



# Portable 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)

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# 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
- 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.



### Signal information icons

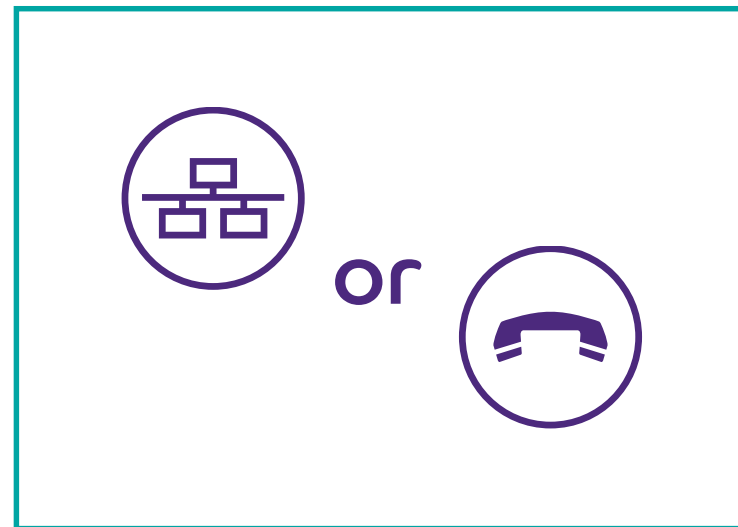
- Ⓛ The signal icon represents the strength of the Bluetooth signal. The more bars shown, the better the signal strength.
- Ⓛ This shows whether the handset is connected to the base. It will be red to start with and turn blue when it's connected.



### 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, 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.**


 Follow this to set up with broadband.



 Follow this to set up with a phone line.


### 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 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 telephone cable, but if you keep it connected to your phone line, and your broadband goes 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 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.




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.



- 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 **B** on your card machine will turn blue.

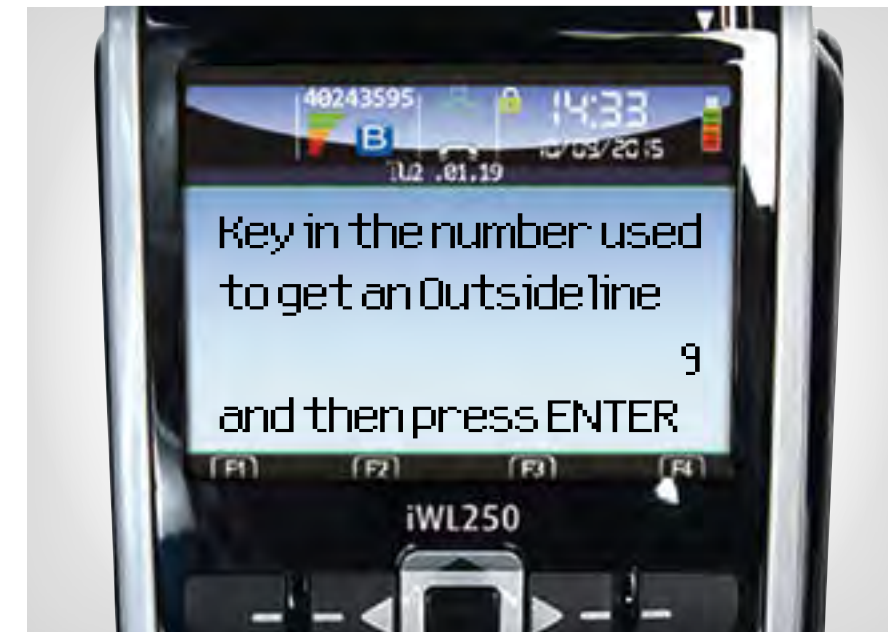
## Additional steps for telephone setup




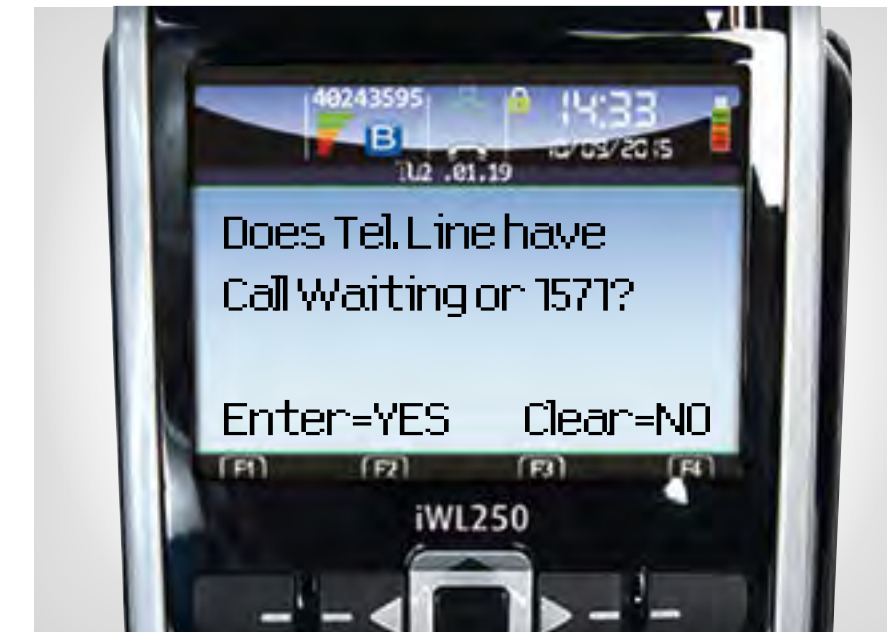
- 3** Your card machine will ask whether you need to enter a dial prefix to get an outside line.



- 3a** If you do dial a number to get an outside line, 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.



- 4** Your card machine will then ask if you have a 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.

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.

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.

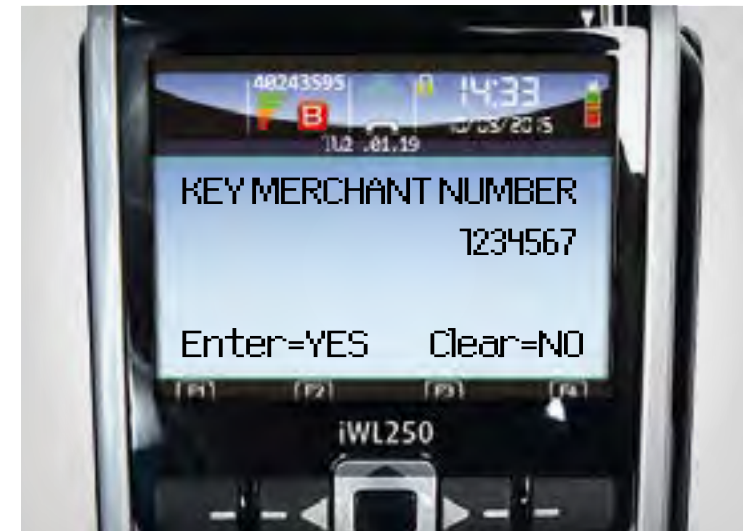
The 1571 service interferes with the card machine connection when there are messages waiting. You'll need to delete your messages regularly. You may want to ask your phone provider to remove the service entirely.

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

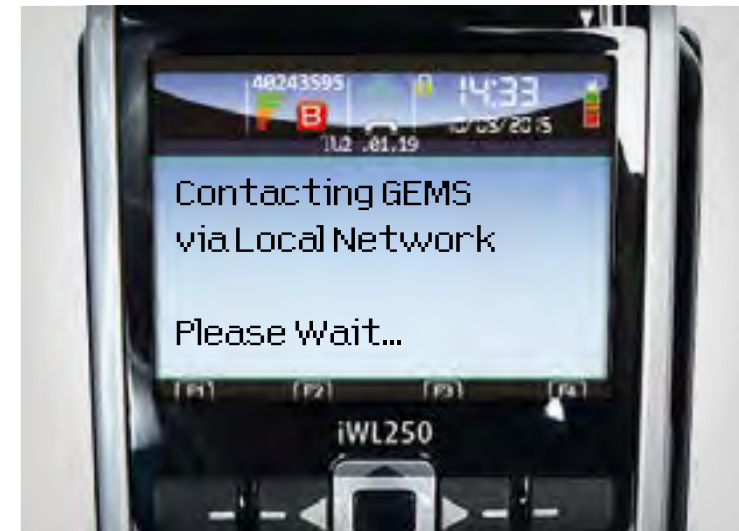
## Additional steps for telephone setup



- 5** You now need your seven-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 **ENTER** button to confirm and move on.



- 7** 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.



- 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.



- 10** 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 to help fix the problem on:

[0800 161 5343](tel:08001615343)\* – if taking a payment inside the UK through Barclaycard Payment Solutions

or

[0818 270951](tel:0818270951)\* – if taking a payment in Ireland, or outside the UK with Barclaycard International Payments



## 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 four-digit test **PIN shown on the card**.

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



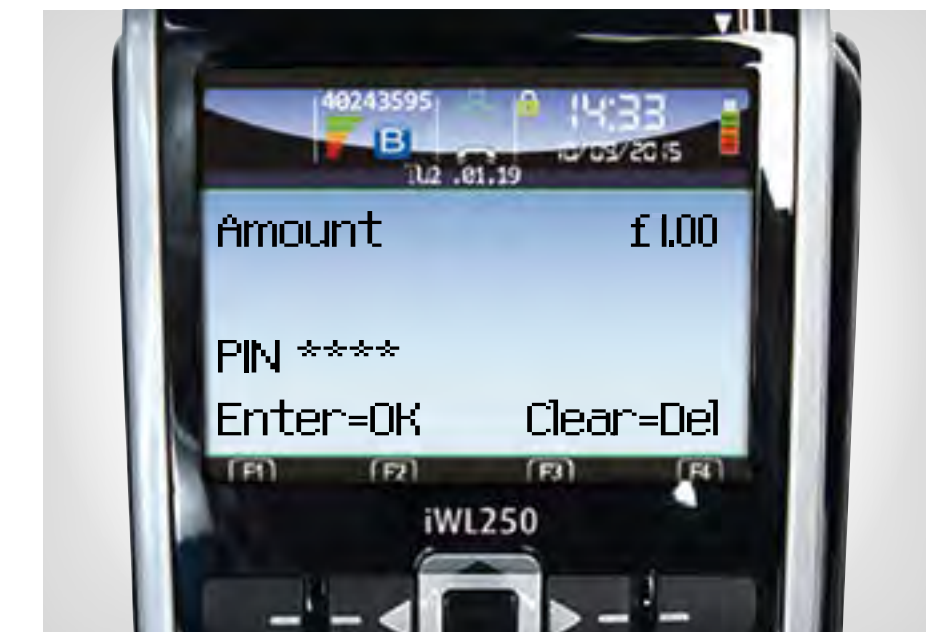
- 2** Now let's test a sale of a £1 item. Input 1.00 and press the  button.




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



- 4** Push the PIN training card into your card machine.



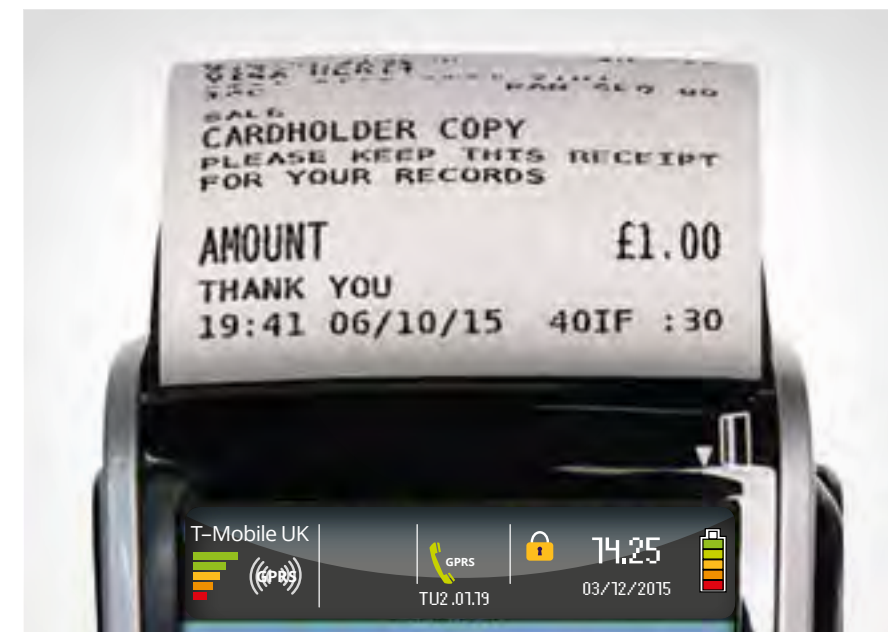
- 5** When prompted, enter the test PIN on the card and press the  button.


## 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 card payments.**

## Problems with installation?

Card machine display prompt	Possible causes	What to do
<p>Contacting GEMS line Disconnected Check Telephone Line Press Clear to Redial</p>	<p>The telephone cable isn't plugged into the socket.</p>	<p>Connect the telephone cable and then press the  button to continue.</p> <p>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.</p>
<p>Installation Failed Restart Install?</p> <p>Enter=Yes Clear=No</p>	<p>There has been a problem with the installation of your card machine.</p>	<p>Press the  button to select 'yes' and restart the installation process. After three attempts your card machine will prompt you to contact the helpdesk.</p> <p>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.</p>

# 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.





# Need more help?



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



Or just call us on: [0800 161 5343](tel:08001615343)\* if your business is based the UK

**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 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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