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SILVERWARE POS INC.

SilverWare POS

Moneris Pay@Table 8200 or IWL2XX

09/13/2010

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Moneris Processing with Ingenico 8200 or IWL 2XX Device NOTE

To enter a period on the pay@table device, press "0" and then the "Admin" (.,#* on the iwl 2xx devices) 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 or IWL2XX) 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 8200 or IWL2xx) must be setup and tested in standalone mode. Moneris 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.

are Configuration Tool								
Currency	Ice 'n Cake							
Region	Store Configuration							
Store	Name		Alias	Expiry Date				
Stations	Acadia		Acadia	8/16/2011 11:59:59 PM				
Segments	Ice 'n Cake		Ice 'n Cake	8/16/2011 11:59:59 PM				
	Urban Herbivore		Marigoids and Oni Urban Herbivore	8/9/2011 11:59:59 PM 7/28/2011 11:59:59 PM				
Printer Groups	Walkers Fish Market		Walker Mississaug	8/2/2011 11:59:59 PM				
Printers								
Cost Centers	Overflow Payment Me	thod: None						
Service Types	Do not forget to configure credit/interac settings under the stations section.							
Printer Centers	Pay@Table Module							
Tax Groups			_					
Tax Group Rules	Enable Module:		\checkmark					
Taves	Card Type Mappings:		Card Type Mapping Details:					
- and -	Card Type	Payment Method	Card Type:	GIFT				
Payment Methods	DEBIT (Debit						
Floorplans	MCRD MasterCard VISA VISA		Payment Meth	od: Gift Certificate				
Rooms	DINER I DSCVR I	Diners Discover						
User Roles	AMEX A	American Express ICB						
Rear Display Templates	CASH C	Cheque Cash (CAD)						
Data Maintenance	GIFI	ant Certificate						
Operating System								

• Avrio pay@table service must be installed

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



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.

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🍢 Microsoft SQL Server Management Studio							
File Edit View Project Debug Query Designer Tools Windo	w	Commu	nity Help				
😫 New Query 🗅 📸 📸 🖏 🕞 😂 🗐 🖏 🥃							
🐨 🏢 🕺 🔠 Change Type 🔹 📍 👰 [🗄 🏪 🚽							
Object Explorer 🗸 🗸 🗸	×	KSC	HROERAVRIStore	eSettings		-	х
Connect 🕶 📑 📑 👕 🛒 🔜			id	storeID	name	value	^
🗉 🥅 pos.Roles	^		2fbebf7b-0539	70493a36-cd5a	FillUserIface	True	
🗈 🧾 pos.Rooms			35a5db0d-90cc	70493a36-cd5a	LabourOTDay	9999	
pos.ScheduleMenuGroups			54035c53-2b99	70493a36-cd5a	ConsRcptTax	True	
⊞ pos.5cheduleMenuItems □ pos.5cheduleOrderItemPequirements			6acf70bc-38e8	70493a36-cd5a	UseDefaultPav	False	
pos.SchedulePriceLevels			6d3c6b3f-ad16-	70493a36-cd5a-	TotalTaxName	HST	
			ForEd9ba fofa	70402526 cdE5	FillDricoTfaco	Truc	
😠 🧾 pos.Seats				70493838-0038		inde	
표 🧾 pos.Segments			7130df85-5c01	70493a36-cd5a	LabourOTWeek	9999	
pos.Sequences			7149ebb6-a5e6	70493a36-cd5a	LoyaltyURI	http://avrio1:15	
pos.ServiceTypes			75751f24-821e	70493a36-cd5a	ReceiptTrailer	Thank you for di	
impos.SortwareUpdates			87855d33-4fc6	70493a36-cd5a	PrintVoidSumm	True	
 pos.StationSettings 			8f38989a-3e38	70493a36-cd5a	IntegratedPayTh	True	
			-02620b0 00-F	70402526 cdE5	LoughtEpillei	http://purio2u1E	
🕀 🔲 pos.StoreSettings			C9363606-0045	70493838-0038		-	
🗉 🥅 pos.Swatches			e86d9071-6ccd	70493a36-cd5a	CourseAltColor	True	
표 🧾 pos.SwatchItems			fe1cbe69-b032	70493a36-cd5a	PayTblEmu	True	
pos.Tables			15410394-296d	ef42feed-e1fb-4	TblColorOccupied	2F680B	
pos.TaxDependencies			6a092d1f-d723	ef42feed-e1fb-4	TblColorPrinted	D6110A	
 pos, raxes pos, TaxGroupItems 			121659a3-b868	21106745-f56d	ConsReptTax	True	
pos. TaxGroupRelies			20202626 -570	2110674E fE6d	Th/ColorOccupied	1000	
positiaxarcopitates III positiaxarcopitates			30302030-0578	21106/45-6560	ThicolorOccupied	100200	
🗉 🧾 pos. TipInOut			3637a3d3-ba70	21106745-F56d	TotalTaxName	HST	
🗉 🥅 pos.UpdateDates	-		e9b661dd-7ad6	21106745-f56d	TblColorPrinted	B32413	
🗉 🔲 pos.UserFingerprints		.0	NULL	21106745-f56d9	PayTblEmu 🛛 🔒	True 🔒	
🗉 🥅 pos.UserJobs		*	NULL	NULL	NULL	NULL	¥
I nos lisers			41 of 41		Row is Modified.	0	

- 10. Tab off the new record and exit SQL
- 11. Restart the pay@table service

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 "Enter purchase amount"
- 3. Press Admin (.,#* on iwl2xx device)
- 4. Using the F1 and F3 (8200 units) keys or the up/down (IWL2xx units, centre underneath the screen) keys on the device, scroll to and then select "Configuration" (These buttons are not labelled on the IWL2xx, but they are the buttons directly below the screen)
- 5. Select "General parameters"
- 6. Select "Restaurant"
 - a. IF THIS OPTION IS NOT AVAILABLE, THE UNIT HAS LIKELY ALREADY BEEN SETUP FOR RESTAURANT MODE. Press cancel until your get back to the main screen and press F2 (second button from the left on the top row) to switch to rest mode. You should then be able to get to this option using steps 3-6
- 7. Select type "1"
- 8. Press Cancel three times until you see "Initialization required"
- 9. Press the Admin (.,#* on iwl2xx device) key twice, then enter "01"
- 10. IF PROMPTED Select "Yes" for "Retain Merchant Setting?"
 - a. OR leave the MID and phone # as they appear on screen
- 11. Select "No" for "Clear Terminal Storage?"
- 12. On the "Please logon" prompt, press the Admin (.,#* on iwl2xx device) key twice, then enter 02
- 13. Swipe the white Moneris owner card
- 14. The screen should now say "Employee login swipe/enter ID"
- 15. Press the Admin (.,#* on iwl2xx device) key twice, then enter "18"
- 16. Will be in Rest Comm Cfg select primary host address
- 17. Enter IP address at server (192.168.... etc.)
- 18. Scroll down to Primary port # enter 9999 for SE sites or 9998 for Avrio sites
- 19. Will be back in the rest comm. Cfg Hit cancel
- 20. If goes back into 'employee login swipe/enter ID' then should be setup
 - a. To test, enter server number (same as in Silverware), if there are printed tables under that servers number then the info will come up, follow the process, swipe payment card.
 - b. If approves and closes order at the POS then everything is setup correctly.

To Allow Refunds:

- 1. Press the Admin (.,#* on iwl2xx device) button.
- 2. Select Configuration
- 3. Select Rest. Config
- 4. Select Refund Set to yes

Quickservice/Cash & Carry Establishments

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

- Press the Admin (.,#* on iwl2xx device) button
- Scroll through the options until you reach "Table Prompt" and set it to "No."
- Scroll through the options until you reach "Check Prompt" and set it to "No."
- Press Cancel three times to return to the main screen.

Setting Units to Static IP Addresses (can be done if site is having connectivity issues)

- 1. Press Admin twice (.,#* on iwl2xx device). Enter "13"
- 2. Select Terminal Setup
- 3. Select Terminal Type
- 4. Select Static
- 5. Scroll down to Terminal Addr and enter an acceptable IP address
- 6. Scroll down to Mask ID and enter the subnet mask
- 7. Scroll down to Gateway and enter the gateway address
- 8. Press cancel
- 9. Scroll to DNS setup
- 10. Select Prim Address and enter the primary DNS address
- 11. Press cancel until you receive TCP/IP ok.
- 12. Press admin twice and enter 01
- 13. Retain current merch settings -YES
- 14. Clear terminal storage NO
- 15. When please logon appears, press admin twice and enter 02
- 16. Press admin twice (.,#* on iwl2xx device) and enter 09
- 17. Scroll down to polling and set it to off.
- 18. Press cancel twice to return to the employee login/swipe screen.

Turning off Clerk Subtotals

switch standalone press admin (either F or # key) configuration clerk totals swipe admin card if you need merchant # - cancel out to main screen, press admin, reports, config list, say no to trailer messages enter merch. # select clerk subttl try setting to no/disable