

# ingenico

## Desk/1600

### 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.



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## WARRANTY / SECURITY

To benefit from the guarantee-related product, and to respect the security, we ask you to use only the power supply delivered in box with the product, entrusting maintenance operations only to an authorized person.

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

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## 2\_Unpacking

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

> The terminal



The box may also include the following items depending on your working configuration :

- > An safety guide
- > Cable



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### CAUTION

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

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### ADVICE

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

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## 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.

The Desk/1600 is meant to be powered by an Ingenico device with a USB 5VDC



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#### CAUTION

##### 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.

Risk of explosion if the battery is replaced by an incorrect type. Dispose of used battery according to the instructions.

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#### 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.

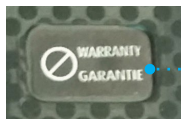
## 3\_2 Security of your terminal (tampering attempt detection)

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 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.

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



**Warranty label**  
(on the bottom side of the terminal)



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## WARNING

If the warranty label is torn or removed, the warranty will be void.

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## CAUTION

Positioning of the Lane/3000 or Desk/1500 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.

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## CAUTION

This equipment may not be modified, altered or changed in any way without signed written permission from Ingenico

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## 3\_3 Main Characteristics

### 3\_3\_1 Standard version

<b>Weight</b> (Poids, Gewicht)	221 g (7.80 oz)
<b>Size</b> (dimensions, Maße)	180.2 (L) x 83.2 (W) x 43 (H) mm
<b>Display</b>	2.8" backlit LCD, QVGA (240 x 320 pixels)

#### Operating conditions

<b>Ambient temperature</b>	from 0°C to +50°C
<b>Max relative humidity</b>	85% RH non-condensing at +40°C
<b>Max altitude</b>	2000 m

#### Storage conditions

<b>Storage temperature</b>	-20°C, +55°C
<b>Max relative humidity</b>	85% at +55°C

## 3\_4 Functional description



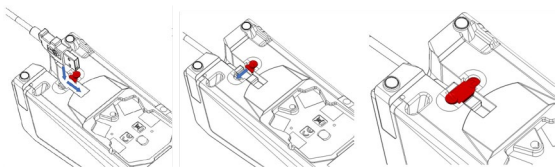
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## 3\_5 Installation & Connections

### 3\_5\_1 First use

When unboxing the terminal, it will be necessary to plug the cable in the terminal.

Please find the steps detailed :



Slide the cable as described then insert the plug in the connector. Finally fit the cable lock and the Desk/1600 is now ready to be plugged into a Host.

### 3\_5\_2 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 ...). The terminal is exclusively made for indoor use.

The Desk/1600 device may be mounted on a flat surface.



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#### CAUTION

Do not place the Desk/1600 device on a PC monitor, adjacent to an electronically active security tag deactivation system, or near other sources of magnetic fields.

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The Desk/1600 device must be at least 30 centimeters (12 inches) away from an electronically active type of security tag deactivation pad.

There are two types of security tag deactivation systems:

- An electronically active system sends out a powerful and potentially disruptive signal to deactivate the security tag. If the Desk/1600 device is placed too close to the system's pad, or placed above the pad, the product may not work properly.
- A passive system is a permanent magnet type that does not send out a signal. This type should not affect the Desk/1600 device.

## 4\_Daily use

### 4\_1 Card reading

#### 4\_1\_1 Swiping a card

- Insert the card manually in the reader, magnetic stripe facing the main body of the terminal, and slide the card from the rear to the front in a continuous motion for best results.



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Swipe the card with constant speed, neither too slowly nor too fast, to maximize the reading efficiency and avoid annoying repetitions.

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#### 4\_1\_2 Inserting a smart 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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## 4\_1\_3 Reading a contactless card

- Bring the card to the active zone above the contactless logo (at about 1cm).
- Keep the card close to the contactless logo during the transaction.



Your contactless terminal have four contactless status lights displayed on the screen.

- 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.



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### CAUTION

Do not stick any label onto the contactless active zone. It can decrease seriously contactless efficiency.

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### CAUTION

Avoid metallic parts around the contactless area.

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# 5\_Maintenance

## 5\_1 Cleaning

### 5\_1\_1 Cleaning of the terminal

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#### CAUTION

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

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First of all, unplug all the wires from the terminal.

Good rules for proper cleaning of the terminal are :

- Use Ingenico Cleaning kit : <http://www.ingenico.cleaningcards.com/>
- 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

### 5\_1\_2 Entretien du terminal

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#### ATTENTION

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

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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.
- Évitez d'exposer le terminal aux rayons directs du soleil.
- N'insérez rien dans la fente du lecteur de carte.

## 5\_1\_3 Wartung von Endgeräten

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### ACHTUNG

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

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Als erstes alle Kabel vom Terminal trennen.

Regeln für eine ordnungsgemäße Reinigung des Terminals :

- Für die Außenseite des Terminals, Ingenico Cleaning kits benutzen: <http://www.ingenico.cleaningcards.com/>
- 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.



### CAUTION

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

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## 5\_2 Transport and storage

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

## 5\_3 Troubleshooting

Device is not working

- Make sure that the Lane/3000 or Desk/1500 connector is fully inserted into the back of the device.
- Restart the device.
- If you have another working Lane/3000 or Desk/1500 device, swap the devices to determine if the problem is with the device, cable, POS, or power supply.
- If the Desk/1600 device is directly connected to a host, reset the host by turning it off and back on again.



### Magnetic Card Reader Does Not Work Properly

- When sliding the card through the reader, make sure that the magnetic stripe on the card is facing the Lane/3000 or Desk/1500 display screen (see Swiping a Magnetic Stripe Card).
- Swipe the card at a faster or middle steady speed.
- Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn.
- Security tag deactivation system could disturb the magnetic card reader
- To determine if the problem is with the card :
  - a. If your host device has a magnetic stripe reader, try swiping the card there.
  - b. If you have another working Lane/3000 or Desk/1500 device, try swiping the card there.

### Smart Card Reader Does Not Work Properly

- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction



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#### **WARNING**

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

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# 6\_Norms & Marking

## 6\_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.

### 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.

### 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## 6\_2 Industry Canada (ISED) 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'ISED 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.

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

Ce transmetteur ne doit pas être placé au même endroit ou utilisé simultanément avec un autre transmetteur ou antenne.

## 6\_3 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 2006/66/EC 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.



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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 resellers 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.

## 6\_4 Marking

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



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

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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 landfills will be reduced and natural resources will thus be conserved.



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.



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# NOTES

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