# First Data FD35 PIN Pad

## Quick Set-Up Guide

## Before Starting

The First Data FD35 has a hard-wired power and signal cable with a female mini-DIN connector. Connection to a PC or a First Data FD terminal requires an adapter cable with a male mini-DIN connector at one end and a USB connector at the other.

## Connecting the Device

→ Make sure the terminal is powered off

→ Insert the interconnect cable's USB plug into the USB port located on the back of the terminal

→ Connect the opposite end of the interconnect cable to the cable that is attached to the FD35

→ Once the cables are fully connected, power up the terminal

Plug in
PIN pad here

## Need Additional Assistance?

Please contact the Merchant Services Group. For online customer service support 24/7/365, log onto MerchantInsider.com

## Getting Ready

The unit automatically starts up when connected to the terminal/PC. It will display a status message until initialized by the terminal or PC.
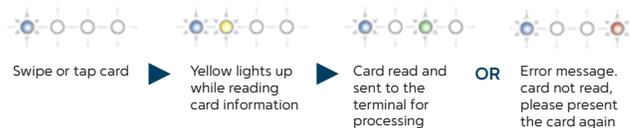
## For Contactless Transactions

Only contactless-equipped cards/devices, which are marked with this icon 👁️ can make contactless transactions with the FD35

The cardholder will tap his or her contactless card/device against the contactless icon 📶 located on the FD35 (as seen in the image to the right)

Visual and audio prompts will indicate each step of the payment process

| Swipe or tap card | Yellow lights up while reading card information | Card read and sent to the terminal for processing | OR | Error message. card not read, please present the card again |

## For Magnetic Stripe Transactions

Find the card reader slot on the right side of the FD35. Slide the magnetic card from the top of the device to the bottom with the face of the card facing outward (right).

## Using the PIN Pad

To initiate the transaction, the customer can swipe, tap for contactless, or insert their smart card themselves.

**Transaction without PIN entry:**

**Step 1**: The customer selects the transaction type on the FD35 using the blue function keys located below the display. When prompted, the customer swipes, taps or inserts his card. For credit sales or gift card redemptions, customers swipe, tap or insert their cards at the idle prompt.

As an alternative, an associate may select the card type and transaction type at the terminal. When prompted, the associate asks the customer to swipe, tap or insert his card.

**Step 2**: Enter the transaction amount at the terminal and proceed as normal.

**Debit or EBT Sale with PIN Entry:**

A debit or EBT transaction may be initiated by either the customer or the associate. When prompted, the customer swipes, taps or inserts his card. After the transaction amount has been entered, the terminal will display "WAITING FOR PIN ENTRY,' and the FD35 will display the transaction amount (e.g., 'TOTAL $40.00') and 'ENTER PIN'.

The associate instructs the customer to enter their PIN and confirm the total amount by pressing the ENTER key on the FD35.

While the transaction is being processed the PIN pad display will read 'PROCESSING.'

The PIN pad will return to its idle message once the transaction has been successfully completed. If the transaction was unsuccessful, an error message will be displayed.

Note: If the PIN is entered incorrectly, press 'CANCEL; and re-enter it.

## For Smart Card Transactions

(optional)

Find the card reader slot at the front of the FD35 and insert the card completely with the front of the card facing up.

## Cleaning

Periodically clean the PIN pad device with a clean cloth dampened with water and a mild soap or cleaner. Do not use harsh chemicals.

## Maintenance

Stringent quality-control standards are followed in manufacturing all PIN pad devices. Each unit receives numerous tests before leaving the factory to ensure quality and reliability.

Note: Do not try to service, repair or adjust the PIN pad device in any way; doing so will void your warranty.

Caution: Risk of explosion if the battery is replaced by an incorrect type. Please dispose of the used battery according to local regulations.

## Returning the PIN Pad

If you need to return your PIN pad device for service or replacement, contact your service provider or sales representative for instructions.

Please note that First Data equipment and/or software may not be compatible with another processor's systems.