

Ingenico Desk 3500 Quick Reference Guide RESTAURANT

Credit Card Sale – Card Present

- From home or idle screen press 0 (zero) for SALE
- Press 1 or Green ENTER for Credit
- Enter server number if prompted then press Green ENTER
- Swipe, Insert or Tap the card
- Select Enter Tip if prompted and enter tip amount, otherwise select No Tip
- Confirm Total. Select Accept or Change
- Terminal will verify card and display approval code on screen
- Customer and Merchant receipts print

Debit Card Sale – Card Present

- From home or idle screen press 0 (zero) for SALE
- Press 2 for Debit or scroll down to Debit and press Green ENTER
- Enter server number if prompted then press Green ENTER
- Enter sale amount then press Green ENTER
- Swipe, Insert or Tap the card
- Select Enter Tip if prompted and enter tip amount, otherwise select No Tip
- Terminal will verify card and prompt for PIN entry – have customer enter PIN
- Approval code will display on screen
- Customer and Merchant receipts print

Credit Card Sale – Keyed Entry

- From home or idle screen press 0 (zero) for SALE
- Select 1 or Green ENTER for Credit
- Enter server number if prompted then press Green ENTER
- Enter sale amount then press Green ENTER
- Enter card number and then press Green ENTER
- Enter Exp Date then press Green ENTER
- Confirm Total. Select Accept or Change
- Cardholder present? Choose Yes or No
 - If Yes, enter Zip Code then press Green ENTER
 - If No, enter CVC code then Green ENTER
 - Select Mail-Order/Telephone or eCommerce
 - Enter Order Number
 - Enter Address
 - Enter Zip Code
- Terminal will verify account and display approval code on screen
- Customer and Merchant receipts print

Credit Card Return

- From home or idle screen press 1 for RETURN
- Select 1 or Green ENTER for Credit
- Enter server number if prompted then press Green ENTER
- Enter return amount, then press Green ENTER
- Swipe, Insert, Tap or Key in card
 - Enter expiration date if keyed entry
- Terminal will verify card and then display approval code on screen
- Customer and Merchant receipts print

Credit Card Tip Adjustment

- From home or idle screen select 5 for TIP ADJUSTMENT
- Select to search by:
 - 1 – All 2 – Reference # 3 – Server # 4 – Invoice/PO # 5 – Account # 6 – Customer # 7 – RRN 8 – Approval Code
- Once transaction is located, press Green ENTER to select
- Enter tip amount and press Green ENTER
- Confirm total. Select Accept or Change
- Terminal will connect and approve adjustment

Reports Menu

- From home or idle screen select # button for ADMIN MENU
- Select 1 or Green ENTER button for REPORTS
- Select report from list:
 - 1 – Detail 2 – Summary 3 – Server 4 – Unadjusted Tip – 5 Open Tabs 6 – EMV Report 7 – Stored Transactions 8 – Recent Error
- Next select 1 – Print or 2 – Display

Server Report

- From home or idle screen select # button for ADMIN MENU
- Select 1 or Green ENTER button for REPORTS
- Select 3 for Server, or scroll down to Server and press Green ENTER
- Press 1 for All Servers or press Green ENTER
- For Single Server report press 2 and enter Server #
- Report will print

Server Menu

- From home or idle screen select # button for ADMIN MENU
- Select 2 for Server Menu and 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

Close Batch

- From home or idle screen press 8 for SETTLEMENT
- Terminal will ask: Close Batch and Deposit Funds?
- Select 2 or press Green ENTER for YES
- Terminal will close batch and connect with server, GB – Good Batch will display on screen and batch report will print

Re-Print Receipt

- From home or idle screen select 9 for OTHER
- Press 4 for REPRINT or scroll down to REPRINT and press Green ENTER
- Press 1 for LAST RECEIPT
- Or select 2 to SEARCH by:
 - 1 – All 2 – Reference # 3 – Server # 4 – Invoice/PO # 5 – Account # 6 – Customer # 7 – RRN 8 – Approval Code
- Select MERCHANT COPY, CUSTOMER COPY or BOTH
- Receipts will print

Open/Close Tab

- From home or idle screen press 2 for TAB
- Select from List: 1—Open 2—Close 3—Delete
- Select 1 to Open a Tab
 - Enter Server # and press Green ENTER
 - Enter tab amount and press Green ENTER
 - Swipe, Insert, Tap, or Key in card # and press Green ENTER
 - Terminal verifies card and displays approval code on screen
 - Receipts print
- Select 2 to Close a Tab
 - Use Search Menu to select tab to close
 - Close Tab Amount will display. Choose Accept or Change
 - Swipe, Insert, Tap, or key in card # and press Green ENTER
 - Select Enter Tip if prompted and enter tip amount, otherwise select No Tip
 - Confirm Total. Select Accept or Change
 - Terminal verifies card and displays approval code on screen
 - Receipts print