User Guide

beyond payment

iPA280

Ingenico – 190-192 Avenue Charles de Gaulle
92200 Neuilly sur Seine
Tél. 33(0)1 46 25 82 00 - Fax 33 (0)1 47 72 56 95
www.ingenico.com

Contents

1. Introduction 5

2. Unpacking 6

3. Recommendations 7

3.1. Security 7

3.2. Security of your terminal 7

3.3. EC standard compliance marking 7

3.4. FCC & IC compliance 8

3.4.1. FCC Statement 8

3.4.2. RF Radiation Exposure Statement 8

3.4.3. FCC Hearing-Aid Compatibility (HAC) Regulations for Wireless Devices 9

3.5. Water protection 10

3.6. Main Characteristics 11

4. Installation and connection 12

4.1. Battery 12

4.2. Installing the SPM part on the iPA280 terminal 13

4.3. Installing SPM SAM 14

4.4. Installing PDA SAM and SIM 14

4.5. Installing Micro SD Memory 15

4.6. Installing paper roll 16

4.7. Connections 16

4.8. Positioning the terminal 17

Copyright © 2010 Ingenico
All rights reserved

5. Daily use 18

5.1. iPA Keypad functions 18

5.2. Touch screen stylus 19

5.3. LED Display 19

5.4. Other keys 20

5.5. Card insertion 21

5.5.1. Reading a magnetic card 21

5.5.2. Reading a smart card 21

5.5.3. Reading Contactless Card 22

5.5.4. Reading Contactless Payment card 22

5.6. Product Setup 23

5.6.1. Login sequence 23

5.6.2. Main System 24

5.7. Networking 25

5.7.1. Wireless network 25

5.7.1.1. Bluetooth 25

5.7.1.2. Wi-Fi 26

5.7.1.3. GPRS connection 27

5.7.2. Ethernet 28

5.7.3. Phone 29

5.7.4. Factory Reset 31

5.7.5. Language 32

5.7.6. System Info 32

5.7.7. Date Time Setting 33

5.7.8. Barcode Reader 33

5.7.9. Hotkey 36

5.8. Power modes (connected and mobile) 36

5.8.1. Charging the battery 36

5.8.2. Normal mode 36

5.8.3. Standby mode 36

5.8.4. Reduced Power modes 37

5.8.5. Deep sleep 37

Copyright © 2010 Ingenico
All rights reserved

6. Maintenance 38

6.1. Paper roll 38

6.2. Cleaning of the terminal 38

6.3. Transport and storage 39

6.4. Troubleshooting 39

6.5. End of life 39

7. Extensions and accessories 40

7.1. Cradles 40

7.2. Holster 41

7.3. Pistol 42

Copyright © 2010 Ingenico
All rights reserved

1. Introduction

Thank you for choosing a payment terminal Ingenico.
We recommend to read carefully this user guide : It provides 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, or original Ingenico accessories, entrusting maintenance operations only to an authorized person.

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

The IPA-280 terminal concept is :

PDA Module

SPM Module (Security Payment Module)

This symbol indicates an important Warning.

This symbol indicates a piece of advice.

Copyright © 2010 Ingenico
All rights reserved

2. Unpacking

ADVICE
Carefully preserve the packaging of the iPA280. It must be re-used whenever the terminal is shipped.

According to the model, the following items are included in the iPA280 box (including optional accessories):

- The iPA280 terminal
- The data and power cable
- The charging unit (including region specific power plug)
- The Paper roll
- The battery pack
- The user guide
- The smart card rubber cover and chord
- Stylus
- SPM Lock pin screws x2

Power Adaptor

Data and power cable

Paper roll (in bag)

Paper roll

User guide

Battery

Smart Card Rubber cover and chord

Stylus

SPM lock pin screws x2

The power supply unit provided with your equipment is specially designed for Ingenico iPA280 terminals. Do not use any other power supply.

Copyright © 2010 Ingenico
All rights reserved

3. Recommendations

3.1. Security

Power on/Power down

To power on or power down the iPA280 press power on/off button on top of the product.

Electrical power supply network

Provide an electrical outlet:

- Located near the equipment and easily accessible
- Which meets the standards and regulations in the country of use.
- The terminal iPA280 can be connected to a power distribution system of the IT type.

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 there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, 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.

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.

3.3. EC standard compliance marking

EC standard compliance marking certifies that the product stipulated below: **iPA280**.

- 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

Copyright © 2010 Ingenico
All rights reserved

3.4. FCC & IC compliance

FCC & IC has a specific naming.
The references uses for FCC & IC certifications are:

- IC: 2586D-IPA280
- FCC ID: XKBIPA280

3.4.1. FCC Statement

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.

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.

3.4.2. RF Radiation Exposure Statement

For body worn operation, this device has been tested and meets RF exposure guidelines when used with an accessory that contains no metal and that positions the device a minimum of 1.5 cm from the body. Use of other accessories may not ensure compliance with RF exposure guidelines.

Annex
Suggested text for the notice indicating compliance with this standard:
This Class [B] digital apparatus complies with Canadian ICES-003.

Copyright © 2010 Ingenico
All rights reserved

3.4.3. FCC Hearing-Aid Compatibility (HAC) Regulations for Wireless Devices

On July 10, 00, the U.S. Federal Communications Commission (FCC) Report and Order in WT Docket 01-09 modified the exception of wireless phones under the Hearing Aid Compatibility Act of 1988 (HAC Act) to require digital wireless phones be compatible with hearing-aids. The intent of the HAC Act is to ensure reasonable access to telecommunications services for persons with hearing disabilities.

While some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed a rating system for wireless phones, to assist hearing device users find phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated have the rating on their box or a label located on the box.

The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated phone successfully. Trying out the phone with your hearing device is the best way to evaluate it for your personal needs.
M-Ratings: Phones rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings. iPA280 is rated M4.

Hearing devices may also be rated. Your hearing device manufacturer or hearing health professional may help you find this rating. Higher ratings mean that the hearing device is relatively immune to interference noise. The hearing aid and wireless phone rating values are then added together. A sum of 5 is considered acceptable for normal use. A sum of 6 is considered for better use. A sum of 8 is considered for best use.

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

Copyright © 2010 Ingenico
All rights reserved

3.5. Water protection

SAM support lid

The SAM sliding lid located under the terminal (see chapter "Installation SAM") must be in place during normal operation of the terminal.

Headphone lid

The headphone lid is located on the side of the terminal must be in place during normal operation of the terminal

SD Card lid

The SD card lid is located on the side of the terminal must be in place during normal operation of the terminal

Cable lid

The cable lid is located under the terminal (see chapter "Installing the iPA280") must be in place during normal operation of the terminal.

It shall be in connection configuration when the iPA280 is connected into the cradle:

SPM Smart Card Rubber Cover

A cover for the smart card connector entrance is attached to the side of the PDA. It must be placed on the connector when the smart card reader is not used in order to protect against unwanted liquid or dust.

Copyright © 2010 Ingenico
All rights reserved

3.6. Main Characteristics

The main technical characteristics of the terminal Ingenico iPA280 are:

Terminal

Weight	about 560 g with paper roll, SPM and battery
Size (with foot in middle position)	190 x 86(75) x 42(39) mm (l x w x h)
Micro SD slot	1
operating bands	BT:2402-2480MHz WLAN:2412-2462MHz for US used 2412-2472MHz for EU used WWAN:900/1800MHz for EU used 850/1900MHz for US used

SPM part

Weight	160 g
Dimensions	140 x 86x 20 mm (l x w x h)

Cable length

Power block cable	approx 1,3 m

Display

Type	Graphical TFT color
Display area (active zone)	3.5”
Number of pixels	480 x 640
Technology	Transflective
Backlight	LED
Brightness	180 cd/m²
Contrast	1:1500
Number of colors	262k

Operating conditions

Charging temperature range	0°C to 40°C
Operating temperature range	-10°C to 50°C
Max relative humidity	5% to 90%, not condensing

Storage conditions

Storage temperature	-20°C, +60°C
Max relative humidity	5% to 90°C

Copyright © 2010 Ingenico
All rights reserved

4. Installation and connection

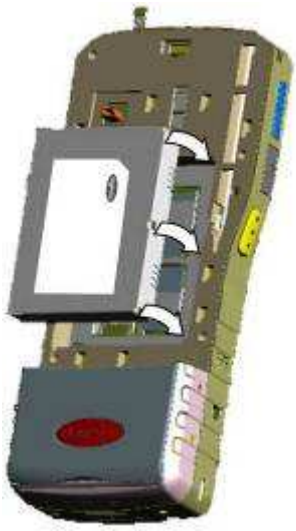
CAUTION: Before to start, make sure you have removed the protective film battery.

4.1. Battery

To access the battery follow the instructions below:

- **Open the battery compartment using the slide levers in the direction shown ❶ and follow the procedure illustrated by arrows on illustration.**

- Position the battery pack, making sure the battery contacts are aligned with the contacts in the compartment, as shown in the following illustration.



- Place the battery pack into the battery bay and press the battery securely into the compartment.

- Close the device by fitting back the SPM (see section 4.2)

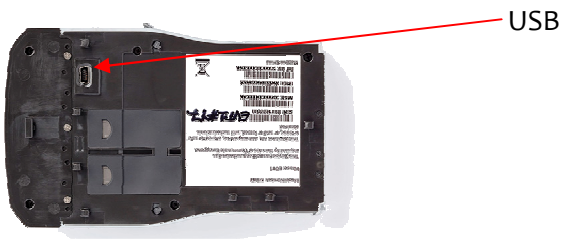
WARNING! There is a risk of fire and burns if the battery pack is handled improperly.
DO NOT disassembles, crush, puncture, short external contacts, or dispose the battery pack in fire or water.
DO NOT attempt to open or service the battery pack. Dispose of used batteries according to local recycling guidelines in your area.

A backup battery cell is embedded into your device to prevent data loss during exchange of the removable battery pack.

Copyright © 2010 Ingenico
All rights reserved

4.2. Installing the SPM part on the iPA280 terminal

The USB connection is located on the rear of the terminal.



The indications below show you how to connect the SPM part to the iPA280 terminal.

- Insert the SPM part to connect the USB connector, then slide down, then lock it using the two side levers. User can secure the SPM assembly using two standard screws (size: M1.6xL3 delivered with the unit) as indicated in the picture.
- The screws prevent too easy access to the battery, SIM and SAMs. A tool has to be used to remove the SPM in that case.

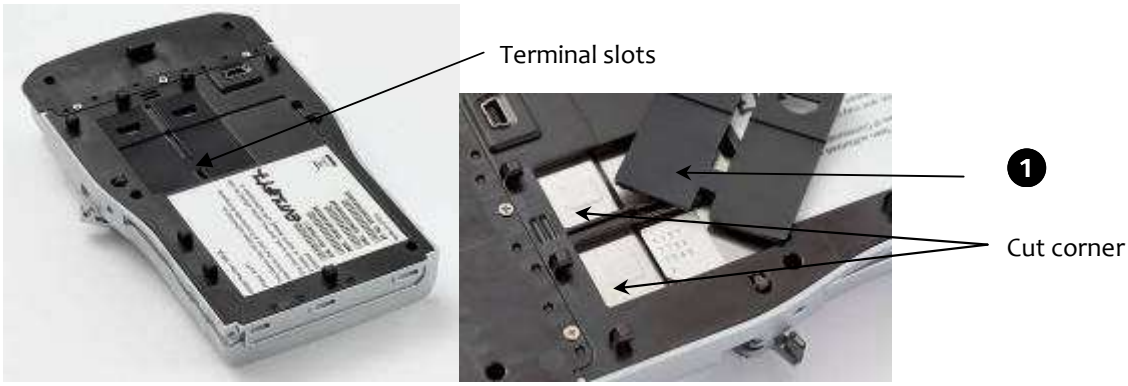
- The SPM is now connected to the iPA280

Copyright © 2010 Ingenico
All rights reserved

4.3. Installing SPM SAM

CAUTION :
Before to start, switch off the terminal.

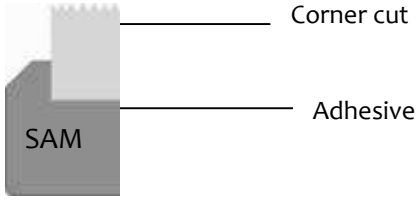
The SPM has two slots for SAM cards. They are placed in the rear of the SPM side, *(see procedure for opening 4.1)*. (*The location of modules are engraved in compartment)*



When introducing a SAM in its slot, be sure to put the cut corner as indicated on marking.

- Lift the protective caps ❶ and introduce the module in its slot to the end until you hear a click.

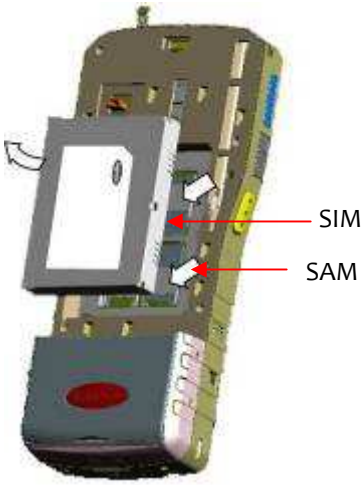
To remove SAM, we suggest you to use a piece of adhesive previously pasted on both sides of the SAM as shown here below

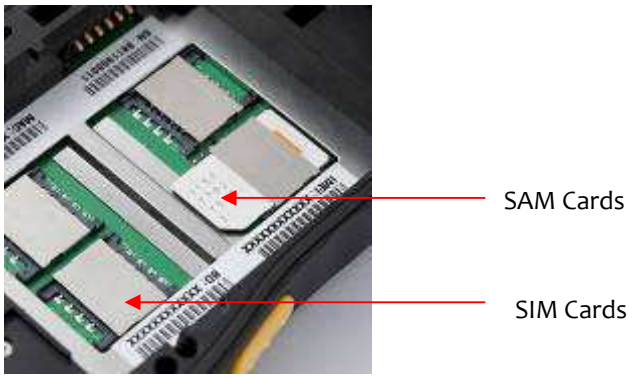


4.4. Installing PDA SAM and SIM

The PDA side has two slots for SIM cards and two slots for SAM cards. They are placed inside the battery compartment, in the rear of the terminal *(see procedure to opening 4.1)*.

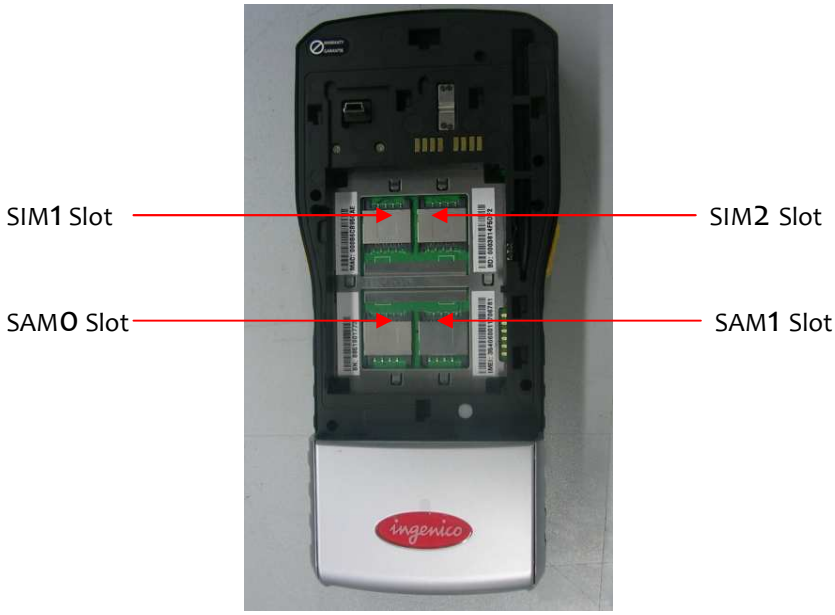
- Lift the battery, as shown in the following illustration.
- Slots of module are located under the battery; insert the card module in its slot. Make sure you put the cut corner as indicated on marking.
- Put the battery back (see procedure 4.1).





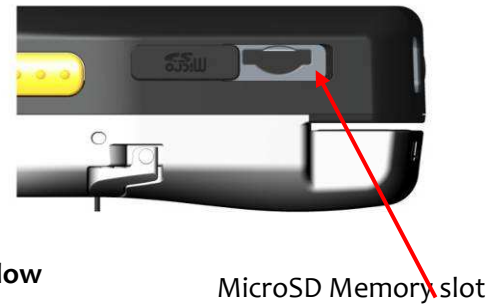
Copyright © 2010 Ingenico
All rights reserved

- The position of SIM and SAM slots are indicated in the following picture.



4.5. Installing Micro SD Memory

- Micro SD Memory slot is located at the right side of the terminal.
- Insert completely the micro SD memory card in the slot.



Be careful of the insertion direction. See the illustration below

- To remove the Micro SD Memory Card, push on it with your nails or stylus.

Copyright © 2010 Ingenico
All rights reserved

4.6. Installing paper roll

CAUTION: Use only paper approved by the manufacturer (width diameter 57 mm). Use of unsuitable paper is likely to damage the printer of your terminal (see characteristics in "Maintenance chapter 5.5.4"). When opening, closing and installing the paper inside the slot, the user should be careful of the metal cutting edge.

- Open the paper compartment by lifting the cover on the front face and pull the cover to the rear of the terminal.

ATTENTION
Do not force the cover against stop edge.

- Insert the paper roll in the compartment.

Make sure that GPRS antenna is located in its protective film.

- Unroll the paper out of the compartment and hold it in bottom position as illustrated.
- Maintain the paper and close the cover.
- Press in the middle of the cover to close it.

Correct position

4.7. Connections

- Establishing Device-PC Connection
  - o Installing Microsoft ActiveSync

In order to exchange data between your computer and iPA280, Microsoft ActiveSync must be installed on your computer. Use the data and power cable that comes with your device to connect the device to your computer.
NOTE: If you have a previous version of the Microsoft ActiveSync installed in your computer, uninstall it first before installing the latest version of Microsoft ActiveSync.

  - o Connecting the Device to Your Computer

Copyright © 2010 Ingenico
All rights reserved

1. After ActiveSync has been installed, connect the plug of data and charge cable to the universal connector at the bottom of your device.

2. Plug the other end of the USB charging cable into a USB port on your computer.

3. Turn the device on.

4. ActiveSync starts automatically and configure the USB port to work with the iPA280. The New Partnership setup wizard will automatically start.
NOTE: If ActiveSync does not start automatically, click Start Programs Microsoft ActiveSync.

If a message appears indicating that it is unable to detect a connection, click the Cancel button and manually configure the communication settings.

4.8. Positioning the terminal

Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti-shoplifting barriers ...).

Copyright © 2010 Ingenico
All rights reserved

5. Daily use

5.1. iPA Keypad functions

1. NAVIGATION keys in the menus
2. FUNCTION keys F
3. CANCEL key (red)
4. CLEAR key (yellow)
5. VALIDATION key (green)

1. Soft key :
   - Left Soft key : Corresponding to left menu
   - Right Soft key : Corresponding to right menu
   - Center Soft key: Application specified
2. Programmable key
3. Navigation key :
   - 4 Navigation directions
   - 1 Select (center) / OK
4. Send/End :
   - Send (green):

   Select Press: opens the phone dialer application
   Press (while a call is coming in): Answer the call
   Press and Hold (when on a call): goes to speakerphone
   - End (red):

   Press (when in a call): ends a call
   Press (while a call is coming in): Ignore the call
   Press and Hold: ends the data connection
   The button can wake up the device during suspend mode
5. Functions key (4) : These key can be set on main system, but cannot be launched from main system
6. Alphanumeric key (12)

Copyright © 2010 Ingenico
All rights reserved

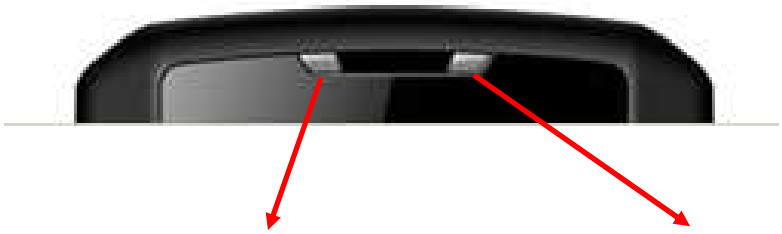
5.2. Touch screen stylus

- Remove the stylus from its holder.
- Hold the stylus as you hold a pencil.
- To make a choice from a menu, lightly tap the tip of the stylus on that choice.

5.3. LED Display

Behaviour of LED on PDA side

2 LEDs for communications, batteries and SPM



		Left LED	Right LED
Battery	Charging		**RED**
	Charged		GREEN
	Low		**RED-Flash (*)** **System power < 15% :** **0.3 s on / 1.7 s off** **Printer power low :** **0.3 s on / 0.55 s off** **Printer power cut off:** **0.3 s on / 0.3 s off**
Communication	Blue Tooth	BLUE – **Flash** On 0.5 s / Off 5 s	
	WiFi	BLUE – **Flash** On 0.5 s / Off 5 s	
	GSM GPRS		GREEN – **Flash (*)** On 2s
SPM	Powered ON	YELLOW	

(*) If SIM inserted and device registered, only GSM GPRS information available

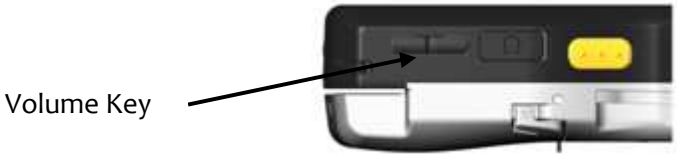
Copyright © 2010 Ingenico
All rights reserved

5.4. Other keys

ON/OFF

- Press and Hold: turns the device off. Touch panel is not able to wake-up the device.
- Press and Hold when the device is in OFF mode: turns the device on with behavior similar to soft reset.
- Short Press: suspend/resume of the device.

Volume



- When phone call is active, press to increase or decrease the phone volume.
- When phone call is not active, press to increase or decrease the PDA volume.

Reset

- You may have to perform a reset if the device freezes (i.e., device no longer responds to the buttons or tapping on the screen).
- A soft reset allows your device to get a fresh start, similar to rebooting a computer. This will restart your device. All records and entries are retained after a soft reset. Unsaved data in open programs may be lost in some cases.
- Lightly press the tip of the stylus to the reset button located on the rear of the device.

Copyright © 2010 Ingenico
All rights reserved

5.5. Card insertion

5.5.1. Reading a magnetic card

- Insert the card manually in the Magnetic stripe card slot, magstripe from right side to left side.

Swipe the card with constant speed, to maximize the reading and avoid annoying repetitions.

5.5.2. Reading a smart card

- Turn to SPM right side, take out the smart card rubber and insert the Smart card to the end of the slot, chip facing up, to read the card information.

Copyright © 2010 Ingenico
All rights reserved

5.5.3. Reading Contactless Card

- PDA contactless is dedicated for user ID, transportation tickets and cards controls, RFID labels reading, loyalty cards reading, …
  It is not meant to be used for contactless payment

5.5.4. Reading Contactless Payment card

- SPM contactless is dedicated to contactless payment.

As the contactless antenna is placed around the display and keypads, the contactless card must be presented in front of Contactless logo between the screen to perform the transaction.
The 4 green LEDs indicate that the transaction is completed.

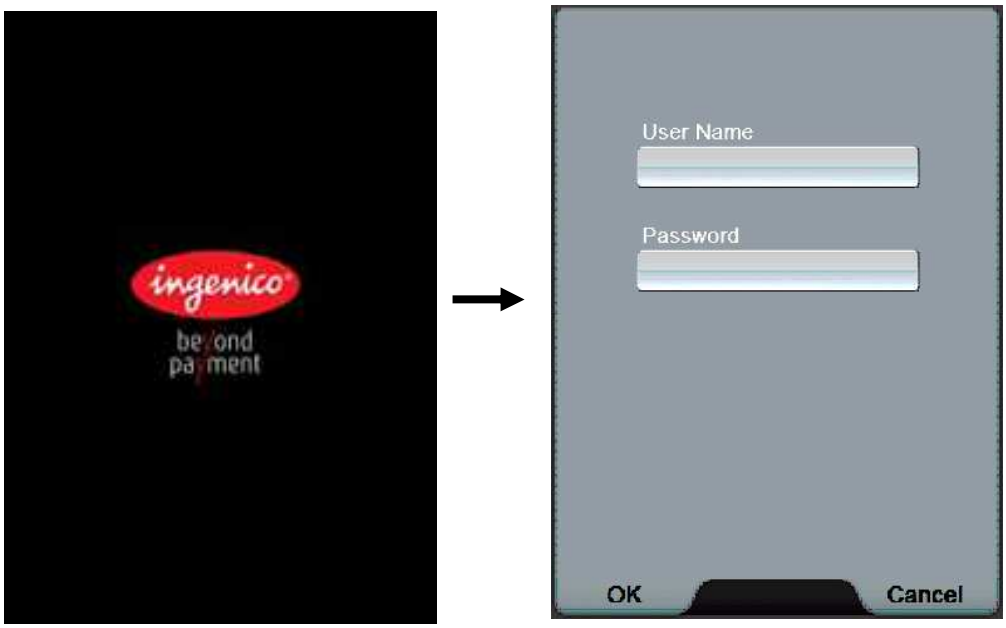
Copyright © 2010 Ingenico
All rights reserved

5.6. Product Setup

This section describes the way to setup the main product features using basic mode and Main System mode
Please refer to your applications documentation for automatic enabling of features

5.6.1. Login sequence

After powering on the device (connect the power ON/OFF button on top of the device. This sequence will also happen after inserting a charged battery) the following screens are chained:

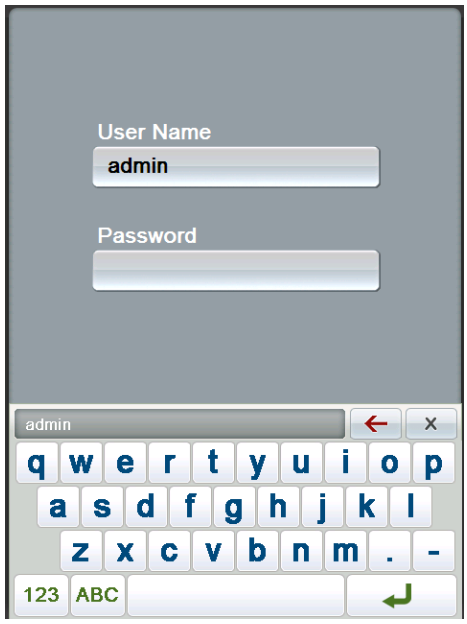


CAUTION
Do not press the green key until password and username are entered.

A username and a password should be introduce (hit the sensitive area)

Default username: admin
Default password: admin

Do not forget to change the password after first login.



If you are the administrator, the following screen

Copyright © 2010 Ingenico
All rights reserved

is displayed:

If no user name and password are entered, the product reverts into user mode.
Once a selection is done it will be entered by default on the next boot

Once the final application selected by the administrator is installed, this application is automatically launched at device power up.

5.6.2. Main System

- When the power off device is plugged in with the power cord, the boot screen with Ingenico logo is shown.
- After several seconds the next system selection screen will automatically be displayed. The user can select one of WinCE OS, Main System or 3rd Party Systems from here.
- After click the selection of the Main System, the Phone Dialer screen will be shown.

Copyright © 2010 Ingenico
All rights reserved

5.7. Networking

5.7.1. Wireless network

You can use Connectivity menu to select the desired Wireless Networking function.

5.7.1.1. Bluetooth

- Click the BT button

in Connectivity menu to turn on/off Bluetooth function.

- Click one of item in Untrusted or Trused list in BT menu to select the desired Bluetooth device to be connected.

Copyright © 2010 Ingenico
All rights reserved

5.7.1.2. Wi-Fi

- Click the Wi-Fi button

in the Connectivity menu to turn on/off Wi-Fi function.
- Click one of item in Wi-Fi List in Wi-Fi menu to select the desired Wi-Fi device to be connected.

- Double click the selected item in Wi-Fi List to display the Wi-Fi Information as in the following screen.

Copyright © 2010 Ingenico
All rights reserved

5.7.1.3. GPRS connection

- Click the GPRS button

in the Connectivity menu.
- Enter the PIN number from SIM card and click OK button in the next two screens.

- Enter a random data in the 'Enter Connection Name' box and 'internet' in the 'Access Name' box and click OK button to enable GPRS connection function.

Copyright © 2010 Ingenico
All rights reserved

5.7.2. Ethernet

- Click the Ethernet button

in the Connectivity menu.
- Enter IP Address and Default Gateway in the boxes of the dialog and click OK button to the next screen.

- Enter DNS and WINS in the boxes of the dialog and click OK button to enable Ethernet function.

Copyright © 2010 Ingenico
All rights reserved

5.7.3. Phone

The iPA280 has an integrated phone keypad, which allows you to make, receive, and send messages via the built-in module.

NOTE: Make sure you insert the SIM card properly. To open the Phone screen, do one of the following.

1. Tap Phone on the bottom left corner of the screen.

2. Press Talk/Send button.

Press Cancel button when you want to exit the Phone Dialer screen.

The Phone Dialer screen opens. From here you can create Speed Dials, get the Call History and customize phone settings.

NOTE: If your SIM card is protected by a PIN code, input the password before you can use the phone. Tap the antenna signal icon on the upper right corner of the screen. Tap Wireless Manager and turn on phone function.

Copyright © 2010 Ingenico
All rights reserved

- Click the Speed Dialler button in Phone Dialler menu to go to Speed Dialler screen.

- Click the Call History button in Phone Dialler menu to go to Call History screen.

Copyright © 2010 Ingenico
All rights reserved

- Click the Dialer button in Phone Dialer menu to make the phone and to get the dialing Phone Dialer screen.

During the dialing status, the iPA280 can still use WLAN/BT/RFID at the same time.

5.7.4. Factory Reset

o Click the button

to get the Factory Reset screen. Click OK button to have the device system back to the factory setting.

Copyright © 2010 Ingenico
All rights reserved

5.7.5. Language

- Click the button

to get the Language screen. Select the desired language and click OK button to change the language in the device.

5.7.6. System Info

- Click the button

to get the System Info screen.

Copyright © 2010 Ingenico
All rights reserved

5.7.7. Date Time Setting

- Click the button

to get the Time Setting screen.

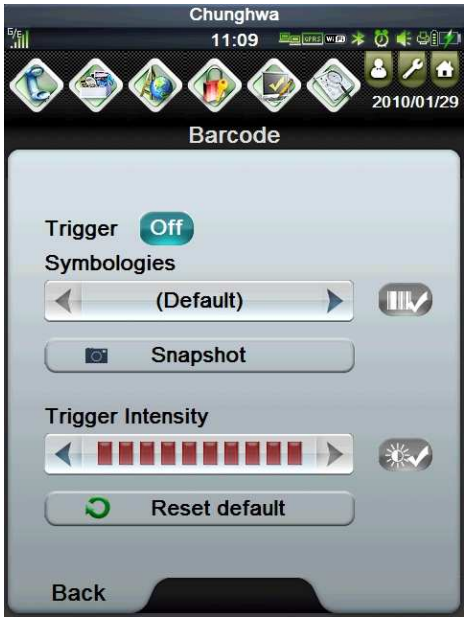
5.7.8. Barcode Reader

- Press Right and Left scanner trigger buttons to activate the barcode scanner.
- LED indicates the battery charging and barcode scanning status.
  - Green - Battery is fully charged, or barcode scanning process is completed without error.
  - Red - Battery is charging, barcode scanner is fired/activated.
- Barcode scanner setting :

Copyright © 2010 Ingenico
All rights reserved

- Click the button to get the System menu.

- Click the button to get the Barcode menu.



Copyright © 2010 Ingenico
All rights reserved

- List the format that supported by default barcode firmware as below.

Factory default can read	1. Code39 2. Code128/GS1-128 3. DataMatrix 4. EAN/UPC
Symbology can read	1. Code39 2. Code128/GS1-128 3. DataMatrix 4. EAN/UPC 5. Aztec 6. Codabar 7. Code11 8. Code93 9. EAN add on 2 10. Interleave 2 of 5 11. Matrix 2 of 5 12. Plessey 13. GS1 DataBar 14. Standard 2 of 5 15. Telepen 16. QRCode 17. Maxicode 18. MicroPDF417
PARAF can read	19. PARAF code
TriopticNCodablock can read	1. Code39 2. Code128/GS1-128 3. DataMatrix 4. EAN/UPC 20. Trioptic 21. Codablock F

Copyright © 2010 Ingenico
All rights reserved

5.7.9. Hotkey

o Click the button

to get the Hotkey setting screen.

5.8. Power modes (connected and mobile)

5.8.1. Charging the battery

- Before using iPA280 for the first time, you need to charge it for about 16 hours.
- After that, you can charge the iPA280 4 hours to recharge the battery to full capacity.
- Charge the iPA280 using the data and power cable or the docking station.

CAUTION! Operating the iPA280 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.

5.8.2. Normal mode

- Device is on and running. It is receiving full power from the system and is delivering full functionality to the user.
- LCD is on. If in the talking mode LED is in fast flash mode, others LED flashs in green every 2 seconds

5.8.3. Standby mode

- Device is partially powered, tap the screen or hit a key to wake up.
- LCD is off and LED flashes in green every 2 seconds.

Copyright © 2010 Ingenico
All rights reserved

5.8.4. Reduced Power modes

- Device is partially powered, with device-initiated wake up or user initiative wake up. A device in this mode is sleeping but capable of raising the system power state on its own. It consumes only enough power to be able to do so.
- LCD is off and LED flashes in green every 2 seconds.

5.8.5. Deep sleep

- Device has no power. A device in Deep Sleep mode should not be consuming any significant power. Some peripheral busses require static terminations that intrinsically use non-zero power when a device is physically connected to the bus.
- LCD is off and LED flashes in green every 2 seconds.

Copyright © 2010 Ingenico
All rights reserved

6. Maintenance

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

6.1. Paper roll

Characteristics	Precisions
Type	Reference: TF50-KR2 (NPI)
Colour	White
Length	Around 7 M (depending on paper roll type)
Width	58 mm
Diameter	24.7m/m +0.5m/m-0.5m/m

- The thermal paper can be deteriorated by poor storage conditions, so we recommend you to avoid:
  - storage in hot wet places (near to 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 «diazo» papers
  - direct contact with water
  - Rubbing or pressing the paper too strongly

CAUTION
In order to benefit from the complete guarantee of the product, **only heat sensitized paper approved by the manufacturer can be used.**

6.2. 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

Copyright © 2010 Ingenico
All rights reserved

6.3. Transport and storage

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

6.4. Troubleshooting

The terminal does not turn on or does not connect:

- Check the power supply cable
- Check for electrical power network

The terminal fails to establish a GPRS connection

- Check Section 5.9.3
- Get support from technical

Cards are not read

- Check that the magnetic card is passed correctly (with magnetic band directed to the exterior 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 remove the card only after the transaction

The ticket is not printed

- Check the presence and proper positioning of the paper roll on the iPA280 Possibly adjust the paper roll following instructions present in it's manual
- Check the type of paper used (thermal paper must be used)

6.5. 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.

Copyright © 2010 Ingenico
All rights reserved

7. Extensions and accessories

7.1. Cradles

- Charging the Battery with the cradle:
  - Plug the AC adapter cable into the power jack on the cradle, then connect the AC adapter into an electrical outlet.
  - Before slide the device into cradle, remove the grommet of the terminal (see location on illustration) in order to establish the connection with cradle.
  - The connection is secure when the bottom edge of the device is aligned with the cradle, and the LED indicator on the device lights up red.

Copyright © 2010 Ingenico
All rights reserved

7.2. Holster

- The Holster can hold two paper rolls on both side. The front pocket can hold a iPA280 battery.

Copyright © 2010 Ingenico
All rights reserved

7.3. Pistol

- Pistol Grip handle (for inventory management purpose), Data capture through trigger, Easy snap on PDA.

- To install the pistol on PDA, remove the SPM part (see section 4.1), and slide the pistol in the PDA part, as illustrated by arrows on the illustration.

Copyright © 2010 Ingenico
All rights reserved

This Document is Copyright © 2010 by INGENICO Group. INGENICO retains full copyright ownership, rights and protection in all material contained in this document. The recipient can receive this document on the condition that he will keep the document confidential and will not use its contents in any form or by any means, except as agreed beforehand, without the prior written permission of INGENICO. Moreover, nobody is authorized to place this document at the disposal of any third party without the prior written permission of INGENICO. If such permission is granted, it will be subject to the condition that the recipient ensures that any other recipient of this document, or information contained therein, is held responsible to INGENICO for the confidentiality of that information.

Care has been taken to ensure that the content of this document is as accurate as possible. INGENICO however declines any responsibility for inaccurate, incomplete or outdated information. The contents of this document may change from time to time without prior notice, and do not create, specify, modify or replace any new or prior contractual obligations agreed upon in writing between INGENICO and the user.
INGENICO is not responsible for any use of this device, which would be non consistent with the present document.

All trademarks used in this document remain the property of their rightful owners

Your contact

ingenico

Ingenico
192 avenue Charles de Gaulle
92200 Neuilly sur Seine - France
Tél.: + 33 1 46 25 82 00 - Fax: + 33 1 47 72 56 95
www.ingenico.com