countertop

Quick set-up guide and fast facts guide

payment acceptance

barclaycard

welcome

Inside this box you will find everything you need to set up your Countertop terminal.

Contents

- Countertop terminal.
- Combined reader.
- Power supply unit, specially designed for this terminal and should not be used with any other equipment.
- Phone cable and splitter.
- Supervisor and training cards.
- Card reader, thermal printer head/terminal cleaners and paper roll.
- User guide.

Connecting your equipment

IMPORTANT: Do not switch on the power at the mains until you have followed the simple steps below.

1. Check that your combined reader has been pre-connected to your Countertop terminal. **If unconnected, please contact Customer Services.**
2. Connect the power cable (which is already connected to the terminal) to the power supply unit and then to the plug, both of which are in the box.
3. Put the plug into your power source.
4. Plug the pre-connected telephone cable into your telephone wall socket.
5. Place the terminal in a clear area where the display can be read and the keypad and card swipe are easily accessible for your customers.

If you experience any problems during the installation process, please contact Customer Services on **0844 811 6666**.*

Please be near the terminal when you call and have the following ready:

- your Merchant Number as shown on your welcome letter or on the plate of your manual imprinter (if the terminal is installed this is shown on your terminal display). You can keep a record of it here:

- your Terminal Supervisor card.

how to install your Countertop terminal

This should take about 5-10 minutes.

Before you start, please make sure you have your **Merchant Number** to hand. You'll find it on your welcome letter or on the plate on your manual imprinter.

1. Once your terminal is powered up it will display "Terminal Installation. Plug in Phone Line". Make sure your phone cable is securely plugged into your phone line and press the green ENTER button

10:13
15/09/2009

Terminal Installation
Plug in Phone Line
And then press ENTER

2. Your terminal will prompt "Dial Prefix Required?"

Option 1: If your terminal is connected via a direct line, select NO by pressing the yellow CLEAR button.

Option 2: If your terminal is connected to a switchboard/PABX, select YES by pressing the green ENTER button. If you selected this option, key in the number used to obtain an outside line (this is usually a 9) followed by the green ENTER button.

10:13
15/09/2009

Dial Prefix Required?
Enter = Yes Clear = No

3. Your terminal will prompt "Does the Tel. Line have Call Waiting or 1571?" If your telephone line has either of these services, press the green ENTER button. If not, press the yellow CLEAR button.

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Does the Tel. Line have
Call Waiting or 1571?
Enter = Yes Clear = No

4. Key in your Merchant Number and press the green ENTER button.

10:13
15/09/2009

Terminal Installation
Key In Merchant No.
And then press ENTER

5. Your terminal will now Dial GEMS and display various messages.

10:13
15/09/2009

CONNECTION DIALLING

6. Your terminal will now contact the card companies for each of the card types your terminal will accept and will print a receipt to confirm card acceptance.

10:13
15/09/2009

Terminal Installation
Connecting to
<Acquirer name>
Please Wait.....

7. Your terminal will then contact GEMS again and the following message will be displayed: "Hardware Serial Validation Required press Enter". Press ENTER to continue.

8. Your terminal will then dial GEMS again to complete the terminal installation.

9. Your terminal will now display the READY prompt. It is now ready for you to use.

10. The terminal and combined reader will display the Barclaycard logo. The indicator on the top of the combined reader will flash approximately every 5 seconds.

10:13
15/09/2009

READY
MERCHANT NUMBER:
<Your Merchant No>

your quick guide to the different ways of using Countertop

Chip & PIN transactions

- At the READY prompt, key in the amount and press the green ENTER button.
- Cardholder inserts chip card into the combined reader.
- The cardholder should enter their PIN number into the combined reader and confirm by pressing the green ENTER button.
- The cardholder should NOT remove the card until prompted to do so or the transaction will be void.

Follow the terminal prompts to complete the transaction.

Mail order/Telephone order

- Press MENU.
- Select the transaction type and press the green ENTER button.
- Key in amount and press the green ENTER button.
- Key in the customer's card number and press the green ENTER button.
- Key in expiry date and press the green ENTER button.

Follow the terminal prompts to complete the transaction.

Chip & Signature transactions

- At the READY prompt, key in the amount and press the green ENTER button.
- Insert cardholder's chip card into the card reader.
- When prompted, tear off the merchant receipt and obtain cardholder signature.
- Remove the customer card from the card reader and check signature.

Follow the terminal prompts to complete the transaction.

Contactless transactions

Contactless transactions are currently allowed only for sales up to £15.

- At the READY prompt, key in the amount and press the green ENTER button.
- The cardholder should hold their card against the contactless symbol showing on the Combined reader display (within 4cm).
- The terminal will "BLEEP" to acknowledge the transaction and the row of LED lights will flash.

If the card is removed too quickly a message will appear on the display and the cardholder will be asked to present the card again.

The terminal will only print a merchant receipt. Press menu if a cardholder copy is required.

Follow the terminal prompts to complete the transaction.

To print a cardholder receipt, at the READY prompt press the ·,· key and a customer receipt will be printed. Press ENTER to return to the READY prompt.

Banking

Banking must be carried out at the end of each business day. Just follow these simple steps.

- At the READY prompt, press MENU button until the system menu is displayed.
- Use the arrow button to select the Totals option and when highlighted, press the green ENTER button to select.
- The End Of Day Banking option will now be highlighted. Press the green ENTER button.
- Swipe the Supervisor card.
- The terminal will display "End Of Day Banking ?" Press the green ENTER button to select.
- The terminal will now give you two options. The first is the option to bank all by pressing the green ENTER button. The second option is to bank by each acquirer separately by pressing the yellow CLEAR button. If you choose to bank by each acquirer you will need to select Yes or No as required. Just press either the green ENTER or the yellow CLEAR button at each prompt.
- Your terminal may now dial out.
- Your terminal will now print an End Of Day Banking report for your records.

How to print a transaction log

To help with reconciliation or to confirm the status of a transaction, a log of the last 100 transactions can be produced. Here's how.

- At the READY prompt, press the MENU button until the system menu is displayed.
- Using the arrow button, highlight the Select Function option and then press the green ENTER button.
- The terminal will prompt you to enter a function code. Key in 16 and then press the green ENTER button.
- Swipe the Supervisor card through the terminal.
- The terminal will now display an acquirer. If you wish to print a transaction log for this acquirer press the green ENTER button; if not press the yellow CLEAR button and the next acquirer will be displayed.
- Once you have selected an acquirer, the terminal will print a report detailing the last 20 transactions. If there are more transactions the terminal will display the CONTINUE prompt. If you want to continue press the green ENTER button again and the terminal will print the next 20 transactions. (The CONTINUE prompt may be displayed up to 4 times to produce a log of the last 100 transactions).
- The terminal will now provide you with the option to print a transaction log for another acquirer. Repeat the above steps as required.
- The terminal will automatically return to the READY prompt.

Problems with the installation of Countertop

TERMINAL DISPLAY PROMPT	POSSIBLE CAUSES	WHAT TO DO
Contacting GEMS Line Disconnected Check Telephone Line Press Clear to Redial	The telephone cable is not plugged into the socket.	Connect the telephone cable and then press the yellow CLEAR button to continue. If the problems persist, connect your telephone to the socket and check whether it has a dialling tone. If there is no tone then the fault might be with your socket and not the terminal.
Installation Failed Restart Install? Enter = YES Clear = NO Key in Function Code and then press ENTER	There has been a problem with the installation of your terminal.	Press the green ENTER button to select YES and restart the installation process. After three attempts the terminal will prompt you to contact the Helpdesk. Do not select NO as this will ask for a function code – this should only be used under direction of the Helpdesk.

Common prompts and troubleshooting

TERMINAL DISPLAY PROMPT	POSSIBLE CAUSE/ACTION	WHAT TO DO
CALL AUTH CENTRE	Assistance required.	**Call the Authorisation Centre on the number displayed by the terminal.** Once you have spoken to the Authorisation Centre, press the green ENTER button and follow the prompts dislayed by the terminal.
CALL HELPDESK	Assistance required.	Please contact your Helpdesk on the number displayed by the terminal.
FAULTY CARD	The card is not inserted into the PIN pad or has been swiped incorrectly.	Insert or swipe the card again. If the problem persists, press the green ENTER button and key the card details (please refer to the relevant section of the User guide).
NOT AUTHORISED	The card issuer has declined to authorise the transaction	Ask the customer to pay by some other means and press the yellow CLEAR button.
REFERRAL B	Assistance required.	Call the Authorisation Centre on the number displayed by the terminal. When your call is answered please quote Referral B.
LINE IN USE	The terminal cannot detect a dial tone.	Another piece of equipment that shares the telephone line may be in use e.g. fax machine. Check that the terminal is plugged into the telephone line. Check there is a dial tone on the telephone line.
ROUTINE CHECK. INSERT OR SWIPE (as seen on the terminal display)	Occasionally the card will require an additional routine security check.	Process the card as a Chip and PIN transaction.

This document is available in large print, Braille and audio by calling **0844 811 6666**.*

*Calls may be monitored or recorded to maintain high levels of security and quality of service. For BT business customers, calls to 0844 811 will cost no more than 5p per minute, minimum call charge 5.9p (current at February 2010). The price on non-BT phone lines may be different.

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