



# Read me first

## Portable card machine

Quick start guide

# Welcome to the world of payments



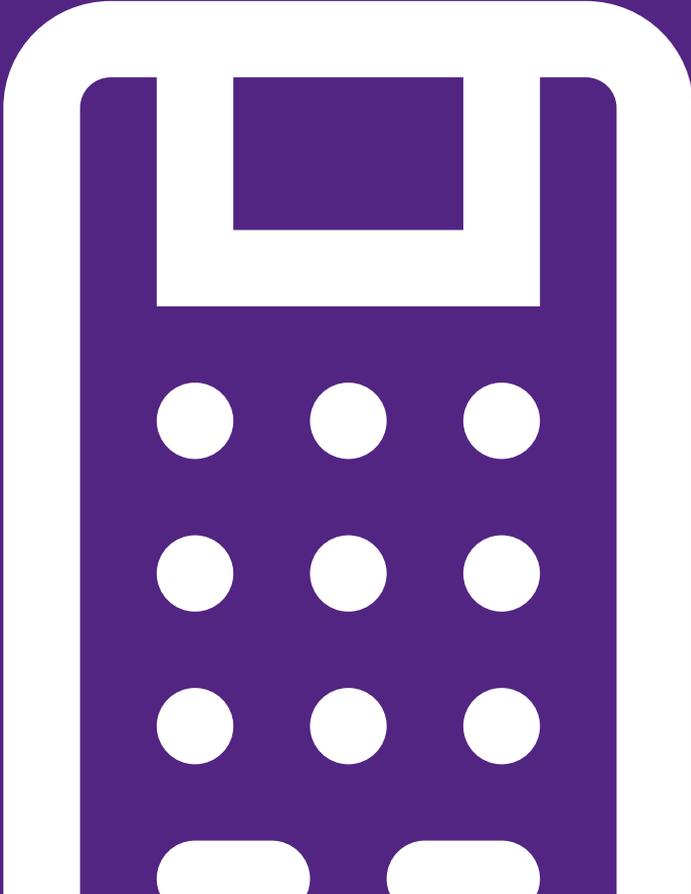
A black zippered bag is open on the left, showing some items inside. To the right is a black jewelry tray containing several gold and silver rings. The background is a wooden surface.

## **What you need to do in 3 simple steps**

- 1. Connect your equipment**
- 2. Set up your card machine**
- 3. Check it's working**

Connect your  
equipment

1



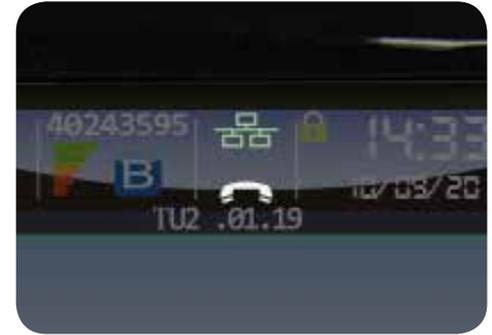
# Connect your equipment

## Everything you need to get set up

- 1 Your base unit
- 2 Your card machine
- 3 Your card pack containing:
  - 3a 2 supervisor cards
  - 3b A PIN training card
- 4 A power lead
- 5 A pink ethernet cable to use if you want a faster broadband connection
- 6 A black telephone cable if you would prefer a standard phone line connection



## Icons shown when your card machine is turned on



### Battery icon



The battery icon on the screen will let you know when your card machine has reached a full charge.

Make sure you have charged the card machine fully before you begin, it could take up to 2 hours.

### Signal information icons



The signal icon represents the strength of the bluetooth signal. The more bars shown, the better the signal strength.



This shows whether the handset is connected to the base. It will be red to start with, and turn blue when it's connected.

### Connection icons



This symbol shows that your card machine is connected using a broadband connection.



This symbol shows there's a phone line connection. If the symbol is a raised receiver then your card machine is trying to dial out.

# Connect your equipment



or



**1** You may choose to connect your card machine through either your broadband or telephone line. We'd recommend a broadband connection if you have one, as it's much quicker.

## Broadband



If you can connect through your broadband then it's the pink ethernet cable.

## Telephone line



Or alternatively if you choose to connect through your telephone line then it's the black telephone cable.

To set up with  
broadband follow:



To set up with a  
phone line follow:





To make life easier for you, we've included both cables already attached to the base unit, so feel free to remove the cable you don't need.



 To use a **broadband connection** leave the pink ethernet cable attached.

You can remove the phone cable but if you keep it connected to your phone line, then should your broadband go down, the card machine will attempt to connect via the phone line after 3 failed transaction attempts.



 Or to use a **telephone line connection** you can remove the pink ethernet cable and leave the black telephone cable attached.

To remove the black telephone cable, turn the base unit over and remove the cover.

You'll then be able to unplug the telephone cable.

# Connect your equipment



**2** Connect the round power lead to the base unit.



**3** Plug into the mains and make sure the power is on at the wall.



**4** Place your card machine on the base unit. You should see your card machine power up.



You'll need to allow up to 2 hours before completing the set-up, as you'll need to make sure your card machine is fully charged before installing it.

The battery icon on the screen will let you know when it's reached a full charge.



**5** A message saying 'place handset on a base with a telephone line and press enter' will be shown.

This is just a reminder in case you haven't done it already.

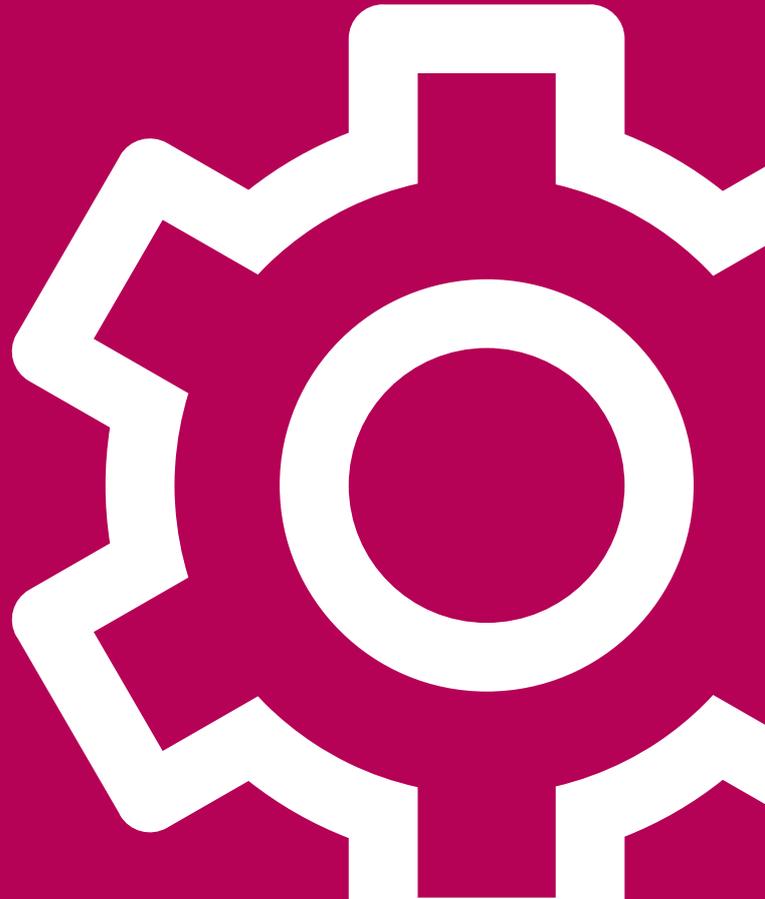
If you're happy that your card machine is on the base unit then press the  button to carry on.



**6** Your new card machine will automatically attempt to assign itself to the base unit. Once complete it will say 'base assignment successful' and the  on your card machine will turn blue.

Set up your card  
machine

2



# Set up your card machine

1 By now you should have everything plugged into the base unit and your card machine should be showing a **'connection method' menu**.

If you make a mistake or want to start the install again, press the red cancel button twice to go back to step 1.

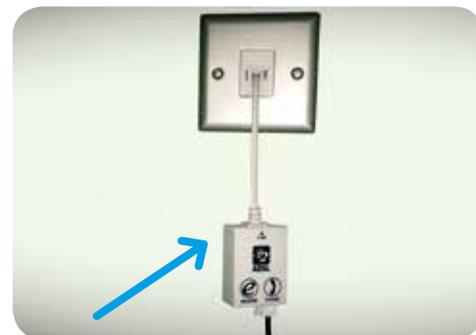


Use the arrow button to highlight either:

 **'Telephone (PPP)'** if you're using your phone line to connect (black telephone cable).

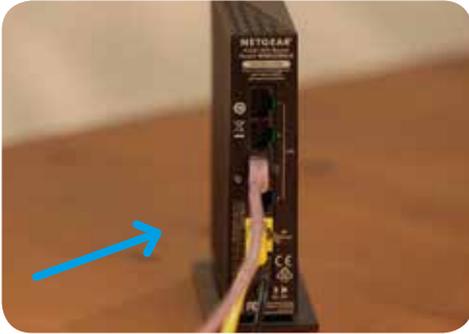
 **'Local Network'** if you're using your broadband to connect (pink ethernet cable).

Press the  button to select.



 If you chose **'Telephone (PPP)'** your card machine will display the message 'card machine installation, plug in phone line'. You can then plug your black phone line into the telephone wall socket.

An ADSL filter is needed if you have broadband on the premises. Your broadband supplier should have provided one.



 Or, if you chose **'Local Network'**, your card machine will display the message 'card machine installation. Plug in network cable'. You can then plug your pink ethernet cable into your broadband router or network point.

**2** Now that you have plugged in the relevant cable press the  button to move on.

 If you're connecting with a **broadband connection** then you can now skip ahead to **page 18**.

## Additional steps for telephone set-up

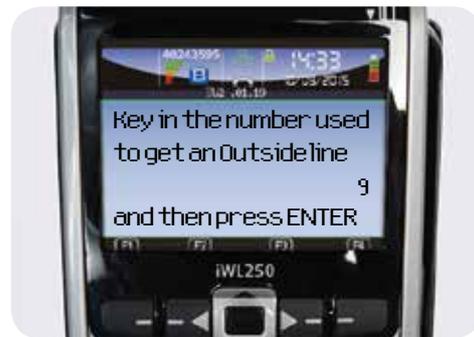


**3** Your card machine will ask whether you need to enter a dial prefix to get an outside line.



**3a** If you do dial a number to get an outside line, then press the  button for yes.

If you don't have a dial prefix press the  button and go to step 4.

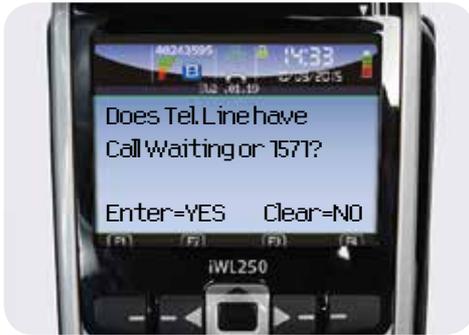


**3b** You can then input the number using the number pad.

Press the  button once more to confirm and move on.

A dial prefix is used if you have a switchboard or a PABX. You usually need to dial '9' to get an outside line before dialing the main phone number.

If you're not sure, try dialing an outside line to check.



**4** Your card machine will then ask if you have call waiting, or a 1571 answer message service set up on the telephone line.

**4a** Press the  button for yes. If you don't, it's the  button for no.

Call waiting or 1571 are provided on your telephone line by your phone provider. Call waiting tells you when other callers are trying to get through. 1571 allows your callers to leave a message.

The 1571 service interferes with the card machine connection when there are messages waiting. You'll need to delete your messages regularly. You may want to ask your phone provider to remove the service entirely.

Don't worry if you don't have these services (or you're not sure). Just press the yellow clear button to move on.

# Set up your card machine



**5** You now need your 7-digit merchant number.

This can be found on the blue sticker on the side of your card machine.



**6** Your card machine will ask you to key in your merchant number.

Input the number using the number pad and press the  button to confirm and move on.



**7** You'll now need to leave your card machine to complete the set-up process.

**This normally takes around**

 **5-10 mins**

During the set-up process it's normal for your card machine to shut down and then restart. The screen may also become darker if it goes to sleep. Press any key to wake it up.



**8** Your card machine will ask for the date and time to be entered. Check that the date is correct and make changes if needed, then press the  button to confirm. Repeat these steps to set up the time.



**9** Just before your card machine has finished it will print a receipt. This will list all of the card types that you'll be able to accept.

If any card types are missing, or if the receipt shows 'card types not accepted' then you can contact our team on 0844 811 6666\* to help fix the problem.



**10** When the set-up process is finished your card machine will display 'ready' as well as your 7-digit merchant number.

Check it's working

3



# Check it's working



By now everything should be plugged in and ready to go and your card machine should be showing a 'ready' screen.

**Let's do a quick test transaction to make sure we can take payments.**

**1** You'll need your **PIN training card** and the 4-digit **test PIN shown on the card**.

This can be found in the **card pack** included in the box.



**2** Now let's test a sale of a £1.00 item.

Input 1.00 and press the

 button.



3 Your card machine will now ask for the card to be presented/inserted.



4 Push the PIN training card into your card machine.



5 When prompted, enter the test PIN on the card and press the  button.

# Check it's working



6 Your card machine will now contact Barclaycard and you'll get a message saying '**sale not authorised**'. This is okay as it's just a test transaction.

When you're ready, press the  button to carry on.



7 Your card machine will print a **customer copy** of the receipt.

Tear this off and press the



button.



8 Remove the card.



9 Your card machine will print a **merchant copy** of the receipt.

Tear this off and press the



button.



**Everything is now installed perfectly and you're ready to start accepting payments.**

# Problems with installation?

Card machine display prompt	Possible causes	What to do
Contacting GEMS line Disconnected Check Telephone Line Press Clear to Redial	The telephone cable isn't plugged in to the socket	Connect the telephone cable and then press the clear button to continue.  If the problem persists, connect your telephone cable to the socket and check whether it has a dial tone. If there's no dial tone then the fault might be with your socket and not your card machine.
Installation Failed Restart Install?  Enter=Yes   Clear=No	There has been a problem with the installation of your card machine	Press the enter button to select 'yes' and restart the installation process. After three attempts your card machine will prompt you to contact the help desk.  Don't select 'no' as this will ask you for a function code – only do this if asked to while on the phone with our help desk.

## Need more help?

Visit [barclaycard.co.uk/mypdq](https://barclaycard.co.uk/mypdq) for helpful advice and videos on setting up your card machine.

Or alternatively you can contact customer services on 0844 811 6666\*.

# » Next step



## Find out about using your card machine

Get ready to start trading. Learn how to do everything your card machine can do including: making sure your money gets to the bank, keeping your business safe, taking payments and troubleshooting.

**Available in large print, Braille and audio format by calling 0844 811 6666\*.**  
We also offer a Next Generation Text or SignVideo service. For more information visit  
[barclaycard.co.uk/accessibility](http://barclaycard.co.uk/accessibility)

**\* Call charges apply**

Numbers beginning with 0844 or 0845 (for BT business customers only) calls will cost no more than 5.5p per minute, minimum call charge 6p (current at November 2015). (The price on non-BT phone lines may be different). Calls may be monitored and/or recorded.

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