

## Unregister/Register Card Reader Procedure

### Overview

In rare occasions your Card Reader will need to be unregistered and registered with its corresponding Netstation. You will perform this when:

- Help Desk tells you to do this
- Or
- Get "Incorrect Mac Value" error when finalizing an invoice error.

Connecting to payment device.  
Incorrect MAC Value from [P\_101]  
Unable to complete payment processing.

### Unregister Card Reader

| Step                                                                               | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                      |            |                |                                                                                    |                                                                                     |
|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|------------|----------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1                                                                                  | <p>Minimize POS and double-click the Payment Device Registration icon on the desktop.</p> <p><i>The payment registration application will start.</i></p> <p>If the card reader is -</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Registered</th><th style="text-align: center;">Not Registered</th></tr> </thead> <tbody> <tr> <td style="text-align: center;">  </td><td style="text-align: center;">  </td></tr> </tbody> </table> |                                                                                      | Registered | Not Registered |  |  |
| Registered                                                                         | Not Registered                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |            |                |                                                                                    |                                                                                     |
|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                      |            |                |                                                                                    |                                                                                     |
| 2                                                                                  | <p>IP address will be prefilled.</p> <p>Click the <b>Unregister</b> button.</p> <p><i>A success message will display on the payment registration application.</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>IP address will be empty.</p> <p>Move forward to <b>Register Card Reader</b>.</p> |            |                |                                                                                    |                                                                                     |

## Register Card Reader

Next, we will register the Card Reader to the Netstation.

| Step               | Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                       |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------|--------------------------------------------------------------------------------------|---------------|-------------------------------------------|---------------------------------------------------------------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| 1                  | <p>Enter the IP address of the card reader this Netstation uses to process payments.</p> <p><i>The IP address can be found on the bottom of the card reader. You may have to remove card reader from cradle to access IP address.</i></p> <p>Click the <b>Register</b> button.</p> <p><i>A PIN will display on the Netstation screen, and a virtual keyboard will display on the card reader for IP Address you just entered:</i></p> <p>If the keyboard screen doesn't display on the correct card reader, clear the IP address you just entered and try again.</p>                                                                                                                                                                                                                                                                             |                                                                                       |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
| 2                  | <p>Enter the code that displays in the payment registration application into the card reader and press the green OK button in the lower right corner.</p> <p><i>A success message will display on the payment registration application:</i></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                       |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
| 3                  | <p>Fully Restart the Netstation by one of the following methods:</p> <table border="1"> <tr> <td>1. Desktop Icon</td> <td>Double click the Restart icon on the Desktop</td> <td></td> </tr> <tr> <td>2. Start Menu</td> <td>Select the Restart icon on the Start Menu</td> <td></td> </tr> <tr> <td>3. Ctrl+Alt+Delete</td> <td> <ol style="list-style-type: none"> <li>1. Select <b>Log off</b></li> <li>2. Once Netstation is logged off, select the upward point traingle on the following red icon</li> <li>3. Select <b>Restart</b></li> </ol> </td> <td></td> </tr> </table> | 1. Desktop Icon                                                                       | Double click the Restart icon on the Desktop |  | 2. Start Menu | Select the Restart icon on the Start Menu |  | 3. Ctrl+Alt+Delete | <ol style="list-style-type: none"> <li>1. Select <b>Log off</b></li> <li>2. Once Netstation is logged off, select the upward point traingle on the following red icon</li> <li>3. Select <b>Restart</b></li> </ol> |  |
| 1. Desktop Icon    | Double click the Restart icon on the Desktop                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |   |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
| 2. Start Menu      | Select the Restart icon on the Start Menu                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
| 3. Ctrl+Alt+Delete | <ol style="list-style-type: none"> <li>1. Select <b>Log off</b></li> <li>2. Once Netstation is logged off, select the upward point traingle on the following red icon</li> <li>3. Select <b>Restart</b></li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |
| 4                  | <p>Run test transaction in POS.</p> <p><i>No money needs to be included in transaction.</i></p> <p><b>Important:</b> If you receive a "Mac Value" error, attempt to unregister and register the Card Reader one more time. Pay special attention to the previous step(3) and fully reboot the Netstation.</p> <p>If you receive the "Mac Value" error again after attempting to unregister and register contact the Help Desk.</p>                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                       |                                              |                                                                                      |               |                                           |                                                                                       |                    |                                                                                                                                                                                                                    |                                                                                       |

## Contact

If you have questions or concerns, please contact the Help Desk.