



Pilot Pro Terminal User Guide

Triple E Technologies, LLC

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Triple E Technologies, LLC
P.O. Box 2677 Post Falls, ID 83877
Phone: 208.777.9300 | Fax: 208.777.9304

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Table of Contents

Introduction	1
Pilot Pro POS at a Glance	2
Hardware Shortcut Keys	2
Setting up the Pilot Pro POS	4
Downloading Pilot Pro Software	4
System Settings	5
System Mode Menu	5
Setting the Time	5
Accessing the Pilot Pro	7
Logging In	7
Manager Functions	8
End of Shift	8
End of Day	9
Change Prices	10
Processing a Sale	11
Issuing Refunds	12
General Troubleshooting	14
Server Not Found	14
Printer Light is Blinking	14

Introduction

The **Pilot Pro Terminal** is a light weight and intuitive point of sale. It comes in two configurations: Pilot Pro POS and Pilot Pro SVC.

The **Pilot Pro POS** allows direct point of sale functionality with Triple E's Pioneer Card Processor and enables you to accept private card payments with ease. This configuration functions even if your register cannot directly connect to your Pioneer, allowing you to easily incorporate private cards into your system.

The **Pilot Pro SVC**, or stored value card configuration, allows you to easily activate, recharge, and look up balances of private gift cards when used with the Pioneer Card Processor. With no transaction fees, you can easily create customer loyalty.

The following are a few of the Pilot Pro Terminal's Features:

- ✓ Intuitive ATM style interface
- ✓ Easy to read backlit display
- ✓ Ergonomic keys and bold menu prompts
- ✓ Integrated thermal receipt printer
- ✓ Ease of use for minimal clerk training
- ✓ Quick and easy transactions

This user guide details all the functions and features of the POS configuration. If you are interested in viewing the Pilot Pro SVC version, please visit <http://www.e3tek.com/manuals/> to download it.



Pilot Pro POS at a Glance

Hardware Shortcut Keys

The Pilot Pro POS software is loaded onto a VeriFone Vx510LE device. Listed below are the device's essential buttons and their functions as well as commonly used shortcuts keys.



Button Functions

More | Select conditional prompts on lower left screen (e.g., 'Payment', 'Refund').

Cancel	Cancel a transaction or clear a message.
Backspace	Delete characters when typing.
Enter	Submit data or accept a solution.
Alpha	Press to activate alphabetical character entry.

Entering Characters

To type alphabetic characters on the Pilot Pro, press a number button, then press the alpha key. You may need to press the alpha key repeatedly until the desired letter appears (e.g., Press '2', then press 'Alpha' three times to type 'C'). Pressing a number and then pressing the Alpha key also allows you to enter special characters. Refer to the following table to enter specific special characters.

For character...	Press
<space> - + &	0
. \	1
~	2
%	3
@	4
/	5
?	6
[7
]	8
(9
' ")	*
\$: = ^	#





Setting up the Pilot Pro POS

In order to set up the Pilot Pro, you will need access to a Windows PC configured with either an onboard or USB adapter style COM port. The following steps will need to be repeated for each Pilot Pro to be installed.

Before beginning the download, you will need to prepare a list of product stock numbers for items being sold at your site. This allows the technician to properly configure the Pilot Pro to meet your site's specific needs.

Once you have prepared the list, contact Triple E Technical Support for assistance with the download process. The technician will walk you through the steps and will complete most of the system's configuration on your behalf.

Downloading Pilot Pro Software

1. Contact Triple E Technical Support at (208) 777-9300 for installation assistance.
2. Ensure the Pilot Pro is properly connected, then power it on.
3. If the Pilot Pro displays **Download Needed**, go to **Step 4**. If the message does not display, press and hold **F2** and **F4** buttons simultaneously.
4. Enter the system password: [1] [ALPHA] [ALPHA] [6] [6] [8] [3] [1], then press **Enter** .
5. Select **Download (F3)**, then press **Enter** . **System Mode Download** screen displays.
6. Select **Group ID: 1**, then press **Enter** .
7. Enter the system password again: [1] [ALPHA] [ALPHA] [6] [6] [8] [3] [1], then press **Enter** . **Sys Model Download** screen displays.
8. Select **Single App (F3)**.
9. Select **Full Download (F3)**.
10. Press **Continue (F4)**.
11. Select **COM 1** as the download source. Triple E Technical Support Representative will open the download file.
12. After download completes, select **Restart**.


System Settings


System Mode Menu

There are three different menu screens available from the System Mode Menu, which allow you to change the following Pilot Pro settings from the **System Mode** menu:

- Edit Parameters
- Download
- Restart
- Memory Functions
- Terminal Info
- Clock
- Contrast
- Passwords
- IPP Key Load

To access System Mode menu:


1. Press **F2** and **F4** simultaneously.
2. When prompted, enter the system password: [1] [ALPHA] [ALPHA] [6] [6] [8] [3] [1], then press **Enter** .

When finished configuring a particular setting, press **Cancel**  to return to the previous **System Mode Menu** screen, then select **Restart** to save changes and exit.

Setting the Time

Before using your Pilot Pro, you should set the time and date to ensure the correct time stamp prints on customer receipts.

To set the time:

1. Press **F2** and **F4** simultaneously.
2. When prompted, enter the system password: [1] [ALPHA] [ALPHA] [6] [6] [8] [3] [1], then press **Enter** . **Sys Mode Menu 1** screen displays.



3. Scroll down using the **Tip** button, then select **Clock (F4)** from **System Mode Menu 2**. **Sys Mode Clock** screen displays.
4. If desired, select **Edit Time (F2)**. **Sys Mode Time** screen displays.
5. Enter current time in HHMMSS format, then press **Enter** . New time and date display. Press **Enter** or **Back** to return to **Sys Mode Menu 2**.
6. If desired, select **Clock (F4)** again, then select **Edit Date (F3)**. **Sys Mode Date** screen displays.
7. Enter current date in MMDDYY format, then press **Enter** . New time and date display.
8. Press **Enter** or **Back** to return to **Sys Mode Menu 2**.
9. From **Sys Mode Menu 1**, press **Restart (F4)** to save and exit.

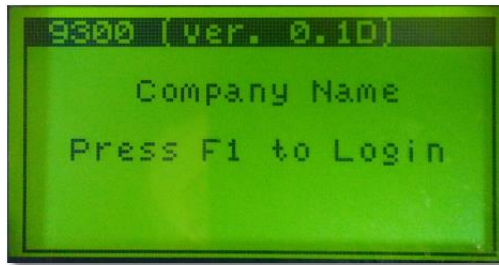


Accessing the Pilot Pro

Logging In


When you power on or restart the Pilot Pro, the idle screen will display and prompt you to log in.

To log in:



1. Press **F1** to log in. **Enter Password** screen displays.



2. Enter password, then press **Enter** . Main screen displays.



Manager Functions

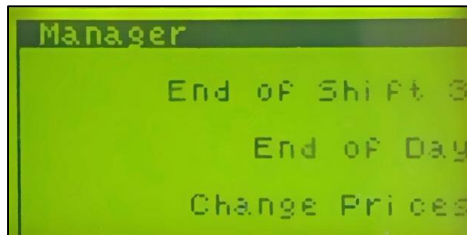
There are three options available from the Manager menu: End of Shift, End of Day, and Change Price.

To access the Manager menu:

1. Select **Manager (F1)**. **Input Password** screen displays.



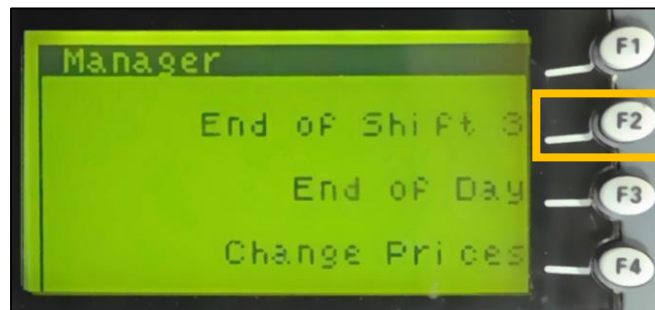
2. Enter **5678**, then press **Enter** . **Manager** screen displays.



End of Shift



The End of Shift function allows you to end the current shift at any time. After ending a shift, a detailed shift report will print and a new shift will automatically begin. You can view the current shift number on the main screen.

To end a shift:



1. From the **Manager** menu, select **End of Shift (F2)**. Receipt prints and **End of Shift** screen displays.



2. Press **Enter**  to end current shift, or press **Cancel**  to cancel.

DETAIL REPORT

EEE Customer Support
106 East 10th Avenue
Post Falls, ID

04/13/2016 00:33:36 PM

REF #	PROD	QUANTITY	%	AMOUNT
11100010090	001	0.009		1.00
11100010091	002	8.620		25.85
11100010092	001	12.107		15.00
11100010093	001	25.829		32.00
11100010094	014	3.583		11.28
11100010095	001	9.686		12.00
11100010096	001	100.525		124.55
11100010097	001	100.300		124.37

SHIFT 200909241533001				

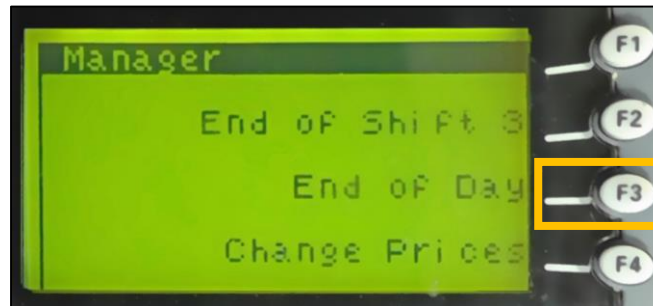
TOTAL SALE:	250.738		\$	346.05
TOTAL RETURN:	-0.000		\$	-0.00

TOTAL AMOUNT	250.738		\$	346.05

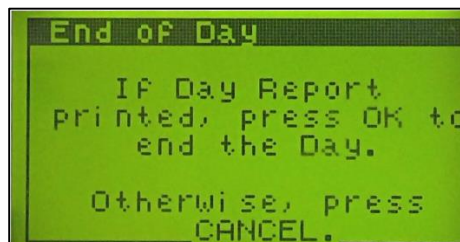
End of Day



When all shifts have finished, or before starting shifts for the day, you can perform an End of Day.

To perform an End of Day:



1. From the **Manager** menu, select **End of Day (F3)**. Receipt prints and **End of Day** screen displays.



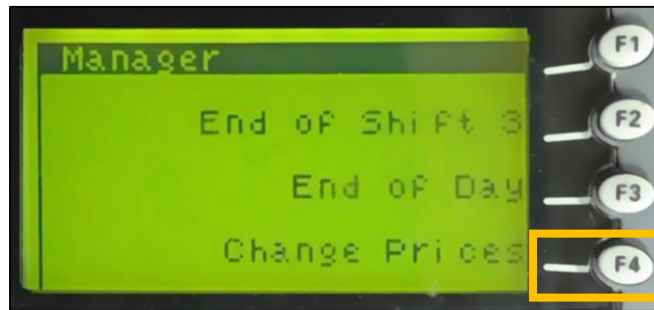
2. Press **Enter**  to end day, or press **Cancel**  to cancel.



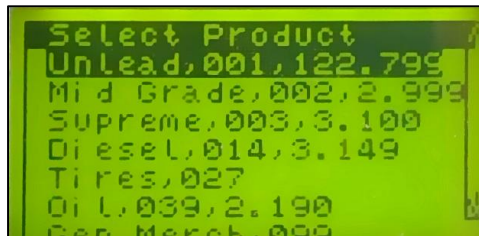
Change Prices


You can use the Pilot Pro to change item prices.

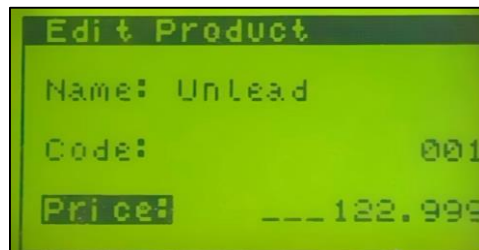
To change prices:



1. From the **Manager** menu, select **Change Prices (F4)**. **Select Product** screen displays.



2. Scroll using **F1** and **F4** to highlight a product, then press **Enter** . **Edit Product** screen displays.

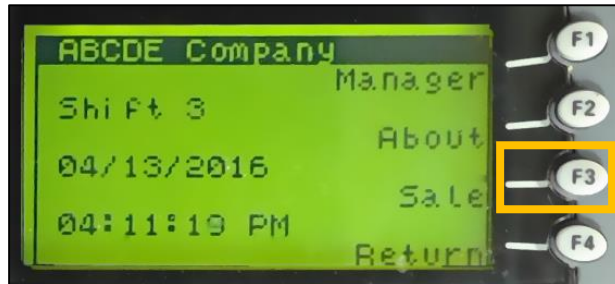


3. Enter new product price, then press **Enter** .

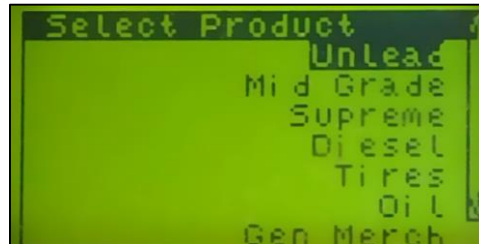
Processing a Sale


The Pilot Pro POS allows you to accept private card payments. When processing transactions on the Pilot Pro, you will add items to the sale for reporting purposes, then enter the price amount for each one.

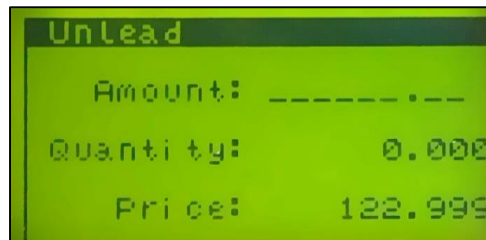
To process a sale:



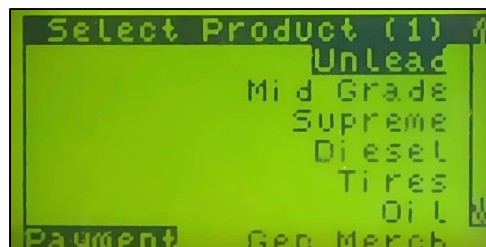
1. From the main screen, press **Sale (F3)**. **Select Product** screen displays.



2. Scroll using **F1** and **F4** to highlight a product, then press **Enter** . **Product** screen displays.



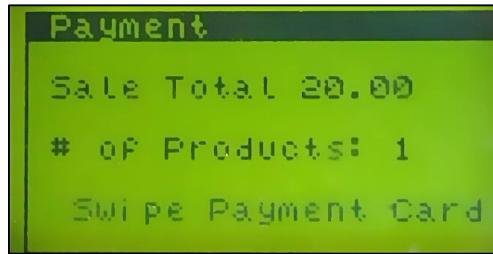
3. Enter total sale dollar amount, then press **Enter** . **Select Product** screen redisplay.



4. If desired, repeat steps 2-3 for additional item(s).



5. Select **Payment (More)**. **Payment** screen displays.



6. Swipe payment card. This finishes the transaction and prints a receipt.

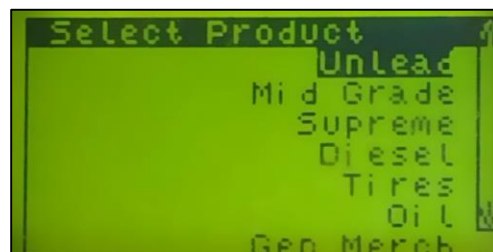
Issuing Refunds


You can issue item refunds to private cards on the Pilot Pro.

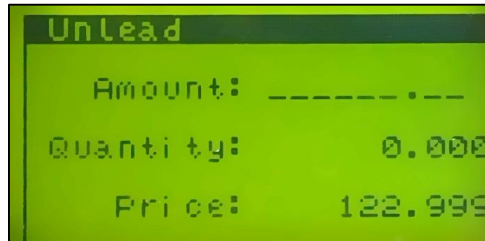
To issue a refund:



1. From the main screen, press **Return (F4)**. **Select Product** screen displays.



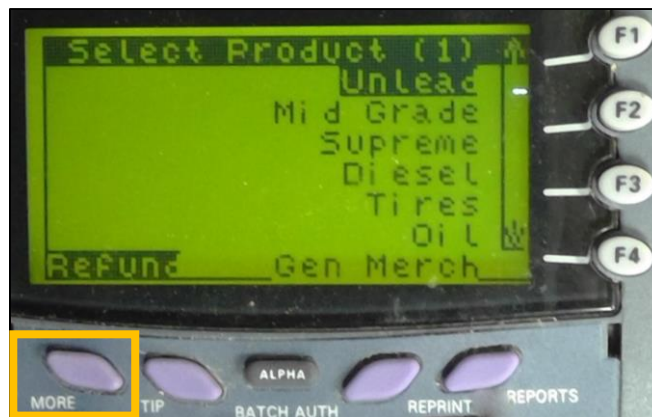
2. Scroll using **F1** and **F4** to highlight a product, then press **Enter** . **Product** screen displays.



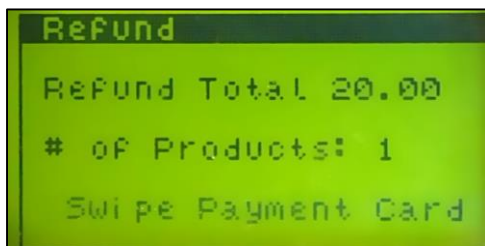
3. Enter dollar amount for the return, then press **Enter** . **Select Product** screen redisplay.



4. If desired, repeat steps 2-3 for additional items.



5. Select **Refund (More)**. **Refund** screen displays.



6. Swipe payment card. This issues the refund and prints a receipt.

General Troubleshooting

Server Not Found

If the Pilot Pro is not communicating with the Site Controller, attempt the following before rebooting the main machines.

1. Power down the Pilot Pro and leave it off for at least 30 seconds.
2. Power on the Pilot Pro again and attempt the following:
 - a. Perform an End of Day up to 5 times.
 - b. If all of the End of Day attempts fail, attempt a balance lookup with a card several times.
3. If unsuccessful in **Step 2**, disconnect the RS232 cable from the back of the Pilot Pro. Leave it disconnected for up to 30 seconds. Reconnect the cable to the same original port RS232.
 - a. Repeat steps 2a and 2b.
4. If unsuccessful in **Step 3**, trace the cable back to the Site Controller and temporarily disconnect the USB-to-serial adapter until the Authorizer application displays a message indicating that the port has gone missing and is unable to communicate.
5. Wait for 30 seconds, then plug the USB-to-serial adapter back into the same original port.
 - a. Repeat steps 2a and 2b.
6. In unsuccessful in **Steps 4** and **5**, try stopping the Authorizer C# application. Leave the application off for 15-20 seconds, then re-launch it and verify that it has opened the port.
 - a. Repeat steps 2a and 2b.
7. If unsuccessful in **Step 6**, attempt to perform a safe restart on the Site Controller.
 - a. Repeat Steps 2a and 2b.
8. If **Step 7** resolved the issue, then you may have one of the following issues:
 - a. The USB-to-serial adapter is faulty.
 - b. There are one or more faulty cables running between the Pilot Pro and the Site Controller. Check for bad connectors or any frayed cables.
 - c. Noise from high power sources is creating noise interference. Replace cables with shielded cables.
 - d. The port on the Pilot Pro is faulty (last resort).
 - e. If you are not having problems with other units, attempt to swap them to see if the problem follows the unit.
9. If unsuccessful in **Step 7**, you may need to verify configuration again. Check all items listed in **Step 8**.

Printer Light is Blinking

If the printer light status light is blinking, then you are either out of receipt paper or running low.

To insert more paper:

1. Press the Printer button to open the lid.
2. Insert a new paper roll in the paper well. Unroll enough paper that the paper is clamped against the printer teeth when the lid is closed.