

EMV Installation - ISC250

This instruction manual will guide you through enabling chip reader functionality with RTS. First, you will need to update your account information in RTS. This can be found in the Configure Retail Account section. Next, you will install the EMV Server, also executed on your server computer. Instructions are located in the Configure EMV Server section.

Your hardware will also need to be updated. Please see the ISC250 Setup section.

PLEASE BE AWARE: Updating the iSC250 on an operating system other than Windows 10 can break card readers resulting in the card readers needing to be sent in for repairs. Please update the card readers on a Windows 10 computer and move to the desired station upon completion.

System Requirements

Please contact Vantiv/Mercury Payment Systems for your Deployment ID number and to confirm your account is configured for **credit card transactions only. RTS does not handle debit transactions.**

To complete the instructions you will need the following:

- 1) Ingenico card readers installed on your workstations
- 2) Deployment ID supplied by MPS/Vantiv
- 3) All stations and your deposit must be closed for the day. You can verify your stations are closed by navigating to Reports - Stations - Open and Reports - Stations - Closed. If any stations, including Internet Ticking, are open, please close the stations and your deposit. Once you have verified your stations have closed, you may proceed with the installation.
- 4) Activation of chip readers can only occur when sales are not taking place. Please complete activation instructions outside of business hours to avoid any disruption of sales.

Getting Help

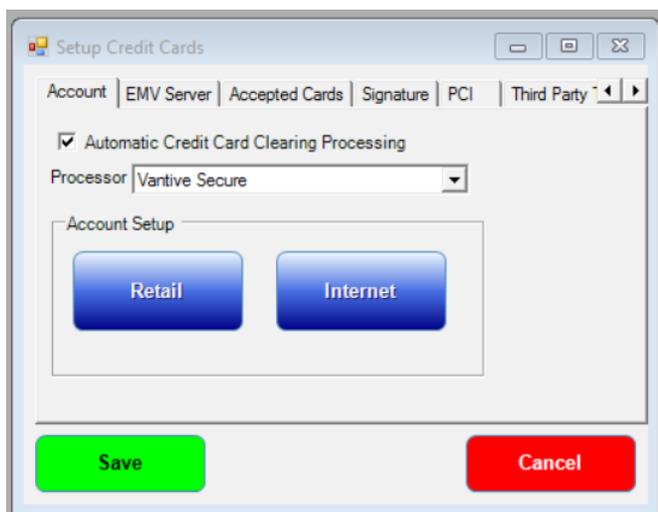
RTS Technical Support is available if you require any assistance during standard business hours Monday through Friday, 9 am - 10 pm EST.

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(865) 212-9703 Ext.120

Configure Retail Account

** As mentioned on System Requirements, it is imperative to make sure all stations and the deposit are closed prior to initializing chip functionality. To verify all stations are closed, navigate to reports - stations open. You may also check Reports - Stations - Closed. If any Stations or Internet Ticketing are open, please close the stations and deposit accordingly.

1) Navigate to Setup - Credit Cards on the RTS Server. To confirm you are on the server computer, navigate to Help - About and verify the window displays "Server" and not "Workstation." Server will also display at the top of your RTS window.



2) Select "Retail"

3) Enter the RTS password logged into the system with the appropriate privileges.

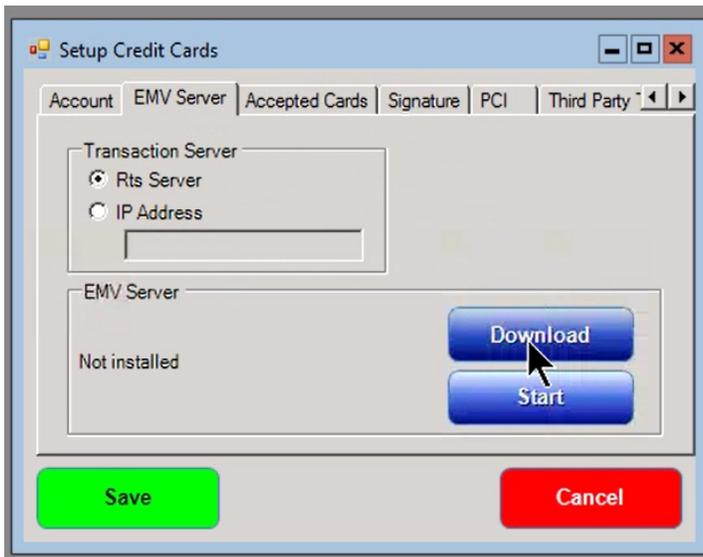
4) RTS will then prompt for your secure user name and password. The secure user name and password was previously used when closing out your credit card batch at the end of the night. If you do not have records of your secure login credentials, please contact your administrator. If you are not able to locate your secure user name and password, please contact RTS technical support during standard business hours Monday through Friday 9 am - 10 pm EST to reset credit cards.

5) Modify the Merchant ID (Terminal ID) number provided by MPS/Vantiv. Please make note of the previous Terminal ID number in case the ID needs to be set back to previous data. Press save.

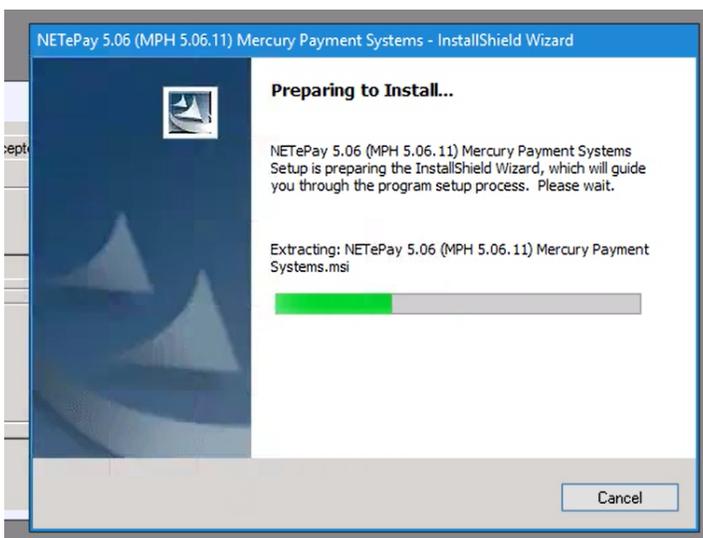
6) Enter RTS password followed by secure user name and password. If passwords are entered incorrectly, please repeat the above steps.

Configure EMV Server

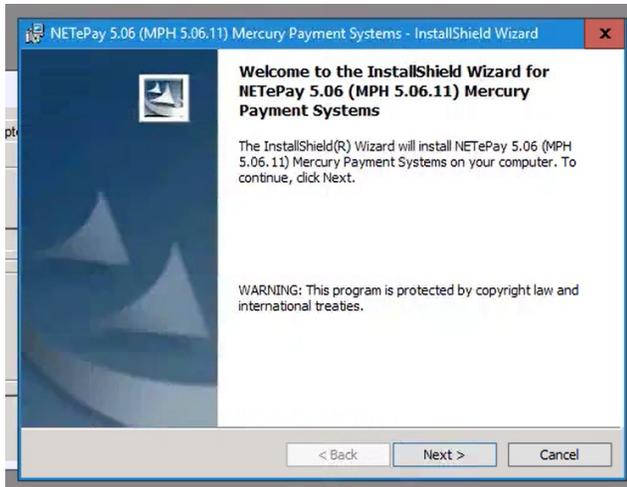
- 1) Navigate to Setup - Credit Card on the RTS Server. To confirm you are on the server computer, navigate to Help - About and verify the window displays "Server" and not "Workstation." Server will also display at the top of your RTS window.
- 2) Select the EMV Server Tab
- 3) Make sure that RTS Server is Marked
- 4) Click Download



- 5) After the program downloads, it will begin the installation program as pictured below.



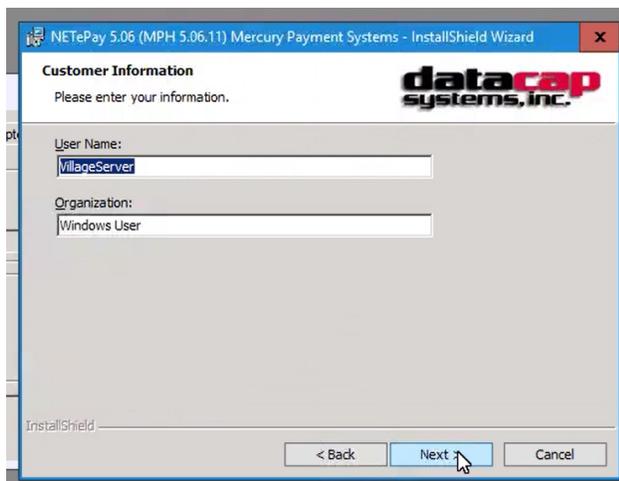
6) Click Next



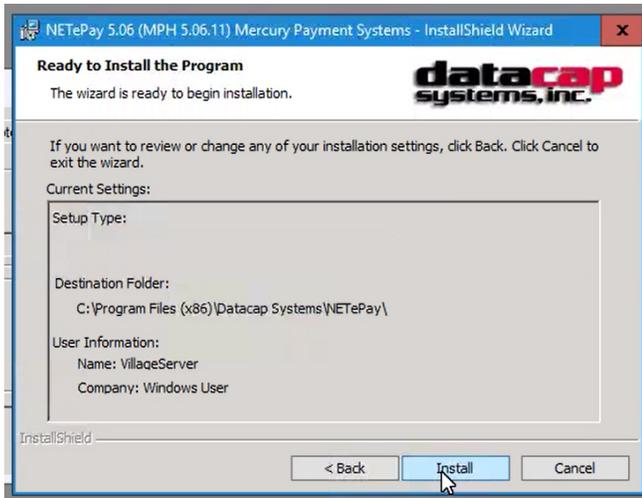
7) Change the agreement to "I accept" and click Next.



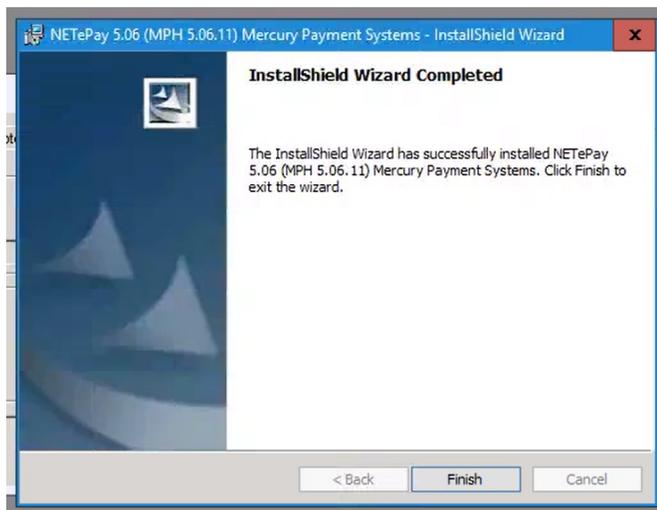
8) Leave the information as provided and click next.



9) Click Install



10) Click Finish

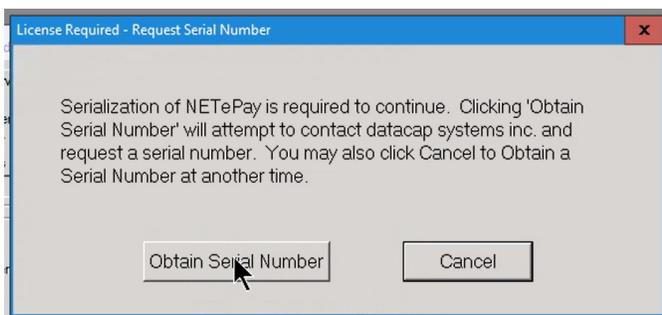


11) Restart computer when prompted.

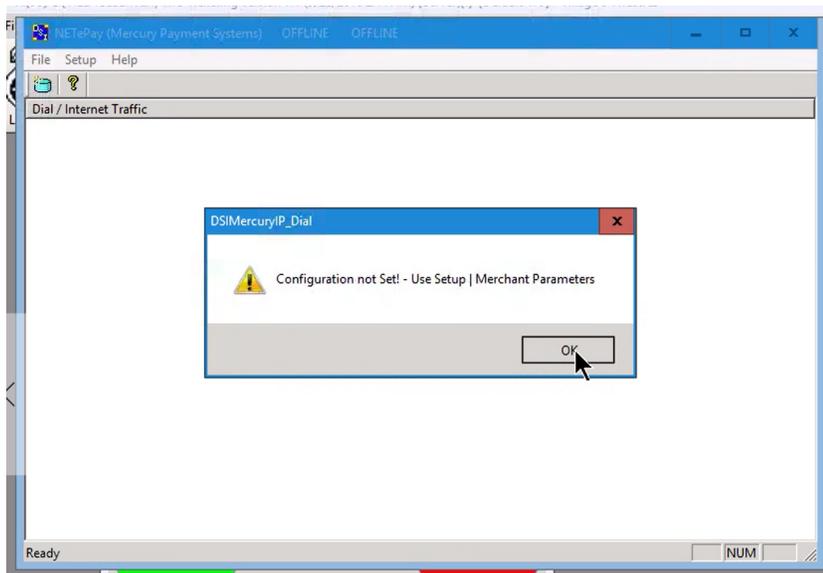
12) After computer has restarted, return to the EMV Server tab by navigating to Setup - Credit Cards

13) Press Start

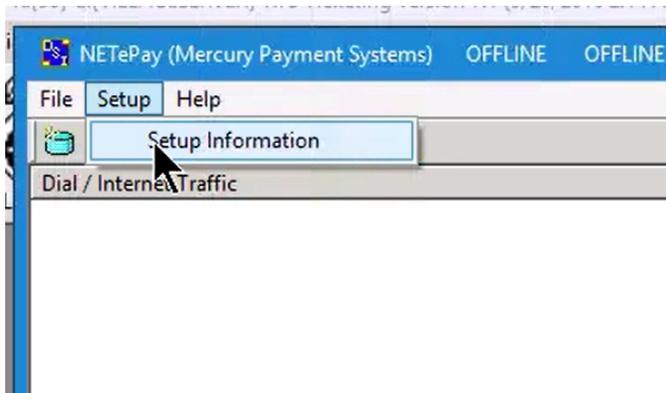
14) A message will prompt. Select "Obtain Serial Number"



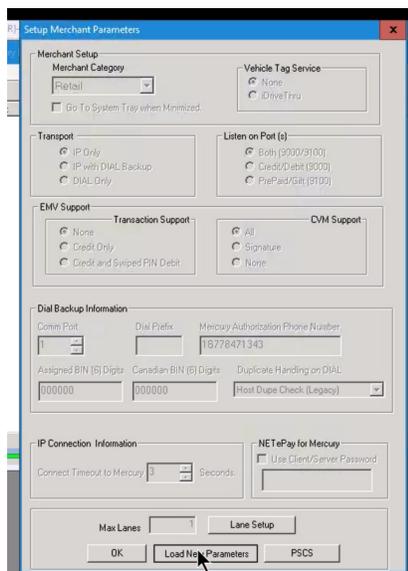
15) The application will then locate the serial number. The program will then open.



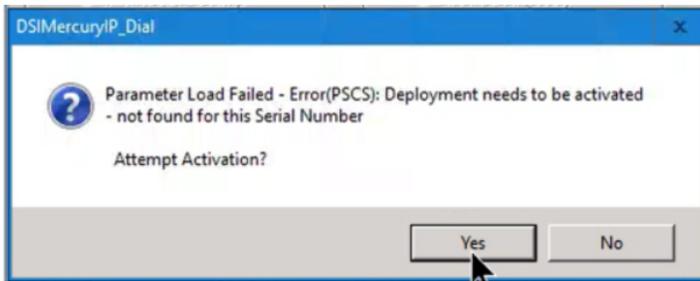
16) Navigate to Setup - Setup Information



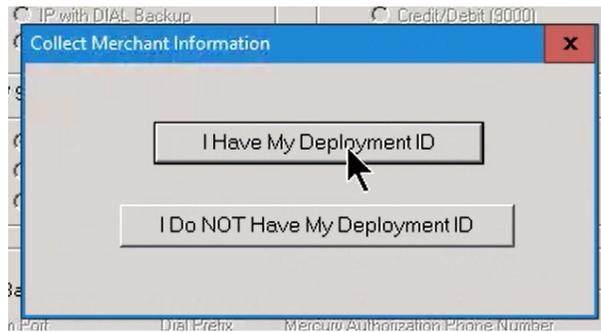
17) The Setup Merchant Parameters Window will prompt. Select "Load New Parameters"



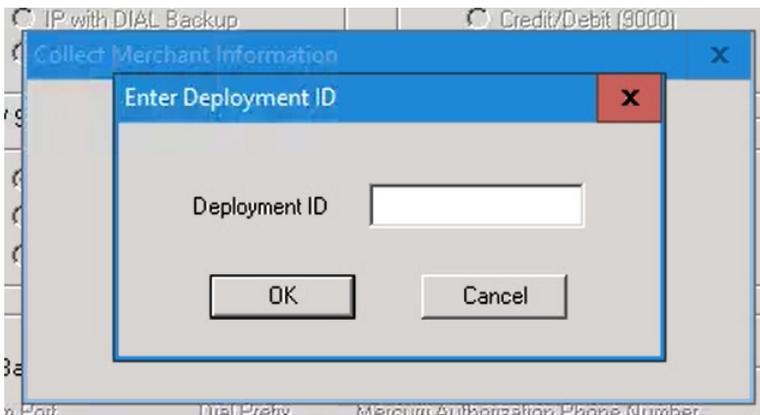
18) The following message will appear. Click Yes



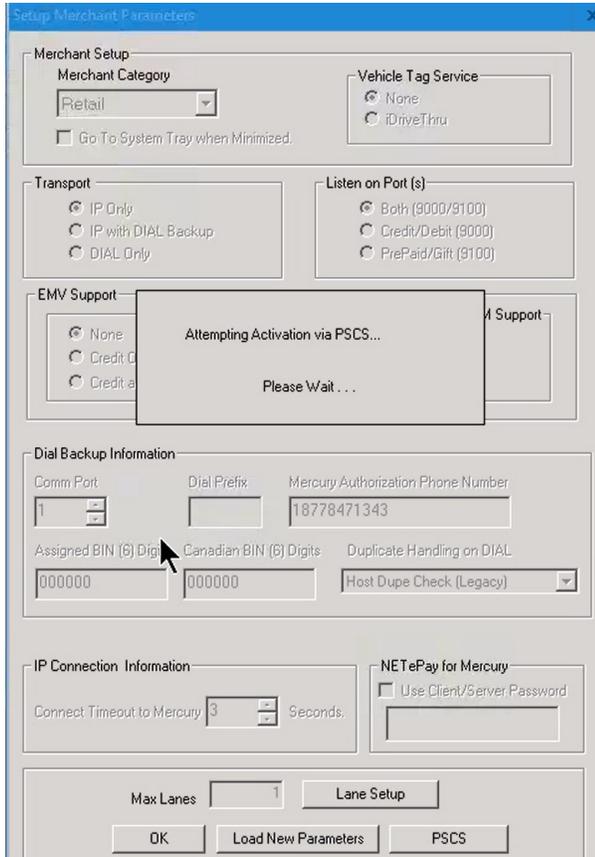
19) Select "I have my Deployment ID"



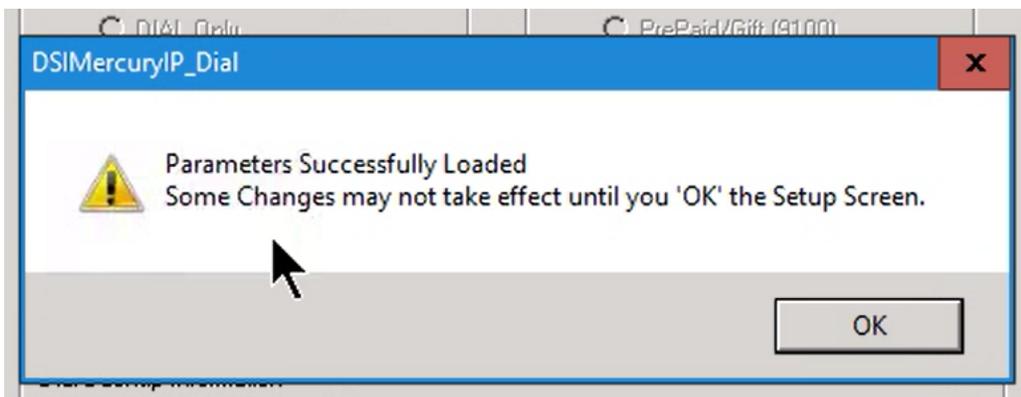
20) Enter Deployment ID number supplied by Vantiv/MPS



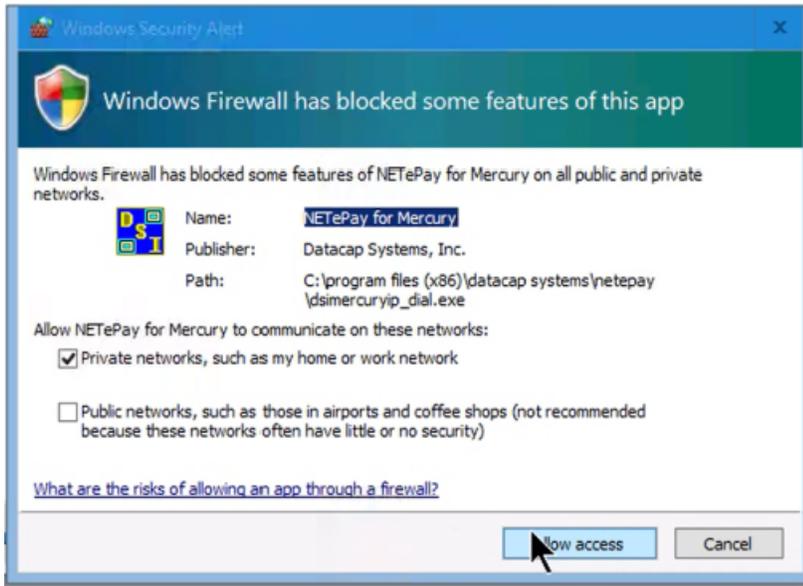
21) After you have entered your deployment ID, a screen will appear verifying your information. Upon verification, please select "Yes, this is the Correct Merchant"



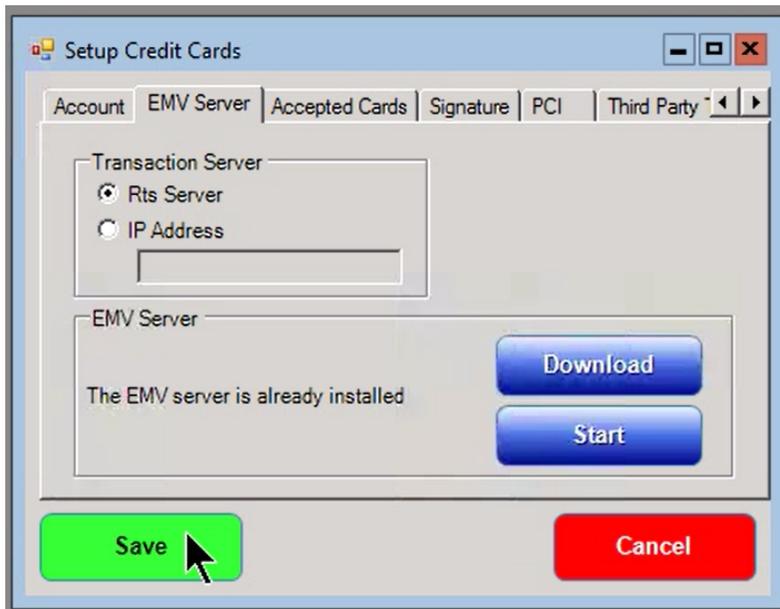
22) After activation you will see the following prompt. Select "Ok"



23) Click Ok Again. On the Windows Firewall screen please select "Allow Access"

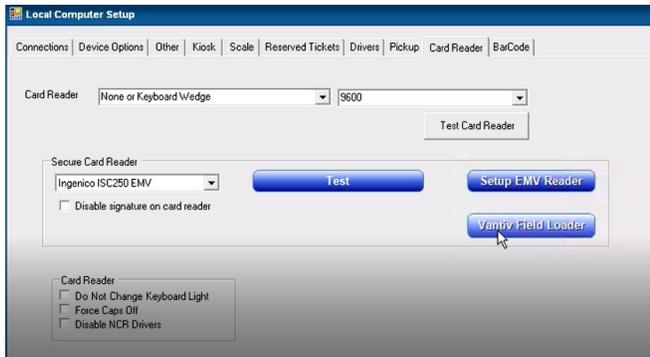


24) Exit the setup. Click Save on the Credit Card Setup window.



ISC250 Setup

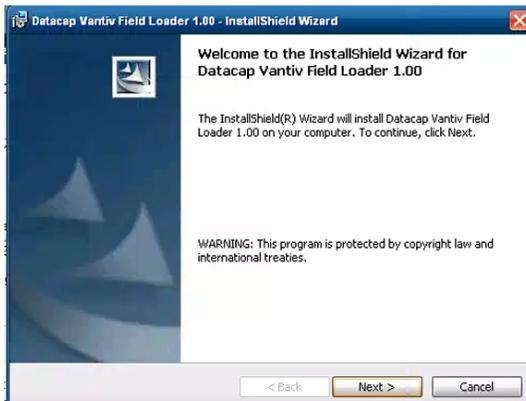
- 1) On a windows 10 computer, navigate to Setup – Local computer. Choose the Card Reader Tab. **As previously noted, it is important to install the iSC250s on a Windows 10 computer to prevent the readers from breaking.**
- 2) Change your card reader type to Ingenico iSC250 EMV
- 3) Select “Vantiv Field Loader”



- 4) The Datacap Vantiv Field Loader will prompt.



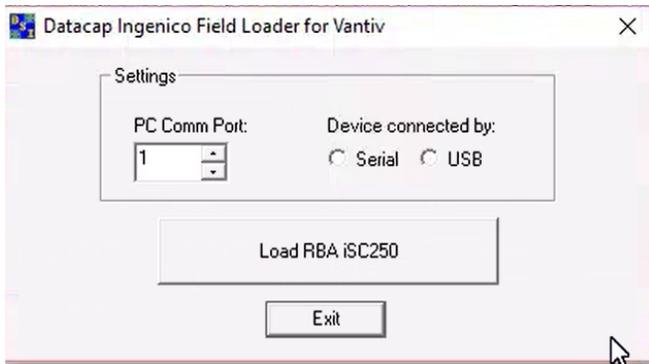
- 5) Click Next



6) The application will prompt to restart windows. Click yes and restart windows.

7) After the reboot, navigate in RTS again to Setup – Local Computer and the card reader tab. Click on the Vantiv Field Loader Tab.

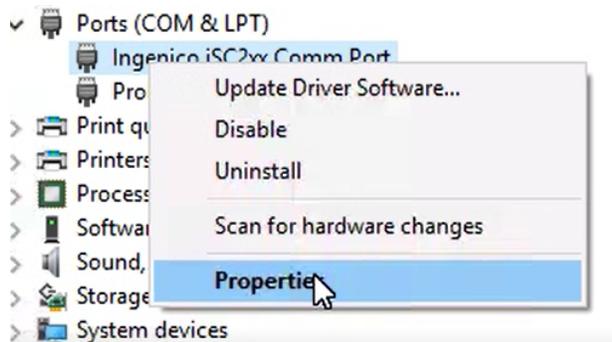
8) The Datacap Ingenico Field Loader for Vantiv will prompt asking for the Comm Port and connection setting.



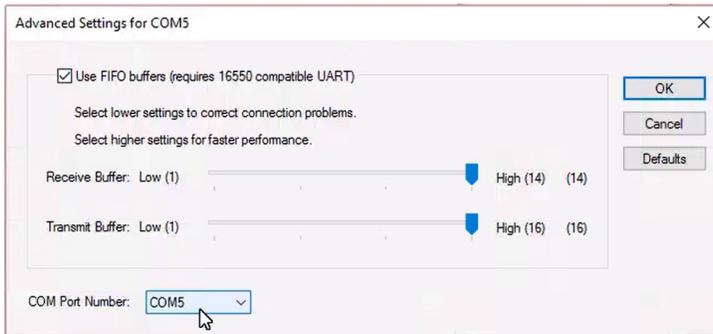
9) To determine the Comm Port, navigate to File – Other – Control Panel – Device Manager. Expand the Ports Menu by clicking on the arrow.



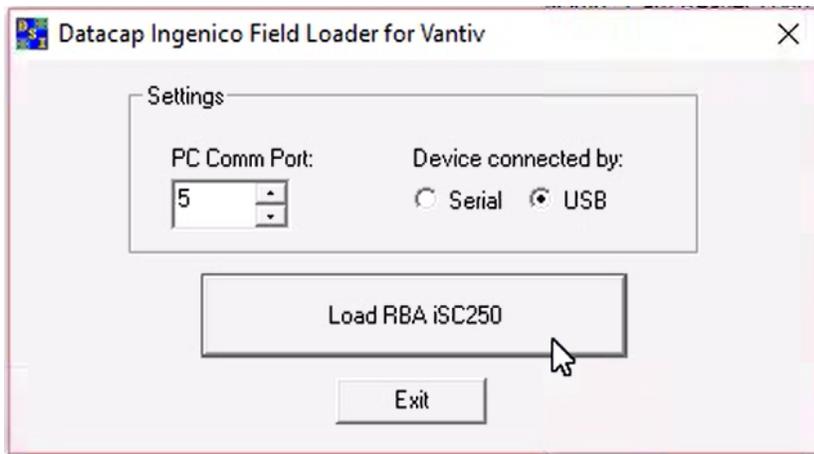
10) Right click on Ingenico iSC2xx Comm Port and select Properties



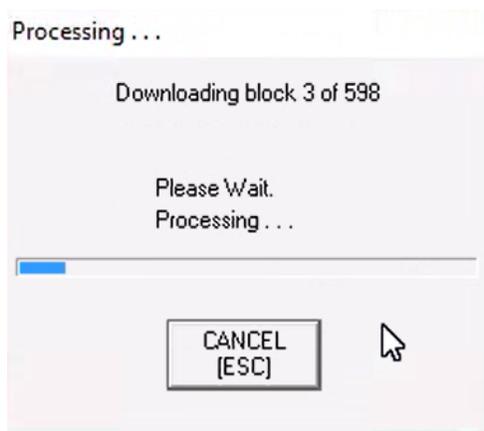
11) Click Port Settings. On the Port Settings tab, select Advanced. Your Com Port will be listed in the bottom left corner.



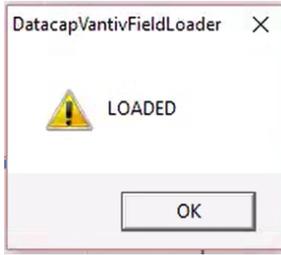
12) Back in RTS, select the Vantiv Field Loader. Enter the Comm Port found in Device Manager. Choose USB for "Device Connected By"



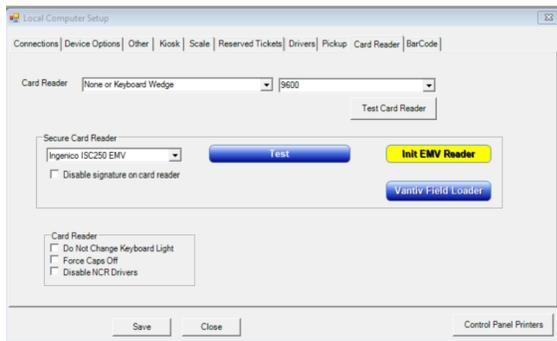
13) Select Load RBA iSC250. The following window will prompt.



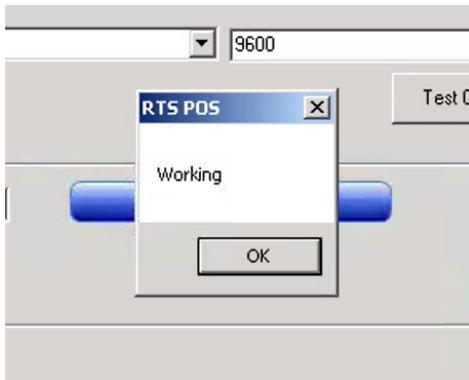
14) Once the loader has completed, you will see the following message.



15) After the Field Loader has completed, select Setup EMV Reader. The button will change to Initializing EMV Reader.



16) A Working message will prompt if successfully configured.



17) After the iSC250s have been updated, please move the readers to the appropriate stations. Navigate to Setup – Local Computer and select the card reader tab. Set the card reader to Ingenico iSC250 EMV and click Test to verify the readers are working.

Please contact RTS Technical Support if you experience any problems during the installation.



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