

# IB Integration Guide

**Note:** Before this integration can begin, you will need to obtain your **token** from the IB merchant portal. You should have received an email from IB with a link and a password to login into the portal. If you do not have this information, you will need to contact IB at [www.internationalbancard.com/customer-care/](http://www.internationalbancard.com/customer-care/).

You will need one of the following card readers to complete this integration - **iPP320 / Lane 3000 / Lane 5000 / Lane 7000 / Lane 8000 / Link 2500**.

This integration is compatible with Android, Windows and iOS.

## Do I have an Android or Windows till system?

A **Windows** till system will have the clock in the bottom right corner of the desktop, as well as the Windows icon in the bottom left corner. An **Android** till system will have the clock in the top right corner of the screen.

## Finding your token

Your token can be accessed via IB's website, to find your token follow the steps below:

1. Open a browser on a laptop/PC/smartphone and go to <https://merchant.intlbancard.com>
2. Log in using your IB login details
3. Select **Business Info** (located on the left hand side)
4. Scroll to the bottom of the page and take note of the **PassportConnect's PRIVATE token** (you will need this private token later)

## Installing the app

The following steps will need to be completed on **Google Chrome** via a Windows till system or laptop/PC/smartphone.

1. Log into your **Epos Now Back Office** via Google Chrome ([eposnowhq.com](http://eposnowhq.com))
2. Select **APPS** (left hand side)
3. Click onto **any** app (the URL bar will look something like this - <https://www.eposnowhq.com/Apps/App/111>); remove the numbers from the end of the URL bar and replace them with **1038** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**

The IB app will now be installed on your Back Office.

# Physical card reader setup

## All models (excluding Link 2500)

**Note:** All card readers from IB will be delivered fully set up and you should not need to follow the '**Card reader setup**' section. However, you will need to follow the '**Plugging in**' steps below.

### Plugging in

The following steps are applicable to **all** card readers supplied by IB, **other than** the **Link 2500**.

1. Plug one end of the **Ingenico splitter cable** into the card reader
2. Plug the second part of the **splitter cable** into the **power supply**
3. Plug the last end of the **splitter cable** into the ethernet cable
4. Plug the other end of the **power supply** into the mains/plug socket
5. Plug the ethernet cable into your router

# Back Office Setup

## Configuring the IB App

These steps apply to **all** card readers listed in this guide.

1. Head to the International Bancard app you installed earlier (Back Office > Apps > My Apps > Select **SETUP** on the International Bancard app)
2. Enter the **private token** into the field labelled **1** (this is the token you received from IB)
3. Enter what you would like the **tender** to be called i.e. IB Card
4. Select **Save Settings**

# Epos Now Till App

## Enabling IB

You will now need to enable IB in the **Front Till** settings.

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Cloud Sync** (performing a cloud sync will sync all saved data/changes from the **Back Office** to the **Front Till**)
4. Once synced, go back to the **3 lines** (top left corner)
5. Select **Settings**
6. Select **Peripherals** along the top of the screen
7. You will see **IB Payments**, toggle this on

8. Press the **back arrow** (top left corner) to **save** your changes

## Testing a transaction

You can now test a transaction on your **Front Till** to make sure your new IB card reader is communicating with your till system.

1. Log in to your **Front Till**
2. Select the **Misc. Product** action button found at the bottom right and click the **+** sign on the top left of the screen. Enter any product name and enter a small amount (1p/cent) and press **Add**. The product will appear in the **transaction panel** on the right.
3. Select **PAY**
4. Select the **tender** as IB (or whatever you changed this to in your **Back Office**)

You will then see a pop up on the screen confirming that Epos Now software is connecting to the IB card reader, be sure to check the card reader screen to see if it's showing the amount.

If the transaction amount is showing on the card reader, you can now take payment. The till system will receive a signal from the IB card reader and will cash off the payment on the Epos Now software.

# FAQ's

## I unable to connect my terminal to Epos Now, what do i do?

### Card reader setup

Perform the next set of steps on the card reader (use the up/down arrows to navigate through the menus, the **green circle** to confirm, yellow arrow to go back and the **red X** to cancel)

1. Switch on the card reader
2. The main screen will display the following message - **This Lane is Closed**
3. Type **2364** using the pin pad
4. The **Press F Menu** will appear, press the big **F key** (above the **red X** button)
5. On the main menu, select the **TDA** option
6. Select the **Configuration** option
7. Select the **Select Comm. Type** option
8. Select the **Ethernet** option
9. This will take you back to the **Communications** screen, scroll down to **Ethernet Settings** and press the **green** button
10. Select **Connection Method** (the first option)
11. Check that the **radio** button for for **Client** is **green**, if **yes**, press the **green** button
12. If **Server** shows **green** instead, select **Client** and press the **green** button
13. Go back to the **Ethernet menu**, select **Host IP Address**
14. Confirm that the **IP Address** is set to **18.211.67.5**, if **yes**, press the **green** button
15. If the IP address is **not** set to **18.211.67.5**, use your keypad to type in the correct IP address
16. Go back to the **Ethernet Menu**, scroll down and select **IP Por**
17. Confirm that the **port** is set to **9006**, if **yes**, press the **green** button
18. If the **port** is not set to **9006**, use your keypad to type in the correct **port number**
19. Go back to the **Ethernet menu**, scroll down and select **SSL**
20. Confirm that **TLSv1\_2** has the **green** radio button next to it and select the **green** button
21. If **TLSv1\_2** does not have the **green** radio button next to it, use the pin pad to select this option and press the **green** button to continue
22. Press the **red** button until you are back on the **home screen**
23. If you have changed any of the above settings, the card reader will ask you to **save** and **reboot**, select **YES** when this is prompted (if you didn't make any changes the card reader is ready for communications)

## Connecting to Epos Now - Link 2500

This card reader has a different set of connection steps to follow (use the up/down arrows to navigate through the menus, the **green circle** to confirm, **yellow** arrow to go back and the **red X** to cancel).

1. Plug the card reader in to charge (leave for a **minimum** of 4 hours before initial use)

2. Power on the card reader by holding the **green** button
3. Once the card reader has booted up, press **2634** on the keypad, followed by the **F key** located above the **red** button
4. From the menu, select the **Tetra Admin** option
5. Select **Configure WiFi** (option 3)
6. Select **Scan Networks** (option 2)
7. Select the **SSID/Network Name** you wish to use and enter your wifi password
8. Select the **red** button to return to the logo screen, the wifi logo in the top left corner should now be **green** (if grey, **repeat** steps 3 - 7 until **green**)

### **I have an error on the screen of the IB card reader, what do I do?**

If you have an error message on your card readers screen, you will need to call IB directly.

### **I have an error on the till system when trying to process a card payment, how can I fix this?**

Try checking the connections going to your card reader. Alternatively, you can restart the card reader and the till system.

### **I cannot find my token on the IB portal, how can I find this?**

The tokens are administered by IB. If your token is not on the IB portal, you will need to contact IB.