

Version

1.0

OPERATIONAL MANUAL

SenTek Americas Corporation

Terminal Installation



SENTEK AMERICAS CORPORATION

Operational Manual – EasyCap Terminal Installation

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Last update: **May 2 th, 2002**

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EasyCap Terminal Installation

Sentek Americas welcome you to this new device, the *EasyCap Terminal Solution*. This Terminal was created to capture and simultaneously authorize credit card payment process at point of sale. *EasyCap* does that an easier way.

You are receiving this Operational Manual to guide and inform you all the specifications for Terminal processing installation. In this Manual, we will be exploring the following:

- Characteristics
- Recommendations
- Installation
- Operational Procedures
- Contingencies

Characteristics

In this chapter we will specify the EasyCap Terminal characteristics. There are few procedures to be followed before the installing process starts:

EasyCap or Card Reader/IVR (**I**nteractive **V**oice **R**espond) is a integrated solution designed to improve Credit Card payment processing at point of sale, see sample on *Figure 3.2 EasyCap Reader*, page 5. In this process Manually transaction turns into an electronic transaction thus reducing paper submission/handling, at attractive “Rental Costs” for the merchant.

Attention: The EasyCap Terminal does not exclude the Manual imprinter for the process.

The EasyCap Terminal does not print the Sales Slip after each sale; so, the merchant still needs the imprinter to provide to the Customer the Sales Slip he used to.

There are three copies of Sales Slip, **1st copy** – belongs to the Costumer, **2nd copy** - will not be considered in this process and the **3rd – copy** will be retained by the merchant for 12 months period and will be used to support eventual inquiries from the card member.

The Sales Slips should not be submitted for capture; the EasyCap Terminal does it electronically.

Attention: This Terminal accepts all American Express Credit Cards (**Only Credit Cards**).

Recommendations

In this chapter, we will specify all recommendations required to improve the useful life of this terminal.

Cleaning: To clean the EasyCap Terminal please use only moisten silk. Do not use chemical or abrasive products because they can damage the Terminal.

Maintenance: Never open the Terminal to do any type of “repair”; only an authorized Technician should fix this device.

How To turn off this Terminal?

There is no need to turn off, the EasyCap Terminal.

Other: Avoid putting heavy things over the Terminal or staples, clips, lighted cigars, liquids, etc.

Do not expose the Terminal to the Sun light.

Installation

In this chapter we will specify all the procedures to install the EasyCap Terminal.

You will receive a kit with all components as listed below. A **Cable Extension** with an extra **Jumper *** and an **EasyCap Terminal Reader**. Before installing, check if the merchant was included in Master File database.

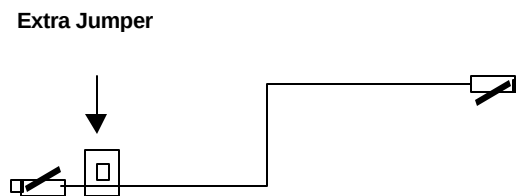


Fig 3.1 Cable Extension



Fig 3.2 EasyCap Terminal

***Jumper:** A Little plastic plug, that when connected identifies into the EasyCap Terminal system that line's type is **Tone**; see more detail later in this chapter.

Installation Steps:

Step 1: Certify that all components listed on the previous page are contained in the Box's Kit. In case of any doubt please contact us on 0800....

Step2: Once a Telephone model connection is found, the next step is to install all components.

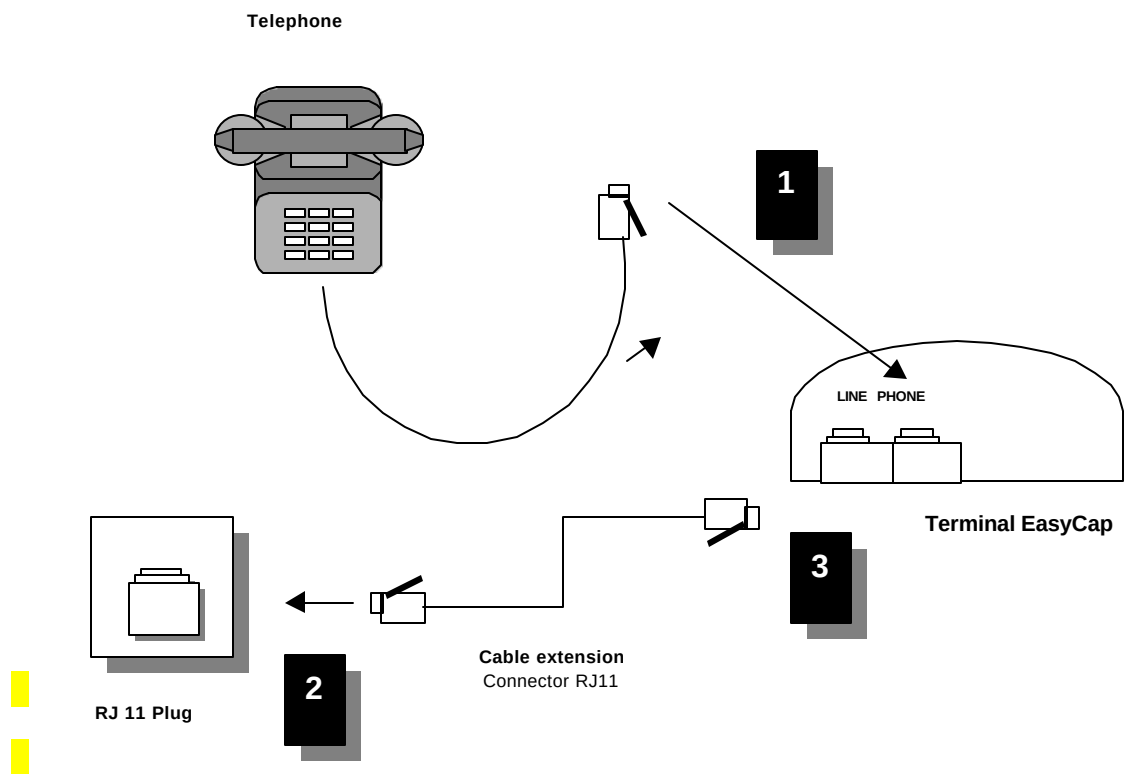
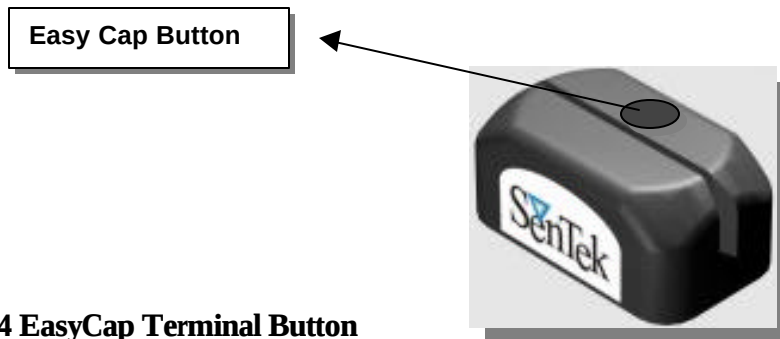
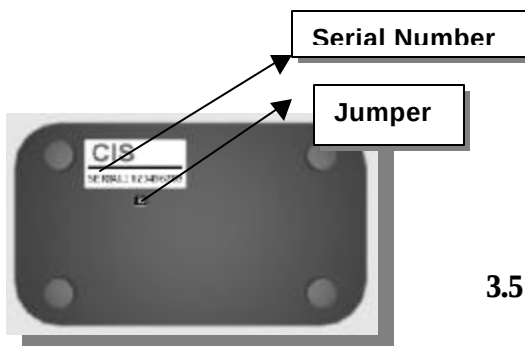


Fig 3.3 Installing Process

Important: The EasyCap Solution only works with analog lines.



3.4 EasyCap Terminal Button



3.5 EasyCap Terminal Jumper & Serial Number.

Operational Procedures

In this chapter we will specify all the Operational procedures needed to start operate with EasyCap Reader.

Operation:

1. Take the handset off the hook and wait for the line signal. If you are working under a PBX, you may be required to dial “N” to get an external line.
2. Press the button on the card reader (green light will be turned on) and swipe the card to be processed.
3. The reader will validate the Card BIN and than dial the EasyCap system.
4. Merchant will be welcomed into EasyCap system.
5. Merchant will be prompted to select IVR Language (English or Spanish)
6. The user will be prompted with "Press the button on the reader or enter your 10 digit merchant number." The user will push the button to transmit the track 2 data.
7. Follow IVR instructions, in case of double please consult your manual.

Contingencies

In this chapter we will help you to find what is wrong with the Installation.

Trouble Shooting? This chapter will help and revise all the detail about EasyCap installation. By following the next steps, you will be certifying every step to have a successful Installation.

Verify all connections:

- Check if the cable line is well connected
- Check the EasyCap Terminal cable is well connected to the telephone
- Verify if Terminal configuration is correct (Tom or Pulse). See more details in Chapter 3 - Installation.
- Verify if there is a PBX or External Line.
- Certify if is analogic Line.

Important: The EasyCap Terminal only works with analogic line.

Verify all possibilities:

- Certify if there is a Telephone problem.
- Verify if all procedures listed have been done, or all details demonstrated are checked.
- For credit card invalid message, try again. If the errors remain, the card probably will have a magnet stripe damaged or the card is not accepted for this system.

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