ICE 5500*Plus* Terminal

The Hypercom® epic (ePOS-infocommerce™) ICE™ 5500*Plus* combines the flexibility of a full featured, smart-card ready (HyperSmart™) integrated POS terminal with the infrastructure to quickly and cost-effectively integrate new applications. This combination makes ICE (Interactive Consumer Enviroment) the simplest and most innovative POS solution available today. The ICE 5500*Plus* incorporates the new integrated modem technology, Hypercom FastPOS™. Operating at 9600 bps, FastPOS allows for lower transaction costs, new data-rich applications such as signature capture, and faster transactions.

Installation Procedures

Note: The following equipment warnings are for your safety and that of your equipment.

> ⚠ **WARNING:** • Do not use an ungrounded adapter, power adapter, power extender cable, or AC outlet.
>
> • Do not disassemble the AC adapter. Only qualified technicians may service the adapter.
>
> • The AC adapter is intended for indoor use only; do not expose to rain or snow.
>
> • Do not immerse in fluid.
>
> • The reliability of this equipment is significantly reduced when it is powered from an ungrounded AC power outlet.
>
> • Ensure that the telephone line is disconnected when the unit is unplugged from the AC power outlet.
>
> • **Do not use a pen on the screen display. Pens and other sharp objects will scratch or damage the screen display.**

Powering Up the Terminal

Use the following procedure to power up the ICE 5500*Plus*:

1. Connect the +24-VDC power cable from the AC adapter to the three-pin terminal power socket on the back panel of the ICE 5500*Plus*. See Figure 1.

2. Plug the adapter into a grounded AC power outlet. Be sure the connector is firmly seated. When the power is properly connected the terminal beeps twice then performs a self-test routine.

Figure 1
Power   RS-232

Connecting the Telephone Line

Use the following procedure to connect a telephone line to the ICE 5500*Plus*:

1. Insert the telephone cable shipped with the ICE 5500*Plus* terminal into a dedicated analog telephone outlet.

> ⚠ **WARNING:** DO NOT insert the telephone line into the PIN pad port.

2. Insert the other end of the telephone cable into the port labeled LINE on the back panel of the ICE 5500*Plus* terminal and make sure it is fully seated. See Figure 2. The use of a different cable may result in improper operation.

Note: Ensure that the telephone line cable latches are firmly locked into the jacks on both the ICE 5500*Plus* terminal and wall receptacle.
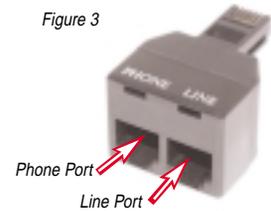

Figure 2
PIN   Line

Installing an Optional Line Splitter

If connection to an extension telephone is needed, use the following procedure to install a Hypercom Line Splitter:

Note: The terminal disconnects the PHONE port when a transaction is being processed.

1. Insert the Line Splitter into the terminal port labeled LINE. See Figure 2.

2. Insert the line from the extension phone into the port labeled PHONE on the Line Splitter. See Figure 3.

3 Insert the line from the wall receptacle into the port lableled LINE. See Figure 3.

Figure 3
Phone Port
Line Port

Loading Paper

Use the following procedure to load paper into the ICE 5500*Plus* terminal:

Note: Use only thermal roll paper.

1. Squeeze the paper cover tabs and lift open the paper cover. See Figure 4.

2. Place the paper roll into the holder so the paper feeds from under the roll. Pull the end of the paper roll over the printer. See Figure 5.

3. While holding the end of the paper roll, close the paper cover. See Figure 5. You will hear the paper cover click when properly latched. See Figure 4.

4. Tear off the excess paper.

Figure 4
Paper Cover Tabs

Attaching the Stylus

Use the following procedure to attach the Stylus to the ICE 5500*Plus*:

1. Peel the paper backing from the Stylus holder. See Figure 6.

2. Press the Stylus holder on the desired position. Hypercom recommends placing the Stylus on the side of the paper holder, or on the body of the terminal. See Figure 7.

Note: Only use the provided Stylus on the screen display.

Figure 5
Paper Roll

Cleaning the ICE 5500*Plus*

Use the following procedure to clean the casing and the printer mechanism of the ICE 5500*Plus*:

> ⚠ **WARNING:** DO NOT use undiluted ammonia, or abrasive cleaners.

-Apply denatured alcohol or a Windex®-type product to a clean, soft non-abrasive, low-lint cloth. Carefully wipe the entire terminal, including the touch screen and keypad.

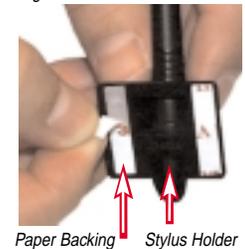-As needed, use anti-static compressed air to clean in and around the printer mechanism

Figure 6
Paper Backing   Stylus Holder

Figure 7
Paper Holder   Stylus Holder

Using a Credit Card

A credit card can be swiped bi-directionally (either toward or away from you):

1. When holding the card, make sure the magnetic stripe is toward the body of the terminal (toward your left and down).

2. Slide the card in the long slot on the right-side of the terminal, starting on either end, in one smooth stroke. See Figure 8.

3. Follow standard operating procedures to complete the transaction. See the *ICE 5500Plus HyperWare Retail and Restaurant Software Manual* for more information or contact your bank or processor.

Using a Smart Card (Optional)

Use the following procedure to insert a Smart Card:

1. When holding the card, make sure the metallic contact is facing upward and toward the body of the terminal.

2. Insert the card into the Smart Card slot on the right side of the ICE 5500*Plus*. See Figure 8. Remove the Smart Card when the terminal screen instructs you to do so.

Figure 8

Smart Card Slot

Credit Card Slot

Supply Information

If you are unable to purchase items such as paper through your bank or processor, contact Merchant Supplies at 800.522.8710.

Compliance

This equipment is compliant with one or more of the following:

- FCC Part 15 (ICES-003)
- FCC Part 68 (CS-03)
- CTR21
- EN55022
- EN55024
- EN60950
- CISPR 22
- AS/NZS 3260
- AS/NZS 3548

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ICE 5500*Plus*

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