

Installation Instructions: Ingenico iSC250, iSC350, or iPP320 PIN Pads

Hardware: Ingenico iSC250, iSC350 or iPP320 PIN Pad device
Keystroke Software: Keystroke POS – v8.00.26 or later (03/01/16)
KeyPay Software: KeyPay – v8.00.26 or later (03/01/16)

Verify that the Interface Cable Matches the Communication Setting on the Device

- Check to see if the interface cable is USB or a true Serial Cable
- Power the device without plugging the cable into the computer
- Restart the pin pad by pressing [-] and Yellow [Clear] simultaneously until the pin pad beeps. Wait for the RBA Initialization screen to appear and note the text next to Host: look for **USB-CDC** or **Serial**
- Verify that the Host setting matches the interface cable type. If not, review the section below on **How to Change the Communication Settings** to make sure the cable & communication settings match

Setup for USB Cable (If using a RS232-Serial cable, skip this step)

Download the **IngenicoISC250Drivers.zip** file from the Keystroke Update Installer (All Programs, Keystroke POS, Keystroke Update Installer, and then Drivers). Open the Compressed ZIP File and copy the DRIVERS\ folder to your \KEYSTROK program directory. You will find the Installation Files in the \KEYSTROK\DRIVERS\INGENICO\IC250\ sub-folder.

If using a true “SERIAL” cable, skip this step. Go to “Setting up the PIN Pad in Keystroke POS” below.

Install the USB to SERIAL “JUNGO DRIVER” by running **IngenicoUSBDrivers_2.80_setup.exe** as Administrator. By default, this will install the driver to use COM6. You should choose to use the Force Port option. You can also review the batch files (Install.bat for COM6 or Install7.bat for COM7). Note: On some newer Windows 10 OS, you cannot run the batch file and must run the exe with the correct command lines.

If you need to change the COM port assignment after installation, go to Device Manager.

- Find the device under Ports (COM & LPT). Go to the port properties by double clicking or right clicking on the Ingenico iSC2xx Com Port & chose properties.
- Change the desired port under BOTH the Port Settings tab & the Force COM port tab. You only need to change the port at the bottom of that tab.
- The PID & COM port columns are not specifically necessary but are filled in if the driver is installed without using the batch file.

Setting up the PIN Pad in Keystroke POS

- Plug the USB or Serial Cable into the computer, and then plug the power adapter in
- In Keystroke, enter Configuration Manager, Hardware – PIN Pad, select Type = Ingenico iSC250/350
- **Port: USB Cable** - Select COM6, BAUD=115200, Parity=N, Data Bits=8, Stop Bits=1, Options={blank}
- **Port: RS232 Serial Cable** - Select COM1 (or the COM port the device is plugged into), BAUD=115200, Parity=N, Data Bits=8, Stop Bits=1, Options=CS0
- Use the Test PIN Pad option to test the device

Setting up the Signature Capture in Keystroke POS (iSC250 and iSC350 only)

- In Keystroke, enter Configuration Manager, Hardware – Signature Capture, select Type = Ingenico iSC250/350
- **Port: USB Cable** - Select COM6, BAUD=115200, Parity=N, Data Bits=8, Stop Bits=1, Options={blank}
- **Port: RS232 Serial Cable** - Select COM1 (or the COM port the device is plugged into), BAUD=115200, Parity=N, Data Bits=8, Stop Bits=1, Options=CS0
- Display Signature on Screen is optional and is usually turned OFF after initial testing
- Use the Test Device option to test the signature capture.

Setup your Authorization Methods for Credit Cards (KPCredit)

- In Keystroke, Configuration Manager, Tables – Authorization Methods, select KPCredit
- Verify the Type is set to Credit Card
- Usually turn on CVV2 Verification and Manually Entered Only
- Customers will be prompted to confirm amount regardless of OK Amount
- Capture Signature should be checked for Credit Cards
- Skip Approved Message is usually turned ON. Declines will always be displayed

- Under Card Reader, select PIN Pad-Card Swipe Only (Credit Cards)

Setup your Authorization Methods for ATM/Debit Cards (KPDebit)

- In Keystroke, Configuration Manager, Tables – Authorization Methods, select KPDebit
- Verify the Type is set to Debit (ATM/PIN)
- Customers will be prompted to confirm amount regardless of OK Amount
- Capture Signature should be OFF for Debit Cards as it is not required
- Skip Approved Message is usually turned ON. Declines will always be displayed
- Under Card Reader, select PIN Pad-DUKPT Encryption (Debit/ATM Cards).
- This device can be used for **Signature Capture Only** by using the External Authorization Method.

Setup each Payment Type to use the correct Authorization Method

- In Keystroke, Configuration Manager, Tables – Sales Payment Types
- Edit each Payment Type
- Turn On Start in Reference Field (if Off, it will always prompt for manual entry)
- Turn On Parse Reference
- Under the Auth Method button, select the authorization method previously setup above.

How to setup Signature Required only if OVER a certain \$\$\$ amount

The RBA Testing Tool will allow you to change many of the settings on the Ingenico device.

You will need to install the RBA Testing Application from your \KEYSTROK\DRIVERS\INGENICO\ISC250\ folder.

The setup is named "**RetailBaseAppTestingTool_win32_1.6.0.1.exe**".

Find the shortcut under **All Programs/All Apps, Ingenico, RetailBaseAppTestingTool**

When you first open the application, you must click on the Connect button that represents your Serial Port.

Click on the Open Register button, and you should see the device display "Please slide card or Tap".

- On the Right-Hand Side, open 60. - Write Custom Configuration
- Open 0011 – cards.dat
- Double-Click 0011_0002 Card type B (key ID=66) – Credit
- The default values shown will need to be changed. Change 10th value to from 1 to 0
 Default Values: 1 0 4 0 0 0 1 1 1 1 1 0 131 0 1 0 D 1 1 C8E 0
 New Values: **1 0 4 0 0 0 1 1 1 1 0 0 131 0 1 0 D 1 1 C8E 0**
- Hit enter to accept the values
- Click on Send button at the bottom
- Click on Close Register, and then Close the RBA Testing Application
- Open Keystroke POS, go to Configuration Manager, and make sure your Authorization Method (KPCredit) is setup for Signature Capture, and has the appropriate \$\$ amount to require Signature. Setting it to \$0.00 will require all Credit Cards authorizations to require a signature

How to turn OFF the Ok Amount requirement on the iSC250 Device.

Open the **RetailBaseAppTestingTool** (see above)

When you first open the application, you must click on the Connect button that represents your Serial Port.

Click on the Open Register button, and you should see the device display "Please slide card or Tap".

- On the Right-Hand Side, open 60. - Write Custom Configuration
- Open 0011 – cards.dat
- Double-Click 0011_0002 Card type B (key ID=66) – Credit
- The default values shown will need to be changed. Change the 9th value from 1 to 0
 Default Values: 1 0 4 0 0 0 1 1 1 1 1 0 131 0 1 0 D 1 1 C8E 0
 New Values: **1 0 4 0 0 0 1 1 1 0 1 0 131 0 1 0 D 1 1 C8E 0**
- Hit enter to accept the values
- Click on Send button at the bottom.
- Open 0011 – cards.dat
- Double-Click 0011_0001 Card type A (key ID=65) – Debit
- The default values shown will need to be changed. Change the 9th value from 1 to 0
 Default Values: 1 0 2 0 14 10000 1 1 1 0 0 130 0 1 0 D 0 0 88E 1
 New Values: **1 0 2 0 14 10000 1 1 0 0 0 130 0 1 0 D 0 0 88E 1**
- Click on Send button at the bottom.
- Click on Close Register, and then Close the RBA Testing Application.

- The device will no longer require you to Ok the Amount on Credit or Debit Cards

How to Turn ON and OFF Payment Types (Credit, Debit, EBT, Gift, etc.)

- The device can display many payment options, the most common are Credit, Debit, EBT Food, etc.
- These settings to turn what types are displayed on the device are controlled within the Keystroke POS program.
- In Configuration Manager, under Hardware and PIN Pads...
- One you select the Device=Ingenico iSC250/350 you will see various options (See Screenshot Below)
- Turn On or Off the payment types by checking/unchecking the appropriate boxes.
- Turn On: Allow Manual Entry if you allow the customer to enter the Credit Card manually on the device.
- Turn On: Limit Status Checks to reduce the number of messages displayed to the Keystroke Clerk.
- Use the Test Button to test your settings.
- Click Ok to save your settings.

NOTE: The Payment Type settings are stored on the device, not in any Keystroke data file.



How to Change the device to use USB or Serial Type of cable

- Refer to the “**Telium How to Change the Communication Settings Guide.pdf**” in your \KEYSTROK\DRIVERS\INGENICO\ISC250\ folder
- Restart the pin pad by pressing [-] and Yellow [Clear] simultaneously until the pin pad beeps (on the iPP3xx restart the pin pad by pressing [.#*] and the Yellow [Clear] keys simultaneously until the pin pad beeps
- Wait for the pin pad to display the RBA initialization screen
- When RBA initialization screen appears press:
 - a. iSC350 and iSC250: **[2] [6] [3] [4] [Enter] [+] [+]**
 - b. iPP3xx: **[2] [6] [3] [4] [Green Key] [F] [F]**
- If successful the Functions menu should appear.
- If the Functions menu does not appear then please go back to step 1 and restart the pin pad
- Using the [+] and[-] to scroll to "TDA Menu" and hit [Enter]
 - a. iPP3xx - To scroll down use [F2] to scroll up use [F3]
- Select "Configuration" and hit [Enter]
- Select "Communication" and hit [Enter]
- Select "Select Comm. Type" and hit [Enter]
- Select Serial or USB<>Serial Conv depending on the interface cable
- Once you have selected your communication setting hit [Enter]
- Proceed to hit [Cancel] 3 times, you will then be prompted to save your changes at which time you should hit [Enter] and then the terminal will restart on its own and apply the changes made

Troubleshooting:

To RESET the Device: Hold down the minus and Yellow keys at the same time.

Merchant Setting Requires Record Number and Frequency: Happens if you use a standard mag-strip reader that is not End-to-End (E2E) Encrypted.

Merchant Setting Requires Encrypted Data: Happens if you manually type in a Credit Card when setup w/ Mercury to use an End-to-End (E2E) Encrypted account. Must swipe on the Ingenico ISC250 or type the CC# into the PIN Pad.

Requires an End-to-End (E2E) Mercury merchant account: Requires the account be setup with BOTH End-to-End Encryption (E2E) AND Tokenization (MToken)

Using a DB9-pin Serial Cable: Make sure the Options in Keystroke is set to CS0 (Charlie-Sam-Zero).

Changing the COM Port in Windows: If you change the virtual COM port settings in Device Manager, make sure to change BOTH the Port Settings & the Force COM port settings tab to the desired COM port. Otherwise, the device will revert back to whatever the Force COM Port setting is set to when the computer is restarted.

Device Locking or Error 8002/PrintText Error #8018: Check for target line switch “COM=1” in the shortcut properties. Delete the startup switch or change it to “COM=2”. Note” 1=MS Comm Controller, 2=SAXCOMM8 Controller)

PIN NOT RECEIVED message: Check Authorization Method and Card Reader Setting:

- Credit Cards = PIN PAD - Card Swipe Only
- Debit Cards = PIN PAD - DUKPT Encryption

Payment Type Debit not found! Message: - Missing a Sales Payment Type that uses the KPDebit Authorization Method (or one where Type is set to “Debit - (ATM/PIN)”.

Signature Capture Only: This device can be used as a “signature only” device for On Account payments.

If EBT Amount (without Tax) is being sent to the device instead of the complete Invoice Total - The Credit Card Payment type MUST be the FIRST processed payment in the Sales Payment Type list. (It cannot be Debit, EBT, Gift Card or On Account)

Getting BLANK Payment Dates - The Credit Card Payment type MUST be the FIRST processed payment in the Sales Payment Type list. (It cannot be Debit, EBT, Gift Card or On Account)