

User guide

Ingenico 3300



RoHS compliant



2002/95/EC



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Touch screen
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1 Presentation

The Ingenico 3300 is a compact secure counter-top PIN pad, able to be handheld for PIN entry, designed to accept payment with a smart card reader.

The terminal box contains:



The PIN pad

- This manual
- The EC compliance fascicle

1.1 Overview of Ingenico 3300



Led status

- Led OFF: This is the normal status of the led.
- Led ON in GREEN color: If the previous led status was OFF in this case it means that it is requested to insert a card in order to continue the transaction. If the previous status was red it means that you can remove your card from the reader because the transaction can be successful finished.
- Led ON in RED color: It means that the PIN-pad is reading or writing to the Smart card and you **MUST NOT** remove your card, because you can damage it or discontinue the transaction.

1.2 Keyboard details and functionality

This chapter describes the key functions for a terminal with no specific application. Some keys can have other functions according to the applications that are present in the terminal.

The 4 programmable **function keys** will have different utilities according to the application installed in the terminal



2 Use

In this chapter, we consider that the terminal has been connected. For the installation, refer to chapter 3 “Installation and starting”.

2.1 Smart Card reading

The Ingenico 3300 is fitted with a smart card reader. The card will be always inserted with the chip facing the users i.e. chip towards the display & keyboard.



2.2 Terminal maintenance

- ☼ **Make sure the terminal is off for all cleaning operations.**
 - Do not clean the terminal with water but with a dry or only slightly damp cloth.
 - Do not use solvent, detergent or abrasive products.

3 Installation and starting

3.1 Location of the terminal

The Ingenico 3300 is intended to be a counter top device. Ingenico advises you to place the terminal on a clear and flat surface, far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating temperatures

5°C to +40°C.

Humidity

5% to 90% RH, without condensation.

Storage temperature

0°C to +60°C.

3.2 Terminal connections

The Ingenico 3300 has one serial RS232 port as a standard communication port. The device has an integrated cable offering extra protection to avoid the possibility to disconnect the device from the terminal by an non-authorized person. This cable integrates the wires to power the devices from the terminal.

The ingenico 3300 can be connected to a Counter-top terminal, like an Ingenico 5100:



It can be also connected directly to an ECR:



Or it can be connected to a PC:



Power requirements

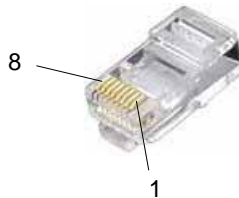
- 6-18V dc. Maximum current 300mA

RS232 Interface

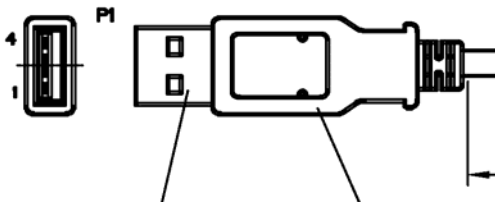
- Logic levels (RS 232C levels)
- speed: 300 to 115200 bauds
- format: 7 or 8 bits
- parity: odd, even, none

The communication connector is an eight way RJ 45 PLUG style connector. This connects both Power (DC only) and serial communication. The pin out is; -

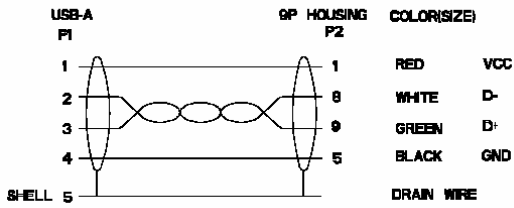
Pin No	Signal
1	NC
2	NC
3	Power +
4	RXD
5	TXD
6	Power -
7	NC
8	NC



USB Interface



WIRE CONNECTION



3.3 Installing a SIM card

The SIM card connectors are located on the back side of the terminal.

Installing a SIM card

- ☞ Remove the cover with a torx 6 screwdriver,
- ☞ Unlock the connector by sliding the metallic part in the direction of the **OPEN** arrow,
- ☞ Lift the card housing up,
- ☞ Insert a SIM card into the housing,
- ☞ Put the housing back down again,
- ☞ Lock the connector by sliding the metallic part in the direction of the **LOCK** arrow.

💡 **Make sure you put it in the right way, follow the foolproof lug!**



Removing a SIM card

- ☞ Follow the installing instructions to remove the SIM card.

❗ *With SIMcards it is possible to access different services and to add new functions to the terminal.*

4 Recommendations

4.1 Safety

In order to ensure that software integrity self-test is performed periodically, it is necessary to restart (disconnect-reconnect) the terminal at least once per day.

As this terminal does not have a power off switch, the disconnecting device is the main transformer; the power supply plug must therefore be easily accessible.

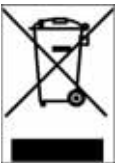
Safety directives concerning the Lithium batteries

- Keep out of the reach of children.
- If any elements of the batteries are swallowed, the person should consult a doctor or seek medical assistance immediately.
- It is important to comply with the "+" and "-" polarities.
- Do not try to reactivate the batteries using a heat source, an electric recharge or any other means.
- Do not throw the batteries into the fire.
- Do not dismantle the batteries.

Generally speaking

- There is a danger of explosion if the batteries are not replaced correctly.
- Replace the batteries with same type elements or similar type elements recommended by the manufacturer only.
- Dispose of used batteries in compliance with manufacturer instructions.
- Do not throw the batteries into the bin; dispose of them in suitable recycling facilities.

4.2 WEEE



This symbol on the product or on its packaging means that this product should not be treated as household waste.

To minimise environmental impacts and the disposal of waste, this product should be handed over to a separate collection system in order to facilitate recycling and recovery.

For more detailed information, please contact your reseller.

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