



Desk5000 • Desk3500 • Move5000

Quick Reference Guide

Review this Quick Reference Guide to learn how to run a sale, settle your batch, and troubleshoot terminal responses.



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Desk3500



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Keyboard Functionality



Function accesses the different application menus



Red key cancels the transaction or function in progress



Yellow key deletes the last character



Green key validates input selections and information



Advances paper feed

Hot Keys

- [0] - Sale
- [1] - Return
- [2] - Void
- [3] - Force
- [4] - Gift (Optional)
- [5] - Host Services (Paper Order, Customer Service)
- [6] - Tip Adjust (Optional)
- [7] - Bal Inquiry
- [8] - Settle
- [9] - Other (Pre-Auth, Reprint, Cash Sale)

NOTE:


Depending on the terminal configuration, the hot keys may differ.

NOTE:

To turn on the Move 5000, press and hold the [Green] key. To turn off the terminal, press and hold [.,#*] and the [Yellow] key at the same time. To recharge the battery, connect a supported wall charger to the power supply port, or place the terminal on the charging base.


Establishing Connectivity

WiFi Connection

- Press 
- Select Admin Mode (enter password)
- Select Control Panel
- Select Terminal Settings
- Select Communication Means
- Select WiFi (enable if needed)
- Scan Networks, select your network and enter the WiFi password


NOTE: The WiFi symbol in the top left corner should be visible and turn green

Bluetooth Connection/Setup of Docking Station (Move 5000 only)

- Press 
- Select Admin Mode (enter password)
- Select Control Panel
- Select Terminal Settings
- Select Communication Means
- Select Bluetooth (enable if needed)
- Select Base
- Select Association
- Select New Base (place terminal on docking station to associate)

Update Date and Time

Date and Time

- Press 
- Select Admin Mode (enter password)
- Select Tetra Admin
- Set Date and Time

NOTE: The terminal will automatically adjust for Daylight Saving

Operating Your Terminal

All transaction operations can be initiated using quick key sequences with their associated numerical hot key. For example: Pressing 9, 3 and 1 (with a short pause in-between keys) will reprint the last transaction receipt.

Begin a Sale

- Insert card or Press the [Green] key for menu and select Sale
- Input the Sale Amount and press the [Green] key
- Swipe/Insert/Tap/Key

NOTE: Depending on the terminal configuration, the options and prompts may differ

Begin Other Transactions

- Press the [Green] key or relevant hot key
- Scroll through the screens to navigate to the transaction/function you wish to perform

Reprint a Receipt

- Press the [Green] key
- Select Other
- Select Reprint

Access Reports

- Press the [.,#*] key to access the Report menu
- Scroll through the screens to navigate to the report you wish to view or print

Access Tip Functions

- Press the [Green] Key
- Select Tip Adjust
- Select the retrieval method
- Select the transaction to be adjusted, and press the [Green] key to confirm

Access Clerk/Server Setup

- Press the [.,#*] key to access the clerk menu

NOTE: When enabled, the terminal will auto add any new clerk/server

Available Transaction Types

Sale – Perform a credit or debit card sale transaction

- Insert card or Press the [Green] key
- Input the Sale Amount and press the [Green] key
- Swipe/Insert/Tap/Key

NOTE: Depending on the terminal configuration, the terminal may prompt for a PIN or signature

Return – Perform a refund to return money to a cardholder's account from a credit sale completed in a closed batch (in other words, previous day)

- Press the [Green] key
- Select Return
- Input the Return Amount and press the Green key
- Swipe/Insert/Tap/Key

Void - Perform a void to reverse a credit sale, ticket, or refund transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (in other words, same day)

- Press the [Green] key
- Select Void
- Select the retrieval method
- Select the transaction to be voided, press the [Green] key to confirm

Pre-Auth - An authorization-only transaction provides an approval, but does not charge the consumer until the transaction has been added to the batch by way of a force transaction

- Press the [Green] key
- Select Other and then Pre-Auth
- Input the Sale Amount and press the [Green] key
- Swipe/Insert/Tap/Key

EBT Sale – An Electronic Benefits Transfer (EBT) card is a government-issued card tied to a specific government-assistance account. EBT transactions require PIN entry, as well as a trace number and balance amount printed on receipts. An EBT sale transaction may be a food stamp sale, or a cash benefit sale. The card must be present

- Press the [Green] key
- Select EBT
- Select Food Stamp or Cash Benefit and press the [Green] key
- Swipe/Insert/Tap/Key

Force – Perform a force sale when the terminal cannot reach the host to authorize a transaction, or to finalize an auth only transaction. Contact your Voice Authorization Center for an authorization code, then force the transaction once communication is restored

- Press the [Green] key
- Select Force
- Select Credit or Pre-Auth Completion

For Credit

- Input the Sale Amount and press the [Green] key
- Swipe/Insert/Tap/Key

For Pre-Auth Completion

- Select the retrieval method
- Select the transaction and press the [Green] key to confirm
- Swipe/Insert/Tap/Key

Available Reports

Detail Report – This report lists the terminal's daily transactions. The following information will be on the report: transaction number, card type, transaction type, last four digits of the account number and the sale amount.

Summary Report – Prints totals by card type and issuer.

Clerk/Server Report – This report will print details or totals on all transactions sorted by clerk number.

Unadjusted Tip Report – Prints a report of transactions that have not been adjusted in the current batch.

Settling the Batch

The transactions within the terminal must be “settled” daily. Read this section to ensure the settlement process operates smoothly.

Manual Settlement

If the terminal is set to manually settle, press the [Green] key, select Settle and follow the prompts displayed.

Auto Settlement

If the terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, predetermined time, within a 24-hour period. When configured, auto settlement begins any time after the set time occurs if there are transactions in the batch. For example, if auto settlement time is set to 22:30:00 (10:30 p.m.) then auto settlement occurs any time after 22:30:00. If the terminal is turned off before the set time and turned on again (usually the next morning), auto settlement occurs at that time.

NOTE: There may be a 24hr delay if the auto time settlement is updated

Store and Forward Mode (OPTIONAL)

Allows the terminal to store transactions offline when no communication method is available to authorize transactions.

NOTE: All store and forward transactions will be processed offline

Stored transactions will be authorized upon settlement to receive approval/declines. If any transactions were declined, a Store and Forward Trans Rejected Report will automatically print during settlement with a list of all the declined transactions.

NOTE: Merchant accepts all risk for transactions stored offline in Store and Forward mode

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