YOUR GUIDE TO WELCOMING AMERICAN EXPRESS® CARDS ON INGENICO MODEL TERMINALS

All you have to do is check your terminal is as ready as you are.

This guide will help you start welcoming new customers as soon as possible.

The INGENICO terminal line includes:

ICT   Move5000   IWL

If at any point you need extra assistance, give us a call on **0800 032 7216, select option 2** and we can guide you through the set-up process.

STEP 1: DOWNLOAD

Option 1

- Press **MENU** twice.
- **Model: ICT, IWL, Move3500;** Use the down arrow or scroll to highlight **SELECT FUNCTION** (If this is not an option press **MENU** again) and press **ENTER**.
- **Model: Move5000;** Scroll & access **SUPERVISOR MENU** (Terminal may ask for a Supervisor **CODE**). Scroll & access **HELPDESK MENU**. Scroll & access **SELECT FUNCTION**.
- Key in function code **81** and press **ENTER**.
- Swipe the **SUPERVISOR CARD** (Terminal may ask for a Supervisor **CODE** instead).
- Press **ENTER**.
- The terminal will display "Contact GEMS (Y/N)?" – choose **YES**.
- The terminal screen will go blue and the terminal will print a parameter report once the download is complete.

Option 2: Move5000

- Press Menu twice.
- Scroll & access **SUPERVISOR MENU**.
- Scroll & access **CONTACT GEMS**.
- Terminal may ask for supervisor code.

STEP 2: LOGON

Option 1

- Press **MENU** twice.
- **Model: ICT, IWL, Move3500;** Use the down arrow or scroll to highlight **SELECT FUNCTION** (If this is not an option press **MENU** again) and press **ENTER**.
- **Model: Move5000;** Scroll & access **SUPERVISOR MENU** (Terminal may ask for a Supervisor **CODE**). Scroll & access **HELPDESK MENU**. Scroll & access **SELECT FUNCTION**.
- Key in function code **82** and press **ENTER**.
- Enter the Supervisor Code (Terminal may ask to swipe the Supervisor **CARD**).
- POS will display "resume self install" – choose **YES**.
- POS will go back to the ready screen once finished.

Option 2: Move5000

- Press Menu twice.
- Scroll & access **SUPERVISOR MENU**.
- Scroll & access **RESUME SELF INSTALL**.
- Terminal may ask for supervisor code.

STEP 3: TEST PAYMENT

- **MOVE5000 models;** Press **MENU** & choose **CNP,** then **SALE** (If CNP not available, follow step below).
- **ALL other models;** Press **MENU** & choose **SALE**.
- Key in the Amex dummy Card number: **37 999 999 999 999 4** (check the terminal is asking for the Card number first, as opposed to the Sale amount). If cannot key Card number press menu once.
- Key in Expiry date **12/18**. Expiry date will always be the current year.
- Key in correct **TEST AMOUNT** and press **ENTER**.
- If terminal displays "Is customer present (Y/N)?" Choose **YES**.
- If terminal asks for a security code, input **0000**.
- If asked for address details, use the building number for **1 John Street** and the numbers within post code **BN88 1YR**.
- Terminal will display "Test Complete" / "Init Complete"; Not Authorised.

This is your American Express Test Card

Card No - 37 999 999 999 999 4
Expiry Date - 12/calendar year*
Please keep these details safe.

AMERICAN EXPRESS
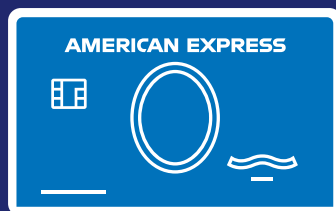
TEST TRANSACTION AMOUNTS:

Barclays (BARC)	£850.01
WorldPay/Cardsave/Handepay (SMS)	£900.01
LTSB/Cardnet/FDGL (LTSB)	£955.01
Clover/Payment Sense/Merchant Rentals (FDMS/HBOS)	£470.01
Allied Irish (AIB)	£440.01
Rapyd (Valitor/Chip&Pin)	£325.01
TakePayments	£505.01
Pax	£200.01

✓ **Your terminal is now set up and ready to accept American Express Cards.**

AMERICAN EXPRESS DON'T *do business* WITHOUT IT ™

PLEASE REMEMBER TO SET THE DATE AND TIME ON YOUR DEVICE PRIOR TO USE.

To do this, press Function 30 and follow the on-screen instructions.

RECONCILIATION

1. Press **MENU** twice and choose TOTALS.
2. Choose 'END-OF-DAY BANKING'.
3. Swipe **SUPERVISOR CARD** (Terminal may ask to swipe the Supervisor **CARD**).
4. To reconcile all Card types, press **ENTER**.
5. To reconcile Amex only – press the Down Arrow and choose **SELECTIVE**.
6. Choose 'End of Day Banking, Bank Amex'.

If you have been unable to activate using our set-up guide, please contact your terminal provider for assistance.

If you experience non set-up related problems, view our **Common Errors and Issues guide.**