

**Obtain the High-Speed Modem/Router's IP Address**

**Note:** The high-speed modem/router's IP address is known as the **GWay** on the Verix IP and as the **Default Gateway** on the PC.

Thank you for your decision to process credit card transactions with RBS WorldPay using the Verix IP. In order for the terminal to function properly, ensure that the following requirements are met.

Requirements	
Requirement	Additional Information
<b>General Requirements</b>	
You must supply a Cat 5 cable to connect the Verix IP to the high-speed modem/router.	<ul style="list-style-type: none"> <li>The cable must be shorter than 100 yards.</li> </ul>
You must have access to the Internet.	<ul style="list-style-type: none"> <li>Virtual Private Network (VPN) will not work with the Verix IP.</li> <li>IPSec connections will not work with the Verix IP.</li> </ul>
You must have a high-speed Internet connection using a DSL modem or a Cable Modem.	<ul style="list-style-type: none"> <li>Dial-up Internet connections will not work with the Verix IP.</li> </ul>
Your Internet connection must be configured to allow multiple Internet-enabled devices to operate simultaneously.	<ul style="list-style-type: none"> <li>The high-speed modem/router must have an open Ethernet port (RJ-45 connection) to connect to the Verix IP.</li> <li>Your Internet connection must be set up to allow additional devices. <ul style="list-style-type: none"> <li>Internet Service Providers (ISPs) can detect if additional devices have been added to the Internet connection. If your Internet service is not set up for multiple devices, the Verix IP or PC may not work.</li> <li>Check with your ISP to see if your service allows multiple devices.</li> </ul> </li> </ul>
<b>PC Requirements</b>	
Upon installation, your high-speed modem/router may require you to enter a user name and password through a PC.	<ul style="list-style-type: none"> <li>The high-speed modem/router user name and password cannot be entered through the Verix IP.</li> <li>If there is no PC connected to the high-speed modem/router to enter the user name and password, contact your ISP for assistance.</li> </ul>
<b>Firewall Requirements</b>	
You should have a firewall installed in accordance with Visa CISP guidelines (see the following page).	<ul style="list-style-type: none"> <li>Some firewalls may require additional configuration to process Verix IP transactions. RBS WorldPay cannot assist with the configuration of the firewall.</li> </ul>
<b>DHCP and Static IP Address Requirements</b>	
<p>Most high-speed modems/routers are configured for Dynamic Host Control Protocol (DHCP).</p> <p><b>Note:</b> DHCP is a protocol in which the ISP assigns an IP address to the Verix IP when it connects to the Internet.</p>	<ul style="list-style-type: none"> <li>The Verix IP is configured by default to work with a DHCP high-speed modem/router.</li> <li>The Verix IP can process transactions on a high-speed modem/router that is configured for DHCP or a static IP address.</li> <li>The Verix IP needs to be configured to use a <b>static IP address</b> (See <i>Static IP Configuration Instructions</i> below).</li> </ul>

Static IP Configuration Instructions	
Step	Action
1. From the main screen, open the <b>VMAC</b> menu.	Press <b>[*]</b>
2. Select <b>Comm Server</b> from the <b>VMAC</b> menu.	Press <b>[F3]</b>
3. Select <b>Config IP</b> .	Press <b>[F1]</b>
4. Select the appropriate option that you want to change: <ul style="list-style-type: none"> <li>IP Address</li> <li>Subnet Mask</li> <li>Gateway</li> <li>DNS Primary</li> <li>DNS Secondary</li> </ul>	To <b>scroll</b> , press <b>[MORE]</b>
5. Press the backspace key to remove the current address.	Press <b>[←]</b>
6. Type the appropriate address and then press the enter key.	Type address Press <b>[↵]</b>
<b>Note:</b> To make a dot in the IP address, press <b>[.]</b> once and then <b>[ALPHA]</b> three times.	
7. Use the purple <b>More</b> key to select <b>Save and Exit</b> .	To <b>select</b> , press <b>[MORE]</b>
8. Press <b>Enter</b> to save the settings	To <b>save</b> , press <b>[↵]</b>
9. Return to the <b>VMAC</b> menu.	Press <b>[*]</b>

Communications Menu	
Screen Prompt	Action
From main screen	1. Press <b>[4]</b>
Communications Password:	2. <b>Password</b> + <b>[ENTER]</b>
Communications Prev Now Using Next Dial Only Edit Exit	3. Press <b>Edit</b> <b>[F3]</b>
Communications Now Using Prev Dial Only Next Slct New: Exit Internet Only	4. Press <b>Next</b> <b>[F2]</b> To view options, press: <b>Next</b> <b>[F2]</b> <b>Prev</b> <b>[F1]</b>
<b>Note:</b> There are only 3 communication options available: <b>Internet Only</b> – Connects using Internet only <b>Auto Dial Backup</b> – Attempts Internet connection first; if unable to connect via Internet, attempts phone line connection <b>Dial Only</b> – Connects using phone line only	
Communications Now Using Prev Dial Only Next Slct New: Exit Auto Dial Backup	5. Select communication option. Press <b>Slct</b> <b>[F3]</b> or <b>[ENTER]</b>
Communications Prev Now Using Next Auto Dial Edit Backup Exit	6. Press <b>Exit</b> <b>[F4]</b>

Definitions	
Term	Definition
<b>DHCP</b>	Dynamic Host Configuration Protocol; A TCP/IP protocol that enables a network connected to the Internet to assign a temporary IP address to a host automatically when the host connects to the network.
<b>Ethernet</b>	A standard for high-speed networks that allows multiple devices to communicate with one another. Ethernet is commonly used to refer to a Local Area Network (LAN).
<b>firewall</b>	A security system intended to protect an organization's network against external threats, such as hackers, coming from another network, such as the Internet.
<b>IP Address</b>	Internet Protocol Address; A binary number that uniquely identifies a host (computer) connected to the Internet to other Internet hosts.
<b>ping</b>	A protocol for testing whether a particular device is connected to the Internet or Ethernet by sending a packet to its IP address and waiting for a response. To test whether a computer is connected to the Internet using the ping utility.
<b>static IP address</b>	An Internet Protocol (IP) address that remains the same at all times.

Troubleshooting Checklist
<b>All lights on the modem are off.</b>
1. Confirm the modem is plugged in and all cables are securely connected (see diagram on back).
2. If the lights on the modem are not illuminated, move the modem to a different electrical outlet. Turn the power switch to <b>OFF</b> , then <b>ON</b> again.
3. If the lights are not illuminated, there is something wrong with either the power supply or the modem. Contact your Internet provider for assistance.
<b>Modem power light is on, but SYNC light is off.</b>
1. Confirm the Internet cable is securely connected to the port on the rear of the modem (see diagram on back).
2. Turn the power switch to <b>OFF</b> , then <b>ON</b> again.
3. If the problem is not solved, contact your Internet provider to verify that your Internet service is working.
<b>Power and SYNC lights are on, but the LAN light for the Verix IP is off.</b>
1. Verify the Ethernet cable is securely connected to the LAN port on the back of the modem (see diagram).
2. Verify the Ethernet cable is securely connected to the 10BaseT port on the terminal.
<b>Note:</b> The green light on the 10BaseT port should be lit if the power is on for the terminal and modem and the Ethernet cable is good.
3. Confirm the power supply cable for the Verix IP is securely connected to the terminal.
4. If there is another piece of equipment using the modem (PC or another Verix IP), see if it can process a transaction. If so, then the problem is likely hardware related. Swap the cables and/or move the problem cable to a different port on the modem.
5. Contact your Internet provider for assistance if the problem is not solved.

### RBS WorldPay Support for Verix IP Dual Comm Merchants

RBS WorldPay can verify the Verix IP is operating properly by running a diagnostic “ping” test. The ping test verifies:

- Ethernet connectivity between the Verix IP terminal and the high-speed modem/router.
- The Verix IP terminal is properly configured on your Ethernet.

**Note:** *The ping test does not show if your Ethernet is properly configured to access the Internet or RBS WorldPay. If the terminal can ping the high-speed modem/router and transactions can process through the phone line, but not through the high-speed Internet connection, it is unlikely that there is a problem with the terminal.*

You are responsible for working directly with your ISP or IT professional to resolve issues with your Internet service.

RBS WorldPay cannot advise or troubleshoot issues with your Internet connection or Ethernet configuration. You must contact your ISP or seek professional IT help for Internet and Ethernet issues.

### Payment Card Industry (PCI) Data Security Standard

As a merchant who accepts credit cards, protection of cardholder data information is your responsibility. In an effort to protect cardholder data, Visa and MasterCard have developed the Payment Card Industry (PCI) Data Security Standard that you are required to follow. This program has been designed to address concerns over cardholder data theft and establish an industry standard to protect and secure cardholder data regardless of where it is located.

As a credit card accepting merchant, you are required to adhere to the PCI security requirements as well as notify RBS WorldPay if a security breach of cardholder account information has occurred.

For additional information regarding the PCI Data Security Standard, you can visit <http://www.visa.com/cisp> and <https://sdp.mastercardintl.com/merchants/index.shtml>.

**Merchants that do electronically store and transmit cardholder data**, regardless if you conduct business through a website, by mail order, by telephone order, or in a store front, are required to be compliant with PCI Data Security requirements.

**Merchants that do not electronically store cardholder data**, but physically store cardholder data are also required to be compliant with PCI Data Security requirements.

#### To be compliant with PCI Data Security requirements, you must:

- Install and maintain a working firewall to protect data.
- Keep security patches up-to-date.
- Protect stored data
- Encrypt data sent across public networks.
- Use and regularly update anti-virus software.
- Restrict access to cardholder information by a “need to know” basis.
- Assign a unique ID to each employee with computer access.
- Change vendor-supplied default passwords and security parameters.
- Track all access to data by unique ID.
- Regularly test security systems and processes.
- Implement and maintain an information security policy.
- Restrict physical access to data.

**Note:** *If you use outside vendor hardware and/or software to authorize and process your transactions, and the vendor stores, transmits or processes any of your cardholder data, they must also be compliant with PCI Data Security requirements.*

### Example of a Typical DSL setup

