



OneStop

CHARGE

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Installation and Set-up Instructions
DOC-RVST-OS-INST-CHG

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Purpose

The purpose of this document is to describe the functionality and set-up process of the OneStop Charge ReValue Station and to provide the user with the knowledge to configure the unit for operation. This document describes the programs and documentation needed to program and support the OneStop Charge.

Applicable Documentation

Other applicable Heartland MicroPayments documentation referenced in this document:

- eTerminette for OneStop Charge Manual
- Debutil and Tlog Installation CD/Online Help documentation
- Code Based ReValue Station Provider’s Guide
- Code Based ReValue Station Customer Service Guide

Glossary

ACM	Administration Card Maker – module of Prime Solutions for creating administration cards for use in setting up smart card readers
CBR	Code Based ReValue – a method of valuing smart cards by purchasing codes
Code Based ReValue	Code Based ReValue is Heartland MicroPayment’s stand alone CBR product that can also issue codes for revaluing smart cards. The user manuals for this product are used in support of the OneStop Charge to describe the purchase of codes for buying and revaluing cards on the OneStop Charge.
Debutil	Report utility for all transaction activity on the OneStop Charge ReValue Station
eTerminette	Configuration utility for the MicroPayments Appliance
HMP	Heartland MicroPayments
HPS	Heartland Payments Systems
Prime Solutions	Card management software for creating and managing smart cards. It consists of three modules: Key Administration Software, Administration Card Maker, and User Card Maker.
Tlog	Detail transaction history reporting for the OneStop Charge ReValue Station

Components

Required components of the OneStop Charge ReValue Station are:

- MicroPayments Appliance with SSL
- Keypad
- Chip card reader/writer

Optional components of the OneStop Charge ReValue Station are:

- Receipt printer
- Card dispenser
- Code Based ReValue board or equivalent function
- Dip reader
- Connectivity options
 - IP
 - Wireless
- Mounting options:
 - Front opening wall

Functionality

The OneStop Charge ReValue station offers the following functionality:

- ReValue smart cards by:
 - Credit/debit cards (provides SSL security)
 - CBR
- Purchase smart cards by:
 - Credit/debit cards (provides SSL security)
 - CBR
- Perform refunds by:
 - CBR
- Auto-formatting is performed by the card reader.

Programming the MicroPayments Appliance

The MicroPayments Appliance is the processing engine of the OneStop Charge ReValue Station. Parameters for CBR location, card dispenser, credit/debit card processing, and receipt printing are all controlled by the Appliance. The details for programming the MicroPayments Appliance are discussed in the *eTerminette for OneStop Charge Manual* supplied by HMP.

Setting up the Smart Card Reader

Setting Date and Time

To set the date and time in the smart card reader, follow this procedure:

1. Verify the Palm is connected to paddle and insert the paddle into the smart card reader on the OneStop Charge.

2. Press Data Collector.
3. Press Start.
4. Press Programming.
5. The Program Reader Time is presented.
6. Choose the Set Reader Time button.
7. Press Ok on the pop up window.
8. Press Done.
9. Press Continue. This returns to the Main Menu and completes the process for setting the date and time.

Programming the Smart Card Reader

To program the smart card reader, you use three programming cards:

1. System key card
2. Price and Configuration card
3. Site code card

The Price and Configuration card for the OneStop Charge must be created with versions of Administration Card Maker (ACM) of Prime Solutions 01.03.00.04 and higher. This can be obtained from the HMP FTP site.

Your OneStop Charge will ship with the most current version of firmware in the smart card reader. In the event a newer version of firmware becomes available and you are required to update your smart card reader the following procedure should be followed:

1. Load the binary file onto your PC:
For XP Users: Store the file in C:\Debitek\common\binary
For Vista Users: Store the file in C:\ProgramData\Debitek\common\binary
2. Load the binary file onto your Palm by hot syncing the Palm to your PC.
3. Insert the paddle into the smart card reader on the OneStop Charge.
4. Press FlashUpdate.
5. Press Update Flash.
6. Select the uploaded binary file from the list and Press OK.
7. Once the flash is complete, select OK. This completes the flashing of the binary file to the smart card reader.

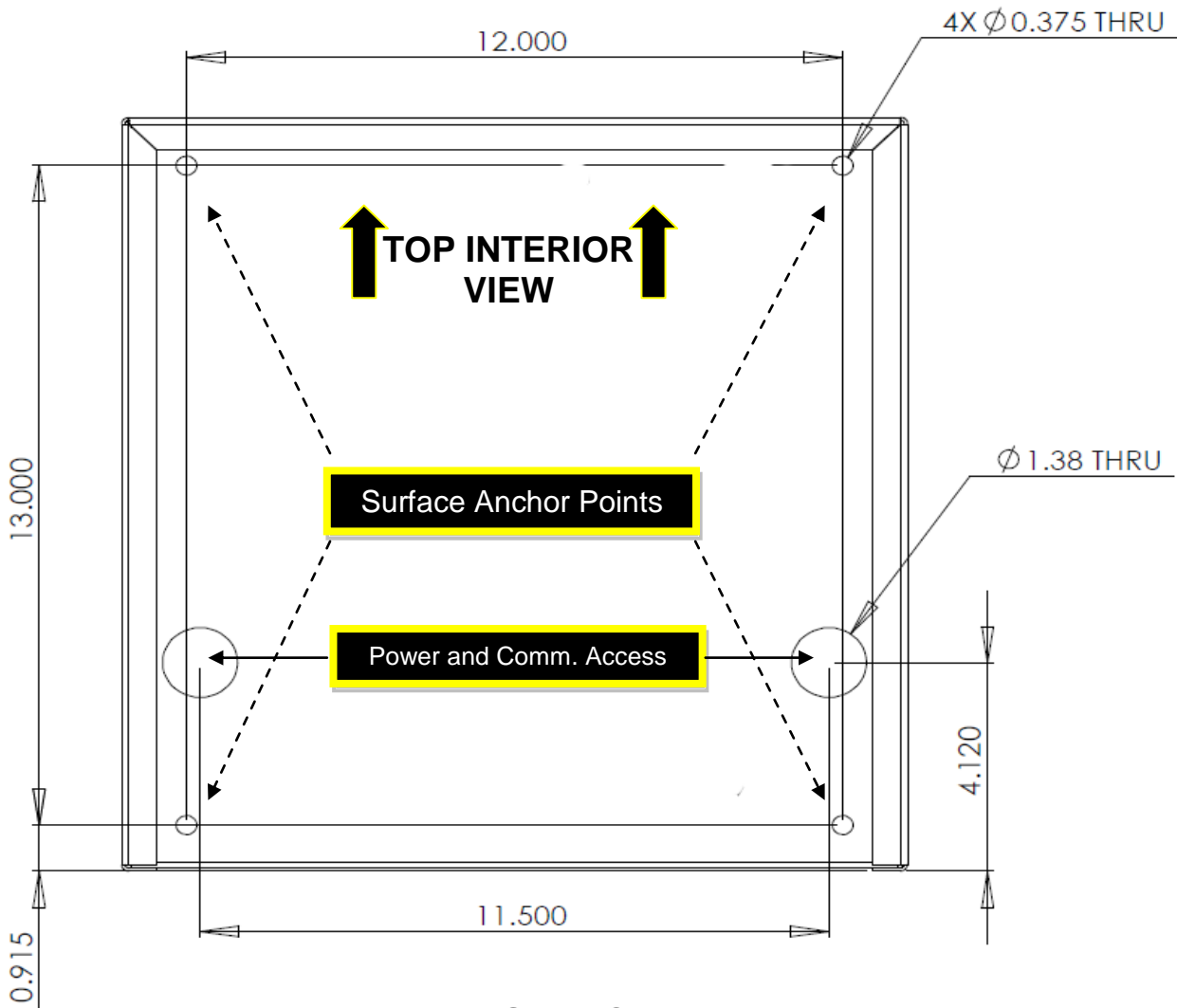
Physical Installation



!! WARNING !!
MAKE SURE THAT ALL POWER HAS BEEN REMOVED FROM THE MACHINE BEFORE ATTEMPTING TO INSTALL ANY HARDWARE OR CABLING!

Dimensions

The OneStop Charge Pedestal is designed to be mounted directly to a wall. A minimum of four (4) anchor points are required. The overall dimensions of this pedestal stand are illustrated in the diagrams below:



**OneStop Charge
Mounting Dimensions**

Tools & Hardware Required for Installation

To wall/floor – due to variances in mounting surfaces, these are to be determined and supplied by the installing party. They may include (but not be limited to) a level, a drill, appropriate masonry bits and anchors.

Receipt Printer

The printer installed in your OneStop Charge ReValue Station is a Nippon NP-211/311. Thermal paper is required for this printer. To purchase replacement paper, Heartland MicroPayments can supply you with a toll-free number for purchasing replacement rolls.

At present, the printer is powered from a separate power supply, Model: 18-R036, which ships with your OneStop Charge. This requires 110v power and plugs into the printer in the OneStop Charge.

Connecting to the Network

The OneStop Charge can be connected to the network via a LAN or wireless connection. Details on to accomplish these connections are discussed in the *eTerminette for OneStop Charge Manual* supplied by HMP.

Reporting

Reporting and reconciliation are provided by HMP's Debutil and HPS Merchant Center. These reporting products are supplied on CD and the documentation for these products are provided as online help on the CD.

Security

Heartland MicroPayments ReValue Stations are shipped with generic lock & key assemblies. It is strongly recommended that these be replaced before installing the ReValue Stations. A recommended source for these locks is **Locking Systems, Inc.**, 800-657-5625, <http://www.lockingsystems.com/vendinglocks.htm>

Self-Test Procedures

INTRODUCTION

The OneStop Charge Self-Testing Procedure allows the operator to completely test the hardware to ensure that it is ready for customer use.

To start the self test, cycle power to the OneStop Charge and wait for the self test menu to appear as **shown below**.

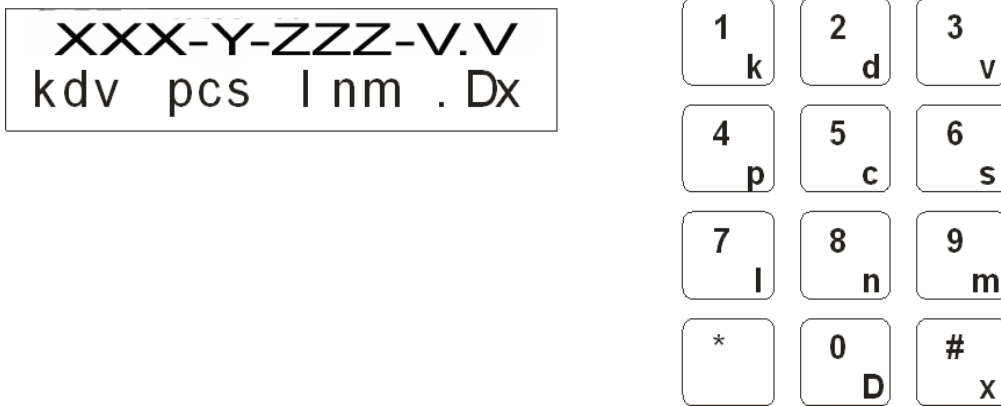


Figure 1: Self Test Display and Keypad Use

The topmost line shows the current firmware that the OneStop Charge is using. The second line lists out the self tests that are available and correspond to the keypad shown in Figure 1.

Pressing the corresponding keypad key, for example 2 (for dispenser) test will perform the test. At the end of the test, the operator will be prompted for a response 1 – Pass, 2 – Fail, 3 N/A will record the results on the printer if one is attached.

The test will end after thirty seconds of inactivity, or pressing the x (exit) key.

COMPONENT TESTS

1 – Keypad Test

Pressing the 1 key will start the keypad test.

1 k	Keypad:
--------	---------

5	Keypad: 5
---	-----------

As each key is pressed, for example 5, the corresponding key will be displayed. Pressing # will end the test and return to the self test menu.

2 – Dispenser Test

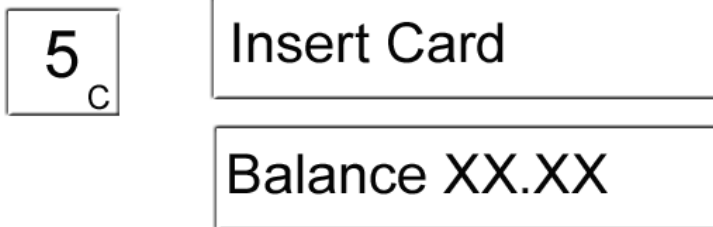
Pressing the 2 key will cause the dispenser to eject a card.

4 – Printer Test

Pressing 4 starts the printer test. The Printer Test will print out all of the merchant settings stored in the OneStop Charge.

5 – Card Reader Test

The Card Reader Test allows the operator to test the User media. This can be a smart card or a contactless user card.



After selecting the Card Reader Test, the operator will be prompted to select a media for test.

- a) Conventional Contact Smart Card
- b) Contactless Card (9600 Baud)
- c) Contactless Card (57.600 Baud)

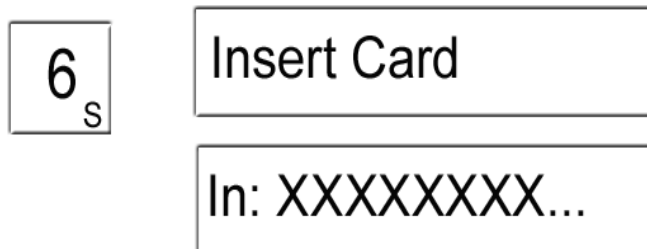
Once the test has been selected, the operator will be prompted to present a card. In the case of a Smart Card this means to insert the card into the Smart Card Slot, the balance will be shown. In the case of a Contactless Card tapping the card will result in the first eight digits of the card being shown on the display.

IMPORTANT

Selecting options 2 and 3 will permanently set the communication speed in memory for subsequent use. The operator MUST obtain a valid card ID before putting the OneStop Charge in service.

6 – Swipe Reader Test

Pressing 6 starts the Swipe Reader Test.

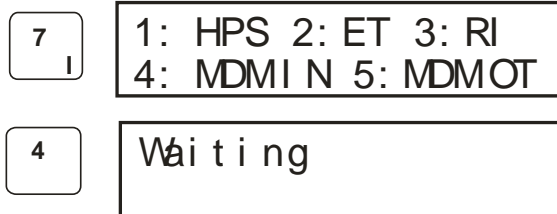


The operator is prompted to insert their swipe card into the dip reader and the first eight digits of the card number are shown on the display.

7 – LAN Test

The LAN test is used to verify the operation of the LAN or MODEM installed in the OneStop Charge. For LAN operation, consult Heartland MicroPayments Customer Support for LAN installation.

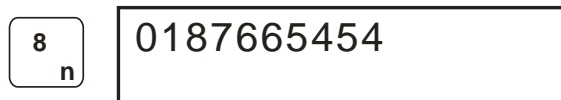
For Modem Testing (Telephone) Pressing 7 followed by 4 will prepare the OneStop Charge for an incoming service call from Heartland MicroPayments.



Once the Waiting message appears, the OneStop Charge is ready for HPS to dial in.

8 – Serial Number

The built in Serial Number is displayed when 8 is pressed.



9 – Meter Display Test/CBR Display Test

Pressing 9 will display a test pattern on the internal meter display. Note – You may have to cycle power on the OneStop Charge to exit this testing option.



0 – Debug Test

The Debug Test is intended for maintenance by HPS Customer Support.
DO NOT PERFORM THIS TEST UNLESS SPECIFICALLY INSTRUCTED BY HPS CUSTOMER SUPPORT

- Exit

Pressing # will end the self test and return the OneStop Charge to service