

ingenico 3010 programming guide

- Excessive electrical noise
- The Ingenico 3010 meets or exceeds high standards for protection against power line transient noise and environmental electrostatic discharges (ESD). However, there are environments that exceed these standards.
- Noise, power surges, lightning, and environmental ESD may have a negative effect on the operation of the Ingenico 3010. The use of surge suppressors, surge protectors, and lightning rods can help protect the Ingenico 3010 in an electrically hostile environment.

Introduction

The Ingenico 3010 is a personal data entry device that allows the customer to enter a personal identification number (PIN) and encrypt the PIN for secure payment. The Ingenico 3010 is compatible with the Ingenico 3010 payment terminal or PC. The application running on the payment terminal or PC directs all Ingenico 3010 operations, including the exchange of information with the host computer.

The application in the payment terminal or PC directs all PIN pad device operations (such as text display and PIN entry sequences) by sending message packets (communication requests) to the PIN pad. Refer to the Ingenico 3010 Programming Guide.

- Supports Trip le D. E. S encryption for both Master/Session and DUKPT key.
 - Two line, 16 character display
 - 16 x 49 (4x9) keypad
- The keypad can be used for PIN and data entry. When the display prompts for PIN entry, the customer presses the appropriate digit on the DUKPT keypad to enter the PIN. The display shows the PIN as asterisks. The display shows the PIN as asterisks. The display shows the PIN as asterisks.

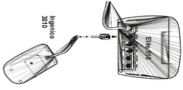
Unpacking the Box

1. Inspect the shipping carton and its contents for damage. If the Ingenico 3010 has been damaged during shipment, file a claim immediately with the shipping company and notify the manufacturer.
2. Remove the Ingenico 3010 from the shipping carton.
3. Add the protective plastic wrap and place the unit on a padded surface.
4. Remove the protective plastic wrap from the display panel.
5. Replace all the packing materials, close the lid, and save the cartons for re-packing for future transport.

Selecting the Installation Site

- Keep the Ingenico 3010 away from:
- Excessive heat
- Oil or moisture
- Excessive dust
- Direct sunlight

1. Insert the outer end of the cable into an appropriate 9-pin DIN port in the back of the payment terminal.
- On the Elite 510, use the COM2 port.
- On the Elite 710, use the RS232 port.
- For any other device, consult the documentation that accompanies your payment terminal to determine the appropriate port.
5. The Ingenico 3010 powers up when the payment terminal is powered up.



Connecting the PIN Pad

1. To connect the Ingenico 3010 to a payment terminal, such as an Elite 510 or 710 point of sale terminal:
1. Connect the cable to the payment terminal. All cabling should be done with the power off.
2. Ground yourself before connecting any cables. Do not touch any connector or part pins.
3. Insert the 4-position modular plug on the PIN pad cable into the 4-position socket on the back of the Ingenico 3010, as shown in Figure 3.

Cleaning

Clean the Ingenico 3010 as required by using a clean, slightly damp cloth with water and a mild soap or detergent. Do not use harsh chemicals.

Troubleshooting

- To prevent damage to the Ingenico 3010 from static electricity, always use the following guidelines when cleaning the Ingenico 3010:
- Always apply the cleaner to a cloth before cleaning the Ingenico 3010.

Error Messages

For an explanation of the prompts and error messages that can appear on the Ingenico 3010 display panel, refer to the Ingenico 3010 Programming Guide or your application's reference manual.

Problem	Possible Solution
Display Panel does not work	1. Check that the cable connection is correct. 2. Check that the payment terminal, AC outlet, or computer that the outlet is plugged into is powered on and that the outlet is supplying sufficient power. Shareable outlets may not provide enough power with another power pack. 3. The payment terminal's application program might not be loaded. 4. For persistent problems, contact an application programmer and/or agent.
Keypad does not respond	1. Check for dirt or lint on the keypad or no characters are displayed, refer to the solutions in Display Panel does not respond. 2. For persistent problems, contact an Ingenico service representative.

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