Businesses large and small are susceptible to credit card fraud. Protect yours by setting up EMV credit card processing on your Eagle system.

This Training on Demand module is designed to help you prepare your hardware and software for this transition.

When completed, you will understand what prerequisites are required before you begin, [pause] how to update your existing eligible PIN pads [pause] how to test the pads and enable EMV processing.

Before beginning this course you should have completed the class titled, 'EMV Overview'.

After reviewing that content you are ready to use the 'EMV Checklist' included in the 'Epicor Eagle EMV Implementation Guide'. Both are located in the course materials section of this class.

Be sure to print out both documents prior to beginning.

Let's take a look at some of the items contained on the checklist.

Your LPS will be your primary contact for this EMV conversion.

We have developed EMV implementation packages where the LPS can perform the entire EMV implementation for you.

The LPS can provide you with pricing if you want to share responsibilities with the EMV tasks.

Windows XP PCs are at the end of their support cycle with Microsoft and will require patches, software additions and other configurations to have them ready to run an EMV terminal.

Because the Windows XP operating system is unsupported and no longer receiving security updates, any PCs running it would be considered non-PCI compliant.

Our recommendation is to replace those terminals before updating to EMV.

You will need to take the 'Release 25, update 25.0885.305' Training on Demand course and install the software onto your Eagle system.

Use this link, [pause] to register for the training.

After you have completed it, the software will automatically be sent to you. You must be on this version of Eagle to process EMV transactions.

The eConnect basic setup is also a requirement.

If you did not have eConnect previously installed on your clients, the 'Release 25, update 25.0885.305' client disc will automatically install it.

This basic version of eConnect is required to allow Epicor to collect information from the PIN pads for future updates.

If you already have eConnect installed, eConnect will automatically be updated to the correct level with the upgrade.

Review the Training on Demand courses in the 'eConnect Agenda' for more information on using this feature.

You will need to verify that the following patches are installed on your system.

Review the Course Materials for further detail.

There will be some instances where your PIN pad does not contain a debit key or we will not have the debit key that matches your bank.

If that is the case, then you will have three choices to implement EMV:

1.   Move to Epicor Payment Exchange

2.   Move your banking relationship to a bank with a debit key that Epicor supports.

3.   Exchange your iSC250 PIN pad for one that contains the proper debit encryption key.

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Please note that there is a fee charged for this exchange service. Contact your Epicor Account Manager at *1-800-538-8597 to place an order.

For every station with an iSC250, you will need to update the firmware to RBA 15 and eConnect 3.0256.001.

This allows Epicor to collect information from your iSC250 PIN pads that will be required for updates in the future.

In 'Device Configuration' highlight the 'Credit / Debit Pad' line and double click.

Before you change your PIN pad device to the new RBA you will want to confirm the PIN pad com port setting.

Once you change the PIN pad RBA version, the com port may be reset.

Make note of the current setting for each PIN pad on your 'EMV Checklist'.

Click the 'Device' button.

Choose 'Ingenico iSC250, RBA - 15.05, EMV' and press 'OK'.

You will be returned to the PIN pad Device Configuration screen.

Click the 'Download' button and update the PIN pad to the new version of RBA.

A progress bar will display to indicate that the process has started.

When the update is complete the PIN pad will reboot and return to the idle screen displaying either your logo or the Epicor logo.

Device Configuration will contain 'RBA 15.05' under the Description field, here.

Now that the device has been updated to RBA 15.05 verify that the com port is set the same as prior to the upgrade.

The current com port setting should be available to view in the grid under the 'Connection' heading.

Scroll over to the right to expose the column.

If the com port is not the same, double click on the 'Credit / Debit PIN Pad' line to bring up the Device Configuration screen.

Click on the 'Port' button.

Select the Port value that matches what was noted on your EMV Checklist.

Press 'OK'.

Now that your PIN pad has been updated to RBA 15.05, we strongly advise that you test it before going on to the next step.

To test the PIN pad you will need a credit card.

Click on the 'Test' button in the Device Configuration screen.

If you see an error message you likely do not have the com port configured properly.

Once you have verified that it is, if you still receive an error message power reset the PIN pad. To do this, simply unplug the pads power supply and then plug it back in.

Reboot the PC that it is connected to and then try the test process again.

If you still have issues contact your LPS.

The test screen will display on your terminal and the PIN pad prompts to 'please select card type'.

Choose 'Credit Card' on the PIN pad and then swipe your card.

The PIN pad will display a message to please wait.

Click the 'Total' link on the Test screen.

The PIN pad will now display a message to verify the amount of $ 100.00.

Press 'OK' to confirm the amount on the PIN pad.

The Debit Pad Quick Test screen will display transaction specific information.

Click the 'Authorization' link on the screen to send an 'Approved' message back to the PIN pad.

The screen will display a message asking if test worked.

Select 'Yes'.

In Device Configuration you will see the word 'Success' along with the date in the 'Tested' column for the RBA 15.05 version of the Credit / Debit PIN Pad device.

 Once you have updated all of your PIN pads to RBA 15.05 you will be ready to proceed with the EMV implementation process.

Contact your Epicor Customer Account Manager at this number to place an order to turn on MSY Option 1346.

Epicor licensing will then contact you to set the MSY flag to 'Yes'. A password is required.

Epicor recommends that you convert one iSC250 to EMV and process transactions for 1 week before converting all the pads in your store.

Select one station and go to Device Configuration.

Highlight the 'Credit/Debit' Pad row and double click.

Select the 'Options' button.

In the PIN Pad Options screen check the 'EMV' box and press 'OK'.

Now you will need to download the EMV configuration file.

From the Credit/Debit Pad configuration screen click the 'Options' button again.

Choose the Download button. (Dwn Cont)

When the process is complete the screen will return to the main Device Configuration window.

Watch the Training on Demand course titled, 'Using EMV' for assistance on processing chip enabled cards at your POS stations.

Run EMV transactions on this PIN pad for 1 week.

After the testing period, repeat the EMV upgrade process for the rest of your PIN pads.

After you have finished the EMV implementation you can prevent fraudulent EMV cards from being used at your store.

Be sure to test one POS station for about a week before converting all of your PIN pads.

You and your employees should thoroughly review the EMV training documents and be sure to view the full EMV Training on Demand Agenda.