



Desk3200 Quick Reference Guide

Turning on

Connect power cable to Magic Box under this input



Turning off

Remove power cable from Magic Box

Purchase

1. Press F1 and then enter in the purchase amount and press **ENTER**
2. Present customer card
3. Customer selects account and enters pin

Cash Out

1. Press F2 and then enter in the cash amount before pressing **ENTER**
2. Present customer card
3. Customer selects account and enters pin

Refund

1. Press the F3 and swipe the merchant card you have obtained from Worldline/Paymark
2. Type in the Merchant pin and press **ENTER**
3. Type in the refund amount and press **ENTER**



4. Customer swipes/inserts card, enters their account and pin number

Log On

1. Press the F4 button, the second button from the top right-hand side of the keypad



Reboot

1. Hold down the **CLEAR** and the FUNC keys at the same time until the screen reads 'Reboot in progress'



Settlement

1. Press the silver menu button located at the top right-hand corner of the keypad
2. Select option 2 for the Admin Menu
3. Select option 2 for Inquiry or Option 3 for a Cutover

Customer receipt options

1. Press FUNC followed by 7415 and then **ENTER**
2. Press **ENTER** until you reach "PRINT CUST COPY" and use the down arrow key at the top of the keypad to turn this ON/OFF
3. If turning ON, the next question will ask if you want to PROMPT CUST COPY which you can use the downward arrow to turn ON/OFF
4. Keep pressing **ENTER** until you are back at the Paymark screen and reboot

Adding a surcharge

1. Press FUNC followed by 8 and then press **ENTER**
2. Press **ENTER** to Enable Surcharging
3. Press **ENTER** if you want to Enable Contactless/PayWave Surcharging or **CANCEL** if you do not
4. Enter the surcharge percentage i.e., for 2.5%, enter in 2.50 then press **ENTER**
5. Enter in the surcharge minimum amount i.e., if you don't want anything under \$10 to incur a surcharge, change this figure to \$10.00, then press **ENTER**
6. Once you are back at the Paymark screen, reboot the terminal

Card Not Present Transaction

1. Press F1 and type in the purchase amount then press **ENTER**
2. At the Present Card screen, press FUNC and begin typing in the card number then press **ENTER**
3. Type in the Expiry Date then press **ENTER**
4. Select Yes or No to answer CSC number if available
5. Type in the CSC Number and press **ENTER**
6. Select option 1 if this is a single transaction or option 2 if this is a recurring payment
7. Select the account

Enabling/Disabling PayWave/Contactless Transactions

1. Press FUNC 7418 and then **ENTER**
2. When you see "Multi Merchant Setup" press key 7
3. This will then read "Activate CTL?" press **ENTER** to activate.
4. If you are de-activating, this will read "Deactivate CTL?" press enter to deactivate.
5. This will then read "Contactless Activated/Deactivated", then press **ENTER**
6. This will then take you back to "Multi Merchant Setup", so then press **CANCEL**
7. Once you are back to the Paymark screen, perform a REBOOT

Replacing Paper

