

# Installation Instructions for the Genius Mini EMV Chip Reader

**Hardware:** Genius Mini EMV Chip/Card Swipe Reader (purchase from Cayan)  
**Keystroke Software:** Keystroke POS – v8.00 Build 58 or later (03/26/18)

## Description of the Genius Mini Device

The Genius Mini can accept a wide variety of payment types (Credit, Debit, Gift, ApplePay, AndroidPay).

**NOTE: The Cayan Genius Mini does NOT support EBT transactions.**

Keystroke recognizes that the Genius Mini is being used, and when selecting a sales payment, Keystroke will hide all of the payment types that have been “mapped” to a Cayan Genius payment. See: Payment Mapping below on Page 3.

Once setup, and at the complete sale screen, you will have 3 options displayed under the list of payments:

- Selected by Customer (the customer is prompted to select the type of payment)
- Split Tender (the clerk is prompted to enter an amount and hit enter)
- Manually Entered Payment (the customer is prompted to enter payment on device) – Option A
- Manually Entered Payment (where the clerk is prompted to enter payment on Web Transport) – Option B

## Downloading the Genius by Cayan Setup.exe to your Windows PC or Windows Laptop

Use the **Keystroke Update Installer** on the Keystroke Server (Start Menu, All Programs, Keystroke POS), click on Drivers, then Third Party Drivers. Under the Cayan Mini section, click the **Drivers (Zip file includes instructions)** link. This will download a **CayanGeniusMini.zip** file. Open the Compressed ZIP File and copy the DRIVERS\ folder to your \KEYSTROK program directory. You will find the **Genius by Cayan Setup.exe** installation program in the \KEYSTROK\DRIVERS\CAYAN\MINI\ sub-folder. Run this installation.

## If connecting to an iOS Tablet or Android device, visit the Cayan Website

Go to <https://www.tsys.com/solutions/products-services/merchant/genius/genius-mini/> and scroll down until you see “Download the Genius Mini App” and click on either the Apple “App Store” or the Android “Google Play” option.

## Run the Genius by Cayan program

Once installed, find the shortcut on your desktop called Genius by Cayan. Double-click the shortcut to open the program.

Configuring the Genius Mini with USB:

- Click the upper Left + No Device. Please select device.
- Select USB (top right).
- Click on Connect.
- If successful, you will see “USB Device Connected”
- To find the IP Address of “Your Computer” that the USB is plugged into, click on the small “i” with a circle around it in the Upper Right.
- You will enter this IP Address in Keystroke (see below)

## Connecting the Genius Mini device

The device can be connected 3 ways:

- USB Cable
- Bluetooth
- 3.5mm headphone jack (you must request this configuration when ordering).

## Payment Types in Keystroke POS

Once you setup the PIN Pad in Keystroke (see page 2), your existing Credit/Debit/Gift payment types will be replaced with three (3) new payments called “Selected by Customer”, “Split Tendered”, and “Manually Entered Payment”. The position of these payments on the payment list is determined by the position of the first mapped payment. To change the payment order, use Cut/Paste in the list of Sales Payment Types.

## Setup the Pin Pad in Keystroke POS

- In Configuration Manager, select the Hardware menu and PIN Pad
- Click on the PIN Pad Type button and choose Genius
- Select the Genius
- Click on the Setup button
- Enter the Business Name, Key and Site ID info exactly as provided by Cayan
- Confirm the Payment Mappings. You "map" the Cayan Payment Codes to the desired Keystroke Sales Payment Types by pressing <Enter> on each choice and then select the appropriate Keystroke Payment Type for each. On types that you may not use, it is suggested to map them to your standard Credit Card payment
- Leave Gratuity, Donations, and Discounts as None
- Enter Genius IP Address as displayed in the Genius by Cayan program
- Each computer will retain its own IP address for the device in the Windows Registry
- Click OK
- Answer No when the program prompts you "Parameters for Gratuity/Donations/Discounts should be set up. Would you like to set them up now?"

## Test the device by clicking on the "Test PIN Pad" button

- Click Ok on PIN Pad Test window and again on the Testing Genius window
- Click Ok on the Transport Key window
- Now follow the prompts on the screen of the device
- The Testing Genius window with Status at the top will have a test transaction date near the bottom that uses the GMT time zone. Click Ok after review
- You can now view the test signature capture; press enter or click the X to close
- You will now be prompted to "Remove Payment?" Click OK, three times

## Technical Notes:

### Storing of the IP Address

Once the IP Address is entered into Keystroke, each machine on a network will store the IP Address in the registry as it is unique for each machine. It is stored in the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\KeystrokePOS\MWGenius (64-bit)

HKEY\_LOCAL\_MACHINE\SOFTWARE\KeystrokePOS\MWGenius (32-bit)

The value will be a string value named "IPAddress".

**NOTE: If you have issues saving the IP Address, try using "GeniusIP=xxx.xxx.xxx.xxx" as a Startup Switch or in the WS#.INI files. This overwrites the registry values (sometimes needed to debug or if not an Administrator.**

### Payment Hot-Keys

Any Hotkeys, Macros, or Buttons that are used to bring up any of the payment types mapped to the Genius will activate the "Selected by Customer" payment type. Other ToolBar Macros that will work with the Genius include:

SalesEntryCommand: EnterPayment, Number=-1 (this will use the Selected by Customer)

SalesEntryCommand: EnterPayment, Number=-2 (Manually Entered Payment)

SalesEntryCommand: EnterPayment, Number=-3 (Split Tender)

SalesEntryCommand: EnterPayment, Number=-4 (Swipe, Confirm Amount)

#### NOTES:

- The ToolBar Editor will not display these options, just select any other payment and then edit the number.
- If using the =-1 option, and get Split Tendered, then turn ON the Skip Tender Amount flag on the credit card.
- If the list of payments appears, check your Genius Payment Mappings, one may be set to Accounts Receivable.

### Setting up Gift Card Functions (Issue, Reload, and Balance Inquiry, Redeem)

Keystroke POS now supports Issuing, Reloading, Balance Inquiry, and Redeeming of Gift Cards through the "Customer-Facing" Genius device. Keystroke also allows the clerk to manually enter gift cards on the computer keyboard (added in version 8.00.46). You no longer have to use KeyPay or have a separate mag-stripe reader for these functions.

## Gift Card Setup in Keystroke POS

- 1) Add a payment type for Gift Card in Configuration Manager, under Tables, Sales Payment Types. Adding a second payment type like Return To Gift Card is optional but may help when issuing a gift card on a return.
- 2) Create Inventory Items in Keystroke POS for Issue, Reload, and Balance Inquiry.
  - Use "Token Values" (i.e. \$\$) in the descriptions of items to help with printed invoices/receipts.
  - Examples of Item Descriptions:
    - GIFT CARD ISSUE \$\$
    - GIFT CARD BALANCE
    - GIFT CARD RELOAD \$\$
  - Put an "&" in the Product Code field
  - Mark items as Service Items
  - Set the items cost and price to \$0.00
  - Set the items to Non-Taxable.
  - Add "Balance: \$\$#" in the Inventory Comment by hitting Shift-Enter on the item.
- 3) Setup Gift Card Triggers in Configuration Manager, under Tables, Gift Cards... If prompted, allow Keystroke to create the default Gift Card Triggers.
- 4) Disable the Authorization Methods by setting the Default (Ctrl-F7) Auth Method to None.  
Once saved, the program will prompts you to change all triggers. Answer YES to change all triggers to none.
- 5) You are now ready to test the triggers in Sales Manager. Enter any one of the line items added above, and the Genius will prompt you to swipe the gift card.
- 6) When you are ready to pay using a gift card, just use the Selected by Customer payment type.

## Troubleshooting:

### Files that hold the Cayan Genius Settings

- **KSCNF.DAT** The file that stores the PIN Pad Type = Cayan Genius (or /C KSCNF#.DAT).
- **MWGenius.DAT** The file that stores the Settings = Cayan Credentials, Payment Mappings, Gratuity, etc.
- **MWGenius=xxxxxxx.DAT** command line switch:  
Can be used to specify which data file should be used to load the settings for the Cayan Genius PIN Pad.
- **GeniusIP=xxx.xxx.xxx.xxx** command line switch:  
Used to specify the network IP Address of the Cayan Genius PIN Pad device that the program will use (overrides entry stored in Windows Registry). Example: GeniusIP=192.168.10.101
- **Windows Registry** Windows Registry entry to store the local Genius device's IP Address:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\KeystrokePOS\MWGenius (64-bit) or  
HKEY\_LOCAL\_MACHINE\SOFTWARE\KeystrokePOS\MWGenius (32-bit)  
**NOTE: May need to run Keystroke POS "As Admin" to get these settings to stay.**

### Error requesting new Transport Key – "DbA is required but was not supplied."

This is caused by the Company Name field being blank. This is in Configuration Manager, under Settings and Name/Address. This must contain something. This is **not** the Business Name in the Genius Setup (with Business Key and Site ID).

### Error requesting new Transport Key: Invalid login credentials (when testing in Configuration Manager):

This is due to having incorrect Business Name, Business Key or Site ID in the Genius settings. These must match exactly what provided in the Cayan account setup.

### Flush the DNS Cache:

Open a Command Prompt, and type in **ipconfig /flushdns**  
You should see "Successfully flushed the DNS Resolver Cache".

### Trouble Saving the Genius IP Address in Keystroke POS:

You may need to run Keystrok.exe "As Administrator". This is because the settings need to be stored in the Windows Registry. You should only need to run it once as Administrator and the setting will be saved. You can also force the IP Address by using the Startup Switch: GeniusIP=xxx.xxx.xxx.xxx

### Getting "Error: FALSE" in Keystroke POS:

May happen when processing payments and Internet is down or Cayan is down. Note that an outage with Cayan may be regional so other customers or SBS may not experience the outage.

## Troubleshooting (Cont.):

### Invalid Response from Cayan Genius “Error: Invalid Terminal Serial Number”

Call Cayan Technical Support at 800-498-0823 (x1, then x2) and have them add the correct serial number of the Genius to your merchant account.

### Getting “FAILED; 1103; error reading response” in Keystroke POS:

This happens when setup using PGS, and Cayan is not communicating the correct "Datawire ID" to the back-end processor (BofA for example). No changes need to be made in Keystroke/Genius, just need Cayan to fix the Datawire ID to the back-end processor.

### Set your Genius device to use OpenDNS addresses:

See “Changing the DNS Server IP Address to an OpenDNS to speed things up” noted above on page 2.

**Firewall/Router Port Settings** (consult with your system administrator to confirm that the following ports are open):

443: SSL

7622: SFTP (via SSH)

Confirm that the following hosts are available

genius.merchantware.net

transport.merchantware.net

paycube.merchantware.net

### Firewall/Router Access

The following URLs/Web Address must be allowed access in your Router or Firewall

<https://transport.merchantware.net>

<https://genius.merchantware.net>

**To Test the Cayan Ports in Internet Explorer, use:**

<https://genius.merchantware.net/v1/Reporting.aspx>

This will give you a "Mustang Reporting" page.