



ingenico Self-5000 Payment Terminal Device User Guide

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Introduction

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


WARRANTY



SAFETY

To benefit from the guarantee related product, and to respect the security, we ask you to use only accessories delivered in box with the product, entrusting maintenance operations only to an authorized person.

The Self/5000 can be powered by different sources please respect these recommendations :

- The power sources should comply with Standards IEC60950-1:2013 Edition 2.2 and EN60950-1:2006 + A11/2009 + A1/2010 + A12/2011 + A2:2013. or IEC 62368-1 : 2014. Moreover, they should be safety Extra-Low Voltage circuits and Power Limited Sources according to §2.2 and §2.5 (EN 60950-1) or classified ES1/PS2 according EN62368-1 §6.2.2 and §5.2.1.
- The power source should be powered thanks to socket-outlets installed near the equipment and easily accessible.
- Self/5000 power ratings : 9 – 16 V max  2A

The screw from the kiosk near the ground marks must be used to connect the product to the earthing.



Nota : Failure to comply with these instructions will void the manufacturer's responsibility.

Hinweis : Bei Nichteinhaltung dieser Anweisungen wird die Haftung des Herstellers aufgehoben.

Nota : le non respect de ces instructions annule la responsabilité du fabricant.

Recommendation

Safety

Power on / Power down

To power on or power down the Self/5000 connect or disconnect the cable connected to power plug 9-16V.

Lithium battery

The Self/5000 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.

For switzerland annex 2.15 of SR 814.81 applies for batteries.

SAM, µSD connectors

They are operator accessible parts. This is an Electrostatic (ESD) sensitive area and ESD precautions must be taken when fitting it. As a minimum, the operator should be "Electrostatically Discharged" via his/her hand to a suitable safe metallic earthing point prior to opening this area.

Connections to external equipment and circuits

All external circuits and equipment connected to Self/5000 should be Safety Extra-Low Voltage circuits according to clause 2.2 of Standards IEC60950-1:2013 Edition 2.2 and EN60950-1:2006 +A11/2009 + A1/2010 + A12/2011 + A2:2013.

Operating conditions

Temperature

Security of your terminal

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 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 "Irruption!" and further use of the terminal will not be possible. If you observe the "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.

CAUTION

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

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.

Integration

See Integration guide.

Approvals and markings



Mandatory conformity marking for products sold within the European Economic Area (EEA). It states that the product is assessed before being placed on the market and meets EU safety, health and environmental protection requirements.



Indicates that the product has been certified to applicable standards including standards written or administered by the American National Standards Institute (ANSI), Underwriters Laboratories (UL), CSA Group (CSA), NSF International (NSF), and other North American and global Organizations.

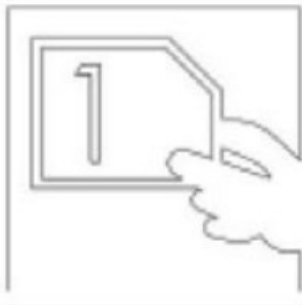


Indicates that when the end-user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling.

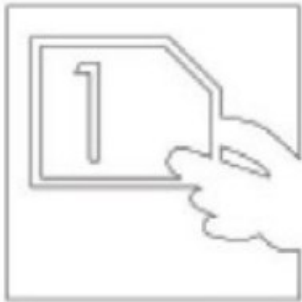


Indicates that the product operates with a continuous voltage. This symbol is followed by the ratings (voltage and current for instance).

SAM1



SAM2



μSD



audio output



IP 44 Indicates the internal protection. Based on IEC60529 1er digit .4 : Effective against dust protected 2nd digit .4 : Protection against splashing

IC statements

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. 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 necessary for successful communication.

FCC statement

FCC standard compliance marking certifies that the product stipulated below : Self/5000

conforms to the following harmonized standards : / part 15 subpart B of the FCC rules

This class (B) digital apparatus complies with Canadian ICES-003.

Information to users :

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

NOTE : 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 instruction, 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 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 circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with FCC and IC radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device 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.

Maintenance

ATTENTION

Before making any operations of maintenance in the terminal, make sure that power supply is disconnected.

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.

Transport and storage

- Use the original packaging for any unit transported or stored.
- Disconnect all cables from the terminal during the transport.
- Verwenden Sie die Originalverpackung zur Aufbewahrung des Geräts.
- Entfernen Sie während des Transports alle Kabel vom Terminal.
- Utiliser l'emballage d'origine pour le transport et le stockage des produits.
- Débrancher tous les câbles du terminal avant le transport.

Environment (WEEE, Batteries and packaging)

This product is labeled in accordance with European Directives 2012/19/ EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take- back, treatment and recycling upon end of life of equipment and batteries.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled. Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your retailers for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to assure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

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Documents / Resources

	<p>ingenico Self-5000 Payment Terminal Device [pdf] User Guide XKB-SELFXLECL, XKBSELFLECL, Self-5000, Self-5000 Payment Terminal Device, Payment Terminal Device, Terminal Device</p>
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References

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