WORLDLINE ⫴⫴

Desk / 3500 Compact
Desk / 5000 Compact
Desk / 5000 Autonom*
Move / 3500 Portable
Move / 5000 Portable

Quick guide

PURCHASE

1	Pressing the green \<OK\> button switches the terminal on.	**OK**
2	The ⦿ button opens the main menu.	⦿
3	Pressing \<1\> opens the transaction menu.	1: Transactions
4	Push the \<1\> button. "Purchase" is activated.	1: Purchase
5	Enter the amount and confirm with \<OK\>. The amount is separated (e.g. euros/cents) with a period. Amounts less than "1" are registered with a "0." at the beginning.	\<Amount\> **OK**
6	Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader or pulled through the magnetic swipe reader. If the customer uses the wrong reader for his or her card, that person is instructed to use the proper reader.	
7	The amount is displayed for the customer to read. When using a card with an associated PIN, the customer is instructed to enter the PIN code (4 to 6 digits) and confirm with \<OK\>. When using a card without a PIN, only the amount must be confirmed. Generally, customers do not need to do anything further for a contactless payment of a small amount. The transaction can be interrupted by pressing ▬ . Please confirm the message "Please return trm. to cashier" with the upper left function key, so that terminal switches back to basic state.	\<PIN\> **OK**
8	Payments are processed and, when appropriate, authorised online. Chip cards: The card must remain inserted in the chip reader during the transaction until the instructions appear to remove the card.	
9	Receipt is printed out. Please follow the terminal's instructions: If the customer's signature is necessary, request that he or she provide one.	
10	To print a copy of the receipt: Push the \<1\> button. To not print a copy of the receipt: Push the \<2\> button. If no button is pushed, a copy is automatically printed after 10 seconds.	1: Copy or 2: No copy

* Desk/5000 Autonom consists of two units, the merchant unit (Desk/5000) and the client terminal (Desk/1600). All customer interactions are to be handled via the customer terminal.

REVERSAL (CANCELLATION)

With this function, the **last transaction** that was carried out is cancelled.

1	Pressing the green <OK> button switches the terminal on.	OK
2	The ⦿ button opens the main menu.	⦿
3	Pressing <1> opens the transaction menu.	1: Transactions
4	Push the <3> button. "Reversal" is activated.	3: Reversal
5	Enter the terminal's password and confirm with <OK>. (For the password, see the configuration sheet.)	<Password> OK
6	The amount of the previous transaction is displayed, and confirm it with <OK>.	OK
7	Reversal is processed and, when appropriate, authorised online.	⧗
8	Receipt is printed out.	🧾
9	To print a copy of the receipt: Push the <1> button. To not print a copy of the receipt: Push the <2> button. If no button is pushed, a copy is automatically printed after 10 seconds.	1: Copy or 2: No copy

CREDIT (REFUND)

If a transaction can no longer be cancelled, a credit can be issued.

1	Pressing the green <OK> button switches the terminal on.	OK
2	The ⦿ button opens the main menu.	⦿
3	Pressing <1> opens the transaction menu.	1: Transactions
4	Push the <4> button. "Credit" is activated.	4: Credit
5	Enter the terminal's password and confirm with <OK>.	<Password> OK
6	Enter the amount and confirm with <OK>. The amount is separated (e.g. euros/cents) with a period. Amounts less than "1" are registered with a "0." at the beginning.	<Amount> OK
7	Only if the DCC function is activated: Enter the date of the original transaction and confirm with <OK>.	<Date> OK
8	Depending on the card type, it must be inserted in the chip card reader, held up to the contactless reader or pulled through the magnetic swipe reader.	
9	The cashier signs the receipt as a confirmation.	

DAILY CLOSING

During the daily closing, all processed transactions are delivered and closed. After the daily closing, all amounts are credited. A daily closing should be performed at least once a day – the best time is after the store has closed. The daily and shift counters are set to "0". During the shift handover, you can determine which transactions were carried out during this period (shift). The shift handover is provided strictly for information purposes and **does not replace a daily settlement.**

TIPS

- Software updates take place at night and only when shifts are closed.
  Therefore, do not open a new shift in the evening after the daily closing is complete.
- After an "end of shift", reversals can no longer be carried out.

Pressing the green <OK> button switches the terminal on.	**OK**
The ⊚ button opens the main menu.	⊚
Select Function <2> Balances and afterwards <3> Daily closing.	<2> <3>

SPECIAL BUTTON

Special button with "please return terminal": Merchant notifications are not displayed automatically in customer mode. When the merchant presses the function button on the top left ⊖ or <1> extended messages are displayed to the merchant.

ENQUIRIES AND SETTINGS

Enquiries (journal)

Use the ⊚ button to get to the terminal's main menu. Select the function <3> Queries.

The following options are available:
- Shift counter (current status of the present shift)
- Daily counter (current status since the last daily settlement)
- Trx Log Info (current status of transactions following the last data transmission)
- Print DCC rate (optional)
- Print last ticket

Settings

Use the ⊚ button to get to the terminal's main menu. Select the function <4> Settings.

Various options are available.

NOTES ABOUT THE UNIT

PLEASE NOTE! Worldline carries out software updates at night in order to enable you to use your payment terminal without interruption during the day. For this reason, **your payment terminal must be left switched on at night with a constant Internet connection.**

Function	Description	Buttons
Switching on the terminal	Pressing the green <OK> button switches the terminal on.	OK
Opening the main menu	The ◉ button opens the main menu.	◉
Setting up and activating WLAN	Set up WLAN.	<4> <5> <Password> OK
Setup	It is possible to reach this menu item only with the terminal password.	<5> <Password> OK
Configuration	The terminal retrieves the latest configuration parameters.	<5> <Password> OK <1>
Initialisation	Individual or all card issuers are reinitialised.	<5> <Password> OK <2>
SW update	The terminal loads the latest version of the software. Caution! Downloading the software can take several minutes. Never pull out the plug.	<5> <Password> OK <3>
Trm reset	This function is available only to service technicians and is protected with a special password.	<5> <Password> OK <4>
Info	The terminal ID and current version of the software are displayed.	<5> <Password> OK <5>
Information receipt	The current configuration is printed out. Note: This detailed printout requires a good deal of paper.	<5> <Password> OK <6> <1> Basic / <2> Detailed
Print HW info	This function is available only to service technicians and is protected with a special password.	<5> <Password> OK <8>
System	Use this function only if you are requested to do so by our hotline.	<5> <Password> OK <9>

Varia

Function	Description	Buttons
Purchase after phone authorization	The authorization code is (will be) issued by a CCC representative by telephone.	<1> <2> <Amount> OK <Authorization code> OK

FURTHER INFORMATION

Are you looking for detailed information about your payment terminal?
Product flyers can be found on our website.

worldline.com/merchant-services/terminals

Your local point of contact can be found at: worldline.com/merchant-services/contacts

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