



# Ingenico Driver Installer User Guide

Installer v3.38

**ICO-OPE-4329-V6**

**Public**

***INGENICO Smart Terminals***

26/02/2024

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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
1.9	Updates for release 3.21	K. Mery	2020/02/04
2.0	Updates for release 3.22	K. Mery	2020/03/16
2.1	Updates for release 3.24	K. Mery	2020/07/31
2.2	Updates for release 3.26	K. Mery	2020/10/08
2.3	Updates for release 3.28	K. Mery	2021/03/10
2.4	Updates for release 3.30	K. Mery	2021/07/22
2.5	Updates for release 3.32	K. Mery	2022/02/25
2.6	Updates for release 3.34	K. Mery	2023/04/13
2.7	Updates for release 3.36	K. Mery	2023/09/01
2.8	Updates for release 3.38	K. Mery	2024/02/26

## 1.2 Objective

This document is the installation guide of the Ingenico USB driver for Telium, Tetra and Axiom devices.

## 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 / Tetra / Axiom	<i>The terminal operating system</i>
PID	Product ID (USB)
VID	Vendor ID (USB)
USB	Universal Serial Bus
Driver	Ingenico USB driver for Telium devices

## 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 10
- Windows 11

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 terminal types:

USB ID Name	USB VID	USB PID
Ingenico Axium	AXIUM_DEVICE	
Ingenico Telium	0x079B	0x0028
Ingenico PPR30	0x079B	0x0029
Ingenico P30	0x079B	0x006D
Ingenico C30	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

Ingenico Move3500	0x0B00	0x0053
Ingenico Desk3xxx	0x0B00	0x0054
Ingenico Move2500	0x0B00	0x0055
Ingenico Lane7000	0x0B00	0x0056
Ingenico iST1xx/iUC1xx/iUC2xx/iUI120/iUP2xx	0x0B00	0x0057
Ingenico iPP30	0x0B00	0x0058
Ingenico iPP3xx/iPP480	0x0B00	0x0060
Ingenico iSC350/iSC480	0x0B00	0x0061
Ingenico iSC2xx	0x0B00	0x0062
Ingenico iDesk 3200	0x0B00	0x0063
Ingenico iWB2xx/iWL2xx/iWL350	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 Lane8000	0x0B00	0x0082
Ingenico Link2500	0x0B00	0x0083
Ingenico Lane3000	0x0B00	0x0084
Ingenico Move5000F	0x0B00	0x0085
Ingenico Axium-D7	0x0B00	0x0086
Ingenico Desk1500	0x0B00	0x0087
Ingenico Open 1200/1500	0x0B00	0x0088
Ingenico Axium-M7A	0x0B00	0x0089
Ingenico Desk1200	0x0B00	0x0095
Ingenico Self2000/4000/5000	0x0B00	0x0096
Ingenico Self7000	0x0B00	0x0099
Ingenico Lane3600	0x0B00	0x00A2
Ingenico Desk2600	0x0B00	0x00A3
Ingenico Link2500 LE	0x0B00	0x00A4

Ingenico Move2600	0X0B00	0X00A5
Ingenico Self3000	0X0B00	0X00A6
Ingenico Self7000-LE	0X0B00	0X00A7
Ingenico BASE5000-BL-ST	0X0B00	0X00A8
Ingenico Self 2000/4000/5000 LE	0X0B00	0X00A9
Ingenico Desk1700	0X0B00	0X00B0
Ingenico Pebble	0X0B00	0X00B1

## 2.2 Limitations

The driver is intended to be used for Ingenico Telium, Tetra and Axium devices 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.

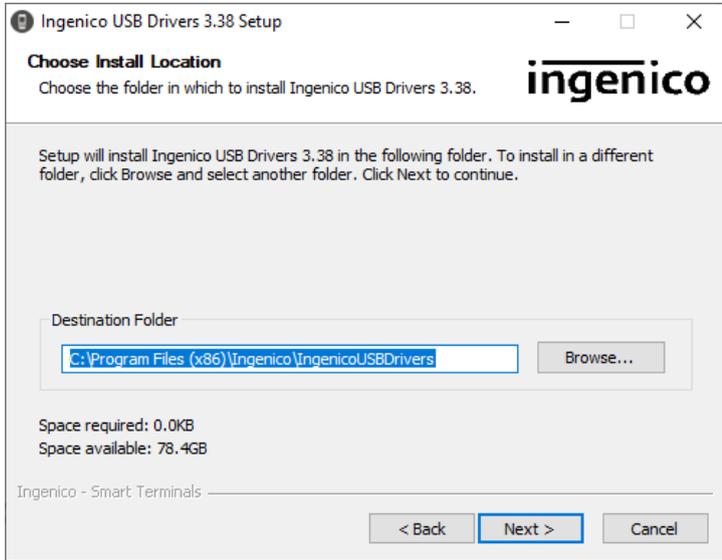
Please note that XX.YY is the version number of the installation package and not the version number of the Driver itself.

### 3.1 USB Driver Installation Wizard

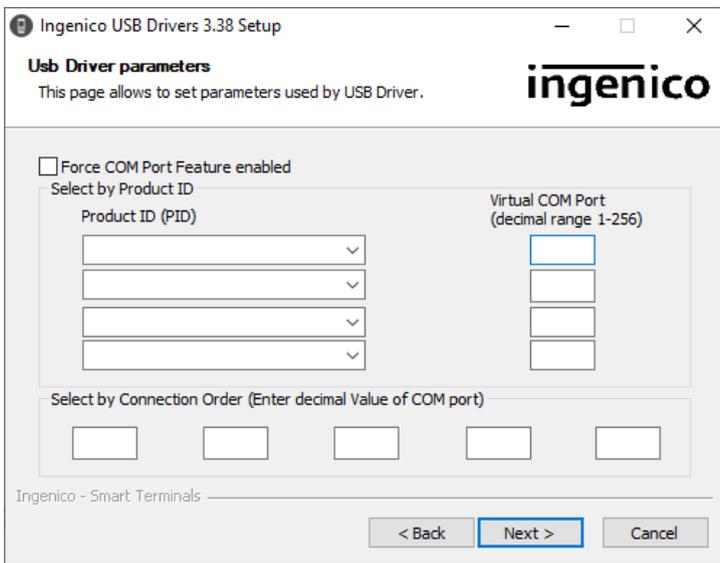
This installer can be launched with the graphical interface by double-clicking on the executable file. The initial screen will confirm which version of the driver will be installed.



Click **Next >** to start the installation process.



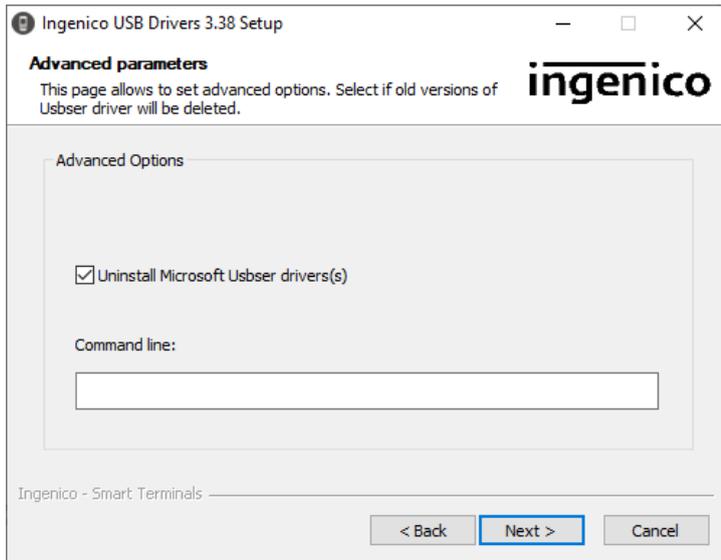
To install the driver to a specific location click **Browse** to search for the desired location, otherwise just click **Next >** to accept the default location specified.



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 >**.

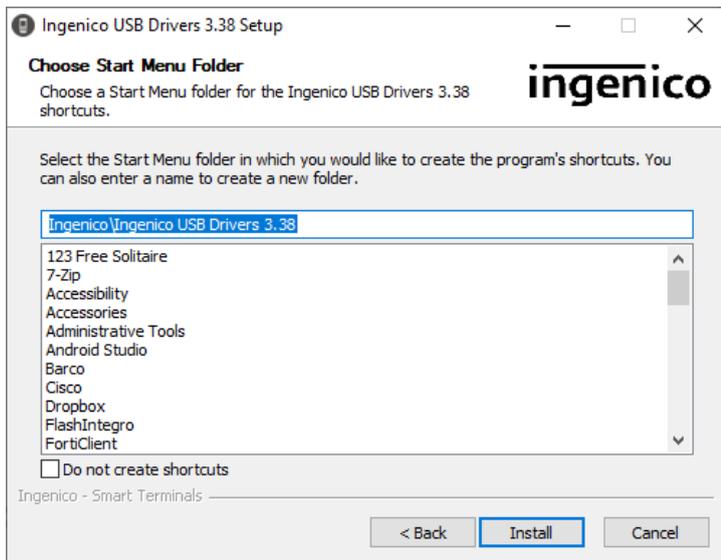
For more information on the Force COM Port feature, or how to disable/enable it manually, please refer to section 5.4 *How to manually enable the force COM feature*

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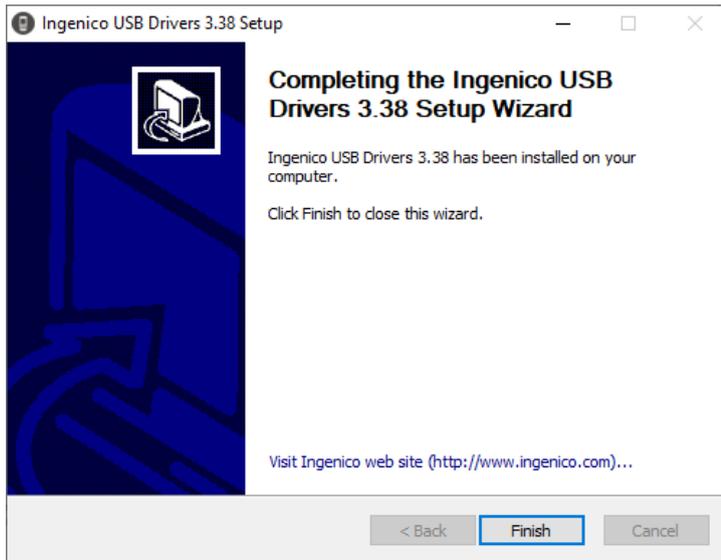


If you wish to uninstall the Microsoft USB driver (usbser) then check the option. Otherwise, if you wish to retain this, uncheck the **Uninstall Microsoft Usbser driver(s)** option before clicking **Next >**.

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*.



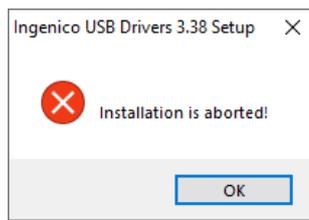
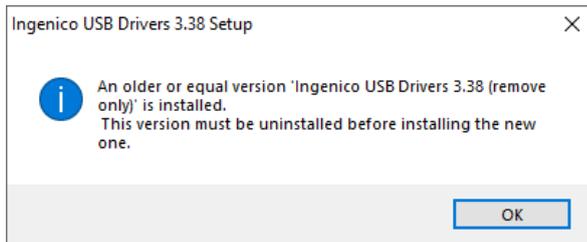
Choose the start menu folder into which shortcuts will be placed or check the **Do not create shortcuts** option before clicking **Install** to start the installation.



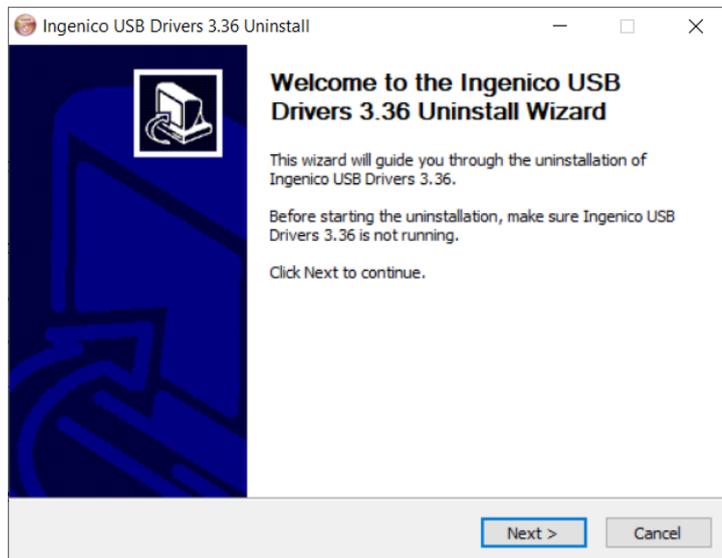
## 3.2 Re-Installation Case

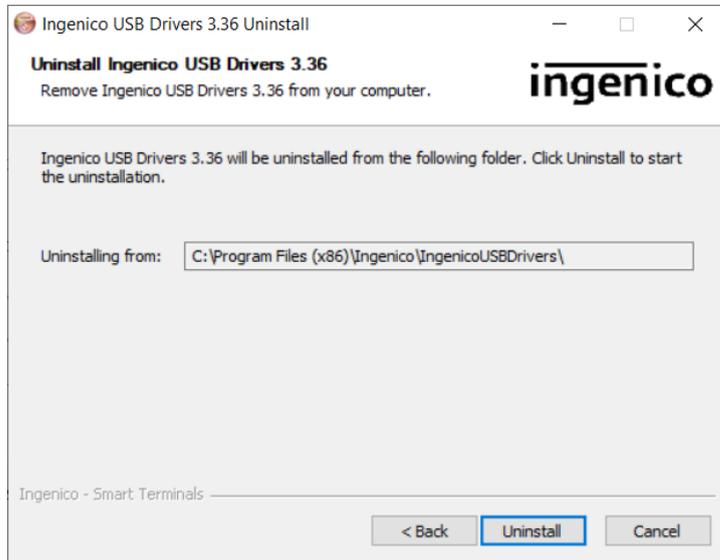
If the driver is already installed on your computer, the installer will detect that a previous version is installed.

- 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.

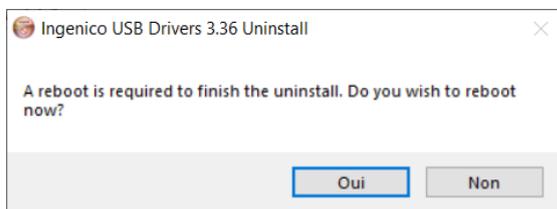


You must go to add/remove programs on your computer and uninstall USB driver already installed.

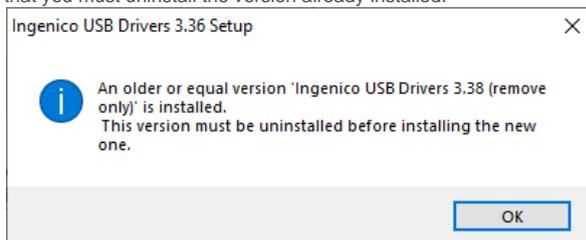




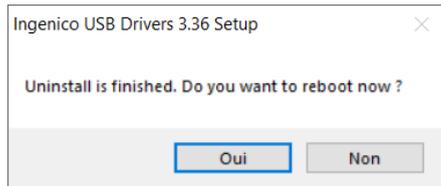
Once the uninstall process is finished, a reboot is required. It is highly recommended to reboot your computer to finish uninstallation process.



- 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:



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

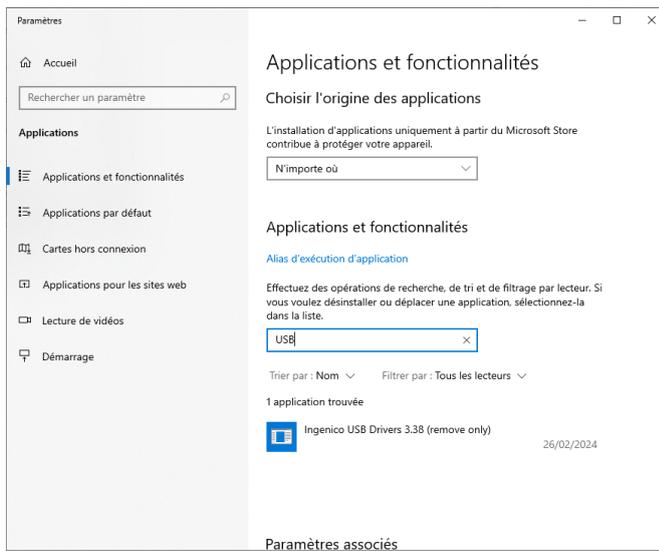
However if the executable is run without any parameters, the force COM feature can be manually enabled (cf [5.4 How to manually enable the force COM feature](#)).

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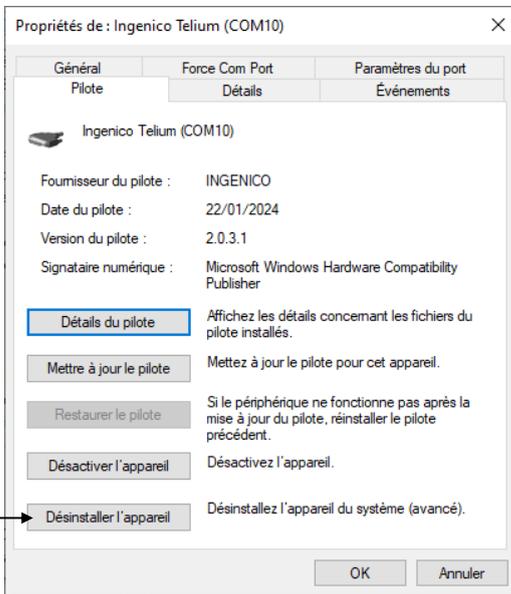
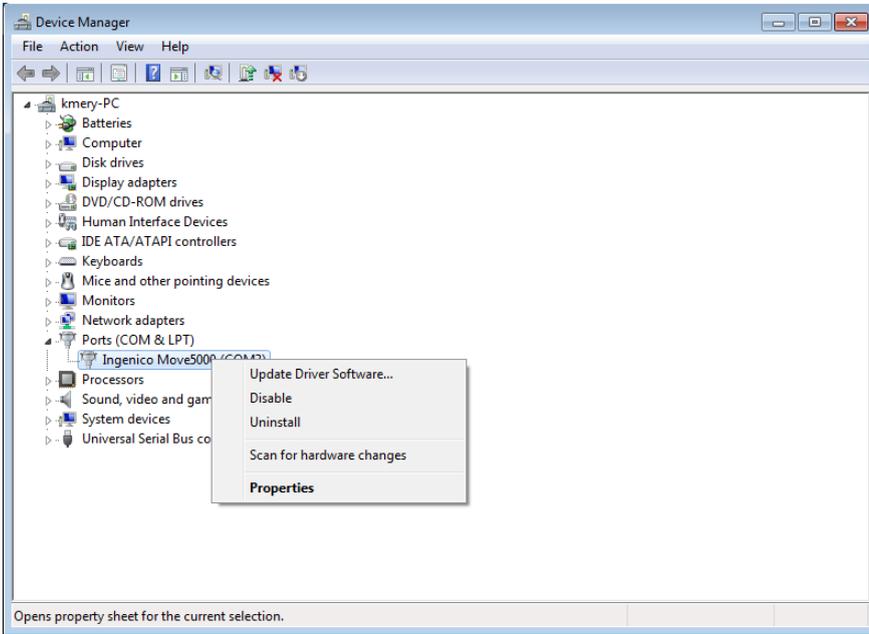
## 4 Uninstall process

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:



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.**

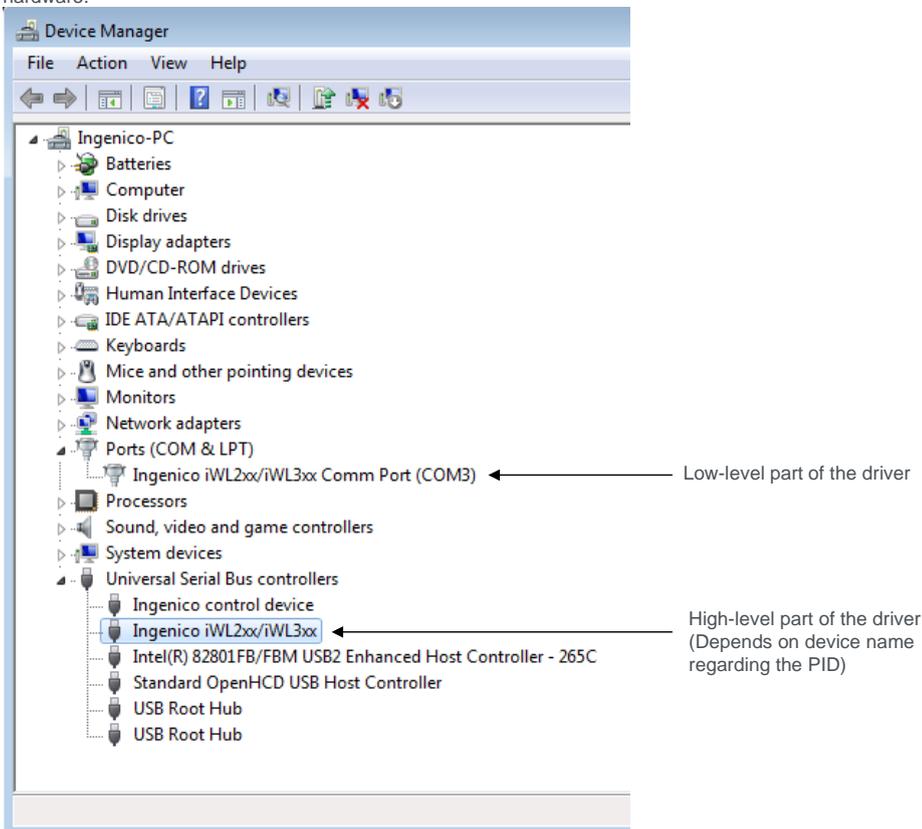


## 5 Frequently asked questions

### 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).”

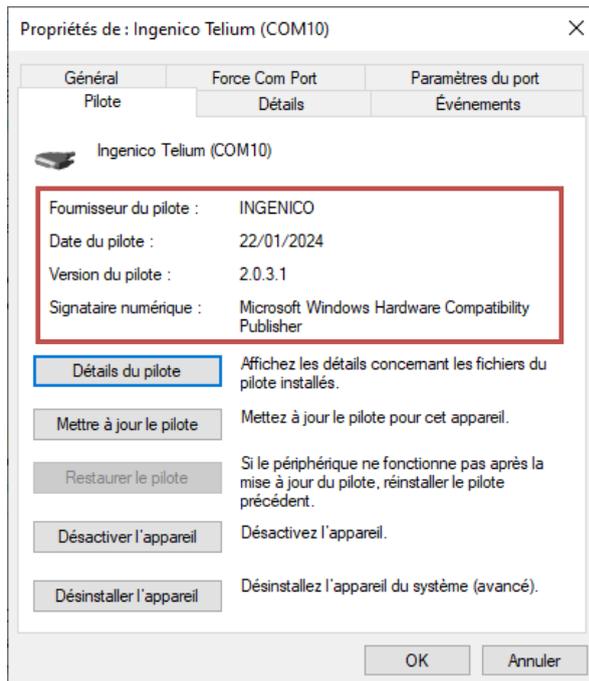
If the driver was not installed with the installer, one must find in the Device Manager the following new hardware.



## 5.2 How can I know the version of the driver I use?

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

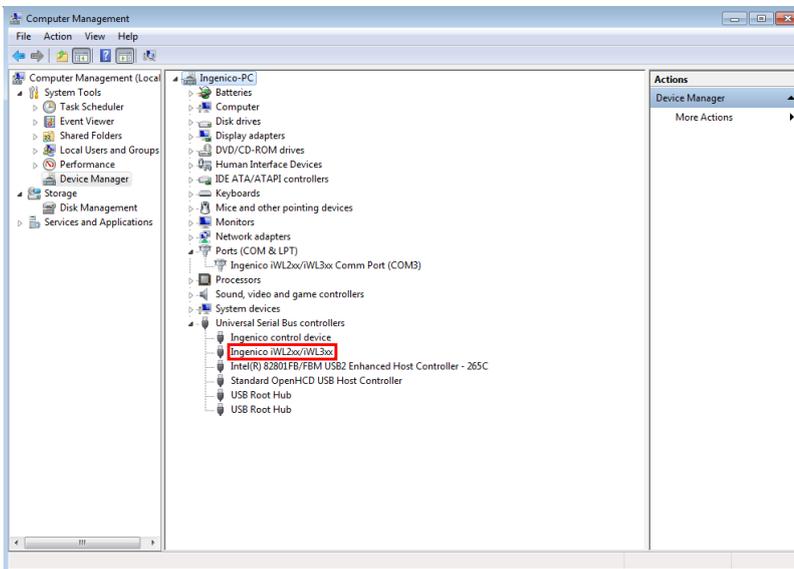
Note: If there is no "Force COM port" tab, it means that is not the Driver but the old Windows driver.



### 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.

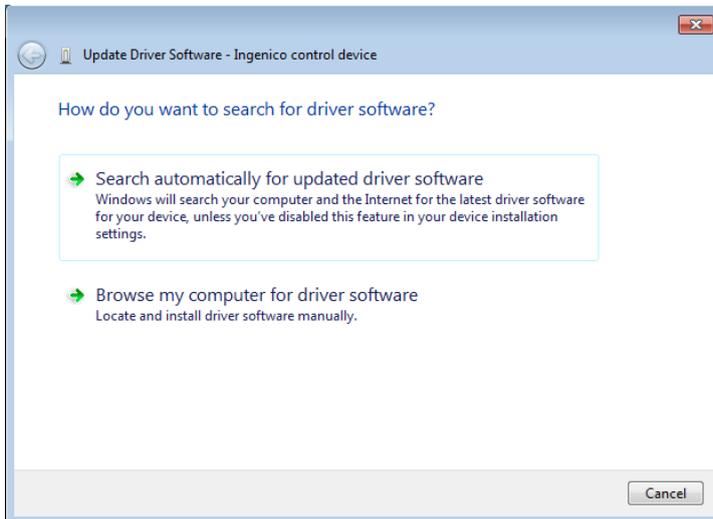
In order to roll back the driver a Telium, Tetra or Axiom devices must be connected. Right-click **My Computer**, choose **Manage** and select **Device Manager** in the left-hand pane



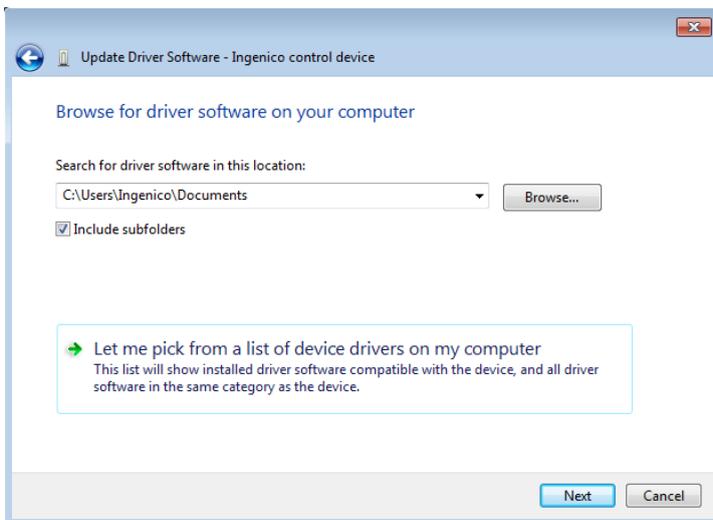
In the properties of the high-level part of the driver (the one under Universal Serial Bus controllers in the Device Manager), right-click on the USB ID Name (eg. Ingenico iWL2xx/iWL3xx - see [2\\_1\\_2 Terminals](#)) and choose **Update Driver** and follow the instructions.

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



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



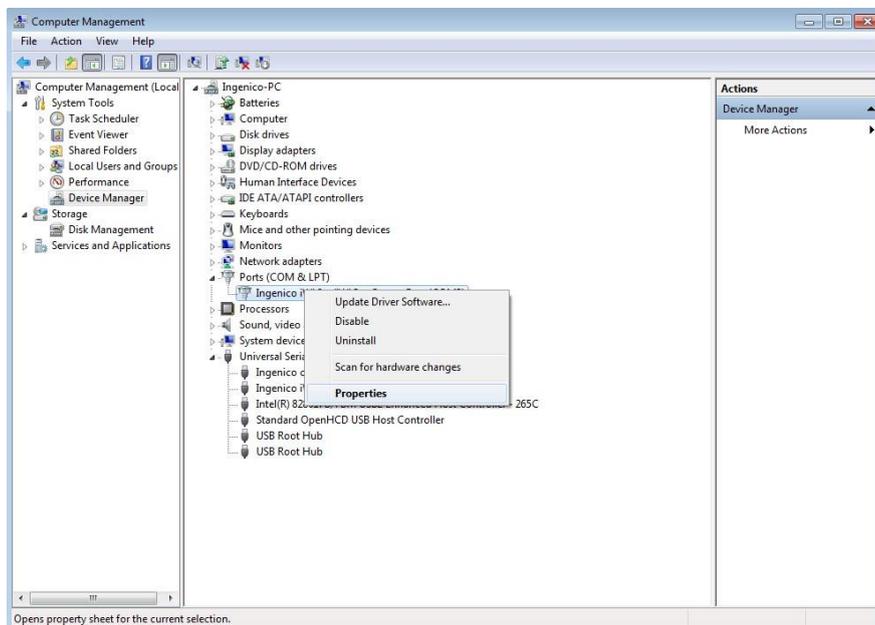
Choose the driver from the list as appropriate and click **Next >**  
After the driver update has completed click **Finish**.

## 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, Tetra or Axiom 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:

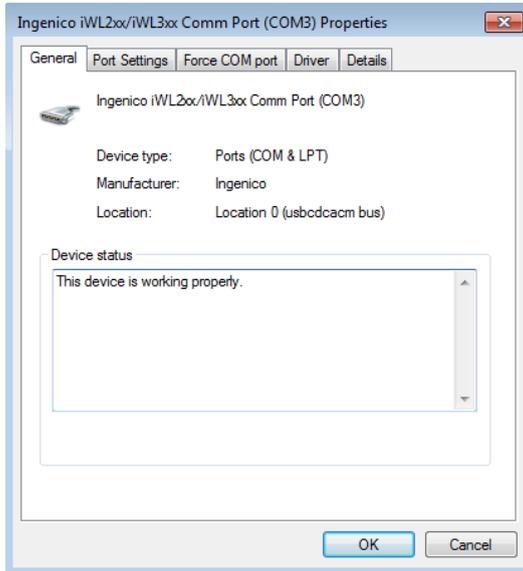
- Ports (COM & LPT) section
- The low-level driver will be named "Ingenico xxxxxx Comm Port (COMn)" or "Ingenico Telium Comm Port (COMn)", where "COMn" refers to the port currently assigned. It contains all the configuration options.
- Universal Serial Bus controllers section
- The high-level driver 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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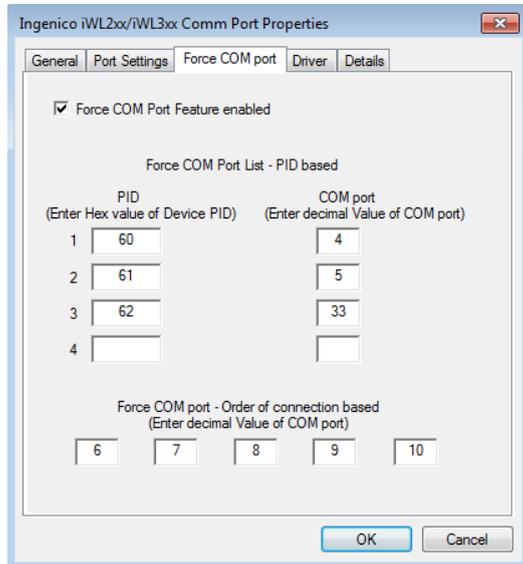
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Then select the **Force COM port** tab to display the Force COM port features;



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.

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## 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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