



beyond
payment

User Guide

iMP 3xx



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1. Introduction

Thank you for choosing a payment terminal Ingenico.

We recommend you to read carefully this installation guide: It gives you the necessary information about safety precautions, unpacking, installation, and maintenance of your terminal.



WARRANTY / SECURITY

To benefit from the guarantee-related product, and to respect the security, we ask you to use only accessories delivered in box with the product, entrusting maintenance operations only to an authorized person.

The iMP3xx is battery powered, use only Ingenico parts for replacement:

The iMP3xx can be powered by different sources please respect these recommendations:

iMP3xx can be USB powered; it must be connected to a full compatible USB link.

iMP3xx can be powered using the cradle accessory.

Failure to comply with these instructions will void the manufacturer's responsibility.



This symbol indicates an important Warning.



This symbol indicates a piece of advice.

2. Unpacking



ADVICE

Carefully preserve the packaging of the IMP3XX. It must be re-used whenever the terminal is shipped.

According to the model, the following items are included in the IMP3XX box (including optional accessories):

- The IMP3XX terminal
- A battery pack
- This installation guide
- A PSU for battery charging
- The IMP3Xo cradle (optional) with PSU
- The USB connection cable (optional)
- The application user guide (optional)



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.

3. Recommendations

3.1. Security

Lithium battery

The IMP3XX is fitted with a lithium battery which is not accessible to the user. Only a qualified technician may be authorized to open the unit and change this component.

Battery

IMP3XX 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 container.
- Used batteries must be disposed of at the appropriate sites.



Warning

Risk of explosion if battery is replaced by an incorrect type, do not disassemble, use specified charger only, do not short-circuit, do not dispose of in fire, do not throw in water, dispose of used batteries according to the instructions.

3.2. Security of your terminal

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.

3.3. EC standard compliance marking

EC standard compliance marking certifies that the product stipulated below: **iSMP**.

- complies with the basic requirements of European Directive 1999/5/CE, known as the «**R&TTE Directive**» concerning Radio Frequency equipment and telecommunications terminals with respect to:
 - Health and safety protection of the user and all other persons
 - EMC protection
- conforms to the following harmonized standards :
 - IEC/EN 60950-1 : Electrical safety of data processing equipment including electrical office equipment. Issue DEC 2001
 - EN 55022 : Data processing equipment – Radio electric disturbance characteristics - Limits and measurement methods. Issue 1998 / A1-2000/A2-2003
 - EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 1998 + A1- 2001 + A2- 2003
- complies with the following specification:
 - EN 301511 : Harmonized stand for mobile
 - EN 300328 : (BT + Wi-Fi) Electromagnetic compatibility and Radio Spectrum
 - EN 300330 : NFC Electromagnetic compatibility and Radio Spectrum

3.4. FCC & IC Compliance.

FCC & IC has a specific naming.

The references uses for FCC & IC certifications are:

- IC: 2586D-IMP3XX
- FCC ID: XKB-IMP3XXW (for radio product)
- FCC ID: XKB-IMP3XX (for product with no radio)
- FCC ID: XKB-IMP3XXCX (for the cradle product)

Federal Communications Commission (FCC) Statement

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

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.

15.19 (a) (3)

This device complies with Part 15 of the FCC Rules. 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 of the device.

This device complies with FCC and Industry Canada RF radiation exposure limits set forth for general population (uncontrolled exposure). This device must not be collocated or operating in conjunction with any other antenna or transmitter.

Industry Canada (IC) Statement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p) is not more than that necessary for successful communication.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

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

This device complies with Industry Canada radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

For products with no radio (FCC ID: XKB-IMP3XX & FCC ID: XKB-IMP3XXCX):
This Class (B) digital apparatus complies with Canadian ICES-003



CAUTION

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

3.5. Main Characteristics

The main technical characteristics of the terminal Ingenico IMP3XX are:

Mass	260 g
Dimensions	132x72x32 mm (l x w x h)
Battery	1150 mAh Li-ion
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment

Operating conditions

Ambient temperature	from +5°C to +40°C
Max relative humidity	85% at +40°C
Connections on terminal	Micro USB AB serial link

Cradle

Weight	About 120g
Dimensions (L x w x h)	100x122x43mm

Power supply unit

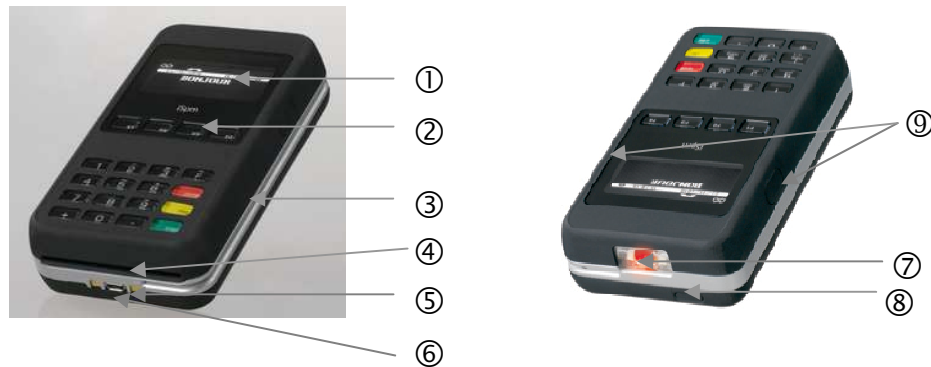
Weight	100g
	2 poles sockets 2000mA (base power supply) or 1 A (traveller power supply)

Storage conditions

Storage temperature	-20°C,+55°C
Max relative humidity	85% at +55°C

4. Installation and connection

4.1. Functional description



- ① Graphic display
- ② Navigation keys in the menus
- ③ Magnetic stripe reader
- ④ Smart card reader
- ⑤ Charge pads
- ⑥ Micro USB connector
- ⑦ 2D bar code reader
- ⑧ iPhone® ON/OFF key
- ⑨ Bar code scanner activation buttons

4.2. Battery insertion

CAUTION :

Before starting, switch off the terminal and the iPhone 4 and disconnect USB cable if fitted

- Remove iPhone 4 from iMP3xx .
- Pull up battery door





- Insert contact side first



Warning

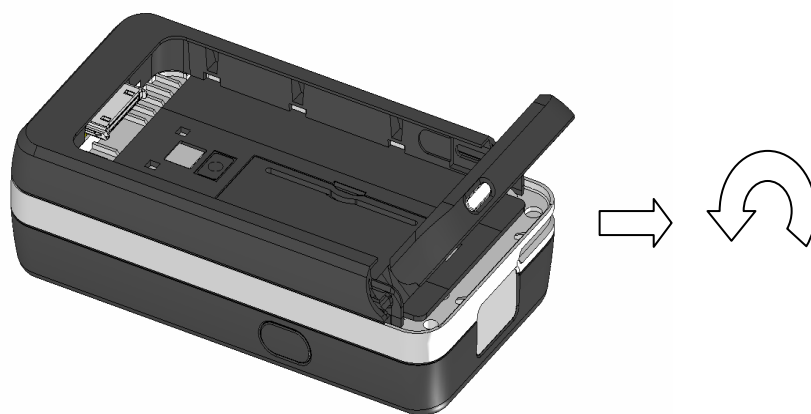
There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire. Please dispose of used batteries following instructions in section 6.3.

4.3. iPhone 4 insertion

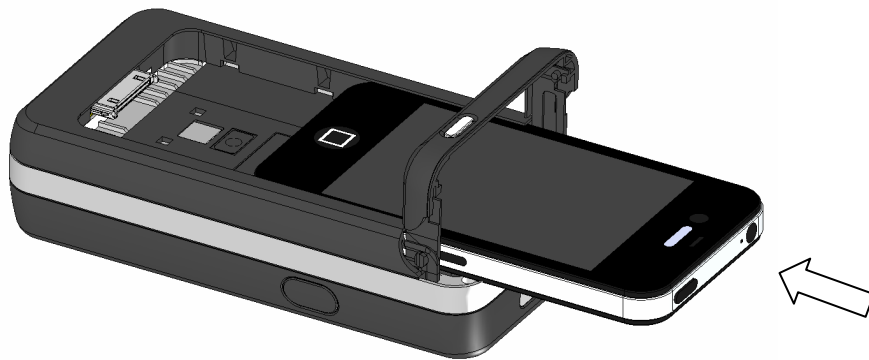
CAUTION :

Before starting, switch off the terminal and the iPhone 4 and disconnect USB cable

- Pull the top side cover and rotate as shown on drawing below.



- Insert carefully iPhone 4 bottom side first.



- Close iPhone compartment as following.



4.4. Charging iMP3XX

- Before using iMP3xx for the first time, you need to charge it for about 4 hours.
- After that, you can charge the iMP3xx 3 hours to recharge the battery to full capacity.
- Charge the iMP3xx using the power cable or the docking station (provided separately as an accessory).



CAUTION! Operating the iMP3xx for the first time without the AC adapter, and without fully charging the backup battery may result in loss of data stored in RAM memory. When the main battery is removed, the backup battery retains date and time for at least 10 minutes.

A battery indicator is provided on the iMP3xx screen, indicating the charge of the module.



The iMP3xx has been designed to be able to charge the i-phone/i-pod touch while operating.

A charging dock is available as a separate accessory. It connects on the charging pads, and features guiding in the cradle to ensure connection.

The iMP3xx can also be charged using the charger provided in the package. The charger has to be plugged on the micro-USB connector. Please refer to section 2.1.



Charging pads (used with charging dock only)

Micro-USB connector

4.5. Positioning the terminal

Install the terminal on a flat surface, with an easy access to an electrical outlet if needed. Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti-shoplifting barriers, ...).

Terminal Location

Positioning of the IMP3xx must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

4.6. Power on / off

To power on the IMP3XX connect the battery and press green key.

To power off the IMP3XX press yellow key.

4.7. Connection

4.7.1. USB cable connection

A USB connector is located on the front of the terminal.

- Present the device in front of the connector and plug it



USB Connector



CAUTION

Use only Ingenico cable or accessory not to void warranty.

4.7.2. Cable disconnection

- On specific cable, an handle helps the disconnection

4.7.3. Cradle insertion

- Present the device over the cradle face to iPhone side and plug it carefully



5. Daily use

5.1. Getting started with iMP3xx

- 1) Install the iPhone4 on the iMP3xx as described in section 4
- 2) Switch the iMP3xx payment module by pressing the green key
- 3) Follow the iMP3xx initialization procedure. This procedure differs from a customer to another. Please refer to your payment service provider.
- 4) Business payment application running on the iPhone will be customer specific. Please refer to you business application provider.

5.2. Keypad functions



- 1 NAVIGATION keys in the menus – Interactive keys for use between the screen
- 2 CANCEL key (red)
- 3 CLEAR key (yellow)
- 4 VALIDATION key (green)
- 5 Dot Key

5.3. Adjusting the contrast

The screen of your payment module is 128 x 64 pixels, illuminated with white light.

If you wish to increase or to decrease the contrast of the characters displayed on screen, press simultaneously on the ‘-’ key and F2 key in order to decrease the contrast, or the ‘+’ key and F3 key in order to increase.

Keep pressing the keys as long as necessary.

5.4. Barcode reader

Barcode is activated with the 2 side keys as shown below.



List of bar codes supported:

Reader type	CMOS Imaging reader Reads 1D and 2D codes
1D	1D: Codabar, Code 3 of 9, Code 11, Code 32 Pharmaceutical (PARAF), Code 93, Code 128, EAN with Add-On and EAN with Extended Coupon Code, EAN-13, Interleaved 2 of 5, Matrix 2 of 5, Plessey, GS1DataBar, Straight 2 of 5 IATA, Straight 2 of 5 Industrial, Telepen, Trioptic Code, UCC/EAN-128, UPC and UPC-A
2D	2D: MicroPDF, Codeblock, Aztec, QRCode, MaxiCode, DataMatrix, PDF417

5.5. Card insertion

5.5.1. Swiping a card

- Insert the card manually in the driver, magstripe-facing right.



Swipe the card with constant speed, not too slow not too fast, to maximize the reading and avoid annoying repetitions.



5.5.2. Inserting a chip card

- Chip Cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader



5.5.3. Reading Contactless (Optional)

- Bring the card firmly up to the active zone above the display (at about 1cm). Keep the card close to the display during the transaction

Your contactless terminal has a row of four status lights that are visible on display.

- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless display is in use but a card is not being read.
- When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard.

6. Maintenance



ATTENTION

Before making any operations of maintenance in the terminal, make sure that power supply is disconnected.

Cleaning of the terminal

First of all, unplug all the wires from the terminal.

Good rules for proper cleaning of the terminal are:

- Use a soft cloth that is very slightly soaked with soapy water to clean the outside of the terminal.
- Do not clean the electrical connections.
- Do not use in any case, solvents, detergents or abrasive products: Those materials might damage the plastic or electrical contacts.
- Avoid exposing the terminal to the direct rays of the sun.
- Do not put anything into the slot of the smart card reader

6.1. Transport and storage

- Use the original packaging for any unit or stored.
- Disconnect all cables from the terminal during the transport.
- Disconnect battery from the terminal during the storage.
-

6.2. Troubleshooting

The terminal does not turn on

- Battery level is too low
- Check the USB connection
- Check for iMP3xx positioning into the cradle
- Check for electrical power network

The terminal fails to establish iPhone connection

- Check that the iPhone is correctly inserted
- Check the configuration of the iPhone
- Get support from technical

Cards are not read

- Check that the magnetic card is passed correctly (with magnetic band directed to the interior of 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

6.3. 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, « 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.

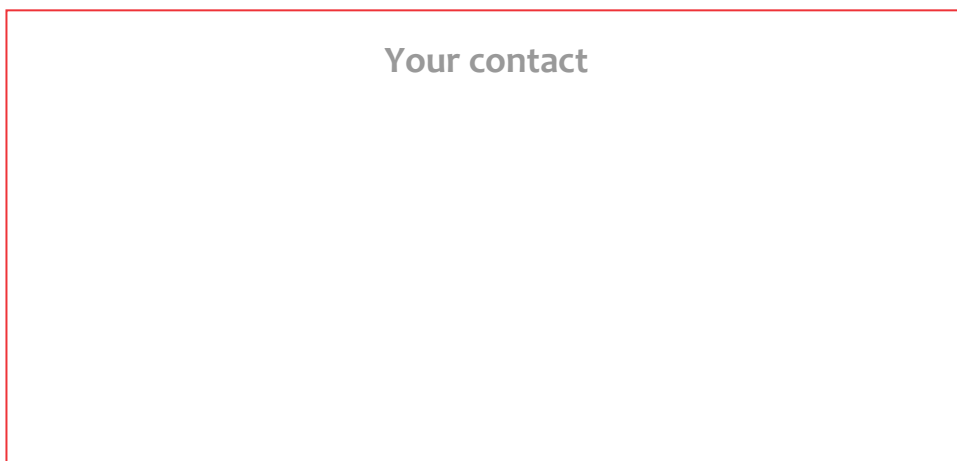
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