Portable card machine

Get ready to trade

barclaycard

Online support

For help installing your card machine, please visit barclaycard.co.uk/cardmachinehelp

Useful numbers

Customer services: 0800 161 5343*

Authorisation:
- 0800 151 2630* (if your business takes payments inside the UK through Barclaycard Payment Solutions)
- 0818 205272* (if your business takes payments in Ireland, or outside of the UK with Barclaycard International Payments)

Chargebacks: 0800 161 5341* (Barclaycard Payment Solutions) / 0818 205274* (Barclaycard International Payments)

American Express: 0800 032 7216*

Diners: 0845 850 0195*

Supplies for your card machine

Supplies for your mobile card machine, including till rolls and in-car chargers, can be purchased directly from our approved supplier, PDQ consumables.

Contact them by

Telephone: 01698 843866*

Web: pdqconsumables.com (to order online)

*Call charges apply. Calls to 0845 will cost no more than 7p per minute plus your phone company's access charge (current at September 2021). 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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Keeping your business safe

Taking card payments means that you'll be handling personal data from your customers, so you'll need to make sure that you keep their details secure. You may have heard about the Payment Card Industry Data Security Standard (PCI DSS), which helps to make sure that anyone handling card payments does so securely. We'll write to you again in three to four months with more information, but for now there are a few simple things you can do to help look after your business.

Keep your receipts locked away

Your card machine will print a 'merchant copy' receipt with a card number, which must be kept secure. You'll need to make sure you lock away all receipts and keep them somewhere safe.

Make sure you know who has your card machine at all times

Fraudsters can sometimes target card machines in order to gather card data. The easiest way to keep yourself safe is to make sure that you always know who has your card machine and what they're using it for. Fraudsters have occasionally posed as service engineers in order to get access to card machines, so please be vigilant and make sure that you always know where your card machine is and who has access to it. You should also make sure that you keep your supervisor cards and supervisor code safe.

Keep your imprinter safe

If you have a manual imprinter in your box as a back-up then lock this away somewhere safe, as it can also be used to take card payments.

If you'd like to know more about data security, please visit barclaycard.co.uk/pcidss

Receiving your money

At the end of each day you should do an ‘End of Day Banking’ process, as described on page 12. This will allow you to confirm that all of the payments you’ve taken have been submitted to us for settlement. The money will then be paid into your chosen bank account according to the schedule agreed when you signed up.

Need to know more?

For more information on this and other aspects of taking payments, please make sure you read our procedure guide, which you’ll find at barclaycard.co.uk/business/tips

Best practice

Battery maintenance

Your card machine handset contains a lithium ion battery that requires you to place the handset on the base unit for recharging. There’s no need to fully run down the battery in your card machine, as the battery has been designed to only recharge what is required. Recharging can take up to 16 hours.

Caring for your card machine

Please protect your card machine from exposure to liquid. Please use a thermal wipe to care for your card machine. These can be ordered by contacting our preferred supplier, PDQ consumables, on 01698 843866* or pdqconsumables.com

It’s important to keep your card machine connected at all times

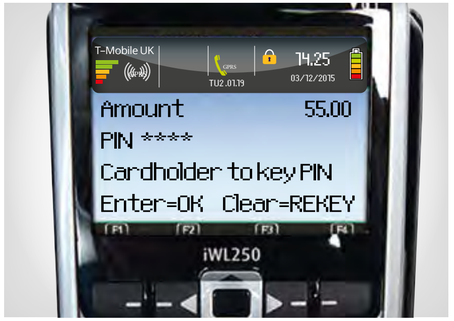
You need to keep your terminals switched on at all times (including night-time) as we sometimes use these periods to update important security changes. This will help keep your business secure and make sure your terminal stays compliant. It also means your card machines can continue to work and you’re able to trade as normal – so it’s important you do this.

Chip and PIN payments

1 At the ‘ready’ prompt, key in the amount.

Press the ENTER button.

2 Ask your customer to insert their card into the card reader.



3 Ask your customer to enter their PIN and confirm by pressing the ENTER button.

4 Your card machine will contact Barclaycard to request authorisation for the sale. If the sale does not go through, then it will display a warning message, otherwise it will continue to print the receipts.

5 Follow the instructions on screen and your card machine will print two receipts, one for you to give to your customer, labelled ‘customer copy’, and a second for you to keep for your records, labelled ‘merchant copy’.

If you have waiter features set up, then you’ll see ‘waiter ID’ on screen. Key in the relevant waiter ID before pressing enter. Learn about waiter features by clicking the ‘Waiters’ tab in the navigation bar.

If your card machine is set up to take gratuities (or tips) then it will offer your customer the chance to add one. They can decline by pressing the clear button or add a tip by pressing the enter button. They should then key in the amount and press the enter button to move on.

Contactless payments

1 At the ‘ready’ prompt, key in the amount.

Press the ENTER button.

2 The cardholder should hold their card or contactless payment device against the display screen showing the contactless symbol (within 4cm).

3 Your card machine will bleep to acknowledge the transaction and the row of LED lights will flash.

If the transaction has gone through the screen will show ‘approved’ and your card machine will print a receipt.

4 Your card machine will only print a merchant receipt.

Follow your card machine prompts to complete the transaction.

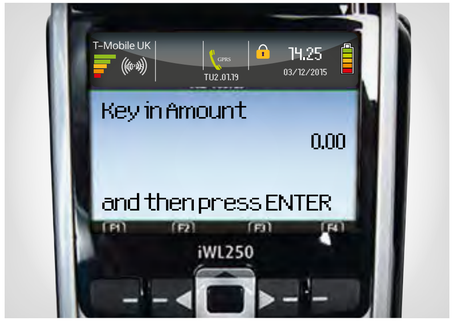
5 If the cardholder requests a receipt, at the ‘ready’ prompt press the ., button and a customer receipt will be printed.

Press the ENTER button to return to the ‘ready’ prompt.

If you make a mistake, press the yellow clear button and re-enter the correct amount.

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. Please check the receipt to confirm that the payment has been accepted.

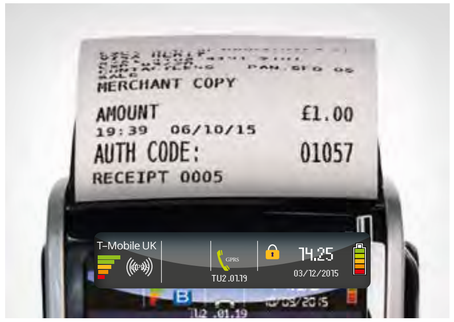
Chip and signature payments



1 At the ‘ready’ prompt, key in the amount.

Press the ENTER button.

2 Your card machine will prompt you to take a chip and signature payment if the card is set up to do so. Insert your customer’s card into your card machine.



3 When prompted, tear off the merchant receipt and obtain cardholder signature.

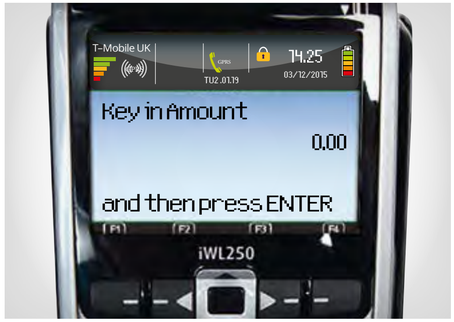
4 Remove the customer card from the card reader and check the signature.

If signatures don’t match, refuse the card and ask for a different form of payment.

5 Follow your card machine prompts to complete the transaction.

Chip and PIN or contactless should be used whenever possible, as they’re the most secure ways to take a payment, but some cards are set up to request a signature rather than a PIN during a transaction. This may happen on foreign-issued cards, or if the cardholder has a disability or other reason that they cannot use a PIN.

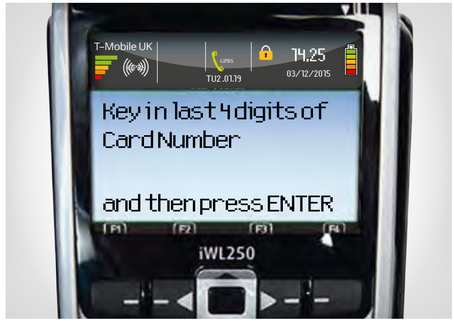
Magnetic stripe payments



1 At the ‘ready’ prompt, key in the amount.

Press the ENTER button.

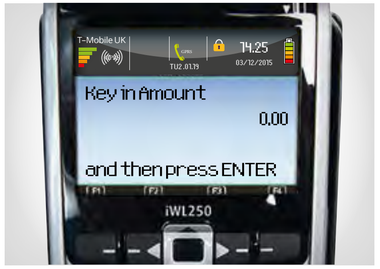
2 Swipe the customer’s card with the magnetic stripe inserted into and facing the card machine.



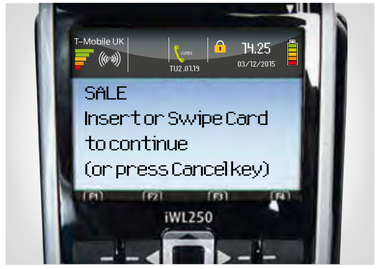
3 Follow your card machine prompts to complete the transaction.

Chip and PIN or contactless should be used whenever possible, as they’re the most secure ways to take a payment, but some cards don’t have a chip. These cards include some foreign-issued cards, notably many of those issued in the USA. These need to be put through as magnetic stripe payments.

Mail order and telephone payments



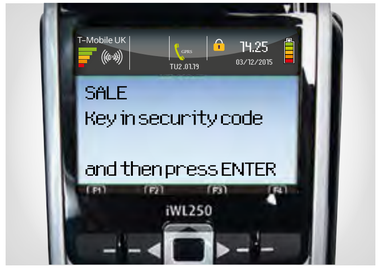
1 At the 'ready' prompt, key in the sale amount and press the ENTER button.



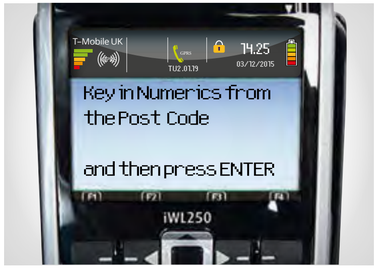
2 When the card machine asks you to 'Insert or Swipe Card', key in the long card number on the front of the card. (This is usually 16 digits). Then press the ENTER button.

3 Key in the card expiry date and then press the ENTER button.

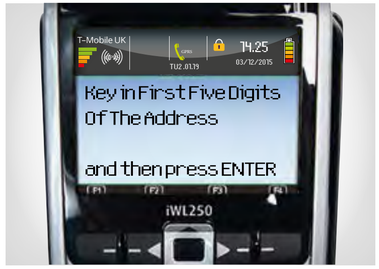
When the card machine asks 'is customer present?' press CLEAR as the customer isn't with you.



4 Key in the CV2 code (this is normally a three-digit number on the signature strip on the back of the card) then press the ENTER button.



5 Your card machine may ask you to check the customer's address by entering the postcode. Enter only the numbers, for example if your postcode is NN4 7SG then enter '47'. Press the ENTER button.



6 If prompted, enter up to five numbers from the first line of the address. For example, Flat 112a-112b would be '11211'. Press the ENTER button.

Your card machine will let you know if the sale is approved, and the sale will continue as it would for a standard Chip and PIN transaction.

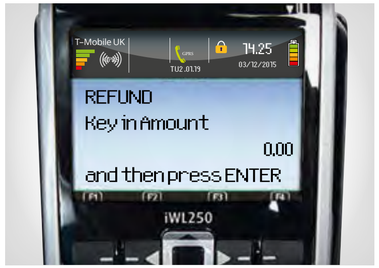
Taking payments when the customer isn't with you can increase the chances of a fraudulent transaction. Reduce the risks by reading the advice on barclaycard.co.uk/business/retrievals

If the payment is authorised then you know there are sufficient funds on the card. Your card machine will show you an 'auth code' and security message. The security message will let you know how much of the data that you've entered matches what was expected. It's your choice whether to accept the transaction or decline it if you aren't happy with the cardholder's identity.

Refunds

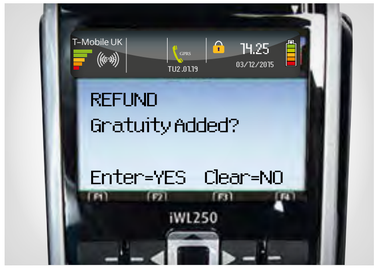
1 At the ‘ready’ prompt, press the MENU button.

Highlight ‘refund’ and press the ENTER button.



2 Key in the amount of refund, and then press the ENTER button.

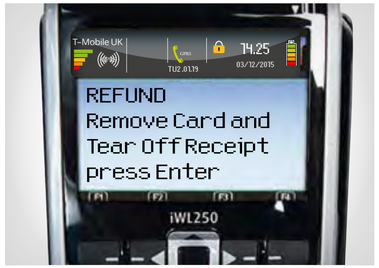
3 Swipe the customer’s card or insert it into your card machine. Your card machine will check the card.



4 Your card machine may ask if a gratuity has been added. If yes, press the ENTER button, key in the amount of gratuity and press the ENTER button.

If configured, key in the waiter ID from the original transaction and press the ENTER button. This is so the gratuity can be removed from the total amount shown separately on the receipt.

5 Swipe the supervisor card through your card machine or enter your supervisor code. The magnetic stripe on the card faces your card machine.



6 Your card machine will then connect to Barclaycard, process the refund and print a receipt.

Refunds should only be made onto the card used for the original purchase. Cash refunds should never be given on a credit card transaction, as fraudsters may use this as a way to get cash from a card. Refunding only part of the amount (for example if only one of several items is being returned) is fine.

If the transaction value is below the contactless limit, your card machine will give you the option to do a contactless refund.

End of day – banking your payments

End-of-day banking must be carried out after each day of trading to ensure that all the payments you've taken are submitted to us for processing. This is very important and helps us to ensure you receive the payments on time.

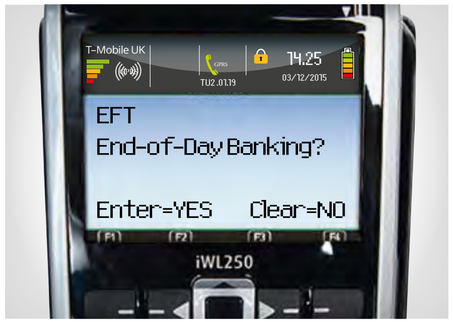
Just follow these simple steps:

1 At the 'ready' prompt, press the MENU button until the system menu is displayed.

Use the arrow button to highlight the 'totals' option and press the ENTER button. The 'end-of-day banking' option will now be highlighted. Press the ENTER button.

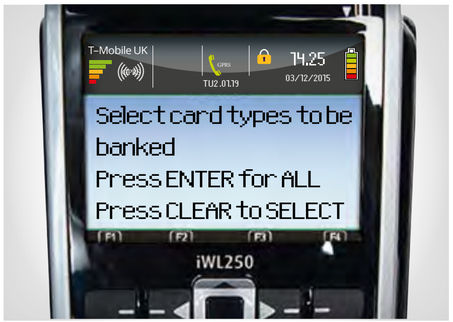
2 Swipe the supervisor card or input the supervisor code if instructed.

The magnetic stripe on the card faces your card machine.



3 The card machine will display 'end-of-day banking?'

Press the ENTER button to proceed.



4 Your card machine will now give you two options.

1) Bank all by pressing the ENTER button.
2) Bank by each acquirer separately by pressing the CLEAR button. If you choose to bank by each acquirer (e.g. Amex, Barclaycard), you'll need to select 'yes' or 'no' as required.

5 Your card machine will now dial out and print an end of day banking report for your records.

Printing a transaction log

1 At the ‘ready’ prompt, press the MENU button until the system menu is displayed.

Using the arrow button, highlight the ‘select function’ option.

Press the ENTER button.

2 Your card machine will prompt you to enter a function code.

Key in ‘16’.

Press the ENTER button.

3 Swipe the supervisor card through your card machine or input the supervisor code code if instructed.

4 Your card machine will display an acquirer (e.g. Amex, Barclaycard).

To print a transaction log for this acquirer, press the ENTER button.

Otherwise press the CLEAR button to display the next acquirer.

5 Once you’ve selected an acquirer, your card machine will print a report showing the last 20 transactions.

6 If you need to, repeat the steps as required to print a transaction log for other acquirers.

Your card machine will automatically return to the ‘ready’ prompt.

Your card machine can give you information about transactions that you’ve put through recently. Printing a transaction log will list whether recent transactions have been completed (‘SALE’), cancelled by you (‘CANCELLED’) or declined by the card issuer (‘DECLINED’).

The ‘continue’ prompt may be displayed up to four times to produce a log of up to 100 transactions.

Changing the till roll

1 Hold your card machine securely in one hand. With the other hand use two fingers to lift and release the printer cover.

2 Peel away the end of the new roll. Leaving the end free, hold the till roll and carefully place into the printer compartment.

3 Holding the free end of the paper and your card machine, close the printer cover carefully and push firmly until it locks.

4 While your card machine is displaying the 'ready' screen, press and hold the CLEAR button to ensure that the paper feeds correctly.

Only paper rolls that are 57mm wide and 40mm in diameter can be used in your card machine. Attempting to fit rolls of a different size may damage your card machine.

You can order additional till rolls from our approved supplier, PDQ consumables, on 01698 843866* or pdqconsumables.com

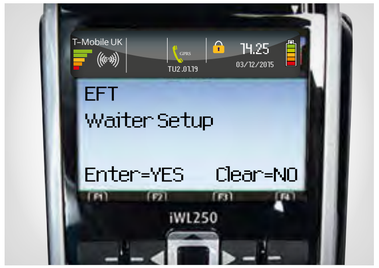
Adding an individual waiter ID

1 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 ENTER button.

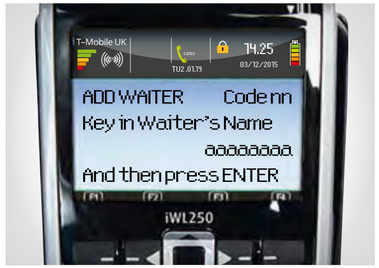
2 Input the number ‘40’ and then press the ENTER button.

3 Swipe the supervisor card through your card machine or input the supervisor code if instructed.



4 Press the ENTER button to continue to waiter setup.

5 Using the arrow button, highlight ‘add’. Press the ENTER button.



6 Your card machine will automatically allocate the next available waiter ID (this field is limited to 10 characters). Key in your waiter’s name and press the ENTER button.

Your card machine can be set up to take gratuities (or tips) and keep track of the value of gratuities that you take. It will also let you set up ID numbers for each waiter so that you can track the value of gratuities taken by waiter. If individual IDs are not set up, then it will default everything to ‘waiter 0’ and provide a combined total. If you need to add this feature, then you should phone customer services on 0800 161 5343* (for payments inside the UK – Barclaycard Payment Solutions) / 0818 205270* (for payments in Ireland, or outside of the UK – Barclaycard International Payments).

Waiter totals

1 At the ‘ready’ prompt, press the MENU button until the system menu is displayed and the ‘totals’ option is highlighted.

Then press the ENTER button.

2 Using the arrow, highlight the ‘waiter totals’ option. Press the ENTER button.

3 Swipe the supervisor card through your card machine or input the supervisor code if instructed.

4 Press the ENTER button to print the totals.

5 Your card machine will ask if you want to reset the waiter totals

To reset the waiter totals, press the ENTER button.

Otherwise, press the CLEAR button.

Your card machine will return to the ‘ready’ prompt.

If you wish to set up a percentage gratuity as default, please contact our team on 0800 161 5343* (Barclaycard Payment Solutions) / 0818 205270* (Barclaycard International Payments).

Problems using your card machine?

Card machine display prompt	Possible causes	What to do
CALL AUTH CENTRE • 0800 151 2630* (if your business takes payments inside of the UK – Barclaycard Payment Solutions) • 0818 205272* (if your business takes payments in Ireland, or outside of the UK – Barclaycard International Payments)	Assistance required.	Call the authorisation centre on the number displayed by your card machine. Once you've spoken to the authorisation centre, press the ENTER button and follow the prompts displayed by your card machine.
CALL HELPDESK 0800 161 5343*	Assistance required.	Please contact your helpdesk on the number displayed by your card machine.
FAULTY CARD Insert or swipe card again	The card isn't inserted into the card machine or hasn't been swiped correctly.	Insert or swipe the card again. If the problem persists, press the ENTER button and key in card details (page 7 of this guide).
NOT AUTHORISED Press Clear	The card issuer has declined to authorise the transaction.	Ask the customer to pay by some other means and press the CLEAR button.
REFERRAL B 0800 151 2630* (Barclaycard Payment Solutions) 0818 205272* (Barclaycard International Payments)	Assistance required.	Call the authorisation centre on the number displayed by your card machine. When your call is answered, please quote referral B.
ROUTINE CHECK Insert or swipe	Occasionally the card will require an additional routine security check.	Process the card as a Chip and PIN transaction.
Unable to connect	Possible loss of GPRS signal.	Switch the terminal off and on again by pressing the CLEAR button and the ·-· button at the same time. Once your card machine has switched off, press the CLEAR button to restart it and allow two minutes for the signal to establish itself.

*Call charges apply.

Important safety instructions provided by the manufacturer, Ingenico Ltd.

Important safety instructions

Turning off the IWL2 series base
Disconnect the IWL2 series power supply block adapter from the electrical mains network.

Lithium cell (backup battery)
The IWL2 series is fitted with an internal lithium cell, which can only be accessed by a qualified technician.

Battery
The IWL2 series is fitted with a battery specially designed for this card machine:

- only use the appropriate chargers and batteries listed in Ingenico's catalogue
- do not short-circuit the battery
- do not attempt to remove the battery housing as its components cannot be modified
- do not disassemble
- batteries at 'end of life' must be disposed of at the appropriate sites

The lifespan depends on:
- features
- number of charge, discharge cycles
- use temperature

Warning: there is a risk of explosion if the battery is incorrectly replaced. Never place the battery next to a heat source or in a fire.

Electrical power outlet
The electrical outlet must meet the following criteria:
- must be installed near the equipment and easily accessible
- must meet standards and regulations in the country where used
- the protection of the installation must be set to 20A

Telephone network
The phone jack must comply with standards and regulations in the country where used.

SAM1/SAM2/SIM readers compartment
The trapdoor for battery, SAM1/SAM2/SIM, readers located underneath your card machine, must be in place during the normal operation of your card machine.
See sections ‘Removal of SAM1/SAM2/SIM modules’ as well as ‘Connecting the battery’.

On aircraft
Your handset must be switched off and the battery pack removed while on an aircraft. If you don’t follow the safety rules, you may face legal action and be banned from using the network service in the future.

Explosion areas
Some regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out.
You are urged to comply with these regulations. Your card machine shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances
Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemakers, hospital equipment etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

Security of your card machine
When you get your card machine you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your card machine or associated equipment, the chip card reader, or any other part of your card machine.

These checks would provide warning of any unauthorised modifications to your card machine, and other suspicious behaviour of people that have access to your card machine.
Your card machine detects any 'tampered state'. In this state your card machine will repeatedly flash the message 'Alert Irruption!' and further use of your card machine will not be possible. If you observe the 'Alert Irruption!' message, you should contact your card machine help desk immediately. You are strongly advised to ensure that privileged access to your card machine is only granted to staff that have been independently verified as being trustworthy.

Caution: never ask the customer to divulge their PIN code. Customers should be advised to ensure that they are not being overlooked when entering their PIN code. Your card machine must never be put in or left at a location where it could be stolen or replaced with another device.

Telephone call (Bluetooth)
You have an urgent call to make while the IWL2 series is occupying the line. In order to get a dial tone quickly, place the handset in the hang up position, pressing the red cancel button or disconnect the base power supply from the mains network or disconnect the IWL2 series telephone connector from the telephone call socket, and place the telephone connector into the telephone wall socket. You should hear a dial tone within 6 seconds.

Specific absorption rate (SAR) for Bluetooth and GPRS devices
In order to meet FCC and Industry Canada RF Radiation exposure limits for the general population, this device must only be operated when held in the hand or in a desktop position with a minimum separation distance of at least 20cm from the user's body and must not be co-located or operated in conjunction with any other antenna or transmitter. Use of this device with an accessory in order to be worn and operated on the user's body is strictly prohibited and will invalidate the certifications obtained for FCC and Industry Canada.

Standards

CE Marking

The CE marking indicates IWL2 series complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- the protection of the health and the safety of the user and any other person
- the protection requirements with respect to electromagnetic compatibility and complies with harmonised standards

The entire range complies with the European approval specification on connecting terminals with DTMF dialling to the public switched telephone network (Council Decision 1998/482/EC, Council Decision 1999/303/EC).

- TS 103021-1/2/3 /09-2003
- TR 103000-1/2/3/4 /06-2003
- ES 201187 /03-1999

Batteries

If your product contains batteries, they must be disposed of at the appropriate collection points.

Depending IWL2 series model involved standards are:		
EN 60950 1 :2006	According to 2006/95/EC	(Low Voltage Directive)
EN 55022 :2006	According to 2004/108/EC	(EMC Directive)
EN 55024 A2 :2003	According to 2004/108/EC	(EMC Directive)
EN 301489 1/7 /08 2005	According to 89/336/EEC	(EMC Directive)
EN 301 511 /12 2003	According to 1999/5/EC	(R&TTE Directive)
EN 62311 (2008) /07 2001	According to 1999/519/EEC	(R&TTE Directive)
EN 301489 1/17 /08 2008	According to 89/336/EEC	(EMC Directive)
EN 300 328 v1.4.2 /12 2000	According to 1999/5/EC	(R&TTE Directive)
EN 301489 3 /08 2002	According to 89/336/EEC	(EMC Directive)
EN 301357 1/2 (2008)	According to 1999/5/EC	(R&TTE Directive)
EN 50357;EN50364 /2001	According to 1999/519/EEC	(R&TTE Directive)

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P-HTUG 08/21