INTRODUCTION

This guide will explain everything you need to know about the EMV setup and how to successfully run a transaction. There are multiple steps that we need to follow for a successful setup. Don't worry, we are here to help you. Please make sure you have this document handy when it's time to complete your EMV setup. Simply follow all of the steps in order to ensure a smooth transition to EMV.

SETTING UP YOUR HARDWARE

BEFORE YOU START

Ensure the iPad is connected to the correct Wi-Fi network. To do this:

- 1. Tap the **Settings** icon on the iPad.
- 2. Tap **Wi-Fi**.
- 3. Select the correct network and enter your network password.

PLUG IN AND TURN ON THE EMV DEVICE

First, make sure the EMV device is plugged in using the AC adapter that came with the device. The device will boot up to the "Miura Systems" home screen as shown below.



CONNECT THE EMV READER TO THE IPAD USING BLUETOOTH

- 1. Press the **Bluetooth** button located on the upper-right corner of the EMV device for 5 seconds. This will put the device into pairing mode, which is indicated by the flashing blue light in the upper-right corner.
- 2. On the iPad, tap the Settings.
- 3. Tap **Bluetooth**.

4. In the Bluetooth settings on the right side of the screen, locate and tap on Miura XXX to pair the device with the iPad. In order for the pairing to be successful, the code that appears on the Miura device will need to match the code that appears on the iPad as shown below. (The number below is an example yours will likely be different.)





- 5. Tap **Pair** on the iPad and then tap the **Green Checkmark** on the EMV reader.
- 6. After you have successfully paired the device with the iPad, tap the button on your iPad to return to the main screen.
- 7. Tap the **NCR Silver** icon on your iPad to launch NCR Silver.
- 8. Tap the house button in the upper-left corner to return to the home screen. You will see options for **Point Of Sale**, **Back Office** and **Other Functions**.

9. Tap the gear in the upper-right corner to open the **Settings** screen as shown below.



10. Scroll down until you see **PAYMENT TERMINAL** and then tap **View payment terminal details** as shown below.

Close	Settings
POINT OF SALE BUTTONS	
Buttons on left side	\bigcirc
NCR Silver version 3.9.0 (32 bit)	
TRAINING MODE	
Ent	er training mode
Training mode allows you to simula history	ate transactions without adding transactions to
PAYMENT TERMINAL	
View payment terminal details ←	>
BARCODE SCANNER	
Use Bluetooth scanner	
NETWORK TEST	
Test network strength	>

11. Look for the **Miura XXX** device in the **PAIRED PAYMENT TERMINALS** area and ensure it says **Connected**. If it doesn't show as **Connected**, tap it and wait for it to show as **Connected**.

Close	Payment Terminal	
PAIRED PAYMENT	TERMINALS	
Miura 723		Connected
LOG		
View log		>

12. Tap **Close** to exit the POS **Settings** screen and return to the Silver home screen. Once the Miura device is connected in the configuration screen, you should see the **Payment Terminal Connected** on the Silver home screen in the lower-right corner as shown below.

iPad 🕈	SILVER				* 89% =
Welcome, Silver Swim Shop! (i) Money2020	D		٠	Help	Logout
Point of Sale	Back office	Other functions			
3.8.2 (32 bit)		[Payment	terminal: (Connected

Now that you've connected your EMV device, continue with *COMPLETING A SALE* to perform a test transaction from the POS app.

COMPLETING A SALE

In order to complete a sale successfully, follow the instructions listed below. Everything that occurs on the POS screen will also be appearing on the EMV device and prompting the customers for each action they will need to take.

- 1. Log into the Silver app with your POS PIN.
- 2. Place items on the ticket.
- 3. Tap **Checkout** option on the ticket screen.
- 4. Tap the Credit Payment type. You cannot just swipe the card on the EMV reader.

				रे			
L Assign customer				Back to Items	Payment types		
Ticket	Nike xv1 12 / vanilla / v	vhite		\$70.00	Cash	Øİ Check	Non-integrated Credit
Lookup It	Lookup Item			Q >	-	\bigcirc	Level Up
					Non-integrated Gift Card	PrePaid Coupons	LevelUp
				,	Credit Card		
Subtotal				\$70.00		r payment terminar isn	T WORKING
Тах				\$0.00			
Balance Due: \$70.00 Checkout							
Hold	i (X Diear	% Discount	1 Tax			

- 5. When the payment amount screen appears on the POS, tap **Done.**
- 6. After selecting **Done** an image of the EMV reader will appear. At this point, the customer will need to swipe their card on the reader.



- 7. The credit card type will determine the next steps:
 - If the card has a chip The customer will need to swipe the card on the reader and then dip (insert) the card into the reader from the bottom of the EMV device. When the card is dipped into the EMV reader, it will need to remain there until the transaction is complete. Press the Green checkmark on the EMV reader to verify the amount being charged to the card.
 - If the Card **doesn't have a chip** The customer will need to **Swipe** the card across the top of the EMV reader. Then press the **green checkmark** on the EMV reader to verify the amount.





- 8. After the amount has been verified from the EMV reader, the customer will need to **sign on the screen** of the iPad and press **Accept**.
- 9. Once the customer has signed on the iPad, a **verify payment** screen will appear on the iPad. This is where the cashier will need to enter **their POS PIN number** in to process the payment.
- 10. After the POS PIN number is entered, the transaction will then fully authorize and complete the transaction.
- 11. The customer can now remove their card from the EMV device.

VIEWING YOUR CREDIT CARD BATCH

In order to view your credit batch for EMV, you will need to follow the steps listed below as the EMV batch is not posted in your NCR Silver Back Office how it currently is today. You will need your login username and password which will be emailed to the Account Manager once your store has been successfully on-boarded with EMV.

- 1. Log into your Silver Back Office.
- 2. Select **Results > Credit Settlement**.
- 3. Click the **Click here** link as shown below which will launch the portal.

Credit Settlement

To access your credit settlement data, log into the portal using the username and password provided to you By Silver Customer Care at the time you set up your payment terminal device.

Note: This is different than your NCR Silver back office login. If you have forgotten your password, use the Forgot Password on the portal website. If you don't know your username, contact Silver Customer Care for assistance.



NCR Silver Customer Care Available 24/7 Chat, Text or Call Us 877-270-3475

