worldpay
from FIS

WELCOME

INGENICO LINK/2500 EASY SETUP GUIDE (TRIPOS CLOUD)

- Highest security
- All payment options
- Seamless integration
- Best fit for any use case
- Designed for mobility
- User-friendly and intuitive interface
- End-to-end mobile point of sale solution

Welcome

Worldpay from FIS is proud to support ReyPAY® payments processing with a new partnership that offers you enhanced reporting, innovative technology and high-line support.

If you have any questions as you transition to the Worldpay platform, please call us at 866.304.4279 and select the option for ReyPAY credit card processing support. Support is available 24/7/365.

Please follow these five easy steps to setup your device

Step 1:
Do this first – Unbox your Link/2500

Unboxing the Ingenico Link/2500
After unboxing your Link/2500 you will find the below items.

Step 2:
Do this first – To charge your Link/2500

Charging Ingenico Link/2500

2A) Lift the flap on the side of the Link/2500 covering the charging port.

2B) Plug the USB-C cable into the charging port.

2C) Slide the U.S. plug adapter into the power supply.

Step 2: (continued)
Do this first – To charge your Link/2500

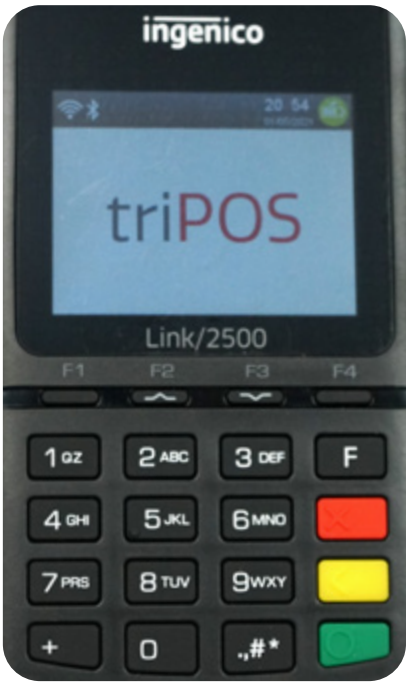
2D) Plug the other end of the USB-C cable into the power supply.

2E) Plug the power supply into a power outlet.

- The Link/2500 will automatically turn on when connected to power.
- Wait 1 – 2 minutes until the reader displays the triPOS logo.

If setting up the Link/2500 for the first time, allow it to charge for at least 4 hours.

Note: After initial setup, it takes about 1.5 hours to fully charge the battery when it is depleted.



Step 3:
When Connecting to WiFi - Static IP

Static IP

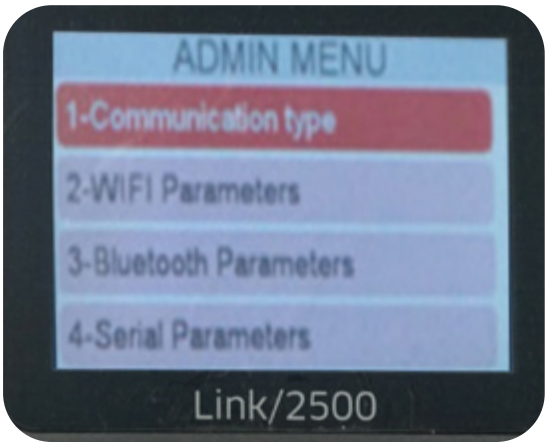
IMPORTANT NOTE FOR STATIC IP USERS:

Your Link 2500 is shipped with DHCP enabled, which means that when you connect to your network switch/ router, the router automatically assigns your device an IP address.

If you require a static IP address on your device follow the remaining Step 3 directions and then skip Step 4; otherwise, please proceed to Step 4 for instructions on dynamic IP setup.

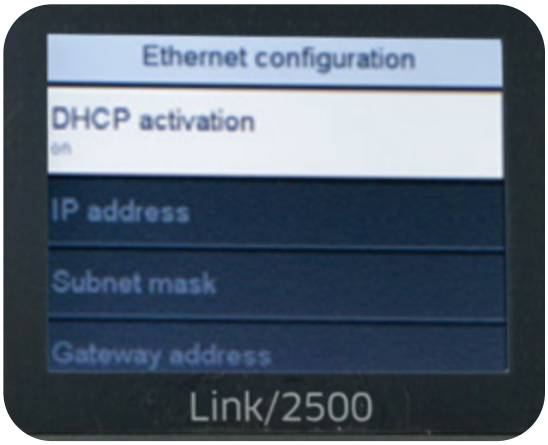
It is important to follow these instructions before connecting to WiFi!

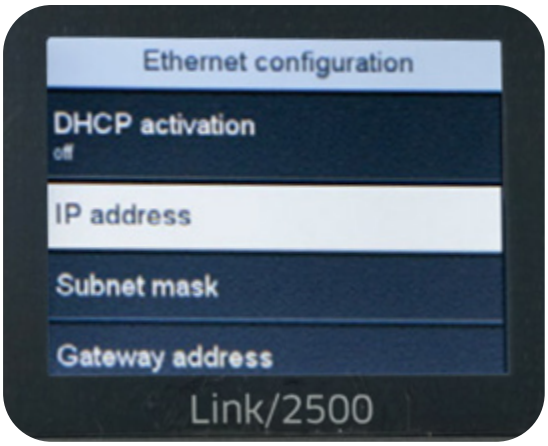
Step 3: (continued)
When Connecting to WiFi - Static IP



3A) Once the Link 2500 is on, press 0-0-0-1, to access the **ADMIN MENU**.

3B) Select "**2-WiFi Parameters**" by pressing **2**, then "**4-Default IP Configuration**", then "**DHCP activation**" and then select "**Off**" and press the green "**Enter**" key.





3C) Select "IP address". Enter the static IP assigned to the device then press the green "Enter" key.

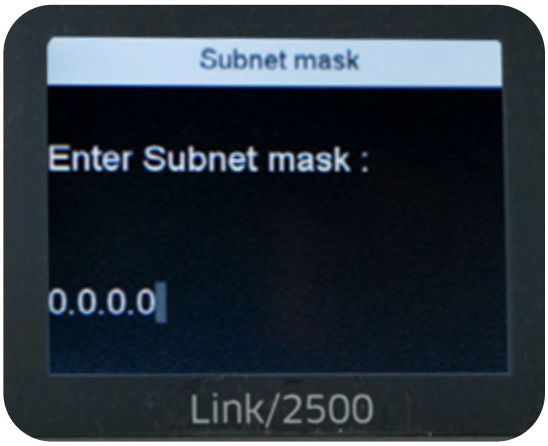
Step 3: (continued)
When Connecting to WiFi - Static IP

3D) Select "**Subnet mask**". Enter the subnet mask of the LAN this device is connected to then press the green "**Enter**" key.

3E) Press the red "**Cancel**" key once.

3F) Press the green "**Enter**" key when prompted to save changes.

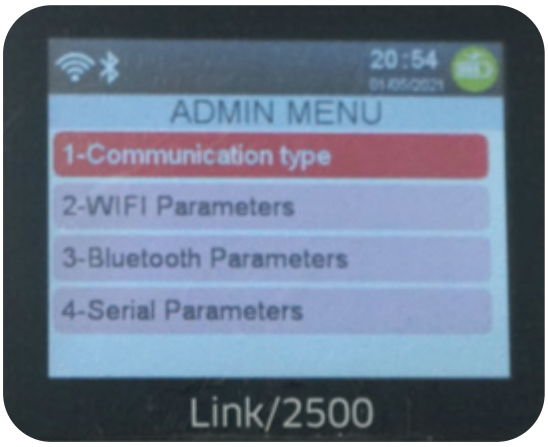
3G) Press the red "**Cancel**" key once. *Note – The device should now reboot.*



Please skip to Step 5 to confirm your network setup.

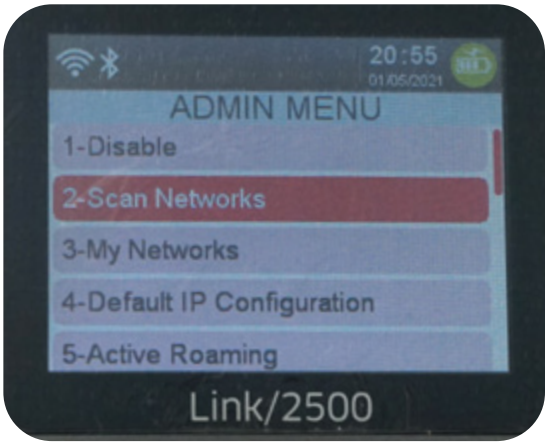
Step 4:
When Connecting to WiFi - Dynamic IP

Dynamic IP



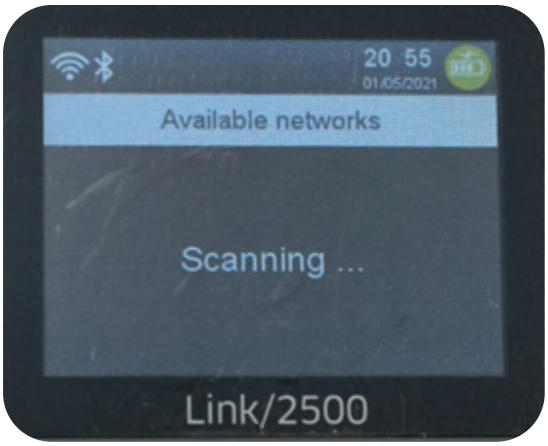
4A) Press 0-0-0-1 on the keypad to enter the **ADMIN MENU.**

- Select option 2: "**WIFI Parameters**".
- If WiFi is not enabled select "**Enable**".



4B) Select "**Scan Networks**".

- Select your access point's SSID from the provided list.



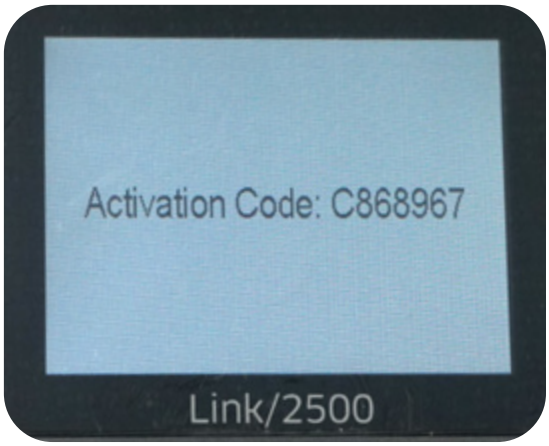
4C) Enter your network's WiFi password then press the green **Enter** key.

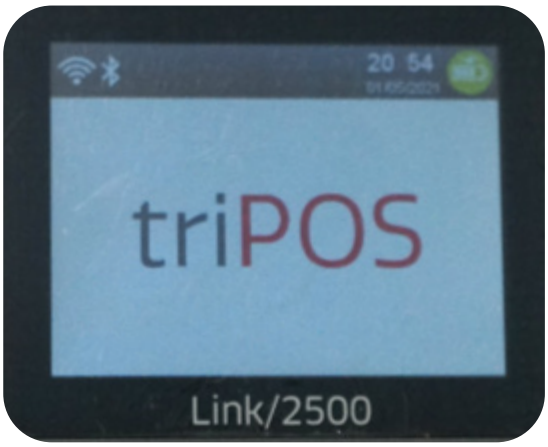
Step 4: (continued)
When Connecting to WiFi - Dynamic IP

4E) Restart your Link/2500 by pressing **the yellow button and the # key**.

4F) After restarting your Link/2500 the **Activation Code** needed for triPOS Cloud will be displayed.

Note: Activation codes on test devices will begin with 'C' followed by six numbers; whereas production devices will begin with a 'P' followed by six numbers. Please note the activation code will change every 15 minutes if they maintain their network connectivity.





4G) Enter the activation code **within your POS software** (not on your device) to complete pairing the device.

Step 5:
Confirm your network setup

If your devices have the activation code – they are ready for installation day with Reynolds and Reynolds. You can unplug the devices and put them back in their boxes until installation day.

If your devices do not display an activation code, and instead display a triPOS logo or System Information screen, you will want to review the below network requirements:

triPOS Cloud Network Requirements for Dealerships

Always make sure the network equipment and internet connection are working properly before you begin. Because device-cloud connections must use long-lived, persistent TCP connections, clients may need to remove packet sniffing/security scanning for the ports used for triPOS Cloud from any network appliances/firewalls if connectivity issues are encountered.

Connectivity to triPOS Cloud should occur automatically however you may wish to confirm within the network configuration that outbound/inbound https traffic can reach the following:

- https://tripos.vantiv.com HTTPS on port 443
- device.tripos.vantiv.com TCP on port 9001
- Enable TCP/IP TLS v1.2 protocol for device.tripos.vantiv.com
- Minimum Internet Speed recommendation of 5 Mbps

If all of the above checks out and your device will not display an activation code, it is possible the device was loaded incorrectly and may need to be replaced.

Pair the Ingenico device(s) - When the PIN pad device(s) arrives it will be in an un-paired state. When the device is powered up and connected to the

Step 5: (continued)
Confirm your network setup

internet, it will display an activation code. It will start with a “P” indicating it is a production device, followed by 6 numbers: P######. Enter this seven-character code into the Setup Screen to pair the device and create the lane.

Send transactions - After the device is paired to the dealer’s API credentials, send a test transaction to confirm the setup is correct. Use a real credit card for a small amount that is unique and easily recognizable (for instance, use $1.23 as a charge amount) and reverse/void any charges afterward that you do not want to settle.

Additional Information: Requirements, Learnings and Recommendations

The Link/2500 PIN Pad is the WiFi only solution from Ingenico™ and is very sensitive to WiFi signal latency. High latency and packet loss will cause the connection to the Worldpay Cloud to time-out. The result is a cancellation message on the PIN Pad itself so the user must reinitiate the transaction. If the WiFi signal latency is constant, the user may need to make multiple attempts to complete a single transaction.

Reynolds and Reynolds Network Support Team has worked closely with Worldpay and the PIN Pad manufacturer (Ingenico) and identified several requirements and recommendations for establishing a consistent and stable WiFi environment for the Link/2500 PIN Pads.

Operational Overview

Unlike previous vendors utilized by ReyPAY, the Worldpay PIN Pads do not connect directly to the Reynolds and Reynolds system or the user's PC. The devices connect to the Worldpay Cloud only via the Dealership Internet. When the connection is established, an Activation Code will appear on the PIN Pad. The Activation Code is entered into the user's Lane Management session. This procedure pairs the user's PC (Station ID) to the PIN Pad.

NOTE: The manufacturer's installation documentation further describes the pairing procedure in detail including any changes that may need to be implemented on the Dealership Firewall to allow connectivity to the Worldpay Cloud.

Additional Information: (continued) Requirements, Learnings and Recommendations

WiFi Requirements

Receiving the Activation Code on the PIN Pad device does not guarantee consistent connectivity between the PIN Pad and the Worldpay Cloud. The first step in establishing a stable WiFi environment is to identify the existing WiFi infrastructure in the areas where the PIN Pads are to be installed within the Dealership.

Protocol can be 802.11n/a/ac (5GHz) and 802.11n/g/b (2.4GHz) and Encryption should be WPA2-PSK only. Signal strength should be robust enough to support a minimum 5Mbps throughput per PIN Pad device.

Beacon Interval

The Beacon Frame is used in 802.11x WiFi environments to advertise information about the network including available SSID(s), access points and other stations connected. The Beacon Interval is the time (in milliseconds) between each broadcast of the Beacon Frame and is configured within individual access point settings. The Beacon Interval value is determined by the number of Virtual Access Points (or SSIDs) broadcast by a given access point. The default value for a single SSID is 100 milliseconds. Higher end WiFi systems will usually run multiple SSIDs per access point so the Beacon Interval will be higher. Cheaper, plug-n-play WiFi routers will have a single SSID so the Beacon Interval on these devices is not adjustable.

NOTE: The lower the Beacon Interval setting, the lower the latency.

Additional Information: (continued)
Requirements, Learnings and Recommendations

WiFi Recommendations

Other methods for reducing latency over WiFi is to create a separate SSID (and VLAN) for the PIN Pad devices only. A dedicated SSID will allow the IT Director to isolate 5Ghz traffic verses 2.4GHz traffic depending on the signal strength within a given area. Multiple dedicated SSIDs may be used to eliminate roaming and keep the PIN Pads locked onto the closest access point. Disabling DHCP on the dedicated SSID will eliminate the possibility of an IP address conflict within the dedicated SSID (VLAN) but will require all PIN Pad devices to be statically configured.

Reynolds and Reynolds Network Support Team 800-767-0080, option 6.

About Worldpay from FIS

Worldpay from FIS (NYSE:FIS) is a leading payments technology company that powers global commerce for merchants, banks and capital markets. Processing 75 billion transactions topping $9T for 20,000+ clients annually, Worldpay lifts economies and communities by advancing the way the world pays, banks and invests.

We create secure and scalable innovations that connect commerce across all geographies and sales channels. The company's integrated technology platform offers a unified and comprehensive solution set to help clients run, grow, and achieve more for their business.

With a 50+ year history in financial services, we remain ahead of the curve to outpace today's competitive economic landscape. By delivering simple, streamlined, and secure experiences for all of our clients and their customers, we embody commitment to every aspect of the financial services industry.

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