

# Quick Start Guide

## Desk 5000

Version 1.0





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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/5000 in a convenient location close to a power source and an Ethernet socket.

To connect an Ethernet cable, connect one side to your Ethernet socket 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

**F1 to F4 keys:** Appear on the touchscreen 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.

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





## 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 remove the card, the customer copy will be printed.








## 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.

## Contactless - Sale

- ⤴ From the idle screen, enter the sale amount for the transaction and press . For example enter £12.34 as 1234. If you make a mistake, press  and re-enter the amount.
- ⤴ The cardholder should present their card/payment device against the contactless symbol on the terminal.
- ⤴ 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 F1 to print the customer receipt.



# Mail Order Transactions - Sale

- ⬆ Key in the amount, press .
- ⬆ When prompted, press .
- ⬆ When prompted, key in the customer's card number and press .
- ⬆ Enter the Expiry Date, the start date (if required), the issue number (if required), pressing  after each entry.
- ⬆ Enter the 'Security Information' as follows:
  - 1) Card security code (from the back of the card), press .
  - 2) The numbers from the cardholder's postcode (e.g. EH52 5SH is 525), followed by  and then the numbers from the cardholder's address (e.g. 51 High Street is 51), followed by .

**Note:** If you do not know any of these then you can press the green key without entering anything to bypass the check when appropriate.
- ⬆ Enter the sale/refund amount and press .
- ⬆ The terminal will connect to the acquiring host to obtain authorisation.
- ⬆ The terminal will display the results of the 'Security Checks (CV2/AVS Data) and will prompt you to choose "Decline" or "Accept" the transaction depending on the results.
- ⬆ The terminal will print off the two receipts



# End of Day Reports

- ⤴ To access the reports menu press  twice, then select 'REPORTS'.
- ⤴ If required 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.


**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**

## Tips & 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  three times, then select “DUPLICATE” and press .

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