

www.PTSetup.com

Update Guide

For QuickBooks® Pro, Premier,
Enterprise and Account Versions

Payment Terminal

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Conventions used in this User Guide



IMPORTANT: Instructions that **MUST** be followed to complete a task.
Best results are experienced when following these important alerts.



INFORMATION: Important information about the Payment Terminal, your System or Software
This information is useful for compatibility or maybe useful in understanding the relationship between the Payment Terminal and your system or software.



NOTE: TIPS and additional information to help with trouble shooting or your configuration
Beneficial TIPS and procedures to make integration or the use of the Payment Terminal easier with your system or software.

RED TEXT: is a warning or is very important to the section.

BLUE TEXT: is a notable sub comment to the section.

The Plugin is compatible with most Credit Card swipe readers with the capability to do “Keyboard Emulation Mode”. If your reader is not listed, it may still work. You will need to test it and see if it is passing the information. The readers we have tested are listed below.



There are different readers if you are using your merchant accounts online portal. You may have been sent an encrypted reader specific to that online portal. This will likely NOT work in the Payment Terminal since that reader is encrypted specifically to that portal. You may need a separate card reader device for the Payment Terminal.

CARD READERS - USB

MAGTEK®

www.magtek.com

MAGTEK Mini USB Swipe Card Reader

Part Number: MAG21040145
 Magnetic Stripe Reader – Color: Black
 Dimensions: 1.23” Height x 1.28” Width x 3.94”
 Length: Interfaces/Ports: USB - 2.0 USB
 Keyboard Wedge: Certifications & Standards
 System: Windows/MAC device with a USB port
 Type: Keyboard Emulation / Secure Data Spec



MAGTEK Dynamag USB Swipe Card Reader

Magnetic Stripe Reader – Color: Black
 Dimensions: 1.23” Height x 1.28” Width x 3.94”
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 Keyboard Wedge: Certifications & Standards
 System: Windows/MAC device with a USB port
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Generic

Any USB Card Reader that has Keyboard Emulation

Generic USB Swipe Card Reader

Magnetic Stripe Reader – Color: Any
 Dimensions: 1.23” Height x 1.28” Width x 3.94”
 Length: Interfaces/Ports: USB - 2.0 USB
 Keyboard Wedge: Certifications & Standards
 System: Windows/MAC device with a USB port
 Type: Keyboard Emulation REQUIRED
 Brands: UIC, Logic Controls, Unitech, Other...



KEYBOARDS w/CARD READERS - USB

Generic Any USB Programmable Keyboard w/Magnetic Card Reader

Generic USB Programmable Keyboard

Magnetic Stripe Reader – Color: Any
Keys: 104+ Card Reader needs to be programmable
Length: Interfaces/Ports: USB - 2.0 USB
Keyboard Wedge: Certifications & Standards
System: Windows/MAC device with a USB port
Card Reader: Keyboard Emulation REQUIRED (Track1 & 2)
Brands: Cherry, IDTech, Preh, Other...



PRINTERS

NETWORK Any normal network printer that the computer can connect to.

POS Style Just about any. A couple popular ones are below:

Epson TM-T20 Thermal Receipt Printer

1 Ply Printer Average Price \$200

Printer Type: Thermal line printing
Paper Type: 88 mm and 58 mm settings
Paper Ply: Single Ply White
Print Speed: Max. 150 mm/sec (5.91 in/sec)
Footprint: 146 x 140 x 199 mm (5.75 x 5.51 x 7.83")
Interfaces/Ports: USB - 2.0 USB, Serial
System: Windows and others



Epson TM-T88V Receipt Printer

1 Ply Printer Average Price \$325

Printer Type: Thermal line printing
Paper Type: 88 mm and 58 mm settings
Paper Ply: Single Ply White
Print Speed: Max. 300 mm/sec (11.8 in/sec)
Footprint: 146 x 140 x 199 mm (5.75 x 5.51 x 7.83")
Interfaces/Ports: USB - 2.0 USB, Serial
System: Windows and others



Other Mentionable Printers;

| | |
|------------------|--|
| Thermal 1ply: | Star TSP143II Receipt Printer TSP100 Series |
| Dot Matrix 2ply: | Epson's Receipt Printer TM-U220-32K |
| | Epson Receipt Printer - TM-U220D |
| | SP512 Star Receipt Printer - SP500 Series |
| | SP542 Star Receipt Printer w/Auto Cutter - SP500 |

... and many more.

The Current version of the Payment Terminal can always be found on www.PTSetup.com . There are also full up to date instructions on this website that is in line with the current release of the Payment Terminal. This User Guide is for reference purposes only and may not be the current version.



Compatibility List for the Payment Terminal

1. Desktop OS Supported: **Windows – Vista, 7, 8, 8.1 or 10**
Vista is not recommended for QuickBooks® (per Intuit®)
Windows XP is NOT SUPPORTED since April 8, 2014.
 Recommended is: Windows 7, 8, 8.1 and 10
 2. Server OS Supported: **Windows Server 2008 SP2 or later (Including 2012 R2)**
 3. QuickBooks® Supported: **Pro, Premier, Enterprise and Accountant**
2009 or later (Including 2015) – U.S. and Canadian Versions
 4. **.NET Framework 4.5.1 Full version or later + Security Patches.**
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BEFORE YOU START

1. **Required:** Windows .NET Framework 4.5 or newer + Security Patches
 2. **QuickBooks® Update completed to the latest revision**
 3. **Current BACKUP** of your QuickBooks® company file (*always a good idea*)
 4. **“Administrator Rights”** to your computer
 5. **“Admin User & Password”** or the main QuickBooks® User
 6. **Payment Terminal Credentials** handy (*Received after software registration*)
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For BEST results: Disable QuickBooks® from running in the background

1. **In QuickBooks®:** Choose **Edit > Preferences > General > My Preferences**
 2. Click to CLEAR the checkbox: Keep QuickBooks® running for quick startups.
 3. Click [OK]
**After you close QuickBooks® or restart your computer, QuickBooks® won't run in the background.*
**QuickBooks® Quick Startup is a feature in QuickBooks® 2011 or later and is the application process (QBW32.exe) found in the Windows Task Manager.*
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First time on each computer: You must start QuickBooks® as the **QuickBooks® Admin User** so the payment software can register, insert the Certificate to the QuickBooks® company file and/or pull required data to the Payment Terminal.

After you have the Payment Terminal setup, you can close the QuickBooks® company file and log in as any user. **File > Close Company/Logoff**



Server Installation: When installing the Payment Terminal on a server where multiple people may access it at the same time, be sure to check the box in Application Settings for Server: **Performance Settings > Server Installation**

Below is the short version of the Payment Terminal desktop update installation;

Software Download Website: <http://ptsetup.com/download.cfm>

- 1: Close QuickBooks®.
- 2: Download and Install **PTSetup.exe**
- 3: Start QuickBooks® then the Payment Terminal and continue as normal.

IF ISSUES:

- 1: Close QuickBooks® and the Payment Terminal.
- 2: Open QuickBooks® and log in as the QuickBooks® **Admin User**
(If Major Update: first time you open the Payment Terminal on a computer)
- 3: Open the Payment Terminal.
- 4: *If Needed*, Enter the Payment Terminal Account Credentials.
Display Name: *(Whatever name you want to show on the screens)*
Company ID:
Store Key:
User ID:
Once entered, Click [TEST] *Wait for the terminal to test* then [SAVE].
Enter additional Accounts for this QuickBooks® company file or click [Continue]

You are now ready to process. Logout as QuickBooks® Admin user and Login as any user.

Single Customer™ is your replacement for "Receive Payments" in QuickBooks® when accepting Credit Cards and ACH/EFT payments. It's fairly simple and works very similar to how you are used to processing within QuickBooks®.

TROUBLESHOOTING



What if the Payment Terminal does not work or open?

- Check the bottom Windows task bar. The Payment Terminal may be hidden behind QuickBooks® and other screens.
- The Payment Terminal will not open unless a QuickBooks® Company File is open.
- Payment Terminal won't open first time: Log into QuickBooks® as the "QuickBooks® Admin User" and try again.
- The Payment Terminal can ONLY have 1 QB Company File open at a time.
- The Payment Terminal will not open if QuickBooks® or the Payment Terminal is in "Windows Administrator Mode" for security reasons.
- **QB File Manager issues:** If the Payment Terminal will not open, you may have to stop all QuickBooks processes and start fresh.
 Open Task Manager and "End Process" on all items starting with "QB..." or QuickBooks® related icons. Then restart QuickBooks and the Payment Terminal.
- Make sure Windows and QuickBooks® UPDATES are completed and current.
- If you get a pop-up called QuickBooks® "Run-time error..."
 Find the QuickBooks® icon, right-click and run QuickBooks® as a "Windows Admin" 1 time and get to the Company File Login screen. Cancel the login and exit QuickBooks®. Then Start QuickBooks® normally.

What if the Payment Terminal is giving an Error?

- If you are getting a message that **Windows needs to configure the software**. This is a "User Rights" issue on the computer;
 - a. Click the [OK] and allow Windows to try and make the changes. Then reboot the computer.
 - b. You may need to log out of Windows and log back in as the Windows "Admin User" and reinstall the software.
 - If you get a **large pop-up Error window**, Please complete the Name, Phone and Email information and send the error report. Someone will contact you directly to help with any troubles you are having.
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