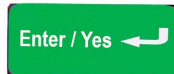




Phone 818.702.0024
Toll-free 800.528.1782
24/7 800.725.1243

To view function buttons menu,
press the "GREEN" key located on
the right, bottom of the machine.



GREEN key is also ENTER and/or YES

Ingenico Tetra Desk 3500 Quick Reference Guide

CREDIT / DEBIT SALE

1. Press 1 - SALE
 2. Select 1 for CREDIT or 2 for DEBIT
 3. Input the sale amount and press ENTER
 4. Confirm amount by pressing F1 or press Enter for yes, or F4 or CANCEL for no
 5. Swipe, insert, or tap* card, or manually enter** the account # and press ENTER
 6. For swiped and chip cards, the transaction will process and print a receipt
- DON'T remove the chip card until directed by the prompts on the display. By doing so, it will cause a duplicate transaction along with a settlement failure.**

***MANUALLY KEYED SECURITY PROMPTS

1. ** Input expiration date (XXXX) and press ENTER
2. ** Select YES to indicate card present
3. ** Input CVV code or press ENTER to bypass
4. ** Input numerical street address and press ENTER or press ENTER to bypass
5. ** Input zip code and press ENTER or press ENTER to bypass
6. * Transaction will process and print a receipt

TO OBTAIN A VOICE AUTHORIZATION

FOR ALL CREDIT CARDS

1. Call 1.800.834.0409
 2. Your Merchant ID _____
 3. Please obtain an authorization code and follow the steps for a forced-transactions
- WARNING: DON'T enter transaction as a normal sale.**

REPRINT RECEIPT

1. Press 7
2. Select 2 - REPRINT
3. Select 1 for last receipt or 2 to search

DETAIL / SUMMARY REPORT

1. Press 7
2. Select 3 - REPORTS
3. Select 1 to view or 2 to reprint
4. Select 1 for Detail or 2 for Summary
5. Select 3 for clerk

SETTLEMENT

1. Be sure to print report
2. Press 6
3. If prompted, enter password *****Enter
4. Select F1 or ENTER to close batch
5. Accept totals by pressing F1
6. ENTER through next screen (gift cards)

PASSWORD

For security reasons, this QRC does not contain the password

CREDIT / DEBIT REFUND

1. Press 2 - RETURN
 2. If prompted, enter password***** and enter
 3. Select 1 for CREDIT
 4. Input amount and press ENTER
 5. Confirm amount F1 or ENTER for yes or F4 or CANCEL for no
 6. Swipe, insert, or tap* card, or manually enter** the account # and press ENTER
 7. Enter expiration date (xxxx) ENTER
 8. If prompted, enter password ***** and ENTER
Select ALL to view all transactions, 2 Reference to use reference number from receipt, or 3 Approval Code
- IMPORTANT: You MUST press F1 to confirm void or F4 to cancel**

FORCED TRANSACTION (only used after getting voice authorization)

1. Press 7 - OTHER MENU
2. Select 2 for FORCE
3. Input amount and ENTER
4. To confirm, press F1 or Enter
5. Swipe, insert, or tap* card, or manually enter** the account # and press ENTER
6. Enter expiration date (xxxx) ENTER
7. Select YES to indicate card present
8. Input approval code and press ENTER

TO VOID A TRANSACTION (must be unclosed batch)

1. Press 3 - VOID
 2. If prompter, enter password ***** and ENTER
 3. Select ALL, Reference #, or Approval Code
 4. Locate transaction you wish to void
 5. Select the correct transaction
- VERY IMPORTANT: Select F1 on terminal to confirm the void item**

DAILY BATCH REPORTS

~if your terminal auto settles, this report will automatically~

1. Press 7 - OTHER MENU
2. Select 3 for REPORTS menu
3. Press 1 for Detail or 2 for SUMMARY
4. Select 1 to view or 2 to print