Security of your terminal

Your device fulfils current applicable PCI PED security requirements.

Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader or any other part of your terminal. Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal. Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message" Alert Irruption!" and further use of the terminal will not be possible. If you observe the "Alert Irruption!" message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

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.

WARNING TO USERS IN THE UNITED STATES

Federal Communication Commission Interference Statement 47 CFR Section 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 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.

NO UNAUTHORIZED MODIFICATIONS

47 CFR Section 15.21

CAUTION: This equipment may not be modified, altered, or changed in any way without signed written permission from Ingenico. Unauthorized modification may void the equipment authorization from the FCC and will void the Ingenico warranty.

ANTENNA REQUIREMENT

47 CFR Section 15.203

This device ISC350 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.

WARNING TO USERS IN THE CANADA:

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.

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 permitted for successful communication.

SAFETY

⚠ CAUTION: risk of explosion if the battery is replaced by an incorrect type. Dispose of used battery according to the instructions

Connection of headset on audio output side jack : ⚠ An excessive acoustic pressure of headset can involve deafness!

⚠ Only use the power supply AC/DC PHIHONG model PSC30U-120V limited power source provided with iSC350 or an external power supply: 12Vdc, 2A or 24Vdc, 1A limited power source (LPS).

Remove the DC power jack connector to power off the terminal.

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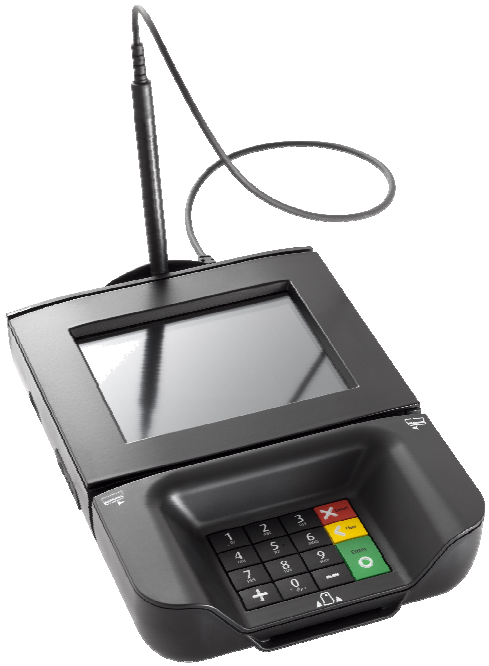
Installation Guide

ingenico®

beyond payment

ISC350



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Equipment check list

Carefully inspect the shipping carton and its contents for shipping damage. If the device is damaged, file a claim immediately with the shipping company and notify Ingenico.

You should have :


iSC350 device

Stylus

This guide

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

- Cable (specific to your connectivity requirements)
- Power supply

Save the carton and packing material for repackaging or moving the device in the future. Connect the cable to the HOST port before connecting the device to power.

Power & Cable connections

Turn the terminal.
Ports on the back are:

1 **POWER** port (standard)
2 **USB** port (standard)
3 **Ethernet** port (standard)

Connect Power Cord to A/C Power Adapter. Insert A/C Power Adapter into POWER port (as shown). Insert the other end into the wall receptacle.

Swiping a Magnetic Stripe Card

The ISC350 device's magnetic stripe reader reads debit, credit, and all standard magnetic stripe cards.

Take care to ensure that the card is inserted in the correct manner (direction is marked on terminal). Slide the card in either direction. For best results, slide the card in a continuous motion.

Smart Card Reader (SCR)

Take care to ensure that the card is inserted in the correct manner, chip facing up (direction is marked on terminal).

Stylus Pen Connection

Insert the stylus connector into the ISC350 stylus port at the rear of the ISC350.

Place the stylus into the cradle on the top edge of the ISC350device, or insert it upright into the hole in the cradle

Contactless Reader

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

Signature Handling

The ISC350 can capture an electronic image of a customer's signature for transactions that require a signature and transmit to a host system .
The signature area displays on the screen for transactions requiring a customer signature.
Used the electronic stylus attached to the device.

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Troubleshooting

Magnetic Card Reader Does Not Work Properly

1. When sliding the card through the reader, make sure that the magnetic stripe on the card is facing the ISC350 display screen (see *Swiping a Magnetic Stripe Card*).
2. Swipe the card at a faster or middle steady speed.
3. Swipe the card in the other direction.
4. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn.
5. To determine if the problem is with the card:
   a. If your host device has a magnetic stripe reader, try swiping the card there.
   b. If you have another working ISC350 device, try swiping the card there.

Device is not working

1. Make sure that the ISC350 connector is fully inserted into the back of the device.
2. Restart the device.
3. If you are using the HOST port, unplug the device and examine the connector's pins. If there are any pins that are bent, you will need to order a new cable.
4. If you have another working ISC350 device, swap the devices to determine if the problem is with the device, cable, POS, or power supply.
5. If the ISC350 device is directly connected to a host, reset the host by turning it off and back on again.

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

⚠ Any liquid spill under the custom cover must be removed right away.

Terminal Location

Positioning of the ISC350 on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.
The ISC350 device may be mounted on a flat surface, wall, or customer stand (recommended). If the host device supplies less than 12 volts of power, the device must be placed close to an easily-accessible power outlet.

⚠ Do not place the ISC350 device on a PC monitor, adjacent to an electronically active security tag deactivation system, or near other sources of magnetic fields.
The ISC350 device must be at least 12 inches away from an electronically active type of security tag deactivation pad.
There are two types of security tag deactivation systems:

- An electronically active system sends out a powerful and potentially disruptive signal to deactivate the security tag. If the ISC350 device is placed too close to the system's pad, or placed above the pad, the signature capture files may be corrupted.
- A passive system is a permanent magnet type that does not send out a signal. This type does not affect the ISC350 device.

The device is designed to operate in the following environment:

- Operating temperature of 5°C to 40°C
- Operating humidity of 10% to 90% RH non-condensing

More Information

For more information on cleaning, troubleshooting, operating the device, features, specifications, accessories, the system menu, security, and downloading see the *Ingenico iSC350 User Guide.*

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