Ingenico ISC250 Signature Pad Setup

REQUIREMENTS

The Ingenico ISC250 signature pad requires software release 21.1 or higher. Verify that your system is running Release 21.1785.74 or higher. The instructions below assume that your system has been previously configured for signature capture at Point of Sale, and only includes instructions for how to install the USB driver and download the base application into the device.

INITIAL BOOT-UP – KEY INJECTION PROMPT

When you connect the power supply to automatically power up the signature pad for the first time, you may initially see a key injection menu prompt on the isc250 pad.

1. Press the 3 on the keypad to select NO KEY INJECTION. Alternatively, you can also press the + button on the keypad, which moves the highlight to "**3 – No Key Injection."**

2. Press the Green button, which acts as the Enter key.

3. At the Delete KIA prompt, press the green Enter button again.

4. The pad will begin to reboot. Connect it to the PC at this time.

INSTALL DRIVER UTILITY SOFTWARE

Use the procedure below to install the USB driver software that works with the Ingenico ISC250.

Note: Do not plug in the signature capture pad during this procedure. You must first install the driver software.

1. From the PC, go to C:\3apps\Catapult\Drivers\ingenico\USBCDC.

2. Double-click UsbDrvInstall.exe.

3. On the "Welcome to the UsbDrvInstall Setup Wizard" splash screen, click Next.

4. At Select Destination Location, leave it at the default setting, and click Next.

5. Click Install.

6. Click Finish.

7. Plug the ISC250 into the USB port on the PC, and make sure the power supply is also connected to the USB cable. Windows automatically locates and installs the driver.

8. Once the new hardware wizard automatically adds the device, go to the Windows Hardware Device Manager and verify what com port is assigned to the pad.

9. Locate the Ports section and note the com port number assigned.

WARNING: If you move the USB ISC250 cable to another USB port after the driver is installed, it will assign a different com port number, which means you must also change it in Device Configuration.
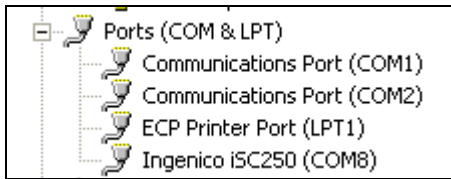
The USB driver install is now complete.

10. Continue to the next section to download the software onto the signature capture device.

DOWNLOADING SOFTWARE TO THE ISC250

Please note that download times may vary, but will take approximately 15-20 minutes. Once the download is successful, you will no longer be able to download the software again unless a new version is available in Device Configuration.

1. Verify the isc250 device is powered on, and plugged into the USB port on the PC.

2. From the Eagle Browser, click Utilities, then click Device Configuration.

3. From Device Configuration, select Signature Capture 1.

4. Click Device.

5. Select "Ingenico isc250, RBA 1.60" from the list, and click OK.

6. Click OK again.

   Note: Do not perform a test at this point as the signature capture will not work until you configured the Debit/Credit Pad and select a com port number. You may test it once all steps are completed below.

7. From Device Configuration, select Debit/Credit Pad.

8. Select Device.

9. Select "Ingenico isc250, RBA 1.60" from the list, and click OK.

10. Click Port.

11. Select the correct com port that was assigned during the driver install, and click OK.

12. Click Download.

13. Click Yes.

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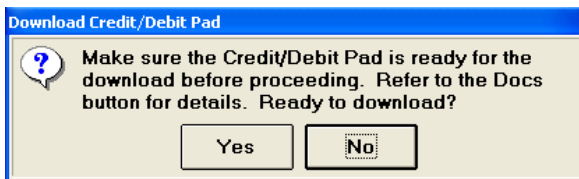
14. When prompted, press <Enter>.

The download begins, the screen below is an example of what displays on the PC. Wait while the download occurs--this can take up to 15-20 minutes.

Once the initial download is complete, the Key Injection menu displays on the isc250 pad.

15. Press the + button on the key pad, which moves the highlight to 3 – No Key Injection, then press the green Enter button.
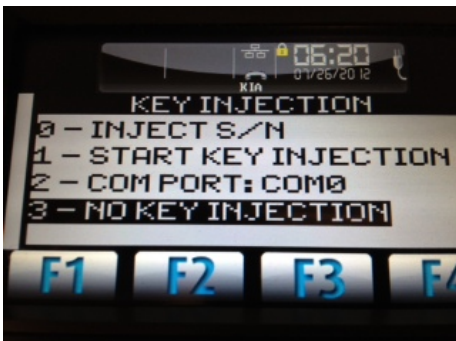
16. At the Delete KIA Prompt, press the green Enter button again.

The pad will begin to reboot, this process may take a few minutes.

Once the pad completes the reboot, it defaults to the Epicor logo screen.

The device is now ready for testing.

TESTING THE ISC250 DEVICE

1. From the Eagle Browser, click Utilities, then click Device Configuration.

2. Select Debit/Credit Pad.

3. Click Test.

4. On the isc250 pad, click Credit. You will then be prompted to swipe a card.

5. When the pad displays "please wait for the cashier," click the Total link on the PC screen. The pad will respond with "Amount OK?"

6. Click Yes on the pad. The pad will respond with "Processing please wait."

7. Click Authorization on the PC screen. The pad will respond with "Approved."

8. When the prompt "Did the test work?" displays on the PC screen, answer Yes. The test is now complete.

LOGO SETUP FOR ISC250

If desired, use the procedure below to set up the ISC250 to display your logo for the idle and transaction screens.

1. Save your logos as .JPG files. The optimum sizes for logos are 480x272 for the "Idle Screen File," and 120x80" for the "Logo File."

2. From the Eagle Browser, click Utilities, then click Device Configuration.

3. In Device Configuration, double-click the Credit/Debit Pad device, and select Logos.
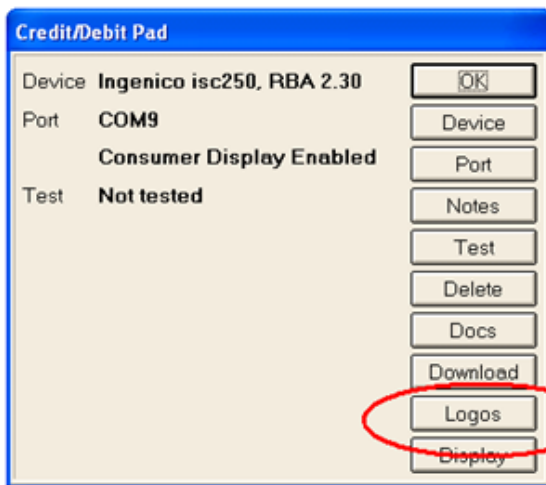
4. Enter the full path name to the jpg images, click the "Enable custom logos" check box, and click OK.