

Feature Focus Guide: Pay at Table (NPG)

Core Product: Aloha Table Service, NCR Payment Gateway
Last Updated: June 17, 2024

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Atlanta

Georgia

USA

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Revision Record

Date	Version #	Description
Prior to 06/28/2023	TS 12.3.75+	Added support for Equinox Luxe 6200m devices. Added two items to Getting Started Checklist, and added instructions for changing paper in 6200m devices.
06/28/22		Converted document to use new templates.
10/19/22		Updated hardware and software requirements. Other miscellaneous corrections.
01/24/2023		Updated front cover and back page to reflect new NCR branding.
06/17/2024		Updated document to reflect NCR Voyix branding.

About Pay at Table (NPG)

Pay at Table (NPG) at a Glance	
Core Product	Aloha Table Service, NCR Payment Gateway
Complementary Products	None
Separate License Required?	No
Other References	

What is Pay at Table (NPG)?

The Pay at Table (NPG) feature allows you to support customer facing payment solutions in an Aloha[®] Table Service environment, and supports Chip and PIN and PIN debit. The goal is to remove the need for the customer to release control of their card. When a customer can pay at the table, they retain control of their payment card, reducing payment time and increasing both speed of service and customer satisfaction.

We enhanced APS (Aloha Payment Solutions), OpenEPS, and ServerEPS Configuration Manager to support the Equinox Luxe™ 6200m for our Aloha customers. The 6200m supports EMV (Europay, MasterCard, and Visa), MSR (magnetic stripe reader), NFC (Near Field Communication), and manual transactions. The solution offers minimal prompts on the device to help increase speed of service.



Note

Aloha Quick Service and Aloha Takeout do not currently support Pay at Table.

Benefits for the client/merchant

Some benefits of using the Pay at Table (NPG) solution include:

- Ability to accept PIN debit.
- Ease of accepting Chip & PIN cards.
- Decrease merchant liability for stolen cards.
- Can provide suggested tips and in-line tips.
- Increase speed of service.
- Increase customer satisfaction.

Hardware and software requirements

Device	POS Version	APS Version	OpenEPS	Firmware	RAL Version	CFC Version
Equinox Luxe™ 6200m	12.3.83+ 15.1.48+	19.4.20.1336	829.2 Gold27 R14 829.2.21.217	Platform: 2.6.0-3	N/A	N/A

Hardware Requirements (FOH\BOH Requirements)		
Component	FOH Minimums/Recommended	BOH Minimums
Processor	1.8 GHz Multi-Core	1.8 GHz Multi-Core
Storage	40 GB / 80 GB	160 GB
Memory	4 GB / 8 GB 8 GB (If using Pay at Table)	8 GB

The following checklist provides a list of tasks to complete both before and after you purchase the Luxe 6200m devices,

Getting Started Checklist	
<input type="checkbox"/>	Determine the number of 6200m devices needed. We recommend you take the number of servers on your busiest shift and multiply by 1.5. For example, if the number of servers on a busy shift is 10, you need 15 devices.
<input type="checkbox"/>	Determine how many tethered devices you need for backup. While you must configure at least one tethered device, we recommend setting up tethered devices on at least 80% of your POS terminals to handle the times when your WiFi may go down.
<input type="checkbox"/>	We recommend you configure one lane as No PIN PAD to assign to terminals with no PIN pad device connected. This basic lane configuration does not have any payment type enabled, and serves as a place-holder. Refer to Importing and Configuring Lanes in the 'NCR Payment Solutions Implementation Guide - HKS42.'
<input type="checkbox"/>	Order the 6200m devices. Follow the same order process as other peripherals.
<input type="checkbox"/>	Perform a site survey at the customer location to determine the number of access points needed. Refer to Connected Payments - Performing a Site Survey for Wi-Fi Coverage Using an iOS Device - HKS200.
<input type="checkbox"/>	Determine placement of devices at the restaurant.
<input type="checkbox"/>	Ensure you install the latest available versions for Table Service, Aloha Payment Systems (APS), and Aloha Configuration Center (CFC)/Aloha Manager (AM). See Hardware and software requirements .
<input type="checkbox"/>	Add the necessary APS settings.

Getting Started Checklist

<input type="checkbox"/>	Configure the WiFi network at the customer location, with regards to the current PCI guidelines. You must configure your WiFi access points on the same network as the Aloha system and not accessible to customers. Consider using a managed Wi-Fi service such as NSS. Refer to NCR Hospitality Wireless Network Guidelines - HKS511 .
<input type="checkbox"/>	Configure CFC/AM. Refer to "Configuring CFC/AM to Work with NCR Payment Solutions" in the NCR Payment Solutions Implementation Guide - HKS42 .
<input type="checkbox"/>	Configure ServerEPS, both Lane Configuration and Store Configuration.
<input type="checkbox"/>	Configure 6200m devices.
<input type="checkbox"/>	Install the devices at the site.
<input type="checkbox"/>	Test the environment.

Things you need to know

The following features are part of the future roadmap for Pay at Table:

- The POS Managed Voucher function does not work with Pay at Table. The server name or table number will not appear on the receipt that prints from the payment device.
- The Equal Pay feature is not supported by Pay at Table at this time; however, you can split checks ahead of time on the POS or you can manually split payments on the PIN pad at the time of payment.
- The suggested tip feature does not calculate properly with partial payments; however, you can use the Other button to enter the desired tip amount.

Best practices

We highly recommend you follow these best practices before you configure the 6200m PIN pad device.

- Update the firmware on devices.
- Use only two-digit interface terminal numbers.
- Configure no more than five 6200m devices per terminal and evenly distribute all the devices among the available terminals.
- Plan the IP scheme to use for your devices. One method would be to use the ID number of your interface terminal as the last octet of your IP address. For example, if the interface terminal is ID 81, use the IP address xxx.xxx.xxx.x81.
- Label each 6200m device with the corresponding terminal number.

Helpful tips for success

Because the 6200m devices change the way you operate, consider the following tips:

- To maintain consistency with the way international merchants use 6200m devices, we recommend you do not leave devices unattended at the table. Customers tend to have questions, and this reduces the possibility of accidental damage to the device. Additionally, Wi-Fi devices, similar to tethered devices, follow PCI rules to be tamper-resistant so leaving the device with a customer could cause it to go into 'tamper mode,' such as when the customer drops the device or tries to insert or slide a non-credit card.
- Determine your process for when a customer asks for the check:
 - Will you ask the customer if they are paying with cash or credit before you bring out the device?
 - Will you wait for the customer to place their credit card in the check presenter before bringing out the device?
- Determine your process for handling the end of payment:
 - Will you configure the POS to automatically close checks?
 - Will you leave checks open until a server manually closes them?

Configuring Pay at Table (NPG) in the Aloha POS system

Configure the router and access points before you configure NCR Payment Solutions Pay at Table. See Aloha POS Performing a Site Survey for WiFi Coverage - HKS200 to verify you have sufficient coverage. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

Procedures at a Glance:

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

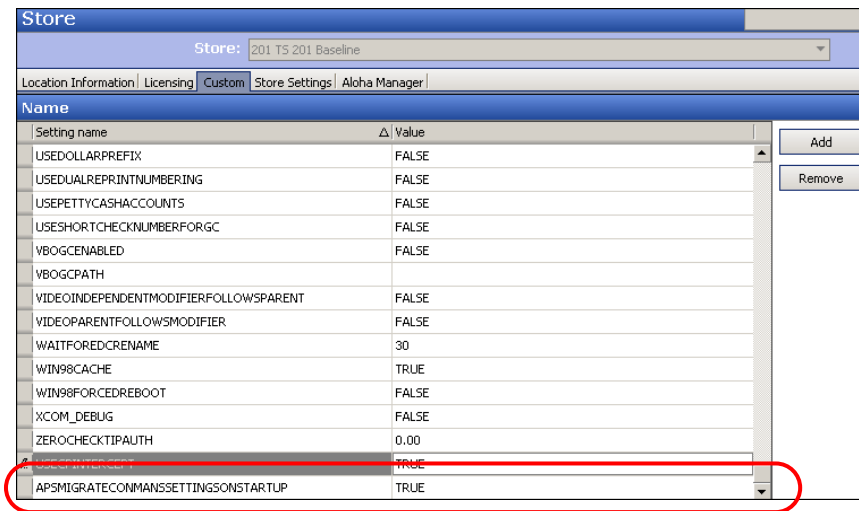
1.	Access Maintenance > Business > Store > Custom tab and add the USECPINTERCEPT and APSMIGRATECONMANSETTINGSONSTARTUP custom settings, both with a value of TRUE , for APS. See page 10 .
2.	Access Maintenance > Business > Store and disable credit card lookup. See page 10 .
3.	Access Maintenance > Payments > Tenders to modify your existing credit card tenders. See page 11 .
4.	Access Maintenance > Labor > Jobcodes and configure the job code to use for your interface employees. See page 12 . Access Maintenance > Labor > Pos Access Levels to configure the POS access level to assign to your interface employees. See page 13 . Access Maintenance > Labor > Employees to configure an interface employee for each device. See page 14 .
5.	Access Maintenance > Hardware > Terminals to create an interface terminal for each 6200m device. See page 15 .
6.	Access Utilities > POS > Refresh POS and All Installed Products to update the information on the FOH terminals, or wait for the End-of-Day (EOD) process to accomplish the data refresh for you. See page 16 .

Adding custom settings for APS

You must create two custom settings to allow APS to use the new faster COM and pull down the current configuration from ServerEPS on every startup.

To create the custom settings in CFC/AM:

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



Setting name	Value
USEDOLLARPREFIX	FALSE
USEDUALREPRINTNUMBERING	FALSE
USEPETTYCASHACCOUNTS	FALSE
USESHORTCHECKNUMBERFORGC	FALSE
VBOGCENABLED	FALSE
VBOGCPATH	
VIDEOINDEPENDENTMODIFIERFOLLOWSPARENT	FALSE
VIDEOPARENTFOLLOWSMODIFIER	FALSE
WAITFOREDCRENAME	30
WIN98CACHE	TRUE
WIN98FORCEDREBOOT	FALSE
XCOM_DEBUG	FALSE
ZEROCHECKTIPAUTH	0.00
USECPINTERCEPT	TRUE
APSMIGRATECONMANSSETTINGSSONSTARTUP	TRUE

Figure 1 APS Custom Settings

3. Click **Add** in the upper right corner of the tab to add a blank record at the bottom of the list.
4. Under the 'Name' group bar, type the setting name of **USECPINTERCEPT** and type a value of **TRUE**. This option starts the communication between the POS and APS through the new faster COM interface. You still see REQ / ANS files for gift card transactions processed through EDC.
5. Click **Add** in the upper right corner of the tab to add another blank record at the bottom of the list.
6. Under the 'Name' group bar, type the setting name of **APSMIGRATECONMANSSETTINGSSONSTARTUP** and type a value of **TRUE**. This option enables APS to pull down the current configuration from ServerEPS on every startup. If ServerEPS is unreachable, or the current Connected Payments Company or Store is not found, it makes no changes. See "Connected Payments - FFG -APS Configuration Migration – HKS468" for details.
7. Click **Save** and exit the **Store** function.

Disabling credit card lookup

You must disable credit card lookup to prevent errors when trying to close checks. You must also configure a job code and access level for the interface employee to use. Then create your interface employees and attach the job code and access level to those employees.

To ensure credit card lookup is disabled:

1. In CFC/Aloha Manager, select **Maintenance > Business > Store > Store Settings** tab.
2. Select the **Credit Card** group located at the bottom of the screen.

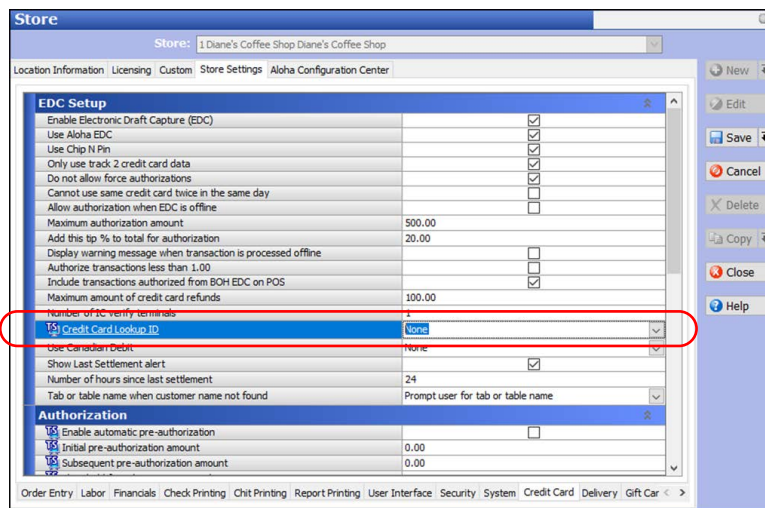


Figure 2 Store Settings, Credit Card Group

3. Under the 'EDC Setup' group bar, select **None** from 'Credit Card Lookup ID.'

Caution

Any setting other than None for 'Credit Card Lookup ID' causes an error and you receive a 'Fail to Start Payment' message when trying to close out a check.

4. Click **Save** and exit the **Store** function.

Modifying existing credit card tenders

To modify your existing credit card tenders (i.e. Amex, Discover, Visa, MC) for use with NCR Payment Solutions Pay at Table:

1. Select **Maintenance > Payments > Tenders**.

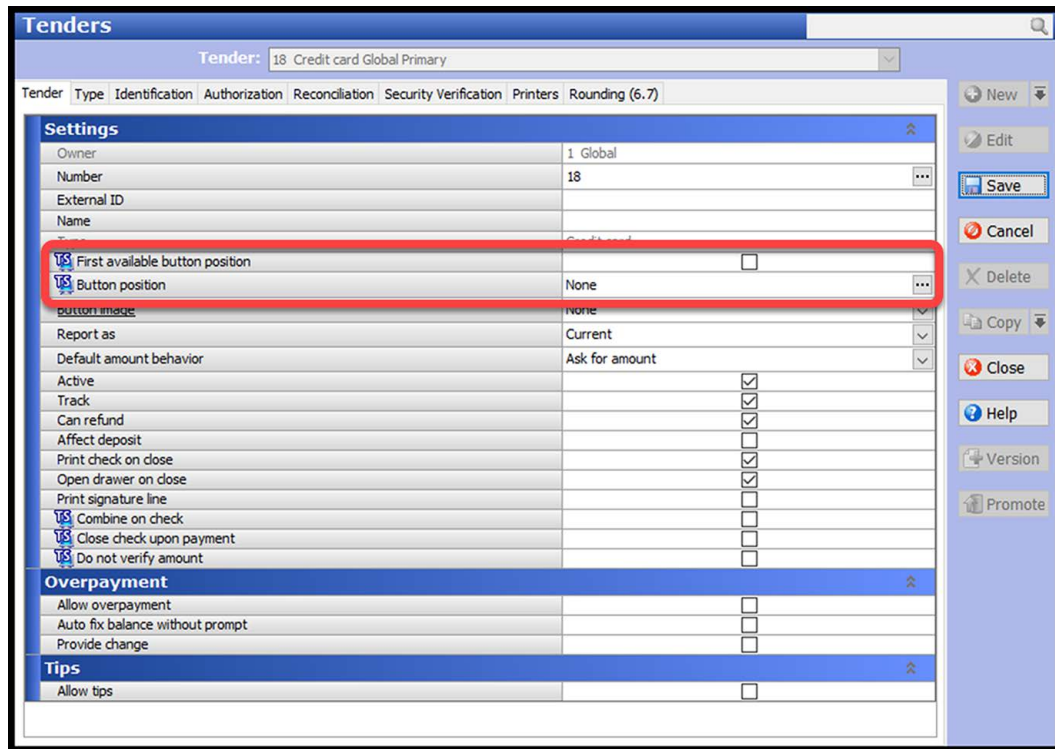


Figure 3 Tenders Screen

2. Select a **credit card tender** from the 'Tenders' drop-down list.
3. On the Tender tab, if using Table Service, make sure **Button position is set to None** to remove the credit card tender from the Tender screen in the FOH. If using QS, remove any assigned **credit card button** from the Tender panel. Do not delete the existing credit card tenders, as this affects reporting.



Note

NCR Payment Solutions Pay at Table uses auto-detection to determine the type of credit card being used when applying a payment. For this reason, while each type of credit card you accept must exist in the Tenders configuration, the only tender needed on the Tender screen is the NCR Payment Solutions (Connected Payments) tender (i.e. Tender ID 900).

4. Click **Save** and exit the **Tenders** function.

Configuring interface employees

You must create a job code with appropriate access levels and then create an interface employee for each pay at table device.

To configure the job code to use for the interface employee:

1. Select **Maintenance > Labor > Jobcodes**.
2. Click **New**.

Jobcodes	
Jobcode: 7 Richie's Lab 1 Primary	
Jobcode	Order Entry Financial Takeout
Identification	
Owner	103426 Richie's Lab 1
Number	70
External ID	
Name	PAT Vx690
Description	PAT Vx690
POS Icon	None
Training mode (unpaid)	<input type="checkbox"/>
Time and Attendance	
Shift required to clock in/out	<input type="checkbox"/>
Exclude from Labor Scheduling	<input checked="" type="checkbox"/>
Export code	
Suppress the shift time out on printed schedule on FOH	<input type="checkbox"/>
Enable prompt for punch adjustment acknowledgement at dock in	<input type="checkbox"/>
Liquor Certification Validation	
Verify liquor certification at dock in	<input type="checkbox"/>
Breaks	
Break type	None
Allow contiguous shifts	<input type="checkbox"/>
Guest Manager	
Is Guest Manager server	<input type="checkbox"/>
Is Guest Manager manager	<input type="checkbox"/>

Figure 4 Jobcodes - Jobcode Tab

3. Under the 'Identification' group bar, type a **name** for the job code, such as 'PAT 6200m.'
4. Under the 'Time and Attendance' group bar, clear **Shift required to clock in/out**.
5. Select **Exclude from Labor Scheduling**.
6. Select the **Order Entry** tab.

Jobcodes	
Jobcode: 70 PAT Vx690 Richie's Lab 1 Primary	
Jobcode	Order Entry Financial Takeout
Order entry	
Order entry	<input checked="" type="checkbox"/>
Interface	<input checked="" type="checkbox"/>
Bartender	<input type="checkbox"/>
Cashier	<input type="checkbox"/>
Order taker	<input type="checkbox"/>
Check type	Tables
Pivot seating	<input type="checkbox"/>
Can get checks from other employees	<input type="checkbox"/>
Automatically return checks to original owner	<input checked="" type="checkbox"/>
Go directly to get check, followed by close screen	<input type="checkbox"/>
Automatically exit on close check	<input type="checkbox"/>
Allow item lookup	<input type="checkbox"/>
Prompt for order mode	<input type="checkbox"/>
Default order mode	None
Can start PMS check	<input type="checkbox"/>
Exclude Takeout employees from checkout restriction	<input type="checkbox"/>
Team service get check	
Can view and access all team checks	<input type="checkbox"/>
Screens	
Use floorplan	<input type="checkbox"/>
Delivery	

Figure 5 Jobcodes - Order Entry Tab

7. Under the 'Order entry' group bar, select **Order entry**.
8. Select **Interface**.
9. Select **Can get checks from other employees**.
10. Select **Automatically return checks to original owner**.
11. Click **Save** and exit the **Jobcodes** function.

To configure the POS access level for use by the interface employees:

1. Select **Maintenance > Labor > Pos Access Levels**.
2. Click **New**.

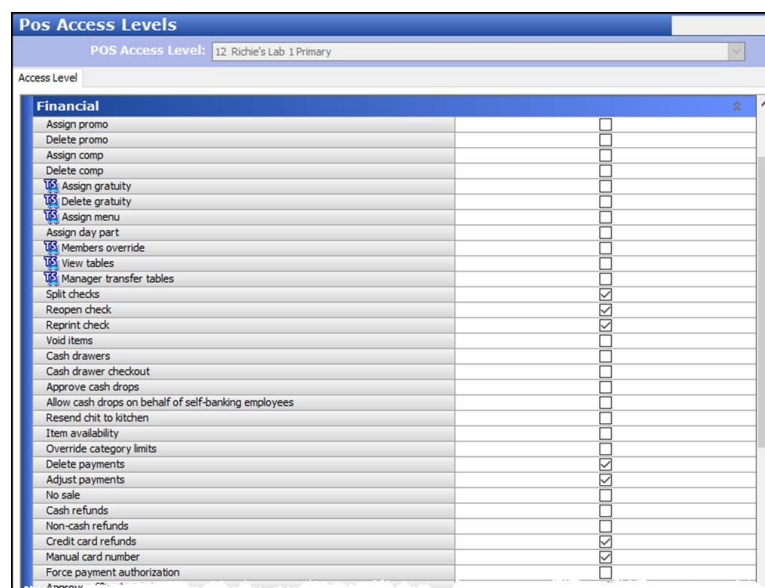


Figure 6 Pos Access Levels - Access Level Tab

3. Type a **name** for the interface employee, such as 'PAT 6200M.'
4. Under the 'Financial' group bar, select **Split checks**.
5. Select **Reopen check**.
6. Select **Reprint check**.
7. Select **Delete payments**.
8. Select **Adjust payments**.
9. Select **Credit card refunds**.
10. Select **Manual card number**.
11. Click **Save**.
12. Exit the **Pos Access Levels** function.

To configure an interface employee for each interface terminal:

1. Select **Maintenance > Labor > Employees**.
2. Click the **New** drop-down arrow, select **POS Only**, and click **OK**.

The screenshot shows the 'Employees' form with the 'Employee' dropdown set to 'POS only Richie's Lab 1'. The 'Personal information' section includes fields for Store (103426 Richie's Lab 1), POS Employee number, System access (POS only), Social security number, Last name (Vx690T81), First name, Middle name, Nickname, Birth date (None), Export ID (0), Address 1-4, City/town, State (None), and County (None). The 'POS security options' section includes checkboxes for 'Use magnetic cards', 'Use fingerprint scanner for clock in', and 'Use fingerprint scanner for login and manager approval'.

Figure 7 Employees - Employee Tab

3. Type a **name**, such as 6200MT81, for the interface employee using the 6200m Device representing interface terminal 81.
4. Select the **Jobcodes** tab.

The screenshot shows the 'Jobs' tab with a table containing one entry:

Jobcode	Access level	Current pay rate
I PAT Vx690	PAT Vx690	0.00

Buttons for 'Add', 'Remove', 'Move up', and 'Move down' are visible on the right side of the table. There are also links for 'Jobcode' and 'Access level'.

Figure 8 Employees - Jobcodes Tab

5. Under the 'Jobs' group bar, click **Add**.
6. Select the **job code** and **access level** you created earlier. For example, PAT 6200M.
7. Click **Save**.

8. Repeat this **procedure** and create an interface employee for pay-at-table device.
9. Exit the **Employees** function.

**Note**

Interface terminal ID should match your lane ID in Configuration Manager. Configure your Interface employee ID in OpenEPS.ini for each lane using Configuration Manager. The interface employee should not require shift to clock in, but should checkout on clock out.

Configuring the interface terminals

You must create one Radiant interface terminal for each 6200m device you intend to install.

**Note**

You can attach up to five Pay at Table devices and one tethered device to a single physical terminal.

To configure an interface terminal:

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

Terminal: 201 Vx690T ID1 Richie's Lab 1	
Terminal Readers Output Devices EDC Settings	
Identification	
Store	103426 Richie's Lab 1
Number	201
Name	Vx690T ID1
Applications	
POS	<input checked="" type="checkbox"/>
Aloha Kitchen	<input type="checkbox"/>
Guest Manager	<input type="checkbox"/>
Settings	
Model	Radiant
Function	Radiant interface terminal
Interface host	Term 1
Aloha Takeout	
Printers	
Default printer	None
Voucher printer	None
Label printer	None
Screens	
Table Service screen	None
Other	
Revenue center	Dine In
EDC info	

Figure 9 Terminals - Terminal Tab

- Under the 'Identification' group bar, type a **name**, such as 6200MTID1, to indicate the physical terminal to which it relates.

Note

Terminal names may be site or company-specific, but selecting names that relate to each other for physical and interface pairs can make database configuration much easier for you. For example, if you name the interface terminal for the first 6200m device on Term1 "6200MT1D1," where T1= Term1 and D1=Device 1, then the second device on the same terminal can be '6200MT1D2,' and so on.

- Under the 'Settings' group bar, select **Radiant** from the 'Model' drop-down list.
- Select **Radiant Interface terminal** from the 'Function' drop-down list.
- Select the physical **order entry terminal** to which to associate the interface terminal from the 'Interface host' drop-down list.
- Under the 'Other' group bar, select the **revenue center** to which you assigned the physical 'Interface Host' terminal from the 'Revenue center' drop-down list.
- Click **Save**.
- Repeat this **procedure** for each interface terminal.
- Exit the **Terminals** function.

Refreshing the data

To refresh the POS system, select **Utilities > Aloha Manager or Aloha Configuration Center > Refresh POS and All Installed Products**.

Note

Each device must have a unique IP Address that 1) is consistent with the network settings on the Aloha BOH file server and 2) is not being used by another device on the network. Plan the IP scheme to use for your devices. We recommend using the terminal number of your interface terminal as the last octet of the unique IP address. For example, in Aloha Manager, interface terminal 81 has an IP of xxx.xxx.xxx.x81, and in ServerEPS, Lane 81.

Configuring Pay at Table (NPG) devices

Use ServerEPS, to configure the lanes and stores for the 6200m Pay at Table device.

To configure lanes using ServerEPS:

1. Log in to <https://hspclient.servereps.com/ServerEPS/Login.aspx>.



Figure 10 ServerEPS Connected Payments Administration Menu

2. Navigate to **Administration** and click **Store Configuration**.
3. Select the **Lane Configurations** tab.



Figure 11 Connected Payments Configuration Manager Show Advanced Controls

4. Click **Show Advanced Controls**.
5. Click **Import** in the bottom right corner of Configuration Manager screen.
6. Type the **name for the lane** to configure. For example, "Luxe PAT".
7. Click **Import Zip File** to locate and select the zip file you downloaded from Aloha Update.
8. Click **Open**.
9. Click **OK**.



Figure 12 Connected Payments Configuration Manager Misc Menu

10. Select **Misc > OpenEPS.ini**.
11. Add the **interface terminal and employee** created for this device in CFC\Aloha Manager. For Example, PATLOGIN81=888 where 81 is the interface terminal and 888 is the interface employee.

OpenEPS.ini Example:

```
TerminalFlow=PayAtTable  
PATLOGIN81=888  
EnableJsonReceipt=Y
```

Example configuration: (For multiple devices, add each one to a new line.)

```
PATLOGIN[Lane Number]=[Employee ID]  
EX:  
PATLOGIN81=888  
PATLOGIN82=889
```

12. Click **Upload**.
13. Click **Close** and **OK** and continue to the **next procedure**.

To configure stores using ServerEPS:

1. While still in **Configuration Manager**, select the **Store Configurations** tab.
2. Select the **store** to configure for Pay at Table.
3. Click **Add**.
4. Configure the **Lane (terminal) number(s)** of your interface terminals, the **Lane Type** (Hospitality) and **Lane Configuration** for each Order Entry terminal in the store. You also need to add a **PIN Pad IP** for your devices.

Note

Each device must have a unique IP Address that 1) is consistent with the network settings on the Aloha BOH file server and 2) is not being used by another device on the network. Plan the IP scheme to use for your devices. We recommend using the terminal number of your interface terminal as the last octet of the unique IP address. For example, in Aloha Manager, interface terminal 81 can have an IP of xxx.xxx.xxx.x81, and in ServerEPS, Lane 81.

5. Click **OK**.
6. Repeat this **procedure** for each 6200m Pay at Table device in use.
7. Click **Close** and **OK** to exit Store Configuration Application.

Configuring Wi-Fi settings for 6200m devices

For Connected Payments to communicate with 6200m devices using Ethernet/TCPIP, you must have a Wi-Fi router.

To configure or change the Wi-Fi settings for a 6200m device:

1. Power on the **Wi-Fi router** and ensure it is within range.
2. Power on the **6200m device**.
3. Press and hold the **button** located under the '7' button and above the 'X' button until you hear the device beep. After the device beeps, double-click the **button**.
4. Touch **Setup**.
5. Touch **System Config**.
6. Touch **Network**.
7. Ensure **"Enable HTTPS:"** is turned OFF.
8. Touch **Next**.
9. Touch the **Wi-Fi button**. The device scans for and shows available Wi-Fi connections that support WPA2.
10. Touch the **appropriate connection** to continue with Wi-Fi setup. If you configure your connections to be purposely hidden, touch **Enter SSID** to type the connection ID.
11. Type the **Wi-Fi password** in the text box.
12. Touch **Continue**. Select if the device utilizes an automatic IP address assignment or predefined IP address assignment.

Automatic IP Address Assignment:

- a. Touch the **DHCP button**, if using a router to manage IP address assignments. When successful, the device obtains an IP address from the router and displays "Connected." If not successful because of an incorrect Wi-Fi password, the device displays "error: disconnect reason death."
- b. If the 6200m device is successful obtaining an IP address from the router, exit the **System Config menu** by touching the "x" located in the upper right corner of the screen.
- c. Touch **Setup**.
- d. Touch **System Utils**.
- e. Touch **Information**. Write down the **wlan0: information** that appears. The highlighted values below are the IP address for the device. Connected Payments terminal configuration requires the IP address.

```
wlan0: ip=192.168.2.32/24
```

```
hw=78:11:85:C0:17:C5 Up
```

Static IP Address Assignment:

- a. Touch **Static**, if using a predefined IP address topology.

- b. Type the **IP address, Subnet Mask, DNS, and Gateway information**.
 - c. Touch **Save**. If successful, the device displays "connected". If not successful because of an incorrect Wi-Fi password, the device displays "error: disconnect reason death."
 - d. Exit the **Setup menu** to return to the main screen menu.
13. Touch **FPE Configuration**.
 14. Touch **Communications**.
 15. Touch the blue **double-arrow (>>)** to the right of "Primary Connection."
 16. Touch **TCP Server**.
 17. Type the **Port number**. 5110 is the default value. The Port number chosen is needed for Connected Payments terminal configuration. Do not enable TLS.
 18. Touch **OK** to save changes.
 19. Touch **Save** to commit changes for the primary connection.
 20. Touch **Exit** to return to the main screen.
 21. Touch **NCR** to return to the NCR application.
 22. Restart the **device**. If needed, return to and update the **Connected Payments terminal configuration** for the lane to reflect the assigned IP address and port number.



Note

Each device must have a unique IP address that 1) is consistent with the network settings on the Aloha BOH file server and 2) is not being used by another device on the network.

To perform a manual startup:

Press and hold the power button until the Startup screen appears on the terminal. When you power up the terminal, any loaded application starts after the initial Copyright screen appears.

To perform a manual shutdown:

Press and hold the power button for several seconds until the device shuts down.

Displaying the tip prompt after guest verifies the amount

To display the tip prompt after the guest verifies the amount of the check, access ServerEPS and add the Tip Amount sequence code to the Transaction Sequence in Lane Configuration. Refer to 'Connected Payments - FFG - Suggested Tip – HKS135.'

Using Pay at Table (NPG) devices

Use the following guidelines to select an ideal location for the 6200m base station and charging stations for charging devices throughout the shift.

Ease of use factors

- Select a location convenient for the servers.
- Select a flat support surface, such as a counter top or table.
- Select a location near a power outlet, ECR, or computer connected to the terminal.

Environmental factors

- Do not use the unit near high temperatures, dust, humidity, moisture, chemicals, or oils.
- Keep the unit away from direct sunlight and anything that radiates heat, such as a stove or a motor.
- These devices follow PCI rules to be tamper-resistant so, if a device falls or gets dropped, the device could go into tamper-resistant mode.
- For safety reasons, do NOT string cables or cords across a walkway.
- Avoid using this product during electrical storms, if possible.
- Avoid locations near electrical appliances or other devices that cause excessive voltage fluctuations or emit electrical noise. For example, air conditioners, electric motors, neon signs, high-frequency or magnetic security devices, or computer equipment.
- Do not use the terminal near water or in moist conditions.



Note

The terminal is not waterproof or dust-proof. Any damage to the unit from exposure to rain or dust can void any warranty.

To conduct a wireless transaction:

1. Ensure the **terminal** is in an **optimal position** for transmitting. The device specifications indicate how close the device must be to the router and if the router requires 'line-of-sight.'
2. Follow the **instructions** provided in [Configuring Wi-Fi settings for 6200m devices](#).

Using the magnetic card reader

The magnetic card reader is located at the bottom-end of the 6200m device.

To use the magnetic stripe reader (credit/debit card transaction):

1. Have the guest position a **card** with the **magnetic stripe** in the card reader facing down.
2. Have the guest slide the **card** through the **magnetic stripe reader** from one side to the other and follow the prompts to complete the transaction.

The guest retains control of their card at all times, enhancing the security of the transaction.

3. Retrieve the **device** from the guest, and log out.

Using the chip reader

The chip reader is located at the bottom end of the 6200m device.

To use the chip reader (credit/debit card transaction):

1. Have the guest position a **card** with the chip end toward the 6200m device.
2. Have the guest insert the **card** into the reader and follow the prompts to complete the transaction. If the device does not prompt for a PIN, the transaction will run through as a credit card. The guest retains control of their card at all times, enhancing the security of the transaction.
3. Retrieve the **device** from the guest, and log out.

Following card payment flows

This section describes the payment flow of the 6200m device. If the customer uses multiple forms of payment, we recommend you process the payments processed through the 6200m last.



Note

Connected Payments Pay at Table functionality does not support Equal Pay.

Standard card payment flow

1. When the guest is ready to pay, present the **voucher** to the table.
2. When the guest presents their card, take the **device** to the table and log in to the **device**.
3. Select the **table for payment**. The check screen appears, showing the check assigned to that table.
4. Hand the **device** to the guest. Do not leave the device at the table with the guest. Stay to assist with any questions.
5. After the guest follows the prompts on the device to pay for their check and a voucher prints, take the **device** from the guest.
6. Log out of the **device**.

Multi-check card payment flow

1. When the guest is ready to pay, present the **voucher** to the table.
2. When the guest presents their card, take the **device** to the table and log in to the **device**.
3. Select the **table for payment**. The check selection screen appears, showing the checks assigned to that table.
4. Hand the **device** to the guest for them to follow the prompts to pay for their check. Do not leave the device at the table with the guest. Stay to assist with any questions.

When more than one check is available on the table, the device loops back to the check selection screen.

5. Hand the first guest their **voucher** and pass the **device** to the next guest to follow the prompts.
6. Repeat **steps 4 and 5** until the table is closed.
7. Take the **device** from the guest and log out.

Partial approval – card payment flow

If a guest pays with partial cash or gift card, you must process payment on the POS as you do now. If a balance remains on the check, and the guest wants to pay the rest with a credit card, see [Standard card payment flow](#).

Installing Paper Roll into Luxe 6200m Device

Refer to "Paper Roll Installation" on the next page for detailed instructions.



LUXE™ 6200m

Paper Roll Installation

This document describes how to install the Paper Roll into the Luxe 6200m (Printer Models only).

 <p>Wired Printer model</p> <p>Battery Printer model</p>	<p>1. Lift Printer Cover to Open</p> 	<p>2. Verify Roller is Intact & Attached</p> 
	<p>3. Insert Paper & Remove Adhesive</p>  <p>TIP: Keep paper roll bound when inserting roll, then remove adhesive</p>	<p>4. Pull / Hold Paper Up</p> 
	<p>5. Close Printer Cover until it Clicks Shut</p> 	<p>TROUBLESHOOTING TIPS: If the Paper Roll does not fit...</p> <p>TIP #1: ...the Paper Roll unwound OR is loose:</p> <ul style="list-style-type: none"> • Remove the paper roll from the terminal • Rewind the paper roll to tighten/compress • Complete steps 3 – 5 <p>TIP #2: ...the Paper Roll diameter is greater than 1.18 inches / 30 mm:</p> <ul style="list-style-type: none"> • Remove the paper roll from the terminal • Remove excess paper from the roll to fit • Complete steps 3 – 5 <p>TIP #3: ...verify the Paper Roll matches the required specifications (see the Paper Roll Specifications section on the next page)</p>



LUXE™ 6200m

Paper Roll Installation

PAPER ROLL SPECIFICATIONS

- Thermal paper type
- No core in the middle (coreless)
- Includes Warning strip indicating Paper Roll is nearly out
- Works with the Luxe 6200m terminal (Printer Battery & Wired Printer models)
- Dimensions:
 - Width: 2.25 inches / 57 mm
 - Length: 34 feet / 10 m
 - Diameter: 1.18 inches / 30 mm

ORDER PAPER ROLLS

Do you need to order more Paper Rolls? Contact your Equinox Sales Director or our approved 3-party vendor; specifics below:

Part Number	Description	Supplier
710041-001E	Thermal Paper Roll <ul style="list-style-type: none"> • See above for Paper Roll Specifications • Case size: 50 rolls 	Equinox Sales Director directly OR main number Phone: 1.877.497.3726
240-35730	Thermal Paper Roll <ul style="list-style-type: none"> • 50 rolls of 2 ¼ x coreless 30 feet rolls • Width: 2.25 inches / 57 mm • Length: 30 feet / 9 m • Ply: Thermal • Coreless roll • Case size: 50 rolls 	Maxwell Merchant Solutions Phone: 1.800.561.6406 www.maxwellsolutions.ca NOTE: Part number 240-35730 is NOT listed on their website. Please call Maxwell Merchant Solutions directly to order.

TECHNICAL SUPPORT

Questions about the Luxe 6200m? Contact your Customer Support Specialist or call **1.877.497.3726**. You can also direct any questions, comments or issues by visiting the Equinox Developers Support (EDS) portal (<https://developer.equinoxpayments.com>).

NOTE: Registration is required to access the EDS portal (see [Request New Account](#)).

Pay at Table (NPG), 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