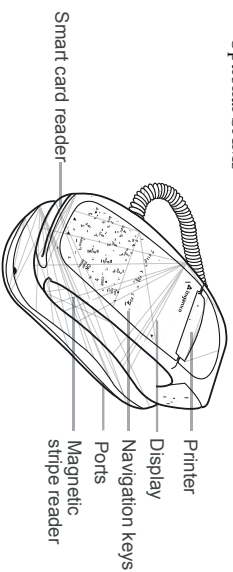


## Introduction

The Ingenico i5310 hand-over terminal has the following features:

- Magnetic stripe reader
- Smart card reader
- Integrated thermal printer
- Ethernet
- Optional SAMs



**Figure 1 Features**

For details on these features, see *Specifications*.

## Unpacking the Box

Your i5310 comes with the printer paper roll already installed.

The following items are included if ordered:

- Power supply
- Phone cable
- Securing plate and screw

## Installation

### Summary Sequence

The installation procedure includes:

- Selecting the installation site
- Inserting SAMs (if necessary)
- Connecting the terminal

Each step is described in the sections that follow.

### Selecting the Installation Site

The i5310 terminal should be placed near a power outlet and a telephone jack. The location should be convenient to the operator and should offer adequate ventilation and protection.



Do not place the terminal in an area with high temperatures, vibrations, dust, dampness, or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier etc.).

To avoid accidental damage, secure cables and power cords.



The terminal requires the following environment:

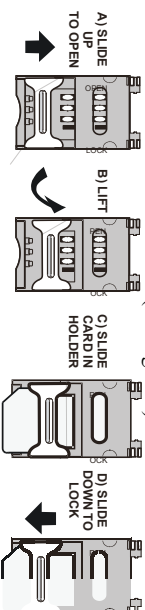
- Operating temperature of +5°C to 40°C (+41°F to 104°F)
- Humidity of 20% of 90% RH without condensation
- Storage temperature of -10°C to +60°C (+14°F to 140°F)

### Inserting SAMs

If your terminal was ordered with secure access modules (SAMs), there are three of them located under a panel on the underside of the terminal handset. The SAMs support smart card chips necessary for certain applications, such as loyalty.

Follow these instructions to insert a SAM card into the terminal.

1. Disconnect power to the i5310.
2. Turn the terminal handset upside down. Remove the screw using a Phillips screwdriver. The SAM holders are underneath the panel.
3. To unlock the SAM holder, slide the metal clasp latch in the direction of the OPEN arrow (see Figure 2).



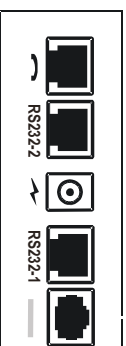
**Figure 2 SAMs**

**Note:** It does not matter which SAM holder you use.

4. Swing the SAM holder up.
5. Insert the SAM card in between the metal clasp and the plastic holder, with the metal plate facing down, and the slanted edge in the bottom left corner as illustrated.
6. Swing the SAM holder down.
7. To lock the SAM card in place, slide the metal clasp in the direction of the LOCK arrow (see Figure 2).
8. Replace the cover and secure it with the screw.

### Connecting the Terminal

1. If necessary, disconnect power to the i5310 base. For safety, cable connections should be done with the power off.
2. Ground yourself before connecting any cables. Do not touch any connector or port pins.
3. Connect one end of the cable into the i5310 base, and the other end into the other device as appropriate (see Table 1).



**Table 1: i5310 Ports**

Port	Description
dial	Use the dial port to connect the terminal's internal modem to the telephone jack.
RS232-2	Use the RS232-2 port to connect a peripheral device, such as a check reader. This port can supply power to a peripheral device.
power	For safety, always plug the power supply in last, after all other cable connections have been made. Plug the power supply into a surge protector which is plugged into a power outlet. Connect the power supply connector into the port on the i5310 base. <b>Note:</b> Use the power adapter supplied with the i5310. Many adapters can appear similar and will plug into the i5310 base, but will not work properly, causing erratic behavior, poor charging, or even damage to the unit.

### Port Description

Port	Description
RS232-1	Use the RS232-1 port to download an application or inject cryptographic keys.
yellow bar (Ethernet)	When it is time to perform a download or inject keys, connect one end of a download cable into the RS232-1 port, and the other end into the appropriate COM port on the computer. Connect one end of the Ethernet cable into the Ethernet port on the terminal and the other end into the Ethernet socket on the wall.

4. If your terminal came with a cable securing plate, place it over the cable connectors and secure it with a screw.

## Operations

### Sliding a Magnetic Stripe Card

With the card upside down (magnetic stripe at the bottom) and the magnetic stripe facing the keypad, swipe the card in either direction. The card must be swiped at constant speed and pressure, ensuring that the card remains in contact with the bottom of the track throughout the entire swipe action.



### Inserting a Smart Card

When the application prompts for a smart card (chip card), insert the smart card into the slot on the front of the terminal with the chip face up and close to the keypad. Leave the card in until prompted to remove it. If the card is inserted the wrong way or if there is a problem with the chip, the terminal application will prompt for the card to be removed and reinserted.

### Using the Terminal Keys

Key	Description
CAN/ANN	Cancel/Annuler (English/French). Press [CAN/ANN] to cancel a transaction and return to the previous menu.
CORR	Correct. If you make a mistake while entering data, press [CORR] to remove one character at a time (backspace).
OK/ENTER/ENTREE	After entering numbers and/or letters, press [ENTER].
ADMIN	Enter the Admin menu to perform application-specific functions such as reprint, clerk/server menu, training mode, setup menu, parameters, and application loading. A password may be required to enter this menu.
F1	The printer paper feed key advances the paper 20 mm (0.8 inches).
F2	Press [F1] to scroll down to select the next option on the list. To accept, press [ENTER]. Select the option above the key. Press [F2] to scroll up to select the previous option on the list. To accept, press [Enter]. Select the option above the key.

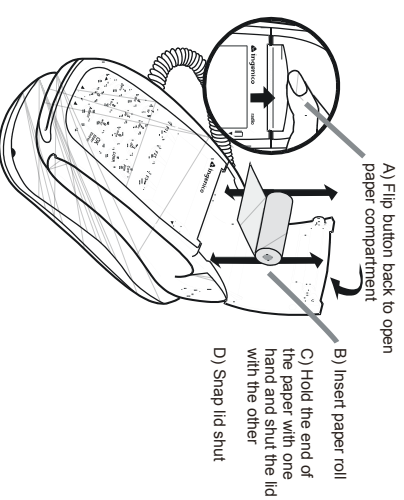
### Key

### Description

F3	Press [F3] to select the option above the key.
----	------------------------------------------------

## Replacing the Paper Roll

When coloured stripes appear on a receipt, it is time to change the paper roll. Before changing paper, disconnect the terminal's power cable.



**Figure 3 Replacing the Paper Roll**

When finished, reconnect the power cable.

Paper can be advanced when the terminal is idle by pressing (the paper feed key).

### Ordering Paper

Order thermal paper that meets the following specifications.

**Recommended brands:** KANZAN KE50, KOEHLER KT55HS01, JUJO AF50KS-E OR MITSUBISHI P6-402  
**Grade:** Single-ply thermal sensitive, POS or facsimile grade.  
**Basis Weight:** (lb/m 17 ins. x 22 ins. - 500) --- 14.5 +/- 5% (GSM) --- 55 +/- 5%  
**Caliper:** 2.4 +/- 0.2 Mils or 60 +/- 5 Microns  
**Brightness:** Min. 85%  
**Smoothness (Beck Minimum):** 300s  
**Roll Width:** 2.28 +/- 0.040 in (58 mm +/- 1.0 mm)  
**Roll Diameter:** 1.97 in (50 mm) maximum  
**Roll Core ID:** 0.500 in (13 mm) nominal  
**Roll Core OD:** 0.625 in (16 mm) nominal


### Storing Paper Rolls

To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity or temperature (above 65%, 25°C or 77°F) for long periods of time. Don't place them near vinyl, plastics, adhesives, shrink-wraps, wet-toner copies, or carbon paper for prolonged periods.

## Troubleshooting

### Paper Jam

To avoid paper jams:

- Tear the receipt by pulling the paper forward.
- To advance the paper, press .
- To clear a paper jam:
  - Remove the paper roll and reinsert it (see Figure 3).

Before using the terminal, make sure the terminal has a paper roll.

### Card Reader Does Not Work Properly

1. When sliding the card through the reader, make sure that the magnetic stripe on the card is facing the i5310 display screen (see *Sliding a Magnetic Stripe Card*).
2. Swipe the card at a faster or slower steady speed.
3. Swipe the card in the other direction (i.e., if swiping the card from top to bottom, try swiping from bottom to top).
4. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card, or try swiping the card on another terminal.
5. If there is still a problem, contact the Help Desk (see *Customer Service*).

### Terminal is Not Working

1. Make sure the power cable connector is fully inserted into the back of the terminal.
2. To restart the terminal, unplug the power cable and then plug it back in.
3. Plug the terminal into another electrical outlet to see if it is an electrical problem.
4. If you have another working i5310 terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet.



Changes or modifications to this terminal not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### The Receipt is Blank

If the receipt is blank, make sure that the roll of paper has been properly inserted. See Figure 3, *Replacing the Paper Roll*.

## Cleaning

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal.
2. To remove dust from the terminal, wipe with a damp cloth.
3. For deeper cleaning, first make a solution of soap and water, or a solution of half window cleaning solution and half water. Then apply the solution to a soft cloth and wipe the display screen and case.
  - Do not spray or pour cleaning liquid directly onto the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.
  - Do not use abrasive cleaners; they could destroy the plastic and cause serious damage to the device.
4. Cleaning liquid that is applied to the terminal must dry within

one minute. If it does not, dry the terminal with a soft cloth.

## Specifications

**Processor:** 32-bit ARM processors

**Memory:** Up to 2 MB SRAM and 8 MB Flash

**Printer:** 15-line per second easy-load thermal printer, full graphics printing capability

**Display:** Backlit LCD displays 4 lines with graphics capability, resolution of 128 x 64 pixels, adjustable contrast

**Keypad:** 18 keys including 3 screen-addressable keys, backlit for operator convenience

**Communications:** V.33 or V.34 modem transfers up to 33,600

bps, synchronous or asynchronous transmission

**Magnetic stripe card reader:** Tracks 1 & 2, bi-directional

**Smart card reader:** EMV/co approved Level 1, EMV Level 2 approved, ISO 7816 1-2-3, Async/sync, T=0 & T=1, Optional support for up to three SAMs in SIM format

**Security:** Visa PED approved, DES or Triple DES, DUKPT or Master Session management keys, secure local and remote software downloading, secure key downloading

**Programming:** UNICAPT 32 secure multi-application platform and development environment, programmable in C, C++, or Java

**Power:** Power supply voltage, 110 to 230 VAC, frequency 50 Hz – 60 Hz, voltage output 9 VDC, 2 Amp

## Customer Service

If you experience trouble with your i5310, or if it requires repair, contact the appropriate customer service center:

### In the U.S.A.

TotalCARE  
1003 Mansell Road  
Atlanta, GA 30076  
tel: 1-800-435-3014 or  
tel: 770-594-6000

### Canada

TotalCARE Canada  
6520 Gottardo Court  
Mississauga, Ontario,  
Canada L5T 2A2  
tel: 1-888-900-8221 or  
tel: 905-795-8221

## Compliance

### US Federal Communications Commission Warning

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when this equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the installation guide, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or modifications not expressly approved by Ingenico could void the user's authority to operate the equipment.

### Canadian Department of Communications Warning

This digital apparatus does not exceed the Class A limits for radio noise emissions from the digital apparatus as set out in the radio interference regulations of the Canadian Department of Communications.

i5310 Installation & Operations Guide for i5310PMTTE06  
Part Number DIV750028A  
Released September 2005  
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### Ingenico Inc.

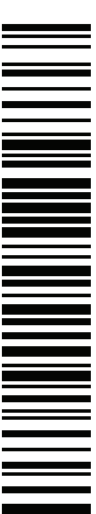
6195 Shiloh Road, Suite D, Alpharetta, Georgia 30005  
Tel: (678) 456-1200 Fax: (678) 456-1201  
www.ingenico-us.com

### Ingenico Canada Ltd.

79 Torbarrie Road, Toronto, Ontario, Canada, M3L 1G5  
Tel: (416) 245-6700 Fax: (416) 245-6701  
www.ingenico.ca

# i5310

## Installation and Operations Guide for i5310PMTTE06



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