



# ingenico Move 3500 Mobile Payment Terminal User Manual

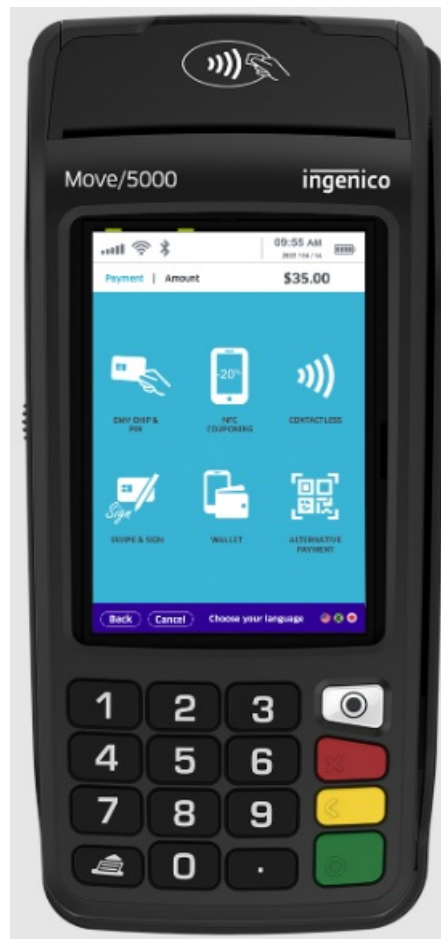
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The Ingenico logo, consisting of the word "ingenico" in a lowercase, sans-serif font. The letter "i" has a dot. The logo is set against a light gray rectangular background.

**ingenico Move 3500 Mobile Payment Terminal**



### Installing paper roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal.



- Insert the paper roll in the compartment following the directions shown on the below picture
- Pull the paper up to the top of the terminal
- Maintain the paper and close the lid

- Press simultaneously on both upper corners of the paper flap, as shown by arrows on picture, until it clips into position

**ADVICE**

If you insert a new R40 paper roll, tear off the first length (one complete turn to avoid printing on adhesive tape footprint).

**Recommendations****Safety****Powering down the Move/3500 :**

Disconnect the Move/3500 power supply block adapter from the electrical mains network.

The Move/3500 is fitted with an internal lithium cell which can only be accessed by a qualified technician.

**Lithium cell**

Move/3500 is fitted with battery specially designed for this terminal.

**Battery**

Only use the appropriate chargers and batteries listed in the Ingenico's catalogue.

Do not short-circuit the battery.

Do not attempt to open the battery container.

Used batteries must be disposed of at the appropriate sites.

**WARNING**

There is a risk of explosion if the battery is incorrectly replaced or is placed 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;
- For type A plug, the protection of the installation must be set to 20 A.

**The power supply label contains seven symbols :**

Double insulation symbol

DC current output

AC current input

DC Power jack polarity

In door use only

International Efficiency Marking Protocol (Energy Star Level 5)

International Efficiency Marking Protocol (Energy Star Level 6)

### **SAM1/SAM2/SIM1/(SAM3/SIM2) readers compartment**

The trapdoor for battery, SAM1/SAM2/SIM1/ (SAM3/SIM2), readers located underneath the terminal, must be in place during the normal operation of the terminal. See sections «Removal of SAM1/SAM2/SIM, modules» as well as «Connecting the battery».

### **On airplanes**

Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane. Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

### **Explosion areas**

Certain 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. The terminal 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, pacemaker, hospital equipment, etc.

Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

### **External connection**

All external circuits connected to the Move/5000 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950-1:2005+/A1:2010 and EN60950-1:2006+/A11:2009+/A1:2010+/A12:2011

### **Cleaning**

To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections; do not use solvents, detergents or abrasive products.

### **Security of your terminal**

Your device fulfils current applicable PCI PTS security requirements. Upon receipt of your terminal 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 terminal or associated equipment, the chip card reader or any other part of your terminal. Such checks would provide warning of any unauthorized modifications to your terminal, and other suspicious behavior of individuals that have access to your terminal. Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Alert Irruption!" and further use of the terminal will not be possible. If you observe the "Alert Irruption!" message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

### **Fixed installation**

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used without PIN shield, but it must be installed in the following manner:

- The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.

The device must either be fitted in a swivel stand – so that the customer can position the device in the best angle to prevent oversight

- Or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment to which the device is installed.
- The device environment must be accompanied with conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.
- The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.
- The terminal is exclusively made for indoor use.

If the above conditions are not fulfilled, the device with PIN shield must be used.

## **CAUTION**

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and/or tilt it forwards/backwards to a position that makes visual observation of the PIN-entry process difficult.

Positioning of in-store security cameras such that the PIN-entry keypad is not visible.

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.

## **Standards**

### **Environment (WEEE, Batteries and Packaging)**

This product is labeled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.

The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled. Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to assure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

### **FCC/IC Compliance**

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance

could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct interference by one or more of the following measures :

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
  2. This device must accept any interference received, including interference that may cause undesired operation.
- Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

## Part 68 of FCC Rules

Model Name	US MODEM
Product : Move/Base Eth/Mod/BT	US : IEOMM01BM5000

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US : AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment uses the following USOC jacks : (RJ11C).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible.

Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact INGENICO, or your local INGENICO distributor or service center in the U.S.A. for repair and/or warrant information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

#### **U.S.A service center:**

Ingenico North America

3025 Windward Plaza, suite 600 Alpharetta, GA 30005

#### **USA**

Tel: +1(678) 456 1200

Fax: +1 (678) 456 1201 Email: [info.us@ingenico.com](mailto:info.us@ingenico.com)

#### **MIC Compliance**

Japanese Radio Law and Japanese Telecommunications Business Law Compliance.

This device is granted pursuant to the Japanese Radio Law and the Japanese Telecommunications Business Law

This device should not be modified (otherwise the granted designation number will become invalid).

#### **Troubleshooting**

##### **The terminal does not turn on**

- Check the battery ( is it discharged ?, is it connected ?)
- A full discharged battery can take long charging time to recover
- Connect terminal to terminal power supply or put it on powered base

##### **Cards are not read**

- Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction is performed.

##### **The ticket is not printed**

- Check the presence and proper positioning of the paper roll.
- Possibly adjust the paper roll following the instructions in this manual (section 0 "Installing the paper roll")
- Check the type of paper used (thermal paper must be used) Verify thermal paper sensitive side.

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**Documents / Resources**

	<p><a href="#">ingenico Move 3500 Mobile Payment Terminal</a> [pdf] User Manual M5000CL4GWI, XKB-M5000CL4GWI, XKBM5000CL4GWI, Move 3500 Mobile Payment Terminal, Move 3500, Mobile Payment Terminal, Payment Terminal, Terminal</p>
	<p><a href="#">ingenico Move 3500 Mobile Payment Terminal</a> [pdf] User Guide M5000CLWI, XKB-M5000CLWI, XKBM5000CLWI, Move 3500, Mobile Payment Terminal, Payment Terminal, Mobile Terminal, Terminal</p>

**References**

-  [Ingenico | Home](#)