



# » Read me first

**Mobile card machine**  
Quick start guide

# Welcome to the world of payments



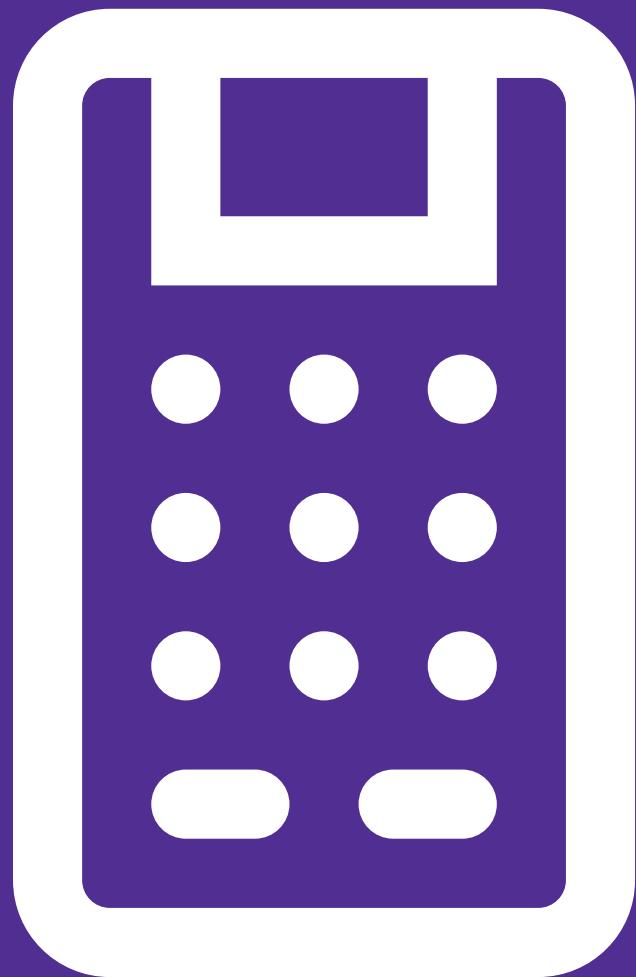
The background of the slide features a dark wooden surface. On the left, a black leather wallet with a metal zipper is partially open, showing some cards. On the right, there is a black ring display case with a clear plastic front containing several gold-colored rings. The brand name "jāngi" is visible on the front of the display case.

## 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

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 supervisor card, and

3b a PIN training card

4 A power lead



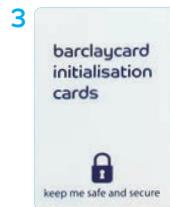
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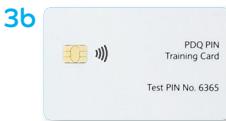
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3



3a



3b

# Icons shown when your card machine is turned on



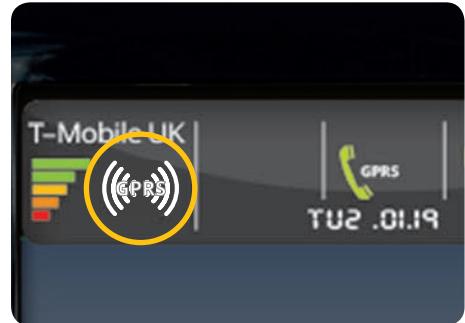
## Battery icon

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



## Signal information icons

 The signal icon represents the strength of the GPRS signal. More bars show better signal strength. If the signal is very poor then your card machine may not be able to take transactions.



## Connection icons

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

Make sure you're charged the terminal fully before you begin, it could take up to 2 hours.

## Connect your equipment



1 Connect the round power lead to the base unit.



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



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

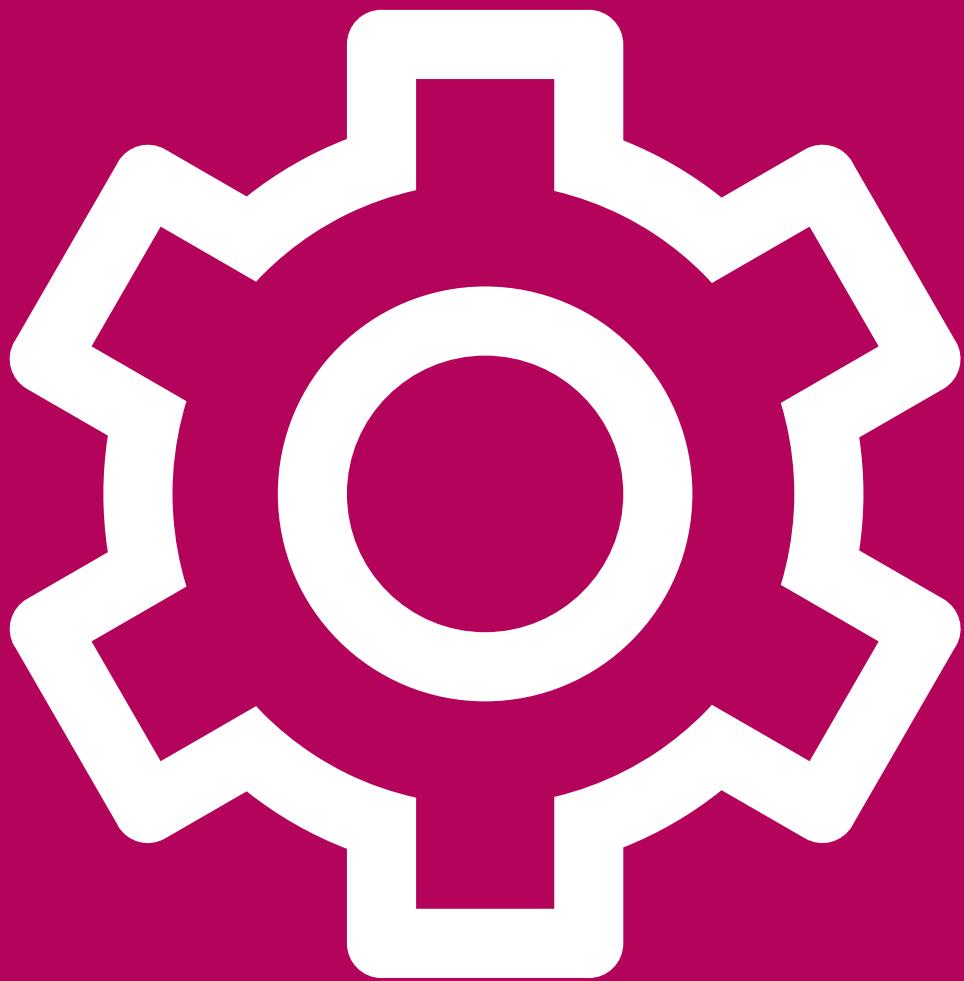


You'll need to allow up to 2 hours before completing the set-up, as you'll need to make sure your card machine is fully charged before installing it.

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

# Set up your card machine





# Set up your card machine



- 1 You now need your 7-digit merchant number.

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



- 2 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.



- 3 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.



4 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.

5 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.

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

If any card types are missing, or if the receipt shows 'card types not accepted' then you can contact our team on **0844 822 2011\*** to help fix the problem.

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 **ENTER** 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  
card payments.**

# 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.

# Problems with installation?

Card machine display prompt	Possible causes	What to do
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](http://barclaycard.co.uk/mypdq) for helpful advice and videos on setting up your card machine.

Alternatively you can contact customer services on **0844 822 2011\***.

For help installing your card machine, please visit [barclaycard.co.uk/mypdq](http://barclaycard.co.uk/mypdq) or call 0844 822 2044\*

**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.

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