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beyond payment

User

Product name: IPP3x0-01Txxxxx

Contents

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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 IPP3X0-01TXXXXX can be powered by different sources please respect these recommendations:

IPP3X0-01TXXXXX can be USB powered; it must be connected to a full compatible USB link.

IPP3X0-01TXXXXX can be Power Over Ethernet (POE) powered; it must be connected to a full compatible POE link.

When IPP3X0-01TXXXXX is driven by RS232, it must be power by the specific alimentation furnished by Ingenico.

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.

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2. Unpacking

ADVICE

Carefully preserve the packaging of the IPP3X0-01TXXXXX. It must be re-used whenever the terminal is shipped.

According to the model, the following items are included in the IPP3X0-01TXXXXX box (including optional accessories):

- The IPP3X0-01TXXXXX terminal
- This installation guide
- The IPP3X0 cradle (optional)
- The connection cable or adaptor (optional)
- The application user guide (optional)

3. Recommendations

3.1. Security

Power on/Power down

To power on or power down the IPP3X0-01TXXXXX connect or disconnect the cable connected to the host (for USB or Power Over Ethernet)
If the serial link is used with additional power supply:
The disconnecting device of the equipment is the separable plug of the power supply cord.
Therefore the socket outlet shall be installed near the equipment and shall be easily accessible by the operator.

Lithium battery

The IPP3X0-01TXXXXX 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.

SAM, MMC and contacless lid

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

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: IPP3X0-01TXXXXX

- 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 – Radiofrequency disturbance characteristics - Limits and measurement methods. EN 55022 2006 + A1 (2007)
  – EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 1998 + A1- 2001 + A2 - 2003

3.4. FCC Statement

FCC standard compliance marking certifies that the product stipulated below: IPP3X0-01TXXXXX

- conforms to the following harmonized standards :
  – part 15 subpart B of the FCC rules

This class (B) digital apparatus complies with Canadian ICES-003.

Information to users:
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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 instruction, 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 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 circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

3.5. Main Characteristics

The main technical characteristics of the terminal Ingenico IPP3X0-01TXXXXX are:

Mass	260 g without cable
Dimensions	169,5 x 83x 42 mm (l x w x h)

Operating conditions

Ambient temperature	from +5°C to +40°C
Max relative humidity	85% at +40°C
Link	USB, Power Over Ethernet or RS232 and power supply

Storage conditions

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

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4. Installation and connection

4.1. 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, ...).

4.2. Connections

A connection area is located on the rear of the terminal.
In this place it's possible to plug one of the different specific cables, or an adaptor to replace directly an other product on the field.
In this last case, the specific adaptor must be chosen in the Ingenico range.

4.2.1. Cable or adaptor connection

- Present the device in front of the connector and plug it
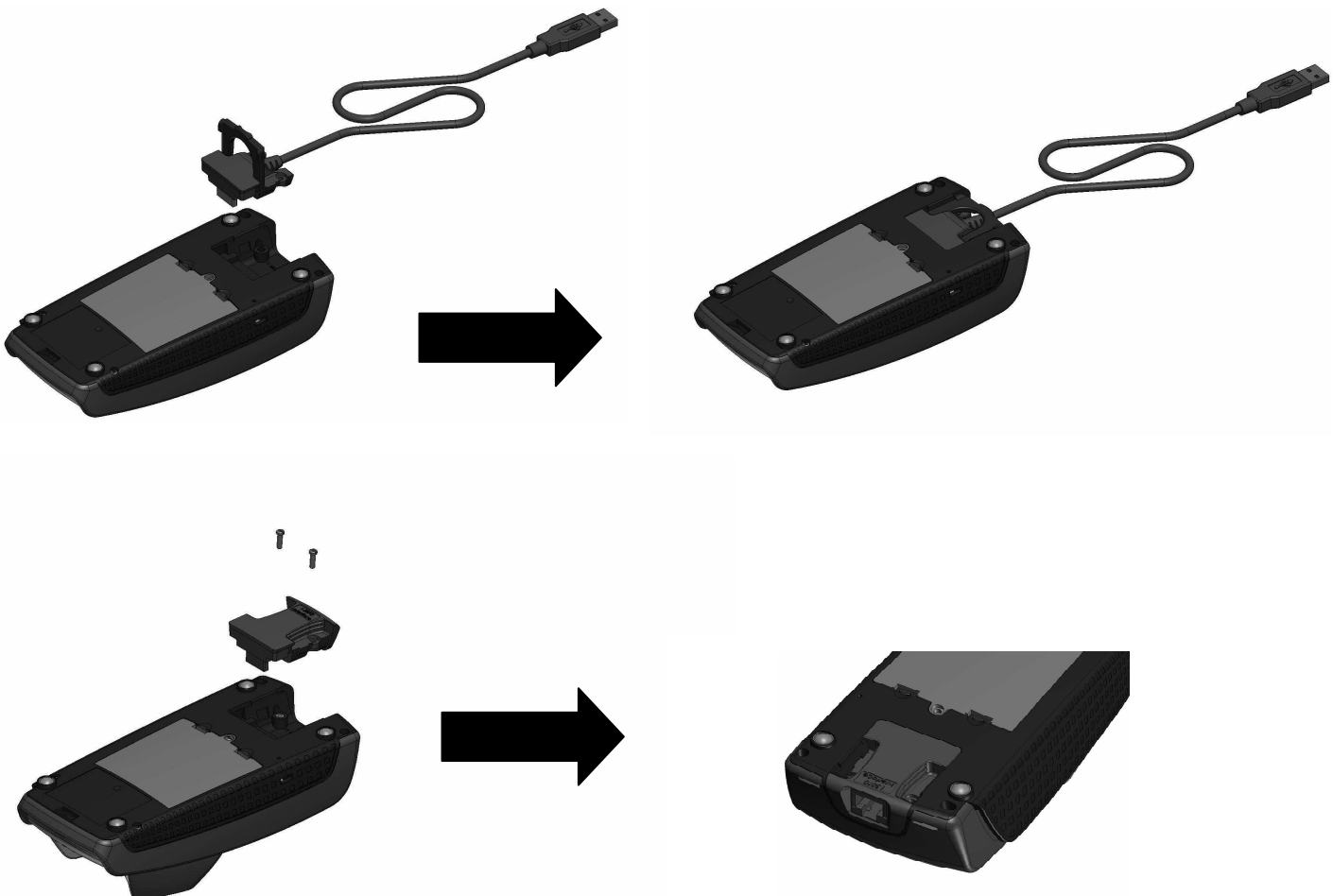
Cables and accessory are able to be fixed with two M2.5x8 screws (not included in the [

CAUTION
Use only Ingenico cable or accessory not to void warranty.

4.2.2. Cable or adaptor disconnection

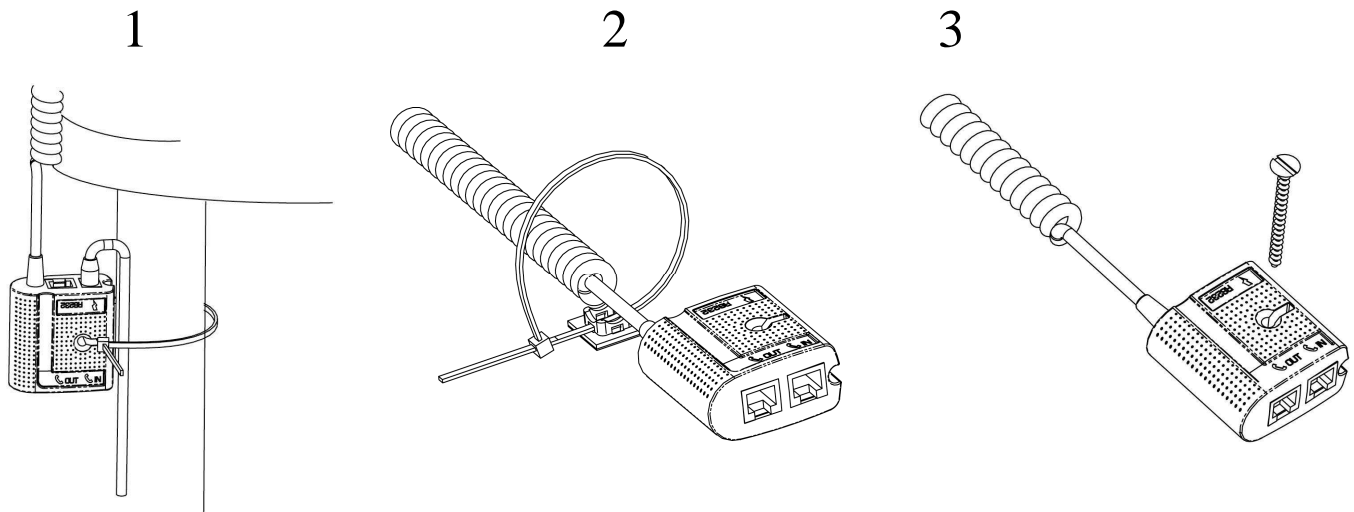- On specific cable, an handle helps the disconnection

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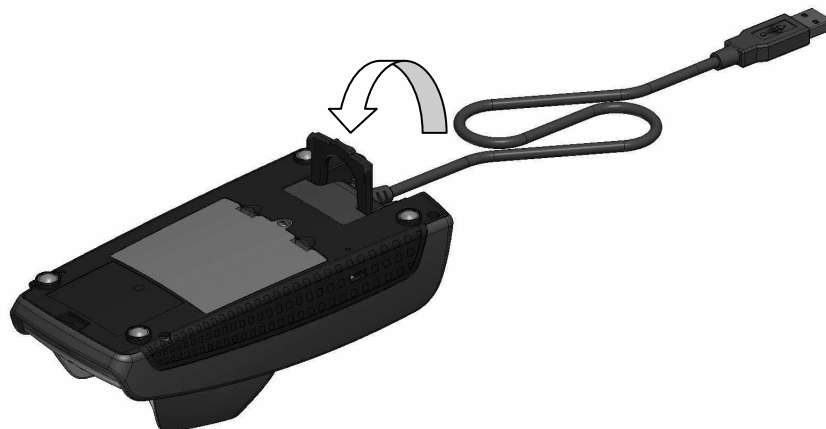
4.2.3. Installation of the Magic Box (optional)

> **ADVICE**
> **It is strongly recommended to attach the "Magic cable" to terminal's work area in order to reduce stress on the terminal and connection.**

1 2 3

Examples of securing the "Magic Cable" are as illustrated:
1 Using the supplied cable tie to attach to a table leg (or similar)
2 Using the supplied cable tie and self-adhesive support
3 Using a counter-sunk screw (not supplied) to an appropriate surface

- The "Magic Cable" should be readily accessible for support and terminal helpdesk diagnosis purposes.

Note: The connection Magic Box can also be attached using a VELCRO™ or other system.

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4.3. Installing SAM (Secure access module) and MicroSD Card

⚠️ **CAUTION** :
Before starting, switch off the terminal by disconnecting the power supply or the link to the host

In order to access the SAM card you must first remove the SAM compartment cover located at the back of your terminal.

- Press the two clips of the cover and open the cover.
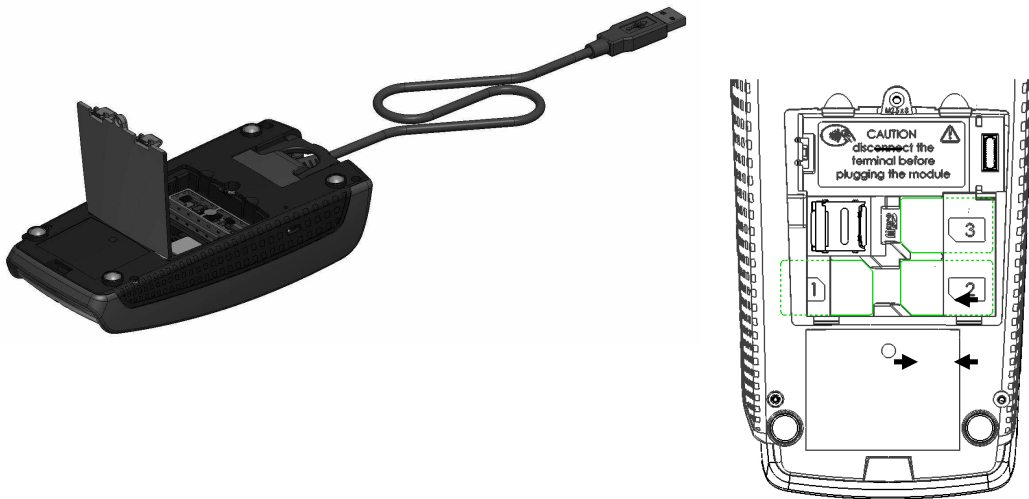
- Insert completely the MicroSD Card into the slot marked (**MicroSD**) as indicated on the figure.
  Take care to ensure that the MicroSD Card is inserted in the correct manner.

- Insert the SAM Card into the slot marked (1),(2) or (3). Take care to ensure that the SAM Card is inserted in the correct manner. The cut corner must be positioned as indicated on the figure.
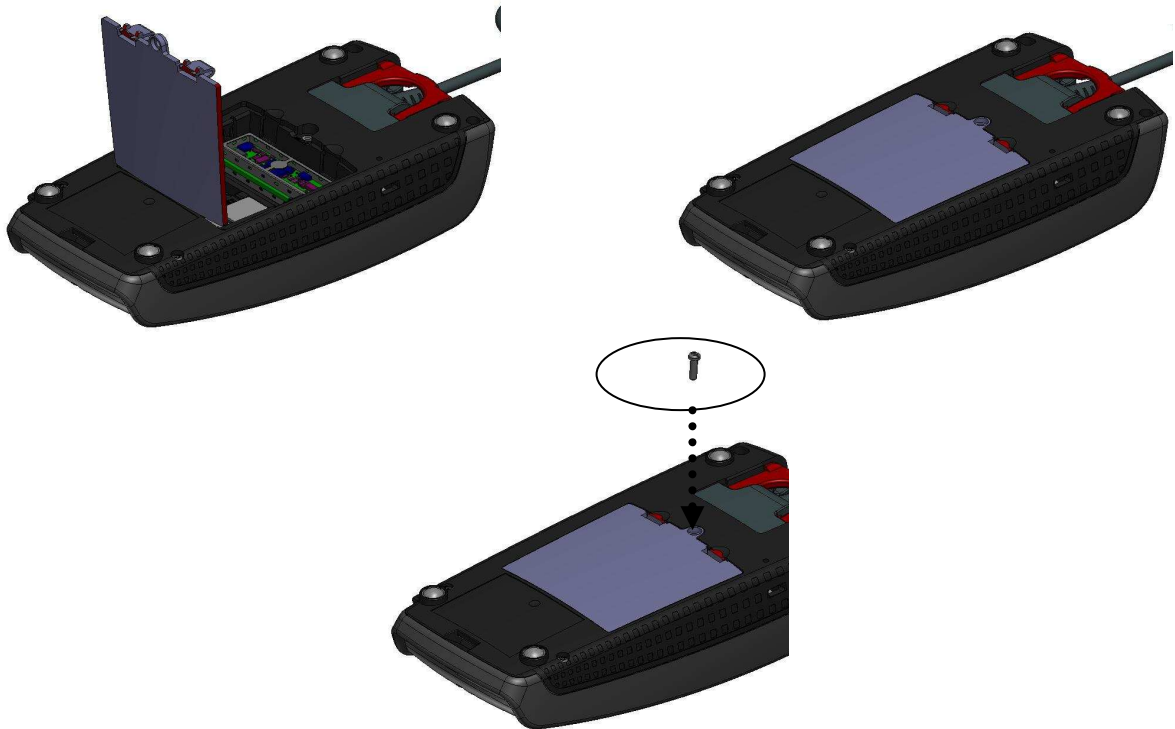
- To remove SAM card, we suggest you to use a piece of adhesive previously pasted on both sides of the SAM as shown here below

Cut corner

Adhesive
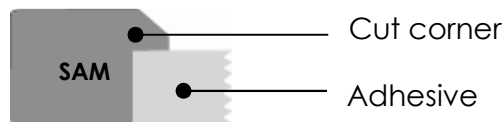
⚠️ **CAUTION**:
Do not use any tools when installing or removing the SAM Card.

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Replace the cover as illustrated by the procedure below:

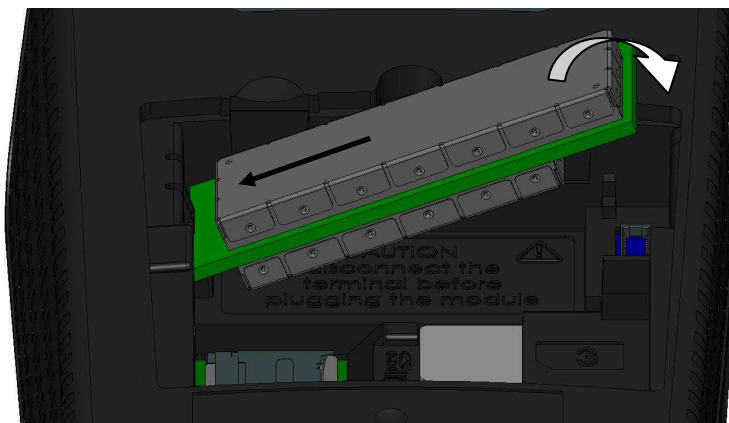SAM door is able to be fixed with one M2.5x8 screw (not included in the package)

4.4. Installing contact less module

CAUTION:
Before starting, switch off the terminal by disconnecting the power supply.

- Open the cover as indicated at chapter 4.3

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Do not force at the insertion.

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5. Daily use

5.1. 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

5.2. Adjusting the contrast

No contrast management for the Color display

The screen of your chart 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 ⬛ (dot key) and ▼ key in order to decrease the contrast, or the ⬛ (dot key) and ▲ key in order to increase.

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Keep pressing the keys as long as necessary.

5.3. Card insertion

5.3.1. 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.*

### 5.3.2. Inserting a chip card

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

5.3.3. 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.

Green lights

Contactless Active
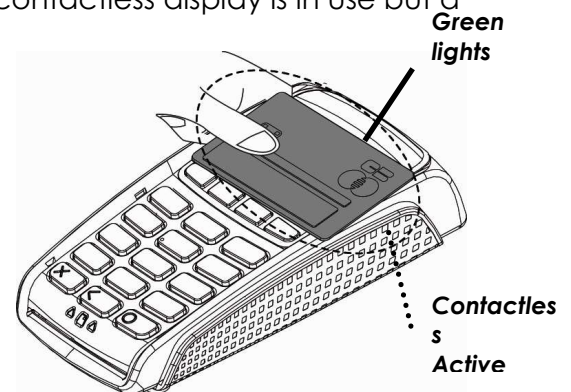
- When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard.

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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.

6.2. Troubleshooting

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 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

The ticket is not printed
- Check the presence and proper positioning of the paper roll. Possibly adjust the paper roll following instructions present in this manual
- Check the type of paper used (thermal paper must be used)

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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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