

Empowering your business, one transaction at a time.

Innovative payment solutions delivered with a personal touch.

Accept payment in-person or online with our innovative terminal solutions. Whether you need a stationary, wireless, mobile, or virtual terminal, a payment gateway, or software integration, ECS is the right choice for you.



Diverse solutions for every scenario.



Credit & Debit

With a diverse range of credit and debit card processing solutions, we have what you need.



ACH

Completely electronic, ACH transactions are efficient and low-cost.



ATM

Connect to all major ATM networks.



Banking

With a merchant bank account, you'll have access to our affordable rates and award-winning merchant services team.



High-Risk

We're built to handle complex merchants, regardless of your industry.



Lending

Lending your way to provide you with the instant capital you need.



Merchant Cash Advance

Access the assets your business deserves.



Remote Deposit Capture

With ECS, there's no need to go to the bank to cash payment checks.

To find out more [click here](#)



ingenico
aWorldlinebrand

Desk/3500



Telium TETRA

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Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend that you carefully read this user guide: It gives you the necessary information about safety precautions, unpacking, installation, and maintenance of your terminal.



This symbol indicates an important warning



This symbol indicates a piece of advice

Contents of box

User Guide



Desk/3500 terminal
with a paper roll



Power Supply



The power supply unit provided for use with the Ingenico D3500 terminals is specific to the terminal. Do not use any other power supply.

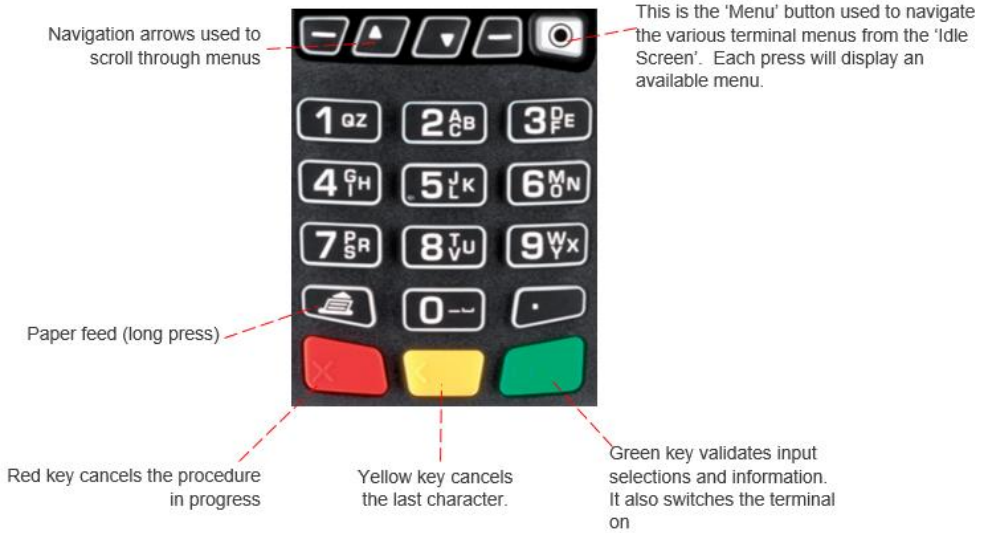
Overview of Desk/3500

The Desk 3500 is an Ethernet capable device and requires network access to install.



Weight (^{with} paper roll or battery)	340g
Dimensions (L x w x h)	187 x 82 x 68 mm
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Terminal Connections	Power connector

Keyboard details and functionality



Some keys can have other functions depending on the applications on the terminal.

Switching ON / OFF terminal

- To power on or power off the terminal connect or disconnect the power supply



Before using the terminal, always check the paper roll is present.

Terminal Setup

Location of the Desk/3500

Place the terminal on flat surface near an electric socket and near to an Ethernet socket.

Place the terminal far from any very hot zones; protect it from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating Condition

Ambient temperature	0°C to +40°C (32°F to 104°F)
Max relative humidity	85% non-condensing at +40°C (104°F)
Max altitude	2000m

Storage Conditions

Ambient temperature	-20°C to +55°C (-4°F to 131°F)
Max relative humidity	85% non-condensing at +40°C (104°F)

Terminal Connections



R40 Paper Roll

Main characteristics of Ingenico paper roll:

Colour	White
Width	58 mm
Diameter	40 mm
Length	Approximately 18 meters

The quality of the thermal paper can be deteriorated by poor storage conditions; it is therefore recommended that the following are avoided:

- Storage in hot wet places (near air-conditioners, humidity above 85%)
- Exposure to sunlight or ultraviolet for long periods
- Contact with organic solvents (solvent type adhesives)
- Direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
- Direct contact with “dialzo” papers
- Direct contact with water
- Rubbing or pressing the paper too strongly

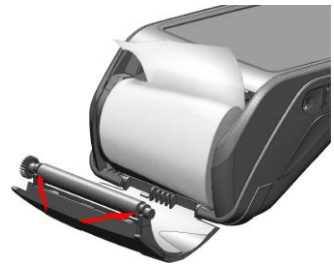
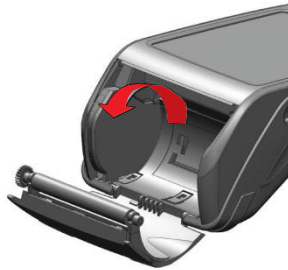


For best performance, use only heat sensitised paper roll approved by Ingenico.

The use of non-approved paper is likely to damage the printer

Installing a Paper Roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal.



- Insert the paper roll in the compartment following the directions shown in the picture
- Pull the paper up to the top of the terminal
- Hold the paper and close the lid
- Press simultaneously on both upper corners of the paper flap, as shown by arrows on picture, until it clips into position



When a new paper roll is inserted, tear off the first length (one complete turn) to avoid printing on the **residue** of the adhesive tape

Display/Icons



Icons displayed on your terminals display will depend on your terminal type



Time displayed in 24-hour format with **long** date format

Terminal Operation Icons

The following images may be displayed along the bottom of your terminal display. They are a reference to which physical buttons are active at that point in the transaction.



This is the 'Ok' button and is used primarily to confirm or submit data for verification during a 'Transaction Processing' or 'Function Code'. It is also used to select a highlighted item from a menu.



This is the 'Cancel' button which is used to delete all the data typed in during a transaction, to cancel a transaction at specific times and in some admin operations.



This is the 'Clear' button which; is used as a backspace button to delete one character at a time. It is also used to confirm errors during a transaction.

Terminal Header



Note: When an icon is white, there is no connection. The Icon will turn **GREEN** when a connection is made.



Date/Time icons are described in previous sections.



This is the Network Icon when the terminal is NOT connected to a network via an Ethernet cable.



This is the Network Icon when a network cable IS inserted and a connection is made to a network via an Ethernet cable.

Supervisor Functions

Supervisor Code (If configured)



Default Supervisor Code (Prior to the terminal being installed) is **0000**

The 'Supervisor Code' is designed to limit access to the 'Supervisor Functions' configured for certain transaction types or access to certain 'Functions' and 'Function Codes' on the terminal to those who have access to the code.

Your terminal is shipped with an initial default code of **0000**, however during the 'Self-Install' process you will be prompted to change it.

If you forget your code, please contact the Helpdesk who will be able to provide you with a temporary code to allow you to reset it to a new value.



The following codes are not valid choices for your Supervisor code:

Any sequential numeric code of four digits i.e. 1234, 4567 etc or four digits the same i.e.1111, 3333, 9999 etc.

If you know your password but wish to change it, you may do this by accessing 'Supervisor Code' in the 'Supervisor Menu', please refer to the section on 'Functions and Function Codes' later in this user guide.



If your terminal is lost or stolen, you should contact the terminal Helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal (including access to the 'Supervisor Code') is only granted to staff that have been independently verified as being trustworthy.

Voice Referral Password (If configured)



Default Referral Password is **0000**

The 'Referral Password' is designed to prevent fraud during referred transactions. If your terminal is configured for 'Referral Password', you will be prompted during the 'Self Install Process' to create a password.

If you forget your password, you will have to contact the helpdesk and they will set your terminal to reset the password back to '0000'.

Terminal Installation


Connect the equipment as described above. The following screens **may** be displayed during the installation of your terminal. This is dependent on your hardware and the software loaded onto your terminal:

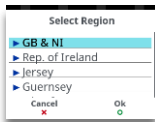






Please ensure that you always leave your terminal powered on and connected to the router in order that it may receive any automatic updates scheduled for it.

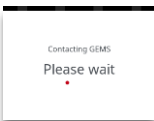
Terminal Configuration


Connect the equipment as described above. The following screens will be displayed during the configuration of your terminal:

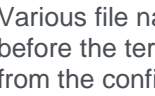
1  Various screens will be briefly displayed as the terminal powers up.




2  Highlight Region and press  or press  to Cancel.




3  Type in your merchant number (provided in your supplier's welcome letter) and then press .




4  The terminal will contact the configuration host.


5  Once a connection has been made various files will be downloaded to the terminal.

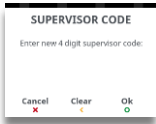
6  Various file names will be displayed before the terminal disconnects from the configuration host.

7  If prompted confirm the date by pressing  if it is correct, or type in correct date and then press .

8  If prompted confirm the time by pressing  if it is correct, or type in the correct time and then press .

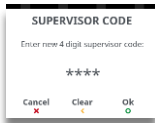
9  If prompted confirm the time by pressing  if it is correct, or type in the correct time and then press .

10  The terminal will power cycle.




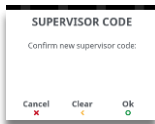
11

Type in your preferred 'Supervisor Code'.




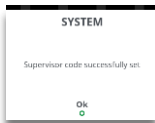
12

Asterisks will appear as you type in the code. Press  to save the code.




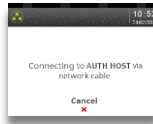
13

Re-type your new 'Supervisor Code' and then press  to confirm it.



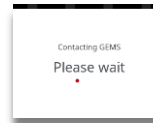
14

Press  to acknowledge the change.



15

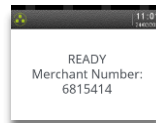
The terminal may then contact any/all acquirers for verification. The text 'AUTH HOST' will differ for each Acquirer



16

The terminal will contact the configuration host.

The terminal will upload the status of its applications and print a list of card types that will be accepted.



17

Terminal will return to the 'Idle Screen' if installation is successful.

Card Reading

Chip Card

Insert the card horizontally into the terminal with the chip facing upwards. Leave the card in position throughout the transaction.



Contactless Card

Bring the card firmly up to the active zone above the contactless logo located on the paper trapdoor.

Keep the card close to the contactless logo during the transaction.

The 4 virtual LEDs will light sequentially during the transaction and the terminal will beep when the card is successfully read.



Magnetic Stripe Card

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

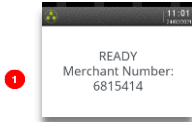
Use a regular movement to ensure a reliable card reading.



Transaction Selection

Sale transactions may be initiated from the 'Idle Screen' or from the 'Transaction Menu'.

All other transaction types can only be initiated from the 'Transaction Menu' screen.




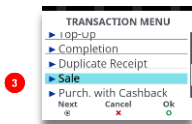
This is the default 'Idle Screen' which, will be displayed once the terminal has been installed successfully.

Start typing in a transaction amount to initiate a 'Sale' transaction.



The screen will change to the 'Amount Entry' screen as soon as you start typing in the amount.

The icons displayed are dependent on the transaction amount entered, press  to confirm the amount. You may, then be given the option to Present/Insert/Swipe the cardholder's card.



Alternatively, pressing  will display the 'Transaction Menu'.

Use the ▲ ▼ keys to select the transaction type. You may need to scroll down the menu to view the required transaction type.

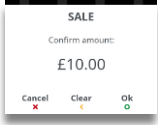


There will be a scroll bar on the right-hand side of the screen if there are more options available but not visible on the display. Use the ▲ ▼ keys to scroll through the menu options

Additional Prompts

During transaction processing you may be requested to confirm any, or all, of the following information. These will only be displayed after 'Amount Entry' and only if your terminal has been configured for 'Gratuity':

Confirm Amount



This screen will be displayed after the transaction amount.

Add Gratuity



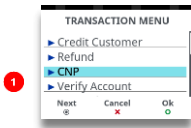
This screen will be displayed after:
You confirm the 'Transaction Amount'.

CNP Transactions

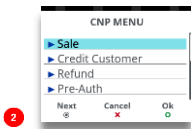
This transaction type allows you to 'Key Enter' the customer's card details for all the supported transaction types for 'Customer Not Present' transactions or as a fallback from a failed card read.


The following example is for a 'Sale' transaction.

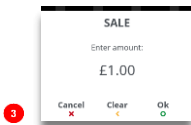
CNP Sale







Press  at the 'Idle Screen' to display the 'Transaction Menu' and Select 'CNP'.

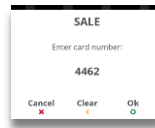


Scroll through the menu and highlight the required option then press  to select it.

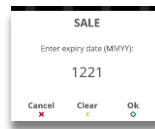





Enter transaction amount then press . Or press  to clear all digits or press  to clear one digit at a time and type in new value.

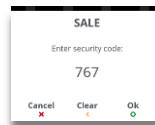
Depending on your configuration, you may be asked to confirm the amount or add a gratuity once  has been pressed.




Start to type in the card number and the screen will change to:



Type in the 'Expiry Date' and then press . Press  to clear all digits or press  to clear one digit at a time and type in new value.



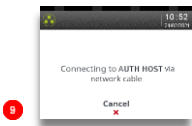
Type in the security code from the back of the cardholder's card and then press .



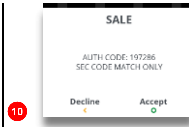
Type in the numbers from the cardholder's Post Code e.g. if Post Code is EH25 1KT, you should enter 16 and then press



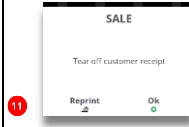
Type in the numbers from the cardholder's Address e.g. if address is 11 High Street, you should enter 11 and then press .



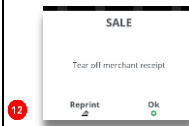
The terminal will contact the 'Auth Host' for authorisation.



The terminal will display the acquirer result. The merchant should press to accept the transaction or to decline it.



The terminal will print a customer receipt. Tear off the customer receipt and press if it is readable or press to reprint the receipt.



The terminal will print a merchant receipt. Tear off the merchant receipt and press if it is readable or press to reprint the receipt.

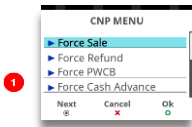
Steps 4 – 8 will be repeated for all other transaction types performed as 'CNP' from the request to 'Insert/Swipe/Present' the cardholder's card.

Force Transaction

If configured, 'Force Transactions' will allow the merchant to re-type in the details of stored/authorised transactions if a 'MAC Key Reset' was performed.



You will only see the equivalent 'Force' transaction type for transaction types enabled on your terminal i.e. If 'SALE' and 'REFUND' are the only two transaction types, you will only see 'Force SALE' and 'Force Refund' transactions in the CNP menu.

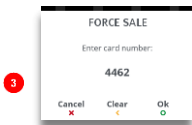


Select 'Force Sale' from the CNP menu.

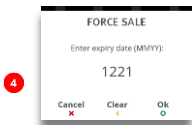


The 'Force Sale' menu screen will be displayed

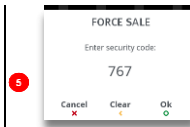
Enter the sale amount and then press .



Key in the card details from the original receipt then press .



Key enter the card expiry date then press .

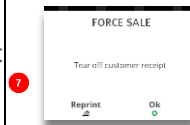


Enter the card security code, if known, then press .

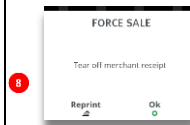


The terminal will request the auth code from the original transaction.

Type in the code and then then press .



Press if the printout is readable; or press to print the merchant receipt again.




Press if the printout is readable; or press to print the merchant receipt again.

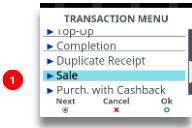


All 'Force' transaction types will **NOT** go online to the acquirer for authorisation as they have already been authorised.

Customer Present Transaction Processing

Sale – Swiped Card

Press  at the 'Idle Screen' to display the 'Transaction Menu'.






Select 'Sale' on the screen as described earlier to select it.



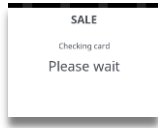
This screen will be displayed if 'Sale' is selected from the above menu. As you type in the transaction amount, it will change to:



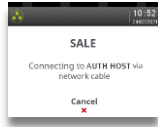
Press  to confirm amount or press  to clear all digits or press  to clear one digit at a time and type in new value.



Swipe the cardholder's card.



Terminal will check the card





This screen will only be displayed if the terminal attempted to connect to the acquirer.



A response to the 'Sale' request is returned by the acquirer.

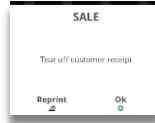
The terminal will print the merchant receipt.



Tear off the merchant receipt and press  if it is readable or press  to reprint the receipt. Ask the cardholder to sign the receipt.

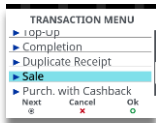


Signature matches one on the card press if not press and transaction will be reversed. A customer receipt is printed.



Tear off the customer receipt and press if it is readable or press to reprint the receipt.

Sale – Inserted Card



Press at the 'Idle Screen' to display the 'Transaction Menu' and Select 'Sale' as described earlier.



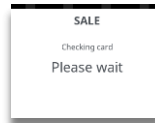
This screen will be displayed. As you type in the transaction amount, it will change to:



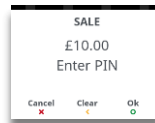
Press to confirm amount, or press to clear all digits, or press to clear one digit at a time and type in new value.



Insert the cardholder's card as described previously



Terminal will check the card.



Customer to enter their PIN code and press to confirm the PIN.

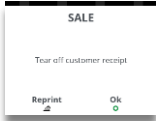


Terminal connects to the acquirer using the configured connection method e.g. 'Mobile Network'.

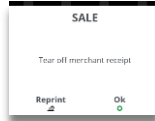


A response to the 'Sale' request is returned by the acquirer.

The terminal will print the cardholder receipt.

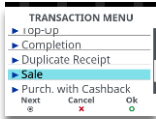


Tear off the cardholder receipt and press if it is readable or press to reprint the receipt. A merchant receipt will be printed.



Tear off the merchant receipt and press if it is readable or press to reprint the receipt.

Sale – Contactless



Press at the 'Idle Screen' to display the 'Transaction Menu'. Select 'Sale' on the screen.



This screen will be displayed. As you type in the transaction amount, it will change to:



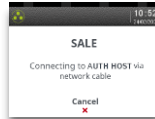
Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



Present the contactless card to the terminal as described previously.



Contactless read is successful when all four status lights are lit and confirmation tone is heard.



Terminal connects to the acquirer using the configured connection method e.g. 'Network cable'.



Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'. Terminal will print the merchant receipt.



Tear off the receipt and press if it is readable or press to reprint the receipt. Press if a cardholder receipt is required.

Contactless High Value Payment (HVP) – Wallet Payments

High Value Payments are contactless payments that are above the limit for contactless cards (e.g. £45.00) but are protected by the cardholder; verifying themselves to the mobile phone either by the use of a scanned thumb/fingerprint in the case of Apple Pay, or by the entry of a pass code for other mobile phone manufacturers. This process is known as a Consumer Device Cardholder Verification Method or CDCVM for short.



This means that once HVP is enabled, the contactless logo will be displayed on your terminal for all transactions rather than just those under the contactless card limit (e.g. £45.00).

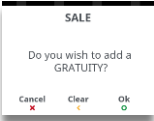

Acceptance of normal contactless cards for transactions below the £45 limit will continue as normal and, if a cardholder taps a contactless card for a transaction above the £45 limit, the terminal will instruct them to complete the transaction using chip and PIN.


In some cases, a cardholder may need to tap their mobile phone against the contactless reader twice. This is because they have not pre-entered their CDCVM on their device prior to starting the transaction and their device has prompted them to complete their CDCVM and tap the phone again. The cardholder should follow the instructions on their device to complete the transaction.


Sale with Gratuity



If your terminal is configured for 'Gratuity', the following additional screens will be displayed after the 'Confirm Amount' prompt during a 'SALE' transaction:



Gratuity Amount

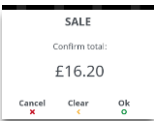



1  Press  if you wish to add a 'Gratuity'.

Press  if you do not wish to add a 'Gratuity'.

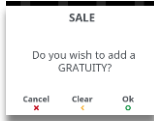

Press  to cancel the transaction.


2  Type in the 'Gratuity Amount' e.g. 120 for £1.20 and then press  to submit it.


Press  to clear one digit at a time or press  to clear all digits.

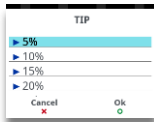

3  Press  to confirm amount or press  to reject the amount and go back to the above screen. Press  to cancel the transaction.





Gratuity Percentage

1  Press  if you wish to add a 'Gratuity'.

Press  if you do not wish to add a 'Gratuity'.

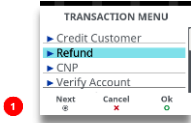
Press  to cancel the transaction.

2  Select the screen to highlight the gratuity percentage you wish to add and then press  to select it.

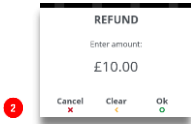
3  Press  to confirm amount or press  to reject the amount and go back to the above screen. Press  to cancel the transaction.

The transaction flow will continue as per a normal 'Sale Transaction'.

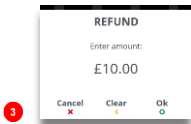
Refund



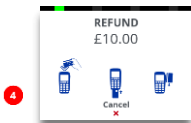
Press at the 'Idle Screen' to display the 'Transaction Menu' and Select 'Refund' on the screen.



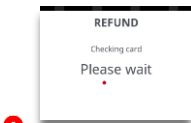
As the refund amount is typed in the screen will change to:



Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



Present/Insert/Swipe the cardholder's card on the terminal.



Terminal will check the card to ensure it is valid.



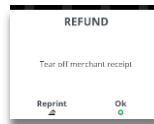
Merchant will type in their supervisor code and then press .

Terminal will connect to the acquirer host for approval.

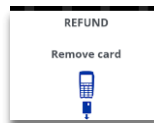


The result of the 'Refund' from the acquirer will be displayed.

Terminal will print the merchant receipt.

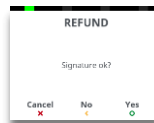


Tear off the merchant receipt and then press if it is readable or press to reprint the receipt.

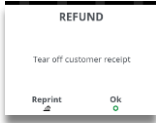


Remove the card from the terminal.

Check the customer signature against the one on the card.



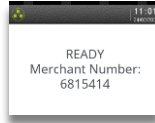
If the signature matches the one on the card press or press if it does NOT match and refund will be reversed.



11

Prints cardholder receipt. Tear off the cardholder receipt and press if it is readable or press to reprint the receipt.

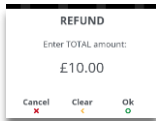
12



Terminal returns to the 'Idle Screen'.

Refund with Gratuity

If your terminal is configured for gratuities the 'Refund' transaction flow is as follows after you select 'Refund' from the transaction menu as described previously in this manual:

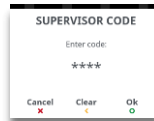


1

Press to submit TOTAL amount.

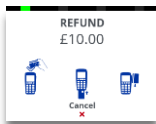
Press to change one digit at time or press to clear the entire amount and enter the correct amount.

4



Type in your 'Supervisor Code' and then press .

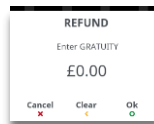
Press or to correct mistakes.



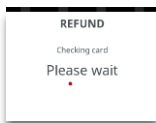
2

Present/Insert/Swipe the cardholder's card or press to cancel the transaction.

5



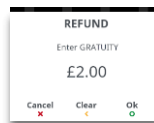
Press if transaction had a 'Gratuity' added or press if no 'Gratuity' was added or press to cancel transaction.



3

The terminal will check the cardholder's card.

6



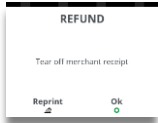
Type in gratuity amount and then press to confirm amount.

Press or to correct mistakes. Press again to cancel the transaction.



7

Terminal will go for authorisation and will display the response from the acquirer.



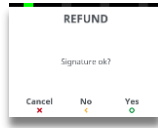
8

A merchant receipt is printed.
Tear off the receipt and press if it is readable. Or press to reprint the receipt.



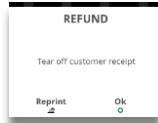
9

Remove the cardholder's card from the terminal.



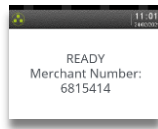
10

If prompted to check signature press if it matches one on the card or press if it does not. Press to cancel the transaction.



11

A cardholder's receipt is printed.
Tear off the receipt and press if it is readable. Or press to reprint the receipt.



12

Terminal returns to the 'Idle Screen'.

Note: If the card used for the refund does NOT require signature verification the cardholder receipt will be printed before the merchant receipt.

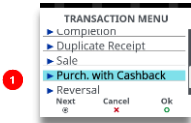
Purchase with Cashback (PWCB)

This menu option is only used to provide 'Cashback' where a normal 'Sale' transaction has been performed with a 'Gratuity'. Selecting this option allows a transaction to be carried out with 'Cashback' instead of 'With Gratuity'.

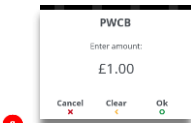


Only certain types of debit cards allow 'Purchase with Cashback'

PWCB Swiped Card



Press at the 'Idle Screen'. Select 'Purch. with Cashback'.



Type in the transaction amount, the screen will change as the amount is being typed in:



Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.

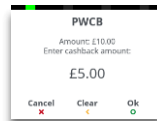


Swipe the cardholder's card or press to Cancel the transaction.



Terminal will check the card to ensure it is valid.

You may be asked to enter the last four digits of the card number.

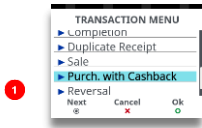


Type in cash back amount and then press to confirm.

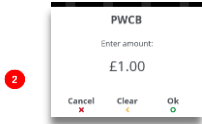
Or press to clear all digits or press to clear one digit at a time and type in new value.

The transaction will now continue as a normal 'Sale' transaction.

PWCB Inserted Card



Press at the 'Idle Screen'. Select 'Purch. with Cashback'.



As the transaction amount is being typed in the screen will change to:



Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



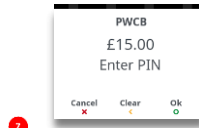
Insert the cardholder's card or press to Cancel the transaction.



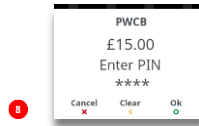
Type in the amount of 'Cashback' required by the cardholder and then press .



Press to confirm the amount of Cashback.



Cardholder to enter their PIN code and then press to confirm the PIN.



Terminal displays asterisks as PIN is typed.

Press to confirm PIN and 'Total Amount'.

The transaction will now continue as a normal 'Sale' transaction.

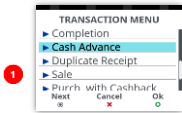
Cash Advance

Please note that this option is only available for certain types of business. Please contact 'Customer Services' for further information.

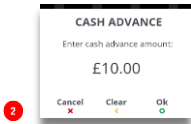


Only certain types of credit cards allow 'Cash Advance'.

Cash Advance – Swipe Card



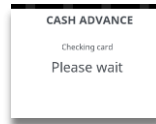
Press at the 'Idle Screen'. Select 'Cash Advance'.



Press to confirm amount or press to clear all digits or press to clear one digit at a time and type in new value.



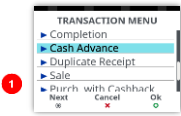
Swipe the cardholder's card or press to cancel the transaction.




The terminal will check the cardholder's card to ensure it supports the transaction type.

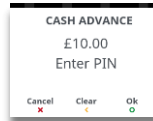
The transaction will now continue as a normal 'Sale' transaction.


Cash Advance – Insert Card

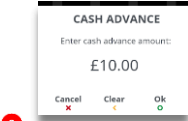





Press  at the 'Idle Screen'. Select 'Cash Advance'.

4

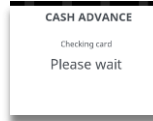


Cardholder to enter their PIN code and then press  to confirm the PIN and Amount.




Type in cash amount and press  to confirm. Or press  to clear all digits or press  to clear one digit at a time and type in new value.

5



The terminal will check the cardholder's card to verify the PIN.

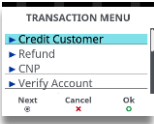

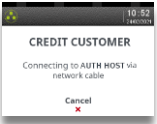


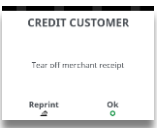


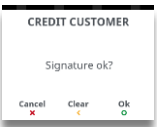
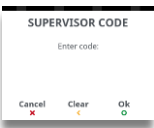



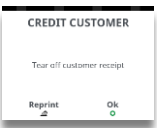


Insert the cardholder's card or press  to cancel the transaction.

The transaction will now continue as a normal 'Sale' transaction.

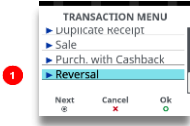
Credit Customer


Please note that this option is only available for certain types of business. Please contact 'Customer Services' for further information.

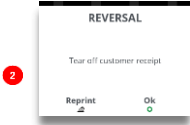
 <p>1</p>	<p>Press  at the 'Idle Screen'. Select 'Credit Customer' on the screen.</p>	 <p>5</p>	<p>The terminal will connect to the acquirer</p>
 <p>2</p>	<p>Enter the transaction amount, then press  to confirm</p>	 <p>6</p>	<p>If successful, the terminal will then print the Merchant Receipt.</p>
 <p>3</p>	<p>Insert the cardholder's card or press  to cancel the transaction.</p>	 <p>7</p>	<p>Check the Signature, Select Yes if they match.</p>
 <p>4</p>	<p>Type in your 'Supervisor Code' and then press . Press  or  to correct mistakes.</p>	 <p>8</p>	<p>The terminal will now print the Customer Receipt.</p>

Reversal

Note: Reversals can only be performed, within 30 seconds of the original transaction completing and before any other function starting.

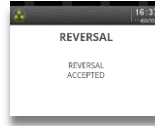


Press  at the 'Idle Screen'. Select 'Reversal'.

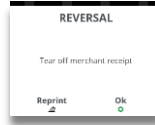




The terminal will print a customer receipt.

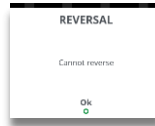
“A reversal is used to correct an error if spotted quickly e.g. amount entered was £1000 but was supposed to be £100. After 30 seconds a refund would be required.




The Terminal will contact the acquirer. It will then show reversal accepted



Press  if the printout is readable else press  to print the merchant receipt again.



If a reversal is attempted after the 30 second window this screen will be displayed. Press  to confirm failure.

Pre-Authorisation (Pre-Auth)

Please note that this option is only available for certain types of business. Please contact 'Customer Services' for further information.



Where there is a likelihood of a large value transaction, such as a hotel or car hire bill, a 'Pre-Authorisation' transaction for the expected value may be made. If, following a 'Pre-Authorisation' transaction, the value of the transaction increases (e.g. because of an extended stay at a hotel) an additional 'Top-up' transaction may be required.

1 Press at the 'Idle Screen'. Select 'Pre-Auth'

2 The Pre-Auth menu screen will be displayed. Enter the amount and then press .

3 Insert/Swipe card.

4 Terminal will check the card.

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Pre-Auth'.

Top-Up

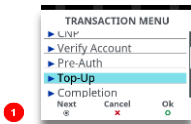
Top-Up – Insert Card

Please note that this option is only available for certain types of business. Please contact 'Customer Services' for further information.



If, following a 'Pre-Authorisation' transaction, the value of the transaction increases (e.g. because of an extended stay at a hotel) an additional 'Pre-Authorisation' transaction will be required.

If your terminal is not configured to automatically perform the additional 'Pre-Authorisation', you may have to perform a 'Top-Up' as follows.



Press at the 'Idle Screen'. Select 'Top-Up'

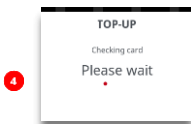


The Top-Up menu screen will be displayed.

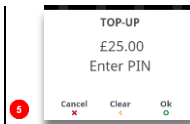
Enter the additional amount and then press .



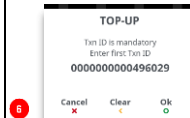
Insert the cardholder's card into the terminal.



Terminal will check the card.



Type in the 'PIN' and then press . Press to clear one digit at a time and type in new PIN or press to Cancel Txn.



Type in the 'Txn ID' from original Pre-Auth and then press .



Type in the 'Txn ID check digits' from original Pre-Auth and then press .

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Top-Up'.

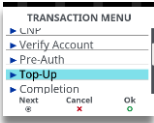

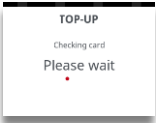

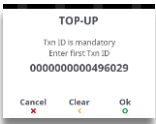






Top-Up – Swipe Card

Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.



If, following a ‘Pre-Authorisation’ transaction, the value of the transaction increases (e.g. because of an extended stay at a hotel) an additional ‘Pre-Authorisation’ transaction will be required.

If your terminal is not configured to automatically perform the additional ‘Pre-Authorisation’, you may have to perform a ‘Top-Up’ as follows.

	<p>Press  at the ‘Idle Screen’. Select ‘Top-Up’.</p>		<p>Terminal will check the card.</p>
	<p>The Top-Up menu screen will be displayed.</p>		<p>Type in the ‘Txn ID’ from original Pre-Auth and then press .</p>
	<p>Enter the additional amount and then press .</p>		<p>Type in the ‘Txn ID check digits’ from original Pre-Auth and then press .</p>
	<p>Swipe the cardholder’s card into the terminal.</p>		

Note there is NO ‘Signature Verification’ for this transaction type.

The transaction will now continue as a normal ‘Sale’ transaction, except the header will be ‘Top-Up’.

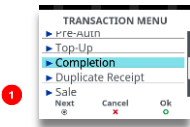
Completion




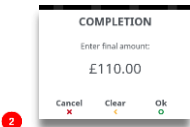
If the final bill is more than 15% higher than the total 'Pre-Authorised' amount, an additional 'Top-up' transaction will be required for the difference which must be obtained prior to the carrying out of the 'Completion' transaction.


The following procedure will complete a 'Pre-Authorised' transaction when the final amount is confirmed with the customer.

Completion - Swipe Card



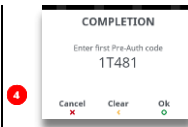
Press  at the 'Idle Screen'. Select 'Completion'.




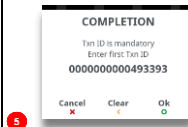
Enter the final amount and then press .




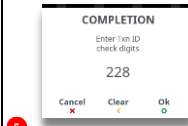
Swipe the cardholder's card. You may be asked to key in the last four digits of the cardholder's card number.






Enter first pre-auth code and then press . Enter the code as described previously in 'Data Input'.

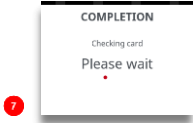


You may be asked to enter first Txn ID from Pre-Auth and then press . Enter the code as described previously in 'Data Input'.



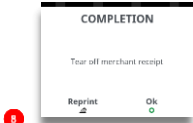
Enter Txn ID Check Digit from Pre-Auth receipt, press  to submit value.

Use the  or  buttons to correct mistakes.



Terminal will check the card details.

7



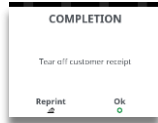
Terminal will print a merchant receipt. Press if the printout is readable; else press the button to print the merchant receipt again.

8



Cardholder to sign the receipt. Check if they match, press if OK, else press to reverse transaction.

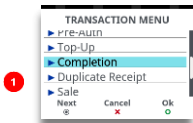
9



Terminal will print a cardholder receipt. Press if the printout is readable; else press to print the cardholder receipt again.

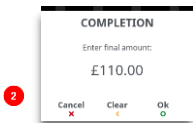
10

Completion - Insert Card



Press at the 'Idle Screen'. Select 'Completion'.

1



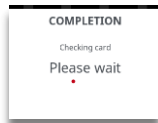
Enter the final amount and then press .

2



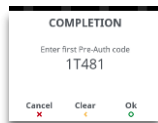
Insert the cardholder's card into the terminal.

3



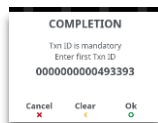
Terminal will check the card details.

4



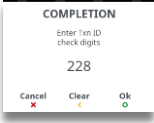



Enter first pre-auth code and then press . Enter the code as described previously in 'Data Input'.

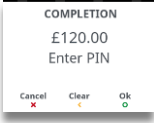


5

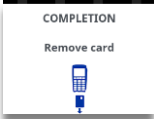


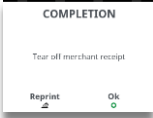

You may be asked to enter first Txn ID from Pre-Auth then press . Enter the code as described previously in 'Data Input'.

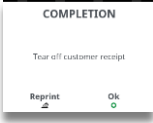


6

6  Press  to submit value; else press the  button to edit the text one digit at a time or press  to clear all digits.

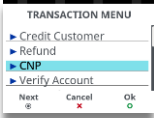

7  Cardholder to enter their PIN. Press the  button to edit the text one digit at a time or press  to clear all digits.


8  Remove the cardholder's card from the terminal.

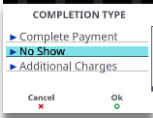
9  Tear off the merchant receipt and then press .

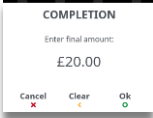

10  Tear off cardholder receipt. Press  if the printout is readable; else press  to print the cardholder receipt again.

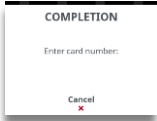
Completion – No Show

1  Press  at the 'Idle Screen'. Select 'CNP'.

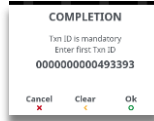
2  Select 'Completion'

3  Select 'No Show'

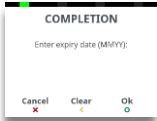
4  Enter the Completion amount and then press .



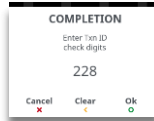
Enter the Card Number and then press



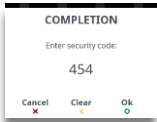
You may be asked to enter first Txn ID from Pre-Auth then press .



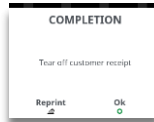
Enter the Expiry Date and then press .



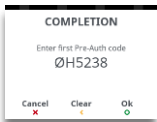
Press to submit value; else press the button to edit the text one digit at a time or press to clear all digits.



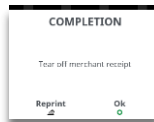
Enter the Security code (csc) and then press .



Tear off cardholder receipt. Press if the printout is readable; else press to print the cardholder receipt again.

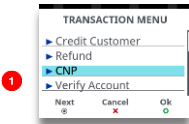


Enter the Pre Auth code from the initial transaction and then press .

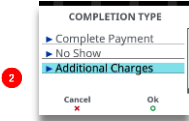


Tear off the merchant receipt and then press .

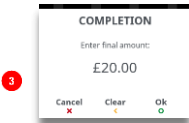
Completion – Additional Charges



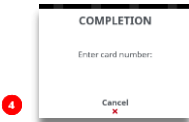
Press at the 'Idle Screen'. Select 'CNP' then 'Completion'



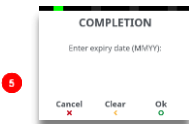
Select 'Additional Charges'



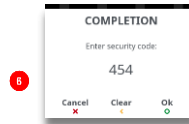
Enter the Completion amount and then press .



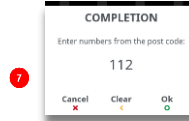
Enter the Card Number and then press .



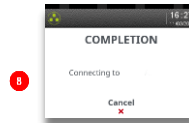
Enter the Expiry Date and then press .



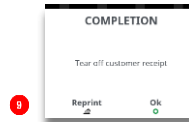
Enter the Security code (csc) and then press .



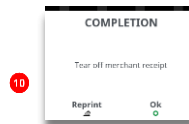
Enter the Numbers from the Post Code and then press .



The Terminal will then connect to the host




Tear off cardholder receipt. Press if the printout is readable; else press to print the cardholder receipt again.

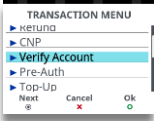


Tear off the merchant receipt and then press .

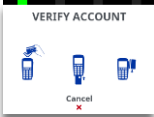
Account Verification

Account Verification Swipe Card

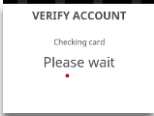
1 Press  at the 'Idle Screen'. Select 'Verify Account'.



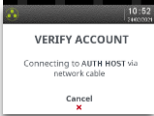
2 Swipe the cardholder's card.



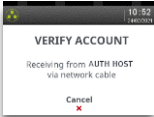
3 The terminal will check the card



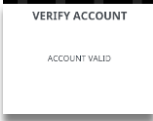
4 Terminal will connect to the host.





5 Terminal will receive a response from the host.

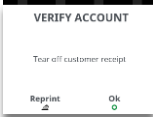





6 If the account is valid this screen is shown.

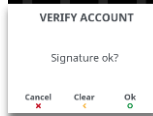




Terminal will print the cardholder receipt.

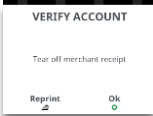
7 Press  if the printout is readable; or press  to print the cardholder receipt again.



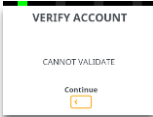
8 Check Signature, press  if OK. Press  if not OK. Press  to Cancel.



9 Press  if the printout is readable; or press  button to print the merchant receipt again.

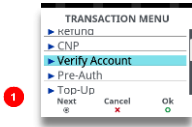


10 **Note: If the account is not valid a screen similar to the following will be displayed.**



Note: This is a ZERO value transaction. No transaction amount is required.

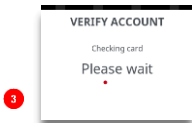
Account Verification Insert Card



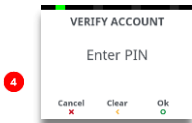
Press at the 'Idle Screen'. Select 'Verify Account'.



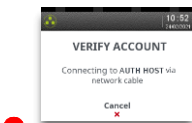
Insert the cardholder's card into the terminal.



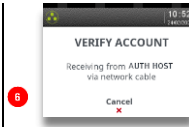
The terminal will check the card



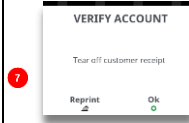
Cardholder to enter the PIN code and then press .



Terminal will connect to the host.

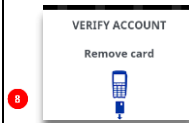


If the account is valid this screen is shown.



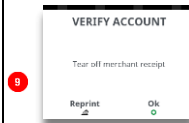
Terminal will print the cardholder receipt.

Press if the printout is readable; or press to print the cardholder receipt again.

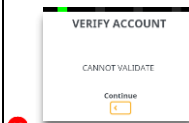


Remove the card from the terminal

Terminal will print the merchant receipt.



Press if the printout is readable; or press to print the cardholder receipt again.



Note: If the account is not valid a screen similar to the following will be displayed.

Note: This is a ZERO value transaction. No transaction amount is required.

Sample Receipts

End of Day Report

```

WAITER-TOTALS

TETRA TESTING
RIDGE WAY
DONIBRISTLE IND. PARK
MRCH NO. 6815414
TERMINAL ID. 32870093

-----

WAITER 01: ARCHIE
  1      10.50DR
        0.00CR
TOTAL  1      10.50DR
(GRATUITY)  0.50DR

WAITER 02: CLARE
  1      21.00DR
        0.00CR
TOTAL  1      21.00DR
(GRATUITY)  1.00DR

-----

GRAND TOTAL
  2      31.50DR
        0.00CR
TOTAL  2      31.50DR
(GRATUITY)  1.50DR

-----

12:10 11/05/17

WAITER-TOTALS NOT RESET
12:10 11/05/17
    
```

```

BANKING TOTALS

TETRA TESTING
RIDGE WAY
DONIBRISTLE IND. PARK
MRCH NO. 6815414
TERMINAL ID. 32870093

AUTH HOST
TOTALS AGREED

-----

PREVIOUS TOTALS
NO BUSINESS

-----

CURRENT TOTALS
FOR RECEIPTS 0002-0011
  6      106.50DR
        0.00CR
TOTAL  6      106.50DR

VISA
  4      61.50DR
        0.00CR
TOTAL  4      61.50DR

VISA DEBIT
  2      45.00DR
        0.00CR
TOTAL  2      45.00DR

12:10 11/05/17 40IF :76
RECEIPT 0011
    
```

Not Authorised Receipts

```

TETRA TESTING
RIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID****0093
WAITER: 03 SHARMILA
AID : A000000031010
CREDITO DE VISA
VISA
**** * 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT          £5.00
GRATUITY        £0.30
-----
TOTAL           £5.30
-----

THANK YOU
12:08 11/05/17
*****
* NOT AUTHORISED *
*****
    
```

```

TETRA TESTING
RIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
WAITER: 03 SHARMILA
AID : A000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT          £5.00
GRATUITY        £0.30
-----
TOTAL           £5.30
-----

12:08 11/05/17
*****
* NOT AUTHORISED *
*****
RECEIPT 0010
    
```

Cancelled Receipts

```

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID***0093
WAITER: 02 CLARE
AID : A000000031010
CREDITO DE VISA
VISA
**** * 0010
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT £10.00
DONATION £0.00
-----
TOTAL £10.00
-----
THANK YOU
12:00 11/05/17
*****
* CANCELLED *
*****
    
```

```

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK
N6815414 TID32870093
WAITER: 02 CLARE
AID : A000000031010
CREDITO DE VISA
VISA
4761 7390 0101 0010
EXP 12/10 START 07/95
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT £10.00
DONATION £0.00
-----
TOTAL £10.00
-----
12:00 11/05/17 40IF :99
*****
* CANCELLED *
*****
RECEIPT 0007
    
```

Waiter Setup Receipts

```

WAITER SETUP
DELETED:
Codes 01 to 99
11:39 11/05/17

WAITER SETUP
ADDED:
Code 01:
11:39 11/05/17
    
```

```

WAITER SETUP
DEFAULT WAITERS CREATED:
Codes 01 to 99
11:35 11/05/17
    
```

Gratuity (Verified by PIN) Receipts

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M**15414 TID***0093
 WAITER: 02 CLARE
 AID : A000000031010
 CREDITO DE VISA
 VISA
 **** * 0010
 ICC PAN.SEQ 01
 SALE
 CARDHOLDER COPY
 PLEASE KEEP THIS RECEIPT
 FOR YOUR RECORDS
 AMOUNT £20.00
 GRATUITY £1.00

 TOTAL £21.00

 Verified by PIN
 THANK YOU
 12:07 11/05/17
 AUTH CODE: 105016

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M6815414 TID32870093
 WAITER: 02 CLARE
 AID : A000000031010
 CREDITO DE VISA
 VISA
 4761 7390 0101 0010
 EXP 12/10 START 07/95
 ICC PAN.SEQ 01
 SALE
 MERCHANT COPY
 AMOUNT £20.00
 GRATUITY £1.00

 TOTAL £21.00

 Verified by PIN
 PLEASE DEBIT MY ACCOUNT
 12:07 11/05/17
 AUTH CODE: 105016
 RECEIPT 0009

Gratuity (Verified by Signature) Receipts

TETRA

M6815414 TID32870069
VISA
4929 7600 5705 5112
EXP 12/20
SWIPED

SALE
MERCHANT COPY

AMOUNT	£10.00
GRATUITY	£1.50

TOTAL	£11.50

PLEASE DEBIT MY ACCOUNT

THANK YOU
12:11 09/05/17
AUTH CODE: 104644
RECEIPT 0010

TETRA

H**15414 TID***0069
VISA
**** * 5112
SWIPED

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT	£10.00
GRATUITY	£1.50

TOTAL	£11.50

Verified by Signature

THANK YOU
12:11 09/05/17
AUTH CODE: 104644
RECEIPT 0010

Sale (Verified by Signature) Receipts

TETRA TESTING

RIIDGE WAY
DONIBRISTLE IND. PARK
M6815414 TID32870093
AID : A000000031010
Visa Debit Test

VISA DEBIT
4659 4105 0355 5234
EXP 12/20 START 11/06
ICC PAN.SEQ 01

SALE
MERCHANT COPY

AMOUNT	£30.00
--------	--------

PLEASE DEBIT MY ACCOUNT

THANK YOU
11:17 11/05/17
AUTH CODE: 104990
RECEIPT 0005

TETRA TESTING

RIIDGE WAY
DONIBRISTLE IND. PARK
M**15414 TID***0093
AID : A000000031010
Visa Debit Test

VISA DEBIT
**** * 5234
ICC PAN.SEQ 01

SALE
CARDHOLDER COPY
PLEASE KEEP THIS RECEIPT
FOR YOUR RECORDS

AMOUNT	£30.00
--------	--------

Verified by Signature

THANK YOU
11:17 11/05/17
AUTH CODE: 104990

Sale (Verified by PIN) Receipts

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M6815414 TID32870093
 AID : A0000000031010
 CREDITO DE VISA
 VISA
 4761 7390 0101 0010
 EXP 12/10 START 07/95
 ICC PAN.SEQ 01
 SALE
 MERCHANT COPY
 AMOUNT £10.00
 Verified by PIN
 PLEASE DEBIT MY ACCOUNT
 11:14 11/05/17 40IF3:00
 AUTH CODE: 104987
 RECEIPT 0002

TETRA TESTING
 RIDGE WAY
 DONIBRISTLE IND. PARK
 M**15414 TID****0093
 AID : A0000000031010
 CREDITO DE VISA
 VISA
 **** * 0010
 ICC PAN.SEQ 01
 SALE
 CARDHOLDER COPY
 PLEASE KEEP THIS RECEIPT
 FOR YOUR RECORDS
 AMOUNT £10.00
 Verified by PIN
 THANK YOU
 11:14 11/05/17 40IF3:00
 AUTH CODE: 104987

Refund (Verified by Signature) Receipts

TETRA
 M**15414 TID****0069
 WAITER: 03 SHARMILA
 VISA
 **** * 5112
 SWIPED
 REFUND
 CARDHOLDER COPY
 PLEASE KEEP THIS RECEIPT
 FOR YOUR RECORDS
 AMOUNT £40.00
 GRATUITY £0.80
 TOTAL £40.80
 Verified by Signature
 THANK YOU
 14:17 09/05/17
 REFUND ACCEPTED
 RECEIPT 0011

TETRA
 M6815414 TID32870069
 WAITER: 03 SHARMILA
 VISA
 4929 7600 5705 5112
 EXP 12/20
 SWIPED
 REFUND
 MERCHANT COPY
 AMOUNT £40.00
 GRATUITY £0.80
 TOTAL £40.80
 PLEASE CREDIT BY ACCOUNT
 THANK YOU
 14:17 09/05/17
 REFUND ACCEPTED
 RECEIPT 0011

Self-Install Receipt

```
=====
Terminal Software:
Terminal ID. 32870093
Master: TU2.06.01
EFT: UT4.17.02
11-MAY-2017 12:03
=====

TETRA TESTING
RIIDGE WAY
DONIBRISTLE IND. PARK

TERMINAL ID. 32870093
11/05/17 12:05

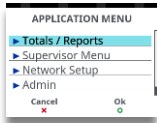
CARD TYPES ACCEPTED
=====
CARD COMMERCE
MAESTRO
MAESTRO (UK)
MASTERCARD
VISA
VISA DEBIT
VISA ELECTRON

=====
INSTALLATION SUCCESSFUL
=====
```


Application Menu

The 'Application Menu' is where the terminal sub menus are controlled from.

Press  until the 'Application Menu' is displayed:



Select the required option.

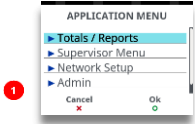
Or press  to select the highlighted option.

Totals/Reports

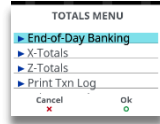
The terminal can produce a number of reports to aid banking

End of Day Banking	Reconciliation report with the acquirers
X Balance	Transaction total print without a reset
Z Balance	Transaction total print with a reset
Waiters Totals	Gratuity summary per waiter

- There are several common features across all the totals and sub-totals on all the reports that are available.
- DR indicates that the value of transactions shown is in your favour – the value shown will be debited from the customer.
- CR indicates that the value of transactions shown is NOT in your favour – the value shown will be credited to the customer.
- The number of transactions that add up to the total shown will always be shown on the left of the value.
- Any gratuity and cashback amounts are included in the TOTAL and SUB-TOTAL, as well as in the breakdown by transaction type (i.e. Sales or Refunds).



Press to display the Application Menu.
Select 'Totals/Reports'.
Or press to select highlighted option.



Use the ▲ ▼ keys to select the required report. Then press to select the highlighted option.

Note: You will be asked to enter your 'Supervisor Code' to access the 'Totals/Reports' option.

Repeat the above steps to select any of the other options from the 'Totals Menu'.

X-Totals / Z-Totals

X-Totals are sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last **Z-Totals** report. **X-Totals** do not reset the totals within the terminal.

Z-Totals show the total of all transactions processed through the terminal for each card company since the last **Z-Totals** were performed. Once **Z-Totals** have been completed the totals within the terminal are reset to zero once terminal returns to the 'Ready Screen'. **Z-Totals** are not connected to your Banking totals.

Waiter Totals

The 'Waiter Totals' report is printed after the 'X/Z Reports'. It is not automatically printed; you will be asked if you wish to print them.

The report breaks down the transactions and gratuities by each waiter. Waiter ID is printed on both the merchant and customer copy of the transaction receipts. Waiter ID has a range from 1 to 99, 'Waiter ID 00' is the 'Shared Waiter ID' normally used for seasonal or part time employees or if you do not wish to specify individual waiters.

If you are looking to set up waiter ID please refer to 'Function and Function Codes' section of this manual.

The terminal will either print the message 'WAITER-TOTALS RESET' or 'WAITER TOTALS NOT RESET' depending on which button is pressed before returning to the READY prompt.

Sample X / Z Reports

X-Z Totals Report

Merchant ID
Terminal ID

Report for receipt numbers 0001 - 0026

Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Card Scheme Name

Card Scheme Name

Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Indication if totals were reset or not

Date and Time of Report

```

X - TOTALS
<Merchant Name>
<Merchant Address1>
<Merchant Address2>
Merchant No.      6815414
Terminal ID.     32870069

-----
<Acquirer Name>
FOR RECEIPTS    0001-
0026
                10      359.90DR
                1       10.00CR
                TOTAL  11
                349.90DR

MASTERCARD
                2       109.88DR
                1       0.00CR
                TOTAL  1
                109.88DR

VISA
                8       250.02DR
                1       10.00CR
                TOTAL  9
                240.02DR

-----
-
GRAND TOTAL
                10      359.90DR
                1       10.00CR
                TOTAL  11
                349.90DR
    
```

The waiter totals report is explained on the next page:

Waiter Totals Printout

WAITER Totals Report

Merchant ID
Terminal ID

Totals for Waiter ID 00 SHARED
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Gratuity amount for SHARED Waiter

Transaction Details for Waiter ID 01 ARCHIE
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Gratuity amount for ARCHIE

Transaction Details for Waiter ID 02 CLARE
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Gratuity amount for CLARE

Transaction Details for Waiter ID 03 SHARMILA
Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Gratuity amount for SHARMILA

Number and value of debit transactions (sales)
Number and value of credit transactions (Refunds)

Total Amount of GRATUITY received

Time/Date report printed

Indication if totals were reset or not

```

WAITER - TOTALS
<Merchant Name>
<Merchant Address1>
<Merchant Address2>
Merchant No.      6815414
Terminal ID.     32870069

-----
WAITER 00: SHARED
           10      59.90DR
           1       10.00CR
TOTAL      49.90DR
(GRATUITY)  3.00DR

WAITER 01: ARCHIE
           1       21.50DR
           1         0.00CR
TOTAL      21.50DR
(GRATUITY)  1.50DR

WAITER 02: CLARE
           1       23.00DR
           1         0.00CR
TOTAL      23.00DR
(GRATUITY)  3.00DR

WAITER 03: SHARMILA
           1       40.80DR
           1       10.00CR
TOTAL      39.80DR
(GRATUITY)  0.80DR

-----
GRAND TOTAL
           13      135.20DR
           1       10.00CR
TOTAL     14      125.20DR
(GRATUITY)  8.30DR

-----
08:32  03/04/17

WAITER-TOTALS NOT RESET

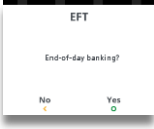


08:32  03/04/17
    
```





End-of-Day-Banking





Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

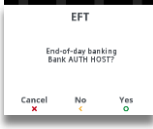
Please Note: To ensure that your statement totals balance, it is important that you carry out your 'End-of-Day Banking' before the cut-off time set by your acquirer. For information regarding these times please contact Customer Services.




Select End-of-Day-Banking as described above in 'Reports', the following screens will be displayed:





1  Press  to perform your 'End-of-Day Banking' or press  to return to the 'Idle Screen'.

2  Press  to bank ALL card schemes. Press  to select card scheme to be banked. Press  to go to Waiter Totals.

3  Press  to bank the selected Acquirer. Press  to display next scheme to be banked. Press  to go to Waiter Totals.

4  The terminal will contact each acquirer selected and print a short report.

5  This screen will be displayed if 'Waiters' are configured. Press  to print report or  to return to the 'Idle Screen'.

6  If 'Waiter Report' is printed press  to reset totals or  not to reset the totals. Press  to return to the 'Idle Screen'.



PLEASE NOTE: The acquirer selection screen will only be displayed if your terminal is set up with more than one acquirer.

Banking Totals Agree Printout

Banking Totals Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals agree with totals recorded by the acquirer	TOTALS AGREED

Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 - if field is blank the session has not changed)

Banking Totals Not Agreed Printout

Banking Totals Not Agreed	
	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals do not agree with	TOTALS NOT AGREED
totals recorded by the acquirer	-----
Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 - if field is blank the session has not changed)

Functions and Function Codes

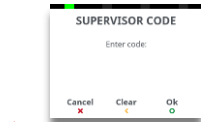
There may be occasions when you have further requirements of your terminal. These can be met using **Function Codes**.




Function Codes other than the following should only be used on the advice of the Helpdesk.

Entering Supervisor Code

You will be asked on occasions to enter your 'Supervisor Code', the following screens will be displayed:




1

Type in your Supervisor Code and then press .

The screen will display asterisks as characters are typed in.




2

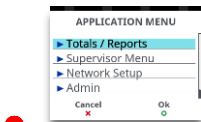
Press  to clear one character at a time

Press  to clear all characters.

Press  to confirm.

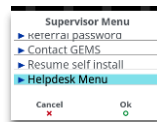
Function Codes

To access the 'Function Codes Menu', you must first go through the 'Supervisor Menu'. Press the  button until the 'Application Menu' is displayed:



1

Select 'Supervisor Menu' on the screen. You will be asked to enter your 'Supervisor Code'.

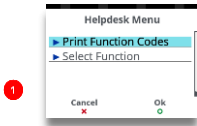


2

Select 'Helpdesk Menu' on the screen. The 'Helpdesk Menu' will open.

Helpdesk Menu (Print Function Codes)

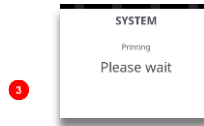
Access the 'Helpdesk Menu' as described above.



Select the screen or press to select highlighted option.



Press to print.
Press to skip.
Press to exit.



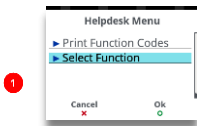
This screen will only be displayed if was pressed to print the systems codes.



Press to print
Press to skip and return to the 'Idle Screen'.

Helpdesk Menu (Select Function)

Access the 'Helpdesk Menu' as described above.



Select 'Select Function'.



Type in the required function code and press to select it.




Function 40 Waiter Setup

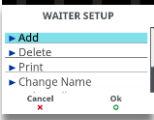

A 'Default Waiter ID' exists to capture the gratuity amount from each transaction if 'Gratuity' is enabled on your terminal. However, you may wish to set up individual 'Waiter IDs' to record the amount of gratuity each waiter has accrued.


The 'Waiter Menu' will allow you to 'Add, Delete, Print, Change Name, Delete All or Create Defaults.



Press  until the 'Application Menu' is displayed and enter the Function Code 40 as described previously above.

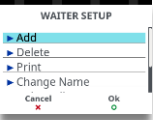

Add Waiter

1  Press  to setup waiters or press  or  to return to the 'Idle Prompt'.

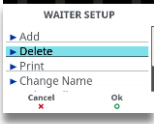
2  Select 'Add' or press  to exit.

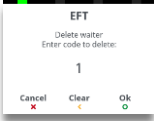

3  Start to type in the 'Waiter's Name' as described earlier in this manual. The screen will change to the following:

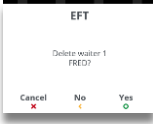

4  Press  when you have typed in the waiter's name.

5  Repeat for each waiter to be added. You may set up a maximum of 99 waiter's names. Press  to exit the menu.

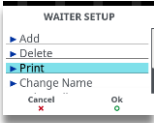
Delete Waiter

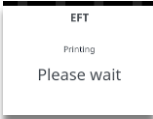
1  Return to the 'Waiter Setup Menu' as described above. Select 'Delete'.

2  Type in 'Waiter Code' and then press .

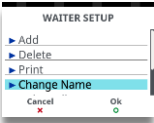
3  Press  to confirm waiter to be deleted or press  or  to return to the 'Waiter Setup Menu'.

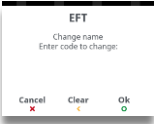

Print Waiters

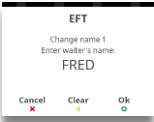



1  Return to the 'Waiter Setup Menu' as described above. Select 'Print'.

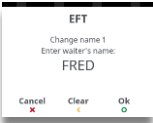


2  A list of waiters that have been setup in the terminal will be printed.



Change Name

1  Return to the 'Waiter Setup Menu' as described above. Select 'Change Name'.

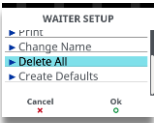
2  Type in 'Waiter Code' of name to be changed and then press .




3  Press  to confirm waiter name to be changed or press  or  to return to the 'Waiter Setup Menu'.

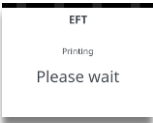

4  Press  to delete the last character of the name or press  to delete the entire name.

5  Type in the new name as described previously and then press  when completed.

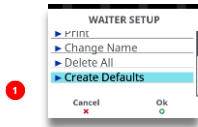
Delete All

1  Return to the 'Waiter Setup Menu' as described above. Select 'Delete All'.

2  Press  or press  to exit back to the 'Waiter Setup Menu' without deleting the waiters.

3  If  was pressed the terminal will print confirmation that 'ALL' of the waiters have been deleted.

Create Defaults



Return to the 'Waiter Setup Menu' as described above.

Select 'Create Defaults'.



The terminal will print confirmation that 'Waiter Defaults' have been created.



Press to 'Create Defaults'. Press to exit back to the 'Waiter Setup Menu' without creating the defaults.

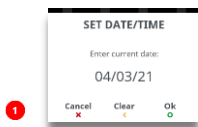
"Create Defaults" will create waiter codes 01 – 99 instead of adding individual waiter names.

Function 30 Set Date and Time

You may have been prompted to set the 'Date and Time' when installing your terminal.

If you have set the 'Date and Time', the terminal will automatically adjust for 'Daylight Saving'.

However, if you have a need to amend either of them this is achieved as follows: Press the button until the 'Application Menu' is displayed and enter the Function Code 30 as described previously.



Press if the date is correct or type in the correct date (ddmmyy) and then press .

Date will be overwritten as it is typed.




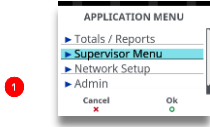
Press if the time is correct or type in the correct time (hhmm) and then press .

Time will be overwritten as it is typed.

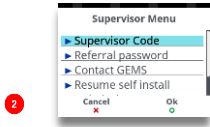
Alternatively, you may access the 'Set Date/Time' function via the 'Admin' option in the 'Application Menu' described later in this manual.


Supervisor Menu

If you know your 'Supervisor Code' but wish to change it; press  until the 'Application Menu' is displayed. The following screens will be displayed:





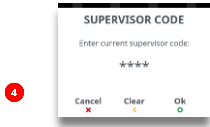
Select 'Supervisor Menu' to select it.






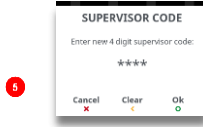
Select 'Supervisor Code' or press  to select highlighted option.




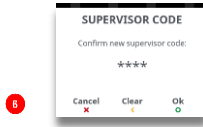
Press  if you wish to change your 'Supervisor Code' or press  to exit without changing it.




Enter your current code and then press . Use  or  to correct mistakes.




Type in new 'Supervisor Code' and then press  to confirm.



Re-type in new 'Supervisor Code' and then press  to confirm.

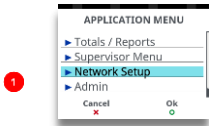


Press  to confirm code change.

The above process is the same as if you had performed a 'Function 34' from the 'Helpdesk Menu'.

Network Setup

Press until the 'Application Menu' is displayed.

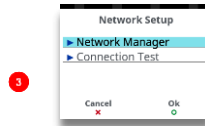


Select 'Network Setup' in the menu and then press .

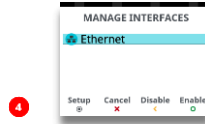


Enter your 'Supervisor Code' and then press .

Use or to correct mistakes



Select 'Network Manager' and then press .



Press to enter 'Setup Mode' for the selected interface.

Press to exit the function.

Press to disable the interface.

Press to enable the interface.

You may now configure your network settings.

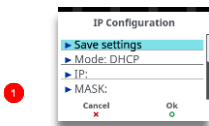
Ethernet

Selecting 'Ethernet' from the 'Manage Interfaces' menu will display the 'IP Configuration Menu':

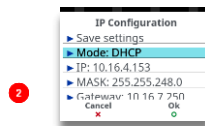
IP Configuration Menu

Note: The following options are **only** applicable if the terminal is in 'Static Mode', they will have no effect on the terminal if it is configured in 'DHCP Mode'.

You should only change this data on instruction from the helpdesk.

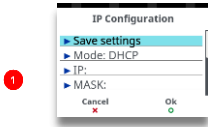


Use the keys to select the required select an option.



Use the keys to select the required option then press to enter edit mode

Save Settings

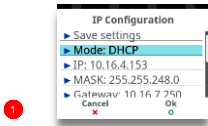


Select 'Save settings' on the screen to save the changes.

The settings will be saved.

Mode

You may configure the terminal to use DHCP or Static IP addresses. The initial screen will display which mode you are in



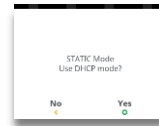
The terminal will display the current mode.

Select the screen to open the window



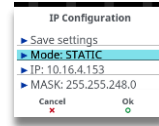
Press to change to Static Mode.

Press return to previous screen.



Press to change to DHCP Mode.

Press return to previous screen.



Press to exit function.

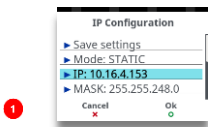
IP

You may configure the IP address. The initial screen will display which IP address you are connected to.

Press to clear all digits.

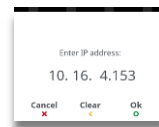
Press to clear one digit at a time.

Press to confirm data.



The terminal will display the current mode.

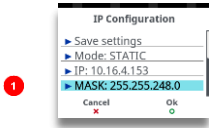
Select the screen to open the window




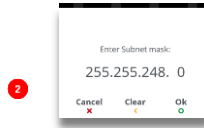
Press to confirm address or clear the digits and re-enter new address.


Mask

You may configure the Mask address. The initial screen will display which Mask address you are configured with.



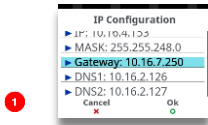
Select screen to select 'Mask' or press  to select highlighted option.




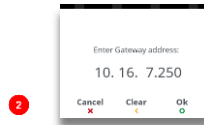
Press  to confirm address or clear the digits and re-enter new address.


Gateway

You may configure the Gateway address. The initial screen will display which Gateway address you are connected to.



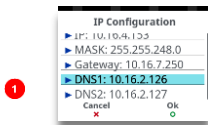
Select screen to select 'Gateway' or press  to select highlighted option.




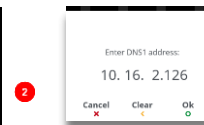
Press  to confirm address or clear the digits and re-enter new address.


DNS1

You may configure the DNS1 address. The initial screen will display which DNS1 address you are connected to.



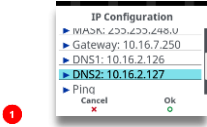
Select screen to select 'DNS1' or press  to select highlighted option.



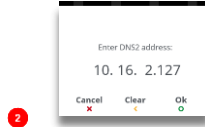
Press  to confirm address or clear the digits and re-enter new address.

DNS2

You may configure the DNS2 address. The initial screen will display which DNS2 address you are connected to.



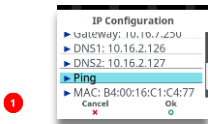
Select screen to select 'DNS2' or press to select highlighted option.



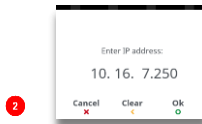
Press to confirm address or clear the digits and re-enter new address.

PING

It is possible for the terminal to ping an IP address.



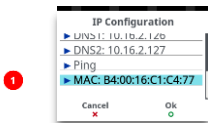
Select screen to select 'Ping' or press to select highlighted option.



Press to ping the address or clear the digits and re-enter new address to ping.

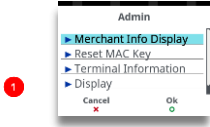
MAC

The screen will display the MAC address of the terminal.



ADMIN

Merchant Info Display

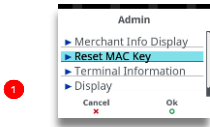


Press button. Terminal will display 'Terminal ID' and 'GEMS Merchant ID'.

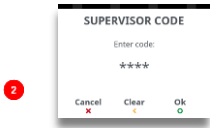


Press button to continue or press button to print short report.

Reset MAC Key



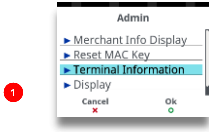
Press button, terminal will prompt for 'Supervisor Code'.



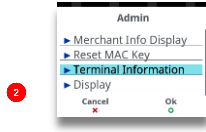
Press to reset the MAC key or press to return to 'Admin Menu'.

Note: If more than one acquirer is configured, the above screen will display the acquirer name. Each time is pressed the next acquirer will be displayed.

Terminal Information

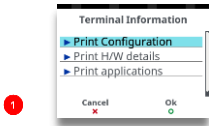


Press button and a 'Sub Menu' will be displayed.
Press to exit function.



Press to select highlighted option or scroll to the required option.

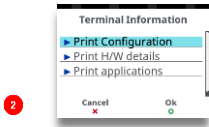
Print Configuration



Press to select highlighted option.
Press to exit function.



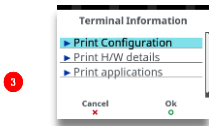
Press button to print 'EFT Configuration', press to skip or press to exit function.



Press button to print 'System Configuration', press to skip or press to exit function.

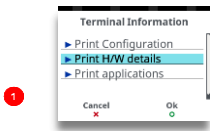


Please wait whilst 'EFT Configuration' is printed.

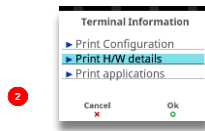


Please wait whilst 'System Configuration' is printed.

Print Hardware Details

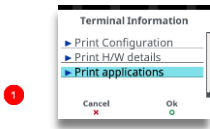


Press to select highlighted option.
Press to exit function.

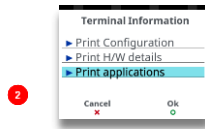


Please wait whilst a short report is printed.

Print Applications

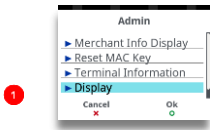


Press to select highlighted option.
Press to exit function.

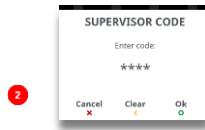


Please wait whilst a short report is printed.

Display

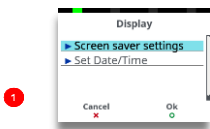


Press to select highlighted option.
Press to exit function.

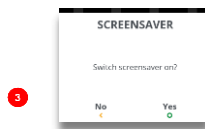


Type in 'Supervisor Code' and then press .

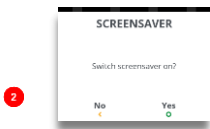
Screensaver Settings



Press to select highlighted option.
Press to exit function.



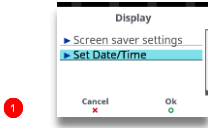
Type in number of minutes and press to set the value.



Press to turn screensaver on.
Press return to previous screen.

Typing value will overwrite existing value. To correct mistakes when entering data press to delete one character at a time or press to delete all data entered.

Set Date/Time



1

The terminal will display the current mode.

Select the screen to open the window





2

Press  if date is correct.



3

Press  if time is correct.

Typing value will overwrite existing value. To correct mistakes when entering data press  to delete one character at a time or press  to delete all data entered.

Recommendations

Safety

Powering down the Desk/3500

- Disconnect the Desk/3500 power supply block adapter from the electrical mains network

Lithium cell

- The Desk/3500 is fitted with an internal lithium cell which can only be accessed by a qualified technician

Electrical power outlet

The electrical power outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible
- Must meet the standards and regulation in the country where used
- The fuse rating for this terminal must be 5A.

SAM1/SAM2/SIM1/(SAM3/SIM2) readers compartment

- The back cover for battery and SAM / SIM readers located underneath the terminal, must be in place during the normal operation of the terminal.

Explosion areas

- Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal is protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

- The handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemakers, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

- All external circuits connected to the Desk/3500 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950 - 1:2005+/A1:2010 and EN60950 - 1:2006+/A11:2009+/A1:2010+/ A12:2011

Cleaning

- To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections.

Do not use solvents, detergents or abrasive products.

The power supply contains the following symbols:



Double insulation symbol

Marking for Class II product. Such product does not require a safety connection to electrical earth



DC current output

This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current)



AC current input

This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency, max current)



DC power jack polarity

Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)



Indoor use only



Energy star level 6

International efficiency marking protocol

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. These provisions require producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to ensure proper disposal and recycling.

Please note that the proper recycling of electrical or electronic equipment and waste batteries will ensure the safety of human health and the environment.

Security of the Terminal

This device fulfils current applicable PCI PTS security requirements.

Upon receipt of the terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

Check, for example: that the keypad is firmly in place and that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment. Also ensure that the chip card reader or any other part of the terminal has not been modified.

These checks should provide warning of any unauthorised modifications to the terminal, and any suspicious behaviour of individuals that have access to your terminal.

The terminal detects any 'tampered state' and will repeatedly flash the message "Alert Irruption!" and further use of the terminal will not be possible.

If the "Alert Irruption!" message is observed, contact the terminal helpdesk immediately.

It is strongly advised that privileged access to the terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

Standards

CE Mark

The CE marking indicates Desk/3500 complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

EU Directives	According to harmonised EU standards			
	Product	Product Type	Standards	Issue date
1999/5/EC (R&TTE Directive)	Desk 3500	All product type	EN 60950-1	2006 2009 (A11) 2010 (A1) 2011 (A12)
		Contactless	EN 302 291-1/2 EN301 489-1 EN 301 489-3 EN 50357 EN 50364	2005 2008 2002 2001 2001
		GSM/GPRS/ UMTS	EN 301 489-1 EN 301 489-7 EN 301 489-24 EN 301 511 EN 301 908-1 EN 62 311	2008 2005 2007 2003 2010 2008
2011/65/EU (RoHS Directive)		All product type	EN 50581	2012

Troubleshooting

The terminal does not turn on

- Connect terminal to terminal power supply ensure that the supply has power.

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic strip facing the side of the terminal).
- Swipe the card again with a continuous and fluid movement
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have correctly inserted the smart card into the smart card reader and only removed it when prompted to do so.

The receipt is not printed

- Check the presence and proper positioning of the paper roll.
- Adjust the paper roll following the instructions in this manual (See **'Installing a paper roll'**).
- Check that Ingenico approved thermal paper has been used.

Notes:

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This User Guide relates to terminal software UT4.17.02 APACS 40.

Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any errors or inaccuracies. The product is varied to suit requirements and as such some features may vary or be disabled. This document should be accepted as a guide only to the use of the product.

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