

Procedure Guide Ingenico Desk/3500



Quick Functions

- Change Connection: **ENTER + 6**
- Key Exchange: **ENTER + 9**
- Sale: **Press any number**
- Settlement: **ENTER + 8**

Common Error List

- **Card not supported**
Ripiti e benta uzando e otro valuta
Redo the sale in the other currency.
- **Settle Failed**
Ripiti e prosedura pa Settlement
Redo the procedure of Settlement
- **Out of Paper**
Pone rol nobo
Put new paper roll

IMPORTANT NOTE

- **Tur POS ta programá pa sera outomatikamente.**
Kontrola si tin **** SUCCESS SETTLE **** pa tur 2 batch, pa por haña e montante riba e kuenta di e negoshi.
- **Pa Restaurant:** Tur Tip ta wordu prosesa huntu ku e transakshon. No tin Tip adjustment mas.
- **All terminals are set to settle automatically.**
Verify the receipt shows **** SUCCESS SETTLE **** for both batches in order to obtain credit to the Merchant account.
- **For Restaurants:** There is no Tip adjustment anymore. All tips are processed with the transaction.



Benta

E kliente ta keda ku su karchi

- Primi **F1** of kualke number
- Skohe **1 XCG** pa benta na Florin of **2 USD** pa benta na Dollar, primi **Enter**
- Hinka e montante, primi **Enter** i pone e POS Terminal pa e kliente por mira e montante di benta i sigi ku e transakshon.
- E kliente ta skohe entre Tap, Insert or Swipe. E kliente **NO** ta duna su karchi mas.
- **TAP:** E kliente ta pone e karchi riba e indikator di NFC. Despues di e “beep” e kliente por kita e karchi.
- **INSERT:** E kliente ta hinka e tarheta den e parti ku ta lesa chip. E kliente ta skohe e kuenta, marka su pin i primi **Enter**.
- **SWIPE:** E kliente ta swipe e tarheta, na e parti di swipe. Pa **Kompa Leon**; E kliente ta hinka e ultimo 4 sifranan di su karchi i primi **Enter**.
- E resibu ta print automatikamente
- Pa kopia di e slep e kliente ta primi **Enter** Button pa YES of CANCEL button pa NO.

Prosedura pa sera mashin/Settlement

- Primi **F2**
- Primi 2 pa **Settle**.
- **Skohe:** ALL, XCG or USD i primi **Enter**. E resibu ta print automatikamente

Kansela

- Primi **F1**
 - Primi number 3 of **Scroll** pa VOID
 - Pa kansela e ultimo transakshon primi 1 of Scroll
 - Pa kansela riba invoice primi 2 of scroll
 - Pa kansela riba number di karchi primi 3 of scroll.
 - Hinka **Password**
 - Pa konfirma e transakshon, primi **Enter**.
- E resibu ta print automatikamente.

Debolbe

- Primi **F1**
- Primi number 2 of **Scroll** pa Refund
- Skohe **1 XCG** of **2 USD**
- Hinka e Password
- Hinka e montante, primi **ENTER**.
- E kliente ta hinka of swipe su tarheta. Pa debito e kliente ta skohe e kuenta, marka su pin i primi **ENTER**.

Kopia/Duplikado di slep

- Primi **F2**
 - Primi 1 of **Enter** pa REPRINT.
 - **Opshon 1 Last Transaction:** Primi Enter i skohe sea Merchant of Customer Copy i primi **Enter**.
 - **Opshon 2 Invoice:** Primi Enter, hinka e number Invoice, primi Enter i skohe sea Merchant of Customer Copy i primi **Enter**.
- E resibu ta print automatikamente.

Sale

The Client keep his/her card

- Press **F1** of or any key number
- Select **1 XCG** for Guilders or **2 USD** for Dollars and press **Enter**
- Key in sales amount, press **Enter** and turn the POS to face the Client showing the sale amount.
- Client chooses: Tap, Insert or Swipe. Client **holds** his card.
- **TAP:** Client will hold his/her card on top of the NFC indicator. After “beep” sound, remove card from NFC indicator.
- **INSERT:** Client inserts card. Client to confirm sales amount, choose account, enters pin and press Enter.
- **SWIPE:** Client swipes card, at the swipe reader. For **Kompa Leon**: Client enters the last 4 numbers on card and press **Enter**.
- The receipt prints automatically.
- For a sales copy press **Enter** Button for YES or CANCEL button for NO and wait until terminal request to remove card.

Manual closing/Settlement procedure

- Press **F2**
 - Press 2 for **Settle**.
 - Choose: ALL, XCG or USD and press **Enter**.
- The receipt prints automatically.

Void

- Press **F1**
- Press number 3 or **Scroll** to VOID
- To void Last Transaction Press 1 or Scroll
- To void on Invoice Number Press 2 or Scroll
- To void on Card Number Press 3 or Scroll
- Insert **Password**
- To confirm transaction, press **Enter**. The receipt prints automatically.

Refund

- Press **F1**
- Press number 2 or **Scroll** for Refund
- Choose **1 XCG** of **2 USD**
- Insert Password
- Insert amount and press enter.
- Insert or Swipe Card. For debit, the client needs to confirm amount, choose account, enter pin and press **Enter**.

Duplicate of slip/Reprint

- Press **F2**
- Press 1 or **Enter** for REPRINT.
- **Option 1 Last Transaction:** Press Enter I and choose either Merchant or Customer Copy and press **Enter**.
- **Option 2 Invoice:** Press Enter, key in Invoice number, press Enter and choose either Merchant or Customer Copy and press **Enter**. The receipt prints automatically.