

Semi Integrated Credit Authorization for MyPOS and Global Payments

Setup Guide



Contents

Installation	3
Pre-requisites	3
Installation Step 1: Setup iCT250 PIN Pad.....	3
Ethernet	3
PIN Pad Settings	3
RS232	4
Reserving your IP Address.....	4
Installation Step 2: Install and Initialize MyPOS Semi Integrated Payment Software	5
Installation Step 3: Configure MyPOS.....	6
Menu Layout	6
Device Options	6
Installation Step 4: PIN Pad Setup	7
Troubleshooting.....	8
Communication Problems.....	8
General.....	8
TRS IP Finder	9
Messages.....	10

Installation

Pre-requisites

Users must be running Windows 7 or higher

Close MyPOS prior to installing

Installation Step 1: Setup iCT250 PIN Pad

Ethernet

Requirements and Information required:

- Ethernet connection to network
- PIN Pad Manager Password (provided by Global Payments)
- 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.

PIN Pad 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 [9] - Misc. Options
- Press [1] - Semi-Integrated
- Press [F1] – On
- Press [2] – Communication Type
- Press [3] – 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
- Press [2] – Communications
- Press [3] – Ethernet
- Press [2] – Ethernet 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 [6] – HostPort1 – enter 443 then press [Enter]
- Press [7] – HostPort2 – enter 443 then press [Enter]
- Both [8] and [9] should already be populated with Global Payments URLs
- Press [Cancel] until you return to the ‘Welcome/Bonjour’ screen

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

RS232

The RS232 interface is only required if your PIN Pad will be on a different network than your POS computers. If your PIN Pad is connected to the same network as your POS computers there is no requirement to connect the computer and the PIN Pad via RS232.

If required, attach the supplied RS232 cable to your computer RS232 port and the cable box in-line to your PIN Pad.

Reserving your IP Address

If you are using dynamic IP address (which is the most common setting), It is strongly recommended that you reserve the IP address(es) of your pin pad(s) on your router.

You can learn the MAC addresses of the pin pad by following the steps below.

- Press [#]
- Enter your admin login
- Enter your admin password
- Press [3] Setup
- Press [2] Communication
- Press [3] Ethernet
- Press [1] Current Setup


The MAC address should be displayed on the screen.


Installation Step 2: Install and Initialize MyPOS Semi Integrated Payment Software

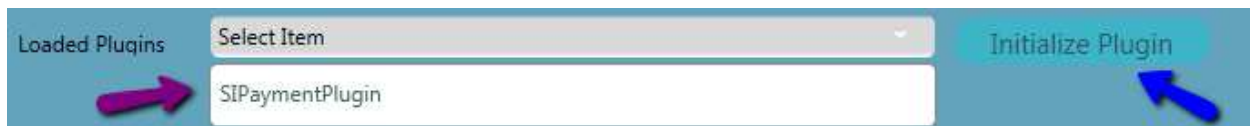
Once authorized to use the Plugin, your software will automatically download on MyPOS Connect Startup.

Open MyPOS and go into Back Office → Click System Setup → About

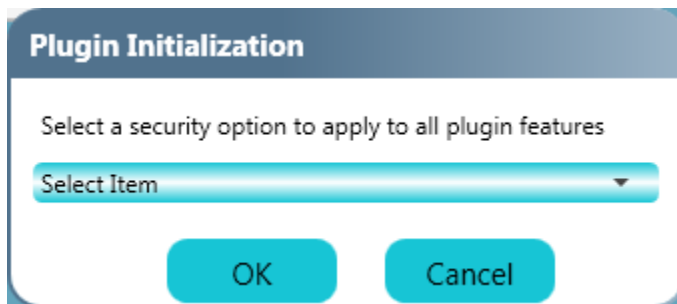
On the bottom of the screen, locate the “Loaded Plugins” section

 First, use the drop down and select “SIPaymentPlugin”

 Second, click the “Initialize Plugin” button



You will be prompted with the following screen:



The next action that the installation will take will be to create a new Menu (Touchscreen) for you with the various Global Payment functions (setup, close batch, force post, etc.). If you have security profiles setup in MyPOS and would like all of these buttons to have this profile applied, choose it from the dropdown. Otherwise, click OK. You can always set security on these buttons individually later.

Click OK and your new Menu Layout will be created. The next step will describe how you can link this new Menu Layout to your home page or another page where you can access it.

Installation Step 3: Configure MyPOS

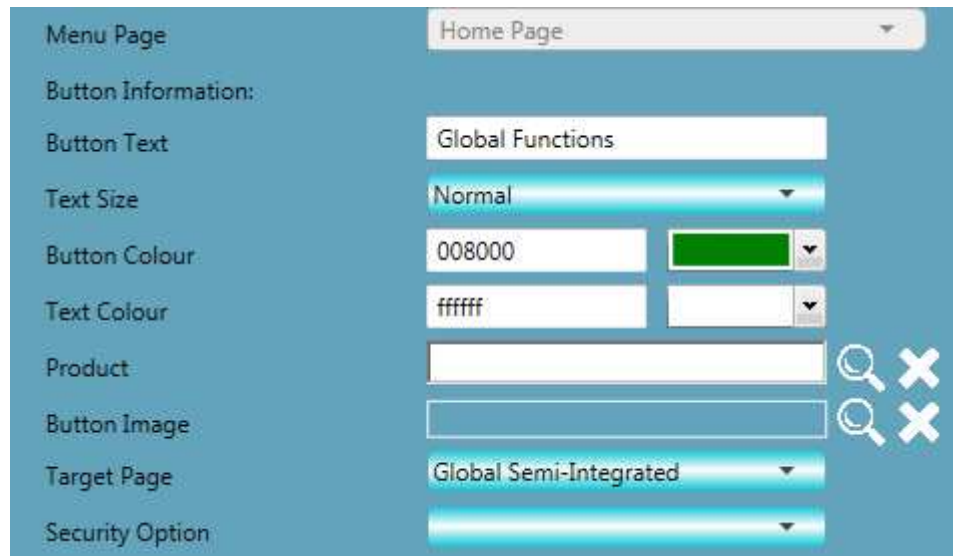
Menu Layout

In MyPOS Back Office, click Data Setup → Menu Layout

Note that you now have a “Global Semi-Integrated” Menu Layout. This will be the screen that you link to your Home Page or another page so that you can access the new Global Functions page.

Click Select beside your Home Page (or another page where you would like to add this button)

Choose a location for the button and using the drop down beside “Target Page” choose “Global Semi-Integrated”



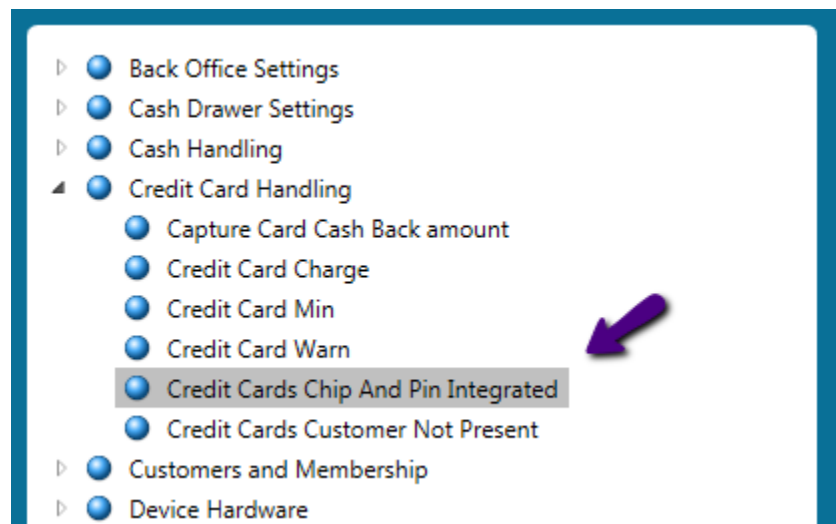
The screenshot shows the 'Menu Page' configuration interface. At the top, 'Menu Page' is set to 'Home Page'. Under 'Button Information:', the 'Button Text' is 'Global Functions', 'Text Size' is 'Normal', 'Button Colour' is '008000' (green), and 'Text Colour' is 'ffffff' (white). The 'Product' and 'Button Image' fields are empty, each with a search icon and a close icon. The 'Target Page' is set to 'Global Semi-Integrated', and the 'Security Option' is also set to 'Global Semi-Integrated'.

Device Options

Still in MyPOS Back Office, click System Setup → Device Options → Credit Card Handling → Credit Cards Chip And Pin Integrated.

Set this option to “TRUE” to enable the Global Payments Integration

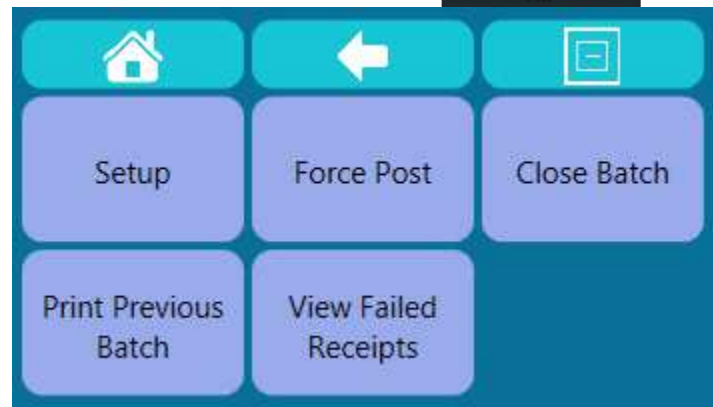
Save your changes.



Installation Step 4: PIN Pad Setup

The final step before testing is the pin pad setup. Click the Till button in MyPOS and located your new Global Functions (or whatever you called it) button.

You will see a new Menu Layout with the following buttons. Click Setup.



Semi-Integrated

PIN Pad Connection

☒ Ethernet ☐ USB/Serial

PIN Pad Settings

IP Address:

Port:

Choose Ethernet

Type in the IP address that was assigned to the pin pad in step 1.

Type in the Port that was assigned in step 1.

IMPORTANT: Each Till (Device) will have a different IP Address – this step must be performed at each till that will have an ICT250.

Setup is complete! It is recommended that you perform a number of test transactions (credit and debit) to ensure everything is working as expected.

Troubleshooting

Communication Problems



An error occurred. No connection could be made because the target machine actively refused it at xxx.xxx.xxx.xx:xxx

The most likely reason for the error above is that you are pointing to an IP address that exists on a device other than your pin pad.



An error occurred. A connection attempt failed because the connected party did not properly respond after a period of time or established connection failed because connected host has failed to respond xxx.xxx.xxx.xx:xxx

The most likely reason for the error above is that either the pin pad is not connected to the network or the IP address in setup is not valid.

General

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.

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)



You will also 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



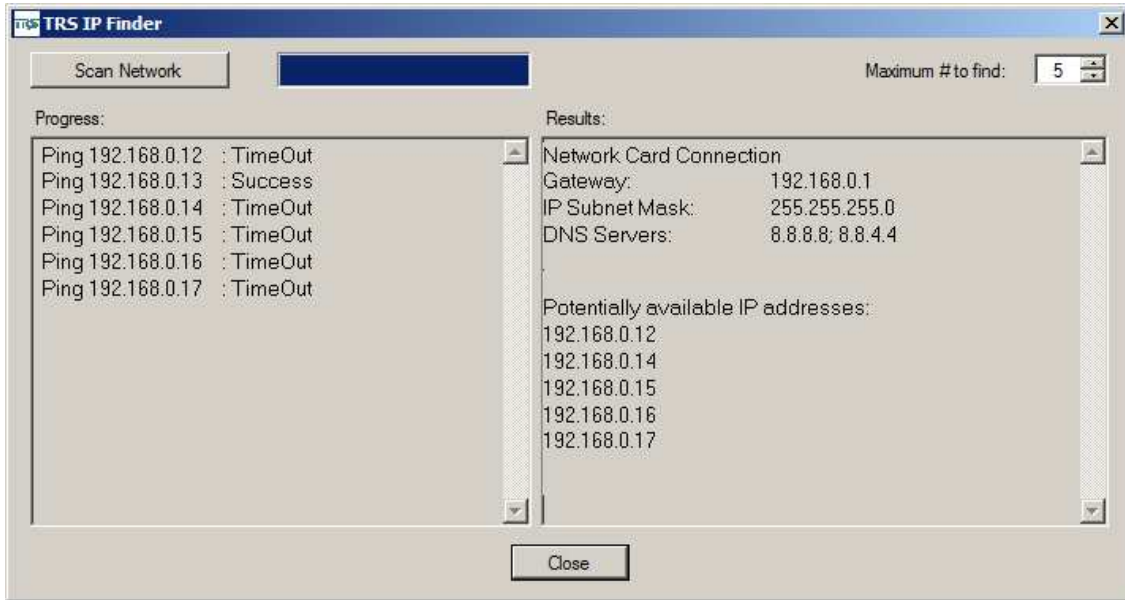
For complete instructions, refer to the Ingenico ICT 250 Terminal User Guide.

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 and 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.

Messages



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

Reason: Waiting for customer input on PIN Pad

Action: Press Enter or click OK to try again or click No to exit



Message: 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.



Message: Tender Failed: Cancelled by User. Retry?

Reason: Transaction was cancelled at the PIN Pad

Action: Press Yes then retry or cancel the transaction



Message: Tender Failed: DECLINED. Retry?

Reason: The processor declined the transaction

Action: Try another form of payment or cancel the transaction



Message: 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.



Message: 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.



Message: 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.



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

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

Action: Answer Yes the retry or cancel the transaction.