



ePNJPOS Detailed Install Guide

1	Installation and Activation of Terminal	2
1.1	Download	2
1.2	Install	4
1.3	Activation Wizard – With Terminal key	7
1.4	Activation Wizard – No Terminal key	9
2	ePNJPOS Multi-Merchant setup	13
2.1	First time installations:.....	13
2.2	To update a current ePNJPOS installation for ePNJPOS Multi-Merchant:	14
3	Terminal Assistant.....	15
3.1	Printer	16
3.2	Equipment.....	17
3.3	Margins.....	18
3.4	Peripheral Devices	19
3.5	Plugins - Currently in the works.....	20
4	ePNJPOS Diagram	21

1 Installation and Activation of Terminal

After the account has been set up, **ePNJPOS** needs to be downloaded, installed, and activated on PC's for use. Each PC that **ePNJPOS** will be installed to requires its own terminal set up in the account.

1.1 Download

To begin the process, click the *Download* button at the top right of main **ePNJPOS Config** screen.

eProcessingNetwork
Anywhere Merchants Do Business™

Merchants FAQ Test Drive Developers Contact

Test Account (0407202)
Thursday, October 21, 2010, 11:23 CDT
ePNJPOS Config

Merchant Account Questions?
Your MSP: eProcessingNetwork.com
MSP Phone: (713) 880 0327
jsuggestions@eprocessingnetwork.com
support@eprocessingnetwork.com
ePN Tech Support: (800) 971-0997

ePNJPOS is Java® Transaction Processing Software for Windows™ based computers. Follow the download instructions below.

Step 1: Java is required to install **ePNJPOS**. Once you have verified you have the current version of Java installed, proceed to **Step 2**.

Using your Internet Explorer Browser, go to www.java.com
Confirm you have the latest version of Java installed.

Step 2: Read the PA-DSS Implementation Guide

The PA-DSS Implementation Guide for eProcessingNetwork will help you maintain a PCI compliant installation of ePNJPOS. [View PDF](#)

Step 3: Read the Install Guide

Quick Install Guide for Single Merchant [View PDF](#)

Quick Install Guide for Multi-Merchnat [View PDF](#)

Detailed Install Instructions [View PDF](#)

Step 4: ePNJPOS Download

You have 5 of ePNJPOS 3 Licenses

If you purchased your **ePNJPOS** licenses after *Oct 25th, 2010* **ePNJPOS Version 3** download and install is available here.

Quick Processing Guide [View PDF](#)

Detailed Documentation [View PDF](#)

Download

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Figure 1–1 ePNJPOS Download Page

Install **ePNJPOS** to your system by clicking on the **ePNJPOS Download** button shown above in Figure 1. You will be presented with the following, or similar, dialog box shown below.

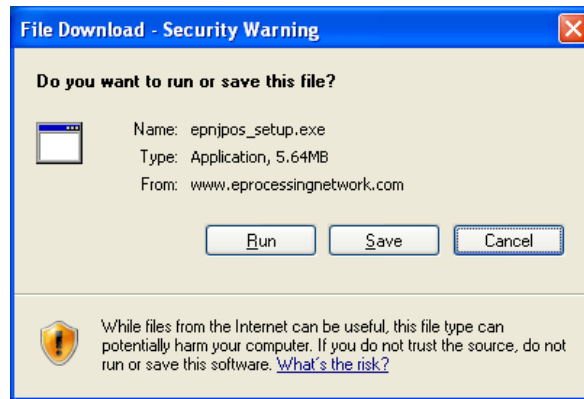


Figure 1–2 File Download Prompt

Check the **Save to Disk** option then click **OK**.

Locate the downloaded file on your computer. And double click the **epnjpos_setup.exe** file.



Figure 1–3 Open File Prompt

Click the **Run** button.

1.2 Install

The **ePNJPOS - InstallShield Wizard** window opens.

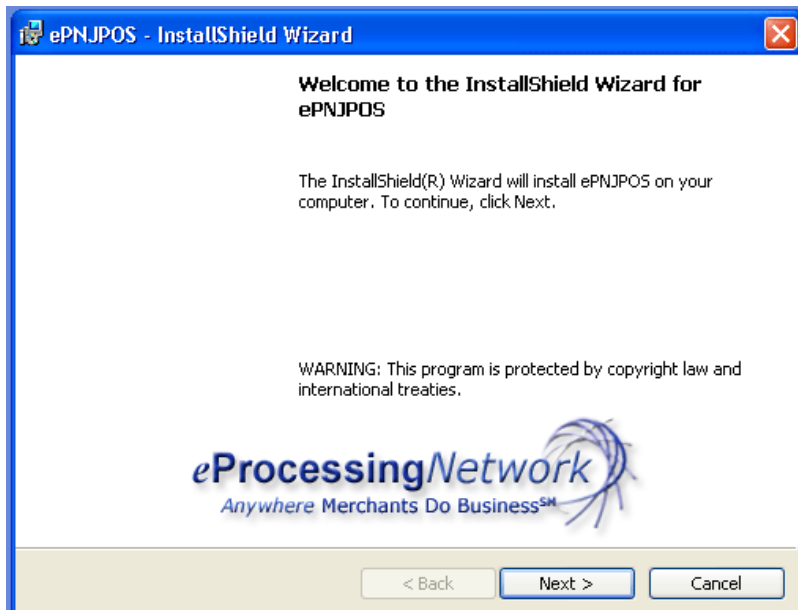


Figure 1-4 InstallShield Wizard Starts

Click the **Next** button and the **ePNJPOS Installation Wizard Customer Information Entry** dialog box will appear.

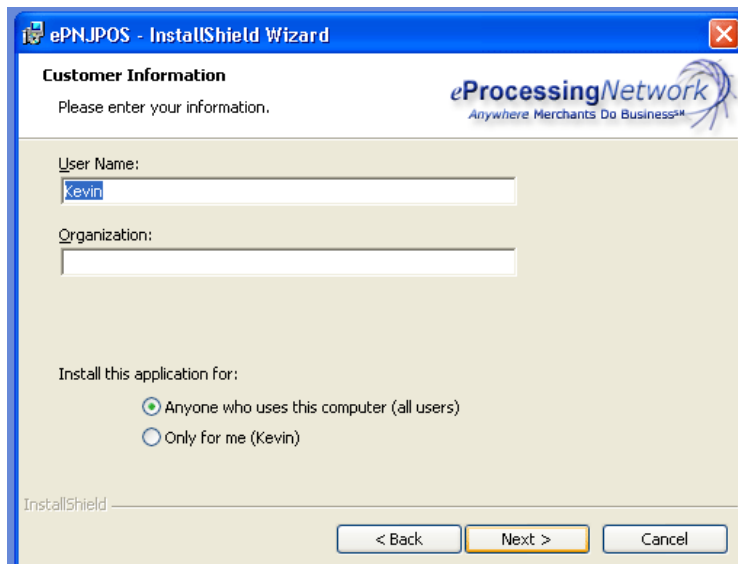


Figure 1-5 Customer Information Entry Form

Enter your User Name and Organization, and select whether you would like to install **ePNJPOS** for anyone who uses the computer, or just for yourself.

Click **Next**. You will be presented with the **Destination Folder** dialog. Click **Next** to accept the default destination folder.

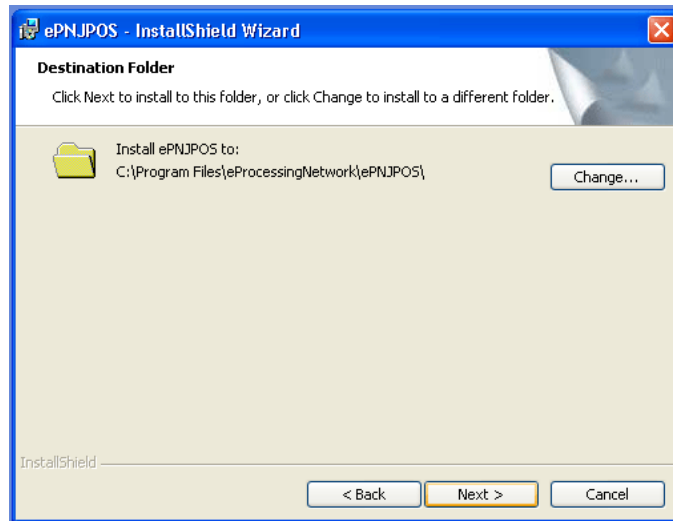


Figure 1–6 Install Destination

After clicking **Next** in the **Destination Folder** dialog box, you will be presented with the **Installation Summary** dialog box shown below in Figure 7. Click the **Install** button.

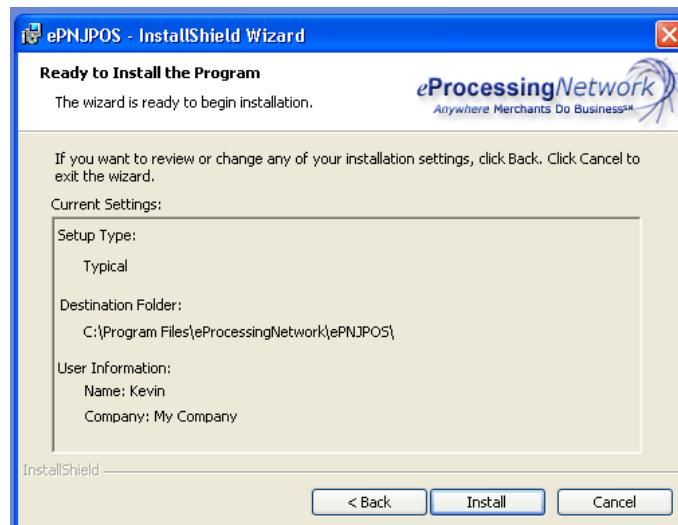


Figure 1–7 Installation Summary

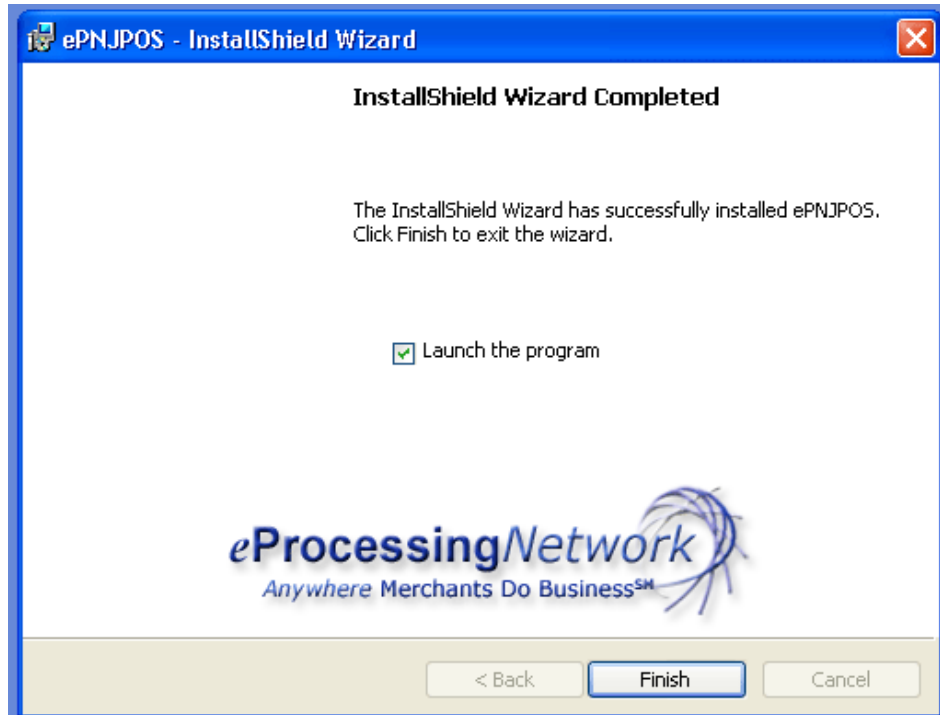


Figure 1–8 Installation Complete

When installation has been completed, you will be presented with the Installation Wizard Completed dialog box. The option “**Launch the program**” is already selected for you. Click **Finish** to exit the **ePNJPOS** Installation program.

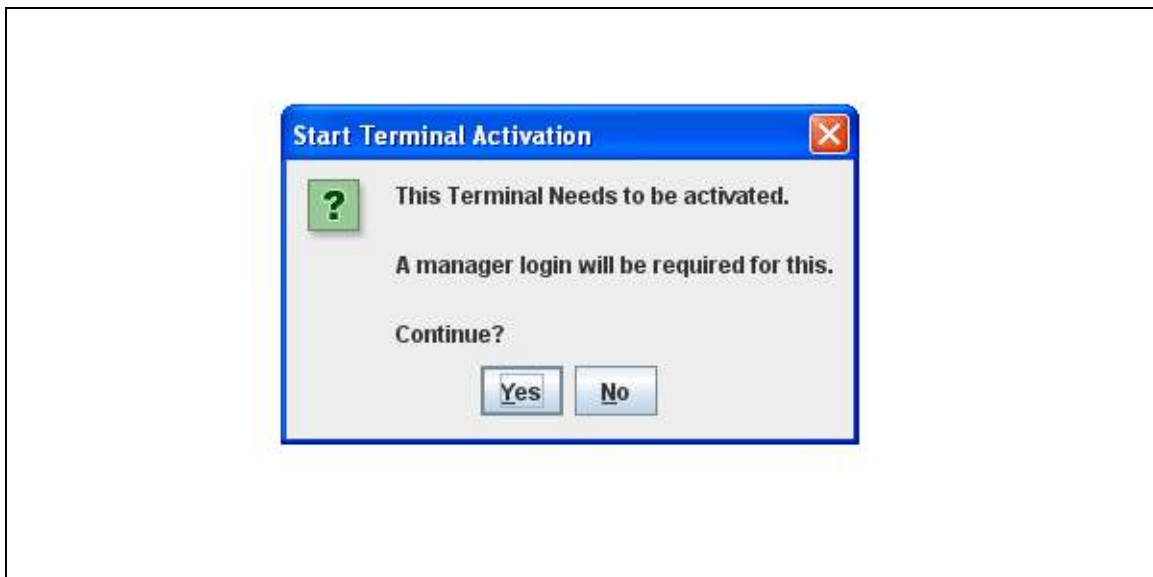


Figure 1–9 Activation Wizard – No Terminal key

Click the **Yes** button to start **Terminal Activation**.

1.3 Activation Wizard – With Terminal key



Figure 1–10 Activation Wizard – With Terminal key

Select the option that fits your situation. For this video/section, we will be following the default option, "***My Supervisor/Manager gave me a terminal key to enter***". Click the **Continue>>** button.

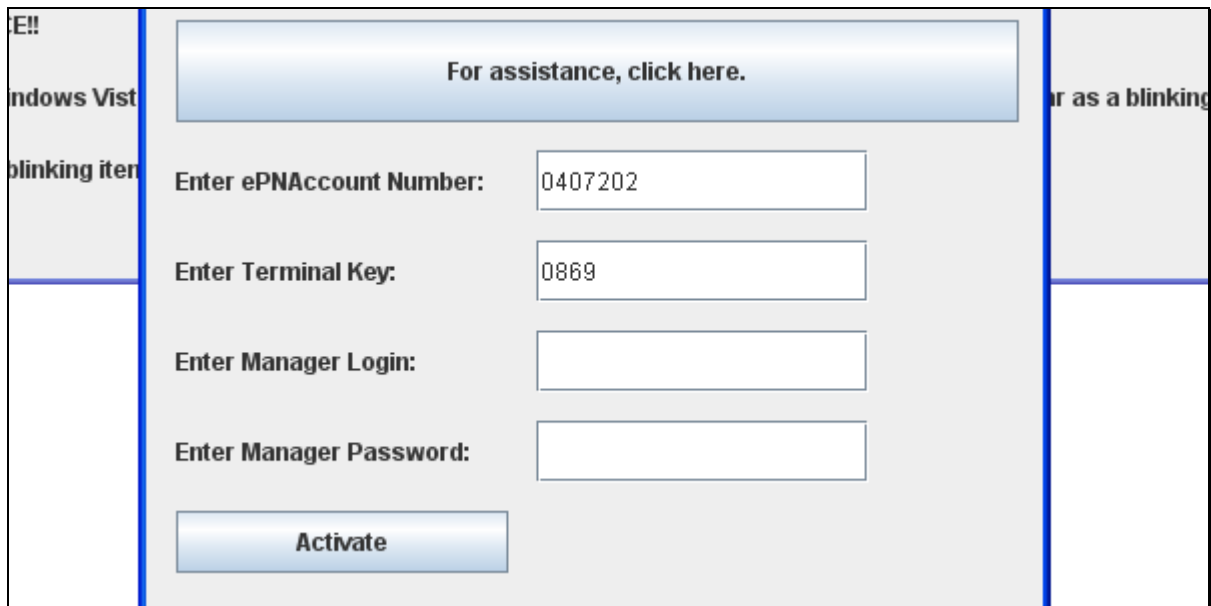
The image shows a screenshot of the activation wizard's input screen. At the top, there is a light blue button that says "For assistance, click here." Below this, there are four input fields: "Enter ePNAccount Number:" with the value "0407202", "Enter Terminal Key:" with the value "0869", "Enter Manager Login:" (empty), and "Enter Manager Password:" (empty). At the bottom, there is a blue "Activate" button.

Figure 1–11 Activation Wizard – With Terminal key

Enter the ePNAccount Number, the terminal key and Login/Password that was provided by your Supervisor/Manager. Click the **Activate** button.

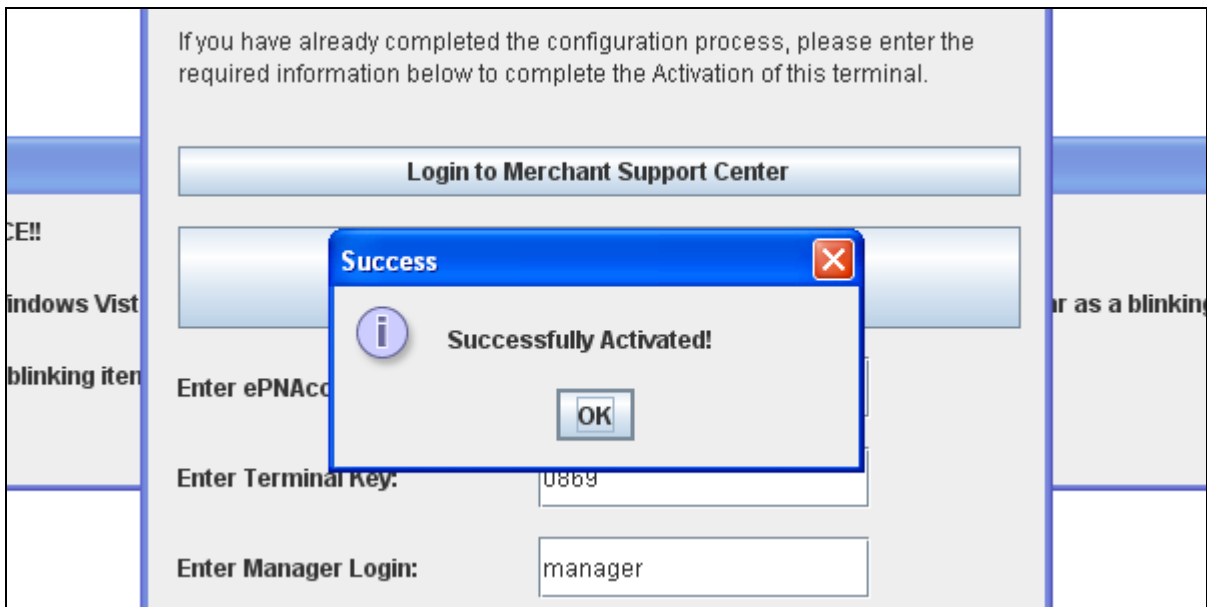


Figure 1-12 Activation Wizard – With Terminal key

Now you have been **Successfully Activated**.

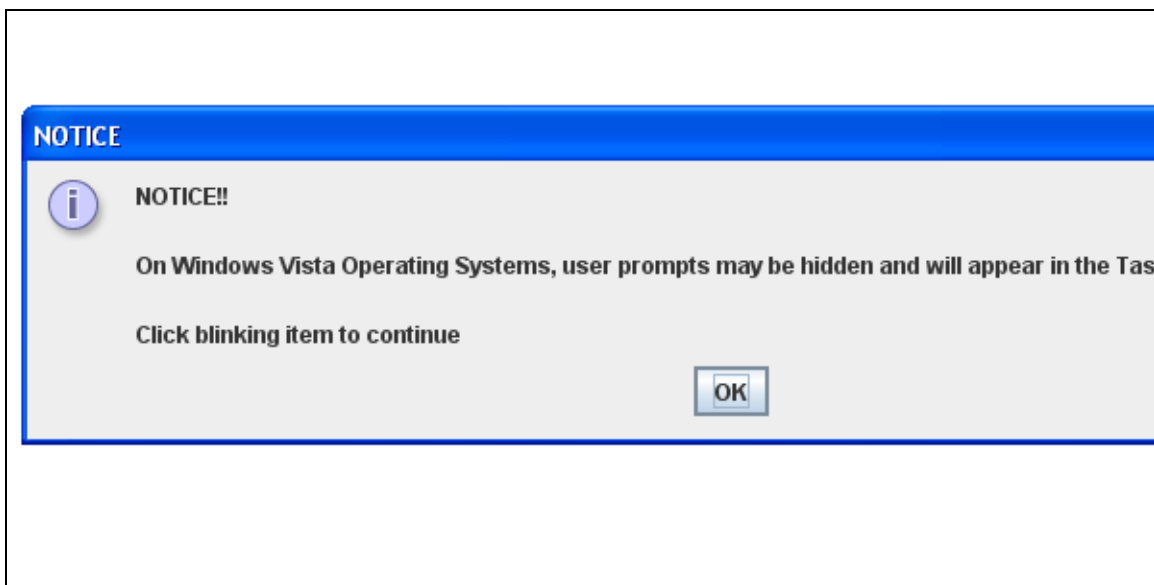


Figure 1-13 Activation Wizard – With Terminal key

This is a notice for Vista operating system users. If you are not on a Vista computer, you can ignore this Notice.

1.4 Activation Wizard – No Terminal key

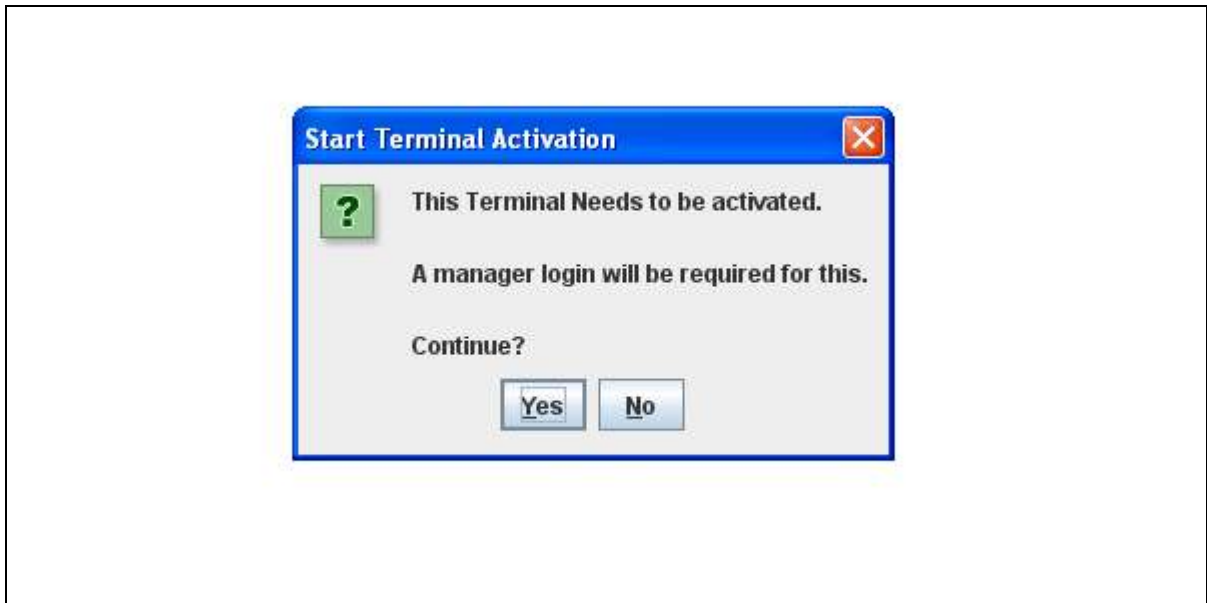


Figure 1–14 Activation Wizard – No Terminal key

Click the **Yes** button to start **Terminal Activation**.

Click the **No** button complete the **Terminal Activation** later. You can start this process later by clicking the desktop icon for the ePNJPOS.



Figure 1–15 Activation Wizard – No Terminal key

Select the option that fits your situation. For this video/section, we will be following the default option, **"I do not have a terminal key to enter"**.

Click the **Continue>>** button.



Figure 1-16 Activation Wizard – No Terminal key

Enter your **ePNAccount** information. This the same information you would use when logging in to the Merchant Support Center at www.eprocessingnetwork.com.

Then click the **Continue>>** button.

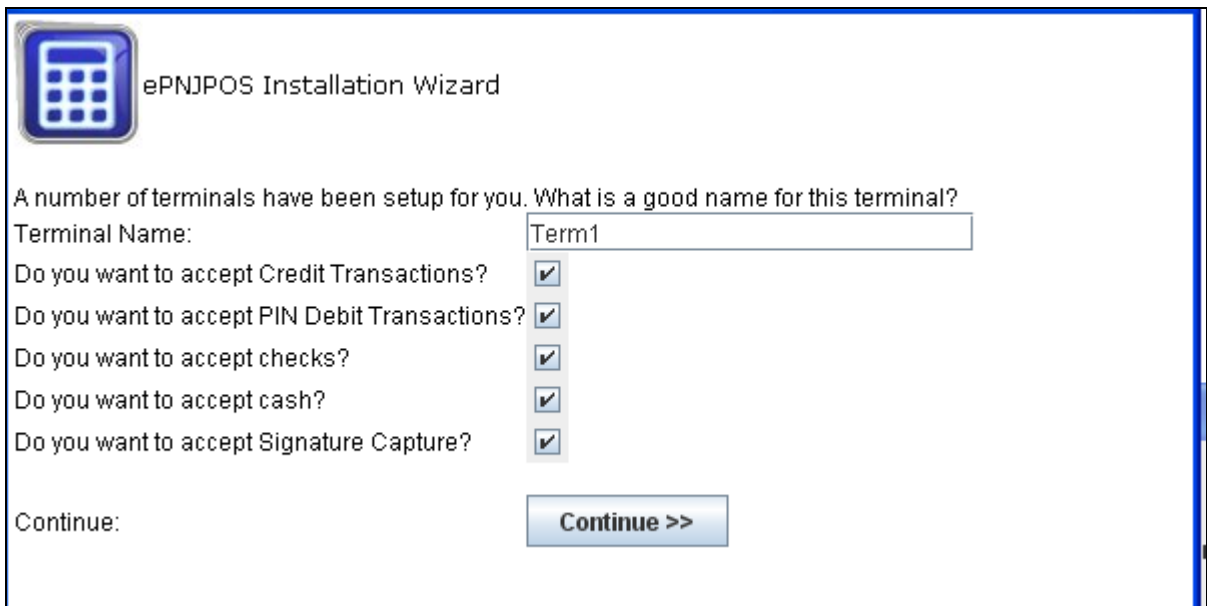


Figure 1-17 Activation Wizard – No Terminal key

The first terminal has been created for you.
You can rename it or leave as the default name.
The terminal is already set to accept credit card transactions.

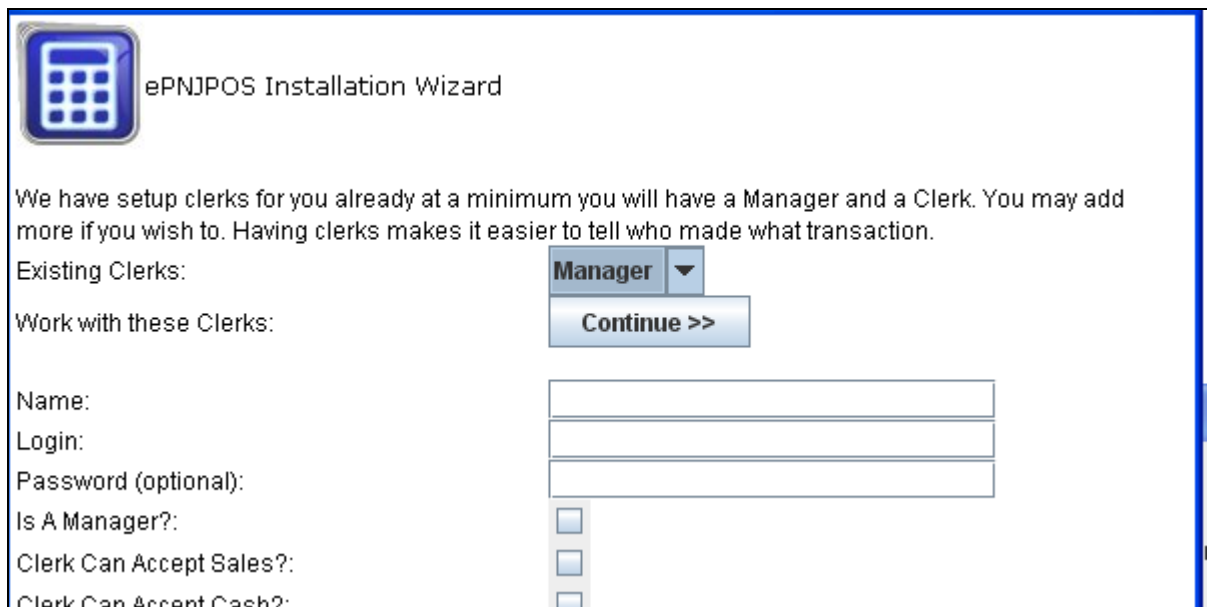
Will you be accepting Debit Transactions?
Check mark the box if so, leave uncheck if not.

Will you be accepting Check Transactions?
Check mark the box if so, leave uncheck if not.

Will you be accepting Cash Transactions?
Check mark the box if so, leave uncheck if not.

Will you be accepting Using the Signature Capture feature using the Ingenico i6550?
Check mark the box if so, leave uncheck if not.

Click the **Continue>>** button.



The screenshot shows the 'ePNJPOS Installation Wizard' window. It features a blue icon of a calculator on the left. The main text reads: 'We have setup clerks for you already at a minimum you will have a Manager and a Clerk. You may add more if you wish to. Having clerks makes it easier to tell who made what transaction.' Below this, there are several fields: 'Existing Clerks:' with a dropdown menu currently showing 'Manager'; 'Work with these Clerks:' with a 'Continue >>' button; 'Name:', 'Login:', and 'Password (optional):' each with a corresponding text input field; and three checkboxes for 'Is A Manager?', 'Clerk Can Accept Sales?', and 'Clerk Can Accept Cash?'. The 'Continue >>' button is highlighted in blue.

Figure 1-18 Activation Wizard – No Terminal key

The initial Manger/Clerk Login has been created. The manager login is used to activate the **ePNJPOS** and access configuration & settings for the software. The initial manger login is set with out a password but can be added later. If you do not have multiple employees, you can click the **Continue>>** button to complete the activation.

Congratulations you have completed the Installation Wizard, and your terminal has been activated. You will be taken to the Terminal Assistant to finalize your settings.

Please visit the Merchants Support Center, there you can create sophisticated receipts for your printer, as well as modify any settings you have just made.

When the next screen pops up please hit the "OK" button.

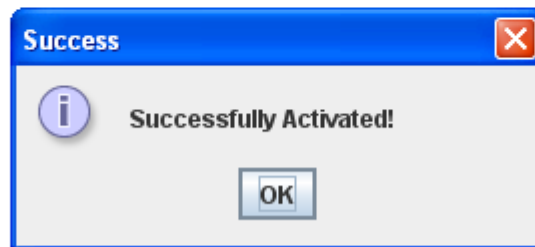


Figure 1-19 Activation Wizard – No Terminal key

Click the **OK** button.

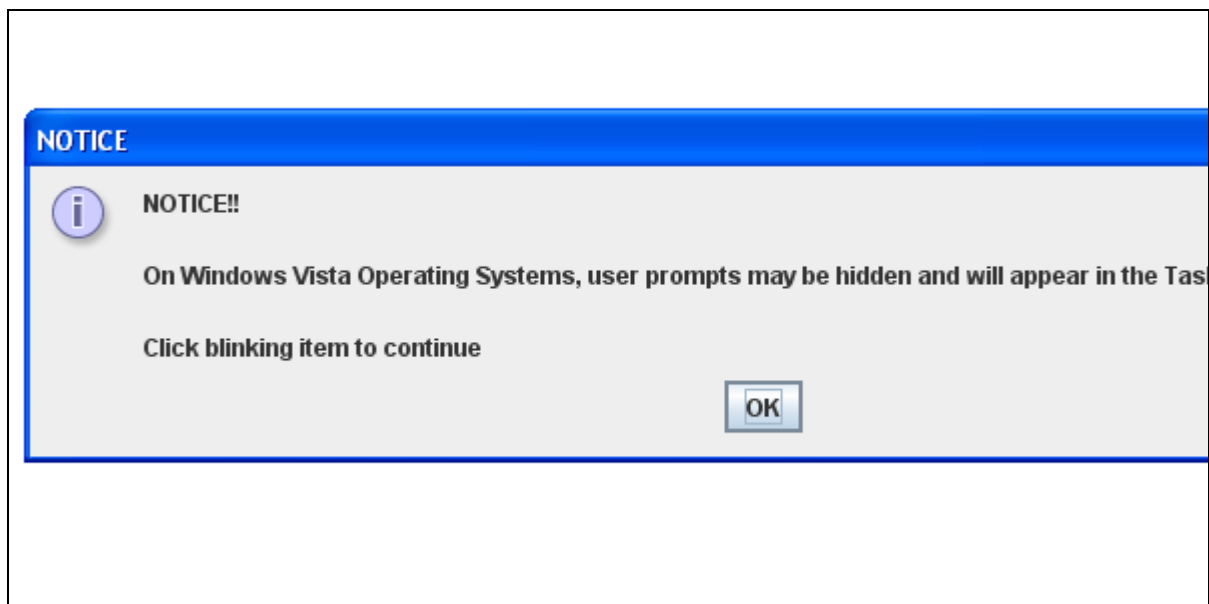


Figure 1-20 Activation Wizard – No Terminal key

This is a notice for Vista operating system users. If you are not on a Vista computer, you can ignore this Notice.

2 ePNJPOS Multi-Merchant setup

Installation Requirements:

- Windows operating system (XP, Vista or Win7).
- ePNAccount number for each merchant that will use the ePNJPOS.
- Each account must have an available ePNJPOS license.
- The Multi-Merchant function must be turned on for your account by your sales office or tech support. This option will need to be turned on for all accounts that will be using the ePNJPOS Multi-Merchant function.
- Java must be up to date on the computer before ePNJPOS is installed. www.java.com After installing Java restart the computer.

2.1 First time installations:

After you have downloaded the setup file and installed the ePNJPOS software:

1. You will be prompted to activate the ePNJPOS terminal for the initial account.
2. After activation, you will be prompted if the ePNJPOS Terminal you are installing will be using the multi-merchant function.
3. Click **"Yes"** to use the ePNJPOS Multi-Merchant function.
4. You will be prompted to create the users/clerks for the initial ePNAccount you just setup.
5. After you have completed the users/clerks step, you will be prompted set up the additional merchant account(s) that will be using the ePNJPOS Multi-Merchant function.
6. Click the **"Add Merchant"** button.
7. The Terminal Activation Wizard will start (as it did for the initial account.) This will walk you thru setting up the terminal access and clerks for this ePNAccount.
8. After each company has been set up, you will be prompted to add another. If you have completed the activation for each merchant account, click the **"Done"** button.
9. You will be prompted to login and configure the ePNJPOS Terminal Assistant (where equipment and printers are defined for the ePNJPOS Terminal installed on this computer). The Terminal Assistant will manage all equipment and printer settings for each

ePNAccount that will be using the ePNJPOS Multi-Merchant Function.

2.2 Upgrade to ePNJPOS Multi-Merchant:

1. Login to your ePNAccount at www.eprocessingnetwork.com/msclogin.html
2. Go to **ePNJPOS Config** option in the **"Choose One"** drop down menu.

Deactivate the Terminal: Must be done for each ePNJPOS terminal that is being updated for each ePNAccount:

3. Click the **"+"** button to the left of the word Terminals on the first blue bar.
4. Click the **"Edit"** button for the terminal that is being reactivated.
5. Click the **"Force Reactivate"** button.
6. Note the **"Terminal key"** for the terminal you are reactivating for easy activation.

Download and Install:

7. Click the **"ePNJPOS Download"** button at the bottom of the page.
8. Save the set up file to your computer.
9. Execute the set up file.
 - a. XP user: double click the set up file
 - b. Vista user: right click the set up file and select "Run as administrator"
10. Complete the installation.

When the installation is complete:

11. Go to the start menu of your computer (bottom left).
 - a. All Programs
 - b. eProcessing Network
 - c. ePNJPOS
 - d. Click ePN Reactivate Terminal.

You will be prompted with the Activation Multi-Merchant set up wizard.

3 Terminal Assistant

Terminal Assistant is the configuration application for ePNJPOS. This is where all settings related to installed peripherals (Card Readers, Printers, MICR Check Readers, etc.) will be made. **Terminal Assistant** will automatically launch after Activation.

To access **Terminal Assistant**, either:


- Click **Start, All Programs, eProcessingNetwork, ePNJPOS, ePN Terminal Assistant**
- From within **ePNJPOS**, click the **Terminal Assistant** icon ()



Figure 3–1 Terminal Assistant Login

A manager login will be required to enter Terminal Assistant.

3.1 Printer

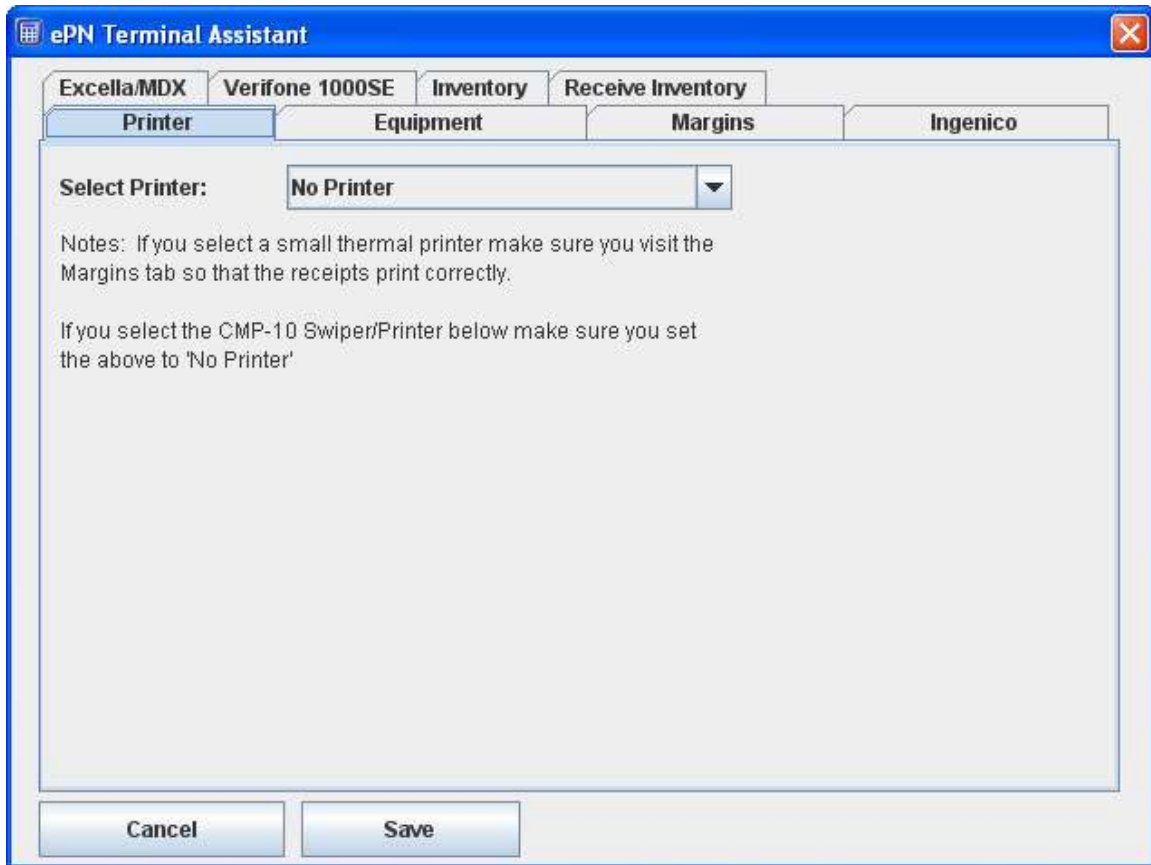


Figure 3–2 Terminal Assistant Printer Tab

The **Printer** drop-down allows for selection from the currently installed printers in Windows. The lower section is to select a card reader (swiper) and/or MICR check reader attached to the PC. Serial devices will allow for selection of connected serial port from the appropriate drop-down. Some devices are a swiper/printer combination; in those cases the **Printer** drop-down will be unavailable and printing will default to the peripheral.

3.2 Equipment

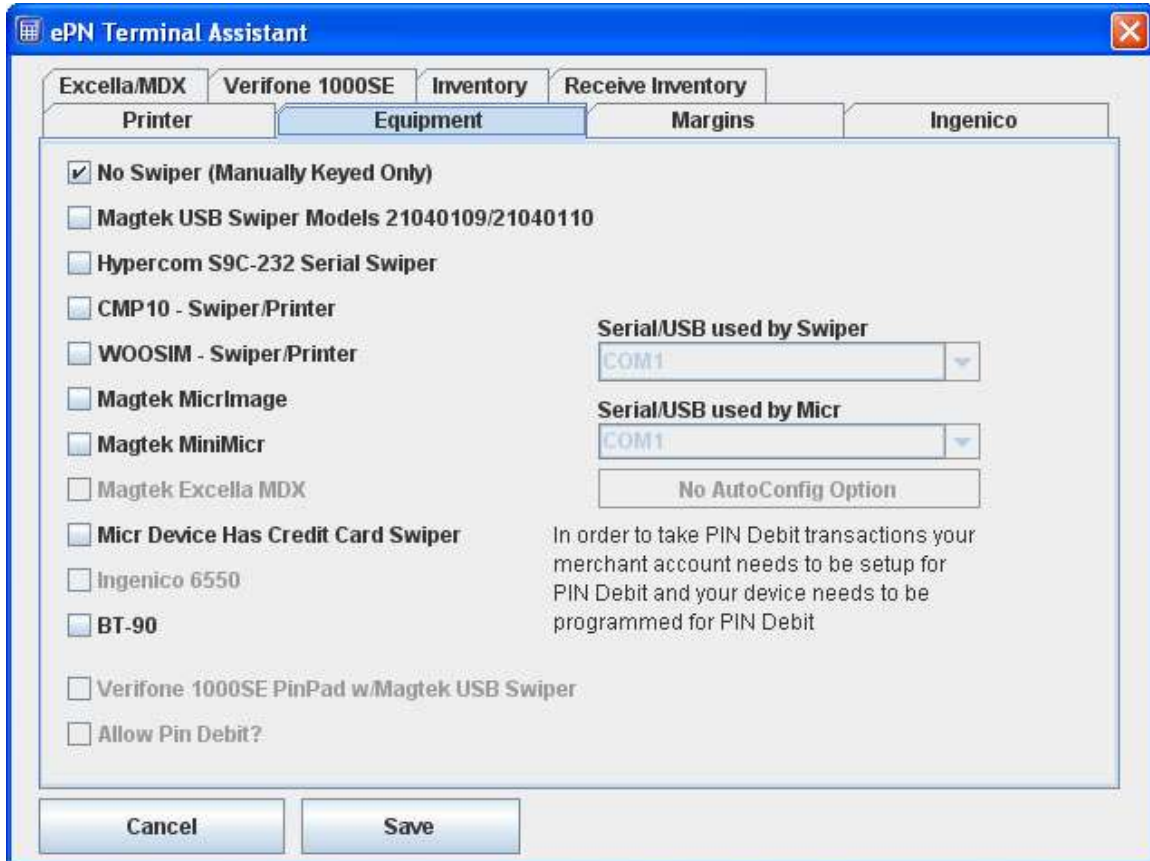


Figure 3-3 Terminal Assistant Equipment Tab

The **Equipment** tab is used for peripheral selection and configuration.

3.3 Margins

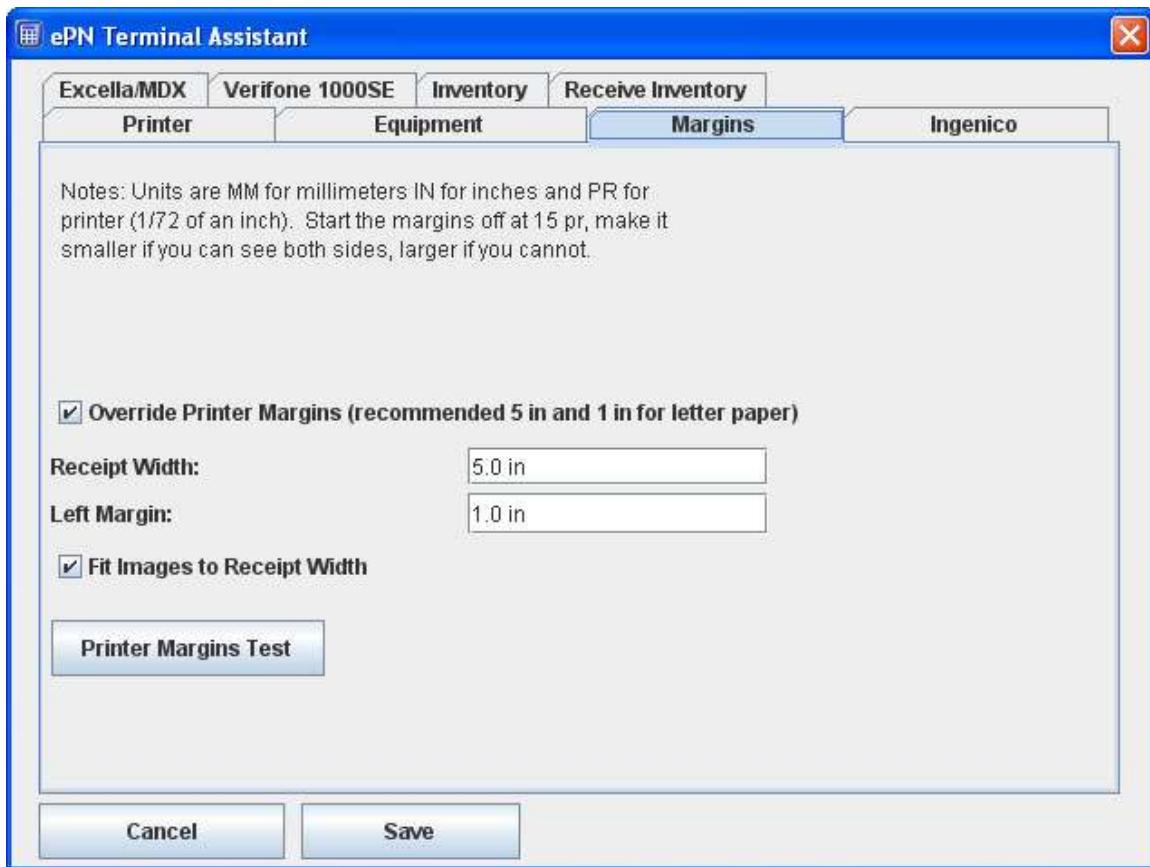


Figure 3–3 Terminal Assistant Margins Tab

The **Margins** tab allows for configuration of printer settings. If **Override Printer Margins** is not set, it defaults to 5.0 in for width and 1.0 in for left margin, which should be good for most standard printers. **Fit Images to Receipt Width** will scale top and bottom images to the receipt width.

Suggested Margin Settings:

- 8 ½ x 11 printers – Width: 5.0 in; Left Margin: 1.0 in
- 3 in printers – Width: 3.0 in; Left Margin: 16 pr (printer units)
- Woosim or Citizen CMP-10 – Has no effect

Most small format receipt printers will work fine with width set to page width, and left margin set to 16 pr.

3.4 Peripheral Devices

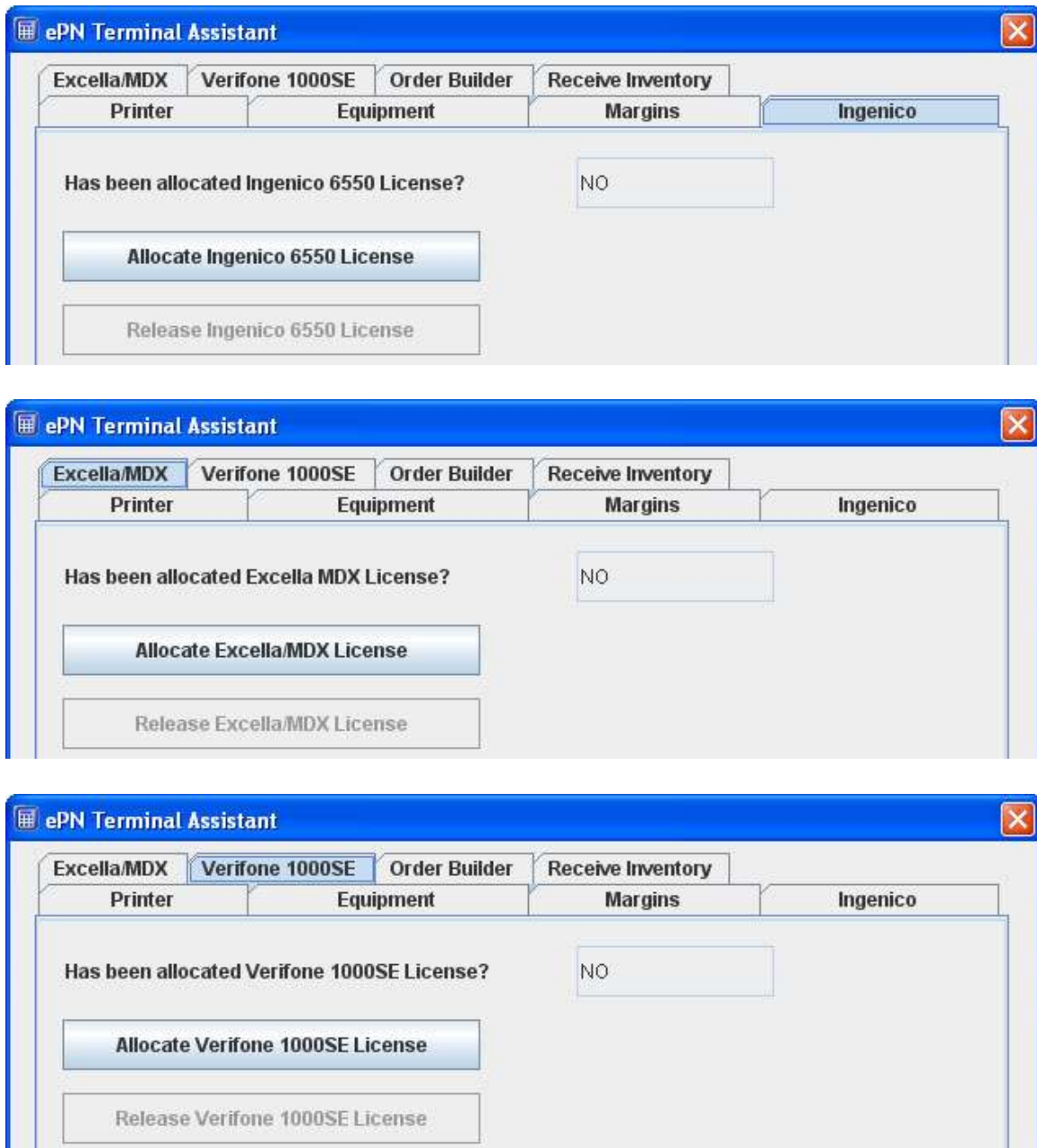


Figure 3–4 Terminal Assistant Peripheral Device Tabs

Certain peripheral devices require an additional per device license and from here you can allocate the license for the device. Click the Allocate button to register the license. If you run in to an error, please contact your sales office to ensure you are set up for that device.

- Ingenico
- Excella MDX

- Verifone 1000SE

3.5 Plugins - Currently in the works

ePNJPOS 3.0 now supports plugins. **Order Builder & Recive Inventory**



7-5 Order Builder Plugin

Order Builder allows you to use products stored with ePNInventory when processing a sale. The inventory will be tracked and calculated based on the products selected. The items will be printed on the receipt and stored with the transaction on the server for later retrieval. Stock is only adjusted if the sale is approved. Sales and Returns are supported with this plugin.



7-6 Receive Inventory Plugin

Receive Inventory allows you to manage your ePNInventory service from your **ePNJPOS 3 software**. You can Receive Stock, Add a Note, Add to Stock, and Account for Shrinkage. All real time adjustments.

4 ePNJPOS Diagram



The **ePNJPOS** desktop icon (ePNJPOS) Double-click to open the software.
You will be asked to login.

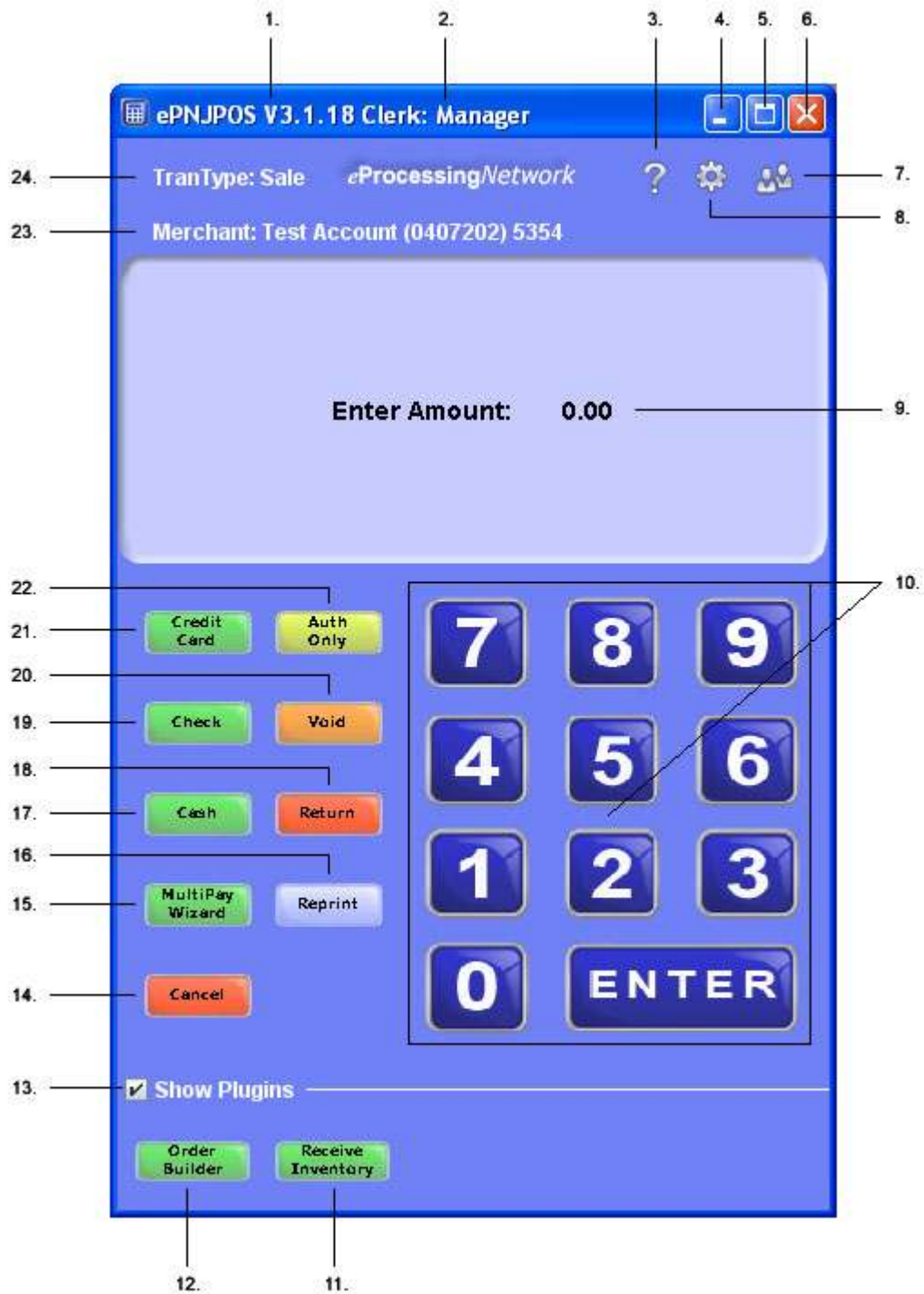


Figure 4-1 ePNJPOS Main Screen

1. ePNJPOS Software Version
2. The clerk's name that is logged in to this terminal will show here.
3. Now you can **access help** from within the **ePNJPOS**. This will provide video tutorials and FAQ to assist you with ease.

4. To access the **Terminal Assistant**, click here. When you click this button, the ePNJPOS will close and the login window for the **Terminal Assistant** will open.
5. This button will minimize the software to your task bar.
6. This button will maximize the software to the size of your monitor.
7. This button will close and logs the current user out of the ePNJPOS software.
8. This button is the log out button. Click this button to access the login window.
9. The display screen will have prompts to guide you thru the transaction process.
10. You can either use the key pad here or the 10 key on your key board.
11. Receive Inventory is a plugin that allows you to adjust the ePNInventory
12. Order Builder is a plugin that allows you to use ePNInventory products for sales.
13. Shows the Plugin buttons.
14. To cancel any transaction or action, click the **Cancel** button.
15. Multi-Pay allows you to enter different types of payment for one sale. Gift Cards and Loyalty points processing found here.
16. The **Reprint** button allows you to reprint the receipt. This button will become available when a reprint is available.
17. To process cash transaction, click the **Cash** button. You can now track cash transaction thru the Activity Reports of the Merchant Support Center.
18. For **Swiped* Transactions**, click the **Return** button.
19. To process scanned/swiped check transactions, click the **Check** button. If you are set up with a **Image check scanner**, then an image of the check will be attached to this transaction in the **Activity Reports** of the **Merchant Support Center**.
20. To void a transaction you recently processed, click the **Void** button.
21. Credit Card Sale is the default transaction type. **For Manual Credit Card Sale transactions** click here or proceed with entering the dollar amount. The manual transaction dialog box will open. Enter as much information as possible for best results. If your terminal assistant is configured with a credit card swiper, then you can proceed with your sale. Enter the dollar amount and click enter, and follow the prompts.
22. For **Swiped* Authorization Only transaction**, click the **AuthOnly** button.
23. If using Multi-Merchnat function, this displays the Name of the company. Account number and Terminal Id.
24. The type of transaction that is being process is listed here.