

Quick Start Guide



Move/3500 BT/WiFi

GETTING STARTED

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

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

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

Connecting the base unit

Serial connection ports



Power socket

USB connection ports



Ethernet socket Cable compartment

Connectivity

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

The terminal will attempt to use all the available options.

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


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



SIM 2 or SAM 3 connector
SAM 1 connector




Function Keys

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

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

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

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

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



Menu key
Cancel key
Clear key
Enter key

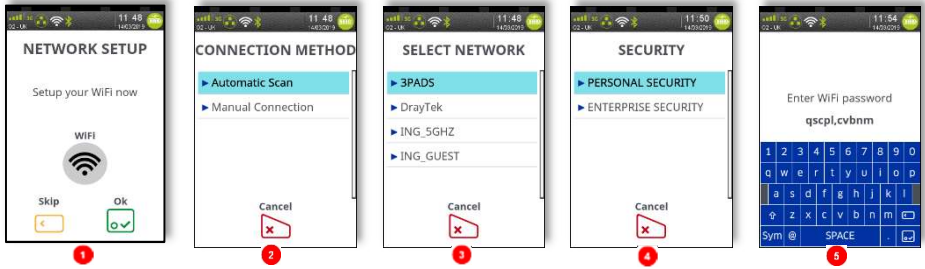
Paper feed key


WIFI SETUP

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

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

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




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



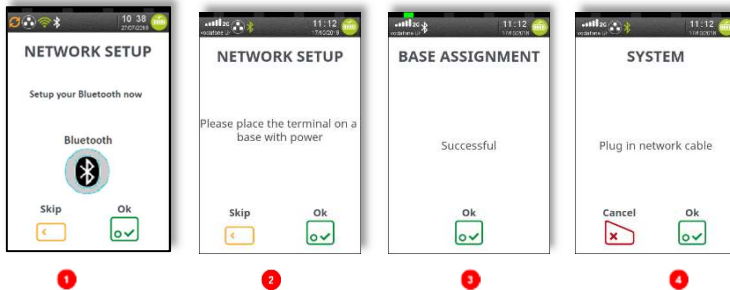
For security reasons the Wi-Fi network must comply with the PCI DSS v2 Wireless Guidance.

BLUETOOTH BASE SETUP

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

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

Please find the full process shown below:



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



SUPERVISOR PASSWORD

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

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



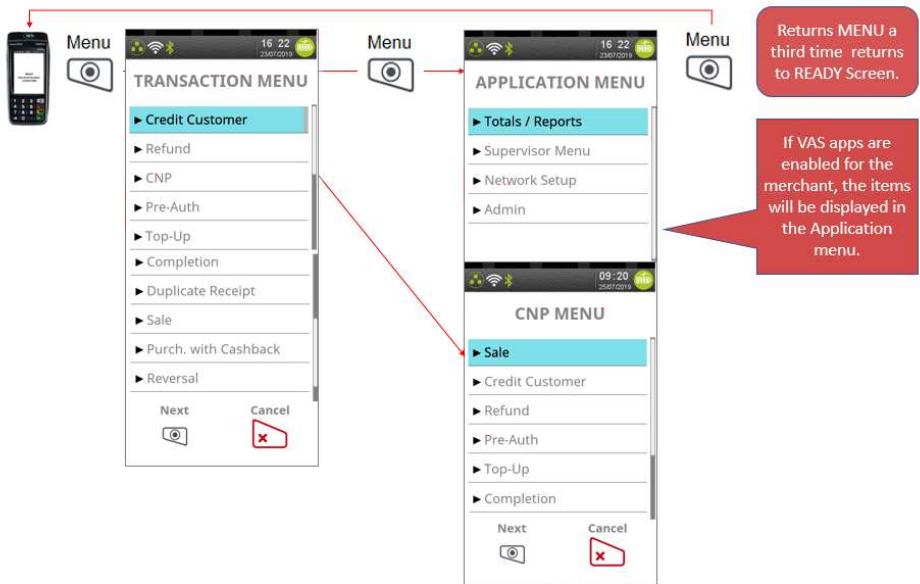
Default Supervisor Code is **0000**

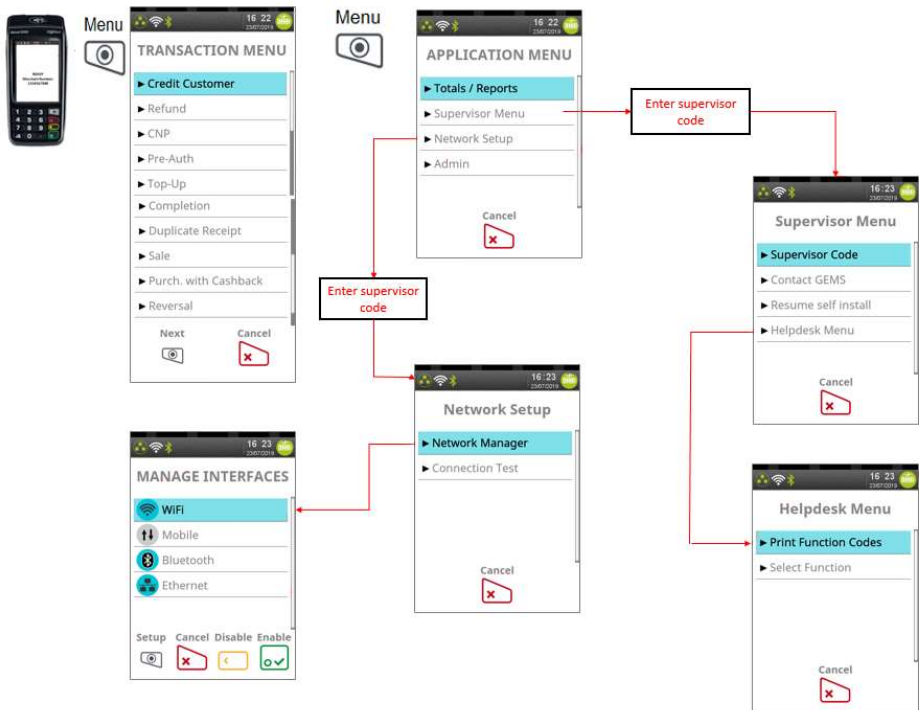
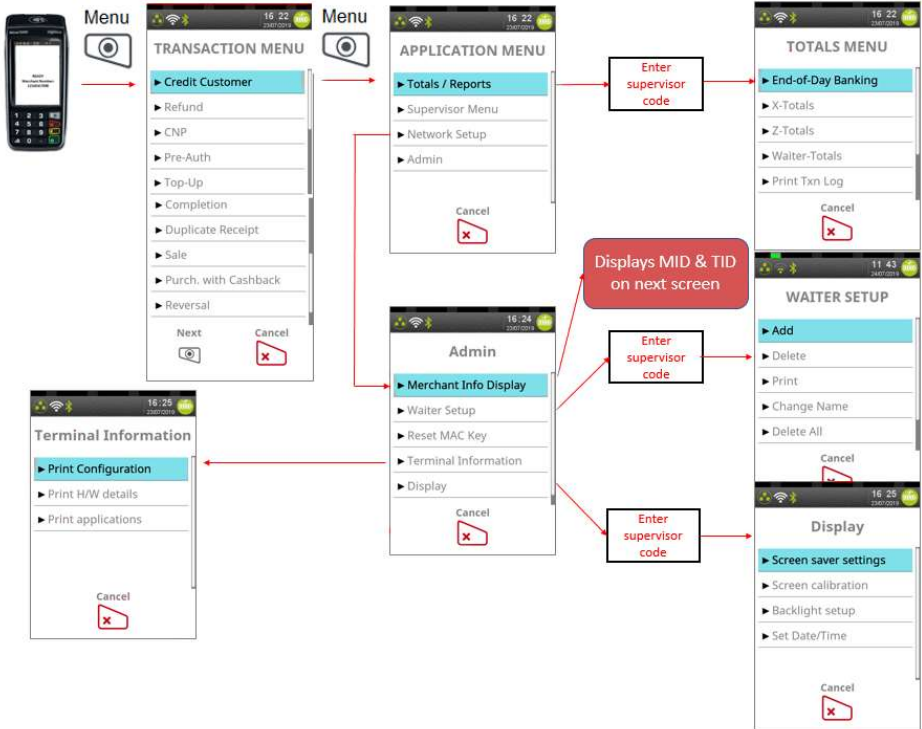
MENU SCREENS

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

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

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








THE CHIP CARD READER

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

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

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


CHIP & PIN TRANSACTIONS - SALE

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


For example enter £12.34 as 1234.

The customer must enter their PIN code.



NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.

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

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

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

CHIP & PIN TRANSACTIONS - REFUND

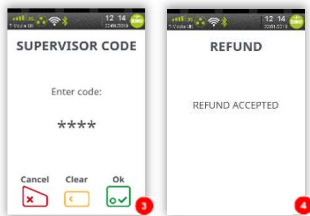
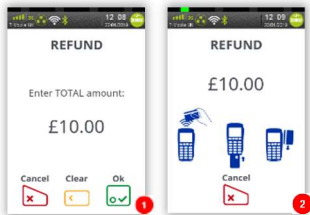
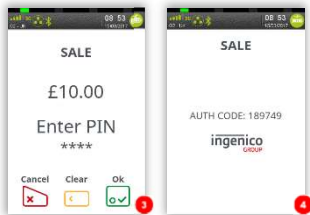
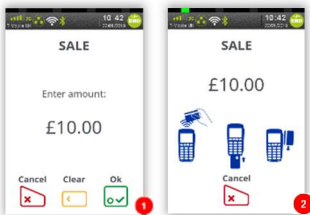
From the idle screen, press , then choose "REFUND". Enter the refund amount for the transaction and press  key. Once the customer's card is presented you will be prompted for the Supervisor Code.

The terminal will now connect to the acquirer for authorisation, if the refund is authorised then "REFUND ACCEPTED" will be shown.

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

Check the signature on the merchant copy with that on the card. If the signature is valid then choose "YES", otherwise choose "NO".

The terminal will then print the customer copy.





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

	Merchant Name	
	Merchant Address 1	
	Merchant Address 2	
Merchant ID	M:12345678	Terminal ID
	TID:22160000 S5	Sequence Number
	SCH ID:12345678901234567	Scheme Reference ID
Transaction Referencing	89	
	WAITER:12345 TABLE:12345	
	HANDSET:01	
	VISA DEBIT	Card Issuer
Card AID & Label	AID: A0000000031010	
	VISA DEBIT	
	4444 3333 2222 1111	Card Number
Card Details	EXP 12/20	
EXP for Expiry Date	STT 12/16	
STT for Start Date	ISS 1	
ISS for Issue Number	ICC	Entry Method
Transaction Type	SALE	ICC for Inserted Cards
	AMOUNT £21.34	SWIPED for Swiped Cards
	TOTAL £21.34	KEYED for Keyed Cards
		CONTACTLESS for Contactless Cards
	PIN VERIFIED	Successful PIN Entry
	PLEASE DEBIT MY ACCOUNT	
Date & Time	01/04/20 12:11	
Transaction Number	AUTH CODE: 123ABC	Auth Code
	TXN 0004	
	MERCHANT COPY	
	PLEASE RETAIN RECEIPT	




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

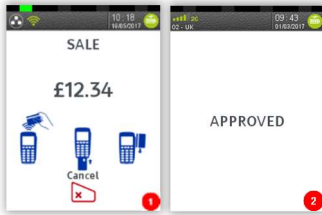
CONTACTLESS - SALE

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



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

The terminal will now print the merchant receipt.


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





MAIL ORDER TRANSACTIONS – SALE

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

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

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

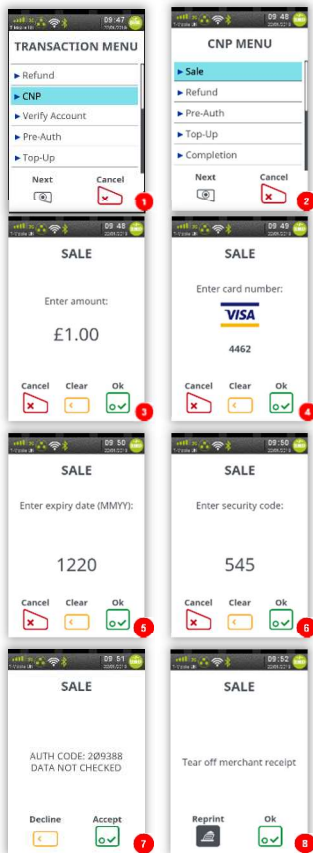
Enter the card security code (CSC), the numbers from the cardholder’s postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder’s address (e.g. Flat 1, 28 High Street is 128), pressing  key after each entry.

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

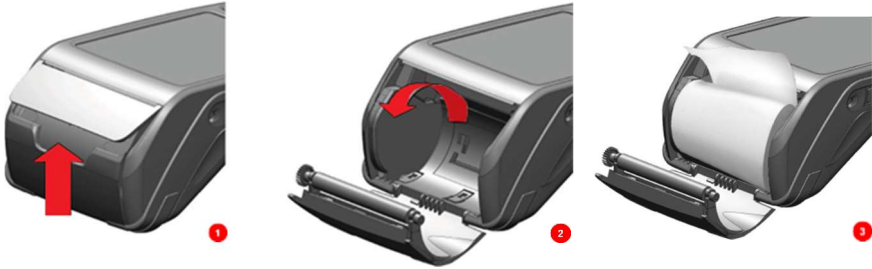
Enter the sale/refund amount and press  key.

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

The terminal will print off the two receipts.



CHANGING THE PAPER ROLL



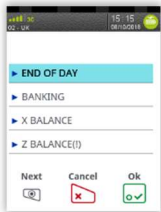
Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.



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

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

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

END OF DAY REPORTS



To access the reports menu press the  key twice, then “TOOLS/REPORTS”. Enter the Supervisor password and press  key.

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

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

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

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

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

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