

Quick Start Guide

Link2500
WiFi & GPRS



chess
payment Technology



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Document version 0.1

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Keys and functionality



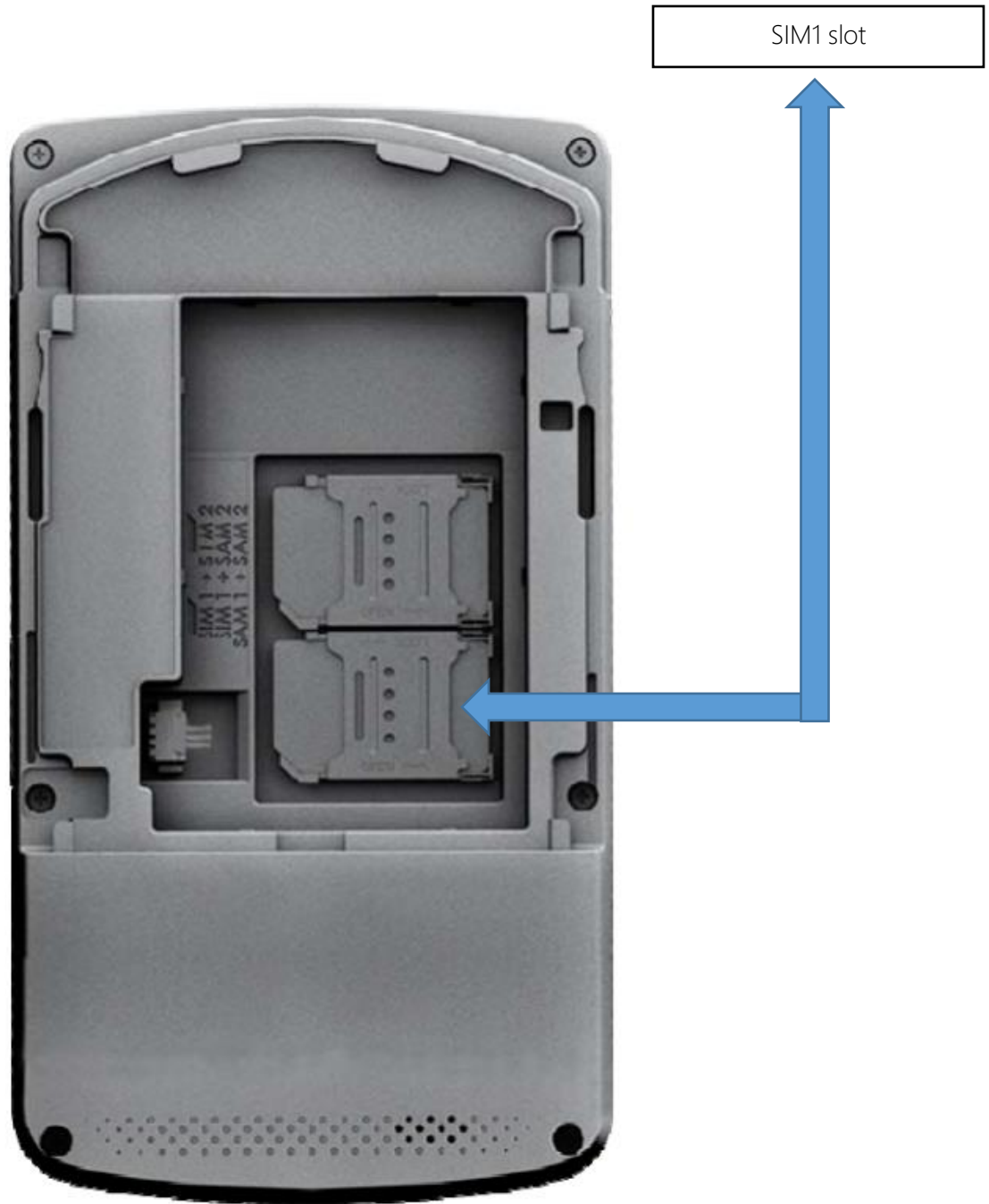
Contactless reader
 Shortcut Keys F1, F2, F3, F4

Function Key
 Stop Key
 Clear Key
 OK Key
 Minus Key + Clear Key

Display is also a contactless reader.
 F1 Transaction Menu
 F2 upper Key
 F3 lower Key
 F4 Function Menu.
 Opens the menu structure.
 Cancels current action. Returns to idle screen.
 Clears the current entered data or cancels an action.
 Confirms current entry or choice. Also switch on key.
 Hold simultaneously to reboot terminal.

Installing the optional SIM card

In case the GPRS will be used, place the SIM card in the 'SIM 1' slot shown below. Other slots are not used and will not work.



Installing the battery

- The power adapter must not be used during the installation of 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
- Place the battery pack in its compartment
- Plug the battery pack connector according to the connector locating system
- Clip the trapdoor until the terminal is locked



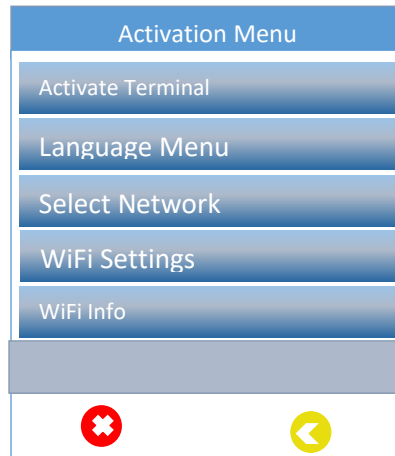
Installing the Link2500

The Ingenico Link2500 is delivered in a box.
The box contains:

- Terminal
- USB Type C-cable
- Battery pack
- Charger head
- Manual

First things with the Link2500

If your payment terminal comes pre-activated, you can skip this activation procedure. If your payment terminal is not activated yet, please make sure you have the activation code from your dealer. After powering on the terminal shows the Activation screen below when it's not activated yet.



Setup the connection method

First thing to do after powering on the terminal is the configuration of the network.

WiFi Setup

Select 'WiFi Settings', press the green 'OK' button on the keypad and follow the on-screen instructions. Select 'Scan network' and press 'OK' button. If the SSID of the network is not found the first time, try again

GPRS Setup

Select 'Set SIM-card PIN-code' if the used SIM card has a PIN-code and follow the on-screen instructions. If there is no PIN-code or the PIN-code is just entered, choose the 'GPRS Settings' option from the 'Activation Menu' to change the connection parameters for GPRS. Generally Access Point Name, username and password are needed.

Activating the Link2500

User Interaction

Press the 'Activate Terminal' option in the 'Activation menu'. Enter the Activation code and confirm with 'OK'.

Enter the activation code again and confirm with 'OK'.

Confirm with 'OK' to enter the TMS parameters required to connect with the Terminal Management System.

Enter the IP address received from your dealer with the keypad. Use the dot '.' Key to enter the mandatory dots in the IP address. Confirm with 'OK'.

Enter the port number received from your dealer with the keypad and confirm with 'OK'.

Select the correct communication protocol received from your dealer by pressing on the correct selection on the touch screen.

A notification is shown indicating that the parameters are changed.

Link2500 screen

Activation code:

Confirmation code:

Enter TMS parameters?

Enter IP-address:

Enter port number:

Select protocol:

HTTP
HTTPS

TMS URL changed

User Interaction

Link2500 screen

The terminal will now activate over the chosen connection.

Activating terminal

Please Wait...

When the Link2500 is successfully activated three beeps will be given with a notification on the display.

Terminal activated

Press the 'OK' button to perform the software update. Depending on the WiFi/GPRS speed this can take from 5 to 25 minutes.

Perform Software Update?

After the software update, the terminal will restart itself and is ready for use.

Terminal will reboot

Terminal Language

The terminal can be set in English, Dutch, German or French. Press the 'Function' button on the keypad, then choose the following options:

- Tech Menu
- Settings Menu (enter 'settings password' and confirm with 'OK' button)
- Language Menu

Choose the desired language from the list and confirm with the 'OK' button.

Switching on and off

When running on battery

Press the green 'OK' button on the keypad to switch on the terminal.

Press the 'dot' key and the yellow 'Clear' key simultaneously to switch off the terminal.

When charging

During charging the terminal can't be switched off.

Press the 'dot' key and the yellow 'Clear' key simultaneously to restart the terminal.

Performing Transactions

By default, the terminal will perform Sale transactions.

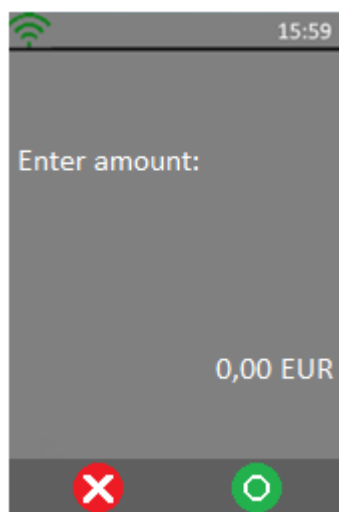
Start a transaction by pressing any numeric key or the 'OK' button when the terminal is in the idle screen. When the 'Enter amount' screen is shown, enter the transaction amount and press the 'OK' button on the keypad or the touch screen.

Corrections can be made with the yellow 'Clear' key.

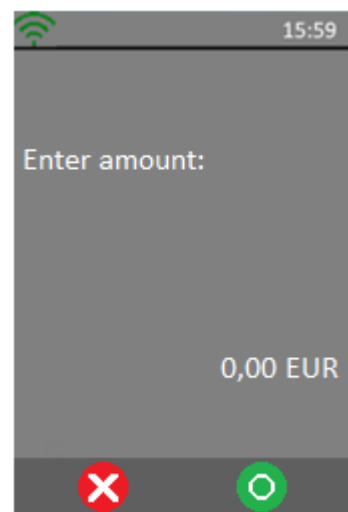
The transaction can be stopped with the red 'Stop' key.



Idle screen



'Enter amount screen' after pressing or any number on the keypad

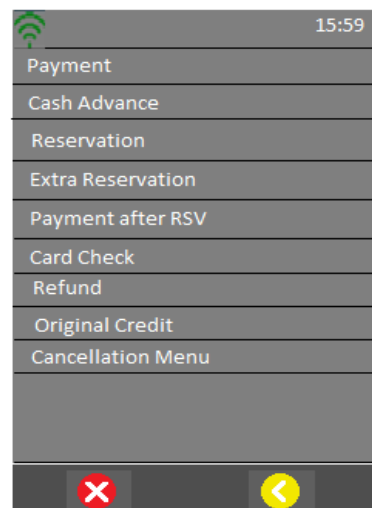


Enter the transaction amount and press to start the transaction

If another transaction type is required, press the transaction menu button F1 on the terminal and select the required transaction type.



Press the F1 key on the terminal



Choose the preferred transaction

Reading the card

After a transaction is started, the cardholder presents his card. Depending on card capabilities and what is allowed this can be done via magstripe, chipcard or contactless.



Magstripe



Chipcard



Contactless

Magstripe

Swipe the card horizontally from left to right with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card reading.

Chipcard

Insert the card horizontally with the chip facing upwards and leave in position throughout the transaction.

Contactless

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.

In any case the cardholder follows the instructions on the terminal. The terminal may ask for PIN entry and confirmation of the amount. When the transaction is approved, the terminal will sound 3 short beeps.

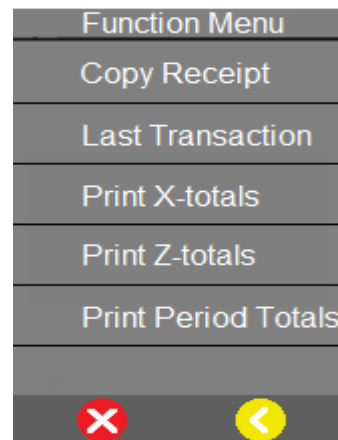
The cardholder returns the terminal to merchant. Press 'OK'.

Function Menu

Pressing 'F4' in the idle screen will open the Function menu which has the regularly used functions bundled under a single menu.



Press the F4 key on the terminal



Function Menu

Copy Receipt

Select 'Copy Receipt' to print a copy of the last transaction receipt. *In order to use this function, terminal must be connected to Cash Register.

Last Transaction

This function will display the result and date/time of the last performed transaction. *In order to use this function, terminal must be connected to Cash Register.

Print X-totals

Print X-totals will print a report of the transaction totals since the last clearance. After this action the totals will **not** be cleared. Individual transactions will not be shown. *In order to use this function, terminal must be connected to Cash Register.

Print Z-totals

Print Z-totals will print a report of the transaction totals since the last clearance. After this action the totals will be cleared. Individual transactions will not be shown. *In order to use this function, terminal must be connected to Cash Register.

Print Period Totals

When a selection is made the terminal starts downloading the appropriate period counters from each acquirer and then prints the receipt. Individual transactions will not be shown. *In order to use this function, terminal must be connected to Cash Register.

Function Key

Pressing the function key will open the menu structure of the terminal.

The Menu is divided in 4 categories:



Control Panel

The Control Panel is not accessible for the end user.

Tech Menu

TMS Session

Creates a forced connection with the Terminal Management Server. Only on request of your dealer.

Software Update

Select to update the software of the terminal.

Settings Menu

In this menu the user can change the settings of the terminal.

To use this function a password is required to continue. Your dealer should provide this password.

Language menu:

User can select language

Select network:

Choose preferable network Ethernet

WiFi Settings:

User can change WiFi settings

Set SIM-card PIN-code:

User can set/change PIN-code of SIM-card

Set SIM-card PUK-code:

User can set/change PUK-code of SIM-card

GPRS Settings:

User can change GPRS settings

Menu mode:

User can change lay-out menu

Header State:

User can turn Header on/off

Footer State:

User can turn Footer on/off

Change Password:

Settings Menu Password can be changed here

Information Menu

RDM Version (Remote Device Management):

Select to check software

Terminal Info:

Select to check serial number/and detailed terminal information

WiFi Info:

Select to check WiFi information

GPRS Info:

Select to check GPRS information

Printer Status:

Select to check printer status

Battery Status:

Select to check battery status

Uploading Log Files

User can upload log files from the terminal. In case a problem occurs the user will be able to upload log files before contacting the dealer. This will help to solve the issue.

Manager Menu

In this menu user is able to change the Manager password. To use this function a password is required to continue. Only an authorized user has access to Manager Menu.

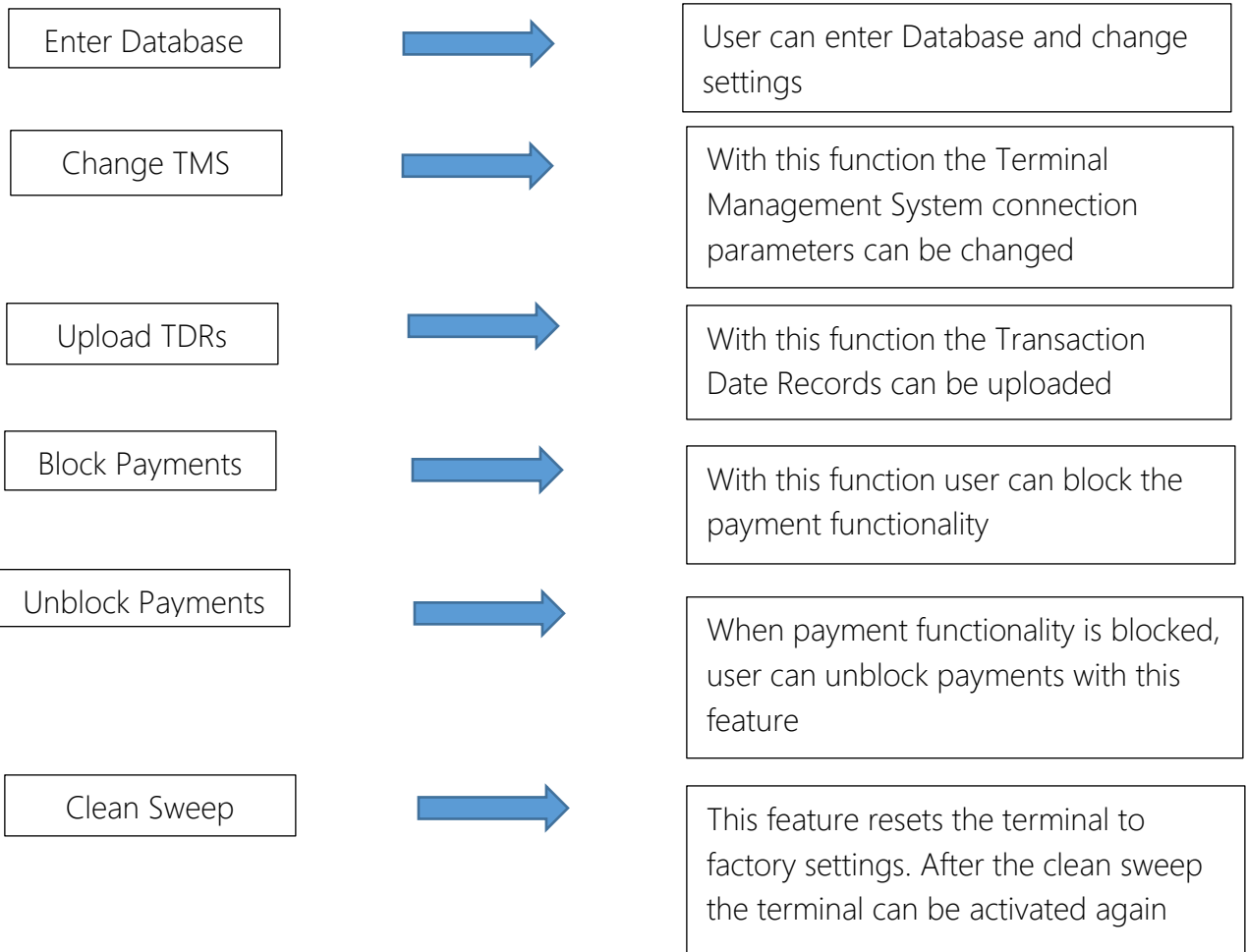
Service Menu

User is able to change the service settings.

Only an authorized dealer is allowed to access the Service Menu.

This function is password protected.

Dealer is able to:



C-TAP

Transaction Menu

Payment

This service allows cardholder to pay for the purchase of goods from merchant using his card.

Merchant enters amount, and presses the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/Chipcard).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant.

Reservation

This function allows card acceptor to reserve an amount for a specified period of time.

Merchant enters amount, and presses the green 'OK' button.

Read card: choose an option (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red button.

Wait for approval.

Return terminal.

Extra Reservation

This function allows card acceptor to add an extra reservation to the initial reservation.

Enter amount and press the green 'OK' button.

Enter authorization code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal

Payment after RSV (Reservation)

Payment Completion allows the merchant to finalize a payment using a previously obtained reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'Stop' button.

Wait for approval.

Return terminal.

Card Check

This service allows the card acceptor to check the validity of the cardholder's card.

Read card (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Refund

This will start a refund transaction.

Enter manager password and press the green 'OK' button.

Enter amount and press the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal.

Original Credit

A service which allows the card acceptor to effect a credit to a cardholder's account.

Cancellation Menu

This menu allows a previous transaction to be cancelled.
This menu is protected by a manager password.

Cancel

This will start a refund transaction.

Enter manager password and press the green 'OK' button.

Enter amount and press the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal

Payment

This function allows the merchant to cancel a previous payment.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

Reservation

This function allows the merchant to cancel a previous reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

Extra Reservation

This function allows the merchant to cancel an extra reservation.

Payment after Reservation

This function allows merchant to cancel payment after reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

Function Menu

Copy receipt

This option will print the last transaction receipt.

Last Transaction

Displays the status and the time of the last transaction performed.

Totals Menu

Print X-totals

Prints out the totals from the moment the last x-total was printed.

Print Z-totals

Prints out the totals from the moment the last z-total was printed. Totals will be reset after printing.

Print Period Totals

Current

Retrieves and prints the current period totals from the acquiring/processing hosts.

Previous

Retrieves and prints the previous period totals from the acquiring/processing hosts.

Previous & Current

Retrieves and prints both current and previous period totals from the acquiring/processing hosts.

Acquirer Menu

Acquirer Menu is password protected.

Open messages

Use only at request of dealer.

Key Load

Via Key load it is possible to manually start a security scheme download for the selected provider.

Parameter Download

Via parameter download it is possible to manually start a parameter download for the selected provider.

Service menu

Information Menu

User can look up information in this menu.

C-TAP Version

In this menu user can find the certified version of the C-TAP application.

Print Card Brands

This function allows user to print an overview of the card brands.

Print C-TAP Info

Overview of the common parameter status, blocked reason(s), status', acquirer status and security provider status.

Kassa Menu (Cash Register Menu)

Settings Menu

In Cash Register Menu the settings can be changed and tested.
Settings Menu is password protected.

Enter Settings password and press the green 'OK' button.

Change Connection.

Select Connection (None-Serial-TCP/IP), press the green 'OK' button.

Change connection.

Via change connection the ECR (Electronic Cash Register) connection can be enabled/changed.

Test Menu

In this function the terminal can be tested.

Test menu is password protected.

Information Menu

ECR (Electronic Cash Register) Version

Displays the version of ECR application.