

Quick Start Guide

Desk/3500



GETTING STARTED

Set up your Desk/3500 in a convenient location close to a power source and an Ethernet 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.

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.



FUNCTION KEYS

Function Keys: These appear on the screen interface where they may be used as shortcuts, such as F1 to print a contactless receipt or F4 to access a sale menu.

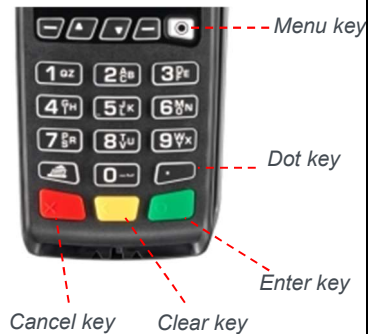
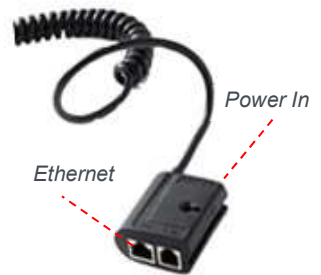
Menu key: To enter the application menus press the Menu key from the idle (READY) screen. Pressing the Menu key again moves to the next menu (if available).

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.

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

(See Page 6 for instructions on how to change the Paper Roll)



SUPERVISOR PASSWORD

The 'Supervisor Code' is designed to limit access to the 'Supervisor Functions' configured for certain transaction types or access to certain 'Function Codes' on the terminal to those who have access to the code.

If you forget your code, please contact the Helpdesk who will be able to provide you with a temporary code to allow you to reset it to a new value.



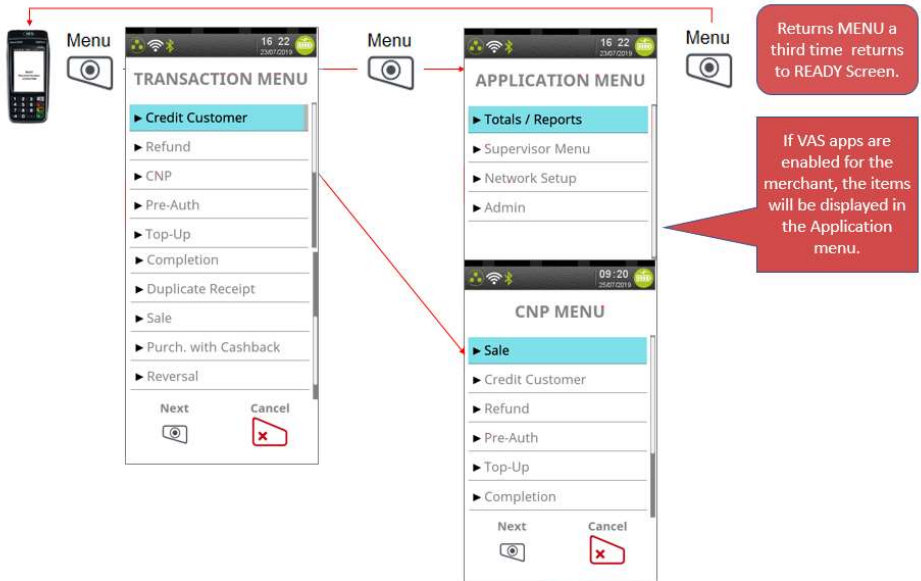
Default Supervisor Code is **0000**

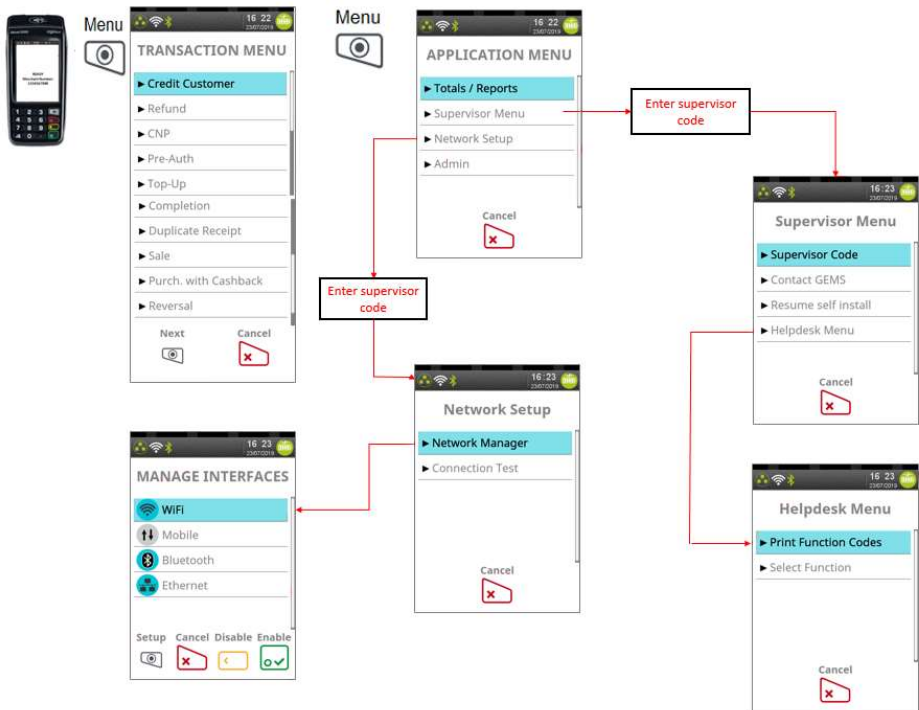
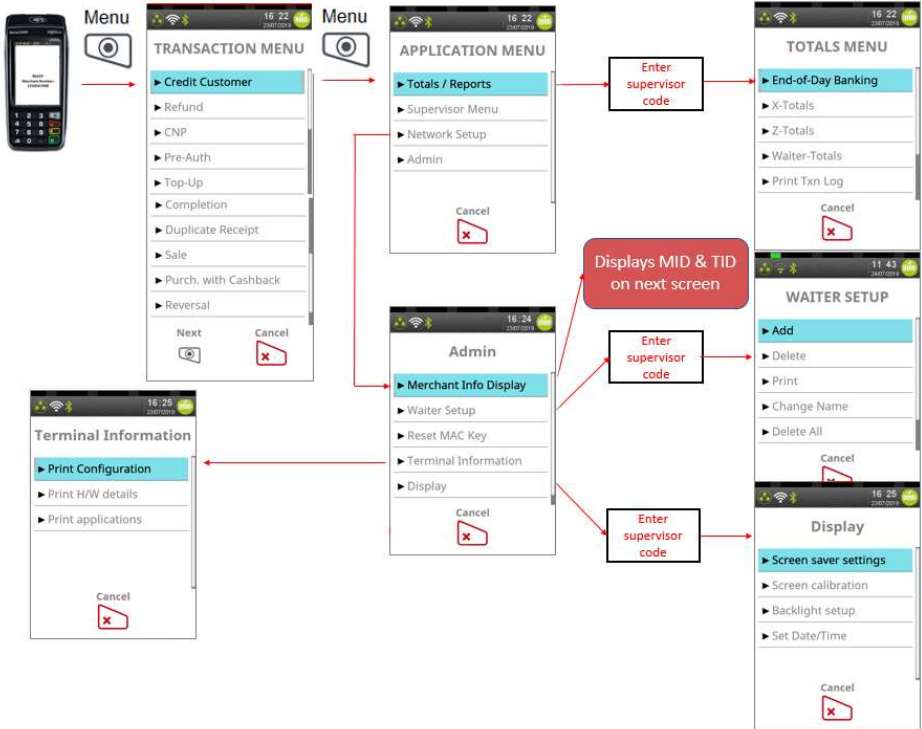
MENU SCREENS

The menu screens allow users to select Transaction types as well as perform supervisor functions on their Terminal. Additional actions can be selected directly by entering their Function Code on the HELPDESK menu.

Once the selected action is completed the terminal will return to READY Screen.

Pressing the Cancel Key will allow users to go back one level or return to Idle from the top level (Transaction) menu








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  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  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  key, the customer copy will be printed.

CHIP & PIN TRANSACTIONS - REFUND

From the idle screen, press , then choose “REFUND”. Enter the refund amount for the transaction and press  key. Once the customer's card is presented you will be prompted for the Supervisor Code.

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”.

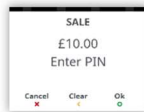
The terminal will then print the customer copy.



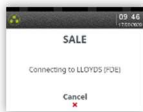
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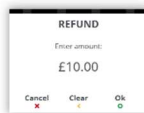
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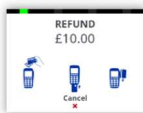
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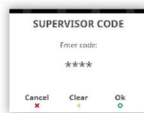
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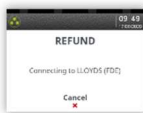
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TRANSACTION RECEIPT – (MERCHANT COPY – CHIP & PIN CARD)

	Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:12345678	Terminal ID
	TID:22160000 S5	Sequence Number
	SCH ID:1234567890123456789	Scheme Reference ID
Transaction Referencing	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 12/20	
EXP for Expiry Date	STT 12/16	
STT for Start Date	ISS 1	
ISS for Issue Number	ICC	Entry Method
Transaction Type	SALE	ICC for Inserted Cards SWIPED for Swiped Cards KEYED for Keyed Cards CONTACTLESS for Contactless Cards
	AMOUNT £21.34	
	TOTAL £21.34	
	PIN VERIFIED	Successful PIN Entry
	PLEASE DEBIT MY ACCOUNT	
Date & Time	01/04/20 12:11	
Transaction Number	AUTH CODE: 123ABC	Auth Code
	TXN 0004	
	MERCHANT COPY PLEASE RETAIN RECEIPT	

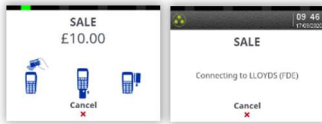


Please refer to the main user guide for other examples of transaction receipts.

CONTACTLESS - SALE

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


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





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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. Press the  key to print a contactless receipt.


MAIL ORDER TRANSACTIONS – SALE

Press the  key, then “CNP”. Choose “SALE” then enter the transaction value. When prompted type in the customer’s card number and confirm by pressing the  key.

The card scheme icon will be displayed once the first 6 digits are entered.

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

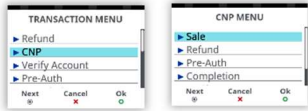
Enter the card security code (CSC), the numbers from the cardholder’s postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder’s address (e.g. Flat 1, 28 High Street is 128), pressing  key after each entry.

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

Enter the sale/refund amount and press  key.

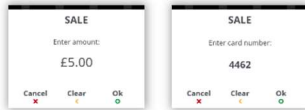
The terminal will connect to gain authorisation and will prompt you to choose “Decline” or “Accept”, the result of the CSC/AVS check is then shown.

The terminal will print off the two receipts.



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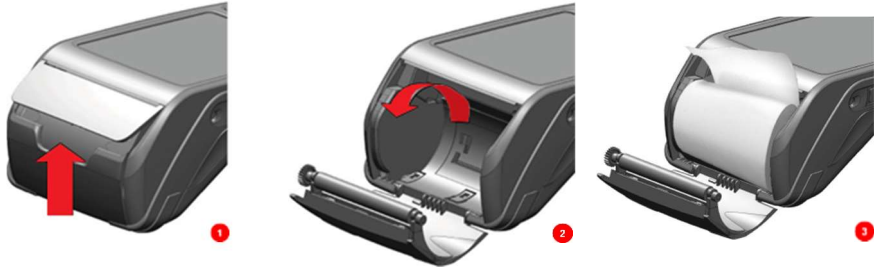
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CHANGING THE PAPER ROLL



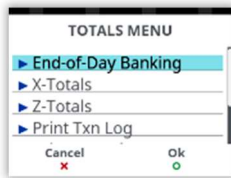
Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.



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

END OF DAY REPORTS



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

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This Quick Start Guide relates to Desk3500 Tetra terminals – UT4.18.0x software

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