



**P2000**  
**USER'S MANUAL**  
**RETAIL/RESTAURANT/STORE AND FORWARD**  
**For IR, CDPD, Mobitex and GSM models**



FOR CUSTOMER SERVICE CALL:  
(800) 510-0120

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5/2001

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## ***GETTING STARTED***

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### **GENERAL SAFETY INFORMATION**

The P2000 terminal is designed for processing credit cards. Please observe the following guidelines to prolong the life of the unit.

- For safety, this terminal must be installed and serviced only by Descartes Representative or your Merchant Service Provider's Agent.
- Do not operate the P2000 terminal until a Descartes Representative has trained you.
- Operate this terminal according to the instructions in this manual.
- Protect this terminal from liquid spills, dust and sharp objects.
- Do not submerge the terminal.
- Avoid operating this terminal in locations where it may be splashed with acid or other chemicals.
- Do not place any foreign objects into the cardreader or into the jacks of this terminal.
- Make sure all cables are connected securely.
- Do not attempt to dismantle the unit. Doing so will void your warranty.
- Protect your terminal by installing a surge protection device. Electrical disturbances on the phone lines or power lines can damage your terminal, costing you time and money.



*Radio Frequency Exposure Warning*

**The P2000 Models CDPD, Mobitex, Datapac (Motient) and GSM use radio frequencies to execute the transactions.**

Do not use your P2000 terminal with a damaged antenna. Replace a damaged antenna immediately with a manufacturer approved antenna.

Unauthorized antennas, modifications or attachments could damage the P2000 terminal and may contravene local RF emission regulations or void type approval.

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## GETTING STARTED

### *Introduction*

Congratulations on your choice of the P2000 point-of-sale (POS) terminal. We believe you will find it ideal for your credit card processing needs. Its simplicity and flexibility allow it to meet the needs of the most common form of payment: credit.

We know you will feel comfortable with your P2000 terminal (see Figure 1) once you begin to use it and become familiar with its many features. This manual will lead you step-by-step through specific transactions and operations, and show you how to keep your terminal in peak operating condition.

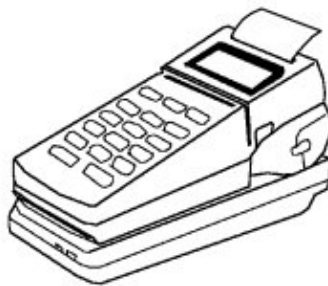


Figure 1

Note: In this manual, words that appear in brackets <like this> stand for keys on your terminal keyboard. Words that appear in brackets [like this] stand for Display Messages.



## ***TERMINAL FEATURES***

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### **TERMINAL FEATURES**

#### *Accessories*

Descartes provides an assortment of accessories to enhance your P2000 terminal. Descartes offers:

- Paper and other replacement supplies you can order by phone: (800) 510-0120
- Pedestal Mount for carrying the P2000 in a vehicle
- Spare Batteries
- Holster for carrying the P2000 over your shoulder
- 12 Volt Car adaptor
- Ear Bud/ microphone for GSM Model

# ***TERMINAL FEATURES***

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## **Hardware Features**

### *The Display Panel*

Each P2000 terminal has a built-in back lit display panel, which can display as many as 32 letters or numbers at a time (see Figure 2). The bright display is easy to read and the plastic screen reduces glare. The 32-character display will accommodate all system messages.

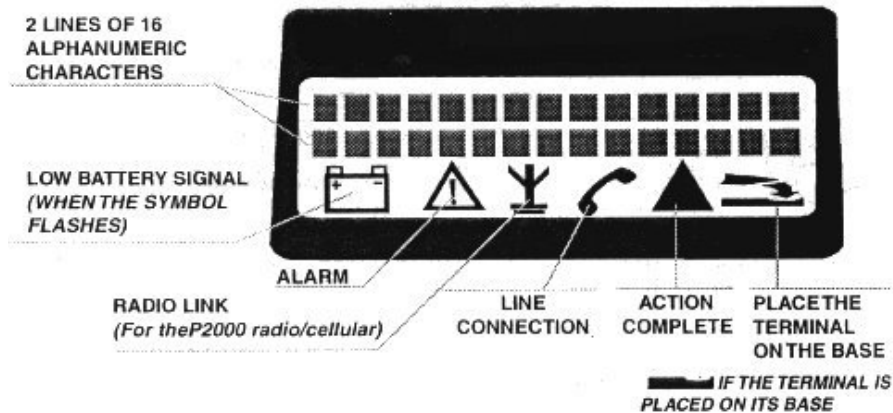


Figure 2

### *The Card Reader*

The P2000 terminal includes an ABA (American Bankers Association) Track 1 and Track 2 magnetic card reader. The card reader reads the Cardholder's account number, expiration date, and security data from the magnetic strip on the back of all major bank and credit cards.

Note: When you slide the card through the card reader, the magnetic strip should be facing down and away from the keyboard.



## TERMINAL FEATURES

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### *The Keyboard and Key Functions*

You communicate with the P2000 terminal through the terminal's keyboard (see Figure 3). The keyboard lets you choose the type of transaction and enter the data you need.



Figure 3

As Figure 3 illustrates, your P2000 terminal keyboard has 17 keys that can select numbers, enter letters or special characters, choose functions, advance paper, and enter data.

During transactions, you use the number keys to respond to messages or to enter numeric data.

When a prompt on the display is surrounded by <> you may use the <←> and <→> keys on the terminal to cycle through different options.

## ***TERMINAL FEATURES***

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The “S” (think select), allows you to toggle between the available applications of the P2000, For example: Kernel or payment. It also allows you to enter Alpha characters in your terminal.

To use the terminal functions, press the <fct> key followed by the desired function number.

When you need to enter letters, follow the steps in the “Alphanumeric Data Entry” section on pages 10-12 of this manual.

## ***CREDIT CARD AWARENESS***

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### *CREDIT CARD AWARENESS*

Credit card acceptance practice requires the following procedures:

1. The card must be either manually entered and imprinted, or swiped (slid through the terminal card reader).
2. Keying in transactions manually can raise your discount rate and increase the risk of fraud. Swipe cards through the card reader to maintain the lowest possible rate.
3. The Cardholder must sign the charge slip or printed receipt.
4. The transaction batch in the terminal MUST be closed daily.

**Note:** If you do not obtain the Cardholder's signature on the swiped or manually imprinted paperwork, you may lose your charge back rights. MasterCard and Visa require you to save this paperwork in date order for at least three years.

Credit card fraud is at an all time high. Knowing what to look for will assist you in identifying a counterfeit card. Follow the steps outlined below when you accept a Cardholder's credit card.

- Compare the signature on the Cardholder's ID with that on the back of the credit card and on the receipt.
- Check the appearance of the card to see if it has been fabricated or tampered with. Uneven numbering, a false logo, or a hologram that doesn't "move" can all be signs of a counterfeit card.
- Compare the number embossed on the card with the number printed on the sales slip; altered account numbers often show ghosted images.
- When accepting a Visa card, check the printed bank ID number above the account number (A four-digit prefix number should match the first four (4) digits of the embossed account number).

## ***CREDIT CARD AWARENESS***

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- If the card doesn't read when you slide it through the terminal and you have to key the numbers in manually, you must use the manual imprinter. Even when the electronic printer prints a receipt, the Customer must sign both the printed receipt and the manually imprinted slip. The two slips should be stapled together.
- Check both the start and expiration dates on the card. The card is not valid before the start date or after the expiration date.
- When you swipe the card, the terminal may ask you to enter the last four (4) numbers of the card. This protects you, the Merchant, against re-encoded cards. If your terminal does not have this feature, call Customer Service to turn on this feature.
- If you are instructed to recover a card, attempt the recovery by reasonable and peaceful means. Then notify the authorization center at (800) 228-1122 for further instructions.

## ***BASIC OPERATION***

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### **BASIC OPERATION**

This section describes how to perform some of the basic operations of the P2000 terminal. These operations are performed after the initial startup has been completed.

#### *Using the Card reader*

The card reader saves time and avoids the mistakes that can occur when typing long account numbers directly onto the keyboard. It also provides an extra measure of security against credit card fraud.

1. Insert the credit card at either end into the beginning of the card reader slot with the magnetic strip facing down and away from the keyboard. Slide the card through the slot with a smooth motion without stopping. If the display responds with a read error, wipe off and check the insertion position of the magnetic strip. Try sliding the card through the slot again. If the display still responds with a read error, the magnetic strip may be worn or damaged.
2. To manually enter the card number and expiration date, press the <←> or <→> key to cycle through the transaction types. Press <ENTER> to select the necessary transaction. You may also select the numeric key associated with the transaction for direct access. (See Table 3) Key in the card number and expiration date and press <ENTER> after each entry. If you make a mistake keying in the digits, press the < C > key to clear the error and proceed.
3. Enter the transaction amount. Press <ENTER>.
5. Complete the transaction by having the cardholder sign the Merchant Copy receipt. Press <ENTER> and present the RE-PRINT receipt to the customer
6. To protect your charge back rights, we recommend that anytime you manually enter a card number in a terminal, you also take a card imprint and get it signed by the cardholder. Staple the imprint to the printed receipt, and save for you records

## ***BASIC OPERATION***

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### *Alphanumeric Data Entry*

The P2000 keypad has 17 keys (see Figure 4). Twelve of which can be used to enter 84 different alphanumeric characters. These characters are A through Z, their lowercase equivalents, the numbers 0 through 9, and the following characters:

\* , “ / ^ \$ @ ! ? , # - ( ) . : ; % & < > and [space].



Figure 4

To select a letter or a special character, press the key corresponding to that letter, then press the <ALPHA> key as many times as necessary to display the correct character. To change a capital letter to lower case, press the <fct> key. To change it back to a capital letter, press the <fct> key again.

## ***BASIC OPERATION***

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Table 1 gives some examples of how to select a desired character:

<b>Character</b>	<b>Operator Action</b>
2	Press the <2> key.
A	Press the <2> key. Press the <ALPHA> key once.
B	Press the <2> key. Press the <ALPHA> key twice.
C	Press the <2> key. Press the <ALPHA> key three times.
a	Press the <2> key. Press the <ALPHA> key once. Press the <fct> key once.
b	Press the <2> key. Press the <ALPHA> key twice. Press the <fct> key once.
c	Press the <2> key. Press the <ALPHA> key three times. Press the <fct> key once.

Table 1

## ***BASIC OPERATION***

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Table 2 lists all possible characters to be selected from the P2000 keypad and how to select them. If you make a mistake keying in the digits, press the < C > key to clear the error and proceed.


<b>Press Key</b>		<b>Press &lt;ALPHA&gt; Once</b>	<b>Press &lt;ALPHA&gt; Once &amp; &lt;fct &gt;</b>	<b>Press &lt;ALPHA&gt; Twice</b>	<b>Press &lt;ALPHA&gt; Twice &amp; &lt;fct &gt;</b>	<b>Press &lt;ALPHA&gt; Three Times</b>	<b>Press &lt;ALPHA&gt; Three Times &amp; &lt;fct &gt;</b>
	*	'	“	/	^	\$	@
<b>1 QZ !</b>	<b>1</b>	<b>Q</b>	<b>q</b>	<b>Z</b>	<b>z</b>	<b>!</b>	<b>?</b>
<b>2 ABC</b>	<b>2</b>	<b>A</b>	<b>a</b>	<b>B</b>	<b>b</b>	<b>C</b>	<b>c</b>
<b>3 DEF</b>	<b>3</b>	<b>D</b>	<b>d</b>	<b>E</b>	<b>e</b>	<b>F</b>	<b>f</b>
<b>4 GHI</b>	<b>4</b>	<b>G</b>	<b>g</b>	<b>H</b>	<b>h</b>	<b>I</b>	<b>i</b>
<b>5 JKL</b>	<b>5</b>	<b>J</b>	<b>j</b>	<b>K</b>	<b>k</b>	<b>L</b>	<b>l</b>
<b>6 MNO</b>	<b>6</b>	<b>M</b>	<b>m</b>	<b>N</b>	<b>n</b>	<b>O</b>	<b>o</b>
<b>7 PRS</b>	<b>7</b>	<b>P</b>	<b>p</b>	<b>R</b>	<b>r</b>	<b>S</b>	<b>s</b>
<b>8 TUV</b>	<b>8</b>	<b>T</b>	<b>t</b>	<b>U</b>	<b>u</b>	<b>V</b>	<b>v</b>
<b>9 WXY</b>	<b>9</b>	<b>W</b>	<b>w</b>	<b>X</b>	<b>x</b>	<b>Y</b>	<b>y</b>
<b>0 SP # (</b>	<b>0</b>	<b>[Space]</b>	<b>,</b>	<b>#</b>	<b>-</b>	<b>(</b>	<b>)</b>
<b>. : % &lt;</b>	<b>.</b>	<b>:</b>	<b>;</b>	<b>%</b>	<b>&amp;</b>	<b>&lt;</b>	<b>&gt;</b>

Table 2



## ***BASIC OPERATION***

### *Terminal Transactions*

Terminal transactions are common transactions that your personnel can perform. These transactions include Sale, Auth Only, Ticket Only, Return, Stored Sale, and Void. Press the <←> or <→> key to cycle through the transaction types, and press the <ENTER> key to select the necessary transaction. You may also select the numeric key associated with the transaction for direct access.

Transaction Type	Key	Description
SALE	1	Obtain credit card sale authorization (host capture)
AUTH ONLY	2	Used to authorize a transaction without ticket capture
TICKET ONLY	3	Used to post an authorized transaction to the batch ba
RETURN	4	Used to authorize a return/credit of a previously settled transaction
STORED SALE	5	A transaction captured in the terminal to be authorized at a later time
VOID	fct+1	voids a specific captured transaction in the terminal

Table 3

Note: During transaction selection, a [SALE] can be automatically entered by swiping the card and keying in amount. Press <ENTER>.

After selecting transaction, press <ENTER> and swipe card or manually enter card # and expiration date. Key in amount and press <ENTER>. Remove printed receipt and obtain cardholder's signature. Press <ENTER> for [RE-PRINT ?] customer copy or <CANCEL> for no copy.

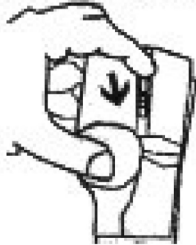
If your terminal is set up to default at Stored Sale, then [sale] can be hot keyed by pressing <2>

# ***BASIC OPERATION***

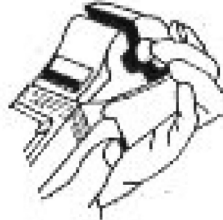
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## *Printer Load Instructions*

1) OPEN THE CASE




2) OPEN THE FLAP



3) REMOVE THE OLD ROLL



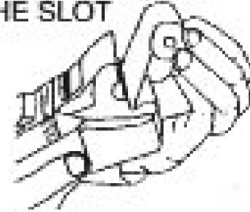
4) PRESS THE BUTTON  
 (PAPER FEED)



5) REMOVE THE AXLE IN  
THE OLD ROLL AND  
REPLACE IT IN THE NEW  
ONE



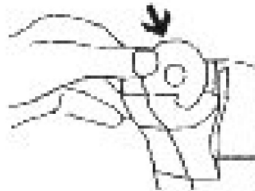
6) INTRODUCE THE  
NEW PAPER THROUGH  
THE SLOT



7) UNTIL IT FEEDS  
THROUGH  
AUTOMATICALLY



8) PUT THE PAPER  
ROLL INTO POSITION



9) REPLACE THE FLAP



10) CLOSE THE  
CASE



## ***QUICK REFERENCE***

### **TRANSACTION PROCESSING**

#### *Sale Processing*

This transaction is the normal procedure used to authorize a credit card sale. The cardholder must sign the printed receipt. Follow the steps below to authorize a transaction with ticket data capture.

<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1. [ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [< SALE >]	Swipe the card or press 1 to select the [SALE] transaction type. Press the <<-> or <-> key to cycle through the other transaction types.
2. [ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3. [SWIPE/ENTER CARD]	Swipe the card or key in the card number and expiration date and press <ENTER> after each entry.
4. [ LAST 4 DIGITS ] [= ]	(Optional) Key in the last four digits on the credit card. Press <ENTER>.
5. [AMOUNT: ] [= 0.00]	Key in the Amount and press <ENTER>.
6. [EMPLOYEE NUMBER: ] [= ]	(Optional) Key in up to a four-digit employee number. Press <ENTER>.
7. [TABLE NUMBER: ] [= ]	(Optional) Key in up to a three-digit table number. Press <ENTER>.
8. [INVOICE NUMBER: ] [= ]	(Optional) Key in up to a ten-digit invoice number. Press <ENTER>.

## ***TRANSACTION PROCESSING***

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9. [TIP: 1=MANUAL ] (Optional) Press <1> to manually enter tip amount,  
[2=15 3=20 4=25] <2> to automatically enter 15% tip,  
<3> to automatically enter 20% tip,  
or <4> to automatically enter 25% tip.
10. [TIP AMOUNT : \$ ] Only displayed if <1> was pressed in step 9  
[= 0.00] above. Enter the tip amount. Press <ENTER>  
when complete. Or press return to bypass this  
step.
11. [ WAITING ]
12. [WAITING FOR LINE]
13. [ WAITING ]
14. [ RECEIVING ]
15. [ RECEIVED DATA ]
16. [ PRINTING ] Remove receipt from printer and obtain  
[ IN PROGRESS ] cardholder's signature.
17. [ RE-PRINT ? ] Pressing the <←> or <→> key will cycle between  
[< YES >] [YES] and [NO]. Press <ENTER> to choose one.  
Note: Your Logo can be printed on the Customer  
Copy. For details: Call 1(800) 510-0120.

## **TRANSACTION PROCESSING**

### *Authorization Only Processing*

An Authorization checks the availability of the Cardholder's credit and reserves the authorized amount. The cardholder must sign the printed receipt. You will have to perform a Ticket Only procedure to deposit the authorized transaction. Follow the steps below to authorize a transaction without ticket data capture.

<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1. [ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [< AUTH ONLY >]	Press 2 or the <←> or <→> key to cycle through the other transaction types to [AUTH ONLY]. Press <ENTER>.
2. [ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3. [SWIPE/ENTER CARD]	Swipe the card or key in the card number and expiration date. Press <ENTER> after each entry.
4. [ LAST 4 DIGITS ] [= ]	(Optional) Key in the last four digits on the credit card. Press <ENTER>.
5. [AMOUNT : ] [= 0.00]	Enter the Amount and press the <ENTER>.
6. [EMPLOYEE NUMBER:] [= ]	(Optional) Key in up to a four-digit employee number. Press <ENTER>.
7. [TABLE NUMBER:] [= ]	(Optional) Key in up to a three-digit table number. Press <ENTER>.
8. [INVOICE NUMBER:] [= ]	(Optional) Key in up to a ten-digit invoice number. Press <ENTER>.

## ***TRANSACTION PROCESSING***

---

9. [ WAITING ]

10. [WAITING FOR LINE]

11. [ WAITING ]

12. [WAITING FOR DATA]

13. [ TRANSMITTING ]

14. [ RECEIVING ]

15. [ RECEIVED DATA ]

16. [ PRINTING ]  
[ IN PROGRESS ]

Remove receipt from printer and obtain cardholder's signature.

17. [ RE-PRINT ? ]  
[< YES >]

Pressing the <←> or <→> key will cycle between [YES] and [NO]. Press <ENTER> to choose one. Note: Your Logo can be printed on the Customer Copy. For details: Call 1(800) 510-0120.

## **TRANSACTION PROCESSING**

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### *Ticket Only Processing*

The Ticket Only procedure is a monetary function that is used to capture an authorized transaction and to initiate its deposit. If you have previously performed an Auth Only or received a voice authorization, you must follow the steps below to complete the transaction and initiate the deposit of funds.

<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1. [ P2000v .xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [< TICKET ONLY >]	Press 3 or the <←> or <→> key to cycle through the other transaction types to [TICKET ONLY]. Press <ENTER>.
2. [ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3. [SWIPE/ENTER CARD]	Swipe the card or key in the card number and expiration date. Press <ENTER> after each entry.
4. [ LAST 4 DIGITS ] [= ]	(Optional) Key in the last four digits on the credit card. Press <ENTER>.
5. [AMOUNT : ] [= 0.00]	Enter the Amount and press the <ENTER>.
6. [EMPLOYEE NUMBER : ] [= ]	(Optional) Key in up to a four-digit employee number. Press <ENTER>.
7. [TABLE NUMBER : ] [= ]	(Optional) Key in up to a three-digit table number. Press <ENTER>.
8. [INVOICE NUMBER : ] [= ]	(Optional) Key in up to a ten-digit invoice number. Press <ENTER>.

## ***TRANSACTION PROCESSING***

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9. [AUTH NUMBER: ] Key in the authorization number from previous  
[= ] Auth Only or voice authorization. NOTE:  
Authorization numbers must be keyed in using the  
Alphanumeric Data Entry procedure on page 12 of  
this manual.
10. [ PRINTING ] If the transaction was found in the batch, the ticket  
[ IN PROGRESS ] will automatically print and the process is  
complete. If the transaction was a voice auth, the  
transaction will not be found in the batch and step  
11 must also be followed.
11. [ VOICE AUTH? ] Press <ENTER>.  
[< YES >]
12. [ PRINTING ] The ticket will print and the Ticket Only for voice  
[ IN PROGRESS ] authorization process is complete.
13. [ RE-PRINT ? ] Pressing the <<-> or <->> key will cycle between  
[< YES >] [YES] and [NO]. Press <ENTER> to choose one.  
Note: Your Logo can be printed on the Customer  
Copy. For details: Call 1(800) 510-0120.



## **TRANSACTION PROCESSING**

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### *Return Processing*

Follow the procedure below to post a return/credit to the terminal's current batch. We recommend to password protect this function.

<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1. [ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [< RETURN >]	Press 4 or the <←> or <→> key to cycle through the other transaction types to [RETURN]. Press <ENTER>.
2. [ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3. [SWIPE/ENTER CARD]	Swipe the card or key in the card number and expiration date and press <ENTER> after each entry.
4. [ LAST 4 DIGITS ] [= ]	(Optional) Key in the last four digits on the credit card. Press <ENTER>.
5. [AMOUNT : ] [= 0.00]	Key in the Amount and press <ENTER>.
6. [EMPLOYEE NUMBER:] [= ]	(Optional) Key in up to a four-digit employee number. Press <ENTER>.
7. [TABLE NUMBER:] [= ]	(Optional) Key in up to a three-digit table number. Press <ENTER>.
8. [INVOICE NUMBER:] [= ]	(Optional) Key in up to a ten-digit invoice number. Press <ENTER>.

## ***TRANSACTION PROCESSING***

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9. [ PRINTING ] Remove receipt from printer and obtain  
[ IN PROGRESS ] cardholder's signature.
10. [ RE-PRINT ? ] Pressing the <←> or <→> key will cycle between  
[< YES >] [YES] and [NO]. Press <ENTER> to choose one.  
Note: Your Logo can be printed on the Customer  
Copy. For details: Call 1(800) 510-0120.

## ***TRANSACTION PROCESSING***

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### *Stored Sale Processing*

Follow this procedure to store a sale in the terminal to be authorized at a later time.

<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1. [ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [< STORED SALE >]	Press 5 or the <←> or <→> key to cycle through the other transaction types to [STORED SALE]. Press <ENTER>.
2. [ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3. [SWIPE/ENTER CARD]	Swipe the card or key in the card number and expiration date and press <ENTER> after each entry.
4. [ LAST 4 DIGITS ] [= ]	(Optional) Key in the last four digits on the credit card. Press <ENTER>.
5. [AMOUNT : ] [= 0.00]	Key in the Amount and press <ENTER>.
6. [EMPLOYEE NUMBER:] [= ]	(Optional) Key in up to a four-digit employee number. Press <ENTER>.
7. [TABLE NUMBER:] [= ]	(Optional) Key in up to a three-digit table number. Press <ENTER>.
8. [INVOICE NUMBER:] [= ]	(Optional) Key in up to a ten-digit invoice number. Press <ENTER>.

## ***TRANSACTION PROCESSING***

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9. [TIP: 1=MANUAL ] (Optional) Press <1> to manually enter tip  
[2=15 3=20 4=25] amount,  
<2> to automatically enter 15% tip,  
<3> to automatically enter 20% tip, or  
<4> to automatically enter 25% tip.
10. [TIP AMOUNT : \$ ] Only displayed if <1> was pressed in step 9  
[= 0.00] above. Enter the tip amount. Press <ENTER>  
when complete.
11. [ PRINTING ] Remove receipt from printer and obtain  
[ IN PROGRESS ] cardholder's signature.
12. [ RE-PRINT ? ] Pressing the <←> or <→> key will cycle between  
[< YES >] [YES] and [NO]. Press <ENTER> to choose one.  
Note: Your Logo can be printed on the Customer  
Copy. For details: Call 1(800) 510-0120.



# ***VOID***

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## *VOID*

Follow the procedure below perform a void of a transaction in the current batch.

	<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1.	[ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [ VOID ]	Press the <fct> key, then the <1> key.
2.	[ PASSWORD ] [ = ]	(Optional) Key in four-digit password. Press <ENTER>.
3.	[ ITEM: ] [ = ]	Enter the item number from receipt. Press <ENTER>.
4.	[ CORRECT AMOUNT? ] [ 0.00 ]	Press <ENTER> if the correct amount is displayed. If item number was found, the transaction will be voided and a receipt will be printed.
5.	[ TRXN NOT FOUND ] [ ]	If item number was not found, check item number and try again. Press <ENTER> to return to the idle prompt.
6.	[ PRINTING ] [ IN PROGRESS ]	If item number was found, receipt will print. Remove receipt from printer.
7.	[ RE-PRINT? ] [ < NO > ]	Pressing the <←> or <→> key will cycle between [NO] and [YES]. Press <ENTER> to choose one. Note: Your Logo can be printed on the Customer Copy. For details: Call 1(800) 510-0120.

## **REPRINT**

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### *RE-PRINT*

	<b>DISPLAY MESSAGE</b>	<b>OPERATOR ACTION</b>
1.	[ P2000v.xxx ] [MM/DD/YYYY HH:MM] [BATCH: 0000/0000] [ RE-PRINT ]	Press the <fct> key, then the <2> key.
2.	[ PASSWORD ] [= ]	(Optional) Key in four-digit password. Press <ENTER>.
3.	[ITEM: ] [= ]	Enter the item number from receipt. Press <ENTER>.
4.	[CORRECT AMOUNT? ] [ 0.00 ]	Press <ENTER> if the correct amount is displayed.
5.	[ TRXN NOT FOUND ] [ ]	If item number was not found, check item number and try again. Press <ENTER> to return to the idle prompt.
6.	[ PRINTING ] [ IN PROGRESS ]	If item number was found, the transaction will be printed showing a DUPLICATE receipt. Note: Your Logo can be printed on the DUPLICATE receipt. For details: Call 1(800) 510-0120.

# ***REPORTS***

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## **REPORTS**

The P2000 has the ability to print the following reports:

<b>REPORT NAME</b>	<b>REPORT SUMMARY</b>	<b>REPORT CONTENTS</b>
Detail Report	A complete detail of all Batch Transactions.	[Header] - date / time - batch file creation date - merchant number - device id  [Detail] - item number - transaction type - keyed or swiped - employee number (optional) - table number (optional) - invoice number (optional) - account number - expiration date - card type - amount - tip amount (optional) - total amount - authorization code  [Footer] - sale count - sale amount - credit count - credit amount - authorization only count - authorization only amount - void count - void amount - stored sale count - stored sale amount



## ***REPORTS***

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<b>REPORT NAME</b>	<b>REPORT SUMMARY</b>	<b>REPORT CONTENTS</b>
Summary Report	A summary of all Batch Transactions.	[Header] - date / time - batch file creation date - merchant number - device id  [Footer] - sale count - sale amount - credit count - credit amount - authorization only count - authorization only amount - void count - void amount - stored sale count - stored sale amount
Tip Report	(Optional) Total amount of tips per Employee.	[Header] - date / time - batch file creation date - merchant number - device id  [Detail] - employee number - total amount of employees tips  [Footer] - Total amount of tips

## ***REPORTS***

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<b>REPORT NAME</b>	<b>REPORT SUMMARY</b>	<b>REPORT CONTENTS</b>
Employee Report	(Optional) Totals per Employee.	[Header] - date / time - batch file creation date - merchant number - device id  [Detail] - employee number - tips amount - sale count - sale amount - credit count - credit amount - authorization only count - authorization only amount - void count - void amount - stored sale count - stored sale amount
Invoice Report	(Optional) Detail of all batch transactions sorted by Invoice Number.	[Header] - date / time - batch file creation date - merchant number - device id  [Detail] - item number - transaction type - amount - tip amount (optional) - total amount

## ***REPORTS***

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<b>REPORT NAME</b>	<b>REPORT SUMMARY</b>	<b>REPORT CONTENTS</b>
Table Report	(Optional) Totals per Table.	<p>[Header]</p> <ul style="list-style-type: none"><li>- date / time</li><li>- batch file creation date</li><li>- merchant number</li><li>- device id</li></ul> <p>[Detail]</p> <ul style="list-style-type: none"><li>- table number</li><li>- tips amount</li><li>- sale count</li><li>- sale amount</li><li>- credit count</li><li>- credit amount</li><li>- authorization only count</li><li>- authorization only amount</li><li>- void count</li><li>- void amount</li><li>- stored sale count</li><li>- stored sale amount</li></ul>
Card Types Report	(Optional) Totals per Card Type.	<p>[Header]</p> <ul style="list-style-type: none"><li>- date / time</li><li>- batch file creation date</li><li>- merchant number</li><li>- device id</li></ul> <p>[Detail]</p> <ul style="list-style-type: none"><li>- card type</li><li>- tips amount</li><li>- sale count</li><li>- sale amount</li><li>- credit count</li><li>- credit amount</li><li>- authorization only count</li><li>- authorization only amount</li><li>- void count</li><li>- void amount</li><li>- stored sale count</li><li>- stored sale amount</li></ul>

## ***REPORTS***

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<b>REPORT NAME</b>	<b>REPORT SUMMARY</b>	<b>REPORT CONTENTS</b>
Transaction Report	Complete detail of batch transactions filtered by Item Number Range, Card Number, Card Type, and Transaction Type.	[Header] - date / time - batch file creation date - merchant number - device id  [Detail] - item number - transaction type - keyed or swiped - employee number (optional) - table number (optional) - invoice number (optional) - account number - expiration date - card type - amount - tip amount (optional) - total amount - authorization code
Detail (LS1)	A complete detail of batch transactions transmitted out LS1 serial port in a fixed length record formatted. This is easily imported into a PC.	
Summary (LS1)	A summary of batch transactions transmitted out LS1 serial port in a fixed length record formatted. This is easily imported into a PC.	

## REPORTS

### DISPLAY MESSAGE

```
[ P2000v.xxx ]  
[MM/DD/YYYY HH:MM]  
[BATCH: 0000/0000]  
[< SALE >]
```

### OPERATOR ACTION

Press the <fct> key, then the <3> key.

```
[ REPORTS ]
```

Press <ENTER>.

```
[ REPORTS ]  
[< BATCH DETAIL >]
```

Press <ENTER> to print the Batch Details.  
Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[<BATCH SUMMARY >]
```

Press <ENTER> to print the Batch Summary. Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[< TIP >]
```

(Optional) Press <ENTER> to print the Tip Report. Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[< EMPL. DETAIL >]
```

(Optional) Press <ENTER> to print the Employee Detail Report. Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[<INVOICE DETAIL>]
```

(Optional) Press <ENTER> to print the Invoice Detail Report. Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[< TABLES >]
```

(Optional) Press <ENTER> to print the Table Report. Or press the <←> or <→> key to cycle through the report types.

```
[ REPORTS ]  
[< CARD TYPES >]
```

Press <ENTER> to print the Card Types Report. Or press the <←> or <→> key to cycle through the report types.

## ***REPORTS***

---

[ REPORTS ]  
[< TRANSACTIONS >]

Press <ENTER> to print the Transaction Detail Report by card number, item number, card type, or transaction type. Or press the <←> or <→> key to cycle through the report types.

[ REPORTS ]  
[< DETAIL (LS1) >]

Press <ENTER> to print the Transaction Detail Report transmitted out LS1 serial port on the back of the P2000base. Or press the <←> or <→> key to cycle through the report types.

[ REPORTS ]  
[<SUMMARY (LS1) >]

Press <ENTER> to print the Summary Report transmitted out LS1 serial port on the back of the P2000base. Or press the <←> or <→> key to cycle through the report types.

**Note:** If report is secured, you will need to enter the password before the selected report will print.

## ***SETTLEMENT***

---

### **SETTLEMENT**

#### DISPLAY MESSAGE

```
[ P2000v.xxx ]  
[MM/DD/YYYY HH:MM]  
[BATCH: 0000/0000]  
[< SALE >]
```

#### OPERATOR ACTION

Press the <fct> key, then the <4> key.

```
[ SETTLEMENT ]
```

Press <ENTER>.

```
[ SETTLEMENT ]  
[< ENTER TIPS >]
```

This will only appear if the terminal is set up for restaurant application. (Optional) Press <ENTER> to edit all of the zero value tips. It is possible to search by item number, employee number, or invoice number.

```
[ SETTLEMENT ]  
[< SUBMIT SALES >]
```

Press <ENTER> to submit all stored sales to the card processor. Or press the <<-> or <-> key to cycle through the settlement options.

```
[ SETTLEMENT ]  
[< CLOSE BATCH >]
```

Press <ENTER> to submit the batch to the card processor. Or press the <<-> or <-> key to cycle through the settlement options.

Note: If menu option is secured, you will need to enter the password before the selected option will execute.

# ***TROUBLESHOOTING***

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## **TROUBLESHOOTING**

The following error messages may appear on the display panel of your P2000 terminal when you need to re-enter information, contact Descartes, or take other action.

<b>BATCH ERROR</b>	Call Customer Service
<b>BATCH IS FULL</b>	The data capture memory is full and no more transactions can be stored in memory until the data capture file is cleared. Close Batch by pressing the <fct> key, and then key <4>.
<b>COMM ERROR</b>	Call Customer Service
<b>ERROR</b>	Call Customer Service
<b>FORBIDDEN CARD</b>	Make sure you have entered the customer's account number correctly. Call Customer Service
<b>HOST ERROR</b>	Call Customer Service
<b>INACTIVE TERM ID</b>	Call Customer Service
<b>INVALID ACCT NO</b>	Call Customer Service
<b>INVALID CARD NO</b>	Call Customer Service
<b>INVALID DETAIL</b>	Call Customer Service
<b>INVALID DEVICE</b>	Call Customer Service
<b>INVALID MERCH ID</b>	Call Customer Service
<b>INVALID PHONE NO</b>	Call Customer Service
<b>INVALID RESPONSE</b>	Call Customer Service
<b>INVALID TERM ID</b>	Check Guarantee account may not be active yet, or terminal is not programmed correctly. Call Customer Service



## ***TROUBLESHOOTING***

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<b>MERCH/TERM INVALID</b>	Call Customer Service
<b>NO TRANSACTIONS</b>	There are no transactions stored in the terminal's memory. Press <CANCEL> to return to the Ready message.
<b>NOT FOUND</b>	The terminal cannot find the item number of the transaction you have asked to review. Press <CANCEL> to return to the Ready message.
<b>OUT OF BALANCE</b>	Call Customer Service
<b>REFERRAL</b>	Call Customer Service
<b>SECURITY ERROR</b>	Call Customer Service
<b>UNREADABLE CARD</b>	The terminal cannot read the card. Enter the account number manually.

## ***P2000 SPECIFICATIONS***

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### **P2000 SPECIFICATIONS**

- 3 line LCD display: 2 of 16 characters and 1 of icons
- Backlit display and keyboard
- 2 Sim Card Readers for GSM activation and E-Purse
- High-speed, quiet thermal printer (200 DPI)
- Bi-directional magnet strip ISO1/2
- Main full-size smart card reader uses the card to protect pin code security (patented)
- 2 RS-232 ports
- Length: 7.9 inches
- Width: 3.1 inches
- Height: 2.8 inches
- Weight: 22.2 ounces
  - Thermal paper roll Width: 2 ¼ inches
  - Core Diameter: ½ inches
  - Paper Length: 65 feet
- Communication Options
  - GSM 1900
  - CDPD
  - Mobitex

**GLOSSARY**

- Account Number** (1) A unique series or group of digits used to numerically identify each cardholder. (2) The unique identification number assigned to the account of a specific party, within a given institution.
- Cardreader** The slot on the terminal that automatically reads the magnetic strip or bar code on the back of a bank or credit card.
- Display** The small screen on your terminal that displays messages to guide you through different operations and to alert you when errors or problems occur.
- Line Cord** A telephone-type cord with modular plugs for connecting a device to another device or outlet.
- PIN** (Personal Identification Number) A four to 16-digit confidential code or electronic signature used by Cardholders to identify themselves to the host computer as the proper users of a credit or debit card.
- PIN pad** A Personal Identification Number input device used for entering a private identification code to validate a transaction.
- Printer** A device used for imprinting records of a transaction on paper. Your P2000 has a built in thermal printer
- Refund** Refund transaction credits a customer's account with a refunded amount; the terms "refund" and "return" are interchangeable.
- Return** A refund transaction that credits a customer's account with the refunded amount.
- Store** The action of saving data in the terminal's computer memory.
- Swipe** The action of sliding a card through a terminal cardreader.

## ***GLOSSARY***

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- Terminal** A device used to initiate transactions. The transactions are processed by the terminal itself or by a host computer. These devices have a display panel, keyboard, and cardreader, and are used to enter transaction information.
- Track 2 Data** American Bankers Association information stored on track 2 of the card's magnetic strip. Includes the Cardholder's account number, expiration date, and security data. Does not include the Cardholder's name.

**Limited Warranty**

1. WARRANTY COVERAGE:

Descartes Corp, Inc. (“Descartes”) warrants the P2000 Terminal and accessories (“Product”) against defects in material and workmanship under normal use and service for a period of one year from the date of installation. (The date of installation means the date when Descartes places the Product into merchant services. Installation will be deemed to be no later than thirty (30) days from the date of delivery of the Product to the merchant.)

Descartes at its option, will at no charge either repair or replace the Product during the warranty period, provided it is returned in accordance with the terms of the warranty, to Descartes. Repair, at Descartes’ option may include the replacement of parts or boards with functionally equivalent reconditioned or new parts or boards. All accessories, parts, boards, or chips which Descartes elects to replace rather than repair shall become the property of Descartes.

2. CONDITIONS OF WARRANTY:

Descartes extends this express limited warranty to only the original merchant buyer or lessee. This warranty is not assignable or transferable to subsequent merchant buyers or lessees. Descartes assumes no obligation or liability for additions or modifications. Unless made in a separate written agreement between Descartes and the merchant, in which each has signed, Descartes does not warrant the installation, maintenance or service of the Product.

Descartes is not responsible in any way for any ancillary equipment not furnished by Descartes and used in conjunction with the Product. Descartes is not responsible for any damage to Product due to the use of ancillary equipment not furnished by Descartes.

3. ITEMS OR CONDITIONS NOT COVERED BY THIS WARRANTY:

Warranty coverage will not be extended under the following conditions: (a) Defects or damage resulting from use of the Product in other than its normal and customary manner; (b) Defects or damage from misuse, accident or neglect; (c) Defects or damage from improper operation, maintenance, modification or alteration of any kind; (d) Products with the serial numbers removed or illegible; (e) Damage due to spillage of food or liquid; (f) All plastic surfaces and other externally exposed parts that are scratched or damaged from whatever cause, including normal wear and tear.

## ***LIMITED WARRANTY***

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### WARRANTY SERVICE PROCEDURE:

To receive warranty service, call Descartes Customer Service at (800) 510-0120. Provide your Merchant Number and your terminal's serial number. The Descartes Customer Service Representative will determine if your terminal requires in-house repair. Should recall of the terminal be required, package your terminal into the original shipping box and ship it, one-way shipping charges pre-paid, to:

Descartes Corp, Inc.  
6 Colonial Lake Drive, Suite K  
Lawrenceville, NJ 08648  
Attn: Shipping Department

No collect shipping charges will be accepted. Descartes will repair or replace at Descartes' option the Product and ship it back to the merchant at the expense of Descartes.

### 5. EXCLUSIVE PROVISIONS:

Repair or replacement at Descartes' option is the merchant's exclusive remedy. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DESCARTES BE LIABLE FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, FOR ANY LOSS OF USE, LOSS OF TIME, INCONVENIENCE, LOST PROFITS OR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THIS PRODUCT TO THE FULL EXTENT PERMITTED BY THE LAW OF YOUR JURISDICTION.

### 6. PATENT AND SOFTWARE PROVISIONS:

Descartes will have no liability to you with respect to any claim of patent infringement which is based upon the combination of the Product or parts furnished there under with software, apparatus or devices not furnished by Descartes, nor will Descartes have any liability for the use of ancillary equipment or software not furnished by Descartes which is attached to or used in conjunction with the Product. The foregoing states the entire liability of Descartes with respect to infringement of patents by the Product, or any parts thereof.

The United States and foreign patents and copyright laws protect all portions of the Product.

## ***LIMITED WARRANTY***

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### 7. STATE LAW RIGHTS:

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. This warranty shall apply to the full extent permitted by the laws of your jurisdiction. These laws may vary from state to state. If there is a conflict between any portion of this warranty and the law of your state, your state's law shall control.

### 8. ENTIRE WARRANTY:

By accepting the Product, the merchant acknowledges that it has read this warranty, fully understands it, agrees to be bound by its terms and further agrees that this warranty has not been modified, either orally or in writing. Descartes agents and field representatives do not have the authority to modify this warranty in any way.





## **SUPPLIES & ACCESSORIES**

You can order the following accessories directly from Descartes Customer Service by calling (800) 510-0120:

<b>Accessories</b>	<b>Part No.</b>
• Thermal Printer Paper	2000
• Pedestal Mount	3200 5000100
• Holster	2600
• Spare Battery	5400 15500103
• Cigarette Lighter adaptor	