



Pilot Pro SVC Terminal User Guide

Triple E Technologies, LLC

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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 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 SVC. If you are interested in viewing the Pilot Pro POS version, please visit <http://www.e3tek.com/manuals/> to download it.



Pilot Pro SVC at a Glance

Hardware Shortcut Keys

The Pilot Pro SVC 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 SVC

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

Downloading Pilot Pro SVC 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 3**. 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

You can 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)**, 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** screen.
9. From **Sys Mode Menu 1**, press **Restart (F4)** to save and exit.

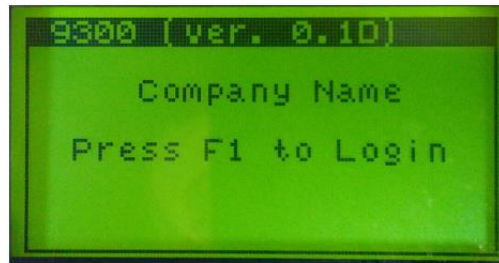


Using the Pilot Pro SVC

Logging In

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

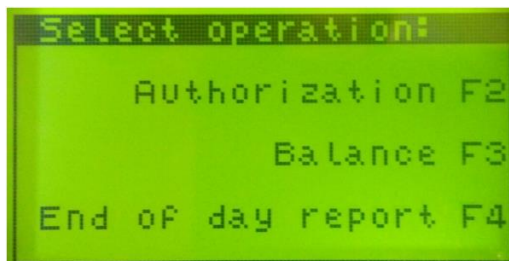
To log in:



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



2. Enter password, then press **Enter** . **Select Operation** screen displays.



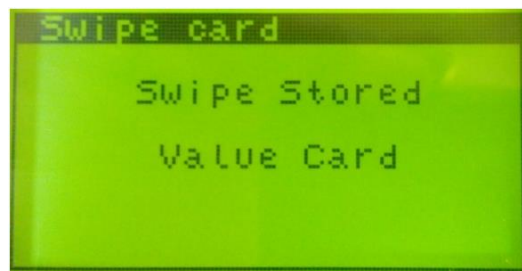
Activating Cards

You can use the Pilot Pro SVC to activate gift cards.

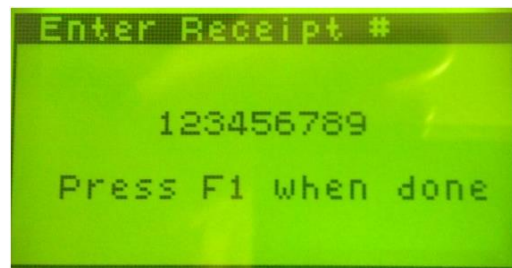
To activate cards:



1. From the **Select Operation** screen, select **Authorization (F2)**. **Swipe Card** screen displays.




2. Swipe card. **Enter Receipt #** screen displays.



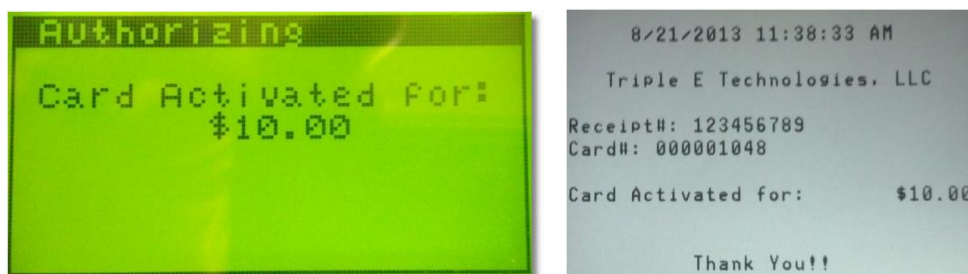
3. Enter gift card receipt number, then press **F1**. **Enter Amount** screen displays.



4. Enter the amount to be added to the card, then press **F2** or **Enter** . **Confirmation** screen displays.



5. Press **F2** or **Enter**  to continue. **Authorizing** screen displays and a receipt prints.



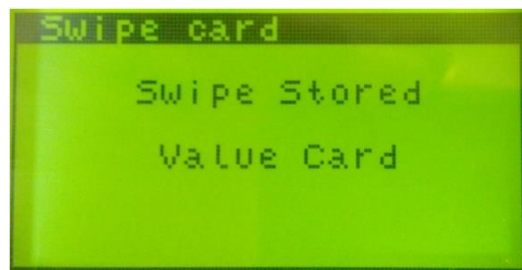
Recharging Gift Cards

You can recharge gift cards using the **Authorization** feature from the **Operations** screen.

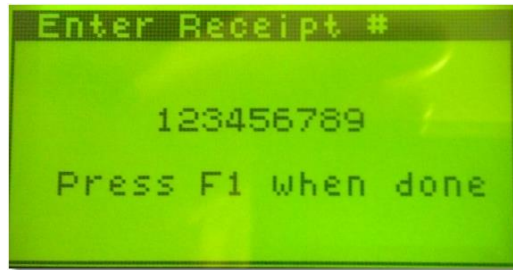
To recharge cards:



1. From the **Select Operation** screen, select **Authorization (F2)**. **Swipe Card** screen displays.




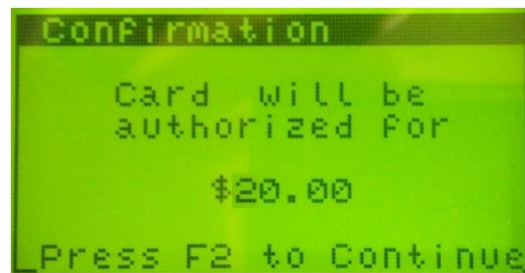
- Swipe card. **Enter Receipt #** screen displays.



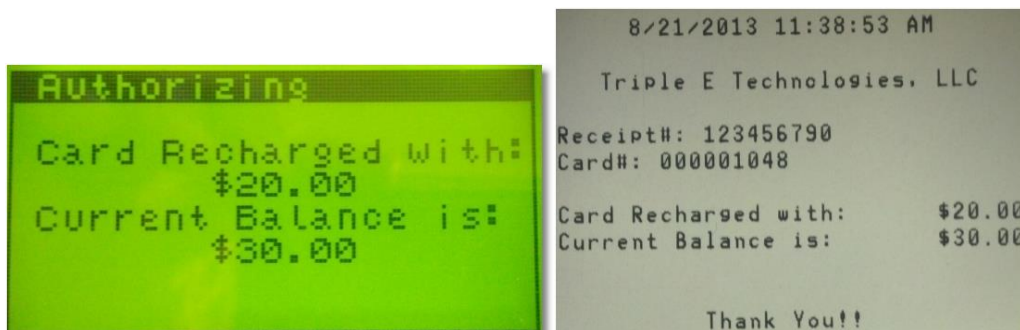
- Enter gift card receipt number, then press **F1**. **Enter Amount** screen displays.



- Enter the amount to be added to the card, then press **F2** or **Enter** . **Confirmation** screen displays.



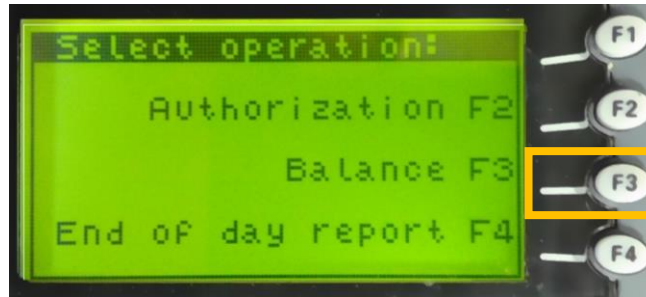
- Press **F2** or **Enter**  to continue. **Authorizing** screen displays and a receipt prints.



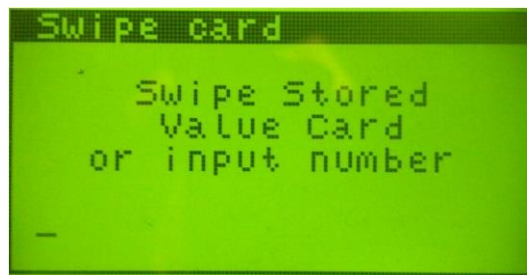
Check Balance


The Balance Inquiry feature allows you to check and print gift card balances.

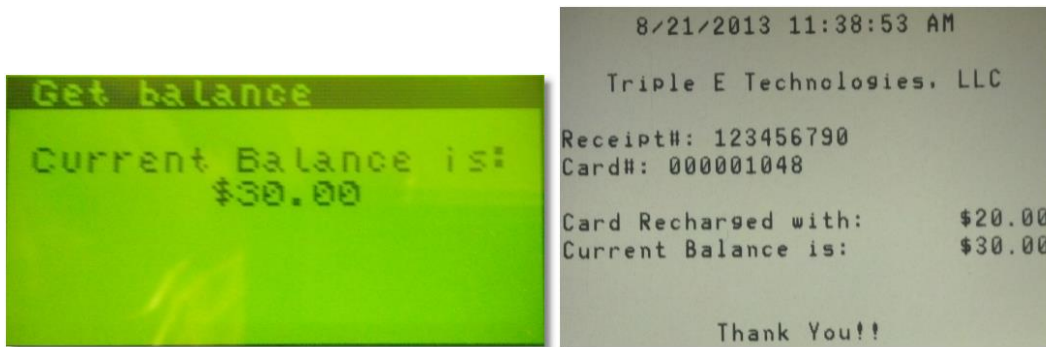
To check balance:



1. From the **Select Operation** screen, select **Balance (F3)**. **Swipe Card** screen displays.



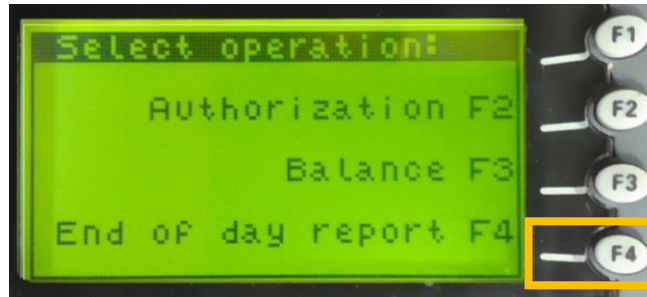
2. Swipe the card, or manually type card number and press **Enter** . Get balance screen displays the current card balance and receipt automatically prints.



End of Day Reporting


By default, the End of Day report includes all activations and recharges for the current day. However, you can use the **+/- Date** keys (**F1/F2**) to move the day forward or back. You can also change the month using the **+/- Month** keys (**F3/F4**). Pressing the **<- ->** keys allows you to enter the date manually using the numeric keys.

To perform End of Day:



1. From the **Select Operation** screen, press **End of Day Report (F4)**. **Input Date** screen displays.



2. If desired, change the **Input Date**.
3. Press **Enter** . This prints the **End of Day Report**.

End Of Day Report			
8/21/2013 11:40:20 AM			
Time	Receipt#	Card#	Amount
Test User			
11:38:33	AM123456789	1048	\$10.00
0			
11:38:53	AM123456790	1048	\$20.00
0			
Total:			\$30.00

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.