



Heartland
PAYMENT SYSTEMS

MICROPAYMENTS™



OneStop

REVALUE STATION

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

Contents

| | |
|--|----|
| Purpose | 3 |
| Applicable Documentation..... | 3 |
| Glossary..... | 3 |
| Components..... | 4 |
| Functionality..... | 4 |
| Programming the MicroPayments Appliance | 4 |
| Setting up the Smart Card Reader..... | 5 |
| Setting Date and Time | 5 |
| Programming the Smart Card Reader | 5 |
| Physical Installation..... | 6 |
| Mounting Options..... | 7 |
| Tools Required for Installation..... | 8 |
| Receipt Printer | 8 |
| Connecting to the Network..... | 8 |
| Reporting..... | 8 |
| Security..... | 8 |
| Self-Test Procedures..... | 9 |
| Introduction..... | 9 |
| Component Tests | |
| 1-Keypad Test..... | 10 |
| 2-Dispenser Test..... | 10 |
| 3-Validator Test..... | 10 |
| 4-Printer Test..... | 10 |
| 5-Card Reader Test..... | 11 |
| 6-Swipe Reder Test..... | 11 |
| 7-LAN Test..... | 12 |
| 8-Serial Number..... | 12 |
| 9-Meter Display Test..... | 12 |
| 0-Debug Test..... | 12 |
| #-Exit..... | 12 |

Purpose

The purpose of this document is to describe the functionality and set-up process of the OneStop 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.

Applicable Documentation

Other applicable Heartland MicroPayments documentation referenced in this document:

- eTerminette for OneStop 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 to describe the purchase of codes for buying and revaluing cards on the OneStop. |
| Debutil | Report utility for all transaction activity on the OneStop 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 ReValue Station |

Components

Required components of the OneStop ReValue Station are:

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

Optional components of the OneStop ReValue Station are:

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

Functionality

The OneStop ReValue station offers the following functionality:

- ReValue smart cards by:
 - Cash
 - Credit/debit cards (provides SSL security)
 - CBR
- Purchase smart cards by:
 - Cash
 - 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 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 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.
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 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 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:

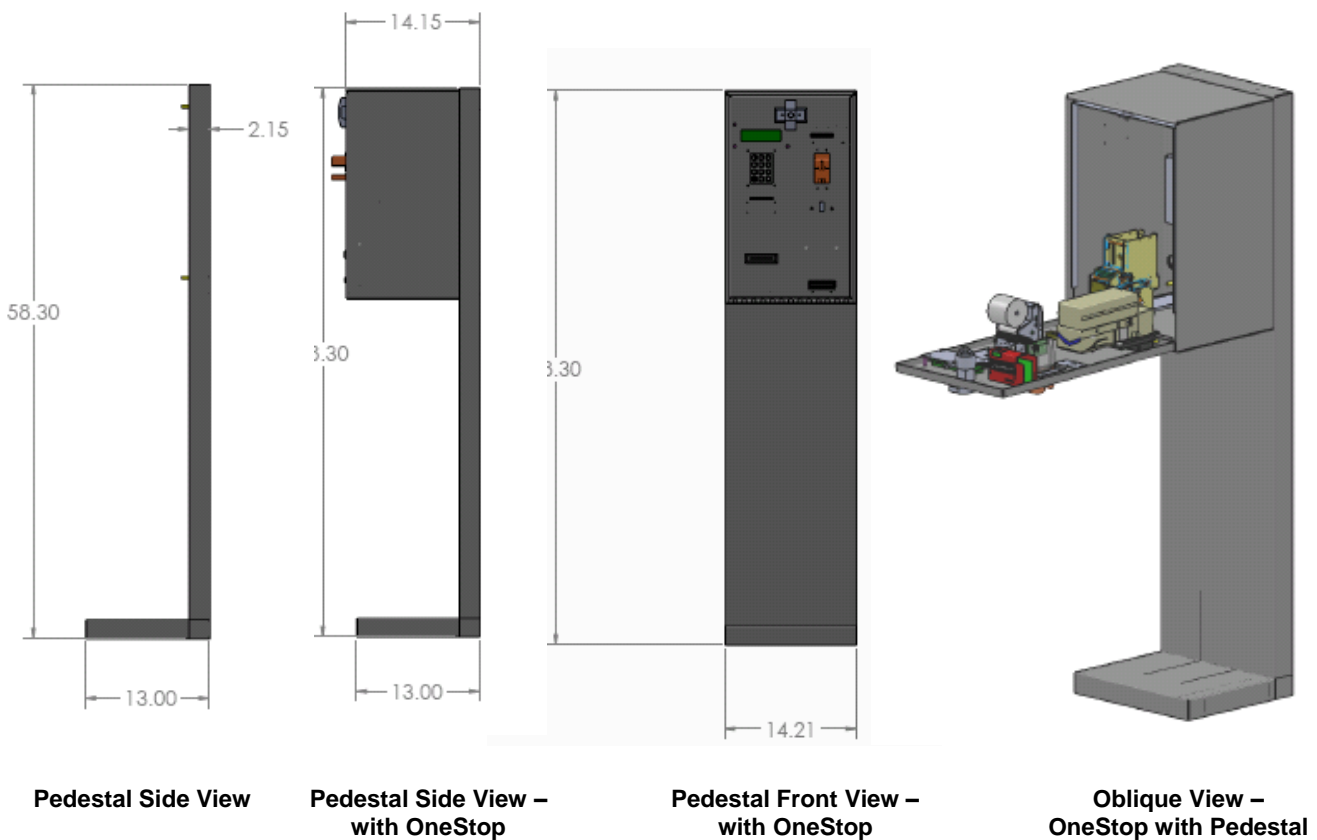
1. Load the binary file onto your PC:
For XP Users: Store the file in C:\Debittek\common\binary
For Vista Users: Store the file in C:\ProgramData\Debittek\common\binary
2. Load the binary file onto your Palm by hot syncing the Palm to your PC.
3. Insert the paddle into the smart card reader on the OneStop.
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



Dimensions

The OneStop ReValue Station is designed to be mounted to a custom designed Pedestal Stand. The overall dimensions of this pedestal stand are illustrated in the diagrams below:



Mounting Options

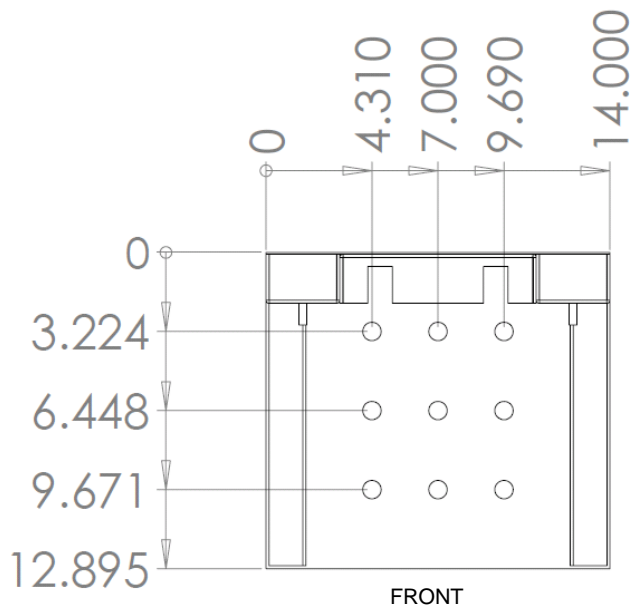
The OneStop ReValue Station’s pedestal is designed to be securely bolted to a floor, a wall, or both. There are fifteen (15) wall anchor locations, and nine (9) floor anchor locations provided for your convenience. All of these mounting holes are 3/8” diameter, and can utilize 5/16” bolts or lag-screws (not included). One-inch flat, steel washers (not included) should be used with the mounting hardware selected.

If the OneStop Pedestal is being mounted to a wall, a minimum of six (6) anchor points are required. If the OneStop Pedestal is being mounted to the floor, a minimum of five (5) anchor points are required.

The dimensions for the pedestal anchoring locations are illustrated in the diagrams below:



OneStop Pedestal – Wall Mounting Holes, Front View



OneStop Pedestal - Floor Mounting Holes, Top View

Mounting the OneStop to the Pedestal

After securing the pedestal to the wall and/or floor, the OneStop can be bolted onto to pedestal. With proper assistance (and with the door open), lift the OneStop onto the four (4) mounting bolts that protrude from the pedestal's outer casing. While securely holding the box in place, place the provided washers on the mounting bolts, and tighten all four (4) nuts with a ½" deep-well socket.

There are access holes in both sides of the cabinet that line up with access holes in the pedestal for the routing of power and communication cables.

Tools & Hardware Required for Installation

OneStop to Pedestal – 1/2" deep-well socket, nuts and washers are supplied by HMPS
Pedestal to wall/floor – due to variances in mounting surfaces, these are to be determined and supplied by the installing party

Receipt Printer

The printer installed in your OneStop 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. This requires 110v power and plugs into the printer in the OneStop.

Connecting to the Network

The OneStop 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 Manual* supplied by HMP.

Reporting

If your OneStop ReValue Station accepts cash to buy or add value to smart cards, reporting and reconciliation is provided by HMP's Debutil and Tlog. 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 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 and wait for the self test menu to appear as shown below.

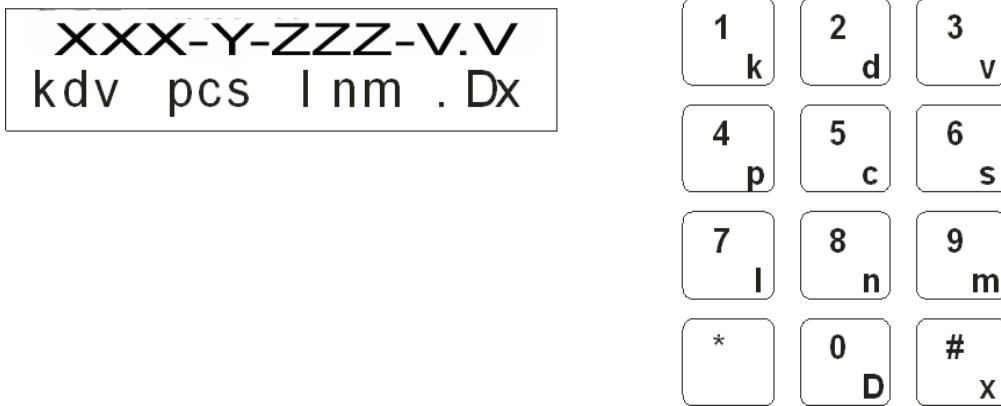


Figure 1: Self Test Display and Keypad Use

The topmost line shows the current firmware that the OneStop 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.

3 – Validator Test

Pressing 3 begins the validator test. After selecting 3, the operator will be prompted to select 1 to return the bill to the operator, or 2 to accept the bill into the hopper

| | |
|--------|-------------------------|
| 3 v | 1 = Rjct 2 = Accpt |
| | Bill : 5.00 |

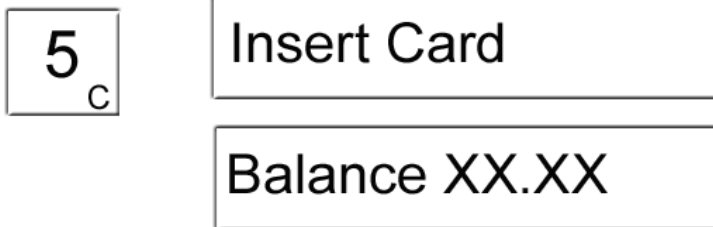
Once the operator has chosen an operation, the display will prompt the operator to enter a bill. Putting in a bill will cause the bill to be read and the value shown on the display. If Reject has been selected, the bill will be returned, and Acpt will cause the bill to be stacked into the hopper

4 – Printer Test

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

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)

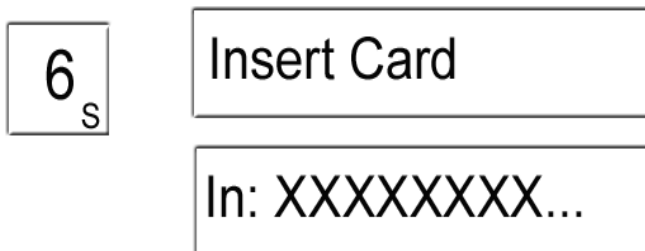
Once the test has been selected, the operator will be prompted to present a card. In the case of a Smart Card this means to insert the card into the Smart Card Slot, the balance will be shown. In the case of a Contactless Card tapping the card will result in the first eight digits of the card being shown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

6 – Swipe Reader Test

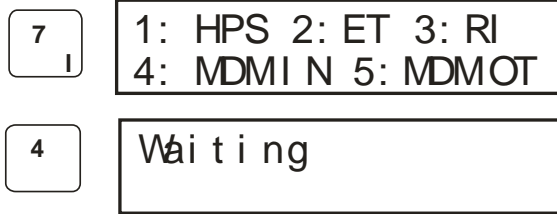
Pressing 6 starts the Swipe Reader Test.



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

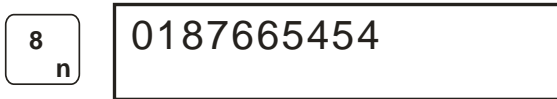
The LAN test is used to verify the operation of the LAN or MODEM installed in the OneStop. For LAN operation, consult Heartland MicroPayments Customer Support for LAN installation. For Modem Testing (Telephone) Pressing 7 followed by 4 will prepare the OneStop for an incoming service call from Heartland MicroPayments.



Once the Waiting message appears, the OneStop 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 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 to service