Ingenico Desk/5000 and Move/5000

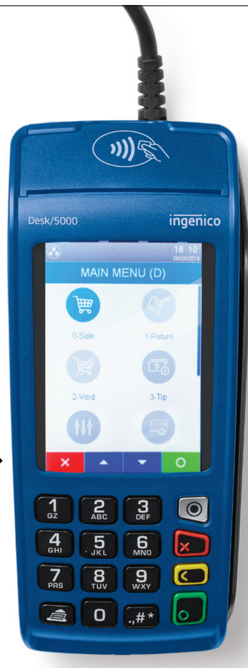
Keep this reference guide handy for quick tips on popular features and answers to common questions.

Touch screen and key functions

Touch screen navigation:

- Cancel
- Scroll keys
- Enter

→



← Admin
← Cancel
← Correction
← Enter

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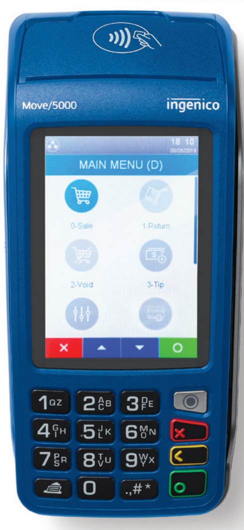

← Admin
← Cancel
← Correction
← Enter

Forget how to do something? Need help fast? To view how-to instructions on your card reader's screen, simply press the gray Admin key. Press anywhere on the screen and swipe finger from right to left. The Self-Help icon Self-Help will display. Press the icon to begin in-reader support.

Voice Authorizations, call:
1-888-706-1526

Support 24/7, visit:
chase.com/POShelp

Call us 24/7, at:
1-888-886-8869

CHASE

Process sale

Press [ ] key to pull up main menu.

Press [0] key or [ ] **Sale** icon on touch screen.

Enter sale amount, then press [ ] key.

Screen says "**Pass terminal to customer**," press [ ] key to confirm sale amount. Select [1] for **Yes** or [2] for **No**.

Customer can tap, insert or swipe their card. If chip card is used, leave inserted until instructed to remove.

When screen says "**Approved**," customer will be prompted to remove card.

Your receipt automatically prints. To print customer's receipt, press [ ] key. If no selection is made after 30 seconds, it will print automatically.

When sale is complete, main menu will appear.

Process return

Press [ ] key to pull up main menu.

Press [1] key or [ ] **Return** icon on touch screen.

Enter supervisor password, then press [ ] key.

Enter the return amount and press [ ] key.

Screen says "**Pass terminal to customer**," press [ ] key to confirm return amount. Select [1] for **Yes** or [2] for **No**.

Customer can tap, insert or swipe their card. If chip card is used, leave inserted until instructed to remove.

When transaction is approved, your receipt automatically prints.

If signature is required, have customer sign your copy of receipt.

Press [ ] key again to print customer's receipt, if desired. If no selection is made after 30 seconds, it will print automatically.

When return is complete, main menu will appear.

Void sale

Press [ ] key to pull up main menu.

Press [2] key or [ ] **Void** icon on touch screen.

Enter supervisor password, then press [ ] key.

Use search menu to locate transactions:
1 = All
2 = Reference #
3 = Clerk #
4 = Invoice #/PO #
5 = Account #
6 = Customer #
7 = RRN
8 = Approval code

Enter information based on transaction type, then press [ ] key.

If **ALL** is selected, use arrow keys to scroll through transactions and press [ ] key to select a transaction to be voided.

The card reader will prompt you to confirm void amount. Select [1] for **Yes** or [2] for **No**.

Once void is confirmed, your receipt automatically prints.

To print customer's receipt, press [ ] key. If no selection is made after 30 seconds, it will print automatically.

When void is complete, main menu will appear.

Include tip (if reader configured for tip prompting)

Pass card reader to customer to enter tip amount. Press [1] for tip percentage, [2] for tip amount or [0] for no tip.

Enter tip amount, press [1] to **Accept**, press [2] to **Change**. Then customer can tap, insert or swipe their card.

If you would like to configure your card reader to process a tip, please call 1-888-886-8869 to talk with a specialist.

CHASE

Account settlement

Your card reader is preset to either automatic or manual settlement.

Automatic settlement:

If your card reader is set to auto settle, transactions in current batch will settle at a specific time, (typically 0500) within a 24-hour period.

- At the end of every successful batch settlement, a report will automatically print.
- If prompted unexpectedly to settle the batch, follow the instructions below. Your batch may have reached capacity, or encountered an issue that requires a new batch to begin.

Manual settlement:

- Press [ ] key.
- Use the arrow key to scroll down to **Settlement** and press [ ] key.
- Press appropriate hot key for **Yes** and **Accept** to settle/close the batch.
- At the end of every successful batch settlement, a settlement report will automatically print.

Special restaurant features

Tip adjust

Press [ ]. This is a hot key that can be selected from main idle screen.
Use search menu to select transaction to adjust.
If **ALL** is selected, use arrow keys to scroll through the transactions and press [ ] key to select a transaction to add tip.
Enter tip amount and press [ ] key.
Accept or **Change**? Select **Accept** to continue.
Adjust another? Select **Yes** to adjust additional tips.

Open/close tab

Press [ ]. This is a hot key that can be selected from main idle screen.
Select [1] to open a tab.
Enter server ID and press [ ] key.
Swipe, insert, tap or key the card and press [ ] key.
Select [2] to close tab. Use search menu to select tab to close.
Close tab amount $X.XX, choose **Accept** or **Change**.
Tip required? Select **Yes** or **No**.
Enter the tip amount and press [ ] key.
Confirm total. Select **Accept** or **Change** and remove card.

Server menu

Press [#] to access admin menu (if prompted, enter admin password). From admin menu, select [1] for Server Menu.
Select [1], **Server Menu**.
Select from the list: 1 = Add ID 2 = Delete ID 3 = Print ID List 4 = Clerk Auto Add 5 = Server Prompt 6 = Clerk Wording 7 = Display Parameters
Select [1] to add a server ID.
Enter server ID and press [ ] key.
Add another? Select **Yes** or **No**.

Disputed charges/chargebacks

Chargebacks cost you time and money, so understanding how to manage them and protect your business is critical.

Customers may dispute charges because:

- They did not receive a product or service.
- They do not recognize the charge or business name on their credit card statement.
- The product or service was defective, damaged or not as it was described.
- They were a victim of fraud — their credit card was stolen or used without consent.

To help prevent chargebacks:

- Use delivery tracking, including signature confirmation.
- Use your company name on card statements.
- Use accurate product descriptions and clearly-defined refund policies.
- Use ID verification policies and services — also consider accepting chip-enabled cards.

Visit **chase.com/chargebacks** to learn more.

Common errors explained

More details on next steps, fixes and additional error codes available at **chase.com/POShelp**.

DECLINED REMOVE CARD	Transaction was declined.	1. Remove card. 2. Try a different card. **Important: Don't try the same card. A "Forced" transaction could result.**
FAILURE ON ALL COMM MODES	The network connection failed.	Verify reader's network connections.
MUST SETTLE BATCH	A previous attempt to settle batch failed. **OR** An attempted action requires empty batch.	1. Retry settling batch. 2. Check your card reader's connection. 3. If problem persists, please call **1-888-886-8869**.
TRANSACTION FAILED	The network connection failed.	1. Check network connection. 2. Retry transaction.
SYSTEM PROBLEM CALL HELP DESK	There are no pending transactions.	Please call **1-888-886-8869**. Your card reader won't work until you contact us for important maintenance or security enhancements.

If you don't see the error you are looking for, visit **chase.com/POShelp** and click on the "**Error Message Help**" link at the top of the page, where you can search by error and quickly get the help you need to continue accepting payments.

QUICK ERROR CODE HELP	Focus your mobile device camera on this code, and a direct link will take you to the tool.	

Chase offers your business more than payment processing

Checking

Savings

Business Credit Card

Business Line of Credit

Visit **chase.com/business** to learn more.

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