



# Quick Reference Guide

Review this Quick Reference Guide to learn how to run a sale, settle your daily card transactions, and troubleshoot terminal responses.

## Ingenico

- User friendly and intuitive interface.
- Touchscreen selection, including on-screen signature capture.
- Hardware that meets the latest Payment Card Industry (PCI) compliance standards
- Quick Chip technology for quicker card handling at the Point of Sale.
- EMV Contactless acceptance for faster payment experience.











## DESK/5000

### Keyboard Functionality

- 1 The function key accesses the different application menus.
- 2 The red key cancels the transaction or function in progress.
- 3 The yellow key deletes the last character.
- 4 The green key accepts or confirms the action. It is also used to switch on the terminal.
- 5 Advance paper feed.

## Basic Functions

Below are some common transactions to help you start processing right away. To access the touchscreen Transaction Menu, Press the green key [  ].

Process a Sale	Process a Refund	Void a Transaction
Press Sale icon 	Press Return icon 	Press Void icon 
Select 1 — CREDIT	Enter the password and press the green key [  ]	Use search menu to locate transaction: 1 = All 2 = Reference # 3 = Clerk # 4 = Invoice # / PO# 5 = Account # 6 = Customer # 7 = RRN 8 = Approval Code
Enter the sale amount and press the green key [  ]	Select 1 — CREDIT	
Swipe, insert, tap or key the card and press the green key [  ]	Enter the return amount and press the green key [  ]	
Optional prompts may appear depending on terminal configuration.	Swipe, insert, tap or key the card and press the green key [  ]	If ALL is selected, use the arrow keys to scroll through the transactions and press the Green/ENTER key to select a transaction to be voided.
Instruct customer to remove card.	Enter the expiration date and press the green key [  ]	Confirm void \$X.XX? Select Yes or No.
Additional optional prompts may appear depending on terminal configuration.	Remove card.	Terminal will display VOID response and print a VOID receipt.

# Restaurant Features

Below are some additional transaction that are common with Restaurant configurations.

Tip Adjust	Open/Close Tab	Server Menu
Press [ <b>6</b> ]	Press [ <b>2</b> ]	Press [ <b>#</b> ]
This is a HOT KEY that can be selected from the main Idle Screen.	This is a HOT KEY that can be selected from the main Idle Screen.	This is a HOT KEY that can be selected from the main Idle Screen.
Use search menu to select transaction to adjust.	Select 1 to open a tab.	Select 1 — Server Menu
If ALL is selected, use the arrow keys to scroll through the transactions and press the Green/ENTER key to select a transaction to add tip.	Enter server ID and press the green key [ <b>■</b> ]	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
Enter tip amount and press the green key [ <b>■</b> ]	Enter tab amount and press the green key [ <b>■</b> ]	Select 1 to add a Server ID.
Accept or Change? Select Accept to continue.	Swipe, insert, tap or key the card and press the green key [ <b>■</b> ]	Enter Server ID and press the green key [ <b>■</b> ]
Adjust another? Select Yes to adjust additional tips.	Enter the expiration date and press the green key [ <b>■</b> ]	Server ID Added.
	Select 2 to close a tab.	Add another? Select Yes or No.
	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 the green key [ <b>■</b> ]	
	Confirm total. Select accept or change.	
	Remove card.	

## More Information and Support

Below is some helpful information about transaction functions and accessing support.

### Set a Password

Upon receiving your terminal, you will be required to create an Admin username and passcode. Once that is created, please access the Admin Menu (grey button) to setup your Manager and Supervisor passcode. If you need help setting up a password or password settings, you can call our 24/7 client support team at 1-800-774-1523.

### Settling Your Daily Card Transactions

Settlement is the process of managing your daily card transactions as they clear through the payment brands and are then funded to your banking account.

There are two ways to set-up your account for settlement as follows:

1. Host capture is a set-up option primarily used for retail and professional services accounts that don't accept tips. Transactions are automatically settled at a specified time.
2. Terminal Capture is primarily used for restaurant business types and any service business accepting tips. With this set-up, your terminal stores the daily transaction for settlement. You can choose either Manual Settlement (default) or Auto Settlement. Please contact client support for further information.

### Manual Settlement

If your terminal is set to Manual Close, press the green key [ **■** ] to access the Main Menu, use the scroll keys to navigate to Settlement and press the green key [ **■** ] to select. Then follow the prompts displayed on the terminal display.

### Timed Auto Settlement

If your terminal is set to Timed Auto Settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. If the terminal is unplugged or turned off before the set time, the auto settlement will occur when the terminal is turned on again. To adjust the Auto Settlement time, please contact our 24/7 client support.