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Spectrum 3.4 - Ingenico Desk 3500

Quick Reference Guide

Restaurant
March 2021

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Notes: Insert/Swipe from Idle is **NOT** allowed when the PIN Pad is attached. Press **[1] CREDIT**, then select the desired option to start the transaction.
Insert/Swipe/Tap transactions should be performed on the PIN Pad when attached.

EMV (CHIP) SALE

1. Insert chip card.
   - **READING CARD** displays. **DO NOT REMOVE CARD**.
   - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
   - When **REMOVE CARD** displays, remove card from slot.
2. Key in server #, press **[ENTER]**.
3. Key in amount, press **[ENTER]**.
4. If prompted, key in tip amount, press **[ENTER]**.
   - If PIN Pad is attached and tip assist is turned on, select desired tip option on PIN Pad, press **[ENTER]**.
   - If card is eligible for **surcharge**, total amount displays.
5. If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
   - If PIN Pad is attached, **BASE**, **TIP**, **SURCHARGE**, and **TOTAL AMOUNT** displays.
   - Customer presses **[ENTER]** on PIN Pad to accept.
   - If the issuer returns a **partial authorization**, **PARTIAL APPROVAL & BAL DUE** displays.
     - Press **[1] ACCEPT** to approve sale or **[2] CANCEL** to void transaction.
     - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
6. **APPROVED** displays and receipt(s) print.

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SWIPED CREDIT SALE

1. Swipe card.
2. Key in server #, press [ENTER].
3. Key in amount, press [ENTER].
4. If prompted, key in tip amount, press [ENTER]
   - If PIN Pad is attached and tip assist is turned on, select desired tip option on PIN Pad, press [ENTER].
   - If card is eligible for **surcharge**, total amount displays.
5. If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
   - If PIN Pad is attached, **BASE**, **TIP**, **SURCHARGE**, and **TOTAL AMOUNT** displays.
   - Customer presses [ENTER] on PIN Pad to accept.
   - If the issuer returns a partial authorization, **PARTIAL APPROVAL & BAL DUE** displays.
     - Press **[1] ACCEPT** to approve sale or **[2] CANCE**L to void transaction.
     - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
6. **APPROVED** displays and receipt(s) print.

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CONTACTLESS SALE (TAP)

1. Press **[1] CREDIT**.
2. Press **[1] SALE**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
   - If PIN Pad is attached and tip assist is turned on, select desired tip option on PIN Pad, press **[ENTER]**.
6. Tap card.
7. If ENTER PIN displays, customer enters PIN number and presses **[ENTER]**.
   - If card is eligible for **surcharge**, total amount displays.
8. If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
   - If PIN Pad is attached, **BASE**, **TIP**, **SURCHARGE**, and **TOTAL AMOUNT** displays.
   - Customer presses **[ENTER]** on PIN Pad to accept.
   - If the issuer returns a **partial authorization**, **PARTIAL APPROVAL & BAL DUE** displays.
     - Press **[1] ACCEPT** to approve sale or **[2] CANCEL** to void transaction.
     - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
9. **APPROVED** displays and receipt(s) print.

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MANUAL CARD PRESENT SALE

1. Press **[1] CREDIT.**
2. Press **[1] SALE**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
    - If PIN Pad is attached and tip assist is turned on, select desired tip option on PIN Pad, press **[ENTER]**.
6. Manually enter card #, press **[ENTER]**.
7. Key in expiration date (MMYY), press **[ENTER]**.
8. If **CARD PRESENT** displays, press **[1] YES**.
    - Key in zip code, press **[ENTER]**.
    - If card is eligible for **surcharge**, total amount displays.
9. If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
    - If PIN Pad is attached, **BASE**, **TIP**, **SURCHARGE**, and **TOTAL AMOUNT** displays.
    - Customer presses **[ENTER]** on PIN Pad to accept.
    - If the issuer returns a **partial authorization**, **PARTIAL APPROVAL & BAL DUE** displays.
        - Press **[1] ACCEPT** to approve sale or **[2] CANCEL** to void transaction.
        - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
10. **APPROVED** displays and receipt(s) print.

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MOTO (CARD NOT PRESENT) SALE

1. Press **[1] CREDIT**.
2. Press **[2] MOTO**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
6. Manually enter card #, press **[ENTER]**.
7. Key in expiration date (MMYY), press **[ENTER]**.
8. Key in street address, press **[ENTER]**.
9. Key in zip code, press **[ENTER]**.
10. If prompted, key in card security code (CVV), press **[ENTER]**.
    - If card is eligible for **surcharge**, total amount displays.
11. Press **[1] OK** to continue sale or **[2] EDIT** to enter new amount.
    - If the issuer returns a **partial authorization**, **PARTIAL APPROVAL & BAL DUE** displays.
        - Press **[1] ACCEPT** to approve sale or **[2] CANCEL** to void transaction.
        - If you choose to **ACCEPT** the sale, remember to collect the balance shown on the receipt by another form of payment.
12. **APPROVED** displays and receipt(s) print.

FORCE SALE (OFFLINE)

1. Press **[1] CREDIT.**
2. Press **[3] FORCE**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
   - If PIN Pad is attached and tip assist is turned on, select desired tip option on PIN Pad, press **[ENTER]**.
6. Insert, tap, swipe or manually enter card #, press **[ENTER]**.
   - If chip card has been inserted:
     - **READING CARD** displays. **DO NOT REMOVE CARD**.
     - When **REMOVE CARD** displays, remove card from slot.
   - If manually entered, key in expiration date (MMYY), press [ENTER].
   - If card is eligible for **surcharge**, total amount displays.
7. If prompted, press **[1] OK** to confirm the sale amount or **[2] EDIT** to enter new amount.
   - If PIN Pad is attached, **BASE**, **TIP**, **SURCHARGE**, and **TOTAL AMOUNT** displays.
   - Customer presses **[ENTER]** on PIN Pad to accept.
8. Key in approval code, press **[ENTER]**.
9. **APPROVED** displays and receipt(s) print.

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AUTH ONLY

1. Press **[1] CREDIT**.
2. Press **[4] AUTH ONLY**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. Insert, tap, swipe or manually enter card #, press **[ENTER]**.
    - If chip card has been inserted:
        - **READING CARD** displays. **DO NOT REMOVE CARD.**
        - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
        - When **REMOVE CARD** displays, remove card from slot.
    - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
        - If **CARD PRESENT?** displays, press **[1] YES** or **[2] NO**.
        - If prompted, key in street address, press **[ENTER]**.
        - If prompted, key in zip code, press **[ENTER]**.
        - If prompted, key in card security code (CVV), press **[ENTER]**.
6. **APPROVED** displays and receipt prints.

VERIFY CARD

1. Press **[1] CREDIT**.
2. Press **[9] NEXT**.
3. Press **[1] VERIFY CARD**.
4. Key in server #, press **[ENTER]**.
5. Insert, tap, swipe or manually enter card #, press **[ENTER]**.
    - If chip card has been inserted:
        - **READING CARD** displays. **DO NOT REMOVE CARD**.
        - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
        - When **REMOVE CARD** displays, remove card from slot.
    - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
        - If prompted, key in zip code, press **[ENTER]**.
        - If prompted, key in card security code (CVV), press **[ENTER]**.
6. **CARD VERIFIED** displays and receipt prints.

OPEN TAB

1. Press **[1] CREDIT**.
2. Press **[9] NEXT**.
3. Press **[3] OPEN TAB**.
4. Key in server #, press **[ENTER]**.
5. Key in amount, press **[ENTER]**.
6. Insert, tap, swipe or manually enter card #, press **[ENTER]**.
   - If chip card has been inserted:
     - **READING CARD** displays. **DO NOT REMOVE CARD**.
     - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
     - When **REMOVE CARD** displays, remove card from slot.
   - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
     - If prompted, key in zip code, press **[ENTER]**.
     - If prompted, key in card security code (CVV), press **[ENTER]**.
7. **APPROVED** displays and receipt prints.

CLOSE TAB

1. Press **[1] CREDIT**.
2. Press **[9] NEXT**.
3. Press **[4] CLOSE TAB**.
4. Key in reference #, press **[ENTER]**.
5. Key in amount, press **[ENTER]**.
6. If prompted, key in tip amount, press **[ENTER]**.
   - If card is eligible for **surcharge**, total amount displays.
7. If prompted, press **[1] OK** to continue sale or **[2] EDIT** to enter new amount
8. **APPROVED** displays and receipt(s) print.

DEBIT SALE

1. Press **[2] OTHER**.
2. If prompted, press **[1] PIN DEBIT**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
6. If prompted, key in cash back amount, press **[ENTER]**.
7. Swipe card.
8. Customer enters PIN number and presses **[ENTER]**
9. If prompted, press **[1] OK** to confirm the sale amount or **[2] EDIT** to enter new amount.
10. **APPROVED** displays and receipt(s) print.

DEBIT EMV (CHIP) SALE

1. Press **[2] OTHER**.
2. If prompted, press **[1] PIN DEBIT**.
3. Key in server #, press **[ENTER]**.
4. Key in amount, press **[ENTER]**.
5. If prompted, key in tip amount, press **[ENTER]**.
6. If prompted, key in cash back amount, press **[ENTER]**.
7. Insert chip card.
   - **READING CARD** displays. **DO NOT REMOVE CARD**.
   - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
   - When **REMOVE CARD** displays, remove card from slot.
8. If prompted, press **[1] OK** to confirm the sale amount or **[2] EDIT** to enter new amount.
9. **APPROVED** displays and receipt(s) print.

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EBT SALE

1. Press **[2] OTHER**.
2. Press **[2] EBT**.
3. Press **[1] FOOD STAMP SALE**, **[2] FOOD STAMP VOUCHER** or **[3] CASH BENEFIT SALE**.
   - If **FOOD STAMP SALE** is selected:
     - Key in server #, press **[ENTER]**.
     - Key in amount, press **[ENTER]**.
     - Swipe or manually enter card #, press **[ENTER]**.
     - Customer enters PIN number and presses **[ENTER]**.
   - If **FOOD STAMP VOUCHER** is selected:
     - Key in server # press **[ENTER]**.
     - Key in amount, press **[ENTER]**.
     - Key in voucher #, press **[ENTER]**.
     - Key in approval code, press **[ENTER]**.
     - Manually enter card #, press **[ENTER]**.
   - If **CASH BENEFIT SALE** is selected:
     - Key in server #, press **[ENTER]**.
     - Key in amount, press **[ENTER]**.
     - If prompted, key in tip amount, press **[ENTER]**.
     - If prompted, key in cash back amount, press **[ENTER]**.
     - Swipe or manually enter card #, press **[ENTER]**.
     - Customer enters PIN number and presses **[ENTER]**.
4. If prompted, press **[1] OK** to confirm the sale amount or **[2] EDIT** to enter new amount.
5. **APPROVED** displays and receipt(s) print.

EBT BALANCE INQUIRY

1. Press **[2] OTHER**.
2. Press **[2] EBT**.
   - For **FOOD STAMPS:**
     - Press **[4] BALANCE INQUIRY – FS**.
   - For **CASH BENEFITS:**
     - Press **[9] NEXT**.
     - Press **[1] BALANCE INQUIRY – CB**.
3. Key in server #, press **[ENTER]**.
4. Swipe or manually enter card #, press **[ENTER]**.
5. Customer enters PIN number and presses **[ENTER]**.
6. **BALANCE RECEIVED** displays and customer receipt prints.

REPORTS

1. Press **[3] REPORTS**.
2. Press **[1] CURRENT** or **[2] PREVIOUS**.
   - If **[1] CURRENT:**
     - Press **[1] SUMMARY**.
       - Press **[1] BY SERVER**.
       - Press **[2] ALL SERVERS**.
       - Press **[3] BY REF #**.
     - Press **[2] DETAIL**.
       - Press **[1] ALL**.
       - Press **[2] CHANGED**.
       - Press **[3] UNTIPPED**.
       - Press **[4] IRS TIP**.
       - Press **[9] NEXT**.
       - Press **[1] TIP DISCOUNT**.
       - Press **[2] OPEN TAB**.
       - Press **[3] BOTH**.
   - If **[2] PREVIOUS:**
     - Key in batch #, press **[ENTER]**.
3. Report prints.

SETTLEMENT

1. Press **[5] MANAGER**.
2. Press **[1] SETTLEMENT**.
3. If prompted, unadjusted tips exist print report?
   - Press **[1] YES** to print report or press **[2] NO** to bypass report.
4. If prompted, unadjusted tips exist continue settlement?
   - Press **[1] YES** to perform settlement or press **[2] NO** to cancel settlement.
5. If settlement total is correct, press **[1] YES** to confirm.
   - If incorrect, press **[2] NO** to cancel settlement.
6. Report prints.
7. **BATCH #XXX ACCEPTED** displays.

Note: If batch did not settle successfully, an error message prints.

CREDIT REFUND

1. Press **[5] MANAGER**.
2. Press **[2] REFUND**.
3. If **SELECT TYPE** displays, press **[1] CREDIT**.
4. Key in server #, press **[ENTER]**.
5. Key in amount, press **[ENTER]**.
6. Insert, tap, swipe or manually enter card #, press **[ENTER]**.
   - If chip card has been inserted:
     - **READING CARD** displays. **DO NOT REMOVE CARD**.
     - If **ENTER PIN** displays, customer enters PIN number and presses **[ENTER]**.
     - When **REMOVE CARD** displays, remove card from slot.
   - If manually entered, key in expiration date (MMYY), press **[ENTER]**.
7. **ACCEPTED** displays and receipt(s) print.

EBT REFUND (FOOD STAMP ONLY)

1. Press **[5] MANAGER**.
2. Press **[2] REFUND**.
3. Press **[3] FOOD STAMP**.
4. Key in server #, press **[ENTER]**.
5. Key in amount, press **[ENTER]**.
6. Swipe or manually enter card #, press **[ENTER]**.
7. Customer enters PIN number and presses **[ENTER]**.
8. **APPROVED** displays and receipt(s) print.

VOID

1. Press **[5] MANAGER**.
2. Press **[3] VOID**.
3. Key in reference #, press **[ENTER]**.
4. If transaction is correct, press **[1] VOID**.
   - If transaction is incorrect, press **[2] CANCEL** to cancel void.
5. **TRANSACTION VOIDED** displays and receipt prints.

CHANGE DATE/TIME

1. Press **[5] MANAGER**.
2. Press **[4] ADMIN**.
3. Key in admin password, press **[ENTER]**.
4. Press **[1] EDIT PARAMETERS**.
5. Press **[3] DATE/TIME**.
6. Press **[7] CHANGE** to change the date/time or **[9] CANCEL** to cancel change.
   - If **CHANGE** is selected:
     - Key in date (MMDDYYYY), press **[ENTER]**.
     - Key in time (HHMM), press **[ENTER]**.
7. **Press any key** to return to the idle screen.

REPRINT

1. Press **[6] REPRINT**.
2. Press **[1] LAST** or **[2] By REF #**.
   - If **BY REF #** is selected, key in reference #, press **[ENTER]**.
3. Press **[1] MERCHANT** or **[2] CUSTOMER**.
4. Receipt prints.

TIP ADJUST

1. Press **[8] TIP**.
2. **SELECT SEARCH TYPE** displays.
3. Press **[1] ALL**, **[2] BY SERVER**, **[3] BY REF #** or **[4] BY INVOICE #**.
   - If **BY SERVER** is selected, key in server #, press **[ENTER]**.
     - If a different **SERVER #** is desired, press **[ENTER]** or **[CANCEL]** to key in a new number.
   - If **BY REF #** is selected, key in reference #, press **[ENTER]**.
     - If a different **REF #** is desired, press **[ENTER]** or **[CANCEL]** to key in a new number.
   - If **BY INVOICE #** is selected, key in invoice #, press **[ENTER]**.
     - If a different **INVOICE #** is desired, press **[ENTER]** or **[CANCEL]** to key in a new number.
4. The transaction displays.
5. Press **[8] EDIT** to adjust tip on current transaction.
   - Press **[7] PREV** to display previous transaction or press **[9] NEXT** to display next transaction.
6. If prompted, key in password, press **[ENTER]**.
7. Key in tip amount, press **[ENTER]**.
8. Press **[CANCEL]** until the idle screen displays.

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Terminal & Host Messages

Hold/Call or Pick Up Card
Hold Card. Use Code 10 Procedures. Call the Voice Authorization Center.

Declined
Transaction declined by issuing bank. Request another card from cardholder.

Translate Error
Call Customer Service.

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Contacting us

How do I contact customer support?

To contact customer support, call 1-888-963-3600.