

Card Machines Frequently Asked Questions (FAQ's)

Here you may find the answers to some of the most frequent questions about the technicalities of using a card payment machine, maintenance advice and issues and errors you may encounter.

How do Chip and Pin machines work?

When you rent a chip and pin machine from Card Cutters, the machine will be attached to your merchant bank account you choose at the time of your application. This means that whenever you make a transaction the payment will be sent securely via Ingenico Payment Services directly into your merchant bank account. Funds normally take three working days to clear.

How do mobile chip and pin machines work?

A mobile chip and pin machine communicates with your merchant bank account via a GPRS/GSM data network on the SIM card provided with your terminal.

This allows you to be able to take your card terminal directly to your customer rather than at your counter.

Will my chip and pin machine lose signal?

Like anything else that relies on a mobile GPRS data signal, you may experience loss of signal from time to time. If your business is situated in a location prone to signal weakness you may be best choosing an alternative type of terminal for your payments. If you lose your mobile signal for your terminal, Card Cutters can provide you with a manual backup solution to ensure that you can still accept card payments whilst this is rectified.

What transaction speed can I expect?

Whilst transaction speed can vary depending on machine type and location, on average a standard transaction can be approved within 2 seconds if input correctly.

How long will my terminal battery last?

On average, you can expect a fully charged battery to process over 650 transactions before they need recharging.

What do I do if my card machine won't work?

Whilst issues are rare with card cutters terminals, if a problem does arise for you, we have a helpdesk support team in place to help you through any issues you may be having with your terminal. Our friendly team will always try to work through any issues you have on your first call to us. If you need a replacement terminal our helpdesk support team can easily organise for this to be couriered to your place of business within 24 hours.

When is the helpdesk support team available?

You can view Card Cutters and our Partners opening hours by visiting our Help & Support Section.

How do I turn my card machine on and off?

All Ingenico Terminals

To switch on the terminal when it is off the base, press and hold enter. If on the base the terminal will always be powered. To switch off the terminal, press and hold clear and full stop which is directly above enter.

How do I insert a new till roll?

All Ingenico Terminals

1. Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release. Fully open the printer cover and remove the old roll of paper.
2. Unstick the end of the new roll. Leaving the end free, hold the paper roll and carefully place into the printer compartment.
3. Holding the free end of the paper and your terminal, close the printer cover carefully and push firmly until it locks.
4. While your terminal is displaying the idle screen, press and hold the YELLOW button to ensure that the paper feeds correctly. Only paper rolls that are 57mm wide and 40mm in diameter can be used in your terminal. Attempting to fit rolls of a smaller size may damage your terminal.

Can I print a duplicate receipt?

Yes, see below instructions for both terminal types we offer.

All Ingenico Terminals

1. At the READY prompt, press the MENU button.
2. Use the down key to view the available options and press the GREEN button when the Duplicate Receipt option is highlighted.
3. Press the GREEN button to print a duplicate receipt. It is not an exact copy of either a customer or merchant receipt and has "Duplicate Receipt" printed on it