

Quick-Start Guide

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1 Package Contents

Package Contents

- OC-500 Wireless Gateway
- Antenna, 3db Gain, Magnetic Base
- Power Supply
- CAT5E Ethernet Patch Cable, 7 ft. *(to be used only with high-speed TCP/IP communications on Windows CE ATMs)*
- Wireless Gateway Quick-Start Guide

Please verify your package contents. Should any of these items be missing or damaged, please contact OptConnect immediately at (877) 678-3343.

2 Installation Instructions

Setting up an OptConnect OC-500 Wireless Gateway is as easy as **1 2 3**.

STEP 1

- **Plug it in.** Plug in the power supply to a surge protector or battery back-up. If no surge protector or battery back-up is available, plug the power supply directly into the wall outlet. Run the cord to the OC-500 and push into the "POWER" connection on the back of the Wireless Gateway. ***Secure the cord by twisting to the right.*** The cord will lock in place.

STEP 2

- **Attach the antenna.** It is recommended that the magnetic antenna be placed on the outside back of the ATM. Uncoil the antenna cable and attach to the screw thread labeled "Antenna" on the back of the unit.

STEP 3

- **Plug in the phone line.** Plug the ATM phone line into the OC-500 port labeled “ATM/POS Terminal” on the front of the unit.

As the unit boots, the “Cell On” and “Signal” lights will light and turn solid. Once solid, your ATM is ready to perform dial-up transactions.

Initialize the ATM and run a balance inquiry. If the balance inquiry is not successful, refer to *Appendix A: Troubleshooting* on page 7.

Dial Up Installation

For a list of acceptable processors and phone numbers, please refer to *Appendix B: Processors and Phone Numbers* on page 10.

TCP/IP Requirements

NOTE: *High-speed wireless TCP/IP transactions are only possible with ATMs capable of communicating via TCP/IP.*

The OptConnect OC-500 has the capability of running high-speed transactions via TCP/IP communication. TCP/IP communication significantly cuts transaction speeds requiring less time for your customer to complete their transaction.

While running dial-up transactions requires no programming changes to the ATM, running TCP/IP involves programming the ATM for this specific mode of communication. You must have master-password access to the ATM programming menus to make the necessary changes.

TCP/IP Setup - Nautilus Hyosung ATMs

Nautilus Hyosung ATMs capable of TCP/IP communications include:

1800CE, MM5000, MM5300CE, MM5100T

Once the physical installation is complete, enter the Operator Menu of your ATM using the Master Password. If your ATM menus appear differently than described below, please call OptConnect (877) 678-3343 for further assistance.

STEP 1

- **Change the ATM communication mode from Dial-Up to TCP/IP.**
 - Customer Setup -> Select Processor -> Communication: **TCP/IP**
 - Cancel to Return
 - Customer Setup -> Select Processor -> TCP/IP Type: **Standard***

**For Switch Commerce use Visa Framed*

SSL: Disabled

2(x) Cancel to Return

- Customer Setup -> Standard 3 Options -> CRC En\Disable: **Disable**
- **2(x) Cancel to Return**

STEP 2

- **Define TCP/IP parameters for the ATM.**

- System Setup -> Terminal IP

DHCP: Disable

IP Address: 192.168.1.91

Subnet Mask: 255.255.255.0

Default Gateway: 192.168.1.90

DNS: Leave as is

- **2(x) Cancel to Return**

STEP 3

- **Define Host IP Address and Port.**
 - Host Setup -> Host Address 1 and 2: **192.168.1.90**
 - Host Setup -> Host Port 1 and 2: Consult the following table:

Processor	Host Port
Columbus Data (CDS)	7000
Data Stream (ASAI)	451
DNS (MoneyTree)	561
EFX	446
Elan/Genpass	7002
First Data	9021
Metavante	450
RBS Worldpay (RBS Lynk)	6661
Switch Commerce	7003

You are ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, repeat steps 1-3 to verify correct programming settings. If you are still unable to perform a successful balance inquiry, call OptConnect at (877) 678-3343 for assistance.

TCP/IP Setup - Hantle (Tranax) ATMs

Hantle (Tranax) ATMs capable of TCP/IP communications include:

1700W, C4000, X4000, C4010T

Once the physical installation is complete, enter the Operator Menu of your ATM using the Master Password. If your ATM menus appear differently than described below, please call OptConnect (877) 678-3343 for further assistance.

STEP 1

- **Change the ATM communication mode from Dial-Up to TCP/IP.**
 - Customer Setup -> Change Processor -> Communication:
Standard TCP/IP*
**For Switch Commerce use Visa Framed*

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- Customer Setup -> Change Processor -> Standard 3 Option -> CRC En\Disable: **Disable**
- 3(x) **Cancel to Return**

STEP 2

- **Define TCP/IP parameters for the ATM.**
 - System Setup -> Device Setup -> ATM TCPIP Setup
 - Change TCPIP 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**

STEP 3

- **Define Host IP Address and Port.**
 - Host Setup -> Host IP Address: **192.168.1.90**
 - Host Setup -> Host Port: Consult the following table:

Processor	Host Port
Columbus Data (CDS)	7000
Data Stream (ASAI)	451
DNS (MoneyTree)	561
EFX	446
Elan/Genpass	7002
First Data	9021
Metavante	450
RBS Worldpay (RBS Lynk)	6661
Switch Commerce	7003

- Host Setup -> Configuration Schedule: **Scheduled**

You are ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, repeat steps 1-3 to verify correct programming settings. If you are still unable to perform a successful balance inquiry, call OptConnect at (877) 678-3343 for assistance.

TCP/IP Setup - Triton ATMs

Triton ATMs capable of TCP/IP communications include:

RL1600, RL2000, RL5000, RT2000, FT5000

Once the physical installation is complete, enter the Operator Menu of your ATM using the Master Password. If your ATM menus appear differently than described below, please call OptConnect (877) 678-3343 for further assistance.

STEP 1

- **Change the ATM communication mode from Dial-Up to TCP/IP.**
 - 6. Configure Terminal -> 6. Communication -> 8. Communication Protocol: **TCP/IP Wireless**
 - 6. Configure Terminal -> 6. Communication -> 9. Communication Message Format: **Triton Standard TCP/IP No CRC***
**For Switch Commerce use Triton Standard*
 - 6. Configure Terminal -> 6. Communication -> 3. Permanent TCP/IP Connection: **UNCHECK**
 - 6. Configure Terminal -> 6. Communication -> 1. Host IP Address: **192.168.1.90**
 - 6. Configure Terminal -> 6. Communication -> 2. Host IP Port: Consult the following table:

Processor	Host Port
Columbus Data (CDS)	7000
Data Stream (ASAI)	451
DNS (MoneyTree)	561
EFX	446
Elan/Genpass	7002
First Data	9021
Metavante	450
RBS Worldpay (RBS Lynk)	6661
Switch Commerce	7003

2(x) "Enter" to return to main menu.

STEP 2

- **Define TCP/IP parameters for the ATM.**
 - 2. Diagnostics -> 7. Modem / Ethernet -> 6. Configure Ethernet Settings -> 6. Enable DHCP: **UNCHECK**
 - 2. Diagnostics -> 7. Modem / Ethernet -> 6. Configure Ethernet Settings -> 1. IP Address: **192.168.1.91**
 - 2. Diagnostics -> 7. Modem / Ethernet -> 6. Configure Ethernet Settings -> 2. Subnet Mask: **255.255.255.0**
 - 2. Diagnostics -> 7. Modem / Ethernet -> 6. Configure Ethernet Settings -> 3. Default Gateway: **192.168.1.90**
 - 4(x) "Enter" to return to main menu.
 - 5. System Parameters -> 5. Restart the Terminal: **Enter**.

Your ATM is now being restarted. Once booted, perform a balance inquiry. If this transaction fails, repeat steps 1-2 to verify correct programming settings. If you are still unable to perform a successful balance inquiry, call OptConnect at (877) 678-3343 for assistance.

A Troubleshooting

OptConnect tests every Wireless Gateway in house before shipping. Each Wireless Gateway completes a live balance inquiry before being cleared for shipment. Should you experience problems with your Wireless Gateway, please verify all installation and instructions in this guide, and refer to the following Troubleshooting when diagnosing any issues that may arise. If you are still experiencing problems, please contact OptConnect at (877) 678-3343 for further assistance.

It is helpful in diagnosing any communication problems to disconnect the Wireless Gateway from the ATM and reconnect using a standard land line. This helps to determine the source of most problems. Check to see if your ATM is able to complete a dial-up transaction on a land line, but will not communicate via the Wireless Gateway. If you are still unable to complete

a transaction via the land line, verify all ATM programming before reconnecting the Wireless Gateway.

If your ATM is unable to complete a transaction...

- Verify the Wireless Gateway is plugged in and the “Status” light is flashing.
- For Dial-Up transactions, make sure the phone line is securely connected to the “Phone” port on your ATM and the “ATM/POS Terminal” on the Wireless Gateway. For TCP/IP transactions, verify that the CAT5E Ethernet Patch Cable (included) is connected to an open Ethernet port on your ATM and the “Ethernet” on the Wireless Gateway. OptConnect cannot guarantee successful transactions using an Ethernet cable other than that provided with the Wireless Gateway.
- Confirm that the ATM is programmed correctly for your processor with the correct Host Phone Number for dial-up transactions, or the correct Host IP Address and Host IP Port for TCP/IP transactions.
- Verify the “Cell On” and “Signal” lights. These lights should remain solid once the Wireless Gateway has finished initializing. This can take a few minutes. If these lights do not come on or have not stopped flashing after 5 minutes, disconnect the power from the Wireless Gateway, wait 15 seconds, and reconnect the power. If the lights do not come on and remain solid after multiple attempts, please call OptConnect at (877) 678-3343 for further assistance.

If you are experiencing intermittent problems completing transactions...

- Verify sufficient signal strength. If the “Signal” lights indicate low signal strength (1 to 2 bars), reposition antenna. Allow a minimum of 5 seconds for the Wireless Gateway to refresh the “Signal” lights after moving the antenna. If the signal strength is not improved, it may be necessary to purchase an in-line signal booster. Contact OptConnect at (877) 678-3343 for details.
- If the “Signal” lights are flashing, disconnect power from the Wireless Gateway, wait 15 seconds, then reconnect the power. Allow

a few minutes for the Wireless Gateway to restart. If the "Signal" lights do not stop flashing after 5 minutes, please call OptConnect at (877) 678-3343 for further assistance.

- Check for the presence of any large neon signs, drink coolers, or ice freezers in the vicinity of the Wireless Gateway. Such machines may produce interference which can affect the cellular signal. If such machines are present, reposition ATM and Wireless Gateway away from these sources of interference.

Common ATM Communication Error Codes

Below is a list of the most common ATM Error Codes associated with Communication to the Host. While this communication is handled solely by the Wireless Gateway, these errors are most often the result of incorrect programming in the ATM. After verifying ATM programming and clearing any errors, if you are still experiencing communication problems, please contact OptConnect at (877) 678-3343 for further assistance.

Common Nautilus Hyosung/Hantle (Tranax) Error Codes

- D170X "Modem Connection Error": Verify all programming. Check phone cord/Ethernet cable for kinks or damage.
- D1800 "No Dial Tone": Verify phone cord/Ethernet cable is connected properly.
- D25XX "TCP/IP Communication Lost": Verify all programming. Check Ethernet cable for kinks or damage.

Common Triton Error Codes

- 185 "Telephone Number Not Configured": Verify Host Phone Number 1 and 2 are correct.
- 192 "Communication Error": Verify all ATM programming. Verify phone cord/Ethernet cable is connected properly and is not damaged or kinked.
- 236 "TCP/IP Communication Lost": Verify all ATM programming. Check Ethernet cable for kinks or damage.
- 237 "TCP/IP Device Failed": This error occurs when out-going

TCP/IP communication is successful, but return communication of the Host fails. Verify all ATM programming. Check for presence of large neon signs, drink coolers, or ice freezers which may be causing interference in the cellular signal. Call OptConnect at (877) 678-3343 for further assistance.

B Processors and Phone Numbers

The Wireless Gateway supports communication to the following processors:

Processor	Primary	Secondary	Alternate
Columbus Data	800-886-1798	888-335-5221	1111/1112
Data Stream/ASAI	877-543-5921	577-543-5922	6666
DNS(Moneytree)	800-816-5409	800-816-5410	-
EFX	866-649-6124	866-649-6125	-
Elan/Genpass	800-472-6210	800-472-6210	2222
First Data	877-999-1309	800-530-4784	-
Metavante	800-883-7723	800-883-7723	5555
RBS Worldpay/Lynk	800-827-5965	800-486-5965	4444
Switch Commerce	800-931-8497	800-931-6030	3333

C Warranty Information

Lifetime Extended Maintenance Plan

Your Wireless Gateway purchase includes the Lifetime Extended Maintenance Plan. The Lifetime Extended Maintenance Plan provides for a guaranteed replacement of equipment specified above in the event equipment fails. This Plan remains in effect as long as Customer continues to pay monthly service charge. Upon notification and diagnosis of problem, OptConnect will ship a new or refurbished replacement unit to Customer at no cost to Customer using Standard Overnight shipping. Customer shall be responsible for shipping back faulty equipment to OptConnect in a timely manner using a prepaid shipping label. Customer must return the faulty equipment to OptConnect within 15 days or will be charged \$400.00 for the non-return of the faulty equipment.



854 West 450 North #4 Kaysville, Utah 84037
(877) 678-3343 fax: 801-991-3006
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