity 32
Refund 33
Refund with Gratuity 35
Present/Insert/Swipe the customer's card or press 35
Remove the customer's card from the terminal 36
Purchase with Cashback (PWCB) Swiped Card 37
PWCB Swiped Card 37
PWCB Inserted Card 38
Cash Advance 39
Cash Advance – Swipe Card 39
Cash Advance – Insert Card 40
Reversal 41
Pre-Authorisation (Pre-Auth) 42
Completion 43
Completion Swipe Card 43
Completion Insert Card 44

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Account Verification 45
Account Verification Swipe Card 45
Account Verification Insert Card 46
Force Transaction 47
Sample Receipts 49
End Of Day Report 49
Not Authorised Receipts 50
Cancelled Receipts 51
Waiter Setup Receipts 51
Gratuity (Verified by PIN) Receipts 52
Gratuity (Verified by Signature) Receipts 53
Sale (Verified by Signature) Receipts 53
Sale (Verified by PIN) Receipts 54
Refund (Verified by Signature) Receipts 54
Self-Install Receipt 55
Reports 56
X-Totals / Z-Totals 57
WaiterTotals 58
Waiter Totals 59
End-of-Day-Banking 60
Banking Totals Agree 61
Banking Totals Not Agreed 62
Function Codes 63
Selecting Function Codes 63
Function 34 System Security 64
Function 91 Mobile Network Selection 65
Function 40 Waiter Setup 66
Add Waiter 66
Delete Waiter 67
Print Waiters 67

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Change Name 68
Delete All 69
Create Defaults 69
Function 30 Set Date and Time 70
Recommendations 71
Safety 71
Security of the Terminal 74
Fixed Installation 75
Standards 76
Troubleshooting 77
Notes: 78

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Introduction

Thank you for choosing an Ingenico payment terminal.

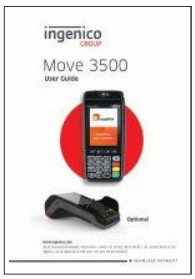
We recommend that you carefully read this user guide: It gives you the necessary information about safety precautions, unpacking, installation, and maintenance of your terminal.

This symbol indicates an important warning

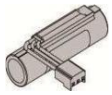
This symbol indicates a piece of advice

Contents of box

User Guide



Move/3500 terminal with a paper roll



Battery

Power Supply

Terminal Base

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/3500

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

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Keyboard details and functionality

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

Switching ON / OFF terminal

- To switch ON the terminal press on the keyboard.
- To switch OFF the terminal press and hold and simultaneously for 1 second.

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

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Installation

Location of the Move/3500

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

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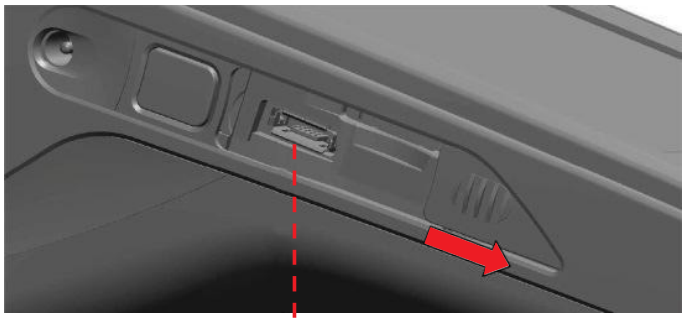
Terminal Connections

µUSB

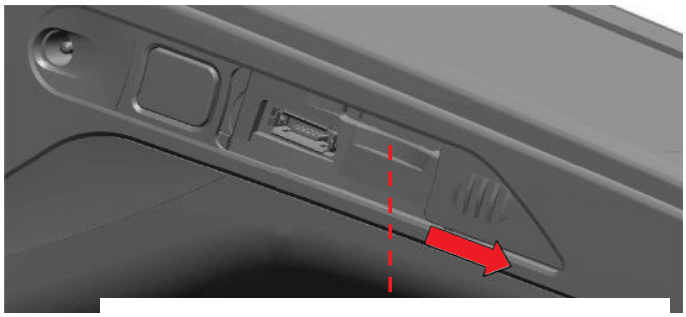
- There is a Micro-USB connector on the left side of the Move/3500 wireless terminal. (see picture). This connector manages Host and Slave connections.
- The terminal supports USB keys with FAT16 or FAT32
- The USB key has to be used with an USB adapter (refer to accessories section)



USB micro AB
Connector used for USB key etc.
Durability: up to 10,000 mating cycles

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

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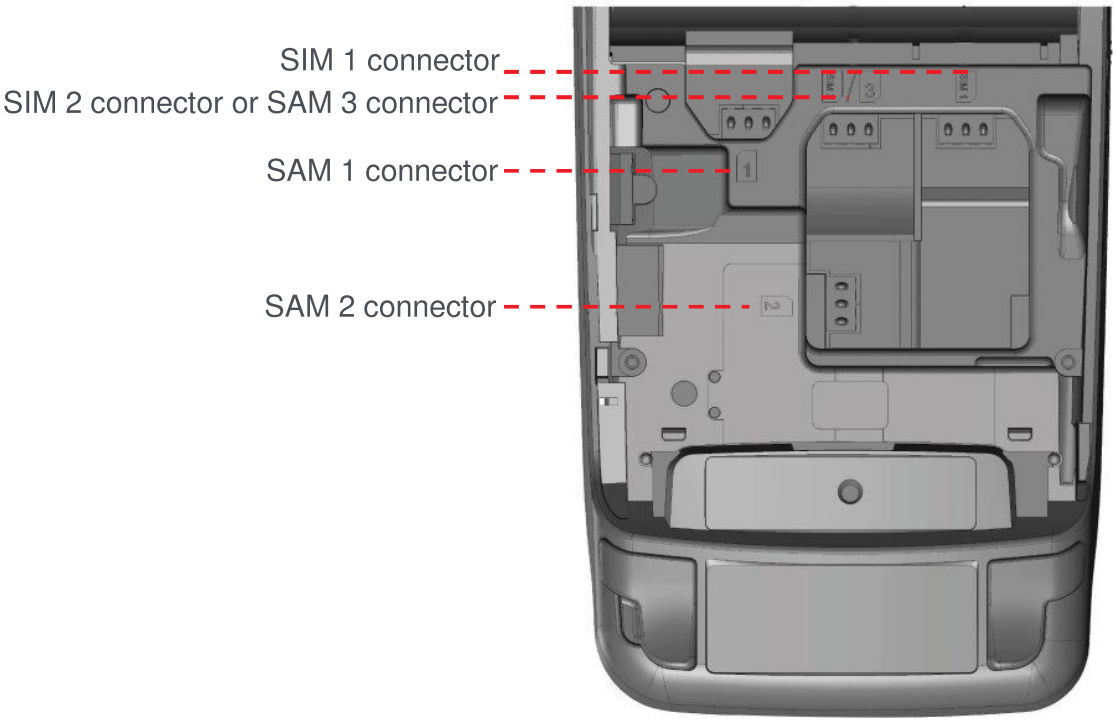
Opening the back cover

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.



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Battery

Main Characteristics

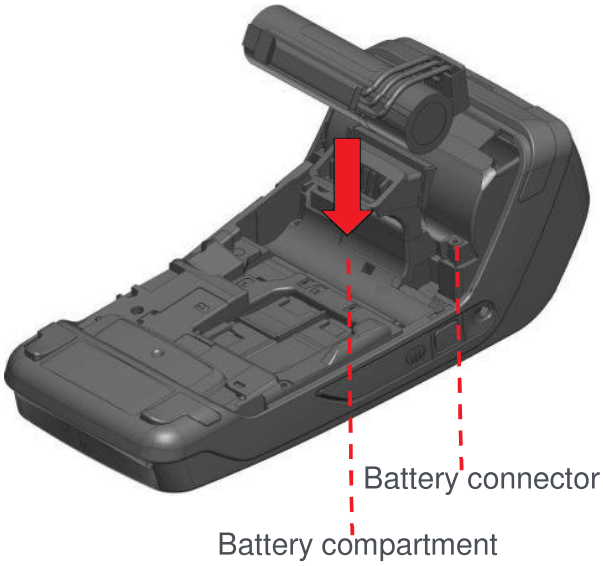
Operating Conditions

Characteristics	Li-ion 2900 mAh
Charge (power supply - 1.5A)	50% capacity in 1,5 h; full capacity in 4 hours

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



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Charging the battery

When does the battery need to be charged?

- On initial startup. The battery should be charged for 16 hours under the environmental conditions stated earlier in this guide.
- When used daily on battery power only. The terminal will automatically recharge its battery each time it is placed on its base.
- When used with a terminal power supply: connect the power supply to Move/3500 power connector.

How can the battery be charged?

Using the base

- Place the terminal on its base, charging will automatically begin.

Using the terminal power supply

- Connect the terminal power supply unit to the terminal charging port on the left of the terminal.
- The battery symbols are:

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

- 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

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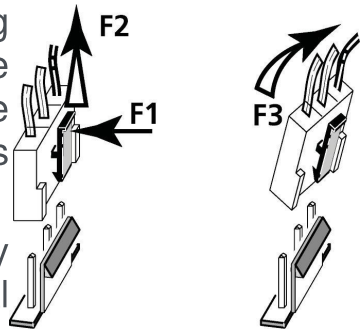
Replacing the battery

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 [.,'] and [ ] simultaneously for about one second
- Remove the back cover (see section “installing battery”)
- 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



- Inform the terminal that battery will be replaced (*). To do so, start the terminal without battery by fitting it on its base, or connecting terminal power supply
- Remove terminal from base or disconnect terminal power supply
- Connect and install the new battery by following the instructions in section 4.5.2 “Installing battery”
- Close the back cover and charge the new battery. See section «xxxxxxx0 Charging the Battery»
- In order to preserve the environment, dispose used battery at appropriate site in compliance with recycling legislation

(*) The terminal memorizes that there is no battery simply by powering up.
It will then correctly perform a full recharge with the next battery

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R40 Paper Roll

Main characteristics of Ingenico paper roll:

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

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

The quality of the thermal paper can be deteriorated 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 sunlight or ultraviolet for long periods
- 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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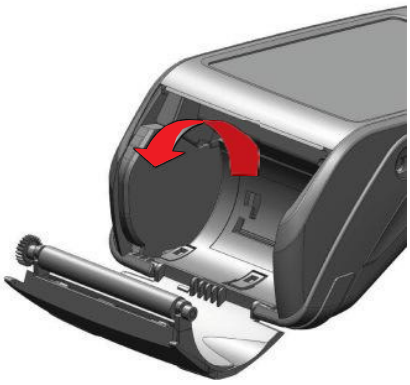
Installing a Paper Roll

- 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, as shown by arrows on picture, 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 residue of the adhesive tape

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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 with the chip facing upwards.

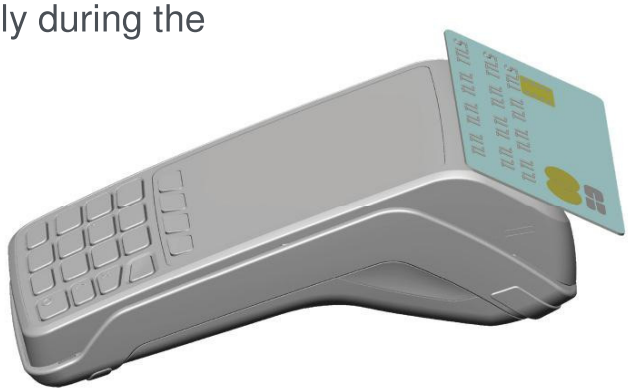
Leave the card in position throughout the transaction.

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

You should set up your base unit in a convenient location close to a power source and, for Bluetooth terminals.

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.

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Display/Icons

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 short date format

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

Terminal Operation Icons

The following images may be displayed along the bottom of your terminal display. They are a reference to which physical buttons are active at that point in the transaction.

This is the 'Ok' button and is used primarily to confirm or submit data for verification during a 'Transaction Processing' or 'Function Code'. It is also used to select a highlighted item from a menu.

This is the 'Cancel' button and is used to delete all of the data typed in during a transaction or to cancel a transaction at specific times.

This is the 'Clear' button and is used as a backspace button to delete one character at a time. It is also used to confirm errors during a transaction.

The Move 3500 is **NOT** a touch screen device. Icons displayed are only a reference to which physical buttons may be pressed.

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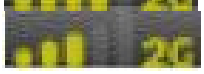
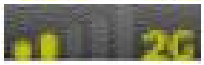
GPRS Terminal

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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Supervisor Functions

Supervisor Code

Default supervisor code (Prior to the terminal being installed) is **0000**

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

Your terminal is shipped with an initial default code of 0000, however during the ‘Self-Install’ process you will be prompted to change it.

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

The following codes are not valid choices for your Supervisor code:

Any sequential numeric code of four digits i.e. 1234, 4567 etc or four digits the same i.e.1111, 3333, 9999 etc.

If you know your password but wish to change it you may do this by performing a ‘Function 34’, please refer to the section on ‘Function Codes’ later in this user guide.

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 Code’) is only granted to staff that have been independently verified as being trustworthy.

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Voice Referral Password

Default Referral Password is **0000**

The ‘Referral Password’ is designed to prevent fraud during referred transactions. If your terminal is configured for ‘Referral Password’ you will be prompted during the ‘Self Install Process’ to create a password.

If you forget your password you will have to contact the helpdesk and they will set your terminal to reset the password back to ‘0000’.

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Terminal Configuration

Connect the equipment as described above. The following screens will be displayed during the configuration of your terminal:

1

As your terminal powers up it will go from a grey screen to this and eventually to the following screen.

2

Type in your merchant number and then press ✓.

3

The terminal will attempt to get a GPRS Signal.

4

The terminal will contact the configuration host.

5

Once a connection has been made various files will be downloaded to the terminal.

6

Various file names will be displayed before the terminal disconnects from the configuration host.

7

If prompted confirm the date by pressing ✓ if it is correct, or type in correct date and then press ✓.

8

If prompted confirm the time by pressing ✓ if it is correct, or type in the correct time and then press ✓.

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9

The terminal will power cycle.

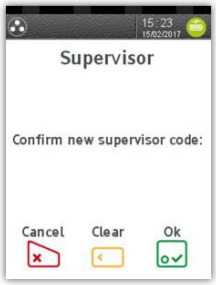
10

Type in your preferred ‘Supervisor Code’ and then press ✓.

11

Type in your preferred ‘Supervisor Code’ and then press ✓.

12



Re-type your new ‘Supervisor Code’ and then press ✓.

13

Press ✓ to acknowledge the change.

14

The terminal may then contact any/all of the acquirers to for verification.

15

The ‘Logo’ and text ‘AUTH HOST’ will differ for each Acquirer

16

The terminal will contact the configuration host.

The terminal will upload the status of its applications and print a list of card types that will be accepted.

17

Terminal will return to the ‘Idle Screen’ if installation is successful.

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Transaction Selection

Sale transactions may be initiated from the ‘Idle Screen’ or from the ‘Transaction Menu’.

All other transaction types may only be initiated from the ‘Transaction Menu’ screen.

1.

This is the default ‘Idle Screen’ which will be displayed once the terminal has been installed successfully.

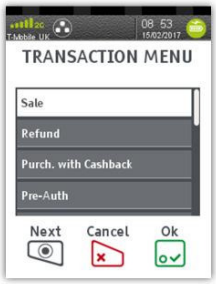
The logo may differ from that shown in this example.

Start typing in a transaction amount and a ‘Sale’ transaction will be initiated.

2.

The screen will change to the ‘Amount Entry’ screen as soon as you start typing in the amount.

The icons displayed are dependent on the transaction amount entered. You may be given the option to Present/Insert/Swipe the customer’s card.

3. 

Alternatively the ‘Transaction Menu’ screen will be displayed by pressing .

Use or to highlight the required transaction type in white from the menu and then press to select it.

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Data Input

In order to enter letters and characters during transactions or ‘Function Codes’ the user should press the corresponding button on the keypad until the required value is displayed.

Example:

To enter the name EMMA the user should press the following buttons on the keypad:

1) Press the numeric button 3 (3 times) until ‘E’ is displayed
2) Press the numeric button 6 (2 times) until ‘M’ is displayed
3) Wait two seconds and then Press the numeric button 6 (another 2 times) until a second ‘M’ is displayed
4) Press the numeric button 2 (2 times) until ‘A’ is displayed
5) Press to confirm

Terminal will allocate a ‘Waiter Code’ and print a short receipt

Note: All characters are in ‘Upper Case’ only.

Pressing any of the following buttons during data entry will have the following effect:

Will clear all of the data entered.

Will act like a backspace i.e. it will clear one character/digit at a time.

Will submit the data entered.

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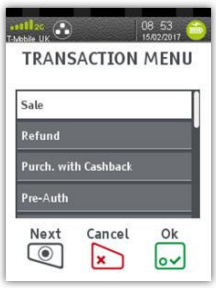
Sale – Card Details Keyed

1



Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Sale' as described earlier and press .

2

This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:

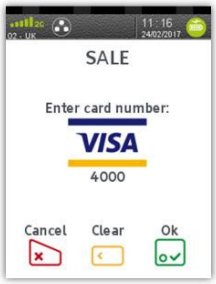
3

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4

Start to type in the card number and the screen will change to:

5



The terminal will check the card once all the details have been entered.

6

The terminal will connect to the acquirer using the configured connection method e.g. 'Mobile Network'.

7

A response to the 'Sale' request is returned by the acquirer.

The terminal will print the merchant receipt.

8

Tear off the merchant receipt and press if it is readable or press to reprint the receipt. Ask the cardholder to sign the receipt.

9

If the signature is a match to the one on the card press .

The terminal will print the customer receipt.

10

Tear off the customer receipt and press if it is readable or press to reprint the receipt.

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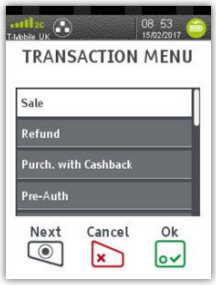
Sale – Swiped Card

1 

Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Sale' as described earlier and press .

2

This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:

3

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4

The available options displayed are dependent on the transaction value typed in.

Present/Insert/Swipe

5

Terminal will check the card

6

The terminal will connect to the acquirer using the configured connection method e.g. 'Mobile Network'.

7

A response to the 'Sale' request is returned by the acquirer.

The terminal will print the merchant receipt.

8

Tear off the merchant receipt and press if it is readable or press to reprint the receipt.

Ask the cardholder to sign the receipt.

9

If the signature is a match to the one on the card press .

The terminal will print the customer receipt.

10

Tear off the customer receipt and press if it is readable or press to reprint the receipt.

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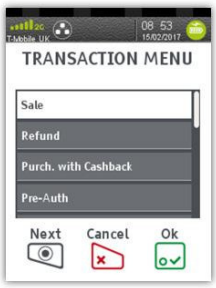
Sale – Inserted Card

1



Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Sale' as described earlier and press .

2

This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:

3

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4

Insert the cardholder's card as described previously.

5

Terminal will check the card

6

Customer to enter their PIN code and press to confirm the PIN.

7

Terminal connects to the acquirer using mobile network

8

A response to the 'Sale' request is returned by the acquirer.

The terminal will print the cardholder receipt.

9

Tear off the cardholder receipt and press if it is readable or press to reprint the receipt.

The terminal will print the merchant receipt.

10

Tear off the merchant receipt and press if it is readable or press to reprint the receipt.

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Sale – Contactless

1

Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Sale' as described earlier and press .

2

This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:

3

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4

Present the contactless card to the terminal as described previously.

5

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

6

This screen will only be displayed if the terminal attempted to connect to the acquirer.

7

This screen will only be displayed if the terminal went online for approval.

8

Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.

9

Terminal will print the merchant receipt.

10

Tear off the receipt and press if it is readable or press to reprint the receipt.

Press if a cardholder receipt is required.

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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 by the use of 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.

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Sale with Gratuity

If your terminal is configured for ‘Gratuity’ the following additional screens will be displayed after the ‘Confirm Amount’ prompt during a ‘SALE’ transaction:

Gratuity Amount

1.

Press ✓ if you wish to add a ‘Gratuity’.

Press ◁ if you do not wish to add a ‘Gratuity’.

Press ✗ to cancel the transaction.

2.

Type in the ‘Gratuity Amount’ and then press ✓ to submit it.

Press ◁ to clear one digit at a time or press ✗ to clear all digits.

3.

Press ✓ to confirm amount or press ◁ to reject the amount and go back to the above screen. Press ✗ to cancel the transaction.

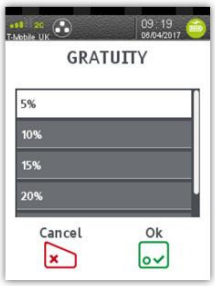
Gratuity Percentage

1.

Press ✓ if you wish to add a ‘Gratuity’.

Press ◁ if you do not wish to add a ‘Gratuity’.

Press ✗ to cancel the transaction.

2. 

Use ▲ or ▼ to highlight the gratuity percentage you wish to add and then press ✓ to select it.

3.

Press ✓ to confirm amount or press ◁ to reject the amount and go back to the above screen. Press ✗ to cancel the transaction.

The transaction flow will continue as per a normal ‘Sale Transaction’.

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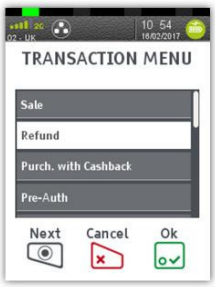
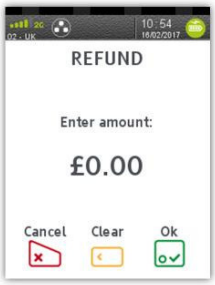
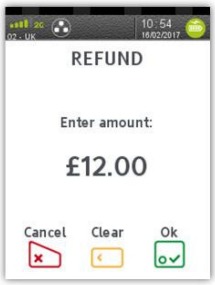
Refund

1 

Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Refund' as described earlier and press .

2 

As the refund amount is typed in the screen will change to:

3 

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4

Present/Insert/Swipe the customer's card on the terminal.

5

Terminal will check the card to ensure it is valid.

6

Merchant will type in their supervisor code and press .

Terminal will connect to the acquirer host for approval.

7

The result of the 'Refund' from the acquirer will be displayed.

Terminal will print the merchant receipt.

8

Tear off the merchant receipt and press if it is readable or press to reprint the receipt.

9

Remove the card from the terminal.

Check the customer signature against the one on the card.

10

If the signature matches the one on the card press or press if it does NOT match.

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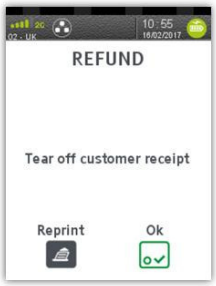
11

Terminal will print the cardholder receipt.

12



Tear off the cardholder receipt and press if it is readable or press to reprint the receipt.

Terminal returns to the 'Idle Screen'.

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Refund with Gratuity

If your terminal is configured for gratuities the ‘Refund’ transaction flow is as follows after you select ‘Refund’ from the transaction menu as described previously in this manual:

1

Press ✓ to submit amount.

Press ◄ to change one digit at time or press ✗ to clear the entire amount and enter the correct amount.

2

Present/Insert/Swipe the customer’s card or press ✗ to cancel the transaction.

3

The terminal will check the customer’s card.

4

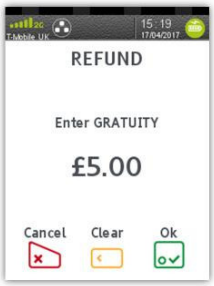
Type in your ‘Supervisor Code’ and press ✓.

Press ◄ or ✗ to correct mistakes.

5

Press ✓ if transaction had a ‘Gratuity’ added or press ◄ if no ‘Gratuity’ was added or press ✗ to cancel transaction.

6



Type in gratuity amount and then press ✓ to confirm amount.

Press ◄ or ✗ to correct mistakes. Press ✗ again to cancel the transaction.

7

Terminal will go for authorisation and will display the response from the acquirer.

8

The terminal will print a merchant receipt.

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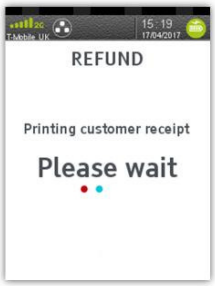
9

Remove the customer's card from the terminal.

10

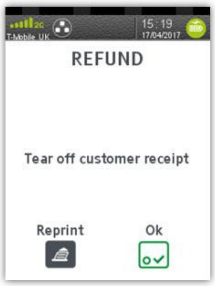
If prompted to check signature press ✓ if OK or press ‹ if not OK. Press ✗ to cancel the transaction.

11



Terminal will print the customer's receipt.

12



Tear off the cardholder receipt and press ✓ if it is readable or press ⎙ to reprint the receipt.

Terminal returns to the 'Idle Screen'.

Note: If the card used for the refund does NOT require signature verification the cardholder receipt will be printed before the merchant receipt.

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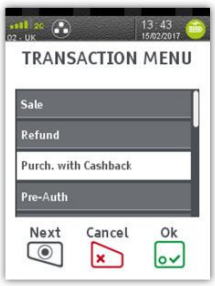
Purchase with Cashback (PWCB) Swiped Card

This menu option is only used to provide ‘Cashback’ where a normal ‘Sale’ transaction has been performed with a ‘Gratuity’. Selecting this option allows a transaction to be carried out with ‘Cashback’ instead of ‘With Gratuity’.

Only certain types of debit cards allow ‘Purchase with Cashback’

PWCB Swiped Card

1. 

Press at the ‘Idle Screen’. Highlight ‘Purch. with Cashback’ as described earlier and press .

2.

As the transaction amount is being typed in the screen will change to:

3.

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4.

Swipe the customer’s card or press to Cancel the transaction.

5.

Terminal will check the card to ensure it is valid.

You may be asked to enter the last four digits of the card number.

6.

Type in cash back amount and press to confirm.

Or press to clear all digits or press to clear one digit at a time and type in new value.

The transaction will now continue as a normal ‘Sale’ transaction.

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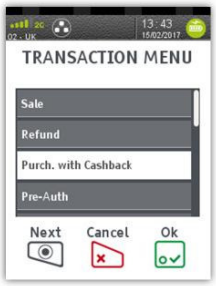
PWCB Inserted Card

1. 

Press at the 'Idle Screen'. Highlight 'Purch. with Cashback' as described earlier and press .

2.

As the transaction amount is being typed in the screen will change to:

3.

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

4.

Insert the customer's card or press to Cancel the transaction.

5.

Type in the amount of 'Cashback' required by the cardholder.

6.

Press to confirm the amount of Cashback.

7.

Cardholder to enter their PIN code and press to confirm the PIN.

8.

Terminal displays asterisks as PIN is typed.

Press to confirm PIN and 'Total Amount'.

9.

Cardholder advised to return terminal to merchant after PIN is verified

Do **NOT** remove card.

The transaction will now continue as a normal 'Sale' transaction.

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Cash Advance

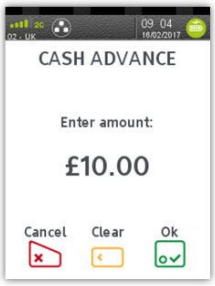
Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.

Only certain types of credit cards allow ‘Cash Advance’.

Cash Advance – Swipe Card

1.

Press at the ‘Idle Screen’. Highlight ‘Cash Advance’ as described earlier and press .

2. 

Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

3.

Swipe the customer’s card or press to Cancel the transaction.

4.

The terminal will check the customer’s card to ensure it supports the transaction type.

The transaction will now continue as a normal ‘Sale’ transaction.

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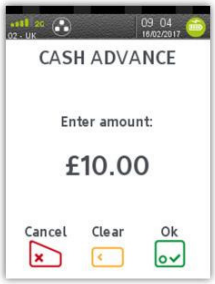
Cash Advance – Insert Card

1 Press at the 'Idle Screen'. Highlight 'Cash Advance' as described earlier and press .



2 Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

5 The terminal will check the customer's card to verify the PIN and to ensure it supports the transaction type.

3 Insert the customer's card or press to Cancel the transaction.

4 Cardholder to enter their PIN code and press to confirm the PIN and Amount.

The transaction will now continue as a normal 'Sale' transaction.

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Reversal

1.

Press at the 'Idle Screen'. Highlight 'Reversal' as described earlier and press .

2.

The terminal will contact the acquirer to reverse the transaction.

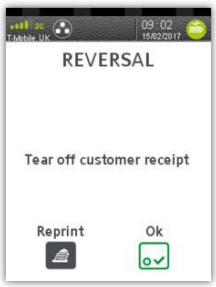
3.

The acquirer will send a response to the reversal request.

4.

5.

The terminal will print a customer receipt.

6. 

Press if the printout is readable else press to print the cardholder receipt again.

7.

The terminal will print a merchant receipt.

8.

Press if the printout is readable else press to print the merchant receipt again.

Note: Reversal may only be performed within 30 seconds of the original transaction.

9.

If a reversal is attempted after the 30 second window this screen will be displayed. Press to confirm failure.

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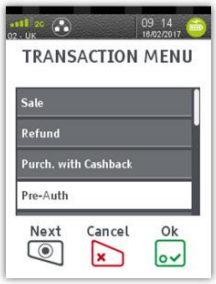
Pre-Authorisation (Pre-Auth)

Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.

Where there is a likelihood of a large value transaction, such as a hotel or car hire bill, a ‘Pre-Authorisation’ transaction for the expected value may be made. If, following a ‘Pre-Authorisation’ transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional ‘Pre-Authorisation’ transaction may be required.

1



Press at the ‘Idle Screen’. Highlight ‘Pre-Auth’ as described earlier and press .

2

The Pre-Auth menu screen will be displayed

Enter the amount and press .

The transaction will now continue as a normal ‘Sale’ transaction.

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Completion

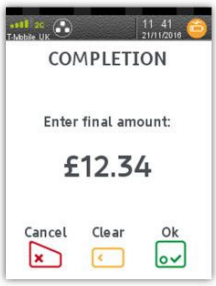
If the final bill is more than 15% higher than the total 'Pre-Authorised' amount, an additional 'Pre-Authorisation' transaction will be required for the difference which must be obtained prior to the carrying out of the 'Completion' transaction.

The following procedure will complete a 'Pre-Authorised' transaction when the final amount is confirmed with the customer.

Completion Swipe Card

1.

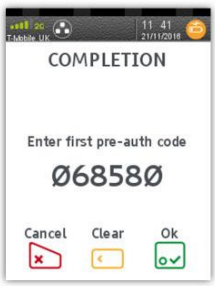
Press at the 'Idle Screen'. Highlight 'Completion' as described earlier and press .

2. 

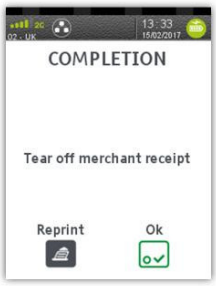
Enter the final amount and press .

3.

Swipe the cardholder's card. You may be asked to key in the last four digits of the cardholder's card number.

4. 

Enter first pre-auth code and press .

5. 

Press if the printout is readable; else press the button to print the merchant receipt again.

6.

Cardholder to sign the receipt. Check if they match, press if OK, else press to reverse transaction.

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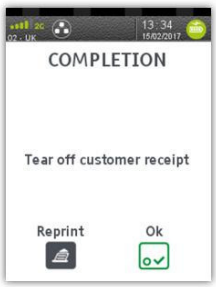
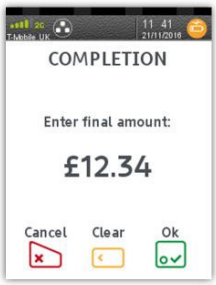


7 Press ✓ if the printout is readable; else press 🖨 to print the cardholder receipt again.

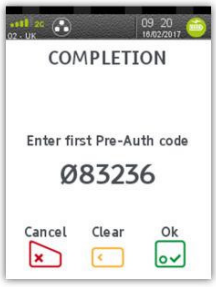
Completion Insert Card

1 Press ◉ at the 'Idle Screen'. Highlight 'Completion' as described earlier and press ✓.



2 Enter the final amount and press ✓.

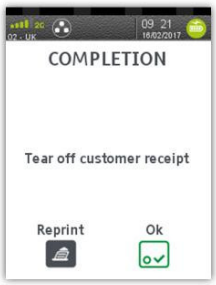
3 Insert the cardholder's card.



4 Enter first pre-auth code and press ✓.

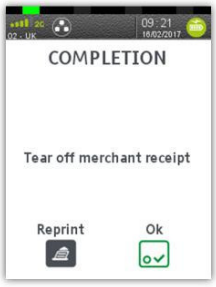
5 Cardholder to enter the PIN code and press ✓.

Terminal will print cardholder receipt.



6 Press ✓ if the printout is readable; else press 🖨 to print the cardholder receipt again.

7 Remove and return cardholder's card to customer.



8 Press ✓ if the printout is readable; else press 🖨 to print the merchant receipt again.

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Account Verification

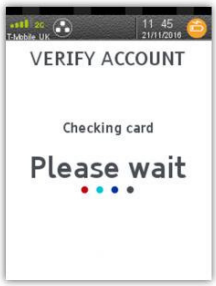
Account Verification Swipe Card

1

Press at the 'Idle Screen'. Highlight 'Verify Account' as described earlier and press .

2

Swipe the customer's card.

3 

The terminal will check the card

4

Terminal will connect to the host.

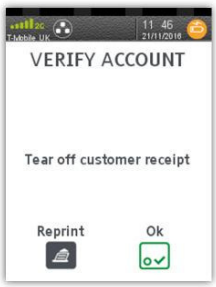
5

Terminal will receive a response from the host.

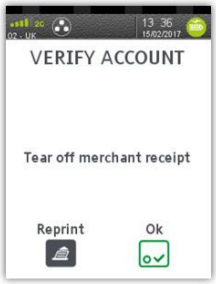
6

If the account is valid this screen is shown.

Terminal will print the cardholder receipt.

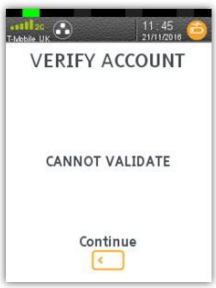
7 

Press if the printout is readable; else press to print the cardholder receipt again.

8 

Press if the printout is readable; else press button to print the merchant receipt again.

NOTE: This is a ZERO value transaction. No transaction amount is required.

9 

Note: If the account is not valid a screen similar to the following will be displayed.

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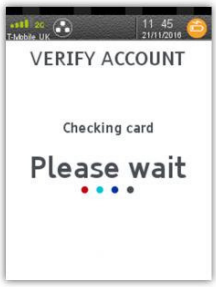
Account Verification Insert Card

1.

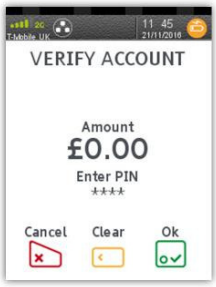
Press ▭ at the 'Idle Screen'. Highlight 'Verify Account' as described earlier and press ☑.

2.

Insert/Swipe the customer's card.

3. 

The terminal will check the card

4. 

Cardholder to enter the PIN code and press ☑.

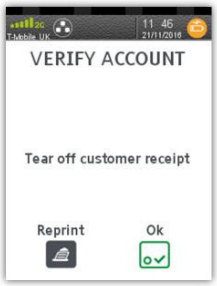
5.

Terminal will connect to the host.

6.

If the account is valid this screen is shown.

Terminal will print the cardholder receipt.

7. 

Press ☑ if the printout is readable; else press ▭ to print the cardholder receipt again.

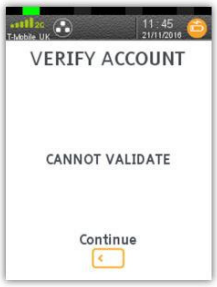
8.

Remove the card from the terminal

Terminal will print the merchant receipt.

9.

Press ☑ if the printout is readable; else press ▭ to print the cardholder receipt again.

10. 

Note: If the account is not valid a screen similar to the following will be displayed.

NOTE: This is a ZERO value transaction.

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Force Transaction

If configured, ‘Force Transactions’ will allow the merchant to re-type in the details of stored/authorised transactions if a ‘MAC Key Reset’ was performed.

You will only see the equivalent ‘Force’ transaction type for transaction types enabled on your terminal i.e. If ‘SALE’ and ‘REFUND’ are the only two transaction types enabled you will only see ‘Force SALE’ and ‘Force Refund’ transactions available.

1. Select ‘Force Sale’ from the transaction menu

2. The ‘Force Sale’ menu screen will be displayed

Enter the sale amount and then press ☑.

3. Insert or swipe the card.

4. The terminal will check the card.

5. The terminal will request the auth code

Type in the code and then press ☑.

6. The terminal will request the PIN code.

Cardholder to enter the PIN and then press ☑.

7. Terminal checks the PIN code against the card.

8. Press ☑ if the printout is readable; else press 🖶 to print the cardholder receipt again.

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9

Remove the card from the terminal.

10

Press ☑ if the printout is readable; else press 🖶 to print the merchant receipt again.

All ‘Force’ transaction types will behave in the same manner as their original transaction except they will NOT go online to the acquirer for authorisation as they have already been authorised.

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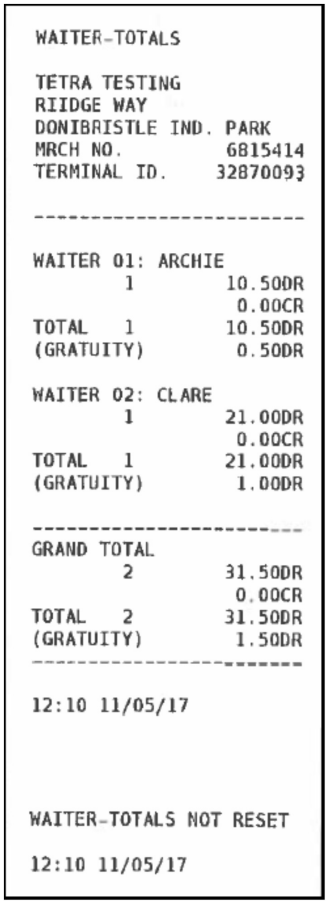
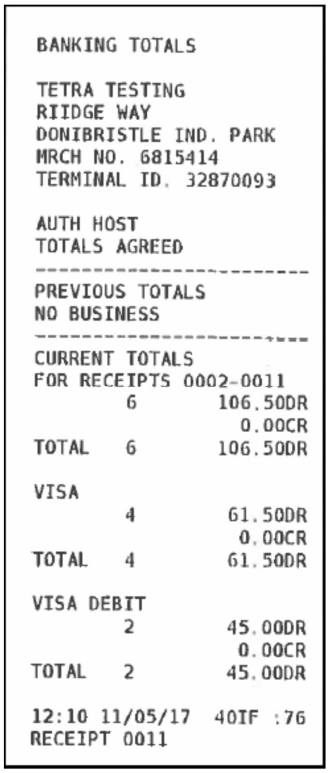
Sample Receipts

End Of Day Report



```
WAITER-TOTALS

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
MRCH NO.          6815414
TERMINAL ID.     32870093

------------------------

WAITER 01: ARCHIE
        1         10.50DR
                   0.00CR
TOTAL   1         10.50DR
(GRATUITY)         0.50DR

WAITER 02: CLARE
        1         21.00DR
                   0.00CR
TOTAL   1         21.00DR
(GRATUITY)         1.00DR

-----------------------
GRAND TOTAL
        2         31.50DR
                   0.00CR
TOTAL   2         31.50DR
(GRATUITY)         1.50DR
-----------------------

12:10 11/05/17



WAITER-TOTALS NOT RESET

12:10 11/05/17
```



```
BANKING TOTALS

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
MRCH NO. 6815414
TERMINAL ID. 32870093

AUTH HOST
TOTALS AGREED
------------------------
PREVIOUS TOTALS
NO BUSINESS
------------------------
CURRENT TOTALS
FOR RECEIPTS 0002-0011
        6        106.50DR
                   0.00CR
TOTAL   6        106.50DR

VISA
        4         61.50DR
                   0.00CR
TOTAL   4         61.50DR

VISA DEBIT
        2         45.00DR
                   0.00CR
TOTAL   2         45.00DR

12:10 11/05/17  40IF :76
RECEIPT 0011
```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Not Authorised Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
WAITER: 03 SHARMILA
AID : A0000000031010
CREDITO DE VISA
VISA
**** **** **** 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £5.00
GRATUITY £0.30

TOTAL £5.30

THANK YOU
12:08 11/05/17
****
* NOT AUTHORISED *
****

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
WAITER: 03 SHARMILA
AID : A0000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £5.00
GRATUITY £0.30

TOTAL £5.30

12:08 11/05/17
****
* NOT AUTHORISED *
****
RECEIPT 0010

Copyright© 2017 Ingenico

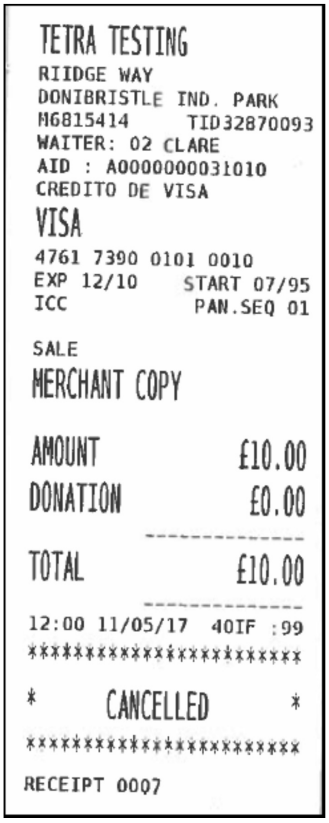
Cancelled Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
WAITER: 02 CLARE
AID : A0000000031010
CREDITO DE VISA
VISA
**** **** **** 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £10.00
DONATION £0.00
TOTAL £10.00

THANK YOU
12:00 11/05/17
****
* CANCELLED *
****



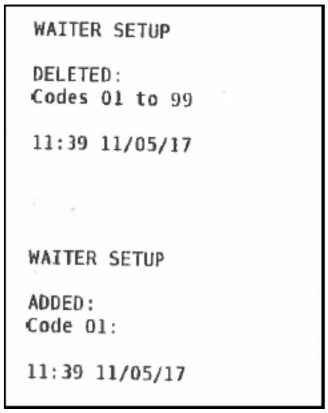
TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
WAITER: 02 CLARE
AID : A0000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £10.00
DONATION £0.00
TOTAL £10.00

12:00 11/05/17 40IF :99
****
* CANCELLED *
****
RECEIPT 0007

Waiter Setup Receipts



WAITER SETUP

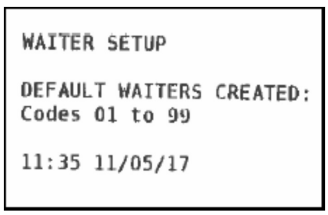
DELETED:
Codes 01 to 99

11:39 11/05/17

WAITER SETUP

ADDED:
Code 01:

11:39 11/05/17



WAITER SETUP

DEFAULT WAITERS CREATED:
Codes 01 to 99

11:35 11/05/17

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Gratuity (Verified by PIN) Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
WAITER: 02 CLARE
AID : A0000000031010
CREDITO DE VISA
VISA
**** **** **** 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £20.00
GRATUITY £1.00
TOTAL £21.00

Verified by PIN
THANK YOU
12:07 11/05/17
AUTH CODE: 105016

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
WAITER: 02 CLARE
AID : A0000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £20.00
GRATUITY £1.00
TOTAL £21.00

Verified by PIN
PLEASE DEBIT MY ACCOUNT
12:07 11/05/17
AUTH CODE: 105016
RECEIPT 0009

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Gratuity (Verified by Signature) Receipts

TETRA

M6815414 TID32870069
VISA
4929 7600 5705 5112
EXP 12/20
SWIPED

SALE
MERCHANT COPY

AMOUNT £10.00
GRATUITY £1.50
TOTAL £11.50

PLEASE DEBIT MY ACCOUNT

THANK YOU
12:11 09/05/17
AUTH CODE: 104644
RECEIPT 0010

TETRA

M**15414 TID****0069
VISA
**** **** **** 5112
SWIPED

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £10.00
GRATUITY £1.50
TOTAL £11.50

Verified by Signature
THANK YOU
12:11 09/05/17
AUTH CODE: 104644
RECEIPT 0010

Sale (Verified by Signature) Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
AID : A0000000031010
Visa Debit Test
VISA DEBIT
4659 4105 0355 5234
EXP 12/20 START 11/06
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £30.00
PLEASE DEBIT MY ACCOUNT

THANK YOU
11:17 11/05/17
AUTH CODE: 104990
RECEIPT 0005

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
AID : A0000000031010
Visa Debit Test
VISA DEBIT
**** **** **** 5234
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £30.00
Verified by Signature
THANK YOU
11:17 11/05/17
AUTH CODE: 104990

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Sale (Verified by PIN) Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
AID : A0000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £10.00
Verified by PIN
PLEASE DEBIT MY ACCOUNT
11:14 11/05/17 40IF3:00
AUTH CODE: 104987
RECEIPT 0002

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
AID : A0000000031010
CREDITO DE VISA
VISA
**** **** **** 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £10.00
Verified by PIN
THANK YOU
11:14 11/05/17 40IF3:00
AUTH CODE: 104987

Refund (Verified by Signature) Receipts

TETRA

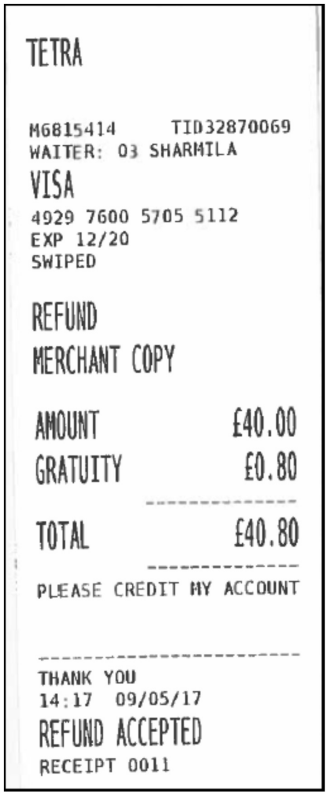
M**15414 TID****0069
WAITER: 03 SHARMILA
VISA
**** **** **** 5112
SWIPED

REFUND
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £40.00
GRATUITY £0.80

TOTAL £40.80

Verified by Signature
THANK YOU
14:17 09/05/17
REFUND ACCEPTED
RECEIPT 0011



TETRA

M6815414 TID32870069
WAITER: 03 SHARMILA
VISA
4929 7600 5705 5112
EXP 12/20
SWIPED

REFUND
MERCHANT COPY

AMOUNT £40.00
GRATUITY £0.80

TOTAL £40.80

PLEASE CREDIT MY ACCOUNT

THANK YOU
14:17 09/05/17
REFUND ACCEPTED
RECEIPT 0011

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Self-Install Receipt

```
========================
Terminal Software:
Terminal ID.    32870093
Master:        TU2.02.02
EFT:           UT4.14.01
11-MAY-2017        12:03
========================


TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK

TERMINAL ID.     32870093
11/05/17            12:05

CARD TYPES ACCEPTED
========================
CARD COMMERCE
MAESTRO
MAESTRO (UK)
MASTERCARD
VISA
VISA DEBIT
VISA ELECTRON

========================
INSTALLATION SUCCESSFUL
========================
```


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Reports

The terminal can produce a number of 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

- 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 the customer.
- CR indicates that the value of transactions shown is NOT in your favour – the value shown will be credited to the customer.
- 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).

1

Press to display the System Menu. Use or to scroll down the menu to highlight 'Totals' and then press .

2

Use or to scroll down the menu to highlight the required report and then press .

Repeat the above steps to select any of the other options from the 'Totals Menu'.

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X-Totals / Z-Totals

X-Totals are 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-Totals** report. **X-Totals** do not reset the totals within the terminal.

Z-Totals show the total of all transactions processed through the terminal for each card company since the last **Z-Totals** were performed. Once **Z-Totals** have been completed the totals within the terminal are reset to zero once terminal returns to the 'Ready Screen'. **Z-Totals** are not connected to your Banking totals.

X –Z Totals Report

Merchant ID

Terminal ID

Report for receipt numbers 0001 – 0026

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Card Scheme Name

Card Scheme Name

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Totals recorded on the acquirer host (for comparison)

Indication if totals were reset or not

Date and Time of Report

```
X - TOTALS
<Merchant Name>
<Merchant Address1>
<Merchant Address2>
Merchant No.      6815414
Terminal ID.     32870069

-------------------------
<Acquirer Name>
FOR RECEIPTS     0001-0026
        10         359.90DR
         1          10.00CR
TOTAL   11         349.90DR

MASTERCARD
         2         109.88DR
                     0.00CR
TOTAL    1         109.88DR

VISA
         8         250.02DR
         1          10.00CR
TOTAL    9         240.02DR
-------------------------
GRAND TOTAL
        10         359.90DR
         1          10.00CR
TOTAL   11         349.90DR
-------------------------
TOTALS NOT RESET

08:32  03/04/17
```


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WaiterTotals

The ‘Waiter Totals’ report is printed after the ‘X/Z Reports’. It is not automatically printed; you will be asked if you wish to print them.
The report breaks down the transactions and gratuities by each waiter. Waiter ID is printed on both the merchant and customer copy of the transaction receipts. Waiter ID has a range from 1 to 99, ‘Waiter ID 00’ is the ‘Shared Waiter ID’ normally used for seasonal or part time employees or if you do not wish to specify individual waiters.
If you are looking to set up waiter ID please refer to ‘Purchase with Gratuity’ section of this manual.

The terminal will either print the message ‘WAITER-TOTALS RESET’ or ‘WAITER TOTALS NOT RESET’ depending on which button is pressed before returning to the READY prompt.

The waiter totals report is explained on the next page:

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Waiter Totals

WAITER Totals Report

Merchant ID

Terminal ID

Totals for Waiter ID 00 SHARED

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Gratuity amount for SHARED Waiter

Transaction Details for Waiter ID 01 ARCHIE

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Gratuity amount for ARCHIE

Transaction Details for Waiter ID 02 CLARE

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Gratuity amount for CLARE

Transaction Details for Waiter ID 03 SHARMILA

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Gratuity amount for SHARMILA

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Total Amount of GRATUITY received

Time/Date report printed

Indication if totals were reset or not

```
WAITER - TOTALS
<Merchant Name>
<Merchant Address1>
<Merchant Address2>
Merchant No.      6815414
Terminal ID.     32870069

-------------------------
WAITER 00: SHARED
        10          59.90DR
         1          10.00CR
TOTAL               49.90DR
(GRATUITY)           3.00DR

WAITER 01: ARCHIE
         1          21.50DR
                     0.00CR
TOTAL               21.50DR
(GRATUITY)           1.50DR

WAITER 02: CLARE
         1          23.00DR
                     0.00CR
TOTAL               23.00DR
(GRATUITY)           3.00DR

WAITER 03: SHARMILA
         1          40.80DR
         1          10.00CR
TOTAL               39.80DR
(GRATUITY)           0.80DR

-------------------------
GRAND TOTAL
        13         135.20DR
         1          10.00CR
TOTAL  14          125.20DR
(GRATUITY)           8.30DR
-------------------------
08:32  03/04/17

WAITER-TOTALS NOT RESET

08:32  03/04/17
```


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End-of-Day-Banking

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

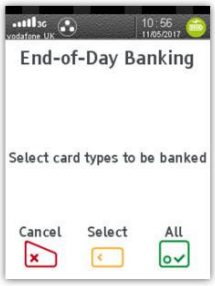
PLEASE NOTE: To ensure that your statement totals balance, it is important that you carry out your 'End-of-Day Banking' before the cut-off time set by your acquirer. For information regarding these times please contact Customer Services.

Select End-of-Day-Banking as described above in 'Reports', the following screens will be displayed:

1

Press ✓ to perform your 'End-of-Day Banking' or press ‹ to return to the 'Idle Screen'.

2



Press ✓ to bank ALL card schemes.

Press ‹ to select card scheme to be banked.

Press ✗ to go to Waiter Totals.

3

Press ✓ to bank ALL card schemes.

Press ‹ to display next scheme to be banked.

Press ✗ to go to Waiter Totals.

5

The terminal will contact each acquirer selected and print a short report.

6

This screen will be displayed if 'Waiters' are configured.

Press ✓ to print report or ‹ to return to the 'Idle Screen'.

7

If 'Waiter Report' is printed press ✓ to reset totals or ‹ not to reset the totals. Press ✗ to return to the 'Idle Screen'.

PLEASE NOTE: The acquirer selection screen will only be displayed if your terminal is set up with more than one acquirer.

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Banking Totals Agree

Banking Totals Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals **agree** with totals recorded by the acquirer	TOTALS AGREED

Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 - if field is blank the session has not changed)

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Banking Totals Not Agreed

Banking Totals Not Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals **do not agree** with totals recorded by the acquirer	TOTALS NOT AGREED

Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 – if field is blank the session has not changed)

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Function Codes

There may be occasions when you have further requirements of your terminal. These can be met through the use of Function Codes.

Function Codes other than the following should only be used on the advice of the Helpdesk.

Selecting Function Codes

To access the 'Function Codes Menu' press the button until the 'System Menu' is displayed:

1.

Use or to highlight 'Select Function'.

2.

Press to select the highlighted option.

3.

Type in the 'Function Code' required and then press to select it.

4.

This screen will only be displayed if a 'Supervisor Code' is required.

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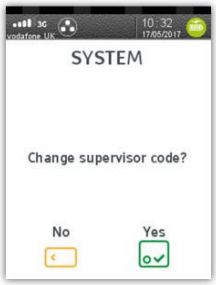
Function 34 System Security

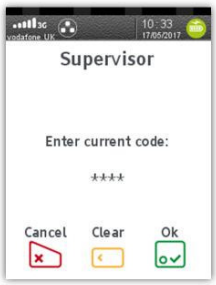
If you know your 'Supervisor Code' but wish to change it; press until the 'System Menu' is displayed and enter the Function Code 34 as described in 'Selecting Function Codes' above. The following screens will be displayed:

1



Press to change 'Supervisor Code' or press to return to the 'Idle Screen'.

2



Enter current code and then press to confirm.

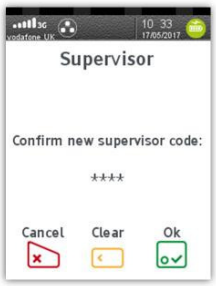
Use or to correct mistakes.

2

Enter new code and then press to submit code.

Use or to correct mistakes.

3



Re-enter new code and then press to submit code.

Use or to correct mistakes.

4

Press to confirm code change.

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Function 91 Mobile Network Selection

Press ⊙ until the 'System Menu' is displayed and enter the Function Code 91 as described in 'Selecting Function Codes' above.

Your terminal will automatically pick-up a best available network, however if required you may manually select a preferred network. This will ensure that the terminal will always connect to your preferred provider.

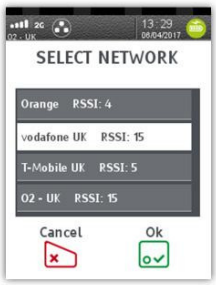
To enable the manual mode press ⊙ until the 'System Menu' is displayed:

1.

Press ✓ to change to 'Manual Mode'.

2.

The terminal will scan for and list all the available networks.

3. 

Use ▲ or ▼ to highlight the required network and then press ✓ to select it.

4.

The terminal will register with the selected network.

Press ✓ to confirm.

The terminal will now remain in 'Manual Mode' until you re-select 'Automatic Mode'.

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Function 40 Waiter Setup

A ‘Default Waiter ID’ exists to capture the gratuity amount from each transaction if ‘Gratuity’ is enabled on your terminal. However you may wish to set up individual ‘Waiter IDs’ to record the amount of gratuity each waiter has accrued.

The ‘Waiter Menu’ will allow you to ‘Add, Delete, Print, Change Name, Delete All or Create Defaults.

Press ⊙ until the ‘System Menu’ is displayed and enter the Function Code 40 as described in ‘Selecting Function Codes’ above.

Add Waiter

1 Press ✓ to setup waiters or press ◁ or ✗ to return to the ‘Idle Prompt’.

2 Use ▲ or ▼ to highlight the required option and then press ✓ to select or ✗ to exit.

3 Start to type in the ‘Waiter’s Name’ as described earlier in this manual. The screen will change to the following:

4 Press ✓ when you have typed in the waiter’s name. The details will be printed.

5 The details will be printed before returning to the ‘Waiter Setup Menu’.

6 Repeat for each waiter to be added.

You may set up a maximum of 99 waiter’s names. Press ✗ to exit the menu.

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Delete Waiter

1

Return to the ‘Waiter Setup Menu’ as described above.

Use ▲ or ▼ to highlight ‘Delete’ and then press ✓

2

Type in ‘Waiter Code’ and then press ✓.

3

Press ✓ to confirm waiter to be deleted or press ◄ or ✗ to return to the ‘Waiter Setup Menu’.

If ✓ was pressed the details of the waiter being deleted will be printed.

Print Waiters

1

Return to the ‘Waiter Setup Menu’ as described above.

Use ▲ or ▼ to highlight ‘Print’ and then press ✓

3

A list of waiters that have been setup in the terminal will be printed.

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Change Name

1.

Return to the 'Waiter Setup Menu' as described above.
Use ▲ or ▼ to highlight 'Delete' and then press ✓

2.

Type in 'Waiter Code' of name to be changed and then press ✓.

3.

Press ✓ to confirm waiter name to be changed or press ◁ or ✗ to return to the 'Waiter Setup Menu'.

4.

Press ◁ to delete the last character of the name or press ✗ to delete the entire name.

5.

Type in the new name as described previously and then press ✓ when completed.

6.

The details will be printed before returning to the 'Waiter Setup Menu'.

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Delete All

1 Return to the 'Waiter Setup Menu' as described above.

Use ▲ or ▼ to highlight 'Delete All' and then press ✓

2 Press ← or press ✗ to exit back to the 'Waiter Setup Menu' without deleting the waiters.

3 The terminal will print confirmation that 'ALL' of the waiters have been deleted.

Create Defaults

1 Return to the 'Waiter Setup Menu' as described above.

Use ▲ or ▼ to highlight 'Create Defaults' then press ✓

2 Press ✓ to 'Create Defaults'. Press ← or press ✗ to exit back to the 'Waiter Setup Menu' without creating the defaults.

3 The terminal will print confirmation that 'Waiter Defaults' have been created.

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Function 30 Set Date and Time

You may have been prompted to set the ‘Date and Time’ when installing your terminal. However if you have a need to amend either of them this is achieved as follows:

Press the button until the ‘System Menu’ is displayed and enter the Function Code 30 as described in ‘Selecting Function Codes’ above.

1

Press if the date is correct or type in the correct date (ddmmyyyy) and then press .

2

Press if the time is correct or type in the correct time (hhmm) and then press .

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Recommendations

Safety

Powering down the Move/3500

- Disconnect the Move/3500 power supply block adapter from the electrical mains network
- Turn it off by simultaneously pressing and for one second.

Lithium cell

- The Move/3500 is fitted with an internal lithium cell which can only be accessed by a qualified technician

Battery

- The Move/3500 is fitted with a battery specifically designed for this terminal
- Only use appropriate chargers and batteries listed in the Ingenico catalogue
- Do not short-circuit the battery
- Do not attempt to open the battery container
- Used batteries must be disposed of at the appropriate sites

There is a risk of explosion if the battery is incorrectly inserted or placed in a fire

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.

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SAM1/SAM2/SIM1/(SAM3/SIM2) readers compartment

- The back cover for battery and SAM / SIM readers located underneath the terminal, must be in place during the normal operation of the terminal. See sections « SAMs & SIMs » as well as « Installing the battery ».

On airplanes

- The handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane.
- Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

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 Move/5000 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.

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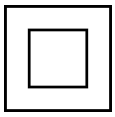
The power supply contains the following symbols:



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 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC 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.

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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 “Alert Irruption!” and further use of the terminal will not be possible. If the “Alert 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.

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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:

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

b) 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.

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

d) 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.

e) 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.
NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

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Standards

CE Mark

The CE marking indicates Move/3500 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 3500	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
2011/65/EU (RoHS Directive)		All product type	EN 50581	2012

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Troubleshooting

The terminal does not turn on

- Check the battery (is it discharged? is it connected?)
- A full discharged battery can take long charging time to recover
- Connect terminal to terminal power supply or put it on powered base

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction is performed.

The ticket is not printed

- Check the presence and proper positioning of the paper roll. Possibly adjust the paper roll following the instructions in this manual (Section xx “Installing a paper roll”).
- Check the type of paper used (thermal paper must be used). Verify thermal paper sensitive side.

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Notes:

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This User Guide relates to terminal software UT4.14.01 APACS 40.

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