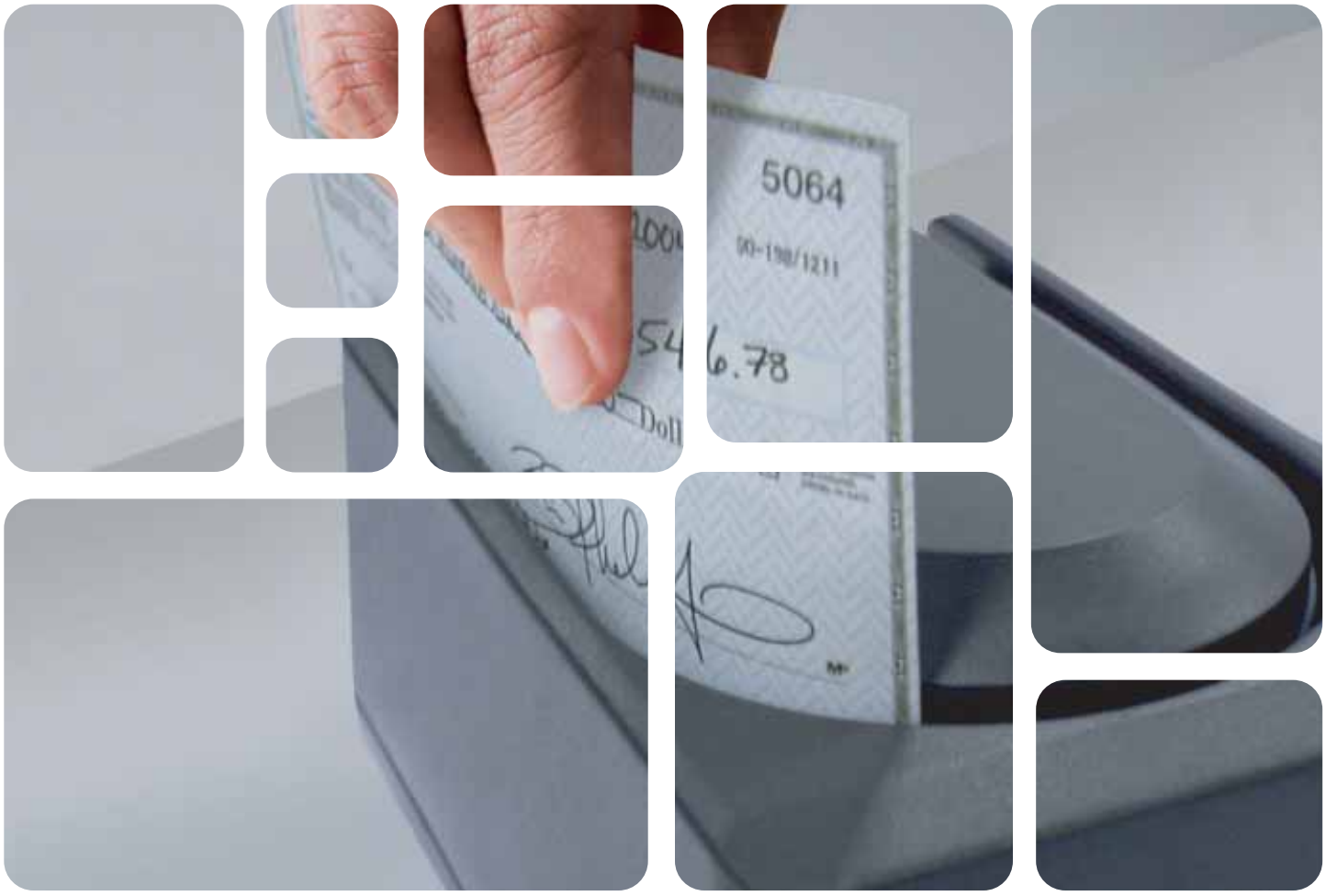

CrossCheck Equipment Manual

CrossCheck INC.

Equipment Manual

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INTRODUCTION

This manual has been designed to provide you with the tools necessary to set up your merchant's equipment for use with your CrossCheck products.

Within this guide you will find a comprehensive explanation on how to best set up your equipment with use with your CrossCheck product. We understand that there are a lot of different terminals, readers and imagers on the market. We hope to give you a better understanding of how each works.

In each section we have also included programming requests to use in order to get your merchant's software as well as hardware up to date so it may be best utilized. And, of course, should any problems arrive we have included the contact information through which you may reach Tech Support.

Hopefully with use of this guide you will be able to solve all your merchant's hardware problems and answer all their questions.

Please use this as a resource but know that we are also available to assist you with any suggestions simply by calling our Tech Support line: (800) xxx-xxxx from 6:00 AM (PST) to 5:00 PM (PST) Monday through Friday.

ABOUT CROSSCHECK

As you may know, CrossCheck has been a respected Value Added Resource for the ISO community for over twenty years.

Founded in 1983, CrossCheck provides check approval services to thousands of merchant locations across the country and handled more than 30.4 million transactions in 2003. CrossCheck is currently the third largest check guarantee provider overall and is the largest privately owned check approval and guarantee company in the nation.

That independent spirit is part of what makes CrossCheck unique in the marketplace. Our philosophy is “Say Yes to Checks.” We believe that allowing merchants to accept more checks; creatively, securely, efficiently and safely, is ultimately better for their business. Along with our different services CrossCheck has developed several enhancements to cover checks that other check guarantee companies don’t offer. We even approve checks our competitors decline.

In today’s marketplace merchants can accept checks in a variety of ways. CrossCheck provides payment services for traditional retail stores, E-commerce merchants, merchants taking checks over the phone or those that need electronic check conversion.

CrossCheck believes in the Independent Sales Representative and that is why we won’t compete with you. We specialize in check services… that’s it. CrossCheck doesn’t offer merchant card services or gift card services and we are not contractually obligated to support any particular piece of POS equipment. This gives you the freedom to present the equipment that fits the merchant’s needs best.

CrossCheck also believes in paying you on time, every time, whether you sign one agreement a month or one thousand. CrossCheck offers you a comprehensive compensation program and offers you the flexibility to change that compensation on a per sale basis. This will allow you to maximize your earning potential for each agreement submitted.

CHECK GUARANTEE

So what is check guarantee? Simply put, a check guarantee service enables a merchant to accept a check, authorize it in seconds, and should the check be returned for payment, submit the check for claims processing and reimbursement for the face amount of the check (assuming the item conforms to certain procedural and warranty requirements).

Think about that for a moment…with this service in place merchants can feel more comfortable accepting a check from someone they don't know, someone that lives out of the area or out-of-state, even a check from a customer that lives in Canada, Guam, or any U.S. territory. Merchants can accept checks from customers that don't have a credit card or available credit. Merchants can accept checks any time of the day or night.

Check approval is fast, easy and affordable.

Compare that with some of the other options merchants have available to them:

Verification services: Without guarantee, returned checks become the merchant's responsibility to collect.

Collection services: Some collection agencies will only pay 50% of the value of the check and that's only if they collect on it.

Small Claims Court: Think of the time and money a merchant might spend to sue their customers and what effect that might have on their business reputation in the community.

Internal collections: Most merchants don't have the time or the staff to track down bad check writers. Many of the best collection agencies report that they only collect around 50% of the checks assigned to them.

STANDARD CHECK GUARANTEE

Standard Check Guarantee is CrossCheck's flagship program. Commonly known in the industry as "traditional" check guarantee or "paper" guarantee, it is still the most versatile and pervasive way to guarantee checks.

Designed for maximum flexibility and ease of use, the Standard check guarantee program will suit the needs of most merchants while still providing you a viable, dynamic addition to your sales presentation.

This service works with the majority of point-of-sale terminals and check readers and CrossCheck is constantly working to certify new equipment that comes onto the market. In addition, merchants can elect to use non-terminal based approval methods such as an automated phone system and the Internet.

Standard check guarantee allows you to present multiple enhancement options to your prospects, enabling you to customize a program to fit their business needs. In many cases, these enhancements have been created by CrossCheck and are unequalled in the industry.

Our Standard check guarantee service provides a merchant with protections against bad check losses. Merchants using this service deposit all approved checks into their bank account and, should any approved item be returned as unpaid, they will be reimbursed for the face amount of that check provided they meet the warranty guidelines.

CrossCheck's also offers Premium Approval allows merchants to accept virtually every check presented. Our competition typically declines 8%-10% of all checks. Those declines represent lost revenue to the merchant.

We are proud to provide the highest percentage of approvals in the industry. Our Premium Approval feature guarantees *at least* 50% fewer declines than our competition. If we don't, we'll pay the set up fees (up to $200.00 per location) to switch the merchant back to their old service. In over 20 years, we've never had to pay that fee!

CROSSCHECK CONVERSION PLUS

CrossCheck Conversion Plus offers a convenient, efficient and secure way to manage future check payment systems while providing benefits for the merchant. This service allows paper checks to be converted to an Electronic Funds Transfer (EFT) at the point-of-sale. Check Center automatically captures and records information from approved transactions and prepares them for automatic submission to the ACH.

This process eliminates the merchant's need to prepare check deposits and deliver them to their financial institution. In addition, Check Center offers guarantee coverage along with the convenience of conversion.

Unlike our competitors, CrossCheck Conversion Plus provides for conversion of business checks, an important feature for many merchants.

This program will work with many of the point-of-sale terminals, check imagers and check readers found in the marketplace today and Check Center is constantly working to certify new equipment as it emerges.

How it works

- Consumer writes a check to purchase products and/or services
- Merchant accepts the check, reviews it and confirms that the required information is on the check
- The merchant will scan the consumer's check and enter the pertinent transaction/check information
- **Non-Imaging program:** The MICR is scanned
- **Imaging program:** The image will be transmitted and stored in a file at CrossCheck
- A receipt prints, which the consumer is required to sign
- **Non-Imaging program:** The check must be stamped VOID and the merchant mails the check into CrossCheck
- **Imaging program:** The check must be stamped VOID and returned to the consumer
- Check Center debits the consumer's account for the transaction amount
- Typically the merchant's account will be credited within 48 hours
- Merchants may view their transaction activity online at the Check Center Website

EQUIPMENT COMPATIBILITY CHARTS

Because of the wide variety of terminals available on the market, it is necessary to look at them individually to learn how they are set up. The following pages contain a chart that will show you which services each terminal supports. Make sure that the terminal your merchant has does in fact support the CrossCheck service that they wish to use.

	Standard Manual	Standard Multiple Check	Standard MICR Check Reader	Conversion (ECC) Imaging	Conversion (ECC) Non-Imaging	Check Imager Supported	Check Reader Supported
Verifone							
Zon Jr +	X						
Zon Jr XL	X	X	X				Mini Micr
XL 300	X	X	X				Mini Micr
Tranz330	X	X	X		X		CR600, Mini Micr, eNCheck2500
Tranz380	X	X	X		X		CR600, Mini Micr, eNCheck2500
Tranz420	X	X	X		X		CR600, Mini Micr, eNCheck2500
Tranz 460	X	X	X		X		CR600, Mini Micr, eNCheck2500
Omni 392	X						
Omni 396	X	X	X		X		CR600, Mini Micr, eNCheck2500
Omni3200	X	X	X		X		CR600, Mini Micr, eNCheck2500
Omni3210	X	X	X				CR600, Mini Micr, eNCheck2500
Omni3300			X	X	X	CR1000i	CR600
Omni3740			X	X	X	CR1000i	CR600
Omni3750			X	X	X	CR1000i	CR600
Hypercom	***Processor Dependant**						
All T7 models except T7Q	X		X*				Mini Micr, eNCheck2500
T7Plus *06A or greater for ECC	X		X*	X*	X*	*EC5003i,EC5004i EC60xx, eN2600	Mini Micr, eNCheck2500
ICE 5500Plus *06A or greater for ECC	X		X*	X*	X*	*EC5003i,EC5004i EC60xx, eN2600	Mini Micr, eNCheck2500
ICE 5700/5700Plus *06A or greater for ECC	X		X*	X*	X*	*EC5003i,EC5004i EC60xx, eN2600	Integrated check reader
Lipman Nurit	***CrossCheck does not currently support wireless transaction processing**						
2060	X		X				CR600, Mini Micr, eNCheck 2500
2070	X		X				
2080	X		X				
2085	X		X	X	X	EC5003i, EC5004i, EC60xx, eNCheck 2600 Magtek MicrImage requires NOS7 and application 4.83 or Greater *	
2085+	X		X	X	X		
2090	X		X	X	X		
3000	X		X	X	X		
3010	X		X	X	X		
3020	X		X	X	X		
8000	X		X	X	X		
8100	X		X	X	X		
8320	X		X	X	X		
*Note: Magtek MICRImage must be used with Nurit 3000 or greater terminal. Not supported on 2085 models. Terminal must contain over 256k memory.							
ValuPak							
700	X		X		X		Check Reader Built In
710	X		X		X		
720	X		X		X		
Ingenico							
Elite 510	X		X	X	X	eN2600	eNCheck 2500
Elite 710/712	X		X	X	X		
Elite 770	X		X	X	X		
eNCounter 4000	X						
eNCheck 3000			X				
Datacard	***Processor Dependant**						
Jigsaw	X						
680*	X						
640 SV*	X						
Thales (Dassault AT)	***Processor/Application dependant**						
Artema	X		X				Mini Micr, eNCheck 2500
Freesia	X		X				
Talento	X	X*	X	X*	X*	*EC5003i,EC5004i ,EC60xx, eN2600*	
Schlumberger	***Programmed by Schlumberger**						
Magic 6000	X		X				Mini Micr
Magic 9000	X		X				

	Standard Manual	Standard Multiple Check	Standard MICR	Conversion (ECC) Imaging	Conversion (ECC) Non-Imaging	Check Imager Supported	Check Reader Supported
DataCap	***Programmed by DataCap**						
DataTran ND	X						
DataTran LT	X						
PayMate 1x00	X						
LanTran	X						
WinDSU	X						
WinTran32	X						
Fortronics							
De La Rue (F95)	X						
Go Software	**Only supports dial up, no IP**						
PC Charge	X						
Atomic Software	**Only supports dial up, no IP**						
Authorizer	X						
IC Verify	**Only supports dial up, no IP**						
V2.26	X						
CC Tracker Plus	X						
Charge Anywhere(ComStar)	****Wireless Solution****						
RIM 950/850	X						
Nextel							
J2ME	X						

LIPMAN/NURIT TERMINALS

CrossCheck supports the following Terminals:
2080, 2085, 2085+,2090, 3000, 3010, 3020, 8000, 8100, 8320
CrossCheck supports processing on the wireless capable units, however an analog phone line is required for CrossCheck service.

Nurit/Lipman Process Flow

1) Fill out top portion of Lipman Nurit STPR form.

2) Follow written instruction on STPR form for obtaining application and version information and fill in appropriate fields on STPR form.

3) Follow written instructions on STPR form for obtaining EDC setup information.

4) Please write the merchant's store number on the paper prior to faxing to CrossCheck. Fax the EDC slips and the STPR form to CrossCheck Technical Support 800 211 8119. Please include a cover sheet that provides information as to who has the terminal in their physical possession and who CrossCheck can contact for the download.

5) Allow 2 business days to complete the file. Once the file it built by CrossCheck, CrossCheck will contact the above referenced individual for a download.

Download Time: Varies, Approximately 15-20 minutes

LIPMAN NURIT
PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician:	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

Credit Card Processor: **Phone #:**

Credit Card Merchant Number: **Exchange Prefix:**

NURIT 20xx / 30xx / 8320

From the main screen:
- For **Nurit 20xx**
  - ~ Simultaneously Press (then release) **MENU/ESC**, **BATCH**, **VOID**, and **ENTER**
- For **Nurit 30xx & 8320**
  - ~ Simultaneously Press (then release) **MENU/ESC**, **4**, **VOID**, and **ENTER**
- Terminal should display:
  - ~ **Model# NOS**
  - ~ **1. Back To Prog**

  If terminal displays Final Test OK, press **MENU/ESC** twice so that terminal displays 1. Back to Prog
- Press **3**, then **ENTER**
- Terminal will say "Checking Existence" and then display the Version and Application.
  - ~ ***Application Name*** (i.e. Full Retail +)
  - ~ 1. Ver: **XX.XX** (i.e. 04.80)
- **Record the Application Name and Version below ▼▼**

NURIT 8000 / 8010

From the main screen:
- Press **MENU/ESC** – The terminal will display:
  - ~ **Menu Screen**
  - ~ **1.** Reports (If it asks for password, put in the current date/month as **DD/MM ENTER**)
- Press the **FORCED** key (the one with arrow pointing down) until **"NOS MENU"** is highlighted.
- Press **ENTER** and the terminal should display:
  - ~ **<Model#> NOS**
  - ~ **1.** Back to Application
- Press **3, ENTER** and the terminal will display:
  - ~ ***Application Name*** (i.e. Full Retail +)
  - ~ **1.** Ver: **XX.XX** (i.e. 04.80)
- **Record the Application Name and Version below**

▼
▼
▼
▼

Application Name:

Version:

- Press **MENU/ESC**, **1**, **ENTER**
- The terminal will say "Checking Existence" and then return to the main screen.

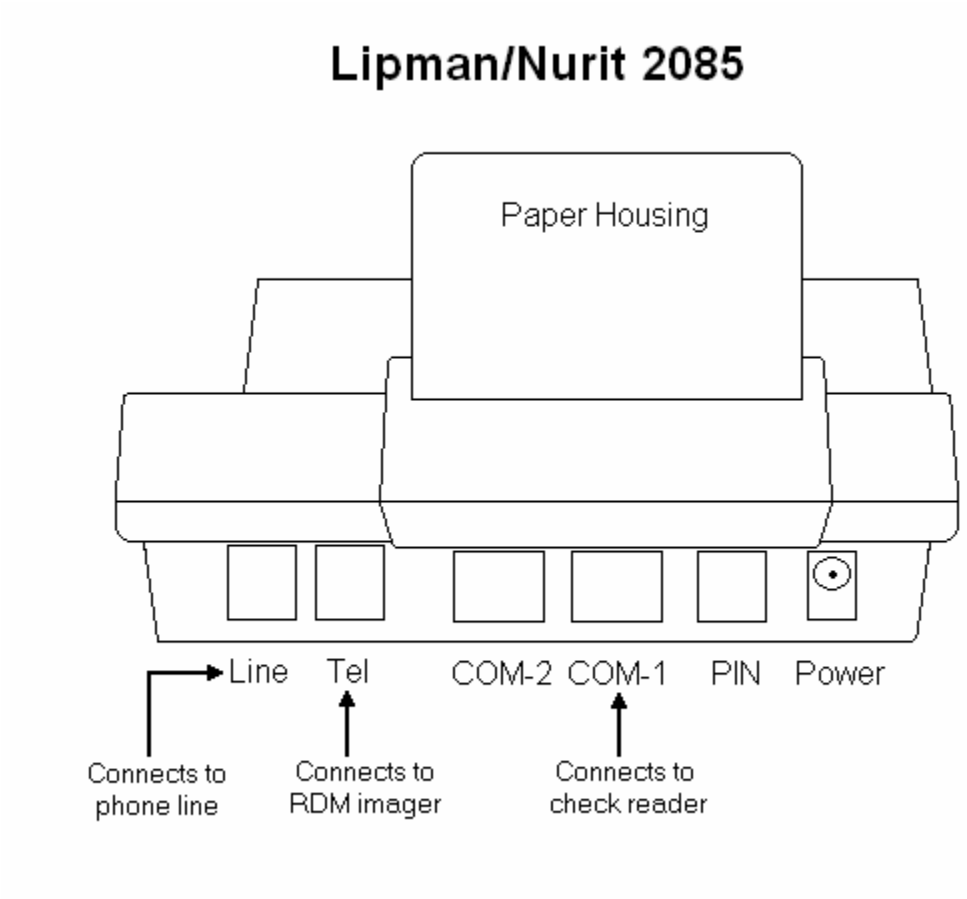
- Press **MENU/ESC**, **1**, **ENTER**
- The terminal will say "Checking Existence" and then return to the main screen.

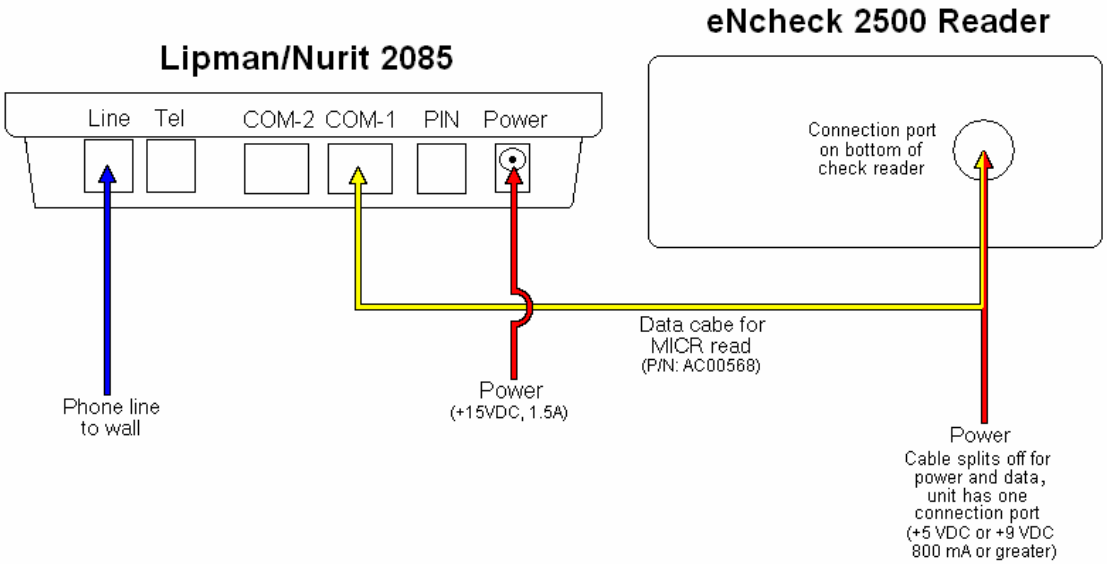
Serial Number:
(on bottom of unit)

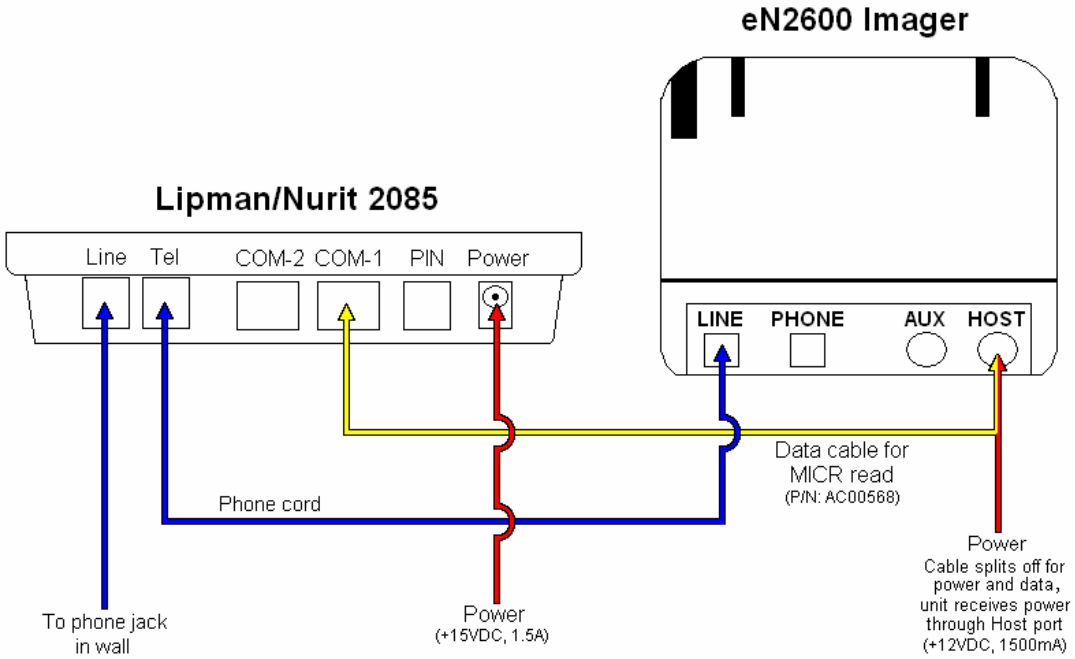
Retrieving EDC Setup Slips

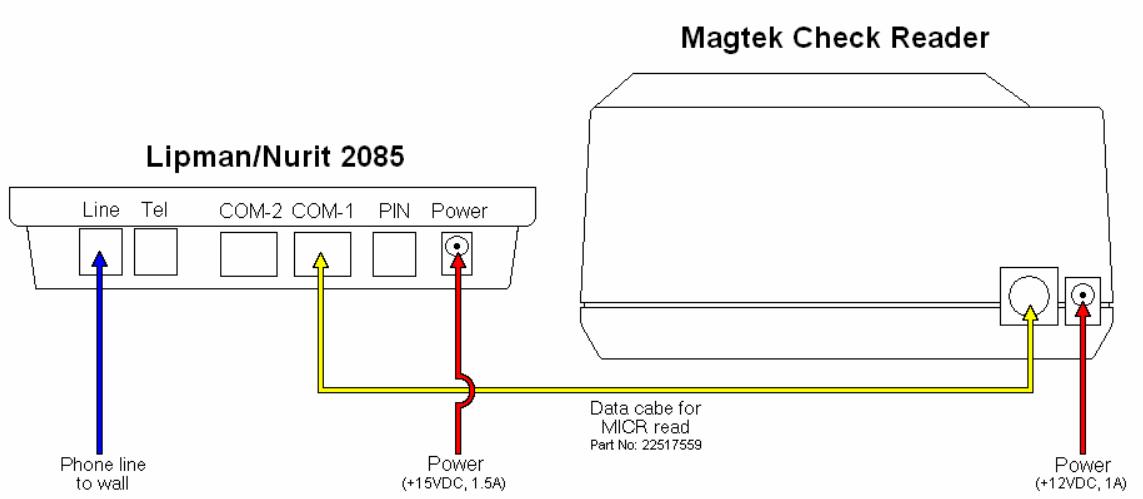
From the main screen:
- Press **MENU/ESC**
  - ~ If the terminal asks for a password, put in the current Date/Month **DD/MM ENTER**
- Press **4, 3**
  - ~ The terminal should print, once finished, proceed.
- Press **MENU/ESC, 3, 9**
  - ~ The terminal should print some more.
- Press **MENU/ESC, MENU/ESC** (i.e. twice)
  - ~ The terminal should be on it's main screen now
  - ~ Have the merchant fax the earlier printed slips to your attention.
  - ~ **NOTE:** It is best that the merchant COPY the slips onto normal paper before attempting to fax.

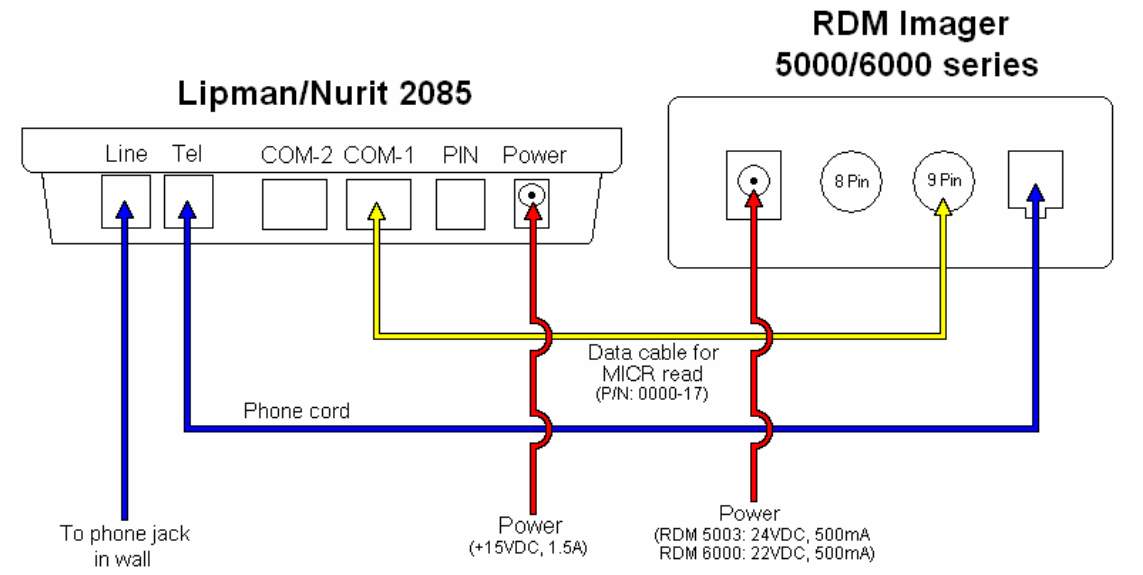
LIPMAN/NURIT 2085



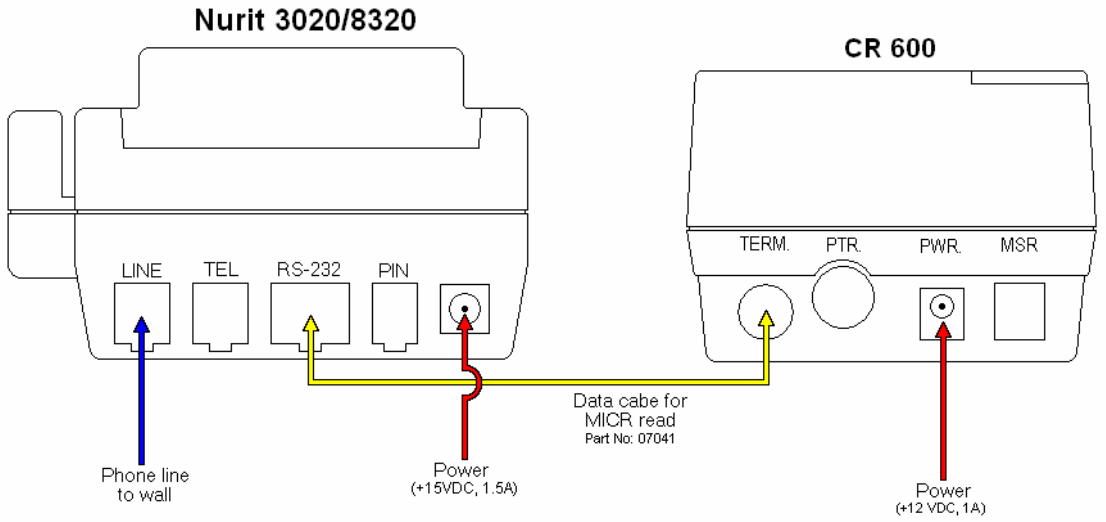

eNcheck 2500 Reader
Lipman/Nurit 2085
Line
Tel
COM-2
COM-1
PIN
Power
Connection port on bottom of check reader
Data cabe for MICR read (P/N: AC00568)
Phone line to wall
Power (+15VDC, 1.5A)
Power
Cable splits off for power and data, unit has one connection port (+5 VDC or +9 VDC 800 mA or greater)

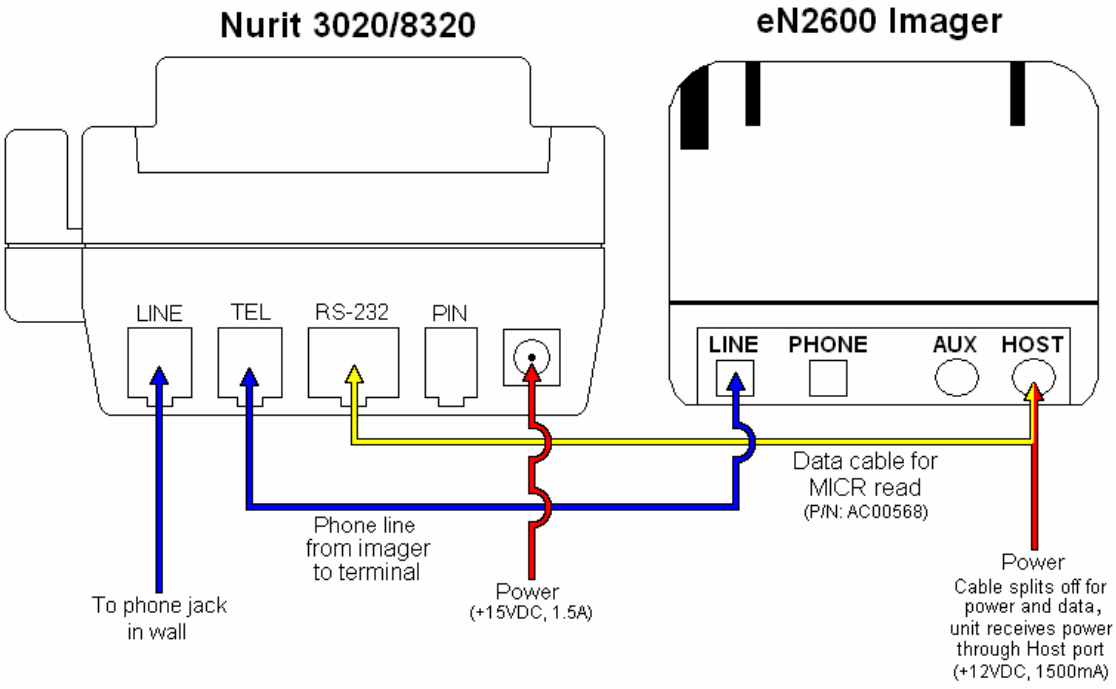

eN2600 Imager
Lipman/Nurit 2085
Line
Tel
COM-2
COM-1
PIN
Power
LINE
PHONE
AUX
HOST
Data cable for MICR read (P/N: AC00568)
Phone cord
To phone jack in wall
Power (+15VDC, 1.5A)
Power
Cable splits off for power and data, unit receives power through Host port (+12VDC, 1500mA)

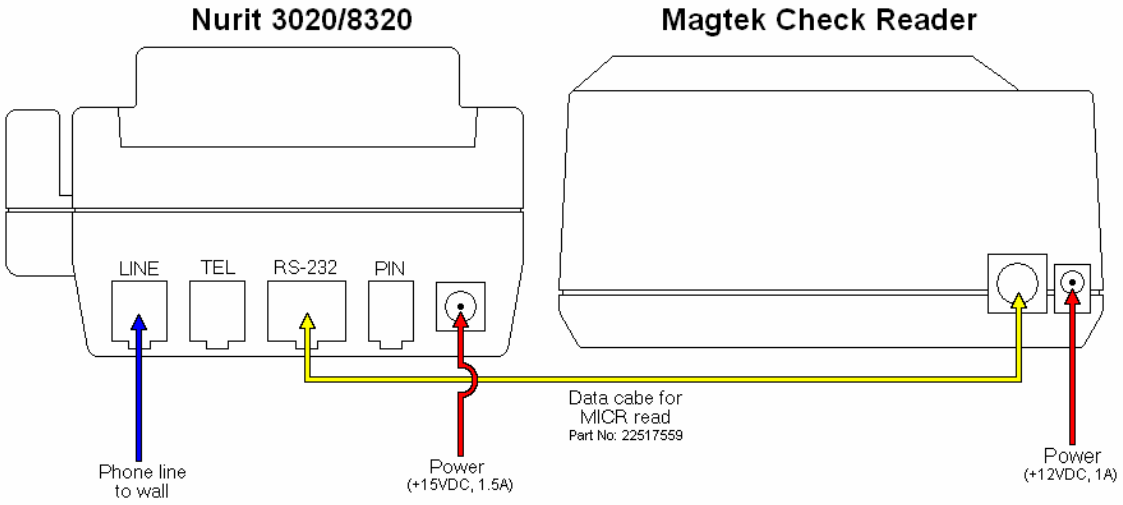

Magtek Check Reader
Lipman/Nurit 2085
Line
Tel
COM-2
COM-1
PIN
Power
Data cabe for
MICR read
Part No: 22517559
Phone line
to wall
Power
(+15VDC, 1.5A)
Power
(+12VDC, 1A)

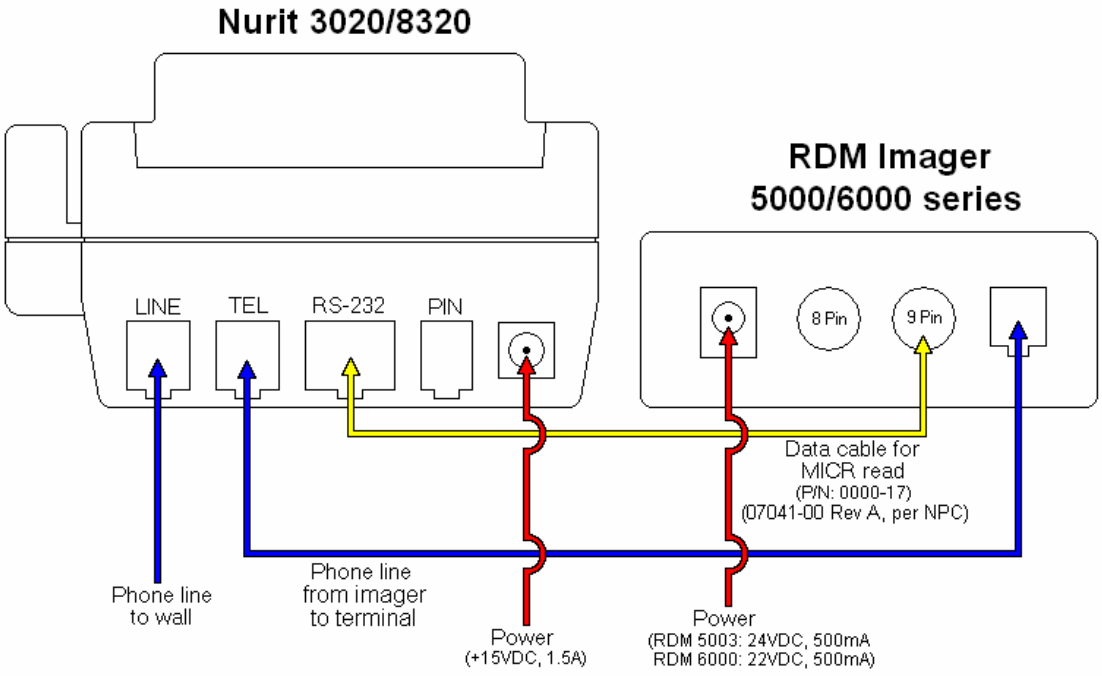

RDM Imager
5000/6000 series
Lipman/Nurit 2085
Line
Tel
COM-2
COM-1
PIN
Power
8 Pin
9 Pin
Data cable for
MICR read
(P/N: 0000-17)
Phone cord
To phone jack
in wall
Power
(+15VDC, 1.5A)
Power
(RDM 5003: 24VDC, 500mA
RDM 6000: 22VDC, 500mA)

NURIT 3020 & 8320


Nurit 3020/8320
CR 600
LINE
TEL
RS-232
PIN
TERM.
PTR.
PWR.
MSR
Phone line
to wall
Power
(+15VDC, 1.5A)
Data cabe for
MICR read
Part No: 07041
Power
(+12 VDC, 1A)


Nurit 3020/8320
eN2600 Imager
LINE
TEL
RS-232
PIN
LINE
PHONE
AUX
HOST
To phone jack
in wall
Phone line
from imager
to terminal
Power
(+15VDC, 1.5A)
Data cable for
MICR read
(P/N: AC00568)
Power
Cable splits off for
power and data,
unit receives power
through Host port
(+12VDC, 1500mA)


Nurit 3020/8320
Magtek Check Reader
LINE
TEL
RS-232
PIN
Data cabe for
MICR read
Part No: 22517559
Phone line
to wall
Power
(+15VDC, 1.5A)
Power
(+12VDC, 1A)


Nurit 3020/8320
RDM Imager
5000/6000 series
LINE
TEL
RS-232
PIN
8 Pin
9 Pin
Data cable for
MICR read
(P/N: 0000-17)
(07041-00 Rev A, per NPC)
Phone line
to wall
Phone line
from imager
to terminal
Power
(+15VDC, 1.5A)
Power
(RDM 5003: 24VDC, 500mA
RDM 6000: 22VDC, 500mA)

HYPERCOM TERMINALS

CrossCheck supports the following terminals:

All T7 Models (except T7Q), T7Plus, ICE 5500 or great, ICE 5700/5700 Plus
Support varies per processing platform / network.

Hypercom Process Flow:

Please note bankcard processors must program all Hypercom terminals. The procedure to complete this varies by processor.

1. Fill out the STPR form and fax to CrossCheck at 800-211-8119.

2. CrossCheck will contact the bankcard processor to have CrossCheck added to the bankcard file.

3. Once CrossCheck is added by the processor, CrossCheck will contact the merchant.
   a) CrossCheck will initialize and test the equipment.
   b) If the processor is unable to add CrossCheck, due to compatibility issues, program limitations, memory restrictions, etc. CrossCheck will provide alternate solutions to the merchants where applicable.

HYPERCOM
PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician:	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

Credit Card Processor: **Phone #:**

Credit Card Merchant Number: **Exchange Prefix:**

Hypercom T7 Terminals

From the main screen: (press **CANCEL** to be sure)
- Press **FUNCTION, 2, ENTER**
- Enter Password: **0000, ENTER**
  - ~ If the above password doesn't work, try again using each of the following until it does: **1111, 1234, 0010, 4194, 5965, 5126, 7867 (TRF Maint password is 166831, second password is 1739)**
- The Screen will display the **Terminal ID**
- **Record the Terminal ID below**

▼ ▼ ▼ ▼ ▼ ▼ ▼

Hypercom ICE 5000/5500/5700 Terminals

From the Main Screen: (press **CANCEL** to be sure)
- Touch the **Top Menu Bar** on the screen.

On the resulting **Menu Screen**
- Touch **Set Up** on the screen
- Touch **Terminal** on the screen
- Type in the password **0000** then press **<ENTER>**
  - ~ If the above password doesn't work, try again using each of the following until it does: **1111, 1234, 0010, 4194, 5965, 5126, 7867 (TRF Maint password is 166831, second password is 1739)**
- Touch **ALL** on the screen
- The terminal will display the **Terminal ID**,
- **Record the Terminal ID below:**

▼ ▼ ▼ ▼

Terminal ID#:

From the screen showing the Terminal ID:
- Press **ENTER**
- **Record the Init Phone# below ►►►**

Press **CANCEL** (returns to main screen ▼ ▼

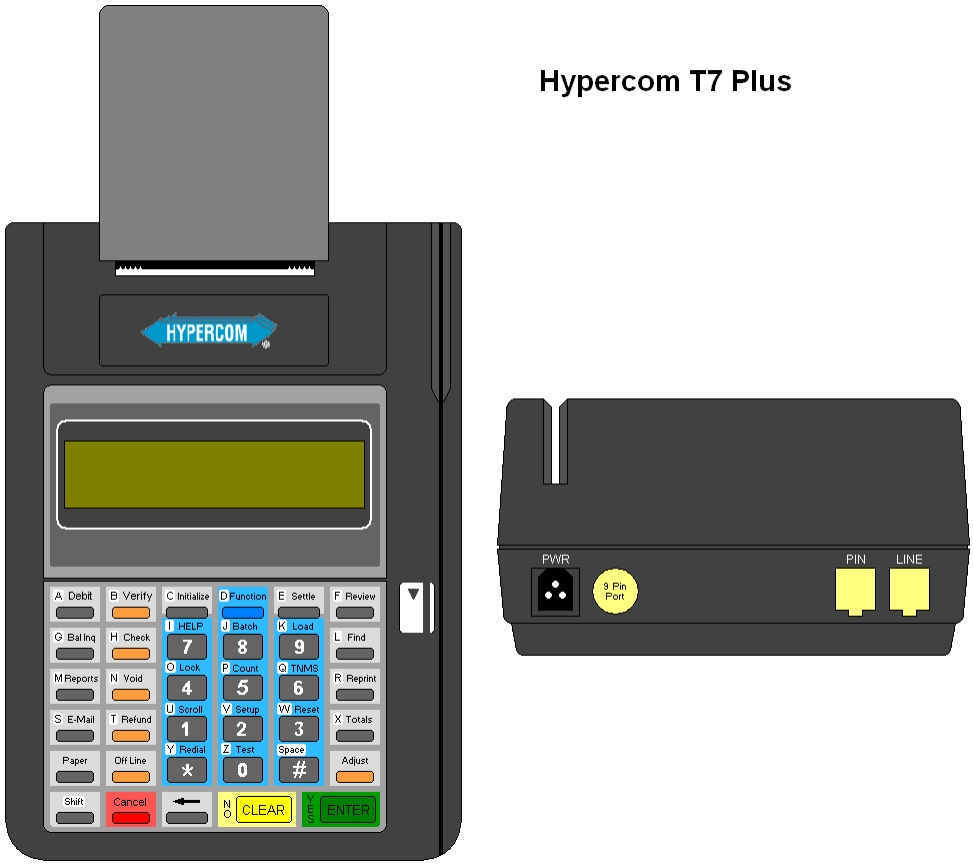
From the screen showing the Terminal ID:
- Press **ENTER**
- The terminal will show the INIT Phone Number,
- **Record the INIT Phone Number below** ►►►

Touch the **X** in the upper right corner to return to the main screen. ▼ ▼

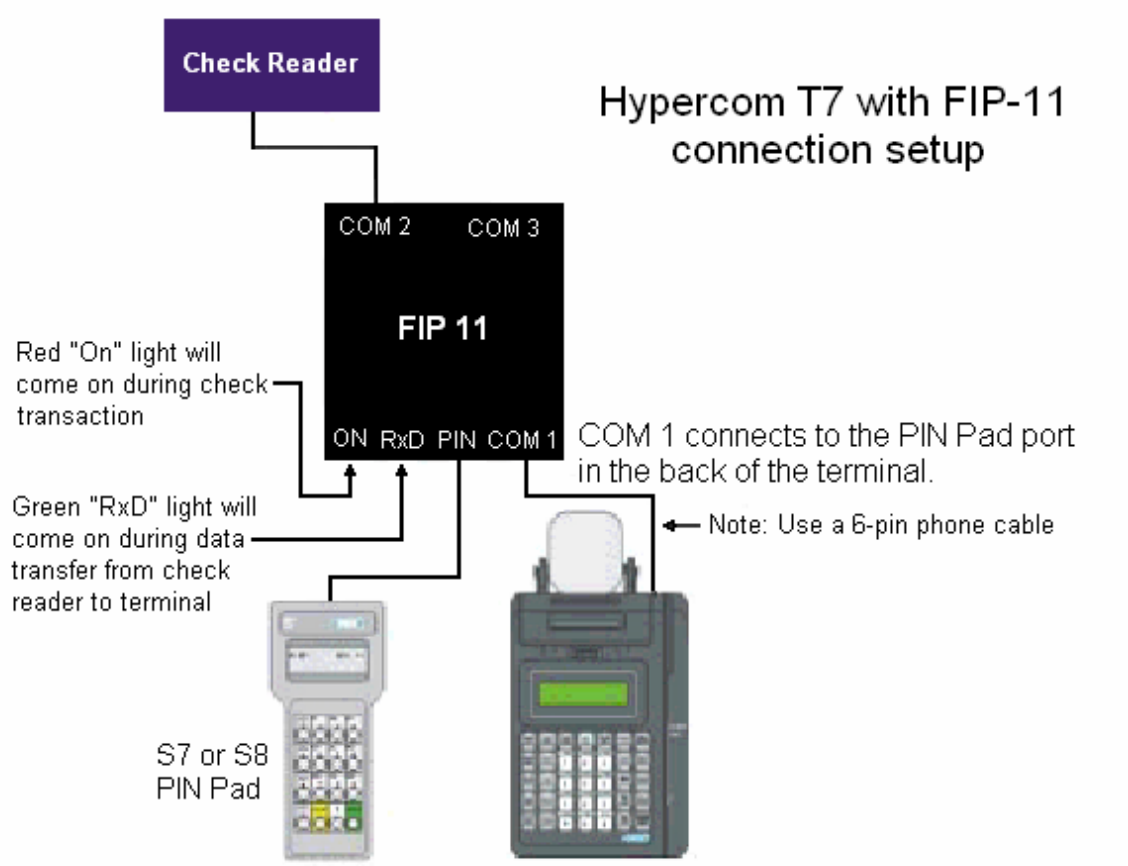
Init Phone#:

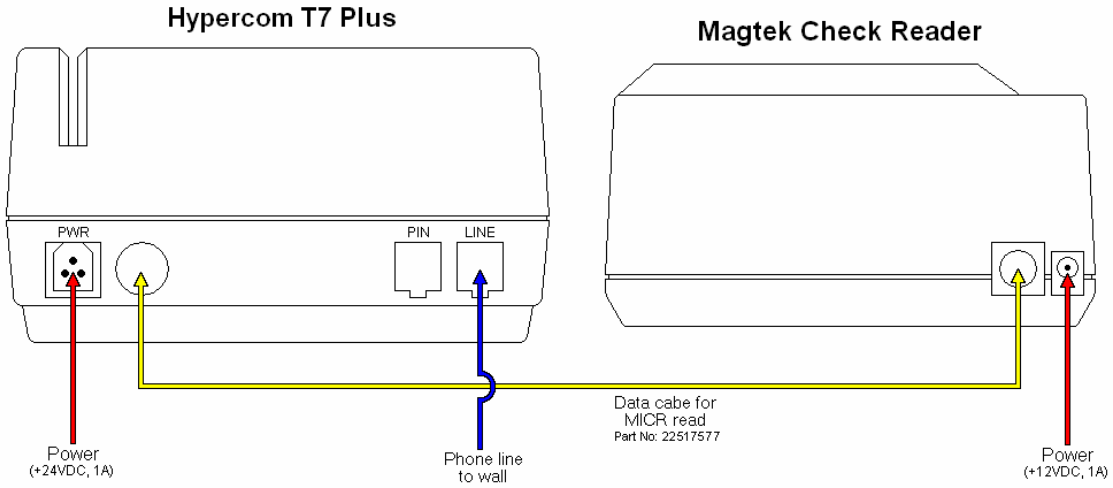
:: Notes For Tech Support ::

HYPERCOM T7 PLUS



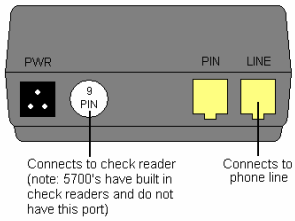
Hypercom T7 Plus


Check Reader
Hypercom T7 with FIP-11 connection setup
COM 2
COM 3
FIP 11
ON RxD PIN COM 1
Red "On" light will come on during check transaction
Green "RxD" light will come on during data transfer from check reader to terminal
COM 1 connects to the PIN Pad port in the back of the terminal.
Note: Use a 6-pin phone cable
S7 or S8 PIN Pad


Hypercom T7 Plus
Magtek Check Reader
PWR
PIN
LINE
Data cabe for MICR read
Part No: 22517577
Power (+24VDC, 1A)
Phone line to wall
Power (+12VDC, 1A)

HYPERCOM ICE 5000, 5500, 5700

Hypercom ICE 5000, 5500, 5700



VERIFONE/OMNI TERMINALS

CrossCheck supports the following terminals:

Zon Jr +, Zon Jr XL, XL 300, Tranz 330, Tranz 380, Tranz 420, Tranz 460, Omni 392, Omni 396, Omni 3200, Omni 3300, Omni 3210, Omni 3740, Omni 3750

Verifone/Omni Process Flow:

1) These terminals are downloaded over the phone. Sales Agents or Installers can contact CrossCheck Technical Support directly at 1 800 669 8774. This number is for agents / installers only. If CrossCheck is to work directly with the merchant, the merchant must contact our 24-Hour Customer Service line at 1 800 552 1900

2) CrossCheck will build the file over the phone and complete download.

3) Approximate download time is 10-15 minutes

SPECIAL TERMINAL PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician:	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

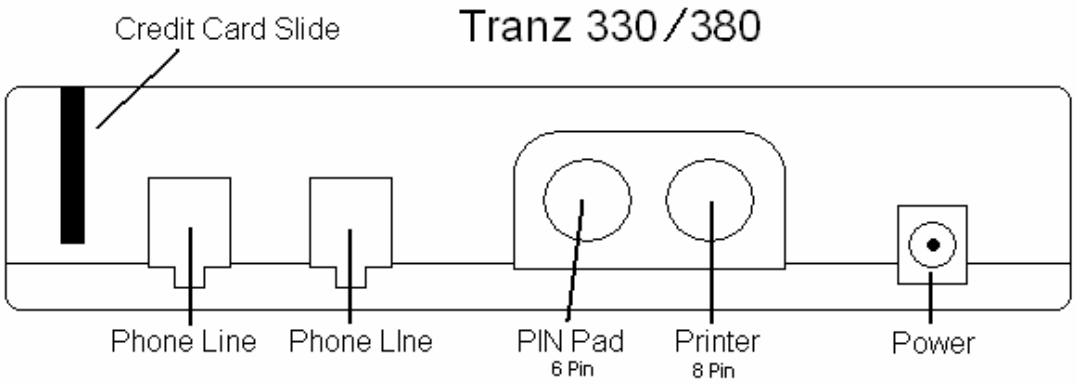
Credit Card Processor: **Phone #:**

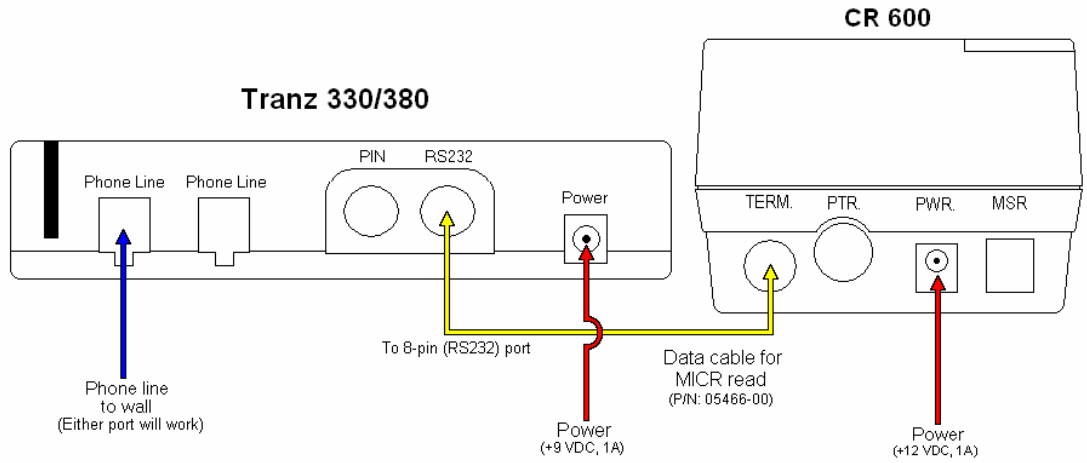
Credit Card Merchant Number: **Exchange Prefix:**

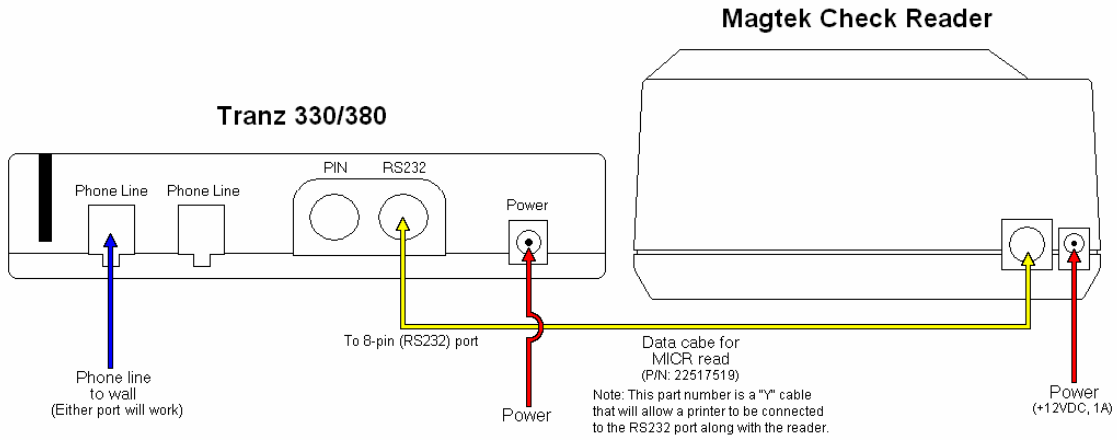
INGENICO ELITE 510, 710, 712, 770 TERMINALS	THALES TALENTO TERMINALS
The merchant MUST fax us a copy of a COMPLETE Credit Card Receipt. Let them know it is ok to black out any of the customers personal information (Name,CC#, etc) if they wish. Once received, forward along with filled out STPR to Technical Support.	Instruct the merchant to press the "#" key – Now **Record The Application** from the receipt that printed **below:**
	Application:

:: <u>Notes For Tech Support</u> ::

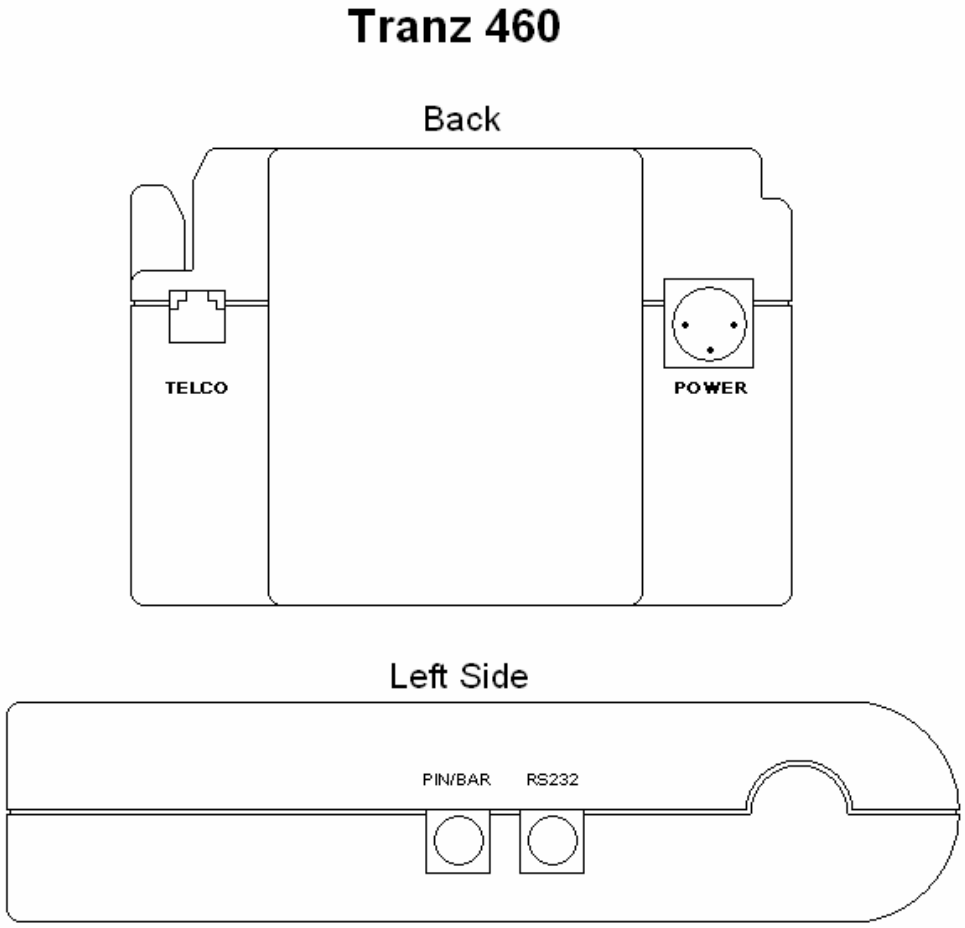
TRANS 330/380

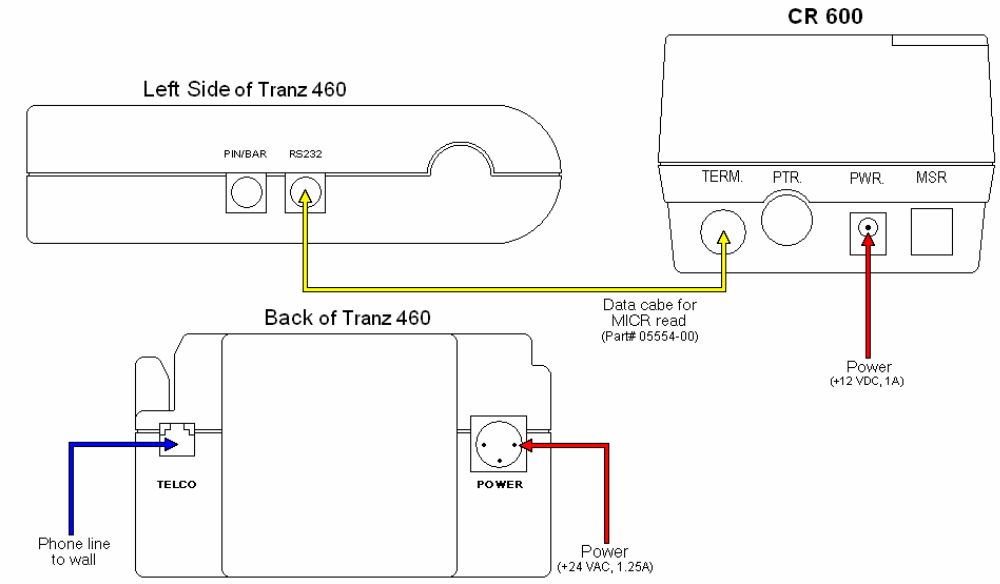


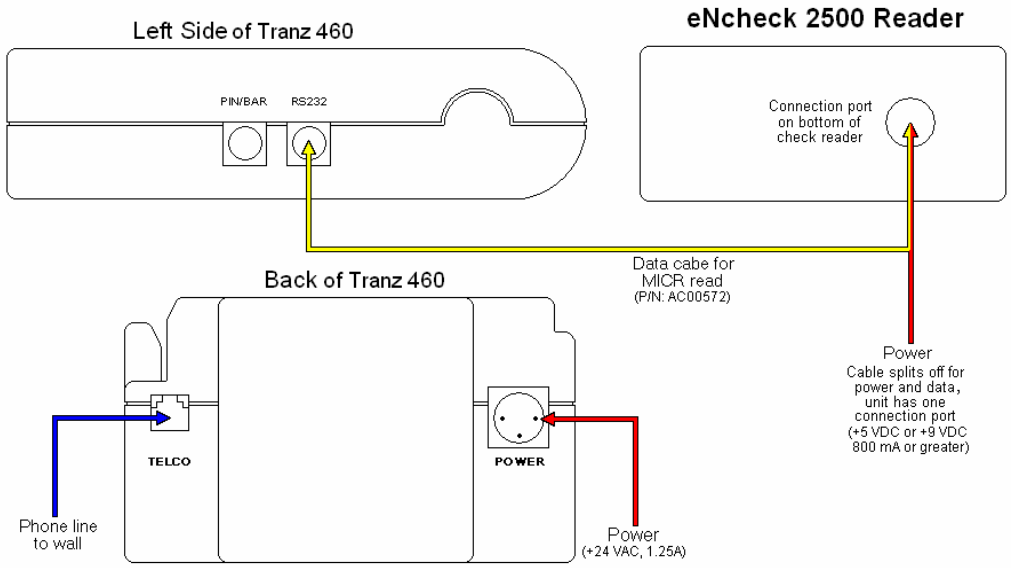

CR 600
Tranz 330/380
PIN
RS232
Phone Line
Phone Line
Power
TERM.
PTR.
PWR.
MSR
To 8-pin (RS232) port
Data cable for
MICR read
(P/N: 05466-00)
Phone line
to wall
(Either port will work)
Power
(+9 VDC, 1A)
Power
(+12 VDC, 1A)


Magtek Check Reader
Tranz 330/380
PIN
RS232
Phone Line
Phone Line
Power
To 8-pin (RS232) port
Data cabe for
MICR read
(P/N: 22517519)
Note: This part number is a "Y" cable
that will allow a printer to be connected
to the RS232 port along with the reader.
Phone line
to wall
(Either port will work)
Power
Power
(+12VDC, 1A)

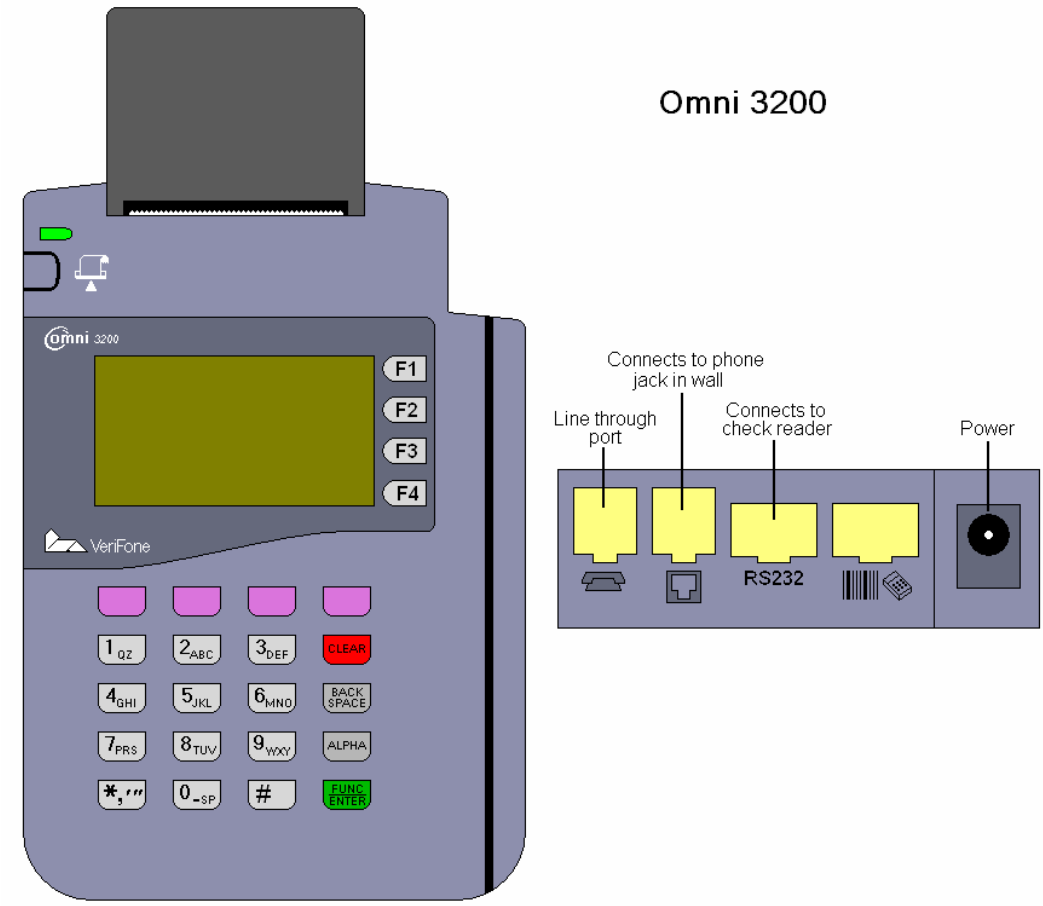
TRANS 460

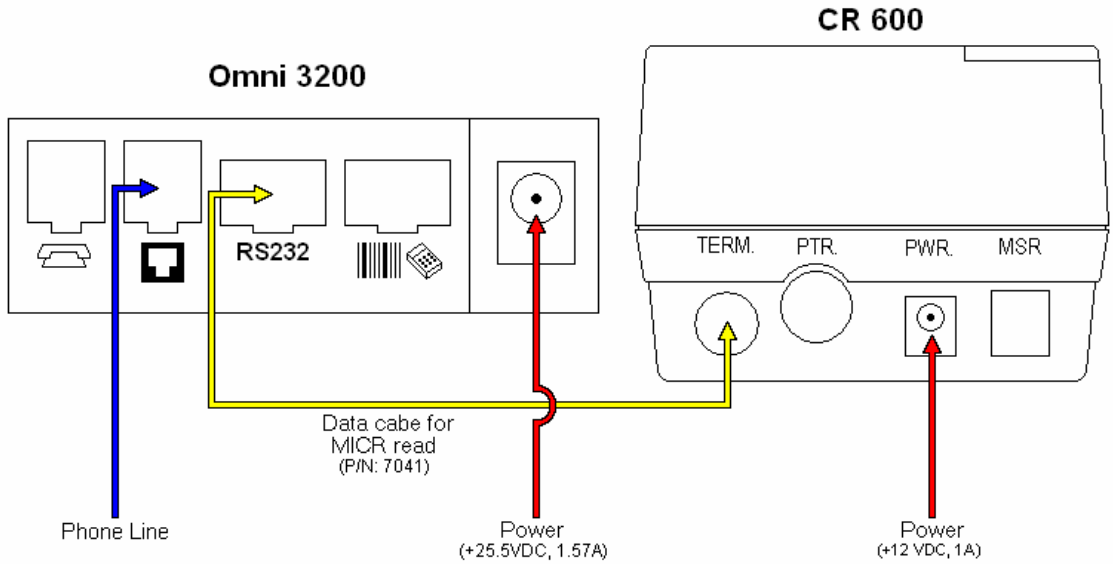


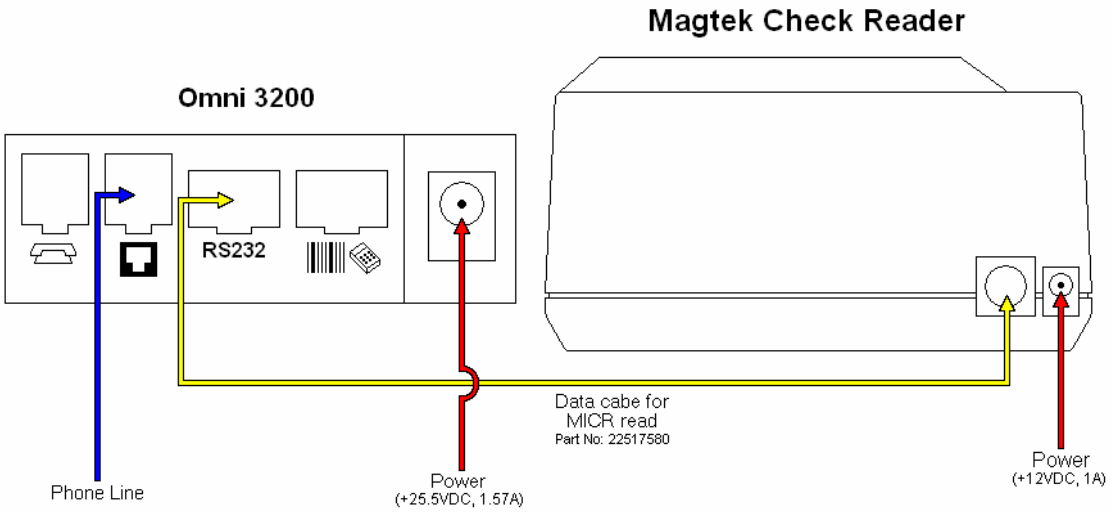

CR 600
Left Side of Tranz 460
PIN/BAR
RS232
TERM.
PTR.
PWR.
MSR
Data cabe for
MICR read
(Part# 05554-00)
Back of Tranz 460
Power
(+12 VDC, 1A)
TELCO
POWER
Phone line
to wall
Power
(+24 VAC, 1.25A)


eNcheck 2500 Reader
Left Side of Tranz 460
PIN/BAR
RS232
Connection port
on bottom of
check reader
Data cabe for
MICR read
(P/N: AC00572)
Back of Tranz 460
Power
Cable splits off for
power and data,
unit has one
connection port
(+5 VDC or +9 VDC
800 mA or greater)
TELCO
POWER
Phone line
to wall
Power
(+24 VAC, 1.25A)

OMNI 3200

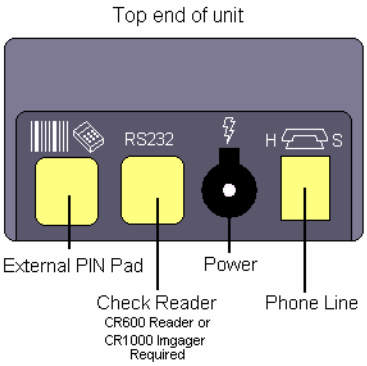

Omni 3200
omni 3200
F1
F2
F3
F4
VeriFone
1 QZ
2 ABC
3 DEF
CLEAR
4 GHI
5 JKL
6 MNO
BACK SPACE
7 PRS
8 TUV
9 WXY
ALPHA
*
0 SP
#
FUNC ENTER
Connects to phone jack in wall
Line through port
Connects to check reader
Power
RS232

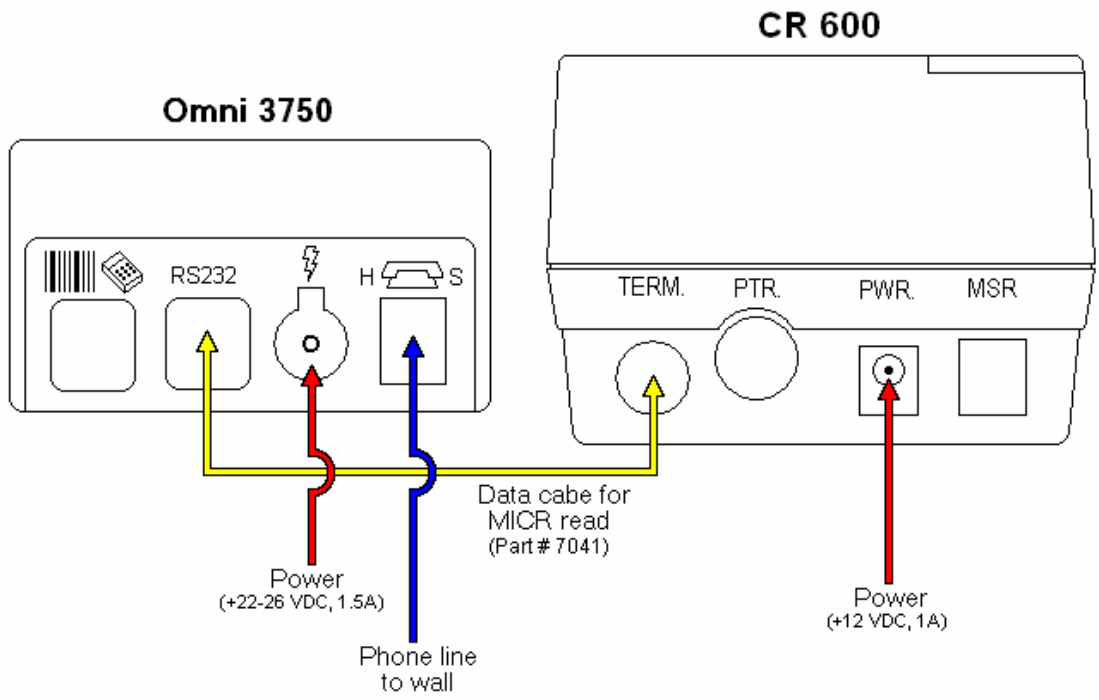

CR 600
Omni 3200
RS232
TERM.
PTR.
PWR.
MSR
Data cabe for
MICR read
(P/N: 7041)
Phone Line
Power
(+25.5VDC, 1.57A)
Power
(+12 VDC, 1A)

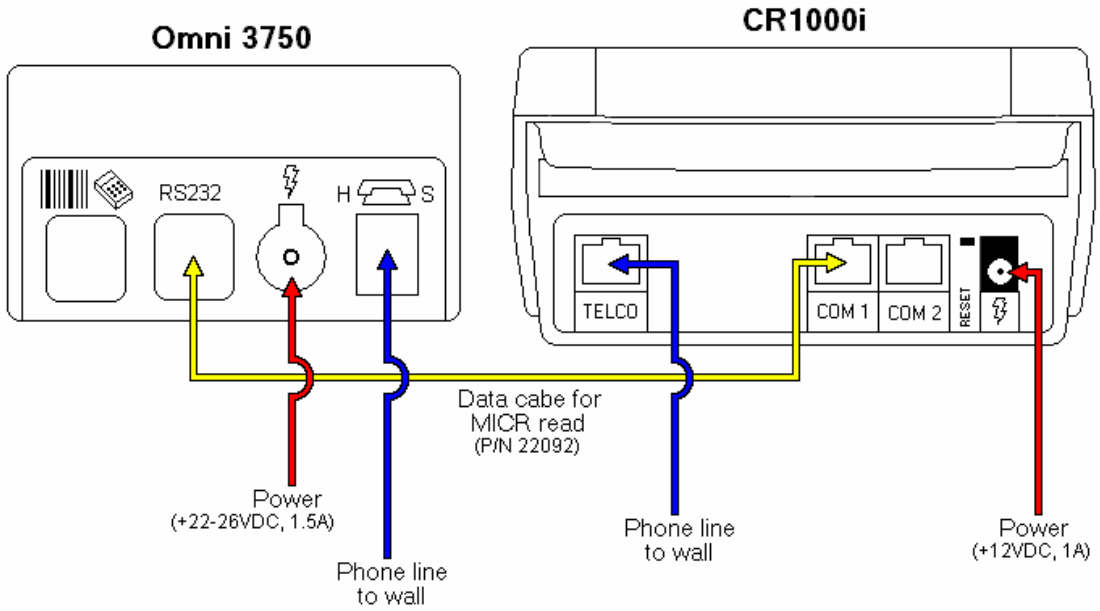

Magtek Check Reader
Omni 3200
RS232
Data cabe for
MICR read
Part No: 22517580
Phone Line
Power
(+25.5VDC, 1.57A)
Power
(+12VDC, 1A)

OMNI 3750/3740

Omni 3750/3740




CR 600
Omni 3750
RS232
H
S
TERM.
PTR.
PWR.
MSR
Data cabe for
MICR read
(Part # 7041)
Power
(+22-26 VDC, 1.5A)
Phone line
to wall
Power
(+12 VDC, 1A)


CR1000i
Omni 3750
RS232
H
S
TELCO
COM 1
COM 2
RESET
Data cabe for
MICR read
(P/N 22092)
Power
(+22-26VDC, 1.5A)
Phone line
to wall
Phone line
to wall
Power
(+12VDC, 1A)

INGENICO TERMINALS

CrossCheck supports the following terminals:

Elite 510, Elite 710/712, Elite 770, e-NCounter 4000, e-NCheck 3000

Ingenico Elite Process Flow:

These terminals can be downloaded directly over the phone. Sales Agents or Installers can contact CrossCheck Technical Support directly at 1 800 669 8774. This number is for agents / installers only. If CrossCheck is to work directly with the merchant, the merchant must contact our 24-Hour Customer Service line at 1 800 552 1900

1. The Elite terminals require either the Ingenico STPR form to be completed and faxed in, complete with a copy of a receipt header or the information can be provided over the phone to CrossCheck Technical Support.
2. The eN-Counter 4000 and eN-Check terminals can be programmed directly over the phone. These terminals do not require the STPR form.

SPECIAL TERMINAL PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician :	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

Credit Card Processor: **Phone #:**

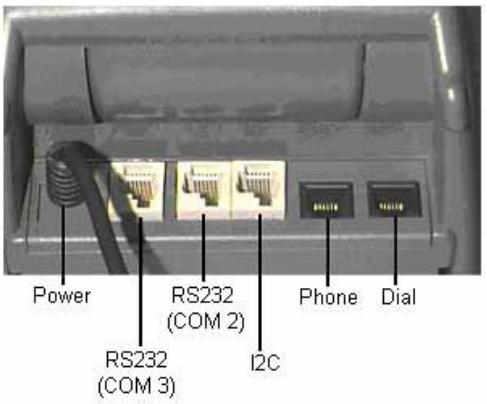
Credit Card Merchant Number: **Exchange Prefix:**

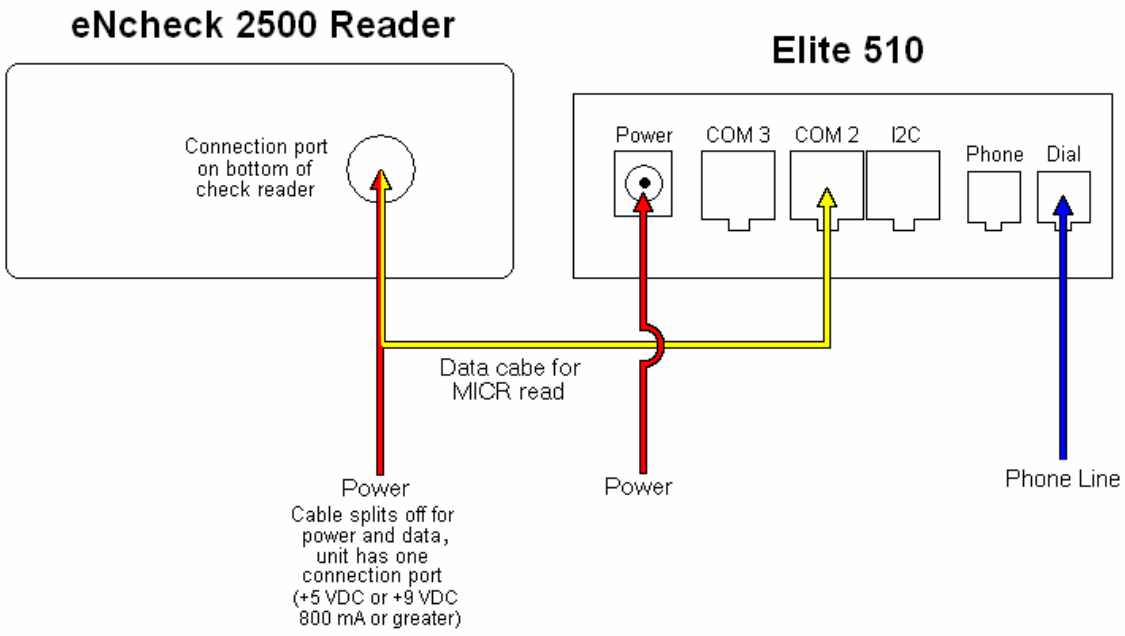
INGENICO ELITE 510, 710, 712, 770 TERMINALS	THALES TALENTO TERMINALS
The merchant MUST fax us a copy of a COMPLETE Credit Card Receipt. Let them know it is ok to black out any of the customers personal information (Name,CC#, etc) if they wish. Once received, forward along with filled out STPR to Technical Support.	Instruct the merchant to press the "#" key – Now **Record The Application** from the receipt that printed **below:**
	Application:

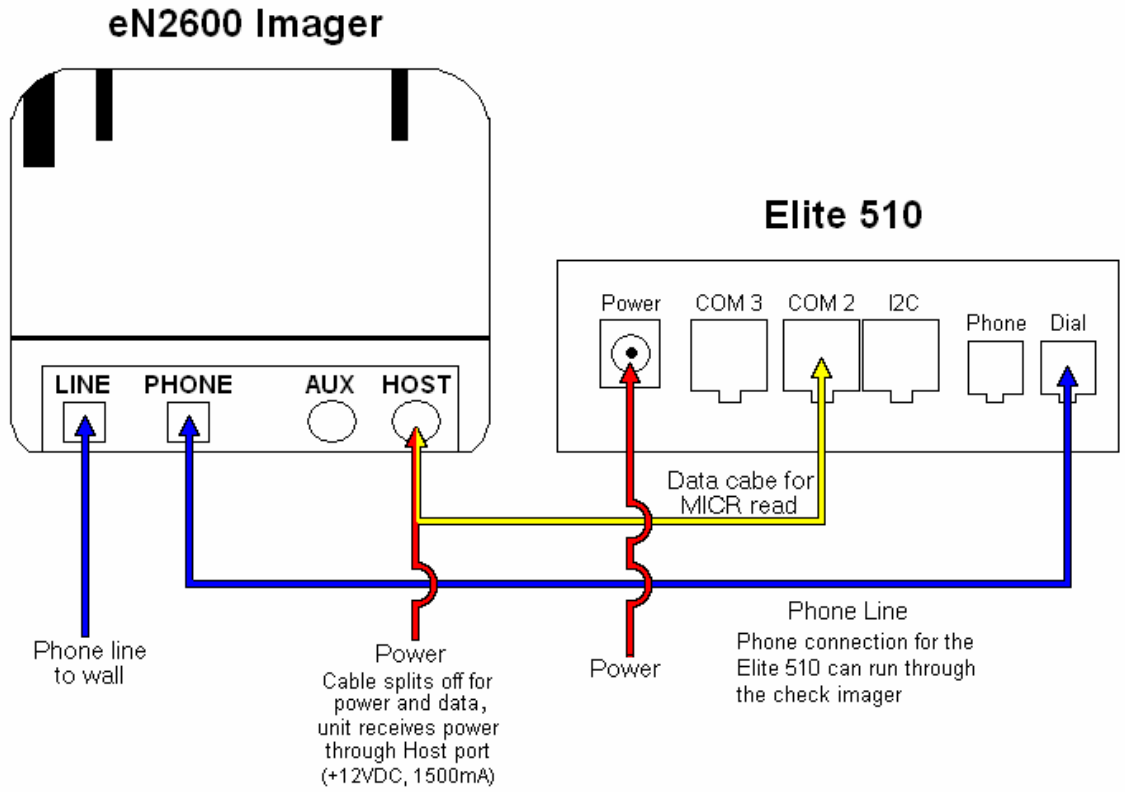
:: <u>Notes For Tech Support</u> ::

INGENICIO ELITE 510

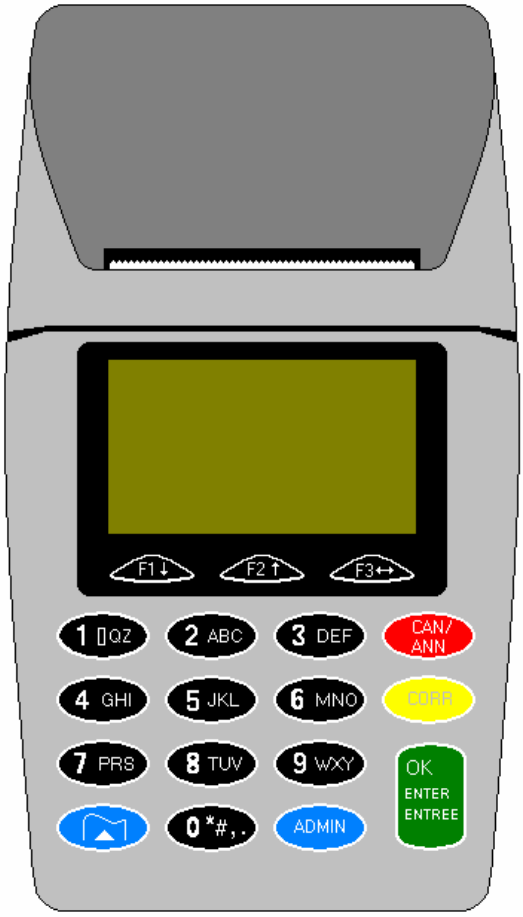
Ingenico Elite 510

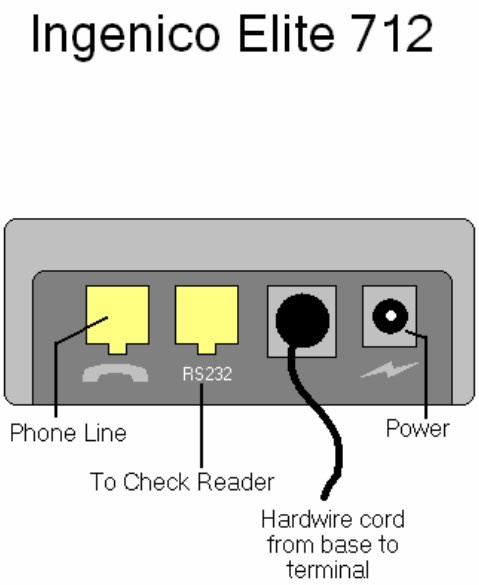


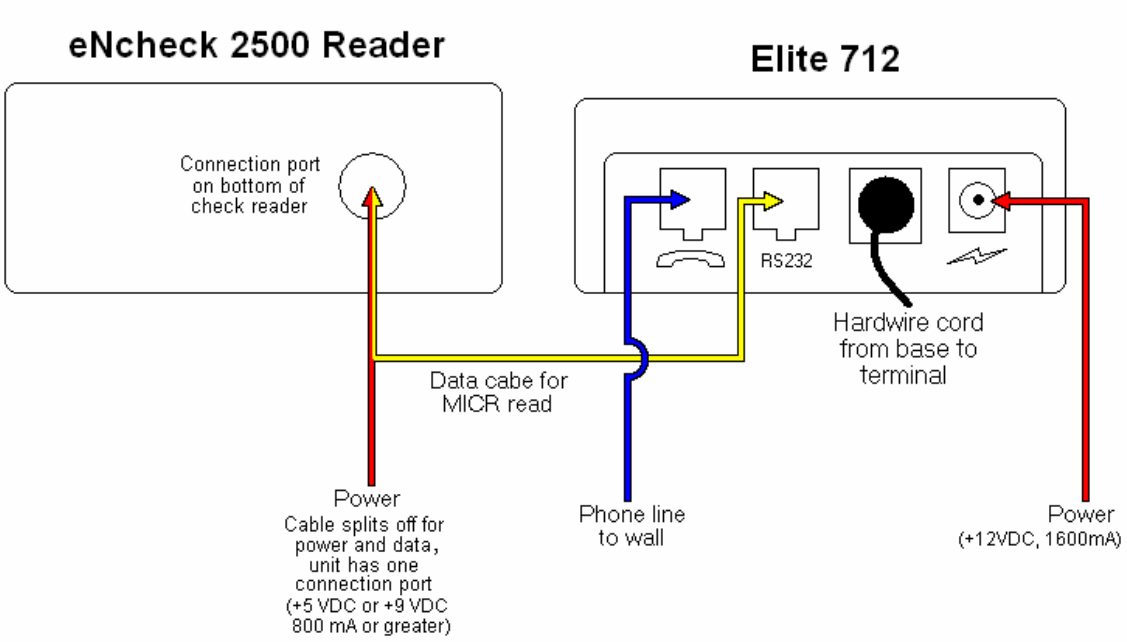

eNcheck 2500 Reader
Elite 510
Connection port on bottom of check reader
Power
COM 3
COM 2
I2C
Phone
Dial
Data cabe for MICR read
Power
Cable splits off for power and data, unit has one connection port (+5 VDC or +9 VDC 800 mA or greater)
Power
Phone Line

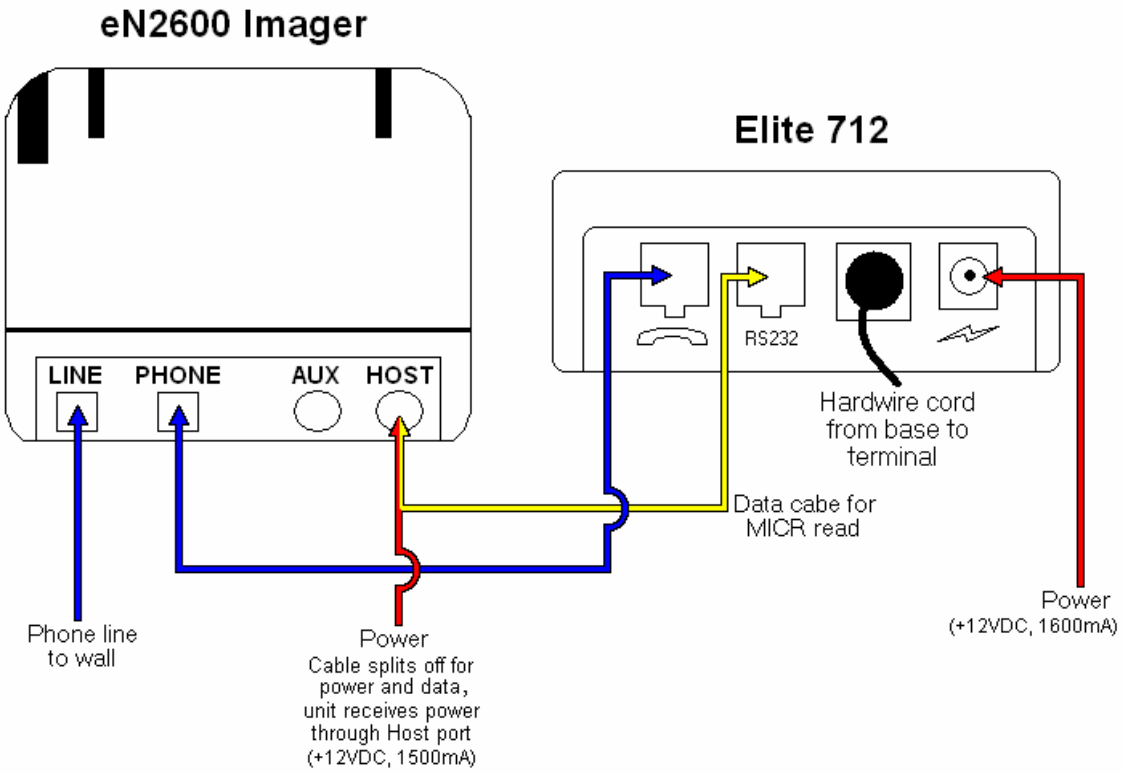

eN2600 Imager
LINE
PHONE
AUX
HOST
Elite 510
Power
COM 3
COM 2
I2C
Phone
Dial
Data cabe for MICR read
Phone line to wall
Power
Cable splits off for power and data, unit receives power through Host port (+12VDC, 1500mA)
Power
Phone Line
Phone connection for the Elite 510 can run through the check imager

INGENCIO ELITE 712






eNcheck 2500 Reader
Elite 712
Connection port on bottom of check reader
RS232
Hardwire cord from base to terminal
Data cabe for MICR read
Power
Cable splits off for power and data, unit has one connection port (+5 VDC or +9 VDC 800 mA or greater)
Phone line to wall
Power
(+12VDC, 1600mA)


eN2600 Imager
Elite 712
LINE
PHONE
AUX
HOST
RS232
Hardwire cord from base to terminal
Data cabe for MICR read
Power
(+12VDC, 1600mA)
Phone line to wall
Power
Cable splits off for power and data, unit receives power through Host port (+12VDC, 1500mA)

THALES TALENTO TERMINALS

CrossCheck supports the following terminals:

Talento
Support varies per credit card application used.

Thales Talento Process Flow:

These terminals can be downloaded directly over the phone. Sales Agents or Installers can contact CrossCheck Technical Support directly at 1 800 669 8774. This number is for agents / installers only. If CrossCheck is to work directly with the merchant, the merchant must contact our 24-Hour Customer Service line at 1 800 552 1900

SPECIAL TERMINAL PROGRAMMING REQUEST

For Programming Use ONLY:		
Technician:	Date Recvd:	Date Comp:

Date: **Store Number:** **Sales Office:** **State:**

Your Name: **Extension:** **Dept:**

Store DBA: **Store Ph#:**

Contact Name: **Contact Ph#:**

Terminal Manufacturer: **Model #:**

Check Reader: Y / N **Model:** **Manufacturer:**

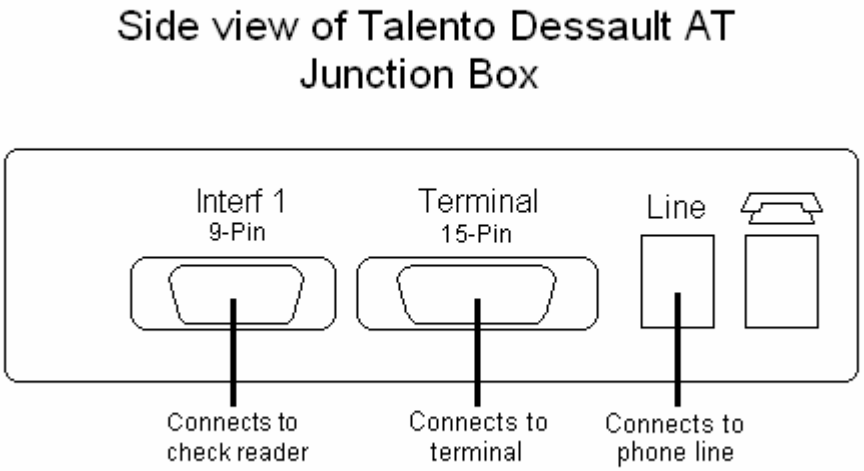
Credit Card Processor: **Phone #:**

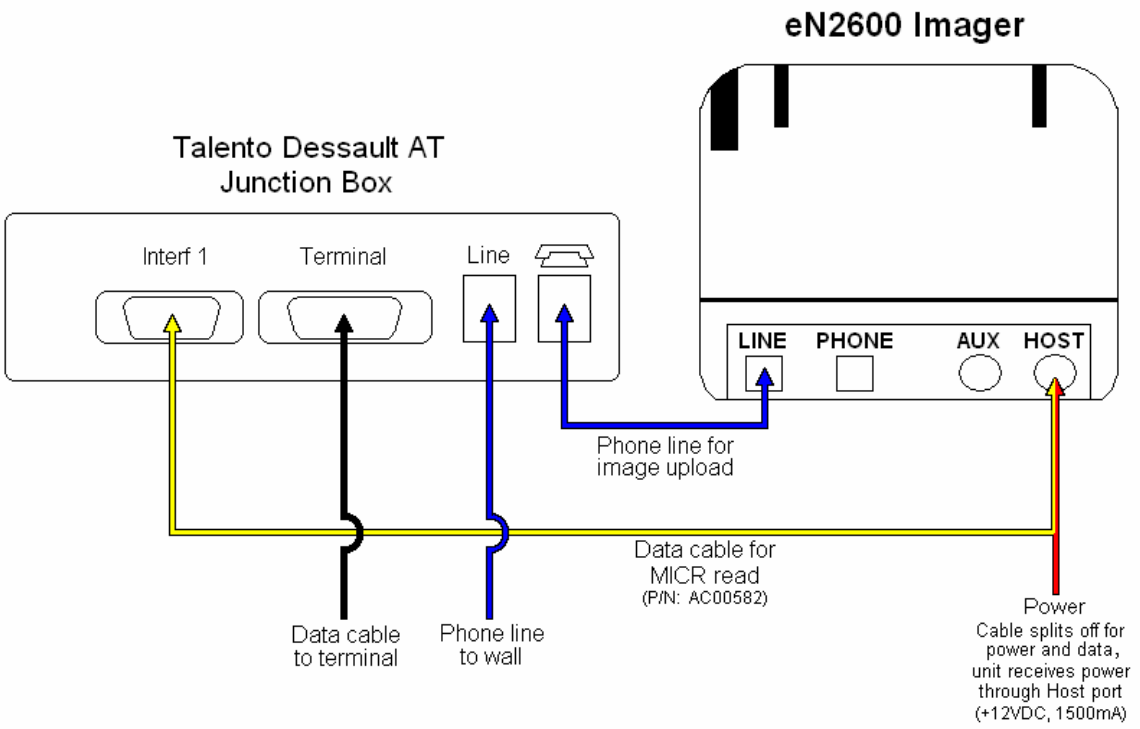
Credit Card Merchant Number: **Exchange Prefix:**

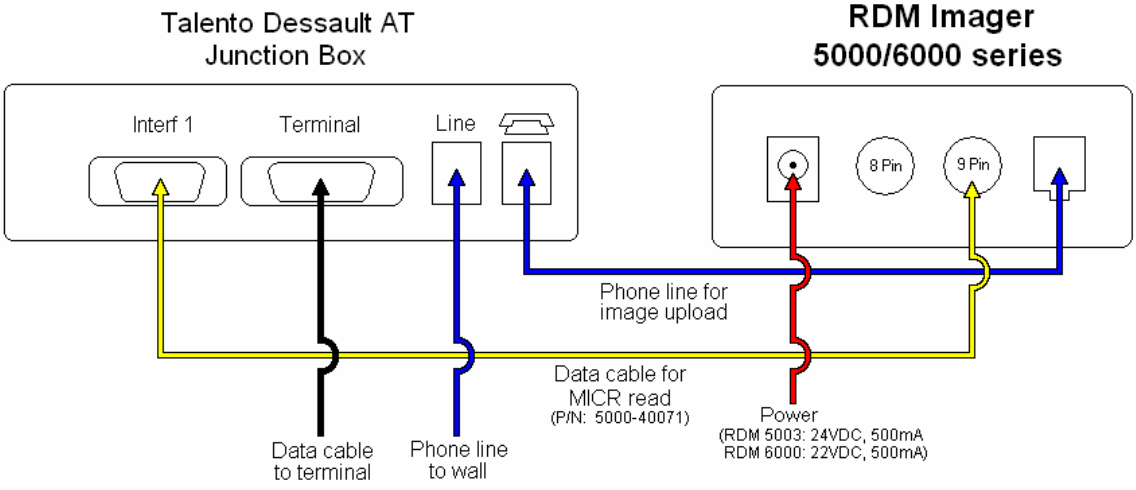
INGENICO ELITE 510, 710, 712, 770 TERMINALS	THALES TALENTO TERMINALS
The merchant MUST fax us a copy of a COMPLETE Credit Card Receipt. Let them know it is ok to black out any of the customers personal information (Name,CC#, etc) if they wish. Once received, forward along with filled out STPR to Technical Support.	Instruct the merchant to press the "#" key – Now **Record The Application** from the receipt that printed **below:**
	Application:

:: <u>Notes For Tech Support</u> ::

TALENTO DESAULT AT




eN2600 Imager
Talento Dessault AT
Junction Box
Interf 1
Terminal
Line
LINE
PHONE
AUX
HOST
Phone line for
image upload
Data cable for
MICR read
(P/N: AC00582)
Data cable
to terminal
Phone line
to wall
Power
Cable splits off for
power and data,
unit receives power
through Host port
(+12VDC, 1500mA)


Talento Dessault AT
Junction Box
RDM Imager
5000/6000 series
Interf 1
Terminal
Line
8 Pin
9 Pin
Phone line for
image upload
Data cable for
MICR read
(P/N: 5000-40071)
Data cable
to terminal
Phone line
to wall
Power
(RDM 5003: 24VDC, 500mA
RDM 6000: 22VDC, 500mA)

READERS/IMAGERS

CrossCheck Supports the following Readers/Imagers
Verifone: CR600, CR1000i,
Magtek: Mini-Micr, MicrImage,
RDM: EC 5003i, EC 5004i, EC6000, EC6004, EC6014,
Ingenico MR1000. MR2150, MR2100, CMR430, CMR431, eN-Check 2500, eN-Check 2600,
Stone West / Peripheron: Cheq'R,
Welch Allen: Scan Team 8310.

Readers:

Most readers need to be configured. Call Sales Support to receive configuration checks at 800-843-7354.

The eN-Check 2500 does not use configuration checks but must be configured via special software. If the reader is not configured by the processor or equipment vendor, the reader must be mailed into CrossCheck. The reader must include the power cord and a note in the box that details the merchant store number and a specific return address. Failure to include the power cord, store number or return address may delay the return of the equipment.

Imagers.

Most imagers can be plugged in right out of the box (no configuration necessary).

Please note all imagers require their own analog phone line.

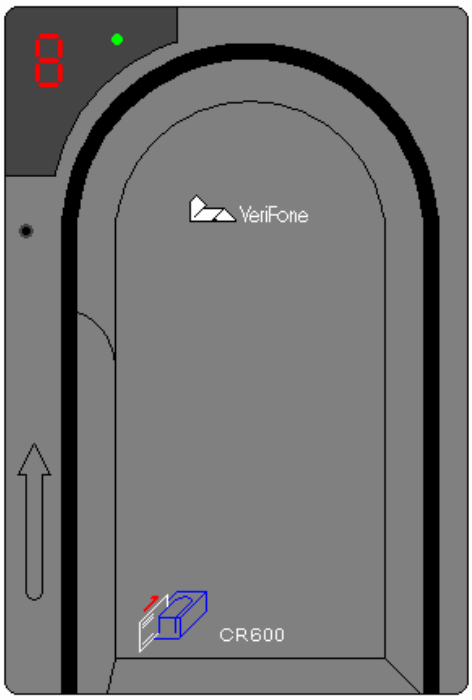
Check Reader/Imager Mfg & Model	Programmed/Config'd Via:
Verifone	
CR600	Config Checks
CR1000i	Ok out of Box
Magtek	
Mini Micr	Config Check
MicrImage	Ok out of Box
*Zon Jr XL & XL300 Only support Mini Micr and require special config checks	
RDM	
EC5003i, EC5004i	Ok out of Box for Nurit, Hypercom and Talento. Must be sent in for Tranz 380.
EC6000	Ok out of Box.
Ingenico	
MR1000	Dip Switches in field: UUUUDDDU
MR2150	
MR2100	Must be sent in including Power Cord
CMR430	
CMR431	
eNCheck 2500	
eNCheck 2600 (eN2600)	If connected to Hypercom, Nurit or Talento, Must use RDM emulation.
Peripheron (Stone West)	
Cheq'R	Must be sent in including Power Cord
Welch Allen	
Scan Team 8310	Config Checks

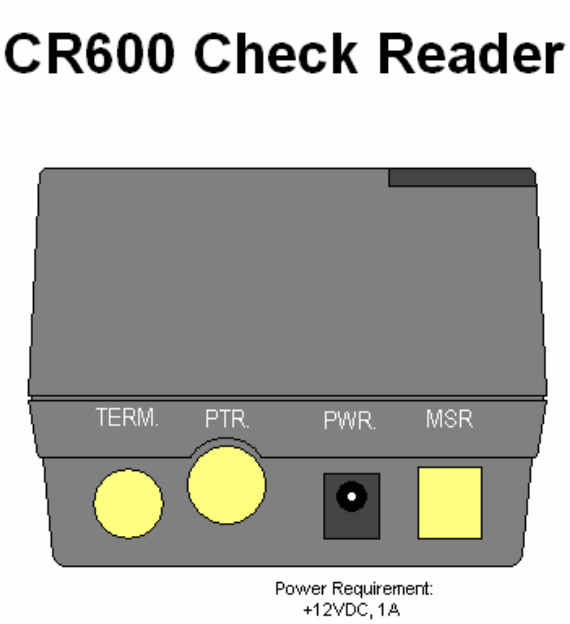
*Note: Check readers sent in for configuration must include the power cord

DESIGNATION OF CONFIDENTIAL AND PROPRIETARY INFORMATION

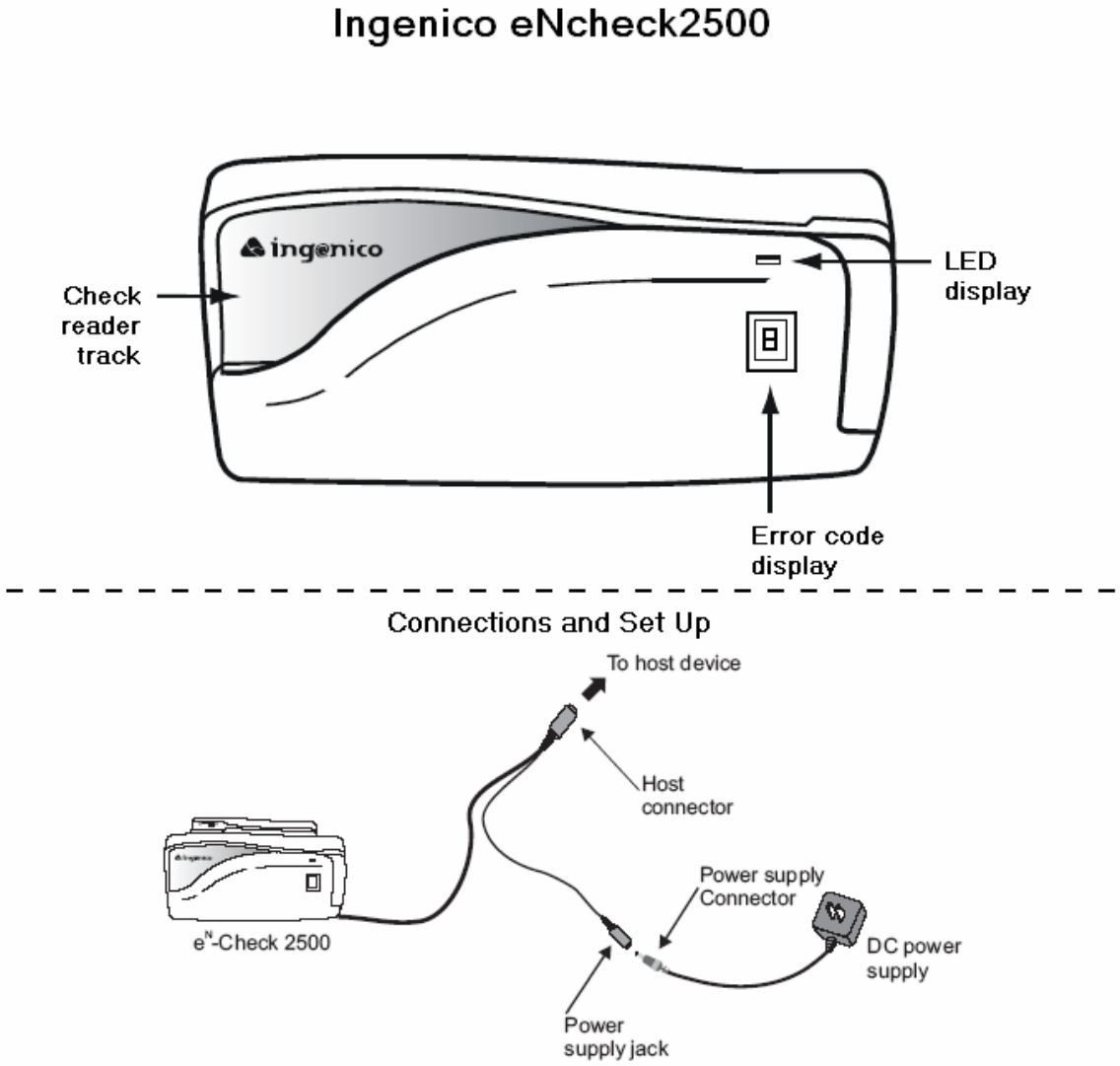
The attached material includes property and confidential information which may qualify as a trade secret or must be kept confidential under a previously executed Agreement. As such, we ask that this material be treated as confidential material and not be released without our written approval.

CR600 CHECK READER

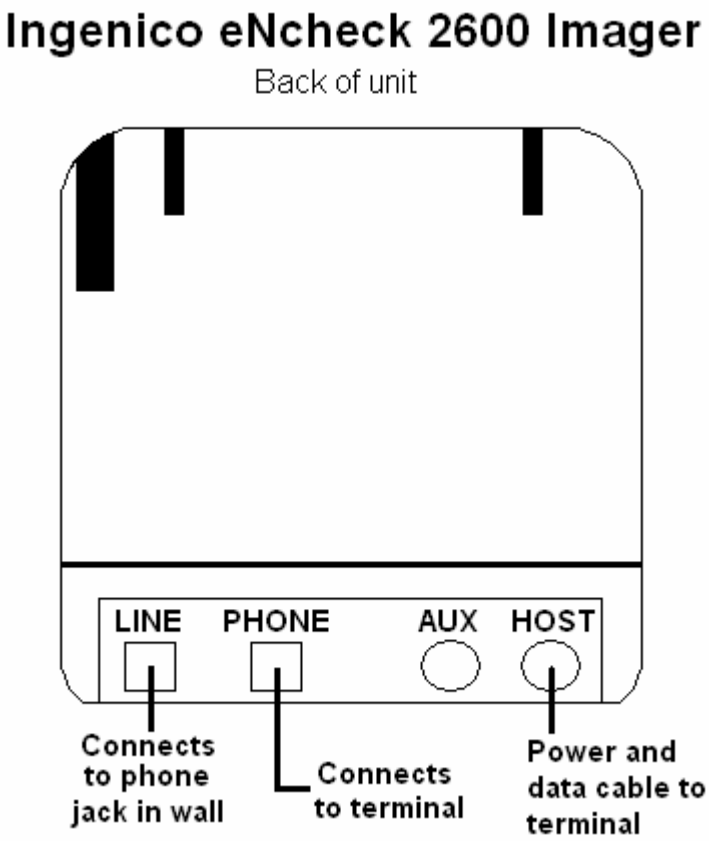




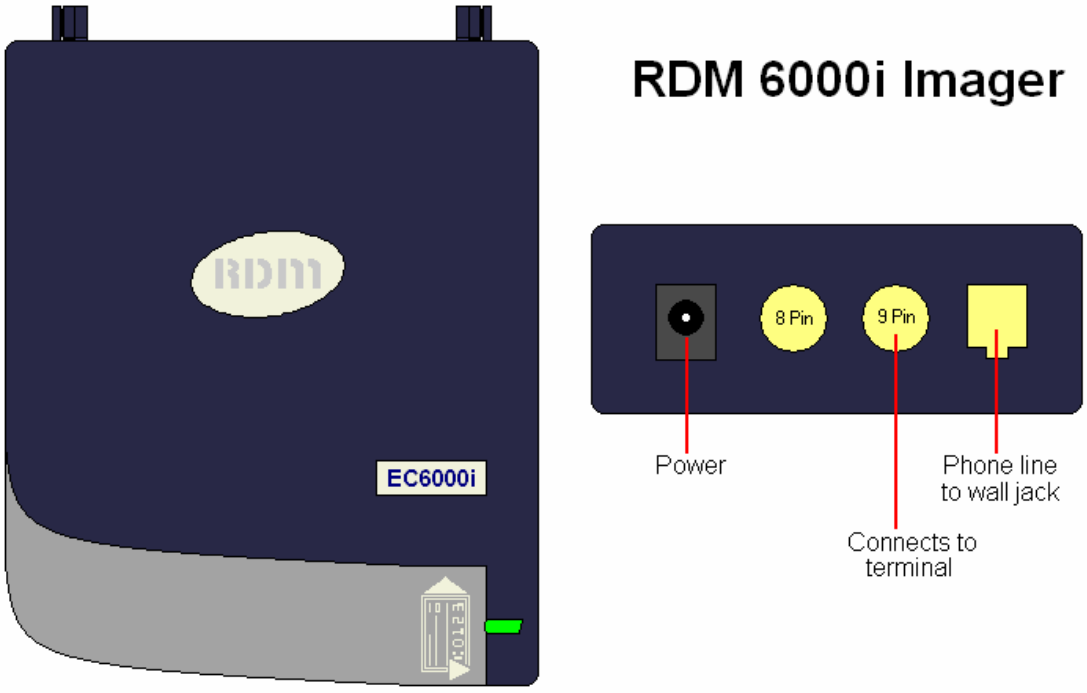
INGENICIO ENCHECK2500



INGENCICO ENCHECK 2600



RDM 6000I IMAGER



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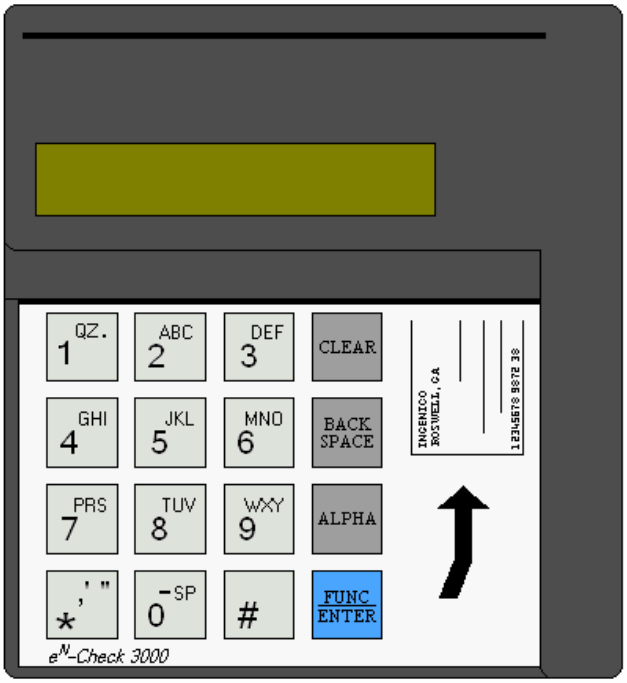

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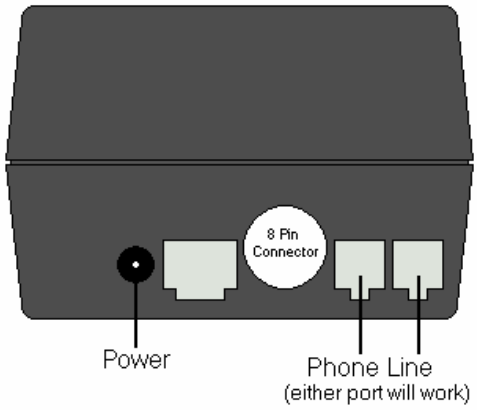

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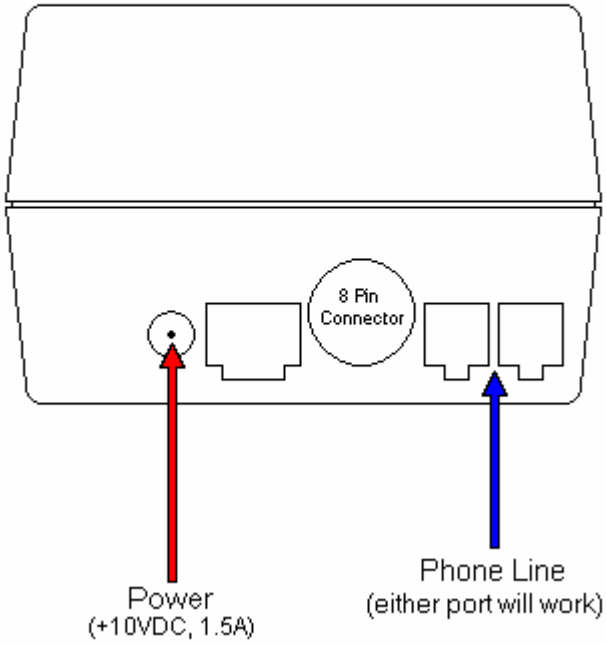

TECH SUPPORT AND SALES SUPPORT

If you need help setting up your terminal you may call Tech Support at
(xxx) xxx-xxxx

For any other questions or issues please contact our 24/7 Support Service line at
(800) 654-2365