



beyond
payment

User Guide

Product name: IPP3x0-X1Txxxxx



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1. Introduction

Thank you for choosing a payment terminal from Ingenico.

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



WARRANTY / SECURITY

To benefit from the product warranty, and to respect the security of the product, we ask you to use only the accessories delivered in the box with the product, and to ensure maintenance operations are only performed by an authorized person.

GARANTIE / SICHERHEIT

Um das mit der Garantie verbundene Erzeugnis nutzen und die Sicherheit wahren zu können, bitten wir Sie, nur die mit dem Erzeugnis in der Verpackung gelieferten Zubehörteile zu verwenden und die Wartungsarbeiten einer dazu berechtigten Person anzuvertrauen.

The IPP3X0-X1TXXXXX can be powered by different sources please respect these recommendations:

All external circuits connected to the IPP3X0-X1TXXXXX must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950-1:2005+/A1:2010 and EN60950-1:2006+/A11:2009+/A1:2010+/A12:2011

IPP3X0-X1TXXXXX can be USB powered from a USB port; it must be connected to a fully compatible USB port.

USB 5V $\overline{\text{---}}$ 500 mA

IPP3X0-X1TXXXXX can be powered from an Power Over Ethernet (POE) port; it must be connected to a full compatible POE port.

POE 48V $\overline{\text{---}}$ (1.3W)

When IPP3X0-X1TXXXXX is driven by RS232 interface, it must be powered by the specific power supply supplied by Ingenico.

Falls IPP3X0-X1TXXXXX durch RS232 betrieben wird, muss die von Ingenico bereitgestellte spezifische Stromversorgung verwendet werden.

For Europe use power supply 152810 and PSC16E-080, l'USB et le POE

For US and Canada use supply 153051, l'USB et le POE

The PSU is 8-12 volts DC and must be compliant with international standard IEC60950-1 (§2.5 : limited power source)

8 – 12 V $\overline{\text{---}}$ 450 mA

Note :

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



This symbol indicates an important Warning.

Dieses Symbol stellt ein wichtiges Warnzeichen dar.



This symbol indicates a piece of advice.

2. Unpacking



ADVICE

Carefully preserve the packaging of the IPP3X0-X1TXXXXX. It must be re-used whenever the terminal is shipped.

According to the model, the following items are included in the IPP3X0-X1TXXXXX box (including optional accessories):

- The IPP3X0-X1TXXXXX terminal
- This installation guide
- The IPP3X0 cradle (optional)
- The connection cable or adaptor (optional)
- The application user guide (optional)

3. Recommendations

3.1. Security

Power on/Power down

To power on or power off the IPP3X0-X1TXXXXX you must connect or disconnect the cable connected to the host port (for USB or Power Over Ethernet)

If the serial link is used with an additional power supply:

The disconnection device of the terminal is the separable plug of the power supply cord.

Therefore the socket outlet must be installed close to the equipment and shall be easily accessible by the operator.

Zum Ein- oder Ausschalten des IPP3X0-X1TXXXXX wird das mit dem Host (für USB oder Power Over Ethernet) verbundene Kabel eingesteckt oder abgeklemmt.

Falls die serielle Verbindung mit zusätzlicher Stromversorgung genutzt wird:

Die Abschaltvorrichtung des Geräts besteht aus dem abtrennbaren Stecker des Stromkabels.

Dementsprechend muss die Steckdose in der Nähe des Geräts angebracht werden und für den Benutzer leicht zugänglich sein.

Lithium battery

The IPP3X0-X1TXXXXX 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. For Switzerland annex 2.15 of SR 814.81 applies for batteries.

SAM, MMC and contactless lid

The lid located under the terminal (see chapter “Installation SAM”) must be in place during normal operation of the terminal.

3.2. Security of your terminal

Upon receipt of your terminal you should check for signs of tampering of the terminal. It is strongly advised that these checks are performed regularly on the terminal. 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 detect 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.

3.1. 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).



The CSA mark shows that your products have been certified by an accredited third party lab and have met applicable standards as required by North American law.



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 land-fills will be reduced and natural resources will thus be

conserved.



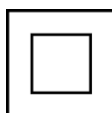
This logo indicates that the product operates with a continuous voltage. This symbol is followed by the ratings (voltage and current for instance)



This logo indicates that the product operates with an alternative voltage. This symbol is followed by the ratings (voltage and current for instance)



DC Power jack polarity



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.



Limited Power Supply

3.2. IPP3xx 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

3.3. EC standard compliance marking

EC standard compliance marking certifies that the product stipulated below:
IPP3Xo-X1TXXXXX

- conforms to the following harmonized standards :
 - IEC/EN 60950-1: Electrical safety of data processing equipment including electrical office equipment. Issue dec. 2001
 - EN 55022: Data processing equipment – Radiofrequency disturbance characteristics - Limits and measurement methods. EN 55022 2006 + A1 (2007)
 - EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 1998 + A1- 2001 + A2 – 2003

3.4. IC statements

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 ”.

3.5. FCC Statement

FCC standard compliance marking certifies that the product stipulated below:
IPP3Xo-X1TXXXXX

- conforms to the following harmonized standards :
 - part 15 subpart B of the FCC rules

This class (B) digital apparatus complies with Canadian ICES-003.

Information to users:

This device complies with FCC and IC radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of a least 20cm

from all persons and must not be co-located or operating with any other antenna or transmitter.

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

NOTE: 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 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 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 circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

3.6. Main Characteristics

The main technical characteristics of the terminal Ingenico IPP3X0-X1TXXXXX are:

Mass	260 g without cable
Dimensions	169,5 x 83x 42 mm (l x w x h)

Operating conditions

Ambient temperature	from +5°C to +40°C
Max relative humidity	85% at +40°C
Link	USB, Power Over Ethernet or RS232 and power supply

Storage conditions

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

4. Installation and connection

4.1. Positioning the terminal

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

Terminal Location

The positioning of the IPP3xx on a counter stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

Avoid exposing the terminal to the direct rays of the sun.

4.2. Connections

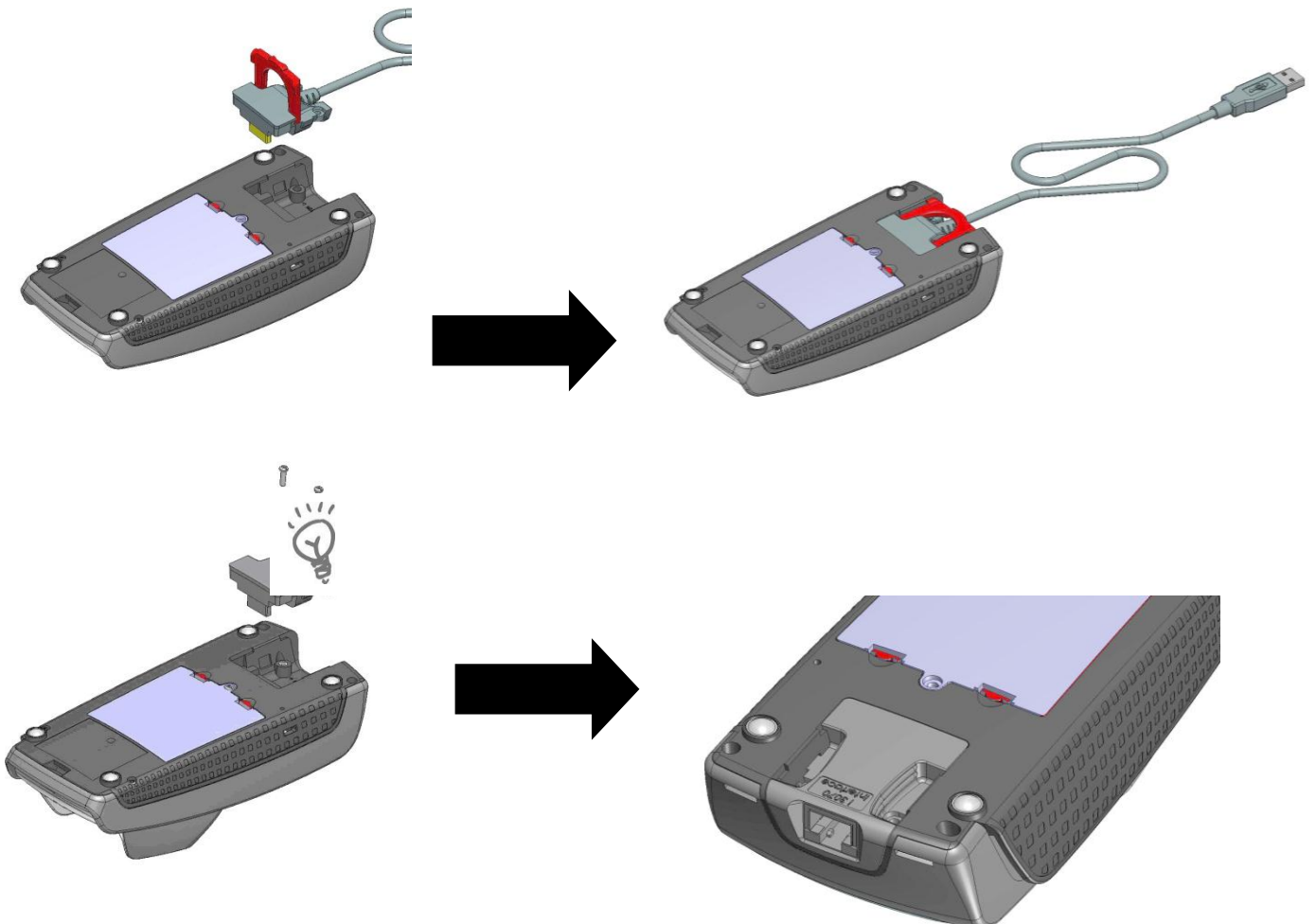
A connection area is located on the rear of the terminal.

In this place it's possible to plug one of the different specific cables, or an adaptor to replace directly another product on the field.

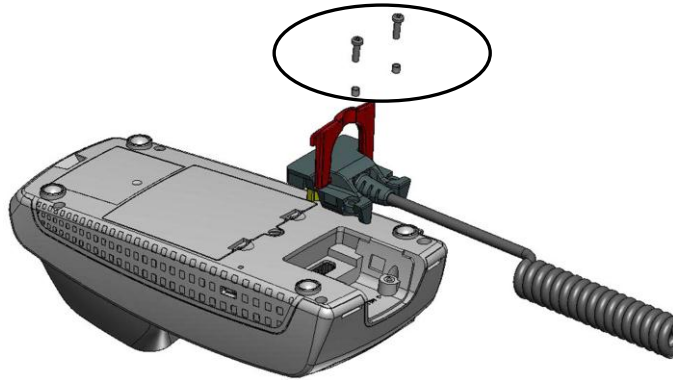
In this last case, the specific adaptor must be chosen in the Ingenico range.

4.2.1. Cable or adaptor connection

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



Cables and accessory are able to be fixed with two braces and two M2.5x8 screws (Kit 296133808 not included in the package)



CAUTION

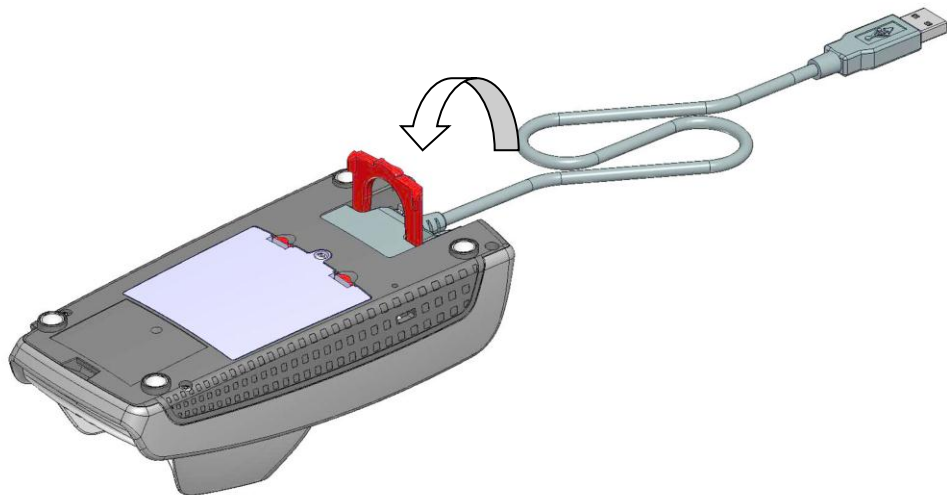
Use only an Ingenico cable or accessory so as not to void the warranty.

WARNUNG

Verwenden Sie nur das von Ingenico bereitgestellte Kabel oder Zubehör, um die Garantie nicht aufzuheben.

4.2.2. Cable or adaptor disconnection

- On specific cables, a handle helps the disconnection

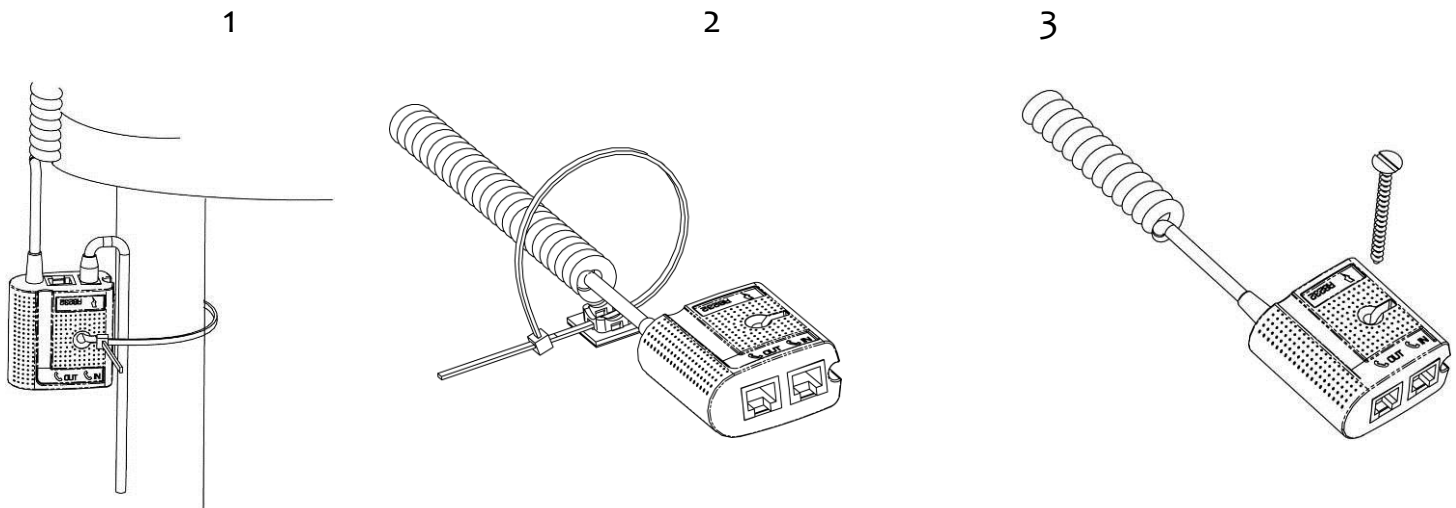


4.2.3. Installation of the Magic Box (optional)



ADVICE

It is strongly recommended to attach the “Magic cable” to the 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.

CAUTION



Plug Ethernet cable before power supply

Use POE (Power over Ethernet) without power supply for 296120447 and 296121027 cables.

4.3. Installing SAM (Secure access module) and MicroSD Card



CAUTION :

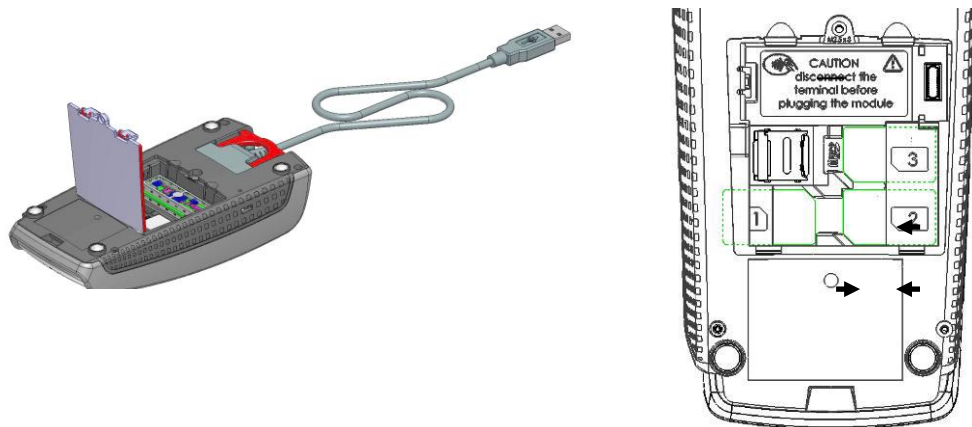
Before starting, switch off the terminal by disconnecting the power supply or the link to the host

WARNUNG:

Vor Beginn sollte das Endgerät ausgeschaltet werden, indem die Stromversorgung oder die Verbindung zum Host abgeschaltet wird

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

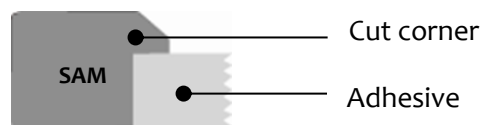
- Press the two clips of the cover and open the cover.



- 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.
- Insert the SAM Card into the slot marked (1),(2) or (3). 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 the SAM card, Ingenico recommend that you to use a piece of adhesive tape previously applied on both sides of the SAM as shown here below



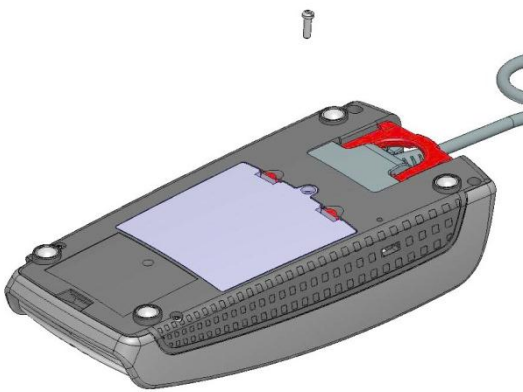
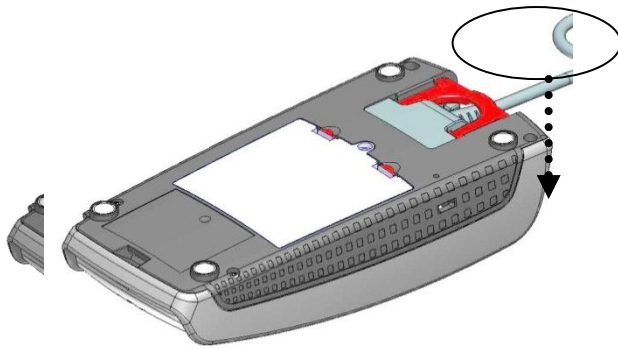
CAUTION:

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

WARNUNG:

Verwenden Sie keinerlei Werkzeug für den Einsatz oder das Entfernen der SAM-Karte.

Replace the cover as illustrated by the procedure below:



The SAM door is able to be fixed with one M2.5x8 screw (not included in the package)

5. Daily use

5.1. Keypad functions







1. NAVIGATION keys in the menus – Interactive keys for use between the screen
2. CANCEL key (red)
3. CLEAR key (yellow)
4. VALIDATION key (green)
5. Dot Key

5.2. Adjusting the contrast

There is 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.

5.3. Card insertion

Do not insert any foreign object into the slot of the magnetic card reader or smart card reader.

5.3.1. Swiping a card

- Insert the card manually into the reader with the magstripe-facing towards the keypad.



Swipe the magnetic card at a constant speed, not too slow and not too fast, to ensure the card is read successfully.



5.3.2. Inserting a chip card

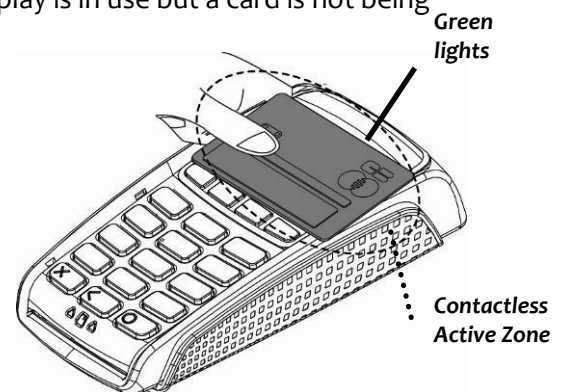
- The chip Cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader

5.3.3. Reading Contactless (Optional)

- Bring the card firmly 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.

6. Maintenance



ATTENTION

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

WARNUNG

Stellen Sie vor der Durchführung von Wartungsarbeiten am Endgerät sicher, dass die Stromversorgung ausgeschaltet ist.

Cleaning of the terminal

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

Good rules for proper cleaning of the terminal are:

- Use a damp soft cloth to clean the outside of the terminal. Or alternatively a terminal wipe supplied by Ingenico.
- 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.
- Do not insert any foreign objects into the slot of the smart card reader
- The card readers can be cleaned using Ingenico supplied cleaning cards.
- Avoid exposing the terminal to the direct rays of the sun.

6.1. Transport and storage

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

6.2. Troubleshooting

Cards are not read

- Check that the magnetic card is passed correctly (with magnetic band directed to the interior of the terminal)
- Swipe again the card with the magnetic stripe movement constant and rapid
- 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

6.3. End of life

6.3.1. End of live

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 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.

6.3.2. Product end of life disassembly instructions

This document is intended for treatment and recycling facilities. It provides the basic instructions for the disassembly of Ingenico products to remove components and materials requiring selective treatment, as defined by EU directive 2002/96/EC, Waste Electrical and Electronic Equipment (WEEE).

Ce document est destiné aux installations de traitement et de recyclage. Il fournit les instructions de base pour le démontage de produits Ingenico afin de retirer les composants et matériaux nécessitant un traitement sélectif, tel que défini par la directive européenne 2002/96/CE, sur les Déchets d'Equipements Electriques et Electroniques (DEEE).

MODELS AND DESCRIPTIONS

MODELES ET DESCRIPTIONS

Products covered by these disassembly instructions.

Produits concernés par ces instructions de démontage.

Product Name <i>Nom du produit</i>	Product description <i>Description du produit</i>	Product mass (g) <i>Masse du produit (g)</i>
IPP320	electronic payment pinpad	280
IPP350	electronic payment pinpad	280

COMPONENTS AND MATERIALS REQUIRING SELECTIVE TREATMENT
COMPOSANTS ET MATERIAUX NECESSITANT UN TRAITEMENT SELECTIF

The following components and materials, if present in the Ingenico product(s), have to be removed and selectively treated.

Les composants et matériaux suivants, si présents dans le(s) produit(s) Ingenico, doivent être retirés et faire l'objet d'un traitement sélectif.

Components and materials <i>Composants et matériaux</i>	Quantity included in product(s) <i>Quantité contenue dans le(s) produit(s)</i>
Capacitors containing Polychlorinated biphenyls (PCB) <i>Condensateurs contenant du polychlorobiphényle (PCB)</i>	0
Components containing Mercury, such as switches or backlighting lamps <i>Composants contenant du mercure, tels que les interrupteurs ou les lampes à rétroéclairage</i>	0
Batteries <i>Piles et accumulateurs</i>	1
Printed circuit boards greater than 10 cm² <i>Cartes de circuits imprimés de plus de 10 cm²</i>	2
Toner cartridges <i>Cartouches de toner</i>	0
Plastic containing brominated flame retardants <i>Matières plastiques contenant des retardateurs de flamme bromés</i>	0
Asbestos waste and components which contain asbestos <i>Déchets d'amiante et composants contenant de l'amiante</i>	0
Cathode ray tubes <i>Tubes cathodiques</i>	0
Chlorofluorocarbons (CFC), Hydrochlorofluorocarbons (HCFC) or Hydrofluorocarbons (HFC), Hydrocarbons (HC) <i>Chlorofluorocarbones (CFC), hydrochlorofluorocarbone (HCFC) ou hydrofluorocarbone (HFC), hydrocarbures (HC)</i>	0
Gas discharge lamps <i>Lampes à décharge</i>	0
Liquid crystal displays (LCD) of a surface greater than 100 cm² and all those back-lighted with gas discharge lamps <i>Écrans à cristaux liquides (LCD) d'une surface supérieure à 100 cm² et tous les écrans rétroéclairés par des lampes à décharge</i>	0
External electric cables <i>Câbles électriques extérieurs</i>	0
Components containing refractory ceramic fibres <i>Composants contenant des fibres céramiques réfractaires</i>	0
Components containing radioactive substances <i>Composants contenant des substances radioactives</i>	0
Electrolyte capacitors measuring greater 2,5 cm in diameter or height <i>Condensateurs électrolytiques mesurant plus de 2,5 cm de diamètre ou de hauteur</i>	0

PRODUCT DISASSEMBLY PROCESS
PROCESSUS DE DEMONTAGE DU PRODUIT

Basic steps to remove components and materials previously identified and requiring selective treatment.

Étapes de base pour retirer les composants et matériaux précédemment identifiés et nécessitant un traitement sélectif.

Step <i>Étape</i>	Product disassembly process <i>Processus de démontage du produit</i>
1	Unclip the back door and unplug the printed circuit. <i>Déclipser la trappe arrière et débranché le circuit imprimé.</i>
2	Unscrew the six screws and disassemble the bottom casing. <i>Dévisser les six vis et démonter le capot arrière.</i>
3	Disassemble the large printed circuit, unclip the display and the ISO head reader. <i>Démonter le grand circuit imprimé, déclipser l'afficheur et la tête de lecture magnétique.</i>

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