



WELCOME

INGENICO LINK/2500 EASY SETUP GUIDE (TRIPOS CLOUD)

- Highest security
- All payment options
- Seamless integration
- Best fit for any use case
- Designed for mobility
- User-friendly and intuitive interface
- End-to-end mobile point of sale solution



Please follow these four easy steps to setup your device



Step 1: Do this first – Unbox your Link/2500

Unboxing the Ingenico Link/2500

After unboxing your Link/2500 you will find the below items.





Step 2:
Do this first – To charge your Link/2500

Charging Ingenico Link/2500



2A) Lift the flap on the side of the Link/2500 covering the charging port.

2B) Plug the USB-C cable into the charging port.



2C) Slide the U.S. plug adapter into the power supply.



Step 2: (continued)

Do this first – To charge your Link/2500



2D) Plug the other end of the USB-C cable into the power supply.

2E) Plug the power supply into a power outlet.

- The Link/2500 will automatically turn on when connected to power.
- Wait 1 – 2 minutes until the reader displays the triPOS logo.

If setting up the Link/2500 for the first time, allow it to charge for at least 4 hours.

Note: After initial setup, it takes about 1.5 hours to fully charge the battery when it is depleted.





Step 3:

Connecting to Wi-Fi

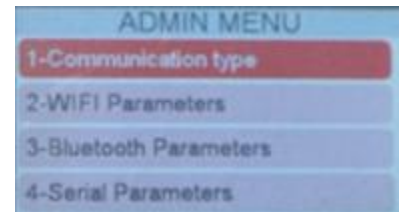
IMPORTANT NOTE FOR STATIC IP USERS: Your Link 2500 is shipped with DHCP enabled, which means that when you connect to your network switch/router, the router automatically assigns your device an IP address.

If you require a static IP address on your device follow the remaining Step 3 directions; otherwise, please proceed to Step 4.

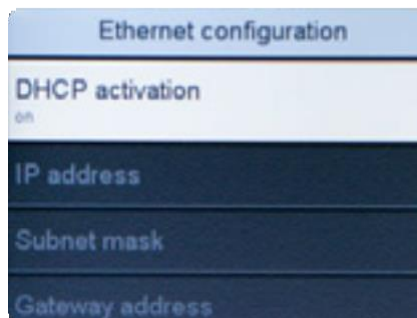
3)

- It is important to follow these instructions before connecting to Wifi!

3A) Once the Link 2500 is on, press 0-0-0-1, to access the **ADMIN MENU**.



3B) Select “**2-WiFi Parameters**” by pressing **2**, then “**4-Default IP Configuration**”, then “**DHCPactivation**” and then select “**Off**” and press the green “**Enter**” key.





Step 2: (continued) How to Connect your Link 2500

3C) Select “**IP address**”. Enter the static IP assigned to the device then press the green “**Enter**” key.

The screenshot shows the 'Ethernet configuration' menu. The options are: DHCP activation (off), IP address (highlighted), Subnet mask, and Gateway address.

The screenshot shows the 'IP address' entry screen. The prompt is 'Enter IP address :'. The value '0.0.0.0' is entered and highlighted with a blue cursor.

3D) Select “**Subnet mask**”. Enter the subnet mask of the LAN this device is connected to then press the green “**Enter**” key.

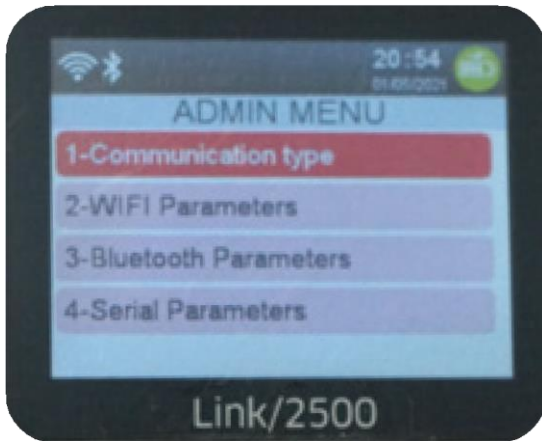
The screenshot shows the 'Ethernet configuration' menu. The options are: DHCP activation (off), IP address (0.0.0.0), Subnet mask (highlighted), and Gateway address.

The screenshot shows the 'Subnet mask' entry screen. The prompt is 'Enter Subnet mask :'. The value '0.0.0.0' is entered and highlighted with a blue cursor.

2H) Press the red “**Cancel**” key once.

2I) Press the green “**Enter**” key when prompted to save changes.

2J) Press the red “**Cancel**” key once. *Note – The device should now reboot.*
process.

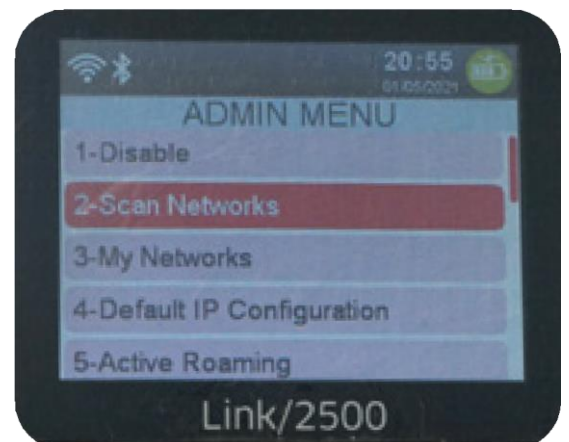


4A) Press 0-0-0-1 on the keypad to enter the **ADMIN MENU**.

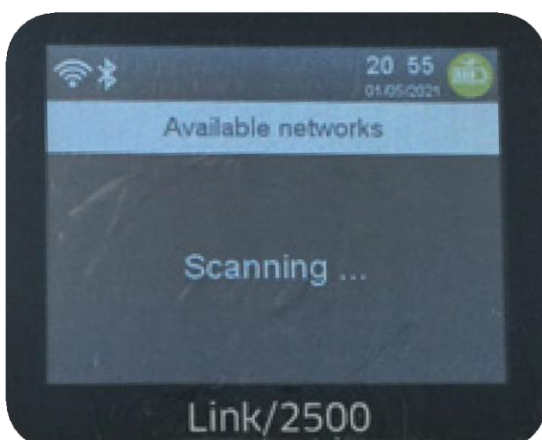
- Select option 2: **“WIFI Parameters”**.
- If WiFi is not enabled select **“Enable”**.

4B) Select **“Scan Networks”**.

- Select your access point’s SSID from the provided list.



4C) Enter your network’s Wi-Fi password then press the green **Enter** key.





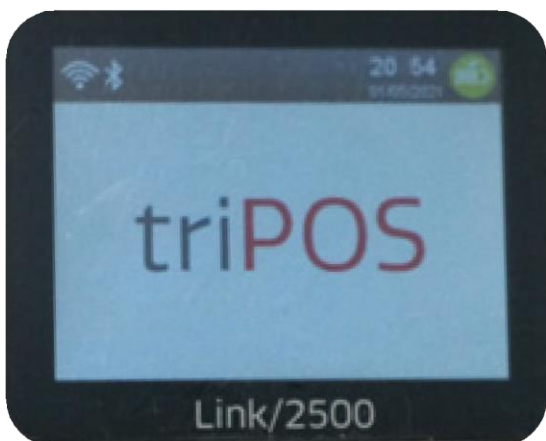
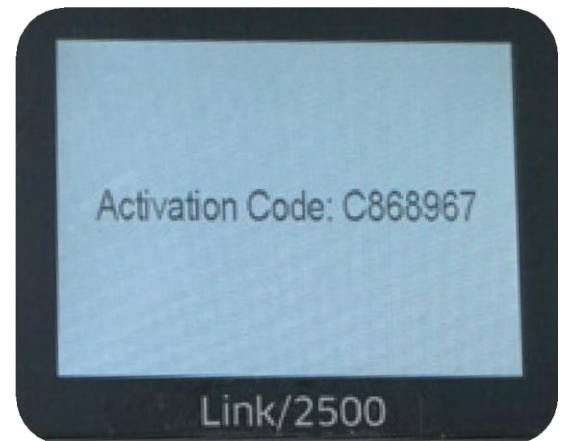
Step 3: (continued) Connecting to Wi-Fi



3E) Restart your Link/2500 by pressing the yellow button and the # key.

4F) After restarting your Link/2500 the **Activation Code** needed for triPOS Cloud will be displayed.

Note: Activation codes on test devices will begin with 'C' followed by six numbers; whereas production devices will begin with a 'P' followed by six numbers. Please note the activation code will change every 15 minutes if they maintain their network connectivity.



4G) Enter the activation code **within your POS software** (not on your device) to complete pairing the device.



Step 4: Confirm your network setup

If your devices have the activation code – they are ready for installation day with your application. You can unplug the devices and put them back in their boxes until installation day.

If your devices do not display an activation code, and instead display a triPOS logo or System Information screen, you will want to review the below network requirements:

triPOS Cloud Network Requirements for Payment Processing

Always make sure the network equipment and internet connection are working properly before you begin. Because device-cloud connections must use long-lived, persistent TCP connections, clients may need to remove packet sniffing/security scanning for the ports used for triPOS Cloud from any network appliances/firewalls if connectivity issues are encountered.

Connectivity to triPOS Cloud should occur automatically however you may wish to confirm within the network configuration that outbound/inbound https traffic can reach the following:

- <https://tripos.worldpay.com> HTTPS on port 443
- <https://device.worldpay.com> TCP on port 9001
- Enable TCP/IP TLS v1.2 protocol for <https://device.tripos.vantiv.com>
- Minimum Internet Speed recommendation of 5 Mbps.

If all of the above checks out and your device will not display an activation code, it is possible the device was loaded incorrectly and may need to be replaced.

Pair the Ingenico device(s) - When the PIN pad device(s) arrives it will be in an un-paired state. When the device is powered up and connected to the



Step 4: (continued) Confirm your network setup

Once the device is connected to the internet, it will display an activation code. It will start with a “P” indicating it is a production device, followed by 6 numbers: P#####. Enter this seven-character code into the Setup Screen to pair the device and create the lane.

Send transactions - After the device is paired to the location’s API credentials, send a test transaction to confirm the setup is correct. Use a real credit card for a small amount that is unique and easily recognizable (for instance, use \$1.23 as a charge amount) and reverse/void any charges afterward that you do not want to settle.

About Worldpay from FIS

Worldpay from FIS (NYSE:FIS) is a leading payments technology company that powers global commerce for merchants, banks and capital markets. Processing 75 billion transactions topping \$9T for 20,000+ clients annually, Worldpay lifts economies and communities by advancing the way the world pays, banks and invests.

We create secure and scalable innovations that connect commerce across all geographies and sales channels. The company’s integrated technology platform offers a unified and comprehensive solution set to help clients run, grow, and achieve more for their business.

With a 50+ year history in financial services, we remain ahead of the curve to outpace today’s competitive economic landscape. By delivering simple, streamlined, and secure experiences for all of our clients and their customers, we embody commitment to every aspect of the financial services industry.



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