Quick Reference Guide

Ingenico

- Desk/5000
- Desk/5000 with Desk/1500 PIN Pad
- Move/5000

CHASE

Getting Started

To help you get started, this Quick Start Terminal Guide outlines some of the most common transactions for the Ingenico terminal solutions.

For more information and guides, visit: **chase.ca**

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Note: To turn ON the terminals, press [ ]. To turn OFF the terminals, press and hold [„#*] and the [ ] at the same time. To recharge the battery, connect a supported wall or car charger to the power supply port, or place the terminal on the charging base.

Desk/5000



Keyboard functionality

1. The functions key accesses the different application menus.
2. The red key cancels the transaction or function in progress.
3. The yellow key deletes the last character.
4. The green key accepts or confirms the action. It is also used to switch on the terminal.
5. Advance paper feed.

How to plug in your Desk/5000:

To Power Supply

To Cable Mount

To Phone Line

To Internet



Note: Insert the supplied zip tie, or screw (not provided), through the cable mount and affix the device to a flat surface.

Desk/5000 with Desk/1500



Keyboard functionality

1. The functions key accesses the different application menus.
2. The red key cancels the transaction or function in progress.
3. The yellow key deletes the last character
4. The green key accepts or confirms the action. It is also used to switch on the terminal.
5. Advance paper feed.

How to plug in your Desk/5000 with Desk/1500

To Power Supply

To Cable Mount

To Phone Line

To Internet



Move/5000



Keyboard functionality

1. The functions key accesses the different application menus.
2. The red key cancels the transaction or function in progress.
3. The yellow key deletes the last character
4. The green key accepts or confirms the action. It is also used to switch on the terminal.
5. Advance paper feed.

How to connect and/or charge your Move/5000

USA A (not applicable)

USA B (TSI)

To Internet

To Power supply



How to Process Basic Transactions

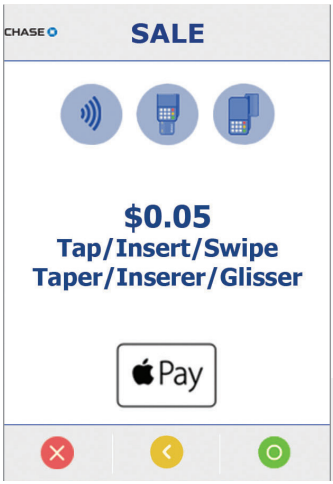
Below are some common transactions to help you start processing right away. For additional transactions, download the full guide at: **chase.ca**

Sale

Perform a credit or debit card sale transaction when the card is present.

Display	Desk/5000 | Move/5000
Idle Screen	Press 
SALE Enter Sale Amount: $ 0.00	Key in amount and press [ ]

What the customer sees



Customer is prompted to Tap/Insert/Swipe

1. Customer confirms the sale amount
2. Selects Chequing or Savings (Debit Only)
3. Enter PIN and press [ ]
4. While terminal connects, do not remove card

For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.

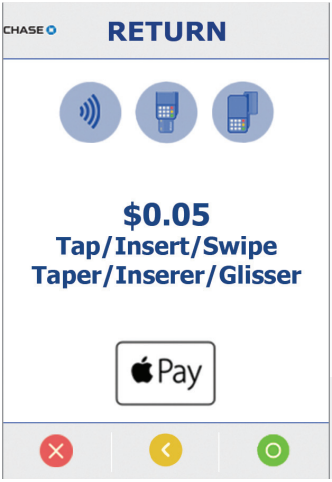
Receipt prints and approval is displayed
Press [ ] to print the customer copy

Return/Refund

Perform a return to refund money to a cardholder's account from a sale completed in a closed batch (e.g., previous day).

Display	Desk/5000 | Move/5000
Idle Screen	Press 
RETURN	Enter Manager Password Enter Manager password and press [ ]
RETURN	Enter Return Amount Key in Amount and press [ ]

What the customer sees



Customer is prompted to Tap/Insert/Swipe

1. Customer confirms the refund amount
2. Selects Chequing or Savings (Debit Only)
3. Enter PIN and press [ ]
4. While terminal connects, do not remove card

For contactless (tap) transactions, the customer holds their card over the terminal until the reader flashes and/or beeps.

Receipt prints and approval is displayed
Press [ ] to print the customer copy

Void

Perform a void to reverse a credit or debit sale, force, or return transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (e.g., same day).

Display	Desk/5000 | Move/5000
Idle Screen	Press 
Void Pre-Auth (if applicable) Yes/No	Press [1] for Yes to void an open pre-auth, or [2] for No and follow screen prompts. Note: This prompt appears even when there are no open pre-auth transactions.
SEARCH MENU 1 – All 2 – Reference # 3 – Clerk # 4 – Invoice #	 Press [1] to search all the transactions in the batch Press [2] to search transactions by the reference number Press [3] to search transactions by the clerk/server number Press [4] to search transactions by the invoice number
Acct: XXX Ref: X Auth: XXX TR: Credit Sale Total: XX.XX 1/4 [↓] Select	Review the transaction to delete Press [F4] to select the transaction to void
Confirm Void $XX.XX Yes/No	Confirm the amount to be voided Press [F1] for Yes or [F4] for No
APPROVED XXXXXX Press [▬]	Receipt prints and approval is displayed Press [▬] to print the customer copy Terminal returns to Main Menu

More Information and Support

Below is some helpful information about transactions and functions on away. For additional transactions, download the full guide at: **chase.ca**

Other Transactions

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Access Reports

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Reprint a Receipt

Scroll through the screens to navigate to the transaction/function you wish to perform. Press the GUI to start the transaction or function.

Settling the Batch

Your terminal batch contains all the daily transactions that need to be settled. Settlement is the process of managing your electronic payment transactions so they clear through the payment brands and are then funded to your banking account.

For the Ingenico terminals, there are two settlement options:

- Manual Settlement
- Auto Settlement

Manual Settlement

If your terminal is set to Manual Close, press [ ] to access the Main Menu, use the scroll keys to navigate to Settlement and press [ ] to select. Then follow the prompts displayed on the terminal display.

Timed Auto Settlement **

If your terminal is set to Timed Auto Settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. If the terminal is unplugged or turned off before the set time, the auto settlement will occur when the terminal is turned on again.

The Information You Need, When You Need it.

For Guides and Helpful Information:

chase.ca

Call Merchant Support 24/7:

1.800.265.5158

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