

WELCOME

INGENICO IPP320 SETUP GUIDE (TRIPOS CLOUD)

Flawless design for all payment types, including:

- A fast, secure point-of-sale (POS) and point-of-payment solution
- An intuitive interface to enhance the customer experience
- Acceptance of multiple methods of electronic payment to expand consumer choice
- Faster payment system integration with seamless plug-and-play installation





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 ReyPAY credit card processing support option. ReyPAY support is available 24/7/365.



Please follow these steps to setup your device



Step 1: Configure the device for a static IP address if needed

By default, when set up as an IP PIN pad, the Ingenico device is configured to use DHCP to obtain an IP address. **Do not change any setting not explicitly mentioned in this section.** Changing the “Host URL” setting can render the device useless and force the merchant to send it back for reconfiguration.

To configure the iPP320 PIN pad to use a static IP, use the following steps:

1. Reboot the PIN pad (see p. 4)
2. When the RBA info screen appears, type 2 6 3 4 and press **ENTER**
3. Press F to get the menu
4. Press 3 TDA
5. Press 0 for Configuration
6. Press 0 for Communication
7. Press 0 for Select Comm. Type
8. Press 2 for Ethernet
9. Press **CANCEL**
10. Press 2 for Ethernet Settings
11. Press 0 for Connection Method
12. Press 0 for Client
13. Press **CANCEL**
14. Press 1 for DHCP and select Static
15. Press **CANCEL**
16. Press 3 for IP Address
17. Enter an IP Address and press **ENTER**
18. Press CANCEL a few times until the PIN pad asks to reboot
19. Press 1 for Yes

(If you're using a Static IP Address, use options 3 (IP Address), 4 (Subnet Mask), 5 (Gateway), 6 (DNS 1 Address) and 7 (DNS 2 Address) to set up the network.)



Step 2: Confirm your network setup

Once the devices are connected to your network and fully booted up, they should display an activation code. It will start with a “P”, which indicates that it is a production device, followed by six numbers: P#####. Please note the activation code will change every 15 minutes if they maintain their network connectivity.

If your devices have the activation code – they are ready for installation day with ReyPAY. 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 and 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.

We recommend rebooting your device by holding the “#” and the yellow button together. You can also reboot the device by unplugging the power cable. Please make sure that you have reconnected the Ethernet cable to your internet router or network switch.

Notes:

(this space is provided for your convenience to take any notes during setup)


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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