

**The Commbank**

# **Albert Integrated Installer Guide.**



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# 1. Albert-Updated Software Version for POS Integration

In Integrated mode, Albert uses an updated version of the Payment app. The Payment app is the component that communicates directly with the POS unit.

Visually, the Payment app appears as a blank screen, featuring two logos. The first logo appears as either a CommBank logo, or a logo for the merchant's business – note that in some instances, a logo may not be visible. The bank's logo for the Pi platform also appears on the screen.

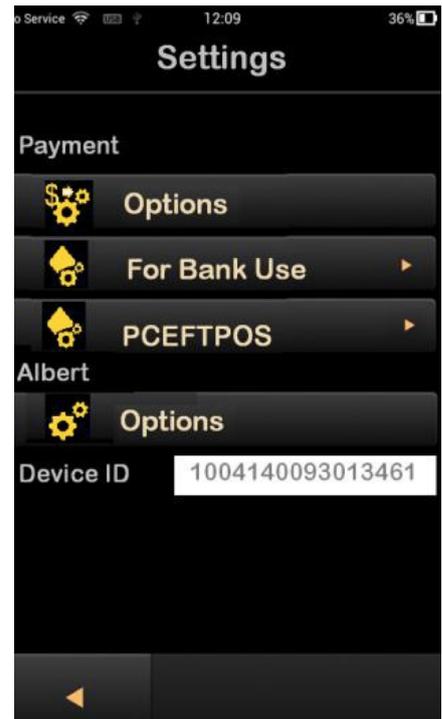
**Important:** Communication between the Albert and the POS only occurs when the Payment app is active and visible (as shown here).



PC-EFTPOS configuration options have been added to the Settings page.

Tapping on PC-EFTPOS displays a series of PC-EFTPOS menu options

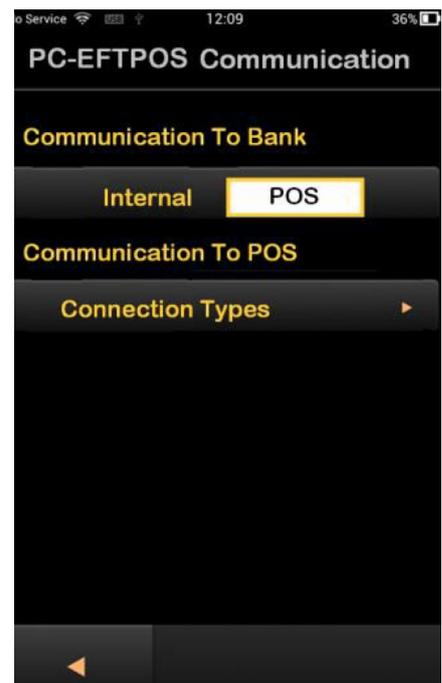
- ◆ PC-EFTPOS Communication
- ◆ Communication to Bank
- ◆ Communication to POS



PC-EFTPOS Communication menu allows the installer to specify the way the terminal connects to the bank.

- ◆ **Internal** – the terminal will connect directly to the bank via TCP/IP, using Ethernet, Wi-Fi and 3G. This is equivalent to the “Internal Modem” option on other Integrated Terminals.
- ◆ **The PC-EFTPOS** – the terminal will connect using the EFT Server settings as defined on the POS, typically a PC-EFTPOS Gateway connection or a TCP/IP connection to another server.

The menu also allows installers to specify the connection to the POS (USB, Ethernet or Wi-Fi) by selecting **Connection Types** to access the following menu.

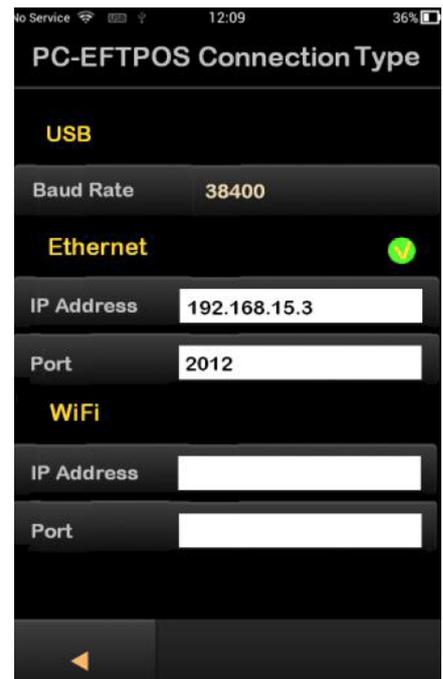


The PC-EFTPOS Connection Type page allows the installer to configure the connection to the POS.

The installer will specify ONE connection method.

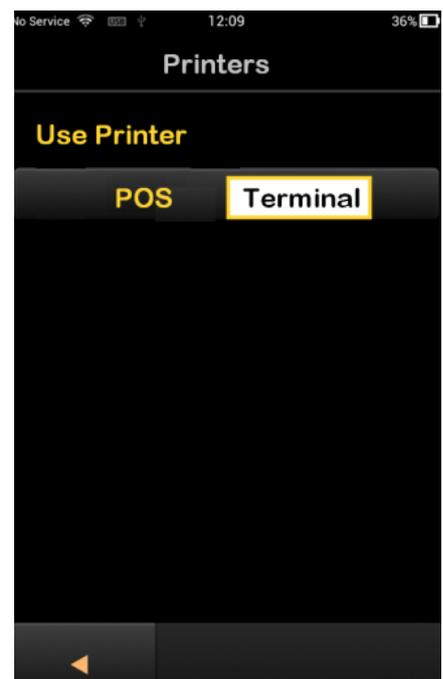
- ♦ USB (baud rate should be set at 38,400 for most POS units)
- ♦ Ethernet (IP address of the POS must be entered, Port must be set to 2012)
- ♦ Wi-Fi Ethernet (IP address of the POS must be entered, Port must be set to 2012)

In the example shown here, Albert is integrated via Ethernet with a POS unit. The POS Unit's IP address is 192.168.15.3



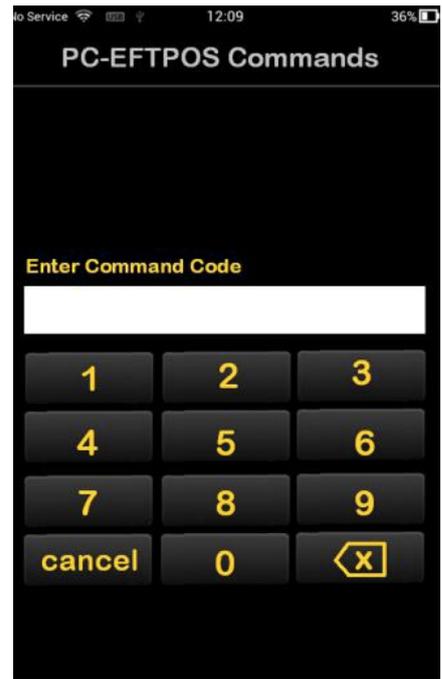
The Printers option allows installers to specify the printer used for EFT receipts

- ♦ **POS** is selected when all receipts are printed via a receipt printer attached to the POS. This option requires the PC-EFTPOS client to be configured with the name of the printer.
- ♦ **Terminal**, if selected, instructs Albert to print receipts using its own on-board printer (where fitted).



For the purposes of the Certified Pilot, **POS** is to be selected for all installs.

The PC-EFTPOS Commands option allows the installer to enter many of the common PC-EFTPOS command codes.



7410	Configure terminal with CATID and CAIC
11113333	Perform TMS Logon
4648	Perform RSA Initialisation
6566	Transmit Reversals and SAF
11112223	Application Configuration Menu
11112222 and 11112227	Configure Terminal Communications (same for both options)
11114440	Show EFT-Client on POS*
11114441	Show EFTSRV on POS*
11114442	Show EMS-client on POS*

\*options require POS to be connected

# 2. Connecting to Ethernet

Albert can use Ethernet to connect to the merchant's network.

Using the merchant's network, Albert can then connect to the POS and also to the bank for transaction processing.

## To connect Albert to the merchant's network

- ♦ Fit the Pole Mount Module to Albert (if not already fitted)
- ♦ Use an Ethernet cable to connect to the merchant's router (or a data port patched to the router)
- ♦ Ensure that the power supply is connected to the DC input on the Pole Mount Adapter – the network card will not draw power from Albert.

## Configure Albert for network communication (Dynamic or Static)

- ♦ From Albert's home screen, tap **Settings > Albert Options > Communications > Ethernet**

Once connected to the network, Ethernet can be used to connect to the POS (refer to Connection to the POS using Ethernet later in this document) or to the bank (the Communications to Bank option in Albert's PC-EFTPOS settings).

For the Certified Pilot, communications to the bank require an Internet connection to the following addresses.

- ♦ i1.paywide.nps.commbank.com.au – Port 9000
- ♦ tms.paywide.nps.commbank.com.au – Port 9056

If the merchant's network is protected by a firewall, these addresses must not be blocked and the ports must be open.

# 3. Connecting to Wi-Fi

Wi-Fi can be used instead of Ethernet if:

- ◆ No Ethernet port is available at the Point of Sale
- ◆ The Pole Mount Module is not being used

Wi-Fi can be configured using the same steps as for the standalone version of Albert.

Wi-Fi connection to the POS is specified in Albert's PC-EFTPOS settings. Refer to **Connection to the POS using Wi-Fi** later in this document.

# 4. Connecting to 3G

Albert will communicate to the bank using 3G when:

- ♦ Albert is configured to communicate directly to the bank (not via the POS), and IP connections via Ethernet or Wi-Fi are not available
- ♦ Albert is configured to communicate to the bank via the POS, and the POS is configured to use the (Albert) terminal's communications as a fallback

# 5. Albert USB Driver Installation

USB connections require a USB driver for Albert to be installed on the POS.

As the driver has now been signed by Microsoft, the driver should be automatically recognised by POS systems running on Windows operating systems. No special handling is required for the installation of the driver.

# 6. Connecting to POS using USB

Installers will be required to:

1. Fit the Pole Mount Module to Albert (if not already fitted)
2. In the Albert's PC-Menu (**Settings > PCEFTPOS**)
  - ◆ Configure the connection method to the POS as **USB**
  - ◆ Configure the connection method to the bank as **Internal** or **POS**  
**Internal** requires PC-EFTPOS EFT Server to be configured on the POS  
**POS** requires Ethernet, Wi-Fi or 3G to be available
3. Connect Albert to a USB port on the POS using the USB cable
4. Install the USB driver on the POS (if the driver has not already been installed)
  - ◆ **Note:** Refer to **Albert USB Driver Installation** later in this document for driver installation instructions.
5. Using Windows Device Manager under Ports, Identify the COM Port number value assigned by Windows to the device
6. Configure the PC-EFTPOS Client to use the COM Port value as identified in the Device Manager.
7. Close the PC-EFTPOS EFT Client window
8. Reboot POS PC (Recommended)
9. Confirm that the connection to the POS has been established
  - ◆ Launch the Payment app on Albert
  - ◆ Launch the PC-EFTPOS EFT Client window again
  - ◆ Confirm that PINPAD ONLINE appears as the Status in the PC-EFTPOS EFT Client window
10. Configure the terminal with CATID and CAIC (Using either the PC-EFTPOS Command Code 7410, or the **For Bank Use > Merchant Configuration** option)
11. Double-check the CATID/AIC using 7410 before performing final commissioning checks
12. Perform a TMS and RSA Logon (Using either the PC-EFTPOS Command Codes **11113333** followed by **4648** , or the **For Bank Use > Connections > Synchronisation** option)

# 7. Connecting to POS using Ethernet

Installers will be required to:

1. Fit the Pole Mount Module to Albert (if not already fitted)
2. Using an Ethernet cable, connect Albert to the merchant's network  
Albert must be connected to the same network as the POS
3. **Update the version of the PC-EFTPOS Client to version 3.0.15.408 if necessary**
4. From the Albert Home Page, select the **Settings > Albert Options > Communication > Ethernet (Note: Should be on the same network as POS PC)**
5. Configure Albert Ethernet options for the merchant network. If Dynamic addressing (DHCP) is not supported, it will be necessary to obtain Static IP addresses from the merchant.
6. Identify the IP address of the POS (ipconfig command from the command prompt)
7. Configure the PC-EFTPOS Client to use IP by keying TCPIP as the COM Port value.
8. Close the PC-EFTPOS EFT Client window
9. Reboot POS PC (Recommended)
10. In Albert's PC-Menu (**Settings > PCEFTPOS**)  
Configure the connection method to the POS as **Ethernet**  
Key the IP address of the POS as the Ethernet IP address
  - ◆ **Do NOT key the IP address of Albert**Key the Port value as **2012**  
Configure the connection method to the bank as Internal or POS
  - ◆ **Internal** requires PC-EFTPOS EFT Server to be configured on the POS
  - ◆ **POS** requires Ethernet, Wi-Fi or 3G connectivity to the internet to be available
11. Confirm that the connection to the POS has been established  
Launch the Payment app on Albert  
Launch the PC-EFTPOS EFT Client window again  
Confirm that PINPAD ONLINE appears as the Status in the PC-EFTPOS EFT Client window
12. Configure the terminal with CATID and CAIC (Using either the PC-EFTPOS Command Code 7410, or the **For Bank Use > Merchant Configuration** option )
13. Perform a TMS and RSA Logon (Using either the PC-EFTPOS Command Codes **11113333** followed by **4648** , or the **For Bank Use > Connections > Synchronisation** option)

# 8. Connecting to POS using Wi-Fi

1. Update the version of the PC-EFTPOS Client to version 3.0.15.408 if necessary
2. Wi-Fi can be configured using any of Albert's hardware modules.
3. From the Albert Home Page, select the **Settings > Albert Options > Communication > Wi-Fi**
4. Connect Albert to the merchant's Wi-Fi network, following the same steps as for a standalone Albert
5. Identify the IP address of the POS (ipconfig command from the command prompt)
6. Configure the PC-EFTPOS Client to use IP by keying TCPIP as the COM Port value.
7. Close the PC-EFTPOS EFT Client window
8. Reboot POS PC (Recommended)
9. In Albert's PC-Menu (**Settings > PCEFTPOS**)  
Configure the connection method to the POS as **Ethernet**  
Key the IP address of the POS as the Wi-Fi IP address
  - ◆ Do NOT key the IP address of AlbertKey the Port value as **2012**  
Configure the connection method to the bank as **Internal** or **POS**
  - ◆ **Internal** requires PC-EFTPOS EFT Server to be configured on the POS
  - ◆ **POS** requires Ethernet, Wi-Fi or 3G connectivity to the internet to be available
10. Confirm that the connection to the POS has been established  
Launch the Payment app on Albert  
Launch the PC-EFTPOS EFT Client window again  
Confirm that PINPAD ONLINE appears as the Status in the PC-EFTPOS EFT Client window
11. Configure the terminal with CATID and CAIC (Using either the PC-EFTPOS Command Code 7410, or the **For Bank Use > Merchant Configuration** option)
12. Perform a TMS and RSA Logon (Using either the PC-EFTPOS Command Codes **11113333** followed by **4648** , or the **For Bank Use > Connections > Synchronisation** option)

# 9. Updating the PC-EFTPOS Client

IP connections between the POS and Albert require an updated version of the PC-EFTPOS EFT Client application (executable file) to be installed – **version 3.0.15.408**

The file is not installed as part of a PC-EFTPOS installation package.

**Note:** *A later version of the PC-EFTPOS EFT Client – version 3.0.15.821 – has been released by PC-EFTPOS. The suitability of this version for use with Albert is yet to be confirmed.*

# 10. Common Terminal Error Messages

Codes	Perform TMS Logon	Description	Recommended Next Steps
01	DECLINED – 01 CONTACT CARD ISSUER	Non-specific error from card issuer	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
13	DECLINED – 13 INVALID AMOUNT	Invalid Amount such as exceeding card limit (not for contactless). Not possible to advise limit.	Different limits apply to different types of transactions as defined in the merchant agreement. For instance, there is a cashout limit and a refund limit, and if either one is exceeded, an error message will be displayed. The user must simply enter a value lower than the relevant limit defined in the agreement.
X0	DECLINED – X0 NO RESPONSE	No Response	Check communication link. Try processing the transaction again. If still no response, invoke SAF.
S8	DECLINED – S8 NO EFT SERVER	Link not setup on EFTServer	Contact the Commbank Merchant Helpdesk.
57	DECLINED – 57 TXN NOT ALLOWED	Transaction not permitted to cardholder.	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
F1	DECLINED F1 – COMMS TIMEOUT	Communications receive timeout.	Check that the POS communication (EFT-Client) is green. Check that internal communications (Wi-Fi, 3G, Ethernet) icons show connection in the status bar. If so, restart Albert.  Otherwise, contact the Commbank Merchant Helpdesk.

