Elavon

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iSC250 Installation and Configuration Guide
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Innovative Payment Processing Solutions for Businesses

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1. Terminal Installation

Introduction

Ingenico's iSC250 and iSCTouch250 secure electronic payment devices consist of the following:

- ADA-friendly, illuminated keypad
- Dual-head, bi-directional magnetic stripe reader
- 3.5" color touch Wide QVGA screen supporting full motion video, with finger and stylus touch input
- Signature capture
- Integrated contactless card/NFC reader
- EMV Smart card reader

Device Installation

The installation procedure includes:

- Selecting the device location
- Connecting the stylus
- Connecting the device
- Connecting the power supply
- Securing the device

Each step is described in the sections below:

Box Contents

⚠ **Note: Carefully inspect the shipping carton and its contents for shipping damage. If the device is damaged, please contact ETS at 800 834 7790, select option 2.**

1. Remove the contents from the box. You should have:

A. iSC250
B. Stylus
C. Cable (specific to your connectivity requirements)
D. Power Supply

2. Remove the protective film from the graphical display screen.
3. Save the carton and packing material for repackaging or moving the device in the future.

Selecting the Device Location

The iSC250 may be mounted on a flat surface, wall, or customer stand (recommended). Ingenico recommends physically securing the device to avoid theft. Power may be provided from a host Point of Sale system or from an Ingenico power supply. If using an Ingenico power supply, the device must be placed close to an easily-accessible power outlet.

⚠️ **Note 1: Do not place the iSC250 on a PC monitor, adjacent to an electronically active security tag, deactivation system, or near other sources of magnetic fields.**

Note 2: The iSC250 must be at least 12 inches away from an electronically active type of security tag deactivation pad. There are two types of security tag deactivation systems:

- **An electronically active system sends out a powerful and potentially disruptive signal to deactivate the security tag. If the iSC250 is placed too close to the system's pad, or placed above the pad, malfunction may occur.**
- **A passive system is a permanent magnet type that does not send out a signal. This type does not affect the iSC250**

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Connecting the Stylus

1. With the stylus cable's locking tab towards the bottom, insert the stylus connector into the iSC250 stylus port on the back of the iSC250. It will click, indicating that it is locked home when fully inserted.

Figure 1: Inserting the stylus connector into the stylus port

2. Place the stylus into the cradle on the left edge of the iSC250 device, or insert it upright into the hole in the cradle. There is a plastic plug in this hole that needs to be removed.

Connecting the Device

⚠ **Note: Do not connect power to the iSC250 device until instructed to do so.**

1. Place the iSC250 device in front of you with the bottom of the unit facing up. Be careful not to place the device on a surface where the device can be scratched or damaged.
2. Connect a peripheral device to the appropriate available port on the rear of the device.

Figure 2: iSC250 Peripheral Ports

Table 1: iSC250 Peripheral Ports

Icon	Port	Description
	USB	USB 2.0 Host high speed, 5V, 500mA max. Supports peripheral USB devices.
	Audio Out	3.5 mm stereo audio jack. Use to connect exteral speakers or headphones.
	Stylus	Use to connect the stylus.

3. Connect the interface cable (Ethernet or USB) into the iSC250 HOST multipoint port. Connect the other end to the POS or PC, as appropriate (see Table 2).

Figure 3: iSC250 Multipoint Port

Table 2: iSC250 Multipoint Port

Icon	Port	Description
	Multipoint port	Use to connect Ethernet or USB. Use this port to connect host devices (POS or PC) directly. The iSC250 receives power through this connection. For this device to be USB-IF compliant, only use the approved USB cable from Ingenico.

Cables

Note: Only iSC250 cables supplied by Ingenico may be used (if the cables are missing or damaged, please contact ETS at 800 834 7790, select option 2).

Connecting a Power Supply

 A separate Ingenico DC power supply (192011597) is required when connecting the iSC250 device, USB (5V), and Ethernet. When the device is powered from a POS, power may be provided via a powered USB (12V).

⚠ **Note: Connect the cable to the Multipoint port before connecting the device to power. Only use the power supply provided by Ingenico.**

1. Plug the power supply connector into the jack on the multipoint cable.

Figure 4: Connecting a Power Supply

2. Plug the power supply into a power outlet.
3. The iSC250 initializes when power is applied.

2. Terminal Configuration

2.1 Configuring the iSC250 for Ethernet Mode (TCP/IP Enabled Terminals with Included Ethernet Cable)

Table 3: Ingenico ISC250 Ethernet Mode Configuration Steps

Step Number	ISC-250 Screen View	Step Instructions
1		Reboot the iSC250. Hold the **[-]** and **[Clear (Yellow)]** buttons until the device makes a beep tone, and then release the buttons.
2		Wait for the Telium Operating System to complete the boot sequence. (No operator actions are required during this step)

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3		Wait for the Telium Manager to finish initialization. (No operator actions are performed during this step)
4		Enter the Telium Manager Access Code a. As soon as the screen to the left appears, IMMEDIATELY press the following 4-digit key sequence: **[2], [6], [3], [4]** followed by the **[Enter]** key. **NOTE 1**: Failing to enter the code in a timely manner will prevent access to the Telium Manager configuration application. If this should occur, repeat steps 1-4 until the screen displayed in step 5 appears. **NOTE 2**: New terminals may reboot directly after this step. If a valid IP address does not appear on the last line of the screen, the device will need to be configured for Ethernet mode (Steps 9-10). **NOTE 3:** Having the device connected to an Ethernet cable at this point may cause the "Retail Base" display time to be reduced.

5		a. The device will display 'Press + for menu' b. Press the **[+]** key to display the menu. **NOTE 1**: If the terminal displays a black screen with no text, repeat step 1. It might be useful to unplug the terminal and plug it back in if the black screen is displayed a second time. **NOTE 2**: If you failed to enter the 4-digit code quickly enough during the previous step, this step will not be displayed on your terminal. If this occurs, repeat steps 1-4 until this screen appears.
6		Select the TDA function a. Press the **TDA** menu option on the touch screen (you can use the attached stylus or your finger or press the **[3]** key as a shortcut). **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-6.
7		Enter the Configuration Menu a. Press the **[0]** key on the terminal keypad to enter the Configuration menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-7.

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8		**Enter the Communication Menu** a. Press the **[0]** key on the terminal keypad to enter the Communication menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-8.
9		**Enter the Select Communications Type Menu** a. Press the **[0]** key on the terminal keypad to enter the Communication Type menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-9.

10		**Select Ethernet Communication Type**
		
		    a. Press the **[2]** key on the terminal keypad to select **Ethernet** as the desired communication method.
		    b. Press the red **Cancel** key to return to the Communication menu (previous screen)
		
		NOTE: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-10.

11		Enter the Ethernet Settings Menu a. Press the **[2]** key on the terminal keypad to enter the **Ethernet Settings** menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in step 5. If you are unable to return to this screen for any reason, restart and repeat steps 1-10.
12		Enter the Connection Method Menu a. Press the **[0]** key on the terminal keypad to enter the **Connection Method** menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt. If you are unable to return to this screen for any reason, restart and repeat the steps above.

13		Select Connection Method
		
		    a. Press the **[0]** key on the terminal keypad to select **Client** as the desired connection method.
		    b. Press the red **Cancel** key to return to the Communication menu (previous screen)
		
		NOTE: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt. If you are unable to return to this screen for any reason, restart and repeat the steps above.

14		Enter the DHCP Settings Menu a. Press the **[1]** key on the terminal keypad to enter the **DHCP Settings** menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt. If you are unable to return to this screen for any reason, restart and repeat the steps above.

15		Select DHCP Type
		
		    a. Press the **[0]** key on the terminal keypad to select **Auto** as the desired connection method.
		    b. Press the red **Cancel** key to return to the Communication menu (previous screen)
		
		NOTE: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt. If you are unable to return to this screen for any reason, restart and repeat the steps above.

16		Enter the Host IP Address Menu a. Press the **[2]** key on the terminal keypad to enter the **Host IP Address** menu **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt. If you are unable to return to this screen for any reason, restart and repeat the steps above.

17		**Enter Host IP Address** a. Use the numeric keys on the terminal keypad to enter a valid Host IP Address of the computer with which the terminal will communicate. b. Press the **Enter** key to save changes and return to the previous menu. **NOTE**: If you make a mistake at any time while entering an IP address, press either the yellow clear button or the red cancel button to start over or correct the error. The keypad minus sign will also clear invalid IP address entries.
18		**Exit The Enter Host IP Address Screen** a. Press the red **Cancel** key on the terminal keypad to exit the "Enter Host IP Address" screen.
19		**Exit The Communication Menu** a. Press the red **Cancel** key on the terminal keypad to exit the Communication Menu.

20		**Exit The Configuration Menu** a. Press the red **Cancel** key on the terminal keypad to exit the Configuration Menu.
21		**Save Changes and Reboot** a. Press the **[1]** key on the terminal keypad to save all configuration changes and reboot the terminal.
22		Wait for the Telium Operating System to complete the re-boot sequence. (No operator actions are required during this step)

| 23 | | Verify Changes Were Saved After Reboot

a. Verify that the terminal has been properly configured for Ethernet mode and that the correct IP address appears on the last line of the Retail Base information screen.

NOTE: If for any reason the settings were not correctly saved, repeat the above procedure. |

2.2 Configuring the iSC250 for USB-Serial Mode (USB Enabled Terminals with Included USB Cable)

Table 4: Ingenico ISC250 USB Mode Configuration Steps

Step Number	ISC-250 Screen View	Step Instructions
1		a. Reboot the iSC250 b. Hold the **[-]** and [**Clear** (Yellow)] buttons until the device makes a beep tone and then release the buttons.
2		Wait for the Telium Operating System to complete the boot sequence. (No operator actions are required during this step)

3		Wait for the Telium Manager to finish initialization. Get ready to quickly perform the key sequence in the next step. (No operator actions are performed during this step)
4		Enter the Telium Manager Access Code a. As soon as this screen appears, IMMEDIATELY press the following 4-digit key sequence **[2], [6], [3], [4]** followed by the [Enter] key. **NOTE**: Failing to enter the code in a timely manner will prevent access to the Telium Manager configuration application. If this should occur, repeat steps 1-4 until the screen displayed in step 5 appears. If USB-CDC does not appear on the last line of the screen, the device will need to be configured for USB mode (Steps 9-10)

5		The device will display 'Press + for menu' a. Press the **[+]** key to display the menu. **NOTE**: If you failed to enter the 4-digit code quickly enough during the previous step, this screen will not be currently displayed on your terminal. If this should occur, simply repeat steps 1-4 until this screen appears.
6		Select the TDA function a. Press the **TDA** menu option on the touch screen (you can use the attached stylus or your finger or press the **[3]** key as a shortcut). **NOTE**: If you accidentally select the wrong touch screen option, press the yellow clear button or the red cancel button to return the menu prompt in Step 5. If you are unable to return to this screen for any reason repeat steps 1-6.
7		Enter the Configuration Menu a. Press the **[0]** key on the terminal keypad to enter the Configuration menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in Step 5. If you are unable to return to this screen for any reason repeat steps 1-7.

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8		Enter the Communication Menu a. Press the **[0]** key on the terminal keypad to enter the Communication menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in Step 5. If you are unable to return to this screen for any reason repeat steps 1-8.
9		Enter the Communications Type Menu a. Press the **[0]** key on the terminal keypad to enter the Communication Type menu. **NOTE**: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in Step 5. If you are unable to return to this screen for any reason repeat steps 1-9.

10		Configure USB Serial Communication Mode
		
		   a. Press the **[4]** key on the terminal keypad to select USB Serial Communication as the desired communication method.
		   b. Press the red Cancel key to return to the Communication menu (previous screen).
		
		NOTE: If you accidentally select the wrong menu item, press the yellow clear button or the red cancel button to return the menu prompt in Step 5. If you are unable to return to this screen for any reason repeat steps 1-10.

11		**Exit The Communication Menu** a. Press the red **Cancel** key on the terminal keypad to exit the Communication Menu.
12		**Exit The Configuration Menu** a. Press the red **Cancel** key on the terminal keypad to exit the Configuration Menu.
13		**Save Changes and Reboot** a. Press the **[1]** key on the terminal keypad to save all configuration changes and reboot the terminal. **NOTE**: If for any reason you are unable to return to this menu repeat steps 1-13.

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14		Wait for the Telium Operating System to complete the re-boot sequence. (No operator actions are required during this step)
15		Verify Changes Were Saved After Reboot a. Verify that the terminal is properly configured for USB serial mode by checking that "USB-CDC" appears on the last line during the Retail Base information screen. **NOTE**: If for any reason the settings were not correctly saved repeat steps 1-15.