

ingenico
GROUP

Move 3500

User Guide



Optional

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1_Introduction

We hope that you will be fully satisfied with your new terminal MOVE/3500. This terminal is available in different models. Please select by yourself in this documentation items related to your model.

Read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.



WARRANTY / SECURITY

Use only the power supply included with the product to ensure best performance and safety. Maintenance should only be provided by Ingenico authorized technician. Failure to comply with these instructions will void the manufacturer's responsibility.



This symbol indicates an important Warning.



This symbol indicates a piece of advice.

2_Presentation

2_1 Content of the box

2_1_1 Terminal

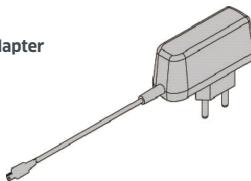
- > **MOVE/3500 terminal unit equipped with a paper roll**



- > **A battery pack disconnected**



- > **Power adapter**



- > **User guide**



WARNING

The power supply unit provided with your equipment is specially designed for Ingenico terminals. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.



ADVICE

Keep the packaging. It must be re-used whenever the terminal is shipped.

2_2 Overview of the MOVE/3500



➤ Terminal unit



> Compartment where are located:

- the battery pack
- the modules SAM1/SAM2/SIM1/SIM2
- the 2nd Smart card reader (optional)



Weight (without paper roll nor battery)	310g
Dimensions (L x w x h)	169x78x57 mm
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Connections on terminal	Micro USB AB serial link Power connector Contacts for Cradle

2_3 Keyboard details and functionality



Some keys can have other functions according to the applications that are in the terminal.



The functions key accesses the different application menus

The red key cancels the procedure in progress

The yellow key cancels the last character

The green key validates input selections and information. It is also used to switch on the terminal

Feed paper a few centimeters if pressed for a long time (more than 2 seconds)

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3_Use of the terminal





ADVICE

Before to use the terminal, always check if the roll of paper is present.

3_1 Switching off the terminal

If the battery is empty and the terminal in use is removed from its base, the terminal automatically shuts off.

It may also be switch by pressing simultaneously  and  (yellow key) for one second.

In order to restart the terminal, press  on the keyboard.

3_2 Reading card

Magnetic stripe card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal.

Use a regular movement in order to ensure a reliable card reading.



Smart card

- **Card reader:** insert the card horizontally with the chip facing upwards and leave in position throughout the transaction.



- **2nd card reader (Optional):** is located under terminal trapdoor (on back of the terminal). Insert the card up side down chip facing the terminal.



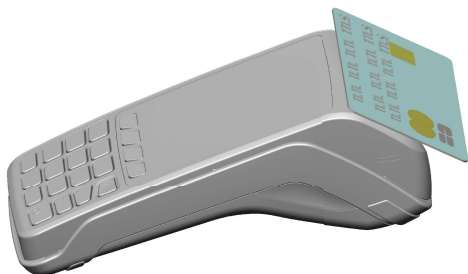
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Contactless (optional)

- Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction
- The 4 virtual LEDs are displayed during the transaction.

The terminal behavior for the cardholder may depend on:

- The terminal environment
- Local usage (language...)



4_Installation

4_1 Recommendations

Location of the Move/3500

Place the base on flat surface near an electric socket and according to the base to the telephone or a Ethernet socket. The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating conditions

Ambient temperature	from +0°C to +50°C
Max relative humidity	85% at +40°C
Max altitude	2000 m

Battery charging conditions

Ambiant temperature	from +0°C to +45°C
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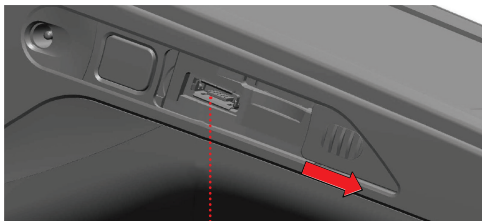
Storage conditions

Ambient temperature	from -20°C to +55°C
Max relative humidity	85% at +55°C

4_2 USB Terminal connections

4_2_1 uUSB

- There is an USB connector (MicroAB) on the left side of the Move/3500 Wireless terminal (see below picture). This connector manages Host and Slave connexions.
- The terminal supports USB Keys with FAT16 or FAT32
- The USB Key has to be used with an USB adapter (refers to accessories section)



USB micro AB

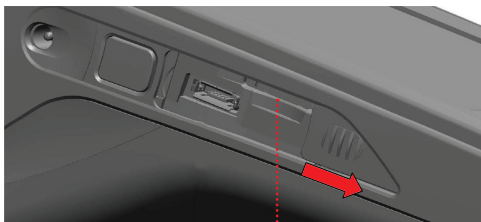
Connector used for PC travel charger, USB Key, etc...

****MicroAB connector durability: up to 10 000 mating cycles***

4_2_2 MicroSD Memory Card

- Insert the MicroSD Memory Card into the connector slot as shown on the figure.
- MicroSD connector is located on terminal side.
- The terminal supports MicroSD up to 32GB

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microSD connector

4_3 Opening trap door



CAUTION

Switch off the terminal before opening the trapdoor.

- Turn the terminal and unclip the trapdoor by pushing on the clip with as shown with the arrows on the picture

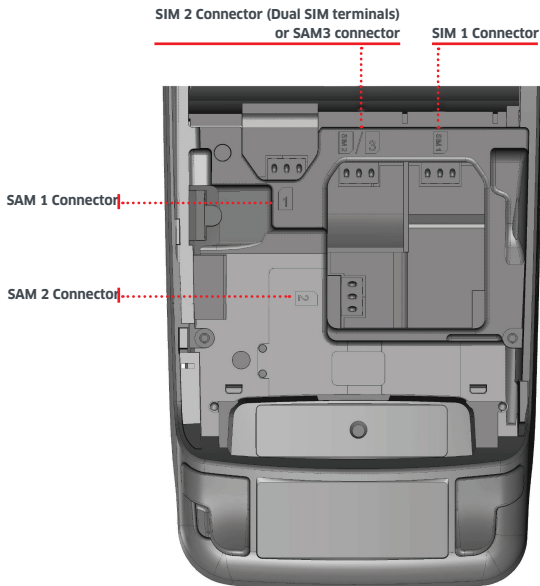


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4_4 SAMs & SIMs

The connector modules security SAM/SIM are located inside the terminal, in a closed compartment.

- SAMs and SIMs are identified by the engraved marks on the lower housing
- When introducing a SAM/SIM in its slot, be sure to put the cut corner as indicated on the engraved marks



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4_5 Battery

4_5_1 Main characteristics

Characteristics	Li-ion 2900 mAh
Charge (power supply-1.5A)	50% capacity in 1,5 h; full capacity in 4 hours
Battery life	<ul style="list-style-type: none">● 450 transactions in GPRS with fully charged battery, printing and backlit activated● Can remain powered ON up to 150 hours with connected GPRS link and terminal in sleeping state starting with fully charged battery and without energy consumption related to backlit or radio link

* *The battery capacity depends on the model of terminal and its use*

4_5_2 Installing the battery



WARNING

Check that the terminal is not connected to the main electric network.

- Turn your terminal and unclip the battery trapdoor by pushing on the button as shown on the picture
- Disengage the trapdoor
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment
- Plug the battery pack connector **according to the connector locating system and** (as shown on picture). Verify that it locks.
- Place the battery pack in its compartment.
- Close the battery compartment trapdoor.

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4_5_3 Charging the battery

- When does the battery need to be charged?
 - On initial start up, charge the battery for 16 hours under the environmental conditions stated above
 - When used daily, the terminal recharges its batteries each time it is placed on its base . Charging is automatic
 - When used with a terminal power supply: connect the power supply to Move/3500 power connector.

- How does the battery need to be charged?
 - The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)
The optimal conditions are as follows:
 - / Charging away from any external heat source (radiator, sun, enclosed area...)
 - / The optimal temperature is between +15°C and +25°C

- How can the battery be charged?

Using the base

- Place the terminal on its base
- **Check if the battery symbol is flashing or moving (=battery charging).**



Using the terminal power supply (the terminal is out of its base)

- Connect the terminal power supply unit to use the jack connector located on the left side of the terminal.
- Connect the power supply unit to the power supply mains network
- **Check to see if the battery symbol is flashing or moving(=battery charging)**

4_5_4 Changing the battery

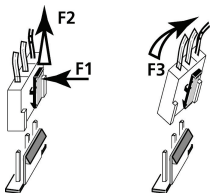


It is imperative to use a battery authorized by Ingenico. There is danger of explosion if battery used is not approved by Ingenico.

- Remove the terminal from its base
- Turn it off by pressing simultaneously  and  (yellow key) for about one second
- Remove the battery trapdoor (see section 4.5.2 “installing battery”)
- Carefully disconnect battery, following the instructions below.

a Unlock the connector by pressing the locking mechanism as indicated by F1 arrow while pulling this connector (F2 arrow). Release traction on it as soon as the connector comes unclipped

b Finish extracting connector by tilting it slightly (F3 arrow) to bring it away from the terminal housing



- Connect and install the new battery by following the instructions in section 4.5.2 “Installing battery”
- Close the battery trapdoor and charge the new battery. See section «0 Charging the Battery»
- In order to preserve the environment, dispose used battery in compliance with current country recycling legislation.

(*)The terminal memorizes that there is no battery simply by powering up. It will then correctly perform-full recharge with the next battery.

4_6 Paper roll

4_6_1 Mains characteristics of INGENICO paper roll

Depending on IWL model two paper roll can be used:

R40 paper roll Characteristics	Precisions
Colour	White
Width	58 mm
Diameter	40 mm
Length	About 18 metres

- The thermal paper can be deteriorated by poor storage conditions, so we recommend you to avoid:
 - / storage in hot wet places (near air-conditioner, humidity higher than 85%)
 - / exposure to sunlight or ultraviolet for long periods
 - / contact with organic solvents (solvent type adhesive)
 - / direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
 - / direct contact with «dialo» papers
 - / direct contact with water
 - / Rubbing or pressing the paper too strongly



WARNING

For best product performance, **only use heat sensitized paper approved by Ingenico.**



WARNING

Switch off the terminal prior to installing a paper roll.
Use only paper approved by Ingenico.
The use of non-approved paper is likely to damage the printer of your terminal.

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