INGENICO TERMINALS

CrossCheck supports the following terminals:

Elite 510, Elite 710/712, Elite 770, e-NCounter 4000, e-NCheck 3000

Ingenico Elite Process Flow:

These terminals can be downloaded directly over the phone. Sales Agents or Installers can contact CrossCheck Technical Support directly at 1 800 669 8774. This number is for agents / installers only. If CrossCheck is to work directly with the merchant, the merchant must contact our 24-Hour Customer Service line at 1 800 552 1900

1. The Elite terminals require either the Ingenico STPR form to be completed and faxed in, complete with a copy of a receipt header or the information can be provided over the phone to CrossCheck Technical Support.
2. The eN-Counter 4000 and eN-Check terminals can be programmed directly over the phone. These terminals do not require the STPR form.

SPECIAL TERMINAL PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician :	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

Credit Card Processor: **Phone #:**

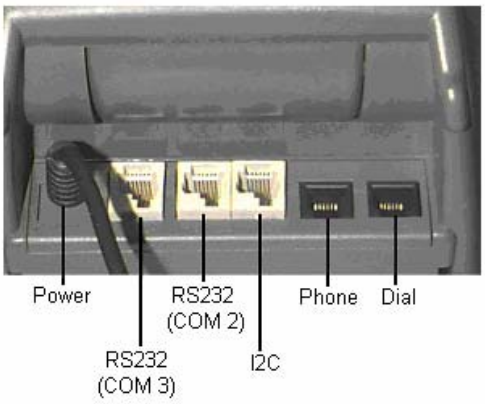
Credit Card Merchant Number: **Exchange Prefix:**

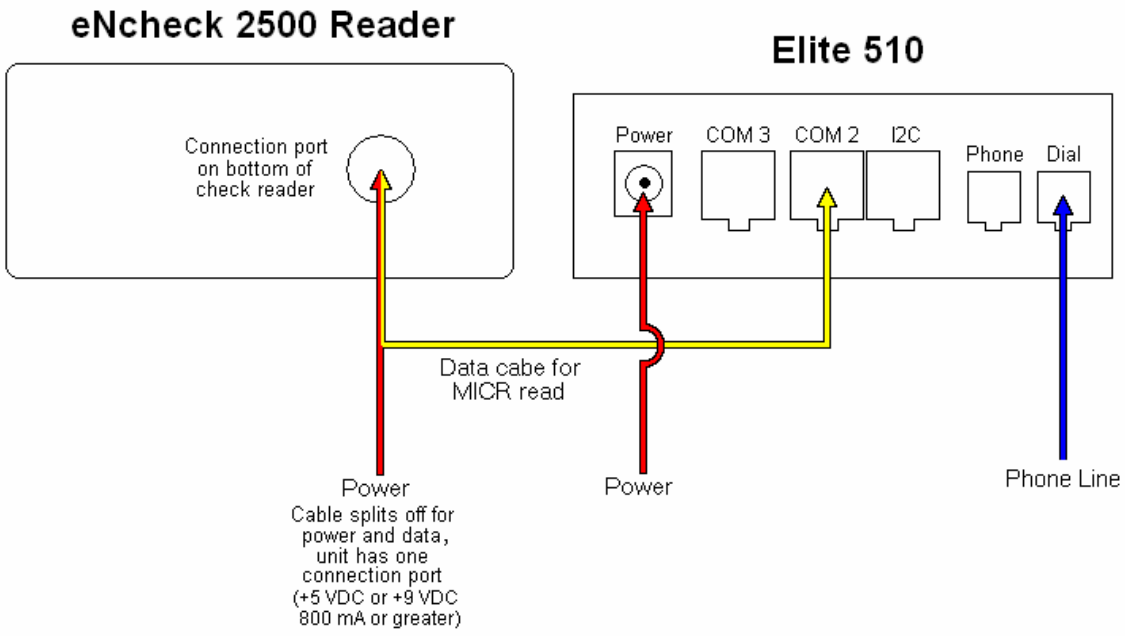
INGENICO ELITE 510, 710, 712, 770 TERMINALS	THALES TALENTO TERMINALS
The merchant MUST fax us a copy of a COMPLETE Credit Card Receipt. Let them know it is ok to black out any of the customers personal information (Name,CC#, etc) if they wish. Once received, forward along with filled out STPR to Technical Support.	Instruct the merchant to press the "#" key – Now **Record The Application** from the receipt that printed **below:**
	Application:

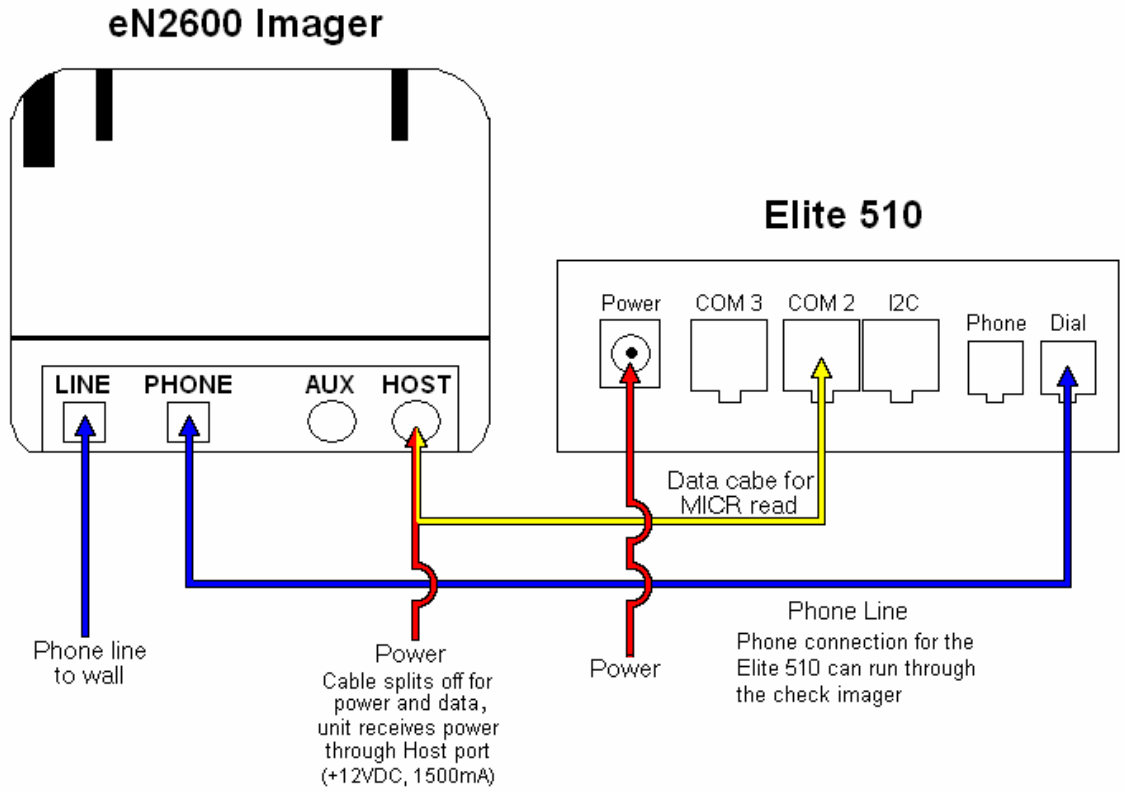
:: <u>Notes For Tech Support</u> ::

INGENICIO ELITE 510

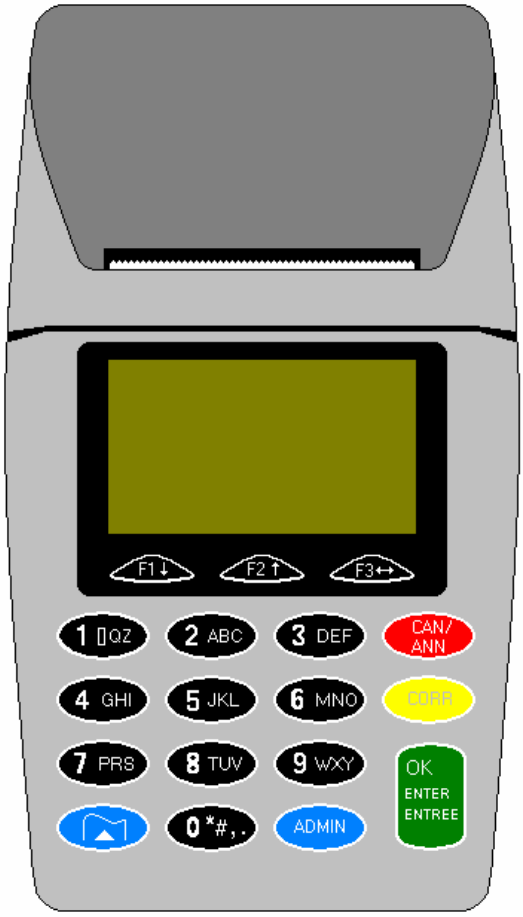
Ingenico Elite 510

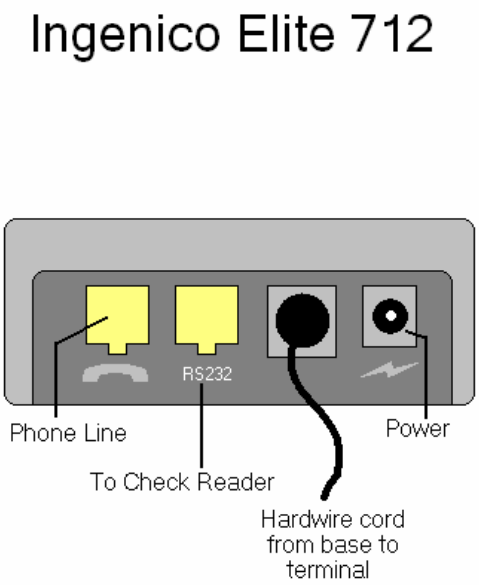


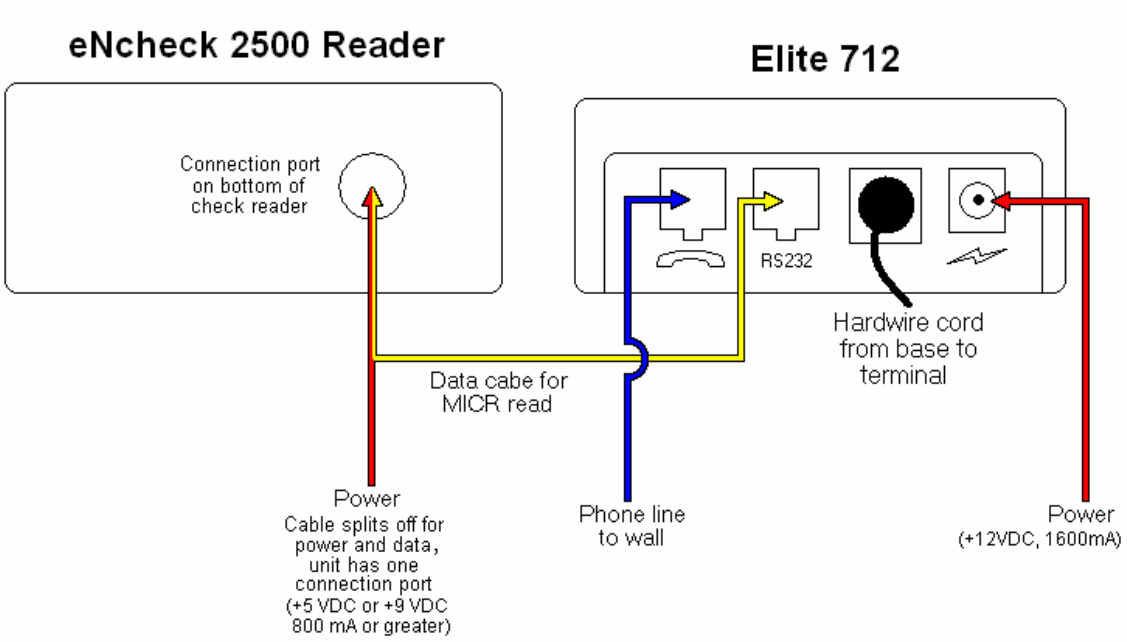

eNcheck 2500 Reader
Elite 510
Connection port on bottom of check reader
Power
COM 3
COM 2
I2C
Phone
Dial
Data cabe for MICR read
Power
Cable splits off for power and data, unit has one connection port (+5 VDC or +9 VDC 800 mA or greater)
Power
Phone Line

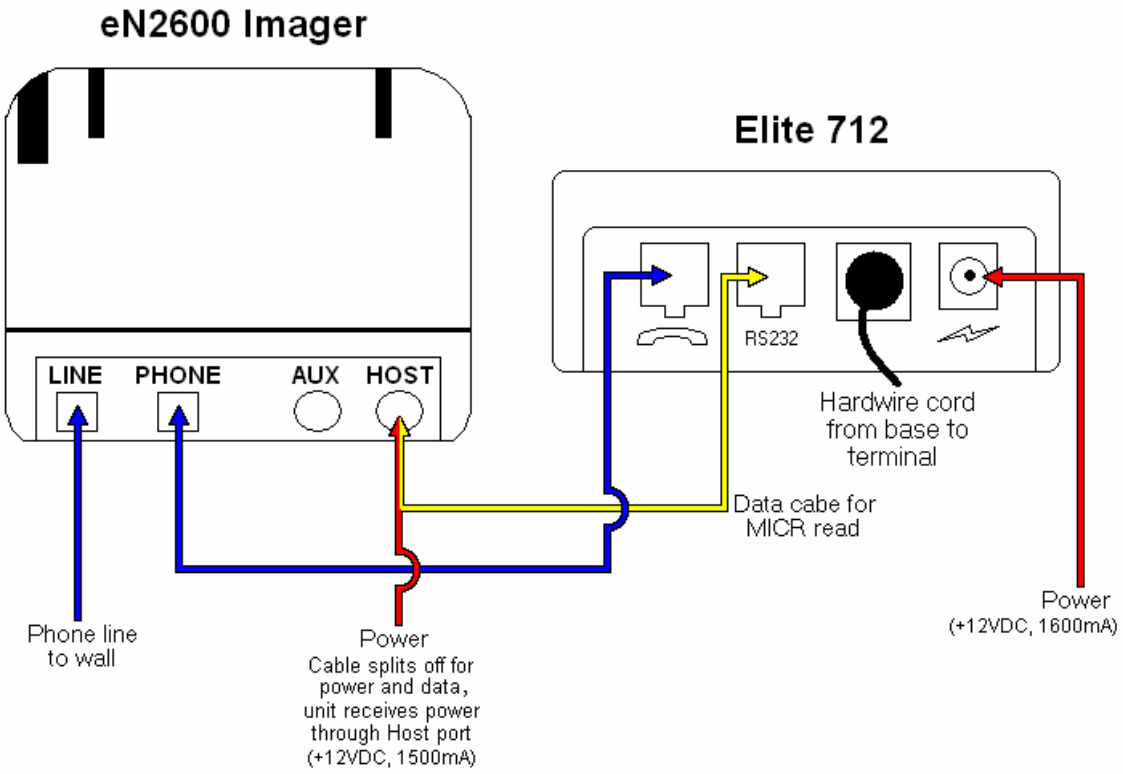

eN2600 Imager
LINE
PHONE
AUX
HOST
Elite 510
Power
COM 3
COM 2
I2C
Phone
Dial
Data cabe for MICR read
Phone line to wall
Power
Cable splits off for power and data, unit receives power through Host port (+12VDC, 1500mA)
Power
Phone Line
Phone connection for the Elite 510 can run through the check imager

INGENCIO ELITE 712






eNcheck 2500 Reader
Elite 712
Connection port on bottom of check reader
RS232
Hardwire cord from base to terminal
Data cabe for MICR read
Power
Cable splits off for power and data, unit has one connection port (+5 VDC or +9 VDC 800 mA or greater)
Phone line to wall
Power
(+12VDC, 1600mA)


eN2600 Imager
Elite 712
LINE
PHONE
AUX
HOST
RS232
Hardwire cord from base to terminal
Data cabe for MICR read
Power
(+12VDC, 1600mA)
Phone line to wall
Power
Cable splits off for power and data, unit receives power through Host port (+12VDC, 1500mA)