

Procedure Guide Ingenico Desk/3500



Quick Functions

- **Change Connection**
ENTER + 6
- **Key Exchange**
ENTER + 9
- **Sale**
Press any number
- **Settlement**
ENTER + 8
- **Update**
ENTER + 3
- **WIFI Menu**
Telium Button .55
+ ENTER

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 ròl nobo
Put new paper roll

- **Tur POS ta programá pa sera automatikamente.**
Kontrolá si tin **** SUCCESS SETTLE **** pa tur 2 batch,
pa por haña e montante riba e kuenta di e negoshi.
- **Pa Restaurant:** Tur Tep ta wòrdu prosesa huntu ku
e transakshon. No tin Tep adjustment mas.
- **Kontrolá e POS terminal ku regularidat** pa kualkier
steker òf aparato no outorisá ku por ta pegá na e terminal.
- **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.
- **Remember to spot-check the POS terminals** on a regular
basis for any unusual stickers and/or unauthorized devices
that may have been attached to it.

Printer/Roll

Power Adapter

Ethernet &
WiFi Signal

**F1
Transaction List:**

1. Void
2. Sale
3. Refund

Paper Feeder

CANCEL Button

CLEAR Button

Contactless
Card Reader

**Battery Level
Indicator**

**F2 & F3
Merchant Menu:**

1. Reprint
2. Settle
3. Totals Report
4. Detail Report
5. App Info
6. Batch History Report
7. Reprint Settle

Telium Button

SCROLL Buttons

ENTER Button



Benta

E kliente ta keda ku su karchi

- Primi **F1** òf kualke number
- Skohe **1 XCG** pa benta na Florin òf **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 sigui 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 indikadó 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 swiipe e tarheta, na e parti di swiipe. Pa **Kompa Leon**; E kliente ta hinka e último 4 sifranan di su karchi i primi **Enter**.
- E resibu ta print outomátikamente
- Pa kopia di e slep e kliente ta primi **Enter** Button pa YES òf 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 outomátikamente

Kanselá

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

Debolbé

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

Kopia/Duplikado di slep

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

Sale

The Client keep his/her card

- Press **F1** or 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.