














## Key Reference

-  ENTER or YES
-  BACKSPACE
-  CANCEL or NO
-  MENU
-  SALE
-  RETURN (REFUND)
-  VOID
-  FORCE
-  SETTLEMENT
-  REPRINT
-  REPORTS

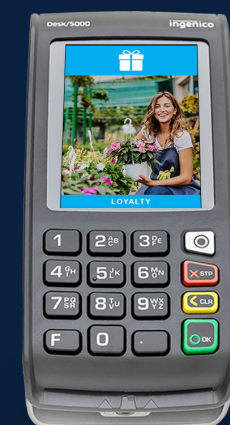
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Call us at 1-888-900-9192  
Email us at [support@paystone.com](mailto:support@paystone.com)




## Ingenico Desk/5000 Quick Start Guide


This guide will help you understand how to use your Ingenico Desk/5000 countertop terminal.



## Debit Sale

1. Select  for Sale
2. Enter **Sale Amount \$**
3. Pass terminal to customer. Customer can:
  - a. Insert card
  - b. Place card on screen for tap payment
4. Customer is prompted to confirm sale amount
5. Customer is prompted to select account and PIN
6. Terminal will display APPROVED or DECLINED

## Credit Sale


1. Select  for Sale
  2. Enter **Sale Amount \$**
  3. Pass terminal to customer. Customer can:
    - a. Insert card
    - b. Place card on screen for tap payment
    - c. Swipe card

**Note:** Merchant will be prompted to confirm the last 4 digits of the card.

    - d. Manually enter card number

**Note:** Customer will be prompted to enter card expiry date. After confirming sale amount, the customer will be prompted to hand the terminal back to the merchant. The terminal will then prompt to enter the card CVC code.
  4. Terminal will display APPROVED or DECLINED
- Note:** For manually entered transactions, the terminal will prompt to imprint the card and press **Enter**.

## Void

1. Select  for Void
2. Enter **Manager Password**
3. Select one from search menu
  - 1 - ALL
  - 2 - Reference #
  - 3 - Server #
  - 4 - Invoice #
  - 5 - Account #
  - 6 - Cust PO #
  - 7 - Approval Code


Example: Select 1. Press arrow down until at transaction.

Example 2 - Select 2. Enter Reference #


Example 3 - Select 7. Enter Approval #

Example 4 - Select 4. Enter Invoice #
4. Press Select(F4) if transaction is correct
5. Pass terminal to customer. Customer can:
  - a. Insert card
  - b. Swipe card
6. Customer is prompted to confirm sale amount
7. Customer is prompted to select account and PIN
8. Terminal will display APPROVED or DECLINED


## Return/Refund

1. Select  for Return
2. Enter **Manager Password**
3. Enter **Return Amount \$**
4. Pass Terminal to customer
5. Customer is prompted to insert card and confirm amount
6. Customer is prompted to select account, and enter PIN
7. Terminal will prompt APPROVED or DECLINED


## Settlement/Batch Close

1. Press  for Settlement
  2. Enter **Manager Password**
  3. Terminal will Display "Close Batch and Deposit Funds"
    - a. Press **Yes**
  4. Batch will close and print the settlement report
- Note:** If your terminal shows BATCH OUT OF BALANCE, please contact us at 1-888-900-9192 for assistance.
5. Terminal will prompt Print Reports?" Select the report you wish to print.
- Note:** Selecting Yes will print Summary Report or Detailed Report

## Reports

1. Press  for the Reports menu
2. Select the type of Report
  - 1 - Detail
  - 2 - Summary
  - 3 - Server
  - 4 - Open Pre-Auth
3. Terminal will Print Selected Report

## Reprint Receipt

1. Press  for Reprint
2. Use the keypad to select one of the following options:
  - 1 - Last Receipt
  - 2 - Search
3. Use the keypad to select which copy of the receipt you would like to print:
  - 1 - Merchant Copy
  - 2 - Customer Copy
  - 3 - Both
4. Your receipt(s) will now print