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## EFT930 Wireless Series



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**This symbol indicates an important Warning.**

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**This symbol indicates a piece of Advice.**

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## 1. Introduction

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We hope that you will be fully satisfied with your new terminal EFT930. This terminal comes in different models: EFT930G, EFT930B, EFT930P, EFT930W.

Please read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.



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### WARRANTY / SECURITY

Use only the power supply included with the product to ensure best performance and safety. Maintenance should only be provided by Ingenico authorized technician. Failure to comply with these instructions will void the manufacturer's responsibility.

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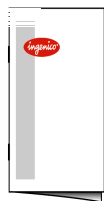
## 2. Presentation

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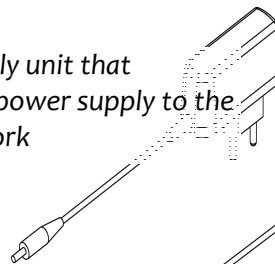
### 2.1. Content of the box

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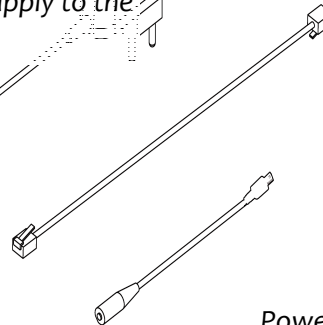
A user guide



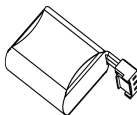
A power supply unit that connects the power supply to the electric network



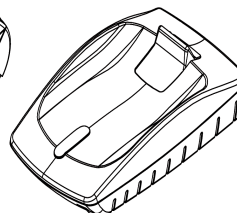
A telephone cable (With base modem)



A battery pack disconnected



Power travel adapter (When no base)



Or

EFT930 terminal unit equipped with a paper roll

A base receiving the unit (if no power travel adapter)



### WARNING

The power supply unit provided with your equipment is specially designed for Ingenico terminals. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

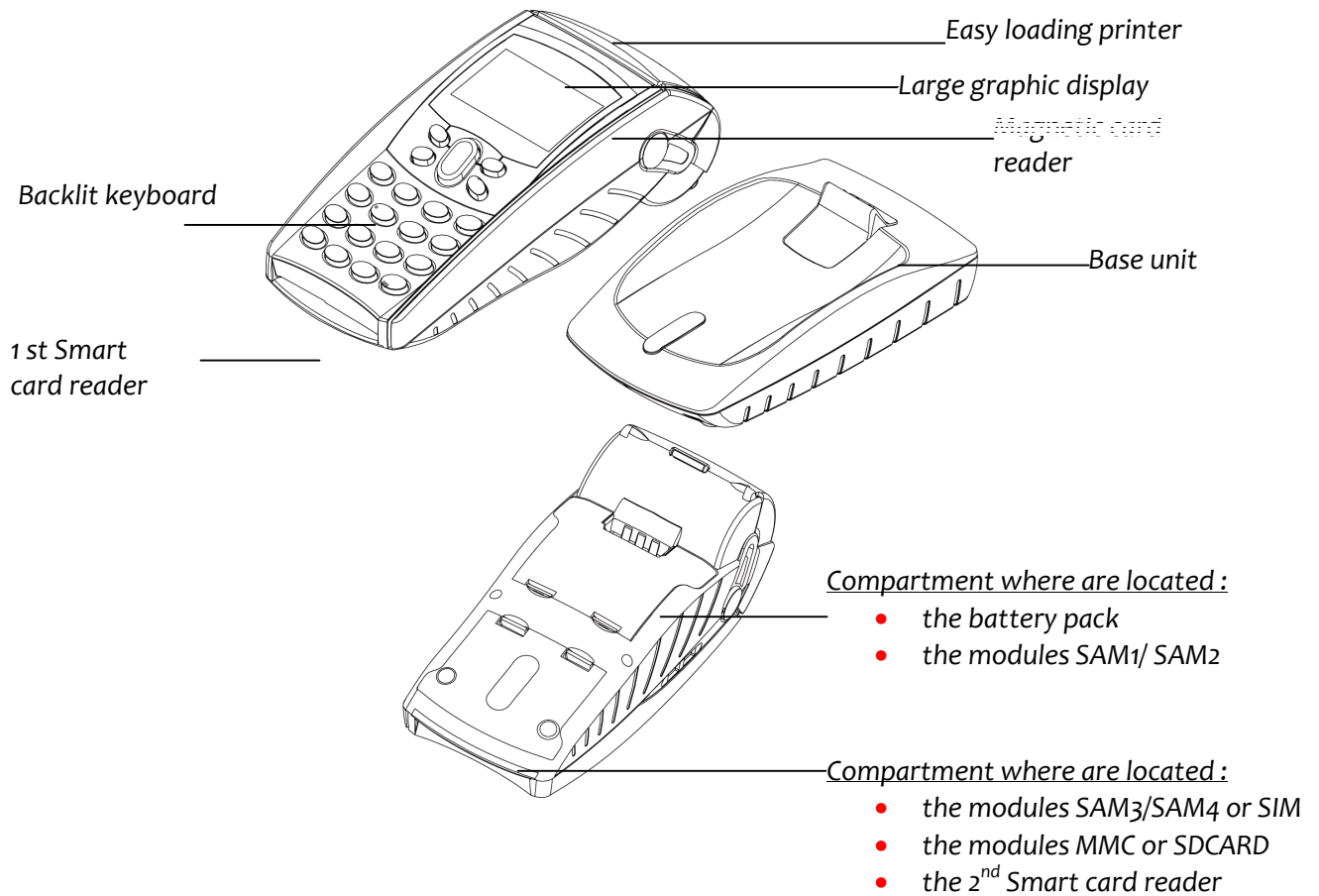
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### ADVICE :

Keep the packaging. It must be re-used whenever the terminal is shipped.

---

## 2.2. Overview of the EFT930



### Terminal

Weight	Between 360 g and 410 g, according to the model without paper roll and battery
Dimensions	180 x 79 x 57 mm (L x w x h)
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Connections on terminal	Mini USB A serial link 100 mA max
	Mini USB B serial link

### Base

Weight	About 120g
Dimensions	153 x 87 x 33 mm (L x w x h)

### Power supply unit

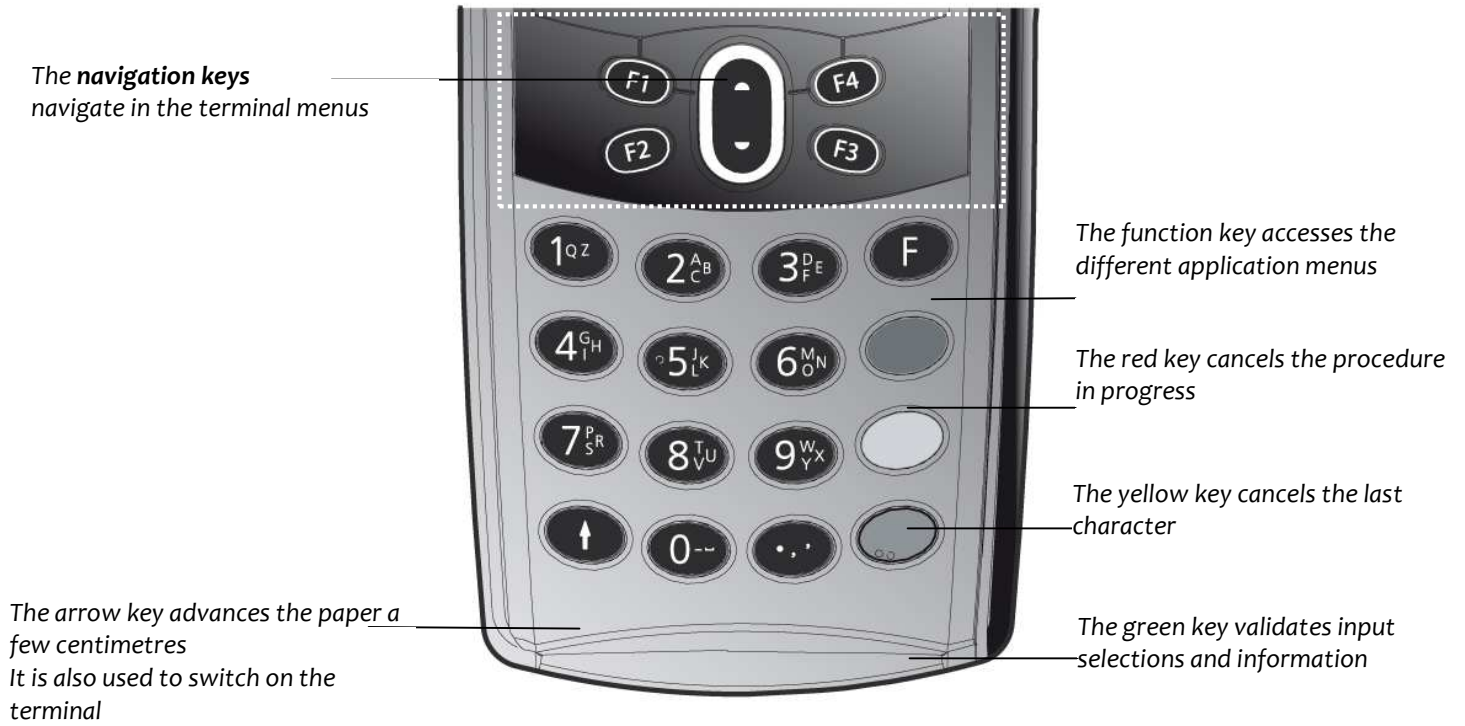
Weight	About 100g
	2pole sockets 1 A

The power supply unit is specially fitted for INGENICO terminals.

## 2.3. Keyboard details and functionality

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This chapter describes the key functions of a terminal with no specific application. Some keys can have other functions according to the applications that are in the terminal.



## 3. Use of the terminal

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### ADVICE





Before to use the terminal, always check if the roll of paper is present.

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### 3.1. Adjusting contrast

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If you wish to increase or to decrease the contrast of the characters displayed on screen,

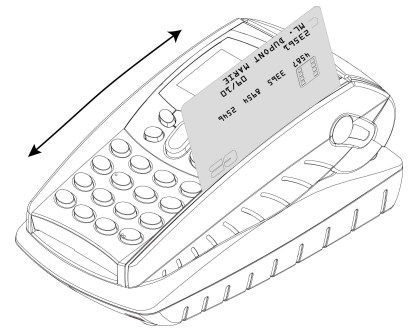
press simultaneously  and  in order to decrease the contrast, or  and  in order to increase the contrast.

Keep pressing the keys as long as necessary.

## 3.2. Reading card

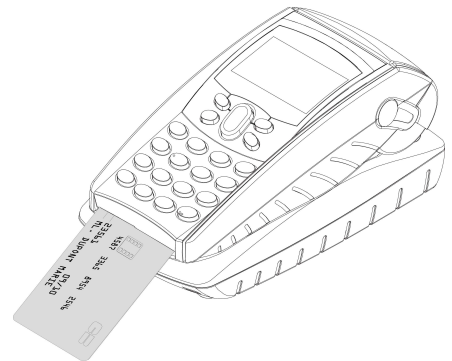
### Magnetic stripe card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card reading.

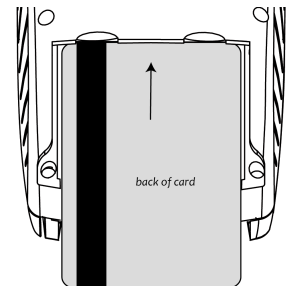


### Smart card

- 1<sup>st</sup> card reader : insert the card horizontally with the metal chip facing upwards and leave in position throughout the transaction.



- 2<sup>nd</sup> card reader : is located on back of the terminal. Insert the card up side down, magnetic stripe visible. (Optional)



### Warning

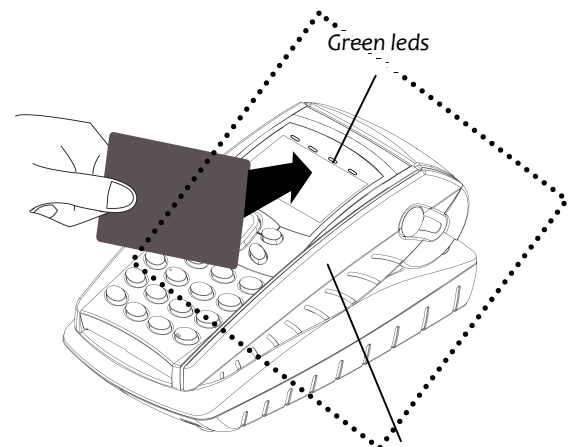
Switch off the terminal before opening the cover.

### Contactless (if available on your terminal)

- Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction
- The 4 green LEDs indicate that the transaction is completed. (as shown on the picture)

The terminal behavior for the cardholder may vary depending on:

- The terminal environment
- Local usage (language...)







Active zone

### 3.3. Switching off the terminal

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If the battery is empty and the terminal in use is removed from its base, the terminal automatically shuts off.

It may also be forced stopped by pressing simultaneously  and  (yellow key) for one second.

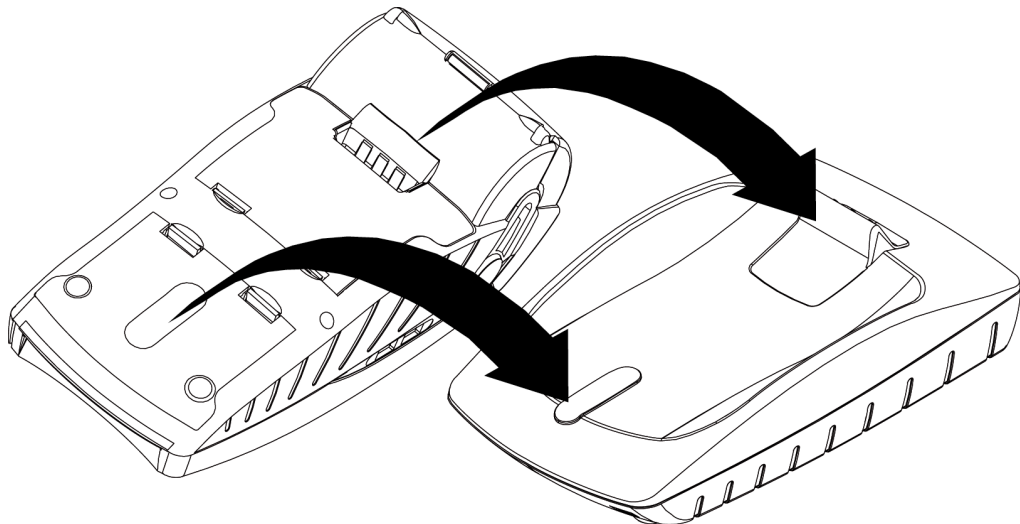
In order to restart the terminal, press  on the keyboard. For EFT930 colour and contactless terminals, press  on the keyboard until :-> appears on the screen.

### 3.4. Installing the terminal on the base

---

#### Connecting the terminal on the base

Place the EFT930 between the flanges on its base so that the contacts of the EFT930 engage on the contacts provided on the base (see picture below).



#### Using the modem base

Once installed, the base modem is designed to always be plugged into the mains network and be connected to a telephone line. The telephone line should not be shared.

The portable may be placed back on its base after each transaction.

It **must** be placed on its base in the following cases :

- When telephone network is used for : authorization request, remote collection, downloading, check processing (if the base is connected to a check reader).



## 4. Installation

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### 4.1. Recommendations

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#### Location of the terminal

Place the base on flat surface near an electric socket and a telephone socket. The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

#### Operating conditions

Ambiant temperature	from +5°C to +45°C
Max relative humidity	85% at +40°C

#### Storage conditions

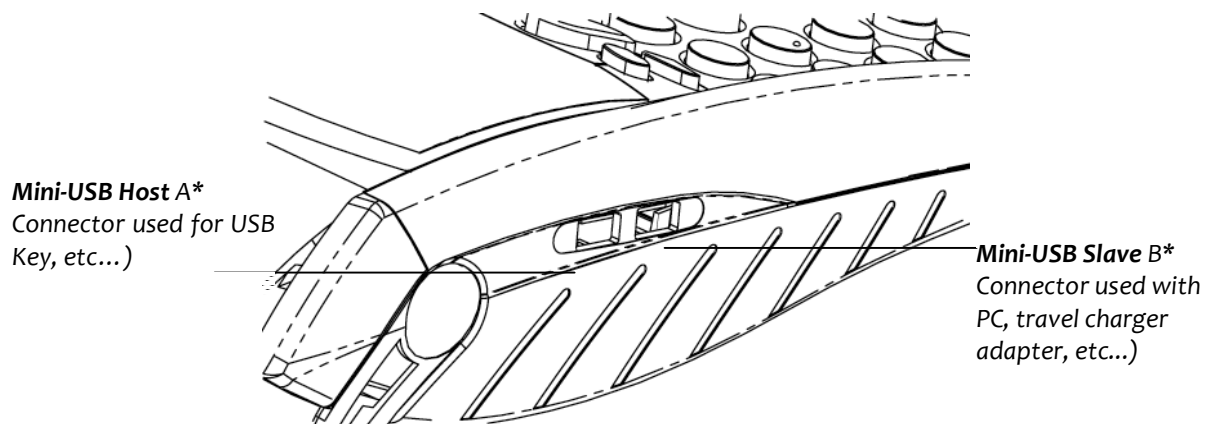
Ambient temperature	from -20°C to +55°C
Max relative humidity	85% at +55°C

---

### 4.2. Terminal connections

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- There are 2 USB connectors on the left side of the EFT930 Wireless terminal.  
(See below picture)



*\*Mini USB durability : up to 5000 mating cycles*

- The terminal supports USB Keys Class 100 mA with format FAT or FAT32
- The USB Key has to be used with a USB adapter (refers to accessories section)

## 4.3. Installing Modules

### 4.3.1. SAM1/SAM2

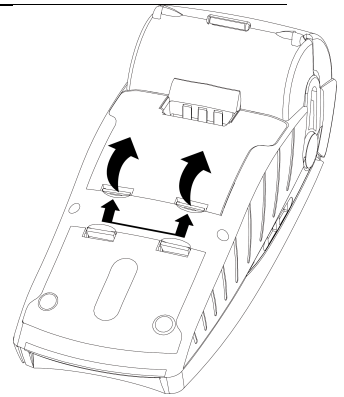


#### WARNING

Switch off the terminal by disconnecting the power supply.

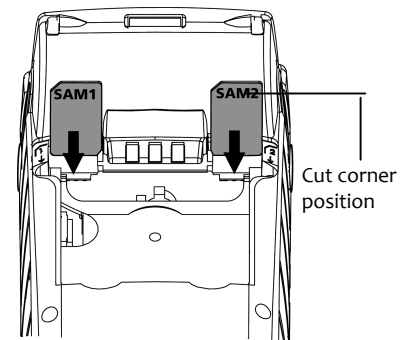
The connector modules security SAM are located inside the terminal, in a closed compartment.

- Turn the terminal and unclip the top cover flap by pushing on the clips with your nails as shown with the arrows on the picture
- SAM1 and SAM2 are identified by the engraved marks on the lower housing
- When introducing a SAM in its slot, be sure to put the cut corner as indicated on the picture
- Close the cover flap



#### TIP

Use a piece of adhesive tape to grip the SAM for easier and faster removal.



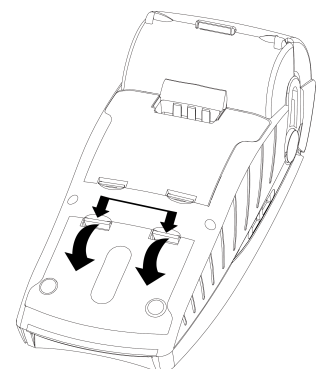
### 4.3.2. SAM3/SAM4 or SIM



#### WARNING

Switch off the terminal prior to inserting the modules

- Open the lower cover flap, by pushing on the clips with your nails as shown on the picture
- SAM3 and SAM4 or SIM are identified by the engraved marks on the lower housing
- When introducing a SAM in its slot, be sure to put the cut corner as indicated on the picture



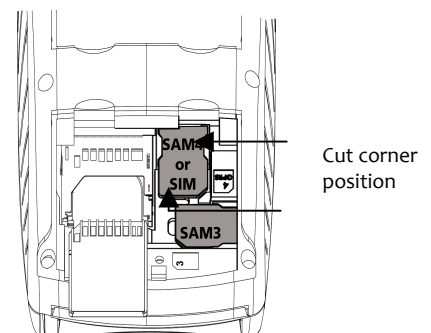
*For easier introduction the cut corner is also indicated with an engraved marks on the lower housing*

Close the cover



#### TIP

Use a piece of adhesive tape to grip the SAM for easier and faster removal.



### 4.3.3. MMC or SD Memory Card

Open the lower cover flap to access the MMC or the SD Memory Card area.



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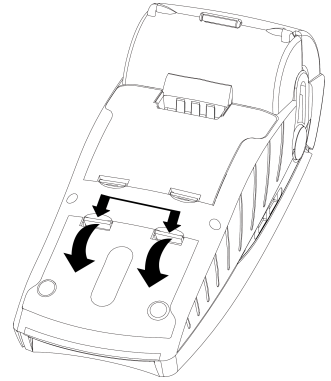
**CAUTION:**

Switch off the terminal before opening the cover.

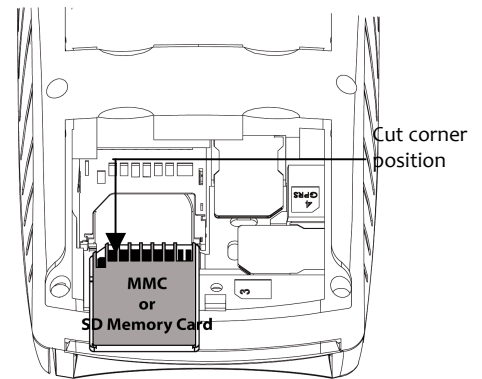
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**To install a MMC or a SD Memory Card (SD and SDHC):**

- Open the lower cover flap as indicated with the arrows on the picture
- Insert the MMC or a **SD** Memory Card into the connector slot shown by the arrow on the figure.  
Be sure to put the cut corner as indicated on the figure
- Close the lower cover flap



*The terminal supports SD and SDHC up to 4GB*



## 4.4. Paper roll

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### 4.4.1. Mains characteristics of INGENICO paper roll

Characteristics	Precisions
Colour	White
Width	58 mm
Diameter	40 mm
Length	About 18 metres

- The thermal paper can be deteriorated by poor storage conditions, so we recommend you to avoid :
  - Storage in hot wet places (near air-conditioner, humidity higher than 85%)
  - exposure to sunlight or ultraviolet for long periods
  - contact with organic solvents (solvent type adhesive)
  - direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
  - direct contact with «diaz» papers
  - direct contact with water
  - Rubbing or pressing the paper too strongly



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#### WARNING

For best product performance, **only use heat sensitized paper approved by Ingenico.**

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Ingenico terminal features an “easy loading” printer, for easy paper roll replacement.



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#### WARNING

Switch off the terminal prior to installing a paper roll.

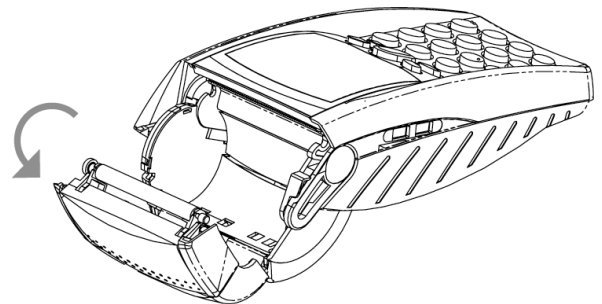
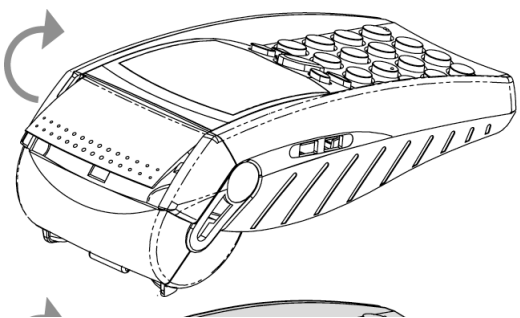
Use only paper approved by Ingenico (diameter 40 mm).

The use of non approved paper is likely to damage the printer of your terminal.

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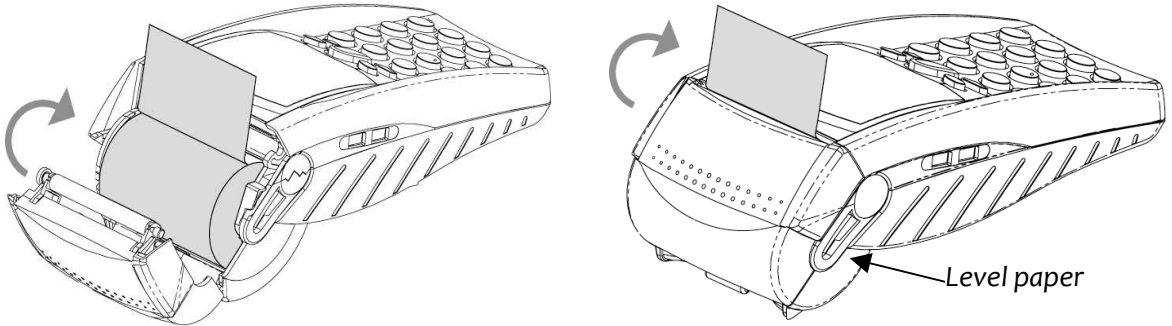
### 4.4.2. Installing paper roll

- Open the paper compartment by lifting the catch located at the rear of the EFT930 and pull the cover to the rear of the terminal.



-

- Insert the paper roll in the compartment following the directions shown on the below picture
- Pull the paper up to the top of the terminal
- Maintain the paper and close the lid
- Press simultaneously on both upper corners of the paper flap, until it clips into position



---

**ADVICE**

If you insert a new roll, tear off the first length (one complete turn).

---

## 4.5. Battery

### 4.5.1. Main characteristics

Characteristics	NimH 1500 mAh	Li-ion 1700 mAh
Capacity*	Up to 300 transactions typical	Up to 340 transactions typical
Charge	50% capacity in 2 h; full capacity in about 8 hours	50% capacity in 1.5 h; full capacity in 4 hours
Autonomy	Up to 300 h in stand by	up to 340 h in stand by

\* The battery capacity depends on the model of terminal and its use

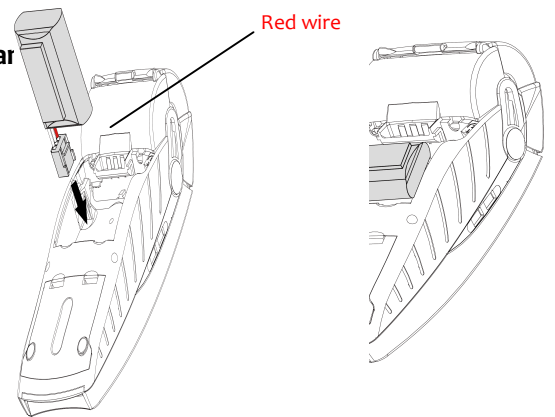
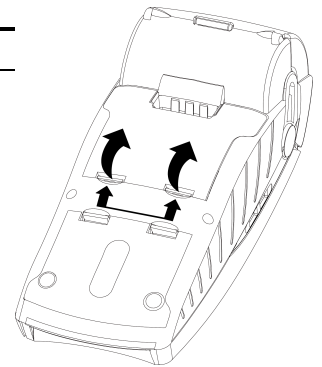
### 4.5.2. Installing the battery



#### **WARNING**

Switch off the terminal prior to connecting the battery.

- Turn your terminal and unclip the cover flap battery by pushing on the clips with your nails as shown on the picture
- Disengage the cover
- Take the battery pack included in the box
- Locate the battery pack connector fool proofing and the board connector located under the battery compartment
- Plug the battery pack connector on the board **according to the connector locating system at the red wire** (as shown on figure). Verify that it locks
- Place the battery pack in its compartment
- Close the battery compartment cover flap



### 4.5.3. Charging the battery

➤ *When does the battery need to be charged?*

- On initial start up, charge the battery for 16 hours under the environmental conditions stated above
- When used daily, the terminal recharges its batteries each time it is placed on its base . Charging is automatic
- A completely discharged battery requires up to 8 hours for a complete recharge according to the type of battery

➤ *Where does the battery need to be charged?*

- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions out of base)

The optimal conditions are as follows:

- Charging away from any external heat source (radiator, sun, enclosed area...)
- The optimal temperature is between +15°C and +25°C

➤ *How does the battery need to be charged?*

Using the base

- Place the terminal on its base
- **Check if the electrical plug symbol appears on the terminal screen and if the battery symbol is flashing (=battery charging).**

Using the power travel adapter (the terminal is out of its base)



- Connect the power supply unit to the power travel adapter
- Connect this assembly to the mini-USB slave connector located on the left side of the terminal
- Connect the power supply unit to the power supply mains network
- **Check to see if the battery symbol is flashing (=battery charging)**



#### 4.5.4. Changing the battery

**It is imperative to use a battery authorized by Ingenico.**

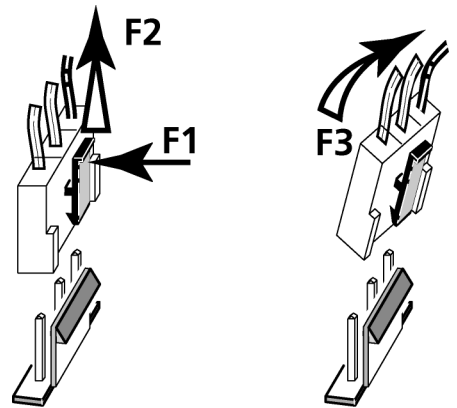
**There is danger of explosion if battery used is not approved by Ingenico.**

- Remove the portable from its base
- Turn it off by pressing simultaneously  and  (yellow key) for about one second
- Remove the cover of the battery housing (see section 4.5.1 “installing battery”)
- Lift the battery and remove it from its compartment

- Carefully disconnect battery, following the instructions below.

a) Unlock the connector by pressing the locking mechanism as indicated by F1 arrow while pulling wires (F2 arrow), to disconnect the connector. Release traction on it as soon as the connector comes unclipped

b) Finish extracting connector by tilting it slightly (F3 arrow) to bring it away from the terminal housing



- Inform the terminal that its battery has been changed. Do so by starting the terminal without battery and fitting it on its base
- Connect and install the new battery by following the instructions in section 4.5.1 “Installing battery”
- Close the battery cover flap and charge the battery. See section "4.5.3 “Charging the Battery”
- In order to preserve the environment, dispose of used batteries in compliance with current recycling legislation in the country
- If the terminal is stored for a long time (more than two months), remove the battery from the terminal

The terminal memorizes that there is no battery simply by powering up. It will then correctly perform with the next battery.

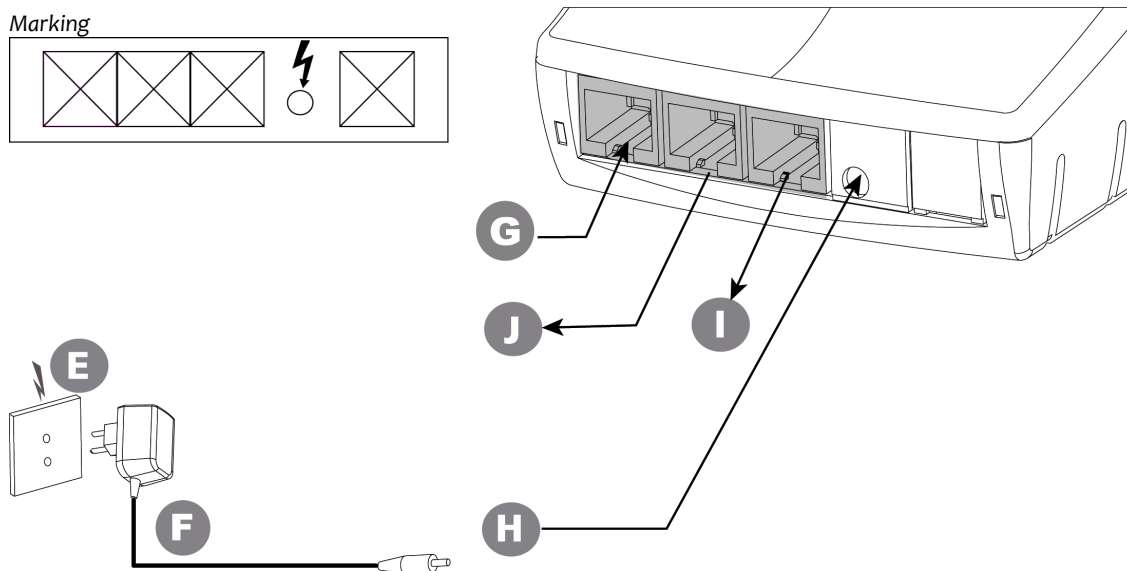


## 5. Base

### 5.1. Base identification

	Base charger	Base Modem 1RS232	Base Modem 2RS232	Base Ethernet	Base Ethernet Modem	Base BM 1RS232	Base BM 2RS232	Base BE	Base BEM
EFT930P		✓	✓	✓	✓				
EFT930G	✓	✓	✓						
EFT930B						✓	✓	✓	✓
EFT930W	✓	✓	✓						

#### 5.1.1. Base charger (EFT930G or EFT930W)



#### WARNING

Select an electrical socket that complies with the general safety instruction given in section 6 “Recommendations” of this document.

E = Mains network socket	F = Power supply unit
H = Power supply input - 2pole sockets 1 A	G, J, I = not functional

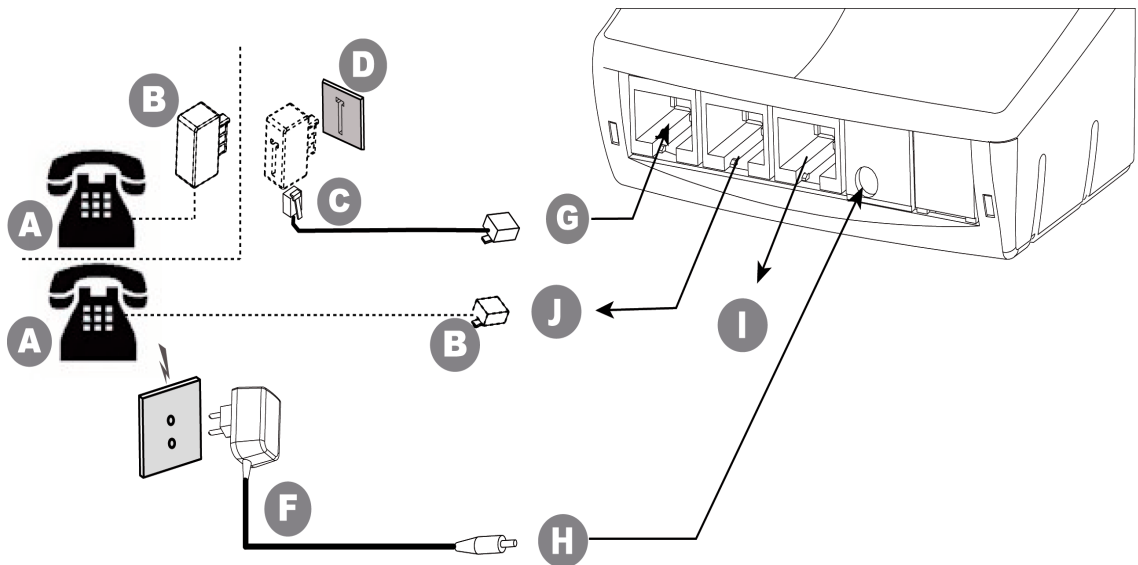
Follow the below instructions:

- Connect the power supply unit **F** to the base socket **H**.
- Connect the power supply unit **F** to the main network socket **E**.

## 5.1.2. Base Modem

- With 1 RS232 (EFT930P/EFT930G/EFT930W)

Marking?



<b>A</b> = possible telephone handset	<b>B</b> = telephone connector (country specific)
<b>C</b> = connection to the telephone network	<b>D</b> = telephone network socket
<b>E</b> = mains power socket	<b>F</b> = power adapter
<b>G</b> = telephone network - port RJ11 (telephone cable 3m)	<b>H</b> = power input - 2pole sockets 1 A
<b>I</b> = RS232 (cash register, local loading tool, etc.) Level RS 232/V28	<b>J</b> = telephone handset output

Follow the below instructions to connect the base to the telephone network :

- Connect telephone plug **C** equipped if necessary with user country specific telephone plug, to the telephone network **D**.
- Connect the other end of the wire to the base (socket **G**).
- Connect the mains power supply wire to the base (socket **H**).
- If necessary, connect the telephone **A**.  
(Telephone **A** is not required for the terminal to operate).  
- France: plug **B** to the telephone network **D** through the piggyback plug  
- other countries: telephone is connected to the base through the socket **J** (RJ-type connector).
- Connect power supply block **F** to the mains electrical socket **E**.

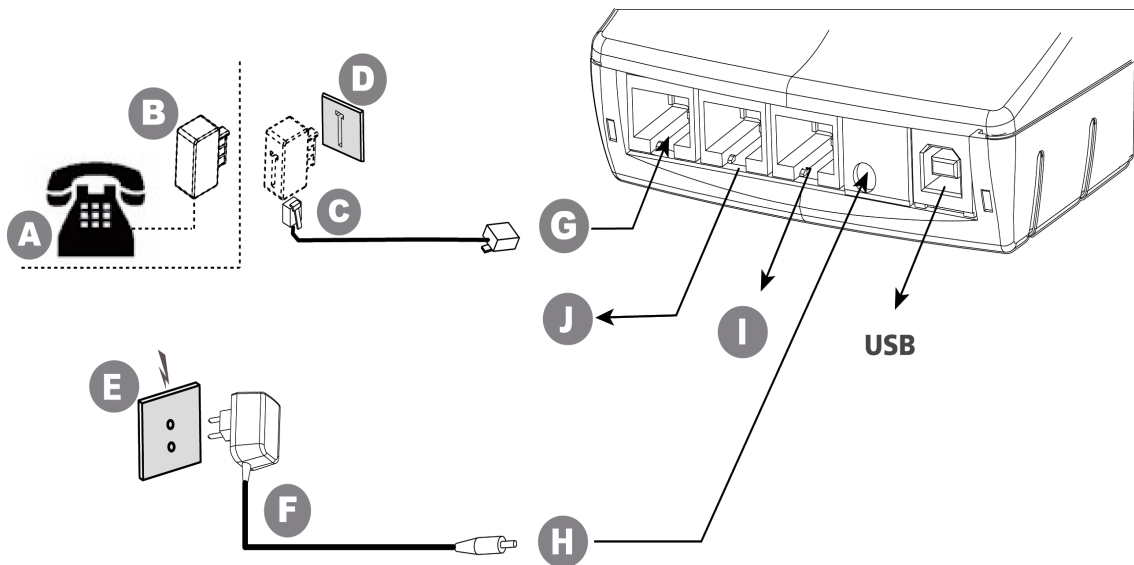
**Socket G (=socket J):** TNV-3 circuit: Telecommunication Network Voltage, as per safety standard EN 60950-1.

**Socket I:** SELV circuit: Since these links are Safety Extra Low Voltage circuits, they must be interconnected to units which have interfaces powered by the same type of circuits.

Turn off the terminal prior to connecting the base to the appropriate network.

• With 2 RS232 (EFT930P/EFT930G/EFT930W)

Marking<sup>2</sup>



A = possible telephone handset	B = telephone connector (country specific)
C = connection to the telephone network	D = telephone network socket
E = mains power socket	F = power adapter
G = telephone network - port RJ11 (telephone cable 3m)	H = power input - 2pole sockets 1 A
I = 1 <sup>st</sup> RS232 (cash register, local loading tool...) Level RS 232/V28	J = 2 <sup>nd</sup> RS232

Follow the below instructions to connect the base to the telephone network:

- Connect telephone plug **C**, possibly in conjunction with a closing relay satisfying the standards applicable in the country of use, to the telephone network **D**. Connect the other end of the cable to socket **G** on the base.
- If present, connect telephone **A** (the presence of telephone **A** is not required for the terminal to function)
- France: connect **B** to the telephone network **D** via the stackable socket

Connect the power supply unit **F** to the mains power supply network socket.

**Socket G:** TNV-3 circuit: Telecommunications Network Voltage, in accordance with safety standard EN 60950-1.

**Sockets I and J:** SELV circuit: Since these links are Safety Extra Low Voltage circuits, they shall be interconnected to equipment with interfaces supplied by circuits of the same type.

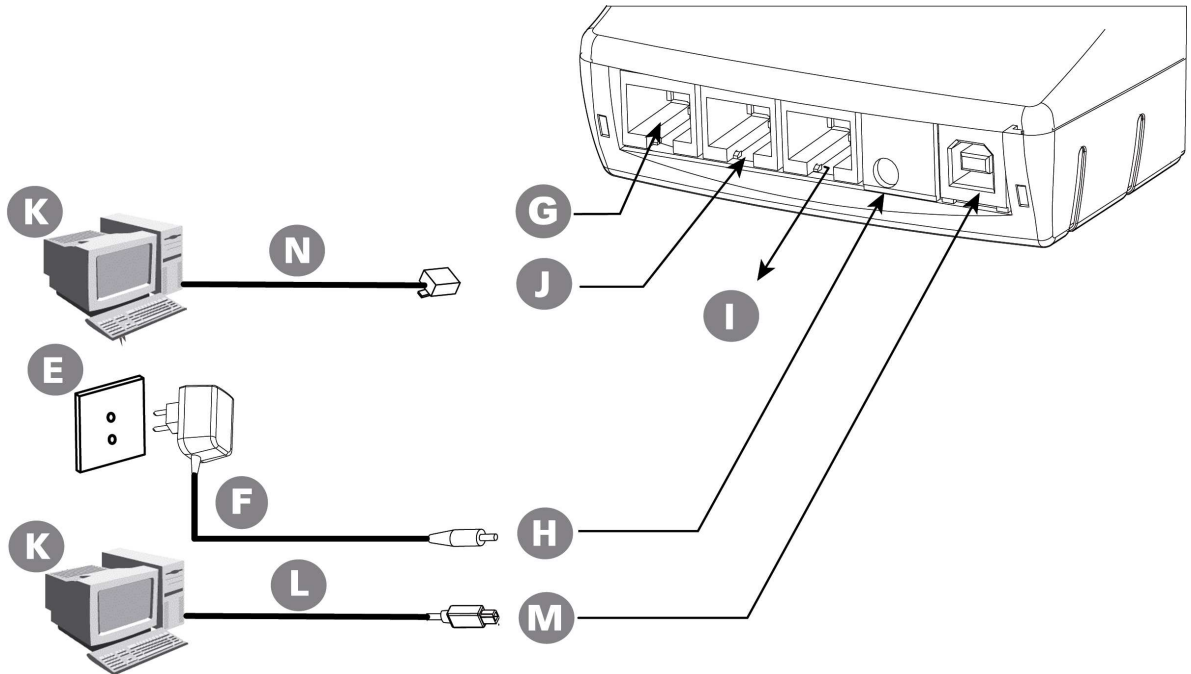


**WARNING**

Switch off the terminal prior to connecting the base to the appropriate network.

### 5.1.3. Base Ethernet (EFT930P)

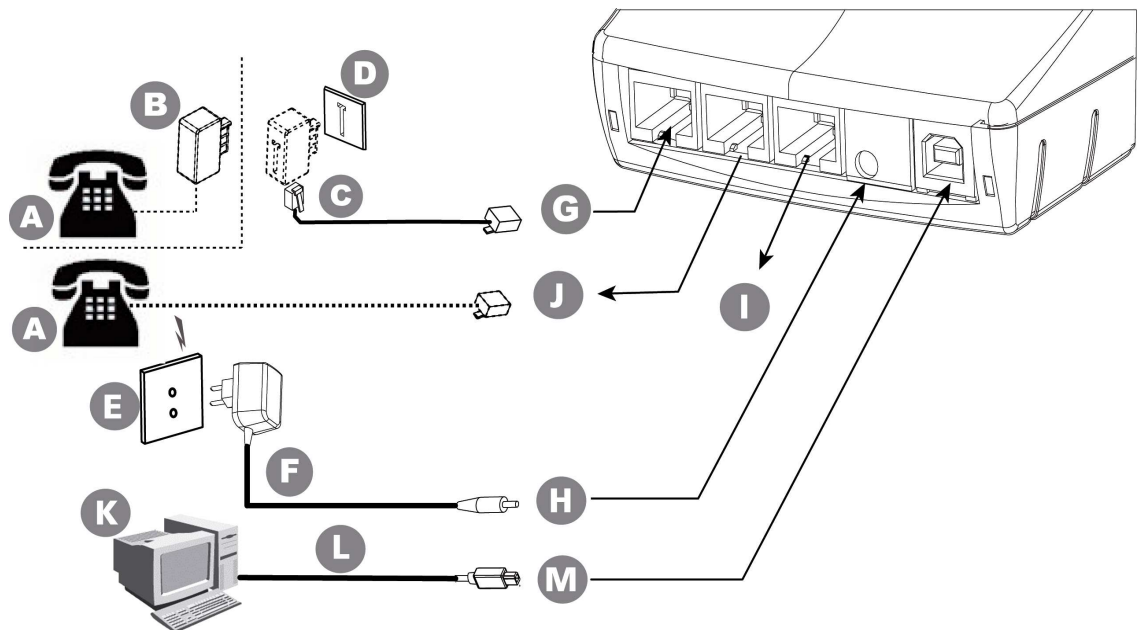
Marking



E = mains power socket	F = power supply unit
G = 2 <sup>nd</sup> RS232 (4- point connector)	H = power supply input - 2pole sockets 1 A
I = 1 <sup>st</sup> RS232 (cash register, local loading tool...) Level RS 232/V28	J =Ethernet connection
K = PC	L = USB cable
M = USB connection	N = Ethernet cable

### 5.1.4. Base Bluetooth Modem

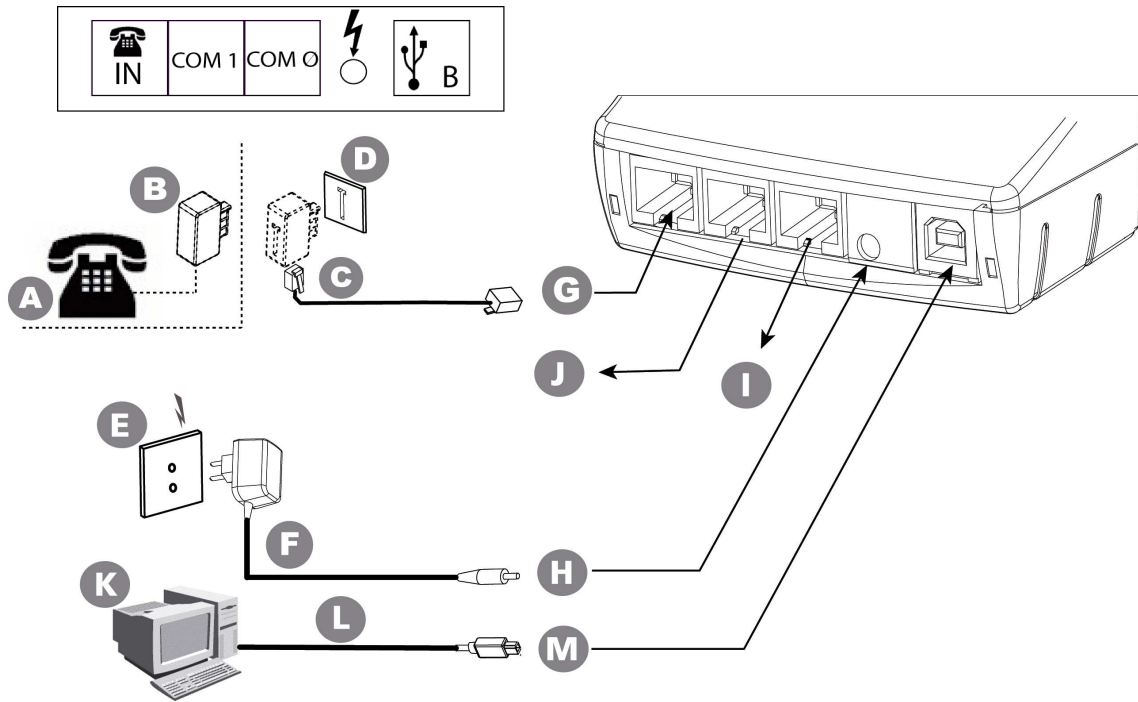
- *Marking* <sup>2</sup> With 1 RS232 (EFT930B)



<b>A</b> = possible telephone handset	<b>B</b> = telephone connector (country specific)
<b>C</b> = connection to the telephone network	<b>D</b> = telephone network socket
<b>E</b> = mains power socket	<b>F</b> = power adapter
<b>G</b> = telephone network - port RJ11 (telephone cable 3m)	<b>H</b> = power input - 2pole sockets 1 A
<b>I</b> = 1 <sup>st</sup> RS232 (cash register, local loading tool...) Level RS 232/V28	<b>J</b> = telephone handset output
<b>K</b> = PC	<b>L</b> = USB cable
<b>M</b> = USB link	

- With 2 RS232 (EFT930B)

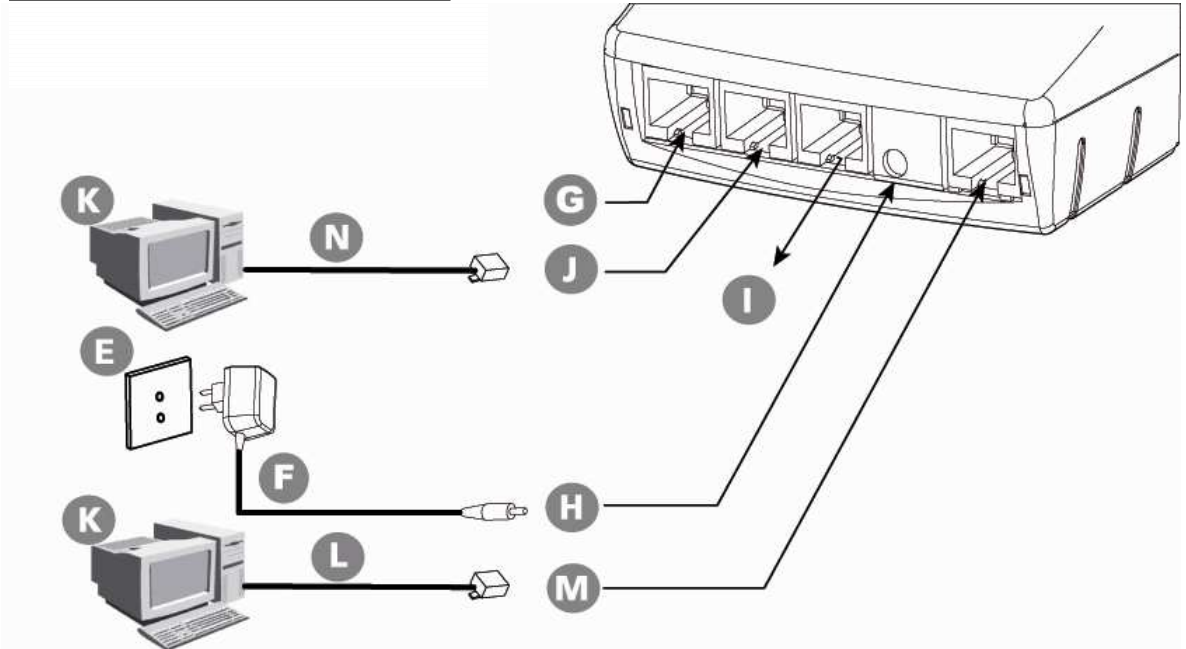
Marking



<b>A</b> = possible telephone handset	<b>B</b> = telephone connector (country specific)
<b>C</b> = connection to the telephone network	<b>D</b> = telephone network socket
<b>E</b> = mains power socket	<b>F</b> = power adapter
<b>G</b> = telephone network - port RJ11 (telephone cable 3m)	<b>H</b> = power input - 2pole sockets 1 A
<b>I</b> = 1 <sup>st</sup> RS232 (cash register, local loading tool...) Level RS 232/V28	<b>J</b> = 2 <sup>nd</sup> RS232
<b>K</b> = PC	<b>L</b> = USB cable
<b>M</b> = USB link	

### 5.1.5. Base Bluetooth Ethernet (EFT930B)

Marking

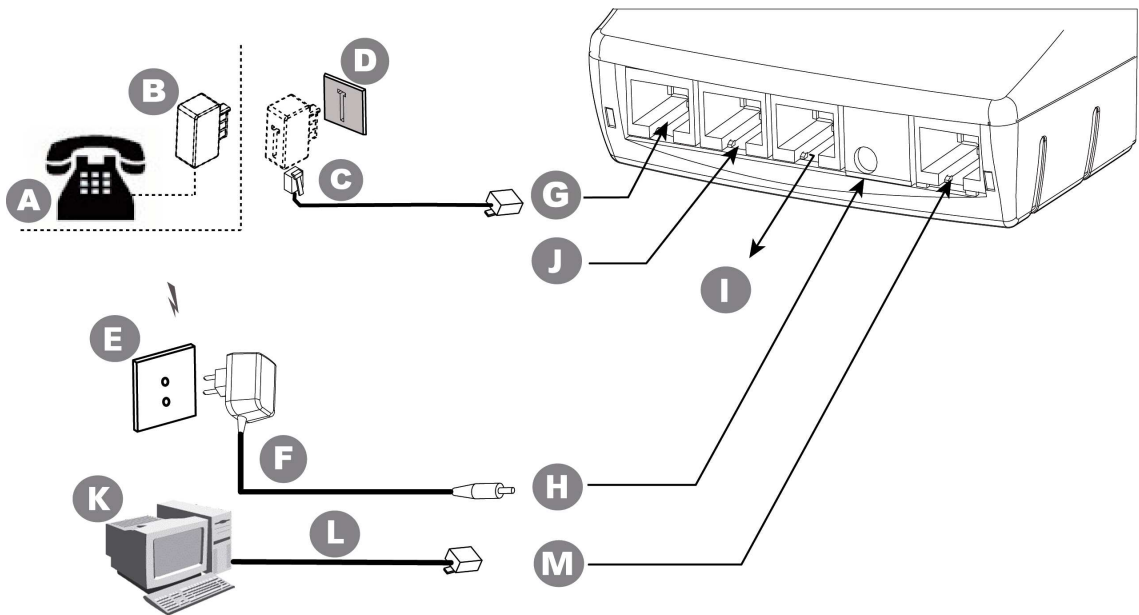
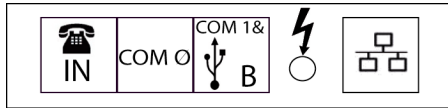


E = mains power socket	F = power supply unit
G = 2 <sup>nd</sup> RS232 (4- point connector)	H = power supply input - 2pole sockets 1 A
I = 1 <sup>st</sup> RS232 (cash register, local loading tool...) Level RS 232/V28	J = Ethernet connection
K = PC	L = USB cable
M = Ethernet connection	N = Ethernet cable

## 5.1.6. Base Bluetooth Ethernet Modem (EFT930B)

### 5.1.6.1. Overview

Marking

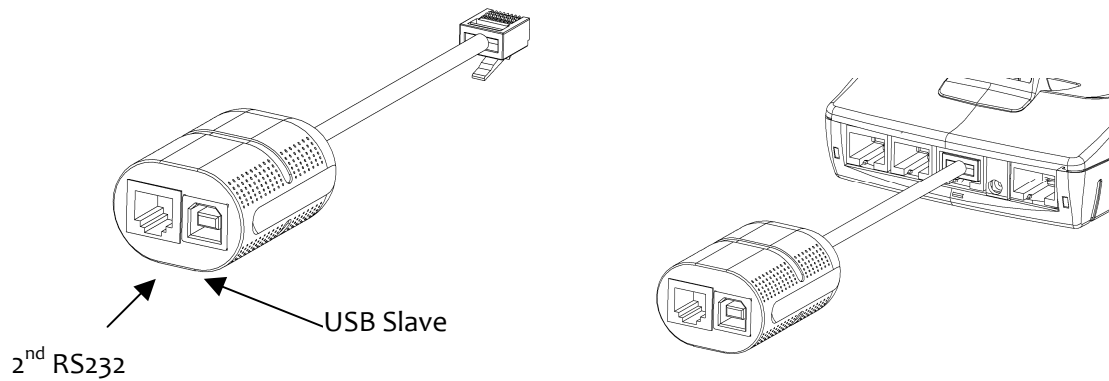


A = possible telephone handset	B = telephone connector (country specific)
C = connection to the telephone network	D = telephone network socket
E = mains power socket	F = power supply unit
G = telephone network - port RJ11 (telephone cable 3m)	H = power supply input - 2pole sockets 1 A
I = 2 <sup>nd</sup> RS232 - Level RS 232/V28 and USB connection	J = 1 <sup>st</sup> RS232 (cash register, local loading tool, etc.)
K = PC	L = Ethernet cable
M = Ethernet connection	



### 5.1.6.2. USB/RS232 Cable for Base BEM

This USB/RS232 cable for base BEM is used when a second RS232 and/or a USB connection is needed.

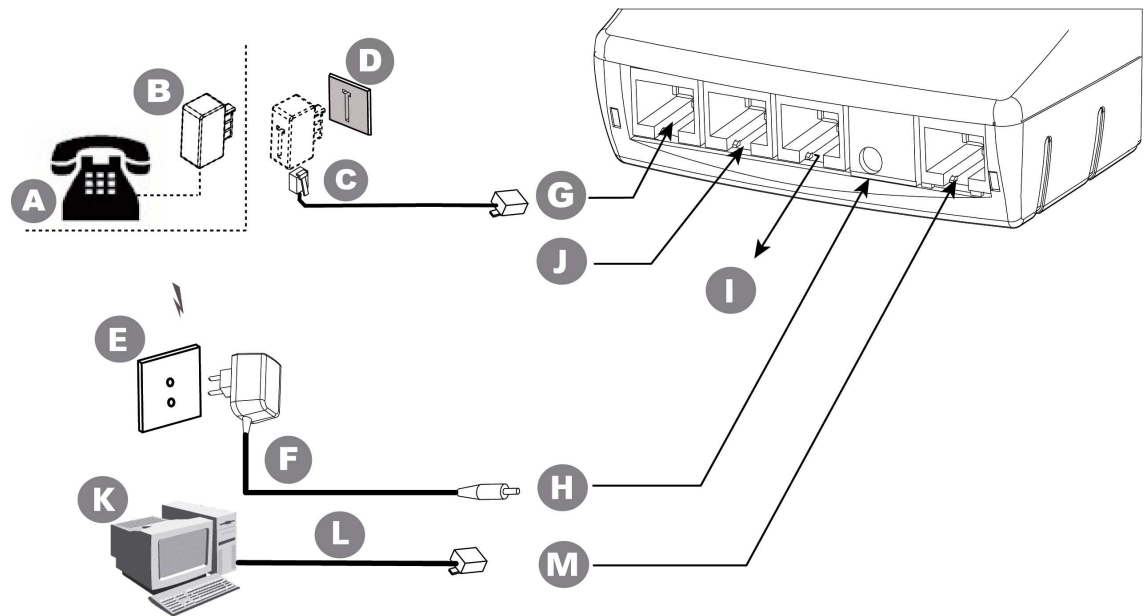
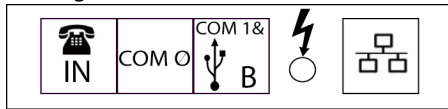


	COM 1	Slave USB
Electronic interface	Simplified RS232	Slave USB
Number of wires	CTS RX TX GND	5v-D+ GND
Mechanical interface	Modular jack 6 points 1=Ground 3=Rx 4=Tx 5=CTS	Type USB socket 1=5V 2=D- 3=D+ 4=GND
Logical interface	300-115 bps Software – configured framing	12Mbps max USB 1.1
Connections examples	Local loading tool Cash register Check reader/editor Computer External modem RS 485 converter unit	POS integration

## 5.1.7. Base Ethernet Modem (EFT930P)

### 5.1.7.1. Overview

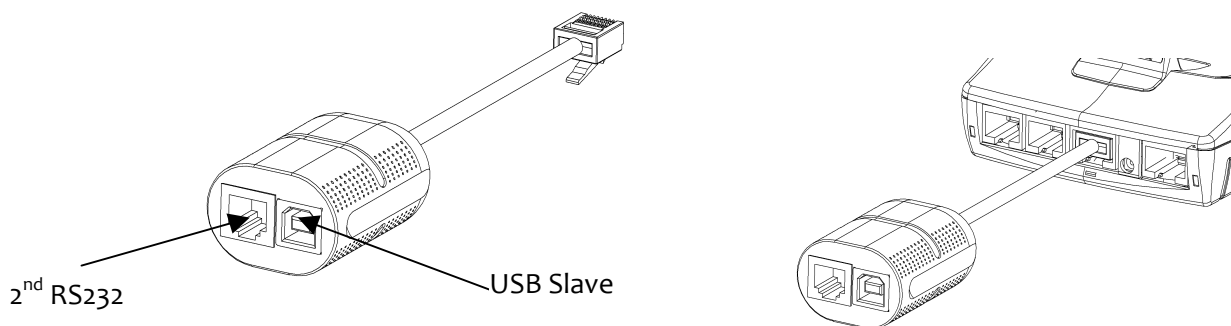
Marking



<b>A</b> = possible telephone handset	<b>B</b> = telephone connector (country specific)
<b>C</b> = connection to the telephone network	<b>D</b> = telephone network socket
<b>E</b> = mains power socket	<b>F</b> = power supply unit
<b>G</b> = telephone network - port RJ11 (telephone cable 3m)	<b>H</b> = power supply input - 2pole sockets 1 A
<b>I</b> = 2 <sup>nd</sup> RS232 - Level RS 232/V28 and USB connection	<b>J</b> = 1 <sup>st</sup> RS232 (cash register, local loading tool, etc.)
<b>K</b> = PC	<b>L</b> = Ethernet cable
<b>M</b> = Ethernet connection	

### 5.1.7.2. USB/RS232 Cable for Base EM

This USB/RS232 cable (shown below) is used when a second RS232 and/or a USB connection is needed on the base EM.



	COM 1	Slave USB
Electronic interface	Simplified RS232	Slave USB
Number of wires	CTS RX TX GND	5v-D+ GND
Mechanical interface	Modular jack 6 points 1=Ground 3=Rx 4=Tx 5=CTS	Type USB socket 1=5V 2=D- 3=D+ 4=GND
Logical interface	300-115 bps Software – configured framing	12Mbps max USB 1.1
Connections examples	Local loading tool Cash register Check reader/editor Computer External modem RS 485 converter unit	POS integration

## 6. Recommendations

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### 6.1. Safety

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Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal. Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal. Your terminal detects any “tampered state”. In this state the terminal will repeatedly flash the message “Alert Irruption!” and further use of the terminal will not be possible. If you observe the “Alert Irruption!” message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

- **CAUTION** : NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

#### Powering down the EFT930 base:

Disconnect the EFT930 power supply block adapter the electrical mains network.

#### Lithium battery

The EFT930 is fitted with a **lithium battery** which can only be accessed and serviced by a qualified technician.

The EFT930 is fitted with battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico’s catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery case as its components cannot be modified.
- Used batteries must be disposed of at the appropriate sites.



#### **Warning**

There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire.

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### Electrical power outlet

The electrical outlet must meet the following criteria:

- Must be installed **near the equipment and easily accessible**;
- Must meet standards and regulations in the country where used;
- For type A plug, the protection of the installation must be set to 20 A.

### Telephone network

The phone jack must comply with standards and regulations in the country where used.

### SAM1 and SAM2 readers compartment

The cover flap for battery, SAM1 and SAM2 readers located underneath the terminal, must be in place during the normal operation of the terminal. See sections "Removal of SAM1 and SAM2 modules" as well as "Connecting the battery".

### Cover flap for Second Card Reader, SAM3 and SAM4 (or SIM) readers

The cover flap for the Second Card Reader, SAM3 and SAM4 (or SIM), located on the underside of the terminal must be in place during normal operation. See section "Removal of SAM3 and SAM4 (or SIM) modules".

### On airplanes

Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane.

Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

### Explosion areas

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

### Electronic health appliances

Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc.

Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

## 6.2. Telephone call

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You have an urgent call to make while the EFT930 is occupying the line.  
In order to get a dial tone:

Place the handset in the hang up position and:

**press the red key (=cancel)**

**or disconnect the power supply from the mains network**

**or disconnect the EFT930 telephone connector from the telephone call socket, and place the telephone connector into the telephone wall socket.**

You hear a dial tone within 6 seconds.

## 7. Standards

### CE Marking

The CE marking indicates that product EFT930P/G/B/W complies with the requirements of European Directive 1999/5/EC of 9 March 1999 on Radio and Telecommunications Terminal Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

and complies with the following harmonised standards:

EFT930P				
EN 60950-1	/2001	According to	73/23/EEC	(Low Voltage Directive)
EN 55022 A2	/2003	According to	89/336/EEC	(EMC Directive)
EN 55024 A2	/2003	According to	89/336/EEC	(EMC Directive)

EFT930G				
EN 60950-1	/12-2001	According to	73/23/EEC	(Low Voltage Directive)
EN 301489-1-7	/08-2000	According to	89/336/EEC	(EMC Directive)
EN 301 511	/12-2000	According to	1999/5/EC	(R&TTE Directive)
EN 50360	/07-2001	According to	1999/519/EEC	(R&TTE Directive)

EFT930B				
EN 60950-1	/12-2001	According to	73/23/EEC	(Low Voltage Directive)
EN 301489-1-17	/08-2000	According to	89/336/EEC	(EMC Directive)
EN 300 328 v1.4.2	/12-2000	According to	1999/5/EC	(R&TTE Directive)

EFT930W				
EN 60950-1	/12-2001	According to	73/23/EEC	(Low Voltage Directive)
EN 301489-1-17	/08-2000	According to	89/336/EEC	(EMC Directive)
EN 300 328 v1.4.2	/12-2000	According to	1999/5/EC	(R&TTE Directive)

EFT930 with CLESS				
EN 301489-3	/08-2000	According to	89/336/EEC	(EMC Directive)
EN 300 330-2	/06-2001	According to	1999/5/EC	(R&TTE Directive)
EN 50357;EN50364	/2001	According to	1999/519/EEC	(R&TTE Directive)

**And, for the whole range, complies with the European approval specification on connecting terminals with DTMF dialling to the public switched telephone network (Council Decision 1998/482/EC, Council Decision 1999/303/EC):**

TS	103021-1/2/3	/09-2003
TR	103000-1/2/3/4	/06-2003
ES	201187	/03-1999

## FCC/IC Compliance (EFT930G /B)

The FCC ID for EFT930G model is: XKB-EFT930G and IC number is: 2586D-EFT930G

The FCC ID for EFT930B model is: XKB-EFT930B (terminal); XKB-BAS930B (base) and IC number is: 2586D-EFT930B (terminal); 2586D-BAS930B (base)



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### Warning

This compliance is valid with the use of a ferrite (74271112) around the alimentation cable (2 turns) from the base, and with the use of an ethernet shielded cable (if applicable)

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- This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

- This class (B) digital apparatus complies with Canadian ICES-003.
- Warning: Changes or modifications made to this equipment not expressly approved by INGENICO may void the FCC authorization to operate this equipment.

- This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

- The terminal EFT930B and the base BAS930B operate as a system. These devices comply with FCC and Industry Canada RF radiation exposure limits set forth for general population. They must not be collocated or operated in conjunction with any other antennas or transmitters

- FCC Radiation Exposure (EFT930G)

The antenna is located in the paper compartment at the top of the terminal. For satisfying RF exposure compliance this equipment should be installed and operated with minimum distance of 20cm between the antenna and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

- Part 68 of FCC Rules (for Modem version Only)

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment uses the following USOC jacks: (RJ11C).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact Ingenico, or your local INGENICO distributor or service center in the U.S.A. for repair and/or warrant information. If the trouble is causing harm to the telephone network, the telephone company may request you to remove this equipment from the network until the problem is resolved. No repairs can be done by a customer on this equipment.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**CAUTION:** The user is cautioned that any changes or modification not approved by INGENICO could void user's authority to operate the equipment.



## End of life

The product belongs to the family of electrical and electronic equipment. Therefore, it is subjected to the WEEE directive which requires the collection and the recycling at the end of life product.

The Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.



The crossed-out wheeled bin printed on the product gives the information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To assure that the product is collected and recycled with respect to the environment, you must contact your supplier (in defect, contact the Ingenico local office or the commercial head office in charge of your country on [www.ingenico.com](http://www.ingenico.com), « contact us » page).

The abandonment or uncontrolled disposal of waste can cause harm to environment and to human health. So, by recycling your product in a responsible manner, you contribute to the preservation of natural resources and to the protection of human health.

### BATTERIES

If your product contains batteries, they must be disposed of at the appropriate collection points.

### ATEX (EFT930B/EFT930W)

The EFT930 terminal complies with the health and safety requirements for equipment intended for use in potentially explosive atmospheres (ATEX) defined in the standard:

EN 60079-15 /2003

The ATEX marking on the EFT930 terminal is:



II 3 G  
EEx nA IIA T5  
LCIE 06 ATEX6096 X

The specific conditions for safe use are:

- Temperature use range: +5°C to +45°C.
- The equipment shall not suffer impacts greater than 4J.
- Connection via USB cable to computer equipment shall not be performed in the presence of explosive atmospheres.
- The base shall not be used in the presence of explosive atmospheres.
- When using the terminal in explosive atmospheres, **ATEX holster shall be used.**

## 8. Troubleshooting

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The terminal does not turn on or does not connect to the telephone line

- Check the power supply and telephone line cables
- Check for electrical power network

The terminal fails to establish a telephone connection

- Check that the tone of the phone line is free
- Check the configuration of the phone line and number to call
- Get technical support

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic band to directed the terminal) .
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction is performed.

The ticket is not printed

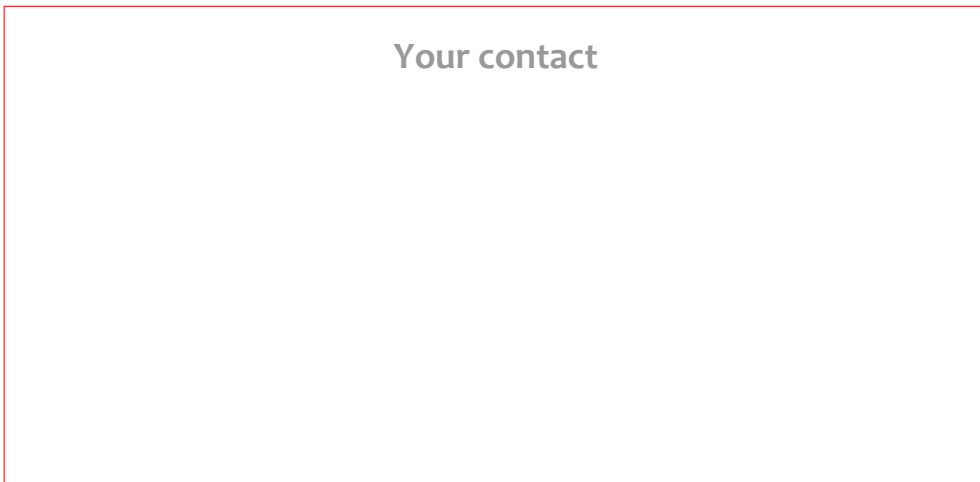
- Check the presence and proper positioning of the paper roll.  
Possibly adjust the paper roll following the instructions in this manual (section 4.4 “Installing the paper roll”)
- Check the type of paper used (thermal paper must be used)

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