

Quick Start Guide

Move Series

GETTING STARTED

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

CONNECTING THE BASE UNIT

To connect the Ethernet cable, connect one end to your Ethernet socket or router, then the other end to the socket located at the rear of your base unit.

If your terminal has PSTN connectivity and you wish to use it, remove the back panel as shown in the diagram. Connect one end of the telephone cable to the modem socket on your base unit, then the other end to your telephone socket.

To connect the power supply, remove the back panel as shown in the diagram. Connect the power supply into the power socket, then plug it into the mains power. The terminal will display READY after it has initialised.

CONNECTIVITY

Your Move/5000 is a Multi-Comms terminal meaning you can connect via Ethernet (using the base), Mobile Network, or Wi-Fi/Bluetooth.

Your Move/3500 is set up for either Mobile Network, or Wi-Fi/Bluetooth.

To setup a mobile connection on the terminal you must ensure that a SIM is inserted and that the Mobile Network has been enabled. Similarly, you must have Bluetooth or Wi-Fi enabled to use them. Further details can be found in the following sections.

MERCHANT NUMBER VALIDATION



This feature is not available on all devices. If this screen does not appear then continue to use your terminal as normal.

Upon entering an amount for a transaction for the first time you will be asked to enter your merchant number. This is to ensure that your transactions are going to the right place by way of a simple check. If the screen displays "Merchant Number is not correct" then double check your Merchant Number and try again. If this continues please contact your Helpdesk as advised by your payment terminal provider.

SUPERVISOR PASSWORD

The default supervisor password 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.

ingenico

USB connection ports



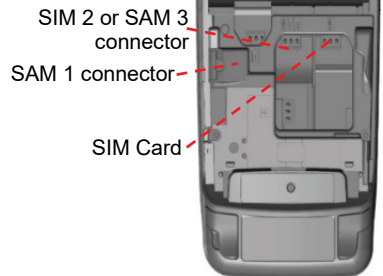
Ethernet socket Cable compartment

Serial connection ports



Power socket

Telephone socket







SIM 2 or SAM 3 connector

SAM 1 connector

SIM Card



LOCATION INFORMATION


In order to ensure that your information is captured and passed to your acquirer correctly it is important to check that your country and postcode are correct on your terminal. This will need updating if the location in which you are processing a transaction changes.



When the terminal is first installed it will download your country and postcode from our Terminal Management System. You can check this information and update it as needed by pressing  then selecting "Set Location" using  and , then , or your touchscreen.



FUNCTION KEYS

Keypad Layout: Depending on the model of your terminal it may come with one of the two following keypad layouts.


Arrow Keys: These keys on the Move3500 are used to navigate up () and down () menu options on the screen.

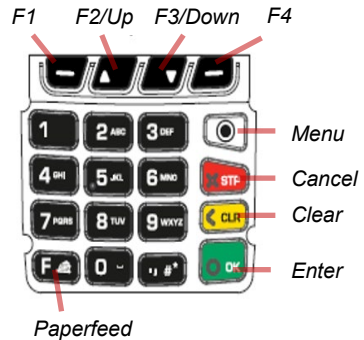
Function Keys: For the Move/5000 these appear on the Touchscreen interface. On the Move/3500 these are assigned to the four keys at the top of the number pad (including arrow keys). The function keys may be used as shortcuts e.g., F1 to print duplicate receipt. For the Move/3500  acts as the F3 key when on the home screen.

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

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

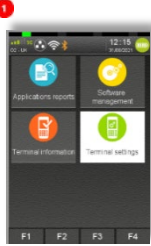
Confirmation key:  is used to confirm anything that has been typed into the terminal.




Paper feed key:  Holding this key will cause the terminal to release blank receipt paper through the printer press.

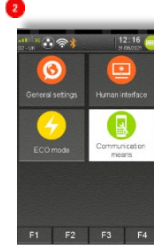





BASE SETUP (INCLUDING BLUETOOTH)

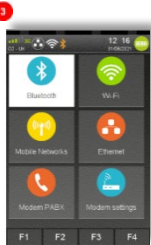
Bluetooth terminals should already be paired with the base unit provided; your terminal can only use the telephone and Ethernet connections when it is paired with, or placed on, the base unit. Follow the steps below to associate your terminal to a Bluetooth base.






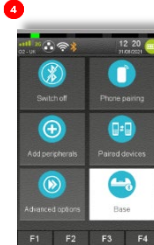
Place your terminal on the base then press the F3 key. Select the "Control Panel" option then the "Terminal settings" option using  and , then , or touchscreen.






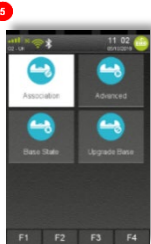
Select the "Communication means" option using  and , then , or touchscreen.






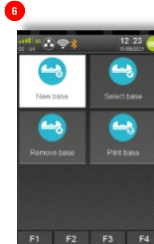
Select the "Bluetooth" option using the  and , then , or touchscreen. (This step can be skipped on Move/3500-3G).






Select the "Base" option using the  and , then , or touchscreen.



Select the "Association" option using the  and , then , or touchscreen.



Select the "New base" option using the  and , then , or touchscreen.

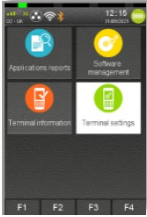


The Terminal will automatically connect while sat on the cradle and will connect via ethernet while on the cradle, or within range for Bluetooth terminals.

WI-FI SETUP

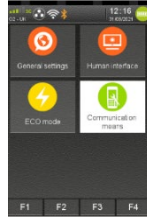
If you have a Wi-Fi enabled device follow the steps below to associate your terminal to a Wi-Fi network connection.

1



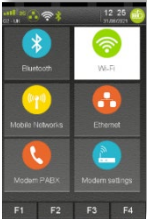
Press the F3 key on the terminal select the “Control Panel” option then the “Terminal settings” option using and , then , or touchscreen.

2



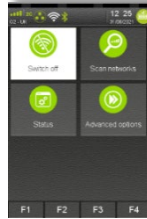
Select the “Communication means” option using and , then , or touchscreen.

3



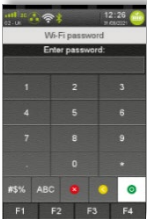
Select the “Wi-Fi” option using and , then , or touchscreen.

4



Select the “Scan networks” option then select your network from the list of available networks.

5



Enter your network’s password and press . Your terminal will now connect.



Once connected the Wi-Fi connection symbol in the top left of the screen will turn green.

Once all three methods are connected, they will display in the top left of the screen as enabled (green), as shown in the bar below.



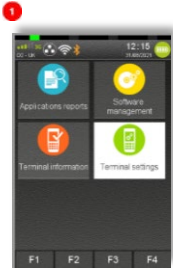
For security reasons the Wi-Fi network must comply with the PCI DSS v2 Wireless Guidance.






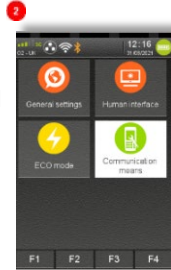
The Wi-Fi service will refuse to create profiles for an unsecure network (open or WEP networks). Please note login via landing pages is not supported (For networks which require login via web page)




MOBILE CONNECTION SETUP

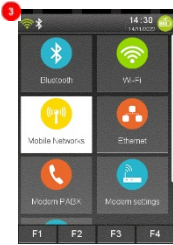
If you have a GPRS enabled device follow the steps below to set up your terminal for a mobile connection.






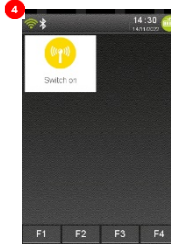
Press the F3 key on the terminal select the “Control Panel” option then the “Terminal settings” option using  and , then , or touchscreen.






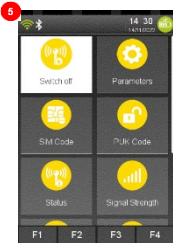
Select the “Communication means” option using  and , then , or touchscreen.



Select the “Mobile Network” option using  and , then , or touchscreen.





Select the “Switch on” option using  and , then , or touchscreen.





After the Mobile Network has been switched on additional options will appear. You can now insert your SIM into the back of the terminal if not already present.



Reboot your terminal by holding  and  Upon restarting the terminal will connect to a network automatically.

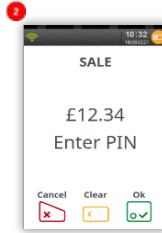
SALE TRANSACTION – CHIP & PIN/CONTACTLESS

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




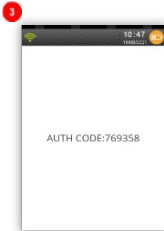
The cardholder can present their card or payment device against the contactless symbol on the printer cover.

Alternatively, they can insert their card into the terminal.




If the card was inserted into the terminal the customer must enter their PIN code.

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



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





The terminal will then print the merchant receipt. If the card was inserted you can then press  which will print off the customer copy.

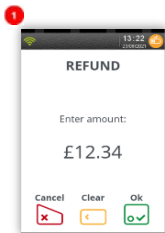
Contactless transactions do not print a receipt by default.




If the customer requests a receipt following a contactless transaction this must be done before the next transaction takes place. From the idle screen press the (F1) key to print a duplicate receipt.

REFUND TRANSACTION – CHIP & PIN/CONTACTLESS

From the idle screen, press  then choose "REFUND". Enter the Supervisor password and press .



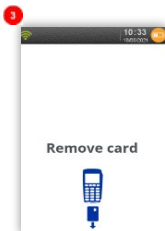
Enter the refund amount for the transaction and press .

The customer can now either insert, swipe, or tap their card against the reader.



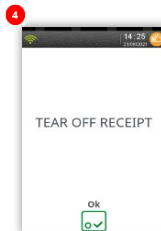
The terminal will now connect to the acquirer for authorisation.

If the refund is authorised, then "REFUND ACCEPTED" will be shown.



The terminal will print the merchant copy which the customer must sign.

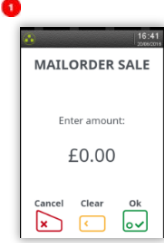
You will be prompted to remove the card.




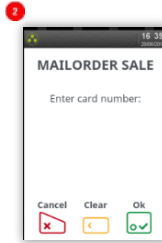
Check the signature on the merchant copy against the signature on the card. If the signature is valid then choose "YES", otherwise choose "NO". The terminal will then print the customer copy.


MAIL ORDER TRANSACTIONS – SALE

You can perform a transaction without the card present if you have the card number and security code




Press , then select the "MAILORDER" option. Choose either "REFUND" or "SALE".



When prompted type in the customer's card number then confirm by pressing .



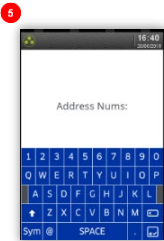
Enter the expiry date, the start date (if required), and the issue number (if required).

Press  after each entry to continue.



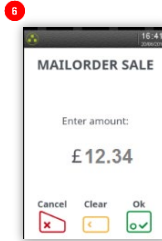
Enter the card's security code (CSC) then the **numbers** from the cardholder's postcode (e.g., GU7 1LG becomes 71).


Press  to continue.

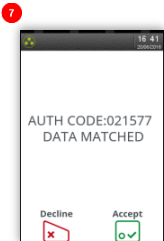


Again, enter the **numbers** from the cardholder's address (e.g., Flat 1, 28 High Street becomes 128).

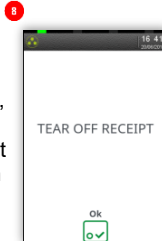
Press  to continue.



Enter the sale or refund amount then press  to continue.




The terminal will now connect to the acquirer for authorisation, then will prompt you to choose "Accept" or "Decline". The result of the CSC/AVS check will then be displayed.

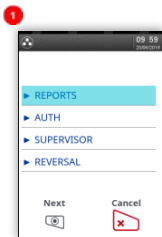


The terminal will print off the Merchant receipt then the Customer receipt.



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

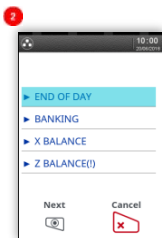
END OF DAY REPORTS



To access the reports menu, press twice, then select the “REPORTS” option. Enter the Supervisor password and press .

END OF DAY: One touch function that prints both the “Z REPORT” and the “BANKING” report. This **MUST** be done at the end of each day that you trade and retained for your records.

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



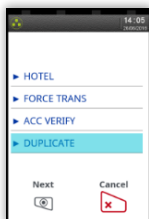
X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the “BANKING” report.

Z BALANCE(!): Exactly the same as the “X REPORT”, except that the “Z REPORT” resets the totals, ready for the next day’s trade.



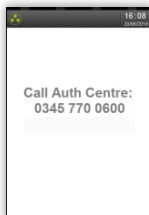
An automatic End of Day feature is available. If you like to have this activated please call the helpdesk.

TIPS AND ADVICE



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

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



DUPLICATES: To print a duplicate of the last transaction processed press three times, then select “DUPLICATE” and press .

FIREWALL: You may need to configure your firewall settings to ensure the appropriate IPs and Ports aren’t blocked on your router. See the user guide for further details.

THE CHIP CARD READER



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

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

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

CHANGING THE PAPER ROLL

1



Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown.

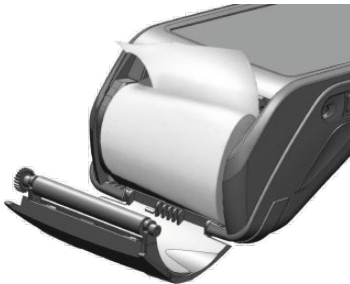
2




Fully open the printer cover and remove the old roll of paper.

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

3



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

TRANSACTION RECEIPT – MERCHANT COPY (CHIP & PIN)

| | | |
|-------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| | Merchant Name | |
| | Merchant Address 1 | |
| | Merchant Address 2 | |
| Merchant ID | M:12345678 | Terminal ID |
| | TID:22160000 S5 | Sequence Number |
| | SCH ID:12345678901234567 | Schema Reference ID |
| Transaction Referencing | 89 | |
| | WAITER:12345 TABLE:12345 | |
| | HANDSET:01 | |
| | VISA DEBIT | Card Issuer |
| Card AID & Label | AID: A0000000031010 | |
| | VISA DEBIT | |
| | 4444 3333 2222 1111 | Card Number |
| Card Details | EXP 12/25 | |
| <small>EXP for Expiry Date</small> | STT 12/22 | |
| <small>STT for Start Date</small> | ISS 1 | |
| <small>ISS for Issue Number</small> | ICC | Entry Method |
| Transaction Type | SALE | <small>ICC for Inserted Cards SWIPED for Swiped Cards KEYED for Keyed Cards CONTACTLESS for Contactless Cards</small> |
| | AMOUNT £12.34 | |
| | TOTAL £12.34 | |
| | PIN VERIFIED | Successful PIN Entry |
| | PLEASE DEBIT MY ACCOUNT | |
| Date & Time | 31/01/22 12:11 | |
| | AUTH CODE: 123ABC | Auth Code |
| Transaction Number | TXN 0004 | |
| | MERCHANT COPY | |
| | PLEASE RETAIN RECEIPT | |



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

For further information on the terminal functions provided in this start guide please call Global Payments on 0345 702 3344*, selecting the option for 'Card Terminal Support', followed by the option for your terminal manufacturer.

GLOBAL PAYMENTS - USEFUL CONTACTS

| | |
|---------------------|----------------|
| 24 Hour Auth Centre | 0345 770 0600* |
| Helpdesk | 0345 702 3344* |
| Tally Rolls | 0345 702 3344* |

Helpdesk Opening Hours

Monday-Saturday 8:00am - 11:00pm

Sunday 10:00am - 5:00pm

Bank Holidays 10:00am - 4:00pm

*If you have a speech or hearing impairment, you can call us using the Relay Service by dialling 18001 followed by the number you wish to call. Calls may be recorded. To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property.

Global Payments is a trading name of GPUK LLP. GPUK LLP is authorised by the Financial Conduct Authority under the Payment Services Regulations 2017 (504290) for the provision of payment services and under the Consumer Credit Act (714439) for the undertaking of terminal rental agreements. GPUK LLP is a limited liability partnership registered in England with company number OC337146. Registered Office: Granite House, Granite Way, Syston, Leicester, LE7 1PL. The members are Global Payments U.K. Limited and Global Payments U.K. 2 Limited. Service of any documents relating to the business will be effective if served at the Registered Office.

Global Payments is also a trading name of Pay and Shop Limited. Pay and Shop Limited is a limited company registered in Ireland with company number 324929. Registered Office: The Observatory, 7-11 Sir John Rogerson's Quay, Dublin 2, Ireland. Service of any documents relating to the business will be effective if served at the Registered Office.



Copyright © Ingenico (UK) Limited 2024. All rights reserved.

This Quick Start Guide (x059) relates to Move/5000 & Move/3500 with terminal software APACS40 97.12.01.9059

Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any such errors or inaccuracies. The product is varied to suit requirements and as such some features may vary or be disabled.

This document should be accepted as a guide only to the use of the product.