Setup Guide
Desk 3500 with Pin Pad

ingenico GROUP

What's in the box?

1. Card Payment Terminal
2. External Pin-Pad
3. Power supply unit
4. USB Pin-Pad Cable
5. Ethernet Cable
6. PSTN Cable
7. Receipt Rolls
8. Quick Reference Guide
9. Window Decal

Function keys

- Menu - Use this button to access the main functions menu on the terminal

- Cancel - Use this button to cancel and revert back to the previous screen

- Clear - Use this button to clear back or delete characters when keying in text/numbers

- Enter - Use this button to confirm selection on the terminal

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Getting started

Please connect the Power Supply unit to mains power close to the desired location of the terminal.

Connect the Power supply cable to the port shown and if Using Ethernet or PSTN, please connect the cables to the Ports shown.

Ethernet Cable connection
Pin-Pad cable connection
Power Supply connection
PSTN cable connection
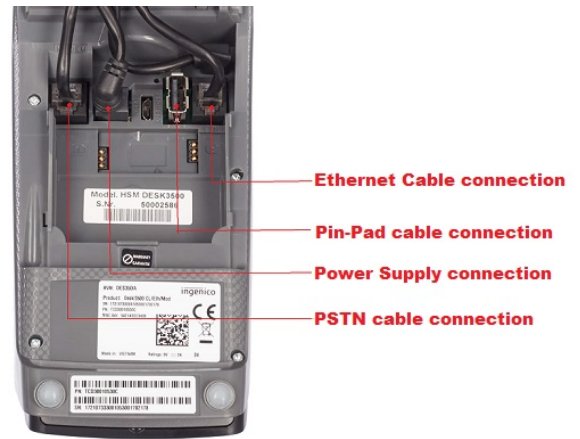
Once the Base and any additional cabling is connected, allow the device to power up. This will take approximately 4 minutes.

If using an Ethernet connection, the terminal should obtain a valid IP address and connection automatically once connected to an Active Ethernet Port.

The Ethernet symbol on the top of the Terminal Display should turn Green to indicate a Valid IP connection

If the Ethernet Symbol remains white, please check the connection to the Terminal and your Router to ensure the cables are connected correctly.

To confirm your terminal is connected and ready to accept Payments, perform a connection test using the following steps
1. Press the Menu Button
2. Select option "Connection Test"
3. Terminal Will Print a receipt with "Connection OK" printed near the top.
4. Your terminal is now ready to use

Please consult your Quick reference guide provided for instructions on performing transactions.

Support

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