

ingenico
GROUP

iSMP4

User Guide



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● SEAMLESS PAYMENT

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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.

ISMP4 is battery powered, use only Ingenico parts for replacement.
ISMP4 can be powered by different sources please respect these recommendations:
ISMP4 can be powered by using the USB-C power supply provided by Ingenico in the packaging.
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 ISMP4. It must be re-used whenever the terminal is shipped.

Products of ISMP4 range are named: IMP6xx

According to the model, the following items are included in the ISMP4 box (including optional accessories):



> ISMP4 terminal



> PSU for battery charging



> USB-C câble



> The user guide can ben an option



> Battery pack

WARNING



The power supply unit provided with your equipment is specially designed for this Ingenico terminal. 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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AVERTISSEMENT

Dans le cas où vous choisiriez d'utiliser un bloc alimentation, assurez-vous de n'utiliser que le bloc d'alimentation qui a été conçu spécialement pour votre terminal. N'utilisez pas d'autre bloc d'alimentation. L'emploi d'un bloc d'alimentation présentant des caractéristiques apparemment similaires de tension/intensité peut endommager votre terminal.

**WARNHINWEIS**

Nur das Netzteil, das speziell für Ihr Gerät ausgelegt wurde, benutzen. Benutzen Sie kein anderes Netzteil. Die Benutzung eines Netzgeräts mit scheinbar ähnlicher Spannung/Stromstärke kann zur Beschädigung Ihres Terminals führen.

**ADVICE**

Your terminal is delivered with a protective see through film. We advise that you leave this protective film to ensure optimum protection of your terminal.

Film presence does not alter in anyway the use of the terminal.

3_Recommendations

3_1 Safety

Lithium back-up battery

The ISMP4 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.

Main battery

ISMP4 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.

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 ISMP4 can be connected to a power distribution system of the IT type for Norway.



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.

Sécurité

Batterie de sauvegarde au lithium

ISMP4 est équipé d'une batterie au lithium inaccessible à l'utilisateur. Seul un technicien qualifié est autorisé à ouvrir le bloc et à changer ce composant.

Batterie principale

ISMP4 est équipé d'une batterie spécifiquement conçue pour ce terminal. Ce composant n'est pas accessible par l'utilisateur.

- N'utilisez que les chargeurs et batteries prévus figurant dans le catalogue Ingenico.
- Ne court-circuitez pas la batterie.
- N'essayez pas d'ouvrir le terminal.
- Les batteries usagées doivent être déposées aux endroits de récupération prévus.
- Ne laissez pas votre terminal sans surveillance à l'intérieur d'un véhicule.
- Dans le cas où la batterie devait être remplacée, cette opération devrait être réalisée par un technicien qualifié.

Utilisation du réseau électrique (accessoire)

- Située à proximité du matériel et facile d'accès
- conforme aux normes et aux réglementations en vigueur dans le pays d'utilisation
- ISMP4 peut être connecté aux réseaux de distribution électrique de type IT pour la Norvège.



AVERTISSEMENT

Il existe un risque d'explosion dans les cas suivants : remplacement incorrect de la batterie, exposition de la batterie près d'une source de chaleur ou mise de la batterie au feu.

Sicherheit

Lithium-Akku

ISMP4 ist mit einer Lithium-Batterie ausgestattet, mit der der Benutzer nicht in Berührung kommen darf. Nur ein qualifizierter Techniker ist berechtigt, das Gerät zu öffnen und diese Komponente auszuwechseln.

AKKU

ISMP4 ist mit einem speziell für dieses Terminal bestimmten Akku ausgestattet. Nur ein qualifizierter Techniker ist berechtigt, das Gerät zu öffnen und diese Komponente auszuwechseln.

- Verwenden Sie nur die entsprechenden Aufladegeräte und Akkus, die im Ingenico Katalog aufgeführt sind.
- Den Akku nicht kurzschliessen.
- Nicht versuchen, das Akku-Gehäuse zu öffnen
- Leere Batterien sind umweltgerecht zu entsorgen.
- ISMP4 im Fahrzeug ohne Überwachung nicht verlassen.
- Als Akku verwechselt werden muss, benutzen Sie einen Techniker Intervention.

elektrischen Netz

- In der Nähe des Geräts befindet und leicht zugänglich
- Welche erfüllt die Normen und Vorschriften in den jeweiligen Ländern
- Das Terminal ISMP kann zu einer Energieverteilung der IT-Typ für Norwegen angeschlossen werden



WARNHINWEIS

Es besteht Explosionsgefahr bei unsachgemäss entsorgten oder ins Feuer geworfenen Batterien und Akkus.

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: **ISMP4**.

- 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
 - IEC 60825-1 : Safety of laser products – Part 1: Equipment classification and requirements
 - EN 301 489 : Electromagnetic compatibility and Radio Spectrum Matters (ERM) – Electro-Magnetic Compatibility (EMC)
 - 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
 - EN 300 328 : (Bluetooth 2,4GHz, WIFI 2,4GHz) Electromagnetic compatibility and Radio Spectrum Matters (ERM).
 - EN 301 893 : (WIFI 5GHz) Electromagnetic compatibility and Radio Spectrum Matters (ERM)

- EN 302 291 : (Contactless 13,56MHz) Electromagnetic compatibility and Radio Spectrum Matters (ERM) - Short Range devices
- EN 50364, EN 62369-1, EN 62311 : Limitation of Human exposure to electromagnetic fields

3_4 FCC & IC Compliance

FCC & IC has a specific naming.

The references uses for FCC & IC certifications for Bluetooth wifi contact less terminals are:

- IC Number : 2586D-ISMP4CLBTWI
- FCC ID: XKB-ISMP4CLWIBT

The references uses for FCC & IC certifications for Bluetooth contact less terminals are:

- IC Number : 2586D-ISMP4CLBT
- FCC ID: XKB-ISMP4CLBT

3_4_1 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.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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. his 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.

3_4_2 Industry Canada (IC) Statement.

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.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage, et
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Changes or modifications made to this equipment not expressly approved by (manufacturer name) may void the FCC authorization to operate this equipment.

3_4_3 FCC/IC RF Exposure (SAR) Statement.

The ISMP4, has been tested and meets applicable limits for radio frequency (RF) exposure. Specific Absorption Rate (SAR) refers to the rate at which the body absorbs RF energy. The SAR limit is 1.6 watts per kilogram averaged over 1 gram of tissue. Carry the ISMP4 at least

5mm away from your body to ensure exposure levels remain at or below the as-tested levels. Cases with metal parts may change the RF performance of the device, including its compliance with RF exposure guidelines, in a manner that has not been tested or certified.

L'ISMP4 a été testé et conforme aux limites d'exposition aux radiofréquences (RF). Le DAS (Débit d'Absorption Spécifique) fait référence au taux d'absorption des tissus humains aux ondes électromagnétiques. La limite du DAS est de 1,6W/kg en moyenne pour 1 gr de tissu. Garder l'ISMP4 à 5mm de votre corps permet de garantir un niveau d'exposition inférieur ou égale aux niveaux testés. Des cas d'utilisation de l'ISMP4 sur pièces métalliques peuvent modifier les performances radio de l'appareil pouvant remettre en cause son DAS. Ces cas précis ne sont pas testés et certifiés.

The ISMP4 complies with the FCC safety requirements for RF exposure in accordance with FCC rule part §2.1093 and KDB447498 D01 for portable use conditions.

L'ISMP4, dans un mode portable de fonctionnement, est conforme aux exigences de sécurité FCC concernant l'exposition aux ondes électromagnétiques suivant les règles FCC part §2.1093 et KDB447498 D01

The ISMP4 complies with the IC safety requirements for RF exposure in accordance with RSS-102 Issue 5 for portable use conditions.

L'ISMP4, dans un environnement portable, est conforme aux exigences de sécurité IC concernant l'exposition aux ondes électromagnétiques suivant les règles RSS-102 Issue 5



CAUTION

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

In order to meet FCC and Industry Canada RF radiation exposure limits for general population, this device must only be operated when held in the hand or in desktop position with a minimum separation distance of at least 20cm from the user's body and it must not be collocated or operated in conjunction with any other antenna or transmitter.

Use of this device with an accessory in order to be worn and operated on user's body is strictly prohibited and will invalidate the certifications obtained for FCC and Industry Canada.

Afin de respecter les directives de la FCC et d'Industrie Canada concernant les expositions radiofréquence, cet appareil ne doit fonctionner que tenu dans la main ou sur station d'accueil avec une distance minimale d'au moins 20cm du corps de l'utilisateur et il ne doit pas être en colocation ou coopération avec une autre antenne ou émetteur. L'utilisation de cet appareil avec un accessoire dans le but d'être porté et fonctionné sur le corps de l'utilisateur est strictement prohibé et invalidera les certifications FCC et Industrie Canada obtenues

3_5 Marking

Below, you will find the different symbols used on the product and its power supply.

CE The CE marking is the manufacturer's declaration that the product meets the requirements of the applicable EC directives. The CE mark is a mandatory conformity marking for certain products sold within the European Economic Area (EEA).



This TÜV symbol shows consumers at a glance that a product has been examined by neutral experts and that there are no safety concerns



The UL mark appears on end products and complete components suitable for factory and field installation. All of the products carrying these marks are covered by our Follow-Up Services program to determine that products continue to be manufactured in compliance with UL's safety requirements.




The RCM mark will be the only mark to indicate compliance with the Australian Communications and Media Authority's (ACMA) regulatory arrangements for telecommunications, radio, EMC and electromagnetic energy (EME).




The C-Tick is an identification trademark registered to the Australian Communications Media Authority (ACMA). The C-Tick mark signifies that the labelled electronic device is compliant with applicable electromagnetic compatibility (EMC) requirements




Waste of Electrical and Electronic Equipment (WEEE) symbol indicates that when the end-user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling. By separating this product from other household-type waste, the volume of waste sent to incinerators or land-fills will be reduced and natural resources will thus be conserved.

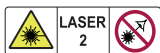
 This logo indicates that the product operates with an alternative voltage. This symbol is followed by the ratings (voltage and current for instance)

 This logo indicates that the product operates with a continuous voltage. This symbol is followed by the ratings (voltage and current for instance)

 Mark indicating a power supply meets the level VI requirements.

 Double insulated or class 2 electrical appliances are products that have been designed in a way so as not to require a safety connection to electrical earth (These products must NOT have a safety connection to Earth).

 Indoor use symbol.



RAYONNEMENT LASER, NE PAS REGARDER DANS
LE FAISCEAU, APPAREIL À LASER DE CLASSE 2
LASER RADIATION, DO NOT STARE INTO BEAM,
CLASS 2 LASER PRODUCT

3_6 Main Characteristics

The main technical characteristics of the terminal Ingenico ISMP4 are:

Mass (Poids, Gewicht)	187 g
Dimensions (dimensions, Maße)	133 x 72 x 19 mm
Battery (Batterie, Akku)	2000 mAh Li-ion
Electrical mains network (Réseau de distribution électrique, Elektrische Stromnetz)	100-240VAC / 50-60 Hz - Class II equipment

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Operating conditions

Ambient temperature (Température ambiante, Raumtemperatur)	from 0°C to +40°C (battery charging) from -10°C to +45°C (non charging)
Max relative humidity (Humidité relative maxi, Max. Relative Luftfeuchte)	85% at +40°C
Connections on terminal (Connexions sur le terminal, Terminalanschluss)	USB-C serial link

Power supply unit

Weight (Poids, Gewicht)	100 g
Power (Puissance, Leistung)	Power (Puissance, Leistung) 2Amps (traveller power supply provided by Ingenico) 2Amps on the docking station (Ingenico accessory)

Storage conditions

Storage temperature (Température de stockage, Lagertemperaturen)	-20°C,+55°C
Max relative humidity (Humidité relative maxi, Max. relative Luftfeuchte)	85% at +55°C

4_Installation and connection

4_1 Functional description

The ISMP4 is a secure EMV Chip & PIN mobile payment holster. The ISMP4 allows mobile merchants to convert their Smartphone or tablet into a powerful & secure POS solution.



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8 Smart Card Reader

7 Bar code scanner

1 Magnetic stripe reader



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4_2 Battery insertion



CAUTION

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

- Pull up battery door



- Insert contact side first



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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 6.4.

4_3 Charging iSPM4

- Before using iSPM4 for the first time, you need to charge it for about 4 hours.
- After that, you can charge the iSPM4. (3 hours maximum to recharge the battery to full capacity).
- Fast charging: using the USB-C power supply (provided by Ingenico).
- Fast charging: using the docking station (multicradle provided separately as an accessory).
- Slow charging: using the USB-C / USB-A adapter cable (provided by Ingenico).



CAUTION

Operating the iSPM4 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 iSPM4 screen, indicating the charge of the module.**



- **A red LED lights when the battery level is too low**

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4_4 Terminal in its environment

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, ...).

Positioning of the ISMP4 must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

4_5 Power mode / wake up

ISMP4 may be powered on/off or put in sleep mode and awaked by using the button placed on the lateral top right of the terminal. Referenced (2) in the pictures above.

- When the terminal is in normal mode (active),
 - A short pressure in this button put it in sleep mode,
 - A long pressure (greater than 3 seconds), power off the terminal.

Note: you can power off the terminal, by pressing simultaneously the “-” + yellow keys for a few seconds. This action is only possible when the terminal is not in charging mode.

- When the terminal is in sleep mode, a short pressure in this button will awake it.
- When terminal is off, a long pressure is needed to power on the terminal.

Note: The terminal automatically switches on or awakes when the battery or the USB-C cable are inserted.

4_6 Connection

4_6_1 USB cable connection

A USB type C connector is located on right side of the terminal. Referenced (6) in the pictures above.

It is a reversible cable.

- Present the cable in front of the terminal connector and plug it in any direction.



CAUTION

Use only Ingenico cable or accessory not to void warranty.

4_6_2 Cable disconnection

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

4_7 Payment Integration with Bluetooth

To make it easier for you to use the ISMP4 from your mobile device, Ingenico provides the «PCL add-on». PCL stands for Payment Communication Layer.

The PCL add-on is a complete set of tools, libraries, documentation and samples that will help you to:

- pair ISMP4 with smartphone;
- trigger the payment function;
- remotely manage ISMP4;
- use ISMP4 in your payment application.

For more details about all these features and how to get started with the pairing process, please refer to the add-on documentation specific to the payment application used by your device or contact your product reseller.

5_Daily use

5_1 Getting started with iSMP4

- Switch on ISMP4 payment module by pressing the lateral key.
- Follow the ISMP4 initialization procedure. This procedure differs from a customer to another. Please refer to your payment service provider.
- Business payment application running on the Smartphone or tablet will be customer specific. Please refer to your business application provider.

5_2 iSMP4 keypad functions

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



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5_3 Adjusting the contrast

The screen of your payment module is colour 320x240 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 or 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, Maxi-Code, DataMatrix, PDF417

5_5 Card insertion

5_5_1 Swiping a card

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



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



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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



- 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.

6_1 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

Entretien du terminal



ATTENTION

Assurez-vous que tous les câbles sont bien débranchés du terminal avant toute intervention de maintenance sur le terminal.

Avant tout, débranchez tous les câbles du terminal.

Pour bien nettoyer le terminal :

- Utilisez les kits de nettoyage ingenico : <http://www.ingenico.cleaningcards.com/>
- Ne nettoyez pas les connexions électriques.
- N'utilisez jamais de solvants, de détergents, d'alcool ou de produits abrasifs :
Ces produits peuvent endommager le plastique ou les contacts électriques.
- Evitez d'exposer le terminal aux rayons directs du soleil.
- N'insérez rien dans la fente du lecteur de carte.



ACHTUNG

Stellen Sie vor jeglicher Wartungsarbeit an dem Terminal sicher, dass die Stromversorgung unterbrochen ist.

Als erstes alle Kabel vom Terminal trennen.

Regeln für eine ordnungsgemässe Reinigung des Terminals:

- Für die Außenseite des Terminals, Ingenico Cleaning kits benutzen.
- Keine elektrischen Anschlüsse reinigen.
- Auf keinen Fall Lösungsmittel, Waschmittel oder Scheuermittel verwenden: diese Mittel können den Kunststoff oder elektrische Kontakte beschädigen.
- Das Terminal keiner direkten Sonneneinstrahlung aussetzen.
- Nichts in den Schlitz des Chipkartenlesers einführen.

6_2 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_3 Troubleshooting

The terminal does not turn on:

- Battery level is too low
- Check the USB connection
- Check for electrical power network

The terminal fails to establish Smartphone or tablet connection

- 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_4 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.

Fin de vie

Ce produit est marqué conformément aux Directives Européennes 2002/96/CE concernant les Déchets d'Equipements Electriques et Electroniques (DEEE) et 2006/66/CE concernant les piles et accumulateurs. Ces dispositions légales obligent les producteurs et les fabricants à être responsables de la reprise, du traitement et du recyclage en fin de vie des équipements et des batteries.



Ce symbole signifie que les DEEE et les batteries usagées ne doivent pas être jetés, mais collectés séparément et recyclés.

Ingenico garantit que des systèmes efficaces de collecte et de recyclage sont mis en place pour les DEEE et les batteries usagées conformément à la réglementation locale de votre pays. Veuillez contacter votre distributeur pour plus de renseignements concernant la solution mise en place pour vous débarrasser de votre ancien produit et des batteries usagées.

Les déchets d'emballage doivent également être collectés séparément afin d'assurer leur élimination et leur recyclage.

Veuillez noter que le recyclage approprié des équipements électriques et électroniques et des batteries usagées permet d'assurer la protection de l'environnement et de la santé humaine.

Produktentsorgung

Dieses Produkt gehört zur Familie der elektrischen und elektronischen Einrichtungen. Es unterliegt deshalb den Bestimmungen der WEEE die verlangt, dass das Altgerät gesammelt und entsorgt wird.

Die Ingenico Produkte enthalten alle das Symbol für die Kennzeichnung von elektrischen oder elektronischen Einrichtungen, wie es die WEEE Richtlinie verlangt.



Die durchgestrichene Mülltonne auf dem Produkt gibt an, dass das Produkt nach der WEEE Richtlinie nicht in den Hausmüll geworfen werden darf, sondern getrennt entsorgt werden muss.

Um sicherzustellen, dass das Produkt eingesammelt und umweltgerecht entsorgt wird, müssen Sie Ihren Lieferanten kontaktieren (in Ermangelung dessen kontaktieren Sie die lokale Ingenico Niederlassung oder die für ihr Land zuständige Hauptgeschäftsstelle über www.ingenico.com, „Kontakt-Seite“).

Das Wegwerfen oder die unkontrollierte Entsorgung kann zu Umweltschäden und Gefahren für die menschliche Gesundheit führen. Wenn Sie Ihr Produkt verantwortungsbewusst entsorgen, tragen Sie zum Erhalt der natürlichen Ressourcen und zum Schutz der menschlichen Gesundheit bei.

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