



beyond
payment

USER GUIDE

icmp



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1. Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend that you to read carefully this installation guide: it will give you the necessary information about safety precautions, unpacking, installation and maintenance of your terminal.



WARRANTY / SECURITY

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

icmp is battery powered, use only Ingenico parts for replacement:

icmp can be powered via μ USB. Either use the supplied USB cable or use an Ingenico validated power charger.

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 keep the icmp original packaging. It must be re-used whenever the terminal is shipped.

icmp range is named icm122

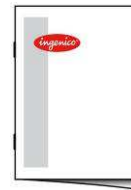
Following items are included in the icmp box:



The icmp terminal



uUSB câble



This User guide



WARNING

Would you choose to use a power charger, use the power supply unit that has been qualified with your equipment as it has been designed especially for icmp. Do not use any other power supply. The use of a different power supply with apparently similar voltage/current characteristics may damage your terminal.



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 battery

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

Battery

icmp is fitted with a rechargeable Lithium-ion battery specifically designed for this terminal. It is not accessible to the user.

- Only use the appropriate chargers listed in the Ingenico spare parts catalogue.
- Do not attempt to open the terminal.
- Do not store your terminal unattended in a vehicle.
- Would battery require to be swapped, this operation requires to be performed by qualified staff.

Electrical power supply network (accessory):

Provide an electrical outlet:

- Located near the equipment and easily accessible;
- Which meets the standards and regulations in the country of use;
- icmp 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 au lithium

icmp 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

icmp 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-circuitiez 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
- icmp 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

icmp 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

icmp 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.
- icmp 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 icmp, the product stipulated below:

- 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 2006 + A11 2009 + A1 2010 + A12 2011
 - EN 55022 : Data processing equipment – Radio electric disturbance characteristics - Limits and measurement methods. Issue 2010
 - EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 2010
- complies with the following specification:
 - EN 300328 : (BT + Wi-Fi) Electromagnetic compatibility and Radio Spectrum
 - EN 302291 : Electromagnetic compatibility and Radio Spectrum matters
 - EN 301489: Electromagnetic compatibility and Radio Spectrum matters

3.4. FCC & IC Compliance.

FCC & IC has a specific naming.

The references uses for FCC & IC certifications are:

icmp122-01T2263A (Bluetooth only):

- FCC_ID: XKB – ICM122BT
- IC Number: 2586D – ICM122BT

icmp122-11T2265A (Bluetooth + Contactless):

- FCC_ID: XKB – ICM122BTCL
- IC Number: 2586D- ICM122BTCL

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.

Industry Canada (IC) Statement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p) is not more than that necessary for successful communication.

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.

This device complies with FCC and Industry Canada radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.



CAUTION

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

3.5. Bluetooth SIG

This equipment is compliant with:

- System specification V1.2/2.0/2.0 + EDR/2.1/2.1 + EDR 3.0/3.0 + HSCRF.TS/2.1.E.51 06 August 2009
- SSP protocol

3.6. Main Characteristics

The main technical characteristics of icmp are:

Weight (Poids, Gewicht)	115 g
Dimensions (L x w x h) (dimensions, Maße)	116x68x14 mm
Battery (Batterie, Akku)	550 mAh Li-ion
Electrical mains network (Réseau d'alimentation secteur Hauptstromversorgung)	100-240VAC / 50-60 Hz - Class II equipment

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)	90% at +40°C
Connections on terminal (Connexions sur le terminal, Terminalanschluss)	Micro USB AB link (5v 450mA)

Power supply unit (accessory)

Weight (Poids, Gewicht)	100g
	5V (traveller power supply)

Storage conditions

Storage temperature (Température de stockage, Lagertemperaturen)	from -20°C to +70°C
Max relative humidity (Humidité relative maxi, Max. relative Luftfeuchte)	85% at +55°C

4. Installation and connection

For following part of the user guide, the icmp is named Terminal while the device which may be paired with icmp (tablet, smartphone, PDA) is name Third Party Device.

4.1. Functional description

The Terminal is a secure EMV Chip & PIN mobile payment pinpad to be used via Bluetooth with third party devices. The Terminal allows merchants to convert a smartphone or a tablet into a powerful & secure POS solution.



4.2. Charging Terminal

- Before using the terminal for the first time, it requires to be charged for about 3 hours via a computer USB port power output of 450 mA.
- Further full charging of the terminal battery requires via a computer USB port is about 3 hours.
- Charge the terminal using the supplied USB cable or the appropriate Ingenico power supply (provided separately as an accessory).

A battery indicator is provided on the terminal display, indicating the charge level of the terminal battery.



The terminal can also be charged using a charger (supplied as an accessory). The charger has to be plugged on the micro-USB connector.

4.3. Terminal in its environment

icmp is a mobile terminal. Always place the terminal away from any source of heat and protected from dust, vibrations and electromagnetic radiations (away from beamers, anti-shoplifting barriers, ...).

Cardholder should always enter PIN (Personal Identification Number) in such a way to make PIN spying impossible.

4.4. Power on



To power on the terminal press the side key located on the right hand side of the terminal.

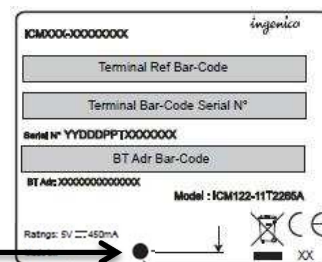
icmp powers off on its own after a time that you may set via the terminal parameters.



In case you wish to manually power off the terminal, press “-“ key + yellow key simultaneously for a few seconds. This action is only possible when the terminal is not in charging mode.

Would reboot of your terminal be required, unplug all cables, then press “-“ key + yellow key simultaneously for a few seconds, as indicated above.

Would this action fail to switch off the terminal, a paper clip will be needed to press the reboot switch at the back of the terminal. The zone to target is identified on the label with a little circle.



CAUTION

Reboot the terminal using the reboot switch may cause loss of application data. Make sure you have finished operation before it.



Set the required sleep mode & auto-off times parameters to your terminal usage for optimum Terminal autonomy

4.5. Connection

4.5.1. USB cable connection

A μ USB connector is located on the right hand side of the terminal.

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



CAUTION

Use only Ingenico cable or accessory not to void warranty.

4.5.2. Cable disconnection

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

4.6. Payment Integration with Bluetooth

To make it easier for you to use the icmp 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 icmp with smartphone;
- trigger the payment function;
- remotely manage icmp;
- use icmp 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 icmp

- Switch on the terminal by pressing the key located on the right hand side of the terminal
- Follow the terminal initialization procedure. This procedure differs from a customer to another. Please refer to your payment service provider.

5.2. Terminal keypad

icmp keypad consists in 20 capacitive keys.



5.3. Adjusting the contrast

The display of your terminal is 128 x 64 pixels.

Would you wish to increase the contrast of the characters displayed on screen, press simultaneously on the '+' key and F2 key.

In order to decrease contrast, press the '-' key and F3 key simultaneously.

Keep pressing the keys as long as necessary.

5.4. Card reading

5.4.1. Swiping a card

- Insert the card manually in the swiping slot at the top of the terminal, magstripe-facing up, as illustrated below.



Swipe the card with constant speed, not too slow not too fast, for optimum reading accuracy.



5.4.2. Inserting a chip card

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



5.4.3. Reading Contactless (Optional)

- Bring the card firmly up to the active zone above the display. Keep the card close to the display during the transaction.



Your contactless terminal has a row of four status lights that are visible above the 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.
- 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 any maintenance operations on the terminal, make sure that all cables are disconnected.

6.1. Cleaning of the terminal

First of all, unplug all cables from the terminal.

Good rules for proper cleaning of the terminal are:

- Use the Ingenico cleaning kits
 - Further information may be found on <http://www.ingenico.cleaningcards.com/>
- Do not clean the electrical connections.
- Do not use in any case solvents, detergents, alcoholic or abrasive products as those materials will damage the plastic or electrical contacts.
- Avoid exposing the terminal to direct sunlight.
- Do not insert anything but cards into the smart card reader slot.



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 unit storage.
- Disconnect all cables from the terminal during transportation.

6.3. Troubleshooting

The terminal does not turn on:

- Battery level is too low
- Check the USB connection
- Make sure the PC is turned on
- Check that the wall plug PSU is fully inserted in the electrical socket

The terminal fails to establish connection with third party device

- Check that the third party device is correctly powered.
- Check the configuration of the third party device.
- Check both terminal & third party device are paired (refer to the pairing user guide).
- Check both terminal & third party device are connected via Bluetooth.
- Seek technical support.

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic stripe inserted into the slot & facing towards the keypad).
- Swipe again the card with a constant movement.
- Check that the magnetic stripe is not damaged, grooved or cracked.
- Make sure you have inserted correctly the smart card into the smart card reader and that the card has been removed after the transaction.

6.4. Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2002/96/EC 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.

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 reseller 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 ensure 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.

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.

Veillez 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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