Get started with your Barclaycard Countertop Terminal

Here is your quick setup guide to get you up and running.

1) Plug your terminal in

(A) Plug the power cable into the mains and ensure it's switched on.

(B) Connect the Ethernet cable into either your broadband router or network point.

2) Follow the screens

Your new Barclaycard Countertop Terminal will take you through each step. Use the keypad or tap the buttons on the screen.

3) Handy things to know as you're following the screens

Once powered up, your terminal will automatically come to life – if it doesn't, press the [o] button and the screen should light up.

Now, just follow the onscreen instructions. These are the buttons you'll need to use the most:

Buttons on the keypad

[⦿]

Menu – gives you access to additional terminal functions.

[×]

Cancels any procedure in progress.

[<]

Clears the last character you typed.

[o]

Validates input and information – and switches your terminal on.

Icons on the terminal screen

[o✓]

'Ok' – confirms or submits data for verification or selects a highlighted item from a menu.

[×]

'Cancel' – deletes all data or, when prompted, cancels a transaction.

[<]

'Clear' – deletes one character at a time or confirms errors during a transaction.

Region

Your terminal will offer you a number of regions to connect in. Choose the region you're in. Don't worry about dealing with customers from other locations – your Barclaycard Countertop Terminal will work just the same.

Merchant number

It's on the sticker on the side of your terminal.

Supervisor code

The four-digit code needed to authorise certain actions on your terminal, such as refunds. This should be set by whoever's in charge. Please note the default code is 0000 until you change this when installing your terminal.

A couple of times during the setup, you'll see a 'Rebooting' screen.

Don't worry – it just means your Barclaycard Countertop Terminal is doing lots of technical stuff behind the scenes (so don't do anything to it). It'll soon spring back to life.

4) Let's do a test sale

You'll need your PDQ PIN training card to complete this.

Make a test sale

1) Key in an amount and press `o`

2) Tap or insert a PDQ PIN training card. If it's inserted, the terminal will prompt for the PIN in order to continue. (This can be found on the PDQ PIN training card.)

3) Key in the PIN and press `o`
   The terminal will print the customer receipt. Remove the card and press `o`

4) The terminal will now print the merchant receipt.

Don't worry if this comes back as 'Not Authorised' – this is the expected response.

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5) You're ready to trade

> ## ⊙ Important – end-of-day banking

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.

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1) At the 'ready' prompt, press `◉` twice and the application menu is displayed. Select 'totals' and tap `o✓`

2) Enter your supervisor code then select 'End-of-Day Banking' and tap `o✓`

3) The card machine will display 'End-of-Day Banking?' Tap `o✓` to proceed

4) Your card machine will now give you two options:
   bank all by tapping `o✓`
   bank by each acquirer separately by tapping `<`
   If you choose to bank by each acquirer (e.g. Amex, Barclaycard), you'll need to select 'yes' or 'no' as required, and the terminal will dial out to each acquirer and print each report.

5) Once all the reports have been printed, the terminal will prompt you to tear off the totals. If you have gratuities or pennies enabled the terminal will prompt you to see if you would like to print the totals.

One other point

If you ever need to turn your terminal off...

Press and hold the [<] and [·] buttons. To turn it back on, press [o]

This information is also available in large print, Braille and audio format by calling 0800 161 5350* (Barclaycard Payment Solutions) or 1800 812700* (Barclaycard International Payments).