GETTING STARTED

INGENICO
MOVE 3500 MOBILE

Rapyd

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WHAT'S IN THE BOX

In your pack, you will receive:

- ➜ Ingenico Move 3500 3G (4G Model also available)
- ➜ Charging base unit
- ➜ Power cord
- ➜ SIM card (installed)

GETTING STARTED

When you receive your terminal, you should:

- ➜ set your terminal up in a convenient location
- ➜ charge the terminal
- ➜ load the terminal with till roll
- ➜ connect it to a network
- ➜ do a test transaction for a nominal amount

SETTING UP

You can:

The position of your terminal must be near a power source. It should not be put near a heat source, and protected from damp or very dusty conditions.

You should also consider the risk of theft, and ease of access for customers making payments.

CHARGING THE BATTERY

When you first receive your Move 3500, you should charge the battery for 16 hours. During regular use, replacing it on the base will recharge it automatically. the battery symbol will flash/animate to indicate that the terminal is charging.

You can also connect the power cord directly into the terminal charging port on the left of the terminal.

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

CHANGING TILL ROLL

1. Hold the terminal in one hand, with the screen facing you.

2. Use two fingers on the other hand to lift and release the printer cover.

3. Open It Completely, and remove the used roll tube.

4. Loosen the end of the roll, and place the roll into the printer chamber, leaving a short length of paper hanging over the edge.

5. Close the printer cover firmly. It Should Lock onto the paper.

6. Hold the Paper Feed key down to ensure that the roll feeds correctly.

CARING FOR YOUR TERMINAL

Be careful to avoid spilling liquids on your terminal or base.

Clean it with a soft cloth. Do not use water, cleaning agents, or abrasive materials. Be sure to turn off the terminal before cleaning.

The magnetic swipe and chip card readers should be cleaned regularly with a suitable cleaning card.

FUNCTION KEYS

The following keys give you easy access to key functions on the Move 3500.

	Arrow keys (F2, F3)	Use to choose options on screen
	F1 & F4	Can be used for shortcuts
	Menu	Press to enter the application menus from the idle (READY) screen. Press again to move to the next menu
	Clear	Press to delete one character. (Press **Cancel** to delete an entire line.) Also, pressing this and the . key turns off the terminal.
	Cancel	Press to cancel a transaction.
	Confirm	Press to confirm anything that has been typed into the terminal. Also used to turn on the terminal.
	Paper feed	Press and hold to test that the paper is feeding correctly. (See "**Changing Till Roll**" on the previous page to find out how to change a till roll.)
	Power Off	Remove the terminal from the base, and press and hold **Clear** and the **.** key at the same time
	Power On	Press the green **Confirm** key.

TURNING ON THE MOVE 3500

Press the green **Confirm** key to turn on the terminal.

TURNING OFF THE MOVE 3500

Press the yellow **Clear** key, and the dot key together to turn off the terminal.

PICKING UP A NETWORK

The Move 3500 will find the best available network (3G/4G depending on model). You can see the network provider name beneath the signal indicator in the top left corner of the screen.

SETTING UP THE MOBILE CONNECTION

The SIM is already installed in your Move 3500, and a signal and network should be automatically found. You should see 3G/4G (Dependant on model) appear at the top of the screen. You may choose to select a specific network, as described below.

Selecting a Network

You can manually select a specific provider for your Move 3500.

1. Press **Menu** Twice,and select **Supervisor** From Menu.

2. Enter your password.(See"**Supervisor Menu and Password**"on the next page for more details.)

3. Select **Config**.

4. Press **Menu** then choose **Select Network**.

5. Use the **arrow keys** to move up and down the list and highlight the network you want from the list provided.

6. Then click **OK**.

SUPERVISOR MENU AND PASSWORD

When you go to the Supervisor menu, you will be prompted for a password.
The first time you go to the menu, the password is **01483**. You will be prompted to change it before you can process any transactions.

PROCESSING A SALE

Chip & PIN

1. Insert the customer's card into the reader, face up, chip forward.

2. Enter The Sale Amount, including pence, and press the **Enter** key.

3. Ask the customer to enter their PIN code, and press **Confirm**.

4. 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.

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

6. The terminal connects to Rapyd for authorisation.

7. If the transaction authorised then an "**AUTH CODE**" will be shown.

8. The terminal will print two receipts. The merchant copy is printed automatically. Press **Confirm** to print the customer copy.

Contactless

1. Enter The Sale Amount, including pence, and press **Confirm**.

2. (If You Make A Mistake, press **Clear** and try again.)

3. Ask the customer to present their card to the contactless symbol on the terminal display.

4. A Merchant Receipt Is Automatically Printed.

5. If the customer wants a receipt, press **F1** from the homescreen to print it.

Important.
This must be done before the next transaction takes place.

MOTO

1. Press the [key icon] key, and then select **MAILORDER**, then choose **SALE**.

2. Key in the customer's card number and press **Confirm**.

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

4. 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 **Confirm** after each entry.

5. (You can press the **Confirm** key without entering anything to bypass the check when appropriate.)

6. Enter the transaction amount and press **Confirm**.

7. The terminal connects to Rapyd for authorisation and will prompt you to choose "Decline" or "Accept".

8. The result of the CSC/AVS check is displayed, and the two receipts are printed.

REFUNDING A SALE

Chip & PIN

1. From the idle screen, press [key icon] key, and then select **REFUND**.

2. Enter the Supervisor password and press **Enter** to confirm.

3. Insert The Customer's Card, face up, chip forward.

4. Enter the refund amount and press **Confirm**.

5. The terminal connects to Rapyd for authorisation.

6. When the refund is authorised, "**REFUND ACCEPTED**" is displayed.

7. A merchant copy of the receipt is printed.

8. Ask The Customer To Sign This Receipt.

9. Remove The Card.

10. Check the signature on the receipt with the one on the card. If the signature is valid then choose "**YES**", otherwise choose "**NO**".

11. The Customer Receipt Is Then Printed.

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END OF DAY REPORTS

Press the ⬚ key twice, and then select **REPORTS**.

Key in the Supervisor password and press **Confirm**.

The following reports are available:

→ **END OF DAY**: This prints both the "Z REPORT" and the "BANKING" report.

Important.
This **MUST** be done at the end of each trading day.

→ **BANKING**: reports the total value of processed transactions, and that the totals have been confirmed by the acquirer.

→ **X REPORT**: a running total of all transactions, without resetting any totals. It can be used to check against individual receipts and the BANKING report.

→ **Z REPORT**: a total of transactions taken during a trading period. The Z report will also reset the totals. This can be useful if, for example, you run a breakfast service and a lunch service, and you wish to total each trading period separately.

FINDING OUT MORE

If you want to know more about how to use any of our products, go online help to https://rapyd.net.

CONTACTING RAPYD

If you have general queries, contact **Customer Support**, on 0808 204 0349. For Republic of Ireland customers, it's +44 808 204 0349

To talk to **Technical Support**, call 0808 204 0347. If you are in the Republic of Ireland, call 01653 3901.

If you would like to speak to one of the **Sales** team, call 0808 204 0343.