Quick Start Guide

Move/3500 BT/WiFi

GETTING STARTED

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

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

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

Connecting the base unit

Serial connection ports

Power socket

USB connection ports

Ethernet socket   Cable compartment

Connectivity

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

The terminal will attempt to use all the available options.

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

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

SIM 2 or SAM 3 connector

SAM 1 connector

Function Keys

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

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

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

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

Paper feed key: To test the feeding of the paper through the printer press and hold the paper feed key
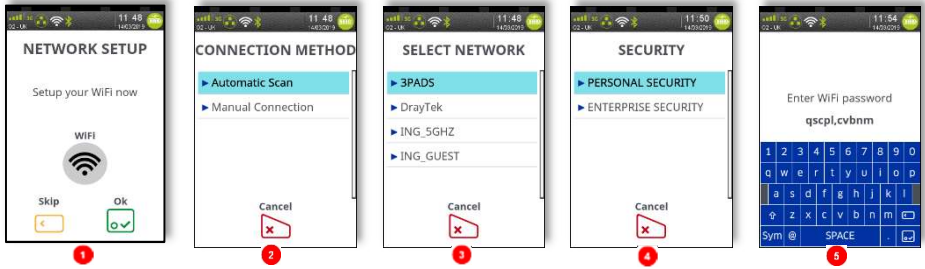
Menu key
Cancel key
Clear key
Enter key

Paper feed key

WIFI SETUP

To setup your 'WiFi' connection, press ☑ and follow the screens.
If you choose not to setup your 'WiFi' connection at this time, press ☐ to skip the process.
Follow the steps shown in the images to choose a network.

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

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

BLUETOOTH BASE SETUP

Place the terminal on the base and press ☑ or press ☐ to run the setup at a later time.
If the base is Assigned but terminal cannot detect the network, you will be prompted to plug in the Ethernet cable. And press ☑.

Please find the full process shown below:
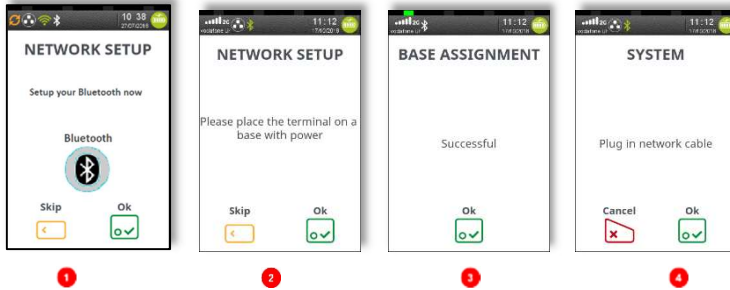
Once the communication methods are connected, you will then see them enabled (green) in the terminal header bar eg.

SUPERVISOR PASSWORD

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

If you forget your code, please contact the Helpdesk who will be able to provide you with a temporary code to allow you to reset it to a new value.
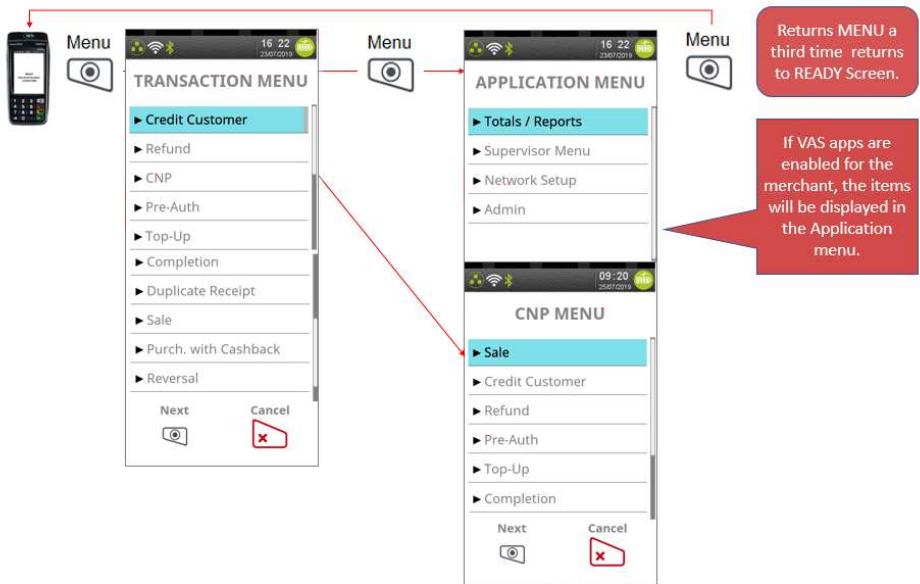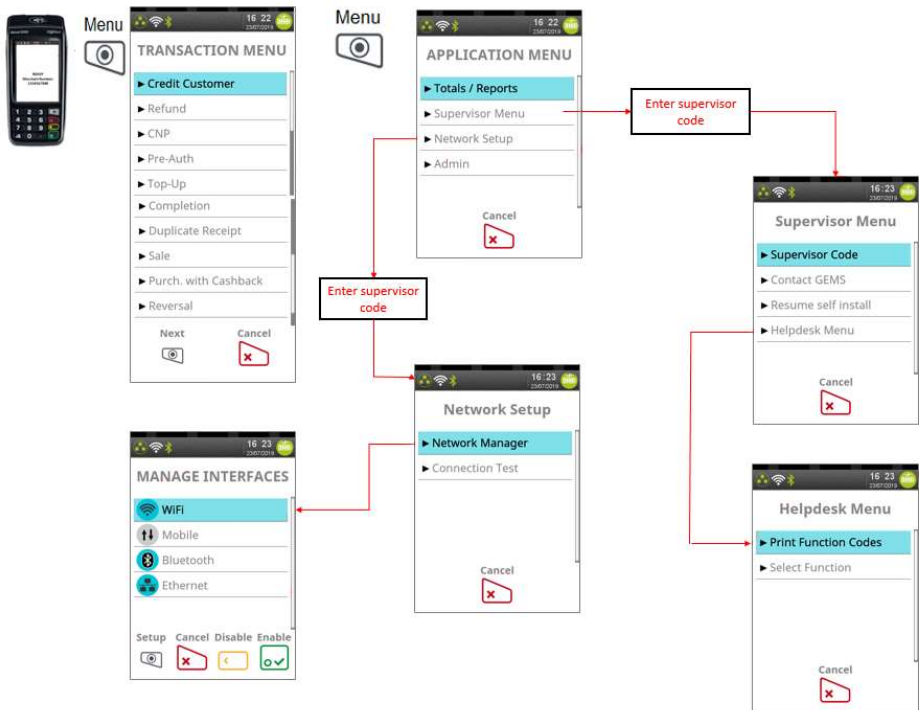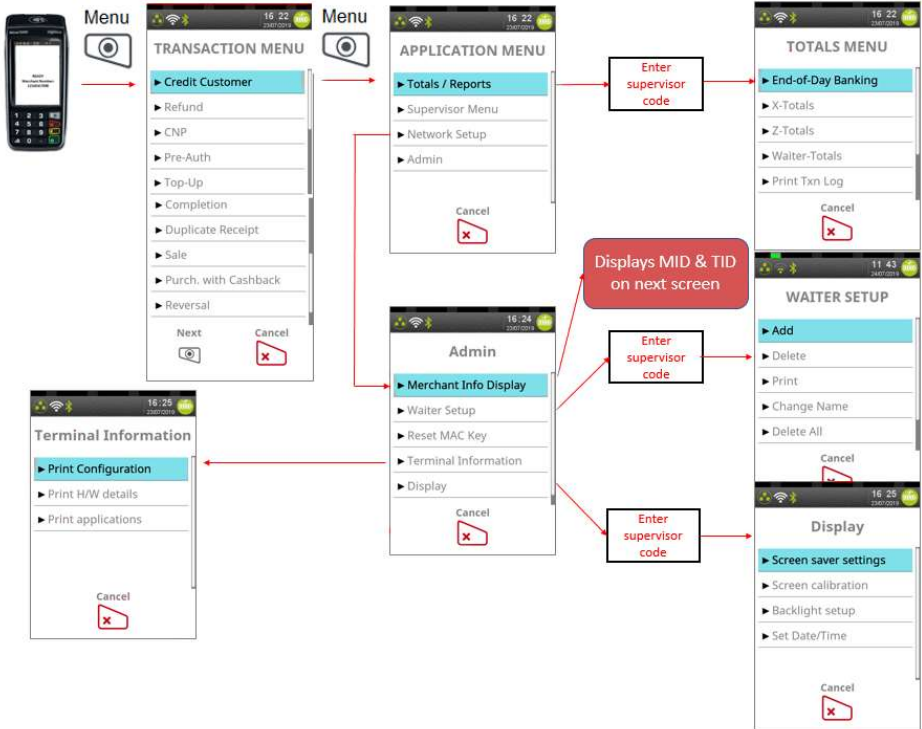
Default Supervisor Code is **0000**

MENU SCREENS

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

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

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

Menu

TRANSACTION MENU
- ► Credit Customer
- ► Refund
- ► CNP
- ► Pre-Auth
- ► Top-Up
- ► Completion
- ► Duplicate Receipt
- ► Sale
- ► Purch. with Cashback
- ► Reversal

Next | Cancel

Menu

APPLICATION MENU
- ► Totals / Reports
- ► Supervisor Menu
- ► Network Setup
- ► Admin

Cancel

Enter supervisor code

TOTALS MENU
- ► End-of-Day Banking
- ► X-Totals
- ► Z-Totals
- ► Waiter-Totals
- ► Print Txn Log

Cancel

Displays MID & TID on next screen

Admin
- ► Merchant Info Display
- ► Waiter Setup
- ► Reset MAC Key
- ► Terminal Information
- ► Display

Cancel

Enter supervisor code

WAITER SETUP
- ► Add
- ► Delete
- ► Print
- ► Change Name
- ► Delete All

Cancel

Enter supervisor code

Display
- ► Screen saver settings
- ► Screen calibration
- ► Backlight setup
- ► Set Date/Time

Cancel

Terminal Information
- ► Print Configuration
- ► Print H/W details
- ► Print applications

Cancel

Menu

TRANSACTION MENU
- ► Credit Customer
- ► Refund
- ► CNP
- ► Pre-Auth
- ► Top-Up
- ► Completion
- ► Duplicate Receipt
- ► Sale
- ► Purch. with Cashback
- ► Reversal

Next | Cancel

Menu

APPLICATION MENU
- ► Totals / Reports
- ► Supervisor Menu
- ► Network Setup
- ► Admin

Cancel

Enter supervisor code

Supervisor Menu
- ► Supervisor Code
- ► Contact GEMS
- ► Resume self install
- ► Helpdesk Menu

Cancel

Enter supervisor code

Network Setup
- ► Network Manager
- ► Connection Test

Cancel

MANAGE INTERFACES
- WiFi
- Mobile
- Bluetooth
- Ethernet

Setup | Cancel | Disable | Enable

Helpdesk Menu
- ► Print Function Codes
- ► Select Function

Cancel

THE CHIP CARD READER

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

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

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

CHIP & PIN TRANSACTIONS - SALE

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

For example enter £12.34 as 1234.

The customer must enter their PIN code.

NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.

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

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

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

CHIP & PIN TRANSACTIONS - REFUND

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

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

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

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

The terminal will then print the customer copy.
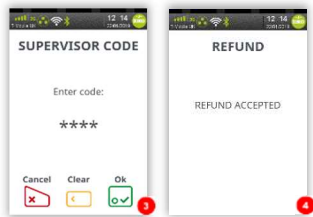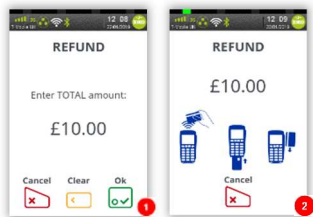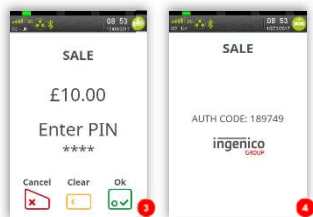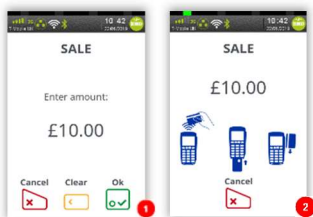
TRANSACTION RECEIPT – (MERCHANT COPY – CHIP & PIN CARD)

```
            Merchant Name
            Merchant Address 1
            Merchant Address 2

            M:12345678
            TID:22160000          S5
            SCH ID:12345678901234567
            89
            WAITER:12345 TABLE:12345
            HANDSET:01

            VISA DEBIT
            AID: A0000000031010
            VISA DEBIT

            4444 3333 2222 1111
            EXP 12/20
            STT 12/16
            ISS 1
            ICC

            SALE
            AMOUNT              £21.34
            TOTAL               £21.34

            PIN VERIFIED
            PLEASE DEBIT MY ACCOUNT

            01/04/20 12:11
            AUTH CODE: 123ABC
            TXN 0004

               MERCHANT COPY
             PLEASE RETAIN RECEIPT
```

Merchant ID ---- M:12345678
Terminal ID
Sequence Number
Scheme Reference ID

Transaction Referencing

Card Issuer

Card AID & Label

Card Number

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

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

Transaction Type

Successful PIN Entry

Date & Time

Auth Code

Transaction Number

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

CONTACTLESS - SALE

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

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

The terminal will now print the merchant receipt.

Note: If the customer requests a receipt this must be done before the next transaction takes place. Press the ▤ key to print a contactless receipt.
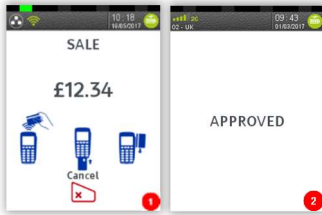
MAIL ORDER TRANSACTIONS – SALE

Press the ◉ key, then "CNP". Choose "SALE" then enter the transaction value. When prompted type in the customer's card number and confirm by pressing the ☑ key.
The card scheme icon will be displayed once the first 6 digits are entered.

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

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

If you do not know any of these then you can press ☑ key without entering anything to bypass the check when appropriate.
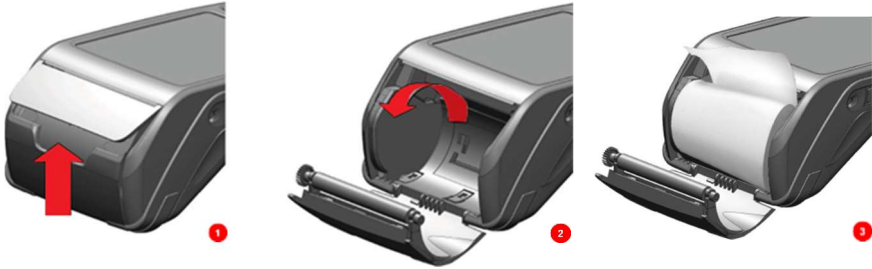
Enter the sale/refund amount and press ☑ key.

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

The terminal will print off the two receipts.
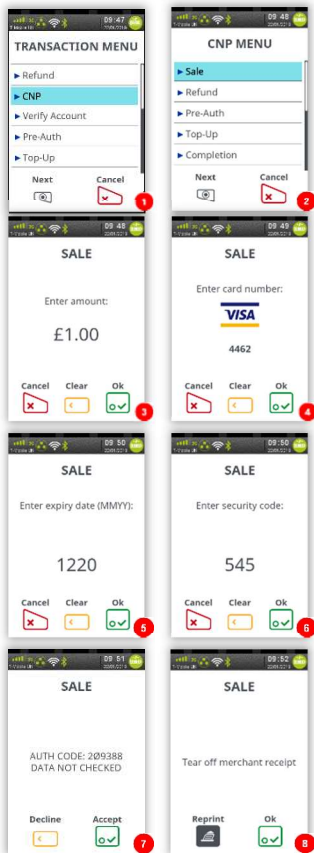
CHANGING THE PAPER ROLL

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

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

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

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

END OF DAY REPORTS
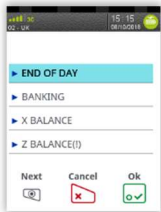
To access the reports menu press the 🔲 key twice, then "TOOLS/REPORTS". Enter the Supervisor password and press ☑ key.
END OF DAY: One touch function that prints both the "Z REPORT" and the "BANKING" report. This MUST be done at the end of each day that you trade.
BANKING: Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer.
X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the "BANKING" report.
Z REPORT: Exactly the same as the "X REPORT", except that the "Z REPORT" resets the totals ready for the next day's trade

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