

ingenico

Desk Series

User Guide



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1.Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend you to read carefully this user 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 the recommended power supply.

Maintenance operations should only be provided by an Ingenico authorized technician.

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



This symbol indicates an important Warning.

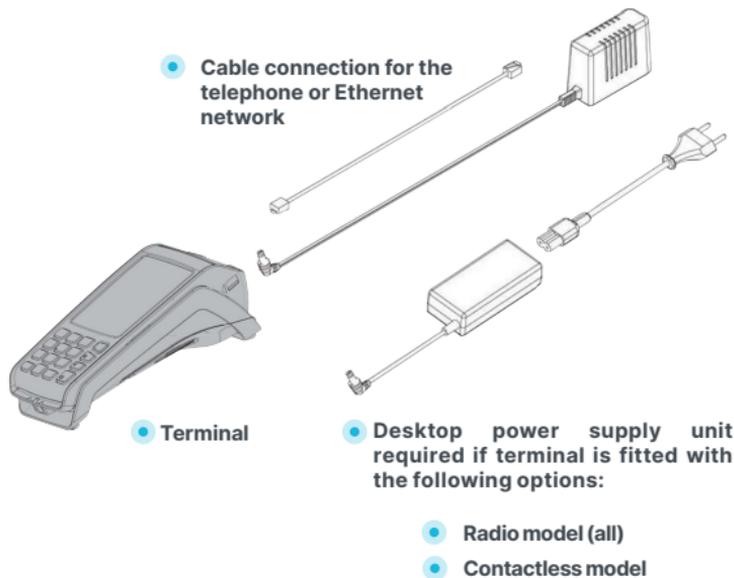


This symbol indicates a piece of advice.

2.Unpacking

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

- The terminal equipped with its paper roll
 - The power supply with its cable connection (according to the national needs).
 - The cable connection for the telephone or Ethernet network
 - This installation guide
- **User guide**
- **Wall mounted power supply unit**



CAUTION

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



ADVICE

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

3.Recommendations

3.1 Safety

Power on/Power down – Emergency stop

To power on or power down the terminal connect or disconnect the power supply from the electric outlet.

Lithium battery cell

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

Electrical power supply network

The electrical outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible;
- Must meet standards and regulations in the country of use;
- For type A plug, the protection of the installation must be set to 20 A.
- Except for Norway do not connect on an IT electrical network.

Telephone network

The phone network must comply with standards and regulations in the country of use

Explosion areas

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

Electronic health appliances

According to the model your terminal could be a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

Bottom side compartment trapdoor

Located under the terminal, it must be in place during normal operation of the terminal.

3.2 Telephone emergency, hanging up

You have an urgent call to make, when terminal hangs on the line. Perform as follow in order to get a dial tone...

Place the handset in the hang up position and:

- Press the red key (=cancel)**
- Or disconnect the power supply from the mains**
- Or disconnect the terminal telephone connector from the telephone line socket, and place the telephone connector into the telephone line socket.**

You will get a dial tone within 6 seconds.

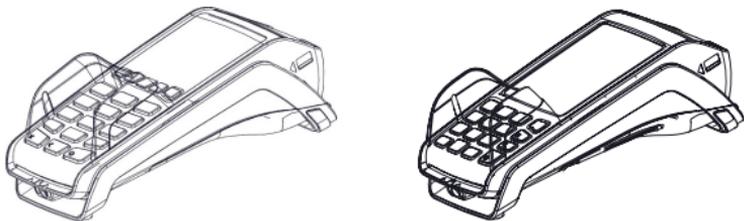
3.3 Security of your terminal (tampering attempt detection)

Your device fulfils current applicable PCI PTS security requirements. 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 unauthorized modifications to your terminal, and other suspicious behavior 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.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

Your device is also available with PCI PTS compliant pin-shield :



CAUTION



Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible. Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and/or tilt it forwards/backwards to a position that makes visual observation of the PIN-entry process difficult. Positioning of in-store security cameras such that the PIN-entry keypad is not visible. 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.

3.4 Desk series : Fixed Installation

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used without PIN shield, but it must be installed in the following manner:

- a)** The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.
- b)** The device must either be fitted in a swivel stand – so that the customer can position the device in the best angle to prevent oversight – or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment to which the device is installed.
- c)** The device environment must be accompanied with conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.
- d)** The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.
- e)** The terminal is exclusively made for indoor use. If the above conditions are not fulfilled, the device with PIN shield must be used.

3.5 Characteristics

Terminal

Weight (w/o paper roll)	about 310 g to 340 g full option
Size	187 × 82 × 68 mm (l x w x h)

Power supply unit (wall mounted)

Weight	approx 115 g
Size	approx 77 × 25 × 89 mm (L x w x h)
Class	Class II Equipment
Input voltage	AC 230V 50-60Hz
Output voltage	DC 8V 2A

3A Desktop power supply unit

Weight	approx 191 g (without mains cable)
Size	approx 118 × 48 × 31 mm (L x w x h)
Class	Class II Equipment
Input voltage	AC 100-240V 50-60Hz
Output voltage	DC 8V 3A

The power supply unit is especially designed by the manufacturer for its terminal with contactless function, do not use another one.

4A Desktop power supply unit

Weight	approx 230 g (without mains cable)
Size	approx 115 × 52 × 32 mm (L x w x h)
Class	Class II Equipment
Input voltage	AC 100-240V 50-60Hz
Output voltage	DC 8V 4A

The power supply unit is especially designed by the manufacturer for its terminals without any Radio transceivers, do not use another one.

Accordance terminal / type of power supply

Label on terminal	Type power supply
8V 2A	8V 2A Plug power supply (wall mounted) (Output 2A) Recommended for terminals without any Radio transceivers (ie : Ethernet/ Modem).
8V 3A	Desktop power supply (Output 3A) Recommended for terminals with Contactless
8V 4A	Desktop power supply (Output 4A) Recommended for terminals with Radio transceivers (2G, 3G, Wifi, Bluetooth)

Cable length

Label on terminal	Type power supply (wall mounted)
Power block cable	approx 1,8 m
Telephone cable	approx 3 m

4. Installation

4.1 Positioning the terminal

Install the terminal on a flat surface, with an easy access to an electrical outlet and telephone line. Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti-shoplifting barriers, ...). The terminal is exclusively made for indoor use.

Operating conditions

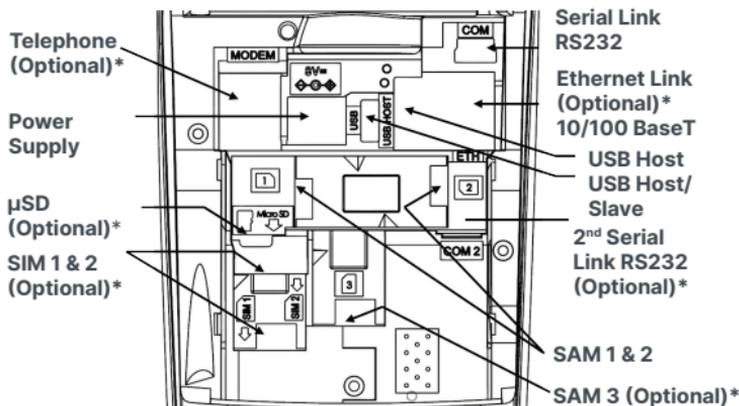
Ambient temperature	from 0°C to +40°C
Max relative humidity	85% at +40°C
Max altitude	2000 m

Storage conditions

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

4.2 Connections

All connections are on the rear of the terminal protected by a down side trapdoor.



**according to the model*

Phone: TNV-3.

Power Supply: Limited Power Source.

Other connections: Safety Extra-low Voltage.

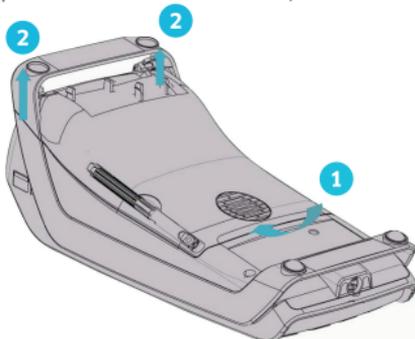
According to IEC60950-1 and EN60950-1

4.3 Installing the Terminal - Cable fixing

Opening down-side trapdoor

Unclip the trapdoor by pushing on the clip **1** with your finger as shown on the figure here below.

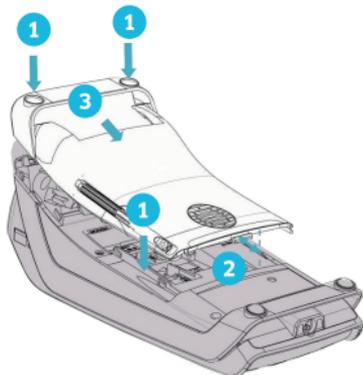
Then lift the trapdoor rearward to remove it, as shown by arrows **2** on the figure



Closing down-side trapdoor

To close the trapdoor, start by landing trapdoor on to bottom casing as shown on the figure **1**,

manage 5/6mm distance **2** for clip insertion then push **3** and clip it.



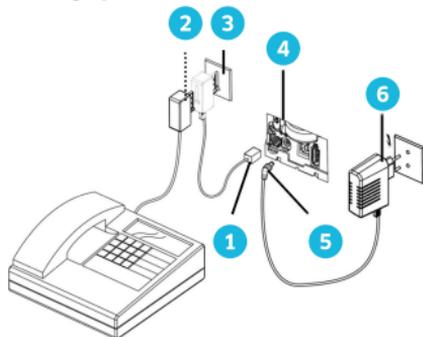
Connecting cables



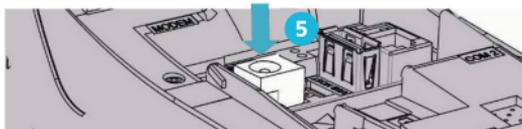
CAUTION

Connecting is to be made when the terminals is powered off.

Perform the following operations :



- Open down side trapdoor
- Plug telephone line **1** , equipped if necessary with user country specific converter **2** , to the telephone network **3** (*). Connect the other end to the terminal telephone connection **4** . If necessary, connect the telephone (Telephone is not required for the terminal to operate).
- Optionally plug others cables (Ethernet, RS232, USB...)
- Plug PSU **6** power lead **5** into the power socket **4**



- Close down side trapdoor
- Plug the power supply into the mains.

For instance, possible configuration for France

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

4.3.1 Kit Magic Box installation (optional)



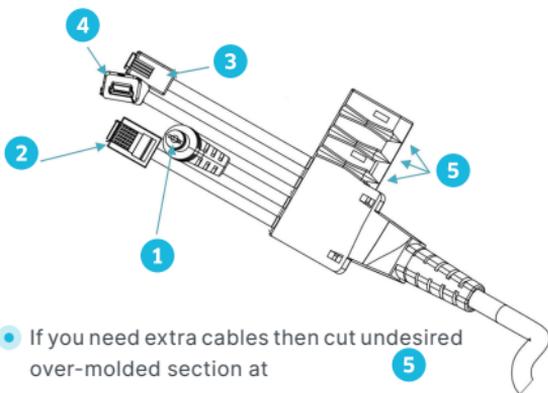
WARNING

Connecting is to be made when the terminal is powered off.

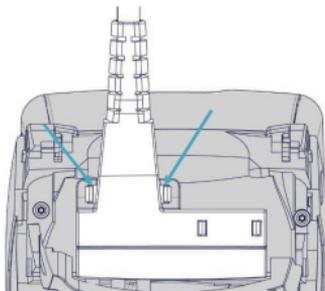
Perform operations as described in “connecting cables” chapter and connect cables as follow:

- Cables to plug:

- 1 Power lead
- 2 Telephone line
- 3 Ethernet cable
- 4 Serial link RS232 cable



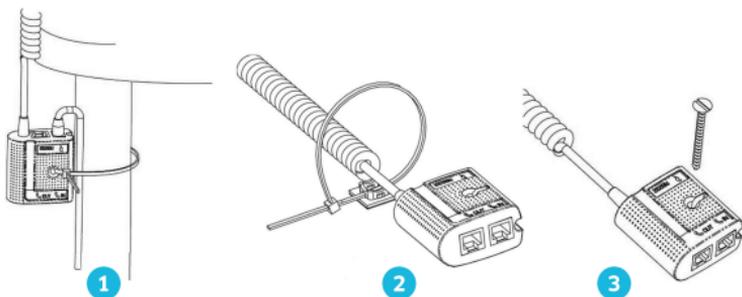
- If you need extra cables then cut undesired over-molded section at 5
- Install through-holes in the lead-through guides (as indicated on the figure).





ADVICE

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



- 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 terminal maintenance and helpdesk diagnosis purposes.



NOTE

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

4.4 Installing SAM (Secure access module)

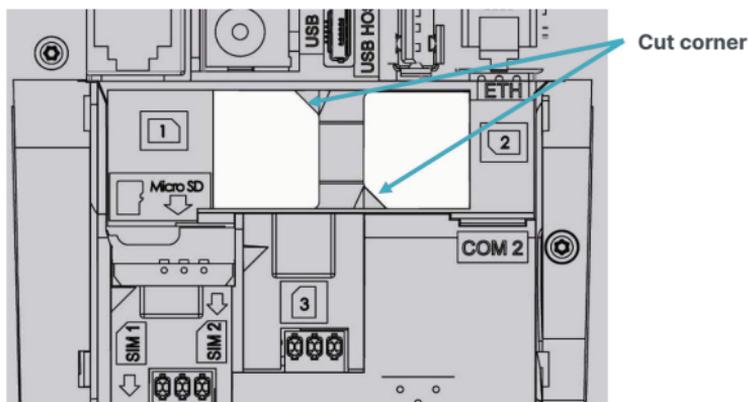


CAUTION

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

Perform the following operations:

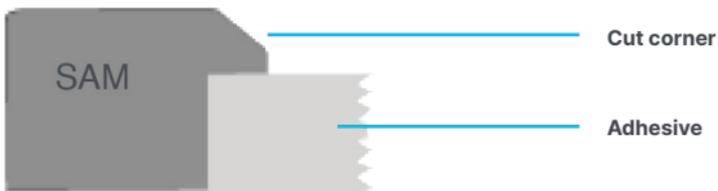
- Open down side trapdoor
- Insert the SAM Card into the slot marked (1) or (2). Take care to ensure that the SAM Card is inserted in the correct manner. The cut corner must be positioned as indicated on the figure.



- Close down side trapdoor



We suggest you to use a piece of adhesive previously pasted on both sides of the SAM as shown here below for easy removal.



CAUTION

Do not use any tools when installing or removing the SAM Card

4.5 Installing MicroSD Card (optional)

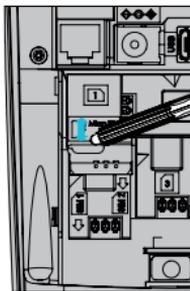
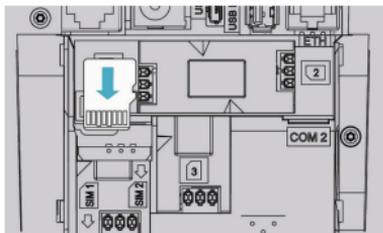


CAUTION

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

Perform the following operations:

- Open down side trapdoor
- Insert completely the MicroSD Card into the slot marked (MicroSD) as indicated on the figure. MicroSD Card must be back side positioned as indicated on marking.
- To remove the MicroSD Card push on it with touch panel pencil.
- Close down side trapdoor



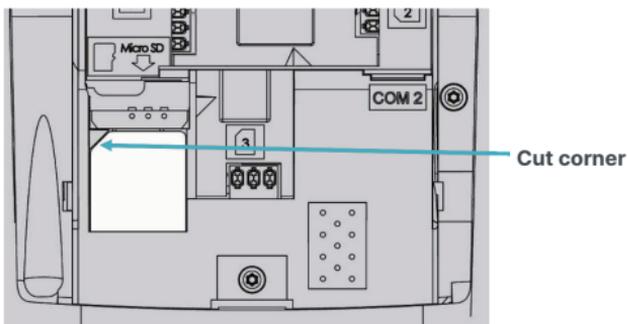
4.6 Installing SIM for GPRS/3G (optional)



CAUTION

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

- Open down side trapdoor



- Insert the SIM into the slot marked (SIM1) as indicated on the figure. Take care to ensure that the SIM is inserted in the correct manner. The cut corner must be positioned as indicated on the figure.
- Close down side trapdoor.

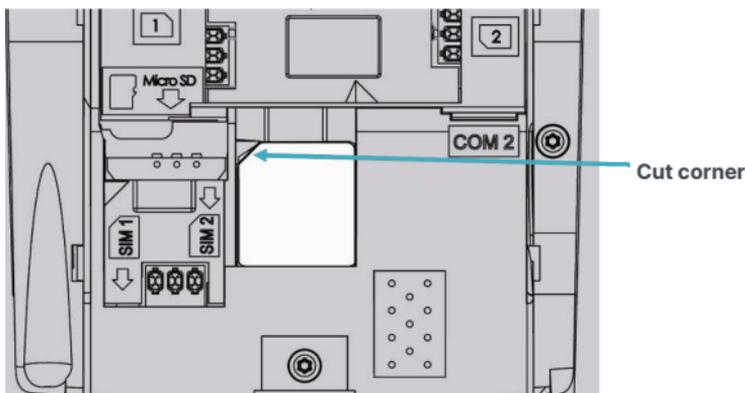
4.7 Installing SAM3 (optional)



CAUTION

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

- Open down side trapdoor
- Insert the SAM Card into the slot marked (3) as indicated on the figure. Take care to ensure that the SIM is inserted in the correct manner. The cut corner must be positioned as indicated on the figure.



- Close down side trapdoor.

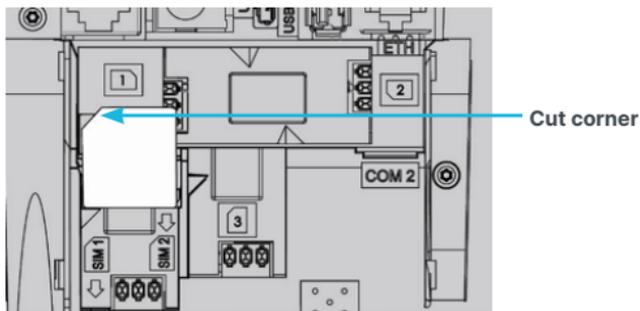
4.8 Installing 2nd SIM for GPRS/3G (optional)



CAUTION

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

- Open down side trapdoor
- Insert the SIM into the slot marked (SIM2) as indicated on the figure. Take care to ensure that the SIM GPRS is inserted in the correct manner. The insertion position SIM corner (engraved on the terminal) must be located as shown on figure.



Do not force at the insertion. Once positioned the SIM GPRS is not fully inserted, this is normal.

- Close down side trapdoor

5. Installing a paper roll

Your terminal is supplied with one paper roll. When the paper roll is nearing the end, a red line will appear on the paper; this indicates that the paper roll must be replaced.



CAUTION

Use only paper approved by the manufacturer (diameter 40 mm). Use of unsuitable paper is likely to damage the printer of your terminal (see paper characteristics at "Maintenance" chapter).

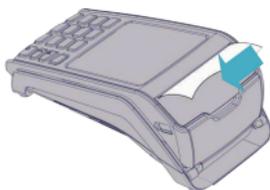
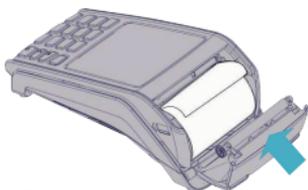
- Open the paper compartment by lifting the catch located at the rear of the terminal and drag the cover to the rear.



CAUTION

Do not force the cover against the cables.

- Insert the paper roll in the compartment following the directions shown on the figure below.
- Pull the paper up to the top of the terminal and hold it in this position.
- Maintain the paper and close the lid.
- Press the top of the lid in the centre as shown by arrow, until it clips into position.

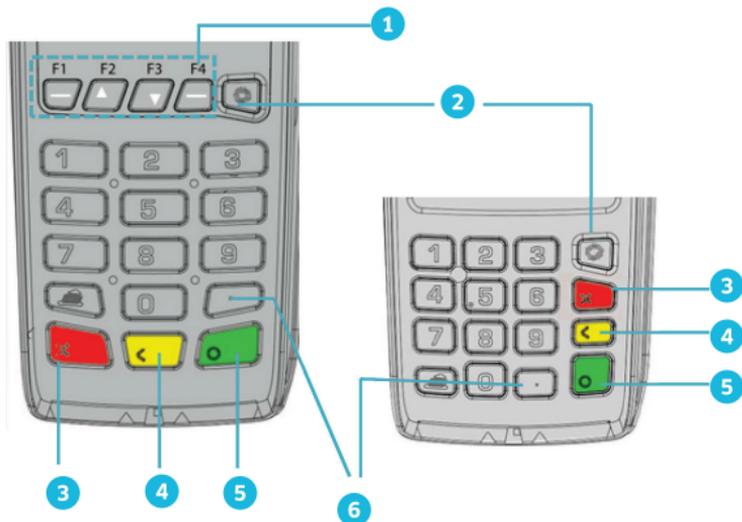


ADVICE

If you are inserting a new paper roll remove the first complete turn (this first turn of sensitive surface could be damaged during shipment).

6. Daily use

6.1 Keypad functions



- 1 NAVIGATION keys**
- 2 Ingenco key**
- 3 CANCEL key (red)**
- 4 CLEAR key (yellow) / Feed paper (long press)**
- 5 VALIDATION key (green)**
- 6 Dot key**

6.2 Adjusting the contrast (B&W display only)

No contrast management for the Color display

If you wish to increase or to decrease the contrast of the characters displayed on screen, press simultaneously on the  (dot key) and  key to decrease the contrast, or the  (dot key) and  key to increase it. Keep pressing the keys as long as necessary.

6.3 Card insertion

6.3.1 Swiping a card

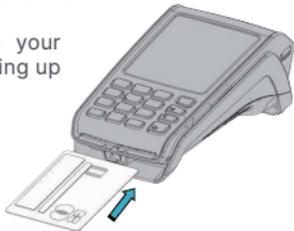
- Insert the card manually in the driver, magstripe facing the main body of the terminal.



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

6.3.2 Inserting a chip card

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



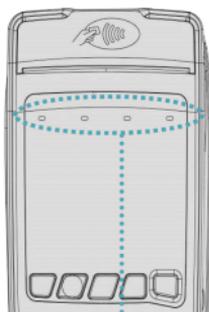
6.3.3 Reading Contactless (Optional)

- Bring the card firmly up to the active zone above (at about 1cm) the contactless logo located on paper trapdoor button.
- Keep the card close to the contactless logo during the transaction

Your contactless terminal provides four contactless status lights located on display/lens.



- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless 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 a confirmation tone can be heard.



Contactless Status lights

(*): Contactless Symbol is a trademark owned by and used with the permission of EMVCo, LLC.



CAUTION

Do not stick any conductive label on to contactless active zone located on paper trapdoor button. It can decrease seriously contactless efficiency.

6.3.4 Headphone output (Optional)

- The headphone output jack is located under the card reader outlet. This option is not designed to play music, but to facilitate the use by blind people.

7.Maintenance



CAUTION

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

7.1 Paper roll

Characteristics	Precisions
Color	White
Width	58 mm
Diameter	40 mm max

- 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 «diaz» papers

/direct contact with water

/Rubbing or pressing the paper too strongly



CAUTION

In order to benefit from the complete guarantee of the product, use **manufacturer approved thermal paper only**.

7.2 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. Manufacturer wipes kit is strongly recommended (ref: 296118801).
- Do not clean the electrical connections.



CAUTION

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

7.3 Transport and storage

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

7.4 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 magstripe facing the main body of the terminal)
- Swipe again the card with with constant speed, not too slow not too fast.
- 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)
- Verify thermal paper sensitive side.

7.5 Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2012/19/EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2011/65/EU + 2015/ 863 concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to assure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment

8. Markings



The CE marking indicates terminal complies with harmonized standards and requirements of European Directives on:

/Radio and Telecommunications Terminal Equipment (R&TTE)

/RoHS (Restriction of Hazardous Substances)



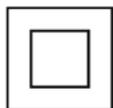
This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency and max current).



This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current).



This marking indicates power supply meets the energy efficiency level V requirements.



Marking for Class II product. Such product does not require a safety connection to electrical earth.



For Indoor use only.



Output plug is Positive (+) and the barrel (ring) of the output plug is Negative (-)

LPS

This marking indicates power supply meets limited power source safety requirements.



This marking is apposed on to connector for telephone line connection.



This marking is apposed on to connector for power supply output cable connection.

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