



Merchant Services



# Quick Start Guide

## Desk 3500

Version 1.0



Merchant Services

**Payment Solutions**  
100% tailored to your business



# Contents

Getting started	4
Supervisor password	5
Function keys	5
The Chip Card Reader	6
Chip & Pin Transactions - Sale	7
Chip & Pin Transactions - Refund	8
End of Day reports	9
Changing the paper roll	10

For further information on terminal functionality please call the terminal helpdesk or download your Terminal User Guide from:  
<https://ingenico.co.uk/smart-terminals/user-guides>

## Help Desk

If you're still having trouble, then we are here to help.  
You can contact us using the details below:

**01933 201424**  
**info@swipen.co.uk**

We are open:  
**Monday to Saturday - 08:00 to 23:00**  
**Sundays & Bank Holidays - 10:00 to 17:00**  
**Closed on Christmas Day**

## Getting started

Set up your Desk/3500 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.

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.



**Note:** Press and hold the  and the  together to turn the terminal off.

# 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.


## Function Keys

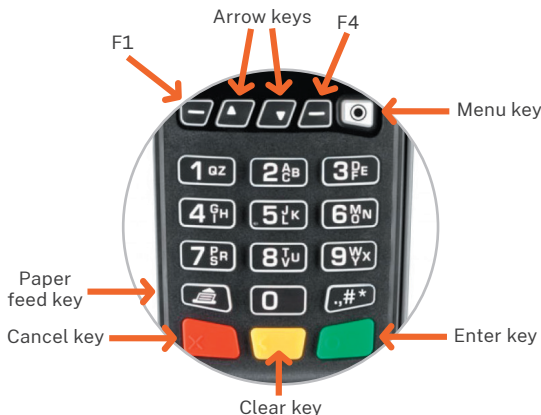
**Arrow keys:** Enable you to choose options on screen

**F1 & F4 keys:** Can be used for shortcuts.

**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, pressing  deletes one character at a time; while pressing  deletes the entire line (this key also cancels transactions).

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







## 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, enter the sale amount for the transaction and press . 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  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 customer copy will be printed. If prompted press  to reprint either receipt if required.

## Chip & Pin Transactions - Refund

- ⤴ From the idle screen, press , then choose "REFUND".
- ⤴ Enter the 'Refund Amount' then insert the card. If prompted enter the Supervisor Password and press .
- ⤴ The terminal will now connect to the acquirer for authorisation, if the refund is authorised then "AUTH CODE" 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 press , otherwise press . The terminal will then print the customer copy.



# End of Day Reports

- ⤴ To access the reports menu press , until 'SYSTEM MENU' is displayed and then select "Totals".
- ⤴ Press  or  to highlight the required option and press  to select it.
- ⤴ If required enter the supervisor password and press .

**END OF DAY:** This indicates the total value of transactions that have been processed and shows that the totals have been confirmed by the acquirer. 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 in ① and ② above. 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 as shown in ③ above with the paper feeding up from the bottom.
- ⤴ Holding the free end of the paper and the terminal, close the printer cover and push 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**

**Copyright © 2020 Ingenico (UK) Ltd.**

This Quick Start Guide relates to Move3500 Tetra terminals – TMS/MATSU software. Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any errors or inaccuracies. The product is varied to suit requirements and as such some features may vary or be disabled. This document should be accepted as a guide only to the use of the product. In the effort for continued improvements in design and quality, products features and information regarding setting up, installation and use of all Ingenico products is subject to change without prior notice.

