

# Quick Start Guide

## Desk/3500



### 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.



### SUPERVISOR PASSWORD

The default supervisor password is 999999. **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

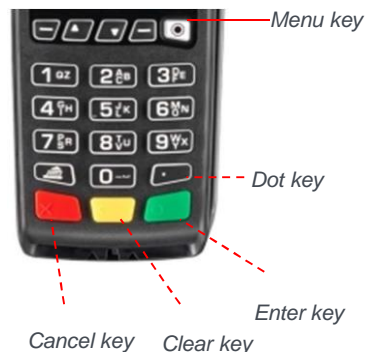
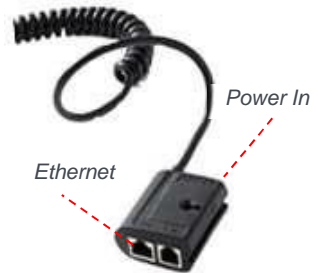
**Function Keys:** These appear on the screen interface where they may be used as shortcuts, such as F1 to print a contactless receipt or F4 to access a sale menu.

**Menu key:** To enter the application menus press the Menu key from the idle (READY) screen. Pressing the Menu key again moves to the next menu (if available).

**Correction keys:** When entering numbers or letters, the yellow 'Clear' key deletes one character at a time; while the red 'Cancel' key deletes the entire line (this key also cancels transactions).

**Confirmation key:** The green 'Enter' key is used to confirm anything that has been typed into the terminal.

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





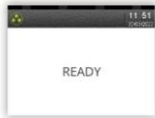
## THE CHIP CARD READER

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, insert the customer's card into the card reader. Enter the sale amount for the transaction and press the green key. For example enter £12.34 as 1234.

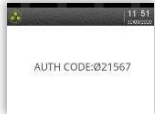
The customer must enter their PIN code.



**NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.**



After the customer has entered their PIN and pressed the green key 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.

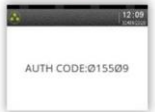
## CHIP & PIN TRANSACTIONS - REFUND



From the idle screen, press Menu, then choose "REFUND". Enter the Supervisor password and confirm with green key. Now insert the customer's card into the card reader. Enter the refund amount for the transaction and press green key.



The terminal will now connect to the acquirer for authorisation, if the refund is authorised then the "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 choose "YES", otherwise choose "NO".

The terminal will then print the customer copy.

# TRANSACTION RECEIPT – (MERCHANT COPY – CHIP & PIN CARD)

	Merchant Name Merchant Address 1 Merchant Address 2	
Merchant ID	M:12345678	Terminal ID
	TID:22160000 S5	Sequence Number
	SCH ID:12345678901234567	Scheme Reference ID
Transaction Referencing	89 WAITER:12345 TABLE:12345 HANDSET:01	
	VISA DEBIT	Card Issuer
Card AID & Label	AID: A0000000031010 VISA DEBIT	
	4444 3333 2222 1111	Card Number
Card Details	EXP 12/21 STT 12/10 ISS 1	
	ICC	Entry Method <small>ICC for Inserted Cards SWIPED for Swiped Cards KEYED for Keyed Cards CONTACTLESS for Contactless Cards</small>
Transaction Type	SALE AMOUNT £21.34 TOTAL £21.34	
	<b>PIN VERIFIED</b>	Successful PIN Entry
	PLEASE DEBIT MY ACCOUNT	
Date & Time	01/01/19 12:11	
	AUTH CODE: 123ABC	Auth Code
Transaction Number	TXN 0004	
	MERCHANT COPY PLEASE RETAIN RECEIPT	

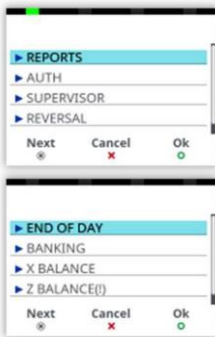
## DECLINED AND VOID RECEIPTS

	<p>Merchant Name Merchant Address 1 Merchant Address 2</p>	
<i>Merchant ID</i> -----	M:****5678	<i>Terminal ID</i> -----
	TID:***0000	S11 -----
<i>Transaction Referencing</i> {-----	WAITER:02	<i>Sequence Number</i> -----
	TABLE:00000010	
	HANDSET:01	
<i>Card Issuer</i> -----	VISA DEBIT	
	*****1111	<i>Card Number</i> -----
<i>Card Details</i> {-----	EXP 12/20	
<small>EXP for Expiry Date</small>	STT 12/17	
<small>STT for Start Date</small>	ISS 1	
<small>ISS for Issue Number</small>	SWIPED -----	<i>Entry Method</i>
<i>Transaction Type</i> -----	SALE	<small>ICC for Inserted Cards</small>
	AMOUNT                    £21.34	<small>SWIPED for Swiped Cards</small>
	TOTAL                     £21.34	<small>KEYED for Keyed Cards</small>
		<small>CONTACTLESS for Contactless Cards</small>
	<p style="margin: 0;"><b>D E C L I N E D</b></p>	<i>Result Indication</i> {-----
	THANKYOU FOR YOUR CUSTOM	
<i>Date &amp; Time</i> -----	01/01/19 12:40	<i>Acquirer Message</i> -----
	NOT AUTHED	
<i>Transaction Number</i> -----	TXN 0008	<i>Diagnostic Code</i> -----
	DIAG 41	
	<p>CUSTOMER COPY PLEASE RETAIN RECEIPT</p>	



For security reasons the full card number is not shown on the customer copy. If you have had any voided transactions you must perform an End of Day report to ensure that the acquirer receives confirmation that the transaction(s) have been voided.

## END OF DAY REPORTS



To access the reports menu press the Menu key twice, then "REPORTS". Enter the Supervisor password and press green key.

**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. 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.

Holding the free end of the paper and the terminal, close the printer cover and push it firmly until it locks. While your terminal is displaying the idle screen, press and hold the paper feed key to ensure that the paper feeds correctly.

**ONLY OPEN THE PRINTER COVER AS SHOWN - DO NOT FORCE THE PRINTER COVER**