



QUICK REFERENCE GUIDE

DC Direct™ - Ingenico Desk/3500 Stand-Alone

These steps have been provided as a guide for assistance with your DC Direct Ingenico Desk/3500 stand-alone device.

IMPORTANT: To access transaction types/options, press the Green Enter Key from the idle screen. To make selections, press the corresponding number key or scroll up/down using the   arrow keys.



CREDIT/DEBIT SALE

QUICK SALE

- 1) Insert card from idle screen.
- 2) Input the Sale Amount and press the Green Enter Key.
- 3) Remove card when prompted.
- 4) Transaction receipt prints.

CONTACTLESS SALE

- 1) Press the Green Enter key from the idle screen.
- 2) Press the 0 key or Green Enter Key (sale is selected by default).
- 3) Input the Sale Amount and press the Green Enter Key.
- 4) Pass the terminal to customer to insert, tap, or swipe their card.
- 5) Transaction receipt prints.



MANUAL CREDIT SALE

- 1) Press the Green Enter key from the idle screen
- 2) Press the 0 key or Green Enter Key (sale is selected by default)
- 3) Input the Sale Amount and press the Green Enter Key.
- 4) Key card number. Press the Green Enter Key. Enter the expiration date (in MMY format), CVC and billing zip code and press the Green Enter Key.
- 5) Transaction receipt prints.



CARD-PRESENT RETURN

- 1) Press the Green Enter key from the idle screen.
- 2) Press the 1 key or scroll to "1-Return" and press the Green Enter Key.
- 3) Enter the return amount and press the Green Enter Key.
- 4) Pass the terminal to customer to insert, tap, or swipe their card.
- 5) Transaction receipt prints.



CARD-NOT-PRESENT RETURN



- 1) Press the Green Enter key from the idle screen.
- 2) Press the 1 key or scroll to "1-Return" and press the Green Enter Key.
- 3) Enter the return amount and press the Green Enter Key.
- 4) Key card number and press the Green Enter Key. Enter the expiration date (in MMY format) and press the Green Enter Key.
- 5) Transaction receipt prints.



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CARD-PRESENT VOID

- 1) Press the Green Enter key from the idle screen.
- 2) Press the 2 key or scroll to "2-Void" and press the Green Enter Key.
- 3) Press 1 to select non Pre-Auth Void.
- 4) Select from the search options.
- 5) Press the key that corresponds to the desired search option or scroll and press the Green Enter Key.
- 6) When the transaction void is found, press the Green Enter Key to select.
- 7) Select "Yes" to confirm the void.
- 8) Transaction receipt prints.



CARD-NOT-PRESENT VOID

- 1) Press the Green Enter key from the idle screen.
- 2) Press the 2 key or scroll to "2-Void" and press the Green Enter Key.
- 3) Press 1 to select non Pre-Auth Void.
- 4) Select from the search options.
- 5) Press the key that corresponds to the desired search option or scroll and press the Green Enter Key.
- 6) When the transaction void is found, press the Green Enter Key to select.
- 7) Select "Yes" to confirm the void.
- 8) Transaction receipt prints.





SETTLE BATCH

- 1) Press the Green Enter key from the idle screen.
- 2) Press the 8 key or scroll to "8-Settlement".
- 3) Select "Yes" to continue to settlement.
- 4) Select "Yes" to print reports.
- 5) Detail report prints.



REBOOT PIN PAD

- 1) Hold the  key and the Yellow  Key to reboot the Desk/3500.

