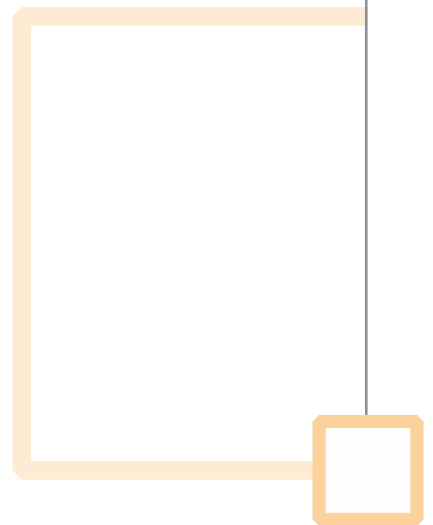




INSTALLING AND INITIALIZING
THE ACKROO GIFT AND LOYALTY POS APPLICATION
ON INGENICO iWL SERIES TERMINALS



Contents


BUTTON FUNCTIONS..... 2

BEFORE YOU BEGIN..... 3

INSTALLATION AND INITIALIZATION PROCEDURE 4

TROUBLESHOOTING..... 6

Button Functions



Button	Function
1	F1 – this is a variable key
2	F2 – this is a variable key
3	F3 – this is a variable key
4	F4 – this is a variable key
5 – F Button	Press to access the System Menu. When entering text, press to specify letters and characters.
6 – # Button	Press to access the Admin menu for reports and management.
7 – Cancel Button	Press to immediately stop the current activity and return to the idle screen.
8 – Clear/Back Button	Press to stop the current activity and restart the current activity, such as entering a password.
9 – Enter Button	Press to confirm and continue with the activity in progress.

Before You Begin

Before you begin installation, you must perform all the following tasks:

1. Carefully read through all of the instructions to familiarize yourself with the process.
2. Verify that your point of sale terminal is an Ingenico iWL220 terminal.
If you are unsure, please contact the Chase Paymentech Help Desk at 1-800-265-5158.
3. Verify that your terminal is connected to the Internet.
If you are unsure, please contact the Chase Paymentech Help Desk at 1-800-265-5158.
4. Verify that your Ackroo Welcome Kit included a USB key.
If it did not, please contact Ackroo at 1-866-815-3428.
5. Complete manual settlement to close any open batches.
Refer to your iWL220 Terminal Guide for help.
6. The terminal is pre-loaded with three applications called TSA, Chase, and Core App. Ensure these applications meet the minimum system requirements for the Ackroo app. Reboot the terminal by pressing the [Clear/Back] button and the [#] button simultaneously; as the terminal initializes, it will display the versions for these three applications on screen one by one. Ensure their versions are as follows:

Application	Version
TSA	210 (or higher)
Chase	220 (or higher)
Core App	373 (or higher)

If any of the version numbers are lower than the values listed above, please contact the Chase Paymentech Help Desk at 1-800-265-5158 and request a terminal application update.

Installation and Initialization Procedure

Step 1



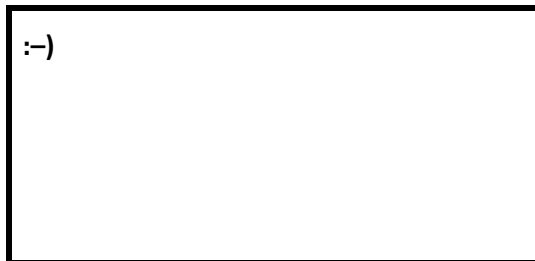
- 1) Power down your terminal by pressing the yellow [Clear/Back] button and the [#] button simultaneously.

Step 2



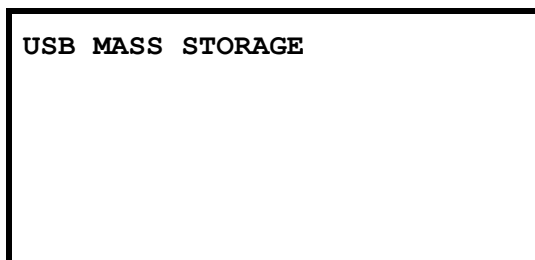
- 2) Attach the USB-to-micro-USB dongle to the port on the side of the iWL terminal.
- 3) Attach the USB key to the dongle.

Step 3



- 4) Press the Green [Enter] Key to power the terminal back up.
- 5) When the ':-)' Smiley Face appears, Press and hold the [F4] button.

Step 4



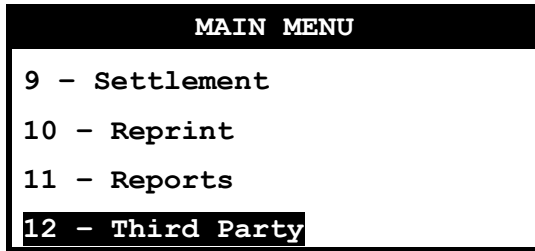
- 6) Release the [F4] button once the text USB MASS STORAGE appears on the screen.

The terminal will complete the installation of the application.

Once the installation is complete, the terminal will reboot.

The Ackroo Application will appear under the Third Party menu in the Payment application.

Step 5



7) Launch the Ackroo application by selecting the Third Party from the main menu.

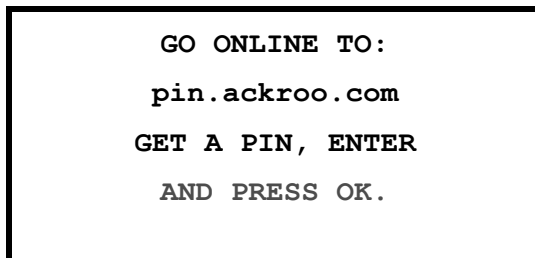
You may need to scroll down with the [F3] button.

Step 6



8) Select <ACKROO> in the <THIRD PARTY> menu.

Step 7



1) Retrieve the terminal activation code as prompted on screen.

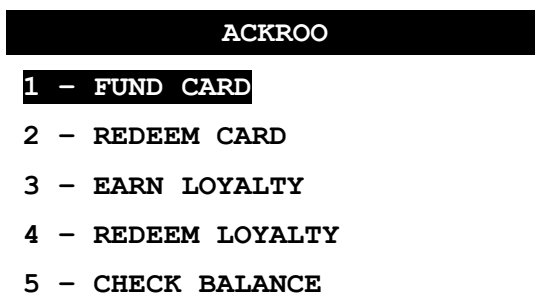
Go to <https://pin.ackroo.com> and sign-in with your account email address and password.

From the drop-down lists, choose the Business, Location, Receipt and Menu preferences. Click Continue.

A 6-digit Pin will generate. Enter this in the Ackroo menu on the terminal.

Once this step is complete, your terminal will begin initializing.

Step 8



You are now ready to start processing Ackroo Gift and Loyalty cards!

Troubleshooting

Issue	Cause and Solution
The Third Party menu is not visible after terminal reboots.	One of either the <i>Chase</i> or <i>Core App</i> applications are out of date on your terminal. Contact the Chase Paymentech Help Desk at 1-800-265-5158 and request a terminal application update.
When I launch the Ackroo application, the screen displays NETWORK ERROR.	Ensure your terminal is plugged into a high-speed internet service.

Merchant Support
1-866-815-3428

