Nexi Traditional POS Ingenico Desk 2600

Operating Instructions

September 2023

Instructions: Nexi Traditional POS Ingenico Desk 2600

Contents

1. Get to know your POS terminal

Contactless Card Reader

Easy Loading Printer

2.8'' LCD screen

Backlit keyboard with large keys

Magnetic stripe reader

Chip card reader

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2. Keyboard – Power Off/ Restart Instructions

In order to change the language of the POS to English, please contact ☎ **210 6244300**

MAIN MENU Key

Cancellation Key

CANCEL

Cancels the last activity and redirects to the home screen.

Validation Key

ENTER

Confirms the last activity and leads to the next step.

Clear Key

CLEAR

Deletes one character at a time (numbers or letters).

Power Off:
Unplug the PSU cable and press simultaneously the dot ⬤ (Main menu) key and the **yellow key** for one second.

Restart:
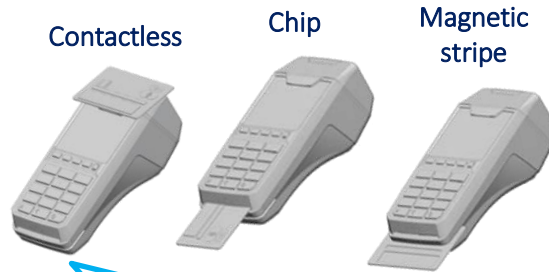Press the **green key** or connect (plug) the PSU cable.

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3. Purchase

1 Enter Amount

Please enter the transaction amount and press the **green key**.

2 Card Reading

Tap the customer's card over the POS or insert it into the card reader.

Contactless   Chip   Magnetic stripe

*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

3 PIN

If the system requests it, hand the POS to the customer to enter their PIN. Then press the **green key**.

4 Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

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4. Purchase with Installments
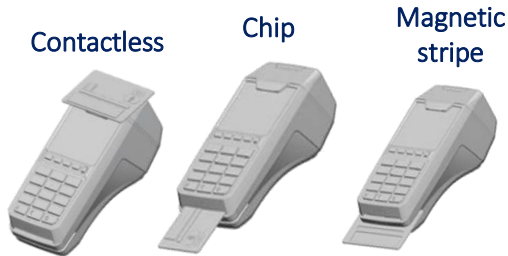
⚠️ Available upon request - Subject to approval

1

Enter Amount

Please enter the transaction amount and then press the **green key**.

2

Card Reading

Tap the customer's card over the POS or insert it into the reader.

Contactless

Chip

Magnetic stripe

If the customer wishes to pay using their digital wallet, ask them to bring their device closer to the POS for contactless acceptance.

3

Installments

- **With Installments**: press the **green key**, enter the number of installments, and press the **green key**, again.
- **Without Installments :** Press the **red key** to proceed without installments.

4

PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

5

Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

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5. Purchase with TIP

1 Enter Amount

2 Tip

3 Card Reading

4 PIN

5 Completion & Receipt

Please enter the transaction amount and then press the **green key**.

• **With Tip:** Enter the tip amount and then press the **green key**. The total transaction amount including the tip appears. Please press the **green key** again to approve the transaction.
• **Without Tip:** Press the **red key** to proceed without tip.

Tap the customer's card over the POS))) or insert it into the card reader.

Contactless   Chip   Magnetic stripe

*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key.**

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

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6. Purchase using Dynamic Currency Conversion (DCC)

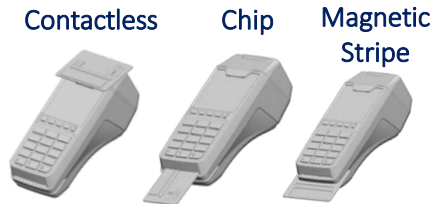⚠️ Available upon request - Subject to approval

1
Enter Amount

Please enter the transaction amount and then press the **green key**.

2
Card Reading

Tap the customer's card over the POS 📶 or insert it into the reader.

Contactless   Chip   Magnetic Stripe

*If the customer wishes to pay using their **digital wallet**, ask them to bring their device closer to the POS for contactless acceptance.*

3
DCC Menu

If the customer's card is in a currency other than €, please **hand the POS to the cardholder** so that they can select the currency of the transaction and press the **green key** in order to proceed to the Currency Selection screen.

4
Select Currency

The cardholder enters the number
- "1" to confirm the transaction amount using the card's currency
or
- "2" in order to proceed with currency conversion to €
and confirms by pressing the **green key**.

Then a screen to hand the POS to the merchant appears. It is necessary to press the **green key** in order to proceed.

5
PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

6
Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

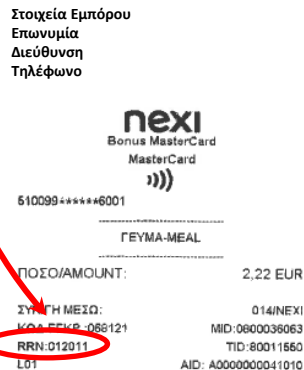Press the **green key** only if you wish to speed up the printing of the customer receipt.

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7. **MOTO Purchase** (Mail Order Telephone Order)

⚠️ Available upon request - Subject to approval

1

Menu

Press the ⦿ key, select «**Mail Order**» and press the **green key**.

2

Enter Amount

Please enter the transaction amount and press the **green key**.

3

Enter Card Details

Key-enter the following data:
- the customer's card number and press the **green key**.
- the card's expiration date (MM/YY) and press the **green key**.
- the 3digit CVV / CVC number and press the **green key**.

4

Approval & Receipt

Upon transaction approval, the merchant's receipt is printed automatically.

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8. Void (transaction cancellation) ⊗

⚠️ Permitted only when a batch hasn't been settled yet.

1 — **Menu**

Press the ◉ key, select «**Void**» and press the **green key**.

2 — **Enter Amount**

Please enter the transaction amount and then press the **green key**.

3 — **Enter RRN**

Enter the **RRN** number (located at the bottom left of the receipt) and then press the **green key**.

Στοιχεία Εμπόρου
Επωνυμία
Διεύθυνση
Τηλέφωνο

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Bonus MasterCard
MasterCard
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ΓΕΥΜΑ-MEAL

ΠΟΣΟ/AMOUNT: 2,22 EUR

ΣΥΝ/ΓΗ ΜΕΣΩ: 014/NEXI
ΚΩΔ.ΕΓΚΡ.:068121   MID:0800036063
RRN:012011   TID:80011550
L01   AID: A0000000041010

ΕΥΧΑΡΙΣΤΟΥΜΕ-THANK YOU
ΑΝΤΙΓΡΑΦΟ ΕΜΠΟΡΟΥ

4 — **Card Reading**

Insert the card of the initial transaction in the card reader of the POS.

5 — **Enter MID**

If requested, please enter the Merchant Identification number (MID) and press the **green key**.

6 — **PIN**

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

7 — **Completion & Receipt**

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

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9. Refund

1 Menu

Press the ⊙ key, select «**Refund**» and press the **green key**.

2 Enter Amount

Please enter the transaction amount and then press the **green key**.

3 Card Reading

Tap the card used in the initial transaction over the POS or insert it into the card reader.

4 Installments

If installments are supported for your company, then the Installments Menu will follow.

5 Currency Selection

If the initial transaction was made with dynamic currency conversion (DCC) then the relevant menu appears, and the cardholder needs to select the currency of the refund transaction.

6 Enter MID

Enter the Merchant Identification number (MID) and press the **green key.**

7 PIN

If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key.**

8 Completion & Receipt

Merchant and Customer receipts are automatically printed, after the approval of the transaction.

Press the **green key** only if you wish to speed up the printing of the customer receipt.

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10. Pre-Authorization

A temporary hold of an amount approved by the customer on their card.
This functionality is only available to hotels, travel agencies & car rental companies.

1

Menu

Press the ◉
Key, select
«**Pre-Authorization**»
and press the **green key**.

2

New Pre-Authorization

Select
«**New Pre-Authorization**»
and press the **green key**.

3

Enter Amount

Please enter the transaction amount and then press the **green key**.

4

Card reading

Insert the card into the card reader.

5

PIN

Hand the POS to the customer to enter their PIN.
Then press the **green key**.

6

Completion & Receipt

Merchant and customer receipts are printed, containing the transaction approval number and the RRN number.

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11. Pre-Authorization Completion

⚠️ Completes a pre-authorization transaction when the final purchase amount is known.

1 — **Menu**

Press the ◉ key, select «**Pre-Authorization**» and press the **green key**.

2 — **Completion**

Select «**Completion**» and press the **green key**.

3 — **Enter Amount**

Please enter the transaction amount and then press the **green key**.

4 — **Card Reading**

Insert the card into the reader.

5 — **RRN & Auth. Code**

Enter the **RRN** number and the **authorization code** of the pre-authorization transaction and then press the **green key**.

6 — **Enter MID**

If requested, please enter the Merchant Identification number (MID) and press the **green key.**

7 — **PIN**

If the system requests it, hand the POS to the customer to enter their PIN.
Then press the **green key.**

8 — **Receipt**

Receipt Printing.

12. Close Batch

⚠️ It is recommended to run daily, if transactions are made.

1

Menu

Press the ◉ key, select «**Batch/ Merchant**» and press the **green key.**

2

Send Batch

Select «**Sending Batch**» and then press the **green key**.

3

Select Receipt Type

Select «**Analytical**» or «**Brief**» and then press the **green key.**

4

Close Batch

The POS completes batch close.

5

Receipt

The selected batch receipt (step 3) is printed.

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13. Calendars 📅

1 Menu

Press the key, select «**Batch/ Merchant**» and press the **green key**.

2 Timetable

Select «**Calendars**» and press the **green key**.

3 Select Batch

Select :
- «**Current Batch**» if you wish to print the running batch and press the **green key**.
- «**Previous Batch**» if you wish to print the last Batch and then press the **green key**.

4 Select Receipt Type

Select «**Analytical**» or «**Brief**» and then press the **green key**.

5 Print

The selected Batch view (step 3) is printed.

14. Transaction Re-Print

⚠️ Available only for transactions included in the current Batch.

1

Menu

Select the left key .

On the Screen, appear the 3 last digits of RRN Code of the last transaction included in the current batch.

- If you want the last transaction to be printed, please press the **green key**.
- If you want to re-print any other transaction of the current (unclosed) batch:
    1. Press the **yellow key** in order to delete the number of the last transaction
    2. Enter the last 3 –digit of RRN code of the transaction you wish to reprint
    3. Press the **green key**.

2

Print

The selected transaction is printed.

TRANSACTION TYPE	TRANSACTION FLOW					
PURCHASE	**1** PRESS ⬤ , SELECT "PURCHASE" AND PRESS 🟩 .	**2** ENTER THE AMOUNT AND PRESS 🟩 .	**3** TAP THE CARD 📶 OR INSERT IT IN THE POS CARD READER.	**4** HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED AND PRESS 🟩 .	**5** MERCHANT AND CUSTOMER RECEIPTS ARE AUTOMATICALLY PRINTED.	
PURCHASE WITH INSTALLMENTS UPON AVAILABILITY	**1** PRESS ⬤ , SELECT "PURCHASE" AND PRESS 🟩 .	**2** ENTER THE AMOUNT AND PRESS 🟩 .	**3** TAP THE CARD 📶 OR INSERT IT IN THE POS CARD READER.	**4** WITHOUT INSTALLMENTS: PRESS 🟥 . WITH INSTALLMENTS, PRESS 🟩 , ENTER THE NUMBER OF INSTALLMENTS AND THEN PRESS 🟩 .	**5** HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS 🟩 .	**6** MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
PURCHASE WITH TIP UPON AVAILABILITY	**1** PRESS ⬤ , SELECT "PURCHASE" AND PRESS 🟩 .	**2** ENTER THE AMOUNT AND PRESS 🟩 .	**3** WITHOUT TIP: PRESS 🟥 . WITH TIP: ENTER THE TIP AMOUNT, PRESS 🟩 AND THEN 🟩 AGAIN TO CONFIRM THE FINAL AMOUNT WITH TIP.	**4** TAP THE CARD 📶 OR INSERT IT IN THE POS CARD READER.	**5** HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS 🟩 .	**6** MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
VOID (CANCELLATION) ONLY FOR TRANSACTIONS IN THE CURRENT BATCH	**1** PRESS ⬤ , SELECT "VOID" AND PRESS 🟩 .	**2** ENTER THE AMOUNT AND PRESS 🟩 .	**3** ENTER THE RRN NUMBER AND PRESS 🟩 .	**4** INSERT THE CARD OF THE INITIAL TRANSACTION IN THE POS CARD READER.	**5** ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS 🟩 .	**6** HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS 🟩 . ... **7** MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
REFUND	**1** PRESS ⬤ , SELECT "REFUND" AND PRESS 🟩 .	**2** ENTER THE AMOUNT AND PRESS 🟩 .	**3** INSERT THE CARD OF THE INITIAL TRANSACTION IN THE POS CARD READER.	*IF INSTALLMENTS ARE SUPPORTED , THE RELEVANT MENU WILL FOLLOW. ALSO, DCC MENU WILL FOLLOW, IF THE INITIAL TRANSACTION WAS MADE IN NON-€ CURRENCY.*	**4** ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS 🟩 . ... **5** HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS 🟩 .	**6** MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.
CLOSE BATCH IT IS RECOMMENDED TO RUN DAILY, IF TRANSACTIONS ARE MADE.	**1** PRESS ⬤ , SELECT "BATCH/ MERCHANT" AND PRESS 🟩 .	**2** SELECT "SENDING BATCH" AND PRESS 🟩 .	**3** SELECT "ANALYTICAL" OR "BRIEF" AND PRESS 🟩 .	**4** BATCH CLOSES & THE FULL RECEIPT IS PRINTED (ANALYTICAL/ BRIEF) AS SELECTED IN THE PREVIOUS STEP.	*IF THE RECEIPT IS NOT PRINTED, PLEASE FOLLOW THE "CALENDAR" INSTRUCTIONS*	

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TRANSACTION TYPE	TRANSACTION FLOW

MOTO PURCHASE (Mail - Telephone Order) UPON AVAILABILITY
1. PRESS ⬤, SELECT "MAIL ORDER" AND PRESS ▮.
2. ENTER THE AMOUNT AND PRESS ▮.
3. ENTER THE CARD NUMBER AND PRESS ▮.
4. ENTER THE CARD EXPIRATION DATE AND PRESS ▮.
5. ENTER THE 3 DIGIT SECURITY NUMBER (CVV / CVC) AND PRESS ▮.
6. THE MERCHANT RECEIPT IS PRINTED AUTOMATICALLY.

DCC PURCHASE (Currency Conversion) UPON AVAILABILITY
1. PRESS ⬤, SELECT "PURCHASE" AND PRESS ▮.
2. ENTER THE AMOUNT AND PRESS ▮.
3. TAP THE CARD))) OR INSERT IT IN THE CARD READER.
4. HAND THE POS TO THE CUSTOMER TO SELECT CURRENCY AND PRESS ▮, IN ORDER TO PROCEED.
5. THE CUSTOMER PRESSES 1 TO USE THE CARD'S CURRENCY, OR 2 TO PAY IN EURO AND PRESSES ▮.
6. PRESS ▮ TO CONFIRM THE RETURN OF THE POS TO THE MERCHANT.
7. HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS ▮.
8. MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.

PRE-AUTHORIZATION UPON AVAILABILITY
1. PRESS ⬤, SELECT "PRE-AUTHORIZATION" AND PRESS ▮.
2. SELECT "NEW PRE-AUTHORIZATION" AND PRESS ▮.
3. ENTER THE AMOUNT AND PRESS ▮.
4. INSERT THE CARD IN THE POS CARD READER.
5. HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS ▮.
6. THE RECEIPTS THAT INCLUDE THE RRN NUMBER AND THE AUTHORIZATION CODE ARE PRINTED AUTOMATICALLY.

PRE-AUTHORIZATION COMPLETION FOR PREAUTHORIZED TRANSACTIONS ONLY
1. PRESS ⬤, SELECT "PRE-AUTHORIZATION COMPLETION" AND PRESS ▮.
2. SELECT "PRE-AUTHORIZATION COMPLETION" AND PRESS ▮.
3. ENTER THE AMOUNT AND PRESS ▮.
4. INSERT THE CARD IN THE POS CARD READER.
5. ENTER THE RRN NUMBER & THE AUTHORIZATION CODE OF THE PRE-AUTHORIZATION AND PRESS ▮.
6. ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS ▮.
7. HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS ▮.
8. MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.

CALENDARS
1. PRESS ⬤, SELECT "BATCH/ MERCHANT" AND PRESS ▮.
2. SELECT "CALENDARS" AND PRESS ▮.
3. SELECT "CURRENT BATCH" OR "PREVIOUS BATCH" AND PRESS ▮.
4. SELECT "ANALYTICAL" OR "BRIEF" AND PRESS ▮.
5. THE RECEIPT IS PRINTED (ANALYTICAL OR BRIEF) AS SELECTED IN THE PREVIOUS STEP.

TRANSACTION RE-PRINT ONLY CURENT BATCH TRANSACTIONS
1. PRESS THE LEFT KEY ▮.
2. WRITE THE 3 LAST DIGITS OF THE RRN NUMBER OF THE TRANSACTION TO BE RE-PRINTED AND PRESS ▮.
3. THE REQUESTED TRANSACTION IS REPRINTED.

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