



Overview

The Ingenico Link/2500 is a lightweight, Wi-Fi-connected device that makes it easy to accept payments on the go, including MSR (magnetic stripe), EMV (chip), and NFC (contactless) payments. Connected directly to your point-of-sale via a Wi-Fi connection, the Link/2500 protects your transactions with a powerful combination of EMV technology and point-to-point encryption (P2PE), making each transaction secure and PCI compliant.

Setting up the Device

- Once your equipment is unboxed, plug the power supply connector.
- Before you begin, ensure that the Link/2500 device is fully charged before you attempt to configure and use it for the first time.

Accessing and Navigating the Admin Menu

The Admin Menu provides you access to the Settings, Configuration, Change Menu Password, and Restart Terminal options.

Accessing the Menu

To access the Admin Menu, do the following:

- Press F and enter the default password of CCMerchant using the multi-tap method.
- Press O (green button) to confirm the password and access the Admin Menu.

Entering Text Using the Multi-Tap Method

Certain aspects of setup and configuration will require you to input characters using the keypad.

Each number key also represents a set of letters that can be entered with that key, if pressed more than once. The first key press will enter the number, while pressing the key multiple times will enter one of the letters associated with that number key.

For example:

- 2222222(2 7 Times C)
- 2222222 (2 7 Times C)
- 66666(6 5Times M)
- 333 (3 3Times e)
- 777(7 3 Times r)
- 2222(2 4 Times c)
- 444(4 3Times h)
- 22(2 2times a)
- 666(6 3times n)
- 88(8 2times t)
- Press O for confirm the password.

Navigating the Menu

- Press the down arrow to scroll down.
- Press the up arrow to scroll up.
- Press O (green button) to select.
- Press < (yellow button) to clear.
- Press X (red button) to cancel or return to the main menu.

Connecting to a Wi-Fi Network

To scan for and connect to your Wi-Fi network, do the following:

1. Access to the admin menu
2. F2 to scroll down and highlight Wifi Properties.
3. Press O (green button) to select Wifi Properties.
4. Press F2 to scroll down and press O (green button) to select Add Wifi Profile.
5. Enter the Wi-Fi network name using the multi-tap method, and press O (green button).
6. The device displays the network name. Press O (green button) to accept the name, or press X (red button) to return to the previous menu.
7. Enter the Wi-Fi password using the multi-tap method or the on-screen keyboard and press O (green button) when finished.
8. The device displays the message Profile for <Network Name> created.
9. Press O (green button) to acknowledge the message.
10. The Link/2500 displays a message that a restart is required and then automatically restarts.

11. The device restarts, connects to the Wi-Fi, and displays Connected at the bottom of the screen when ready for use.

Manually Adding a Wi-Fi Profile

If the Link/2500 cannot detect or successfully connect to a network, or if you want to manually configure a connection, do the following:

Access the Admin menu.

1. Press F2 to scroll down and highlight Wifi Properties.
2. Press O (green button) to select Wifi Properties.
3. Press F2 to scroll down and press O (green button) to select Add Wifi Profile.
4. Enter the Wi-Fi network name using the multi-tap method, and press O (green button).
5. The device displays the network name. Press O (green button) to accept the name, or press X (red button) to return to the previous menu.
6. Enter the Wi-Fi password using the multi-tap method or the on-screen keyboard and press O (green button) when finished.
7. The device displays the message Profile for <Network Name> created.
8. Press O (green button) to acknowledge the message.
9. The Link/2500 displays a message that a restart is required and then automatically restarts.
10. The device restarts, connects to the Wi-Fi, and displays Connected at the bottom of the screen when ready for use.

Deleting a Wi-Fi Profile

If you entered the network name incorrectly or need to connect to a new network, delete the previously stored Wi-Fi profile as follows:

1. Access the Admin menu.
2. Press F2 to scroll down and highlight Wifi Properties.
3. Press O (green button) to select Wifi Properties.
4. Press F2 to scroll down and highlight Delete Wifi Profile.
5. Press O (green button) to select Delete Wifi Profile.
6. Press O (green button) to select the Wi-Fi profile to delete.



7. The device displays the message Profile <Network Name> deleted.
8. Press O (green button) to acknowledge the message.

Setting a Static IP Address

Setting a static IP address is optional. Typically, the device is assigned an IP address automatically when connecting to a network.

To manually set the network settings for the device, do the following:

1. Access the Admin Menu.
2. Press F2 to scroll down and press O (green button) to select Configuration.
3. Press F2 to scroll down and press O (green button) to select IP Settings.
4. Press F2 to scroll down and press O (green button) to select Configure IP.
5. Press F2 to scroll down and press O (green button) to select Static IP.
6. Enter the static IP Address using the number pad and press O (green button).
7. Enter the Network Mask using the number pad and press O (green button).
8. Enter the Gateway Address using the number pad and press O (green button).
9. Enter the DNS Address 1 using the number pad and press O (green button).
10. Enter the DNS Address 2 using the number pad and press O (green button).
11. The Link/2500 displays Updating IP configuration and restarting terminal, then restarts to connect to the WiFi network using the new static configuration.
12. The Link/2500 displays Connected when connected to the WiFi and ready to use.

To restore the default IP address configuration, perform the steps above and select DHCP from the Select IP Protocol screen in step 5.

Configuring the Device Beep Settings

To experiment with the volume, pitch, and duration of the beep heard when using the device, you can temporarily adjust these settings from the Beep menu.

1. Access the Admin Menu.
2. Press O (green button) to select Settings.
3. Press the down arrow to scroll down and press O (green button) to select Beep.
4. Use the number pad to enter a value for Frequency (Hz) and press the down arrow to scroll down and enter values for Volume, Time On (ms), and Time Off (ms). Reference the table below for the default values and acceptable ranges.

Parameter Name	Default	Range	Description
Frequency (Hz)	100	20-20,000	20-20,000
Volume	100	1-100	Controls the volume of the beep, as a percentage.
Time On (ms)	250	10-5,000	Controls the length of each single beep.
Time Off (ms)	250	10-5,000	Controls the length of time between each beep.

5. Press O (green button) when finished.
6. The terminal displays Beep parameters have been updated and beeps several times to confirm the new settings.

Troubleshooting the Link/2500

The following topics provide information for troubleshooting your Link/2500 device.

1. Checking the Wi-Fi Connection Status
2. Access the Admin menu.
3. Press F2 to scroll down and highlight Wifi Properties.
4. Press O (green button) to select Wifi Properties.
5. Press F2 to scroll down and press O (green button) to select Connection Status.
6. The connection status is shown.

Restarting the Link/2500

Press and hold the .,* key and < (yellow key) simultaneously to force the device to restart.

Checking Your Device's Firmware Version

Access the Admin Menu.

1. Press O (green button) to select Settings in the menu list.
2. Press O (green button) to select Version in the Settings menu.
3. The current firmware version installed is displayed on the screen. Press X (red button) to return to the previous menu.