

Move/2600

User Guide



Terminal ready for
visual impaired people

www.ingenico.com

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1. Introduction

We hope that you will be fully satisfied with your new terminal Move/2600. 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.



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.

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.



This symbol indicates an important Warning.



This symbol indicates a piece of advice.

2. Presentation

2.1 Content of the box

- Move/2600 terminal unit equipped with a paper roll



- A battery pack



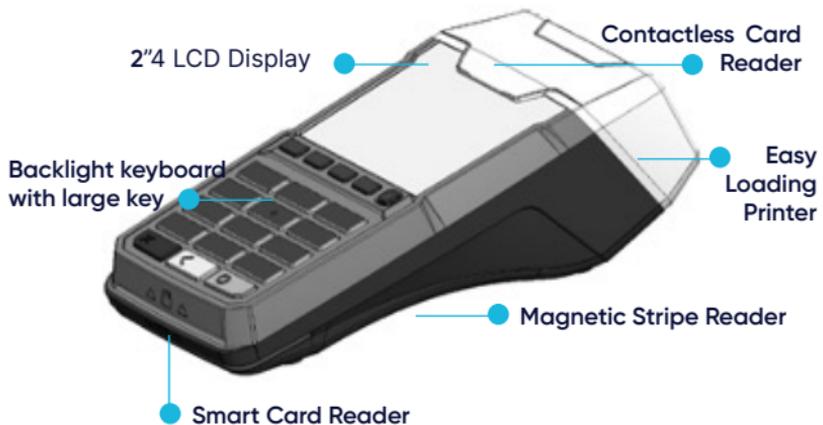
- Power Supply Unit (PSU)



ADVICE

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

2.2 Overview of the Move/2600



- Compartment where are located :
 - The battery pack
 - The SIM/SAM slots



Weight (without paper roll nor battery)

254g

Dimensions (L x w x h)

167x76x56 mm

Electrical mains network

100 - 240VAC / 50-60 Hz - Class II equipment

Connections on terminal

USB-C connector for PSU

2.3 Keyboard details and functionality



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



3. Use of 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.

3.1 Switching off the terminal

If the battery is empty and the terminal in use is removed from its base, the terminal automatically shuts off.

It may also be switch by pressing simultaneously  and  (yellow key) for one second.

In order to restart the terminal, press  on the keyboard.

3.2 Reading card

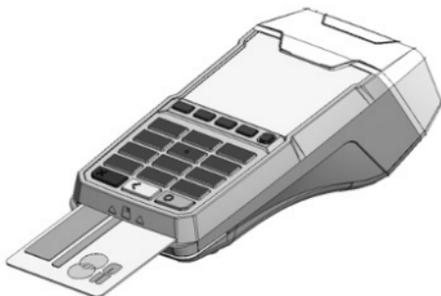
Magnetic stripe card

- 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,...)

4. Installation

4.1 Recommendations

Location of the Move/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 |
|---------------------|--------------------|

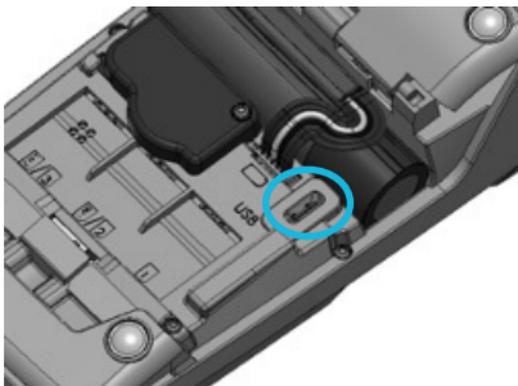
Storage conditions

| | |
|-----------------------|---------------------|
| Ambient temperature | from -20°C to +55°C |
| Max relative humidity | 85% at +55°C |

4.2 Product connections

4.2.1 Terminal USB

A USB type C connector is available behind the battery door of Move/2600. This connector is used to connect PSU or USB type C to USB slave type A cable or USB type C to USB Host connector. This connector can also be used for SW loading.



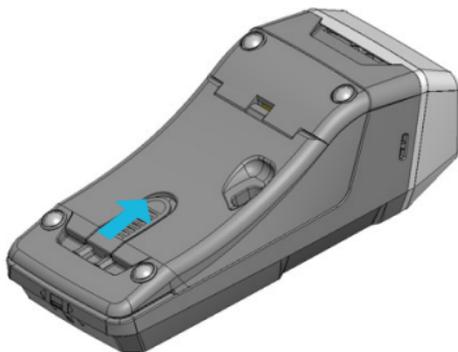
4.3 Opening trap door



CAUTION

Switch off the terminal before opening the trapdoor.

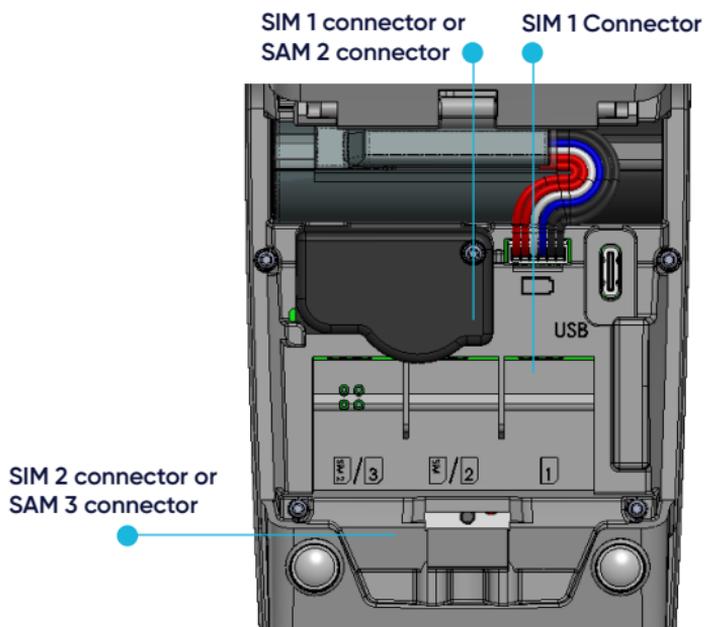
- Turn the terminal and unclip the trapdoor by pushing on the clip with as shown with the arrows on the picture.



4.4 SAMs & SIMs

The connector modules security SAM/SIM is located inside the terminal, in a closed compartment. Please, switch off the Move/2600 prior inserting the SIM/SAM.

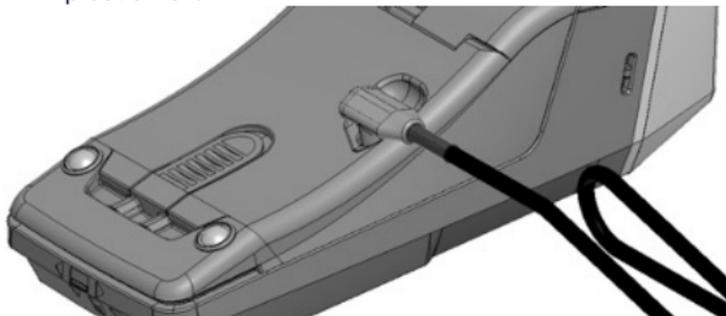
- SAMs and SIMs are identified by the engraved marks on the lower housing.
- When introducing a SAM/SIM in its slot, be sure to put the cut corner as indicated on the engraved marks.
- 3 factory options: 1SIM/2SAMs, 2SIMs/1SAM or 3 SAMs (always 3 SAMs when product doesn't embed 4G option).



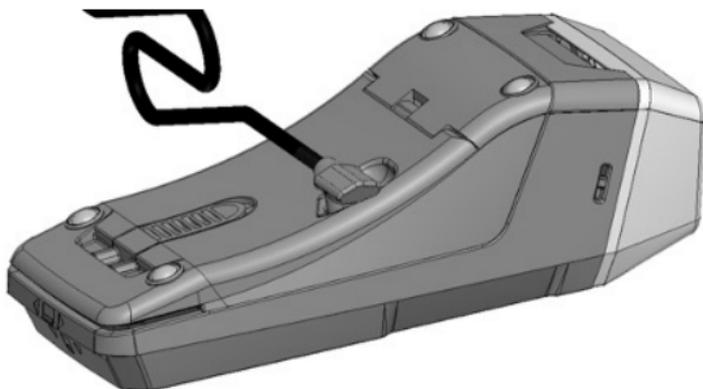
4.5 Cable connection

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

- Connect the cable and make it follow the cable way as shown on following picture. Take care to place it behind the plastic wall.



- Plug can be inserted in both directions.



4.6 Battery

4.6.1 Mains characteristics

| | |
|--------------------------|----------------------------------------------------------|
| Characteristics | Li-Ion 2250mAh |
| Charge (power supply 1A) | 50% of capacity in 1.5h (1A) Full capacity in 4h (1A) |

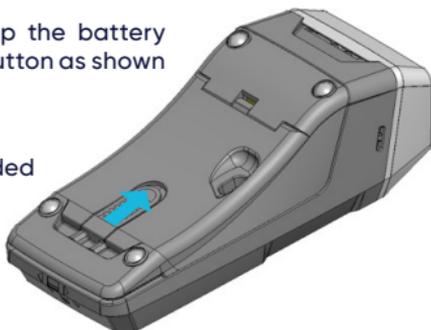
4.6.2 Installing the battery



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.



4.6.3 Charging the battery

- When does the battery need to be charged?
 - / On initial start-up, charge the battery for 3 hours under the environmental conditions stated above.
 - / When used with a terminal power supply: connect the power supply to Move/2600 power connector.
- How does the battery need to be charged?
 - / The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions).

The optimal conditions are as follows:

- / Charging away from any external heat source (radiator, sun, enclosed area...).
- / The optimal temperature is between +15°C and +25°C

- How can the battery be charged?

Using the terminal power supply

- / Connect the terminal power supply unit to the terminal USB type C connector located above the battery door.
- / Connect the power supply unit to the power supply mains networks.
- / Check to see if the battery symbol is flashing or moving (=battery charging).

4.6.4 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  (yellow key) and (dot 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.

4.7 Paper roll

4.7.1 Mains characteristics of Ingenico roll

| | |
|----------------------------|-----------------|
| Paper roll characteristics | Precisions |
| Color | White |
| Width | 58 mm |
| Diameter | 40 mm |
| Lenght | 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 "dialzo" 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.

4.7.2 Installing paper roll

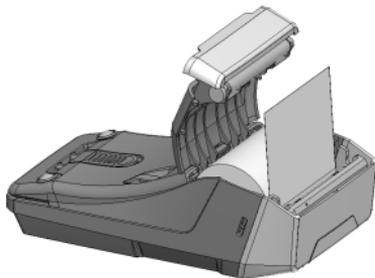
**WARNING**

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).

4.7.3 Paper cutting recommendations

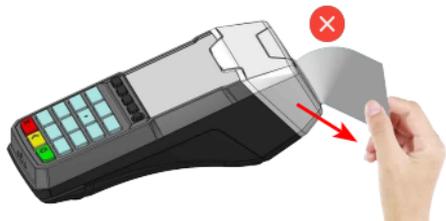
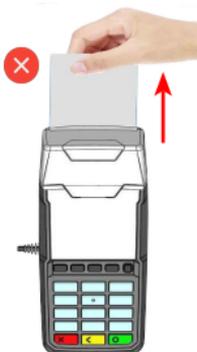
Good usage

- Pull the paper upwards slightly on the side as shown on the pictures.

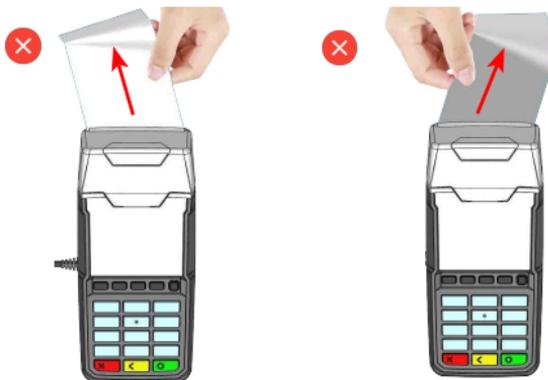


Bad usage

- Do not pull the paper
- Do not cut the paper by pulling downwards



- Do not pull the paper on the terminal side



5. Security

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 "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.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

6. Safety

Powering down the device : Disconnect the device power supply block adapter from the electrical mains network.

Lithium cell : The device is fitted with an internal lithium cell which can only be accessed by a qualified technician.

Battery : The device is fitted with battery specially designed for this terminal.

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

Electrical power outlet : The electrical outlet must meet the following criteria :

- Must be installed near the equipment and easily accessible;
- Must meet standards and regulations in the country where used;
- For type A plug, the protection of the installation must be set to 20 A.



Disposal of a battery in a fire or hot oven, or crushing mechanism or cutting of a battery, is likely to cause an explosion.

Keeping a battery in a very high temperature environment can cause an explosion or the release of flammable liquid or gas.

Battery under extremely low air pressure may cause explosion or leak of flammable liquid or gas.

Frequencies and maximum transmit power:

| Radio | Frequency range (MHz) | Modulation | Transmit Power |
|-----------|-----------------------|-----------------------|----------------------|
| CLESS | 13.56MHz | | 16.78dB μ A/m@3m |
| WLAN | 2412-2472 | DSSS, OFDM | 14.33dBm |
| WLAN | 5150-5725 | OFDM | 17dBm |
| GSM900 | 880-915/925-960 | GMSK, 8PSK | 33dBm |
| DCS1800 | 1710-1785/1805-1880 | GMSK, 8PSK | 30dBm |
| WCDMA BI | 1920-1980/2110-2170 | QPSK, 16QAM, 64QAM | 24dBm |
| WCDMA BII | 880-915/925-960 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B1 | 1920-1980/2110-2170 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B3 | 1710-1785/1805-1880 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B7 | 2500-2570/2620-2690 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B8 | 880-915/925-960 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B20 | 832-862/791-821 | QPSK, 16QAM, 64QAM | 25dBm |
| LTE B28 | 703-748/758-803 | QPSK, 16QAM, 64QAM | 25dBm |

7. Standards / 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 2013/56/EU 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.

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.

SAM1/SAM2/SIM1/(SAM3/SIM2) readers compartment

The trapdoor for battery, SAM1/SAM2/SIM1/(SAM3/SIM2), readers located underneath the terminal, must be in place during the normal operation of the terminal.

On airplanes

Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane. Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

Your handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc. Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

All external circuits connected to the device must be SELV (Safety Extra Low Voltage) and LPS (Limited Power Source) within the meaning of section 2.2 and 2.5 of the standard IEC60950-1, EN60950 and/or IEC62368 and EN62368.

Cleaning

To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections; do not use solvents, detergents or abrasive products.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

8. Accessibility

DIRECTIVE (EU) 2019/882

The product has been designed and manufactured in accordance with the essential accessibility requirements set out in Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 , in particular:

- The user interface is perceivable, operable, understandable, and robust.
- The device supports use by individuals with sensory, motor, or cognitive impairments.

Accessibility has been assessed and tested according to the following harmonized standard: EN 301 549 : «Accessibility requirements for ICT products and services» in accordance with the provisions of the Directive (EU) 2019/882 coordination standards specified in Resolution C (2022) 6456

The assessment remains valid as long as the hardware and software integration – including all relevant applications – continues to comply with the requirements set forth by the applicable accessibility directive.

Any significant modifications to the system architecture, user interface, or compatibility with assistive technologies must be reassessed to ensure ongoing compliance.

Some models may need require an external accessory for audio assistance. Please contact Ingenico support for more information (<https://www.ingenico.com>).

9. RED-DA (Radio Equipment Directive Delegated Act)

The product has been designed and manufactured in accordance with the essential requirements of the **RED DA** (Radio Equipment Directive Delegated Act), as set out in **Commission Delegated Regulation (EU) 2022/30** of **29 October 2021** supplementing **Directive 2014/53/EU** of the European Parliament and of the Council with regard to the application of the essential requirements referred to in **Article 3(3)**, points (d), (e) and (f).

- **Article 3.3 (d)** : Network Protection
- **Article 3.3 (e)** : Data and Privacy Protection
- **Article 3.3 (f)** : Fraud Prevention

RED DA aspects have been assessed and tested in accordance with the harmonized standard **EN 18031: «Common security requirements for radio equipment»**, ensuring alignment with the essential cybersecurity requirements of **Directive 2014/53/EU**. This applies to the relevant categories and classes of radio equipment as specified in **Delegated Regulation (EU) 2022/30**.

The assessment remains valid as long as the hardware and software integration – including all relevant applications – continues to comply with the requirements set forth by the applicable RED DA. Any additional software should follow RED DA requirements to remain EU compliant.

Please contact Ingenico support for more information (<https://www.ingenico.com>).

10. Troubleshooting

The terminal does not turn on

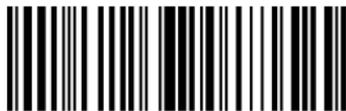
- Check the battery (is it discharged, is it connected?). A full discharged battery can take long charging time to recover.
- Connect terminal to terminal power supply or put it on powered base.

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic band on terminal 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 inserted correctly 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 (section 0 "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.



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