

PC EFTPOS Ping Pad Installation Guide for ArmPOS System.

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1.0 Introduction



Before you begin the installation guide, make sure you have the following installation components:

- Pinpad with wire connections based on their model.
- [PC EFTPOS Software](#) or download software from [PCEFTPOS Website](#).
- Terminal ID and Merchant ID (Please contact your bank for further information and application)
- Pinpad password for the I5100 or the Login in Information for I3070 (Please contact your bank for further information and application)

I5100 pingpad <ul style="list-style-type: none">• Commonwealth Bank• Westpac• St. George• Suncorp• Pulse	I3070 pingpad <ul style="list-style-type: none">• ANZ
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- Identify the correct network settings for the pinpad connectivity. Please refer to [2.0 Software Setup Configuration for IP Gateway Communication](#).

(NOTE: Hold Control + Click on the appropriate link)

1.1 PC-EFTPOS Contact Details

PC-EFTPOS office hours are Monday to Friday, 8:30am to 5:30pm EST.

PC-EFTPOS Reception: Phone (02) 9998 9800

PC-EFTPOS Website: <http://www.pceftpos.com/>

General Enquiries Email: support@pceftpos.com.au

1.2 CBA Contact Details

CBA help Desk Number: 1800 022 966 (password for updating TMS)

Merchant Enquiries: 1800 230 177

Authorisations: 1800 813 700

1.3 PC-EFTPOS Authorised Company List

[Company List](#)

2.0 Hardware Setup

2.1 I3070 Hardware Installation Guide

2.1.1 Installation Steps (USB)

1. Do not connect the PINpad to your PC until instructed to by the PC-EFTPOS installer.
2. Connect the USB cable directly to your PC. The PINpad is powered via USB.
3. Switch the PINpad to USB mode by press FUNC, 11112227 and using the CHQ key to select USB.

2.1.2 Installation Steps (RS232)

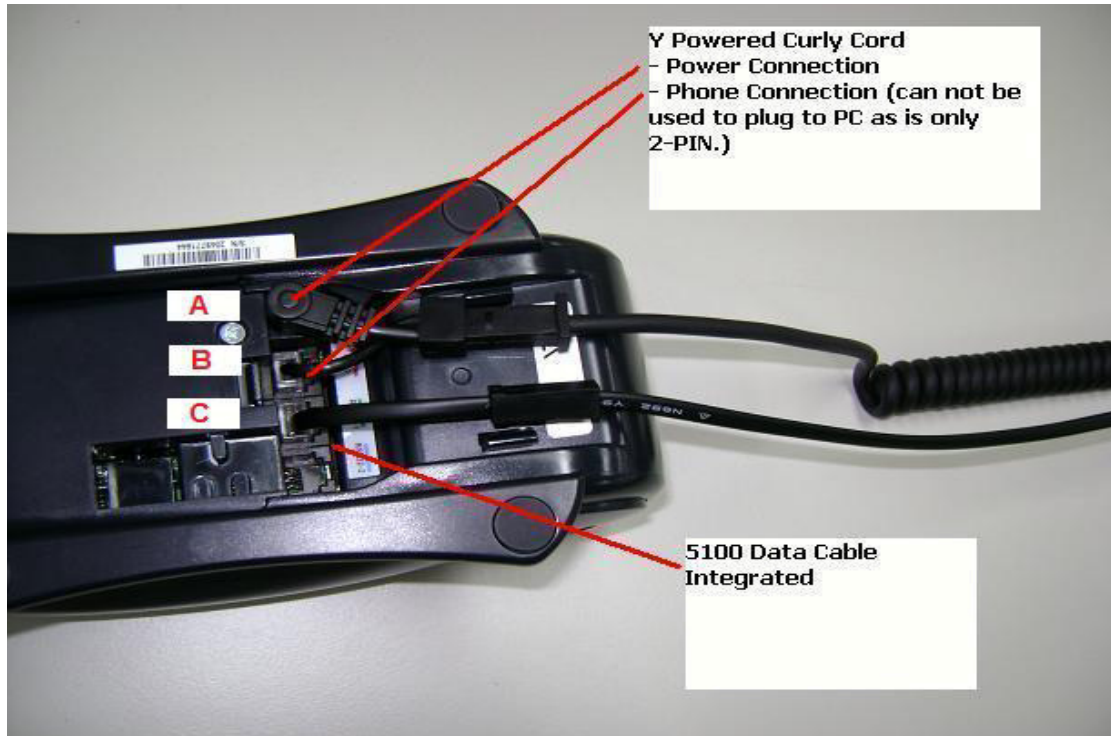
1. Plug the supplied power adaptor into a power point.
2. Connect the power supplies DB9 connector into the PC Com Port that will be used for the PINpad.
3. Plug the PINpad into the RJ45 connector on the powered adaptor.

2.1.3 Merchant and Terminal ID Setup

1. Press [Func], enter 9905.
2. Press enter twice and swipe the Merchant/Terminal ID card supplied by the bank.

2.2 I5100 Hardware Installation Guide

2.2.1 Installation Steps (RS232)



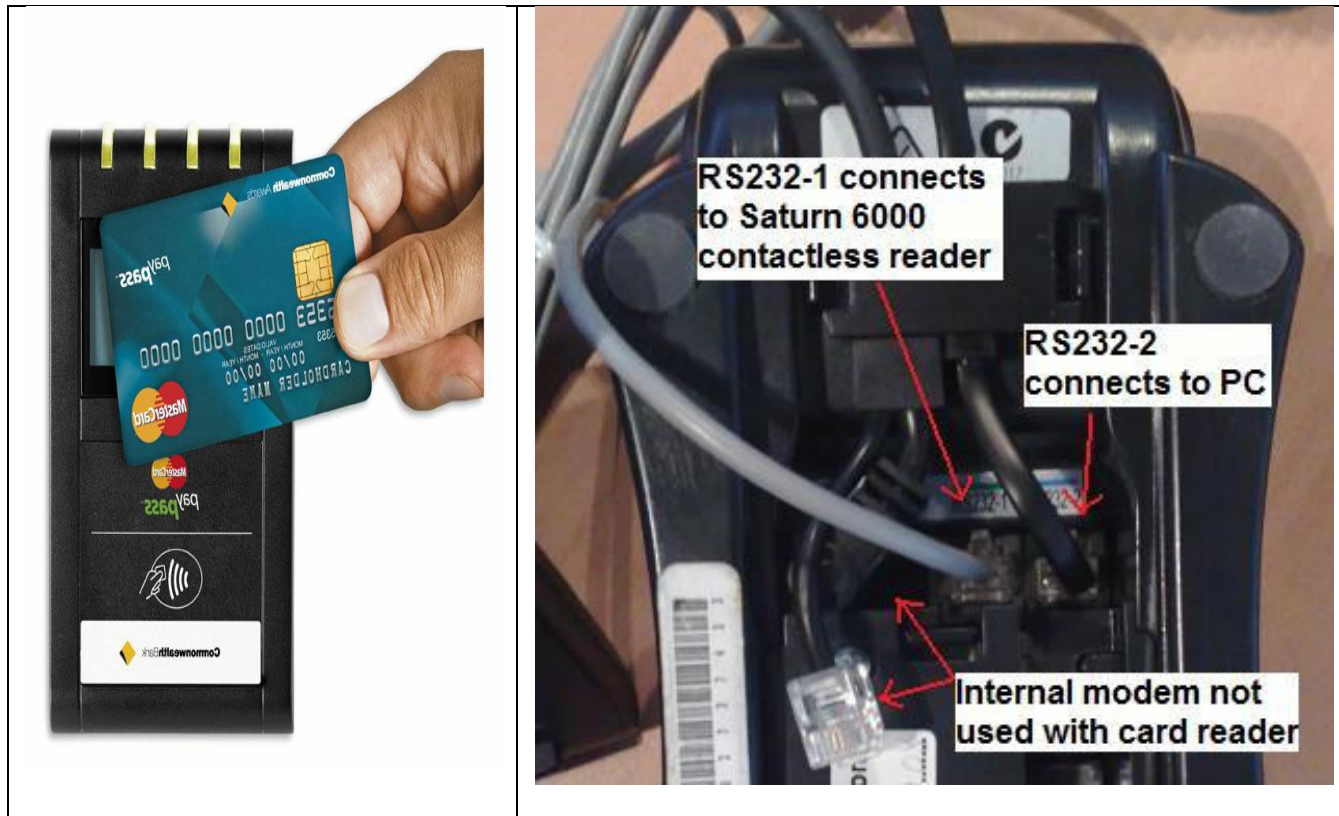
Installation Steps

1. Power the terminal. Connect the supplied power pack to the wall socket.
2. Connect the power adaptor to the round DC power socket on the back of the terminal (connection A).
3. Connect the supplied POS connector cable (RS232 data cable) to the COM port on the PC (normally COM 1).
4. Connect the other end of the RS232 data cable to the RS232-1 connector on the back of the terminal (connection C).

Note, that if you are using the Saturn contactless reader, the RS2323 data cable plugs in to RS232-2

5. If the terminal is using the terminal's internal modem, (i.e. single terminal application) plug the phone cable into the phone connector on the back of the terminal (connection B) and to your phone line socket on the wall.

2.2.2 Installing an OTI "C Saturn 6000 Contactless Reader



1. The Saturn 6000 needs to be connected to Comm Port 1 (RS232-1) of the 5110 pinpad, as it requires power from this port

2. The PC EFTPOS integrated cable will need to move into Comm Port 2 (RS232-2) and use the PSU supplied with the 5110 pinpad for power

4. Reader lights should flash, reader beeps and then the default screen shows on reader of "Welcome Commonwealth Bank"

Common Errors:

"Enter Logo" on reader screen

Check reader is connected to Green RS232 Comm Port 1. Power the terminal off and on
Confirm software version is 3.26

"Terminal Dialling" shows in the terminal screen after a PayPass card is read, and before the screen shows "Processing". Pre-Dial is not turned on. Call the CBA Help Desk and ask them to turn Pre-Dial ON. This error will be for Dial Up comms lines only.

2.2.3 Merchant and Terminal ID Setup

1. On the i5100 terminal press [Func] and then [9]
2. Type in your hidden password*
3. Press [2] Application Config, Press [1] EFTPOS, Press [1] Details
4. Press [1] CATID and then enter the Terminal ID (8 digits), followed by [OK]
5. Press [2] CAIC and then enter the Merchant ID (15 digits), followed by [OK]
6. Keep pressing the [Clear] button until you are out of the terminal menus

(*To obtain your hidden password, please call either CBA or PC-EFTPOS and have the last 6 digits of the terminal's serial number with you)

3.0 Software Setup Configuration for IP Gateway Communication.

In a setup environment, there are three common pinPad business usages as shown:

Setup A

A single terminal setup (No server) as illustrated on **Diagram 1**.

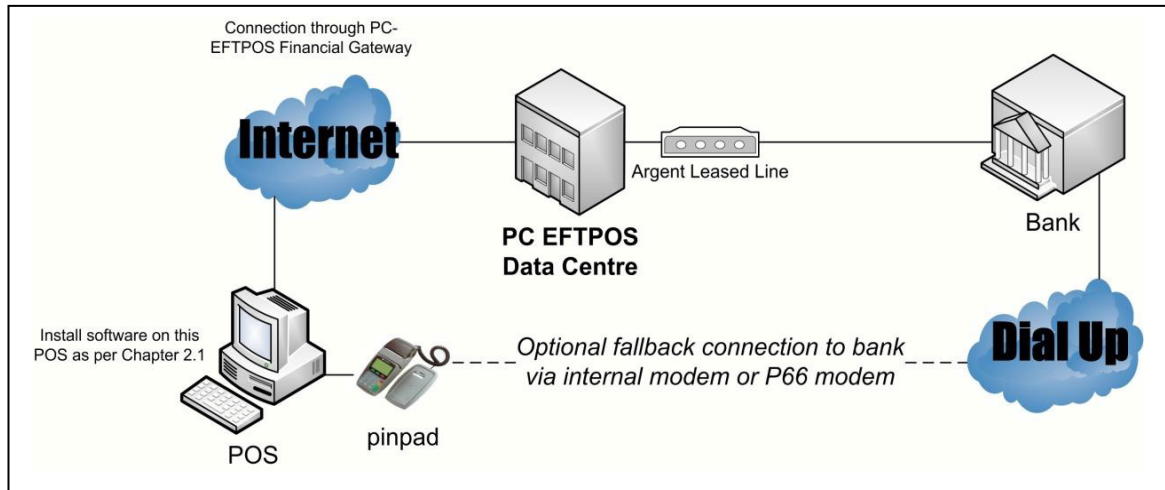


Diagram 1: Single Pinpad and POS Setup Environment

Setup B

Multiple POS terminals with pinpads, and a separate server machine with no pinpad that connects to the Gateway as shown in **Diagram 2**.

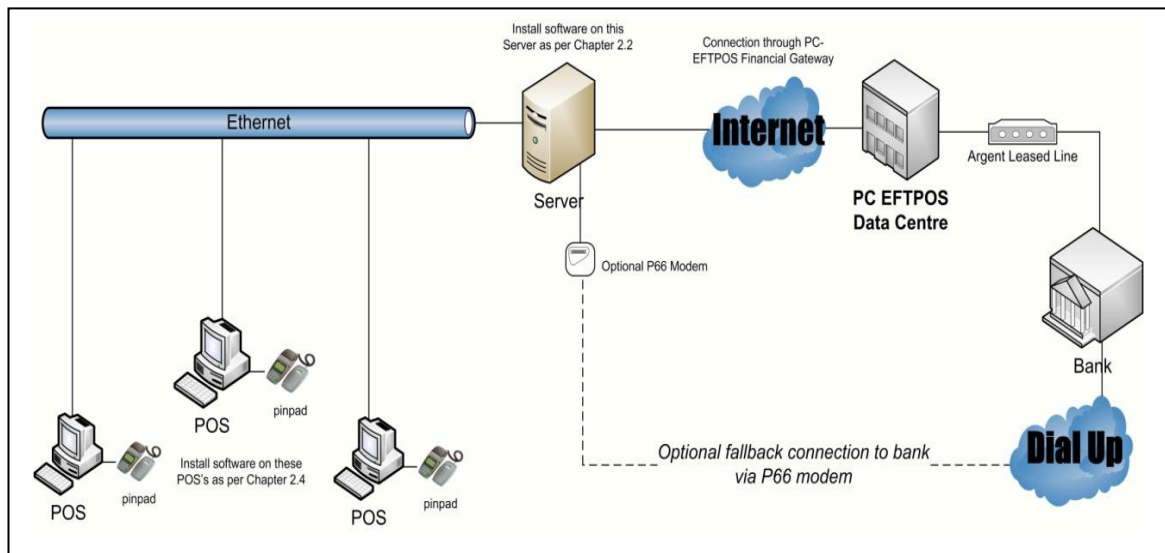


Diagram 2: Single Server Linked to Multi POS Terminal with Pinpad

Setup C

Multiple POS terminals with pinpads, with no separate server machine. In this case you will

need to use one of the POS terminals as the server connecting to the Gateway as shown on **Diagram 3**.

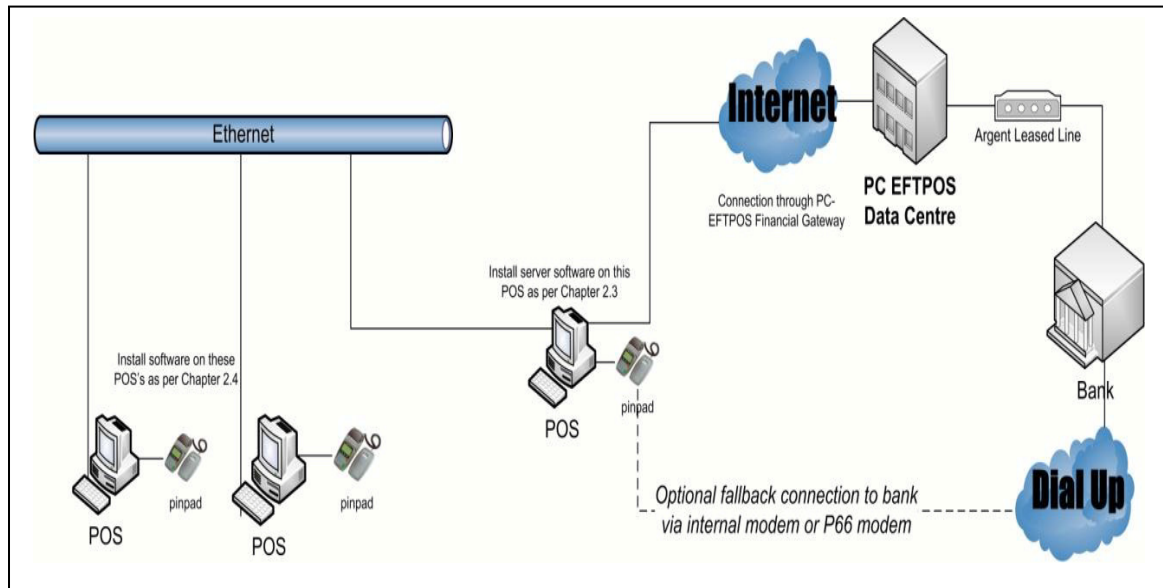


Diagram 3: One POS Terminal Acting As a Server Linked to Multi POS Terminal with Pinpad

4.0 Identify Pinpad Model

Currently, there are 2 types of pinpad model commonly supplied by any bank which are I5100 and the I3070.



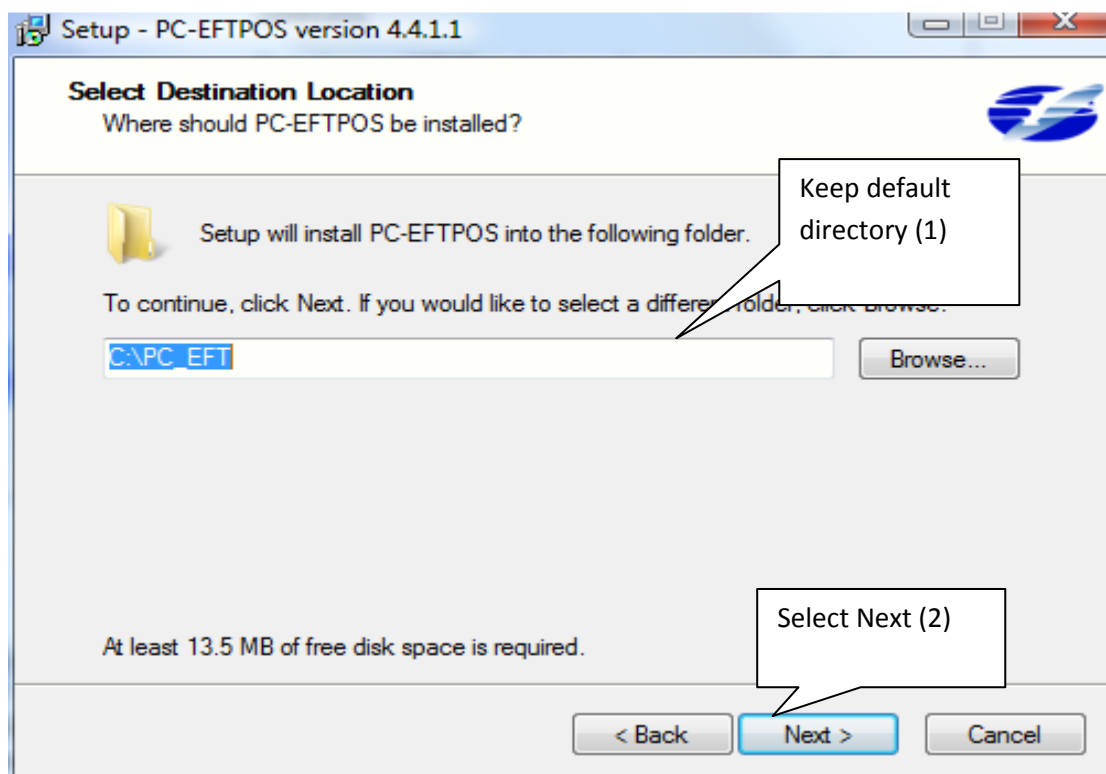
Please click on the “Single” or “Multiple” to the correct section of this manual for further setup instructions. (NOTE: Hold Control + Click on the appropriate link)

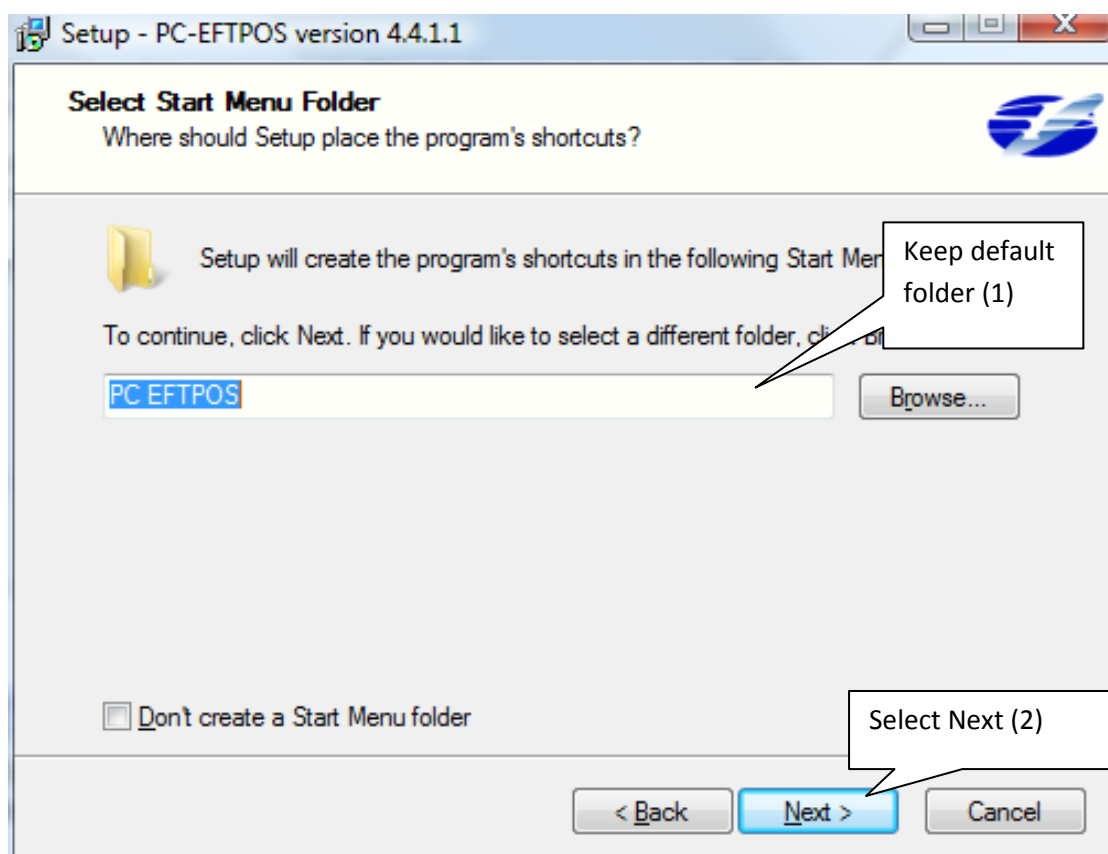
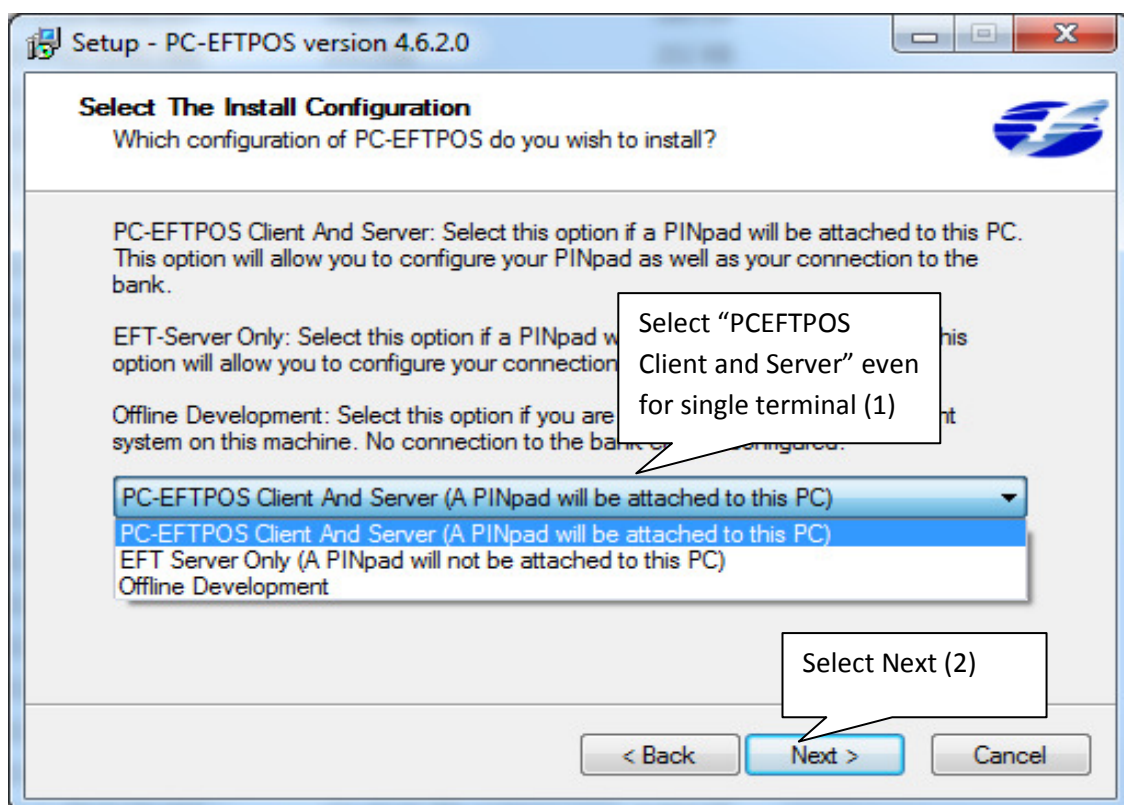
- I5100 – [Single](#) or [Multi POS](#)
- I3070 – [Single](#) or [Multi POS](#)

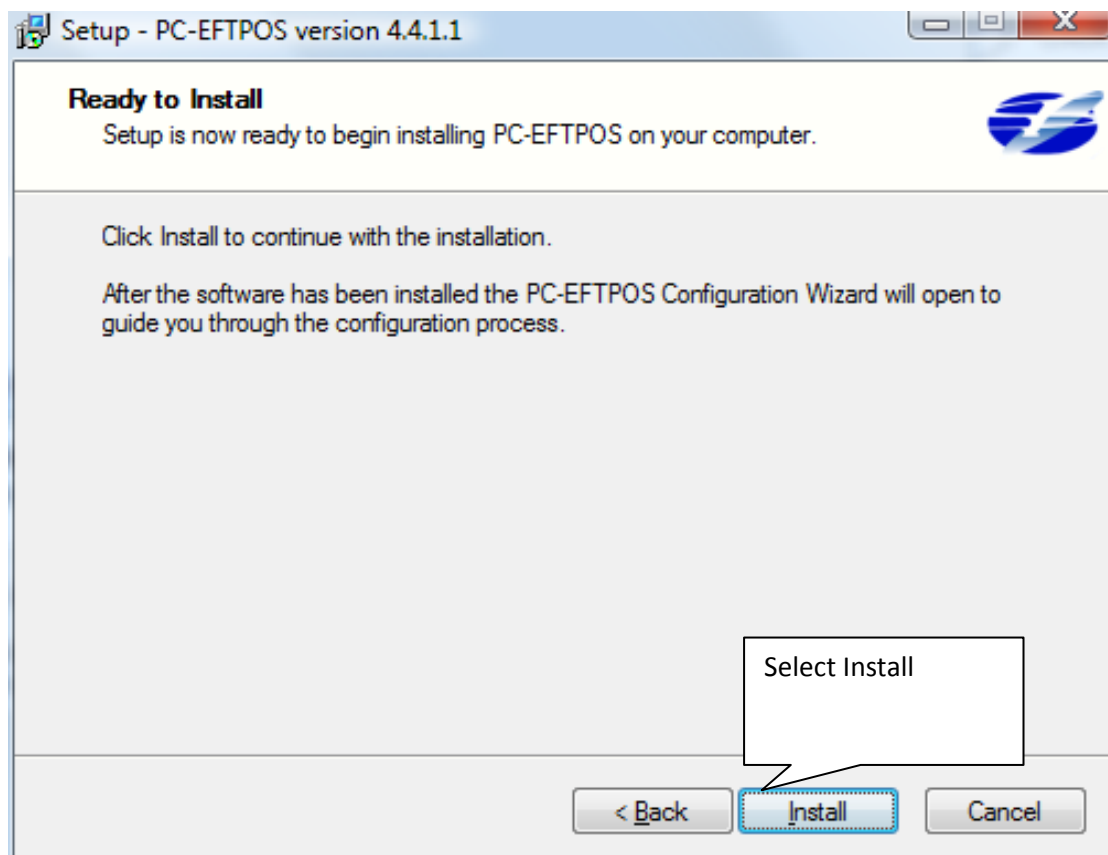
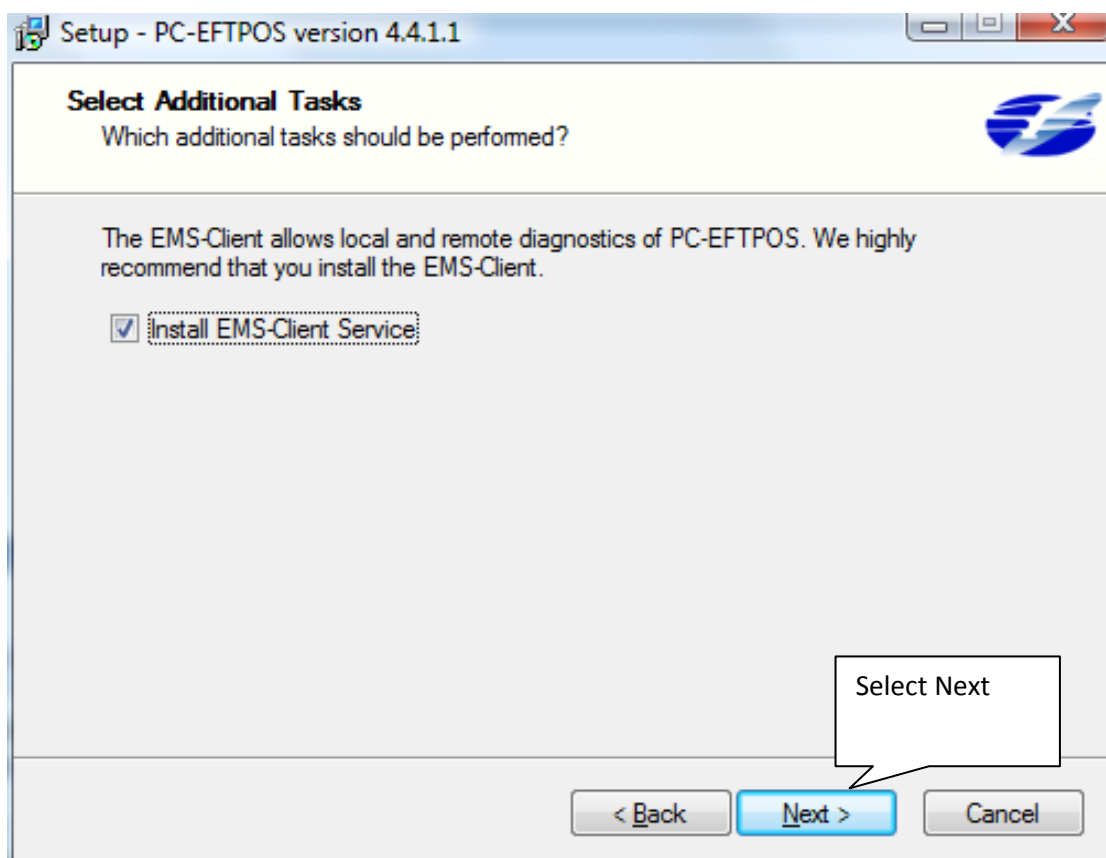
(NOTE: Please contact us for single/standalone Server setup. Call 32778989)

5.0 Setup for I3070/I5100

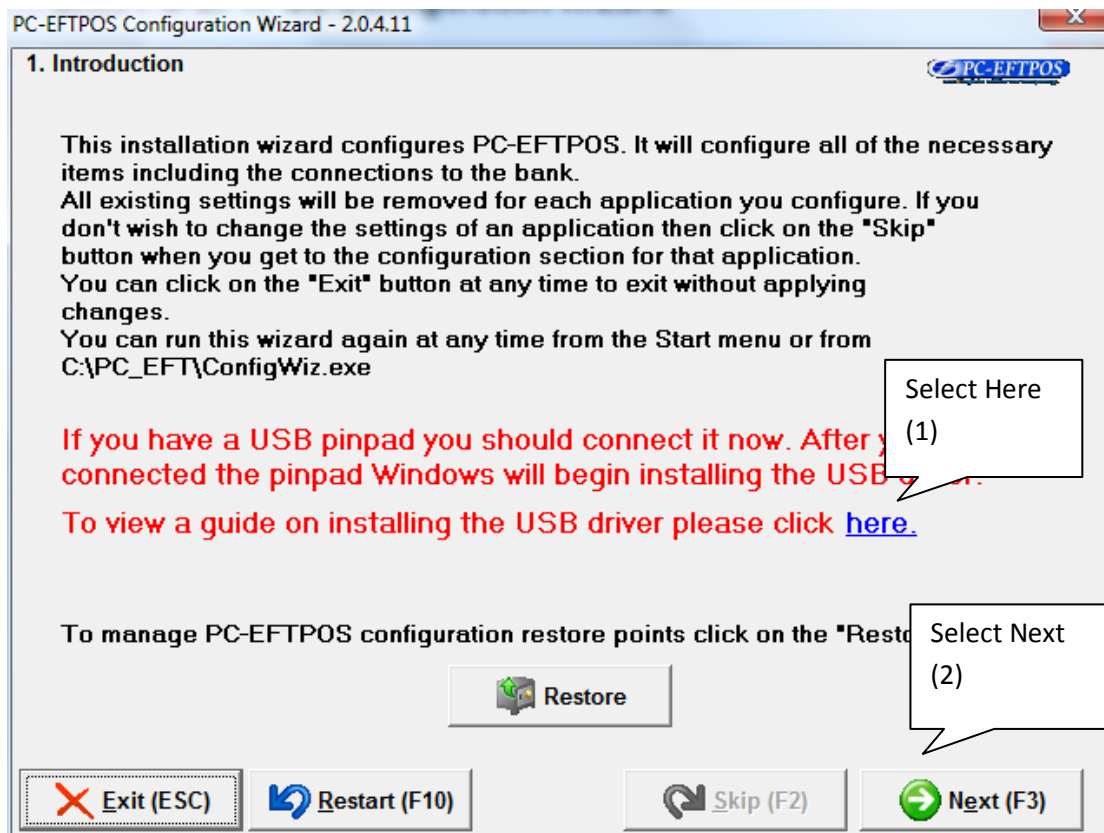
To install software

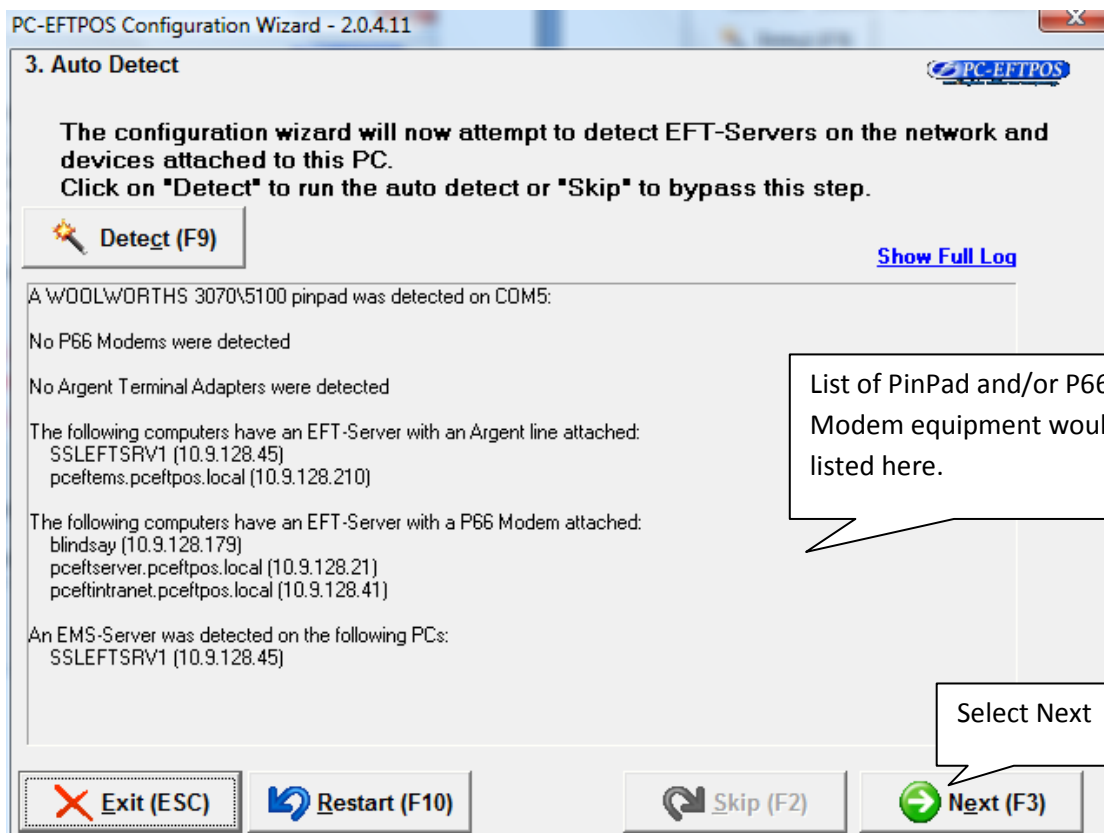
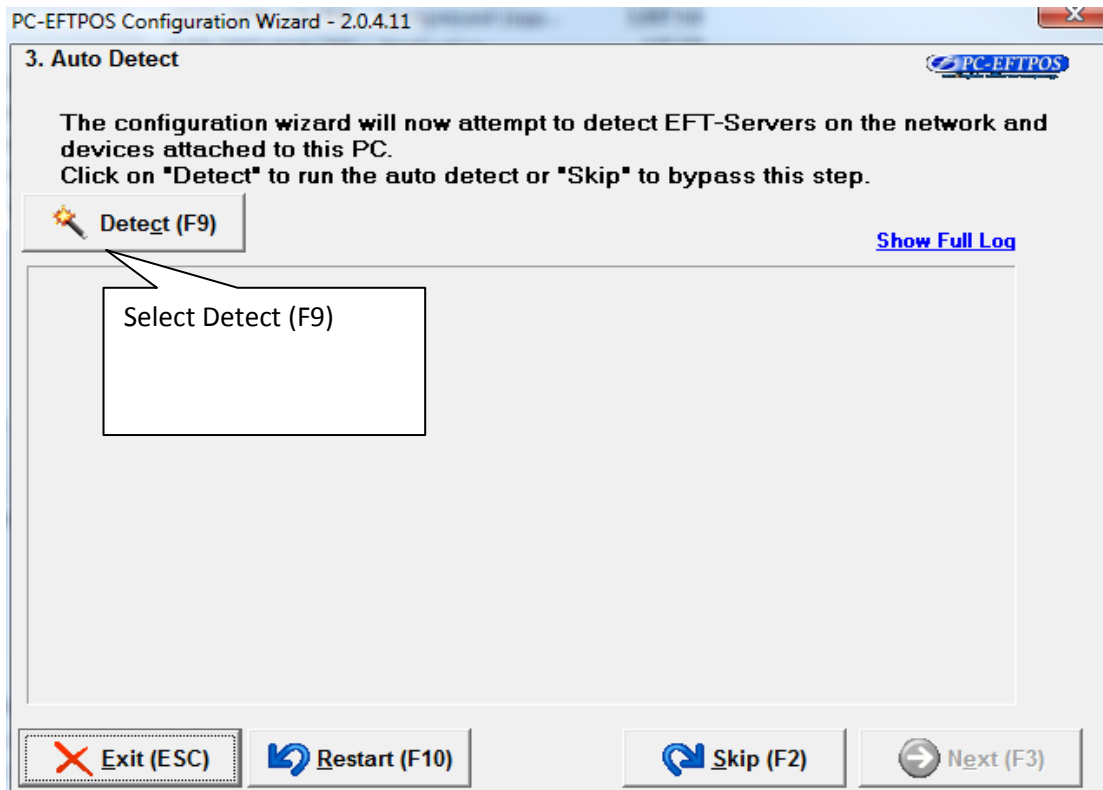


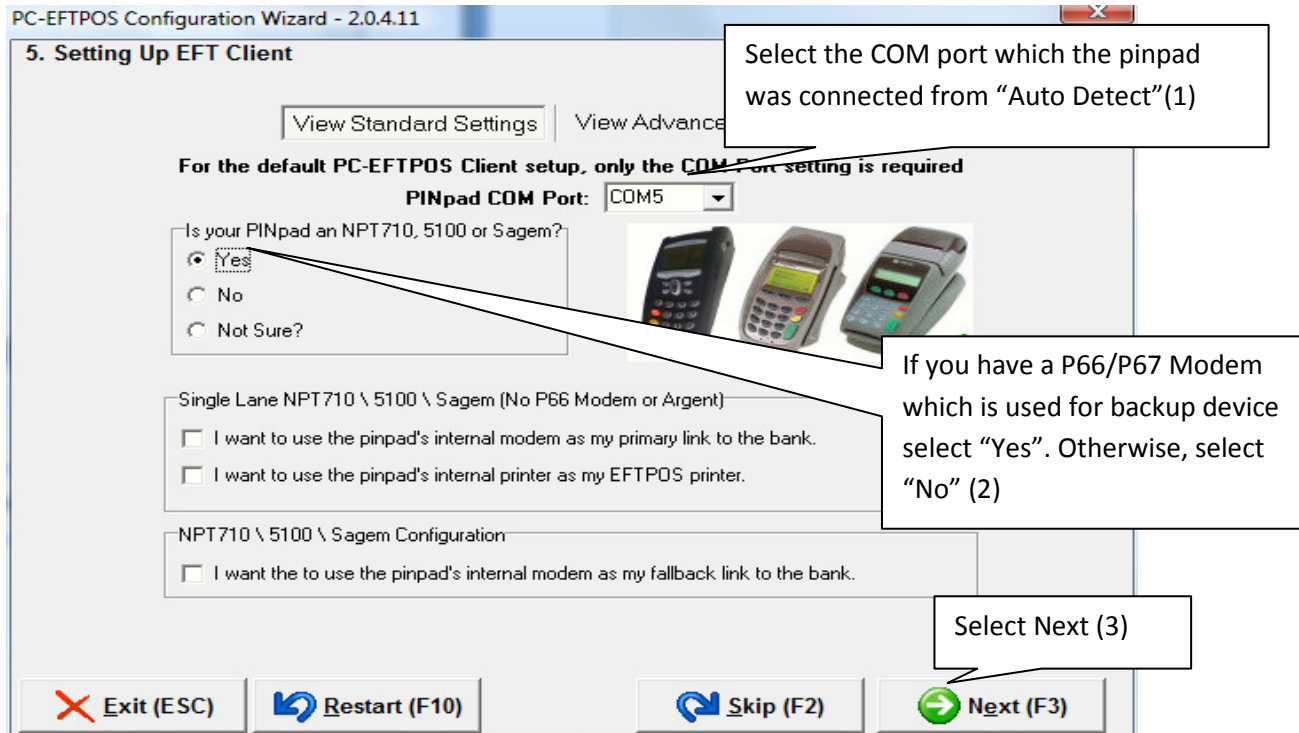
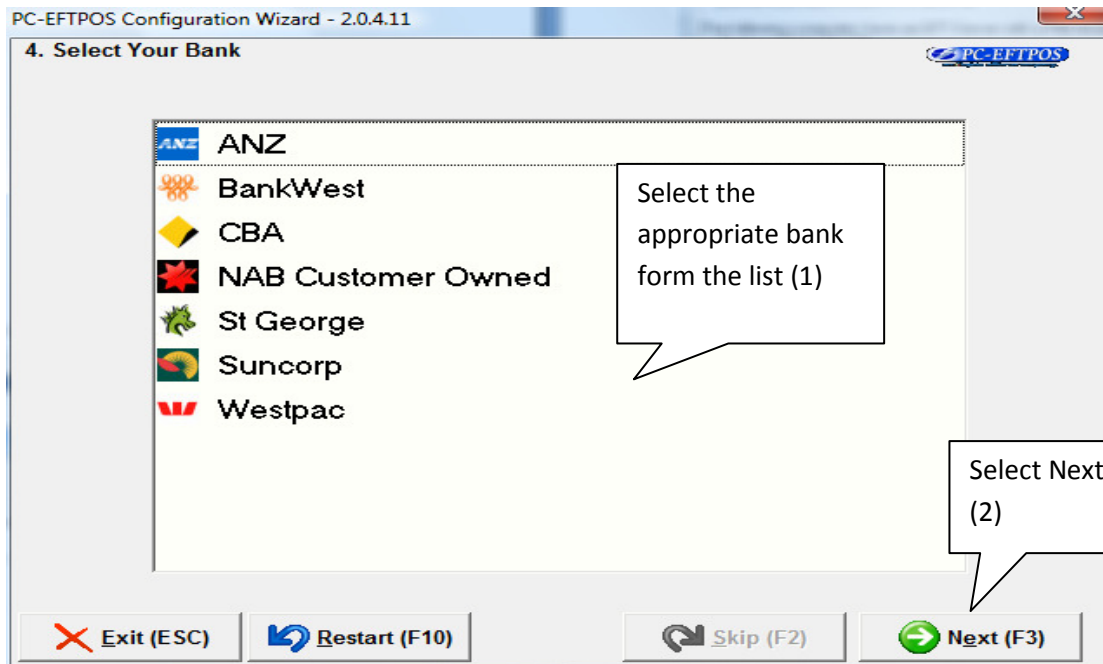




5.1 I3070 & I5100 Single/Server POS Setup







PC-EFTPOS Configuration Wizard - 2.0.4.11

5. Setting Up EFT Client

View Standard Settings | View Advanced Settings

For the default PC-EFTPOS Client setup, only the COM Port setting is required

PINpad COM Port: COM5

Is your PINpad an NPT 710, 5100 or Sagem?

☐ Yes
☒ No
☐ Not Sure?



Exit (ESC) Restart (F10) Skip (F2) Next (F3)

PC-EFTPOS Configuration Wizard - 2.0.4.11

7. Setting Up EMS Client

View Standard Settings | View Advanced Settings

EMS Server IP:

Leave this blank (1)

The EMS-Server Lite is not required for PC-EFTPOS to function correctly.

When it is installed it allows you to configure, manage and diagnose PC-EFTPOS software and PINpads, as well as view transactions and store based settlement reports.

Only one EMS-Server Lite needs to be installed per store.

You can find the EMS-Server Lite installation file under \Software\EMSSRV\Lite\ on the PC-EFTPOS Release CD.

For more information please view the "EMS-Server Lite Users Guide" under \Documents\EMS\ on the PC-EFTPOS Release CD.

Select Next (2)

Exit (ESC) Restart (F10) Skip (F2) Next (F3)

PC-EFTPOS Configuration Wizard - 2.0.4.11

9. Configuring EFT Server Connection

This section allows you to configure your connection to the bank. If you need to enter multiple connections, for example a primary Argent line and a backup P66 Dialup line, the configuration wizard will allow you to return to this screen.

The most common configuration options are as follows:

1. If your primary line to the bank is hosted on another PC you will need to select "To The Bank Via Another PC".
2. If this PC is hosting your primary line to the bank you will need to select "To The Bank Directly From This PC".
3. If your primary line is hosted on another PC, and this PC is hosting your backup line, you will need to select "To The Bank Via Another PC" now and "To The Bank Directly From This PC" when the configuration wizard returns you to this screen.
4. If both your primary and backup lines are hosted on other PCs, you will need to select "To The Bank Via Another PC" now and enter your primary line and "To The Bank Via Another PC" when the configuration wizard returns you to this screen and enter your backup line.

To The Bank Via Another

☐ Another PC on the network

☒ PC-EFTPOS Gateway

To The Bank Directly From This PC

☐ P66 or P67 dialup EFTPOS modem connected to this PC

☐ Argent Line connected to this PC

☐ Optus MTA connected to this PC

Exit (ESC) Restart (F10) Skip (F2) Next (F3)

PC-EFTPOS Configuration Wizard - 2.0.4.11

10. Enter Another Connection Or Complete Configuration

If you are installing multiple line the backup line.

Priority: 4 - High

Line Name: PC-EFTPOS SLL

Enter the Username and Password provided to you by PC-EFTPOS.

You do not need to edit the TCP/IP address or port.

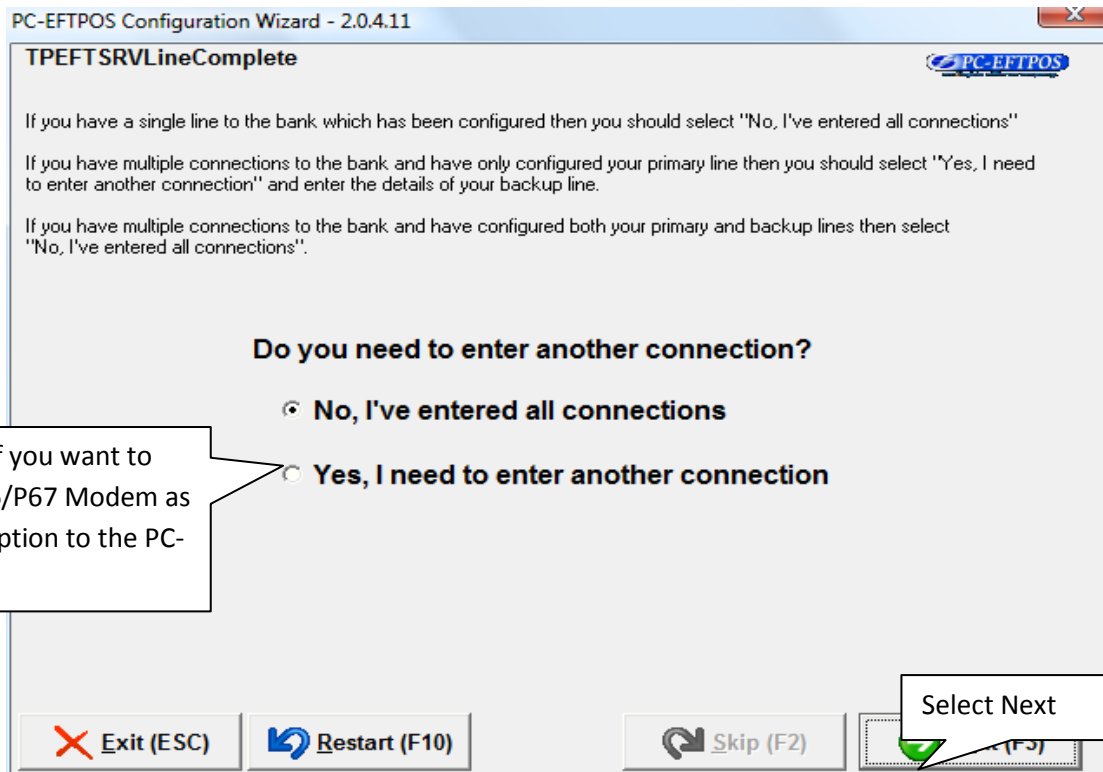
Username: username1

Password: password1

TCP/IP Address: gw0.pceftpos.com

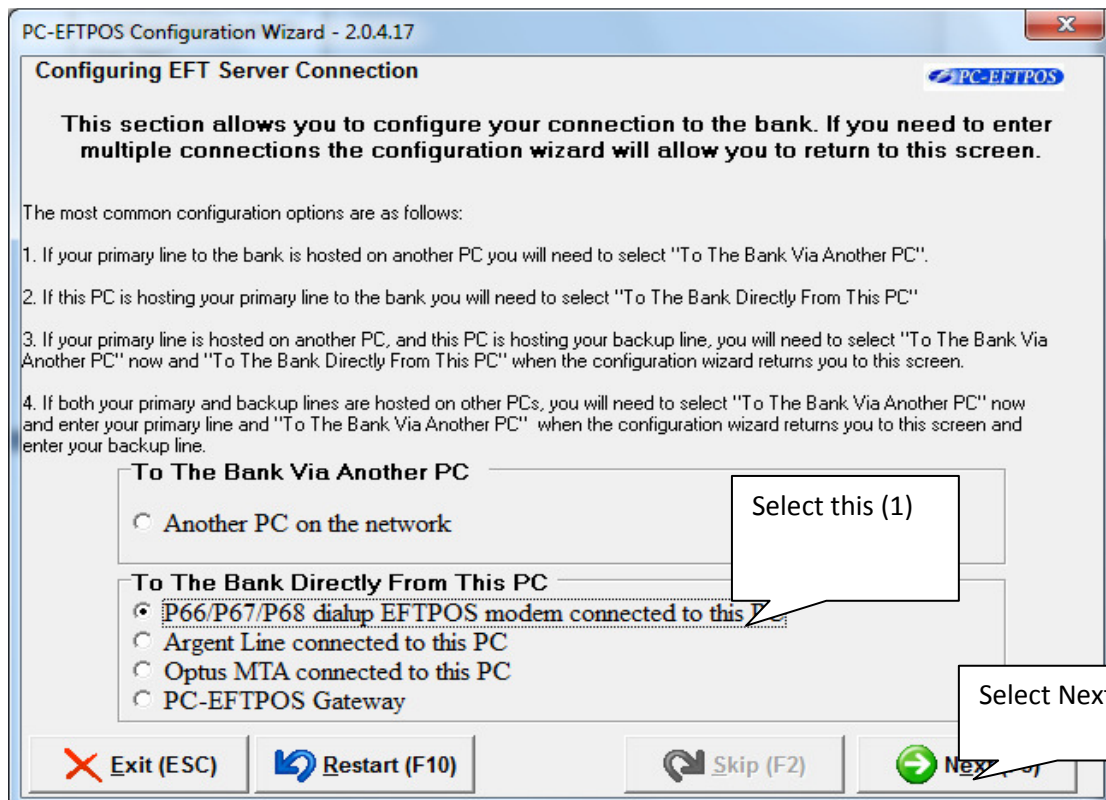
443

Exit (ESC) Restart (F10) Skip (F2) Next (F3)



5.1.1 (Optional) Setup Dialup as Backup.

This chapter is to setup the dialup as a backup solution if the IP communication fails. Follow the next illustrated steps:



PC-EFTPOS Configuration Wizard - 2.0.4.17

Enter Another Connection Or Complete Configuration

Select the port which has the modem or Area Terminal Adapter attached.

COM Port

If you are installing multiple lines, give the primary line a higher priority than the backup line.

Priority:

Line Name

If you need to dial a number to get an external line enter the number in the "PABX Prefix" field.
You don't need to change the "Phone Number"

PABX Prefix

Phone Number

Navigation Buttons:

- Exit (ESC)**
- Restart (F10)**
- Skip (F2)**
- Next (F3)**

Annotations:

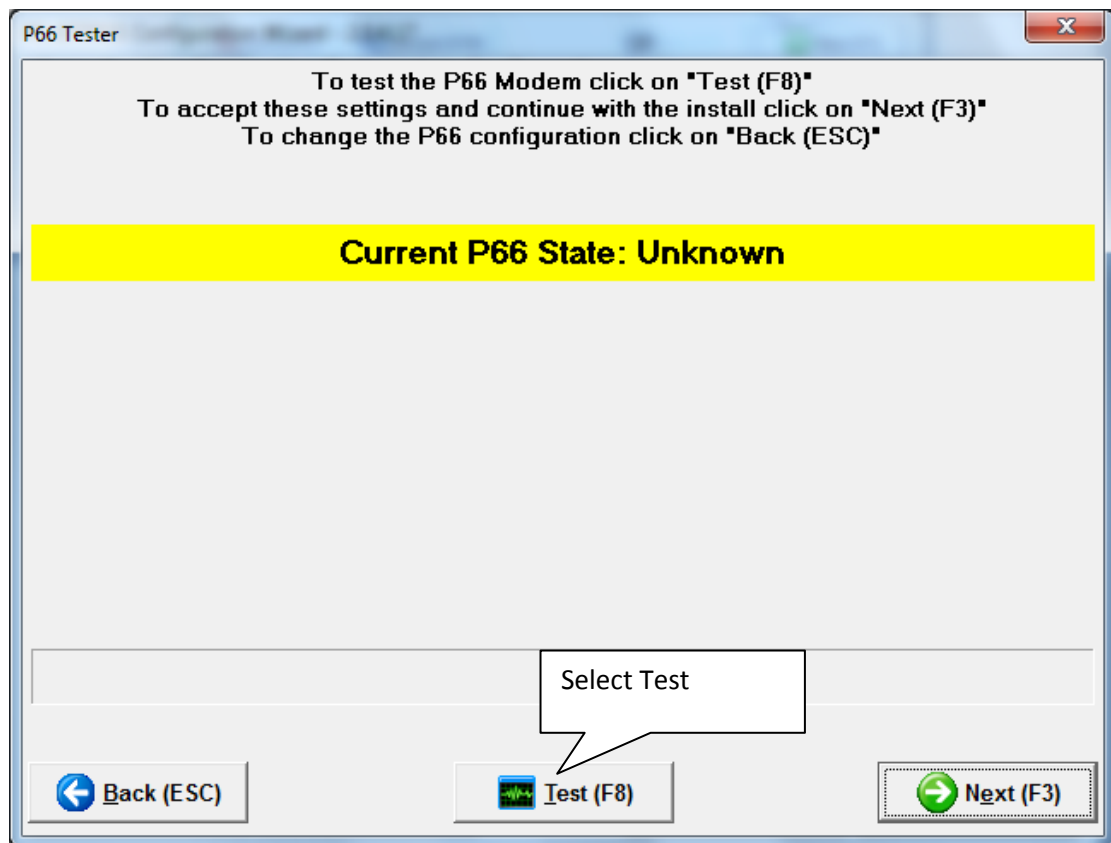
- (1) Select the COM port which the pinpad was connected from "Auto Detect"
- (2) Make sure the priority is low
- (3) Select Next

P66 Modem Test

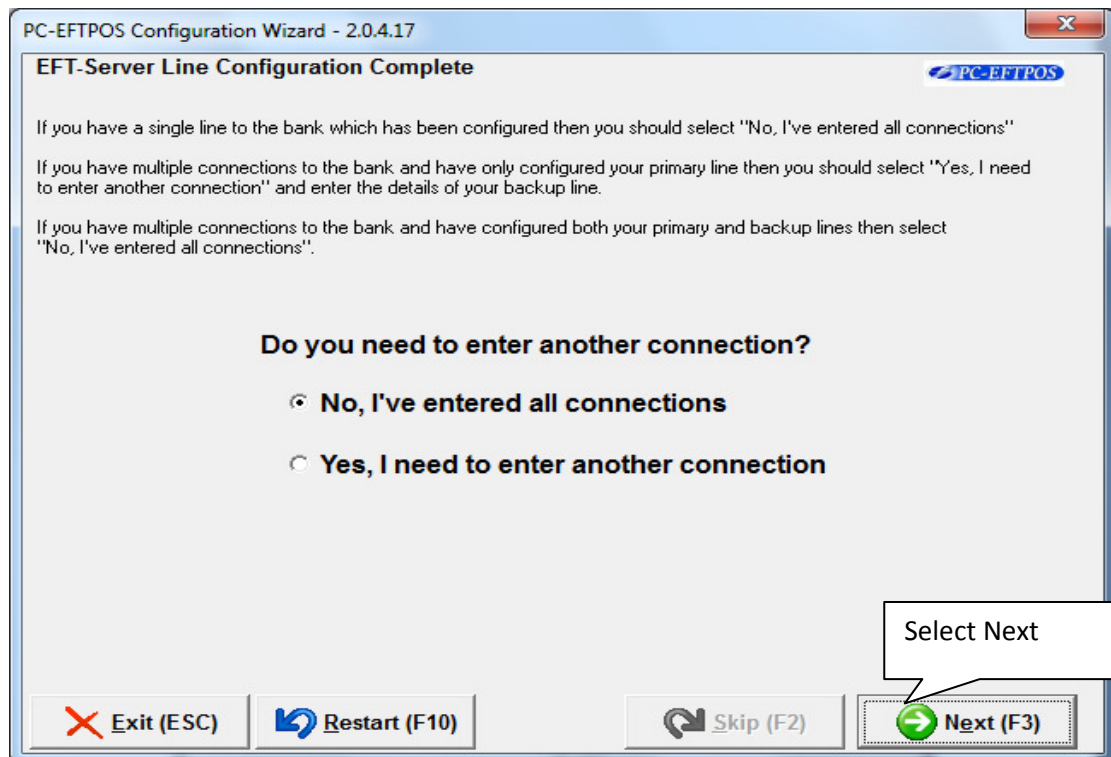
Would you like to test the P66 Modem?

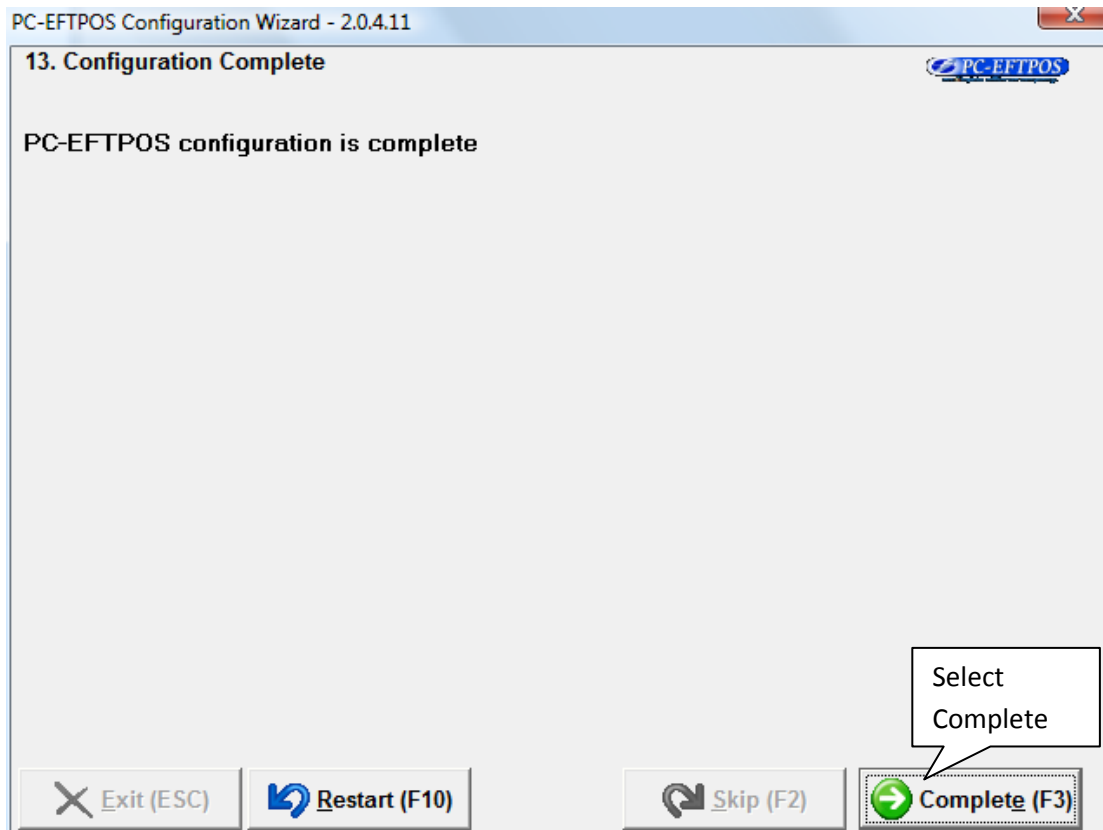
Select Yes

YES (F3) **NO (ESC)**



The bar should turn green after the test had been completed.





5.1.2 Determining the IP address of your server

You have now configured your server for connection to the PC-EFTPOS IP Communications Gateway.

For details on configuring your other terminals, please refer to [5.2 I3070 & I5100 MultiPOS Setup](#).

You will need the IP address of this server machine when you are configuring the software for the other terminals. You can get this information by performing the following steps:

1. Double click on the EFT-Server icon (green \$ sign)



EFT Server Icon. Letter "S".

2. You may see a button that says "Open Control Panel", if so, click the button
3. Click on the "Server" tab.
4. This will list the IP address of the server. Note this information down for configuring your other terminals

EFT-Server v4.2.6.10

Status Server Routing Links Lines Trace

Local Server IP Settings

Port 2005 ☒ Use Default


Address ANY_IP ☐ Use Default


Ident username1


Password

Local Server IP 10.9.128.195

☒ Use Task Bar Icon

 **Apply**

 **Close**

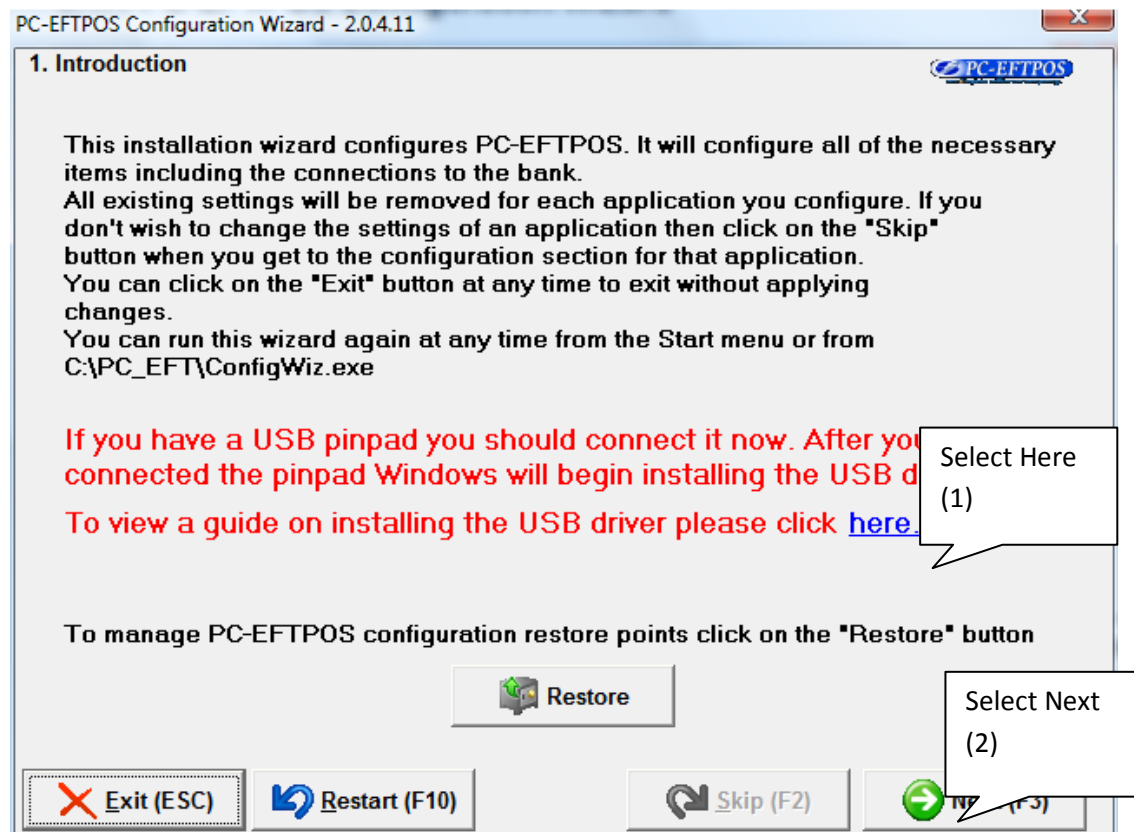
 **Refresh**

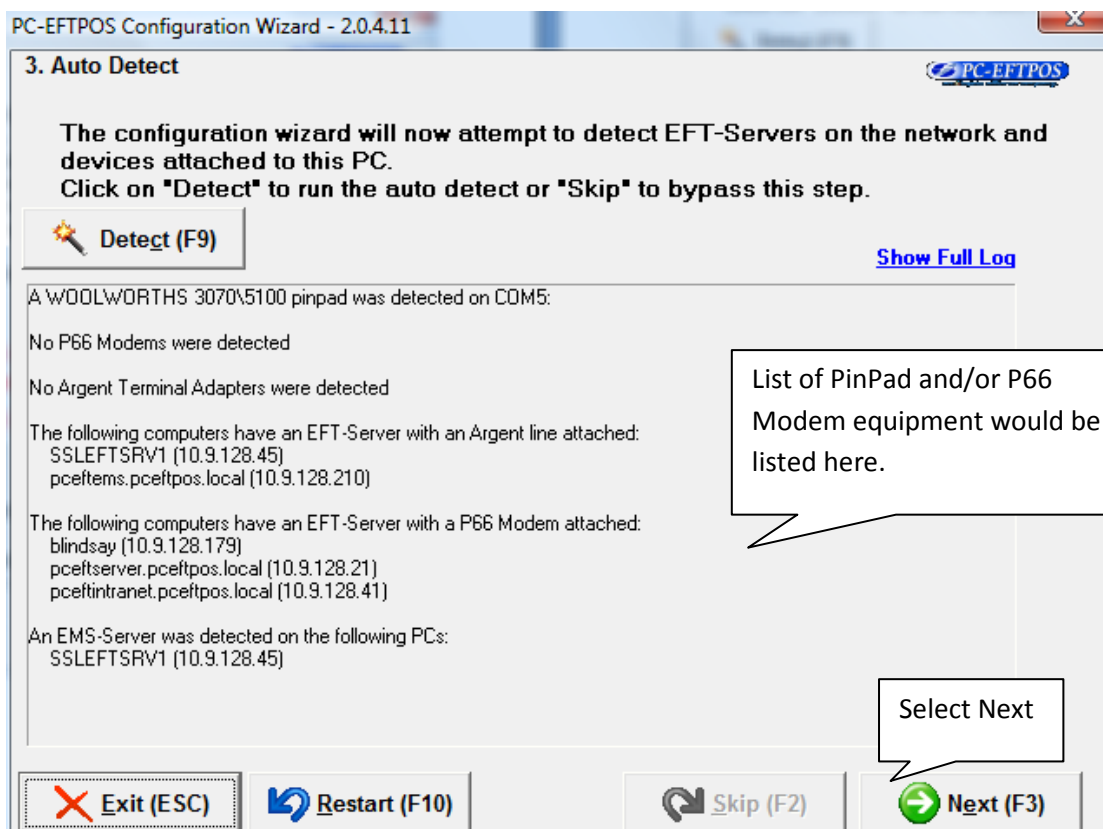
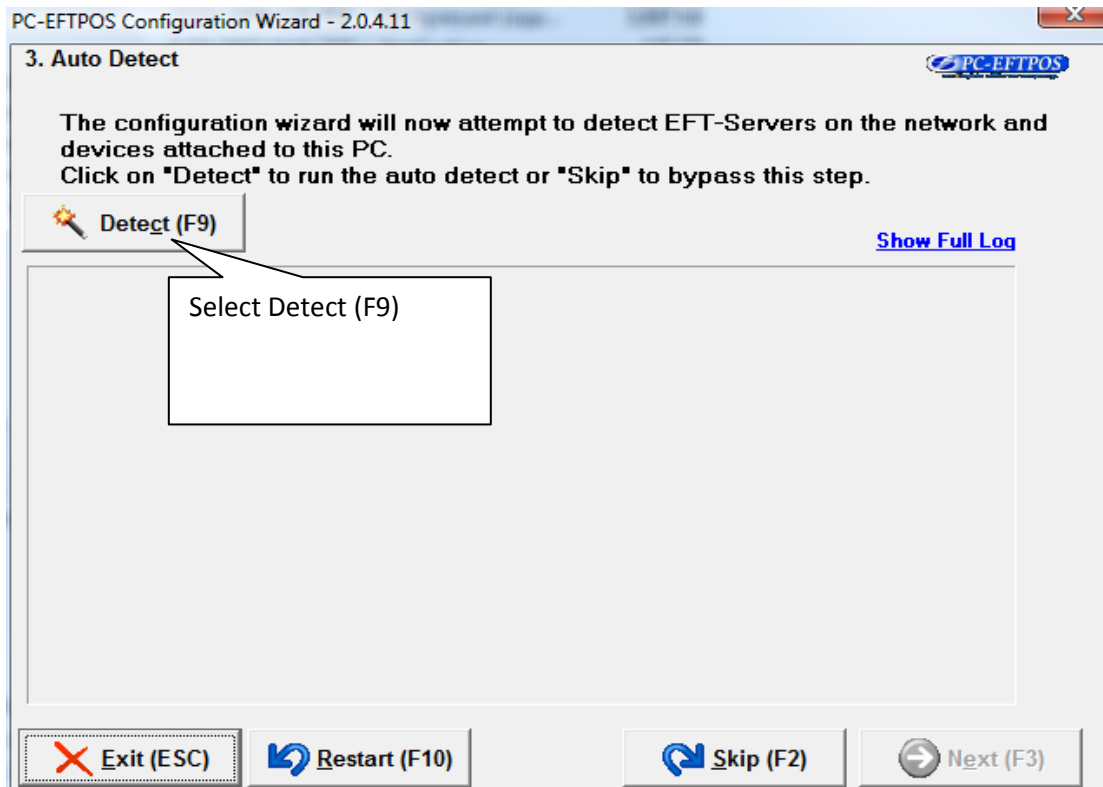
Server IP address.
Take note of this IP
address.

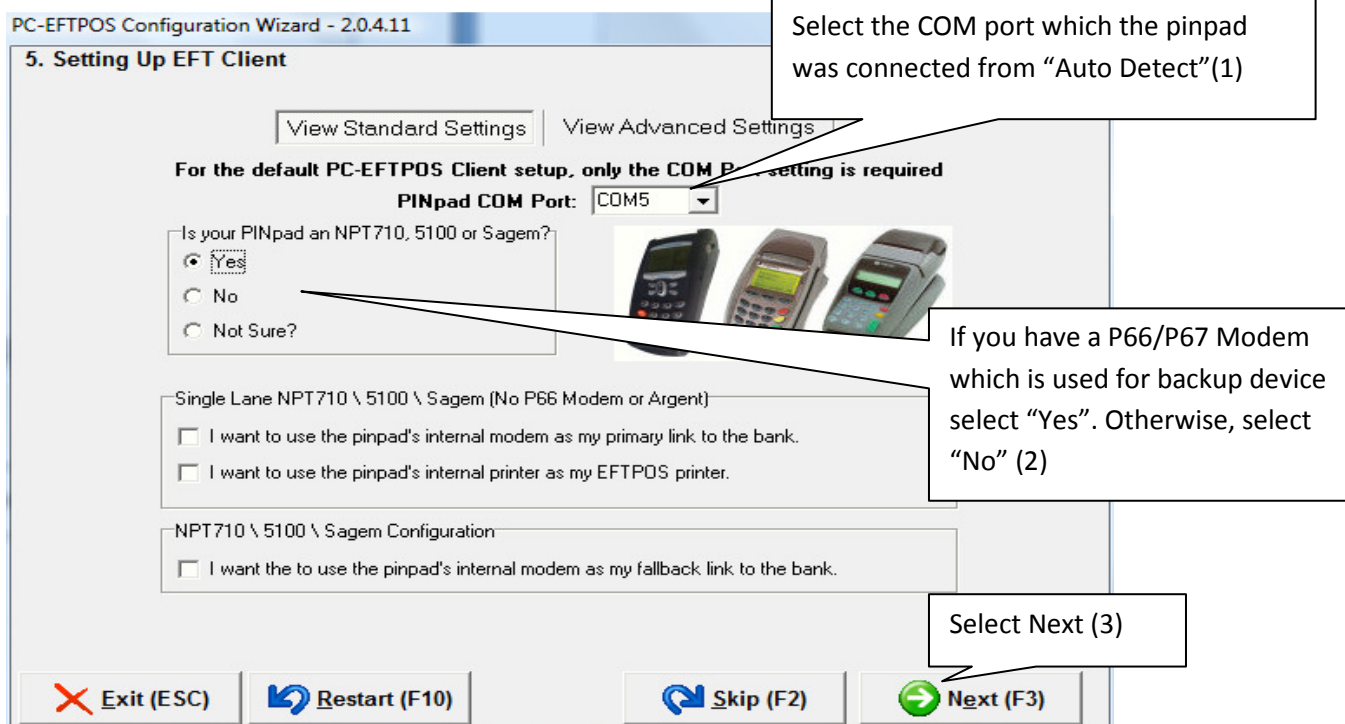
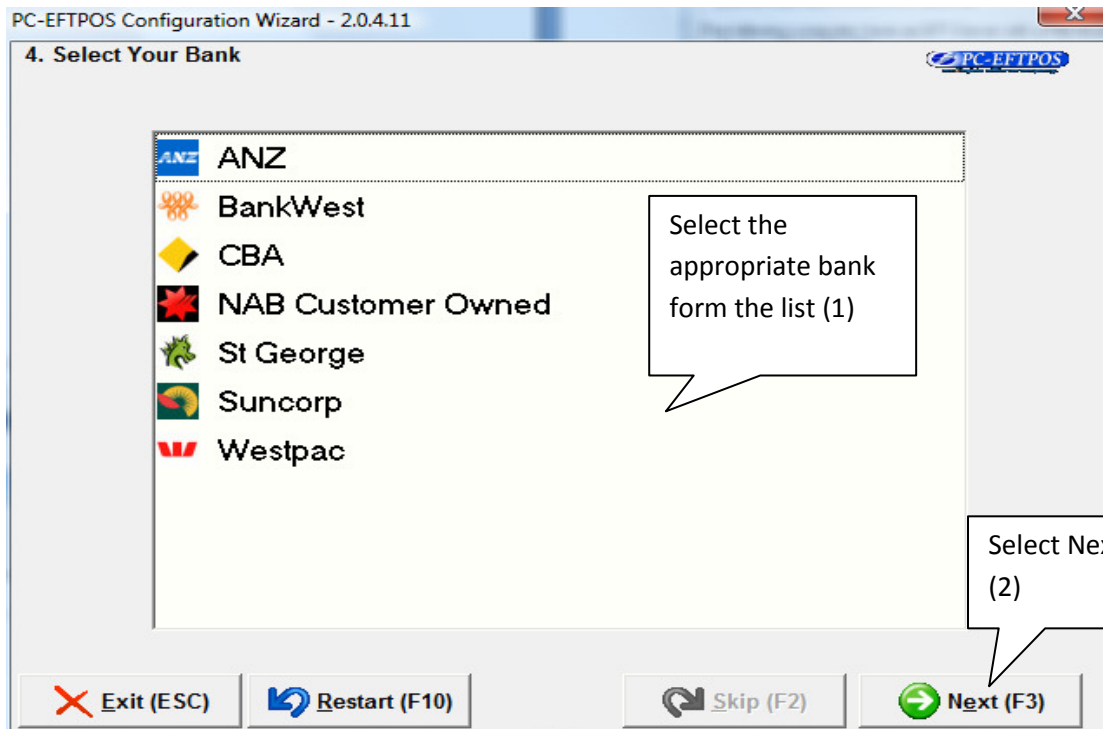
5.2 I3070 & I5100 MultiPOS Setup

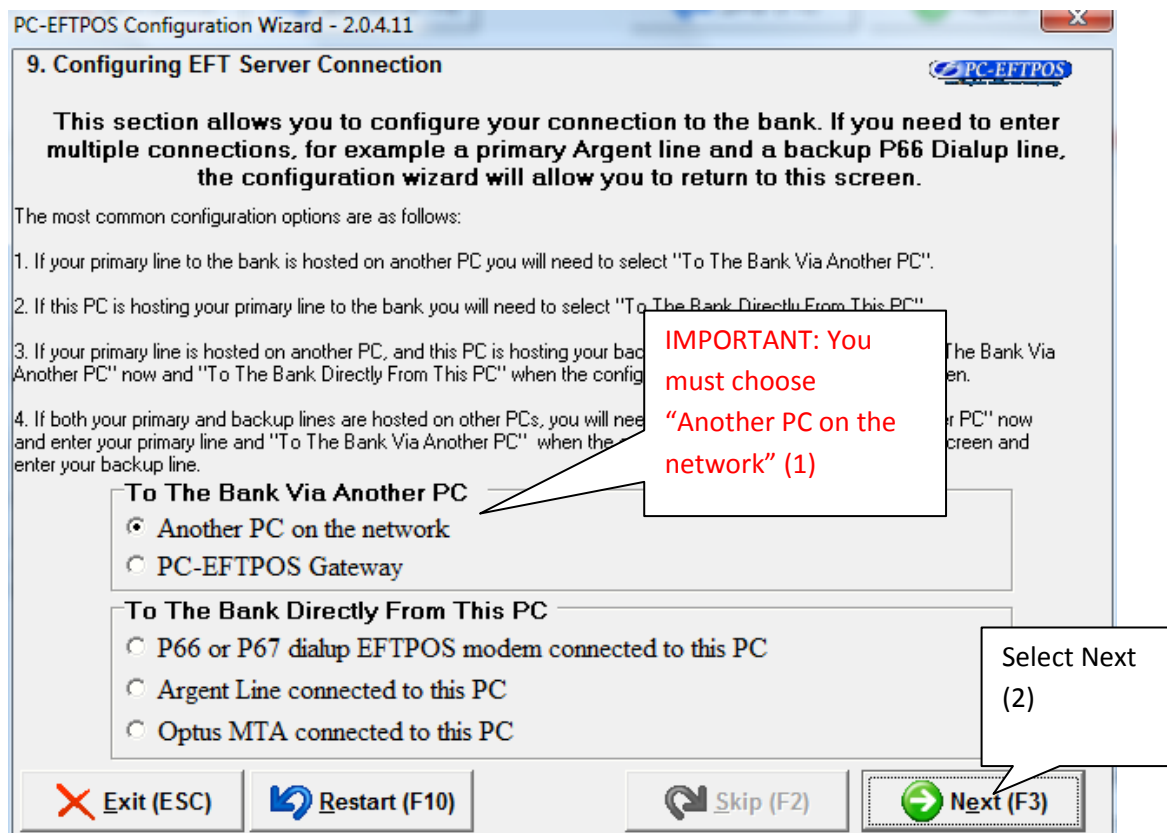
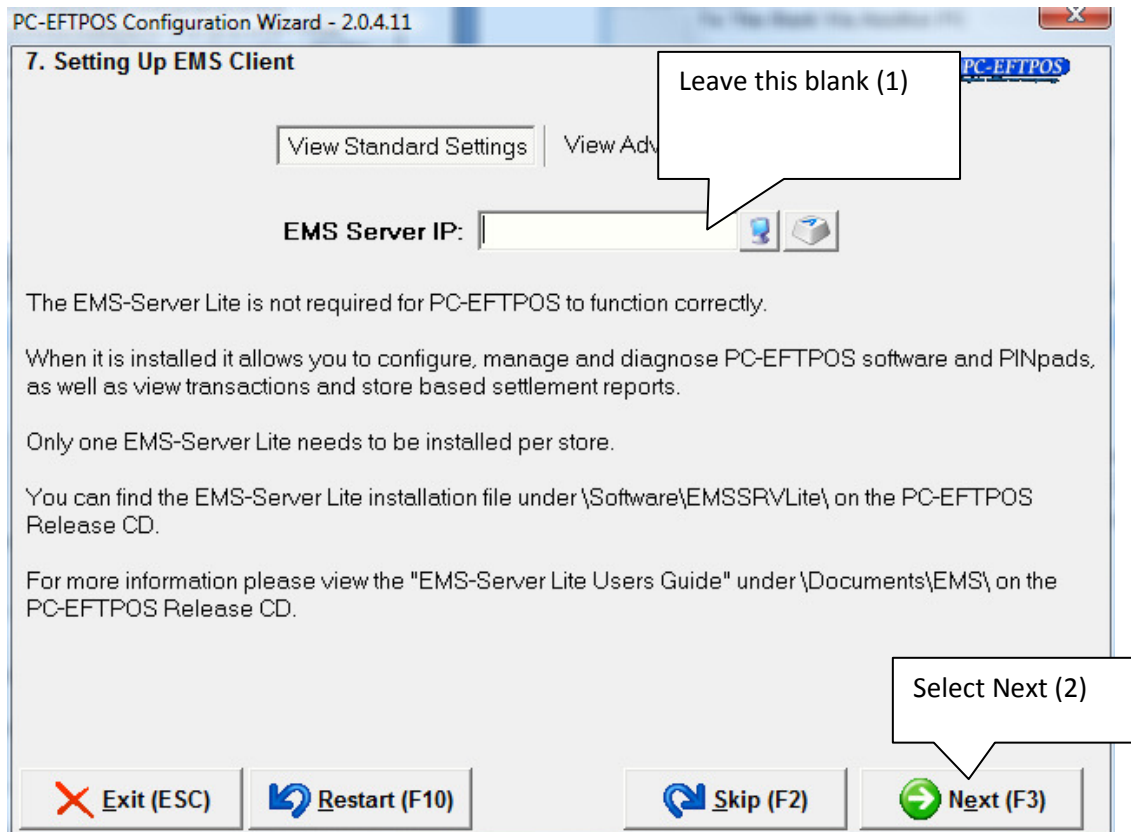
In a Multipos setup you are required to make one terminal as a server and the remaining terminals as clients. First, we need to setup the server in the configuration wizard as shown on [5.1 I3070 & I5100 Single/Server POS Setup](#)

On the client terminal, you are required to do the following steps:









PC-EFTPOS Configuration Wizard - 2.0.4.11

10. Enter Another Connection Or Complete Configuration

If you are installing multiple lines, give the backup line a priority value.

Priority: 4 - High (1)

Line Name: TCP/IP Line (2)

Enter the IP-Address or machine name of the PC which is hosting your connection to the bank.

This is usually the PC with a P66 modem or Argent Terminal Adapter attached.

You should not have to change the port value.

TCP/IP Address: eg. 10.9.128.195 (3)

Port: 2005 ☒ Use Default Port

Buttons: Exit (ESC), Restart (F10), Skip (F2), Next (F3) (4)

IMPORTANT NOTE: To obtain the server IP address follow [5.1.2 Determining the IP address of your server](#) chapter.

PC-EFTPOS Configuration Wizard - 2.0.4.11

TPEFTSRVLineComplete

If you have a single line to the bank which has been configured then you should select "No, I've entered all connections"

If you have multiple connections to the bank and have only configured your primary line then you should select "Yes, I need to enter another connection" and enter the details of your backup line.

If you have multiple connections to the bank and have configured both your primary and backup lines then select "No, I've entered all connections".

Do you need to enter another connection?

☒ No, I've entered all connections (1)

☐ Yes, I need to enter another connection

Buttons: Exit (ESC), Restart (F10), Skip (F2), Next (F3) (2)



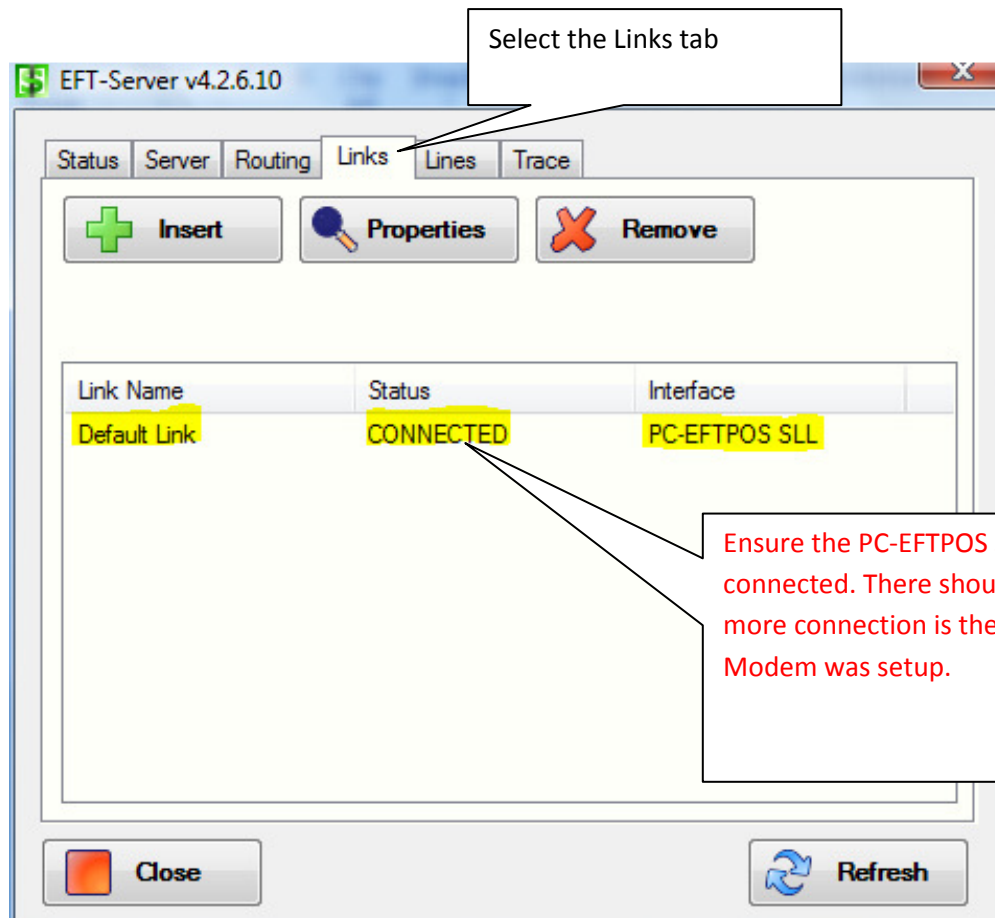
7.0 TCP/IP Communication Check

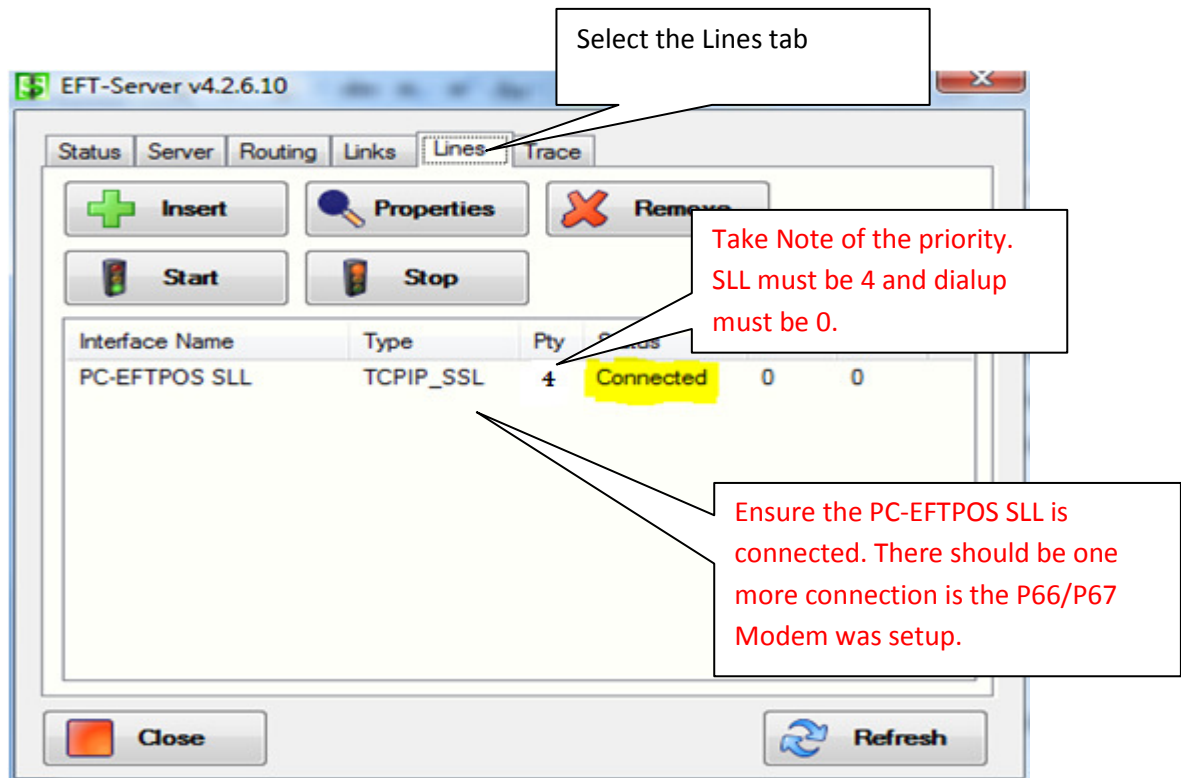
After the initial installation and configuration wizard setup, you are required to double check if the pinpad is connected without any problems. Thus, follow the following steps to setup the connection reliability.

Navigate to the EFT Server Icon as shown:



EFT Server Icon. Letter "S".



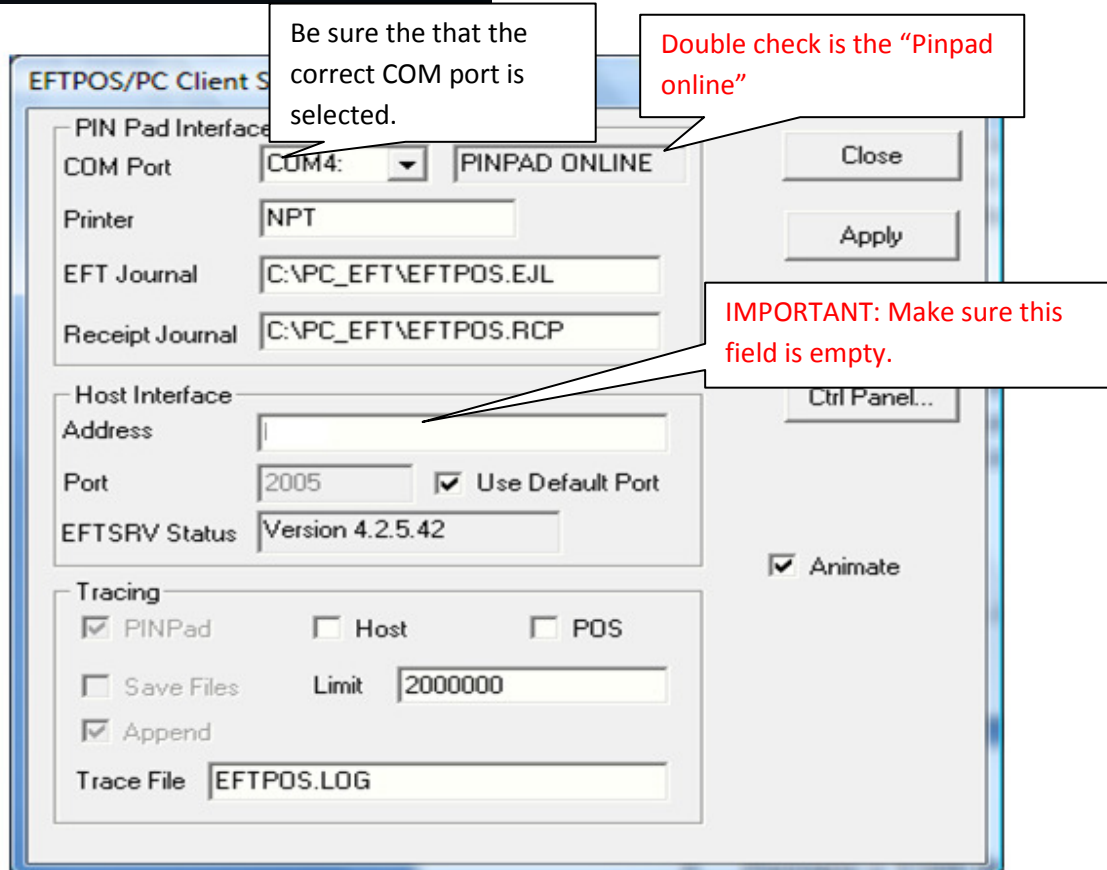


Note: To insert priority, refer to chapter [8.0 Pinpad Connectivity Check](#)

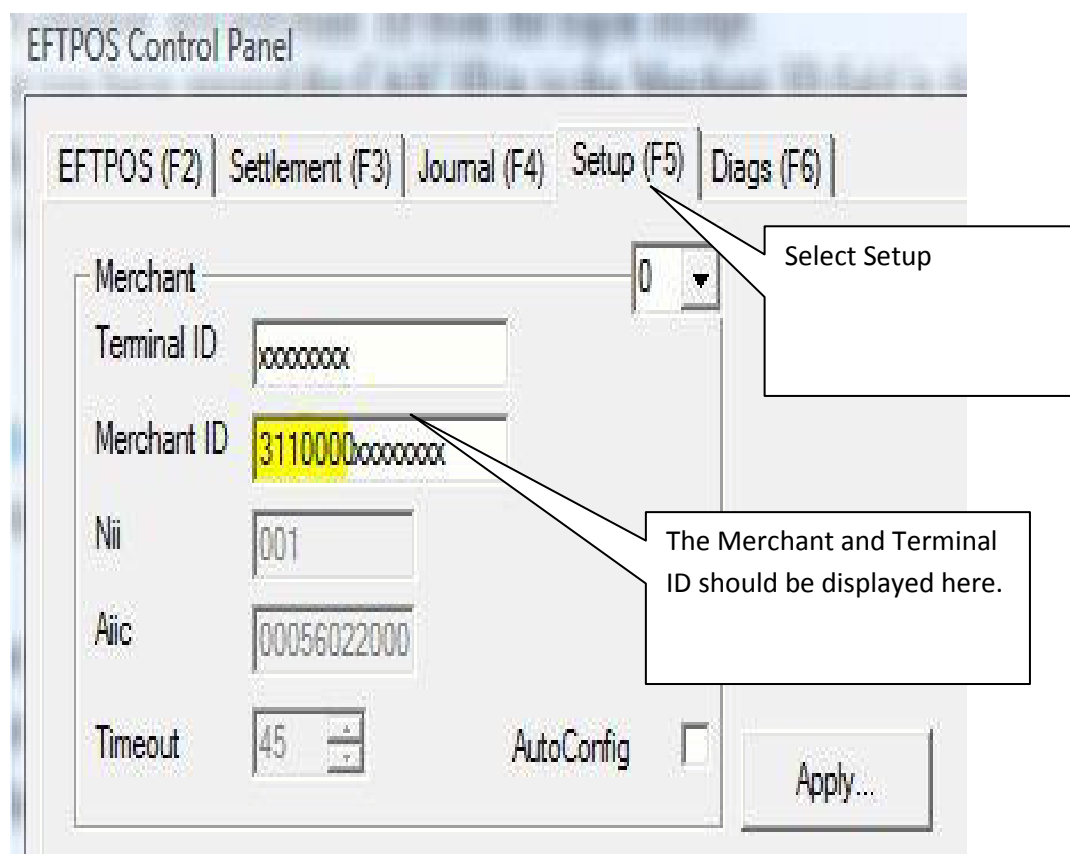
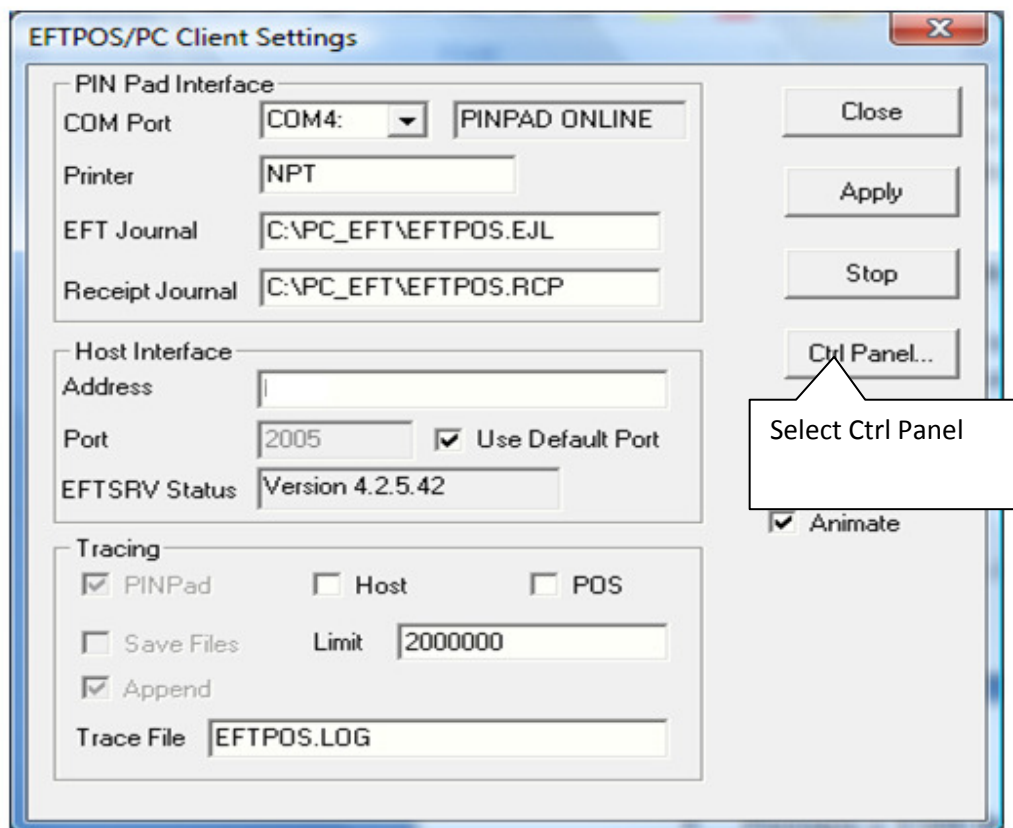
Next, choose the EFT Client as illustrated:



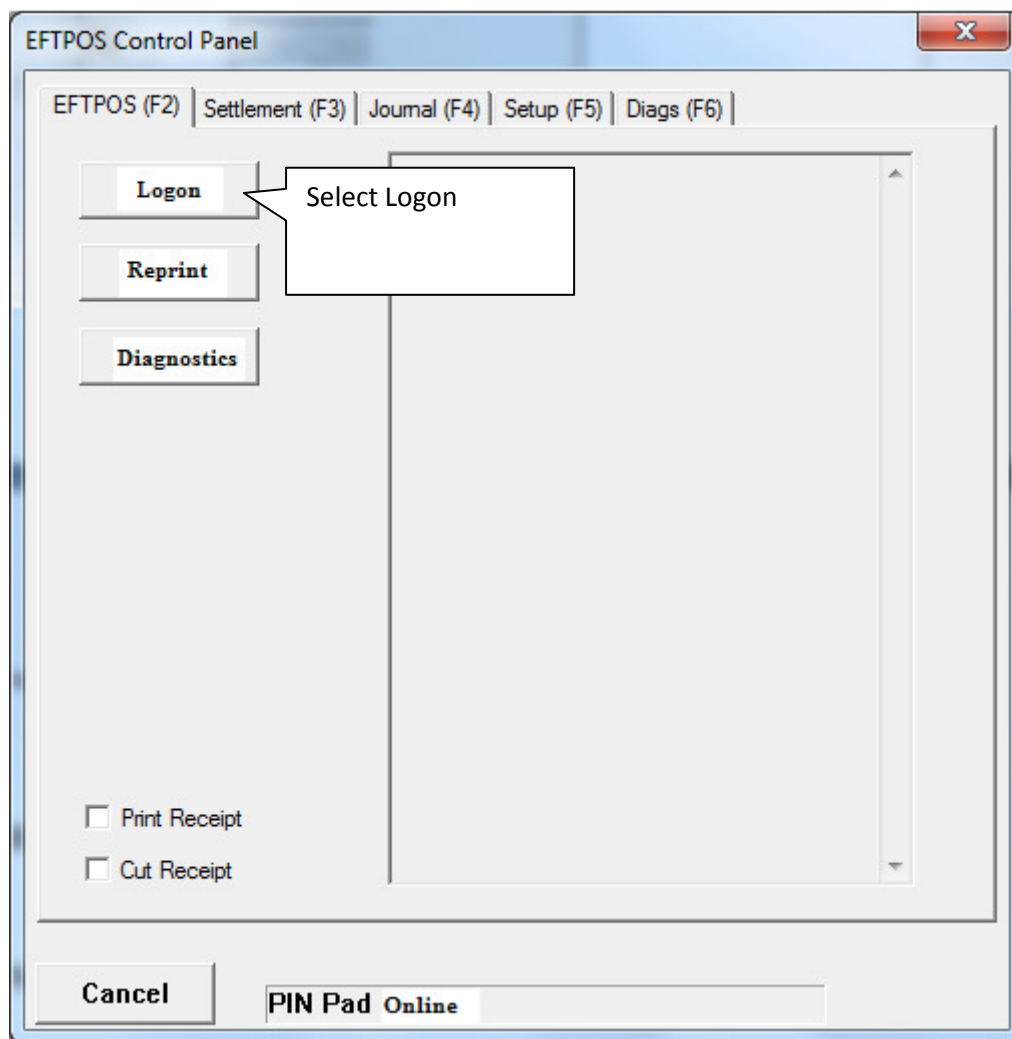
EFT Client Icon. Letter "C".



Next, see if the Merchant and Terminal ID was input into the software parameter as shown:



Next, try to login into PC-EFTPOS server as shown:



8.0 Pinpad Connectivity Check

In some cases you may find that your fallback connection does not get activated when the gateway connection is down.

The following steps should resolve this issue for you

****Warning****

- These are manual steps that force your fallback connection to be used. Use with extreme caution. Once the gateway connection is operational, you will need to reverse the steps

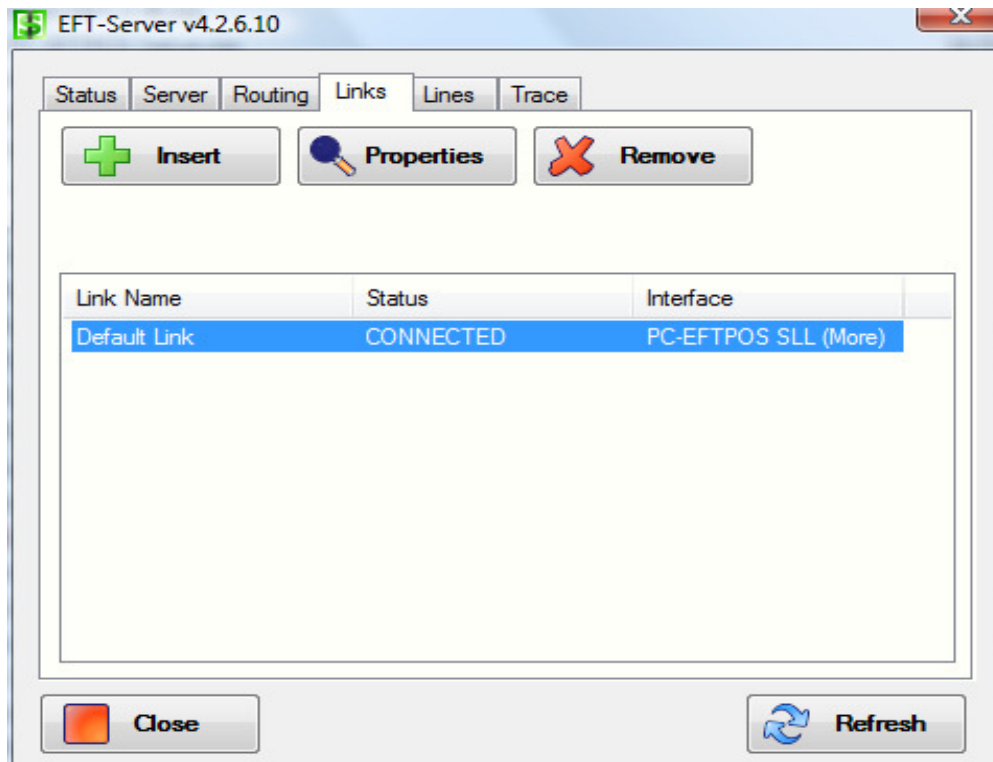
1) Start the EFT Server (green \$ icon) on the PC that has the gateway connection

Click on "Open Control Panel" link

2) (this option is not visible on all Operating Systems)

3) Click on the "Links" tab

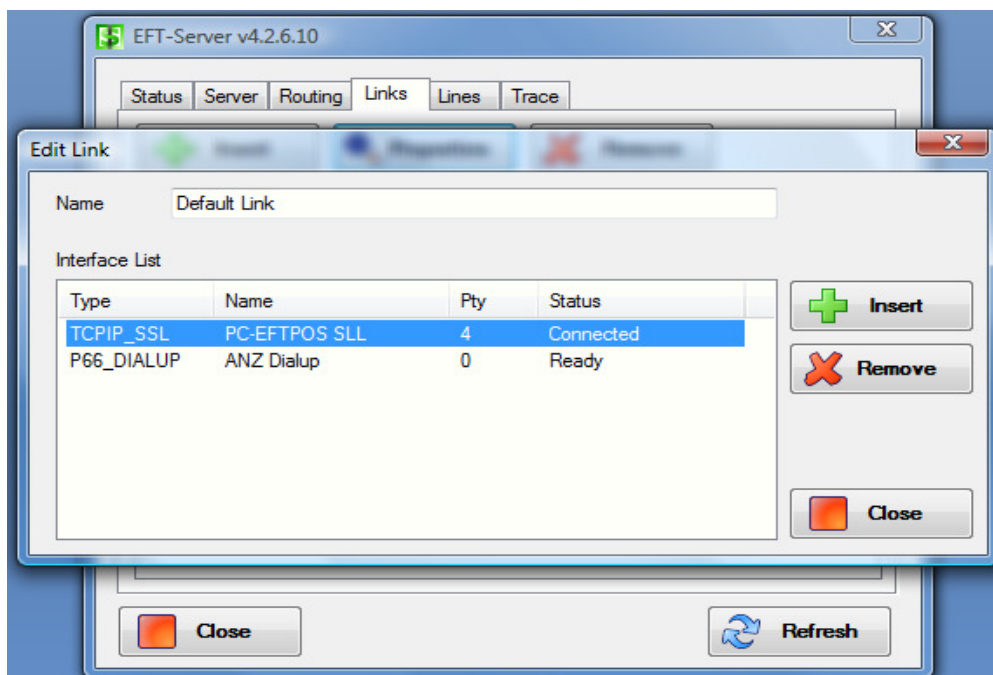
4) Select the "Default Link" line



5) Click on the "Properties" button

6) Select the "TCPIP_SSL" connection

7) Click on the "Remove" button



8) Close the EFT Server and restart the EFT Server service.

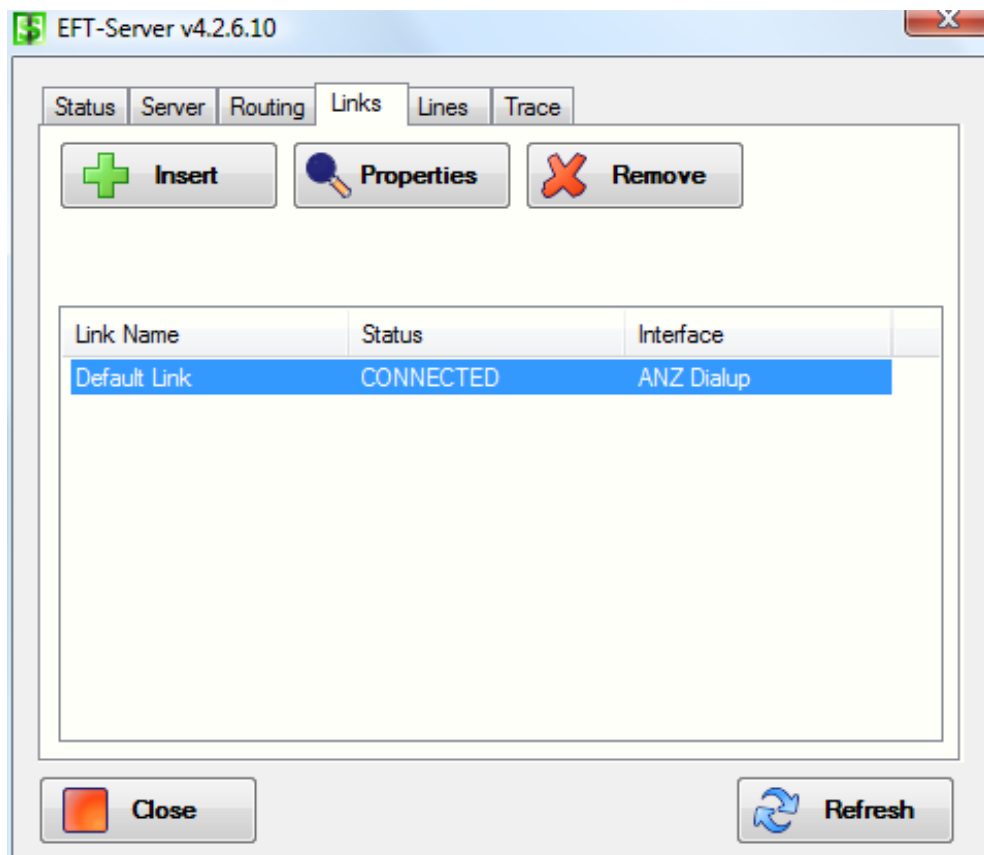
Once the gateway connection is operational, you will need to reverse these steps

1) Start the EFT Server (green \$ icon) on the PC that has the gateway connection

2) Click on "Open Control Panel" link

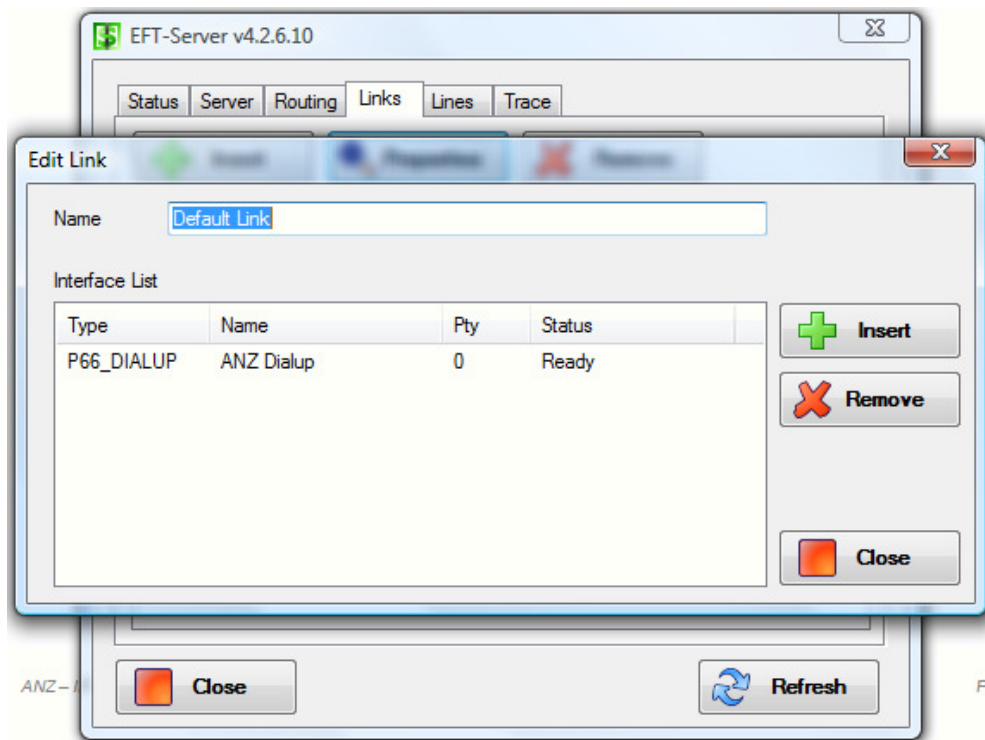
3) Click on the "Links" tab

4) Select the "Default Link" link

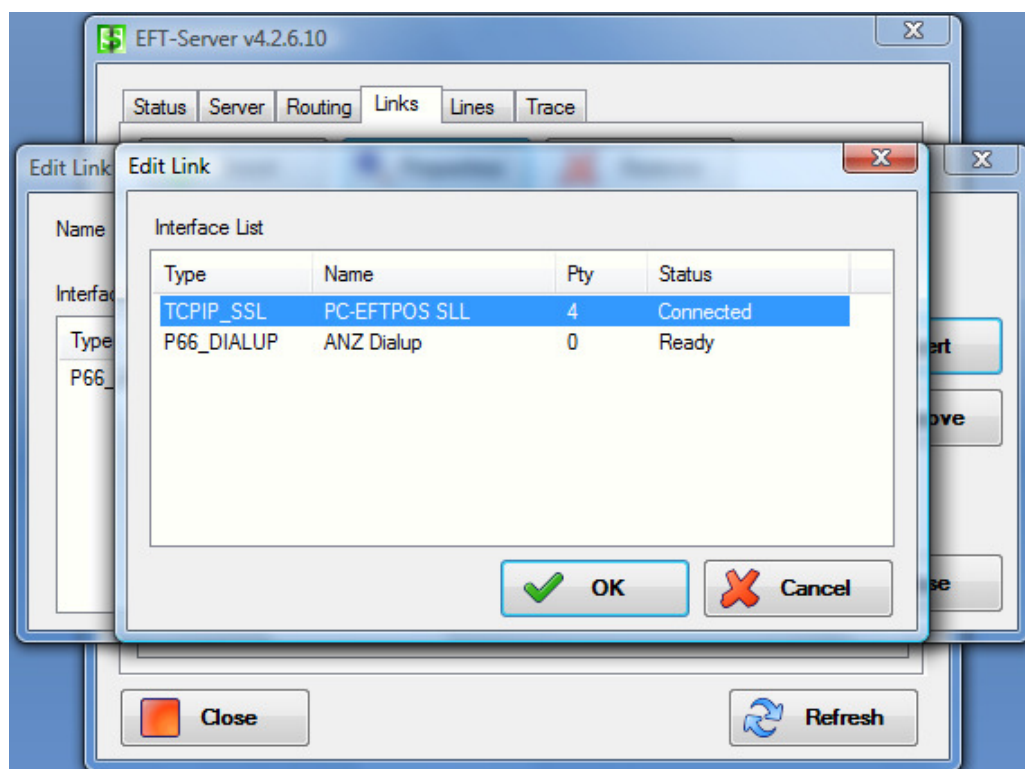


5) Click on the "Properties" button

6) Click on the "Insert" button



7) Select the "TCPIP_SSL" interface

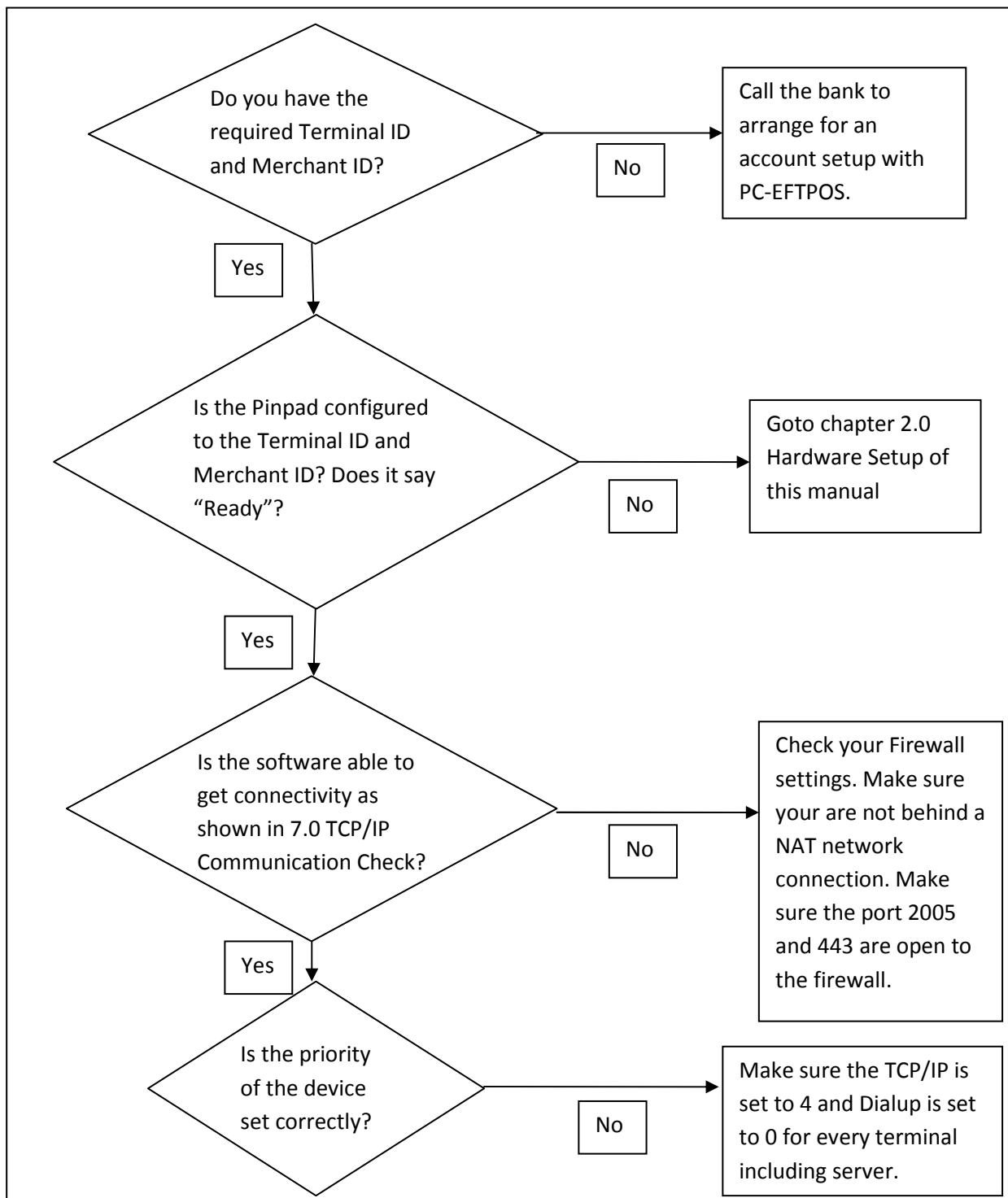


8) Keep pressing "OK" until you re back at the "Links" tab

9) Close the EFT Server and restart the EFT Server service

9.0 Troubleshoot Diagram

There is a flow diagram that any user could diagnose the problem. Thus, check the following the flow chart as shown to establish the PC-EFTPOS connection



10.0 FAQ

My pinpad has paywave but not able to use. Does PC-EFTPOS support paywave?

For the time being, most of the software of PC-EFTPOS does not support paywave. If you want to have that function you might need to call your bank for further software functionality to be made. This process might take up to six (6) months for approval by PC-EFTPOS.

Is there a way to test my pinpad?

Yes, using a valid credit card or EFTPOS card with an existing account. The transaction made is still a real transaction. Thus, try making sales amount of AUD 0.01 to test the machine with your account. Any transaction made would be your responsibility and liability for any damage caused. Aclas Pty Ltd is not responsible for any fraud or misuse of any transactions by none Aclas official representative.

Is pinpad dialup able to be used as a backup with the IP communication pinpad?

Yes, please refer to [5.1.1 \(Optional\) Setup Dialup as Backup](#) for setup instructions. Be sure to start up and configure the link and lines in chapter [7.0 TCP/IP Communication Check](#) and [8.0 Pinpad Connectivity Check](#)

Is there a single server configuration that all pinpad could link and communicate with it?

Yes, please contact us for any further enquiries on 32778989 (Monday – Friday, 9:00am to 5:30 pm). However, this manual only covers setup configuration for **Setup A** and **Setup C** network setup on chapter [3.0 Software Setup Configuration for IP Gateway Communication](#).

Does this manual cover old pinpad configuration?

No, due to the high demand for new IP communication pinpad we do not cover old pinpad on this manual. However, there are slight similarities with the Dialup Modem settings. Please contact us for any further enquiries on 32778989 (Monday – Friday, 9:00am to 5:30 pm).

Is there a support that I could call for further technical support?

Yes, please refer to [1.1 PC-EFTPOS Contact Details](#) for contact details of PC-EFTPOS. They have experienced staff to navigate and aid your technical problems.

How do I check my firewall for open port?

This manual only covers for Windows XP operating system firewall. Any other firewall is not covered in this manual. To check the Windows XP operating system firewall do the following:

Navigate to **Start -> Control Panel -> Windows Firewall -> Exceptions -> Add Port**

Enter the following ports:

- Application Name: HTTPS Port Number : 443
- Application Name: TCP/UDP Port Number: 2005