

Quick Start Guide

Desk/5000

GETTING STARTED

Set up your Desk/5000 in a convenient location close to a power source and an Ethernet socket or telephone socket.

To connect an Ethernet cable, connect one side to your Ethernet output or router and the other side to the 'ETH' socket on the Magic box.

Note: If you connect both the telephone and Ethernet cables, the Ethernet (broadband) connection will be used in preference. The telephone connection may be used as a backup. It is recommended that the terminal is not connected to a phone line with call barring, call waiting or alarm enabled.

Finally, connect the power supply unit into the power socket on your magic box and to the mains power. After a short initialisation process, the terminal will display READY or an idle logo.

Connecting the Desk/5000 magic box to power and communication cables



SUPERVISOR PASSWORD

The default supervisor password is 01483. **Please note:** The terminal will require you to change this to a new code of your choosing before you can process any transactions.

Note: Press and hold the yellow key and the dot key together to turn the terminal off.

FUNCTION KEYS

Function Keys: These appear on the Touchscreen interface when they may be used as shortcuts, or as Arrow Keys (F2 and F3 only).

Menu key: To enter the application menus press the Menu key from the idle (READY) screen. Pressing the key again moves to the next menu (if available).

Correction keys: When entering numbers or letters, the yellow 'Clear' key deletes one character at a time; while the red 'Cancel' key deletes the entire line (this key also cancels transactions).

Confirmation key: The green 'Enter' key is used to confirm anything that has been typed into the terminal.

Paper feed key: To test the feeding of the paper through the printer press and hold the paper feed key.

Virtual Function Keys (Touchscreen)





THE CHIP CARD READER

Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen.

If you see a “BAD READ” message, check the card orientation and try again. After three bad reads the terminal will prompt you to swipe the card.

DO NOT remove the card until instructed to do so by the terminal.

CHIP & PIN TRANSACTIONS - SALE

From the idle screen, insert the customer's card into the card reader. Enter the sale amount for the transaction and press the green key. For example enter £12.34 as 1234.

The customer must enter their PIN code.

NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.

After the customer has entered their PIN and pressed green key they will be prompted to return the terminal to you.

The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an “AUTH CODE” will be shown.

The terminal will print two receipts. The merchant copy will be printed first, then once you press the green key, the customer copy will be printed.

CHIP & PIN TRANSACTIONS - REFUND

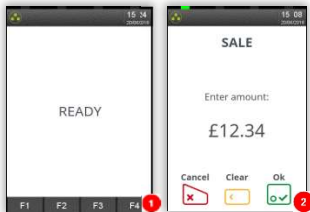
From the idle screen, press menu, then choose “REFUND”. Enter the Supervisor password and confirm with green key. Now insert the customer's card into the card reader. Enter the refund amount for the transaction and press green key.

The terminal will now connect to the acquirer for authorisation, if the refund is authorised then “REFUND ACCEPTED” will be shown.

The terminal will print the merchant copy which the customer must sign. Remove the card.

Check the signature on the merchant copy with that on the card. If the signature is valid then choose “YES”, otherwise choose “NO”.

The terminal will then print the customer copy.



TRANSACTION RECEIPT – (MERCHANT COPY – CHIP & PIN CARD)

	Merchant Name	
	Merchant Address 1	
	Merchant Address 2	
Merchant ID	M:12345678	Terminal ID
	TID:22160000 S5	Sequence Number
	SCH ID:12345678901234567	Scheme Reference ID
Transaction Referencing	89	
	WAITER:12345 TABLE:12345	
	HANDSET:01	
	VISA DEBIT	Card Issuer
Card AID & Label	AID: A0000000031010	
	VISA DEBIT	
	4444 3333 2222 1111	Card Number
Card Details	EXP 12/21	
EXP for Expiry Date	STT 12/10	
STT for Start Date	ISS 1	
ISS for Issue Number	ICC	Entry Method
Transaction Type	SALE	ICC for Inserted Cards
	AMOUNT £21.34	SWIPED for Swiped Cards
	TOTAL £21.34	KEYED for Keyed Cards
		CONTACTLESS for Contactless Cards
	PIN VERIFIED	Successful PIN Entry
	PLEASE DEBIT MY ACCOUNT	
Date & Time	01/01/19 12:11	
Transaction Number	AUTH CODE: 123ABC	Auth Code
	TXN 0004	
	MERCHANT COPY	
	PLEASE RETAIN RECEIPT	



Please refer to the user guide for other examples of transaction receipts.



CONTACTLESS - SALE

From the idle screen, enter the sale amount for the transaction and press the green key. For example enter £12.34 as 1234. If you make a mistake, press the clear key and re-enter the amount.

The cardholder should present their card/payment device against the contactless symbol on the terminal display.

The terminal will now print the merchant receipt.

Note: If the customer requests a receipt this must be done before the next transaction takes place. From the idle screen press the (F1) key to print a duplicate receipt.

MAIL ORDER TRANSACTIONS - SALE

Press the menu key, then "MAILORDER". Choose either "REFUND" or "SALE". When prompted type in the customer's card number and confirm by pressing the green key.

Enter the expiry date, the start date (if required), the issue number (if required), pressing green key after each entry.

Enter the card security code (CSC), the numbers from the cardholder's postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder's address (e.g. Flat 1, 28 High Street is 128), pressing green key after each entry.

If you do not know any of these then you can press green key without entering anything to bypass the check when appropriate.

Enter the sale/refund amount and press green key.

The terminal will connect to gain authorisation and will prompt you to choose "Decline" or "Accept" while displaying the result of the CSC/AVS check.

The terminal will print off the two receipts.



END OF DAY REPORTS

To access the reports menu press the menu key twice, then "REPORTS". Enter the Supervisor password and press green key.

END OF DAY: One touch function that prints both the "Z REPORT" and the "BANKING" report. This **MUST** be done at the end of each day that you trade.

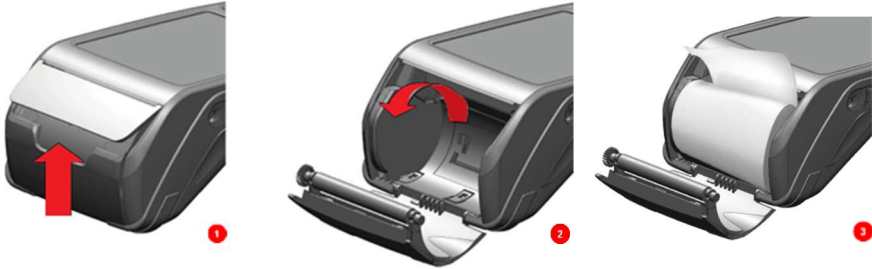
BANKING: Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer.

X REPORT: Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the "BANKING" report.

Z REPORT: Exactly the same as the "X REPORT", except that the "Z REPORT" resets the totals ready for the next day's trade.



CHANGING THE PAPER ROLL



Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.

Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment.

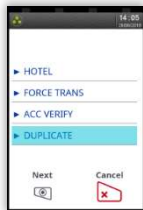
Holding the free end of the paper and the terminal, close the printer cover and push it firmly until it locks. While your terminal is displaying the idle screen, press and hold the paper feed key to ensure that the paper feeds correctly.

ONLY OPEN THE PRINTER COVER AS SHOWN - DO NOT FORCE THE PRINTER COVER

TIPS AND ADVICE



REFERRALS: If the terminal displays “CALL AUTH CENTRE” or “PLEASE WAIT” with a telephone number, then you must refer the transaction and phone for authorisation for that card.



PIN TRIES EXCEEDED: If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN if they know the PIN.

DUPLICATES: To print a duplicate of the last transaction processed press the menu key three times, then select “DUPLICATE” and press green key.

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This Quick Start Guide relates to Desk5000 Tetra terminals – TMS/MATSU software

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