



# Mobile installation guide

Quick-start guide



It's easy to set up

See how quick and easy installation  
can be with our videos at  
[barclaycard.co.uk/cardmachinehelp](https://barclaycard.co.uk/cardmachinehelp)



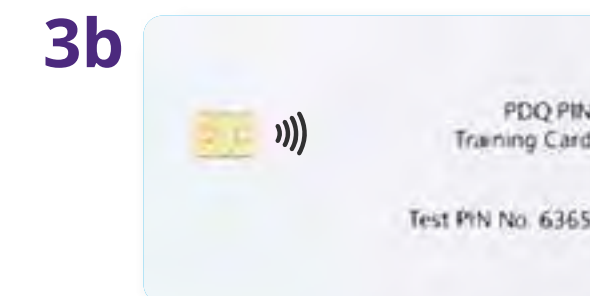
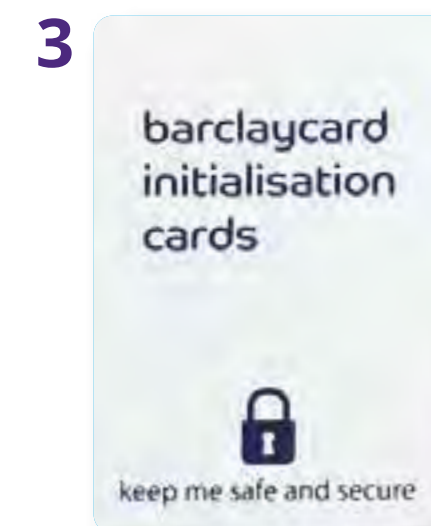
# Welcome to the world of payments

## What you need to do in three simple steps

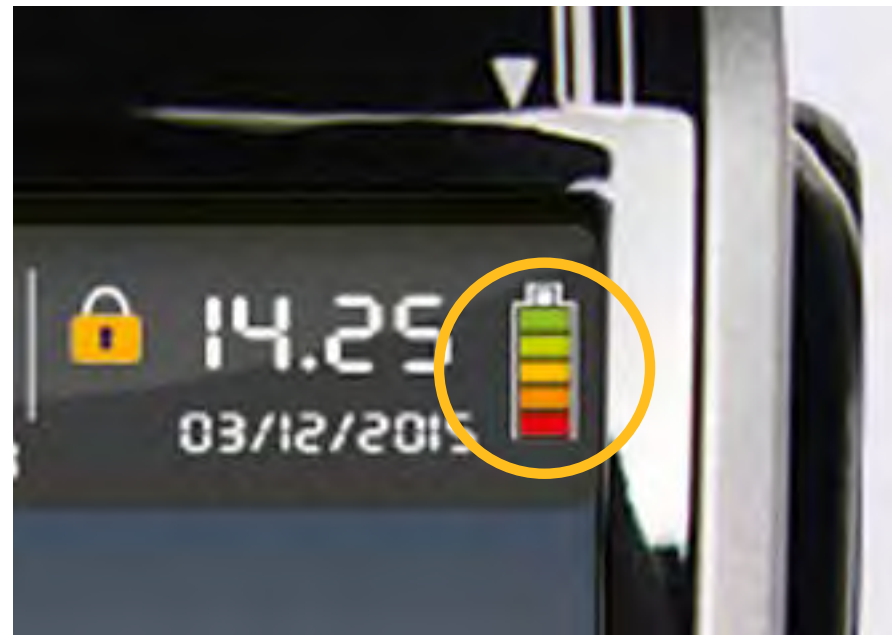
- 1 Connect your equipment
- 2 Set up your card machine
- 3 Check it's working

## Everything you need to get set up


- 1 Your base unit
- 2 Your card machine
- 3 Your card pack containing:
  - 3a A supervisor card (if applicable)
  - 3b A PIN training card
- 4 A power lead



## 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 icon

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



### Connection icon

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

## Charging your card machine



**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.



**Before you set up your equipment, you'll need to fully charge your card machine. This can take up to two hours.**

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

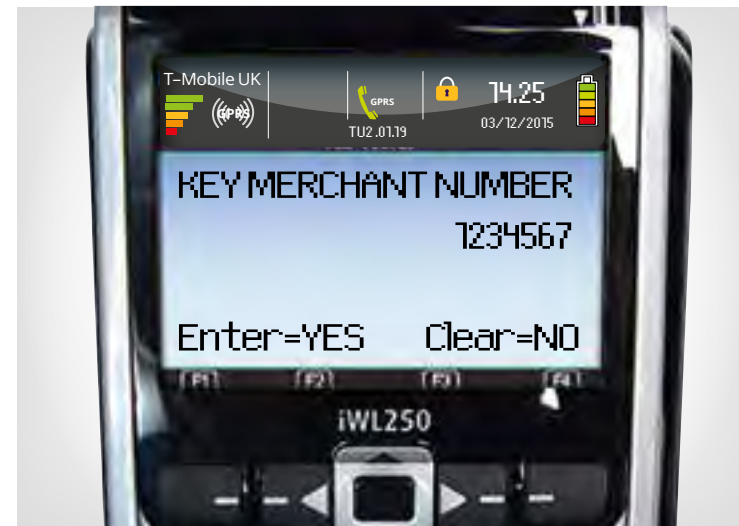


## Setting up your card machine




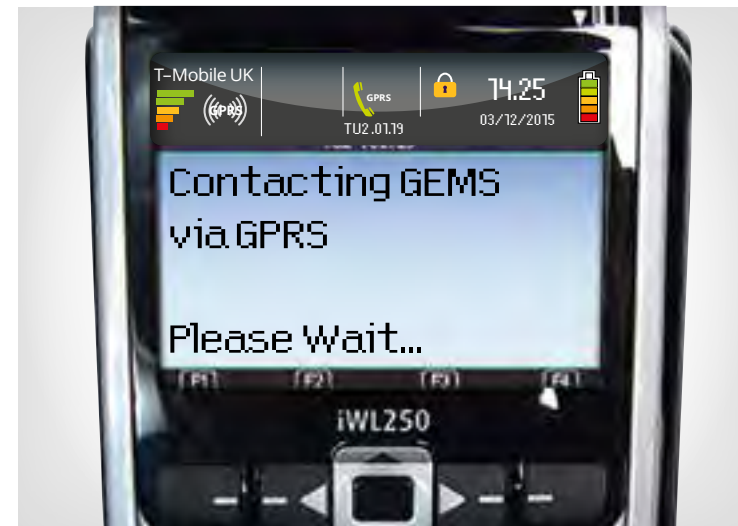
- 1** You now need your seven-digit merchant number.

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 setup process.

**This normally takes around**

 5 – 10 mins

During the setup 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 setup 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 setup process is finished, your card machine will display 'ready' as well as your seven-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 [0800 161 5342](tel:08001615342)\* if your business takes payments inside of the UK through Barclaycard Payment Solutions to help fix the problem.

## 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 you can take payments.**



- 1** You'll need your **PIN training card** and the four-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 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.



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




## Check it's working

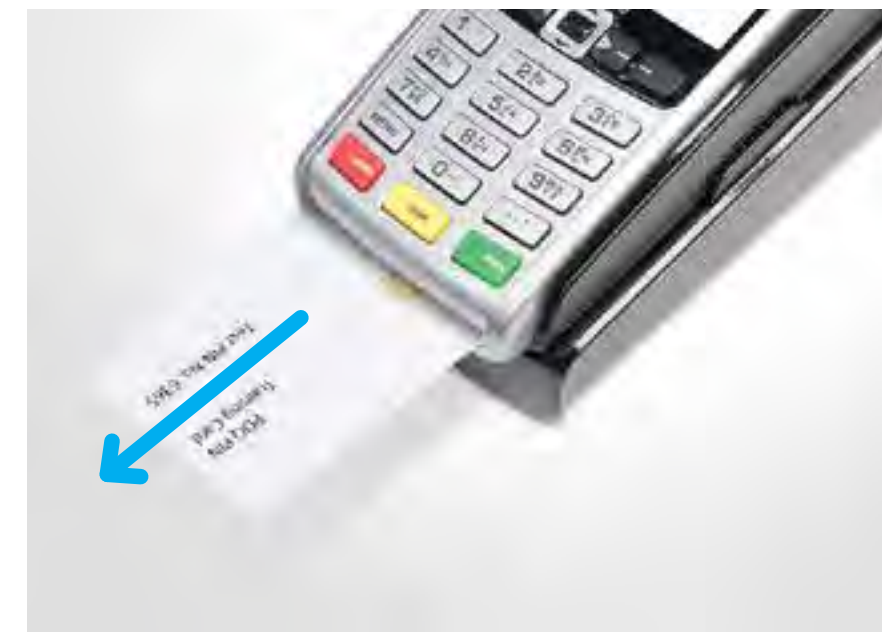


- 6 Your card machine will now contact Barclaycard and you'll get a message saying '**sale not authorised**'. This is okay as it's just a test transaction.

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 and you're ready to start accepting card payments.**




## 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 helpdesk.  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 helpdesk.





# Need more help?



Visit [barclaycard.co.uk/cardmachinehelp](https://barclaycard.co.uk/cardmachinehelp)



Or just call us on [0800 161 5342](tel:08001615342)\* if your business takes payments inside the UK through Barclaycard Payment Solutions

**Available in large print, Braille and audio format by calling [0800 161 5350](tel:08001615350)\*  
(Barclaycard Payment Solutions) / [1800 812700](tel:1800812700)\* (Barclaycard International Payments)**

\*Calls charges apply. Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Calls to 0818 are charged at local call rates please check with your network provider charges may be higher from mobile network providers. Calls to 1800 numbers are free from ROI landlines and personal mobiles otherwise call charges may apply. Calls may be monitored or recorded in order to maintain high levels of security and quality of service.

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