VEROSA

Payment Terminal

Installation Guide

For QuickBooks® Pro, Premier,
Enterprise and Account Versions

Contents

Conventions used in this User Guide

IMPORTANT: Instructions that MUST be followed to complete a task.
Best results are experienced when following these important alerts.

INFORMATION: Important information about the Payment Terminal, your System or Software
This information is useful for compatibility or maybe useful in understanding the
relationship between the Payment Terminal and your system or software.

NOTE: TIPS and additional information to help with trouble shooting or your configuration
Beneficial TIPs and procedures to make integration or the use of the Payment Terminal
easier with your system or software.

RED TEXT: is a warning or is very important to the section.
BLUE TEXT: is a notable sub comment to the section.

The Plugin is compatible with most Credit Card swipe readers with the capability to do "Keyboard Emulation Mode". If your reader is not listed, it may still work. You will need to test it and see if is passing the information. The readers we have tested are listed below.

> There are different readers if you are using your merchant accounts online portal. You may have been sent an encrypted reader specific to that online portal. This will likely NOT work in the Payment Terminal since that reader is encrypted specifically to that portal. You may need a separate card reader device for the Payment Terminal.

CARD READERS - USB

MAGTEK®   www.magtek.com

MAGTEK Mini USB Swipe Card Reader

Part Number: MAG21040145
Magnetic Stripe Reader – Color: Black
Dimensions: 1.23" Height x 1.28" Width x 3.94"
Length: Interfaces/Ports: USB - 2.0 USB
Keyboard Wedge: Certifications & Standards
System: Windows/MAC device with a USB port
Type: Keyboard Emulation / Secure Data Spec

MAGTEK Dynamag USB Swipe Card Reader

Magnetic Stripe Reader – Color: Black
Dimensions: 1.23" Height x 1.28" Width x 3.94"
Length: Interfaces/Ports: USB - 2.0 USB
Keyboard Wedge: Certifications & Standards
System: Windows/MAC device with a USB port
Type: Keyboard Emulation / Secure Data Spec

Generic   Any USB Card Reader that has Keyboard Emulation

Generic USB Swipe Card Reader

Magnetic Stripe Reader – Color: Any
Dimensions: 1.23" Height x 1.28" Width x 3.94"
Length: Interfaces/Ports: USB - 2.0 USB
Keyboard Wedge: Certifications & Standards
System: Windows/MAC device with a USB port
Type: Keyboard Emulation REQUIRED
Brands: UIC, Logic Controls, Unitech, Other…

KEYBOARDS w/CARD READERS - USB

Generic   Any USB Programmable Keyboard w/Magnetic Card Reader

Generic USB Programmable Keyboard

Magnetic Stripe Reader – Color: Any
Keys: 104+ Card Reader needs to be programmable
Length: Interfaces/Ports: USB - 2.0 USB
Keyboard Wedge: Certifications & Standards
System: Windows/MAC device with a USB port
Card Reader: Keyboard Emulation REQUIRED (Track1 & 2)
Brands: Cherry, IDTech, Preh, Other…

PRINTERS

NETWORK   Any normal network printer that the computer can connect to.

POS Style   Just about any. A couple popular ones are below:

Epson TM-T20 Thermal Receipt Printer
1 Ply Printer Average Price $200
Printer Type: Thermal line printing
Paper Type: 88 mm and 58 mm settings
Paper Ply: Single Ply White
Print Speed: Max. 150 mm/sec (5.91 in/sec)
Footprint: 146 x 140 x 199 mm (5.75 x 5.51 x 7.83")
Interfaces/Ports: USB - 2.0 USB, Serial
System: Windows and others

Epson TM-T88V Receipt Printer
1 Ply Printer   Average Price $325
Printer Type: Thermal line printing
Paper Type: 88 mm and 58 mm settings
Paper Ply: Single Ply White
Print Speed: Max. 300 mm/sec (11.8 in/sec)
Footprint: 146 x 140 x 199 mm (5.75 x 5.51 x 7.83")
Interfaces/Ports: USB - 2.0 USB, Serial
System: Windows and others

Other Mentionable Printers;
Thermal 1ply:	Star TSP143II Receipt Printer TSP100 Series
Dot Matrix 2ply:	Epson's Receipt Printer TM-U220-32K
	Epson Receipt Printer - TM-U220D
	SP512 Star Receipt Printer - SP500 Series
	SP542 Star Receipt Printer w/Auto Cutter - SP500

… and many more.

The Current version of the Payment Terminal can always be found on www.PTSetup.com .
There are also full up to date instructions on this website that is in line with the current release of the Payment Terminal. This User Guide is for reference purposes only and may not the current version.

Compatibility List for the Payment Terminal
1. Desktop OS Supported: **Windows – Vista, 7, 8, 8.1 or 10**
   Vista is not recommended for QuickBooks® (per Intuit®)
   Windows XP is **NOT SUPPORTED** since April 8, 2014.
   Recommended is: Windows 7, 8, 8.1 and 10
2. Server OS Supported: **Windows Server 2008 SP2 or later (Including 2012 R2)**
3. QuickBooks® Supported: **Pro, Premier, Enterprise and Accountant**
   2009 or later (Including 2015) – U.S. and Canadian Versions
4. **.NET Framework 4.5.1 Full version or later + Security Patches.**

BEFORE YOU START
1. **Required:** Windows .NET Framework 4.5 or newer + Security Patches
2. **QuickBooks® Update completed to the latest revision**
3. **Current BACKUP** of your QuickBooks® company file (always a good idea)
4. "**Administrator Rights**" to your computer
5. "**Admin User & Password**" or the main QuickBooks® User
6. **Payment Terminal Credentials** handy (Received after software registration)

For BEST results: Disable QuickBooks® from running in the background
1. **In QuickBooks®:** Choose **Edit > Preferences > General > My Preferences**
2. Click to CLEAR the checkbox: [_] Keep QuickBooks® running for quick startups.
3. Click [OK]
   After you close QuickBooks® or restart your computer, QuickBooks® won't run in the background.
   QuickBooks® Quick Startup is a feature in QuickBooks® 2011 or later and is the application process (QBW32.exe) found in the Windows Task Manager.

First time on each computer: You must start QuickBooks® as the **QuickBooks® Admin User** so the payment software can register, insert the Certificate to the QuickBooks® company file and/or pull required data to the Payment Terminal.

After you have the Payment Terminal setup, you can close the QuickBooks® company file and log in as any user. **File > Close Company/Logoff**

Server Installation: When installing the Payment Terminal on a server where multiple people may access it at the same time, be sure to check the box in Application Settings for Server: **Performance Settings > Server Installation [_]**

Below is the short version of the Payment Terminal desktop installation;
Software Download Website: http://ptsetup.com/download.cfm

1: Close QuickBooks®

2: Download and Install **QBFC13.exe** and then **PTSetup.exe**
If updates to .NET require a reboot, reboot the computer at this time.

3: Open QuickBooks® and log in as the QuickBooks® **Admin User**
(Required the first time you open the Payment Terminal on a computer)

4: Open the Payment Terminal by clicking on the icon on your desktop

5: **Accept the Certificate:** *(ONLY first time when connecting, per QB company file)*
(_) Yes, whenever this QuickBooks® company file is open...
[_] Allow this application to access personal data…
Click [Continue] then [OK].

6: Enter the Payment Terminal Account Credentials.

Connections >

Display Name: *(Whatever name you want to show on the screens)*
Company ID:
Store Key:
User ID:

Once entered, Click **[TEST]** *Wait for the terminal to test* then **[SAVE]**.
Enter additional Accounts, follow the instructions in the Payment Terminal

7: Additional Settings

AVS Options **>**

Highlight AVS Bill To Fields
Checking creates a RED *line around the field as a reminder to enter the data*
Commonly used AVS fields for credit card processing discounts:
[_] **Address Street Number**
[_] **City**
[_] **Zip/Postal Code**
Additional popular items;
[_] **Email** (Used in sending email receipts from your merchant account)
If you want to FORCE a user to enter at least 1 digit in the fields;
[_] **REQUIRE highlighted fields to process transactions**

Posting Options **>**

Invoices and Statement Charges
Deposit To Account [_] *Typically "*Undeposited Funds*"*
Unapplied Payments
Deposit To Account [_] *Typically "*Undeposited Funds*"*
AR Account [_] *Typically "*Accounts Receivable*"*
Then click [Save] at the bottom right of the screen.

You are now ready to process. Logout as QuickBooks® Admin user and Login as any user.

Single Customer" is your replacement for "Receive Payments" in QuickBooks® when accepting Credit Cards and ACH/EFT payments. It's fairly simple and works very similar to how you are used to processing within QuickBooks®.

TROUBLESHOOTING

What if the Payment Terminal does not work or open?

- Check the bottom Windows task bar. The Payment Terminal may be hidden behind QuickBooks® and other screens.
- The Payment Terminal will not open unless a QuickBooks® Company File is open.
- Payment Terminal won't open first time: Log into QuickBooks® as the "QuickBooks® Admin User" and try again.
- The Payment Terminal can ONLY have 1 QB Company File open at a time.
- The Payment Terminal will not open if QuickBooks® or the Payment Terminal is in "Windows Administrator Mode" for security reasons.
- **QB File Manager issues**: If the Payment Terminal will not open, you may have to stop all QuickBooks processes and start fresh.
  Open Task Manager and "End Process" on all items starting with "QB…" or QuickBooks® related icons. Then restart QuickBooks and the Payment Terminal.
- Make sure Windows and QuickBooks® UPDATES are completed and current.
- If you get a pop-up called QuickBooks® "Run-time error…"
  Find the QuickBooks® icon, right-click and run QuickBooks® as a "Windows Admin" 1 time and get to the Company File Login screen. Cancel the login and exit QuickBooks®. Then Start QuickBooks® normally.

What if the Payment Terminal is giving an Error?

- If you are getting a message that **Windows needs to configure the software**. This is a "User Rights" issue on the computer;
  a. Click the [OK] and allow Windows to try and make the changes. Then reboot the computer.
  b. You may need to log out of Windows and log back in as the Windows "Admin User" and reinstall the software.
- If you get a **large pop-up Error window**, Please complete the Name, Phone and Email information and send the error report. Someone will contact you directly to help with any troubles you are having.

CLEANUP OF UNUSED SOFTWARE

In order to insure you are processing on your correct merchant accounts and avoid interruptions and confusion, we recommend that uninstall old or unused software from the computers and servers.

The Payment Terminal for QuickBooks® will work with QuickBooks®, process transactions and function even though you may have other software or services current installed are currently being used, Including Intuits Merchant Services. Once you have processed transactions through the Payment Terminal you will likely terminate the other software and merchant processing so you are not double billed.

If you are currently using a hardware terminal, you can keep that hardware terminal as a backup incase the computer or your internet services is out of commission. Contact your merchant account representative if you need to configure your hardware.

⚠️ **UNINSTALL old software**

A) **Even though you can use the Payment Terminal while other QuickBooks® integrated software is on your computer, we recommend uninstalling any other processing software to cut down on confusion and calls on why the other may not be working.**

  1. **Win 7**: Click Start > Control Panel > Programs > Programs & Features
     Win 8: 2 ways to do this:
       I. KB Windows key and type "Control Panel" > then same as Win 7
       II. Right-click the Windows icon > then same as Win 7
  2. Select the other processing software: i.e. VPhone, QBpay, etc.
  3. Click Uninstall or Change and then Uninstall
  4. Once Uninstalled, close the Control Panel screen

B) **Remove the old certificates from each QuickBooks® company file.**

  1. Open QuickBooks® and log in as the QuickBooks® **Admin User**
  2. Switch to **Single User Mode** (if there are multiple users for QuickBooks®)
  3. Click Edit > Preferences … > Integrated Applications
  4. Click on the Company Preferences tab
  5. Select the name of the certificate to be removed: i.e. VPhone, QBpay, etc.
  6. Click [Remove] and then [Yes]
  7. Click [OK] to save the changes to QuickBooks®

SERVER INSTALLATION

The server installation is very similar to the desktop installation with a couple additions.

- Log into the Server as the Server Admin User for the installation
- Select **[_] Server Installation** under the Payment Terminal Settings screen
- Verify or give your Users access to the software

Software Download Website: http://ptsetup.com/download.cfm

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2: Download and Install **QBFC13.exe** and then **PTSetup.exe**
  If updates to .NET require a reboot, reboot the computer at this time.

3: Open QuickBooks® and log in as the QuickBooks® **Admin User**
  (Required the first time you open the Payment Terminal on a computer)

4: Open the Payment Terminal by clicking on the icon on your desktop

5: **Accept the Certificate:** *(ONLY first time when connecting, per QB company file)*
  (_) Yes, whenever this QuickBooks® company file is open...
  [_] Allow this application to access personal data…
    Click [Continue] then [OK].

6: Enter the Payment Terminal Account Credentials.

  Connections >

Display Name:	*(Whatever name you want to show on the screens)*
Company ID:	
Store Key:	
User ID:	

  Once entered, Click **[TEST]** *Wait for the terminal to test* then **[SAVE]**.
    Enter additional Accounts, follow the instructions in the Payment Terminal

7: **Additional Settings**

  AVS Options **>**

    Highlight AVS Bill To Fields
    Checking creates a RED line around the field as a reminder to enter the data
    Commonly used AVS fields for credit card processing discounts:
      [_] Address Street Number
      [_] City
      [_] Zip/Postal Code
    Additional popular items;
      [_] Email (Used in sending email receipts from your merchant account)
    If you want to FORCE a user to enter at least 1 digit in the fields;
      [_] REQUIRE highlighted fields to process transactions

  Posting Options **>**

    Invoices and Statement Charges
      Deposit To Account **[_]** *Typically "*Undeposited Funds*"*
    Unapplied Payments
      Deposit To Account **[_]** *Typically "*Undeposited Funds"
      AR Account   **[_]** *Typically "*Accounts Receivable"
    Then click [Save] at the bottom right of the screen.

8: **Server Installation additional setting**

  Performance >

  Click **[_] Server Installation**
    This allows multiple instances of the software to be open at the same time
    Then click [Save] at the bottom right of the screen.

Add access for your users
  Depending on your server setup, add Icons for the software to the user profiles and verify that the users can open the software.

NOTES

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