PIN Selection Terminal Instructions

State Of Michigan
WIC Electronic Benefit Transfer System

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Clinic Version 2.0

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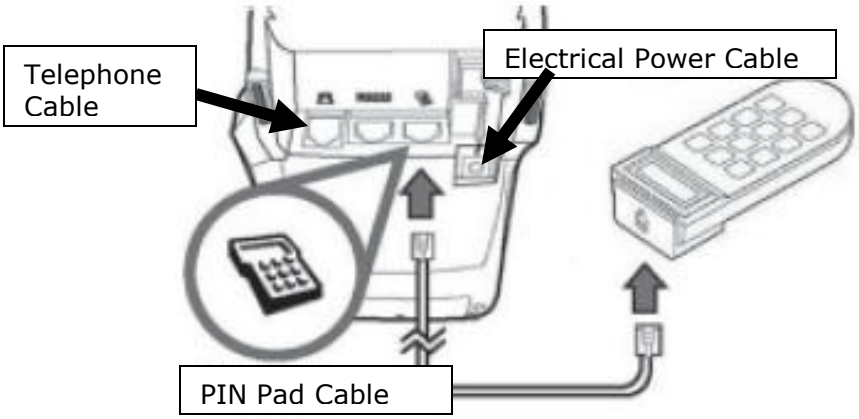
The PIN Select POS Terminal

This packet covers installation and use of the PIN selection POS terminal located in all Michigan County offices.

A.1 Installing the VeriFone Omni 3730LE PIN Select Terminal



- **DO NOT CONNECT THE ELECTRICAL POWER SUPPLY TO THE ELECTRICAL WALL OUTLET UNTIL ALL OTHER CONNECTIONS ARE COMPLETED.**
- After unpacking the terminal and PIN pad (which should already be connected to the terminal), please connect the electrical power supply cable and the telephone cable (**analog only**) to the ports on the back of the terminal as displayed above.
- Connect the other end of the telephone cable to the telephone jack (outlet).
- Plug the electrical power supply cable into an electrical wall outlet or power strip.
- **Important:** If your telephone system requires an 8 or 9 prefix added to the terminal's dial-out telephone numbers, please follow the instructions in section A2.

A.2 Change the Terminal's Dial-Out Prefix Code If Necessary

Some telephone systems require an 8 or 9 Prefix Code on all dial-out telephone numbers. The PIN Select terminal's are shipped without a Prefix Code added to the terminal's dial-out telephone numbers. If your telephone system requires a Prefix Code, you must add the Prefix to the terminal's dial-out telephone numbers before using.

Change the Dial-Out Prefix Code

1. Press **F4: Administrative Options**
2. Press **4: Terminal Config**
3. Press **5: Download Updates**
4. Press **3: Change DL Settings**
5. Enter Installer/Setup Password**: 153{alpha}80**

   Note: Alpha key is at the top of the keypad between the four purple keys
6. Press**: Green Key**
7. Press **1: Dial Prefix Codes**
8. Enter Dial Prefix Code**: 8 (or 9)**
9. Enter two "Pause" marks**: ,,**

   Note: Pause key is the second purple button on the left and is below the word Pause on the screen

   Note: To remove an entry, Press the Yellow key
10. Press**: Green Key** to save setting – screen will display Setting Saved!
11. Press**: Red Key** to return to main screen

Helpful Hint: Use these instructions if your device does not work out of the box or if your phone service has been changed. Or you can call for help at the number listed on page 11 and they will walk you through the steps.

A.3 Logging Off and Logging On the Terminal

When the terminal is ready for PIN selection, it will display **Swipe Card to Begin PIN Selection**. If the terminal has been logged out it will read **Terminal Logged Out**. In order to complete a PIN transaction you must log on to the POS terminal.

To Log On or Off:

To log on:

1. Press **F3** to log on.
2. Enter a 4-digit user ID, and press **Green Key**.
3. Enter a 4 to 8-digit password, and press **Green Key**.
4. The system dials out for approval or decline.
5. When approval is returned, the user is logged on. Press any key to return to the main screen.

To log off:

1. Press **F4: Administrative Options**.
2. Press **1: Logon/Logoff User**.
3. Press **2: Logoff User**.
4. The system dials out to log off the user.
5. When approval is returned, the user is logged off. Press any key to return to the main screen.

Helpful Hint: You can leave the terminal logged on all the time. You do not need to turn off at the end of the day.

A.4 Selecting a PIN

This procedure shows how to use the PIN selection POS terminal to change the PIN for a client card.

To Select a PIN:

1. The office worker swipes the card to begin PIN selection.
2. Enter your User ID and then press **Green Key**
3. Enter your Password and then press **Green Key**
4. The recipient enters a new 4-digit PIN on the PIN pad and presses the **Green Key** on the PIN pad.
5. The recipient re-enters the same new PIN to verify, and presses the **Green Key** on the PIN pad a second time.
6. The system verifies the PIN match at this point.

   Note: If the PINs do not match, the PIN pad and terminal screen will display MISMATCH. In that case, the recipient must repeat steps 4 and 5.

7. The system dials out to check if the new PIN is approved or disapproved.
8. When the approval returns, the office worker presses any key to return to the main screen.

Helpful Hint: This is the instruction to help your clients PIN their cards.

A.5 Adding a Terminal User

Only someone with a Supervisor ID can add a terminal user. A user that has been set up as a Supervisor is able to perform all Administrative Options as well as PIN selection on the PIN Selection terminal. A user that is set up as a Regular user can reform PIN selection but is restricted in Administrative Options.

To Add a Terminal User:

1. Terminal displays SWIPE CARD to begin PIN Selection.
2. Press **F4: Administrative Options**.
3. Press **3: User Maintenance**.
4. Press **1: Add User**.
5. Enter your Supervisor ID and press **Green Key**.
6. Enter your Supervisor password and press **Green Key**.
7. Press **1** for Regular User or **2** for Supervisor User**.**
8. Enter a new user ID and press **Green Key**.
9. Enter the new password and press **Green Key**.
10. Re-enter the password and press **Green Key**.
11. The system dials out to check if the new POS user is approved or disapproved.
12. When the approval returns, press any key to return to user maintenance options or press **Red Key** to return to the main screen.

Helpful Hint: This is the process used to add your staff so they can use the PIN select. You may have to enroll a staff person in each clinic they work, depending on the set up of your devices. So, if a staff person can PIN cards in one clinic, but can't use the same user ID and password in a different clinic, use this process to enroll them again at that clinic. They can use the same user ID and password at all clinics.

A.6 Deleting a Terminal User

Only someone with a Supervisor ID can delete a terminal user.

To Delete a Terminal User:

1. Terminal displays SWIPE CARD to begin PIN Selection.
2. Press **F4: Administrative Options.**
3. Press **3: User Maintenance.**
4. Press **2: Delete User.**
5. Enter your Supervisor ID and press **Green Key**.
6. Enter your Supervisor password and press **Green Key**.
7. Enter User ID you want to delete and press **Green Key.**
8. Press **1: Yes**.
9. The system dials out to check if the deletion is approved or disapproved.
10. When the approval returns, press any key to return to user maintenance options or press **Red Key** to return to the main screen.

Helpful Hint: Use this if a staff person no longer needs to PIN cards or is no longer employed by your clinic.

A.7 Change a User Password

Any user can change their user password as long as they know their old password. If the old password is not entered, a Supervisor user must perform the Change Password maintenance option.

To Change a User Password:

1. Terminal displays SWIPE CARD to begin PIN Selection.
2. Press **F4: Administrative Options.**
3. Press **3: User Maintenance.**
4. Enter User ID and press **Green Key.**

   Note: If the current user that is logged onto the terminal is changing their password, leave blank and press **Green Key.**
5. Enter old password and press **Green Key.**
   a. If old password is unknown leave blank, press **Green Key.**
   b. Enter your Supervisor ID and press **Green Key**.
   c. Enter your Supervisor password and press **Green Key**.
   d. Continue to Step 6.
6. Enter new password and press **Green Key.**
7. Enter new password again and press **Green Key.**
8. The system dials out to check if the new password is approved or disapproved.
9. When the approval returns, press any key to return to user maintenance options or press **Red Key** to return to the main screen.

Helpful Hint: This is the process your staff will use to change their own passwords as long as they know their old password. If they forget the password, you, as supervisor, will use the instructions on page 7, but instead of "add user", you will select "change password" option.

A.8 Printing a Local Office Processor ID

Each WIC agency is assigned a Processor ID number in order to accept and process PIN select transactions through the PIN Selection terminal in the office. When calling the Retailer Help Desk, each County office must identify itself by using the Processor ID assigned to that office.

The Processor ID can be printed on a Terminal Configuration receipt by completing the following steps on the PIN select terminal.

To Print a Local Office Processor ID:

1. Press **F4: Admin Options**.
2. Press **4: Terminal Config**.
3. Press **3: Print Config**.

Helpful Hint: Each device, including your Balance Inquiry device, is assigned a Processor ID. If you need service for the device, you will need this number when you call for help (instructions on the next page). It is recommended you print the Processor ID using these instructions and keep the number with these instructions. Also identify the devices, such as Device 1, Device 2, etc. or device at reception or device in the lobby etc., so you will know which processor ID belongs to which device. **Don't wait until it is broken, because it may not be able to print at that time.**

Write your Processor IDs Below

Device Number	Location and/or Description of Device	Processor ID Number Note: PIN Select & Balance Inquiry may have different ID numbers
1		
2		
3		
Balance Inquiry		

A.9 Obtaining Terminal Service

The WIC agency should call the Vendor Help Desk for POS equipment failure, or for other related problems and issues.

Calling for service requires having the Processor ID for that Local office. The procedure for printing the ID number is described in section A.8.

> **NOTE:** Before calling for service, check to see if the problem is not a bad Terminal user login, by making sure you are properly logged in on the terminal. The login procedure is shown in section A.3.

To Obtain Terminal Service:

1. Dial **1-888-529-1693**.
2. Press **1: English**.
3. Press **2: (if your equipment is not working or you are unable to complete a transaction)**.
4. Wait for a CSR (Customer Service Representative) to pick up.
5. ***IMPORTANT:*** ***Identify*** **yourself as a Local Agency worker.**
6. Give the CSR the Processor ID for your office.
7. Describe the problem. Be as specific as possible.

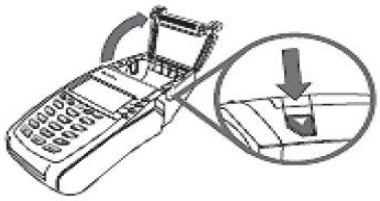
Helpful Hint: These are the instructions to call for help with a malfunctioning device.

A.10 Installing a Paper Roll

The green LED indicator will blink on and off when the printer needs paper.

To Install a Roll of Paper in the POS Terminal:

1. Press the button on the right side of the terminal's printer cover, then rotate the cover up and back.



2. Remove and hold the paper roll so that the paper feeds from the bottom of the roll.
3. Drop the paper roll into the paper hopper, leaving about two inches of paper sticking up past the serrated metal tear strip (as shown below).

4. Close the paper roll cover by gently pressing directly on the cover until it clicks shut. Allow a small amount of paper to extend outside the cover (as shown below).

5. When you are finished printing, remember to open the cover and place the entire paper roll inside the hopper and close the cover to prevent any additional printing.

A.11 Ordering Replacement Thermal Paper Printer Rolls

If you need to order replacement thermal paper printer rolls for either the ACS PIN Select terminal or for the ACS Balance Inquiry terminal, please email the order form to our National Equipment Maintenance Center (NEMC) by following the instructions below.

To Order Thermal Paper Rolls:

1. Send an email to: ebt.cardmgmt@acs-inc.com
2. Please include the following information:
   - WIC Agency Processor ID (PID) (see section A.8 for printing your PID)
   - WIC Agency Name
   - Full address (for shipping not mailing)
   - Contact person
   - Contact telephone number
   - Number of rolls requested

Helpful Hint: To avoid wasting paper, it is recommended that you not use the print function on your PIN select devices. The display screen tells you when the PIN selection is successful, so it is not necessary to print out this information. To stop the Print function, press the button on the right side of the terminal's printer cover and then rotate the cover up and back. Tuck the paper inside and close the printer cover.