

# 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.

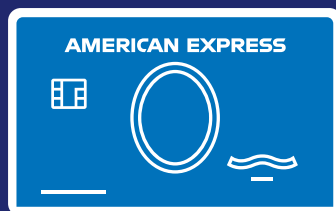
## STEP 3: TEST PAYMENT



- **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.



### 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.



**DON'T do business WITHOUT IT™**

\*Please use the calendar year of your test transaction.

We're here to help Monday to Friday, 8am to 6pm, and Saturday and Bank Holidays (excluding Christmas Day and New Year's Day), 9am to 5pm. Please have your Merchant Account details to hand and be prepared to answer some security questions before we can discuss your Account. Because we want to make sure we're doing a good job, we may monitor or record our calls. American Express Payment Services Limited. Registered Office: Belgrave House, 76 Buckingham Palace Road, London SW1W 9AX, United Kingdom. Registered in England and Wales with Company Number 06301718. American Express Payment Services Limited is authorised in the United Kingdom by the Financial Conduct Authority under the Payment Services Regulations 2017 with Reference Number 484347 for the provision of payment services.



## 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](#).