Your M3500

installation and user guide.

takepayments

we make it easy

We're excited to have you on board.

Our easy guide will help you get up and running in no time.

We'll cover:

1. Plugging in the power supply.

2. Connecting your terminal to the base.
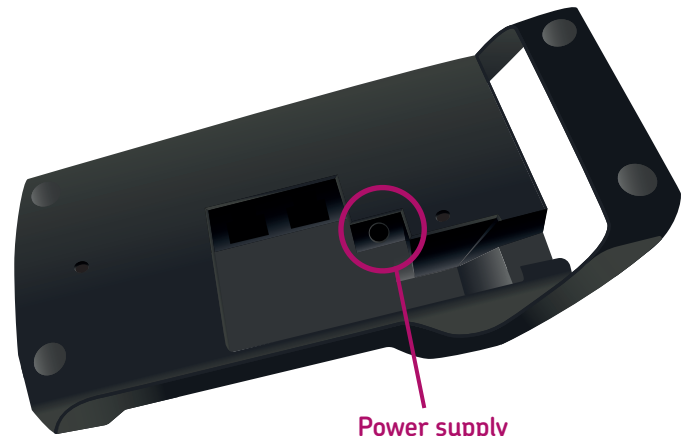
3. How to install your terminal.

1. Plugging in the power supply.

Take the power cable and plug it into the circular port on your base unit.

First, turn the base upside down and you'll see a clip (similar to where a battery would be stored).

Unclip it and you'll find the circular power port shown on the right.

After you've plugged the cable in, you can reclip the casing back onto the base.

Power supply

2. Connecting your terminal to the base.

Take the terminal and place it onto the base unit. It should click into place.

You'll know it's connected as the terminal will start to automatically power up.

3. How to install your terminal.

Once the terminal has powered up, it'll show the first screen shown below. Follow the steps to install your terminal.

1
Terminal
Installation
Key In Merchant No.

and then
press OK

Type in your merchant number and press '**OK**'. You can find it in your welcome email.

2
GPS signal
detection
in progress.

Please wait...

This screen will show before going to the next screen automatically.

3
Supervisor
Enter new 4 digit
supervisor code.

and then
press OK

You'll need to set up a new supervisor code for admin access to the terminal. Type in a memorable code, and press '**OK**'.

4
Supervisor
Confirm new 4 digit
supervisor code.

and then
press OK

Confirm the code you've chosen by typing it in again and press '**OK**'.

5
Contacting GEMS
via mobile network.

Please wait...

This screen will show before going to the next screen automatically.

6
READY
Merchant number:
11111

The terminal will then reboot.

Once completed, the terminal screen will display a **READY** prompt and show your merchant number.

To make sure the terminal is fully installed, we recommend doing a test transaction of 1p. You can find out how to do this in your **Ingenico M3500 Quick–Start Guide**.

For the Supervisor code, you won't be able to use a code like '**1234**' or 4 digits that are the same like '**0000**'.

We're here to help make things easy.

For any installation questions, give our team a call on:

01606 566 600

Monday-Friday, 9am-5pm

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