Unattended Ingenico Procedures

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REVISION HISTORY

Date	Version	Author(s)	Comments
5/30/19	2.0	C. Meaney	Reformatting, numerous clarifications and corrections throughout.

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IP Configuration

Overview

This section contains details for configuring an unattended Ingenico device to operate in a static or dynamic (DHCP) IP environment. The unattended Ingenico IUP250 device needs to be placed in maintenance mode to reach Telium Manager.

DHCP environment

Perform the following steps to enable the device to work in a DHCP environment.

NOTE: The reason for setting the device to Static mode in a DHCP environment is to prevent the device acquiring a different IP address when it is rebooted or power cycled. If the client application has implemented a utility to dynamically sniff out the IP address in the device by utilizing the device's uniquely assigned MAC address, there is no need to set the device to Static mode in a DHCP Environment.

On the Ingenico device:

Locate the IP address in the device, as follows:

1. Place the device in maintenance mode by holding down the rear button until the LED turns red and begins to blink; at that moment release the button and allow the device to fully reboot.

2. Upon returning to the Welcome screen, press the asterisk ***** key.

3. If prompted for a password, key in the admin password 3300 followed by **Enter**.

4. Select **Telium Manager**.

5. Select **Consultation**.

6. Select **Configuration**.

7. Select **Hardware**.

8. Select **Terminal**

9. Select **Hardware Infos**.

10. Select **Ethernet**.

11. Write down the following information as you will need this information for the next step.

   - IP addresses labeled IPADDR

   - Net Mask (Subnet)

- Gateway
- DNS1
- DNS2 (if available)

12. Press the red Cancel key until the device returns to the Welcome screen.

13. Set the device IP connection to static and update the IP address, Subnet Mask, Gateway, DNS1, and DNS2 (if available).

NOTE: If the device is still in maintenance mode with the red LED light flashing, skip step a and go straight to step b.

a. On the Ingenico device, place the device in maintenance mode by holding down the rear button until the LED turns red and begins to blink, at that moment release the button and allow the device to fully reboot.

b. Upon returning to the Welcome screen, press the asterisk ***** key.

c. If prompted for a password, key in the admin password 3300 followed by **Enter**.

d. Select **Telium Manager**.

e. Select **Initialization**.

f. Select **Hardware**.

g. Select **Ethernet Setup**.

h. Select **Boot Proto**.

i. Select **Static** and press **Enter**.

j. Select **IP address**.

k. Key in the IP address and press **Enter**.

NOTE: Use the # key to insert a decimal for the segment separator. Key in the IP address and IP information exactly as it was initially displayed on the device. For instance if the IP address is 10.0.12.11 it should be entered as 10.0.12.11.

l. Select **Subnet Mask**

m. Key in Subnet Mask and press Enter

n. Select **Gateway**.

o. Key in Gateway address and press **Enter**.

p. Select **DNS1**.

q. Key in DNS1 address and press **Enter**.

r. Select **DNS2**.

s. Key in DNS2 address and press **Enter**.

t. Scroll down and select **Save**.

14. Allow the terminal to fully reboot and return to the Welcome screen.

Static environment

Perform the following steps to enable the device to work with a static IP address.

On the Ingenico device:

In this procedure you will set the device IP connection to static and update the IP address, Subnet Mask, Gateway, DNS1, and DNS2 values to the Network Configuration. Be sure to assign an IP within the Network that is currently not in use by another machine/device.

1. Place the device in maintenance mode by holding down the rear button until the LED turns red and begins to blink, at that moment release the button and allow the device to fully reboot.

2. Upon returning to the Welcome screen, press the asterisk * key.

3. If prompted for a password, key in the admin password **3300** followed by **Enter**.

4. Select **Telium Manager**.

5. Select **Initialization**.

6. Select **Hardware**.

7. Select **Ethernet Setup**.

8. Select **Boot Proto**.

9. Select **Static** and press **Enter**.

10. Select **IP Address**.

11. Key in the IP address and press **Enter**.

NOTE: Press the # key to insert a decimal for the segment separator. Key in the IP information exactly as it was provided by your network team. For instance if the IP address is 10.0.12.11 it should be entered as 10.0.12.11.

15. Select **Subnet Mask.**

16. Key in Subnet Mask and press **Enter**

17. Select **Gateway**.

18. Key in Gateway address and press **Enter**.

19. Select **DNS1**.

20. Key in DNS1 address and press **Enter**.

21. Select **DNS2**.

22. Key in DNS2 address and press **Enter**.

23. Scroll down and select **Save**.

24. Allow the terminal to fully reboot and return to the Welcome screen.

In the POS or utility:

For the POS or utility used to open a socket connection and send the HTTP Post to the terminal device, configure the POS or utility to use the Ingenico's IP address (from the preceding procedure) and Port 6200. This will enable the application to communicate with the device.

Remote Load Procedures

For the initial TMS download using the IUP250, the device needs to be placed in maintenance mode to reach Telium Manager.

1. On the Ingenico device, place the device in maintenance mode by holding down the rear button until the LED turns red and begins to blink, at that moment release the button and allow the device to fully reboot.

2. Upon returning to the Welcome screen, select the asterisk * key.

   a. Select **Telium Manager**

   b. Select **Initialization**

   c. Select **Parameters**

   d. Scroll down and select **T.M.S**

   e. Select **IP/ETH**

   f. Select **No** for SSL

   g. Select **Domain**

   h. Key in **ingenico.termupdate.com**

NOTE: To insert the decimal point, press the * key. To move left and right press the #key. To move up or down use the keys on the right of the screen.

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   i. Key in **2600** for the port

   j. Key in the TMS Identifier provided by EPX (i.e. 123456)

   k. Select **Off** for protect download

   l. Select red cancel (X) key to return to the Welcome screen

3. To start the download:

   a. Press the asterisk * key

   b. Select **Telium Manager**

   c. Select **Evolution**

   d. Select **Remote Load**

   e. Ensure to press the green **Enter** key again to kick off the download. If the device is successfully connected to the server for the download, you will see files unzipping throughout the process.

   f. Download will complete and return to the Welcome screen

4. After an Initial download is completed, the device can be configured and initiate a remote load by sending the below commands from the client application to the semi-integrated device.

TMS Configurations:

```
<DETAIL>
<TMS_CONFIG>1</TMS_CONFIG>
<TMS_DOMAIN_NAME> INGENICO.TERMUPDATE.COM</TMS_DOMAIN_NAME>
<TMS_PORT>2600</TMS_PORT>
<TMS_IDENTIFIER>123456</TMS_IDENTIFIER>
</DETAIL>
```

Initiate remote download:

```
<DETAIL>
<TMS_DOWNLOAD>1</TMS_DOWNLOAD>
</DETAIL>
```

Locate EPXPay Application and OS

Use these procedures if you need to check the EPXPay and OS version numbers.

Display EPXPay Application version

1. Place device in Maintenance Mode by holding down the rear button until the LED turns red and begins to blink, at that moment release the button and allow the device to fully reboot

2. Upon returning to the Welcome screen, press the asterisk * key

3. Select **Telium Manager**.

4. Select **Consultation**.

5. Select **Configuration**.

6. Select **Software**.

7. Select **Application**.

8. Scroll down until EPXPay is displayed; the last 4 digits represent the application version. For example, with the value 8297540505, the EPXPay application version is 0505.

Display EPXPay OS

NOTE: If the device is still in maintenance mode with the red LED light flashing, skip step 1 and go straight to step 2.

1. Place device in Maintenance Mode by holding down the rear button until the LED turns red and begins to blink, at that moment release the button and allow the device to fully reboot

2. Upon returning to the Welcome screen, press the asterisk * key

3. Select **Telium Manager**.

4. Select **Consultation**.

5. Select **Configuration**.

6. Select **Software**.

7. Select **Telium SDK**.

8. The OS version will display in SDK Rel; .e.g. 9.28.0