

Desk/2600

User Guide



Terminal ready for
visual impaired people

www.ingenico.com

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Contents

1. Introduction	4
2. Presentation	5
2.1 Content of the box	5
2.2 Overview on 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	16
3.7.1 Main characteristics	16

3.7.2 Installing the battery	16
3.7.3 Charging the battery.....	17
3.7.4 Changing the battery.....	17
3.8 Paper roll	18
3.8.1 Main characteristics of Ingenico roll	18
3.8.2 Installing paper roll	19
3.8.3 Paper cutting recommendations	20
4. Use the terminal	21
4.1 Switching off the terminal.....	21
4.2 Reading card	22
5. Security.....	24
6. Safety	24
7. Standards/Environment (WEEE, Batteries	26
and Packaging	
8. Accessibility	28
9. RED-DA (Radio Equipment Directive	29
Delegated Act)	
10. Troubleshooting	30
11. FCC/ISED Compliance.....	31

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



- Magic Box



- Power Supply Unit (PSU)



- USB Cable



ADVICE

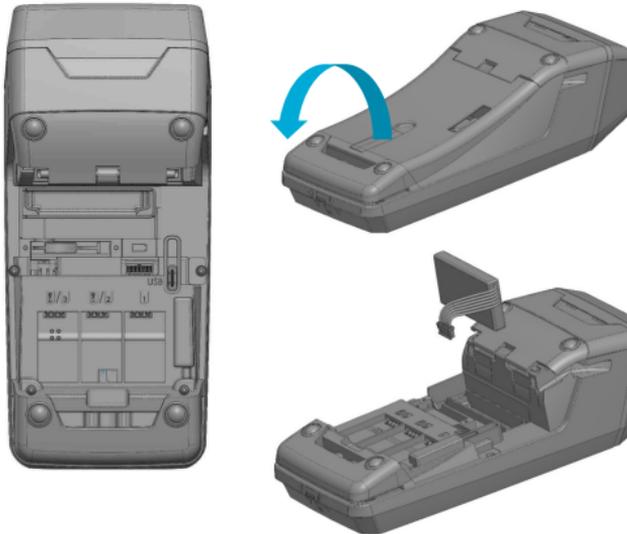
Keep the packaging. It must be re-used whenever the terminal is shipped.

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 x 77,4 x 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



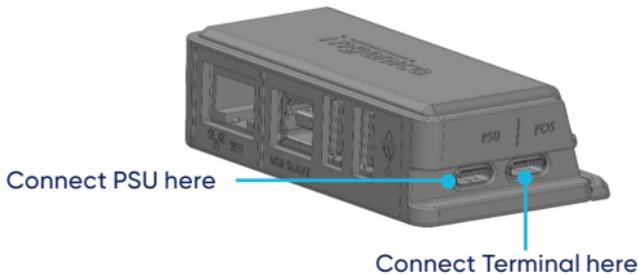
3.3.4 USB Host connector

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 convertor, USB external PSTN Modem...

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

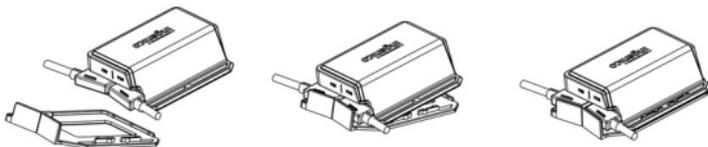


3.3.5 Power and terminal connection



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.



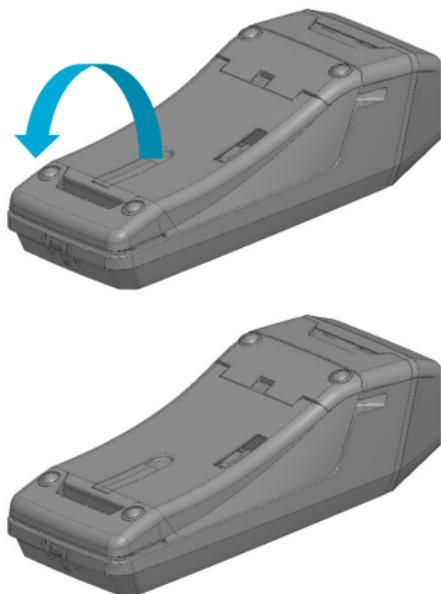
3.4 Opening trap door



CAUTION

Switch off the terminal before opening the trapdoor.

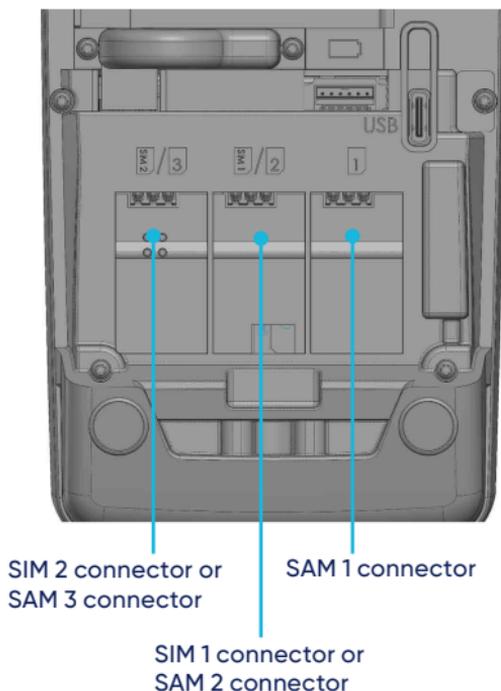
Turn the terminal and pull on the clip as shown by the arrow on the following picture.



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.

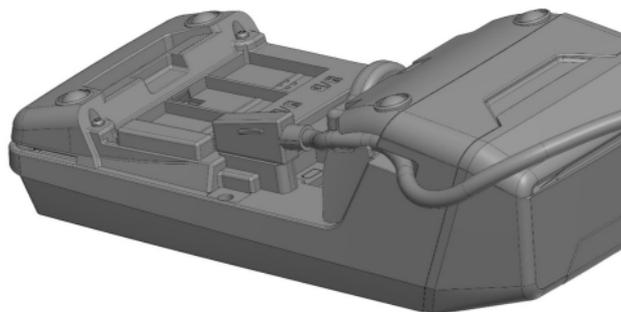
- SAMs and SIMs are identified by the engraved marks on the lower housing
- When introducing a SAM/SIM in its slot, be sure to put the cut corner as indicated on the engraved marks
- 3 factory options: 1SIM/2SAMs, 2SIMs/1SAM or 3 SAMs (always 3 SAMs when product doesn't embed 4G option).



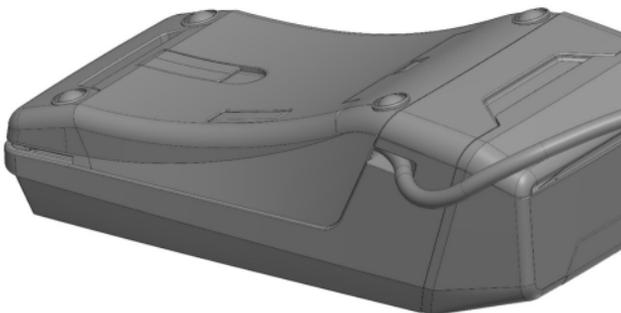
3.6 Magic Box cable

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 500 mAh
Charge (power supply 1A)	50% of capacity in 45mn Full capacity in 1h30

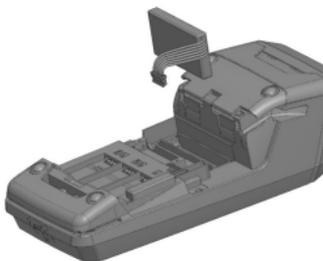
3.7.2 Installing the battery



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.

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 "dialzo" papers
- Direct contact with water
- Rubbing or pressing the paper too strongly



WARNING

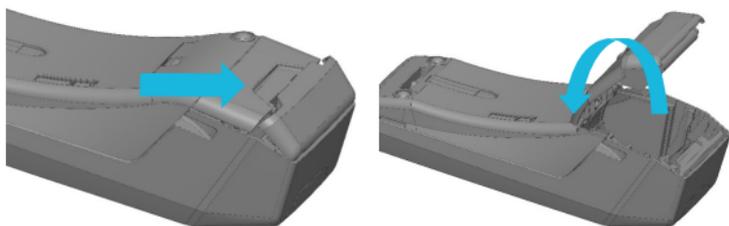
For best product performance, only use heat sensitized paper approved by Ingenico.

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).

3.8.3 Paper cutting recommendations

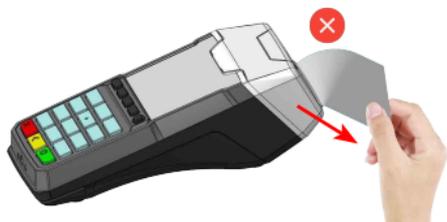
Good usage

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

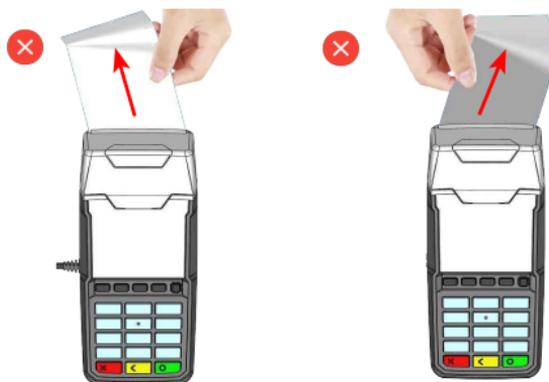


Bad usage

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



- Do not pull the paper on the terminal side



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. 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		16dB μ A/m@3m
WLAN	2412-2472	DSSS, OFDM	19.5dBm
WLAN	5150-5725	OFDM	17dBm
GSM900	880-915/925-960	GMSK, 8PSK	33dBm
DCS1800	1710-1785/1805-1880	GMSK, 8PSK	30dBm
WCDMA B1	1920-1980/2110-2170	QPSK, 16QAM, 64QAM	24dBm
WCDMA B8	880-915/925-960	QPSK, 16QAM, 64QAM	24dBm
LTE B1	1920-1980/2110-2170	QPSK, 16QAM, 64QAM	25dBm
LTE B3	1710-1785/1805-1880	QPSK, 16QAM, 64QAM	25dBm

Radio	Frequency range (MHz)	Modulation	Transmit Power
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.

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

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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.

11. FCC/ISED Compliance

- 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.
- 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 Part 15 of the FCC Rules and Industry Canada license-exempt RSS standard(s). 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.

- 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.
- 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.
- 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.
- No changes shall be made to the equipment without the permission of Ingenico as this may void the user's authority to operate the equipment.
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- Tout changement apporté à ce terminal non expressément approuvé par Ingenico est susceptible d'annuler le droit de l'utilisateur à se servir de cet équipement.
- The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems. In addition, highpower radars are allocated as primary users (i.e. priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.
- Les dispositifs fonctionnant dans la bande de 5 150 à 5 250 MHz sont réservés uniquement pour une utilisation l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.
D'autre part, les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) des bandes de 5250 à 5350 MHz et de 5650 à 5850 MHz et, d'autre part, que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs de RL-EL.

SAR Maximum value:

This device complies the maximum reported SAR limits for Extremity-configuration. The maximum value is 2.126 W/Kg Model Desk/2600 CL/WiFi

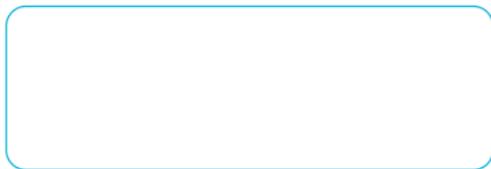
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