



EMV CARD PROCESSING

Notifications, Settlements, and Troubleshooting

An explanation of the various notifications and settlement information generated by the Exact One Credit / Debit processing system.

Exacta EMV Card Processing

Revisions:

0.1	First Revision	J. Airey
0.2	- Additional information added to error message [77] - Added section regarding Pinpad display - void / refund options	J. Airey
0.3	- Added configuration 2 image and better communication diagram.	2018-Feb-27 JA
0.4	- Expanded note regarding notification after settlement or restart - Added Settlement troubleshooting section	2018-Mar-2
0.5	Added Global Business View Website info	2018-May-08
0.6	Added Settlement messages	2018-Jun-06
0.7	Added Ingenico Troubleshooting	2019-Feb-11
0.8	Added Owner responsibilities section	2019-Feb-26
0.9	Clarified the Cleaning Instructions	2019-May-09
1.0	Added Cleaning card part numbers and pictorial reference	2019-Sep-11

Purpose

The following document describes the notifications produced by the EMV Card Processing, and basic troubleshooting and operation. Please contact **Exact One Service** for additional help by phone 1-800-492-4226, or email: service@exacta.com

Important! - Owner / Operator Responsibilities

As the owner/operator of the equipment, you should be familiar with and know how to:

1. Determine if there is power to the Minix PC (present with most systems – blue light on)
2. Turn the power off of the Minix PC (Soft reset: press and hold the power button for ten seconds, hard reset: disconnect the power to the Minix box)
3. Turn the power on/off to the Teller. There are two rocker switches inside the teller, one for device power the other for the heater. Only the device power circuit should be connected to the batter protected side of the UPS.
4. Ensure that the heater power is on. Unheated, the batteries inside the Ingenico Card Reader and Pinpad will freeze, requiring the unit to be replaced. Replacement for this reason is not covered under warranty and damaged units can only be repaired by the OEM factory.)
5. Ensure the Ingenico Card Reader, and Pinpad are not removed from their housing. They have pressure plates which detect them being removed or loosened from their housing. Removal or loosening will cause them to decommission. Commissioning can only be done by an Exacta employee on site or the unit must be returned to Exacta. Replacement or recommissioning is not covered under warranty.
6. Open and close the site using the POS or Wash Enable signals. The teller is not designed to have the power regularly cycled. Please use the automatic open/close POS control or Wash Enable signal to Open/Close the teller operation.

Notifications

The EMVLink software provides email notifications of system connectivity, transactions, and settlement activity.

There are five email groups. Each group can have multiple email addresses. The default address is used if an email address has not been provided. The “cc” group, receives copies of all emails. The Accounting group receives only settlement notifications. The Service group receives systems notifications – but not settlements, and the Operator group is for a local operator to receive card processing notifications (if enabled).

Format

All notification emails have their subject line formatted with the following header:

Company Id: (this your company ID and is specific to Exact One)

Store ID: {for use with larger chain stores – default 0}

Node: The node address of the equipment that is generating the notification (typically 1)

Location: The name of the site

Transaction Number: for the node* (for EMVLink version \geq 1.2.7), autoincrements

The remainder of the subsection provides a description of what type of notification it is:

[System notifications] – See below for details
“Settle” or “Totals”: [Batch Number]
“Purchase”, “Preauthorize”, or “Complete”

System Notifications

There are a few system generated messages that could indicate a serious problem.

e.g. 104448:1256:1 – Site Name,1,EMVLink Failed to Connect to Cr/Dr Program in SCR*

If the teller makes a request of the EMV Pinpad and it does not respond or is delayed in responding one of the following errors will be generated and reported.

EMVLink Failed to Connect to Cr/Dr program...

These types of error message should be rare. If a customer is in the middle of a transaction when this error occurs, they may be charged without the equipment activating. Generally, the system should automatically recover. Please contact Exact One Service to determine if the customer has been charged.

EMVLink Connect to Exacta: Failed or RESUMED

This pair of notifications describe the health of the connection to the Exacta POS (through the EMV Bridge and GW212/SE5002) The Failed notification is a serious error and must be resolved for card processing to work.

EMVLink Terminating.

This is a serious problem and credit/debit/fleet transactions will not be processed until resolved. This may indicate a setup failure or GW212/SE5002 device failure.

EMVLink: x.x.x has restarted {EMVLink program version replaces x.x.x}

This notification is not an error as such but is a notification that the EMVLink program has restarted. This could be due to a prolonged power failure, a manual or automatic restart of the program or PC. When the program is restarted, the current statistics for the settlement are reset. (See settlement / total details). Updates by Microsoft to the operating system have been known to cause errors (e.g. licensing errors issues if RFID software is installed.)

Settle, or Totals

Every night the system should automatically send a settlement of transactions for each EMV node. The time is determined by a setting on the Series IV POS. The settlement causes the credit and debit totals to be reset and triggers the host to transfer payment to the merchant's account. The actual amount paid by the host is not guaranteed to match the settlement the total if the acquiring bank refuses to fund the transaction for whatever reason. Generally, however, charge backs and fees, are charged on your account at the end of the month, and EMV transactions are much harder for a customer to dispute.

If Global payments is the host, the batch number will only increment if there have been debit transactions processed during the previous period. With Global, it is possible for the credit card portion to settle and not the debit (Interac) portion or vice versa. (e.g. STL: DEBIT FAILED - CREDIT BALANCED [52]). Look for the transactions to settle on the next day. When this happens, there will be more settled transaction than approved purchase/completions as the purchase/completion count is reset each time a settlement occurs (regardless of settlement response).

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A “Totals” can also be created, this report does not reset the processing statistics nor cause any funds to be transferred by the host.

To reconcile bank deposit to host processing to Exact One reports, the credit / Interac host processing can be reviewed by logging into Global Payments’ Business View portal. Please see:

<https://businessviewglobal.com/CA>

Settlement Response Descriptions
0[48] - Not Settled
1[49] - Debit Balanced - Credit Failed - Watch for credit transactions to settle the next day. Note batch number will likely increment.
2[50] - Debit not Balanced - Credit Failed
3[51] - Debit no trans - Credit Failed (Global Payments CIBC Only)
4[52] - Debit Failed - Credit Balanced - Watch for debit transactions to settle the subsequent day. Note batch number may not increment.
5[53] - Debit Balanced - Credit Balanced - This is the typical response you will see
6[54] - Debit not Balanced - Credit Balanced
7[55] - Debit no trans - Credit Balanced (Global Payments CIBC Only)
8[56] - Debit Failed - Credit not Balanced
9[57] - Debit Balanced - Credit not Balanced
: [58] - Debit not Balanced - Credit not Balanced
; [59] - Debit no trans – Credit not Balanced (Global Payments CIBC Only)
<[60] - Debit failed - Credit no trans (Global Payments CIBC Only)
= [61] - Debit Balanced - Credit no trans (Global Payments CIBC Only)
>[62] - Debit not Balanced - Credit no trans (Global Payments CIBC Only)
?[63] - Debit no trans – Credit no trans (Global Payments CIBC Only)
@[64] - Settle Unverified – Call Acquirer (Vital only)
Z[90] - Error

e.g. Subject: 104448:0:1 – Site Name Here, Settle Batch:075



Site Name Here
Client:104448 Site:0 Node:1 - Settle Batch:075

Terminal: EXACTD01
BAT: 075
STL: DEBIT BALANCED - CREDIT BALANCED [53]
SEQ: 0750020010001

Date: 18/01/29
Time: 21:59:52

Total: 276.00
CRC: 0xc3825b67

Node: Last settle(or reset): Unknown

Transaction Request Types:

Purchase: 21
Settle: 1

Transaction Results:
Approved [49]: 20
Invalid Card [70]: 1

Approvals:
Purchase: 20

Transaction Input Types:
ICC [53]: 8
TAP_ICC [51]: 10
TAP [50]: 2

Terminal ID: used by your host to identify the equipment.

This message should be checked daily. If the totals do not balance, investigation as to why should be done.

Total: This is the combined Credit and Debit total settled. (Only applies to settlement. On a Totals report, it is \$0.00) In general this should match the deposit(s) to the account by the host. There will likely be a separate deposit for credit (and possibly card type) and Interac

If the software is restarted this is reported as "unknown" until the next Settlement.

This section reports the recent transaction statistics (in memory). This information is reset after a Settlement or program restart.

Card Type	Host		Terminal	
VISA	0	0.00	9	112.00
MasterCard	0	0.00	6	72.00
Interac	0	0.00	8	92.00
Sub-Totals				
Debit Total	8	92.00	8	92.00
Credit Total	15	184.00	15	184.00

The total amount the terminal thinks it should be settling for. (These values are retained even if power is reset.)

The total amounts the host has recognized as to be settled.

Purchase, Preauthorize, Complete

Typically, approved and declined purchase, pre-authorize, and complete transactions are not reported. Note for versions $\geq 1.2.7$, there is an option to email a notification of the first approved purchase or pre-authorize transaction of the day (more specifically after a settlement or after a restart). The purpose of this is for operator free locations to help to reassure daily operation have begun.

Emails of transaction errors can be reported as they occur. This helps to determine if customers are having difficulty with (e.g. inserting the card in the wrong way, etc.) If there are a lot of timeouts reported more investigation is required.

[HEADER – Described above]

Response Code Type: Generated by the Host (e.g. 49)

Response Type Description: Generated by the Host (e.g. Approved, Declined, see response list)

Card Type (if known): VISA, MC, Debit, Amex, etc.

Card Number: (this is masked)

Charge Amount:

Payment Method: Swipe, Tap, IC (Chip and Pin), etc.

e.g. 102942:0:1 – Site Name,16,Purchase, 49:Approved, DEBIT, *****2683, \$10.00, TAP_IC

Card Processing Notifications

The EMV Card Processing System emails several types of warnings generated by the system and processing of transactions. Many of the notifications are generated from simple customer errors, which may indicate better instructions are required. If, however you see the same error repeated a few times in a row, it may suggest something more serious.

Many of the following error messages generated by the card process are rarely if ever seen – the most common have been highlighted. By default, responses marked with an asterisk * are suppressed and not typically reported individually to the merchant.

Transaction Response Descriptions	
*	<p>[48] – Declined</p> <p>Typically, this response is generated by the host, but if the customer removes their card after the chip is detected, it will produce a processing error and the card declines. Notifications for these types of errors are not typically sent.</p>
*	<p>[49] – Approved</p> <p>Typically, approved transactions are not reported to the merchant, unless enabled. (* ≥ Version 1.2.7)</p>
*	<p>[50] - Approved (Off line)</p> <p>EMV transactions cannot be processed off-line. However, If off-line transactions are enabled there are 100% at the merchant’s risk.</p>
	[60] - Partial Authorization cancelled
n/a	[65] - Signature not Accepted
	[67] - Invalid Amount
	[69] - Invalid Card Expire Date
*	<p>[70] - Invalid Card</p> <p>This error is generated when an unrecognized payment card is inserted. There are a couple of scenarios.</p> <p>Like other card responses, the total count of this transaction type is reported in the email when the settlement occurs. If you have custom Gift/Fleet Cards, because the EMV software does not know if it is a valid gift card/account, it only reports the count of these responses (not the requested value). It cannot determine if the card was accepted. It is up to the computer / database to validate this type of card. Gift/Fleet cards are not reported by email notification.</p> <p>If you see this error reported, then the card wasn’t detected as a gift/fleet card. If you would like to accept the card type in the future, please let Exact One know and we will see if it can be enabled.</p> <p>e.g. 102942:0:1 - CarWash,43,Purchase, 70:Invalid Card, AMEX, *****1003, \$10.00, IC. This site did not have American Express enabled as an accepted card type.</p> <p>Please note that depending on how the card was presented, you may not see the card type description or number reported.</p>

	<p>[71] - PIN Pad operation cancelled This error can be reported for multiple reasons. The most common is that the card was inserted in the wrong orientation. It is not uncommon to see this error occasionally (and repeated in short succession). If this error occurs frequently though, and especially with gift/fleet cards – it may mean that the card reader head needs cleaning.</p> <p>PINPad user timeout PINPad user abort PINPad device time-out PINPad technical error PINPad correction</p>
	[72] - Invalid Card Number for void/Transaction not found
	[73] - Invalid Debit Type for void
	[74] - Time-out
	[75] - PinPad swipe error
	[76] - FID is missing
	<p>[77] - Stolen/Restricted Card The card has been restricted from being used in a particular way. E.g. The customer tried to tap card that doesn't have tap enabled. The card will likely still work if inserted and chip and pin is used to verify. (Or, the host believes this to be a stolen card.)</p>
	[78] – Referral
	[79] - Invalid Response Message
	[80] - Invalid Transaction Type used with defined Business Type
	<p>[81] - PINPad is not ready This error will occur if the Pinpad or the Merchant Connect Multi software service has not started properly. Things to try: 1. If your PC was not supplied by Exact One, please see instructions for restarting the service in the troubleshooting section. 2. Cycling the power on the Pinpad (or the Teller/Paymaster) for 5 seconds and turning back on may resolve the problem. If the problem doesn't resolve, check to make sure there are no errors displayed on the Pinpad while starting up (e.g. IUR250 or IUC150 connection errors). 3. If this error occurs after each re-start, the MerchantConnectMulti software may need re-installing.</p>
n/a	[82] - Error injecting keys
	<p>[83] - Invalid Track2 This error occurs if the mag. stripe track is not read correctly. The card may have been inserted and removed too quickly. Note this message will appear if the card stripe is not formatted for the EMV reader. (Fleet cards ordered prior to 2014 may not work for this reason.)</p>
	[84] - Error generating MAC
	[85] - Request is not complete
	<p>[86] - Terminal is not initialized This is an important error to watch for. It means the Pinpad has not initialized properly and until resolved – card will not be accepted. If you receive this error, try cycling the power on the Pinpad (or the Teller/Paymaster) for 5 seconds and turning back on.</p>
	[87] - MAC verification failed
	[88] - Call For Authorization Number

	As an unattended system, this error should not be returned. If it is, it is treated as a decline.
	[90] - Communication error This type of error seems to be more common with Interac transactions. If there are multiple errors reported the cause should be investigated. If only one, there probably isn't cause for concern. The error occurs when the Merchant Connect Multi cannot connect to the Host to process the transaction. This could be an intermittent network / Internet issue. Note to get the alert, there must be an internet connection. (Errors are also logged in a file.)
	[94] - Please go to a Service Point (for K800-Kiosk solutions)
	[97] - PIN error (Global Payment)
	[98] - Sequence error (Global Payment)
	[99] - PIN key error (Global Payment)
	[100] - Card type does not match / Trans. limit
	[101] - Transaction exception
	[103] - Over Contactless limit
	[104] - Swipe cancel There are a few reasons why this error is generated; by far the most common is If the customer presses the cancel key*. (On versions 1.3.1 and newer, if the cancel is caused by the customer pressing cancel on the touch screen, or the teller cancels the transaction, it will not create a notification. If the cancel comes from the Pinpad (i.e. Pressing cancel on the Pinpad) the notification will still be sent.) (See Troubleshooting – Settlement)
	[105] - Swipe timeout If the customer does not insert their card in the allowed time, this error will be generated.
	[106] - PINPad security framework error
	[107] - Card verification failed
	[108] - Tokenization Service not available
	[109] - Swipe error on fallback
	[110] - No Records in SAF file
	[111] - Invalid Input Data
	[112] - Declined CVD/CVV
	[113] - Declined AVS
	[114] - PINPad Lottery busy or Retry (Optimal)
	[115] - Authorization not handled by MCM
	[116] - Fallback not allowed
	[117] - Call to check transaction status
	[119] - Cancelled by POS (Only for DF)
	[121] - Cannot read DTL file – (Detail file corrupted)
	[122] - Cannot process, .lku file created (Optimal)

Email Host

To send emails, we require an email host to send emails on your behalf. When a new site is setup, initially the email address/host used is pceservice@exact1.net. (Please note this is an unmonitored mailbox and replies to this address ignored.) After an initial testing, the email host is migrated to one of the merchant's choosing or one will be setup on their behalf to minimize traffic on the exact1.net host. It is best to use a dedicated account for this and NOT to use one of the recipient addresses.

Troubleshooting

Transactions

Refunds

In rare circumstances it is possible for a customer to be charged and not get a wash. (e.g. equipment failure, power failure).

We recommend the following...

- Offer a replacement wash code(s)
- Refund the customer with cash (recommended for debit, because they cannot be easily reversed)
- For Credit Card transactions, if you would like to refund the transaction, take their complete card information down (card number, expiry, and CVC), and phone number.
 - Contact the host processor (Global payments help line is 1-800-263-2970, your terminal ID and complete business address will be required.) Let the agent know this is an unattended terminal so that they understand there isn't a way for you to reverse the transaction yourself.
 - If the transaction occurred on the current day (prior to settlement), request a void transaction.
 - If the transaction occurred on a previous day (after settlement), request a refund. The customer will see the credit in a few business days.

Preauth / Complete

If your system uses preauthorization and complete transactions, it is very important to understand that Interac pre-authorizations **MUST** be completed within 2 hours. If the internet connection fails and the transaction cannot be completed, the issuing bank will likely decline funding the transaction. Even though it may appear to settle, the declined transaction may not show up until the end of the month.

Missing Emails

If the EMVLink program cannot send an email notification, it will try using a backup mail server. The backup messages are only sent directly to Exact One. Please contact Exact One if you are missing notifications. Notifications are logged to file on the computer regardless of successful email transmission.

Settlement

Swipe Cancel [104] Count High or does not match the number of email notifications

A “Swipe Cancel [104]” transaction is recorded any time the Pinpad cancels the transaction (typically by a customer pressing the cancel key), or the teller/equipment (e.g. Teller or Paymaster) cancels accepting payment. This count will be higher on equipment that accepts cash or other payment forms because the equipment cancels the Pinpad once other forms of payment are detected. On software 1.3.1 and newer, a notification is not sent if the cancel was caused by the equipment, but it is still counted.

Host / Terminal Counts Do Not Match

If a settlement fails to occur, the host totals will be lower than the terminal totals. Assuming the transactions settle the next day, the host totals will be higher than the terminal totals. It is important that settlement occur within 48 hours of the transaction otherwise they are de-rated by the card issuer and higher acceptance fees are charged.

Operational

To process EMV transactions, there are essentially ten components that need to communicate. Depending on the nature of a failure, some or all functionality can be lost.

When Operation failures are detected, special FAILURE notifications are generated. The following lists describes the failures and some possible reasons that might cause them. The frequency of a failure notification is suppressed to reduce email volume as follows: 0, 2, 8 minutes, ~2hrs, 512 minutes. If a fault is not reported for 512

FAILURE	EMVLink Connect to Exacta FAILURE – Cr/Dr Processing Down
FAILURE1	EMVLink Connect to Exacta – Cr/Dr Processing Down
FAILURE2	EMVLink Connection (BRIDGE) – Cr/Dr Processing Down
FAILURE3	EMVLink Connection (PORT) – Cr/Dr Processing Down
FAILURE4	EMVLink Connect to Exacta (No ACK)
FAILURE5	EMVLink Terminating. Host Connection failed:
FAILURE6	EMVLink Failed to Connect to Device or Cr/Dr Program - This error is related to TAP devices
FAILURE7	EMVLink Terminating. Unknown exception:
FAILURE8	EMVLink Terminating. Host Connection Failed
FAILURE9	EMVLink Failed to Connect to Cr/Dr Program
FAILURE10	EMVLink Terminating. Unknown exception:
FAILURE11	EMVLink Failed to Connect to Cr/Dr Program in SCR
FAILURE12	Tap Reader FAILING – Try cycling bay power
FAILURE13	Tap Reader No Response – Connection/Power?
FAILURE14	Tap Reader failed to Initialize

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There are two communication networks used. (See following diagram)

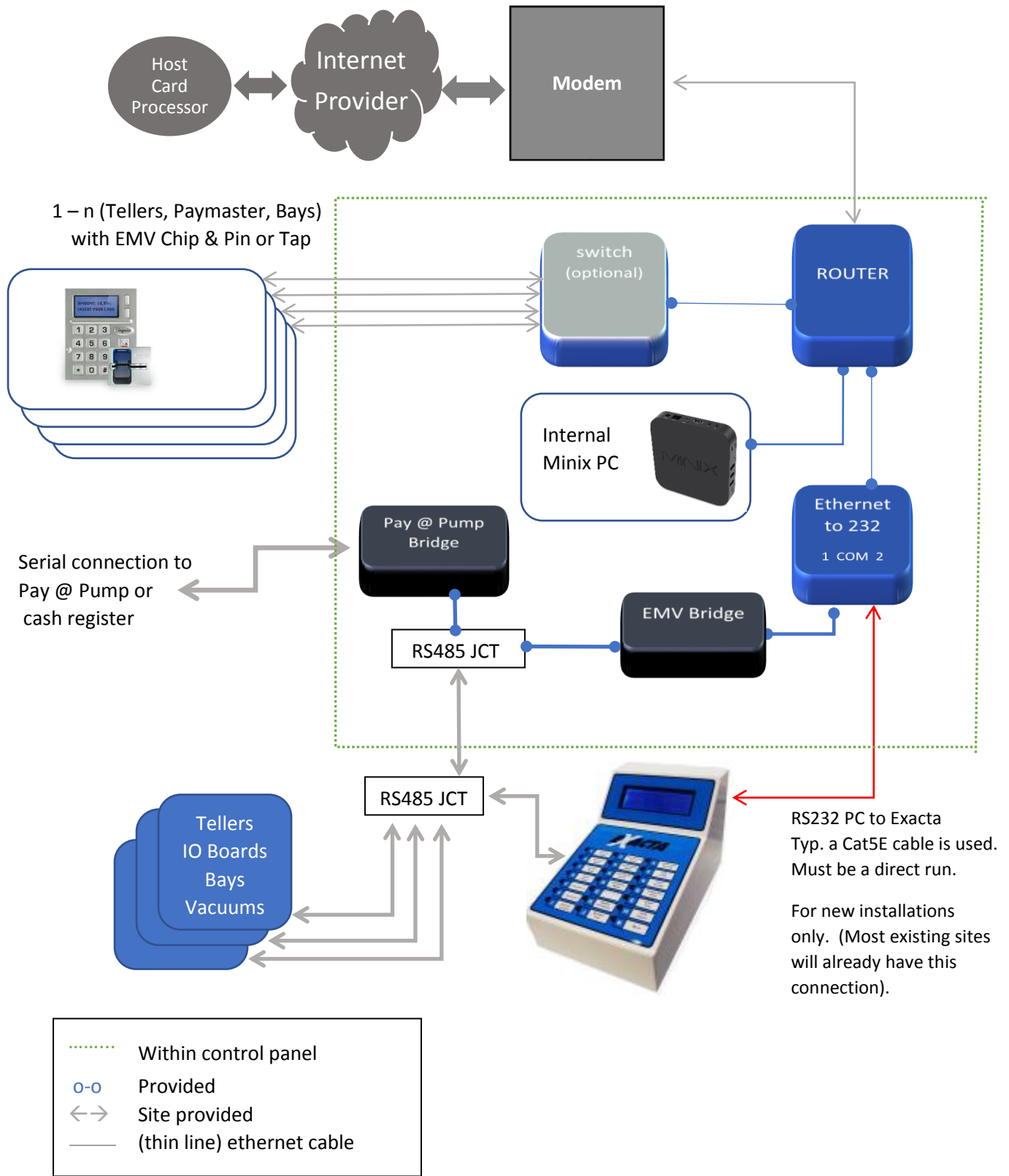
The payment network is ethernet and wired using cat 5e/6 cables. If there are multiple EMV Pinpads / Tap readers, then a switch is provided. If placing another switch closer to the equipment significantly reduces cable lengths, then this may be done and in turn connected into the panel. This topology must be weighed against single point of failure concerns.

The thick grey lines are site provided for the control network. It is a multi-drop RS485 network using 18 gauge shielded twisted pair (minimum 6 twist per foot). Unless it is a small installation, the end devices typically do not all terminate in the panel, junction boxes can be used.

The dotted green boundary indicates the EMV control panel.

The thin grey/red lines are site provided ethernet cables. (Note the red line is a direct run and cannot go through a router/switch). Blue lines are pre-wired in the control panel.

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INTERNET

Is the Internet connection working? If you are receiving error emails, then there must be at least a partial internet connection. If you are not receiving failure emails, then...

1. Check your Modem (not supplied by Exacta). If you have other PCs on the network, check they have connectivity to the Internet by opening a browser window. There may be fault indicators on the Modem itself. (Familiarize yourself with the normal power and connection indicators.) Try power cycling the Modem off or unplugging its power for 5 seconds.
2. If there is still no connection. Resetting the router may also need to necessary. It is typically supplied by Exacta. (See following picture).

The EMV control panel may vary from site to site. A switch may be added if there are more than one EMV Pinpad.

PINPAD

If the Pinpad is showing “<ETHERNET >” on its screen and not the typical “WELCOME/BONJOUR” it means the Pinpad has restarted after the PC. It could mean there is a connection issue. The first thing to check is if selecting a wash package (for Tellers) or adding money to gift card (for Paymaster) triggers the EMV Tap to turn on. If it doesn't, it means there is a connection issue to the PC.

Checking the PC

The following instructions only apply if the PC was provided by Exacta – i.e. Minix

The Minix PC is located in the upper left-hand corner of the control panel. There should be a blue power indication LED on always.

If the LED is off, then press the power button once to startup. Startup can take several minutes if installing new software.

It is best to have service try to connect to the Minix box before attempting to restart it to best determine the nature of the problem. You may be asked to turn off the Minix box. There are couple of ways to do this.

1. It is easiest to disconnect the power cable. This can be done at the Minix box itself or the black power cable plugged into the UPS. When the power is restored to the Minix PC, it should automatically restart.
2. OR press and hold the power button (located on the side – around the corner from the blue power light – see following picture) for 5 seconds. To turn it back on, a single press is all that is needed.

The “entire” EMV processing system may also be reset by turning off the UPS. This is more of a last resort, and is similar to a site wide power failure.

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Faint Blue power LED (*on the side*) Foil tape may be stuck to the side of the panel to help see the reflected light.

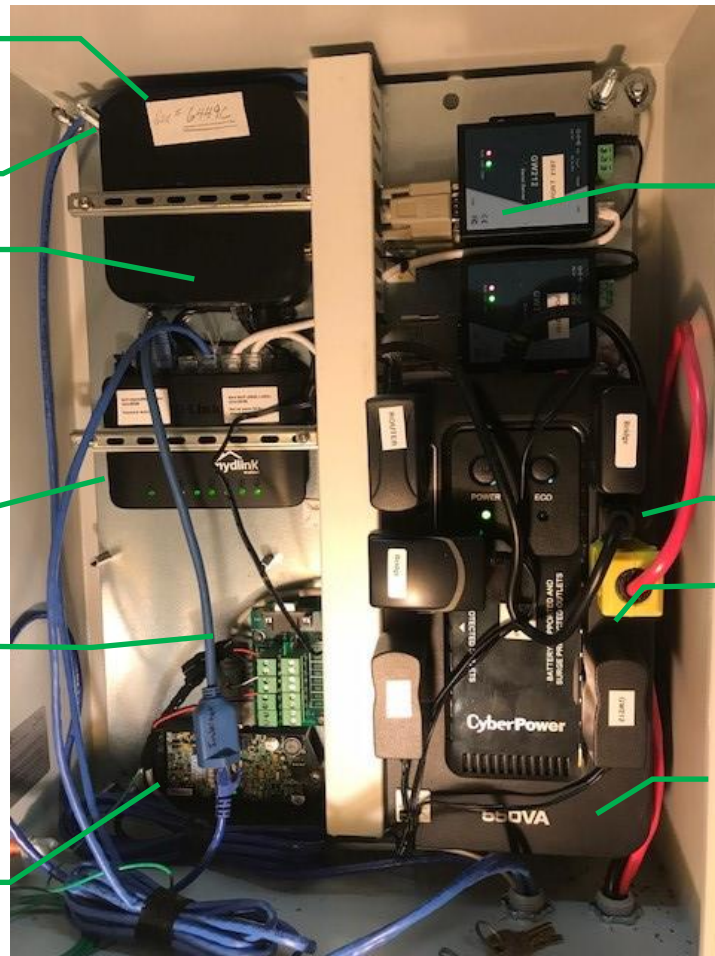
Power button (*on the side*)

PC – Minix computer.
(Orientation may vary.)
Look for blue LED power indicator on the side opposite to the power connection.

Router

Connection to modem or site internet

Bridge(s)



Single port:
17-804,SE5001,
or GW212
Dual port:
17-820,SE5002
or GW312

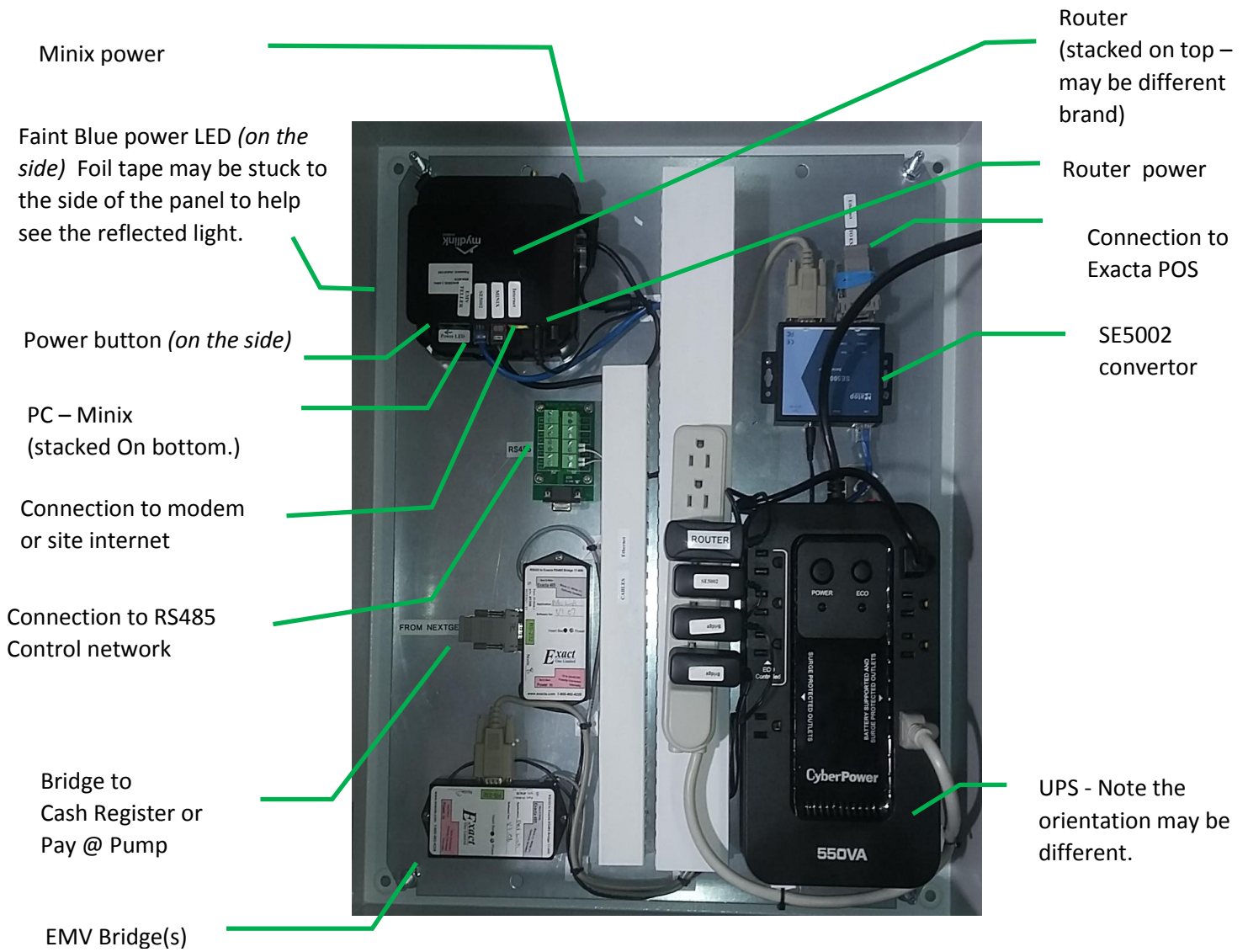
PC power

Teller power
(typically two
circuits, devices
and heater)

UPS - Note the
orientation may be
different.

EMV Control Pane (Configuration 1)

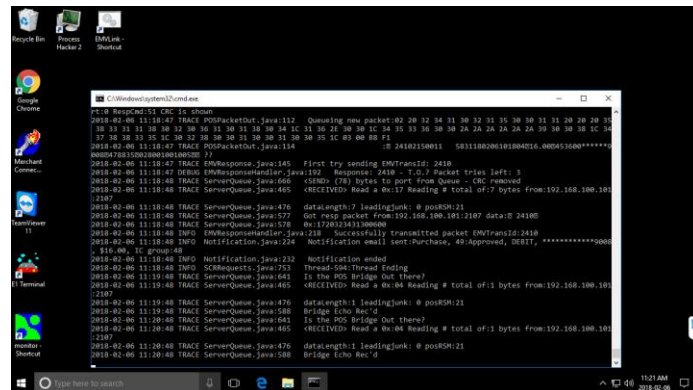
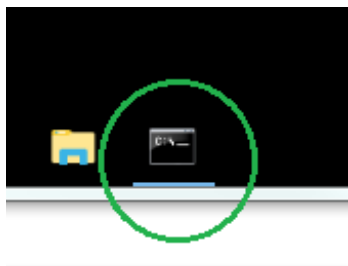
Exacta EMV Card Processing



EMV Control Panel (Configuration 2)

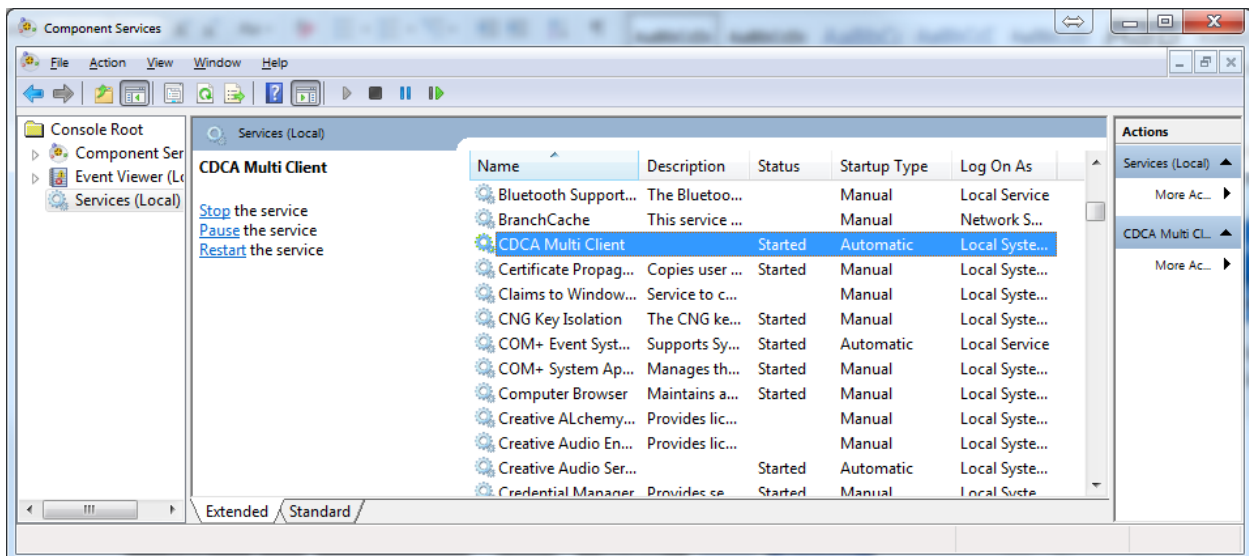
The following instructions only apply if the PC was provided by the site (i.e. not the Minix pc)

On the PC there are two programs that must be running for the card processing to work. EMVLink runs in a DOS terminal window. If this program is shutdown, no cards be processed, and the Pinpad / Tap will not activate. It typically is displayed minimized in the task bar, or open as shown below.



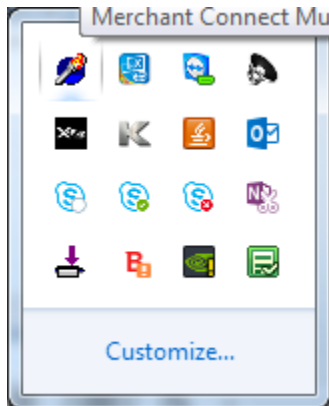
The second program is Merchant Connect Multi (from Tender Retail). This program typically runs as a service.

Check if service is running. Open "Services" and look for the CDCA Multi Client. It should provide a "Started" status.



The other option is that the Multi program is running. It often minimizes onto the bar at the bottom of the windows screen.

Check if the Multi application is running: Look for an icon with a blue circle and Torch – it may be minimized down to a tab or icon in the taskbar.

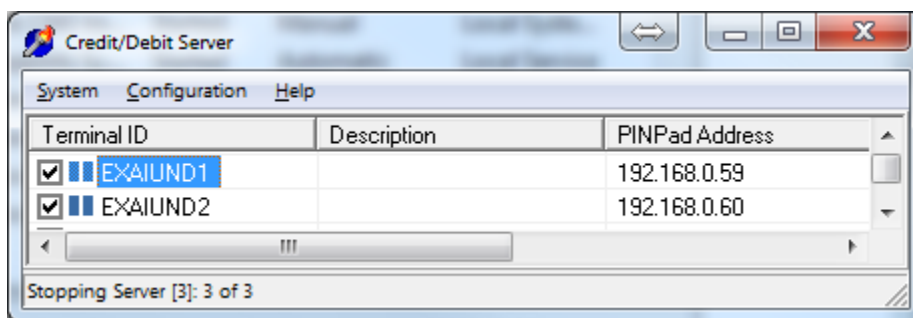


It is important to note, that the both the Multi service and the Multi application server cannot run at the same time. Do not try to run the Multi application server if the service is running.

Running the Multi Application

Double Click the torch icon, or icon on the screen, or C:\MerchantConnectMulti\Multi.exe

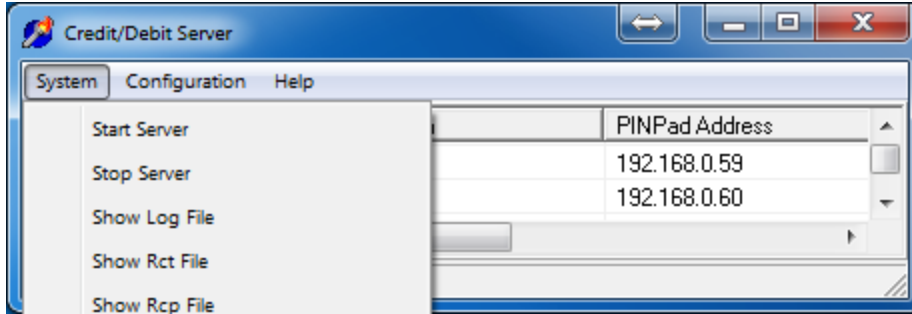
If the application is running the terminal ID's running status will either be green dot or error symbol. If the status is a [] symbol (as shown below), then the application is loaded – but not running.



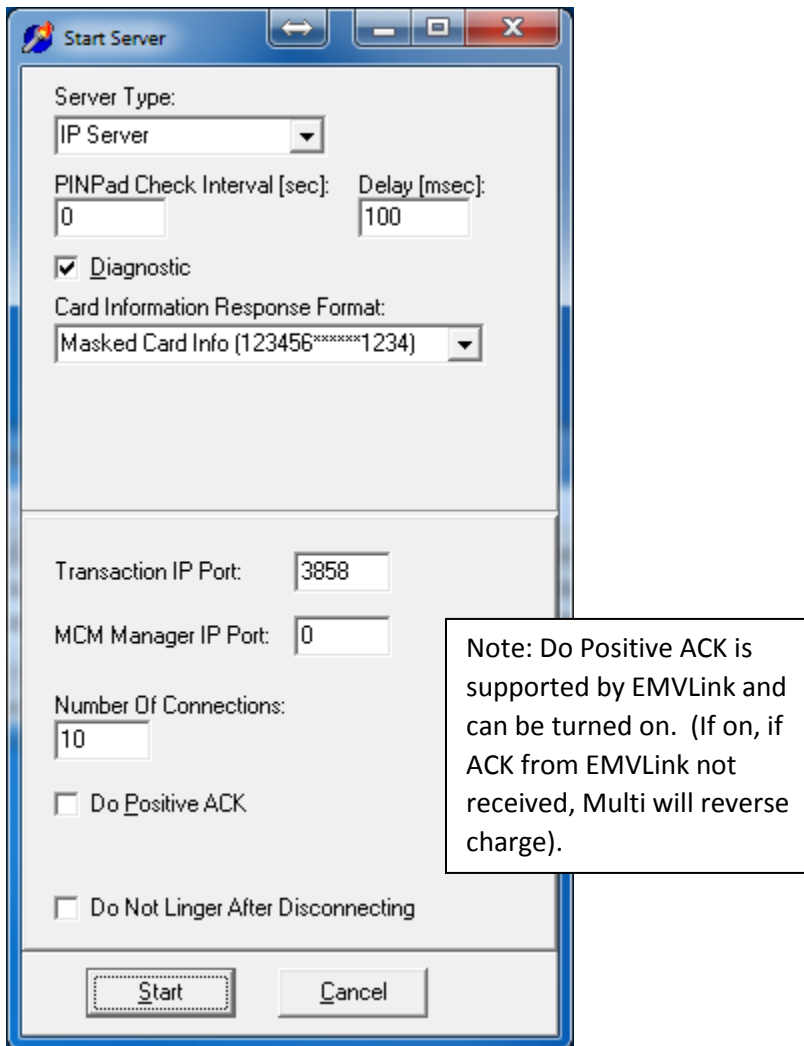
Double check the CDCA service is not running, then

Click [System] and select [Start Server]

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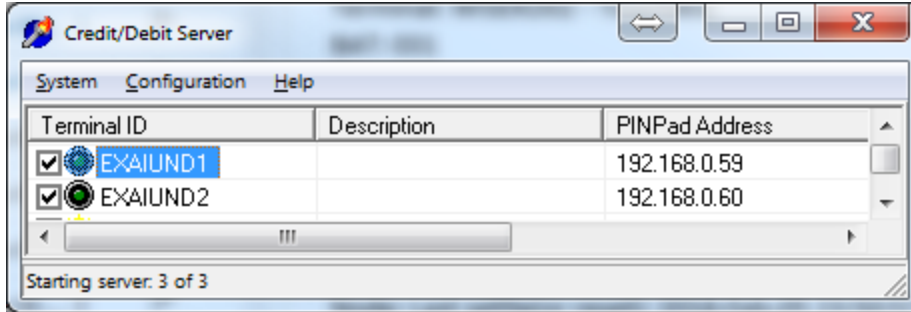
A pop-up window will appear. Do not make any changes. Click the [Start] button.



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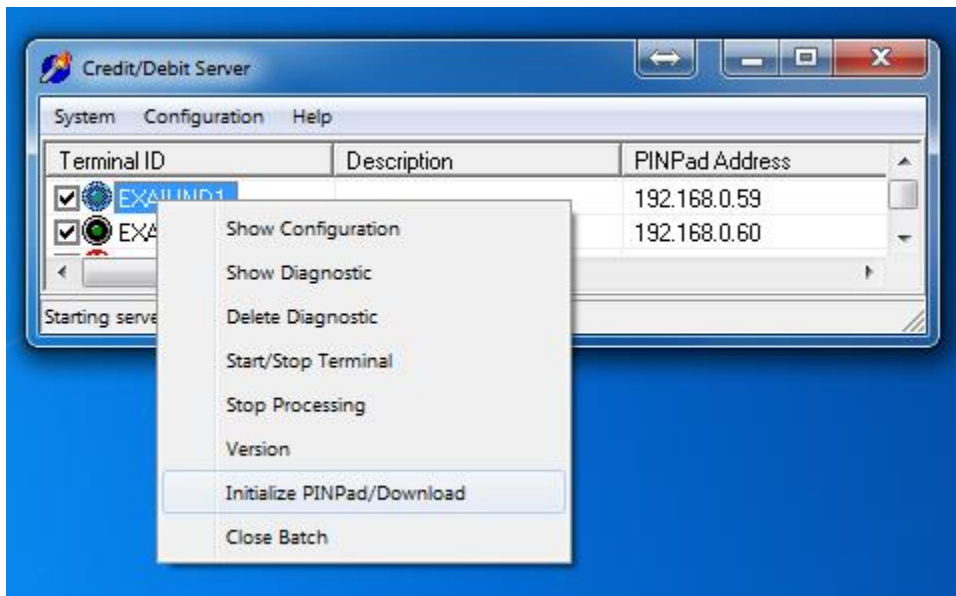
Once it is running the Multi program should look like the image below. (Note the terminal names and IP addresses will vary, site to site.)

Exacta EMV Card Processing



A green icon will indicate the server application is running, and the pinpads can communicate with the host.

Tip: Sometimes the Pinpad needs to be reinitialized. To do this right click on the terminal in question and select Initialize Pinpad. This will communicate to the host and check the registration of the terminal as well as program the Pinpad with the correct settings. (You must first have the server



This program can be left running / minimized. Note, if it is closed, you must restart the CDCA Multi Service client, otherwise the *EMVLink Failed to Connect to Cr/Dr program* error notification will occur the when transactions are requested by the teller.

<https://businessviewglobal.com/CA/>

Ingenico IUN250 Troubleshooting

It is **CRITICAL** to understand there are pressure security switches beneath the mounting of the Ingenico Card Reader (iUR250) and the Pinpad (iUP250). If the Pinpad or card reader are loosened from their mounting, they lose their commissioning. Generally, the units can only be commissioned by Exact One.

The Following is an excerpt from: **19/27 0127-08540-0202-SWI – Software Integrator - Ingenico iSelf Series Integration Guide)**

- iUP250 errors

The table below summarizes display messages and backlight for common problems.

Message Flashing	Message in the background	Display backlight	Problem
Hors Service	Pinpad out of order	Flashing red quickly	Unit needs commissioning.
Unauthorized		Flashing red slowly	Unit de-activated, needs to be sent for repair.
Alert Irruption		Steady red	Unit de-activated (tampered with), needs to be sent for repair.
Reader 1 error			Problem connecting to iUR250, check the USB cable and reader.
Reader iUR250 error			Problem connecting to iUR250, check the USB cable and reader.
Reader 2 error			Problem connecting to iUC150, check the USB cable and reader.
Reader iUC150 error			Problem connecting to iUC150, check the USB cable and reader.

- iUR250 errors

LED (installed at the front of iUR250) is steady green in a normal operation mode.

The table below summarizes LED light patterns for common problems.

LED	Problem
Flashing red quickly	Unit needs commissioning.
Flashing red slowly	Unit de-activated, needs to be sent for repair.
Steady red	Unit de-activated (tampered with), needs to be sent for repair.

Pictorial Equipment Reference



Ingenico Reader Suite



Cashless Teller



POS Console (Series IV)



UPS (Uninterruptible Power Supply)



Exacta Bridge



Minix PC Computer

Cleaning Instructions

iUP250, iUC150, and iUR250 should be carefully cleaned on a regular basis to ensure display and keyboard are free of dirt and contaminants, there is no foreign objects lodged in the reader.

Terminal Exterior Surface Cleaning rules (all unattended models):

- **Power OFF the terminal.**
- Do NOT use any type of alcohol.
- Use a soft cloth that is very slightly soaked with soapy water to clean the outside of the terminal. iUC150 glass surface must be carefully cleaned in order to avoid damage to its special finish.
- Do NOT clean the electrical connections.
- Do NOT use solvents, detergents or abrasive products as they might damage the plastic or electrical contacts.
- Do NOT use pressurized liquids.

Card Reader (Internal) cleaning rules (iUR250):

Note that iUR250 has a locking card mechanism and landing contacts.

Therefore, **to avoid damage to iUR250:**

1. Do NOT insert any tool or material in the card reader slot.
2. **Card reader can be cleaned ONLY in MAINTENANCE MODE.**

To put the terminal into maintenance mode:

A. Hold the button at the back of iUP250 (Pinpad) while it is powering up.

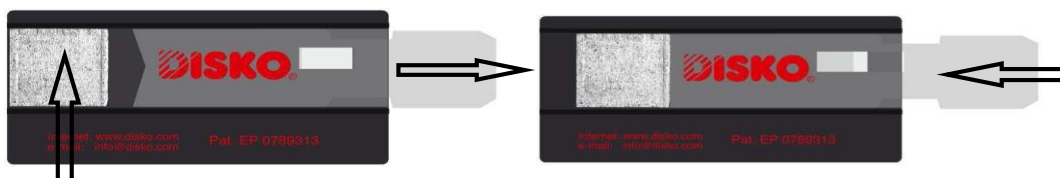
B. Release the button when LED at the back of the PINpad starts flashing red.

C. Press the “*” key when the “?” appears on the bottom line of the PINpad screen. A menu will appear “Telium Manager” – you are now in maintenance mode. DO NOT make any changes in the menu.

D. Use the cleaning card to clean the contacts. The menu will time-out automatically and exit after 2 minutes - only clean while in Maintenance mode. (pressing the Red ‘X’ key will also exit) It is normal for the “Ethernet” message to appear on the PINpad screen after rebooting until a price is selected (or the Teller power is reset). Select price on the touch screen and insert a CHIP card when prompted. If Cleaning was successful you will be prompted for PIN.

E. If not successful, power-cycle the terminal and go to step 1 to try again.

3. **Use cleaning cards that are designed for readers with landing contacts.** Cards tested by Ingenico: **DISKO cleaning cards P/N 1533 or 1535** (with moving slide and a micro-fiber pad).



Soak the pad with
Isopropyl Alcohol

Insert the card and slide the moving part at least 5
times.

The card can be used up to 12 times. Exact One provides cleaning cards with all systems. Part numbers 27-014 DISKO (Chip – dry, reusable), and 27-006 (Mag stripe, one-time use)