

# Feature Focus Guide: EMV Elavon

Core Product: Aloha Quick Service, Aloha Table Service, Aloha EDC  
Last Updated: June 12, 2024

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## Revision Record

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01/18/2023		Converted document to use new templates. Updated the front cover and back page to reflect new NCR branding.
06/12/2024		Updated document to reflect NCR Voyix branding.

## About EMV Elavon

EMV Elavon at a Glance	
Core Product	Aloha Table Service, Aloha Electronic Draft Capture (EDC)
Complementary Products	VeriFone VX 680 Device
Separate License Required?	No
Other References	Aloha Table Service Manager Guide, Aloha Table Service Reference Guide, Aloha EDC User Guide

EMV (Europay, MasterCard, and Visa), supported with Aloha<sup>®</sup> Table Service, is a technical standard for a chip-based payment technology where consumers use payment cards embedded with a smart 'chip' to connect to an EMV-enabled device, such as the VeriFone VX 680, and execute payment using dynamic authentication. Because the data is dynamic, not static like traditional magnetic stripe cards, duplicating one of these credit or debit cards is very difficult, reducing data security fraud around the world.

### Note

Currently, the VeriFone VX 680 is the only EMV-enabled device we support.



Figure 1 Chip/Smart Card Example

Consumers either insert their card into (contact) or tap their card on an (contactless) EMV-enabled device and then enter a personal pin number or provide a signature for authorization. These cards also come equipped with the traditional embossed number and magnetic stripe for use as a fallback in the event the EMV-enabled device fails to read the chip. NCR Voyix is working directly with the

major processors to implement a multi-payment type solution that supports EMV as well as the traditional magnetic stripe.



Figure 2 Inserting the Chip Card

The support of EMV is mandatory for sites in Canada, and, we currently support EMV only for use in Canada. Effective with Aloha Electronic Draft Capture (EDC) v14.1, you can directly process EMV cards in Canada through the Elavon processor. Elavon currently supports the Visa, MasterCard, and Interac EMV card types.

## How does the use of EMV improve payment security?

EMV-chip-based solutions have been successful in reducing data security fraud around the world. Traditional magnetic stripe cards contain static data on the back of each card. This static data can easily be duplicated using low cost equipment that is readily available for purchase on the Internet. Once duplicated, a criminal can use the copied card to commit fraud anywhere in the world that accepts the specific brand of credit card. EMV differs as it uses a program in the chip on the card. The program allows for dynamic information to pass through with each payment transaction. Because the data is dynamic and not static, duplication of any one card is very difficult. Strong encryption and other security measures have made EMV much more secure; however, if a merchant has a properly configured Point-of-Sale (POS) solution and is meeting or exceeding PCI DSS requirements, the added security of EMV will only provide a marginal improvement in the overall security of your payment data.

## Software requirements

You must use Aloha Configuration Center (CFC) or new Aloha Manager v14.1 or later and Aloha EDC v14.1 or later, to take advantage of EMV technology. You must also use Aloha Table Service v14.1 or later. Use the proper steps to upgrade CFC or new Aloha Manager and EDC, including settling all outstanding batches prior to upgrading and performing the necessary configuration.

<b>Upgrade Path</b> ↑	<b>Note</b> Effective in EDC v14.1, Elavon replaces any reference to the NOVA processor. Any customer currently using NOVA who upgrades to EDC v14.1 does not have to create a new Elavon processor, as the new name of Elavon automatically appears in place of NOVA.
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## Hardware requirements

Aloha EDC supports the VeriFone VX 680, which is a wireless PIN pad device that accommodates the EMV requirements and pay-at-the-table features. The VeriFone VX 680 device connects to the Aloha network through a wireless router to communicate and perform transactions. The device must be within 100 feet of the wireless router to ensure WLAN coverage and reduce network issues.

You must develop a plan to deploy the VeriFone VX 680. Include such things as:

- Contacting Elavon to have EMV set up on your merchant account and to obtain unique terminal IDs (TIDs) for every VX 680 payment device.
- Determining how many VX 680 payment devices you will need.
- Setting up a wireless router with access points, if needed. PCI considerations must be made since adding a wireless payment solution will have an impact on the PCI scope of the merchant.

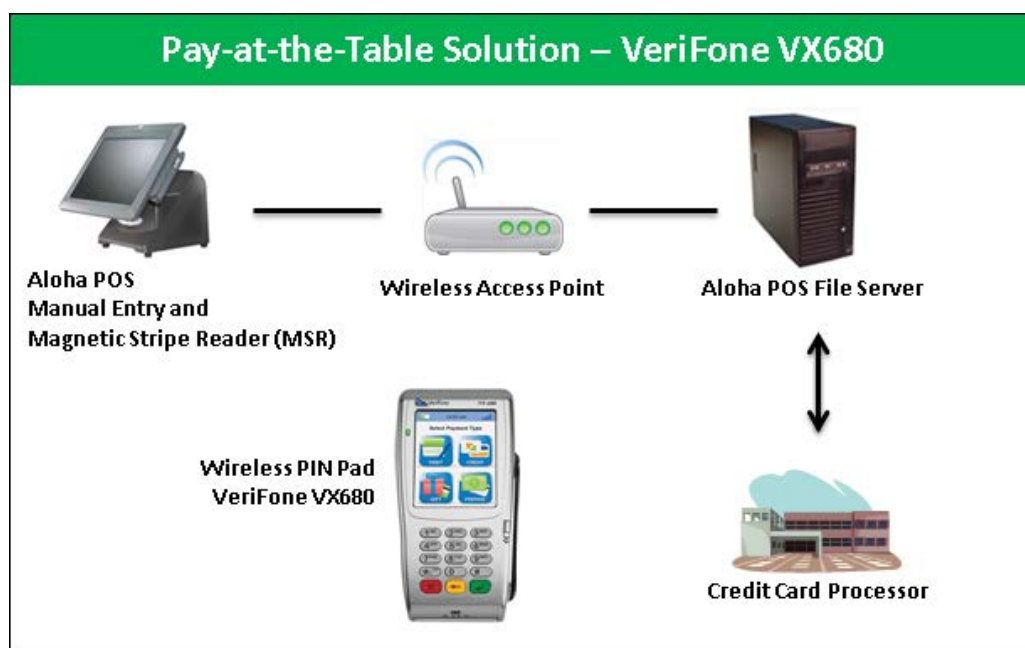


Figure 3 VeriFone VX 680 Wireless PIN Pad Device

## Configuring EMV Elavon

To configure EMV, access either new Aloha Manager or Aloha Configuration Center (CFC) and perform several functions, such as configure the Elavon processor in EDC and configure the settings that control the behavior of the PIN pad devices in the Aloha POS system.

### Configuring Aloha EDC and the Aloha POS system

This section details the configuration requirements within Aloha Manager and CFC for EMV. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

EMV Elavon 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 <b>Maintenance &gt; Electronic Draft Capture &gt; Processors</b> and configure the Elavon processor, complete with a unique terminal ID for the BOH file server. See <a href="#">page 8</a> .
2.	Access <b>Maintenance &gt; Electronic Draft Capture &gt; Cards</b> to configure credit and debit cards to use with the Elavon processor. See <a href="#">page 9</a> .
3.	Access <b>Maintenance &gt; Payments &gt; Tenders</b> to create a debit card tender. See <a href="#">page 10</a> .
4.	Access <b>Maintenance Business &gt; Store &gt; Store Settings</b> tab > <b>Credit Card</b> group to enable the chip and pin feature for EDC. See <a href="#">page 12</a> .
5.	Access <b>Maintenance &gt; Business &gt; Store &gt; Store Settings</b> tab > <b>Credit Card</b> group and designate Elavon as the 'EMV processor,' to force chip-enabled cards to be read using a PIN pad device. See <a href="#">page 13</a> .
6.	Access <b>Maintenance &gt; Hardware &gt; Payment Device &gt; Payment Device Settings</b> to establish global settings for your payment devices, such as the maximum time before a device times out and cancels a transaction. See <a href="#">page 14</a> .
7.	Access <b>Maintenance &gt; Hardware &gt; Payment Device &gt; Payment Devices</b> to configure a PIN pad device for each payment device in your wireless network. See <a href="#">page 15</a> .
8.	Access <b>Maintenance &gt; Hardware &gt; Terminals</b> and configure at least one Radiant interface terminal for each POS terminal designated as master capable. See <a href="#">page 16</a> .
9.	Access <b>Maintenance &gt; Payments &gt; Tenders</b> and configure your payment card tenders to automatically close a check when fully tendered. See <a href="#">page 17</a> .
10.	Access <b>Utilities &gt; POS &gt; Refresh POS &amp; All Installed Products</b> to refresh your POS system and log in to EDC and stop and start EDC processing. See <a href="#">page 18</a> .

## Configuring the terminal IDs for each VX 680 payment device

As of this writing, Elavon is the only processor supporting the EMV payment technology, and it is only supported in Canada. To accept this type of payment card, you must reach out to Elavon and obtain a unique terminal ID for the Back-of-House (BOH) file server and each VX 680 payment device in the network.

1. Select **Maintenance > Electronic Draft Capture > Processor**.
2. If you are configuring the processor for the first time, click the 'New' drop-down arrow, select **Elavon** to establish the processor type, click **OK**, 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**.
3. If you already established the Elavon processor, select **Elavon** from the 'Processor' drop-down list.

The screenshot shows a 'Processor' configuration window. At the top, there is a dropdown menu for 'Processor' set to '1 Elavon - 1 Elavon 1'. Below this are tabs for 'Processor', 'Dialing', 'Options', 'Reversals', and 'Custom'. The 'Identification' section contains the following fields:

Number	1	...
Name	Elavon - 1	
Active	<input checked="" type="checkbox"/>	
Index	1	
Type	Elavon	

The 'Nova' section contains the following fields:

Bank ID number (BIN)	1234123412341234
Terminal ID	0009998883339007

The 'SSL' section contains the following field:

Internet address	webgate.viaconex.com
------------------	----------------------

Figure 4 Processor

4. Under the 'Elavon' group bar, type the **unique terminal ID number** provided by the processor for your BOH file server in 'Terminal ID.' This step is mandatory. Contact the processor for the unique terminal ID number.
5. Click **Save** and exit the **Processor** function.



## Configuring payment cards for use with Elavon

You must also configure credit and debit cards for use with the Elavon processor.

1. Select **Maintenance > Electronic Draft Capture > Cards**.

The screenshot shows the 'Cards' configuration window with the following data:

Category	Card Type	Processor
Common Credit Cards	Number	1
	Name	EDC Cards
	MC	Elavon
	Visa	Elavon
	AMEX	Elavon
	Diners/CB	Elavon
	Discover	Elavon
	Enroute	None
	JCB	Elavon
Military	None	
Private Label Credit Cards	Private Label 1	None
	Private Label 2	None
	Private Label 3	None
	Private Label 4	None
	Private Label 5	None
Gift Cards	Paymentech	Paymentech
	ValueLink	CES
	Comdata	Comdata
	Vantiv	Vantiv Terminal Capture
	Private	None
	Heartland Payment Systems	None
Debit Cards	Canadian Debit	Elavon
Other cards	Chip 'N Pin	Elavon
	EBT	None
	Campus card	None

Figure 5 Configuring Cards to Use with Elavon

2. Under the 'Common Credit Cards' group bar, select **Elavon** for each credit card type that will use the Elavon processor.
3. Under the 'Debit Cards' group bar, select **Elavon** from the 'Canadian Debit' drop-down list.  
**Note:** Selecting 'Elavon' as the Canadian Debit processor disables the US Debit option.
4. Under the 'Other Cards' group bar, select **Elavon** from the 'Chip 'N Pin' drop-down list.
5. Click **Save** and exit the **Cards** function.

## Creating a debit card tender

The VX 680 payment device allows payment using debit cards. Use the following procedure to configure the debit card tender.

### To create a debit card tender to use with the VX 680 payment device:

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

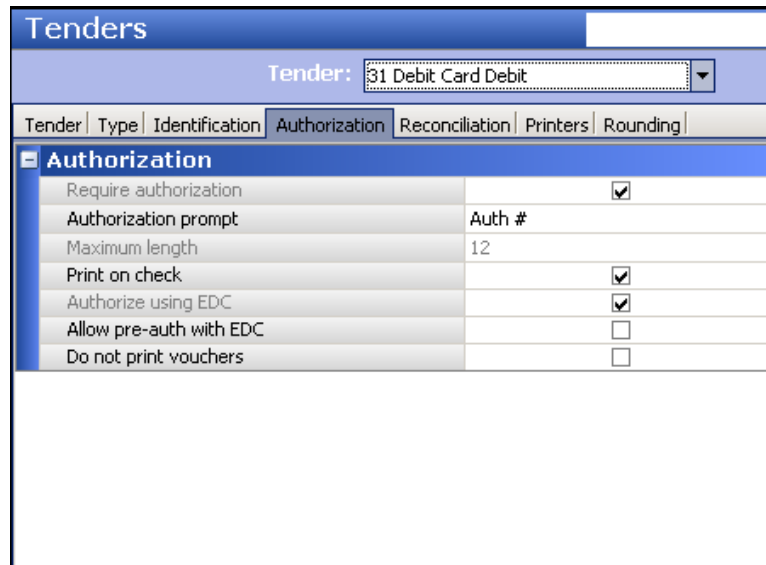
The screenshot shows the 'Tenders' configuration window with the 'Settings' tab selected. The 'Tender' dropdown is set to '31 Debit Card Debit'. The settings are as follows:

Setting	Value
Number	31
Name	Debit Card
Type	Debit
First available button position	<input type="checkbox"/>
Button position	Row 6, Column 2
Button image	None
Report as	Debit Card
Default amount behavior	Ask for amount
Active	<input checked="" type="checkbox"/>
Track	<input checked="" type="checkbox"/>
Can refund	<input checked="" type="checkbox"/>
Affect deposit	<input type="checkbox"/>
Print check on close	<input checked="" type="checkbox"/>
Open drawer on close	<input type="checkbox"/>
Print signature line	<input type="checkbox"/>
Combine on check	<input type="checkbox"/>
Close check upon payment	<input type="checkbox"/>

Figure 6 Payments - Tenders

2. Select **debit card** from the 'Tender' drop-down list.
3. Configure the **button position** and **image**, if necessary.
4. Select **Debit Card** from the 'Report as' drop-down list.
5. Select **Ask for amount** from the 'Default amount behavior' drop-down list.
6. Select **Active** to activate the debit card tender.
7. Select **Track** to track the debit card tender.
8. Select **Print check on close**, if necessary.
9. Configure the **remaining options** in the usual manner.

10. Select the **Authorization** tab.



Tenders						
Tender: 31 Debit Card Debit						
Tender	Type	Identification	Authorization	Reconciliation	Printers	Rounding
<b>Authorization</b>						
Require authorization			<input checked="" type="checkbox"/>			
Authorization prompt		Auth #				
Maximum length		12				
Print on check			<input checked="" type="checkbox"/>			
Authorize using EDC			<input checked="" type="checkbox"/>			
Allow pre-auth with EDC			<input type="checkbox"/>			
Do not print vouchers			<input type="checkbox"/>			

Figure 7 Tenders - Authorization Tab

11. Select **Require authorization** to allow use with the VX 680 payment device.
12. Configure the **remaining options** in the usual manner.
13. Click **Save** and exit the **Tenders** function.

## Enabling Chip N Pin

You must enable 'Chip N Pin' in EDC Setup to use this feature.

1. Select **Maintenance > Business > Store**.

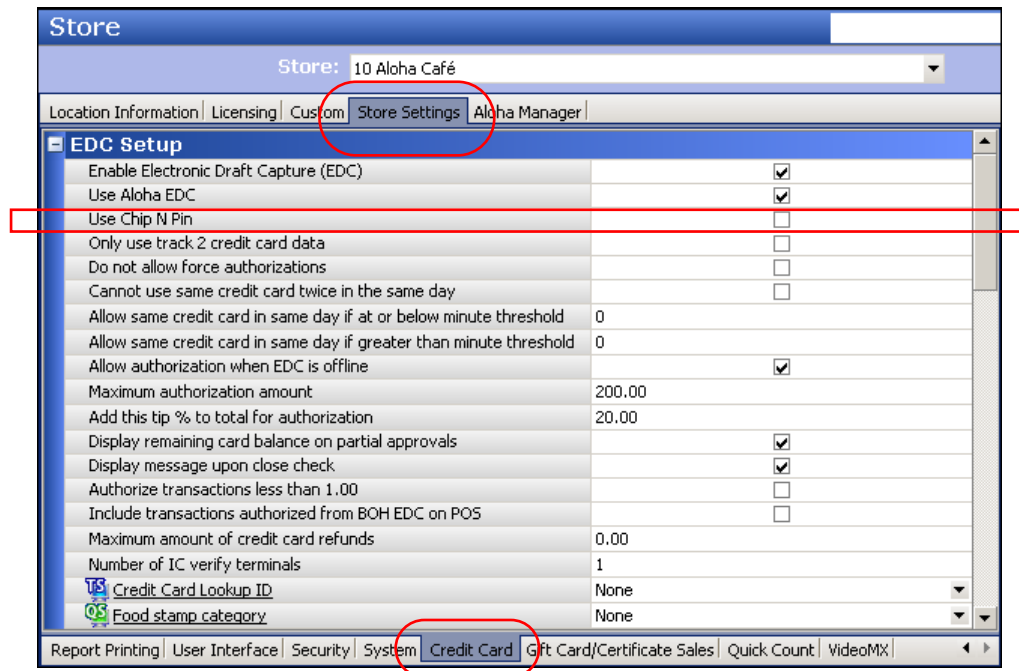


Figure 8 Store Settings Tab - Credit Card Group

2. Select the **Store Settings** tab.
3. Select the **Credit Card** group located at the bottom of the screen.
4. Under the 'EDC Setup' group bar, select **Use Chip N Pin**.
5. Click **Save** and exit the **Store** function.

## Forcing chip-enabled cards to be read using a PIN pad device

To force employees and guests to use only the PIN pad device when using an EMV smart card, configure Elavon as the EMV processor. If you want to allow employees and guests to slide an EMV smart card on the magnetic stripe reader (MSR) on the POS terminal, do not configure this feature.

### To force the use of a PIN pad device for chip-enabled cards:

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

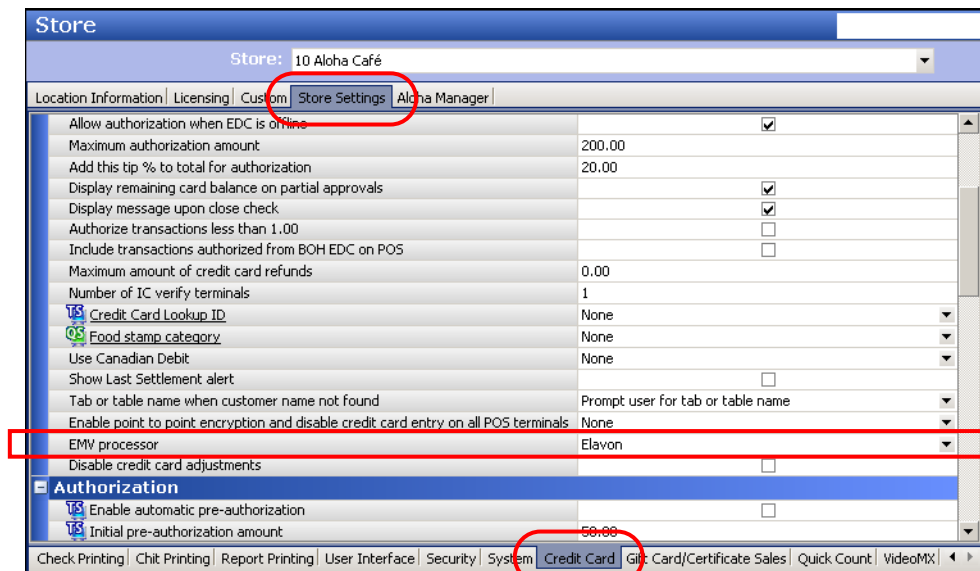


Figure 9 EMV Processor - Elavon

3. Select the **Credit Card** group located at the bottom of the screen.
4. Under the 'EDC Setup' group bar, select **Elavon** from the 'EMV processor' drop-down list.
5. Click **Save** and exit the **Store** function.

## Establishing payment device settings

Establishing the payment device settings allows you to define global settings for all devices, such as the timeout thresholds in which the payment device either confirms, approves, or cancels a transaction.

1. Select **Maintenance > Hardware > Payment Device > Payment Device Settings**. The default record appears.

The screenshot shows the 'Payment Device Settings' interface. At the top, there is a title bar 'Payment Device Settings' and a dropdown menu showing '1 Payment device setting'. Below this is a section titled 'Payment Device Settings' with a search bar. The main content is divided into three expandable sections: 'Identification', 'Timeouts', and 'Languages'. Each section has an upward-pointing arrow icon on the right.

Identification	
Number	1
Name	Payment device setting

Timeouts	
Swipe timeout in seconds	20
Confirm amount due timeout in seconds	20
Approved message timeout in seconds	10
Declined message timeout in seconds	10

Languages	
English	<input checked="" type="checkbox"/>
French	<input checked="" type="checkbox"/>

Figure 10 Payment Device Settings Function

2. Under the 'Timeouts' group bar, type the **number of seconds**, from 0 to 180, allowed for a guest to insert or slide a payment card on the PIN pad device before the system cancels the transaction. We recommend 20 seconds.
3. Type the **number of seconds**, from 0 to 180, allowed to confirm or reject the amount of the voucher presented by the PIN pad device before the system cancels the transaction. We recommend 20 seconds.
4. Type the **number of seconds**, from 0 to 180, allowed for viewing the approved status of the transaction on the PIN pad device. We recommend 10 seconds.
5. Type the **number of seconds**, from 0 to 180, allowed for viewing the declined status of the transaction on the PIN pad device. We recommend 10 seconds.
6. Under the 'Languages' group bar, select the **language** to appear to the employee on the PIN pad device. You must select at least one language. If you select both English and French, the employee must choose a language each time they log in to a PIN pad device. **Note:** The card issuer controls the language that appears to the guest when using a PIN pad device, including the voucher.
7. Click **Save** and exit the **Payment Device Settings** function.

## Defining a wireless PIN pad device

To define a wireless PIN pad device, you must locate the nine-digit serial number located on the back of the device. A16-digit unique terminal ID number, provided by Elavon, appears on the screen of the unit after you complete the EMV configuration.

1. Select **Maintenance > Hardware > Payment Device > Payment Devices**.
2. Click **New**.

Settings	
Number	1
Name	Bar 1
Model	VeriFone VX680
Serial number	12348654231892313131

Connection Settings	
IP address	172.16.254.1
Port number	7
Processor Terminal ID	5555444433333

Figure 11 Payment Devices Function

3. Type a **name** for the PIN pad device. Be specific, as you can have multiple PIN pad devices for one area. For example, you use three PIN pad devices in the bar. Name each PIN pad device using the locale and a number, such as 'Bar 1,' 'Bar 2,' and so on.
4. Select the **model of the PIN pad device** from the drop-down list. For example, 'VeriFone VX 680.'
5. Locate the **serial number on the back of the PIN pad device** and type this number, up to 20 alphanumeric characters, in 'Serial number.' The serial number must correspond to the terminal ID number.
6. Under the 'Connection Settings' group bar, type the **unique IP address** of the PIN pad device. The address should follow the same IP range as the Aloha POS terminals. For example, if the file server has the IP address 100.100.100.101 and the master terminal has the IP address 100.100.100.102, then the first device should use the IP address 100.100.100.103 and the next device should use the IP address 100.100.100.104, and so on.
7. Type the **port number assigned to the device**, up to five digits. **Note:** All PIN pad devices use the same port number.
8. Type the **unique processor terminal ID provided by Elavon**. The serial number must correspond to the terminal ID number.
9. Click **Save**.

10. Repeat this **procedure** for each additional PIN pad device in the network.
11. Exit the **Payment Devices** function.
12. Continue to the next **procedure**.

## Configuring a Radiant Interface Terminal (RIT)

Configure at least one Radiant interface terminal for each POS terminal designated as 'Master Capable.'

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**.

Terminal: 10 EMV IT1	
Terminal   Readers   Output Devices   EDC Settings	
<b>Identification</b>	
Number	10
Name	EMV IT1
<b>Applications</b>	
POS	<input checked="" type="checkbox"/>
Aloha Kitchen	<input type="checkbox"/>
<b>Settings</b>	
Model	NCR
Function	Radiant interface terminal
Interface host	SERVER STAT #2
<b>Aloha Takeout</b>	
<b>Printers</b>	
Default printer	None
Voucher printer	None
Label printer	None
<b>Screens</b>	
Quick Service screen	None
Table Service screen	None
<b>Other</b>	
Revenue center	Dine-In
Terminal queue	Takeout
Order mode	None
EDC info	

Figure 12 Hardware - Terminals

3. Under the 'Identification' group bar, type a **name** for the terminal to identify it as an interface terminal for use with EMV. For example, 'EMV IT1.'
4. Under the 'Settings' group bar, select **NCR** from the 'Model' drop-down list.
5. Select **Radiant interface terminal** from the 'Function' drop-down list.
6. Select the **POS terminal** to which to associate the interface terminal from the 'Interface host' drop-down list. **Note:** Be sure to select one of the POS terminals designated as master capable.
7. Under the 'Other' group bar, select the same **revenue center** assigned to the POS terminal you selected as the 'Interface host' terminal from the 'Revenue center' drop-down list.



8. Configure any **required options**, as normal.
9. Click **Save**.
10. Repeat this **procedure** until you have at least one interface terminal for each POS terminal designated as master capable.
11. Exit the **Terminals** function.

### Closing a fully tendered check automatically

Aloha Table Service provides a setting that allows you to automatically close a fully tendered check. To take advantage of this functionality, when using the VX 680 payment device to accept payments, configure the credit card tenders that support EMV smart cards to auto-close on payment.

1. Select **Maintenance > Payments > Tenders**.
2. Select a **payment card tender** from the drop-down list.

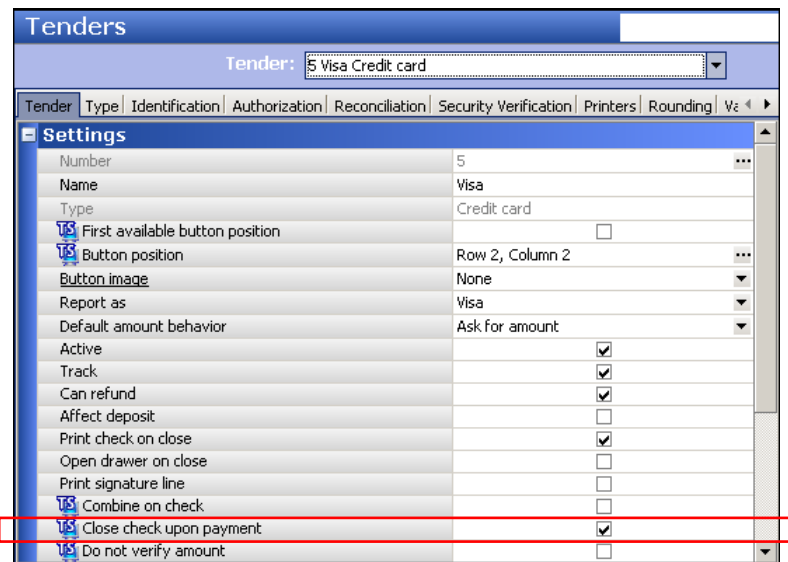


Figure 13 Tender - Settings Group Bar

3. Under the 'Settings' group bar, select **Close check upon payment**.



#### Caution

Adjustments are not supported when using EMV. You must issue a refund for any payment corrections using the VX 680.

4. Click **Save**.
5. Repeat this **procedure** for each payment card tender you want to use.
6. Exit the **Tenders** function.

## Initializing the VX 680 payment device

You must initialize the VX 680 payment device prior to using the device. The process ensures the VX 680 payment device connects to Elavon, performing the EMV and Interac key exchanges.

Initialization enforces the correct card types, such as MasterCard, Visa, Interact, are allowed on the device.

After you restart EDCSVR, EDC begins initialization of the devices and TXNs populates the NOVA folder. A TXN (EMVREQ type) generates for every VX 680 device.

### Note

We highly recommend you open the TXNs for review prior to using the devices. To determine if the initialization is successful, the TXNs should state, 'Insert sample TXN.'

Go to %IBERDIR%\EXTDATA\, where you can view an .INI file for each of the Elavon processor terminal IDs assigned to every VX 680 on your network. A sample file may read, '0003216543216545.INI,' meaning '0003216543216545' is the terminal ID.

Go to %EDCPCROCPATH%\ and locate the EMV.INI and verify every terminal ID number shows, including the last date downloaded.

You are ready to process EMV transactions if you follow these steps, and the key exchanges are successful and the correct terminal ID number appears on the VX 680 payment devices display the log in screen.

## Refreshing the data

Once you configure the necessary features for EMV, you must refresh the Aloha POS system, then stop, and restart EDC Service (EDCSvr).

### Tip

If you make any changes to the wireless PIN pad device settings, such as changing the IP address or adding an additional wireless PIN pad device, you must (1) refresh the Aloha POS and All Installed Products, and (2) stop the 'POS processing' in Aloha EDC, and then restart it.

Select **Utilities > POS > Refresh POS & All Installed Products** 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.

**Note:** 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, all new settings become operational across the Aloha network. 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.

Go to Windows Services, select EDC Service to stop and then restart. Pin pads obtain proper configuration.

## Configuring VeriFone VX 680 wireless PIN pad devices

The VeriFone VX 680 is a wireless PIN pad device that allows your guests to pay the check at their table. Once payment is tendered, the wireless PIN pad device prints the voucher.



Figure 14 VeriFone VX 680 Wireless PIN Pad Device

Some procedures require the entry of a password. Please contact your NCR Voyix Account Manager to obtain this password before configuring your VX 680 devices.

The following information assists you in setting up each PIN pad device:

- **Serial Number:** A nine-digit number located on the back of each PIN pad device.





Figure 15 Serial Number Location

- **Processor Terminal ID:** A 16-digit number provided to you by Elavon. **Note:** After you activate the VeriFone device, the processor terminal ID appears on its screen.


This section details the configuration requirements for each VX 680 wireless PIN pad device. If you are an experienced user, refer to Procedures at a Glance for abbreviated steps. If you prefer more detail, continue reading this document.

VeriFone VX 680 Wireless PIN Pad Device Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Start the VX 680 device. See <a href="#">page 20</a> .
2.	Set the host IP address and port on each wireless PIN pad device. See <a href="#">page 21</a> .
3.	Access the Verix Terminal Manager (VTM) and create a device specific IP address. See <a href="#">page 23</a> .
4.	Establish the IP address in the Network Control Panel. See <a href="#">page 26</a> .
5.	Connect to the WiFi network. See <a href="#">page 27</a> .
6.	Manually configure a hidden SSID (Wireless Network). See <a href="#">page 29</a> .
7.	Restart the device. See <a href="#">page 31</a> .

### Starting the VX 680 device

Press and hold  for five seconds. A message appears letting you know the device is initializing. The Welcome screen appears.  in the top left corner indicates a successful connection of the device to the wireless network.

## Setting the host IP address and port on each PIN pad device

You must access each PIN pad device and enter the host IP address and port number of the wireless router so that the device knows what network to use. **Note:** The IP address should follow the same IP range as the Aloha POS terminals. Once the welcome screen appears, and within three seconds, press  and the **number 8** button simultaneously. The Select IP screen appears.

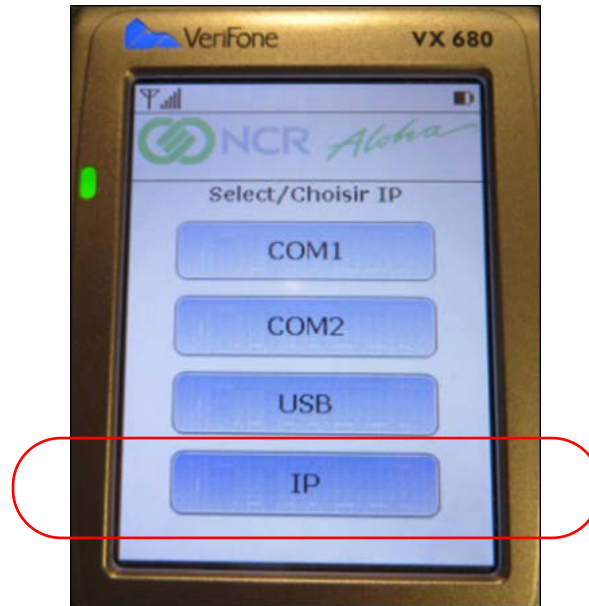


Figure 16 Select IP Screen

7. Touch **IP** and press  to advance to the Host IP screen.

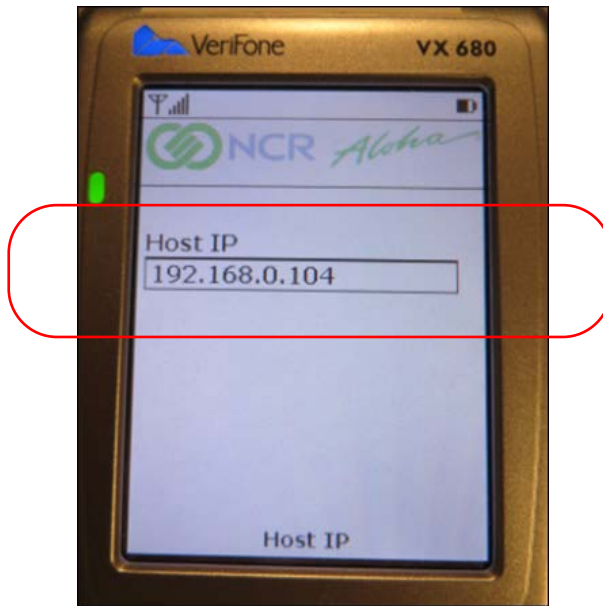



Figure 17 Host IP Screen

8. Use the keypad to type the **Host IP address** (of the wireless router) and press  to advance to the Port Num screen.

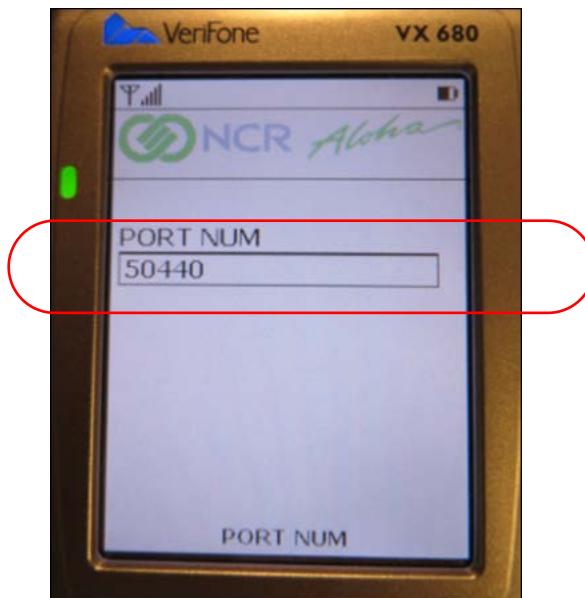



Figure 18 Port Num Screen

- Use the keypad to type the **port number** (of the wireless router) and press  to advance to the Select ON screen.

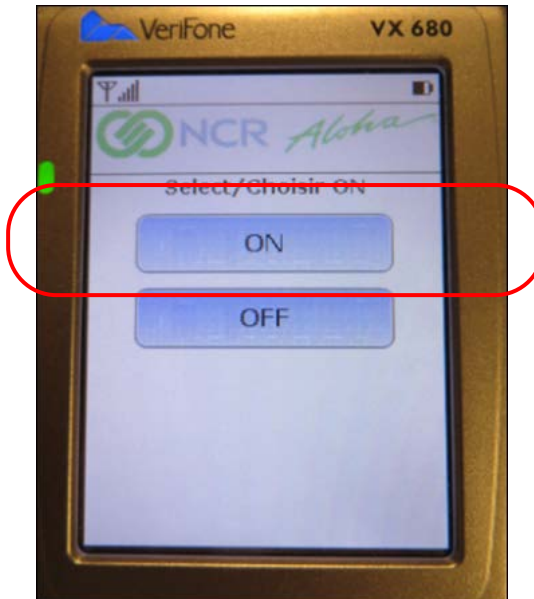





Figure 19 Initiating IP Configuration

- Touch **ON** and press  to initiate the IP configuration.
- Continue to the next **procedure**.

### Accessing the Verix Terminal Manager (VTM) download manager

You must create a device-specific IP address which you configure in the Network Control Panel (NCP). Access the NCP through the Verix Terminal Manager (VTM).

 **Tip** Each device must have its own IP address. Devices cannot share IP addresses.

- Press  and the **number 7** button on the keypad simultaneously. The Terminal Mgr Entry screen appears.
- Use the keypad to type the **password** obtained from your NCR Voyix account manager and press  to advance to the next screen. **Note:** Use this password each time the device requests a password. Type each number slowly, waiting to ensure the cursor advances to the next position before entering the next digit.
- Press **3** on the keypad to select 'Download' and advance to the next screen.

4. Press  at **Group ID: 1** to advance to the next screen and type the password in the **Password for GID 1**. The VTM DOWNLOAD MGR G1 screen appears.

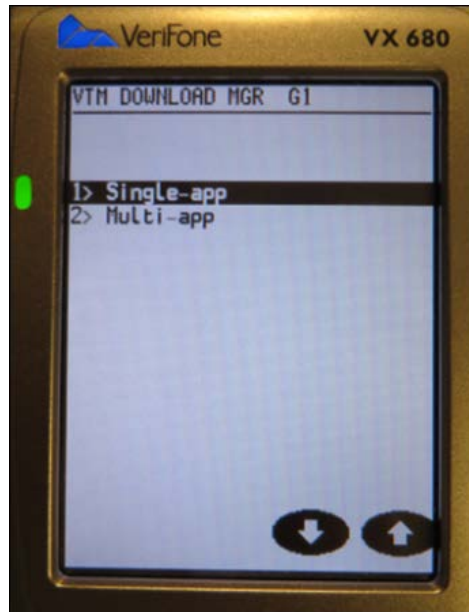


Figure 20 Single-app

5. Press **1** on the keypad to select 'Single-app' and advance to the next screen.
6. Press **2** on the keypad to select 'Partial dnld' and advance to the next screen.

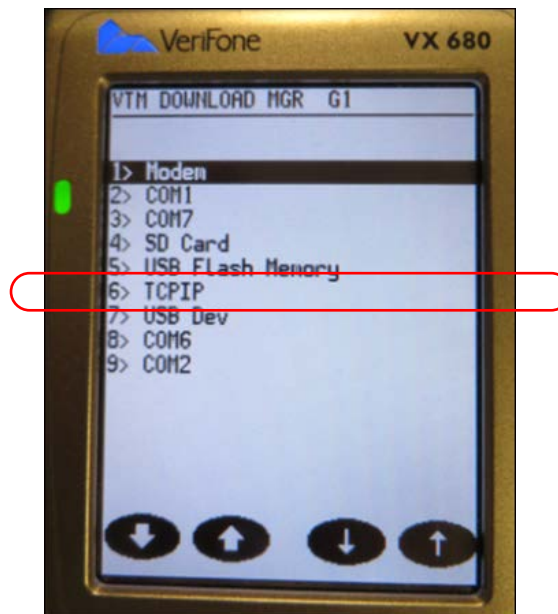




Figure 21 Selecting TCPIP

7. Press **6** on the keypad to select 'TCPIP' and advance to the next screen.



8. Press  to return to the Network Control Panel (NCP) screen. 'WiFi Not Connected' should appear. If the Wi-Fi does not appear as the communication technology, you must update the Communication Technology Idle.
9. Touch **Menu** to advance to the next screen.
10. Touch **Setup** to advance to the next screen.
11. Use the keypad to type the **Group ID password** and press  to advance to the next screen.

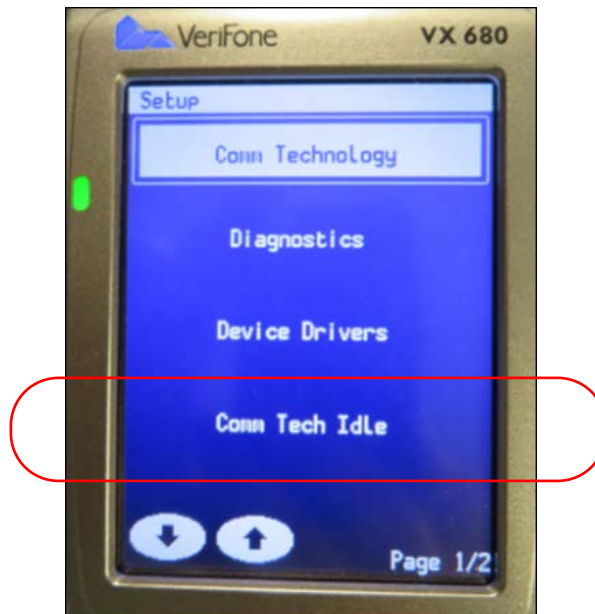







Figure 22 Selecting Comm Tech Idle

12. Touch **Comm Tech Idle** to advance to the next screen.
13. Touch **WiFi**. The previous and new idle appears. Press  until you return to the Network Control Panel screen. If WiFi appears as the communication technology, you must verify the WiFi Startup Mode.
14. Touch **Menu** to advance to the next screen.
15. Touch **Setup** to advance to the next screen.
16. Use the keypad to type the **Group ID password** and press  to advance to the next screen.







17. Touch **Comm Technology** to advance to the next screen.





Figure 23 Wi-Fi Startup Mode

18. Touch **WiFi** to advance to the next screen.
19. Touch **IP Setup** to advance to the next screen. The WiFi Startup Mode appears. Startup Mode is set to 'Auto' by default. If WiFi Startup Mode is not set to 'Auto,' press  and touch **Auto**.
20. Press  to advance to the Static IP screen. IP Setup is set to 'Static IP' by default. If not, press  and touch 'Static IP' to advance to the next screen.
21. Continue to the next **procedure**.

### Establishing the IP address

1. Touch  to enter a new IP address.
2. Type the same **IP address** used when defining the PIN pad device in Maintenance > Hardware > Payment Device > Payment Devices. See [“Defining a wireless PIN pad device” on page 15](#).
3. Press  to advance to the next screen.
4. Type the **subnet mask address** configured for this device in the wireless environment.
5. Press  to advance to the next screen.
6. Type the **gateway server address** configured for this device in the wireless environment.
7. Press  to advance to the next screen.
8. Leave the **default value** for DNS Server1 and press  to advance to the next screen.
9. Leave the **default value** for DNS Server2 and press  to advance to the next screen.

10. At the prompt, press  to save the changes or press  to return to the Network Control Panel screen. **Note:** If the screen times out, you must re-type the information.
11. Continue to the **next procedure**.

### Connecting to the WiFi network

You must connect to the WiFi network available in your store to use the VX 680 PIN pad device. Be advised that the VeriFone VX 680 must be within 100 feet of the wireless router to ensure WLAN coverage and to reduce network issues.


1. Touch **Menu** on the Network Control Panel screen to advance to the next screen.
2. Touch **WiFi** to advance to the next screen. **Note:** You must wait for the WiFi network interface to start. You access the Network Profile information connections status from this menu.
3. Touch **Setup** to advance to the next screen.
4. Using the keypad, type the **Group ID password** and touch  to advance to the next screen.



Figure 24 Setup - Scan Networks

5. Touch **Scan Networks**. The Networks appear immediately, or wait for the timeout for the Networks to appear.,

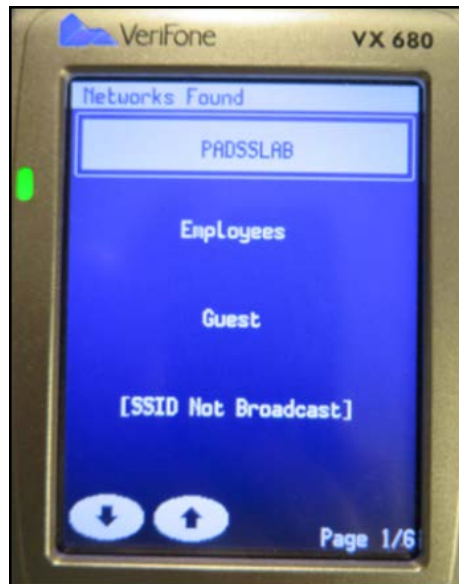


Figure 25 Networks Found - Select Profile

6. Touch the **network** to which you want to connect and advance to the next screen. For example, 'PADSSLAB.'
7. Touch **Add Profile** to advance to the next screen. The WiFi router setup may require additional information to connect to the wireless network.

If the Preferred Network is ...	Then ...
Found	Continue to next <b>step</b> .
Not found	Return to the <b>WiFi Setup page</b> . Select <b>New Profile</b> . Enter the <b>WiFi Router/Access Point</b> information to establish a connection. Press the <b>OK</b> button to save your changes. Return to the <b>WiFi Setup page</b> . Touch <b>New Profile</b> and remove any unused <b>networks</b> . Verify that your <b>preferred network</b> is set as default on the device. Continue to the next <b>step</b> .

8. Continue to next **procedure**.

## Manually configuring a hidden SSID (wireless network)

It may be necessary to configure a hidden SSID. Use the following procedure.

### To manually configure a hidden SSID:


1. Touch **Menu** on the Network Control Panel screen to advance to the next screen.
2. Touch **WiFi** to advance to the next screen. **Note:** You must wait for the WiFi network interface to start. You access the Network Profile information connections status from this menu.
3. Touch **Setup** to advance to the next screen.
4. Using the keypad, type the **Group ID password** and touch  to advance to the next screen.



Figure 26 Setup - Scan Networks

5. Touch **New Profile**.
6. On the SSID screen, touch **CORR** to edit.
7. Enter the name of the **SSID** and touch **OK**.
8. Touch **Network Type**.
9. Touch **CORR** to edit again.
10. Select **Infrastructure**.
11. Select **NW Authentication**.
12. Touch **CORR** to edit again.
13. We highly recommend you select **WPA2-PSK**.
14. Touch **Data encryption**.
15. Touch **CORR** to edit and select your **choice** based on your network configuration and touch **OK** to save your changes.

16. Using the arrows, scroll down and select **WEP/WPA**.
17. On the Pre-shared Key, touch **CORR**.
18. Enter your **SSID password** and touch **OK** to save your changes.

**To start the WiFi network:**

1. Touch **Menu** from the Network Control Panel screen to advance to the next screen.
2. Touch **Tools** to advance to the next screen.

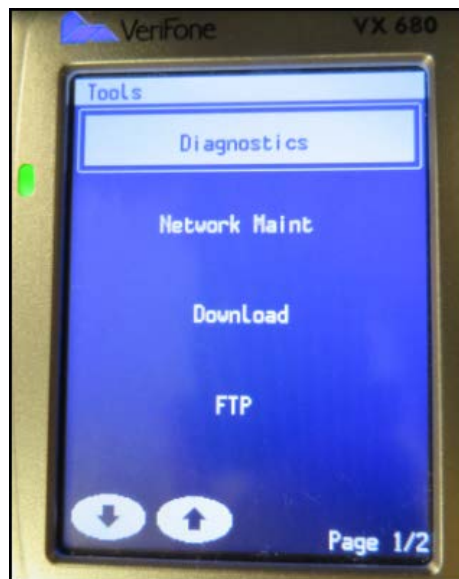



Figure 27 Tools - Menu

3. Touch **Network Maint** to advance to the next screen.
4. Touch **WiFi** to advance to the next screen.
5. Touch **Network Start** to advance to the next screen. **Note:** 'Connected' appears once the connection is made.
6. Press  as many times as necessary to return to the Network Control Panel screen. 'WiFi Connected <Profile Name>' and the signal strength appears on the screen.

 **Note**

The IP address you configured during the initial IP address setup must match the IP address configured in the WiFi setup and in the new Aloha Manager/CFC > Maintenance > Hardware > Payment Device > Payment Devices.

To ensure the IP addresses match, using the VeriFone VX 680, select Menu > Terminal Info > IP Status > WiFi and verify that the IP addresses listed for IPdr matches both the IP address configured during the initial IP address setup, and the IP address in new Aloha Manager / Aloha CFC.

## Restarting the device

1. Touch **Menu**.
2. Using the **arrows** to scroll down, and locate and touch **Restart**. The Log In screen should appear.

## Using EMV and the VeriFone VX 680 PIN pad device

The magnetic stripe on a smart card stores data that allows the card to be read by the MSR or inserted for chip processing. The VeriFone VX 680 wireless PIN pad device determines how to handle the smart card. For example, if the device fails to read the smart card chip, a message prompts you to use the MSR to complete the transaction as a 'fallback' method.

### Caution

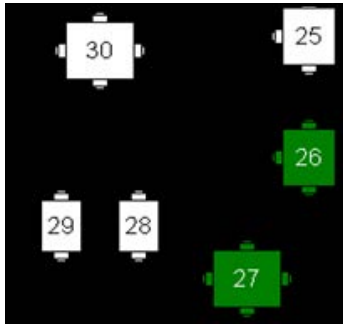
You cannot use Interac cards with a magnetic stripe reader, even as a fallback. Alternate payment must be used.

## Getting started

Your employees must clock in to the Aloha POS system before they log in to the PIN pad device. If an employee attempts to log in to the PIN pad device without clocking in to the POS system first, an error message appears on the PIN pad device: 'Must clock in first.' After clocking in, the POS system allows your employee to log in to the PIN pad device by sliding a magnetic card or entering an ID, depending on your configuration.

## Retrieving a check or table

The wireless PIN pad device supports four methods for retrieving table and check information from the Aloha POS system. A server retrieves a check by selecting one of the following options:

Option	Description
<b>Check #</b>	The server types the check number from the printed check into the wireless PIN pad device. The amount of the guest check appears on the device.
<b>Table #</b>	<p>The server enters the table ID number into the wireless PIN pad device.</p>  <p>All open checks for that table appear on the device. The server selects the appropriate check to display the amount due.</p>
<b>My tables</b>	If the check or table ID number is unknown, the server searches for all open tables under their own ID. The server selects the appropriate table and check number to display the amount due.



Option	Description
<b>Open tables</b>	If the check or table ID number is unknown, the server selects 'Open tables,' which displays all of the open tables of all employees that have 'Can get checks from other employees' configured in their job codes. The server selects the appropriate table and check number to display the amount due.

## Using Pay-at-the-table solution

The pay-at-the-table solution offers a unique opportunity for your guests 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 POS system, and presents the check to the guest. If the guest wants to pay using Interac or a MasterCard or Visa credit card, the server logs in to the POS system, and then logs in to the VeriFone VX 680 PIN pad device using an ID or magcard. 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 EDC.

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.

## Searching by check number

As the server makes selections, the VX 680 PIN payment device auto-advances to the next screen.

1. Log in to the **PIN pad device**. The Select Function screen appears.

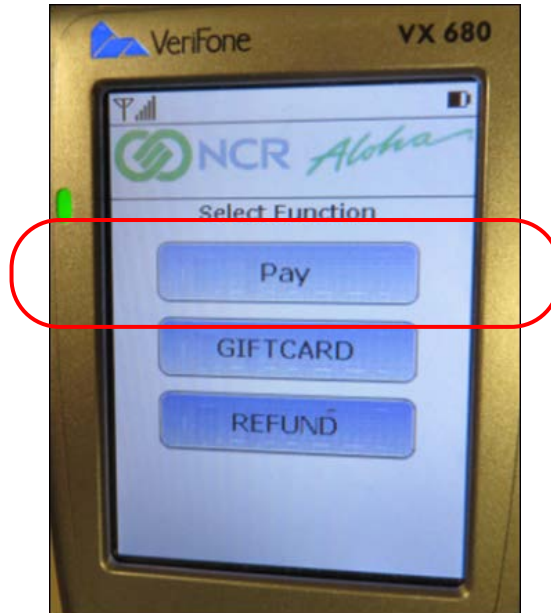


Figure 28 Pay Function

2. Select **Pay**. The Check Selection screen appears.

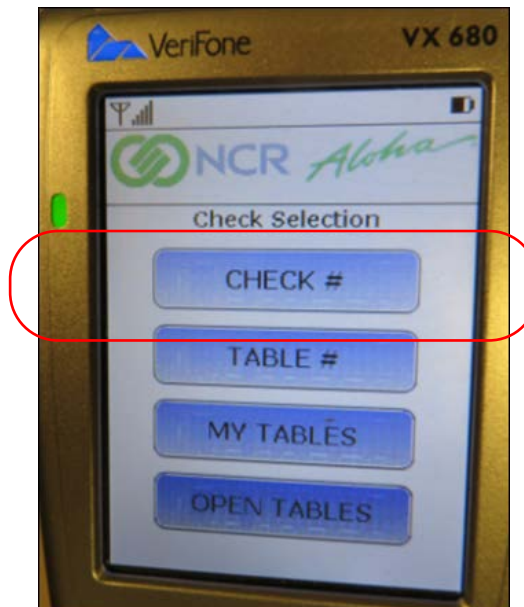


Figure 29 Check Selection Function - Check #

3. Select **Check #**. The Amount Due message appears.
4. Hand the **VeriFone VX 680** device to the paying guest. The Insert or Swipe Card message appears.
5. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear.  
The system allows the customer to specify a tip amount.

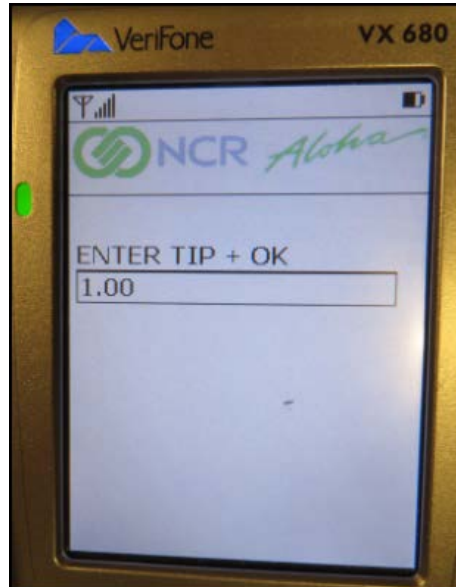


Figure 30 Entering the Tip

- Using the keypad, the guest enters a **tip amount**, and presses .

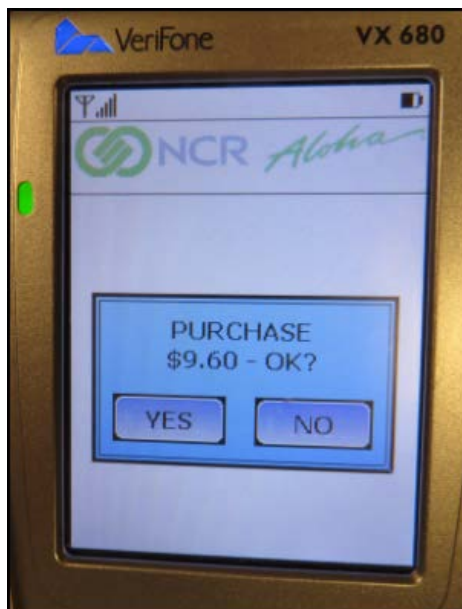


Figure 31 Approving the Purchase

- The guest selects **Yes** to approve the purchase amount.

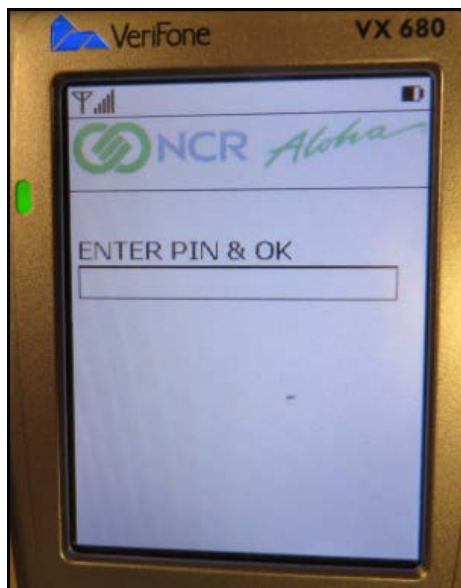



Figure 32 Entering the PIN

- The guest enters their **PIN** and presses . The 'Do Not Remove Card' message appears while the device sends the transaction. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device.

## Searching by table number

1. Log in to the **PIN pad device**. The Select Function screen appears.
2. Select **Pay**. The Check Selection screen appears.

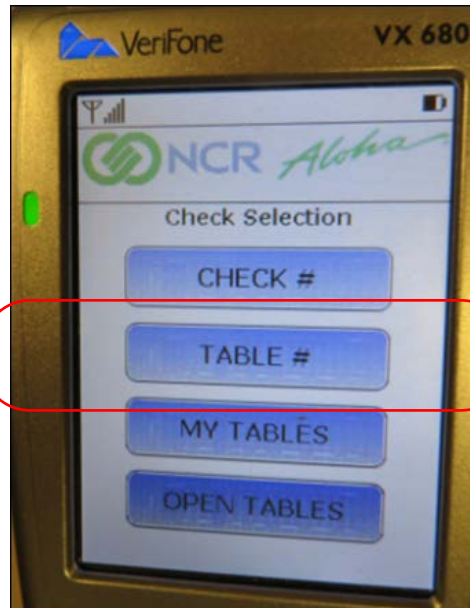




Figure 33 Check Selection Function - Table #

3. Select **Table #**.
4. Using the keypad, type the **table number**. The 'Insert or Swipe Card' message appears.
5. Hand the **VeriFone VX 680** device to the paying guest.
6. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear.
7. Using the keypad, the guest types the **tip** and presses .
8. The guest selects **Yes** to approve the purchase.
9. The guest enters their **PIN** and presses . The 'Do Not Remove Card' message appears while the device sends the transaction. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device.

## Searching by MY TABLES

As the server makes selections, the VX 680 PIN payment device auto-advances to the next screen.

1. Log in to the **PIN pad device**. The Select Function screen appears.

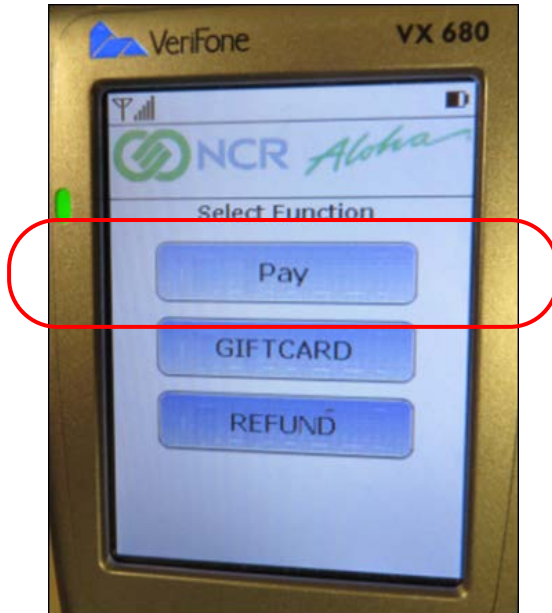


Figure 34 Pay Function

2. Select **Pay**. The Check Selection screen appears.

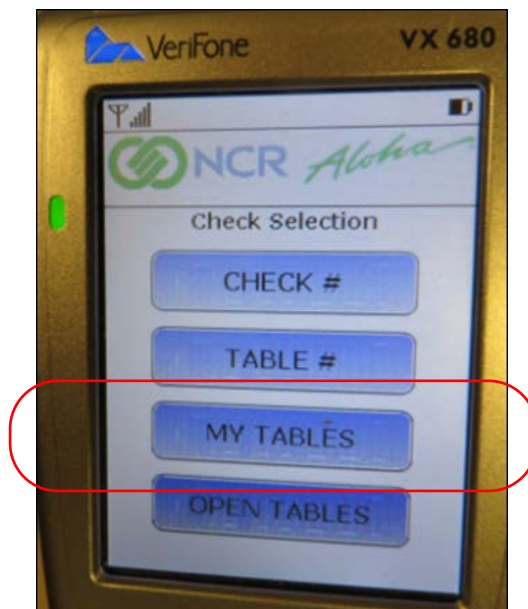


Figure 35 Check Selection Function - My Tables

3. Select **MY TABLES**. The Select Table screen appears.

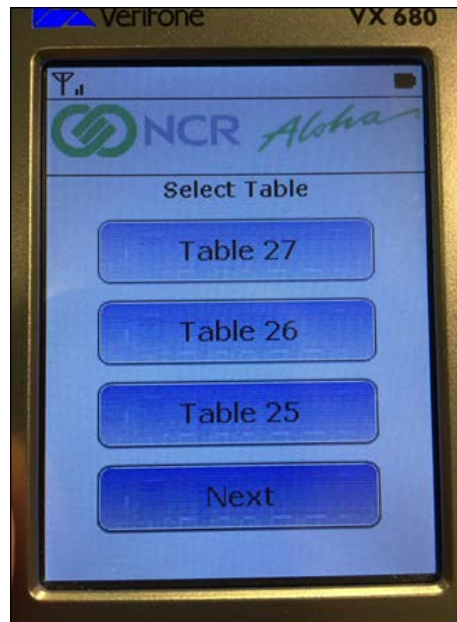


Figure 36 Select Table Screen

4. Select the table. The Amount Due screen appears.
5. Hand the **VeriFone VX 680** device to the paying guest. The Insert or Swipe Card message appears.
6. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear.

The system allows the customer to specify a tip amount.

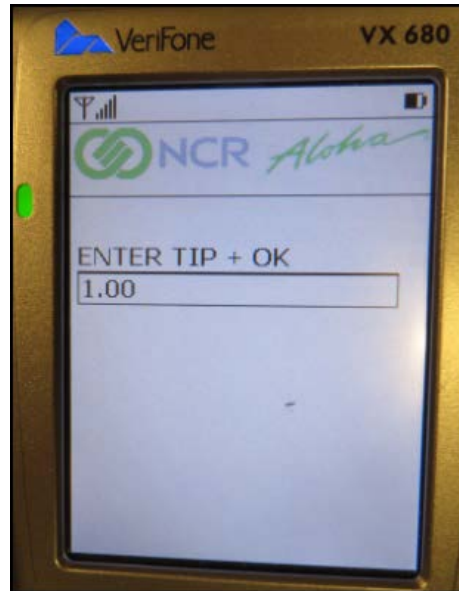



Figure 37 Entering the Tip

7. Using the keypad, the guest enters a **tip amount**, and presses .

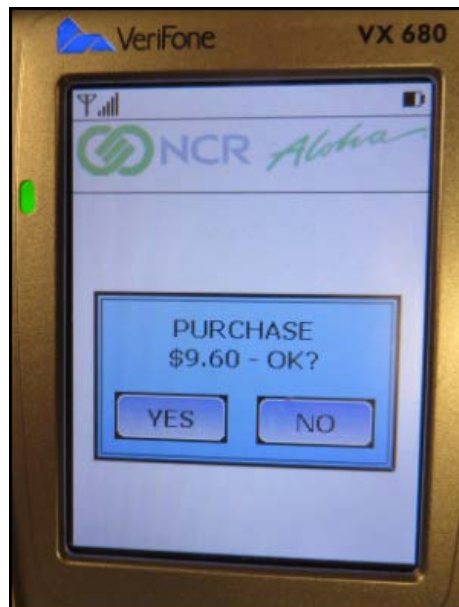


Figure 38 Approving the Purchase



- The guest selects **Yes** to approve the purchase amount.

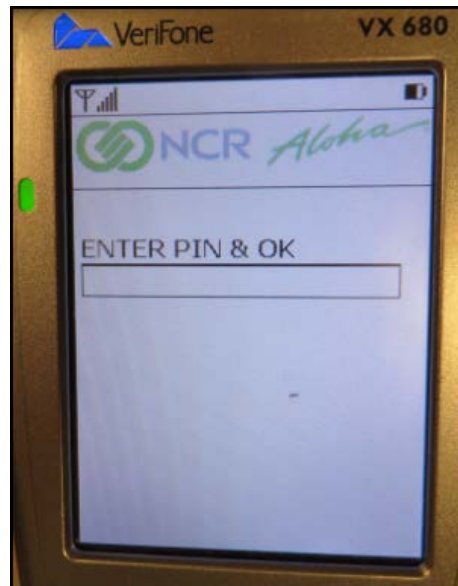



Figure 39 Entering the PIN

- The guest enters their **PIN** and presses . The 'Do Not Remove Card' message appears while the device sends the transaction. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device.

### Splitting checks

The VX 680 payment device does not support split checks. To allow your guests to pay using split checks, you must split the check first using the POS. The split checks can then appear in the VX 680 payment device and payment finalized.

- Return to the **POS terminal**, recall the **check**, and perform the **split**.
- Log in to the **PIN pad device**. The Select Function screen appears.

3. Select **Pay**. The Check Selection screen appears.

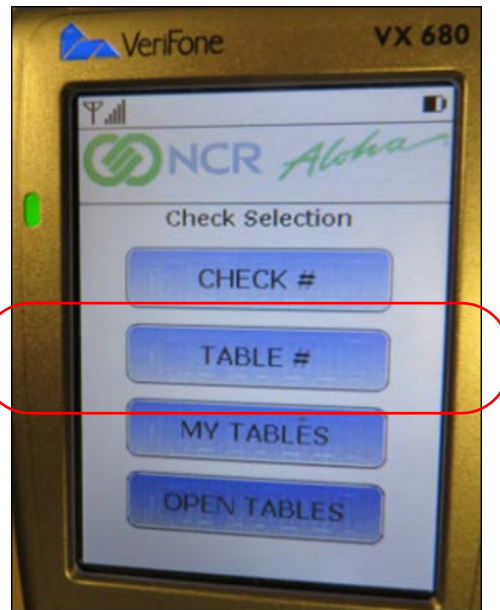


Figure 40 Check Selection Function - Table #

4. Select **Table #**.
5. Using the keypad, type the **table number**.

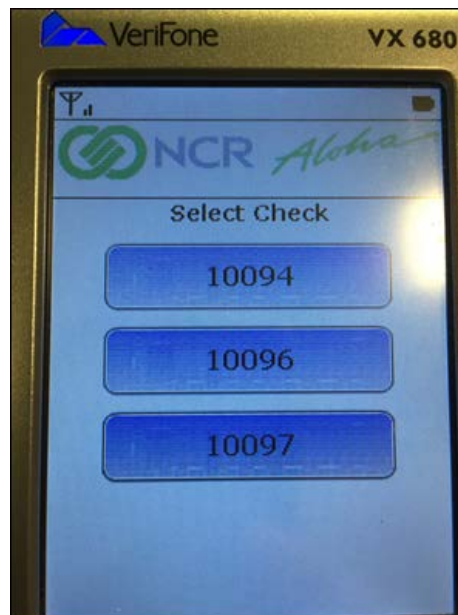




Figure 41 Multiple Checks Appear

6. Select the **appropriate check** for the table. The 'Insert or Swipe Card' message appears.


7. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear.
8. Using the keypad, the guest types the **tip** and presses .
9. The guest selects **Yes** to approve the purchase.
10. The guest enters their **PIN** and presses . The 'Do Not Remove Card' message appears while the device sends the transaction. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device.
11. Repeat this **procedure** to tender the remaining check(s).

## Performing refunds

You have two options when offering refunds. You may:

- Use the POS terminal to create a refund check and then use the VX 680 payment device to complete the refund.
- Directly offer the refund using the VX 680 payment device.

### To use the first option to perform a refund:

1. Return to the **POS terminal** and create a **refund check**.
2. Search and open the **table**. The refund amount appears on the VeriFone VX 680 payment device.
3. Hand the **VeriFone VX 680** device to the paying guest.
4. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear.
5. The guest enters their **PIN** and presses . The 'Do Not Remove Card' message appears while the device sends the transaction. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device. The refund amount appears on the payment device.

**To use the second option to perform a refund:**

1. Log in to the **PIN pad device**. The Select Function screen appears.

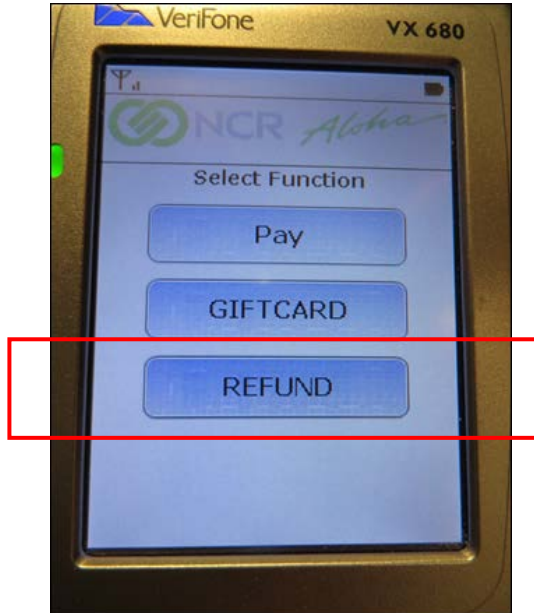


Figure 42 Select Function Screen

2. Select **REFUND**. The Enter Amount screen appears.

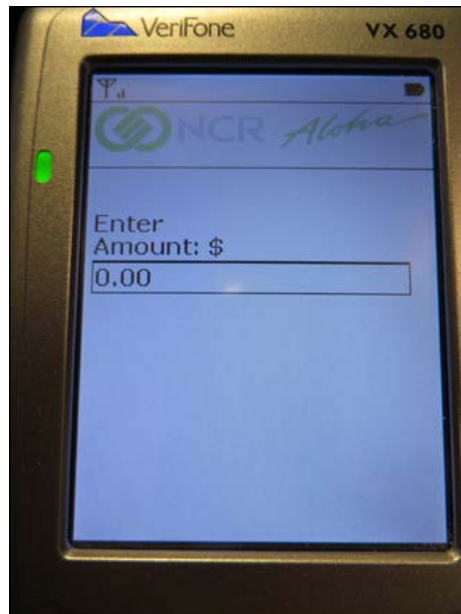


Figure 43 Enter Amount Screen

3. Enter the **amount** of the refund.

4. Hand the **VeriFone VX 680** device to the paying guest.
5. The guest inserts or slides the **debit** or **credit card** into the VeriFone VX 680. The 'Please Wait' and 'Do Not Remove Card' messages appear. The refund amount appears on the payment device.

## Processing gift card payments

You can configure the VeriFone VX 680 device to accept gift card payments at the table. The device lists all available gift card tenders you configured in the Aloha POS system. Select the appropriate gift card type to apply the payment. You cannot activate a gift card using the device. **Note:** The VeriFone VX 680 device currently supports gift card redemption only.

### Gift card vouchers

If a guest uses a gift card to tender the check, a voucher prints indicating the use of a gift card and any remaining balance on the card.

1. Log in to the **PIN pad device**. The Select Function screen appears.

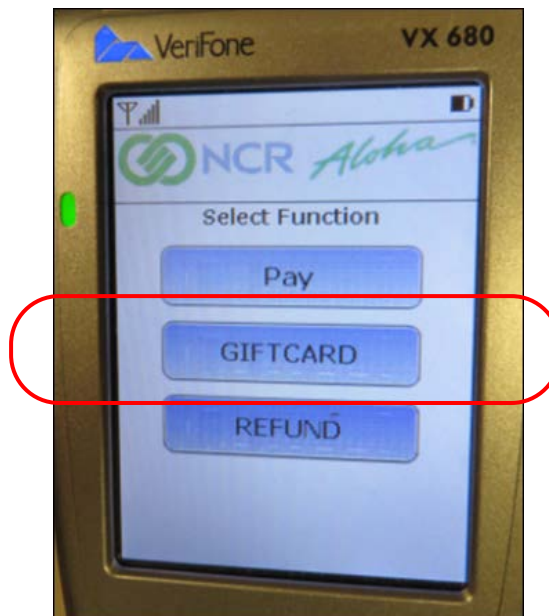



Figure 44 Gift Card Function

2. Select **GIFTCARD**.
3. Locate the **guest check**. The 'Amount Due' message appears.
4. Hand the **VeriFone VX 680 PIN pad device** to the paying guest. The 'Insert or Swipe Card' message appears.
5. The guest inserts or slides the **gift card** into the VeriFone VX 680 PIN pad device. The 'Please Wait' and 'Do Not Remove Card' messages appear.

6. Using the keypad, the guest types the **tip amount**, and presses .
7. The guest selects **Yes** to approve the purchase, and the device sends the transaction to the processor. 'Approved' appears on the VeriFone VX 680 PIN pad device, and the device prompts the guest to remove the **card**. The voucher prints from the VX 680 PIN pad device. **Note:** The voucher indicates the use of a gift card and shows any remaining balance on the card.

### Wireless PIN pad vouchers

The card issuer controls the language that appears on the voucher when using a PIN pad device. The voucher for the guest prints first, followed by the voucher for the store. If you select English, the voucher appears as:

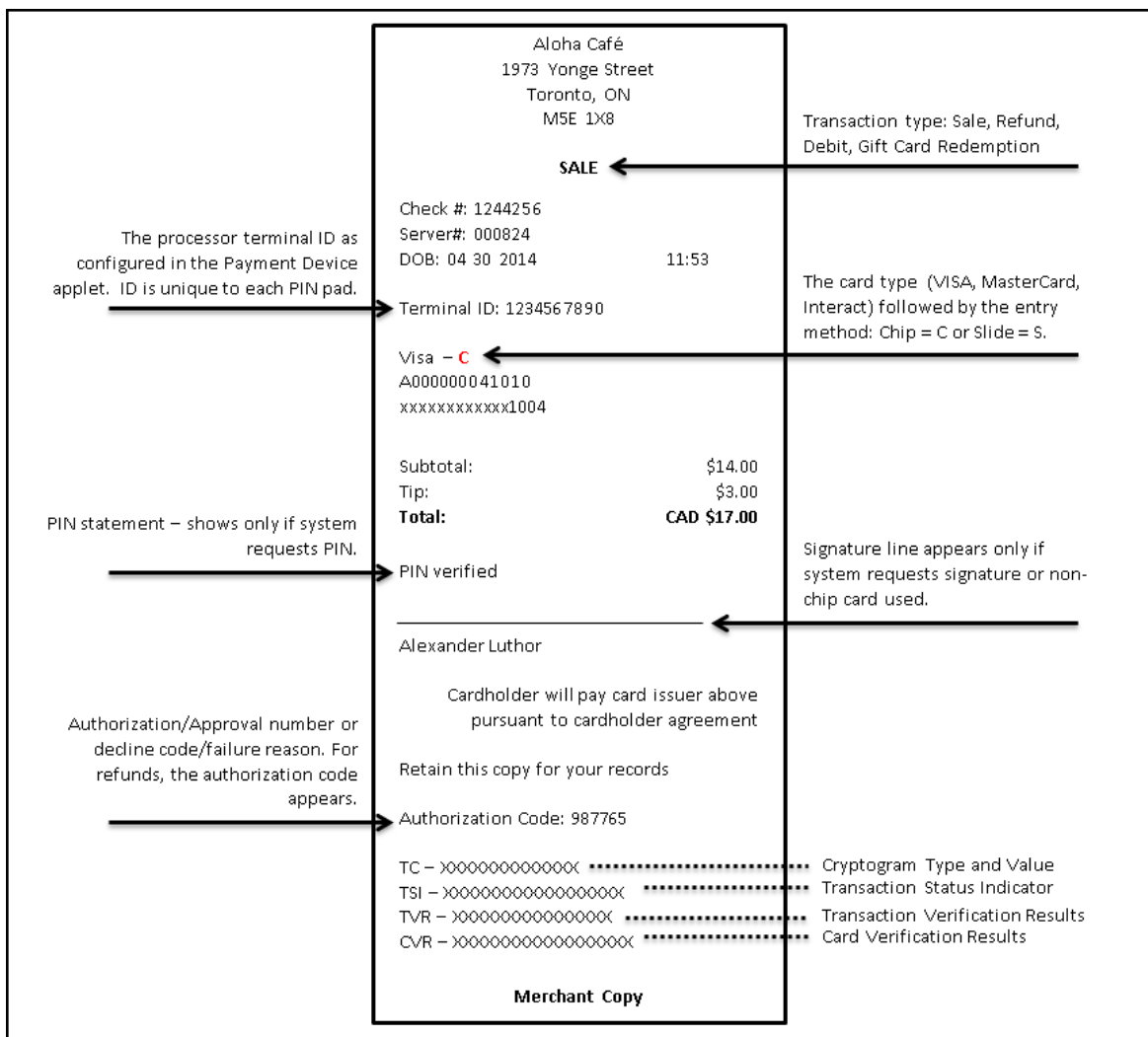


Figure 45 Wireless PIN Pad Voucher - English Option

If you select French, the voucher appears as:

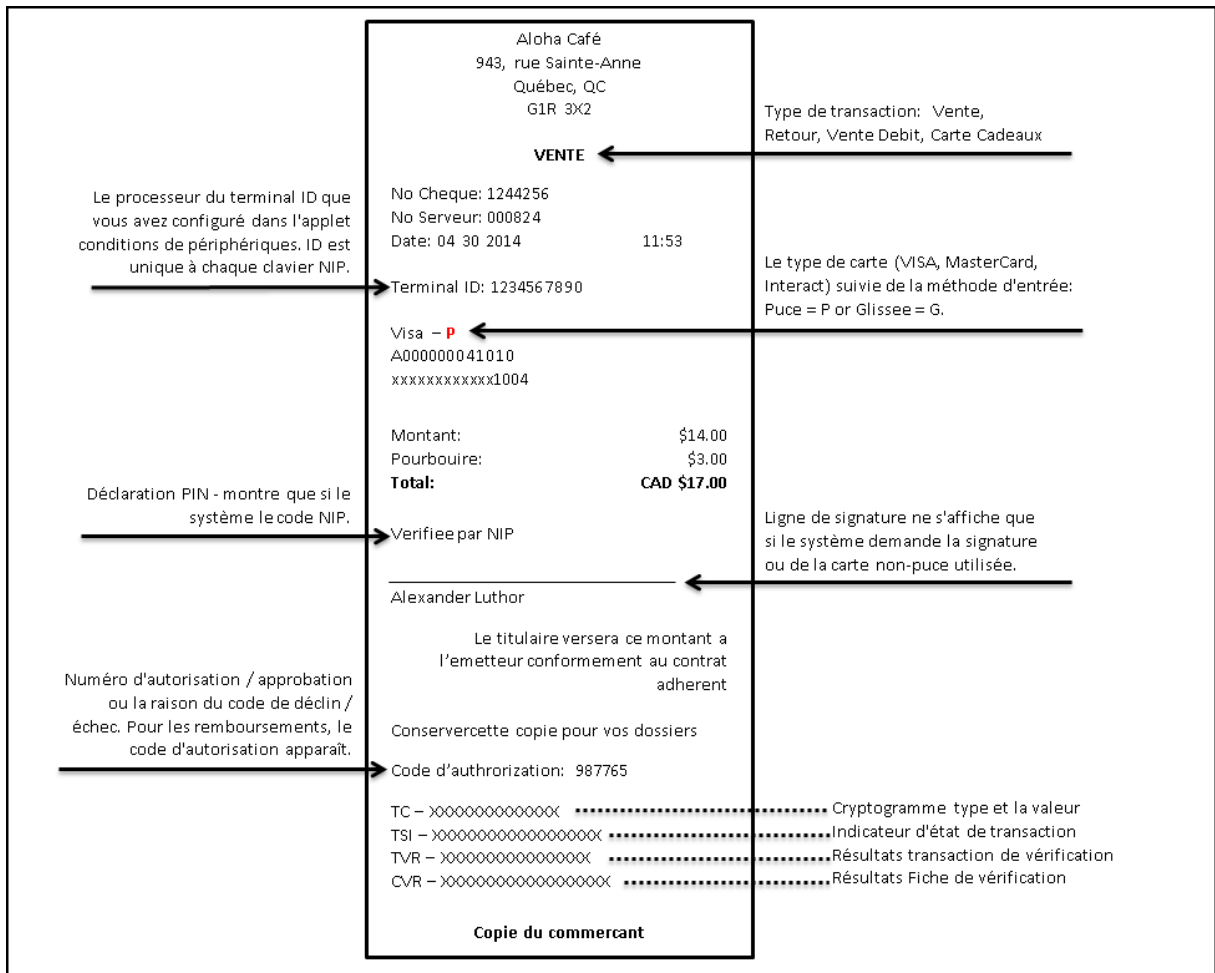


Figure 46 Wireless PIN Pad Voucher - French Option

# Reporting EMV

Aloha EDC supplies two new indicators on the EDC Transaction and EDC Audit Transaction reports, including 'fallback' transactions. A fallback transaction occurs when smart chip card is ultimately used by sliding the card on the MSR instead of inserting the card into the wireless PIN pad device.

The indicators appear to the right of the authorization code on the reports. The letter 'E' indicates a successful EMV transaction. The letters 'ES' indicate a fallback transaction, meaning the transaction initially failed as a chip transaction, but was approved when the server slide the card the MSR and the system successfully read the magnetic strip.

**Aloha Café**  
1973 Yonge Street  
Toronto, ON  
M5E 1X8

**EDC Transaction Report**  
07/15/2013

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11/29/13 - 10:07 AM  
13.1.0 DEV  
Printed by: Seeded Administrator

Credit Card / Debit Card Transactions

Employee	Check	Txn	Type	Card	Exp	Auth	Amount	Tip	Total
Sally Server	100024	Sale	Visa	XXXXXXXXXXXX1111	Visa	TA3614 M	31.51	6.00	37.51
Sally Server	100037	Sale	Visa	XXXXXXXXXXXX2222	Visa	TA3694 E	27.94	3.00	30.94
Sally Server	100112	Sale	Visa	XXXXXXXXXXXX3333	Visa	TA3719 ES	43.97	4.00	47.97
Sally Server	100227	Sale	Visa	XXXXXXXXXXXX4444	Visa	TA3686 E	24.87	3.00	27.87
VISA Total 4 transactions:							128.29	16.00	144.29
VISA Grand Total 4 transactions:							128.29	16.00	144.29
VISA Grand Total 4 transactions:							128.29	16.00	144.29

**Legend:**  
M = Manually entered card number  
E = EMV contact transaction  
ES = EMV fallback transaction: Swiped

Figure 47 EDC Transaction Report Example



## Troubleshooting EMV

The following are some troubleshooting tips when using a VX 680 PIN pad device.

### Network errors

Network errors occur when there is a connection issue between the wireless PIN pad device and the Aloha Network, either POS or EDC, or between the store and the processor. If you experience network issues with the VeriFone VX 680, be advised that the unit must be within 100 feet of the wireless router to ensure WLAN coverage. A 'Communication Error' appears on the voucher the wireless PIN pad device is not within 100 feet of the wireless router, or, if there is an issue between the store and the processor.

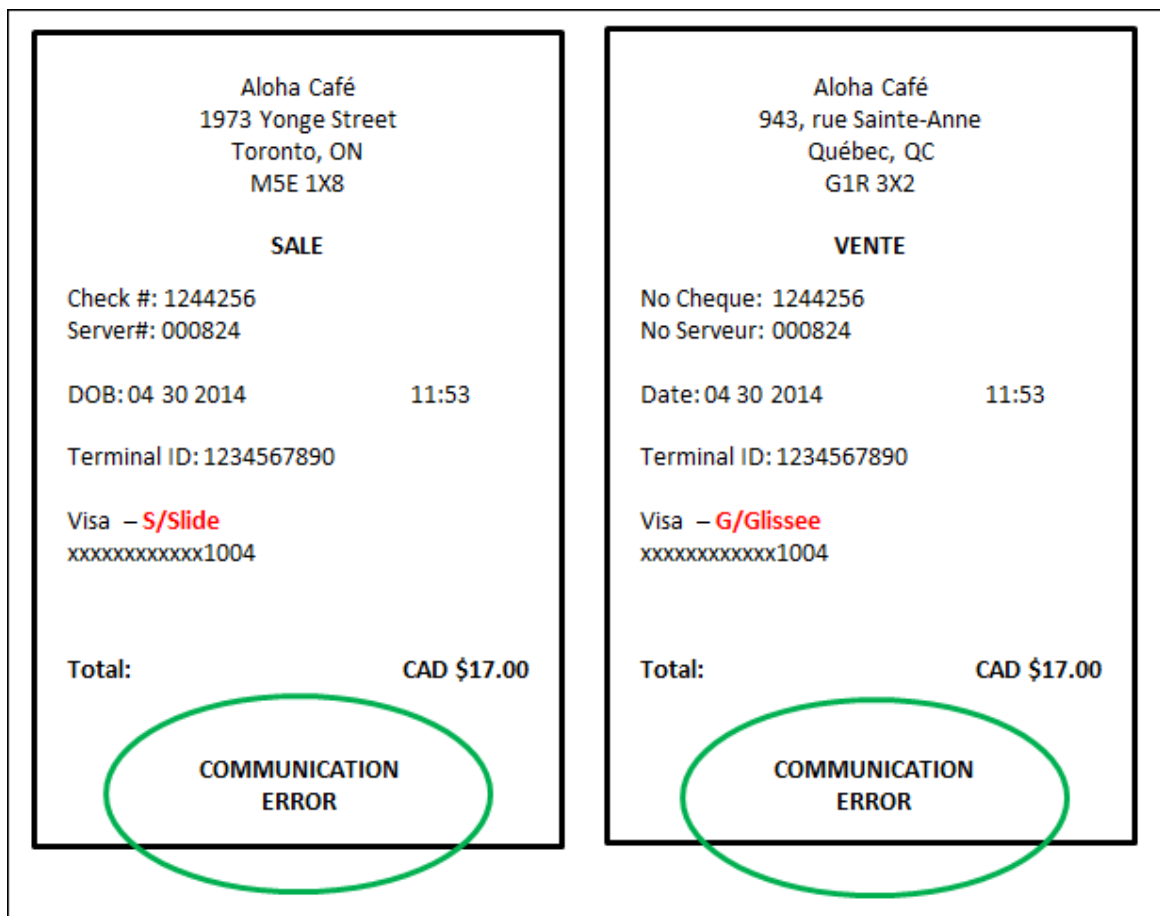


Figure 48 Network Errors

## Interac cards

In the event the wireless PIN pad device fails to read the chip in an Interac card, advise the guest to provide another form of payment. Interac cards do not allow 'fallback' transactions, such as sliding the magnetic strip or manually entering the card number.

## Sliding EMV-enabled cards on POS terminals

The Aloha POS system detects an EMV or chip card when it reads the code embedded in the magnetic stripe. If you select Elavon as your EMV processor in Store Settings, the system does not accept the card when entered on a POS terminal. If you slide an EMV-enabled card on the POS terminal, an error message appears:

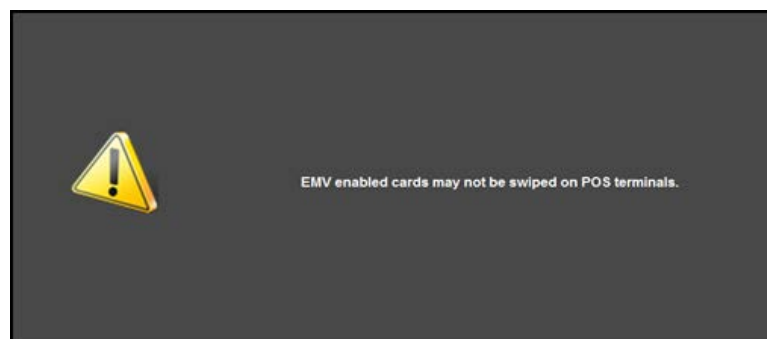


Figure 49 EMV Enabled Cards and POS Terminals

See [“Forcing chip-enabled cards to be read using a PIN pad device” on page 13](#) for more information.

## Offline support

EMV does not support offline processing.

## EMV Elavon, 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](mailto:Documentation.HSR@NCRVoyix.com)