ingenico

Move/3500 User Guide

Version history

Version no.	Version date	Status	Edited by	Most important edit(s)
001	31/10/2021	Draft	Donald Pyper	
002	31/01/2022	Draft	Ewan Barnfather	Creation
003	13/06/2022	Draft	David Hutton	Updated Formatting
1.1	12/06/2023	Draft	David Hutton	Added MID Validation
1.2	30/11/2023	Draft	David Hutton	Added EMEA keymats
1.3	07/02/2024	Draft	David Hutton	NERCONF-1942

1   Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend that you carefully read this user guide: It will provide you with all the necessary information about your terminal, including appropriate safety precautions, unpacking, installing, and the general maintenance of your terminal.

⚠️	This symbol indicates a warning or important information.

💡	This symbol indicates troubleshooting tips, advice, or additional information.

1.1   Contents of the box

When your terminal arrives, open the box and remove all of its contents. The terminal and cabling will be wrapped in plastic packaging which can be disposed of appropriately. Your box will include the following:

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

● SEAMLESS PAYMENT

2   Overview of the Move/3500

The following sub sections will provide basic information about the terminal itself, including the display, keys, and icons on the screen.

2.1   The Terminal
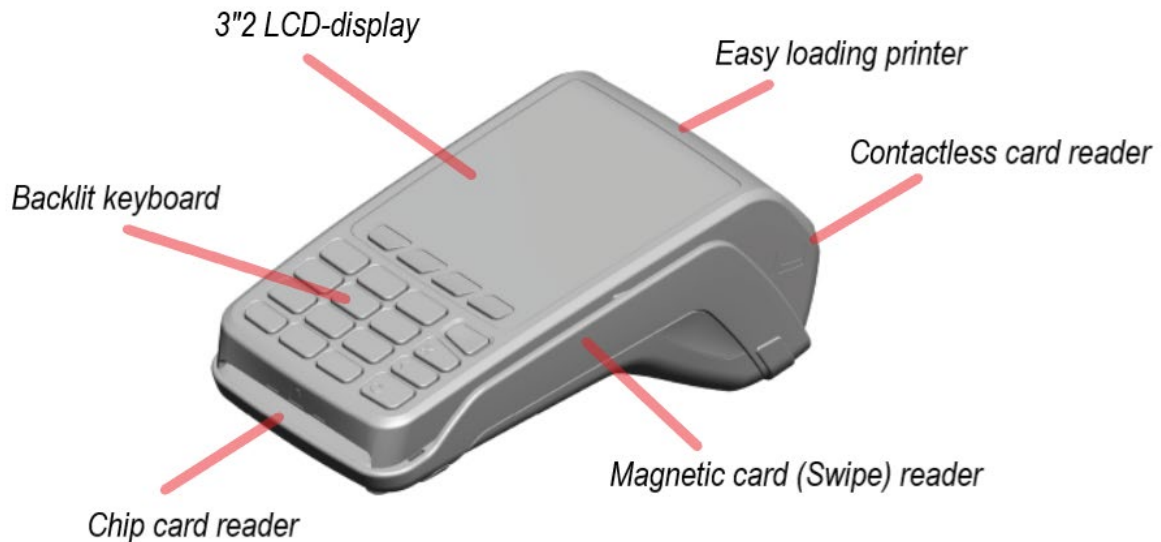
Weight (^w\o paper roll or battery)	340g
Dimensions (L x w x h)	187x82x68 mm
Screen Resolution	240 pixels wide x 320 pixels high
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Terminal Connections	Micro USB AB serial link Power connector Contacts for Cradle

2.2 Keyboard Details and Functionality
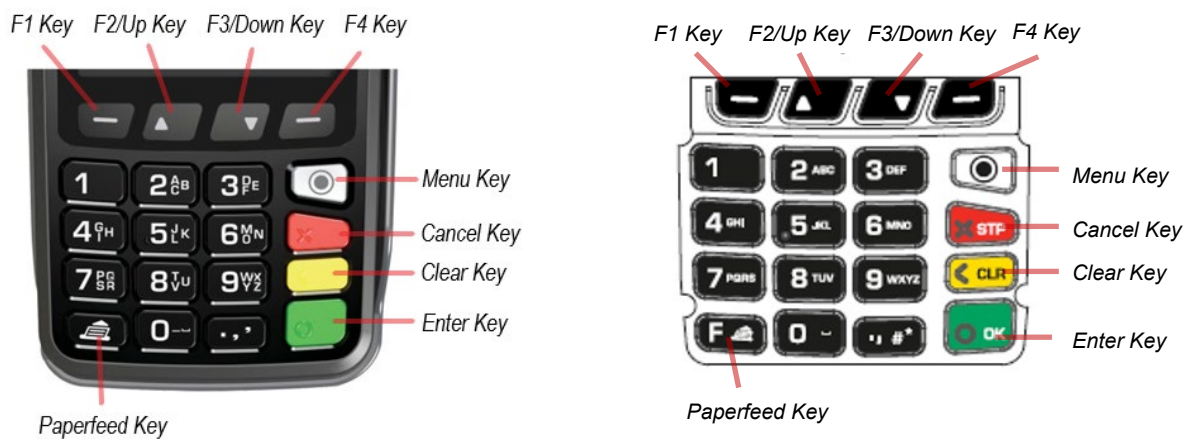
Keypad Layout: Depending on the model of your terminal it may come with one of the two above keypad layouts.

Function Keys: These are typically used as shortcuts and can be configured to complete certain tasks e.g., pressing F1 to print a duplicate receipt following a transaction.

Up Key/ Down Key: These are used to navigate the menu screens. When on the home screen they will act as function keys.

Menu key: This key is used to access the application menus from the idle (READY) screen and can be used to navigate to the next menu page where available.

Cancel key: This key is used to cancel the current procedure/transaction and return to the previous menu or idle screen.

Clear key: This key is used to delete any entered characters one at a time.

Enter or Confirmation key: This key is used to validate selections or to confirm anything that has been typed into the terminal. While off or on standby this key also switches the terminal on.

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

> Some keys can be restricted depending on the applications on the terminal. E.g., integrated terminals which use a till.

2.3 Switching the Terminal On or Off

After properly installing your terminal, it can be switched ON by pressing ☑ for one second.

To switch your terminal OFF press ⬜ and ☑ for one second. Once OFF the terminal can be safely disconnected from its power supply.

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

● SEAMLESS PAYMENT

Copyright © 2024 Ingenico (UK) Limited

2.4 Using the Terminal Keyboard and Display

To enter numbers into a field, press the relevant number keys on the keypad. If you make a mistake, you can correct this using ⬜ and ⬜. Pressing ⬜ will delete one character at a time. Pressing ⬜ once will delete the entire line; pressing it again will cancel the transaction or exit the menu.

When typing in an authorisation code, you may need to enter letters as well as numbers. Where you see the "123" graphics (see below) on screen you can toggle the input mode by pressing ⬜. To enter uppercase letters, use the "ABC" input mode, and to enter lowercase letters use the "abc" input mode.

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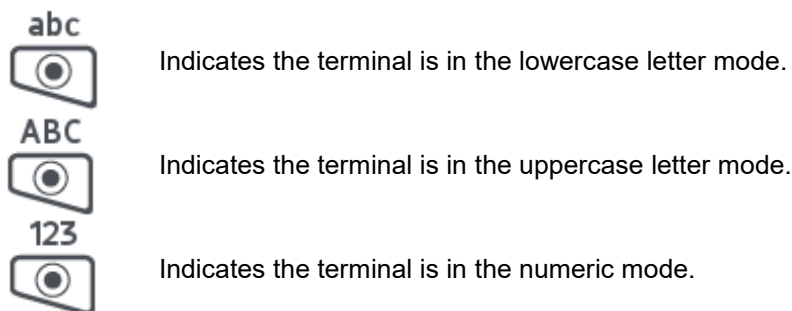
Indicates the terminal is in the lowercase letter mode.

Indicates the terminal is in the uppercase letter mode.

Indicates the terminal is in the numeric mode.

2.5 Supervisor Code

The default supervisor code is 01483. Please note, the terminal will prompt you to change this to a new code before you can process transactions.

2.6 Merchant Number Validation

> This feature it not available on all devices. If this screen does not appear then continue to use your terminal as outlined in this guide.

Merchant Number Validation is a process to ensure that your transactions are going to the right place by way of a simple check when you first receive your terminal.

After setting up the terminal you will be asked to validate your Merchant Number. This will occur after you have entered an amount for a transaction the first time, but before you are asked to reset your supervisor password.

Simply enter your Merchant Number when this screen is displayed:

You will then be asked to reset your supervisor password.

> If the screen displays "Merchant Number is not correct" then double check your Merchant Number and try again. If you continue to see "Merchant Number is not correct", please contact your Helpdesk as advised by your payment terminal provider.

SEAMLESS PAYMENT

Copyright © 2024 Ingenico (UK) Limited

2.7   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.
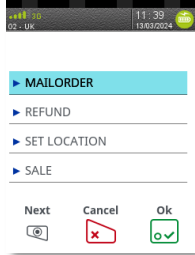
When the terminal is first installed it will download your country and postcode from our Terminal Management System. You can check this information and update it as needed by following these steps:
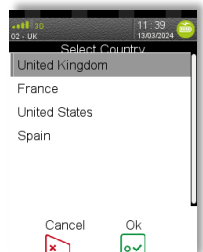
Press ⊙ from the READY screen the access the menu.

Select the "SET LOCATION" option using the touchscreen.

Select the correct country option using touchscreen.

Update the postcode as needed using the touchscreen.

Once updated press ⊙✓ to return to the ready screen.

2.8   Terminal Icons

The following icons will display in the grey bar at the top of the screen on the terminal. The terminal uses the following colour scheme to identify the state of a feature:

- No icon means the function is not present in the terminal or it's switched off.
- Grey icon represents an active feature that has no connection.
- Orange icon represents connection in progress.
- Green icon is used during connection when the terminal is ready to exchange data.

2.8.1   Terminal Battery Icons

The power icon will display the change remaining in the terminal. It can be found on the right-hand side of the grey bar.

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.

2.8.2   Terminal Clock Icon

The time on your terminal is displayed on the right-hand side of the grey bar beside the battery icon.

 Time displayed in 24-hour format with long date format.

Time displayed in 12-hour format with long date format.

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

2.8.3   Terminal Connection Icons

Different Move/3500 terminals can connect via different or multiple paths. The following icons are displayed on the left-hand side of the grey bar at the top of the touch screen.

2.8.3.1   GPRS (Mobile) Icons

The network mobile status is represented by the following icons.

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.

SEAMLESS PAYMENT

Copyright © 2024 Ingenico (UK) Limited
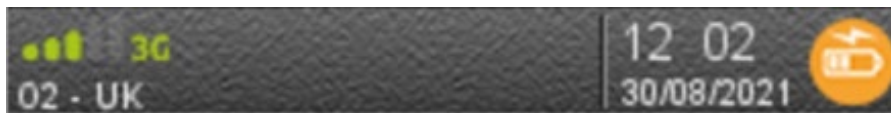
2.8.3.2   Ethernet And Bluetooth Icons

When connected to an ethernet compatible base the terminal will use the following icons to display its connectivity to the base and the current status of the bases' ethernet connection.

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

2.8.3.3   Wi-Fi Terminal Icons

The Wi-Fi icon indicates the status of the wireless connection to an internet connected router.

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

	Please note: Move/3500 terminals can have multiple comms enabled at one time; therefore, you may see a combination of various comms icons on the display.

3   Installation of the Move/3500

The following sub sections detail the best practices for and guide you through installing your Move/3500 terminal.

3.1   Location of the Move/3500

The Move/3500 and base should be placed on flat surface, near an electric socket, and near an Ethernet or telephone socket. The terminal should be placed far away from any hot zones. Where possible the terminal should also be protected from strong vibrations, dust, damp, and electromagnetic radiation (computer screen, anti-theft barrier etc.). These can cause damage to the terminal over time.

Operation Conditions

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

Battery Charging

Ambient temperature	0°C to +45°C

Storage Conditions

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

3.2   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.

⚠	Switch off the terminal before opening the back cover.

3.3   Terminal Connection Ports and Slots

There are multiple connection ports and slots on the Move/3500 terminal. The following subsections will detail how to access and use each of them.

3.3.1   Micro-USB Port

- 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 file systems.
- The USB key must be used with an USB adapter (refer to accessories section).
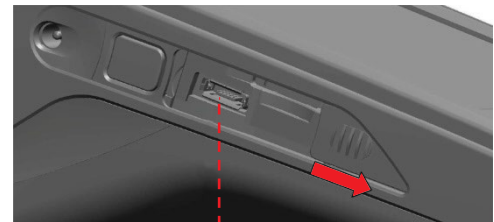
USB micro-AB
Connector used for USB key etc.

3.3.2   SD Memory Card Slot

- There is an SD memory card slot on the left side of the Move/3500 wireless terminal (see picture).
- Insert the MicroSD memory card into the connector slot as shown on the picture.
- The terminal supports a MicroSD card up to 32GB.
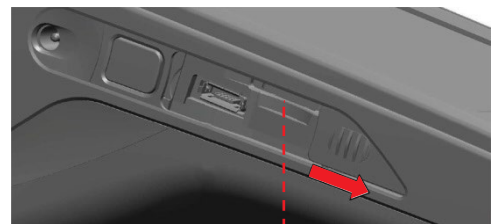
MicroSD Slot

3.3.3   SAMS and SIMS Slots

- The connector modules for security SAM and SIM are located inside the terminal underneath the back cover.
- SAMs and SIMs slots can be identified by the engraved marks on the lower housing.
- When introducing a SAM or SIM to its slot, be sure to orient the cut corner as indicated on the engraved markings.

SIM 1 connector

SIM 2 connector or SAM 3 connector

SAM 1 connector

SAM 2 connector

● SEAMLESS PAYMENT
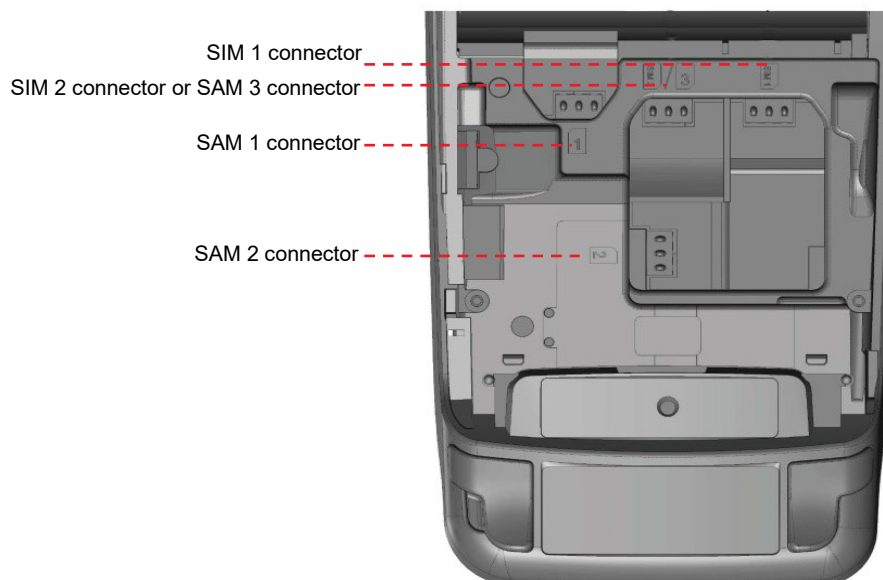
3.4   Battery

The following subsections will detail good practice for the care of the battery provided with your Move/3500 terminal.

3.4.1   Specifications

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

3.4.2   Installing the Battery

⚠️ Ensure the terminal is switched off and disconnected from mains power before opening the back cover or installing the battery.

- Turn the terminal over and unclip the back cover by pushing on the clip.
- Locate the battery pack connector beside the battery compartment.
- Plug the battery pack into the battery pack connector as indicated in the image.
- Verify that the connector locks in place.
- Place the battery pack in the compartment as indicated in the image.
- Replace the back cover.

Battery connector

Battery compartment
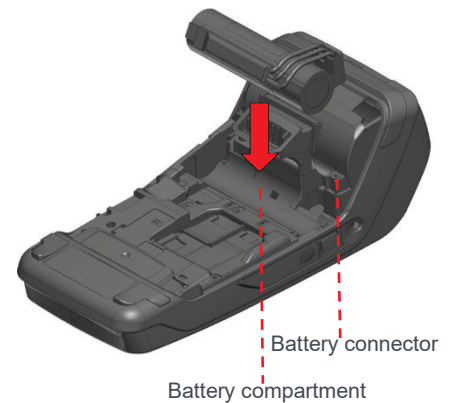
3.4.3   Charging the Battery

When does the battery need to be charged?

- On initial start-up, charge the battery for 16 hours under the environmental conditions stated earlier in this guide.
- When used daily, the terminal recharges its batteries each time it is placed on its base. Charging is automatic.
- When used with a terminal power supply: connect the power supply to Move/3500 power connector.
- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions).
- The optimal conditions are as follows:
  - Charge away from any external heat source (radiator, sun, enclosed area etc.).
  - The optimal temperature is between +15°C and +25°C.

How can the battery be charged?

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

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

3.4.4   Replacing the Battery

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

- Remove the terminal from its base.
- Switch the terminal off.
- Remove the back cover.
- Carefully disconnect battery, following the instructions below.

  a) Unlock the connector by pressing the locking mechanism as indicated by F1 arrow while pulling this connector (F2 arrow) Release traction on it as soon as the connector comes unclipped.
  b) Finish extracting connector by tilting it slightly (F3 arrow) to bring it away from the terminal housing.
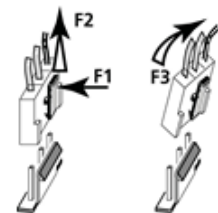
- Power on the terminal by placing it on its base or connect the terminal to the power supply to reset the battery indicator.
- Remove terminal from base or disconnect terminal power supply.
- Connect and install the new battery by following the instructions in section "Installing the battery".
- Close the back cover and charge the new battery. As advised in the charging battery section.
- To help preserve the environment, dispose of used batteries at an appropriate site in compliance with recycling legislation.

3.5   Paper Roll

3.5.1   Main Characteristics of Ingenico Paper Roll

R40 Paper Roll	
Colour	White
Width	58 mm.
Diameter	40 mm.
Length	About 18 meters.

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

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

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

3.5.2   Installing a Paper Roll

Follow the below steps to properly put a new roll of paper into your Move/3500 terminal.
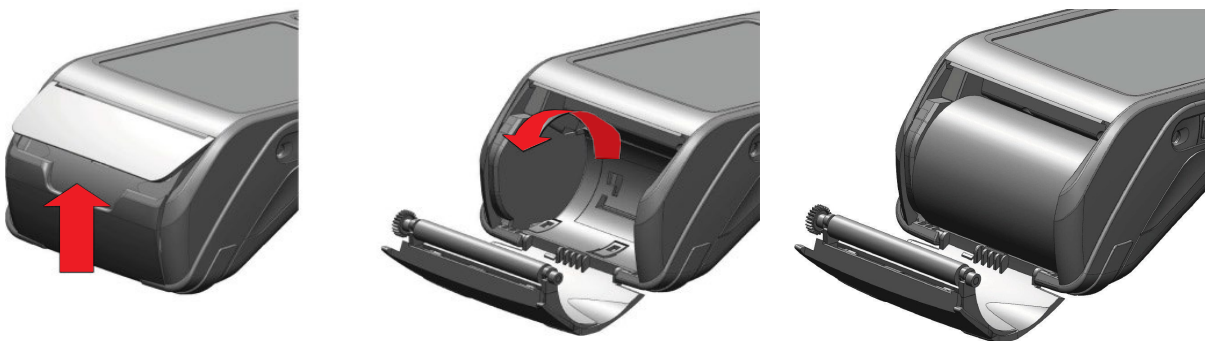
- Open the paper compartment by lifting the catch located at the rear of the terminal upwards.
- Pull the cover at the rear of the terminal downwards.
- Insert the paper roll in the compartment following the directions shown in the picture.
- Pull the paper up to the top of the terminal so that the end of the roll is above the terminal.
- While hold the end of the paper close the lid, pushing down on both corners simultaneously.

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

3.6 Terminal Base Overview

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

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

See the images below for the details of the connection ports available on the base.

	The base for Wi-Fi only or GPRS Move3500s terminals is charging only so does not have the ports detailed in Picture 1 above.

3.7 Connecting a Base

This section is only relevant if you own a Bluetooth enabled move/3500. For Wi-Fi only terminals please see the "Wi-Fi terminal section".

To connect the Ethernet cable, connect one side to your Ethernet socket or router, then the other side to the socket located at the rear of your base unit.
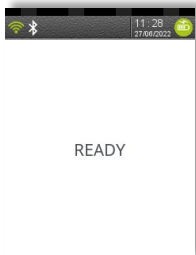
To connect the base unit to a telephone point, remove the back panel as shown in the diagram. Connect one end of the telephone cable to the modem socket on your base unit, then the other end to your telephone socket.

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.
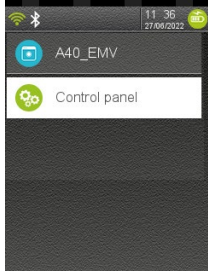
3.7.1   Assigning a Base

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.
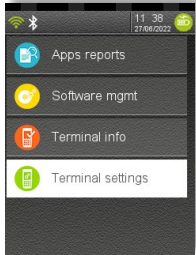
Place your terminal on the base then press ⬇ from the READY screen.

Select the "Control panel" option using ⬆ and ⬇, then press ☑.

Select the "Terminal settings" option using ⬆ and ⬇, then press ☑.

Select the "Comm means" option using ⬆ and ⬇, then press ☑.

Select the "Bluetooth" option using ⬆ and ⬇, then press ☑.

This step can be skipped if the "Base" option is on this screen.
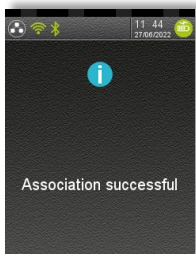
Select the "Base" option using ⬆ and ⬇, then press ☑..

Select the "Association" option using ⬆ and ⬇, then press ☑.

Select the "New base" option using ⬆ and ⬇, then press ☑.

The base will pair with the terminal and will provide a connection via Bluetooth when the device is removed from the cradle. This will mean the terminal can use the base's ethernet connection while within range.
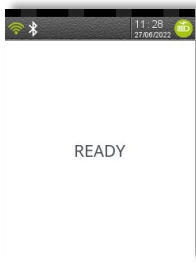
It is recommended to associate the base with maximum of 3 terminals to guarantee the optimal performance.

● SEAMLESS PAYMENT
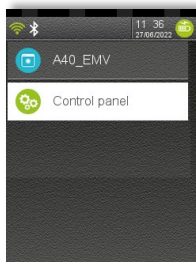
3.7.2   Selecting a Base

When multiple bases are assigned to the terminal it might be necessary to select an appropriate base for the location the terminal is going to be used.
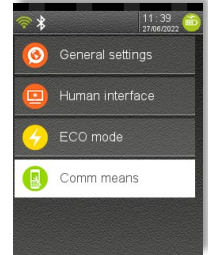
Place your terminal on the base then press ⬇ from the READY screen.

Select the "Control panel" option using ⬆ and ⬇, then press 🗸.

Select the "Terminal settings" option using ⬆ and ⬇, then press 🗸.

Select the "Comm means" option using ⬆ and ⬇, then press 🗸.

Select the "Bluetooth" option using ⬆ and ⬇, then press 🗸.

This step can be skipped if the "Base" option is on this screen.

Select the "Base" option using ⬆ and ⬇, then press 🗸.

Select the "Association" option using ⬆ and ⬇, then press 🗸.

Select the "Select Base" option using ⬆ and ⬇ ,then press 🗸.

Choose your desired base from the list using ⬆ and ⬇ then press 🗸.
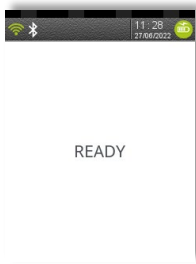
The terminal will confirm your selection.
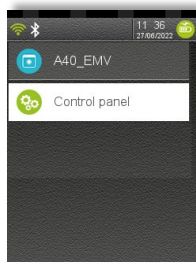
3.7.3   Removing a Base

When multiple bases are assigned to the terminal it might be necessary to remove ones that are no longer used or needed.

Place your terminal on the base then press ▼ from the READY screen.

Select the "Control panel" option using ▲ and ▼, then press ✓.

Select the "Terminal settings" option using ▲ and ▼, then press ✓.
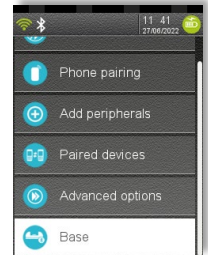
Select the "Comm means" option using ▲ and ▼, then press ✓.

Select the "Bluetooth" option using ▲ and ▼, then press ✓.

This step can be skipped if the "Base" option is on this screen.

Select the "Base" option using ▲ and ▼, then press ✓.

Select the "Association" option using ▲ and ▼, then press ✓.

Select the "Remove Base" option using ▲ and ▼ ,then press ✓.

Choose your desired base from the list using ▲ and ▼ then press ✓.

The terminal will confirm the removal of the base.

SEAMLESS PAYMENT

3.7.4   Renaming a Base

If you are looking to use the terminal in different locations on different bases you can rename assigned bases to make identification of the base easier.
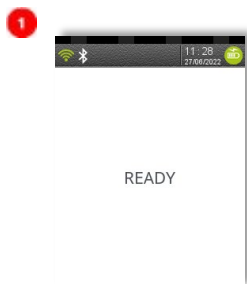
1

Place your terminal on the base then press ⬇ from the READY screen.
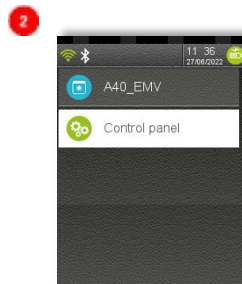
2

Select the "Control panel" option using ⬆ and ⬇, then press ✓.
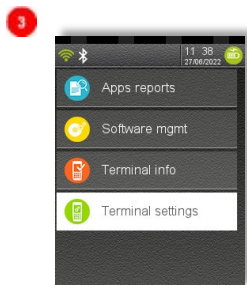
3

Select the "Terminal settings" option using ⬆ and ⬇, then press ✓.
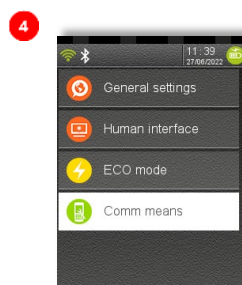
4
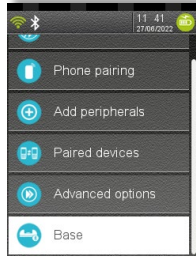
Select the "Comm means" option using ⬆ and ⬇, then press ✓.
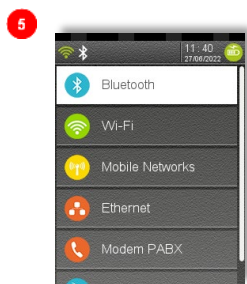
5
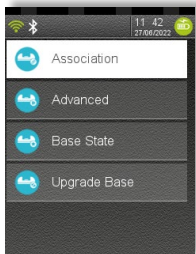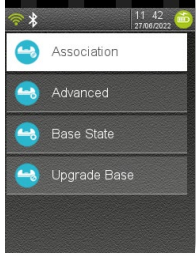
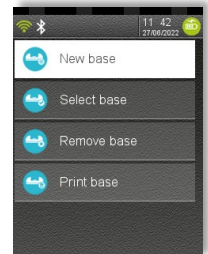Select the "Bluetooth" option using ⬆ and ⬇, then press ✓.
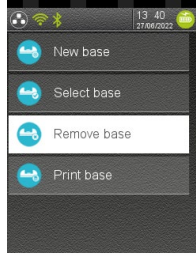
This step can be skipped if the "Base" option is on this screen.
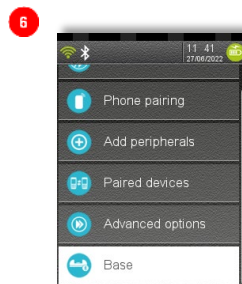
6
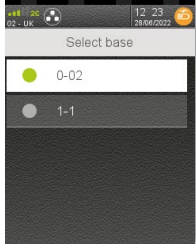
Select the "Base" option using ⬆ and ⬇, then press ✓.
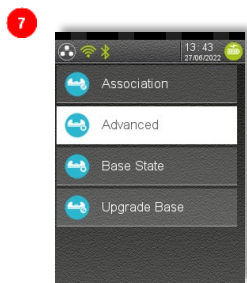
7
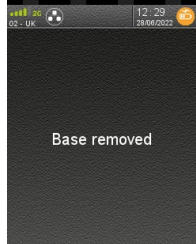
Select the "Advanced" option using ⬆ and ⬇, then press ✓.
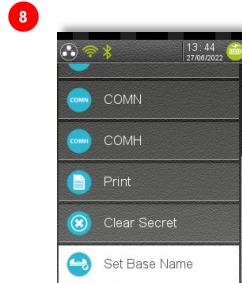
8

Select the "Set base name" option using ⬆ and ⬇, then press ✓.
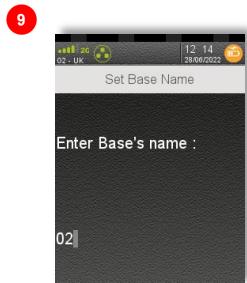
9

Enter the name you would like for the base using the number pad, then confirm this by pressing ✓.

Bases may only contain alphanumerical characters in their names.

3.8   Connecting to Wi-Fi

This section is only relevant if you own a Wi-Fi enabled Move/3500. For bluetooth only terminals please see the "Connecting the Base" section.
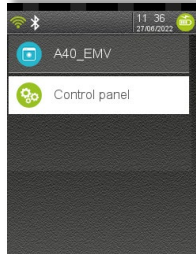
3.8.1   Wi-Fi Requirements

In order to connect to a Wi-Fi network using your device you will first need to make sure that Wi-Fi is enabled.

Place your terminal on the base then press ⬇ from the READY screen.

Select the "Control panel" option using ⬆ and ⬇, then press ☑.

Select the "Terminal settings" option using ⬆ and ⬇, then press ☑.

Select the "Comm means" option using ⬆ and ⬇, then press ☑.

Select the "Wi-Fi" option using ⬆ and ⬇, then press ☑.

Select the "Switch On" option using ⬆ and ⬇, then press ☑.

This screen should now display.

If the Wi-Fi is already enabled, you will see this screen instead of what is shown on step 6.

Copyright © 2024 Ingenico (UK) Limited

3.8.2   Managing Wi-Fi Profiles

To connect to an "Access Point" or a router you will first need to create a Wi-Fi Profile. Several profiles can be created if there are multiple "Access Points" around where you will be using the Move/3500. It is possible to make changes to existing profiles. You can also delete or force connections to specific profiles.

Setting up a Wi-Fi network with a static IP is possible, however the setup is outside of the scope of this manual.

> ⚠️ For security reasons the WI-FI network must be consistent with the PCI DSS v2 Wireless Guidance.

> 💡 The Wi-Fi service will refuse to create profiles for unsecure networks (open or WEP networks).
> Please note login via landing pages is not supported (e.g. networks which require login via web page).
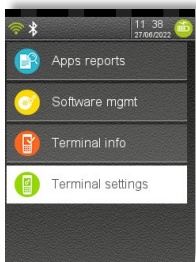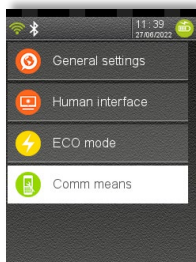
3.8.2.1   Creating a Wi-Fi Profile
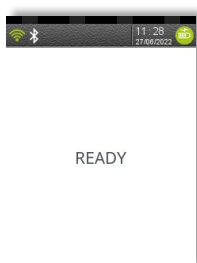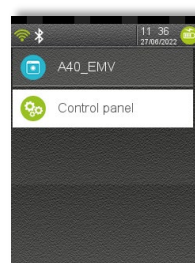
Place your terminal on the base then press ⬇️ from the READY screen.

Select the "Control panel" option using ⬆️ and ⬇️, then press ☑️.
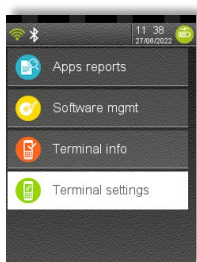
Select the "Terminal settings" option using ⬆️ and ⬇️, then press ☑️.
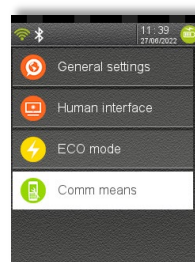
Select the "Comm means" option using ⬆️ and ⬇️, then press ☑️.

Select the "Wi-Fi" option using ⬆️ and ⬇️, then press ☑️.
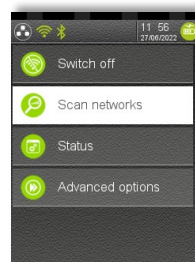
Select the "Scan networks" option using ⬆️ and ⬇️, then press ☑️.

Select your network from the list of available networks using ⬆️ and ⬇️, then press ☑️.
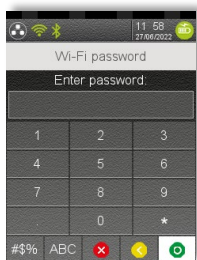
Enter your network's password using the keypad then press ☑️. Your terminal will now connect to your chosen network.

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

3.8.2.2   Deleting a Wi-Fi Profile
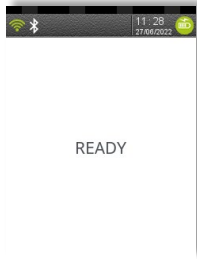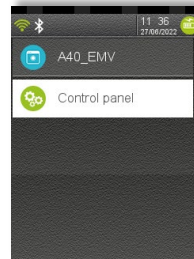
Place your terminal on the base then press ⬛ from the READY screen.

Select the "Control panel" option using ⬛ and ⬛, then press ⬛.
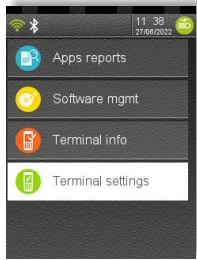
Select the "Terminal settings" option using ⬛ and ⬛, then press ⬛.
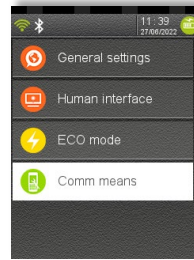
Select the "Comm means" option using ⬛ and ⬛, then press ⬛.

Select the "Wi-Fi" option using ⬛ and ⬛, then press ⬛.
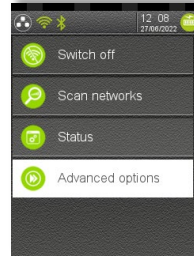
Select the "Advanced options" option using ⬛ and ⬛, then press ⬛.
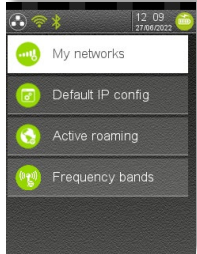
Select the "My networks" option using ⬛ and ⬛, then press ⬛.

Select the network you wish to delete using ⬛ and ⬛, then press ⬛.
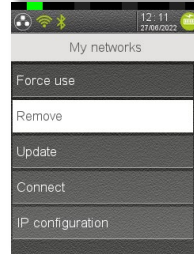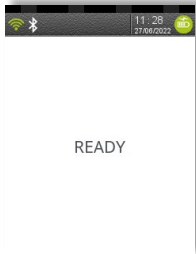
Select the "Remove" option using ⬛ and ⬛, then press ⬛. This network will then be removed from the list of active networks.

3.8.2.3   Force Connection to Specific Wi-Fi Profile

If you are using only one network and have more than one profile setup on the terminal, you can force your device to connect to a specific network and ignore any other available networks – even should the network connection be lost.
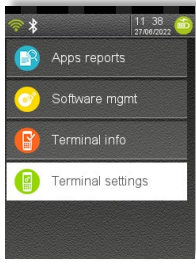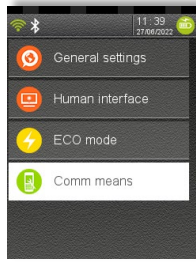
Place your terminal on the base then press ▼ from the READY screen.

Select the "Control panel" option using ▲ and ▼, then press ✓.

Select the "Terminal settings" option using ▲ and ▼, then press ✓.

Select the "Comm means" option using ▲ and ▼, then press ✓.

Select the "Wi-Fi" option using ▲ and ▼, then press ✓.

Select the "Advanced options" option using ▲ and ▼, then press ✓.

Select the "My networks" option using ▲ and ▼, then press ✓.

Select the network you wish to force connection with using ▲ and ▼, then press ✓.

Select the "Force use" option using ▲ and ▼, then press ✓.

If you wish to end the forced connection, then return to this screen following steps 1-7.

Select the "Default use" using ▲ and ▼ then press ✓.

● SEAMLESS PAYMENT

3.8.3   Wi-Fi Roaming

Active roaming is a feature that allows the terminal to actively perform background Wi-Fi scans, looking for an access point that would provide a stronger signal than the one currently in use. Should such an access point be found the terminal will automatically connect to it, even if it still has a connection to the current access point.

> It is recommended to have this function turned OFF in a location with two poor Wi-Fi signals. This could cause the terminal to roam between two networks repetitively.

To enable roaming follow the steps below.

Place your terminal on the base then press ⬇ from the READY screen.

Select the "Control panel" option using ⬆ and ⬇, then press ✓.
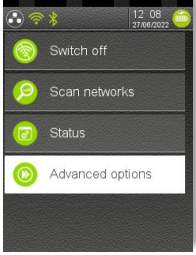
Select the "Terminal settings" option using ⬆ and ⬇, then press ✓.

Select the "Comm means" option using ⬆ and ⬇, then press ✓.

Select the "Wi-Fi" option using ⬆ and ⬇, then press ✓.

Select the "Advanced options" option using ⬆ and ⬇, then press ✓.

Select the "Active roaming" option using ⬆ and ⬇, then press ✓.

Select the "On" option using ⬆ and ⬇, then press ✓.

● SEAMLESS PAYMENT

4   Taking Payments

The following sub sections will provide you information on the different ways in which your terminal can accept payments. Further information on transaction types can be found in section 5.

4.1   Card Reading

The below headings will describe how the customer card should be used during transactions.

Chip Cards

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

Leave the card in position throughout the transaction.

Contactless Cards

Hold the card up to the active zone above the contactless logo, which is 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.

Magnetic Stripe Cards

The card can be read either direction, with the stripe facing the terminal.

Use a smooth movement to ensure the magnetic stripe will reliably be read.

4.2   Transactions

To perform a transaction in a quick and efficient manner you may type in the transaction amount from the idle screen, insert the card into the card reader, or press 🔲 and select sale option. This method may be used to start any sale transaction, regardless of card type.

Enter the transaction amount while the idle screen is being displayed by typing in the amount in pence (i.e., 1234 for £12.34) followed by ✅. If you make a mistake when entering the amount, you can correct this by pressing 🔙 once to delete one character at a time. Press ❌ to cancel the amount entry and return to the idle screen.

Contactless card transactions are performed using this method and when the transaction value is under the contactless card limit (e.g., £100). Your terminal will only prompt for a card to be presented when a contactless transaction is allowed. When a contactless transaction is allowed, your terminal will show a contactless icon on the screen. The terminal will prompt for contactless card or contactless device to be presented depending on the amount. Contactless transactions that are above a pre-set value (Floor Limit) will go online/dial for authorisation.

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

The terminal can also be configured to start the transaction by swiping or inserting the card first if required.

4.3   Contactless High Value Payments - Verified by Device

High Value Payments are contactless payments that are above the limit for contactless cards (e.g., £100.00) but are protected by the cardholder verifying themselves to the mobile phone either using a scanned thumb/fingerprint, facial recognition, or by the entry of a pass code. 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., £100).

Acceptance of normal contactless cards for transactions below the £100 limit will continue as normal and, if a cardholder taps a contactless card for a transaction above the £100 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.

4.4   Printing a Contactless Customer Receipt

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

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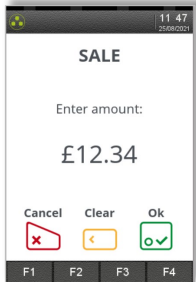
	Call Helpdesk to print the contactless customer receipt by default.

5   Transaction Examples

The following sub-sections show example transactions. These include images of what the screen on your Move/3500 should show, and written instruction on the steps needing to be taken to complete the transaction.

5.1   Sale: Contactless Card

From the idle screen, enter the sale amount in pence then press [ov].

The Insert / Swipe / Present screen will be shown.
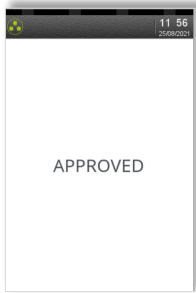
Present the contactless card against the contactless logo.
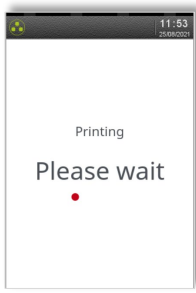
The contactless read is successful when all four status lights at the top of the screen are lit, and the confirmation tone is heard.
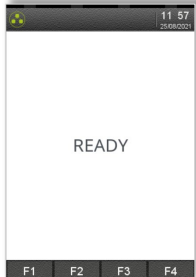
The terminal will then connect to the acquirer via the network cable.
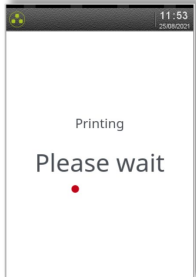
APPROVED will show on the screen after the transaction has been approved.

The terminal will then print the merchant receipt. This should be kept for your records.

Tear off the merchant receipt, the terminal will return to the READY screen.

If the cardholder requires a receipt, press ▭ to print a duplicate.

5.1.1   Strong Customer Authentication

As part of PSD2 – The second Payment Services Directive from the EU, if a cardholder uses their contactless card to spend up to £150 or make five Contactless transactions in succession, they will be asked to insert the card and enter their PIN to validate the next card transaction. An example of this can be seen below.

1 From the READY screen press ☑ to start a transaction.

2 Enter the sale amount in pence then press ☑.

3 The Insert / Swipe / Present screen will be shown.

Present the contactless card against the contactless logo.

4 The terminal will then connect to the acquirer via the network cable.
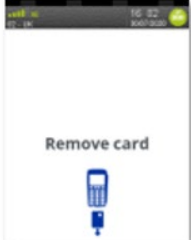
5 The terminal will beep twice, and a message will be displayed prompting the customer to insert their card for the Chip to be read.

6 The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.
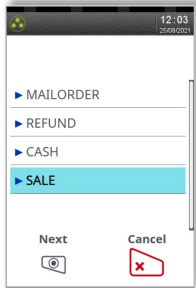
7 The Cardholder should enter their PIN code when prompted, then press ☑.

8 The Terminal will then print the merchant receipt. This should be kept for your records.
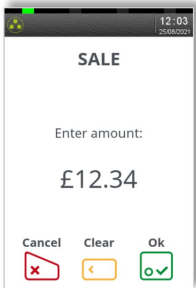
 Tear off the receipt and remove the card. Return the card to the Cardholder.

5.2   Sale: Via Menu (inserted card)

Press 🔲 to access the menu. Select the SALE option from the menu using 🔼 and 🔽, then press 🟢.

Enter the sale amount in pence then press 🟢.

The Insert / Swipe / Present screen will be shown.

Prompt the Cardholder to insert their card.

The Cardholder should enter their PIN code when prompted, then press 🟢.

The Cardholder is then prompted to return the terminal if the PIN is accepted.

The terminal will then connect to the acquirer via the network cable.

The auth code is then returned by the acquirer.

The terminal will then print the merchant receipt. This should be kept for your records.

Tear off the receipt and remove the card, this will then initiate the printing of the customer receipt.

Return the card to the Cardholder

Tear off the customer receipt, the terminal will then return to the READY screen.

● SEAMLESS PAYMENT

Copyright © 2024 Ingenico (UK) Limited

5.3   Sale: Swiped Card

Press [icon] to access the menu. Select the SALE option from the transaction menu using [up arrow] and [down arrow], then press [ok].

Enter the sale amount in pence then press [ok].

The Insert / Swipe / Present screen will be shown.

Prompt the Cardholder to swipe their card.

The terminal will then connect to the acquirer via the network cable.

The auth code is then returned by the acquirer.

The terminal will print the merchant receipt. Tear this off then ask the cardholder to sign it. This should be kept for your records.

If the signature on the card matches the one provided on the receipt, press [ok].

The terminal will now print the customer receipt.

Tear off the customer receipt. The terminal will then return to the READY screen.

5.4   PWCB - Purchase with Cashback

Your Move/3500 is not pre-configured to allow for Sales with Cashback. If you would like Cashback mode enabled on your terminal, please contact the Helpdesk. Please note only debit cards can offer this functionality and the cashback limit is set by your acquirer.

Press 🔘 to access the menu. Select the SALE option from the transaction menu using ▲ and ▼, then press 🔘.

Enter the sale amount in pence then press 🔘.

If Cashback is enabled the terminal will prompt you to enter a cashback amount. Enter the amount in pence then press 🔘.

To skip this step press 🔘 without entering an amount.

The Insert / Swipe / Present screen will be shown.

Prompt the Cardholder to insert their card.

The Cardholder should enter their PIN code when prompted, then press 🔘.

The Cardholder is then prompted to return the terminal if the PIN is accepted.

The terminal will then connect to the acquirer via the network cable.

The auth code is then returned by the acquirer.

The terminal will then print the merchant receipt. This should be kept for your records.

Tear off the receipt and remove the card, this will then initiate the printing of the customer receipt.

Return the card to the Cardholder and provide the cash amount previously entered.

Tear off the customer receipt, the terminal will then return to the READY screen.

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

5.5   Sales with Gratuity (Tip Mode)

Your Move/3500 is not pre-configured to allow for Gratuities (i.e., tips). If you would like the Gratuity mode enabled on your terminal, please contact the Helpdesk.

You must ensure that this option is enabled on your acquirer's Merchant Account.

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

When a sale is initiated by the Menu and Gratuity mode is enabled, your terminal will prompt for the customer to enter a gratuity on the screen.

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

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

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

When gratuity mode is enabled, your terminal will only contact the acquirer for authorisation after the final transaction amount (including any gratuities) is known. For swiped cards this means that this is after the terminal has printed the merchant copy for signature.

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

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

5.6   Split Bills

Your terminal can be configured to allow for Split Bills. If you would like the Split Bill functionality enabled on your terminal, please contact the Helpdesk.
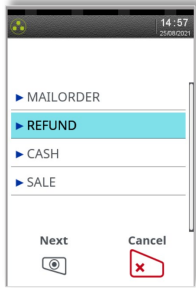
The Split Bill functionality would commonly be used within the service/leisure industry to break down a bill associated with a table into amounts that can be paid by each person using differing payment methods.

The options available for Split Bills are:
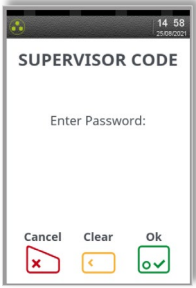
PER PERSON	Allows the bill to be split equally between multiple customers.
PER COUPLE	Allows the bill to be split equally between multiple customers but allows for one person to pay per couple.
VARIABLE SPLIT	Allows the bill to be split unequally between multiple customers.

5.7   Refunds
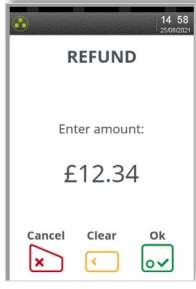
Press 🔘 to access the menu. Select the REFUND option from the transaction menu using ▲ and ▼, then press ☑.

Enter the supervisor password and press ☑.

Enter the refund amount in pence then press ☑.
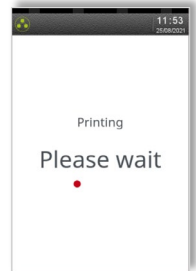
The Insert / Swipe / Present screen will be shown.

Prompt the Cardholder to insert/tap/swipe their card.

The terminal will connect to the host via the network cable.

If the refund is accepted by the acquirer an AUTH code will be returned.

The terminal will print the merchant receipt. This should be kept for your records

Depending on the acquirer configuration the terminal may request that the customer signature is checked.

If the signature on the card matches, press ☑.

The terminal will print the customer receipt then return to the READY screen.

5.8   Mail Order Transactions (Customer Not Present)

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

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

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

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

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

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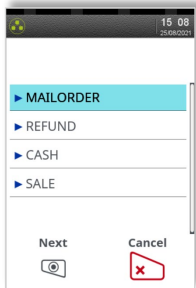
Please be aware that the CSC/AVS result is intended only to guide you in a decision to void or confirm an already authorised transaction. Contact your acquirer for more information and details of liability.

`DATA MATCHED`	Both the CSC and AVS data matches.
`AVS MATCH ONLY`	Only the AVS data matches.
`CSC MATCH ONLY`	Only the CSC data matches.
`DATA NON MATCH`	Neither the CSC nor AVS data matches.
`NOT CHECKED`	The data was not checked.
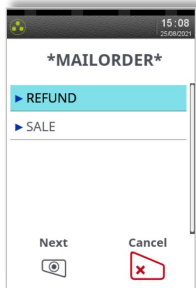
The data may not be checked if the service is not supported or if there is a temporary system failure.

5.8.2   Mail Order Transactions
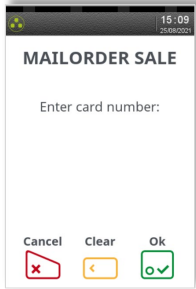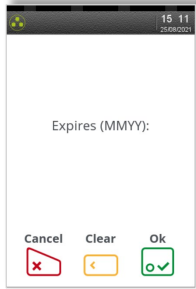
Press 📷 to access the menu. Select the MAILORDER option from the transaction menu using ▲ and ▼, then press ☑.
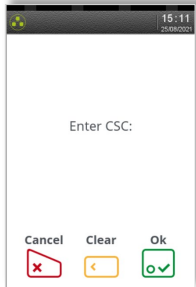
Select the SALE option from the MAILORDER menu using ▲ and ▼, then press ☑.

Enter the customer's card number then press ☑.
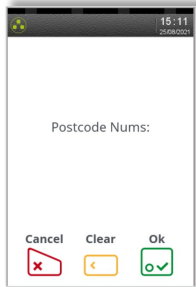
Enter the customer's card's expiry date in MMYY format (i.e., 1223 for December 2023) then press ☑.
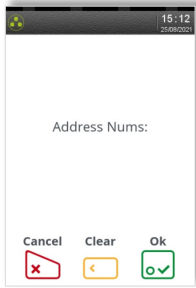
Enter the CSC (three-digit code at the back of the card) then press ☑.
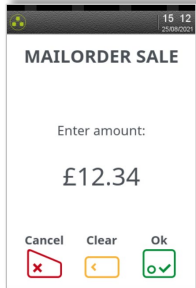
Please note, AMEX cards use four digits instead of three.

If you see this prompt, enter the *numbers* from the card's billing address postcode (e.g., 119 for KY11 9JU) then press ☑.
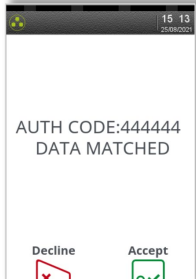
If you see this prompt, enter the *numbers* from the card's billing address (e.g., 128 for Flat 1, 28 High Street) then press ☑.
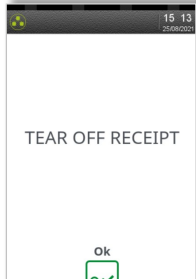
Enter the sale amount in pence then press ☑.

The terminal will connect to the acquirer for authorisation.

If the transaction has been authorised then an auth code will be displayed, together with the CSC/AVS check result.

Press ☑ to continue or ☒ to stop the transaction.

The terminal will now print off the merchant receipt. This should be kept for your records.

Tear off the merchant copy then press ☑ to complete the transaction.

5.9   Hotel Mode

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

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

To perform a Hotel Mode transaction, press 🔲 three times, then choose HOTEL.
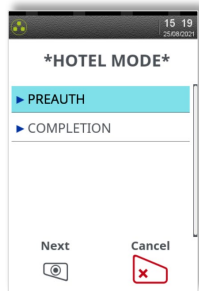
Select the required transaction type using ▲ and ▼ then follow prompts on the screen.

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

The transaction details are not captured by the acquirer, so the customer's bank account IS NOT debited, although the available credit on the customer's bank account will be reduced by the amount authorised.
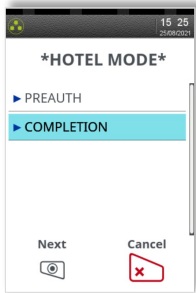
Authorisation codes typically expire after 7 days (or 3-4 days for Maestro cards). If the transaction is not submitted within that time the customer's available balance will be restored by the authorised amount.
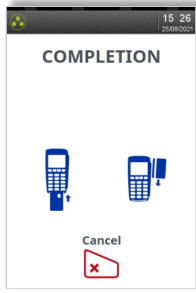
A Completion (COMPLETION) transaction requires the most recent authorisation code, the total amount of all preauths, and the final amount to be debited from the customer's card. This transaction will require a signature check, and the acquirer will capture the transaction details, meaning the customer's bank account is debited.
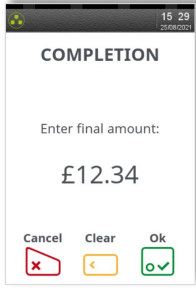
5.9.1   Pre-Authorisation (inserted card)
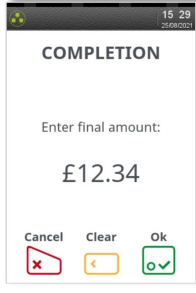
From the HOTEL MODE screen select the PREAUTH option using ▲ and ▼, then press ☑.

The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.

Enter the PREAUTH amount and press ☑.

Terminal will check the card.

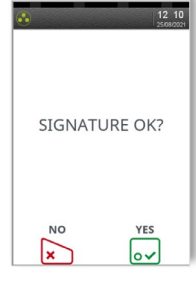The Cardholder should enter their PIN code when prompted, then press ☑.

The terminal will then connect to the acquirer via the network cable.

The PREAUTH code is then returned by the acquirer.

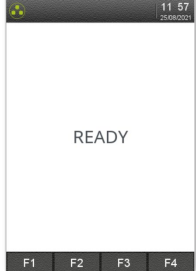The terminal will then print the merchant receipt.

This MUST be kept for your records as information on the receipt is used for the COMPLETION transaction.

Tear off the receipt and remove the card, this will then initiate the printing of the customer receipt.

Return the card to the Cardholder.

Tear off the customer receipt, the terminal will then return to the READY screen.

SEAMLESS PAYMENT

Copyright © 2024 Ingenico (UK) Limited
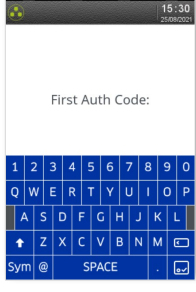
5.9.2   Completion (inserted card)
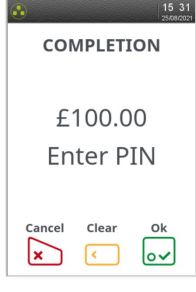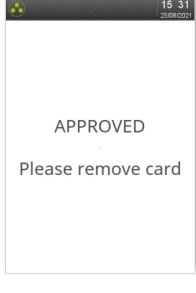
1 From the HOTEL MODE screen select the COMPLETION option using ▲ and ▼, then press ✓.
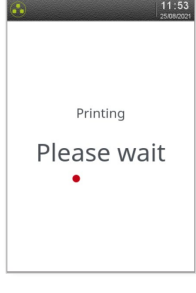
2 The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.
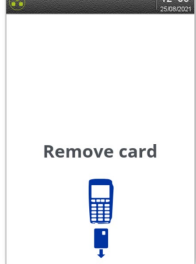
3 Enter the final amount then press ✓.
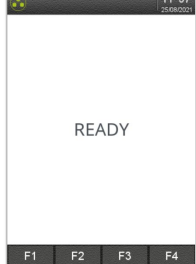
4 Key in sum of all PREAUTHS taken to date for this card then press ✓.

5 Enter the PREAUTH code from the first PREAUTH transaction (this code will be on the merchant receipt), then press ✓.

6 The Cardholder should enter their PIN code when prompted, then press ✓.

7 The terminal will display an APPROVED or DECLINED message.

8 The terminal will then print the merchant receipt. This should be kept for your records.

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

Return the card to the Cardholder.

10 Tear off the customer receipt, the terminal will then return to the READY screen.

5.9.3   Cancel (inserted card)

1

▶ PREAUTH
▶ COMPLETION
▶ CANCEL

Next   Cancel
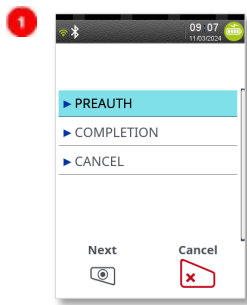
From the HOTEL MODE screen select the CANCEL option using ▲ and ▼, then press ✓..
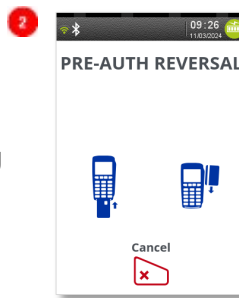
2

PRE-AUTH REVERSAL

Cancel

The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.

3

PRE-AUTH REVERSAL

Enter amount:

£12.34

Cancel   Clear   Ok

Enter the final amount then press ✓.

5

first ACQ REF ID:

1234

123   Cancel   Clear   Ok

Enter the PREAUTH code from the first PREAUTH transaction (this code will be on the merchant receipt), then press ✓.

6
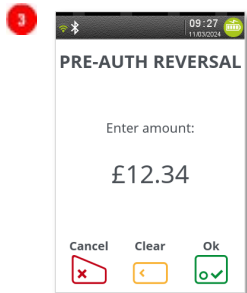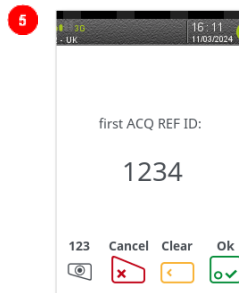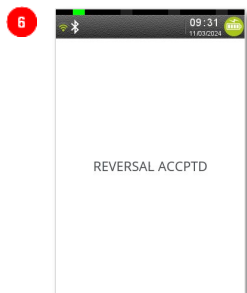
REVERSAL ACCPTD

The terminal will display REVERSAL ACCPTD.
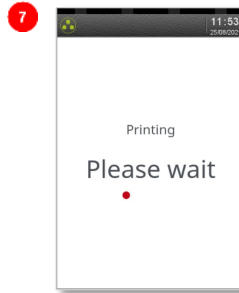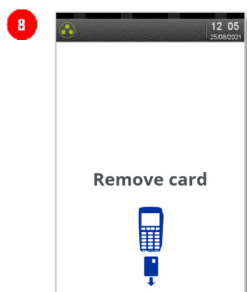
7

Printing

Please wait

The terminal will then print the merchant receipt. This should be kept for your records.

8

Remove card

Tear off the receipt and remove the card, this will then initiate the printing of the customer receipt.

Return the card to the Cardholder.

9

READY

F1   F2   F3   F4

Tear off the customer receipt, the terminal will then return to the READY screen.

● SEAMLESS PAYMENT
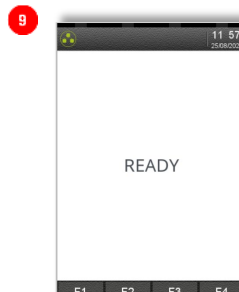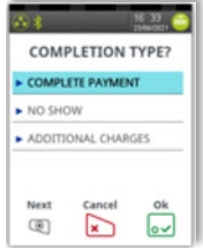
5.9.4   Merchant Initiated Transactions (MIT)

There are new types of Completion transactions that will send additional information to the Card Scheme (e.g. Visa) to reduce the number of chargebacks. These options are only available for Customer Not Present Completions (Hotel Mode). When carrying out a completion transaction press ⌧ when asked if the customer is present to access the MIT menu, then select the appropriate option using ▲ and ▼.

	COMPLETE PAYMENT	Complete Payment is processed the same as a Customer Present Transaction because the Customer had agreed to the terms and conditions when the PREAUTH was processed to allow this payment to be taken (e.g.. an express check out). No payment attribute data will be sent.
	NO SHOW	This will follow the "Complete Payment" transaction flow but will send the MIT payment attribute data to show it was a No-Show Transaction.
	ADDITIONAL CHARGES	Additional Charges will be processed as a Sale Transaction and will go online for authorisation. The MIT payment attribute data will show this as an additional charge.

5.10   Reversals

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

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

To perform a Reversal, press 🔲 twice, then choose the REVERSAL option.

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

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

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

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

● SEAMLESS PAYMENT

5.11   Duplicate Receipts

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

To print a duplicate receipt press 🔲 three times, then choose the DUPLICATE option using 🔲 and 🔲. All duplicate copies will have the word DUPLICATE printed at the top of the receipt.

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

5.12   Cash Advance

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

If you would like Cash Advance mode enabled on your terminal, please contact the Helpdesk.
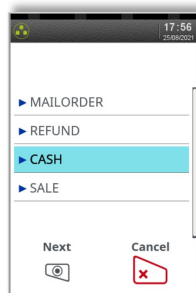
From the READY screen press 🔲 once then select the CASH option using 🔲 and 🔲, then press 🔲.
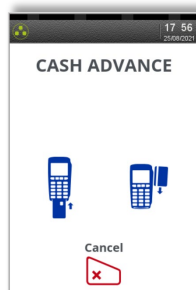
The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.
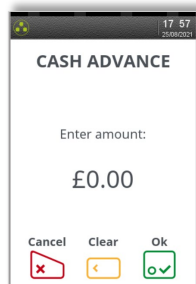
Enter the cash amount in pence (e.g. 1234 for £12.34) and press 🔲.

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

5.13   Account Verify

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

To check that a customer's card is valid an Account Verification can be performed. Typically, this would be used before opening a bar tab, or any situation where a low value Pre-Authorisation would otherwise be performed. An Account Verification has no value, and therefore does not affect the available balance on the customer's bank account.
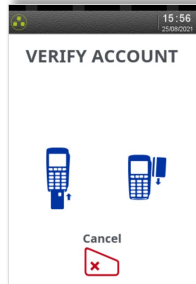
From the READY screen press ⊙ three times. Select the VERIFY ACCOUNT option using ▲ and ▼, then press ⊙✓.

The Insert / Swipe screen will be shown.

Prompt the Cardholder to insert their card.
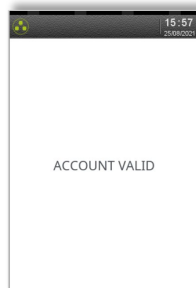
The Cardholder should enter their PIN when prompted.

ACCOUNT VALID will display after the account has been verified. Additionally, this will be printed on receipts for any other transactions.

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

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

> If the ACCOUNT VERIFY option is not shown in the menu on your terminal, then the Account Verification functionality is not available to you.
>
> Account Verification may not be available for all card types.

5.14   Auth Only Transactions

An Authorisation Only transaction gives an authorisation code for a specific amount against a customer's card without the capture of the transaction details by the acquirer. This functionality is intended for merchants who wish to bank transactions using a different system, or to check that the customer has enough credit for a transaction.

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

Authorisation Only transactions may be submitted to the acquirer through the Forced Transaction function. These transactions do not include gratuities.
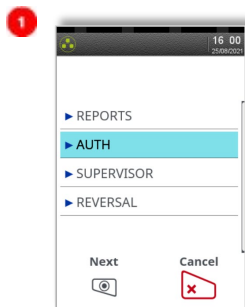
From the READY screen press 🔘 twice. Select the AUTH option using ▲ and ▼, then press 🔲.
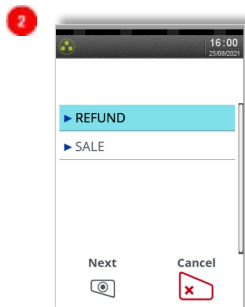
Select the desired transaction type using ▲ and ▼, then press 🔲. The transaction will otherwise continue as normal.

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

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

5.15   Force Transactions

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

> ⚠️ You must have a valid authorisation code before performing a forced transaction.
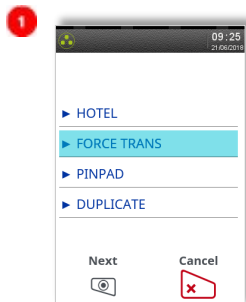
①	From the READY screen press 🔘 three times. Select the FORCE TRANS option using 🔼 and 🔽, then press ✅.	
②	You will be prompted for the supervisor password. After this has been entered you can select the desired transaction type using 🔼 and 🔽.	
③	The Insert / Swipe screen will be shown. Prompt the Cardholder to insert their card.	
④	Continue the transaction as you normally would for the non-forced version.	
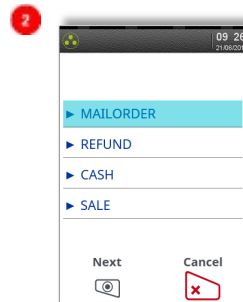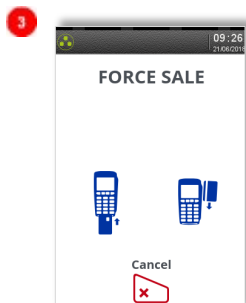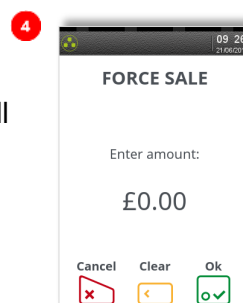
5.16   Declined Transactions

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

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

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

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

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

> 💡 If the COMMS FAILURE DECLINED message is displayed there may be a problem with your telephone or LAN connection. This will be indicated by the diagnostic (DIAG) codes printed on the receipt. Refer to the section entitled Diagnostic Codes for more details.

5.17   Referrals

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

Once you have dialled or made a note of the telephone number press [ov] to continue.

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

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

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

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

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

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

6   Transaction Receipts

The following section has examples of what a receipt will look like for various transactions. Please note that these are examples only and that your receipt may vary based on your terminal or acquirer settings.

6.1   Merchant Copy Receipts

The following subsections display examples of the merchant copy of the receipt.

6.1.1   Merchant copy – Signature Transactions

```
Merchant Name
Merchant Address 1
Merchant Address 2


M:12345678
TID:22160000           S2
WAITER:02
TABLE:00000001
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/25
STT 12/22
ISS 1
ICC

SALE
AMOUNT              £12.34
TOTAL               £12.34


SIGN BELOW


------------------------
PLEASE DEBIT MY ACCOUNT
31/01/22 12:00
AUTH CODE: 123ABC
TXN 0002
DIAG 8282

        MERCHANT COPY
    PLEASE RETAIN RECEIPT
```

Labels (left): Merchant ID, Transaction Referencing, Card AID & Label *Inserted Cards Only*, Card Details *EXP for Expiry Date, STT for Start Date, ISS for Issue Number*, Transaction Type, Date & Time, Transaction Number

Labels (right): Terminal ID, Sequence Number, Card Issuer, Card Number, Entry Method *ICC for Inserted Cards, SWIPED for Swiped Cards, KEYED for Keyed Cards, CONTACTLESS for Contactless Cards*, Signature Section, Auth Code, Diagnostic Code

6.1.2 Merchant Copy – Signature Transactions (With Gratuity)

```
Merchant Name
Merchant Address 1
Merchant Address 2

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

VISA DEBIT
AID: A0000000031010
VISA DEBIT

4444 3333 2222 1111
EXP 12/25
STT 12/22
ISS 1
ICC

SALE
AMOUNT              £12.34

GRATUITY           ........

TOTAL              ........

SIGN BELOW


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

31/01/22 12:00
AUTH CODE: 123ABC
TXN 0003
DIAG 4141

     MERCHANT COPY
  PLEASE RETAIN RECEIPT
```

Merchant ID ----
Terminal ID
Sequence Number

Transaction Referencing

Card Issuer

Card AID & Label
Inserted Cards Only

Card Number

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

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

Transaction Type ----

Signature Section

Date & Time ----
Auth Code
Transaction Number ----
Diagnostic Code

6.1.3   Merchant Copy – PIN Verified Transaction

```
Merchant Name
Merchant Address 1
Merchant Address 2

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


VISA DEBIT
AID: A0000000031010
VISA DEBIT


4444 3333 2222 1111
EXP 12/25
STT 12/22
ISS 1
ICC

SALE
AMOUNT            £12.34
TOTAL            £12.34


PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

31/01/22 12:00
AUTH CODE: 123ABC
TXN 0004
DIAG 8241


    MERCHANT COPY
  PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:12345678

Terminal ID --- TID:22160000

Sequence Number --- S5

Transaction Referencing

Card Issuer --- VISA DEBIT

Card AID & Label

Card Number

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

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

Transaction Type

Successful PIN Entry

Date & Time

Auth Code

Transaction Number

Diagnostic Code

● SEAMLESS PAYMENT

6.1.4   Merchant Copy – PIN verified Transaction (With Gratuity)

```
Merchant Name
Merchant Address 1
Merchant Address 2

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

VISA DEBIT
4444 3333 2222 1111
EXP 12/25
ICC

SALE
AMOUNT            £12.34
GRATUITY           £2.00
TOTAL             £14.34

PIN VERIFIED
PLEASE DEBIT MY ACCOUNT

31/01/22 12:00
AUTH CODE: 123ABC
TXN 0005
DIAG 8282

    MERCHANT COPY
  PLEASE RETAIN RECEIPT
```

Merchant ID — M:12345678

Terminal ID — TID:22160000

Sequence Number — S7

Transaction Referencing — WAITER:03 / TABLE:00000004 / HANDSET:01

Card Issuer — VISA DEBIT

Card Number — 4444 3333 2222 1111

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

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

Successful PIN Entry — PIN VERIFIED

Date & Time — 31/01/22 12:00

Auth Code — AUTH CODE: 123ABC

Transaction Number — TXN 0005

Diagnostic Code — DIAG 8282

6.1.5   Merchant Copy – Contactless Transactions

```
Merchant Name
Merchant Address 1
Merchant Address 2

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

VISA DEBIT
AID: A0000000031010

VISA DEBIT


4444 3333 2222 1111
EXP 12/25
STT 12/22
ISS 1
CONTACTLESS

SALE
AMOUNT              £12.34

TOTAL               £12.34

NO CARDHOLDER
VERIFICATION

31/01/22 12:00
AUTH CODE: 123ABC
TXN 0006
DIAG 52


       MERCHANT COPY
   PLEASE RETAIN RECEIPT
```

Callout labels:
- Merchant ID
- Transaction Referencing
- Card AID & Label
- Card Details — EXP for Expiry Date / STT for Start Date / ISS for Issue Number
- Transaction Type
- Date & Time
- Transaction Number
- Terminal ID
- Sequence Number
- Card Issuer
- Card Number
- Entry Method — ICC for Inserted Cards / SWIPED for Swiped Cards / KEYED for Keyed Cards / CONTACTLESS for Contactless Cards
- Successful Contactless Read
- Auth Code
- Diagnostic Code

6.2   Customer Copy Receipts

The following subsections display examples of the customer copy of the receipt.

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

6.2.1   Customer Copy – Signature Transactions

```
Merchant Name
Merchant Address 1
Merchant Address 2
M:****5678
TID:****0000           S10
WAITER:01
TABLE:00000003
HANDSET:01
VISA DEBIT
************1111
EXP 12/25
STT 12/21
ISS 1
KEYED
SALE
AMOUNT             £12.34
TOTAL             £12.34

SIGNATURE VERIFIED
THANK YOU FOR YOUR CUSTOM
31/01/22 12:00
AUTH CODE: 123ABC
TXN 0007
DIAG 8241

       CUSTOMER COPY
   PLEASE RETAIN RECEIPT
```

Labels (left): Merchant ID, Transaction Referencing, Card Issuer, Card Details (EXP for Expiry Date, STT for Start Date, ISS for Issue Number), Transaction Type, Date & Time, Transaction Number

Labels (right): Terminal ID, Sequence Number, Card Number, Entry Method (ICC for Inserted Cards, SWIPED for Swiped Cards, KEYED for Keyed Cards, CONTACTLESS for Contactless Cards), Confirmed Signature Prompt, Auth Code, Diagnostic Code

6.2.2   Customer Copy – Contactless Transaction

> Please Note: Only the merchant copy is printed during a contactless transaction. If the customer requires a receipt, then press the ⬒ key whilst the idle screen is displayed.

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


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

VISA DEBIT                       Card Issuer
AID: A0000000031010

VISA DEBIT


************1111                 Card Number
EXP 12/25
STT 12/22
ISS 1
CONTACTLESS                      Entry Method

SALE
AMOUNT            £12.34
TOTAL            £12.34


NO CARDHOLDER
VERIFICATION

31/01/22 12:30
AUTH CODE: 123ABC
TXN 0006
DIAG 52


      CUSTOMER COPY
  PLEASE RETAIN RECEIPT
```

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

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

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

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

Transaction Type ---- SALE

Date & Time ---- 31/01/22 12:30

Transaction Number ---- TXN 0006

Terminal ID

Sequence Number

Card Issuer

Card Number

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

Successful Contactless Read

Auth Code

Diagnostic Code

6.2.3   Customer Copy – PrePaid Card Transaction

```
Merchant Name
Merchant Address 1
Merchant Address 2

M:****5678
TID:****0000              S5
WAITER:03
TABLE:00000004
HANDSET:01

VISA DEBIT
AID: A0000000031010
VISA DEBIT

************1111
EXP 12/25
STT 12/22
ISS 1
ICC

SALE
AMOUNT              £12.34
TOTAL               £12.34

AVAILABLE:
£1000.00

PIN VERIFIED
THANKYOU FOR YOUR CUSTOM

31/01/22 12:00
AUTH CODE: 123ABC
TXN 0004
DIAG 8241

      CUSTOMER COPY
  PLEASE RETAIN RECEIPT
```

Labels (left side):
- Merchant ID → M:****5678
- Transaction Referencing → WAITER / TABLE / HANDSET
- Card AID & Label → VISA DEBIT / AID
- Card Details (EXP for Expiry Date, STT for Start Date, ISS for Issue Number) → EXP / STT / ISS
- Transaction Type → SALE
- Pre-Paid Card Available Balance → AVAILABLE
- Date & Time → 31/01/22 12:00
- Transaction Number → TXN 0004

Labels (right side):
- Terminal ID → TID
- Sequence Number → S5
- Card Issuer → VISA DEBIT
- Card Number → ************1111
- Entry Method (ICC for Inserted Cards, SWIPED for Swiped Cards, KEYED for Keyed Cards, CONTACTLESS for Contactless Cards) → ICC
- Successful PIN Entry → PIN VERIFIED
- Auth Code → AUTH CODE: 123ABC
- Diagnostic Code → DIAG 8241

SEAMLESS PAYMENT

6.3   Declined and Void receipts

When a transaction is declined by the acquirer or the Card chip, the terminal will print a declined receipt. The text printed below the Date and Time is the response message from the acquirer.

```
           Merchant Name
           Merchant Address 1
           Merchant Address 2

           M:****5678
           TID:***0000           S11
           WAITER:02
           TABLE:00000010
           HANDSET:01

           VISA DEBIT
           ************1111
           EXP 12/25
           STT 12/22
           ISS 1
           SWIPED

           SALE
           AMOUNT          £12.34
           TOTAL           £12.34

           ┌─────────────────────┐
           │    D E C L I N E D   │
           └─────────────────────┘
           THANKYOU FOR YOUR CUSTOM

           31/01/22 12:30
           NOT AUTHED
           TXN 0008
           DIAG 41

                CUSTOMER COPY
             PLEASE RETAIN RECEIPT
```

Labels (left): Merchant ID, Transaction Referencing, Card Issuer, Card Details (EXP for Expiry Date, STT for Start Date, ISS for Issue Number), Transaction Type, Date & Time, Transaction Number

Labels (right): Terminal ID, Sequence Number, Card Number, Entry Method (ICC for Inserted Cards, SWIPED for Swiped Cards, KEYED for Keyed Cards, CONTACTLESS for Contactless Cards), Result Indication, Acquirer Message, Diagnostic Code

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

7   Banking Reports

Your terminal is able to print off several different banking reports to aid you with your banking. The following section will detail each of these options.

END OF DAY	Reconciliation report with the acquirers.
BANKING	Total value of transactions that have been processed by the acquirer.
X BALANCE	Transaction totals print out without a reset.
Z BALANCE(!)	Transaction totals print out with a reset.

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

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

7.1   Banking

The Banking report gives you a breakdown of the total sales against each acquirer individually.
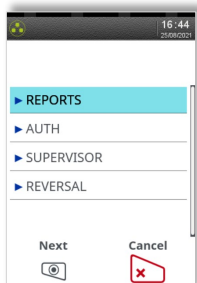
To perform a Banking report for ALL acquirers, press 🔘 twice. Select the REPORTS option using 🔼 and 🔽, then press ☑.
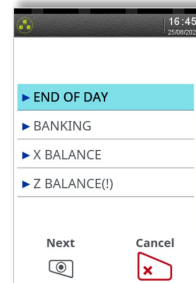
You will be prompted to enter the supervisor password. Select the BANKING option using 🔼 and 🔽, then press ☑.
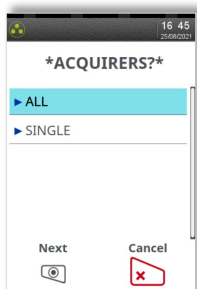
To perform a Banking report for ALL acquirers, select the ALL option. If you are looking to select a single acquirer to be banked select the SINGLE option.

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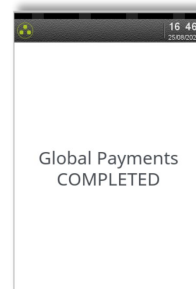
The terminal will then contact the acquirer and display a confirmation screen, followed by the banking printout.

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

7.1.1   Example Banking Report Print Off

```
BANKING

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160000
31/01/22 23:55
HANDSET:01

    --==++oooo++==--
ACQUIRER 1
TOTALS CONFIRMED
30/01/22 23:55
M:12345678
TID:22160000

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

TOTAL       DR   £839.06

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

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

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

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

  MAESTRO
  Sales      5    £25.33
  SUB-TOTAL DR    £25.33

SESSION NOW CHANGED TO 4
TXN 0090
DIAG 76
```

Terminal ID ···· TID:22160000

Print Date & Time ···· 31/01/22 23:55

Acquirer Name ···· ACQUIRER 1

Acquirer Result ···· TOTALS CONFIRMED
TOTALS CONFIRMED
The totals were agreed for this acquirer.

Merchant ID ···· M:12345678

Current Session Number ····

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

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

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

Transaction Range
Previous Session

Previous Session
The breakdown of totals for the previous banking session

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

Session Message

Transaction Number

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

7.1.2   Example Banking Report Print Off (continued)

```
    -–==++oooo++==–-
ACQUIRER 2
TOTALS UNCONFIRMED
31/01/22 23:55
M:87654321
TID:22160000

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

TOTAL      CR     £10.00


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


TXN 0046
DIAG 828282
```

Acquirer Name

Merchant ID

Current Session Number

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

Transaction Range
Previous Session

Transaction Number

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

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

Previous Session
The breakdown of totals for the previous banking session

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

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

7.2   X-Balance Report

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

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

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

	The totals within the terminal will not be reset after printing an X Balance.
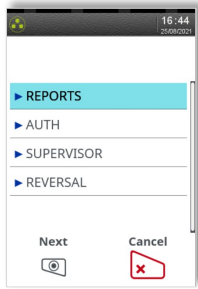
To perform an X balance report, press ⌾ twice, then select the REPORTS option using ▲ and ▼, then press ✓.
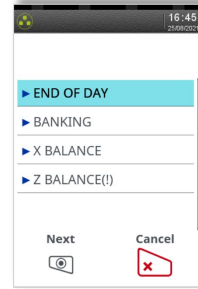
You will be prompted to enter the supervisor password. Once this is done select the X BALANCE option using ▲ and ▼, then press ✓.

The terminal will now print off a report The X Balance report is exactly the same as the Z Balance excepting the totals are not reset.

The header of the print off can be seen below. A longer and more detailed example of what is on the report can be found in section 7.3.1.

```
X BALANCES
Totals Not Reset

Merchant Name
Merchant Address 1
Merchant Address 2
```

7.3 Z-Balance Report

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

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

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

> ⚠️ The totals within the terminal will be reset after printing a Z Balance.
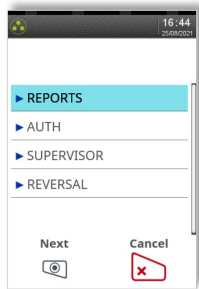
To perform an X balance report, press 🔘 twice, then select the REPORTS option using 🔼 and 🔽, then press ✅.
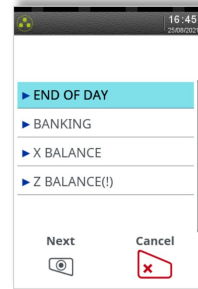
You will be prompted to enter the supervisor password. Once this is done select the Z BALANCE(!) option using 🔼 and 🔽, then press ✅.

The terminal will now print off the report. It may display PLEASE WAIT and a short progress indication while the totals are being reset. The Z Balance report is the same as the X Balance except that the totals are reset in the terminal once the report is complete.

> 💡 The Z Balance report is a part of the End of Day Report. If you do an End of Day report then you do not need to perform a separate Z Balance report.

7.3.1   Example Z Balance Report (Totals and Breakdown by Issuer)

```
Z BALANCES
Totals Reset

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160000
31/01/22 23:55
HANDSET:01

GRAND TOTALS
Since 30/01/22 23:55

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

--=++oooo++=--

BREAKDOWN BY
ISSUER
Since 30/01/22 23:55

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

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

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

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

Terminal ID — TID:22160000

Date & Time — 31/01/22 23:55

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

Total

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

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

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

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

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

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

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

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

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

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

BREAKDOWN BY WAITER
Since 30/01/22 23:55

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

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



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

     --=++oooo++=--

TRANSACTIONS

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

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

     --=++oooo++=--

REPORT COMPLETE
```

● SEAMLESS PAYMENT

7.4   Stored Transaction Report

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

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

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

To perform a Stored report for ALL acquirers, press 🔘 twice. Select the REPORTS option using 🔼 and 🔽, then press ☑. You will be prompted to enter the supervisor password. Press 🔘 . Select the STORED option using 🔼 and 🔽, then press ☑., followed by selecting the ALL option.

To perform a Stored report for SINGLE acquirers, press 🔘 twice. Select the REPORTS option using 🔼 and 🔽, then press ☑. You will be prompted to enter the supervisor password. Press 🔘 . Select the STORED option using 🔼 and 🔽, then press ☑., followed by selecting the SINGLE option. You can then select the required acquirer from the list using 🔼 and 🔽, then press ☑..

7.5   TMS Report

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

After the TMS call has taken place, your terminal will print a TMS report, indicating if the communication was successful or has failed. If the TMS call is interrupted part way through downloading a new or updated configuration file, for example due to a communications problem, the terminal will be set into a NOT READY state and will not be usable until the file has been downloaded.

If your terminal displays the NOT READY status message, then your terminal is not initialised. To rectify this press 🔘 then select the SETUP option using 🔼 and 🔽 , then press ☑. You should contact the Helpdesk if the problem persists after a successful TMS call.

Example successful TMS report:

```
TMS CALL

Merchant Name
Merchant Address 1
Merchant Address 2

TID:22160001
S/N:01234WL12345678
31/01/22 01:00

CONNECTED:           OK
CONIG DATA:          OK

REPORT COMPLETE
```

Terminal ID ---- TID:22160001
S/N:01234WL12345678 ---------- Serial Number
Print Date & Time ---- 31/01/22 01:00

CONNECTED: / CONIG DATA: ----- Result

The status of CONNECTED may be OK (if successfully connected to the TMS) Or FAIL (if unable to connect to the TMS).
The status of CONFIG DATA may be OK (if download was successful), FAIL (if download was not successful), or NOT REQUIRED (if no update was required).

8   Supervisor Functions

The following subsections contain details on additional functionality that is only available to a user who has supervisor permissions.

8.1   Supervisor Password

The Default supervisor password is 01483.

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

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

01483, 1234, 0000, or 9999 are not valid choices for your
Supervisor password:
Any other numerical code of four or more digits will be a valid
Supervisor password. The Supervisor password allows entry into
the Refund option on the terminal.

To change your Supervisor password, press 🔲 twice. Select the SUPERVISOR option from the list using 🔼 and 🔽 , then press ✅. You will be asked to type your current supervisor password (i.e., 01483), then press ✅, select the PASSWORD option then CHANGE PWD option using 🔼 and 🔽 , then press ✅.

You will be prompted to enter your new numerical code (4 digits or more) twice, pressing ✅ after each input, before the Supervisor password is updated to this new value.
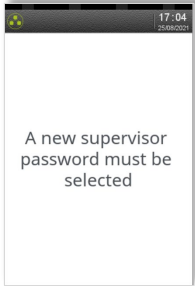
If your terminal is lost or stolen, you should contact the Helpdesk immediately.

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

8.1.1   Supervisor Password Change – Initial Transaction
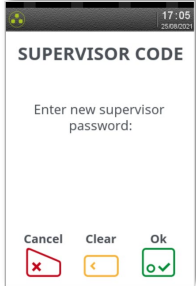
If you have not changed the Supervisor password before you process your first transaction, the terminal will prompt you to change the code from the default during the transaction.

During the transaction, you will be prompted to set up a new supervisor password. Press ☑ to continue.
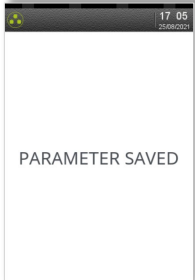
Enter the new supervisor code when prompted. Press ☑ to continue.

You will be prompted to re-enter the code then press ☑ to continue.

A confirmation will be shown if the two entries match and the code has been changed. You can now use this code for all supervisor functions.

8.2   Refund Password

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

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

8.3   Supervisor Menu

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

To access the Supervisor menus, press 🔘 twice. Select the SUPERVISOR option using ▲ and ▼ , then press ☑. You will be asked to type in your current supervisor password and confirm this by pressing ☑. Once you have access to the Supervisor menus, press 🔘 to cycle through the various menu screens, and ▲ and ▼ to scroll up and down.
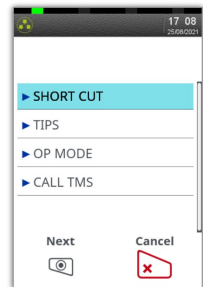
> ⚠️ Some Supervisor functions MUST only be used when instructed to do so by the Helpdesk.

8.3.1   Supervisor Menu Screens
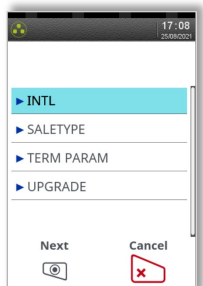
First Menu:

	HANDSET ID	Allows the terminal to print the configuration of any additional apps installed i.e. TruRating
	PASSWORD	Allows the various codes in the terminal to be reset or changed. Enters the PASSWORD menu - see section 8.4.1.
	CONFIG	Allows the access to various extended configuration options. Enters the CONFIG menu - see section 8.4.2.
	LOGON	Allows the terminal to perform a test with some, or all, of the acquirers loaded on the terminal. Do not use this feature unless instructed to do so by the Helpdesk.
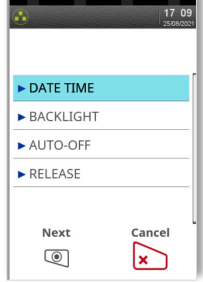
Second Menu:

	SHORT CUT	Allows access to advanced configuration options. Enters the SHORT CUT menu - see section 8.4.3.
	TIPS	Allows the Gratuity/Tip mode to be switched on and off. Setting TIPS to ON, sets OP MODE too LATE.
	OP MODE	Allows the setting of when the terminal will contact the acquirer for authorisation during the transaction. Gratuity/Tip mode is only available in LATE mode. Setting OP MODE to EARLY, sets TIPS to OFF.
	CALL TMS	Immediately sets off a configuration data call to the Terminal Management System (TMS). Do not use this feature unless instructed to do so by the Helpdesk.

Third Menu:

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

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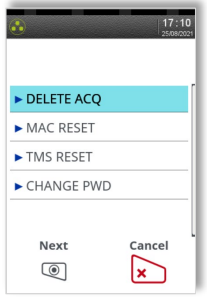
	DATE TIME	Allows the date and time to be set. The date and time are automatically updated when a successful TMS call is made.
	BACKLIGHT	Allows the setting of the time taken after a key is pressed before the backlight turns off.
	AUTO-OFF	Allows the setting of the time taken after a key is pressed before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

8.4 Supervisor Submenus

There are three Supervisor submenus; the Password menu: the Config menu: and the Shortcut menu. They allow access to extended options within the Supervisor menus.

8.4.1 Password Screen Menu

To access the Password menus, press ⊚ twice. Select the SUPERVISOR option using ▲ and ▼ , then press ✓. You will be asked to type in your current supervisor password and confirm this by pressing ✓. Select the PASSWORD option from the menu using ▲ and ▼. Below is a summary of the functions within the Password menu, and what they do.
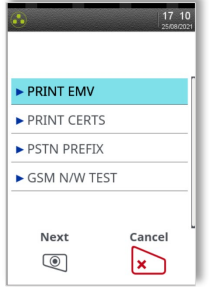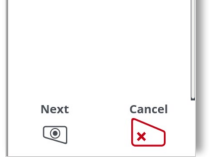
	DELETE ACQ	Deletes all datasets for one or all acquirers from the terminal's memory. Do not use this feature unless instructed to do so by the Helpdesk.
	MAC RESET	Allows the Message Authentication Code (MAC) key to be reset to the initial value for one or all acquirers. Do not use this feature unless instructed to do so by the Helpdesk.
	TMS RESET	Allows the secure code used for communications to the TMS to be reset to the initial value. Do not use this feature unless instructed to do so by the Helpdesk.
	CHANGE PWD	Allows the Supervisor password (and/or Refund code) to be changed. The new code must be used for all future code requests.

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

8.4.2   Config Menu

To access the Config menus, press ⬚ twice. Select the SUPERVISOR option using ⬚ and ⬚ , then press ⬚. You will be asked to type in your current supervisor password and confirm this by pressing ⬚. Select the CONFIG option from the menu using ⬚ and ⬚ , then press ⬚. Below is a summary of the functions within the Config menu, and what they do.
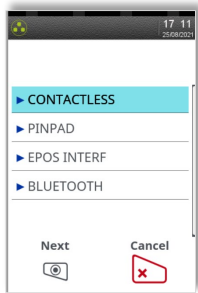
	PRINT EMV	Prints EMV data loaded on the terminal. Do not use this feature unless instructed to do so by the Helpdesk.
	PRINT CERTS	Prints Certificates loaded on the terminal. Do not use this feature unless instructed to do so by the Helpdesk.
	PSTN PREFIX	Allows the telephone network (PSTN) prefix number to be set.
	GSM N/W TEST	Prints a rolling data sheet of the mobile network. Do not use this feature unless instructed to do so by the Helpdesk.
	SEL GSM N/W	Allow the selection of a different mobile network. Do not use this feature unless instructed to do so by the Helpdesk.

⚠️ Some Supervisor functions MUST only be used when instructed to do so by the Helpdesk.
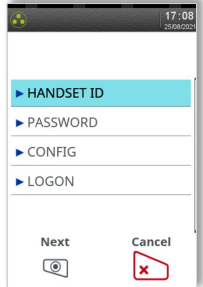
8.4.3   Shortcut Screen Menu

To access the Config menus, press 🔘 twice. Select the SUPERVISOR option using ⬆ and ⬇ , then press ☑. You will be asked to type in your current supervisor password and confirm this by pressing ☑. Select the SHORTCUT option from the menu using ⬆ and ⬇ , then press ☑. Below is a summary of the functions within the Config menu, and what they do.

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

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

● SEAMLESS PAYMENT

9   Troubleshooting: Frequently Asked Questions

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

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

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

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

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

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

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

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

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

- The card has been locked after too many failed PIN entry attempts. It may be possible to perform a PIN Bypass. The customer should contact their card issuer to change their PIN, or if they do know it, they can unlock it at any ATM.

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

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

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

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

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

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

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

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

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

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

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

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

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

It is routine that a contactless card will require a further security check occasionally (normally 5 in 24hours or £150 total spend). If the card is used for a lot of contactless transactions, then this should be expected.

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

- The 'Present Card' screen should be shown on the terminal when a Contactless transaction can be taken.
- If the present card screen is not shown, try starting the same by Amount Entry First rather than Menu>Sale.
- The contactless option will only become active when the transaction amount is under the contactless limit (e.g., £100).
- Not all cards are enabled for contactless transactions, please ensure that the card presented to terminal is a contactless card, the customer should contact their card issuer if they are unsure.
- Not all Sale types can use contactless, e.g. Mail Order or Hotel Mode cannot.

10   Screen Messages

BAD MAC	The security password is mismatched between the terminal and the acquirer, please contact the Helpdesk.
CALL AUTH CENTRE	The transaction has been referred, call the authorisation centre on the number provided on the screen or printed on the receipt.
CANCELLED	The terminal is displaying confirmation that you have cancelled the transaction.
DECLINED	The card, card issuer or acquirer has declined to authorise the transaction, you should ask for another means of payment.
BAD READ	The inserted card could not be read, check orientation of the card and try again.
BAD SWIPE	The swiped card could not be read, check orientation of the card and try again.
NOT ACCEPTED	The card presented is not configured for the selected transaction type, you should ask for another means of payment.
PROCESSING ERROR	The selected operation is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
OPERATION NOT ALLOWED	The selected operation has been disabled, is not allowed for the card presented, or the card is faulty. You should ask for another means of payment.
INVALID TRANSACTION	The selected transaction type (e.g., Cashback) may not be active on your merchant account; you should contact your acquirer.
INVALID CARD	The card presented is of a type that is not supported, or is damaged and could not be read, you should ask for another means of payment.
EXPIRED CARD	The card presented is expired, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
PREVALID CARD	The card presented is not yet valid, you should ask for another means of payment. If the card is in date check the date and time on the terminal.
SORRY FOR DELAY… RETRYING	The terminal is unable to contact the acquirer due to a communications error. The terminal will make three dial attempts- if all three attempts should fail the transaction will be referred. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN; contacting the Helpdesk if the problem persists.
PRESS ENTER TO RETRY PRESS ENTER TO RETRY (continued)	The first two dial attempts have failed, resolve the issue (e.g. ensure that the telephone line is not in use) and press to continue for the third and final dial attempt. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN, contacting the Helpdesk if the problem persists.
CANNOT CALL HOST CHECK PHONE LINE	The terminal is unable to contact the acquirer due to a communications error after three dial attempts. For mobile terminals you should check the mobile network, for Bluetooth terminals you should check the telephone line or LAN, contacting the Helpdesk if the problem persists.
MEMORY xx% FULL DO Z BALANCE	The terminal's memory is becoming full and needs to be cleared. Do a Z Balance to clear the transaction log. Warning will only show when 90% full or more. You should perform the Z Balance at the end of every trading day. If the problem persists after a successful Z Balance, please contact the Helpdesk.

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

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

11   Diagnostic Codes

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

`10 & 17`	GPRS or IP connection error. Retry transaction. If the problem persists, check the mobile network (mobile terminals) or LAN (Bluetooth terminals) and contact the Helpdesk quoting the diagnostic code.
`15`	Unexpected response after dialling. Check the telephone line -if a prefix is required to obtain an outside line refer to the section entitled "Supervisor functions" to programme this into the terminal. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`22`	No dial tones. Check the telephone line and retry the transaction. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`31`	Line busy. Check the telephone line is not in use and retry the transaction. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`41 - 44`	Call connected but received an End of Transmission response. The acquirer maybe busy or there was a communication error. Retry transaction. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`49`	Invalid message contents. The selected transaction type (e.g., Cashback) may not be active on your merchant account; you should contact your acquirer. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`52`	Offline or Forced Transaction. This is not an error and is for information only.
`53`	Offline store is full. You should attempt an online transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the Helpdesk quoting the full diagnostic code.
`61`	PIN Bypass attempted. This is not an error and is for information only.
`62`	PIN tries exceeded. This is not an error and is for information only.
`70xx`	Error in transaction security. Normally indicates that the MAC code is invalid, contact the Helpdesk.
`72`	Merchant has indicated an invalid signature. This is not an error and is for information only.
`73`	Terminal and host totals do not agree. Do a Banking report and contact the acquirer if advised to do so. If the problem persists, contact the Helpdesk quoting the diagnostic code.
`76`	Terminal completed online reconciliation. This is not an error and is for information only.
`82`	Modem or communications error. Retry transaction. If the problem persists check the mobile network (mobile terminals), telephone line or LAN (Bluetooth terminals), and contact the Helpdesk quoting the diagnostic code.
`93`	Transaction cancelled by the operator. This is not an error and is for information only.
`98`	Bad Password on TMS call. Contact the Helpdesk.

12   Recommendations

12.1   Safety

Powering down the Desk/3500

- Disconnect the Move/3500 power supply block adapter from the electrical mains network.

Electrical power outlet

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

Explosion areas

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

Electronic health appliances

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

External connection

- All external circuits connected to the Move/3500 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950-1:2005+/A1:2010 and EN60950-1:2006+/A11:2009+/A1:2010+/ A12:2011.

. Cleaning

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

The power supply contains the following symbols:

	Double insulation symbol Marking for Class II product. Such product does not require a safety connection to electrical earth
	DC current output This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current)
	AC current input This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency, max current)
	DC power jack polarity Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)
	Indoor use only
	Energy star level 6 International efficiency marking protocol.

● SEAMLESS PAYMENT

12.2   Environment (WEEE, batteries and packaging)

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

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

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

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

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

12.3   Security of the Terminal

This device fulfils current applicable PCI PTS security requirements. Upon receipt of the terminal, you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

Check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment, the chip card reader, or any other part of the terminal.

Such checks would provide warning of any unauthorised modifications to the terminal, and other suspicious behaviour of individuals that have access to your terminal. The terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Irruption!" and further use of the terminal will not be possible. If the "Irruption!" message is observed, contact the 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.

12.4   Fixed Installation

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

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

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

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

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

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

● SEAMLESS PAYMENT

The terminal must be positioned in such a way as to make spying on a cardholder's PIN (Personal Identification Number) impossible.

Installation of the device on a swivel stand must be done 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.

In-store cameras must be positioned in such a way that the PIN-entry keypad is not visible.

14.5   CE Marks

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
2001/01/19 (RoHS Directive)		All product type	EN 50581	2012