# Quick Start Guide

Desk/5000

ingenico

GETTING STARTED

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

CONNECTING THE DESK/5000 MAGIC BOX TO POWER AND ETHERNET CABLES

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

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.

Power In

Ethernet
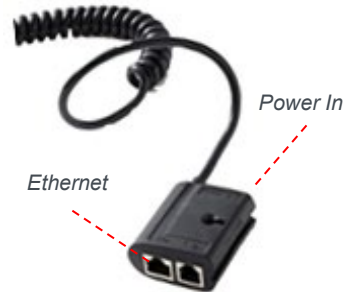
SUPERVISOR PASSWORD

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.

MERCHANT NUMBER VALIDATION

⚠️ This feature is not available on all devices. If this screen does not appear then continue to use your terminal as normal.

Upon entering an amount for a transaction for the first time you will be asked to enter your merchant number. This is to ensure that your transactions are going to the right place by way of a simple check. If the screen displays "Merchant Number is not correct" then double check your Merchant Number and try again. If this continues please contact your Helpdesk as advised by your payment terminal provider.

LOCATION INFORMATION

In order to ensure that your information is captured and passed to your acquirer correctly it is important to check that your country and postcode are correct on your terminal. This will need updating if the location in which you are processing a transaction changes.

When the terminal is first installed it will download your country and postcode from our Terminal Management System. You can check this information and update it as needed by pressing ⊚ then selecting "Set Location" using ▲ and ▼, then ⊙✓, or your touchscreen.

FUNCTION KEYS

Keypad Layout: Depending on the model of your terminal it may come with one of these two keypad layouts.

Virtual Function Keys: These appear on the Touchscreen interface when they may be used as shortcuts e.g., F1 to print a duplicate receipt.

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

Virtual Function Keys (Touchscreen)

Menu key

Cancel key

Clear key

Enter key

Paper feed key

Correction keys: When entering numbers or letters ⟨ deletes one character at a time while ⌫ deletes the entire line (this key also cancels transactions).

Confirmation key: ⊙✓ is used to confirm anything that has been typed into the terminal.

Paper feed key: Holding this key will cause the terminal to release blank receipt paper through the printer press.
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Virtual Function Keys (Touchscreen)

Menu key

Cancel key

Clear key

Enter key

Paper feed key
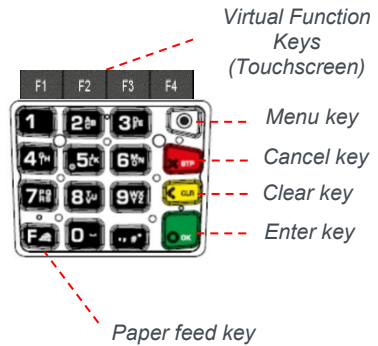
SALE TRANSACTION – CHIP & PIN/CONTACTLESS

From the idle screen, enter the sale amount for the transaction and press [ov]. For example, enter £12.34 as 1234. If you make a mistake press [<] and re-enter the amount.

1

SALE
£12.34

The cardholder can present their card or payment device against the contactless symbol on the printer cover.

Alternatively, they can insert their card into the terminal.

2

SALE
£12.34
Enter PIN

Cancel Clear Ok
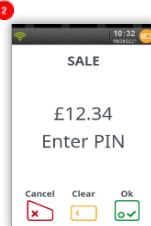
If the card was inserted into the terminal the customer must enter their PIN code.

After the customer has entered their PIN and pressed [ov], they will be prompted to return the terminal to you.

3

AUTH CODE:769358
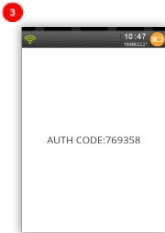
The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an "AUTH CODE" will be shown.

4

TEAR OFF RECEIPT

Ok
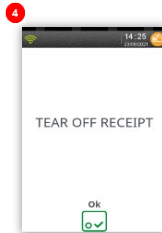
The terminal will then print the merchant receipt. If the card was inserted, you can then press [ov] which will print off the customer copy.

Contactless transactions do not print a receipt by default.

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

REFUND TRANSACTION – CHIP & PIN/CONTACTLESS

From the idle screen, press [📷] then choose "REFUND". Enter the Supervisor password and press [ov].

1

REFUND
Enter amount:
£12.34

Cancel Clear Ok
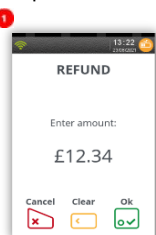
Enter the refund amount for the transaction and press [ov].

The customer can now either insert, swipe, or tap their card against the reader.

2

REFUND
£12.34

Cancel

The terminal will now connect to the acquirer for authorisation.

If the refund is authorised, then "REFUND ACCEPTED" will be shown.

3
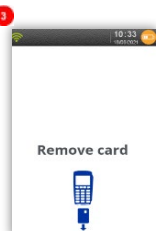
Remove card

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

You will be prompted to remove the card.

4

TEAR OFF RECEIPT

Ok
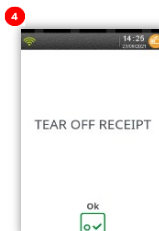
Check the signature on the merchant copy against the signature on the card. If the signature is valid then choose "YES", otherwise choose "NO".

The terminal will then print the customer copy.
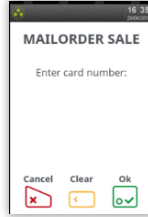
MAIL ORDER TRANSACTIONS – SALE

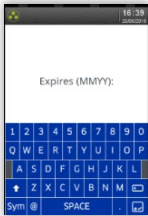You can perform a transaction without the card present if you have the card number and security code.

Press ⌖, then select the "MAILORDER" option. Choose either "REFUND" or "SALE".

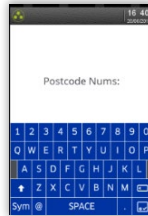When prompted type in the customer's card number then confirm by pressing ✓.

Enter the expiry date, the start date (if required), and the issue number (if required).
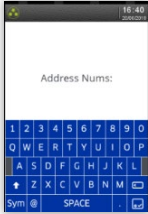
Press ✓ after each entry to continue.

Enter the card's security code (CSC) then the *numbers* from the cardholder's postcode (e.g., GU7 1LG becomes 71).
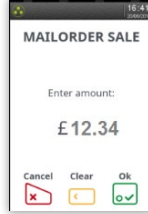
Press ✓ to continue.

Again, enter the *numbers* from the cardholder's address (e.g., Flat 1, 28 High Street becomes 128).

Press ✓ to continue.

Enter the sale or refund amount then press ✓ to continue.
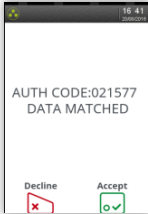
The terminal will now connect to the acquirer for authorisation, then will prompt you to choose "Accept" or "Decline". The result of the CSC/AVS check will then be displayed.
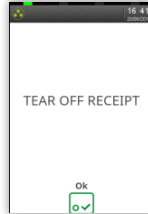
The terminal will print off the Merchant receipt then the Customer receipt.

If you do not know any of the address details, then you can press ✓, without entering anything, to bypass the check when appropriate.

END OF DAY REPORTS

To access the reports menu, press ⌖ twice, then select the "REPORTS" option. Enter the Supervisor password and press ☑.
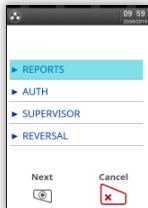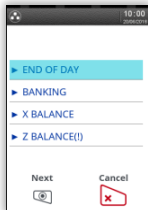
END OF DAY: One touch function that prints both the "Z REPORT" and the "BANKING" report. This **MUST** be done at the end of each day that you trade and retained for your records.

BANKING: Indicates total value of transactions that have been processed by the terminal 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 BALANCE(!): Exactly the same as the "X REPORT", except that the "Z REPORT" resets the totals, ready for the next day's trade.
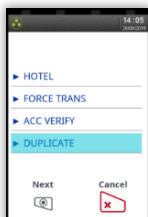
An automatic End of Day feature is available. If you like to have this activated please call the helpdesk.

TIPS AND ADVICE

REFERALS: 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.
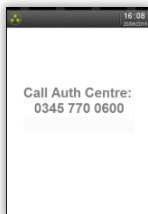
DUPLICATES: To print a duplicate of the last transaction processed press ⌖ three times, then select "DUPLICATE" and press ☑.

FIREWALL: You may need to configure your firewall settings to ensure the appropriate IPs and Ports aren't blocked on your router. See the user guide for further details.

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.

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.
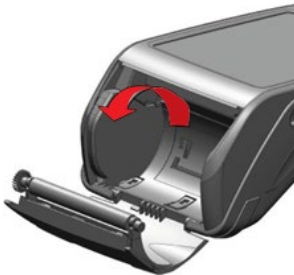
Fully open the printer cover and remove the old roll of paper.

Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place it into the printer compartment.
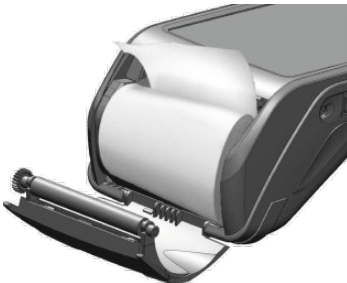
Holding the free end of the paper and the terminal, close the printer cover and push it firmly until it locks. While your terminal is displaying the idle screen, press and hold to ensure that the paper feeds correctly.

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

TRANSACTION RECEIPT – MERCHANT COPY (CHIP & PIN)

Merchant ID ---- M:12345678   Terminal ID

TID:22160000   S5 ---- Sequence Number

SCH ID:12345678901234567 ---- Scheme Reference ID

89

Transaction Referencing ---- WAITER:12345 TABLE:12345

HANDSET:01

VISA DEBIT ---- Card Issuer

AID: A0000000031010

Card AID & Label ---- VISA DEBIT

4444 3333 2222 1111 ---- Card Number

EXP 12/25

STT 12/22

Card Details
EXP for Expiry Date
STT for Start Date
ISS for Issue Number

ISS 1

ICC ---- Entry Method
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards
CONTACTLESS for Contactless Cards

Transaction Type ---- SALE

AMOUNT   £12.34

TOTAL   £12.34

PIN VERIFIED ---- Successful PIN Entry

PLEASE DEBIT MY ACCOUNT

Date & Time ---- 31/01/22 12:11

AUTH CODE: 123ABC ---- Auth Code

Transaction Number ---- TXN 0004

MERCHANT COPY
PLEASE RETAIN RECEIPT

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

For further information on the terminal functions provided in this start guide please call Global Payments on 0345 702 3344*, selecting the option for 'Card Terminal Support', followed by the option for your terminal manufacturer.

GLOBAL PAYMENTS - USEFUL CONTACTS

24 Hour Auth Centre	0345 770 0600*
Helpdesk	0345 702 3344*
Tally Rolls	0345 702 3344*

Helpdesk Opening Hours
Monday-Saturday 8:00am - 11:00pm
Sunday 10:00am - 5:00pm
Bank Holidays 10:00am - 4:00pm

*If you have a speech or hearing impairment, you can call us using the Relay Service by dialling 18001 followed by the number you wish to call. Calls may be recorded. To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property.

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