

» Read me first

Fixed card machine
Quick start guide

**Welcome to the
world of payments**



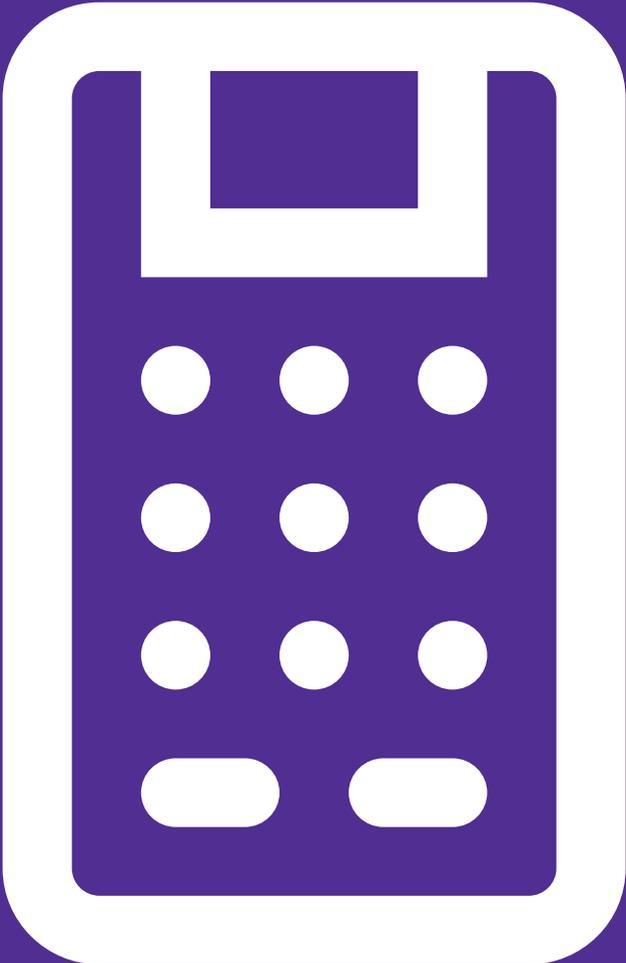
A black leather wallet with a zipper is open, showing some papers inside. To its right is a black jewelry box with several compartments, each containing a ring. The jewelry box has the brand name 'jorqi' written on it. The items are resting on a wooden surface.

What you need to do in three simple steps

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

Connect your equipment





Connect your equipment

Everything you need to get set up

- 1 Your card machine
- 2 Your customer PIN pad (optional)
- 3 A power supply cable
- 4 Your card pack containing:
 - 4a Two supervisor cards
 - 4b A PIN training card
- 5 A black junction box
- 6 A pink ethernet cable to use if you want a faster broadband connection
- 7 A black telephone cable if you would prefer a standard phone line connection



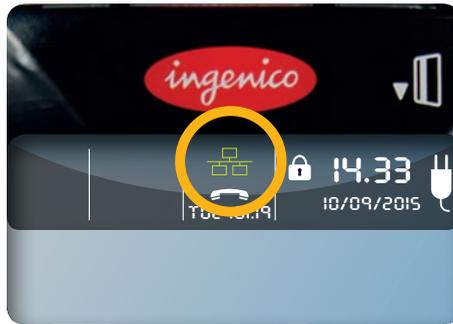
Icons shown when your card machine is turned on



Plug icon



The plug icon shows that your card machine has power from the mains.



Connection icon



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

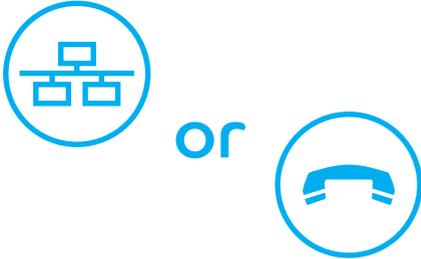


Phone connection icon

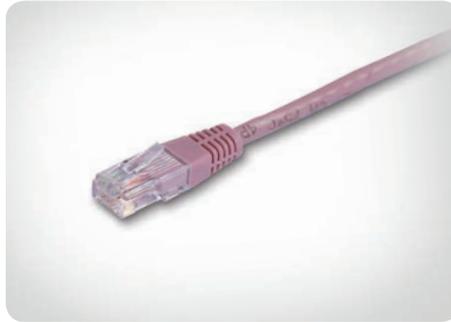


This symbol shows there's a phone line connection. If the symbol is a raised receiver then your card machine is trying to dial out.

Connect your equipment



- 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.



Follow this to set up with broadband.



Follow this to set up with a phone line.



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



To use a **broadband connection** leave the pink ethernet cable attached to the port marked with 

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 three 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 the port marked with a 

Connect your equipment



1 If you chose to have a separate customer PIN pad then check that it's already connected to your card machine.



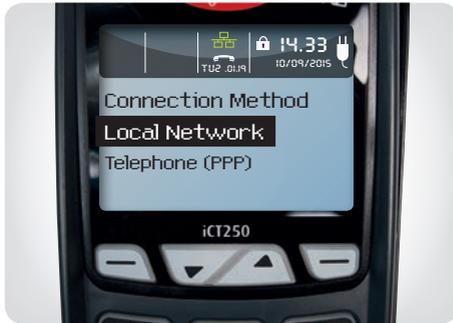
2 The black junction box will already be attached to your card machine by a spiral cable. In the junction box you will see a round hole marked with a power symbol ⚡, which you should plug the power supply cable into.



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

If your card machine and PIN pad aren't connected to each other by a PIN pad cable, turn over your new card machine (remove the back cover) and plug the smaller USB connection of your PIN Pad Cable into the port marked "USB Host".

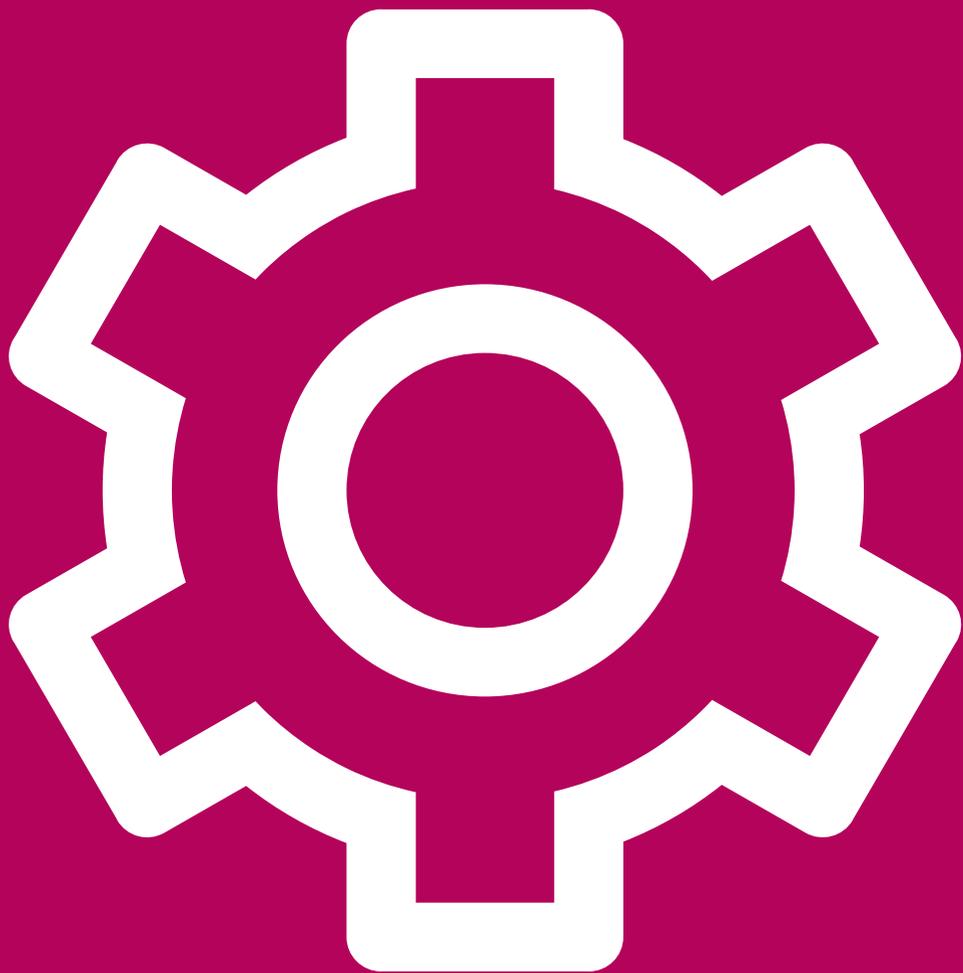
Plug the other (bigger) end of the cable into the HDMI connection in the back of your customer PIN pad.



- 4 Your card machine will now beep and power on. You're ready to set it up.

Set up your card machine

2



Set up your card machine

- 1 By now you should have everything plugged in and your card machine should be showing a **'connection method' menu**.



Use the arrow button to highlight either:

-  **'Telephone (PPP)'** if you're using your phone cable to connect (black telephone cable).
-  **'Local Network'** if you're using your broadband to connect (pink ethernet cable).

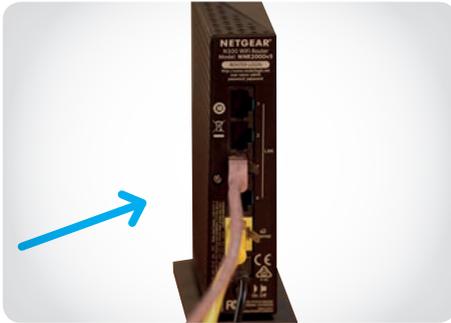
Press the  button to select.



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

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

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.



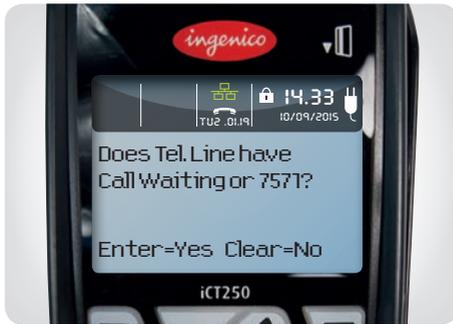
- 3a** If you do dial a number to get an outside line, then press the  button for yes.

If you don't have a dial prefix (or you're not sure) 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 dialling an outside line using a phone 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 or you're not sure, 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.

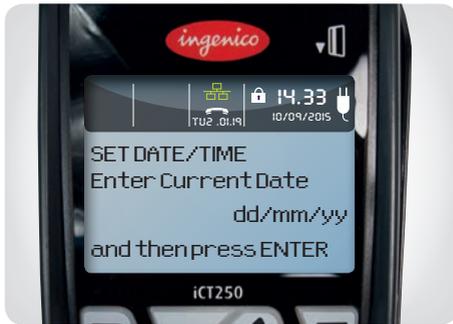


- 7 You'll now need to leave your card machine to complete the set-up process.

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 **ENTER** 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 If you chose to have a separate PIN pad then your card machine will show 'Hardware Serial Validation Required'. Press **ENTER** to set up the PIN pad.

When the set-up process is finished your card machine will display 'ready' as well as your 7-digit merchant number. If you have one, the PIN pad will display 'Barclaycard Payment Acceptance' after installation is completed.

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 **ENTER** 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, or your customer PIN pad if you chose to have one.



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



- 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  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  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 for helpful advice and videos on setting up your card machine.

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*

*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 January 2016). (The price on non-BT phone lines may be different). Calls may be monitored and/or recorded.

Barclaycard is a trading name of Barclays Bank PLC. Barclays Bank PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number: 122702). Registered in England No. 1026167. Registered Office: 1 Churchill Place, London E14 5HP. Barclays Bank PLC subscribes to the Lending Code which is monitored and enforced by the Lending Standards Board.