

Semi Integrated Credit Authorization for Microsoft Retail Management System

Setup Guide



Semi Integrated Credit Authorization

for Microsoft Retail Management System – TSYS Merchant Services

Installation

Important: Once installed, your software will require a license. The code required to create your license can be obtained once you've installed the software. Licenses can be requested Monday – Friday from 9am to 5pm Eastern time.

Close all Microsoft Retail Management System applications (POS and Manager) prior to installing.

Pre-requisites

Users must be running Windows 7 or higher, and SQL 2008 R2 or higher. Microsoft dotnet Framework 4.5 may also need to be installed.

Installation Step 1: Setup iCT250 PIN Pad

Ethernet

Requirements and Information required:

- Ethernet connection to network
- PIN Pad Manager Password (provided by TSYS Merchant Services)
- Network Information
 - o IP Address of Gateway
 - o Subnet Mask of Gateway
 - o Available IP Address

To find an available IP address on your network, after the Semi Integrated Payment Software has been installed in Step 2, you can execute the **TRS IP Finder** program, found in the Windows Programs menu under Tri-City Retail Systems. It will find available IP Addresses on you network. The TRS IP Finder can also be downloaded from <http://tricityretail.com/Resources/TRSIPFinder.exe>

PIN Pad Communications Settings

On the iCT250 in Pad

- Press the [.,#*] button
- Press [9] - Misc. Options
- Press [2] - Semi-Integrated
- Press [1] – Enable Semi-Integ
- Press [F1] – On
- Press [2] – Communication Type
- Press [4] – Ethernet
- Enter port number then press [Enter] (port 555 is generally a usable port number)
- Press [3] –Receipt Options
- Press [1] – ECR
- Press [Cancel] (red button)

- Press [Cancel] (red button)
- Press [3] – Setup
- Enter the Admin Password then press [Enter] button
- Press [2] – Communications
- Press [3] – Ethernet
- Press [2] – Terminal Setup
- Press [2] – Static IP
- Press [1] – Terminal IP – Enter the static IP address then press [Enter]
- Press [2] – Gateway IP – Enter the static Gateway IP address then press [Enter]
- Press [3] – IPSUBMask - Enter the network Subnet Mask IP then press [Enter]
- Press [4] – PriDNSIP – Enter the Primary DNS IP Address (Google’s 8.8.8.8 can be used)
- Press [5] – SecDNSIP – Enter the Secondary DNS IP Address (Google’s 8.8.4.4 can be used)
- Press [Cancel] until you return to the ‘Welcome’ screen

The PIN Pad may reboot if any of the settings have changed. Wait for the ‘Welcome’ screen before continuing.

IMPORTANT INFORMATION:

Once your static IP Address has been assigned, you must contact TSYS Merchant Services to inform them of the IP Address that has been assigned to this terminal.

Call the TSYS Merchant Services help desk with this configuration information. This information, for each PIN Pad, will be set up in your configuration so that any future downloads will not overwrite your current setup.

Information Required:

- Terminal IP
- Gateway IP
- IPSUBMask
- PriDNSIP
- SecDNSIP

If this information is not changed in your setup at TSYS Merchant Services, future downloads and key exchanges may reset your terminal and it will be unusable until reconfigured manually.

PIN Pad Report Settings

On the iCT250 in Pad

- Press the [.,#*] button
- Enter the Admin Name then press [Enter] (green) button
- Enter the Admin Password then press [Enter] button
- Press [3] – Setup Menu
- Press [5] – Trans Options
- Press [4] – Settlement
- Press [1] – SettleRpt
- Press [2] – Summary

- Press [Cancel] until you return to the 'Welcome screen

Installation Step 2: Install RMS Semi Integrated Payment Software

Right click **TSYSRMSSIPaymentSetup-TSYS-x.x.x.x.exe** then choose "Run as Administrator" to install RMS Semi Integrated Payment Setup. Follow the prompts (Next → Next → Install → Finish).

Open Store Operations POS. This will install the custom button, but it is not yet visible..

Close POS.

Reopen POS to see your new TSYS button. Note, if you are using POS Taskpads in RMS, you will need to manually assign a location using:



Button Type: Custom POS Button

Name or ID: Choose "RMSPaymentAddin.PaymentBridge"

Setup

Setup Step 1: Tender Setup

Open Store Operations Manager. Click **Database → Tender Types**
Change the code on each tender you wish to authorize.

MasterCard:	PB-MC
Debit:	PB-DB
Visa:	PB-VS
Amex:	PB-AM
Diners Club:	PB-DN
Discover Card:	PB-DC
JCB:	PB-JC
Union Pay:	PB-UP
** Gift Card:	PB-GC

These settings are suggested for best use:

- Tender Code: See above chart
- Tender Type: Other
- Currency: Default Currency
- Prevent cashier overtendering: ON (Checked)
- Require Signature: OFF (Not Checked)
- Allow multiple tenders: ON (Checked)
- Verification – Perform EDC: OFF (Not Checked)

****Important Note on Gift Cards:** RMS Gift Cards (vouchers) or third party gift cards, other than Givex, will not be authorized by your processor. Set the tender code to PB-GC only if you are using Givex gift cards.

Setup Step 2: Receipt Setup

Before using the solution, you must do one of the following:

- Replace your receipt in RMS with a new one that contains the credit card data
- OR
- Add programming to your receipt to include the credit card data
- OR
- Program the PIN Pad to do all the printing

Additions to your receipt to include credit card data

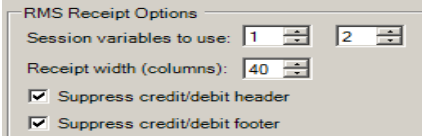
There are three areas of the receipt you will add to:

1. Under Page Settings, add two new fonts

```
<!-- This font allows for the credit / debit receipt portion to be printed
-->
<FONT name="Telium">
    <NAME> "Courier New" </NAME>
    <SIZE> 7 </SIZE>
    <UNDERLINE> False </UNDERLINE>
    <ITALIC> False </ITALIC>
    <BOLD> True </BOLD>
    <COLOR> vbBlack </COLOR>
</FONT>

<!-- This font allows for paper cutting if using Epson Windows printers
-->
<FONT name="EPSON">
    <NAME> "Control" </NAME>
    <SIZE> 10 </SIZE>
    <BOLD> False </BOLD>
    <UNDERLINE> False </UNDERLINE>
    <ITALIC> False </ITALIC>
    <COLOR> vbBlack </COLOR>
</FONT>
```

The following example of receipt XML code assumes that the Session Variables have been set as Session Variable 1 for the customer receipt portion and Session Variable 2 as the merchant portion in the RMS Receipt Options.



RMS Receipt Options

Session variables to use: 1 2

Receipt width (columns): 40

☒ Suppress credit/debit header

☒ Suppress credit/debit footer

2. At the end of the "PrintFooter" subroutine add the following code

- immediately before the </SUB>

```

<!--
=====
Print SIPP Receipt
===== -
-->
<IF><CONDITION> LEN(Session.Variable1) </CONDITION><THEN>
    <TABLE>
        <FONT> "Telium" </FONT>
        <BORDER> tbNone </BORDER>
        <COLUMNHEADER>
            <ALIGNMENT> "&lt;" </ALIGNMENT>
            <WIDTH> PageWidth </WIDTH>
        </COLUMNHEADER>
        <ROW>
        </ROW>
        <ROW> Session.Variable1 </ROW>
        <ROW> </ROW>
        <ROW> </ROW>
    </TABLE>
    <IF><CONDITION> LEN(Session.Variable2) </CONDITION><THEN>
        <TABLE>
            <FONT> "EPSON" </FONT>
            <BORDER> tbNone </BORDER>
            <COLUMNHEADER>
                <ALIGNMENT> "^" </ALIGNMENT>
                <WIDTH> PageWidth </WIDTH>
                <TEXT> "P" </TEXT>
            </COLUMNHEADER>
        </TABLE>
        <NEWPAGE>
            <PAPERCUTPERCENT> CCPaperCutPercent </PAPERCUTPERCENT>
        </NEWPAGE>
        <TABLE>
            <FONT> "Telium" </FONT>
            <BORDER> tbNone </BORDER>
            <COLUMNHEADER>
                <ALIGNMENT> "&lt;" </ALIGNMENT>
                <WIDTH> PageWidth </WIDTH>
            </COLUMNHEADER>
            <ROW></ROW>
            <ROW> Session.Variable2 </ROW>
            <ROW></ROW>
            <ROW></ROW>
        </TABLE>
    </THEN>
</IF>
</THEN>
</IF>

```

3. If using Givex Gift Cards you will also need to add the following prior to the section added above in step 2. This example assumes that Givex is set to use Session Variable 3.

At the end of the "PrintFooter" subroutine add the following code

- immediately before the </SUB>

```
<!--  
=====   
Print Givex Receipt  
===== -  
-->  
    <IF><CONDITION> LEN(Session.Variable3) </CONDITION><THEN>  
        <TABLE>  
            <FONT> "Telium" </FONT>  
            <BORDER> tbNone </BORDER>  
            <COLUMNHEADER>  
                <ALIGNMENT>    "&lt;"    </ALIGNMENT>  
                <WIDTH>        PageWidth    </WIDTH>  
            </COLUMNHEADER>  
            <ROW>  
            </ROW>  
            <ROW> Session.Variable3 </ROW>  
            <ROW> </ROW>  
            <ROW> </ROW>  
        </TABLE>  
    </THEN>  
</IF>
```

Setup Step 3: PIN Pad Setup

Before beginning, review the check list below:

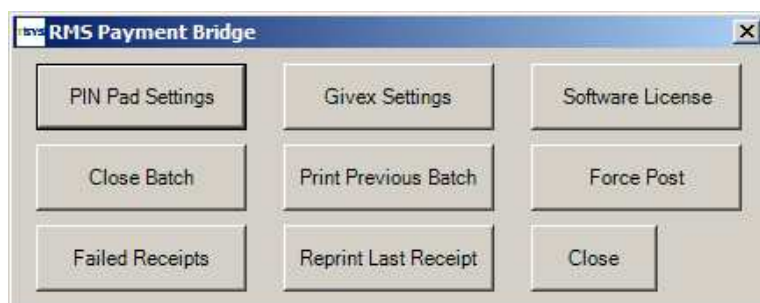
- ☒ PIN Pad is powered on
- ☒ PIN Pad is connected by Ethernet cable to your network
- ☒ Cashier that is logged in to POS has Administrative Rights (PIN Pad Settings, Givex Settings and Purging of Failed Transactions require that the cashier that is currently logged in have Administrative Privileges)

In POS, press the



button.

Press “PIN Pad Configuration” button.

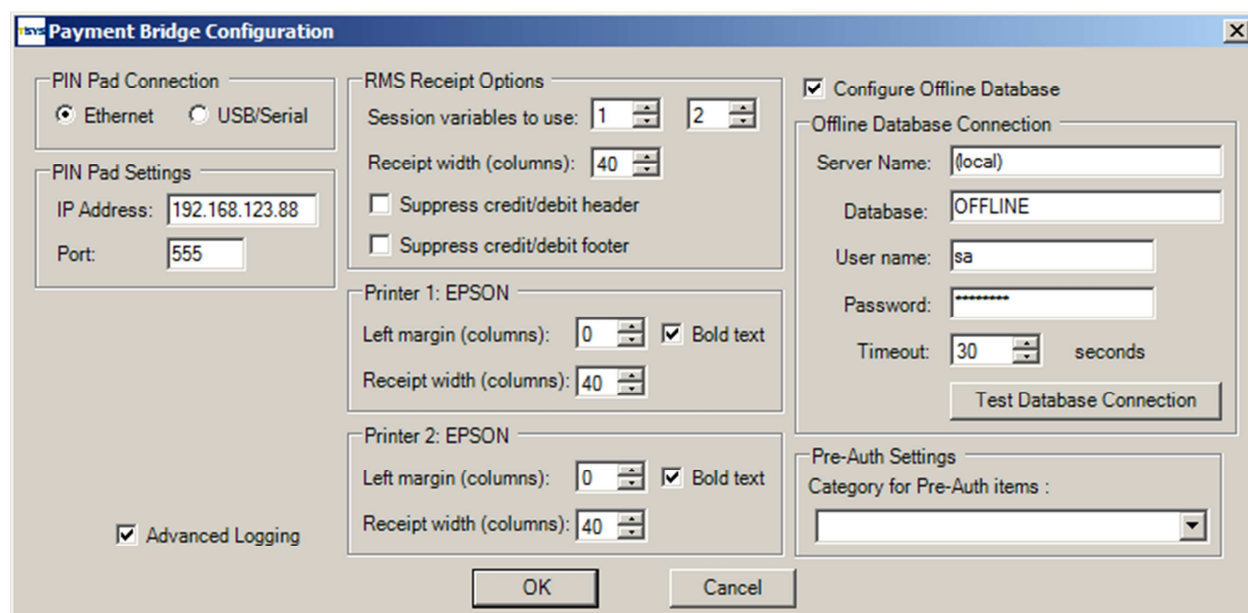


Ethernet Setup:

To find an available IP address on your network, execute the **TRS IP Finder** program, found in the Windows Programs menu under Tri-City Retail Systems. It will find available IP Addresses on your network. See Troubleshooting section to configure PIN Pad.

Set the port to the same port number assigned on the PINPad.

Leave the Advanced Logging check on unless directed to turn off.



RMS Receipt Options:

RMS printer assignments in the Register Properties of RMS will be used for printing.

If you are using Session Variables for other customizations in RMS, you can select a session variable to use other than 1 and 2. Session variables 1 and 2 will work for the vast majority of RMS users. If you're not sure, contact your RMS Reseller for assistance.

SessionVariable1 is used for the customer portion of the credit/debit receipt.

SessionVariable2 is used for the merchant portion of the credit/debit receipt.

Receipt width defaults to 40 columns for best results on standard receipt printers.

Suppressing the credit/debit Header and Footer should be checked as the standard receipt header will be used on receipts.

Printer 1 and Printer 2 for the register are detected from RMS register properties. Leaving the defaults for receipt printers is suggested. Change these settings only if directed to by your RMS support rep.

Configure Offline Database: Check this on if using an offline database on this terminal

Enter the database connection information for the local offline database

These settings will allow credit card processing when the terminal is in offline mode.

Givex Setup

If using Givex cards, press the Givex Settings button.

This button will only be active if the Givex Integration was selected during the installation.

The default Server is:

dc-ca1.givex.com

The default Fallback Server is:

dc-ca1.givex.com

Port: 50042

Use these settings unless specifically requested to change by Givex.

Enter the User ID and Password provided by Givex.

Operator ID should always be set to 1.

Default timeout is 30 seconds. This should not be changed unless there is an extremely slow internet connection.

Enter the Session Variable to use for receipt printing. This number must be different than the Session Variables used in the PIN Pad settings.

If using Givex within this Paymentech Bridge application, all other Givex applications must be uninstalled. Failure to uninstall other Givex applications may result in double processing of Givex cards.

The screenshot shows the 'Givex Settings' dialog box. It has a title bar with the text 'Givex Settings' and a close button. The dialog is divided into two main sections for server configuration. The first section, labeled 'Server', contains a text field with 'dc-ca1.givex.com' and a 'Port' field with '50042'. The second section, labeled 'Fallback Server', contains a text field with 'dc-ca2.givex.com' and a 'Port' field with '50042'. To the right of these sections are several other fields: 'User ID' with '99999', 'Password' with masked characters, 'Operator ID' with '1', 'Timeout (s)' with '30', and 'Session variable to use' with a dropdown menu showing '4'. At the bottom of the dialog are 'OK' and 'Cancel' buttons.

Software License

In order to process any credit, debit or gift cards, each terminal must obtain a software license.

To obtain a license code contact Tri-City Retail Systems Inc. via phone or email.

Phone: 519-578-8667 or 877-877-4767

Email: support@tricityretail.com

You will need to provide:

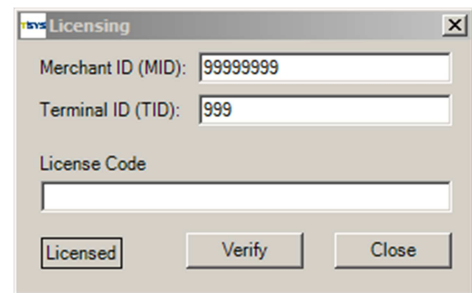
- Company Name:
- Full Mailing Address:
- Phone Number:
- Email Address:
- Name of Contact Person:
- Processor Type: TSYS Merchant Services
- Your Merchant ID (MID):
- Your Terminal ID (TID):

Once you have been provided your software license, in POS, press the TSYS button then select the Software License button.

Enter your Merchant ID and Terminal ID supplied by TSYS Merchant Services. These entries must match the information supplied for obtaining your license code.

Enter the License Code provided by Tri-City Retail Systems.

Press the Verify button to check the license.



The image shows a 'TSYS Licensing' dialog box. It has three input fields: 'Merchant ID (MID):' containing '99999999', 'Terminal ID (TID):' containing '999', and 'License Code' which is empty. Below the fields are three buttons: 'Licensed', 'Verify', and 'Close'.

If the code does not verify check to ensure that all entries are correct. If you require further assistance in verifying your license, please contact Tri-City Retail Systems by phone or email.

Once verified, all program functionality will be available.

Trouble Shooting

Communication Problems

In the event of communication problems your first course of action will be to ensure that your internet is up and running. This is a good test to see if you have contact with “the outside world”. If you do have internet access your next step should be to power the PIN Pad off and then on again by unplugging it, visually confirming that the screen has gone dark and plugging it back in again. You will want to ensure that the network cable running to the “magic box” is connected. If you’re not sure about how the PIN Pad connects, it is strongly recommended that you watch the installation video located at this link (you can ignore instructions beyond the 1:57 mark as they explain adding a second PIN Pad which is not required):

<http://ingenico.us/terminals/ict250/>

Should communication problems persist, consider changing from a Dynamic IP address to a Static IP address. Before beginning you will need to get an available IP address for your network, your gateway IP address and optionally get your DNS IP addresses. Follow the instructions below on your ICT 250 terminal:

Press the [.,#*] button

Choose 3 – Setup Menu and enter the Manager Password

Choose 2 – Communications

Choose 3 – Ethernet

Choose 1 – Current setup to view the existing settings (use the red button to back out)

Choose 2 – Ethernet setup

Choose 2 – Static IP

Choose 1 – Terminal IP and type in the IP address you wish to assign.

Press the green **[Enter]** button when finished

Choose 2 – Gateway IP and type in the IP address you wish to assign.

Press the green **[Enter]** button when finished

Choose 4 – PriDNSIP and type in your primary DNS (if unsure, you can try using Google’s - 8.8.8.8)

Press the green **[Enter]** button when finished

Choose 5 – SecDNSIP and type in your secondary DNS (if unsure, you can try using Google’s - 8.8.4.4)

Press the green **[Enter]** button when finished



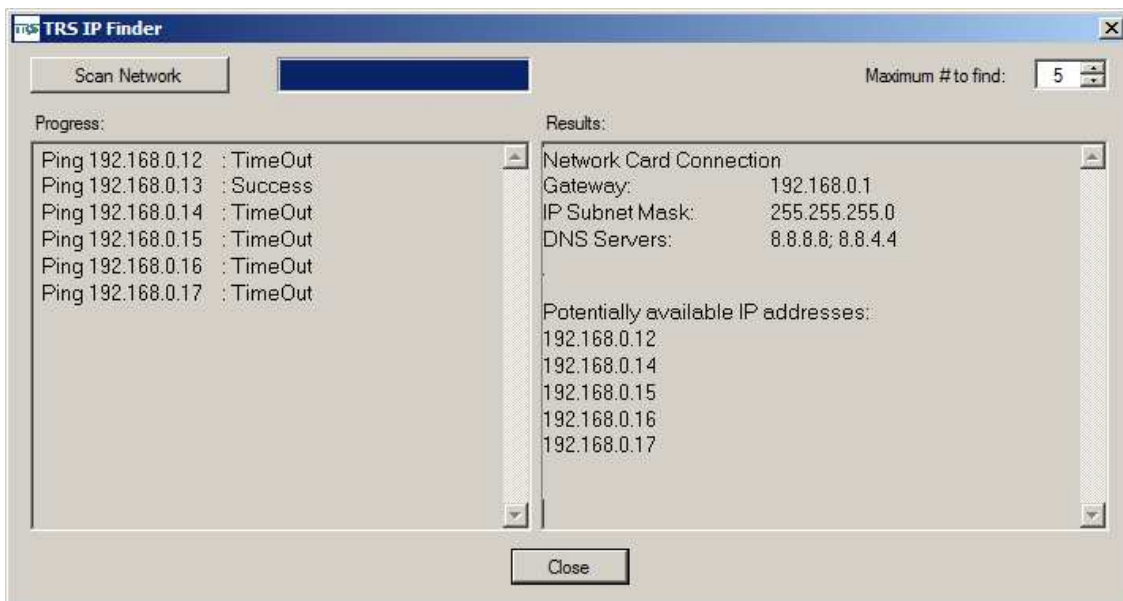
For complete instructions, refer to the Ingenico ICT 250 Terminal User Guide.

TRS IP Finder

If you need to find an IP Address to use for your PIN Pad, a utility is installed with the software to find available IP Addresses on the local network.

The program can be found in the Windows Programs under “Tri-City Retail Systems”. The program is called “TRS IP Finder”.

Run this program and it will automatically search for available IP Addresses. It needs to be executed on a computer within the same local network that the PIN Pad needs to be part of.



By default, the program will list the first 5 (Maximum # to find) potentially available IP Addresses that could be used. The network gateway, subnet mask and DNS server information is also displayed.

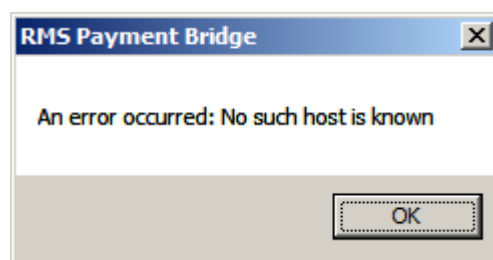
Error Messages

Error: An error occurred: No such host is known

Reason: Your computer is unable to locate your PIN Pad.

Action:

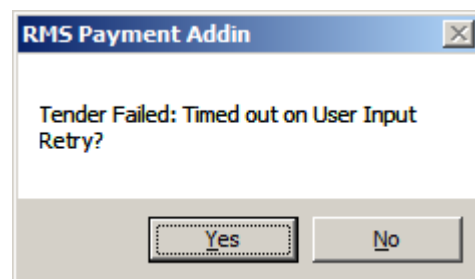
- Ensure that the PIN Pad's Ethernet cable is securely connected to the PIN Pad.
- Ensure that the network icon on the PIN Pad is on
- Reboot the computer
- Power the PIN Pad off and then on again (unplug)
- Review the "Ingenico USB driver setup" (in this manual)
- Review the "PIN Pad Setup" (in this manual)



Error: Tender Failed: Timed out on User Input. Retry?

Reason: Waiting for customer input on PIN Pad.

Action: Press Enter or click Yes to try again.
Click No to exit.



Error: Tender Failed: Communication Error. Retry?

Reason: Unable to connect via the internet or dial up backup (if available).

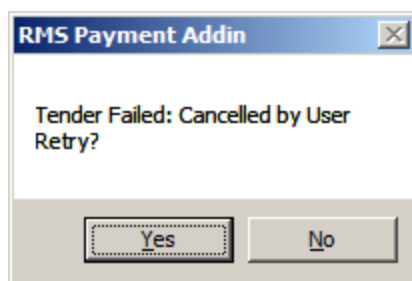
Action: Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.



Error: Tender Failed: Cancelled by User. Retry?

Reason: Transaction was cancelled at the PIN Pad.

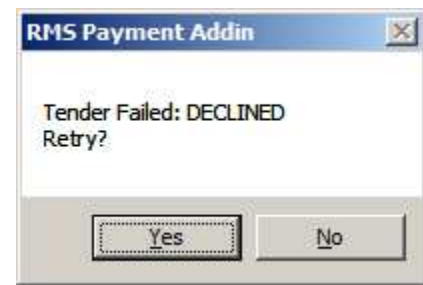
Action: Press Yes to retry or No to cancel the transaction.



Error: Tender Failed: DECLINED. Retry?

Reason: The processor declined the transaction.

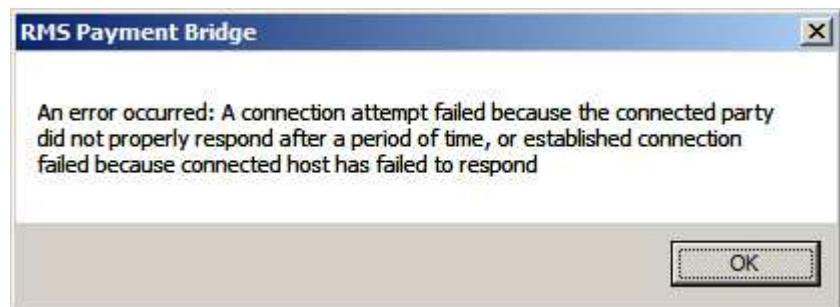
Action: Try another form of payment or cancel the transaction.



Error: Tender Failed: A connection attempt failed ...

Reason: The PIN Pad did not respond to the request.

Action: Check PIN Pad for power and network connection. Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.



Error: There was an error closing the batch:

Reason: The PIN Pad timed out waiting for response to close the batch or there was an error in communications.

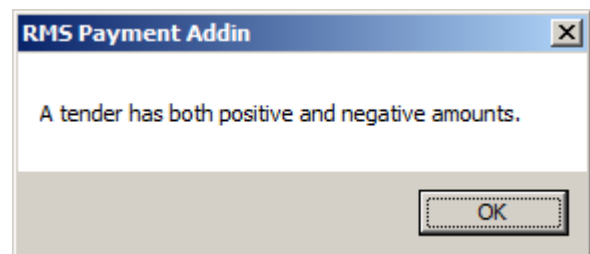
Action: Check PIN Pad for power and network connection. Ensure that you check for prompts on the PIN Pad when requesting the Close Batch.



Error: A tender has both positive and negative amounts

Reason: Each tender type in a transaction may only contain all positive or all negative values. If a single tender type contains a positive value and a change value, the transaction cannot proceed.

Action: Change the tender value then complete the transaction.



Error: Tender Failed: Timed out on User Input. Retry?

Reason: No input was performed at the PIN Pad prompts.

Action: Answer Yes to retry or No to cancel the transaction.

