

MANAGED WIRELESS SOLUTIONS



# COMPLETE CONNECT GUIDE

**Thank you for choosing OptConnect for your wireless communication needs.**

Should you need help installing your new OptConnect Wireless modem, we offer free technical support 24 hours a day, 7 days a week, 365 days a year.

To talk to one of our connectivity experts, call the Customer Care Center at 877-678-3343 ext. 3.

**OPTCONNECT'S ONLINE CUSTOMER PORTAL**

<https://summit.optconnect.com/login>



Summit enables you to access your wireless portfolio everywhere you go and is accessible on phones, tablets, and computers.

To access Summit for the first time, contact your sales representative.

**SUMMIT PROVIDES:**



Cellular Connectivity Failure Notifications



Signal Strength Statuses



Reset Wireless Options



Connectivity Confirmations



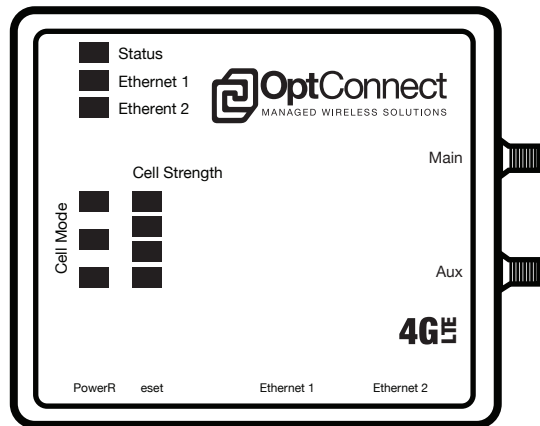
Description Fields for Device Tracking

**TABLE OF CONTENTS**

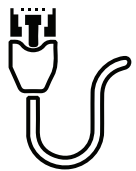
Package Contents / Device Details .....	<b>2</b>
Set up Instructions .....	<b>4</b>
ATM Programming .....	<b>6</b>
<b>Simple Router</b>	
Nautilus Hyosung ATMs .....	<b>7</b>
Hantle / Genmega ATMs .....	<b>10</b>
Triton ATMs .....	<b>12</b>
<b>Payment Gateway</b>	
Nautilus Hyosung ATMs .....	<b>15</b>
Hantle / Genmega ATMs .....	<b>18</b>
Triton ATMs .....	<b>21</b>
Processor Phone #'s .....	<b>25</b>
Comm ID #'s .....	<b>25</b>
Troubleshooting .....	<b>26</b>
Warranty Information .....	<b>28</b>
Customer Care .....	<b>29</b>

# PACKAGE CONTENTS

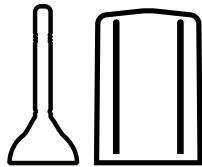
Please verify your package contents.



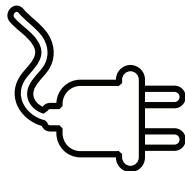
**An OptConnect Wireless modem**  
Modem may be a different model than shown.



**CAT5 Ethernet Cable**



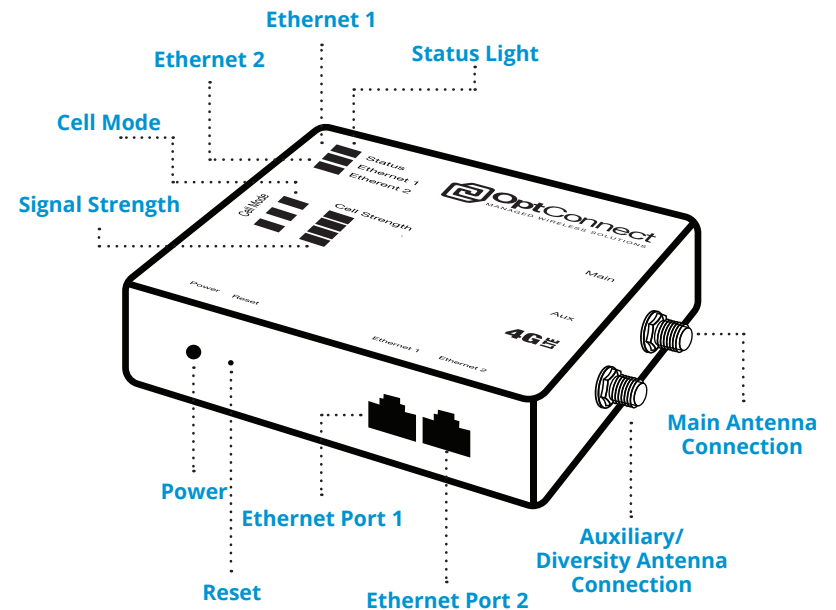
**Antenna(s)**



**Power Supply**

If any of these items are missing or damaged, please contact the OptConnect Customer Care Center at 877-678-3343 ext. 3.

# DEVICE DETAILS



**Power:** If connections are all secure, the unit will power up with an orange status light that will soon change to green. The unit is getting proper power once the status light turns to green and starts to blink.

**Reset:** Resetting a unit should only be performed when instructed by an OptConnect Customer Care Associate. Resetting the device will remove necessary routing tables, rendering the device inoperable if done without a Customer Care Associate on the phone.

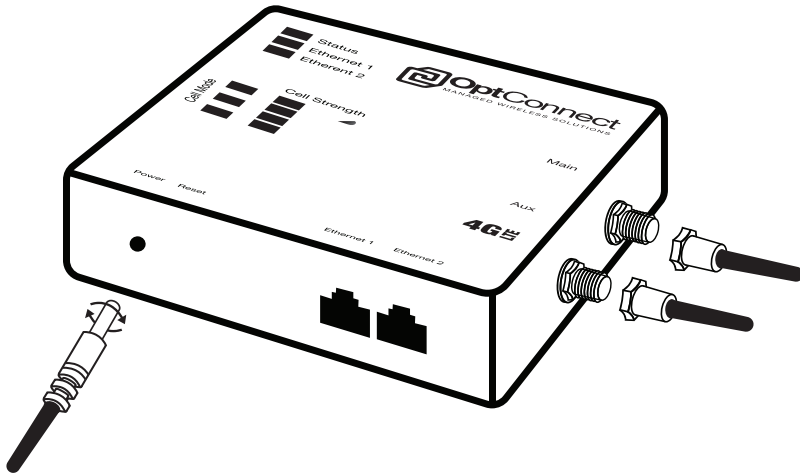
**Antenna Connections:** Proper installation of your OptConnect unit requires that both antenna(s) be used (if 2 are provided). Antenna(s) should be placed outside of any metal enclosures, 6-8" apart, and standing vertically, while magnetically connected to a metal base when possible.

**Cell Mode:** The unit has lights indicating the cellular connection mode. Those lights are labeled as A, B, and C. Each light represents the type of cellular connection network. Light A represents 4G connectivity. Light B represents 3G connectivity, and Light C represents 1X connectivity. The illuminated Cell Mode light(s) indicate the unit is connected to the lights corresponding network.

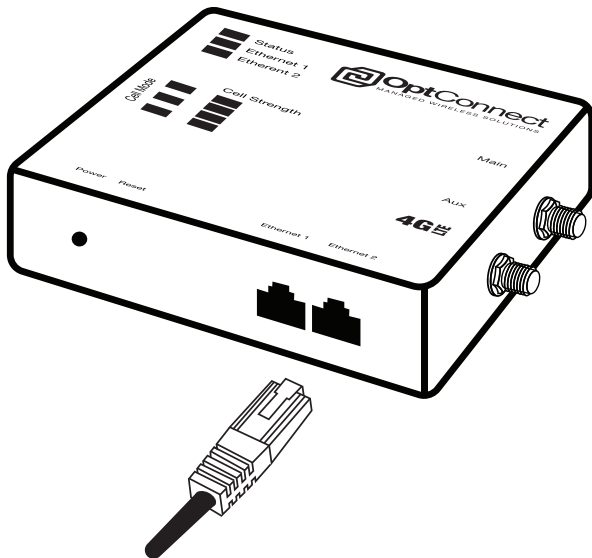
**Cell On:** The cell on light is located next to the signal strength in place of the cell mode lights. The cell on light will be solid or blinking once the unit is connected to a cellular network. If this light does not illuminate, please contact OptConnect Customer Care at 877-678-3343 ext. 3.

# SET UP INSTRUCTIONS

## 1. TWIST AND LOCK POWER SUPPLY INTO PLACE, SECURELY ATTACH ANTENNAS



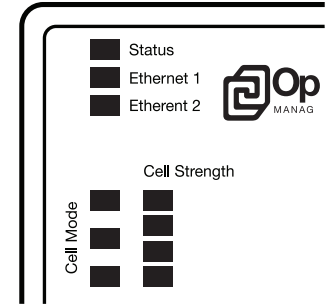
## 2. INSERT PHONE LINE/ETHERNET CABLE



## 3. VERIFY STATUS LIGHTS

Once the Cell Mode and Signal Strength lights are solid, your OptConnect unit is ready to be used.

The Cell Mode and Signal Strength lights will flash during use or while data is being transmitted through the unit. If lights are not flashing while in use or are not green, please see the reference chart below to understand what the lights are indicating.



*STATUS LIGHTS	
Green Flashing	Status is good. Ready for transactions.
Orange Flashing	Processing boot-up sequence.
Orange Constant	Call the OptConnect Customer Care Center.
Red Constant	Confirm power cord is locked into place. Call the OptConnect Customer Care Center.
CELL MODE AND SIGNAL STRENGTH LIGHTS	
Green Constant	Status is good. Ready for transactions.
Slow Green Flashing	Connecting with carrier or transmitting data.
Fast Green Flashing	Call the OptConnect Customer Care Center.
Red Constant	Call the OptConnect Customer Care Center.

\*Initial connections with the cellular network may take up to 5 minutes.

## 4. USING YOUR DEVICE IN NON-ATM ENVIRONMENT (Kiosk, Digital Sign, etc. | For ATMs turn the page)

Upon proper installation, the OptConnect unit is designed to provide a network connection, automatically allowing attached hardware (such as a Kiosk, Smart-Safe, Digital Sign, etc.) to communicate through the internet connection provided by the OptConnect unit. If specific routing rules are required, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3.

# ATM PROGRAMMING

**Using your device in an ATM:** An OptConnect unit accepts and routes data by using 2 different methods which are outlined below. To maintain the highest security standards, OptConnect highly recommends that the ATM be programmed to use the wireless device as a ROUTER, allowing the ATM to house and perform the security encryption of the ATM transaction. This programming guide is merely informational, providing the terminal settings required for either communication method. Each method of use has its benefits and its potential limitations. As an Operator of hardware that facilitates financial transactions, you should consider the benefits and limitations of both routing options, as well as their place in your business model.

**OptConnect as a Router: This is OptConnect's preferred and recommended programming method and is the most secure way of routing traffic.** In Router mode, the OptConnect unit simply directs traffic from attached equipment to a remote host. The attached equipment is programmed with the required routing settings, performs the SSL/TLS encryption and decryption, and passes transactional data through the cellular network provided by the OptConnect unit to the remote host. In router mode, the OptConnect unit does not participate in the interception, routing, or the encryption of data required for SSL/TLS, and merely acts as a method by which the attached equipment can connect to a wireless network. It is important to note that while using the OptConnect as a router, the equipment software application must remain up-to-date (according to industry standards) in order to facilitate the SSL/TLS encryption.

**Benefits to using the OptConnect as a Router include:**

- Data is not passed to the device unencrypted.
- Tighter security during transmission of data between attached equipment and the OptConnect unit.

**OptConnect as a Payment Gateway:** This method of use allows the device to participate in the interception, routing, and security encryption of data provided by the attached equipment (ATM, Kiosk, POS, etc.). The OptConnect receives unencrypted data from the attached equipment, determines remote host protocols and routing rules, establishes an SSL/TLS session, encrypts and decrypts data, converts data to original protocols, and returns the data to the attached equipment.

**Benefits of using the OptConnect as a Payment Gateway include:**

- SSL/TLS encryption facilitated by the OptConnect unit
- SSL/TLS encryption is remotely managed and updated as needed by OptConnect (as per industry requirements)
- Higher level troubleshooting and fault triaging with OptConnect Customer Care. An OptConnect Customer Care Associate has visible access to encrypted data routing to the remote host(s) and can find faults in routing rules or terminal communication settings easily and quickly. Many customers have learned to depend on our ability to quickly and effectively triage cellular and/or terminal programming faults.

## NAUTILUS HYOSUNG ATMS ROUTER

### \*\*\*ATM IS PERFORMING SSL/TLS ENCRYPTION\*\*\*

Customer Setup >

Select Processor >

Communication >

Select TCP/IP

-1(X) Cancel to Return-

TCP/IP Type:

PROCESSOR	TCP/IP TYPE
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNA (Money Tree)	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

SSL: Enable

Version: TLS 1.2

SSL CERT: Enable

-2(x) Cancel to Return-

Customer Setup >

\*Standard 3 Options >

Status Monitoring: Enable

Comm Header: Enable

Comm ID: Refer to Page 25

CRC: Disabled

-2(X) Cancel to Return-

\*Please verify with processor if set up on STD1 or STD3

## NAUTILUS HYOSUNG ATMS ROUTER

### System Setup >

#### Terminal IP >

DHCP: Disabled

IP Address: 192.168.1.91

Subnet Mask: 255.255.255.0

Gateway: 192.168.1.90

DNS: 8.8.8.8 or 8.8.4.4

-2(X) Cancel to Return-

### Host Setup >

#### Host Address >

Address 1&2:

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiaatmssl.asaiatm.com
DNA (Money Tree)	atmssl.dnsatm.com
EFX	emv.sibisystems.com
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	tls1.itssystem.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

## NAUTILUS HYOSUNG ATMS ROUTER

### Host Port 1&2:

PROCESSOR	PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNA (Money Tree)	8002
EFX	9057
Elan/Genpass	5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

-1(x) Cancel to Return-

### \*Host Setup >

\*STD1 only

Routing ID: Refer to page 25

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

## HANTLE/GENMEGA ATMS ROUTER

### \*\*\*ATM IS FACILITATING SSL/TLS ENCRYPTION\*\*\*

Customer Setup >

Change Processor >

Communication Type: SSL Pass Through

SSL >

Version: TLS 1.2

Certification: Enabled\*

\*(if AP version is below .34 leave disabled)

-1(x) Cancel to Return-

\*Standard 3 Option >

Comm Header: Enable

Status Monitoring: Enable

Use 12 Sequence Number: Disabled

Use TCP/IP CRC: Disabled

-3(x) Cancel to Return-

\*Please verify with processor  
if set up on STD1 or STD3

System Setup>

Device Setup >

ATM TCPIP Setup >

Set TC/IP Mode: Static

IP Address: 192.168.1.91

Subnet Mask: 255.255.255.0

Default Gateway: 192.168.1.90

Change DNS Server>

Change DNS Server #1: 8.8.8.8

Change DNS Server #2: 8.8.4.4

-3(x) Cancel to Return-

Host Setup>

Host IP Address >

Change Host IP 1&2: enter Host URL

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiaatmssl.asaiaatm.com
DNA (Money Tree)	atmssl.dnsatm.com
EFX	emv.sibisystems.com

## HANTLE/GENMEGA ATMS ROUTER

PROCESSOR	URL
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	tls1.itssystem.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

Change Host Port 1&2:

PROCESSOR	HOST PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNA (Money Tree)	8002
EFX	9057
Elan/Genpass	5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

-1(x) Cancel to Return-

Host Setup >

Routing ID: Refer to Page 25

-2(x) Cancel to Return-

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

## TRITON ATMS ROUTER

### \*\*\*ATM IS FACILITATING SSL/TLS ENCRYPTION\*\*\*

- 6. Configure Terminal >
  - 6. Communication >
    - 8. Communication Protocol: TCPIP
      - Select Enter to save changes-
- 6. Configure Terminal >
  - 6. Communication >
    - 9. Communication Message Format

PROCESSOR	MESSAGE FORMAT
Cardtronics	TDL
Columbus Data	TDL TCP/IP NO CRC
Data Stream (ASAI)	TDL TCP/IP NO CRC
DNA (Money Tree)	TDL TCP/IP NO CRC
EFX	TDL
Elan/Genpass	TDL
1st ISO / First Data / Core Data	TDL TCP/IP NO CRC
ITS Systems Integrators Co Inc	TDL TCP/IP NO CRC
Metavante / PAI / FIS	TDL
NRT/TNS	TDL
Planet Payment	TDL
Switch Commerce	TDL
Worldpay / RBS Lynk	TDL TCP/IP NO CRC

-Select Enter to save changes-

- 6. Configure Terminal >
  - 6. Communication >
    - 3. Permanent TCP/IP Connection: Uncheck
    - 4. Comm Header: Enable
    - 5. Routing / Comm ID: (see page 25)
      - Select Enter to save changes-

## TRITON ATMS ROUTER

- 6. Configure Terminal >
  - 6. Communication >
    - F4. SSL Enable: Check
      - Select Enter to save changes-
- 6. Configure Terminal >
  - 6. Communication >
    - 1. Host IP Address:

PROCESSOR	URL
Cardtronics	pos.tnsi.com
Columbus Data	atm.columbusdata.net
Data Stream (ASAI)	asaiatmssl.asaiatm.com
DNA (Money Tree)	atmssl.dnsatm.com
EFX	emv.sibisystems.com
Elan/Genpass	pos.tnsi.com
1st ISO / First Data / Core Data	sslgb.1stiso.com
ITS Systems Integrators Co Inc	tls1.itssystem.com
Metavante / PAI / FIS	eftdebitatm.fnfis.com
NRT/TNS	tls1.nrttech.com
Planet Payment	atm.planetpayment.net
Switch Commerce	atm1.switchcommerce.net
Worldpay / RBS Lynk	tptrans.lynksystems.com

-Select Enter to save changes-

- 6. Configure Terminal >
  - 6. Communication
    - 2. Host IP Port: enter HOST PORT 1 & 2



## TRITON ATMS ROUTER

PROCESSOR	PORT
Cardtronics	5550
Columbus Data	6965
Data Stream (ASAI)	30000
DNA (Money Tree)	8002
EFX	9057
Elan/Genpass	5167
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	777
Metavante / PAI / FIS	443
NRT/TNS	8007
Planet Payment	5306
Switch Commerce	1440
Worldpay / RBS Lynk	6661

-Select Enter to save changes -

2. Diagnostics >

7. Modem/Ethernet >

6. Configure Ethernet Settings:

CONFIGURE ETHERNET SETTINGS	
6. Enable DHCP	Uncheck
1. IP Address	192.168.1.91
2. Subnet Mask	255.255.255.0
3. Default Gateway	192.168.1.90
4. Primary DNS	8888

5. System Parameters >

5. Restart the Terminal >

Press "Enter" to restart

You are now ready to initialize your ATM. Once booted, perform a balance inquiry. If this transaction fails, verify your programming as outlined in the previous steps. If programming is correct, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

## NAUTILUS HYOSUNG ATMS PAYMENT GATEWAY

Nautilus Hyosung ATMs capable of TCP/IP communication include: **1500SE, 1800CE/SE, 2700CE/T, 5000CE, MM5300CE/XP, MM5100T, HALO, HALO II, 4000W, FORCE**

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATMs Operator menu using your master password.

If your ATM menus appear differently than described in this guide, please call the OptConnect Customer Care Center at 877-678-3343 ext. 3.

### SET ATM COMMUNICATION TYPE: TCP/IP

Customer Setup >

Select Processor >

Communication>

Select TCP/IP

- 1(X) Cancel to Return-

Select TCP/IP Type:

TCP/IP TYPE	
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNA (Money Tree)	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard (SSL Enabled)
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

## NAUTILUS HYOSUNG ATMS PAYMENT GATEWAY

SSL: Disabled

-2(x) Cancel to Return-

Customer Setup>

\*Standard 3 Options >

Status Monitoring: Enable

Comm Header: Enable

Comm ID: (refer to page 25)

CRC EN/Disable: Disable

-2(x) Cancel to Return-

\*Please verify with processor  
if set up on STD1 or STD3

Wireless TCP/IP communication requires defining two different sets of parameters. Communication between the ATM and the Wireless modem is regulated by the parameters defined in System Setup. Communication between the wireless modem and the Host Processor is regulated by parameters defined in Host Setup.

### DEFINE TCP/IP PARAMETERS FOR ATM

System Setup >

Terminal IP:

TERMINAL IP	
DHCP	Disable
IP Address	192.168.1.91
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.90
DNS	Leave As Is

-2(X) Cancel to Return-

## NAUTILUS HYOSUNG ATMS PAYMENT GATEWAY

### DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Host Setup >

Host Address >

URL En/Disable: Disable

Host Address 1 & 2 :

192.168.1.90

Host Port: 1&2:

PROCESSOR	HOST PORT 1	HOST PORT 2
Cardtronics	7004	7004
Columbus Data	7006	7006
Data Stream (ASAI)	451	451
DNA (Money Tree)	561	561
EFX	446	446
Elan/Genpass	5166	5166
1st ISO / First Data / Core Data	8440	8440
ITS Systems Integrators Co Inc	888	888
Metavante / PAI / FIS	450	450
NRT/TNS	7008	7008
Planet Payment	5306	5306
Switch Commerce	7003	7003
Worldpay / RBS Lynk	6661	6661

-1(x) Cancel to Return-

\*Host Setup >

Routing ID: Refer to page 25

\*STD1 only

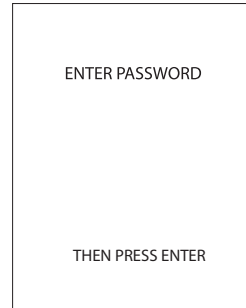
You are now ready to initialize your ATM. Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are still unable to perform a successful balance inquiry, call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

## HANTLE/GENMEGA ATMS PAYMENT GATEWAY

Hantle/Genmega ATMs capable of TCP/IP communication include:  
**1700W, C4000, 4000T, X4000, G1900, G2500, GT3000, ONYX,  
ONYX-W, GT5000, C6000**

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATM's Operator Menu using your master password.

If your ATM menus appear differently than described in this guide please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for further assistance.



### SET ATM COMMUNICATION TYPE: TCP/IP

Customer Setup >

Change Processor >

Communication Options:

TCP/IP TYPE	
Cardtronics	Visa Framed
Columbus Data	Standard
Data Stream (ASAI)	Visa Framed
DNA (Money Tree)	Standard
EFX	Visa Framed
Elan/Genpass	Visa Framed
1st ISO / First Data / Core Data	Standard
ITS Systems Integrators Co Inc	Standard
Metavante / PAI / FIS	Standard
NRT/TNS	Visa Framed
Planet Payment	Standard (SSL Enabled)
Switch Commerce	Visa Framed
Worldpay / RBS Lynk	Standard

## HANTLE/GENMEGA ATMS PAYMENT GATEWAY

### SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

\*Standard 3 Option >

Comm Header: Enable

Status Monitoring: Enable

Use 12 Sequence Number: Disabled

Use TCP/IP CRC: Disabled

-3(x) Cancel to Return-

\*Please verify with processor  
if set up on STD1 or STD3

### DEFINE TCP/IP PARAMETERS FOR ATM

System Setup >

Device Setup >

ATM TCP/IP Setup:

ATM TCP/IP SETUP	
TCP/IP Mode	Static IP
IP Address	192.168.1.91
Subnet Mask	255.255.255.0
Default Gateway	192.168.1.90

\*\*\*SELECT APPLY\*\*\*

-3(x) Cancel to Return-

### DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Host Setup >

Host IP Address >

Change Host IP Address 1 & 2:

192.168.1.90

## HANTLE/GENMEGA ATMS PAYMENT GATEWAY

### DEFINE TCP/IP PARAMETERS FOR HOST PROCESSOR

Change Host Port 1&2:

PROCESSOR	HOST PORT
Cardtronics	7004
Columbus Data	7006
Data Stream (ASAI)	451
DNA (Money Tree)	561
EFX	446
Elan/Genpass	5166
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	888
Metavante / PAI / FIS	450
NRT/TNS	7008
Planet Payment	5306
Switch Commerce	7003
Worldpay / RBS Lynk	6661

Configuration: Scheduled

-1(x) Cancel to Return-

Host Setup >

Routing ID (see page 25)

You are now ready to initialize your ATM. Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are unable to perform a successful balance inquiry, call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for assistance.

## TRITON ATMS PAYMENT GATEWAY

Triton ATMs Capable of TCP/IP communication include:

**Traverse, RL1600, RL2000, RL5000, RT2000, FT5000, ARGO**

Once the physical installation is complete, the "Status" light is flashing green, and the "Cell Mode" and Signal Strength lights are solid green, enter the ATM's Operator Menu using your master password.

If your ATM menus appear differently than described in this guide please call the OptConnect Customer Care Center at 877-678-3343 ext. 3 for further assistance.

### SET ATM COMMUNICATION TYPE: TCP/IP

6. Terminal Configuration >

6. Communication >

8. Communication Protocol:

TCP/IP TYPE	
Cardtronics	TCP/IP
Columbus Data	TCP/IP
Data Stream (ASAI)	TCP/IP
DNA (Money Tree)	TCP/IP
EFX	TCP/IP
Elan/Genpass	TCP/IP
1st ISO / First Data / Core Data	TCP/IP
ITS Systems Integrators Co Inc	TCP/IP
Metavante / PAI / FIS	TCP/IP
NRT/TNS	TCP/IP
Planet Payment	TCP/IP No CRC
Switch Commerce	TCP/IP
Worldpay / RBS Lynk	TCP/IP

## TRITON ATMS PAYMENT GATEWAY

### SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

- 6. Configure Terminal >
- 6.Communication >
- 9. Communication Message Format

TCP/IP TYPE	
Cardtronics	TDL
Columbus Data	TDL TCP/IP No CRC
Data Stream (ASAI)	TDL TCP/IP No CRC
DNA (Money Tree)	TDL TCP/IP No CRC
EFX	TDL
Elan/Genpass	TDL
1st ISO / First Data / Core Data	TDL TCP/IP No CRC
ITS Systems Integrators Co Inc	TDL TCP/IP No CRC
Metavante / PAI / FIS	TDL
NRT/TNS	TDL
Switch Commerce	TDL
Worldpay / RBS Lynk	TDL TCP/IP No CRC

- 6. Configure Terminal >
- 6.Communication >
- 3. Permanent TCP/IP Connection: UNCHECK
- 4. Comm Header Enable
- 5. Routing / Comm ID (see page 25)
- 6. Configure Terminal >
- 6.Communication >
- F4. SSL Enable: UNCHECK

## TRITON ATMS PAYMENT GATEWAY

- 6. Configure Terminal >
- 6.Communication >
- 1. Host IP Address:  
192.168.1.90

### SET ATM COMMUNICATION TYPE: TCP/IP (cont.)

- 6. Configure Terminal >
- 6.Communication >
- 2. Host IP Port:

PROCESSOR	HOST PORT
Cardtronics	7004
Columbus Data	7006
Data Stream (ASAI)	451
DNA (Money Tree)	561
EFX	446
Elan/Genpass	5167
1st ISO / First Data / Core Data	8440
ITS Systems Integrators Co Inc	888
Metavante / PAI / FIS	450
NRT/TNS	7008
Planet Payment	5306
Switch Commerce	7003
Worldpay / RBS Lynk	6661

-2(x) Enter to Return to Main Menu-

## TRITON ATMS PAYMENT GATEWAY

### DEFINE TCP/IP PARAMETERS FOR ATM

2. Diagnostics >

7. Modem / Ethernet >

6. Configure Ethernet Settings:

CONFIGURE ETHERNET SETTINGS	
6. Enable DHCP	Uncheck
1. IP Address	192.168.1.91
2. Subnet Mask	255.255.255.0
3. Default Gateway	192.168.1.90

-4(x) Enter to Return to Main Menu-

5. System Parameters >

5. Restart the Terminal > Enter

Once in service, perform a balance inquiry. If this transaction fails, verify your setup in the previous steps. If you are unable to perform a successful balance inquiry, call OptConnect Customer Care at 877-678-3343 ext. 3 for assistance.

## PROCESSOR PHONE NUMBERS

For ATMs Using Dialup Connection Only

OptConnect's standard configuration supports Dial-up communication to the following processors:

PROCESSOR	PRIMARY	SECONDARY
Cardtronics	1-866-403-6745	1-866-403-6747
Columbus Data	1-800-886-1798	1-888-923-3608
Data Stream/ASAI	1-877-543-5921	1-877-543-5922
DNS (MoneyTree)	1-800-816-5409	1-800-816-5410
EFX	1-866-649-6124	1-866-649-6126
Elan/Genpass	1-800-472-6210	1-800-472-6210
1st ISO / First Data / Core Data	1-877-999-1309	1-800-530-784
ITS Systems Integrators Co Inc.	1-888-764-6464	1-888-764-5858
Metavante	1-866-956-5788	1-800-883-7723
NRT/TNS	1-877-824-0930	1-877-824-0927
Switch Commerce	1-855-572-1978	1-855-572-1979
Worldpay / RBS Lynk	1-800-827-5965	1-800-486-5965

## ROUTING & COMMUNICATION IDs

PROCESSOR	STD. 1	STD.3
1st ISO	N/A	CDEPOT
Cardtronics	CTSTRA	CTSTRI
Columbus Data	CDHY	CDSAA0
Data Stream/ASAI	N/A	XXTRX
DNS (MoneyTree)	N/A	588497
EFX	N/A	000000
Elan	N/A	A01105
Metavante	N/A	000000
Planet Payment	N/A	000000
Switch Commerce	SC101	123SC101
Worldpay	Numerical part of TID	LNKATM

If you require any configuration or routing changes, please contact the OptConnect Customer Care at 877-678-3343 ext. 3 for assistance.

# GENERAL TROUBLESHOOTING

OptConnect tests every wireless modem in-house before shipping. Each wireless modem completes a live data connection test before being cleared for shipment. Should you experience problems with your wireless modem, please verify all installation and instructions in this guide and refer to the following troubleshooting steps when diagnosing any issues that may arise.

If you are still experiencing problems, please contact the OptConnect Customer Care Team at 877.678.3343 ext. 3 for further assistance.

## IF YOUR DEVICE OR MACHINE IS UNABLE TO COMPLETE TRANSACTIONS

1. Verify that the wireless modem is plugged in, the "Status" light is flashing green, and the "Cell Mode", "Cell On", and Signal Strength lights are solid green.
2. Verify that the CAT5E Ethernet Patch Cable (included) is connected to an open Ethernet port on your device and the Ethernet port on the wireless modem.

If connected to an ATM, confirm that the ATM is programmed correctly for your processor and that the terminal setup is valid according to processor.

## IF YOU EXPERIENCE INTERMITTENT COMMUNICATION ISSUES

1. Verify that signal strength is sufficient. If the Signal Strength lights indicate low signal strength (1 to 2 bars), reposition the antennas, ensuring they are installed per our guidelines on pg 3. Allow a minimum of 5 seconds for the wireless modem to refresh the Signal Strength lights after moving the antennas. If the signal strength does not improve, it may be necessary to purchase an upgraded antenna or an in-line signal booster. Contact the OptConnect Customer Care Center for troubleshooting or your sales representative to order a new antenna or booster.
2. If the Signal Strength lights are flashing, disconnect power

from the wireless modem, wait 15 seconds, then reconnect power. Allow at least 5 minutes for the wireless modem to reboot. If the Signal Strength lights do not stop flashing after 10 minutes, please call the OptConnect Customer Care Team at 877.678.3343 ext. 3 for further assistance.

3. Some sources of cellular interference can include: cooler or refrigeration units, heating units, microwave ovens, neon signs, fluorescent lights, industrial equipment, high-powered sound equipment, nearby fuse panels, and in some cases power lines running behind a wall. This is a list of some possible cellular interference sources and is in no way all inclusive. Distancing the wireless modem from one of these sources of interference may be needed to stabilize the cellular connection.

## COMMON ATM ERRORS

Below is a list of the most common ATM error codes associated with communication between the ATM and its Host Processor. These errors are most often the result of incorrect programming at the ATM. After verifying the ATM programming and clearing any errors, if you are still experiencing problems completing transactions, please contact the OptConnect Customer Care Center at (877) 678-3343 for further assistance.

COMMON ATM ERROR CODES NAUTILUS HYOSUNG, HANTLE, GENMEGA CODES		
D15XX	TCP/IP Connection Timeout	Verify Ethernet cable is plugged in and secure. Check Ethernet cable for kinks or damage. Verify ATM programming. Verify Ethernet ports are not damaged.
D17XX	Message Data Not Received	Verify all programming. Check Ethernet cable for kinks or damage.
D25XX	TCP/IP Communication Lost	Verify all programming, especially Host TCP/IP settings. Check Ethernet cable for kinks or damage.
TRITON CODES		
192	Communication Error	Verify all programming. Verify Ethernet cable is connected properly and is not damaged or kinked.
236	TCP/IP Communication Lost	Verify all programming, especially Host TCP/IP settings. Check Ethernet cable for kinks or damage.
237	TCP/IP Device Failed	This occurs when outgoing communication is successful, but return communication from the Host fails. Verify all programming. Check for presence of hardware that could cause noise interference.

# WARRANTY INFORMATION

## LIFETIME EXTENDED MAINTENANCE PLAN

### To Receive a Warranty:

To receive a warranty, the unit must be installed as per OptConnect's recommendations as noted on pages 3 & 4. On-Site troubleshooting must be completed and an OptConnect customer Care Representative must consider the unit inoperable and warrantable. A warranty will be denied if installation procedures and proper troubleshooting steps have not been followed.

### Lifetime Extended Maintenance Plan

Some wireless modems include the Lifetime Extended Maintenance Plan. The Lifetime Extended Maintenance Plan provides for a guaranteed replacement of equipment in the event of failure. This plan remains in effect as long as customers continue to pay a monthly service charge.

After working with OptConnect to diagnose a problem, OptConnect will ship a replacement unit at no cost to the customer. The customer shall be responsible for shipping back faulty equipment to OptConnect in a timely manner using the prepaid shipping label provided at time of warranty. Customer must return the faulty equipment to OptConnect within 20 days or they will be charged \$300.00 for the non-return of the faulty equipment.

Physical damage, lost or stolen equipment, or modems damaged by acts of God are not covered under warranty.

# CUSTOMER CARE CENTER



### 24/7 - 365 Days a Year

Available to help whenever you need us.



### One Call Resolution

Accurate information on the first call.



### Prompt Response Time

Customer satisfaction is our highest priority.

Please contact the Customer Care Center at 877.678.3343 ext. 3 if you have any questions regarding your OptConnect Device.



