Converge

Peripheral Device Installation and Setup Guide

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Preface

This document describes step by step procedures on how to install and configure your Converge peripherals using:

- ConvergeConnect
- DeviceAssistant

This document is intended for all users of the Converge product and contains the information necessary for you to be able to use all supported devices with Converge effectively to run payments.

Typographical Conventions

Throughout this guide, you will see words and phrases that appear in different fonts and formats. The following list describes the typographical conventions used in this guide.

- **Bold text**

  Indicates a menu option, a window title, buttons, and so on that you can use to identify a part of the user interface.

  Examples:
  Print or **Save As** dialog box

- **Menu selection sequences**

  Indicates a series of menu options that you need to select in a particular sequence and listed in one step. Each menu option is separated by a pipe (|).

  1. Choose **File** | **Save As** | **File Name** and enter the name of the document.

- **Courier text**

  Indicate examples of software code. Usually this type of text is encapsulated in a code box as illustrated below.

```
Begin Header
   <head>
      <title>Batch Import</title>
   </head>
End Header
```

- **Bold courier text**

  Indicates a command that you would type into a command prompt window as illustrated below.

  `cd c:\users\`

- **Italicized text**

  Indicates that the word or phrase is:

  - A reference to another document as illustrated below.

    Refer to the Elavon User Guide.

  - Emphasized for clarification as illustrated below.

    You *do not* need to select **Apply**.

  - The word is replacement text, such as a variable for a piece of code that you need to enter the appropriate value for your implementation as illustrated below.

```
<xml>
<country_code>Country Code</country_code>
</xml>
```

Related Documentation

The following documents are available related to the Converge product.

- Converge Getting Started Guide
- Converge System Administration Guide
- Converge Transaction Processing Guide
- Converge Chip and PIN (EMV) Transaction Processing Addendum
- VirtualMerchant Mobile Classic Guide
- VirtualMerchant Mobile 2.2 User Guide

Revision History

The following table provides a description of the changes made to this document from its origination to the current release.

Revision	Date	Revision Notes
A	MAY-2015	Original release of the Converge Peripheral Device Installation and Setup Guide
B	JUN-2015	Update and new screenshots for ConvergeConnect
C	SEP-2015	Added note that transactions must be hand-keyed if **ConvergeConnect** is out-of-date.
D	OCT-2015	Key entry using the iSC250 is now supported.
E	NOV-2015	Added support of Ingenico iCMP for U.S. Added new branding for **iSC Touch 250**

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Supported Peripheral Devices

Peripheral devices are external pieces of hardware such as printers or terminal entry equipment that connects to and works with the computer in some way.

In order to support peripheral devices with Converge, you must:

1. Download and install either **ConvergeConnect** *or* **DeviceAssistant** depending on the device you wish to use, consult table below for more information.
2. For those devices supported by **ConvergeConnect**, connect your device to the PC and then proceed to install **ConvergeConnect**.
3. For those devices supported by **DeviceAssistant**, connect your device to the PC and then configure your device with the **Device Assistant Utility**.
4. Configure your devices within Converge.
5. Run a transaction.

The following table describes what Converge supports for peripheral device options and which installer you will need in order to download and configure your peripheral device.

What Converge Supports	Description	Installer		
		Converge Connect	Device Assistant	No Installer Needed
Printers	• Epson T20 Thermal Printer		X	
	• Star Micronics TSP650II Thermal Printer	X		
	• Parallel printer using any connected network printer			X
Swipe Readers	• MagTek Mini Wedge USB (Keyboard Emulation) (traditional)			X
	• MagTek MagneSafe Mini Wedge USB (Keyboard Emulation) (end-to-end encryption)			X

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What Converge Supports	Description	Installer		
		Converge Connect	Device Assistant	No Installer Needed
PIN Pads	• Verifone PIN Pad 1000SE (US Only): PIN		X	
	• Equinox L5200 signature capture (US Only): Swipe, PIN, and Signature		X	
	• Ingenico iPP320 PIN Pad (Canada Only): EMV, Swipe, and PIN		X	
	• Ingenico iSC Touch 250 (US Only): Key, Swipe, NFC/Contactless, Chip (EMV), PIN, Encryption, and Signature	X		
	• Ingenico iCMP (US Only): Key, Swipe, NFC/Contactless, Chip (EMV), PIN, and Encryption	X		
Check Scanners	• RDM 7111 with MSR		X	
	• MagTek Micr Imager with MSR		X	

Notes:

- The Ingenico devices must be properly injected using *Triple DES Encryption*, other types of encryption are not supported when using Converge. The Ingenico devices encrypt data when a card is keyed, inserted, swiped or tapped, or when a mobile device is in proximity and used for payment.
- The devices that do not require an installer are Plug and Play and can be used with Converge without any additional configuration. These devices support USB HID or USB keyboard emulation interfaces. No third party device driver is required.
- In order to accept hand key transaction with the Ingenico devices it is *mandatory* that you either install or upgrade to the latest available version of ConvergeConnect.

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System Requirements

Before you install **ConvergeConnect** or the **DeviceAssistant**, make sure that your computer meets the following software and configuration requirements.

Operating Systems

The following operating systems are supported for **ConvergeConnect**:

- Windows 7 (32bit)
- Windows 7 (64bit)
- Windows 8 (32bit)
- Windows 8 (64bit)
- Windows 8.1 (32bit)
- Windows 8.1 (64bit)
- Vista (32bit)
- Vista (64bit)

The following operating systems are supported for **DeviceAssistant**:

- Windows XP (SP4 or greater)
- Windows 7 (32bit)
- Windows 7 (64bit)
- Vista (32bit)
- Vista (64bit)

Browsers

The following browsers are supported for **ConvergeConnect**:

- Internet Explorer (10 and higher)
- Google Chrome (45.0.2454.101 and higher)

The following browsers are supported for **DeviceAssistant**:

- Internet Explorer (10 and lower)

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Installing Peripheral Drivers

In order to support peripheral devices with Converge, you must download either **ConvergeConnect** or **DeviceAssistant** depending on the device you wish to use. Refer to the Supported Peripheral Devices section to determine which peripheral driver you need to download and install in order to use your device with Converge.

To Install ConvergeConnect

Use the ConvergeConnect link to download the **ConvergeConnect** installer in order to use the supported peripheral devices with Converge. Refer to the Supported Peripheral Devices section for a complete list of devices supported by **ConvergeConnect** when using Converge.

The following steps detail how to download and install ConvergeConnect.

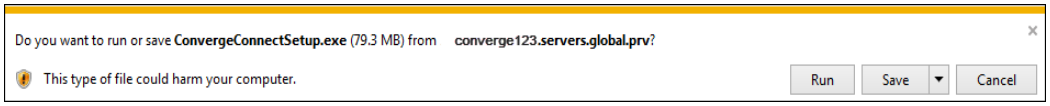
1. Connect your devices first, before beginning to install or upgrade ConvergeConnect.

   Note: Windows supports the Plug and Play specifications and will automatically search for a driver package when a new device is detected. You can close the information pop-up box that will appear and continue to step 2.

2. Click the *ConvergeConnect* link.

   The **ConvergeConnect** installer is located on the launch page in the **Resources & Documentation** section under **Documentation** | **Peripheral Drivers** | **ConvergeConnect**. After you are logged into Converge, the **ConvergeConnect** installer is located under **Support Section** | **Peripheral Driver** | **Download ConvergeConnect**.

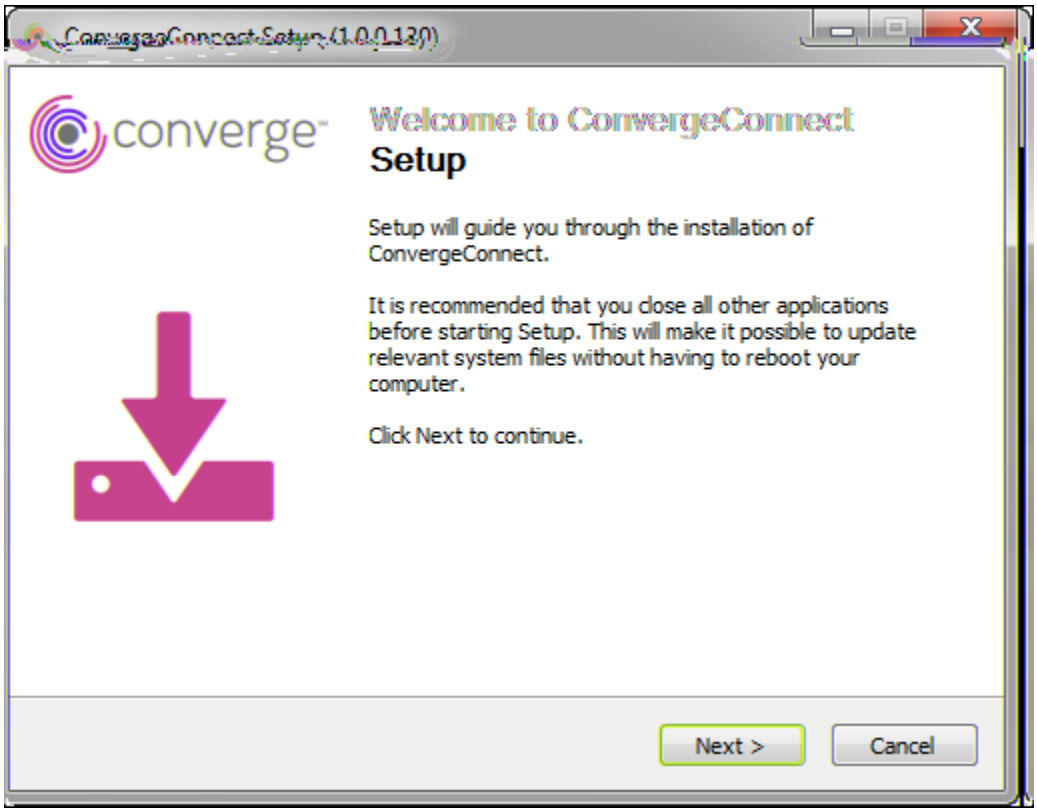
   From either location, the Windows file download dialog window will appear.

3. Click **Run**, the file downloads.

   Note: Select **Run** if you want to run the download immediately or select **Save** if you want to save the download to run at a later time from your PC.

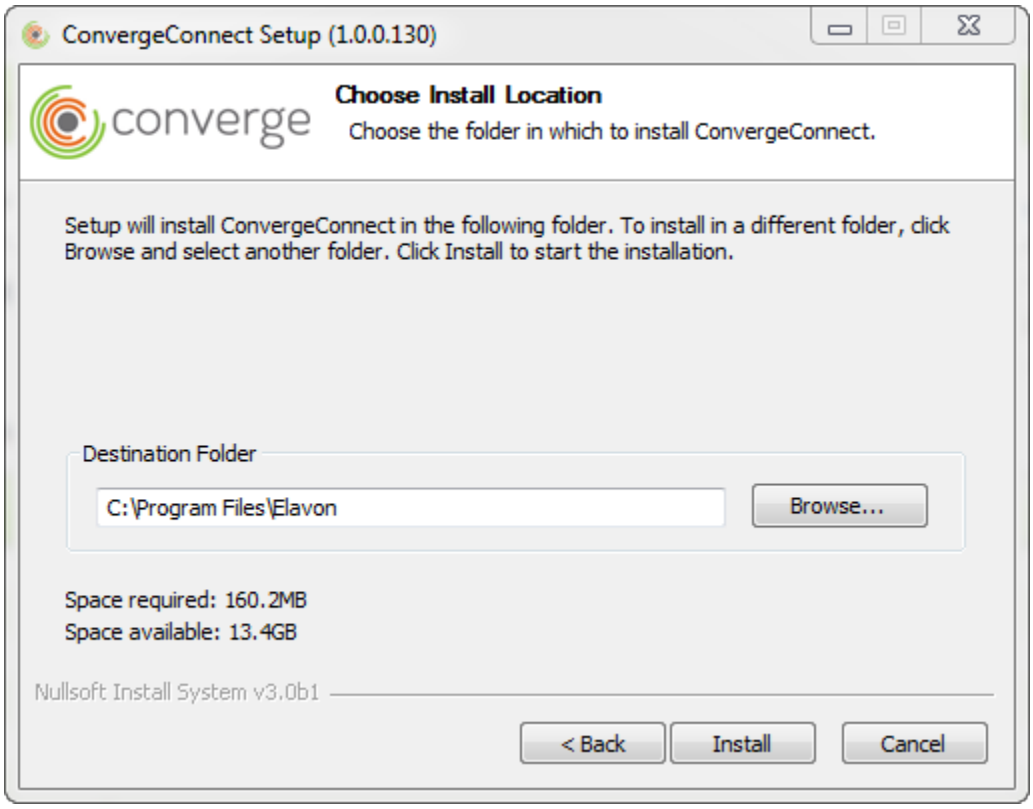
The **ConvergeConnect Setup** screen displays to guide you through the installation of ConvergeConnect.



4. Click **Next**.

Note: It is recommended to close all programs, including your browser, before proceeding to the next step.

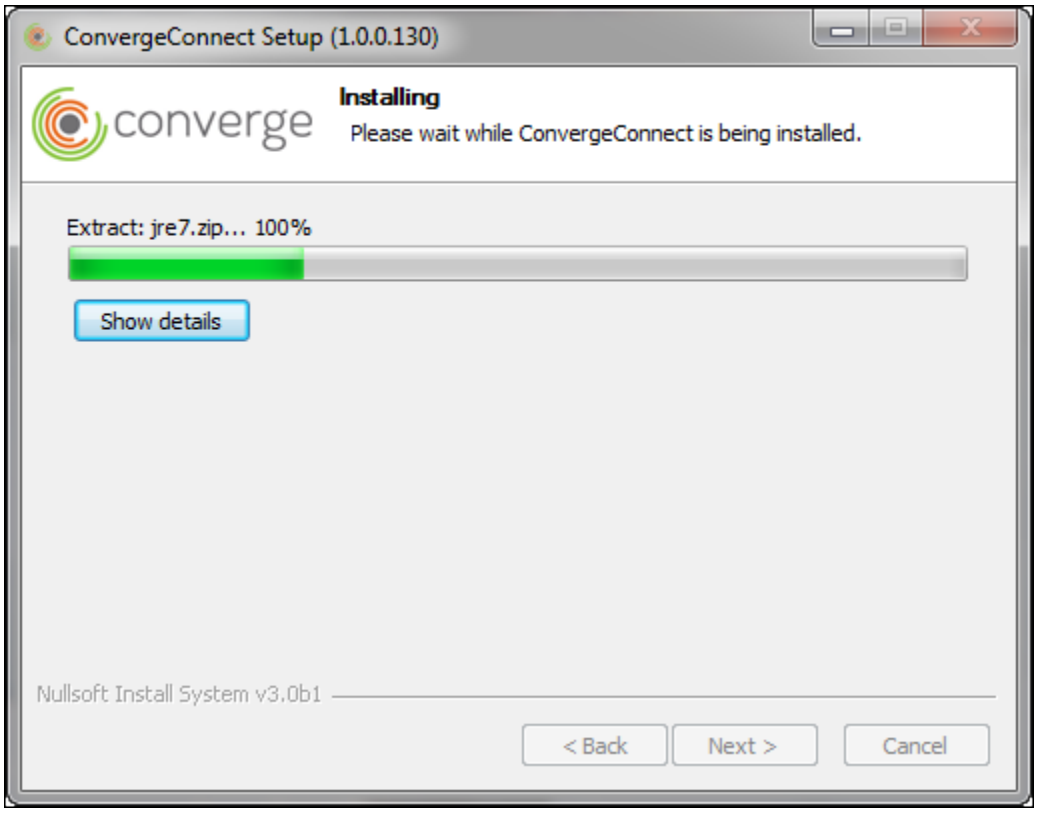
The **Choose Install Location** displays. Select **Browse** if you want to change the default destination folder.



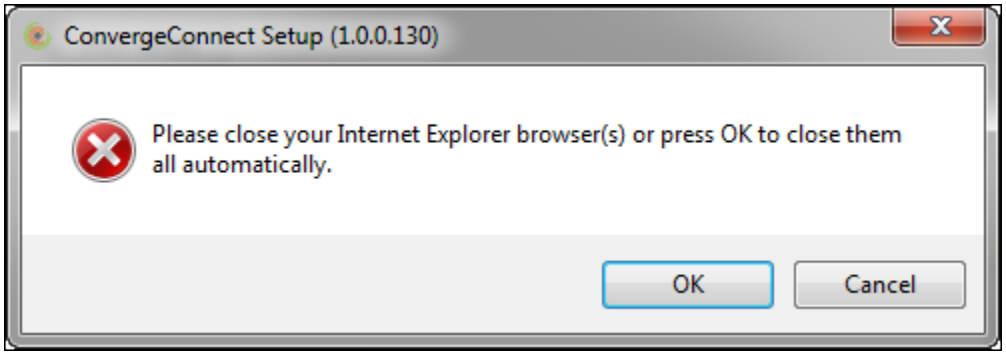
5. Click **Install**.

Note: Closing or canceling ConvergeConnect setup will interrupt the installer.

The **Installing** screen will display as ConvergeConnect is installing.



If you haven't closed your browsers a message box will appear asking you to close your browsers, click **OK** so the system can automatically close your browsers.



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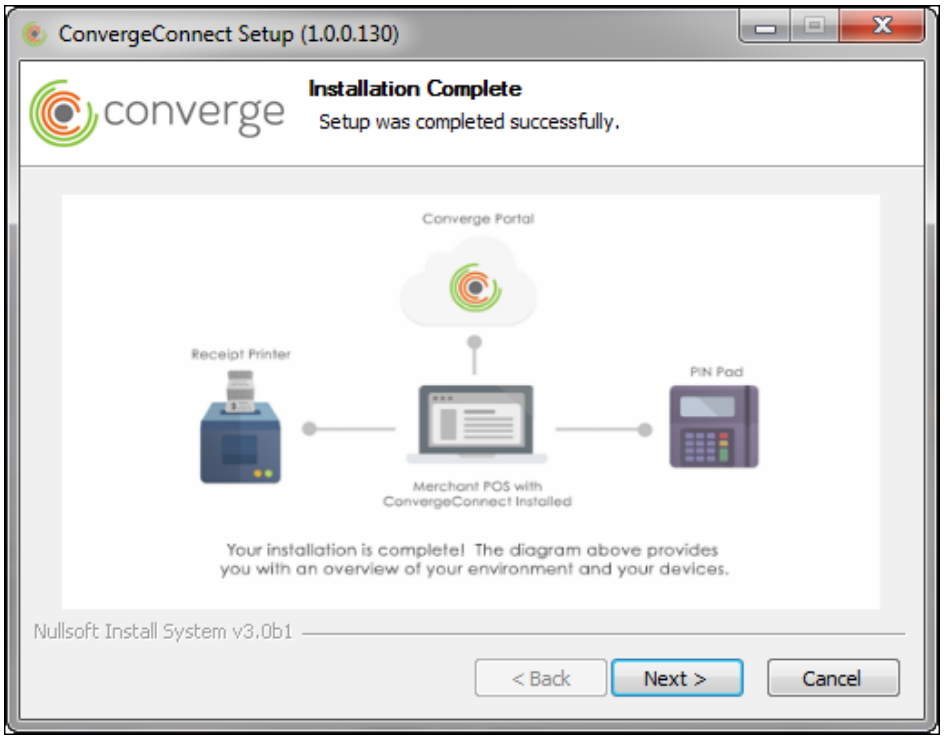
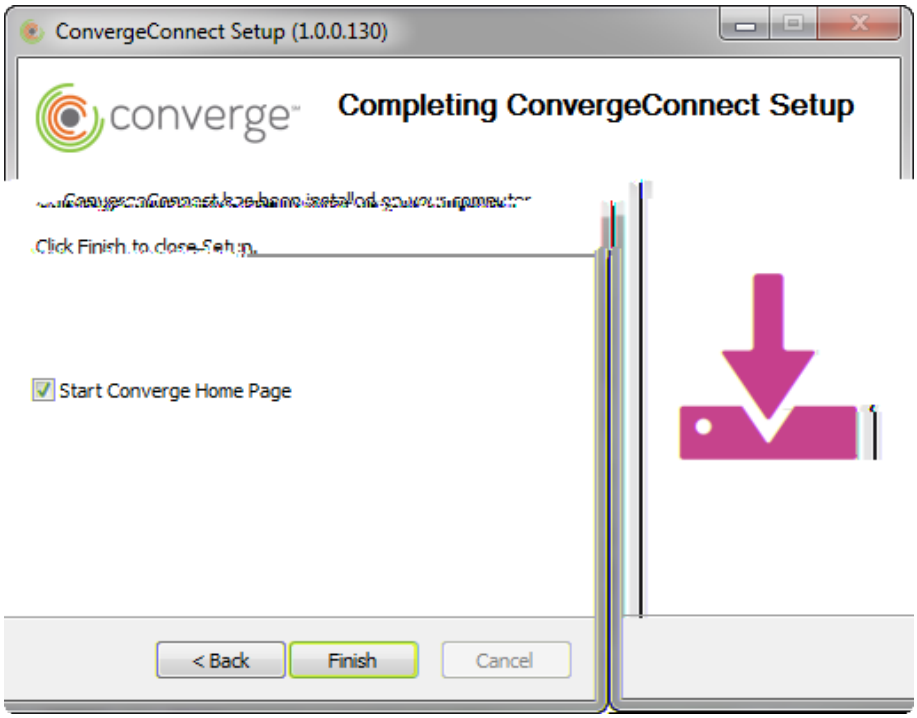
When the installation has completed the **Installation Complete** screen will display.



6. Click **Next**.

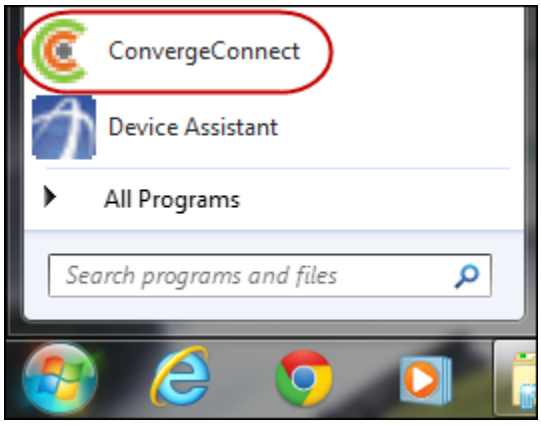
The **Completing ConvergeConnect Setup** screen displays.



7. Click **Finish** to close **ConvergeConnect Setup**.

Note: If the **Start Converge Home Page** is checked the Converge login page will display.

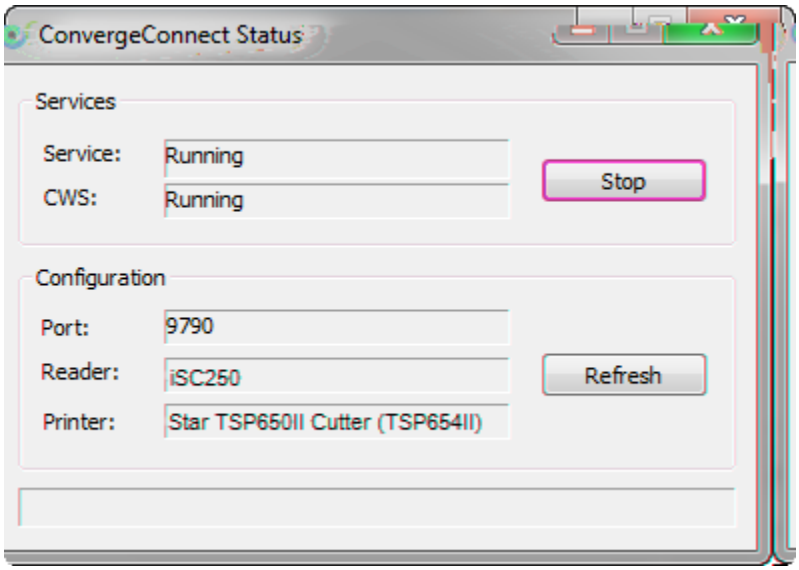
The ConvergeConnect icon is now in your **Start** menu.



ConvergeConnect will also be available from your system **taskbar**, located in the lower right-hand portion of your monitor by the system clock.

8. Right-click on the **ConvergeConnect** icon in the system task bar and click on **Show** or double-click to open.

The ConvergeConnect Status screen displays.



- **Stop**
  This button is used to stop the services. The services need to run in order to facilitate the communication between Converge and ConvergeConnect. If an update would be needed you would click **Update** and then click **Stop** to halt the services. The status for **Services** should always show **Running**.
- **Start**
  This button is used to start the services if they have been halted. This button is displayed only when **Services** have been **Stopped**.
- **Refresh**
  This button is used to refresh the screen to show the devices currently being used.

The following properties should be displayed:

Services section

Name	Description
Service	ConvergeConnect Service Status, should show running
CWS	ConvergeConnect Wrapper, should show running

Configuration section

Name	Description
Port	Shows default port 9790
Reader	Pin Pad name that is connect to PC, Example: iCS250, iCMP
Printer	Printer name that is connected to PC, Example: Star TSP6500II Cutter (TSP654II)

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Important Note:

If your device is not showing under the **ConvergeConnect Status** screen, attempt the following:

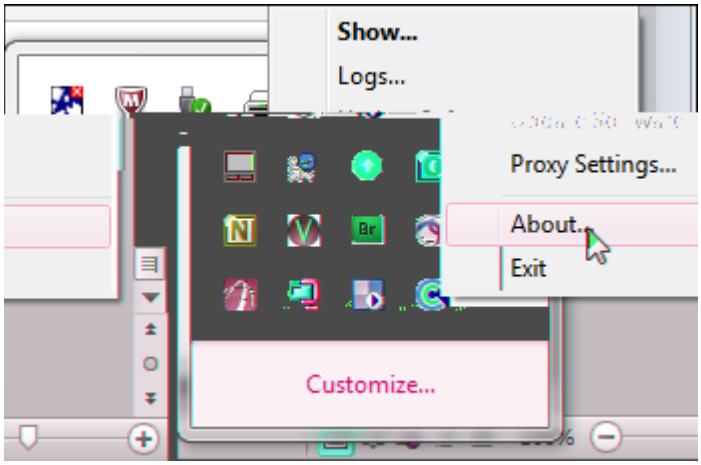
- Click **Stop** to the service
- Unplug device from PC
- Plug device back into the PC
- Click **Start** to start the service back up again

9. Once the installer has completed, proceed to configure your device. Refer to the Configuring Peripheral Devices section for more information on how to configure your device.

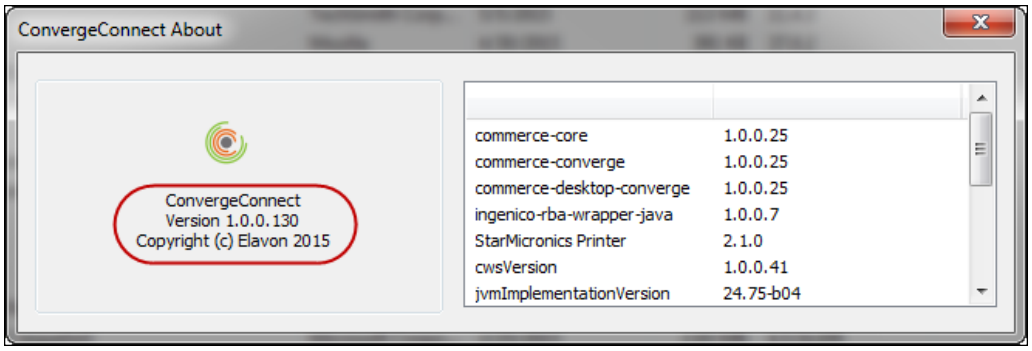
10. To determine the version of ConvergeConnect that you have installed you can go to **Control Panel** | **Programs and Features** and verify the **Version**.

    Or

    Right-click on the **ConvergeConnect** icon in the system task bar and click on **About**.



The **ConvergeConnect About** information screen will display the the current version installed on your PC.



Notes:

- You must upgrade to the latest version of ConvergeConnect to support EMV transactions.
  - The iSC Touch 250 requires version version 2.1.0.2 or ***higher***.
  - The iCMP requires version 2.1.0.16 or ***higher***.
- If you have previously installed ConvergeConnect and a new version is available, ConvergeConnect will display and alert in the system taskbar, located in the lower right-hand portion of your monitor by the system clock. Click on the dialog box to start downloading the new version.
- The Ingenico USB drivers and the Star Micronics printer drivers have been silently installed on your system. To verify the installation, go to **Control Panel** | **Programs and Features**.
- If your current **ConvergeConnect** is out of date, transactions cannot be swiped or chip read and must be hand-keyed. The following message will display:

To Install DeviceAssistant

Use the **DeviceAssistant** link to download the **DeviceAssistant** installer in order to use the supported peripheral devices with Converge. Refer to the Supported Peripheral Devices section for a complete list of devices supported by the **DeviceAssistant** when using Converge.

Notes:

- Once the installation is complete, the device must be configured properly using the **Device Assistant Utility**.
- Microsoft ActiveX support is required for your browser.

The following steps detail how to download and install the **DeviceAssistant**.

1. Click the *DeviceAssistant* link.

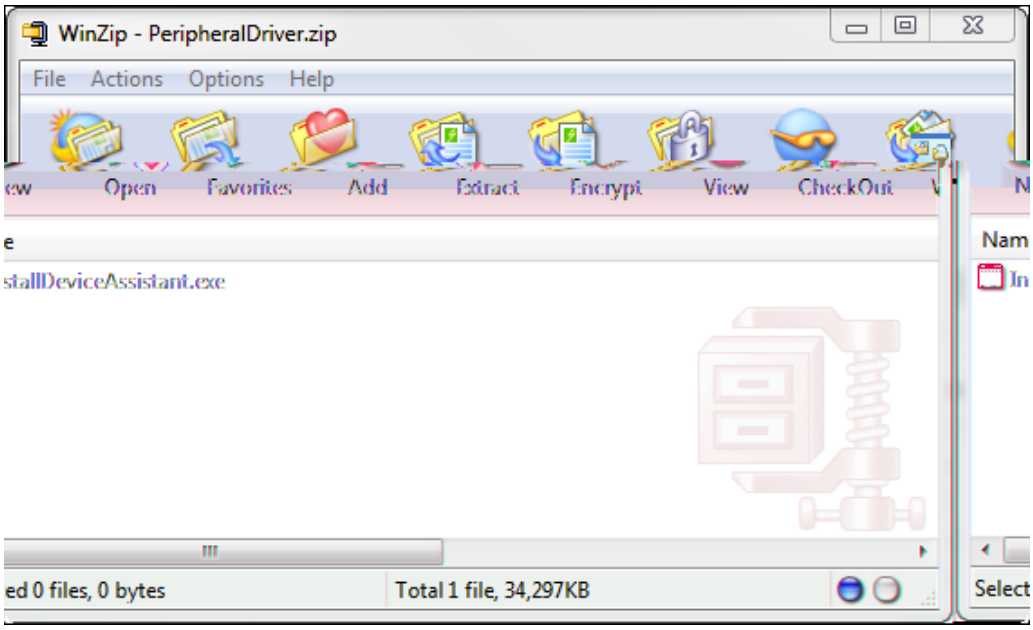
   The **Device Assistant Utility** is located on the launch page in the **Resources & Documentation** section under **Documentation** | **Peripheral Drivers** | **DeviceAssistant**. After you are logged into Converge, the **DeviceAssistant** installer is located under **Support Section** | **Peripheral Driver** | **Download DeviceAssistant**.

   From either location, the Windows file download dialog window will appear.

2. Click **Open**, the file downloads.

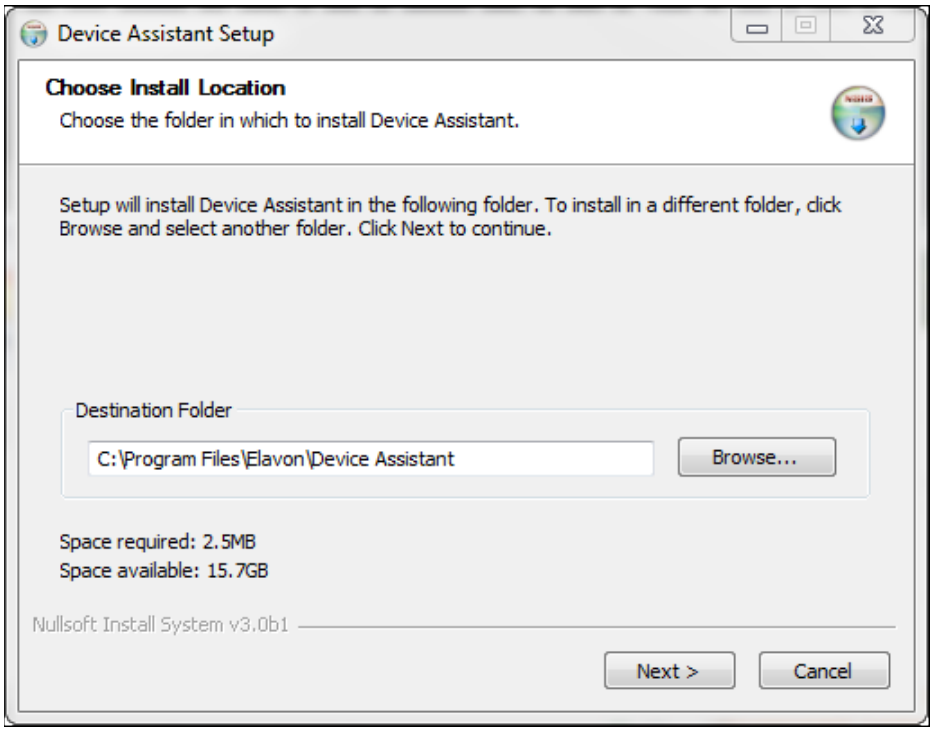
Note: Select **Open** if you want to run the download immediately or select **Save** if you want to save the download to run at a later time from your PC.

3. After the download is complete, the Winzip (or applicable application) window appears and shows the **InstallDeviceAssistant.exe** application file.



4. Double-click *InstallDeviceAssistant.exe* to launch the **Device Assistant Setup** process.

The **Choose Install Location** screen displays. Select **Browse** if you want to change the default **Destination Folder**.



5. Click **Next**.

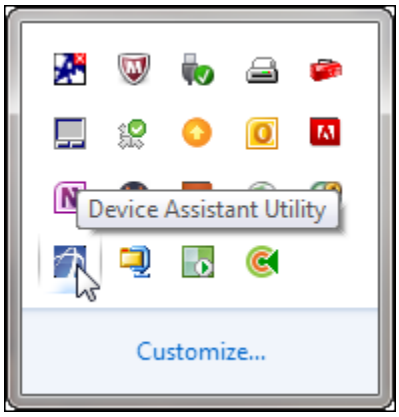
The Device Assistant **Choose Components** screen displays.

Note: The Ingenico i3070 drivers are no longer shipped with the product, but the drivers are available for support if required.

6. The installer will proceed to install the devices you have selected in the order shown on the **Choose Components** screen:

   - If you are installing the Ingenico iPP320 drivers, refer to the To Install the Ingenico iPP320 Drivers section for more information.
   - If you are installing the Epson drivers, refer to the To Install the Epson Drivers section for more information.
   - If you are installing the Verifone drivers, refer to the To Install the Verifone Drivers section for more information.
   - If you are installing the Hypercom L5200 drivers, refer to the To Install the Hypercom Drivers – L5200 section for more information.
   - If you are installing the check reader RDM drivers, refer to the To Install the RDM

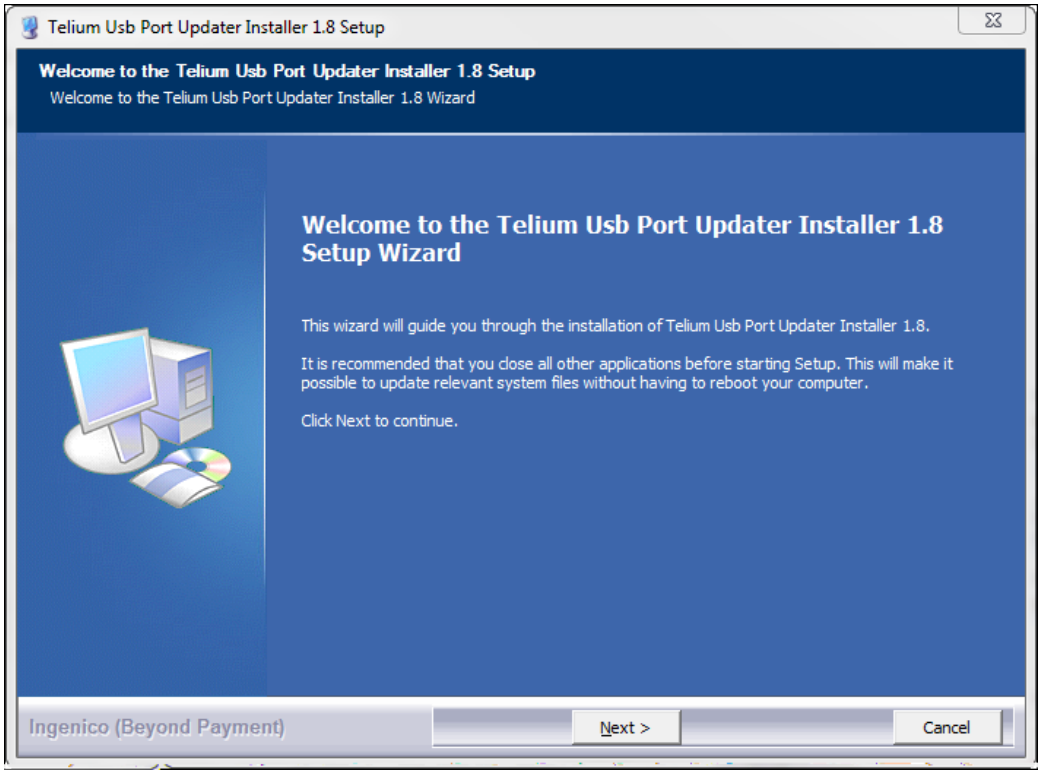
8. Double-click on the **Device Assistant Utility** icon to open the application. The icon is in the system tray of the Windows taskbar, usually located in the lower right-hand portion of your computer by the system clock. Refer to the Configuring Peripheral Devices section for more information on how to configure your device.



To Install the Ingenico iPP320 Drivers

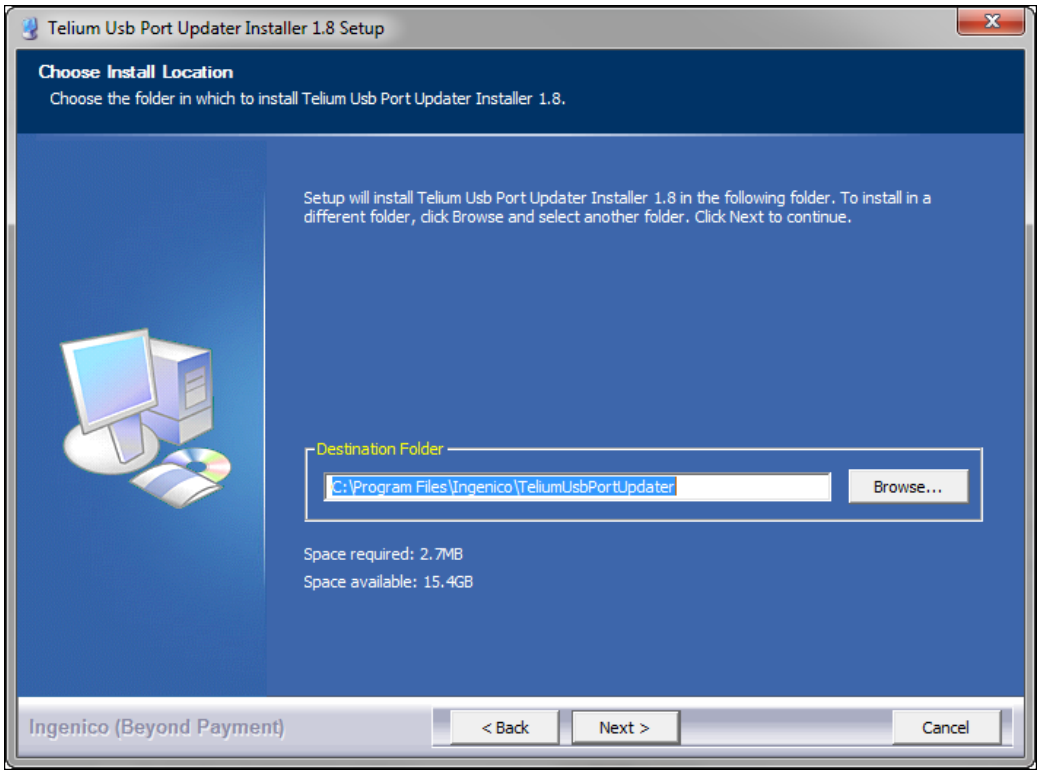
If selected, the installer will proceed to install the Ingenico Drivers – iPP320.

1. From step 5 of the To Install DeviceAssistant section the Ingenico installer screen will display.



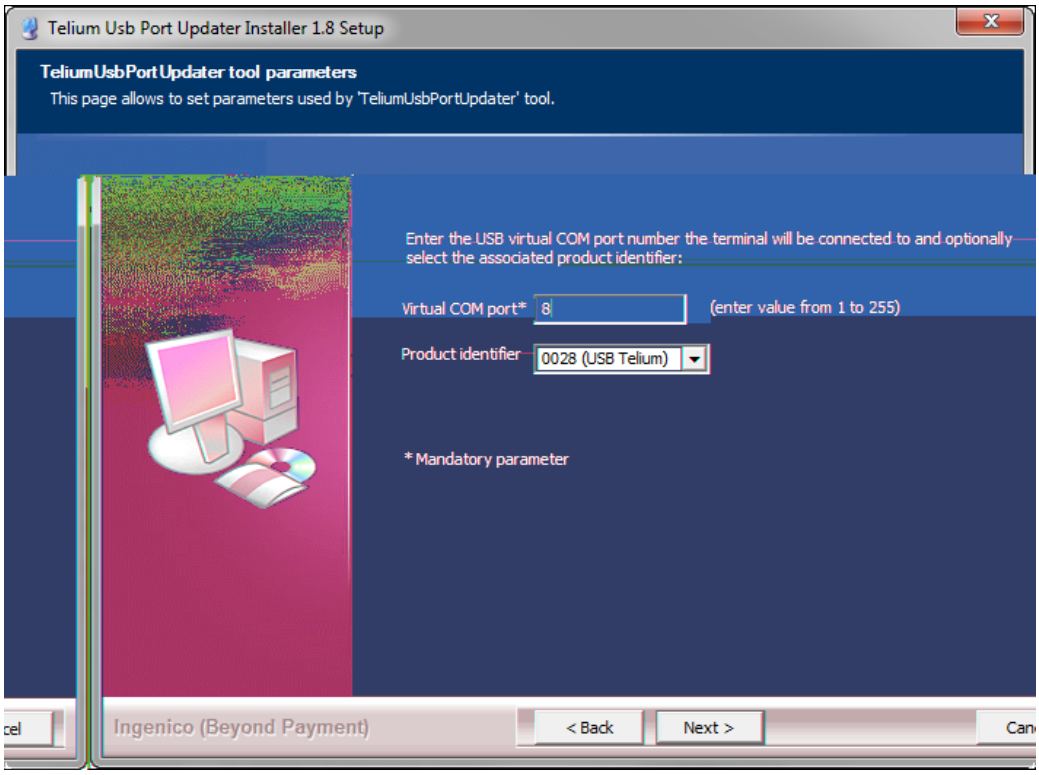
2. Click **Next**.

The **Choose Install Location** screen displays.



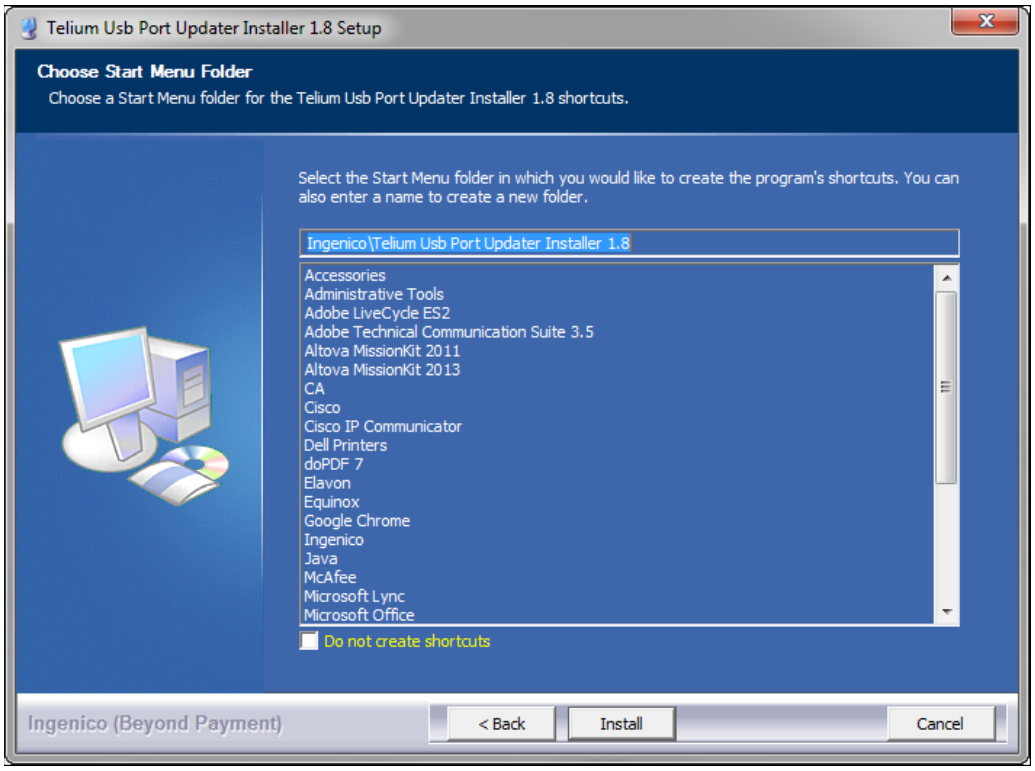
3. A default recommended location is selected for you. Click **Next** to proceed to the next step or **Browse** to choose a different location.

The **Telium Usb Port Updater Tool Parameters** screen displays.



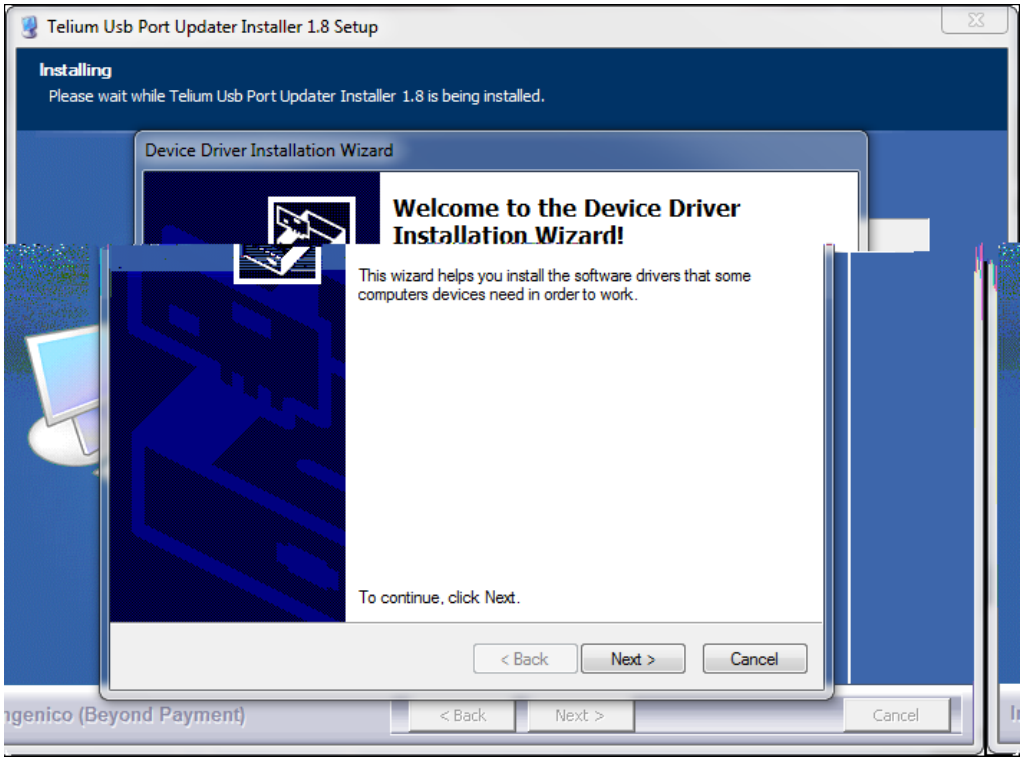
4. Enter an available free **Virtual COM port** that the iPP320 will use (recommended value is 8), then click **Next**.

The **Choose Start Menu Folder** screen displays.



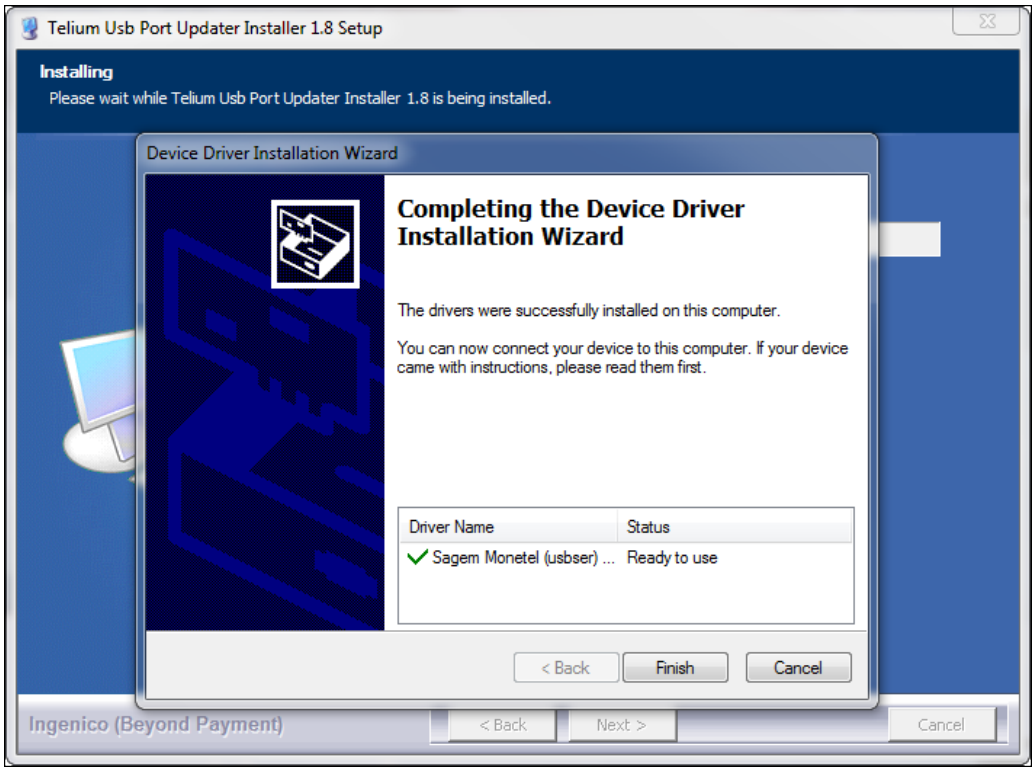
5. Click **Install** to connect the iPP320 driver on the selected port.

The **Device Driver Installation** Wizard screen displays.



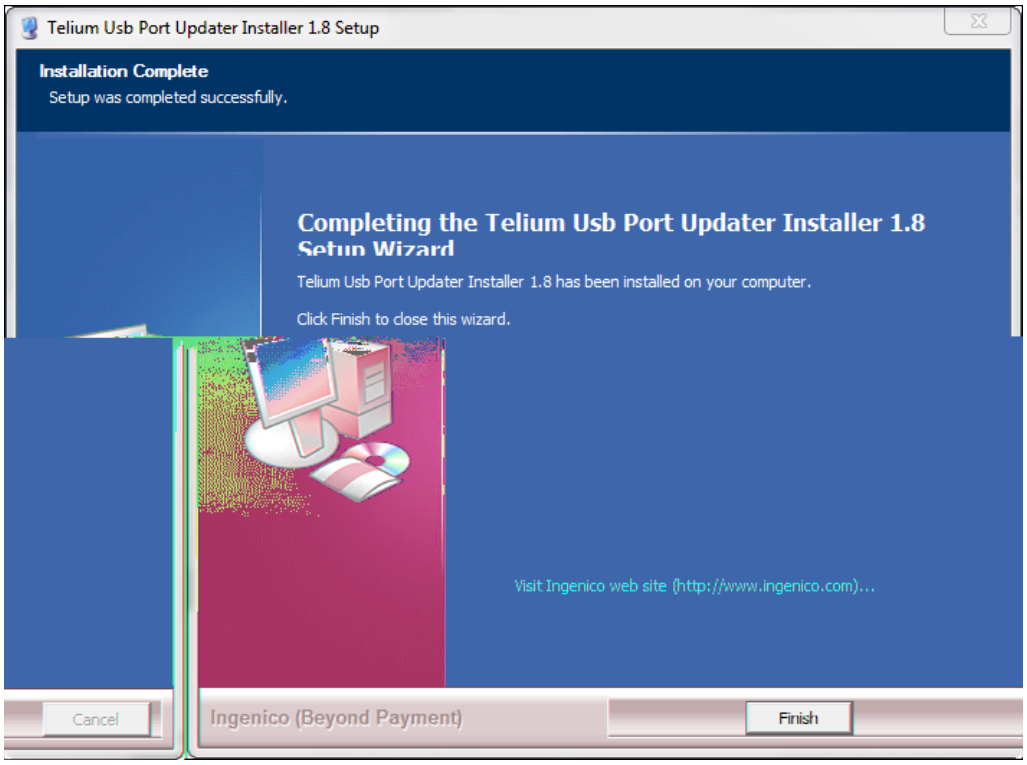
6. Click **Next**.

The **Completing the Device Driver Installation Wizard** screen displays.



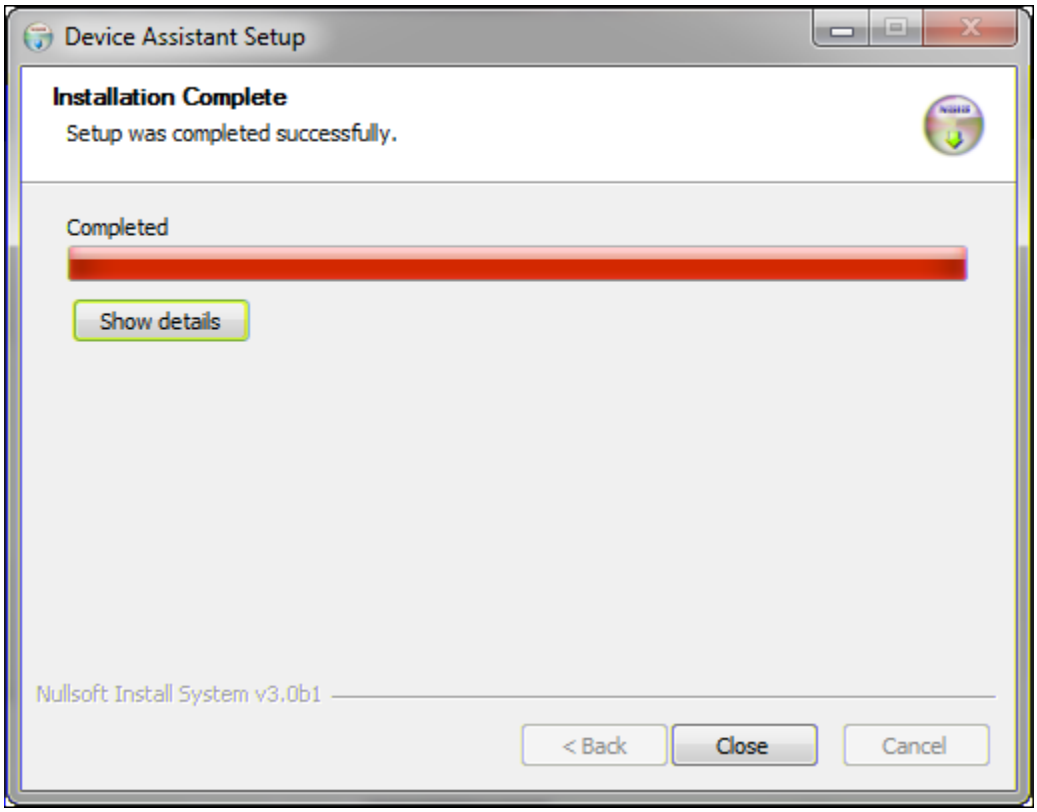
7. Click **Finish**.

The **Installation Complete for the Setup Wizard** screen displays.



8. Click **Finish**.

The installation of the iPP320 is completed. The installer will proceed to install any other components you have previously selected from the device assistant **Choose Components** screen. The program installs the components that you chose and the **Installation Complete** screen for the **Device Assistant Setup** displays.

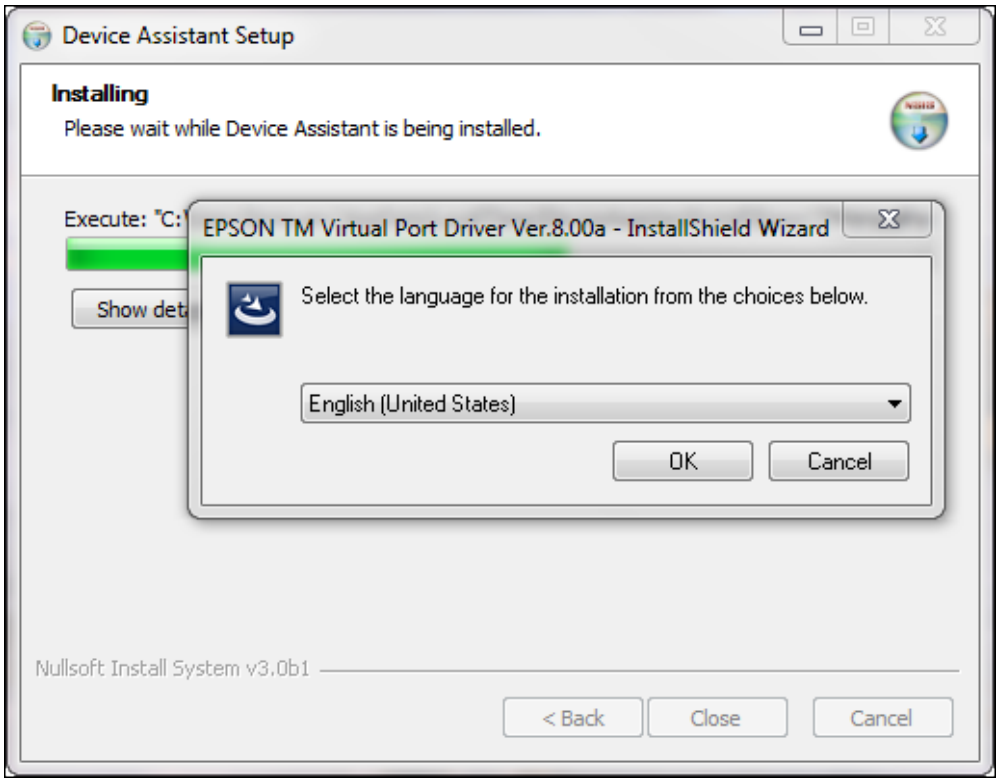


9. Click **Close** to complete the installation.
10. Proceed to configuring the Ingenico iPP320 device using the **Device Assistant Utility**. Refer to the Configuring Peripheral Devices section for more information.

To Install the Epson Drivers

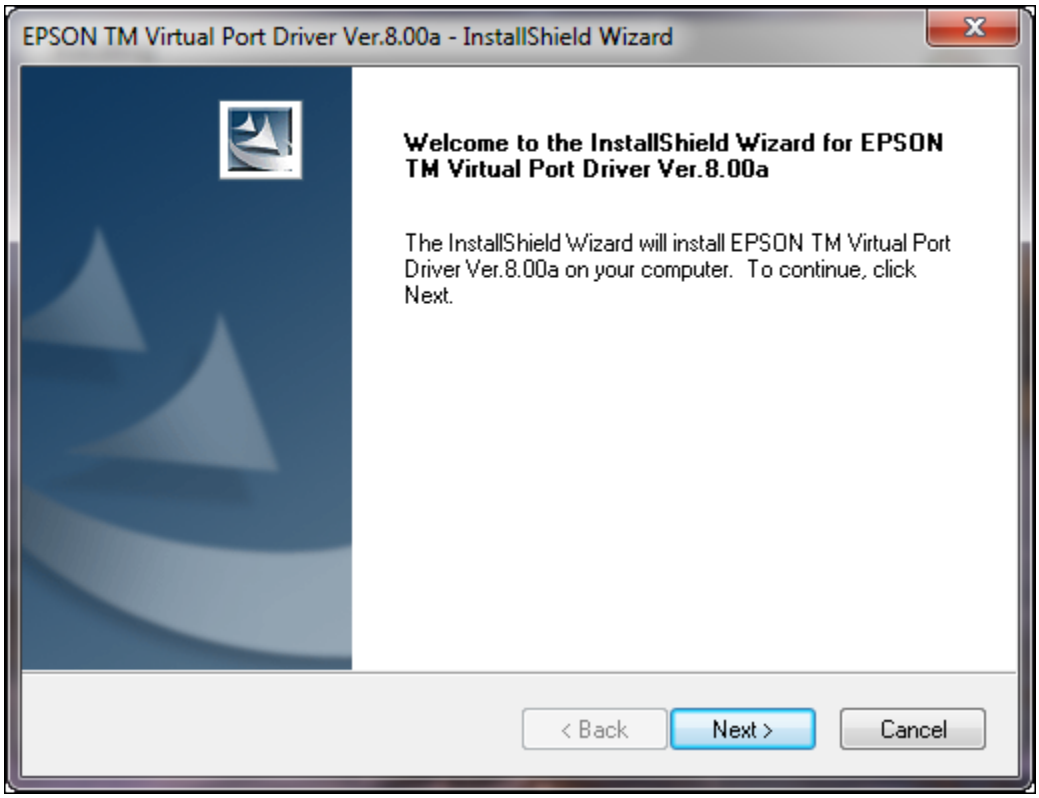
If selected, the installer will proceed to install the Epson Drivers for the T20 printer.

1. From step 5 of the To Install DeviceAssistant section the Epson installer screen will display.



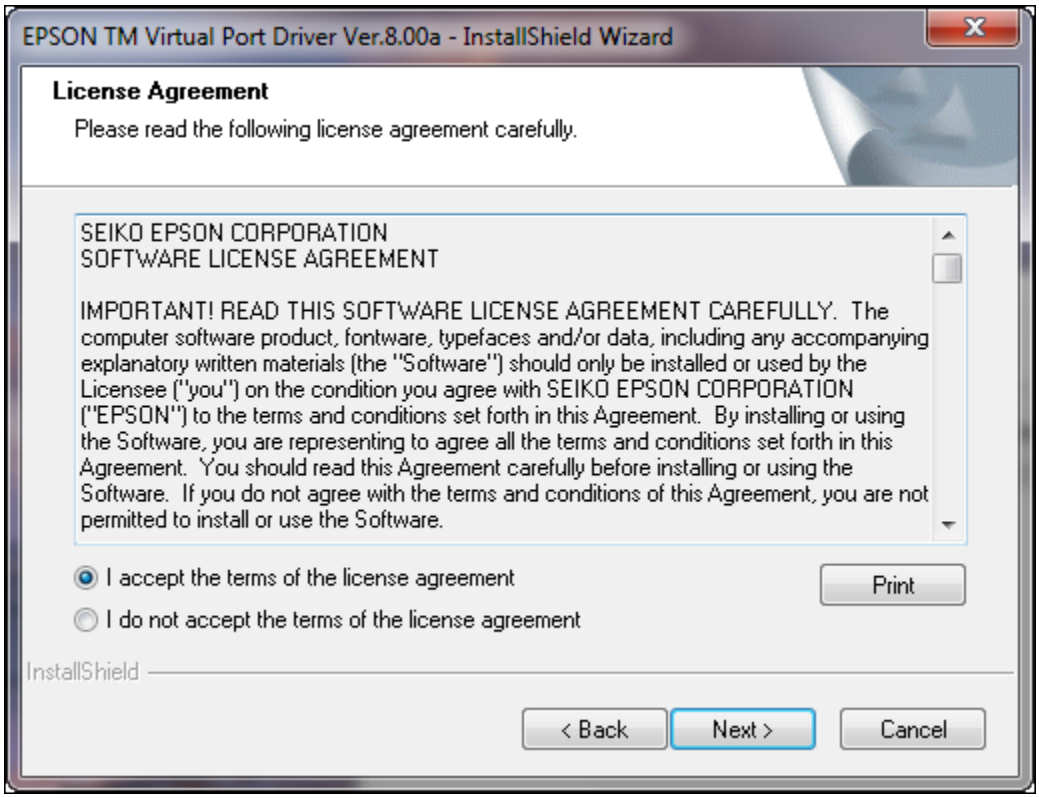
2. The install wizard requires that you select a language, the default is English. Choose your language from the dropdown box and click **OK**.

The **Welcome to the InstallShield Wizard** screen displays.



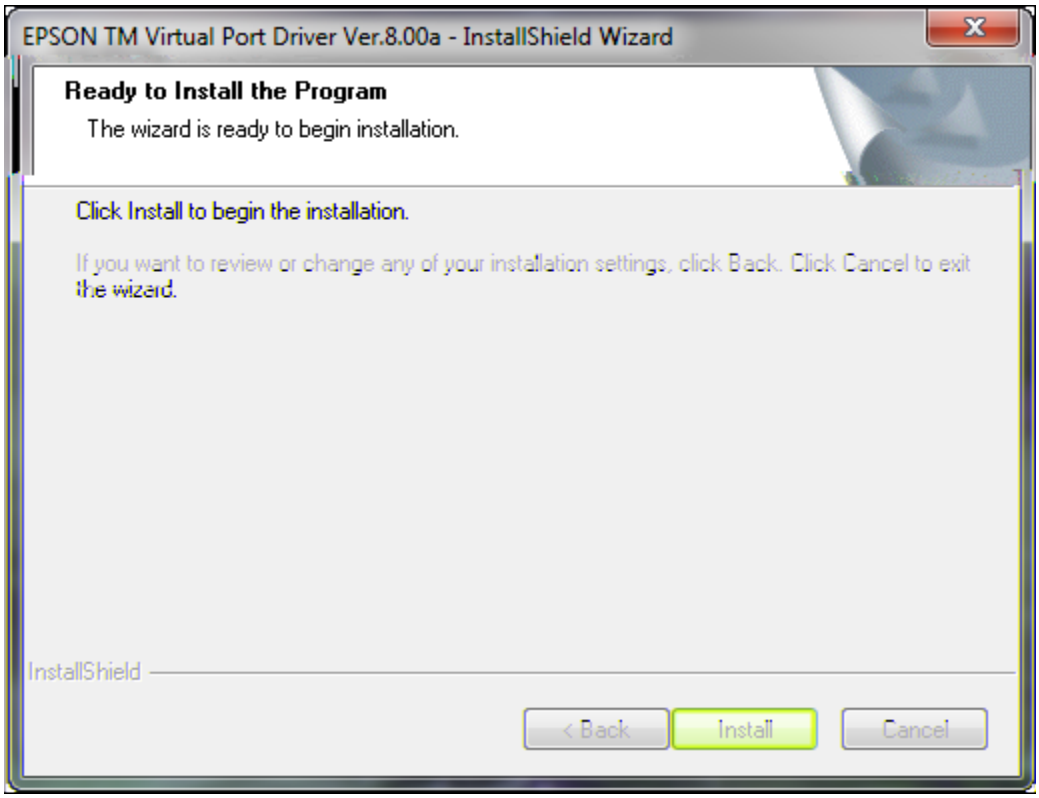
3. Click **Next**.

The **License Agreement** screen displays.



4. You can scroll through the agreement or click **Print** for a hardcopy of the agreement. You must accept the terms of the agreement to enable the **Next** button. Click **I accept the terms of the license agreement**, then click **Next**.

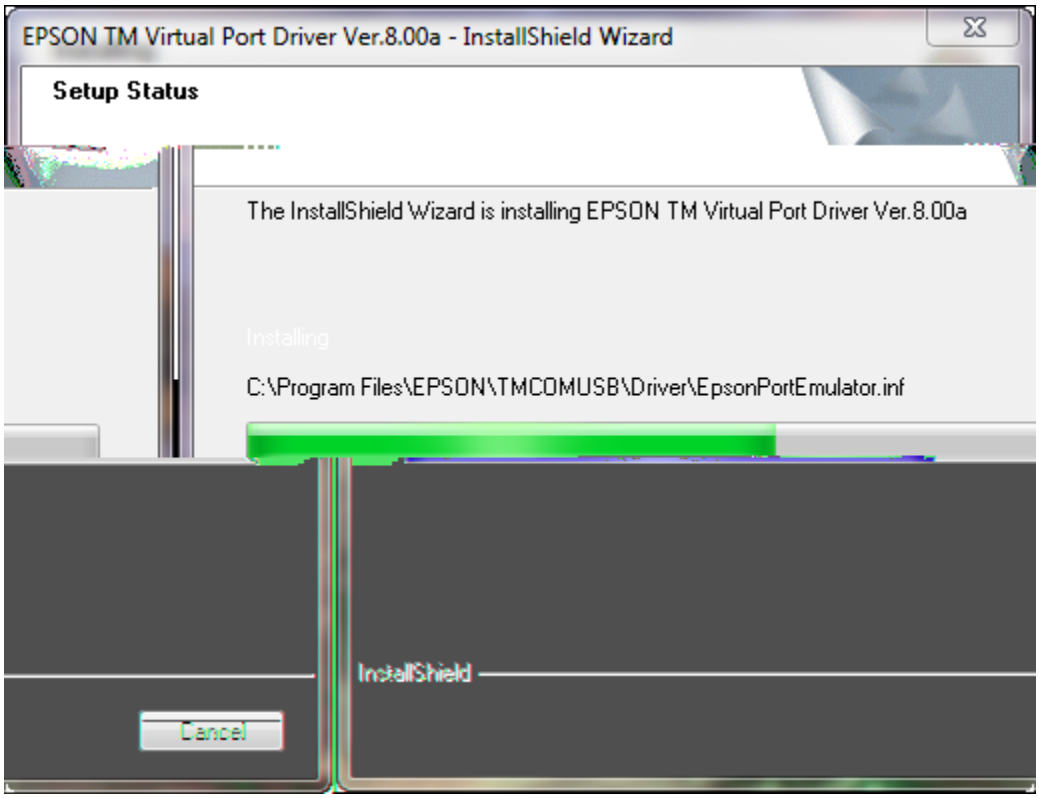
The **Ready to Install the Program** screen displays.



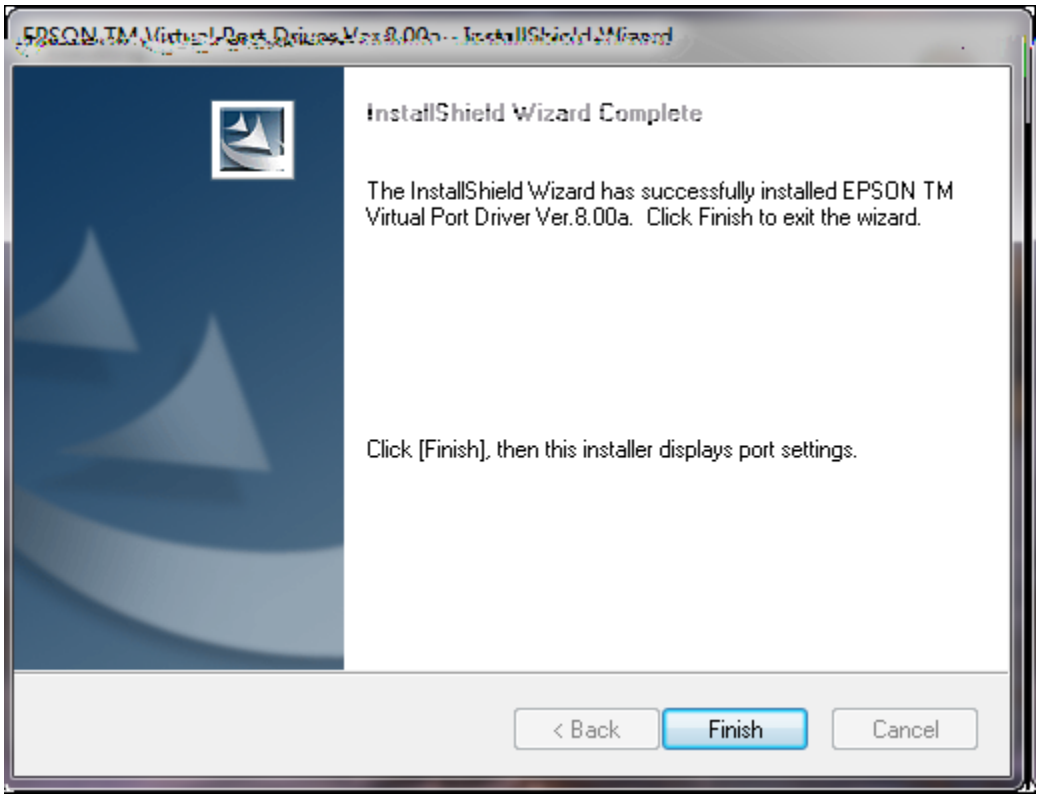
5. Click **Install** to connect the Epson driver.

The **InstallShield Wizard** runs and displays the **Setup Status** screen.

Note: Do not click on **Cancel**, this will interrupt the installer.

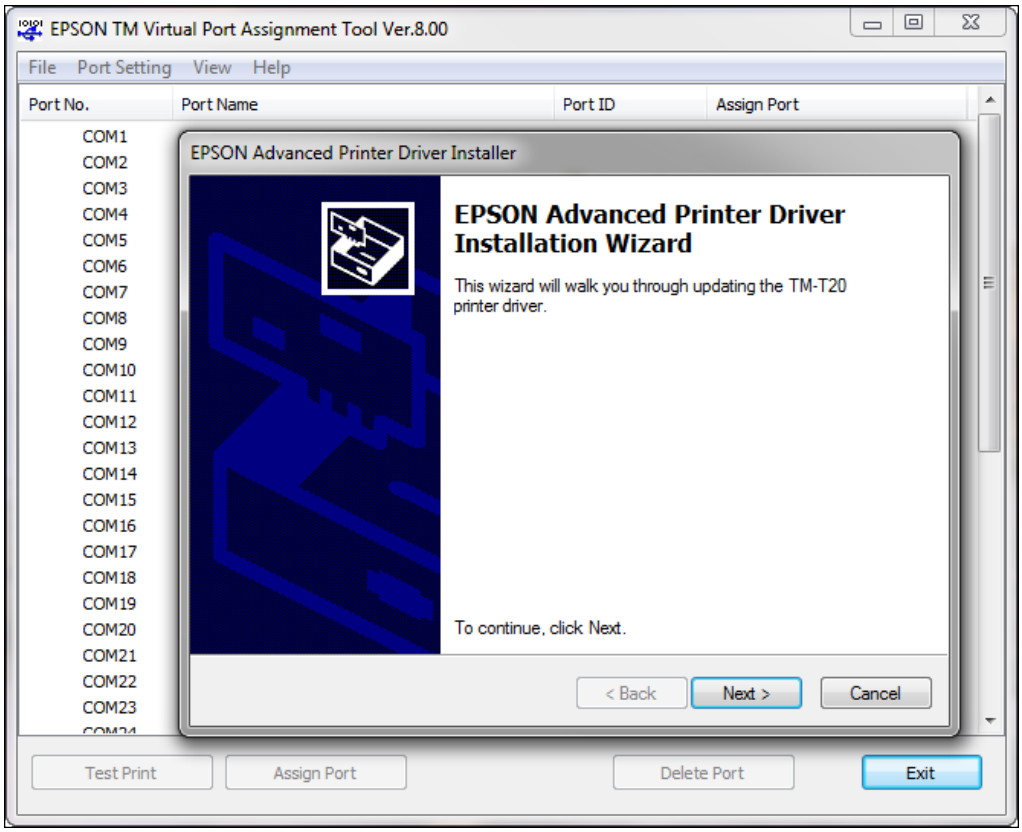


When the setup status is done the **InstallShield Wizard Complete** screen displays.



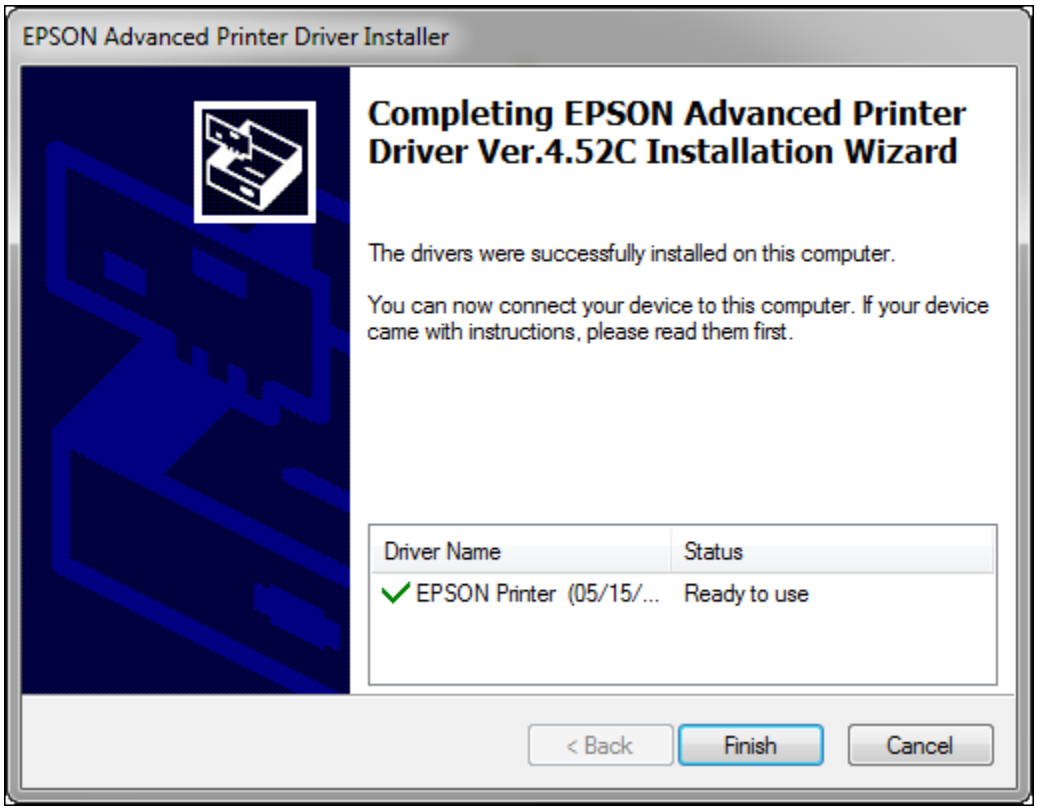
6. Click **Finish**.

The **Epson Advanced Printer Driver Installer** screen displays.



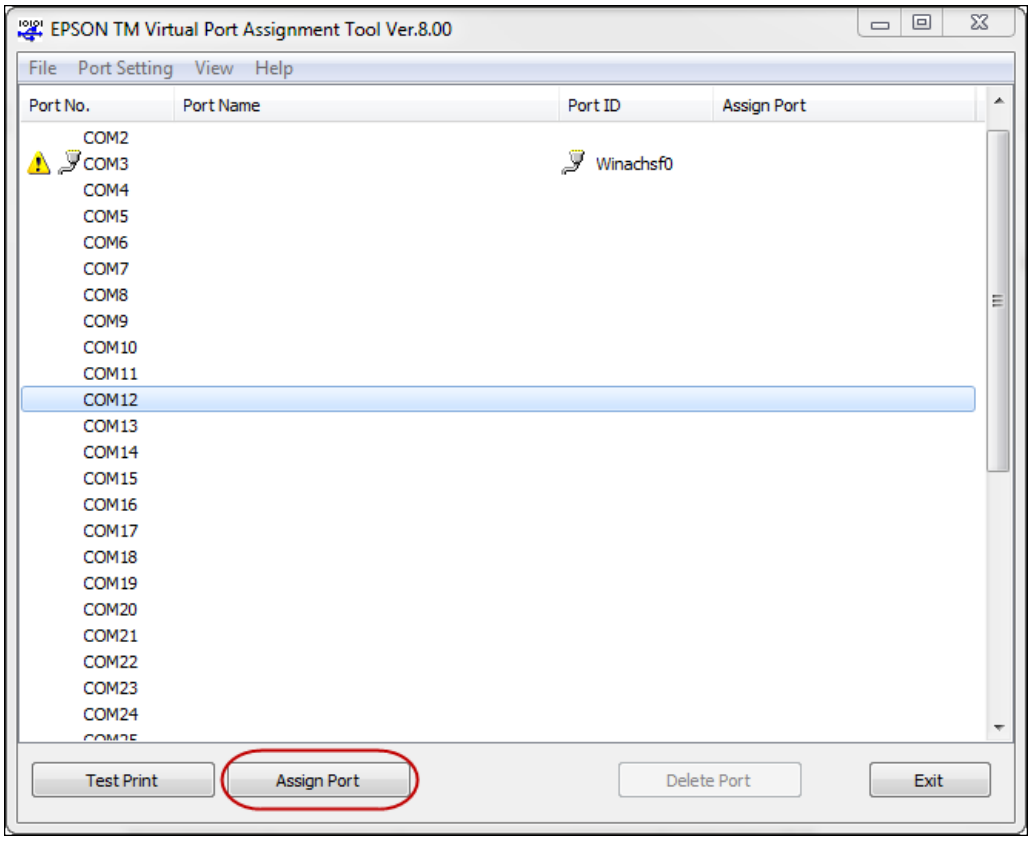
7. Click **Next**.

The **Epson Advanced Printer Driver Installer** screen displays noting that the drivers were successfully installed on your computer.



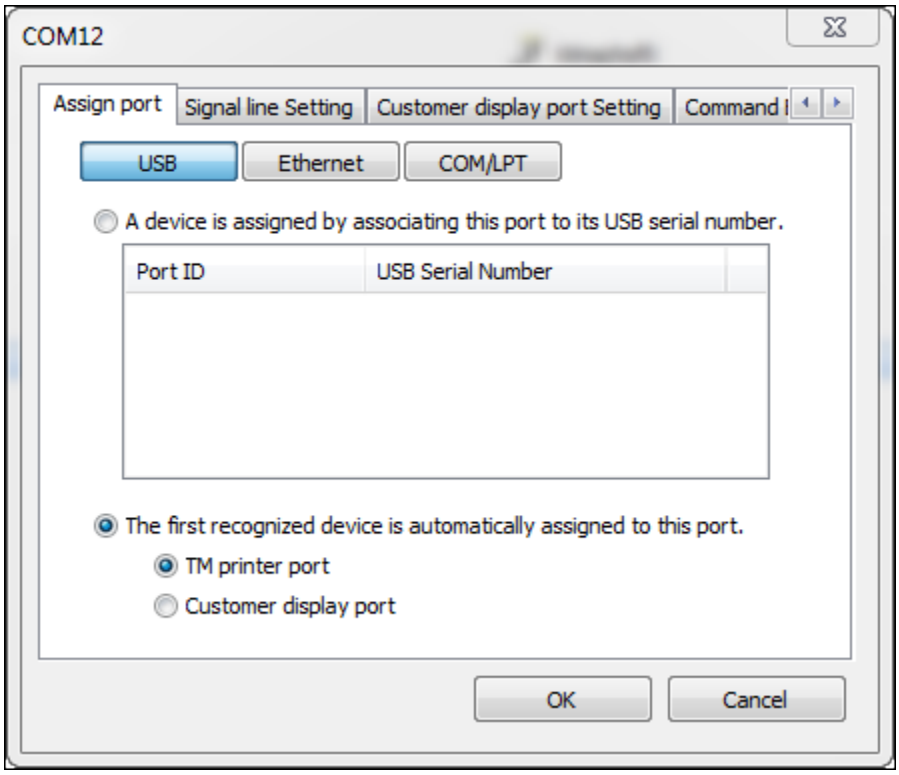
8. Click **Finish**.

The installation of the Epson driver is completed. The **Epson Advanced Printer Driver Installer** screen will close and the **Epson TM Virtual Port Assignment Tool** will display. The list of all available ports in your PC will show.



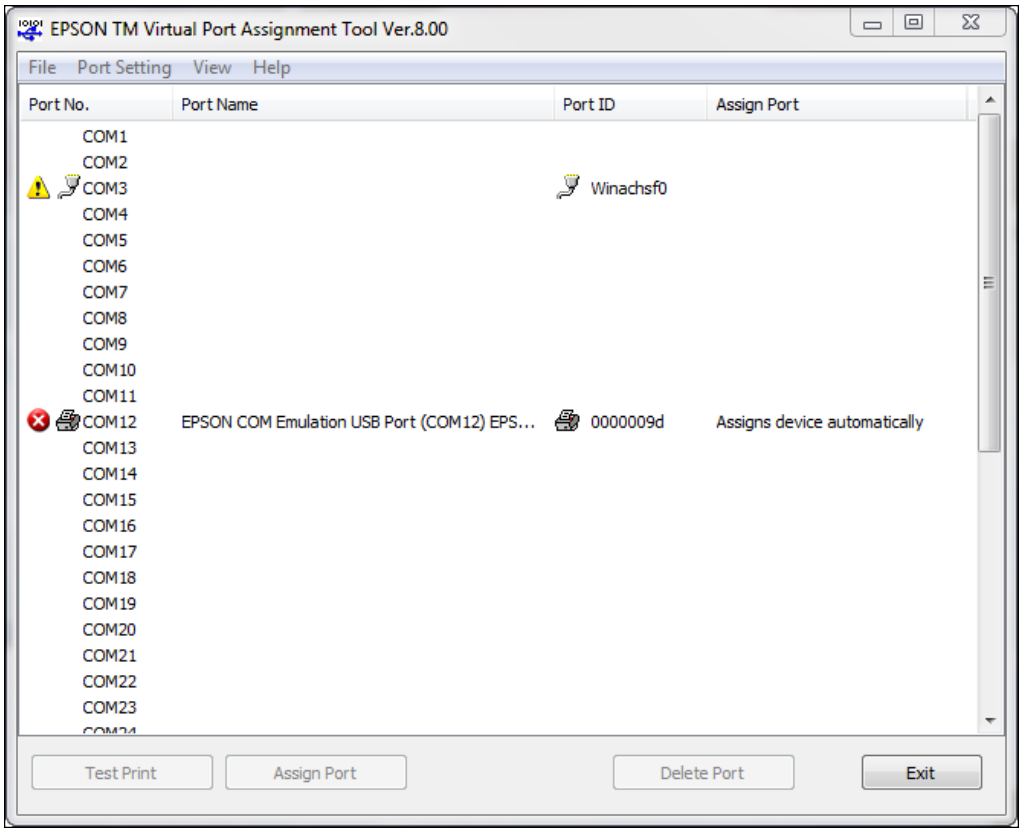
9. Choose an available port and click on **Assign Port**.

A pop-up box for the chosen port will display.



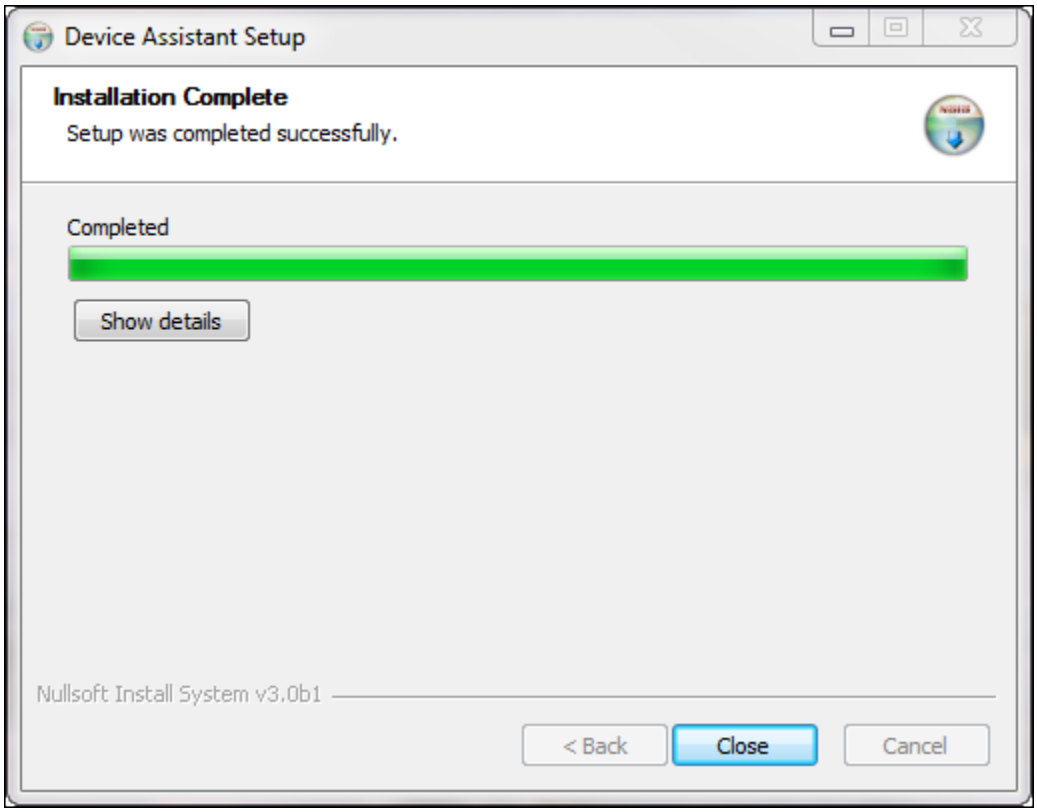
10. Select the radio button for The first recognized device is automatically assigned to the port. Then click **OK**.

The **EPSON TM Virtual Port Assignment Tool** displays with the printer assigned to your chosen port.



11. Click **Exit** to complete the installation of the Epson drivers.

The installer will proceed to install any other components you have previously selected from the device assistant **Choose Components** screen. The program installs the components that you chose and the **Installation Complete** screen for the **Device Assistant Setup** displays.

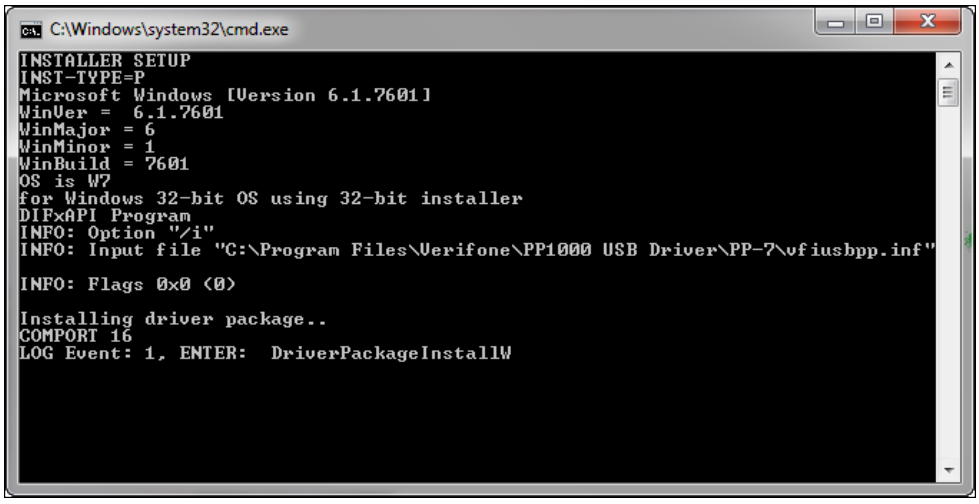


12. Click **Close** to complete the installation.
13. Proceed to configuring the Epson T20 printer using the **Device Assistant Utility**. Refer to the Configuring Peripheral Devices section for more information.

To Install the Verifone Drivers

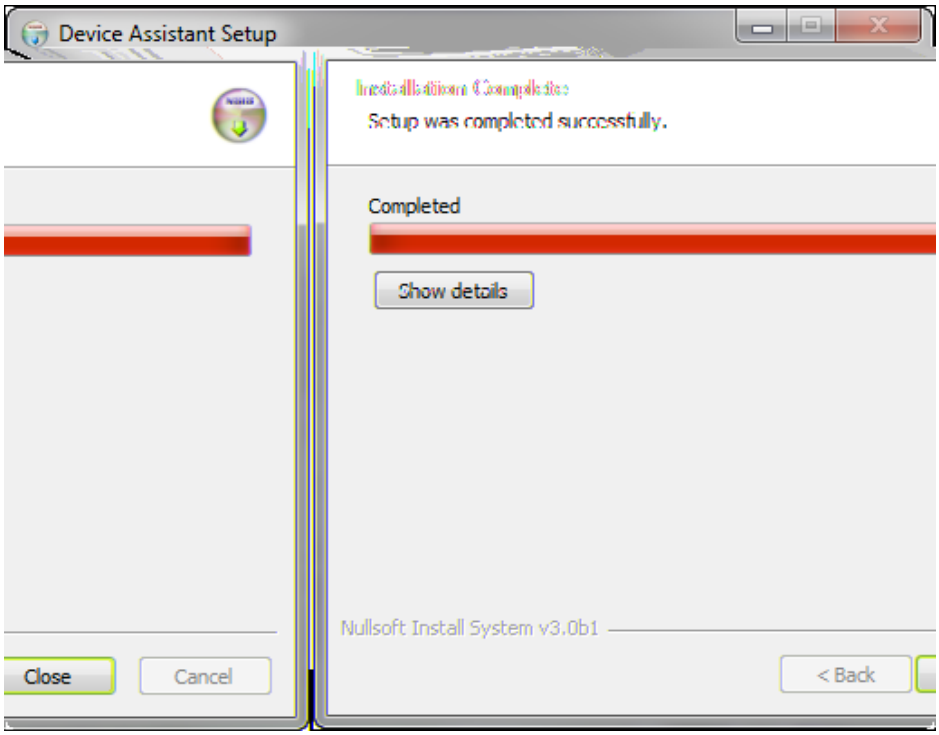
If selected, the installer will proceed to install the Verifone 1000SE driver.

1. From step 5 of the To Install DeviceAssistant section the Verifone installer screen will display.



2. The **Device Assistant** runs and installs the Verifone driver.

   The installer will proceed to install any other components you have previously selected from the device assistant **Choose Components** screen. The program installs the components that you chose and the **Installation Complete** screen for the **Device Assistant Setup** displays.

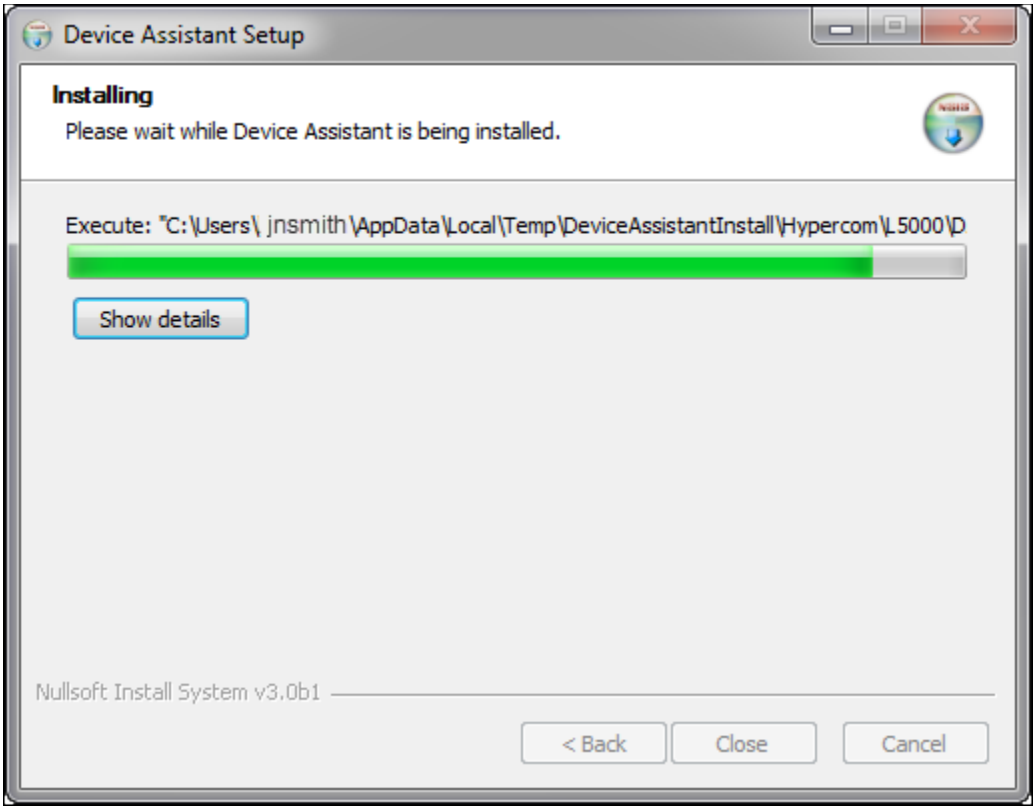


3. Click **Close** to complete the installation.
4. Proceed to configuring the Verifone device using the **Device Assistant Utility**. Refer to the Configuring Peripheral Devices section for more information.

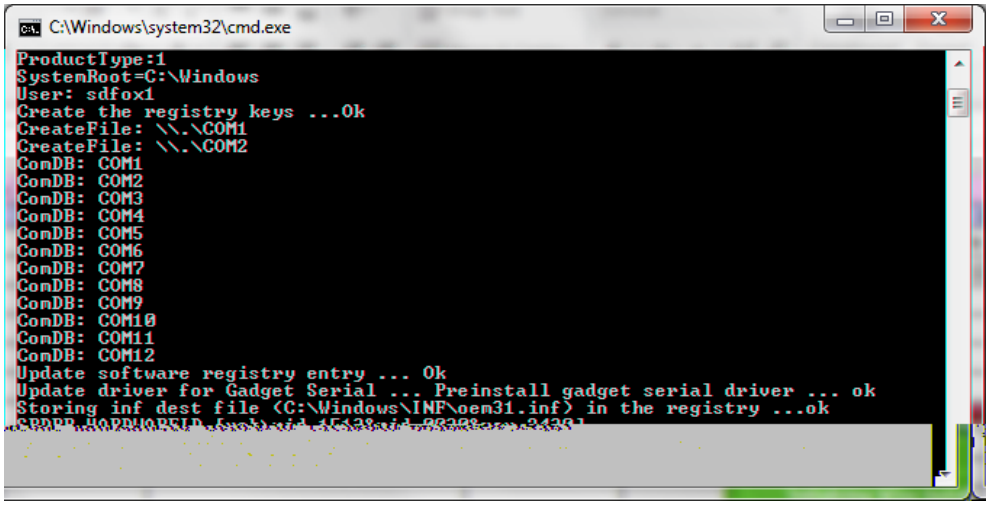
To Install the Hypercom Drivers – L5200

If selected, the installer will proceed to install the Hypercom Equinox L5200 driver.

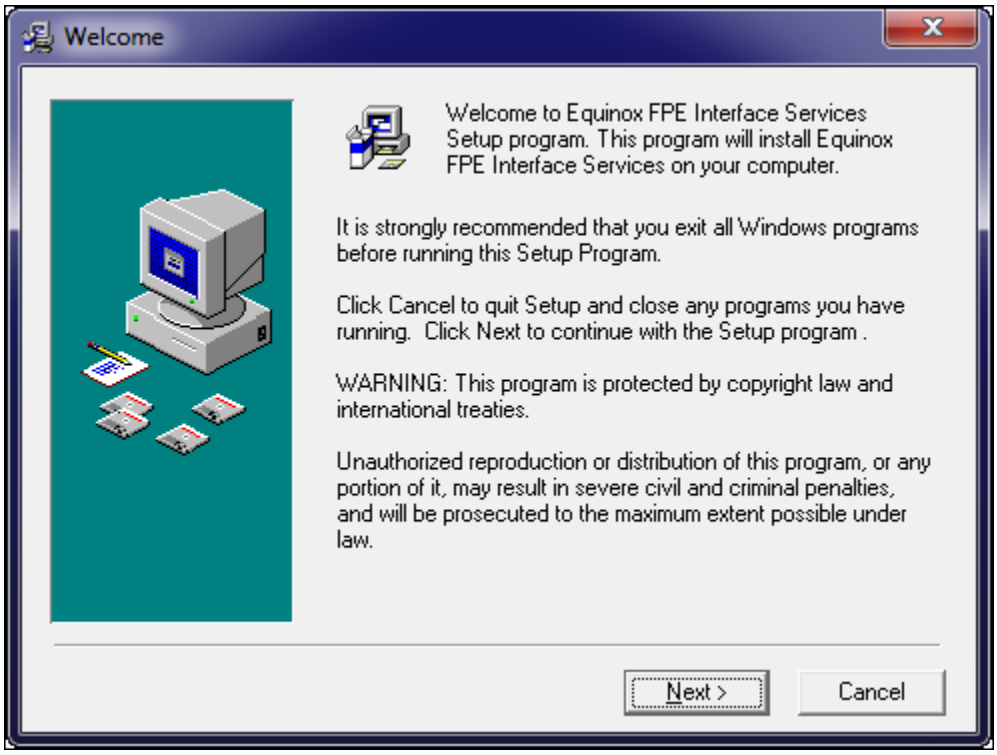
1. From step 5 of the To Install DeviceAssistant section the Hypercom Equinox installer screen will display.



The DeviceAssistant command line displays.

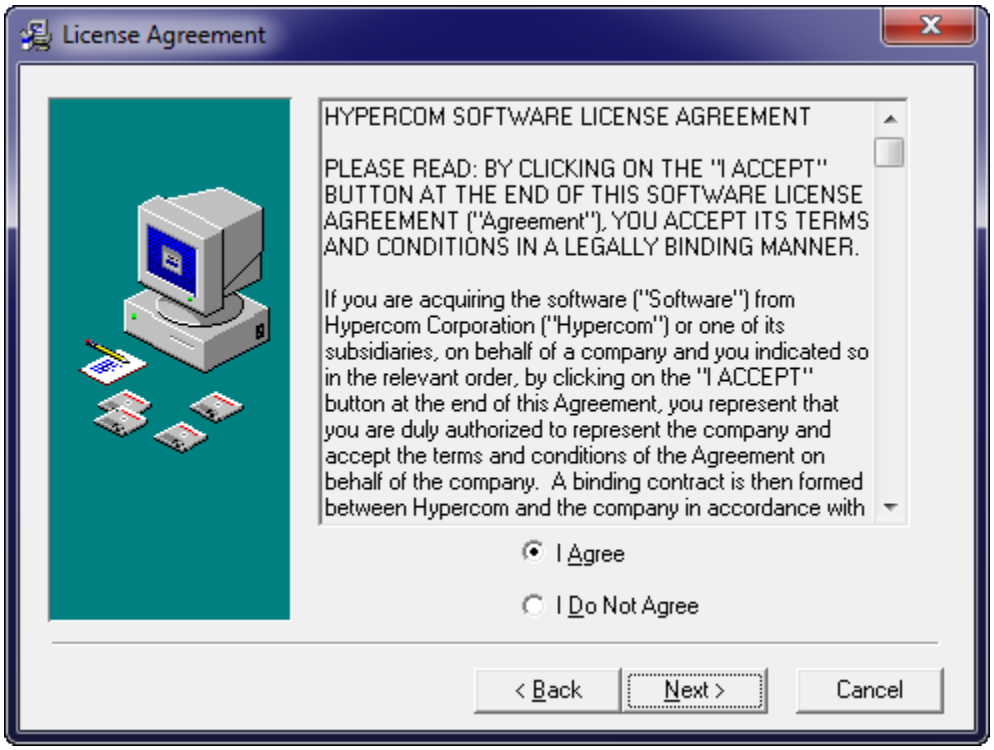


The **Welcome** screen for the Equinox FPE interface services setup program displays.



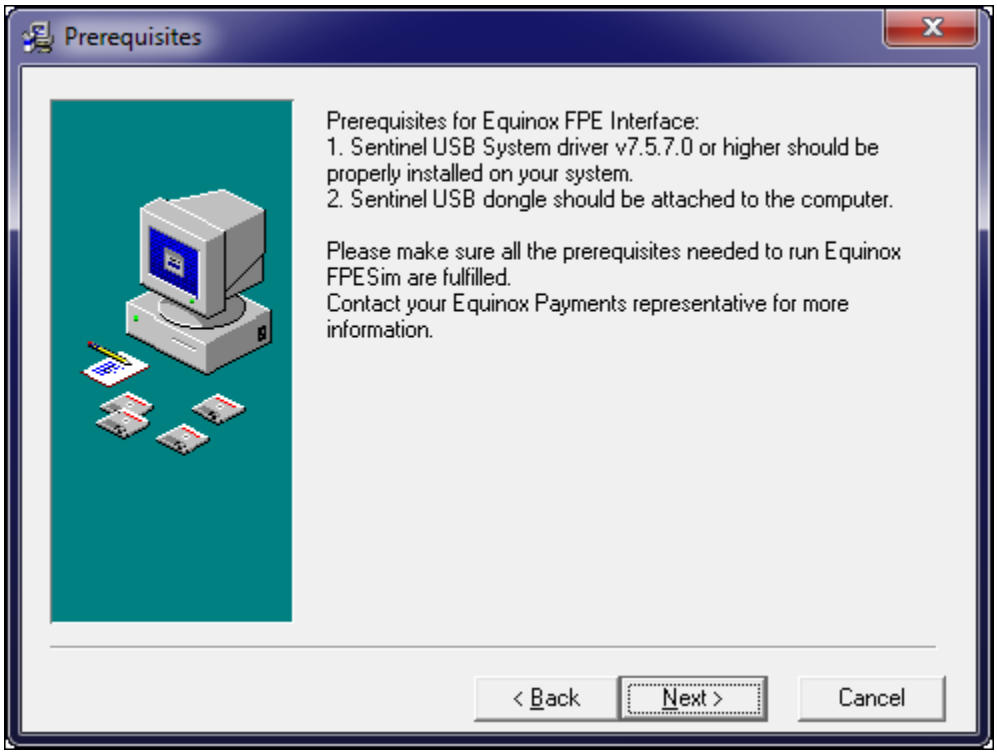
2. Click **Next**.

The **License Agreement** screen displays.



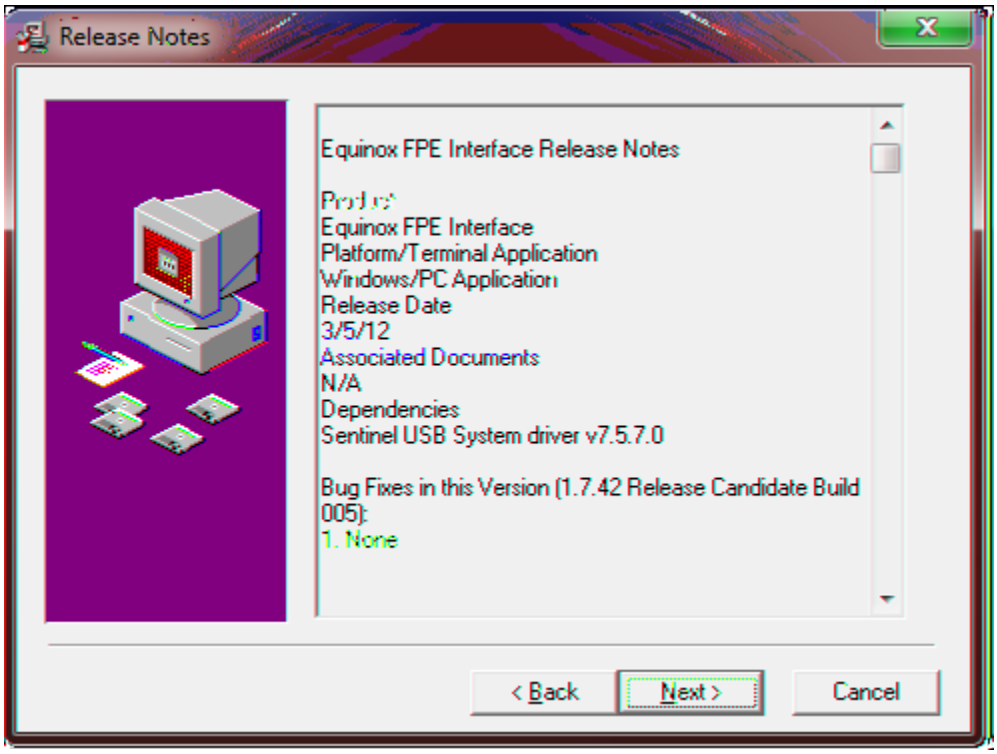
3. You must accept the terms of the agreement to enable the **Next** button. Click **I Agree**, then click **Next**.

The **Prerequisites** screen displays.



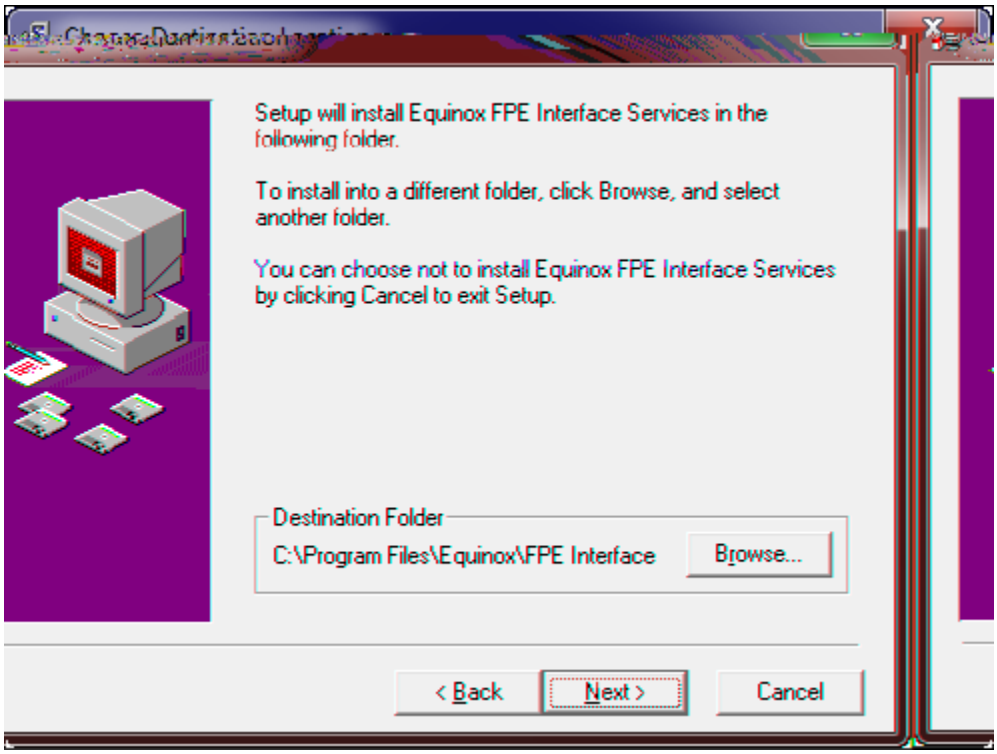
4. Click **Next** if all the prerequisites are met or contact your Equinox Payments representative for more information.

The **Release Notes** screen displays.



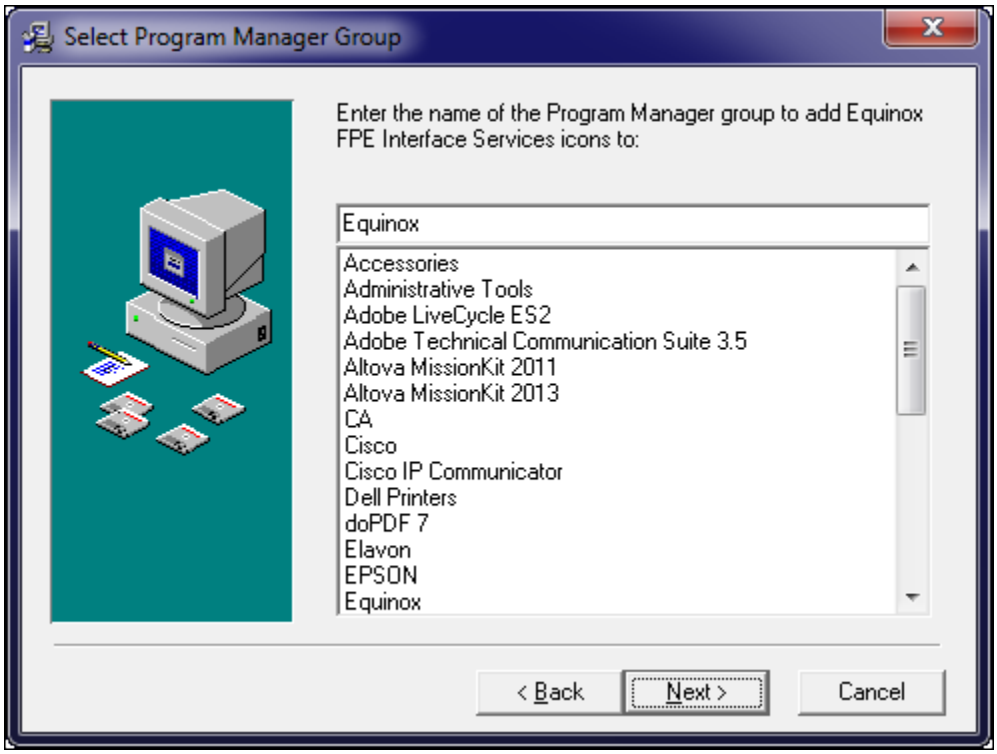
5. Click **Next**.

The **Choose Destination Location** screen displays.



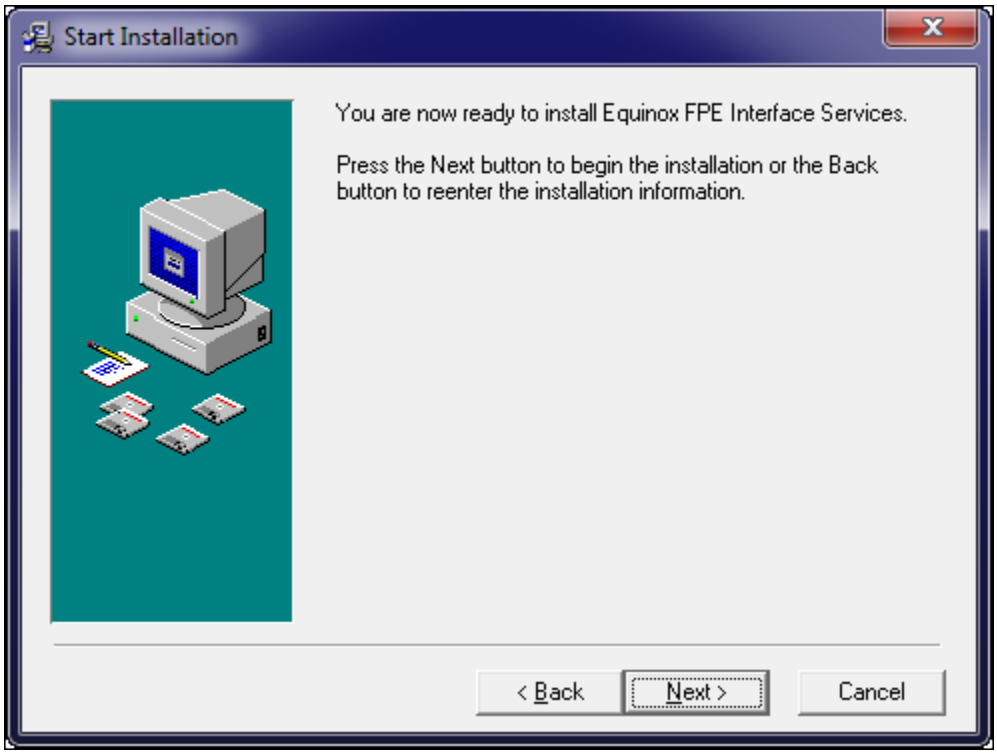
6. A default recommended location is selected for you. Click **Next** to proceed to the next step or **Browse** to choose a different location.

The **Select Program Manager Group** screen displays.



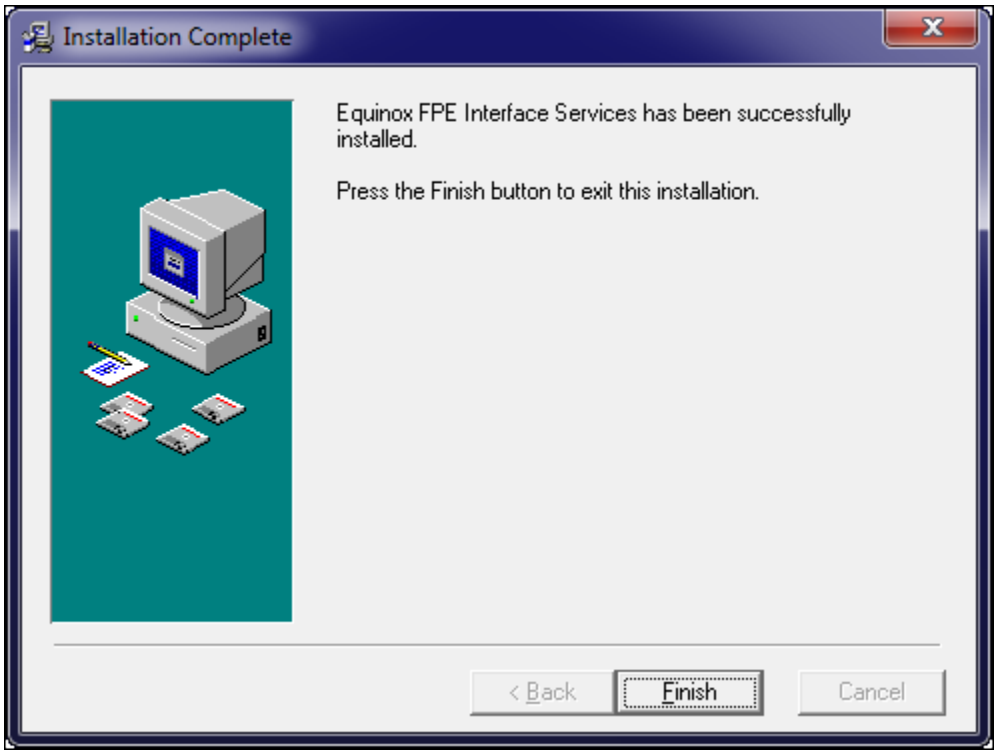
7. The default Equinox location is selected, click **Next**.

The **Start Installation** screen displays for the Equinox FPE interface services.



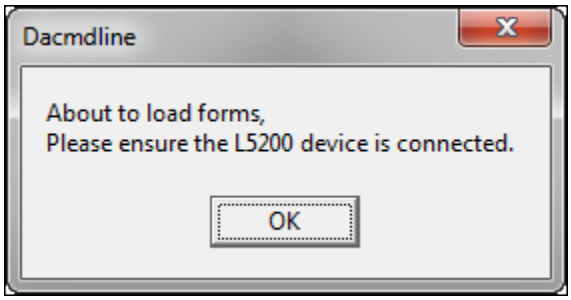
8. Click **Next**.

The **Installation Complete** screen displays stating that the installation is successful.



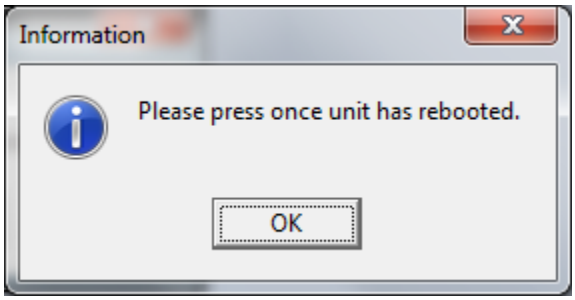
9. Click **Finish** to complete the installation.

   Once the driver completes installation, a pop-up box informs you that the forms are about to load and to ensure the L5200 device is connected



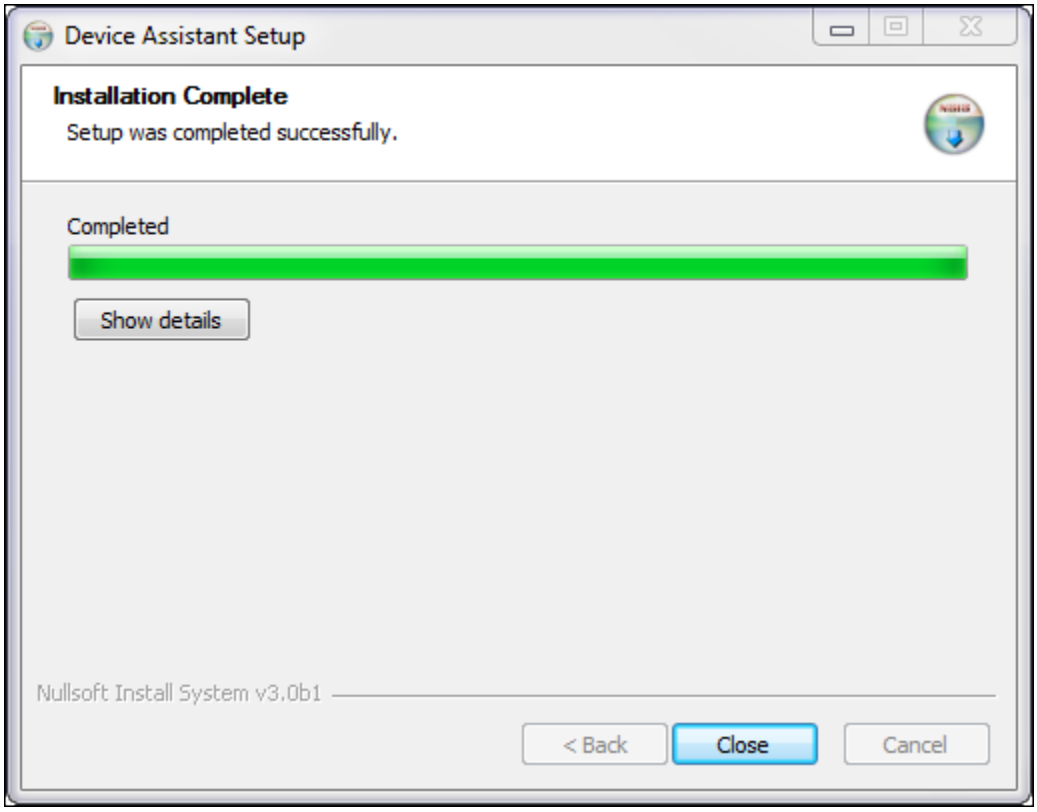
10. Click **OK**.

Forms will load into the device and a message screen displays **Download completed. FPE32 will restart**. The device will reboot itself and a welcome screen displays.



11. Click **OK** once the device has rebooted.

    The installer will proceed to install any other components you have previously selected from the device assistant **Choose Components** screen. The program installs the components that you chose and the **Installation Complete** screen for the **Device Assistant Setup** displays.



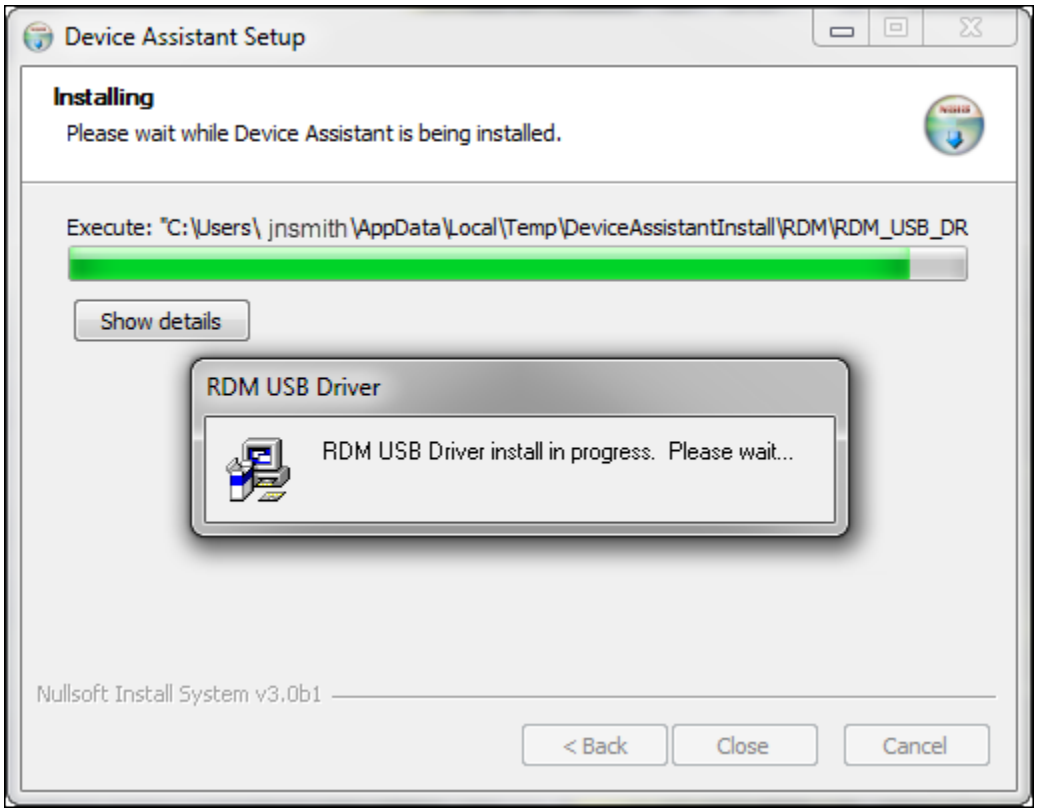
12. Click **Close**.

13. Proceed to configuring the L5200 device using the **Device Assistant Utility**. Refer to the Configuring Peripheral Devices section for more information.

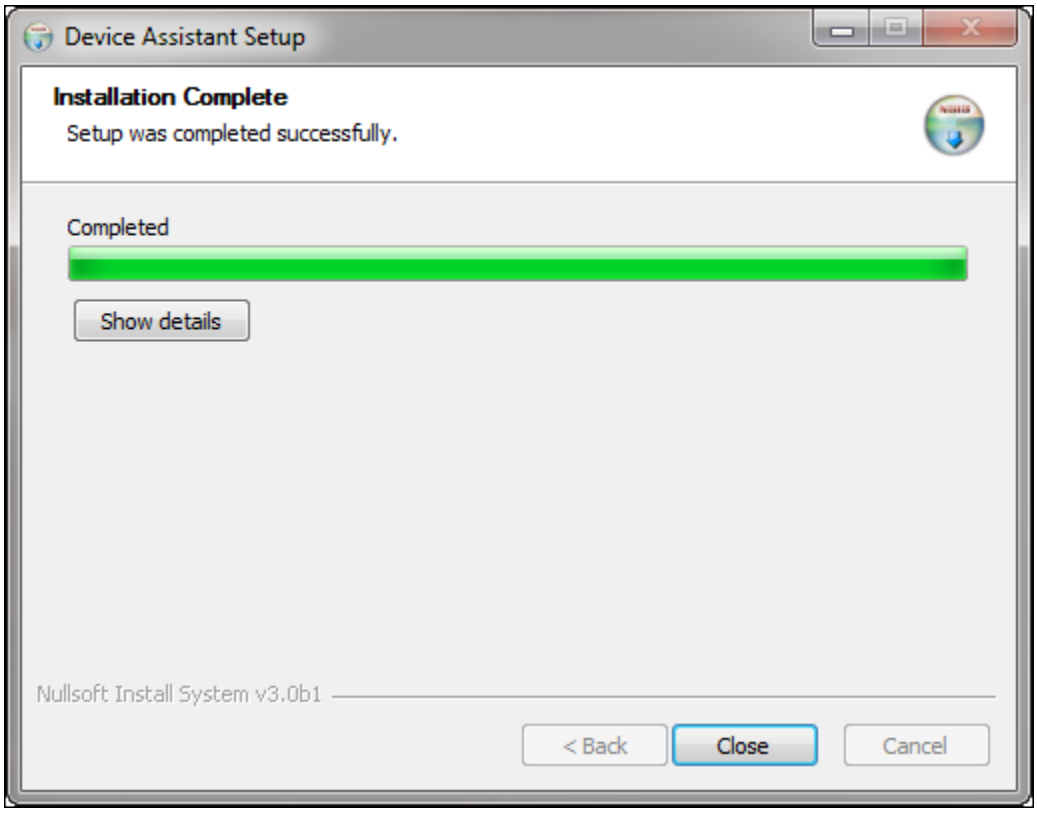
To Install the RDM Drivers

If selected, the installer will proceed to install the RDM drivers.

1. From step 5 of the To Install DeviceAssistant section the RDM installer screen will display.



When the installation is finished the **Device Assistant Setup** screen displays stating that the installation is successful.



2. Click **Close** to complete the installation.
3. Proceed to configuring the RDM device using the **Device Assistant Utility**. Refer to the Configuring Peripheral Devices section for more information.

Configuring Peripheral Devices

This section describes how to configure your devices using the **Device Assistant Utility**. This configuration is needed only for those devices supported by the **DeviceAssistant** installer. Refer to the Supported Peripheral Devices section for a complete list of devices supported by the **DeviceAssistant** when using Converge.

Notes:

- There is no special configuration required for those devices that are supported by **ConvergeConnect**.
- **DeviceAssistant** must be installed and supported devices must be connected to the computer prior to any configuration.
- All devices must be connected to your PC prior to use, allow Windows a few minutes to detect devices.

1. Install the device you wish to use for your PC. Refer to the Installing DeviceAssistant for more information on installing peripheral devices.
2. Connect the device you wish to use to an available port in your PC.
3. Configure the devices you have connected to your PC:
    - If you are configuring the Epson T20 serial printer, refer to the To Configure the Epson T20 Printer Device section for more information.
    - If you are configuring the Verifone 1000SE PIN Pad terminal, refer to the To Configure the Verifone 1000SE PIN Pad Device section for more information.
    - If you are configuring the RDM check reader device, refer to the To Configure the RDM Check Reader Device section for more information.
    - If you are configuring the Hypercom L5200 signature capture terminal, refer to the To Configure the Hypercom L5200 Signature Capture Device section for more information.
    - If you are configuring the Ingenico iPP320 for Canada EMV, refer to the To Configure the Ingenico iPP320 Smart Card Device section for more information.
    - If you are configuring the Ingenico devices for U.S. EMV, refer to the To Configure the Ingenico Devices section for more information.
    - If you are configuring the Star Micronics TSP650II printer, refer to the To Configure the Star Micronics Printer Device section for more information.

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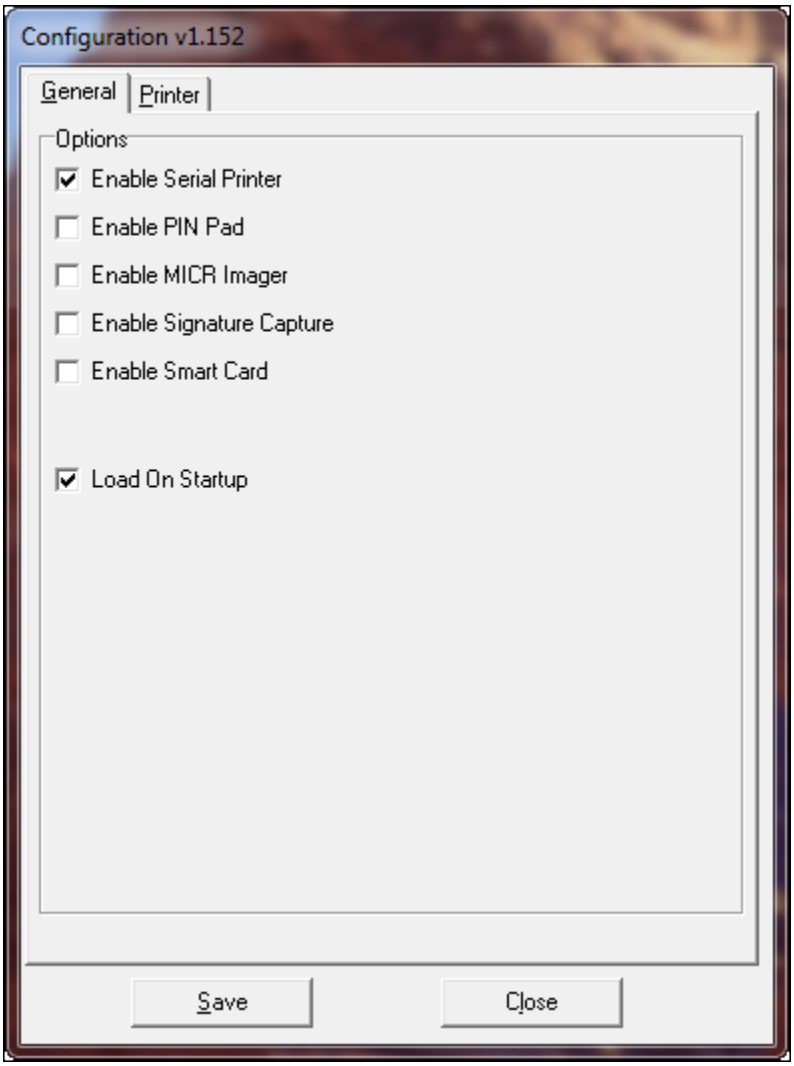
To Configure the Epson T20 Printer Device

The following steps will help you in the configuration of the Epson T20 serial printer.

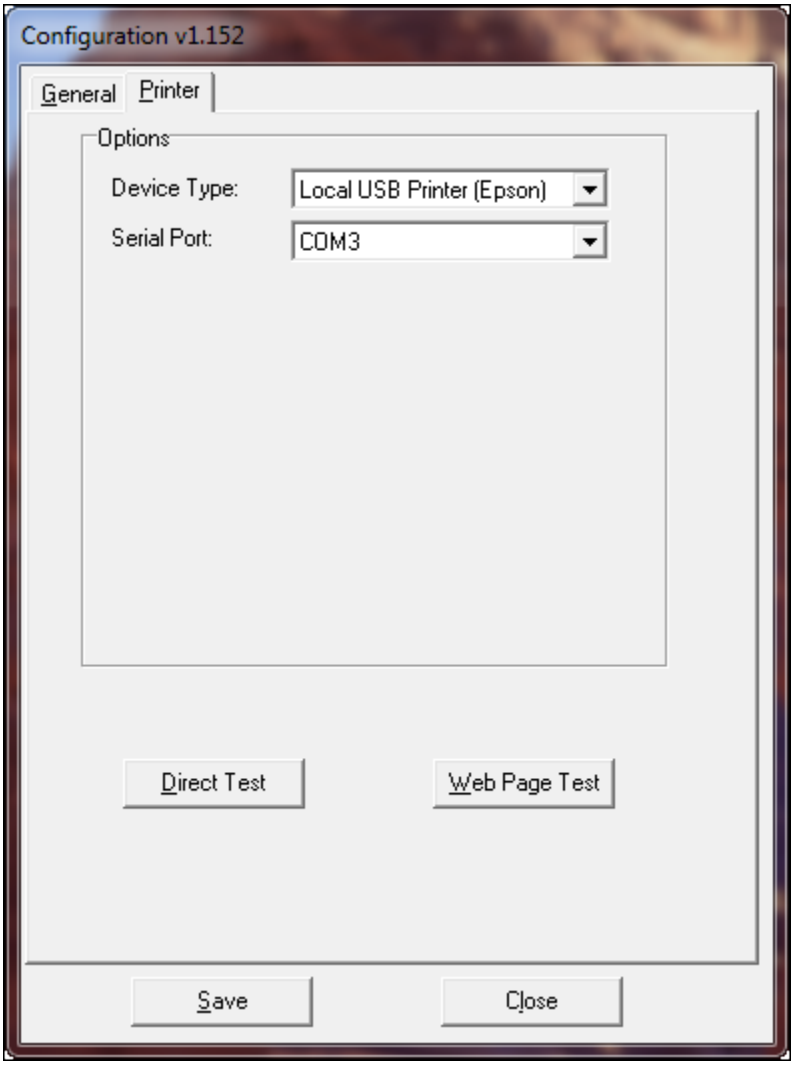
1. From the **General** tab on the **Configuration** screen of the **Device Assistant Utility**, select **Enable Serial Printer**. The **Printer** tab will display.



2. From the **Printer** tab on the **Configuration** screen, ensure the following **Options** are established:

Option	Value
Device Type	Local USB Printer (Epson).
Serial Port	COM3

Note: COM port is the assigned port that you have selected during the install via the **Epson TM Virtual Port Assignment Tool**.

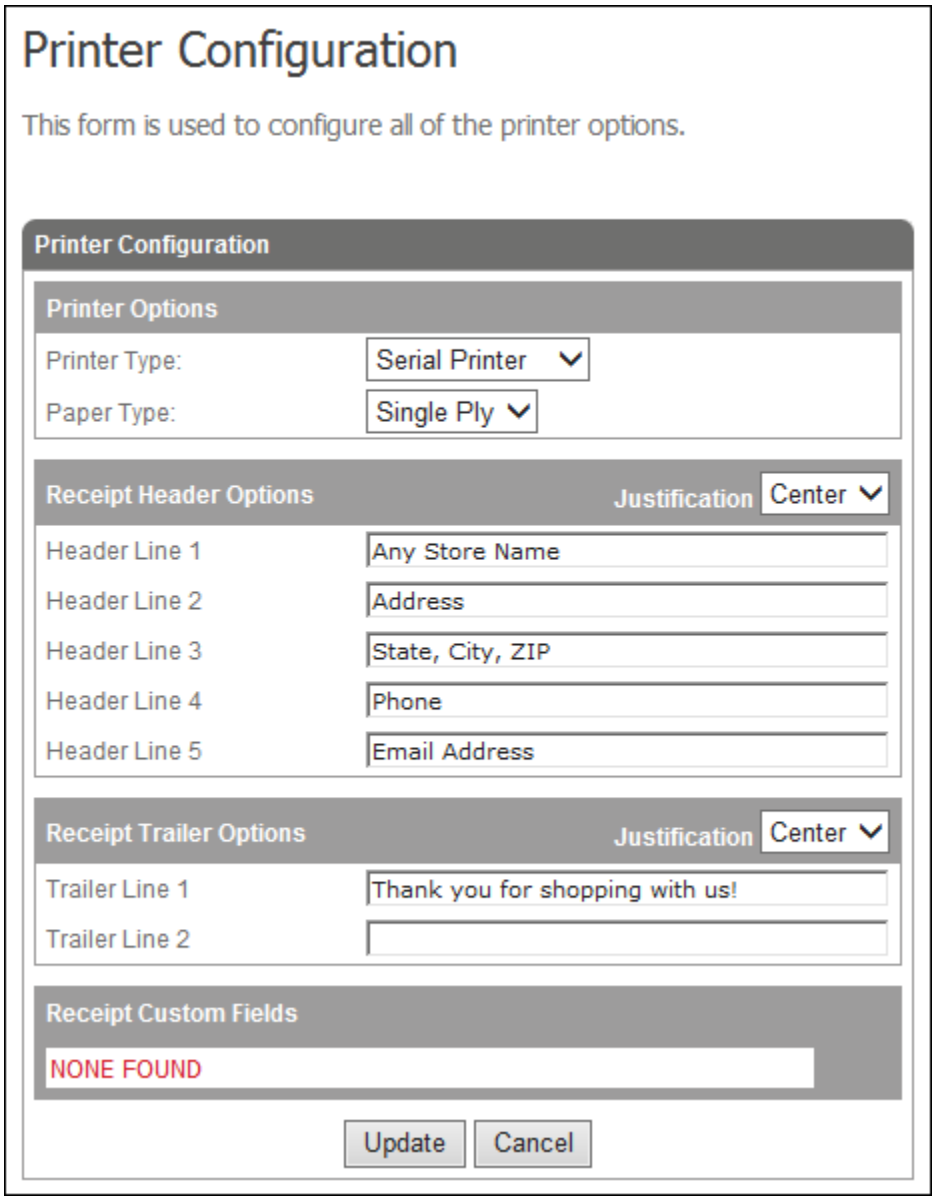


3. To test your device, click **Direct Test** or **Web Page Test** and follow prompts. A test receipt will print from your Epson T20 serial printer.

   When the test is successful you are ready to print from your Epson T20 serial printer and may proceed to login to your terminal.

4. In the Converge application, navigate to **Terminal** | **Merchant** | **Printer**. Ensure **Printer Type** is **Serial Printer** and **Paper Type** is **Single Ply**.

   The **Printer Configuration** screen displays. For more information on printer configuration refer to the *Converge System Administration Guide*.

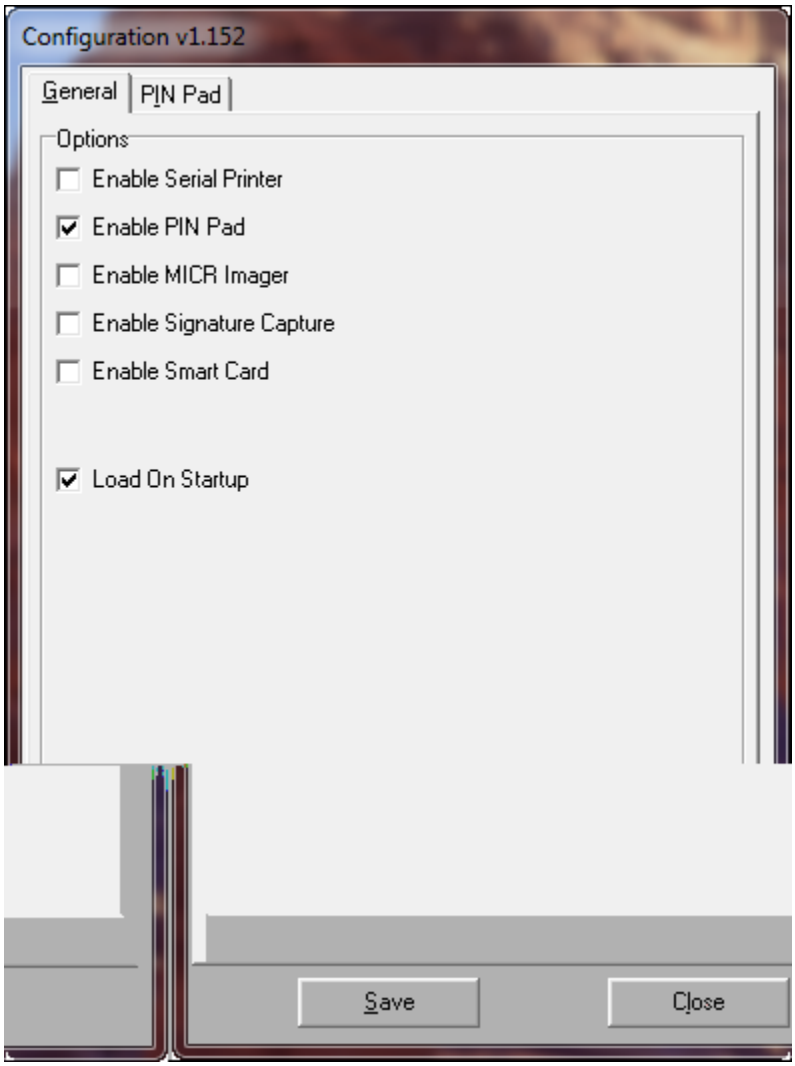


5. Click **Update**.

To Configure the Verifone 1000SE PIN Pad Device

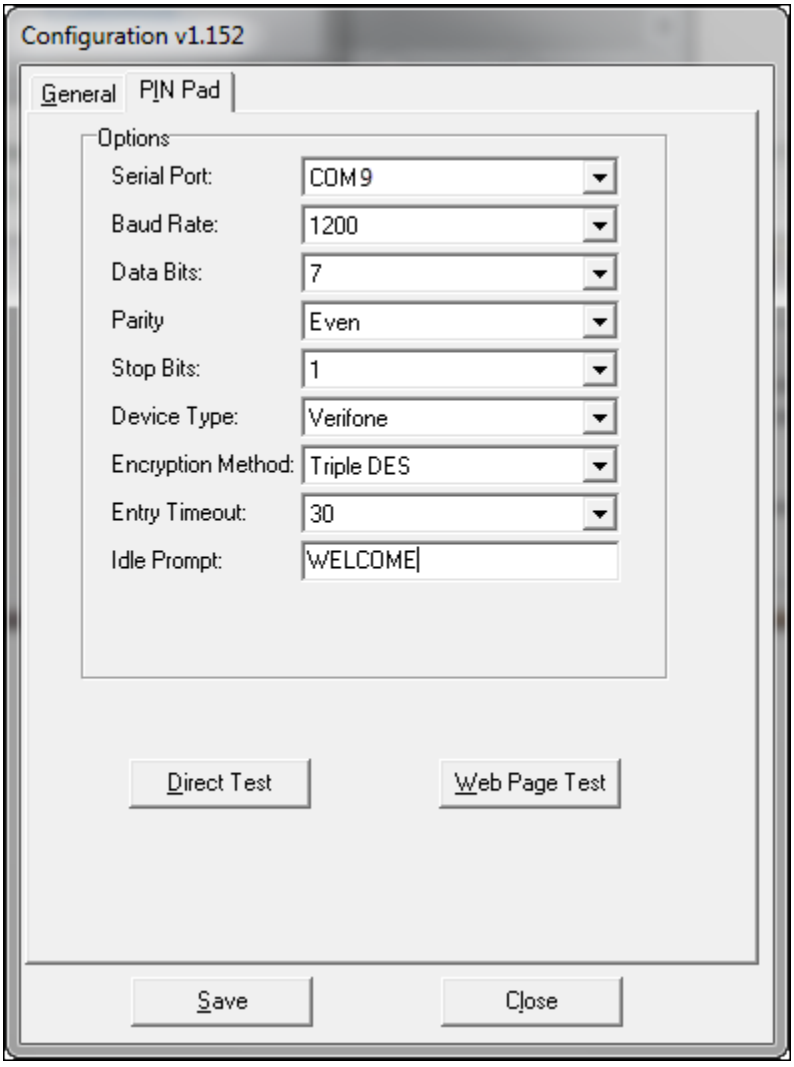
The following steps will help you in the configuration of the Verifone 1000SE PIN Pad device.

1. From the **General** tab on the **Configuration** screen of the **Device Assistant Utility**, select **Enable PIN Pad**. The **PIN Pad** tab will display.



2. From the PIN Pad tab on the Configuration screen, ensure the following Options are established:

Option	Value
Serial Port	COM9
Baud Rate	1200
Data Bits	7
Parity	Even
Stop Bits	1
Device Type	Verifone
Encryption Method	Triple DES
Entry Timeout	30
Idle Prompt	WELCOME



Notes:

- The **Idle Prompt** can be changed to reflect the message you wish to see in the device.
- The **Serial Port** is assigned COM9 by default and can be changed if desired using Windows device manager.

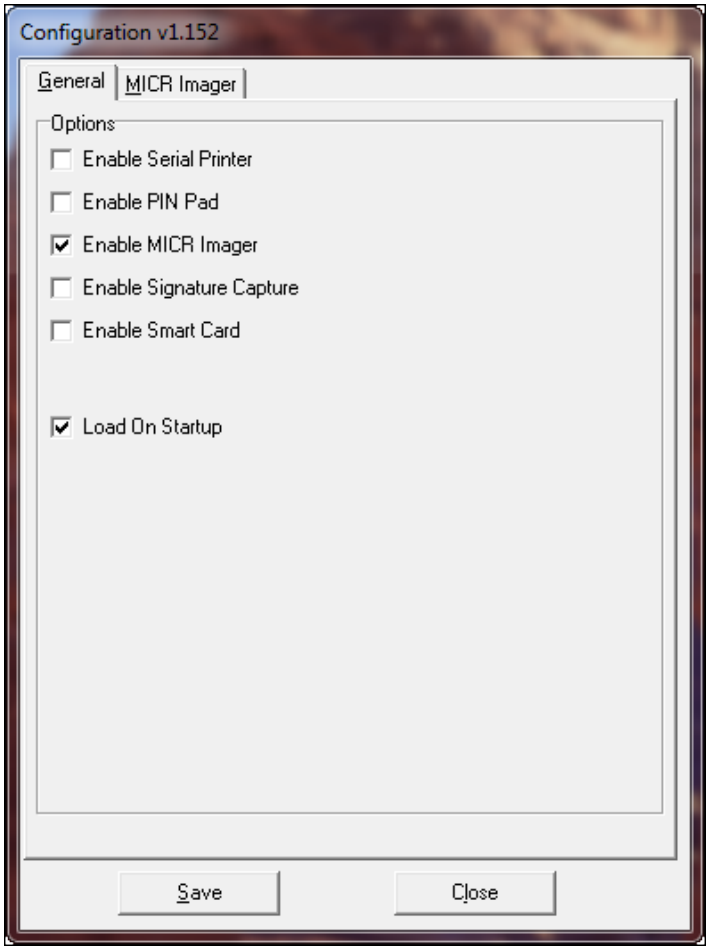
3. To test your device, click **Direct Test** or **Web Page Test** and follow prompts.

   When the test is successful you are ready to process PIN transactions and may proceed to login to your terminal.

To Configure the RDM Check Reader Device

The following steps will help you in the configuration of the RDM check reader device.

1. From the **General** tab on the **Configuration** screen of the **Device Assistant Utility**, select **Enable MICR Imager**. The **MICR Imager** tab will display.

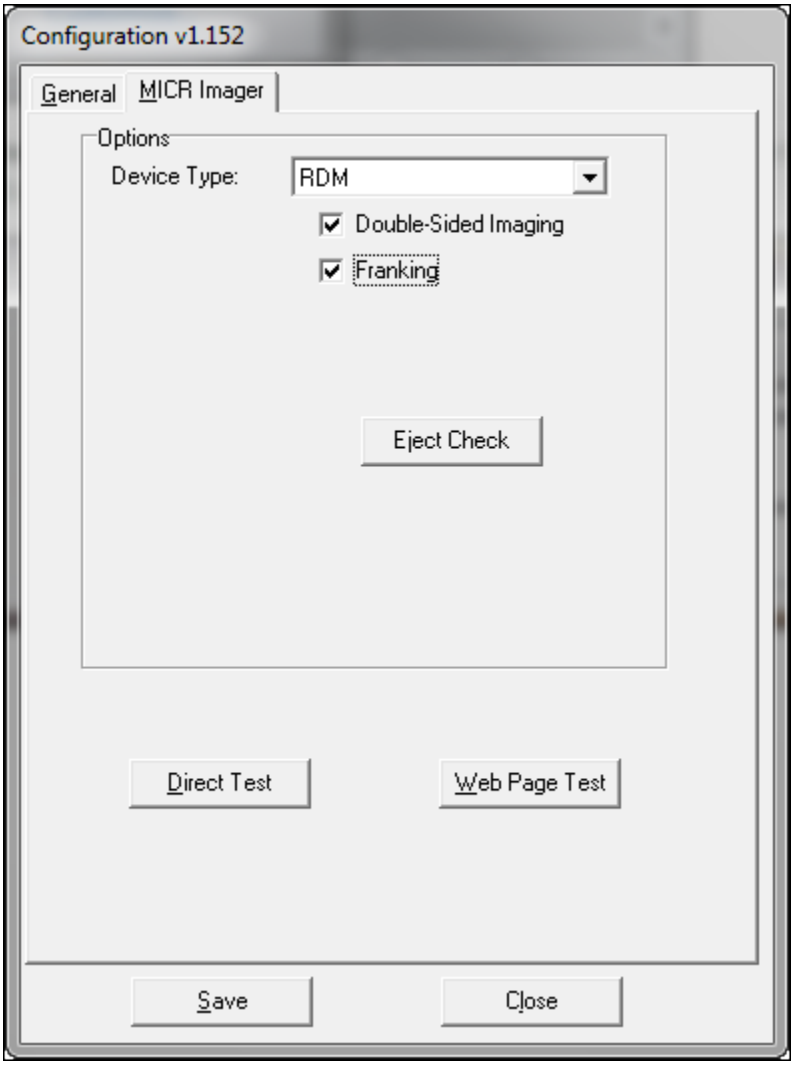


2. On the **MICR Imager** tab on the Configuration screen, ensure the **Device Type** is RDM.

Option	Value
Device Type	RDM.
Double-Sided Imaging	Double-sided imaging enables the ability to print the front and back sides of the check scanned.
Franking	Displays a message across the face of the check that the check has been electronically processed.

3. Enable the **Double-Sided Imaging** if desired.

4. Enable **Franking** if desired.

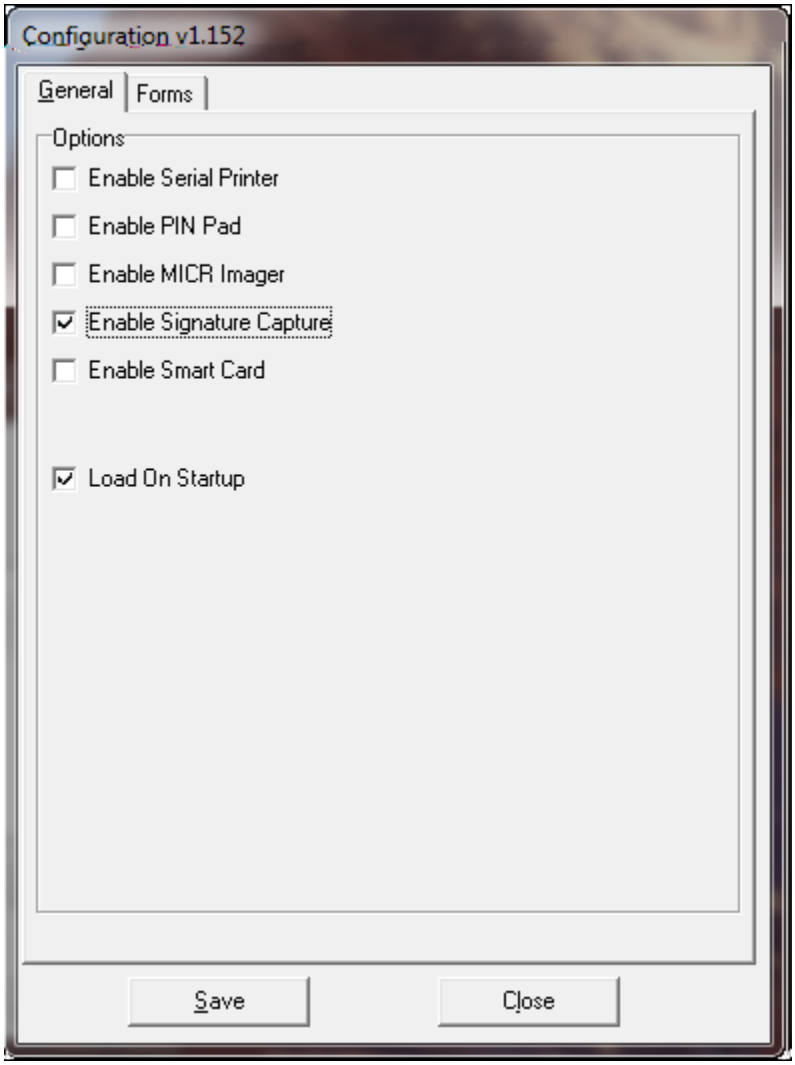


5. To test your device, click **Direct Test** and follow prompts.

To Configure the Hypercom L5200 Signature Capture Device

The following steps will help you in the configuration of the Hypercom L5200 signature capture device.

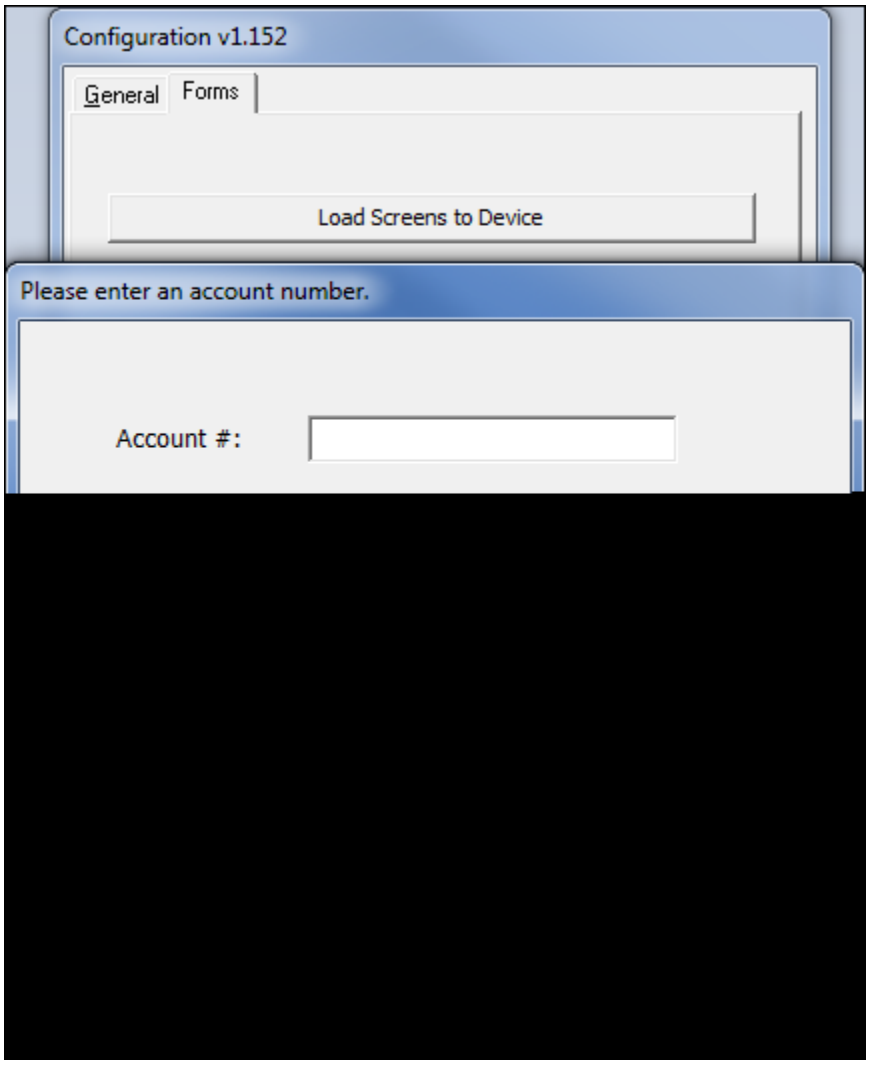
1. From the **General** tab on the **Configuration** screen of the **Device Assistant Utility**, select **Enable Signature Capture**. The **Forms** tab will display.



Note: You can use the **Load Screen to Device** on the **Forms** tab to upload the forms to your device. This action is needed if the upload failed during the install.

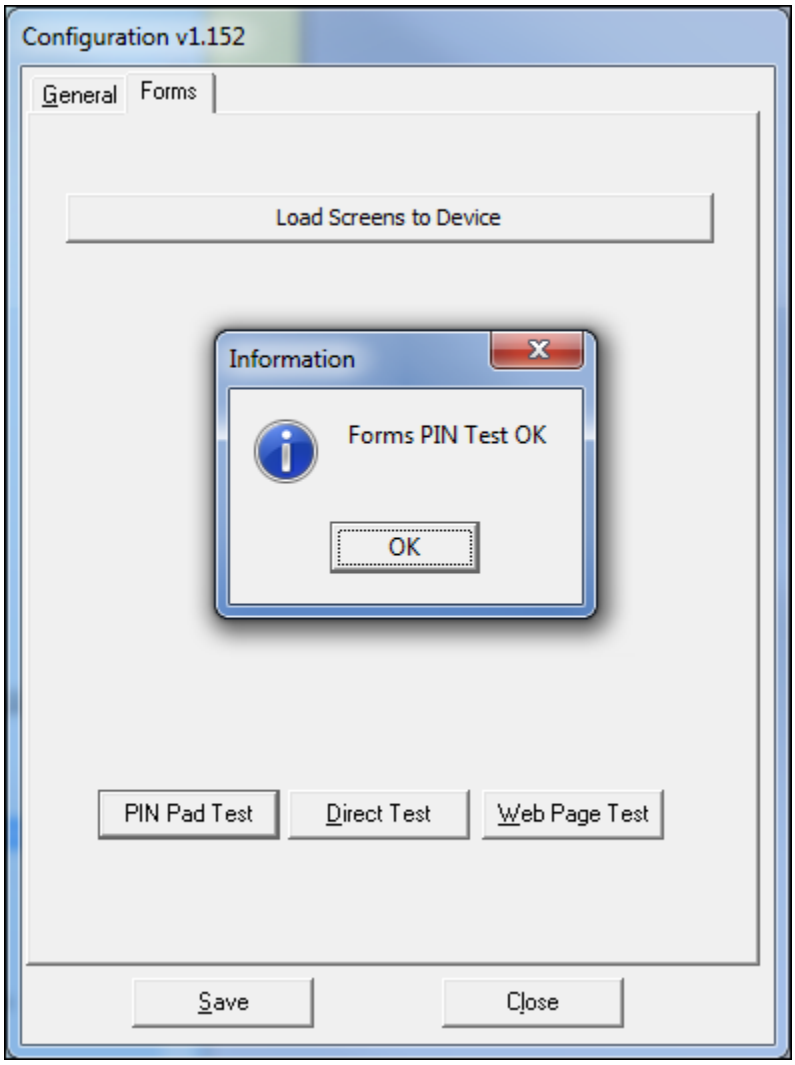
2. On the **Forms** tab on the **Configuration** screen, click **PIN Pad Test** to test the PIN Pad on your device.

3. The system will prompt for an **Account #**, enter a test credit card number.



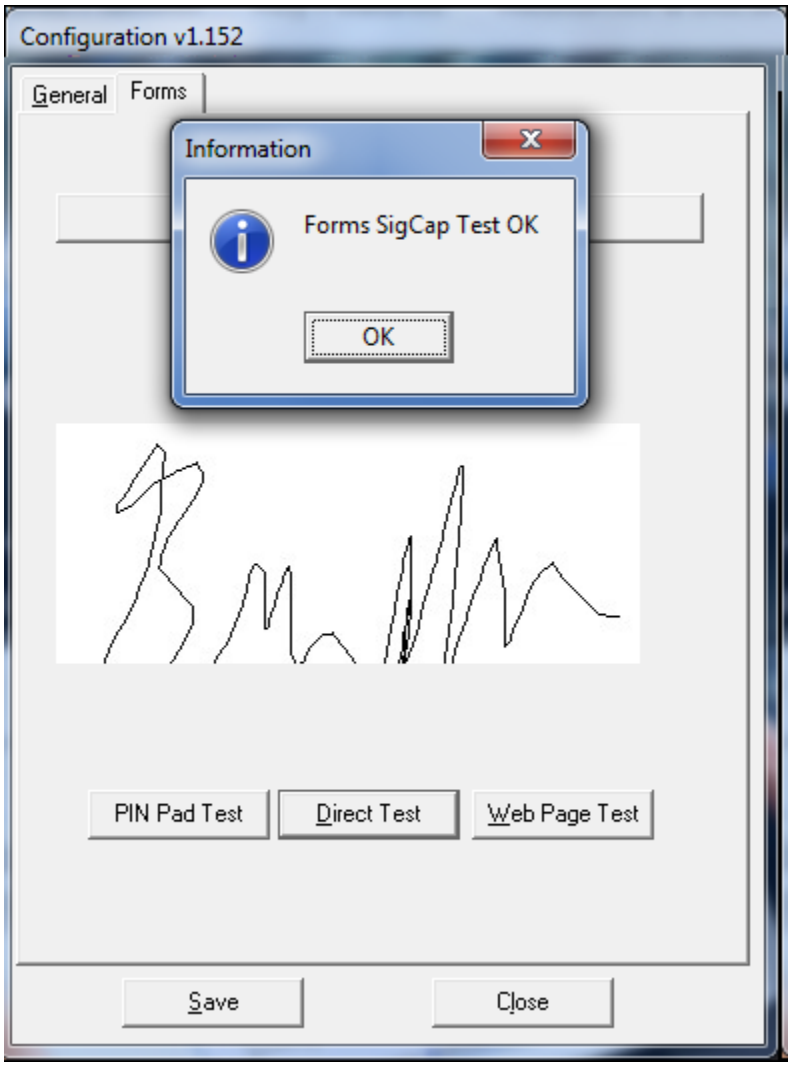
4. The device will ask for a **PIN**. Enter a test PIN number on the device and hit enter.

The **Information** screen displays the message, **Forms PIN Test OK**.



5. Click **OK** on the system to complete the **PIN Pad Test**.
6. To test a signature capture on your device, click on **Direct Test**.

The device will prompt you for a signature. Sign on the device and hit enter. The **Information** screen displays the message, **Forms SigCap Test OK**.

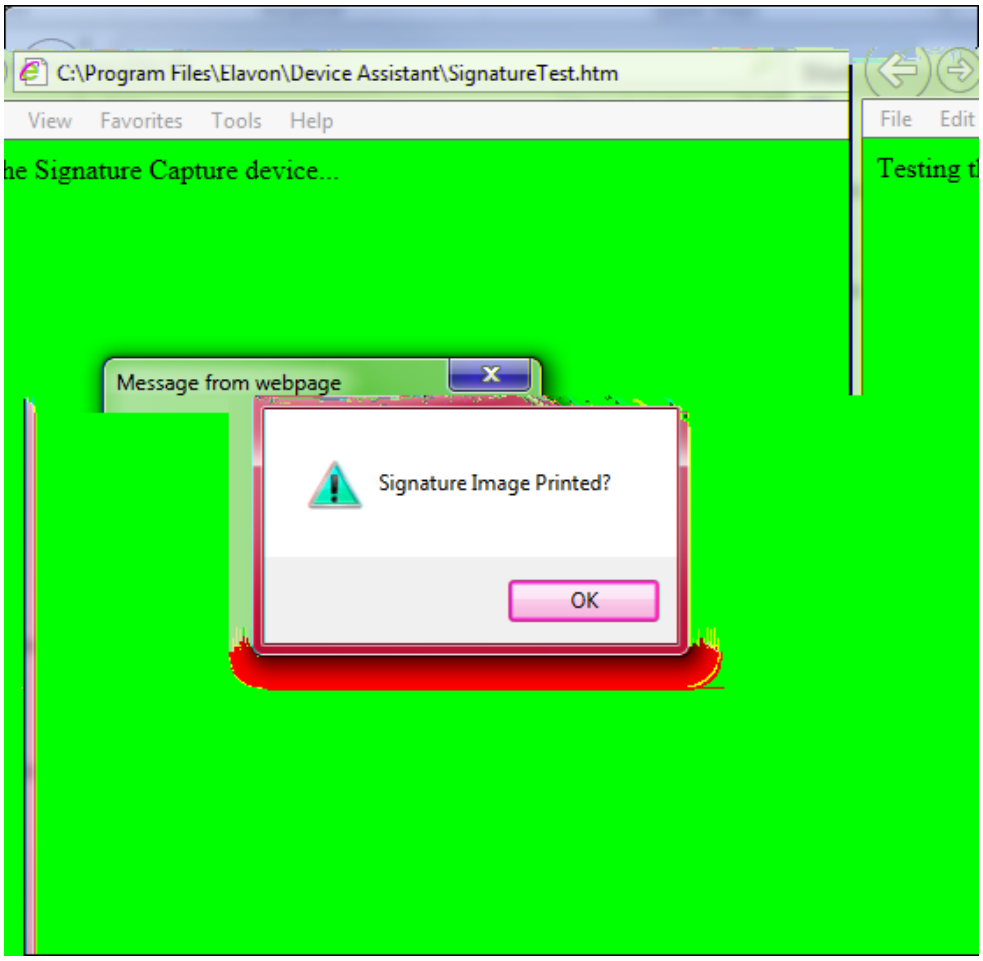


7. Click **OK** on the system to complete the **Direct Test**.
8. To test a signature capture on your Website, click on **Web Page Test**.

The device will prompt you for a signature. Sign on the device and hit enter. The **Information** screen displays the message, **Forms SigCap Test OK**.

9. A message is received from the webpage to get the signature from the device, click **OK**. An **Information** screen will also display to close the dialog box after completing the webpage test, click **OK**.

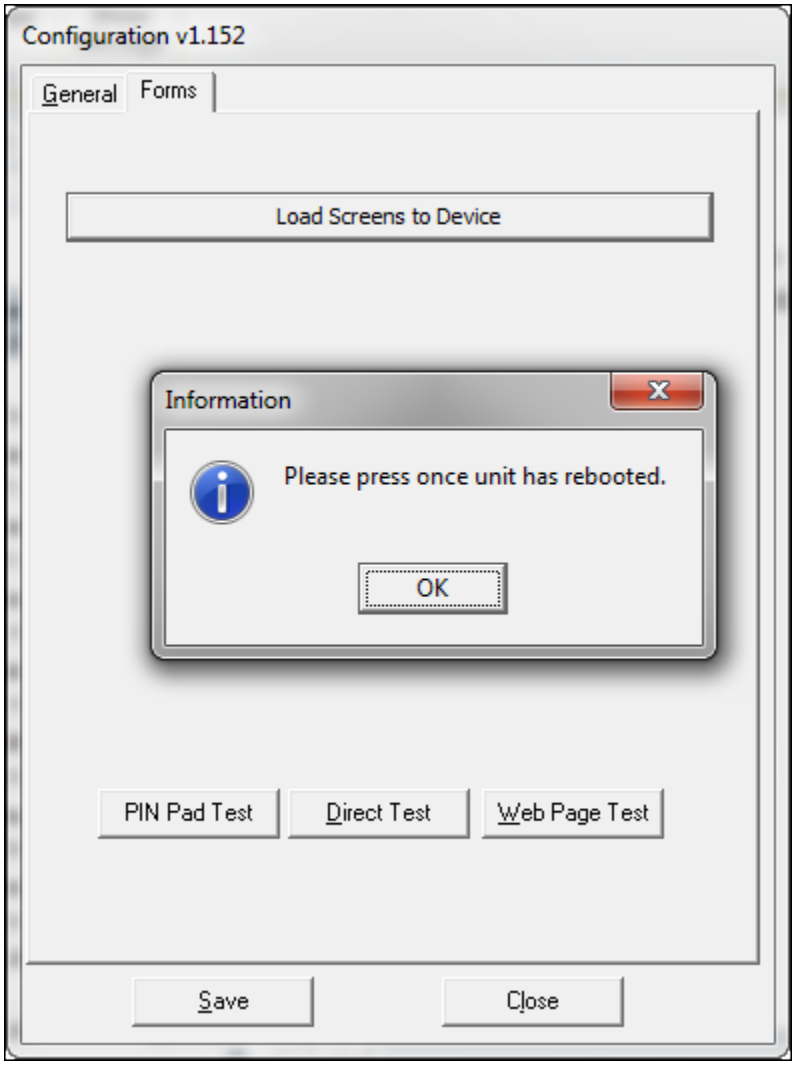
A **Message from webpage** screen will display asking if the signature image printed.



10. Click **OK** to complete the **Web Page Test**.
11. Click on **Save** to store the configuration information.

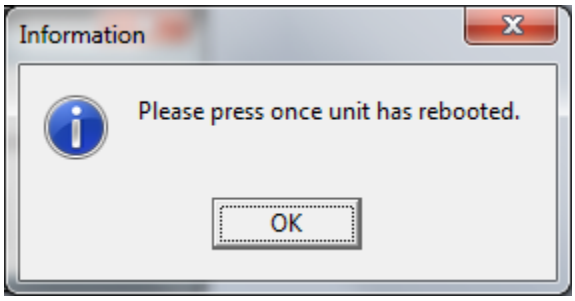
You can use the **Load Screens to Device** button to upload forms.

1. Click on **Load Screens to Device**.



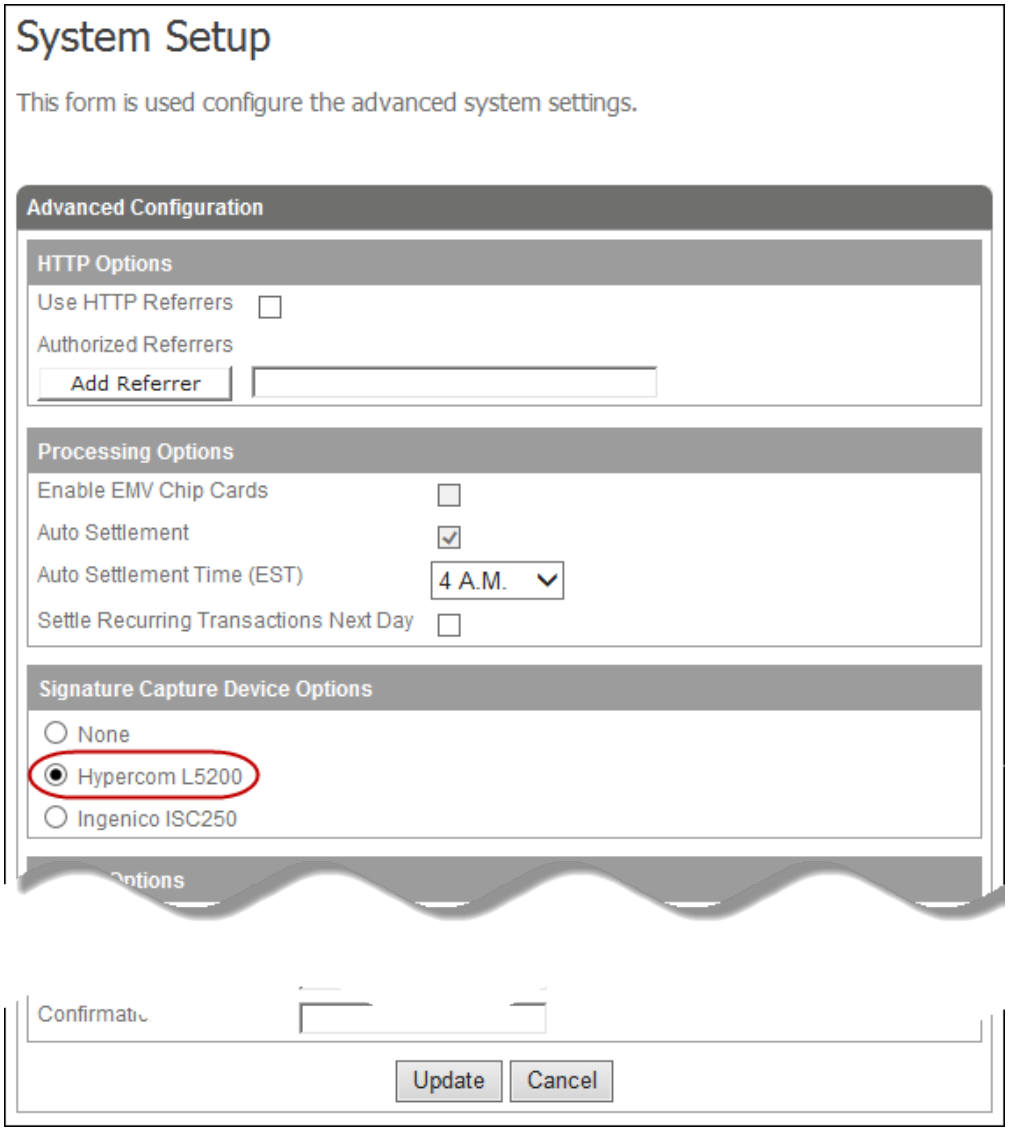
2. Click **OK**.

3. Forms will load into the device and a message screen displays **Download completed. FPE32 will restart**. The device will reboot itself and a welcome screen displays.



4. Click **OK** once the device has rebooted.
5. Click **Save** to store the configuration information.
6. In the Converge application, navigate to **Terminal** | **Advanced** | **System Setup**. Ensure under **Signature Capture Device Options** that the **Hypercom L5200** is checked.

   The **System Setup** screen displays. For more information on printer configuration refer to the *Converge System Administration Guide*.

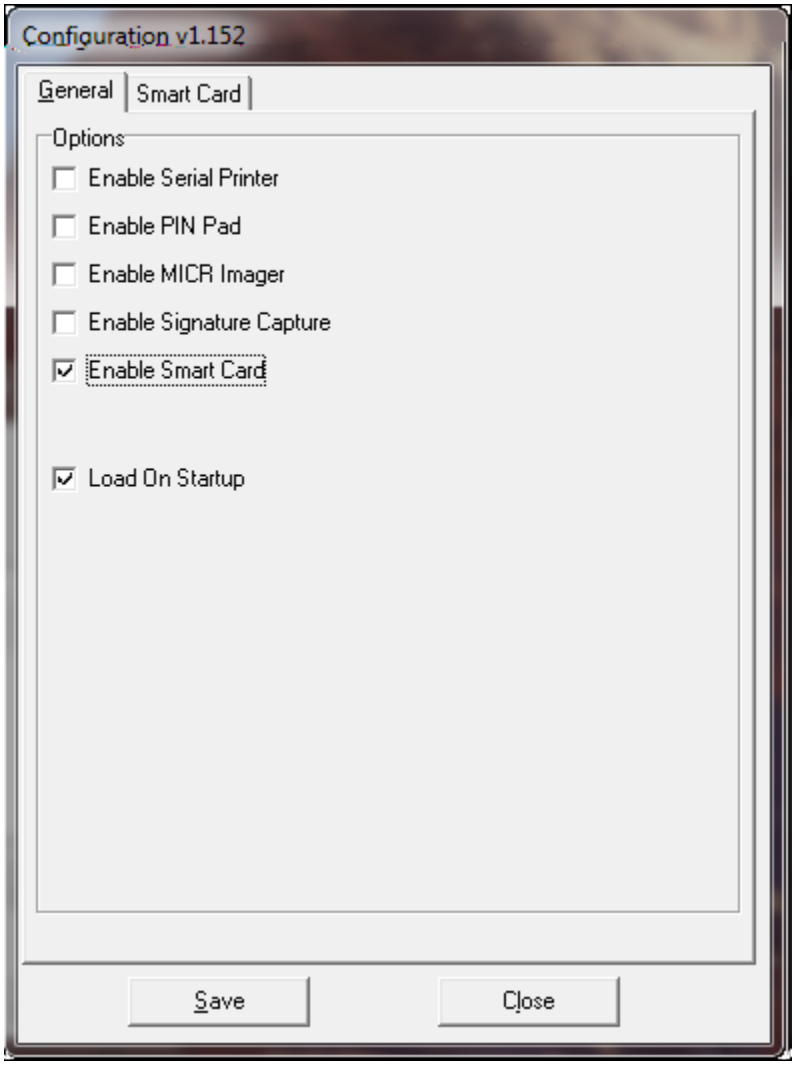


7. Click **Update**.

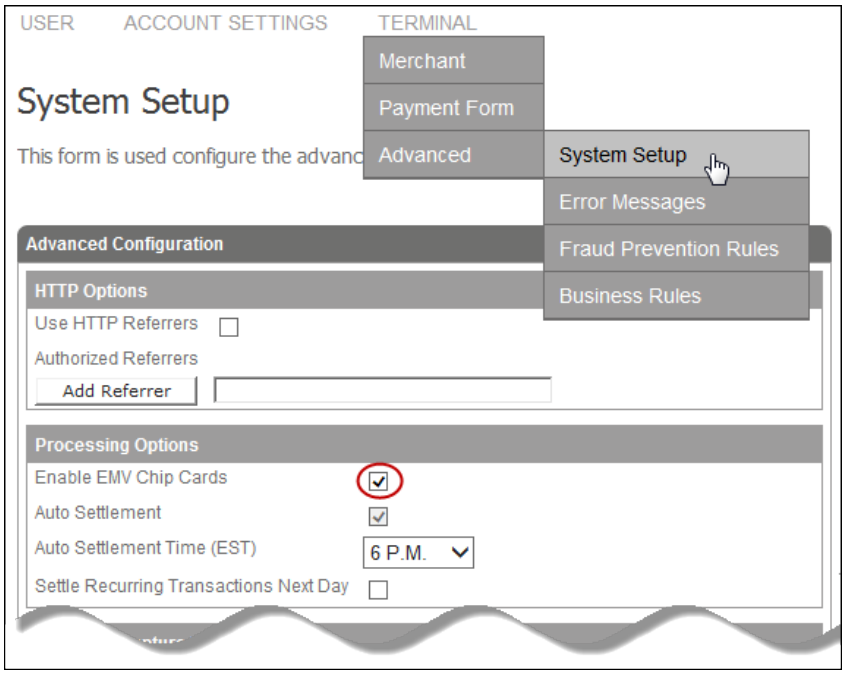
To Configure the Ingenico iPP320 Smart Card Device

The following steps will help you in the configuration of the Ingenico iPP320 smart card (also known as Chip and PIN or EMV) terminal.

1. From the **General** tab on the **Configuration** screen of the **Device Assistant Utility**, select **Enable Smart Card**. The **Smart Card** tab will display.



In the Converge application, navigate to **Terminal** | **Advanced** | **System Setup**. Ensure that **Enable EMV Chip Cards** is checked.



2. From the Smart Card tab on the Configuration screen, ensure the following Options are established:

Option	Value
Serial Port	COM8 (it is recommended to select COM8 from the drop-down menu if it did not default to that serial port).
Baud Rate	9600 (required)
Data Bits	7 (required)
Parity	Even (required)
Stop Bits	1
Entry Timeout	30
Device Type	Ingenico MS (required)
Idle Prompt	WELCOME/BONJOUR (you may customize the welcome message)
Application Name	CAOCOO_ApVis
Region	Canada (required)

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3. Click **Save**.

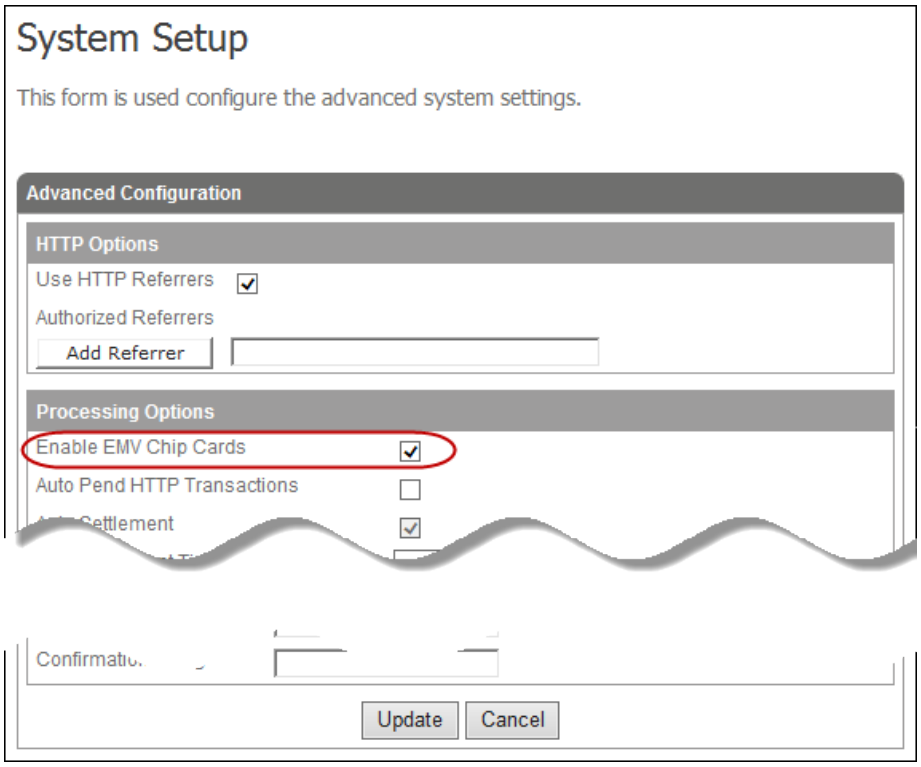
   The welcome message should display in the PIN Pad.

4. Run a test by clicking on the **PIN Pad Test**.

   When the test is successful you are ready to process Chip and PIN transactions and may proceed to login to your terminal.

5. In the Converge application, navigate to **Terminal** | **Advanced** | **System Setup**. Ensure **Enable EMV Chip Cards** is checked.

The **System Setup** screen displays. For more information on printer configuration refer to the *Converge System Administration Guide*.



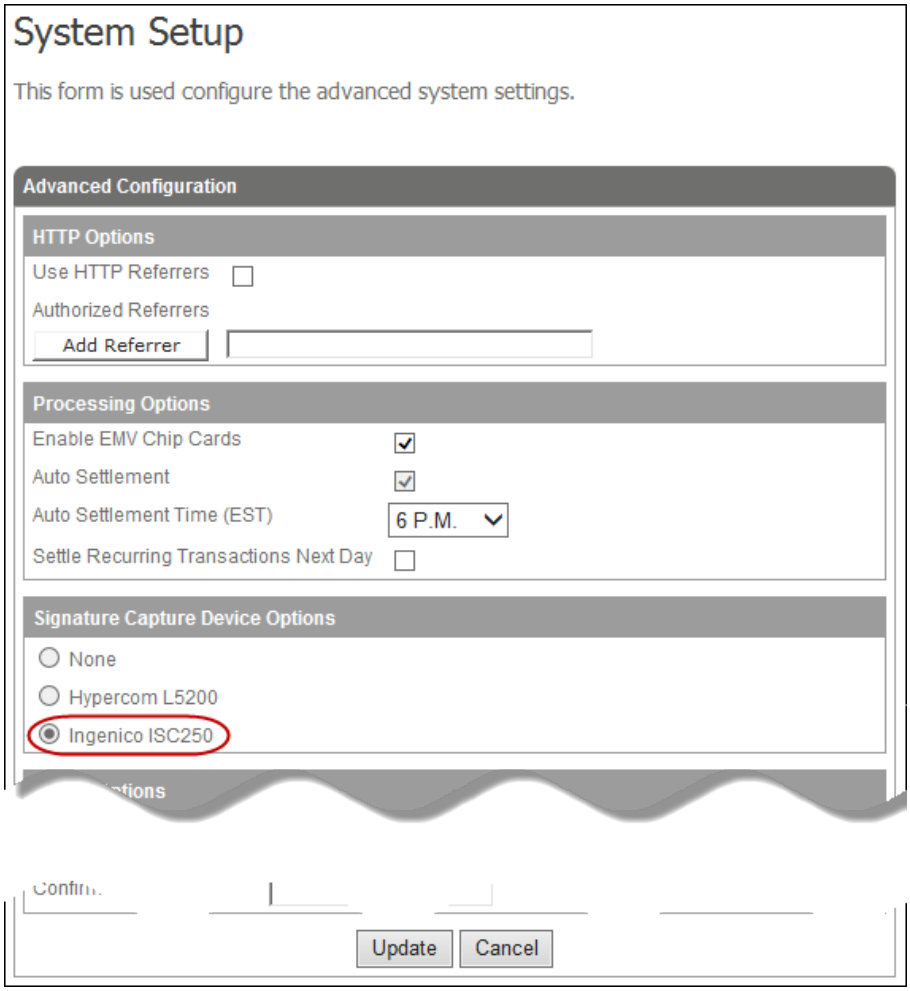
6. Click **Update**.

To Configure the Ingenico Devices

The following steps will help you in the configuration of the Ingenico devices.

1. In the Converge application, navigate to **Terminal** | **Advanced** | **System Setup**.

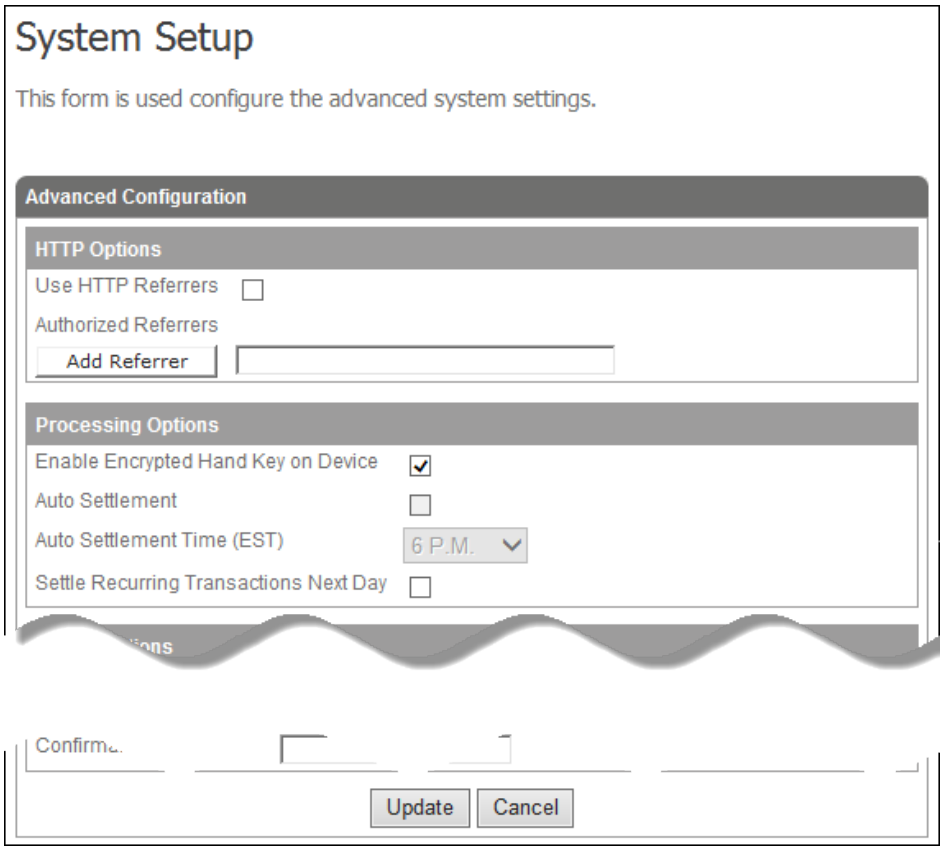
   For the *retail* or *service* industries, the following **System Setup** screen displays:



2. Enable your terminal to use the **Ingenico iCMP** under the **Processing Options** located under the **Terminal** | **Advanced** | **System Setup** as follows:

   - Select the **Enable EMV Chip Cards** checkbox located under the **Processing Options** if you are accepting Chip transactions. This option applies for both the Ingenico iSC Touch 250 and iCMP devices.
   - Select the **Ingenico iSC250** located under **Signature Capture Device Options** if you are accepting swipe transactions only (without Chip capability). The iCMP is not supported without the EMV capability.

For the *MOTO* or *eCommerce* industries, the following **System Setup** screen displays:



Select the **Enable Encrypted Hand Key on Device** checkbox located under the **Processing Options** to accept hand key transactions using the Ingenico devices.

Important Note:

Once you enable a terminal to use the **Ingenico iCMP**, the user is able to enter encrypted hand key transactions directly into the device. In order to accept non-encrypted cardholder data using keyboard. Users must have **Credit Card-Unencrypted Hand Key** user right.

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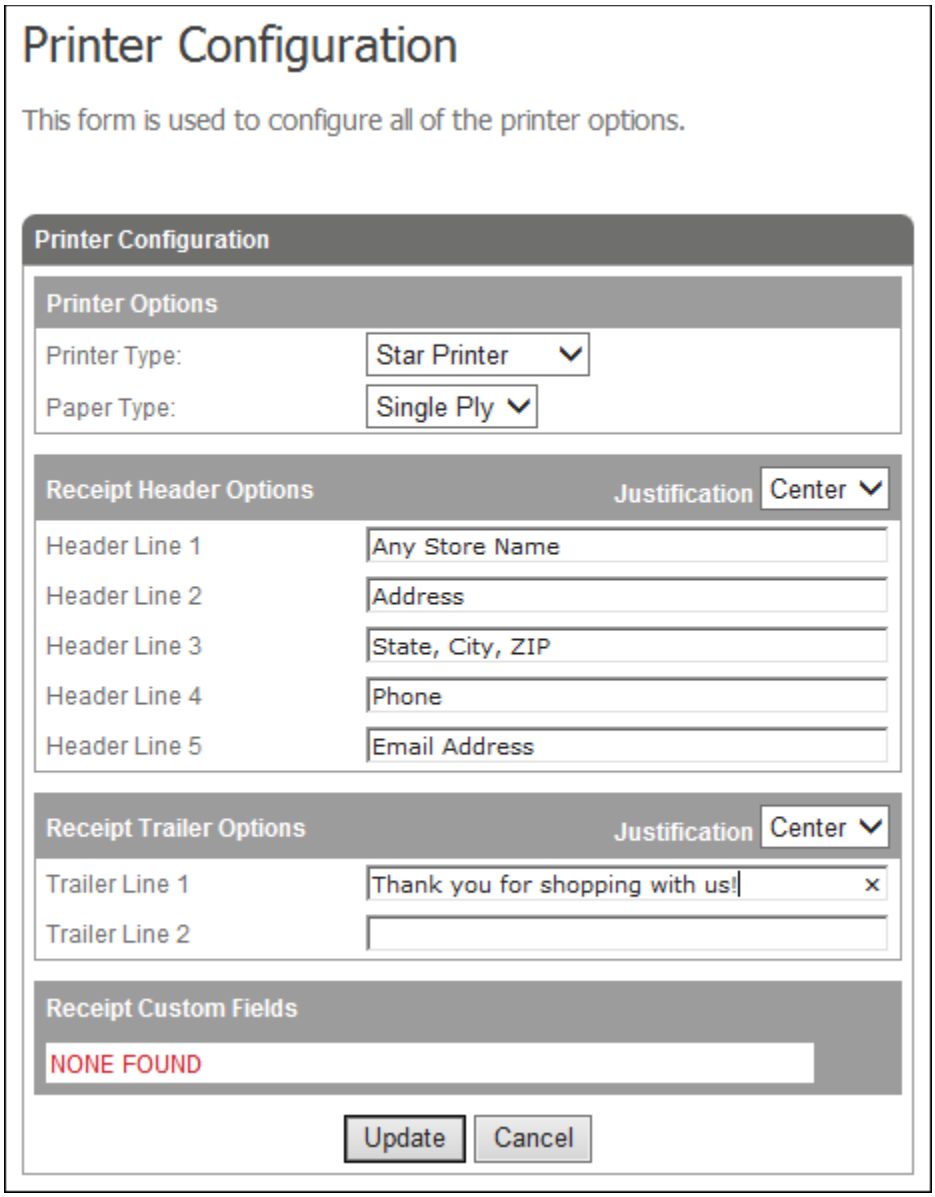
3. Click **Update**.

To Configure the Star Micronics Printer Device

The following steps will help you in the configuration of the Star Micronics TSP650II printer device.

1. In the Converge application, navigate to **Terminal** | **Merchant** | **Printer**. Ensure **Printer Type** is **Star Printer** and **Paper Type** is **Single Ply**.

   The **Printer Configuration** screen displays. For more information on printer configuration refer to the *Converge System Administration Guide*.



2. Click **Update**.