QUICK REFERENCE GUIDE

Ingenico Desk 3500

IN-STORE SALE

- Press # 1
- Input sale amount & press ENTER
- Swipe card, insert chip, or tap phone/card near terminal printer
- If terminal prompts for:
  - US Debit or (Card Brand) Debit
  - **ALWAYS** select **(Card Brand) Debit**
- Terminal connects & receipt prints

PHONE SALE

- Press # 1
- Input sale amount & press ENTER
- Input card number & press ENTER
- Enter expiration date (MMYY) & press ENTER
- Select NO
- Enter CVC (code on back of card) & press ENTER
- Press # 2 for Phone Order
- Input PO #* & press ENTER
  *DO NOT LEAVE THIS FIELD BLANK
- Enter Street Address #* & press ENTER
  *DO NOT LEAVE THIS FIELD BLANK
- Enter Zip Code* & press ENTER
  *DO NOT LEAVE THIS FIELD BLANK
- Terminal connects and receipt prints

REFUND

- Press # 2
- Input password 123456A & press ENTER
  (to get a capital A, press #2 5 times)
- Enter refund amount & press ENTER
- Input customer card
- Terminal connects & receipt prints

REVERSAL (void)

- Press # 3
- Press # 2 for Reference
- Input Reference # & press ENTER
- Press ENTER to confirm transaction
- Press #2 to accept transaction

REPRINT RECEIPT

- Press # 7
- Press # 4 for REPRINT
- Select a search option
- Enter retrieval information & press ENTER
- Press ENTER to confirm transaction
- Select receipt type
- Receipt prints

REPORTS

- Press #
- Press # 1 for REPORTS MENU
- Select report type:
  - #1 - DETAIL (each transaction)
  - #2 - SUMMARY (total amounts)
- Select PRINT
- Report prints

BATCH SETTLEMENT

- Press # 6
- Select YES
- Verify Totals & press ENTER
- Press #2 for YES

Fast, Easy to Use, All-In-One Solution

Benefits at a Glance

- Accepts all payment types
- Chip Card and Contactless payment capabilities
- Paper size: 2 ¼" x 50' Thermal

QUICK TROUBLESHOOTING TIPS IF YOU ARE GETTING A COMM ERROR:

1. Unplug the power cord and the phone line/ethernet cord from the terminal for 30 seconds
2. After 30 seconds, plug the phone line/ethernet cord in first followed by the power cord
3. If the terminal still doesn't connect, unplug the power cord and the phone line/ethernet cord from the terminal
4. Unplug your internet router and wait 5 minutes before plugging it back in
5. After 5 minutes, plug the phone line/ethernet cord in first followed by the power cord
6. If these steps don't work, contact ProcessPoint @ 877-365-5040 option 1

ProcessPoint Support:
877-365-5040 x 1
support@getprocesspoint.com

Secondary Terminal Support:
800-552-8227

ProcessPoint
PREMIER BUSINESS CONSULTANTS