

Troubleshooting PaymentMate® Setup

START HERE
1. Installing PaymentMate – program already installed?

- ❑ MICRImage not found
 - ❑ Restart program
 - ❑ Verify scanner and COM in config.
 - ❑ Unplug & plug cable into PC and device
 - ❑ Open & close slot
 - ❑ Reinstall drivers (C:\Spectrum\MagTek Drivers), restart PC
 - ❑ Uninstall MICRImage, restart PC
- PaymentMate pops up?

2. Installing PaymentMate – logged on as Administrator or Power User?

STOP! Do NOT download and install from website. Call Tempus Technologies: 800-225-8979, ext. 4

- ❑ Try different check or card
- ❑ Verify Datawire, Terminal, Merchant IDs are correct
- ❑ Reload account info (left-click version #, click Load Acct Info) Get declines or errors?

3. Installing PaymentMate – able to reach Web site to download the software?

- ❑ Verify Web site address is correct
 - ❑ Call Tempus Technologies to get the Web site address to the download page: 800.225.8979
 - ❑ Verify you can reach www.tempuspayment.com
- Able to reach PaymentMate download Web page now?

Able to reach another new Web Site, such as www.CNN.com?

Add each software user to Power Users or Administrators group and restart the PC.

STOP. Have the network Administrator add all software users to Administrators or Power Users group.

4. Installing PaymentMate – was the software installed successfully?

STOP. Have the network administrator enable access to the Internet.

Finished. Close batches & train users

Transaction problem errors or declines?

STOP. Call Tempus Technologies: 800-225-8979

Error says user does not have permission to install?

5. Activating software – successfully activated PaymentMate?

Retry a check and credit card (go back to step number 8)

9. Test software – do both credit card & check receive approvals?

Configure PaymentMate to print to correct COM or LPT port.

Serial or LPT port direct printer?

6. Configuring software – using Windows printer?

- ❑ Verify RetailNet ID
 - ❑ Verify Zip code
 - ❑ Verify activation code
 - ❑ Verify activation code is not already used
 - ❑ Verify firewall or proxy server is not blocking outgoing ports
 - ❑ Open program and reenter RetailNet ID, Zip, activation code
- Able to activate now?

- ❑ Power issue
 - ❑ Verify adapter plugged into cable & outlet
 - ❑ Try different outlet
- LED on now?

OPOS printer?

PaymentMate displays printer?

Able to print test page from Windows Printers & Faxes?

Error prompts you to call Tempus Technologies?

- ❑ Incorrectly scanned check or card - retry
 - ❑ Try different check or card
 - ❑ Unplug & plug cable into PC & device
 - ❑ Open slot, clear debris, close, retry
- LED still flashes red?

8. Test hardware – when scan check or card does PaymentMate pop up?

Configure PaymentMate with correct OPOS printer name.

Restart program. Does it display printer now?

Reinstall correct printer drivers and the printer to Windows.

STOP. Call Tempus Technologies at 800-225 8979, ext. 4.

LED light is on?

Network share printer?

Configure PaymentMate to print at server and select correct printer.

- ❑ Plug MICRImage into different electrical outlet
- ❑ Verify power LED on MICRImage is lit green
- ❑ Unplug and plug cable into the PC and device
- ❑ Open and close door to check slot
- ❑ Restart PC and check Device Manager again
- ❑ Uninstall device, restart PC, check again
- ❑ Reinstall drivers (located in C:\Spectrum\MagTek Drivers), restart PC and check again
- ❑ COM port for MICRImage in Device Manager now?

Other Contacts
 First Data: 877-810-9315
 800-645-9120
 TeleCheck: 800-366-1054
 800-366-5010
 DataWire: 800-704-4202
 MagTek: 651-415-6800

Configure PaymentMate to use correct PIN pad type & COM port.

Configure PaymentMate to use correct MagTek type and COM port.

Using a PIN pad?