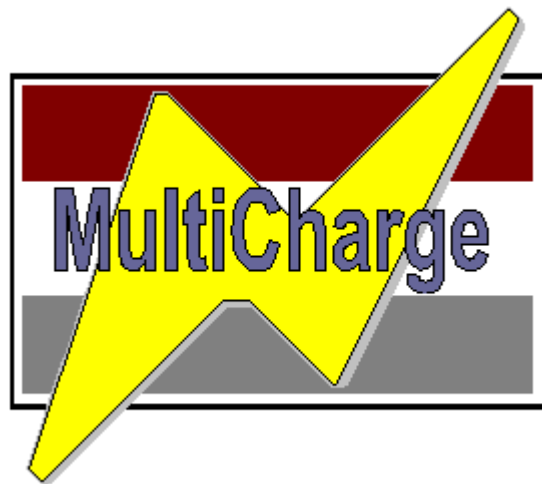


MultiCharge

Credit Card Processing Software



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MULTICHARGE SETUP INSTRUCTIONS

GENERAL SETUP STEPS

1. Install Modem hardware and drivers per manufactures instructions
2. Install MultiCharge
3. Identify Receipt Printer and Report Printer
4. Set Path to Processor (necessary on network stations only).
5. Enter modem information including initialization string and phone numbers.
6. Enter bank number, terminal ID, and merchant number.
7. Set any other program options (i.e. password, decimal placements, etc.)

INSTALLING MULTICHARGE

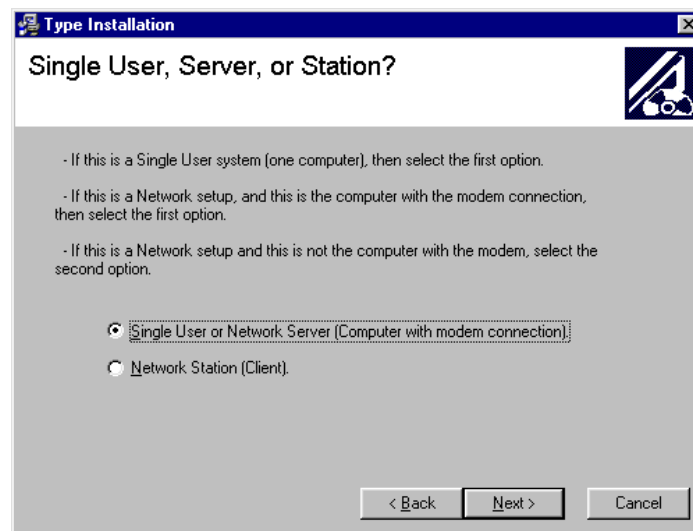
Downloaded...

You can find the setup file, mcsetup.exe with Window's Search or Find Feature. If you know where the setup file was downloaded, locate it with Windows Explorer, My Computer, or Run, Browse. Double click the file to begin the installation program.

On CD...

Insert the CD into the CD-ROM drive of your computer. Select, **Start, Run** and enter **D:\mcsetup.exe**, then click **OK** (where D: is the drive letter corresponding to your CD-ROM drive.)

The installation program will start, generally you will select all the default options. If this is a network station, you will select the **Network Station** option on the **Type Installation** window during this installation (see below).



PRINTERS

Report Printer

To print reports with MultiCharge you will need a full-page printer (inkjet or laser printer). Set the Windows default printer to this printer. Do not set your receipt printer as the Windows default printer.

Note: Even if you don't have a laser or inkjet printer connected to your computer, you should still set the Windows default printer to one of these types of printers. Then MultiCharge's report printing capabilities (and many other programs) will be able to correctly format and display printable (WYSIWYG) information on your screen. If you don't have a printer driver installed, use Windows' ADD PRINTER WIZARD to install one of the drivers included with Windows. Any HP Laser is a good choice.

Receipt Printer

As explained above, don't set the receipt printer as the Windows default printer or MultiCharge's reporting capabilities won't be able to format a full page report (see Report Printers above). MultiCharge will remember the printer you select as the receipt printer without setting it to the Windows default printer.

To set your receipt printer to print charge slips with MultiCharge, select **Setup, Charge Slip Setup**, and then identify the receipt printer from the dropdown list. Enter a charge slip heading and select from the available options.

Note To Regit POS Users: Normally, Regit Point of Sale will be controlling the printing of your charge slips. However, you should still set MultiCharge to print to your receipt printer as you may occasionally have a reason to print directly from MultiCharge. (For example, printing a past charge slip. Regit can reprint the last charge slip, but if you want one further back you will need to go directly to MultiCharge).

SETTING THE PATH TO PROCESSOR

MultiCharge is actually two programs--(1) the MultiCharge Interface, and (2) the MultiCharge Processor.

- (1) The **MultiCharge Interface** is the user interface where credit cards are swiped, reports are constructed/viewed/printed, and program settings are made. Often third party software (such as Regit Point of Sale) will perform many of the same functions of the MultiCharge Interface.
- (2) The **MultiCharge Processor** runs invisibly in the background (and only on the server for network installations). The Processor dials the modem, connects with your credit card processing company, exchanges credit card data, then passes the data back to the Interface.

In order for the MultiCharge Interface to pass and receive data from the MultiCharge Processor, it must know where the Processor is located (the path to the processor).

Setting the Path to Processor on a Single User System

On a Single User System, the path to the processor will set automatically.

Single User paths will normally be the default path: c:\MCharge.

If for some reason you need to change the settings, then you may enter the alternate path within the MultiCharge Interface by selecting **Settings, Path To Processor**.

Setting the Path to Processor on a Network Server

On a Network Server, the path to the processor will be set automatically.

Network server paths will normally be the default path: c:\MCharge.

If for some reason you need to change the default settings, then you may enter the alternate path within the MultiCharge Interface on the server by selecting **Settings, Path To Processor**.

Setting the Path to Processor on Network Station

For network stations, the path to the processor should reflect the network path to the MultiCharge directory/folder on the server. An example where the server or computer name with MultiCharge and modem installed is MainComp, and the shared drive where MultiCharge is installed is C_Drive, the path to the processor would be: \\MainComp\C_Drive\MCharge

To set or change this path, use the MultiCharge Interface on the station and select **Settings, Path To Processor**.

STARTING MULTICHARGE

As explained previously, MultiCharge is actually two programs--(1) the *MultiCharge Interface*, and (2) the *MultiCharge Processor*. The *MultiCharge Interface* is where credit cards are swiped, reports are constructed, and settings are made. The *MultiCharge Processor* dials the modem, exchanges data with the host, then passes the data back to the Interface. The Processor runs invisibly in the background and only on the server for network installations. The *MultiCharge Processor* must be running to process credit cards.

The *MultiCharge Interface* runs on the server and any station where credit cards are to be processed. The Interface does not have to be running to process credit cards using third party software. Third party software (such as Regit Point of Sale) also have interfaces that communicate directly with the *MultiCharge Processor*

To start the *MultiCharge Processor*, simply start the *MultiCharge Interface* by clicking the Lightning Bolt Icon on the Windows desktop (do this on the server for network installations). Both the Interface and Processor will load. You may close (Exit) the *MultiCharge Interface* screen if you will be using another software to communicate with the Processor. The Processor will remain running as can be seen by the Yellow Lightning Bolt in the System Tray.

The *MultiCharge Processor* can be closed/unloaded by selecting **File**, then **Exit and Unload Processor** in the *MultiCharge Interface*. It is not necessary to unload the Processor as it will be unloaded when your computer is shut down.

Automatic Startup

Note: Remember, it is not necessary to run the MultiCharge Processor on the network stations.

To load/run the MultiCharge Processor each time Windows starts:

1. Click **Start**, point to **Settings**, and then click **Taskbar & Start Menu**.
2. Click the **Start Menu Programs** tab.

3. Click **Add**, and then click **Browse**.
4. Locate the MultiCharge Processor (C:\MCharge\mcp.exe) and then click it.
5. Click **Next**, and then double-click the **StartUp** folder.
6. Type the name that you want to see on the StartUp menu, and then click **Finish**.
7. If Windows prompts you to choose an icon, click one, and then click **Finish**.

MODEM SETUP

Note: Modem settings are made only on the server for network systems.

Select **Setup, Modem Setup**. Select an initialization string for your modem, the communication port (serial port), and enter the primary and alternate phone numbers.

SYSTEM SETUP

Access to the System Setup Options is from the **Setup** menu, **System Setup** selection.

AVS Tab

If you will be using the Address Verification System, select the verification type you will be using.

Entry Tab

- If you will be using Electronic Commerce or Pre-Authorization transactions check the box to place those options on your sales screen. (Note: Electronic Commerce transactions may require NOVA Information Systems, Inc. approval.)

- When **Don't Automatically Place Amount's Decimal** is selected, MultiCharge will insert a decimal point between the second and third digit from the right. For example, if you enter 859, the amount becomes 8.59. When not selected, MultiCharge places the decimal point at the end. For example, if you enter 859, the amount becomes 859.00.

- You may set the system to alert you if an amount is higher or lower than your normal sale.

Processor Tab

- **Prompt For More Time After nn Seconds**. If the transaction has not complete after this many seconds, the system will prompt for additional time or to cancel.

- **Redial Attempts**. A "1" will dial the original plus one more attempt.

- **Dial Connect Timeout**. If the modem cannot make a connection and cannot disconnect itself, the system will disconnect it after this many seconds.

Batch Tab

Shows the current batch number and the last transaction number. These should not be changed unless you become "Out of Sync" with the host.

Password Tab

If you wish to password protect MultiCharge from unauthorized use, enter a password here. Passwords must be at least 6 characters. To turn off password protection, enter a blank as a new password.

Term ID Tab

Enter your bank number, terminal ID, and merchant number given to you by your processing company. These unique numbers identify you to the host.

MULTICHARGE NETWORK SETUP/INSTALLATION

Running MultiCharge on a network requires only one modem. This modem will normally reside on the computer selected as the server. This computer does not actually have to be a server; the system will function on a Windows peer to peer network. The computer you choose to act as the server must be installed with the "Single User or Network Server" option during the MultiCharge Installation. All other computers on the network will be installed with the "Station" option during installation.

Processor/Server Setup Steps

1. Select one computer to act as the processing computer.
2. This computer will also have the modem to be used with MultiCharge.
3. Install MultiCharge using the "Single User or Network Server" installation option.
4. Share the computer's path to MultiCharge.
5. Sharing the path varies slightly with different versions of Windows. On a Win95/98/Me machine, open My Computer, highlight the C drive, select **File**, then **Sharing...**
6. In the sharing window give the C drive a name like C_Drive, access type should be FULL, and no password.
7. Set/change any MultiCharge Options following the instructions in the System Setup section.

Station Steps

1. Install MultiCharge using the "Station" option during the MultiCharge installation.
2. Set the Path To Processor to point to the server/processor (see Setting Path To Processor).
3. Set/change any MultiCharge Options following the instructions in System Setup section.

SETTINGS IN REGIT POINT OF SALE

On a Regit Server or Stand Alone

1. In Regit Office select Setup, then Charge Card Setup.
2. Choose the MultiCharge Selection.
3. Select the Path to Charge Program (normally default path C:\MCharge\).
4. Select the Charge Slip Printer (normally Default to Receipt Printer).
5. The charge slip will use the heading entered in the Regit Receipt/Invoice Setup.
6. Select the More Button to choose between additional available options.
7. Select OK/Save. The Regit Cash Register must be restarted to pick up these new settings.

On a Regit Station

(Each station has separate charge-card setting and must be set individually.)

1. In the station's Regit Office select Setup, then Charge Card Setup.
2. Choose the MultiCharge Selection.
3. Select the Path to Charge Program. This will be the same network path identified in "Path to Processor" (see Setting Path to Processor).
4. Select the Charge Slip Printer (normally Default to Receipt Printer).
5. The charge slip will use the heading entered in the Regit Receipt/Invoice Setup (a network-wide setting).
6. Select the More Button to choose between additional available options.
7. Select OK/Save. The Regit Cash Register must be restarted to pick up these new settings.