



**ingenico iCMP
Wireless EMV Reader
to Voyager Connection Reset**

Tech Guide






This tech guide should be followed in the event your Ingenico iCMP Wireless EMV reader fails to connect to the Washlink Systems Voyager Saleslink terminal.

Follow this guide's steps in order. If the current step fails, proceed to the next step. If it succeeds, you may stop reading and carry on with processing transactions as normal.

If you reach the end of this guide and still the iCMP will not connect, contact Washlink Systems support; +1-408-924-0808, support@washlinksystems.com

- *The image above is what the iCMP will show when connected and in standby mode. Note: this message may vary depending on your configuration.*
- *The iCMP connects to the Voyager terminal using Bluetooth *
- *Out of the box and after fully booted, the iCMP's default message shows "LISTENING FOR INPUT". This text can be changed via the RCM software.*



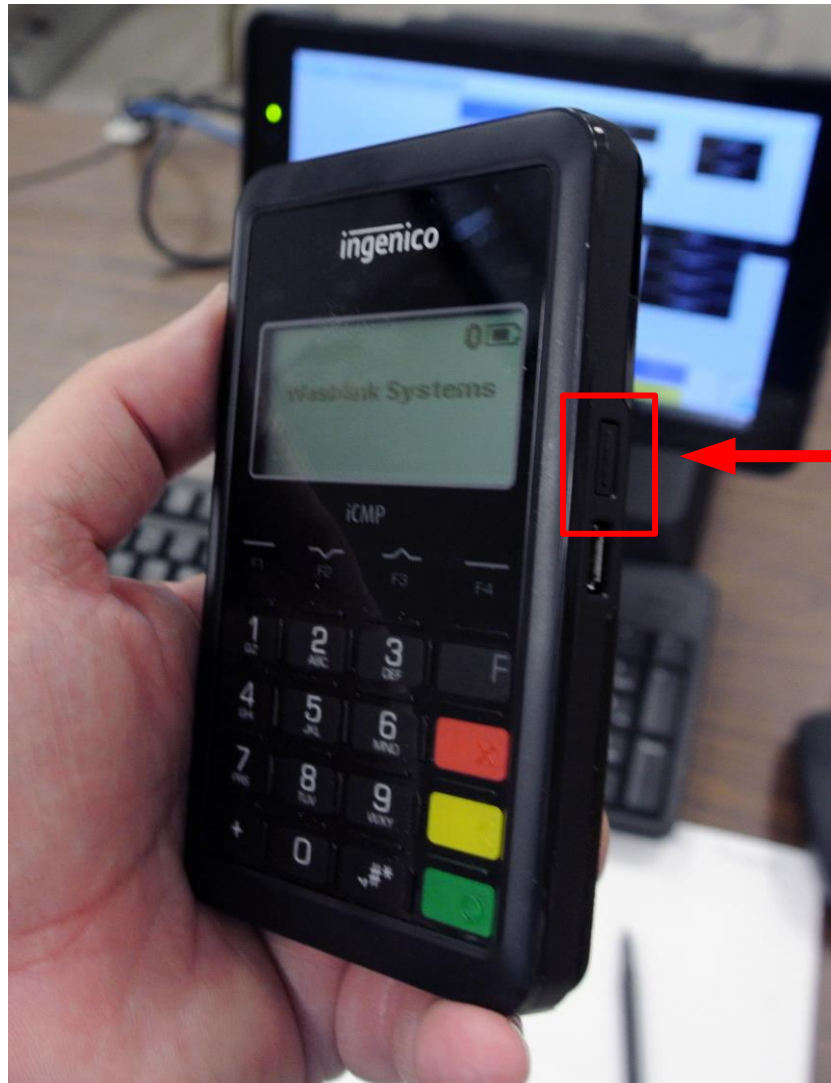
If your iCMP has the message shown in either of the above images, the iCMP has timed out and has lost its connection to the Voyager terminal. Follow the steps within this guide until the iCMP is reconnected.



If you see no text, the iCMP may be powered off. Press the power button for approximately one second. The iCMP will reboot. This may take several minutes.

If the device does not power on, jump to the Troubleshooting section of this document

Step 1:




If the screen indicates the iCMP has timed out, the first and easiest thing to try is to briefly press the power button on the right side of the reader. Typically this will wake up the reader and force it to attempt a reconnect to the Voyager terminal. When you see your usual home screen (Welcome or your own custom message) the iCMP is connected. You may now continue processing credit card transactions as normal.

! If pressing the power button doesn't wake up the iCMP or it's awake and credit card transactions time out, it's possible the iCMP is still not connected to Voyager. Continue following along with this document.

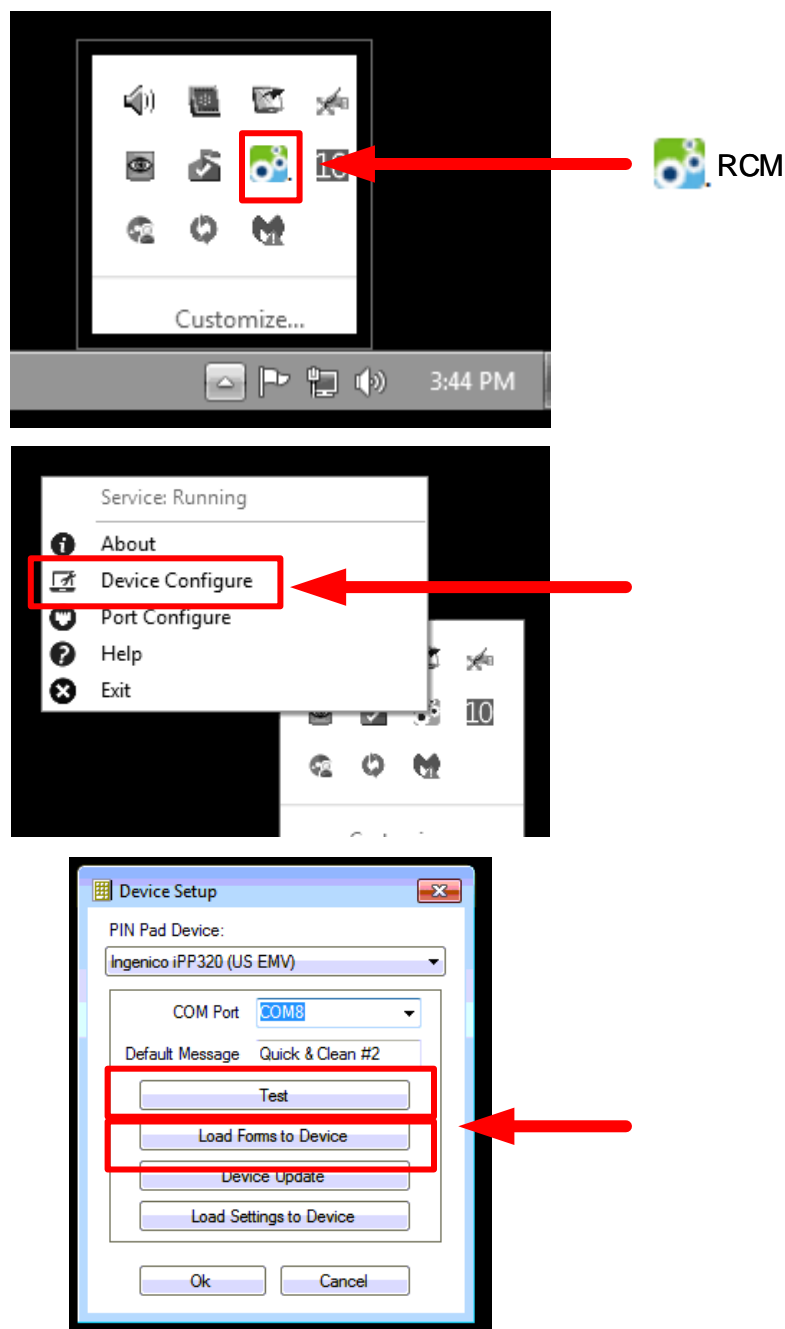
Step 2:




- Fully reboot the iCMP.
- To turn off the reader, press the **Yellow button** and the **# button** at the same time. This will turn the iCMP completely off.
- Now turn the iCMP on by pressing the power button for approximately one second. The reader will reboot. This may take several minutes.
- Upon reboot, the Bluetooth connection icon  on the iCMP will be visible indicating it has reconnected to the terminal .

! Powering cycling the iCMP in this manner should result in a reconnection. If it doesn't or you're still unable to process credit card transactions, continuing reading this document.

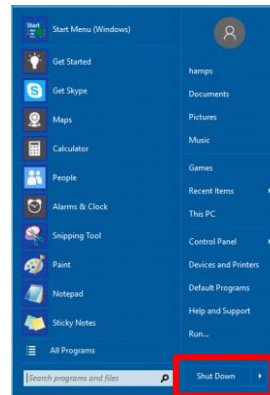
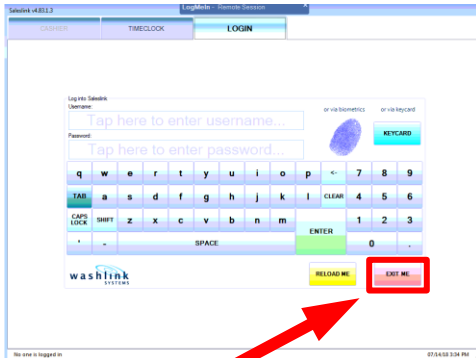
Step 3:



- On Voyager, right click on the RCM icon  in the system tray in the lower right hand side of the terminal (by the clock).
- Click on "Device Configure".
- Press "Test" or "Load Forms to Device".
- Follow the steps on both the RCM and iCMP. If the test is successful, you should now see the Welcome message or your custom text on the iCMP. You may now process transactions as usual.

! If the test fails, continuing reading this document.

Step 4:



Shut Down Windows
(same as any typical Windows computer)

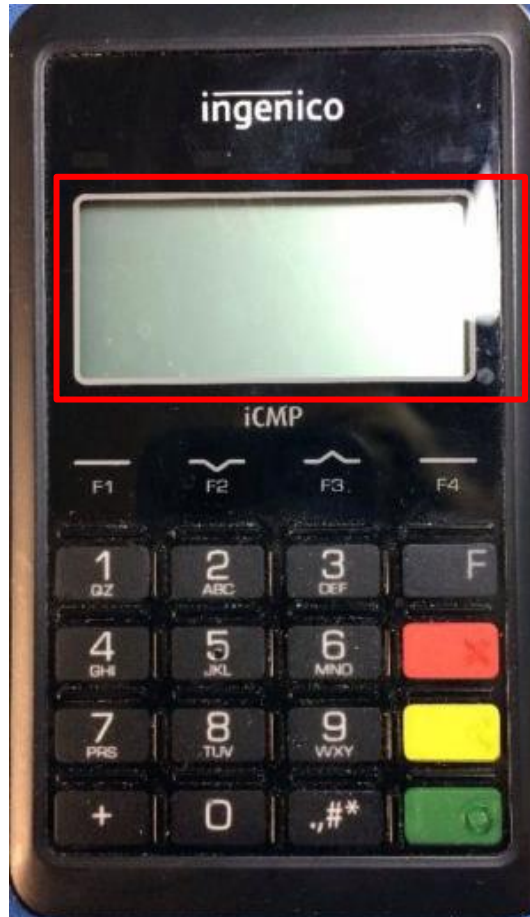


Power button

- Reboot Voyager. This combined with the previous steps you've already taken should reestablish the connection between Voyager and the iCMP.
- First close Saleslink and any other programs running on Voyager.
- Now go to the lower left side of the windows menu screen and select "Shut down". You may also choose "Reboot".
- If you chose to Shut Down, go to the upper left side of the Voyager terminal and press the power button. Wait for the terminal to reboot.
- If the iCMP still fails to connect, repeat the steps of this document in order.

! If after rebooting and rerunning the steps in this document you're still unable to process transactions as normal, continue reading this document.

Troubleshooting:



- If the screen looks like the image above (blank/no text) it's possible that the EMV reader needs charging. Attach a micro USB cable into a charging device and the screen should light up. Let it charge until the screen indicates full charge (typically 3 hours from empty to full charge). Then repeat this document if necessary.
- If after a few minutes having plugged in to a charging source you get the same blank screen try a different cable/charging source and try again.
- At that point if the screen is still blank contact Washlink Support.
- If you get this far and still cannot process transactions as usual, contact Washlink support and our team will help from here.