

# Ingenico Driver Installer User Guide

Installer v3.20

ICO-OPE-4329-V6 Public

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# **1 Document Information**

### 1\_1 Evolution follow-up

Revision	Type of modification	Author	Date
1.0	Initial Revision	S. Rabiller	2016/10/21
1.1	Limitations updated	C.Cayrol	2017/01/30
1.2	Updates for release 3.11	L.James	2017/11/22
1.3	Updates for release 3.12	K.Mery	2018/04/12
1.4	Updates for release 3.13	K.Mery	2018/09/17
1.5	Updates for release 3.14	K.Mery	2018/09/26
1.6	Updates for release 3.15	K.Mery	2019/04/26
1.7	Updates for release 3.18	K.Mery	2019/12/04
1.8	Updates for release 3.20	K.Mery	2020/01/17

### 1\_2 **Objective**

This document is the installation guide of the Ingenico USB driver for Telium.

# 1\_3 **Scope**

This document is aimed at every administrator or user who wants to install and use the new version of the Ingenico USB driver.



# 1\_4 Glossary

List of terms used within this document is shown below for reference.

Term	Meaning
Telium	The terminal operating system
PID	Product ID (USB)
VID	Vendor ID (USB)
USB	Universal Serial Bus
Driver	Ingenico USB driver for Telium devices



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# 2 Important notes

# 2\_1 Compatibility

### 2\_1\_1 Operating Systems

The Driver is compatible with the following versions of Microsoft Windows operating system:

- Windows Vista 32 and 64 bits
- Windows 7 32 bits
- Windows 7 64 bits
- Windows 8/8.1 32 bits
- Windows 8/8.1 64 bits
- Windows Server 2012
- Windows Server 2016
- Windows 10

The screen shots in this guide are from a PC running on various Windows OS version, and may differ from the user's version of Windows.

Please note that by default the install process will remove the old Windows USB driver (usbser); if desired you may opt to retain this driver during the installation.

### 2\_1\_2 Terminals

The Driver is compatible with the USB VIDs/PIDs of the following Telium terminal types:

USB ID Name	USB VID	USB PID
Ingenico Telium	0x079B	0x0028
Ingenico PPR30	0x079B	0x0029
Ingenico P30	0x079B	0x006D
Ingenico Telium Pass	0x079B	0x006E
Ingenico CAD30VR	0x079B	0x0081
Ingenico ELC930	0x079B	0x0088
Ingenico CAD30UPP	0x079B	0x008B
Ingenico PP30s	0x079B	0x008D
Ingenico CAD30VT	0x079B	0x0090
Ingenico CAD30USR	0x079B	0x009C
Ingenico iUN-UCI	0x0B00	0x0050
Ingenico iPP2xx	0x0B00	0x0051
Ingenico Move5000	0x0B00	0x0052



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Ingenico Move3xxx	0x0B00	0x0053
Ingenico Desk3xxx	0x0B00	0x0054
Ingenico Move2xxx	0x0B00	0x0055
Ingenico Lane7xxx	0x0B00	0x0056
Ingenico iST1xx/iUC1xx/iUI120/iUP2xx	0x0B00	0x0057
Ingenico iPP3xx	0x0B00	0x0058
Ingenico iPP3xx/iPP4xx	0x0B00	0x0060
Ingenico iSC350/iSC4xx	0x0B00	0x0061
Ingenico iSC2xx	0x0B00	0x0062
Ingenico iSC4xx	0x0B00	0x0063
Ingenico iWL2xx/iWL3xx/iWB2xx	0x0B00	0x0064
Ingenico iCT2xx	0x0B00	0x0066
Ingenico E532	0x0B00	0x0067
Ingenico iPH	0x0B00	0x0069
Ingenico iRS1	0x0B00	0x006A
Ingenico iRS2	0x0B00	0x006B
Ingenico iRS3	0x0B00	0x006C
Ingenico iUR250	0X0B00	0x006F
Ingenico iUR255	0X0B00	0x007C
Ingenico iUC150B	0X0B00	0x007D
Ingenico Desk5000	0x0B00	0x0080
Ingenico Lane5000	0x0B00	0x0081
Ingenico Lane8xxx	0x0B00	0x0082
Ingenico Link2xxx	0x0B00	0x0083
Ingenico Lane3xxx	0x0B00	0x0084
Ingenico Move5000 F	0x0B00	0x0085
Ingenico Axium-D7	0x0B00	0x0086
Ingenico Desk1500	0x0B00	0x0087
Ingenico Open1500/2500/5000	0x0B00	0x0088
Ingenico Axium-M7A	0x0B00	0x0089
Ingenico Desk1200	0x0B00	0x0095
Ingenico Self2000/4000/5000	0x0B00	0x0096



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## 2\_2 Limitations

The driver is intended to be used for Ingenico Telium device only and is only compatible with other Ingenico applications such as:

- Starting from LLT 5.5.0
- Starting from Ingedev 8.16.0.3
- Starting from SignKit 3.8

The Force COM feature provided by the Ingenico USB driver makes the "TeliumUsbPortUpdater" obsolete. This software must not be used when the Ingenico USB driver is installed.

The Driver Installer automatically uninstalls the old Windows driver and the "TeliumUsbPortUpdater" tool.

The user must have administrator level access in order to install or uninstall the driver correctly.

The installer will uninstall all previous versions of the drivers and the TeliumUSBPortUpdater service. This operation may take some time to complete.





# **3 Installation Process**

To start the installation process, run the "IngenicoUSBDrivers\_XX.YY\_setup\_SIGNED" executable file.

Please note that XX.YY is the version number of the installation package and not the version number of the Driver itself.

### 3\_1 USB Driver Installation Wizard

This installer can be launched with the graphical interface by double-clicking on the executable file. The initial screen will confirm which version of the driver will be installed.

Click Next > to start the installation process.

Ingenico USB Drivers 3.20 Setup	
Choose Install Location Choose the folder in which to install Ingenico USB Drivers 3.20.	ingenico
Setup will install Ingenico USB Drivers 3.20 in the following folder folder, click Browse and select another folder. Click Next to conti	
Destination Folder	Browse
Space required: 0.0KB Space available: 4.1GB	
Ingenico Group - Smart Terminals — — — — — — — — — — — — — — — — — — —	Next > Cancel

To install the driver to a specific location click **Browse** to search for the desired location, otherwise just click **Next >** to accept the default location specified.



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Ingenico USB Drivers 3.20 Setup	
Usb Driver parameters This page allows to set parameters used by USB Driver.	ingenico GROUP
Force COM Port Feature enabled Select by Product ID Product ID (PID)	Virtual COM Port (decimal range 1-256)
Select by Connection Order (Enter decimal Value of CO	

To enable the Force COM Port feature check the **Force COM Port Feature enabled** option and complete the configuration as per your requirements. Once completed click **Next** >

For more information on the Force COM Port feature, or how to disable/enable it manually, please refer to section 5\_4 *How to manually enable the force COM feature* 

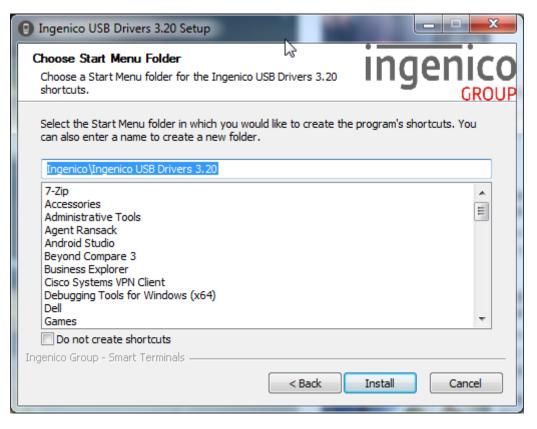


Ingenico USB Drivers 3.20 Setup	
Advanced parameters This page allows to set advanced options. Select if old versions of Usbser driver will be deleted.	ingenico
Advanced Options	
☑ Uninstall Microsoft Usbser drivers(s)	
Command line:	
Ingenico Group - Smart Terminals ————————————————————————————————————	Next > Cancel

If you wish to uninstall the Microsoft USB driver (usbser) then check the option. Otherwise, if you wish to retain this, uncheck the **Uninstall Microsoft Usbser driver(s)** option before clicking **Next** >

You can also add options for the installation process via the command line input. Please refer to section 3\_3 USB Driver Installation Command Line.





Choose the start menu folder into which shortcuts will be placed or check the **Do not create shortcuts** option before clicking **Install** to start the installation.

Ingenico USB Drivers 3.20 Setup		
	Completing the Ingenico I Drivers 3.20 Setup Wizard Ingenico USB Drivers 3.20 has been installe computer.	t
	Click Finish to dose this wizard.	
	Visit Ingenico web site (http://www.ingenio	co.com)
	< Back Finish	Cancel



### 3\_2 Re-Installation Case

If the driver is already installed on your computer, the installer will detect that a previous version is installed and will propose to uninstall the previous version. A popup windows will display which version of the driver is currently installed, and propose to uninstall it. It is highly recommended to uninstall all previous version of the driver.

Ingenico US	B Drivers 3.20 Setup
?	The previous version 'Ingenico USB Drivers 3.18 (remove only)' is installed. This version must be uninstalled before installing the new one. A reboot is needed at the end of an uninstall. You will run again the setup to install the new one. Do you want to uninstall this version?
	Oui Non

Once the uninstall process is finished, a reboot is required. It is highly recommended to reboot your computer to finish uninstallation process.

Ingenico USB Drivers 3.20 Setup	X
Uninstall is finished. Do you want to reboot now a	2
Oui Non	

After the reboot, launch again the setup to install the new version.



### 3\_3 USB Driver Installation Command Line

It can also be called via the command line with the following parameters which are case sensitive:

/? orhelp /S /PORT=port	Display this message. Launch installation in silent mode. Enable Force COM Port where "port" is the port number in numeric (eg. 1-99). If "port" is specified then the installation is completed with the specified port number. If the "port" is not specified then the installation will attempt to complete using the port number found in the previous installation - if this is not found then an error is returned.
/PID=pid:port /U or / uninstall /partial_cleanup /leave_usbser /INST_PATH path	Enable Force COM Port by PID where "pid" is the USB PID of the terminal type in hex (eg. 0028) and the "port" is the port number in numeric (eg. 1-99). Uninstall older versions of the USB drivers only and exit the program. Uninstall current version of the Jungo USB Driver only. Do not uninstall the Windows USB Driver(s) (usbser). Specify the installation path.

The installation will return one of the following codes:

- 0 The installation completed successfully
- 1 The installation requires the operating system to be restarted in order to complete
- 2 The uninstall is completely done and a reboot is needed before installing new version
- -2 The installation has failed or has been interrupted

However if the executable is run without any parameters, the force COM feature can be manually enabled (cf 5\_4 How to manually enable the force COM feature).



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# **4 Uninstall process**

To uninstall the Driver go to the add/remove programs in the control panel and remove the Ingenico USB Drivers Package xx.yy (remove only) item:

						• ×	
G	🗸 🗢 🕅 🕨 Panneau de conf	figuration 🕨 Programmes 🕨 Programmes et	fonctionnalités 👻	€ USB		3	×
	Page d'accueil du panneau de configuration	Désinstaller ou modifier un pr			D (		
	Afficher les mises à jour installées	Pour désinstaller un programme, sélecti	onnez-le dans la liste et cli	quez sur Desinstaller, Modifier	ou kepare	r.	
8	Activer ou désactiver des fonctionnalités Windows	Organiser 💌				• 🔞	
	Installer un programme à partir du réseau	Nom	Éditeur	Insta	allé le	Taille	
		■ Ingenico USB Drivers 3.20 (remove only)		17/0	1/2020		
		۲				۲	
		Programmes actuellement in 143 programmes installés	stallés Taille totale : 16,0	Go			

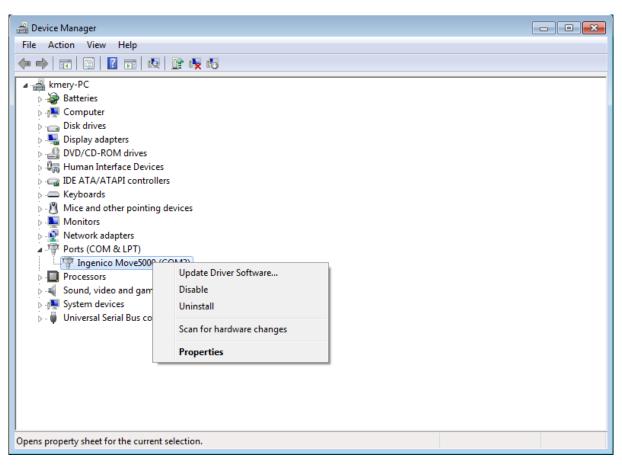
One must not try to uninstall through the device manager since it is either ineffective or incomplete. On Windows XP it has no effect and on Windows Vista and Windows 7 it doesn't uninstall the driver completely.

# Important note: Do not try to uninstall drivers through the following menus of the Device Manager window.



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ſ	Propriétés de : Ingenico Mov	e5000 (COM14)
	Général Paramètres du port	Force Com Port Pilote Détails
	Ingenico Move5000	) (COM14)
	Foumisseur du pilote :	INGENICO
	Date du pilote :	01/10/2019
	Version du pilote :	2.0.2.4
	Signataire numérique :	INGENICO TERMINALS
	Détails du pilote	Afficher les détails concernant les fichiers du pilote.
	Mettre à jour le pilote	Mettre à jour le pilote de ce périphérique.
	Version précédente	Si le périphérique ne fonctionne pas après mise à jour du pilote, réinstaller le pilote précédent.
	Désactiver	Désactiver le périphérique sélectionné.
	► Désinstaller	Désinstaller le pilote (utilisateur expérimenté).
		OK Annuler



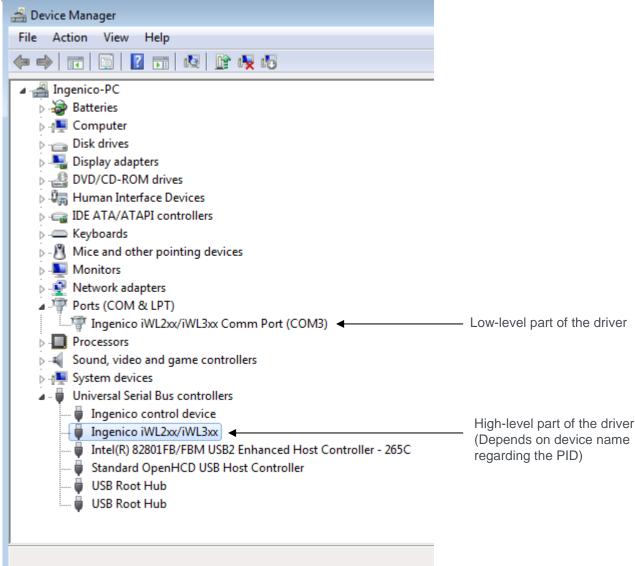
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# **5 Frequently asked questions**

### 5\_1 How do I know that the driver is installed?

The easiest way of knowing whether the driver is installed is to check the "add/remove programs" window under the control panel. If the driver was installed with the installer there is the item "Ingenico USB Drivers Package xx.yy (remove only).

If the driver was not installed with the installer, one must find in the Device Manager the following new hardware.





### 5\_2 How can I know the version of the driver I use?

In order to check the current driver version, a Telium device must be connected. Right-click **My Computer**, choose **Manage** and select **Device Manager** in the left-hand pane.

Note: If there is no "Force COM port" tab, it means that is not the Driver but the old Windows driver.

#### Beta Driver:

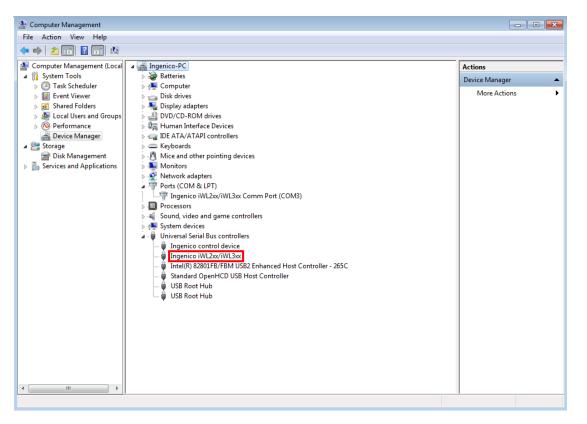
I	Propriétés de : Ingenico Mov	e5000 (COM14)	x	
	Général Paramètres du port	Force Com Port Pilote Détails		
	Ingenico Move500	D (COM14)		
	Fournisseur du pilote :	INGENICO		
	Date du pilote :	01/10/2019		Driver versior
	Version du pilote :	2.0.2.4		
	Signataire numérique :	INGENICO TERMINALS		
	Détails du pilote	Afficher les détails concernant les fichiers d pilote.	lu 📗	
	Mettre à jour le pilote	Mettre à jour le pilote de ce périphérique.		
	Version précédente	Si le périphérique ne fonctionne pas après à jour du pilote, réinstaller le pilote précéder		
	Désactiver	Désactiver le périphérique sélectionné.		
	Désinstaller	Désinstaller le pilote (utilisateur expérimenté	.).	
	L	OK Ann	uler	



### 5\_3 How can I use my previous driver again?

If there is a requirement to roll back to the previous driver, for example if you were using LLT and you just installed the new Driver or if you have another driver (not distributed by Ingenico) which has been overwritten by this new driver, it's possible to recover the previous state without uninstalling the driver.

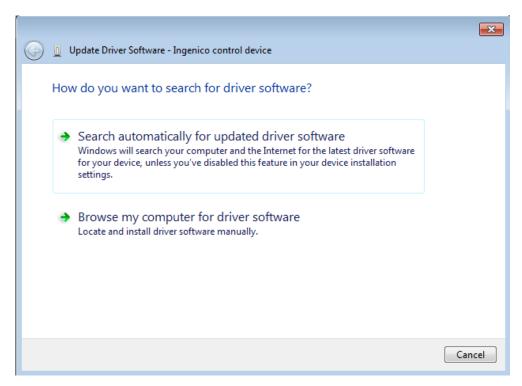
In order to roll back the driver a Telium device must be connected. Right-click **My Computer**, choose **Manage** and select **Device Manager** in the left-hand pane



In the properties of the high-level part of the driver (the one under Universal Serial Bus controllers in the Device Manager), right-click on the USB ID Name (eg. Ingenico iWL2xx/iWL3xx - see 2\_1\_2 *Terminals*) and choose **Update Driver** and follow the instructions.



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Choose Browse my computer for driver software and and click Next >

	<b>—</b>
🚱 🧕 Update Driver Software - Ingenico control device	
Browse for driver software on your computer	
Search for driver software in this location:	
C:\Users\Ingenico\Documents	▼ Browse
☑ Include subfolders	
Let me pick from a list of device drivers on This list will show installed driver software compatible wi software in the same category as the device.	
	Next Cancel

Choose Let me pick from a list of device drivers on my computer and click Next >



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	×.
9	Update Driver Software - Ingenico control device
	Select the device driver you want to install for this hardware. Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
	Show compatible hardware Model
	This driver is digitally signed. Have Disk <u>Tell me why driver signing is important</u>
	Next Cancel

Choose the driver from the list as appropriate and click **Next >** After the driver update has completed click **Finish**.



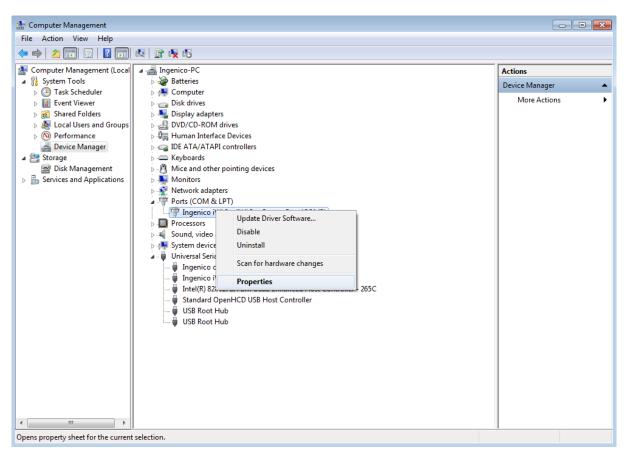


### 5\_4 How to manually enable the force COM feature

The Driver allows for you to force the virtual COM port of the USB device so that it does not change even if connected to different USB sockets. This feature can be configured to:

- Specify the COM Port based on the type of terminal (USB VID/PID see section 2\_1\_2 Terminals); or
- Specify the COM Port order for unspecified types of terminal; or
- A combination of both.

To enable or disable the Force COM feature, a Telium device must be connected. Right-click **My Computer**, choose **Manage** and select **Device Manager** in the left-hand pane and right click on **Ingenico xxxxxx Comm Port** then **Properties**.



In the right-hand panel you will see two devices:

- Ports (COM & LPT) section
- The low-level driver will be named "Ingenico xxxxx Comm Port (COMn)" or "Ingenico Telium Comm Port (COMn)", where "COMn" refers to the port currently assigned. It contains all the configuration options.
- Universal Serial Bus controllers section
- The high-level driver will be named as per the USB ID Name (see section 2\_1\_2 Terminals) and will vary depending on the terminal.



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Ingenico i	iWL2xx/iWL3xx Co	mm Port (CON	/I3) Pro	perties	<b>—</b> ×-
General	Port Settings For	rce COM port	Driver	Details	
1	Ingenico iWL2xx/	1WL3xx Comm F	Port (CO	M3)	
	Device type:	Ports (COM &	LPT)		
	Manufacturer:	Ingenico			
	Location:	Location 0 (u	sbedead	m bus)	
	ce status device is working p	roperly.			*
					Ŧ
				ОК	Cancel

Then select the Force COM port tab to display the Force COM port features;

Ingenico iWL2xx/iWL3xx Comm Port Properties	x
General Port Settings Force COM port Driver Details	
Force COM Port Feature enabled	
Force COM Port List - PID based	
PID     COM port       (Enter Hex value of Device PID)     (Enter decimal Value of COM port)       1     60       2     61       3     62       4	
Force COM port - Order of connection based (Enter decimal Value of COM port) 6 7 8 9 10	
OK Cancel	



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To enable or disable the Force COM Port feature check or uncheck the Force COM Port Feature enabled option respectively.

In the example shown above the option is enabled.

The Force COM Port feature has a number of settings to force the COM port. Depending on the exact requirements the level to which the different options are set will vary.

In the above example the following rules are defined:

- If an Ingenico iPP3xx/iPP4xx terminal is connected (PID 0x0060) then the COM Port selected will be COM4;
- If an Ingenico iSC350 terminal is connected (PID 0x0061) then the COM Port selected will be COM5;
- If an Ingenico iSC2xx terminal is connected (PID 0x0062) then the COM Port selected will be COM33;
- If any other terminal is connected (any PID other than the three specified) then the COM Port selected will be COM6 (or in this example it could fall back to COM7-10 in that order if those ports are in use etc...).

The same port number may be used for more than one option for example, and there is no requirement to complete all the fields. However, it is recommended that you add at least PID 0x0028, together with at least one port for unspecified PIDs.

Incorrect configuration of the Force COM Port feature can cause the Windows "System Settings Change" (ie. restart required) dialog box to appear when a terminal is attached and a COM Port cannot be allocated.

See section 2\_1\_2 *Terminals* for a complete list of PID and USB ID Names supported by the current version of the driver.

### 5\_5 Why the window "System Settings Change" is displayed?

The "System Setting Change" window - requesting to restart the computer - is displayed when the PID of the terminal currently connected to the PC is not listed in the parameters of the **Force COM port** feature when enabled.

System	System Settings Change		
2	Windows has finished installing new devices. The software that supports your device requires that you restart your computer. You must restart your computer before the new settings will take effect.		
	Do you want to restart your computer now?		
	<u>Y</u> es <u>N</u> o		

To remove this window, the PID of the terminal must be specified from the configuration panel of **Force COM port** feature or a default COM port must be set.



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