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1 Document Information

1.1 Evolution follow-up

<table>
<thead>
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<th>Revision</th>
<th>Type of modification</th>
<th>Author</th>
<th>Date</th>
</tr>
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<td>Initial Revision</td>
<td>S. Rabiller</td>
<td>2016/10/21</td>
</tr>
<tr>
<td>1.1</td>
<td>Limitations updated</td>
<td>C. Cayrol</td>
<td>2017/01/30</td>
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<tr>
<td>1.2</td>
<td>Updates for release 3.11</td>
<td>L. James</td>
<td>2017/11/22</td>
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<td>1.3</td>
<td>Updates for release 3.12</td>
<td>K. Mery</td>
<td>2018/04/12</td>
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<td>2018/09/17</td>
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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.

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<tr>
<td>Telium</td>
<td><em>The terminal operating system</em></td>
</tr>
<tr>
<td>PID</td>
<td>Product ID (USB)</td>
</tr>
<tr>
<td>VID</td>
<td>Vendor ID (USB)</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>Driver</td>
<td>Ingenico USB driver for Telium devices</td>
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</table>
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:

<table>
<thead>
<tr>
<th>USB ID Name</th>
<th>USB VID</th>
<th>USB PID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ingenico Telium</td>
<td>0x079B</td>
<td>0x0028</td>
</tr>
<tr>
<td>Ingenico PPR30</td>
<td>0x079B</td>
<td>0x0029</td>
</tr>
<tr>
<td>Ingenico P30</td>
<td>0x079B</td>
<td>0x006D</td>
</tr>
<tr>
<td>Ingenico Telium Pass</td>
<td>0x079B</td>
<td>0x006E</td>
</tr>
<tr>
<td>Ingenico CAD30VR</td>
<td>0x079B</td>
<td>0x0081</td>
</tr>
<tr>
<td>Ingenico ELC930</td>
<td>0x079B</td>
<td>0x0088</td>
</tr>
<tr>
<td>Ingenico CAD30UPP</td>
<td>0x079B</td>
<td>0x008B</td>
</tr>
<tr>
<td>Ingenico PP30s</td>
<td>0x079B</td>
<td>0x008D</td>
</tr>
<tr>
<td>Ingenico CAD30VT</td>
<td>0x079B</td>
<td>0x0090</td>
</tr>
<tr>
<td>Ingenico CAD30USR</td>
<td>0x079B</td>
<td>0x009C</td>
</tr>
<tr>
<td>Ingenico iUN-UCI</td>
<td>0xB00</td>
<td>0x0050</td>
</tr>
<tr>
<td>Ingenico iPP2xx</td>
<td>0xB00</td>
<td>0x0051</td>
</tr>
<tr>
<td>Ingenico Move5000</td>
<td>0xB00</td>
<td>0x0052</td>
</tr>
<tr>
<td>Ingenico Model</td>
<td>Code 1</td>
<td>Code 2</td>
</tr>
<tr>
<td>------------------------</td>
<td>---------</td>
<td>--------</td>
</tr>
<tr>
<td>Ingenico Move3xxx</td>
<td>0xB00</td>
<td>0x0053</td>
</tr>
<tr>
<td>Ingenico Desk3xxx</td>
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<td>0x0054</td>
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<tr>
<td>Ingenico Move2xxx</td>
<td>0xB00</td>
<td>0x0055</td>
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<tr>
<td>Ingenico Lane7xxx</td>
<td>0xB00</td>
<td>0x0056</td>
</tr>
<tr>
<td>Ingenico iST1xx/iUC1xx/iUI120/iUP2xx</td>
<td>0xB00</td>
<td>0x0057</td>
</tr>
<tr>
<td>Ingenico iPP3xx</td>
<td>0xB00</td>
<td>0x0058</td>
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<tr>
<td>Ingenico iPP3xx/iPP4xx</td>
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<td>Ingenico iSC350/iSC4xx</td>
<td>0xB00</td>
<td>0x0061</td>
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<td>Ingenico iSC2xx</td>
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<td>0x0062</td>
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<tr>
<td>Ingenico iSC4xx</td>
<td>0xB00</td>
<td>0x0063</td>
</tr>
<tr>
<td>Ingenico iWL2xx/iWL3xx/iWB2xx</td>
<td>0xB00</td>
<td>0x0064</td>
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<tr>
<td>Ingenico iCT2xx</td>
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<td>Ingenico E532</td>
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<td>Ingenico iPH</td>
<td>0xB00</td>
<td>0x0069</td>
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<td>Ingenico iRS1</td>
<td>0xB00</td>
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<td>Ingenico iRS2</td>
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<td>Ingenico iRS3</td>
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<td>0x006C</td>
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<td>Ingenico iUR250</td>
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<td>0x006F</td>
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<td>Ingenico iUR255</td>
<td>0xB00</td>
<td>0x007C</td>
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<tr>
<td>Ingenico IUC150B</td>
<td>0xB00</td>
<td>0x007D</td>
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<tr>
<td>Ingenico Desk5000</td>
<td>0xB00</td>
<td>0x0080</td>
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<tr>
<td>Ingenico Lane5000</td>
<td>0xB00</td>
<td>0x0081</td>
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<td>Ingenico Lane8xxx</td>
<td>0xB00</td>
<td>0x0082</td>
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<td>Ingenico Link2xxx</td>
<td>0xB00</td>
<td>0x0083</td>
</tr>
<tr>
<td>Ingenico Lane3xxx</td>
<td>0xB00</td>
<td>0x0084</td>
</tr>
<tr>
<td>Ingenico Move5000 F</td>
<td>0xB00</td>
<td>0x0085</td>
</tr>
<tr>
<td>Ingenico Axium-D7</td>
<td>0xB00</td>
<td>0x0086</td>
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<tr>
<td>Ingenico Desk1500</td>
<td>0xB00</td>
<td>0x0087</td>
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<td>Ingenico Open1500/2500/5000</td>
<td>0xB00</td>
<td>0x0088</td>
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<td>Ingenico Axium-M7A</td>
<td>0xB00</td>
<td>0x0089</td>
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<tr>
<td>Ingenico Desk1200</td>
<td>0xB00</td>
<td>0x0095</td>
</tr>
<tr>
<td>Ingenico Self2000/4000/5000</td>
<td>0xB00</td>
<td>0x0096</td>
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<tr>
<td>Ingenico Self7000</td>
<td>0xB00</td>
<td>0x0099</td>
</tr>
</tbody>
</table>
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.
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.

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

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.
Completing the Ingenico USB Drivers 3.28 Setup Wizard

Ingenico USB Drivers 3.28 has been installed on your computer.
Click Finish to close this wizard.

Visit Ingenico website (http://www.ingenico.com)...
3.2 Re-Installation Case

If the driver is already installed on your computer, the installer will detect that a previous version is installed.

1- If the version you want install is older or equal to the one already installed, the installer will notify you that you must uninstall the version already installed.

You must go to add/remove programs on your computer and uninstall USB driver already installed.
Once the uninstall process is finished, a reboot is required. It is highly recommended to reboot your computer to finish uninstallation process.

2- If the version you want install is newer than the version already installed, the installer will notify you that you must uninstall the version already installed.
After clicking on “Yes” button, uninstallation is executed in background. After few seconds, following screen appears:

![Uninstall Screen](image)

After the reboot, setup is launched automatically in order 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:

```
IngenicoUSBDrivers_XX.YY_setup_BETA.exe [/S] [/? --help] [/PORT=NNN]
[/PID=XXXX:YYY] [/U --uninstall]
[/partial_cleanup] [/INST_PATH path]
```

- `/? or --help` Display this message.
- `/S` Launch installation in silent mode.
- `/PORT=port` 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` 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).
- `/U or /uninstall` Uninstall older versions of the USB drivers only and exit the program.
- `/partial_cleanup` Uninstall current version of the Jungo USB Driver only.
- `/leave_usbser` Do not uninstall the Windows USB Driver(s) (usbser).
- `/INST_PATH path` 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).
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:

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.
Opens property sheet for the current selection.

Propriétés de: Ingenico Move5000 (COM6)

- Général
  - Pilote
  - Paramètres du port
    - Détails
    - Force Com Port
    - Événements

- Détails du pilote
  - Mettre à jour le pilote
  - Restaurer le pilote
  - Désactiver l'appareil
  - Désinstaller l'appareil

Ingenico Move5000 (COM6)

Fournisseur du pilote: INGENICO
Date du pilote: 04/02/2021
Version du pilote: 2.0.2.5
Signataire numérique: Microsoft Windows Hardware Compatibility Publisher

Affichez les détails concernant les fichiers du pilote installés.
Mettez à jour le pilote pour cet appareil.
Si le périphérique ne fonctionne pas après la mise à jour du pilote, réinstallez le pilote précédent.
Désactiver l'appareil.
Désinstallez l'appareil du système (avancé).
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.

![Device Manager](image)

Low-level part of the driver

High-level part of the driver (Depends on device name regarding the PID)
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.
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.
Choose **Browse my computer for driver software** and click **Next >**

Choose **Let me pick from a list of device drivers on my computer** and click **Next >**
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 xxxxxxxx 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 xxxxxxx 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.
Then select the **Force COM port** tab to display the Force COM port features;
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.

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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