

# Semi Integrated Credit Authorization for MyPOS and Paymentech

## Setup Guide



## Contents

Installation .....	3
Pre-requisites .....	3
Installation Step 1: Setup iCT250 PIN Pad.....	3
Ethernet .....	3
PIN Pad Settings .....	3
USB/RS232 .....	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
Software Activation.....	8
Trouble Shooting.....	10
Communication Problems.....	10
TRS IP Finder .....	11
Error Messages .....	12

# 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 Chase-Paymentech)
- 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 PIN Pad

- Press the [.,#\*] button
- Press [9] - Misc. Options
- Press [1] - Semi-Integrated
  - o Press [F1] – On
- Press [2] – Communication Type
  - o Press [1] – RS232
    - Select [1] - COM1
    - Select [5] - 115200
  - o Press [2] – USB (PIN Pad will show SEMI USB ENABLED)
  - o Press [3] – Ethernet
    - Enter port number then press [Enter] (port 555 is generally a usable port number)
- Press [3] –Receipt Options
  - o Press [1] – ECR
- Press [Cancel] (red button)
- Press [Cancel] (red button)
- Press [3] – Setup Menu
  - o Enter Manager password and press [Enter]
- 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 Chase-Paymentech’s URLs
  - Press [Cancel] until PIN Pad returns to the ‘Welcome/Bonjour’ screen

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

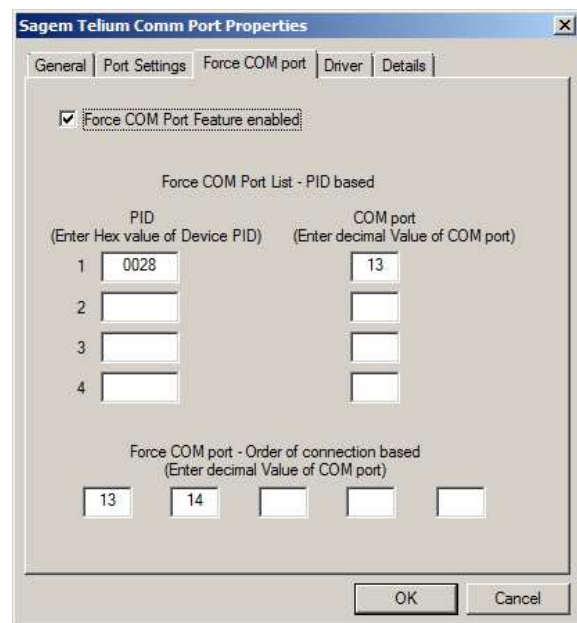
## USB/RS232

Right click  **IngenicoUSBDrivers\_x.xx\_setup.exe** and choose “Run as Administrator”

to install Semi Integrated Payment Setup. Follow the prompts Next→ Next → (Either leave options on the USB Driver Parameters page, or choose a com port that is not in use.) → Next → (Here you have two options) →

- Option A: Leave everything blank and allow the “port” to be assigned or
- Option B: Specify the “com” port. Check “Force COM Port Feature enabled” ON  
Choose “  
Type the COM Port

→ OK → Install → Finish. Once the installation is complete, connect your pin pad to your computer.



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

Right click “myPOSSIPaymentSetup-Chase-x.x.x.x.exe” and choose “Run as Administrator” to install MyPOS Semi Integrated Payment Setup. Follow the prompts (Next → Next → Install → Finish).

Once the installation is complete, open MyPOS and go into Back Office → Click System Setup → About

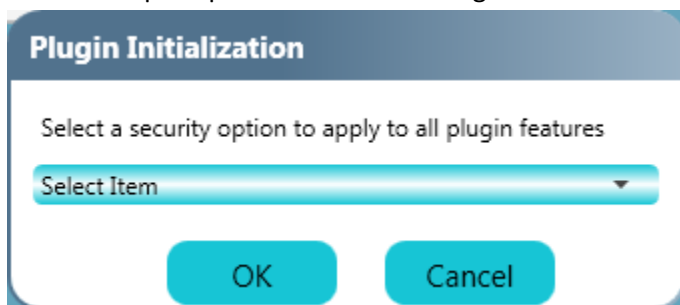
On the bottom of the screen, locate the “Loaded Plugins” section

➡ First, use the drop down and select “SIPaymentPlugin”

➡ Second, click the “Initialize Plugin” button

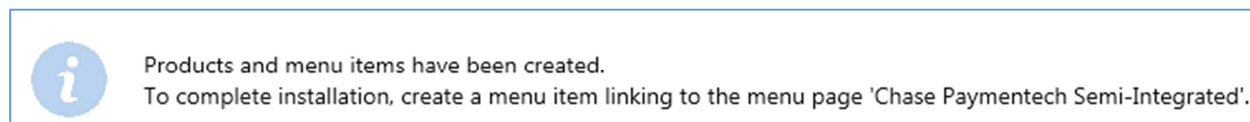


You will be prompted with the following screen:



The next action that the installation will take will be to create a new Menu (Touchscreen) for you with the various Chase Paymentech 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.

You will see the following message.



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

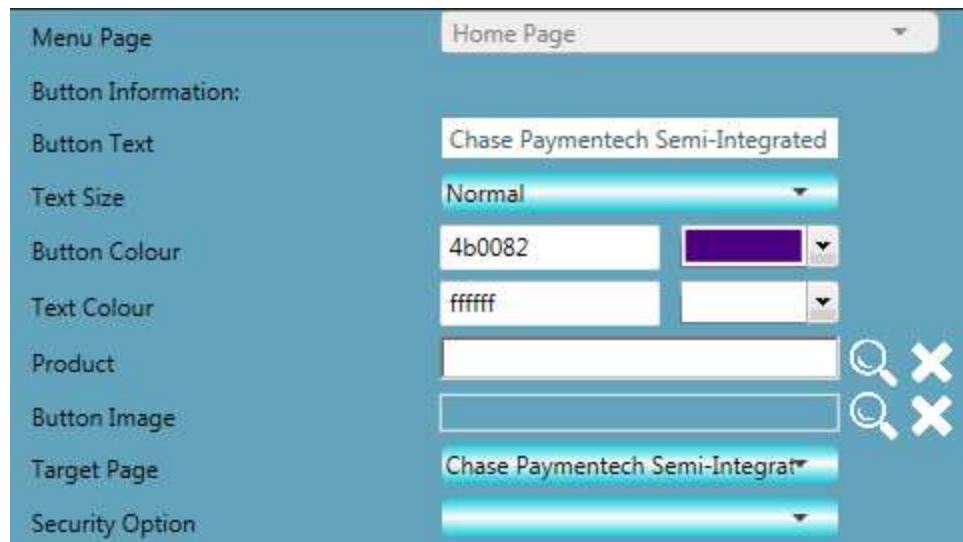
### Menu Layout

In MyPOS Back Office, click Data Setup → Menu Layout

Note that you now have a “Chase Paymentech 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 Chase Paymentech 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 “Chase Paymentech Semi-Integrated”

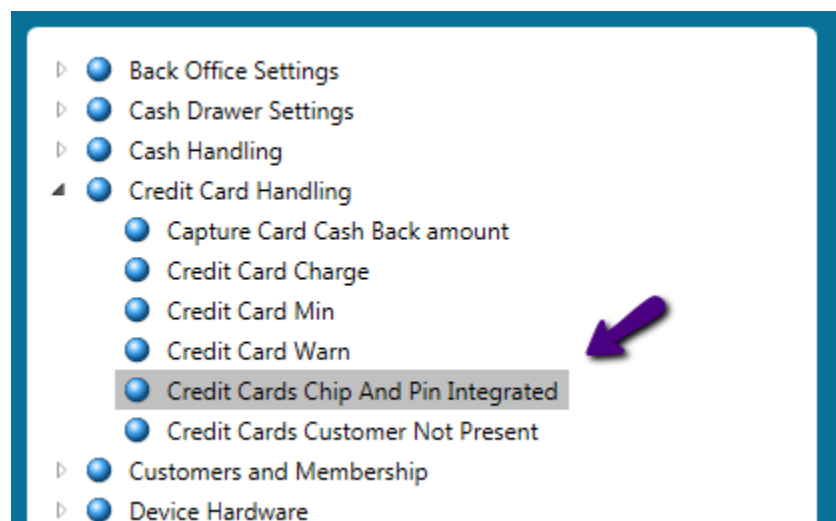
The screenshot shows the 'Menu Page' configuration interface. At the top, a dropdown menu is set to 'Home Page'. Below this, the 'Button Information' section contains several fields: 'Button Text' is 'Chase Paymentech Semi-Integrated', 'Text Size' is 'Normal', 'Button Colour' is '4b0082' with a color picker, and 'Text Colour' is 'ffffff'. There are empty fields for 'Product' and 'Button Image', each with a search icon and a close button. The 'Target Page' dropdown is set to 'Chase Paymentech Semi-Integrated', and the 'Security Option' dropdown is at the bottom.

### 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 Chase Paymentech Integration

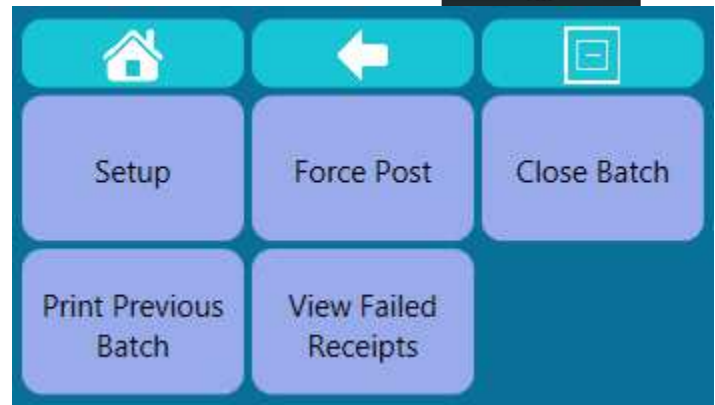
Save your changes.



## 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 Chase Paymentech 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:

OK Cancel

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.

## Software Activation

Once installed, your software will require activation. You will be unable to process any credit or debit if the software is not activated in MyPOS.

Activation can be requested Monday – Friday from 9am to 5pm Eastern time.

Please contact Tri-City Retail Systems Inc. via phone or email to have MyPOS activated,

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

Email: [support@tricityretail.com](mailto:support@tricityretail.com)





## Troubleshooting

### 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



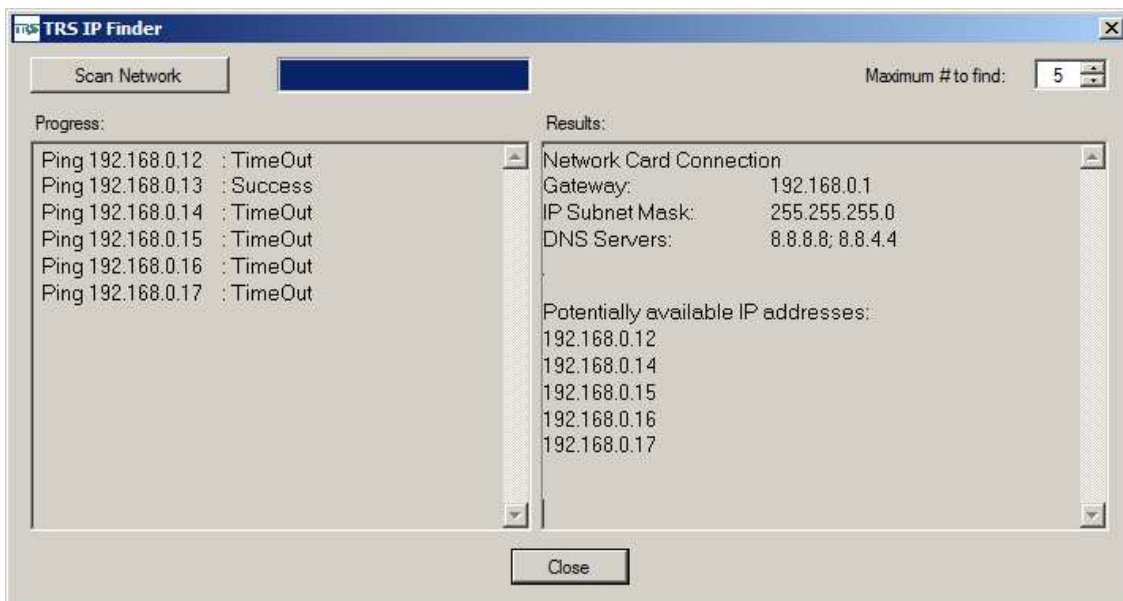
For complete instructions, refer to the Ingenico ICT 250 Terminal User Guide.

## 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.

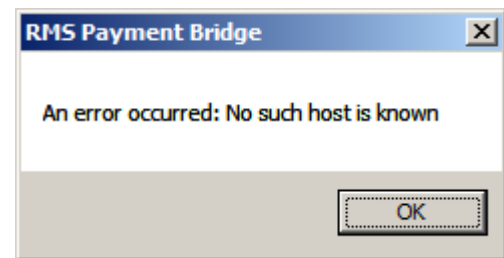
## Error Messages

Error: An error occurred: No such host is known

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

Action:

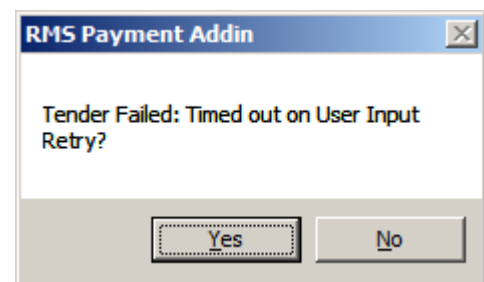
- Ensure that the PIN Pad's Ethernet cable is securely connected to the PIN Pad.
- Ensure that the network icon on the PIN Pad is on
- Reboot the computer
- Power the PIN Pad off and then on again (unplug)
- Review the "Ingenico USB driver setup" (in this manual)
- Review the "PIN Pad Setup" (in this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

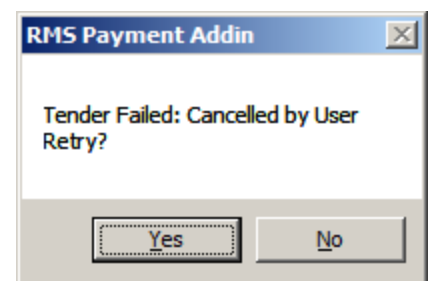
Action: Disconnect the power from the PIN Pad. Once power out is confirmed by looking at the PIN Pad display, repower and wait while terminal initializes.



Error: Tender Failed: Cancelled by User. Retry?

Reason: Transaction was cancelled at the PIN Pad.

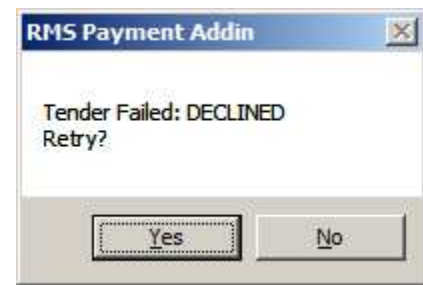
Action: Press Yes to retry or No to cancel the transaction.



Error: Tender Failed: DECLINED. Retry?

Reason: The processor declined the transaction.

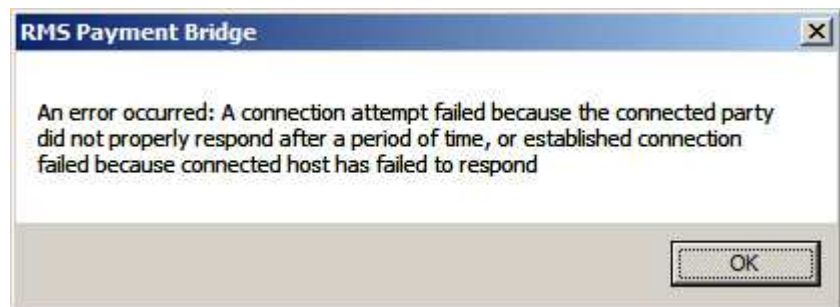
Action: Try another form of payment or cancel the transaction.



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.

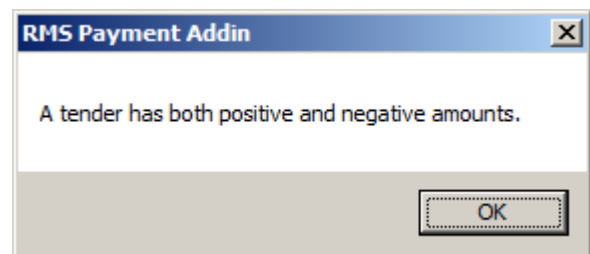
Action: Check PIN Pad for power and network connection. Ensure that you check for prompts on the PIN Pad when requesting the Close Batch.



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.

