

PaymentSense V3 Integration Guide

Note: Before the integration can begin, you will need your **API Key** and **Hostname**. This will be sent to you from PaymentSense, typically via email. If PaymentSense has not sent you these credentials, please contact them on **0800 103 2959**. If you have multiple locations, you will need an API Key and Hostname for each location.

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

Installing the app

This is where you will need the API Key and Hostname from PaymentSense.

The steps below will need to be completed via **Google Chrome** using a Windows till system or laptop/PC/smartphone, you will need to log in to your back office on this device.

Note: If you already have a PaymentSense card reader and are setting up an additional card reader, the app will already be installed on your Back Office; you will only need to add a new API Key and Hostname if the new card reader is at a different location.

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 **763** and select enter on your keyboard
4. On the next page, select **GET FREE APP**
5. Select **INSTALL FREE APP**
6. Once installed, enter your API key and Hostname into the correct fields. Remove the **.connect.paymentsense.cloud** from the Hostname before pasting into the field
7. Scroll down to the **Tender Name** section, here you can choose how you would like the new card tender to appear on your **Front Till**
8. Select **Save Changes**

Physical card reader setup

Move 3500/5000 model (**ethernet**)

Connecting to Epos Now

The Move 3500 / 5000 Ethernet comes with a base, a card reader and a power cable.

1. Plug the **power cable** into the side of the **base**
2. Plug the ethernet cable into the back of the **base**, into the ethernet port
3. Plug the other end of the ethernet cable into your router

The card Reader sits on top of the **base**

Bluetooth pairing (ethernet model)

The Move 3500 / 5000 ethernet will need to be connected to its **base** via Bluetooth. To enable the Bluetooth connection, please follow the steps below:

1. Take the card reader off the **base**
2. Press the **down arrow** on the card reader
3. Select **Control Panel** (use the up/down arrows and press the **green** button to accept)
4. Select **Terminal Settings**
5. Select **Comm Means**
6. Select **Bluetooth**
7. Select **Base** (the last option)
8. Select **Association**
9. Select **New Base**

The card reader will now instruct you to put the card reader back on to the **base**. It will pair for around 30 seconds, once completed it will say **Association Completed**. Once completed, press the **red** button to continue to the home screen.

Move 3500/5000 model (wifi)

Connecting to Epos Now

The Move 3500 / 5000 wifi comes with a card reader and power cable. Plug the **power cable** into the side of the card reader. Doing this will charge the card reader.

Connecting to a network

The Move 3500 / 5000 wifi does **not** come with a base and is powered by battery.

1. Press the **down arrow** on the card reader (if you have a Move 5000, select **F3** instead)
2. Select **Control Panel** (use the up/down arrows and the green button to accept)

3. Select **Terminal Settings**
4. Select **Comm Means**
5. Select **WiFi**
6. Select **Enable**
7. Select **Scan Networks**
8. Select your **SSID/WiFi Network** from the list
9. Enter your wifi password (use '-' on the left and right of up/down arrows to move left or right to select the 'ABC' option on terminal to switch between numbers, letters, capital letters and symbols, select the **green** button to enter)
10. Confirm your wifi password by using navigation to reach the **green circle** in bottom right (then use the **green** button to accept)
11. The wifi logo in the top left should now be showing **green**

PAX A920 (Dojo) connection setup

1. Turn on the PAX A920 card reader and wait until it boots into the **sale screen**
2. Go to the **Menu** (top right corner)
3. Select **Settings**
4. Select **WiFi Settings**
5. Select and connect to your wifi
6. Select **Back**
7. Select **Card Machine Mode**
8. Select **Pay at Counter**

iCT250 setup

USB Connection

1. Remove the underside panel on the card reader
2. Plug the **USB cable** into the port on the underside of the card reader
3. Plug the other end of the **USB cable** into the one of the USB ports on the **underside** of your till system

Serial/COM Connection

You will receive an iCT250 box and a cable with this model.

1. Plug the card reader into the **iCT250 box**
2. Plug the smaller end of the cable into the **iCT250 box**, the port will be labelled **RS232**
3. Plug the other end of the cable into **COM1** or **COM4** on the underside of your till system

iWL250/252

USB Connection

1. Plug the **USB cable** into the back of the **charging dock/cable**
2. Plug the other end of the cable into one of the USB ports on the **underside** of your the till system

Serial/COM Connection

1. Remove the underside panel on the **charging dock/cradle** to expose the ports
2. Plug the small end of the cable into **COM 0** on the underside of the **charging dock/cradle**
3. Plug the other end of the cable into **COM1** or **COM4** on underside of your till system

Performing a TMS Call

The following steps are the same for **all** PaymentSense card readers. You will need to perform a TMS Call on your card reader before the integration can be completed. This allows for any updates to be installed onto the card reader.

1. Press the **Menu** button until you see the option for **Supervisor**
2. Press **F3** for **Supervisor**
3. Enter your password (if you have not set up a password, you can try **123456** or **01483**)
4. Press **Enter**
5. Press **Menu** again
6. Press **F4** for **Call TMS**

The card reader will download any updates available. Once complete, the card reader will print a receipt to confirm this. The card reader will then return back to the home screen.

Putting the card reader into Till Mode

You will then need to put the card reader into Till Mode. This will allow the card reader to communicate with your till system.

1. Press **F4**
2. Enter your password (if you have not set up a password, you can try **123456** or **01483**)
3. Press **Enter**
4. Press **F1** for **Standalone mode off/Till mode on**
5. Press **Cancel**

The card reader will then return back to the home screen. If you have any issues when attempting to perform a TMS Call or putting the card reader into Till Mode, you will need to contact PaymentSense by calling **0800 103 2959**.

Epos Now till app

Enabling PaymentSense on your till

Next, you will need to enable the PaymentSense integration on your **Front Till**.

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 completed, go back to the **3 lines** (top left corner)
5. Select **Settings**
6. Select **Peripherals** along the top of the screen
7. You should see **PaymentSense Cloud**, toggle this on (toggle will appear **blue** when on)
8. Select the **back arrow** (top left corner) to save your changes

If you have more than one card reader, you will need to follow the above steps on each till and the extra steps listed below:

1. Log into your **Front Till**
2. Select the **3 lines** (top left corner)
3. Select **Settings**
4. Select **Peripherals** along the top of the screen
5. You should see **PaymentSense Cloud**, toggle this on (toggle will appear **blue** when on)
6. You will see another option for **Set Default Payment Terminal**, select **Change**
7. You will be presented with multiple **Terminal ID's** (TIDs), select the TID of the card reader which is connected to the till system you are following these steps on
8. Select the **back arrow** (top left corner) to save your changes

If you are unsure what the TID's are related to which card reader, you can find out by following the steps below on your card reader:

1. Press the **Menu** button x 2
2. Press **F3** for **Supervisor**
3. Enter your password (if you have not set up a password, you can try **123456** or **01483**)
4. Press **F4** for **Logon**
5. Press **F1** for **All**

Testing a transaction

You can now test a transaction on your **Front Till** to make sure your new PaymentSense 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 PaymentSense (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 PaymentSense 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 PaymentSense card reader and will cash off the payment on the Epos Now software.

FAQ's

I'm getting an error on my card reader when I try to process a transaction, what does this mean?

You will need to contact PaymentSense directly. Any errors that appear on the card reader screen indicate an issue with the card reader rather than the till system.

I have an error on the till system when processing an integrated payment, what do I do?

This could be an error with the integration. Attempt to perform a TMS call. Make sure you put the card reader back into Till Mode once the TMS Call is complete.

My card reader will not perform a TMS Call or go into Till Mode, why?

If the card reader will not process through the TMS Call steps or the Till Mode steps, you will need to speak with PaymentSense.

My card reader will not connect to the internet, how can I fix this?

If your card reader will not connect to your network, try restarting your router. Alternatively, you could try a different ethernet port or try plugging the ethernet cable into a different port on your router.