

Unregister/Register Card Reader Procedure

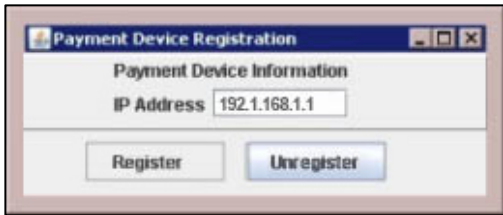
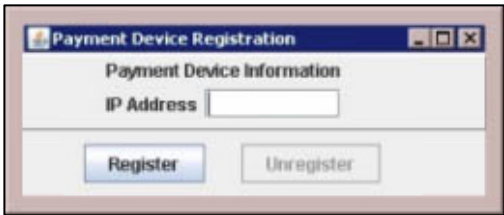
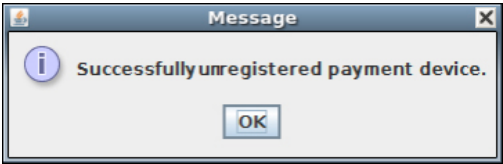
Overview

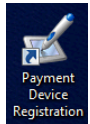
In rare occasions your Card Reader will need to be unregistered and registered with its corresponding Netstation. You will perform this when:

- 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.
```




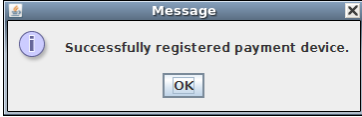



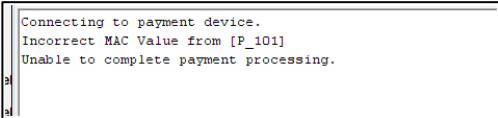
Unregister Card Reader

Step	Action	
1	Minimize POS and double-click the Payment Device Registration icon on the desktop. <i>The payment registration application will start.</i> If the card reader is -	
	Registered 	Not Registered 
2	IP address will be prefilled. Click the Unregister button. <i>A success message will display on the payment registration application.</i>	
		IP address will be empty. Move forward to Register Card Reader .



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 Register 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>	<div></div> <div></div>
	<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>	<div></div>
3	<p>Fully Restart the Netstation by one of the following methods:</p>	
	<p>1. Desktop Icon</p>	<p>Double click the Restart icon on the Dekstop</p> <div></div>
	<p>2. Start Menu</p>	<p>Select the Restart icon on the Start Menu</p> <div></div>
	<p>3. Ctrl+Alt+Delete</p>	<div><p>1. Select Log off</p><p>2. Once Netstation is logged off, select the upward point traingle on the following red icon</p><p>3. Select Restart</p><div></div></div>
4	<p>Run test transaction in POS.</p> <p><i>No money needs to be included in transaction.</i></p>	
	<p>Important: 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>	<div></div>

Contact

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