



beyond
payment

User Guide

Product name : iCT220/iCT250

Range : COUNTER TOP



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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.



CAUTION

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.

2. Unpacking

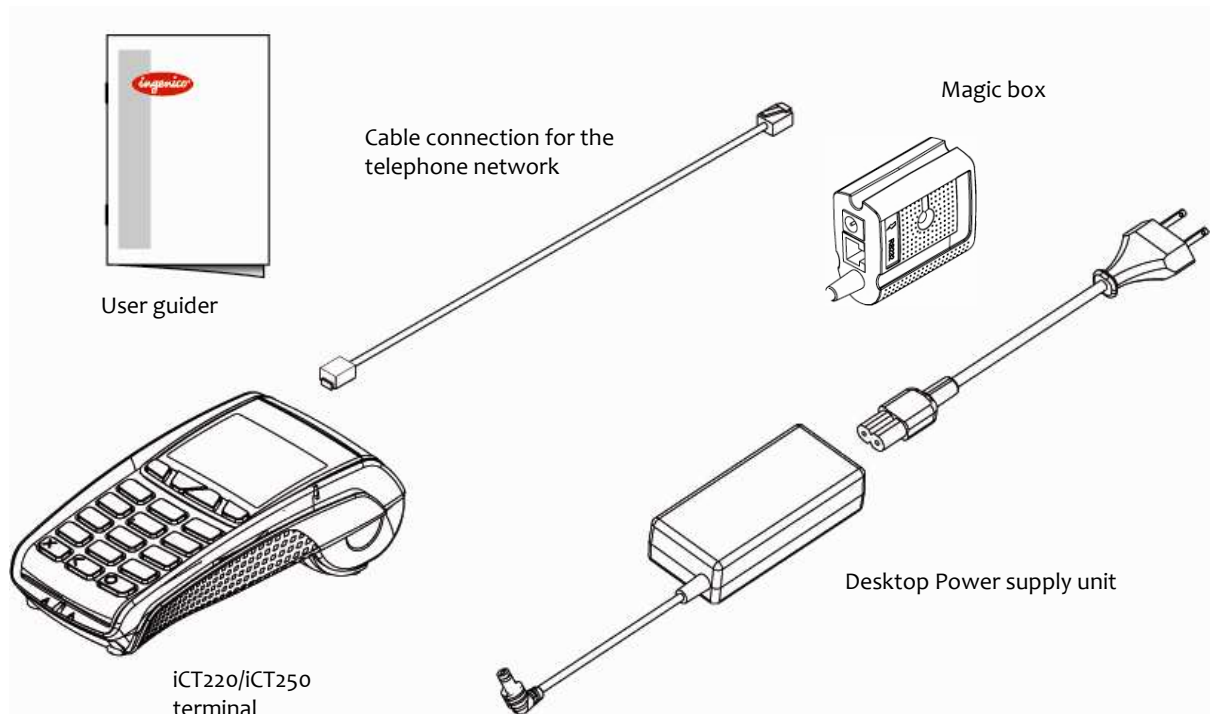
ADVICE

Carefully preserve the packaging of the iCT220/iCT250. It must be re-used whenever the terminal is shipped.



According to the model, the following items are included in the iCT220/iCT250 box

- The iCT220/iCT250 terminal equipped with its paper roll
- Magic box (mandatory use)
- The main power supply with its cable connection (according to the national needs).
- The cable connection for the telephone network
- This installation guide



CAUTION

The power supply unit provided with your equipment is specially designed for Ingenico iCT220/iCT250 terminals. Do not use any other power supply.

3. Recommendations

3.1. Security

Power on/Power down

To power on or power down the iCT220/iCT250 connect or disconnect the power supply from the electric outlet.

Lithium battery

The iCT220/iCT250 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.

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.

Telephone network

Provide a phone jack complying with standards and regulations in the country of use.

SAM/SIM or SD Memory Card compartment cover

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

Cable compartment cover

The cable compartment cover is 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 iCT220/iCT250 hangs on the line.
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 network

or disconnect the iCT220/iCT250 telephone connector from the telephone call socket, and place the telephone connector into the telephone wall socket.

You will have a dial tone within 6 seconds.

3.3. 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.

3.4. Standard compliance marking

iCT220

- This class (B) digital apparatus complies with Canadian ICES-003
- *Cet appareil numérique de la classe (B) respecte toutes les exigences de la norme NMB-003 du Canada.*

iCT250

- Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the 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.
- *Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.*
- 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.*

iCT220 / iCT250

- conforms to the following standards and rules :
 - IEC 60950-1 2nd Ed: Electrical safety of data processing equipment including electrical office equipment
 - FCC part 15 C (ICT250), FCC part 15 B (ICT220)
 - FCC part 68
 - EN 55024

3.5. FCC compliance

FCC ID : XKB-ICT220 / XKB-ICT250 / XKB-ICT220V3 / XKB-ICT250V3

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 instruction, 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 interference by one more of the following measures :

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into a outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experience radio/TV technician for help.

Part 68 of FCC Rules

US : IEOMM01BICT220 / IEOMM01BICT250

US : IEOMM01BICT220V3 / IEOMM01BICT250V3

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

This equipment uses the following USOC jacks: (RJ11C).

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact INGENICO, or your local INGENICO distributor or service center in the U.S.A. for repair and/or warrant information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

U.S.A service center:

Ingenico USA
6195 Shiloh Road, Suite D
Alpharetta, GA 30005

United States

Tel: +1(678) 456 1200 Fax: +1 (678) 456 1201

Email: info.us@ingenico.com



CAUTION

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

3.6. Main Characteristics

Terminal

Weight	about 325 g to 350 g full option
Size	185 x 83 x 63 mm (l x w x h)

Power supply unit (wall mounted)

Weight	approx 115 g (without mains cable)
Size	approx 77 x 25 x 89 mm (L x w x h)
Class	Class II equipment
Input voltage	120V-60Hz
Max consumption	400 mA

The power supply unit is especially designed by the manufacturer for its terminals and so must be used.

Desktop power supply unit

Weight	approx 230 g (without mains cable)
Size	approx 98 x 50 x 30 mm (L x w x h)
Class	Class II equipment
Input voltage	100-240VCA-50-60 Hz
Max consumption	800 mA

Cable length

Power block cable	approx 1,8 m
Telephone cable	approx 3 m

4. Installation and connection

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 ...).

Operating conditions

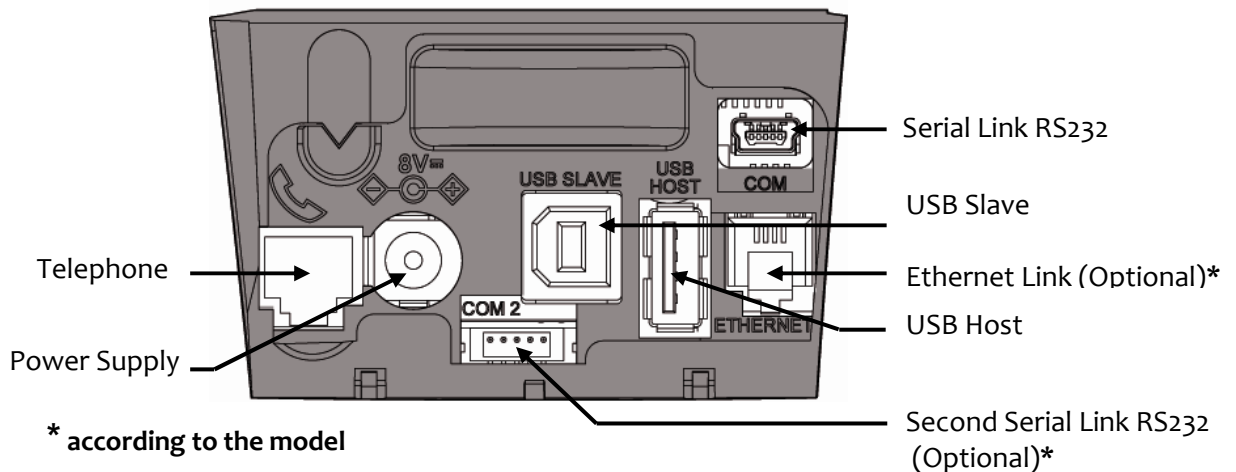
Ambient temperature	from +5°C to +40°C
Max relative humidity	85% at +40°C

Storage conditions

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

4.2. Connections

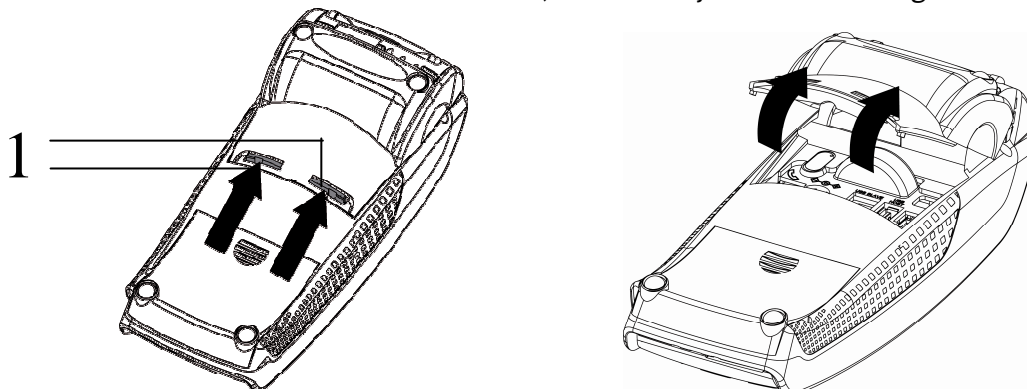
All connections are on the rear of the terminal protected by a cover.



4.3. Installing the iCT220/iCT250 – Cable fixing

4.3.1. Opening the cable cover

- Unclip the cover by pushing simultaneously on the clips **1** with your nails finger as shown on the figure here below.
- Lift the cover rearward to remove it, as shown by arrows on the figure.



4.3.2. Kit Magic Box installation

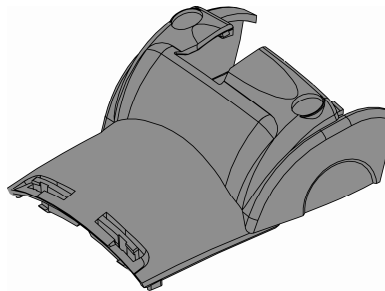
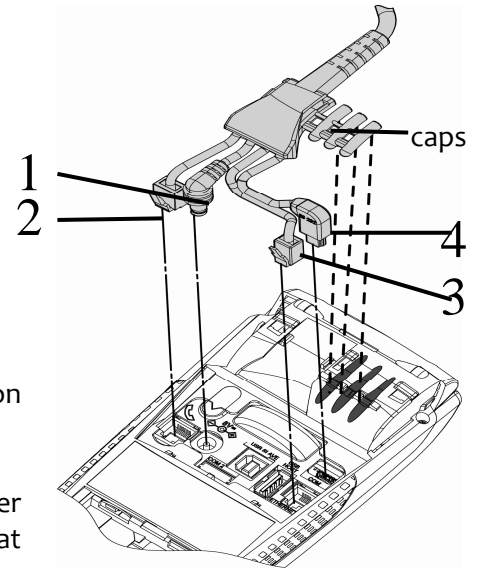
WARNING

Connecting must be done when the terminal is powered off.



Follow the installation instructions shown below:

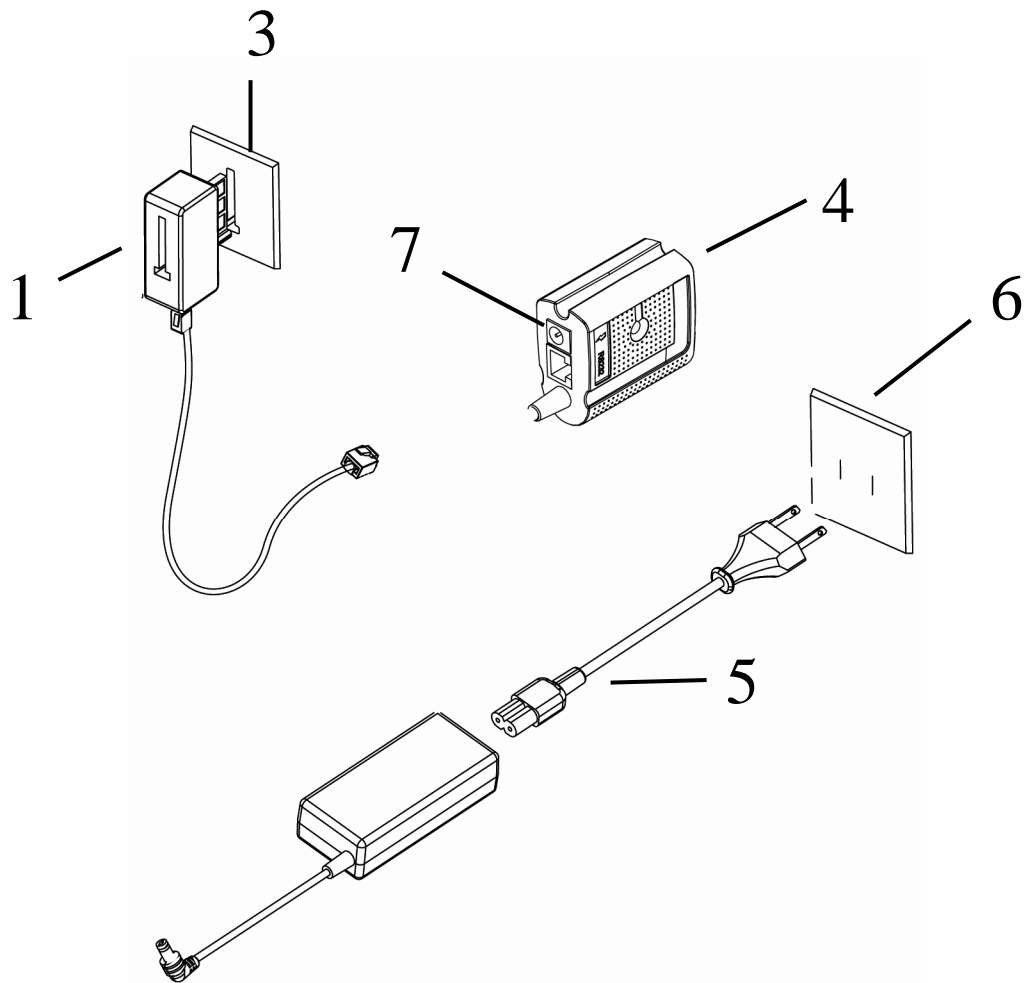
- Plug:
 - 1 Power lead
 - 2 Telephone line
 - 3 Ethernet cable
 - 4 Serial link RS232 cable
- Install caps in the lead-through (as indicated on the figure).
- Close the compartment with the special cover provided in the kit, like the procedure described at chapter 4.3.4.



4.3.3. Connect cables

Perform the following operations:

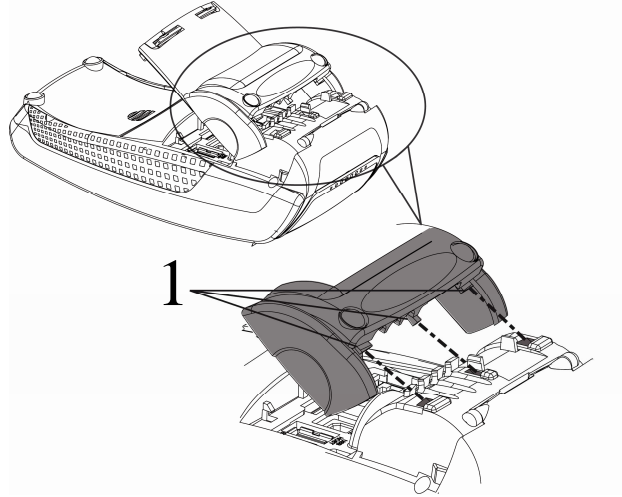
- Plug the telephone cable (1) into the telephone jack (3). Connect the other end into the connection (4) of the magic box
- Plug the power leads (5) into the power outlet (6), connect the other end into the power connection (7) of the magic box.



Plug: TNV-3 circuit: Telecommunication Network Voltage, as per safety standard EN 60950.

4.3.4. Close cover

- To close the cover, start by inserting the clips **1** of the cover in their housing respectively first, as shown on the figure here below, and close the cover.

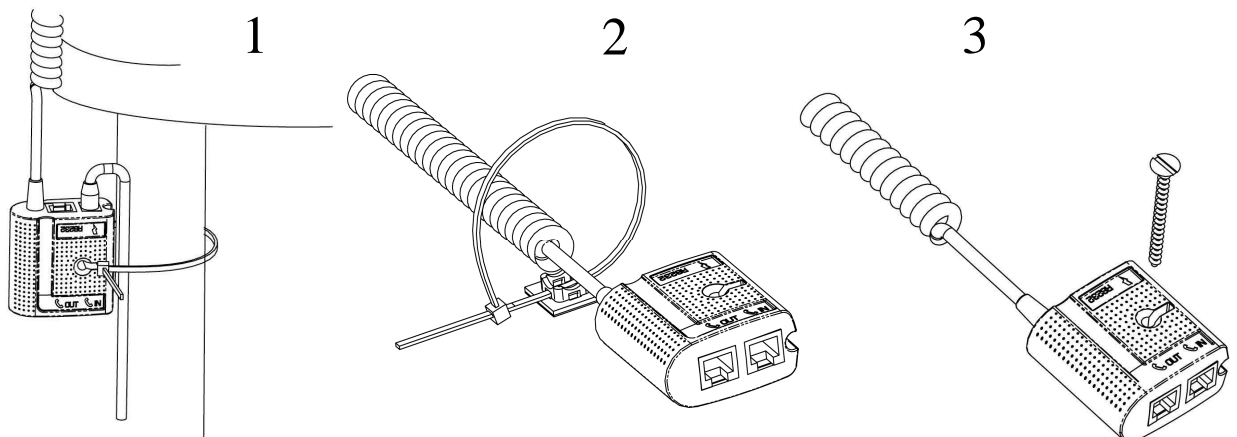


4.4. Installation of the Magic Box



ADVICE

It is strongly recommended to attach the “Magic cable” to terminal’s work area in order to reduce stress on the terminal and connection.



Examples of securing the “Magic Cable” are as illustrated:

- 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 support and terminal helpdesk diagnosis purposes.



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

4.5. Installing SAM (Secure access module)

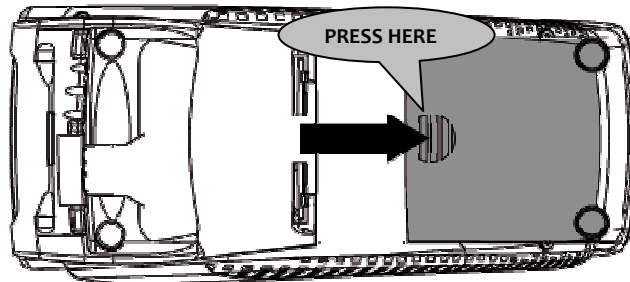
CAUTION:

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

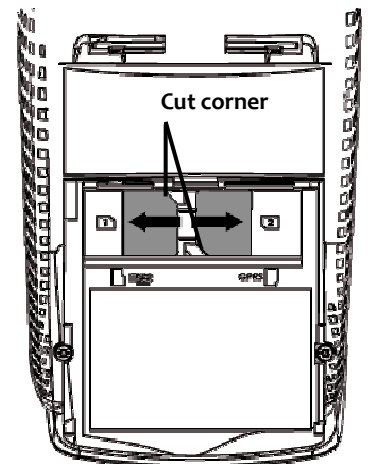


In order to access the SAM card you must first remove the SAM compartment cover located at the back of your terminal.

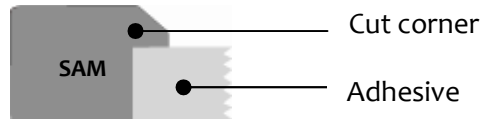
- Press down firmly in the middle of the cover and slide it as indicated by arrow on the figure below.



- 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.



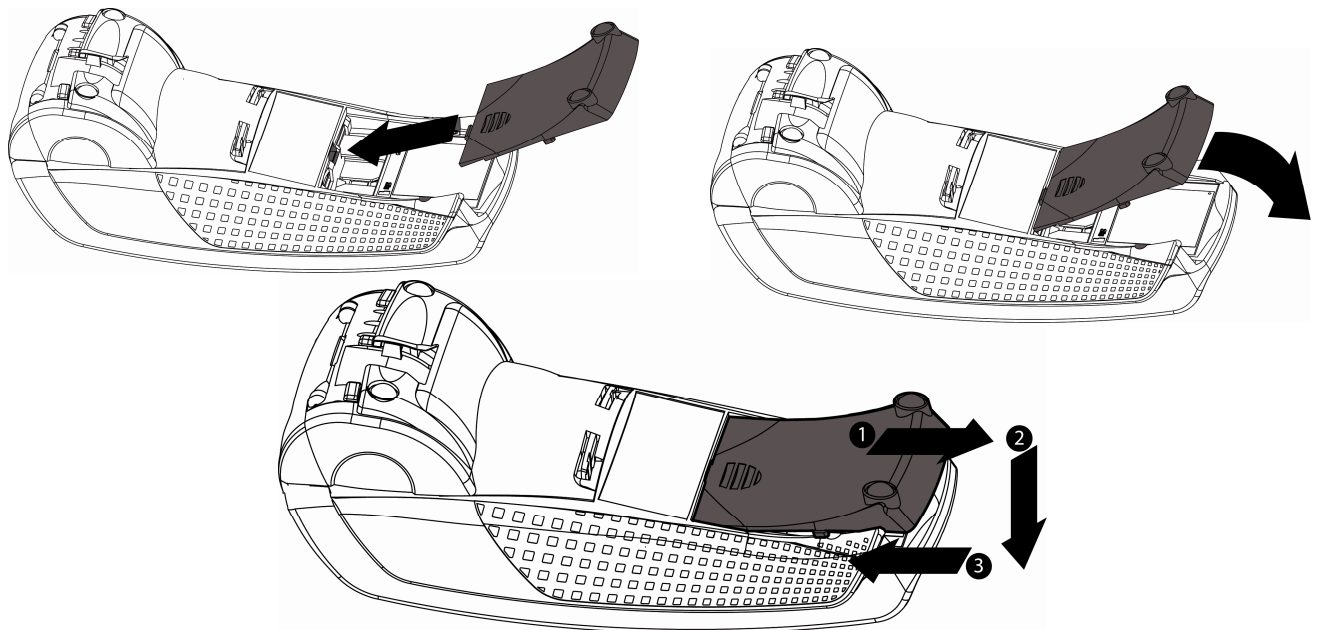
- To remove SAM card, we suggest you to use a piece of adhesive previously pasted on both sides of the SAM as shown here below



CAUTION:

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

Replace the cover as illustrated by the procedure below:



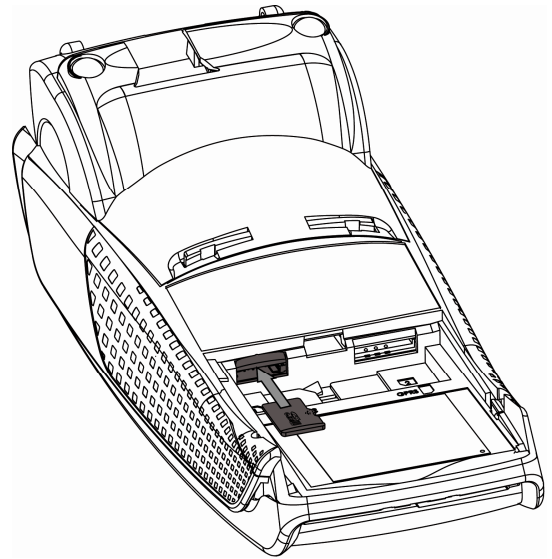
4.6. Installing MicroSD Card (optional)

CAUTION:

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



- Open the cover as indicated at chapter 4.5
- Insert completely the MicroSD Card into the slot marked (**MicroSD**) as indicated on the figure.
Take care to ensure that the MicroSD Card is inserted in the correct manner. The insertion position Card is engraved on the terminal.
- To remove the MicroSD Card push on it with your finger nails.



5. Installing a paper roll

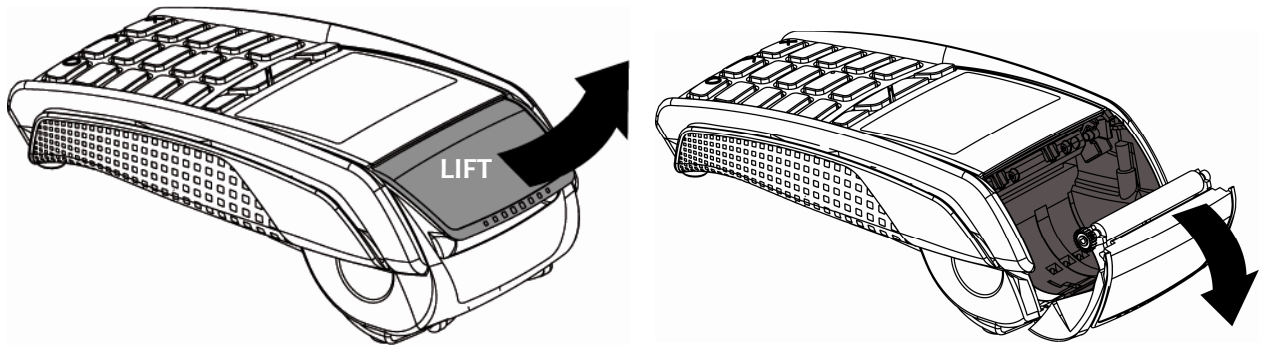
Your terminal is supplied with one paper roll. When the paper roll is nearing the end, a red line will appear on the paper, this indicates that the paper roll must be replaced.



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 characteristics at the chapter 7.1).

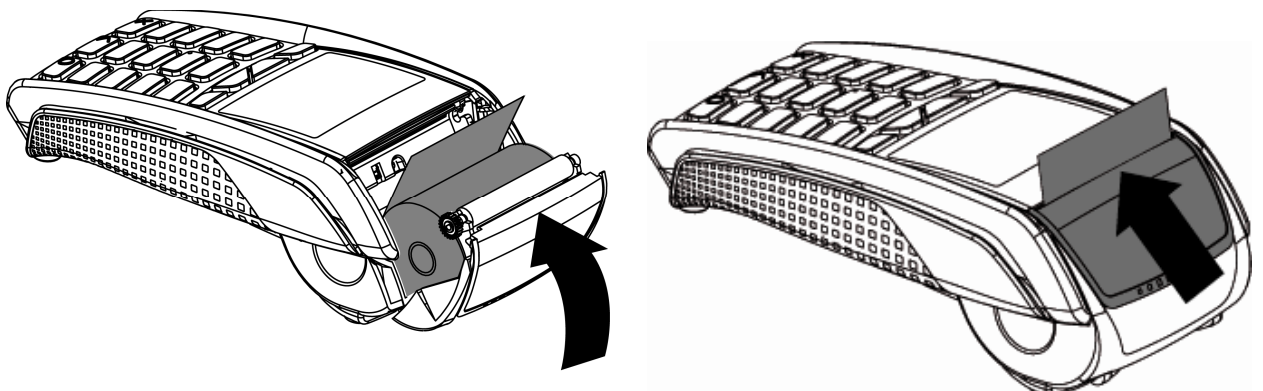
- Open the paper compartment by lifting the catch located at the rear of the iCT220/iCT250 and pulls the cover to the rear of the terminal.



ATTENTION

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 center as shown by arrow, until it clips into position.



ADVICE

If you are inserting a new roll, tear off the first length (one complete turn).

6. Daily use

6.1. Keypad functions







- 1 NAVIGATION keys in the menus – Interactive keys for use between the screen
- 2 FUNCTION keys F
- 3 CANCEL key (red)
- 4 CLEAR key (yellow) / Feed paper (long press)
- 5 VALIDATION key (green)
- 6 Dot Key

6.2. Adjusting the contrast

No contrast management for the Colour display

The screen of your chart is 128 x 64 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  (dot key) and  key in order to decrease the contrast, or the  (dot key) and  key in order to increase.

Keep pressing the keys as long as necessary.

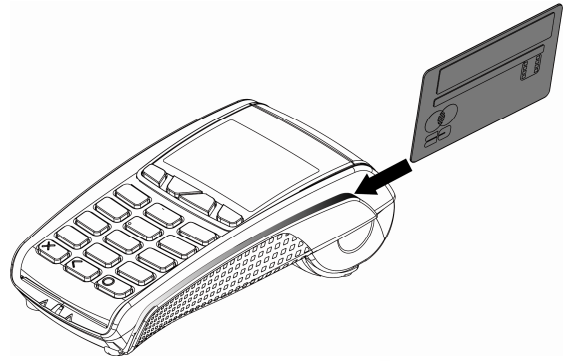
6.3. Card insertion

6.3.1. Swiping a card

- Slide the card in the reader with magnetic strip facing left

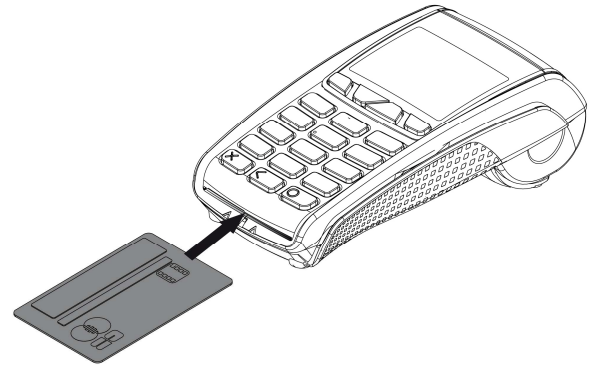


Swipe the card with constant speed, not too slow not too fast, to maximize the reading and avoid annoying repetitions.



6.3.2. Inserting a chip card

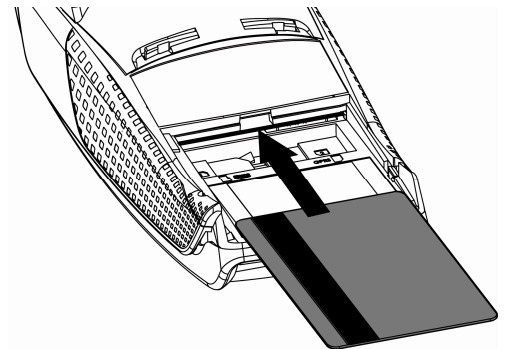
- Chip Cards should be inserted into the card reader as illustrated with the chip facing up



6.3.3. Inserting a chip card in second reader (Optional)

Is located on back of the terminal.

- Insert the card up side down, magnetic strip visible. (chip no visible)

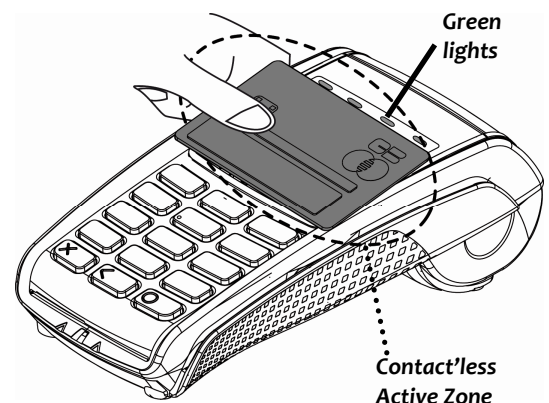


6.3.4. Reading Contactless (Optional)

- Bring the card quickly up to the active zone above the display (at about 1cm). Keep the card close to the display during the transaction

Your contactless terminal has a row of four status lights that are visible on 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.



7. Maintenance



WARNING

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

7.1. Paper roll

Characteristics	Precisions
Colour	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, **only heat sensitized paper approved by the manufacturer can be used.**

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.
- 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

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 swiped correctly (with magnetic stripe facing left)
- Swipe again the card with a constant and quick movement
- 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)

7.5. 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.

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