



Elavon EPOS installation guide

Thank you for ordering your Point of Sale (POS) solution from Elavon

To ensure a smooth installation and minimal disruption to your business we need you to ensure that you and everything in your processing environment is ready.

Important things to check before your engineer arrives

Please take a moment to complete the following equipment and internet checks and ensure that all of the necessary connectivity and access requirements are available, ahead of your POS & terminal installation appointment.

Internet requirements

Your new POS is a cloud based solution and requires business grade broadband installed and the broadband should only be used for the POS.

Minimum bandwidth for running the POS software is 5Mbps down, and 1.5Mbps up, per device. If you wish to use your broadband for other services (CCTV, music streaming, customer Wifi access), then you must contact your internet service provider to segregate bandwidth on your router for the POS system or, you should run those services on a separate router.

If you do not do this, it will impact the POS and terminal performance, therefore your business operations, customer experience and revenue.

Before the installation, Elavon will firstly send an engineer to your site to complete a site survey of your infrastructure. This is at no charge and is for your benefit to ensure that the internet you have installed is ready to support the installation of your POS solution.

Equipment checks

It's important you check the POS solution and terminal(s) that you've chosen can operate correctly in place before your engineer arrives. To do this, simply find the equipment and terminal you have ordered in the following table and complete the tick box requirements.

If this is challenging for you, it's recommended that you use a trained professional or someone who's competent in understanding infrastructure requirements.

Equipment/Terminal	What do I need	Check
Talech Register hardware bundle <i>A full point of sale ePOS bundle for your countertop</i>	<ul style="list-style-type: none"> • Mains electricity supply for two bundle items within 6ft / 2m of the point of sale location • A broadband speed of a minimum 5mb download and 1.5mb upload per device • For internet connection, an internet port within 6ft / 2m of the POS location 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Talech iPad <i>Your own purchased iPad to support the talech point of sale</i>	<ul style="list-style-type: none"> • Mains electricity supply within 6ft / 2m of the point of sale location • A broadband speed of a minimum 5mb download and 1.5mb upload per device 	<input type="checkbox"/> <input type="checkbox"/>
Additional printers <i>Kitchen printers or receipt printers (supplied with 10M internet cables)</i>	<ul style="list-style-type: none"> • Mains electricity supply for the printer at the desired location • For internet connection, an internet port within 33ft / 10m of the POS location 	<input type="checkbox"/> <input type="checkbox"/>
Poynt P61C <i>A smart terminal for seamless wireless activity anywhere in your business</i>	<ul style="list-style-type: none"> • For internet connection, an internet port within 6ft / 2m of the terminal's location • Mains electricity supply within 6ft / 2m of the terminal's location • A broadband speed of a minimum 5mb download and 2mb upload 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ingenico Desk 5000 <i>Fixed counter-top terminal with optional PIN pad and Smartlink integration</i>	<ul style="list-style-type: none"> • Mains electricity supply within 6ft / 2m of the terminal's location • For internet connection, an internet port within 6ft / 2m of the terminal's location 	<input type="checkbox"/> <input type="checkbox"/>
Ingenico Move 5000 <i>A portable tri-comms terminal for payments on the move</i>	<ul style="list-style-type: none"> • Mains electricity supply for the base charging station, within 6ft / 2m of the terminal's location • For WiFi connection, a WiFi network with 2.4 GHz wireless frequency and not available for public use, 	<input type="checkbox"/> <input type="checkbox"/>
Ingenico Lane 3000 (pin pad only) <i>Fixed counter-top terminal (Smartlink Integration only)</i>	<ul style="list-style-type: none"> • Additional USB port on till to supply power OR • Mains electricity supply within 6ft / 2m of the terminal's location • For internet connection, an internet port within 6ft / 2m of the terminal's location 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Important things you need to do when your engineer arrives

When your engineer arrives on site, they are there to install your POS solution, but your assistance is needed to ensure the installation goes smoothly and with minimum disruption, so can you please support with the following;

- 1 Be available to provide the engineer with the talech credentials that were provided to you in the talech welcome email**
- 2 Change the temporary password to your own memorable password (accept the customer terms in the talech app), set up a 6 digit PIN and provide it to the engineer to enable them to install without disruption**
- 3 As the install progresses, please make yourself or someone with site access available to the engineer, to enable the engineer to complete the install as quickly as possible**

If any of the above is not supported, this could result with the engineer leaving site, without your POS solution being installed

Whilst the engineer is on site, they will be responsible for the following for the sold Elavon items:

- Installation of the POS solution, printers and cash drawers
- Installation of terminals
- Integration of terminals to POS solution for payments
- Test prints to installed printers
- Test transactions to installed terminals

It isn't the engineers role to look after the following:

- Software set up on the POS app*
- Menu or Inventory set up on the POS app*
- Training you and your team on how to use the POS*
- Construction work (drilling holes, cable masking)
- Router configuration

*Your assigned boarding agent will assist you with these items.



Troubleshooting (with your IT or Internet provider)

When data is sent or received over the internet, it is sent through a specific port to an IP address. So, when it comes to taking payments it's essential to check with your internet provider that the associated ports and IP addresses are allowed, as shown in the table on the next page.

Static IP address solution required for integrated terminal.

The following details are required:

- **Static IP address**
- **IP Gateway**
- **Subnet details**
- **DNS address**

Your engineer will require two DNS server addresses for Tetra terminals.

If a secondary DNS address is not known, a public DNS can be used (Public DNS examples 8.8.8.8 & 8.8.4.4 for Google). Your firewall configuration needs to include a DNS address access. The MAC address of the terminal can be provided by the engineer at the time of installation if required for firewall configuration.



If using an integrated terminal to the Point of sale

Till and terminal need to communicate together via five different ports (listed in the table below) so you need to check that these are not blocked by firewall rules or any security and anti-virus software used on your till system.

Application	URL	IP address or end point	Port number
Ingenico DESK/5000 and MOVE/5000 - Mandatory applications			
Ingenico TMS	INGeTMS.elavon.com	193.155.119.53	4001
		195.245.90.103	
Authorisation and settlement	ipconex.elavon.com	195.245.90.61	7601
		193.155.119.61	
Poynt P61C - Mandatory applications			
Poynt HQ	https://eu.poynt.net	https://fouroneone.poynt.net	443
		https://services-eu.poynt.net	
		https://vt-eu.poynt.net	
		wss://pcm-eu.poynt.net	
		https://eu.poynt.net	
		https://mothership-eu.poynt.net	
		https://billing-eu.poynt.net	
		https://s3-eu-west-1.amazonaws.com	
Integrated terminal (Smartlink) integrations			
Printing	Terminal initiated	Network specific	5187
Do Transaction	Till initiated	Network specific	5188
GetPedState	Till initiated	Network specific	5189
Events	Till initiated	Network specific	5190
DoSettlement	Till initiated	Network specific	5191

Contact details

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