

INGENICO LINK 2500 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions — v2 / PCI.5 / WiFi + Bluetooth

DEVICE OVERVIEW

Ingenico Link/2500 (v2)

Portable battery-powered wireless payment terminal. Accepts MSR swipe, EMV chip, and NFC/contactless payments. Connects via Wi-Fi (WPA-PSK) or Bluetooth. Secured with P2PE encryption — PCI PTS 5.x compliant.

Key Specs

Connection: Wi-Fi (WPA-PSK) or Bluetooth | Charging: USB-C
Accepts: Swipe, Chip, Tap/NFC | Battery: ~1.5 hr full charge
Reboot: Hold Yellow + .,#* keys simultaneously
Admin Menu: Press 0001 on keypad | PCI PTS 5.x Certified

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Won't Power On	Battery fully drained	Charge via USB-C cable ~1.5 hrs (first use: 16 hrs). Press and hold Green button to power on. Confirm battery is properly seated.
"Disconnected" / Cloud Icon	Not connected to Wi-Fi	Press 0001 > Wi-Fi Parameters > Scan Networks. Select network, enter password. Reboot with Yellow + .,#* after connecting.
"This Lane Closed"	Firmware update needed or POS not communicating	Open POS/Converge Connect software, press Refresh Devices to trigger update. If stuck: press 0003 > Comm Type > USB_CDC, reboot, refresh again.
"Unauthorized" (Red/Black Screen)	Tamper sensor triggered — PCI security alert	STOP USE IMMEDIATELY. Cannot be repaired. Call 855-465-9999 for replacement. Do not attempt further use.
Wi-Fi Icon Orange / Not Connected	Wrong password, signal too weak, or wrong network	Press 0001 > Wi-Fi Parameters > My Networks. Delete failing profile, go to Scan Networks, re-enter credentials. Power cycle router if needed.
Magnetic Stripe Read Error	Wrong orientation, bad swipe speed, or worn stripe	Ensure stripe faces the screen. Swipe at moderate steady pace. Inspect stripe for damage. Try another card.
Chip/EMV Card Not Reading	Card not fully inserted or debris in slot	Insert chip face-up all the way. Do NOT remove until prompted. Power off and remove debris with thin non-metallic tool if needed.
Stuck on "Key Injection" Menu	Incomplete key injection at setup	Press 3 (No Key Injection) > 0 (Yes, Delete KIA?). If persists, reboot with Yellow + .,#* keys and retry.
Transaction Declined	Card issuer declined — insufficient funds, expired, frozen	Ask customer to use a different card. Verify card is not expired. If all cards fail, contact merchant processor.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I reboot the terminal?	Hold the .,#* key and Yellow (<) key simultaneously until screen shows 'Shutdown in progress.' Press Green to power back on. If plugged into power, device reboots instead of shuts down.
How do I check Wi-Fi connection?	Press 0001 to open Admin Menu > Wi-Fi Properties > Connection Status. Top-left icon: green = connected, white/orange = not connected.
What payment types are accepted?	MSR magnetic stripe, EMV chip, and NFC/contactless (Apple Pay, Google Pay, tap cards). Supports Wi-Fi and Bluetooth connectivity.

Question	Answer
How long does the battery take to charge?	First use requires ~16 hours. Subsequent charges take ~1.5 hours to reach full capacity. Charge via the included USB-C cable.
Where is the serial number?	The Hardware Serial Number (HSN) displays at the top of the screen on startup. Also found on the label on the device's bottom.
How do I change the Wi-Fi network?	<p>To connect to a new Wi-Fi network:</p> <ol style="list-style-type: none"> 1. Connect the power cable (remove flap on right side of device). 2. Press 2634 on the keypad. A menu shows your Wi-Fi and battery status. 3. Press the F key (above the red X key). 4. Select Tetra Admin. 5. Select 3 – Configure Wi-Fi. <p>NOTE: If using this device with a mobile hotspot, activate the hotspot before this step.</p> <ol style="list-style-type: none"> 6. Select 2 – Scan Networks. 7. Select your network, enter the password (use # for symbols, Yellow key to backspace), press the green key. 8. If the Wi-Fi indicator stays white after 30 seconds, the password was incorrect. <p>Go to 3 – My Networks > Delete All and try again.</p> <ol style="list-style-type: none"> 9. Press the red X 4–5 times to return to the home screen. 10. Reboot: hold the Yellow key and # key simultaneously. <p>To remove the Fortis network:</p> <ol style="list-style-type: none"> 1. Press 2634 > F key > Tetra Admin > 3-Configure Wi-Fi. 2. Select Advanced > My Networks > Delete All.
Is the device PCI compliant?	Yes — PCI PTS 5.x certified. Uses P2PE encryption and EMV to secure cardholder data over a secure HTTPS connection.

QUICK TIPS & BEST PRACTICES

Battery & Charging

Fully charge before first use (16 hrs). Keep overnight charged when not in use. Lower screen brightness to extend battery during busy shifts.

Wi-Fi Best Practices

Use a dedicated subnet for payment devices. Assign static or DHCP-reserved IPs. Avoid double-NAT setups. WPA2 password-protected networks only.

Security Reminders

Never share admin PIN. Position screen to block PIN observation. Only use Ingenico-approved batteries and cables. 'Unauthorized' flashing = replace immediately.

TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line
855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred
- Firmware version (Admin/Settings menu)

Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.