# SilverWare POS Inc.

# SilverWare POS Classic

# Paymentech Pay@Table

# Contents

# Paymentech Processing with Ingenico i7780 Device

## Software Setup

SilverWare SE must be upgraded to version 2010.3.1 or higher.

You will need the CHILKAT, FATCAT, and TGI applications from the portal.

If the site is switching from integrated debit/credit cards, settle any credit/debit batches, print any reports, and then turn off these features by settings features.cd_card to 0 and features.db_card to 0.  Features.pay@table needs to be set to 1.

The pay@table devices (Ingenico i7780) must be setup and tested in standalone mode.  Paymentech and the client are responsible for setting up and testing the devices in standalone mode.

A visit from a SilverWare dealer may be required to install switches to split connections to a SilverWare station and the pay@table base

Java must be installed on the SilverWare server.

 Copy the CHILKAT, FATCAT and TGI folder to the SilverWare server.   All should be placed in C:\forsys

Run the installer in the CHILKAT directory and follow the install wizard.  The only option you need to change is that it must be installed for "Everyone" not just the user you're logged in as.

Create shortcuts on the desktop for run.bat from the TGI folder and FATCAT32.exe from the FATCAT folder. Start both programs.

> If TGI opens and immediately closes upon running the "run.bat"" file, it is likely that Java is not installed.

> If prompted for user/pass when starting TGI, leave both blank and press OK.

## Adding Users to the Pay@Table Device

Users password in SilverWare must match a "server" setup in the pay@table device.  To add these "servers:"

1. The device must be in standalone mode (if in integrated mode, press **F1** to switch to standalone)
2. Press **Admin**
3. Press **5** for "Server Set"
4. Press **1** to add a server
5. Enter a 3-4 digit passcode that matches the user's PIN in SilverWare

## Device Configuration

1. The units must first be setup in stand-alone mode (backlight, tip entry, etc.).  Also, the FATCAT & TGI software must be setup and active.
2. The screen on the device should say "CHASE Paymentech MM/DD/YY xx:xx" where xx:xx is the current time.
3. Press **F3** on the device to switch to integrated mode.  When prompted to "Select App," choose FATCAT by pressing **1.**
4. The device should now have "Term # xxx Slide/Key Server
5. Press **Admin**.
6. Select "Setup Menu" and enter the password.  It should be 123456.

Follow the settings below for each part of this menu.  Use F1 and F3 buttons to move back and forth between settings, and F2 to edit a setting.

- Comms Mode = Ethernet
- TGI Com Port = COM1
- Baud Rate = 19200
- TGI IP_Addr = The IP of the machine running the TGI software
- TGI Port = 9999
- Term IP_Addr = set to appropriate static settings
- Subnet Mask = set to appropriate static settings
- Gateway IP Addr = set to appropriate static settings
- Prim DNS Addr = set to appropriate static settings
- Sec DNS Addr = set to appropriate static settings
- TGI IP Type = Static
- Auto DNS = On
- Close Table = Off
- Non-Integrated = off
- EDC = Off
- Service Table = Table Service
- Cash Tender = Off
- S/N Type = Injected
- Debit Void = Off

- Power Off = On
- Ignore Demo = Off

When you're back at the Admin Menu, select "POS System" and set it to type 1.  The administrator password is 246135.

## Useful tip for Quickservice/Cash & Carry Establishments

In order to skip the prompts for table and seat selection;

- Press the **Admin** button
- Select the "Setup Menu"
- Scroll through the options until you reach "Service Type"
- Set this option to "Quick Service"