

PAYMENT EXPRESS EFTPOS GETTING STARTED GUIDE

Version 0.5



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COMPONENTS

The following refers to the components that you will have / require. Please ensure you have the necessary equipment before continuing on with this guide. If you are missing any of the following components, please let Payment Express know immediately.

INGENICO IPP350



INGENICO IWL250 OR IWL252



Please note that the IPP350 and IWL252 OR IWL250 can be provided with a number of different cable types including serial. Some of these cables do come at an additional cost. Please talk to your sales consultant about your specific cable requirements.

PRE INSTALLATION CHECKLIST

Please ensure you have the following organised and ready:

- A Pinpad and other necessary cables and components (as listed in this document)
- Payline username and password to access Payment Express online tools and services
- Merchant number and/or Terminal ID from your bank which is setup specifically for EFTPOS
- Receipt Printer if using IPP350, if using IWL250 or IWL252 on-board printer can be used
- A stable Broadband Internet Connection

System Pre-requisites

As the software installs as a service, it will only run on NT platforms. Supported platforms are currently:

Windows XP Embedded, Windows Vista to Windows 10

- Recommended minimum RAM : 1GB
- Recommended minimum CPU: 2.4GHz single core

Firewall Settings

Before installing the Payment Express Software you will need to add the following addresses to your Firewall Exception List:

- Sec.paymentexpress.com port 443
- Scr.paymentexpress.com port 65
- 117.120.34.110 port 33876
- 117.120.32.110 port 33876
- Eft6.paymentexpress.com port 61 (Legacy)

Once these have been added to the exception list you will need to test connectivity to our servers this can be achieved through a telnet to each of our servers using command prompt (CMD):

Command Prompt	_	×
U:\>telnet sec.paymentexpress.com 443		î
Telnet sec.paymentexpress.com	-	Х
		^

If you are having an issue with Telnet, please contact your IT team to resolve. The addresses currently associated with Eftpos may be subject to change in future.

ACTIVATING PAYMENT EXPRESS

- Payment Express will need know your merchant and terminal ID numbers before your pin pad can be used in the production environment. It is also sometimes beneficial to know the name of your receipt printer (this can be found by going to printers and faxes in the Windows control panel) at least 24 hours before you plan on installing your Pinpad.
- Open a web browser and navigate to www.paymentexpress.com
- On the bottom of the home page you should see a 'Download Software' link



• If you click on this you will see our Software Downloads: (Please note image may vary as further software is added)

paymentexpress NZ ~ Search	Q
Download Software	
 IPP Installer 	
 iWL250 Installer 	
 Shortcuts Installer 	
 Dev Installer PXPP 	
Remote Support	
 Upgrade Terminal to 6.1 	
Dev Installer SCR Tupelo	
Prod Installer SCR Tupelo	

• Click on the link PXSCR Tupelo to download the installer. Connect the Pinpad and run the installer wizard (.exe) select "Install" when prompted.

0	Payment Express EFTPOS Setup	- 🗆 🗙
o payment express	Installation location: C:\Program Files (x86)\DPS\Eftpos_scr	
	Install	Exit

• Please ensure you read the End User License Agreement (EULA) carefully. Once you have scrolled all the way to the bottom, the option to accept the Payment Express license terms will be presented.

End User License	Agreement for Pay	ment Express Softwa	re ·
MPORTANT: PLEASE AGREEMENT CAREFU NSTALLED BY THIS SI CONDITIONS SET OUT ENFORCEABLE LIKE A AGREEMENT IS ENFO OBTAINED THE SOFTV AGREE, DO NOT USE	READ THE TERMS AND LLY. BY USING ALL OR ETUP UTILITY ("SOFTW/ IN THIS AGREEMENT." ANY WRITTEN NEGOTIA RCEABLE AGAINST YO VARE AND ON WHOSE THIS SOFTWARE.	CONDITIONS OF THIS LIC ANY PORTION OF THE SO ARE") YOU ACCEPT ALL TH YOU AGREE THAT THIS AO TED AGREEMENT SIGNED U AND ANY LEGAL ENTIT BEHALF IT IS USED. IF YO	CENSE DETWARE HE TERMS AND GREEMENT IS D BY YOU. THIS Y THAT DU DO NOT
Definitions			
DPS" means Direct Pay	yment Solutions; a New 2	Zealand registered Limited L	iability Company.
			10

• NB: This agreement must be accepted. If you have any questions regarding this then please contact your account manager or email: sales@paymentexpress.com

Address for notices	
Direct Payment Solutions	
98 Anzac Avenue	
Central Auckland	
New Zealand	
Mailing Address	
Direct Payment Solutions	
PO Box 8400	
Symonds Street	
Auckland	
New Zealand	
	~

• The installer will now start downloading and installing the proprietary pin pad driver.

0	Payment Express EFTPOS Setup 🛛 – 🗖 🗙
© payment express	Installation progress: Downloading and installing the USB-to-Serial adapter driver
	Cancel

• When installed the driver wizard will appear. Click "Next" to continue when prompted. Select next throughout the wizard using **<u>default settings</u>** and finalise the installation of the driver.

Ingenico USB Drivers	Package (JUNGO v36) 2.60 Setup 😑 🗖 🗙
	Welcome to the Ingenico USB Drivers Package (JUNGO v36) 2.60
	Next > Cancel
Ingenico USB Drivers	Package (JUNGO v36) 2.60 Setup 😑 🗖 🗙
Choose Install Location Choose the folder in which to i	nstall Ingenico USB Drivers Package (JUNGO v36) 2.60.
Setup will install Ingenico USB i install in a different folder, clic	Drivers Package (JUNGO v36) 2.60 in the following folder. To k Browse and select another folder. Click Next to continue.
Destination Folder	
C:\Program Files (x86)\Ing	genico\IngenicoUSBDrivers Browse
Space required: 94.0KB Space available: 39.6GB	
Ingenico (Beyond Payment)	
	< Back Next > Cancel

Click Next

Force COM Port Feature enable	d	
Select by Product ID		Virtual COM Port
Product ID (PID)	1	(decimal range 1-256)
	~	
	~	
	~	
Select by Connection Order (Ente	er decimal Value of CO	DM port)
Select by Connection Order (Ente	er decimal Value of CO	DM port)

Click Next

his dade allows to set advar	nced options. Select if old versions of Usbser driver will
e deleted.	
Advanced Options	
✓ Uninstall Microsoft Us	sbser drivers(s)
Command line:	

noose Start Menu Folder Choose a Start Menu folder for the Chortcuts.	Ingenico USB Drivers Package (JUNGO v36) 2.60
elect the Start Menu folder in whic an also enter a name to create a n	h you would like to create the program's shortcuts. You ew folder.
Ingenico\Ingenico USB Drivers Pac	kage (JUNGO v36) 2.60
Accessibility	
Accessories	
Administrative Tools Direct Payment Solutions	
Indenico	
Maintenance	
RMX	
StartUp	
Tablet PC	
1993 - 2019-2019 	
Do not create shortcuts	
nico (Beyond Payment) ————	
nico (Beyond Payment) ————	

Ingenico USB Drivers Packag	ge (JUNGO v36) 2	2.60 Setup	×
Installing Please wait while Ingenico USB Drivers P	Package (JUNGO v36) 2	2,60 is bein <mark>g</mark> insta	alled.
Output folder: C: \Program Files (x86) \Ir	ngenico \IngenicoUSBDr	ivers	
Show details			
Ingenico (Beyond Payment)			

Ingenico USB Drivers	Package (JUNGO v36) 2.60 Setup 🗧 🗖 📉
	Completing the Ingenico USB Drivers Package (JUNGO v36) 2.60 Ingenico USB Drivers Package (JUNGO v36) 2.60 has been installed on your computer. Click Finish to close this wizard.
	Visit Ingenico web site (http://www.ingenico.com)
	< Back Finish Cancel

• The installer will now download the PxScrController application, configuration file and any required components for EFTPOS functionality and integration. Once completed the Payment Express SCR Tupelo solution should now be installed and ready to process EFTPOS transactions.

0	Payment Express EFTPOS Setup 🚽 🗖 🗙
© poyment express	Installation progress: Downloading the setup configuration for your EFTPOS pinpad Cancel

o poyment express	Installation progress:
	Installation completed.
Pa	ayment Express EFTPOS Setup
Payment Expr	ress EFTPOS has been successfully installed.
Payment Expr	ress EFTPOS has been successfully installed.

• To verify that your Eftpos is connected to our servers. Right click on the Payment Express icon that should appear in the taskbar area > select Status Details:

EFTPOS Status Details	
PxScrController Pin Pad Pin Pad Pin Pad Pin Pad Pin Pad Pin	
Interfaces	
SEC_HTTPS	EFTPOS Client
GPRS_TCP	Maintenance
EtslDirect	Setup
EtslDirect2	Status Details
ок	Exit
	So "X 🗧
	へ dw) ENG

All of the interfaces should be 'Green'.

• The next step will cover activating the Pin Pad (RKI).

REMOTE KEY INJECTION (RKI)

First time setup

If you are installing the SCR Tupelo from our website for the first time it will download the configuration and Pinpad prompt will change to "Please logon" (after a few seconds). You don't have to follow below process if it says Please logon but in case if the Pinpad display prompt doesn't change to "Please Logon" than please follow the instructions below

Pinpad Not displaying "PLEASE LOGON"

New terminals require a set of security keys that need to be loaded from Paymark. These security keys establish a connection between the Pinpad and Paymark. To get the security keys you will need to initiate the remote key injection (RKI) process which can be completed from the Pinpad's Menu.

This section covers the steps on how to complete an "RKI" to bind the security keys to the Paymark switch

1. To start the RKI process you should see an idle screen similar to the below:

Select the Menu button on the Pinpad. Choose the RKI INIT option in the Menu and Press "Enter" to select:



2. You will be prompted to enter a password - Enter '6987'



3. The "RKI INIT" prompt will be displayed followed by a "PROCESSING NOW" prompt



4. It will then display "PLEASE LOGON" on the Pinpad.



5. Now Call Payment Express technical support (**0800 729 6368**), to complete the RKI process and activate the Pinpad.

Contact for PX Technical Support:

If you do need to Email PX Support team then ensure you have the following info:

- Customer Name or Customer ID
- Pinpad Serial Number (Located on the back of the Pinpad)

If at any time Payment Express can be of any assistance, please contact us on: support@paymentexpress.com

Payment Express is available 24/7 so there will be no problems getting your solution up and running.

If there is anything that Payment Express can do to assist your business, please contact us. We are here to help. Any feedback or comments are also more than welcome.

VERIFYING THE INSTALLATION

To verify all is setup up correctly, please open the Payment Express EFTPOS client by double clicking on the Payment Express red circle in the system tray (bottom right hand corner). You should see a green indicator – this identifies that the solution is in a state to start processing transactions.

•	DPSEF	TXC EF	TPOS Clie	ent		×
Transaction Ty Purchase	ope ORefund	() Aut	h			
Transaction						
Reference						
Amount						
Cash						
ОК						
Cancel	Mair	it	Setup		Complete	

• Click on the button labelled "Maint" and then click on the button labelled "Logon".

	EFT	POS	
Settle	Enquiry	Pending	Receipt

- If a receipt is printed out of your printer saying "Approved", then your EFTPOS is installed and ready to be integrated with your POS application.
- If you get a receipt print out saying "Transmission Error", contact Payment Express support.
- Please follow your POS supplier's instructions to integrate the POS application with Payment Express. Please contact your Payment Express Representative or the Payment Express Support team to acquire the installation files required to install the Payment Express solution with the PxScrController

DPSEFTXC EFTPOS Client	Х
Transaction Type	
Purchase	
Transaction	
Reference	
Amount	
Cash	
OK Ready	
Cancel Maint Setup Complete	

• Ready - If the square is green then there is no known problem

If the square is red then there is a problem

• If the text states 'Link Failure' then there is an issue with the uplink from your site to Payment Express

Check internet connection, check if the firewall is allowing DPS (telnet to sec.paymentexpress.com 443), and Please Call Payment express support line for further troubleshooting.

• If the text states '**Pinpad Offline**' then there is an issue with the link from your computer to the EFTPOS Pinpad

Check the Cable is properly connected to the PC, try different USB ports on the computer, Faulty cable or Pinpad, Restart the PC

• If the text states 'EFTPOS Offline' then you are running in EOV (Electronic Offline Voucher) mode

Check there is internet connection so that it communicate to our host, Try browsing any website on the browser, if it doesn't work than you have to call your ISP provider to check the connection. If it does work please call Payment express support line.