



PAYMENT EXPRESS EFTPOS GETTING STARTED GUIDE

Version 0.5

COPYRIGHT

© Copyright 2016, Payment Express
98 Anzac Avenue
PO Box 8400
Auckland, 1035
New Zealand
www.paymentexpress.com

All rights are reserved. No part of this work may be reproduced or copied in any form or by any means, electronic or mechanical, including photocopying, without the express written permission Payment Express.

PROPRIETY NOTICE

The information described in this document is proprietary and confidential to Payment Express. Any unauthorized use of this material is expressly prohibited except as authorized by Payment Express in writing.

Contents

| | |
|----------------------------------|----|
| Copyright..... | 1 |
| Propriety Notice..... | 1 |
| Components..... | 3 |
| Ingenico IPP350 | 3 |
| Ingenico iWL250 or IWL252 | 3 |
| pre Installation checklist | 4 |
| System Pre-requisites | 4 |
| Firewall Settings..... | 4 |
| Activating Payment Express..... | 5 |
| Remote Key Injection (RKI)..... | 13 |
| Verifying the installation | 15 |
| FAQ's | 16 |

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 IPP350 Pinpad



Ingenico USB Cable

INGENICO IWL250 OR IWL252



Ingenico IWL250 OR IWL252 Pinpad



Ingenico USB Cable and Power Adaptor

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

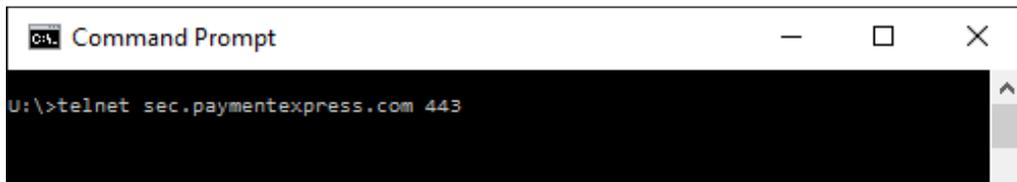
- Recommended minimum RAM : 1GB
- Recommended minimum CPU: 2.4GHz single core

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):



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

Support & Resources

Payment Express has a dedicated and technically competent [support centre](#), offering a full range of support services.

[↳ Download Software](#)

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

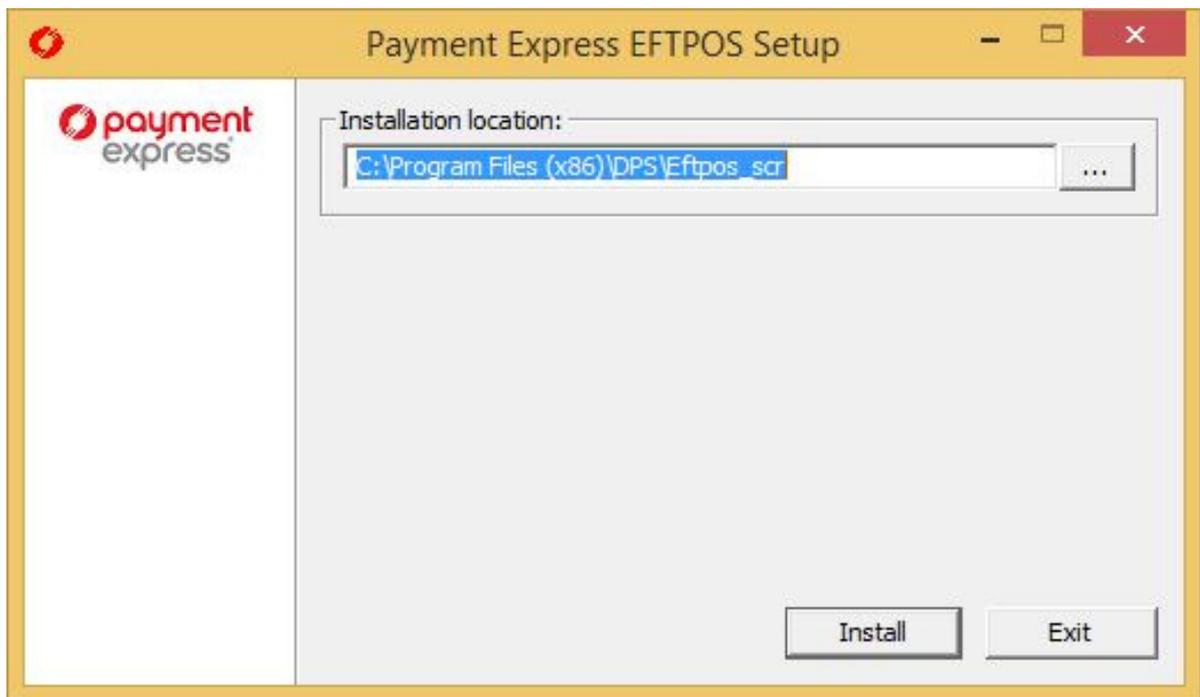


paymentexpress NZ Search

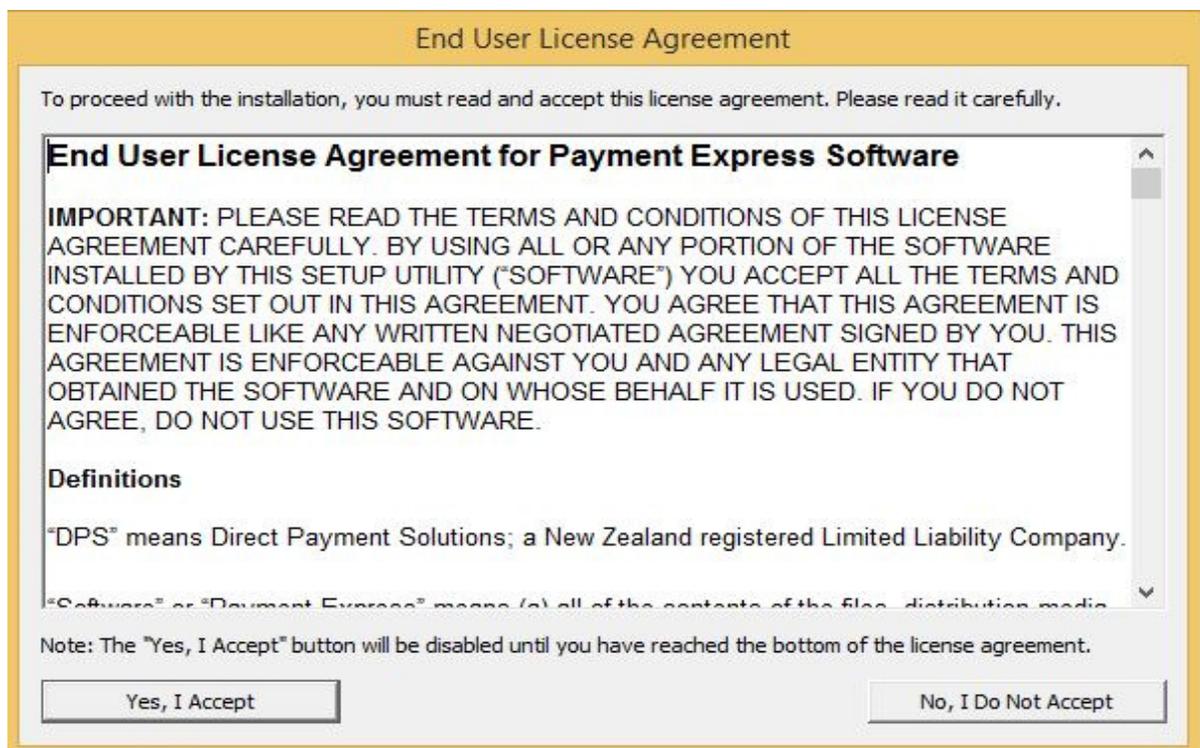
Download Software

- [IPP Installer](#)
- [iWL250 Installer](#)
- [Shortcuts Installer](#)
- [Dev Installer PXPP](#)
- [Remote Support](#)
- [Upgrade Terminal to 6.1](#)
- [Dev Installer SCR Tupelo](#)
- [Prod Installer SCR Tupelo](#)

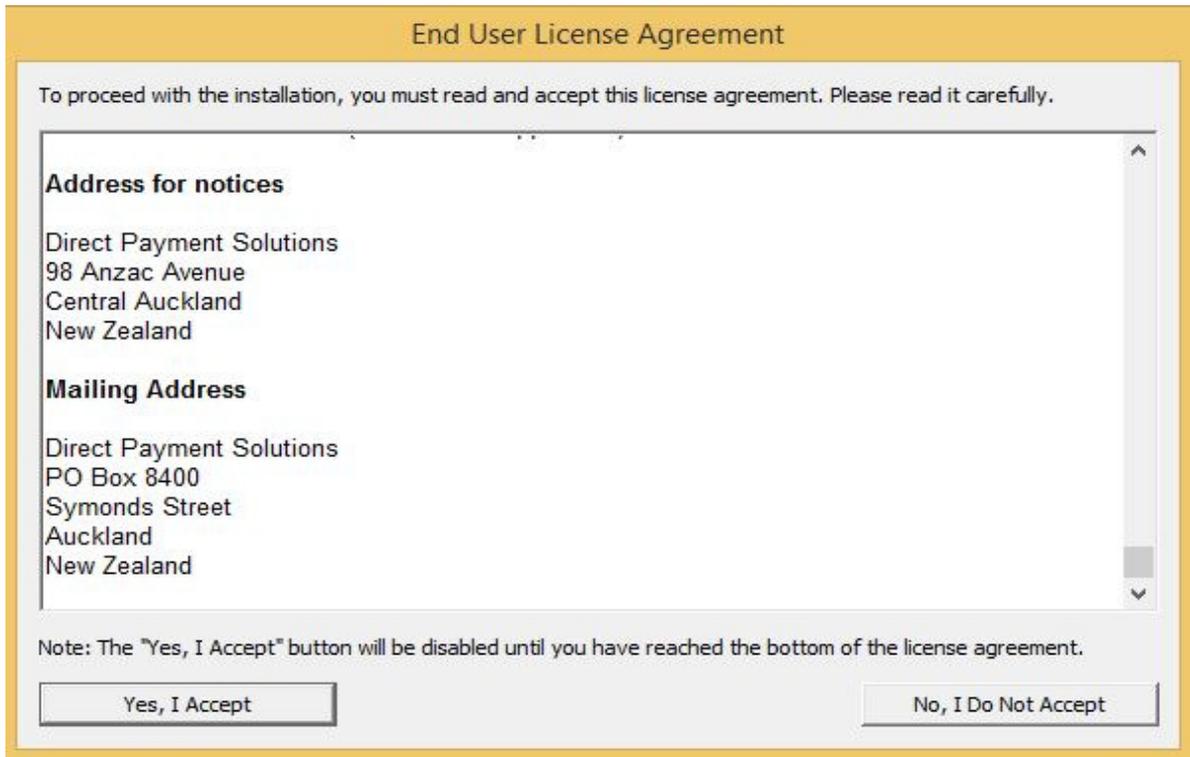
- Click on the link PXSCR Tupelo to download the installer. Connect the Pinpad and run the installer wizard (.exe) select “Install” when prompted.



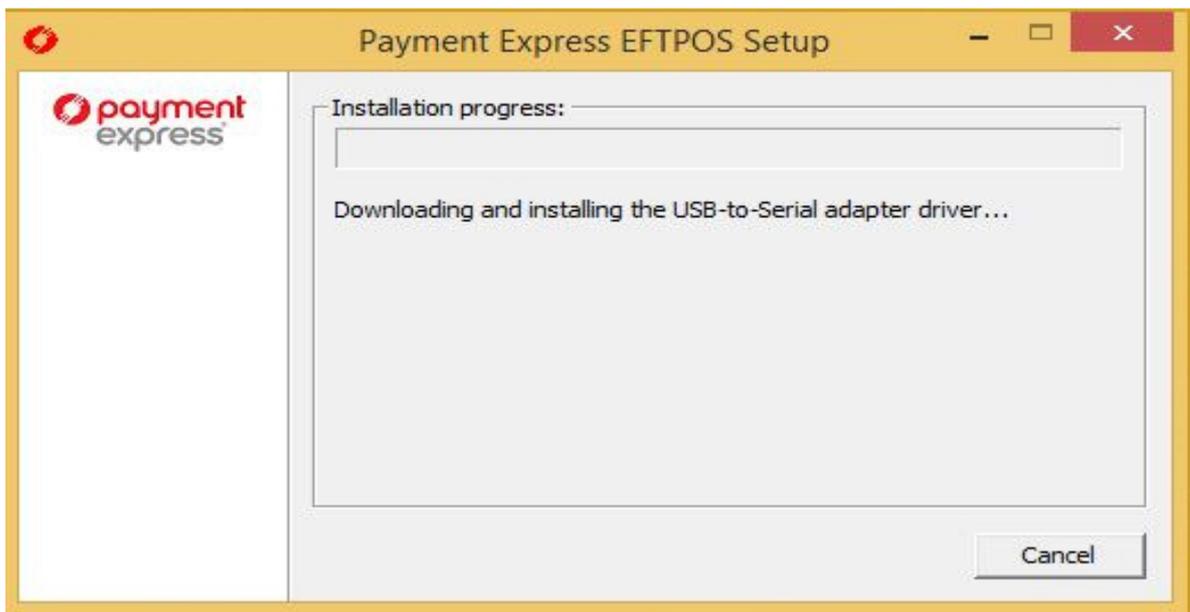
- Please ensure you read the End User License Agreement (EULA) carefully. Once you have scrolled all the way to the bottom, the option to accept the Payment Express license terms will be presented.



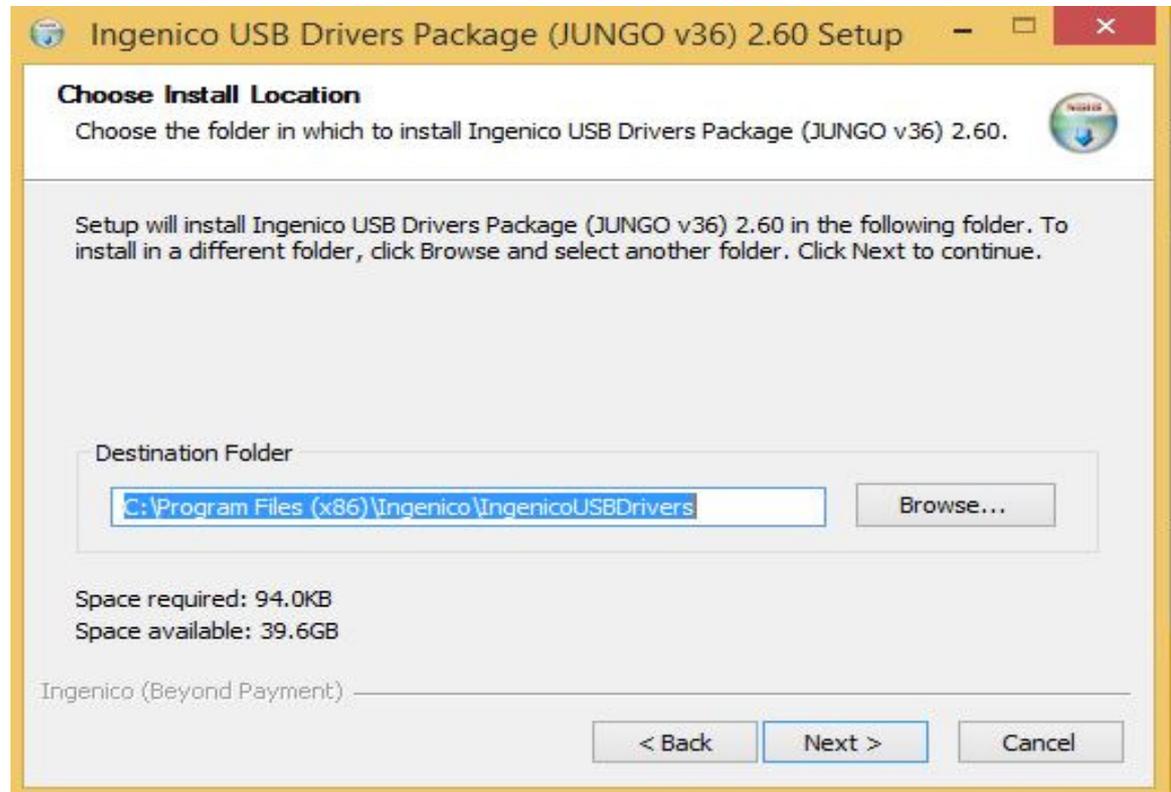
- NB: This agreement must be accepted. If you have any questions regarding this then please contact your account manager or email: sales@paymentexpress.com



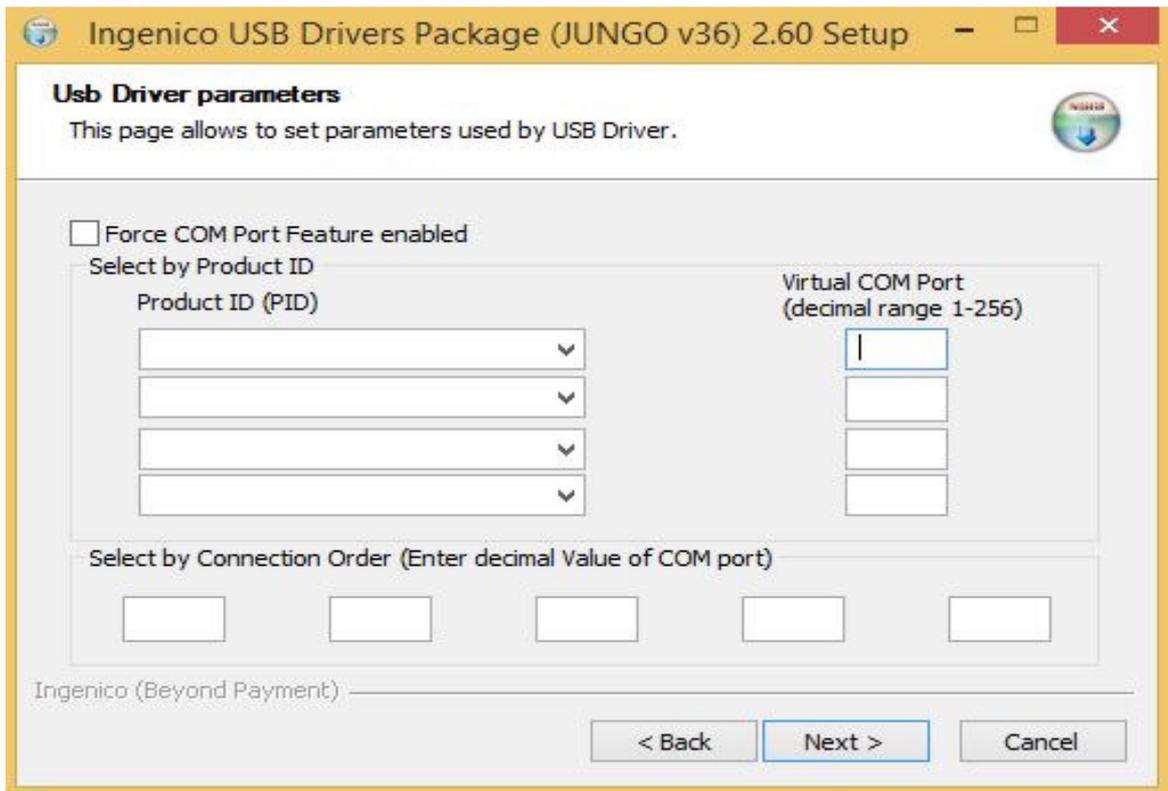
- The installer will now start downloading and installing the proprietary pin pad driver.



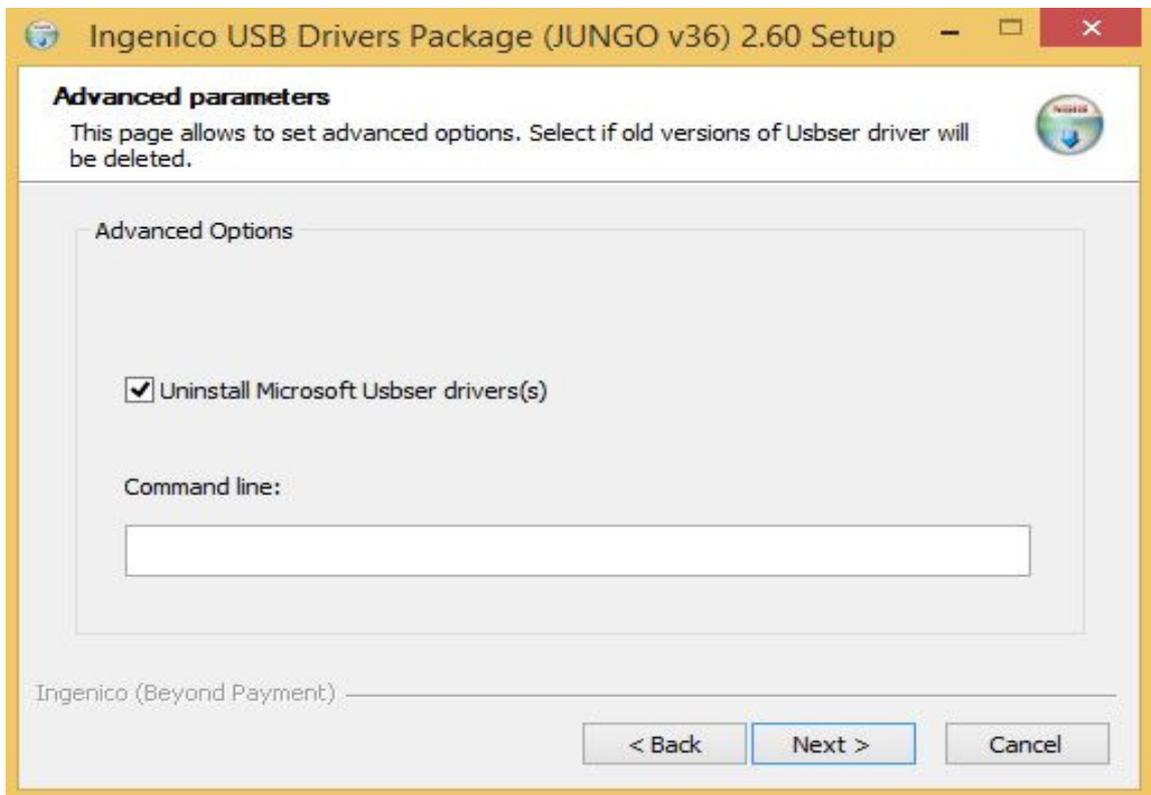
- When installed the driver wizard will appear. Click “Next” to continue when prompted. Select next throughout the wizard using **default settings** and finalise the installation of the driver.

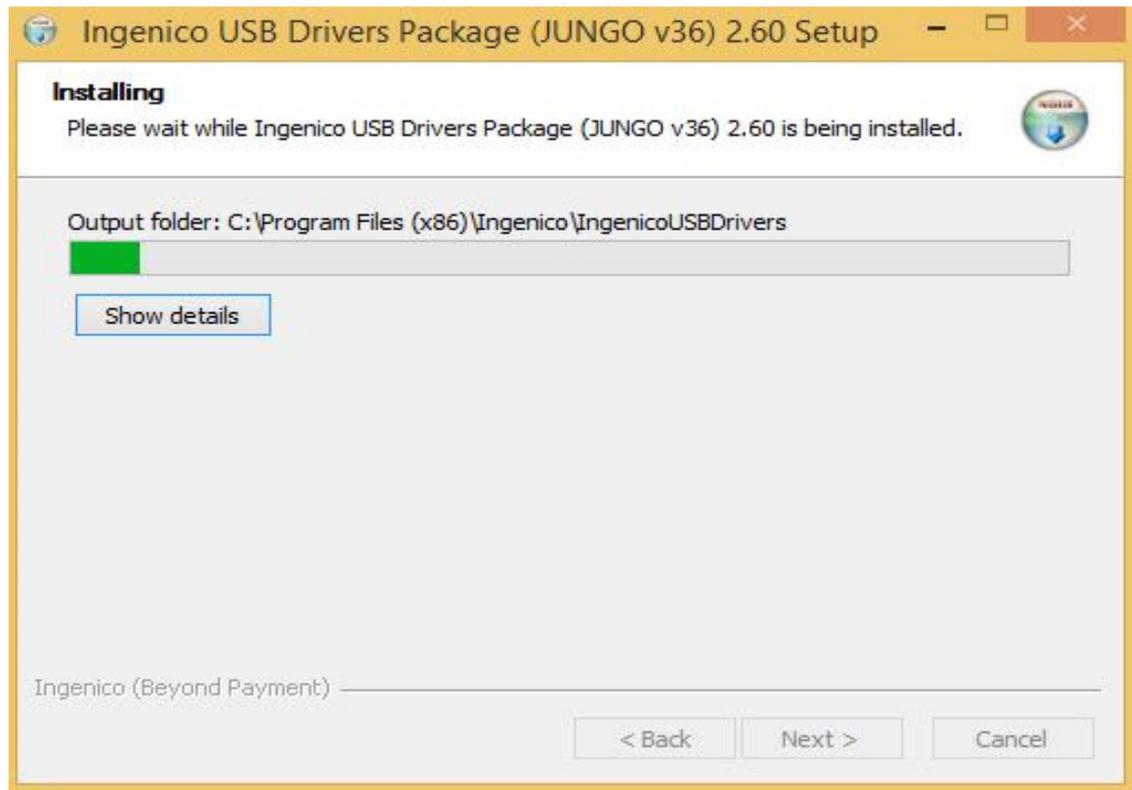
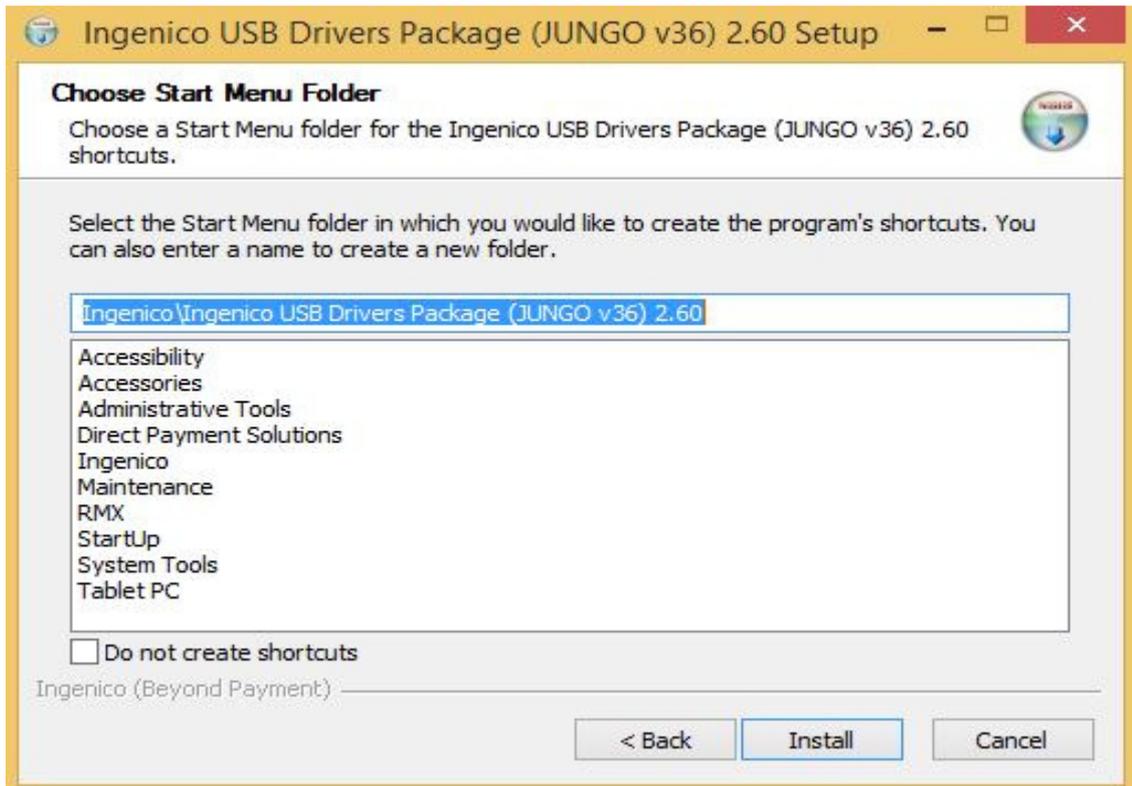


- Click Next



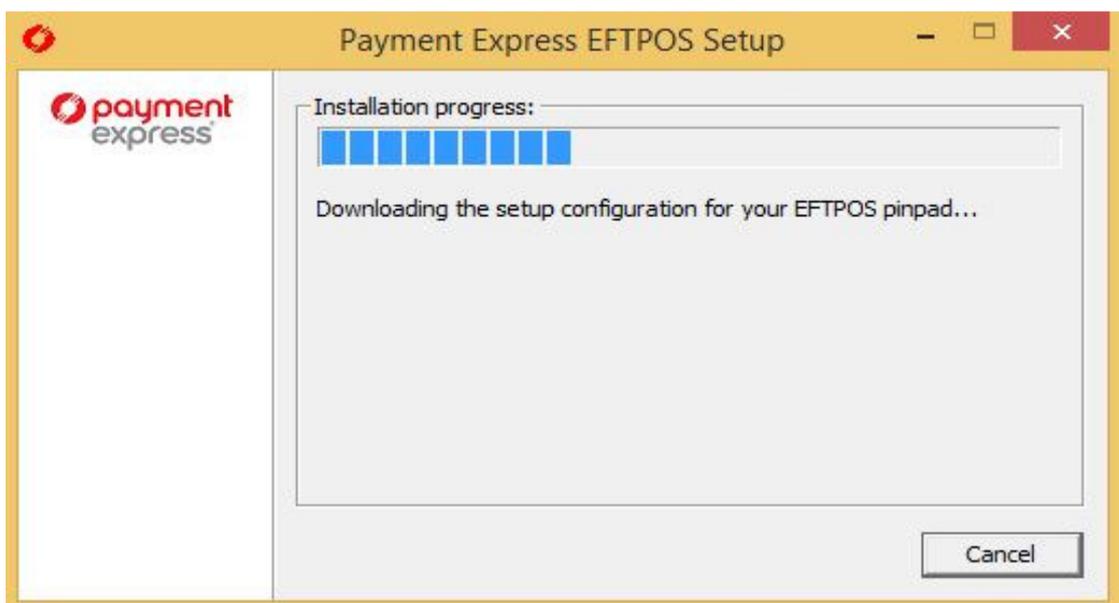
- Click Next

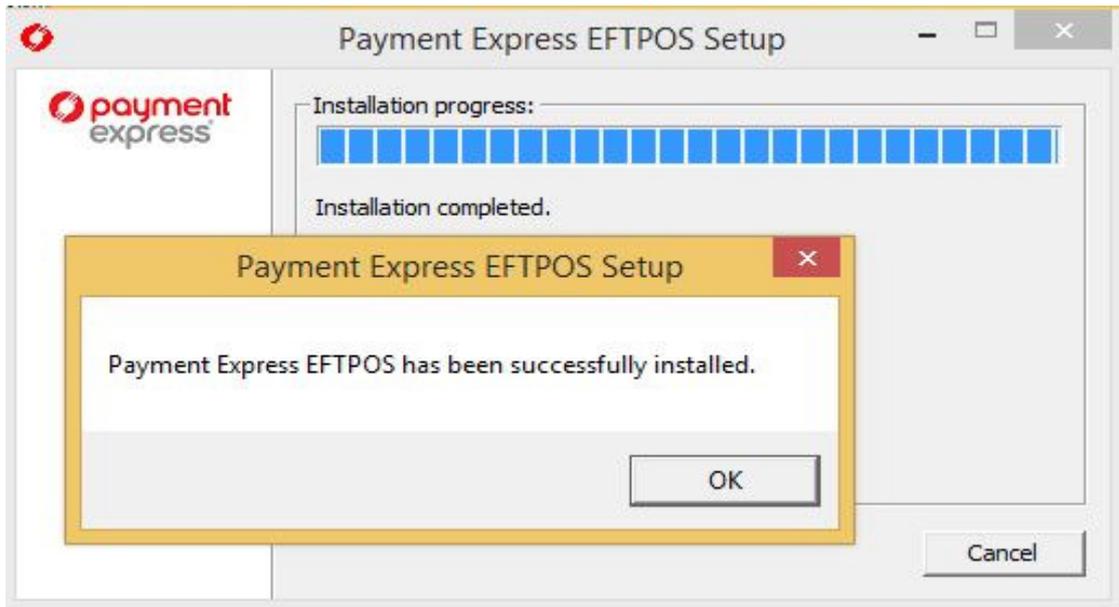




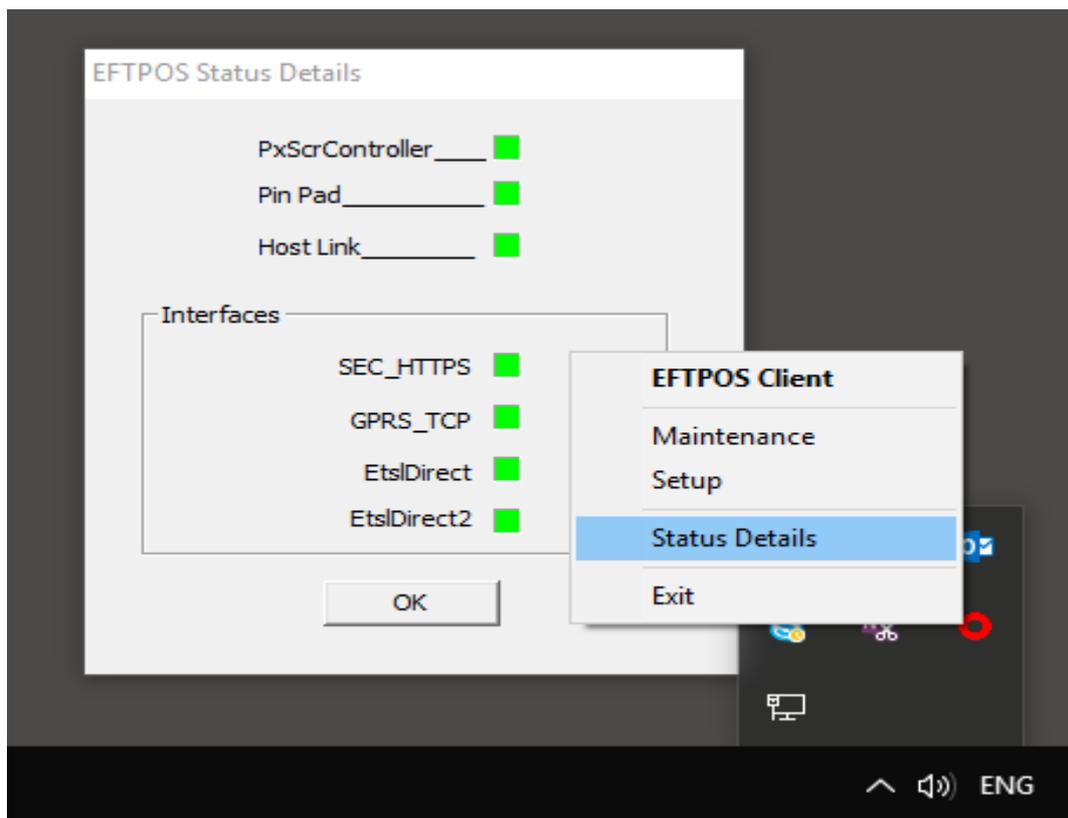


- The installer will now download the PxScrController application, configuration file and any required components for EFTPOS functionality and integration. Once completed the Payment Express SCR Tupelo solution should now be installed and ready to process EFTPOS transactions.





- 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:



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

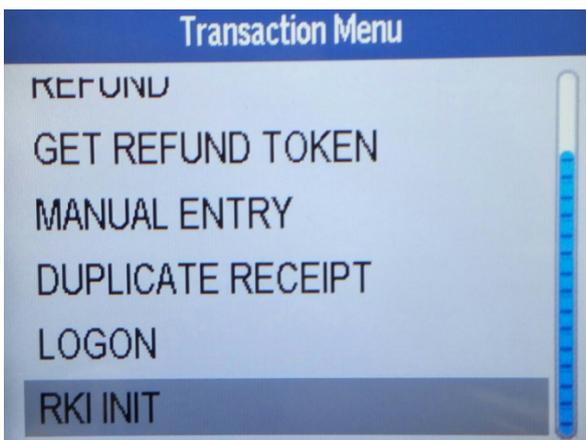
Pinpad Not displaying “PLEASE LOGON”

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.

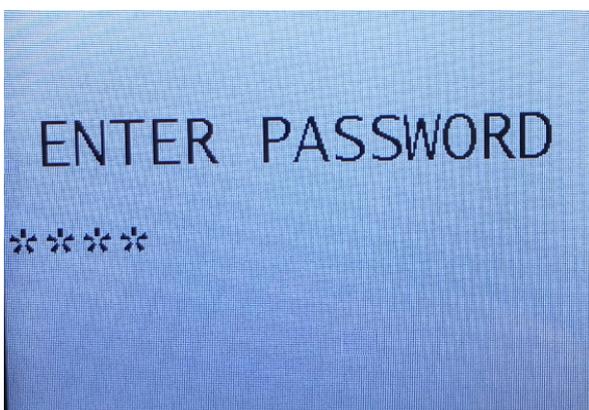
This section covers the steps on how to complete an “RKI” to bind the security keys to the Paymark switch

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

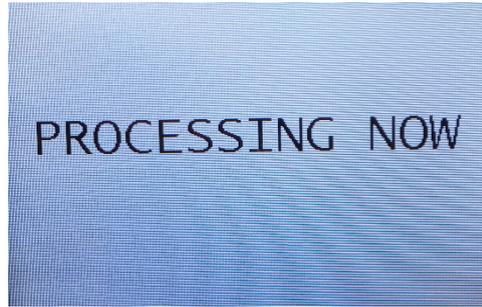
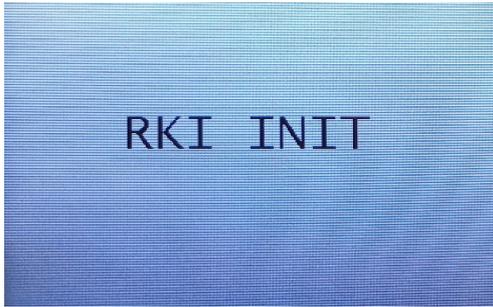
Select the Menu button on the Pinpad. Choose the RKI INIT option in the Menu and Press “Enter” to select:



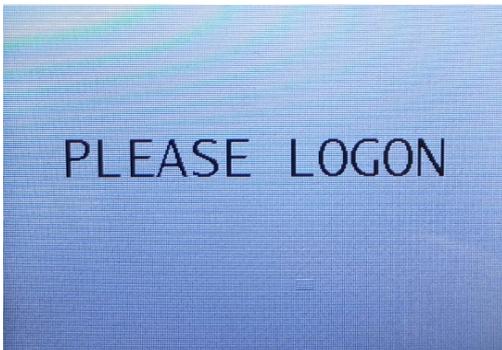
2. You will be prompted to enter a password – Enter ‘6987’



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)

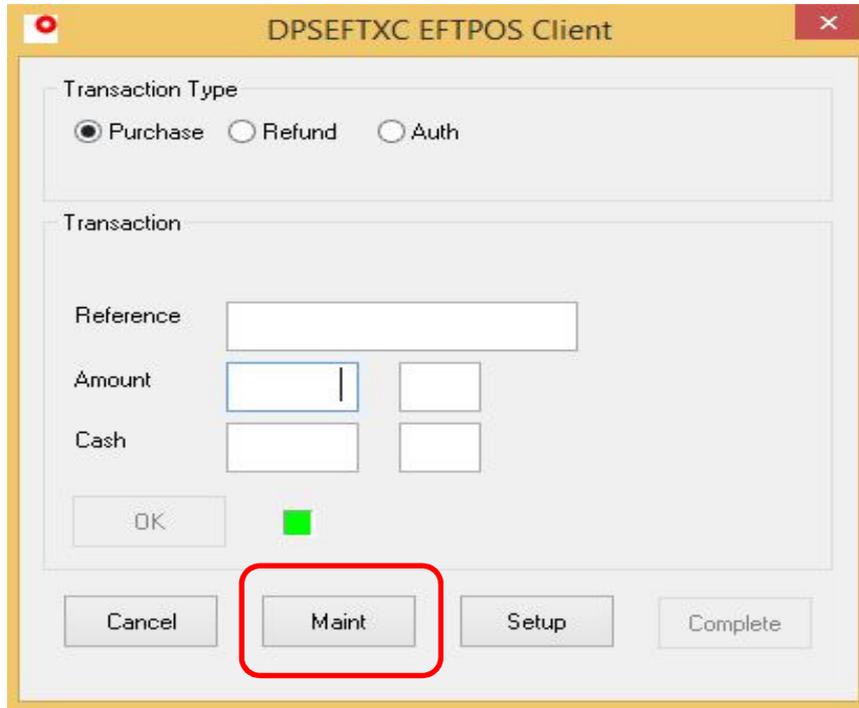
If at any time Payment Express can be of any assistance, please contact us on:
support@paymentexpress.com

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

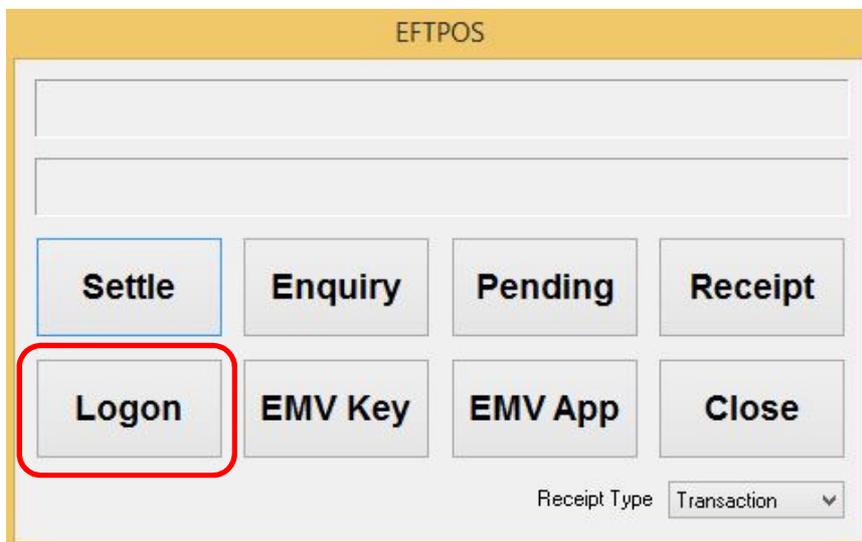
If there is anything that Payment Express can do to assist your business, please contact us. We are here to help. Any feedback or comments are also more than welcome.

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.



- Click on the button labelled “Maint” and then click on the button labelled “Logon”.



- 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

FAQ'S

DPSEFTXC EFTPOS Client

Transaction Type

Purchase Refund Auth

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.