

Introduction

The Ingenico 3010 is a peripheral data entry device that allows the customer to enter a personal identification number (PIN) and encrypts the PIN for security purposes. The Ingenico 3010 connects to a payment terminal, such as an Elite 510 or Ingenico 5100. The Ingenico 3010 may also be connected to an ECR or PC. The application running on the payment terminal or PC directs all Ingenico 3010 operations, including the exchange of information with the host computer.

The application in the payment terminal or PC directs all PIN pad device operations (such as text display and PIN entry sequences) by sending message packets. For information on message packets, refer to the *Ingenico 3010 Programming Guide*.

The Ingenico 3010 has the following features:

- Supports Triple DES encryption for both Master/Session and DUKPT key encryption
- Two line, 16 character display
- 16-key (4x4) keypad

The keypad can be used for PIN and data entry. When the display prompts for PIN entry, the customer presses the appropriate digits and presses [OK] to complete the entry. The customer can erase the last key entered by pressing [Clear], and cancel a transaction by pressing [Cancel].

Unpacking the Box

To unpack the Ingenico 3010:

1. Inspect the shipping carton and its contents for damage. If the Ingenico 3010 has been damaged during shipment, file a claim immediately with the shipping company and notify Ingenico.



If the Ingenico 3010 has been damaged, do not use it; there is a danger of electrical shock and a potential for further damage to the unit or connected equipment.

2. Remove the Ingenico 3010 from the shipping carton.
3. Remove the protective plastic wrap and place the unit on a table or counter top.
4. Remove the protective plastic wrap from the display panel.
5. Replace all the packing materials, close the lid, and save the carton for re-packing for future transport.

Selecting the Installation Site

Determine a location for the Ingenico 3010 that allow for easy use and offers adequate ventilation and protection.

Keep the Ingenico 3010 away from:

- Excessive heat
- Oil or moisture
- Excessive dust
- Direct sunlight

- Excessive electrical noise

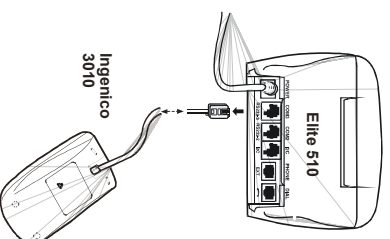
The Ingenico 3010 meets or exceeds high standards for protection against power line transient noise and environmental electrostatic discharges (ESD). However, there are environments which exceed these standards.

Noisy power, power disruptions, and environmental ESD may have harmful effects with respect to Ingenico 3010 operations. These factors do not usually result in permanent damage, but their presence can result in the corruption of Ingenico 3010 memory, which would require reloading keys and other customized programming. The use of surge suppressers, torrid noise filters, or un-interruptible power supplies (UPS) can help avoid device failure when using the Ingenico 3010 in an electrically hostile environment.

Connecting the PIN Pad

To connect the Ingenico 3010 to a payment terminal, such as an Elite 510 or 710 point of sale terminal:

1. Disconnect power to the payment terminal. All cabling should be done with the power off.
2. Ground yourself before connecting any cables. Do not touch any connector or port pins.
3. Insert the 4-position modular plug on the PIN pad cable into the jack in the back of the Ingenico 3010, as shown in Figure 3.



4. Insert the other end of the cable into the appropriate 6-pin DIN port in the back of the payment terminal.
 - On the Elite 510, use the COM3 port.
 - On the Elite 710, use the RS232 port.
5. The Ingenico 3010 powers up when the payment terminal is powered up.
 - For any other device, consult the documentation that accompanies your payment terminal to determine the appropriate port.

Cleaning

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



- To prevent damage to the Ingenico 3010 from liquids:
- Do not spray liquid cleaners directly on the unit.
 - Always apply the cleaner to a cloth before cleaning the Ingenico 3010.

Troubleshooting

If you encounter a problem in Ingenico 3010 operation, use the following troubleshooting guide to fix the problem.

Problem	Possible Solution
Display Panel does not work	<ol style="list-style-type: none">1. Check all the cable connections to make sure that they are firmly attached.2. Check the payment terminal's AC outlet to ensure that the outlet is supplying sufficient power. Substitute the payment terminal's power pack with another power pack.3. The payment terminal's application program might not be loaded correctly—try downloading the application program and try again.4. For persistent problems, contact an Ingenico service representative.
Keypad does not respond	<ol style="list-style-type: none">1. Check your display panel. If the wrong or no characters are displayed, refer to the solutions in <i>Display Panel does not work</i>.2. For persistent problems, contact an Ingenico service representative.

Error Messages

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

Returning the Ingenico 3010

Unless explicitly instructed by an Ingenico service representative, do not attempt any service, adjustments, or repairs on the Ingenico 3010. Such action can invalidate your warranty.

If your equipment failure cannot be resolved by your own support staff, contact the appropriate Ingenico service center listed below. Make sure to have the Ingenico 3010 serial number at hand when you make the call.

In the USA:
TotalCARE
1011 Mansell Road
Roswell, Georgia 30076
(800) 435-3014 or
(770)594-6000

In Canada:
TotalCARE
6520 Gortardo
Mississauga, Ontario L5T 2A2
(888) 900-8221 or
(905) 795-8221

Compliance

US Federal Communications Commission

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

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