Ingenico **DESK/5000**

Quick Start Guide (EN)

Menu

Cancel

Clear/Change
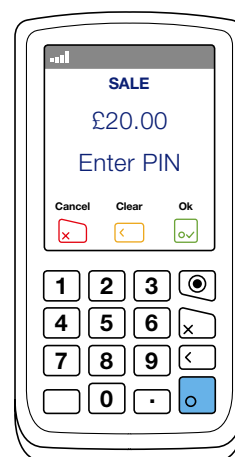
Enter

Paper feed
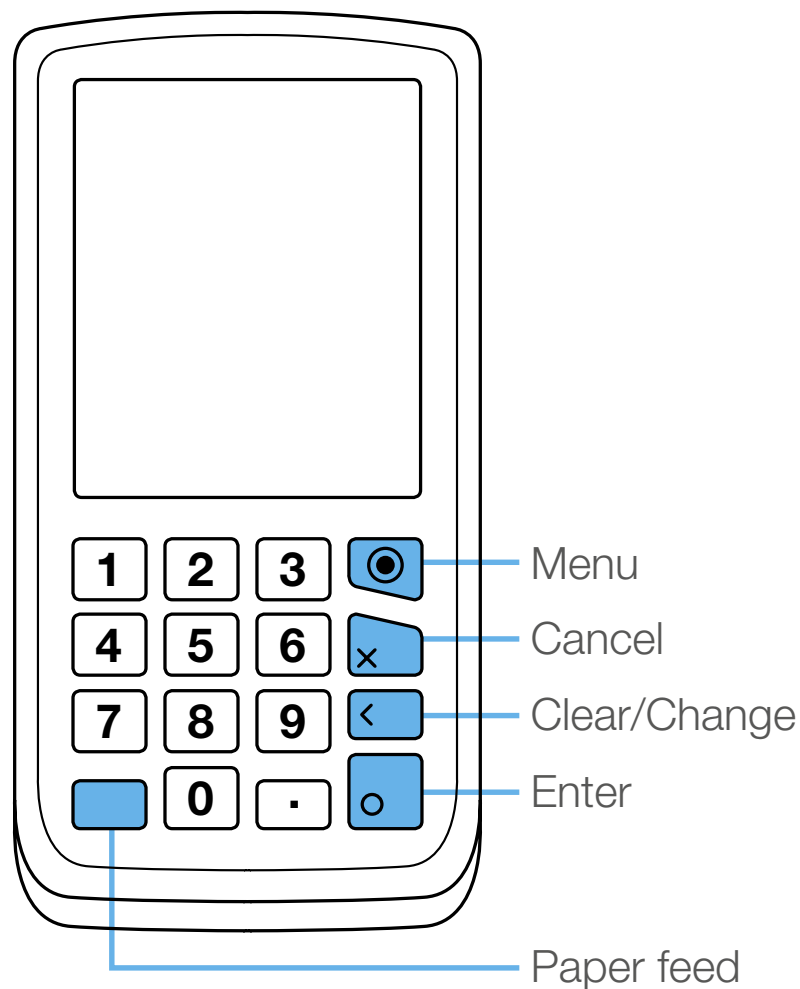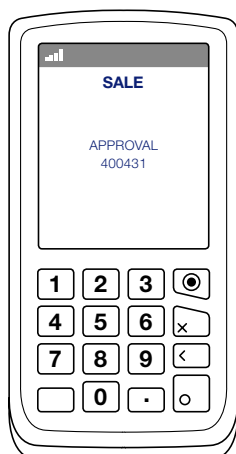
Carrying out a transaction

Chip & PIN sale

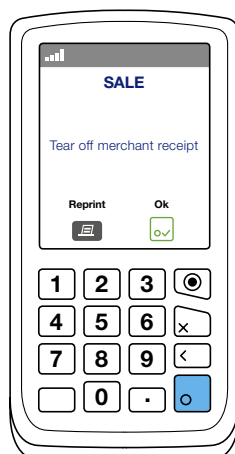**1** Enter the sale amount and press **'Enter'**.

2 Ask the customer to insert their card into the terminal, or the PIN pad if present, enter their PIN and press **'Enter'**.
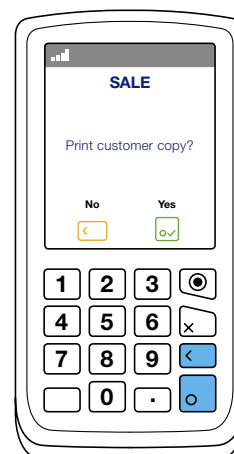

3 If the transaction is successful the authorisation code will be shown and the terminal will print your copy.
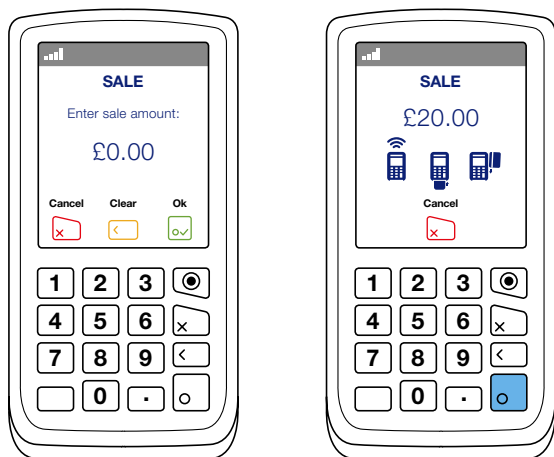

4 Tear off your copy and press **'Enter'**.

5 Ask the customer if they would like a customer copy. Press **'Enter'** to print the customer copy or press **'Clear'** to finish the transaction without printing the customer copy.

Contactless sale

1 Enter the sale amount and press **'Enter'**.

2 Ask the customer to present their card or mobile device to the terminal contactless reader, which is above the screen, or the PIN pad if there is one. There will be a beep to indicate the device has read the card or mobile device.
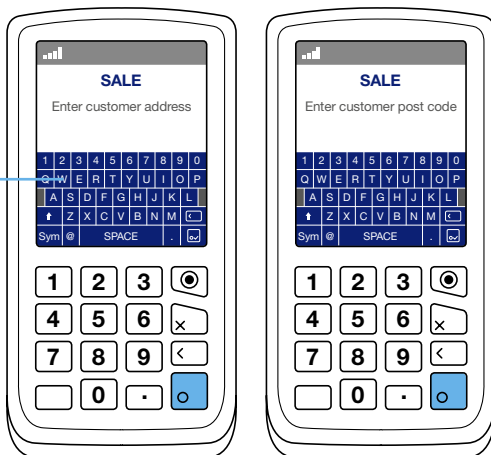
Keyed sale

1   Enter the sale amount and press **'Enter'**.

2   Enter the card number, expiry date and security code, pressing **'Enter'** after each entry.

3   If you are in the UK, enter the customer's address and postcode, pressing **'Enter'** after each entry.
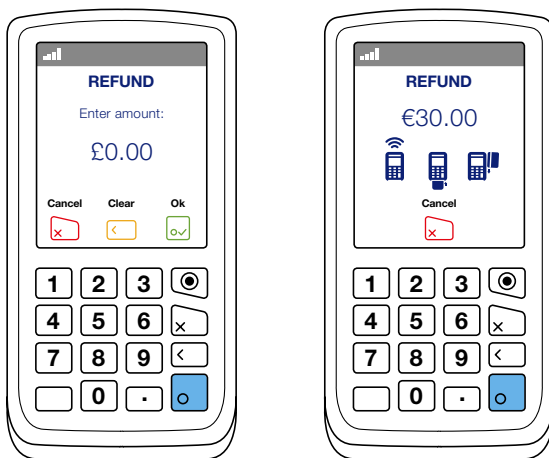

When using the on screen keyboard, you may find it easier to use the stylus provided, which is located on the left hand side on the reverse of the terminal.
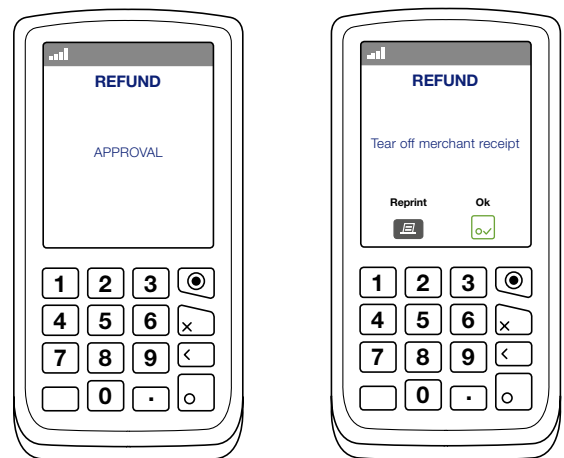
Chip & PIN refund

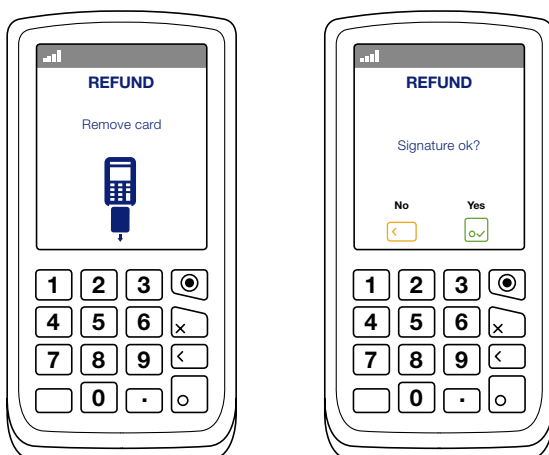**1** Press the menu key and select **'REFUND'** from the main menu.
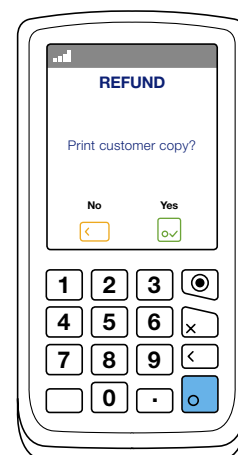
2 Enter the refund amount and press **'Enter'.**

3 Ask the customer to insert their card into the terminal or the PIN pad if present. Once the transaction is approved, the terminal will print your copy, which the customer must sign.

REFUND
Enter amount:
£0.00
Cancel   Clear   Ok

REFUND
€30.00
Cancel

REFUND
APPROVAL

REFUND
Tear off merchant receipt
Reprint   Ok

4 Verify the customer's signature and retain your copy.

5 Press **'Enter'** to print the customer copy.

REFUND
Remove card

REFUND
Signature ok?
No   Yes

REFUND
Print customer copy?
No   Yes

End of day report and batch

1 Press the menu key and select **'BATCH'** from the main menu.

2 Select **'End of day'** and press **'Enter'**. The total sales and refunds for the current batch will be shown and printed.

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