

Optomany PAX S900/S300

Integration Guide

Note: Before this integration can begin, you will need to obtain your **Department ID, License Key** and **Store Key** from Optomany. They will typically send this to you via email, however if you have not received this information, you can contact them on **020 8102 8000**.

This Optomany Guide is compatible with Android and Windows till systems.

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, as well as three app icons - POS, Network Details, Rescue.

Installing the app

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

Note: You can check if the app has already been installed by going to your **Back Office > Apps > My Apps** - If the Optomany app is installed you **do not** need to follow the steps below.

1. Log into your **Epos Now Back Office** via Google Chrome (**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 **737** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**

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

Physical card reader setup

Obtaining the IP address

The following steps apply to **all** Optomany card readers.

If you have a **Windows till system**, follow the steps below:

1. Head to your **Windows Desktop**
2. Right click (you can right click on a touchscreen by holding down for a few seconds, release and the right click menu will appear) on the **Windows Icon**

3. Select **Command Prompt**
4. When the Command Prompt window opens, type in **ipconfig**
5. The **Default Gateway** (192.168.1.**) and **Subnet Mask** (255.255.255.0) will be listed here (make a note of them - you will need them later)
6. You now need to find an available **IP address** for your card reader. The first sets of numbers will need to match the **Default Gateway** i.e. 192.168.1.**. The last set of numbers will need to be different i.e. 192.168.1.120. Type **ping** into the Command Prompt, followed by the **IP address** you wish to give to the card reader (ensure there is a space between **ping** and the **IP address**)
7. If you see **Destination Host Unreachable**, you can use this IP address. If you do **not** see **Destination Host Unreachable**, you will need to try different IP addresses until you find one that is available for use (make a note of the available IP address - you will need this later)

If you have an **Android Terminal**, follow the steps below:

1. Go to your **Android Home Screen**
2. Select **Network Details**
3. The **Default Gateway** (192.168.1.**) and **Subnet Mask** (255.255.255.0) will be listed here (make a note of them - you will need them later)
4. Keep an **IP address** in mind that will match the first three sets of numbers from the **Default Gateway** but the last set of numbers are different i.e. 192.168.1.120 (make a note of this - you will need it later)

PAX S300 (ethernet)

These steps **only** apply to the PAX S300/S800 (ethernet) model and will need to be performed on the Card Reader.

1. Select **5** for **Menu**
2. Select **2** for **Supervisor**
3. Enter your **login details** - **User ID** and **password** (your User ID and password will both be **1234**, you can also try **4321**) - if you are asked for them
4. Select **1** for **Network Settings**
5. Select **1** for **Ethernet**
6. **Do you wish to use DHCP?** will appear on your screen, select the **red Cancel** button to not use DHCP
7. Enter the available **IP address** you found earlier i.e. 192.168.1.** (press 0 twice to create a full stop)
8. Enter the **Subnet Mask** you found earlier i.e. 255.255.255.0
9. Enter the **Default Gateway** you found earlier i.e. 192.168.1.***
10. Enter the **Preferred DNS** as **8.8.8.8**
11. Enter the **Secondary/Alternative DNS** as **8.8.8.8**
12. Enter the **License Key** (you may not be asked for this, skip to step 14)
13. Enter the **Store Key** (you may not be asked for this, skip to step 14)

14. Select the **green** button to complete the configuration

Epos Now Back Office

PAX S300 (ethernet)

These steps only apply to the PAX S300 (ethernet) model.

1. Log into your **Back Office**
2. Locate the **Optomany** app you installed earlier (Apps > My Apps > Select **SETUP** on the Optomany app)
3. Enter the **IP address** you assigned to the card reader earlier
4. Enter your **Department ID**
5. Enter your **User ID** and **password**
6. Tick **Fully Integrated** to allow the card reader receipts to print to your POS printer
7. Once added, scroll down and pick the **location** and **device** you wish to assign this card reader to
8. Rename the **tender** if you wish to name it something other than Optomany
9. Select **Save Changes**

PAX S900 (wifi)

The following steps only apply to the PAX S900 (**Wifi**) model and will need to be performed on the Card Reader.

1. Select **5** for **Menu**
2. Select **2** for **Supervisor**
3. Enter your **login details** - **User ID** and **password** (your User ID and password will both be **1234**, you can also try **4321**) - if you are asked for them
4. Select **1** for **Network Settings**
5. Select **2** for **Wifi**
6. On the **Manual Configuration** page, select **No** - The card reader will now search for available networks, select your network from the list
7. Enter your wifi password
8. When you are asked if you want to use **DHCP**, select **No**
9. Enter the available **IP address** you found earlier i.e. 192.168.1.*** (press 0 twice to create a full stop)
10. Enter the **Subnet Mask** you found earlier i.e. 255.255.255.0
11. Enter the **Default Gateway** you found earlier i.e. 192.168.1.***
12. Enter the **Preferred DNS** as **8.8.8.8**

13. Enter the **Secondary/Alternative DNS** as **8.8.8.8**
14. Select the **green** button to complete the configuration

Epos Now Back Office

PAX S900 (wifi)

These steps only apply to the PAX S900 (ethernet) model.

1. Log into your **Back Office**
2. Locate the **Optomany** app you installed earlier (Apps > My Apps > Select **SETUP** on the Optomany app)
3. Enter the **IP address** you assigned to the card reader earlier
4. Enter your **Department ID**
5. Enter your **User ID** and **password**
6. Do **not** tick **Fully Integrated** as this will stop your receipts from printing
7. Select **Add Terminal**
8. Once added, scroll down and pick the **location** and **device** you wish to add this card reader to
9. Rename the **tender** if you wish to name it something other than Optomany
10. Select **Save Changes**

Epos Now till app

Enabling Optomany

You will now need to enable Optomany 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 **Optomany**, toggle this on (the toggle will appear **blue** when 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 Optomany 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 Optomany (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 Optomany 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 Optomany card reader and will cash off the payment on the Epos Now software.

FAQ's

I am seeing an error message that says 'PDQ Tampered', what does this mean?

If you see this error, you will need to contact Optomany.

My License Key is incorrect, what do I do?

If your License Key is showing as incorrect, you will need to contact Optomany.

I am seeing a 'Transaction Failed' error on my till system when processing a card payment, how can I fix this?

Try to ping the card readers IP address to make sure it is still assigned to the card reader. If you see the Destination Host Unreachable when pinging, go through the configuration steps and assign the IP Address.

I have to press enter on the card reader to complete the transaction, how can I stop this?

Follow these steps - Go to the login screen on the card reader > press the **blue** 'FUNC' button > Go to Integration mode > Tick Full Integration.