

user's guide

# Ingenico 7910



# Secure transaction solutions For everyone everywhere

## i5000

### Countertops

The top seller in the world  
Compact and easy to use



## i7000

### Indoor Wireless

Bluetooth, Wi-Fi, GPRS  
Convenience and comfort



## i8000

### Outdoor Wireless

GSM, GPRS, CDMA

All your business on a terminal  
Ruggedized, bar code reading,  
finger print capture,  
touch screen, text to speech...



## i6000

### Interactive PIN Pads

Signature capture  
Touch screen  
Interactive advertising



## i3000

### PIN Pads

Fast and easy way to upgrade  
your existing POS system to  
accept EMV payments



## i2000

### Check readers

Fast and easy processing of  
checks  
Reduced fraud



## i9000

### Unattended

Full EMV solution  
GPRS ready  
Separate components for  
easy integration



EMV APPROVED<sup>®</sup>



UNICAPT 32

The common secure platform to  
all our product range

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# Contents

<b>1</b>	<b>Presentation .....</b>	<b>5</b>
1.1	Overview of Ingenico 7910 .....	6
1.2	Keyboard details and functionality .....	7
<b>2</b>	<b>Use .....</b>	<b>9</b>
2.1	Card reading .....	9
2.2	Terminal maintenance .....	9
2.3	Changing the roll of paper .....	10
<b>3</b>	<b>Installation and starting.....</b>	<b>11</b>
3.1	Location of the terminal .....	11
3.2	Battery pack set up .....	12
3.3	Battery pack charging .....	13
3.4	Terminal connections.....	14
3.5	Installing a SIM card and a multimedia card (MMC) .....	15
3.6	Troubleshooting .....	17
<b>4</b>	<b>Recommendations .....</b>	<b>18</b>
4.1	Security.....	18
4.2	Safety .....	18
4.3	RF Safety.....	18
4.4	General safety .....	19
4.5	WEEE .....	20
<b>5</b>	<b>Index.....</b>	<b>21</b>

## Thank you for choosing an Ingenico product !

We hope that you will be fully satisfied with your new terminal. In order to fully meet the requirements of our different customer users, the new Ingenico terminal comes in different models:



Ingenico 5100 – countertop



Ingenico 5300 – hand over



Ingenico 7300 – portable

Your model, the Ingenico 7910 is an **Indoor Wireless GSM/GPRS** terminal. It answers the requirements of the hospitality and indoor mobile sectors: **fast service, long life battery, convenience and flexibility. Highly secured**, EMV level 2 certified, Ingenico 7910 GPRS payment terminal enables you **to pay wherever you are** with all the security provided by Ingenico's High Security Core and UNICAPT™.

Ingenico 7910 features a new ergonomic design that provides a friendly interface for the user:

- "Easy loading" printer to load paper easier and quicker,
- Large graphic display with adjustable contrast,
- Fast communications.

The environment is also a priority for Ingenico:


- Lighter packaging,
- Use of non-toxic products,
- Recyclable plastics.

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Please read this manual to understand and make the best use of your terminal.

It presents the terminal and its different characteristics, offers quick and easy use and finally describes a standard terminal installation (from unpacking to starting for the first time).

Furthermore, the manual features a contents table and an index at the end of the manual for easy reference for specific needs, such as changing the roll of paper.

 *The manual describes a terminal without application software. A separate manual will be supplied for each application installed. Certain connection options presented in this manual can differ according to which model you possess.*

 **This symbol indicates an important warning.**

 *This symbol indicates a piece of information.*

## 1 Presentation

Ingenico 7910 is an electronic payment terminal designed to accept payment using magnetic stripe and smart cards.

The terminal box contains:



Ingenico 7910 handheld

- the power supply,
- this manual,
- the EC compliance booklet.

⚡ **The model of the power supply unit depend on the country.**

**1.1 Overview of Ingenico 7910**



## 1.2 Keyboard details and functionality

This chapter describes the key functions for a terminal with no specific application. Some keys can have other functions according to the applications that are present in the terminal.

The **navigation keys** navigate in the terminal menus

The **function key** accesses the different system and application menus

The **red key** cancels the procedure in progress, goes into stand-by and switches the terminal off away from the base

Digital keyboard

The **yellow key** cancels the last character

The **green key** validates the input selections and information, turns on the terminal

The **arrow key** advances the paper a few centimetres

The **00 key** goes directly from euros to cents and from cents to euros








## 2 Use

In this chapter, we assume that the terminal has been installed (battery charged with a maximum charge level) and initialised.

For the battery charging refer to chapter 3 “Installation and starting”.

 **Before to use the terminal, always check if the roll of paper is present !**

 *In order to extend battery life, the Ingenico 7910 terminal goes automatically into stand-by\* after a few dozen seconds. The terminal comes back on if the green key is pressed.*

### 2.1 Card reading

#### Magnetic stripe card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal.

Use a regular movement in order to ensure a reliable card reading.




#### Smart card

Insert the card horizontally with the metal chip facing upwards and leave in position throughout the transaction.



### 2.2 Terminal maintenance

 **Make sure the terminal is off for all cleaning operations.**

- Do not clean the terminal with water but with a dry or only slightly damp cloth.
- Do not use solvent, detergent or abrasive products.

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\* This option will depend on the application installed in the terminal.

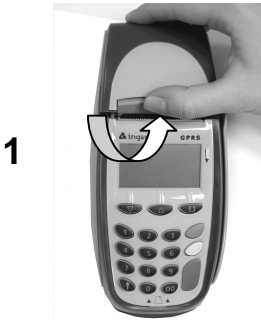
### 2.3 Changing the roll of paper

Ingenico 7910 features an "easy loading" printer, for easy paper roll replacement.

- 🔌 **Switch the terminal off before doing this operation.**
- 🔌 **Don't touch the printer mechanism. Take care the paper cutter is very sharp and the printer could be very hot !**

☞ Open the lid of the terminal by pushing the button towards the rear, which opens the lid,

☞ Remove the remaining roll of paper,



☞ Insert the new roll of paper as indicated on the photo,

☞ Press the terminal lid to close.



## 3 Installation and starting

### 3.1 Location of the terminal

Ingenico 7910 is an Indoor wireless terminal supplied with a Lithium – Ion battery pack easy removable. It enables you to use i7910 for **up to 200 transactions** giving you enough power to ensure a complete working day.

When discharged, do use the power supply unit to recharge the battery pack.

The terminal should be recharge as soon as "low battery" appears on the screen. Once in charge, the terminal can be used.

#### **Operating temperatures**

+5°C to +40°C.

#### **Humidity**

20% to 90% without condensation.

#### **Storage temperature**

-10°C to +60°C.

### 3.2 Battery pack set up

- ⚠ **Don't touch the terminal on battery connectors**
- ☞ Hold the battery with the connectors facing downwards,



- ☞ Position the battery lugs in the two terminal housings,



- ☞ Press the battery to close; you should hear a "click".

