

EMV Installation

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Introduction

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Welcome

This instruction manual will help you enable 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 EMV Server Install section.

Your hardware will also need to be updated. Please see the appropriate hardware instructions to update your card readers.

Getting Started

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 or VeriFone card readers installed on your workstations
- 2) Deployment ID supplied by MPS/Vantiv
- 3) All stations and deposit 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 accordingly. 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. RTS recommends either completing these steps before opening for the day or after closing out to permit for the appropriate amount of time.

Getting help

If you require any assistance, please contact RTS Technical Support during standard business hours Monday through Friday.



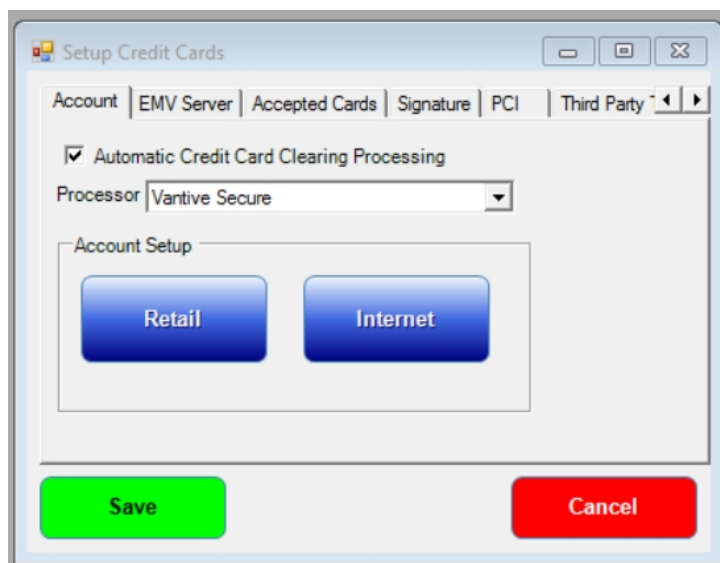
Ready Theatre Systems

(865) 212-9703 Ext.120

Configure Retail Account

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

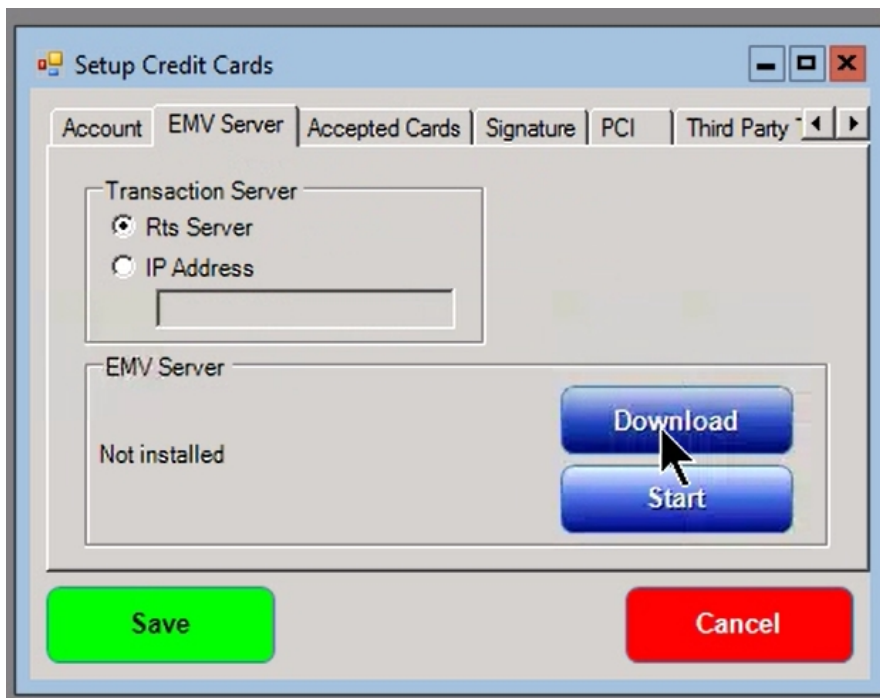
4) RTS will then prompt for your secure user name and password. The secure user name and password was previously used when closing out your deposit at the end of the night. If you do not have records of your secure login credentials, please contact your theatre administrator. If you are not able to locate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

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

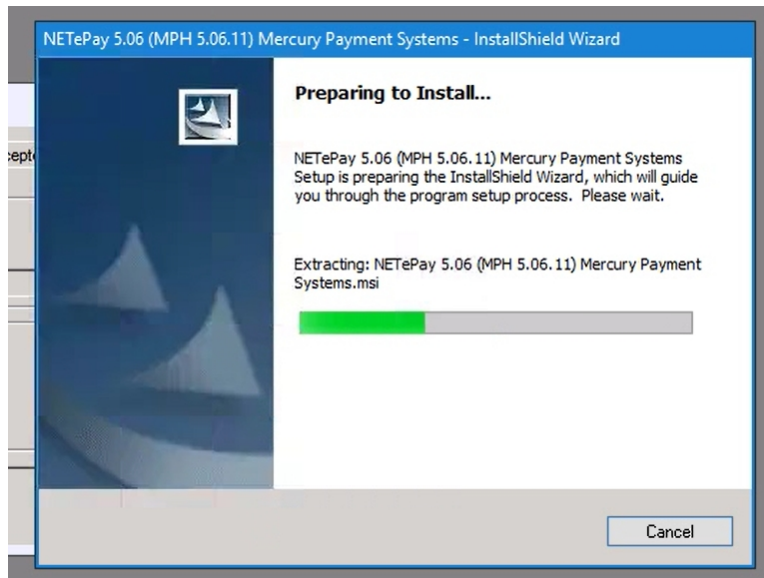
6) Enter RTS password followed by secure user name and password. If passwords are entered incorrectly, please repeat the above steps.

EMV Server

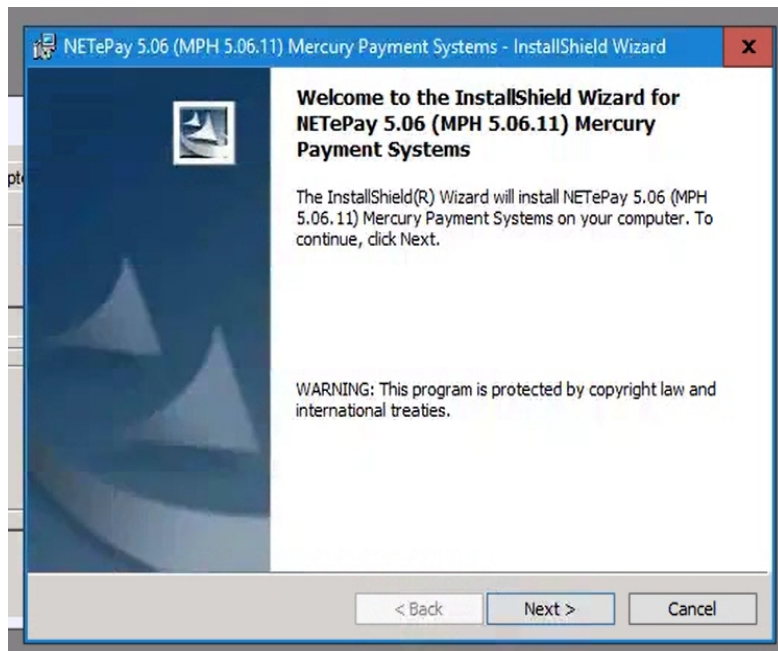
- 1) Navigate to Setup - Credit Card **on the RTS Server**. To confirm you are on the server computer, navigate to Help - About and verify the window displays "Server" and not "Workstation." Server will also display at the top of your RTS window.
- 2) Select the EMV Server Tab
- 3) Make sure that RTS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



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



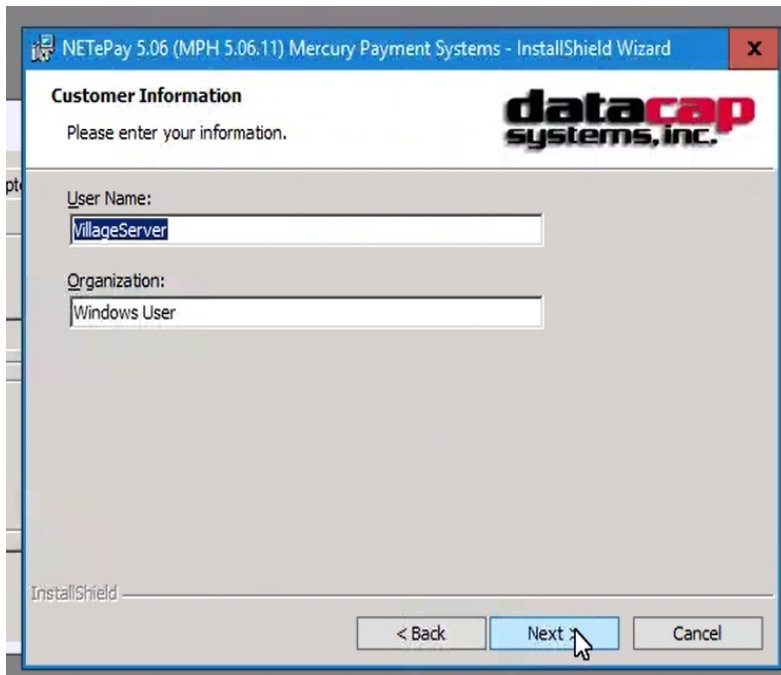
6) Click Next



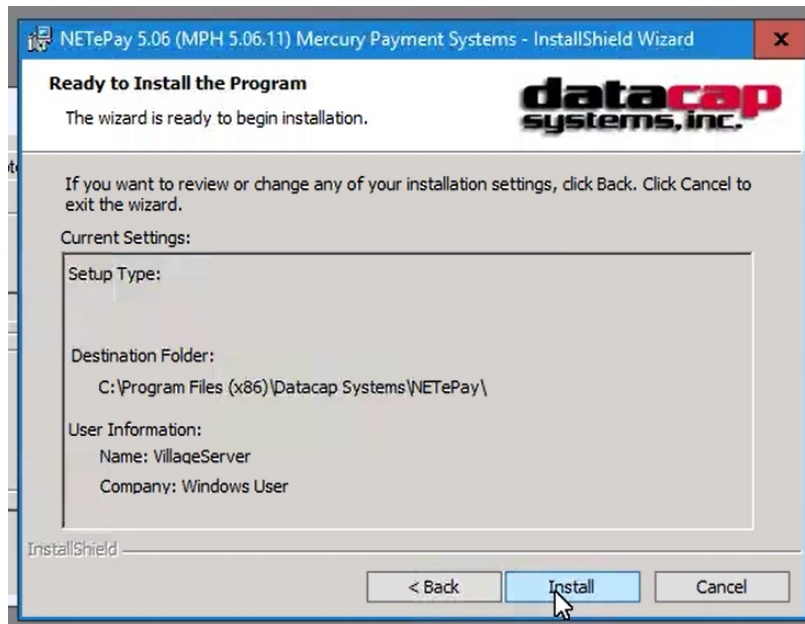
7) Change the agreement to "I accept" and click Next.



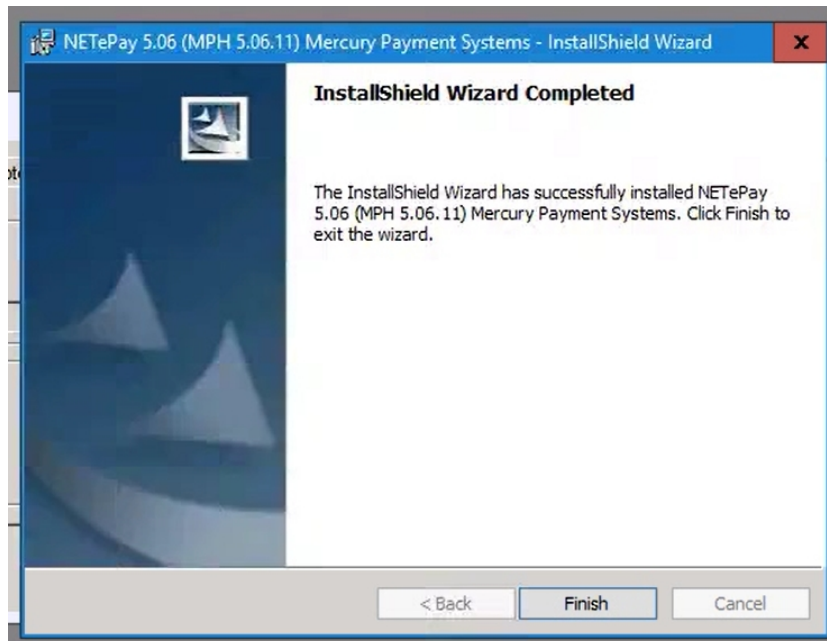
8) Leave the information as provided and click next.



9) Click Install



10) Click Finish

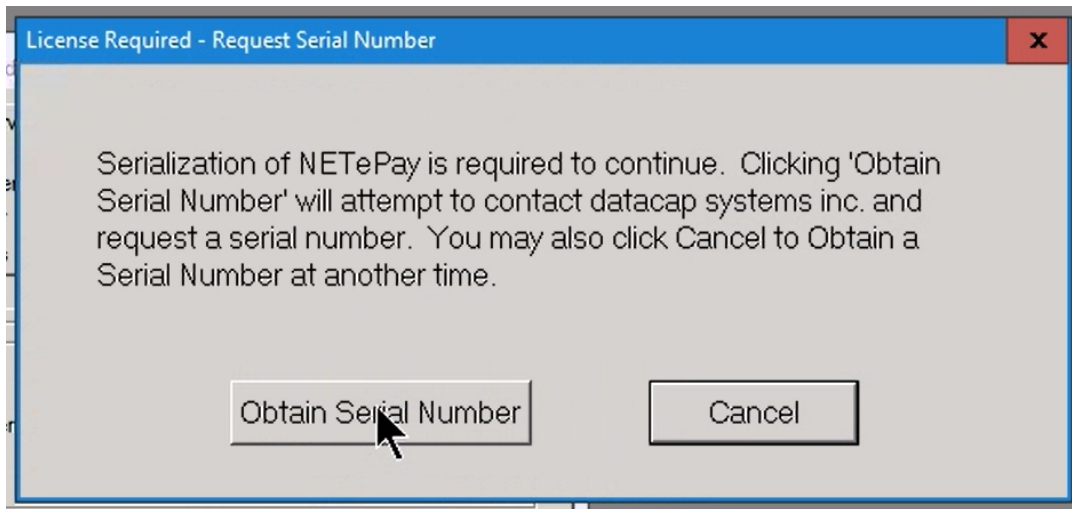


6) Restart computer when prompted.

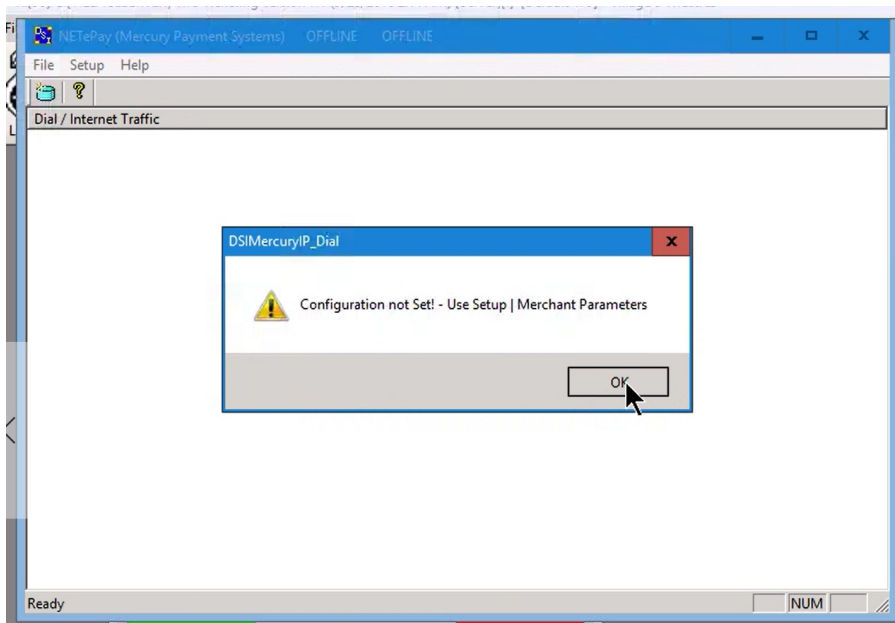
7) After computer has restarted, return to the EMV Server tab by navigating to Setup - Credit Cards

8) Press Start

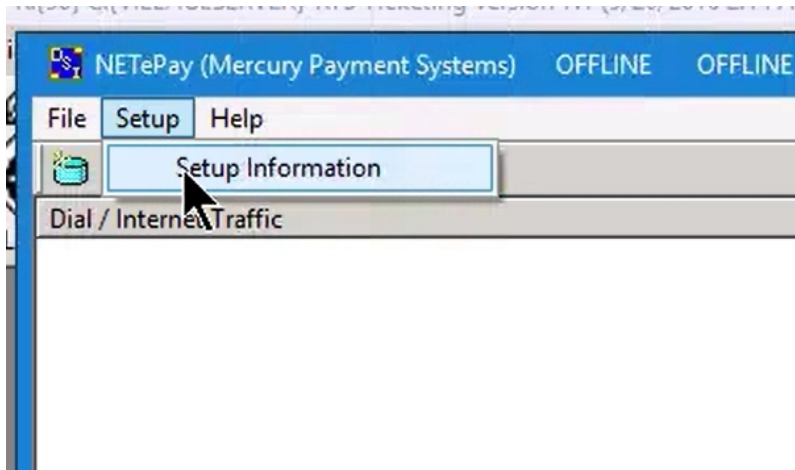
9) A message will prompt. Select "Obtain Serial Number"



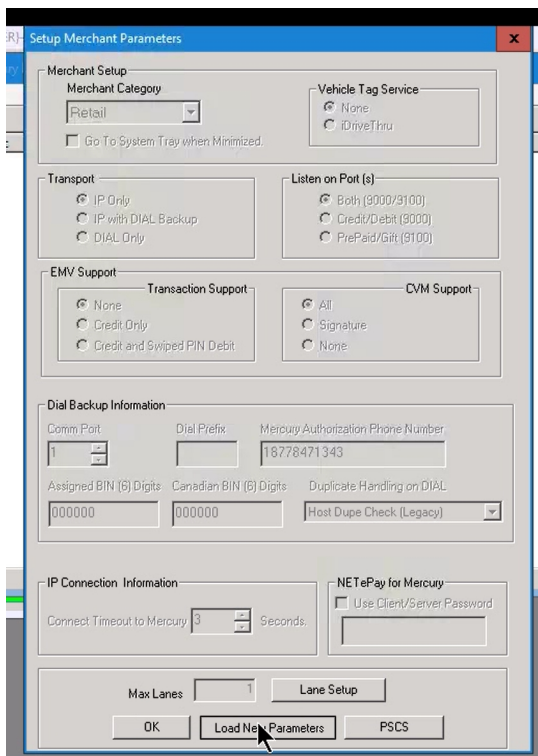
10) The application will then locate the serial number. The program will then open.



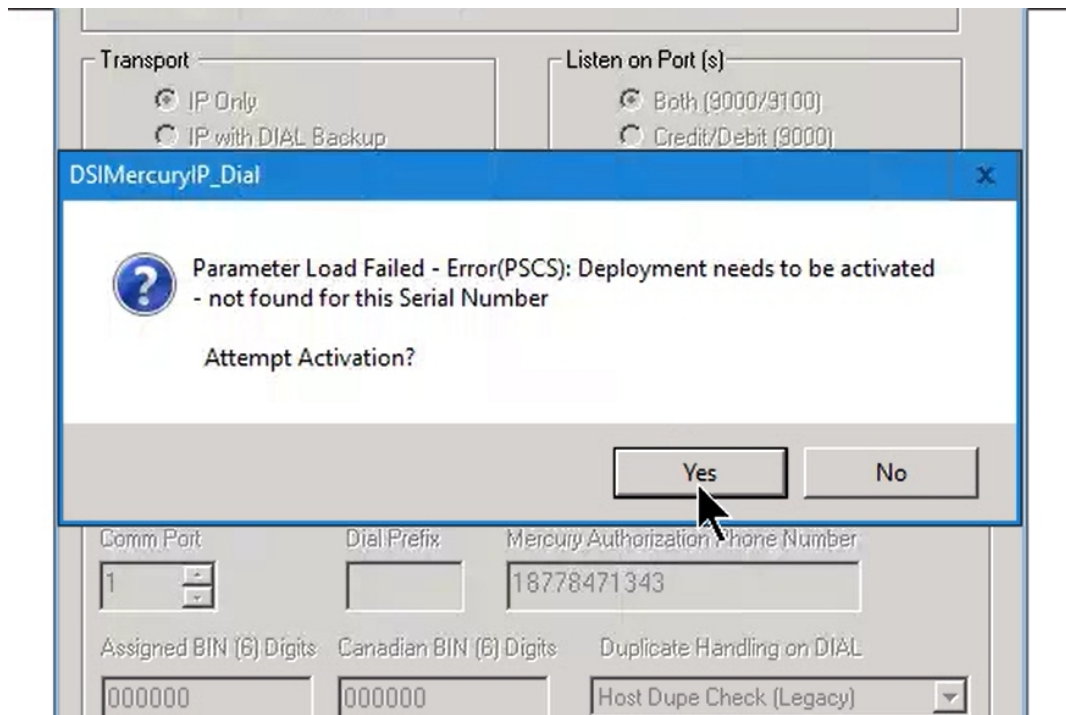
11) Navigate to Setup - Setup Information



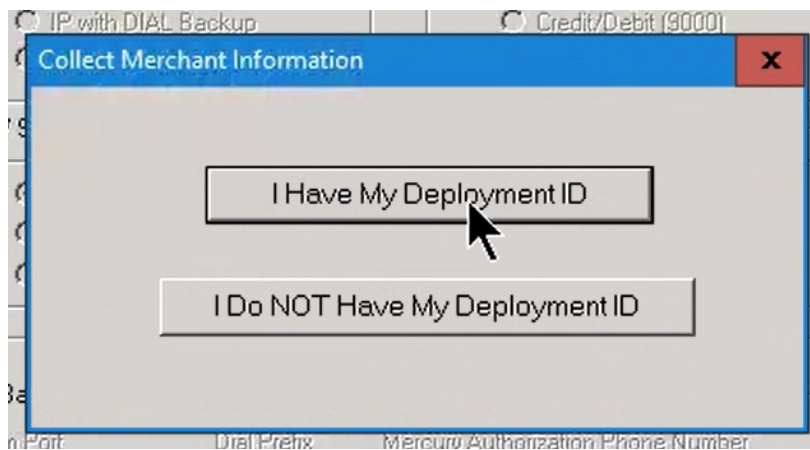
12) The Setup Merchant Parameters Window will prompt. Select "Load New Parameters"



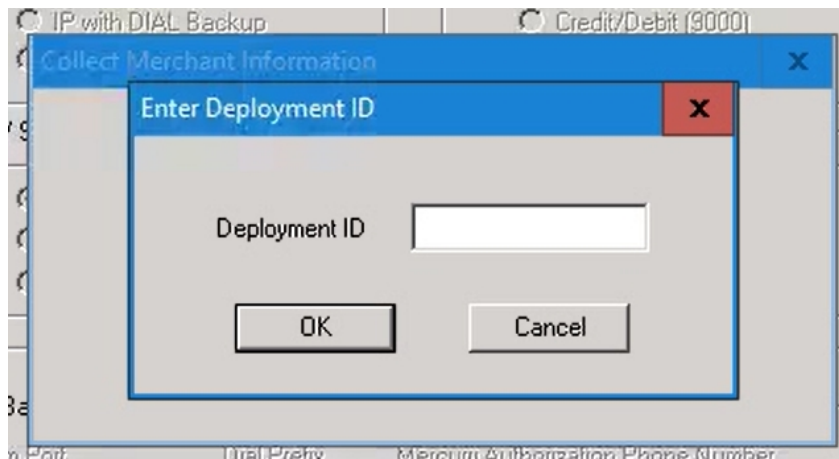
13) You will see the following message. Click Yes



14) Select "I have my Deployment ID"

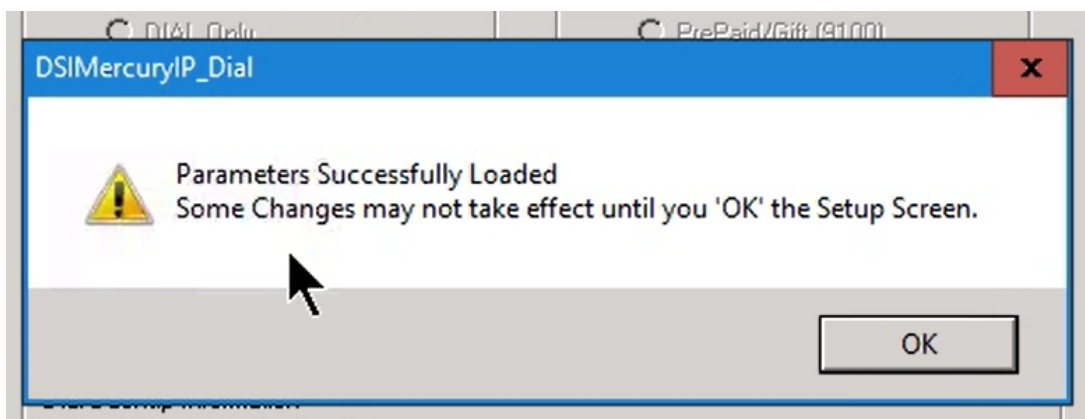


15) Enter Deployment ID number supplied by Vantiv/MPS

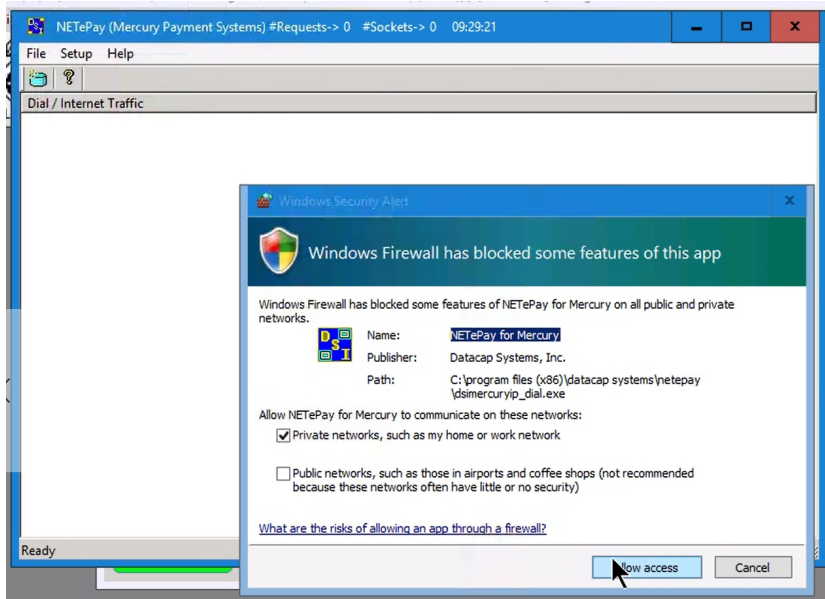


16) After you have entered your deployment ID, a screen will appear verifying your information. Upon verification, please select "Yes, this is the Correct Merchant"

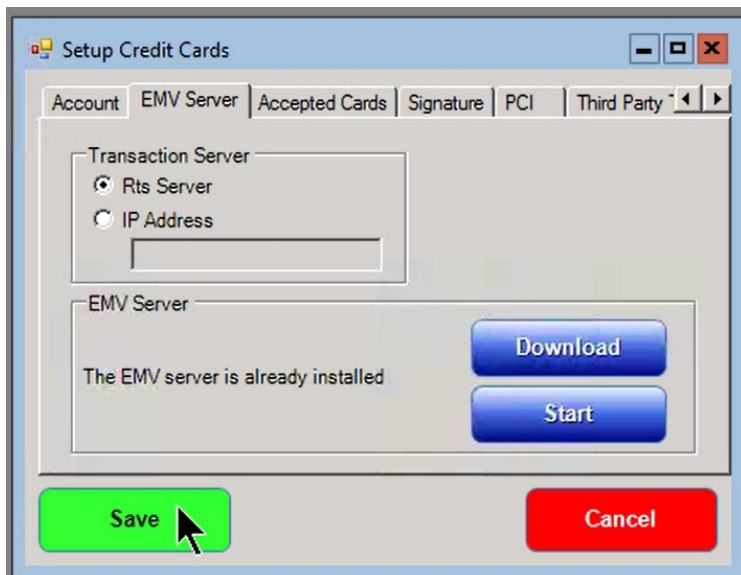
17) After activation you will see the following prompt. Select "Ok"



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

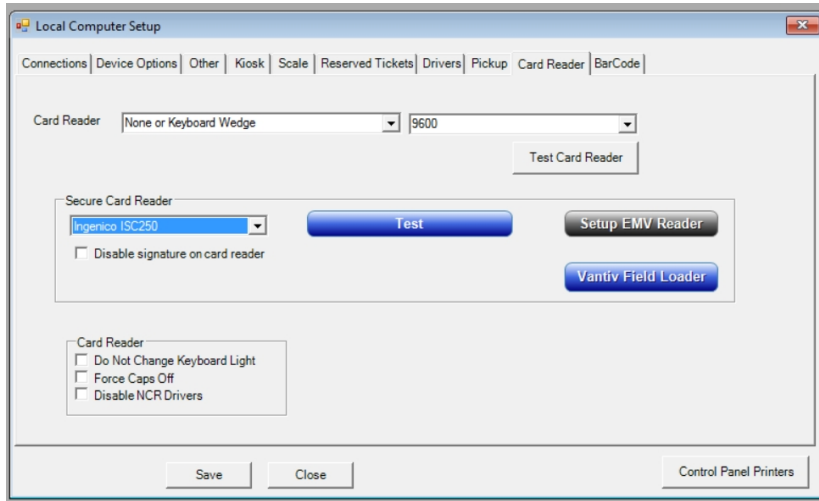


19) Exit the setup. Click Save on the Credit Card Setup window.

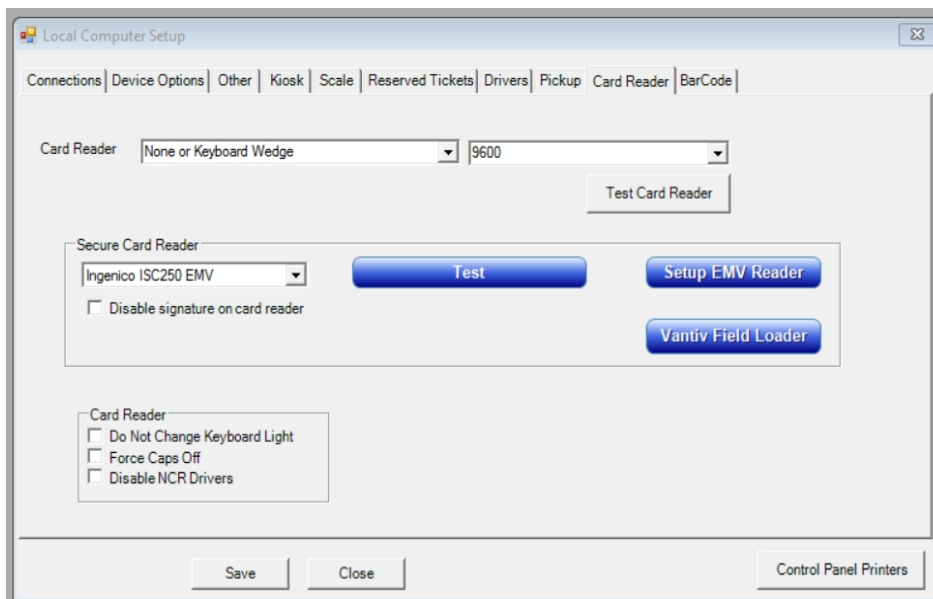


Ingenico iSC250

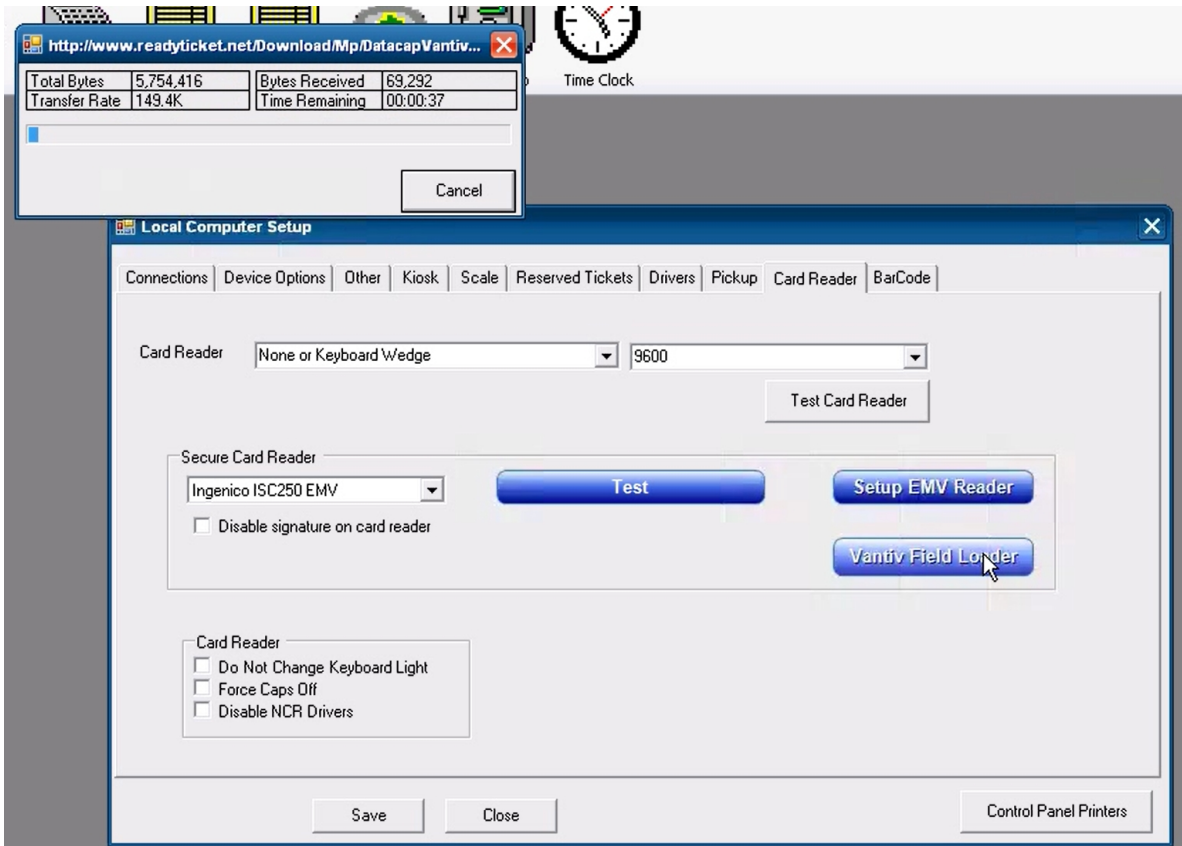
- 1) Navigate to Setup - Local Computer
- 2) Select the Card Reader Tab



- 3) Change your EMV reader to the appropriate device with EMV

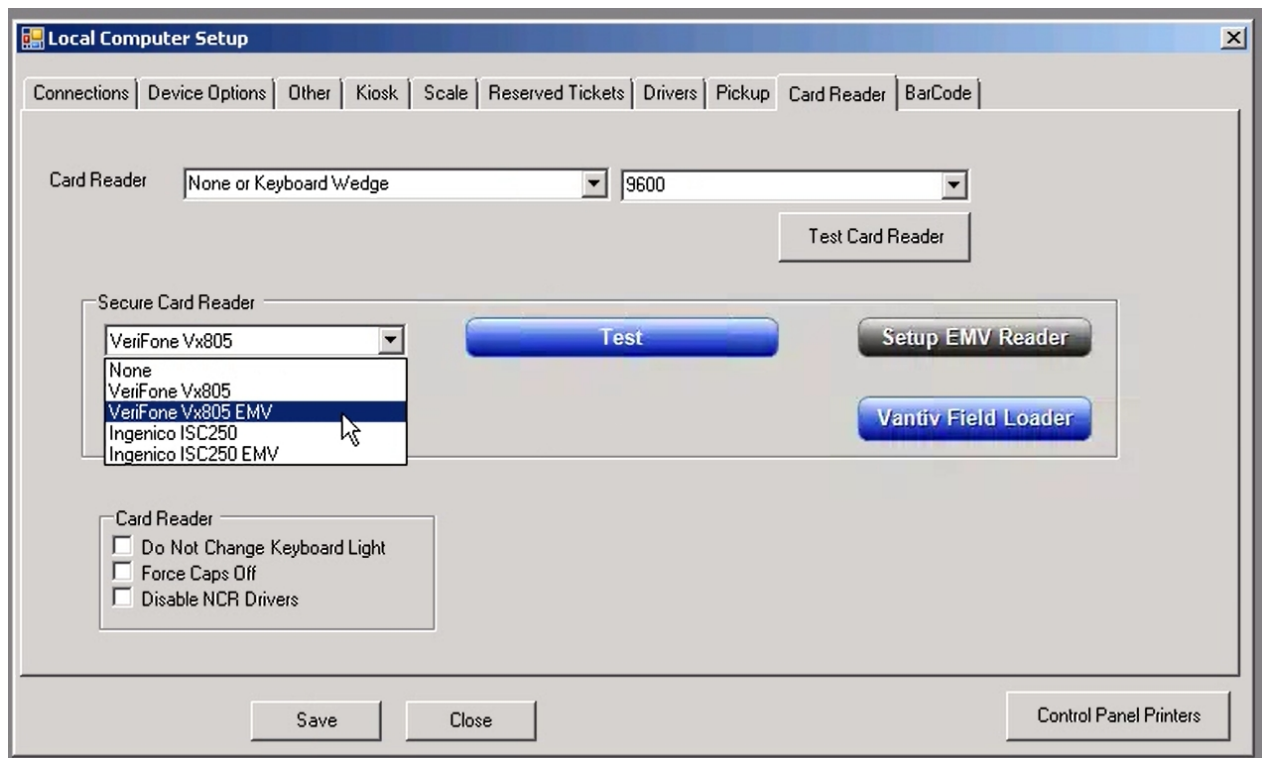


- 4) For Ingenicos, Click "Vantiv Field Loader"

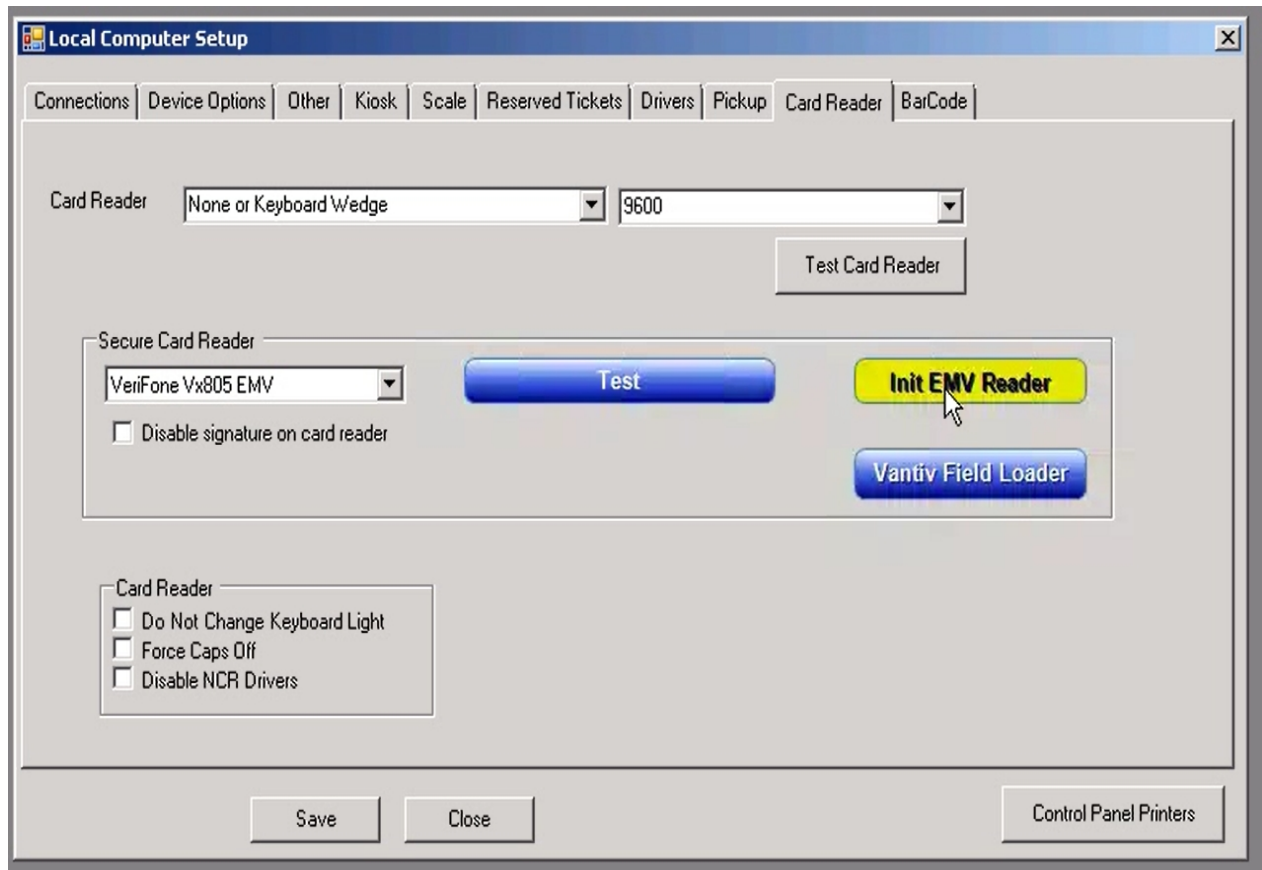


VX805

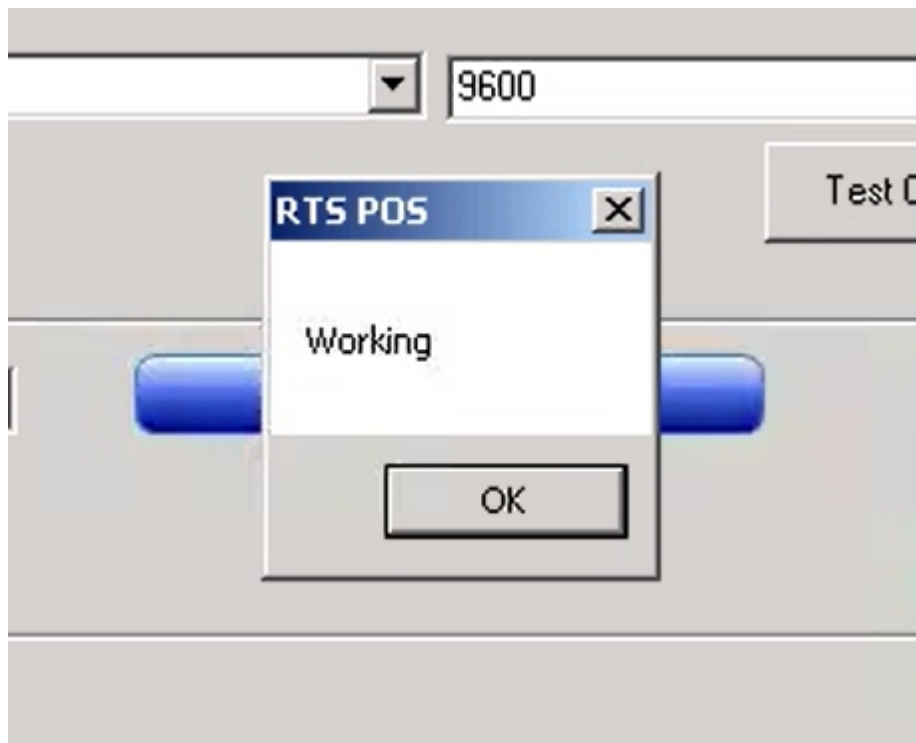
- 1) Navigate to Setup - Local Computer. Choose the Card Reader Tab.
- 2) Change your card reader type to VeriFone Vx805 EMV



- 3) Click Init EMV Reader



4) You will see the follow message if successfully initialized.



5) Please repeat the above steps on each terminal with a VeriFone card reader

