Feature Focus Guide:
Elavon Fusebox/Simplify

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

Contents

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Revision Record

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

About Elavon Fusebox/Simplify

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

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

Supported PIN pad devices

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

Software Requirements

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

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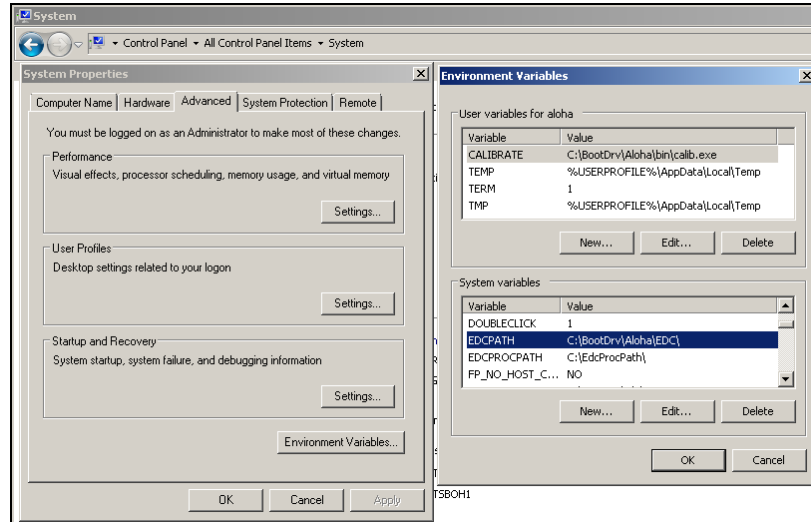

Figure 1 EDCPATH Environment Variable

Configuring Elavon Fusebox/Simplify

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

Preparing the Aloha POS system

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

Preparing the Aloha POS System 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 > Store Settings** tab **> Credit Card** group to enable Aloha Payment Solution. See page 7.
2.	Access **Maintenance > Payments > Tenders** to create APS tenders for electronic payment processing. See page 8. If using Quick Service, access **Maintenance > Screen Designer > Quick Service Screen Designer** to add the APS tender buttons to the FOH. See page 10. If using Table Service, create a credit card tender to allow adjustments. See page 11.
3.	If using pay at table devices, access **Maintenance > Hardware > Terminals** and configure a terminal for the interface server, if a terminal for an interface server does not already exist. See page 15. You must also configure an interface terminal for each pay at table device. See page 16.
4.	Select **Utilities > Refresh POS & All Products** to refresh the data. See page 17.

Enabling APS

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

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

2. Select the **Store Settings** tab.

3. Select the **Credit Card** group located at the bottom of the screen.
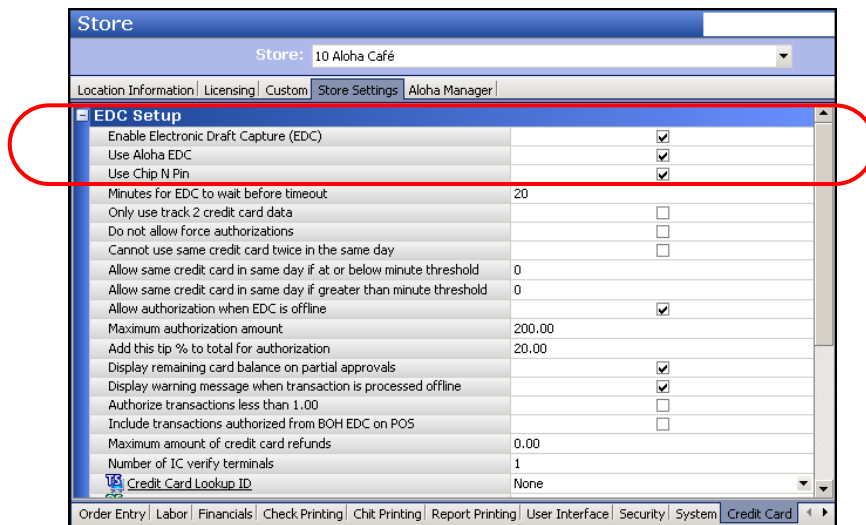

Figure 2 Store Settings - Credit Card Group

4. Under the 'EDC Setup' group bar, select **Enable Electronic Draft Capture**.

5. Select **Use Aloha EDC**.

6. Select **Use Chip N Pin** to enable the Chip and PIN functionality.

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

8. Continue to the next **procedure**.

Creating APS tenders for electronic payment processing

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

To create APS tenders for electronic payment processing:

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

Figure 3 Tenders - Tenders Tab

4. Under the 'Settings' group bar, type a **name**, such as 'Pay@POS,' to identify the credit card tender.
5. For Table Service, select **First available button position** to allow the system to place the tender button in the first available position of the FOH Tender screen.
   -OR-
   Click the **ellipsis (...)** to display the Button Position dialog box and select an available position for the tender.
6. Select the **tender** under which you want the credit card tender to report, if you do not want it to report as itself, from the 'Report as' drop-down list.
   -OR-
   Leave the default value of **Current** in 'Report as.'
7. Select **Ask for amount** from the 'Default amount behavior' drop-down list.

8. Select **Active** to make the tender available for use. If not active, an error message appears in the FOH when you select this tender for payment.

9. Select **Print check on close** to print a copy of the guest check when you close a check using this tender.

10. Under the 'Tips' group bar, select **Allow tips** to allow guests to add a tip to the guest check.

11. Enter the **maximum allowable tip percentage** in 'Maximum tip %.' Enter the percentage as a number and two decimal places. For example, enter a percentage of 50% as 50.00.

Figure 4 Tenders - Type Tab

12. Select the **Type** tab.

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

Figure 5 Tenders - Authorization Tab

14. Select the **Authorization** tab.

15. Select **Require authorization** to display additional options.

16. Select **Authorize using EDC**. (Required)

17. Configure the **remaining options** in the usual manner.

18. Click **Save.**

19. Repeat this **procedure** for the pay at table credit card tender. You only need to create a pay at table tender if using Table Service with pay at table devices. Make note of the ID used for this pay at table tender, as you will use it later in this document during the configuration of the APS External API.

20. Exit the **Tenders** function.

Adding APS tender buttons to the FOH

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

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

1. Select **Maintenance > Screen Designer > Quick Service Screen Designer**.

2. Select **Work with Panels**.

3. Select **Panel > Open Panel**, select the **panel** containing your tenders, and click **OK**.

4. Select an **available button** or right-click the **panel** and select **New Button**. The Properties dialog box appears.
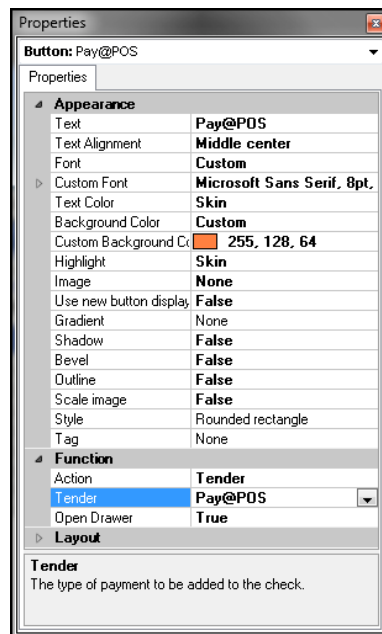

Figure 6 Button Properties

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

6. Select **Pay@POS** from the 'Tender' drop-down list.

7. Select **True** or **False** from the 'Open Drawer' drop-down list, depending on your business needs.

8. Under the 'Appearance' group bar, type a **name** for the button, if different than the default. To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Pay@\nPOS.'

9. Configure the **remaining options** as you would for any other button function.

10. Select **Panel > Save Panel**.

11. Select **File > Exit** to exit the **Quick Service Screen Designer**.

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

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

To configure a private label tender to allow adjustments:

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

2. Click the **New** drop-down arrow, select **Credit card** from the Type list box, and click **OK**.

3. Accept the **system assigned number** or click the **ellipsis button (...)** next to 'Number' to display the Number Assignment dialog box, from which you can choose an **alternate number**.
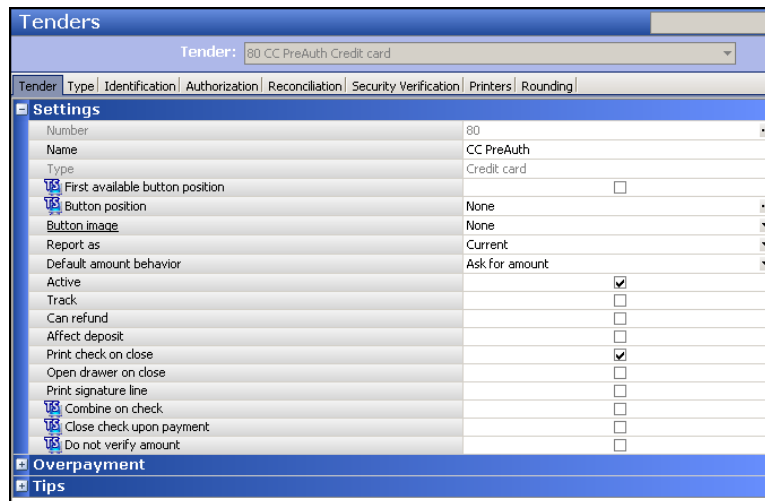

Figure 7 Tenders - Tender Tab

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

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

Figure 8 Tenders - Type Tab

6. Select the **Type** tab.

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

Figure 9 Tenders - Identification Tab

8. Select the **Identification** tab.

9. Under the 'Identification' group bar, select **Require identification**.

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

Figure 10 Tenders - Authorization Tab

11. Select the **Authorization** tab.

12. Under the 'Authorization' group bar select **Require authorization**.

13. Select **Authorize using EDC**.

14. Select **Allow pre-auth with EDC**.

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

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

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

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

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

Figure 11 Custom Tab

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

Configuring terminals for the interface server and pay at table devices

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

To configure a terminal as an interface server:

1. Select **Maintenance > Hardware > Terminals**.

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

Figure 12 Interface Server

3. Under the Identification group bar, type a **name**, such as 'APSInterfaceSvr.'

4. Under the 'Settings' group bar, select **Clone** from the 'Model' drop-down list.

5. Select **Interface server** from the 'Function' drop-down list.

6. Under the 'Other' group bar, select the appropriate **revenue center**.

7. Select the appropriate **Terminal queue**.

8. Click **Save**.

9. Continue to the **next procedure**.

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

1. Select **Maintenance > Hardware > Terminals**.

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

Figure 13 Interface Terminal

3. Under the Identification group bar, type a **name**, such as 'APSIntTerm1,' to identify the physical terminal to which it relates.

4. Under the 'Settings' group bar, select **Clone** from the 'Model' drop-down list.

5. Select **Interface terminal** from the 'Function' drop-down list.

6. Select the **terminal configured as the interface server**, such as 'APSInterfaceSvr,' from the 'Interface host' drop-down list.

7. Under the 'Other' group bar, select the appropriate **revenue center** to which you assigned the physical 'Interface host' terminal from the 'Revenue center' drop-down list.

8. Select the appropriate **Terminal queue**.

9. Click **Save**.

10. Repeat this **procedure** for each Pay@Table PIN pad device.

11. Exit the **Terminals** function.

Refreshing the data

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

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

All new settings become operational across the Aloha network.

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

Configuring Aloha Payment Solution

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

APS Procedures at a Glance:	
If you are viewing this document using Adobe Acrobat Reader, click each link for detailed information regarding the task.	
1.	Configure the **PIN pad devices**. See page 18.
2.	Enable **Distributed Transaction Coordinator**. See page 20.
3.	Install and configure the **NCR Aloha Payment Solution**. See page 22.

Configuring the PIN pad devices

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

Configure the iPP320 and iPP350 devices for pay at terminal

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

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

Configure the iWL250 device for pay at table

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

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

4. Enter **352866** as the password. *Note:* The numbers 'spell' Elavon.

5. *(Optional)* Select **Associate Base > Terminal Menu > Associate Base** and click **OK**.

6. Select **Network Setup** and set the DHCP to **1**.

7. Select **POS Setup**.

8. Set the **IP address** and the **port** of the Back-of-House (BOH), using the machine with the computer name that is the server environment variable.

9. Restart the PIN pad by pressing the **button containing the period, comma, pound sign, and asterisk** and the **yellow button** simultaneously. Wait for the log in screen.

10. Press F1 to log in.

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

Configure the Verifone MX915 and MX925

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

1. Turn on the **device**. The initializing screen appears.

2. Press **the 1, 5, and 9 keys simultaneously** to display the log in screen.

3. Type the **password** you received from your Elavon representative.

4. Press the **Enter (green) key**. The Home Screen appears.

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

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

5. Touch the **Administration tab** on the Verifone system mode Home screen. The Administration menu appears.

6. Touch the **Communication tab** on the Administration menu. The Communication menu appears.

7. Touch the **Network tab** on the Communication menu. The Network screen appears and displays the current network configuration of the PIN pad.

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

8. Touch the **Ethernet tab** on the Network screen to display a scrolling list of parameters.

9. Touch the **pencil icon** to the left of 'IP Address' to define the IP address for the PIN pad. A pop-up window appears to allow you to enter the IP address. The current IP address appears in parenthesis above the entry field.

10. Using the keypad, type a **unique, four-part numerical IP address**. If any part of the address consists of only one or two digits, you must use leading zeros to make it three digits. For example, you enter 10.164.241.131 as 010164241131.

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

11. Touch **OK** to save your entry and close the popup window.

12. Repeat this **procedure** beginning at step 5 to define the Netmask and Gateway values of your network.

Enable distributed transaction coordinator

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

To enable Distributed Transaction Coordinator:

1. Click **Start**.

2. Type **Component Services** in the 'Search' field.

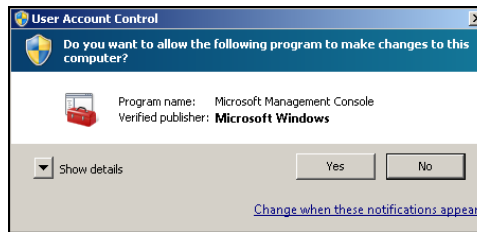3. Select **Component Services**.

Figure 14 User Account Control

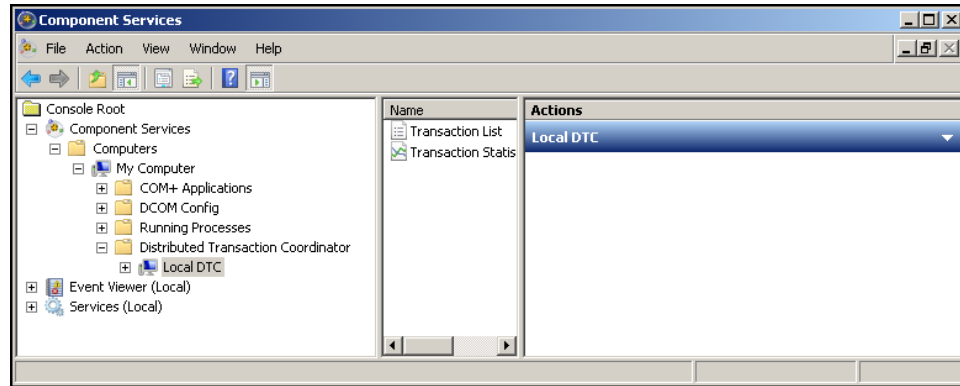4. Click **Yes** if you receive a User Account Control pop-up. The Component Services screen appears.

Figure 15 Component Services

5. Expand the **Component Services** folder.

6. Expand the **Computers** folder.

7. Expand the **My Computer** folder.

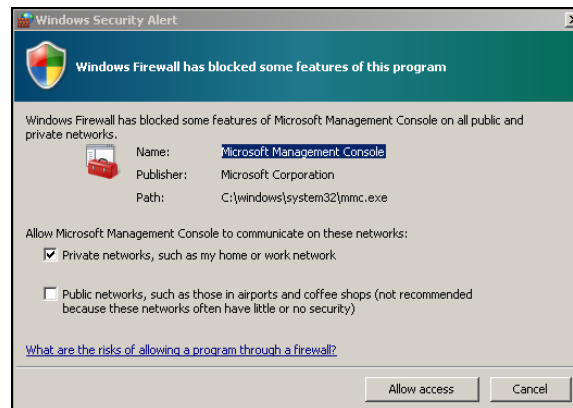8. Expand the **Distributed Transaction Coordinator** folder.

Figure 16 Windows Security Alert

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

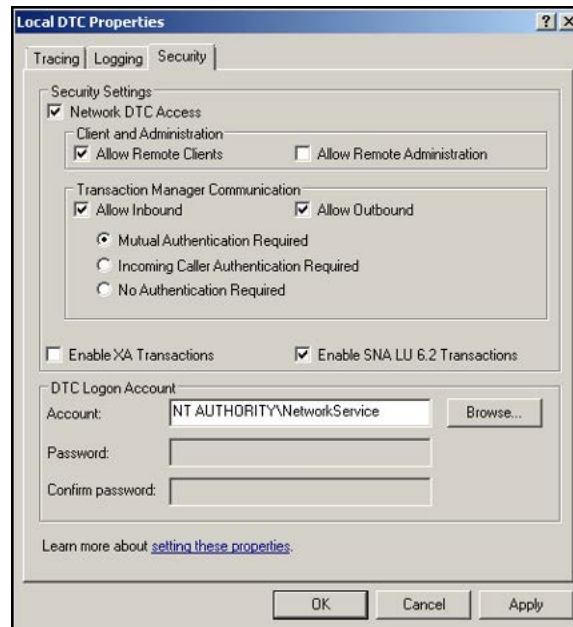10. Right-click the **Local DTC folder** and select **Properties**.

Figure 17 Local DTC Properties

11. Select the **Security** tab.

12. Under 'Security Settings,' select **Network DTC Access**. This option enables additional features.

13. Under 'Client and Administration,' click **Allow Remote Clients**.

14. Under 'Transaction Manager Communication,' select **Allow Inbound**.

15. Select **Allow Outbound**.

16. Click **Apply**.

17. Click **OK**.

18. Exit the **Component Services** window.

Install and configure Aloha Payment Solution

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

To install Aloha Payment Solution:

1. Access **Aloha Update** by logging in to the **Aloha Update Portal** (randiantupdate.com).

2. Select **Download Install CD**.

3. Select **Aloha Payment Solutions** from the 'Application Suite' drop-down list.

4. Select the **latest version available** from the 'Major Version' drop-down list.

5. Click **Download Now** and save APSSetupx.x.zip file to a staging folder of your choosing.

6. Use **File Explorer** to browse to the **staging folder**.

7. Select **APSSetupx.x**.

8. Double-click **AlohaPaymentSolutionSetup_x.x.exe** to launch the installation.
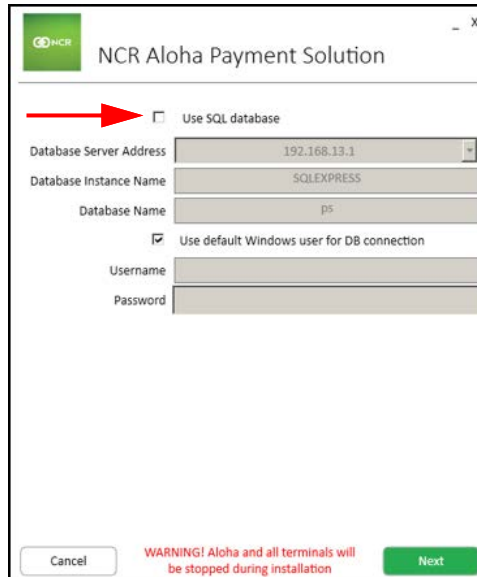

Figure 18 NCR Aloha Payment Solution Window

9. Select **Use SQL database**.

10. Select the **BOH computer name** from the 'Database Server Address' drop-down list.

11. Click **Next**. The 'Select plugin' window appears.
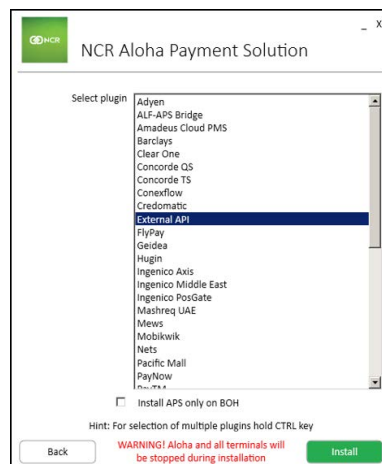

Figure 19 Select Plugin Window

12. Select **External API**.

NCR V:·:YIX

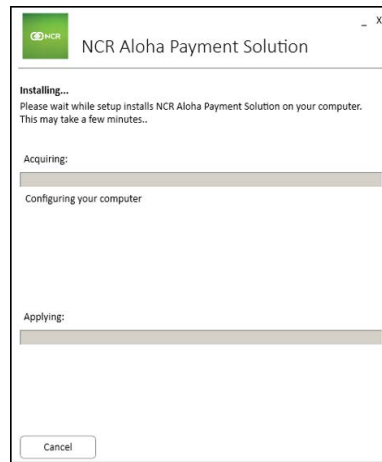13. Click **Install**. The installation status window appears.

Figure 20 Installation Wizard Window

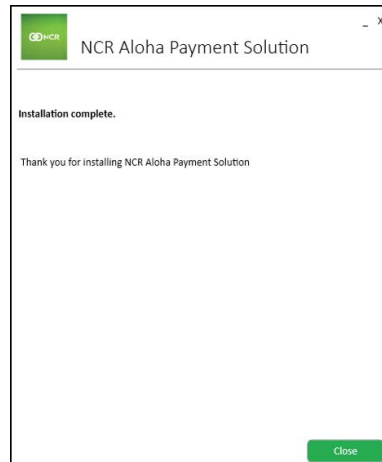14. Allow the **installation** to complete.

Figure 21 Installation Complete Window

15. Click **Close** to exit the installation.

16. While still in the **Aloha Update Portal** (randiantupdate.com), select **Elavon Simplify** from the 'Application Suite' drop-down list.

17. Select the **latest version available**, such as '18.1,' from the 'Major Version' drop-down list.

18. Click **Download Now** and save **APSExternalApiClients_Release_x.zip**.

19. Double-click the **zip file** to open. The Internet Explorer Security dialog box may appear.

20. Click **Allow** if the Internet Explorer Security dialog box appears.

21. Double-click the **AlohaElavonSimplifyInstaller** folder to open its contents.

22. Double-click **AlohaElavonSimplifySetup.exe** to begin installation. The End User License Agreement screen appears.

23. Click **Accept**. The Install Directory screen appears.

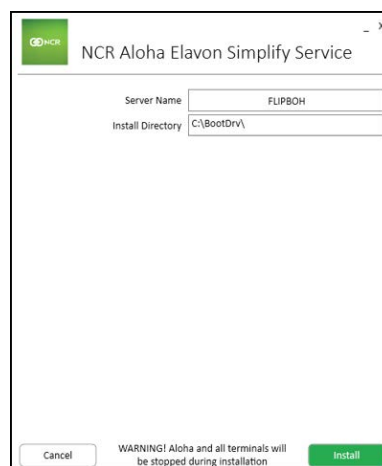Figure 22 Installation Directory

The Server Name is auto-populated and cannot be edited.

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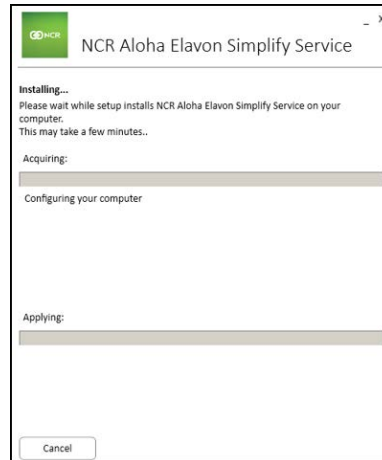
25. Click **Install**.

Figure 23 Installation Status Screen

The Installing Status screen appears.
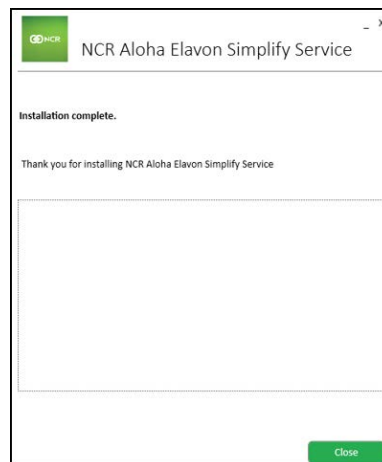
Figure 24 Installation Complete Screen

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

To configure Aloha Payment Solution:

1. Go to **Start > APS**.

2. Click **NCR APS Configuration**. The APS Management screen appears.

Figure 25 APS Management Screen

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

Figure 26 Aloha Payment Service Configuration

4. If using pay at table devices, under the 'Pos integration' group bar, type your **BOH computer name** in 'Interface server address.'

5. Type the **ID of the terminal you identified as the interface server** in CFC/AM in 'Interface server terminal id.'

6. Type the **Interface terminal name prefix**, such as 'APSIntTerm,' (that you created earlier for the pay at table PIN pad devices), or leave it blank.
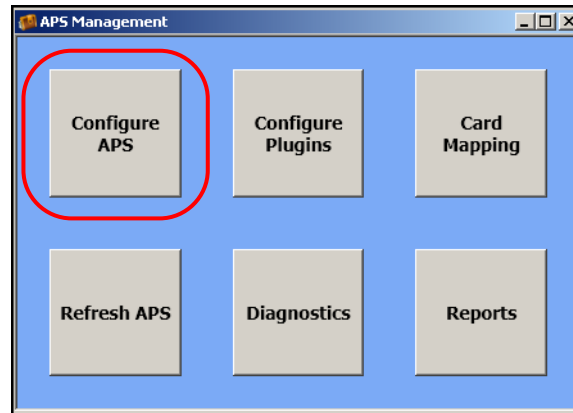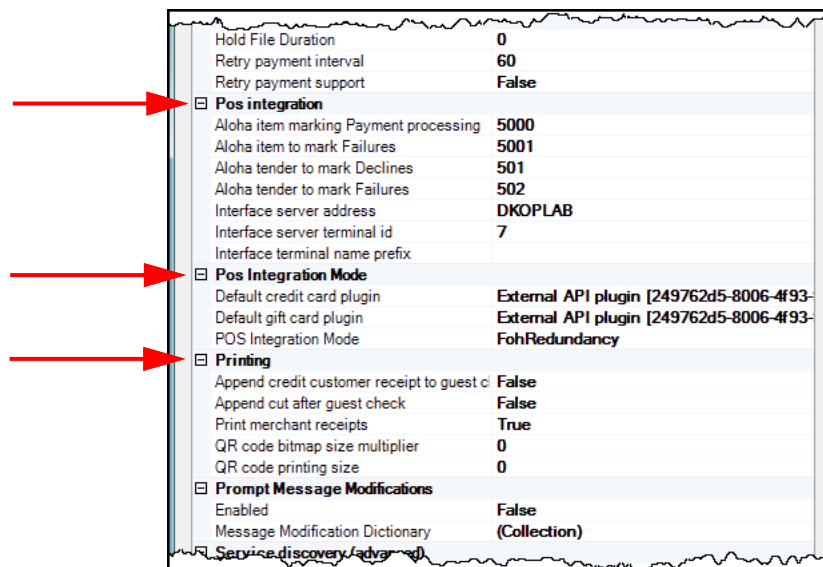
7. Under the 'Pos Integration Mode' group bar, select **External API plugin** from the 'Default credit card plugin' drop-down list.

8. Select **External API plugin** from the 'Default gift card plugin' drop-down list.

9. Select **FohRedundancy** from the 'POS Integration Mode' drop-down list.

10. Under the 'Printing' group bar, select **True** from the 'Append credit customer receipt to guest check' drop-down list to allow the customer copy to print with the guest check on a single printout.

11. Select **True** from the 'Append cut after guest check' drop-down list. If you allow the customer copy voucher to print immediately after guest copy, the printer then cuts after the footer; no vouchers print after this cut.

12. Select **True** from the 'Print merchant receipts' drop-down list to print a copy for store records.

13. Click **OK** to return to the APS Management screen.

To configure the external API plugin:

1. Click **Configure Plugins**.
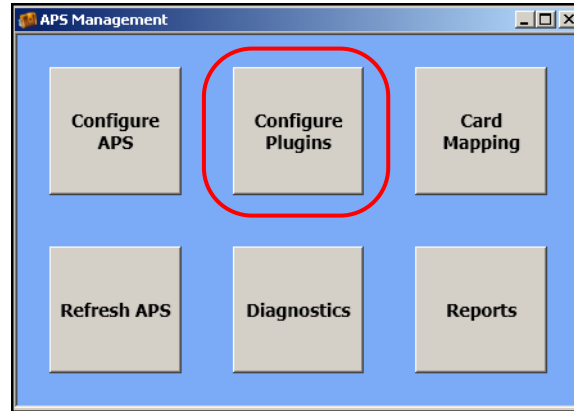
Figure 27 APS Management Screen

The Plugin Configuration screen appears.

Make note of the Globally Unique Identifier (GUID) that displays here. You must refer to this alphanumeric data to settle batches.
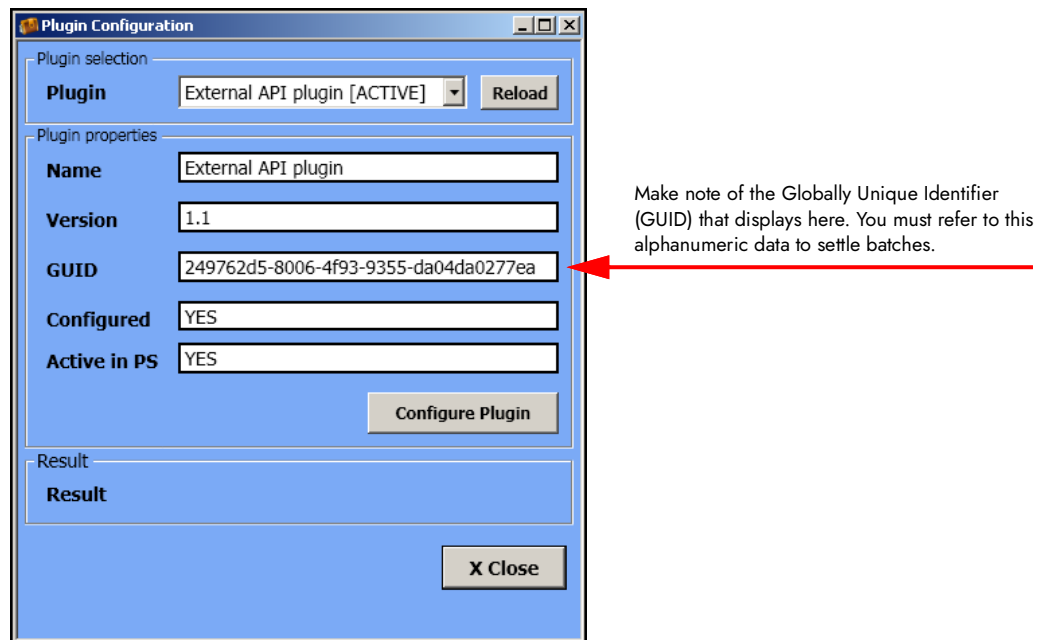
Figure 28 Plugin Configuration Screen

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

> 📖 **Reference**
>
> Make note of the Globally Unique Identifier (GUID), as it is required for creating the button used for running settlements. See .

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

Figure 29 APS External API Configuration Screen - Plugin Specific Tab

4. On the 'Plugin specific' tab, click the **ellipsis (...)** next to 'Enabled licenses.' The ClientLicense Collection Editor dialog box appears.
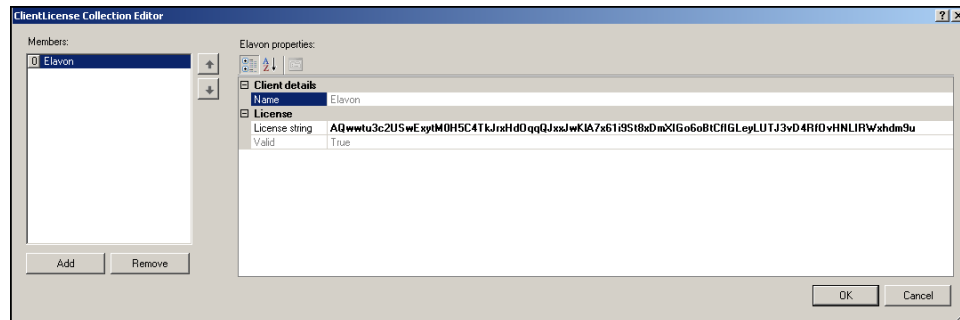
Figure 30 Entering the License String

5. Click **Add**.

6. Under the 'License' group bar, type the following **license string**:

AQwwtu3c2USwExytM0H5C4TkJrxHdOqqQJxxJwKlA7x61i9St8xDmXIGo6oBtCflGLeyLUTJ3vD4Rf
OvHNLIRWxhdm9u

7. Click **OK** to close the ClientLicense Collection Editor dialog box and return to the APS External API Configuration screen.

8. Click inside **Custom Settings** and then click the **ellipsis (...)** that appears on the APS External API configuration screen to display the CustomSettingMapping Collection Editor dialog box.
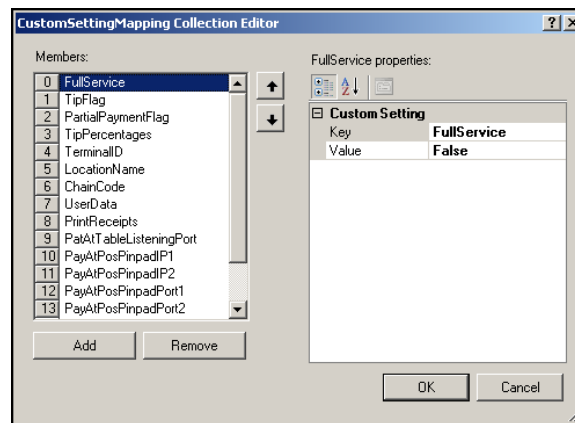
Figure 31 CustomSettingMapping Collection Editor Dialog Box

9. Click **Add**.

10. Under the 'Custom Setting' group bar, complete the **values** for each option using the keys shown in the Custom Settings table on .

-OR-

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

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

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

ApsExternalAPIConfig.xml

```
<?xml version="1.0" encoding="utf-8"?>
<Configuration xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">

…
<CustomSettings>
  <CustomSettingMapping>
    <Key>PayAtTableListeningPort</Key>
    <Value>6001</Value>
  </CustomSettingMapping>
  <CustomSettingMapping>
    <Key>PayAtPosPinpadIp</Key>
    <Value>135.128.216.58</Value>
  </CustomSettingMapping>
  <CustomSettingMapping>
    <Key>FullService</Key>
    <Value>True</Value>
  </CustomSettingMapping>
…
  </CustomSettings>
</Configuration>
```

Figure 32 Sample ApsExternalAPIConfig.xml

Table 1-1 :Aloha Payment Solution - Custom Settings

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

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Table 1-1 :Aloha Payment Solution - Custom Settings

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

Table 1-1 :Aloha Payment Solution - Custom Settings

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

Adding a settle batch button to the FOH

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

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

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

To add a settle batch button to the FOH

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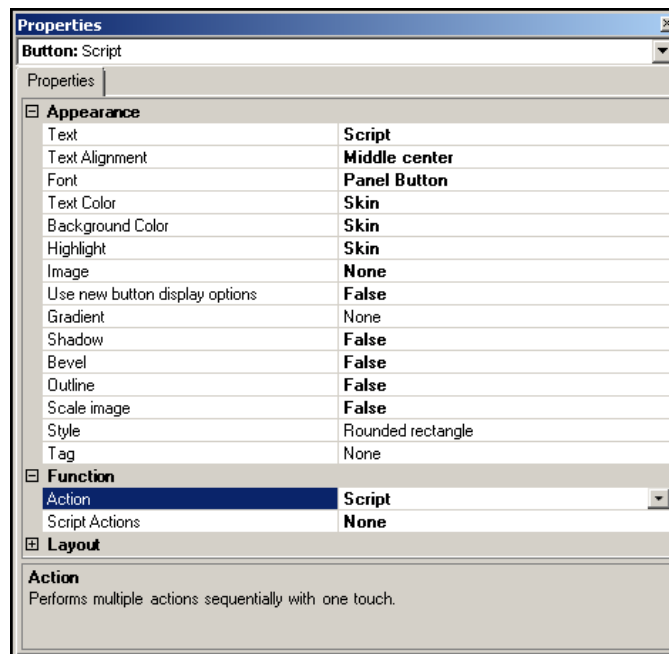

Figure 33 Button Properties Dialog Box

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

6. Select the **ellipsis button (...)** from the 'Script Actions' drop-down list. The Edit Script Actions dialog box appears.
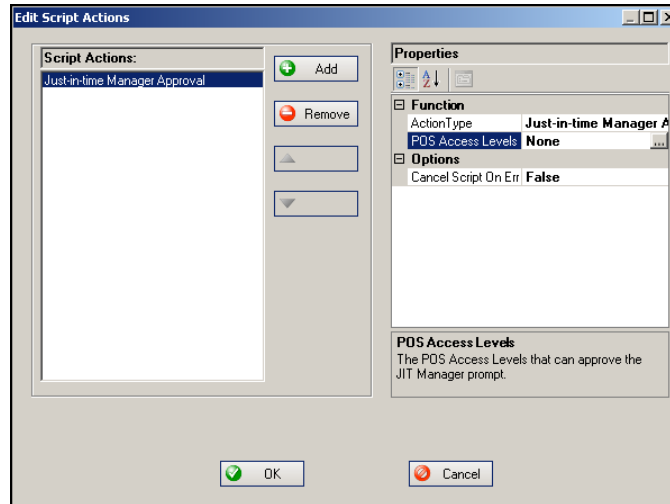

Figure 34 Edit Script Actions Screen - Just-In-Time Manager Approval

7. Click **Add**.

8. Under the 'Function' group bar, select **Just-in-Time Manager Approval** from the 'Action Type' drop-down list.

9. Select the **ellipsis button (...)** from the 'POS Access Levels' drop-down list. The Select POS Access Levels dialog box appears.
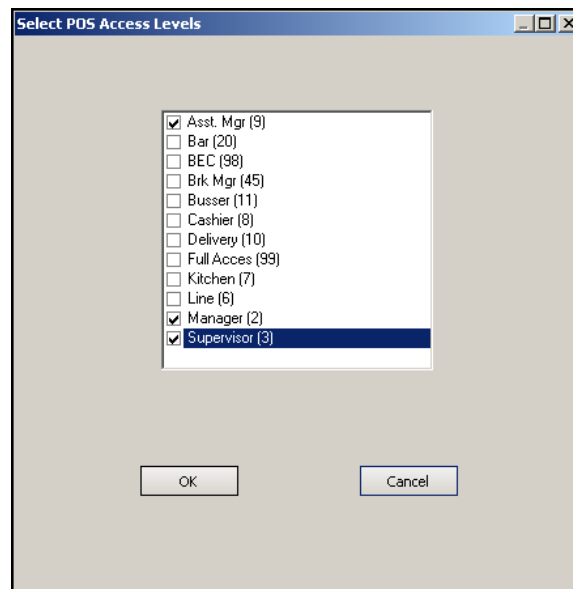

Figure 35 Select POS Access Levels Screen

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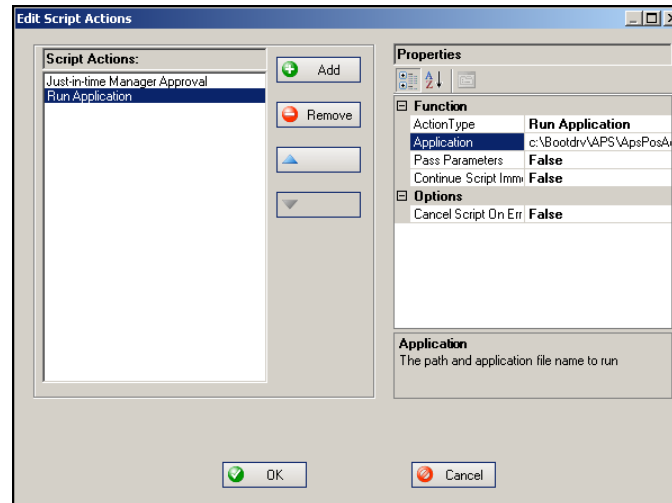
11. Click **Add**.

Figure 36 Edit Script Actions Screen - Run Application

12. Under the 'Function' group bar, select **Run Application** from the 'Action' drop-down list.

13. Type the following command in 'Application.'

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

    For example:

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

14. Select **True** or **False** for 'Pass Parameters,' depending upon your business needs.

15. Select **True** or **False** for 'Continue Script Immediately,' depending upon your business needs.

16. Click **OK**.

17. Under the 'Appearance' group bar, type a **name** for the button, such as 'Settle Batch.' To display text on multiple lines, insert '\n' without spaces for line breaks, such as 'Settle\nBatch.'

18. Configure the **remaining options** as you would for any other button function.

19. Select **Panel > Save Panel**.

20. Select **File > Exit** to exit the **Quick Service Screen Designer**.

Using Elavon Fusebox/Simplify

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

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

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

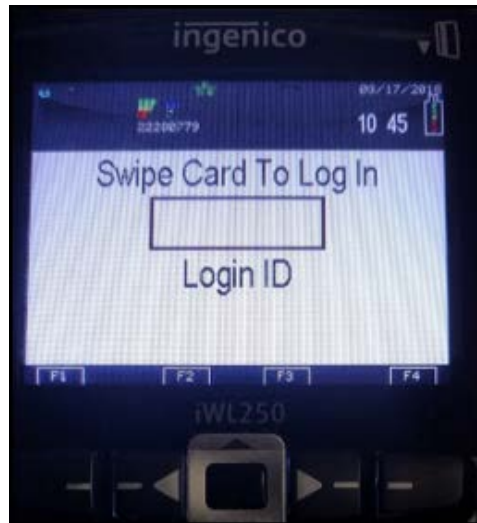1. Press **F1** to display log in screen.

Figure 37 Enter Employee ID or Slide Card

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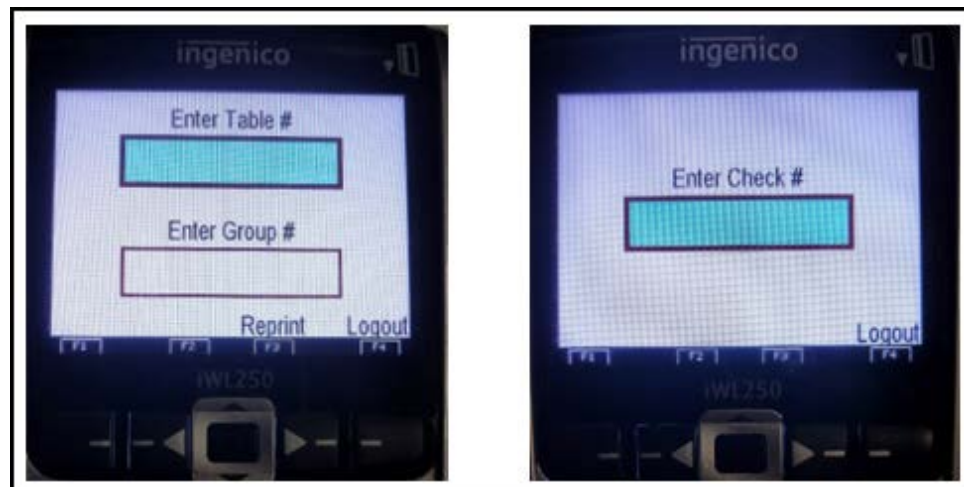

Figure 38 Enter Table Number (Left); Enter Check Number (Right)

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

Figure 39 Multiple Checks on Table Screen Display

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

Figure 40 'Please Pass To Guest' Screen

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

Figure 41 Partial Payment Screen

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

Figure 42 Enter Tip Screen

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

Figure 43 Confirm Amount Screen

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

Figure 44 Please Wait For Tender Screen

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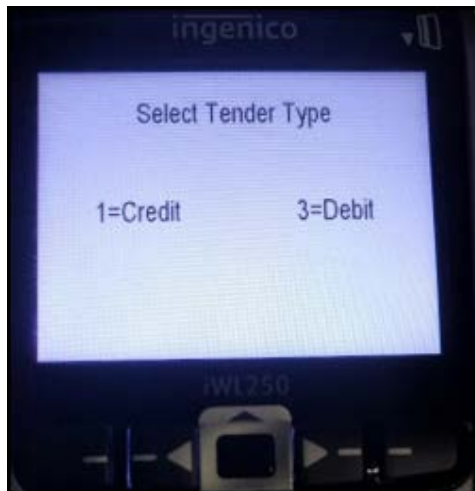

Figure 45 Select Tender Type Screen

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

Figure 46 Select Your Payment Currency Screen

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

Figure 47 Enter PIN Screen

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

Figure 48 Amount OK? Screen

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

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

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

Figure 50 Remove Card Screen

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

Figure 51 Please Wait For Receipt Screen

The 'Please Wait For Receipt' message appears.

Figure 52 Approval Screen

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

Figure 53 The 'Please Pass To Server' Screen Appears

11. The guest gives the **device** back to the server.

12. The server presses **Enter** to print a merchant copy.

13. The server tears the **receipt** and presses **Enter** again to print a customer copy.

Figure 54 'Enter Table Number' Screen

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

Settlements

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

Settling a Batch via FOH

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

Troubleshooting Elavon Fusebox/Simplify

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

SQL connection errors

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

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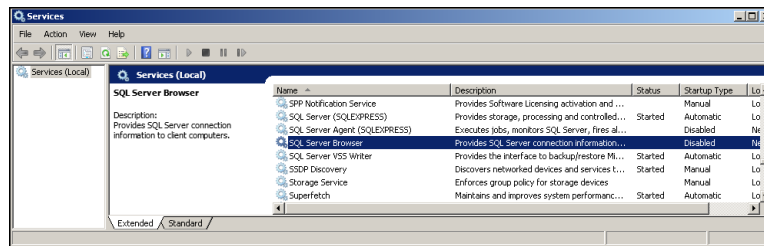

Figure 55 Services

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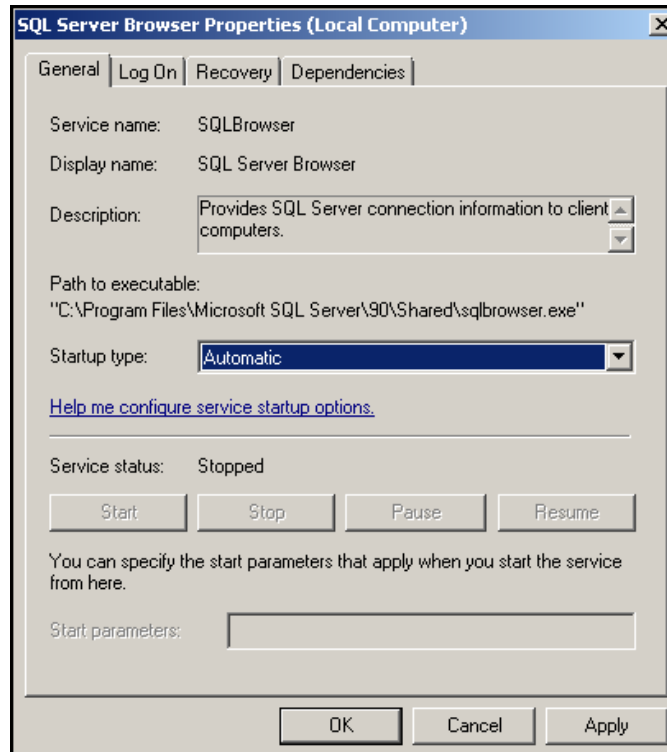

Figure 56 SQL Server Browser Properties (Local Computer) Dialog Box

4. On the 'General' tab, select **Automatic** from the 'Startup type' drop-down list.

5. Click **Apply**.

6. Click **OK** to save.

System cannot connect to PIN pad devices

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

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

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

1. Click **Start**.

2. Type **Run** in the command line. The Run dialog box appears.

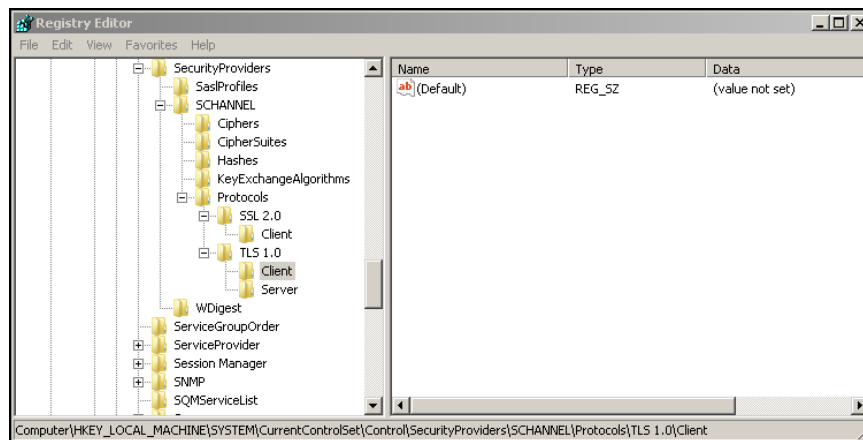3. Type **regedit** in the 'Open' text box and click **OK**. The Registry Editor screen appears.

Figure 57 Registry Editor Screen

4. Select **HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols|TLS 1.0**.
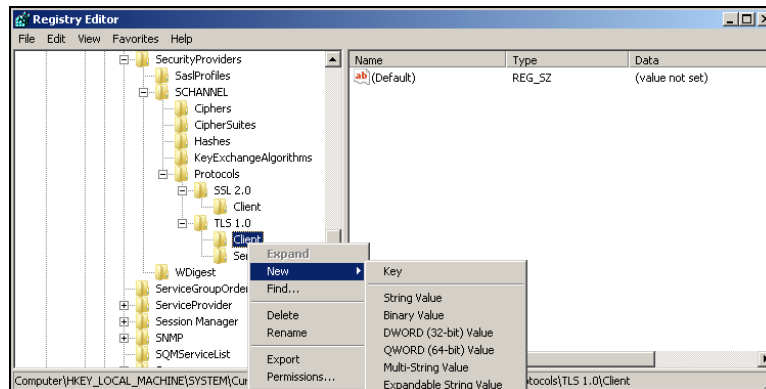
5. Expand the **TLS 1.0 folder**.

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

6. Right-click the **Client folder**, select **New**, and then select **DWORD (32-bit) Value**.

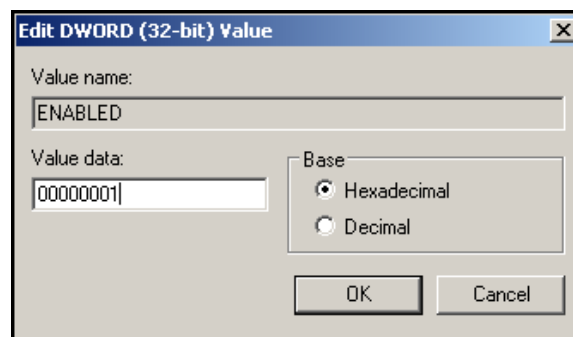7. In 'New value,' located at the right, type **ENABLE**.

Figure 59   Type Value Data

8. Double-click **ENABLED**. The Edit DWORD (32-bit) Value dialog box appears.

9. Type **00000001** in 'Value data.'

10. Click **OK**.

11. Right-click the **Server folder**, select **New**, and then select **DWORD (32-bit) Value**.

12. In 'New value,' located at the right, type **ENABLED**.

13. Double-click **ENABLED**. The Edit DWORD (32-bit) Value dialog box appears.

14. Type **00000001** in 'Value data.'

15. Click **OK**.

16. Exit the **Registry Editor** function.

Cannot access network settings in Telium manager

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

1. On the Home screen, press and hold the 🟨 (**yellow button)** for two seconds to reboot the PIN pad payment device.
2. When the device displays 'Initializing,' press the 🟩 (**green button)**.
3. Press **1** on the keypad for the Elavon main menu.
4. Use the keypad to type the password, '**352866**,' which spells ELAVON.
5. From the Elavon main menu, press **5** on the keypad for Telium Manager.
6. Press **F** on the keypad.
7. Press **0 (Zero)** on the keypad for Telium Manager.
8. Press **3** on the keypad for Initialization.
9. Press **2** on the keypad for Hardware.
10. Press **1** on the keypad for Ethernet Setup to enter the desired network settings.

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

11. Select **Save** to save your entries and reboot the device.
12. Press **0 (Zero)** to verify the IP address.

Fusebox support

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

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

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

Verifone support

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

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Elavon Fusebox/Simplify, Feature Focus Guide

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