

PC EFTPOS CHECKLIST



The checklist is designed to ensure that PC EFTPOS installations take place smoothly. Please complete this form with your customer and save it into Jupiter.

NOTE: To aid troubleshooting and help us support your PC EFTPOS system we recommend that you install TeamViewer. Teamviewer can be downloaded at: <http://www.teamviewer.com/en/download>

Merchant Details:

Trading Name: _____

Business Address: _____

IT Support Contact Name: _____

IT Support Contact Number: _____

POS System Details:

POS Company: _____

POS Software: _____

POS Provider Contact Name: _____

POS Provider Contact Number: _____

POS Computer Specs:

This information can be found by right-clicking **Computer** and selecting **Properties**.

Operating System (Windows Edition):

- Windows XP (Service Pack 3 or above)
- Windows XP Embedded (POS-ready variations)
- Windows 7
- Windows 8 / Windows 8.1
- Windows 10
- Other (please specify): _____

System Processor:

(eg. Intel Core i5-4300M 2.6 GHZ): _____

Installed Memory:

(Minimum 1GB, recommended 4GB): _____

One of the following connection methods for the PIN pad:

- Serial/DB9 COM port or
- Single USB port and nearby power point or
- Two available USB ports

Additional Considerations

Internet connection:

Broadband e.g. ADSL, VSDL, fibre, cable

Network/Firewall:

PC EFTPOS needs access to the following internet IP addresses on TCP port 443:

- 202.175.139.199
- 202.175.139.200
- 103.20.137.7
- 202.175.139.198

VX690 WiFi Information

A static (fixed) IP address needs to be provided for a VX690 Wi-Fi. This will make your solution more reliable and simpler to support. Your IT support/Network Administrator or Internet Service Provider's technical support team can provide this information.

Please ask for the following information for your EFTPOS terminal:

IP Address: (eg. 192.168.1.37 or 10.1.1.42) _____

Default Gateway: (eg. 192.168.1.1 or 10.1.1.254) _____

Subnet Mask: (eg. 255.255.255.0) _____

Your wireless access point name (SSID) and password is also required. Your password will not be stored, but please have it available at the time of installation. **If any of the above information changes please contact our Technical Support on 0800 338 767.**