

Ingenico Desk 3500

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Card Transaction - Sale

1. Press **1** for **Sale**.
2. Press **1** for **Credit** or press **2** for **Debit** (if enabled).
3. Enter the sale amount and press **Enter**.
4. Swipe, insert, tap, or key in the customer's card number.
5. (Optional) Press **2** for a customer copy.

Card Transaction - Void

1. Press **3** for **Void**.
2. Press **1** to select **No** for Void Pre-Auth.
3. Press **5** to search by card number or choose from another available search option.
4. Enter the last 4 digits of the card number and press **Enter** or swipe the card.
5. Select the appropriate transaction using the arrow keys and press **Enter**.
6. Press **2** to confirm voiding the transaction.
7. (Optional) Press **2** for a customer copy.

Card Transaction - Return

1. Press **2** for **Return**.
2. Press **1** for **Credit**.
3. Enter the return amount and press **Enter**.
4. Swipe, insert, tap, or key in the customer's card number.
5. (Optional) Press **2** for a customer copy.

Reprinting Receipt

1. Press **7** for **Other**.
2. Press **3** for **Reprint**.
3. Press **1** for **Last Receipt** or press **2** to search.

Last Receipt

Press 1 for merchant copy, press 2 for customer copy, or press 3 for both.

Search

1. Press **1** to select No for Reprint Pre-Auth.
2. Press **5** to search by card number or choose from another available search option.
3. Enter the last 4 digits of the card number and press **Enter**.
4. Select the appropriate transaction using the arrow keys and press **Enter**.
5. Press **1** for merchant copy, press **2** for customer copy, or press **3** for both.

Tip Adjust

1. Press **1** for **Sale**. 1. Press **5** for **Tip Adjust**.
2. Press **5** to search by card number or choose from another available search option.
3. Enter the last 4 digits of the card number and press **Enter** or swipe the card.
4. Select the appropriate transaction using the arrow keys and press **Enter**.
5. Enter the tip amount and press **Enter**.
6. Press **Enter** to confirm the tip adjustment.
7. Press **1** to exit tip adjustment or press **2** to adjust the tip of another transaction.

Settlement/Batch

1. Press **6** for **Settlement**.
2. Press **2** to **Close the Batch** and deposit funds.
3. Press **2** to print the report or wait 15 seconds for it to print automatically.

Report

1. Press **.,#*** for the **Admin Menu**.
2. Press **1** for the **Reports Menu**.
3. Select a report, and any subsequent options.
4. Press **1** to print the report or press **2** to display the report.

Adding a Server

1. Press **.,#*** for the **Admin Menu**.
2. Press **2** for the **Server Menu**.
3. Press **1** for **Add ID**.
4. Enter a **Server ID** and press **Enter**.
5. Press **2** to add another **Server ID** or press **1** to return to the **Server Menu**.