VeriFone Payments Processing for MyPOS Connect

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: Install and Initialize VeriFone Payment Plugin

This step is performed only once per database. If any stores are tills are already using the VeriFone plugin, skip ahead to **Step 3**.

Once authorized for the VeriFone 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 "VeriFonePaymentPlugin"
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 VeriFone 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 **VeriFone Payment Plugin**

Click OK and your new Menu Layout for **VeriFone Payment Plugin** 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 2: Configure MyPOS Connect

This step is performed only once per database. If any stores are tills are already using the VeriFone plugin, skip ahead to **Step 3**.

Menu Layout

Back Office → Data Setup → Menu Layout

Note that you now have a "Verifone Payment Plugin" Menu Layout. This will be the screen that you link to your Home Page (or another page) so that you can access the new VeriFone Payment Plugin 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 "VeriFone Payment Plugin"

Click the Save button at the bottom of the screen

Installation Step 3: Setup PIN Pad VeriFone M400

Ethernet

Requirements and Information required:

- MyPOS Connect installed
- Ethernet / Wi-Fi connection to network
- PIN Pad Admin Username and Password (provided by your Merchant Services Provider)
- Network Information
    - IP Address of Gateway
    - Subnet Mask of Gateway
    - Available IP Address

MyPOS Settings

First, in MyPOS, locate your new VeriFone Plugin Setup button and click the “VeriFone Plugin Setup” button. If you don’t know what IP address to assign to your PIN Pad, click the “IP Finder” to locate available IP addresses on your network.

Once you found an available IP address, type it into the setting screen and also fill in the Port with 5015 and Secondary Port with 5016. You will later enter this IP address into your VeriFone PIN Pad.

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

PIN Pad Settings

On the VeriFone PIN Pad

- Choose Com Control or press at the same time [1]-[5]-[9] if you don't see Com Control
- Select Com Control then LAN if you PIN Pad is plugged into your network or choose WIFI if the PIN Pad is wireless.
- Choose Configuration
- Enter the Admin password (provided by Merchant Services Provider)

    - Set the following
        - AutoStart: Yes
        - IPV4 Enabled: Yes
        - IPV6 Enabled: No
        - DHCP: No
        - IP Address: Use appropriate address
        - Subnet Mask: Use network Subnet
        - Gateway IP Address: Use network Gateway IP
        - DNS 1: Usually 8.8.8.8
        - DNS 2: Usually 8.8.4.4

The PIN Pad may reboot if any settings have changed.

Installation Step 4: PIN Pad Setup in MyPOS Connect

Click the Till button in MyPOS and locate your new VeriFone Payment Plugin button.

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

Click VeriFone Plugin Setup

Once the setup is complete, you will need to register the device, by clicking on the Register Device button. The plugin will then provide a PIN for you to enter on the PIN Pad itself

Once complete, you'll see this message on screen:

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

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.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- 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