

ingenico

Desk 2600

User Guide



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Contents

1. Introduction	4
2. Presentation	5
2.1 Content of the box	5
2.2 Overview of the Desk/2600	6
2.3 Keyboard details and functionality	8
3. Installation	9
3.1 Recommendations	9
3.2 Before powering the device	10
3.3 Product connections	10
3.3.1 Terminal USB	10
3.3.2 Magic Box Ethernet	11
3.3.3 USB Slave connector	11
3.3.4 USB Host connector	12
3.3.5 Power and terminal connection	12
3.3.6 Clamp for magic box	12
3.4 Opening trap door	13
3.5 SAMs & SIMs	14
3.6 Magic Box cable	15

3.7 Battery	17
3.7.1 Main characteristics	17
3.7.2 Installing the battery	17
3.7.3 Charging the battery	18
3.7.4 Changing the battery	18
3.8 Paper roll	18
3.8.1 Main characteristics of Ingenico roll	18
3.8.2 Installing paper roll	18
4. use the terminal	20
4.1 Switching off the terminal	20
4.2 Reading card	20
5. Troubleshooting	22

1. 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 this 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



In door use only



International Efficiency Marking Protocol (Energy Star Level 5)

2. Presentation

2.1 Content of the box

- Desk/2600 terminal unit equipped with a paper roll



- An battery pack



- Power Supply Unit (PSU)



- Magic Box



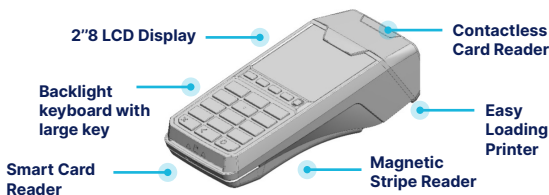
- USB Cable



ADVICE

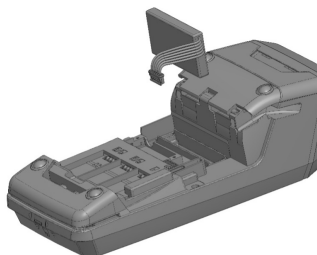
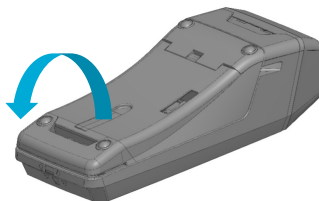
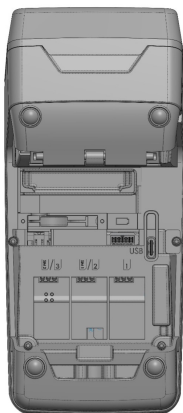
Keep the packaging. It must be re-used whenever the terminal is shipped.

2.2 Overview of the Desk/2600



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 × 77,4 × 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

2.3 Keyboard details and functionality



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



3. Installation

3.1 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
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Storage conditions

Ambient temperature	From -20°C to +50°C
Max relative humidity	85% at +55°C

3.2 Before powering the device

The Desk/2600 is a desktop device that must be used with a power supply (PSU).

Before connecting the power supply:

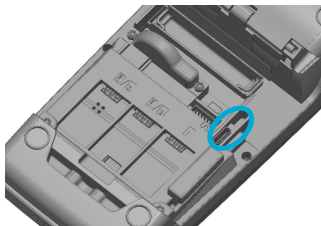
- install the battery in the desk/2600 (as described in 3.7.2.)
- install the SAM & SIM (if any (as described in 3.5)
- make sure that the connectivity with the magic box is correct (if any) (as described in 3.3)
- make sure that the connectivity with the Desk/1600 is correct (if any) (as described in 3.3.4)

Before using the terminal, always check if the paper roll is present.

3.3 Product connections

3.3.1 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.



3.3.2 Magic Box Ethernet

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

Pin Number	RJ45 Signal
1	ETH_TX+
2	ETH_TX-
3	ETH_RX+
4	NC
5	NC
6	ETH_RX-
7	NC
8	NC



3.3.3 USB Slave connector

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

Pin Number	USB-B Signal
1	NC
2	D-
3	D+
4	GND



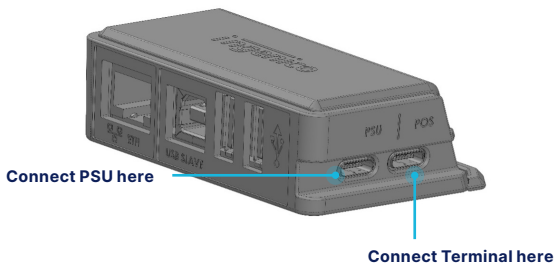
3.3.4 USB Host connector

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 converter, USB external PSTN Modem...

Pin Number	USB-A Signal
1	5V
2	D-
3	D+
4	GND

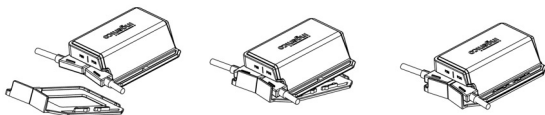


3.3.5 Power and terminal connection



3.3.6 Clamp for magic box

To avoid cables disconnection, please to plug the clamp delivered with magic box. The connection is easy and explained by following picture.



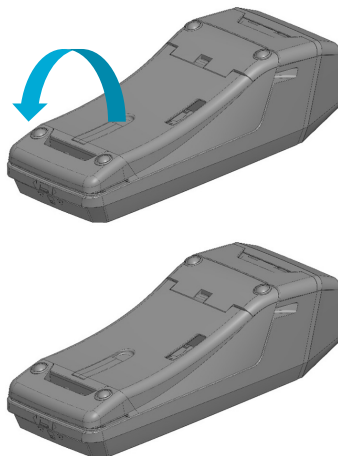
3.4 Opening trap door



CAUTION

Switch off the terminal before opening the trapdoor.

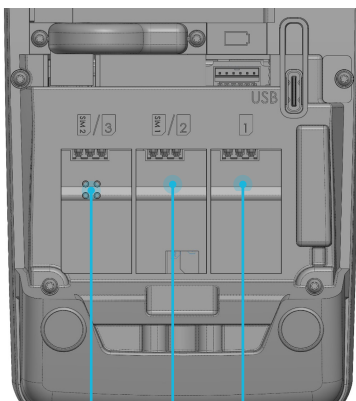
Turn the terminal and pull on the clip as shown by the arrow on the following picture.



3.5 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**

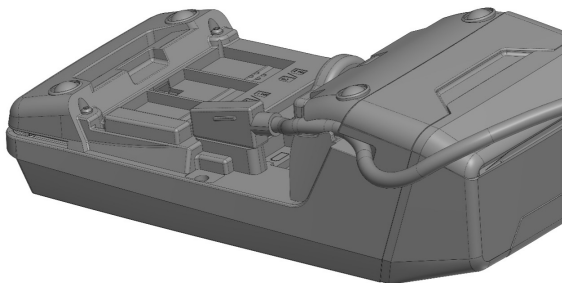
SAM 1 connector

**SIM 1 connector or
SAM 2 connector**

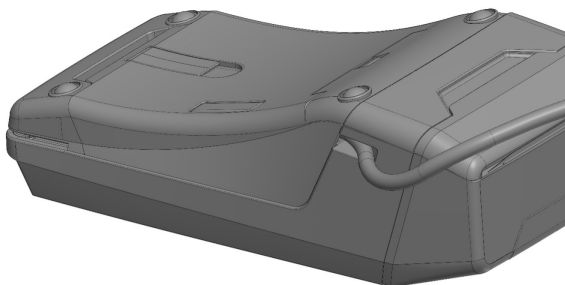
3.6 Magic Box cable

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

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



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



3.7 Battery

3.7.1 Main characteristics

Characteristics	Li-Ion 500mAh
Charge (power supply 1A)	50% of capacity in 45mn Full capacity in 1h30
Battery life (PSU disconnected)	<ul style="list-style-type: none">• 20 transactions with printing ticket receipt• 40 transactions without printing ticket receipt

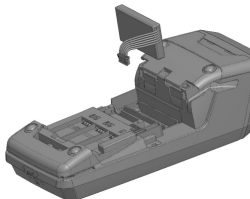
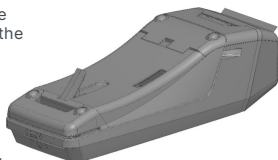
3.7.2 Instalng the battery



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.

3.7.3 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. Battery is mandatory for printing and connecting 4G/2G network. If the battery level is too low, these functions may be not working.



On initial start-up, charge the battery for 1 hour under the environmental conditions stated above.

The battery can only be charged by using the power supply included with the product to ensure 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").

3.7.4 Changing the battery



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

- Disconnect the power supply unit
- Turn 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 battery by pulling on connector. Avoid pulling wires to do not damage the battery.
- Connect and install the new battery by following the instructions in chapter "Installation".
- In order to preserve the environment, dispose used battery in compliance with current country recycling legislation.

3.8 Paper roll

3.8.1 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 "diaz" 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.**

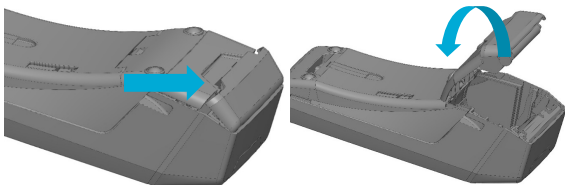
3.8.2 Installing paper roll



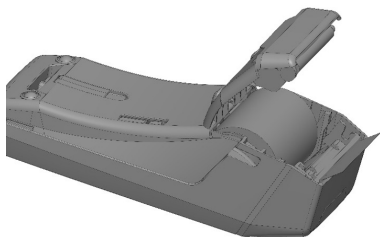
WARNING

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 complete turn to avoid printing on adhesive tape footprint).




4. Use the terminal



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

4.1 Switching off the terminal

Since the Desk/2600 is designed to resist to power outages, the device will not power off when the power supply is disconnected.

To power off the device, disconnect the power supply then press simultaneously  and  during one second. To restart the terminal, first connect the PSU and then press  on the keyboard.

If the power supply of the terminal is disconnected, the device will remain powered on and then it will automatically go in stand by after 40s then switch off after 30 minutes of inactivity (option available since SDK14.4.1 Patch F).

4.2 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 a 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, ...)



5. Troubleshooting

The terminal does not turn on:

- Check the battery (is it discharged, is it connected?). A full discharged battery can take long charging time to recover.
- Connect terminal to terminal power supply or put it on powered base

Cards are not read:

- Check that the magnetic card is swiped correctly (with magnetic band on 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 thermal paper sensitive side.
- Check battery pack is correctly connected.

Your contact



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