

Apple Pay

Technology gives us many ways to pay for goods and services. Using your iPhone or Apple Watch are among them.

Using Apple Pay with your Eagle system is easy.

It's available on Eagle systems from version 24.1 and higher.

You can check this from the File menu on your main Eagle browser page.

You should also be set up to use Epicor Payment Gateway and a certified merchant processor such as First Data, EPX, Global Payments, or WorldPay.

Be sure to take advantage of the marketing benefits in using Apple Pay.

Display stickers advertising that you accept Apple Pay at your store.

You can also contact Apple Map Connect for small business and enter your location, showing that you accept Apple Pay.

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System Requirements

Body Text

System Setup

There are a few system settings that you will need to verify and possibly change to begin using Apple Pay.

Start by opening Options Configuration from your Eagle Browser.

You can type OPT in the launch bar or select it from the System Management menu.

Now, select the ID button on the ribbon menu and enter 1347 in the Option ID dialog box.

Select OK or press Enter.

Make sure that the Current Value column for this option, Contactless payments on system, is set to Yes.

If it is set to No, update it and then select Change in the ribbon menu.

The next step is to verify your Device Configuration.

From the Eagle Browser, choose Utilities and then select Device Configuration.

Find the row in the grid that displays Credit/Debit Pad.

Double click on that row to open the Credit/Debit Pad dialog window.

Choose Options.

On the PinPad Options window, select Contactless Mode E – EMV Contactless.

Make sure that the Use consumer display capability check box is enabled and then select OK.

Double-click the Credit/Debit Pad line to reopen it.

Select Download.

A message displays asking you if the Pad is ready for the download.

With your PinPad installed, Choose Yes, otherwise choose No.

This downloads the RBA or Retail Base Application 12 update to your PinPad device.

When the download has completed, reboot the terminal.

If you need help installing your signature pad, select the Docs button and then choose OK.

This directs you to a PDF document that has instructions for installing the PinPads.

We also included this document in the Course Material for this Training on Demand class.

Once completed, return to the Options choice in Device Configuration, and run the download.

Complete a Transaction

Once you complete configuration and setup, you are ready to start using the Apple Pay feature.

In Point of Sale, post the items as you normally do and total the transaction.

If this is the first time the customer is using Apple Pay on their phone or watch, you might need to walk them through the process.

Here's how to use it on their phone with Face ID and Touch ID.

If they're using Face ID, have them double-click the side button and then glance at the phone to authenticate with Face ID. They can also enter their passcode.

Then hold the phone within a few centimeters of the contactless reader until they see an approval on the display.

Touch ID works much the same way. Have them hold their finger on the Touch ID and hold the phone within a few centimeters of the contactless reader until they see an approval on the display.

Customers can also use their Apple Watch to pay.

Have them double-click the side button and then hold the display within a few centimeters of the contactless reader until they feel a gentle tap from their device.

When the customer confirms the amount, the payment verification from the processor occurs on the pin pad and on the Eagle Point of Sale monitor.

Now you can give the customer their receipt.

They'll also get a notification on their phone or watch that they used Apple Pay.

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