

Ingenico i6550 PIN Pad & Signature Capture

Installation overview for the Ingenico i6550 PIN Pad / Signature Capture device

In order for the Keystroke POS to capture signatures, it requires the signature capture hardware and the OPOS Drivers installed on the workstation where the device is attached.

Hardware: Ingenico i6550 Signature Capture device

OPOS Drivers: OPOS for the Ingenico iSeries.exe

Keystroke Payment Module: Installed with Keystroke POS or through the Keystroke Update Installer

Keystroke Software: Keystroke POS - v6.30 or above

Plugging in the device

- Connect your USB or Serial cable to the Ingenico i6550 device
- Connect your power adapter to the cable
- Plug the USB cable into a USB port, or the Serial cable to a COM port on the computer. The computer might recognize the USB cable, and be installing it before the device detects that it is plugged into the computer. You might need to recycle power to the unit by unplugging the power cord from the USB/Serial Cable so the AutoDetect will find the device. You can also use the 1+Cancel (Red) +Enter (Green) keys together to reboot the Ingenico Unit. It should then detect the correct cable. If not, see Troubleshooting below.

Installing the OPOS Drivers

- Download the **IngenicoI6550Driver.zip** file from the Keystroke POS website (www.keystrokepos.com). Unzip this file in your \KEYSTROK program directory. You will find the required driver files in the \KEYSTROK\DRIVERS\INGENICO\i6550\ folder
- After the installation is complete, go to the Start Menu, All Programs, Ingenico, OPOS for the Ingenico iSeries, then click on the "Ingenico iSeries Setup" icon
- If the device is on a COM port, select Serial Port in Device Connection Type on the General Tab and enter the appropriate COM settings (COM1: 19200,8,None,1)
- If the device is on a USB port, select USB Device (HID)
- On the PINPad tab, make sure the model (6550) is selected under the Prompt Management section
- On the Line Display tab, under Device Model, make sure 6550 is selected
- No other settings should be changed
- Click Ok to finish.

Install the device Forms and Bitmaps/Graphics

- Run the program LOADFRMS.EXE from the KEYSTROK\INGENICO\6550 sub-directory
- A pop-up window will display the screens as they are being displayed. If an error occurs at this point, you might need to reset the unit by pressing the 1, Cancel (red), and Enter (green) keys at the same time

Setup the PIN Pad hardware in Keystroke POS:

- In Configuration Manager, under Hardware - PIN Pad
- Under PIN Pad Type, select Ingenico i6550 (OPOS)
- Under Port, select OPOS:Ing6XXX
- Select OK to save

Setup the Signature Capture hardware in Keystroke POS

- In Configuration Manager, under Hardware - Signature Capture
- Under Sig Cap Type, select "Ingenico 6550 (OPOS+)"
- Under Port, select OPOS:Ing6XXX
- Select OK to save

Setup an Authorization Method for payments that use Signature Capture

- In Configuration Manager, under Tables - Authorization Methods
- Select the KPCREDIT authorization method for credit cards Use KPCREDIT for Credit Cards, KPDEBIT for ATM/Debit, and/or KPGIFT for Gift Cards
- Select OK to save

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Setup each Payment Type to use the corresponding authorization method

- In Configuration Manager, under Tables - Payment Types
- Under the Auth Method Button, select the authorization method previously setup Use KPCREDIT for Credit Cards, KPDEBIT for ATM/Debit, and/or KPGIFT for Gift Cards
- Select OK to save
- You are now ready to use the Ingenico i6550 device in Keystroke - Sales Manager

Notes

When a Credit Card payment type is selected, Keystroke and the Ingenico i6550 device will prompt the customer to swipe the credit card and then accept the amount (optional). The request is then processed for approval.

When a Debit/ATM payment type is selected, the clerk may be asked to confirm the amount and press Enter. Then Keystroke and the Ingenico i6550 device will prompt the customer to swipe the debit/ATM card, accept the amount, and enter their PIN number and select Enter. The request is then processed for approval.

Keystroke 7.00 Build 70 includes new features to allow the capturing and print of both the Cardholder Name, and the Signature. There are additional forms included in the installation that include:

STARSIGF.NVC	40 column receipt that includes a Card Holder Name and Captured Signature
STARSCCHF.NVC	40 column receipt that includes a Card Holder Name
KSPSIG1.SMT	8X11 Laser Statement for Summary Statements
KSPSIG2.SMT	8X11 Laser Statement for Item Detail Statements

Troubleshooting

In testing, SBS has found that the device might not be setup to Auto Detect the computer-cable connection. Below are steps to enter the Supervisory Menu to verify the correct connection settings (either RS232 or USB).

Before changing any device settings it is best to "RESTART" the unit by pressing the 1 + Cancel (red) + Enter (green) all at the same time and releasing. After the unit has restarted, try running the LOADFRMS.EXE programs again from the KEYSTROK\INGENICO\6550 folder below the Keystroke Program Directory.

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Accessing the Extended Menu

- 1) Restart the terminal by pressing 1 + Cancel (red) + Enter (green).
- 2) Immediately press 1 and 3 simultaneously and hold until the Extended Menu Appears.
- 2a) On newer units, just press and hold the Cancel (red) until the Extended Menu Appears.
- 3) Using the - key, highlight Supervisor Menu and press Enter (green).
- 4) Enter the Password: 2634
- 5) Using the - key, highlight SysParameters and press Enter (green).
- 6) Select Auto Detect, AD On/Off, and verify it is set to USB/RS232.
- 7) Using the Cancel (red) button twice, return to the Sys Parameters
- 8) Using the + key, highlight SetupPort and hit Enter (green).
- 9) Using the - key, select HostPort and set it to COM1.
- 10) Verify PORT1, PORT2, and PORT3 and compare to the below settings:

- Port1 Settings:

Interface Type: Auto Detect

Baud Rate: 19200

Databits: 8

Stopbits: 1

Parity: N

- Port2 Settings:

Interface Type: RS232

Baud Rate: 19200

Databits: 8

Stopbits: 1

Parity: N

- Port3 Settings: Same as Port 1 Settings.

- 11) Using the Cancel (red) button, return to Setup Port
- 12) Verify AuxPort is set to COM2
- 13) Verify SCVPort is set to COM3
- 14) Lastly, hit Cancel (red) enough times until the unit restarts.