Feature Focus Guide: Elavon Fusebox/Simplify

Core Product: Aloha Quick Service, Aloha Table Service Last Updated: June 11, 2024

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Revision Record

Date	Version #	Description
Prior to	v12.3+	Created the Elavon Fusebox/Simplify Feature Focus Guide.
12/15/2022	v12.3+	Added additional information to the Troubleshooting section.
12/15/2022		Converted the document to use new templates.
01/12/2023		Updated front cover and back page to reflect new NCR branding.
06/11/2024		Updated document to reflect NCR Voyix branding.



About Elavon Fusebox/Simplify

Elavon Fusebox/Simplify at a Glance	
Core Product	Aloha® Table Service, Aloha Quick Service, Aloha Payment Solution (APS)
Complementary Products	
Separate License Required?	You must license Credit Card + MX
Other References	Aloha Table Service Reference Guide, Aloha Quick Service Reference Guide

Elavon Fusebox/Simplify is a payment solution that utilizes the Aloha[®] Payment Solution (APS) External API to communicate with and pass electronic payment data to and from the Aloha Point-of-Sale (POS) system. It is available for both the United States and Canada and supports credit, debit, and gift card transaction types. Consumers insert their card into (contact) or tap their card on (contactless) a supported PIN pad device and then enter a personal PIN number or provide a signature for authorization.

Supported PIN pad devices

Currently, the Elavon Fusebox/Simplify solution supports two consumer-facing payment solutions: Pay at POS and Pay at Table. Consumers can pay at a POS terminal using the Ingenico iPP320 and iPP350 and the Verifone MX915 and MX925 payment devices or pay at the table using the iWL250 payment device. It is also possible to configure the Ingenico iSC250 and iSC480 payment devices to work with this solution; however, we ask that you work with your representative from Elavon when installing and configuring a device of this type.

Software Requirements

- Aloha Quick Service or Table Service v12.3 or later
- ATG v17.8.2.544 or later
- Aloha Payment Solution v18.5.0.88 or later



You must use the EDCPROCPATH variable, Simplify plugin, with this solution. Open the Windows Control Panel and navigate to the Environment Variables screen. See <u>"Enabling APS" on page 7</u> for more information.

9 System					
System Properties	×	E	invironment Variable	25	×
Computer Name Hardware Advanced System Protection Remote You must be logged on as an Administrator to make most of these changes. Performance Visual effects, processor scheduling, memory usage, and virtual memory Settings		-	User variables for alc Variable CALIBRATE TEMP TERM TMP	ha Value C:}Bootbrv(Aloha)binicalib.exe %USERPROFILE%\AppData)Local\Temp %USERPROFILE%\AppData)Local\Temp	
User Profiles Desktop settings related to your logon Startup and Recovery System startup, system failure, and debugging information Settings Environment Variables		- n 2 5 r :	System variables Variable DOUBLECLICK EDCPACPATH EDCPROCPATH EP_NO_HOST_C	New Edit Delete 1 C:{BootDrv/Alcha[EDC]	
DK Cancel Apply		T TSE	BOH1	OK	_

Figure 1 EDCPATH Environment Variable



Configuring Elavon Fusebox/Simplify

The EMV Elavon Fusebox/Simplify payment solution leverages Aloha Payment Solution to support the passing of payment information between the Aloha POS system and Elavon Fusebox/Simplify using Aloha Payment Solution (APS) and the APS API external plugin. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Preparing the Aloha POS system

Preparing the Aloha POS system to use the Elavon Fusebox/Simplify Payment Solution is a multi-step process. You must first use EDCProcPath, enable EDC and Chip N PIN functionality, create Aloha Payment Solution tenders, add the APS tender buttons to the Front-of-House (FOH), create an interface server, if one does not already exist; and configure an interface terminal for each pay at table device.

Prep	paring the Aloha POS System Procedures at a Glance:
	u are viewing this document using Adobe Acrobat Reader, click each link for detailed information rding the task.
1.	Access Maintenance > Business > Store > Store Settings tab > Credit Card group to enable Aloha Payment Solution. See <u>page 7</u> .
2.	Access Maintenance > Payments > Tenders to create APS tenders for electronic payment processing. See <u>page 8</u> . If using Quick Service, access Maintenance > Screen Designer > Quick Service Screen Designer to add the APS tender buttons to the FOH. See <u>page 10</u> . If using Table Service, create a credit card tender to allow adjustments. See <u>page 11</u> .
3.	If using pay at table devices, access Maintenance > Hardware > Terminals and configure a terminal for the interface server, if a terminal for an interface server does not already exist. See <u>page 15</u> . You must also configure an interface terminal for each pay at table device. See <u>page 16</u> .
4.	Select Utilities > Refresh POS & All Products to refresh the data. See <u>page 17</u> .



Enabling APS

To enable the Aloha Payment Solution to pass electronic payment information between the Aloha POS system and Elavon Fusebox/Simplify, you must first enable Electronic Draft Capture (EDC) and Chip N PIN functionality.

- 1. Select Maintenance > Business > Store.
- 2. Select the Store Settings tab.
- 3. Select the Credit Card group located at the bottom of the screen.

Store		
Store: 10 Aloha Café	•	
Location Information Licensing Custom Store Settings Aloha Manager		
= EDC Setup		-
Enable Electronic Draft Capture (EDC)		
Use Aloha EDC	v	
Use Chip N Pin	V	
Minutes for EDC to wait before timeout	20	
Only use track 2 credit card data		
Do not allow force authorizations		
Cannot use same credit card twice in the same day		
Allow same credit card in same day if at or below minute threshold	0	
Allow same credit card in same day if greater than minute threshold	0	
Allow authorization when EDC is offline	v	
Maximum authorization amount	200.00	
Add this tip % to total for authorization	20.00	
Display remaining card balance on partial approvals	V	
Display warning message when transaction is processed offline	V	
Authorize transactions less than 1.00		
Include transactions authorized from BOH EDC on POS		
Maximum amount of credit card refunds	0.00	
Number of IC verify terminals	1	
Credit Card Lookup ID	None	

Figure 2 Store Settings - Credit Card Group

- 4. Under the 'EDC Setup' group bar, select Enable Electronic Draft Capture.
- 5. Select Use Aloha EDC.
- 6. Select Use Chip N Pin to enable the Chip and PIN functionality.
- 7. Click Save and exit the Store function.
- 8. Continue to the next **procedure**.



Creating APS tenders for electronic payment processing

When using Aloha Payment Solution to pass electronic payment data to and from the Aloha POS system, you need to set up two types of credit card tenders; one for use when processing payment at the POS terminal, and one for when processing payment at the table (Table Service only.) For Quick Service environments, you do not require a pay at table tender.

To create APS tenders for electronic payment processing:

- 1. Select Maintenance > Payments > Tenders.
- 2. Click the **New** drop-down arrow, select **Credit card** from the Type list box, and click **OK**.
- 3. Accept the **system assigned number** or click the **ellipsis (...) button** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Tender: 6 Pay@POS Credit ca	rd	-
ander Type Identification Authorization Reconciliation Pr	inters Rounding	
Settings	incoro, rodinang,	
Number	6	
Name	Pay@PO5	
Туре	Credit card	
10 First available button position		
Button position	None	
Button image	None	
Report as	Current	
Default amount behavior	Ask for amount	
Active	V	
Track	×	
Can refund		
Affect deposit		
Print check on close	V	
Open drawer on close		
Print signature line		
K Combine on check		
🙀 Close check upon payment		
🙀 Do not verify amount		
Overpayment		
Tips		
Allow tips	V	
Maximum tip %	20.00	
🌃 Tip refund %	0.000000	
Kemove tip line if auto gratuity		

Figure 3 Tenders - Tenders Tab

- 4. Under the 'Settings' group bar, type a **name**, such as 'Pay@POS,' to identify the credit card tender.
- For Table Service, select First available button position to allow the system to place the tender button in the first available position of the FOH Tender screen.
 -OR-

Click the **ellipsis (...)** to display the Button Position dialog box and select an available position for the tender.

 Select the **tender** under which you want the credit card tender to report, if you do not want it to report as itself, from the 'Report as' drop-down list.
 -OR-

Leave the default value of **Current** in 'Report as.'

7. Select Ask for amount from the 'Default amount behavior' drop-down list.



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- 8. Select **Active** to make the tender available for use. If not active, an error message appears in the FOH when you select this tender for payment.
- 9. Select **Print check on close** to print a copy of the guest check when you close a check using this tender.
- 10. Under the 'Tips' group bar, select **Allow tips** to allow guests to add a tip to the guest check.
- 11. Enter the **maximum allowable tip percentage** in 'Maximum tip %.' Enter the percentage as a number and two decimal places. For example, enter a percentage of 50% as 50.00.

Tender: 6 Pay@POS Credit card		-
ender Type Identification Authorization Reconciliation Printers Roundin	ig	
Type settings		
Credit card provider	Not Applicable	
Prompt for payment using the following PIN pad	None	
Apply a surcharge to this tender	None	
Chip 'N Pin reader ID required		
Property management settings		
Post to PMS		
Foreign Currency		
Foreign currency	None	
Options settings		
Use magnetic card only		
Expiration		
Verify signature		
Cet common service tender prefix		
🥸 Display tender screen on card swipe		

Figure 4 Tenders - Type Tab

- 12. Select the **Type** tab.
- 13. Select **Not Applicable** from the 'Credit card provider' drop-down list.

Tender: 6 Pay@POS Credit card	-
ender Type Identification Authorization Reconciliation Printers	Rounding
Authorization	
Require authorization	✓
Authorization prompt	
Maximum length	0
Print on check	
Authorize using EDC	
Allow pre-auth with EDC	
Do not print vouchers	
Apply signature line rules for vouchers	

Figure 5 Tenders - Authorization Tab

- 14. Select the **Authorization** tab.
- 15. Select **Require authorization** to display additional options.
- 16. Select Authorize using EDC. (Required)



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- 17. Configure the **remaining options** in the usual manner.
- 18. Click Save.
- 19. Repeat this **procedure** for the pay at table credit card tender. You only need to create a pay at table tender if using Table Service with pay at table devices. Make note of the ID used for this pay at table tender, as you will use it later in this document during the configuration of the APS External API.
- 20. Exit the **Tenders** function.

Adding APS tender buttons to the FOH

If you use Aloha Table Service, the system adds the tender buttons for both APS tenders to the FOH for you based on the button configuration in the Tenders function; however, if you use Aloha Quick Service, you must use Panel Editor to add the APS tender button to the Tender screen.

To add the APS tender button to the FOH (QS only)

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select **Panel > Open Panel**, select the **panel** containing your tenders, and click **OK**.
- Select an available button or right-click the panel and select New Button. The Properties dialog box appears.

4	Appearance	
	Text	Pay@POS
	Text Alignment	Middle center
	Font	Custom
⊳	Custom Font	Microsoft Sans Serif, 8pt
	Text Color	Skin
	Background Color	Custom
	Custom Background C	255, 128, 64
	Highlight	Skin
	Image	None
	Use new button display	False
	Gradient	None
	Shadow	False
	Bevel	False
	Outline	False
	Scale image	False
	Style	Rounded rectangle
	Tag	None
⊿	Function	
	Action	Tender
	Tender	Pay@POS 🛛 🗣
	Open Drawer	True
\triangleright	Layout	

Figure 6 Button Properties

- 5. Under the 'Function' group bar, select **Tender** from the 'Action' drop-down list.
- 6. Select Pay@POS from the 'Tender' drop-down list.



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- 7. Select **True** or **False** from the 'Open Drawer' drop-down list, depending on your business needs.
- 8. Under the 'Appearance' group bar, type a **name** for the button, if different than the default. To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Pay@\nPOS.'
- 9. Configure the **remaining options** as you would for any other button function.
- 10. Select **Panel > Save Panel**.
- 11. Select File > Exit to exit the Quick Service Screen Designer.

Configuring a private label credit card tender to allow adjustments (TS only)

When using APS, you can configure a pre-authorization button that creates a transaction but does not close it until you are ready; allowing for adjustments and tips. You configure a credit card tender and select 'private label' as the credit card provider and set the prefix to '1.' You do not configure the Tips section of the Tender tab, as this function just starts the transaction, sending it to the PIN pad, but not closing the transaction.

To configure a private label tender to allow adjustments:

- 1. Select Maintenance > Payments > Tenders.
- 2. Click the New drop-down arrow, select Credit card from the Type list box, and click OK.
- Accept the system assigned number or click the ellipsis button (...) next to 'Number' to display the Number Assignment dialog box, from which you can choose an alternate number.

[enders		
Tender: 80 CC PreAuth Cre	dit card	T
ender Type Identification Authorization Reconciliation	Security Verification Printers Rounding	
Settings		
Number	80	
Name	CC PreAuth	
Туре	Credit card	
First available button position		
🙀 Button position	None	
Button image	None	
Report as	Current	1
Default amount behavior	Ask for amount	
Active	V	
Track		
Can refund		
Affect deposit		
Print check on close	\checkmark	
Open drawer on close		
Print signature line		
Combine on check		
Close check upon payment		
🔞 Do not verify amount		
Overpayment		
Tips		

Figure 7 Tenders - Tender Tab

4. Under the 'Settings' group bar, type a **name**, such as 'CC PreAuth,' to identify the credit card tender.



5. Select **Active** to make the tender available for use.

Tender: 80 CC PreAuth Credit card		~
ender Type Identification Authorization Reconciliation Security Ve	rification Printers Rounding	
Type settings		
Credit card provider	Private Label	
Apply a surcharge to this tender	None	
Chip 'N Pin reader ID required		
Property management settings		
Post to PMS		
Foreign Currency		
Foreign currency	None	
Options settings		
Use magnetic card only		
Expiration		
Verify signature		
🛂 Get common service tender prefix		
Osplay tender screen on card swipe		

Figure 8 Tenders - Type Tab

- 6. Select the **Type** tab.
- 7. Under the 'Type settings' group bar, select **Private Label** as the credit card provider.

Tenders	
Tender:	C PreAuth Credit card 🔹
Tender Type Identification Authorizati	econciliation Security Verification Printers Rounding
Identification	
Require identification	
Prompt	
Minimum	0
Maximum	18
Numeric only	
Print on check	
Validate	
Valid	O Include
Valid	OExclude
Prompt twice for manual entry	
Check the number of digits for privat	el credit card
Prefix checking	
Prefix 1	1
Prefix 2	
Prefix 3	
Prefix 4	
Digits to validate	0

Figure 9 Tenders - Identification Tab

- 8. Select the **Identification** tab.
- 9. Under the 'Identification' group bar, select Require identification.



10. Under the 'Prefix checking' group bar, type **1** in Prefix 1.

		nder: <mark>80</mark>	CC PreAuth Cr	edit card					•
ender Type	Identification Au	uthorization	Reconciliation	Security V	erification	Printers	Rounding		
Authori	zation								
Require	authorization							v	
Authoriz	ation prompt								
Maximun	length					0			
Print on	:heck								
Authoriz	e using EDC							~	
Allow pre	-auth with EDC							~	
	rint vouchers								
Apply sig	nature line rules fo	r vouchers							
	nature line rules fo	r vouchers							

Figure 10 Tenders - Authorization Tab

- 11. Select the **Authorization** tab.
- 12. Under the 'Authorization' group bar select **Require authorization**.
- 13. Select Authorize using EDC.
- 14. Select Allow pre-auth with EDC.
- 15. Click **Save** and exit the **Tenders** function.



Configuring PreAuth button to create a request file without accessing credit card information when using APS (TS only)

If you use APS, and you touch the PreAuth button, the system creates a request file and immediately accesses the credit card information, for which you then enter on the POS screen. To prevent this, you can configure the PREAUTHCARDNOTREQ variable using the Custom tab in Maintenance > Business > Store and set it to TRUE. This functionality sends the request to Elavon, creates a request file, but instructs to not close the check. The system bypasses the POS screen and initiates the PIN pad.

To create the request file without accessing credit card information when using APS (TS only):

- 1. Select Maintenance > Business > Store.
- 2. Select the **Custom** tab.

Store: 1 Aloha Café			
tion Information Licensing Custom Store Settings Aloha Ma	nager		
ame			
Setting name	Value		Add
USEDOLLARPREFIX	FALSE	*	
USEDUALREPRINTNUMBERING	FALSE		Remo
USEPETTYCASHACCOUNTS	FALSE		
USESHORTCHECKNUMBERFORGC	FALSE		
VBOGCENABLED	TRUE		
VBOGCPATH			
VIDEOINDEPENDENTMODIFIERFOLLOWSPARENT	FALSE		
VIDEOPARENTFOLLOWSMODIFIER	FALSE		
WAITFOREDCRENAME	30		
WIN98CACHE	TRUE		
WIN98FORCEDREBOOT	FALSE		
XCOM_DEBUG	FALSE		
ZEROCHECKTIPAUTH	0.00		1

Figure 11 Custom Tab

- 3. Click Add.
- 4. Type **PREAUTHCARDNOTREQ** in the 'Setting name' text box.
- 5. Type **TRUE** in the corresponding 'Value' text box.
- 6. Click Save.
- 7. Click **Close** to exit the **Store** function.



Configuring terminals for the interface server and pay at table devices

If using pay at table devices to process payments, you must create an interface server, if one does not already exist, and then create an interface terminal for each pay at table device.

To configure a terminal as an interface server:

- 1. Select Maintenance > Hardware > Terminals.
- 2. Click **New** and accept the **system assigned number** or click the **ellipsis (...) button** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Terminals		
Terminal: 6 APSInterfaceSvr		-
Terminal Readers Output Devices EDC Settings		
Identification		
Number	6	
Name	APSInterfaceSvr	
Applications		
POS		
Settings		
Model	Clone	-
Function	Interface server	•
🖪 Printers		
🗄 Screens		
Other		
Revenue center	Dine-In	•
Terminal queue	Dine-In	•
Order mode	None	Ψ.
EDC info		
Kitchen terminal routing method	Default	•
🖪 Change Due Message Box		

Figure 12 Interface Server

- 3. Under the Identification group bar, type a **name**, such as 'APSInterfaceSvr.'
- 4. Under the 'Settings' group bar, select **Clone** from the 'Model' drop-down list.
- 5. Select Interface server from the 'Function' drop-down list.
- 6. Under the 'Other' group bar, select the appropriate **revenue center**.
- 7. Select the appropriate **Terminal queue**.
- 8. Click Save.
- 9. Continue to the **next procedure**.



To configure an interface terminal for each pay at table device:

- 1. Select Maintenance > Hardware > Terminals.
- 2. Click **New** and accept the **system assigned number** or click the **ellipsis (...) button** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.

Terminals	
Terminal: 7 APSIntTerm1	•
Terminal Readers Output Devices EDC Settings	
Identification	
Number	7
	APSIntTerm1
Applications	
POS	
Settings	
Model	Clone 🔻
	Interface terminal 💌
Allow order entry	V
	APSInterfaceSvr 💌
Printers	
🗄 Screens	
Other	
Revenue center	Dine-In 💌
	Dine-In 💌
Order mode	None 💌
EDC info	
-	Default 💌
Change Due Message Box	

Figure 13 Interface Terminal

- 3. Under the Identification group bar, type a **name**, such as 'APSIntTerm1,' to identify the physical terminal to which it relates.
- 4. Under the 'Settings' group bar, select **Clone** from the 'Model' drop-down list.
- 5. Select Interface terminal from the 'Function' drop-down list.
- 6. Select the **terminal configured as the interface server**, such as 'APSInterfaceSvr,' from the 'Interface host' drop-down list.
- 7. Under the 'Other' group bar, select the appropriate **revenue center** to which you assigned the physical 'Interface host' terminal from the 'Revenue center' drop-down list.
- 8. Select the appropriate **Terminal queue**.
- 9. Click Save.
- 10. Repeat this **procedure** for each Pay@Table PIN pad device.
- 11. Exit the **Terminals** function.



Refreshing the data

After all settings are in place in Aloha Manager, it is necessary to select Utilities > POS > Refresh All POS Data to transfer the new information to the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. If you run the refresh prior to the EOD process, select 'Automatically restart all POS terminals' and click OK to continue.

After the data refresh is complete, you must restart the terminals.

All new settings become operational across the Aloha network.



Caution

Refresh data with caution and never during peak hours of operation. All FOH terminals reboot during a refresh and are down for a short period of time.



Configuring Aloha Payment Solution

This section details the configuration requirements for Aloha Payment Solution (APS). If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

APS Procedures at a Glance:

If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.

1.	Configure the PIN pad devices . See <u>page 18</u> .
2.	Enable Distributed Transaction Coordinator . See <u>page 20</u> .
3.	Install and configure the NCR Aloha Payment Solution. See page 22.

Configuring the PIN pad devices

You must configure the Ingenico/Verifone PIN pad devices prior to first use. Refer to the procedures below for specific configuration for each type of PIN pad device.

Configure the iPP320 and iPP350 devices for pay at terminal

The iPP320 and iPP350 devices are for when a guest pays their check either at the counter (QS) or a server takes the payment for the guest (TS).

- 1. Restart the PIN pad by pressing the **button containing the period, comma, pound sign, and asterisk** and the **yellow button** simultaneously. 'Enter' text appears on the bottom right.
- 2. Press the green button. The Elavon submenu appears.
- 3. Select the **Elavon main menu**.
- 4. Enter **352866** as the password. *Note:* The numbers 'spell' Elavon.
- 5. Select Network Setup and set the DHCP to 1.
- 6. Write down the **IP address**, as you will need this information when configuring the Pay@POSPinpadIP number in Custom Settings.
- 7. Select POS Setup.
- 8. Set the **port** of the POS.
- 9. Restart the **PIN pad** using the same key sequence in step 1. When Elavon appears on the screen, the PIN pad is ready for use.

Configure the iWL250 device for pay at table

The iWL250 device is for when a server allows the guest to pay their guest check at the table.

- 1. Restart the PIN pad by pressing the **button containing the period, comma, pound sign, and asterisk** and the **yellow button** simultaneously. A green icon appears on the bottom right.
- 2. Press the green button or the green icon. The Elavon submenu appears.
- 3. Select the **Elavon main menu**.



- 4. Enter **352866** as the password. *Note:* The numbers 'spell' Elavon.
- 5. (Optional) Select Associate Base > Terminal Menu > Associate Base and click OK.
- 6. Select Network Setup and set the DHCP to 1.
- 7. Select POS Setup.
- 8. Set the **IP address** and the **port** of the Back-of-House (BOH), using the machine with the computer name that is the server environment variable.
- 9. Restart the PIN pad by pressing the **button containing the period, comma, pound sign, and asterisk** and the **yellow button** simultaneously. Wait for the log in screen.
- 10. Press F1 to log in.

B Note

It is possible to configure the Ingenico iSC250 and iSC480, and the Verifone MX915 and MX925 payment devices to work with this solution; however, we ask that you work with your representative from Elavon when installing and configuring a device of this type.

Configure the Verifone MX915 and MX925

The Verifone MX915 and Verifone MX925 devices are for when a guest pays their check at the counter.

- 1. Turn on the **device**. The initializing screen appears.
- 2. Press the 1, 5, and 9 keys simultaneously to display the log in screen.
- 3. Type the **password** you received from your Elavon representative.
- 4. Press the Enter (green) key. The Home Screen appears.

The Home Screen allows you to perform various administrative tasks. You may also use this screen to run the Simplify application (Run App) or restart the PIN pad (Reboot).

Simplify supports Ethernet as the network type. You must define the IP address of the PIN pad, the Netmask value, and the Gateway value of your network.

- 5. Touch the **Administration tab** on the Verifone system mode Home screen. The Administration menu appears.
- 6. Touch the **Communication tab** on the Administration menu. The Communication menu appears.
- 7. Touch the **Network tab** on the Communication menu. The Network screen appears and displays the current network configuration of the PIN pad.

Tip on Navigation: You can use the top line of the display, such as Home > Admin > Communication to move around in system mode. You can touch **Home** to return to the Home screen or touch **Admin** to return to the Administration screen.

- 8. Touch the **Ethernet tab** on the Network screen to display a scrolling list of parameters.
- 9. Touch the **pencil icon** to the left of 'IP Address' to define the IP address for the PIN pad. A pop-up window appears to allow you to enter the IP address. The current IP address appears in parenthesis above the entry field.



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions 10. Using the keypad, type a **unique, four-part numerical IP address**. If any part of the address consists of only one or two digits, you must use leading zeros to make it three digits. For example, you enter 10.164.241.131 as 010164241131.

Use the **backspace key** on the PIN pad to delete entered numerals. Touch **Cancel** to keep the current numeric value.

- 11. Touch **OK** to save your entry and close the popup window.
- 12. Repeat this **procedure** beginning at step 5 to define the Netmask and Gateway values of your network.

Enable distributed transaction coordinator

You must enable Distributed Transaction Coordinator in Microsoft Component Services. This service provides additional communication not usually enabled on a Windows[®] system but required for Aloha Payment Solution.

To enable Distributed Transaction Coordinator:

- 1. Click Start.
- 2. Type Component Services in the 'Search' field.
- 3. Select Component Services.

🌏 Use	r Account	Control	×
•	Do you comput	want to allow the following progra er?	am to make changes to this
		Program name: Microsoft Manager Verified publisher: Microsoft Wind	
-	Show deta	ils	Yes No
		<u>Change w</u>	when these notifications appear

Figure 14 User Account Control



4. Click **Yes** if you receive a User Account Control pop-up. The Component Services screen appears.

Component Services		
💩 File Action View Window Help		_8
🗢 🔿 🙍 🖬 🗎 🗟 🖬		
📄 Console Root	Name	Actions
🖃 💩 Component Services	Transaction List	Local DTC
🖃 🧮 Computers	Real Transaction Statis	
🖃 📭 My Computer		
E COM+ Applications		
🗉 🧰 DCOM Config		
🕀 🧰 Running Processes		
🖃 🪞 Distributed Transaction Coordinator		
🕀 📭 Local DTC		
🗉 🛃 Event Viewer (Local)		
🗄 😳 Services (Local)		

Figure 15 Component Services

- 5. Expand the Component Services folder.
- 6. Expand the **Computers** folder.
- 7. Expand the My Computer folder.
- 8. Expand the Distributed Transaction Coordinator folder.



Figure 16 Windows Security Alert

9. Click **Allow access** if you receive a Windows Security Alert pop-up.



10. Right-click the Local DTC folder and select Properties.

Security Settings	W	
Network DTC Acces		
Client and Administra		ote Administration
Transaction Manage	er Communication	wund .
	ntication Required	Journa
	ler Authentication Required	
C No Authentic	ation Required	
C No Authentic	ation Required	
C No Authentic		A LU 6.2 Transactions
		IA LU 6.2 Transactions
Enable XA Transactic		
Enable XA Transactic DTC Logon Account Account:	ns 🔽 Enable SN	
Enable XA Transactic DTC Logon Account Account: NT Password:	ns 🔽 Enable SN	
Enable XA Transactic DTC Logon Account Account:	ns 🔽 Enable SN	
Enable XA Transactic DTC Logon Account Account: NT Password:	ns 🔽 Enable SN	

Figure 17 Local DTC Properties

- 11. Select the **Security** tab.
- 12. Under 'Security Settings,' select Network DTC Access. This option enables additional features.
- 13. Under 'Client and Administration,' click Allow Remote Clients.
- 14. Under 'Transaction Manager Communication,' select **Allow Inbound**.
- 15. Select Allow Outbound.
- 16. Click Apply.
- 17. Click **OK**.
- 18. Exit the Component Services window.

Install and configure Aloha Payment Solution

Downloading and installing the Aloha Payment Solution is a multi-step process. Begin by using the Radiant Update website to download APS, and then install the APS service. After installation, configure the APS External API, the plugins, and values.

To install Aloha Payment Solution:

- 1. Access Aloha Update by logging in to the Aloha Update Portal (randiantupdate.com).
- 2. Select Download Install CD.
- 3. Select Aloha Payment Solutions from the 'Application Suite' drop-down list.
- 4. Select the latest version available from the 'Major Version' drop-down list.



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- 5. Click **Download Now** and save APSSetupx.x.zip file to a staging folder of your choosing.
- 6. Use File Explorer to browse to the staging folder.
- 7. Select APSSetupx.x.
- 8. Double-click **AlohaPaymentSolutionSetup_x.x.exe** to launch the installation.

atabase Server Address	02444305665991102
	192.168.13.1
atabase Instance Name	SQLEXPRESS
Database Name	ps
<u>र</u>	Use default Windows user for DB connection
Username	
Password	

Figure 18 NCR Aloha Payment Solution Window

- 9. Select Use SQL database.
- 10. Select the **BOH computer name** from the 'Database Server Address' drop-down list.
- 11. Click **Next**. The 'Select plugin' window appears.

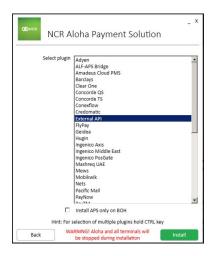


Figure 19 Select Plugin Window

12. Select External API.



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2	
	hile setup installs NCR Aloha Payment Solution on your computer. a few minutes
Acquiring:	
connguring	your computer
Applying:	

Figure 20 Installation Wizard Window

14. Allow the **installation** to complete.



(D)NCR	NORALL R. LC.L.C.
	NCR Aloha Payment Solution
Installation	complete.
Thank you fe	or installing NCR Aloha Payment Solution
	Close

Figure 21 Installation Complete Window

- 15. Click **Close** to exit the installation.
- 16. While still in the **Aloha Update Portal** (randiantupdate.com), select **Elavon Simplify** from the 'Application Suite' drop-down list.
- 17. Select the latest version available, such as '18.1,' from the 'Major Version' drop-down list.
- 18. Click **Download Now** and save **APSExternalApiClients_Release_x.zip**.
- 19. Double-click the **zip file** to open. The Internet Explorer Security dialog box may appear.
- 20. Click Allow if the Internet Explorer Security dialog box appears.
- 21. Double-click the AlohaElavonSimplifyInstaller folder to open its contents.
- 22. Double-click **AlohaElavonSimplifySetup.exe** to begin installation. The End User License Agreement screen appears.
- 23. Click **Accept**. The Install Directory screen appears.

Server Name	FLIPE	юн
Install Directory	C:\BootDrv\	

Figure 22 Installation Directory



© 2024 NCR Voyix. All rights reserved. NCR Voyix – Confidential Use and Disclose Solely Pursuant to Company Instructions The Server Name is auto-populated and cannot be edited.

24. Accept the **path to install the directory** or type a **new path** in which to install the directory.

25. Click Install.

and the second	_ >
NCR Aloha Elavon Simplify Service	
Installing	
Please wait while setup installs NCR Aloha Elavon Simplify Service on your computer.	
This may take a few minutes	
Acquiring:	
	-
Configuring your computer	
1993 - 1973 B	
Applying:	_
Cancel	

Figure 23 Installation Status Screen

The Installing Status screen appears.

Installatio	n complete.				
Thank you	ı for installin	g NCR Aloha El	avon Simplify S	ervice	

Figure 24 Installation Complete Screen

26. Click **Close** to exit the Installation wizard.



To configure Aloha Payment Solution:

- 1. Go to Start > APS.
- 2. Click NCR APS Configuration. The APS Management screen appears.

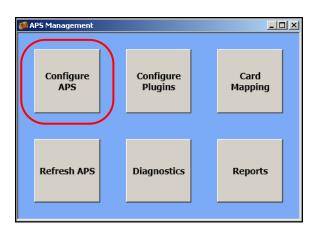


Figure 25 APS Management Screen

3. Click Configure APS. The Aloha Payment Service configuration screen appears

\ 		
· · ·	Hold File Duration	0
	Retry payment interval	60
	Retry payment support	False
	Posintegration	
	Aloha item marking Payment processing	5000
	Aloha item to mark Failures	5001
	Aloha tender to mark Declines	501
	Aloha tender to mark Failures	502
	Interface server address	DKOPLAB
	Interface server terminal id	7
	Interface terminal name prefix	
	Pos Integration Mode	
-	Default credit card plugin	External API plugin [249762d5-8006-4f93-
	Default gift card plugin	External API plugin [249762d5-8006-4f93-
	POS Integration Mode	FohRedundancy
	Printing	-
	Append credit customer receipt to guest of	False
	Append cut after guest check	False
	Print merchant receipts	True
	QR code bitmap size multiplier	0
	QR code printing size	0
E	Prompt Message Modifications	
	Enabled	False
	Message Modification Dictionary	(Collection)
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Service discovery ladvar al	

Figure 26 Aloha Payment Service Configuration

- 4. If using pay at table devices, under the 'Pos integration' group bar, type your **BOH computer name** in 'Interface server address.'
- 5. Type the **ID** of the terminal you identified as the interface server in CFC/AM in 'Interface server terminal id.'



- 6. Type the **Interface terminal name prefix**, such as 'APSIntTerm,' (that you created earlier for the pay at table PIN pad devices), or leave it blank.
- 7. Under the 'Pos Integration Mode' group bar, select **External API plugin** from the 'Default credit card plugin' drop-down list.
- 8. Select External API plugin from the 'Default gift card plugin' drop-down list.
- 9. Select **FohRedundancy** from the 'POS Integration Mode' drop-down list.
- 10. Under the 'Printing' group bar, select **True** from the 'Append credit customer receipt to guest check' drop-down list to allow the customer copy to print with the guest check on a single printout.
- 11. Select **True** from the 'Append cut after guest check' drop-down list. If you allow the customer copy voucher to print immediately after guest copy, the printer then cuts after the footer; no vouchers print after this cut.
- 12. Select **True** from the 'Print merchant receipts' drop-down list to print a copy for store records.
- 13. Click **OK** to return to the APS Management screen.



#### To configure the external API plugin:

1. Click Configure Plugins.

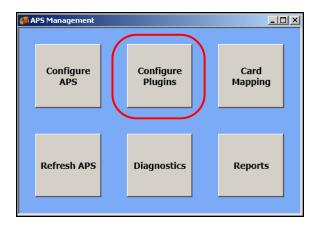


Figure 27 APS Management Screen

The Plugin Configuration screen appears.

🍻 Plugin Configurat	tionX	1	
-Plugin selection -			
Plugin	External API plugin [ACTIVE] 💌 Reload		
- Plugin properties -			
Name	External API plugin		
Name Version GUID Configured Active in PS	1.1		Make note of the Globally Unique Identifier (GUID) that displays here. You must refer to this alphanumeric data to settle batches.
GUID	249762d5-8006-4f93-9355-da04da0277ea		
Configured	YES		
Active in PS	YES		
	Configure Plugin		
Result			
Result			
	X Close		

Figure 28 Plugin Configuration Screen

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2. Select **External API plugin [Active]** from the 'Plugin' drop-down list. The Plugin properties populate, including the GUID.

#### Reference

E

Make note of the Globally Unique Identifier (GUID), as it is required for creating the button used for running settlements. See <u>"Adding a settle batch button to the FOH" on page 36</u>.

3. Click Configure Plugin. The APS External API configuration screen appears.

]		APS External API configuration			
	Plu	ugin specific General			
	_	<b>∄</b> 2↓   □			
	E	Authentication			
		Client password	(password)		
		Enabled licenses	(Collection)		<ul> <li>Use this feature</li> </ul>
	E	BladePayintegration			to enter the
		MerchantId			license string.
		MerchantUserName			
	E	Custom Settings			
Use this feature		<ul> <li>Custom Settings</li> </ul>	(Collection)		
to configure	E	] Pay@Pos			
custom set-		Pending transaction wait (in seconds)	10		
tings.		Transaction cancellation timeout (in seco	180		
	E	] Pay@Table			
		CardTenderId	7		<ul> <li>Designates the</li> </ul>
		CashTenderld	0		pay at table ten-
		Complete payment processing timeout (ir	8		der defined in
		Order items before printing	False		the POS.
		Payment initialization timeout (in seconds	15		
		Print customer copy receipt	False		If you do not use
		Print merchant copy receipt	False		'Pay at Table,'
		Show checks with zero balance	False		leave the Card-
		Show refund checks	False		Tenderld as '0.'
		TerminalId	0		
		UseLegacyPayAtTable	False		
	E	Server			
		Client session timeout (in seconds)	120		
		UseHttps	True		
		i <b>nabled licenses</b> Illows to add or remove licenses that enabl	e clients to connect to the External API		
			ОК	Cancel	

Figure 29 APS External API Configuration Screen - Plugin Specific Tab

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4. On the 'Plugin specific' tab, click the **ellipsis (...)** next to 'Enabled licenses.' The ClientLicense Collection Editor dialog box appears.

ClientLicense Collection Editor		<u>?</u> ×
C Elavon	Elevon propeties:	
	OK Ca	ncel

Figure 30 Entering the License String

- 5. Click Add.
- 6. Under the 'License' group bar, type the following **license string**:

AQwwtu3c2USwExytM0H5C4TkJrxHdOqqQJxxJwKlA7x61i9St8xDmXIGo6oBtCflGLeyLUTJ3vD4Rf OvHNLIRWxhdm9u

- 7. Click **OK** to close the ClientLicense Collection Editor dialog box and return to the APS External API Configuration screen.
- 8. Click inside **Custom Settings** and then click the **ellipsis (...)** that appears on the APS External API configuration screen to display the CustomSettingMapping Collection Editor dialog box.

CustomSettingMapping Collection Edit	tor	<u>? ×</u>
Members:	FullService properties:	
0 FullService	↑	
1 TipFlag 2 PartialPaymentFlag	L Custom Setting	
3 TipPercentages	Key FullService	
4 TerminalID	Value False	
5 LocationName 6 ChainCode		
7 UserData		
8 PrintReceipts		
9 PatAtTableListeningPort		
10 PayAtPosPinpadIP1		
11 PayAtPosPinpadIP2		
12 PayAtPosPinpadPort1 13 PayAtPosPinpadPort2		
Add Remove		
	OK Can	cel
		- //

Figure 31 CustomSettingMapping Collection Editor Dialog Box

- 9. Click Add.
- 10. Under the 'Custom Setting' group bar, complete the **values** for each option using the keys shown in the Custom Settings table on <u>page 33</u>.



-OR-

Use a text editor to add the **configuration** shown in Figure 32.

### Tip

The information you configure impacts the functionality of the PIN pad device. For example, if you allow tips, configure the 'TipFlag' as '1,' and a tips screen appears. If you do not allow partial payment, select '0' for the 'PartialPaymentFlag,' and the partial payment screen does not appear.

#### 11. Click **OK** and exit the **APS Management** function.

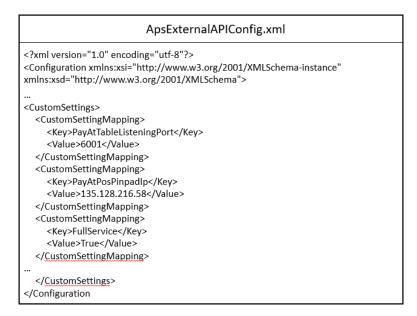


Figure 32 Sample ApsExternalAPIConfig.xml



70	ible 1-1 ;Alona Paymer	nt Solution - Custom Settings
	DEFAULT VALUE	
KEY		DESCRIPTION
	0 = FALSE	
	1 = TRUE	
FullService	FALSE	If True, the PIN pad prompts for table number; if False, the PIN pad prompts for check number.
For Pay at Table		
TipFlag	1 = TRUE	If True, the tip entry screen appears; if False, the tip entry screen does not appear.
For Pay at Table		
PartialPaymentFlag For Pay at Table	1 = TRUE	If True, the amount entry screen appears and allows you to enter partial payment: if False, the amount entry screen does not appear.
TipPercentages	10; 15; 20	Configures predefined percentages that you can apply
For Pay at Table	10, 10, 20	as tips for payment. These tip percentages are assigned to F1, F2, F3 buttons on the PIN pad. Note: You can still enter a different tip amount.
TerminalID	RESTERM1	Elavon provides a value to each customer. Send this value with the payment request.
LocationName	SIMTESTVOLT	Elavon provides a value to each customer. Send this value with the payment request.
ChainCode	TSTLA3	Elavon provides a value to each customer. Send this value with the payment request.
UserData	035?V00	The first set of digits before the question mark (?) represent the number of seconds the PIN pad waits before it gets a response from Fusebox.
		Use the digits after the question mark (?) to request information about the Simplify software on the PIN pad.
PrintReceipts	FALSE	If True, prints the receipt for the guest.
For Pay at Table		
PayAtTableListeningPort	0 = FALSE	The port to which the PIN pad attempts to connect. Configurable on the PIN pads.
For Pay at Table		Supports multiple PIN pads.
PayAtPosPinpadIP1	" " (empty string)	PIN pad IP address used with terminal 1.
PayAtPosPinpadIP2	" " (empty string)	PIN pad IP address used with terminal 2.
, , , , , , , , , , , , , , , , , , , ,	· · · · · · · · · · · · · · · · · · ·	

Table 1-1 : Aloha Payment Solution - Custom Settings



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	,	n Solution - Cusioni Sennigs
	DEFAULT VALUE	
KEY		DESCRIPTION
	0 = FALSE	
	1 = TRUE	
PayAtPosPinpadPort1	0	PIN pad port used with terminal 1.
PayAtPosPinpadPort2	0	PIN pad port used with terminal 2.
PinpadResponseTimeout	0	The amount of time the POS waits for a response from the PIN pad (zero to infinity.)
		The time entered must be more than the time the PIN pad waits for a response from <b>Fusebox</b> .
UseKeyedEntry	FALSE	If selected, the PIN pad prompts for manual card number entry.
For Pay at Table and Pay at POS		
		If cleared, the PIN pad prompts to Tap/Swipe/Insert.
SettlementBy	Terminal	Terminal: Settlement performed by terminal ID.
	Location	Location: Settlement performed by the Location name.
	Chain	Chain: Settlement performed by Chain code.
		Currently, these values are case sensitive.
Service Limit		Prints the signature line on the voucher. You can also set limits.
		0 = Always prints
		20 = Prints signature line at \$20.01 and above

Table 1-1 :Aloha Payment Solution - Custom Settings



	,	Ū		
	DEFAULT VALUE			
KEY		DESCRIPTION		
	0 = FALSE			
	1 = TRUE			
PrintPreauthVouchers (Use with PreAuthorization)	1 = TRUE	Prints the pre-authorization voucher when using the pre-authorization function to capture authorization-only transactions for later tip adjustment. Defaults to 'True.'		
PrintSignatureOnClosePreauth (Use with PreAuthorization)	1 = TRUE	Prints a store voucher with a signature line when closing a pre-authorization transaction. Defaults to 'True.' <i>Related Options:</i> PrintCloseAuthVouchers must also be set to True.		
PrintIncreaseAuthVouchers (Use with PreAuthorization)	1 = TRUE	Prints a voucher when using the Increase Auth button. Use the increase authorization button when adding items to the guest check. Defaults to 'True.'		
PrintCloseAuthVouchers (Use with PreAuthorization)	1 = TRUE	Prints a voucher when using the Close Out Auth button. <i>Related Options:</i> PrintSignatureOnClosePreAuth must also be set to True.		
PrintTipLineOnPreauth	1 = TRUE	Prints a line		

Table 1-1 :Aloha Payment Solution - Custom Settings



#### Adding a settle batch button to the FOH

To settle a batch using the FOH, you must configure a button, and, referring to the GUID that displayed while you were configuring the External API Plugin, type the GUID in 'Run Application.'

You can add the button to any panel in Quick Service; however, for Table Service, you must add the button to either a floor plan in use or create a panel of the Order Entry type to customize the buttons available to you in the lower right portion of the order entry screen.

#### Tip

We recommend scripting the button and designating appropriate access levels to allow only those employees assigned the access levels to settle batches.

#### To add a settle batch button to the FOH

- 1. Select Maintenance > Screen Designer > Quick Service Screen Designer.
- 2. Select Work with Panels.
- 3. Select **Panel > Open Panel**, select the **panel** containing your tenders, and click **OK**.
- 4. Select an **available button** or right-click the **panel** and select **New Button**. The Properties dialog box appears.

Properties		
Appearance	<b>a</b> • •	
Text	Script	
Text Alignment	Middle center	
Font	Panel Button	
Text Color	Skin	
Background Color	Skin	
Highlight	Skin	
Image	None	
Use new button display options	False	
Gradient	None	
Shadow	False	
Bevel	False	
Outline	False	
Scale image	False	
Style	Rounded rectangle	
Tag	None	
3 Function		
Action	Script	
Script Actions	None	
E Layout		
Action		

Figure 33 Button Properties Dialog Box

5. Under the 'Function' group bar, select Script from the 'Action' drop-down list.



© 2024 NCR Voyix. All rights reserved. NCR Voyix — Confidential Use and Disclose Solely Pursuant to Company Instructions 6. Select the **ellipsis button (...)** from the 'Script Actions' drop-down list. The Edit Script Actions dialog box appears.

Just-in-time Manager Approval		
	Remove	Function     ActionType     Just-in-time Manag     POS Access Levels     None     Options     Cancel Script On Err False
		POS Access Levels The POS Access Levels that can approve the JIT Manager prompt.

Figure 34 Edit Script Actions Screen - Just-In-Time Manager Approval

- 7. Click **Add**.
- 8. Under the 'Function' group bar, select **Just-in-Time Manager Approval** from the 'Action Type' drop-down list.
- 9. Select the **ellipsis button (...)** from the 'POS Access Levels' drop-down list. The Select POS Access Levels dialog box appears.

Select POS Access Levels	<u>_0×</u>
<ul> <li>✓ Asst. Mgr (9)</li> <li>Bar (20)</li> <li>BEC (98)</li> <li>Brk Mgr (45)</li> <li>Busser (11)</li> <li>Cashier (8)</li> <li>Delivery (10)</li> <li>Full Acces (39)</li> <li>Kitchen (7)</li> <li>Line (6)</li> <li>✓ Manager (2)</li> <li>✓ Supervisor (3)</li> </ul>	
OK Cancel	

Figure 35 Select POS Access Levels Screen



10. Select the appropriate **POS Access Level(s)** and click **OK**.

## 11. Click **Add**.

Script Actions:	Add	Properties			
Justin-time Manager Approval Run Application	Remove	Action Type     Run Application     Action Type     Run Application     Action Type     Continue Script Imm     False     Options     Cancel Script On Err     False			
		Application The path and application file name to run			
OK Cancel					

Figure 36 Edit Script Actions Screen - Run Application

- 12. Under the 'Function' group bar, select Run Application from the 'Action' drop-down list.
- 13. Type the following command in 'Application.'

c:\Bootdrv\APS\ApsPosAdapter.exe /action settle /plugin <ExternalAPi plugin GUID>, substituting <ExternalAPi plugin GUID> with the GUID populated in the Plugin Configuration screen, as shown in Figure 28.

For example:

c:\Bootdrv\APS\ApsPosAdapter.exe /action settle /plugin 249762d5-8006-4f93-9355-da04da0277ea

- 14. Select **True** or **False** for 'Pass Parameters,' depending upon your business needs.
- 15. Select True or False for 'Continue Script Immediately,' depending upon your business needs.
- 16. Click **OK**.
- 17. Under the 'Appearance' group bar, type a **name** for the button, such as 'Settle Batch.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Settle\nBatch.'
- 18. Configure the **remaining options** as you would for any other button function.
- 19. Select **Panel > Save Panel**.
- 20. Select File > Exit to exit the Quick Service Screen Designer.



# Using Elavon Fusebox/Simplify

The pay at table solution, using the Ingenico iWL250 PIN pad device, offers a unique opportunity for your guest to pay a bill using a credit card without the credit card leaving the table. When a guest is ready to leave, the guest requests the check from the server. The server prints the check using the Aloha Point-of-Sale (POS) system, and presents the check to the guest. After logging in, the server locates the table and guest check. The server hands the device to the guest.

The guest reviews and approves the bill amount on the PIN pad device, adds a tip, and confirms the total amount due. Upon confirmation, the PIN pad device prompts the guest to insert the chip credit card. The PIN pad device reads the chip and prompts for a PIN, if required. If the guest enters the correct PIN, the system continues to process the transaction via Aloha APS.



Upon approval, the PIN pad device prompts the guest to remove the card. The PIN pad device prints a receipt for both merchant and guest. The check may close automatically upon completion of the payment, depending on your configuration.

1. Press F1 to display log in screen.



Figure 37 Enter Employee ID or Slide Card

2. Enter your employee ID or slide your card to log in. Wait for log in to process.

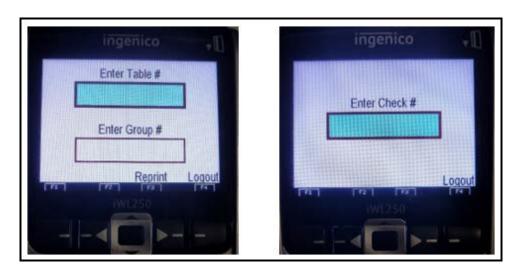


Figure 38 Enter Table Number (Left); Enter Check Number (Right)

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3. Type the **table number** or the **check number**, as instructed on the screen.



Figure 39 Multiple Checks on Table Screen Display

This screen displays only if there are multiple checks on the table. If so, select the appropriate check number.



Figure 40 'Please Pass To Guest' Screen



4. Give the Ingenico iWL250 device to the paying guest.



Figure 41 Partial Payment Screen

A 'Partial Payment' screen may appear. If so, the guest can key in a **partial amount** or press **Enter** to pay in full.

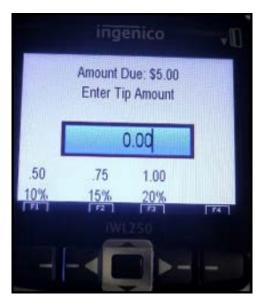


Figure 42 Enter Tip Screen



5. Using the keypad, the guest enters a **tip amount**, and presses the **green button**.



Figure 43 Confirm Amount Screen

6. The guest presses **1** to accept the amount. The 'Please Wait For Tender' screen appears.



Figure 44 Please Wait For Tender Screen



7. The guest inserts, taps, or slides the **debit** or **credit card**. If the guest slides the **debit** or **credit card**, the next screen appears.

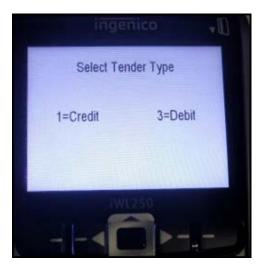


Figure 45 Select Tender Type Screen

8. The guests selects **1** to use as credit or **3** as debit.



Figure 46 Select Your Payment Currency Screen



A 'Select Your Payment Currency' screen may appear. If so, the guest selects **1** to pay in US dollars or **3** to pay in Canadian dollars.



Figure 47 Enter PIN Screen

9. The guest enters their **PIN** and presses the **green button**. The 'Amount OK?' screen appears.



Figure 48 Amount OK? Screen



10. The guest selects **1** to accept the amount.



Figure 49 'Processing...Please Wait, Do Not Remove Card' Screen

The 'Processing...Please Wait, Do Not Remove Card' message appears while the device sends the transaction.



Figure 50 Remove Card Screen



The guest removes the **card**, if it was inserted.



Figure 51 Please Wait For Receipt Screen

The 'Please Wait For Receipt' message appears.



Figure 52 Approval Screen



'Approved' appears on the Ingenico iWL250 PIN pad device.



Figure 53 The 'Please Pass To Server' Screen Appears

- 11. The guest gives the **device** back to the server.
- 12. The server presses **Enter** to print a merchant copy.
- 13. The server tears the **receipt** and presses **Enter** again to print a customer copy.



Figure 54 'Enter Table Number' Screen

The device returns to the 'Enter Table #' screen, with an option to reprint the receipt or log out.



# **Settlements**

There are two methods in which to settle batches: (1) using the Elavon Fusebox Portal or (2) a configured button on the FOH. Contact your Elavon representative if you have questions regarding the Elavon Fusebox Portal.

## Settling a Batch via FOH

Touch **Settle Batch**. The POS system sends the settlement message to APS, which then notifies Elavon Simplify.



# Troubleshooting Elavon Fusebox/Simplify

We offer the following troubleshooting tips for the Elavon Fusebox/Simplify feature.

### SQL connection errors

If you experience SQL connection errors, follow the steps below.

- 1. Open Services.
- 2. Locate SQL Server Browser. The default setting is 'Disabled.'

File Action View	Help					
⊨ ⇒   📰   🖽	o 😹 🛛 📷 🕞 🗰 💷 🕞					
Services (Local)	🔕 Services (Local)	/				
	SOL Server Browser	Name 🔶	Description	Status	Startup Type	Lo 🔺
		SPP Notification Service	Provides Software Licensing activation and		Manual	Lo
	Description:	SQL Server (SQLEXPRESS)	Provides storage, processing and controlled	Started	Automatic	Lo
	Provides SQL Server connection information to client computers.	SQL Server Agent (SQLEXPRESS)	Executes jobs, monitors SQL Server, fires al		Disabled	Ne
	momation to cient computers.	🔍 SQL Server Browser	Provides SQL Server connection information		Disabled	Ne
		🔍 SQL Server VSS Writer	Provides the interface to backup/restore Mi	Started	Automatic	Lo
		SSDP Discovery	Discovers networked devices and services t	Started	Manual	Lo
		Storage Service	Enforces group policy for storage devices		Manual	Lo
		Superfetch	Maintains and improves system performanc	Started	Automatic	Lo V
						•
	Extended & Standard /					

Figure 55 Services

3. Double-click **SQL Server Browser**. The SQL Server Browser Properties (Local Computer) dialog box appears.

5	QL Server Browse	r Properties (Local Computer)	x			
	General Log On	Recovery Dependencies	_			
	Service name:	SQLBrowser				
	Display name:	SQL Server Browser				
	Description:	Provides SQL Server connection information to client				
	Path to executabl ''C:\Program Files	e: \Microsoft SQL Server\90\Shared\sqlbrowser.exe''				
	Startup type:	Automatic				
	Help me configure service startup options.					
	Service status:	Stopped				
	Start	Stop Pause Resume				
	You can specify the start parameters that apply when you start the service from here.					
	Start parameters:					
		OK Cancel Apply				

Figure 56 SQL Server Browser Properties (Local Computer) Dialog Box



- 4. On the 'General' tab, select **Automatic** from the 'Startup type' drop-down list.
- 5. Click Apply.
- 6. Click **OK** to save.

#### System cannot connect to PIN pad devices

If the system cannot connect to the PIN pad devices, check the Simplify logs. Look for the following error:

[ConnectionManager] - InnerException : An error occurred while receiving the HTTP response to https://127.0.0.1:8799/ExternalAPI/PayAtPos/GetConfiguration.

The error message may appear due to the service endpoint binding not using the HTTP protocol; or, an HTTP request context aborted by the server due to the service shutting down. Refer to the Server logs for more details.

- 1. Click Start.
- 2. Type **Run** in the command line. The Run dialog box appears.
- 3. Type **regedit** in the 'Open' text box and click **OK**. The Registry Editor screen appears.

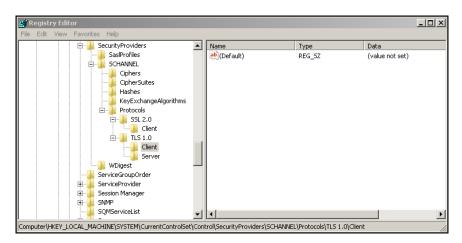


Figure 57 Registry Editor Screen

4. Select

## HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SC HANNEL\Protocols|TLS 1.0.



5. Expand the **TLS 1.0 folder**.

💣 Re	egistry Edit	or								٦×
File	Edit View	Favorites	Help							
			SecurityProviders			Name ab (Default)	Type REG_SZ		ata alue not set)	
		<b>.</b>	SCHANNEL			- (bordady	1120_02	.,		
			- Ciphers							
	- DipherSuites									
			Hashes	eAlgorithms						
			🗄 🕕 Protocols							
	E									
			на пред траница и пред на пред Пред на пред на Пред на пред на	t Expand						
			Sei	New		Key				
			5erviceGroupOrdei	Find		String Value	_			
	ServiceProvider     ServiceProvider     Delete     SNMP     Rename			Binary Value DWORD (32-bit) Value						
Comp	uter\HKEY LC	1 65	5QMServiceList HINE\SYSTEM\Cur	Export Permissions		QWORD (64-bit) Value Multi-String Value Expandable String Value	tocols	\TLS 1.0\Client		

Figure 58 Client - New - DWORD (32-bit) Value

- 6. Right-click the Client folder, select New, and then select DWORD (32-bit) Value.
- 7. In 'New value,' located at the right, type **ENABLE**.

Edit DWORD (32-bit) Value		x
Value name:		
ENABLED		
Value data:	Base	
00000001	Hexadecimal	
	C Decimal	
	OK Cancel	

Figure 59 Type Value Data

- 8. Double-click **ENABLED**. The Edit DWORD (32-bit) Value dialog box appears.
- 9. Type **0000001** in 'Value data.'
- 10. Click **OK**.
- 11. Right-click the Server folder, select New, and then select DWORD (32-bit) Value.
- 12. In 'New value,' located at the right, type **ENABLED**.
- 13. Double-click ENABLED. The Edit DWORD (32-bit) Value dialog box appears.
- 14. Type **0000001** in 'Value data.'
- 15. Click **OK**.
- 16. Exit the **Registry Editor** function.



### Cannot access network settings in Telium manager

If you are unable to access the network settings in the Telium Manager, use the procedure below.

- 1. On the Home screen, press and hold the (yellow button) for two seconds to reboot the PIN pad payment device.
- 2. When the device displays 'Initializing,' press the 🛄 (green button).
- 3. Press **1** on the keypad for the Elavon main menu.
- 4. Use the keypad to type the password, '**352866**,' which spells ELAVON.
- 5. From the Elavon main menu, press **5** on the keypad for Telium Manager.
- 6. Press **F** on the keypad.
- 7. Press **O** (Zero) on the keypad for Telium Manager.
- 8. Press **3** on the keypad for Initialization.
- 9. Press **2** on the keypad for Hardware.
- 10. Press 1 on the keypad for Ethernet Setup to enter the desired network settings.

Network Settings	You Enter
Boto Proto	Static.
IP	The IP address that you use.
Subnet mask	The subnet mask that you use.
Default Gateway	The default gateway that you use.
DNS1	The DSN1 that you use.
DNS2	The DSN2 that you use.

- 11. Select **Save** to save your entries and reboot the device.
- 12. Press **O** (Zero) to verify the IP address.

#### **Fusebox support**

In the event that you need Fusebox support, you can contact the Fusebox Support team by phone or email. The Fusebox Support team is available 24x7x365.

Telephone Support: 1-866-265-6225. E-Mail: GatewaySupport@Elavon.com.

#### Reference

Refer to the Fusebox Technical Support and Escalation document for additional information. If you do not have a copy, contact your Elavon representative.

#### Verifone support

Terminal Support (For all terminal issues): 1-800-773-7450.



Elavon Fusebox/Simplify, Feature Focus Guide

NCR Voyix welcomes your feedback on this document. Your comments can be of great value in helping us improve our information products. Please contact us using the following email address: Documentation.HSR@NCRVoyix.com

