

Gasboy EMV Solutions

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# Gasboy<sup>®</sup> EMV<sup>®</sup> Installation and Software Setup Instructions Manual

## **SAFETY CONSIDERATIONS**

Read all warning notes and instructions carefully. They are included to help you installing the Product safely in the highly flammable environment of the fuel station. Disregarding these warning notes and instructions could result in serious injury or property damage. It is the installer responsibility to install, operate and maintain the equipment according to the instructions given in this manual, and to conform to all applicable codes, regulations and safety measures. Failure to do so could void all warranties associated with this equipment.

Remember that the fuel station environment is highly flammable and combustible. Therefore, make sure that actual installation is performed by experienced personnel, licensed to perform work in fuel station and at a flammable environment, according to the local regulations and relevant standards.

### **WARNING - EXPLOSION HAZARD**

Use separate conduit for the intrinsically safe. Do not run any other wires or cables through this conduit, because this could create an explosion hazard.

Use standard test equipment only in the non- hazardous area of the fuel station, and approved test equipment for the hazardous areas.

In the installation and maintenance of the Product, comply with all applicable requirements of the National Fire Protection Association NFPA30 “Flammable and Combustible Liquids Code”, NFPA 30A “Code for Motor Fuel Dispensing Facilities and Repair Garages”, NFPA 70® “National Electric Code”, federal, state and local codes and any other applicable safety codes and regulations.

Do not perform metal work in a hazardous area. Sparks generated by drilling, tapping and other metal work operations could ignite fuel vapors and flammable liquids, resulting in death, serious personal injury, property loss and damage to you and other persons.

### **CAUTION - SHOCK HAZARD**

Dangerous AC voltages that could cause death or serious personal injury are used to power the Product. Always disconnect power before starting any work. The Product has more than one power supply connection points. Disconnect all power before servicing.

### **WARNING - PASSING VEHICLES**

When working in any open area of fuel station, beware of passing vehicles that could hit you. Block off the work area to protect yourself and other persons. Use safety cones or other signaling devices.

### **WARNING**

Components substitutions could impair intrinsic safety.  
Attaching unauthorized components or equipment will void your warranties.

## **CAUTION**

Do not attempt to make any repair on the printed circuit boards residing in the Product, as this will void all warranties related to this equipment.

## **PROPRIETY NOTICE**

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## **DISCLAIMER**

This document is provided for reference only. Although every effort has been made to ensure correctness, ORPAK SYSTEMS does not guarantee that there are no errors or omissions in this document.

## **FCC COMPLIANCE STATEMENT**

The FCC Wants You to Know:

This equipment has been tested and found to comply with the limits for a Class B & C digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- a) Reorient or relocate the receiving antenna.
- b) Increase the separation between the equipment and receiver.
- c) Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- d) Consult the dealer or an experienced radio/TV technician.

## **FCC WARNING**

Modifications not expressly approved by the manufacturer could void the user authority to operate the equipment under FCC Rules.

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# Table of Contents

---

<b>1 – Introduction</b>	<b>1-1</b>
Purpose . . . . .	1-1
Intended Users . . . . .	1-1
Related Documents . . . . .	1-1
Abbreviations and Acronyms . . . . .	1-2
Description . . . . .	1-3
Islander PRIME EMV Specifications . . . . .	1-4
Preparing for Initial EMV Setup . . . . .	1-4
<b>2 – Important Safety Information</b>	<b>2-1</b>
<b>3 – BV1000 EMV Replacement Spare Parts</b>	<b>3-1</b>
Replacement Spare Parts Table . . . . .	3-1
Replacement Spare Part Kits Overview . . . . .	3-1
Replacement Spare Part Kits Illustration/Description . . . . .	3-2
Replacement Spare Part Illustration/Description . . . . .	3-4
<b>4 – Installing BV1000 EMV Hardware</b>	<b>4-1</b>
Required Tools . . . . .	4-1
Hardware Installation . . . . .	4-1
Installing EMV Contactless Reader (Canada Only) . . . . .	4-6
<b>5 – Network Configurations</b>	<b>5-1</b>
nOrCU Administrator/Network Setup . . . . .	5-3
<b>6 – Prime Software Versions and Configurations</b>	<b>6-1</b>
Minimum Software Versions . . . . .	6-1
Important IP Addresses for Setup . . . . .	6-2
SiteOmat Forecourt Setup . . . . .	6-3
IP Addresses and Ports for EMV Hardware Groupings . . . . .	6-4
SiteOmat Global Setup (CFN/Pacific Pride US Customers Only) . . . . .	6-8
OrPAY Setup . . . . .	6-10
<b>7 – Globalcom BV1000 EMV Card Reader Setup</b>	<b>7-1</b>
Purpose . . . . .	7-1
Gasboy Globalcom EMV Application . . . . .	7-1
Gasboy Globalcom EMV Application Installation . . . . .	7-2
Requirements . . . . .	7-2
Installation . . . . .	7-2
Connecting To and Configuring BV1000 EMV Card Readers . . . . .	7-3
Card Payment Processing Solution Setup . . . . .	7-7
NBS US (US Credit Cards) . . . . .	7-7
Apriva + CFN CA (Canada Credit/Debit and Fleetcor CFN) . . . . .	7-8
CFN Only US/CA (CFN/Pacific Pride Cards) . . . . .	7-10
Finalizing Setup of BV1000 EMV Card Readers . . . . .	7-11

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Appendix A: Card Compatibility List	A-1
Appendix B: PDI PaySafe Installation Quick Guide	B-1
Appendix C: Addressing Pairing and Tamper State Errors	C-1
Appendix D: NACS/PCAT Product Codes	D-1
Appendix E: CFN Product Codes	E-1
Appendix F: Globalcom Error Codes and Description	F-1
Appendix G: EMV Troubleshooting	G-1
Using the Gasboy Globalcom Support App for Troubleshooting	G-1
Get Support Information from BV1000	G-2
Ping from Terminal	G-2
Get Last Sale Information	G-3
Check for Deployment Issues	G-3
Email Support Info to Gasboy using Outlook	G-4
Save Support Info to Disk and Copy Support Info to Clipboard	G-5
Reboot Terminal	G-5
Status Flags	G-6
Troubleshooting Checks with Corrective Actions	G-7
Orpay 1000 Terminal Displays Red Message "BV1000 communication error"	G-7
The Gasboy Globalcom Application Presents a Tamper Status is Violated.	G-8
Or The Gasboy Globalcom Application Presents a Status Flag of One of the Following:	G-9
BV1000 Card Reader will not Authorize Credit Cards	G-10
BV1000 Card Reader will not authorize Credit Cards due to no connectivity to Payment Processor.	G-11
Fleet Credit Cards (WEX, Voyager) are Declined by Network.	G-12
Card will not Insert into Reader.	G-12
Orpay 1000 Terminal Reboots Itself When Card Reader is Used.	G-12
Appendix H: Advanced EMV Troubleshooting	H-1
Config Tab	H-1
TermConfig Tab	H-2
Keys Tab	H-2
Info Tab	H-3
About Tab	H-3
Appendix I: EMV Setup Canada Options	I-1
Require Authorized User	I-1
Purpose	I-1
Setup Instructions	I-2
Enforce preset amount selection as part of credit/debit authorization	I-8
Purpose	I-8
Setup Instructions	I-9

Finalize Transaction to the Preset Amount in Case of Pump Overrun . . . . . I-15  
    Purpose . . . . . I-15  
    Setup Instructions . . . . . I-15  
Cardlock Training Instructions Acknowledgment. . . . . I-20  
    Purpose . . . . . I-20  
    Prerequisites . . . . . I-20  
    How It Works: The Training & Receipt Process . . . . . I-21  
    Setup Instructions . . . . . I-23

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# 1 – Introduction

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## Purpose

This manual provides information specific to hardware installation and software setup for the Gasboy® EMV (Europay®, MasterCard®, and Visa®) PCI PIN Transaction Security (PTS) credit card and fuel card networks for the Islander and Island Card Reader (ICR) PRIME systems. The following information pertaining to the Gasboy EMV PCI PTS solution is included:

- Description of parts and peripherals.
- Instructions for setting up the system hardware.
- Instructions for programming the PRIME software and BV1000 EMV card readers.
- Instructions for servicing and troubleshooting the system.

## Intended Users

This manual is intended for Authorized Service Contractors (ASC) certified on Islander PRIME systems and who will be involved in their installation, setup, and servicing.

## Related Documents

<b>Document Number</b>	<b>Title</b>	<b>GOLD<sup>SM</sup> Library</b>
MDE-4821	Fleet Head Office System Installation and User's Manual	Gasboy
MDE-5411	Islander PRIME Installation Manual	Gasboy
MDE-5414	Fleet Solutions SiteOmat360 Setup and Maintenance Manual	Gasboy
MDE-5415	SiteOmat360 User Manual	Gasboy

## Abbreviations and Acronyms

<b>Term</b>	<b>Description</b>
ASC	Authorized Service Contractor
CAT5	Category5
CFN	Commercial Fueling Network
DNS	Domain Name System
DHCP	Dynamic Host Configuration Protocol
EMV	Europay, Mastercard, and Visa
ET	Edge Technologies
FHO	Fleet Head Office
FTP	File Transfer Protocol
GUI	Graphical User Interface
GW	Gateway (Router)
HCR	Hybrid Card Reader
ICR	Island Card Reader
IP	Internet Protocol
ISP	Internet Service Provider
LAN	Local Area Network
MNSP	Managed Network Service Provider
NBS	National Bankcard Services
nOrCU	nano Orpak Controller Unit
OrPAY 1000	Orpak Payment Terminal
PA-DSS	Payment Application Data Security Standard
PCI-DSS	Payment Card Industry Data Security Standard
PTS	PIN Transaction Security
TAC	Technical Assistance Center
TCP/IP	Transmission Control Protocol/ Internet Protocol
TID	Terminal ID
TLS	Transport Layer Security
URL	Uniform Resource Locator
VLAN	Virtual Local Area Network
VPN	Virtual Private Network
WAN	Wide Area Network

## Description

When the Islander PRIME is equipped with the EMV option, the Islander PRIME becomes a secure, standalone payment terminal that does not require an additional POS (Point of Sale) system. The Islander PRIME EMV hybrid card reader allows retailers to securely manage payment transactions with both magnetic-stripe and chip cards.

Developed by the major card brands, EMV is a globally recognized security standard for credit card transactions. The standard requires EMV-approved card readers that read the chip on credit cards rather than the magnetic stripe.

New Islander and ICR PRIME systems are available with the factory-installed EMV option, including a hybrid card reader, PIN Pad, and (Canada only) contactless reader. EMV retrofits are also available for currently installed Islander/ICR PRIME systems.

**Figure 1-1: Islander PRIME and EMV Components**



# Islander PRIME EMV Specifications

- The Hybrid Card Reader (HCR) reads both chip and magnetic-stripe cards.
  - 16 key PIN Pad with graphic display and anti-tamper features.
  - Contactless reader, high performance, low power consumption, and compliant with major security standards.
  - Compliant with the Payment Card Industry Data Security Standard (PCI DSS).
  - Certified for EMV credit transactions on all major card brands, supports numerous fleet cards, and accepts proprietary high-coercivity magnetic-stripe cards.
- See "[Appendix A: Card Compatibility List](#)" on [page A-1](#) for a complete card compatibility list based on the Card Payment Processing Solution.

## Preparing for Initial EMV Setup

- 1 Obtain an account with one of the following Card Payment Processing Solutions. Helpdesk support contact information is listed below:

### Credit Card Processors

- National Bankcard Services (NBS)
  - Phone: (800) 827-4611
  - Website: <http://www.nbs-inc.com/>
- Apriva Payment Processing (Canada)
  - Phone: (877) 435-3141
  - Website: <https://www.apriva.com/>

### Petroleum Marketer Helpdesk Support

- Commercial Fueling Network (CFN)
  - Phone: (877) 672-7968
  - Email: [PMHelpdesk@FleetCor.com](mailto:PMHelpdesk@FleetCor.com)
- Pacific Pride USA
  - Phone: (855) 575-2521
  - Email: [Pacpridehelpdesk@fleetcor.com](mailto:Pacpridehelpdesk@fleetcor.com)
- P97 Networks
  - Phone: (800) 961-9203
  - Email: [support@p97.com](mailto:support@p97.com)

- 2 The PCI DSS requires a firewall to protect the cardholder data environment. A managed perimeter cloud service, PaySafe modem, Firewall as a Service (FWaaS), or 5G as a Service (5GaaS) for the EMV environment can provide the controls required for PCI DSS compliance. Gasboy is a reseller for PDI Technologies and offers several supported solutions tailored to meet PCI DSS requirements when ordering a Gasboy PRIME EMV solution. You can order through Gasboy or contact PDI Technologies directly.
  - Gasboy
    - Email: <https://www.gasboy.com/us/contact>

*Note: A Managed Network Service Provider (MNSP) service option may be available from PDI to allow the Gasboy Technical Assistance Center to directly connect to the EMV card reader to perform diagnostics. In some environments, such as EKOS, additional configurations may be necessary to support the MNSP feature.*

- 3** Additional networking details and customer account card payment processing information will be needed for each EMV card reader and PRIME pedestal installed on site. This includes:
- Networking details for both PRIME pedestal and EMV card reader(s)
    - TLS security settings (TLS 1.2 currently supported)
    - LAN 2 (WAN) IP address (to customer network)
    - Subnet mask
    - Gateway IP
    - DNS - primary
    - DNS - secondary
  - Customer account card payment processing details:
    - TID or Terminal ID (Credit or CFN = NBS ID #)  
*Note: "GI" prefix is used for Gasboy terminals with NBS.*
    - Merchant number (CFN = MPPA ID #)
    - Location number (CFN = Site #)
    - BIN management (Credit and Fleetcor)
    - Credit cards only
    - CFN or Pac Pride only (Fleetcor)
    - Both credit and fleet/fuel cards accepted
  - Device address (Apriva)

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## 2 – Important Safety Information

**Notes: 1) Save this Important Safety Information section in a readily accessible location.**

**2) Although DEF is non-flammable, diesel is flammable. Therefore, for DEF cabinets that are attached to diesel dispensers, follow all the notes in this section that pertain to flammable fuels.**

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.


### Preliminary Precautions


You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

### Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

**⚠ WARNING**

 The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.

 You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

### Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gasboy equipment.

### Evacuating, Barricading and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones or barricades at the affected unit(s)
- A total electrical shut-off of the affected unit(s)

### Read the Manual

Read, understand and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call a Gasboy Authorized Service Contractor or call the Gasboy Support Center at 1-800-444-5529. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

### Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; *Code for Motor Fuel Dispensing Facilities and Repair Garages*, NFPA 70; *National Electrical Code (NEC)*, Occupational Safety and Health Administration (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.


### Replacement Parts

Use only genuine Gasboy replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gasboy replacement parts could create a safety hazard and violate local regulations.

### Safety Symbols and Warning Words


This section provides important information about warning symbols and boxes.


#### Alert Symbol


 This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

#### Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury or damage to the equipment:

 **DANGER:** Alerts you to a hazard or unsafe practice which will result in death or serious injury.

 **WARNING:** Alerts you to a hazard or unsafe practice that could result in death or serious injury.

 **CAUTION** with Alert symbol: Designates a hazard or unsafe practice which may result in minor injury.

**CAUTION** without Alert symbol: Designates a hazard or unsafe practice which may result in property or equipment damage.

### Working With Fuels and Electrical Energy

#### Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

DEF is non-flammable. Therefore, explosion and fire safety warnings do not apply to DEF fluid lines.

## Important Safety Information

### No Open Fire



Open flames from matches, lighters, welding torches or other sources can ignite fuels and their vapors.

### No Sparks - No Smoking



Sparks from starting vehicles, starting or using power tools, burning cigarettes, cigars or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

### Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

### Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

### Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

#### WARNING

The pump/dispenser contains a chemical known to the State of California to cause cancer.

#### WARNING

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.



Gilbarco Veeder-Root encourages the recycling of our products. Some products contain electronics, batteries, or other materials that may require special management practices depending on your location. Please refer to your local, state, or country regulations for these requirements.

## In an Emergency

### Inform Emergency Personnel

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

#### WARNING



Gasoline/DEF ingested may cause unconsciousness and burns to internal organs. Do not induce vomiting. Keep airway open. Oxygen may be needed at scene. Seek medical advice immediately.

#### WARNING

DEF generates ammonia gas at higher temperatures. When opening enclosed panels, allow the unit to air out to avoid breathing vapors. If respiratory difficulties develop, move victim away from source of exposure and into fresh air. If symptoms persist, seek medical attention.

#### WARNING



Gasoline inhaled may cause unconsciousness and burns to lips, mouth and lungs. Keep airway open. Seek medical advice immediately.

#### WARNING



Gasoline/DEF spilled in eyes may cause burns to eye tissue. Irrigate eyes with water for approximately 15 minutes. Seek medical advice immediately.

#### WARNING



Gasoline/DEF spilled on skin may cause burns. Wash area thoroughly with clear water. Seek medical advice immediately.

#### WARNING




DEF is mildly corrosive. Avoid contact with eyes, skin, and clothing. Ensure that eyewash stations and safety showers are close to the work location. Seek medical advice/recommended treatment if DEF spills into eyes.

**IMPORTANT:** Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

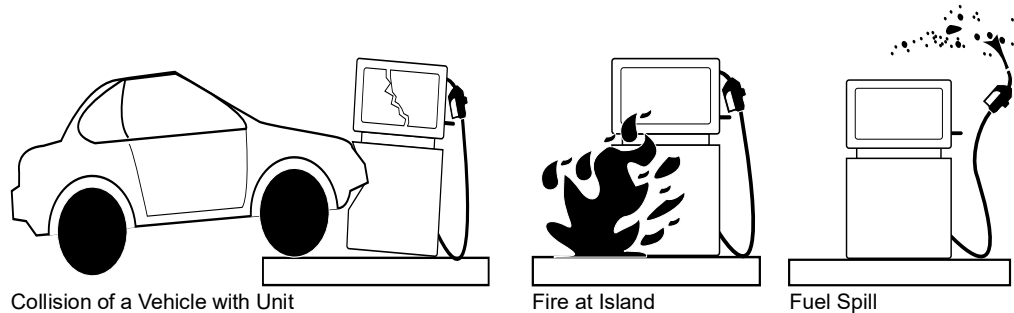
### Lockout/Tagout

Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical, or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/Tagout provision for electrical hazards.

## Hazards and Actions

 <b>WARNING</b>	
	<p>Spilled fuels, accidents involving pumps/dispensers, or uncontrolled fuel flow create a serious hazard.</p>
	<p>Fire or explosion may result, causing serious injury or death.                      Follow established emergency procedures.                      DEF is non-flammable. However it can create a slip hazard. Clean up spills promptly.</p>

The following actions are recommended regarding these hazards:



- Do not go near a fuel spill or allow anyone else in the area.
- Use station EMERGENCY CUTOFF immediately. Turn off all system circuit breakers to the island(s).
- Do not use console E-STOP, ALL STOP, and PUMP STOP to shut off power. These keys do not remove AC power and do not always stop product flow.
- Take precautions to avoid igniting fuel. Do not allow starting of vehicles in the area. Do not allow open flames, smoking or power tools in the area.
- Do not expose yourself to hazardous conditions such as fire, spilled fuel or exposed wiring.
- Call emergency numbers.

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# 3 – BV1000 EMV Replacement Spare Parts

## Replacement Spare Parts Table

Obsolete PCI4 P/N	Description	Replacement PCI5 Spare Kit	Replacement PCI5 Spare Part
M17986B002	Globalcom Card Reader- Generic II Key (NBS)	M18380K102 (Generic)	M17986B102
M17986B003	Globalcom Card Reader- Cenex Key (NBS)	M18380K103 (Cenex)	M17986B103
M17986B004	Globalcom Card Reader- CFN US/Canadian (CFN US/Apriva)	M18380K107 (CFN US/ Canadian)	M17986B104
M19098B001	Globalcom Contactless Reader- Canadian (Apriva)	-	M19098B101
M17985B001	Globalcom PIN Pad Module (NBS/ Apriva/CFN)	-	M17985B101

### IMPORTANT INFORMATION

When replacing any EMV PCI PTS 4 components (White Label), all EMV replacement parts will be shipped with PCI PTS 5 (Green Label). All PCI PTS components: (Card and Contactless Readers and PIN Pad) must have the same matching labels to be able to be paired and operate properly, which in most cases will require ordering a replacement kit compared to the individual part when moving from PCI4 to PCI5. Refer to Service Bulletin #4594 for details.

## Replacement Spare Part Kits Overview

There are three different kits depending on customer needs. Ensure that you select the proper kit before proceeding with installation.

**Figure 3-1: M18380K102 - Generic Key**

Item number	Configuration	Size	Color	Style	Warehouse	Resource consumption	Quantity	Per series	Unit	Configuration group	Item type	Product name
M17985B101					GSO	<input type="checkbox"/>	1,0000	1	Ea			Globalcom PCI5 Pinpad Module
M17986B102					GSO	<input type="checkbox"/>	1,0000	1	Ea			PCI5 Globalcom Card Reader - Generic II Key
M18165K001					GSO	<input type="checkbox"/>	1,0000	1	Ea			Orpak Islander Prime Kit
Q13850-03					GSO	<input type="checkbox"/>	1,0000	1	Ea			Cable, Work Area 3ft
M00672A014					GSO	<input type="checkbox"/>	1,0000	1	Ea			Gnd, Islander Prime EMV

Figure 3-2: M18380K103 - Cenex Key

Item number	Configuration	Size	Color	Style	Wareho...	Resource consu...	Quant...	Per series	Unit	Configuration gr...	Item type	Product name
M17985B101					GSO	<input type="checkbox"/>	1.0000	1	Ea			Globalcom PCI5 Pinpad Module
M17985B103					GSO	<input type="checkbox"/>	1.0000	1	Ea			PCI5 Globalcom Card Reader - NBS Cenex Key
M18165K001					GSO	<input type="checkbox"/>	1.0000	1	Ea			Orpak Islander Prime Kit
Q13850-03					GSO	<input type="checkbox"/>	1.0000	1	Ea			Cable, Work Area 3Ft
M00672A014					GSO	<input type="checkbox"/>	1.0000	1	Ea			Gnd, Islander Prime EMV

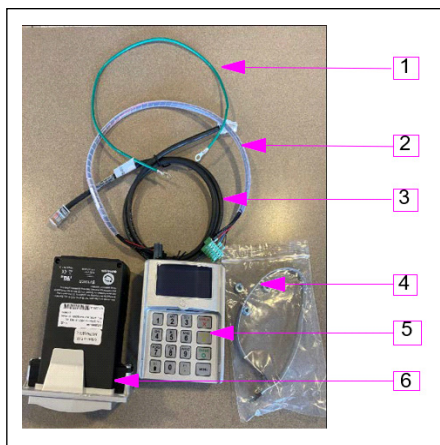
Figure 3-3: M18380K107 - CFN (US/Canadian)

Note: For CFN US, the contactless reader is not applicable.

Item number	Configuration	Size	Color	Style	Wareho...	Resource consu...	Quant...	Per series	Unit	Configuration gr...	Item type	Product name
M17985B101					GSO	<input type="checkbox"/>	1.0000	1	Ea			Globalcom PCI5 Pinpad Module
M17986B104					GSO	<input type="checkbox"/>	1.0000	1	Ea			PCI5 Globalcom Card Reader - Canadian Key.
M18165K001					GSO	<input type="checkbox"/>	1.0000	1	Ea			Orpak Islander Prime Kit
Q13850-03					GSO	<input type="checkbox"/>	1.0000	1	Ea			Cable, Work Area 3Ft
M00672A014					GSO	<input type="checkbox"/>	1.0000	1	Ea			Gnd, Islander Prime EMV
M19098B101					GSO	<input type="checkbox"/>	1.0000	1	Ea			Medic/Globalcom PCI5 Card Reader - Contactless Reader

## Replacement Spare Part Kits Illustration/Description

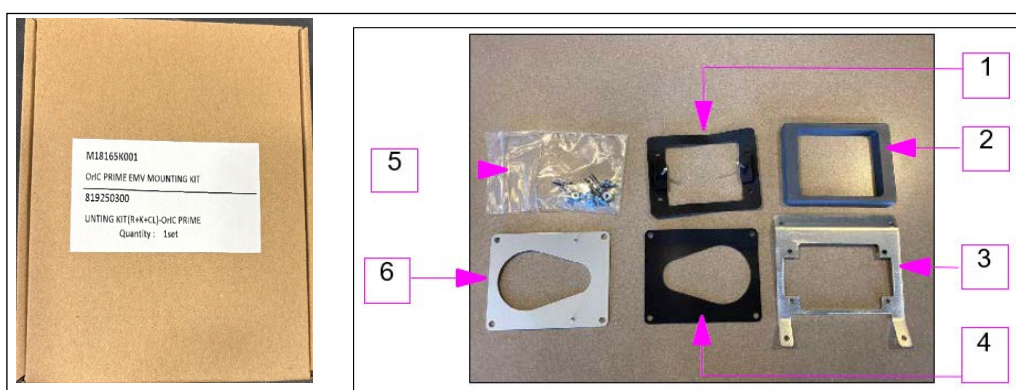
Figure 3-4: EMV Kit Components and Cables



Note: The kit component part numbers can vary. See [“Replacement Spare Part Kits Overview”](#) on page 3-2 for more information.

Item No	Item Name	Description
1	Ground Cable	Grounds the card reader bracket. Connects to the bottom right screw on the card reader bracket and the ground lug on the door.
2	Power and serial data cable for card reader	Connects from the backplane board to the card reader.
3	CAT5 Cable for card data transmission	Connects to the 5-port switch and the card reader.
4	Cable that connects the card reader and PIN Pad	Also included in the bag are the nuts to mount the PIN Pad to the Islander housing.
5	PIN Pad	-
6	BV1000 Card Reader	-

**Figure 3-5: EMV Mounting Kit - (M18165K001)**



- Notes: 1) The EMV mounting kit included with all EMV kit options provides the necessary accessories to mount all EMV components.  
 2) The kit components are not sold separately and can only be obtained by ordering a new kit.

Item No	Item Name	Description
1	Tamper Gasket	Pins go into the tamper holes in the card reader. Outer card reader tamper PIN cover holds (4) holds it in place.
2	Outer card reader tamper PIN cover	Mounts on the outside with screws from the inside holding it in place.
3	Card reader bracket mounted inside door	Mounts with the surface against the door.
4	PIN Pad Gasket	Mounts between the tamper plate and Islander housing.
5	Mounting Hardware	<i>Note: (Not pictured) Inner gasket similar to number 1 without the tamper pins.</i> Mounts between the card reader bracket (3) and the Islander housing.
6	PIN Pad Tamper Plate	Mounts with the pins toward the back of the PIN Pad.

# Replacement Spare Part Illustration/Description

**Figure 3-6: EMV Spare Parts - Card Readers - (M17986B10X)**



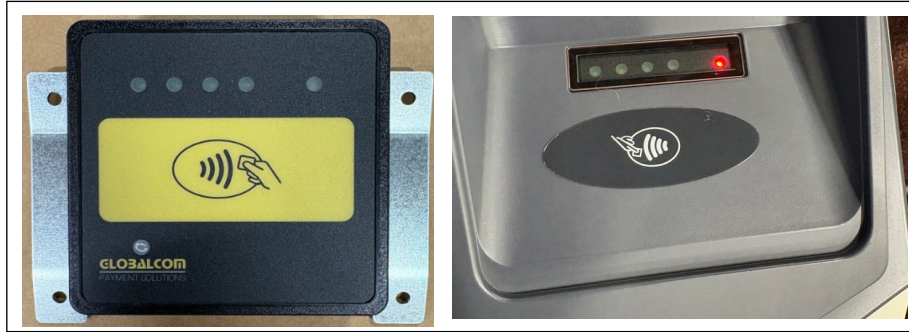
Part Number	Description
M17986B102	Globalcom Card Reader-Generic II Key (NBS)
M17986B103	Globalcom Card Reader-Cenex Key (NBS)
M17986B104	Globalcom Card Reader-CFN US/Canadian (CFN US/Apriva)

**Figure 3-7: EMV Spare Parts - PIN Pad (M17985B101)**



Part Number	Description
M17985B101	Globalcom PIN Pad Module (NBS/Apriva/CFN)

**Figure 3-8: EMV Spare Parts - Contactless Reader (M19098B101)**

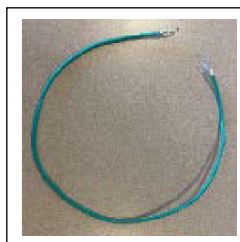


Part Number	Description
M19098B101	Globalcom Contactless Reader- Canadian (Apriva)

**Figure 3-9: EMV Spare Parts - Ethernet Cable - (Q13850-03)**



**Figure 3-10: EMV Spare Parts - Ground Cable - (M00672A014)**



**Figure 3-11: EMV Spare Parts - Power Communications Cable (M18164A001)**



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## 4 – Installing BV1000 EMV Hardware

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### Required Tools

The following tools are required to install the EMV Retro Field Kits:

- Phillips screwdriver
- Metric socket set

### Hardware Installation

*Note: If the BV1000 EMV components have already been mounted from factory on an Islander PRIME that is being installed, skip the “[Hardware Installation](#)” section.*

The EMV mounting kit included with all EMV kit options provides the necessary accessories to mount all EMV components.

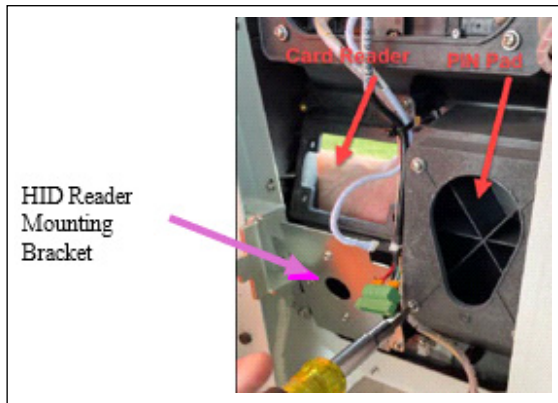
**Figure 4-1: Inside Door Before Installation**



To install the EMV reader, proceed as follows:

- 1 Power down the Islander. Do not make any connections while power is on.
- 2 Remove the blank panels from the card reader slot and the PIN Pad slot.

**Figure 4-2: Remove Blanks from Pedestal Door**



- 3 Assemble and mount the PIN Pad as shown in [Figure 4-3](#).

**Figure 4-3: PIN Pad Back Plate**



*Note: The tabs on the back plate should depress the buttons on the PIN Pad. Mount the rubber gasket between the Islander and the back plate.*

**Figure 4-4: Mount the PIN Pad Plate Rubber Gasket**



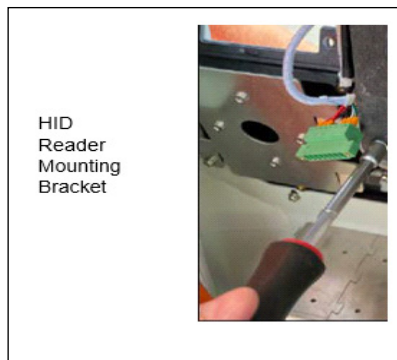
- 4 Use the accompanying nuts to secure the PIN Pad (see [Figure 4-5](#)).

**Figure 4-5: Secure the PIN Pad with the Nuts**



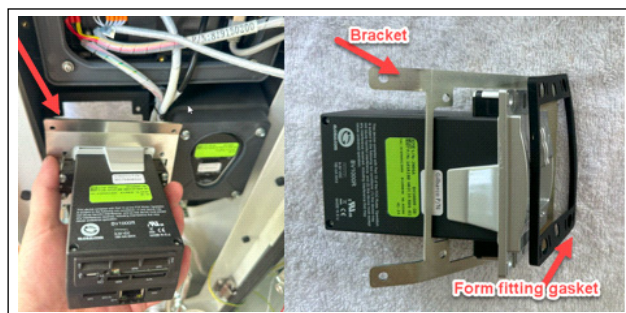
- 5 Remove the four screws from the HID reader mounting bracket to access and secure the card reader bracket.

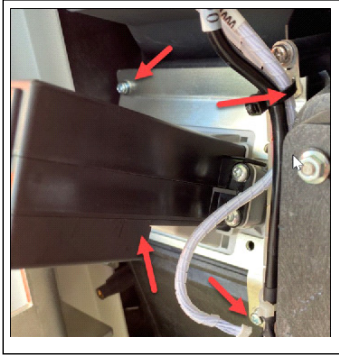
**Figure 4-6: HID Reader Mounting Bracket**



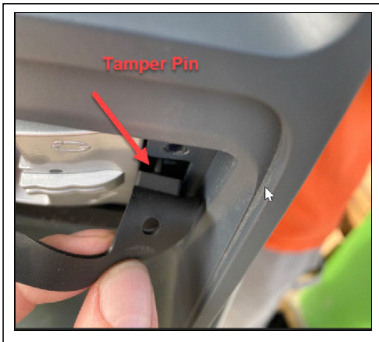
- 6 Use the accompanying bracket and screws to secure the card reader, internal gasket, and additional gasket to the inside of the door using three screws. Note the orientation of the bracket as shown in [Figure 4-7](#).

**Figure 4-7: Line Up Card Reader**



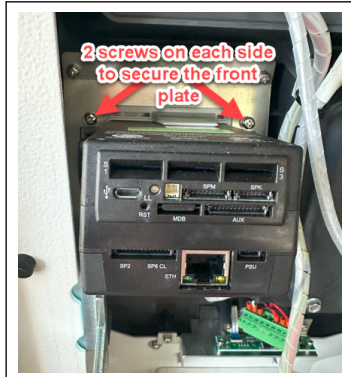
**Figure 4-8: Line Up Screws with Mounting Bracket**

- 7 Install the tamper-pin gasket with the tamper pins positioned on each side to depress the anti-tamper mechanism. Install the outer cover and secure it from inside the pedestal using the long screws supplied with the reader.

**Figure 4-9: Tamper Pin Rubber Gasket****Figure 4-10: Installing Tamper Pin Gasket on Front**

- 8 Use two screws on each side to secure the front plate.

**Figure 4-11: Using Screws to Secure the Front Plate**



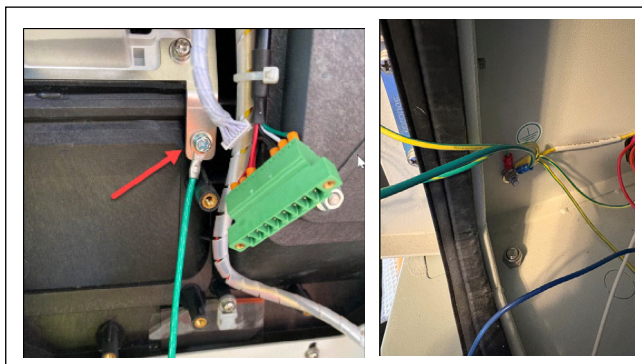
- 9 Ensure that the plastic cover lines up as shown in [Figure 4-12](#).

**Figure 4-12: Ensure Plastic Cover Lines Up**



- 10 Add the accompanying ground wire to the bracket, and connect it to the ground lug on the door or to the grounding point inside the bottom-left of the Islander cabinet.

**Figure 4-13: Connect Ground Wire**

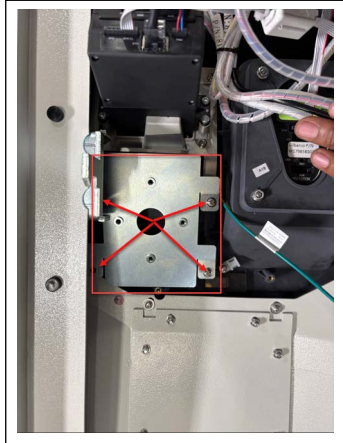


## Installing EMV Contactless Reader (Canada Only)

To install the EMV contactless reader (Canada only), proceed as follows:

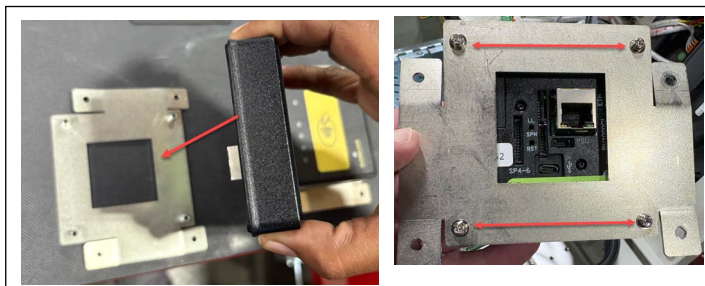
- 1 If an HID bracket is present, remove the four screws and the HID bracket.

**Figure 4-14: Removing Support Bracket Screws**



- 2 Mount the contactless reader to the contactless-reader bracket and secure it with the four mounting screws provided in the kit.

**Figure 4-15: Mounting and Securing the Contactless Reader to Bracket**

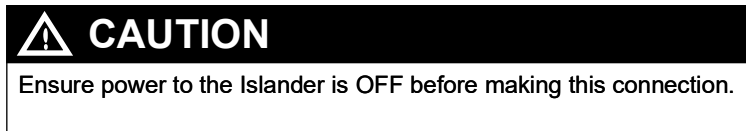


- Using the screws previously used to mount the HID reader bracket, secure the contactless reader bracket assembly to the pedestal door.

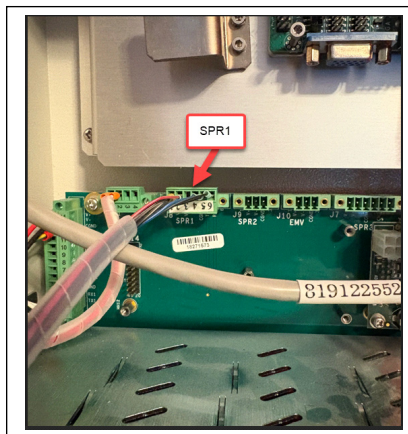
**Figure 4-16: Securing Contactless Reader Support Bracket Screws**



- Connect the accompanying cable to the SPR1 port in the Islander.

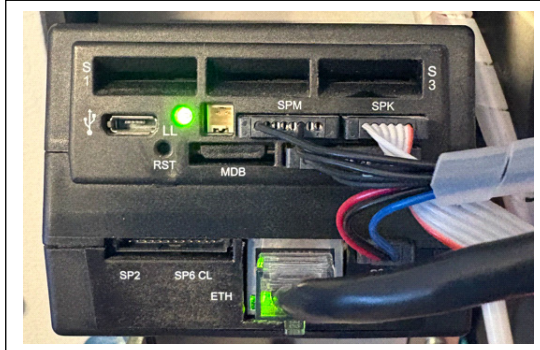


**Figure 4-17: Connect to SPR1**

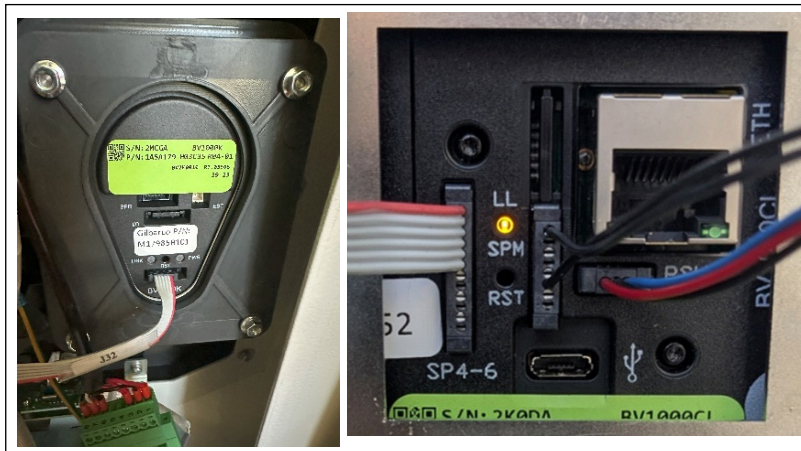


- 5 Plug in the harness and cable connections as shown in [Figure 4-18](#), [Figure 4-19](#), [Figure 4-20](#), and [Figure 4-21](#) on [page 4-9](#).

**Figure 4-18: Connections to EMV BV1000 Card Reader**



**Figure 4-19: Connections to PIN Pad and Contactless Reader (If Applicable)**



- 6 Add Ferrite Clamp to the Contactless Reader Data Cable.  
*Note: Add ferrite clamp to center of the Contactless Reader ribbon cable before connecting cable to both Contactless Reader and EMV BV1000 Card Reader ports.*

**Figure 4-20: Adding Ferrite Clamp to Contactless Reader Data Cable**

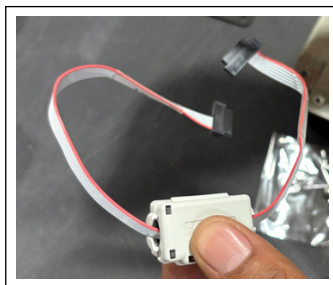
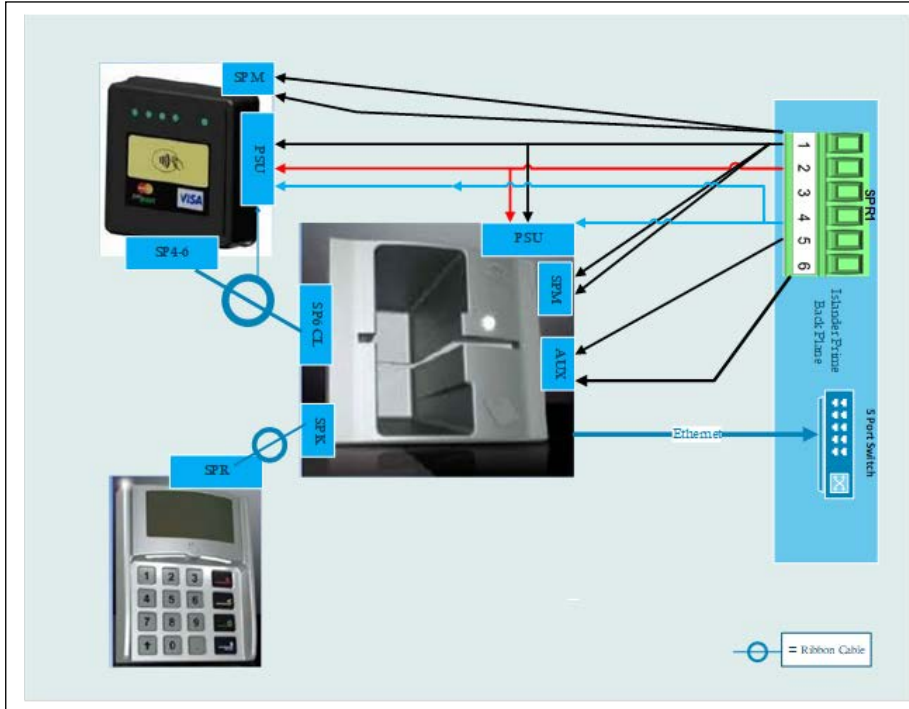


Figure 4-21: EMV BV1000 Cable Connection Diagram



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## 5 – Network Configurations

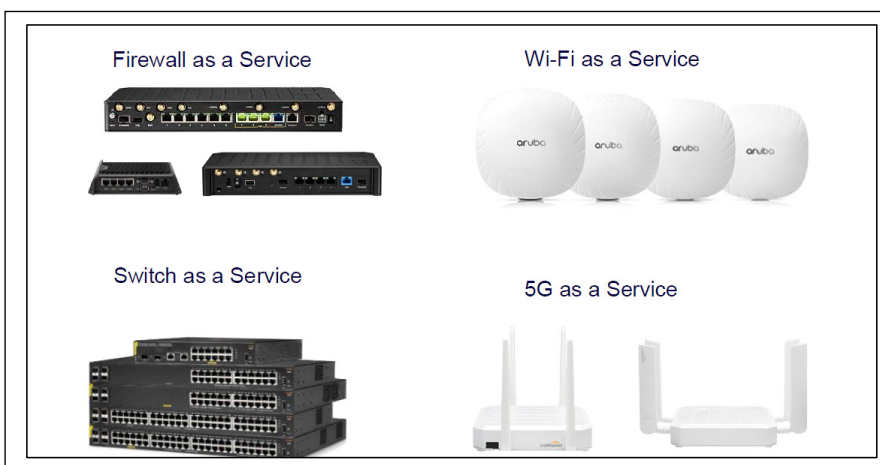
The BV1000 EMV PIN Pad and contactless reader (if applicable) communicate directly with the EMV card reader. The EMV card reader communicates via TCP/IP to the 5-port switch in the Islander PRIME, which connects to LAN 1 of the nOrCU. The nOrCU then sends outbound communications through LAN 2 to the purchased payment-network managed solution.

PDI Technologies will provide instructions to install and set up the purchased managed network solution.

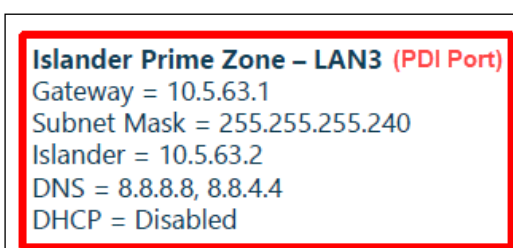
PDI Customer Support Contact Details:

- Phone: 1-800-393-3246 (option 1, option 1)
- Email: [mnfsupport@pdisoftware.com](mailto:mnfsupport@pdisoftware.com)

**Figure 5-1: PDI Technologies/Gasboy Payment Network Options**

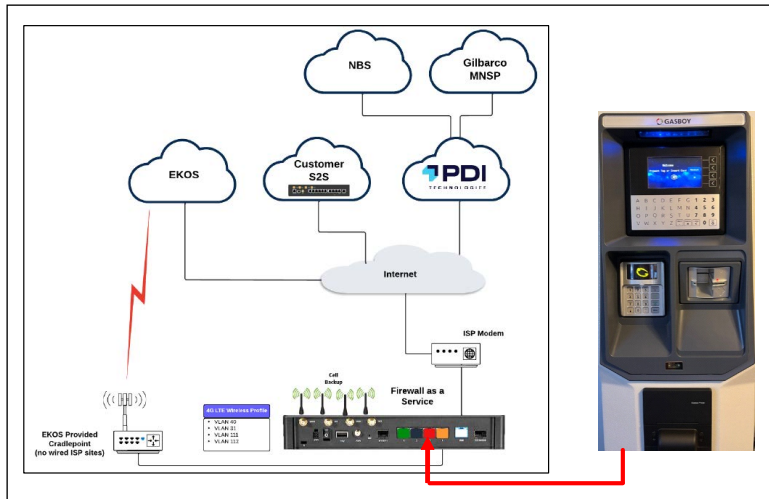


**Figure 5-2: Islander PRIME nOrCU Standard VLAN Setup for (LAN2)**

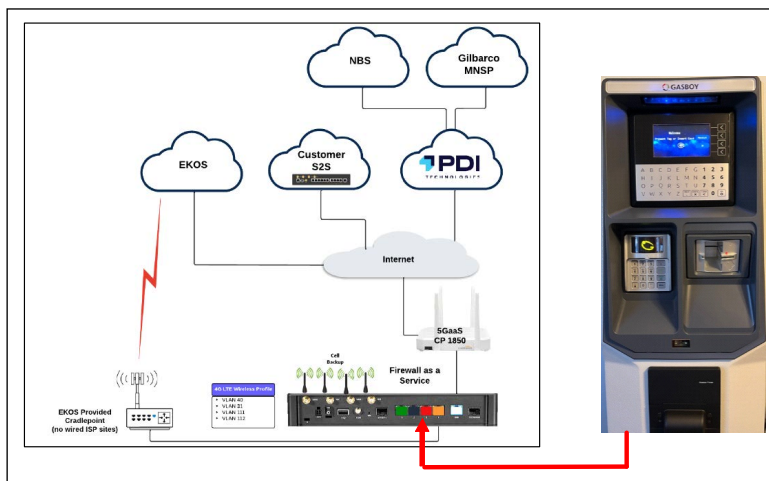


*Note: Network configurations may vary based on the purchased managed network solution or customer preference.*

**Figure 5-3: Firewall (FWaaS) as a Service Diagram**



**Figure 5-4: 5G (5GaaS) as a Service Diagram**



### Back-Office Options

Customers may use one of the following options to manage their fleet and fuel data. These back-office options should be considered when configuring or setting up the networking infrastructure, which may include Ethernet (TCP/IP WAN), on-site or remote servers, cellular, or Edge Technologies (ET).

### Fleet Head Office

The Fleet Head Office (FHO) provides a centralized back-office fleet and fuel management system that can be installed on a customer’s dedicated PC or server. FHO consolidates data from multiple sites and generates reports, including exception reports. It also enables control of limits and restrictions placed on fleet vehicles. Authorized fleet personnel can log in remotely to manage controls. FHO also enables authorized users to manage wetstock inventory at all stations, including orders, deliveries, and reports.

## EKOS

EKOS is an end-to-end fuel management platform that gives fleet managers visibility of fleet equipment, fuel-management processes, inventory monitoring, and reporting. EKOS extends from the site to the software platform and provides fleet managers with the tools to manage sites, control distribution, and monitor fuel levels from a single, central point—maximizing efficiency and minimizing fueling expenses.

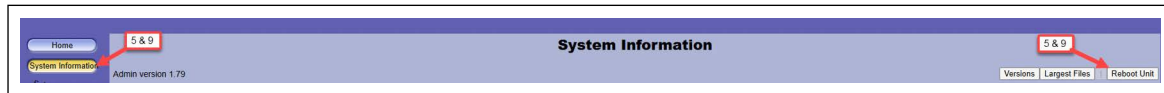
## nOrCU Administrator/Network Setup

- 1 Log in to the nOrCU administrative console: <https://192.168.1.104:8090>.
  - a Enter username and password. (Reference: Technician’s Guide.)
- 2 Click the **Networking** button.
- 3 Apply appropriate network settings, including:
  - a Security settings
  - b Network settings (LAN2): IP, mask, gateway
  - c DNS — primary and secondary
    - i. Google Public DNS (8.8.8.8 and 8.8.4.4) is generally safe and secure if DNS is unknown.
    - ii. Using the gateway IP for DNS is another option to allow the router to manage DNS communications.
- 4 Click the **Save Network Settings** button.
- 5 Reboot the nOrCU: go to **System Information** and select **Reboot Unit**.

**Figure 5-5: nOrCU Administrator/Network Setup page**

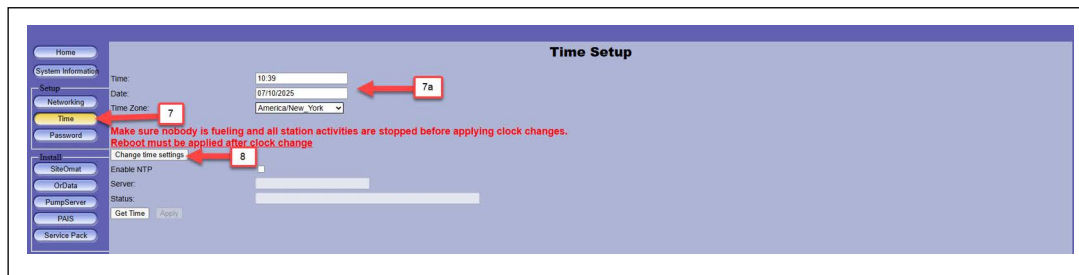
The screenshot displays the 'Networking' configuration page. On the left sidebar, the 'Networking' button is highlighted with a red box labeled '2'. Below it, the 'Security Settings' section has three checkboxes: 'Use SSL 3.0', 'Use TLS 1.0', and 'Use TLS 1.2'. The 'Use TLS 1.2' checkbox is checked and highlighted with a red box labeled '3a'. A note below states: 'Note: At least one checkbox must be checked! (Only click "Save Network Settings", wait 10 seconds, and then reboot to apply.)'. The 'Network Settings' section is divided into 'LAN1' and 'LAN2'. The 'LAN2' section has fields for IP (10.5.63.3), Mask (255.255.255.240), and MAC (00:01:29:a7:6c), with a red box labeled '3b' pointing to the IP field. Below this, the 'GW' field is set to 10.5.63.1, and the 'DNS' section has 'Primary' set to 10.5.63.1 and 'Secondary' set to 8.8.8.8, with a red box labeled '3c' pointing to the Primary field. At the bottom, the 'Port Forwarding' section has a 'Save network settings' button highlighted with a red box labeled '4'.

Figure 5-6: 5G nOrCU Administrator/System Information page



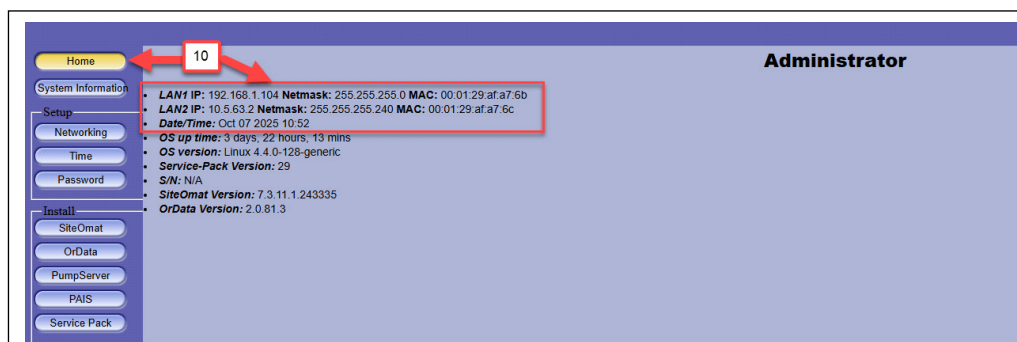
- 6 Return to the administrative console and verify that all settings were properly saved.
- 7 Click the **Time** button.
  - a Verify or set the date, time, and time zone.
- 8 Click the **Change Time Settings** button.

Figure 5-7: nOrCU Administrator/Time Setup page



- 9 Go to **System Information** menu, and then select **Reboot Unit** to reboot the nOrCU.
- 10 Navigate to the administrative console and click the **Home** button to confirm all settings are saved.

Figure 5-8: nOrCU Administrator/Home Page



## 6 – Prime Software Versions and Configurations

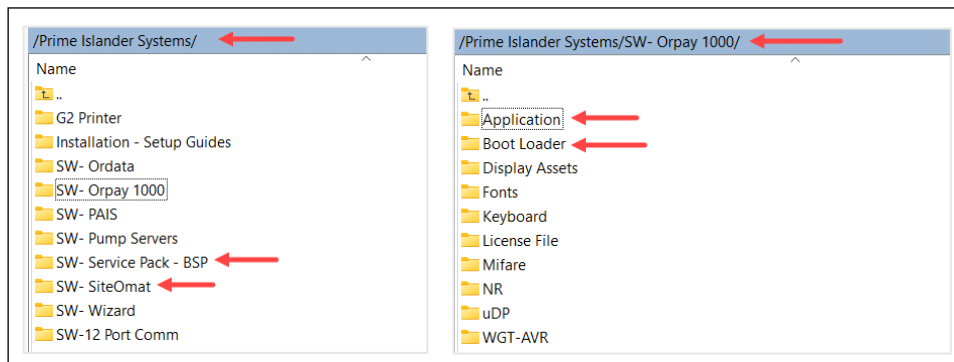
To ensure the Islander PRIME system operates as designed and has the latest security patches applied, inspect the software versions installed in the nOrCU and the OrPAY 1000 terminals. If any versions are not up to date, upgrade or install the required updates before testing credit or fleet card transactions.

### Minimum Software Versions

PRIME Software	Minimum Version Required	Notes
Service-Pack (BSP)	SP29	Follow Service Bulletin <b>#4676</b> for upgrade procedures.
SiteOmat application	7.3.11.2	Follow Service Bulletin <b>#4676</b> for upgrade/install procedures.
OrPAY 1000 Bootloader	01.05.06	Refer to <b>“How To Upgrade Orpay 1000 Terminal Software Rev 2”</b> document on FTP.
OrPAY 1000 Application	04.08.04	Refer to <b>“How To Upgrade Orpay 1000 Terminal Software Rev 2”</b> document on FTP.

The following software can be downloaded from the Gasboy FTP (<ftp.gilbarco.com>).

**Figure 6-1: Gasboy FTP Directory Listing for Islander PRIME and Orpay 1000**



## Important IP Addresses for Setup

Destination	IP Address	Used For
SiteOmat application	192.168.1.104	Configure Card Reader, IP addresses, and ports configuration
SiteOmat Administrative Console	192.168.1.104:8090	System security (TLS), Network settings for LANs, Gateway, DNS, Set Date, Time, and Time Zone.
OrPAY 1000 Hardware - Group 1	192.168.1.211	Set Up and configuring EMV for first pedestal with specific port by hardware device type*; additional pedestals must use a different IP address.
OrPAY 1000 Hardware - Group 2	192.168.1.212	Set Up and configuring EMV for second pedestal with specific port by hardware device type; additional EMV Hardware Groups should use IP addresses 192.168.1.213 192.168.1.214, etc.

*Note: If you are performing a new startup, run the Setup Wizard according to the procedure defined in the **Technician Course Guide** or the **MDE-5414 ForeHB SiteOmat Setup and Maintenance Manual**, or import a configuration from an existing Islander PLUS or PRIME setup. This establishes the number of OrPAY terminals and printers defined for the site.*

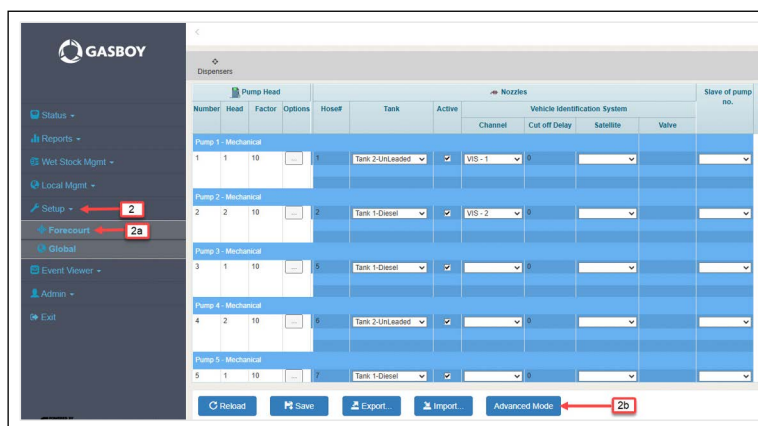
If you have an existing Islander PRIME and are adding EMV components, you should only need to add the BV1000 readers as shown in the steps below.

# SiteOmat Forecourt Setup

Once all PRIME software has been verified and upgraded to the approved versions, check or modify the following SiteOmat setup menus:

- 1 Log into the SiteOmat Setup menu: <https://192.168.1.104>
  - a Enter username and password (reference Technician's Guide).
- 2 Go to **Setup**:
  - a Click **Forecourt**.
  - b Click the **Advanced Mode** button.

**Figure 6-2: SiteOmat Setup/Forecourt Page**



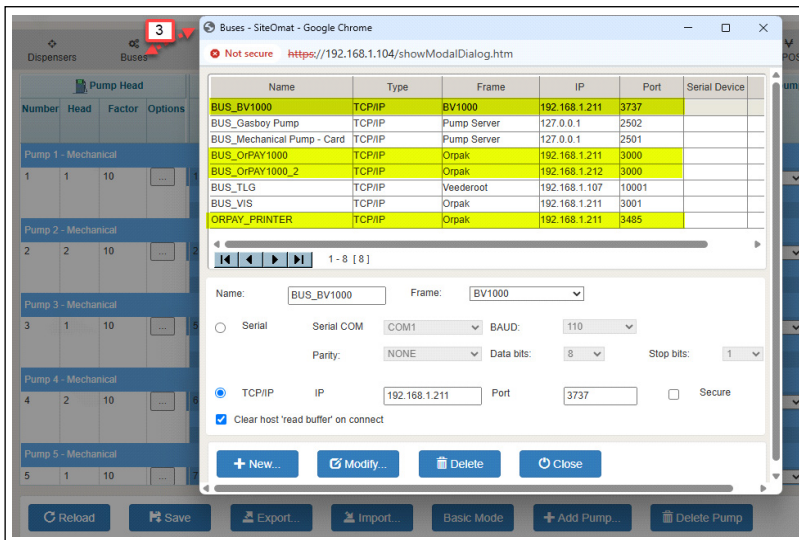
- 3 Click **Buses**. Ensure that there is a Bus defined for each OrPAY 1000, printer, and BV1000 (EMV card reader) at the site. Add or modify as necessary.
 

*Note: Each OrPAY 1000, BV1000 card reader, and printer (EMV hardware group) must use a unique device name and IP address, and the correct port for each hardware group. The table below provides reference for up to four BV1000 card readers.*

# IP Addresses and Ports for EMV Hardware Groupings

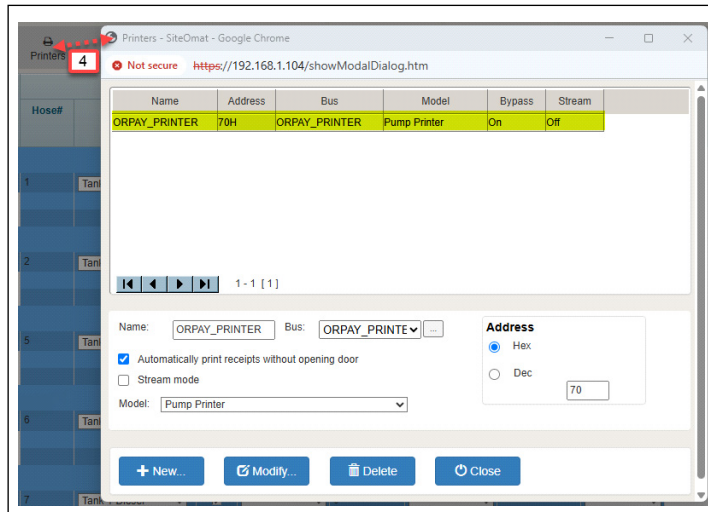
EMV Hardware Group (SiteOmat)	Names to use	Set to Frame	HW group IP address	Device Port	Terminal IP Address (Globalcom App)
1	BUS_ORPAY1000	Orpak	192.168.1.211	3000	192.168.1.105
	ORPAY_PRINTER	Orpak	192.168.1.211	3485	
	BUS_BV1000	BV1000	192.168.1.211	3737	
2	BUS_ORPAY1000_2	Orpak	192.168.1.212	3000	192.168.1.106
	ORPAY_PRINTER_2	Orpak	192.168.1.212	3485	
	BUS_BV1000_2	BV1000	192.168.1.212	3737	
3	BUS_ORPAY1000_3	Orpak	192.168.1.213	3000	192.168.1.107
	ORPAY_PRINTER_3	Orpak	192.168.1.213	3485	
	BUS_BV1000_3	BV1000	192.168.1.213	3737	
4	BUS_ORPAY1000_4	Orpak	192.168.1.214	3000	192.168.1.108
	ORPAY_PRINTER_4	Orpak	192.168.1.214	3485	
	BUS_BV1000_4	BV1000	192.168.1.214	3737	

Figure 6-3: Buses Setup in SiteOmat for EMV



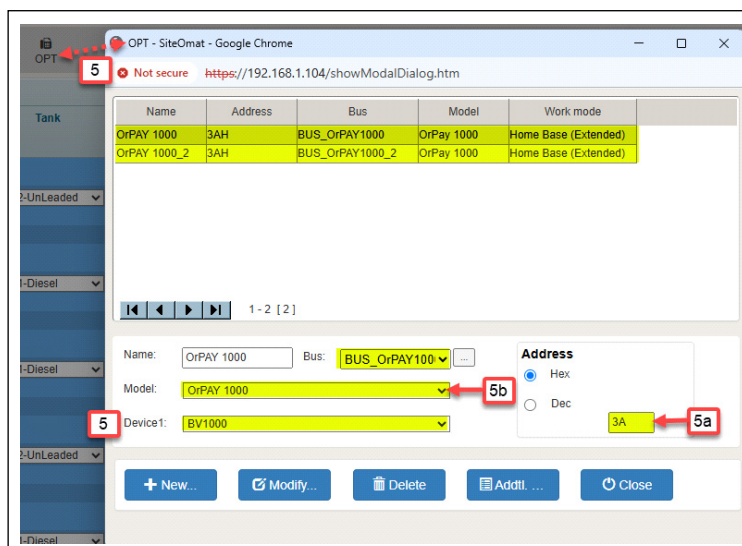
- 1 Click **Printers**. Ensure that all site printers are set to use the printer BUS created for port **3485** and confirm that BUS\_1 is linked to Printer\_1 by performing a test print. If the receipt does not print or prints from another printer, review the printer settings.

**Figure 6-4: Printers Setup in SiteOmat for EMV**



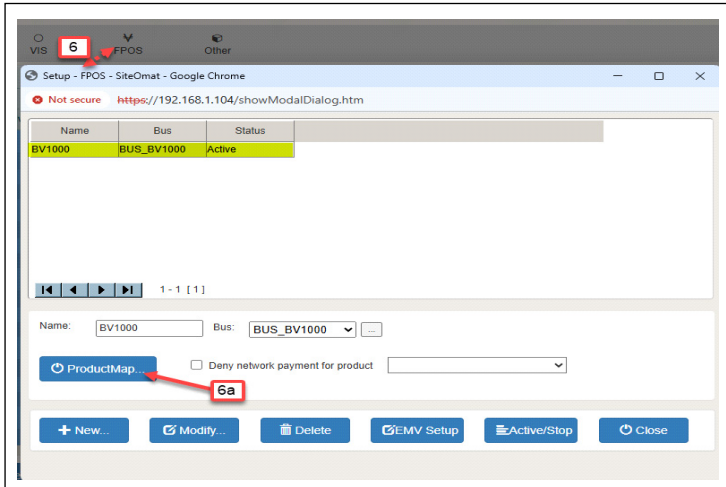
- 2 Click **OPT**. Ensure that the BV1000 card reader is associated with the proper OrPAY (IP addresses from the Buses tab should match) in the Device 1 drop-down menu.
  - a The **Hex** address for each OrPAY should be **3A**.
  - b The **Model** must remain **OrPAY 1000**.

**Figure 6-5: OPT Setup in SiteOmat for EMV**



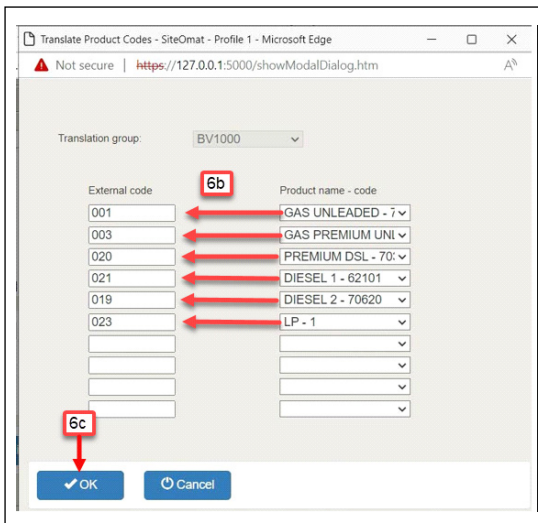
- 3 Click **FPOS**. Ensure that you have entered a BV1000 card reader for each EMV card reader on site and associated it with its specific Bus.
  - a Click the **Product Mapping** button.

**Figure 6-6: FPOS Setup in SiteOmat for EMV**



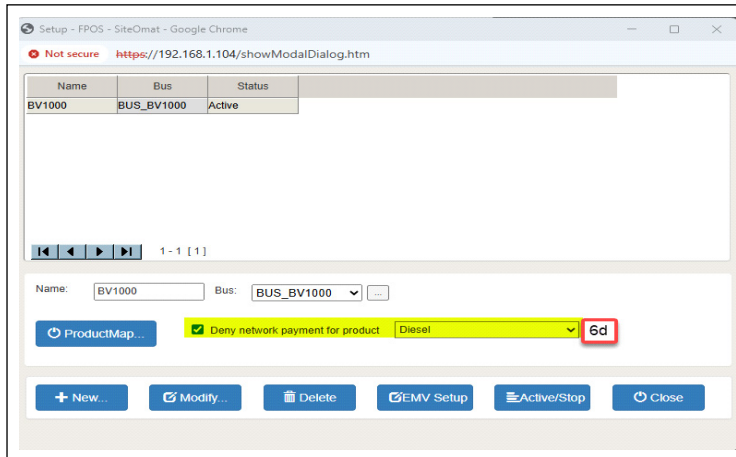
- b Align the **Product name - code** with the associated product codes listed in “[Appendix D: NACS/PCAT Product Codes](#)” on page D-1 and “[Appendix E: CFN Product Codes](#)” on page E-1 in the **External Code** column.
    - c Click **OK** to save changes.

**Figure 6-7: FPOS/Product Mapping Setup Page**



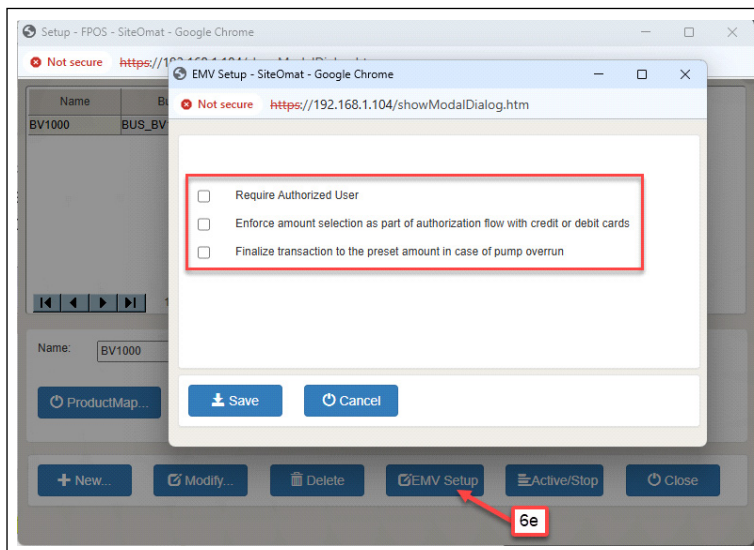
- d You can deny specific fuel products from being authorized by the network payment processor. Use the drop-down menu to select the product to deny and select the checkbox to enable denial.

**Figure 6-8: FPOS/ Deny Network Payment for Product**



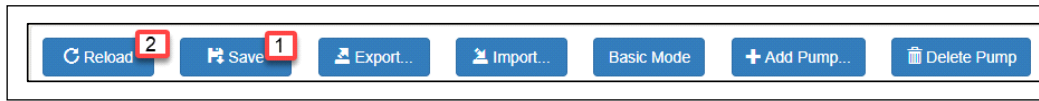
- e Click **EMV Setup**. Additional features can be enabled based on customer preferences to manage authorization events.  
*Note: Not all EMV features are applicable for all payment network options.*

**Figure 6-9: FPOS/ EMV Setup (Additional Features)**



- 4 Once all settings have been modified and saved, return to the main **Forecourt** menu and click **Save**, then **Reload** to apply all changes.

**Figure 6-10: Save/Reload Menu**

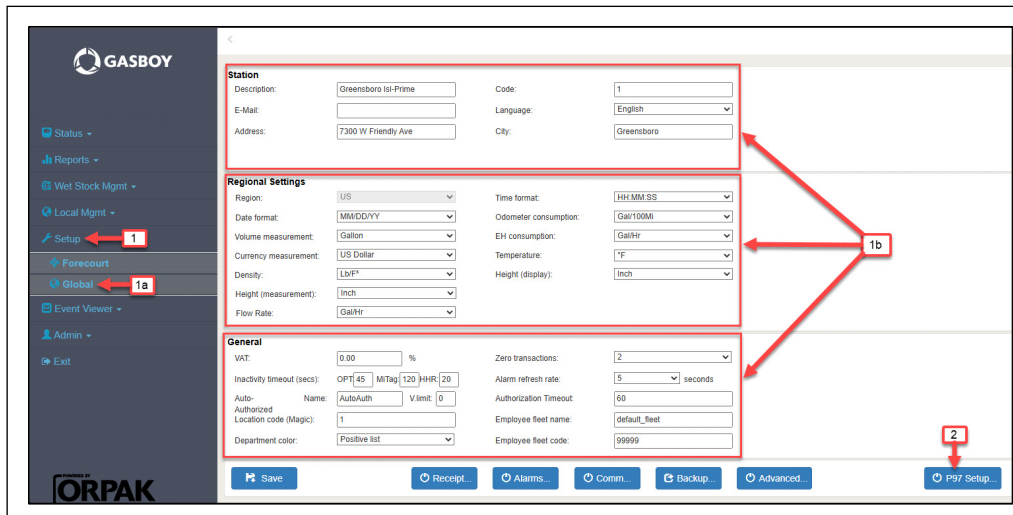


## SiteOmat Global Setup (CFN/Pacific Pride US Customers Only)

P97 Networks provides digital marketing and mobile commerce solutions, including a fuel payment app (CFN PAY/Pride PAY). Customers who sign up for this solution must configure the P97 Setup menu:

- 1 Go to **Setup**.
  - a Click **Global**.
  - b Complete Station Details.

**Figure 6-11: Setup/Global Main Page**



- 2 Click the **P97 Setup** button:
  - a Host IP/URL: [mppa.petrozone.com](https://mppa.petrozone.com)
  - b Port: **443**
  - c Local Site ID: xxxx-xxxx (provided by CFN/Pac Pride network)
  - d Select both checkboxes.
  - e Click **Save**.

**Figure 6-12: P97 Setup Page**

The screenshot shows a web browser window with the address bar displaying "https://192.168.1.104/showModalDialog.htm". The page content includes a form with the following elements:

- Enable P97 Remote Authorization (Callout 2a)
- Host IP/URL:  (Callout 2a)
- Port:  (Callout 2b)
- Local Site ID:  (Callout 2c)
- Is Secure (Callout 2d)
- (Callout 2e)
- 

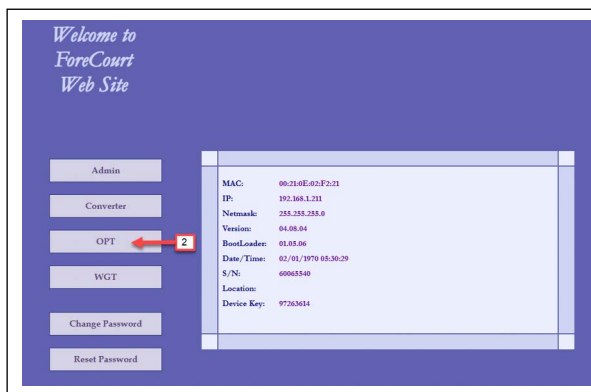
- Notes: 1) Once all settings have been entered in **P97 Setup** menu, click **Save**. This will send a Heartbeat check and update station controller information with P97 Servers. This includes:
- Site map
  - Forecourt Setup - Pumps, Tanks, Products, Prices, etc.
  - Local Site ID
- 2) If any changes are made to **Forecourt** setup, performing a price update in **Wet Stock Mgmt.** and clicking **Save** in **P97 Setup** menu will also initiate an update to P97 Server.

# OrPAY Setup

Once all PRIME OrPAY 1000 software versions have been verified and upgraded to the approved versions, check or modify the following OrPAY setup menus on each OrPAY terminal. The default OrPAY 1000 IP for Islander PRIME is <https://192.168.1.211>.

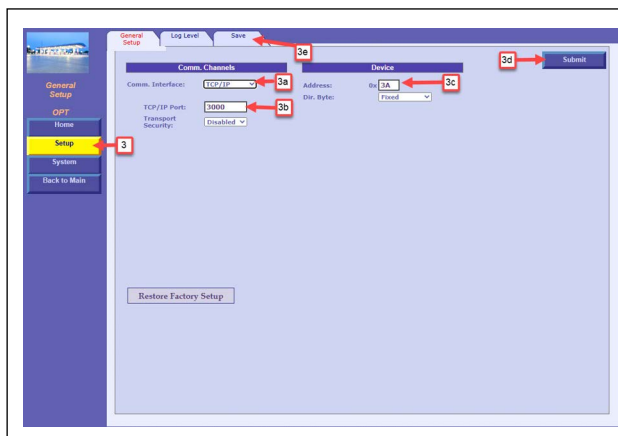
- 1 Log into each OrPAY 1000 terminal:
  - a Enter username and password (See *Technician's Guide*).
- 2 Click the **OPT** button.

**Figure 6-13: OrPAY 1000 Main Page**



- 3 Click **Setup** and check or modify settings:
  - a Comm. Interface: TCP/IP
  - b TCP/IP Port: 3000
  - c Address: 3A
  - d If changes were made, click **Submit**.
  - e Click the **Save** tab.

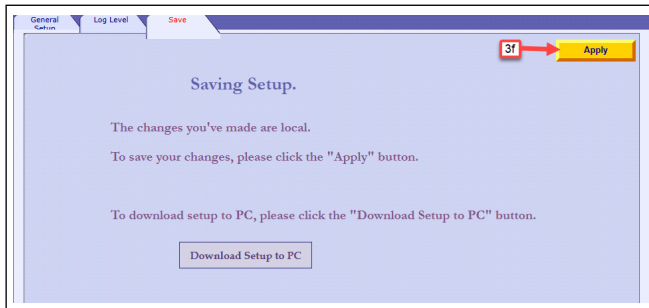
**Figure 6-14: OrPAY 1000 OPT/Setup Page**



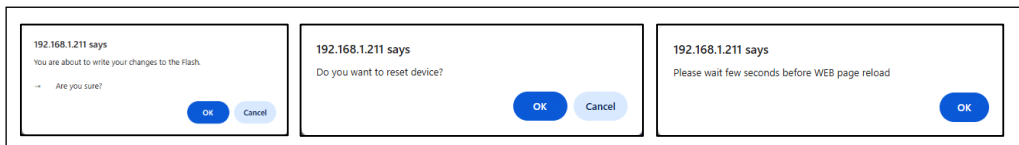
- f Click **Apply**.

g Click **OK** to proceed through each message to complete the flash update.

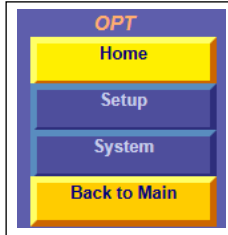
**Figure 6-15: : OrPAY 1000 OPT Setup/Save Page**



**Figure 6-16: Messages to Save Changes**



**Figure 6-17: OrPAY 1000 OPT Menu Page**



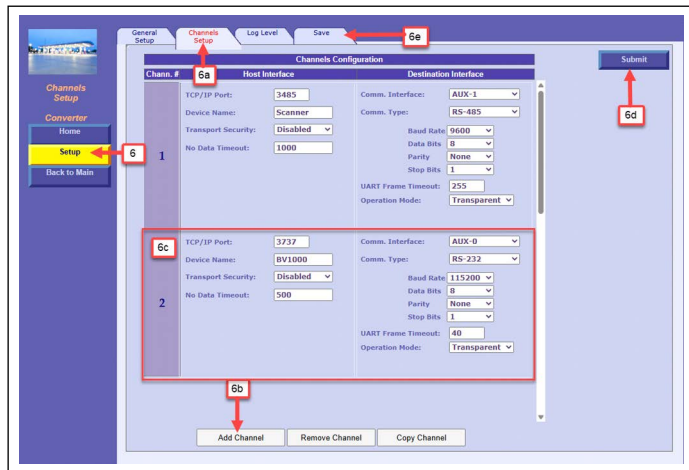
- 4 Return to the main menu.
- 5 Click Converter.

**Figure 6-18: OrPAY 1000 Main Page**



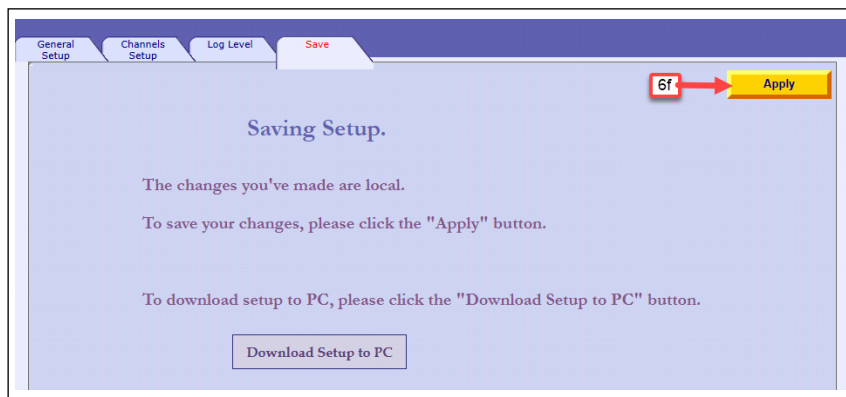
- 6 Click **Setup**.
  - a Click the **Channels Setup** tab.
  - b Click **Add Channel**.
  - c Verify or add the **Host Interface** and **Destination Interface** parameters as shown in [Figure 6-19](#).
  - d Click **Submit**.
  - e Click the **Save** tab.

**Figure 6-19: OrPAY 1000 Converter/Setup Page**

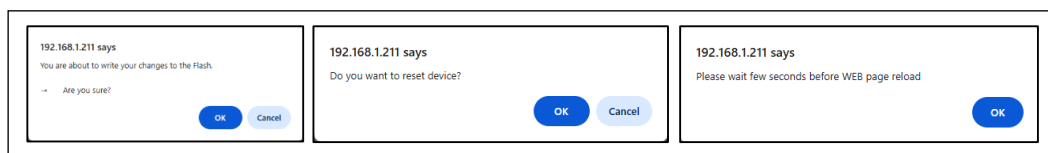


- f Click **Apply**.
- g Click **OK** to proceed through each message to complete the flash update.

**Figure 6-20: OrPAY 1000 Converter Setup/Save Page**



**Figure 6-21: Messages to Save Changes**



# 7 – Globalcom BV1000 EMV Card Reader Setup

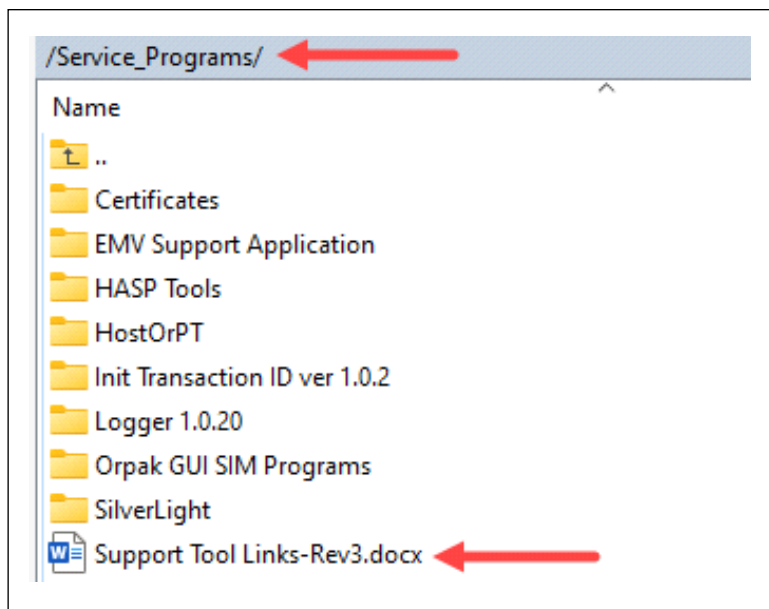
## Purpose

**Globalcom Payment Solutions** provides a support application that ensures the latest BV1000 application and firmware versions are applied to the EMV card reader. The tool also allows entry of customer merchant details (TID, Location ID) and networking settings needed to connect to the customer's chosen card payment solution. The Gasboy-Globalcom Support Application can be used for diagnostics and to clear anti-removal or pairing errors caused by EMV components being removed or replaced.

## Gasboy Globalcom EMV Application

The **Gasboy Globalcom EMV Application** is available at: <https://gbctms.curcomp.com/GilbarcoSupport/publish.htm> This link is also on the Gasboy FTP in the **/Service\_Programs** folder in the **Support Tool Links-Rev3** document.

**Figure 7-1: Gasboy FTP Directory Listing for Service Programs**



# Gasboy Globalcom EMV Application Installation

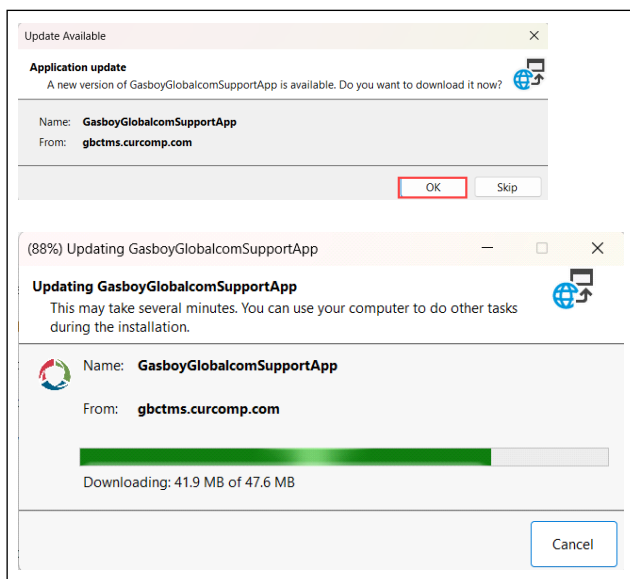
## Requirements

- Internet access
- Administrative rights on the laptop to install the setup.exe file once downloaded

## Installation

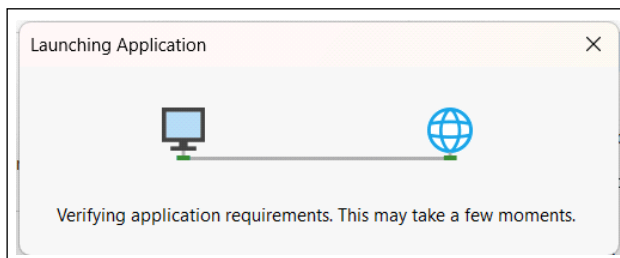
- Run the downloaded **Setup.exe** file.
- Click **OK** to download the latest version.

**Figure 7-2: Globalcom Application Update**



- Wait for Application to Launch

**Figure 7-3: Globalcom Application Launching**

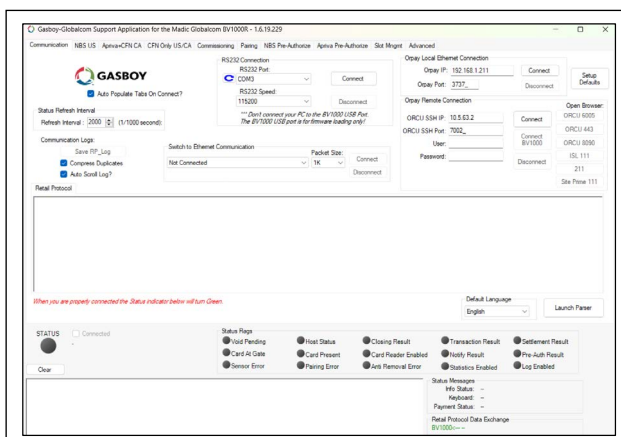


*Note: If you get a popup that a new version exists, click **OK** to retrieve the latest updates. The application will verify every time you open the application to ensure the latest software updates are available to apply. An icon will show up on your Desktop for quick access to launch application.*

Figure 7-4: Globalcom Application Shortcut Icon



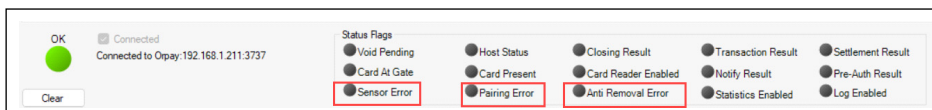
Figure 7-5: Gasboy Globalcom Support Application Home Page



## Connecting To and Configuring BV1000 EMV Card Readers

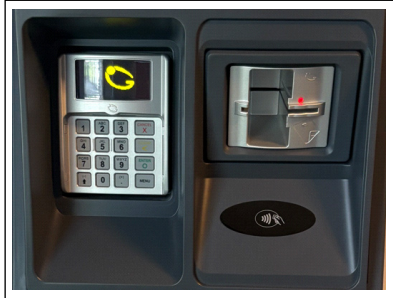
- Note:*
1. If more than one EMV reader is installed at a site, start with the reader that has the highest number in the last octet of its IP address (usually the highest-numbered OrPAY).
  2. If the EMV card reader, PIN Pad, and contactless reader were installed correctly with the tamper pins in place, they should automatically pair on first power-up. If the Gasboy-Globalcom Support App shows errors, recheck the installation and then run the steps to Pair or Commission the EMV card reader and PIN pad.

Figure 7-6: Gasboy-Globalcom Support Application Status Flags



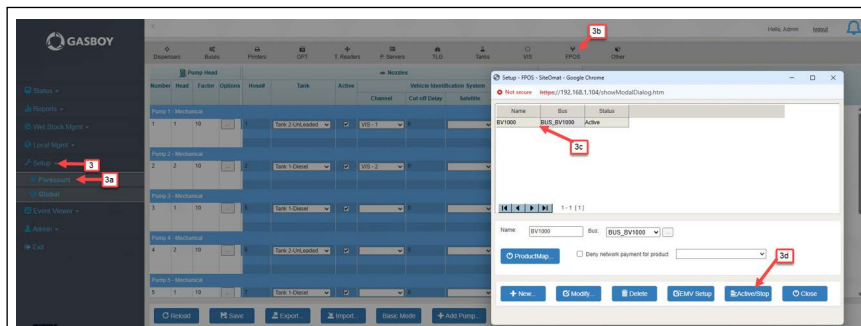
- 1 Power up the pedestal. [Figure 7-7](#) shows the components powered up but initially not online, indicated by a floating “G” on the PIN Pad and a red LED on the card reader.

**Figure 7-7: Islander PRIME EMV Component Offline Indicators**



- 2 Log in to SiteOmat.
  - a Click **Forecourt**.
  - b Click **FPOS**.
  - c Highlight the **BV1000** device name.
  - d Click the **Active/Stop** button.

**Figure 7-8: SiteOmat Setup/Forecourt/FPOS Menu**



- e Click **OK** to acknowledge that the BV1000 device has stopped communicating with the nOrCU, then click **Close**.

**Figure 7-9: FPOS BV1000 Stopped Message**



*Note: The OrPAY 1000 screen will display “Maintenance in Progress” at this point.*

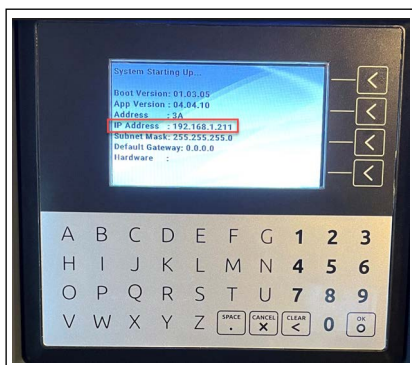
**Figure 7-10: OrPAY 1000 Screen Displaying Maintenance In Progress**



**3** Confirm the IP address of the OrPAY 1000 terminal. You can identify the IP by using one of the following methods:

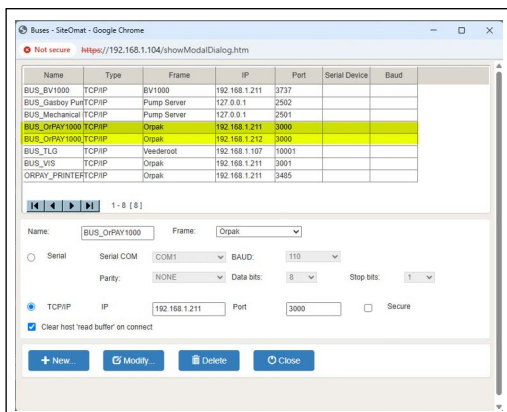
**a** Power-cycle the PRIME system and view the OrPAY 1000 terminal screen.

**Figure 7-11: OrPAY 1000 Screen Displaying IP Address**



**b** Log in to SiteOmat and view the Buses screen.

**Figure 7-12: Buses Setup in SiteOmat for EMV**



**4 Launch the Gasboy-Globalcom Support Application (the Communication tab is the default).**

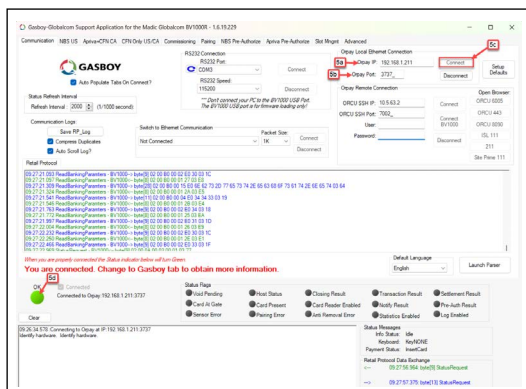
**a** Enter or confirm the correct OrPAY 1000 IP is listed.

**b** OrPAY port should be: **3737**.

**c** Click **Connect**.

**d** The **OK** button should illuminate green once the connection to the BV1000 EMV card reader is successful.

**Figure 7-13: Gasboy Globalcom Support Application/Communication Page - Connect**



# Card Payment Processing Solution Setup

The examples below describe the process and information required for each card payment processing option:

- **NBS US** (US credit cards for NBS Generic and Cenex)
- **Apriva + CFN CA** (Canada credit/debit and CFN fleet)
- **CFN Only US/CA** (CFN/Pac Pride only, US/Canada)

*Note: When the Gasboy-Globalcom Support Application initially connects to the EMV BV1000 Card Reader, it will detect if the device is PCI4 or PCI5 and display the relevant application and firmware options.*

## NBS US (US Credit Cards)

- 1 Navigate to the **NBS US** tab.
- 2 Confirm the correct card reader part number is shown based on the Card Payment Processing or key described in [“BV1000 EMV Replacement Spare Parts”](#) on page 3-1.
- 3 In the **New Installations** section, click each option from top to bottom until a green check mark appears for each item.

*Note: A red (X) or yellow (?) indicates an area that needs attention or a feature that is not applicable. A red (X) may also indicate that the setup requires alternative values compared with preprogrammed defaults.*

**a** Enable Anti-Removal.

**b** Check Kernel.

**c** Check Application.

**d** Check Chip Filesystem.

**e** Set Defaults.

*Note: This important step applies necessary default settings to configure the EMV BV1000 Card Reader to communicate with the card payment processor. Adjust later if required.*

**f** Enter **TID** value and click **Set**.

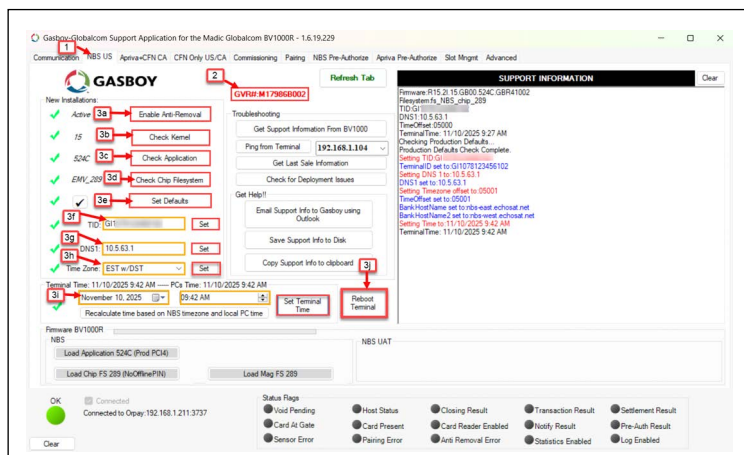
**g** Enter Primary **DNS1** and click **Set** (refer to nOrCU DNS settings if unknown).

**h** Enter the appropriate **Time Zone** and click **Set**.

**i** Set the **Terminal Date and Time** via the calendar and click **Set Terminal Time**.

j Click Reboot Terminal.

Figure 7-14: Gasboy Globalcom Support Application - NBS US Page



- 4 Card Payment Processing setup for this EMV BV1000 Card Reader is complete. Repeat this process for any additional BV1000 readers on site.

## Apriva + CFN CA (Canada Credit/Debit and Fleetcor CFN)

- 1 Navigate to the **Apriva+CFN CA** tab.
- 2 Confirm that the correct Card Reader part number is shown based on the Card Payment Processing or key described in “[BV 1000 EMV Replacement Spare Parts](#)” on page 3-1.
- 3 In the **New Installations** section, click each option from top to bottom until a green check mark appears for that item.  
*Note: A red (X) or yellow question mark (?) indicate an area that needs attention. A red (X) may also indicate a feature is not applicable or the setup requires alternative values compared to using preprogrammed Default settings.*

**a** Enable **Anti-Removal**.

**b** Check **Kernel**.

**c** Check **Contactless**.

**d** Check **Application**.

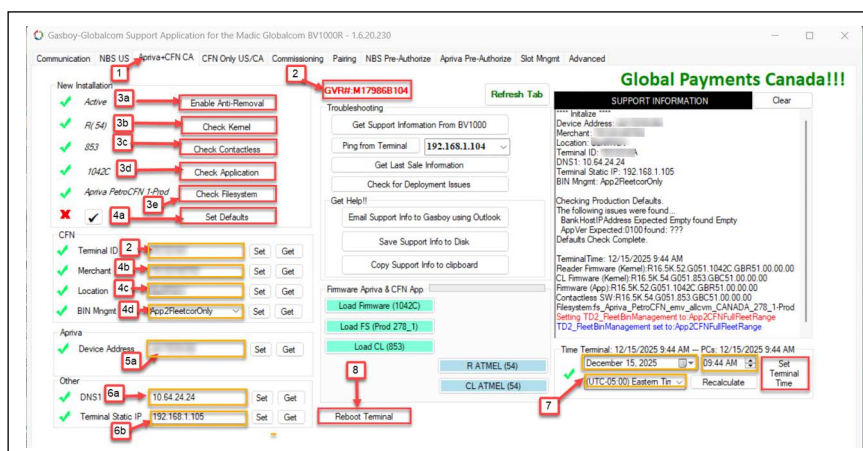
**e** Check **Filesystem**.

**f** Set Defaults.

*Note: This is an important step as this will apply the necessary default settings to configure the EMV BV1000 Card reader to communication to the Card Payment Processor. Adjustments can be made later if necessary.*

- 4 In the **CFN** section, click each option until green check marks appear:
  - a Enter **Terminal ID** and click **Set**.
  - b Enter **Merchant** number and click **Set**.
  - c Enter **Location** number and click **Set**.
  - d Select the appropriate BIN Mngmt option from the drop-down menu and click **Set**:
    - i. App2CFNOff - credit/debit only.
    - ii. App2FleetcorOnly - CFN/fleetcor only.
    - iii. App2CFNFullFleetRange - both credit and CFN.
- 5 In the **Apriva** section, click each option until green check marks appear:
  - a Enter **Device Address** and click **Set**.
- 6 In the **Other** section, click each option until green check marks appear:
  - a Enter Primary **DNS1** and click **Set** (refer to nOrCU DNS settings if unknown).
  - b Enter the **Terminal Static IP** and click **Set**.  
*Note: Default IP is 192.168.1.105. If multiple readers exist, increment the last octet to 106, 107, etc.*
- 7 Enter the **Terminal Date** using the calendar, enter the correct **Terminal Time**, and set the appropriate **Time Zone**.
  - a Click **Set Terminal Time**.
- 8 Click **Reboot Terminal**.

**Figure 7-15: Gasboy Globalcom Support Application - Apriva+CFN CA Page**



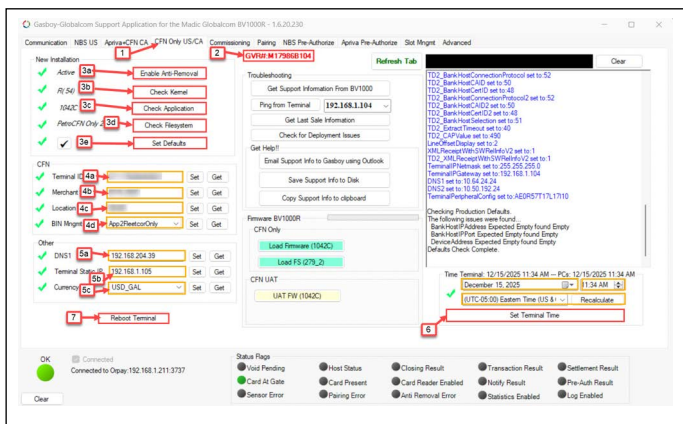
- 9 Card Payment Processing setup for this EMV BV1000 Card Reader is complete. Repeat this process for any additional BV1000 readers on site.

## CFN Only US/CA (CFN/Pacific Pride Cards)

- 1 Navigate to the **CFN Only US/CA** tab.
- 2 Confirm that the correct Card Reader part number is shown based on the Card Payment Processing or key described in [“BV1000 EMV Replacement Spare Parts”](#) on page 3-1.
- 3 In the **New Installations** section, click each option from top to bottom until a green check mark appears for that item.  
*Note: A red (X) or yellow question mark (?) indicate an area that needs attention. A red (X) may also indicate a feature is not applicable or the setup requires alternative values compared to using preprogrammed default settings.*
  - a Enable Anti-Removal.
  - b Check Kernel.
  - c Check Application.
  - d Check Filesystem.
  - e Set Defaults.  
*Note: This is an important step as this will apply the necessary default settings to configure the EMV BV1000 Card reader to communicate to the Card Payment Processor. Adjustments can be made later if necessary.*
- 4 In the **CFN** section, click each option until green check marks appear:
  - a Enter **Terminal ID** and click **Set**.
  - b Enter **Merchant number** and click **Set**.
  - c Enter **Location number** and click **Set**.
  - d Select the appropriate **BIN Mngmt** option from the drop-down menu and click **Set**:
    - i. AppFleetcorOnly - Selection used for (CFN/Fleetcor Only)
    - ii. App2CFNFullFleetRange - Selection used for both (Credit and CFN).
- 5 In the **Other** section, click each option until green check marks appear:
  - a Enter Primary **DNS1** and click **Set** (refer to nOrCU DNS settings if unknown).
  - b Enter the **Terminal Static IP** and click **Set**.  
*Note: Default IP is 192.168.1.105. Increment the last octet for additional readers (106, 107, 108, etc.).*
  - c Select the correct currency option:
    - i. CAD\_LIT — Canada.
    - ii. USD\_GAL — US.

- 6 Enter the **Terminal Date** using the calendar, enter the correct **Terminal Time**, and set the appropriate **Time Zone**.
  - a Click **Set Terminal Time**.
- 7 Click **Reboot Terminal**.

Figure 7-16: Gasboy Globalcom Support Application - CFN Only US/CA Page

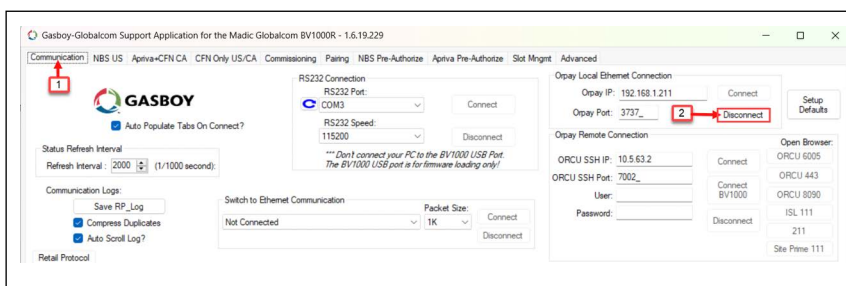


## Finalizing Setup of BV1000 EMV Card Readers

The following describes the final steps to complete the BV1000 EMV Card Reader setup and prepare for testing a customer card according to the card payment processing option applied.

- 1 Navigate back to the **Communication** tab.
- 2 Click the **Disconnect** button.

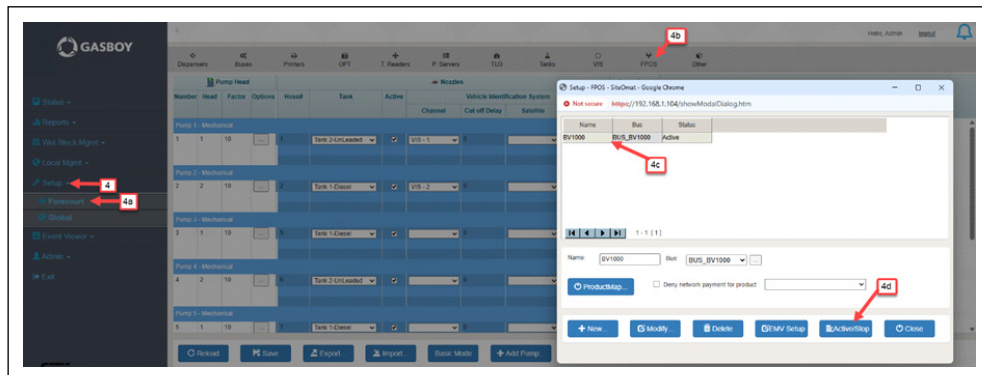
Figure 7-17: Gasboy Globalcom Support Application/Communication Page - Disconnect



- 3 Log in to SiteOmat.

- 4 Click **Setup**.
  - a Click **Forecourt**.
  - b Click **FPOS**.
  - c Highlight **BV1000** Name.
  - d Click **Active/Stop**.

**Figure 7-18: SiteOmat Setup/Forecourt/FPOS Menu**



- e Click **OK** to acknowledge that the BV1000 device has restarted communicating with the nOrCU, and then click **Close**.

**Figure 7-19: FPOS BV1000 Restart Message**



- 5 The BV1000 EMV card reader should show a green LED, the PIN pad should display the “Insert Card” message, and the OrPAY 1000 terminal should show the normal Welcome message.

**Figure 7-20: Islander PRIME EMV Component Online Indicators**



- 6 Test a payment card.

*Note: Card-decline failures should be directed to the card payment processor. Network failures should be addressed to the PDI Technologies Help Desk. All other failures can be investigated using the troubleshooting section in “Appendix G: EMV Troubleshooting” on page G-1.*

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# Appendix A: Card Compatibility List

**Table 1: Card Compatibility — Current DEF Single Grade Dispenser**

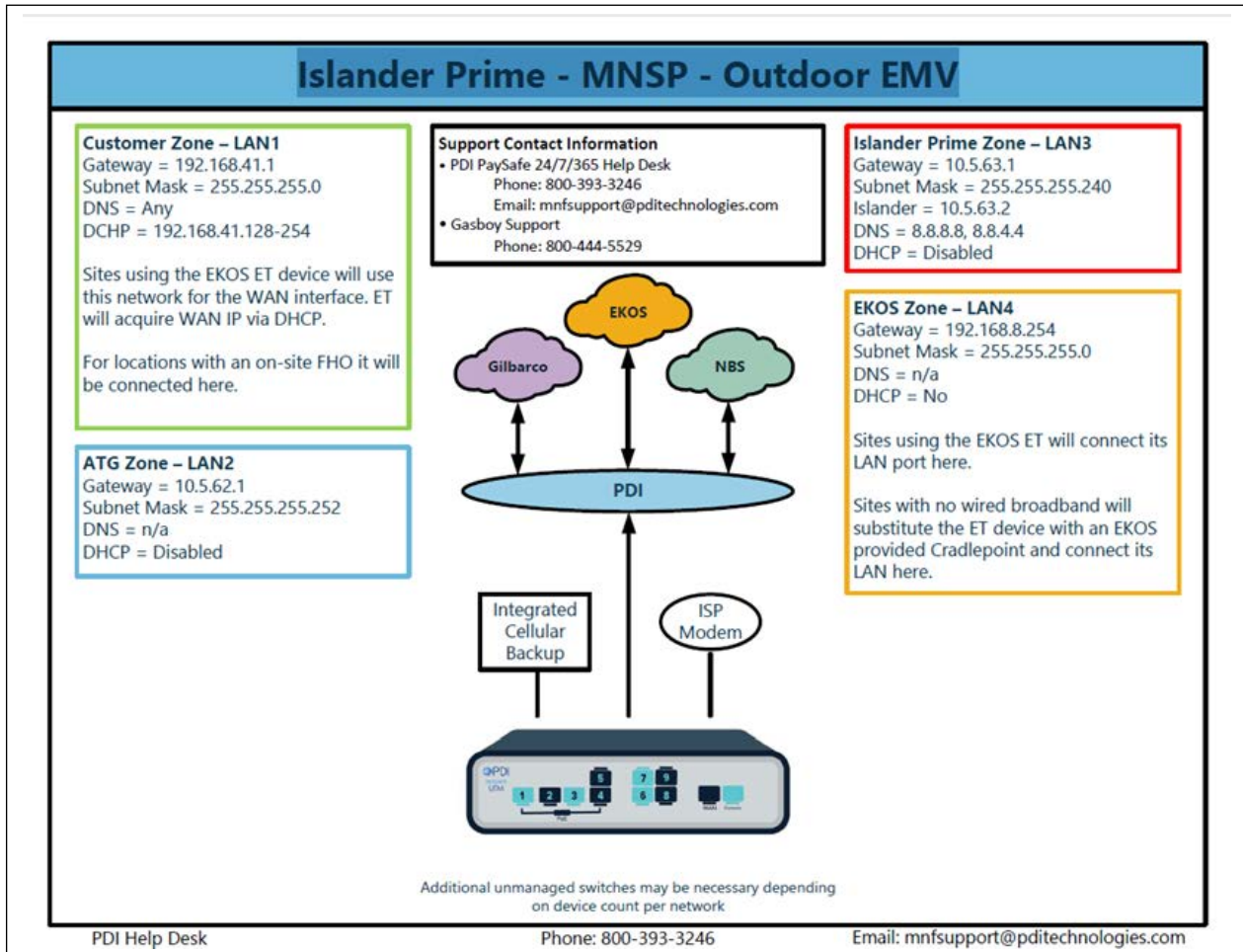
<b>Card</b>	<b>US Option 1 - NBS</b>	<b>US Option 2 - CFN</b>	<b>Canada - APRIVA + CFN</b>
Visa, Mastercard, Amex, Discover	<b>Chip</b>	N/A	<b>Chip and Contactless</b>
WEX	<b>Chip</b>	<b>Mag</b>	<b>Mag (CFN Only)</b>
Voyager	<b>Chip</b>	<b>Mag</b>	<b>Mag (CFN Only)</b>
Fuelman	<b>Chip</b>	<b>Mag</b>	<b>Mag (CFN Only)</b>
CFN	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
Comdata	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
EFS	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
T-Check	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
TCH	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
Pacific Pride	N/A	<b>Mag</b>	<b>Mag (CFN Only)</b>
Debit / Interact	N/A	N/A	<b>Chip and Contactless</b>

*This page is intentionally left blank.*

# Appendix B: PDI PaySafe Installation Quick Guide

The information below is included with the PaySafe modem, and is provided for reference only. Contact PDI Technologies with any questions installing network equipment.

**Figure B-1: Islander Prime - MNSP - Outdoor EMV**

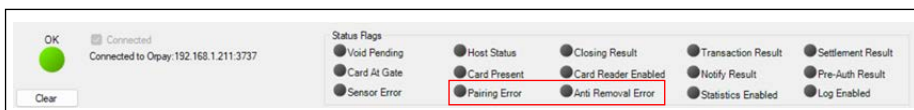


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# Appendix C: Addressing Pairing and Tamper State Errors

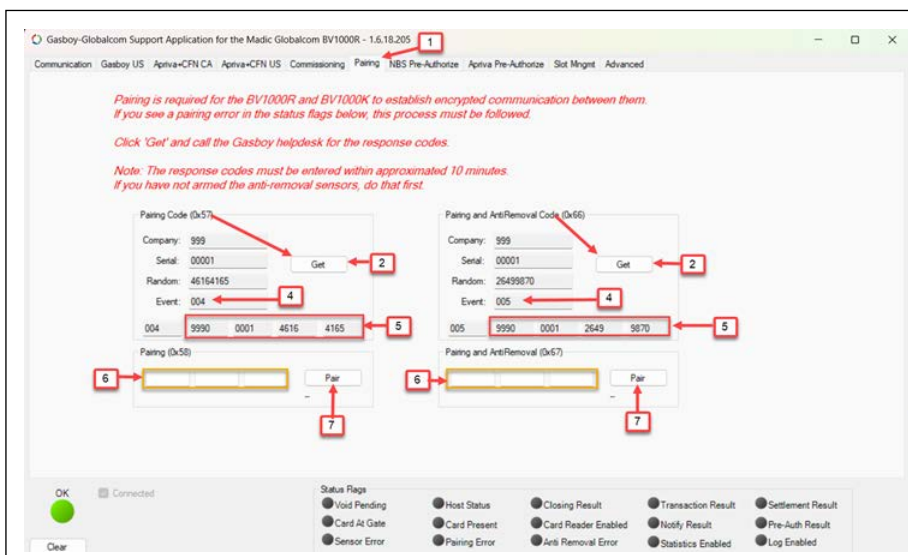
If the Gasboy/Globalcom Support App shows a Pairing Error or an Anti Removal Error as shown in [Figure C-1](#), proceed as follows:

**Figure C-1: Pairing and Anti Removal Error**



- 1 Navigate to the **Pairing** tab.
- 2 Click the **Get** button based on which error condition is being displayed.  
*Note: You have approximately 10 minutes to enter response code once you click the **Get** button.*
- 3 Call the Gasboy TAC - (800) 444-5529.
- 4 Provide the 3-digit Event code: (004) or (005).
- 5 Provide the displayed 16-digit code.
- 6 Enter the 10-digit response code provided by the TAC agent.
- 7 Click **Pair** to clear error condition.

**Figure C-2: Pairing Tab**



 **CAUTION**

If a Sensor Error is displayed, the EMV component will need to be replaced.

## Appendix D: NACS/PCAT Product Codes

Description	Code
Not Used	0
Motor Fuels	001-099
Unleaded Regular	001
Unleaded Plus	002
Unleaded Super	003
Unleaded 4	004
Unleaded 5	005
Unleaded Methanol (5.7% Blend)	006
Unleaded Plus Methanol (5.7% Blend)	007
Super Unleaded Methanol (5.7% Blend)	008
Unleaded Methanol (7.7% Blend)	009
Unleaded Plus Methanol (7.7% Blend)	010
Unleaded Ethanol (5.7% Blend)	011
Unleaded Plus Ethanol (5.7% Blend)	012
Super Unleaded Ethanol (5.7% Blend)	013
Unleaded Ethanol (7.7% Blend)	014
Unleaded Plus Ethanol (7.7% Blend)	015
Methanol/Leaded	016
Ethanol/Leaded	017
Leaded	018
Regular Diesel #2	019
Premium Diesel #2	020
Diesel #1	021
Compressed Natural Gas	022
Liquid Propane Gas	023
Liquid Natural Gas	024
M-85	025
E-85	026
Unleaded - Reformulated 1	027
Unleaded - Reformulated 2	028
Unleaded - Reformulated 3	029
Unleaded - Reformulated 4	030
Unleaded - Reformulated 5	031
Diesel Off-road (#1 and #2 Non-taxable)	032
Ultra Low Sulfur Diesel Off-road (Non-taxable)	033
Biodiesel Blend Off-road (Non-taxable)	034
Ultra Low Sulfur Biodiesel Blend Off-road (Non-taxable)	035
Racing Fuel	036

**NACS/PCAT Product Codes**

<b>Description</b>	<b>Code</b>
Super Unleaded Methanol (7.7% Blend)	037
Unleaded Methanol (10% Blend)	038
Unleaded Plus Methanol (10% Blend)	039
Super Unleaded Methanol (10% Blend)	040
Super Unleaded Ethanol (7.7% Blend)	041
Unleaded Ethanol (10% Blend)	042
Unleaded Plus Ethanol (10% Blend)	043
Super Unleaded Ethanol (10% Blend)	044
B2 Diesel Blend 2% Biodiesel	045
B5 Diesel Blend 5% Biodiesel	046
B10 Diesel Blend 10% Biodiesel	047
B11 Diesel Blend 11% Biodiesel	048
B15 Diesel Blend 15% Biodiesel	049
B20 Diesel Blend 20% Biodiesel	050
B100 Diesel Blend 100% Biodiesel	051
Ultra Low Sulfur #1	052
Ultra Low Sulfur #2	053
Ultra Low Sulfur Premium Diesel #2	054
Ultra Low Sulfur Biodiesel Blend 2%	055
Ultra Low Sulfur Biodiesel Blend 5%	056
Ultra Low Sulfur Biodiesel Blend 10%	057
Ultra Low Sulfur Biodiesel Blend 11%	058
Ultra Low Sulfur Biodiesel Blend 15%	059
Ultra Low Sulfur Biodiesel Blend 20%	060
Ultra Low Sulfur Biodiesel Blend 100%	061
DEF	062
Undefined Fuel-Reserved for PCATS Future Use	063-070
Undefined Fuel-Reserved for Proprietary Use	071-098
Miscellaneous Fuel	099
Automotive Products/Services	100-149
General Automotive Merchandise	100
Motor Oil	101
Car Wash	102
Oil Change	103
Oil Filter	104
Work Order	105
Anti-freeze	106
Washer Fluid	107
Brake Fluid	108
Tires	109
Federal Excise Tax (Tires)	110
Tire Rotation	111
Batteries	112
Lube	113
Inspection	114

<b>Description</b>	<b>Code</b>
Labor	115
Towing	116
Road Service	117
Auto Accessories	118
Auto Parts	119
Preventative Maintenance	120
Air Conditioning Service	121
Engine Service	122
Transmission Service	123
Brake Service	124
Exhaust Service	125
Body Work	126
Automotive Glass	127
Synthetic Oil	128
Lamps	129
Wipers	130
Hoses	131
Tire-related (Wheel Balance, Valve Stem)	132
Repairs	133
Service Package	134
Automotive Parking	135
Truck Tank Cleaning	136
Other Lubricants	137
Automotive Fuel Additives/Treatment (Injected)	138
Vehicle Rental	139
Air Filter	140
Vehicle Prep	141
Fuel System	142
Undefined Parts/Service-Reserved for Proprietary Use	143-148
Miscellaneous Parts/Service	149
Aviation Fuels	150-174
Jet Fuel	150
Aviation Fuel Regular	151
Aviation Fuel Premium	152
Aviation Fuel JP8	153
Aviation Fuel 4	154
Aviation Fuel 5	155
Undefined Aviation Fuel-Reserved for PCATS Future Use	156-167
Undefined Aviation Fuel-Reserved for Proprietary Use	168-173
Miscellaneous Aviation Fuel	174
Aviation Products/Services	175-224
Storage	175
Aircraft Ground Handling	176
Aircraft Ground Power Unit	177

**NACS/PCAT Product Codes**

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<b>Description</b>	<b>Code</b>
Aircraft Labor	178
Aircraft Work Order	179
Aircraft Maintenance	180
Aircraft Service	181
Transportation	182
De-icing	183
Ramp Fees	184
Catering	185
Hangar Fee	186
Landing Fee	187
Call Out Fee	188
Aircraft Rental	189
Instruction Fee	190
Flight Plans/Weather Brief	191
Charter Fee	192
Communication Fee	193
Aircraft Cleaning	194
Cargo Handling	195
Aircraft Accessories	196
Pilot Supplies	197
Aircraft Parking Fees	198
Aircraft Tiedown Fees	199
Aircraft Sanitation Fees	200
Aircraft Fuel Additive	201
Undefined Aviation-Reserved for PCATS Future Use	202-215
Undefined Aviation-Reserved for Proprietary Use	216-223
Miscellaneous Aviation	224
Marine Fuels	225-249
Marine Fuel 1	225
Marine Fuel 2	226
Marine Fuel 3	227
Marine Fuel 4	228
Marine Fuel 5	229
Marine - Other	230
Undefined Marine Fuel-Reserved for PCATS Future Use	231-242
Undefined Marine Fuel-Reserved for Proprietary Use	243-248
Miscellaneous Marine Fuel	249
Marine Products/Services	250-299
Marine Service	250
Marine Labor	251
Marine Work Order	252
Launch Fee	253
Slip Rental	254
Undefined Marine Services-Reserved for PCATS Future Use	255-280

<b>Description</b>	<b>Code</b>
Undefined Marine Services-Reserved for Proprietary Use	281-298
Miscellaneous Marine Service	299
Other Fuels	300-399
Kerosene Low Sulfur	300
White Gas	301
Heating Oil	302
Bottled Propane	303
Other Fuel (Non-taxable)	304
Kerosene Ultra Low Sulfur	305
Kerosene Low Sulfur (Non-taxable)	306
Kerosene . Ultra Low Sulfur (Non-taxable)	307
Undefined Other Fuel-Reserved for PCATS Future Use	308-380
Undefined Other Fuel-Reserved for Proprietary Use	381-398
Miscellaneous Other Fuel	399
Merchandise	400-599
General Merchandise	400
General Ice	401
General Undefined-Reserved for PCATS Future Use	402-409
General Tobacco	410
Cigarettes	411
Tobacco Other	412
Undefined Tobacco-Reserved for PCATS Future Use	413-417
Undefined Tobacco-Reserved for Proprietary Use	418-419
General Packaged Beverage	420
Packaged Beverages (non-alcoholic)	421
Juice	422
Other Packaged Beverages	423
Undefined Packaged Beverages-Reserved for PCATS Future Use	424-427
Undefined Packaged Beverages-Reserved for Proprietary Use	428-429
General Dispensed Beverage	430
Hot Dispensed Beverages	431
Cold Dispensed Beverages	432
Frozen Dispensed Beverages	433
Other Dispensed Beverages	434
Undefined Dispensed Beverages-Reserved for PCATS Future Use	435-437
Undefined Dispensed Beverages-Reserved for Proprietary Future	438-439
General Snacks	440
Salty Snacks	441
Alternative Snacks	442
Sweet Snacks - Packaged	443
Undefined Snacks-Reserved for PCATS Future Use	444-447

**NACS/PCAT Product Codes**

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<b>Description</b>	<b>Code</b>
Undefined Snacks-Reserved for Proprietary Use	448-449
General Candy	450
Undefined Candy-Reserved for PCATS Future Use	451-457
Undefined Candy-Reserved for Proprietary Use	458-459
General Dairy	460
Fluid Milk Products	461
Packaged Ice Cream/Novelties	462
Other Dairy	463
Undefined Dairy-Reserved for PCATS Future Use	464-467
Undefined Dairy-Reserved for Proprietary Use	468-469
General Grocery	470
Groceries Edible	471
Groceries Non-Edible	472
Groceries Perishable	473
Bread Packaged	474
Frozen Foods	475
Undefined Grocery-Reserved for PCATS Future Use	476-477
Undefined Grocery-Reserved for Proprietary Use	478-479
General Alcohol	480
Beer Alcoholic	481
Beer Non-Alcoholic	482
Wine	483
Liquor	484
Undefined Alcohol-Reserved for PCATS Future Use	485-487
Undefined Alcohol-Reserved for Proprietary Use	488-489
General Deli	490
Packaged Sandwiches/Deli Products	491
Prepared Foods	492
Deli Items	493
Undefined Deli-Reserved for PCATS Future Use	494-497
Undefined Deli-Reserved for Proprietary Use	498-499
General Foodservice	500
Undefined Foodservice-Reserved for PCATS Future Use	501-507
Undefined Foodservice-Reserved for Proprietary Use	508-509
General Lottery	510
Lottery Instant	511
Lottery Online	512
Lottery Other	513
Undefined Lottery-Reserved for PCATS Future Use	514-517
Undefined Lottery-Reserved for Proprietary Use	518-519
General Money Order	520
Money Order Vendor Payment	521
Money Order Payroll Check	522

<b>Description</b>	<b>Code</b>
Money Order Gift Certificate	523
Money Order Refund Check	524
Money Order Official Check	525
Money Order Rebate Check	526
Money Order Dividend Check	527
Money Order Utility Check	528
Undefined Money Order-Reserved for PCATS Future Use	529
General Store Service	530
Home Delivery	531
Prepaid Cards Purchase	532
Prepaid Cards Activation/Recharge	533
Membership/Loyalty	534
Undefined Store Services-Reserved for PCATS Future Use	535-537
Undefined Store Services-Reserved for Proprietary Use	538-539
General Health and Beauty Care	540
Undefined Health and Beauty Care-Reserved for PCATS Future Use	541-547
Undefined Health and Beauty Care-Proprietary Use	548-549
General Publications	550
Undefined General Publications-Reserved for PCATS Future Use	551-557
Undefined General Publications-Reserved for Proprietary Use	558-559
Undefined Merchandise-Reserved PCATS Future Use	560-590
Undefined Merchandise-Reserved Proprietary Use	591-599
Reserved for PCATS Future Use	600-799
Reserved for Proprietary Use	800-899
Negative Transactions	900-949
Discount 1	900
Discount 2	901
Discount 3	902
Discount 4	903
Discount 5	904
Coupon 1	905
Coupon 2	906
Coupon 3	907
Coupon 4	908
Coupon 5	909
Lottery Pay Out Instant	910
Lottery Pay Out Online	911
Lottery Pay Out Other	912
Split Tender	913

<b>Description</b>	<b>Code</b>
Tax Discount/Forgiven	914
Undefined Negative-Reserved for PCATS Future Use	915-940
Undefined Negative-Reserved for Proprietary Use	941-948
Miscellaneous Negative Administrative	949
Administrative	950-999
Tax 1	950
Tax 2	951
Tax 3	952
Tax 4	953
Tax 5	954
Cash Back	955
Cash Back Fee	956
Fee 1	957
Fee 2	958
Fee 3	959
Fee 4	960
Fee 5	961
Miscellaneous Aviation Tax	962
GST/HST (Canadian)/VAT 1	963
PST/QST (Canadian) VAT 2	964
SWT Rate (Canadian)	965
Tax 6	966
Tax 7	967
Tax 8	968
Undefined Administrative-Reserved for PCATS Future Use	969-990
Undefined Administrative-Reserved for Proprietary Use	991-998
Miscellaneous Administrative	999

## Appendix E: CFN Product Codes

New Conexxus 4.1 Product Code	New Product Description
0001	Regular
0002	Mid/Plus
0003	Premium/Super
0019	Regular Diesel #2
0020	Premium Diesel #2
0021	Regular Diesel #1
0022	CNG
0023	Liquid Propane Gas
0024	Liquid Natural Gas
0026	E-85
0036	Racing Fuel
0042	Reg Ethanol/CBOB 10%
0043	Mid Ethanol/CBOB 10%
0044	Prm Ethanol/CBOB 10%
0045	B2 Dsl Blend 2% Bio
0046	B5 Dsl Blend 5% Bio
0047	B10 Dsl Blnd 10% Bio
0048	B11 Dsl Blnd 11% Bio
0050	B20 Dsl Blnd 20% Bio
0060	Renewable Dsl >=R95
0062	DEF Dsl Exhst Fluid
0063	Premium Diesel #1
0069	B75 Dsl Blnd 75% Bio
0070	B99 Dsl Blnd 99% Bio
0076	NO Lead/Leaded Sub
0077	RACING GAS LEAD 110
0078	RACING GAS LEAD 112
0079	PURE ETHANOL
0080	B-99 Off Rd NoTax
0081	ULSD #2 Carbonated
0082	B50 Off-Road
0083	Unl Plus MTBE 5.7%
0084	Unl Prm MTBE 5.7%
0085	Methanol
0088	RFG Reg 10% Ethanol
0089	RFG Mid 10% Ethanol
0090	RFG Prm 10% Ethanol
0094	Reg Unleaded (CBG)
0101	Motor Oil
0102	Car Wash

**CFN Product Codes**

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<b>New Conexxus 4.1 Product Code</b>	<b>New Product Description</b>
0143	DEF Gallon
0144	Washroom Facilities
0145	Motor Oil Gal/Bulk
0150	Jet Fuel
0300	Kerosene-Low Sulfur
0307	ULS Kerosene No Tax
0311	BioDsl Bl 2% Off Rd
0312	BioDsl Bl 5% Off Rd
0313	BioDsl Bl 10% Off Rd
0316	BioDsl Bl 20% OffRd
0317	Dsl #1 Off-Rd No Tax
0318	Dsl #2 Off-Rd No Tax
0319	PREMIUM DSL #1 DYED
0320	PREMIUM DSL #2 DYED
0333	Renewable Dsl > = R95 No Tax
0381	PARTICIPANT USE
0382	PARTICIPANT USE
0383	PARTICIPANT USE
0384	PARTICIPANT USE
0385	PARTICIPANT USE
0386	PARTICIPANT USE
0387	PARTICIPANT USE
0388	PARTICIPANT USE
0389	PARTICIPANT USE
0390	Dsl #2 NoTx Carb/Dye
0391	PARTICIPANT USE
0400	C-STORE
0600	DEF 2.5 Gallon
0650	Truck Scales
0653	LODGING
0655	Truck Wash
0805	MISCELLANEOUS

# Appendix F: Globalcom Error Codes and Description

Code	Device	Short Definition	Description
0	Terminal	TE_NO_ERROR	No errors (transaction approved)
-1	Terminal	TE_GENERAL_ERROR	<ResponseCode> or <ResultCode> field of the gateway response different from 0 (transaction not approved from gateway)
-2	Terminal	TE_COMMUNICATION_ERROR	Communication issue talking to host. Could be LAN connection or Parameter issue.
-3	Terminal	TE_EMV_INIT_ERROR	Not active; problem found in the initialization of EMV contact card management.
-4	Terminal	TE_NO_CARD_AVAILABLE_1	Error on the track2 information, format, not valid for payments (for example: the expiry date, pan, service code missing)
-5	Terminal	TE_NO_CARD_AVAILABLE_2	No valid tracks found for payment.
-6	Terminal	TE_NO_CARD_AVAILABLE_3	No Bank tracks found.
-7	Terminal	TE_NO_CARD_AVAILABLE_4	One of the mag Tracks is not read correctly or no tracks found.
-8	Terminal	TE_UNKNOWN_TRACK	Swipe for the card is not allowed.
-9	Terminal	TE_EXPIRED_TRACK	Expired Card
-10	Terminal	TE_MAG_FILE_NOT_PRESENT	<mag_config.txt> file missing in filesystem. Reload correct Filesystem.
-11	Terminal	TE_MAG_FILE_ERROR_1	AcqCount missing in <mag_config.txt>. Reload correct Filesystem.
-12	Terminal	TE_MAG_FILE_ERROR_2	AcqCount = 0 or AcqCount>20 in <mag_config.txt> file. Reload correct Filesystem.
-13	Terminal	TE_MAG_FILE_ERROR_3	N.A (this error does not occur but only the previous one will occur).
-14	Terminal	TE_MAG_FILE_ERROR_4	Read error during the read of AcqName in <mag_config.txt> file. Reload correct Filesystem.
-15	Terminal	TE_MAG_FILE_ERROR_5	AcqName missing in <mag_config.txt> file. Reload correct Filesystem.
-16	Terminal	TE_MAG_FILE_ERROR_6	Read error during the read of max length of AcqName in <mag_config.txt> file. Reload correct Filesystem.
-17	Terminal	TE_MAG_FILE_ERROR_7	Read error during the read of AcqRange in <mag_config.txt> file. Reload correct Filesystem.
-18	Terminal	TE_MAG_FILE_ERROR_8	AcqRange missing in <mag_config.txt> file. Reload correct Filesystem.
-19	Terminal	TE_REFUND_UNAVAILABLE	Setting in CFN or NBS gateway when refund operation unavailable.
-20	Terminal	TE_FALLBACK	Fallback due to failure on the initialization of reading the EMV contact card.
-21	Terminal	TE_ABORTED	Abort during Interac Acct Prompt.
-22	Terminal	TE_AUTHENTICATION	Failure on Offline Data Auth EMV phase.
-23	Terminal	TE_PROCESSING_1	Failure on ProcessRestrict of EMV phase.
-24	Terminal	TE_PROCESSING_2	Pin Entry Issue.
-25	Terminal	TE_PROCESSING_3	Failure on Terminal Risk Management of EMV phase.
-26	Terminal	TE_PROCESSING_4	Failure Term Action Analysis of EMV phase.

## Globalcom Error Codes and Description

Code	Device	Short Definition	Description
-27	Terminal	TE_PROCESSING_5	Operation executed incorrectly during step1 (Authorization) of Sale/Preauth on the EMV contact card.
-28	Terminal	TE_PROCESSING_6	Operation executed incorrectly during step2 (Confirmation) of Sale/Preauth on the EMV contact card.
-29	Terminal	TE_PROCESSING_7	Operation executed incorrectly during step1 (Authorization) of Sale/Preauth on the ctls/mag card.
-30	Terminal	TE_PROCESSING_8	Operation executed incorrectly during step2 (Confirmation) of Sale/Preauth on the ctls/mag card.
-31	Terminal	TE_CARD	Failure on Card Action Analysis EMV phase. Card Pulled too Early is one condition.
-32	Terminal	TE_NOT_ACCEPTED	EMV process failure during the completion phase (contact) or NMI App check of partial approval for contactless card (amount > of preauth amount) or CFN Host Decline
-33	Terminal	TE_REJECTED_BY_CARD	Card Declined Result.
-34	Terminal	TE_SERVICE_NOT_ALLOWED	Failure when EMV_SERVICE_NOT_ALLOWED=621 on Card Action Analysis during EMV phase.
-35	Terminal	TE_KEY_SLOT_NOT_SET	It occurs in the case of an online PIN, when it is not present of the board configuration tags (0xD1 or 0xD2 or 0xD3) in the termconfig.dat file. Reload Correct Filesystem.
-36	Terminal	TE_PINPAD_NOT_PRESENT_1	PIN Pad not present, in the case of offline PIN.
-37	Terminal	TE_PINPAD_NOT_PRESENT_2	PIN Pad not present, in the case of offline encrypted PIN.
-38	Terminal	TE_PINPAD_NOT_PRESENT_3	PIN Pad not present, in the case of online PIN.
-39	Terminal	TE_ALARM_BOARD_1	It occurs in the case of offline PIN failure when sensors are violated. Device requires RMA.
-40	Terminal	TE_ALARM_BOARD_2	It occurs in the case of offline encrypted PIN failed when sensors are violated. Device requires RMA.
-41	Terminal	TE_ALARM_BOARD_3	It occurs in the case of online PIN failure when sensors are violated. Device requires RMA.
-42	Terminal	TE_PROMPT_MESSAGE_NOT_FOUND_1	It occurs during failure of offline PIN when the message prompt check fails (for example, check amount entry, alphanumeric entry, numeric entry).
-43	Terminal	TE_PROMPT_MESSAGE_NOT_FOUND_2	It occurs during failure of offline encrypted PIN when the message prompt check fails (for example, check amount entry, alphanumeric entry, numeric entry).
-44	Terminal	TE_PROMPT_MESSAGE_NOT_FOUND_3	It occurs during failure of online PIN when the message prompt check fails (for example, check amount entry, alphanumeric entry, numeric entry).
-45	Terminal	TE_PROMPT_GENERAL_ERROR_1	It occurs during failure of online PIN from an error other than: TE_ALARM_BOARD_1/ TE_PROMPT_MESSAGE_NOT_FOUND_1/ TE_PROMPT_ABORT_BY_USER_1/ TE_PROMPT_TIMEOUT_1.
-46	Terminal	TE_PROMPT_GENERAL_ERROR_2	It occurs during failure of offline Enciphered PIN from an error other than: TE_ALARM_BOARD_2/ TE_PROMPT_MESSAGE_NOT_FOUND_2/ TE_PROMPT_ABORT_BY_USER_2/ TE_PROMPT_TIMEOUT_2.

Code	Device	Short Definition	Description
-47	Terminal	TE_PROMPT_GENERAL_ERRO R_3	It occurs during failure of online PIN from an error other than: TE_ALARM_BOARD_1/ TE_PROMPT_MESSAGE_NOT_FOUND_3/ TE_PROMPT_ABORT_BY_USER_3/ TE_PROMPT_TIMEOUT_3/ TE_PROMPT_MESSAGE_NOT_FOUND_3.
-48	Terminal	TE_PROMPT_ABORT_BY_USE R_1	It occurs during failure of offline PIN when the CANCEL button on PIN pad was pressed.
-49	Terminal	TE_PROMPT_ABORT_BY_USE R_2	Abort during PIN.
-50	Terminal	TE_PROMPT_ABORT_BY_USE R_3	It occurs during online PIN entry when the CANCEL button on the PIN pad is pressed.
-51	Terminal	TE_PROMPT_ABORT_BY_USE R_4	It occurs during the confirmation message when CANCEL or CLEAR buttons are pressed.
-52	Terminal	TE_PROMPT_TIMEOUT_1	TIMEOUT ERROR in the case of offline PIN failure.
-53	Terminal	TE_PROMPT_TIMEOUT_2	TIMEOUT ERROR in the case of offline encrypted.
-54	Terminal	TE_PROMPT_TIMEOUT_3	TIMEOUT ERROR in the case of online PIN failure.
-55	Terminal	TE_PROMPT_TIMEOUT_4	TIMEOUT ERROR during PIN.
-56	Terminal	TE_PIN_TRY_EXCEEDED_1	Valid for appl. vers. A in the case of offline PIN, occurs when the first attempt to enter the PIN is incorrect.
-57	Terminal	TE_PIN_TRY_EXCEEDED_2	Valid for appl. vers. A in the case of offline encrypted PIN occurs when the first attempt to enter the PIN is incorrect.
-58	Terminal	TE_UNMATCHING_APPLICATION_1	No matching application between card and managed terminal application. Card is not supported by the configuration.
-59	Terminal	TE_UNMATCHING_APPLICATION_2	There is no matching application in the Candidate List.
-60	Terminal	TE_UNMATCHING_APPLICATION_3	Selected EMV application is invalidated by card and no other valid application is present.
-61	Terminal	TE_UNMATCHING_APPLICATION_4	Error found reading EMV data from contact cards (not directly related to Application match).
-62	Terminal	TE_PINBLOCK_KEY_NOT_FOUND	It occurs in the case of online PIN when the check dukpt key validity failed or the check key presence and validity failed or the prompt insert PIN failed or the prompt insert PIN dukpt failed.
-63	Terminal	TE_PINBLOCK_KEY_INVALID	It occurs in the case of online PIN when the check key presence and validity is OK but the operation/algorithm/type/use not valid for encryption of the key.
-64	Terminal	TE_HOST_RESPONSE_TIMEOUT	Host Timeout. TLS/IP connection established, but no data received.
-65	Terminal	TE_NO_TRACK_AVAILABLE	In a magnetic card read transaction during read of the track2, the transaction was aborted because: PAN not present, length of pan<11 digit, len pan>19 digit, track2 is missing, ctls trans track2 equivalent failed/missing.
-66	Terminal	TE_TRACK_LENGTH_ERROR	Error when the overall total length between track1 and track2 is greater than 119 digits.
-67	Terminal	TE_KEY_DATA_SLOT_NOT_SET	It occurs during the encryption of emv tags, when tag 0xD4 is not present in termconfig.dat file. Check for correct Filesystem.
-68	Terminal	TE_KEY_DATA_SLOT_INVALID	It occurs during the encryption of emv tags, when tag 0xD5 is not present in termconfig.dat file or if the 0xD5=1. Check for Correct Filesystem.
-69	Terminal	TE_DATA_KEY_NOT_FOUND	Missing Data Encryption Key.

## Globalcom Error Codes and Description

Code	Device	Short Defination	Description
-70	Terminal	TE_DUKPT_CYPHER_ERROR	Encryption fails for the absence of a key. Check for correct Filesystem.
-71	Terminal	TE_LENGTH_PAN_ERROR	For a Mag transaction - failed because the length of pan<11 digits or length of pan>19 digits.
-72	Terminal	TE_FALLBACK_NOT_ENABLED	Failure on the initialization of reading the EMV contact card and Fallback is not allowed.
-73	Terminal	TE_INVALID_ARGUMENT	It occurs when a required configuration parameter is missing in the banking configuration (DeviceAddress, AccountNumber, etc.).
-74	Terminal	TE_INTERNAL_ERROR	Possible FS Corruption. Reload filesystem.
-75	Terminal	TE_OUT_OF_MEMORY	Failure to allocate dynamic memory during parsing of the XML returned by the NMI gateway.
-76	Terminal	TE_PREAUTH_UNAVAILABLE	NMI/NBS/CFN. Slot of Preauth not available when executing the Notify in the relative slot for preauth data.
-77	Terminal	TE_INVALID_RESPONSE	NMI/APRIVA. No xml message response of the gateway.
-78	Terminal	TE_PARSING_RESPONSE	Unable to parse host response due to format error.
-79	Terminal	TE_SET_STAN_ERROR	Error of transaction STAN.
-80	Terminal	TE_SINGLE_FLOOR_LIMIT	Offline transaction, if amount>FlorLimitOne(tag 0f of Control Panel banking config).
-81	Terminal	TE_TOTAL_FLOOR_LIMIT	Offline transaction, if the amount >cumulative amount (tag 10 of Control Panel banking config).
-82	Terminal	TE_OFFLINE_FILE_HANDLE	Offline transaction if the slot of the offline payment > 500 or the slot of the offline payment is corrupted.
-83	Terminal	TE_PAN_LENGTH_ERROR	N/A.
-84	Terminal	TE_AMOUNT_ERROR	It occurs in the case Sale/Preauth transaction, if the current amount is corrupted.
-85	Terminal	TE_PROMPT_ABORT_BY_USE R_5	It occurs in the case Sale/Preauth transaction, if within 30 seconds a card is not inserted and the transaction is aborted by pressing the CANCEL key.
-86	Terminal	TE_WRONG_CL_CARD	Not used.
-87	Terminal	TE_CARD_TIMEOUT	It occurs in the case Sale/Preauth transaction, if a card is not inserted within 30 seconds.
-88	Terminal	TE_MAG_CASH_ATM	It occurs in the case of mag transaction in the check of track1/track2 when the service code=3 or the service code=4.
-89	Terminal	TE_MAG_SERV_COD_ERROR	It occurs in the case of mag transaction in the check of track1/track2 when the service code is different in the range from 1 to 6.
-90	Terminal	TE_ENC_MALLOC_ERROR	APRIVA. It occurs during the encryption of emv tags when the allocation of dynamic memory failed.
-91	Terminal	TE_INIT_APP_PROCESS	There is a failure on initialization of payment process, the reasons can be related to wrong amount, format data returned by card, missing of mandatory data element from card, etc.
-92	Terminal	TE_MAG_PAN_ERROR	It occurs in the case of mag transaction in the PIN handle when the pan is not present.
-93	Terminal	TE_MAG_KSN_ERROR	It occurs in the case of mag transaction in the PIN handle when the ksn is not present or the length of ksn is different from 20 or 24.
-94	Terminal	TE_CL_DATA_ERROR	APRIVA. It occurs if the ctls data are not present.
-95	Terminal	TE_CL_DATA_TRACK_ERROR	APRIVA. It occurs if the tag 57 is not present in the ctls transaction.

Code	Device	Short Definition	Description
-96	Terminal	TE_CHIP_DATA_TRACK_ERROR	APRIVA. It occurs if the tag 57 is not present in the contact transaction.
-97	Terminal	TE_EMV_CARD_EXPIRED	It occurs in the case of offline transaction when the card is expired.
-98	Terminal	TE_TRACK_ERROR	APRIVA/CFN/NBS. It occurs in the Preauth petrol mag transaction when the crc16 of track1 or track2 failed (for example, during the preauth if a different card was read).
-99	Terminal	TE_TRACK_1_ERROR	It occurs in the case of a magnetic card read transaction in the track1 check when the integer on track1 does not follow the rules (for example, start sentinel missing).
-100	Terminal	TE_P2PE_INTEGRITY_ERROR	It occurs if the p2pe key integrity check failed.
-101	Terminal	TE_SCA_TRY_ANOTHER_IF	Specific error of SCA mode not enabled.
-102	Terminal	TE_SCA_TRY_AGAIN_CVM_LIMIT0	Specific error of SCA mode not enabled.
-103	Terminal	TE_SCA_DECLINED	Specific error of SCA mode not enabled.
-104	Terminal	TE_DNS_NOT_RESOLVED	Could not resolve DNS.
-105	Terminal	TE_TRY_ANOTHER_IF_ERROR	APRIVA. It occurs in the case of Switch to another Interface (ctls Sale/Preauth failed con response code = 65).
-106	Terminal	TE_INVALID_NOTIFY_AMT	Notify Failures due to amount over original PreAuth.
-107	Terminal	TE_THIRD_PROMPT_REQUESTED	Petroleum Fleet Prompts.
-108	Terminal	TE_THIRD_PROMPT_COMMUNICATION_ERROR	APRIVA/CFN. It occurs in the case of transmission error when 3rd prompt is slowly entered in the Preauth operation.
-109	Terminal	TE_INVALID_DRIVER_ID	Invalid Driver ID (Petroleum).
99	Apriva		Gateway error see Response Text for details.
000	CFN		Approved.
002	CFN		Approved for partial amount.
080	CFN		Re-prompt with values in field 44 and resend.
100	CFN		Do not honor.
101	CFN		Expired card.
107	CFN		Refer to card issuer.
111	CFN		No card record.
116	CFN		Not sufficient funds.
117	CFN		Bad Driver ID 119 - transaction not permitted to cardholder.
120	CFN		Site not permitted.
121	CFN		Exceeds withdrawal amount limit.
123	CFN		Exceeds withdrawal frequency limit.
180	CFN		Invalid odometer.
181	CFN		Invalid product.
202	CFN		Suspected fraud.
923	CFN		Transaction in progress.
001	CFN-FleetWide/ PrideAdvantage		Invalid.

## Globalcom Error Codes and Description

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<b>Code</b>	<b>Device</b>	<b>Short Defination</b>	<b>Description</b>
002	CFN- FleetWide/ PrideAdva ntage		No profile.
003	CFN- FleetWide/ PrideAdva ntage		Over transaction limit.
004	CFN- FleetWide/ PrideAdva ntage		Unauthorized site.
005	CFN- FleetWide/ PrideAdva ntage		Unauthorized time.
006	CFN- FleetWide/ PrideAdva ntage		Over amount limit.
007	CFN- FleetWide/ PrideAdva ntage		Bad Driver ID.
008	CFN- FleetWide/ PrideAdva ntage		Invalid odometer.
009	CFN- FleetWide/ PrideAdva ntage		Expired card.
010	CFN- FleetWide/ PrideAdva ntage		Invalid product.
011	CFN- FleetWide/ PrideAdva ntage		Suspected fraud.
012	CFN- FleetWide/ PrideAdva ntage		Request in progress.
080	CFN- FleetWide/ PrideAdva ntage		Re-prompt.
902	CFN- FleetWide/ PrideAdva ntage		Invalid Transaction.
903	CFN- FleetWide/ PrideAdva ntage		Re-enter Transaction.

Code	Device	Short Defination	Description
904	CFN- FleetWide/ PrideAdva ntage		Format Error.
906	CFN- FleetWide/ PrideAdva ntage		Cut over in Process.
909	CFN- FleetWide/ PrideAdva ntage		System Malfunction.
913	CFN- FleetWide/ PrideAdva ntage		Duplicate Transmission.
923	CFN- FleetWide/ PrideAdva ntage		Request in Progress.
940	CFN- FleetWide/ PrideAdva ntage		Host Flooded, Resubmit Later.
-110	Terminal	TERMID_INVALID	For CFN NBS Connection is invalid or not enabled on host. Check NBS PDI subscription status for this TID.

*This page is intentionally left blank.*

## Appendix G: EMV Troubleshooting

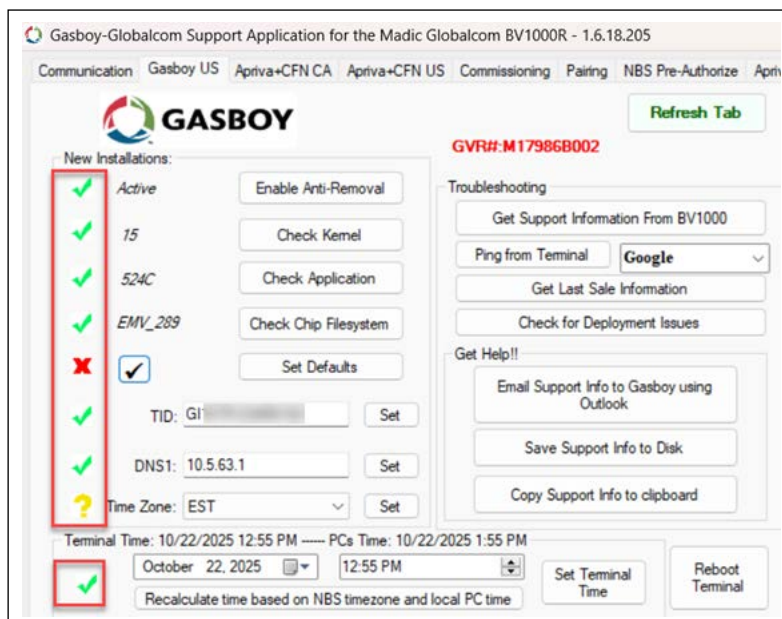
This section provides information specific to troubleshooting issues related to the BV1000 EMV components. Issues related to customer network infrastructure including Firewall, Cloud Service, PaySafe modem, Firewall as a Service (FWaaS) or 5G as a Service (5GaaS) for the EMV environment will need to be addressed by the customer IT, ISP, PDI technologies or directly with the Card Payment Processor.

### Using the Gasboy Globalcom Support App for Troubleshooting

Usually the first approach to troubleshooting BV1000 EMV components is checking that the Installation (see “[Installing BV1000 EMV Hardware](#)” on page 1) section shows that the latest versions available are installed and network parameters have been checked or Set. A green check mark (X) next to an item represents that the item is properly set, while a red check mark (X) or yellow question mark (?) indicate an area that needs attention. See [Figure G-1](#) for an example.

*Note: Areas that require manual input such as TID, DNS, Merchant #, etc., are looking for a value but still may be incorrect even though a green check mark exists. The value still may need to be validated depending on the error condition.*

**Figure G-1: Example**

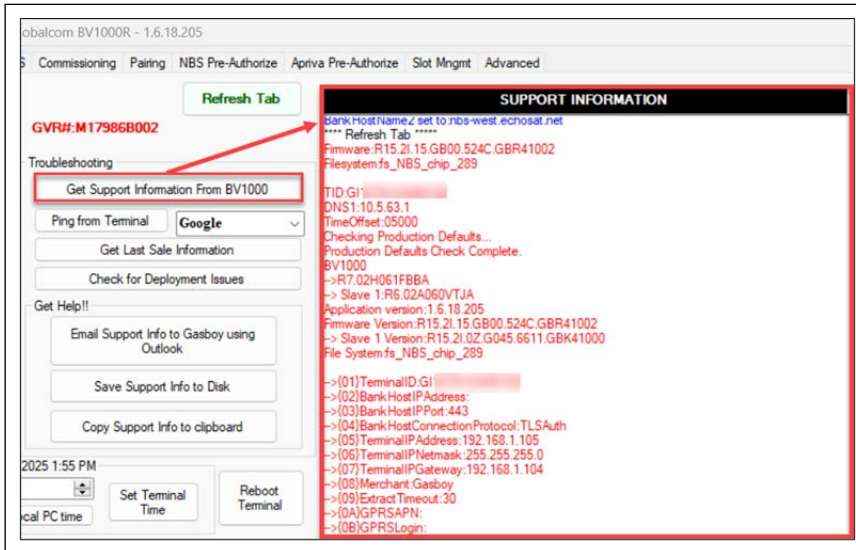


The Gasboy Globalcom Support App also provides a quick Troubleshooting section that can be useful to verify local or outbound network communication, obtain BV1000 Card Reader Setup, and Support information and Get Last Sale Information. The Support Information will be captured at the request of Gasboy TAC and have the information emailed for review.

## Get Support Information from BV1000

Click on this button to manually review the details of the BV1000 system. The data will be captured in the Support Information window.

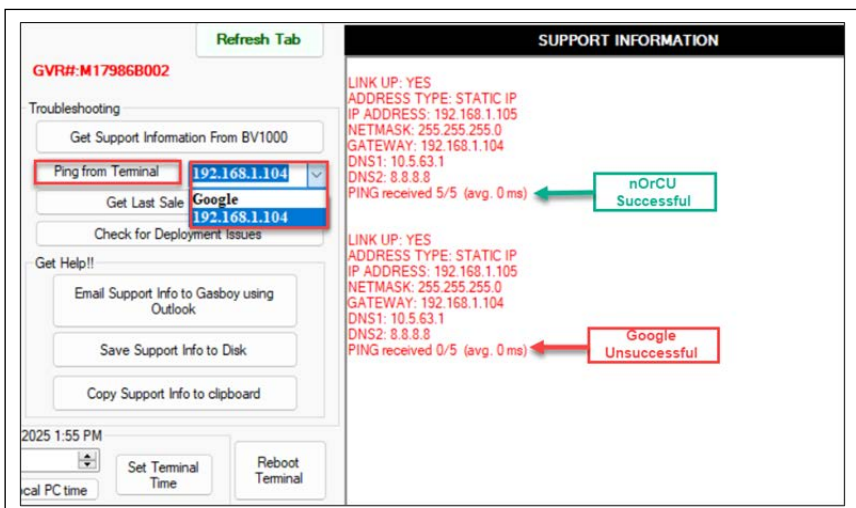
**Figure G-2: Support Information**



## Ping from Terminal

Click this button to help determine if network communication failures are happening between the BV1000 card reader and the nOrCU controller or outbound on the customer network, ISP or PDI Technology components. To check local internal communications, select the **192.168.1.104** option, and for external network communications, select the **Google** option. The results will be displayed in the Support Information window.

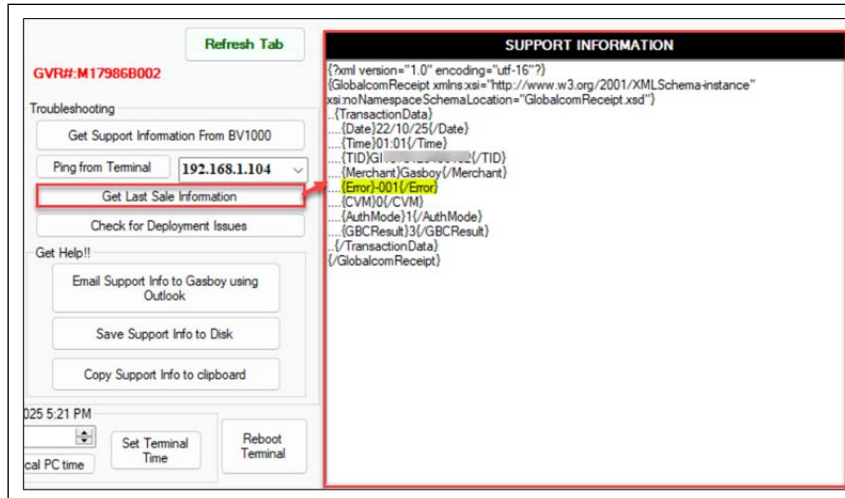
**Figure G-3: Ping from Terminal**



## Get Last Sale Information

Click this button to obtain the last sale details, which will provide error codes and other important information to help identify the reason an authorization failed.

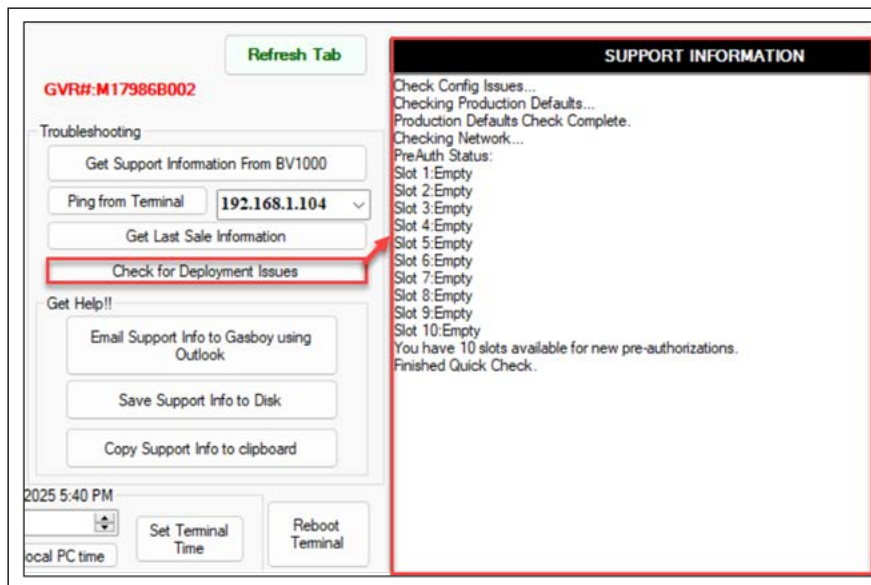
**Figure G-4: Get Last Sale Information**



## Check for Deployment Issues

Click this button to run a quick system check on the EMV Card Reader.

**Figure G-5: Check for Deployment Issues**

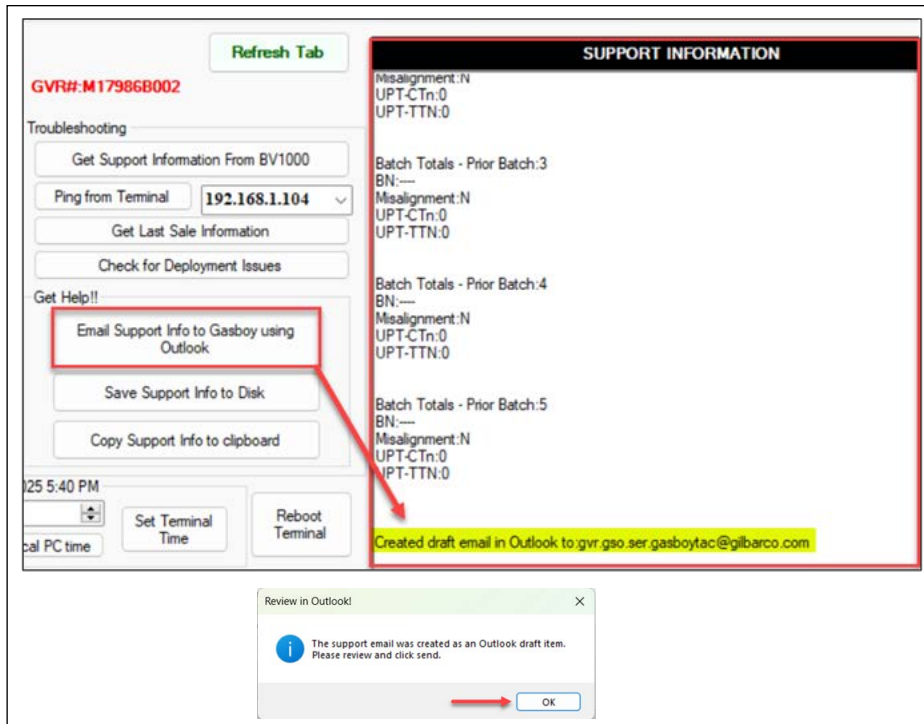


## Email Support Info to Gasboy using Outlook

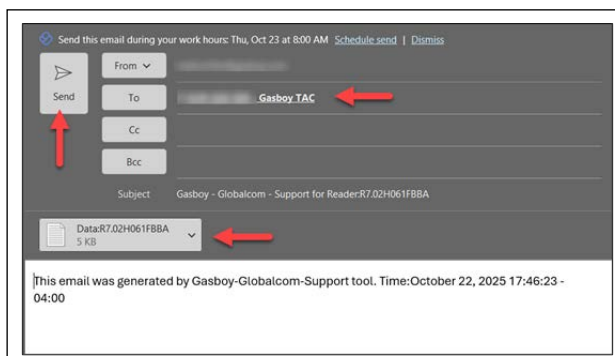
Click this button if you have an Outlook email account. This will automatically draft an email and attach a system data file of all BV1000 Card Reader parameters and potential error conditions. This email will be sent directly to the Gasboy Technical Support team to review or escalate.

*Note: Check your email Drafts box.*

**Figure G-6: Email Support Info to Gasboy**



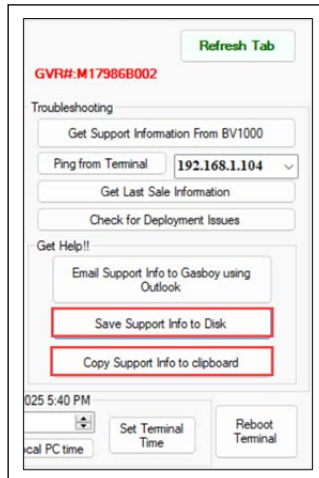
**Figure G-7: Draft Email**



## Save Support Info to Disk and Copy Support Info to Clipboard

Click either button to save the system data to a file or clipboard of all BV1000 Card Reader parameters and potential error conditions. You can then email details directly to the Gasboy Technical Support team to review or escalate.

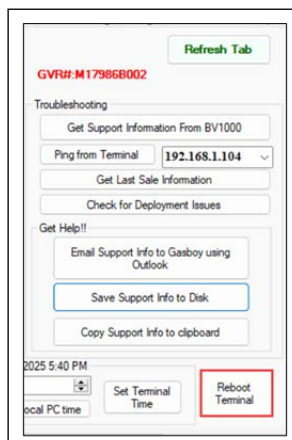
**Figure G-8: Save Support Info to Disk and Copy Support Info to clipboard**



## Reboot Terminal

Click this button to Reboot the BV1000 EMV Card Reader. This may be required to reset system settings or clear an error condition.

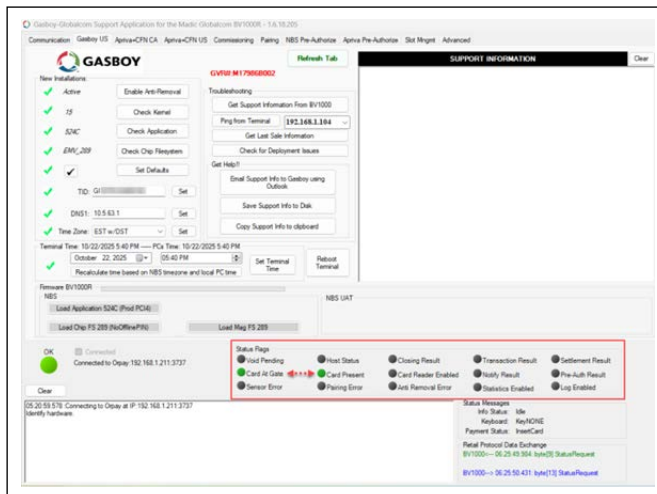
**Figure G-9: Reboot Terminal**



## Status Flags

Each Card Payment Processing Solution Setup tab will have a dashboard view to provide a Status of any pending error events or current system events. Based on the status event, it may require additional actions. Example shown in [Figure G-10](#) indicates that a card has been inserted into the card reader.

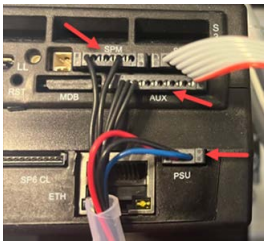



**Figure G-10: Status Flags**

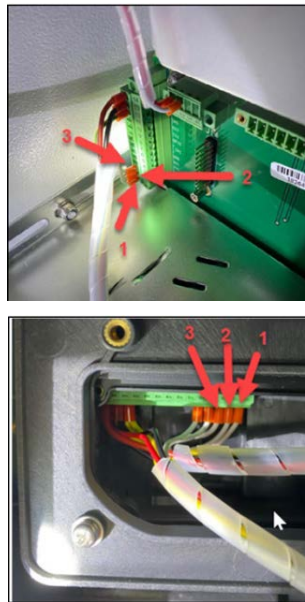


# Troubleshooting Checks with Corrective Actions

The following sections describe error messages and conditions and their possible causes, as well as checks and corrective actions to address the issue.

## Orpay 1000 Terminal Displays Red Message “BV1000 communication error”

Possible Cause	Checks	Corrective Action	References
EMV Card Reader and/or PIN Pad do not have power.	<ul style="list-style-type: none"> <li>Is EMV Card Reader cable harness plugged into EMV Reader and Backplane board port?</li> <li>Is backplane board supplying 24DCV to EMV Card Reader?</li> <li>Is cable harness plugged in between EMV Reader and PIN Pad?</li> </ul>	<ul style="list-style-type: none"> <li>Confirm cable harness is securely plugged into EMV Reader ports SPM, AUX and PSU and backplane port J8.</li> <li>Check if 24VDC is measured between V+ and CGND on J8 connector on backplane board. If not, replace backplane board. If 24VDC is measured on J8, replace EMV card reader.</li> <li>Check that the ribbon cable is secure in EMV Card reader SPK port and in PIN Pad SPR port.</li> </ul>	  
EMV Card Reader has Red LED lit, and PIN Pad is showing floating “G”	<ul style="list-style-type: none"> <li>Is CAT/5 cable connected to EMV Card Reader and 5-Port Switch?</li> </ul>	<ul style="list-style-type: none"> <li>Confirm CAT/5 cable is securely connected to ETH port on EMV Card Reader and 5-Port switch.</li> </ul>	

Possible Cause	Checks	Corrective Action	References
EMV Card Reader has Red LED lit or cannot communicate using Globalcom application tool.	<ul style="list-style-type: none"> <li>Is SiteOmat and BV1000 EMV Card Reader configured correctly?</li> <li>Are the connections leading to the Orpay Terminal from the backplane secure?</li> </ul>	<ul style="list-style-type: none"> <li>Check both SiteOmat and BV1000 EMV Card Readers are programmed as described in manual.</li> <li>Check cable connection is secure on backplane J4 connector (1, 2, 3) and they ohm out properly to Orpay Terminal.</li> </ul>	

### The Gasboy Globalcom Application Presents a Tamper Status is Violated.

Figure G-11: Violated

Master Info		M4 Info		Device Info		M4 Info	
<input type="button" value="Read"/>	SP	Antirem. status	Violated	<input type="button" value="Read"/>	SP	Antirem. status	Active
	T0	SW6	Ok		T0	SW6	Ok
	T1	SW7	Ok		T1	SW7	Ok
	T2	SW6 MEM	Ok		T2	SW6 MEM	Ok
	T3	SW7 MEM	Ok		T3	SW7 MEM	Ok
	Voltage	Pairing Status	Violated		Voltage	Pairing Status	Violated
	Frequency	Pin Pad Conn.	Yes		Frequency	Pin Pad Conn.	Yes
	Temperature	Cryptotools	Ok		Temperature	Cryptotools	Ok
	Mesh	Card	Not Present		Mesh	Card	Not Present
	TAMP 0,1,2,3	Track	Not Present		TAMP 0,1,2,3	Track	Not Present
	CRC	Buzzer	Enabled		CRC	Buzzer	Enabled
	General	Card	Not inserted		General	Card	Not inserted
	Tamper				Tamper		
	Sensor Status				Sensor Status		
	Magnetic				Magnetic		

## Or The Gasboy Globalcom Application Presents a Status Flag of One of the Following:

Figure G-12: Status Flags


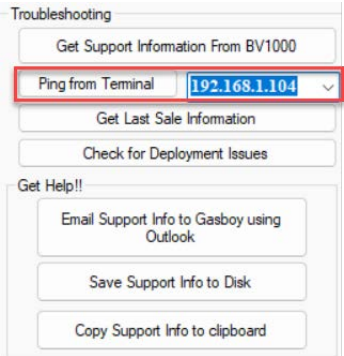
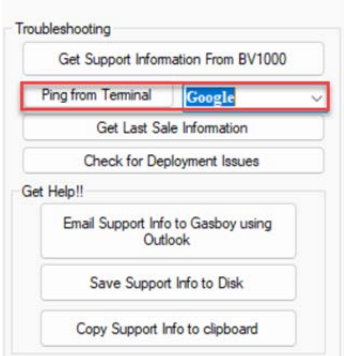


Possible Cause	Checks	Corrective Action	References
PIN Pad has been removed/replaced.	<ul style="list-style-type: none"> <li>Is PIN Pad damaged or been replaced?</li> </ul>	<ul style="list-style-type: none"> <li>Ensure to properly insert the plate on the back of the PIN Pad and the rubber gasket are aligned with pins before powering up the Islander</li> </ul>	
PIN Pad/BV1000 reader has been removed/replaced	<ul style="list-style-type: none"> <li>Has PIN Pad or BV1000 reader been removed or replaced or look damaged?</li> </ul>	<ul style="list-style-type: none"> <li>Follow steps in Appendix A to Pair or Commission PIN Pad/BV1000 reader.</li> </ul>	

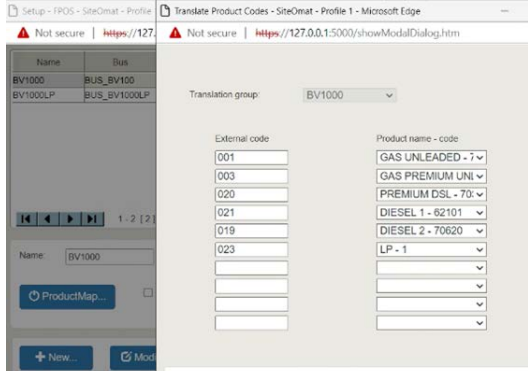
# BV1000 Card Reader will not Authorize Credit Cards

Possible Cause	Checks	Corrective Action	References
Incorrect programming in BV1000 reader	<ul style="list-style-type: none"> <li>Does Gasboy Tab in Gasboy Globalcom Support Application show any Red Xs?</li> </ul>	<ul style="list-style-type: none"> <li>Select all corresponding boxes to the right to ensure that green check mark is present.</li> </ul>	
Incorrect Key is loaded in BV1000 Reader	<ul style="list-style-type: none"> <li>Was correct EMV Kit/BV1000 Card reader ordered?</li> </ul>	<ul style="list-style-type: none"> <li>Check correct key is displayed in Gasboy Globalcom application on Gasboy tab.</li> </ul>	

## BV1000 Card Reader will not authorize Credit Cards due to no connectivity to Payment Processor.

Possible Cause	Checks	Corrective Action	References
Incorrect Network programming on nOrCU controller.	<ul style="list-style-type: none"> <li>Is Administrator Networking menu set up correctly?</li> </ul>	<ul style="list-style-type: none"> <li>Access nOrCU controller 8090 screen and recheck LAN2, Gateway and DNS settings.</li> </ul>	
Connectivity to customer Internet and PaySafe are offline.	<ul style="list-style-type: none"> <li>Is Internet accessible from BV1000 reader?</li> </ul>	<ul style="list-style-type: none"> <li>Go to Gasboy-Globalcom App and choose the appropriate Payment Processing Tab. In the Troubleshooting section, select - Ping 192.168.1.104 (nOrCU) from Terminal to check if any Pings are received. Issue lies between BV1000 card reader and NOrCU if Pings fail.</li> <li>Go to Gasboy-Globalcom App and choose the appropriate Payment Processing Tab. In the Troubleshooting section, select - Ping Google from Terminal to check if any Pings are received. If not, issue lies with ISP, PDI device.</li> </ul>	 
Incorrect setup in PDI - PaySafe modem	<ul style="list-style-type: none"> <li>Is PDI-Pay safe modem configured for Gasboy protocol?</li> </ul>	<ul style="list-style-type: none"> <li>Contact PDI to verify PaySafe modem is accessible from the customer's Internet and programmed correctly.</li> </ul>	<p><b>Support Contact Information</b></p> <p>PDI PaySafe 24/7/365 Help Desk                      Phone: 800-39393246                      Email: mnfsupport@pditechnologies.com</p>


## Fleet Credit Cards (WEX, Voyager) are Declined by Network.

Possible Cause	Checks	Corrective Action	References
SiteOmat not configured correctly.	<ul style="list-style-type: none"> <li>Is FPOS Product mapping set up?</li> </ul>	<ul style="list-style-type: none"> <li>Set up FPOS menu in SiteOmat with correct External Code for each Internal Product name-code.</li> </ul>	 <p>The screenshot shows the 'Translate Product Codes' interface in SiteOmat. It displays a table with columns for 'Name' and 'Bus'. The 'Name' column contains 'BV1000' and 'BV1000LP', while the 'Bus' column contains 'BUS_BV100' and 'BUS_BV100LP'. Below the table, there is a 'Translation group' dropdown set to 'BV1000'. To the right, there are two columns of dropdown menus for 'External code' and 'Product name - code'. The 'External code' dropdowns are populated with values: 001, 003, 020, 021, 019, 023, and several empty ones. The 'Product name - code' dropdowns are populated with: 'GAS UNLEADED - 7', 'GAS PREMIUM UNI', 'PREMIUM DSL - 70', 'DIESEL 1 - 62101', 'DIESEL 2 - 70620', and 'LP - 1', followed by several empty ones.</p>

## Card will not Insert into Reader.

Possible Cause	Checks	Corrective Action	References
Bad Card	<ul style="list-style-type: none"> <li>Run several cards to verify problem is consistent.</li> </ul>	<ul style="list-style-type: none"> <li>Replace card and test again.</li> </ul>	
Dirty Card Reader	<ul style="list-style-type: none"> <li>Inspect card reader is free of debris.</li> </ul>	<ul style="list-style-type: none"> <li>Power down system and use a tool or cleaner card to remove debris. Test again.</li> </ul>	
Faulty card reader	<ul style="list-style-type: none"> <li>Above steps have been applied.</li> </ul>	<ul style="list-style-type: none"> <li>Replace Card reader</li> </ul>	

## Orpay 1000 Terminal Reboots Itself When Card Reader is Used.

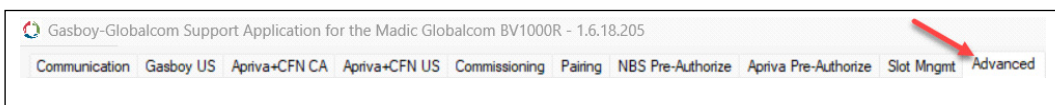
Possible Cause	Checks	Corrective Action	References
Faulty ground connection	<ul style="list-style-type: none"> <li>Check ground wire is attached to the ground lug in the pedestal.</li> <li>Check good connection is made to ground lug.</li> </ul>	<ul style="list-style-type: none"> <li>Attach ground wire to ground lug.</li> <li>Remove a bit of paint from underground lug to provide better contact to ground ring.</li> </ul>	 <p>The photo shows a close-up of an electrical terminal pedestal. A yellow ground wire is connected to a metal ground lug. The lug is partially covered with white paint, which is being removed to ensure a better electrical connection. Other colored wires (blue, green, red) are also visible nearby.</p>

# Appendix H: Advanced EMV Troubleshooting

In some cases, more advanced troubleshooting steps are required to diagnose the root cause of an issue. These steps should only be performed with assistance from Gasboy Technical Support. The following provides a high-level overview of some Advanced tab options and the primary function of each tab.

*Note: Click the **Advanced** tab to access the advanced menus.*

**Figure H-1: Advanced Tab**

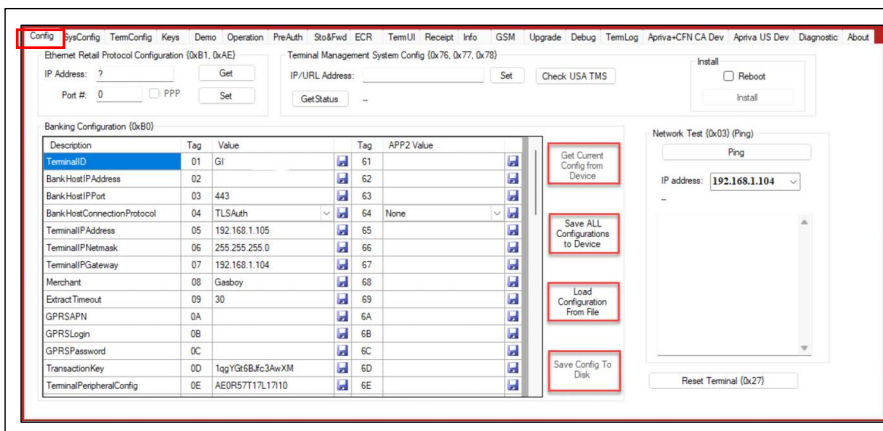


## Config Tab

Use this tab to review the device’s full current configuration and modify values not visible on the main screens. You can also:

- Save all configurations made on the device
- Load a configuration from a file
- Save the configuration to disk or file (backup)

**Figure H-2: Config Tab**

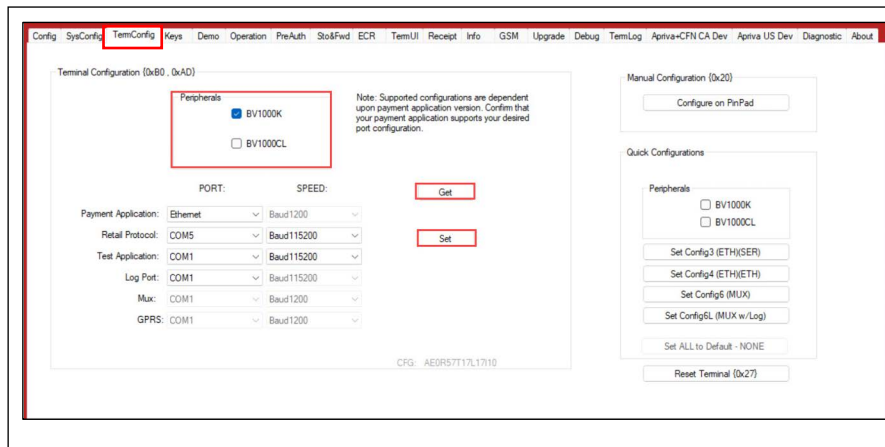


# TermConfig Tab

Use this tab to manage peripherals, including enabling or disabling the BV1000K (EMV card reader) and the BV1000CL (contactless reader).

Click **Get** to retrieve the current configuration; after making modifications, click **Set** to save the changes.

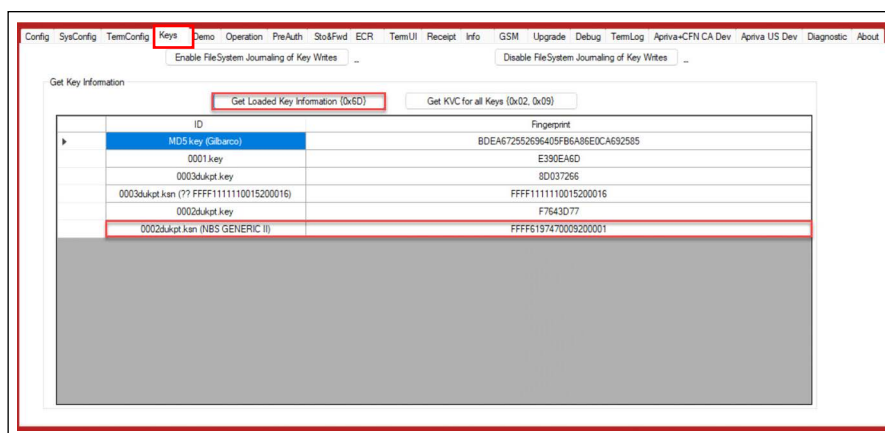
**Figure H-3: TermConfig Tab**



# Keys Tab

Use this tab to identify which network key is loaded on the EMV BV1000 card reader. Click **Get Loaded Key Information** to retrieve details.

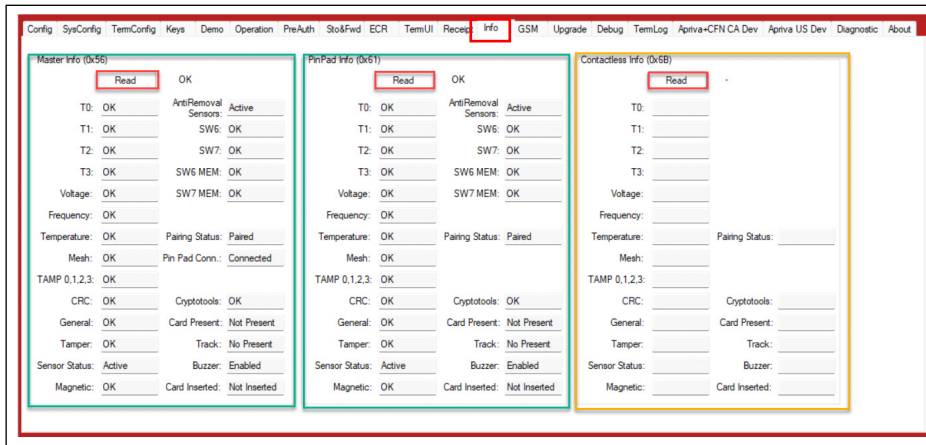
**Figure H-4: Keys Tab**



# Info Tab

This tab performs a check of each EMV device connected to the pedestal and provides a status report, including tamper sensors, anti-removal sensor, and pairing status. Click Read to obtain the status for each peripheral.

**Figure H-5: Info Tab**



# About Tab

Use this tab to verify firmware versions on each EMV device and retrieve serial numbers. Click Read Version or Read Serial Numbers to obtain details.

**Figure H-6: About Tab**



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# Appendix I: EMV Setup Canada Options

This appendix includes EMV options for Canada and the steps for setup.

## Require Authorized User

### Purpose

When enabled, this option requires an authorized user to initiate the flow to accept credit/debit cards.

*Note: Presenting a credit/debit card before providing an authorized user device causes an "Invalid card" prompt in OrPAY 1000.*

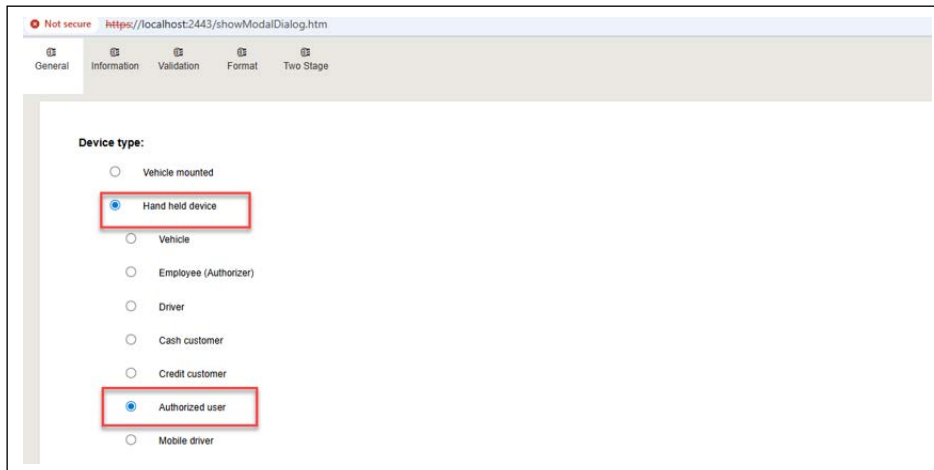
**Figure I-1: Invalid Card Message**



## Setup Instructions

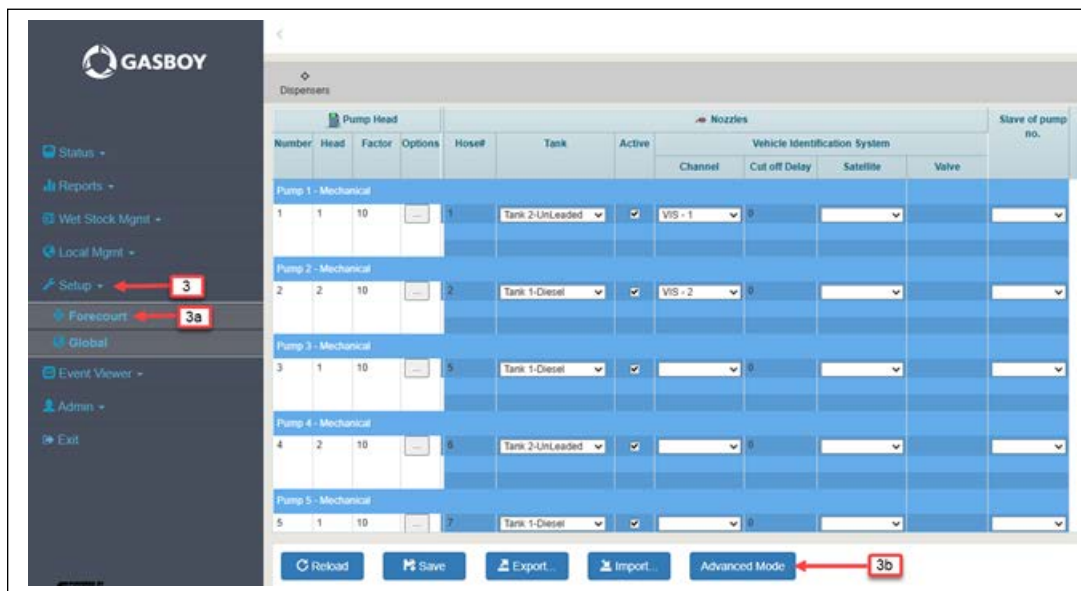
- 1 Create a **Handheld** device with the **Authorized user** option in FHO/EKOS.
  - a Sync stations to update the new device.

**Figure I-2: Select Device Type**



- 2 Log in to the SiteOmat Setup menu: <https://192.168.1.104>
  - a Enter username and password (see *Technician's Guide*).
- 3 Go to **Setup**.
  - a Click **Forecourt**.
  - b Click the **Advanced Mode** button.

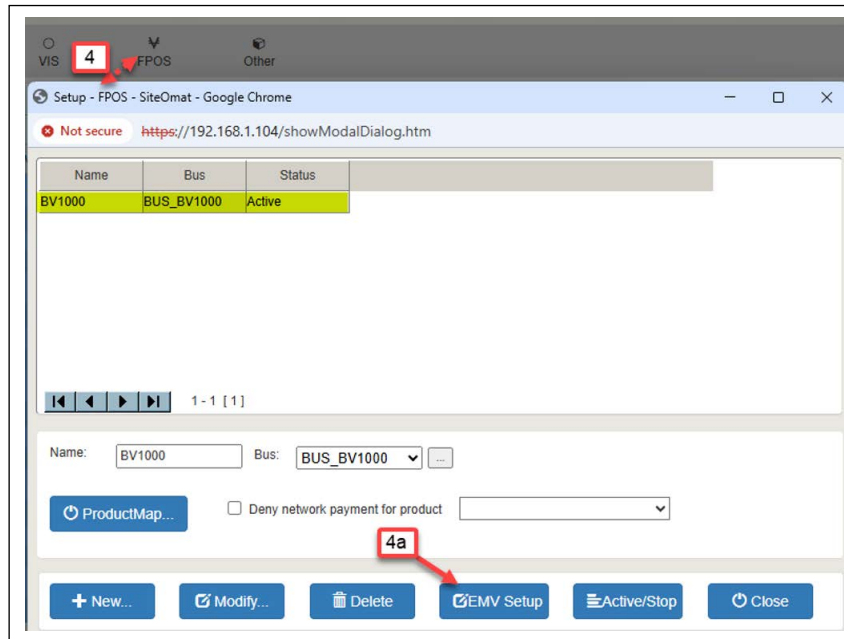
**Figure I-3: Click Advanced Mode**



- 4 Click **FPOS**. Highlight the BV1000 card reader for each EMV card reader on site, selecting the specific Bus.

a Click **EMV Setup**.

**Figure I-4: Click EMV Setup**

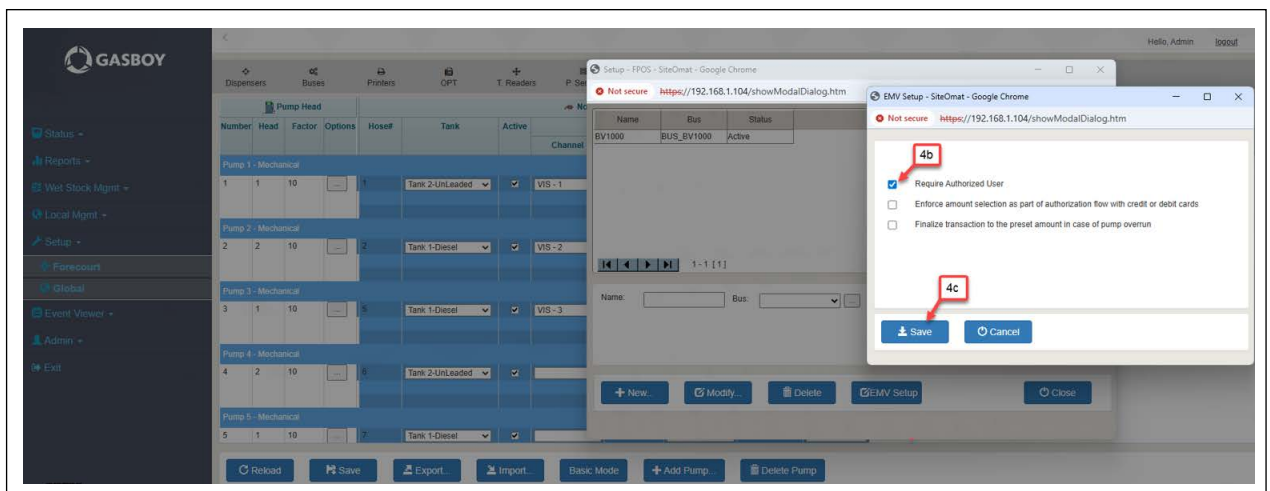


b Select the check box for **Require Authorized User**.

c Click **Save**.

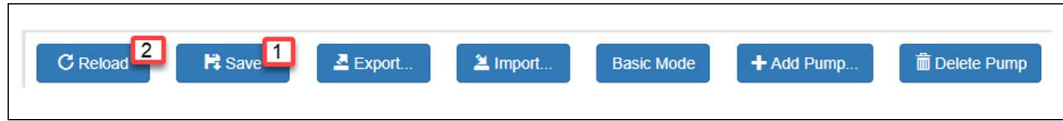
*Note: Not all features are applicable for all payment network options.*

**Figure I-5: Select Require Authorized User and Save**



- 5 After modifying and saving all settings, return to the main **Forecourt** menu and click **Save**, then **Reload** to apply all changes.

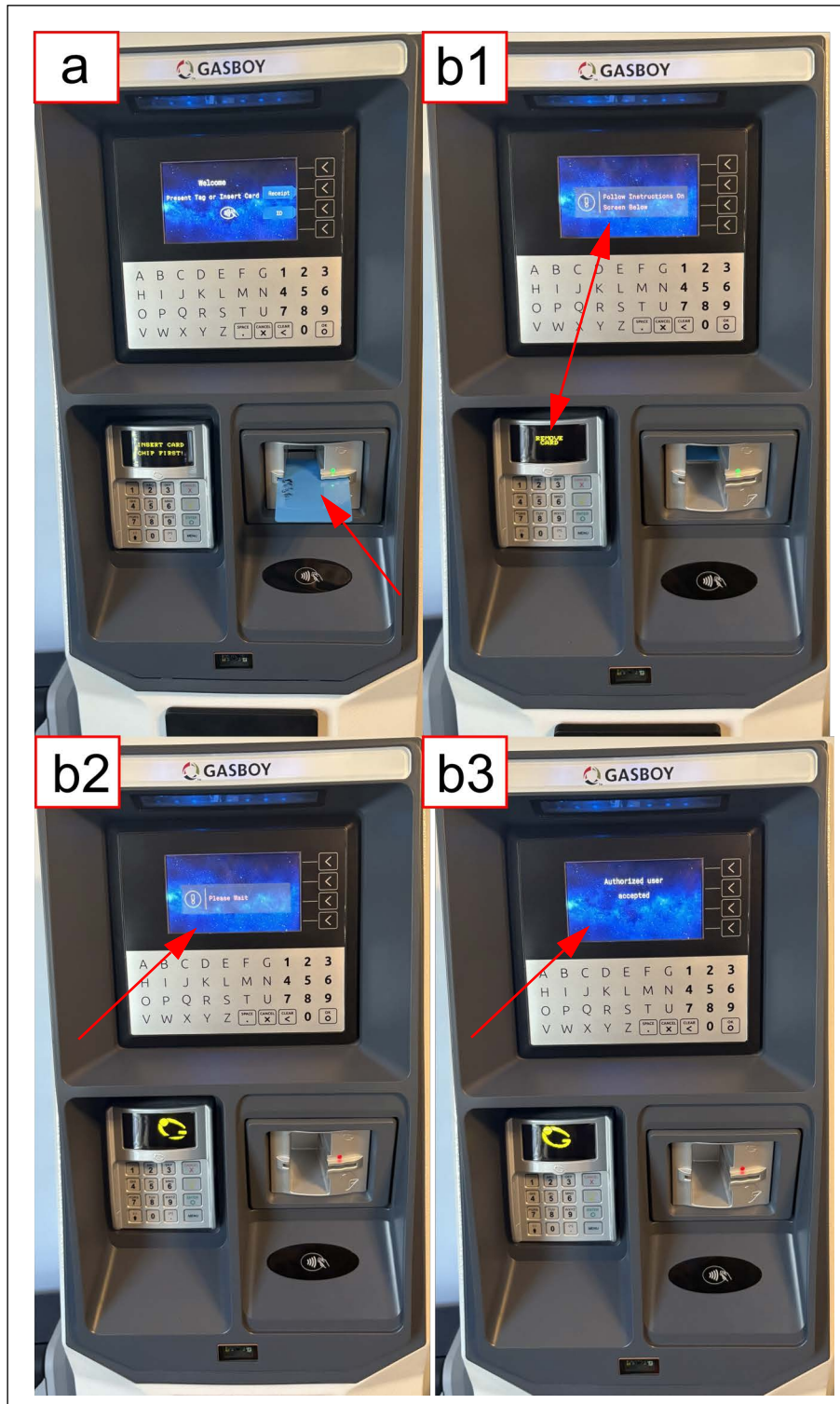
**Figure I-6: Save and Reload**



- 6 Test card (Example)
  - a Present or insert Authorized User media (Card/Tag/etc.).

b Follow instructions presented on the OrPAY 1000 and EMV PIN Pad displays.

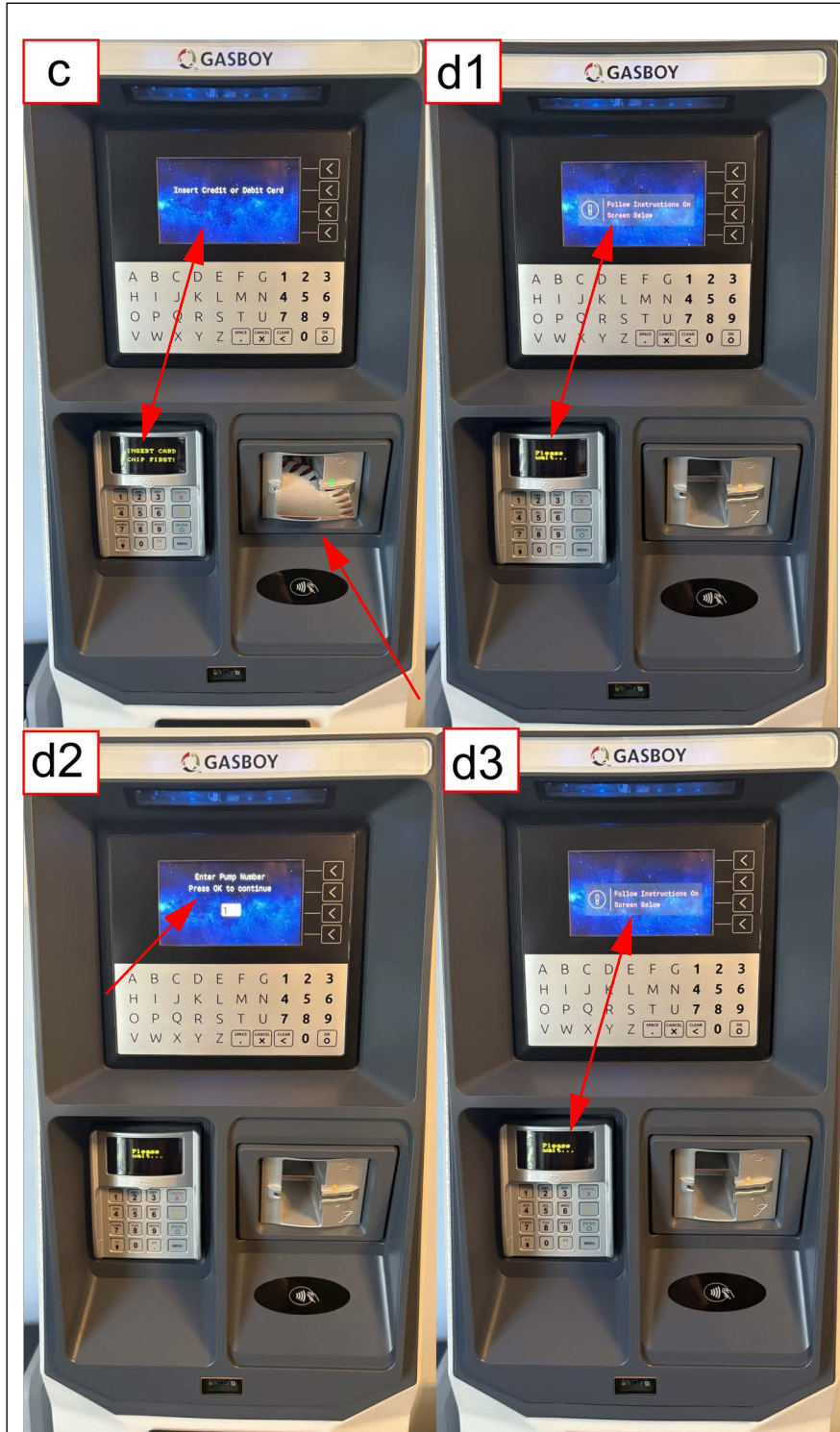
**Figure I-7: Present Authorized User Media and Follow Instructions**



c Insert Credit/Debit card.

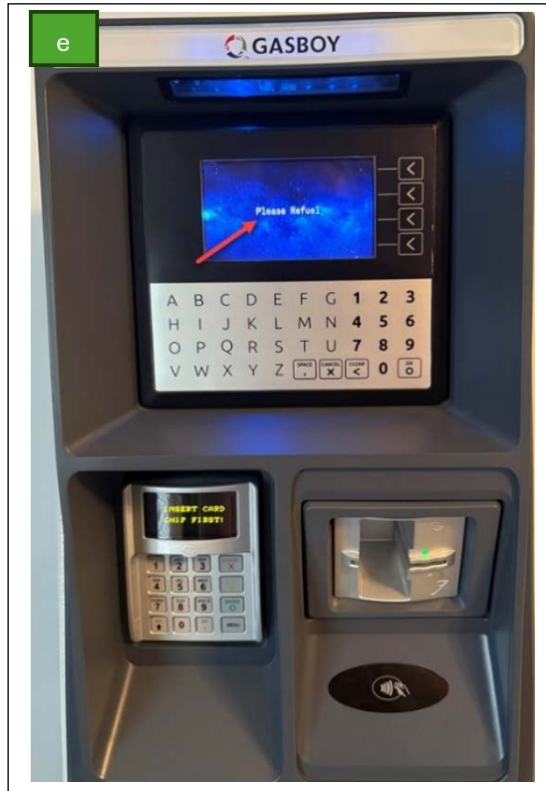
d Follow instructions presented on the OrPAY 1000 and EMV PIN Pad displays.

Figure I-8: Follow Instructions



e Refuel the authorized vehicle.

**Figure I-9: Refuel**



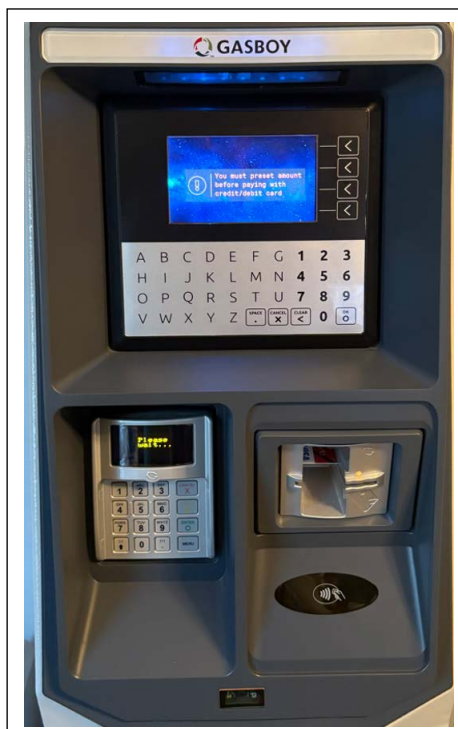
# Enforce preset amount selection as part of credit/debit authorization

## Purpose

This EMV option requires a preset amount to be entered before enabling the card/contactless readers for credit/debit cards.

*Note: Presenting a credit/debit card before providing a Preset amount causes an error to appear.*

**Figure I-10: Present Amount**



## Setup Instructions

- 1 Log in to the SiteOmat Setup menu: <https://192.168.1.104>.
  - a Enter username and password (see *Technician's Guide*).
- 2 Go to **Setup**.
  - a Click **Forecourt**.
  - b Click the **Advanced Mode** button.

**Figure I-11: Click Advanced Mode**

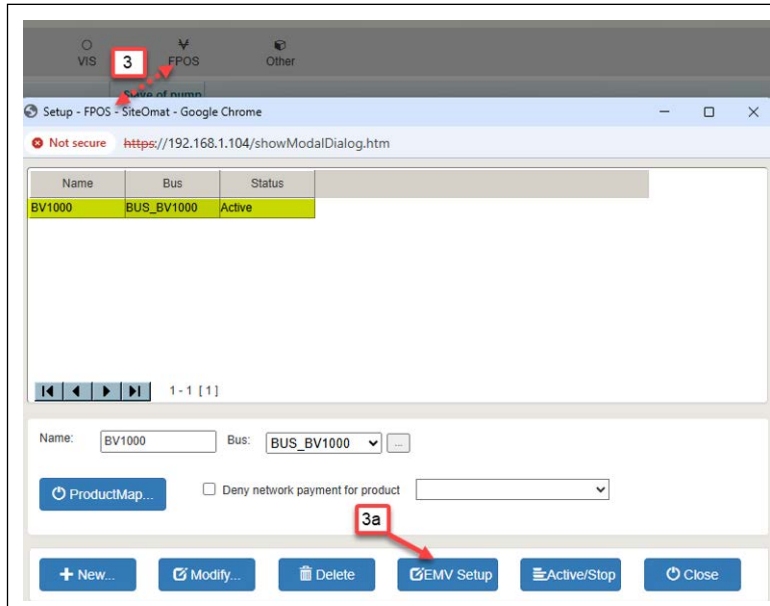
The screenshot displays the GASBOY SiteOmat Setup interface. On the left is a dark sidebar menu with the following items: Status, Reports, Wet Stock Mgmt, Local Mgmt, Setup (highlighted with a red box and '2'), Forecourt (highlighted with a red box and '2a'), Global, Event Viewer, Admin, and Exit. The main content area is titled 'Dispersers' and contains a table with columns for Pump Head, Nozzles, and Slave of pump no. The table lists five pumps with their respective configurations. At the bottom of the main area, there are buttons for Reload, Save, Export, Import, and Advanced Mode (highlighted with a red box and '2b').

Number	Head	Factor	Options	Hose#	Tank	Active	Vehicle Identification System				Slave of pump no.
							Channel	Cut off Delay	Satellite	Valve	
Pump 1 - Mechanical											
1	1	10	...	1	Tank 2-UnLeaded	✓	VIS - 1	0			
Pump 2 - Mechanical											
2	2	10	...	2	Tank 1-Diesel	✓	VIS - 2	0			
Pump 3 - Mechanical											
3	1	10	...	5	Tank 1-Diesel	✓	VIS - 3	0			
Pump 4 - Mechanical											
4	2	10	...	6	Tank 2-UnLeaded	✓		0			
Pump 5 - Mechanical											
5	1	10	...	7	Tank 1-Diesel	✓		0			

- 3 Click **FPOS**. Highlight the BV1000 Card reader for each EMV Card reader on site, selecting the specific Bus.

a Click **EMV Setup**.

**Figure I-12: Click EMV Setup**

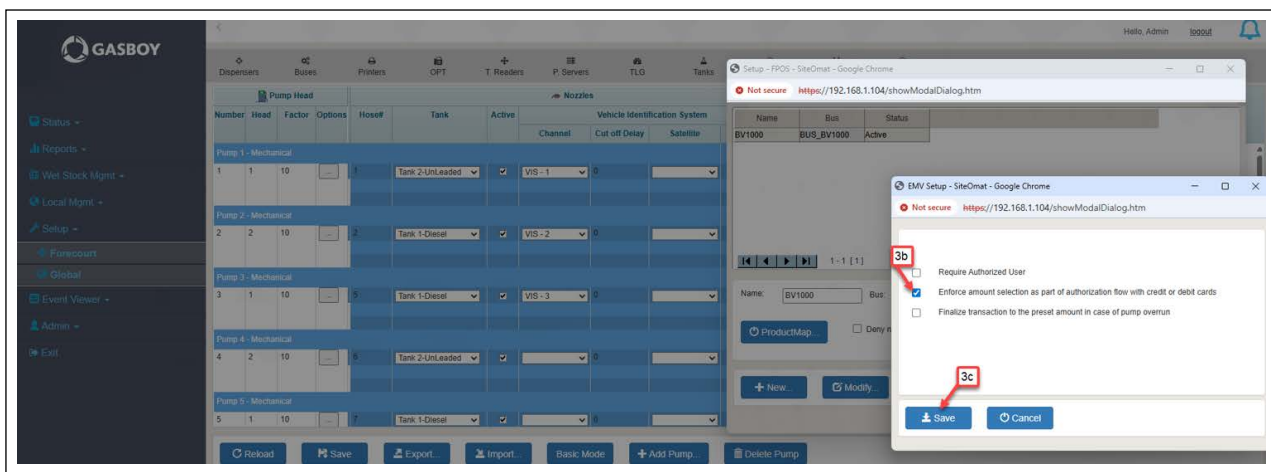


- b Select the check box for **Enforce amount selection as part of authorization flow with credit or debit cards**.

c Click **Save**.

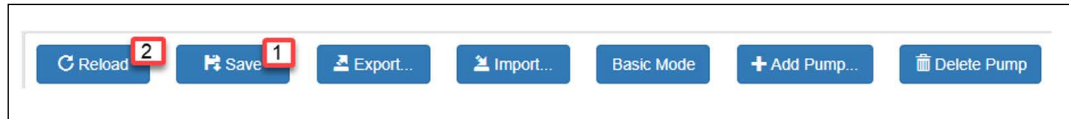
*Note: Not all features are applicable for all payment network options.*

**Figure I-13: Click Save**



- 4 After modifying and saving all settings, return to the main **Forecourt** menu and click **Save**, and then **Reload** to apply all changes.

**Figure I-14: Save and Reload**



- 5 Test card (example).
  - a Press the **Preset** softkey on the OrPAY 1000 terminal.

**Figure I-15: Press Preset**



- b Follow instructions on the OrPAY 1000 display, and select one of the Preset amount softkey options.

**Figure I-16: Select Preset Amount Option**



- c Press the **Yes** softkey on the OrPAY 1000 terminal if the amount is correct; otherwise, press **No** to restart the authorization process.

**Figure I-17: Confirm Amount**



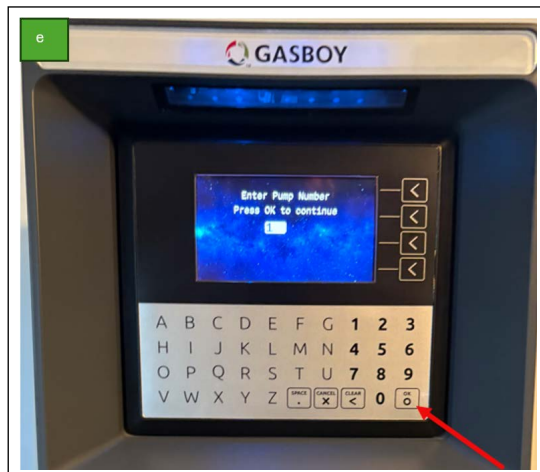
- d Insert Credit or Debit card and wait for the card authorization to be sent to Card Payment Processor.

**Figure I-18: Insert Card and Wait for Authorization**



- e Enter Pump Number and press the **OK** button.

**Figure I-19: Enter Pump Number and Press OK**



f Follow instructions presented on the OrPAY 1000 and EMV PIN Pad displays.

**Figure I-20: Follow Instructions**



g Refuel the authorized vehicle.

**Figure I-21: Refuel**



# Finalize Transaction to the Preset Amount in Case of Pump Overrun

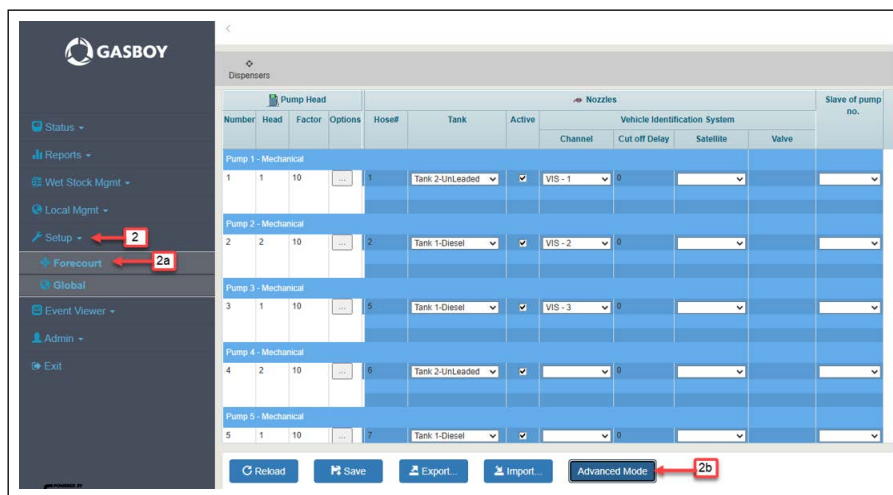
## Purpose

This EMV option helps to prevent charge-backs if pump overrun occurs. When enabled, the pump overrun amount becomes the final preset amount that was originally sent to the pump.

## Setup Instructions

- 1 Log in to the SiteOmat Setup menu: <https://192.168.1.104>.
  - a Enter username and password (see *Technician's Guide*).
- 2 Go to **Setup**.
  - a Click **Forecourt**.
  - b Click the **Advanced Mode** button.

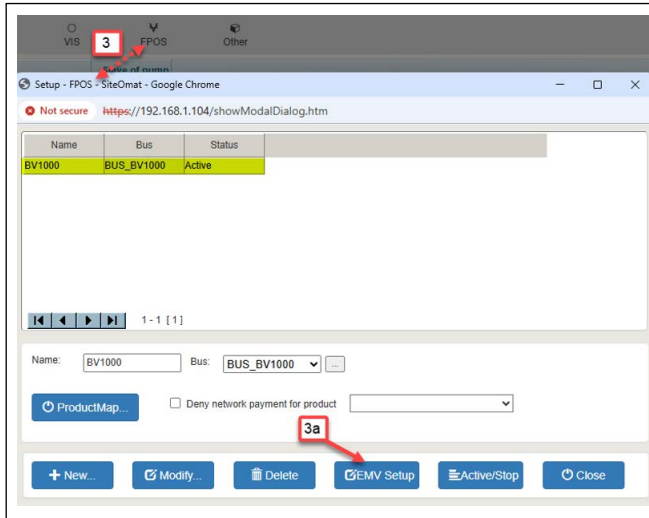
**Figure I-22: Advanced Mode**



- 3 Click **FPOS**. Highlight the BV1000 Card reader for each EMV Card reader on site, selecting the specific Bus.

a Click **EMV Setup**.

Figure I-23: EMV Setup

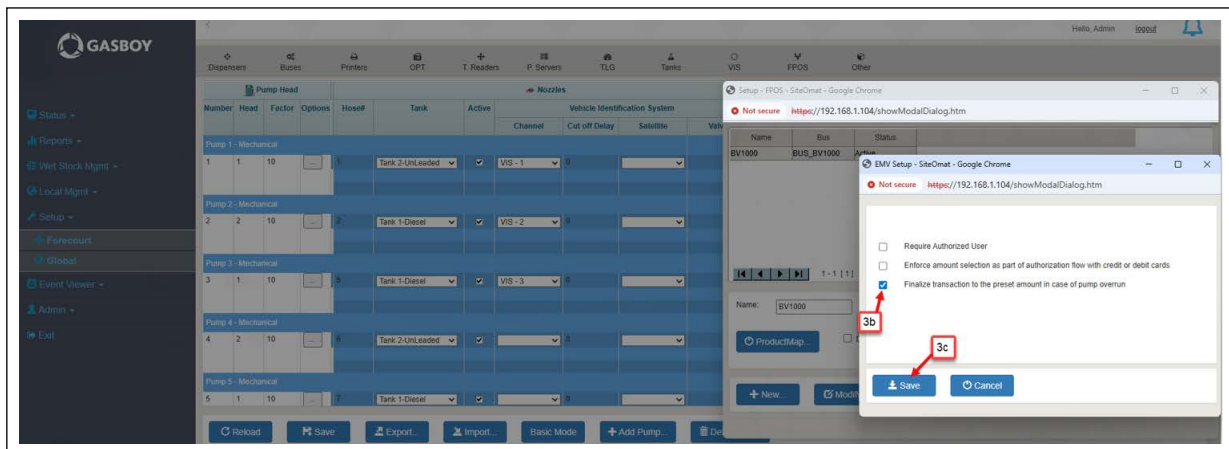


- b Select the check box for “**Finalize transaction to the preset amount in case of pump overrun.**”

c Click **Save**.

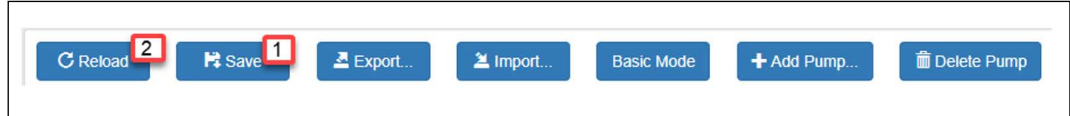
*Note: Not all features are applicable for all payment network options.*

Figure I-24: Select Check Box and Save



- 4 After modifying and saving all settings, return to the main **Forecourt** menu and click **Save**, then **Reload** to apply all changes.

**Figure I-25: Save and Reload**



- 5 Test card (example).
  - a Insert Credit or Debit card and wait for the authorization to be sent to the Card Payment Processor.

**Figure I-26: Insert Card and Wait**



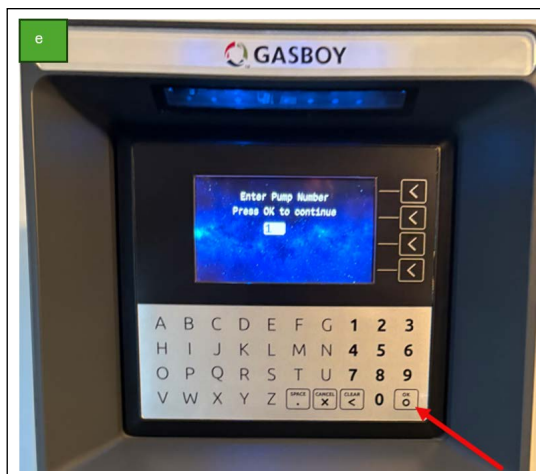
b Follow instructions presented on the OrPAY 1000 and EMV PIN Pad displays.

**Figure I-27: Follow Instructions**



c Enter Pump Number and press the **OK** button.

**Figure I-28: Enter Pump Number and Press OK**



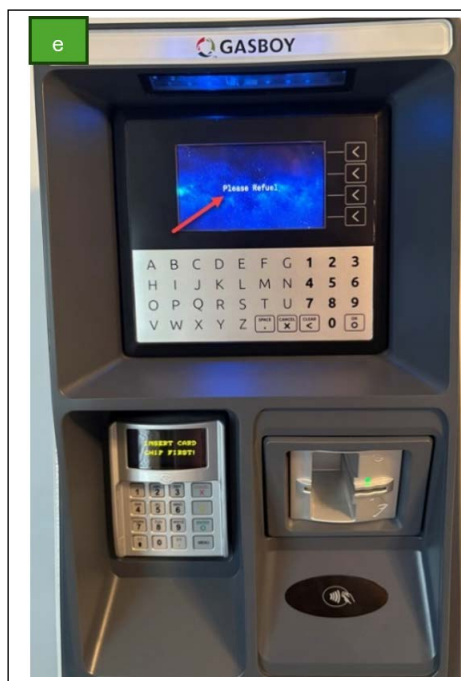
d Follow any additional instructions on the OrPAY 1000 and EMV PIN pad displays.

**Figure I-29: OrPAY 1000 and EMV PIN Pad Displays**



e Refuel authorized vehicle.

**Figure I-30: Refuel**



# Cardlock Training Instructions Acknowledgment

## Purpose

In Canada, using a cardlock system with a personal debit/credit card for the first time requires mandatory training about safety and emergency procedures. This feature supports compliance with Canadian regulations for non-retailers who sell fuel to the general public. A receipt prints training instructions and a second receipt prints with a unique access code, valid for one year and stored in HO360, allowing fueling without retraining by entering the code later; the receipt serves as proof of training and access.

## Prerequisites

- 1 BV1000s across stations support the 0x04 (Card Hash) command [**Globalcom Card Reader - CFN US/Canadian (CFN US/Apriva)**].
- 2 HO360 (minimum version **7.100.55.1**) is configured as the authorization host for credit/debit card hashes.
- 3 There is online communication with SiteOmat360.
- 4 Only credit/debit card flows are affected. CFN/proprietary card flows are not affected.
- 5 Different presentation methods for credit/debit cards (card, chip, and contactless) yield different hashes. Each hash is treated as a different card and requires separate registration with a different PIN.

## How It Works: The Training & Receipt Process

- 1 Initial Use:** When you first use a debit or credit card at a cardlock (for example, Co-op or UFA locations), the station's card reader checks if you are a new customer.

**Figure I-31: Initial Use Check**



- 2 Follow Prompts:** Read the on-screen instructions. If a new customer/card is identified, a prompt to register is presented (Yes/No).

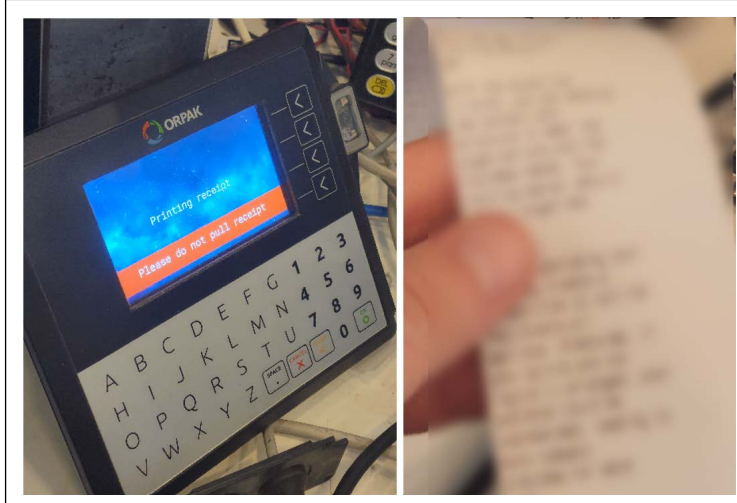
**a** Press Yes.

**Figure I-32: Press Yes**



- 3 Receipt with Training Instructions:** Remove the receipt and review emergency procedures and site-specific training.

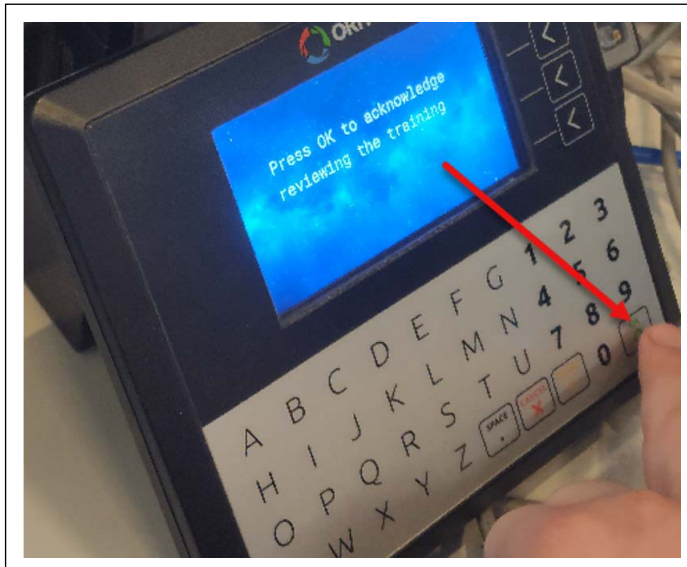
**Figure I-33: Receipt with Training Instructions**



- 4 Confirm you've read the training slip.**

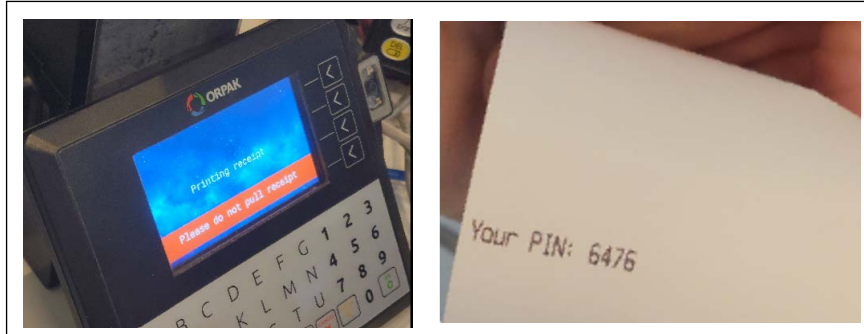
- a** Press the **OK** button.

**Figure I-34: Acknowledge Training**



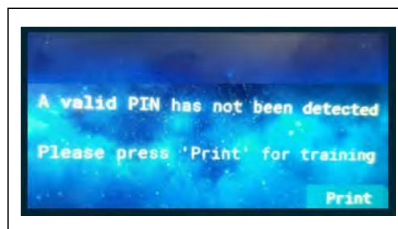
- 5 Receipt and Code:** A receipt prints with a unique fueling access code that is valid for one year.

**Figure I-35: Receipt and Code**



- 6 Subsequent Uses:** For future fueling with that same card, insert the card and enter the PIN access code from your previous training receipt.
- Notes:* 1) Once the one-year period has elapsed, the cardholder must undergo new training to register again.  
2) If the cardholder makes three unsuccessful attempts to enter the PIN number, they are prompted to get new training. The training expiration date is updated in the system.

**Figure I-36: New Training Prompt**



## Setup Instructions

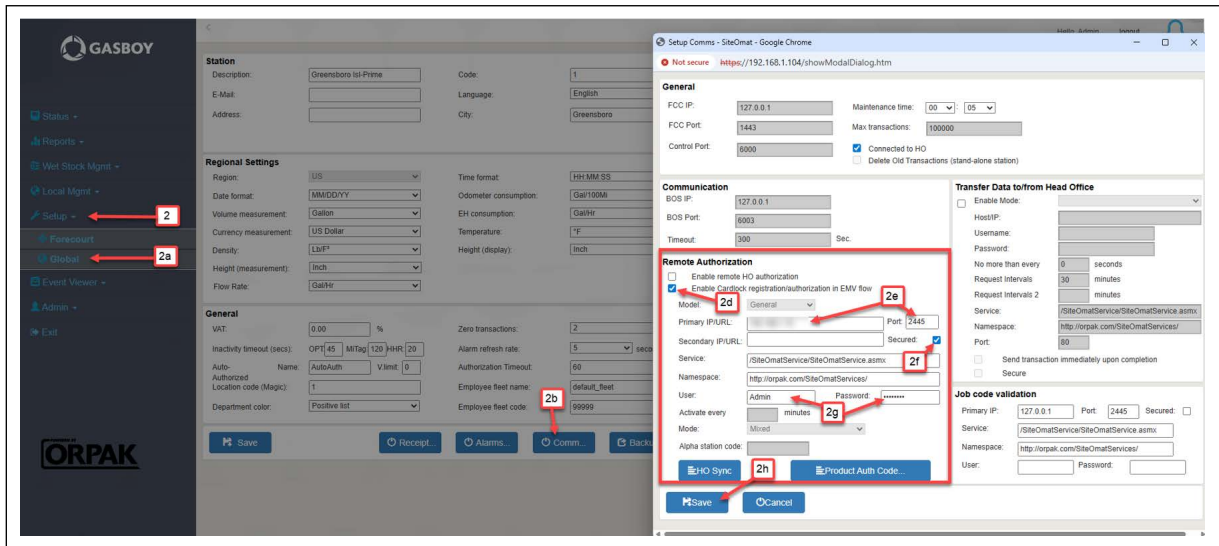
- 1** Log in to the SiteOmat Setup menu: <https://192.168.1.104>.
  - a** Enter username and password (see *Technician's Guide*).
- 2** Go to **Setup**.
  - a** Click **Global**.
  - b** Click **Comm** button.
  - c** In the **Remote Authorization** section, select the **“Enable Cardlock registration/ authorization in EMV flow.”** check box.
  - d** Enter the primary IP/URL of the FHO server and Port: **2445**.

e Select the **Secured** check box.

f Add FHO Admin User and **Password**.

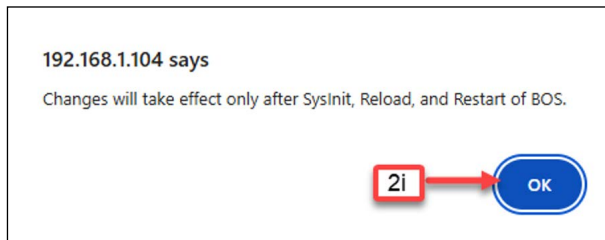
g Click **Save**.

**Figure I-37: Setup**



h Click **OK**.

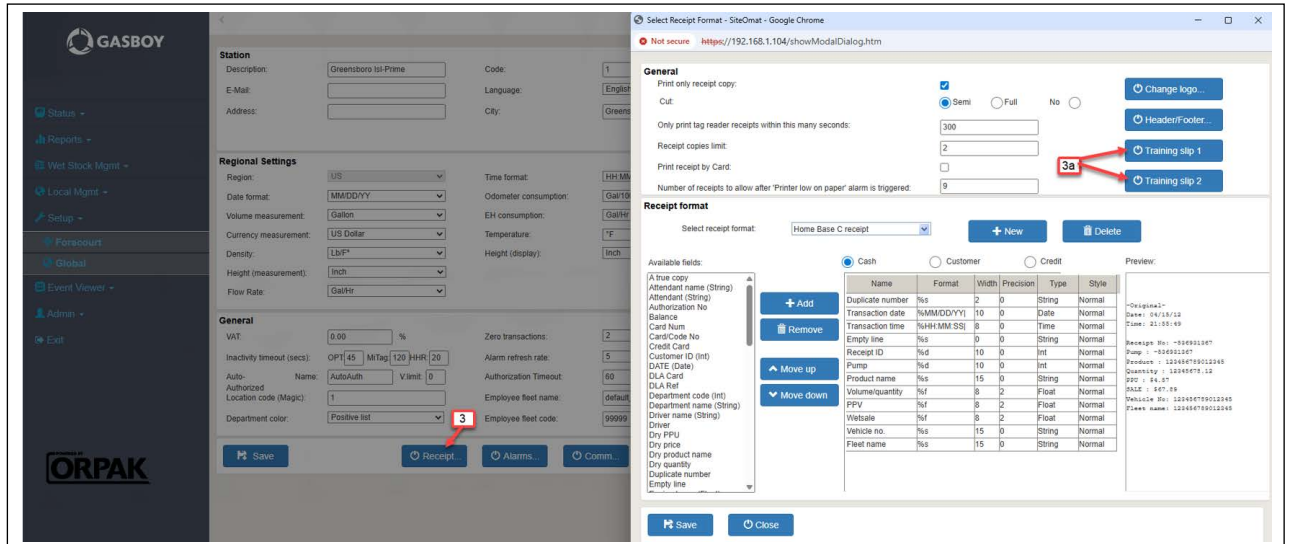
**Figure I-38: Click OK**



3 Navigate to the **Receipt** button.

a Click **Training slip 1** for English, or **Training slip 2** for French.

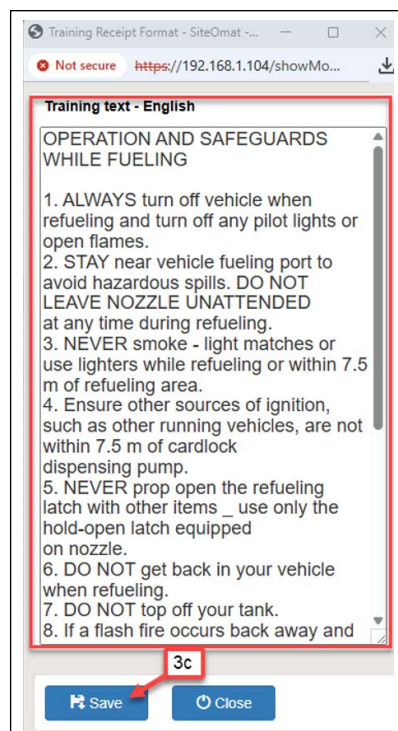
**Figure I-39: Select Training Option**



b Enter Training Text instructions.

c Click **Save**.

**Figure I-40: Save Training Text**

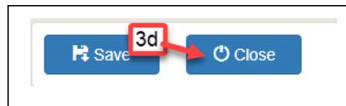


*Note: When typing text in the text box, consider the following:*

- The cursor uses word wrap.
- Numbered lists are allowed (for example: 1., 2.).
- The characters / \ # % & ^ < > are not supported.
- Text can be copied and pasted from other sources except for unsupported special characters.
- Accents, cedilla, ligatures (for example, œ), and trema (for example, ë) are supported in French. Ensure printers support these special characters.
- A special French character takes up more space and is equivalent to three or four English characters, reducing the number of words that can be entered, compared to English.

**d** Click **Close** to exit the Receipt Format menu page.

**Figure I-41: Click Close**



**4** Go to **Admin**.

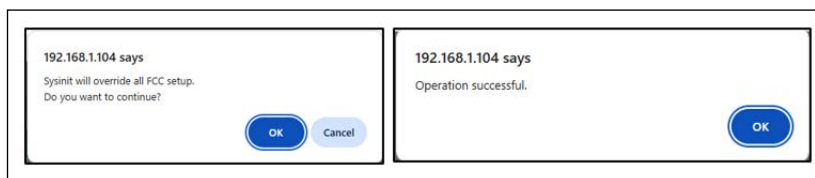
**a** Click **Sys Commands**.

**b** Click **Sys Init**.

**c** Click **OK** to acknowledge and continue.

**d** Click **OK** when the Operation successful message appears.

**Figure I-42: Click OK**

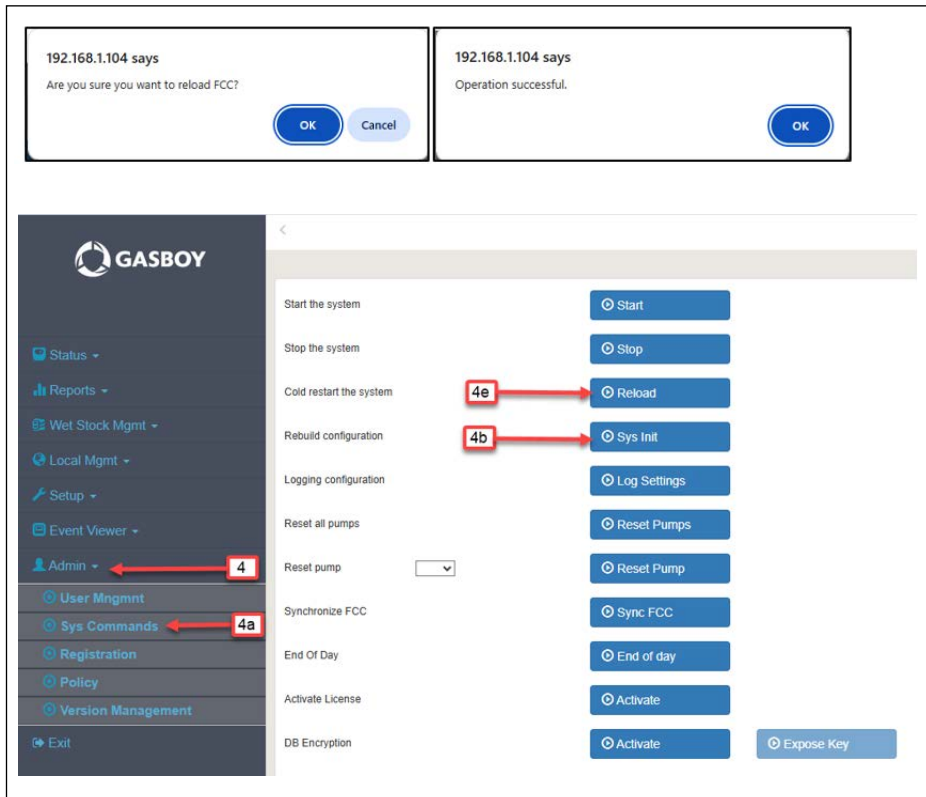


**e** Click **Reload**.

**f** Click **OK** to acknowledge you want to reload FCC.

g Click **OK** when the Operation successful message appears.

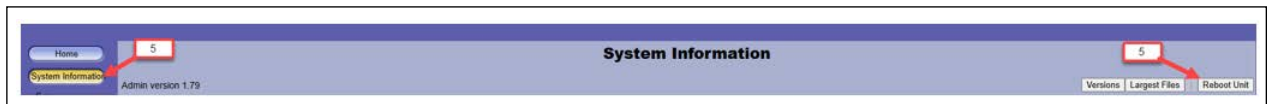
**Figure I-43: Reload FCC and Click OK**



5 Log in to the nOrCU Administrative Console menu: <https://192.168.1.104:8090>.

a Reboot nOrCU by going to System Information and selecting Reboot Unit.

**Figure I-44: Reboot**



6 Test card.

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