BNA | Smart Payment Systems, Ltd.

Welcome

Thank you for choosing BNA.
This booklet contains important information regarding your
new POS terminal. This information will assist you in setting up
and using your BNA terminal and also contains a trouble
shooting guide. Please take some time to read the information, if
at anytime you have a question please call the BNA helpdesk at
1 866 921 6753; we will be pleased to assist you.
*If you did not purchase this product directly from BNA you
can also call your sales provider for assistance.*

Owners Manual
For the Xenta/Xentissimo
Terminal

For Training please call:
905 726 9753 x 3
1 866 324 7585 x 3

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HELPDESK PHONE 1 866 921 6753

SERVICE INFORMATION

CAUTION: Terminal contains no user serviceable components.
DO NOT attempt to open the device!

If you need assistance please call the HELPDESK 1-866 921-6753.
The HELPDESK will assist with diagnosing the problem and guide you through the recommended steps including:

1) **Determining which component is faulty.**
2) **Arranging for expedited shipment of a replacement component.**
3) **Providing detailed information for the return of faulty component.**

The terminal and its components come with a 5 year WARRANTY from date of purchase against manufacturer defects.

- # **ATTENTION!!!**

Please follow these instructions for set-up.

**If you need assistance please call the
HELPDESK 1-866 921-6753.**

You must unpack all components and inspect them.
Read the Owners Manual for assembly instructions.
<u>Before</u> calling for training the terminal must be powered
up.

Call: 905 726 9753 x 3
             1 866 324 7585 x 3
             to schedule training.

CAUTION: Terminal contains no user serviceable
                 components.
                 <u>DO NOT</u> attempt to open the device!

Idle Screen

PIN PAD buttons description and their basic uses.

1. Red (CANC) button can be used to exit screens that do not display the word EXIT.

2. Yellow (CORR) button is used to correct data that is entered manually on screen.

3. The Blue (?) question mark button (Xenta only) is used to access information screens about functions and extra charge types. Battery and GPRS signal strength.

4. Green (OK) button is used to confirm data that is displayed on screen or to activate the menu item that is highlighted.

5. Screen prompt buttons ⬭ are used to select a screen prompt such as payment type or to enable/disable functions or move the on screen cursor.

(Continued……..

The numeric buttons IE. **②** abc or **③** def when pushed will enter the number on them for alpha character push button twice for second character and three times for third character or more often for upper case.

Ethernet set up
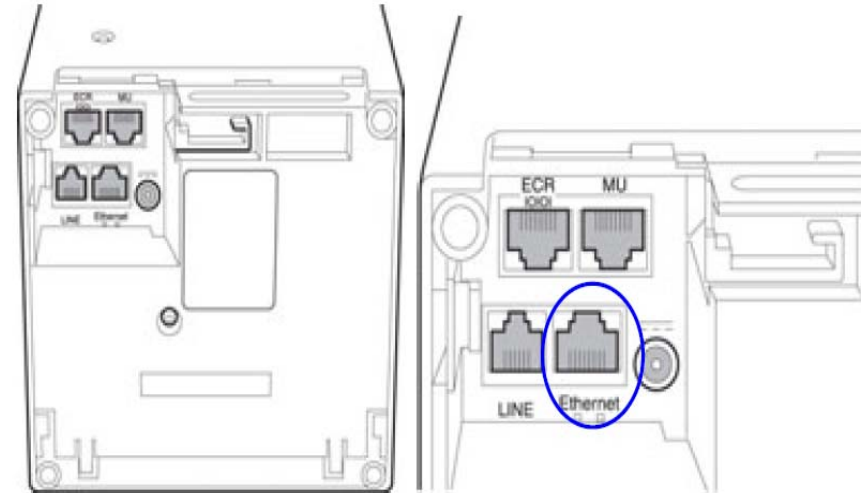
Figure 7 – Ethernet interface

There are several things that the customer needs to be made aware of when they buy the Ethernet or Wifi Ethernet solution;

1. They will need to provide a Cat5 Ethernet cable to the location of the install
2. They will need to make power available for both the router and the terminal
3. When they purchase a Space Pole it requires the drilling of a ¾ inch hole under the Space Pole
4. You must ask if they have a; secure Gateway Firewall or Intranet if they do, this will require them to open ports # 7775, 7778, 5214 and 69.
• (This would usually be done by their tech support or service provider).
5. Both the terminal ,it's peripherals and the Space Pole come with complete installation instructions should they require BNA to install the device there will be a charge for this service

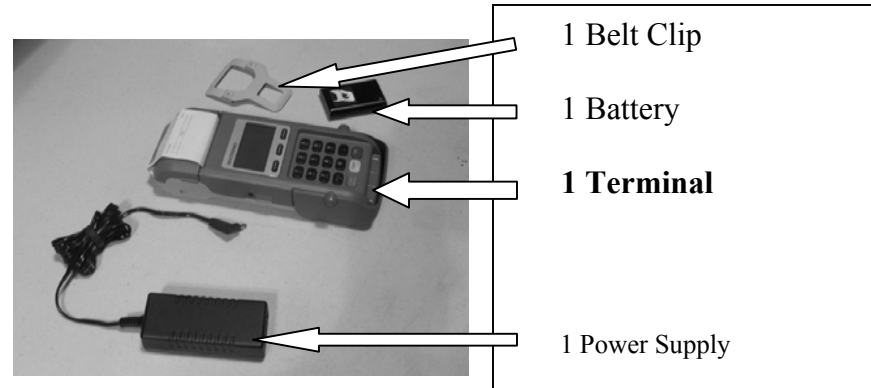## Instructions for setting up Wi-Fi on the Terminal

We recommend that when you purchase a wireless router and that you enable the security features on it using either ASCII or HEX passwords.

1. At BOOT UP
2. Push and hold the Menu button until Boot Menu is displayed
3. Select # 2 Telecom
4. Select #1 Wlan
5. Select Wlan-Network (if first time set up)
6. Next screen push OK
7. At Priority enter 1 and push OK (Green button)
8. Push Ok on screen
9. At SSID push OK – Enter the SSID of your router
10. Select if you want SSID on or off – Choose "ON" if your router broadcasts the SSID.
11. Next select Security type (Supported Encryptions are none, wep , tkip and aes)
12. Select format for security 1 or 2 (this will not appear if "none" is selected in previous screen). Available formats are ASCII and HEX
13. If Security is on then enter required encryption password – Note password format depends on the format selected in step 12.
14. Exit by pressing down CANCEL button

15. If unit does not reboot hold down the Corr. (yellow key) for 5 sec until "REBOOT" displays on screen

GPRS/Wi-Fi Portable Terminals;
Should be plugged into the charger for at least 4
hours before first time use; this will ensure a full
battery charge is present.

Terminal Set up
Xentissimo

1 Belt Clip

1 Battery

1 Terminal

1 Power Supply

Check all components.

BATTERY

Lithium Ion batteries do not suffer from the "memory effect". It poses no problem to have them charging at all times when the device is not in use. The battery should be charged for 4 hours before first use.

Charger plugs into terminal here.

Terminal Set up

Xenta

ECR port for external
printer

Power supply

Ethernet Cable

Telephone Cable
Communications is automatically set. If   Ethernet fails
Dial will take over and vice versa.
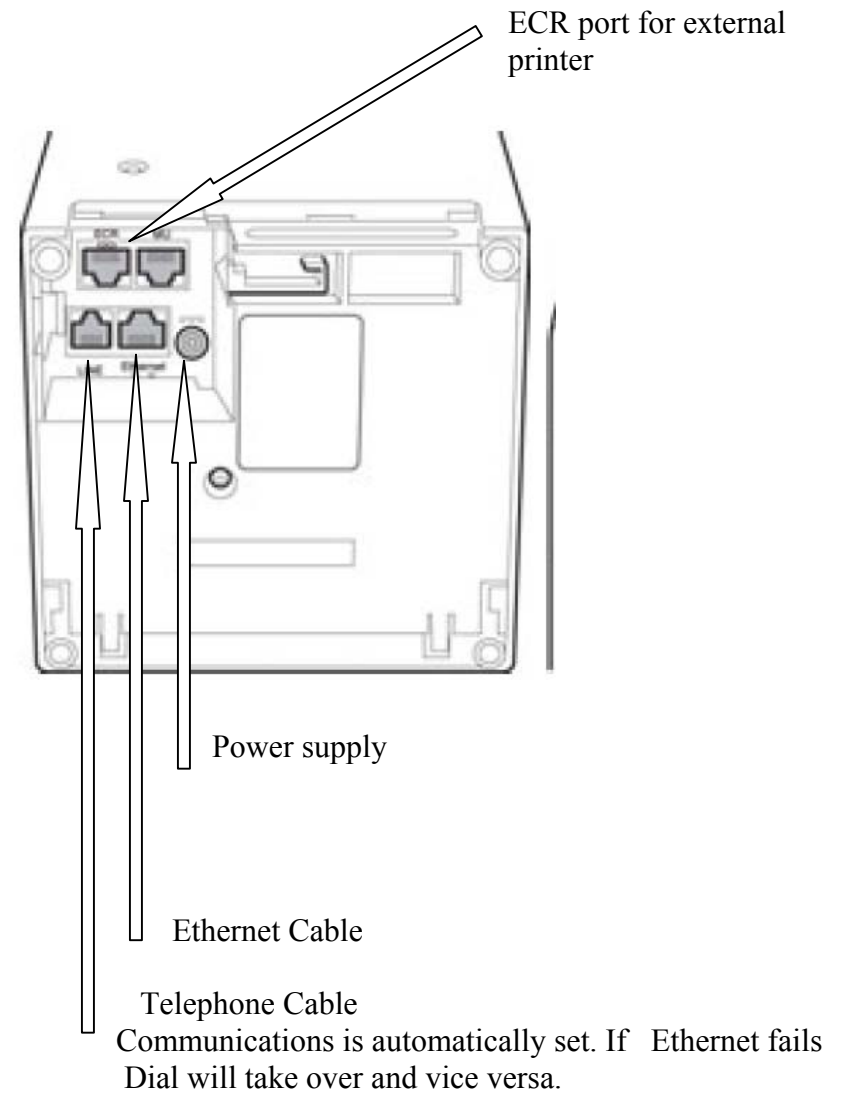
Change Paper Roll Xentissimo
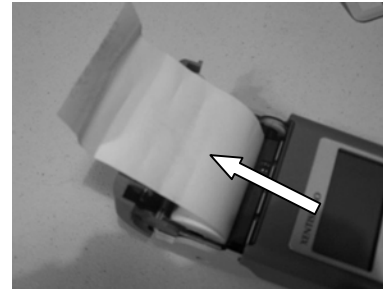
Change Paper Roll

1. Lift printer cover as shown

2. Remove the spindle from spent roll, install new roll of paper as shown with about 2 inches of paper exposed.

3. Close cover and perform transaction.

Change Paper Roll Xenta
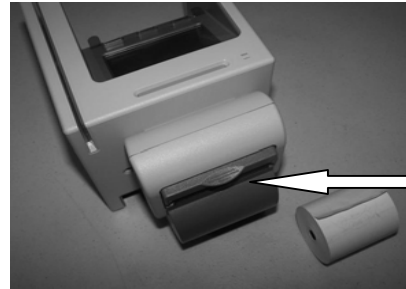
Change Paper Roll

4. Open cover by pushing down on button as shown
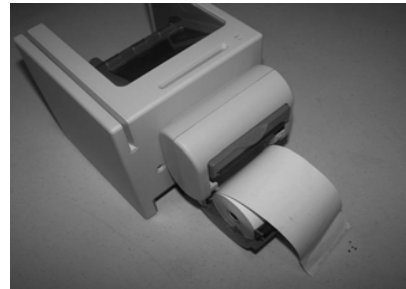
5. Remove the spindle from spent roll, install new roll of paper as shown with about 2 inches of paper exposed.
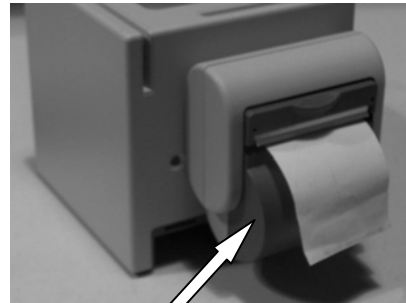
6. Close cover and perform transaction.

Installing Epson High Speed Printer
(Xenta only)

1. Select SYS on the screen
2. Select # 2 Technical Menu
3. Enter password 1235789 then hit OK
4. Select # 5 Configuration
5. Select # 6 Printer Config.
6. Select # 3 Epson
7. When screen returns to menu unplug the terminal power and follow the instructions below. When finished installing printer cable power up terminal.
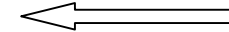
Connector is on back of printer

1. Plug supplied CAT5 Cable into DB25 connector at back of printer

2. Connect other end of CAT 5 Cable to the terminal at the ECR port.

BNA Smart Payment Systems LIMITED WARRANTY for Point of Sale Systems

TERMS

BNA Smart Payment Systems, Ltd., ("Manufacturer") warrants to the original purchaser that this point of sale system purchased for use in North America shall conform to the manufacturer's specifications and be free from defects in material and workmanship for five (5) years commencing on the original date of purchase subject to the terms and conditions included herein.

ADP Warranty Coverage Only

Accidental Damage Protection (ADP) defined as damage resulting from accidental dropping of the unit, liquid spills or extremes of temperature is covered by this limited warranty.

CLAIM PROCEDURE

If the product does not perform as warranted, contact the Manufacturer at **1-866-921-6753** for instructions on how to obtain service. Proof of purchase (invoice) for the product must be presented at time of repair along with a copy of this warranty. The customer will not be billed for any shipping or courier costs during the express service process.

The purchaser agrees to ship the product in its original packaging (or equivalent) along with their name, address, telephone number, copy of proof of purchase (invoice), product serial number and a detailed description of the problem experienced with the product.

LIMITATIONS OF COVERAGE

Coverage under this warranty is void if the Manufacturer's label, logo, rating label, serial number, or any other identifying marks are removed from the product or should the product fail to be properly maintained. If the purchaser requests repair services under this warranty, and after examination of the product, it is determined that the necessary repairs are excluded by the terms and conditions of this warranty (no fault found) the purchaser will be responsible for all costs incurred after the first such incident. The customer is entitled to one free no fault found. Coverage under this warranty is limited to repair or replacement of original parts and hardware only and is not transferable to any other party.

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CONDITIONS

a) This warranty does not cover improper or abusive use of the product, liquid damage, or damage as a result of droppage or foreign objects found inside the product; except ADP covered products;

b) The purchaser releases the Manufacturer from all liability due to damage to the product, replacement of the product or injury to any person that is not due to the fault of the Manufacturer;

c) The Purchaser further understands that the Manufacturer is not responsible for any direct, indirect, special, personal, consequential or incidental damages (including damages for lost profits, business interruption, loss of data and the like) resulting from the use or inability to use this product;

d) Replacement of batteries, light bulbs, fuses, filters, print ribbons, print heads, toner cartridges or any products with a pre-determined life expectancy are excluded;

e) Any loss resulting from fire, flood, earthquake, lightning, acts of God, improper electrical current, power surge, transportation damage, collision with another object or any damage while the product is in transit is excluded, except ADP covered products,

f) Charges incurred for set up or installation, cleaning, reformatting of hard drives and diskettes, system and software configuration or data recovery are not covered by this warranty, except ADP covered products,

g) Repairs required due to the deterioration of the appearance of the product are excluded;

h) The Manufacturer reserves the right to repair or replace your product with a comparable feature product of like kind and quality;

i) The maximum liability under this warranty shall not exceed the original purchase price paid for the product.

EXCEPT AND TO THE EXTENT EXPRESSLY SET FORTH ABOVE, THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND BNA SMART PAYMENT SYSTEMS, LTD., EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN**THIS PLAN IS UNDERWRITTEN BY A FEDERALLY LICENSED INSURANCE COMPANY**

Trouble Shooting
GENERAL

Problem	Remedy
Terminal is not booting up (no power)	Ensure power supply is plugged into wall outlet
	Ensure converter is inserted into terminal completely
	Check that wall outlet is supplying adequate voltage to the power converter
	If portable device check battery
Terminal is on but not responding to key pad	Reboot the terminal by unplugging the power converter from the terminal and then reinsert after 15 seconds
How do I adjust the contrast on my display	Select SYS on logo screen then select USER MENU, then TERMINAL CONFIG, then CONTRAST BASE and adjust using the buttons displayed Exit by pushing OK button on screen
How do I turn the backlight ON/OFF	Select SYS on logo screen then select USER MENU, then TERMINAL CONFIG, then BACKLIGHT BASE, then choose ON or OFF and press OK on screen
How do I swipe a card	With card mag-stripe at bottom of card and facing you swipe the card through the slot left to right or right to left
How do I insert a chip card (Smart card, Loyalty card, Gift card)	With the "chip" facing you and at the bottom (short edge down) inset into the reader slot above mag-stripe slot
How do I set the time on my terminal	At logo screen select SYS and then select User menu, then Internal clock, next select Clock manual set. Follow the screen prompts to set the time and date

Problem	Remedy
Not printing	**Make sure that printer was attached before powering up terminal**
	Ensure there is adequate paper if not, replenish.
	Check that the paper is not jammed by lifting cover and inspecting
	Ensure that paper roll is installed correctly, lead edge of paper comes up from the bottom of paper well towards the display screen, expose 2 inches of paper before closing cover
	Check that printer cover is closed correctly
	Check that platen (paper roller) and printer face are clean and unobstructed
How do I load new paper roll	Pull printer cover button towards the front of the terminal then lift cover, remove old spindle and dispose of, unroll about 2 inches of paper on a new roll then inset into printer with paper coming up from the bottom towards the display screen exposing the 2 inches of new paper and close cover

Problem	Remedy
Terminal will not complete a transaction	If screen displays "TRANSACTION CANCELLED" after card swipe, check phone line or Ethernet connection, ensure that all connections are installed properly.
	Check that phone line is not already in use
	Check Ethernet router and/or modem has power
	Check that phone line/Ethernet line is inserted in correct port on terminal
	Error "BAD BIN RANGE" when card is swiped. This means your terminal is not set up to accept transactions on this card type
	Phone your card processor, card may be damaged or unacceptable
	Check that card is okay, and try manual entry
	If GPRS terminal, check signal strength Try rebooting terminal to regain connectivity with GPRS system
Cannot do Debit Transactions	Terminal may not be set up for Debit, call Helpdesk to verify
	Call Helpdesk to determine if Debit processing is available
I forgot my manager password and cannot access MANAGER FUNCTIONS	Call Helpdesk for assistance.
Error CANNOT ATTACH HOST	Check phone line or Ethernet connections Check all telephone/Ethernet connections Test phone line by attaching telephone handset.
	If GPRS terminal, check signal strength Try rebooting terminal to regain connectivity with GPRS system
The wrong amount was entered for the transaction and CLOSE BATCH was **not** run	If you catch this error before close batch; delete (VOID) the incorrect record. You can then re-enter the correct transaction.
The wrong amount was entered for the transaction and CLOSE BATCH **was** run	You must run a refund if the customer is available. If not, you will need to contact the Helpdesk for assistance in doing a manual input refund.

Training Notes:

Terminal ID	
Merchant ID	
Debit ID	

Important Phone Numbers

These numbers will allow you to address situations that may arise in your day to day use of your BNA POS device.

ENQUIRY TYPE	DESCRIPTION	INFOR.YOU WILL NEED	# TO CALL	HRS
Financial issues	Out-of balances Transaction Confirmation Deposit Confirmation	1.) Terminal ID 2.) Date 3.) Amount	**GPS 1-800-461-6682**	9am-5pm E.T. Mon. to Fri
Customer Service	Retrievals/Chargeback Statement enquiries (fees, rates, charges…)	1.) Case# 2.) Card# 3.) Transaction Date & Amount	**GPC Visa & MC Inquiries: 1-800-263-2970**	7/24/365
Authorization	Visa and M/C Auth#	1.) Merchant# 2.) Card # 3.) Expiry Date & Amount	**GPC Visa 1-800-268-8241 M/C 1-800-361-8355**	7/24/365
Authorization	AMEX		**Amex 1-800-528-5200**	7/24/365
Accounting	Missing money issues Billing disputes	1.) Date 2.) Amount 3.) Card type	**GPC Visa & MC Inquiries: 1-800-263-2970**	7/24/365
BNA issues	Paper supplies	1.) Amount 2.) Payment type	**905 726-9753 ext 102**	9am-5pm E.T. Mon. to Fri.

NOTE: If you did not purchase this terminal directly from BNA you can also call your sales agent for assistance.