# ingenico
## GROUP

# Desk Series
## User Guide

● SEAMLESS PAYMENT

# ❯ **Contents**

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# 1_Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend you to read carefully this user 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.

**GARANTIE /** SICHERHEIT

Um bestmöglich von dem garantierten Produkt zu profitieren und die Sicherheitsbedingungen zu gewährleisten, bitten wir Sie ausschließlich das der Verpackung beiliegende Netzteil zu benutzen und ausschließlich befugte Personen mit der Wartung zu beauftragen.
Bei Nichtbeachtung dieser Anweisung erlischt die Haftbarkeit des Herstellers.

This symbol indicates an important Warning.

Dieses Symbol weist auf eine wichtige Warnung.

This symbol indicates a piece of advice.

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# 2_Unpacking

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

- The terminal equipped with its paper roll
- The power supply with its cable connection (according to the national needs).
- The cable connection for the telephone or Ethernet network
- This installation guide



> **User guide**
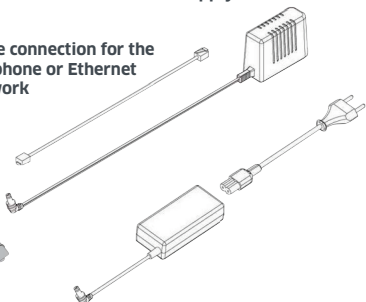
> **Wall mounted power supply unit**

> **Cable connection for the telephone or Ethernet network**

> **Terminal**

> **Desktop power supply unit required if terminal is fitted with the following options:**
>  - Radio model (all)
>  - Contactless model

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⚠️ **CAUTION**
The power supply unit provided with your equipment is specially designed for it. Do not use any other power supply.

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⚠️ **WARNHINWEIS**
Bitte verwenden Sie ausschließlich das mitgelieferte Netzteil, kein anderes Netzteil.

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**ADVICE** Keep the packaging. It must be re-used whenever the terminal is shipped.

# 3_Recommendations

## 3_1 Safety / Sicherheit

### 3_1_1 Safety

**Power on/Power down – Emergency stop**

To power on or power down the terminal connect or disconnect the power supply from the electric outlet.

**Lithium battery cell**

The terminal is fitted with a lithium battery cell which is not accessible to the user. Only a qualified technician is authorized to open the unit and change this component.

**Electrical power supply network**

The electrical outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible;
- Must meet standards and regulations in the country of use;
- For type A plug, the protection of the installation must be set to 20 A.
- Except for Norway do not connect on an IT electrical network.

**Telephone network**

The phone network must comply with standards and regulations in the country of use

**Explosion areas**

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

**Electronic health appliances**

According to the model your terminal could be a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

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**Bottom side compartment trapdoor**
Located under the terminal, it must be in place during normal operation of the terminal.
Le réseau téléphonique doit être conforme aux normes et réglementations en vigueur dans le pays d'utilisation.

# **3_1_2** Sicherheit

**Power ein/Power aus – Nothalt**
Zum Ein-oder Ausschalten der Klemme stecken oder ziehen Sie das Netzkabel aus der Steckdose.

**Lithium-Batterie**
Das Terminal ist mit einer Lithiumbatterie ausgestattet, die für den Benutzer unzugänglich ist. Nur ein qualifizierter Techniker sollte die Box zu öffnen, um die Komponente zu ersetzen.

**Anschluss an das Stromnetz**
Die Steckdose muss die folgenden Kriterien erfüllen:

- In der Nähe des Geräts befinden und leicht zugänglich
- Erfüllt die Normen und Vorschriften im Einsatzland
- Typ-A Stecker müssen mit 20A abgesichert sein.
- Mit Ausnahme von Norwegen nicht an ein IT-Stromnetz anschließen.

**Telefonnetz**
Einen Telefonstecker gemäß den Normen und Vorschriften des Benutzerlandes bereitstellen.

**Explosionsgefährdung**
Einige Vorschriften beschränken den Einsatz von Funkgeräten in Chemieanlagen, Kraftstofflagern und anderen Standorten mit Explosionsgefahr. Sie werden gebeten, diese Vorschriften einzuhalten. Das Terminal muss durch eine Abdeckung geschützt werden, die für den Einsatz in der Nähe einer Kraftstoffpumpe speziell entwickelt und zertifiziert ist.

**Elektronik Gesundheit**
Je nach Modell, könnte Ihr Gerät ein Funksender sein, der medizinische Gerste wie Hörgeräte, Herzschrittmacher, Krankenhausausrüstung, usw. stören kann. Ihr Arzt oder der Hersteller ist in der Lage, Sie entsprechend zu beraten.

**Die untere Gehäuseabdeckung**
Sie befindet sich unter dem Terminal und muss bei normalem Terminalbetrieb angebracht sein.

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## 3_2 Telephone emergency, hanging up

You have an urgent call to make, when terminal hangs on the line. Perform as follow in order to get a dial tone…

Place the handset in the hang up position and:

**Press the red key (=cancel)**

**Or**      **disconnect the power supply from the mains**

**Or**      **disconnect the terminal telephone connector from the telephone line socket, and place the telephone connector into the telephone line socket**.

You will get a dial tone within 6 seconds.

## 3_3 Security of your terminal (tampering attempt detection)

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 unauthorized modifications to your terminal, and other suspicious behavior 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.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

Your device is also available with PCI PTS compliant pin-shield:
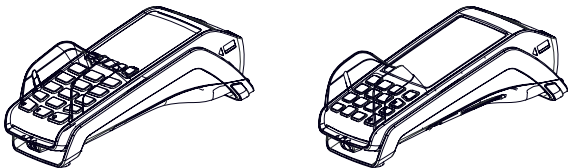
**CAUTION**

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible. Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and/or tilt it forwards/backwards to a position that makes visual observation of the PIN-entry process difficult. Positioning of in-store security cameras such that the PIN-entry keypad is not visible. 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_4** Desk series : 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 If the above conditions are not fulfilled, the device with PIN shield must be used.

# **3_5** Characteristics / Haupteigenschaften

## **3_5_1** Main Characteristics

**Terminal**

| Weight (w/o paper roll) | about 310 g to 340 g full option |
|---|---|
| Size | 187 x 82 x 68  mm (l x w x h) |

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**Power supply unit (wall mounted)**

| | |
|---|---|
| Weight | approx 115 g |
| Size | approx 77 x 25 x 89 mm (L x w x h) |
| Class | Class II equipment |
| Input voltage | AC 230V 50-60Hz |
| Output voltage | DC 8V 2A |

The power supply unit is especially designed by the manufacturer for its terminals, do not use another one.

**Desktop power supply unit**

| | |
|---|---|
| Weight | approx 230 g (without mains cable) |
| Size | approx 115 x 52 x 32 mm (L x w x h) |
| Class | Class II equipment |
| Input voltage | AC 115-230V 50-60Hz |
| Output voltage | DC 8V 4A |

**Accordance terminal / type of power supply**

| Label on terminal | Type power supply |
|---|---|
| 8V 2A | Plug power supply (wall mounted) (OUTPUT 8V - 2A) or Desktop power supply (OUTPUT 8V - 4A) |
| 8V 4A | Desktop power supply (OUTPUT 8V - 4A) |

**Cable length**

| Label on terminal | Type power supply (wall mounted) |
|---|---|
| Power block cable | approx 1,8 m |
| Telephone cable | approx 3 m |

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# **3_5_2** Haupteigenschaften

**Terminal**

| | |
|---|---|
| Gewicht | 310 g bis 340 g bei allen Optionen |
| Größe | 187 x 82 x 68  mm (L x B x H) |

**Netzteil (an der Wand angebracht)**

| | |
|---|---|
| Gewicht | ungefähr 115 g (ohne Netzkabel) |
| Größe | ungefähr 75 x 25 x 89 mm (L x B x H) |
| Klasse | Ausrüstung Klasse II |
| Eingangsspannung | AC 230V 50-60Hz |
| Ausgangsspannung | DC 8V 2A |

Der Netzteil wurde speziell vom Hersteller für seine Terminals entworfen und muss mit diesen benutzt werden.

**Büronetzadapter**

| | |
|---|---|
| Gewicht | ungefähr 230 g (ohne Netzkabel) |
| Größe | ungefähr 111 x 52 x 32 mm (L x B x H) |
| Klasse | Ausrüstung Klasse II |
| Eingangsspannung | AC 115-230V 50-60Hz |
| Ausgangsspannung | DC 8V 4A |

**Dazugehöriges Terminal / Netzteiltyp**

| **Label terminal** | **Netzteiltyp** |
|---|---|
| 8V 2A | Plug Netzadapter (Befestigung an der Wand) (OUTPUT 8V 2A) oder Büronetzadapter (OUTPUT 8V 4A) |
| 8V 4A | Büronetzadapter (OUTPUT 8V 4A) |

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**Kabellänge**

| | |
|---|---|
| Netzteilkabel | ungefähr 1,8 m |
| Telefonkabel | ungefähr 3 m |

# 4_Installation

## 4_1 Positioning the terminal

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

**Operating conditions**

| | |
|---|---|
| **Ambient temperature** | from 0°C to +40°C |
| **Max relative humidity** | 85% at +40°C |
| **Max altitude** | 2000 m |

**Storage conditions**

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

## 4_2 Aufstellung des Terminals

Stellen Sie das Terminal auf eine flache Oberfläche mit einfachem Zugang zu einer Netzsteckdose und Telefonleitung. Stellen Sie das Terminal nicht in der Nähe von Wärmequellen auf und schützen Sie es vor Staub, Vibrationen und elektromagnetischen Strahlungen (weit entfernt von Videoterminals, PCs, Diebstahlschranken, etc.)

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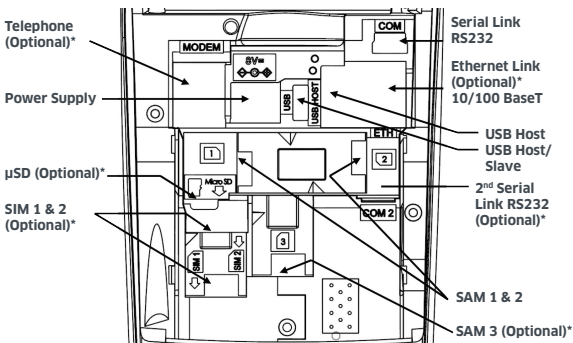
**Betriebsbedingungen**

| | |
|---|---|
| **Umgebungstemperatur** | 0°C bis +40°C |
| **Maximale Luftfeuchtigkeit** | 85% bei +40°C |
| **Maximale Höhe** | 2000 m |

**Lagerbedingungen**

| | |
|---|---|
| **Lagertemperatur** | -20°C, +55°C |
| **Maximale Luftfeuchtigkeit** | 85% bis +55°C |

## **4_3** Connections

All connections are on the rear of the terminal protected by a down side trapdoor.



*according to the model*

Phone:TNV-3.
Power Supply: Limited Power Source.
Other connections: Safety Extra-low Voltage.
According to IEC60950-1 and EN60950-1

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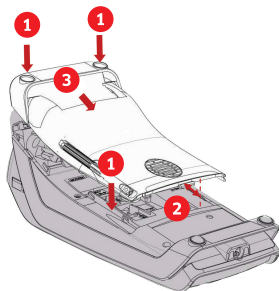## **4_4** Installing the Terminal - Cable fixing

**Opening down-side trapdoor**

Unclip the trapdoor by pushing on the clip **(1)** with your finger as shown on the figure here below.
Then lift the trapdoor rearward to remove it, as shown by arrows **(2)** on the figure
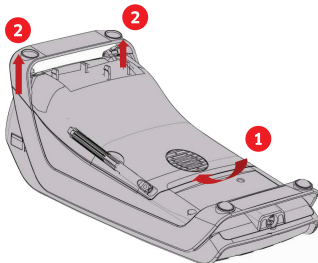
**Closing down-side trapdoor**

To close the trapdoor, start by landing trapdoor on to bottom casing as shown on the figure **(1)**, manage 5/6mm distance **(2)** for clip insertion then push **(3)** and clip it.

**Connecting cables**



# WARNING
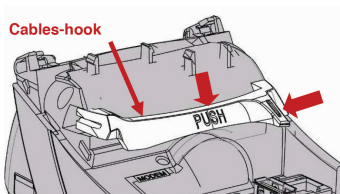Connecting is to be made when the terminal is powered off.
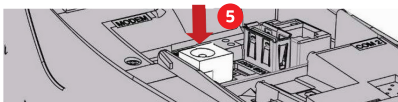


# WARNHINWEIS
Die Anschlüsse müssen bei ausgeschaltetem Terminal erfolgen.

**Perform the following operations:**

- Open down side trapdoor then unclips the cables-hook



- Plug telephone line ①, equipped if necessary with user country specific converter ②, to the telephone network ③. Connect the other end to the terminal telephone connection ④. If necessary, connect the telephone (Telephone is not required for the terminal to operate)
- Optionally plug others cables (Ethernet, RS232, USB…)
- Plug PSU ⑥ power lead ⑤ into the power socket ④.
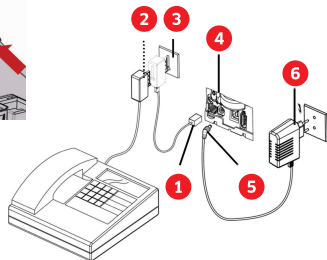
- Clips the cables-hook part to secure cables path then close down side trapdoor
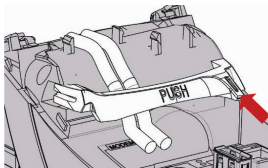


- Plug the power supply into the mains.

For instance, possible configuration for France

*(*): TNV-3 circuit: Telecommunication Network Voltage, as per safety standard EN 60950-1.*

## 4_4_1 Kit Magic Box installation (optional)

### WARNING
Connecting is to be made when the terminal is powered off.

### WARNHINWEIS
Die Anschlüsse müssen bei ausgeschaltetem Terminal erfolgen.