

ingenico

Self/5000

Quick start



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1. Introduction

Thank you for choosing a payment terminal Ingenico.

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

Danke, dass Sie sich für einen Zahlungsterminal von Ingenico entschieden haben.

Wir empfehlen Ihnen, diese Installationsanleitung sorgfältig durchzulesen. Sie enthält die erforderlichen Informationen zu den Sicherheitsvorkehrungen, dem Auspackung, der Installation und der Wartung Ihres Terminals.

Merci d'avoir choisi un terminal de paiement Ingenico.

Nous vous recommandons de lire attentivement ce guide d'installation : Il vous donne les informations nécessaires sur les précautions de sécurité, le déballage, l'installation et l'entretien de votre terminal.



WARRANTY / SAFETY

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



GEWÄHRLEISTUNG / SICHERHEIT


Um die Gewährleistung für dieses Produkt in Anspruch nehmen zu können und die Sicherheit zu gewährleisten, bitten wir Sie, nur die in der mit dem Produkt im Karton gelieferten und enthaltenen Zubehörteile zu verwenden und die Wartung nur einer dazu befugten Person zu überlasseneiner dazu befugten Person anzuvertrauen.




GARANTIE / SECURITE

Pour bénéficier de la garantie liée au produit, et afin de respecter la sécurité, nous vous demandons de n'utiliser que des accessoires livrés dans la boîte avec le produit, en confiant les opérations de maintenance seulement à une personne autorisée.


The Self/5000 can be powered by different sources please respect these recommendations :

- The power sources should comply with Standards IEC60950-1:2013 Edition 2.2 and EN60950-1:2006 + A11/2009 + A1/2010 + A12/2011 + A2:2013. or IEC 62368-1 : 2014. Moreover, they should be safety Extra-Low Voltage circuits and Power Limited Sources according to §2.2 and §2.5 (EN 60950-1) or classified ES1/PS2 according EN62368-1 §6.2.2 and §5.2.1.
- The power source should be powered thanks to socket-outlets installed near the equipment and easily accessible.
- Self/5000 power ratings : 9 – 16 V max  2A

Der Self/5000 kann an verschiedene Stromquellen angeschlossen werden; beachten Sie bitte diese Empfehlungen.

- Die Stromquellen sollten den Normen IEC60950-1:2013 Auflage 2.2 und EN60950-1:2006 + A11/2009 + A12/2011 + A2:2013 oder IEC 62368-1 : 2014 entsprechen. Zudem sollte es sich dabei um Schutzkleinspannungen und begrenzte Stromquellen gemäß den Bestimmungen 2.2 und 2.5 (EN60950-1) oder um ES1/PS2 gemäß EN62368-1 §6.2.2 und §5.2.1 handeln.
- Die Stromquelle sollte über Steckdosen fließen, die in der Nähe des Geräts installiert und leicht zugänglich sind.
- Nennleistungen des Self/4000 : 9 – 16 V max  2A

Les Self/5000 peuvent être alimentés par différentes alimentations électriques. Merci de respecter les recommandations suivantes :

- Les alimentations électriques doivent être conformes aux normes IEC60950-1:2013 Edition 2.2 et EN60950-1:2006 + A11/ 2009 + A12/2011 + A2:2013. De plus, elles doivent être des circuits Très Basse Tension de Sécurité et des sources à Puissance Limitée conformément aux chapitres §2.2 and §2.5 (EN 60950-1) ou classées ES1/PS2 selon EN62368-1 §6.2.2 et §5.2.1.
- Les alimentations électriques doivent être connectées via des socles de prises de courant installés à proximité du matériel et aisément accessibles.
- Caractéristiques électriques d'alimentation des Self/5000 : 9 – 16 V max  2A

The screw from the kiosk near the ground marks must be used to connect the product to the earthing.

Die 2 Bolzen die durch die Bohrungen (GND Markierung) des Terminal's führen müssen entsprechend geerdet werden.

La vis du kiosk à côté du logo de mise à la terre doit être utilisé pour relier les produits à la terre.



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

Hinweis : Bei Nichteinhaltung dieser Anweisungen wird die Haftung des Herstellers aufgehoben.

Nota : le non respect de ces instructions annule la responsabilité du fabricant.



This symbol indicates an important Warning.

Dieses Symbol stellt ein wichtiges Warnzeichen dar.

Ce symbole indique un avertissement important.

2. Recommendation

2.1 Safety

Power on / Power down

To power on or power down the Self/5000 connect or disconnect the cable connected to power plug 9-16V.

Starten / stoppen

Für starten oder stoppen Self/5000 anschließen oder abziehen Kabel an 9-16V stromanschluss angeschlossen.

Mise en marche / Arrêt

Pour allumer ou éteindre Self/5000 connectez ou débranchez le câble connecté à la prise d'alimentation 9-16V.

Lithium battery

The Self/5000 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.

Lithium Batterie

Die Self/5000 sind mit einer Lithium-Batterie ausgestattet, die nicht für den Benutzer zugänglich.

Nur ein qualifizierter Techniker können ermächtigt werden, das Gerät zu öffnen und ändern Sie die Komponente werden

Für die Schweiz 2,15 2,15 Anhang von SR 814.81 gilt für Batterien

Pile au lithium

Les Self/5000 sont munis d'une pile au lithium qui n'est pas accessible à l'utilisateur. Seul un technicien qualifié peut être autorisé à ouvrir l'appareil et à changer ce composant.

Pour la Suisse l'annexe 2.15 de la SR 814.81 s'applique pour les batteries.

SAM, µSD connectors

They are operator accessible parts.

This is an Electrostatic (ESD) sensitive area and ESD precautions must be taken when fitting it As a minimum, the operator should be "Electrostatically Discharged" via his/her hand to a suitable safe metallic earthing point prior to opening this area.

SAM-, µSD- Steckverbinder

Ersatzteile sind für den Bediener erhältlich.

Dies ist ein elektrostatisch (ESD) empfindlicher Bereich und ESDVorsichtsmassnahmen müssen bei der Anbringung ergriffen werden. Zumindest sollte der Bediener vor dem Öffnen dieses Bereichs an einem geeigneten, sicheren metallenen Erdungspunkt über die Hand „elektrostatisch entladen“ werden.

Connecteurs SAM, µSD

Ces connecteurs sont accessibles par l'opérateur.

Il s'agit de zones sensibles aux décharges électrostatiques (DES) et des précautions DES doivent être prises lors du montage. Avant toute intervention l'opérateur doit au minimum se décharger électrostatiquement en posant la main sur un point métallique de mise à la terre approprié et sécurisé.

Connections to external equipment and circuits

All external circuits and equipment connected to Self/5000 should be Safety Extra-Low Voltage circuits according to clause 2.2 of Standards IEC60950-1:2013 Edition 2.2 and EN60950-1:2006 +A11/2009 + A1/2010 + A12/2011 + A2:2013.

Verbindungen zu externen Geräten und Schaltungen

Alle externen Schaltungen und Geräten, die an Self/5000 sollte Safety Extra-Low Voltage-Schaltungen werden nach Ziffer 2.2 des Standards IEC60950-1: 2013 Ausgabe 2.2 und EN60950-1:2006 + A11/2009 + A12/2011 + A2:2013.

Connexion aux équipements et circuits externes

Tous les circuits et équipements externes connectés aux Self/5000 doivent être des circuits Très Basse Tension de Sécurité conformément au chapitre 2.2 dans normes IEC60950-1 : 2013 Edition 2.2 et EN60950-1 : 2006 + A11 / 2009 + A12/2011 + A2:2013.

Operating conditions / Betriebsbedingungen / En fonctionnement :

Temperature/ Temperatur/ Température -20°C to +65°C

2.2 Security of your terminal

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 "Irruption!" and further use of the terminal will not be possible. If you observe the "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.



CAUTION

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

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.

2.3 Integration

See Integration guide.

2.4 Approvals and markings



Mandatory conformity marking for products sold within the European Economic Area (EEA). It states that the product is assessed before being placed on the market and meets EU safety, health and environmental protection requirements.



Indicates that the product has been certified to applicable standards including standards written or administered by the American National Standards Institute (ANSI), Underwriters Laboratories (UL), CSA Group (CSA), NSF International (NSF), and other North American and global Organizations.



Indicates that when the end-user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling.



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



SAM1



SAM2



µSD



audio output

IP 44

Indicates the internal protection. Based on IEC60529
1^{er} digit .4 : Effective against dust protected
2nd digit .4 : Protection against splashing

2.5 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.

2.6 FCC statement

FCC standard compliance marking certifies that the product stipulated below : Self/5000

- 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 :

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.

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 at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

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.

3. Maintenance

ATTENTION

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

ACHTUNG

Stellen Sie vor der Durchführung von Wartungsarbeiten am Terminal sicher, dass die Stromzufuhr abgeschaltet ist.

ATTENTION

Avant toute opération de maintenance du terminal, s'assurer que l'alimentation électrique est déconnectée.

Cleaning of the terminal

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

Reinigung des Terminals

Zunächst entfernen Sie alle Kabel vom Terminal.

Nettoyage du terminal

Avant cette opération, débrancher tous les câbles du 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.

Regeln zur Reinigung des Terminals :

- Verwenden Sie zur Reinigung des Äußeren des Terminals ein weiches Tuch, das leicht in Seifenwasser getaucht wurde.
- Die elektrischen Anschlüsse dürfen nicht gereinigt werden.
- Auf keinen Fall dürfen Lösungsmittel, Waschmittel oder Scheuermittel verwendet werden : diese könnten die Kunststoffteile oder Kontakte beschädigen.
- Der Terminal sollte keiner direkten Sonnenbestrahlung ausgesetzt werden.

Les règles de bonne pratique pour le nettoyage du terminal sont les suivantes :

- Utiliser un chiffon doux très légèrement imbibé d'eau savonneuse pour nettoyer l'extérieur du terminal.
- Ne pas nettoyer les connexions électriques.
- Ne jamais utiliser de solvants, détergents ou produits abrasifs : ces produits peuvent endommager les contacts électriques ou les parties plastiques.
- Éviter une exposition directe du terminal aux rayons du soleil.

3.1 Transport and storage

- Use the original packaging for any unit transported or stored.
- Disconnect all cables from the terminal during the transport.
- Verwenden Sie die Originalverpackung zur Aufbewahrung des Geräts.
- Entfernen Sie während des Transports alle Kabel vom Terminal.
- Utiliser l'emballage d'origine pour le transport et le stockage des produits.
- Débrancher tous les câbles du terminal avant le transport.

3.2 Environment (WEEE, Bateries 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. 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.

NOTES

NOTES

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