

Quick Start Guide

Desk5000




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Keys and functionality



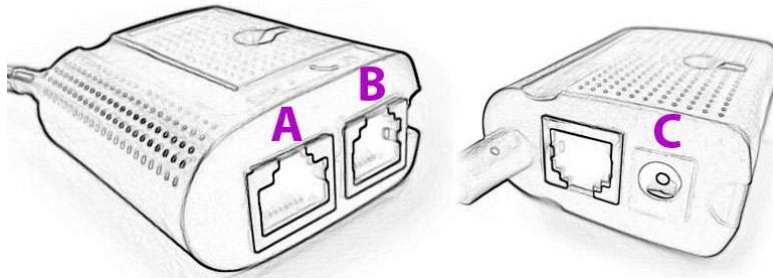
Contactless reader
 Paper roll compartment
 Touch screen color display
 Shortcuts keys F1, F2, F3, F4

Paper Feed
 Function key
 Stop key
 Clear/Cancel key
 OK key
 Dot + Clear key

Cover of compartment is also the landing zone.
 Open to place a roll of paper.
 Touch screen color display, usable for any data entry.
 F1 Transaction Menu
 F2 -
 F3 -
 F4 Function Menu
 Feeds a bit of paper, long press feeds more paper.
 Open the menu structure.
 Cancels current action. Returns to idle screen.
 Clears the current entered data or cancels an action.
 Confirms current entry or choice. Also switch on key.
 Switch off key (Hold simultaneously to switch terminal off).

Installing the Desk5000 with Magic Box

The Desk5000 is shipped with a Magic Box
Follow the installation instructions shown below:



The Ingenico Lane 5000 is delivered in a box.
The box contains:

- Terminal
 - The connection cable
 - The power adapter
 - The power cable
 - Optional: Magic Box (small)
1. Attach the connection cable to the terminal and fix it in place with the 3 screws provided.
 2. Attach the connection cable to the magic Box.
 3. Plug in the cable of the power adapter to the Magic Box.
 4. Depending on ECR connection type, dealer can plug Ethernet cable to the Magic Box via USB or commport.
 5. Finally, plug the power plug into the electrical socket.

The terminal will start automatically.

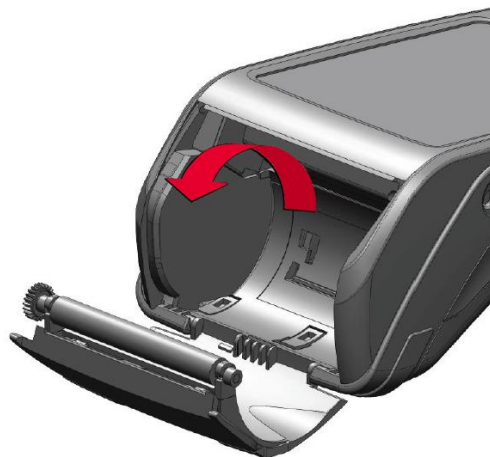
Installing the paper roll



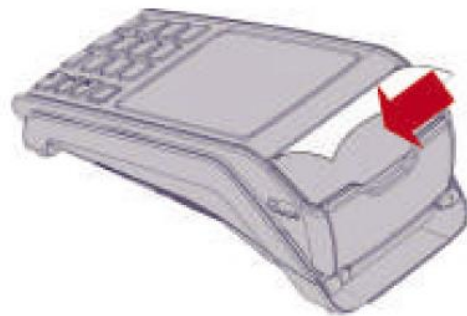
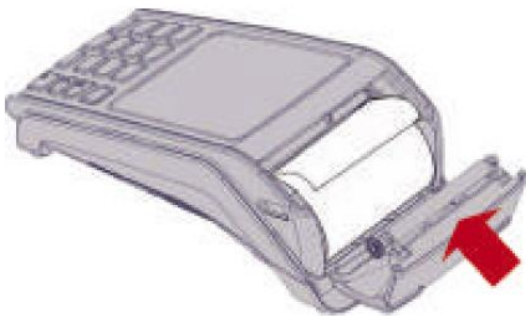
- Switch off the terminal prior to installing a paper roll
- For best product performance, only use heat sensitized paper approved by Ingenico and supplied by your dealer
- The use of non-approved paper is likely to damage the printer of your terminal

Specification paper roll characteristics	Details
Color	White
Width	58 mm
Diameter	40 mm
Length	About 18 meters

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal



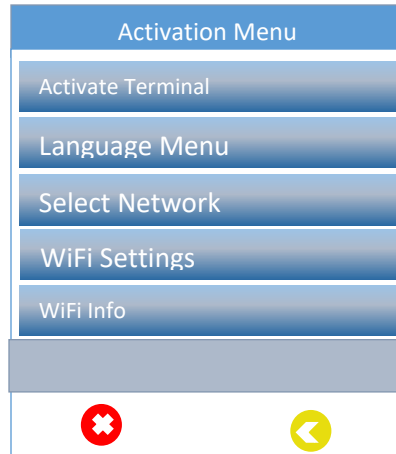
- Insert the paper roll in the compartment following the directions shown on the below picture
- Pull the paper up to the top of the terminal
- Maintain the paper and close the lid
- Press the top of the lid in the center as shown by the arrow, until it clips into position
- Turn on the terminal
- Check with the 'Paper Feed' button to ensure that the paper feeds correctly



First things with the Desk5000

If your payment terminal comes pre-activated, you can skip this activation procedure.

If your payment terminal is not activated yet, please make sure you have the activation code from your dealer. After powering on the terminal shows the Activation screen below when it's not activated yet.



Setup the connection method

First thing to do after powering on the terminal is the configuration of the network.

Ethernet Setup

Select '**Select Network**', press the green 'OK' button on the keypad and follow the on-screen instructions.

Select 'Open Internet'.

Select '**C-TAP with SSL**'.

Ethernet IP Settings

Select 'Select Network', press the green 'OK' button on the keypad and follow the on-screen instructions.

Select preferred connection DHCP or Static IP.

Activating the Desk5000

User Interaction

Press the 'Activate Terminal' option in the 'Activation menu'. Enter the Activation code and confirm with 'OK'.

Enter the activation code again and confirm with 'OK'.

Confirm with 'OK' to enter the TMS parameters required to connect with the Terminal Management System.

Enter the IP address received from your dealer with the keypad. Use the dot '.' key to enter the mandatory dots in the IP address. Confirm with 'OK'.

Enter the port number received from your dealer with the keypad and confirm with 'OK'.

Select the correct communication protocol received from your dealer by pressing on the correct selection on the touch screen.

A notification is shown indicating that the parameters are changed.

Desk5000 Screen

Activation code:

Confirmation code:

Enter TMS parameters?

Enter IP-address:

Enter port number:

Select protocol:

HTTP
HTTPS

TMS URL changed

User Interaction

The terminal will now activate over the chosen connection.

When the terminal is successfully activated three beeps will be given with a notification on the display.

Press the 'OK' button to perform the Software update. Depending on the network speed this can take from 5 to 25 minutes.

After the software update, the terminal will restart itself and is ready to use.

Desk5000

Activating terminal
Please Wait...

Terminal activated

Perform Software Update?

Terminal will reboot

Setup Cash Register

To install Cash Register

User Interaction

Press the 'Settings Menu' option in the Cash Register Menu. Enter settings password and confirm with 'OK'.

Select Change Connection

Confirm with 'OK' to configure connection

Select connection type and Confirm with 'OK'

TC/IP: Select IP-address and confirm with 'OK'.

Enter the port number received from your dealer with the keypad and confirm with 'OK'.

Serial: Select COM Port

COM/USB: Select Baud Rate

COM/USB: Select Data Bits

Com/USB: Select Parity

COM/USB: Select Stop Bits

COM/USB: Select Flow Control

Lane5000 screen

Enter "Settings" password:

Change Connection

Configure connection?

- None
- Serial
- ⇒ TCP/IP

or

- None
- ⇒ Serial
- TCP/IP

Enter IP-address name:

Enter port number

- Com
- USB

- ⇒ Select Baud Rate
- ⇒ Select Data Bits
- ⇒ Select Parity
- ⇒ Select Stop Bits
- ⇒ Select Flow Control

Cash Register can be connected through Ethernet, USB and COM port

Terminal Language

The terminal can be set in English, Dutch, German or French. Press the 'Function' button on the keypad, then choose the following options:

1. Tech Menu
2. Settings Menu ➔ Enter 'Settings' password and confirm with the green 'OK' button
3. Language Menu

Choose the desired language from the list and confirm with the 'OK' button.

Switching on and reboot

Press the green 'OK' button on the keypad to switch on the terminal.

Press the 'dot' key and the yellow 'Clear' key simultaneously to restart the terminal.

Terminal can only be switched off by unplugging the power lead.

Performing Transactions

By default, the terminal will perform Sale transactions.

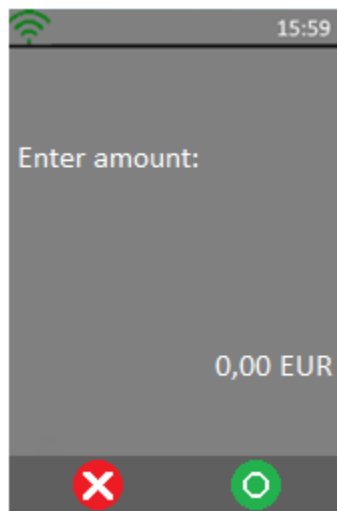
Start a transaction by pressing any numeric key or the 'OK' button when the terminal is in the idle screen. When the 'Enter amount' screen is shown, enter the transaction amount and press the 'OK' button on the keypad or the touch screen.

Corrections can be made with the yellow 'Clear' key.

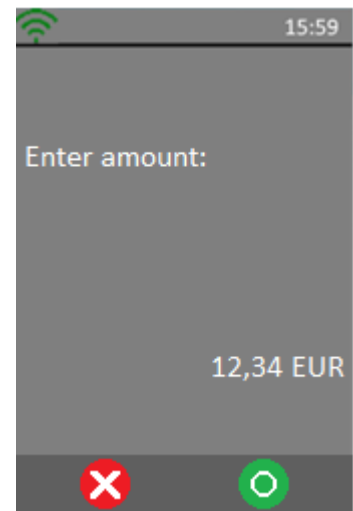
The transaction can be stopped with the red 'Stop' key.



Idle screen



'Enter amount screen' after pressing 'OK' or any number on the keypad

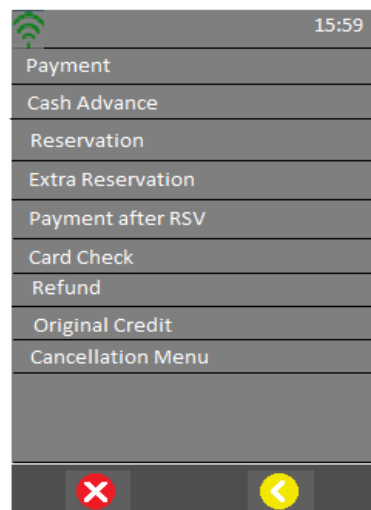


Enter the transaction amount and press 'OK' to start the transaction

If another transaction type is required, press the transaction menu button F1 on the touch screen and select the required transaction type.



Press the F1 key on the screen



Choose the referred transaction

Reading the Card

After a transaction is started, the cardholder presents his card. Depending on card capabilities and what is allowed this can be done via magstripe, chipcard or contactless.



Magstripe



Chipcard



Contactless

Magstripe

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card reading.

Chipcard

Insert the card horizontally with the chip facing upwards and leave in position throughout the transaction.

Contactless

Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction. The 4 virtual LEDs are displayed during the transaction.

In any case the cardholder follows the instructions on the terminal. The terminal may ask for PIN entry and confirmation of the amount. When the transaction is approved, the terminal will sound 3 short beeps and depending on the settings it will print a cardholder receipt.

The cardholder returns the terminal to merchant. Press 'OK' and the terminal will print a merchant receipt and/or journal when needed and depending on the terminal settings.

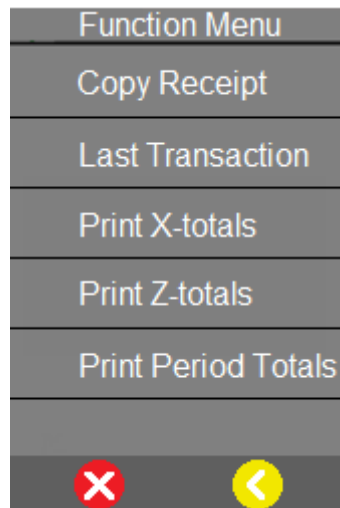
If requested, the merchant receipt must be signed by the cardholder.

Function Menu

Pressing 'F4' in the idle screen will open the Function Menu which has the regularly used functions bundled under a single menu.



Press the F4 key on the screen



Function Menu

Copy Receipt

Select 'Copy Receipt' to print a copy of the last transaction receipt.

Last Transaction

This function will display the result and date/time of the last performed transaction.

Print X-totals

Print X-totals will print a report of the transaction totals since the last clearance. After this action the totals will **not** be cleared. Individual transactions will not be shown.

Print Z-totals

Print Z-totals will print a report of the transaction totals since the last clearance. After this action the totals will be cleared. Individual transactions will not be shown.

Print Period Totals

When a selection is made the terminal starts downloading the appropriate period counters from each acquirer and then prints the receipt. Individual transactions will not be shown.

Function Key

Pressing the function key will open the menu structure of the terminal.
The menu is divided in 4 categories:

- Control Panel
- Tech Menu
- C-TAP
- Kassa Menu

Control Panel

The Control panel is not accessible for the end user.

Tech Menu

TMS Session

Creates a forced connection with the Terminal Management Server. Only on request of your dealer.

Software Update

Select to update the software of the terminal.

Settings Menu

In this menu user can change the settings of the terminal.

To use this function a password is required to continue. Password should be provided by your dealer.

- Language menu: Select your language here
- Select network: Choose preferable network Ethernet (SSL)
- Ethernet IP Settings: Choose preferable IP-Mode (DHCP or Static IP)
- Menu Mode: Change layout menu to: List/Icon List/Icon Mosaic
- Header State: Turn on/off Header (Ethernet/Date/Time/Battery)
- Footer State: Turn on/off Footer (F1;F2;F3;F4)
- Change password: Settings Menu Password can be changed here

Information Menu

- RDM Version (Remote Device Management): Select to check software
- Terminal Info: Select to check serial number and detailed terminal information
- Ethernet Info: Select to check Ethernet information
- Printer Status: Select to check the printer status

Upload Log Files

User can upload log files from the terminal. In case a problem occurs the user will be able to upload log files before contacting the dealer. This will help to solve the issue.

Manager Menu

In this menu user is able to change the Manager password.

To use this function a password is required to continue.

Only an authorized user has access to Manager Menu.

Service Menu

Only an authorized dealer is allowed to access the Service Menu.

This function is password protected.

Dealer is able to:

Enter Database	➔	Dealer can enter Database and change settings
Change TMS	➔	With this function the Terminal Management System connection parameters can be changed
Upload TDRs	➔	With this function the Transaction Date Records can be uploaded
Block Payments	➔	With this function user can block the payment functionality
Unblock Payments	➔	When payment functionality is blocked, user can unblock payments with this feature
Clean Sweep	➔	This feature resets the terminal to factory settings. After the clean sweep the terminal can be activated again

C-TAP

Transaction Menu

Payment

This service allows cardholder to pay for the purchase of goods from merchant using his card.

Merchant enters amount and presses the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant and waits for receipt.

Cash Advance

This service allows cardholder to withdraw cash in an attended environment.

Merchant enters amount and presses the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant and waits for receipt.

Reservation

This function allows card acceptor to reserve an amount for a specified period of time. The final amount, final date nor final time of the actual payment are unknown.

Enter amount and press the green 'OK' button.

Read card: choose an option (contactless/magstripe/chip card).

Wait for approval.

Return terminal and wait for receipt.

Extra Reservation

This function allows card acceptor to add an extra reservation to the initial reservation.

Enter amount and press the green 'OK' button.

Enter authorization code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

Payment after RSV (Reservation)

Payment after reservation allows the merchant to finalize a payment using a previously obtained reservation.

Enter amount and press the green 'OK' button.

Enter authorization code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for Approval.

Return terminal and wait for receipt.

Card Check

This service allows the card acceptor to check the validity of the cardholder's card.

Read card (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

Refund

This will start a refund transaction.

Enter manager password and press the green 'OK' button.

Enter amount and press the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

Original Credit

This function will start a refund transaction without any related purchases such as lotteries.

Enter amount and press the green 'OK' button.

Read card (contactless/magstripe/chipcard).

Wait for confirmation.

Return terminal

Cancellation Menu

This menu allows a previous transaction to be cancelled.

This menu is protected by a manager password.

Payment

This function allows the card acceptor to cancel a previous payment.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal and wait for receipt.

Reservation

This function allows the merchant to cancel a previous reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

Extra Reservation

This function allows the merchant to cancel an extra reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal and wait for receipt.

Function Menu

Copy receipt

This option will print the last transaction receipt.

Last Transaction

Displays the status and time of the last transaction performed.

Totals Menu

Print X-totals

Prints out the totals from the moment the last x-total was printed.

Print Z-totals

Prints out the totals from the moment the last z-total was printed. Totals will be reset after printing.

Print Period Totals

Current

Retrieves and prints the current period totals from the acquiring/processing hosts.

Previous

Retrieves and prints the previous period totals from the acquiring/processing hosts.

Previous & Current

Retrieves and prints both current and previous period totals from the acquiring/processing hosts.

Acquirer Menu

Acquirer Menu is password protected

Open Messages

Use only at request of dealer.

Key Load

Via Key load it is possible to manually start a security scheme download for the selected provider.

Parameter Download

Via parameter download it is possible to manually start a parameter download for the selected acquirer/processor.

Service Menu

Information Menu

User can look up information in this menu.

C-TAP Version

In this menu user can find certified version of the C-TAP application.

Print Card Brands

This function allows user to print an overview of the card brands.

Print C-TAP Info

Overview of the common parameter status, blocked reason(s), status', acquirer status and security provider status.

Kassa Menu (Cash Register Menu)

Settings Menu

In Cash Register Menu the settings can be changed and tested.
Settings Menu is password protected.

Enter settings password and press the green 'OK' button.

Change Connection.

Select Connection (None-Serial-TCP/IP), press the green 'OK' button.
Follow the on-screen instructions

Test Menu

In this function the terminal can be tested.

Test menu is password protected.

Information Menu

ECR (Electronic Cash Register) Version
Displays the version of ECR application.