CenPOS
Creating efficiencies through payment innovations

Device Installation Guide

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Device Installation Guide

Minimum Requirements:

Windows 7 or above

4 GB of RAM

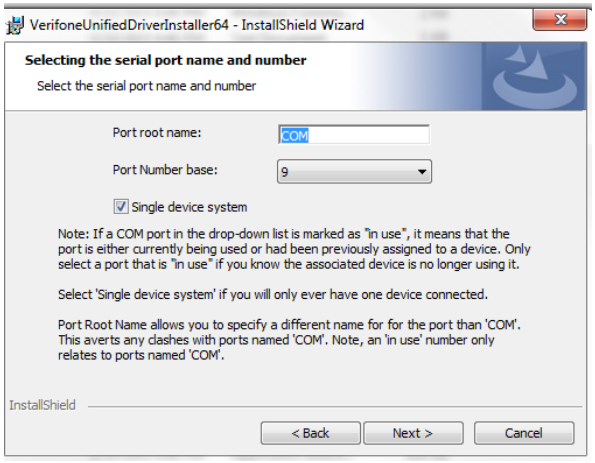
Up to 1 GB of available space for installation

Ability to run Java

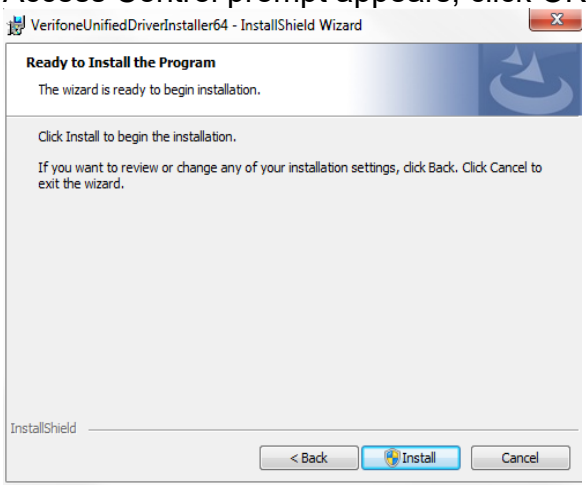
Installation Guide for VeriFone MX915

Drivers Installation for the MX915

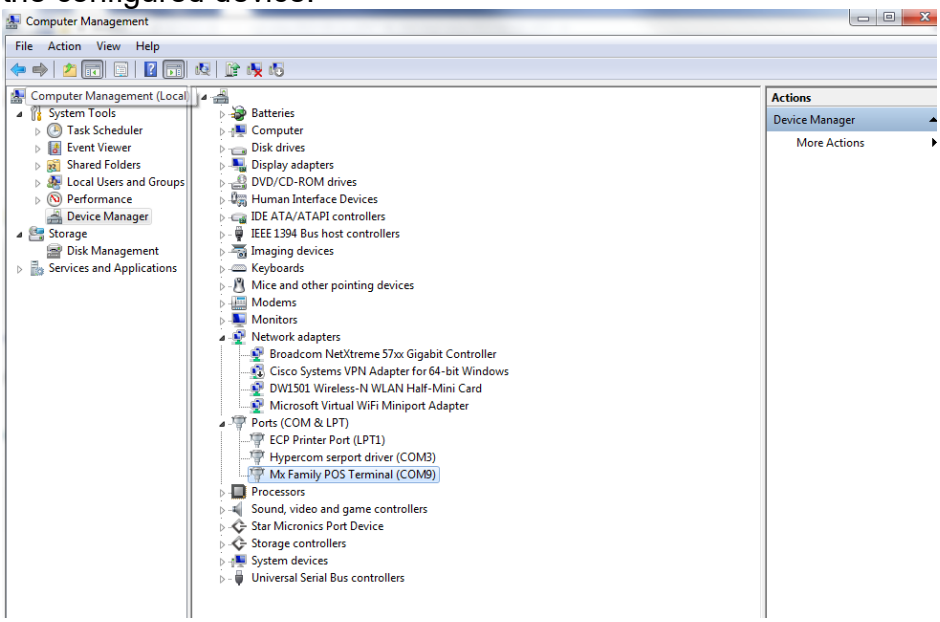
1. The VeriFone drivers need to be installed in order for the computer to recognize the terminal
    - Drivers: https://www.cenpos.com/download/Drivers/MX915.zip
2. Right click on the compressed folder for the drivers named “MX915” on your Downloads folder and extract it. Once extracted, open the folder and select the drivers that suits your computer’s architecture
    a. **VerifoneUnifiedDriverInstaller.msi** for 32-bit
    b. **VerifoneUnifiedDriverInstaller64.msi** for 64-bit
3. Double click the appropriate driver then click “Next”.
4. Verify that in the next screen, the parameters are set as the following. Then click “Next”.
    a. Port root name: COM
    b. Port Number base: 9



5. On the next screen, click on “Install” so the installation process can begin. If a User Access Control prompt appears, click OK.



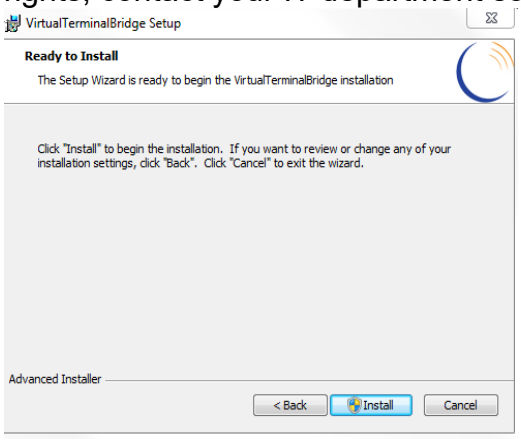
6. After the installation is complete, open the device manager and verify that the MX915 is recognized. This can be done by going to start and right click on Computer then selecting Manage.
7. On the left hand side click on Device Manager and expand the ports where you will see the configured device.



8. If the MX915 is recognized by the PC, the terminal is ready to connect to the Virtual Terminal Bridge.

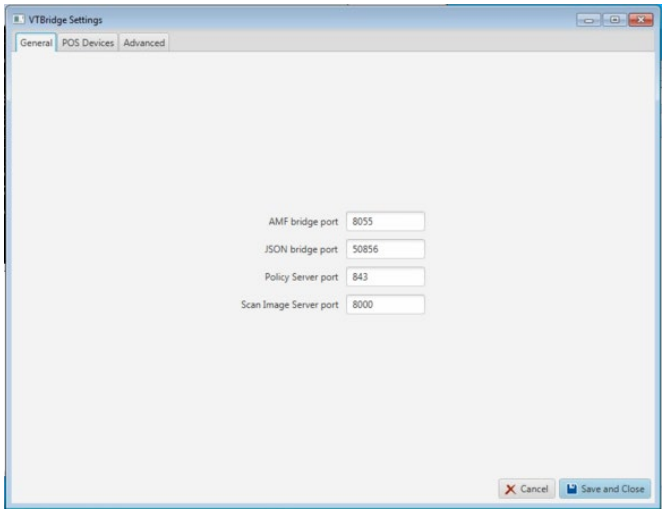
VTB Installation for the MX915

1. Download the latest bridge listed below to proceed with the installation.
    - Virtual Terminal Bridge: https://www.cenpos.com/download/virtualterminalbridgeemv.exe
2. In your Downloads folder there should be an executable file named “VirtualTerminalBridge.exe” with the CenPOS logo. Double click on it to launch the executable.
3. Once the setup runs, click on ‘’Next’ on the welcome window.
4. Click on the “Install” button so the installation can begin (If you don’t have administration rights, contact your IT department so the installation can proceed)

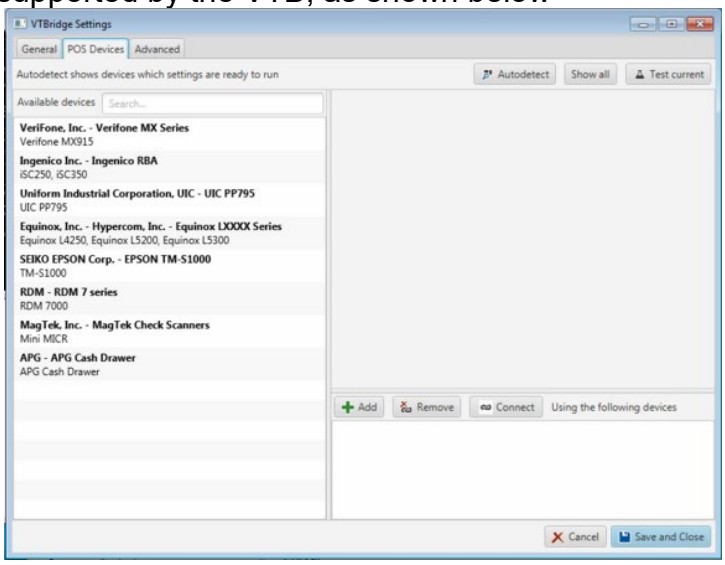


NOTE: Please make sure to enable Automatic Updates during the Virtual Terminal Bridge Installation. If Automatic Updates are not enabled, you may miss out on critical updates from CenPOS.

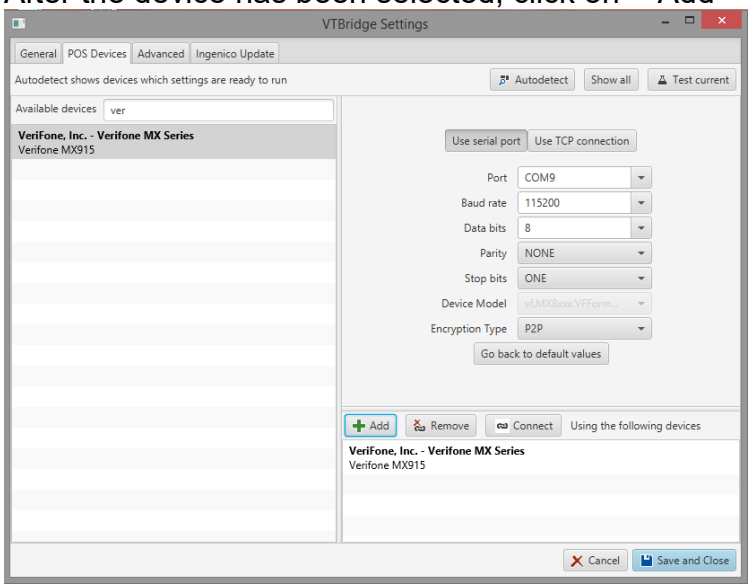
5. After the installation is done, a configuration screen will be shown as seen in the image below. Select the tab “POS Devices”



6. Once you get to this screen, you'll be able to see a list that contains the devices supported by the VTB, as shown below

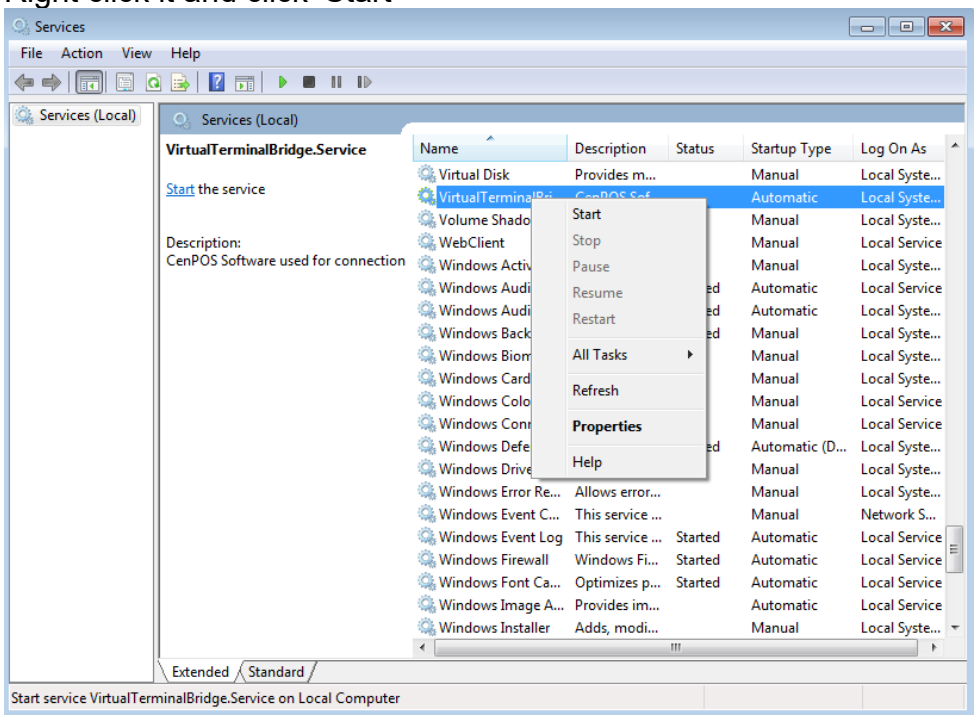


7. Click "Autodetect" so the software can recognize the device connected to your PC.
8. After the device has been selected, click on "+Add"



9. Click on "Save and Close".

10. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click ‘Start’



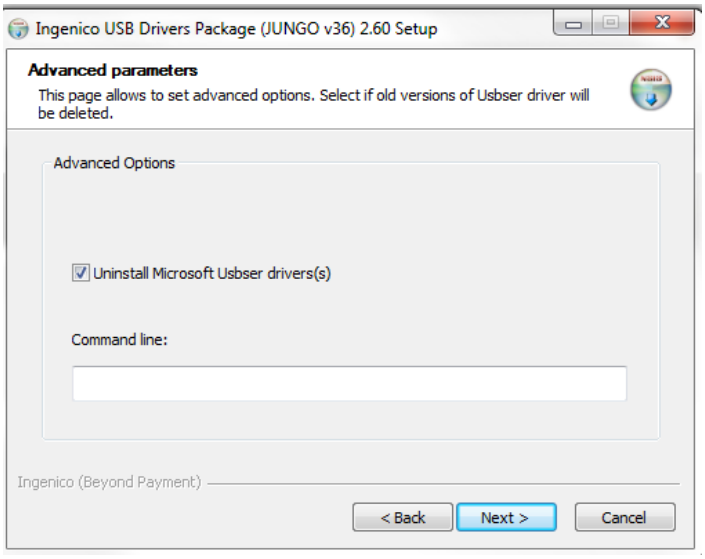
11. Open a new browser (or refresh if it’s already opened) with the Virtual Terminal Link (https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html) to test with a card. Once the user logs in, go to “Credit and Debit” and then click on the “Sale” icon. The device should go to a “Please Swipe Card” message. If EMV is enabled on the account, you must type an amount in its field and then click on the card number field, and the device will display “Please Swipe or Insert Card”. If data populates on the fields after a swipe or insert, the installation was completed effectively. For further support please call 877-630-7960.

Installation Guide for Ingenico Models

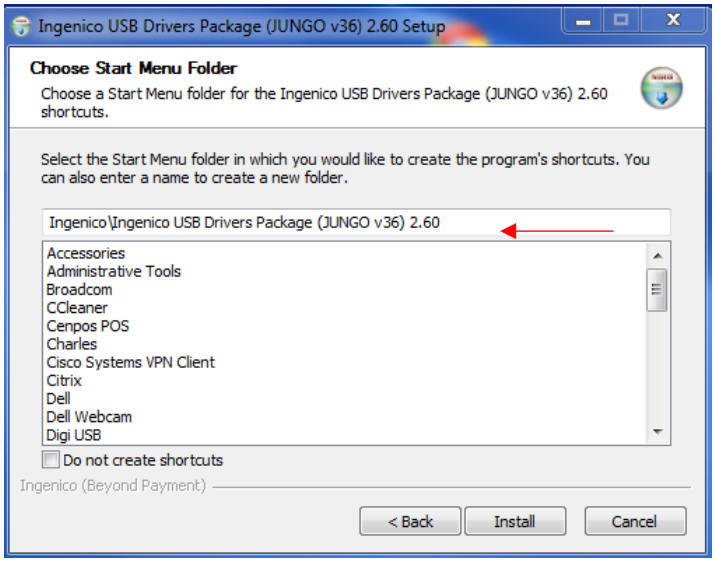
Drivers Installation for the ISC250 / iPP320

Please see our guide for changing the communication type on Ingenico Devices.

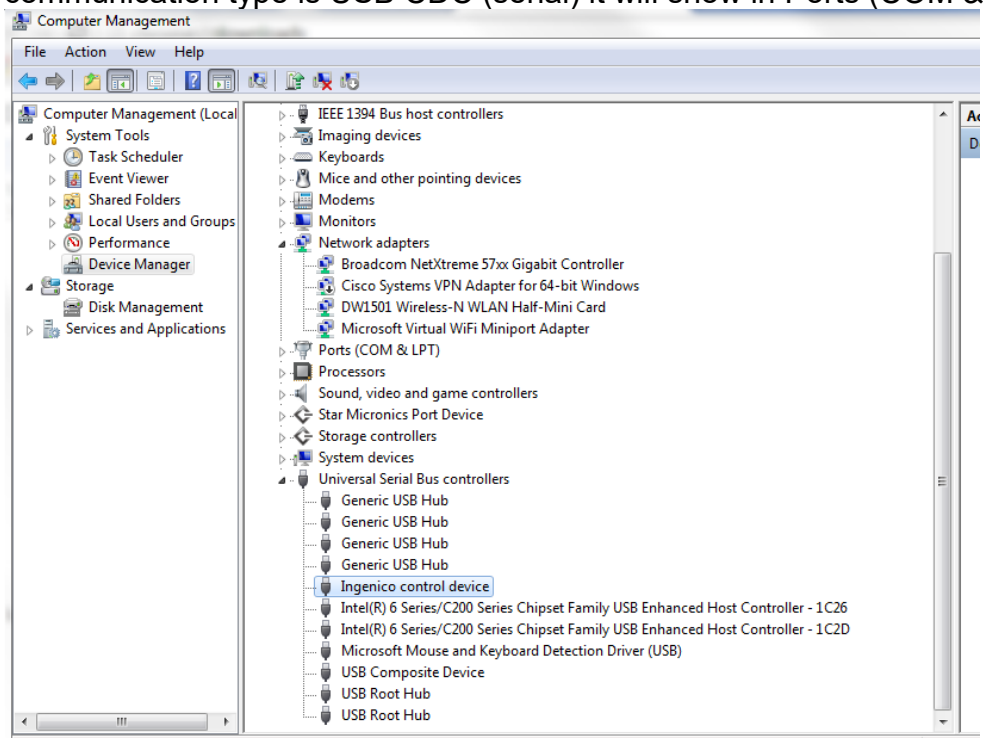
1. The Telium drivers need to be installed in order for the computer to recognize the terminal
    - https://www.cenpos.com/download/Drivers/TeliumDrivers.exe
2. Open your Downloads folder and select the drivers by double-clicking on the executable application named 'TeliumDrivers.exe'
3. On the Installer screen, click 'Next'
4. Keep clicking on next until you get to the 'Advanced Parameters' screen as the one below. Make sure the 'Uninstall Microsoft Usbser driver(s)' box is checked, then click 'Next'



5. Click on 'Install' to install the drivers then click 'Finish' to close the wizard.



6. After the installation is complete, open the device manager and verify that the device is recognized. This can be done by going to start and right click on ‘Computer’ then selecting ‘Manage’.
7. On the left hand side click on Device Manager and expand the ‘Universal Serial Bus controllers’ where you will see the newly configured device if set to USB HID. If it’s communication type is USB CDC (serial) it will show in Ports (COM & LPT)

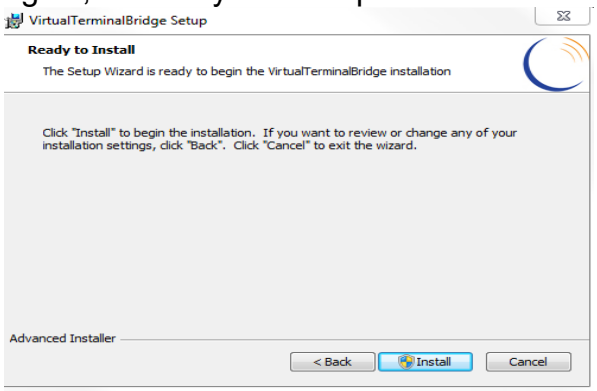


8. If the Ingenico is recognized by the PC, the terminal is ready to connect to the Virtual Terminal Bridge.

VTB Installation for the ISC250 / iPP320 – USB HID

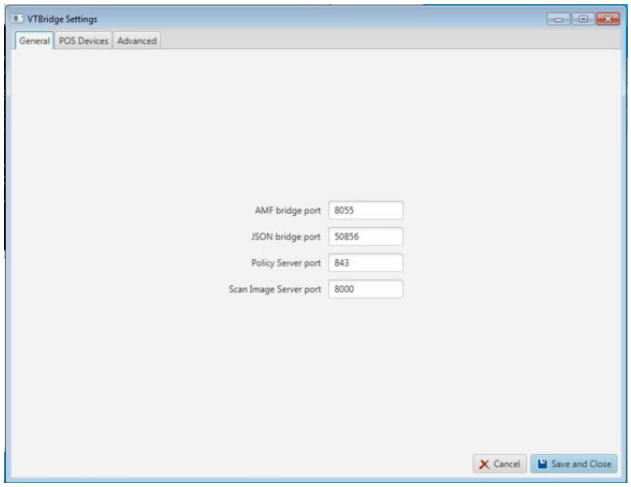
Please see our guide for changing the communication type on Ingenico Devices.

1. Download the latest bridge listed below to proceed with the installation.
    - Virtual Terminal Bridge: https://www.cenpos.com/download/virtualterminalbridgeemv.exe
2. In your Downloads folder there should be an executable file named "VirtualTerminalBridge" with the CenPOS logo. Double click on it to launch the executable.
3. Once the Setup runs, click on ''Next" on the welcome window.
4. Click on the "Install" button so the installation can begin (If you don't have administration rights, contact your IT department so the installation can proceed)

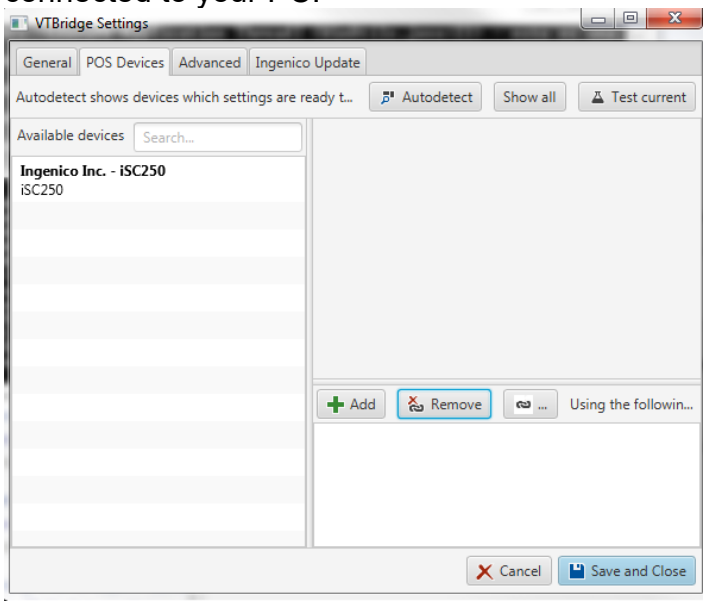


NOTE: Please make sure to enable Automatic Updates during the Virtual Terminal Bridge Installation. If Automatic Updates are not enabled, you may miss out on critical updates from CenPOS.

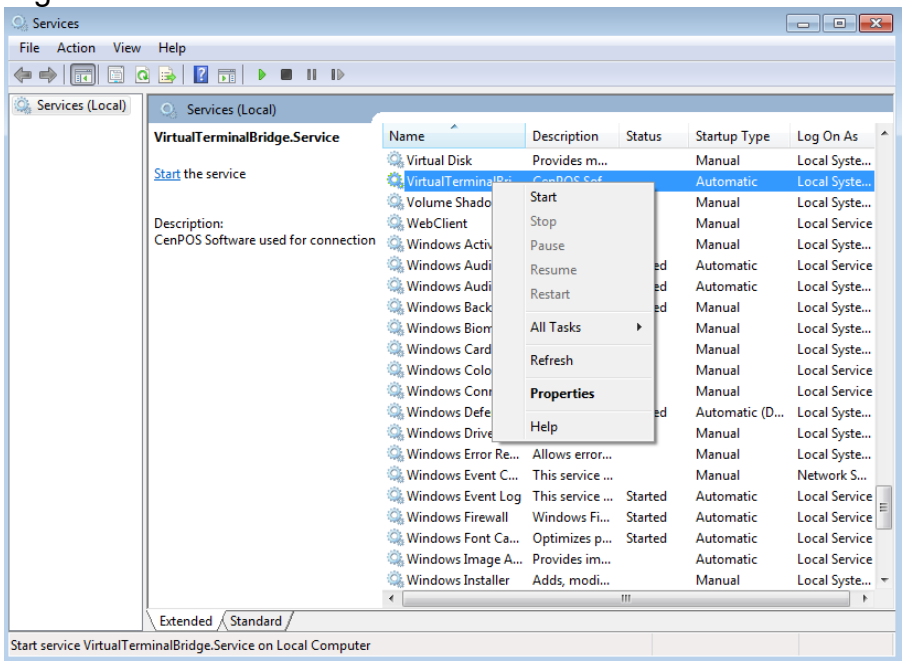
5. After the installation is done, a configuration screen will be shown as seen in the image below. Select the tab "POS Devices"



6. On this screen, click on “Autodetect” so the software can recognize the device connected to your PC.



7. Select the device on the left, then click ‘+Add’ then click ‘Save and Close’
8. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click ‘Start’

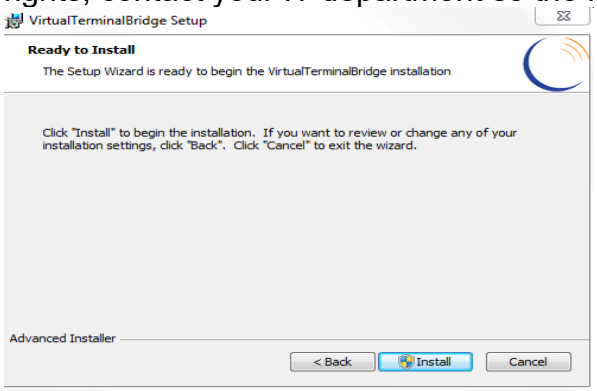


9. Open a new browser (or refresh if it’s already opened) with the Virtual Terminal Link (https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html) to test with a card. Once the user logs in, go to “Credit and Debit” and then click on the “Sale” icon. The device should go to a “Please Swipe Card” message. If EMV is enabled on the account, you must type an amount in its field and then click on the card number field, and the device will display “Please Swipe or Insert Card”. If data populates on the fields after a swipe or insert, the installation was completed effectively. For further support please call 877-630-7960.

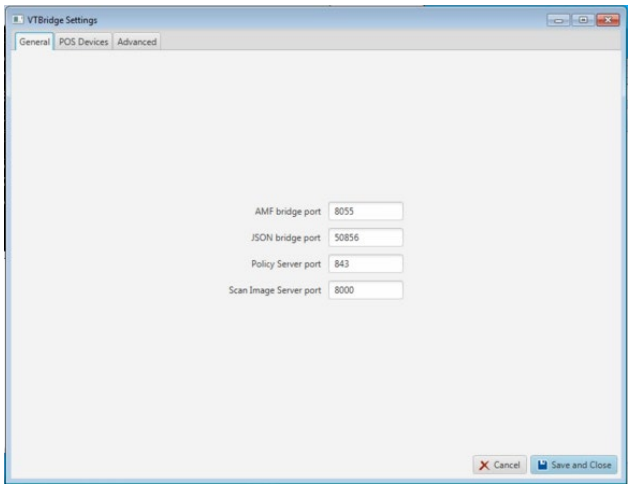
VTB Installation for the ISC250 / iPP320 - USB CDC

Please see our guide for changing the communication type on Ingenico Devices.

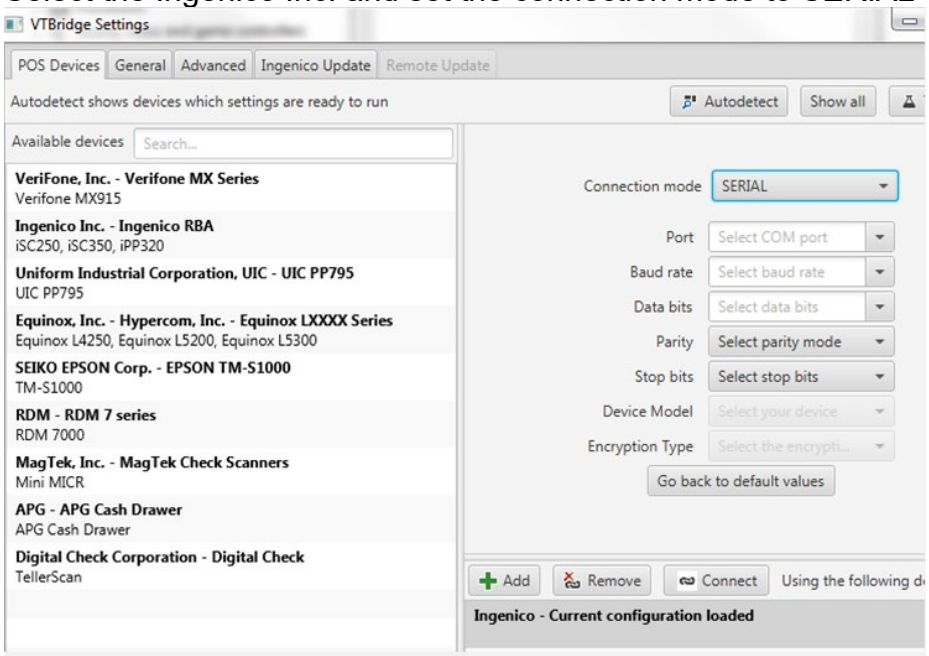
1. Download the latest bridge listed below to proceed with the installation.
    - Virtual Terminal Bridge: https://www.cenpos.com/download/virtualterminalbridgeemv.exe
2. In your Downloads folder there should be an executable file named "VirtualTerminalBridge.exe" with the CenPOS logo. Double click on it to launch the executable.
3. Once the Setup runs, click on ''Next" on the welcome window.
4. Click on the "Install" button so the installation can begin (If you don't have administration rights, contact your IT department so the installation can proceed)



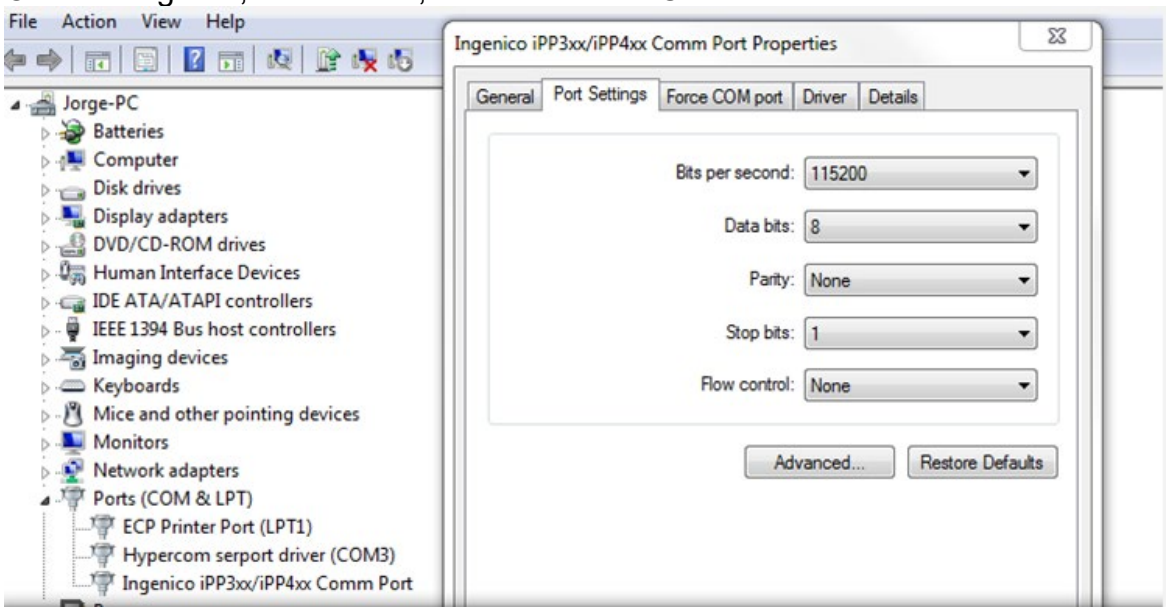
5. After the installation is done, a configuration screen will be shown as seen in the image below. Select the tab "POS Devices" and click "Show all".



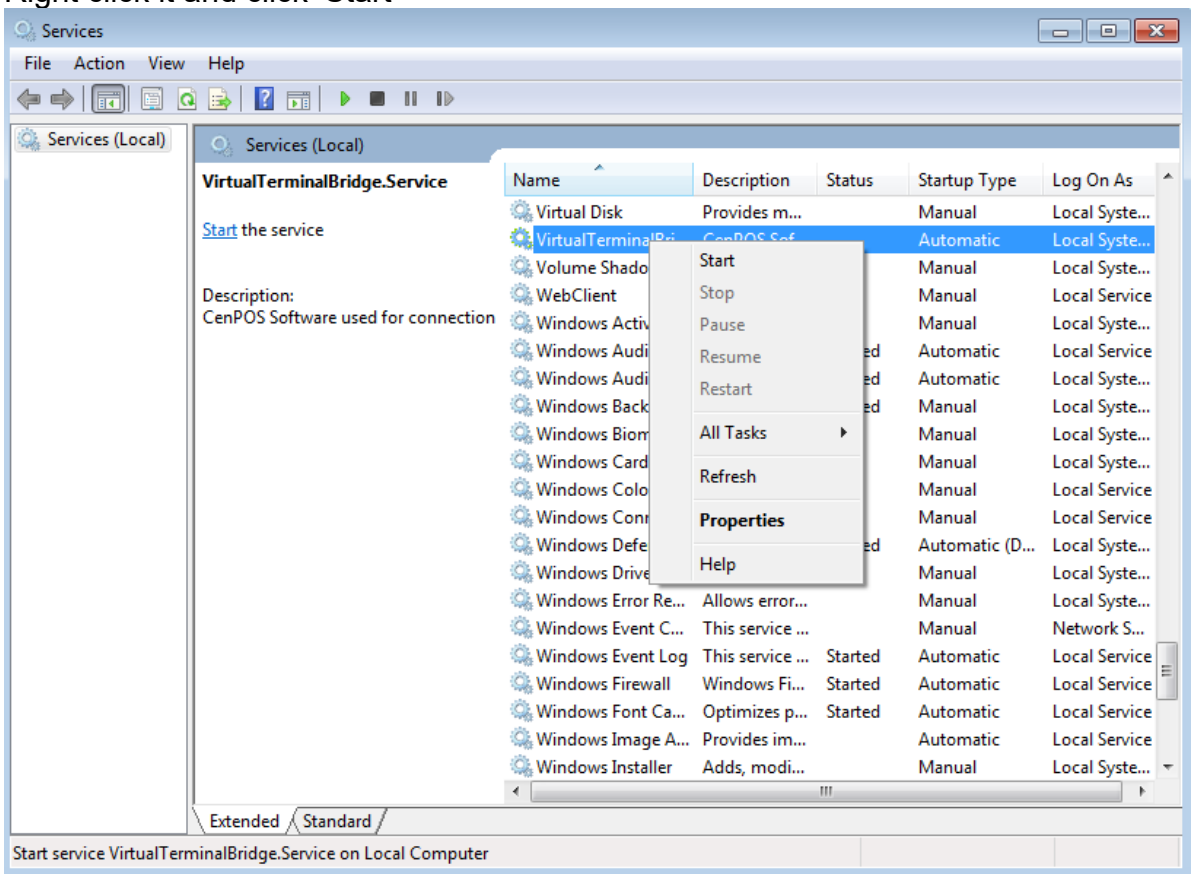
6. Select the Ingenico Inc. and set the connection mode to SERIAL



7. Go back to the device manager to find the COM# you must configure in the VTBridge Settings
8. Double click ISCxxx or IPPxxx and click the “Port Settings” tab to find the four settings to be configured in the VTBridge settings: Baud rate, data bits, Parity, and Stop bits as shown above.
9. Once configured, click ‘+Add’, then ‘Save and Close’



10. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click ‘Start’



11. Open a new browser (or refresh if it’s already opened) with the Virtual Terminal Link (https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html) to test with a card. Once the user logs in, go to “Credit and Debit” and then click on the “Sale” icon. The device should go to a “Please Swipe Card” message. If EMV is enabled on the account, you must type an amount in its field and then click on the card number field, and the device will display “Please Swipe or Insert Card”. If data populates on the fields after a swipe or insert, the installation was completed effectively. For further support please call 877-630-7960.

Installation Guide for Ingenico ICMP

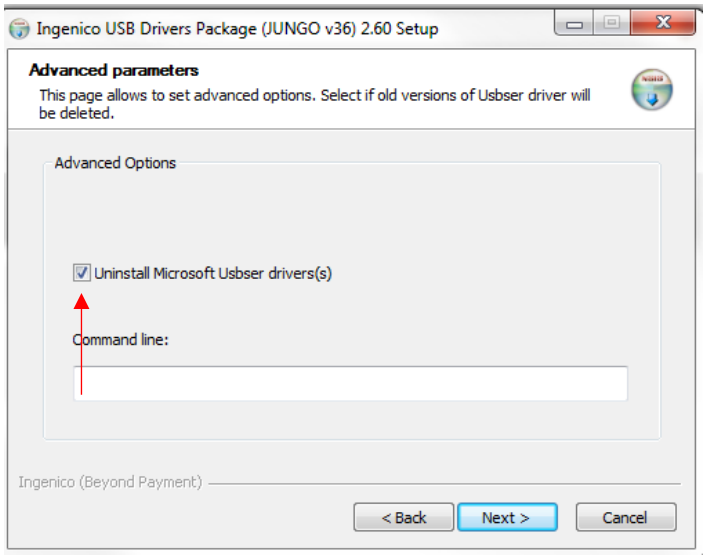
Note: The following section applies to ICMP installations on Microsoft Windows Desktop environments. For use on Mobile Devices, please refer to the Mobile Processing document.

Drivers Installation for the ICMP

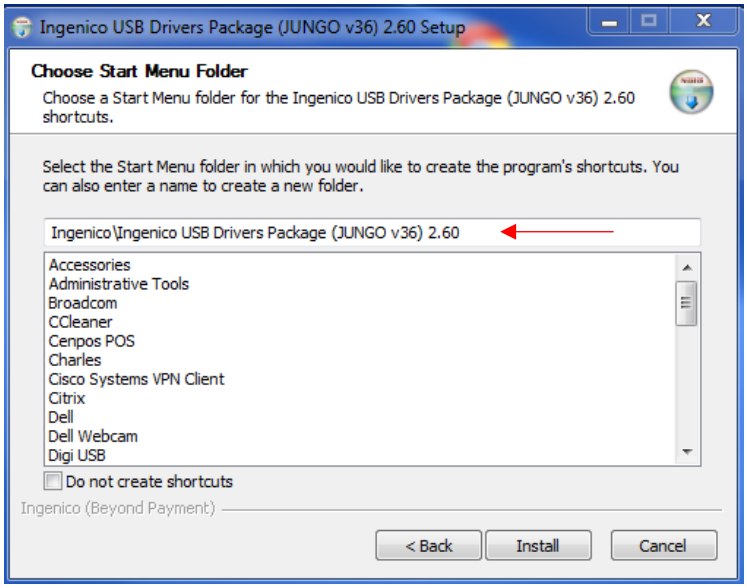
Please see our guide for changing the communication type on Ingenico Devices.

1. The Telium drivers need to be installed in order for the computer to recognize the terminal
   https://www.cenpos.com/download/Drivers/TeliumDrivers.exe

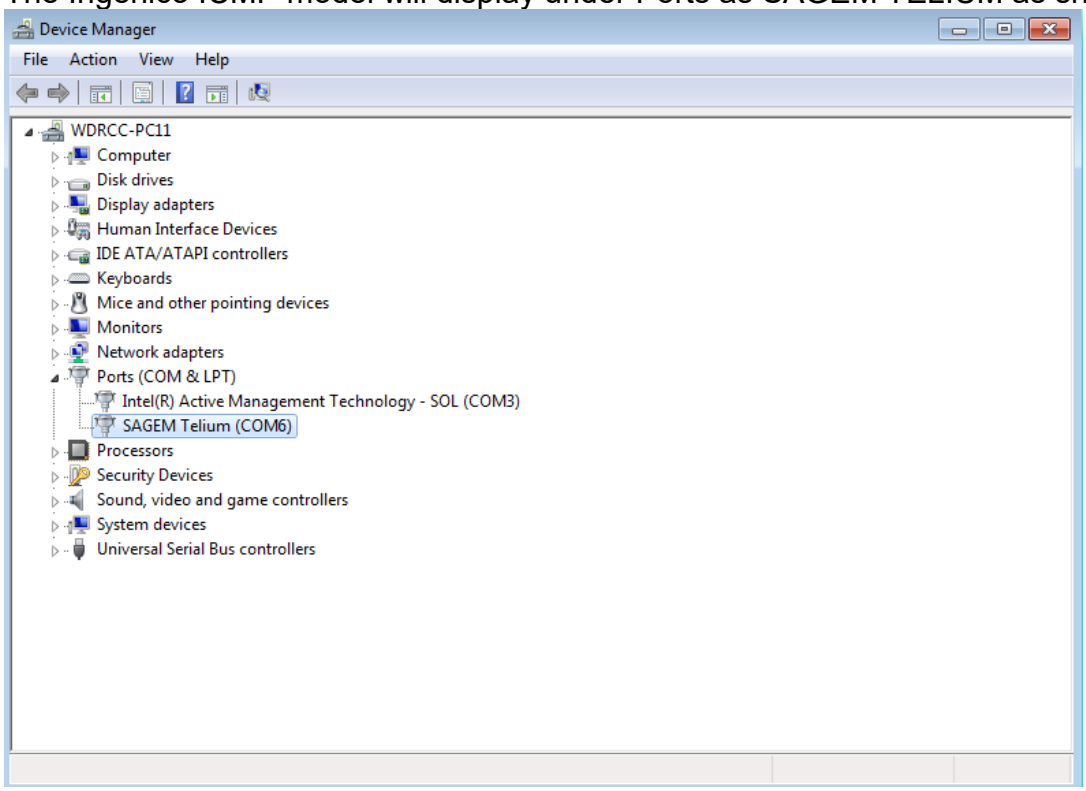
2. Open your Downloads folder and select the drivers by double-clicking on the executable application named 'TeliumDrivers.exe'
3. On the Installer screen, click 'Next'
4. Keep clicking on next until you get to the 'Advanced Parameters' screen as the one below. Make sure the 'Uninstall Microsoft Usbser driver(s)' box is checked, then click 'Next'



5. Click on ‘Install’ to install the drivers then click ‘Finish’ to close the wizard.



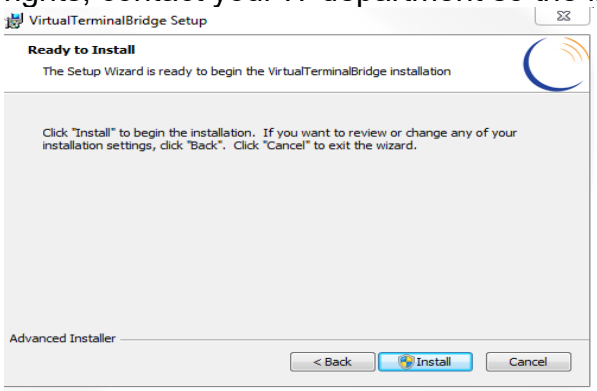
6. After the installation is complete, open the device manager and verify that the device is recognized. This can be done by going to start and right click on ‘Computer’ then selecting ‘Manage’.
7. The Ingenico ICMP model will display under Ports as SAGEM TELIUM as shown below.



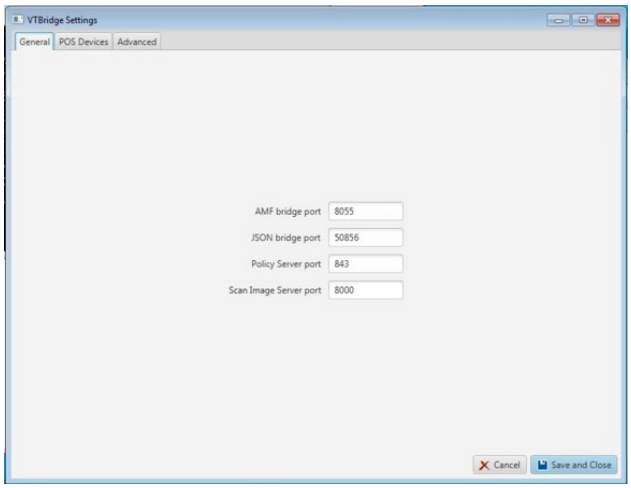
VTB Installation for the ICMP - Serial Conv

Please see our guide for changing the communication type on Ingenico Devices.

1. Download the latest bridge listed below to proceed with the installation.
    - Virtual Terminal Bridge: https://www.cenpos.com/download/virtualterminalbridgeemv.exe
2. In your Downloads folder there should be an executable file named "VirtualTerminalBridge" with the CenPOS logo. Double click on it to launch the executable.
3. Once the Setup runs, click on ''Next" on the welcome window.
4. Click on the "Install" button so the installation can begin (If you don't have administration rights, contact your IT department so the installation can proceed)

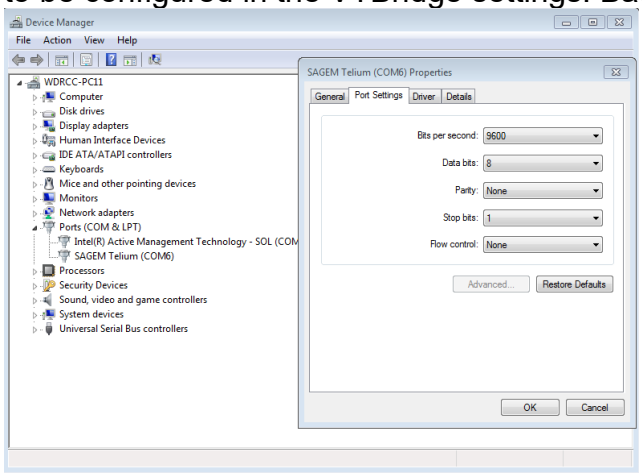


5. After the installation is done, a configuration screen will be shown as seen in the image below. Select the tab "POS Devices"

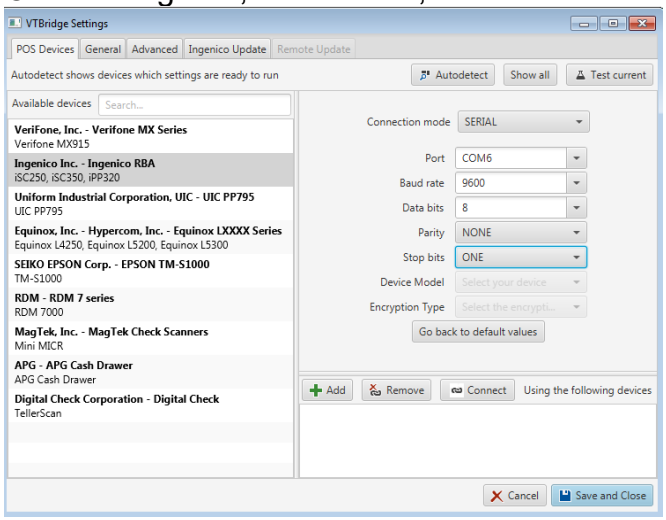


6. Click "Show all "and you'll be able to see a list that contains the devices supported by the VTB, as shown below to the right. The configuration steps below are to be followed as signaled in the images that follow.
7. Select the Ingenico Inc. and set the connection mode to SERIAL
8. Go back to the device manager to find the COM# you must configure in the VTBridge Settings

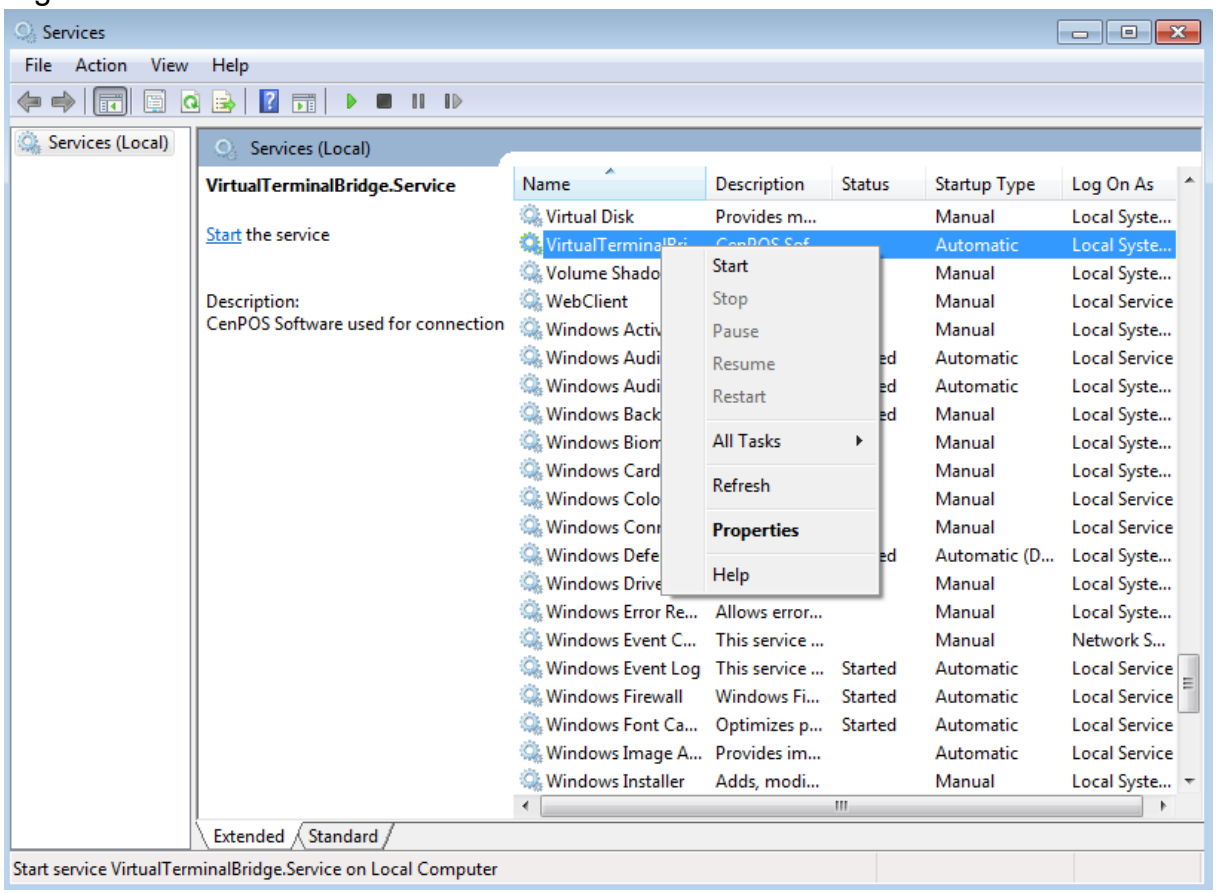
9. Double click the Sagem Telium and click the “Port Settings” tab to find the four settings to be configured in the VTBridge settings: Baud rate, data bits, Parity, and Stop bits.



10. Once configured, click ‘+Add’, then ‘Save and Close’



11. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click ‘Start’

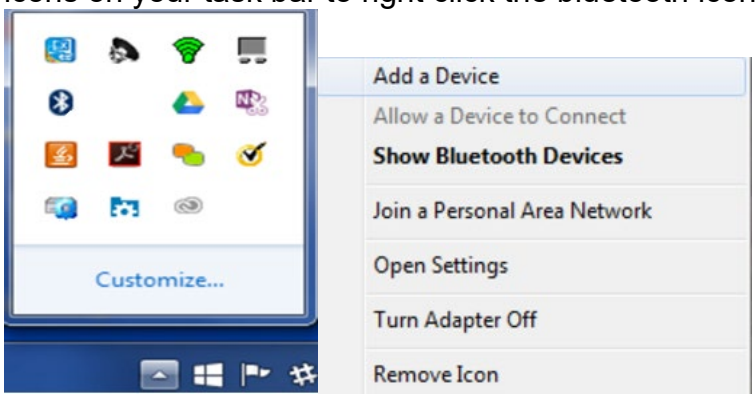


12. Open a new browser (or refresh if it’s already opened) with the Virtual Terminal Link https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html to test with a card. Log in, go to “Credit and Debit” and then click on the “Sale” icon. The device should display “Please Swipe or Insert Card”. If card data populates on the fields after a swipe, the installation was completed effectively. For further support please call 877-630-7960.

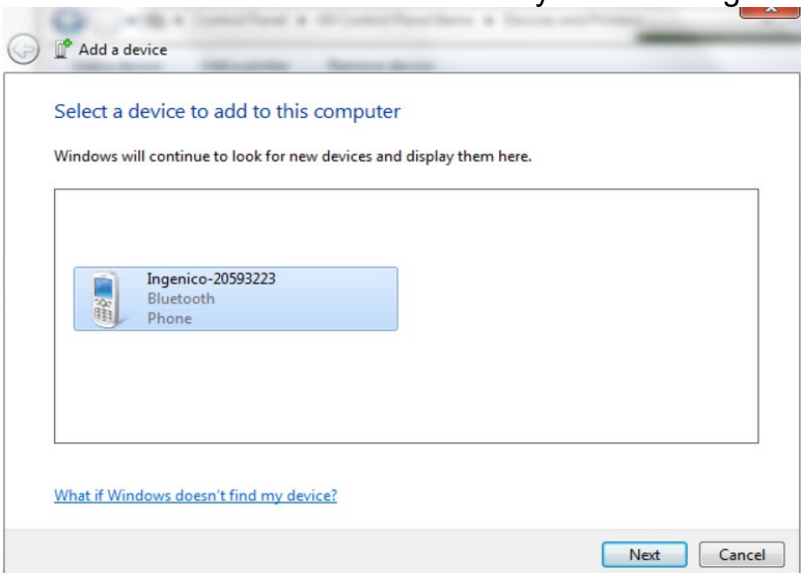
VTB Installation for the ICMP – Bluetooth

Please see our guide for changing the communication type on Ingenico Devices.

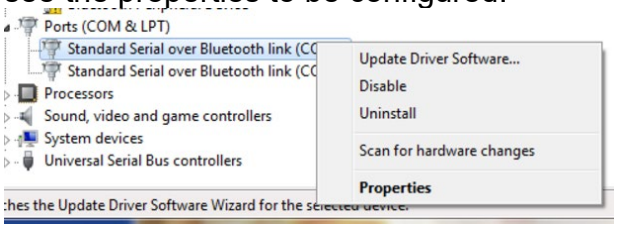
1. Once the ICMP is configured to Bluetooth and displaying it's BT PIN, show the hidden icons on your task bar to right click the bluetooth icon and click add a device .



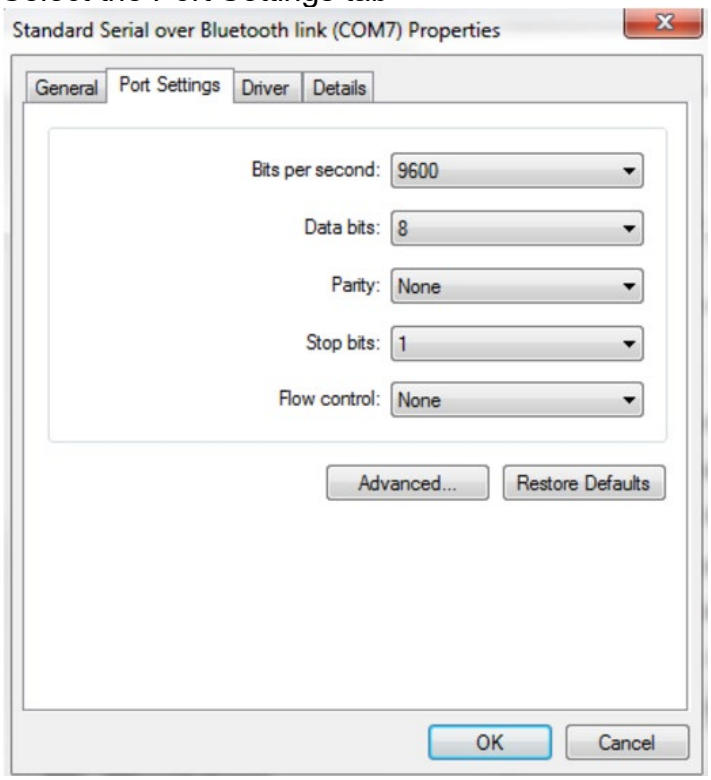
2. Select the device and click next. It may show as "Ingenico" shown below or "ICM"



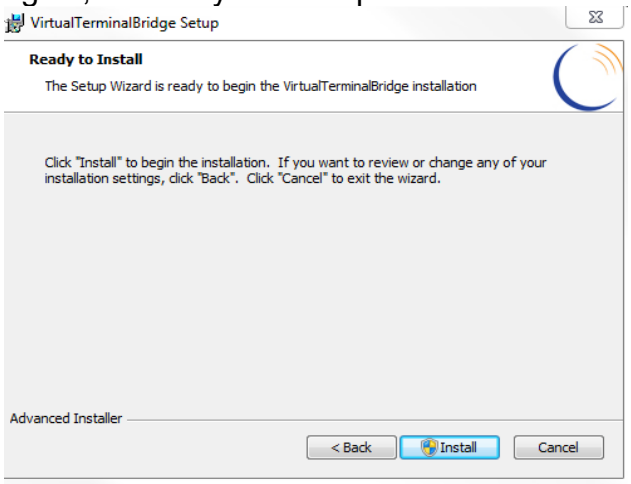
3. Open the device manager and verify that the device is recognized. This can be done by going to start and right click on 'Computer' then selecting 'Manage'.
4. Expand the Ports section and right click either of the two Standard Serial connections to see the properties to be configured.



5. Select the Port Settings tab

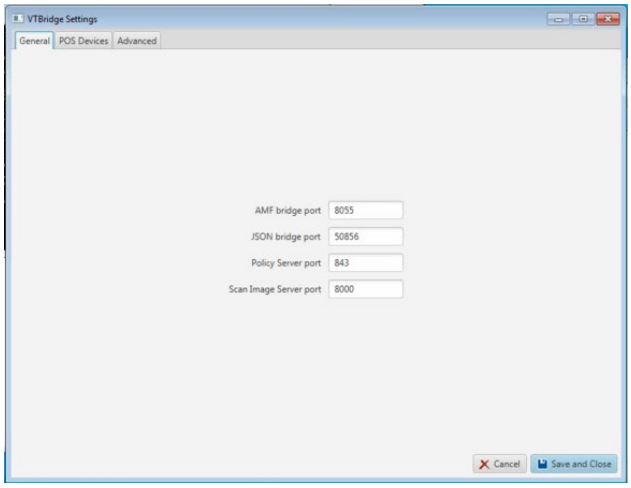


6. Download the latest bridge listed below to proceed with the installation.
    - Virtual Terminal Bridge: https://www.cenpos.com/download/virtualterminalbridgeemv.exe
7. In your Downloads folder there should be an executable file named "VirtualTerminalBridge" with the CenPOS logo. Double click on it to launch the executable.
8. Once the Setup runs, click on ''Next" on the welcome window.
9. Click on the "Install" button so the installation can begin (If you don't have administration rights, contact your IT department so the installation can proceed)

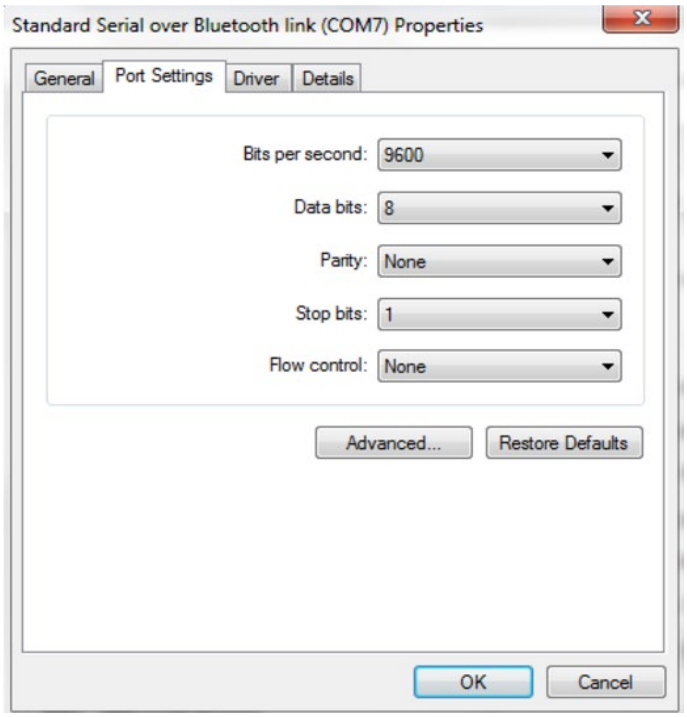


NOTE: Please make sure to enable Automatic Updates during the Virtual Terminal Bridge Installation. If Automatic Updates are not enabled, you may miss out on critical updates from CenPOS.

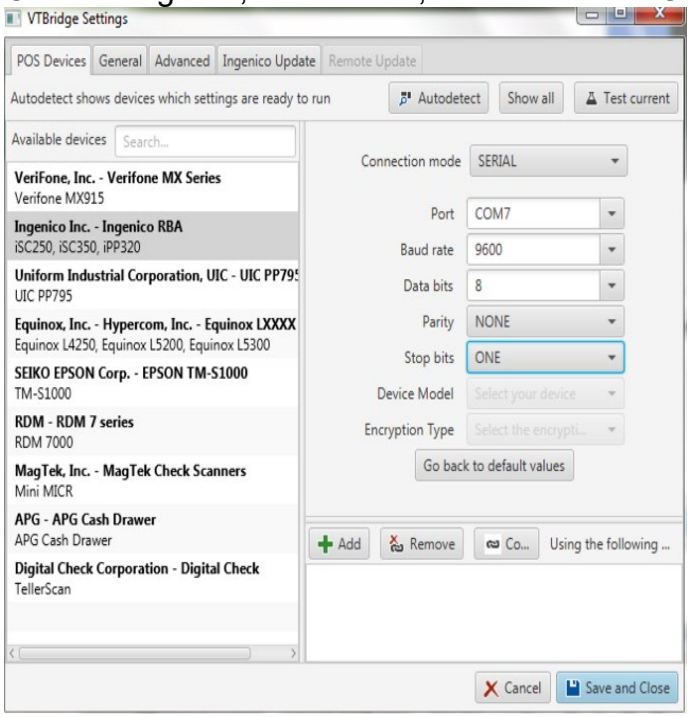
10. After the installation is done, a configuration screen will be shown as seen in the image below. Select the tab “POS Devices”



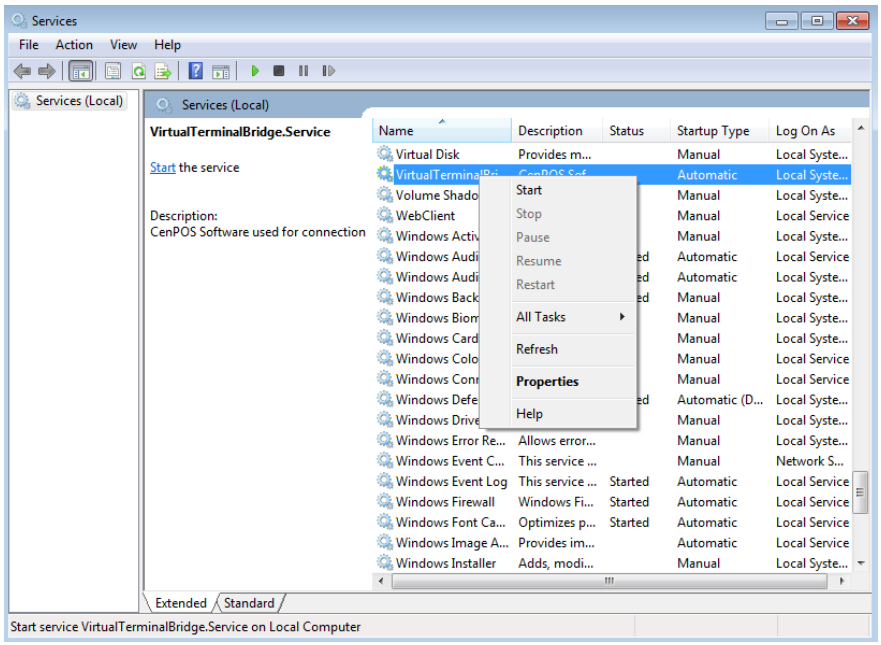
11. Click “Show all “and you’ll be able to see a list that contains the devices supported by the VTB, as shown below to the right. The configuration steps below are to be followed as signaled in the image that follows.
12. Select ‘Ingenico Inc.‘, and set the connection mode to SERIAL
13. Go back to the device manager as in step 2 to find the COM# and the rest of the settings you must configure in the VTBridge Settings.
14. Double click the Standard Serial over Bluetooth connections and click the “Port Settings” tab to find the four settings to be configured in the VTBridge settings: Baud rate, data bits, Parity, and Stop bits.



15. Once configured, click '+Add', then 'Save and Close'



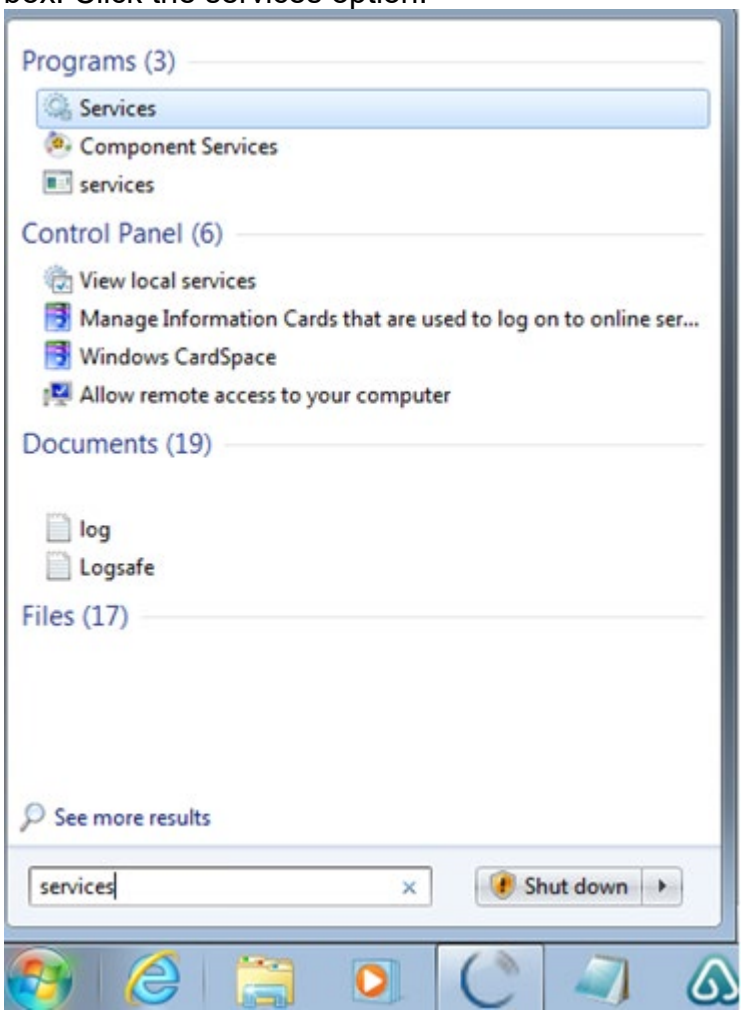
16. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click 'Start'



17. Open a new browser (or refresh if it's already opened) with the Virtual Terminal Link https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html to test with a card. Log in, go to "Credit and Debit" and then click on the "Sale" icon. The device should display "Please Swipe or Insert Card". If card data populates on the fields after a swipe, the installation was completed effectively. For further support please call 877-630-7960.

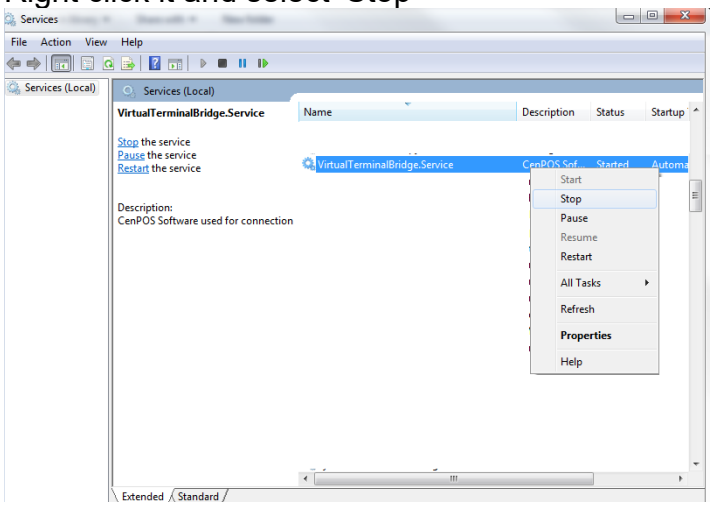
Loading EMV Configuration

1. If you want to process EMV transactions the EMV configuration needs to be loaded onto the terminal
2. Stop the Virtual Terminal Bridge service by going to Start and type Service in the search box. Click the services option.

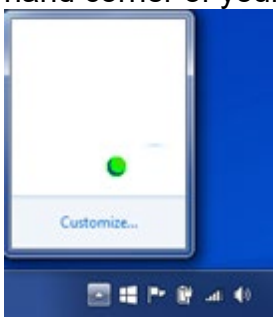


3. After clicking on Services search for VirtualTerminalBridge.Service

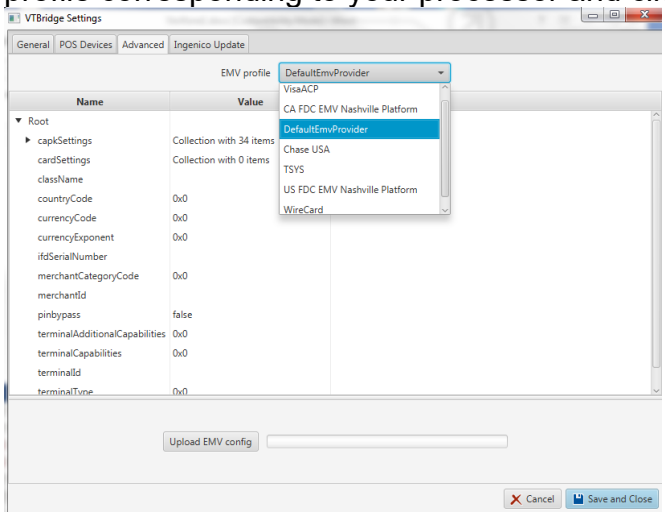
4. Right click it and select ‘Stop’



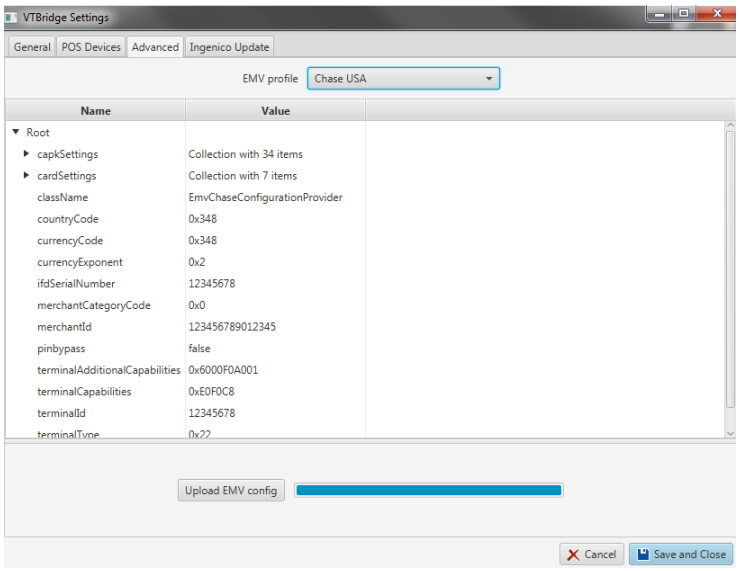
5. After stopping the service open the C: Drive
6. Open the VirtualTerminalBridge folder
7. Run the init.cmd
8. Once the init.cmd is running you will notice a green CenPOS logo in the lower right hand corner of your screen. Right click the icon and click ‘Show’



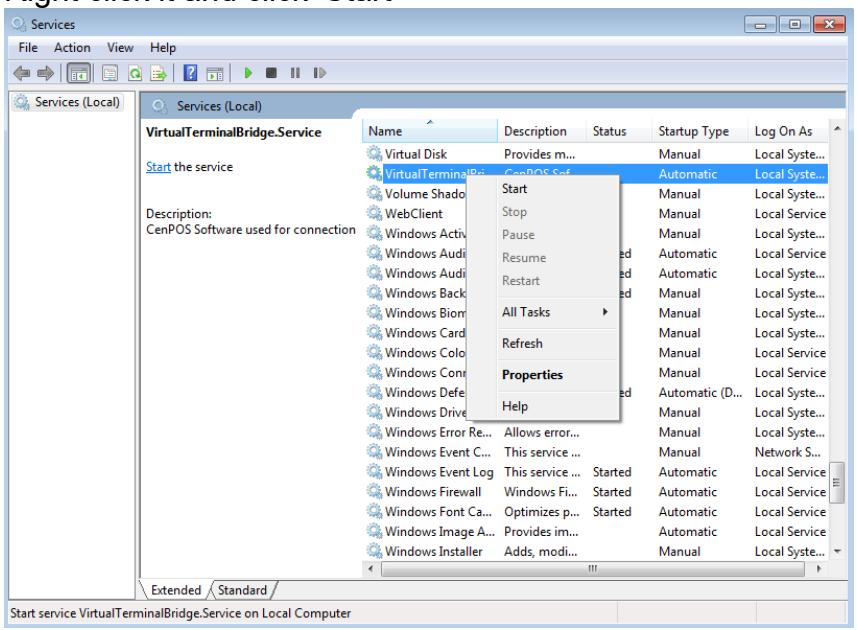
9. Go to the ‘Advanced’ tab when the VTBridge Settings is open then select the EMV profile corresponding to your processor and click ‘Upload EMV config’



10. The EMV configuration will be done uploading when there’s a solid blue bar next to the recently clicked button, then you must click ‘Save and Close’



11. Restart the service by opening up Services then find VirtualTerminalBridge.Service. Right click it and click 'Start'



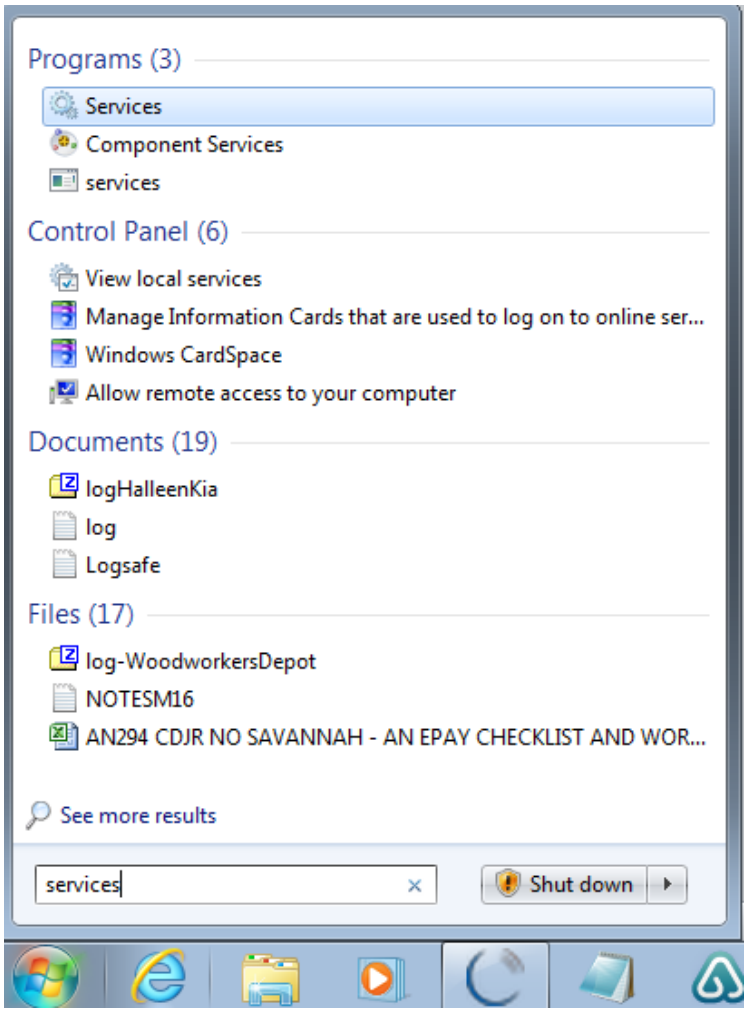
12. The last step would be to open a new browser (or refresh if it's already opened) with the Virtual Terminal Link (https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html) to test with a card. Once the user logs in, go to "Credit and Debit" and then click on the "Sales" icon, enter an amount, click on the card number field, and the device should go to a "Please Swipe or Insert Card" message if EMV is enabled on the account. Insert the EMV chip card and the device should ask you to confirm the transaction amount. If the card data populates, the configuration was loaded effectively. For further support we can be reached at 877-630-7960.

Configure a Check Scanner

Installation Guide for Digital Check Scanner

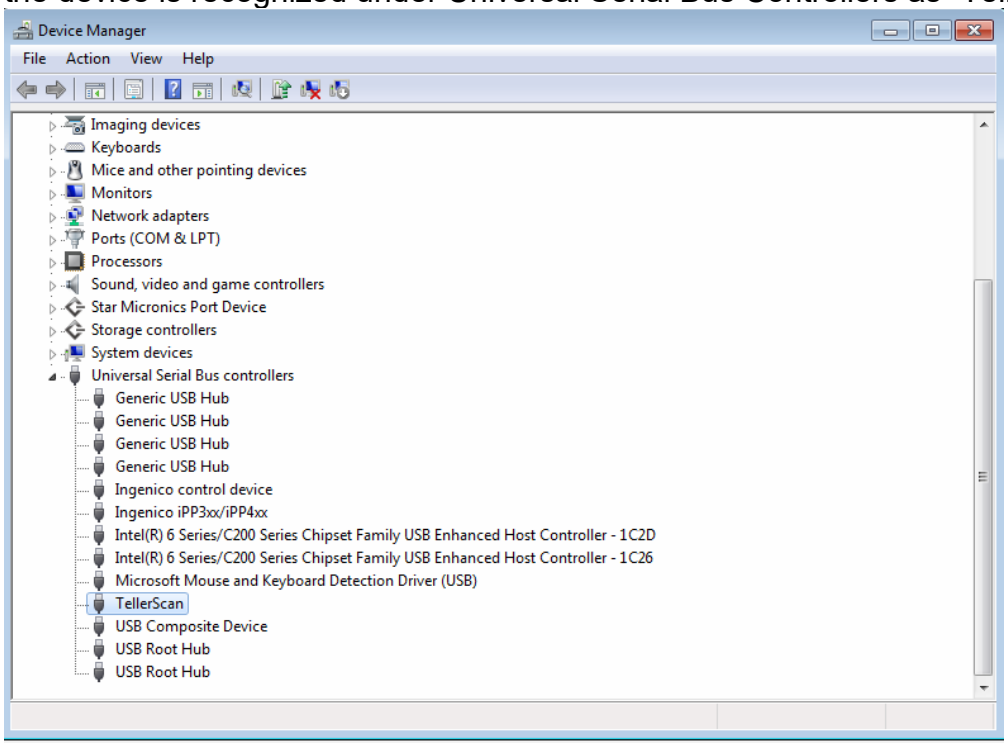
Drivers Installation for the Digital Check Scanner

1. Stop the Virtual Terminal Bridge service by going to the Start menu of the PC and type Service in the search box.

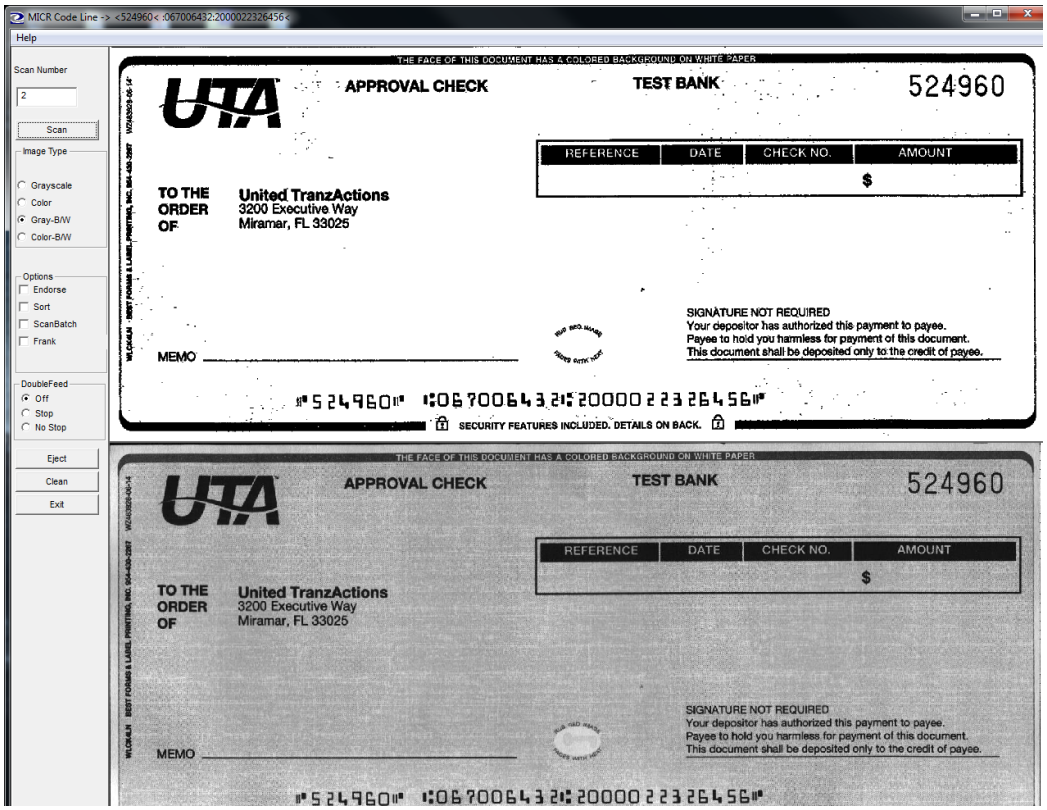


2. After clicking on Services search for VirtualTerminalBridge.Service
3. Right click it and select ‘Stop’
4. Download the Teller Scanner Drivers
    - Teller Scanner Drivers www.cenpos.com/download/Checks/DigitalCheck.zip
5. In your Downloads folder you should see a “Digital Check” zip, extract it and then go to Digitalcheck > driver > and run the TellerScannerDriver.
6. Open Digitalcheck > Tools and run the Scanlite2.exe

7. Connect the device to the power and the PC. Open the device manager and verify that the device is recognized under Universal Serial Bus Controllers as “TellerScan” .

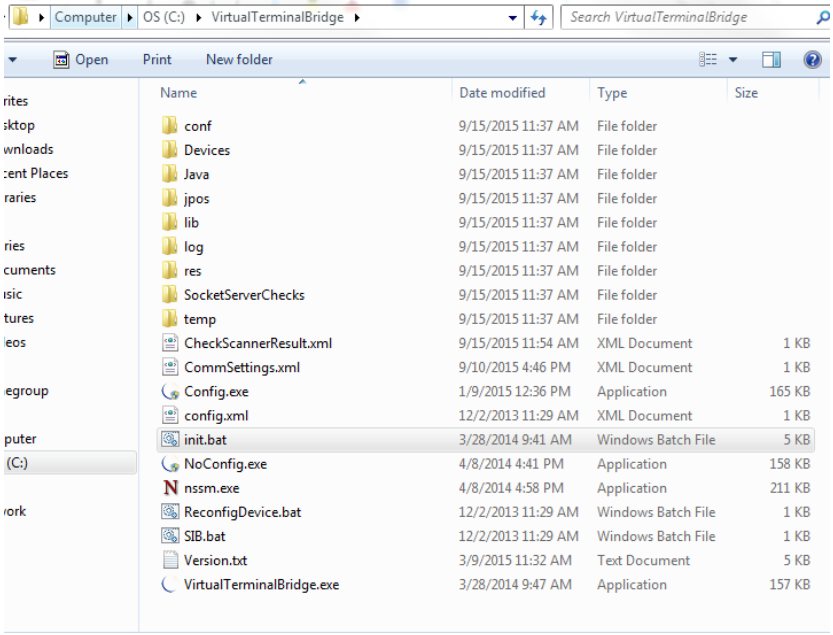


8. Run Scanlite2 and test the check scanner to ensure that it connects and is able to scan a check.

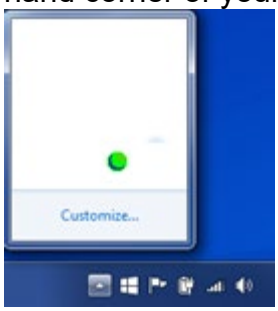


9. Close the Scanlite2 application before proceeding.

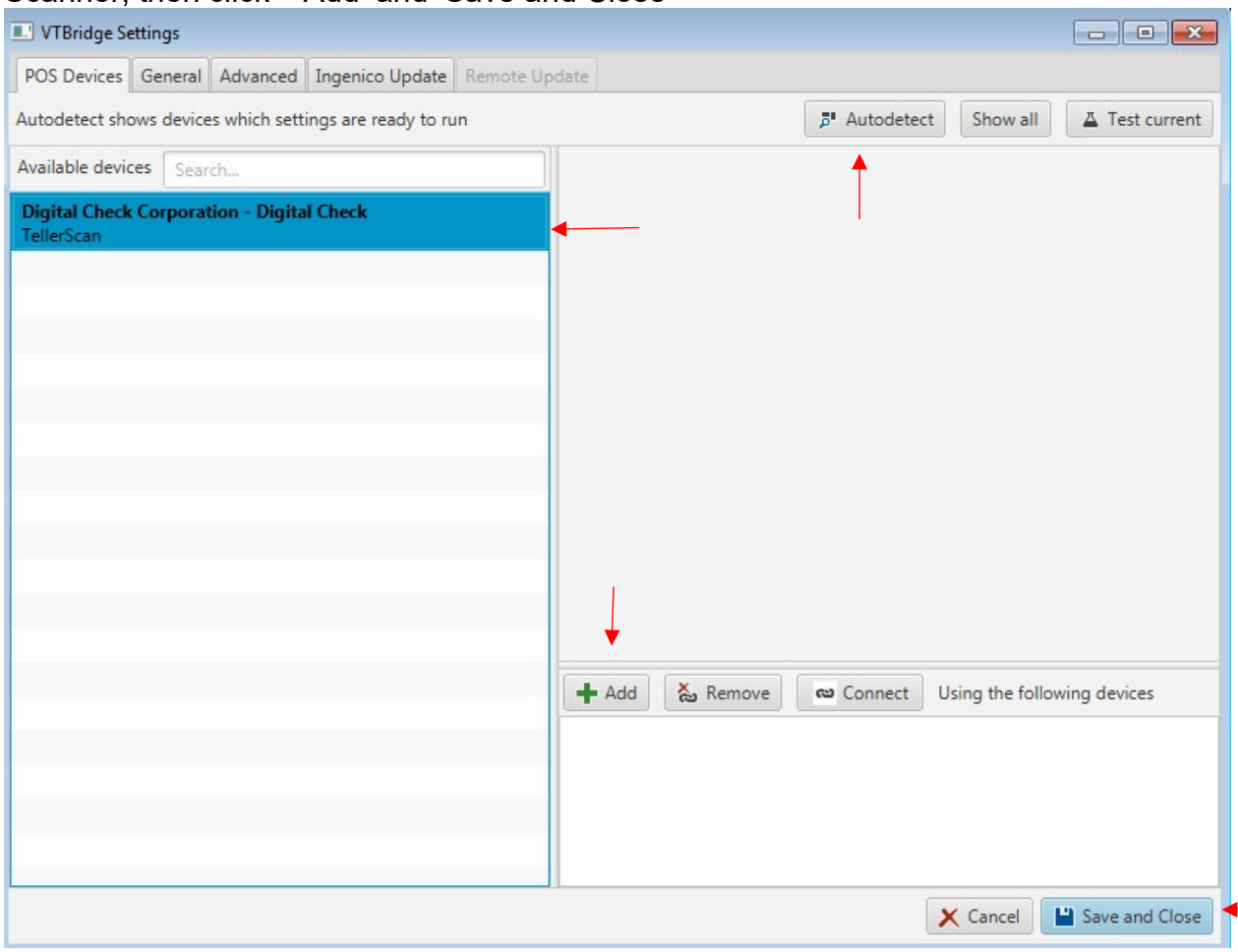
10. Go to your C: Drive, open the VirtualTerminalBridge folder, and run init



11. Once the init.cmd is running you will notice a green CenPOS logo in the lower right hand corner of your screen. Right click the icon and click ‘Show’.



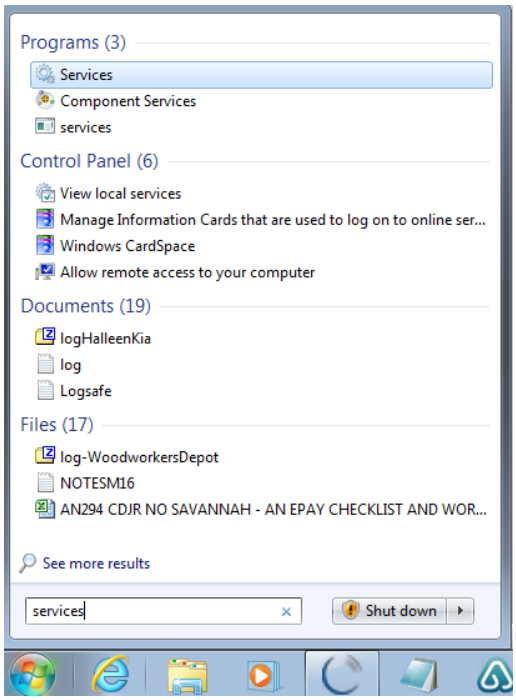
12. With the VTBridge Settings open, click ‘Autodetect’, then select the Digital Check Scanner, then click ‘+Add’ and ‘Save and Close’



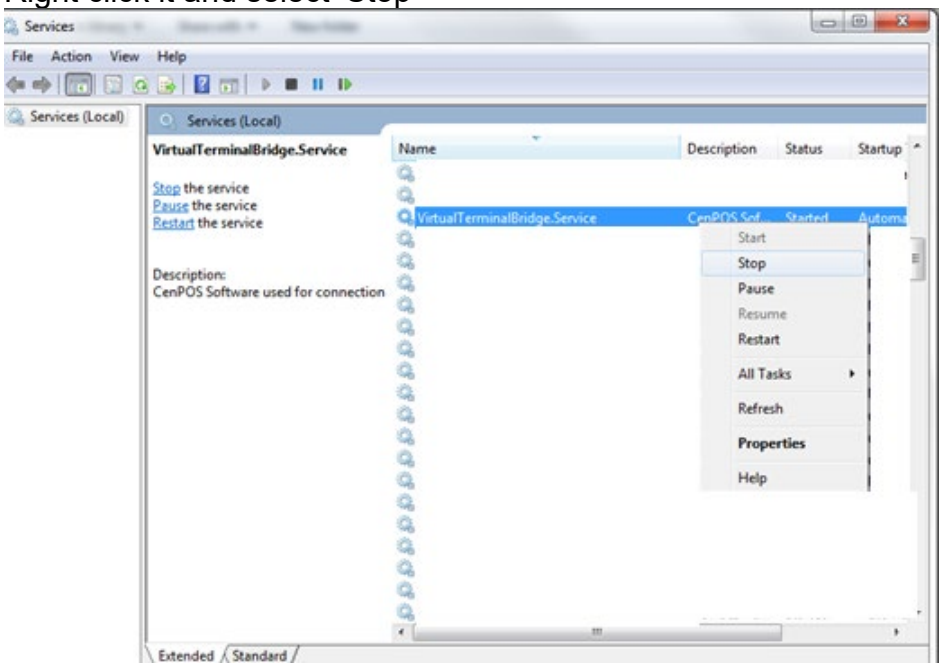
13. Restart the VirtualTerminalBridge.Service by going to the start menu, typing in “restart” and selecting the “Restart bridge Service” icon.
14. Open a new browser session (or refresh if it’s already opened) with the Virtual Terminal Link https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html . Once the user logs in, go to “Check” and then click on the “Guarantee” icon. Click on the “Scan Check” button. If the information of the scanned check is displayed, the installation was completed effectively. For further support we can be reached at 877-630-7960.

Drivers Installation for the RDM

1. Stop the Virtual Terminal Bridge service by going to Start and type Service in the search box.

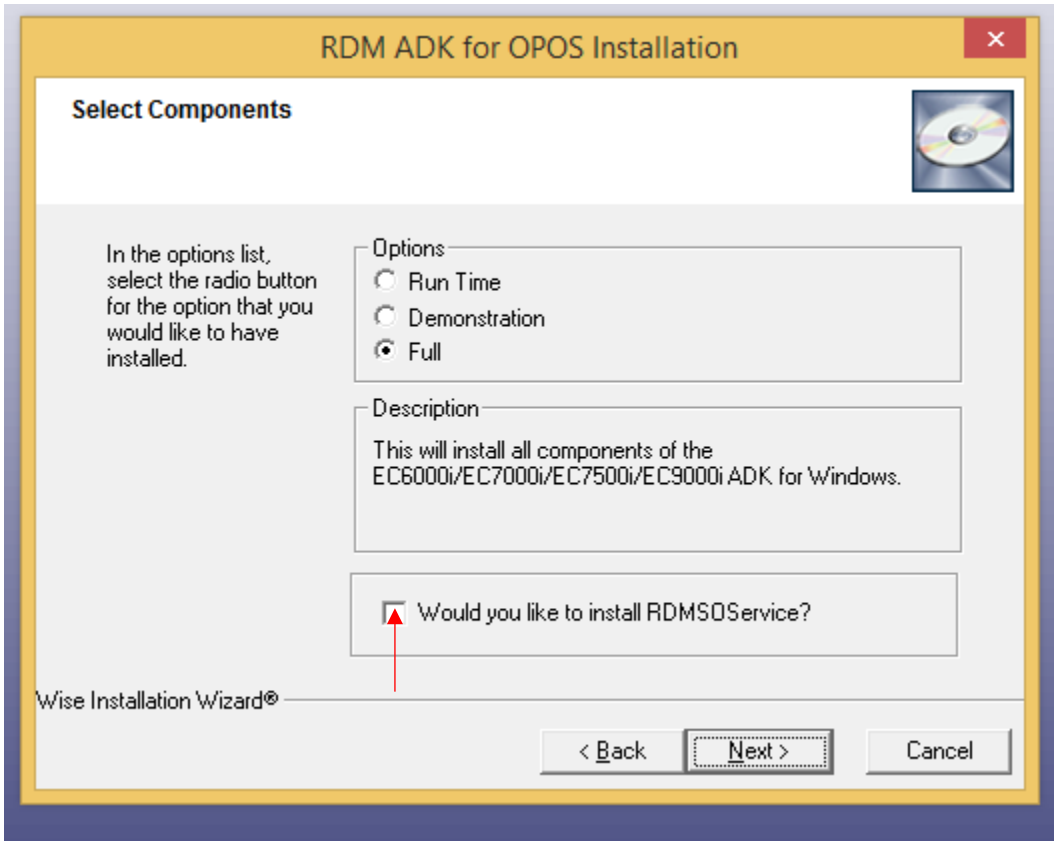


2. After clicking on Services search for VirtualTerminalBridge.Service
3. Right click it and select ‘Stop’

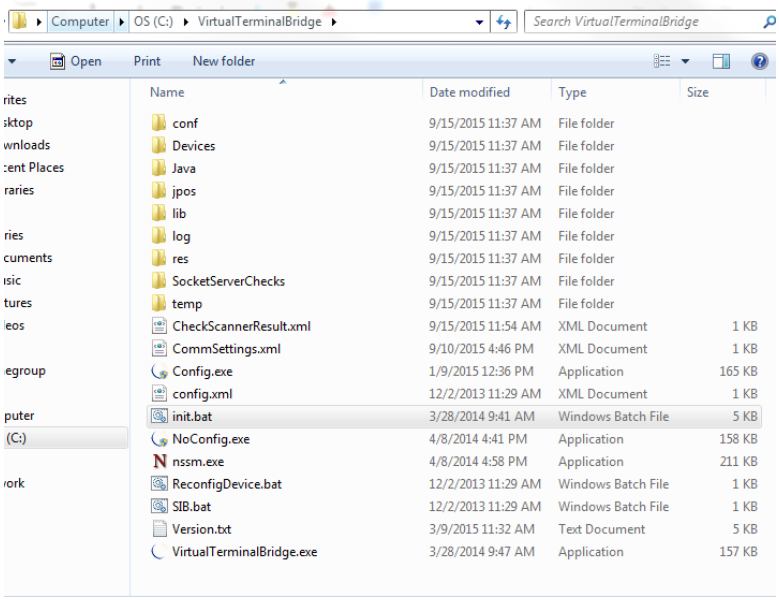


4. After stopping the service download and install the Check scanner drivers and patch: https://www.cenpos.com/download/checks/rdm%20patch.exe

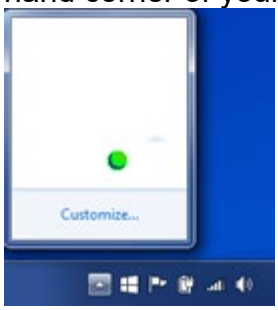
5. Click next a couple of times and make sure to **uncheck** the 'Would you like to install RDMSOService?'



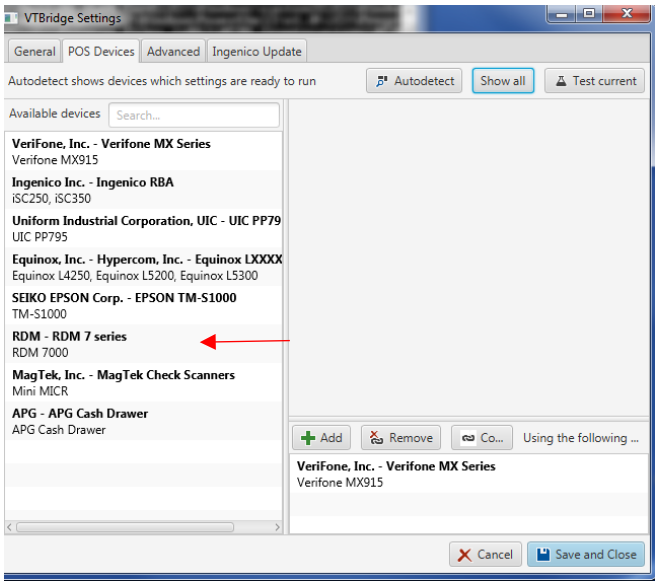
6. Go to your C: Drive> open the VirtualTerminalBridge folder
7. Run init.cmd



8. Once the init.cmd is running you will notice a green CenPOS logo in the lower right hand corner of your screen. Right click the icon and click ‘Show’.



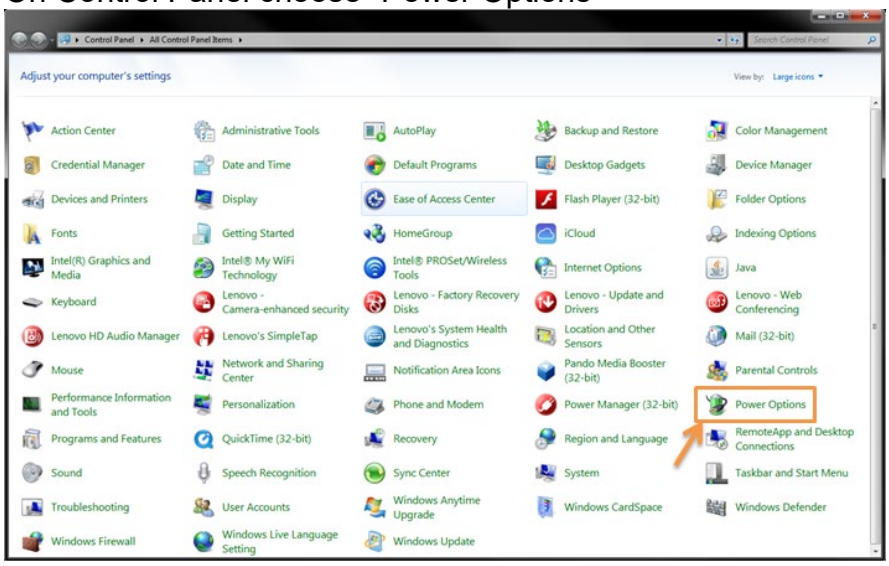
9. With the VTBridge Settings open, select the proper check scanner, RDM, then press ‘+Add’ and ‘Save and Close’



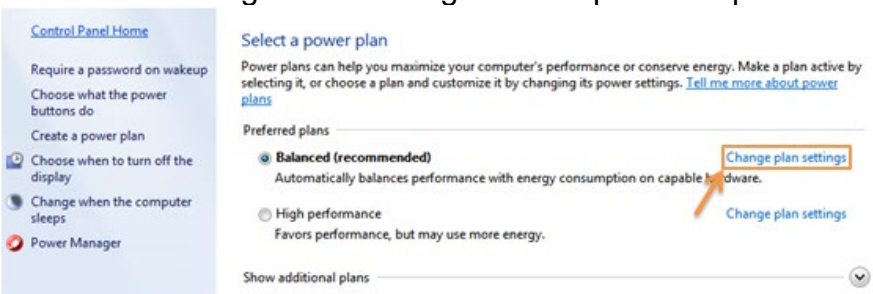
10. Restart the VirtualTerminalBridge.Service by going to the start menu, typing in “restart” and selecting the “Restart bridge Service” icon.
11. Finally, connect the check scanner cables.
12. Last Step would be to open a new browser (or refresh if it’s already opened) with the Virtual Terminal Link https://www3.cenpos.net/vtweb/v6/VirtualTerminalWeb.html . Once the user logs in, go to “Check” and then click on the “Guarantee” icon. Click on the “Scan Check” button. If the information of the scanned check is displayed, the installation was completed effectively. For further support we can be reached at 877-630-7960.

Power Settings

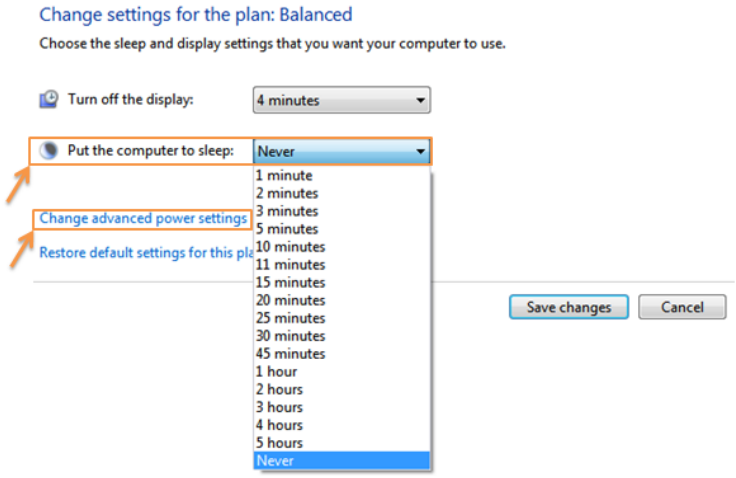
1. On Control Panel choose “Power Options”



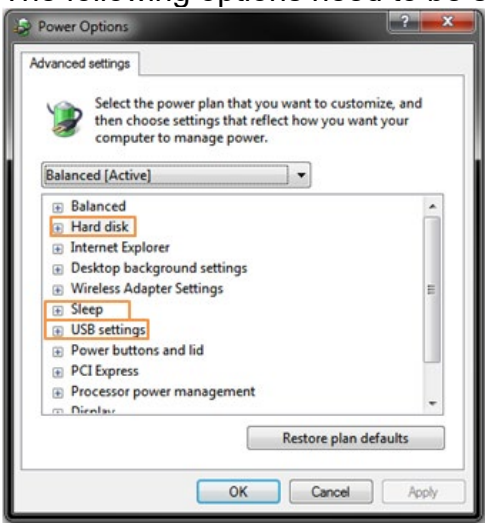
2. Then click “Change Plan Settings” for the preferred plans selected



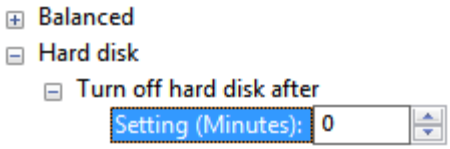
3. The click “Change advanced power settings”



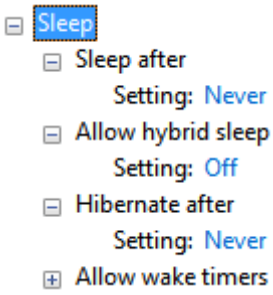
4. The following options need to be set to 0, never, or disabled.



5. Hard disk → Turn off hard disk after → Setting: Never



6. Sleep → Sleep After: Never, Allow hybrid sleep: Off, Hibernate after: Never, Allow wake timers: Disable



7. USB settings → USB selective suspend setting: Disabled