Semi Integrated Chase Paymentech Payments Processing for MyPOS

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

Requirements and Information required:

- Ethernet / Wi-Fi connection to network
- PIN Pad Admin Username and Password (provided by Chase-Paymentech)
- Network Information
    - IP Address of Gateway
    - Subnet Mask of Gateway
    - Available IP Address

To find an available IP address on your network, after the Semi Integrated Payment Plugin has been installed (Step 2) you can use the **TRS IP Finder** found on the Plugin Setup screen.

PIN Pad Settings

- On the Desk/5000 or Move/5000 PIN Pad
- Press the [.,#*] button
- Enter the Manager ID then press [Enter] (green) button
- Enter the Manager Password then press [Enter] button
- Select [8] → Misc. Options
- Select [1] → Semi-Integrated
- Select [1] - On for Semi Integrated
- Select [2] → **Wi-Fi (Move/5000)** or Select [3] → **Ethernet (Desk/5000)**
- Press [Enter]
- Enter port number then Select [Enter] (port 555 or 288)
- Select [3] → Receipt Options
- Select [1] → ECR
- Press [Cancel] (red button)
- Press [Cancel] (red button)
- Select [3] → Setup
- Enter the Admin Name then press [Enter] (green) button
- Enter the Admin Password then press [Enter] button
- Select [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 [.,#*] and the [<] until "Reboot in Progress" message appears
- 'Welcome/Bonjour' screen

IF WI-FI (MOVE/5000)

- Select [3] → Wi-Fi
- Select [2] → Advanced Setup
- Select [3] → Turn Wi-Fi ON
    - Terminal displays "Wi-Fi Enabled, Press Enter"
    - press [Enter]
    - Press [Cancel] to return to Wi-Fi menu
- Select [1] → Wi-Fi Easy Conn
    - Tap the SSID name of the Wi-Fi network that you want to connect from list
    - Enter Wi-Fi Password, and then press [Enter]
- Select [2] → Advanced Setup
- Select [2] → IP Settings Select Static IP
- 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 [.,#*] and the [<] until "Reboot in Progress" message appears
- 'Welcome/Bonjour' screen

You can print or display your PIN Pad settings as follows

Desk 5000
Log into admin menu
Select [3] → Setup Menu
Select [2] → Communications
Select [2] → Ethernet
Select [1] → Current Setup

Move 5000 for Wifi
Log into admin menu
Select [3] → Setup Menu
Select [2] → Communications
Select [3] → Wi-Fi
Select [2] → Advanced Setup
Select [4] → Display Params

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

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to Installation Step 4.

Once authorized for the Paymentech Payments Plugin, the software will automatically download when starting MyPOS Connect.

Start MyPOS and go into Back Office → System Setup → About

In the middle of the screen, locate the "Loaded Plugins" section

1. Use the drop down and select "SIPaymentPlugin"
2. Click the "Initialize Plugin" button

You will be prompted with the following screen

MyPOS will create a new Menu item for you with the various Chase Paymentech 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.

You will then see the pop-up message:

Products and menu buttons have been created. To complete installation, create a menu button linking to the menu page **Chase Paymentech Semi-Integrated**

Click OK and your new Menu Layout for **Chase Paymentech Semi-Integrated** 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 Connect

This Step is only completed ONCE per database on the first device. If already completed on another device, Skip to Installation Step 4.

Menu Layout

Back Office → 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 Paymentech Functions page.

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

The left side of the Menu Layout screen is for assigning the physical button location, and the right side pertains to button settings. Choose a location for the button by clicking on cells in the grid allowing you to set the width and height of your button (e.g. 2 squares wide, 3 squares high).

Once all 6 squares are highlighted use the drop down beside "Target Page" choose "Chase Paymentech Semi-Integrated"

Click the Save button at the bottom of the screen

Device Options

Back Office → System Setup → Device Options → Credit Card Handling → Credit Cards System.

Ensure the Set Value is 'Integrated', and then 'Save to Device'

Installation Step 4: PIN Pad Setup in MyPOS Connect

Click the Till button in MyPOS and locate your new Chase Paymentech Semi-Integrated button.

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

Select Setup

Type in the IP address that was assigned to the PIN Pad in Step 1 (PIN Pad Settings).
Type in the Port that was assigned in Step 1 (PIN Pad Settings).

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

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

TRS IP Finder

If you need to find out what IP addresses may be available on your network to assign one to the PIN Pad, you can use the IP finder in the setup. It will find available IP Addresses on your network. It will also identify your Gateway and IP Subnet Mask.

Troubleshooting

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Ensure your PIN Pad is in Semi-Integrated mode. Depending on the PIN Pad software version, the PIN Pad screen may say “Semi-Integrated” and/or have an icon that is a yellow circle/square with 3 dots.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- Reboot the PIN Pad. Hold the “.,#*” key and the yellow “<” key until you see “Reboot In Progress” message on the screen, and then let go of the buttons.
- Disconnect the power from the PIN Pad. Once power off is confirmed by looking at the PIN Pad display, wait 15 seconds and then repower and wait while terminal initializes.
- Reboot your computer

If you are having intermittent issues, enable Advance Logging to help with troubleshooting

Error Messages

Message: An error occurred: No such host is known

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

Action: Check PIN Pad for network connection. Review PIN Pad settings and ensure settings in the PIN Pad matches the setup entered in MyPOS. Ensure PIN Pad is in Semi-Integrated mode.

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 off 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: CALL HELP DESK. Retry?

Reason: A problem with card was encountered by the processor.

Action: Call Merchant Services

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 off 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 to retry or cancel the transaction.

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

Reason: you are pointing to an IP address that exists on a device other than your PIN Pad, or your network is denying the communication on that port.

Action: Try using a different port in the PIN Pad and MyPOS (e.g. change 555 to 288 in both places). Verify the IP address is correct in both the PIN Pad and MyPOS.

Message: 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

Reason: Either the PIN Pad is not connected to the network or the IP address in setup is not valid.

Action: Verify the IP address is correct in both the PIN Pad and MyPOS. Check all cables connecting the PIN Pad.