

nexi

Nexi Traditional POS Ingenico Desk 2600

Operating Instructions

September 2023



Instructions: Nexi Traditional POS Ingenico Desk 2600



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1. Get to know your POS terminal



2. Keyboard – Power Off/ Restart Instructions



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



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.

3. Purchase




1

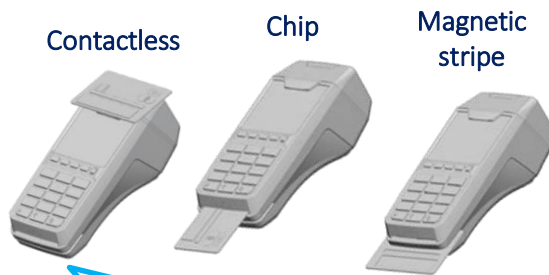
Enter Amount

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. 



*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.

4. Purchase with Installments



 Available upon request - Subject to approval


1

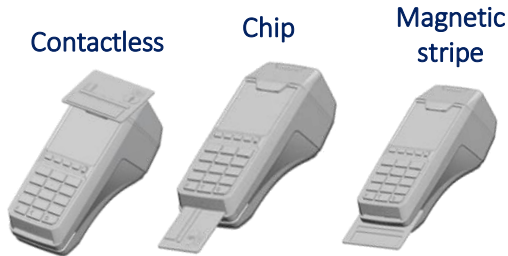
Enter Amount

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.



*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.

5. Purchase with TIP



 Available upon request - Subject to approval

1

Enter Amount

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


2

Tip

- **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.

3

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.*

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.

6. Purchase using Dynamic Currency Conversion (DCC)



 Available upon request - Subject to approval


1

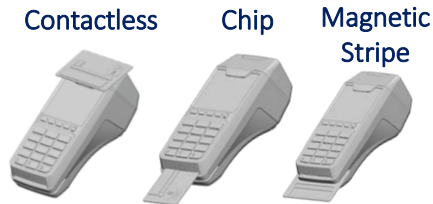
Enter Amount

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.



*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.


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.


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**.

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

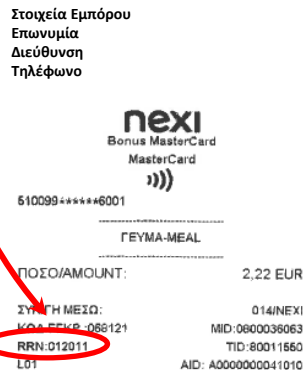
If PIN is requested, hand the POS to the customer to enter their PIN and press the **green key**.

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.



Στοιχεία Εμπόρου
Επωνυμία
Διεύθυνση
Τηλέφωνο

nexi
Bonus MasterCard
MasterCard
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510099****6001

ΓΕΥΜΑ-MEAL

ΠΟΣΟ/AMOUNT: 2,22 EUR

ΣΥΜΠΛΗΡΩΣΗ: 014/NEXI
ΚΟΔΩΝ ΕΚΔΡ. 065121 MID: 0600036063
RRN: 012011 TID: 80011650
L01 AID: A0000000041010


ΕΥΧΑΡΙΣΤΟΥΜΕ-THANK YOU
ΑΝΤΙΓΡΑΦΟ ΕΜΠΟΡΟΥ

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.


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.

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.

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.


Short Transaction Guide - Nexi Traditional POS Ingenico Desk 2600 [1/2]



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

Short Transaction Guide - Nexi Traditional POS Ingenico Desk 2600 [2/2]



TRANSACTION TYPE	TRANSACTION FLOW							
 <p>MOTO PURCHASE (Mail - Telephone Order) UPON AVAILABILITY</p>	<p>1 PRESS , SELECT "MAIL ORDER" AND PRESS .</p>	<p>2 ENTER THE AMOUNT AND PRESS .</p>	<p>3 ENTER THE CARD NUMBER AND PRESS .</p>	<p>4 ENTER THE CARD EXPIRATION DATE AND PRESS .</p>	<p>5 ENTER THE 3DIGIT SECURITY NUMBER (CVV / CVC) AND PRESS .</p>	<p>6 THE MERCHANT RECEIPT IS PRINTED AUTOMATICALLY.</p>		
 <p>DCC PURCHASE (Currency Conversion) UPON AVAILABILITY</p>	<p>1 PRESS , SELECT "PURCHASE" AND PRESS .</p>	<p>2 ENTER THE AMOUNT AND PRESS .</p>	<p>3 TAP THE CARD  OR INSERT IT IN THE CARD READER.</p>	<p>4 HAND THE POS TO THE CUSTOMER TO SELECT CURRENCY AND PRESS , IN ORDER TO PROCEED.</p>	<p>5 THE CUSTOMER PRESSES 1 TO USE THE CARD'S CURRENCY, OR 2 TO PAY IN EURO AND PRESSES .</p>	<p>6 PRESS  TO CONFIRM THE RETURN OF THE POS TO THE MERCHANT.</p>	<p>7 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS .</p> <p>8 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.</p>	
 <p>PRE-AUTHORIZATION UPON AVAILABILITY</p>	<p>1 PRESS , SELECT "PRE-AUTHORIZATION" AND PRESS .</p>	<p>2 SELECT "NEW PRE-AUTHORIZATION" AND PRESS .</p>	<p>3 ENTER THE AMOUNT AND PRESS .</p>	<p>4 INSERT THE CARD IN THE POS CARD READER.</p>	<p>5 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS .</p>	<p>6 THE RECEIPTS THAT INCLUDE THE RRN NUMBER AND THE AUTHORIZATION CODE ARE PRINTED AUTOMATICALLY.</p>		
 <p>PRE-AUTHORIZATION COMPLETION FOR PREAUTHORIZED TRANSACTIONS ONLY</p>	<p>1 PRESS , SELECT "PRE-AUTHORIZATION" AND PRESS .</p>	<p>2 SELECT "PRE-AUTHORIZATION COMPLETION" AND PRESS .</p>	<p>3 ENTER THE AMOUNT AND PRESS .</p>	<p>4 INSERT THE CARD IN THE POS CARD READER.</p>	<p>5 ENTER THE RRN NUMBER & THE AUTHORIZATION CODE OF THE PRE-AUTHORIZATION AND PRESS .</p>	<p>6 ENTER YOUR MID NUMBER, IF REQUESTED, AND PRESS .</p>	<p>7 HAND THE POS TO THE CUSTOMER TO ENTER THEIR PIN, IF REQUESTED, AND PRESS .</p> <p>8 MERCHANT AND CUSTOMER RECEIPTS ARE PRINTED AUTOMATICALLY.</p>	
 <p>CALENDARS</p>	<p>1 PRESS , SELECT "BATCH/ MERCHANT" AND PRESS .</p>	<p>2 SELECT "CALENDARS" AND PRESS .</p>	<p>3 SELECT "CURRENT BATCH" OR "PREVIOUS BATCH" AND PRESS .</p>	<p>4 SELECT "ANALYTICAL" OR "BRIEF" AND PRESS .</p>	<p>5 THE RECEIPT IS PRINTED (ANALYTICAL OR BRIEF) AS SELECTED IN THE PREVIOUS STEP.</p>			
 <p>TRANSACTION RE-PRINT ONLY CURENT BATCH TRANSACTIONS</p>	<p>1 PRESS THE LEFT KEY .</p>	<p>2 WRITE THE 3 LAST DIGITS OF THE RRN NUMBER OF THE TRANSACTION TO BE RE-PRINTED AND PRESS .</p>	<p>3 THE REQUESTED TRANSACTION IS REPRINTED.</p>					



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