Keystroke POS Installation Instructions
Verifone P400 PIN Pad - Worldpay

PIN Pad Hardware: Verifone P400 PIN Pad (with XPI 19.01.17 or later)
USB Drivers   Verifone 5.0.5.1-B2 Unified Driver (see below)
Operating System   Windows 10 or Later
Datacap Software: NETePay v5.07.33 (see below)
Keystroke Software: Keystroke POS – v8.00.75 or later
Credit Card Processor: Worldpay (Vantiv/Mercury)

Obtain Merchant Setup Sheet

Obtain a Merchant Setup Sheet from Worldpay. This must include your EMV Merchant ID, Terminal ID used in Keystroke, and a Deployment ID used in the NETePay Software, v5.07.33.

Install the NETePay Software

Use the **Keystroke Update Installer** (from the Start Menu, All Programs, Keystroke POS) to install the **NETePay 5.07.33 Software** on a single computer (acting as the communication server) on your local network. Take a note of the IP Address of the computer to be used. This will be entered in the Keystroke POS Authorization Method later (Use IPCONFIG from a Command Prompt to find this IP Address). If using a single computer, you will use the loopback address of 127.0.0.1.

Using the Keystroke Update Installer, select Drivers and Worldpay/Datacap NETePay and you will be directed to the Datacap website. Download and install the latest NETePay for Worldpay which is Step 3 on the page (currently version 5.07.33). Step 1 is already installed with Keystroke v8.00.75 Setup.exe and by re-running SetupWS.exe on each Workstation. Step 2 is optional
Note: On Step 3, you can just click the standard Download Link.

- Reboot the computer.
- After the Reboot, run the NETePay program using the desktop shortcut.
- Select Setup and Setup Information then select Load New Parameters.
- The software prompts to obtain a serial number – do this by following the prompts.
- Select Yes to Attempt Activation and select I Have My Deployment ID.
- Enter the Deployment ID supplied by Worldpay.

Install the USB to Serial – Verifone 5.0.5.1-B2 Unified Driver

Do NOT plug in the USB Cable at this time. You will install the below USB Verifone Unified Driver first. Download the driver from: http://files.datacapepay.com/software/drivers/verifone/VerifoneUnifiedDriverInstaller-5.0.5.1-B2.zip

- After downloading the driver, extract all files to a folder on your local hard drive (i.e. C:\Keystrok\Drivers).
  NOTE: It is recommended to extract all the folders and files to a local C: drive folder.
- Determine if your computer is a 32-bit or 64-bit computer by right-clicking on My Computer/This PC and selecting Properties. Then browse to either the 32 or the 64 folder.
- Run the **VerifoneUnifiedDriverInstaller64.msi** (if 64-bit) or **VerifoneUnifiedDriverInstaller.msi** (if 32-bit).

Once installed, you can now plug in the USB Cable to the Computer. You can verify that the driver is correct by opening Device Manager. Under Ports (COM & LPT) you will see: ***Verifone V, P Family USB UART device (COM9)***.

Setting up Worldpay Direct Authorization Method(s) & Payment Types in Keystroke POS

- *Very Important: Open Configuration Manager (CNF), and under the Tables Menu, select Sales Payment Types. The first processed payment type in the list must be a Credit or Debit payment type. It cannot be a Gift Card or EBT payment type. It may be a generically named payment like Credit / Debit. It is best to use an existing credit or debit payment type. You may reorder the Sales Payment Types list as necessary by using Shift-Delete (to Cut) and Shift-Insert (to Paste) in the payment type.*

Credit / Debit

- Edit the first existing payment type for Credit/Debit Cards (usually Visa/MC/Discover)
- Payment Type should be Payment Card. Make sure Available on Sales, Show Exp. Date Field, Start in Reference Field, and Parse Reference are all on.
- Choose **MercEMV** as the Authorization Method and use F3 to edit within the Sales Payment Type settings. You can also edit the authorization method in Configuration Manager - Tables Menu - Authorization Methods.
- Enter your Merchant ID supplied by Worldpay.
- Leave the Server Address at 127.0.0.1 if running NETePay on a single workstation, otherwise enter the IP Address for the machine that will be running NETePay for all workstations (communication server).
- Leave the port at 9000, Card Type as EMV Credit / Debit and Entry Device as PIN Pad.
- Enter the name you want to see on the Sales Payments List in the "Name on Select Pay List".
- Select other options as desired.
- Payment Mappings allow Keystroke to report the various payment card types individually with only a single payment (e.g. Credit / Debit) displayed in the Sales Manager. Map the payments on the right to the corresponding Keystroke payment types and save. If you want Debit payments to be reported separately from Credit cards, you must have and map ATM/Debit to a Keystroke Debit payment type.
- Edit the other Keystroke credit or debit payment types associated with processed payments (Visa, MasterCard, etc.) and change the Authorization Method to the one used above.

Gift Cards

- The Gift Card payment type(s) will show in the payments list in Sales Manager separately from Credit / Debit.
- Use MercGift for the Authorization Method on the Gift Card sales payment type(s) and the Gift Card Triggers.
- Enter your Merchant ID supplied by Worldpay and the Server Address as above.
- It is not necessary to use Server Port Number: 9100 for the gift card authorization method. Keystroke will work with either port 9000 or port 9100.

EBT (Food Stamps and/or Cash Benefits)

- The EBT payment type(s) will show on the payments list in Sales Manager separately from Credit / Debit.
- Use MercEBTF for the Authorization Method on an EBT Food sales payment type.
- Use MercEBTC for the Authorization Method on an EBT Cash Benefits sales payment type
- Enter your Merchant ID supplied by Worldpay and the Server Address as above.

Setting up the PIN Pad in Keystroke POS & Testing

- In Keystroke POS, go to CNF - Hardware Menu - PIN Pad.
- Select Worldpay(Mercury) P400 w/ EMV and the appropriate port (COM9).
- Use the Test PIN Pad option to test the device.
- Click Yes to Re-Initialize Device, then Ok again when the MPH 5.07.33-004 screen appears
- Choose Yes to Download EMV Parameters to Device? This takes up to 2 minutes so be patient.
- Click OK on PIN Pad Test completed box and then OK to save.
- *Very Important: Before the first time a Verifone P400 is used you must run the Test PIN Pad to download EMV parameters to the device. This can only be done after all of the above steps are complete.*

Technical Notes:

Signature Capture – The Worldpay Direct Authorization Methods do allow capturing a signature to a separate device like the Topaz or on a touchscreen. At this time there is no way to restrict asking to capture a signature if the amount is below a threshold or for a Debit card.

Manual Entry on Device - There are 2 ways of doing this:
- Turn OFF Skip Tendered on the sales payment type, so the clerk can use the "Manual Card Entry" button on the sales payment type window BEFORE anything is sent to the device. This requires that Prompt for Manual Entry is checked on the Authorization Method.
- If the above is not desired, then once they OK the amount on the P400, then use the RED X button on the device. The clerk will then get a prompt to "Manually enter Card Information on the PIN Pad" in Keystroke and the clerk will need to answer YES to the prompt in Keystroke to allow the customer to follow the prompts on the device to enter the card information.

Troubleshooting:

TRANSACTION NOT COMPLETE - Socket Error Trying to Connect Error 3006
- Using the Verifone P400 and one copy of NETePay running on a Server.
- May happen when you use the Test PIN Pad Button under CNF - Hardware Menu - PIN Pad.
- May happen when you use the Test Server Button under CNF - Tables Menu - Authorization Method.
- All of these need to be setup before any testing can be done on either the Authorization Method or the PIN Pad:
    - The PIN Pad needs to be setup in CNF - Hardware Menu - Pin Pad.
    - The EMV payment type needs to be setup in CNF - Tables Menu - Sales Payment Types.
    - The new Worldpay Direct authorization method needs to be setup, payments mapped and attached to the sales payment type(s).
- May happen if NETePay is NOT running > Start NETePay.
- May happen if running NETePay on another workstation and you are using the Loopback IP of 127.0.0.1. > You need to change the IP Address of the machine where NETePay is running. Use IPCONFIG from DOS to check the IPv4 address.
- May happen if internet goes down and the user does not have a static IP address assigned by their ISP. Again, use IPCONFIG to check the IPv4 address on the server and change the Server Address on the authorization method(s).