



## SELF INSTALLATION GUIDE CONTENTS

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## SECTION 1 – OVERVIEW

The following self installation guide will assist you in setting up the wireless local area network (WiFi) that will be necessary to accept payment-at-the-table.

The content within this guide is designed to assist you with installing a 1 Access Point WiFi network. If you find that more than 1 Access Point is required to cover you area, it is recommended that you seek professional installation assistance.

## SECTION 2 – DEFINITIONS

**Broadband** – High capacity data network (DSL or Cable)

**Cable** – Data transmitted over TV cable (Broadband Internet Access)

**DSL** – Digital Subscriber Line (Broadband Internet Access)

**Ethernet** – Communication Protocol for Local Area Network

**Interference** - Unwanted electrical signals or noise causing degradation of reception on WiFi network.

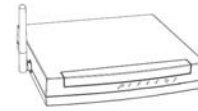
**RJ45** – Connector on Category 5 Data Cable used in data networks

**SSID** – Service Set Identifier (WiFi Network Name)

**WiFi** – Wireless Fidelity (Local Area Wireless Network)

**WPA** – WiFi Protected Access

## SECTION 3 – ON THE SPOT BUNDLE COMPONENT LIST



**Motorola (Netopia) Access Point/Router**



**Vx670 WiFi Payment Terminal**



**Vx670 Charging Base**



**Vx570 Ethernet Payment Terminal (optional)**

## SECTION 4 – WIFI NETWORK COMPONENTS

To properly set up a WiFi network for ON THE SPOT pay-at-the-table, you must have the following already set up at your restaurant location:

### **1. Broadband Access**

- Monthly broadband Internet service can either be obtained through your telephone or cable service provider.
- Satellite broadband service is not recommended due to latency/communication issues that can occur during inclement weather.

### **2. DSL/Cable Modem**

- A DSL or Cable modem should already be installed at the restaurant location for broadband access.

## SECTION 5 – WIFI NETWORK INSTALLATION



Please see Installation Guides provided with each component for detailed install information

### Pre-Provisioned WiFi Network

The ON THE SPOT WiFi Self Install solution that you have purchased comes pre-provisioned. This means that the WiFi network information (SSID, WPA enablement, WPA Passphrase, network channel) was preloaded into the WiFi Access Point and Vx670 WiFi terminals.



Your organization will be provided the initial settings for the network. These settings were modified from the manufacturer defaults to ensure card association compliance right out of the box. Your organization will be responsible for any changes to the settings in the future and their compliance with card association standards for security.

### Installation Steps

See Figure 1 for a graphical representation of the following installation steps:

1. Connect the RJ45/Cat 5 cable from DSL or cable modem uplink to modem port on the Motorola (Netopia) Access Point.
2. Plug in the power supply for the Access Point and turn the switch to On.
3. Power up a Vx670 WiFi terminal and complete the "Site Coverage Exercise" described later in this section.

4. If Vx570 is to be used in CounterPay setting, run additional RJ45/Cat 5 cable from the Ethernet port on the Access Point to the location of the Vx570. Connect RJ45 to the Vx570 as shown in Figure 2.

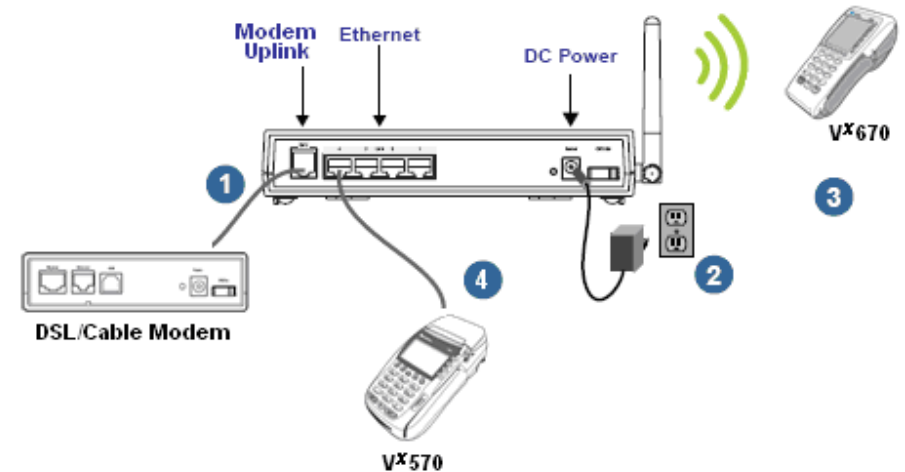


Figure 1 – Cable Connections for Access Point

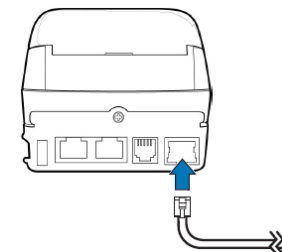
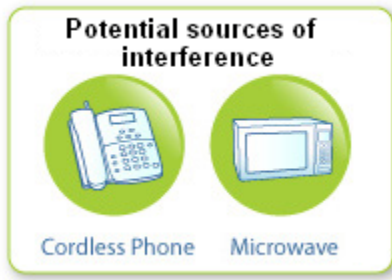


Figure 2 – Ethernet Connection to Vx570

## Installation Best Practices

In ideal conditions, WiFi range is up to 100 feet from the Access Point in every direction. WiFi networks are subject to interference which may degrade the quality of signal.

Potential causes of interference - 2.4 MHz wireless products, such as cordless phones, microwaves, and Bluetooth devices; brick and cinderblock walls; metal doors, frames, and filing cabinets; and floors/ceilings.



Please review the following recommendations for minimizing interference.

1. Place Access Point in area away from potential sources of interference
2. Position Access Point in central location of desired coverage area at high elevation
3. Avoid placing the Access Point next to outside wall.
4. Use cordless phone operation either on the 900 MHz or 5 GHz ranges.

## Site Coverage Exercise

Once WiFi network is installed, you can run a quick site diagnostic test to ensure appropriate coverage throughout your




facility. Please complete the following steps to ensure proper coverage testing:

**CAUTION** *Do not adjust any settings in CommServer without direction from proper support authority. Doing so may impact the performance of your terminal.*

1. Power up the Vx670 WiFi terminal (should be fully charged).
2. At Application Main Menu screen (Payment and Report/Admin options present), press 1 (see Figure 3 below).



**Figure 3 – Application Main Menu**

3. At CommServer Main Menu, you will find the signal strength  and an Information key .
4. Press the purple key under the Information Icon  and scroll down until you see the "Signal Quality" indicator. Anything greater than 30% will provide proper coverage in live conditions. Move the device around your desired coverage area to check signal quality.

-75 dB	no signal
-75 dB to -65 dB	poor signal
-64 dB to -60 dB	fair
-59 dB to -55 dB	good
-55+ dB	excellent


**Figure 4 – Access Point Status Indicators**

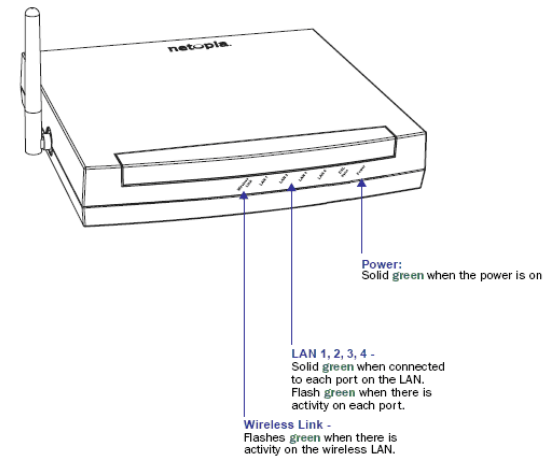
- To return to Application Main Menu, press \* at the CommServer Main Menu.

## SECTION 6 – BASIC TROUBLESHOOTING

If you are experiencing communication issues with any of your terminals, follow the repair basic steps below to attempt in getting your network back online. If you continue to experience communication issues, contact the card processing organization's support department.

- Assess complete situation
  - If a specific area of your business is continually providing intermittent coverage, you will need to consider relocation of the Access Point to improve distance of coverage. Interference may also be a factor here.
  - If only one device is impacted, ensure that the battery is properly charged. See Section 7 for Icon Indicators.
- Run CommServer Diagnostic Test
  - Navigate to Application Main Menu screen by pressing \*.

- Press 1 at Application Main Menu screen to navigate to CommServer.
  - Press purple key directly under the Diagnostics Icon .
  - Select Repair from the Diagnostics Menu. Note that this may take a few minutes.
  - If successful, press \* and enter a test transaction to ensure. If unsuccessful, proceed to next step.
- Check the status of DSL/Cable Modem and Access Point.
    - The proper lights should be illuminated on the Modem and Access Point (see Figure 4 below).



**Figure 5 – Access Point Status Indicators**

- Ensure that both the Modem and Access Point are properly turned on.
- It may be necessary to cycle the power on both the Modem and the Access Point. To do so, turn off both devices, then power on the Modem first and

allow a couple of minutes to establish a connection to your Internet Service Provider. Then power on your Access Point. Retry test transactions on the Vx670 WiFi terminals.



*Cycling power on your Modem and Access Point will cause other networked equipment to temporarily lose Internet connection.*

## SECTION 7 – ICON INDICATORS



Wireless Connected (CommServer Screens Only)



Wireless Not Connected (CommServer Screens Only)



Diagnostics (CommServer Screens Only)



Configuration (CommServer Screens Only)



No Signal



Full Signal



Next Screen



Battery Full



Battery 50%



Battery Empty



Reprint Receipt (Report/Admin Application Only)



Reports (Report/Admin Application Only)



Tip Adjust (Report/Admin Application Only)

## SECTION 8 – SUPPORT

For WiFi installation or standard operation questions, please contact the following support number:

Phone: \_\_\_\_\_

Hours of Operation: \_\_\_\_\_