NEXGO

Terminal Access Portal (TAP)

User Guide

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Table of Contents

1.0   TAP Access

To access TAP, enter the appropriate URL or IP address in the web browser's address bar.

- The URL example https://tms.exadigm.com/tfb
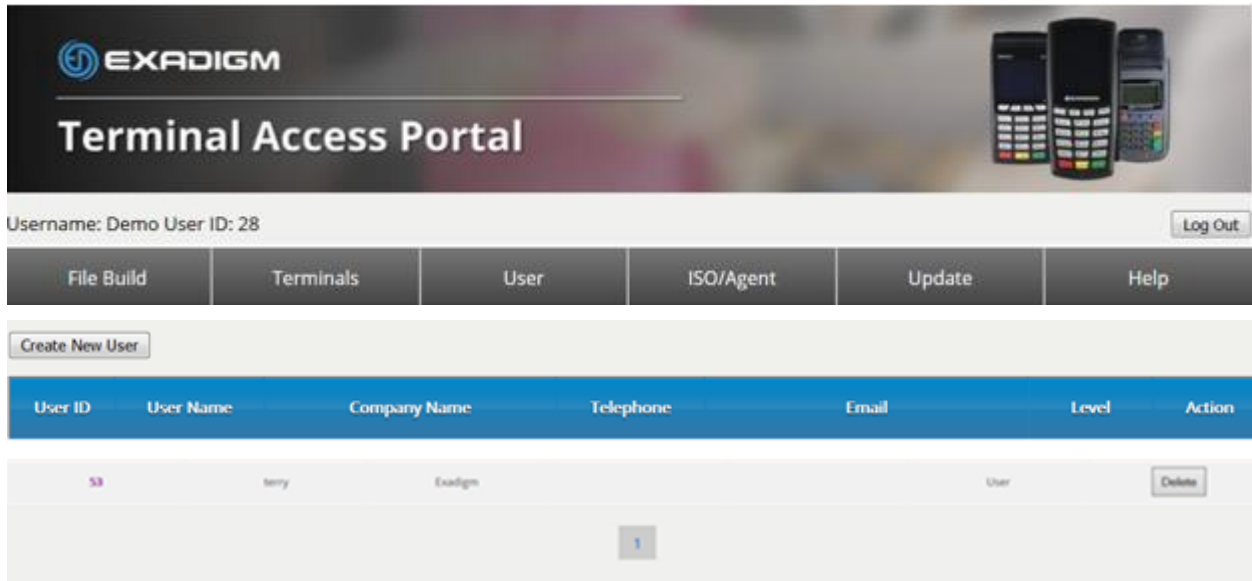- The IP example https://74.212.223.229/tfb

2.0   Logging In

On the main window enter username and password.

NOTE: If further assistance is needed please contact Customer Care at 866-392-8326 option 8.
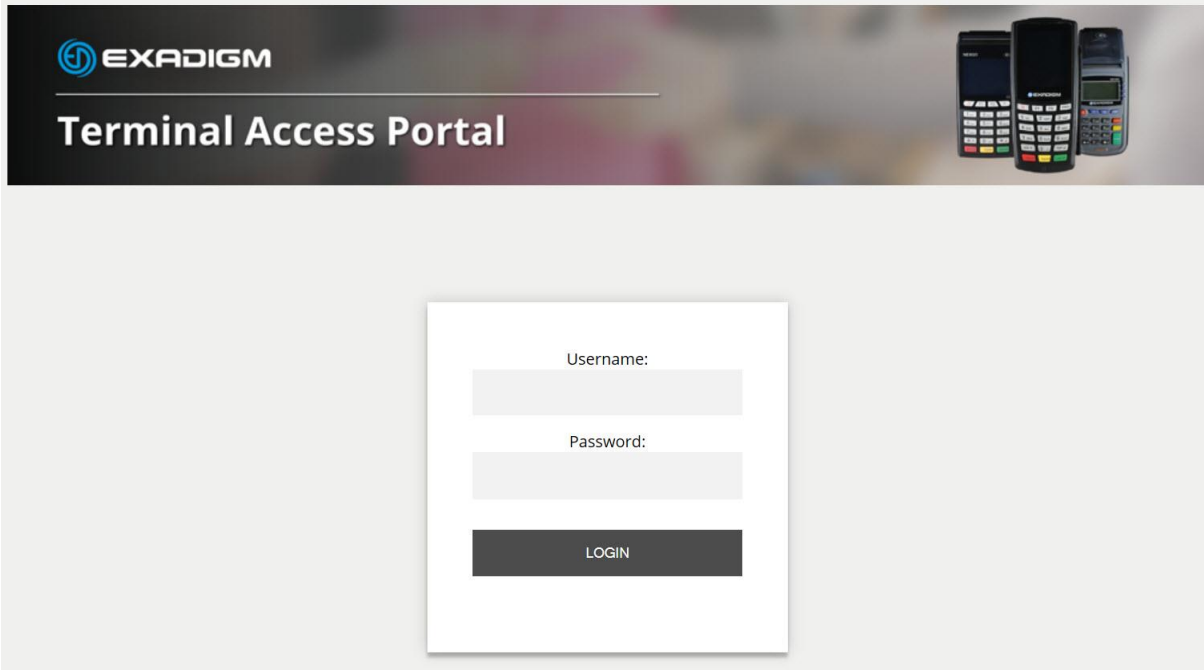
3.0 User Tab

Access to this section is based on login rights and may not be accessible to every user unless granted by an administrator. Click User.
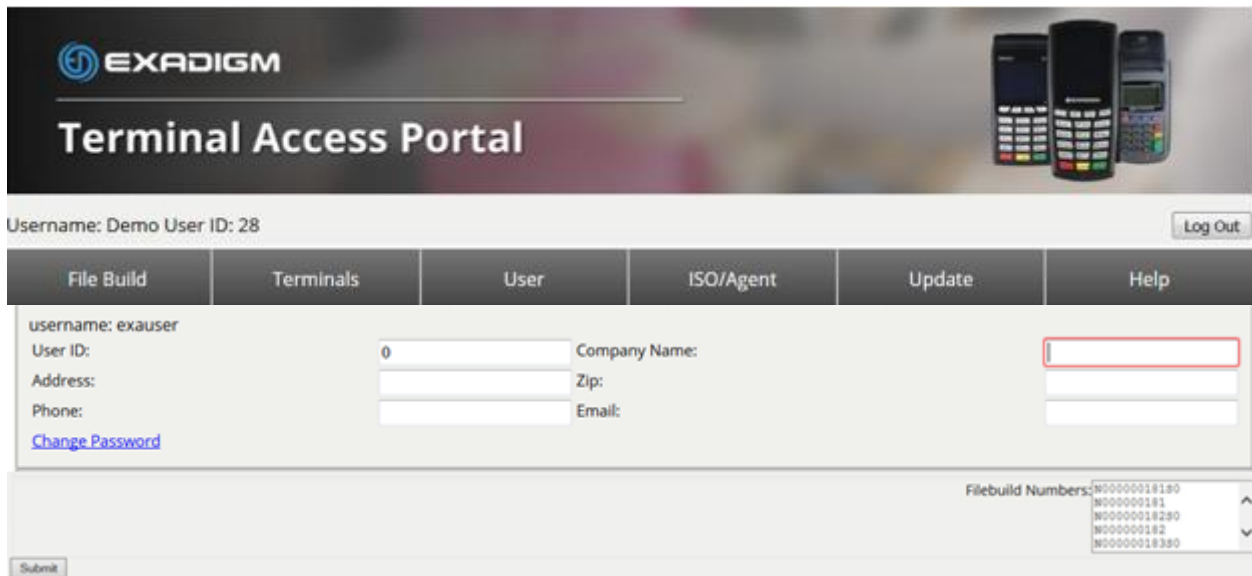

To delete a user click the Delete button.

A full listing of users will display, to select one click on the User ID in the left column.

If there are multiple pages use the page link to move from one to the next.

3.1 Users

After clicking the User ID to edit the User ID, Address, Phone, Company Name, Zip or Email type the correct information and click Submit at the bottom of the page.


If this user has created file builds the File Build Numbers will be listed on the right side of the screen.

To change the password click Change Password link. The existing User Name will display, type a new password and re-enter. Then click Submit.
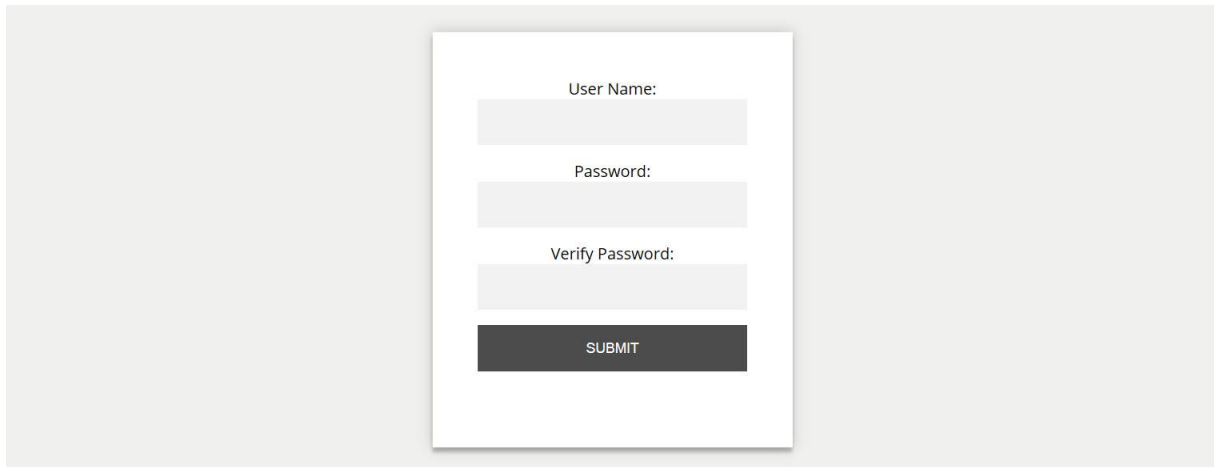
3.2   New User

To create a new user click on the Create New User. This section is only available at the Admin, Manager or Supervisor level and grated by the user owner.
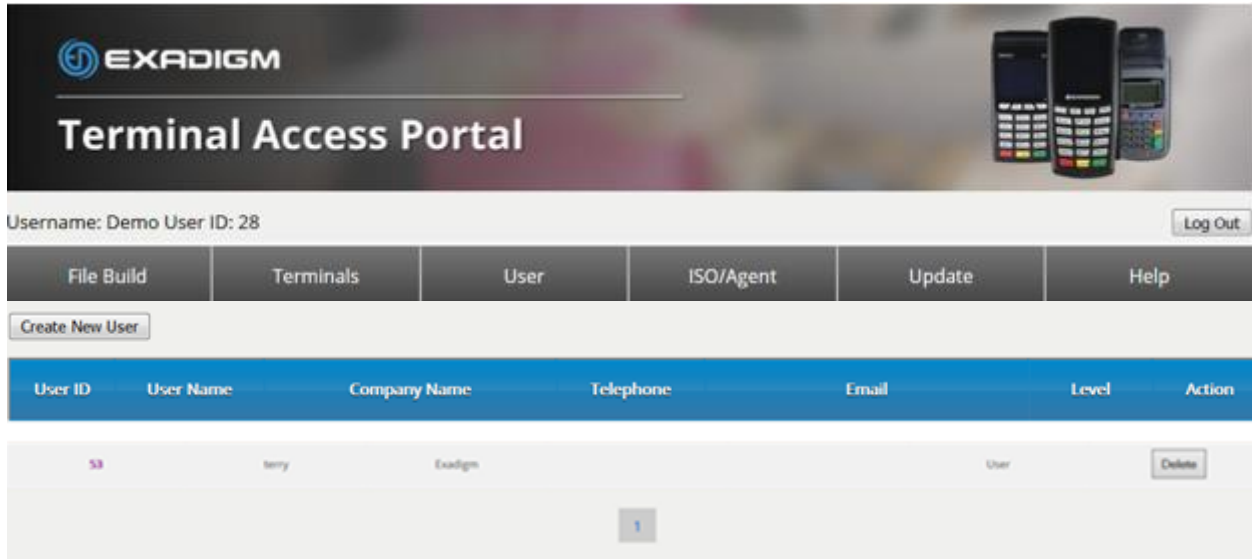
Enter the User Name, the password and re-enter the password. Click Submit.

If the user already exists an error will display beneath the Submit button.

User

- Enter the address, Phone, Company Name, Zip and Email of user.

ISO

- Select if the User can see or create ISO - ISO is used for reporting purposes

Hardware

- Select the terminal types that will be available for the user

Application

- Select the processors that will be available for the user

Tab

- Select which tabs the user will have access to
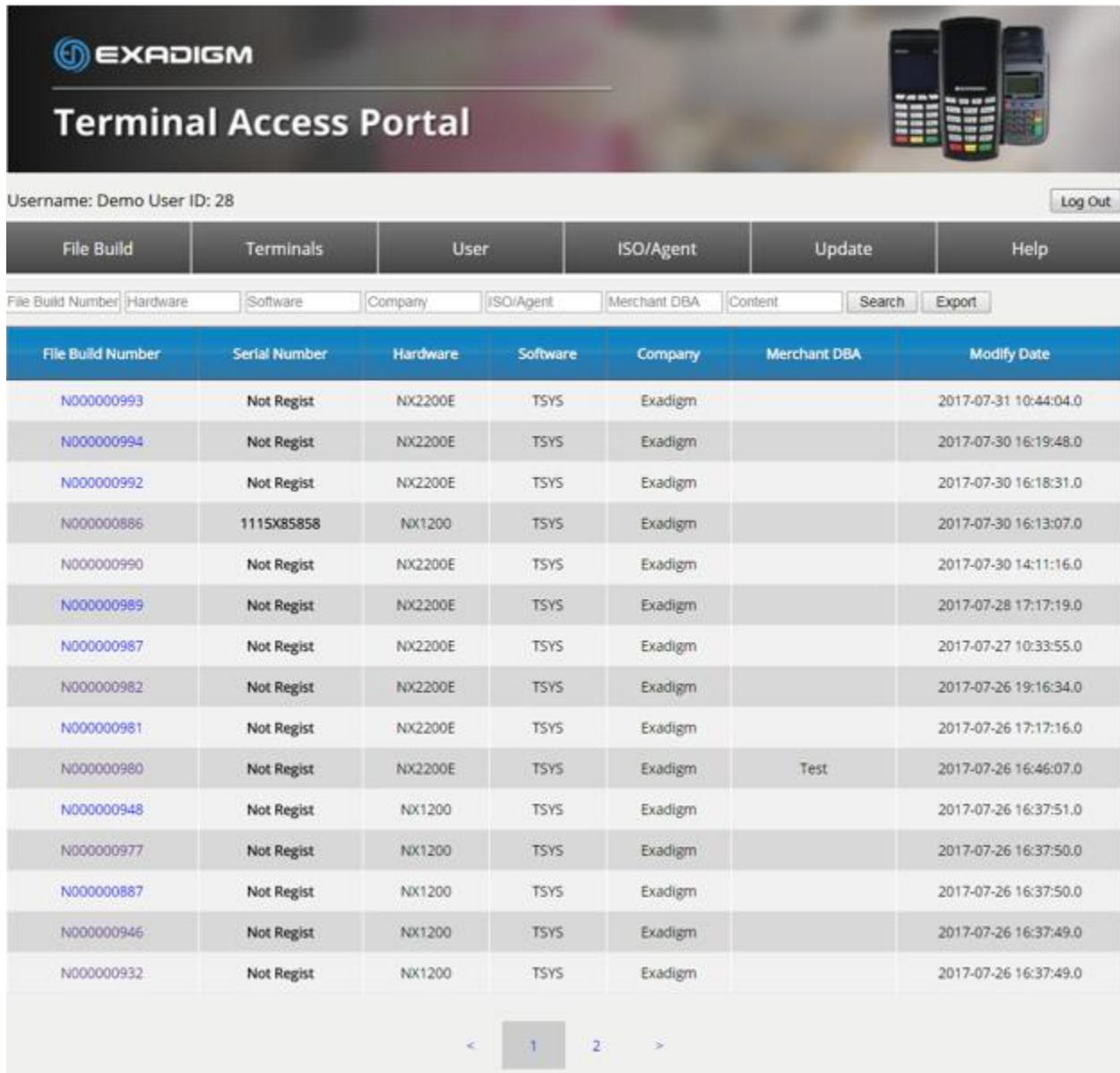
4.0   File Build Tab

The main page will display a list of built files.

The following information is listed by default:

- The File Build Number used to register the terminal

- Serial Number of device

- Hardware model used

- Software for processor

- Company name of merchant

- Merchant DBA

- Modify date

File Build Number	Serial Number	Hardware	Software	Company	Merchant DBA	Modify Date
N000000993	Not Regist	NX2200E	TSYS	Exadigm		2017-07-31 10:44:04.0
N000000994	Not Regist	NX2200E	TSYS	Exadigm		2017-07-30 16:19:48.0
N000000992	Not Regist	NX2200E	TSYS	Exadigm		2017-07-30 16:19:31.0

Click on the File Build Number to view the merchant configuration page. Any information can be modified, once change is completed click Update.

Check the Configuration Update box to flag for the update in the TMS system.

If multiple files (generation of new file build numbers) with the same information is needed click Generate. A new file build number will generate, once it displays change the required information and click Update.

To delete a file click the Delete button in the lower right hand side.

File Build	Terminals	User	ISO/Agent	

NX2200E ▼ ChasePaymentech ▼ [Get Template]

File Build Number: N000000877 | **Serial Number:** Not Regist

ISO/Agent   Existing ⦿   New ○   [Register SN]   [   ]

-NX2200E ▼   Merchant DBA: [   ]

Processor Configuration

Industry*   Retail ▼   Client ID*   [   ]

Merchant ID*   [   ]   Terminal ID*   [   ]

Net Connect Username**   [   ]   Net Connect Password**   [   ]

Receipt Header Information   **Receipt Footer Information**

Header 1:   [   ]   Footer 1:   [   ]

Header 2:   [   ]   Footer 2:   [   ]

Header 3:   [   ]   Footer 3:   [   ]

Header 4:   [   ]   Footer 4:   [   ]

Header 5:   [   ]   Footer 5:   [   ]

Configuration Information

Enable CREDIT?	ENABLE ▼	Enable STORE and FORWARD?	ENABLE ▼
|-- Enable Credit Void?	ENABLE ▼	|-- Print Forward Receipt?	ALL ▼
|-- Enable Credit Return?	ENABLE ▼	Print Communication Error Receipt?	YES ▼
Enable DEBIT?	ENABLE ▼	Enable TIP?	ENABLE ▼
Enable EBT?	ENABLE ▼	Ask Tip?	NO ▼
|-- Enable EBT Void?	ENABLE ▼	Connection Type	Ethernet ▼
Auto Download	ENABLE ▼	|-- WIFI SSID	[ ]
Enable Auto Batch	Hidden ▼	|-- WIFI Key	[ ]
|--Auto Batch Time	0000		

Configuration Update   ☑

[Generate] [Update]

[Clear Registration] [Delete]

*Required Fields for Processing
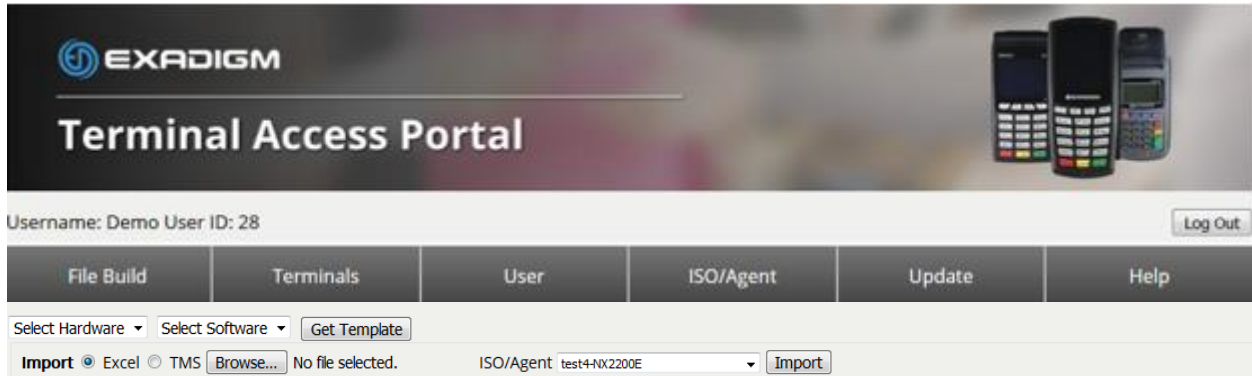**Required for IP connection (Ethernet, Wi-Fi or cellular wireless)

4.1   Build a File

To build a file click the File Build tab. Select Hardware and Software from the drop down.

Input the merchant configuration information and click Generate. Required fields are notated by an asterisk.

For existing ISO/Agent click on the drop down and to refine the search key the first letter of the name.

If the ISO/Agent is new click the New radio button and input the Name and Phone Number and they will be added to the list. If they are existing click the Existing radio button and choose the name from the drop down.
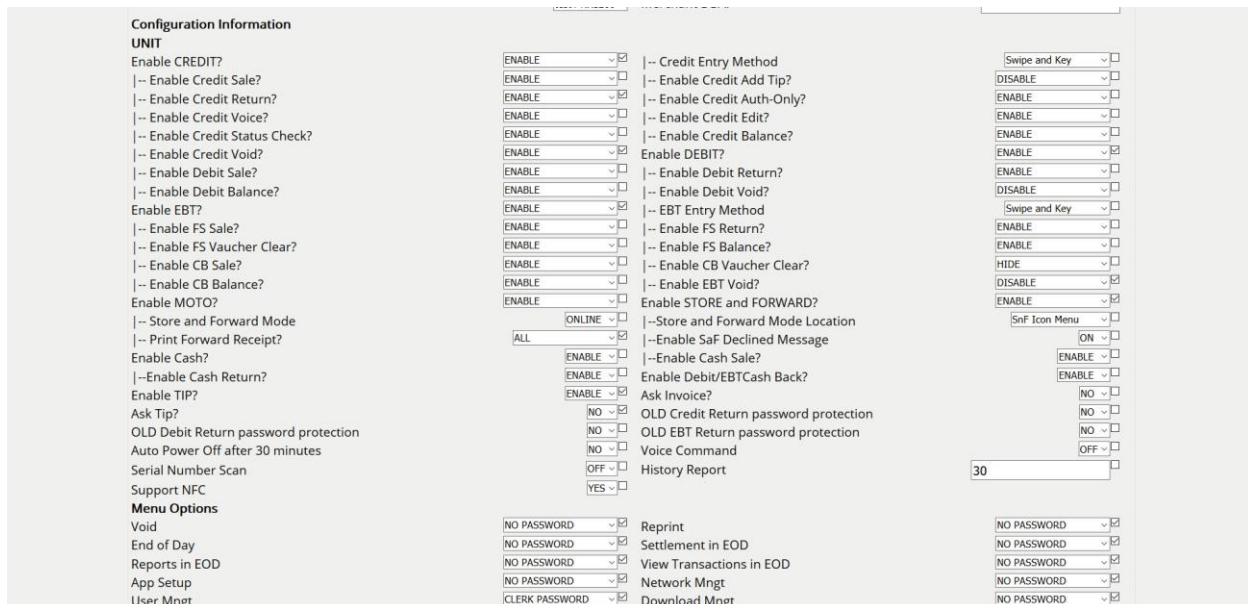

4.2   Edit Template

To add more custom configurations, select Edit Template at the bottom right corner.
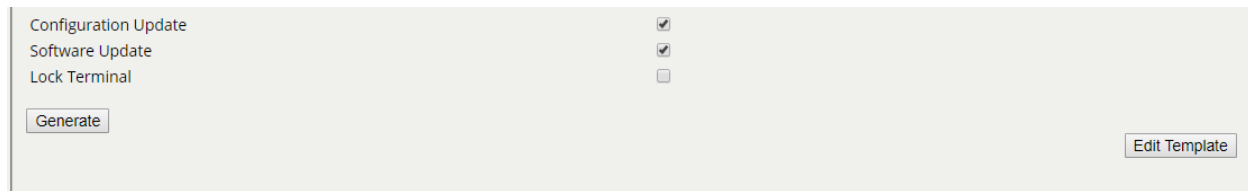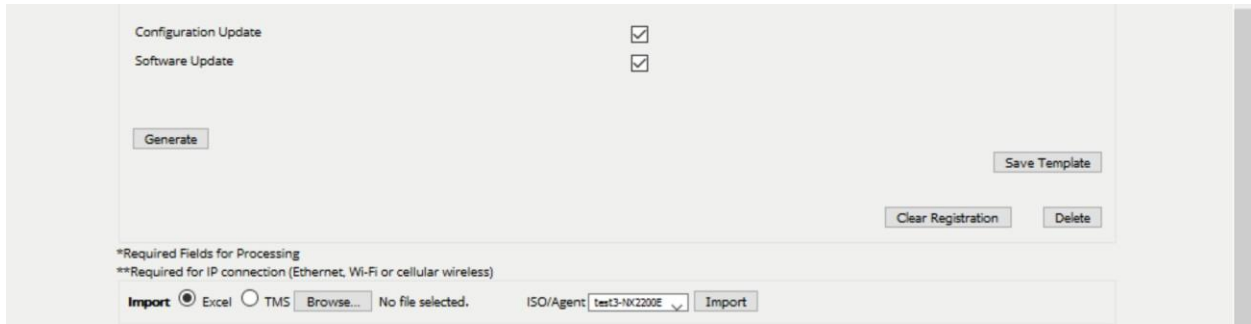

Drop down options are defaulted but can be changed to any other available option, that will pertain to specific user or ISO/Agent.

Once all desired configuration parameters are selected click Save Template.

4.3   Cash Discount

To enable Cash Discount, using the drop down click on YES. The following options are below, you can select either percentage or fixed fee amount, not both.

Verify Total - Enable for Fee= must be set to Yes to enable Cash Discount.

Fee Type= Percentage or Fixed Amount

Fee Percentage= 2.25 will charge 2.25% of the total

Fixed Fee= Amount you want to charge IF NOT USING Fee Percentage

Enable Minimum Fee= Yes or No. Minimum Fee is used only with Fee Percentage.

Minimum Fee Amount= The lowest you want to charge per transaction when using percentage (i.e. $00.50)

Fee Override=Override or No Override

Override Password= 4 digit password (Default is 4321)

4.4   Import a File

Using an Excel spreadsheet with the required fields click Browse to locate the file on your computer. Once it is identified click Import. The ISO/Agent can be selected from the drop down. Once ready to import click Import.

To obtain the template select Hardware and Software and then click Get Template to download the file. The file can then be saved to a local folder for future use.

The file build numbers will be generated in chronological order and will display on the main page starting from the last existing file build number. To verify the files you can click the file build and verify the information.

4.5   Default Configuration Values

Default configuration values can be modified per ISO/Agent. When building a file select the ISO/Agent to values are to be defaulted, change the desired parameter values to the default values and then click [Save as existing merchant default configuration values]. Each time a file is built for this ISO/Agent the values will be defaulted to the new values.

Settle Agent* (4 digits)	0000
Debit Sharing Group*	8FGV
EBT Sharing Group*	K
EBT FCS ID*	0000000
Configuration Update	☑
Software Update	☑

[Generate] [Save as existing merchant default configuration values]

*Required Fields for Processing
**Required for IP connection (Ethernet, Wi-Fi or cellular wireless)

Import ⦿ Excel [Choose File] No file chosen   ISO/Agent [abc-NX2200E ▾] [Import]

4.6 Terminal Display

The terminal information columns when viewing the list of terminals can be modified if desired from the User tab. Once the desired terminal columns are selected click Submit to save the changes.

4.7 Clearing Registration

If a terminal was registered with an incorrect file build number the registration will need to be cleared through TAP before the terminal can be registered correctly. To clear a registration select Clear Registration in the file that is to be registered again.

4.8 Terminal History

Terminal history shows what has been done to the terminal. This includes software updates/downloads, and configuration updates.

The terminal history is located at the bottom of page of each terminal.

LOG FOR TERMINAL:			
ID	Type	Date	Info
153136	TMS: Edit Terminal Config	2018-01-08 15:18:11.0	Terminal configuration has been changed by bryan(99) [detail]
153107	Terminal: Download Software	2018-01-04 11:25:36.0	App Download Processed,APP:08.010.046.NX1200A0.13031506:/software/app/appc.v1.13.12.017.TSY.T.R.08.010.046.12.NX1200A0.13031506.MAP.2058E.RLS,APK:NX1200I0.18010419.NX1200A0.13031506:/software/key/key.v1.A.P.NX1200I0.18010419.NX1200A0.13031506,

If the configuration was edited the detail of the change can be viewed by clicking on [detail].

5.0 Locking Terminal (Optional)

Locking terminals prevent unauthorized downloads.

5.1 Locking

If this feature is enabled a Lock Terminal check box will be available on the file build page.

Configuration Update	☑
Software Update	☑
Lock Terminal	☐

Generate | Edit Template

*Required Fields for Processing
**Required for IP connection (Ethernet, Wi-Fi or cellular wireless)

If a terminal is to be locked the check box labeled Lock Terminal must be selected before generating the file. A file cannot be locked after it has been generated.

Configuration Update	☑
Software Update	☑
Lock Terminal	☑

Generate | Edit Template

*Required Fields for Processing
**Required for IP connection (Ethernet, Wi-Fi or cellular wireless)

If terminal is successfully set to be locked after generating the file the status will display Locked at the top of the file under the File Build Number.

File Build	Terminals	User	ISO/Agent	Update	Help

Select Hardware ▾ | Select Software ▾ | Get Template

File Build Number: N000001001   Serial Number: 1437X15287
Terminal Status: Locked
ISO/Agent   New ⦿
Name [   ]   Address [   ]

If a locked terminal attempts an unauthorized download it will receive a "Terminal is locked" message.

NOTE: To request this feature contact your sales representative for more information.

6.0   ISO/Agent Tab

6.1   New ISO/Agent

To add new ISO/Agent information click the ISO/Agent tab then click Create New Account.

Input the ISO/Agent information and click Save.

To update information for the ISO/Agent click on the ISO/Agent ID and review the displayed information. Only the Address, Phone and Contact information can be modified. After completed click Save to update.

Each ISO/Agent will be associated with a terminal for example Abc – NX1200 and Abc – NX2200e will be created.
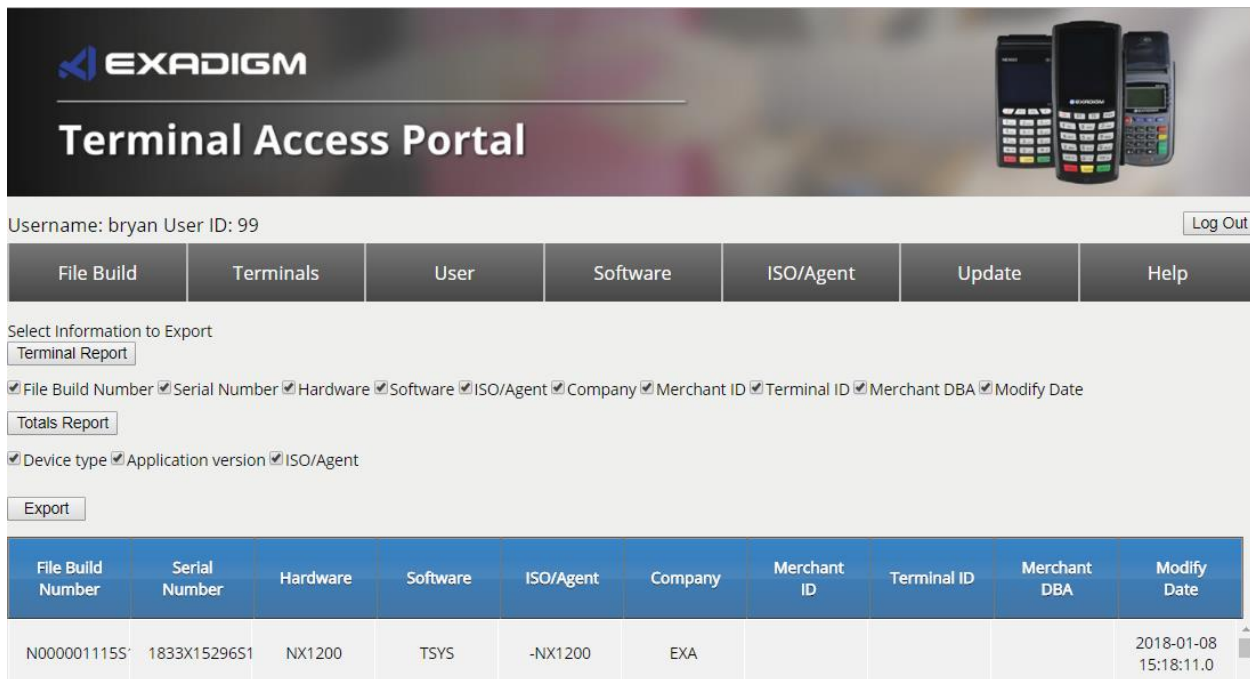
7.0   Reports

Reports can be viewed in the web page or exported and saved in a separate file.
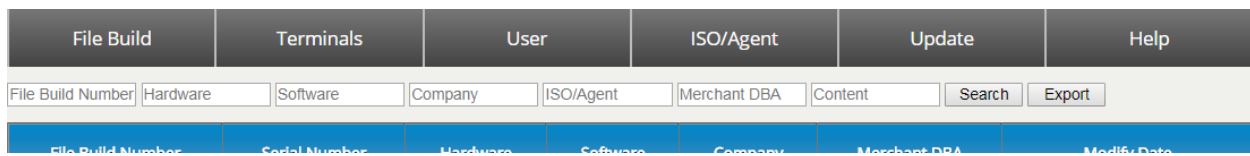
7.1   Generate

To generate a report, select Export from the Terminals tab.

Deselect the undesired options below and the terminals from the report will be displayed below. Clicking Export again will generate the report in Excel format.

To generate a more detailed report, type the requested search criteria, then click Export.
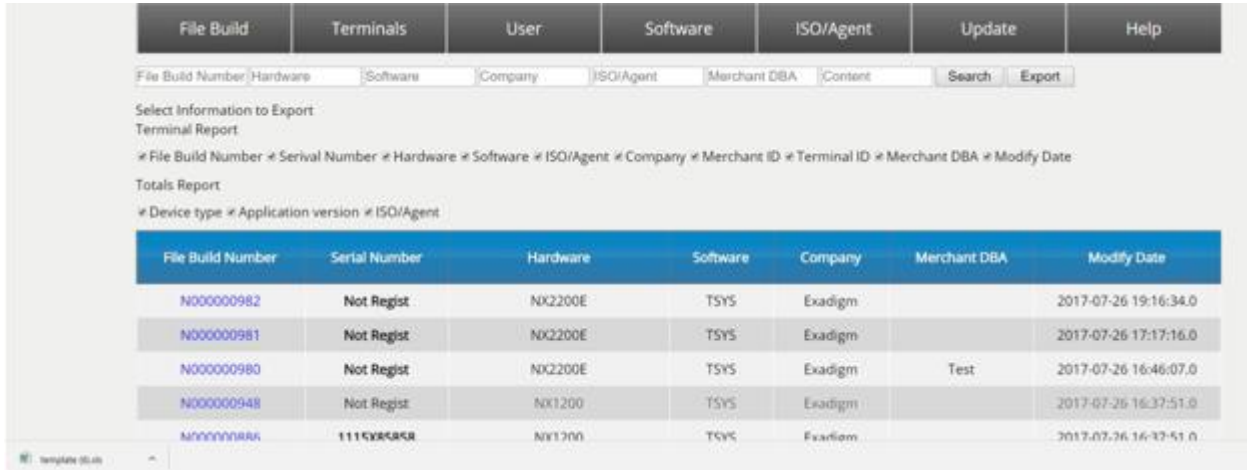

Again, you will select from the options below, then click Export.

This will generate the report in Excel.

7.2   Open File

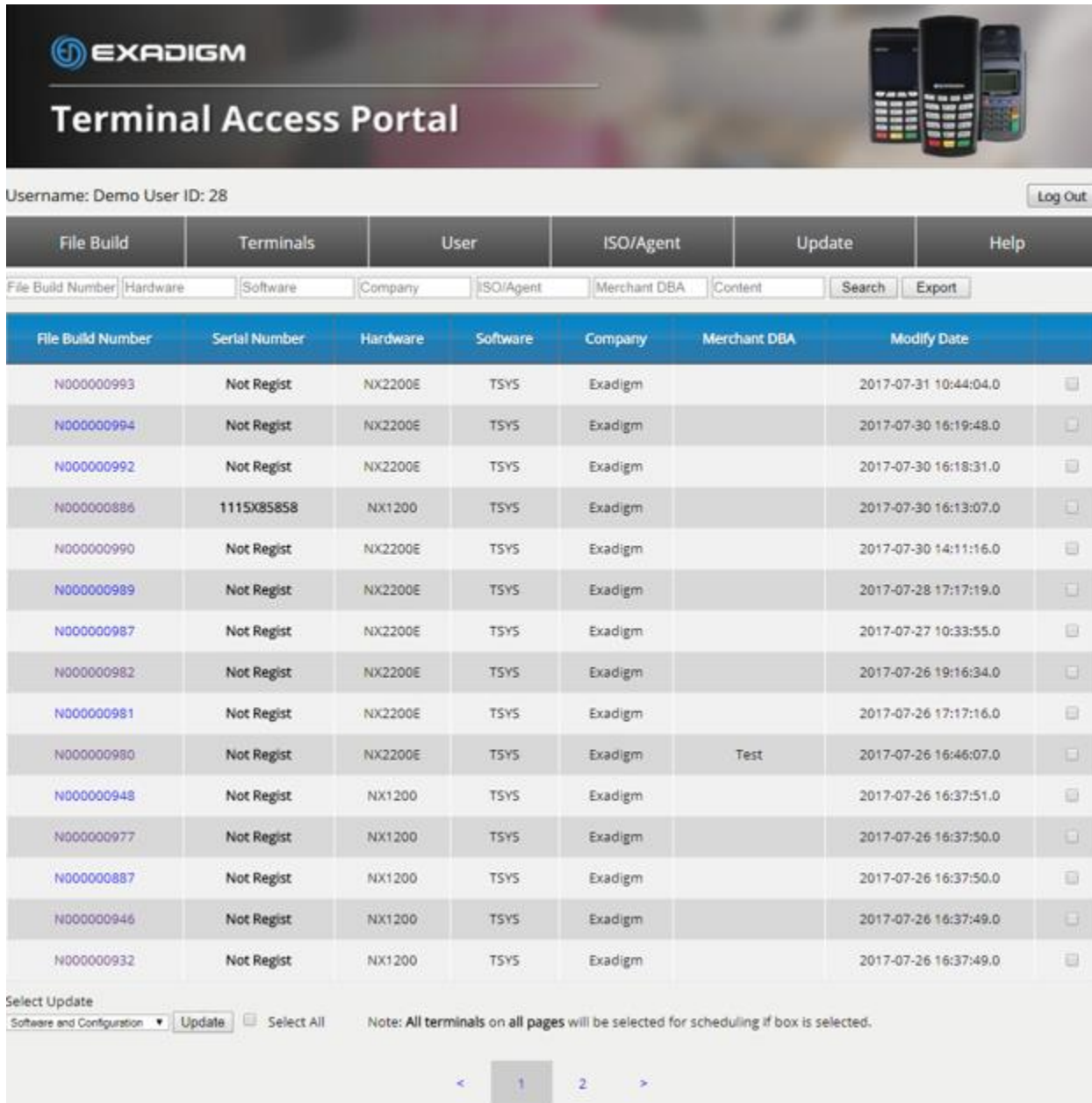Click Open to open the excel spreadsheet and save in desired folder.

Once opened, it will look as pictured below.

8.0   Scheduling

To schedule a software/configuration update, click on the Update tab.

You can chose specific files with the check boxes on the right, or scroll down to bottom of page and click Select All.

Then choose from dropdown which update you would like to complete. Then click Update. This will flag the selected terminals to receive the update the next time the terminal(s) are powered on.

N000000979	Not Regist	NX1200	TSYS	ExaDigm		2017-07-26 11:36:47.0	☐
N000000945	1239X15287	NX2200E-NewDBG USE ME	TSYS	Exadigm, Inc		2017-07-26 10:42:54.0	☐
N000000978	1437X15287	NX2200E	TSYS	ExaDigm		2017-07-25 17:52:44.0	☐
N000000976	Not Regist	NX1200	TSYS	ExaDigm		2017-07-24 17:37:22.0	☐
N000000975	Not Regist	NX1200	TSYS	ExaDigm		2017-07-24 17:35:24.0	☐
N000000974	Not Regist	NX1200	TSYS	ExaDigm		2017-07-24 17:35:05.0	☐

Select Update

Software and Configuration ▼ [Update] ☐ Select All   Note: **All terminals** on **all pages** will be selected for scheduling if box is selected.

Software and Configuration
Configuration
Software

< 1 2 3 4 5 6 7 8 9 10 >

9.0   Auto Download Instructions

9.1   Communication

Connect Ethernet cable – Ethernet communication method is defaulted. If another communication method is needed it can be changed through the NX Shell or currently installed application.

- NX Shell

    1. Power on the terminal

    2. When a double beep is heard key 3 4 4 6

    3. From the System Menu select *1. App Download*

    4. From the NX Shell Main menu select *3. Setup*

    5. From the Setup menu select *2. Communication*

    6. Select the desired communication method*

        - An external WiFi adapter is required for the NX1200 and NX2200e terminals if WiFi is the desired connection method

        Complete additional setup for desired communication method

        WARNING: Downloading using cellular connection may cause overage charges to the wireless account

- Application

    1. From the XXX Payment App screen press the ↓ arrow until the Admin Icon is displayed then select it

    2. From the Admin menu select *2. Network Mngt*

    3. From the Network Mngt menu select *1. Network Setup*

    4. Select the desired communication method*

    5. An external WiFi adapter is required for the NX1200 and NX2200e terminals if WiFi is the desired connection method
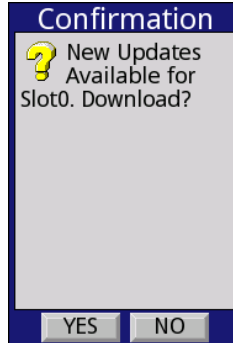
   6. Complete additional setup for desired communication method

        WARNING: Downloading using cellular connection may cause overage charges to the wireless account.
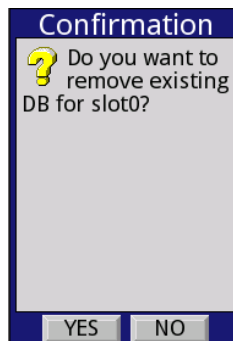
9.2 Download

1. Power on terminal.

2. Terminal will check for updates then prompt "New Updates Available for Slot0. Download?" Press ENTER to accept the download.

3. The terminal will process the download for slot 0.
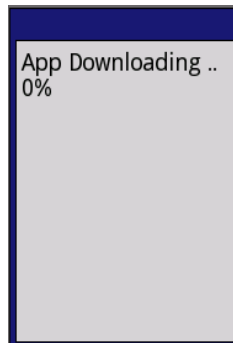
4. After initial download completes the terminal will prompt "Do you want to remove existing DB for slot0?" Press CANCEL to retain DB.
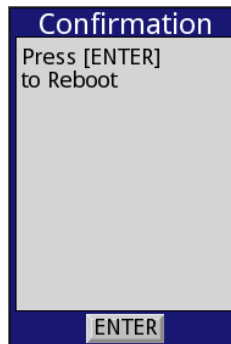

5. The terminal will then prompt "New Updates Available for Slot1. Download?" Press ENTER to accept the download.

6. The terminal will process the download for slot 1.

7. After the download completes the terminal will prompt "Do you want to remove existing DB for slot1?" Press CANCEL to retain DB.
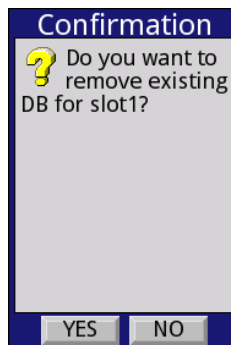
8. The terminal will then prompt to reboot. Press ENTER to reboot the terminal.

10.0 Manual Download Instructions

10.1 Accessing NX Shell

1. Turn terminal on using the power button.

2. *NX2200/NX2200e:* Listen for a double beep; it will sound when the terminal displays "Loading Please Wait…" and key 3 4 4 6.

3. *NX1200:* Listen for a beep; it will sound when the terminal   displays "[LOADING] Loading Modules" and key 3 4 4 6.

4. When the terminal loads to the System Menu

5. NX2200: Select 4.App Download

6. NX1200/NX2200e: Select 1.App Download

7. If there are no applications installed the following message may appear. Press [ENTER] for multi-app or [CANCEL] for single app.
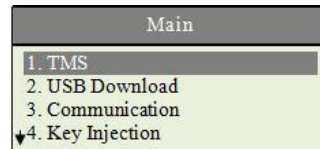
Select App Mode
Multi App Mode
Press [Enter]
Single App Mode
Press [Cancel]

CANCEL ENTER
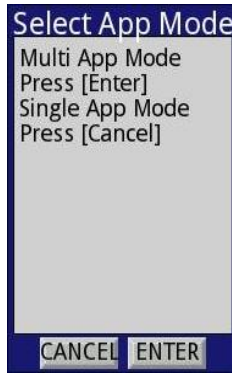
8. At Check cable modem message press [ENTER] (If displayed).

9. Wait for NX Shell Main menu to load. Press *1.TMS*.

Main (M)
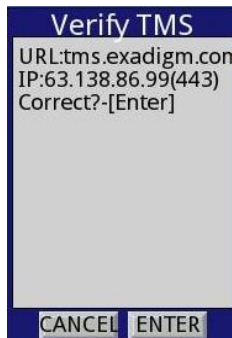1.TMS
2.USB Download
3.Setup
4.Key Injection
5.Information
6.Apps
7.Exit

Main
1. TMS
2. USB Download
3. Communication
4. Key Injection
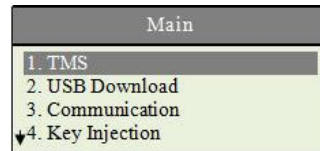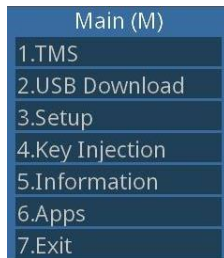
10.2 Setup Parameters

NOTE: *Parameters may be pre-programmed.*

1. Select *1.TMS* from the NX Shell Main menu.

Main (M)
1.TMS
2.USB Download
3.Setup
4.Key Injection
5.Information
6.Apps
7.Exit

Main
1. TMS
2. USB Download
3. Communication
4. Key Injection

2. The following display may appear.

Verify TMS
URL:tms.exadigm.com
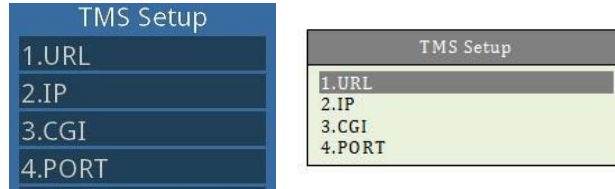IP:63.138.86.99(443)
Correct?-[Enter]

CANCEL ENTER

3. To change information press **[CANCEL]** to accept press **[ENTER]**. If press cancel go to step 5.

4. At the TMS menu select *6.Setup.*
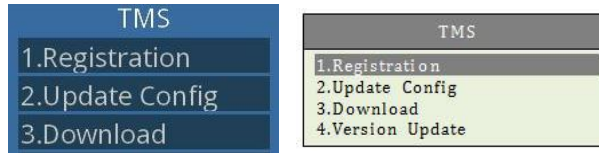
5. Input correct URL, IP, CGI and PORT.

10.3 Communication

1. From NX Shell Main menu select 3.Setup.

2. From NX Shell Setup menu select *2.Communication*.

3. Select *1.Ethernet*. Default connection method is DHCP.

4. To test connection select *3.Test Connection* from Ethernet menu.

5. Select *1.Test* in Test Connection menu. Successful connection will display "0% packet loss".
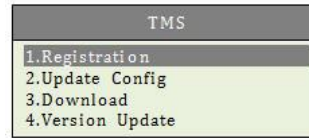
10.4 Registration

1. Select *1. TMS* from the NX Shell Main menu.

2. Select *1. Registration* from the TMS menu.
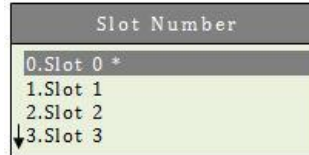
3. Select *0.Slot 0* from the Slot Number menu.

4. When prompted, enter file build number.

5. Enter TMS password.

6. Repeat registration for all slots that are occupied.
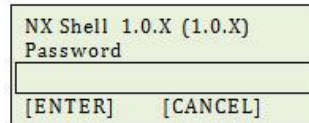
10.5 Download Multi Application

1. Select 3.*Download* from the TMS menu.

2. Slots 0 and 1 will need to be downloaded. Press **[0]** to start with slot 0.
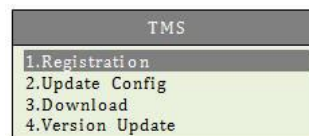

3. Key in TMS password.

4. Terminal will display the percentage of download. Press **[ENTER]** when download pop-up message displays.

5. Press **[CANCEL]** to cancel restarting the terminal.

10.6 Update EMV Configuration – Disables EMV Online PIN

1. Select *5. Items* from the TMS menu.

2. Select *4. EMV* from the Items menu.

3. Select slot 1.

4. Enter TMS password.

5. Enter */emv.conf* when prompted for EMV File.
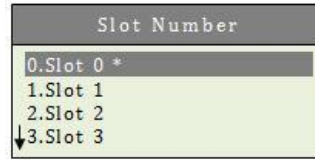
6. Press **[ENTER]** when download completes.

10.7 Update Configuration
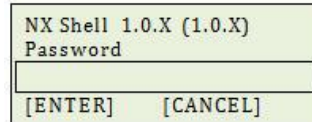
1. Select *2.Update Config* from the TMS menu.

2. *Select 1.Slot 1. NOTE: Slot 0 may need to be updated for other types of parameter changes.

3. Key in TMS password.

4. Terminal will display the percentage of download. Press **[ENTER]** when download pop-up message displays.

5. Press **[ENTER]** to restart terminal.

11.0   Testing

Upon a successful download, terminal should be tested before it is shipped to the customer. A Sale, Return and Settlement should be run.

12.0   Help

To request any support, click the Help tab. Documentation can be downloaded by selecting the document link.

Training requests can be scheduled or other support inquires answered via email by clicking the support@nexgo.us email address.

Online chat with a support representative is available by clicking on the messaging icon in the bottom right. If a representative is unavailable a message can be left and support will get back to you as soon as possible.