

# FacilityPro POS 3000 Installation and User Manual

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## About this installation and user manual

This is the installation and user manual for the FacilityPro POS 3000 (MAN9 PS3000 UKED 4512.doc).

It is based on Magnabox application firmware version V3.45 and bios version 3.36 and on FacilityPro Manager version 3.4.0.26.

This manual describes how to install and use a FacilityPro POS 3000 and how to solve certain problems. For technical specifications such as measurements, memory capacity, etc., you are referred to the data sheet of the FacilityPro POS 3000.

When the text presents an enumeration that does not represent instructions to be carried out, this enumeration will be presented as follows, each item identified by a number and a bracket:

- 1) First point
- 2) Second point, etcetera

When the text presents instructions on how to perform the various tasks, these instructions always have a title which starts with **How**, for example **How to check the balance on a smartcard**. The instructions for the specific task are then given step by step, in the order in which they will be carried out, each step identified by a number and a full stop, as follows:

1. Step 1.
2. Step 2.
3. Step 3, etc.

# 1 Introduction

The FacilityPro POS 3000 is a terminal for electronic payment at cash registers and other Points of Sale (POS) using a FacilityPro smartcard or Chipknip<sup>1</sup>. A range of models of the FacilityPro POS 3000 is available. There is a suitable model for almost every cash register or machine with the POS protocol.

To pay at a cash register<sup>2</sup> equipped with the FacilityPro POS 3000, the products to be purchased must be entered and payment initialized on the cash register by the cashier (or by the customer in the case of an unattended POS) and the customer must insert a smartcard in the card reader. The amount due is deducted from the card when the customer confirms with the <OK>-button. The customer can also view the balance on a card on the LCD-screen by pressing the <?>-button.

At a FacilityPro POS 3000 you pay using a FacilityPro card or Chipknip. Chipknip is the electronic cash system or open Dutch e-purse used in the Netherlands. You can pay using a Chipknip if the terminal has been equipped with a Chipknip SAM and has been registered with and assigned a TerminalID by the acquirer Equens. A FacilityPro card is a smartcard for your own organisation or company which can be used for electronic payment at cash registers, POS stations, vending machines, photocopiers, etc. Magna Carta developed the 'closed' electronic transaction system FacilityPro, which offers various functions for card configuration, registration of data on the cards and a loyalty system for card users. A useful feature of the system is the ability to charge different prices to different card holders. FacilityPro is available for contact cards as well as contactless cards. Presently supported contact cards are JavaCard, IBM MFC and legacy Bull Scot5, Gemclub Micro, FacilityCard, Multi-Card Smart. Presently supported contactless cards are Mifare Classic, Mifare DESFire and contactless JavaCards. Terminals are prepared for Mifare Plus. LEGIC cards are also supported, and require a special LEGIC card reader.

The FacilityPro POS 3000 consists of two main modules: the control-unit and the card reader. The control-unit, or Magnabox (MBX2), is connected to the cash register and to the card reader (Atlas 4), where the card is inserted. The card reader is placed on a smooth surface (e.g. the counter).

The FacilityPro POS 3000 will function as a terminal within a complete FacilityPro electronic transaction system. In addition to cash registers, other Magna Carta payment terminals can be incorporated (e.g. at photocopiers, printers or multifunctionals and vending machines), as well as access control terminals and card reload stations. The terminals can be managed with the software FacilityPro Manager developed by Magna Carta. With the PayPro module of FacilityPro Manager, the system administrator manages the payment terminals. He can edit products and prices, put stolen cards on the hotlist, and configure and audit the terminals. The optional PowerPro module of FacilityPro Manager allows for more complex terminal configuration, including different prices per user group or at different times of the day,

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<sup>1</sup> Terminals that can accept Chipknip are only available for the Dutch market. Chipknip is the electronic cash system or open Dutch e-purse used in the Netherlands.

<sup>2</sup> Wherever the words 'cash register' are used in this document these must be interpreted as 'cash register or other (attended or unattended) POS'

registration per cost account, etc. For further details on FacilityPro Manager you are referred to the datasheet for this product.

Depending on the architecture of your site you will choose for a PayPro or PowerPro terminal:

- 1) PayPro: Card holders cannot be divided into user groups. All card holders pay the same price; discounts and budgets cannot be assigned.
- 2) PowerPro: Card holders can be divided into user groups, allowing for complex price differentiation by assigning discounts and budgets per user group. User groups can have multiple special features, such as free sale, discount or budget. Card holders can also be divided into cost centres so that billing reports per cost centre can be generated.

The terminals are managed with the software FacilityPro Manager developed by Magna Carta. With the PayPro module of FacilityPro Manager, the system administrator manages the payment terminals. He can edit products and prices, put stolen cards on the hotlist and configure and audit the terminals. The PowerPro module of FacilityPro Manager allows the system administrator to define user groups and cost centres, so that a complex terminal configuration can be realised, where user groups may be assigned multiple special features. Transaction data stored includes the cost centre, allowing for through billing. For further details on FacilityPro Manager you are referred to the datasheet for this product.

The FacilityPro POS 3000 can communicate with FacilityPro Manager via Ethernet LAN or via mobile or analogue telephone network using a GSM/GPRS- or PSTN-modem (except SoloPro terminals). Terminals can also operate stand-alone. Communication with FacilityPro Manager is then via infrared communication, using a PDA. In some cases additional hardware and/or software might be necessary, such as a Personal Digital Assistant (PDA) and the COMET software for communication via infrared, or a modem on the back-office computer for dial-up connection to a modem. If the FacilityPro POS 3000 is connected to a network the terminals can be audited and configured automatically at set times.

If Chipknip is accepted at the terminal (footnote 1) the Chipknip payments must be transmitted to the acquirer Equens. This can be done with the Chipknip module of FacilityPro Manager, a 'store and forward' module, which collects the transactions from one or several terminals and then sends them to Equens in a batch, where they are processed. It is therefore not imperative to have a telephone line or network connection at every terminal that must accept Chipknip. Another option is direct transfer of the Chipknip payments from the terminal to Equens using the built-in Chipknip terminal software. This does require a network connection (TCP/IP or telephone) certified by Equens.

## 2 FacilityPro POS 3000: What's in the Box?

You have purchased a FacilityPro POS 3000. A range of FacilityPro POS 3000 models is available, shown in the table below together with their product codes. The complete product name is the type of terminal (PayPro, PowerPro, SoloPro) followed by the product code.

FacilityPro POS 3000 payment terminals	
IRDA and TCP/IP	PS 3040
+ PSTN modem	PS 3041
+ GSM/GPRS modem	PS 3042

Your FacilityPro POS 3000 has the following parts:

- 1) Magnabox control-unit box:
  - a) Magnabox control-unit, optionally with Chipknip SAM<sup>3</sup>
  - b) Accessory bag with:
    - key for Magnabox
    - 3 plugs S6
    - 3 screws DIN7981 4,8x25 mm
  - c) A6 paper with a list of 'What's in the box' and a link to the Magnabox installation and user manual on the Magna Carta website
- 2) Box with card reader type Atlas 4 'Standard':
  - a) 4-button Atlas on mounting plate
  - b) Accessory bag with:
    - key for Atlas
    - 3 plugs S6
    - 3 screws DIN7981 4,8x25 mm
  - c) A6 paper with a list of 'What's in the box' and a link to the Atlas installation and user manual on the Magna Carta website
- 3) Application box:
  - a) Power supply for Magnabox
  - b) Atlas base
  - c) Modular cable RJ12/RJ12 1 m
  - d) Modular cable RJ12/RJ12 1.5 m for MC POS cable
  - e) Adaptor D9 female to RJ12 for MC POS cable
  - f) 4 suction cups for Atlas base
  - g) A6 paper with a list of 'What's in the box' and a link to the FacilityPro POS 3000 installation and user manual on the Magna Carta website

Your FacilityPro POS 3000 PS3041 includes additional items:

- 1) Telephone cable with two RJ11 connector, MC order number 91900030 (2 metres)
- 2) PSTN modem built into the Magnabox

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<sup>3</sup> Please refer to footnote **Error! Bookmark not defined.**

Your FacilityPro POS 3000 PS3042 includes additional items:

- 1) antenna with SMA connector
- 2) GSM/GPRS modem built into the Magnabox

### 3 Installation

#### **How to install the FacilityPro POS 3000:**

1. Install the Magnabox on a suitable protected and smooth surface within 1.5 m of the cash register, out of view of the cashier and the customer and allowing for the cable set to be neatly concealed (follow the instructions in the Magnabox installation and user manual).
2. Assemble the MC POS cable by connecting one of the modular cables to the RJ12-female DB9 adapter.
3. Connect the female DB9 connector of the MC POS cable to the cash register.
4. Insert the RJ12 connector of the MC POS cable into the port 'READER2/RS232' of the Magnabox.
5. Assemble the Atlas card reader (Atlas, base and suction cups) following the instructions in the Atlas installation and user manual.
6. Insert an RJ 12 connector of the second modular cable into the port 'READER1' of the Magnabox.
7. Slide the base off the Atlas card reader and insert the other RJ12 connector of this cable, through the hole in the base, into the port '1' of the Atlas, and slide the base of the Atlas back on.
8. Install the card reader on a smooth surface, usually the counter (where the customer will have a good view of the display and allowing for the cable to the Magnabox to be neatly concealed). Use the suction cups to secure it.
9. Insert the power plug of the power supply for the Magnabox into the port 'POWER' of the Magnabox.
10. If the FacilityPro POS 3000 will be connected to a network (Ethernet LAN or mobile or analogue telephone network), follow the appropriate instructions in the Magnabox installation and user manual to establish the connection to the network.
11. Insert the plug of the power supply for the Magnabox into a socket.

## 4 Configuration

The configuration of the Magnabox includes information on:

- 1) Which cards should be accepted by the FacilityPro POS 3000 because they have the correct site code and card keys
- 2) Which currency is used
- 3) Whether certain cards should be refused by the FacilityPro POS 3000, e.g. because only certain user groups may use the cash register or because they are lost or stolen cards from the hot list
- 4) Whether certain cards should receive a discount on the amount charged by the cash register (PowerPro terminals only)
- 5) The value of a number of parameters that determine how a FacilityPro POS 3000 will operate (§4.2.2).

Your new FacilityPro POS 3000 is delivered without a configuration in the Magnabox. Before it can be used, it must be configured. This can be done in four ways:

- 1) Using a button on the Magnabox to program the standard configuration if you want to use your FacilityPro POS 3000 for testing with Magna Carta test cards or to accept Chipknip only<sup>4</sup>
- 2) With FacilityPro Manager to create a site-specific configuration
- 3) Using the menus of the Magnabox to create a site-specific configuration
- 4) Using http to create a site-specific configuration

### 4.1 Loading the standard configuration

The standard configuration assumes that the currency is Euros (€) and that only Magna Carta test cards and/or Chipknip<sup>5</sup> may be used.

#### **How to load the standard configuration into the FacilityPro POS 3000:**

NB: the standard configuration can only be loaded into the FacilityPro POS 3000 if it has not yet been configured previously.

1. Install the FacilityPro POS 3000 as described in chapter 3.
2. Ensure that the FacilityPro POS 3000 is on. The display of the Atlas card reader will show as in Figure 4-1.

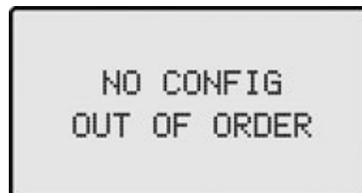


Figure 4-1 No config screen

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<sup>4</sup> Refer to footnote **Error! Bookmark not defined.**

<sup>5</sup> Refer to footnote **Error! Bookmark not defined.**

If however the display shows alternately as in Figure 4-2 and Figure 4-3, then there is already a configuration in the FacilityPro POS 3000 and you cannot load the standard configuration.



Figure 4-2 The welcome screen



Figure 4-3 The date and time screen

3. Press the -button of the Magnabox. The standard configuration is loaded. The display of the card reader shows as in Figure 4-2 and Figure 4-3 alternately. If the display shows as in Figure 4-4, the POS terminal is not connected to the cash register or the cash register is not on or a payment transaction needs to be initiated before the display will show as in Figure 4-2 and Figure 4-3.



Figure 4-4 Temporarily out of order

## 4.2 Configuring with FacilityPro Manager

Only PayPro and PowerPro terminals can be configured with FacilityPro Manager. SoloPro terminals are used on sites where no FacilityPro Manager is required.

In the instructions in this paragraph it is assumed that you have some experience with FacilityPro Manager. For more detailed instructions you are referred to the FacilityPro Manager user manual.

### 4.2.1 Creating the terminal

Before you can configure the FacilityPro POS 3000 you will have to create a new terminal in the database of FacilityPro Manager.

#### **How to create a terminal record for your FacilityPro POS 3000 with FacilityPro Manager:**

1. Start FacilityPro Manager.

2. Make sure there is a service group called 'POS' (or similar).
3. Make sure there is a service called 'POS' (or similar) in the service group mentioned in the previous step, with a price of € 655,35 (or other currency). This is a dummy price.
4. Make sure the location for the terminal has been created in the table of locations.
5. Make sure the terminal group the terminal will belong to has been created in the table of terminal groups.
6. Choose menu **Terminals**.
7. Choose **Terminals**.
8. If there is more than one terminal group: select the terminal group to which the FacilityPro POS 3000 must belong.
9. Click on the function button **New**.
10. Click in the field 'Terminal'.
11. Type the name of the new terminal (e.g. 'cash register 4').
12. Click on the arrow next to the field 'Machine type'.
13. Select the machine type 'POS'.
14. Click on the arrow next to the field 'Collector'.
15. Select the workstation that will be the collector for this terminal. (This is not necessary if the terminal will be audited manually).
16. Click in the field 'Serial number'.
17. Type the serial number of the Magnabox. It begins with 'mb' or 'MB'. The serial number is visible on the display of the Magnabox.
18. Click on the arrow next to the field 'Connection'.
19. Select 'Network' if the terminal will be audited and configured via Ethernet LAN or telephone network. Otherwise, select 'Handheld'.
20. Click on the arrow next to the field 'Location'.
21. Select the location of the terminal.
22. If you have filled in 'Network' in the field 'Connection' and the terminal will be audited and configured via Ethernet LAN: click in the field 'IP-address' and type the IP-address.
23. If you have filled in 'Network' in the field 'Connection' and the terminal will be audited and configured via analogue or mobile telephone network, a dial-up connection should be defined in Windows and added to the dial-up connections known to FacilityPro Manager (see the FacilityPro Manager user manual). Enter the name of the dial-up connection in the field 'Dial-up connection' and enter the phone number in the field 'Phone'.
24. On the tab 'Services' fill in the service 'POS' (see step 3).
25. Click on the function button **Apply**.
26. Click **OK**. The new terminal will be saved. The record list will include the name of this new terminal.

#### **4.2.2 Determining the parameter values for the FacilityPro POS 3000**

There are a number of parameters that determine how a FacilityPro POS 3000 will operate, and that must be assigned the correct value for your site. Some of these parameters are found on the machine type data screen, some on the terminal data screen and some on the site data screen. These are:

##### **On the machine type data screen (in alphabetical order):**

- 1) allow\_refund<sup>6</sup>: default value 0  
If the value is set to 1 the terminal can accept a negative amount from the POS for a payment transaction. This amount will be added to the card balance and will be deducted from the turnover counter.
- 2) als\_server\_ip<sup>7</sup>: default value 0.0.0.0  
IP address of the ALS or PIM server (please refer to the FacilityPro Manager user manual)
- 3) auto\_token<sup>8</sup>: default value 0  
There are two devaluation commands in the pos protocol, whereby in the one the discount token is determined by the cash register (dispenser) and in the second by the FacilityPro terminal. If the cash register employs the first command type and yet you want the token to be determined by the FacilityPro terminal, auto\_token should be assigned the value 1. The FacilityPro terminal will then always determine the token.
- 4) display\_balance: default value 0  
value = 1: when card is inserted the balance is displayed;  
value = 0: balance is only displayed when user presses '?'-button;
- 5) idle\_timeout: default value 5000  
When the terminal is not active, two or three alternating screens will be shown on the display of the terminal (see parameters Welcome text 1 and Welcome text 2 below). The parameter idle\_timeout defines after how many ms the display switches between the screens. If it has the value 0 the screen will not alternate, only the first screen will be shown (default: WELCOME, YOUR CARD PLEASE). The date and time will then not be shown.
- 6) increase: default value 0  
If the value is set to 1 the terminal can accept a negative amount from the POS as a reload transaction. This amount will be added to the card balance and will be NOT deducted from the turnover counter, but added to a separate counter for the total revaluated to cards. This parameter does not yet function in the present firmware version in which negative amounts sent from the POS are added to the card balance and subtracted from the turnover counter. This parameter will be incorporated in a future release of the firmware.
- 7) no\_pos\_busy messages: default value 0  
Due to protocol rules busy messages are sent to the cash register. Some older cash registers do not like these, in which case this parameter can be set to 1. This should be avoided with new cash registers.
- 8) oc\_dummy\_cardnumber: default value 0  
Only applicable to terminals that accept Chipknip (refer to footnote **Error! Bookmark not defined.**). This parameter determines the card number that is sent to the cash register to indicate that a Chipknip has been inserted, and that is stored as the card number in the transaction record and will be shown in reports. It is generally 0. Some cash registers cannot accept a card number 0 and generally the value 2147483647 is then used (hexadecimal 7FFFFFFF).

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<sup>6</sup> For all Magnaboxes with firmware version lower than 3.42 the parameter allow\_pos\_refund should be used and not allow\_refund.

<sup>7</sup> For all Magnaboxes with firmware version lower than 3.45 the parameter server\_ip should be used and not als\_server\_ip.

<sup>8</sup> For all Magnaboxes with firmware version lower than 3.42 the parameter pos\_auto\_token should be used and not auto\_token.

- 9) `service_timeout`: default value 2000 (2 sec)  
The maximum time (in ms) between signals sent from the cash register to the terminal. If this time is exceeded, the terminal assumes there is no communication with the cash register and displays an out of order message (Figure 4-4). Value '0' turns off this functionality.
- 10) `single_vend`: default value 1  
There can only be one transaction with an inserted card. In order to effect a second payment with the same card, it must be taken out and re-inserted. If the value is set to 0 the terminal can effect multiple transactions to the same card without the card being taken out and re-inserted.
- 11) `stop_translog_full`: value in standard configuration 0  
value = 0: if the memory of the Magnabox for storing transaction data is full (1000 transactions) the Magnabox will continue to work and new transactions can be effected. Transaction data is then lost on a FIFO basis (First In First Out). The counters in the Magnabox continue to store all relevant data so that no data is lost at that level;  
value = 1: as soon as the memory of the Magnabox for storing transaction data is full (1000 transactions) the Magnabox will refuse to operate and no further transactions can be effected until the Magnabox has been audited and the transactions have been collected. The display of the Atlas will show 'TRANSACTION FULL OUT OF ORDER';
- 12) `user_confirmation`: default value 1  
value=1: payment will only be effectuated after confirmation from the cardholder;  
value=0: payment will be effectuated automatically as soon as the amount is sent from the cash register to the payment terminal and a card is inserted, unless the card is a Chipknip, in which case the customer is asked to confirm before the amount is deducted from the card;

### On the terminal data screen:

- 1) Welcome text 1: standard value WELCOME  
When the terminal is not active, two alternating screens will be shown on the display of the terminal. This field contains the first line of text of the first screen. If this field is not filled in the default value "WELCOME" will be used. The second line will always be "YOUR CARD PLEASE". The second screen will show the date and the time.
- 2) Welcome text 2: standard value empty  
If this field is given a value, when the terminal is not active, three alternating screens will be shown on the display of the terminal in stead of two (see above). The third screen will show the text filled in in this field. To control the way lines are shown (the position of lines) commands can be placed in the text. The Magnabox will interpret these commands and implement them. The commands for a line of text must be placed at the beginning of that line. The commands are:
  - a) `'\c'` center the text on the display
  - b) `'\l'` left-align the text
  - c) `'\r'` right-align the text
  - d) `'\n'` new line
  - e) `'\1'` this text must be on the 1st line
  - f) `'\2'` this text must be on the 2nd line

- g) '\3' this text must be on the 3rd line
- h) '\4' this text must be on the 4th line

### **On the site data screen:**

- 1) Site code
- 2) System currency
- 3) Language choice in the terminals<sup>9</sup>: this field contains a list of which languages will be used in the terminals of the site. If this list is not empty, the messages shown on the displays of the terminals will be shown in the language shown in the first position by default. The card holder can toggle between the selected languages (in the order seen in this list) using the language button on the card reader at the terminals. Languages can be removed and added to the list using the  and  buttons. If no languages are selected here the terminal will use the language determined in the terminal at delivery as the first language (presumably the language of your site) and all other available languages for toggling, starting with the language following the default language, in this order: Dutch – English – German – French - Portuguese. Defining only one or two languages in this list will make the omitted languages unavailable on the terminals, which could be desirable on your site.

### **How to edit the values of the parameters:**

1. In the machine types data screen select the machine type of your FacilityPro POS 3000 (e.g. 'POS'). You will see the present values of the parameters on the tab 'Parameters' as in Figure 4-5.
2. On the tab 'Parameters' edit the value of the parameters if this is necessary to meet the demands of your cash register or POS machine or to accommodate the desires of your site. If you want to edit the default value of parameters that are not shown on the tab 'Parameters' you will have to use the button **Add parameter** to add them to the tab (see the FacilityPro Manager user manual).
3. If you wish, change the value of the parameter 'Welcome text 1' and 'Welcome text 2' on the tab 'Other' of the terminals data screen.
4. If you wish, change the value of the parameters 'Site code' and 'Language choice in the terminals' on the tab 'Settings' of the site data screen.
5. If you wish, change the value of the parameter 'System currency' on the tab 'System currency' of the site data screen.
6. Click **Apply**.
7. Click **OK**.

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<sup>9</sup> If a terminal has a descriptor version lower than desv0011 (this can be checked in field 'Descriptor version' on the 'Settings' tab of the terminals data screen) the terminal will not be able to toggle languages and will not be affected by the languages selected in this list.

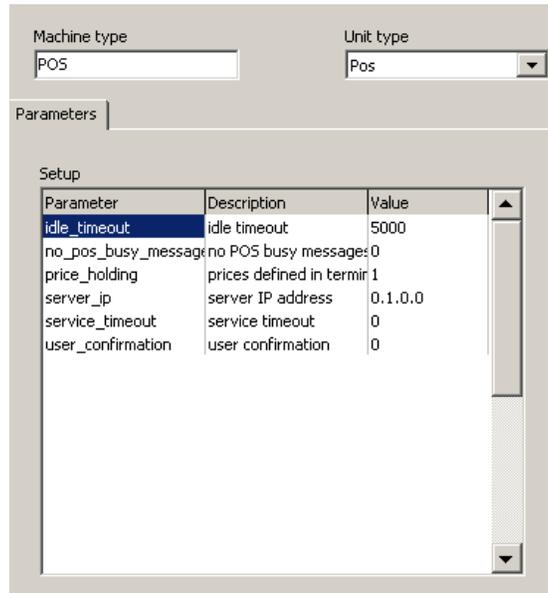


Figure 4-5 Typical parameter values for POS

### 4.2.3 Configuring the terminal

#### How to configure the FacilityPro POS 3000 with FacilityPro Manager:

1. Install the FacilityPro POS 3000 as described in chapter 3, ensuring that FacilityPro Manager can connect to the FacilityPro POS 3000 via a network unless the terminal will be configured and audited manually using a PDA.
2. Make sure the FacilityPro POS 3000 and the cash register are on. The display of the Atlas card reader will show as in Figure 4-1, as in Figure 4-2 and Figure 4-3 alternately, or as in Figure 4-4.
3. Start FacilityPro Manager.
4. Make sure the terminal has been created in the database (§4.2.1) and the parameters have the correct values for your site (§4.2.2).
5. If the terminal will be configured and audited manually please refer to your COMET user manual for instructions on how to configure a terminal using FacilityPro Manager and a PDA with COMET software.
6. Make sure the terminal can be connected to: go to the tab 'Status' of the terminal and click on the action button **Status**. If you do not see the message 'STATUS Terminal OK' then the connection has not been set up and you cannot configure the terminal.
7. Click on the action button **Send config**.
8. Click **OK**.
9. Wait for the message 'Done'.
10. Click **OK**. The FacilityPro POS 3000 is now configured. The display of the card reader shows as in Figure 4-2 and Figure 4-3 alternately. If the display shows as in Figure 4-4, the POS terminal is not connected to the cash register or the cash register is not on or a payment transaction needs to be initiated before the display will show as in Figure 4-2 and Figure 4-3.

### 4.3 Configuring with the Magnabox menus

The most basic configuration parameters can be edited using the Magnabox menus and are found in the menu 'Application'. These are:

- 1) Dummy card number
- 2) User confirmation
- 3) Single vend
- 4) Display balance
- 5) Currency
- 6) Site code
- 7) Languages

See the list of parameters in §4.2.2 for an explanation of the meaning of each parameter (Currency = System currency, languages = Language choice in the terminals).

You are referred to the Magnabox installation and user manual for instructions on changing the value of these parameters using the Magnabox menus.

#### 4.4 Configuring with a web browser (http)

Using a web browser you can change the basic configuration of a FacilityPro POS 3000. This requires a configuration to be loaded into the FacilityPro POS 3000 first. This can be done by loading the standard configuration (§4.1). After loading the standard configuration, you will use the web browser to edit the configuration parameters to reflect the functionality for your FacilityPro POS 3000.

Some more advanced settings cannot be realised with a web browser and will require that you configure using FacilityPro Manager (§ 4.2).

##### **How to configure the FacilityPro POS 3000 with a web browser:**

1. Install the FacilityPro POS 3000 as described in chapter 3.
2. Load the standard configuration (§4.1).
3. Check the IP address on the display of the Magnabox and make sure your PC is connected to the same network.
4. Open a web browser on your PC.
5. In the address line type '**http://[IP address of your Magnabox]**'.
6. Press **<Enter>**. You will see the home page of your Magnabox (Figure 4-6).
7. Click on the web page 'config paystation'.
8. Enter your user name and password and click **OK**. (Default value = '**Demo**', '**Demo**'). You will see the paystation page of your Magnabox (Figure 4-7).
9. Click on a parameter you wish to change and assign the appropriate value for your site. See the list of parameters in §4.2.2 for an explanation of the meaning of each parameter, whereby:
  - a. Auto token = parameter 'auto\_token' or 'pos\_auto\_token'
  - b. Reval. Allowed = parameter 'increase'
  - c. Show Balance = parameter 'display\_balance'
10. Click **return to paystation config**.

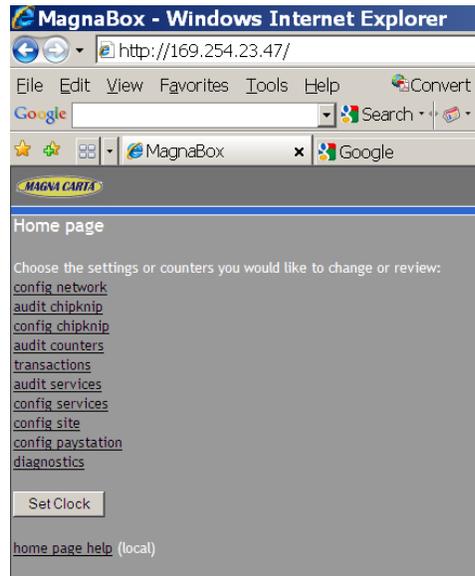


Figure 4-6 Home page of a Magnabox

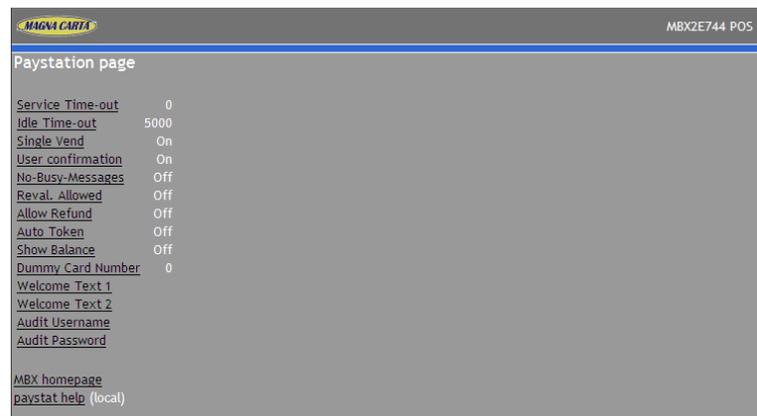
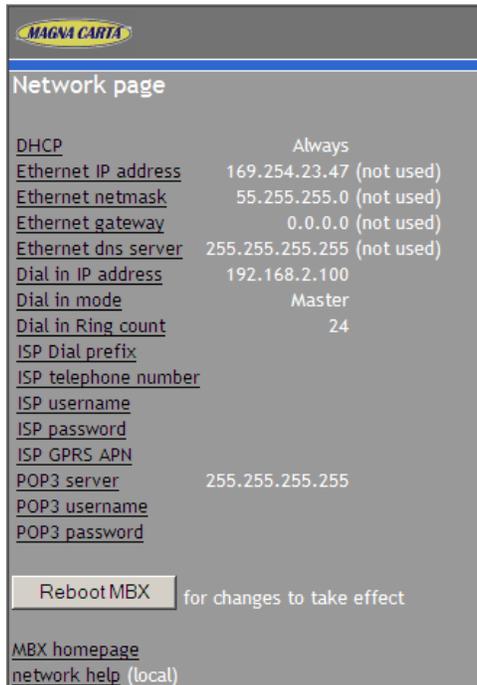
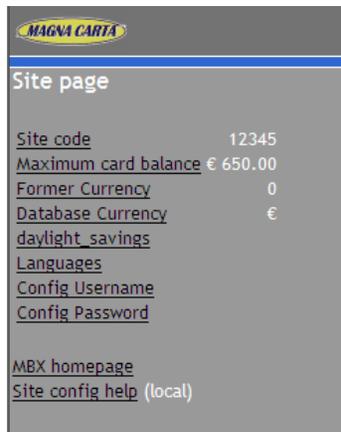


Figure 4-7 Paystation page of the Magnabox of a FacilityPro POS 3000

11. Repeat steps 9 and 10 until all the parameters of the paystation page have the desired value.
12. Click on **MBX home page**.
13. If you want to change any other configuration parameters (you should change the parameters 'config user name', 'config password' and 'site code' on the Site page of the MBX2 for security reasons) this can be done as described above. From the home page you should choose:
  - 1) config network for the parameters in Figure 4-8
  - 2) config site for the parameters in Figure 4-9
14. Leave the web browser and restart the Magnabox for the changes to take effect.



**Figure 4-8** Network page of a Magnabox



**Figure 4-9** Site page of a Magnabox

## 5 Activating Chipknip on the FacilityPro POS 3000

This chapter is applicable only if you have a FacilityPro POS 3000 which accepts Chipknip<sup>10</sup>. The Magnabox will have been programmed with additional Chipknip firmware and a SAM of acquirer Equens.

In the Magnabox installation and user manual supplied with your FacilityPro POS 3000 you will find instructions for placing the SAM if this has not been done before delivery and for activating the Chipknip functionality.

In order to activate you will need to know the TerminalID assigned by Equens.

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<sup>10</sup> See footnote **Error! Bookmark not defined.**

## 6 Operation of the FacilityPro POS 3000

The instructions in this chapter assume that the parameters show\_balance, user\_confirmation and single\_vend have the standard value (§4.2.2).

### 6.1 Turning on the FacilityPro POS 3000

#### How to turn on the FacilityPro POS 3000:

1. The FacilityPro POS 3000 will be on when the power supply is connected to a wall socket. For it to function the cash register it is connected to must also be on. When the terminal is ready for use the display of the card reader will show as in Figure 4-2 and Figure 4-3 alternately. If the display shows as in Figure 4-4, the POS terminal is not connected to the cash register or the cash register is not on or a payment transaction needs to be initiated before the display will show as in Figure 4-2 and Figure 4-3.

### 6.2 Electronic payment at the FacilityPro POS 3000

#### How to pay with a FacilityPro card at the FacilityPro POS 3000:

1. Enter the amounts to be paid on the cash register and then press the button to indicate that payment will be effected using a smartcard (which button this is depends on the cash register used). The display will show as in Figure 6-1.



Figure 6-1 Pay amount

2. Insert FacilityPro card or Chipknip into the card reader. The display will show as in Figure 6-2. If the balance on the card is less than the amount to be paid, the display will show as in Figure 6-3.

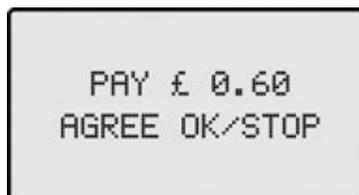
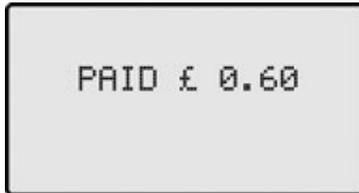


Figure 6-2 Pay OK/STOP



**Figure 6-3** Balance too low

3. Press the OK-key. The display will show as in Figure 6-4.



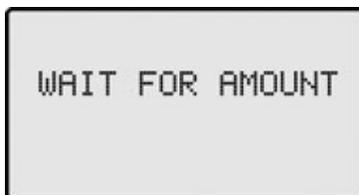
**Figure 6-4** You have paid

4. Remove your card.

### **6.3 Viewing the balance on a card**

#### **How to view the balance on a card:**

1. Insert FacilityPro card or Chipknip into the card reader. The display will show as in Figure 6-5.



**Figure 6-5** Wait for amount

2. Press the ?-key. The display will show as in Figure 6-6 for a few seconds and then again as in Figure 6-5.



**Figure 6-6** Balance on card

3. Remove your card or wait for cashier to enter amount to be paid on cash register and the display to show as in Figure 6-2 and continue to pay from step 3 of §6.2.

## 7 Transmitting Chipknip payments to Equens

This chapter is applicable only if you have a FacilityPro POS 3000 which accepts Chipknip<sup>11</sup>. The Magnabox will have been programmed with additional Chipknip software and a SAM of acquirer Equens.

A FacilityPro POS 3000 which accepts Chipknip payments requires that these payments be transmitted to Equens. Normally the system will be configured such that this will be done automatically at fixed times, e.g. every night or once a week. This is done in one of two ways:

- 1) 'direct transfer' from the Magnabox: the Chipknip firmware (ICS intern) which is built into the Magnabox transmits to Equens via a network (Ethernet LAN or GSM/GPRS or PSTN telephone network) certified by Equens
- 2) via a back-office PC: FacilityPro Manager audits the FacilityPro POS 3000 and supplies the transaction data of the Chipknip transactions to the Chipknip module (ICS) of FacilityPro Manager, which transmits to Equens via a network (Ethernet LAN or GSM/GPRS or PSTN telephone network) certified by Equens

Extensive instructions for programming and configuring the Chipknip firmware or Chipknip module of FacilityPro Manager, transmitting transaction data to Equens manually, and referring to the data of the Chipknip transmissions effected can be found in the Magnabox installation and user manual which is supplied with your FacilityPro POS 3000 (for 'direct transfer') and in the installation and user manual of the Chipknip module of FacilityPro Manager (for transferring via a back-office PC).

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<sup>11</sup> See footnote **Error! Bookmark not defined.**

## 8 Problem solving

### 8.1 Display shows 'TEMPORARILY OUT OF ORDER'

Problem: The display shows as in Figure 8-1.

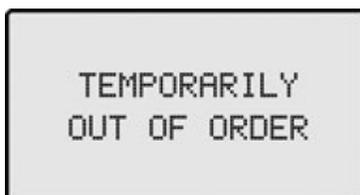


Figure 8-1 Temporarily out of order

Cause: The POS terminal is not receiving any signal from the cash register or there has been an error during auditing of the terminal.

Solution: Initiate a payment transaction or turn on cash register or connect the POS terminal to the cash register until the display shows alternately as in Figure 4-2 and Figure 4-3 and the terminal is ready for use. If this is not successful, check the terminal status with FacilityPro Manager (see the FacilityPro Manager user manual). If the status is 'Error: pause', there has been an error during auditing which can be resolved by auditing the terminal again. If all these solutions fail, the problem must lie in the cash register, which is not sending the correct signals to the terminal.

### 8.2 Display shows 'CARD HAS THE WRONG CURRENCY'

Problem: Display shows as in Figure 8-2.



Figure 8-2 Card has the wrong currency

Solution: Rewrite card with the correct currency.

### 8.3 Display shows 'CARD IS NOT VALID HERE'

Problem: Display shows as in Figure 8-3.



**Figure 8-3** Card is not valid here

Cause: The card contains the wrong site code. It might be a card from another site.

Solution: Rewrite card with the correct site code.

#### **8.4 Display shows 'CARD IS NOT VALID'**

Problem: Display shows as in Figure 8-4.



**Figure 8-4** Card is not valid

Cause: The card contains a validity period with an end date in the past.

Solution: Rewrite card with the a new validity period.

#### **8.5 Display shows 'CARD IS NOT YET VALID'**

Problem: Display shows as in Figure 8-5.



**Figure 8-5** Card is not yet valid

Cause: The card contains a validity period with a start date in the future.

Solution: Rewrite card with the a new validity period.

#### **8.6 Display shows 'YOUR CARD IS NOT USABLE'**

Problem: Display shows as in Figure 8-6.



**Figure 8-6** Your card is not usable

**Cause:** The card contains the wrong key set, the card is faulty or the card connector in the card reader is dirty or worn.

**Solution:** Rewrite the card, replace the card or, if problem occurs with all cards, contact your service provider and schedule a service call.

## **8.7 Display shows 'YOUR CARD DOESN'T RESPOND'**

**Problem:** Display shows as in Figure 8-7.



**Figure 8-7** Your card doesn't respond

**Cause:** The card does not have a chip or it is faulty.

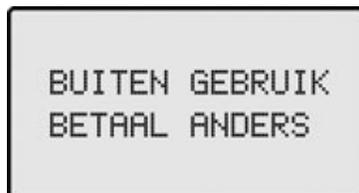
**Solution:** Replace card or, if problem occurs with all cards, contact your service provider and schedule a service call.

## **8.8 Chipknip problems**

This chapter is applicable only if you have a FacilityPro POS 3000 which accepts Chipknip<sup>12</sup>.

### **8.8.1 Display shows 'BUITEN GEBRUIK BETAAL ANDERS'**

**Problem:** Display shows as in Figure 8-8 when a Chipknip is inserted.



**Figure 8-8** Buiten gebruik betaal anders

**Cause:** The Chipknip payments have not been transmitted to Equens on time. This can have various causes, depending on the configuration of your system. Maybe the

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<sup>12</sup> See footnote **Error! Bookmark not defined.**

terminal has not been audited, maybe the Chipknip module of FacilityPro Manager has been turned off, etc.

Solution: Audit the terminal and transmit the Chipknip payments to Equens (§7).

### **8.8.2 Display shows 'STORING NEEM UW PAS'**

Problem: Display shows as in Figure 8-9 when a Chipknip is inserted.



**Figure 8-9** Storing neem uw pas

Cause: The Equens SAM is faulty.

Solution: Contact your service provider and schedule a service call.