Installation Guide

How to install your Wi-Fi Terminal
Your Wi-Fi Terminal Installation Guide

To begin your installation you will need the following to hand:

- Your Merchant Number (also known as Customer Number, Merchant ID or MID). You can find this on any correspondence we've sent you.
- Wi-Fi login details: Password and/or login details (depending on your network).

01 Set up your terminal

Before starting your installation you'll need to set up your terminal.

Connect power to your base or Connect power to your handset. Connect your handset

Place the terminal on the base unit or connect USB cable

Wait for your terminal to charge for at least 2 hours, or until the battery icon shows it is fully charged, before continuing with the next steps.

02 Begin your installation

Follow this guide using the ENTER, MENU or CLEAR buttons to get started.

We'll show you an example of the screen on the right-hand side of each section:

Terminal installation
Select Wi-Fi Network
Press ENTER
To Continue

Press ENTER to continue.
Using the keypad
Press the MENU button (above the RED CANCEL button on the keypad) to activate the keypad.

The following table will appear on the screen:

Use the keypad to enter the required information as you progress through the setup.

Using the buttons as shown above to highlight the desired character and press the GREEN ENTER button to select it. Use CLEAR to delete characters. Once you’re done, press the MENU button again to close the keypad.

Set up your Wi-Fi connection on your terminal
This is where we start the Wi-Fi setup process.

Click on profiles
All Wi-Fi connections are set up on your terminal as a profile.
05 Create a new profile
If this is the first time setting up a Wi-Fi connection on your terminal you’ll need to create a new profile.

06 Choose a connection method
You can choose to scan for your network or select the manual connection option to key in the network name. See the soft keypad section on how to manually enter the network name.

07 Select your network
If you selected automatic scan, choose your network from the list provided on your terminal screen.

08 Choose a security type
Home Security: Select this option if you have stand-alone Wi-Fi. Then move to step 09.

Enterprise Security: Select this option if your Wi-Fi is handled as part of a larger network. We recommend asking for assistance from your network administrator for this option. Then move to step 10.
Network Priority
Setting the priority will allow the terminal to prioritise one connection over another. If the connection you’re using is your preferred method, make this a higher number than any others you may want to setup in the future. Choose your priority and then press the GREEN ENTER button.

Cypher
Highlight WPA/WPA2 and then press the GREEN ENTER button.

In order to comply with data security standards (PCI DSS) your network must have WPA/WPA2 enabled.

Wi-Fi Password
Enter your Wi-Fi password and then press the GREEN ENTER button.

Your Wi-Fi password is case sensitive.

If you choose Home Security, follow these instructions.

Once you have finished the 3 steps above, press the RED CANCEL button 3 times to return to the main screen. Your terminal will re-boot and you can continue to step 11.
Choose the method of authentication
Select MSCHAPV2 auth and then press the GREEN ENTER button.

Enter your username
Enter your username and then press the GREEN ENTER button.

Enter your Wi-Fi password
Enter your Wi-Fi password and then press the GREEN ENTER button. After this step, press the GREEN ENTER button once on the CERTIFICATE screen.

Once you have finished the 5 steps above, press the RED CANCEL button 3 times to return to the main screen. Your terminal will re-boot and you can continue to step 11. If your terminal asks you to restart the install, press the red cancel key twice.
Enter your Merchant Number

When the terminal re-boots it will display “installation failed, restart install.” Press the red cancel key twice and the terminal will ask for your Merchant Number to be entered. Enter your merchant number. The terminal will automatically begin the installation and download all available updates.

Supervisor Code

Create yourself a unique 4-digit code and make sure to remember it as it will be required to complete some functions e.g. refunds.

The terminal will now dial out again. You will see a receipt showing the Card Types that you can accept.

Information

Understanding your Screen

This is an example of the Wi-Fi terminal screen.

Congratulations – you can now start taking card payments!

To start a sale transaction, just enter the amount and follow the instructions on-screen.

For all other transactions, press the MENU button.
Add another Wi-Fi connection

To add another Wi-Fi connection you’ll need to complete an operation on your terminal known as Function 36. You can also use Function 36 to change the details of any existing Wi-Fi connections.

Follow the step-by-step process to complete this:

1. Press the MENU button repeatedly until the SYSTEM MENU screen is displayed.
2. Highlight the Select Function option using the arrow keys and press the GREEN ENTER button.
3. Key in 36 at the function selection screen and press the GREEN ENTER button.
4. Enter your supervisor code and press the GREEN ENTER button.
5. Select YES when asked for Radio Setup.
7. Refer to step 4 onwards of this guide to help you through the rest of the process.

More connection methods

Your new Worldpay Wi-Fi terminal can also

- Connect to your mobile phone so you can take payments anywhere*
- Connect to any Wi-Fi Hotspot

Mobile Phone Hotspots – Data Usage

- Using the Wi-Fi terminal with a mobile phone hotspot uses a small amount of your mobile data
- A typical transaction only uses around 2KB of data
- We advise you to connect to a Wi-Fi network if available for software updates and monthly maintenance calls to minimise your data usage. Software updates are typically between 5 and 10MB in size and you will generally receive 2 updates per year. Maintenance calls are significantly smaller.

*Compatible phones with Wi-Fi Hotspot capability.

Important: make sure your terminal and Wi-Fi is connected and powered on at all times so that any software and security updates can be received by your terminal, keeping it fully compliant with payment regulations.
Stay supplied with tally rolls and accessories

Your terminal comes with a couple of tally rolls, so you can start accepting transactions straight away. However, we’d recommend you order some more as these may not last very long. You can order new rolls and other terminal accessories, online or by phone, from:

www.worldpay.com/uk/order-accessories or call:
0800 289 666 – UK
00800 9899 2000 – ROI
20044687 - GIB

Monday to Friday 8.30am – 5.30pm

If you have any queries or issues, our UK-based Helpdesk is there for you 24/7 – every day of the year.