

Global Payments Semi-Integrated – iCT250*si* Quick Reference Guide

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1 – Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This power combination allows us to deliver comprehensive solutions that are personalized to your needs.

This guide is your primary source of information for operating, setting up and installing Semi-Integrated iCT250si point-of-sale (POS) terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

2 – General Tips

The following tips provided will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily; this ensures that your funds are constantly deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently ensures you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, attempt a reboot by powering off and powering on terminal.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your wireless service provider.
6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

3 – Semi-Integrated iCT250si Setup

Before You Begin

The Semi-Integrated iCT250si is a point-of-sale (POS) electronic payment terminal designed to easily integrate with your electronic cash register (ECR) for credit and debit card transaction processing. The following provides instructions on setting up and installing your Semi-Integrated iCT250si POS solution.

Enable Semi-Integrated Application

The payment application is used to enable or disable the semi-integrated functionality. Please note that the enablement/disablement function can only be set up at the POS terminal level and cannot be downloaded.

Follow these steps to enable the semi-integrated application:

1. At the idle menu, press **[.,#*]** for the administrator menu.
2. Key in the admin name and admin password, and then press **[Enter]**.
3. Use **[F2]** or press **[9]** to highlight **Misc.Option** and press **[Enter]**.
4. Select **[1]** for **Semi-Integrated** to enter the semi-integrated menu.
5. Select **[1]** for **Enable Semi-Integrated**.
6. Press **[F1]** to select **On** to enable or Press **[F4]** to select **Off** to disable.

If the semi-integrated application is not loaded on the device, this setting is ignored. The default setting is **OFF**. If semi-integrated is disabled, you cannot access semi-integrated and only the standalone payment will run. If semi-integrated is **ON**, once the payment application returns to the idle display, the semi-integrated application will run.

Communication Type Setup

After enabling the Semi-Integrated application, set-up of the Communication Type is required. The Communication Type determines the communication method used between the terminal and the ECR.

Follow these steps to set-up the Communication Type:

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1. After enabling the semi-integrated solution, the terminal will return to the semi-integrated menu. From the semi-integrated menu, press **[2]** to select **Communication Type**.
 2. Select the proper communication type (**[1]** – **RS232**, **[2]** – **USB** or **[3]** – **Ethernet**). (NOTE: Global Payments does not support USB connection.)
 3. If the RS232 serial cable is used to connect the POS terminal, the **RS232** option should be selected. Next, determine the communication port (**[1]** – **COM1**, **[2]** – **COM2**), and then select **Baud rate**. (NOTE: The default baud rate for the RS232 serial cable connection is **19200**.)
 4. If you use Ethernet communication between the ECR and POS terminal, select the **Ethernet** option, enter the terminal port number assigned to the terminal and press **[Enter]**. (NOTE: The terminal IP address will be automatically populated on the terminal screen.)

<p>NOTE: The Ethernet communication option can only be used when terminal communication setting is configured as Static IPt. The Ethernet communication between the terminal and the ECR will not support SSL.</p>

Receipt Options

The Semi-Integrated iCT250si terminal offers users two (2) options for printing receipts: the receipt can be printed either on the terminal or on the ECR. The terminal will not print a receipt if the receipt option is set to **ECR**. In ECR mode, all receipt data will be sent to the ECR unless there is a connection failure during the process of sending the receipt data to the ECR. When there is a connection failure, two (2) options will be displayed on the terminal screen: **Retry** and **Continue**. If you select **Retry**, the terminal will perform another attempt to connect with the ECR for receipt printing. If you select **Continue**, the terminal will stop the retry and print the receipt directly on the terminal.

Follow these steps to set your receipt options:

1. After configuring the communication type, the terminal will return to the semi- integrated menu.
2. At the semi-integrated menu, press **[3]** to select **Receipt Options**.
3. Select your desired receipt option (**[1]** – **ECR**, **[2]** – **Terminal**, or **[3]** - **Both**).

NOTE: The default setting for receipt printing is ECR.

4 – Communication Port

RS232 Serial Communication

The physical interface is a standard RS232 interface communication that takes place using an ASCII seven-bit code. All communication is asynchronous serial with one start bit, even parity and one stop bit.



Connect one end (the RS232 port end) of the RS232 cable to the corresponding socket on the magic box kit (look for “RS232”), and the other end (the serial port end) to the ECR.

5 – Exit to Standalone Mode

Press **[F1]** to switch between the semi-integrated and standalone modes. When **[F1]** is pressed at the semi-integrated idle prompt, the semi-integrated application will confirm that you wish to run the payment application. To transfer control to the standalone payment application, press **[F1]** and select **Yes**. You must press **[F1]** from the standalone idle screen in order to return to the semi-integrated application.

NOTE: If your terminal is enabled with a third party application (for example, UnionPay or Givex), these third party applications can only be accessed in standalone mode.

6 – Cleaning

NOTE: Before cleaning the terminal, remove it from the charging base and ensure the power is off.

To clean the terminal, follow these instructions:

1. To remove dust from the terminal, wipe with a damp cloth.
2. For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers and charging base.

WARNING: Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.

Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.

Do not clean the electrical connectors on the charging base.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth.

7 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the Semi-Integrated iCT250*si*

Technical Specifications & Standard Features

- 128 x 64 pixel LCD with backlighting
- ARM 7 or ARM 9 digital processor
- Crypto processor – RISC 32-bit ARM7 running at 50 MIPS
- Keyboard with 15 keys, including four screen-addressable keys

Memory

- 16 MB RAM with 128 MB Flash

Dimensions

- Length: 185 mm (7.28 in.)
- Width: 83 mm (3.27 in.)
- Depth: 63 mm (2.48 in.)
- Weight: 325 g (0.72 lbs.)

Printer

- Integrated thermal printer
- 30 lines per second

Communications

- RS232 port connection
- Ethernet connection
- Telephone connection
- 120V 60Hz external power supply

Security

- PCI PTS 3.x certified, online and offline

8 – Service and Support

For Semi-Integrated iCT250*si* product service and repair information, contact Global Payments Customer Care at 1-800-263-2970.

Returning a Terminal for Service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account.

The Global Payments Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

NOTE:

Do not, under any circumstances, attempt any service, adjustments or repairs on this product. Contact Global Payments Customer Care at 1-800-263-2970. Service conducted by parties other than authorized Global Payments representatives is NOT permitted.



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