

Ingenico 5310 & 7780 Retail & Restaurant



This Quick Reference Guide will guide you through understanding your terminal's functionality and navigation, and will help you with troubleshooting.

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Credit, Debit and Chip Card Transactions	To initiate
Sale A sale transaction using a credit or debit card using the magnetic stripe, the chip or the account number if the card is not present (i.e., phone order).	Press [F1] , and then press [1] to select Sale .
Force Perform a force sale when the terminal cannot reach the host (Chase Paymentech) to authorize a transaction. Contact your voice authorization center for an authorization code, then force the transaction.	Press [F1] , and then press [6] to select Force .
Auth Only An authorization only transaction provides an approval, but does not charge the consumer until the transaction has been performed as a force.	Press [Admin] , and then press [2] to select Auth Only .
Void Perform a void to reverse a credit or debit transaction and prevent any funds from transferring from the cardholder's account. Only available for transactions in the current batch (i.e., same day).	Press [F1] , and then press [2] to select Void .
Refund Perform a refund to return money to a cardholder's account from a credit or debit sale completed in a closed batch (i.e., previous day). May also be used to adjust a previous transaction.	Press [F1] , and then press [3] to select Refund .
Pay@Table (i7780 only) Allows the terminal to be handed to the cardholder to swipe the card and confirm any prompts while still being in possession of the card.	Press [F1] , and then press [9] to select Pay At Table .
Open Tab (restaurant only) A pre-authorization transaction for a specific, pre-determined dollar amount.	Press [Admin] , press [3] to select Tab , and then press [1] to select Open Tab .
Close Tab (restaurant only) Perform to close the opened tab and place the transaction in the settlement batch file.	Press [Admin] , press [3] , and then press [2] to select Close Tab .
Tip Adjust Perform a tip adjustment to add a gratuity to a completed transaction prior to settlement.	Press [F1] , press [4] to select Tip Menu , and then press [1] to select Tip Adjust .

Available Transaction Types

Your terminal supports various transaction types.

Refer to this section for information on what transactions are available, when to use them, and how to begin the transaction.

Gift Card Transaction Types (Opt.)

If you are participating in Chase Paymentech's proprietary Gift Card program, your terminal supports various stored value card transaction types.

Refer to this section for information on what gift card transactions are available and when to use them.

To initiate a gift card transaction, press [F1] to access the main menu, and then press [5] to access the Stored Value (Gift Card) menu.

Gift Card Transactions (Optional)	To initiate, press [F1], press [5], and then:
Issuance/Add Value Adds value to the account. This transaction can be used to issue and activate a new card, or to reload an active card with incremental value.	Press [1] to select Issuance/Add .
Activation/Block Activation Create an account by assigning value to a card. One or more can be activated at one time. Activations can only be performed on cards that have not been activated.	Press [8] to select Activation , or press [9] to select Block Activ .
Redemption Decreases the value stored on the consumer's account. This transaction is performed when a consumer uses the card to purchase goods or services.	Press [2] to select Redemption .
Balance Inquiry Print a receipt that displays the customer's available gift card balance (without changing it).	Press [3] to select Balance Inq .
Force Perform a force redemption or issuance when the terminal cannot reach the gift card host.	Press [6] to select Force Issuance , or press [7] to select Force Redempt .
Add Tip A gift card redemption transaction for the amount of the tip, if tip processing is enabled.	Press [4] to select Add Tip .
Deactivation Changes the status of a card from active to inactive. Inactive cards may not be used for redemptions.	Press [0] to select Other Options , and then press [1] to select Deactivation .
Reactivation Changes the status of a card from inactive to active. This transaction can only be used to activate "deactivated" cards.	Press [0], and then press [2] to select Reactivation .
Force Activation Perform a force activation when the terminal cannot reach the gift card host.	Press [0], and then press [3] to select Force Activation .

Reports: Main Menu

Batch Details Report Prints detail information for each transaction by card type.

Batch Totals Report Prints totals by card type.

Clerk/Server Reports Launches Clerk/Server Reports Menu options. (See **Reports: Clerk/Server Reports Menu**.)

HCS Batch Inquiry Contacts the host (Chase Paymentech) for batch totals and prints a report.

Reports: Clerk/Server Reports Menu

Clerk/Server Total Report Prints totals for all users, or a specific user.

Clerk/Server Detail Report Prints detail information on all transactions performed by all users, or a specific user.

Clerk/Server Untipped Report Prints detail information on untipped transactions performed by all users, or a specific user.

Reports: Gift Card Reports Menu

Detail Report Prints detail information for all gift card transactions.

Total Report Prints totals on all gift card transactions.

Clerk/Server Detail Report Prints detail information on all transactions performed by all users, or a specific user.

Clerk/Server Total Report Prints totals for all users, or a specific user.

Reports: Tab

Open Tab Report Prints a list of all tabs that have not been closed and are not in the settlement file.

Available Reports

Use this business activity data to help you make crucial business decisions.

To initiate a report, press [F1] to access the main menu, and then press [9] to select **Reports**.

Or, if Pay@Table is enabled, press [F1], then press [0] to select **Other Options**, and then press [1] to select **Reports**.

To initiate a gift card report, press [F1] to access the main menu, press [5] to select **Stored Value (Gift Card)**, and then press [5] to access the **Reports** menu..

To initiate a tab report, press [Admin] to access the Admin menu, press [3] to select **Tab**, and then press [4] to select **Open Tab Rpt**.

Navigating Your Terminal

Refer to this section to find and begin the transaction or function you wish to use.

BEGIN A TRANSACTION

To begin a transaction, press **[F1]** to access the main menu, and then select the transaction type you wish to perform. Your terminal will guide you through the process.

REPRINT A RECEIPT

To perform a reprint, press the **[F1]** key to access the main menu, and then press **[7]** to select **Reprint**.

ACCESS CLERK/SERVER SETUP

To access the Clerk/Server option, press the **[Admin]** key and then press **[5]** to select **Clerk/Server Set**.

ACCESS REPORTS

Press **[F1]** to access the main menu, and then press **[9]** to select **Reports**. Or, if Pay@Table is enabled, press **[F1]** to access the main menu, press **[0]** to select **Other Options**, and then press **[1]** to select **Reports**. Press the number next to the desired report and follow the prompts to print your report.

SHIFT SETUP

Press **[F1]** to access the main menu, and then press **[8]** to access the shift menu. Press **[1]** to select **Start/End Shift** to manually change the shift start and stop times. Press **[2]** to select **Shift Report** to print a report of all shifts.

ADD CLERK/SERVER

Adds new clerks/servers to your terminal. You will be prompted to create an ID for each new user.

DELETE CLERK/SERVER

Removes a single clerk/server from the terminal.

CLERK/SERVER REPORT

Prints user ID, name and the operator or supervisor level.

PURGE CLERK/SERVERS

Removes all clerks/servers from the terminal.

SETTLEMENT

A Settlement operation is used to close the current batch and open a new batch for logging and accumulating transactions.

Your Ingenico terminal uses a Terminal Capture System (TCS), meaning it stores transactions throughout the day and sends batch totals (sales and refunds) to the host (Chase Paymentech) after the close of business.

There are two settlement options: Manual Settlement and Auto Settlement.

1 - Manual Settlement

If your terminal is set to manually settle, press the **[Admin]** key to access the admin menu and then press **[9]** to select **Deposit**. Follow the prompts that display.

2 - Auto Settlement

If your terminal is set to automatically settle, it will automatically settle transactions in the current batch at a specific, pre-determined time, within a 24-hour period. When configured, auto settlement begins anytime after the set time occurs if there are transactions in the batch.

For example, if auto settlement time is set to 22:30:00 (10:30 P.M.), then auto settlement occurs at approximately 22:30:00.

Settling the Batch

Your transactions must be "settled" daily. Read this section to ensure the settlement process operates smoothly.

Clerk/Server Setup

Accessible through the Admin menu, the clerk/server setup allows you to manage IDs. To access, press **[Admin]** and then press **[5]** to select **Clerk/Server Set**.

Prompt Q&A

While navigating through transactions, you'll find that some prompts aren't as clear as others. This section clarifies those prompts.

Prompt	Description/Action
SELECT PAYMENT METHOD 1 APPL NAME 1 2 APPL NAME 2	Press [1] for APPL 1 or [2] for APPL 2.
KEY VERIFICATION CODE & PRESS OK	Key the credit card verification code and press [OK/↵] or press [OK/↵] to bypass.
CODE PRESENT? ABSENT XREAD	Displays if V-Code prompt is bypassed. Press [F1] to select ABSENT or press [F3] to select XREAD .
TIP = \$X.XX TOTAL = \$XX.XX YES NO	On PIN pad, customer presses [CHQ] to select YES or [ALPHA] to select NO . On terminal, customer presses [F1] to select YES or [F3] to select NO .
SELECT ACCOUNT CHQ SAV	On PIN pad, customer presses [CHQ] for chequing or presses [SAV/EP] for savings. On terminal, customer presses [F1] for chequing or presses [F2] for savings.
PURCHASE \$XX.XX - OK? YES NO	On PIN pad, customer presses [CHQ] to select YES or [ALPHA] to select NO . On terminal, customer presses [F1] to select YES or [F3] to select NO .
SELECT TIP PERCENTAGE 15% OTHER	On PIN pad, customer presses [CHQ] for a predefined tip percentage or [ALPHA] to select OTHER . On terminal, customer presses [F1] for a predefined tip percentage or [F3] to select OTHER .

Code	Description	VISA	MC	AmEx	Disc.
X	Match - Address and 6-digit postal code	✗	✓	✗	✓
Y	Match - Address and postal code (for Discover, address only matches)	✓	✓	✓	✓
A	Partial - Address matches, postal code does not (for Discover, both address and postal match)	✓	✓	✓	✓
W	Partial - 6-digit postal code matches, address does not (for Discover, no data from issuer)	✗	✓	✗	✓
Z	Partial - Postal code matches, address does not	✓	✓	✓	✓
N	No match - Neither address nor postal code match	✓	✓	✓	✓
U	Unavailable - AVS system unavailable or issuer does not support AVS	✓	✓	✓	✓
R	Retry - Issuer's system unavailable or timed out	✓	✓	✓	✗
S	Not supported - AVS not supported by issuer at this time	✓	✓	✓	✗

AVS Response Codes

The Address Verification System (AVS) is a feature that adds fraud protection on card-not-present transactions. The postal code is compared against the information on file with the card-issuing bank.

Use this chart to interpret domestic AVS Response Codes by card type.

Common Error Codes

In the event that your terminal displays an error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction. To reduce chargeback risks and manage your processing costs, avoid keying transactions when the card is present. Instead, ask for another method of payment.

If the error persists, contact your Help Desk for support.

Error Code	Description	Action
Batch Full Settle Batch	Number of transactions in the current batch has reached its limit.	Press [ADMIN], and then press [9] to select Deposit.
Base Busy Please Wait	Displays when the i7780 terminal attempts to connect to the host and is not successful.	No action.
Card Not Supported	The card type being attempted is not supported or not enabled on your terminal.	Verify whether you can accept the card type.
Check Pinpad	The terminal is unable to locate the PIN pad.	Verify whether the connection is valid and disconnect/reconnect power to the terminal.

Error Code	Description	Action
Application Not Supported Swipe Allowed Remove Card	A chip card is inserted, but no application on the chip can be accepted.	Swipe chip card.
Can't Read Chip Swipe Allowed Remove Card	Displayed when a chip card is not inserted properly or the card is faulty.	Retry the chip transaction if card was not inserted properly. Then, swipe chip card.
Card Removed Press Cancel	During a chip transaction, the card should not be removed before the transaction is completed.	Retry the chip transaction.
Not Processed Swipe Not Allowed Remove Card	Displayed when a processing error happened where a fallback is not allowed. The chip card cannot be processed.	Remove card. Use another card. If the problem happens to more than one card, try the following: Reboot the device. If the problem is persistent, contact the Help Desk.
Insert Card in Chip Reader	Will display if a chip card is swiped and not inserted.	Insert the chip card.

Chip Card Error Codes

In the event that your terminal displays a chip-related error, refer to these error codes to troubleshoot your terminal.

If the code you are experiencing is not shown, retry the transaction.

If the error persists, contact your Help Desk for support.

Merchant Support
1.800.265.5158

