Quick Reference Guide - Desk 3500

Connect to Network via WiFi or Ethernet Cord

WiFi Connectivity

1. Select Bullseye Button
2. Scroll to Control Panel
3. Navigate to Terminal Settings, then to Comm Means
4. Configure your network settings and enter Password
5. Press Select, Device will light up green on left-side once connected

Transactions

Customer Present Sale

1. Press the green Select button to display the Transaction Menu and select Sale
2. Enter transaction amount, then press the green Select button
3. Tap, Swipe or Insert the cardholder's card, terminal will check the card
4. Transaction receipt prints

Customer Present Refund

1. Press the green Select button to display Transaction Menu and Select Refund
2. Enter the refund amount, then press the green Select to confirm amount
3. Present / Insert / Swipe the cardholders card on the terminal
4. Pass the terminal to customer to insert, tap or swipe their card
5. Transaction receipt prints

Key-Enter Sale

1. Press the green Select button to display Transaction Menu and Select CNP
2. Scroll through the menu until Sale is highlighted, Press Select
3. Enter transaction amount, then press the green Select button. Key-enter the card number, expiry date, security code, cardholder's zip code and cardholders billing street number.
4. Press Select, then Transaction receipt prints

Terminal Guide

1. Contactless Card Tap
2. Bullseye / Main Menu
3. Back
4. Select / OK
5. Backspace
6. Card Chip Reader

Allegiance Merchant Services
1-800-450-9125
info@algms.com
www.AllegianceMS.com

Find additional resources at:
www.allegiancemerchantservices.com/resources/

Key-Enter Return

1. Press the green Select button to display Transaction Menu and Select Refund
2. Enter the return amount, then press the green Select button to confirm amount
3. Key card number and press the green Select button. Enter expiration date and press the green Select button.
4. Transaction receipt prints

Void

1. Press the green Select button to display the Transaction Menu and select Void
2. Press 1 to select non Pre-Auth Void
3. Select from the search options.
4. Press the key that corresponds to the desired search option or scroll and press the green Select button
5. When the transaction void is found, press the green Select button
6. Select, Yes to confirm the void
7. Transaction receipt prints

Settle Batch

1. Press the green Select button to display Transaction Menu and select Settlement
2. Select Yes to continue to settlement
3. Select Yes to print reports
4. Detail report prints

Reboot PIN Pad

1. Hold the # key and the Backspace Key to reboot device