

# SILVERWARE POS INC.

# SilverWare POS

# Paymentech Pay@Table

09/13/2010

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### Paymentech Processing with Ingenico i7780 Device

#### NOTE

To enter a period on the pay@table device, press "0" and then the "Admin" buttion.

#### **SE Software Setup**

SilverWare SE must be upgraded to version 2010.3.1 or higher.

You will need the "CHILKAT," " FATCAT," and "SilverWare.Avrio. PayAtTable (for SE sites)" applications.

Open setup.exe from c:\forys\exe and set features.paytable to 1. 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.

The pay@table devices (Ingenico 8200) must be setup and tested in standalone mode. Moneris 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"CHILKAT," " FATCAT," and "SilverWare.Avrio. PayAtTable (for SE sites)" folders 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 "SilverWare.Avrio.PayAtTable.exe" from the "SilverWare.Avrio. PayAtTable (for SE sites)" folder and "FATCAT32.exe" from the "FATCAT" folder. These shortcuts should also be placed in the startup folder. Start both programs.

If "SilverWare.Avrio. PayAtTable (for SE sites)" opens and immediately closes upon running the executable, it is likely that Java is not installed.

#### **Avrio Software Setup**

The pay@table devices (Ingenico i7780/8200) must be setup and tested in standalone mode. Chase and the client are responsible for setting up and testing the devices in standalone mode.

To enable pay@table in Avrio:

- Store license must have pay@table enabled
- Module must be enabled in store config and ALL payment methods must be mapped, even if the client will not be accepting certain card types.

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Data Maintenance	GIFT	Gift Ce	rtificate				
Operating System							

• Avrio pay@table service must be installed

- To enable emulator and clerk override:
  - 1. Load SQL Management Studio
  - 2. Connect to principal database
  - 3. Expand Databases
  - 4. Expand tables

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5. Right-click on pos.storesettings and select edit top 200 rows



- 6. In a new record, enter the correct storeID into the "storeID" column
- 7. Setting name is "PayTblEmu"
- 8. Value is "True"
- 9. SQL will fill out the ID field, do not enter anything into this field.
- 10. In a new record, enter the correct store ID in to the "storeID" colum
- 11. Setting name is "PayTblClerkOver"
- 12. Value is 1

13. SQL will fill out the ID field, do not enter anything into this field.

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- 14. Tab off the new record and exit SQL
- 15. Restart the pay@table service

#### Adding Users to the Pay@Table Device

When using the "PayTblClerkOver" setting, you only need to create one server on the pay@table device. To add this 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 "1" and press OK.

#### **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 (or 9998 if using Avrio)
- 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 = On
- 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"