



beyond
payment

User Guide

WebPOS iWP220/ iWP250



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1. Introduction

Thank you for choosing a payment terminal Ingenico.

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



WARRANTY / SECURITY

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 iWP220/iWP250. It must be re-used whenever the terminal is shipped.

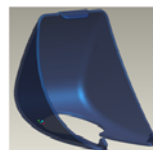
According to the model, the following items are included in the iWP220/iWP250 box (including optional accessories):

- The iWP220/iWP250 terminal
- The desktop power supply with its cable connection (according to the national needs).
- Paper roll
- Shield Cover
- This installation guide

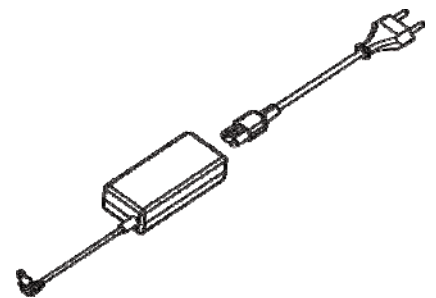
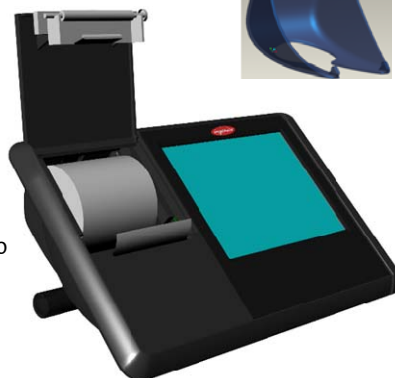


User guide

Shield Cover



iWP220/iWP250 terminal



desktop power supply



CAUTION

The power supply unit provided with your equipment is specially designed for Ingenico iWP220/iWP250 terminals. Do not use any other power supply.

3. Recommendations

3.1. Security

Power on/Power down

To power on or power down the iWP220/iWP250 connect or disconnect the power supply from the electric outlet.

Lithium battery

The iWP220/iWP250 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.
- The terminal iWP can be connected to a power distribution system of the IT type.

Cable shield cover

The cable shield cover is located under the terminal (see chapter “4.4 Installing the iWP220/iWP250 – Cable fixing”) 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 equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, 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.

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

3.3. EC standard compliance marking

EC standard compliance marking certifies that the product stipulated below: **iWP**.

- 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 dec 2001
 - EN 55022 : Data processing equipment – Radioelectric disturbance characteristics - Limits and measurement methods. Issue 1998 / A1-2000/A2-2003
 - EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 1998 + A1- 2001 + A2- 2003
- complies with the following specification:
 - EN 301511 : Harmonized stand for mobile
 - EN 300328 : (BT + WLAN) Electromagnetic compatibility and Radio Spectrum
 - EN 300330 : NFC Electromagnetic compatibility and Radio Spectrum

3.4. FCC compliance

The FCC ID for this model are: **TBC_iWP220**
_iWP250

3.4.1. FCC Statement

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to part 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 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

The device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference
- This device must accept any interference received, including interference that may cause undesired operation of the device.

Part 68 of FCC Rules

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.

3.4.2. FCC RF Radiation Exposure Statement

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.



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. Main Characteristics

Terminal

Weight	about 1,700 kg without paper roll
Size (with foot in middle position)	345 x 210 x 160 mm (l x w x h)
Serial link	2
USB A (Host)	4
USB B (Device)	1
RJ45 - Lan	1
RJ11 – Cash Register	1

Desktop power supply unit

Weight	approx 450 g (without mains cable)
Size	approx 133 x 59 x 35 mm (L x w x h)
Class II equipment	
PSU	2 pole socket 3 A
Electrical mains network	100-240VCA/50-60 Hz
Max consumption	2.5 A RMS

Cable length

Power block cable	approx 1,3 m
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Display

Type	Graphical TFT color
Display area (active zone)	Landscape 8"
Number of pixels	800 x 600
Technology	TFT transmissive
Backlight	LED
Brightness	250 cd/m ²
Contrast	1:1500
Number of colors	262k (TBC)

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, ...).

Operating conditions

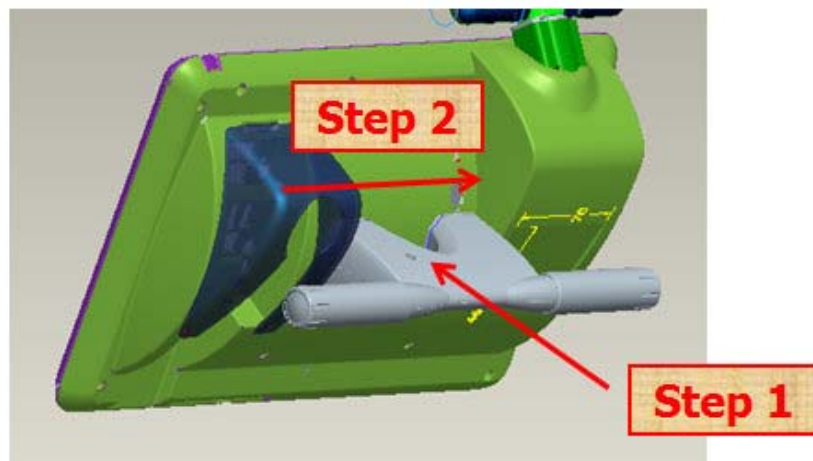
Ambient temperature	from +5°C to +45°C
Max relative humidity	85% at +40°C

Storage conditions

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

4.2. Support foot assembly

- Insert the foot in the slot support foot of iWP terminal (see scheme of connection 4.3)
- And translate the foot with horizontal direction to lock position



4.3. Connections

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

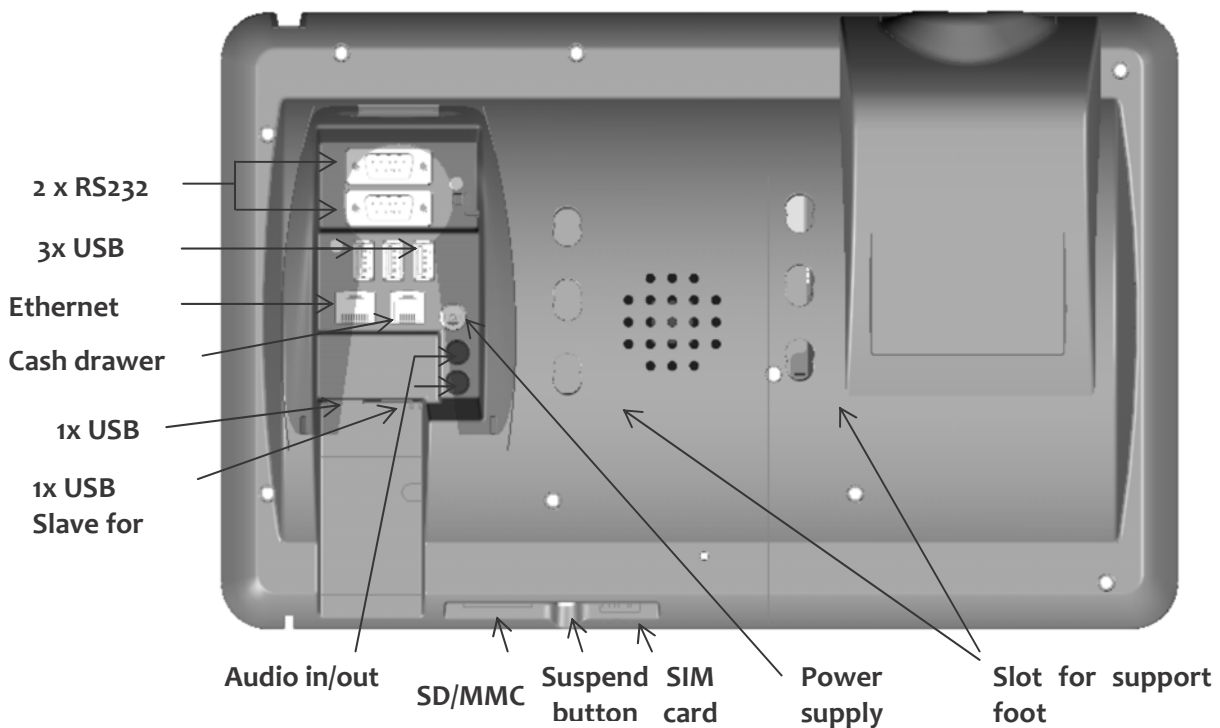
4.4. Installing the iWP220/iWP250 – Cable fixing

4.4.1. Remove the shield cover

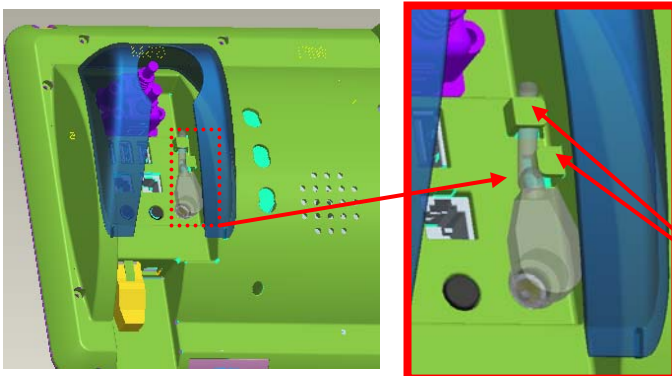
- Remove the shield cover by drawing on the clips **1**.
- Lift the shield cover rearward to remove it, as shown by arrows on the figure.



4.4.2. Connect cables



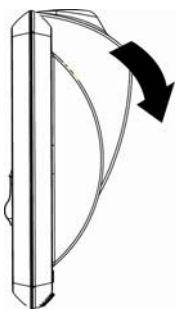
Perform the following operations:



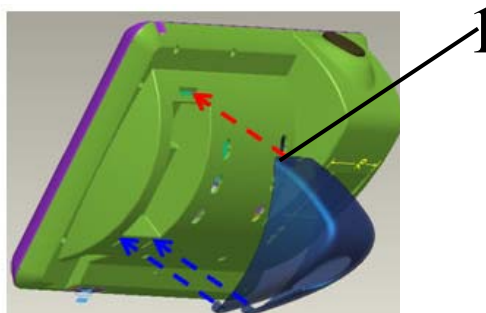
- Plug cable for the main power supply to the mains power supply network; connect the other end to the terminal power supply connection (see scheme of connection above).
- Insert the cable in the Locking Mechanism

4.4.3. Close the shield cover

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

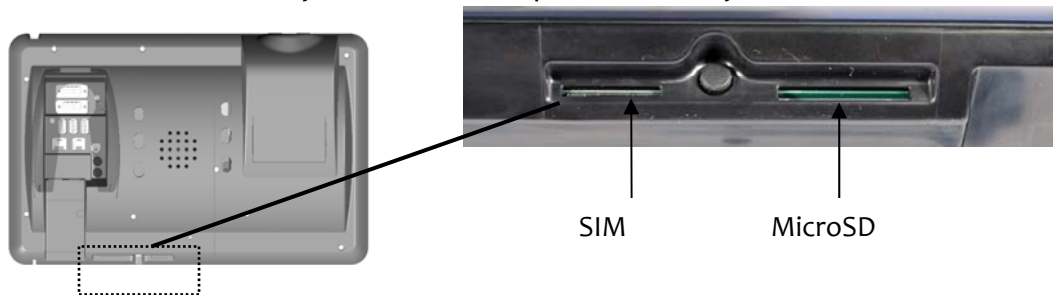


Profil view



4.5. Installing Micro SD Memory and SIM

- MicroSD Memory and SIM slots are located under the terminal
- Insert completely the micro SD memory card or SIM in their slot,
- To remove the SD Memory Card or SIM card push on it with your nails.



5. Installing a paper roll



CAUTION

Use only paper approved by the manufacturer (diameter 80 mm). Use of unsuitable paper is likely to damage the printer of your terminal (see characteristics in “Maintenance chapter”).

5.1. Open the cover paper compartment

- Open the paper compartment by pushing the button on the front face and pull the cover to the rear of the terminal.



ATTENTION

Do not force the cover against stop edge.

5.2. Installing a paper roll

- Drag the button to open the paper compartment situated at the front of terminal and raise the cover.
- Insert the paper roll in the compartment following the directions shown on the figure below.
- Unroll the paper out of the compartment and hold it in bottom position.
- Maintain the paper and close the cover.
- Press in the middle of the cover to close it.



6. Daily use

6.1. Card insertion

6.1.1. Reading a magstripe card

- Insert the card manually in the driver, magstripe facing right.

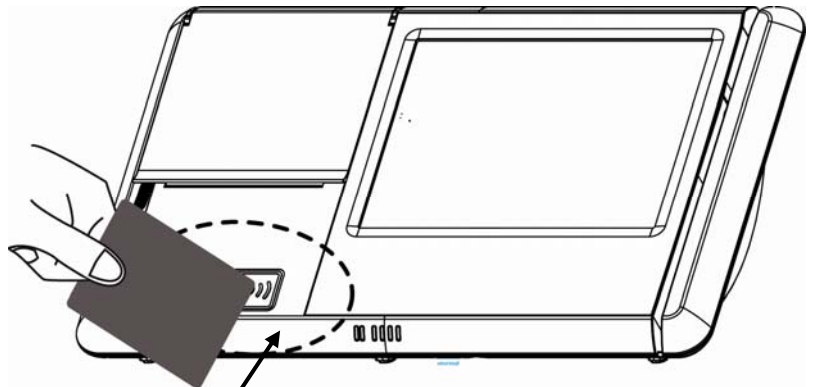


Swipe the card with constant speed, not too slow not too fast, to maximize the reading and avoid annoying repetitions.



6.1.2. Contactless (optional)

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



Contactless
active area

7. Maintenance



ATTENTION

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	80 mm
Diameter	80 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.

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:

- Check the power supply cable
- Check for electrical power network

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

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).

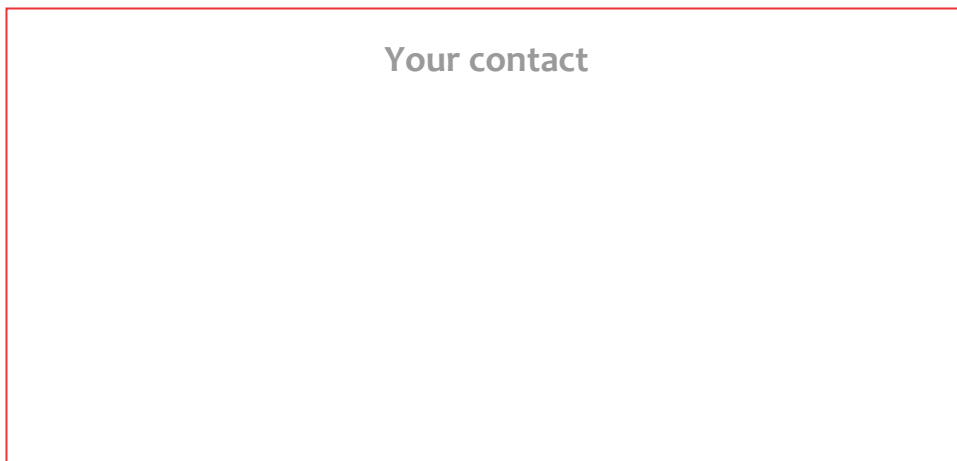
The abandonment or uncontrolled disposal of waste can cause harm to environment and to human health. So, by recycling your product in a responsible manner, you contribute to the preservation of natural resources and to the protection of human health.

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