USER GUIDE

beyond payment

iSMP-Companion



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1. Introduction

Thank you for choosing a payment terminal Ingenico.
We recommend you to read carefully this installation 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 accessories delivered in box with the product, entrusting maintenance operations only to an authorized person.

The iSMP is battery powered, use only Ingenico parts for replacement:

The iSMP can be powered by different sources please respect these recommendations:

iSMP can be USB powered; it must be connected to a full compatible USB link.

iSMP can be powered using the cradle accessory.

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.**

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2. Unpacking

ADVICE
Carefully preserve the packaging of the iSMP. It must be re-used whenever the terminal is shipped.

iSMP-Companion range is named: IMP3x2

Following items are included in the iSMP-Companion box:



The iSMP-Companion terminal


PSU for battery charging



This User guide



A battery pack

USB connection câble

- The application user guide (optional)

WARNING
The power supply unit provided with your equipment is specially designed for Ingenico terminals. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

AVERTISSEMENT
Le bloc d'alimentation fourni avec votre équipement a été conçu spécialement pour les terminaux Ingenico. N'utilisez pas d'autre bloc d'alimentation. L'emploi d'un bloc d'alimentation présentant des caractéristiques apparemment similaires de tension/intensité peut endommager votre terminal.

WARNHINWEIS
Das mit Ihrem Gerät mitgelieferte Netzteil ist speziell für Ingenico Terminals bestimmt. Benutzen Sie kein anderes Netzteil. Die Benutzung eines Netzgeräts mit scheinbar ähnlicher Spannung/Stromstärke kann zur Beschädigung Ihres Terminals führen.

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3. Recommendations

3.1. Safety (Sécurité / Sicherheit)

Lithium battery

iSMP-Companion 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.

Battery

iSMP-Companion is fitted with a battery, specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriates sites.

Electrical power supply network

Provide an electrical outlet:

- Located near the equipment and easily accessible
- Which meets the standards and regulations in the country of use
- iSMP-Companion can be connected to a power distribution system of the IT type for Norway.



Warning

Risk of explosion if battery is replaced by an incorrect type, do not disassemble, use specified charger only, do not short-circuit, do not dispose of in fire, do not throw in water, dispose of used batteries according to the instructions.

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Sécurité

Batterie au lithium

L'iSMP-Companion est équipé d'une batterie au lithium inaccessible à l'utilisateur. Seul un technicien qualifié est autorisé à ouvrir le bloc et à changer ce composant.

Batterie

L'iSMP-Companion est équipé d'une batterie spécialement conçue pour ce terminal.

- N'utilisez que les chargeurs et batteries prévus figurant dans le catalogue Ingenico.
- Ne court-circuitez pas la batterie.
- N'essayez pas d'ouvrir le conteneur de la batterie.
- Les batteries usagées doivent être déposées aux endroits de récupération prévus.

Utilisation du réseau électrique

- située à proximité du matériel et facile d'accès
- conforme aux normes et aux réglementations en vigueur dans le pays d'utilisation
- l'iSMP-Companion peut être connecté aux réseaux de distribution électrique de type IT pour la Norvège.

AVERTISSEMENT
Le remplacement incorrect de la batterie, mettre la batterie près d'une source de chaleur ou jeter la batterie au feu crée un risque d'explosion.

Sicherheit

Lithium-Akku

Das iSMP-Companion ist mit einer Lithium-Batterie ausgestattet, mit der der Benutzer nicht in Berührung kommen darf. Nur ein qualifizierter Techniker ist berechtigt, das Gerät zu öffnen und diese Komponente auswechseln.

AKKU

iSMP-Companion ist mit einem speziell für dieses Terminal bestimmten Akku ausgestattet.

- **Verwenden Sie nur die entsprechenden Aufladegeräte und Akkus, die im** IngenicoKatalog aufgeführt sind.
- Den Akku nicht kurzschliessen.
- Nicht versuchen, das Akku-Gehäuse zu öffnen
- Leere Batterien sind umweltgerecht zu entsorgen.

elektrischen Netz

- In der Nähe des Geräts befindet und leicht zugänglich
- Welche erfüllt die Normen und Vorschriften in den jeweiligen Ländern
- Das Terminal ISMP kann zu einer Energieverteilung der IT-Typ für Norwegen angeschlossen werden

WARNHINWEIS
Es besteht Explosionsgefahr bei unsachgemmäss entsorgten oder ins Feuer geworfenen Batterien und Akkus.

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3.2. Security of your terminal

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" 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.



CAUTION
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.

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3.3. EC standard compliance marking

EC standard compliance marking certifies that the product stipulated below:

- complies with the basic requirements of European Directive 1999/5/CE, known as the «**R&TTE Directive**» concerning Radio Frequency equipment and telecommunications terminals with respect to:
  - Health and safety protection of the user and all other persons
  - EMC protection
- conforms to the following harmonized standards :
  - IEC/EN 60950-1 : Electrical safety of data processing equipment including electrical office equipment. Issue DEC 2001
  - EN 55022 : Data processing equipment – Radio electric disturbance characteristics - Limits and measurement methods. Issue 1998 / A1-2000/A2-2003
  - EN 55024: Data processing equipment – Immunity characteristics - Limits and measurement methods. Issue 1998 + A1- 2001 + A2- 2003
- complies with the following specification:
  - EN 301511 : Harmonized stand for mobile
  - EN 300328 : (BT + Wi-Fi) Electromagnetic compatibility and Radio Spectrum
  - EN 300330 : NFC Electromagnetic compatibility and Radio Spectrum

3.4. FCC & IC Compliance.

FCC & IC has a specific naming.
The references uses for FCC & IC certifications are:

- IC: 2586D-IMP3X2
- FCC ID: XKB-IMP3X2

For the cradle:

- FCC ID: XKB-IMP3XXCX (for cradle product)

Federal Communications Commission (FCC) Statement

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

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

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15.19 (a) (3)
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 of the device.

This device complies with FCC and Industry Canada RF radiation exposure limits set forth for general population (uncontrolled exposure). This device must not be collocated or operating in conjunction with any other antenna or transmitter.

Industry Canada (IC) Statement.

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

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1) this device may not cause interference, and
2) this device must accept any interference, including interference that may cause undesired operation of the device.



CAUTION
The user is cautioned that any changes or modification not approved by INGENICO could void user's authority to operate the equipment.

Industrie Canada déclaration

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

(1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.



ATTENTION
Afin de bénéficier de la garantie attachée au terminal et afin de respecter les consignes de sécurité, il est demandé à l'utilisateur de confier les modifications à une personne agréée dans le cas contraire Ingenico se dégage de toute responsabilité.

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Main Characteristics

The main technical characteristics of the terminal Ingenico iSMP-Companion are:

Mass (Masse, Gewicht)	214 g
Dimensions (dimmensions, Maße)	132x72x27 mm (l x w x h)
Battery (Batterie, Akku)	1150 mAh Li-ion
Electrical mains network (Réseau d'alimentation secteur Hauptstromversorgung)	100-240VAC / 50-60 Hz - Class II equipment

Operating conditions

Ambient temperature (Température ambiante, Raumtemperatur)	from +5°C to +40°C
Max relative humidity (Humidité relative maxi, Max. Relative Luftfeuchte)	85% at +40°C
Connections on terminal (Connexions sur le terminal, Terminalanschluss)	Micro USB AB serial link

Cradle

Mass (Masse, Gewicht)	About 120g
Dimensions (dimmensions, Maße)	100x122x43mm

Power supply unit

Mass (Masse, Gewicht)	100g
	2 poles sockets 2000mA (base power supply) or 1 A (traveller power supply)

Storage conditions

Storage temperature (Température de stockage, Lagertemperaturen)	from -20°C to +55°C
Max relative humidity (Humidité relative maxi, Max. relative Luftfeuchte)	85% at +55°C

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4. Installation and connection

For following part of the user guide, the iSMP-Companion is named Terminal.

4.1. Functional description

The Terminal is a secure EMV Chip & PIN mobile payment holster to be used with external smartphone devices. The Terminal allows mobile merchants to convert their smartphone into a powerful & secure POS solution

iSMP Module
(Smartphone Mobility Payment)







❶ Graphic display
❷ Navigation keys in the menus
❸ Magnetic stripe reader
❹ Smart card reader
❺ Charge pads
❻ Micro USB connector

❼ 2D bar code reader (Optional)
❽ Bar code scanner activation buttons

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4.2. Battery insertion

CAUTION :
Before starting, switch off the terminal and disconnect USB cable if fitted

ATTENTION :
Avant de commencer, éteignez le terminal, débranchez le câble USB s'il est installé

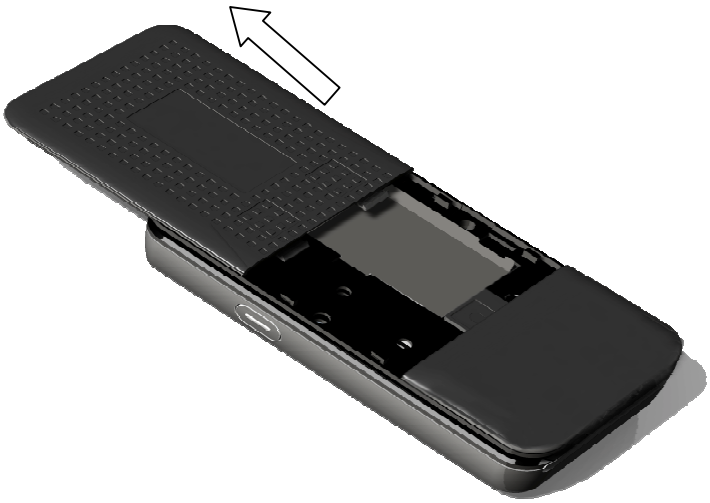
ACHTUNG:
Als erstes Terminal ausschaltet und - falls eingesteckt - USB Kabel abklemmen

- Apply both thumbs on dedicated area from lower to upper side



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- Push up mobile part of back cover



- Insert contact side first



WARNING
There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire. Please dispose of used batteries following instructions in section 6.4.

AVERTISSEMENT
Le remplacement incorrect de la batterie ou jeter la batterie au feu crée un risque d'explosion. Débarrassez-vous des batteries usagées selon les instructions de la section 6.4.

WARNHINWEIS
Es besteht Explosionsgefahr, wenn Akkus oder Batterien nicht ordnungsgemäß entsorgt oder ins Feuer geworfen werden. Bitte entsorgen Sie die Akkus oder Batterien wie in Abschnitt 6.4 beschrieben.

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Charging Terminal

- Before using the terminal for the first time, you need to charge it for about 4 hours.
- After that, you can charge the terminal 3 hours to recharge the battery to full capacity.
- Charge the terminal using the power cable or the docking station (provided separately as an accessory).

CAUTION
Operating the terminal for the first time without the AC adapter, and without fully charging the backup battery may result in loss of data stored in RAM memory. When the main battery is removed, the backup battery retains date and time for at least 10 minutes.

A battery indicator is provided on the terminal screen, indicating the charge of the module.



A charging dock is available as a separate accessory. It connects on the charging pads, and features guiding in the cradle to ensure connection.

The terminal can also be charged using the charger provided in the package. The charger has to be plugged on the micro-USB connector.



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4.3. Positioning the terminal

Install the terminal on a flat surface, with an easy access to an electrical outlet if needed. Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti-shoplifting barriers, ...).

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

4.4. Power on / off

To power on the terminal connect the battery and press green key.
To power off the terminal, press dot key + yellow key.

4.5. Connection

4.5.1. USB cable connection

A USB connector is located on the front of the terminal.

- Present the device in front of the connector and plug it



USB Connector

CAUTION
Use only Ingenico cable or accessory not to void warranty.

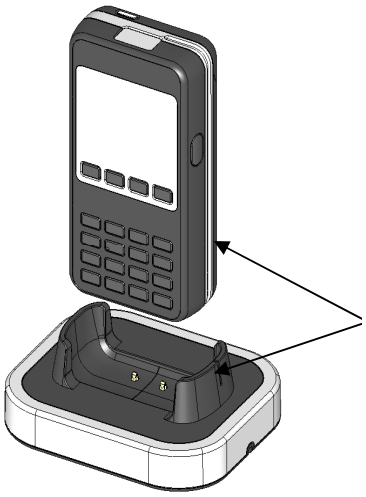
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4.5.2. Cable disconnection

- Present the device in front of the connector and unplug it

4.5.3. Cradle insertion

- Present the device over the cradle, magnetic reader facing cradle guidance slot and plug it carefully.



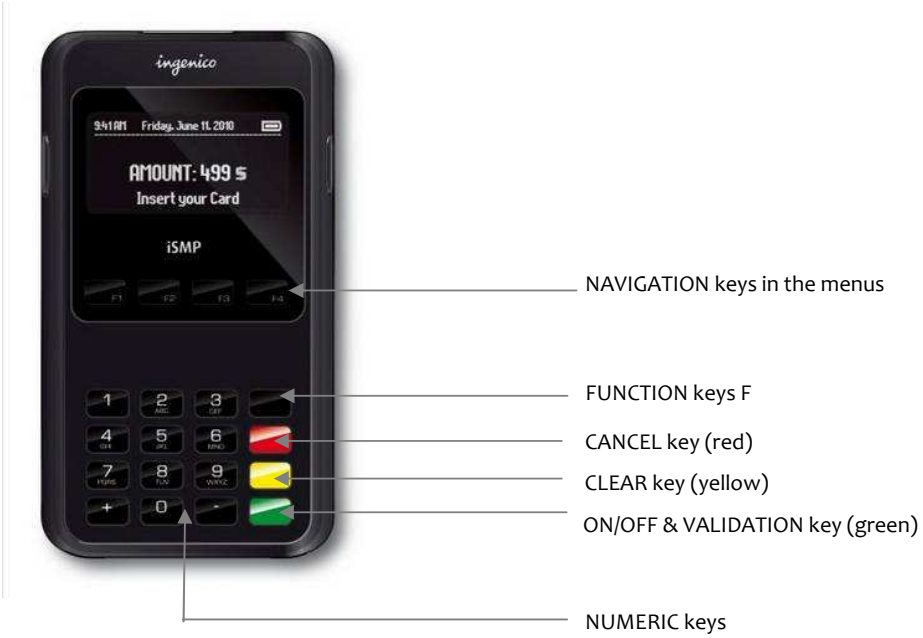
5. Daily use

5.1. Getting started with iSMP

- Switch on the payment module by pressing the green key of the terminal
- Follow the terminal initialization procedure. This procedure differs from a customer to another. Please refer to your payment service provider.
- Business payment application running on the smartphone will be customer specific. Please refer to you business application provider.

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5.1.1. Terminal keypad



5.2. Adjusting the contrast

The screen of your payment module is 128 x 64 pixels, illuminated with white light.

If you wish to increase or to decrease the contrast of the characters displayed on screen, press simultaneously on the '-' key and F2 key in order to decrease the contrast, or the '-' key and F3 key in order to increase.

Keep pressing the keys as long as necessary.

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5.3. Barcode reader

Barcode is activated with the 2 side keys as shown below.



List of bar codes supported:

Reader type	CMOS Imaging reader Reads 1D and 2D codes
1D	1D: Codabar, Code 3 of 9, Code 11, Code 32 Pharmaceutical (PARAF), Code 93, Code 128, EAN with Add-On and EAN with Extended Coupon Code, EAN-13, Interleaved 2 or 5, Matrix 2 of 5, Plessey, GS1DataBar, Straight 2 of 5 IATA, Straight 2 of 5 Industrial, Telepen, Trioptic Code, UCC/EAN-128, UPC and UPC-A
2D	2D: MicroPDF, Codeblock, Aztec, QRCode, MaxiCode, DataMatrix, PDF417

5.4. Card insertion

5.4.1. Swiping a card

- Insert the card manually in the driver, magstripe-facing right.

Swipe the card with constant speed, not too slow not too fast, to maximize the reading and avoid annoying repetitions.



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5.4.2. Inserting a chip card

- Chip Cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader



5.4.3. Reading Contactless (Optional)

- Bring the card firmly up to the active zone above the display (at about 1cm). Keep the card close to the display during the transaction



Your contactless terminal has a row of four status lights that are visible on display.

- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless display is in use but a card is not being read.

- When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the confirmation tone is heard.

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6. Maintenance

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

6.1. Cleaning of the terminal (Entretien, Wartung)

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.
- Do not put anything into the slot of the smart card reader

Entretien du terminal

ATTENTION
Assurez-vous que l'alimentation a été débranchée avant toute intervention de maintenance sur le terminal.

Avant tout, débranchez tous les fils du terminal.

Pour bien nettoyer le terminal :

- Utilisez un chiffon doux très légèrement imprégné d'eau savonneuse pour nettoyer l'extérieur du terminal.
- Ne nettoyez pas les connexions électriques.
- N'utilisez jamais de solvants, de détergents ou de produits abrasifs :
  Ces produits peuvent endommager le plastique ou les contacts électriques.
- Evitez d'exposer le terminal aux rayons directs du soleil.
- N'insérez rien dans la fente du lecteur de carte

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ACHTUNG
Stellen Sie vor jeglicher Wartungsarbeit an dem Terminal sicher, dass die Stromversorgung unterbrochen ist.

Als erstes alle Kabel vom Terminal trennen.

Regeln für eine ordnungsgemässe Reinigung des Terminals:

- Für die Außenseite des Terminals ein weiches, ganz leicht mit Seifenwasser angefeuchtetes Tuch verwenden.
- Keine elektrischen Anschlüsse reinigen.
- Auf keinen Fall Lösungsmittel, Waschmittel oder Scheuermittel verwenden: diese Mittel können den Kunststoff oder elektrische Kontakte beschädigen.
- Das Terminal keiner direkten Sonneneinstrahlung aussetzen.
- Nichts in den Schlitz des Chipkartenlesers einführen.

6.2. Transport and storage

- Use the original packaging for any unit or stored.
- Disconnect all cables from the terminal during the transport.
- Disconnect battery from the terminal during the storage.

6.3. Troubleshooting

The terminal does not turn on:

- Battery level is too low
- Check the USB connection
- Check for terminal positioning into the cradle
- Check for electrical power network

The terminal fails to establish smartphone connection

- Check that the smartphone is correctly powered
- Check the configuration of the smartphone
- Get support from technical

Cards are not read

- Check that the magnetic card is passed correctly (with magnetic band directed to the interior of the terminal)
- 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 inserted correctly the smart card into the smart card reader and removed the card only after the transaction

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6.4. End of life (Fin de vie, Produktentsorgung)

The product belongs to the family of electrical and electronic equipment. Therefore, it is subjected to the WEEE directive which requires the collection and the recycling at the end of life product.

The Ingenico products present the symbol for the marking of electrical and electronic equipment as required by the WEEE Directive.



The crossed-out wheeled bin printed on the product gives the information about the requirement not to dispose of WEEE as unsorted municipal waste and to collect such WEEE separately.

To assure that the product is collected and recycled with respect to the environment, you must contact your supplier (in defect, contact the Ingenico local office or the commercial head office in charge of your country on www.ingenico.com, « contact us » page).

The abandonment or uncontrolled disposal of waste can cause harm to environment and to human health. So, by recycling your product in a responsible manner, you contribute to the preservation of natural resources and to the protection of human health.

Fin de vie

Le produit fait partie de la famille des appareils électriques et électroniques. Il est par conséquent soumis à la réglementation WEEE (Déchets d'équipements électriques et électroniques provenant des Equipements Electriques et Electroniques) qui exige la collecte et le recyclage des produits en fin de vie.

Les produits Ingenico portent le symbole de marquage des équipements électriques et électroniques exigé par la réglementation WEEE.



La poubelle barrée, à roulettes, imprimée sur le produit, indique que les déchets WEEE ne doivent pas être jetés avec les ordures non triées, mais doivent être collectés séparément.

Contactez votre fournisseur (par défaut, le bureau local ou le siège commercial Ingenico de votre pays sur www.ingenico.com, page «Contactez-nous») pour vous assurer que le produit est collecté et recyclé dans le respect de l'environnement.

L'abandon ou le rejet incontrôlé de déchets est susceptible de nuire à l'environnement et à la santé humaine. Ainsi, en recyclant votre produit de manière responsable, vous contribuez à la préservation des ressources naturelles et à la protection de la santé humaine.

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Produktentsorgung

Dieses Produkt gehört zur Familie der elektrischen und elektronischen Einrichtungen. Es unterliegt deshalb den Bestimmungen der WEEE die verlangt, dass das Altgerät gesammelt und entsorgt wird.

Die Ingenico Produkte enthalten alle das Symbol für die Kennzeichnung von elektrischen oder elektronischen Einrichtungen, wie es die WEEE Richtlinie verlangt.



Die durchgestrichene Mülltonne auf dem Produkt gibt an, dass das Produkt nach der WEEE Richtlinie nicht in den Hausmüll geworfen werden darf, sondern getrennt entsorgt werden muss.

Um sicherzustellen, dass das Produkt eingesammelt und umweltgerecht entsorgt wird, müssen Sie Ihren Lieferanten kontaktieren (in Ermangelung dessen kontaktieren Sie die lokale Ingenico Niederlassung oder die für ihr Land zuständige Hauptgeschäftsstelle über www.ingenico.com, „Kontakt-Seite).

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