

WavePoint

Setup & Servicing Manual



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I. Getting Started

A. Unpacking your WavePoint Revalue Station

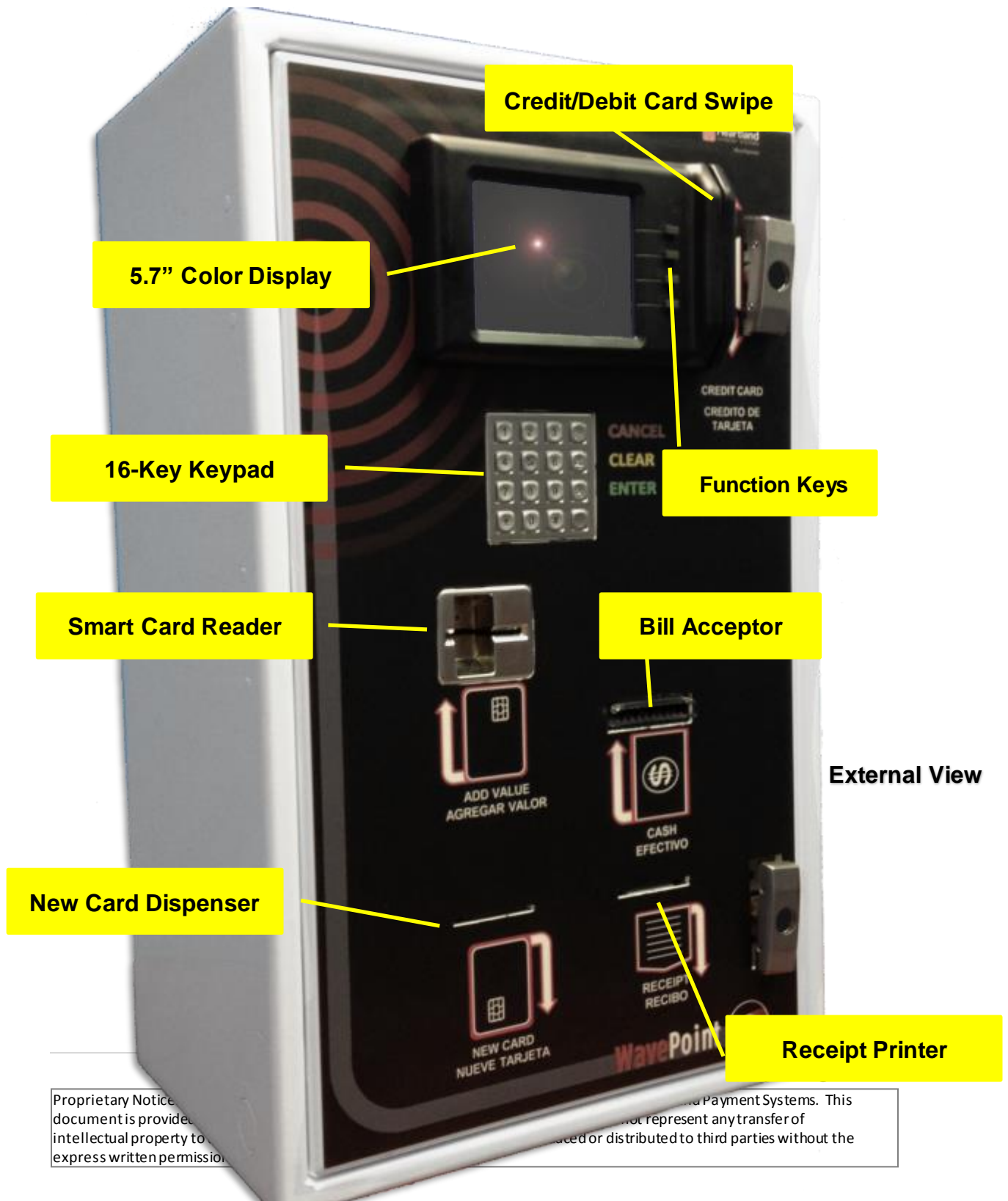
WavePoint devices can be very heavy, please ensure that you have adequate help unpacking the unit.

1. Remove the device from the packaging.
2. Place the unit upright and on a solid, sturdy work-surface. **DO NOT** position the WavePoint at the edge of the table/bench. If the door is opened close to an edge, the unit **WILL tilt forward and could cause serious injury.**
3. Locate the keys that were shipped with the device. They are typically in a plastic bag that is taped to the back of the unit.
4. **PLEASE NOTE – The locking mechanism and keys that are supplied from the Heartland factory are intended for temporary use only (i.e. a shipping lock). The tubular locking slug should be replaced before deployment. Locks can be sourced from: Locking Systems, Inc., 800-657-5625, <http://www.lockingsystems.com/vendinglocks.htm>**
5. Open the door. You will need to unlock and rotate the two T-handles counter-clockwise (alternating between the two every 4-6 turns).
6. Connect the WavePoint to an AC power source (with the supplied cable) and turn the power switch '**ON**'. Refer to the image titled 'Internal View -2' on page 5 for a reference.
7. Close the door enough to see the WavePoint's display.
8. **Write down the WavePoint's EIN** (this number will be displayed when the WavePoint is powered up) on the Pre-Configuration Checklist in Section D.

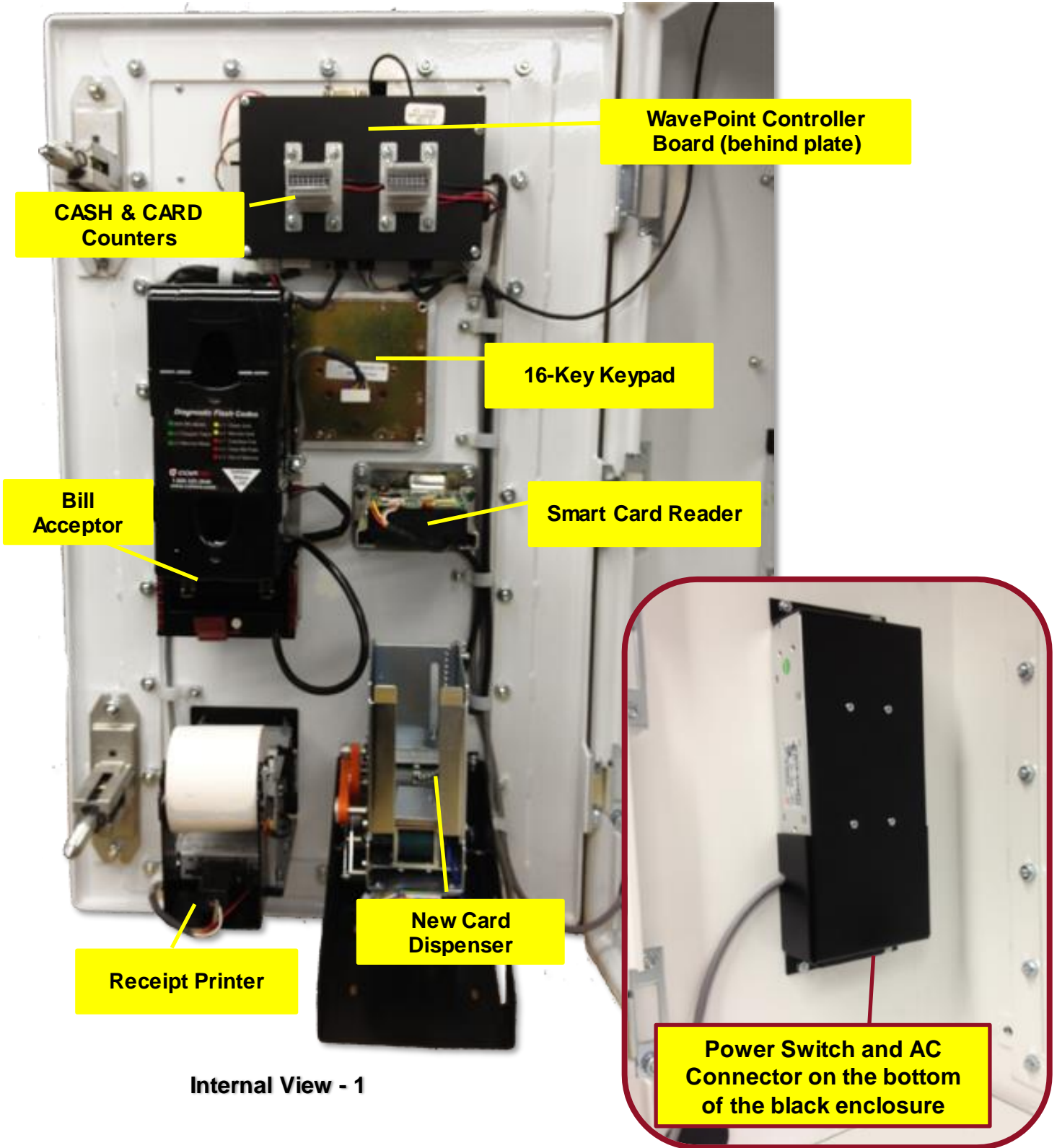
Proceed to 'B'.

B. Identification and Familiarization of Major Components

Please take a few moments to identify the major components of the WavePoint, and to get familiar with them.



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Internal View - 1

Internal View - 2

C. Technical Specifications

Technical Specifications – WavePoint	
Physical Dimensions	High Security: 27.75”H X 17.25”W X 11.5”D Std. Security: 27.25”H X 17.25”W X 11.5”D Micro: 18 7/8”H X 14 3/8”W X 10 1/16”D
Weight	High Security: 100 lbs. Std. Security: 80 lbs. Micro: 40 lbs.
Physical Security	High Security: Double tubular spin-lock, 11 gauge steel hidden door hinges Std. Security: Single tubular spin-lock, 14 gauge steel Micro: Single Hub lock, 14 gauge steel
Exterior Finish	White, smooth-texture powder coat
Electrical Requirements	120 VAC, < 2 Amp max load Single outlet
Communications	Cellular, or TCP/IP (DIAL MODEM on future models)
Add Value Methods	High Security: Cash, Credit, Debit, EBT, Code Based Revalue Std. Security: Cash, Credit, Debit, EBT, Code Based Revalue Micro: Credit, Debit, EBT, Code Based Revalue
Card Dispenser Capacity	Standard: 120 Cards (30 mil) Encoding*: 500 Cards (30 mil) – <i>not available on Micro</i>
Receipt Printer	2.25” Thermal paper can accept up to 4” roll, (approx. 1200 receipts)
Operating Temperature	41 F to 104 F (+5 C to +40 C)
Relative Operating Humidity	20% - 80%, NON-CONDENSING
Access Options	High Security: Keyed Front or Rear Access. Std. Security: Keyed Front Access Micro: Keyed Front Access
Audit Methods	Web Based: Summary, Transaction Detail, Unit Activity, and HPS InfoCentral Field Audit: Mechanical Counters, View Totals Card, CCMS
Mounting Options	High Security: Wall Mounted or Pedestal (26.5”H X 17.25”W X 11.5”D) Std. Security: Wall Mounted or Pedestal (26.5”H X 17.25”W X 11.5”D) Micro: Wall Mounted

D. Setup Checklist

Before you begin, you will need the following information:

1. A Heartland MicroPayments '**System Key Card**' for the location where the unit will be installed.
2. **Unique lock cylinders** that will replace the generic ones shipped with the device. See Section **I.A.4** for details.
3. **Primed User Cards** that match the System Key Card from Step 1.
4. Paper loaded in the **Receipt Printer**.
5. Ensure that the packing material has been removed from the **Card Dispenser**, and that at least one card has been loaded into it.
6. Check that the **Bill Acceptor stacker** is empty and properly attached to the boot-column.
7. A Completed "**WavePoint Pre-Configuration Checklist**" from section (E).

Proceed to Section E.

E. WavePoint Pre-Configuration Worksheet

Use the template below to pre-determine how the WavePoint will be configured for its intended location. It will speed up the web-configuration process if these questions are answered in advance. Once completed, give it to whoever is performing the web set-up process.

What is this Unit's EIN?

What will this Unit be named?

Describe this Unit for easy identification.(e.g. WavePoint, 123 Maple St., Main Lobby).

What is the maximum balance for this location's smart-cards (whole \$'s)?

Do you want to offer Spanish as an optional language? YES NO

Do you ask a user if they want a receipt, or automatically print one? YES NO

What do you want the receipt header to say?

Line 1 (Name)

Line 2 (Address)

Line 3 (City/ST/ZIP)

Will CASH be accepted at this device? YES NO

If so, which denominations will you allow to be used?

What value do you want to apply for each type?

\$1	\$5	\$10	\$20
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Will CREDIT CARDS be accepted at this device? YES NO

Will DEBIT/EBT CARDS be accepted at this device?* YES NO

*Note- this requires an ENCRYPTED-DEBIT KEYPAD to be installed in the WavePoint

Terminal Number (if known)

Do you want users to have to manually enter the amounts they want to add (using CREDIT/DEBIT/EBT) each time, or use the FUNCTION/SPEED KEYS next to the display to quickly choose pre-determined amounts? USER ENTERED FUNCTION KEYS

Values offered for each FUNCTION KEY button?

#1	#5	#3	#4 **	
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$	OTHER
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

** If 'OTHER' is checked, the #4 button will allow the user to manually enter any amount between the unit's *MINIMUM USER-ENTERD AMOUNT* and *CARD MAX*.

z What is the minimum amount a person can enter for a CREDIT/DEBIT/EBT load? \$

Will **Code Based Revalue** be an option that is offered on this WavePoint?

YES NO If YES, what is the CBR Location ID?

Note: You must have an Active CBR Location ID assigned (by Heartland MicroPayments) even if you will only be using CBR for refund purposes.

Will this device have the ability to sell new cards with **CASH** and/or **CREDIT**?

YES NO What is the new card price?

Will this device have the ability to sell new cards with **CODE BASED PURCHASES**?

YES NO If YES, what is the CBR Dispenser ID?

Note: You must have an Active CBR Dispenser ID assigned by Heartland MicroPayments.

This ID is *separate and unique* for each Dispenser.

FOR YOUR RECORDS

We suggest you record the state of the mechanical counters (for CASH and CARDS) before placing your WavePoint into active service. They are located on control board cover-plate.

COUNTER	DATE	STARTING READING
CASH		
CARDS		

II. Testing the WavePoint

1. Getting the WavePoint into the Service Menu

Before the WavePoint is placed into service, it should be thoroughly tested to ensure that all functions of the device are operating properly. In order to test all the functions, the Service Menu must be accessed. There are two ways to access this menu. **Opening the door**, or inserting a **'Service Mode Card'** into the smart card reader.

1. Opening the Door

On the interior edge of the cabinet, there is a 3-position switch that will activate as soon as the door is opened, even by a very small amount.



For High-Security and Standard Security Enclosures, the door switch is on the right side (middle) of the cabinet. For Micro devices, the switch will be on the left side (middle).

Activating the door switch triggers two events. First, it puts the WavePoint into Service Menu mode. Second, it causes the unit to send a 'Door Opened' alert message to the web host. An email and/or text message will be sent to the appropriate persons whenever the door switch is tripped.

The door switch has positions:

- **Closed** – Normal operations. The door is fully closed and the switch is fully depressed
- **Open** – Service Menu will be displayed, and Door Open messages are sent
- **Simulated-Closed** – If the Door Switch is pulled completely OUT, then the unit will revert to normal operations, as if the door is CLOSED. This is very useful for testing and training.

2. Service Mode Card

The Service Mode Card (which is generated by our Administrative Card Maker program – ACM) can be used to place the WavePoint into Service Menu mode without opening the door. This card is the same Service Mode Card that is used to put a Maytag PR style laundry machine into programming mode.

The Service Mode Card does not generate a 'Door Opened' alert message to the web host.

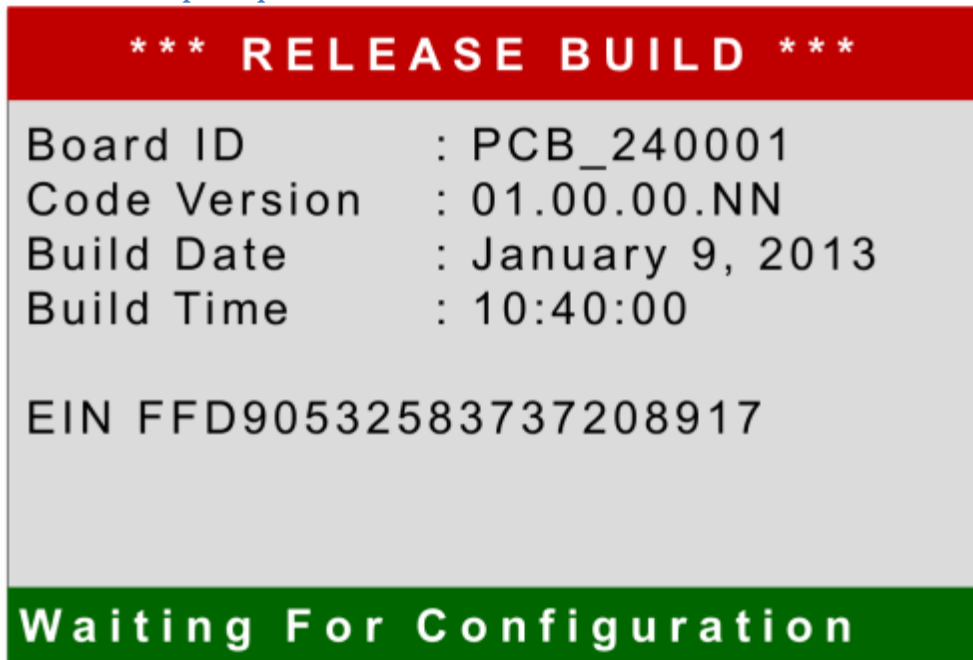
Note; This method will work only after the device has been fully configured and is ready for field service.

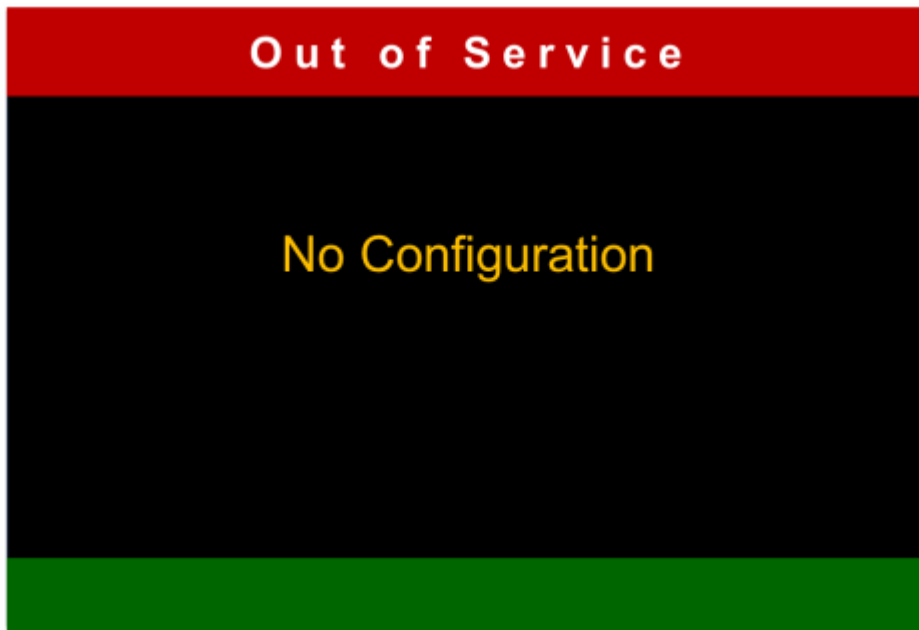


Typical Service Mode Card

Until then, opening the door is the only method of placing the WavePoint unit into Service Menu mode.

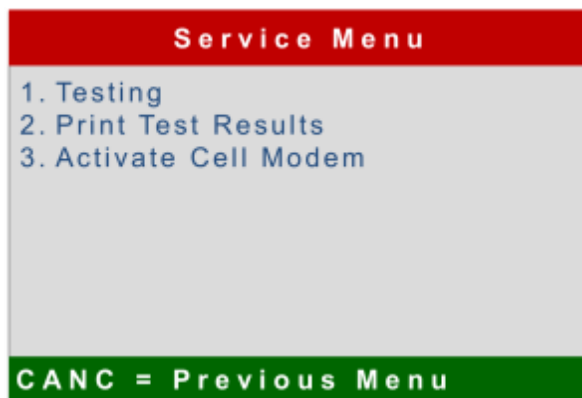
3. Power-Up Sequences





4. Service Menu Options

- B. Testing
- C. Printing Test Results
- D. Activating the Cell Modem
- E. Configuring a LAN Connection



Service Menu – Cellular WP

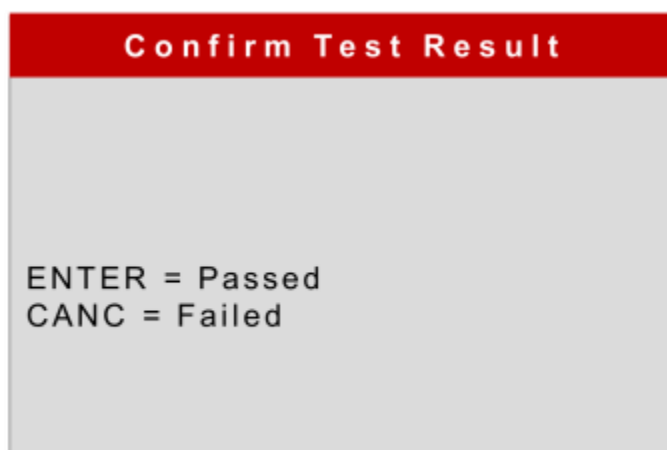


Service Menu – LAN WP

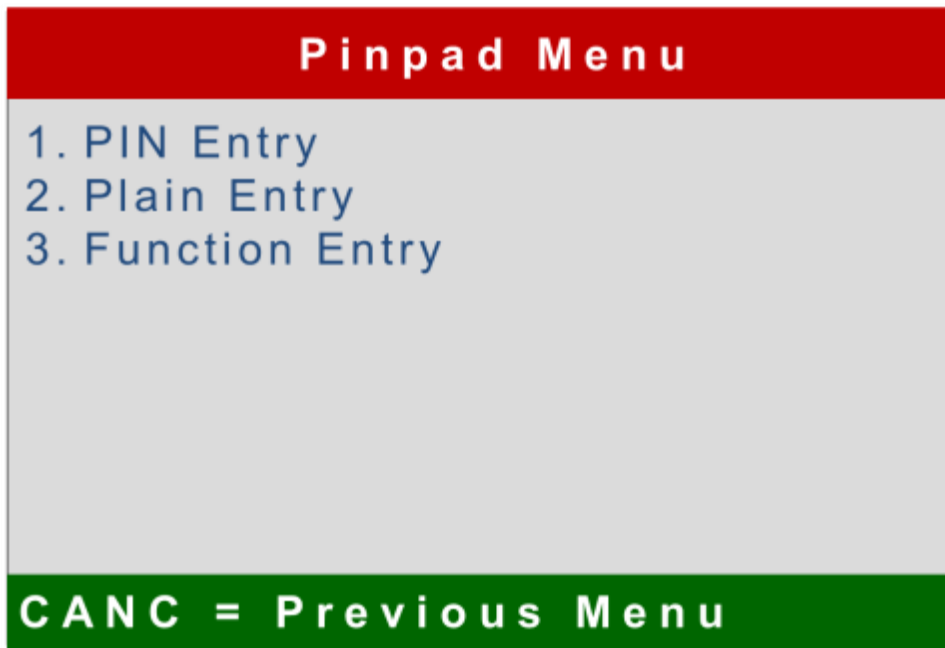
5. Testing the Functions and Components



1. Confirming Test Results

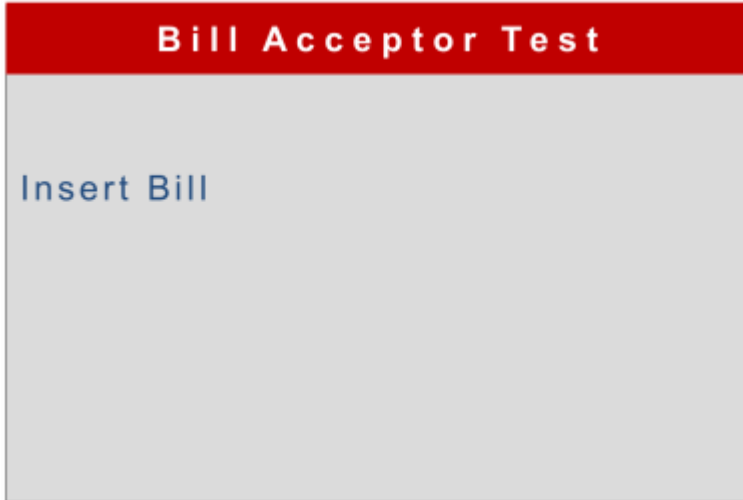


2. Keypad Test

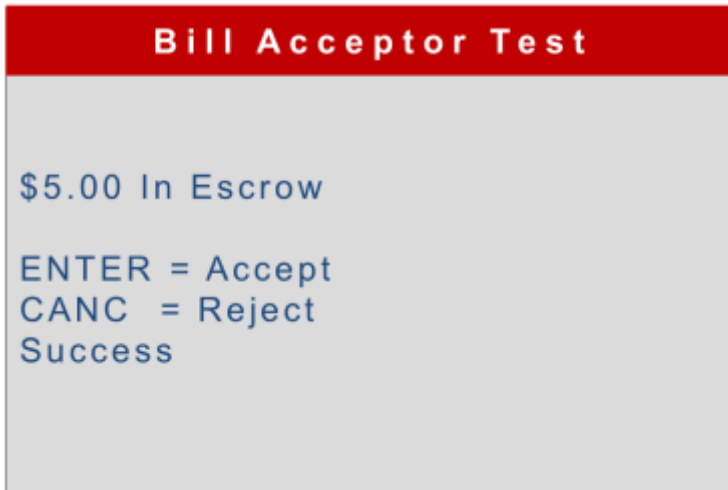


- i. PIN Entry
- ii. Plain Entry
- iii. Function Entry

3. Validator Test

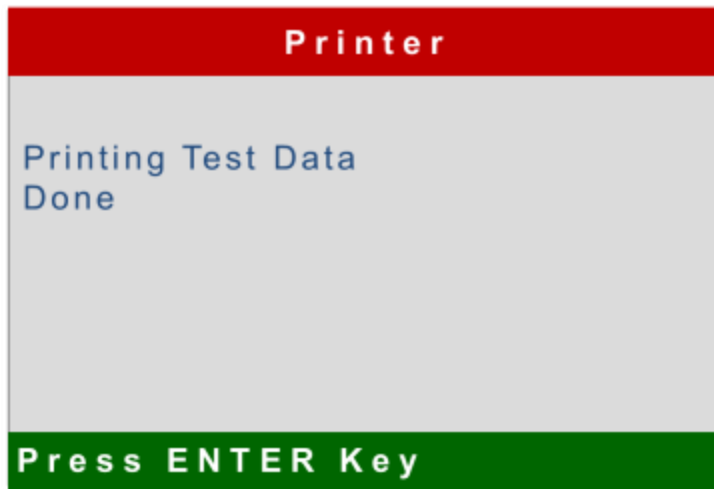


- i. Accepting or Rejecting Bills

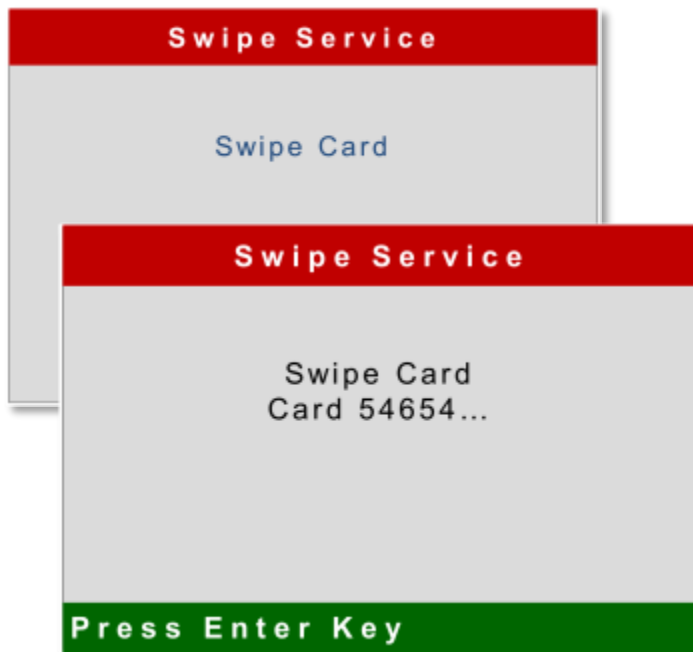


- ii. Validator Test Receipt

4. Printer Test



5. Swipe Bar Test



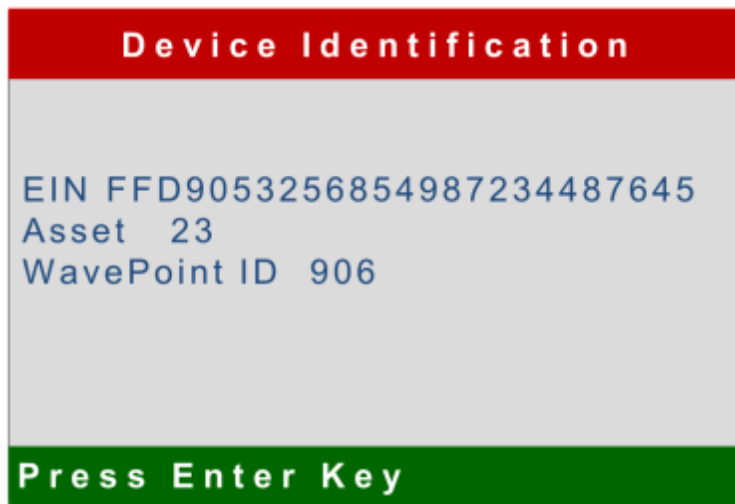
6. Smartcard Reader Test



7. Card Dispenser Test



8. Device Identification



9. Network Connection Test

6. Printing the Test Results

7. [Activating a Cell Modem](#)

8. [Configuring a LAN Connection](#)

6. Disabling a Unit

1. From the **Location Setup** screen, select the Location where the Unit is you want to disable and click **Edit**.
2. When the unit setup page appears, locate the [Disable Unit] selection at the bottom of the page, and click in the check-box.
3. Click the [Save and Send Configuration] button at the bottom right, and wait until you have received confirmation that the unit's configuration has been updated.

The screenshot displays the unit setup interface. At the top, there are checkboxes for 'Credit' and 'Debit/EBT', both of which are checked. Below these are 'EBT Cash Benefits' (checked) and a 'Merchant Account Terminal number' field containing '*0001'. A section titled 'Adding value to a smart card with credit/debit/EBT' contains radio buttons for 'Require user to enter amount' and 'Use selectable amounts' (selected). Under 'Use selectable amounts', there are four input fields for amounts: #1 (10.00), #2 (20.00), #3 (30.00), and #4 (25.00). A checkbox 'Allow the option for a user to enter an amount ("Other" in place of selectable amount #4)' is checked, and a 'Minimum user-entered amount' field contains '10'. Below this is a 'Code-Based Revalue(CBR)' section with a checked checkbox, a 'CBR location' field containing '123456', and a 'Print receipts' checkbox. The 'Dispenser Options' section includes a 'Card price' field with '10.00', an 'Allow buy with CBR' checkbox, and a 'Dispenser ID' field. At the bottom left, the 'Disable Unit' checkbox is highlighted with a green box. At the bottom right, the 'View Hardware Information' and 'Save and Send Configuration' buttons are also highlighted with green boxes.

4. The unit will be disabled and no transactions will be possible until this process is reversed.

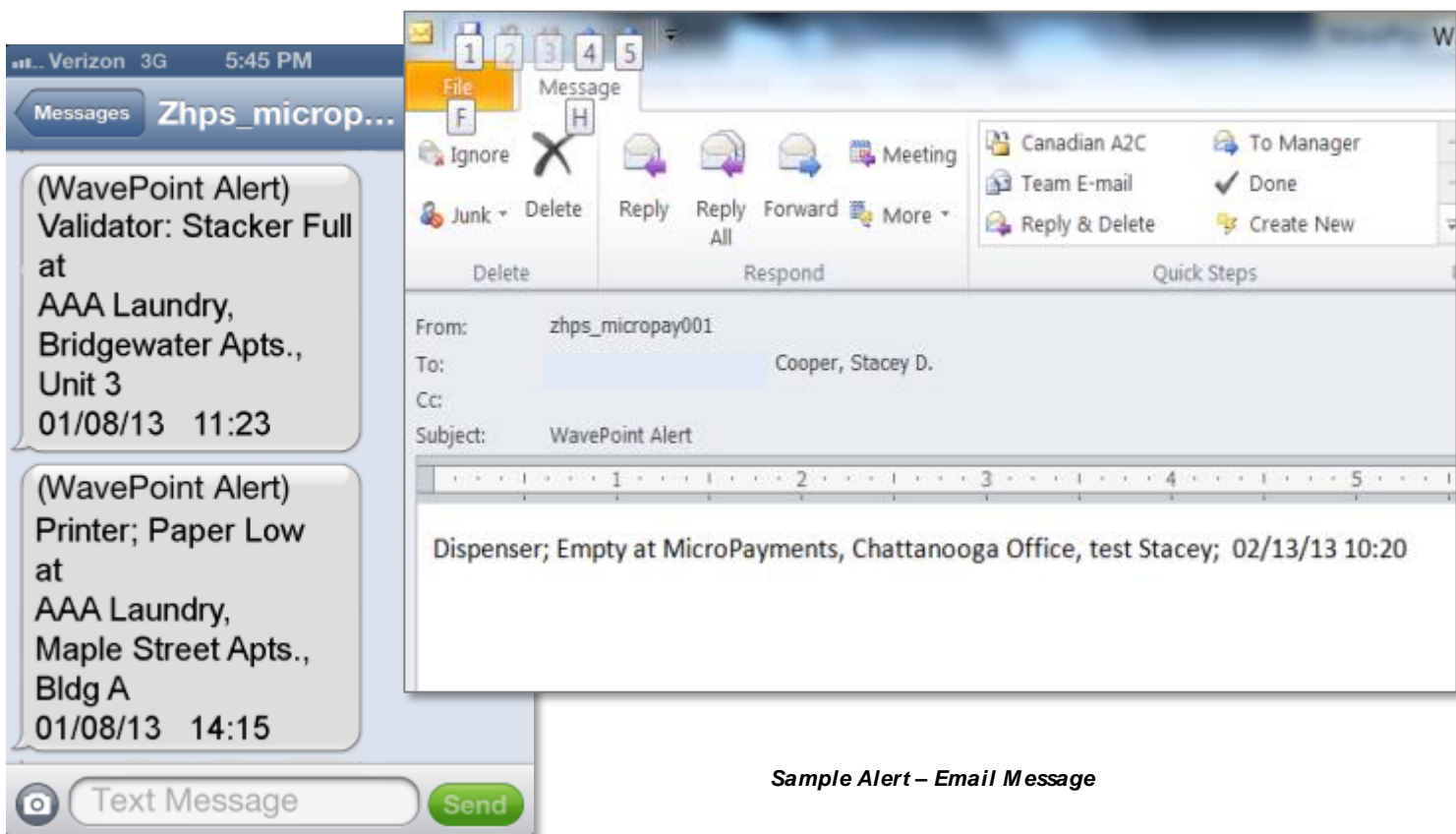
9. Alerts and Notifications

The WavePoint unit is capable of generating many types of messages that are transmitted (in real time) to individuals (or defined groups of individuals). These Alerts and notifications are transmitted in two forms, **Emails** and **Text Messages**.

Both message types will be sent from: **zhps_micropay001@e-hps.com**. Do not reply to this address. It cannot receive messages.

Defining who receives these notifications is managed by the WaveCentral web-configuration utility that manages WavePoint installations and behavioral characteristics. If your contact information is set-up as one of the role-types that will receive these notices, it will be important for you to know what they mean, and what to do about them if they occur.

A. Example Alerts



Sample Alert – Email Message

Sample Alert – Text Message

10. Types of Messages





WavePoint - Notifications, Alerts, and Corrective Actions	
Type	Suggested Corrective Action
General	
Door; Open	Close the door. <i>If this is an unauthorized entry, call the authorities.</i>
Smart Card Reader	
Reader; No keys	Insert a System Key Card (Card #1 of the service pack)
Reader; Init failed	Check cable connections and re-boot unit. If it persists, change card reader.
Reader; Comm failure	Check cable connections and re-boot unit. If it persists, change card reader.
Standard Dispenser	
Dispenser; Jammed	Turn power off. Unload the dispenser and clear card jam by pushing the stuck card FORWARD out of the door. Reload dispenser and turn power on. Verify that the Dispenser status light on the control board is steady green.
Dispenser; Empty	Reload the card dispenser. Verify that the Dispenser status light on the control board is steady green.
Dispenser; Init failed	Check cable connections and re-boot unit. If it persists, change card dispenser.
Receipt Printer	
Printer; Paper low	Load paper into the printer.
Printer; Paper out	Load paper into the printer.
Printer; Head up	Make sure paper is fed correctly into the printer, and that the paper loading lever (located on the right side – looking into the printer) is rotated fully clockwise.
Printer; Cutter open	Make sure that the curved cover located at the top-front of the printer is down (fully). If stiff receipt paper is used, you may wish to hold the cover down with a band or zip tie.
Printer; Init failed	Check cable connections and re-power the unit
Printer; Comms failed	Check cable connections and re-power the unit
Printer; High head temp	Replace printer
Credit Card Swipe Bar	
Swipe; Init failed	Check cable connection and re-power the unit.
Encoding Dispenser	
Encoder; Stacker low	Future use
Encoder; Stacker empty	Future use
Encoder; Error bin full	Future use
Encoder; Init error	Future use
Bill Validator	
Bill Validator; Sensor problem	Pull lower acceptor assembly (power down, depress button on bottom of acceptor) clear and debris, reassemble and re-power the unit.

Bill Validator; ROM checksum	Repower the acceptor, if problem persists, replace it
Bill Validator; Jammed	Pull stacker and lower assembly and clear jam, reassemble and repower unit
Bill Validator; Stacked full	Collect bills and repower unit
Bill Validator; Init failed	Cycle power to the unit the acceptor, if problem persists, replace the acceptor
Defective motor	Replace the acceptor
Controller Board	
SD card; Open failed	Replace the SD card and repower. If problem persists, replace control board
SD card; Init failed	Replace the SD card and repower. If problem persists, replace control board
APP; No config	Repower the unit, enter testing menu and perform 'Network' test. If HOST test is OK, contact the WavePoint administrator to verify that the device has been setup on the WavePoint website
Modem	
Modem; No IP Config	Repower the unit, if problem persists, contact Customer Service

IV. Major Components

Component	Description	Part Number
	Bezel with display screen, lens, swipe bar, function keys, and antenna	ASM-240000-H001
	Bezel with swipe bar, function keys, and antenna. <i>Does not contain display screen or lens</i>	ASM-240000-BEZ001
	WavePoint display 5.7", color, graphical	PUR-DISPLAY-CTXI
	WavePoint display lens, polycarbonate	MFP-240025D
	WavePoint smart card reader	PUR-CRT288-A
	Printer - Nippon Primex NP-211D <i>(with low paper sensor installed)</i>	ASM-PRT-NP211-LP
	Standard card dispenser	PUR-CD-200.030

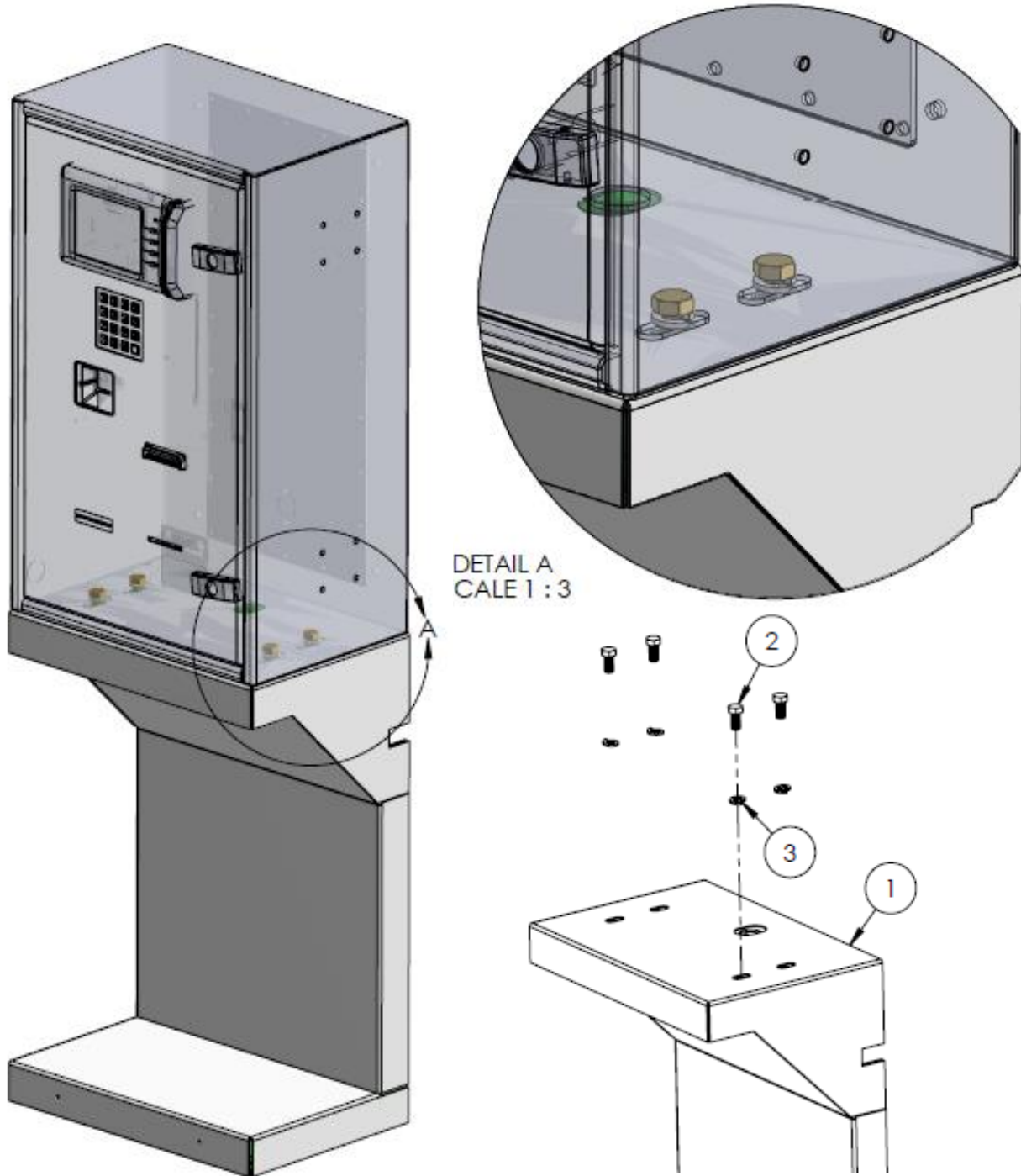
Component	Description	Part Number
	Standard key pad, non-encrypted <i>Does not support debit or EBT transactions</i>	PUR-K3351
	Encrypted key pad <i>Does support debit or EBT transactions</i>	PUR-IDPB-805000
	WavePoint Coinco Bill acceptor Vantage series VX	CCS-VX63B45US00
	WavePoint main control board <i>(cell modem, LAN, or dial-modem is not included)</i>	ASM-240000-E001
	Cell modem for WavePoint main control board	PUR-MODEM-VERIZON
	Netburner LAN controller	PUR-SB70LC-200IR
	Set of two mechanical counter/ meters 5V, 7 digit	PUR-COUNTER-5V

Component	Description	Part Number
	<p>High-security T-Handle lock.</p> <p><i>For use on High-Security and Standard-Security enclosures</i></p>	LOK-C2C-HS-THANDLE
	<p>General T-handle lock</p> <p><i>For Micro enclosures</i></p>	LOK-ADM
	<p>Power distribution panel</p>	ASM-240000-F000A
	<p>Three position plunger switch for WavePoint door</p>	SWT-PP1-DT7-2B2

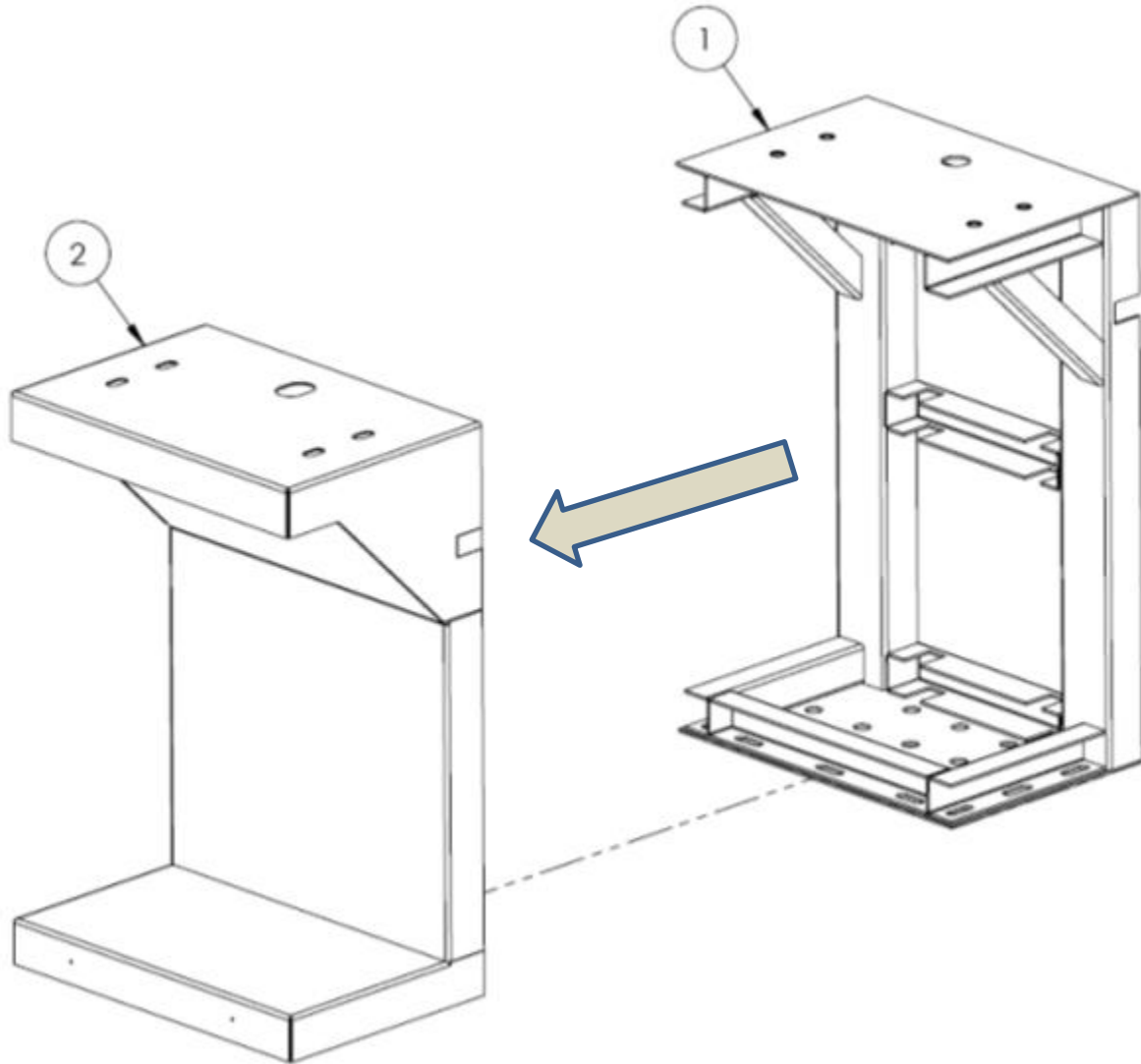
If you need to order any of these items, please contact us at 800-332-4835, Option 2.

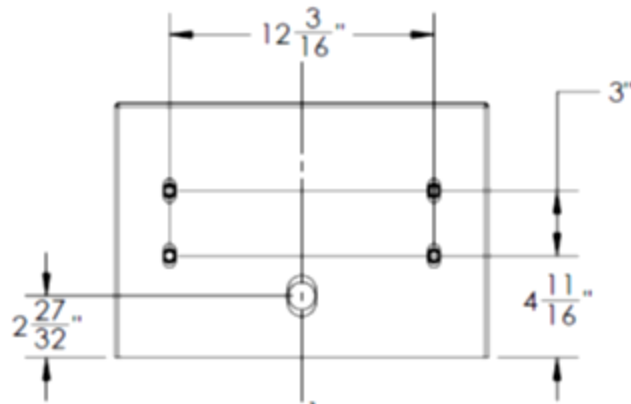
V. WavePoint Pedestal Mounting

The High Security and Standard Security versions can be mounted to a custom, heavy-duty pedestal which is ordered separately from Heartland MicroPayments (**part #: KIT-248001**). Please refer to the following diagrams for specific instructions.

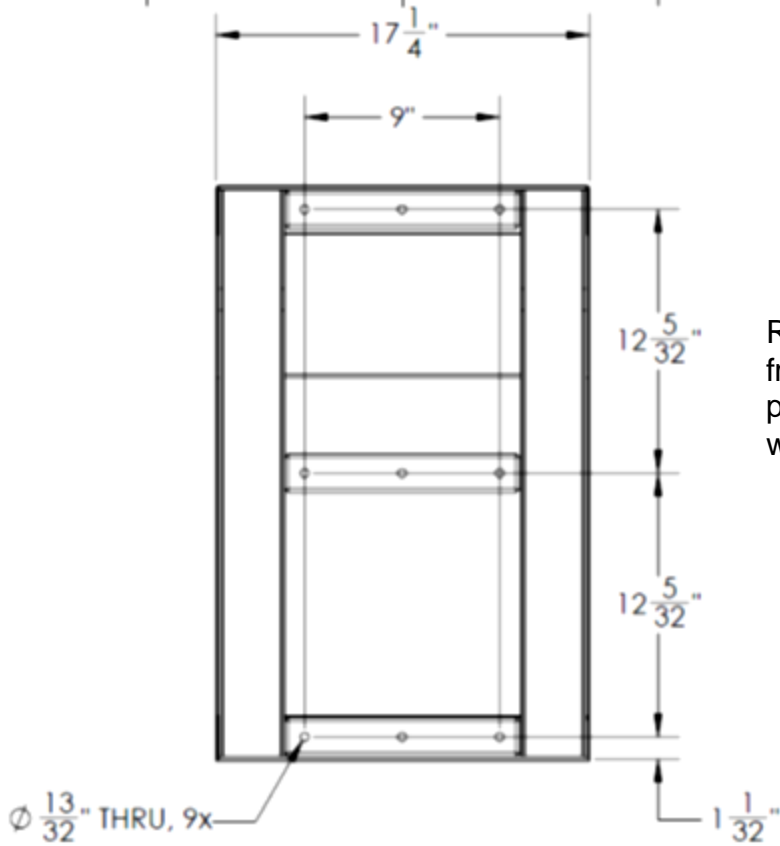


The pedestal has two main parts, the cover and the mounting frame. When the brass mounting bolts are removed from the top of the pedestal, the cover can be removed from the frame by pulling it forward.

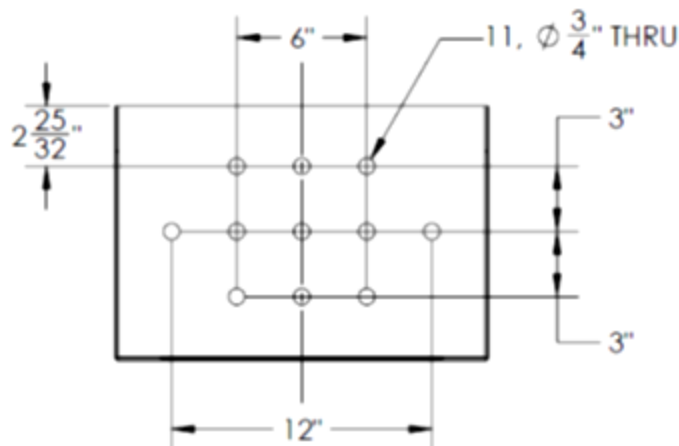




Top view of the pedestal frame showing the WavePoint's hole pattern and the access port for power and the communication-line (if required) at the back.



Rear-view of the pedestal frame showing the hole-pattern for securing it to a wall.



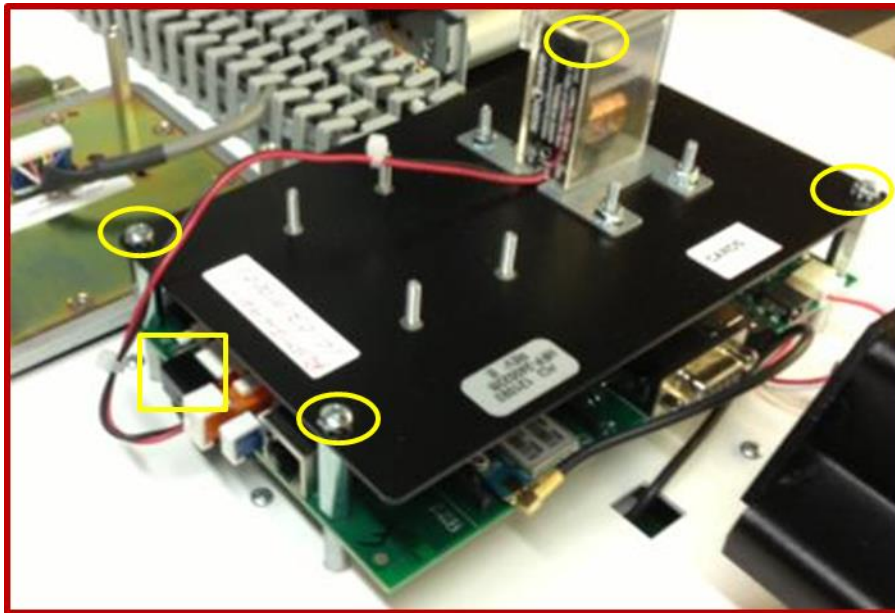
Rr view of the pedestal showing the hole-pattern for securing it to the floor.

VI. WavePoint Component Replacement

These assembly diagrams are included to provide service personnel with accurate and useful information in the event that a WavePoint component needs to be replaced.

1. Control Board

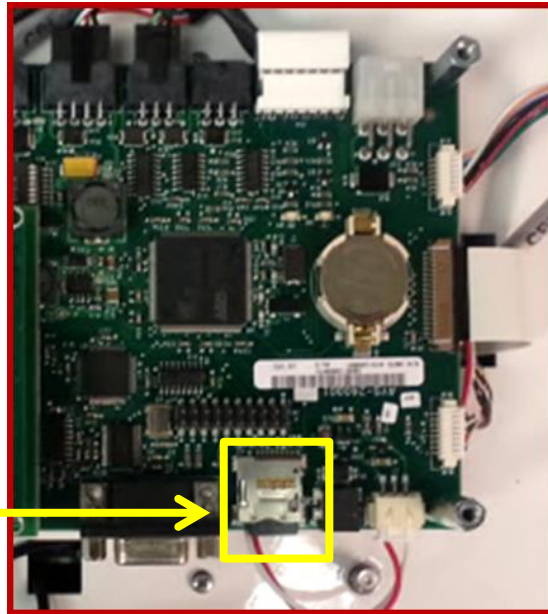
- I. Turn the device's power OFF.
- II. Using a Phillips-head screwdriver, remove the four screws that secure the Control Board cover (black steel plate with the 'CARDS' counter). They are marked in circles below. Make note of where the counter plugs into the control board – left side, 2nd from end, 4-pins (marker with box below).



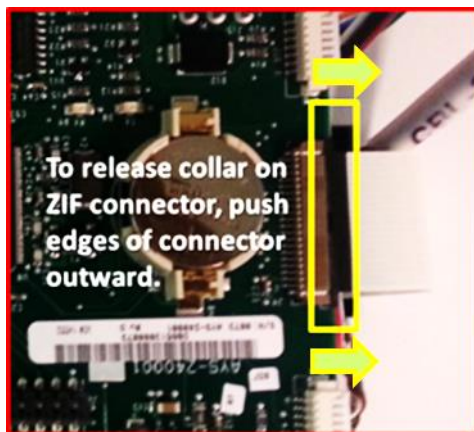
- III. Disconnect the 'CARDS' and 'CASH' Counters cable from control board, and set the cover-plate aside with its' mounting screws.

- IV. **Remove the current control board's Micro SD card** from its' socket (marked with a box below). Press the SD card in/down and it should pop 'up' and allow you to slide it out of the housing. ***KEEP THIS MICRO SD CARD VERY SAFE. IT IS CRITICAL TO RESTORING NORMAL OPERATIONS.***

Micro SD Card Socket

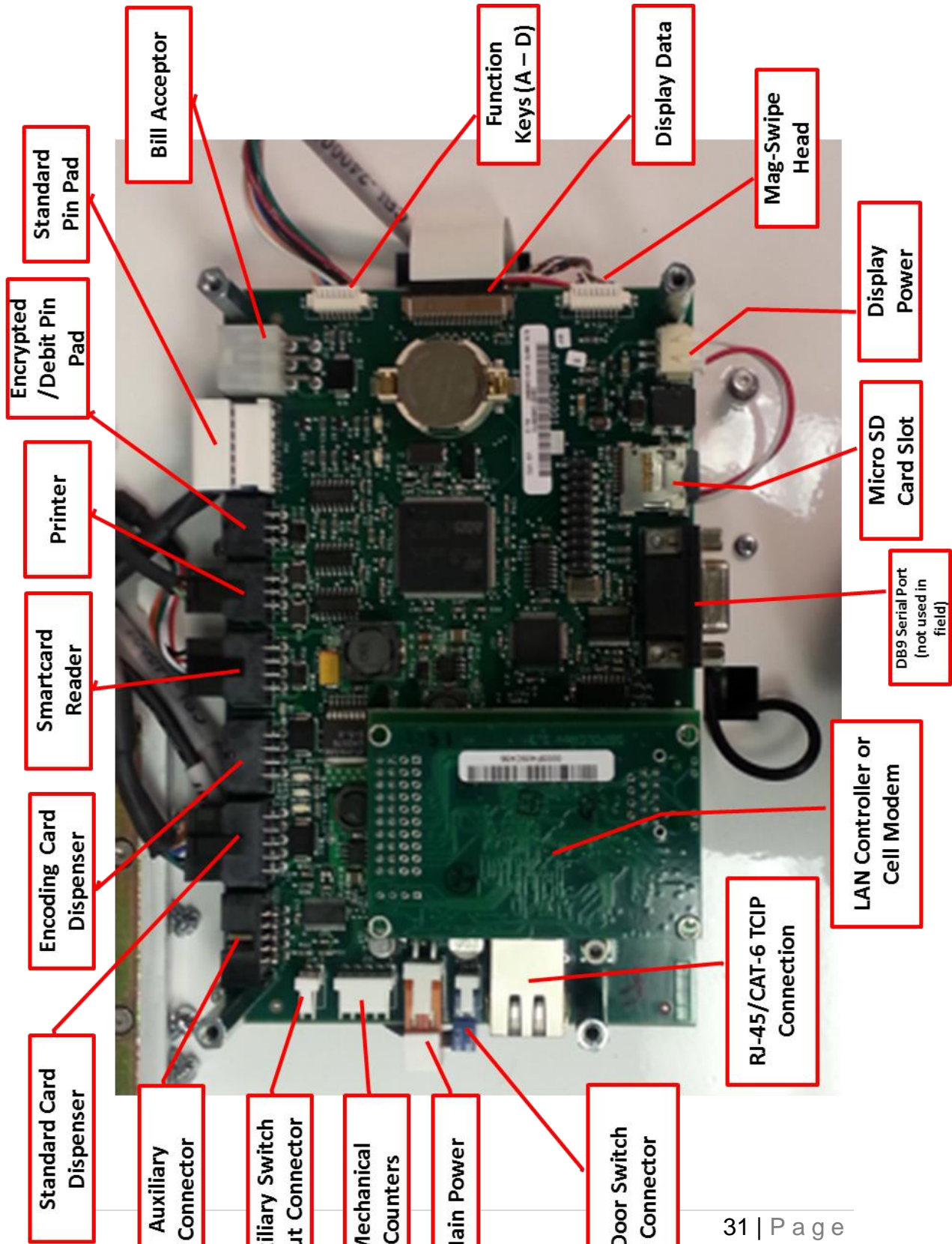


- V. **Disconnect all harnesses** that are plugged into the control board. There are a variety of connector types, and much care must be exercised during this step. It is suggested that you take a picture, or sketch a diagram, of where your harnesses belong for the re-connection process. See example on next page.



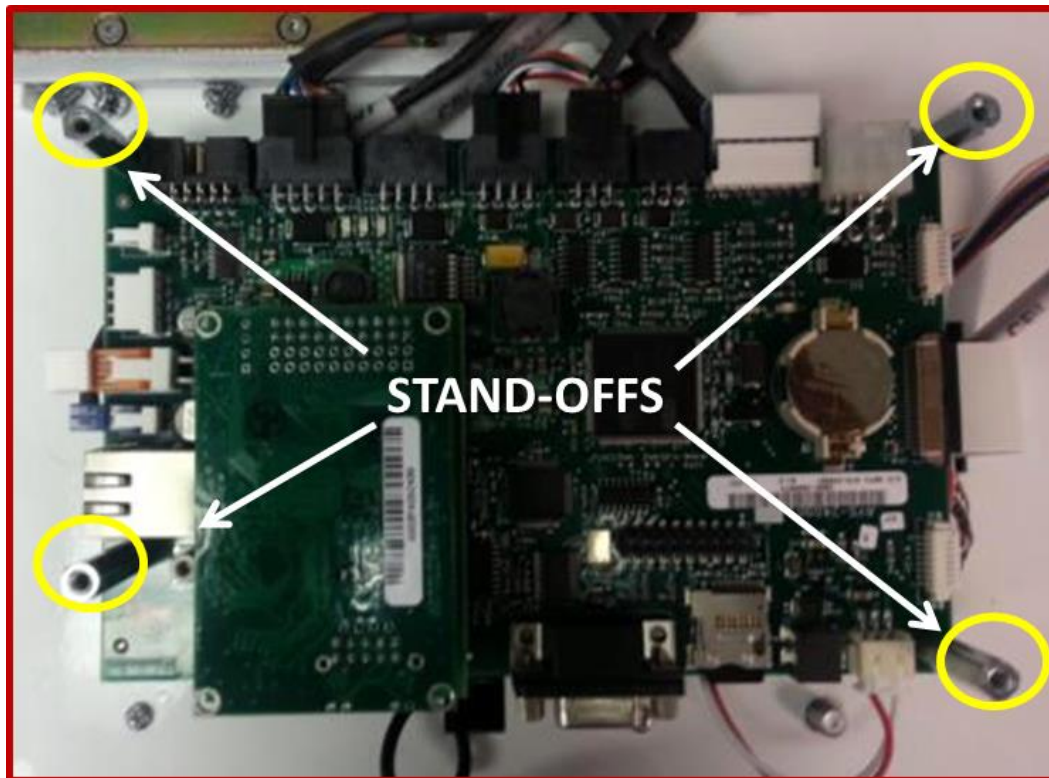
Note - Special care should be taken when reconnecting the cables, there are many different styles, and each type has a specific orientation and manner of insertion. The Display Data Connector deserves extra attention, as this connector type (Zero Insertion Force, ZIF) may be unfamiliar to many. To remove or install this cable, the connector collar—in picture to the left—must be released before the flat flex-ribbon cable is inserted into the connector body. To loosen the collar gently push its' outside edges away from the control board, parallel to its' surface. When the collar is released, the ribbon cable can easily be removed/inserted

Note: Familiarize yourself with all connections on the control board before proceeding. Use this diagram for reference.



WavePoint Control Board – Cable Positions

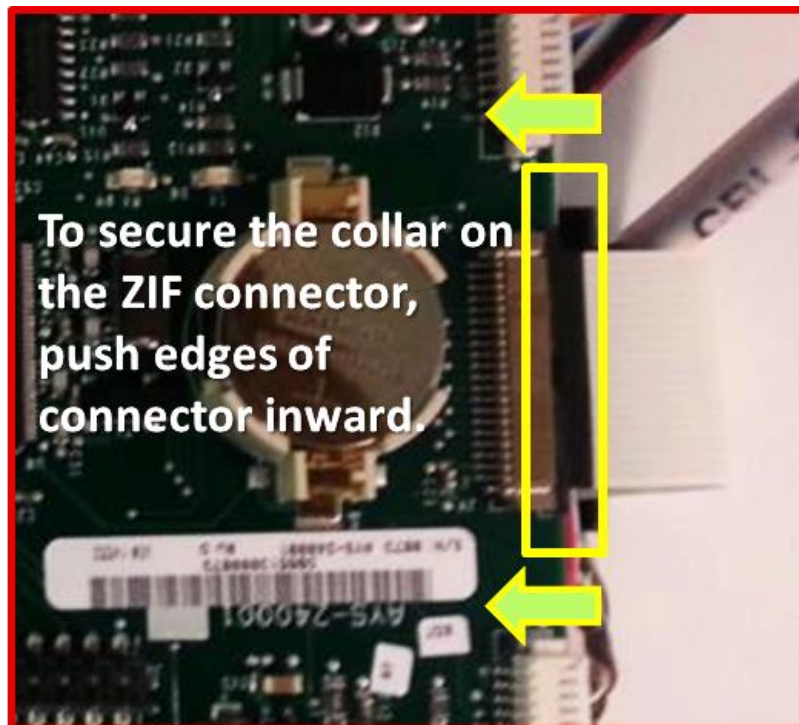
- VI. **Remove the four ¼" stand-offs** that secure the control board to the door. They are indicated by circles in the picture below.



- VII. **Remove the old control board** and set it in a safe location.
- VIII. **Install the Micro SD card** that was removed in Step 4 into the new control board.
- IX. **Position the new control board onto the mounting studs**, and secure with the aluminum standoffs that were removed in Step 6. If taller stand-offs were shipped with the replacement board, use the them when securing the board to the door. ***Note - make sure none of the component cables are pinched between the board and the mounting studs, and that none of the front-bezel cabling has fallen into their access openings.***

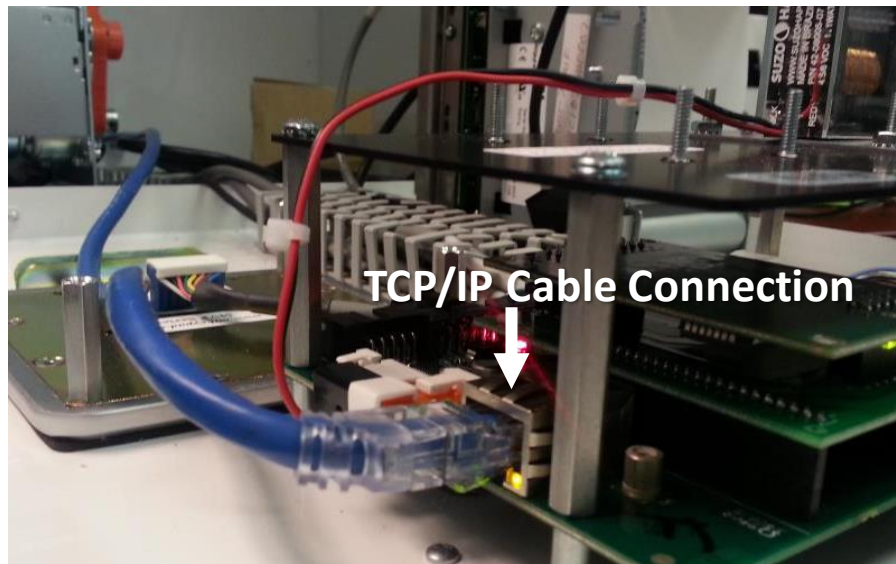
- X. **Reconnect all the interface cables.** For almost all of the WavePoint's cables, there is a single mating connector on the board. That is, most cables can only be plugged into one place. To be certain, refer to the picture you took, or diagram you drew, in Step 5.

*Note - Special care should be taken when reconnecting the cables, there are many different styles, and each type has a specific orientation and manner of insertion. The Display Data Connector deserves extra attention, as this connector type (**Zero Insertion Force, ZIF**) may be unfamiliar to many. To install this cable, the connector collar – in the box below – must be released before the flat flex-ribbon cable is inserted into the connector body. Refer to Step 5 for these instructions. If the collar has been released, **the ribbon cable can easily be inserted into the connector. To tighten the collar gently push it's outside edges in towards the control board, parallel to its' surface.***

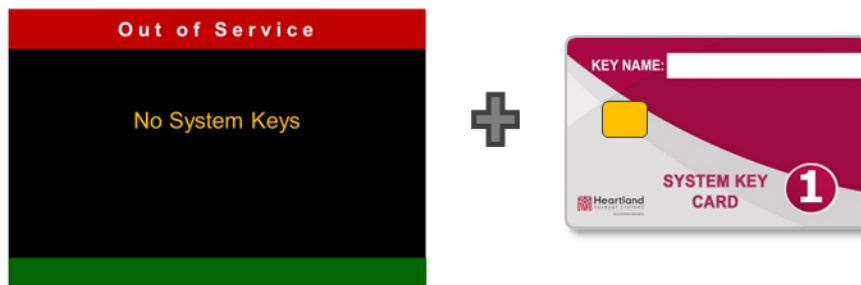


- XI. **Replace the control board cover** (from Step 2).

- XII. **If required, connect the TCP/IP network cable** as shown in the diagram below.



- XIII. **Turn the WavePoint's power ON.**
- XIV. If the unit communicates via cell, it should connect to the host automatically. If the unit is a LAN, it will attempt to connect using DHCP. If the network requires devices to use static IP's, please refer to the **WavePoint Setup & Servicing Manual** to configure the network settings.
- XV. When the screen displays "**Out of Service No System Keys**" insert the System Key Card.



- XVI. The WavePoint should be ready for service.

2. Encrypted Pin Pads

ID TECH SmartPIN K100 Installation and Replacement

The WavePoint can support an encrypted PIN pad for Debit and EBT card acceptance. If you are upgrading an existing WavePoint so that it will accept these card types, or are replacing the PIN pad for a service reason, these instructions must be strictly adhered to.

Please follow the steps below **carefully** to:

- Remove a K100 PIN Pad
- Install or Replace a K100 PIN Pad
- Reactivate the K100's **Removal Detection** safety feature

The **Removal Detection** security feature of the WavePoint Secure PIN is a mechanism to protect the sensitive data in the PIN pad such as encryption keys, transaction data, etc.

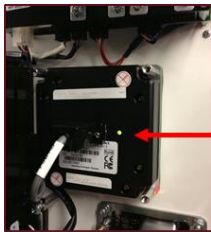
Once **activated**, the device cannot be removed physically without **deactivation**. If the Secure PIN Pad is removed from the WavePoint without deactivating the **Removal Detection** safety feature, all information in the PIN pad will be erased and it will have to be returned to Heartland MicroPayments for non-warranty service.



Fig. 1 – K100 PIN Pad

I. Removing the K100 PIN Pad

1. Turn the WavePoint **OFF** with the unit's main power switch.
2. Turn the WavePoint's power **ON**, and listen for a single **BEEP** that come from the back of the keypad.



You should be able to see a small green light to the side of the interface cable connector.

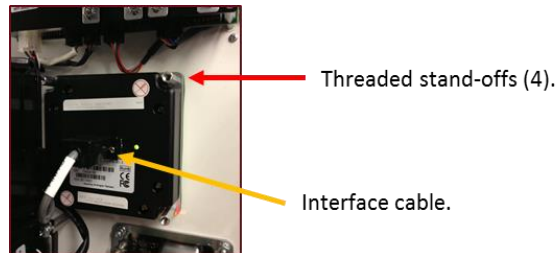
3. Press **Cancel, Clear, Enter, Blank, Cancel, and Blank** (6 keys) **within 5 seconds after hearing the single beep.** The interval between any two key entries needs be less than **5 seconds**.
4. Enter **Password #1 (3 2 1 6 5 4)**
5. Enter **Password #2 (6 5 4 1 2 3)**
6. If the passwords were entered correctly, there will be two short beeps indicating it's successfully deactivated.
7. **Removal Detection** is now deactivated.
8. Turn the WavePoint power **OFF**.
9. Remove the Bill acceptor with a medium Phillips-head screwdriver.
10. Using a 1/4" socket, remove the threaded stand-offs securing the PIN pad
11. The detection points may be released and the PIN Pad can be removed safely.

Warning: At this point, the device cannot be used to enter PINs until Removal Detection is reactivated.

STEP 2 - Installing a K100 PIN Pad

These steps assume that the 'Removal' has already been performed.

1. Make sure that the WavePoint power **OFF**.
2. Using a ¼" socket, attach the PIN Pad to the threaded stand-offs



3. Install the bill acceptor with a medium Phillips-head screwdriver.
4. Connect the Interface cable and tighten the securing-screws.
5. Turn the WavePoint power **ON**.
6. The device will beep **Once** (and the light on the back will flash orange)
7. Press **Cancel, Clear, Enter, Blank, Clear, and Enter** (6 keys) within 5 seconds after the beep. The interval between any two key entries needs to be less than **5 seconds**.
8. Enter **Password #1 (3 2 1 6 5 4)**
9. Enter **Password #2 (6 5 4 1 2 3)**
10. If the passwords were entered correctly, there will be two short beeps indicating it's successfully activated.
11. Turn the WavePoint **OFF**, then turn it **ON**.
- 12. Removal Detection** is now activated and the PIN Pad is ready to be used.

VII. Contact Us

For assistance with your setup and configuration, please contact:

Heartland MicroPayments

Tel: 800-332-4835, Press Option 2

Email: HMPsupport@e-hps.com

www.heartlandmicropayments.com

2115 Chapman Road, Suite 159
Chattanooga, TN 37421