OptConnect

Status
Ethernet 1
Ethernet 2
USB

OptConnect
MANAGED WIRELESS SOLUTIONS

MAIN

Cell Strength

Cell Mode
A
B
C

AUX

4G LTE

POWER   USB   GPIO   ETH1   ETH2

COMPLETE
CONNECT GUIDE

Thank you for choosing OptConnect for your wireless communication needs.

Should you need help installing your new OptConnect Wireless modem, we offer free technical support 24 hours a day, 7 days a week, 365 days a year.

To talk to one of our connectivity experts, call the Customer Care Center at 877-678-3343 ext. 3.

OPTCONNECT'S ONLINE CUSTOMER PORTAL

https://summit.optconnect.com/login

Summit enables you to access your wireless portfolio everywhere you go and is accessible on phones, tablets, and computers.

To access Summit for the first time, contact your sales representative.

SUMMIT PROVIDES:
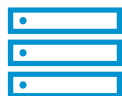

Cellular Connectivity Failure Notifications

Signal Strength Statuses

Reset Wireless Options

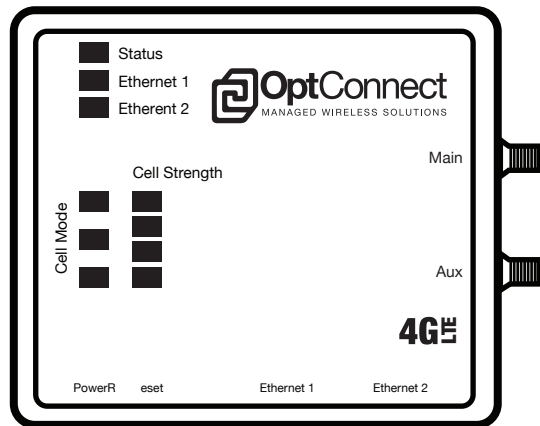

Connectivity Confirmations

Description Fields for Device Tracking

TABLE OF CONTENTS

Payment Gateway Programming is only recommended for use with ATMs that are not upgraded or capable of using TLS 1.2 security.

If your ATM is TLS 1.2 complaint, you should use ROUTER Programming, as the ROUTER programming will provide a higher level of security for your ATM.

PACKAGE CONTENTS

Please verify your package contents.

Status
Ethernet 1
Etherent 2

OptConnect
MANAGED WIRELESS SOLUTIONS

Cell Strength

Cell Mode

Main

Aux

4G LTE

PowerR   eset   Ethernet 1   Ethernet 2
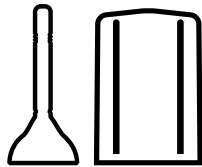
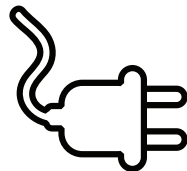**An OptConnect Wireless modem**
Modem may be a different model than shown.
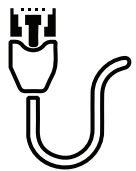
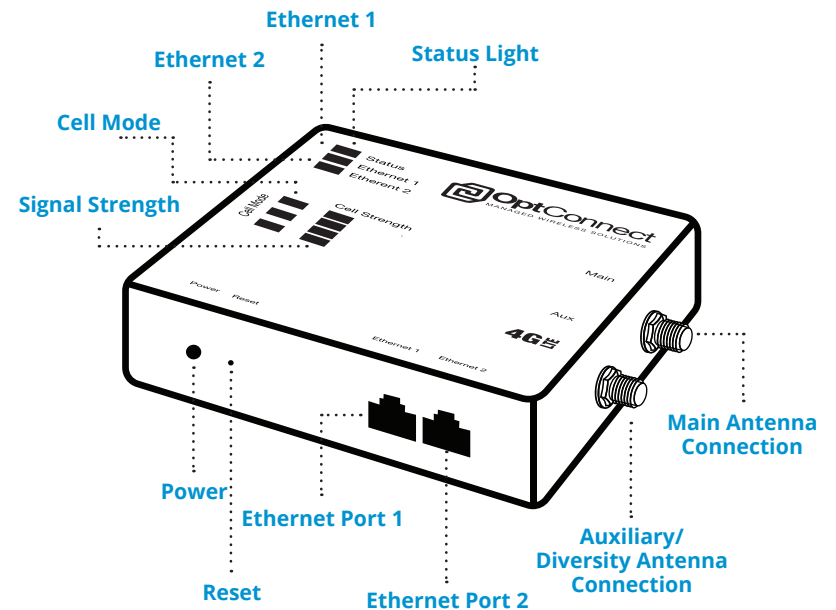**CAT5 Ethernet Cable**   **Antenna(s)**   **Power Supply**

* Only use the 5v power supply that
was shipped with your device.

Damage resulting from use with any
other power supply voids warranty

If any of these items are missing or damaged, please contact the
OptConnect Customer Care Center at 877-678-3343 ext. 3.

DEVICE DETAILS

Ethernet 1
Ethernet 2   **Status Light**
Cell Mode
Signal Strength

Status
Ethernet 1
Etherent 2

Cell Strength

OptConnect
MANAGED WIRELESS SOLUTIONS

Main

Aux

Power   Reset

Ethernet 1   Ethernet 2

4G LTE

Main Antenna Connection

Power
Ethernet Port 1

Auxiliary/ Diversity Antenna Connection

Reset   **Ethernet Port 2**

Power: If connections are all secure, the unit will power up with an orange status light that will soon change to green. The unit is getting proper power once the status light turns to green and starts to blink.

Reset: Resetting a unit should only be performed when instructed by an OptConnect Customer Care Associate. Resetting the device will remove necessary routing tables, rendering the device inoperable if done without a Customer Care Associate on the phone.

Antenna Connections: Proper installation of your OptConnect unit requires that both antenna(s) be used (if 2 are provided). Antenna(s) should be placed outside of any metal enclosures, 6-8" apart, and standing vertically, while magnetically connected to a metal base when possible.

Cell Mode: The unit has lights indicating the cellular connection mode. Those lights are labeled as A, B, and C. Each light represents the type of cellular connection network. Light A represents 4G connectivity. Light B represents 3G connectivity, and Light C represents 1X connectivity. The illuminated Cell Mode light(s) indicate the unit is connected to the lights corresponding network.

Cell On: The cell on light is located next to the signal strength in place of the cell mode lights. The cell on light will be solid or blinking once the unit is connected to a cellular network. If this light does not illuminate, please contact OptConnect Customer Care at 877-678-3343 ext. 3.
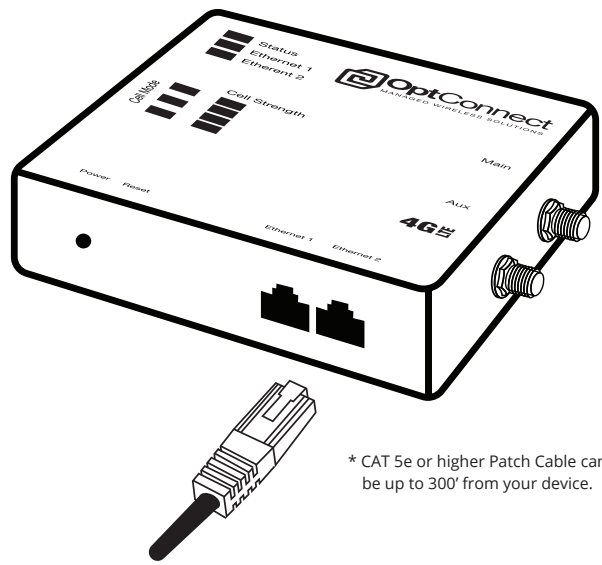
SET UP INSTRUCTIONS

1. TWIST AND LOCK POWER SUPPLY INTO PLACE, SECURELY ATTACH ANTENNAS
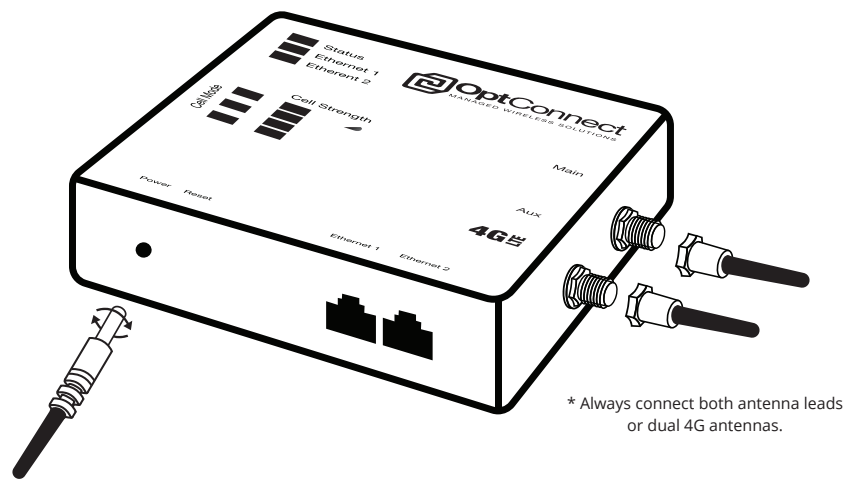
* Always connect both antenna leads or dual 4G antennas.

## 2. INSERT PHONE LINE/ETHERNET CABLE

* CAT 5e or higher Patch Cable can be up to 300' from your device.

3. VERIFY STATUS LIGHTS

Once the Cell Mode and Signal Strength lights are solid, your OptConnect unit is ready to be used.

The Cell Mode and Signal Strength lights will flash during use or while data is being transmitted through the unit. If lights are not flashing while in use or are not green, please see the reference chart below to understand what the lights are indicating.
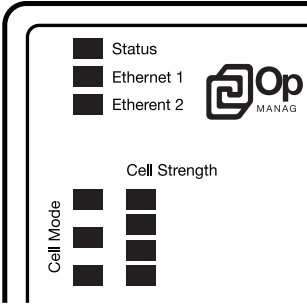
*STATUS LIGHTS	
Green Flashing	Status is good. Ready for transactions.
Orange Flashing	Processing boot-up sequence.
Orange Constant	Call the OptConnect Customer Care Center.
Red Constant	Confirm power cord is locked into place. Call the OptConnect Customer Care Center.

CELL MODE AND SIGNAL STRENGTH LIGHTS	
Green Constant	Status is good. Ready for transactions.
Slow Green Flashing	Connecting with carrier or transmitting data.
Fast Green Flashing	Call the OptConnect Customer Care Center.
Red Constant	Call the OptConnect Customer Care Center.

*Initial connections with the cellular network may take up to 5 minutes.

4. USING YOUR DEVICE IN NON-ATM ENVIRONMENT
(Kiosk, Digital Sign, etc. | For ATMs turn the page)

Upon proper installation, the OptConnect unit is designed to provide a network connection, automatically allowing attached hardware (such as a Kiosk, Smart-Safe, Digital Sign, etc.) to communicate through the internet connection provided by the OptConnect unit. If specific routing rules are required, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3.

ATM PROGRAMMING

An OptConnect unit accepts and routes data by using 2 different methods (Router vs. Payment Gateway). To maintain the highest security standards, OptConnect highly recommends that the ATM be programmed to use the wireless device as a ROUTER, allowing the ATM to establish and perform the security encryption of the ATM transaction.

OptConnect as a Router:

This is OptConnect's preferred and strongly recommended programming method and is the most secure way of routing traffic. In Router mode, the OptConnect unit simply directs traffic from attached equipment to a remote host. The attached equipment is programmed with the required routing settings, performs the SSL/TLS encryption and decryption, and passes transactional data through the cellular network provided by the OptConnect unit to the remote host.

In router mode, the OptConnect unit does not participate in the interception, routing, or the encryption of data required for SSL/TLS, and merely acts as a method by which the attached equipment can connect to a wireless network. It is important to note that while using the OptConnect as a router, the equipment software application must remain up-to-date (according to industry standards) in order to facilitate the SSL/TLS encryption.

Note: TID Capture cannot be provided with this programming method as the data containing this information is already encrypted by the ATM as the transaction is sent to the router for transmission.

OptConnect as a Payment Gateway:

This is **not** OptConnect's recommended programming method as it is not as secure, but we do provide instructions if you choose to configure your device as a payment gateway. This method of use allows the device to participate in the interception, routing, and security encryption of data provided by the attached ATM. The OptConnect receives unencrypted data from the attached equipment, determines remote host protocols and routing rules, establishes an SSL/TLS session, encrypts and decrypts data, converts data to original protocols, and returns the data to the attached equipment.

While note recommended, these are the benefits of using the OptConnect device as a Payment Gateway:

• SSL/TLS encryption facilitated by the OptConnect unit

• SSL/TLS encryption is remotely managed and updated as needed by OptConnect (as per industry requirements)

• Captures the terminal ID making it available for viewing in the OptConnect Summit dashboard.

• Higher level troubleshooting and fault triaging with OptConnect Customer Care. An OptConnect Customer Care Associate has limited access to the traffic of encrypted data and can find faults in routing rules or terminal communication settings easily and quickly. Many customers have learned to depend on our ability to quickly and effectively triage cellular and/or terminal programming faults.

NAUTILUS HYOSUNG ATMS ROUTER

ATM IS PERFORMING SSL/TLS ENCRYPTION

Customer Setup >
    Select Processor >
        Communication >
            Select TCP/IP
                -1(X) Cancel to Return-
            TCP/IP Type:

PROCESSOR	TCP/IP TYPE
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNS	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

        SSL: Enable
            Version: TLS 1.2
        SSL CERT: Disable*
            -2(x) Cancel to Return-

*If your processor has issued, and you have loaded a specific terminal certificate on the ATM, then this option should be ENABLED

Customer Setup >
    *Standard 3 Options >
        Status Monitoring: Enable
        Comm Header: Enable
        Comm ID: Refer to Page 25
        CRC: Disabled
            -2(X) Cancel to Return-

*For DNS comm header: Disabled (if enabled use zeros)

*Please verify with processor if set up on STD1 or STD3

System Setup >

    Terminal IP >

        DHCP: Disabled*

        IP Address: 192.168.1.91

        Subnet Mask: 255.255.255.0

        Gateway: 192.168.1.90

        DNS: 8.8.8.8 or 8.8.4.4

                -2(X) Cancel to Return-

*If your ATM will not be setup for RMS RECEIVE, you can use DHCP ENABLED

Host Setup >

    Host Address >

        Address 1&2:

Unless otherwise specified by your processor, all URLs should be entered in lower case

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiatmssl.asaiatm.com
DNS	atmssl.dnsatm.com
EFX	emv.sibisystems.com
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	*tls1.itssystems.com or tls2.itsystems.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

*Verify with the processor, which URL AND PORT is to be used with the ATM.

Host Port 1&2:

PROCESSOR	PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNS	8002
EFX	9057 or 9056
Elan/Genpass	5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	*777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

*Verify with the processor, which URL AND PORT is to be used with the ATM.

* For FirstISO = SSL Length without (W/O) ETX with Routing ID: FSTISO in the Host Setting

        -1(x) Cancel to Return-

*Host Setup >   *STD1 only

    Routing ID: Refer to page 25

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

ATM IS FACILITATING SSL/TLS ENCRYPTION

Customer Setup >

    Change Processor >

        Communication Type: SSL Pass Through

        SSL >

            Version: TLS 1.2

            Certification: Disabled

                -1(x) Cancel to Return-

        **Standard 3 Option >

            Comm Header: Enable

            Status Monitoring: Enable

            Use 12 Sequence Number: Disabled

            Use TCP/IP CRC: Disabled

                -3(x) Cancel to Return-

* For PAI = SSL Length with ETX

For DNS=SSL prefix without ETX

**Please verify with processor if set up on STD1 or STD3

For DNS comm header: Disabled (if enabled use zeros)

System Setup>

    Device Setup >

        ATM TCPIP Setup >

            Set TC/IP Mode: Static

            IP Address: 192.168.1.91

            Subnet Mask: 255.255.255.0

            Default Gateway: 192.168.1.90

            Change DNS Server>

                Change DNS Server #1: 8.8.8.8

                Change DNS Server #2: 8.8.4.4

                  -3(x) Cancel to Return-

Host Setup>

    Host IP Address >

        Change Host IP 1&2: enter Host URL

Unless otherwise specified by your processor, all URLs should be entered in lower case

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiatmssl.asaiatm.com
DNS	atmssl.dnsatm.com
EFX	emv.sibisystems.com

PROCESSOR	URL
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	*tls1.itssystems.com or tls2.itsystems.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

*Verify with the processor, which URL AND PORT is to be used with the ATM.

Change Host Port 1&2:

PROCESSOR	HOST PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNS	8002
EFX	9057 or 9056
Elan/Genpass	5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	*777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

*Verify with the processor, which URL AND PORT is to be used with the ATM.

                -1(x) Cancel to Return-

Host Setup >

    Routing ID: Refer to Page 25

    Check F7 - MAC Verification and make sure this is Disabled

                -2(x) Cancel to Return-

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

ATM IS FACILITATING SSL/TLS ENCRYPTION

6. Configure Terminal >

    6. Communication >

        8. Communication Protocol: TCPIP

            -Select Enter to save changes-

6. Configure Terminal >

    6. Communication >

        9. Communication Message Format

PROCESSOR	MESSAGE FORMAT
Cardtronics	TDL
Columbus Data	TDL TCP/IP NO CRC
Data Stream (ASAI)	TDL TCP/IP NO CRC
DNS	TDL TCP/IP NO CRC
EFX	TDL
Elan/Genpass	TDL
1st ISO / First Data / Core Data	TDL TCP/IP NO CRC
ITS Systems Integrators Co Inc	TDL TCP/IP NO CRC
Metavante / PAI / FIS	TDL TCP/IP NO CRC
NRT/TNS	TDL
Planet Payment	TDL
Switch Commerce	TDL
Worldpay / RBS Lynk	TDL TCP/IP NO CRC

        -Select Enter to save changes-

6. Configure Terminal >

    6. Communication >

        3. Permanent TCP/IP Connection: Uncheck

        4. Comm Header: Enable

        5. Routing / Comm ID: (see page 25)

            -Select Enter to save changes-

*For DNS comm header: Disabled (if enabled use zeros)

---

6. Configure Terminal >

    6. Communication >

        F4. SSL Enable: Check**

Important: SSL must be checked before entering the host URL Name.

** Check tsocketx.ocx version. Must be TLS 1.2 Compliant

8. Terminal Status

    > 4 Configuration Summary

        tsocketx.ocx file must be 3.x.x.2 or higher

        Lower version requires ATM software update

        -Select Enter to save changes-

6. Configure Terminal >

    6. Communication >

        1. Host IP Address:

Unless otherwise specified by your processor, all URLs should be entered in lower case

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiatmssl.asaiatm.com
DNS	atmssl.dnsatm.com
EFX	emv.sibisystems.com
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	*tls1.itssystems.com or tls2.itsystems.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

*Verify with the processor, which URL AND PORT is to be used with the ATM.

        -Select Enter to save changes-

6. Configure Terminal >

    6. Communication

        2. Host IP Port: enter HOST PORT 1 & 2

PROCESSOR	PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNS	8002
EFX	9057 or 9056
Elan/Genpass	5167
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	*777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

*Verify with the processor, which URL AND PORT is to be used with the ATM.

-Select Enter to save changes -

2. Diagnostics >

    7. Modem/Ethernet >

        6. Configure Ethernet Settings:

CONFIGURE ETHERNET SETTINGS	
6. Enable DHCP	Uncheck
1. IP Address	192.168.1.91
2. Subnet Mask	255.255.255.0
3. Default Gateway	192.168.1.90
4. Primary DNS	8.8.8.8

5. System Parameters >

    5. Restart the Terminal >

        Press "Enter" to restart

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

Nautilus Hyosung ATMs capable of TCP/IP communication include: **1500SE,1800CE/SE, 2700CE/T, 5000CE, MM5300CE/XP, MM5100T, HALO, HALO II, 4000W, FORCE**

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATMs Operator menu using your master password.

If your ATM menus appear differently than described in this guide, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3.

* Payment Gateway cannot be used with Optconnect mylo, neo, neo2 or solo routers

SET ATM COMMUNICATION TYPE: TCP/IP

Customer Setup >

    Select Processor >

        Communication>

        *See Pg. 25 for the correct Telephone Numbers. Only Use the telephone numbers printed in this guide with an Optconnect Router.

            Select TCP/IP

                - 1(X) Cancel to Return-

        Select TCP/IP Type:

TCP/IP TYPE	
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNS	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard (SSL Enabled)
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

SSL: Disabled

-2(x) Cancel to Return-

Customer Setup>

*Standard 3 Options >

Status Monitoring: Enable

Comm Header: Enable

Comm ID: (refer to page 25)

CRC EN/Disable: Disable

-2(x) Cancel to Return-

*Please verify with processor if set up on STD1 or STD3

*For DNS comm header: Disabled (if enabled use zeros)

Wireless TCP/IP communication requires defining two different sets of parameters. Communication between the ATM and the Wireless modem is regulated by the parameters defined in System Setup. Communication between the wireless modem and the Host Processor is regulated by parameters defined in Host Setup.

DEFINE TCP/IP PARAMETERS FOR ATM

System Setup >

Terminal IP:

TERMINAL IP	
DHCP	Disable
IP Address	192.168.1.91
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.90
DNS	8.8.8.8 or 8.8.4.4

-2(X) Cancel to Return-

DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Host Setup >

Host Address >

URL En/Disable: Disable

Host Address 1 & 2 :

192.168.1.90

Host Port: 1&2:

PROCESSOR	HOST PORT 1	HOST PORT 2
Cardtronics	7004	7004
Columbus Data	7006	7006
Data Stream (ASAI)	451	451
DNS	561	561
EFX	446	446
Elan/Genpass	5166	5166 or 5167
1st ISO / First Data / Core Data	8440	8440
ITS Systems Integrators Co Inc	888	888
Metavante / PAI / FIS	450	450
NRT/TNS	7008	7008
Planet Payment	5306	5306
Switch Commerce	7003	7003
Worldpay / RBS Lynk	6661	6661

-1(x) Cancel to Return-

*Host Setup >   *STD1 only

Routing ID: Refer to page 25

You are now ready to initialize your ATM. Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are still unable to perform a successful balance inquiry, call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

Hantle/Genmega ATMs capable of TCP/IP communication include:
1700W, C4000, 4000T, X4000, G1900, G2500, GT3000, ONYX, ONYX-W, GT5000, C6000

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATM's Operator Menu using your master password.

If your ATM menus appear differently than described in this guide please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for further assistance.

ENTER PASSWORD

THEN PRESS ENTER

SET ATM COMMUNICATION TYPE: TCP/IP

Customer Setup >
    Change Processor >
        Communication Options:

TCP/IP TYPE	
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNS	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard (SSL Enabled)
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

*Standard 3 Option >
    Comm Header: Enable
    Status Monitoring: Enable
    Use 12 Sequence Number: Disabled
    Use TCP/IP CRC: Disabled

*Please verify with processor if set up on STD1 or STD3

*For DNS comm header: Disabled (if enabled use zeros)

-3(x) Cancel to Return-

DEFINE TCP/IP PARAMETERS FOR ATM

System Setup >
    Device Setup >
        ATM TCP/IP Setup:

ATM TCP/IP SETUP	
TCP/IP Mode	Static IP
IP Address	192.168.1.91
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.90

SELECT APPLY

-3(x) Cancel to Return-

DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Host Setup >
    Host IP Address >
        Change Host IP Address 1 & 2:
            192.168.1.90

HANTLE/GENMEGA ATMS PAYMENT GATEWAY

DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Change Host Port 1&2:

PROCESSOR	HOST PORT
Cardtronics	7004
Columbus Data	7006
Data Stream (ASAI)	451
DNS	561
EFX	446
Elan/Genpass	*5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	888
Metavante / PAI / FIS	450
NRT/TNS	7008
Planet Payment	5306
Switch Commerce	7003
Worldpay / RBS Lynk	6661

*Try port 5167 or contact processor if 5166 fails.

Configuration: Scheduled

-1(x) Cancel to Return-

Host Setup >
    Routing ID (see page 25)

You are now ready to initialize your ATM. Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are unable to perform a successful balance inquiry, call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

TRITON ATMS PAYMENT GATEWAY

Triton ATMs Capable of TCP/IP communication include:

Traverse, RL1600, RL2000, RL5000, RT2000, FT5000, ARGO

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATM's Operator Menu using your master password.

If your ATM menus appear differently than described in this guide please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for further assistance.

SET ATM COMMUNICATION TYPE: TCP/IP

6. Terminal Configuration >
    6. Communication >
        8. Communication Protocol:

TCP/IP TYPE	
Cardtronics	TCP/IP
Columbus Data	TCP/IP
Data Stream (ASAI)	TCP/IP
DNS	TCP/IP
EFX	TCP/IP
Elan/Genpass	TCP/IP
1st ISO / First Data / Core Data	TCP/IP
ITS Systems Integrators Co Inc	TCP/IP
Metavante / PAI / FIS	TCP/IP
NRT/TNS	TCP/IP
Planet Payment	TCP/IP No CRC
Switch Commerce	TCP/IP
Worldpay / RBS Lynk	TCP/IP

SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

6. Configure Terminal >
    6.Communication >
        9. Communication Message Format

TCP/IP TYPE	
Cardtronics	TDL
Columbus Data	TDL TCP/IP No CRC
Data Stream (ASAI)	TDL TCP/IP No CRC
DNS	TDL TCP/IP No CRC
EFX	TDL
Elan/Genpass	TDL
1st ISO / First Data / Core Data	TDL TCP/IP No CRC
ITS Systems Integrators Co Inc	TDL TCP/IP No CRC
Metavante / PAI / FIS	TDL TCP/IP No CRC
NRT/TNS	TDL
Switch Commerce	TDL
Worldpay / RBS Lynk	TDL TCP/IP No CRC

6. Configure Terminal >
    6.Communication >
        3. Permanent TCP/IP Connection: UNCHECK
        4. Comm Header: Enable
        5. Routing / Comm ID (see page 25)

*For DNS comm header: Disabled
(if enabled use zeros)

6. Configure Terminal >
    6.Communication >
        F4. SSL Enable: UNCHECK

6. Configure Terminal >
    6.Communication >
        1. Host IP Address:
            192.168.1.90

SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

6. Configure Terminal >
    6.Communication >
        2. Host IP Port:

PROCESSOR	HOST PORT
Cardtronics	7004
Columbus Data	7006
Data Stream (ASAI)	451
DNS	561
EFX	446
Elan/Genpass	5167
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	888
Metavante / PAI / FIS	450
NRT/TNS	7008
Planet Payment	5306
Switch Commerce	7003
Worldpay / RBS Lynk	6661

-2(x) Enter to Return to Main Menu-

TRITON ATMS PAYMENT GATEWAY

DEFINE TCP/IP PARAMETERS FOR ATM

2. Diagnostics >

    7. Modem / Ethernet >

        6. Configure Ethernet Settings:

CONFIGURE ETHERNET SETTINGS	
6. Enable DHCP	Uncheck
1. IP Address	192.168.1.91
2. Subnet Mask	255.255.255.0
3. Default Gateway	192.168.1.90

-4(x) Enter to Return to Main Menu-

5. System Parameters >

    5. Restart the Terminal > Enter

Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are unable to perform a successful balance inquiry, call OptConnect Customer Care at 877-678-3343 ext. 3 for assistance.

PROCESSOR PHONE NUMBERS
For ATMs Using Dialup Connection Only

OptConnect's standard configuration supports Dial-up communication to the following processors:

PROCESSOR	PRIMARY	SECONDARY
Cardtronics	1-866-403-6745	1-866-403-6747
Columbus Data	1-800-886-1798	1-888-923-3608
Data Stream/ASAI	1-877-543-5921	1-877-543-5922
DNS (MoneyTree)	1-800-816-5409	1-800-816-5410
EFX	1-866-649-6124	1-866-649-6126
Elan/Genpass	1-800-472-6210	1-800-472-6210
1st ISO / First Data / Core Data	1-877-999-1309	1-800-530-4784
ITS Systems Integrators Co Inc.	1-888-764-6464	1-888-764-5858
Metavante	1-866-956-5788	1-800-883-7723
NRT/TNS	1-877-824-0930	1-877-824-0927
Switch Commerce	1-855-572-1978	1-855-572-1979
Worldpay / RBS Lynk	1-800-827-5965	1-800-486-5965

ROUTING & COMMUNICATION IDs

PROCESSOR	STD. 1	STD.3
1st ISO	N/A	CDEPOT
Cardtronics	CTSTRA	CTSTRI
Columbus Data	CDHY	CDSAA0
Data Stream/ASAI	N/A	XXTRX
DNS	N/A	000000
EFX	N/A	000000
Elan	N/A	A01105
Metavante	N/A	000000
Planet Payment	N/A	000000
Switch Commerce	SC101	123SC101
Worldpay	Numerical part of TID	LNKATM

If you require any configuration or routing changes, please contact the OptConnect Customer Care at 877-678-3343 ext. 3 for assistance.

GENERAL TROUBLESHOOTING

OptConnect tests every wireless modem in-house before shipping. Each wireless modem completes a live data connection test before being cleared for shipment. Should you experience problems with your wireless modem, please verify all installation and instructions in this guide and refer to the following troubleshooting steps when diagnosing any issues that may arise.

If you are still experiencing problems, please contact the OptConnect Customer Care Team at 877.678.3343 ext. 3 for further assistance.

IF YOUR DEVICE OR MACHINE IS UNABLE TO COMPLETE TRANSACTIONS

1.   Verify that the wireless modem is plugged in, the "Status" light is flashing green, and the "Cell Mode", "Cell On", and Signal Strength lights are solid green.

2.   Verify that the CAT5E Ethernet Patch Cable (included) is connected to an open Ethernet port on your device and the Ethernet port on the wireless modem.

If connected to an ATM, confirm that the ATM is programmed correctly for your processor and that the terminal setup is valid according to processor.

IF YOU EXPERIENCE INTERMITTENT COMMUNICATION ISSUES

1.   Verify that signal strength is sufficient. If the Signal Strength lights indicate low signal strength (1 to 2 bars), reposition the antennas, ensuring they are installed per our guidelines on pg 3. Allow a minimum of 5 seconds for the wireless modem to refresh the Signal Strength lights after moving the antennas. If the signal strength does not improve, it may be necessary to purchase an upgraded antenna or an in-line signal booster. Contact the OptConnect Customer Care Center for troubleshooting or your sales representative to order a new antenna or booster.

2.   If the Signal Strength lights are flashing, disconnect power from the wireless modem, wait 15 seconds, then reconnect power. Allow at least 5 minutes for the wireless modem to reboot. If the Signal Strength lights do not stop flashing after 10 minutes, please call the OptConnect Customer Care Team at 877.678.3343 ext. 3 for further assistance.

3.   Some sources of cellular interference can include: cooler or refrigeration units, heating units, microwave ovens, neon signs, fluorescent lights, industrial equipment, high-powered sound equipment, nearby fuse panels, and in some cases power lines running behind a wall. This is a list of some possible cellular interference sources and is in no way all inclusive. Distancing the wireless modem from one of these sources of interference may be needed to stabilize the cellular connection.

COMMON ATM ERRORS

Below is a list of the most common ATM error codes associated with communication between the ATM and its Host Processor. These errors are most often the result of incorrect programming at the ATM. After verifying the ATM programming and clearing any errors, if you are still experiencing problems completing transactions, please contact the OptConnect Customer Care Center at (877) 678-3343 for further assistance.

COMMON ATM ERROR CODES NAUTILUS HYOSUNG, HANTLE, GENMEGA CODES		
D15XX	TCP/IP Connection Timeout	Verify Ethernet cable is plugged in and secure. Check Ethernet cable for kinks or damage. Verify ATM programming. Verify Ethernet ports are not damaged.
D17XX	Message Data Not Received	Verify all programming. Check Ethernet cable for kinks or damage.
D25XX	TCP/IP Communication Lost	Verify all programming, especially Host TCP/IP settings. Check Ethernet cable for kinks or damage.
TRITON CODES		
192	Communication Error	Verify all programming. Verify Ethernet cable is connected properly and is not damaged or kinked.
236	TCP/IP Communication Lost	Verify all programming, especially Host TCP/IP settings. Check Ethernet cable for kinks or damage.
237	TCP/IP Device Failed	This occurs when outgoing communication is successful, but return communication from the Host fails. Verify all programing. Check for presence of hardware that could cause noise interference.

WARRANTY INFORMATION

LIFETIME EXTENDED MAINTENANCE PLAN

To Receive a Warranty:

To receive a warranty, the unit must be installed as per OptConnects recommendations as noted on pages 3 & 4. On-Site troubleshooting must be completed and an OptConnect customer Care Representative must consider the unit inoperable and warrantable. A warranty will be denied if installation procedures and proper troubleshooting steps have not been followed.

Lifetime Extended Maintenance Plan

Some wireless modems include the Lifetime Extended Maintenance Plan. The Lifetime Extended Maintenance Plan provides for a guaranteed replacement of equipment in the event of failure. This plan remains in effect as long as customers continue to pay a monthly service charge.

After working with OptConnect to diagnose a problem, OptConnect will ship a replacement unit at no cost to the customer. The customer shall be responsible for shipping back faulty equipment to OptConnect in a timely manner using the prepaid shipping label provided at time of warranty. Customer must return the faulty equipment to OptConnect within 20 days or they will be charged $300.00 for the non-return of the faulty equipment.

Physical damage, lost or stolen equipment, or modems damaged by acts of God are not covered under warranty.

CUSTOMER CARE CENTER

24/7 - 365 Days a Year

Available to help whenever you need us.

One Call Resolution

Accurate information on the first call.

Prompt Response Time

Customer satisfaction is our highest priority.

Please contact the Customer Care Center at 877.678.3343 ext. 3 if you have any questions regarding your OptConnect Device.