

BRIDGEWATER STATE COLLEGE

Connect Card Reader – Dial Up Connection

The card reader you are using is an Omni Verifone 3200 SE.

It connects to the Connect Card server at Bridgewater State College via a dial up connection.

Startup:

- Once the phone line is connected, plug in the power cord.
- You should see a message “Dialing the Host”
- After a couple of seconds, you should see a message that says “Connected”.
- After that, you should see a message that says “Login Cashier”.
- Your cashier # is _____.
- Type your cashier number into the keypad and press enter.
- You should again see a message that says “Dialing the Host”.
- Once the reader successfully connects to the host server on our end, it will download some information it needs to configure itself for use.
- You should then see a menu that has the top item “F1 Stored Value”.
- Press F1.
- Press F1 again.
- You should now see a screen that prompts you for an amount. You are now ready for business.
- You should only have to do the above procedure if your terminal has to be power-cycled for some reason.

Taking the Connect Card:

- When you take the card, first verify by the picture that the card holder is the right person.
- Enter the amount of the sale into the Omni using the keypad and hit enter.
- Hit enter a second time.
- You should see a prompt for “Enter Card Number”. Either swipe the card or enter the 16 digit card number that begins with “603429” into the card reader. If you type it in, you will have to hit enter once you have entered all 16 digits. If you swipe the card it should automatically enter the information.
- The next screen tells you about the transaction and prompts you to hit any key to continue.
- Hit any key and the Omni will print a receipt for the customer and bring you back to the “Enter Amount” screen.

Performing a Return (Credit):

- To credit a card, enter the amount, then hit the * key, then hit enter and proceed as you would a debit transaction.

Audit Report:

- At the close of business, you will probably want to run an audit report so that you can reconcile the day's transactions.
- Hit clear until you see the Menu screen.
- Select F3 for the audit report. The Omni will dial the host and the report should print automatically unless the printer is out of paper or someone has managed to disable the printer in the configuration of the Omni.

Troubleshooting:

- If on startup you see the message "No phone line", then there is a problem with your phone line. Check that your phone line is plugged into the back of the Omni properly and that it is plugged into the wall jack properly.
- If on startup you see "Waiting for Host" and then "Offline" in the lower left corner, there is probably a problem connecting to the Connect Card server. Call the College for help.
- If on startup you see the message "NO CONNECTION", there is probably a problem with the college's modem or phone lines. Call the College for help.
- You can test to make sure our Modem is answering by dialing 508-531-3660 from the store phone. You should hear the normal modem "handshake" sound. If it rings and rings, there is probably a problem with our modem. Call the College for help.

For help: During the normal business day, Monday – Friday 8AM to 5 PM, call the Parking Services and Connect Card Office at 508-531-2897. The office is closed on weekends and most major holidays.

At night and on weekends, you can call the BSC Helpdesk at 508-531-2555 and log a trouble ticket. On the following business day, your problem will be addressed.

Register Tape: This device takes thermal paper only. These paper rolls can be obtained from most office supply stores.

Transaction Report: A detailed transaction report can be provided to you upon your request by contacting the Parking Services and Connect Card Office at the College at 508-531-2897.

Maintenance Window: Once a month, usually the fourth Friday of the month, between the hours of 6 PM and 12 AM, the College performs necessary software patching and other systems maintenance. Generally, the Connect Card system is down for only minutes during these maintenance windows, but please be aware that you may find the system "offline" during this time. There are occasions when there is extended downtime during this window.