

Move/5000



Telium TETRA

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Introduction

Thank you for choosing an Ingenico payment terminal.

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



This symbol indicates an important warning



This symbol indicates a piece of advice

Contents of box



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

Overview of Move/5000

The Move 5000 is a ‘Multi Comms’ capable device. This means that it is possible to enable multiple modes of communication during the self-install process or at a time more suitable after the self-install process. Only one comms method is required to install the terminal. Although, it is advisable to set up as many methods as possible at the self-install stage.

Please refer to the section ‘Terminal Installation’ for the relevant screens.

Mobile: 2G or 3G GPRS

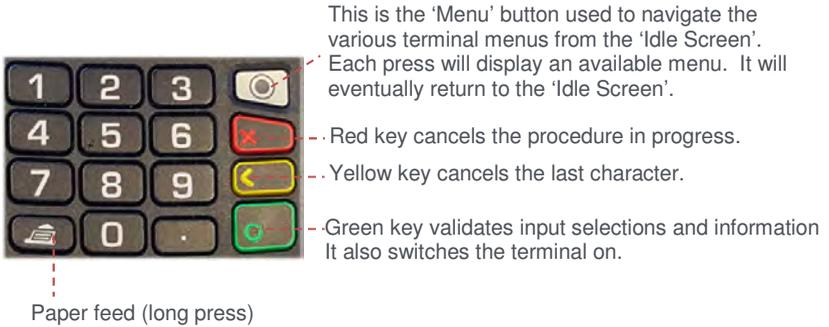
Bluetooth: Ethernet via a Bluetooth Base

WiFi: Wireless local area networking



Weight (^{no} paper roll or battery)	320g
Dimensions (L x w x h)	169x78x57 mm
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Terminal Connections	Micro USB AB serial link Power connector Contacts for Cradle

Keyboard details and functionality



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

Switching ON / OFF terminal

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

Note: The terminal must be off the base/ not on charge when attempting to switch it off else it will just restart.



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

Terminal Setup

Location of the Move/5000

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

Place the terminal far from any very hot zones; protect it from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating Condition

Ambient temperature	-10°C to +50°C (14°F to 122°F)
Max relative humidity	85% non-condensing at +40°C (104°F)
Max altitude	2000m

Battery Charging Conditions

Ambient temperature	0°C to +45°C
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Storage Conditions

Ambient temperature	-20°C to +55°C (-4°F to 131°F)
Max relative humidity	85% non-condensing at +40°C (104°F)

Terminal Connections

μUSB

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

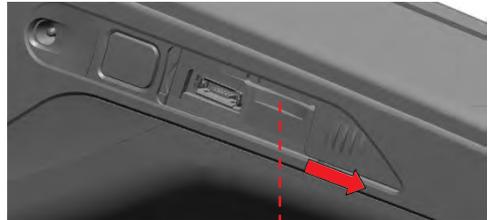


USB micro AB

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

μSD Memory Card

- There is a MicroSD connector on the left side of the Move/5000 wireless terminal. (see picture). Insert the MicroSD memory card into the connector slot shown on the picture.
- The terminal supports MicroSD cards up to 32GB.



MicroSD Slot



NOTE: The above slots are NOT currently supported in the terminal applications. They are currently only used during production

Opening the back cover



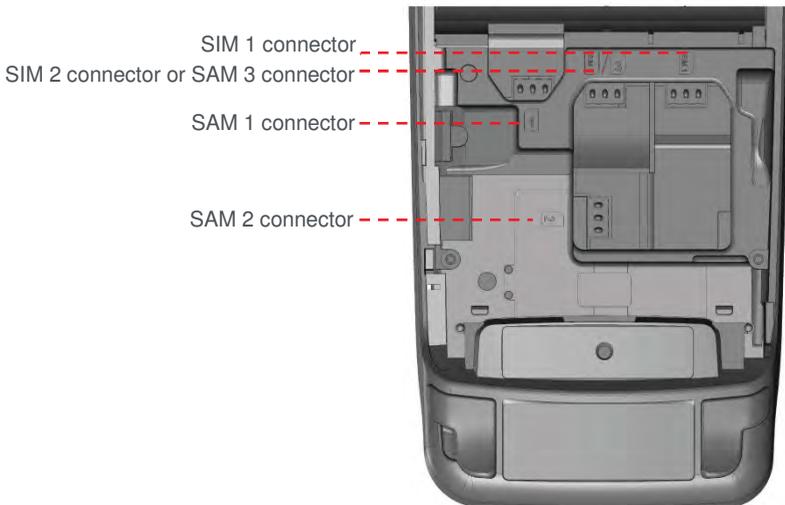
Switch off the terminal before opening the back cover

Turn the terminal over and unclip the back cover by pushing on the clip in the direction of the arrows in the picture



SAMs & SIMs

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



Battery

Main Characteristics

Operating Conditions

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

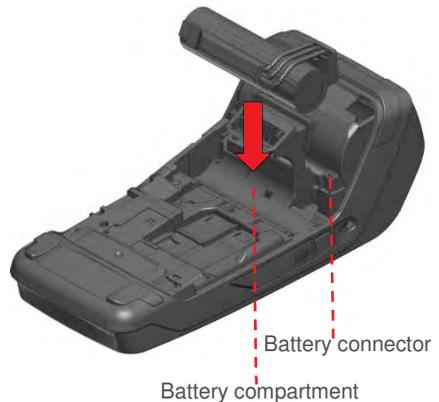
The battery capacity depends on the model of terminal and its use

Installing the battery



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

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



Charging the battery

When does the battery need to be charged?

- On initial startup, the battery should be charged for 4 hours under the environmental conditions stated earlier in this guide.
- When used daily on battery power only. The terminal will automatically recharge its battery each time it is placed on its base.

How can the battery be charged?

Using the base

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

Using the terminal power supply

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



Battery charge greater than 80%



Battery charge greater than 60% and less than 80%



Battery charge greater than 40% and less than 60%



Battery charge greater than 20% and less than 40%



Battery charge less than 20%



Terminal powered by external power supply, battery full charge

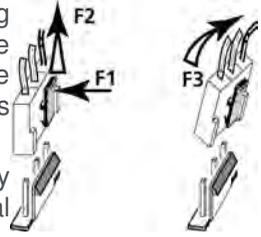
- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)
- The optimal conditions are as follows:
 - Charge away from any external heat source (radiator, sun, enclosed area etc.)

Replacing the battery



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

- Remove the terminal from its base
- Turn it off by pressing  and  simultaneously for about one second
- Remove the back cover (see section 'Installing the battery')
- Carefully disconnect battery, following the instructions below
 - a) Unlock the connector by pressing the locking mechanism as indicated by F1 arrow while pulling this connector (F2 arrow) Release traction on it as soon as the connector comes unclipped
 - b) Finish extracting connector by tilting it slightly (F3 arrow) to bring it away from the terminal housing
- Initialise the terminal for a replacement battery (*) by placing it on its base, or connecting the terminal to a power supply without a battery installed
- Connect and install the new battery by following the instructions in 'Installing the battery'
- Close the back cover and charge the new battery. See 'Charging the Battery'
- In order to preserve the environment, dispose of the used battery at an appropriate site in compliance with recycling legislation



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

R40 Paper Roll

Main characteristics of Ingenico paper roll:

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

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

- Storage in hot wet places (near air-conditioners, humidity above 85%)
- Exposure to sunlight or ultraviolet for long periods
- Contact with organic solvents (solvent type adhesives)
- Direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
- Direct contact with “dialzo” 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 printer

Installing a Paper Roll

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



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



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

Terminal Base Overview

Two types of bases available: 'Charging Base' and a 'Bluetooth Base'

Charging Base: Is only capable of charging the terminal battery



Note: There are **NO** ports on the base unit. You should set up your base unit in a convenient location close to a power source.

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.



Bluetooth Base: Is used for charging the terminal battery and has ports to allow terminals to communicate with hosts over Ethernet.

It is needed if you want to communicate with the base via BT and then use the LAN to connect to remote host.

You should set up your base unit in a convenient location close to a power source and network point.

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.



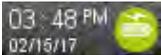
Display/Icons



Icons displayed on your terminals display will depend on your terminal type



Time displayed in 24 hour format with **long** date format



Time displayed in 12 hour format with **short** date format



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

Terminal Operation Icons

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



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



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



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



The Move 5000 is a touch screen device. Icons displayed on screen may be pressed instead of their equivalent physical buttons.

NOTE: Touch Screen functionality is NOT available during PIN Entry.

GPRS Terminal Header

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



The mobile network status, will be represented by the following icons:

No icon No mobile network detected



Searching for a mobile network but has not yet connected 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

Bluetooth Terminal Header



Note: When an icon is white, there is no connection. The icon will turn **GREEN** when a connection is made.

Terminal header with no connection



Please note that if your terminal is 'Multi Comms Capable' it will show all of the above icons. However, if any of the communications methods is disabled i.e. turned off, the symbol will disappear from the display.

The GPRS; Date/Time and battery icons are described in previous sections.



This is the Bluetooth Icon when the terminal is NOT assigned to a base unit



This is the Bluetooth Icon when the terminal IS assigned to a base unit



This is the WiFi Icon when the terminal is NOT connected to a WiFi network



This is the WiFi Icon when the terminal is connected to a WiFi network



This is the Network Icon when the terminal is NOT connected to a network via an Ethernet cable



This is the Network Icon when a network cable IS inserted and a connection is made to a network via an Ethernet cable

Supervisor Functions

Supervisor Code (If configured)



Default Supervisor Code (Prior to the terminal being installed) is **0000**

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

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

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



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

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

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



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

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

Voice Referral Password (If configured)



Default Referral Password is **0000**

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

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

Terminal Installation

Connect the equipment as described above. The following screens **may** be displayed during the installation of your terminal. This is dependent on your hardware and software loaded onto your terminal:

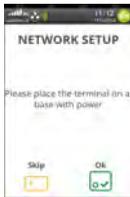
Bluetooth



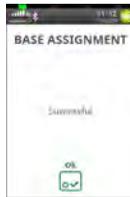
The following screens will be displayed if the terminal is off the base or the network cable is not attached at first installation.



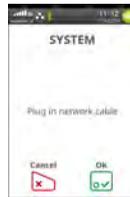
Highlight Region and press or press to Cancel.



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



This screen will be displayed if the base assignment was performed and was successful, press .



Plug your network cable into the base and then press .



This screen will be displayed if the terminal cannot detect the network cable on the base.

The screens that follow the base assignment are dependent on the terminal capabilities and the software loaded.

Wi-Fi

If your terminal is configured to support multiple comms methods the following screens will be displayed:

The number of available comms methods may differ from those shown.



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.

The following screens will help you setup your 'WiFi' connection:

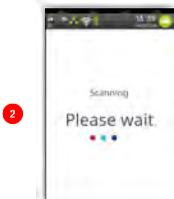
Wi-Fi (Automatic Scan)



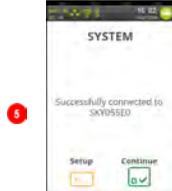
Select Automatic scan by highlighting it, then press to select it.



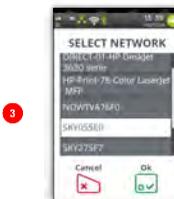
Type in your WiFi password using the stylus and then press .



The terminal will scan for available networks, before displaying a list of all available networks



Press to continue.



Touch the required network to highlight it in white and then press to select it.

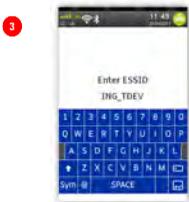
Wi-Fi (Manual Scan)



Select Manual connection by highlighting it, then press to select it.



Select 'Yes' if your access point is hidden or 'No' if it is not and then press .



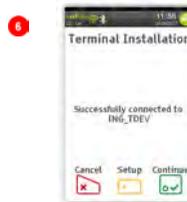
Type in your SSID using the stylus and then press .



Type in your SSID using the stylus and then press .



Type in your WiFi password using the stylus and then press .



This screen will be displayed if the terminal successfully assigns to the network. Press to continue.

Continue from 'Terminal Configuration'.

Mobile



The following process will not be visible if your terminal has already obtained a network connection.



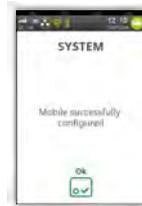
To setup your 'Mobile' connection, press and follow the screens.

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

The following screens will show you the progress of your 'Mobile' connection:



The terminal will attempt to obtain a GPRS connection.



Terminal requires a reboot, press

The terminal will perform a reboot.

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

Manual Mode

To enable the 'Manual Mode' press until the 'System Menu' is displayed:

1 Touch 'Select Function' on the screen to highlight it.

4 The terminal will scan for available networks. A list of available networks will be displayed.

2 Press to select the highlighted option.

5 Touch the screen to highlight the required network in from the menu and then press to select it.

3 The terminal will scan for available networks.

6 Terminal will register with the selected network. Press to confirm.

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



Please ensure that you leave your terminal powered on at all times in order that it may receive any automatic updates scheduled for it.

In order to keep your terminal battery fully charged it should be placed on its base unit when not being used for transaction processing.

Terminal Configuration

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



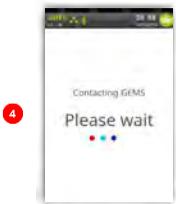
As your terminal powers up it will go from a grey screen to this and eventually to the following screen.



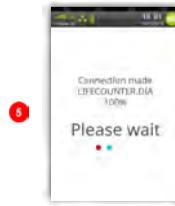
Type in your merchant number (provided in your suppliers welcome letter) and then press .



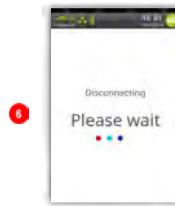
The terminal will attempt to get a GPRS Signal.



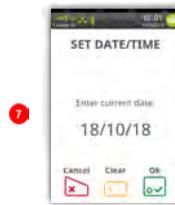
The terminal will contact the configuration host.



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



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



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



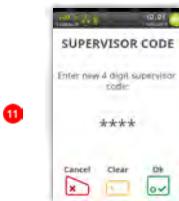
If prompted confirm the time by pressing if it is correct, or type in the correct time and then press .



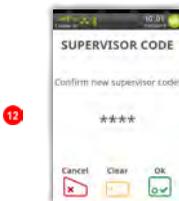
The terminal will power cycle.



Type in your preferred 'Supervisor Code' and then press 



Asterisks will appear as you type in the code. Press  to save the code.



Re-type your new 'Supervisor Code' and then press  to confirm it.



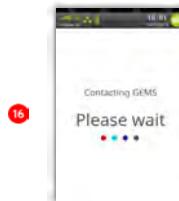
Press  to acknowledge the change.



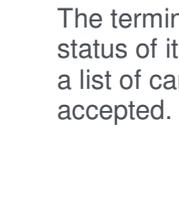
The terminal may then contact any/all of the acquirers for verification.



The 'Logo' and text 'AUTH HOST' will differ for each Acquirer



The terminal will contact the configuration host.



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

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

Card Reading

Chip Card

Insert the card horizontally into the terminal with the chip facing upwards.
Leave the card in position throughout the transaction.



Contactless Card

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

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

The 4 virtual LEDs will light sequentially during the transaction and the terminal will beep when the card is successfully read.



Magnetic Stripe Card

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

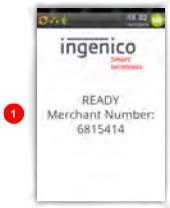
Use a regular movement in order to ensure a reliable card reading.



Transaction Selection

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

All other transaction types can only be initiated from the 'Transaction Menu' screen.



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

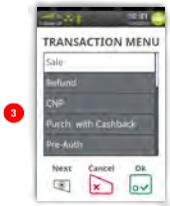
The logo may differ from that shown in this example.

Start typing in a transaction amount to initiate a 'Sale' transaction.



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

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



Alternatively, pressing  will display the 'Transaction Menu'.

Touch the screen to highlight the required transaction type from the menu and then press  to select it.



There will be a scroll bar on the right hand side of the screen if there are more options available but not visible on the display. Simply touch the scroll bar and swipe your finger in the direction you wish the menu to go. Your finger must keep contact with the screen whilst swiping.

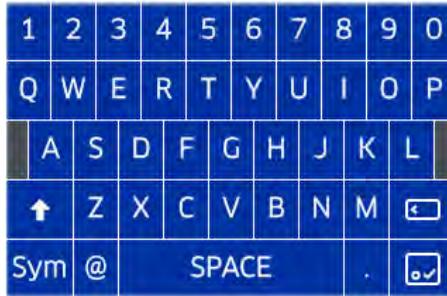
Data Input

If it is necessary to enter letters and characters during transactions or 'Function Codes' a virtual keyboard will be displayed on the touch screen.

Remove the stylus from the underside of the terminal and use it to select the required values.

If you have no stylus then you may use your finger or a pen or pencil.

Take care **NOT** to press too hard on the display when selecting characters to prevent damaging the display.



Note: Change case or symbols in the same way you would on your mobile telephone i.e. press the 'shift button' and the terminal will change to lower case characters or press the 'Sym' button and the terminal will display the special characters.

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



Will clear all of the data entered.



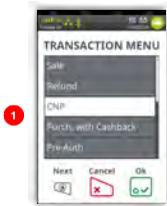
Will act like a backspace i.e. it will clear one character/digit at a time.



Will submit the data entered.

Sale – Card Details Keyed

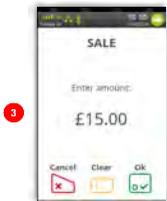
Card details may only be keyed from the new transaction type ‘CNP’ for ‘Customer Not Present’ transactions or as a fallback from a failed card read.



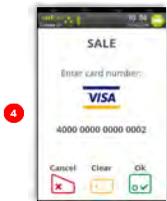
Press at the ‘Idle Screen’ to display the ‘Transaction Menu’ and highlight ‘CNP’ and then press .



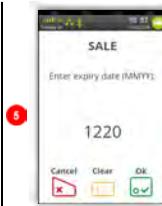
Press to select the highlighted option, ‘Sale’.
The screen will change to the following as you type in the amount:



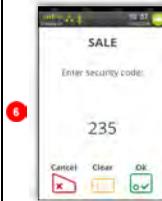
Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



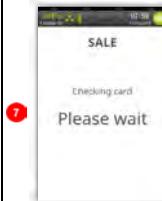
Start to type in the card number and the screen will change to:
The icon displayed will depend on the card type.



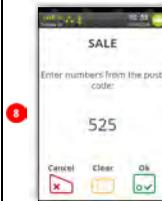
Type in the ‘Expiry Date’ and then press .



Type in the security code from the back of the customer’s card and then press .



The terminal will check the card.
If it is OK the transaction will progress as follows:



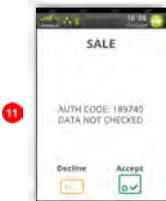
Type in the numbers from the customer’s Post Code e.g. if Post Code is EH52 5SH, you should enter 525 and then press .



Type in the numbers from the customer's Address e.g. if address is 51 High Street, you should enter 51 and then press .



The terminal will contact the 'Auth Host' for authorisation.



The terminal will display the acquirer result. The merchant should press  to accept the transaction or  to decline it.



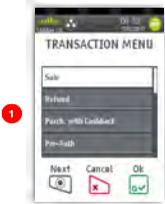
The terminal will print a customer receipt. Tear off the customer receipt and press  if it is readable or press  to reprint the receipt.



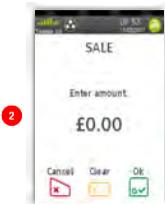
The terminal will print a merchant receipt. Tear off the merchant receipt and press  if it is readable or press  to reprint the receipt.

Sale – Swiped Card

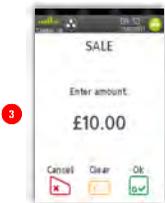
Press at the 'Idle Screen' to display the 'Transaction Menu'.



Highlight 'Sale' as described earlier and press .



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



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



Swipe the customer's card.



Terminal will check the card



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



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



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

9



If the signature is a match to the one on the card press  if not press .

The terminal will print the customer receipt.

10



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

Sale – Inserted Card

1



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

4



Insert the cardholder's card as described previously.

2



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

5



Terminal will check the card

3



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

6



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



7 Terminal connects to the acquirer using the configured connection method e.g. 'Mobile Network'.



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

The terminal will print the cardholder receipt.

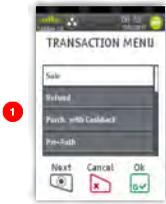


9 Tear off the cardholder receipt and press  if it is readable or press  to reprint the receipt. The terminal will print the merchant receipt.

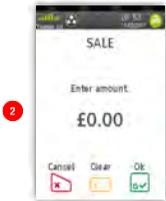


10 Tear off the merchant receipt and press  if it is readable or press  to reprint the receipt.

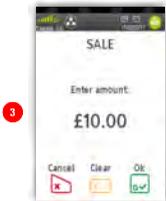
Sale – Contactless



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



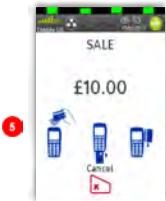
This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:



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



Present the contactless card to the terminal as described previously.



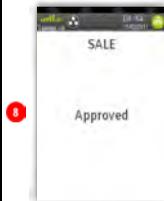
Contactless read is successful when all four status lights are lit and confirmation tone is heard.



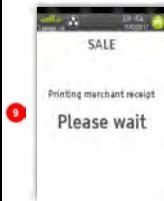
This screen will only be displayed if the terminal attempted to connect to the acquirer.



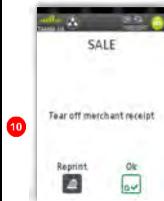
This screen will only be displayed if the terminal went online for approval.



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



Terminal will print the merchant receipt.



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

Press if a cardholder receipt is required.

Contactless High Value Payment (HVP) – Wallet Payments

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



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

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

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

Sale with Gratuity

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

Gratuity Amount

1  Press  if you wish to add a 'Gratuity'.

Press  if you do not wish to add a 'Gratuity'.

Press  to cancel the transaction.

2  Type in the 'Gratuity Amount' and then press  to submit it.

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

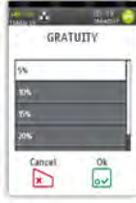
3  Press  to confirm amount or press  to reject the amount and go back to the above screen. Press  to cancel the transaction.

Gratuity Percentage

1  Press  if you wish to add a 'Gratuity'.

Press  if you do not wish to add a 'Gratuity'.

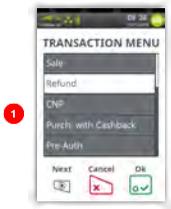
Press  to cancel the transaction.

2  Touch the screen to highlight the gratuity percentage you wish to add and then press  to select it.

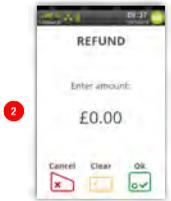
3  Press  to confirm amount or press  to reject the amount and go back to the above screen. Press  to cancel the transaction.

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

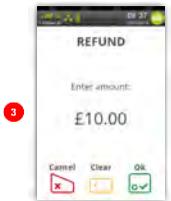
Refund



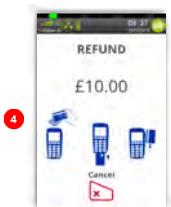
Press at the 'Idle Screen' to display the 'Transaction Menu' and highlight 'Refund' as described earlier and then press .



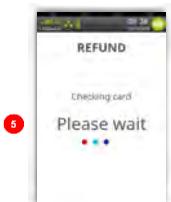
As the refund amount is typed in the screen will change to:



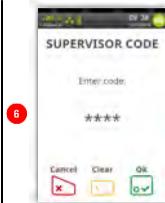
Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



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

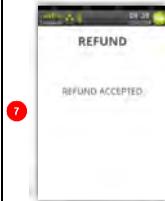


Terminal will check the card to ensure it is valid.



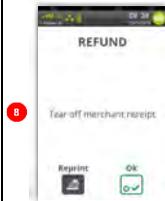
Merchant will type in their supervisor code and then press .

Terminal will connect to the acquirer host for approval.

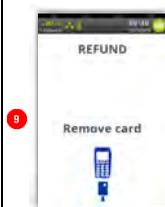


The result of the 'Refund' from the acquirer will be displayed.

Terminal will print the merchant receipt.

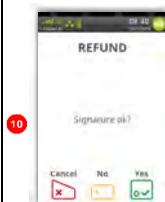


Tear off the merchant receipt and then press if it is readable or press to reprint the receipt.



Remove the card from the terminal.

Check the customer signature against the one on the card.



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

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



12 Terminal returns to the 'Idle Screen'.



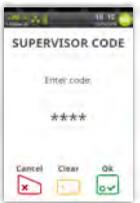
Refund with Gratuity

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

1 Press to submit TOTAL amount. Press to change one digit at time or press to clear the entire amount and enter the correct amount.



Type in your 'Supervisor Code' and then press . Press or to correct mistakes.



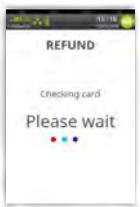
2 Present/Insert/Swipe the customer's card or press to cancel the transaction.



3 Press if transaction had a 'Gratuity' added or press if no 'Gratuity' was added or press to cancel transaction.

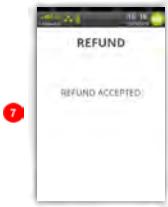


3 The terminal will check the customer's card.

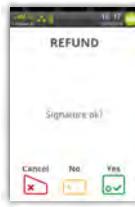


4 Type in gratuity amount and then press to confirm amount. Press or to correct mistakes. Press again to cancel the transaction.

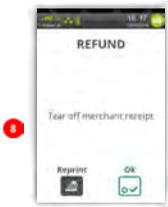




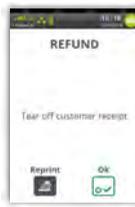
Terminal will go for authorisation and will display the response from the acquirer.



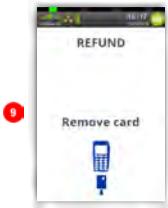
If prompted to check signature press  if OK or press  if not OK. Press  to cancel the transaction.



The terminal will print a merchant receipt. Tear off the merchant receipt and press  if it is readable or press  to reprint the receipt.



Terminal will print the customer's receipt. Tear off the cardholder receipt and press  if it is readable or press  to reprint the receipt.



Remove the customer's card from the terminal.



Terminal returns to the 'Idle Screen'.

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

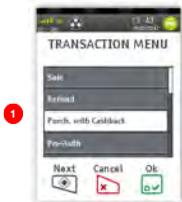
Purchase with Cashback (PWCB)

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



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

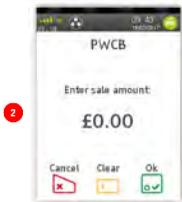
PWCB Swiped Card



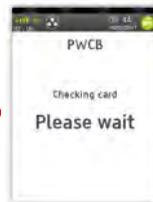
Press at the ‘Idle Screen’. Highlight ‘Purch. with Cashback’ as described earlier and then press .



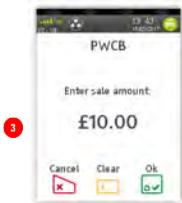
Swipe the customer’s card or press to Cancel the transaction.



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



Terminal will check the card to ensure it is valid. You may be asked to enter the last four digits of the card number.



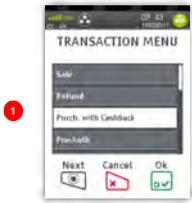
Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



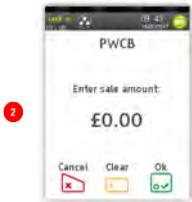
Type in cash back amount and then press to confirm. Or press to clear all digits or press to clear one digit at a time and type in new value.

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

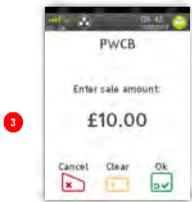
PWCB Inserted Card



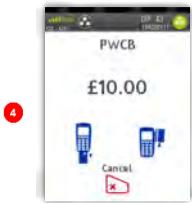
Press at the 'Idle Screen'. Highlight 'Purch. with Cashback' as described earlier and then press .



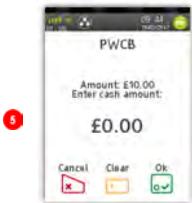
As the transaction amount is being typed in the screen will change to:



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



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



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



Press to confirm the amount of Cashback.



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



Terminal displays asterisks as PIN is typed. Press to confirm PIN and 'Total Amount'.



Cardholder advised to return terminal to merchant after PIN is verified
Do **NOT** remove card.

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

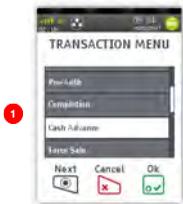
Cash Advance

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

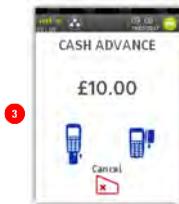


Only certain types of credit cards allow 'Cash Advance'.

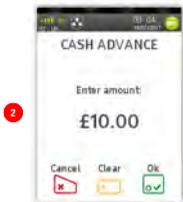
Cash Advance – Swipe Card



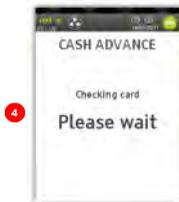
Press at the 'Idle Screen'. Highlight 'Cash Advance' as described earlier and then press .



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



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

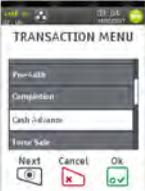


The terminal will check the customer's card to ensure it supports the transaction type.

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

Cash Advance – Insert Card

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



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



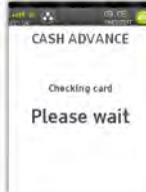
3 Insert the customer's card or press  to Cancel the transaction.



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



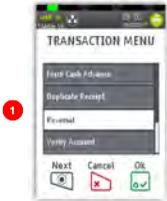
5 The terminal will check the customer's card to verify the PIN and to ensure it supports the transaction type.



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

Reversal

Note: Reversals can only be performed, within 30 seconds of the original transaction completing and before any other function starting.



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



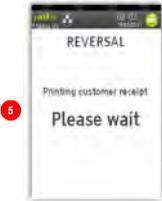
The terminal will contact the acquirer to reverse the transaction.



The acquirer will send a response to the reversal request.



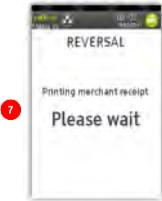
If a reversal is attempted after the 30 second window this screen will be displayed. Press to confirm failure.



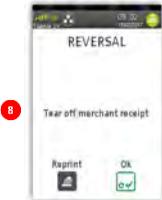
The terminal will print a customer receipt.



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



The terminal will print a merchant receipt.



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

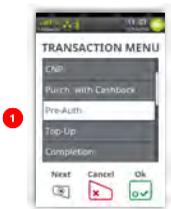
“A reversal is used to correct an error if spotted quickly e.g. amount entered was £1000 but was supposed to be £100. After 30 seconds a refund would be required.

Pre-Authorisation (Pre-Auth)

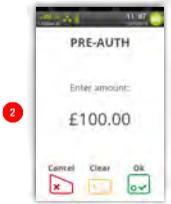
Please note that this option is only available for certain types of business. Please contact 'Customer Services' for further information.



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



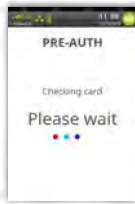
Press at the 'Idle Screen'. Highlight 'Pre-Auth' as described earlier and then press .



The Pre-Auth menu screen will be displayed. Enter the amount and then press .



Insert/Swipe card.



Terminal will check the card.

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Pre-Auth'.

Top-Up

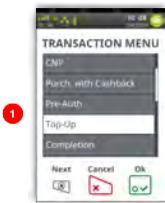
Top-Up – Insert Card

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

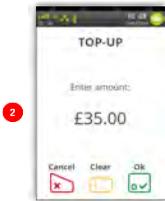


If, following a 'Pre-Authorisation' transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional 'Pre-Authorisation' transaction will be required.

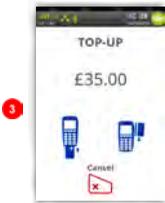
If your terminal is not configured to automatically perform the additional 'Pre-Authorisation', you may have to perform a 'Top-Up' as follows.



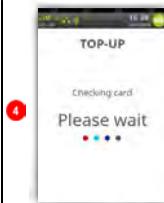
Press  at the 'Idle Screen'. Highlight 'Top-Up' and then press .



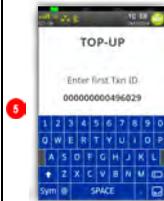
The Top-Up menu screen will be displayed. Enter the additional amount and then press .



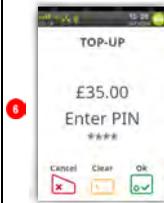
Insert/Swipe card.



Terminal will check the card.



Type in the 'Txn ID' and then press .



Type in the 'PIN' and then press . Press  to clear one digit at a time and type in new PIN or press  to Cancel Txn.

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Top-Up'.

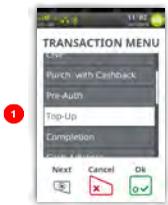
Top-Up – Swipe Card

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

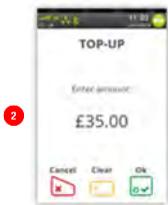


If, following a 'Pre-Authorisation' transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional 'Pre-Authorisation' transaction will be required.

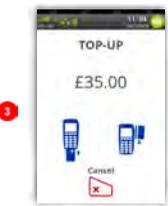
If your terminal is not configured to automatically perform the additional 'Pre-Authorisation', you may have to perform a 'Top-Up' as follows.



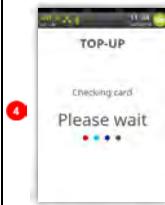
Press at the 'Idle Screen'. Highlight 'Top-Up' and then press .



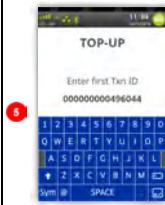
The Top-Up menu screen will be displayed.
Enter the additional amount and then press .



Insert/Swipe Card



Terminal will check the card.



Type in the 'Txn ID' and then press .

Note there is NO 'Signature Verification' for this transaction type.

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Top-Up'.

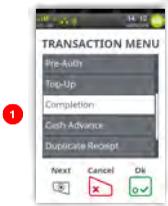
Completion



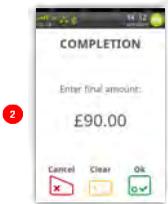
If the final bill is more than 15% higher than the total 'Pre-Authorised' amount, an additional 'Pre-Authorisation' transaction will be required for the difference which must be obtained prior to the carrying out of the 'Completion' transaction.

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

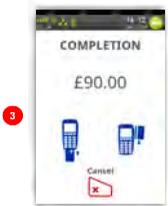
Completion - Swipe Card



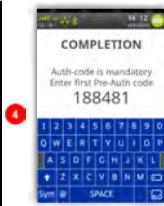
Press at the 'Idle Screen'. Highlight 'Completion' as described earlier and then press .



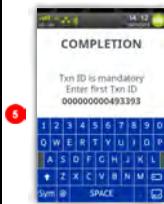
Enter the final amount and then press .



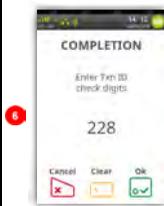
Swipe the cardholder's card. You may be asked to key in the last four digits of the cardholder's card number.



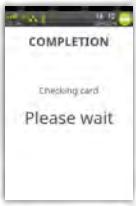
Enter first pre-auth code and then press . Enter the code as described previously in 'Data Input'.



You may be asked to enter first Txn ID and then press . Enter the code as described previously in 'Data Input'.



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

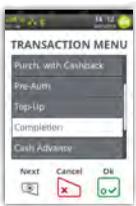
7  Terminal will check the card details.

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

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

10  Terminal will print a cardholder receipt. Press  if the printout is readable; else press  to print the cardholder receipt again.

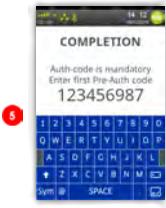
Completion - Insert Card

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

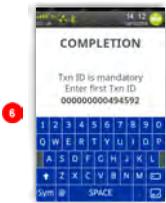
2  Enter the final amount and then press .

3  Insert the customer's card into the terminal.

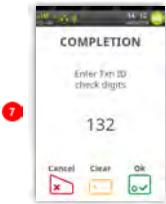
4  Terminal will check the card details.



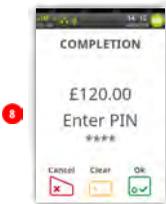
Enter first pre-auth code and then press . Enter the code as described previously in 'Data Input'.



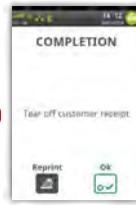
You may be asked to enter first Txn ID and then press . Enter the code as described previously in 'Data Input'.



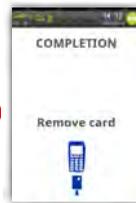
Press if the printout is readable; else press the button to print the merchant receipt again.



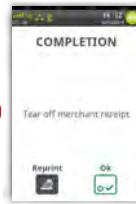
Cardholder to sign the receipt. Check if they match, press if OK, else press to reverse transaction.



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



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



Enter first pre-auth code and then press .

Account Verification

Account Verification Swipe Card

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

2 Swipe the customer's card.

3 The terminal will check the card

4 Terminal will connect to the host.

5 Terminal will receive a response from the host.

6 If the account is valid this screen is shown.

Terminal will print the cardholder receipt.

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

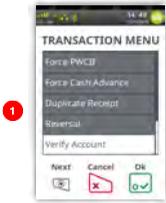
8 Check Signature, press if OK. Press if not OK. Press to Cancel.

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

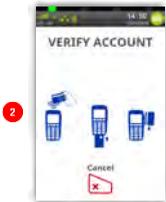
10 **Note: If the account is not valid a screen similar to the following will be displayed.**

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

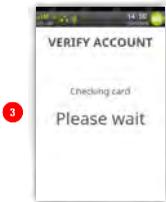
Account Verification Insert Card



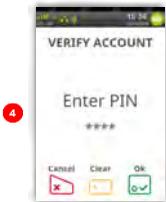
Press at the 'Idle Screen'. Highlight 'Verify Account' as described earlier and then press .



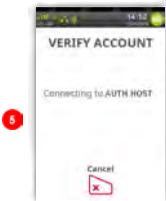
Insert/Swipe the customer's card.



The terminal will check the card



Cardholder to enter the PIN code and then press .

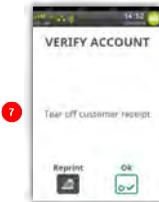


Terminal will connect to the host.

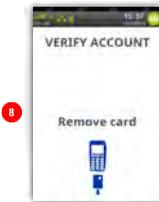


If the account is valid this screen is shown.

Terminal will print the cardholder receipt.

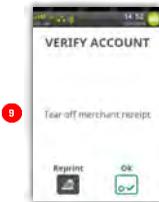


Press if the printout is readable; or press to print the cardholder receipt again.

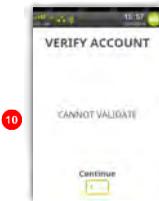


Remove the card from the terminal

Terminal will print the merchant receipt.



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



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

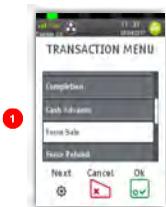
Note: This is a ZERO value transaction.

Force Transaction

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



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



Select 'Force Sale' from the transaction menu



The terminal will check the card.



The 'Force Sale' menu screen will be displayed. Enter the sale amount and then press .



The terminal will request the auth code from the original transaction.

Type in the code and then then press .



Insert or swipe the card.



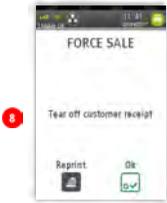
The terminal will request the PIN code. Cardholder to enter the PIN and then press .



Terminal checks the PIN code against the card.



Remove the card from the terminal.



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



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



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

Sample Receipts

End of Day Report

```

WAITER-TOTALS

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

-----

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

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

-----

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

-----

12:10 11/05/17

WAITER-TOTALS NOT RESET
12:10 11/05/17
    
```

```

BANKING TOTALS

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

AUTH HOST
TOTALS AGREED

-----

PREVIOUS TOTALS
NO BUSINESS

-----

CURRENT TOTALS
FOR RECEIPTS 0002-0011
   6          106.50DR
              0.00CR
TOTAL 6      106.50DR

VISA
   4          61.50DR
              0.00CR
TOTAL 4      61.50DR

VISA DEBIT
   2          45.00DR
              0.00CR
TOTAL 2      45.00DR

12:10 11/05/17 40TF 76
RECEIPT 0011
    
```

Not Authorised Receipts

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M**15414 TID****0093
 WAITER: 03 SHARNILA
 AID : A000000031010
 CREDITO DE VISA
 VISA
 **** * 0010
 ICC PAN.SEQ 01
 SALE
 CARDHOLDER COPY
 PLEASE KEEP THIS RECEIPT
 FOR YOUR RECORDS
 AMOUNT £5.00
 GRATUITY £0.30

 TOTAL £5.30

 THANK YOU
 12:08 11/05/17
 21111111111111111111111111111111
 * NOT AUTHORISED *
 11111111111111111111111111111111

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M6015414 TID32070093
 WAITER: 03 SHARNILA
 AID : A000000031010
 CREDITO DE VISA
 VISA
 4761 7390 0101 0010
 EXP 12/10 START 07/95
 ICC PAN.SEQ 01
 SALE
 MERCHANT COPY
 AMOUNT £5.00
 GRATUITY £0.30

 TOTAL £5.30

 12:08 11/05/17
 11111111111111111111111111111111
 * NOT AUTHORISED *
 11111111111111111111111111111111
 RECEIPT 0010

Cancelled Receipts

```

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
WAITER: 02 CLARE
AID : A000000031010
CREDITO DE VISA
VISA
**** * 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £10.00
DONATION £0.00
TOTAL £10.00

THANK YOU
12:00 11/05/17
XXXXXXXXXXXXXXXXXXXX
* CANCELLED *
XXXXXXXXXXXXXXXXXXXX
RECEIPT 0007
    
```

```

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M6Q15414 TID32870093
WAITER: 02 CLARE
AID : A000000031010
CREDITO DE VISA
VISA
4763 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £10.00
DONATION £0.00
TOTAL £10.00

12:00 11/05/17 401F 99
XXXXXXXXXXXXXXXXXXXX
* CANCELLED *
XXXXXXXXXXXXXXXXXXXX
RECEIPT 0007
    
```

Waiter Setup Receipts

```

WAITER SETUP
DELETED:
Codes 01 to 99
11:39 11/05/17

WAITER SETUP
ADDED:
Code 01:
11:39 11/05/17
    
```

```

WAITER SETUP
DEFAULT WAITERS CREATED:
Codes 01 to 99
11:35 11/05/17
    
```

Gratuity (Verified by PIN) Receipts

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M*15414 TID***0093
 WAITER: 02 CLARE
 AID : A000000031010
 CREDITO DE VISA
 VISA
 **** * 0010
 ICC PAN.SEQ 01
 SALE
 CARDHOLDER COPY
 PLEASE KEEP THIS RECEIPT
 FOR YOUR RECORDS
 AMOUNT £20.00
 GRATUITY £1.00
 TOTAL £21.00
 Verified by PIN
 THANK YOU
 12:07 11/05/17
 AUTH CODE: 105016

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M6815414 TID32B70093
 WAITER: 02 CLARE
 AID : A000000031010
 CREDITO DE VISA
 VISA
 4761 7390 0101 0010
 EXP 12/10 START 07/95
 ICC PAN.SEQ 01
 SALE
 MERCHANT COPY
 AMOUNT £20.00
 GRATUITY £1.00
 TOTAL £21.00
 Verified by PIN
 PLEASE DEBIT MY ACCOUNT
 12:07 11/05/17
 AUTH CODE: 105016
 RECEIPT 0009

Gratuity (Verified by Signature) Receipts

TETRA

M6815414 TID32870069

VISA

4929 7600 5705 5112

EXP 12/20

SWIPED

SALE

MERCHANT COPY

AMOUNT £10.00

GRATUITY £1.50

TOTAL £11.50

PLEASE DEBIT MY ACCOUNT

THANK YOU

12-11 09/05/17

AUTH CODE: 104644

RECEIPT 0010

TETRA

M6815414 TID32870069

VISA

**** * 5112

SWIPED

SALE

CARDHOLDER COPY

PLEASE KEEP THIS RECEIPT FOR YOUR RECORDS

AMOUNT £10.00

GRATUITY £1.50

TOTAL £11.50

Verified by Signature

THANK YOU

12-11 09/05/17

AUTH CODE: 104644

RECEIPT 0010

Sale (Verified by Signature) Receipts

TETRA TESTING

RIDGE WAY

DONIBRISTLE IND. PARK

M6815414 TID32870093

AID : A0000000031010

Visa Debit Test

VISA DEBIT

4659 4105 0355 5234

EXP 12/20 START 11/06

ICC PAN. SEQ 01

SALE

MERCHANT COPY

AMOUNT £30.00

PLEASE DEBIT MY ACCOUNT

THANK YOU

11-17 11/05/17

AUTH CODE: 104990

RECEIPT 0005

TETRA TESTING

RIDGE WAY

DONIBRISTLE IND. PARK

M6815414 TID32870093

AID : A0000000031010

Visa Debit Test

VISA DEBIT

**** * 5234

ICC PAN. SEQ 01

SALE

CARDHOLDER COPY

PLEASE KEEP THIS RECEIPT FOR YOUR RECORDS

AMOUNT £30.00

Verified by Signature

THANK YOU

11-17 11/05/17

AUTH CODE: 104990

Sale (Verified by PIN) Receipts

TETRA TESTING
RIIDGE WAY
DONIBRISTLE INN. PARK
N6815414 TID:32870093
AID : A000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN_SEQ 01
SALE
MERCHANT COPY
AMOUNT £10.00
Verified by PIN
PLEASE DEBIT MY ACCOUNT
11:14 11/05/17 401F3100
AUTH CODE: 104987
RECEIPT 0002

TETRA TESTING
RIIDGE WAY
DONIBRISTLE INN. PARK
N--15414 TID:***0093
AID : A000000031010
CREDITO DE VISA
VISA
**** * 0010
ICC PAN_SEQ 01
SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS
AMOUNT £10.00
Verified by PIN
THANK YOU
11:14 11/05/17 401F3100
AUTH CODE: 104987

Refund (Verified by Signature) Receipts

TETRA
M*15414 TID****0069
WAITER: 03 SHARNILA
VISA
**** * 5112
SWIPED
REFUND
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS
AMOUNT £40.00
GRATUITY £0.80
TOTAL £40.80
Verified by Signature
THANK YOU
14:17 09/05/17
REFUND ACCEPTED
RECEIPT 0011

TETRA
M6815414 TID32870069
WAITER: 03 SHARNILA
VISA
4928 7600 5705 5112
EXP 12/20
SWIPED
REFUND
MERCHANT COPY
AMOUNT £40.00
GRATUITY £0.80
TOTAL £40.80
PLEASE CREDIT BY ACCOUNT
THANK YOU
14:17 09/05/17
REFUND ACCEPTED
RECEIPT 0011

Self-Install Receipt

```
=====
Terminal Software
Terminal ID: 32870093
Master: TU2.02.02
EFT: MT4.14.01
11-MAY-2017 12:03
=====

TETRA TESTING
RIDGE WAY
DONIBRISTLE IND. PARK

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

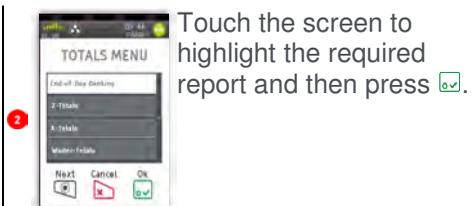
CARD TYPES ACCEPTED
=====
CARD COMMERCE
MAESTRO
MAESTRO (UK)
MASTERCARD
VISA
VISA DEBIT
VISA ELECTRON
=====
INSTALLATION SUCCESSFUL
=====
```

Reports

The terminal can produce a number of reports to aid banking

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

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



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

X-Totals / Z-Totals

X-Totals are sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last **Z-Totals** report. **X-Totals** do not reset the totals within the terminal.

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

```

X-Z Totals Report

Merchant ID
Terminal ID

Report for receipt numbers 0001 - 0026
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Card Scheme Name

Card Scheme Name
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Indication if totals were reset or not

Date and Time of Report
    
```

```

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

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

MASTERCARD
2              109.88DR
0.00CR
TOTAL          1
109.88DR

VISA
8              250.02DR
1              10.00CR
TOTAL          9
240.02DR

-----
GRAND TOTAL
10              359.90DR
1               10.00CR
TOTAL          11
349.90DR
    
```

Waiter Totals

The 'Waiter Totals' report is printed after the 'X/Z Reports'. It is not automatically printed; you will be asked if you wish to print them.

The report breaks down the transactions and gratuities by each waiter. Waiter ID is printed on both the merchant and customer copy of the transaction receipts. Waiter ID has a range from 1 to 99, 'Waiter ID 00' is the 'Shared Waiter ID' normally used for seasonal or part time employees or if you do not wish to specify individual waiters.

If you are looking to set up waiter ID please refer to 'Purchase with Gratuity' section of this manual.

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

The waiter totals report is explained on the next page:

Waiter Totals Printout

WAITER Totals Report

Merchant ID
Terminal ID

Totals for Waiter ID 00 SHARED

Number and value of debit transactions (sales)	10	59.90DR
Number and value of credit transactions (Refunds)	1	10.00CR
TOTAL		49.90DR
(GRATUITY)		3.00DR

Gratuity amount for SHARED Waiter

Transaction Details for Waiter ID 01 ARCHIE

Number and value of debit transactions (sales)	1	21.50DR
Number and value of credit transactions (Refunds)		0.00CR
TOTAL		21.50DR
(GRATUITY)		1.50DR

Gratuity amount for ARCHIE

Transaction Details for Waiter ID 02 CLARE

Number and value of debit transactions (sales)	1	23.00DR
Number and value of credit transactions (Refunds)		0.00CR
TOTAL		23.00DR
(GRATUITY)		3.00DR

Gratuity amount for CLARE

Transaction Details for Waiter ID 03 SHARMILA

Number and value of debit transactions (sales)	1	40.80DR
Number and value of credit transactions (Refunds)	1	10.00CR
TOTAL		39.80DR
(GRATUITY)		0.80DR

Gratuity amount for SHARMILA

Number and value of debit transactions (sales)	13	135.20DR
Number and value of credit transactions (Refunds)	1	10.00CR
TOTAL	14	125.20DR
(GRATUITY)		8.30DR

Total Amount of GRATUITY received

Time/Date report printed

Indication if totals were reset or not

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

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

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

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

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

GRAND TOTAL
13 135.20DR
1 10.00CR
TOTAL 14 125.20DR
(GRATUITY) 8.30DR

08:32 03/04/17

WAITER-TOTALS NOT RESET

08:32 03/04/17

End-of-Day-Banking

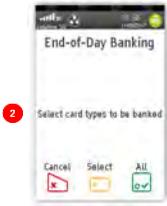
Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

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

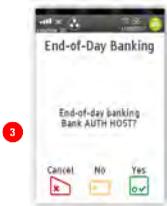
Select End-of-Day-Banking as described above in 'Reports', the following screens will be displayed:



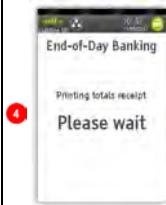
Press to perform your 'End-of-Day Banking' or press to return to the 'Idle Screen'.



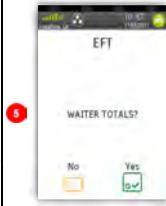
Press to bank ALL card schemes.
Press to select card scheme to be banked.



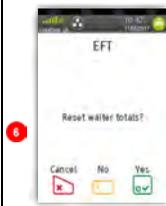
Press to bank ALL card schemes.
Press to display next scheme to be banked.
Press to go to Waiter Totals.



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



This screen will be displayed if 'Waiters' are configured.
Press to print report or to return to the 'Idle Screen'.



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



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

Banking Totals Agree Printout

Banking Totals Agreed

Merchant ID
Terminal ID

Banking performed for specific acquirer
Notifications that terminal totals agree with totals
recorded by the acquirer

Previous totals

Card scheme name

Card scheme name

Current session on the acquirer host
Receipts range covered by the report

Totals recorded on the acquirer host (for comparison)

Totals recorded on the terminal (for comparison)

Time & date of banking / Session indication / diagnostic code
Receipt number

BANKING TOTALS		
<Merchant Name>		
<Merchant Address1>		
<Merchant Address2>		
Merchant No. 6815414		
Terminal ID. 32870069		
<ACQUIRER NAME>		
TOTALS AGREED		

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

CURRENT TOTALS		
FOR RECEIPTS 0033-0036		
	2	13.00DR
		0.00CR
TOTAL	2	13.00DR
Card scheme name	MASTERCARD	
	1	10.00DR
		0.00CR
TOTAL	1	10.00DR
Card scheme name	VISA	
	1	3.00DR
		0.00CR
TOTAL	1	3.00DR
08:32 03/04/2017 40IF :76		
RECEIPT 0036		

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

Banking Totals Not Agreed Printout

Banking Totals Not Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals do not agree with	TOTALS NOT AGREED
totals recorded by the acquirer	-----
Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

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

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

Function Codes

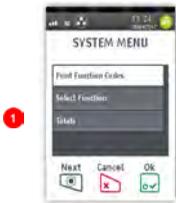
There may be occasions when you have further requirements of your terminal. These can be met through the use of **Function Codes**.



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

Selecting Function Codes

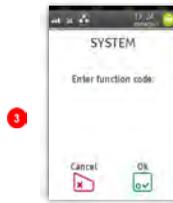
To access the 'Function Codes Menu' press the  button until the 'System Menu' is displayed:



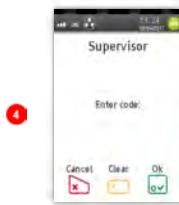
Touch 'Select Function' on the screen to select it.



Press  to select the highlighted option.



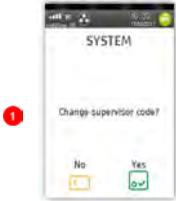
Type in the 'Function Code' required and then press  to select it.



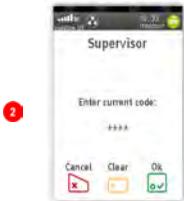
This screen will only be displayed if a 'Supervisor Code' is required.

Function 34 System Security

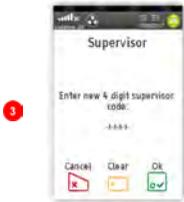
If you know your 'Supervisor Code' but wish to change it; press  until the 'System Menu' is displayed and enter the Function Code 34 as described in 'Selecting Function Codes' above. The following screens will be displayed:



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



Enter current code and then press  to confirm. Use  or  to correct mistakes.



Enter new code and then press  to submit code. Use  or  to correct mistakes.



Re-enter new code and then press  to submit code. Use  or  to correct mistakes.



Press  to confirm code change.

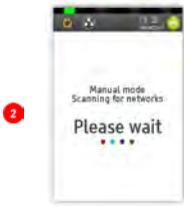
Function 91 Mobile Network Selection

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

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



Press to change to 'Manual Mode'.



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



Touch the screen to highlight the required network and then press to select it.



The terminal will register with the selected network. Press to confirm.

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

Note: A scroll bar will be visible on the right hand side of the display if there are more Networks available that cannot be displayed. You should scroll the menu as described earlier in this manual to view the other available options.

Function 40 Waiter Setup

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

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

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

Add Waiter

1 Press  to setup waiters or press  or  to return to the 'Idle Prompt'.



2 Touch the screen to highlight the required option and then press  to select it or press  to exit.



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



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



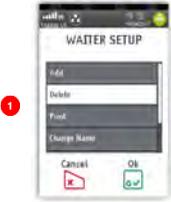
5 The details will be printed before returning to the 'Waiter Setup Menu'.



6 Repeat for each waiter to be added. You may set up a maximum of 99 waiter's names. Press  to exit the menu.



Delete Waiter



Return to the 'Waiter Setup Menu' as described above. Touch 'Delete' on the screen and then press to select it.



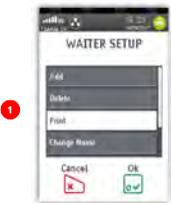
Type in 'Waiter Code' and then press .



Press to confirm waiter to be deleted or press or to return to the 'Waiter Setup Menu'.

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

Print Waiters



Return to the 'Waiter Setup Menu' as described above. Touch 'Print' on the screen to highlight it and then press .

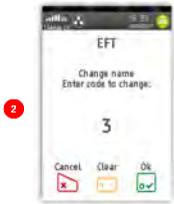


A list of waiters that have been setup in the terminal will be printed.

Change Name



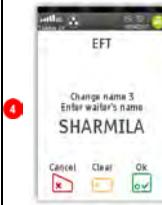
Return to the 'Waiter Setup Menu' as described above.
Touch 'Delete' on the screen to highlight it and then press .



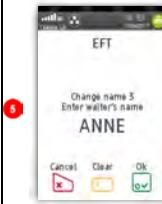
Type in 'Waiter Code' of name to be changed and then press .



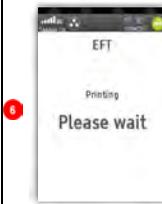
Press  to confirm waiter name to be changed or press  or  to return to the 'Waiter Setup Menu'.



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

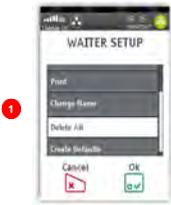


Type in the new name as described previously and then press  when completed.



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

Delete All



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

Touch 'Delete All' on the screen to highlight it and then press .

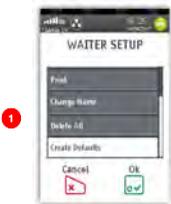


The terminal will print confirmation that 'ALL' of the waiters have been deleted.



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

Create Defaults

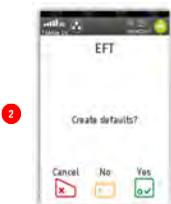


Return to the 'Waiter Setup Menu' as described above.

Touch 'Create Defaults' on the screen to highlight it and then press .



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



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

"Create Defaults" will create waiter codes 01 – 99 instead of adding individual waiter names.

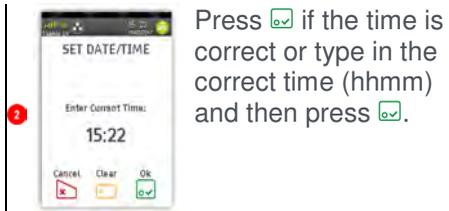
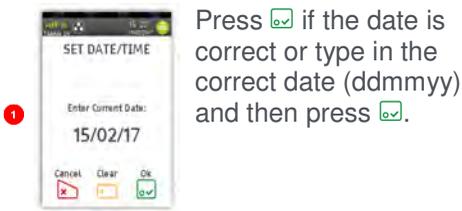
Function 30 Set Date and Time

You may have been prompted to set the 'Date and Time' when installing your terminal.

If you have set the 'Date and Time', the terminal will automatically adjust for 'Daylight Saving'.

However if you have a need to amend either of them this is achieved as follows:

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



Recommendations

Safety

Powering down the Move/5000

- Disconnect the Move/5000 power supply block adapter from the electrical mains network
- Turn it off by simultaneously pressing  and  for one second.

Lithium cell

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

Battery

- The Move/5000 is fitted with a battery specifically designed for this terminal
- Only use appropriate chargers and batteries listed in the Ingenico catalogue
- Do not short-circuit the battery
- Do not attempt to open the battery container
- Used batteries must be disposed of at appropriate sites



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

Electrical power outlet

The electrical power outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible
- Must meet the standards and regulation in the country where used
- The fuse rating for this terminal must be 5A.

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

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

On airplanes

- Remove the battery from the terminal when on an airplane.
- Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

- Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal is 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, pacemakers, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

- All external circuits connected to the Move/5000 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950 - 1:2005+/A1:2010 and EN60950 - 1:2006+/A11:2009+/A1:2010+/ A12:2011

Cleaning

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

The power supply contains the following symbols:



Double insulation symbol

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



DC current output

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



AC current input

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



DC power jack polarity

Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)



Indoor use only



Energy star level 6

International efficiency marking protocol

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. These provisions require 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 ensure proper disposal and recycling.

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

Security of the Terminal

This device fulfils current applicable PCI PTS security requirements.

Upon receipt of the terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

Check, for example: that the keypad is firmly in place and that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment. Also ensure that the chip card reader or any other part of the terminal has not been modified.

These checks should provide warning of any unauthorised modifications to the terminal, and any suspicious behaviour of individuals that have access to your terminal.

The terminal detects any 'tampered state' and will repeatedly flash the message "Alert Irruption!" and further use of the terminal will not be possible.

If the "Alert Irruption!" message is observed, contact the terminal helpdesk immediately.

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

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

Standards

CE Mark

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

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

EU Directives	According to harmonised EU standards				
	Product	Product Type	Standards	Issue date	
1999/5/EC (R&TTE Directive)	Move 5000	All product type	EN 60950-1	2006 2009 (A11) 2010 (A1) 2011 (A12)	
			Contactless	EN 302 291-1/2	2005
				EN301 489-1	2008
		EN 301 489-3		2002	
		EN 50357		2001	
		EN 50364		2001	
		GSM/GPRS/ UMTS	EN 301 489-1	2008	
			EN 301 489-7	2005	
			EN 301 489-24	2007	
			EN 301 511	2003	
2011/65/EU (RoHS Directive)	All product type	EN 301 908-1	2010		
		EN 62 311	2008		
			EN 50581	2012	

Troubleshooting

The terminal does not turn on

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

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic strip facing the side of the terminal).
- Swipe the card again with a continuous and fluid movement
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have correctly inserted the smart card into the smart card reader and only removed it when prompted to do so.

The receipt is not printed

- Check the presence and proper positioning of the paper roll.
- Adjust the paper roll following the instructions in this manual (See '[Installing a paper roll](#)').
- Check that Ingenico approved thermal paper has been used.

Notes:

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This User Guide relates to terminal software UT4.16.04 APACS 40.

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

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