

BRIDGEWATER STATE COLLEGE

Connect Card Reader – Wireless Connection

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

In addition, you have a Lantronix WiBox, which is the device that connects the Omni to the wireless network.

These 2 devices connect to the Connect Card server at Bridgewater State College via the wireless network installed in town by the College.

Startup:

- The Lantronix Wibox is connected to the Verifone Omni with a cable that is plugged into the Lantronix RS232 Serial 1 port and into the Omni RS232 port.
- The Lantronix WiBox must be powered up first and the Power light should be steady green, the Wireless Link should be flashing intermittent orange, and the Serial 1 light should be flashing green. When the WiBox is first plugged in, it can take several minutes to obtain a wireless connection.
- Once you see the Wireless Link light flash orange, you should be able to plug in the power cord to the Omni and it should show “Online” in the bottom left corner of the screen and it should be prompting you with “Login Cashier”
- Your cashier # is _____.
- Type your cashier number into the keypad and press enter.
- The Omni will quickly download its configuration information and then will bring you to the MAIN MENU.
- The first item on the menu should be STORED VALUE MENU. Press the F1 button to select this menu option.
- Press F1 again to select Auto Stored Value.
- 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.
- You should see a screen that says “Funds Accepted” and it will prompt you to tear off the receipt and to press any key. Once you press any key the Omni will bring you back to the “Enter Amount” screen. You are now ready for the next transaction.

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 F4, Next Page option.
- Select F1, POS Menu option.
- Select F4 for the audit report. The Omni will automatically print the Audit Report unless the printer is out of paper or someone has managed to disable the printer in the configuration of the Omni. All your sales for the day should be included in the line SV Sales Subtotals.

Troubleshooting:

- 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 you notice that the readers says "OFFLINE" in the lower left corner, Do the following:
 - Hit the clear button until you see the MAIN MENU.
 - Select F4, next page option.
 - Select F3, Setup Menu.
 - Select F1, Load Setups.
 - This should reconnect the reader to the college server. If the reader still says offline, check your cables. If the cables are connected properly, contact the College for help.
- If the printer is not working, and it has paper, it may have been toggled off. To turn the printer back on, do the following:
 - Hit the clear button until you see the MAIN MENU.
 - Select F4, next page option.
 - Select F3, Setup Menu.
 - Select F3, Toggle Printer.
 - You should immediately see a message that says "Initializing Printer" and "Printer On".

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.