

Semi Integrated Credit Authorization for MyPOS and Global Payments

Setup Guide



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Installation

Pre-requisites

Users must be running Windows 10 or higher

Close MyPOS Connect prior to installing

Installation Step 1: Setup DESK/5000 PIN Pad

Ethernet (Desk/5000) or Wi-Fi (Move/5000)

Requirements and Information required:

- Ethernet / Wi-Fi 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 Plugin has been installed, you can use the **TRS IP Finder** program, found on the Plugin Setup screen. It will find available IP Addresses on your network.

PIN Pad Settings

- On the Desk/5000 or Move/5000 PIN Pad
- Press the [.,#*] button
- Press [8] - Misc. Options
- Enter the Manager ID then press [Enter] (green) button
- Enter the Manager Password then press [Enter] button
- Press [1] - Semi-Integrated
- Press [1] – On
- Press [2]Wi-Fi (Move/5000) or Select [3] – Ethernet (Desk/5000)
- 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
- Enter the Admin Name then press [Enter] (green) button
- Enter the Admin Password then press [Enter] button
- Press [2] – Communications

IF ETHERNET (DESK/5000)

- Select [2] – Ethernet

- Select [2] – Ethernet Setup
- Select [2] – Static IP
- Press [Enter]
- Terminal IP – Enter the static IP address then press [Enter]
- Gateway IP – Enter the static Gateway IP address then press [Enter]
- IPSUBMask - Enter the network Subnet Mask IP then press [Enter]
- PriDNSIP – Enter the Primary DNS IP Address (Google’s 8.8.8.8 can be used)
- SecDNSIP – Enter the Secondary DNS IP Address (Google’s 8.8.4.4 can be used)
- Press [Enter] (green button)
- Press [Cancel] until PIN Pad returns to the ‘Welcome/Bonjour’ screen
- Reset the PIN Pad by holding the [.,#*] the holding the [<] (cancel)

IF WI-FI (MOVE/5000)

- Select [3] – Wi-Fi
- Select [2] – Advanced Setup
- Select [3] – turn Wi-Fi ON
 - o Terminal displays “Wi-Fi Enabled, Press Enter”, and then
 - o press [Enter]
 - o Press Cancel to return to Wi-Fi menu
- Select [1] - Wi-Fi Easy Conn
 - o Tap the SSID name of the Wi-Fi network that you want to connect from list
 - o Enter Wi-Fi Password, and then press [Enter]
- Select [2] - Advanced Setup
- Select [2] - [IP Settings]
- Select Static IP and fill in the following options like you would if it were Ethernet
- Terminal IP – Enter the static IP address then press [Enter]
- Gateway IP – Enter the static Gateway IP address then press [Enter]
- IPSUBMask - Enter the network Subnet Mask IP then press [Enter]
- PriDNSIP – Enter the Primary DNS IP Address (Google’s 8.8.8.8 can be used)
- SecDNSIP – Enter the Secondary DNS IP Address (Google’s 8.8.4.4 can be used)
- Press [Enter] (green button)
- Press [Cancel] until PIN Pad returns to the ‘Welcome/Bonjour’ screen
- Reset the PIN Pad by holding the [.,#*] the holding the [<] (cancel)
- ‘Welcome/Bonjour’ screen

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

[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 [#]

- Press [3] Setup
- Enter your admin login
- Enter your admin password
- 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

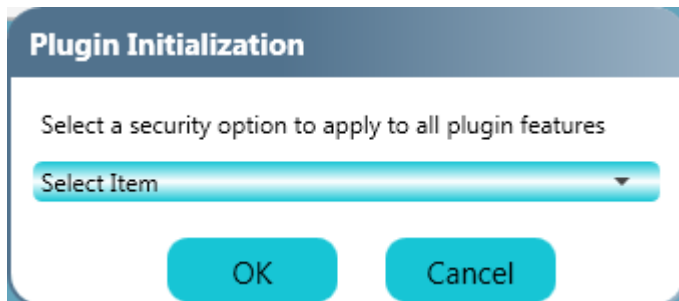
On the bottom of the screen, locate the “Loaded Plugins” section

 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

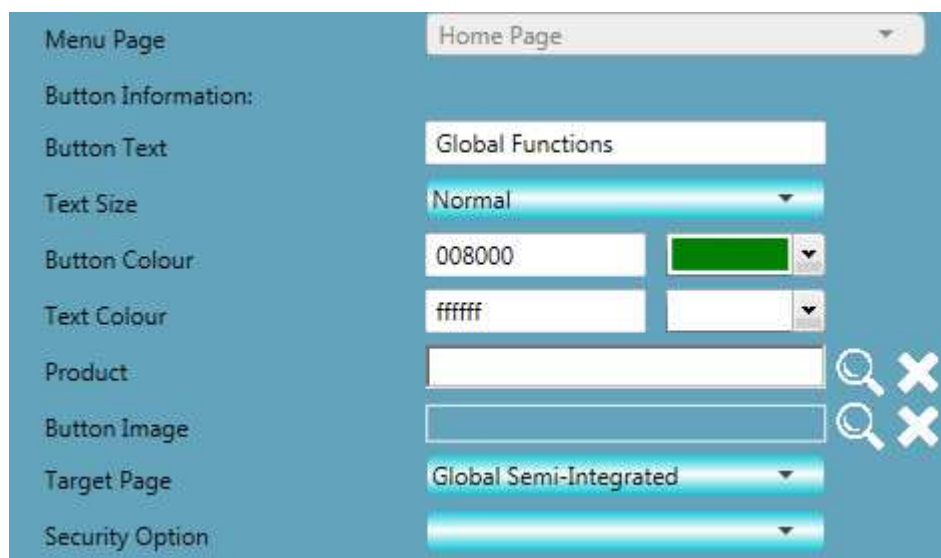
Menu Layout

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”



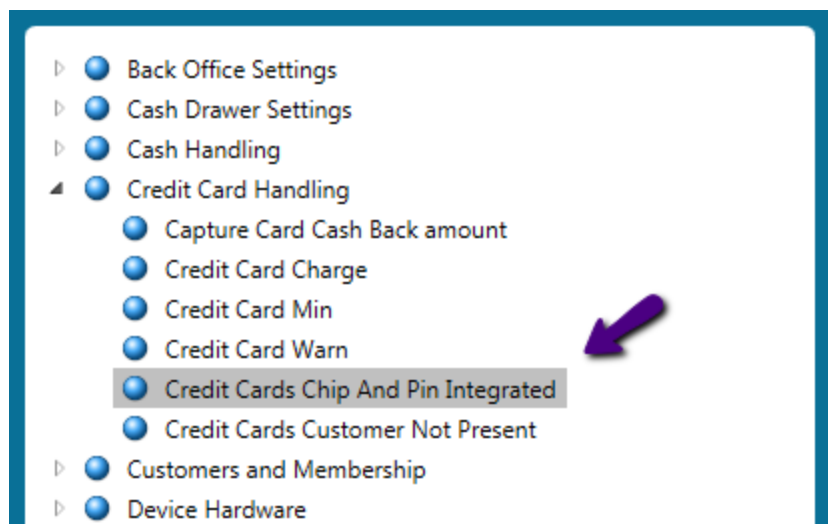
The screenshot shows the 'Menu Page' configuration interface. At the top, a dropdown menu is set to 'Home Page'. Below this, the 'Button Information' section contains several fields: 'Button Text' is 'Global Functions', 'Text Size' is 'Normal', 'Button Colour' is '008000' with a green color swatch, and 'Text Colour' is 'ffffff' with a white color swatch. There are empty input fields for 'Product' and 'Button Image', each with a search icon and a close icon to its right. The 'Target Page' dropdown is set to 'Global Semi-Integrated', and the 'Security Option' dropdown is currently empty.

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

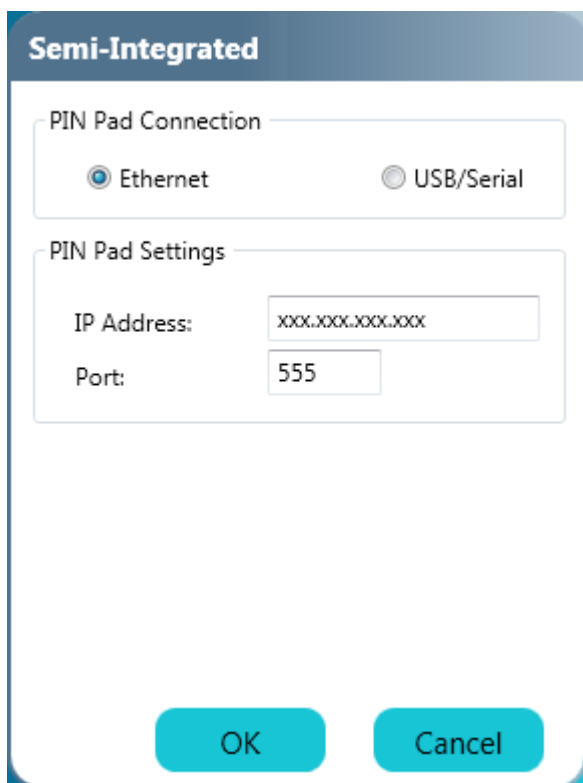
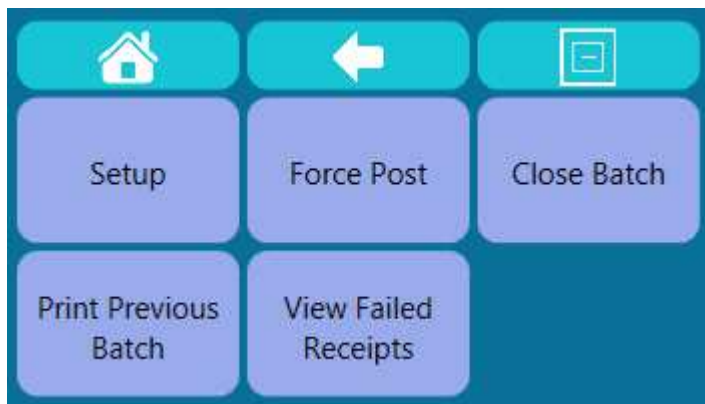
Save your changes.



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.

A screenshot of the "Semi-Integrated" PIN Pad Setup screen. It has a light blue header with the title "Semi-Integrated". Below the header are two sections: "PIN Pad Connection" with radio buttons for "Ethernet" (selected) and "USB/Serial", and "PIN Pad Settings" with input fields for "IP Address" (containing "xxx.xxx.xxx.xxx") and "Port" (containing "555"). At the bottom are two buttons: "OK" and "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 a DESK/5000.

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. 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 DESK/5000 terminal:

Press the [.,#*] button

Choose 3 – Setup Menu and enter the Admin name and 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

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

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

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

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

– 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

– 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



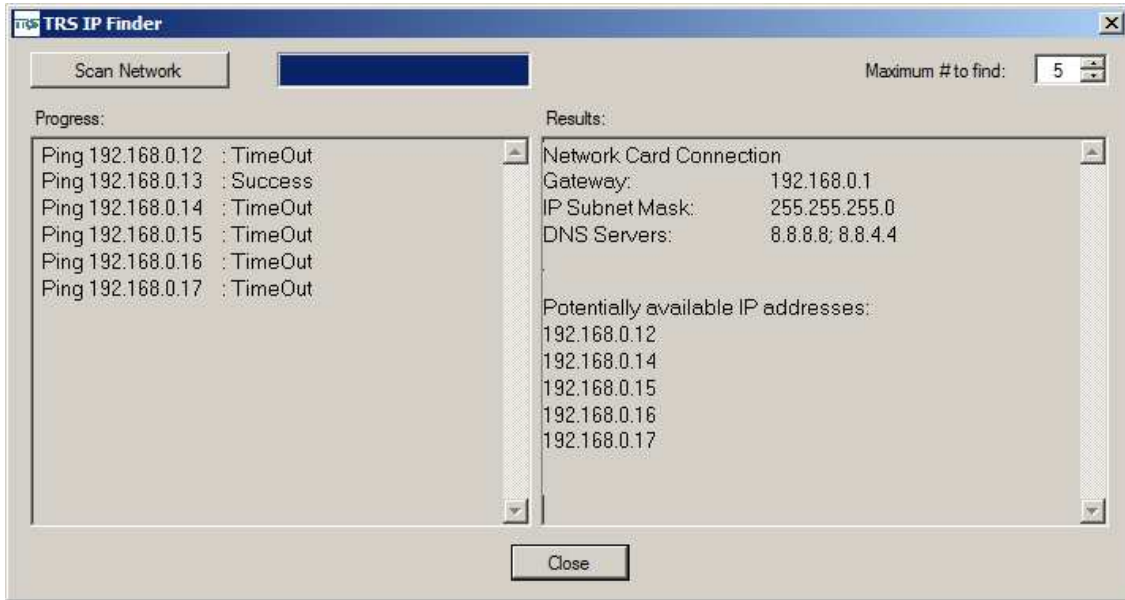
For complete instructions, refer to the Ingenico DESK/5000 Terminal User Guide.

TRS IP Finder

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

There is a button called "IP Finder" on the setup screen

Click this 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.