

Oolio Pay (via Adyen) Setup with SwiftPOS Touch

Steps are based on SwiftPOS v10.60-1 which is the minimum release required for the pilot program

1. Steps to be done on POS Terminal (regardless of PIN Pad type)	2
2.1 P400Plus PIN Pad integration setup (USB):	3
Terminal guides:	3
POS Terminal steps:	3
P400 Plus PIN Pad Setup	6
2.2 P400Plus PIN Pad integration setup (Ethernet or Wi-Fi):	7
Terminal guides:	7
2.3 Android PIN Pad integration setup:	7
Terminal guides:	7
3. SwiftPOS Touch EFTPOS Peripheral Setup:	8
4. Adyen support.....	12

1. Steps to be done on POS Terminal (regardless of PIN Pad type)

1. Need Windows local admin rights to complete installation work on POS Terminals.
2. Optionally configure a Windows Inbound firewall rule to allow incoming traffic from TCP port 31100 (or can be an alternate port if you wish) so messages being displayed on PIN Pads during a transaction can also be displayed on the POS terminal screen for the cashier to see.
3. Need to install certificate Adyen have provided into certlm.msc > Trusted Root Certificates store. Instructions on this process can be found here: https://docs.adyen.com/point-of-sale/design-your-integration/choose-your-architecture/local/?tab=windows_2#configure-network
 - PROD/Live mode certificate = [adyen-terminalfleet-live.pem](#)
 - TEST mode PIN Pad certificate = [adyen-terminalfleet-test.pem](#)
4. The network which the POS terminals & PIN Pads's are connected to need to be able to communicate outbound to the internet to the following endpoints listed below:
 - a. *.adyen.com via HTTPS.
 - b. *.adyenpayments.com via HTTPS.

Reboot the POS & Pinpad after certificate installation

2.1 P400Plus PIN Pad integration setup (USB):

August 2023 – we will be AVOIDING this method of integration at all costs due to how unreliable it is at a Windows O/S level. USB based integrations of Oolio Pay will be done via WPay instead.

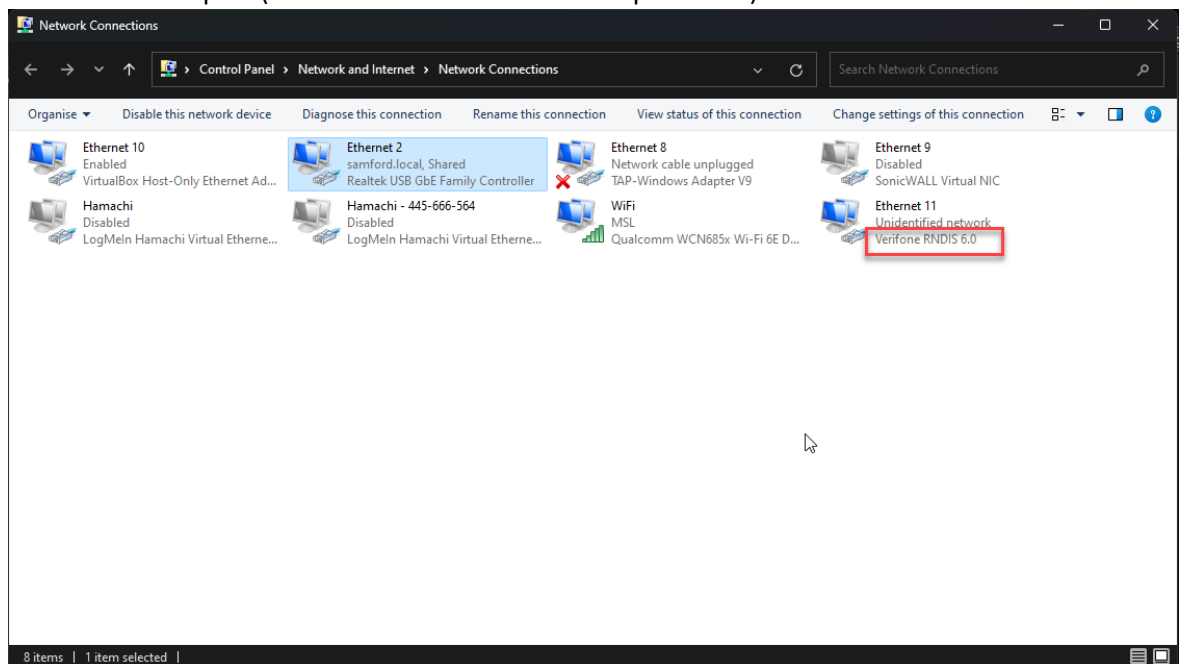
Terminal guides:

- Terminal instructions - <https://docs.adyen.com/point-of-sale/user-manuals/p400-plus-user-manual>
- Terminal manual from manufacturer:
https://www.verifone.com/sites/default/files/legal/external_p400_user_manual_v2.3.pdf
- Force a configuration update on device = Select '9' then 'Enter'. Select 'Config', enter passcode, select 'Check for Updates'.
- Transaction list on device = Select '8' then 'Enter'.

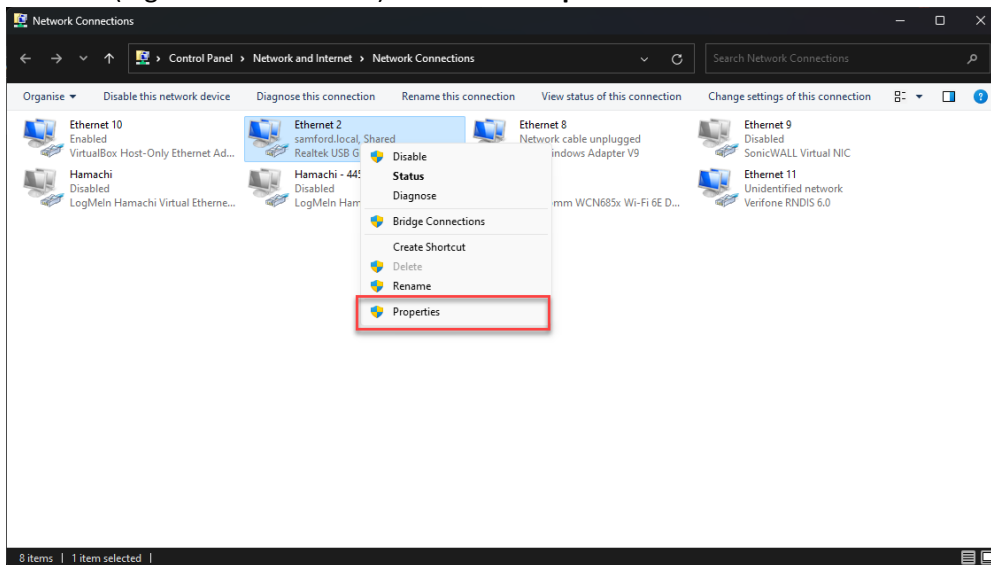
This PIN Pads connects to the POS terminal via USB using RNDIS protocol.

POS Terminal steps:

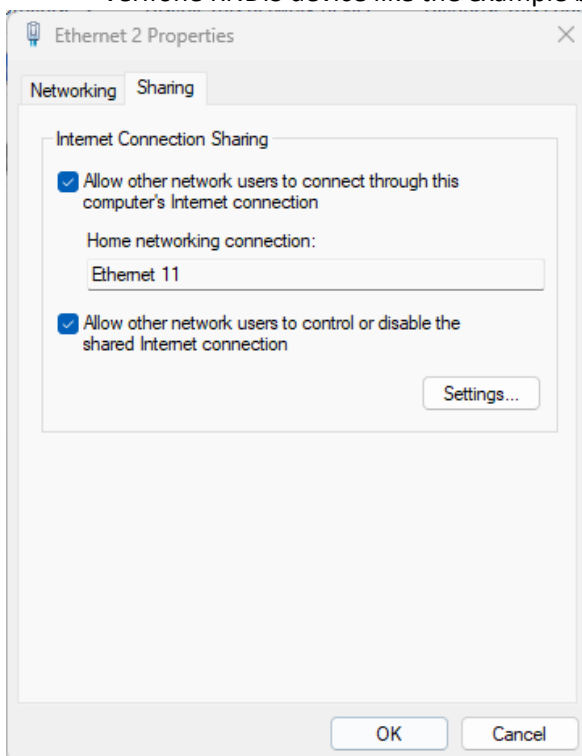
1. Download the [Verifone Driver \(64bit\).zip](#) and extract it.
2. Run the **silent_install.bat** file within to install the drivers.
3. Download this file: [EnableRebootPersistConnection RNDIS.reg](#)
4. Open regedit.msc on the POS terminal.
 - a. File > import. Import the REG file above.
5. Open Services.msc on the POS terminal.
 - a. Find 'Internet Connection Sharing' service. Change this to 'Automatic' start.
6. Plug in P400 PIN Pad to the POS terminal using the supplied USB cable.
7. Open Control Panel > Network & Sharing Centre > Change adaptor properties. Make sure the P400 device is showing as an Verifone RNDIS ethernet device in the list. Take note of the name of the adaptor (E.G. "Ethernet 11" in the example below).



8. **Right-click** on the network adaptor that provides the internet connection to the POS terminal (e.g. Ethernet or Wi-Fi) and select **Properties**.

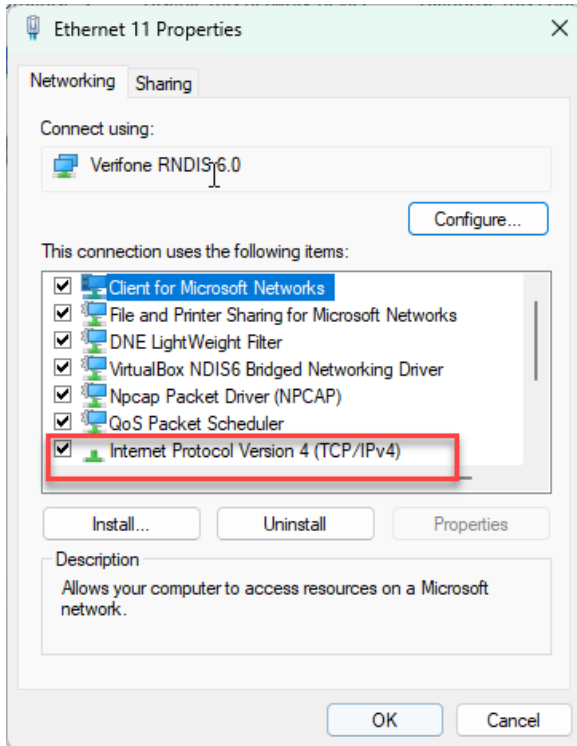


9. Go to the **Sharing** tab, tick **Allow other network users to connect through this computer's internet connection**.
- a. If there are multiple other adaptor types on the terminal, there will be a **Home network connection** setting underneath. Select the name that was given to the Verifone RNDIS device like the example below.

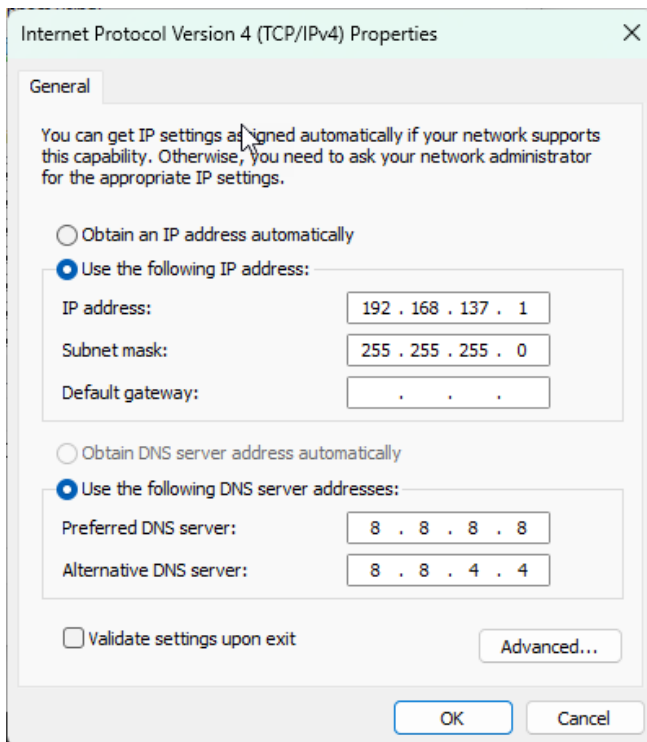


10. Click **OK**.
11. **Right-click** on the Verifone RNDIS network adaptor and select **Properties**.

12. Select **Internet Protocol Version 4 (TCP/IPv4)** in the Networking tab and select **Properties**.



13. Ensure the **Use the following IP address** option has been enabled and the IP address, subnet mask and DNS are set as per below:



14. Select **OK** then **OK**. Can now close Network Connections window.

P400 Plus PIN Pad Setup

The PIN Pad should come online automatically (confirmed with a cloud symbol up the top left of the PIN Pad screen). If it doesn't though, check the PIN Pad configuration:

1. On the P400Plus PIN Pad, press 9 and the green button to get to the admin menu (passcodes found on the Adyen customer portal under point of sale > terminal settings > passcodes)
2. Go to Network > USB ethernet and check the settings there:
3. IP address = 192.168.137.2
4. Subnet mask = 255.255.255.0
5. Router = 192.168.137.1
6. D.N.S preferred and alternate as above
7. Now go back to the home screen and there should be a cloud symbol on the top left of the screen.

Note: We have found that Symantec Endpoint Protection does not support Windows internet sharing, this issue may also be present in other Endpoint protection software.

2.2 P400Plus PIN Pad integration setup (Ethernet or Wi-Fi):

Terminal guides:

- Terminal instructions - <https://docs.adyen.com/point-of-sale/user-manuals/p400-plus-user-manual>
- Terminal manual from manufacturer: https://www.verifone.com/sites/default/files/legal/external_p400_user_manual_v2.3.pdf
- Force a configuration update on device = Select '9' then 'Enter'. Select 'Config', enter passcode, select 'Check for Updates'.
- Transaction list on device = Select '8' then 'Enter'.

This type of PIN Pad connects to the POS Terminal over Ethernet or Wi-Fi (no physical connection).

To connect this type of PIN Pad to a POS terminal, only the Adyen certificate needs to be installed and the POS terminal needs to be on the same local area network that the PIN Pad is connected too (AKA, should be able to ping the PIN Pad from the POS terminal successfully).

2.3 Android PIN Pad integration setup:

Terminal guides:

- S1F2 Terminal instructions: <https://docs.adyen.com/point-of-sale/user-manuals/s1e2l-user-manual>

This type of PIN Pad connects to the POS Terminal over Wi-Fi (no physical connection).

To connect this type of PIN Pad to a POS terminal, only the Adyen certificate needs to be installed and the POS terminal needs to be on the same local area network that the PIN Pad is connected too (AKA, should be able to ping the PIN Pad from the POS terminal successfully).

3. SwiftPOS Touch EFTPOS Peripheral Setup:

1. Within SwiftPOS Touch on the POS terminal, go to **Tools > Terminal Settings > Peripherals**.
2. If **EFTPOS** already exists in the list, select it then select **Edit**.
 - a. If **EFTPOS** does NOT exist, select **Add New**, then find EFTPOS from the list of peripheral types and select **OK**. Within **EFTPOS Type**, select **EFT42 - Oolio Pay** from. Now select **Save**. Then select **Edit** to open the EFTPOS settings again.
3. Now select **Configuration**.
4. Settings need to be populated to allow Touch to connect to the PIN Pad successfully:

Oolio Pay Settings

Terminal Settings

Merchant Account: MSL Solutions POS

Terminal ID: P400Plus-805970735

API Key: AQExhmfXKY7NYhdFw0m/n3Q5qf3VZbf

Fixed IP:

Terminal URL:

Encryption Key

Key ID: Swiftpos

Passphrase: 4055

Version: 1

Status Listener

Use POS API:

Status Port: 31100

Test Mode:

OK Close Cancel

- a. **Merchant Account** – found in the Adyen Portal under **Point of sale > Stores** menu. The ‘Store info’. Oolio Pay should supply this.
- b. **Terminal ID** – this is the serial number prefixed with the model name/number (E.G. P400Plus-123456789 or S1E-123456789, ignore any dashes in the serial number) Found in Adyen Portal under **Point of Sale > Terminals** menu. Select the PIN Pad from the list and the Terminal ID can be seen across the top of the page or within the URL of the page that’s now open.
- c. **API Key** – can be found/generated within the Adyen Portal under **Developers > API credentials > Username > Server settings > Authentication**.
- d. **Fixed IP** –
 - i. if using a P400 USB connected PIN Pad (section 2.1), this should be **TICKED** so you can manually set the Terminal URL below (as the IP will never change and is not returned from the Adyen Management API).
 - ii. If using a network connected PIN Pad (section 2.2 or 2.3), it’s suggested this is **UNTICKED** so Touch can dynamically retrieve the IP address of the PIN Pad from the Adyen Portal using the credentials entered above. It will do this each time Touch starts up & when saving/exiting Terminal Settings. Note – the API key being used needs Adyen Management API Read access at a minimum for this to work successfully. If this can’t be granted, it’s suggested this is **TICKED** so the Terminal URL can be managed manually.

- e. **Terminal URL** – only needed if Fixed IP is UNTICKED. Need to obtain the Terminal IP address from the PIN Pad you’re connecting to then construct the full URL in the following format (replace the part in yellow with the PIN Pad IP = <https://{PINPadIPAddress}:8443/nexo>
 - i. P400 Plus via USB (section 2.1) - IP address will always be 192.168.137.2 if connecting via USB (RNDIS protocol) but can be double-checked on the PIN Pad by going 9 > Enter. Enter the Admin passcode (found in the Adyen Portal) and then open **Network overview**.
 - ii. P400 Plus via Ethernet or Wi-Fi (section 2.2) – found on the PIN Pad by going 9 > Enter. Enter the Admin passcode (found in the Adyen Portal) and then open **Network overview**.
 - iii. Android device PIN Pad (section 2.3) - IP address can be found on the PIN Pad by opening Settings > Device Info.
 - f. **Key ID/ Passphrase/Version** – these are created in the Adyen Portal under **Point of sale > Stores > select your store > Integrations > Encryption key** section. Oolio Pay team should be able to supply.
 - g. **Use POS API** – Only applicable when the terminal has the POS API interface enabled so suggested to leave this OFF so the below “**Status Port**” method is used instead. When ticked, instead of Touch starting a dedicated TCP listener on the Status Port defined below, it will instead always have an endpoint running for PIN Pad display notifications to come in on.
 - i. A Display URL will need to be added to the Terminal within the Adyen Portal under **Point of sale > Terminals > select your terminal > Integrations > in the Display URLs** section. In the format of <http://{POSTerminalIPorHostname}:{POSAPIPort}/OolioPay/eft/status/>
 - h. **Status Port** – Enter an available TCP port for Touch to start listening on when communicating to the PIN Pad. Suggested/default port is 31100. The PIN Pad can be optionally configured to send through the messages being displayed on the PIN Pad screen to that TCP port so they can be displayed to the cashier in SwiftPOS Touch.
 - i. The port entered will need to be opened in Windows local firewall on the POS terminal.
 - ii. A Display URL will need to be added to the Terminal within the Adyen Portal under **Point of sale > Terminals > select your terminal > Integrations > in the Display URLs** section. In the format of <http://{POSTerminalIPorHostname}:{StatusPort}/>
 - i. **Test mode** – leave this OFF in production environments.
5. Press **OK**.

6. Configure the other EFTPOS peripheral settings specific to this integration:

The screenshot shows the EFTPOS configuration interface. At the top, there's a header with a terminal icon and the text 'EFTPOS'. Below that, a dropdown menu shows 'EFT42 - Oolio Pay' with a search icon and a 'Configuration' button. The main area contains several settings:

- Enable Event Logging
- Enable Tipping
 - Don't Decrement Cash In Drawer
- Card Surcharge PLU: 5230 (with search and delete icons)
- Surcharge Media: 2 (with search and delete icons)
- POS/EFT Receipt:
 - Prompt
 - Always Print
 - Don't Print
- Merchant Copy:
 - Prompt
 - Always Print
 - Don't Print

 At the bottom right, there are 'Save' and 'Cancel' buttons.

- Enable Event Logging** – when ticked, additional logging specific to the EFTPOS integration will be captured in the Touch Terminal log for support/troubleshooting purposes. Suggestion is to TICK this.
- Enable Tipping** – when ticked, a prompt will appear on the PIN Pad for each transaction optionally allowing a Tip to be entered by the customer.
- Don't Decrement Cash in Drawer** – when ticked, if a Tip is entered by the customer, it will NOT pop the cash draw (expecting cash to be taken out of the draw) & won't decrease the Cash media in reporting. Instead, it will put the Tip amount to the EFT Tips Held media type.
- Card Surcharge PLU** – if a dynamic surcharge is applied by the PIN Pad whilst taking Card Payment, this needs to be mapped back into the sale on Touch before it's finalised. Enter the PLU that the additional "revenue" should be mapped too for reporting purposes (E.G. a "Card Processing Fee PLU" that's created in Back Office and active in all Locations).
 - Note - if using **Back Office > Administration > Price Levels & Media setup > EFT Card Media links** and you have EVERY card prefix entered with Surcharge configuration defined on each line, the Card Surcharge PLU does NOT need to be defined at each Terminal as the Back Office configuration will be used.
- Surcharge Media** - if a dynamic surcharge is applied by the PIN Pad whilst taking Card Payment, this needs to be mapped back into the sale on Touch before it's finalised. OPTIONALLY select a Media type that the additional "revenue" should be finalised off too for reporting purposes (E.G. you may need it to be finalised to a specific Surcharge media in reporting). If this is NOT required, leave it as '0' so it appends it to the same Media ID that was used to finalise the sale with.
 - Note - if using **Back Office > Administration > Price Levels & Media setup > EFT Card Media links** and you have EVERY card prefix entered with

Surcharge configuration defined on each line, the Card Surcharge PLU does NOT need to be defined at each Terminal as the Back Office configuration will be used.

- f. **POS/EFT Receipt** – this is to control whether the customer/cardholder receipt generated by the PIN Pad needs to be printed at the end of the payment being taken. Note that the customer/cardholder copy is always added to the Touch Tax Invoice/Receipt for the sale so if a Tax Invoice is being printed/re-printed at the end of the sale, it'll include the customer/cardholder PIN Pad receipt within it.
 - i. **Prompt** – will show the transaction result and ask if you want to print the customer/cardholder receipt.
 - ii. **Always Print** – will just print the customer/cardholder receipt automatically.
 - iii. **Don't Print** – will never print the customer/cardholder receipt.
 - g. **Merchant Copy** – this is to control whether the merchant receipt generated by the PIN Pad needs to be printed at the end of the payment being taken. This is not stored/written back into the Touch sale so only available right at the point of payment being taken.
 - i. **Prompt** – will show the transaction result and ask if you want to print the merchant receipt.
 - ii. **Always Print** – will just print the merchant receipt automatically.
 - iii. **Don't Print** – will never print the merchant receipt.
7. **Save** out of the EFTPOS peripheral. Then **Save** Terminal Settings to return ready for Transactions.
 8. Attempt EFTPOS communications which can be done by using **Tools** > scroll across 3 times to the right to see **EFTPOS Tools** > **31 Perform Logon**. This will attempt to send a Diagnostic request to the PIN Pad using the configuration entered and report the result. First time this is attempted, it might fail so be sure to try it a couple of times before reviewing settings again.
 9. Any issues/errors, please review Touch logs on that POS terminal (or pull them back to the server) to see more information. You may need to enable EFTPOS logging within the EFTPOS peripheral to see additional logging information to try troubleshoot an issue.

4. Adyen support

possupport@adyen.com is the contact for all "business-as-usual" type technical questions from 2 weeks after our 1st pilot starts.

When Adyen release new features or resolve defects, their release notes can be found here:

<https://docs.adyen.com/point-of-sale/firmware-release-notes/>