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Native Driver Installation User Guide

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1 Document Information

1.1 Evolution

Revision	Type of modification	Author	Revisor	Date
1.1.0	Support to win7	Guilherme Scandelari	Eduardo Kotaira	27/10/2023
1.0.0	Initial Revision	Guilherme Scandelati	Eduardo Kotaira	24/10/2023

1.2 Objective

This document is the installation guide of the Native Driver for Windows platforms

1.3 Scope

This document is aimed at every administrator or user who wants to install and use the native driver on windows platforms

1.4 Glossary

List of terms used within this document is shown below for reference.

Term	Meaning
PID	Product ID (USB)
VID	Vendor ID (USB)
USB	Universal Serial Bus (type of physical connection)
Driver	Native driver for Ingenico tetra/telium devices

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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 7
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 you need to remove the old Windows USB driver (usbser).

2.1.2 Limitations

The user must have administrator level access in order to install or uninstall the driver correctly.

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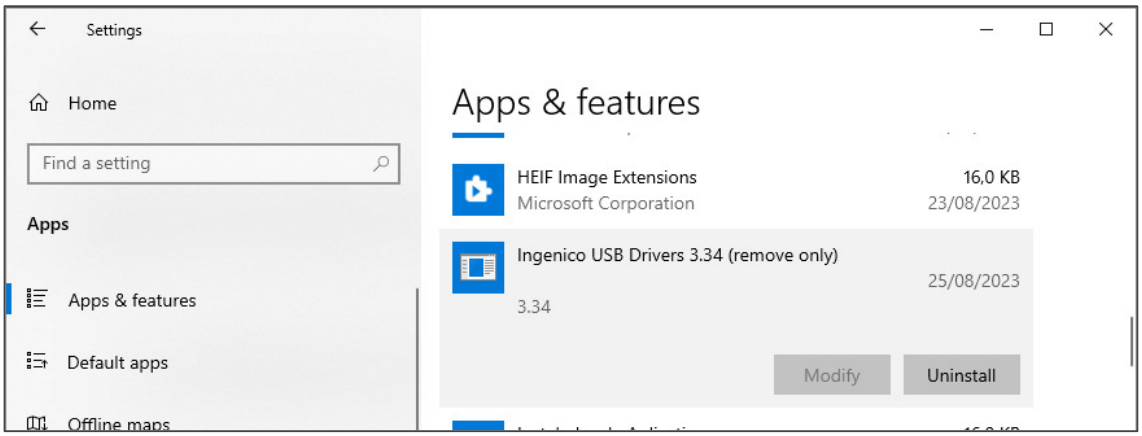
3 Installation Process

The Driver is compatible with the following versions of Microsoft Windows operating system:
Windows 7
Windows 10
Windows 11

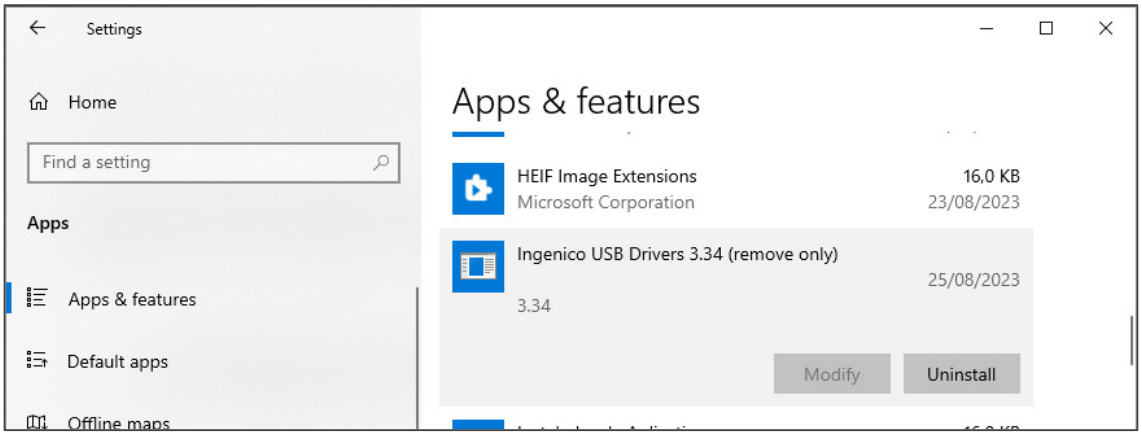
3.1 Checking conditions

Before proceeding with the installation of the Native Windows Driver, please ensure that the Ingenico driver is not already installed on the machine.



3.1.1 Uninstall Ingenico USB driver

If it is, simply uninstall it via the application manager.



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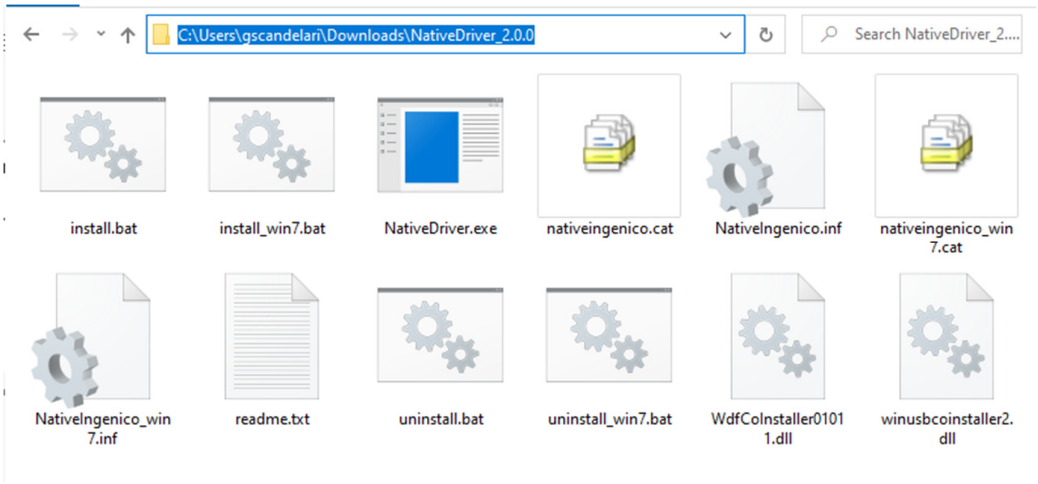
Once uninstalled and/or confirmed that there is no Ingenico driver, proceed with the following steps:

3.2 Install Native Driver

3.2.1 Unzip native Driver

Unzip the native driver file into your preferred folder.



3.2.2 Running install.bat (admin command)

Access the folder where the files were unzipped through the command prompt in administrative mode.

Run the 'install.bat' file. When running the installer, a message may appear to confirm the installation.

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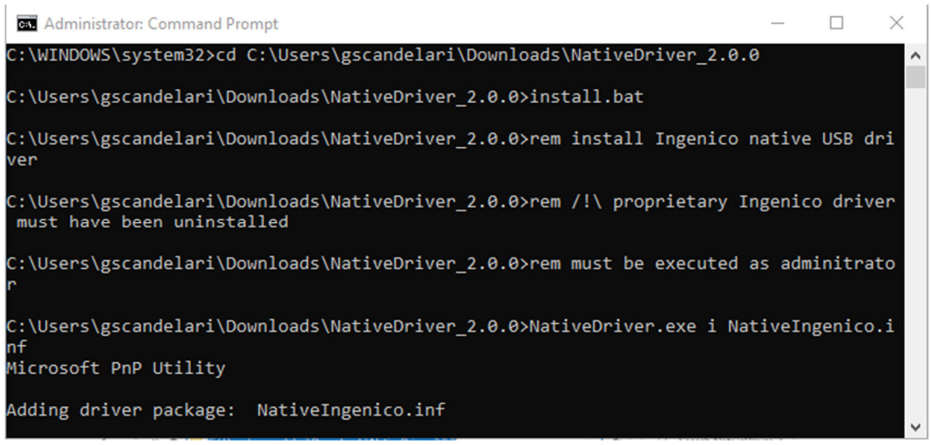
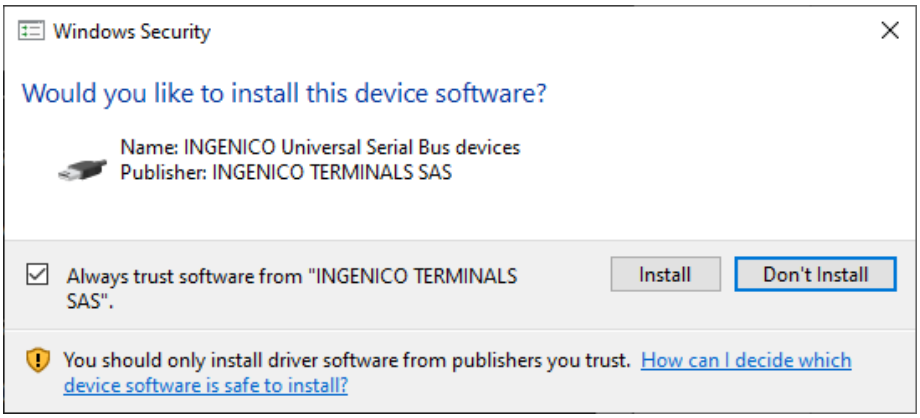
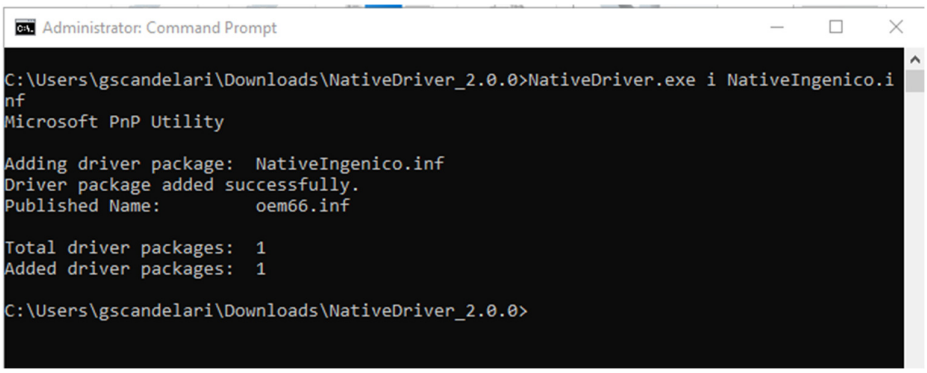


A window will pop up the screen to proceed with the installation



After install the command prompt wil return:



Native driver is installed.

Let’s check the windows connection with the Ingenico Terminal

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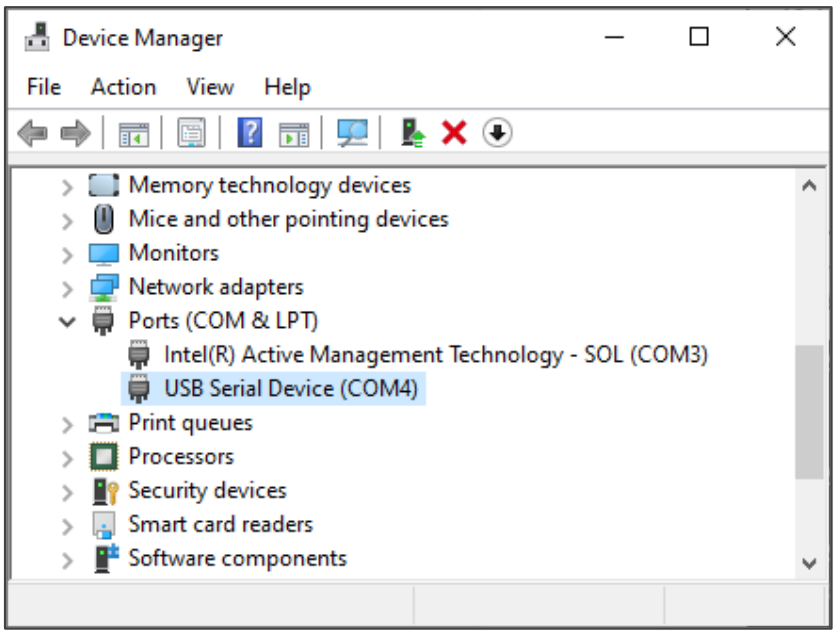
3.3 Checking the connection

1. After the installation is completed, close the command prompt and connect the terminal to the computer.

2. Access the Device Manager to validate the installation.



3. Please note that the installed terminal may appear as 'USB Serial Device' instead of the equipment model name.

4. Access the terminal through the automation/TEF using the COM port indicated in the Device Manager.

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