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ingenico Desk 2600 Terminal Device User Guide

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Introduction

We hope that you will be fully satisfied with your new terminal Desk/2600. This terminal is available in different models. Please select by yourself in these documentation items related to your model. Read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.

- **WARRANTY / SECURITY**

  SECURITY Use only the power supply included with the product to ensure best performance and safety. Maintenance should only be provided by Ingenico authorized technician. Failure to comply with these instructions will void the manufacturer's responsibility.

- This symbol indicates an important Warning.

- This symbol indicates a piece of advice.

- Double insulation symbol

- DC current output

- AC current input

- DC Power jack polarity

- Indoor use only

- International Efficiency Marking Protocol (Energy Star Level 5)

Presentation

Content of the box

- Desk/2600 terminal unit equipped with a paper roll

- A battery pack

- Power Supply Unit (PSU)
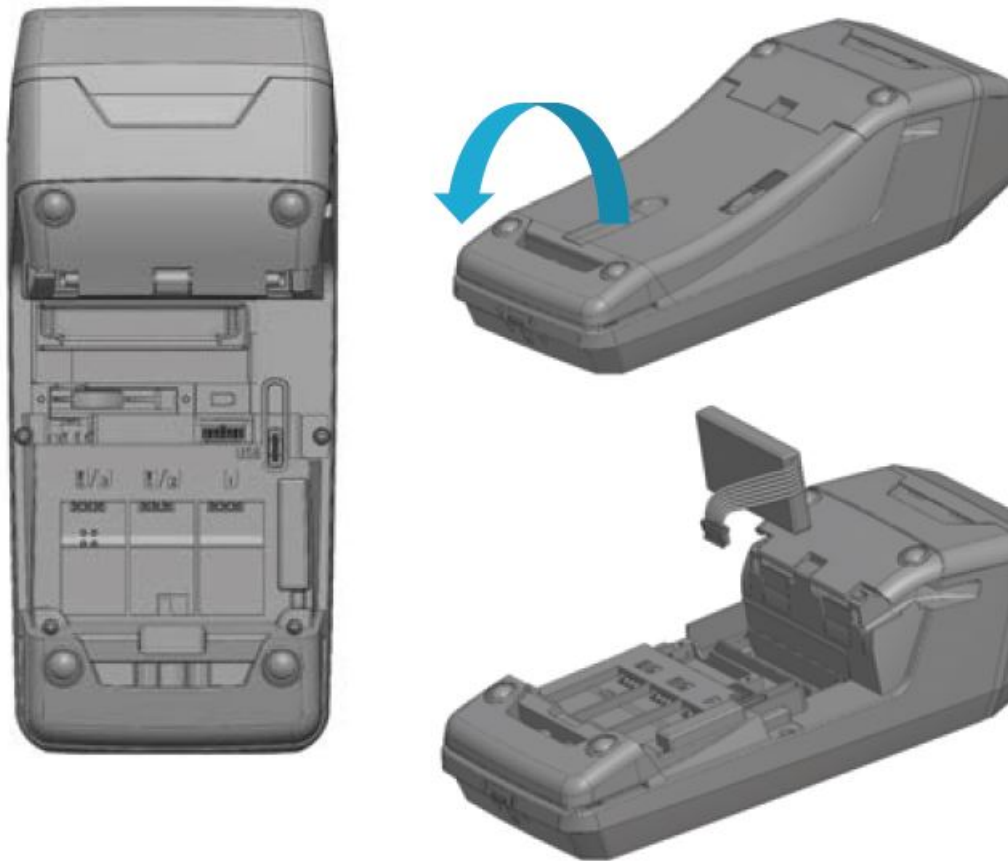

- Magic Box

- USB Cable

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

2"8 LCD Display

Backlight keyboard with large key

Smart Card Reader

Contactless Card Reader

Easy Loading Printer

Magnetic Stripe Reader

The compartment where are located:

- The battery pack
- The SIM/SAM slots

- Weight (Without paper roll nor battery) 285g

- Dimensions (L x w x h) 179 x 77,4 x 55 mm

- Electrical mains network 100 – 240VAC / 50 – 60 Hz or 50 / 60 Hz Class II equipment

- Connections on terminal USB-C connector for PSU or Magic Box

Keyboard details and functionality

Some keys can have other functions according to the applications that are in the terminal.

NAVIGATION Keys

CANCEL Keys **CLEAR Keys** **VALIDATION Keys**

Use the terminal

Before using the terminal, always check if the paper roll is present and if the battery is connected. Without the battery pack connected, the printer and 4G connectivity won't be available.

Switching off the terminal

To switch off the terminal, disconnect PSU from the electrical main network then press it simultaneously

(dot key) and (yellow key) for one To restart the terminal, press (the green key) on the keyboard or connect the PSU.

Reading card

Magnetic Stripe Card
The card can be read either from left to right or from right to left, with the stripe on top of the terminal (stripe can be seen by user). Use regular movement to ensure a reliable card reading.

Smart Card

Insert the card horizontally with the chip facing upwards and leave in position throughout the transaction.

Contactless (Cless)

- Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction.
- The 4 virtual LEDs are displayed during the transaction.

The terminal behavior for the cardholder may depend on:

- The terminal environment
- Local usage (language, …)

Installation

Recommendations

Location of the Desk/2600
Place the product on flat surface near an electric socket and according to the options close to an Ethernet socket. The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating conditions

- Ambient temperature From +0°C to +50°C
- Max relative humidity 85% at +40°C

Battery charging conditions

- Ambient temperature From +0°C to +45°C

Storage conditions

- Ambient temperature From +0°C to +70°C
- Max relative humidity 85% at +55°C

Product connections

Terminal USB
A USB type C connector is available behind the battery door of Desk/2600. This connector is used to connect PSU or cable for Magic Box (option). This connector can also be used for SW loading.

Magic Box Ethernet
An Ethernet connector is available at rear of Magic Box. This connector must be used to connect Internet service provider box.

USB Slave connector

A USB type B connector is available at rear of Magic Box. This connector could be used to connect cash register.
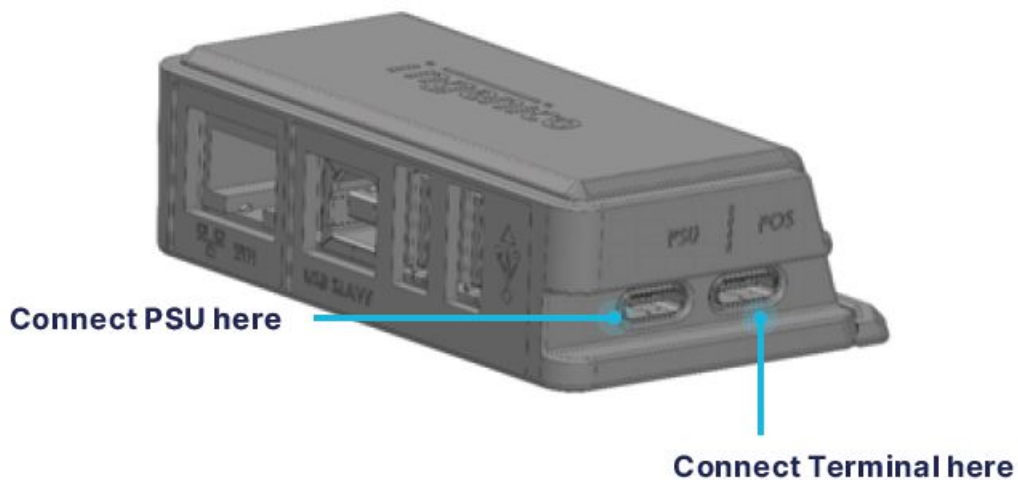
USB Host connector

A USB type A connector is available at rear of Magic Box (2 connectors in option). This connector could be used to connect pinpad, serial interface convertor, USB external PSTN Modem.
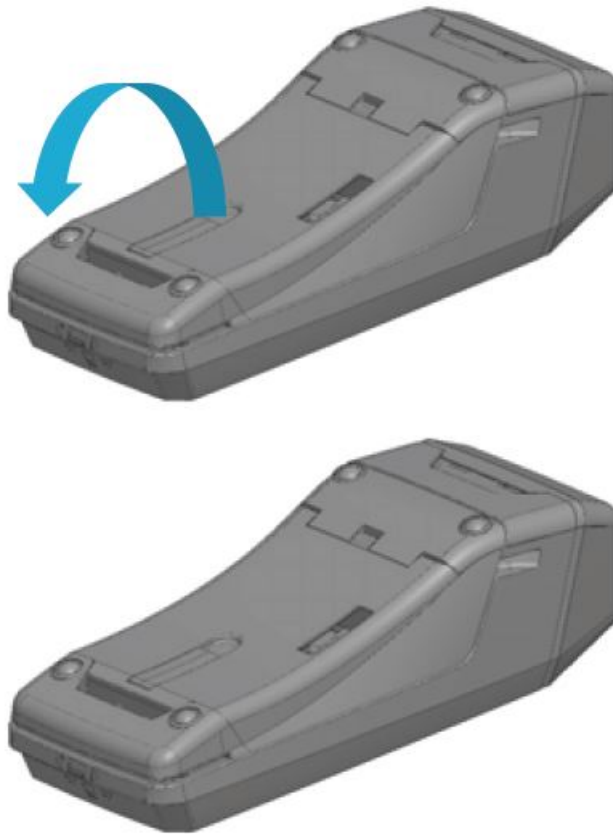
Power and terminal connection

Connect PSU here

Connect Terminal here

Opening trap door

CAUTION

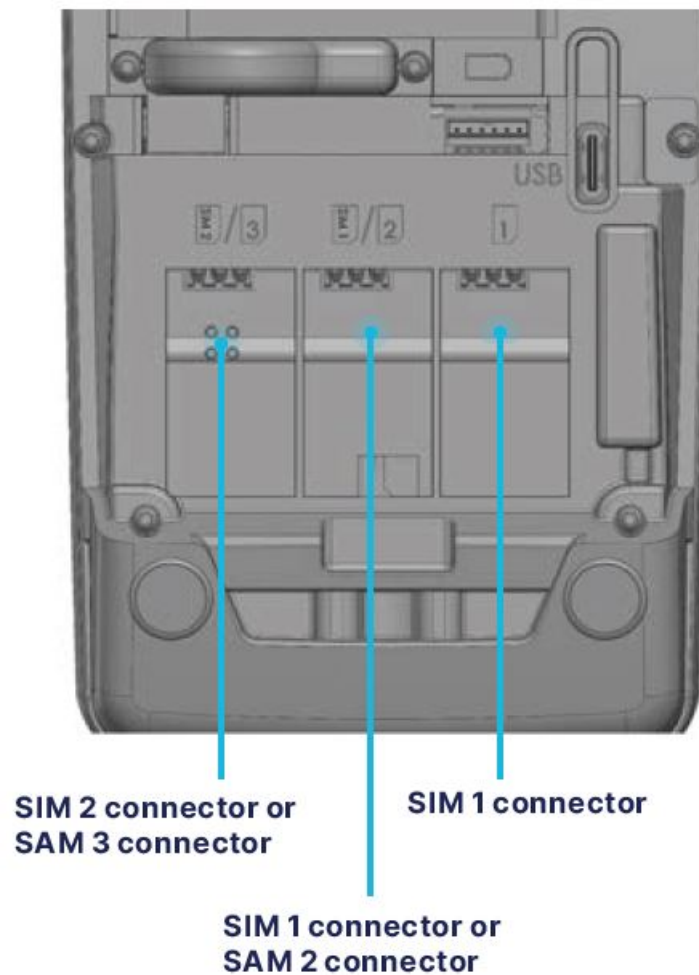Switch off the terminal before opening the trapdoor.

Turn the terminal and pull on the clip as shown by the arrow on the following picture.

SAMs & SIMs

The connector modules security SAM/SIM is located inside the terminal, in a closed compartment. Please, switch off the Desk/2600 prior inserting the SIM/SAM.
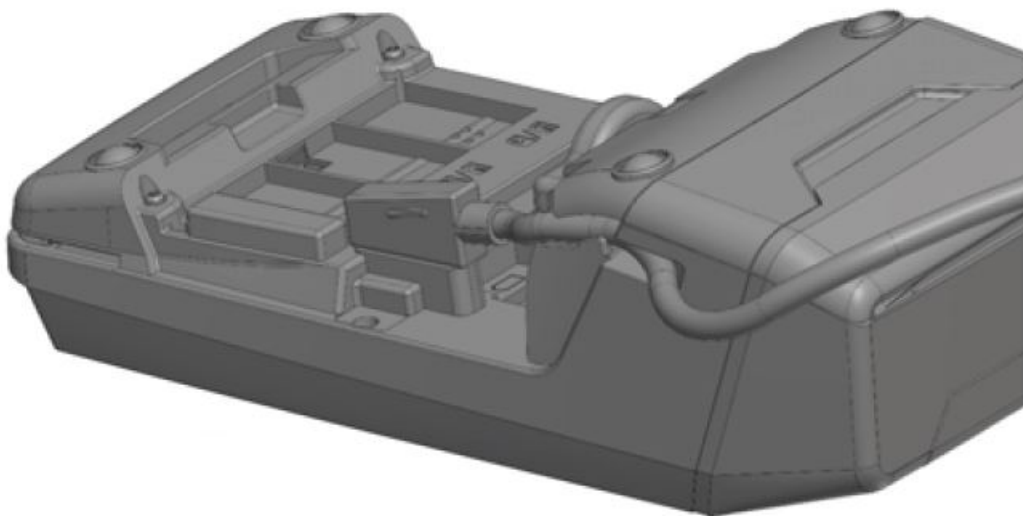
- SAMs and SIMs are identified by the engraved marks on the lower housing
- When introducing a SAM/SIM in its slot, be sure to put the cut corner as indicated on the engraved marks
- 3 factory options: 1SIM/2SAMs, 2SIMs/1SAM or 3 SAMs (always 3 SAMs when product doesn't embed 4G option).
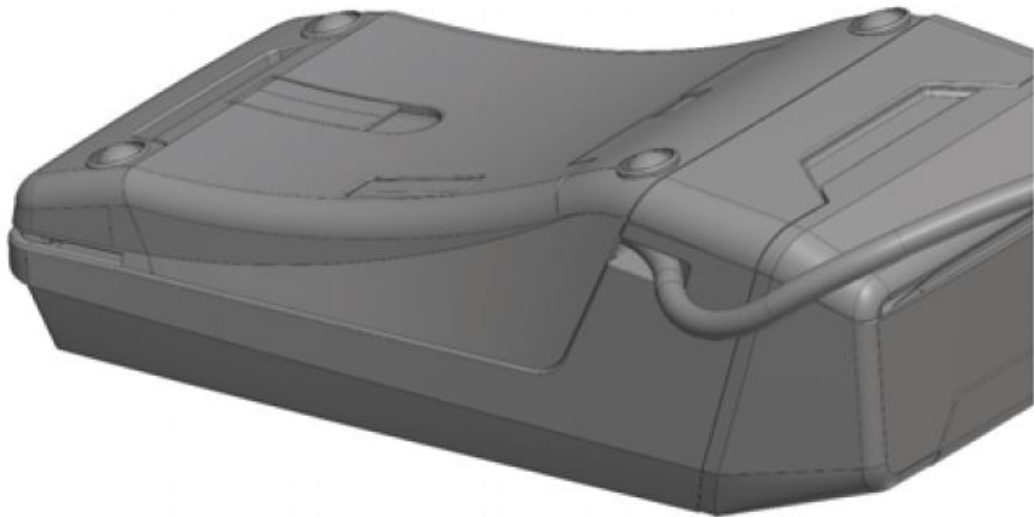
SIM 2 connector or
SAM 3 connector

SIM 1 connector

SIM 1 connector or
SAM 2 connector

Magic Box cable
To use Magic Box connectivity, the use of cable is necessary and is included in your product box in option.

- To connect the cable, open the trap door as seen in the previous chapter.
- Connect the cable and make it follow the cableway as shown in the following picture. Take care to place it behind the plastic wall.

- Close the tap door and ensure the cable doesn't block the door.

Battery

Main characteristics

- Characteristics Li-Ion 500mAh
- Charge (power supply 1A) 50% of capacity in xxh Full capacity in xxh
- Battery life (PSU disconnected)
    - 20 transactions with printing ticket receipt
    - 40 transactions without printing ticket receipt
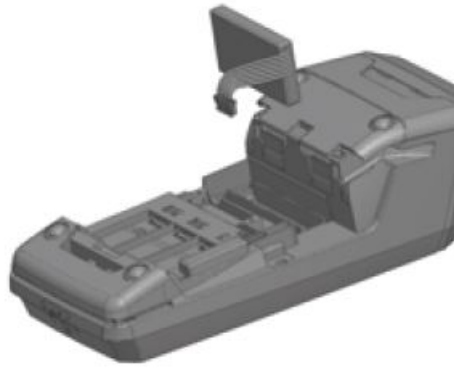
Instaling the battery

WARNING
Check that the terminal is not connected to the main electric network before installing or removing the battery.

- Turn your terminal and unclip the battery trapdoor by pushing on the button as shown on the picture.
- Disengage the trapdoor.
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment

- Plug the battery pack connector according to the connector locating system and (as shown on picture). Verify that it locks.
- Place the battery pack in its compartment.
- Close the battery compartment trapdoor.

Charging the battery
Desk/2600 has been designed to be used with PSU and battery connected. The terminal autonomy (without PSU) is small and authorizes few transactions when PSU is disconnected. The battery is mandatory for printing and connecting 4G/2G networks. If the battery level is too low, these functions may be not working. On initial start-up, charge the battery for xx hours under the environmental conditions stated above. The battery can only be charged by using the power supply included with the product to ensure the best performance and safety. Connect the terminal power supply directly to the terminal USB-C connector located behind the battery door or to the magic box USB-C connector marked "PSU" (See chapter "Installation").

Changing the battery
It is imperative to use the battery authorized by Ingenico. There is a danger of explosion if the battery used is not approved by Ingenico.

- Disconnect the power supply unit

- Turn the product off by pressing simultaneously (dot key) and (yellow key) for one second.

- Remove the battery door (See chapter "Installation").

- Lift the battery and remove it from its compartment.

- Carefully disconnect the battery by pulling on the connector. Avoid pulling wires to not damage the battery.

- Connect and install the new battery by following the instructions in the chapter "Installation".

- In order to preserve the environment, dispose of used batteries in compliance with current country recycling legislation.

Paper roll
Main characteristics of Ingenico roll

- Paper roll characteristics Precisions
- Color White
- Width 58 mm
- Diameter 40 mm
- Length About 18 meters

The thermal paper can be deteriorated by poor storage conditions, so we recommend you to avoid:

- Storage in hot wet places (near 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 "diazo" papers

- Direct contact with water

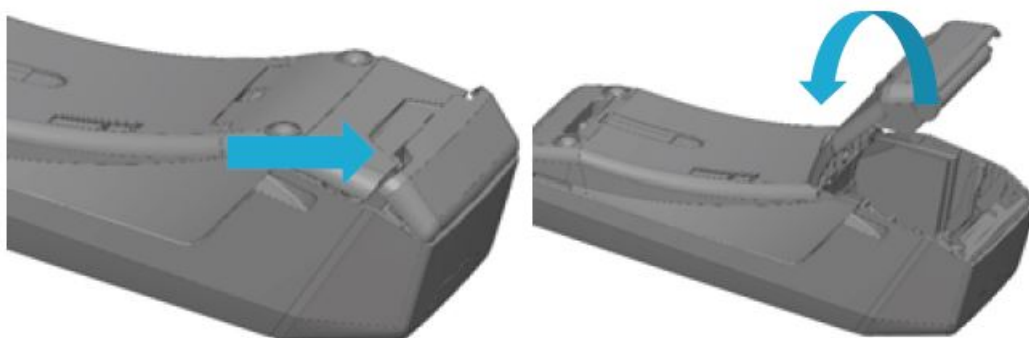- Rubbing or pressing the paper too strongly

WARNING
For best product performance, only use heat-sensitized paper approved by Ingenico.

Installing paper roll

WARNING
Switch off the terminal prior to installing a paper roll. Use only paper approved by Ingenico. The use of non-approved paper is likely to damage the printer of your terminal.

- Open the paper compartment by lifting the catch located at the rear and under the terminal and pull the cover.

- Insert the paper roll in the compartment following the directions shown on the below picture.
- Pull the paper up to the top of the terminal.
- Maintain the paper and close the lid.
- Press simultaneously on both upper corners of the paper flap until it clips into position.

ADVICE
If you insert a new paper roll, tear off the first length (one compare turn to avoid printing on adhesive tape footprint).

Troubleshooting

The terminal does not turn on:

- Check the battery (is it discharged, is it connected?). A fully discharged battery can take a long charging time to recover.

- Connect a terminal to terminal power supply or put it on a powered base

Cards are not read:

- Check that the magnetic card is swiped correctly (with the magnetic band on the keyboard side).
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have correctly inserted the smart card into the smart card reader and removed the card only after the transaction is performed.

The ticket is not printed:

- Check the presence and proper positioning of the paper roll. Possibly adjust the paper roll following the instructions in this manual ("Installing the paper roll")
- Check the type of paper used (thermal paper must be used)
- Verify the thermal paper-sensitive side.
- Check battery pack is correctly connected.

Your contact

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