

# Ingenico Desk 3500

## Quick Reference

### Guide

#### RETAIL

#### Credit Card Return

- From home or idle screen press 1 for RETURN
- Select 1 or Green ENTER for Credit
- Enter return amount, then press Green ENTER
- Swipe, Insert, Tap or Key in card
  - Enter expiration date if keyed entry
- Terminal will verify card and then display approval code on screen
- Receipts will print
- Remove card when prompted

#### Reports Menu

- From home or idle screen select # button for ADMIN MENU
- Select 1 or Green ENTER button for REPORTS
- Select report from list:
  - 1 – Detail 2 – Summary 3 – Server 4 – Unadjusted Tip – 5 Open Tabs 6 – EMV Report 7 – Stored Transactions 8 – Recent Error
- Next select 1 – Print or 2 – Display

#### Batch Totals

- From home or idle screen press # button for ADMIN MENU
- Select 3 for BATCH MENU
- Select 1 for BATCH TOTALS
- Total sales and returns in open batch will display

#### Close Batch

- From home or idle screen press 8 for SETTLEMENT
- Terminal will ask: Close Batch and Deposit Funds?
- Select 2 or press Green ENTER for YES
- Terminal will close batch and connect with server, GB – Good Batch will display on screen and batch report will print

#### Re-Print Receipt

- From home or idle screen select 9 for OTHER
- Press 4 for REPRINT or scroll down to REPRINT and press Green ENTER
- Press 1 for LAST RECEIPT
- Or select 2 to SEARCH by:
  - 1 – All 2 – Reference # 3 – Server # 4 – Invoice/PO # 5 – Account # 6 – Customer # 7 – RRN 8 – Approval Code
- Select MERCHANT COPY, CUSTOMER COPY or BOTH
- Receipts will print

#### Credit Card Sale – Card Present

- From home or idle screen press 0 (zero) for SALE
- Press 1 or Green ENTER for Credit
- Swipe, Insert or Tap the card
- Confirm Total. Select Accept or Change
- Terminal will verify card and display approval code on screen
- Receipts will print

#### Debit Card Sale – Card Present

- From home or idle screen press 0 (zero) for SALE
- Press 2 for Debit or scroll down to Debit and press Green ENTER
- Enter sale amount then press Green ENTER
- Swipe, Insert or Tap the card
- Confirm Total. Select Accept or Change
- Terminal will verify card and prompt for PIN entry – have customer enter PIN
- Approval code will display on screen
- Receipts will print

#### Credit Card Sale – Keyed Entry

- From home or idle screen press 0 (zero) for SALE
- Select 1 or Green ENTER for Credit
- Enter sale amount then press Green ENTER
- Enter card number and then press Green ENTER
- Enter Exp Date then press Green ENTER
- Confirm Total. Select Accept or Change
- Cardholder present? Choose Yes or No
  - If Yes, enter Zip Code then press Green ENTER
  - If No, enter CVC code then Green ENTER
    - Select Mail-Order/Telephone or eCommerce
    - Enter Order Number
    - Enter Address
    - Enter Zip Code
- Terminal will verify account and display approval code on screen
- Receipts will print